

A photograph showing the upper portion of a severely damaged building. The structure is partially collapsed, with exposed wooden beams and debris. A sign is visible on a wall in the background. The sky is overcast.

Public Opinion Research

Needs, living conditions and emotional state of people, who were forced to flee Ukraine due to a full-scale russian invasion

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*Author: Solomiia Filiak
Editor: Inna Volosevych*

Photos and poll organization: Ivan Hadzhi



TABLE OF CONTENTS

Nº of slide

Key findings

5

01

Profile of interviewed refugees

10

02

Time frame for going abroad and factors for selecting the host country

17

03

The level of danger in the settlement in Ukraine and the negative consequences of the war

23

04

Level of satisfaction with living conditions abroad and assistance provided

29

05

Current needs of the refugees

41

06

Attitudes of local residents towards refugees and the mood of Ukrainians abroad

49


07

Plans for returning to Ukraine

54

METHODOLOGY

RESEARCH METHOD	online interview (CAWI), “snowball” sampling and additional boost from the online panel (n = 200)
TARGET AUDIENCE	Adult (16+ years old) population of Ukraine who fled abroad due to russian aggression
GEOGRAPHY OF RESEARCH	Free recruitment by country where Ukrainians stay temporarily
SAMPLE SIZE	889 respondents
RESEARCH PERIOD	April 22 - May 7, 2022
SYMBOLS AND ABBREVIATIONS:	SA – single answer, MA – multiple answer, OA – open answer

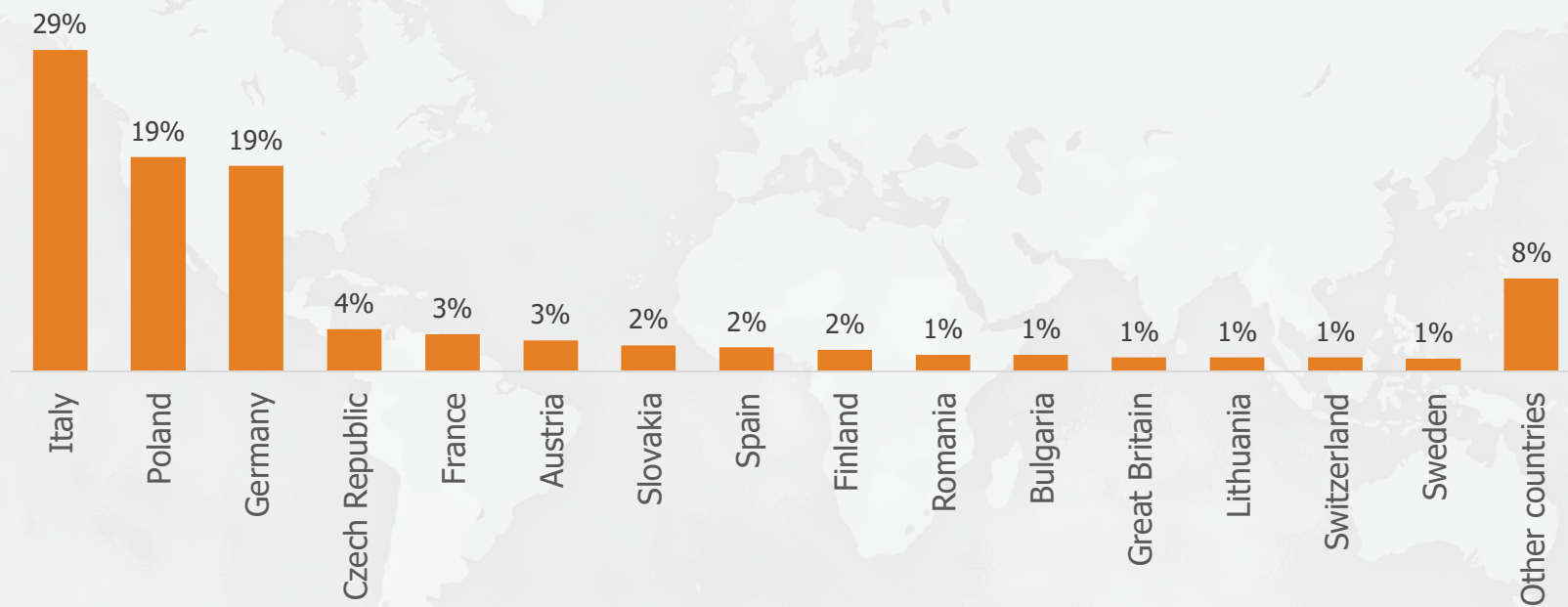
 -statistically significant differences (higher for the group compared to the overall figure)



COUNTRIES COVERED BY THE RESEARCH

Specify the country in which you currently reside. SA

Among all respondents, n=889



* Free recruitment by country

The report is further shown by Total (all countries covered in research) vs Italy, Poland, Germany



KEY FINDINGS

Key findings



01

Who did we interview?

Most of them are adult women (93%) with higher or unfinished higher education (83%)

The average age of the refugees is 36.9 years old.

Refugees are dominated by skilled workers (36%), specialists in technical/humanitarian fields, natural sciences (18%), entrepreneurs (15%) and heads of enterprises/institutions/departments (11%), housewives (12%) and school/University students (10%). The highest share of the latter is in Germany (14%).

The most common fields of activity before the war include: education (13%), accounting and finance (10%), wholesale and retail trade (9%), IT (7%), marketing/management/medicine (6% each).

88% of the refugees crossed the border with close ones: children under 18 (63%) and parents (21%)

On average, refugees crossed the border with 2-3 people. 17% of the refugees also took their pets with them.

On average, the refugees crossing the border with children, took 2 children with them. The average age of children of refugees is 9 years old.

02

What was the path of the refugees like?

30% of the refugees left the settlement in the first week of the war, but they managed to reach their destination only in the third week of the war

50% of the refugees left the territory of Ukraine in the 2-3 weeks of the war

37% of the refugees had to make long (>3 days) stops before arriving at their destination

The refugees fleeing to Poland, stopped in relatively safe regions of Ukraine. For Ukrainians fleeing further to Europe, the first stop was the neighboring country, Poland.

84% of adults and 67% of children crossed the border with a foreign passport

One in five (16%) adults and one third (33%) of children left without the necessary documents. Poland accepted the largest number of "illegals".

The refugees went to the countries where they had acquaintances/friends (31%) and/or family (27%)

Germany and Poland were also chosen because of available benefits for Ukrainians during the war

Key findings



03

What influenced your decision to go abroad?

82% of the refugees left because of the direct threat of hostilities/bombing/shelling

Only 13% of the refugees took a proactive decision and left before the start of active hostilities. Most cautious Ukrainians left at the beginning of the war in late February

97% of the refugees experienced the negative consequences of the war

The most common negative consequences include family separation (54%), significant reduction in income (42%), job loss (39%), and severe psychological consequences (40%). Refugees' parents (66%), brother/sister (43%) and husbands (42%) stayed at home.

The refugees from the eastern, northern and southern regions of Ukraine suffered from the war the most

A much higher proportion of people with severe material losses (including total loss of income and housing destruction) and health problems left those regions.

04

How do refugees live abroad?

63% of the refugees received assistance in the countries of temporary stay

The share of the refugees who received assistance is higher in Germany (80%) and Poland (68%), because in these countries, in addition to voluntary organizations, assistance comes from government agencies.

The most common is humanitarian aid (47%), providing housing (36%), financial support (35%) and assistance with legalization (32%).

However, the distribution of financial support does not correspond to the material losses suffered by the residents of different regions of Ukraine.

Despite the fact that financial resources are most limited (highest share of refugees who have completely lost income and/or work) among the residents of eastern and southern Ukraine, the highest share of refugees who received financial assistance is among the residents of Kyiv

The refugees are most often satisfied (7.4 / 10) with their stay abroad. Complicated and long legalization process in the country is a key factor of indignation (6.4/10)

The refugees complain that prolonged red tape restricts access to promised benefits (financial support/assistance with housing/access to medical services, etc.) and, most importantly, to the labor market. Since a significant proportion of refugees experience a significant reduction in income and loss of regular employment, the lack of work abroad makes it difficult for them to stay there.

The refugees who do not have children better (7.7 / 10) assess their stay abroad

Key findings

05

What needs of the refugees remain relevant?

83% of the refugees still need help in the country where they live. The share of such refugees is lower among the refugees who do not have children (77%), as well as among the refugees from Kyiv (76%) and the north (78%) of Ukraine. The refugees who have housing, primarily need financial support (50%) and employment assistance (39%). The majority of the refugees from the south, west, north and east of Ukraine expect financial support. The issue of employment is most common among the refugees from eastern and southern Ukraine.

73% of the refugees are trying to improve their situation abroad by their own efforts. 31% are actively looking for work on their own, while 30% work remotely at the same job as before the war (most often the refugees from Kyiv have the opportunity to work remotely). Another 10% were able to get a job in the host country.

76% of the refugees indicated that they were involved in volunteering/willingness to help local volunteer organizations. 28% of the refugees want to help but are unaware of the organization they can join – undiscovered potential for more effective assistance on the ground.

06

What is the emotional state of the refugees?

96% of the refugees experience various negative states. The most common negative states include confusion, sense of hopelessness (55%), feeling guilty for those who stayed at home (50%) and emotional instability (50%). 39% of the refugees cannot control at least one negative state on their own (most often in the case of guilt and apathy – 4 out of 10 and 3 out of 10 refugees, respectively). However, for most refugees, the intensity of such conditions is moderate and they can cope with negative emotions relatively easily.

07

Young (16-34 years old) refugees are more likely to experience strong negative emotions. Young refugees have a higher share of those struggling with guilt, emotional instability, apathy and anger.

When do the refugees plan to return home?

50% of the refugees plan to return to Ukraine after the official lifting of martial law, and another 38% are ready to take a risk and return at the first opportunity. The refugees from the south and east of Ukraine plan to return home earlier than the refugees from other regions. 1 out of 10 refugees does not plan to return home.



RECOMMENDATIONS

Reduce the time of legalization (currently the procedures mostly take 1-3 months) and reduce formal employment requirements

Relaxation of legal status requirements in employment will promote more open access to the labor market and make refugees less financially dependent on the host country.

Centralize volunteer organizations on the ground and segment refugees according to the presence of children, the availability of work/income and the region of Ukraine where they came from

Centralized assistance (joint efforts of local organizations that help the refugees) will provide greater coverage of those in need and the involvement of those willing to volunteer, and segmentation will facilitate a more efficient allocation of limited resources

Disseminate information on remote employment opportunities for refugees abroad

Using the example of 50% of the refugees from Kyiv who continue to work remotely, this opportunity will reduce the proportion of refugees in need of financial support abroad

01

Who did we interview?

