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Ukraine

SECURITY AND JUSTICE IN UKRAINE:

PERSPECTIVES FROM COMMUNITIES
IN DONETSK, LUHANSK
AND ZHYTOMYR OBLASTS

2018



Author

Dr Siniša Milatović

Research team and contributors

The research tools and data analysis were created by Dr. Siniša Milatović. The field data was provided by the research company GFK and its team members Tamila Konoplytska, Inna Volosevich, Tetyana Kostiuchenko, Ivan Khadji, Dmytro Savchuk, Olga Vihlyaeva and Yaroslav Nasvit.

Field supervision and methodology compliance

Pavlo Diachenko

Layout and graphic design

Taras Volyanyuk, Sergiy Gumenyuk

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Above all, the survey would not have been possible without the participation of 3,900 respondents from the selected oblasts who took their time to share their perceptions and give us an in-depth look into the justice and security situation in their communities.

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ABBREVIATIONS

GFK Gesellschaft für Konsumforschung

HIV Human Immunodeficiency Virus

IDP Internally Displaced Person

LGBT Lesbian, Gay, Bisexual and Transgender

NGO Non-Governmental Organisation

RPP UNDP's Recovery and Peacebuilding Programme

UNDP United Nations Development Programme

FOREWORD



In eastern Ukraine UNDP is proactively supporting peacebuilding and conflict prevention by facilitating improved service delivery, decentralization, economic recovery, rebuilding and reduction of inequality and by strengthening the rule of law and building respect for human rights.

Though there has been progress, Ukraine is continuing to face massive socio-economic challenges. Job creation, poverty alleviation, anti-corruption measures, the decentralization process, law enforcement reform, reforming the judiciary and promotion of human rights are still key priorities that Ukraine's authorities need to address at both the national and the regional levels. The slow pace of reforms and the lack of immediate and tangible results are contributing to public scepticism, insecurity and distrust in the authorities' ability to create a secure living environment and maintain the rule of law and respect for human rights, especially in the conflict-affected areas of eastern Ukraine.

It is UNDP's understanding that increasing personal and community security and providing access to justice will lower tensions and prevent conflict, particularly if this is done in participative ways that address exclusion, inequality and discrimination. In turn, this will reinforce the protection of human rights and generate further trust in the state in a virtuous circle. If communities can learn how to work together for mutual benefit, and learn how to resolve their problems and grievances on the basis of fairness and justice, society's power will be channeled more effectively and cohesively for development at national, regional and local levels.

The key to implementation of this approach is to encourage and empower men and women in conflict-affected communities to voice their opinions on local development, planning for recovery, and providing services and solutions to build community security.

To deepen understanding of public needs, UNDP conducted its first assessment of citizens' knowledge of, attitudes toward and experience with justice and security issues in the conflict-affected areas of eastern Ukraine in 2017. The report has helped the international donor community, the Government and civil society not only to identify public needs, but also to align interventions accordingly and advocate for citizen-oriented policy changes and reforms.

With the reforms still in process and many challenges still ahead, a new assessment was conducted this year. This assessment – which is presented in this document – is expected to serve as an important tool in planning initiatives to bring justice and stability to the people of Ukraine.

Janthomas Hiemstra

*Country Director
UNDP Ukraine*

1 INTRODUCTION

This report presents the findings of a survey conducted in 2018 to examine citizens' knowledge of, attitudes toward and experiences with justice and security issues.

It was carried out under UNDP's comprehensive Recovery and Peacebuilding Programme (RPP), with a particular geographic focus on conflict-affected areas in Donetsk and Luhansk Oblasts, as well as in the control region of Zhytomyr.

This programme commenced in 2016 with the aim of strengthening the resilience of conflict-affected communities, including displaced populations and their host communities, in these three oblasts. In addition to the restoration of infrastructure and economic recovery, the programme also focuses on the promotion of reconciliation and social cohesion, as well as on strengthening community security, justice and local governance. In doing so, it seeks to ensure that human rights and the rule of law are enjoyed at the community level.

This survey is the second of its kind under the RPP. It is a follow-up to the 2017 Security and Justice Survey; like the earlier survey, it seeks to **explore and measure the needs and experiences of Ukrainians in obtaining security and accessing justice**. The survey also aims to measure the changes that have occurred since 2017 and to identify trends in this regard.

The survey focused on **six crucial aspects** of security and justice in the three oblasts in Ukraine where UNDP's RPP is active: government-controlled areas of Donetsk and Luhansk Oblasts, and Zhytomyr Oblast in Central Ukraine.

The **first aspect is the population's security needs and experiences**. The populace was surveyed on the security issues that cause people to feel unsafe and on their experiences in resolving these issues. This data will be used by the programme and by policy-makers when determining which security issues are the most pressing, including by geographical location and

by sub-group, such as women, economically disadvantaged individuals, internally displaced persons (IDPs) and so on.

The **second aspect is the population's perceptions of justice and security services**. The population at large (including the large percentage that have not interacted with these institutions) was surveyed on its perceptions of justice and security services, the police, prosecution services, the courts, local administrations and offices of legal aid.

The **third aspect is the population's experiences in accessing justice**. The survey ascertains what kinds of disputes about justice concern the Ukrainian population and breaks them down by subject matter and adversary. It also examines the decision-making processes of ordinary citizens in resolving disputes and legal issues. This may involve filing a request with the local government to issue a building licence, filing a criminal complaint with the police for harassment, seeking advice from a friend or a lawyer on labour rights or suing one's neighbour in court. The survey focuses on how fair, respectful and transparent such experiences with institutions and persons in the justice system were. It also examines how much these efforts cost, how long they lasted and how effective they were.

The **fourth aspect is the population's experiences in resolving administrative issues**. The survey examines how easy it is for residents of the three oblasts to take care of administrative issues, such as obtaining a birth or death certificate or a registration permit, or accessing welfare payments that they are entitled to.

The **fifth aspect is the population's experiences with legal and security services**. The assessment involves a close look at the level of satisfaction of respondents who make use legal and security services, as well as at the



perceptions of the populace at large about the quality of these services.

The **sixth and final aspect is the particular experiences of certain disadvantaged groups, such as the LGBT population, persons with disabilities and others.** The identities of members of these groups and their living conditions or circumstances mean they have different sets of constraints when attempting to access justice than the rest of the population. Consequently, the survey devotes additional attention to their experiences. Different research methods, such as interviews and focus groups, were employed to provide a more detailed analysis.

THE ASSESSMENT CONSISTED OF:

- 1 a quantitative household survey;
- 2 a quantitative court user/observer survey;
- 3 and qualitative interviews with traditionally underrepresented groups.

We sought to ask detailed questions within the framework of a representative, statistically robust household survey covering a broad range of interlinked issues, including security, justice and administrative services. The survey was designed to show any significant differences in attitudes based on levels of wealth, gender, educational attainment, age and geographic location (rural vs. urban; proximity to the contact line).

The information in this report summarises the key findings of the assessment.

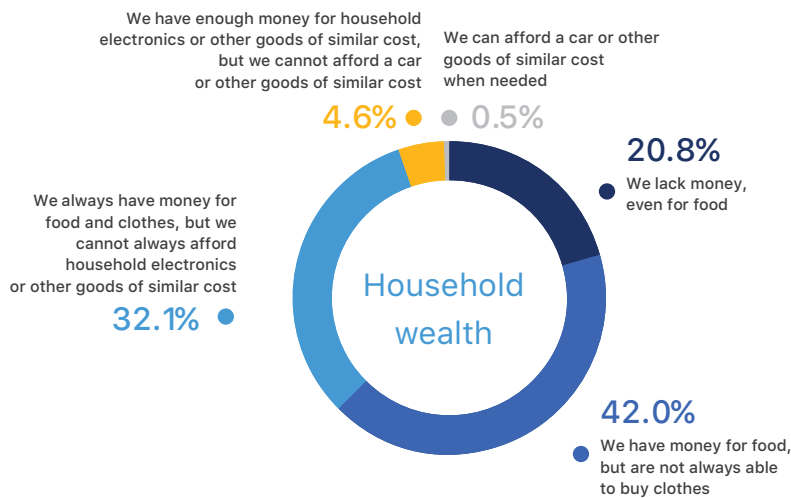
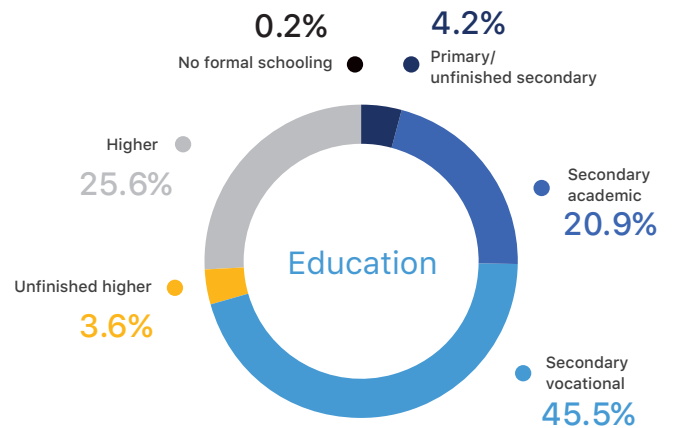
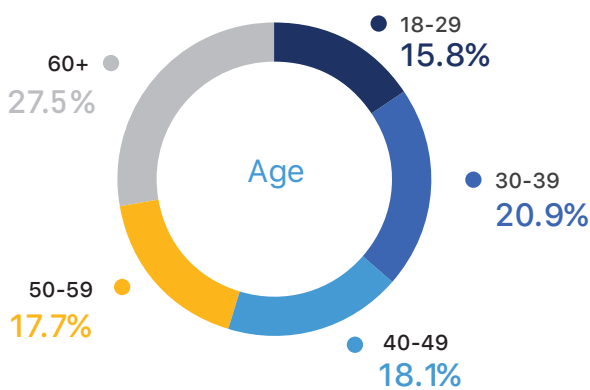
THE REPORT IS INTENDED TO PROVIDE EVIDENCE FOR GOVERNMENT, CIVIL SOCIETY AND INTERNATIONAL PARTNERS IN ORDER TO:

- Identify priority areas where reform and recovery interventions are required;
- Determine how institutions and processes can be strengthened to better address security issues;
- Determine how to increase the public's trust in justice and security institutions;
- Tailor future interventions aimed at strengthening the justice sector and fulfilling the justice needs of residents of the three oblasts surveyed;
- Provide a measurement against the baseline (from 2016) of the population's awareness of legal and security services and of the quality of those services;
- Monitor and evaluate the effectiveness of reforms in the justice and security sectors;
- Advocate for policy and legislative changes at the regional and national levels.

2 DEMOGRAPHY

The survey was designed to reflect regional demographic profiles in terms of age, gender and urban/rural distributions, based on 2017 data from the State Statistics Service. Below is a detailed breakdown of the demographics of the quantitative survey:

- **3,900** individuals aged 16 and over were interviewed between February and May 2018 in government-controlled areas of Donetsk and Luhansk Oblasts and in Zhytomyr Oblast.
- **1,754** interviewees were men (45%); **2,146** were women (55%).
- **2,880** interviewees were from urban areas (74%); **1,020** were from rural areas (26%).





Respondents were asked about their age, gender, economic status, level of education and other characteristics that were deemed potentially relevant. About 61% of respondents were married. The population surveyed was generally well educated, with only 4.4% not having finished secondary school and over a quarter having attained degrees from institutions of higher education, but not affluent (over a fifth said they “lack money even for food”, while only one in 200 respondents can “afford a car or other goods of similar cost”).

Just over 1.6% said that they had personally been a combatant during the conflict in eastern Ukraine, while approximately one in 30 (3.3%) consider themselves internally displaced (IDPs). [This represents a reduction from last year, when IDPs numbered 6% and 5% in Donetsk and Luhansk Oblasts, respectively.](#) This would appear to support the trend identified in last year’s survey that many IDPs are moving back to non-government controlled areas due to economic hardship.



REGIONAL DIFFERENCES:

- More than two thirds of respondents in Luhansk (69.1%) said they did not have enough money for clothes. In Donetsk, this figure was 61.1%, while in Zhytomyr, 56.5% said they do not have enough money for clothes.
- There are significantly more former combatants in Zhytomyr Oblast than in the other two conflict-affected oblasts. In Zhytomyr, 34 people (2.6%) said they had taken part in the armed conflict, compared to 19 in Luhansk (1.5%) and 11 in Donetsk. Moreover, 122 persons in Zhytomyr (9.4%) said that an immediate family member had been a combatant, as compared to 58 (4.5%) in Luhansk and 25 (1.9%) in Donetsk.
- Conversely, however, IDPs are less likely to reside in Zhytomyr than in the two conflict-affected oblasts: 61 people (4.7%) in Donetsk and 59 (4.5%) in Luhansk said they were internally displaced, compared to just nine (0.7%) in Zhytomyr Oblast.

For a full overview of the methodology, please see Appendix 1.

3 KEY FINDINGS

This section presents an overview of the key findings of the survey. These include some of the common themes, as well as key areas of difference, that have been deducted from the results of the survey. The key findings are elaborated upon in the main body of the report.



SECURITY CONCERNS

The overwhelming majority of respondents (88.6%) feel safe in and outside their homes during the day (84.8%). The environment in which the respondents feel the most unsafe is outside after dark: just under half of those surveyed (49.5%) feel safe then.

Women have stronger feelings of danger and greater concerns than men, particularly when it comes to feeling unsafe after night falls. This is especially true outside: 63.4% of men said they feel safe walking in their communities at night, compared to only 38.2% of women. However, this disparity in the feeling of danger between women and men also exists in the home. **Those living close to the contact line are also particularly likely to feel unsafe outside in the dark, as are the elderly and urban residents.**

The survey examined which issues are the most pressing for communities. Respondents were presented with a list of fourteen issues their communities may face and asked to rate them as major, minor or non-issues. **The most pressing issues are poverty and unemployment, along with corruption, followed by health issues, including alcoholism and drug abuse.** The respondents' foremost concerns – poverty and unemployment, followed by corruption and alcoholism – are the same as last year (although each scored around 80% this year, compared to over 90% last year).

Residents of areas close to the contact line have stronger concerns about hard security issues, such as the presence of mines and shelling (especially in Luhansk Oblast), and crime (principally in Donetsk Oblast) than other

residents surveyed across the three oblasts. For instance, those living close to the contact line in Luhansk Oblast are between three to four times more likely to believe that unexploded ordnance and mines are an issue in the community than residents living further afield.

The results also show that UNDP's area-based recovery programme has had some success in addressing security issues that are pressing for large numbers of residents of the three oblasts, such as the presence of stray dogs. There have been some modest improvements in the 24 communities where UNDP's programme is active, where nearly 8% fewer respondents consider this a major issue than in the other settlements where the survey was conducted.

The perception of criminality has not changed since 2017, when respondents also perceived economic, rather than violent, crimes as the most common. In addition to their perception of the frequency of certain crimes, **respondents were also asked which of these was of the greatest concern to them.** Despite its perceived low rate of occurrence, murder was of the greatest concern to respondents.

There are important differences between the primary concerns of men and women. Women are generally more concerned about crimes or disputes affecting them, with more men (20.8%) than women (14.7%) saying that there were no disputes or crimes that concerned them. The concerns of urban and rural dwellers vary; the older a respondent is, the more unsafe he or she is likely to feel.

The results also illustrate the complexity



of designing programmatic responses to improve security. In order to be successful, such programmes have to tackle real-life crime rates, perceived rates of criminality and levels

of concern about different types of crime; these are not necessarily related to each other or to feelings of (in)security among the population.



ACCESS TO JUSTICE

Respondents were surveyed on their perceptions of, and experiences with, justice disputes and institutions.

PERCEPTIONS

All respondents, regardless of whether they have interacted with the justice sector, were surveyed about their perceptions of justice disputes and institutions.

The closer the relationship between the parties in the dispute, the less likely respondents would be to involve justice sector institutions in resolving it. Where disputes occur between parties with familial or friendly relations, respondents favour resolving them in more informal ways, such as negotiation or third-party mediation.

Respondents generally perceive justice sector institutions as being more effective than before. Over half (51.1%) said they would get justice if they were victims of a crime, which is a substantial increase from last year (40%).

The economic status of respondents is still a key determinant in how much faith they have in obtaining justice, with poorer people more sceptical and alienated from the justice system. **Other important factors are age** (the older a person is, the less likely he or she is to believe in obtaining justice after a crime)

and education (only 22.2% of those with no formal schooling think they would be able to obtain justice, compared to 61.9% of those with unfinished higher education and 56.6% of those with completed higher education).

Court users (76.2%) exhibit a higher degree of confidence in being able to obtain justice after reporting a crime than respondents that do not have cases pending before the courts (48.9%).

Despite overall positive scores when it comes to the approachability of the police, prosecution and the courts, these three institutions are seen by the respondents as lacking in integrity and efficacy. For instance, over three quarters said that police (77.9%), prosecutors (78.5%) and courts (78.4%) would definitely or likely side with the most powerful person in a dispute. Negative opinions are most pronounced among those with the lowest levels of formal education, those that are financially among the worst off in society and women. Lawyers (although generally trusted) and courts are seen as unaffordable for the majority of respondents.

The institutions most trusted by respondents are their local administrations, particularly by the least educated and poorest persons (in contrast to the police, prosecution and courts, which they trust the least).



During this period, 13.7% of those surveyed had legal disputes. Respondents with disputes fell into two broad categories: those that were wronged (referred to as "victims") and those accused of wronging someone, along with those that declared they were "neither" (referred to as "alleged perpetrators/others").

Almost half (49.3%) of those who were victims in disputes said they "got justice". This is a marked improvement from last year, when 34% felt that way. Nearly three in five of those who committed a wrong or could not be classified as either a victim or perpetrator feel like they "got justice". These results indicate increased faith in the justice system as reflected in the perceptions of the overall sample of respondents.

Respondents' experiences were that the most prominent justice sector institutions (police, prosecution and courts) were easily found and treated them with respect, but that they lack integrity and are inefficient. For instance, only 45.6% and 33.9% felt that the police and prosecutors, respectively, addressed their problems quickly. **Further, courts are seen as unaffordable.**

Lawyers are seen as representing clients' best interests and are not as unaffordable to those with disputes as perceived by the overall sample (39.2% of the overall sample believe they could afford a lawyer, while 73.7% of victims did recruit private lawyers). However, lawyers are largely unaffordable to the poorest respondents surveyed.

The best-performing institution according to respondents with disputes were bodies of local administration, particularly with regard to their affordability and effectiveness. For example, nearly two thirds of victims (68.2%) believe the local administration worked quickly, and just over that (72.1%) believe it was fair.

The experiences of victims differed somewhat from the experiences of alleged perpetrators and others. Overall, the results show that the police are perceived by respondents to treat alleged perpetrators/others in a worse manner than they treat victims. Significantly fewer alleged perpetrators/others (64.7%) said they were treated fairly than victims (73.2%), while notably more reported that the police asked them to pay something (12.2% of alleged perpetrators/others, compared to 5.3% of victims) and that the police sided with the most powerful person (29.4% of alleged perpetrators/others, compared to 18.9% of victims).

With regard to victims, the biggest disparities in experiences corresponded not to wealth or education, but place of residence, with the most prominent justice sector institutions (police, prosecutors and courts) from Zhytomyr scoring particularly badly. However, the police were seen as treating wealthier and better educated alleged perpetrators and others in a fairer manner than those that are poorer and less educated. For instance, only 37% of alleged perpetrators and others that lack money for food said they were treated fairly, as opposed to 100% of those that can afford a car or other goods of similar cost.

The provision of legal aid is very important but is not widespread enough; nearly half of victims who lack money even for food had to hire private lawyers.

Members of vulnerable groups, including persons with disabilities, sex workers, IDPs and members of the LGBT community, all report relying on strong internal communication to a very large extent when resolving disputes. All of those interviewed from the ranks of these groups said the most important source of information was their peers and that they were reluctant to rely on justice sector institutions to protect their rights.



EXPERIENCES WITH ADMINISTRATIVE ISSUES

Respondents were surveyed on their experiences in resolving administrative issues. They **expressed a high degree of satisfaction with administrative processes such as obtaining a registration permit or getting birth and death certificates.** There has been a notable improvement in the level of satisfaction of

respondents who registered land. **The one exception to this overall high degree of satisfaction concerns the administrative resolution of problems resulting from unpaid benefits.** This issue should be examined and addressed across the three oblasts surveyed.



AVAILABLE LEGAL SERVICES

Both those that have used these services, and the rest of the population, have tremendously positive impressions of the quality of the services and the manner in which they were treated, irrespective of their personal characteristics or place of residence. This is true of all of the providers the respondents were asked about: the legal aid hotline, legal aid offices, local administrations and NGOs.

There has been improvement in the awareness of the population of legal service providers, including the legal aid hotline, legal aid offices and local administrations. The most notable rise occurred in Luhansk Oblast (where the level of awareness of legal aid offices doubled from 19% to 38.5%) and in Donetsk (where it rose by more than half, from 26% to 39.9%). **Nonetheless, there is still room for improvement:** with approximately a third of the population aware of the legal aid hotline, legal aid offices and the role of local administrations, there is clearly a need for further awareness-raising activities.

Awareness of legal services particularly needs to improve among the least educated and the poorest. For example, only 23.6% of those with no formal schooling and 24.3% of those with primary or unfinished secondary schooling were aware of the existence of legal aid offices (50.3% of those with higher education). **Failure**

to attract respondents from these sub-groups would mean that legal aid providers are not fulfilling their mandate to the fullest, as their focus should be on helping the poorest and least educated members of society. The most important task that the Government, UNDP, NGOs and other development partners have in this regard is to inform the most vulnerable people about the existence of legal services and to give them the means to access them (or give legal services the means to reach out to those that need them the most).

Rural residents have fewer options when it comes to receiving legal advice than urban residents. As a result, they have come to rely more on local administrations than qualified lawyers working in legal aid offices and other legal aid providers. **This gap should be bridged by making legal aid offices more mobile, using buses or scheduled office hours in rural areas.**

Persons with legal needs that are particularly consequential are more likely to contact the legal aid hotline and to seek advice from legal aid offices and NGOs and then take their claims to court. Those that seek legal advice from local administrations are less likely to seek redress in court.



SECURITY SERVICES

The police and bodies of local administration are seen by respondents as having a useful but somewhat passive role in addressing safety concerns and problems. Both bodies are believed to be fairly successful in solving and preventing problems, including security issues. For instance, nearly two thirds of respondents (65.4%) believe the police regularly or occasionally solve problems in their communities, while 52.8% of respondents say the same when it comes to local administrations.

The police and local administrations could do more to reach out to communities and thereby engender proactive solutions for their security issues. Only a quarter of those surveyed said that the police (23.9%) or local administrations (29.2%) regularly or occasionally hold meetings with community members about their safety concerns. The less educated and less wealthy a person is, the less likely he or she is to be aware of such meetings.

Those with the lowest levels of formal education and persons living in rural areas

are least likely to believe that the police are successful in solving or preventing problems in their communities. Police should also focus their attention on assisting more people from the lowest socio-economic rungs and people in rural areas.

Those with the lowest levels of formal education are also least likely to believe that local administrations are helpful in solving or preventing problems in their communities. Local administrations should attempt to target these people more proactively when providing services to them.

The authorities (most commonly the state emergency service and the police) were almost always successful in promptly removing mines or unexploded devices. However, half of those that saw a mine or an unexploded device failed to report it to the authorities. For that reason, the authorities and their development partners should devote greater efforts to educating the population on how to proceed in such situations.



MEMBERS OF VULNERABLE GROUPS

The vulnerable groups interviewed, including persons with disabilities, sex workers, IDPs, LGBT persons and others, said they had a difficult time resolving disputes because they were stigmatised by society at large, as well as by justice and security sector institutions. They

would like to be seen less as vulnerable persons than as citizens that have rights that should be protected by these institutions. In contrast with some official institutions, this is the approach of NGOs, which many members of vulnerable groups singled out for praise.

4 SECURITY CONCERNS



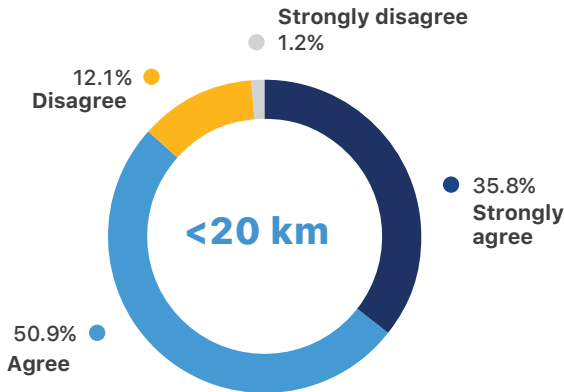
4.1 SAFETY AT HOME AND IN THE COMMUNITY

Respondents were surveyed on how safe they feel in different settings (at home or outside) and times of day (during the day and at night). **The overwhelming majority of respondents (88.6%) feel safe in their homes.** The results

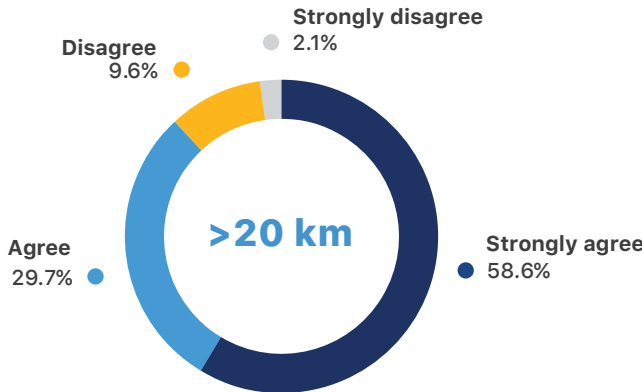
were fairly uniform across all three oblasts and between the genders, but the residents of communities within 20 kilometres of the contact line clearly feel less safe in their homes than people living in other areas covered by the survey.