Profile of Ukrainians who were forced to go abroad

Adult women with higher or unfinished higher education fled abroad

The majority of refugees are from Kyiv and northern Ukraine. The majority of Kyiv residents went to Germany, and of the north – to Poland

Gender
Among all respondents, n=889



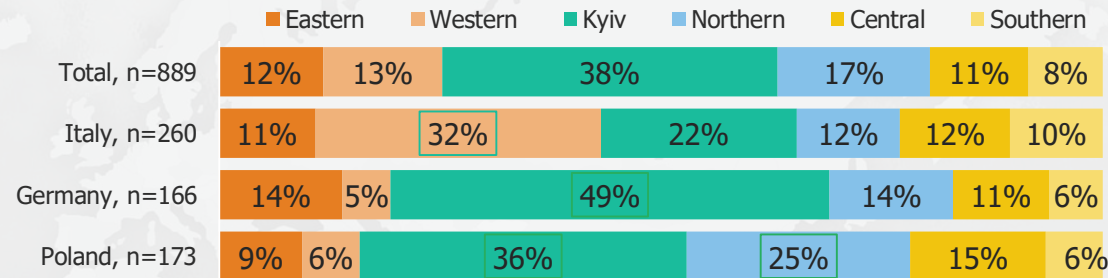
7% **93%**

Men Women

Pregnant women - 1%

Region of residence before the war

Among all respondents, n=889

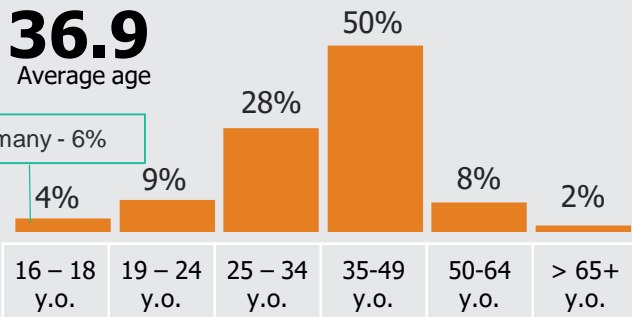


Age
Among all respondents, n=889

36.9

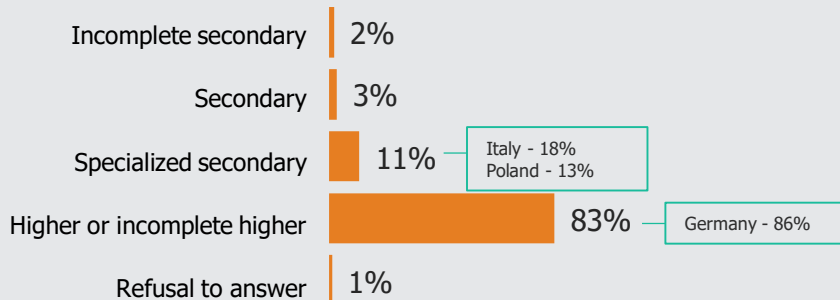
Average age

Germany - 6%



Level of education obtained

Among all respondents, n=889



City dwellers most often fled abroad

The settlement of residence before the war
Among all respondents, n=889



88%

city

Germany - 92%



5%

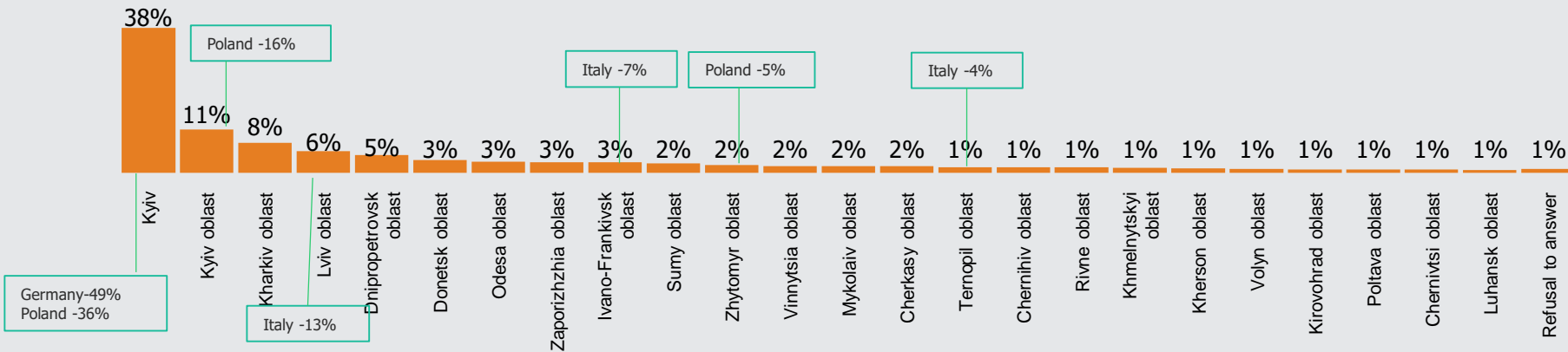
urban village



6%

village

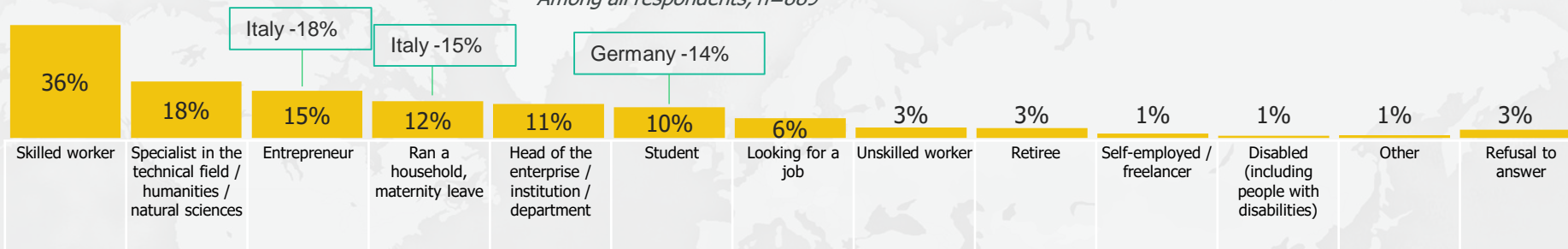
Oblast of residence before the war
Among all respondents, n=889



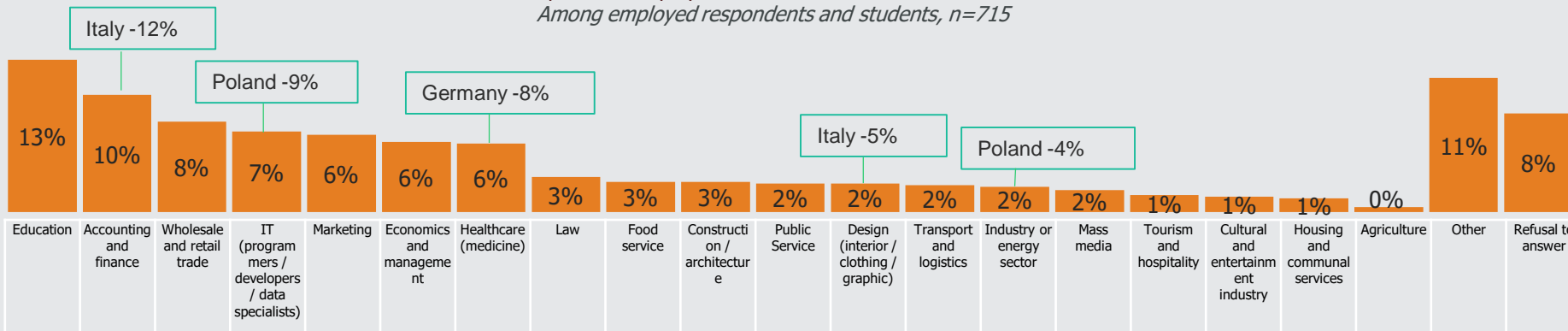
Mostly employed (before the war) population fled abroad

The main fields of activity before the war include: education, accounting and finance, wholesale and retail trade, IT, as well as marketing, management and medicine

Employment status before the war. MA
Among all respondents, n=889



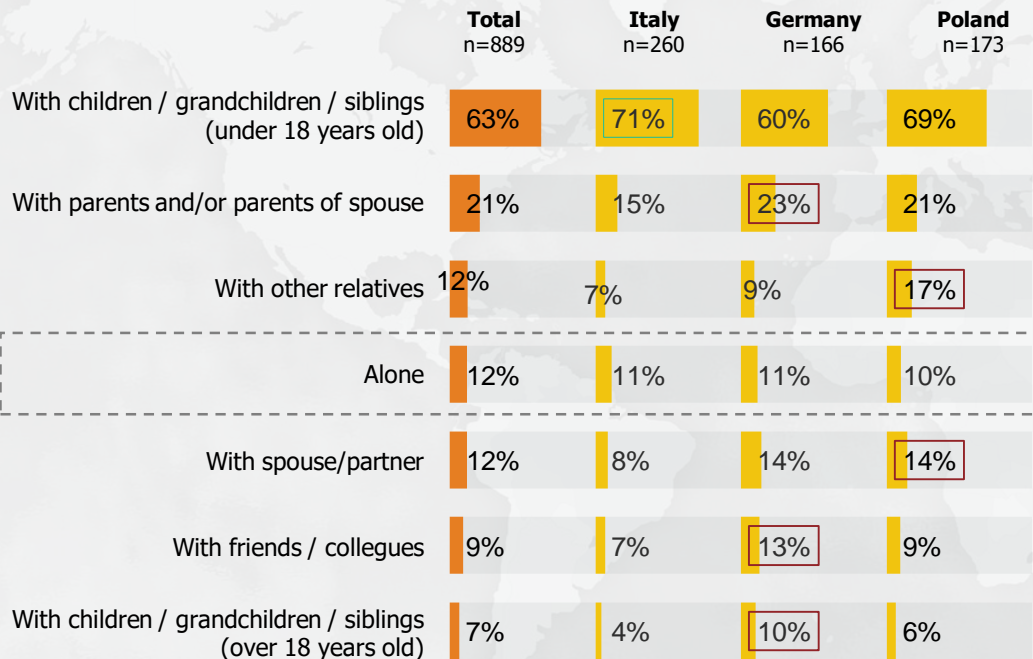
Sphere of employment before the war. SA
Among employed respondents and students, n=715



8 out of 10 refugees left together with 2-3 people. Most of the refugees took the children under the age of 18 and parents with them

One in five refugees left on own transport and took a pet with them

With whom they left Ukraine. MA
Among all respondents



On average, together with respondent left...SA
Among all respondents, n=889

2.4
people



Poland - 2.8

Left on own vehicle. SA
Among all respondents, n=889

22%
refugees



Poland - 26%

Took pets. SA
Among all respondents, n=889

17%
refugees



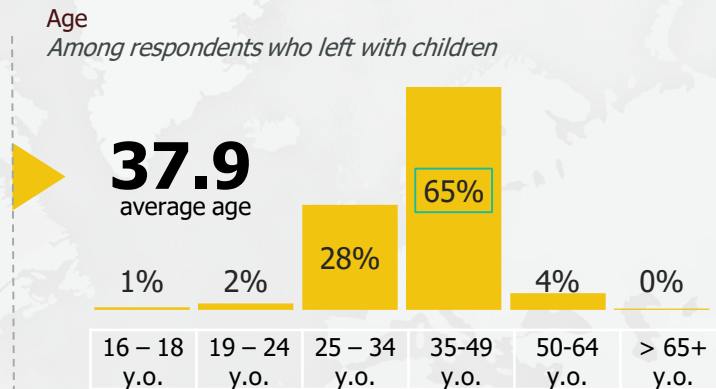
Germany - 20%

The age of most refugees with children is 35-49 years old

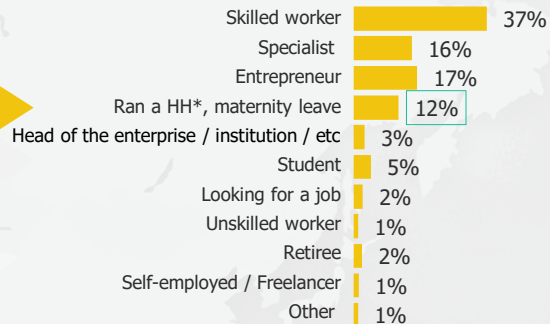
There are more housewives among refugees with children, and among refugees without children – students, the temporarily unemployed and retirees.

61%

Refugees with children
n=538

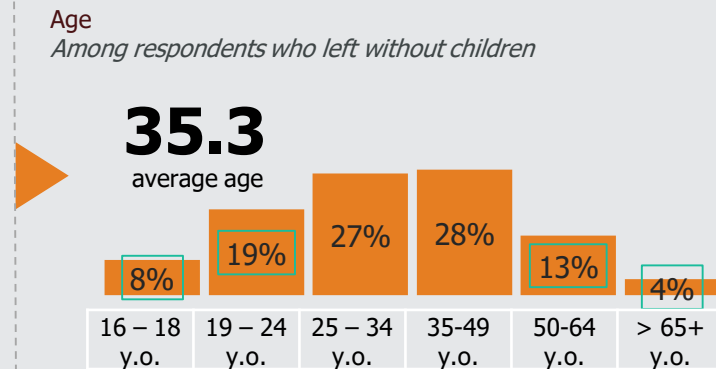


Employment status before the war
Among respondents who left with children

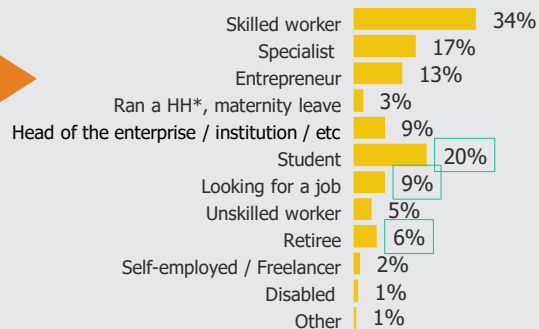


39%

Refugees without children
n=351



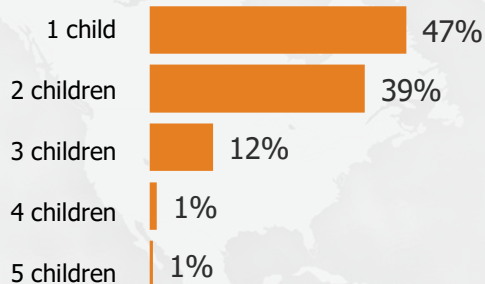
Employment status before the war
Among respondents who left with children



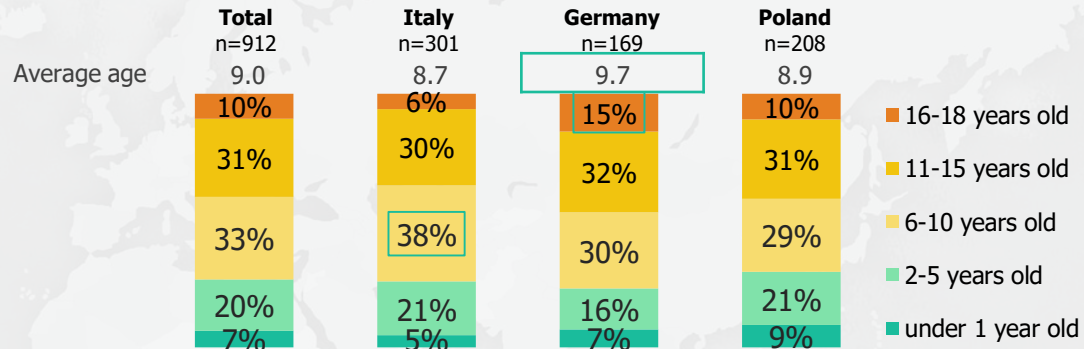
*HH- household

Most of the refugees who left with children took 2 children with them. The average age of the children is 9 years old. Most of the children are biological children of the refugees. Poland hosted the largest number of children that left without their parents

Number of children crossing the border (per 1 refugee)
Among respondents who left with children, n=538



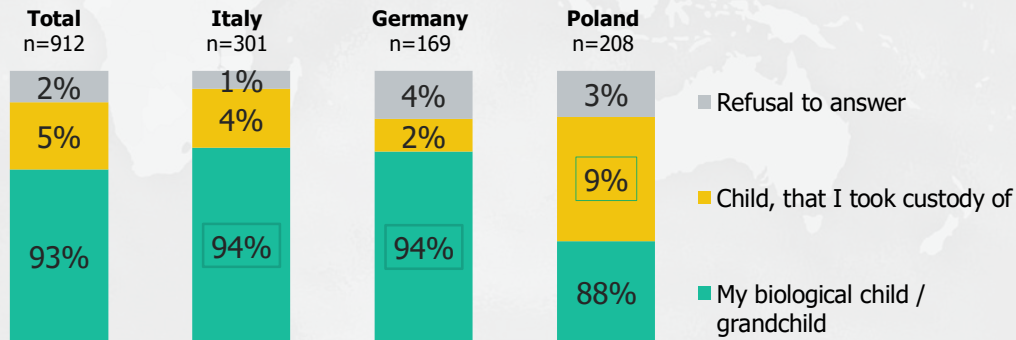
Child's age
Among all children who left, n=912



On average, together with a refugee left...
Among respondents who left with children, n=538



A biological child or a child taken into custody during the war
Among all children who left



02

What was the path of the refugees like?

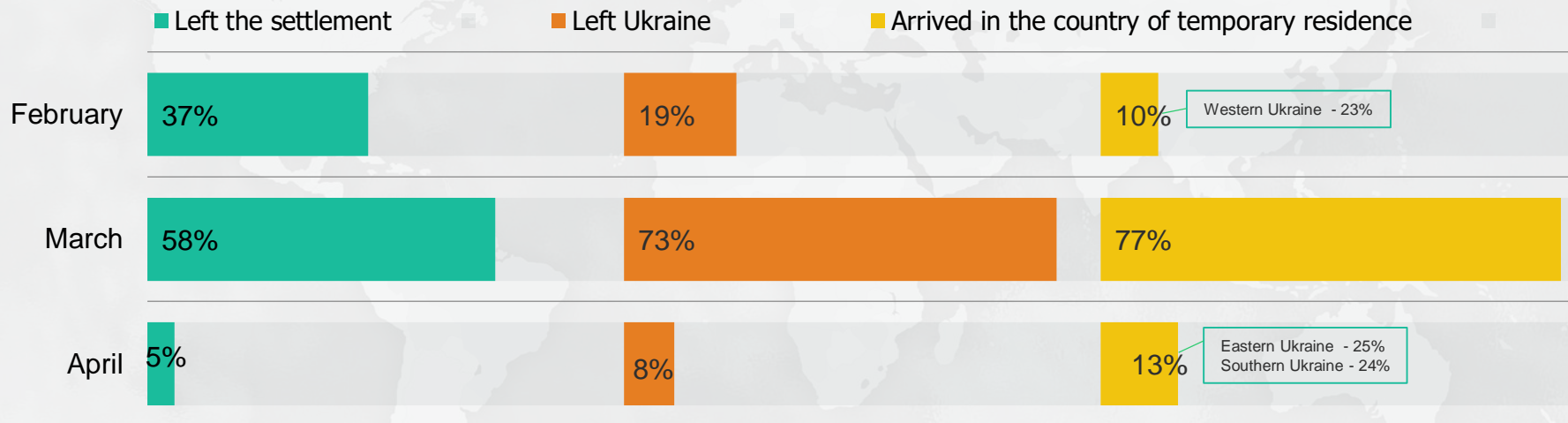
Time frame for going abroad and factors for selecting the host country

The largest wave of refugees arrived in the country of temporary stay in March

Only 1/3 of the refugees who left their homes in February, managed to reach their destination. Most of them arrived to the country of temporary stay together with the main wave in March

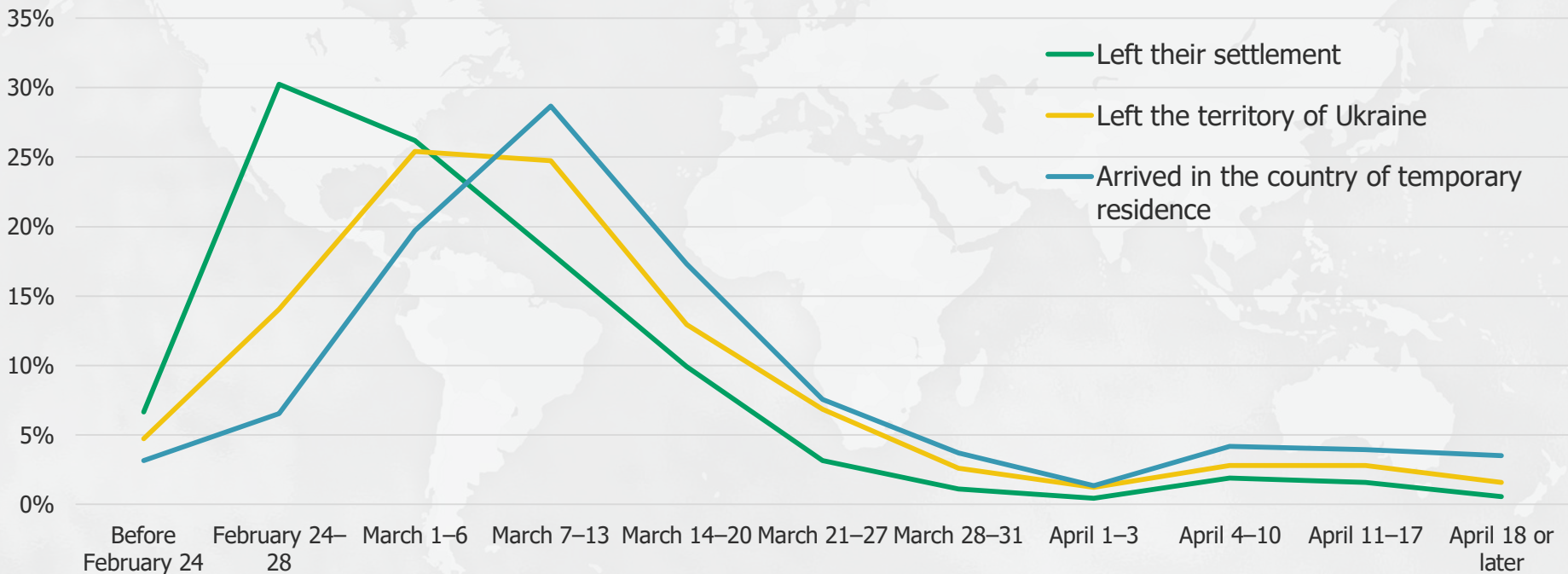
When did you...

Among all respondents, n=889



1/3 of the refugees left their settlement in the first week of the war
1/2 of the refugees left the territory of Ukraine in the 2-3 weeks of the war
1/3 of the refugees arrived to the country of temporary stay in the third week of the war

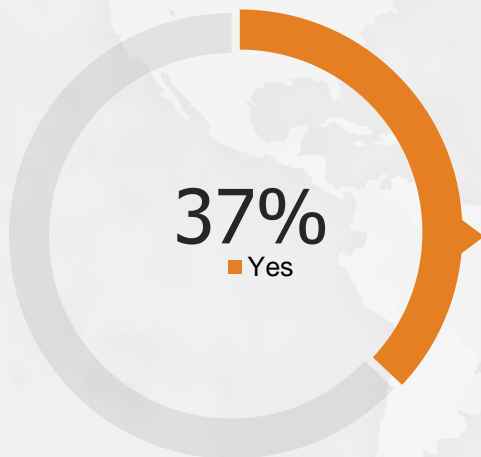
Resettlement time frame
 Among all respondents, n=889



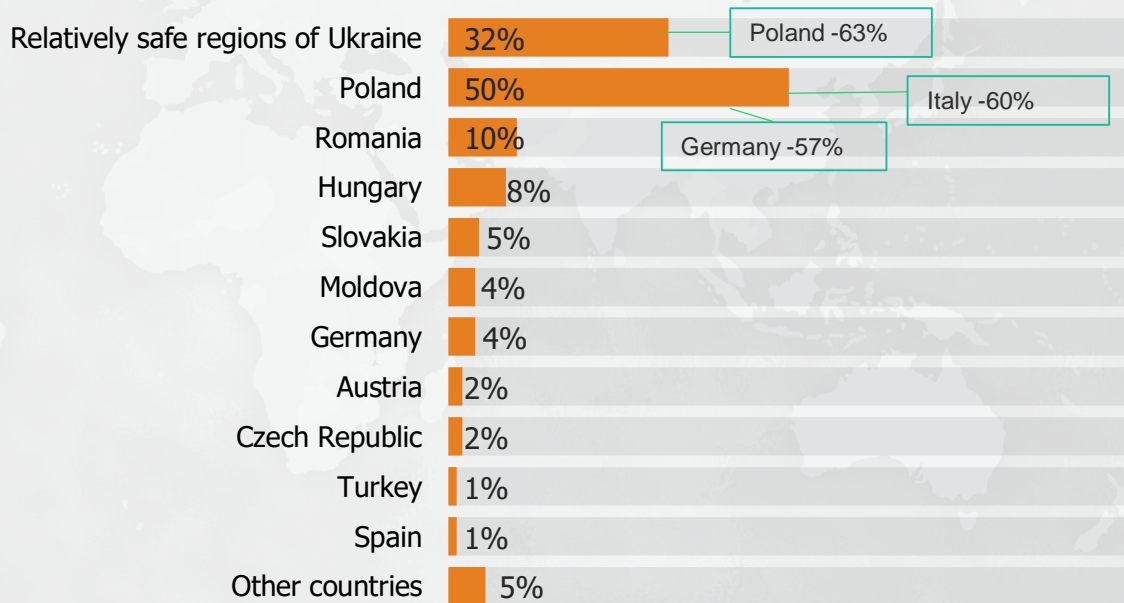
More than one third of the refugees had to make long (>3 days) stops before arriving at their destination

The refugees fleeing to Poland, stopped in relatively safe regions of Ukraine. For Ukrainians fleeing further to Europe, the first stop was the neighboring country, Poland.