I feel safe at home - by proximity to the contact line

Within 20 km of the contact line



Further than 20 km of the contact line



The feeling of safety in the home is weaker at night. **Respondents feel less safe in their homes at night (76.4%) than during the day (90.4%). A gender disparity appears here: 70.5% of women feel safe at home at night,**

compared to 83.4% of the men surveyed. The gender disparity holds across all three regions. *The results here are similar to those from 2017, when women felt noticeably less safe than men, particularly at night.*

I feel safe (strongly agree + agree) at home after dark – by gender



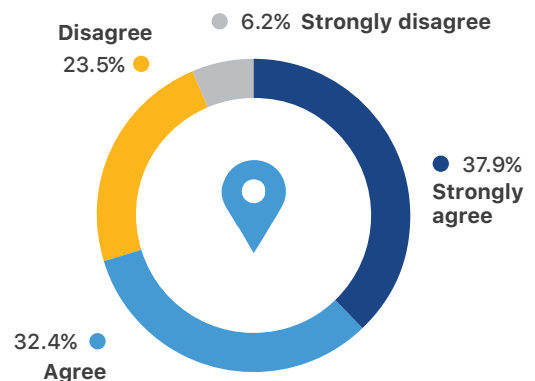
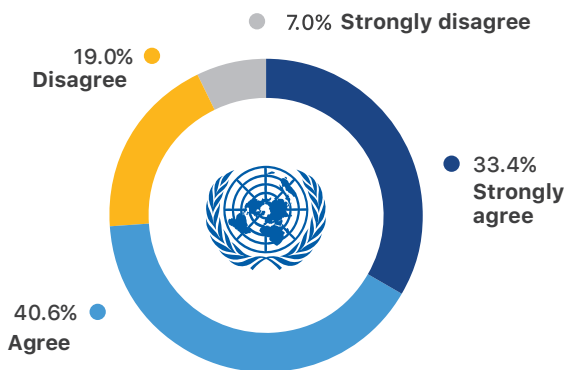
It could be hypothesised that the reason women feel notably less safe at home after dark is due to their fear of domestic violence. UNDP has sought to address this issue through awareness-raising in the 24 communities in Donetsk, Luhansk and Zhytomyr where its regional programme is being

implemented. These efforts may have borne some fruit, as women there feel slightly safer (74%) in their homes than women in other communities of the three oblasts where the survey was carried out (70.3%).

Women who feel safe at home after dark - by areas where UNDP is active

In 24 communities where UNDP is implementing its programme

In the other communities surveyed

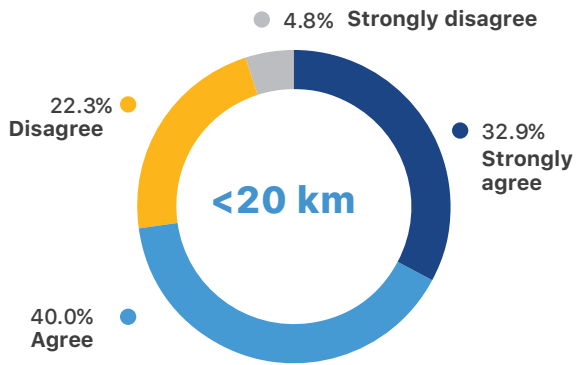


There is also a significant difference between how safe residents of areas close to the contact line feel at home after dark, and how residents

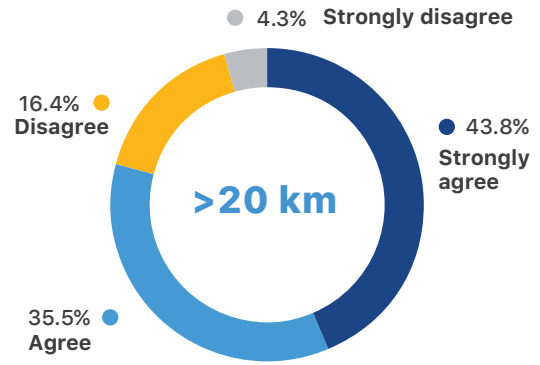
of other communities that participated in the survey feel.

I feel safe at home after dark - by oblast and proximity to the contact line

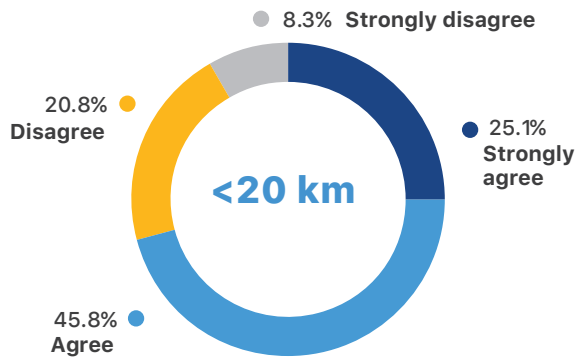
Donetsk Oblast – within 20 km of the contact line



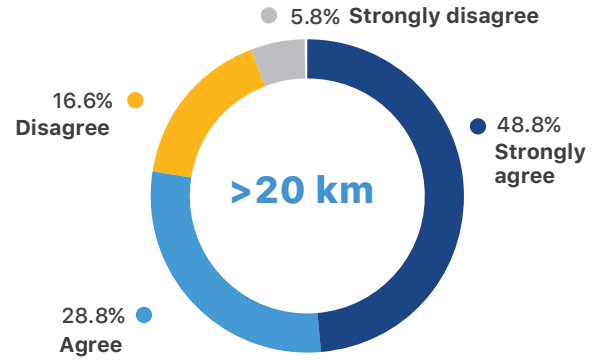
Donetsk Oblast – further than 20 km of the contact line



Luhansk Oblast – within 20 km of the contact line



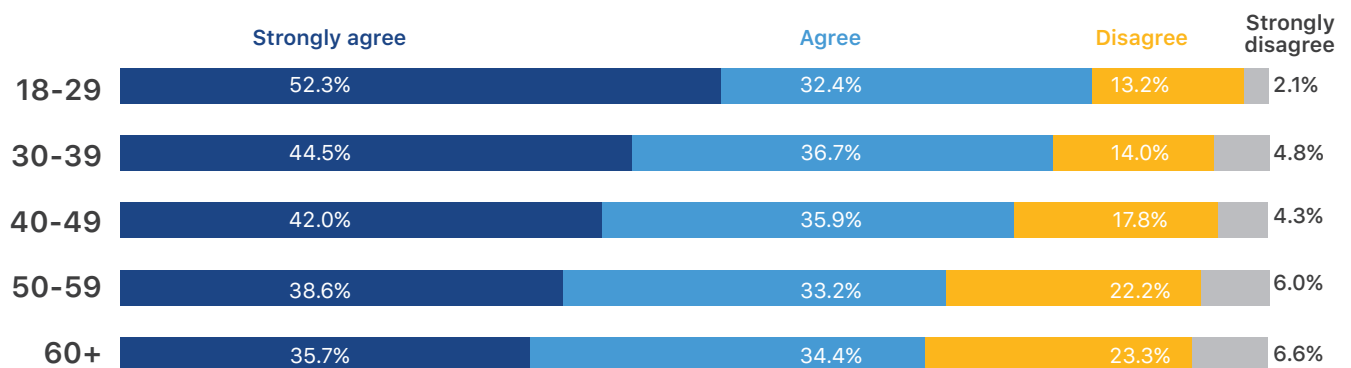
Luhansk Oblast – further than 20 km of the contact line



There were disparities between age groups, with the likelihood of a person feeling unsafe in his or her home after dark increasing with age. While only 15.3% of 18-29 year olds said they felt unsafe at home after dark; this ratio increased with each group, reaching 29.9% among 60+ year olds. [This represents a difference from 2017, when age did not significantly impact perceptions of safety.](#)

These results suggest that a feeling of danger extends to citizens in their homes and raise the question of the extent to which it is a subjective feeling prompted by the broader security situation in Ukraine (given that the overall crime rate in all three oblasts has been dropping since 2016, as have instances of theft and robbery).

I feel safe at home after dark - by age groups



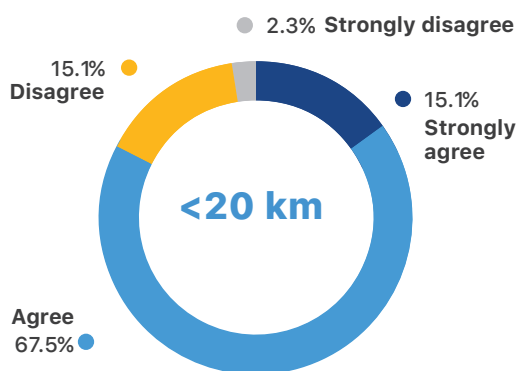
Respondents were also surveyed about how safe they feel in their communities (outside their homes). **A significant majority strongly agree or agree that they feel safe outside their homes during the day (84.8%).** Some differences appear between regions (for instance, in Luhansk Oblast, close to half [49%] of respondents strongly agreed with the statement "I feel safe in my community during the day", while in Donetsk Oblast 30.7% strongly agreed with this statement), as well as between rural areas

(48.1% strongly agree that they feel safe outside during the day) and urban areas (36.7%).

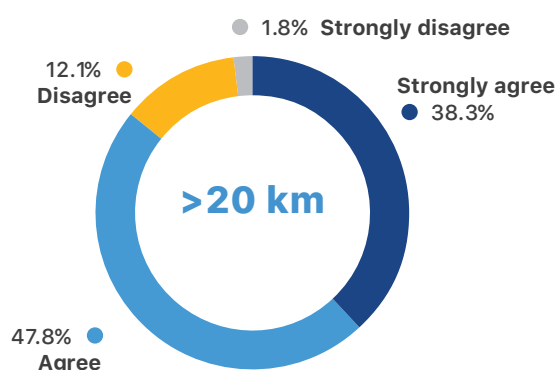
Despite these factors, living near the contact line is the most significant predictor of how fearful people will be in their communities during the day. The residents of Donetsk and Luhansk are half as likely to strongly agree with the statement "I feel safe in my community during the day" if they live within 20 kilometres of the contact line than if they live further away.

I feel safe outside during the day - by oblast and proximity to the contact line

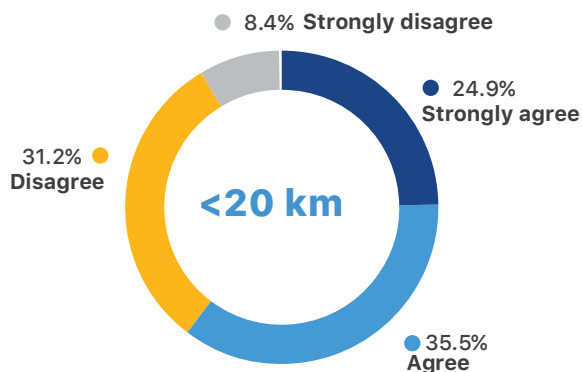
Donetsk Oblast – within 20 km of the contact line



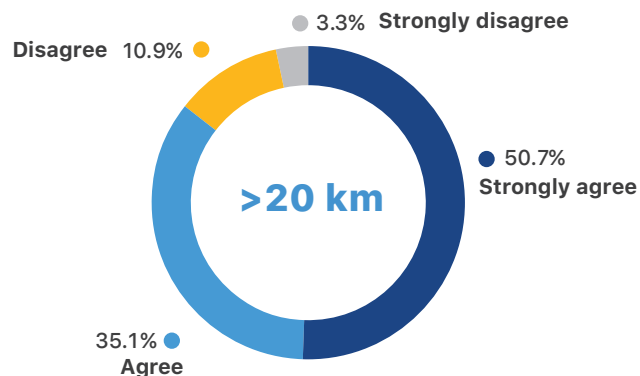
Donetsk Oblast – further than 20 km of the contact line



Luhansk Oblast – within 20 km of the contact line



Luhansk Oblast – further than 20 km of the contact line



It is also true that members of certain vulnerable groups are unlikely to feel safe outside, even during the day. For persons with disabilities, security is a broad concept; they told interviewers that often, they only feel safe at home, since conditions outside their homes are not adapted for them. Moreover, they added, they frequently fear non-acceptance by other persons, which leads them to spend more time indoors than they would prefer.

LGBT people feel particularly unsafe when venturing outside. One member of the LGBT

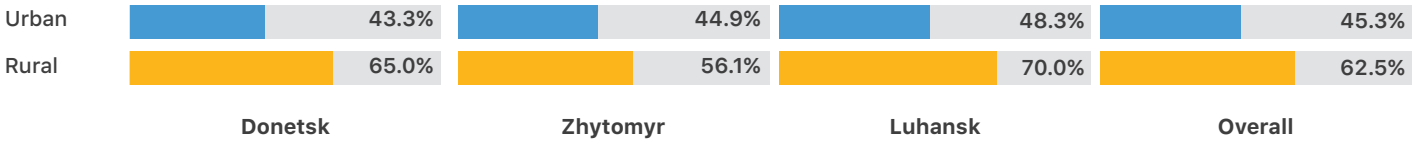
community told UNDP interviewers, "How can you feel safe when most people don't consider you a person? When they say that gays need to be killed or treated for their illness..." Members of the LGBT community do not merely fear other citizens; they are just as likely to fear law enforcement. One person interviewed said: "The worst thing is that if anything happens, we cannot even get protection from law enforcement personnel, as most of them also consider us abnormal".

For sex workers, the fact that this activity is illegal in Ukraine is often what makes it so dangerous and adds to the feeling of danger.

The environment in which respondents feel by far the most unsafe is outside after dark:

just under half (49.5%) said they feel safe then. Residents of urban areas are far less likely to feel safe (45.3%) outside in the dark than residents of rural areas (62.5%). This is true across all three oblasts surveyed.

I feel safe (strongly agree + agree) outside after dark – urban and rural comparison

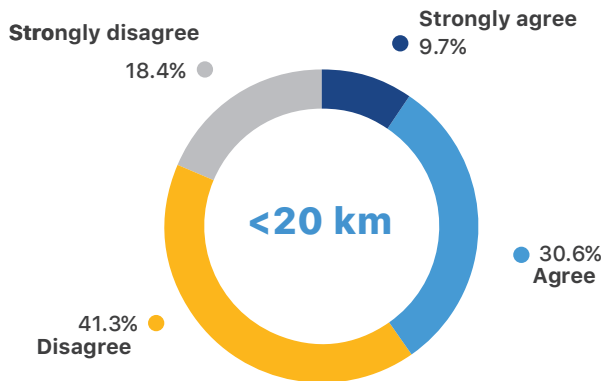


The disparities are even greater for residents of communities that lie 20 kilometres or closer to the contact line. In Donetsk Oblast, only 40.3% of residents living within 20 kilometres of the contact line feel safe after dark, compared to

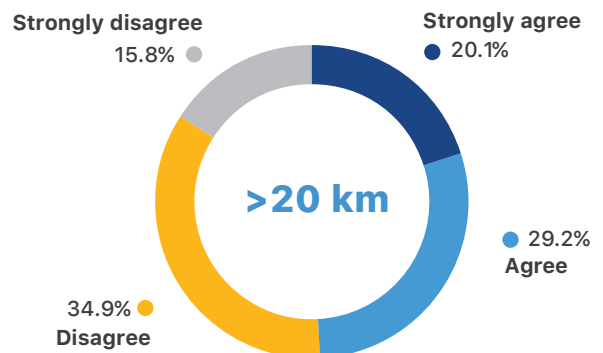
49.3% of those living further afield. While, the gap in Luhansk Oblast is also significant, with only 35.3% of those living close to the contact line feeling safe, compared to 55.8% of those living in other parts of the oblast.

I feel safe outside after dark - by oblast and proximity to the contact line

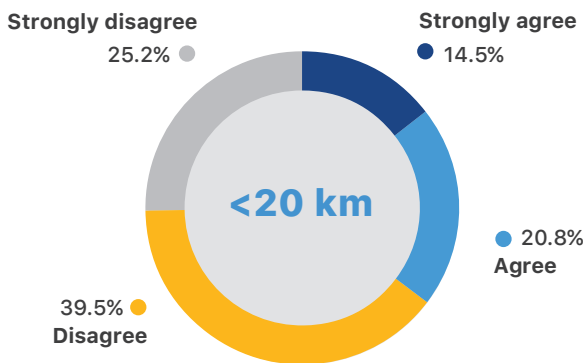
Donetsk Oblast – within 20 km of the contact line



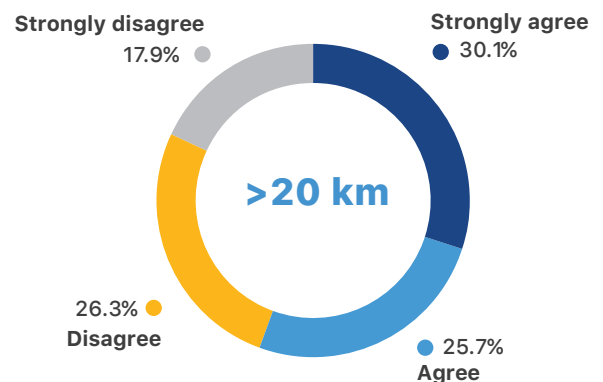
Donetsk Oblast – further than 20 km of the contact line



Luhansk Oblast – within 20 km of the contact line



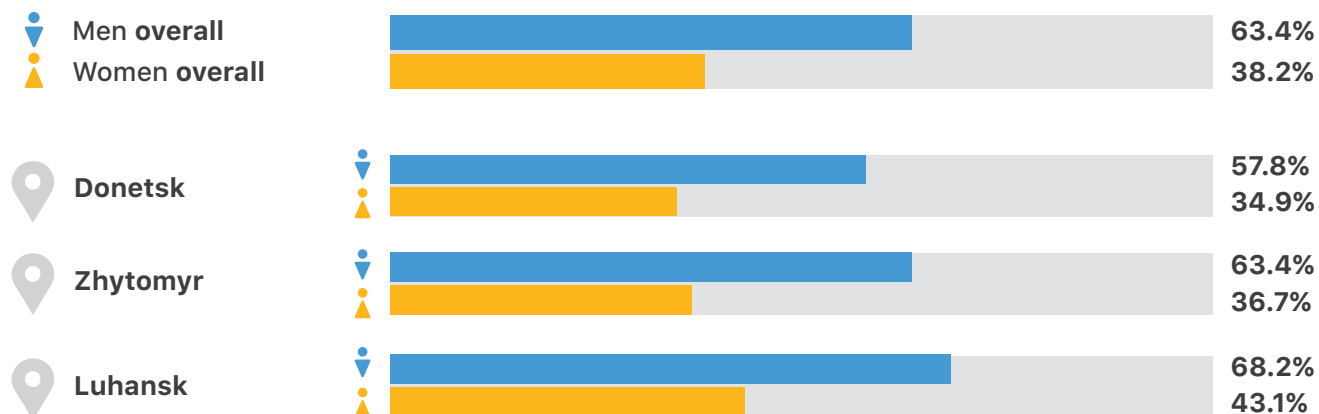
Luhansk Oblast – further than 20 km of the contact line



UNDP has provided certain communities, some of which are close to the contact line, with assistance including the provision of street lights in order to improve safety at night. The residents of these communities feel somewhat safer (44.4%) than residents of other communities close to the contact line. Nevertheless, this result illustrates that much work remains to be done to address this issue.

There are also notable differences between how men and women feel when outside after dark: while 63.4% of men said they feel safe walking through their communities at night, the figure was only 38.2% for women. Women in all three oblasts where the survey was conducted are more likely to feel unsafe at night, with the women of Donetsk Oblast feeling the least safe (only 34.9% reported feeling safe).

I feel safe (strongly agree + agree) outside after dark – by gender

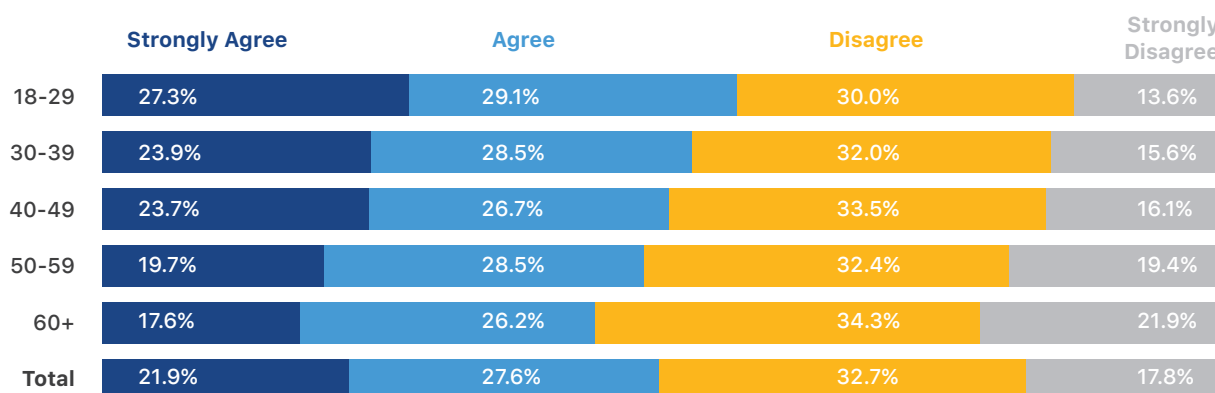


An even greater discrepancy can be found between current or former participants in the conflict in Donetsk and Luhansk Oblasts and those that have not engaged in combat: combatants surveyed feel much safer (78.4%) walking in the dark than non-combatants (49%). This finding could mean that there is a pervasive mood of danger in communal spaces after dark,

where those hardened by combat experience feel noticeably safer than others.

In addition, elderly people are also more afraid to venture out after dark, with only 43.8% feeling safe. This percentage rises as age decreases, reaching 56.4% for the youngest group surveyed (18- to 29-year-olds).

I feel safe outside after dark - by age



The results show that respondents across the three oblasts generally feel safe, particularly during the day. **However, when unpacked, the data indicate that a variety of sub-groups feel far less safe than the results would initially indicate. The most prominent of these groups are persons living close to the contact line.** This is true of residents of such communities in both Donetsk and Luhansk Oblasts.

Another group that feels particularly unsafe, particularly at night, are women. Although there has been an improvement in how many women feel safe in their communities at night since last year's survey, many women remain particularly fearful for their safety both while walking at night and inside their own homes at night. Further action is required to combat two related but distinct phenomena: street harassment and creating a safe environment outside the home, and domestic

violence in the home. Both, however, are linked by a common thread, which is the need to promote gender equality and to combat sexual- and gender-based violence. This continues to be a focus of UNDP's work in its programming in the three oblasts and nationally and, as mentioned above, some modest improvements have been noted in connection with UNDP's efforts.

Other groups that are particularly fearful of being outside in the dark include the elderly and urban residents. The groups should be encouraged to participate more intensively in community-based programmes aimed at increasing security in areas targeted by UNDP.

The figures show certain changes from last year: the elderly feel more vulnerable, while (despite the low score) a slightly greater percentage of women feel safer in their communities at night.

4.2 PERCEPTIONS OF OTHERS' SAFETY

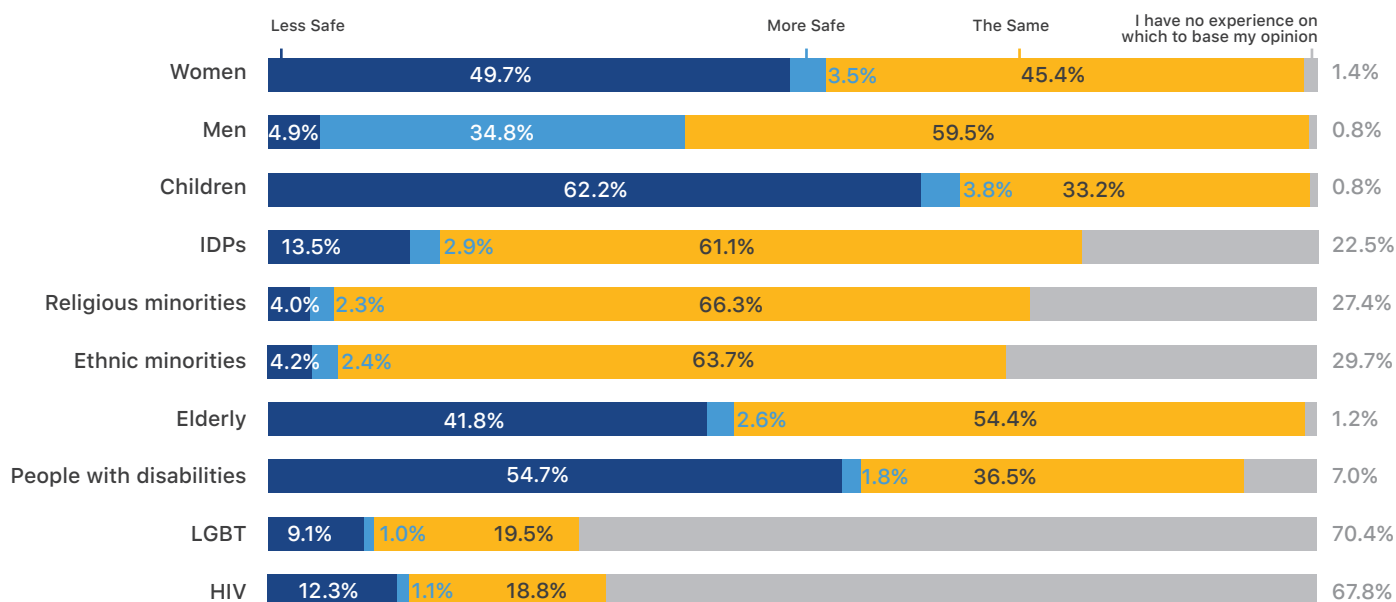
In addition to questions about how safe they feel at home and outside the home, **respondents were also surveyed on their perceptions** of whether certain groups, such as men, women, IDPs, the elderly and others, were more, less or equally safe compared to the community in general. The replies show that **certain groups are perceived as particularly vulnerable.**

For instance, male and female respondents in almost equal measure believe that women are far less likely to be safe than the general community (49.7% said women are less safe, only 3.5% said

women are safer). The same is true of the elderly, children and people with disabilities; it is somewhat less true of IDPs, members of the LGBT community and HIV-positive people, and not at all true of religious and ethnic minorities. The figures vary little among the oblasts or with regard to other variables examined by the survey.