Stops on the way to the destination (> 3 days)
Among all respondents, n=889



Countries of temporary stay (>3 days)
Among respondents who made a stop on the way to the destination, n=330

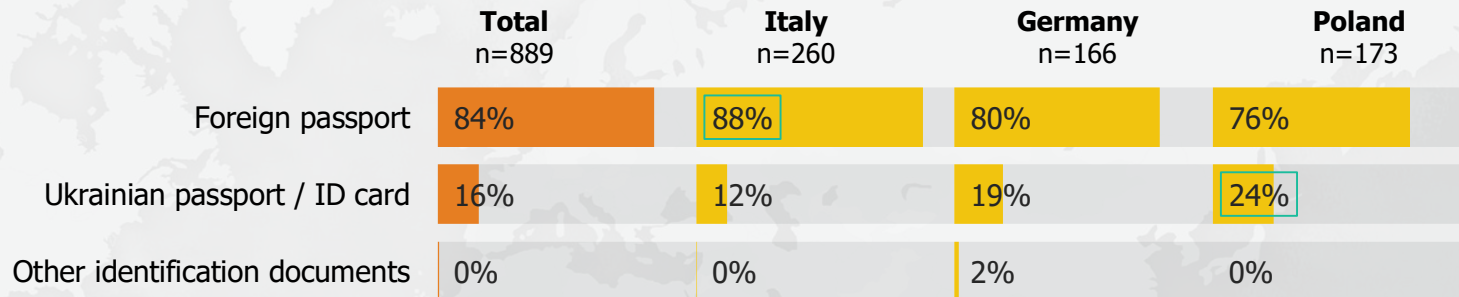


One in five adults and one third of children crossed the border without a foreign passport

Poland accepted the largest number of "illegals".

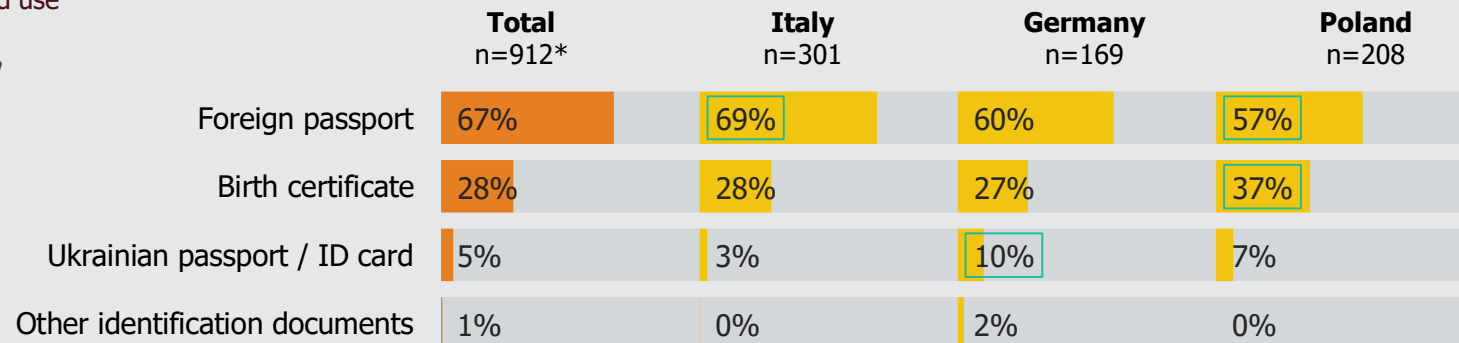
What documents did you use to leave Ukraine? SA

Among all respondents



What documents did the child use to cross the border? SA

Among children who left with respondents



*The question was asked separately for each child who left with the respondent

Most Ukrainian refugees go to the countries where they have acquaintances or family

Germany and Poland were more frequently chosen because of available benefits for Ukrainians

Poland is also chosen because of its large Ukrainian diaspora, similar language and proximity to Ukraine

Factors of country choice. MA

Among all respondents

	Total n=889	Italy n=260	Germany n=166	Poland n=173
I have friends/partner/Ukrainian acquaintances in this country	31%	28%	38%	26%
I have a family in this country	27%	45%	15%	21%
I have foreign friends/acquaintances in this country	14%	13%	17%	11%
This country provides certain benefits for Ukrainians during the war	14%	3%	29%	19%
There is a large Ukrainian diaspora in this country	6%	4%	5%	13%
Refusal to answer	5%	4%	5%	6%
Knowledge of/similarity of language	2%	0%	1%	5%
Accident - there was no specific plan for the country of residence	2%	2%	4%	3%
Opportunity for employment / job invitation	2%	0%	2%	2%
Close to Ukraine	2%	0%	0%	8%
Temporary relocation by the company I work for	2%	0%	1%	5%
Free/cheap housing	1%	2%	1%	0%
Medical care for the seriously ill / people with disabilities	1%	0%	1%	3%
Opportunity to continue / receive education	1%	0%	3%	0%

03

What influenced your decision to go abroad?

The level of danger in the settlement in Ukraine and the negative consequences of the war

Choose the main factor that influenced your decision to leave abroad. SA

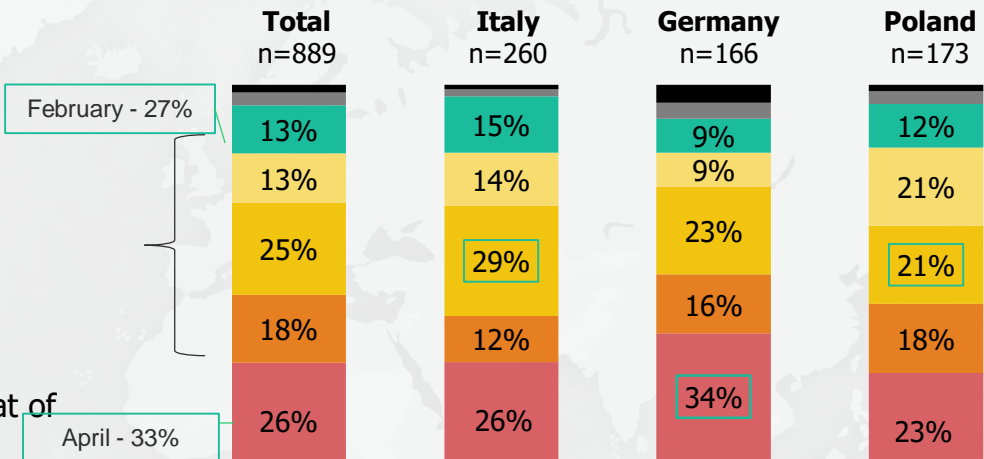
Among all respondents



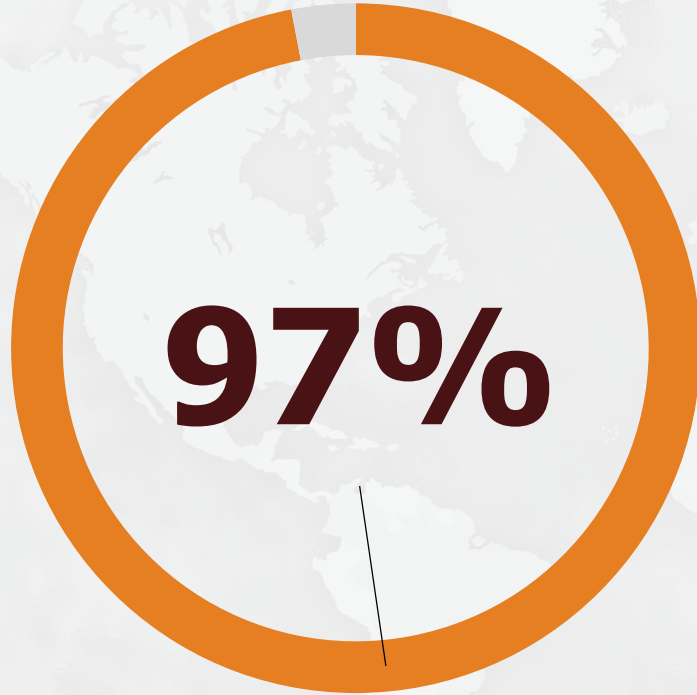
8 out of 10 Ukrainians

fled abroad because of the direct threat of hostilities/bombing/shelling

Only 1 out of 10 Ukrainians took a proactive decision and left before the start of active hostilities in the settlement. Most cautious Ukrainians left at the beginning of the war in late February



- Refusal to answer
- Other
- My settlement was relatively safe, but I decided to leave
- Neighboring settlements were bombed or shelled
- There was no fighting, but my settlement was bombed or shelled
- Fighting took place near the settlement where I live
- Fighting took place in the settlement where I live








Of Ukrainians who fled abroad, experienced the negative consequences of the war

Have you or the closest members of your family suffered any of the following negative consequences as a result of military aggression by Russia? MA

Among all respondents, n=889

The most common negative consequences include family separation, reduction in regular income/job loss and severe psychological consequences.

Negative consequences as a result of military aggression by Russia. MA
Among all respondents






		Total n=889	Italy n=260	Germany n=166	Poland n=173
 Family	Separation of the family	54%	46%	61%	54%
	Death of relatives	5%	5%	4%	5%
	Relatives are missing	5%	4%	4%	6%
 Material losses	Significant decrease in regular income	42%	36%	46%	46%
	Loss of employment	39%	39%	40%	40%
	A complete loss of income	33%	37%	31%	29%
	Destruction of housing	11%	9%	11%	12%
	Robbery / looting	5%	4%	4%	9%
 Health	Severe psychological consequences	40%	40%	37%	47%
	Impaired health	29%	28%	36%	25%
	Absence / lack of medical care / medicines	19%	17%	23%	14%
	Physical injuries (wounds, fractures / dislocations, etc.)	2%	2%	1%	3%
 Food	Torture, cruelty (including rape)	1%	1%	1%	2%
	Lack of food, starvation	14%	12%	13%	13%
 Occupation	Occupation by Russia or "DPR" / "LPR"	9%	7%	10%	12%
	Illegal, from your point of view, mobilization	1%	0%	2%	4%
	Forced deportation to Russia	1%	1%	1%	2%

The refugees from the eastern, northern and southern regions of Ukraine suffered from the war the most.

A much higher proportion of people with severe material losses (including total loss of income and housing destruction) and health problems left those regions.

Negative consequences as a result of military aggression by Russia. MA

Among all respondents

		Total n=889	East n=104	West n=118	Kyiv n=334	North n=152	Center n=98	South n=74
 Family	Separation of the family	54%	66%	37%	57%	56%	45%	55%
	Death of relatives	5%	7%	4%	3%	9%	6%	3%
	Relatives are missing	5%	11%	2%	3%	9%	0%	4%
 Material losses	Significant decrease in regular income	42%	38%	29%	44%	48%	46%	46%
	Loss of employment	39%	55%	25%	34%	43%	41%	51%
	A complete loss of income	33%	48%	22%	28%	39%	24%	46%
	Destruction of housing	11%	39%	3%	5%	18%	4%	11%
	Robbery / looting	5%	9%	3%	3%	10%	4%	5%
 Health	Severe psychological consequences	40%	51%	31%	34%	48%	42%	46%
	Impaired health	29%	35%	19%	31%	34%	24%	26%
	Absence / lack of medical care / medicines	19%	27%	3%	19%	27%	15%	26%
	Physical injuries (wounds, fractures / dislocations, etc.)	2%	3%	2%	1%	2%	3%	5%
	Torture, cruelty (including rape)	1%	2%	2%	0%	0%	1%	3%
 Food	Lack of food, starvation	14%	28%	5%	8%	18%	15%	30%
 Occupation	Occupation by Russia or "DPR" / "LPR"	9%	24%	0%	7%	12%	4%	19%
	Illegal, from your point of view, mobilization	1%	3%	1%	1%	2%	2%	1%
	Forced deportation to Russia	1%	4%	1%	1%	1%	1%	0%

Refugees' parents, brother/sister and husbands stayed at home.

Relatives left in Ukraine (top 5)
Among all respondents, n=889



66%

Parents



43%

Brother/sister



42%

Husband



23%

Grandparents



8%

Children (18+
years old)

Refugees with
children - 54%

04

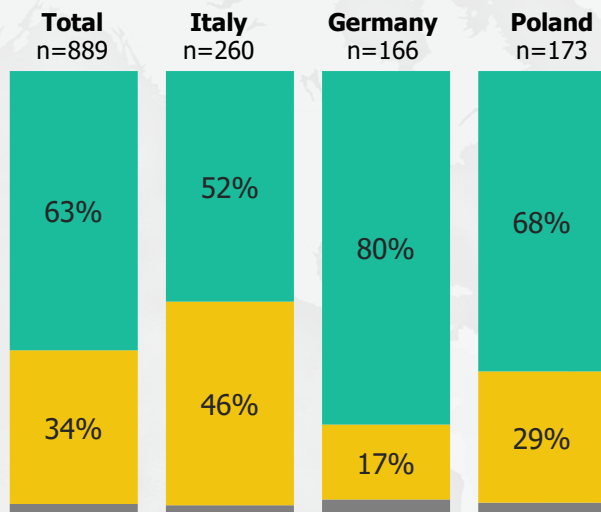
How do refugees live abroad?

Level of satisfaction with living conditions abroad and assistance provided

6 out of 10 refugees received assistance in the countries of temporary stay

The share of the refugees who received assistance is higher in Germany and Poland, because in these countries, in addition to voluntary organizations, assistance comes from government agencies.

Did you receive aid abroad. SA
Among all respondents, n=889



- Yes, received
- No, did not receive
- Refusal to answer

From whom did the aid come. MA
Among respondents who received aid, n=559



The most common is humanitarian aid, providing housing and financial support.

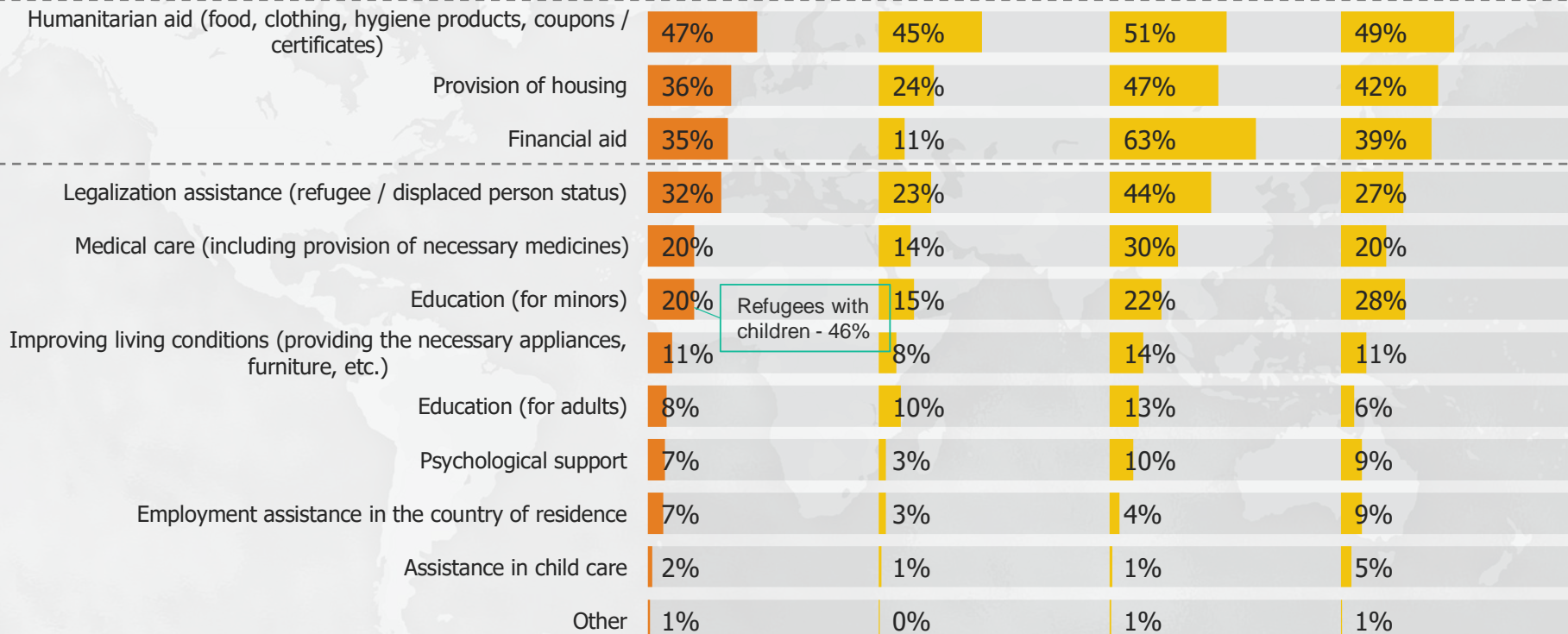
Aid received by refugees. MA
Among all respondents who received aid

Total
n=889

Italy
n=260

Germany
n=166

Poland
n=173



The refugees received humanitarian aid and assistance with housing in equal amounts, but the distribution of financial support did not correspond to the material losses suffered by residents of different regions of Ukraine.

The financial resources of the residents of the east and south of Ukraine are more limited than of the residents of Kyiv, since in these regions the share of Ukrainians who completely lost income as well as their job, is much higher. However, the share of Kyiv residents who received financial support, is higher

Aid received by refugees. MA






Among all respondents who received aid

	Total n=889	East n=104	West n=118	Kyiv n=334	North n=152	Center n=98	South n=74
Humanitarian aid (food, clothing, hygiene products, coupons / certificates)	47%	41%	21%	30%	36%	38%	31%
Provision of housing	36%	58%	41%	41%	54%	54%	54%
Financial aid	35%	33%	10%	17%	26%	18%	23%
Legalization assistance (refugee / displaced person status)	32%	10%	6%	9%	9%	7%	5%
Medical care (including provision of necessary medicines)	20%	41%	19%	36%	43%	36%	28%
Education (for minors)	20%	9%	4%	6%	9%	9%	5%
Improving living conditions (providing the necessary appliances, furniture, etc.)	11%	42%	26%	35%	42%	38%	39%
Education (for adults)	8%	11%	6%	6%	10%	10%	4%
Psychological support	7%	16%	15%	21%	32%	16%	12%
Employment assistance in the country of residence	7%	13%	6%	10%	12%	12%	14%
Assistance in child care	2%	1%	2%	2%	3%	2%	0%
Other	1%	0%	0%	1%	1%	0%	3%

The majority of refugees are satisfied with their stay abroad

Ukrainians are most often satisfied with housing and humanitarian aid, but complain about the process of granting of refugee/temporarily displaced person status.

Level of satisfaction with conditions abroad (average score)

	 7.4/10 Overall score			 6.7/10 Legalization			 8.2/10 Housing			 8.2/10 Humanitarian aid			 8.0/10 Medical care		
Score	T3B 7-10	B3B 1-4	average	T3B 7-10	B3B 1-4	average	T3B 7-10	B3B 1-4	average	T3B 7-10	B3B 1-4	average	T3B 7-10	B3B 1-4	average
Total	73%	8%	7.4	59%	19%	6.7	83%	6%	8.2	85%	7%	8.2	81%	6%	8.0
Italy	62%	15%	6.9	43%	34%	5.6	82%	8%	8.2	79%	11%	7.7	80%	0%	8.1
Germany	80%	7%	7.7	56%	19%	6.5	81%	9%	8.1	91%	4%	8.5	81%	12%	7.9
Poland	79%	4%	7.8	76%	9%	7.7	85%	4%	8.3	93%	1%	8.9	91%	3%	8.2
	<i>Among all respondents</i>			<i>Among the respondents who were legalized</i>			<i>Among all respondents</i>			<i>Among respondents who received such aid</i>			<i>Among respondents who received such aid</i>		

The refugees who do not have children better assess their stay abroad

The process of granting refugee/displaced person status remains at a relatively low level for both groups

Level of satisfaction with conditions abroad (average score)



	Total	Refugees with children	Refugees without children	
Overall score	7.4/10 <i>n=889</i>	7.3/10 <i>n=538</i>	7.7/10 <i>n=351</i>	<i>Among all respondents</i>
Legalization	6.7/10 <i>n=735</i>	6.5/10 <i>n=458</i>	6.9/10 <i>n=277</i>	<i>Among the respondents who were legalized</i>
Housing	8.2/10 <i>n=889</i>	8.1/10 <i>n=538</i>	8.4/10 <i>n=351</i>	<i>Among all respondents</i>
Humanitarian aid	8.2/10 <i>n=425</i>	8.1/10 <i>n=270</i>	8.4/10 <i>n=155</i>	<i>Among respondents who received such aid</i>
Medical care	8.0/10 <i>n=179</i>	7.9/10 <i>n=119</i>	8.4/10 <i>n=60</i>	<i>Among respondents who received such aid</i>