These figures show little change from last year, with most respondents saying they were unable to comment on the safety of HIV and LGBT persons as they did not have experience with them.

Are the following groups less safe, safer, or about as safe as the general community?

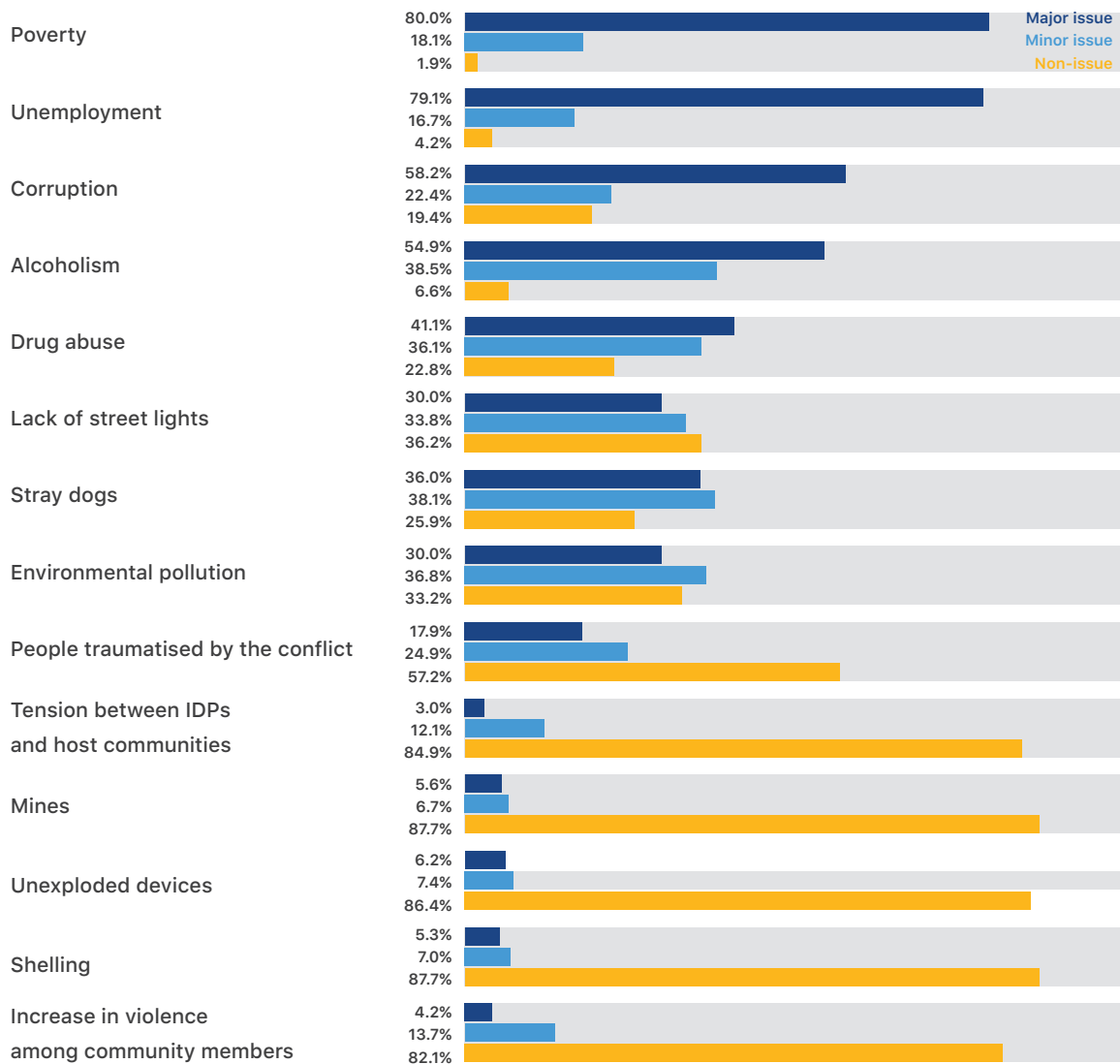


4.3 PRESSING ISSUES

The survey examined which issues are the most pressing for communities. Respondents were presented with a list of fourteen issues their communities might be facing and asked to rate them as major, minor or non-issues. The most pressing issues are poverty and unemployment, along with corruption, followed by health

issues, including alcoholism and drug abuse. The respondents' foremost concerns – poverty and unemployment, followed by corruption and alcoholism - are the same as last year (although each scored around 80% this year, down from over 90% last year).

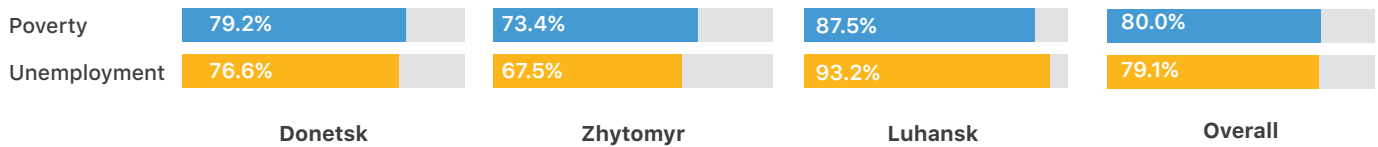
Are these issues in your community?



Concerns about unemployment are especially widespread in Luhansk, where 93.2% of respondents consider it a major issue, compared to 76.6% in Donetsk and 67.5% in Zhytomyr. There are some other differences in how the residents of the three regions see priority questions, with Luhansk scoring the highest on

certain issues relevant to UNDP's programming in Ukraine. Its residents are most likely to think people traumatised by the conflict are a major issue (22%, as compared to 19% in Zhytomyr and 12.7% in Donetsk). They are also the most likely to believe that street lights (42.1%) and stray dogs (39.8%) are a major issue.

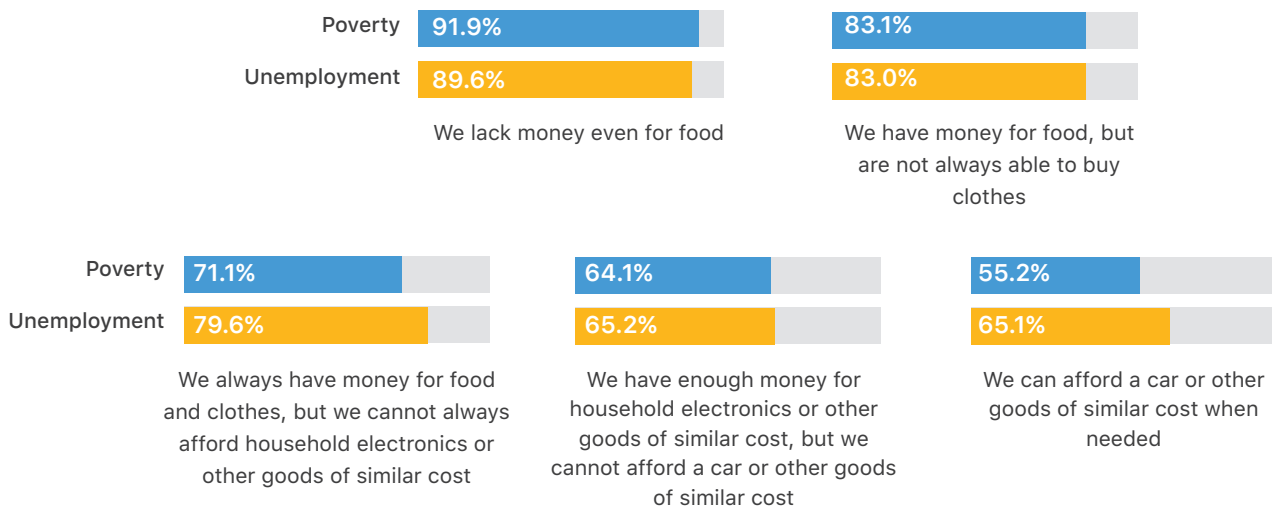
Major issues – by oblast



As is to be expected, concerns about economic and health issues are highest among the poorest and least well-off respondents. There is a significant disparity between the most and

least well-off in whether they view poverty as a major issue (the poorest do so almost unanimously, compared to only about half of the wealthiest respondents).

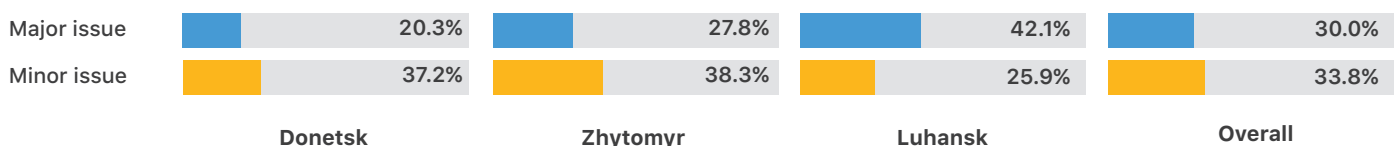
Major issues - by economic status



Respondents also said they had significant concerns about issues of everyday governance that impact community security (such as the lack of street lights and the presence of stray dogs) and about worries over the traumas that the conflict has created for members of the community, although these issues scored lower than the aforementioned economic and health

issues. The lack of street lights particularly affects residents of Luhansk Oblast and rural areas (43.5% of whom believe it is a major issue, compared to 26% of residents of urban areas). Perhaps unsurprisingly, considering the myriad other challenges they face, few residents (16.9%) of communities close to the contact line believe the lack of street lights is a major issue.

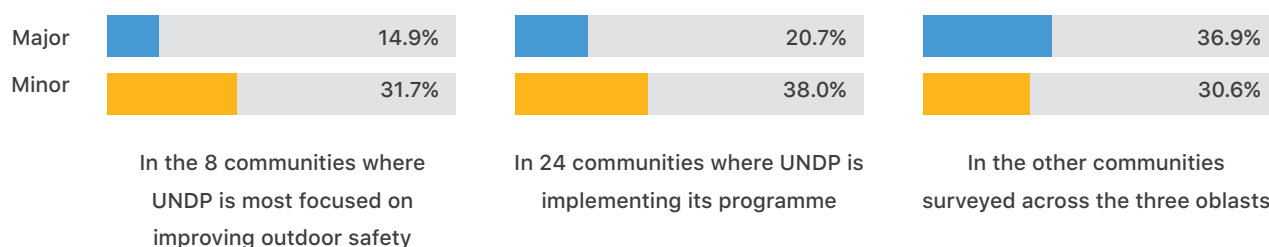
The lack of street lights – by oblast



This issue is being addressed by UNDP in target communities where it is carrying out its area-based recovery programme. In these areas, the

perception of residents is that street lighting is not nearly as serious an issue as it is in areas not covered by UNDP interventions.

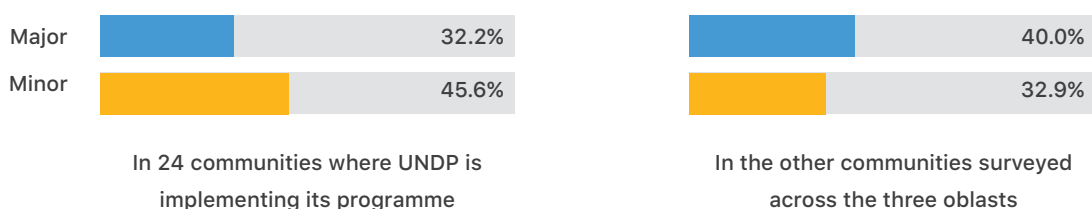
The lack of street lights – by areas where UNDP is active



The presence of stray dogs is also a serious concern in many communities. This issue is also being addressed by UNDP’s regional recovery programme in 24 communities across the three

oblasts. The results show that there have been some modest improvements, with nearly 8% fewer respondents considering it a major issue than in the other communities surveyed.

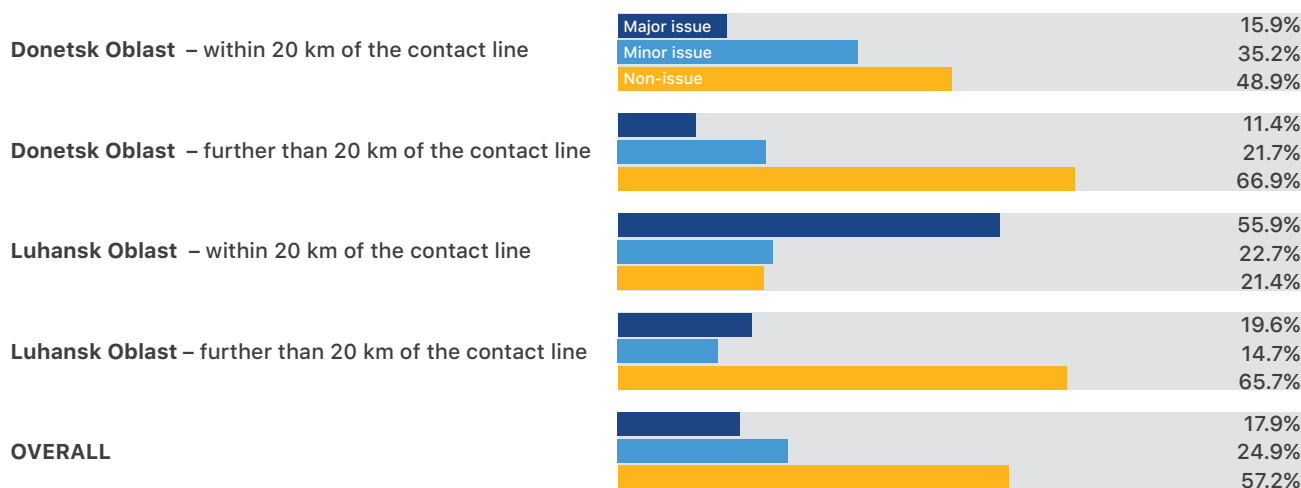
The presence of stray dogs – by areas where UNDP is active



As can be seen from the results, “pure” security issues, such as the presence of unexploded devices and mines, score much lower than economic or health issues. **However, the priorities of respondents from areas close to the contact line differ somewhat from those of residents from other areas, with greater**

concern shown with regard to more traditional security issues. More than half of those surveyed in communities within 20 kilometres of the contact line in Luhansk Oblast believe that “people traumatised by the conflict” constitute a major issue in their community, while 22.7% consider it a minor issue.

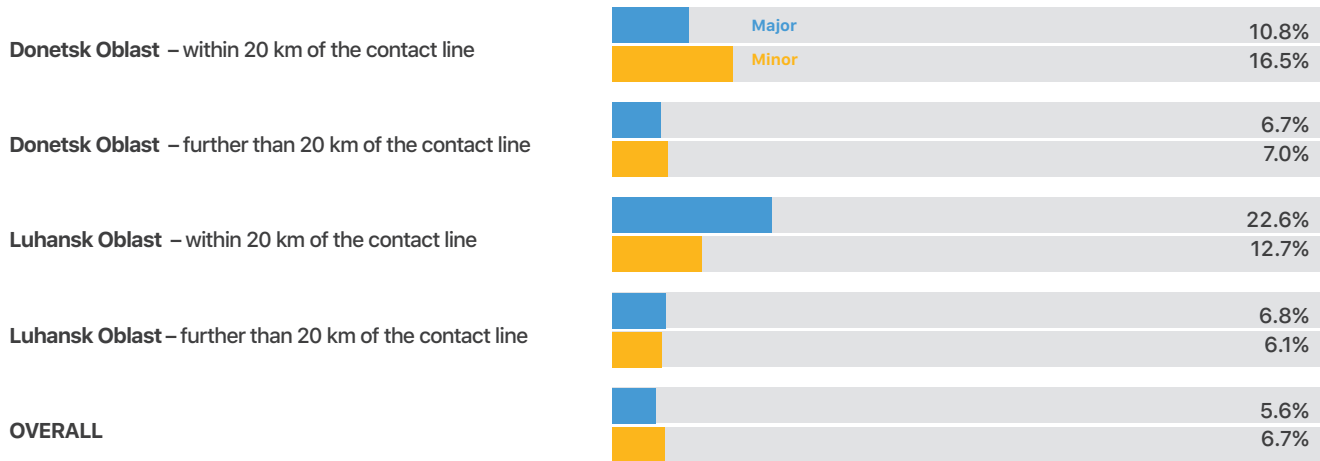
People traumatised by the conflict – by proximity to the contact line



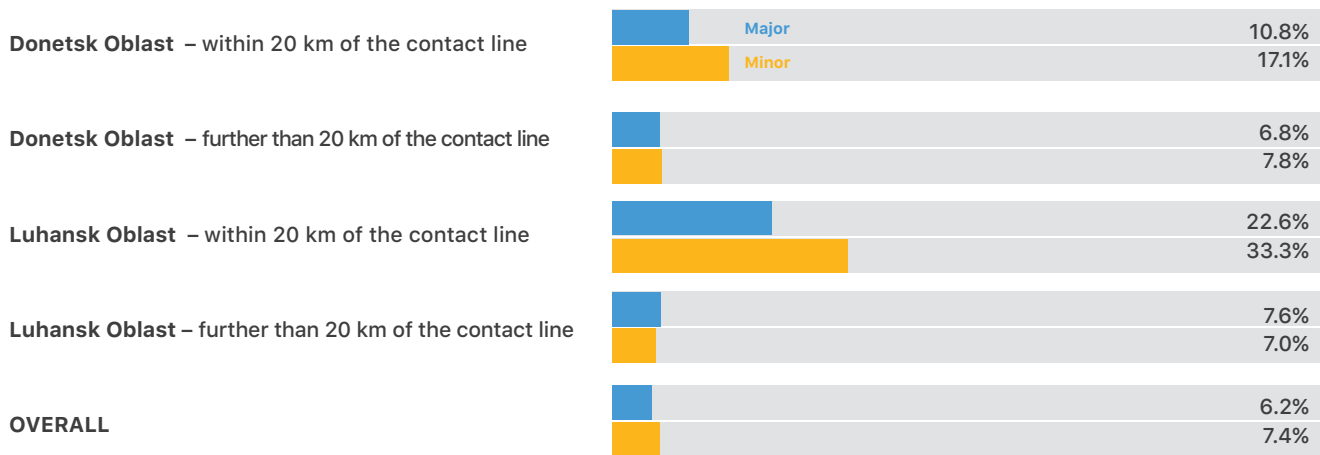
Residents of areas close to the contact line are, unsurprisingly, also far more concerned about the presence of mines and unexploded devices and the shelling they endure than residents of other areas covered by the survey. Those living close to the contact line in Luhansk Oblast are between three and four times as likely to believe

that unexploded devices and mines are an issue in the community as residents living further afield. Shelling is an enormous concern, particularly in areas close to the contact line in Luhansk Oblast, where more than half of those surveyed (55.7%) rank it as a major issue.

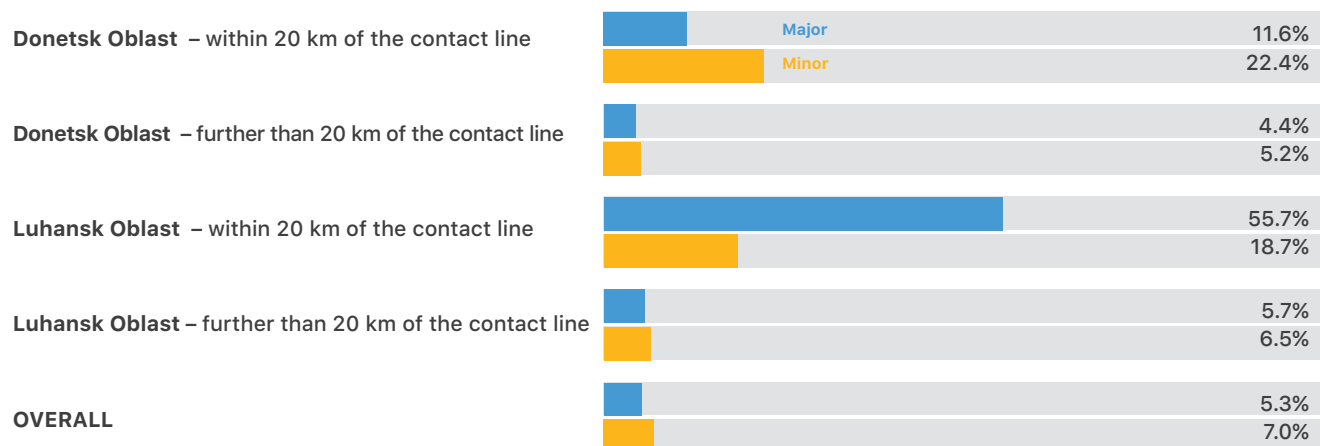
Mines - by oblast and proximity to the contact line



Unexploded devices - by oblast and proximity to the contact line



Shelling - by oblast and proximity to the contact line



For members of vulnerable groups, it is often their status under the law, the way the law is interpreted and the reaction of society at large that generate the most anxiety and that represent the most pressing issues. Many IDPs interviewed as part of the survey highlight insecurities created by their legal status, including violations of their constitutional rights (such as the rights to vote, to receive education and to receive medical services) as their most pressing problems. IDPs frequently said they feel like “second-class people” in their communities.

People with disabilities also report facing difficulties in exercising their rights as one of the major issues facing them on an everyday level. For instance, they said they are often unable to use public transport safely or access many other services in Ukraine. Members of the LGBT community whospoke to interviewers said that they effectively do not have rights, as institutions are hostile and hesitant to protect them.

As in 2017, the results indicate that the most pressing issues for respondents across the three oblasts (including those close to the contact line) are related to their economic outlook. Unemployment and poverty are the two biggest blights plaguing the three oblasts surveyed, according to residents. This is particularly true for

the poorest residents, but holds true for men and women alike, and for those with high and low levels of formal education. The rest of the results vary according to location; while health and governance issues are most pressing for those living far from the combat areas, residents of communities closer to them are most concerned about more traditional security issues, including shelling and the presence of mines and unexploded devices. This highlights the need to tailor interventions in these areas to address the concerns of residents of settlements close to the contact line (or, where these cannot be directly tackled, to attempt to ameliorate their consequences).

Nonetheless, as was pointed out in last year’s report, it may well be that even in areas slightly further from the contact line, the conflict is a driver of alcoholism, poverty and unemployment, as well as of “governance” issues, such as stray dogs and the lack of street lights. In addition, while the “pure” security issues score lower on the table, the sizeable number of persons away from the warzone who believe that people traumatised by the conflict constitute an issue indicates that the cumulative effect of the conflict, including with respect to mines, shelling and unexploded devices, is beginning to have an effect on the emotional and mental well-being of the population.

4.4 PERCEPTIONS OF CRIMES AND DISPUTES

Respondents were also asked about their perceptions of the types of criminal offences and disputes that most frequently occur in their communities. They were asked whether 23 types of disputes, ranging from petty theft to terrorism, occur regularly, occasionally, rarely or never.

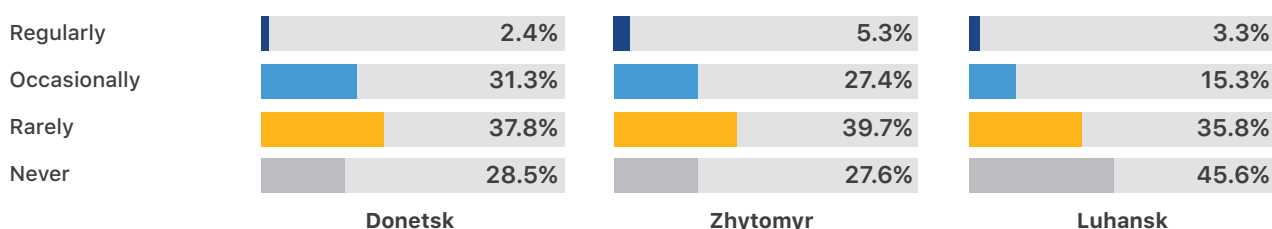
The respondents said that the most commonly (regularly and occasionally) occurring crimes in disputes in their communities are property and economic crimes, including petty theft, burglaries of private residences, frauds and scams. These are followed by acts of physical violence, including domestic violence and fighting among strangers. The most grievous acts of violence, including murder and terrorism, are considered to occur much less frequently (this corresponds to official statistics, as the number of murders in the first four months of 2018 dropped in each oblast surveyed, including almost three-fold decreases in Donetsk [from 96 murders in 2016, to 43 in 2017, to 36 in the first half of 2018] and in Luhansk [from 30 murders in 2016, to 12 in 2017, to 10 in the first half of 2018]).

The perception of criminality has not changed since 2017, when respondents also perceived economic, rather than violent, crimes to be the most common.

More women said that women are threatened with physical violence more often than men; for instance, 25.7% of women said women are commonly threatened with violence, compared to 18.3% of men.

Differences between regions are not particularly noticeable with regard to property and economic crimes but are quite pronounced when it comes to violent crimes and disputes. Nearly three in ten of residents of Donetsk (29.2%) and Zhytomyr (27.5%) Oblasts believe that people who know each other commonly (regularly or occasionally) physically fight, while that number is lower than one in five in Luhansk (18.8%). Similarly, approximately a third of residents of Donetsk (33.7%) and Zhytomyr (32.7%) Oblasts believe that strangers commonly physically fight, while in Luhansk Oblast, that figure is about half as high (18.6%).

Do strangers physically fight in your community?