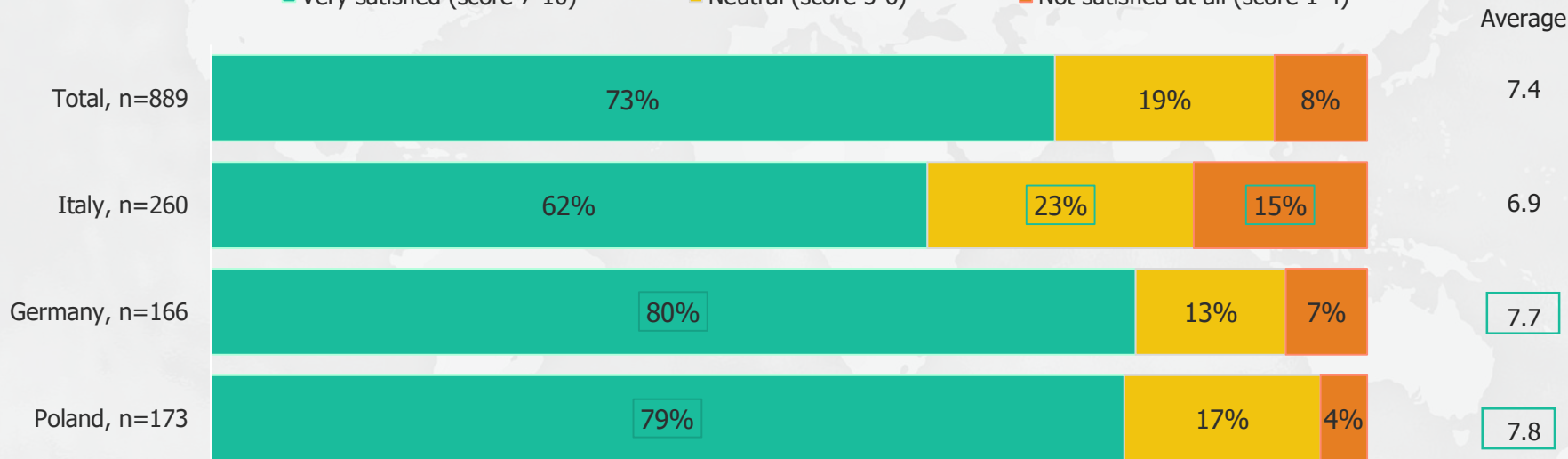
7 out of 10 refugees are satisfied with the conditions, but a significant proportion of the refugees (4 out of 10) had slightly higher expectations about their stay abroad The refugees have the lowest evaluation of their stay in Italy

Overall level of satisfaction with conditions abroad (average score)
Among all respondents



7.4/10
Overall score

■ Very satisfied (score 7-10) ■ Neutral (score 5-6) ■ Not satisfied at all (score 1-4)

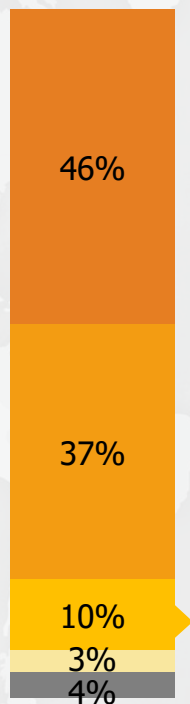


8 out of 10 refugees have been legalized in the country of temporary stay

1 in 10 refugees do not plan to be legalized because he believes he can return home at any time (this opinion is most popular among the refugees in Poland)

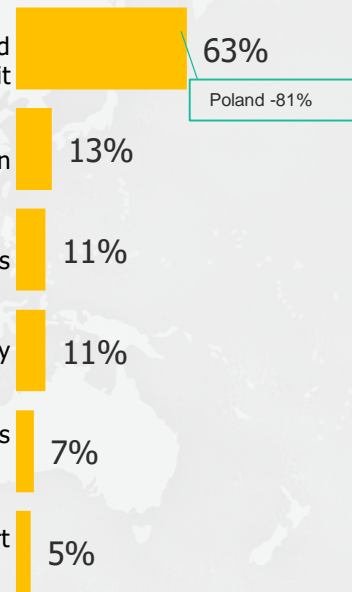
Obtaining legalization. SA
Among all respondents, n=889

- Yes, received refugee from a war or temporarily displaced person status
- Yes, in the process of getting documents
- No, I do not plan to legalize in this country
- I do not know how to get legalization in this country
- Refusal to answer



Reasons for refusing to legalize. OA
Among the respondents who do not plan to legalize, n=91

- I can come back home at any time and that's why I think I don't need it
- Refusal to legalize is my civil position
- Legal stay in the country does not provide any benefits or privileges
- I plan to move to another country
- I lack information about the paperwork process
- I think that legalization is difficult: it takes a lot of time and effort



6.7/10

Легалізація

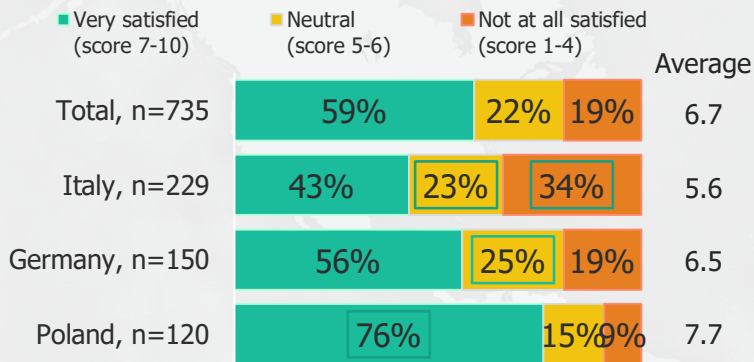
63%

Poland -81%

However, only half of the refugees who have been legalized are satisfied with the application process

Prolonged red tape restricts access to promised benefits and, most importantly, to the labor market, which makes it difficult for them to stay abroad

Level of satisfaction with legalization. SA
Among respondents who legalized



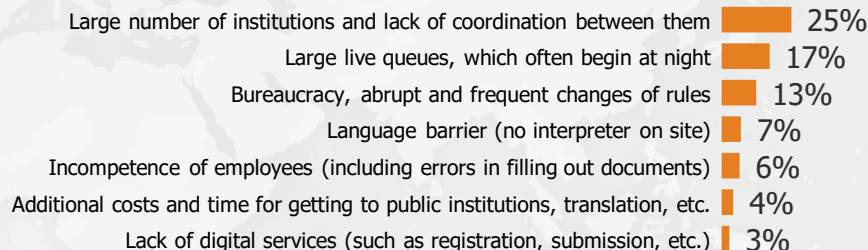
Reasons for dissatisfaction (score 4-7) with legalization. OA
Among respondents who are dissatisfied with the process of legalization



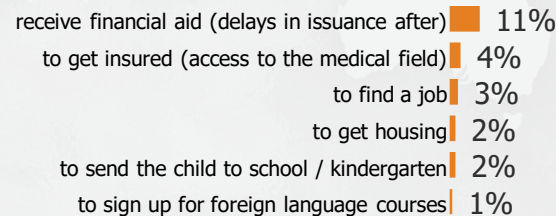
6.7/10
Legalization

The legalization process takes a very long time (1 to 3 months) **66%**

Factors that slow down the legalization process



Without legalization it is impossible...



“ Only after 1.5 months of stay was I able to get closer to the beginning of the legalization process. To do this, I had to pay 50 euros for the translation of the child's birth certificate and its registration in court. Without this document, Italy does not accept documents. It is impossible to register in the electronic queue, the quaestor gives the e-mail address to which you need to write to register, but no answers come. I had to go at three o'clock in the morning to stand in line under the quaestor to get inside and get a ticket to submit documents in a week. I don't know what will happen next

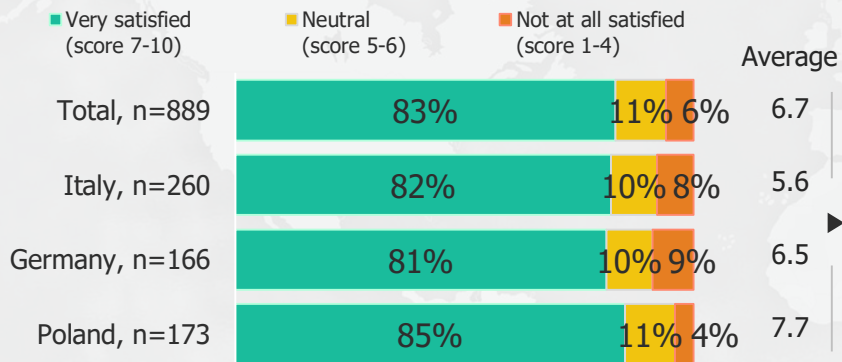
8 out of 10 refugees are satisfied with the conditions of housing they have been provided with or they rent on their own

Main disadvantages include: limited/no personal space and prices for accommodation

Level of satisfaction with housing conditions. SA
Among all respondents

Reasons for dissatisfaction (score 4-7) with housing conditions, top 10. OA
Among the respondents who are dissatisfied with housing conditions, n=223

8.2/10
Housing



I live in a dormitory at Caritas, where we are asked every day when we can find housing and free up a room

We live in a dormitory. 1 shower room for 12 people. Long queue for washing machine (1 washing machine for 50+ people)

Nobody provided me with housing, I rented it myself, but it is unreasonably expensive (price grew with after beginning of the war). Work is paid minimally, only enough to pay for housing and food, I can not save up to go to the doctor.

One small room. One bathroom. And there are 5 people

2 small rooms, 3 children. The problem is not even in living conditions, but in homeowners. I do not feel safe living with them in the same house.

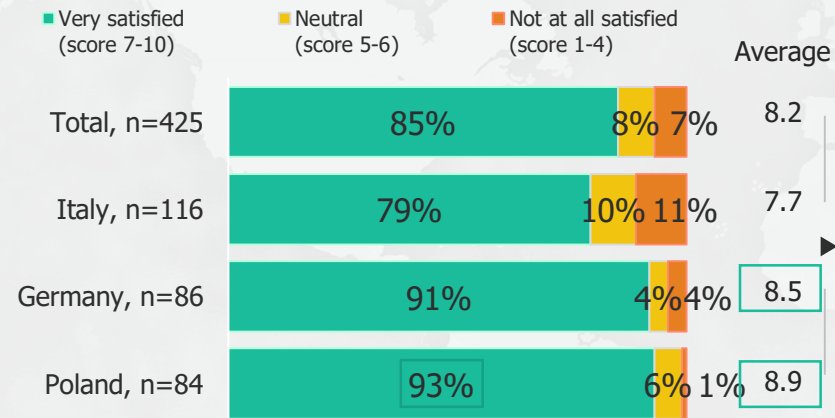
9 out of 10 refugees are satisfied with the humanitarian aid provided

Main disadvantages include: no centralized and regular assistance

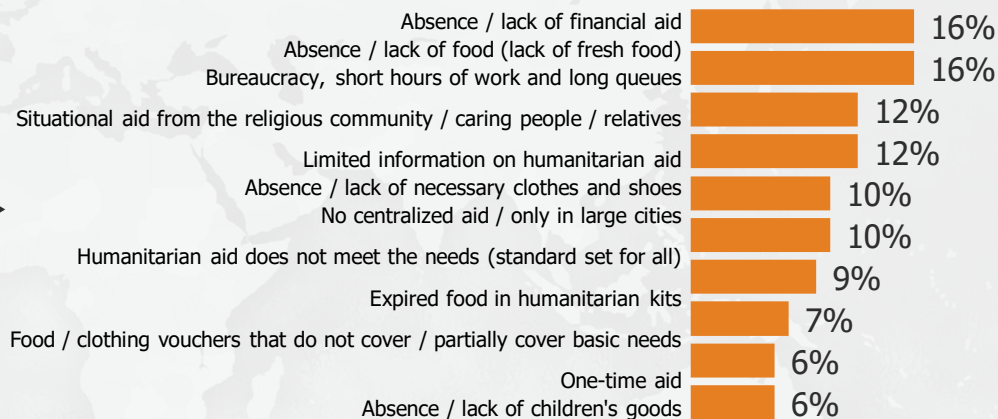


8.2/10
Humanitarian aid

Level of satisfaction with humanitarian aid. SA
Among respondents who received such aid



Reasons for dissatisfaction (score 4-7) with humanitarian aid, top 10. OA
Among the respondents who are dissatisfied with the humanitarian aid, n=98



I would not receive the payment of one-time financial aid here, because there is a very long queue. As of May 5, the numbers are 800, and I am 3900



From the food aid received, one third part of products had an expiration date in the same day. I had to throw it out the next day

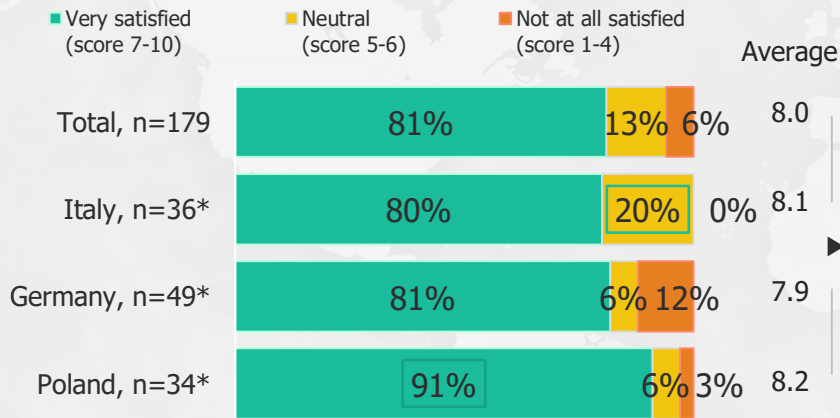


Humanitarian aid is sorted by staff into packages on an incomprehensible principle, the contents of the package cannot be exchanged. For example, a vegetarian gets chicken pate, or a pensioner gets women's sanitary pads in a bag.

8 out of 10 refugees are satisfied with the medical care provided

Main disadvantages include: it is difficult to get to the doctor in case of emergency, and it is almost impossible in case of urgent needs

Level of satisfaction with medical care. SA
Among respondents who received such aid



Causes of dissatisfaction (score 4-7) with medical care, top 10. OA
Among respondents who are dissatisfied with medical care, n=54



8.0/10
Medical care

“ The doctor wrote an urgent referral to a dermatologist, scheduled appointment in 3 weeks, and the son is not urgent, scheduled for 2024

“ The answers to all the questions about my pregnancy and the illness of both children was almost the same: for me, drink more valerian and walk outside, and do not worry if you lose a child under 12 weeks. And for my children the treatment was standard: panadol and Coca-Cola. It is good that I have a medical education, and I cured myself and my children thanks to the medicines I brought from Ukraine.

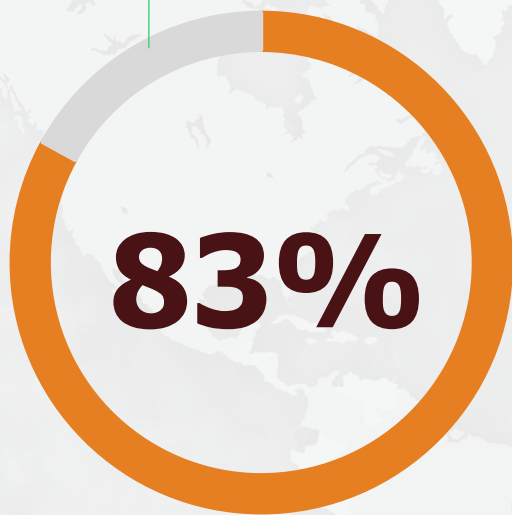
*Insufficient base for analysis

05

What needs of the refugees remain relevant?

Current needs of the refugees

Refugees without
children - 23%



of Ukrainians abroad still need help from the country where they live

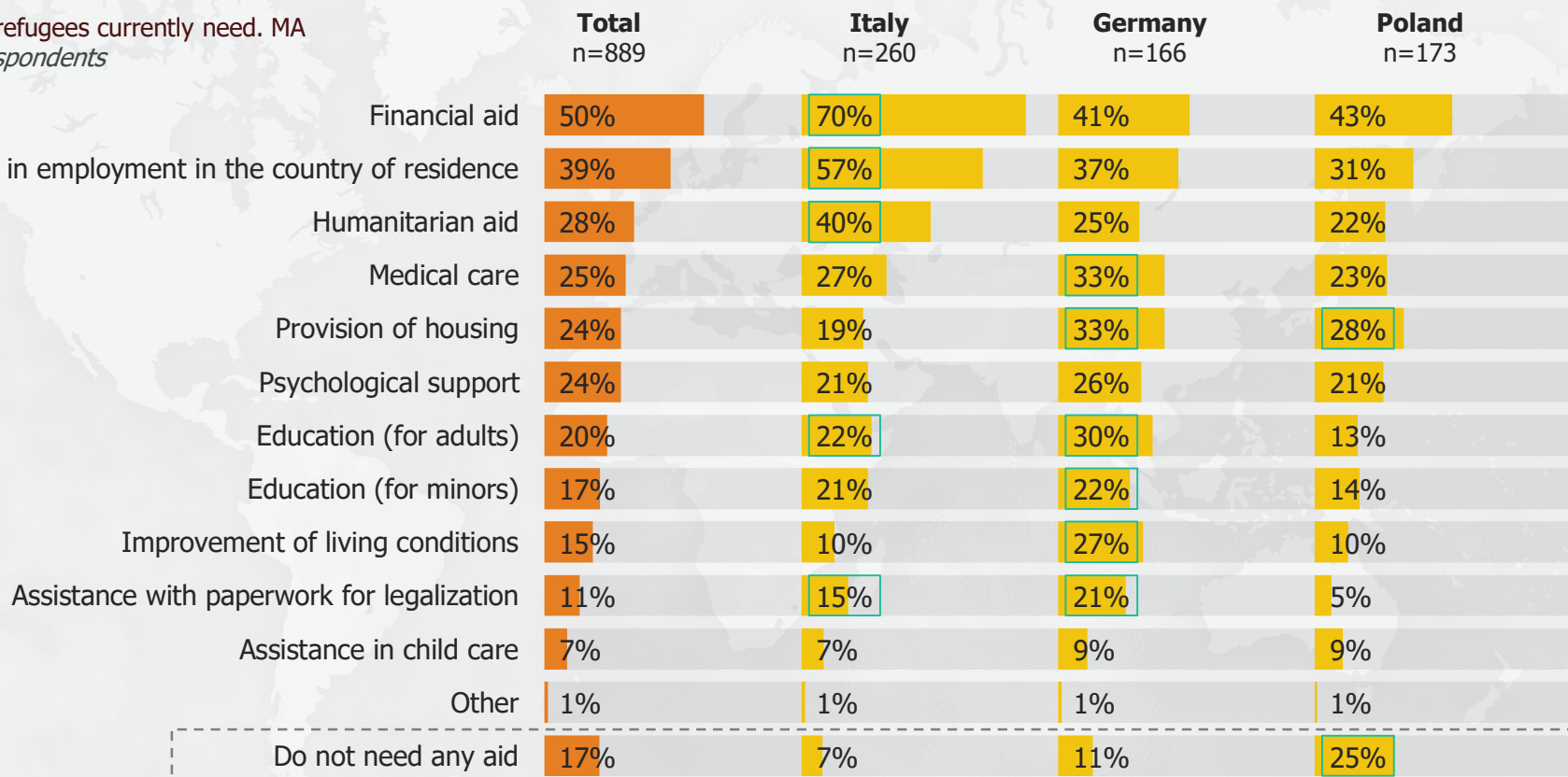
Among refugees with children, the share of those in need is higher

Do you currently need any aid from the list below? MA

Among all respondents, n=889

The refugees who have housing, currently need financial support and employment assistance

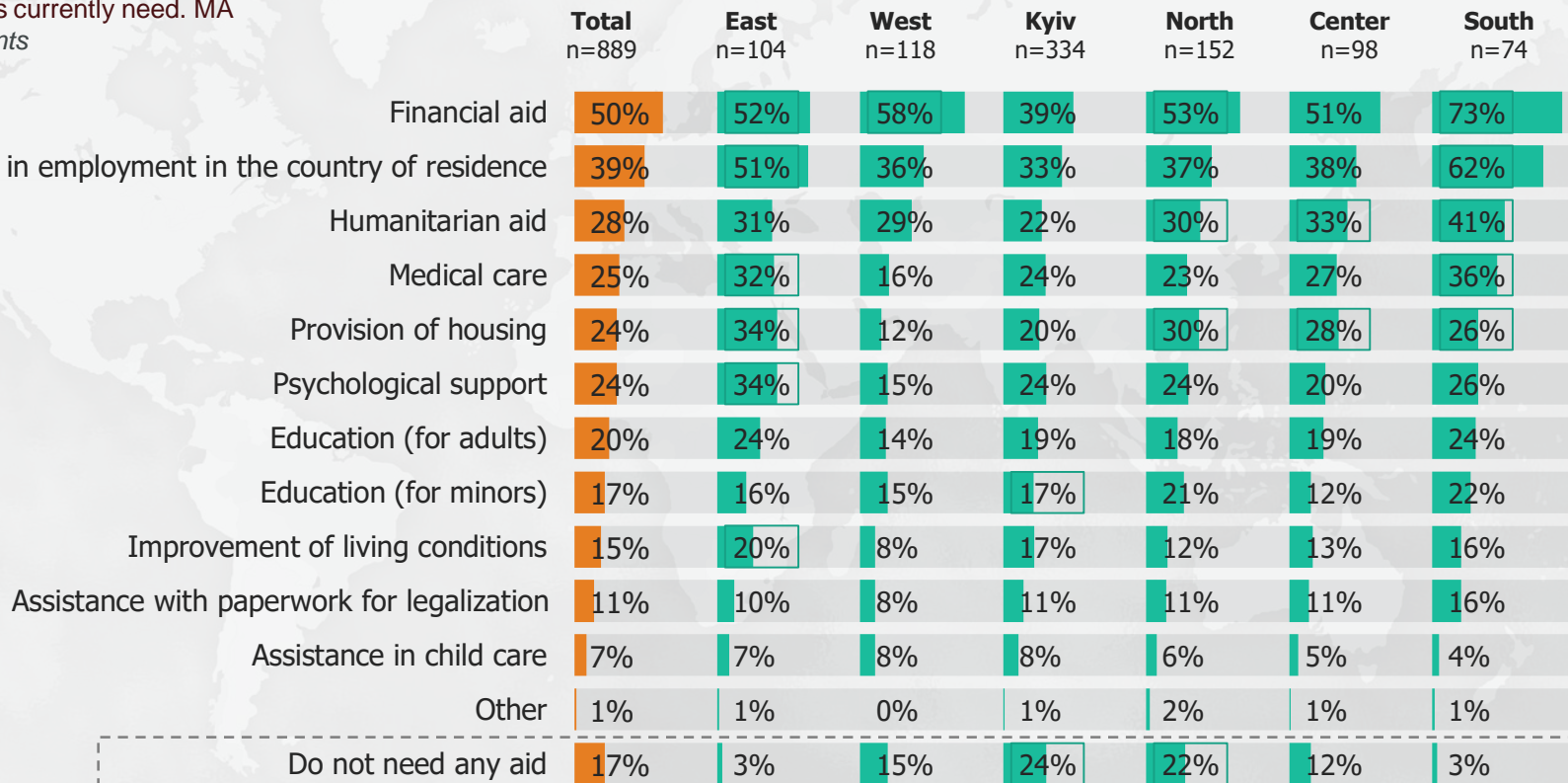
The aid that refugees currently need. MA
Among all respondents



**The majority of the refugees from the south, west, north and east of Ukraine expect financial support.
The issue of employment is most common among the refugees from eastern and southern Ukraine**

The highest proportion of refugees who do not need help at the moment, came from Kyiv and northern Ukraine

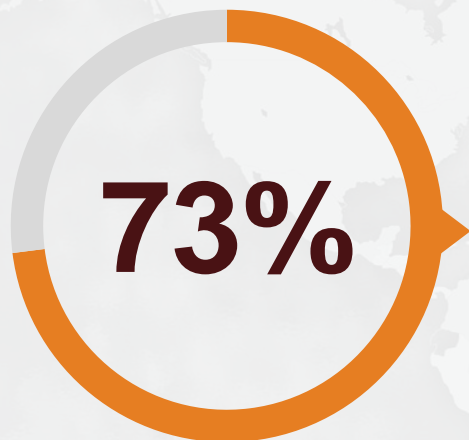
The aid that refugees currently need. MA
Among all respondents