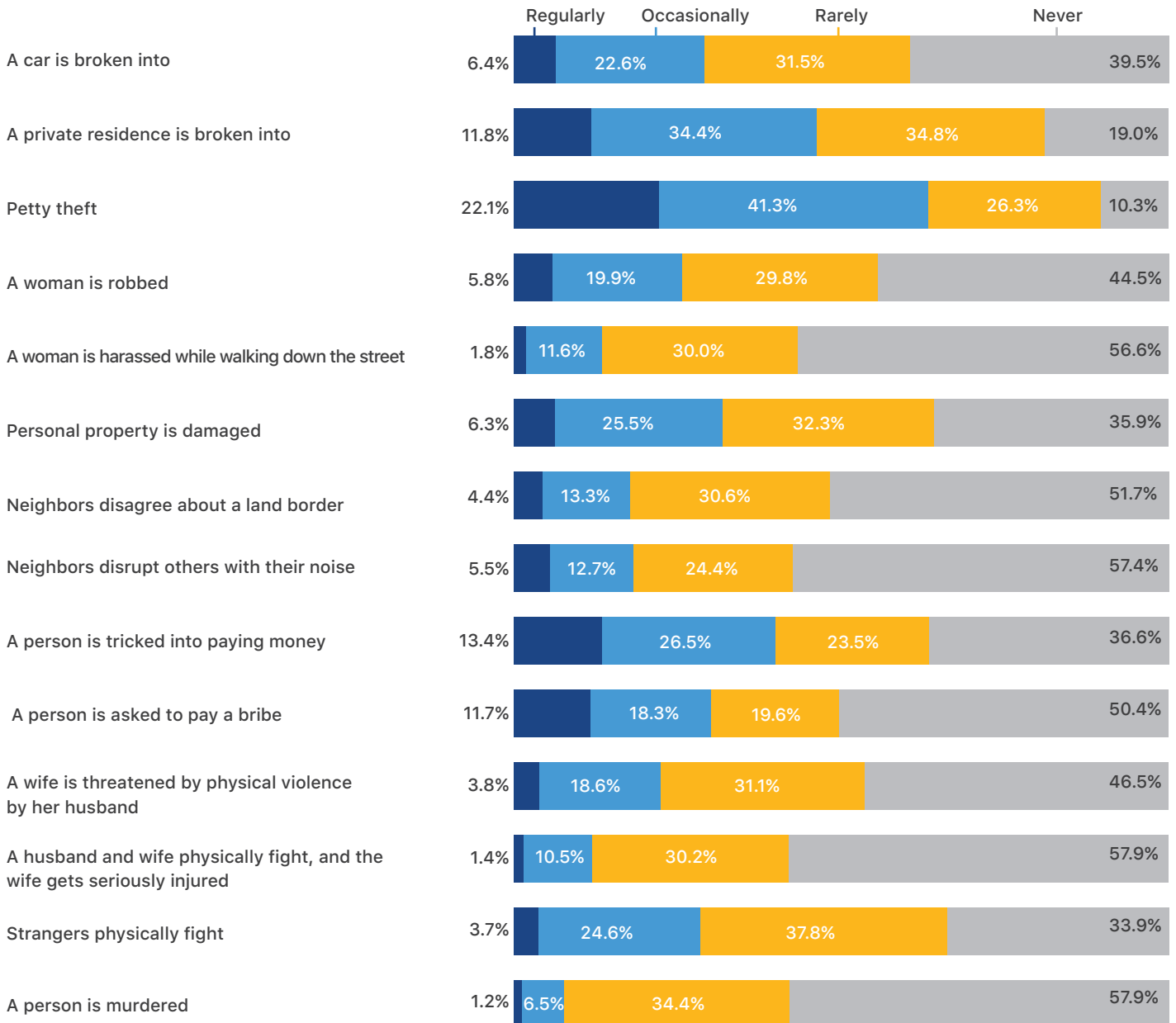


In addition to their perception of the frequency of certain crimes, respondents were also asked which of these was of the greatest concern to them. Despite its perceived low rate of occurrence, murder is of greatest concern to respondents, particularly in Donetsk (21.7%) and Zhytomyr (21.8%), and less so in Luhansk (12%).

Street harassment also causes high levels of

concern, particularly in Donetsk (10.2%), while, aside from burglaries of private residences, which disproportionately concerns women and residents of Zhytomyr (20.6%, including 24.2% of women), property crimes do not evoke the same level of worry among respondents. Neither, curiously, do domestic violence and other forms of violence that fall short of murder and terrorism.

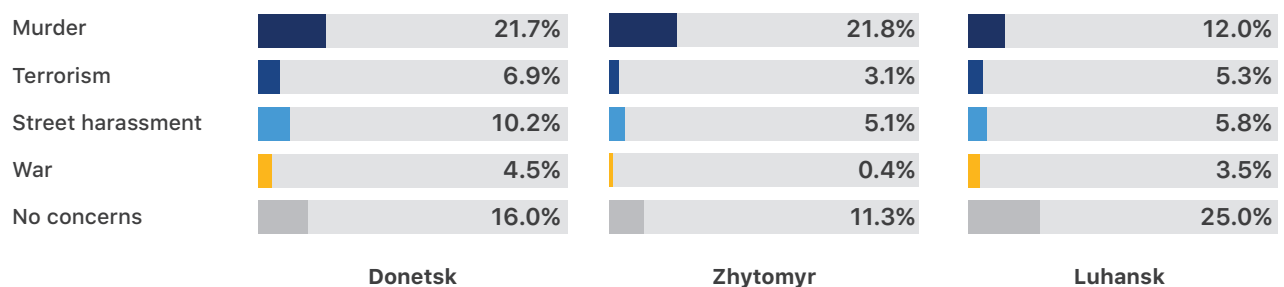
How frequently do you think these crimes and disputes occur in your community?



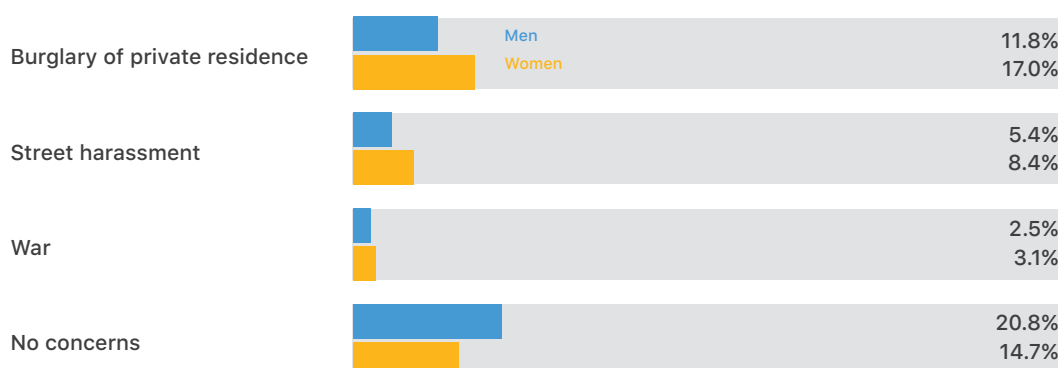
There are important differences between the primary concerns of men and women. Women are generally more concerned about crimes or disputes affecting them, with more men (20.8%) than women (14.7%) saying that there are no disputes or crimes that concern them. Specifically, women are more troubled by the prospect of burglaries (men 11.8%, women 17%) and by harassment (men 5.4%, women 8.4%). One possible interpretation of the disparity between the genders is that women are generally bearing the brunt of the conflict and of crimes and disputes, while men are more frequently in the role of perpetrator.

With regard to regional differences, it appears that residents of Donetsk Oblast are more concerned than residents of Luhansk Oblast about violent crimes or crimes that carry the threat of violence (Donetsk scores significantly higher on concern about murder, terrorism, harassment and war). Somewhat paradoxically, the residents of Zhytomyr, the one region that is not directly adjacent to the conflict zone, appear to have the greatest concerns about crime (only 11.3% said they had no concerns, compared to 25% of residents of Luhansk). It is clear that further qualitative research would be required to determine the causes of these disparities.

Which of these crimes are of the greatest concern to you?



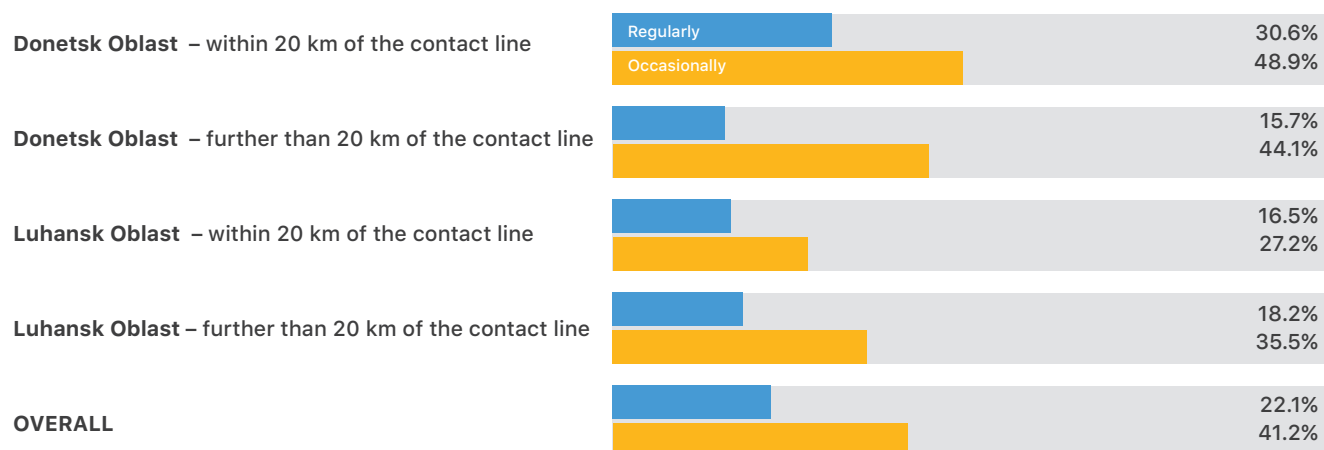
Which of these crimes are of the greatest concern to you?



Residents of areas close to the contact line in Donetsk Oblast believe there is a greater crime rate in their community than do respondents in the other areas surveyed with regard to almost every type of crime, such as petty theft, car theft, and so on. **Residents near the warzone in**

Luhansk Oblast believe their community has comparatively lower crime rates. This could be explained by the fact that the settlements close to the contact line in Donetsk Oblast are urban, while in Luhansk Oblast it is rural areas that abut the contact line.

Petty theft - by oblast and proximity to the contact line



KEY FINDINGS

The data in this chapter illustrate the intricate nature of the security situation in Ukraine. The common themes that emerge are:

- Women have stronger feelings of danger and greater concerns than men, particularly when it comes to feeling unsafe after night falls (this is most notable outside, but the feeling of insecurity also exists in the home);
- Respondents' foremost concerns are poverty and unemployment, followed by corruption and alcoholism; residents of areas close to the contact line have stronger concerns about hard security issues (especially in Luhansk Oblast) and crime (principally in Donetsk Oblast) than other residents surveyed across the three oblasts;

- The perception of criminality has not changed since 2017, when respondents also perceived economic, rather than violent, crimes to be the most common.
- The concerns of people in urban and rural areas vary, with urban respondents feeling notably less safe outside; the older a respondent is, the more insecure he or she is likely to feel.

The results also illustrate the complexity of designing programmatic responses to improve security. In order to be successful, such programmes have to tackle real-life crime rates, perceived rates of criminality and levels of concern about different types of crime; these are not necessarily related to each other or to feelings of (in)security among the population.

5 ACCESS TO

Respondents across the three oblasts were surveyed on their approaches to resolving disputes, perceptions of justice sector institutions and experiences with disputes.

5.1 DISPUTE HYPOTHETICALS

When asked how they would approach hypothetical disputes, respondents appear to believe that the closer the relationship between the parties in the dispute, the less likely they would be to involve justice sector institutions in resolving it. Fewer than a fifth (14.9%) would go to the police or other justice sector institutions, such as prosecutors or the courts, if a husband and a wife physically fought with no serious injuries, while 60% would look to resolve the problem within the family. Similarly, fewer than a fifth (18.6%) would initially turn to the police to resolve a physical fight between two friends, while over half (56.7%) would attempt to resolve the dispute through informal means, by a combination of talking to the other party, resolving the matter through their family and friends, or taking matters into their own hands.

Over half (56.6%) would turn to the local administration to resolve a dispute between neighbours over a land border, while the majority of respondents would turn to the police (69.7%) if a woman was harassed on the street (including 65.5% of men and 73.1% of women), with very few believing it would be appropriate to resolve the dispute in an informal manner.

This suggests that respondents are more inclined to believe that it is not the place of justice sector institutions to resolve disputes between persons who are close, but that they would involve such institutions if the two sides to a dispute were not friends or family. These beliefs are held fairly uniformly across the various sub-groups of the population and across the three regions surveyed.

5.2 PERCEPTIONS OF JUSTICE AND SECURITY SERVICES

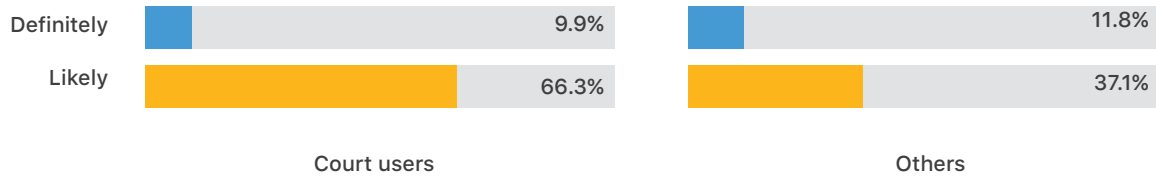
Security providers and justice sector institutions are seen as the primary sources of justice for victims of crimes. Just over nine in ten (90.7%) of respondents said that if they were a victim of a crime, they would report it to the police or prosecutors. Over half (51.1%) said they believed they would definitely (11.7%) or likely (39.4%) get justice, which is an increase from last year (when a total of 40% evinced the same belief), while approximately the same percentage (13.5%) said they would definitely not get justice.

Encouragingly, respondents that have had experiences in court (4.9% of the overall sample) express more confidence in being able to obtain justice than those that have not.

JUSTICE



If you reported a crime to the police, do you think you would be able to get justice?



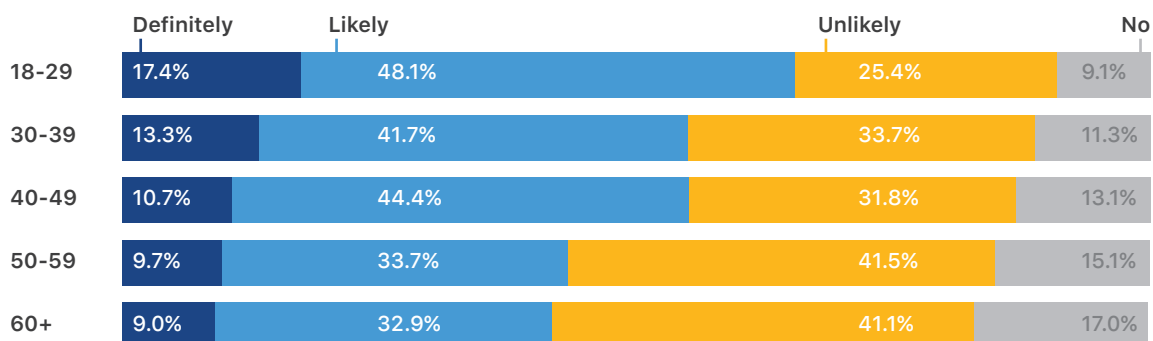
The belief in obtaining justice after reporting a crime is closely correlated with: age (the older a person is, the less likely he or she is to believe in obtaining justice after a crime); **economic status** (with the poorest respondents being most sceptical [only 36.4% of those that described themselves as lacking money even for food said they would probably obtain justice]); **and education** (only 22.2% of those with no formal schooling think they would be able to obtain justice, compared to 61.9% of those with unfinished higher education and 56.6% of those with completed higher education).

Court users exhibit a higher degree of confidence in being able to obtain justice after reporting a crime than respondents that do not have cases pending before the courts. While slightly less than half (48.9%) of respondents that have

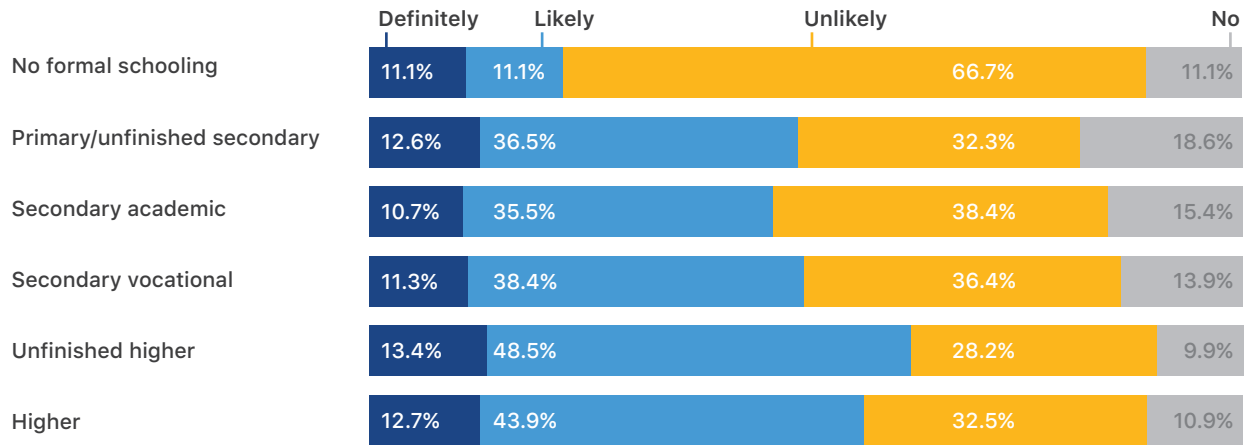
not used courts believe they would definitely or likely obtain justice upon reporting a crime, that percentage rises to 76.2% among court users. Nonetheless, disparities along the lines described above (with age, economic status, and education being key determinants in this regard) are still very prominent among court users. For instance, while 55.6% of court users that describe themselves as lacking money even for food believe they would be able to obtain justice, that is true of 100% in the wealthiest category (those that describe themselves as being able to afford a car or other goods of similar cost when needed).

Thus, in 2018, the economic status of respondents is still a key factor in how much faith they have in obtaining justice, with poorer people being more sceptical and alienated from the justice system.

If you reported a crime to the police, do you think you would be able to get justice?



If you reported a crime to the police, do you think you would be able to get justice?



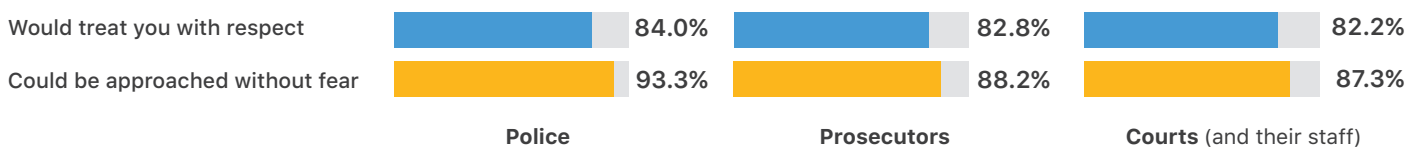
As in 2017, the main reasons that respondents believe they would not be able to obtain justice are that they are not powerful enough (77.1%) or rich enough (78.1%). The less educated and poorer a person is, the more likely he or she is to believe that these factors would make it impossible to obtain justice. Respondents also said that the justice system does not help “people like them” (65.1%) and that it is too slow (55.7%). Even more disconcertingly, over half of all respondents (58.8%) said that fear for their safety would be either a major or minor reason. A lack of information was cited by relatively few (14.2%) as an important reason why they would fail to obtain justice.

Respondents were then asked to share their

opinions about what would happen if they brought a problem to a variety of justice sector institutions and actors, including the police, state prosecutors, lawyers, courts and the local administration. They were asked whether these actors would be easy to contact, responsive, respectful, fair, expedient and honest.

With regard to the police, prosecutors and courts, respondents mostly thought that all three institutions would be easy to contact and respectful and that they could be approached without fear. All three institutions scored higher than 80% in these areas. [The feeling that justice sector institutions would treat respondents with respect has remained unchanged from 2017.](#)

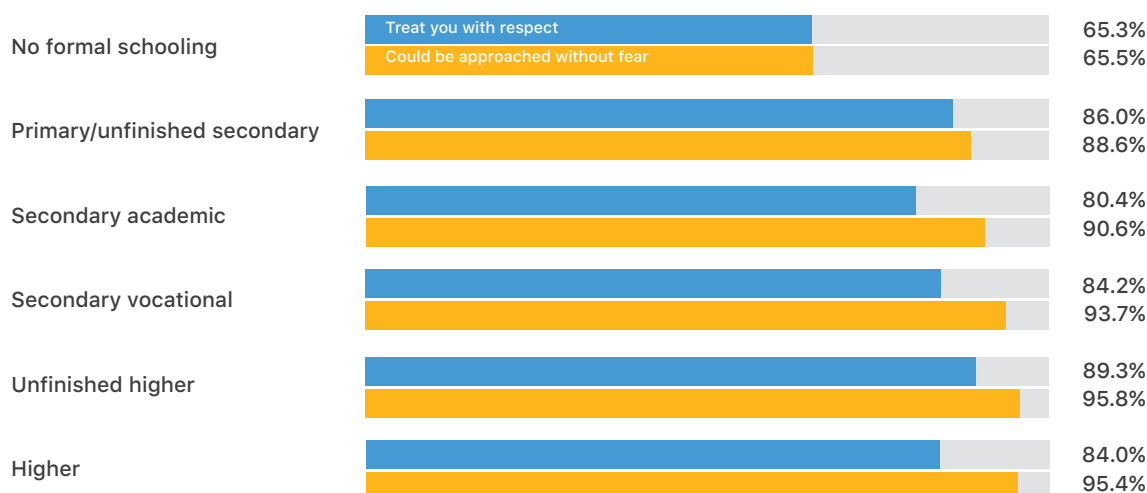
If you reported a crime, do you think this institution (definitely + likely)...



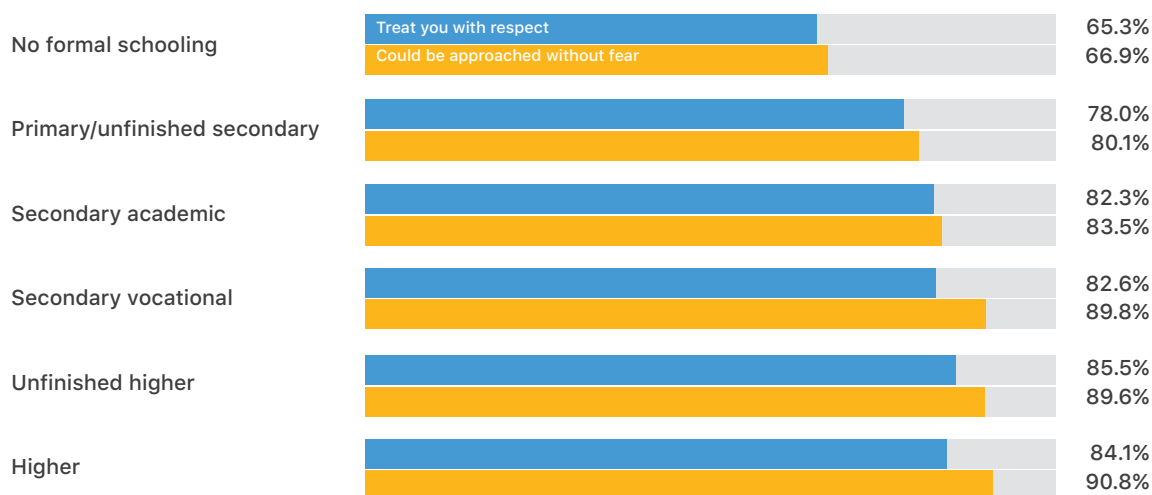
A closer look, however, tells us that the least educated are not as convinced of these institutions’ approachability. Those without formal schooling are significantly more afraid of approaching the police, prosecutors and other institutions than the rest of the population, and

are more likely to believe they will not be treated with respect. This points to the need to build trust between these institutions and the least educated citizens, and possibly to the need to support the police and prosecutors in approaching these citizens in a spirit of cooperation and openness.

If you reported a crime to the police, do you think they would (definitely + likely)...?



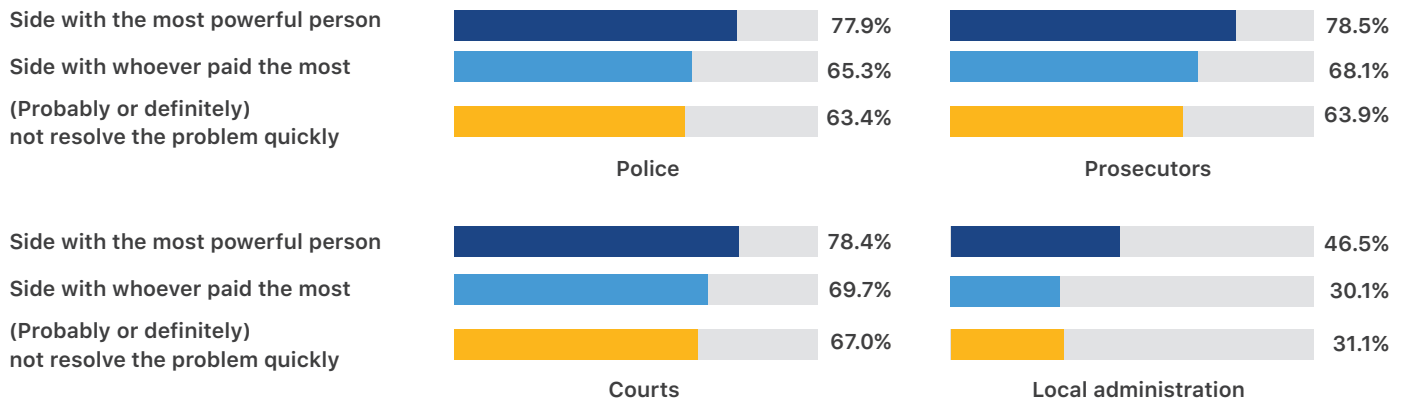
If you reported a crime to state prosecutors, do you think they would (definitely + likely)...?



Despite overall positive scores when it comes to the approachability of the police, prosecutors and the courts, these three institutions are seen by respondents as lacking in integrity and efficiency. Over three quarters said that police (77.9%), prosecutors (78.5%) and courts (78.4%) would definitely or likely side with the most powerful person in a dispute (although these scores are lower for court users; for instance, 65.1% of court users said that the police would definitely or likely

side with the most powerful person, and 69.8% stated that the prosecution would do likewise). Approximately two thirds said that police (65.3%), prosecutors (68.1%) and courts (69.7%) would definitely or likely side with the side that paid the most, while a similar percentage said police (63.4%), prosecutors (63.9%) and courts (67%) would probably or definitely not resolve the problem quickly. These perceptions are held fairly uniformly across the three regions by people from different socio-economic groups.

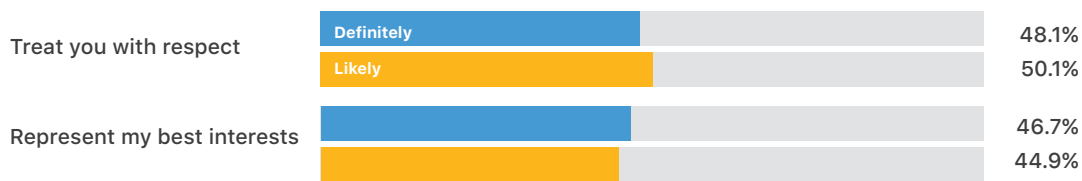
If you reported a crime, do you think this institution would (definitely + likely)...



The similar answers given by respondents in regard to all three institutions appear to indicate that respondents have shared perceptions of them. In other words, **it appears that respondents' perceptions are of the justice sector as a whole, rather than of police, prosecutors and courts as distinct entities.**

Lawyers are judged more positively; whereas most respondents believe that justice sector institutions would side with the most powerful person and the person who paid the most, they have no such doubts about the integrity of lawyers.

If you brought a problem to a lawyer, do you think he/she would...

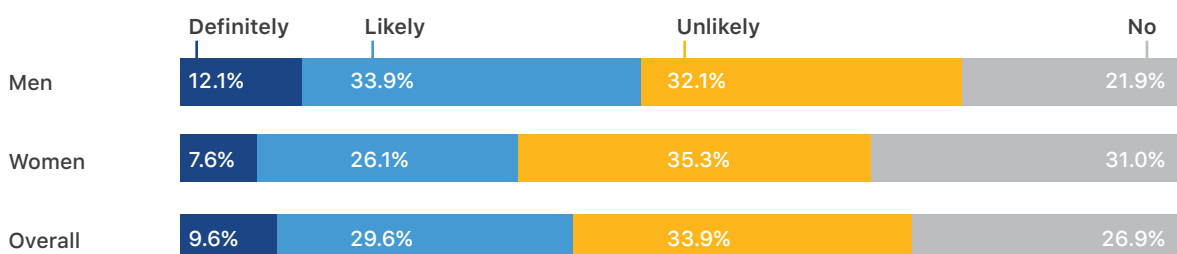


However, lawyers – and courts - are seen as unaffordable for the majority of respondents. Just under two in five persons surveyed (39.2%) said that it would be likely or certain that they could afford a lawyer, while even fewer (28.1%) believe court proceedings would be affordable. **These answers correlate with economic indicators and level of education:** 10.9% of those with no formal education said they would be able to afford a lawyer, compared to 53.8% of respondents with a higher degree. Similarly, 11.1% of the respondents with no formal

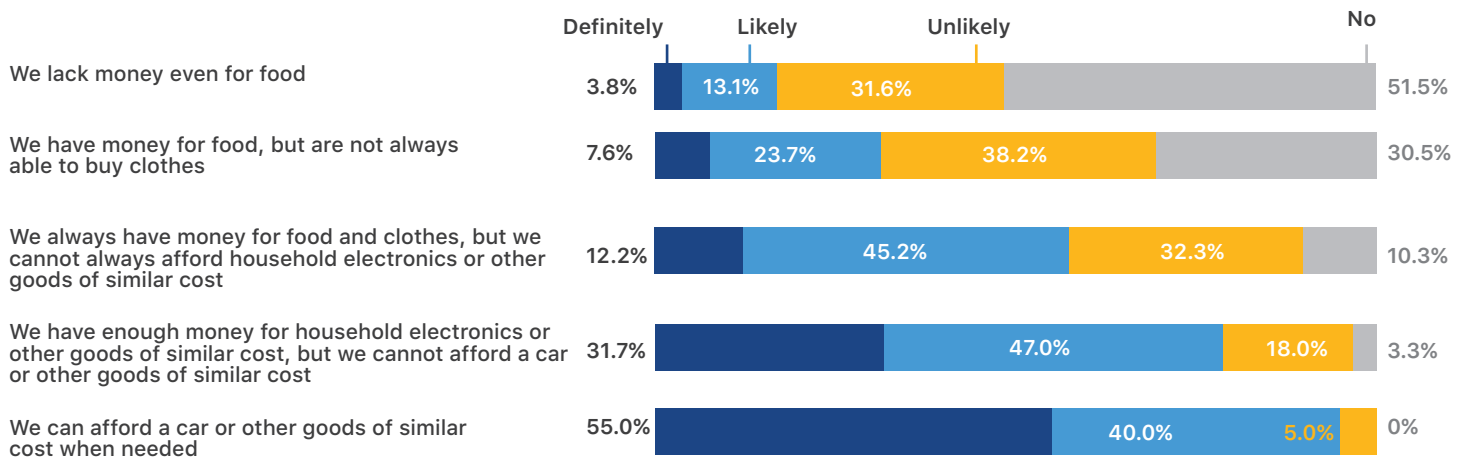
schooling said they would be able to afford court proceedings, compared to 41% with completed higher education.

Women are particularly unlikely to be able to afford services provided by the justice system. Only 33.7% of women said they would be able to afford a lawyer (compared to 46% of men), while even fewer (23.4%) thought they would be able to afford court proceedings (compared to 33.8% of men).

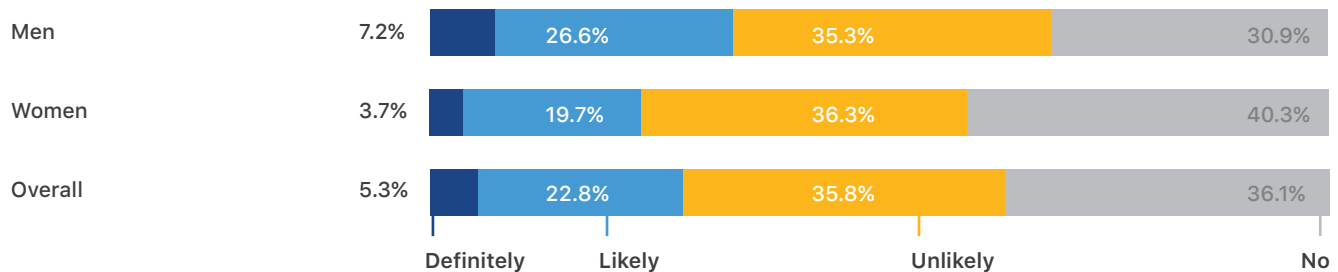
If you had a problem, do you think you would be able to afford a lawyer?



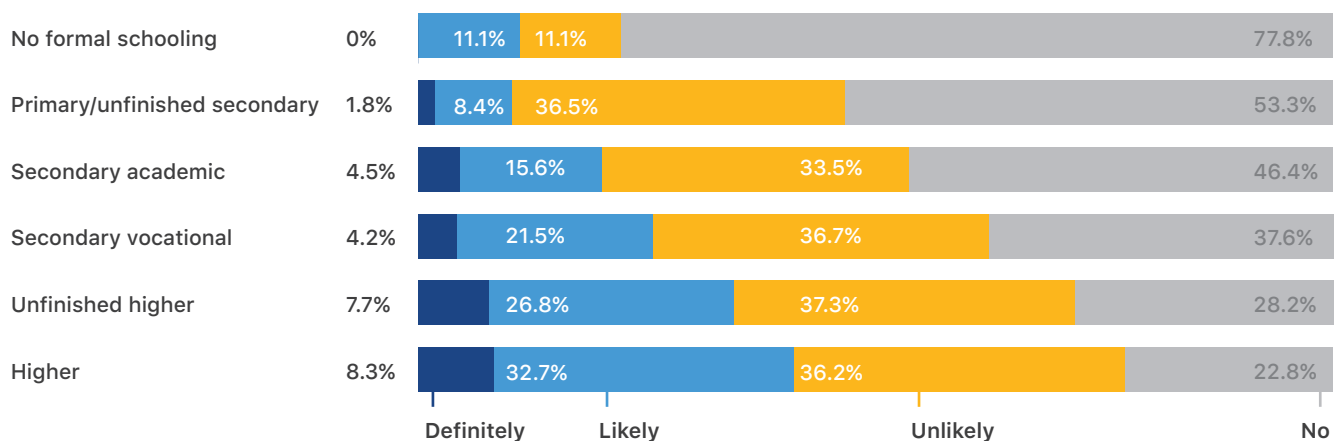
If you had a problem, do you think you would be able to afford a lawyer?



Do you think you would be able to afford court proceedings?



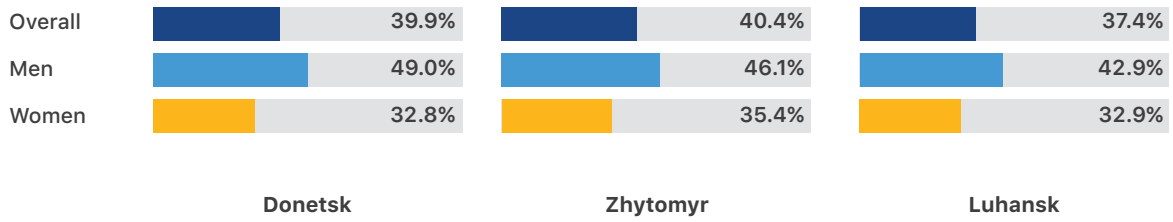
Do you think you would be able to afford court proceedings?



While there are few regional differences in terms of affordability of lawyers, the gender disparity is apparent in all three oblasts, in Donetsk it is the

vast: while close to half (49%) of men state they would be able to afford a lawyer, the same is true for less than one in three women (32.8%).

If have a problem, do you think you would (definitely + likely) be able to afford a lawyer?

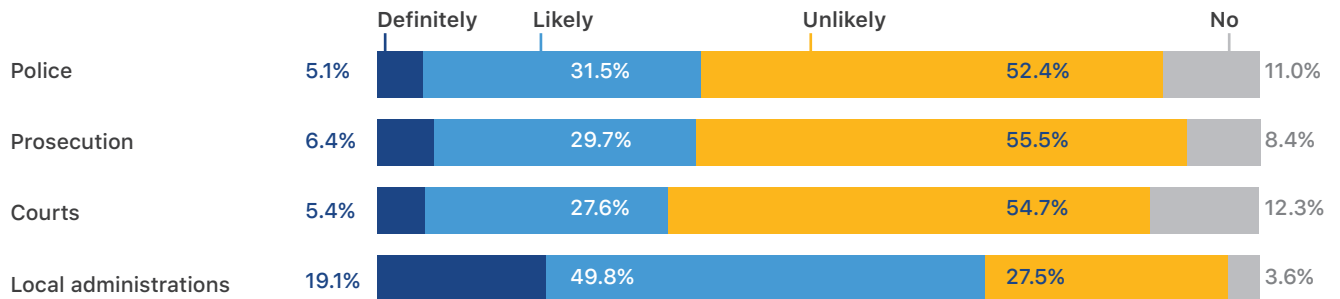


Just over three quarters (78.1%) said that if they were unable to afford a lawyer, they believed they would definitely or likely be provided one by the government, which 61.4% believe would definitely or likely be free (also, approximately half [51.9%] of respondents believe that they would find a non-governmental lawyer for free). Despite this, only approximately two in five respondents (38.6%) believe that a state-appointed lawyer would represent them as well as a private lawyer.

The institutions most trusted by respondents are their local administrations. They are seen as having more integrity (46.5% of respondents

believe local governments side with powerful persons, compared with approximately three quarters for police, prosecutors and courts; additionally, 30.1% believe the local administrations would side with those that pay the most, compared to around two thirds for police, prosecutors and courts). Local governments are also seen as fairer and quicker (around two thirds [68.9%] of respondents believe local administrations would definitely or likely resolve their problems quickly, compared to approximately a third for courts, police and prosecutors).

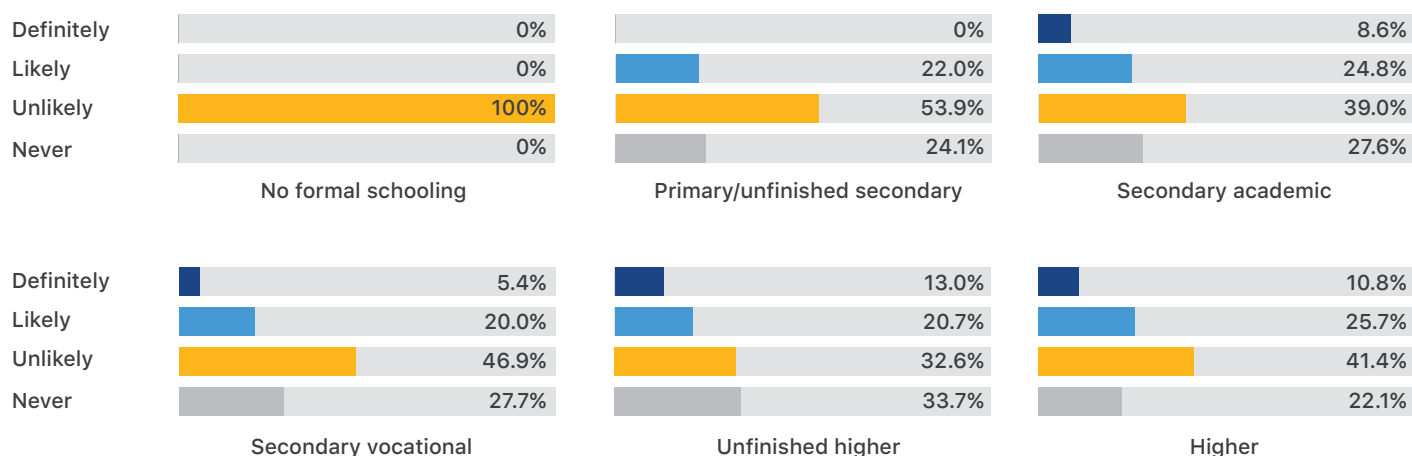
If you brought a problem to these institutions, would they resolve it quickly?



Local administrations are most trusted by the least educated and poorest persons (in contrast to the police, prosecutors and courts, which are least trusted by these persons). For instance, no respondents without formal schooling, and 22% of those with primary

or unfinished secondary schooling, said local administrations would side with the person who paid. By the way of comparison, that figure was 33.7% for those with unfinished higher education, and 36.5% for those with completed higher education.

**If you took your dispute to the local administration,
do you think it would side with the person who could pay the most?**



Worryingly, although respondents are not well informed about the exact mandate of local administrations (42.6% all respondents do not know if local administrations play any role in resolving disputes), these are the institutions that are the most trusted by respondents in resolving problems brought to them by citizens.

It therefore appears that the principal justice sector institutions – the police, state prosecutors and courts – are largely believed to be approachable, but also dishonest,

ineffective and unaffordable. The negative opinions are most pronounced among those with the lowest levels of formal education, the poorest and women. Despite some differences with regard to particular subjects, these opinions are mostly uniformly held across the three oblasts surveyed. Respondents with experiences in court are more likely to have a positive opinion of justice sector institutions and of their prospects of getting justice than other respondents.

5.3 EXPERIENCES WITH DISPUTES

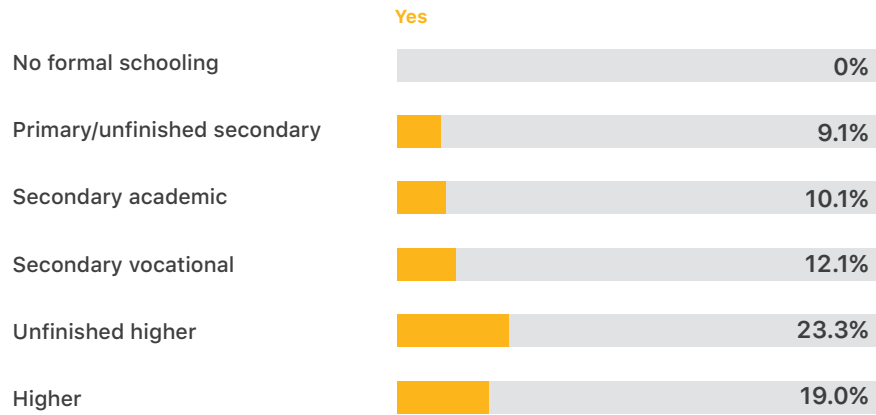
Respondents in the three oblasts were asked to describe their experiences in disputes they had over the previous 12 months. During this period, 534 of the 3,900 persons surveyed (13.7%) had a legal dispute. Respondents with disputes fell into two broad categories: those that were wronged (hereinafter “victims”) and those accused of wronging someone, along with those who said they were “neither” (hereinafter “alleged perpetrators/others”).

Of the 288 people believe they were victims, almost half (49.3%) feel that they got justice. This is a marked improvement from last year, when 34% felt that way. Of the 244 alleged perpetrators/others, nearly three in five (59.3%) believe they got justice. As we will see from the results below, it is impossible to identify a single cause, as justice sector institutions performed better than expected by the general public.

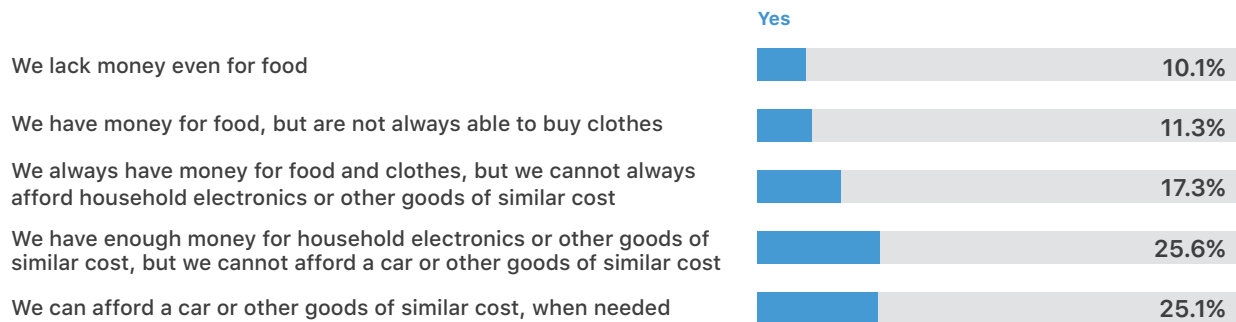
Most were seen as treating respondents with respect. However, respondents’ experiences with them paint a picture of slow institutions that are sometimes prone to taking the side of the powerful and are occasionally corrupt.

While there was no significant regional variation in the frequency with which people had disputes (ranging from 12.8% in Luhansk to 13.1% in Zhytomyr to 15.2% in Donetsk), the extent to which people from wealthier households and with higher levels of formal education had more frequent legal disputes is very notable. The reasons behind this should be ascertained through qualitative research, but it is possible that this is the result of the higher volume of transactions and business relationships that wealthier people engage in, or perhaps they are more likely to be the victims of petty property crimes.

Have you had a legal dispute in the past 12 months?



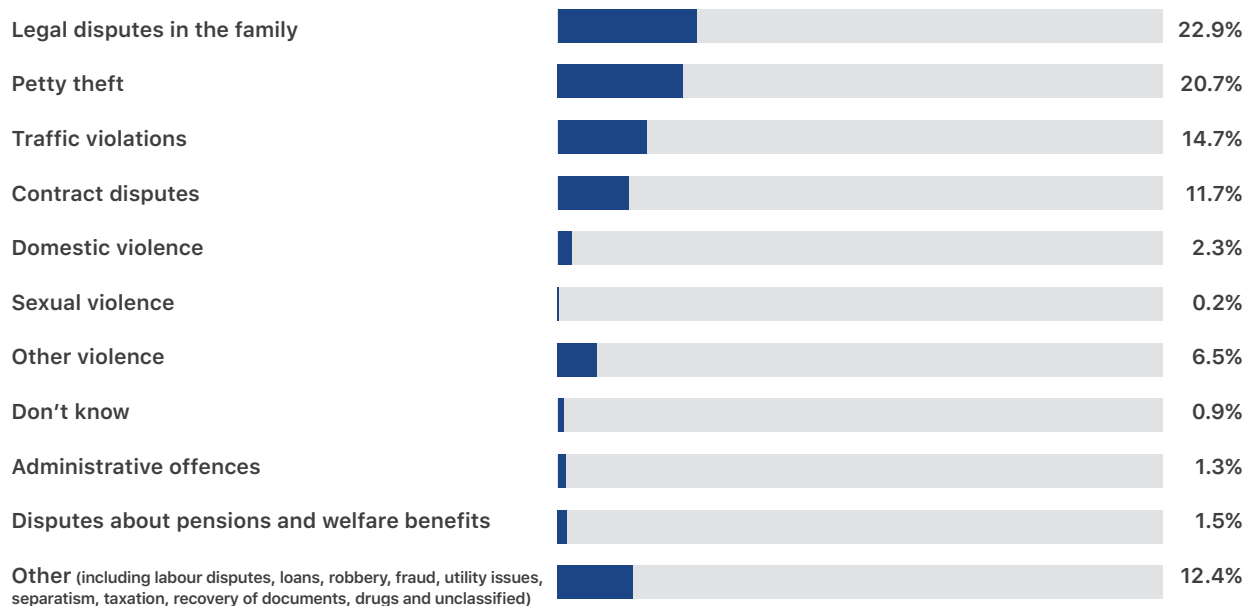
Have you had a legal dispute in the past 12 months?



The four most frequent types of disputes were legal disputes in the family (excluding domestic violence), petty theft, traffic violations and contract disputes. Women were twice as likely

to declare a family dispute than men, while the wealthier a person is, the more likely they are to have had a dispute over a contract or a traffic offence.

What was the nature of the dispute?



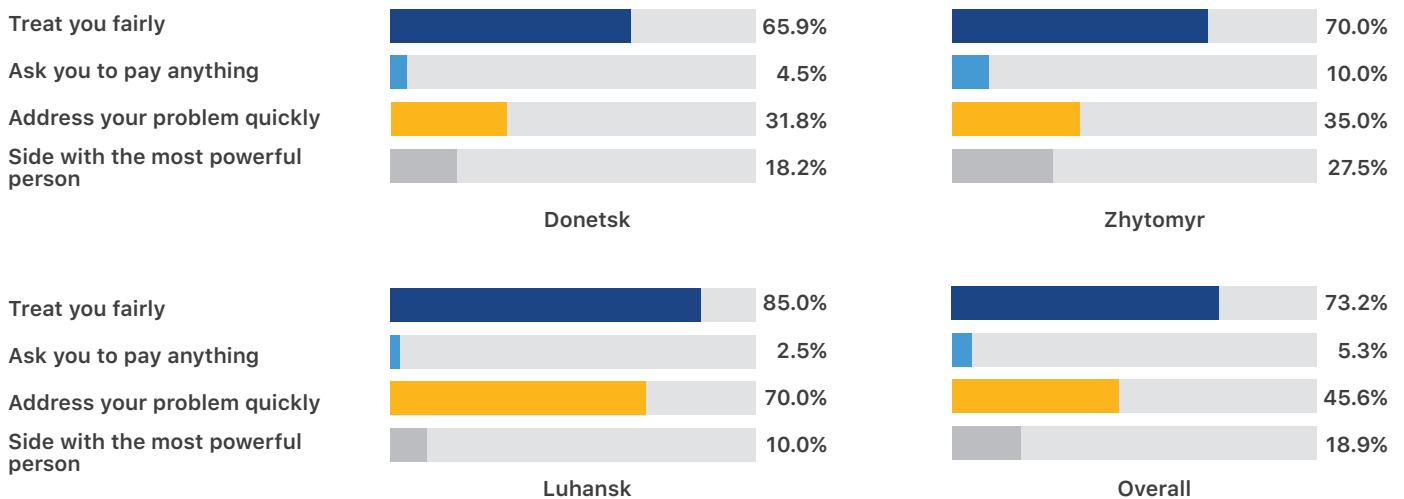
EXPERIENCES OF VICTIMS

Nearly six in ten victims had to deal with the police in the course of trying to get justice. Their experiences were mixed. On the one hand, approximately three quarters stated that the police were easy to find and that they were treated with respect. Just under three quarters (72.2%) said that the police were willing to help them, and that they acted fairly (73.2%). On the other hand, more than half (54.4%) said the police did not address their problem quickly. Nine out of

a total of 161 persons that dealt with the police (5.3%) were asked for bribes; on four occasions they paid.

Although there is little variation according to respondents' levels of poverty or education, one noticeable difference between the respondents does appear: victims had a noticeably better opinion of the performance of the police force in Luhansk than in the other two oblasts.

Did the police...?



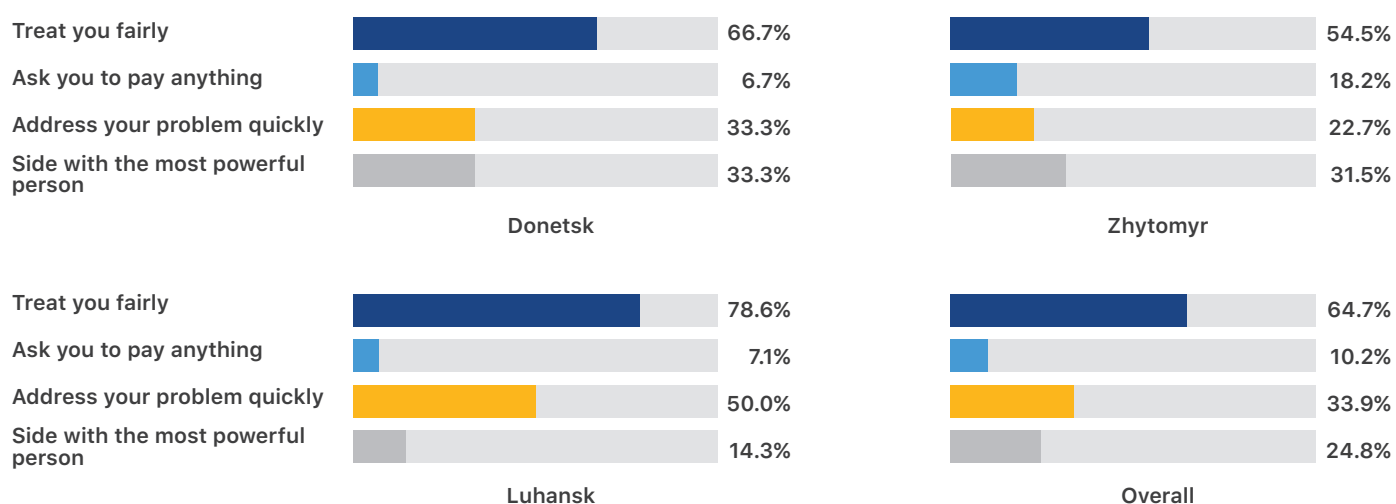
Victims in the three oblasts had interactions with prosecution services on 66 occasions. The experiences of respondents are similar to, but noticeably less favourable than those with the police. As with the police, over three quarters (78.3%) said that they were treated with respect. More than a third (35.3%) said they were not treated fairly (as compared with 26.8% with the police).

Seven out of 66 persons (10.2%) said that prosecutors asked them to pay something, while 12 (a sizeable 17.4%) actually paid something (these respondents clearly offered payment without being asked for it by the prosecutors). Despite its willingness to take payments, 66.1%

of respondents said that the prosecution service did not address their problems quickly, and just under a quarter said that the agency sided with the most powerful person.

While there was little variation in how respondents were treated by prosecution according to their levels of poverty or education, their experiences with the prosecution in Luhansk, as with its counterparts in the Luhansk police force, were by far the most positive in any of the three oblasts. At the same time, the service in Zhytomyr received a slew of very negative grades, with 31.8% of those that dealt with it claiming they paid bribes.

Did the prosecutors...?



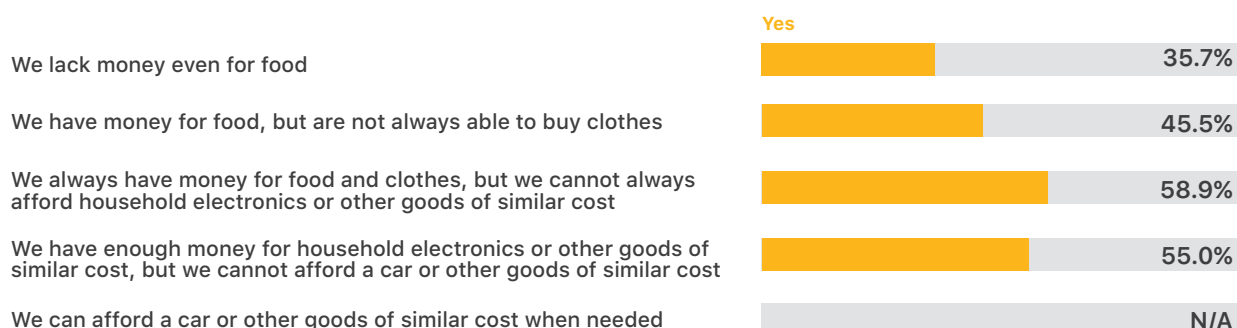
Over seven in ten (70.7%) of the cases of victims went to court. **These respondents tend to be satisfied with most aspects of their experiences in court;** the overwhelming majority felt that courts were easy to reach (88.5%), knew the days on which hearings were held (92.4%), understood the procedures of the court (89.4%) and were treated respectfully by court staff (84.9%) and the judge (86.4%). Nearly three quarters of victims (74.1%) felt that the court was fair.

Despite these positives, victims had less flattering views of the affordability and efficiency of courts. Less than half believe that the court worked quickly (47.8%). Moreover, over half (50.5%) found the total cost of court proceedings unaffordable, while a similar percentage (46.1%) found the court fees themselves to be unaffordable. Approximately

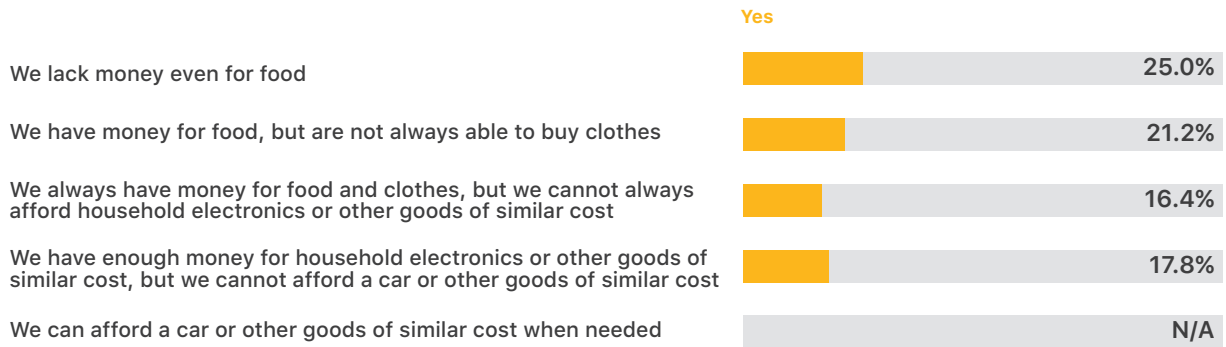
one in five persons (18.7%) believe the courts sided with the most powerful person.

The poorest respondents were least likely to find court proceedings affordable. This is unsurprising, given the costs related to going to court (including court fees, lawyers' fees and others), which did not apply for respondents who turned to police or prosecutors (as a result, the respondents' wealth made little difference in how affordable they found those institutions). The poorest respondents were also the most likely to believe that the court sided with the most powerful person. Thus, **while wealth is not an important factor in victims' experiences with police or prosecutors, it has some influence on how affordable and unbiased the courts are perceived to be,** with poorer respondents less likely to find courts affordable and more likely to believe they side with the powerful.

Were the court proceedings affordable for you?



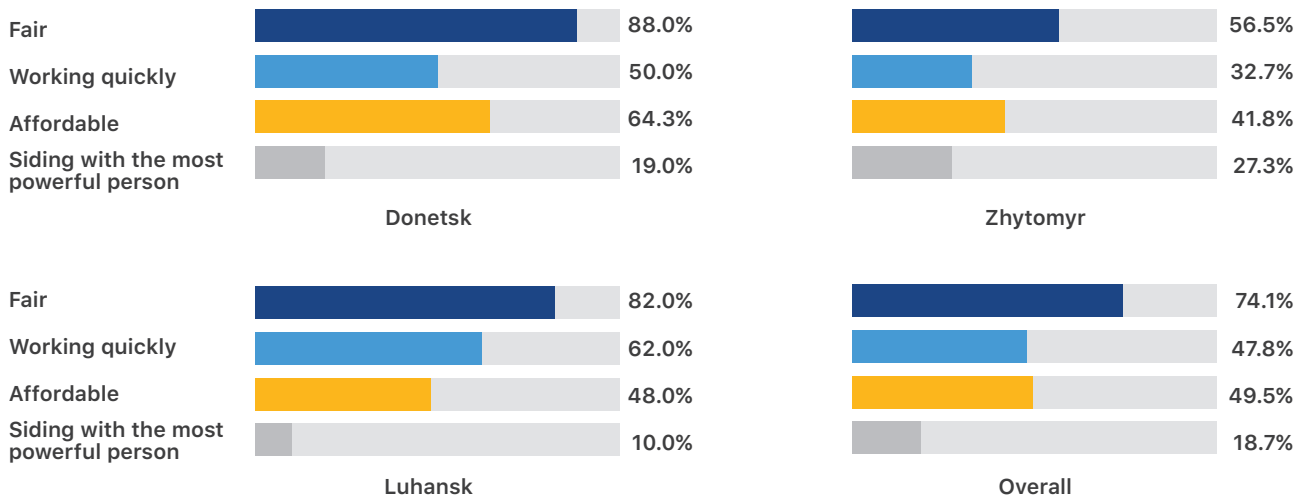
Did the court side with the most powerful person?



Nonetheless, as with the performance of the police and the prosecutors, the biggest disparities in the results are to be found between the regions. Once again, the performance of the institutions in Zhytomyr was perceived to be the

worst of the three oblasts surveyed, with the courts there thought to be less fair, slower, less affordable and more likely to side with the most powerful person than in the two oblasts closest to the contact line (Donetsk and Luhansk).

Was the court...?



The court's decisions were understood by 80.6% of victims, and a similar percentage (80.8%) would go back to court if something similar occurred.

Slightly more than half (51.5%) of the victims had a lawyer involved in their disputes. Victims found it easy to find a lawyer (79.2%), and they believed that lawyers treated them with respect (93.7%), felt that the lawyers represented their best interests (91.5%) and understood the advice given by their lawyers (94.4%). Nearly three quarters (73.9%) had a private lawyer, paid something to their lawyer (73.1%), and felt that a lawyer was affordable to them (73.7%). Of the remaining

victims that used the services of a lawyer, 21.8% had a lawyer provided through legal aid and a negligible amount had one provided by an NGO. **The provision of free legal aid appears to have been fairly well targeted to those most at need,** with a third of the poorest victims that needed a lawyer receiving it, in comparison to only 5.2% of those in higher wealth brackets. **Nonetheless, the results also show that the coverage of legal aid is not yet widespread enough,** with nearly half of those that lack money even for food (46.7%) having to hire a private lawyer.

Was the lawyer...?



The victims were also asked about their experiences with bodies of local administration when resolving their disputes. Of the 271 victims surveyed, only 22 (8.1%) said that the local administration was involved in their dispute or in the crime they were a victim of. Of these, 17 (77.3%) said their local administration was willing to help, 18 (81.8%) believe they were treated with respect and all thought the local administration listened to their side of the story. **Unlike with the more high-profile justice sector institutions (police, prosecutors, and courts), local administrations score fairly high with regard to their affordability and their efficiency:** nearly two thirds of victims (68.2%) believe the local administration worked quickly and 72.1% say it was fair. Finally, 82% would go back to their local administration if a similar problem occurred. These results were fairly uniform across the three oblasts and among the various sub-groups participating in the survey.

Members of vulnerable groups, including persons with disabilities, sex workers, IDPs and members of the LGBT community, all report relying heavily on strong internal communication when resolving disputes. All of those interviewed from the ranks of these groups said the most important source of information was their peers and that they were reluctant to rely on justice sector institutions to protect their rights.

In summary, **approximately half of the victims surveyed (49.3%) felt like they "got justice", while half (50.7%) did not.** Despite this, less than a fifth (18.2%) of the victims turned to another person or institution (a mix of government providers, friends and family, NGOs and others) in an attempt to obtain justice. This may well indicate that the victims surveyed had lost faith in their ability to obtain justice and consequently gave up.

EXPERIENCES OF ALLEGED PERPETRATORS/OTHERS

Slightly over half of the alleged perpetrators/others (53.5%) had to deal with the police in the course of trying to get justice. Their experiences with the police were mixed, although they were worse than victims' experiences in some important respects. On the positive side, slightly more than three quarters (77.3%) said that the police treated them with respect, while nearly nine in ten (88.6%) believe that the police listened to their side of the story, and over two thirds

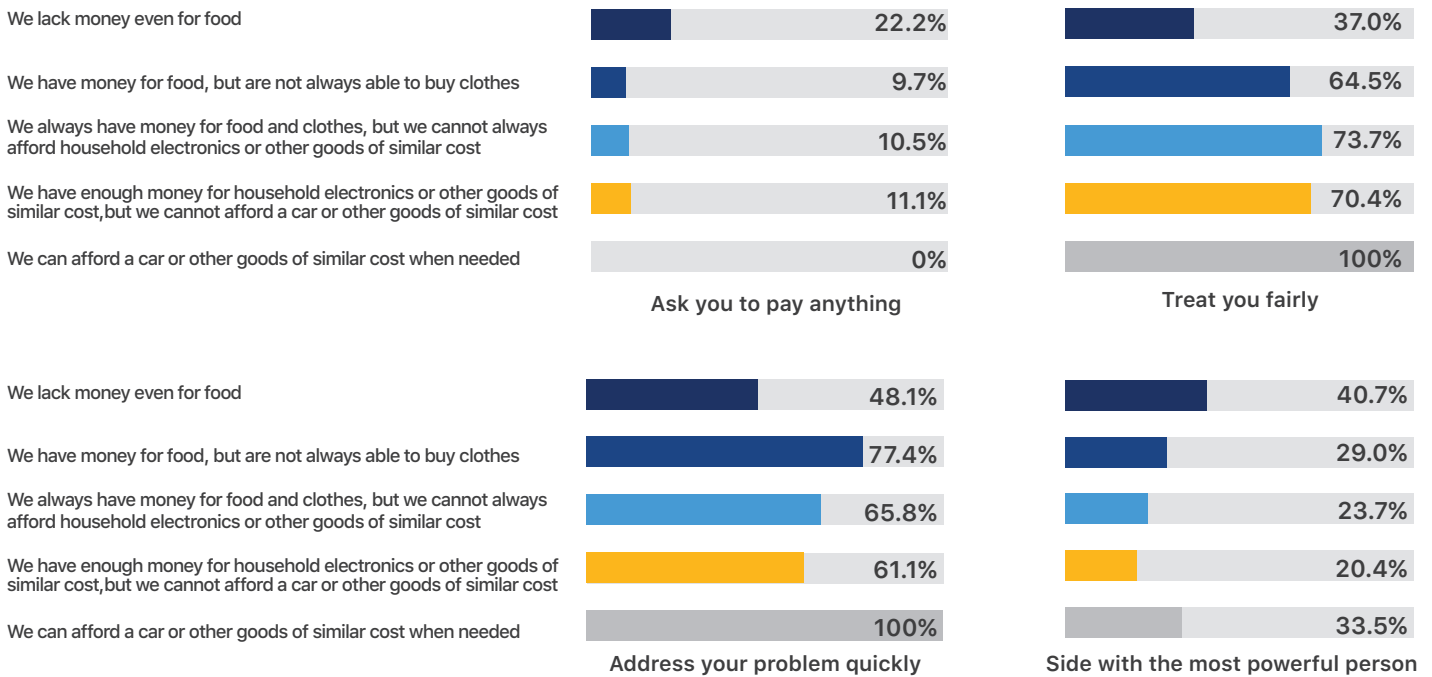
(67.6%) said the police addressed their problems quickly. On the other hand, over a third (35.3%) said the police did not act fairly. Moreover, 16 out of a total of 132 people who dealt with the police (12.2%) were asked for money by the police; on eight occasions, they paid.

The police treated better educated and more affluent alleged perpetrators/others more fairly than the poorer and less educated. The poorest were the most likely to believe they were treated

unfairly, that their problems were addressed more slowly than those of all the perpetrators interviewed and that the police sided with the most powerful person in their dispute. Remarkably, the

poorest alleged perpetrators/others were most likely to have been asked to pay something by the police.

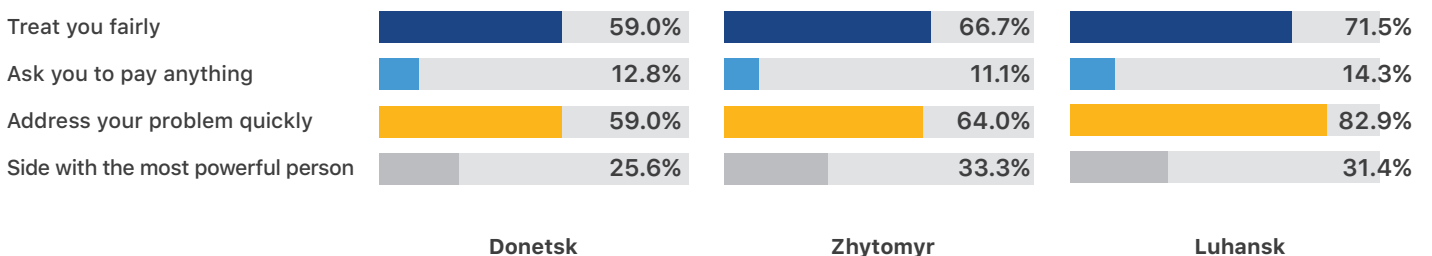
Did the police...?



Unlike for victims, where the police in Luhansk stood out for their results, the results paint a more ambiguous picture of how alleged perpetrators/

others were treated across the three oblasts surveyed.

Did the police...?



Overall, the results show that the police are perceived by respondents to treat alleged perpetrators/others worse than victims. Significantly fewer alleged perpetrators/others (64.7%) said they were treated as fairly as victims (73.2%), while notably more reported that the police asked them to pay something (12.2% of alleged perpetrators/others, compared to 5.3% of victims) and that the police sided with the most powerful person (29.4% of alleged perpetrators/others, compared to 18.9% of victims). The one

metric according to which alleged perpetrators/others were treated better than victims was efficiency, as they were more likely to believe that the police addressed their problem quickly (67.6% of alleged perpetrators/others, compared to 45.6% of victims). However, this data could be interpreted in a different manner; it could be argued that this is evidence of the police being keen to punish perpetrators.

The results also show that while there was little disparity in how police treat victims according to

their levels of poverty or education, this is not true for alleged perpetrators/others: **the poorer and less educated an alleged perpetrator/other is, the less likely he or she is to have been treated fairly, in a prompt manner and with respect.**

Alleged perpetrators/others in the three oblasts had interactions with prosecution. Their experiences were similar to those they had with the police. As with the police, over three quarters (79.2%) said that the prosecutors treated them with respect, while nearly all surveyed (94.2%) said they the prosecutor’s office listened to their side of the story, and over half (58.4%) said the prosecutors addressed their problems quickly. At the same time, however, nearly two in five (38.4%) said they were not treated fairly, while three out of 34 (9.2%) said they were asked to pay something.

The sample of alleged perpetrators/others that had prosecutors involved in their disputes is small, and it is therefore difficult to draw definitive conclusions or to compare sub-groups by region or personal characteristics.

The courts were involved in 62.1% of the disputes concerning alleged perpetrators/others. **As with the victims, these respondents tend to be satisfied with most aspects of their experiences in court;** over nine in ten felt that courts were easy to reach (90.3%), understood

the procedures of the court (93.5%), and were treated respectfully by court staff (94.1%) and the judge (92.8%). Nearly four in five alleged perpetrators/others (79.1%) felt that the court was fair.

Unlike victims, alleged perpetrators/others also had relatively positive impressions of the affordability and efficiency of courts. Nearly three in five (57.3%) believe that the court worked quickly, while almost seven in ten (69.5%) found the total cost of court proceedings affordable. As with victims, less than one in five (17.5%) believe the courts sided with the most powerful person.

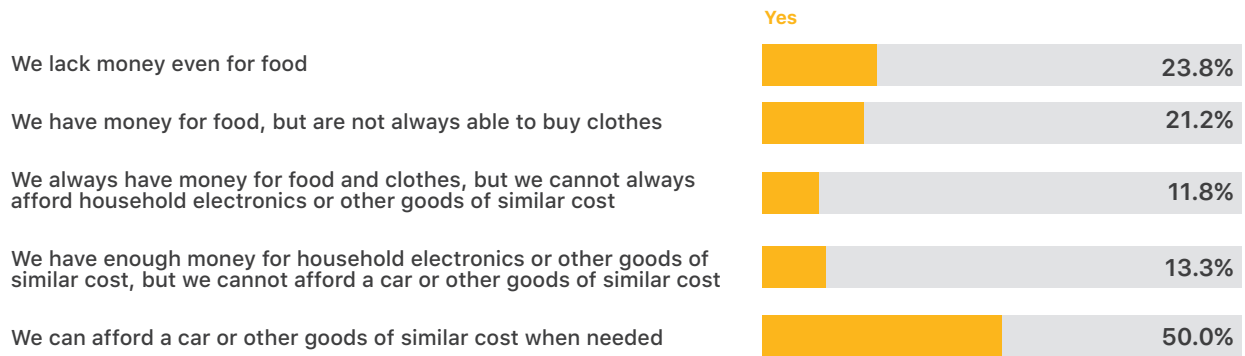
Once again, as with the victims, the poorest respondents were least likely to find court proceedings affordable: only 23.8% of those that classify themselves as “lacking money even for food” found them affordable, compared with 100% of those in the wealthiest category.

Although it is generally true that the poorer the respondent is, the more likely he or she is to believe the court sided with the most powerful person, the wealthiest alleged perpetrators/others provide an exception. This result is inconsistent with the pattern noticed throughout the rest of the report, whereby the poorest respondents were the likeliest to question the integrity of justice sector institutions; one possible explanation is that this sample is small and thus more prone to statistical aberrations.

Were the court proceedings affordable?



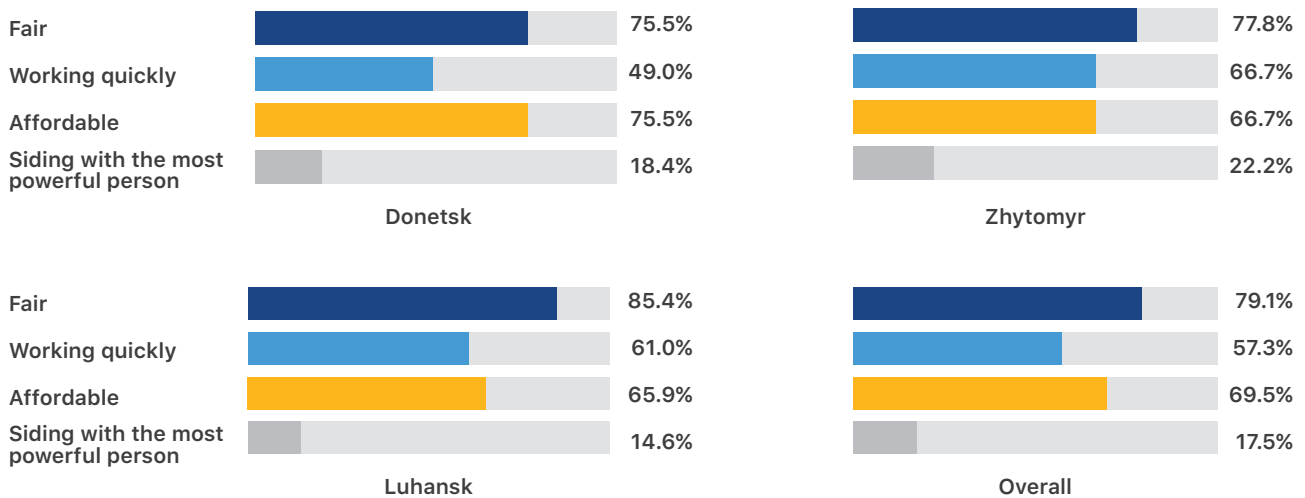
Did the court side with the most powerful person?



Unlike the performance of the courts in victims' disputes, when it comes to disputes featuring alleged perpetrators/others, there is no clear

pattern regarding the performance of courts by region.

Was the court...?

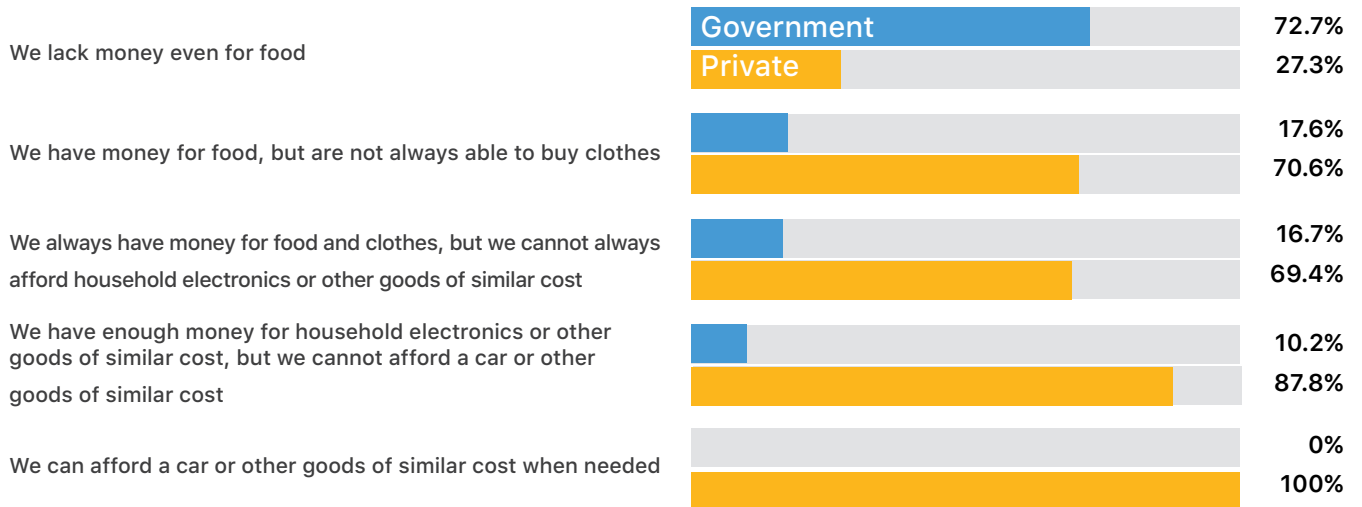


Slightly more than a third (37.5%) of the alleged perpetrators/others had a lawyer involved in their disputes. They found it easy to find a lawyer (84.6%), and they believed that lawyers treated them with respect (93.6%), felt that the lawyers represented their best interests (94.6%) and understood the advice given by their lawyers (95.8%). Approximately three quarters (69.1%) had a private lawyer, paid something to their lawyer (70.1%), and felt that a lawyer was affordable to them (75%). Of the remaining victims that used the services of a lawyer, 22.5% had a lawyer

provided through legal aid and another 5.3% had one provided by an NGO.

Just over seven in ten (72.7%) of the poorest respondents received free legal aid; it appears to have been well targeted, as the percentage of recipients dropped as the respondents become wealthier. The wealthiest respondents all hired private lawyers. **Still, as the results show with victims, legal aid coverage could be more widespread,** as almost three in ten (27.3%) of those that lack money even for food had to resort to hiring a private lawyer.

Was the lawyer...?



Bodies of local administration were involved in the disputes of only 13 (5.3%) alleged perpetrators/others. Of these, 11 (84.6%) said their local administration was willing to help, and all thought the local administration listened to their side of the story. Just over half (53.8%) believe the local administration worked quickly, and just under half (46.8%) believe it was fair. Finally, just 46.8% would go back to their local administration if a similar problem occurred. Still, it should be noted that the sample is too small to draw any firm conclusions about the usefulness and integrity

of local administrations in disputes involving alleged perpetrators/others.

Almost three fifths of the alleged respondents/others surveyed (59.2%) felt like they "got justice". As was the case with the victims, although a significant percentage (40.8%) of alleged perpetrators/others believe they were not successful in this regard, only 12.1% took their dispute to another party (a mixture of friends, families, NGOs and others). Once again, this may well indicate that these respondents lost faith in their ability to obtain justice and stopped trying.



KEY FINDINGS

This chapter describes respondents' perceptions of, and experiences with, justice disputes and institutions. **The common themes and most important results with respect to respondents' perceptions** are the following:

- **Respondents generally perceive justice sector institutions as being more effective than before. Over half stated they would get justice if they were victims of a crime, which is a substantial increase from last year.** The economic status of respondents is still a key determinant in how much faith they have in obtaining justice, with poorer people being more sceptical and alienated from the justice system.
- **The closer the relationship between the parties in the dispute, the less likely respondents would be to involve justice sector institutions in resolving it.** Where disputes occur between parties between family members or friends, respondents favour resolving them in more informal ways, such as negotiation or third-party mediation.
- **Despite overall positive scores when it comes to the approachability of the police, prosecutors and courts, these three institutions are seen by the respondents as lacking in integrity and efficiency. Lawyers (although generally trusted) and courts are seen as unaffordable for the majority**

of respondents. Negative opinions are most pronounced among those with lowest levels of formal education, those that are financially among the worst off in society and women.

- **The institutions most trusted by respondents are their local administrations,** particularly among the least educated and poorest persons (in contrast to the police, prosecutors and courts, which they trust the least).
- **Respondents with experiences in court are more likely to have a better opinion of justice sector institutions and of their prospects of getting justice than other respondents.**

The common themes and most important results with respect to respondents' experiences are:

- **Almost half of those that were victims in disputes, and nearly three in five of those that committed a wrong or could not be classified as either a victim or perpetrator, feel like they "got justice".** This is a marked improvement from last year, and this increase matches the generally higher faith in the justice system reflected in respondents' perceptions.
- **Respondents' experiences are that the most prominent justice sector institutions (police, prosecutors and courts) were easily found and treated them with respect, but that they lack integrity and are inefficient. Further, courts are seen as unaffordable.**
- **Lawyers are seen as representing clients' best interests and are not as unaffordable**

to those with disputes as perceived by the overall sample. However, lawyers are largely unaffordable to the poorest respondents.

- **The best-performing institution according to respondents with disputes were local administrations, particularly with regard to their affordability and effectiveness.**
- **The experiences of victims differed somewhat from the experiences of alleged perpetrators/others. Overall, the results show that the police are perceived by respondents to treat alleged perpetrators/others worse than victims.**
- **With regard to victims, the biggest disparities in experiences corresponded not to wealth or education, but place of residence, with the most prominent justice sector institutions from Zhytomyr scoring particularly badly. However, the police were seen as treating wealthier and better educated alleged perpetrators / others more fairly than the poorer and less educated.**
- **The provision of legal aid is very important but is not widespread enough,** with nearly half of victims who lack money even for food having to hire a private lawyer.
- **Members of vulnerable groups, including persons with disabilities, sex workers, IDPs and members of the LGBT community, all report relying heavily on strong internal communication when resolving disputes.** All of those interviewed from the ranks of these groups said that the most important source of information was their peers and that they were reluctant to rely on justice sector institutions to protect their rights.

6 EXPERIENC ADMINISTR

Respondents were also asked about their experiences with administrative issues. Nearly one in ten (8.5%) had tried to obtain a birth or death certificate within the 12 months preceding the survey. Of these, 86.7% were very satisfied or satisfied with the process, a similar figure to last year's.

The respondents were also interviewed about their experiences registering their residence permits. **Of the 214 people (5.5% of the overall sample) who tried to register, 81.2% were very satisfied or satisfied with the process, which is a slight improvement from last year, when around a quarter of respondents were not satisfied.**

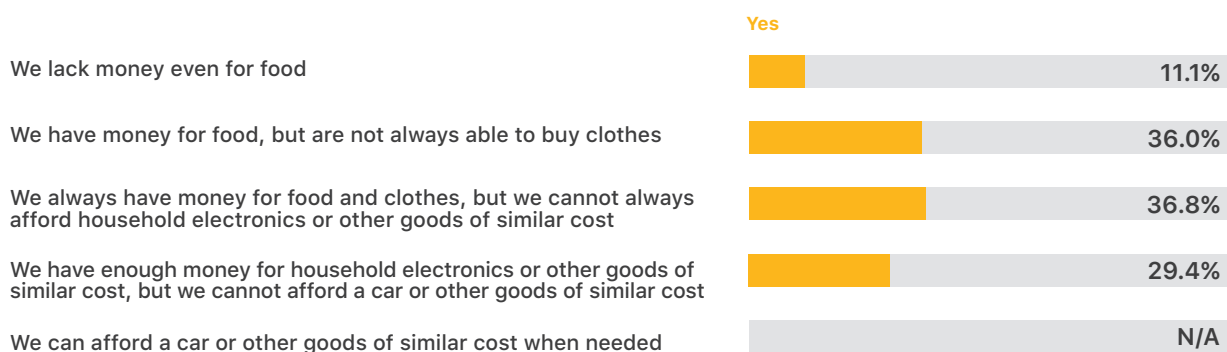
Another common administrative issue is registering land, either through owning or renting. Of the 185 people (4.8% of the overall sample) who attempted to do this, 72.4% were very satisfied or satisfied with the process. **This is a significant improvement from last year, when up to a half of those surveyed (in certain oblasts)**

were not satisfied with this process.

For each of these three administrative issues, no significant differences were noted in the experiences of the various sub-groups comprising the sample (such as men and women, wealthier and poorer respondents and so on). Some regional differences were noticed, but these were not particularly great.

However, when it comes to another administrative issue, the experiences of respondents were not nearly as positive: of the 88 people who attempted to obtain redress when they did not receive benefits they believed were owed to them, only 29 (or 32.9%) said they were very satisfied or satisfied with this process, roughly the same figure as last year. This feeling was particularly pronounced among the poorest respondents and among current or former combatants (all of whom were very dissatisfied).

Were you satisfied (very satisfied + satisfied) when you tried to obtain benefits you believe were owed to you?



ES WITH

ACTIVE ISSUES



KEY FINDINGS

- Respondents expressed a high degree of satisfaction with administrative processes such as obtaining a registration permit or receiving birth and death certificates. There was a notable improvement in the level of satisfaction of respondents who registered land.
- However, the one exception to this overall high degree of satisfaction concerns the administrative issue of resolving problems resulting from unpaid benefits. This issue should be examined and addressed across the three oblasts surveyed.

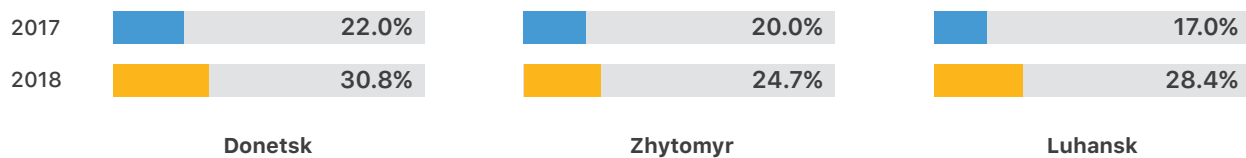
7 LEGAL SERVICES

Respondents were surveyed for their knowledge of the security and legal services that are available to them from a variety of providers, including the legal aid hotline, legal aid offices, bodies of local administration and NGOs.

Respondents were first asked about their awareness of the availability of legal assistance via telephone. **Only 27.9% were aware that**

there is a phone number they can call when they need legal advice (a legal aid hotline), while 32.7% said there is no such number and 39.4% were not sure. *Nonetheless, this modest figure represents significant progress, as there has been a spike in awareness of the legal aid hotline across the three regions surveyed (as evidenced by the graph below).*

Is there a phone number that members of the community can call if they need legal advice?

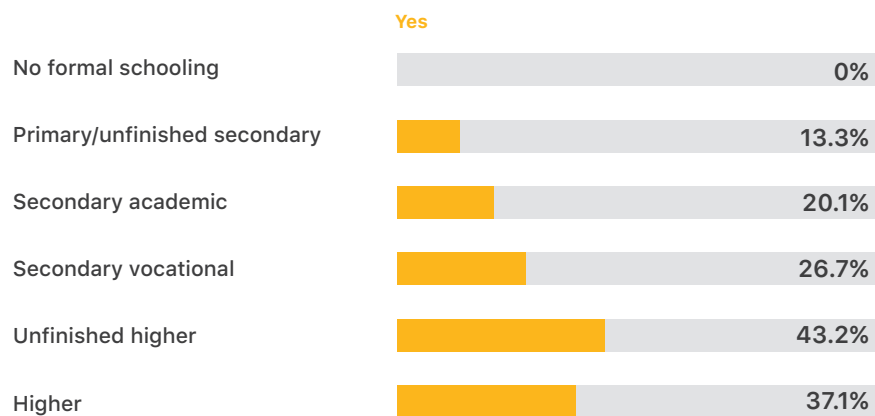


Of those who were aware of a phone number, 55.2% stated they knew it, though only two people knew it (0800 213 103) by heart.

The more educated a person is, the more likely he or she is to be aware of the existence

of the legal aid hotline: while none of those with no formal schooling knew of it, approximately two fifths of those with unfinished (43.2%) and completed (37.1%) higher educations did.

Is there a phone number that members of the community can call if they need legal advice?



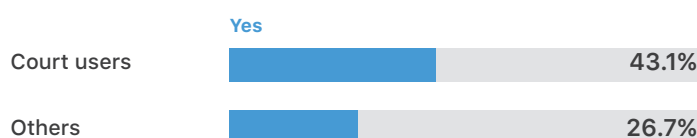
VICES



Unsurprisingly, IDPs, as a group with a particular set of legal needs, were more aware (43.3%) than the remainder of the population (27.4%). The

same is true of court users, 43.1% of whom said they knew of the existence of a legal aid hotline, versus 26.7% of the remaining respondents.

Is there a phone number that members of the community can call if they need legal advice?



This may also be the reason why those living close to the contact line are more aware (33.4%) of the legal aid hotline than those living further away from it (25.6%). Similarly, awareness-raising has had an effect on the population's awareness, as

29.6% of those in the 24 communities in Donetsk, Luhansk and Zhytomyr where UNDP's regional programme is being implemented know of the hotline, as opposed to 25.3% of the respondents in other communities surveyed.

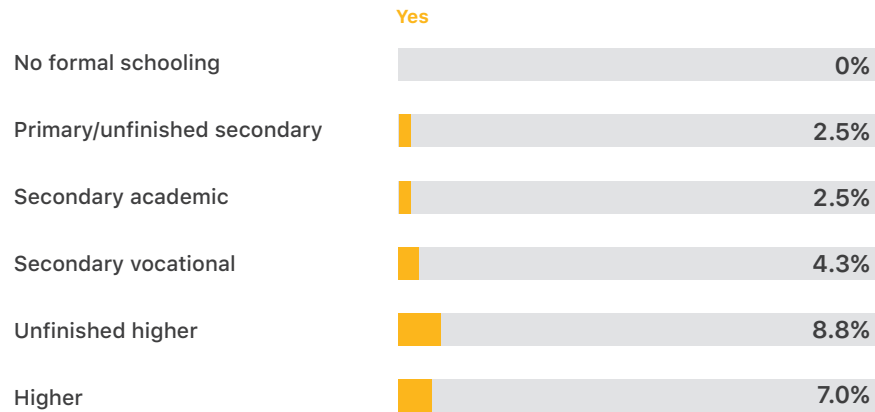
Is there a phone number that members of the community can call if they need legal advice?



Nearly 5% of those surveyed (4.7%, or 183 persons in total) claimed they had called this number at least once. A caller is disproportionately likely to be wealthier and, in particular, well educated: 8.8% of those with an unfinished higher

education, and 7% from the ranks of those with a higher degree, called the hotline, as opposed to none of the respondents that had no formal schooling, and only 2.5% of those with a primary or unfinished secondary education.

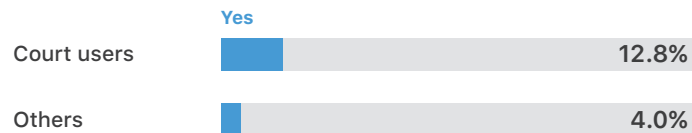
Have you ever called the legal aid hotline?



Aside from wealth and education, **legal needs also influenced the likelihood that a respondent had used the hotline.** An IDP was twice as likely to have used it (9.4%, versus 4.5%

of the remainder of the population), and a court user was three times as likely to have called than others.

Have you ever called the legal aid hotline?



The survey was designed to reveal whether there is a difference between the opinions of people that have experience with the legal aid hotline and those of people who do not. **The results show that respondents are very satisfied with the service provided by the hotline, and that this perception holds across the population, irrespective of personal characteristics or place of residence.**

The opinions of those that had used the hotline were overwhelmingly positive: 92.5% found it easy to use the service, 99% said they were treated with respect, 96.1% understood the advice and an impressive 96.8% claimed they would use this service again. Almost a tenth (9.2%) paid something for the service (more than the 7.1%

who were asked by the hotline staff to pay).

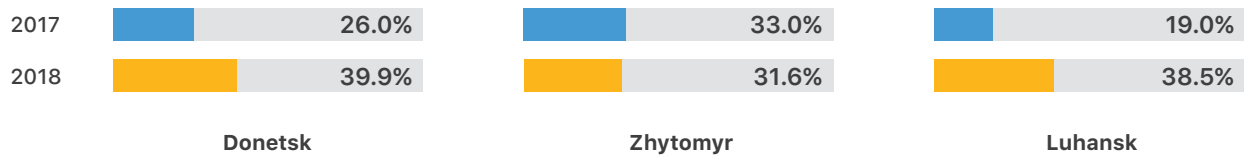
These results are mirrored in the opinions of the vast majority of respondents that had never used the hotline. Nearly all of the respondents in this category strongly agree or agree that were they to use it, the hotline would treat them with respect (97.4%), that they would understand the advice (96.3%) and that the advice would be useful (94.8%). Interestingly, while 96.5% of these believe the service is free, it was actually free for fewer users (92.9% were not asked to pay anything, and 90.8% did not pay anything).

Respondents were also asked about legal aid offices. Just over a third (36.7%) said they believe there are legal aid offices "that can answer legal

questions” for members of their communities. The level of awareness has increased since last year, with the most notable rise occurring in

Luhansk Oblast (where it doubled from 19% to 38.5%) and in Donetsk (where it rose by more than half, from 26% to 39.9%).

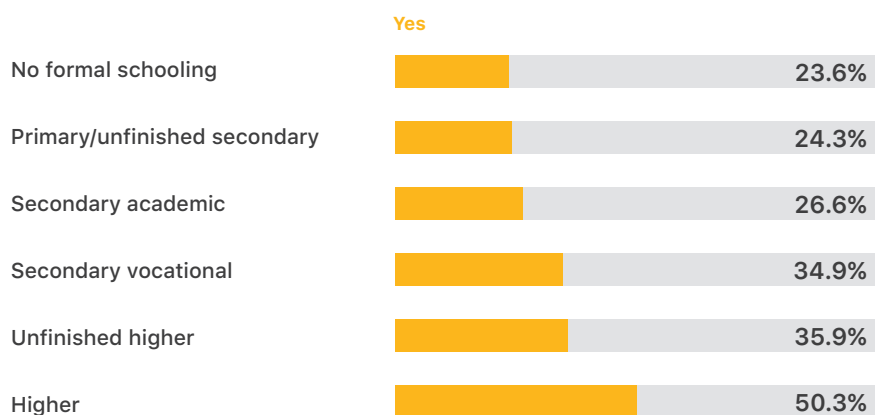
Are there legal aid offices that can answer legal questions for members of this community?



The respondents’ levels of education and wealth were an important factor in their awareness of legal aid offices, as those with a higher degree were more than twice as likely to know of such offices as those with lower levels of formal

education. Similarly, while less than a third of the poorest respondents were aware of the offices (31.6% of those that said they “lack money even for food”), almost half of the wealthiest respondents (49.5%) knew of this service.

Are there legal aid offices that can answer legal questions for members of this community?



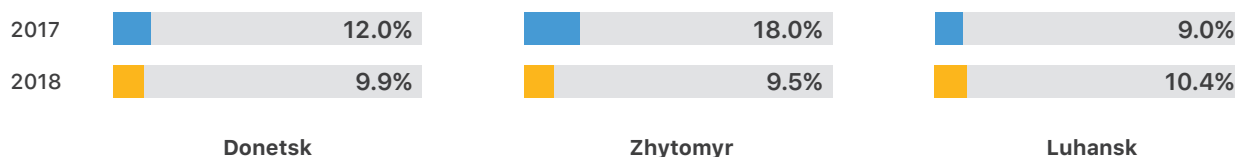
A huge disparity in this regard is found between urban and rural residents. It is difficult to discern from the data whether this is due to the relative lack of awareness of rural residents, or whether – as appears reasonable to assume – it is because legal aid offices are found in urban areas, and are

thus more accessible to urban residents. As can be seen from the figures, there has been a drop in the awareness of rural residents about the services provided by legal aid offices in two of the three oblasts.

Are there legal aid offices that can answer legal questions for members of this community?



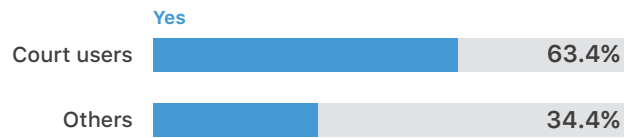
Are there legal aid offices that can answer legal questions for members of this community? Awareness in rural areas.



The residents of areas close to the contact line are significantly more likely (44.5%) to be aware of legal aid offices than those further away (32.9%). Similarly, thanks to UNDP’s awareness-raising efforts, residents of the 24 communities in Donetsk, Luhansk and Zhytomyr where its regional programme is being implemented are

more aware (42.2%) of the offices than those in the other communities where the survey was carried out (30.9%). Finally, and predictably, court users are much likelier to be aware of legal aid offices (63.4%) than those that have not used the court system (34.4%).

Are there legal aid offices that can answer legal questions for members of this community?

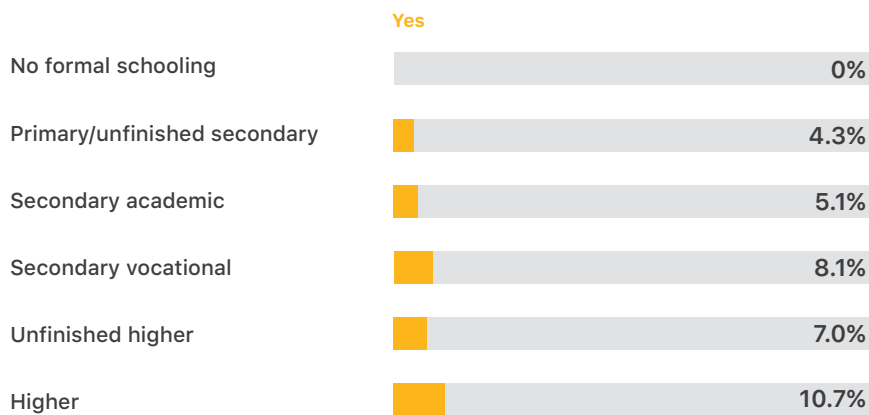


As with the legal aid hotline, legal aid offices are believed, both by their users and the overall population, to provide excellent service.

Just over a fifth of respondents who were aware of the existence of legal aid offices (21.7%), or 7.9% (310 people) of the overall sample, had availed themselves of the services of legal aid offices. The users come

disproportionately from the ranks of the wealthier and better educated respondents (the bigger disparity is to be found according to education, rather than levels of wealth). As is to be expected, court users (22.7%) are also far more likely to have sought legal advice from the offices than those that did not have cases before the court (6.7%).

Have you ever approached a legal aid office for advice?



The impressions of those that sought legal advice from legal aid offices were very positive (though not quite as positive as those of people assisted by the legal aid hotline), **irrespective of personal characteristics or place of residence.** For instance, 95.3% said they were treated with respect, 96.6% understood the

advice, 87.7% said legal aid offices were easy to find and 79.2% said the lawyers represented their best interests. One possible interpretation for the substantial minority (20.8%) who believe lawyers from legal aid offices did not represent their best interests is that their cases may have involved the government as the other party, and

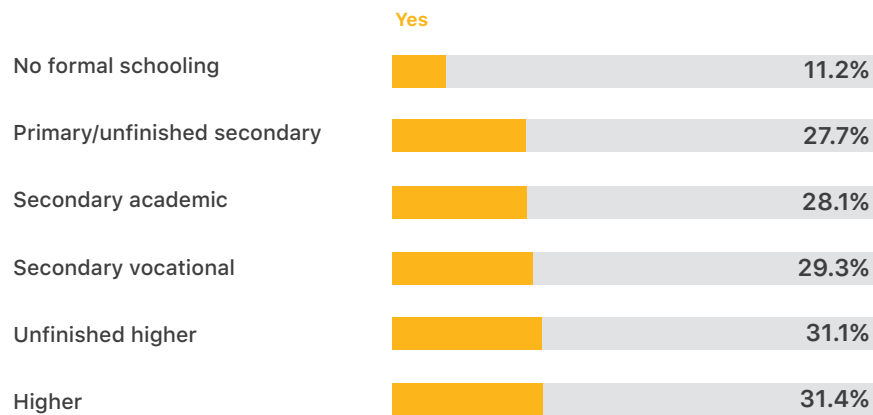
lawyers from legal aid offices may be reluctant to provide support in such cases. Slightly over one in five (22.8%) were asked to pay for the services of legal aid offices, and just under three in ten (29.4%) did pay something for the services provided. **Ultimately, 87.7% of those that turned to a legal aid office would do so again if faced with a similar problem.**

The level of confidence in the performance of legal aid offices among the population at large is similar to the level among respondents that have used their services. Almost all respondents believe that if they go to legal aid offices, they will be treated with respect (95.9%)

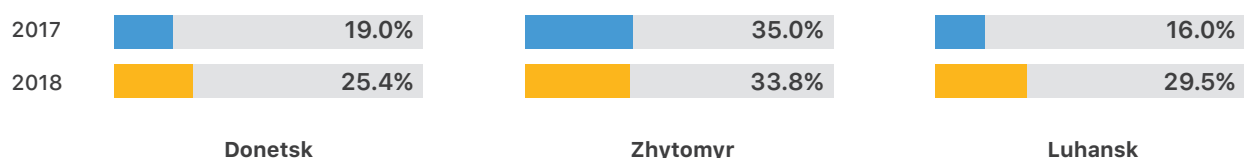
and will understand the advice (96.4%), that this advice will be useful (99.2%) and that the service provided by legal aid offices will be free (77.6%), which matches almost exactly the percentage of users that actually received free service (79.2%).

Respondents were also quizzed about the **role of their local administrations in providing legal assistance.** Nearly three in ten respondents (29.6%) said their local administrations provide answers to legal questions. [There has been an increase in awareness about the role of local administrations in providing legal advice since last year, which is particularly notable in Luhansk Oblast \(where it nearly doubled\).](#)

Does the local administration provide answers to legal questions in this community?



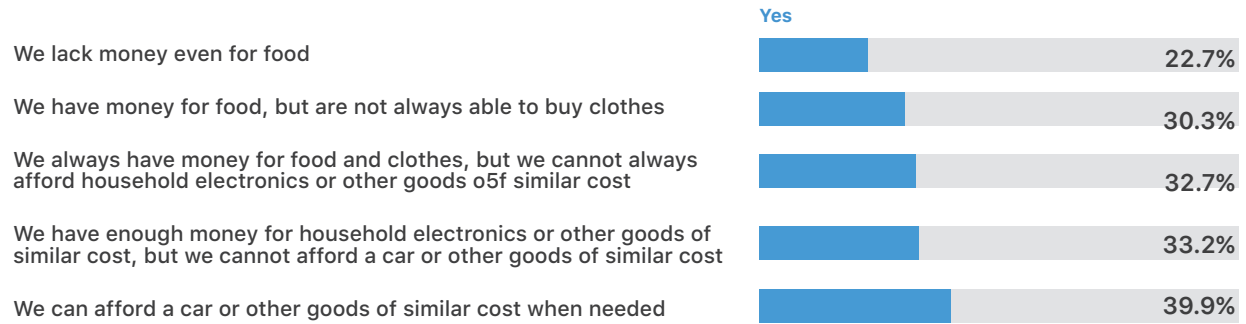
Does the local administration provide answers to legal questions in this community?



The better educated and the wealthier a respondent is, the more likely he or she is to consider local administrations as sources of legal advice. Interestingly, court users (21.1%) were less likely than those that did not have cases before the courts (30.3%) to believe that local administrations provide legal advice; this may

point to the perception of local administrations as providing legal advice in less consequential matters, while for more consequential matters that end up being resolved in court, respondents are more likely to turn to qualified lawyers, whether they work in legal aid offices, at the legal aid hotline or as private lawyers.

Does the local administration provide answers to legal questions in this community?



Residents of rural areas are also more likely (39.7%) to see local administrations as providers of legal advice than residents of urban areas (26.6%). Considering the distance

from legal aid offices, this belief may well come from a dearth of options for rural residents when it comes to legal advice.

Have you ever approached your local administration for a legal advice?



The impressions of those that had sought legal advice from local administration bodies were overwhelmingly positive, irrespective of personal characteristics or place of residence. Nearly all of those surveyed found the local administration willing to help (95.4%), said it

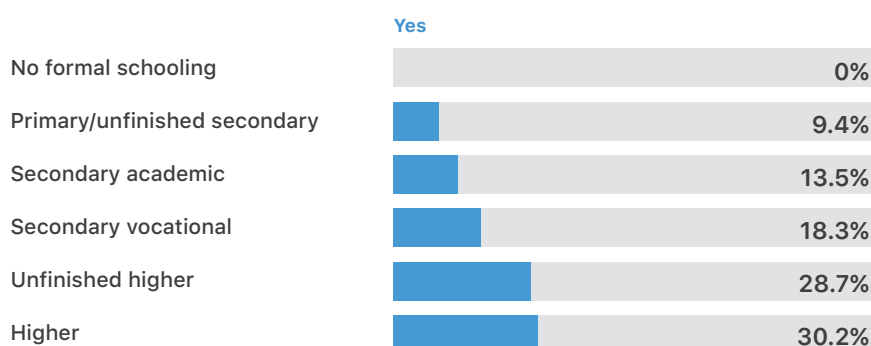
treated them with respect (97.7%), said it was fair (91.8%), said it worked quickly (87.7%) and said they understood the advice it gave (95.3%). A very small percentage (3.6%) was asked to pay for services, while a slightly larger percentage (6.6%) actually paid. Overall, nearly all of those

(94.4%) that turned to their local administrations would go back to them if a similar problem occurred again.

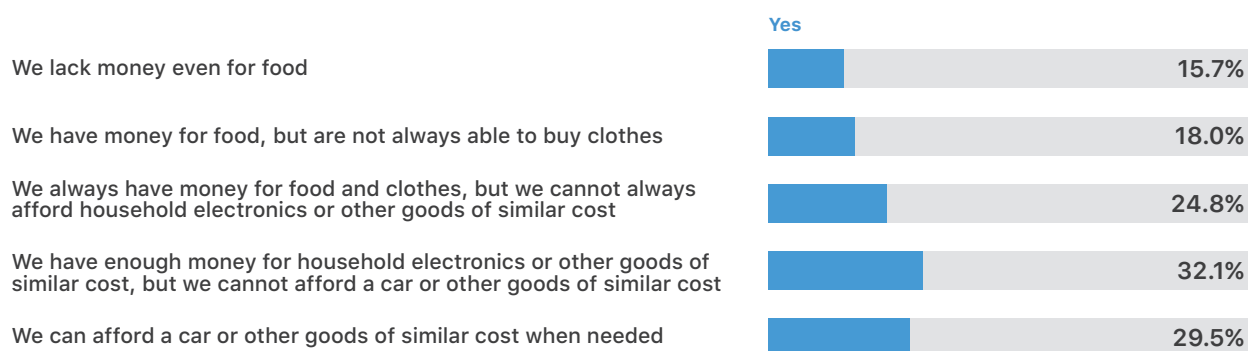
The impressions of the population at large with regard to local administrations' capacities to provide legal assistance are as positive as those of users of these services. More than nine in ten believe that if they turn to their local administration with a legal problem, they will be treated with respect (96.8%) and understand the advice (97.7%), and that this advice will be useful (96.9%) and free (95.1%).

Respondents were also asked about their **perceptions of, and experiences with, NGOs providing legal services.** Slightly over a fifth (20.3%) of all respondents believe there are NGOs that can answer legal questions for members of their community (it is difficult to estimate how many of the communities surveyed are covered by NGOs). Again, the more educated and wealthier a person is, the more likely he or she is to be aware of NGOs as sources of legal advice.

Are there NGOs that can answer legal questions for members of this community?



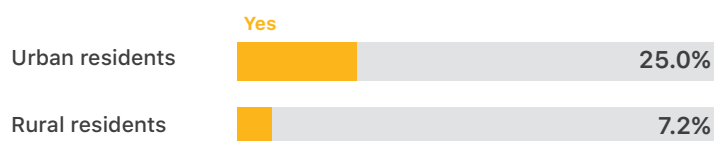
Are there NGOs that can answer legal questions for members of this community?



NGOs are quite active in the 24 communities in Donetsk, Luhansk and Zhytomyr where UNDP's regional programme is being implemented, and as a result, residents of these areas (25.5%) and IDPs are disproportionately likely (31.3%) to be

aware of NGOs as providers of legal advice. The concentration of NGOs in urban areas means that only 7.2% of rural residents, compared to 25% of urban residents, recognise them as providers of legal aid in their communities.

Are there NGOs that can answer legal questions for members of this community?



Just over a tenth (11.3%) of respondents that believe that NGOs provide legal advice in their communities, or 2.3% (90 people) of the overall sample, had actually addressed a legal question to an NGO. **Users had overwhelmingly positive experiences with NGOs as providers of legal services, irrespective of personal characteristics or place of residence.** More than nine in ten (97.9%) said they were treated with respect, that the NGO in question was easy to find (93.5%) and that they understood the

advice (91.2%). Less than a tenth (7.6%) incurred some cost during the process. On the whole, 95.7% said they would go back to the NGO in question if they needed more legal advice.

The population at large likewise gives NGOs a near-unanimous approval rating. Almost all of those surveyed believe that if they demand legal assistance from an NGO, they will be treated with respect (98.8%) and understand the advice (98%), and that the advice will be useful (96.2%) and free (94.1%).



KEY FINDINGS

The common themes and most important results with respect to respondents' perceptions and experiences with legal service providers are the following:

- **Both those that have used their services and the rest of the population have tremendously positive impressions of the quality of the services and were pleased with the manner in which they were treated, irrespective of their personal characteristics or place of residence. This is true of all of the providers** the respondents were asked about: the legal aid hotline, legal aid offices, local administrations and NGOs.
- **There has been improvement in the population's awareness of legal service providers, including the legal aid hotline, legal aid offices and the local administration. Nonetheless, there is still room for improvement:** with approximately a third of the population aware of the legal aid hotline, legal aid offices and the role of local administrations, more awareness-raising activities clearly need to be conducted.
- **Awareness of legal services particularly needs to improve among the least educated and the poorest. A failure to attract**

respondents from these sub-groups would mean that legal aid providers are not fulfilling their mandate to the fullest, as their focus should be on helping the poorest and least educated members of society. The most important task that the Government, UNDP, NGOs and other development partners have in this regard is to inform the most vulnerable people about the existence of legal services and to give them the means to reach them (or to give legal services the means to reach out to those that need them the most).

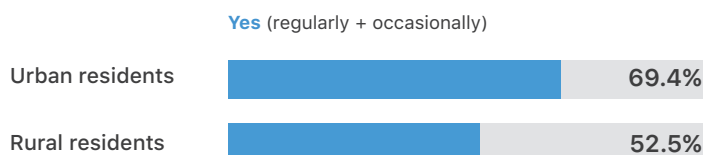
- **Rural residents have fewer options when it comes to receiving legal advice than urban residents.** As a result, they have come to rely more on local administrations than qualified lawyers working in legal aid offices and other legal aid providers. **This gap should be bridged by making legal aid offices more mobile, using buses or scheduled office hours in rural areas.**
- **People with legal needs that are particularly consequential are more likely to contact the legal aid hotline and to seek advice from legal aid offices and NGOs before eventually taking their claims to court.** Those that seek legal advice from local administrations are less likely to eventually seek redress in court.

8 SECURITY S

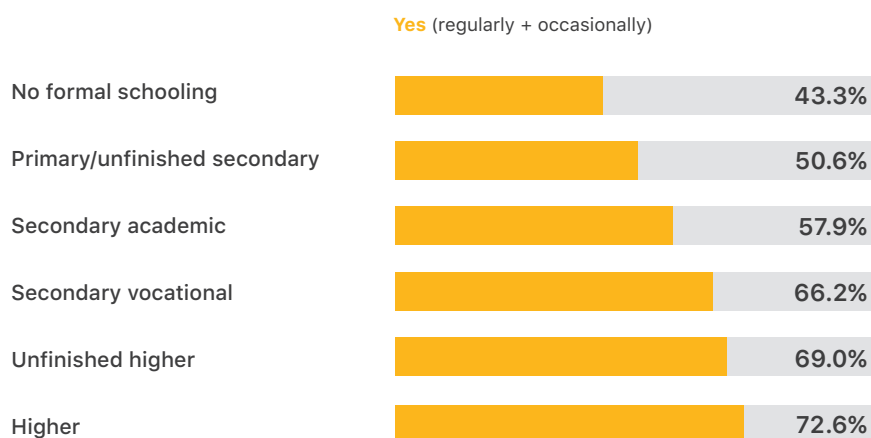
Respondents were asked about the steps being taken in their communities by the police and local administrations to address security concerns. **The results show that the respondents see the police and bodies of local administration as having a useful, but somewhat passive, role in addressing safety concerns and problems.**

Nearly two thirds of respondents (65.4%) believe the police regularly or occasionally solve problems in their communities. This belief is most prevalent among residents of urban areas, communities close to the contact line and better educated persons.

Does the police solve problems in your community?



Does the police solve problems in your community?



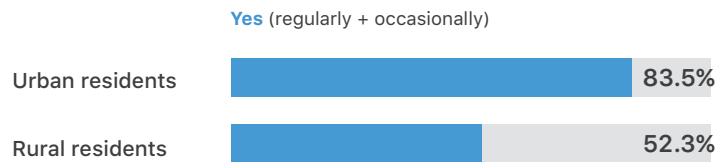
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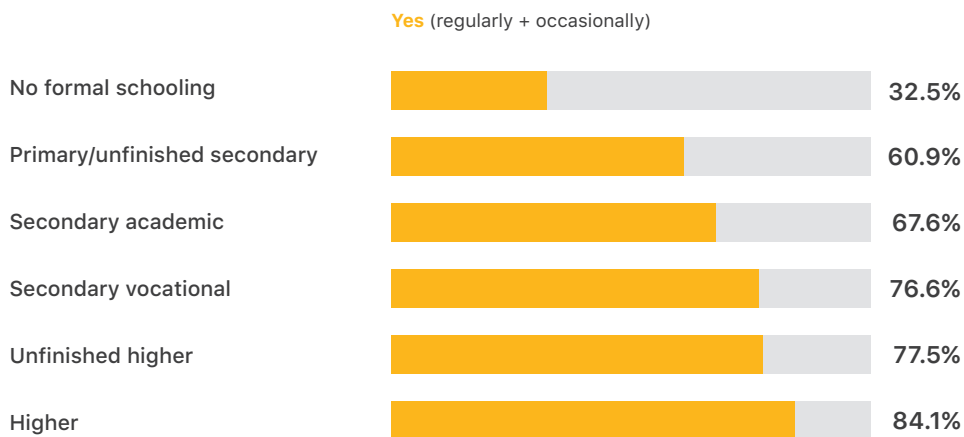
Approximately three quarters (75.9%) said the police are present in their communities. The presence of the police is most keenly felt by residents of communities close to the contact line, 90.1% of whom report the regular or occasional presence of the police, as compared to 72.4% of

residents of other communities. The presence of the police is also felt in urban areas and by the most educated persons, while residents of rural areas and those with lower levels of education are the least likely to report it.

Are the police present in your community?



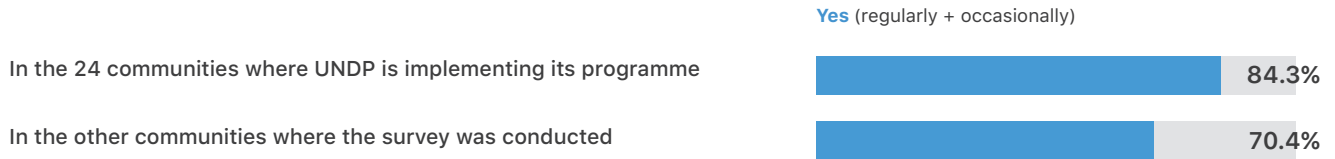
Are the police present in your community?



In addition, in a reflection of the efforts that UNDP's regional programme has made, residents in the 24 communities where it is being

implemented also feel the presence of the police in their communities significantly more (84.3%) than residents of other communities (70.4%).

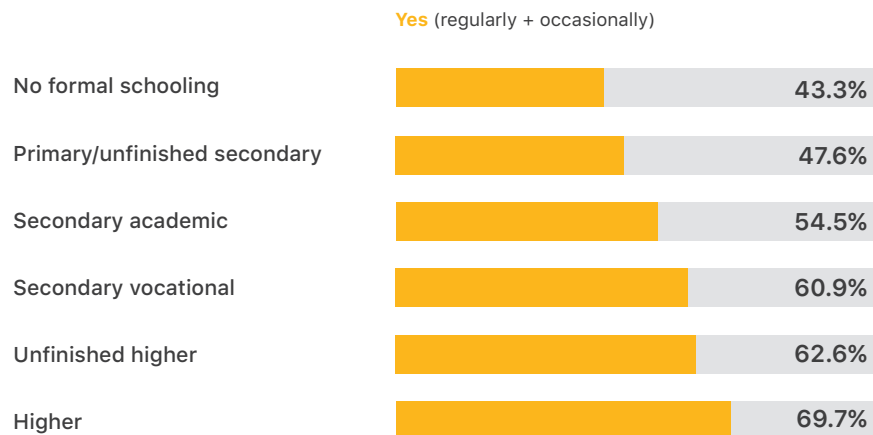
Are the police present in your community?



The **police are also believed by just over three fifths of respondents (61.3%) to prevent problems from arising in the community regularly or occasionally.** Residents of urban areas are more likely (65.2%) to ascribe the prevention of problems to the police than residents of rural areas (47.1%), while residents of communities close to the conflict line are also

more likely (75.5%) to believe police prevent problems than residents of communities that are further away (61.5%). Moreover, respondents with lower levels of formal education are significantly less likely to credit the police with preventing problems than persons with higher levels of formal education.

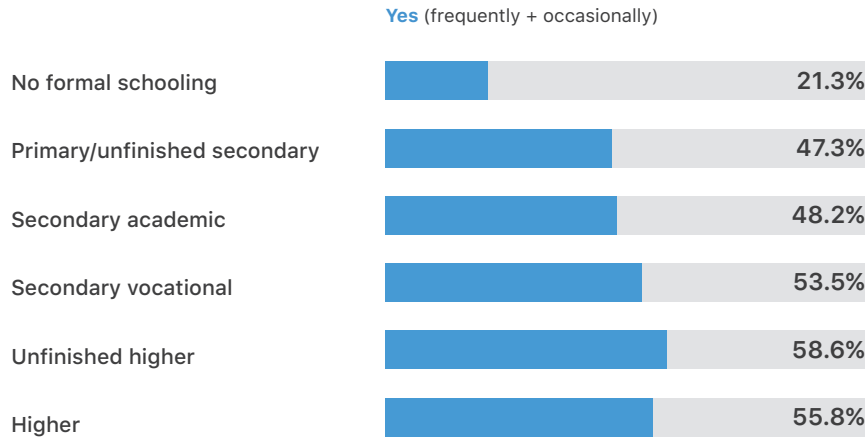
Does the police prevent crimes in your community?



Local administrations are also believed to have a role in solving community problems, though not to the same degree as the police (unsurprisingly, given their respective mandates). Over half of those (52.8%) interviewed believe

their local administration regularly or occasionally solves problems in their communities. The better educated and the wealthier a respondent is, the more likely he or she is to believe this.

Does the local administration solve problems in your community?

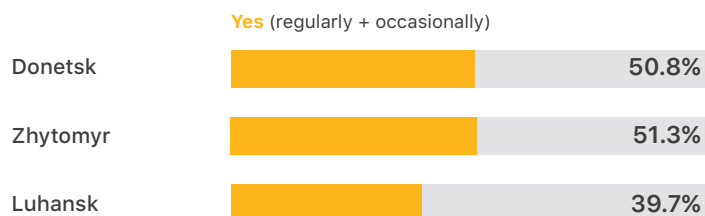


In addition, residents of Luhansk Oblast are less likely (46.6%) to believe their local administrations solve community problems than residents of Donetsk Oblast (55.7%) or of Zhytomyr Oblast (56%).

Nearly half (47.3%) of respondents are of the opinion that local administrations prevent problems from happening in the first place. The wealthier and more educated a person is, the more likely he or she is to believe this, with 21.3% of those with no formal schooling saying

so, compared to 52.4% of those with higher education. Those close to the contact line are less likely (44.2%) to believe this than those living further away (54.2%). In addition, local administrations in Luhansk Oblast again score particularly badly in this regard, with 39.7% of residents believing they prevent problems from occurring, compared to 50.8% in Donetsk Oblast and 51.3% in Zhytomyr Oblast.

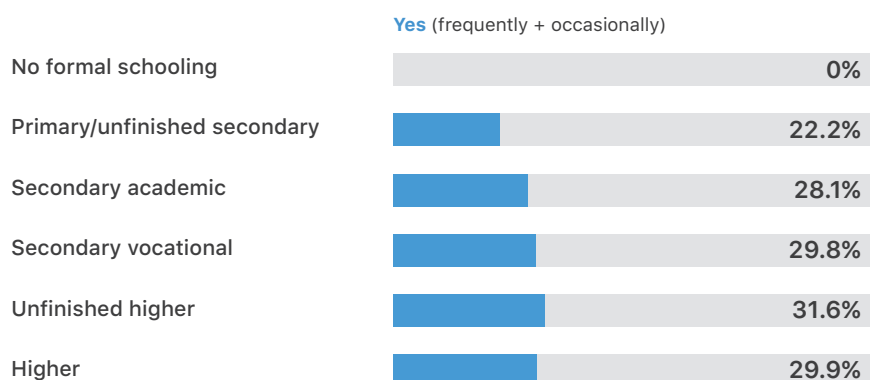
Does the local administration prevent problems from happening in your community?



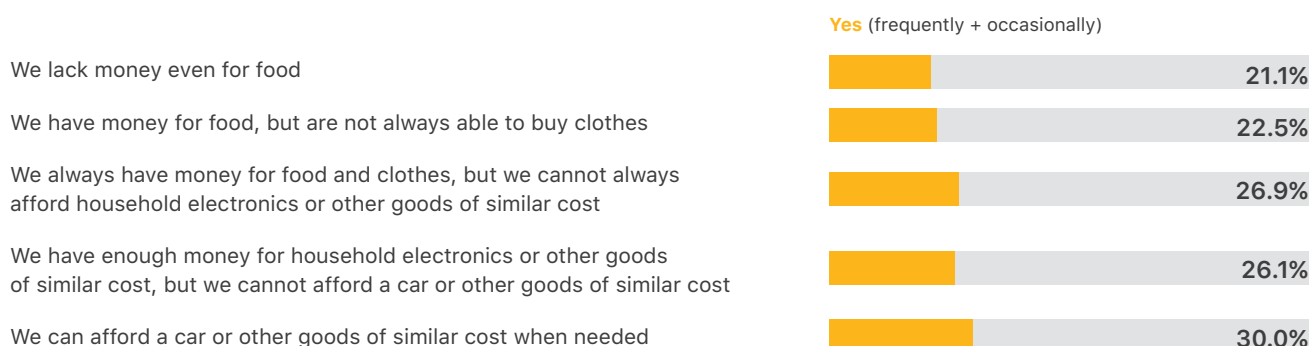
Neither the police nor bodies of local administration, however, are particularly inclusive in their work. Only approximately a quarter of those surveyed said the police (23.9%) or local administrations (29.2%) regularly or

occasionally hold meetings with community members about their safety concerns. The less educated and less wealthy a person is, the less aware he or she would be of such meetings.

Does the local administration hold open meetings with your community about security issues?



Does the police hold open meetings with your community about security issues?



Rural residents are more likely (35.5%) to report that local administrations hold such meetings than urban residents (26.8%). In addition, a higher proportion of residents (26.7%) of the 24 communities in Donetsk, Luhansk and Zhytomyr where UNDP's regional programme is being implemented said police hold regular community meetings than respondents elsewhere (21.6%), which does credit to the work done by UNDP to support the police's organisation of such meetings.

The survey also sought to establish how the threat of mines and unexploded devices is dealt with in the respondents' communities. A ninth of all respondents (433 people, or 11.1%) said that mines or unexploded devices were a threat to the safety of their community. The highest proportion of positive answers was

recorded in communities close to the contact line, where 22.3% of respondents said mines and unexploded devices are a threat, compared with 9.6% elsewhere.

Among those who said mines and unexploded devices are a threat, **21.3% (92 people, or 2.4% of the overall sample) had seen a mine or an unexploded device, and half of them (46 people, or 1.2% of the overall sample) contacted someone to have the device in question removed, while half failed to do so.**

Those that took the initiative to contact the authorities (most commonly the state emergency service [65.6%] or the police [23.7%]) were almost always successful (in 89.1% of cases) in getting the mine or unexploded device removed promptly. This

rate of success raises the question of why more of those who had seen a mine or unexploded device failed to contact the authorities. When asked why, the answers varied; some respondents said contacting someone about this problem would take a lot of time, others said it would be pointless and some did not know whom to contact, while

others said it might cost too much and that they were afraid of the authorities. The respondents did, however, stress the need to educate children further regarding how to proceed if they see a mine or an unexploded device: 41.2% disagreed or strongly disagreed with the notion that children are well prepared for such situations.



KEY FINDINGS

The common themes and most important results with respect to respondents' perceptions and experiences with security providers are the following:

- **The police and local administrations are seen by respondents as having a useful, but somewhat passive, role in addressing safety concerns and problems.** Both bodies are believed to be fairly successful in solving and preventing problems, including security issues. However, both could do more to reach out to communities and thereby engender proactive solutions for their security issues.
- **Those with the lowest levels of formal education and people living in rural areas are least likely to believe that the police are successful in solving or preventing problems in their communities.** Police should also focus their attention on assisting more people from the lowest socio-economic rungs and in rural areas.
- **Those with the lowest levels of formal education are also least likely to believe that local administrations are useful in solving or preventing problems in their communities.** Local administrations should attempt to reach out more proactively to these people when providing services to them.
- **The authorities (most commonly the state emergency service and the police) were almost always successful in promptly removing mines or unexploded devices.** However, half of respondents who had seen a mine or an unexploded device failed to report it to the authorities. The authorities and their development partners should therefore invest further efforts in educate the population regarding how to proceed in such situations.

APPENDIX 1 – ASSESSMENT METHODOLOGY



The household survey methodology was designed to allow statistical comparisons between successive independent samples over the course of the three-year programme. The sample consisted of 1,200 in-person household interviews in each oblast, allowing for a margin of error of 2.8% with a confidence interval of 95% (4% when disaggregated by gender). Using a stratified, multistage cluster-sampling technique, respondents were drawn from at least one-third of the rayons in each oblast and at least one-third of the settlements in each rayon, chosen in proportion to the population based on 2017 data from the State Statistical Service. In Donetsk and Luhansk Oblasts, only areas controlled by the Government of Ukraine were included in the survey, but efforts were made to reach communities living close to the contact line.

In addition, a survey of 100 court users (litigants, witnesses and observers) was conducted in each oblast to ensure the inclusion of respondents with recent exposure to the formal justice system. The margin of error for the court user surveys is 9.8%, with a confidence interval of 95%. Court users were sampled through a quota sampling technique for all courts within the general survey sampling framework.

The survey tool was prepared in English, translated directly into both Russian and Ukrainian, and independently translated back into English. Both the Russian and Ukrainian versions of the survey tool were piloted between 20 February and 3 March 2018 in the three oblasts in all types of settlements (large cities, towns, villages). 32 pilot interviews were conducted overall.

Fieldwork was conducted between 6 March and 16 April 2018 by the sociological research firm GfK and its team of 66 bilingual enumerators and seven supervisors, all of whom underwent training and passed a written and oral examination regarding ethics and the research methodology. Interviews were conducted in the respondent's choice of language (Russian or Ukrainian). GfK conducted a total of 536 back-checks. All of the approved interviews had an error rate of less than 10%. UNDP also conducted independent verification of the data collection process. All respondents were at least eighteen years of age and gave informed consent. Data was collected through tablets and uploaded daily; analysis was conducted using STATA statistical software package.

Key informant interviews were conducted with traditionally under-represented groups whose voices were likely to not be captured through a quantitative study, such as members of the LGBT community, persons with disabilities, sex workers, IDPs and others. These interviews were all semi-structured. The duration of the interviews ranged from one to two hours.



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