7 out of 10 refugees are trying to improve their situation abroad: 1/3 are actively looking for work, work remotely at the same job as before the war. 1 out of 10 refugees were able to get a job in the host country

One third of the refugees recover from their experiences and adapt to life in the new country

Current employment status. MA
Among all respondents



Active phase: looking for a job, working, studying, volunteering

Passive phase: I ONLY solve household issues and / or adapt to life in a new country

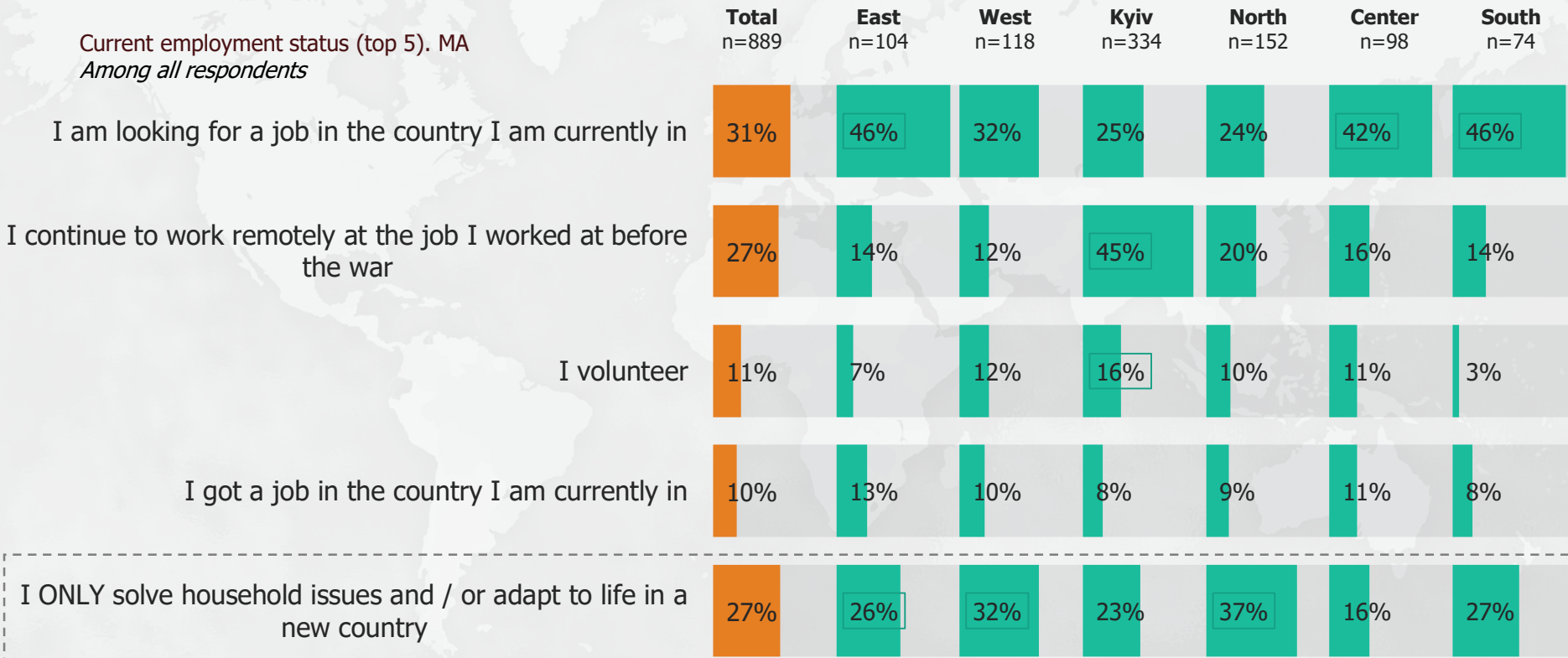
	Total n=889	Italy n=260	Germany n=166	Poland n=173
I am looking for a job in the country I am currently in	31%	42%	27%	20%
I continue to work remotely at the job I worked at before the war	27%	14%	26%	31%
I volunteer	11%	6%	16%	9%
I got a job in the country I am currently in	10%	3%	7%	17%
I study remotely in Ukrainian educational institutions	9%	7%	12%	8%
I study at educational institutions in the country I am currently in	3%	3%	7%	1%
I am on a maternity leave, take care of a child	1%	1%	1%	1%
I found a new job in Ukraine and work remotely	2%	2%	2%	3%
I am learning the language of the country I am currently in	1%	1%	2%	0%
I ONLY solve household issues and / or adapt to life in a new country	27%	33%	33%	26%

Refugees with children - 33%

Almost half of the refugees from Kyiv continue to work remotely at the job they worked in before the war, which allows them to partially or completely provide for themselves abroad

The refugees from the eastern, central and southern regions of Ukraine are often actively looking for work in the country of temporary stay

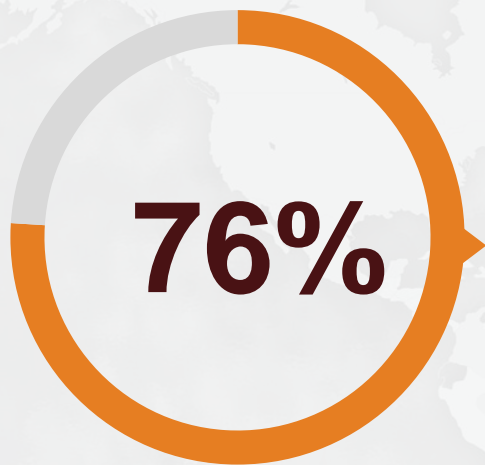
Current employment status (top 5). MA
Among all respondents



8 out of 10 refugees are involved in volunteering/willing to help local volunteer organizations

One third of the refugees, despite their willingness to help, could not find a local organization to join

Willingness to volunteer to help Ukraine from abroad. MA
Among all respondents



- Ready to participate in volunteering to some extent
- Not ready to volunteer right now



Refugees with children - 26%

06

What is the emotional state of the refugees?

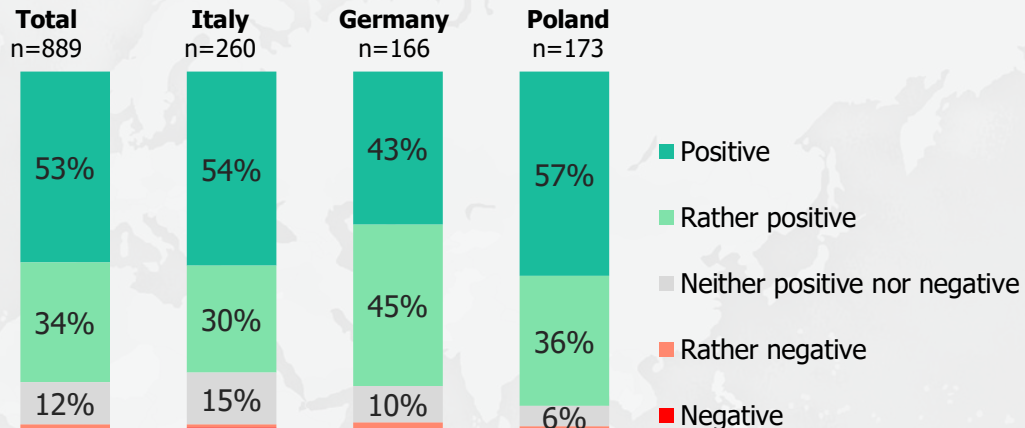
Attitudes of local residents towards refugees and the mood of Ukrainians abroad

Attitudes of locals towards refugees. SA
Among all respondents



**9 out of 10
Ukrainians**

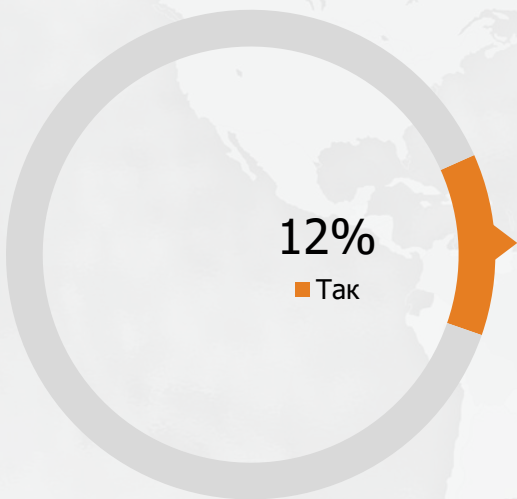
positively assess the attitude of locals to them



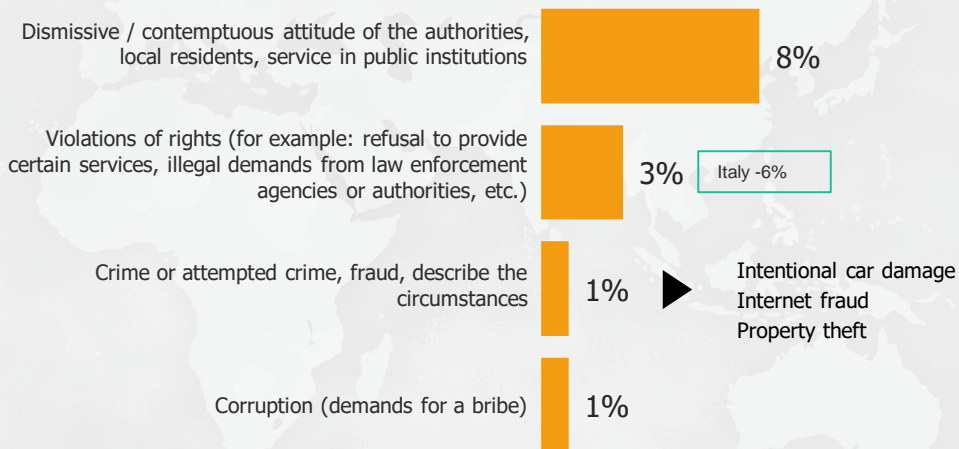
However, 1 in 10 refugees faced trouble on the part of local residents

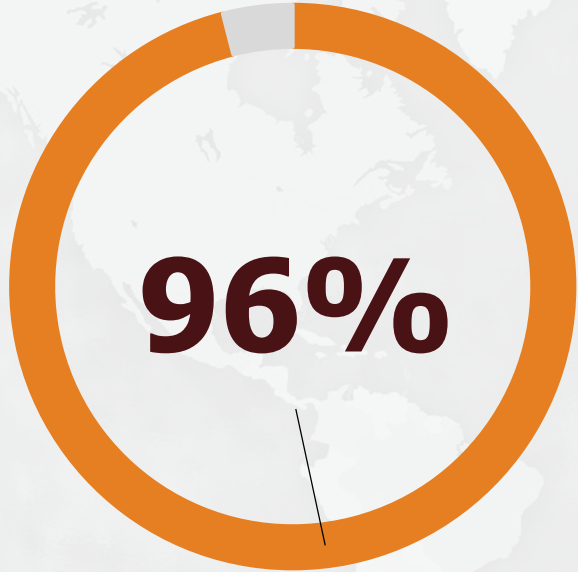
The most common problem is superior/contemptuous attitude

Have you encountered problems such as violations of rights, corruption, etc.? MA
 Among all respondents, n=889



Problems encountered. MA
 Among all respondents, n=889





Of Ukrainians abroad experience various negative emotional states

Which of the following emotional states have you been experiencing lately?
MA

Among all respondents, n=889

The most common negative states include: confusion, sense of hopelessness; feeling guilty for those who stayed at home and emotional instability.








¼ refugees (in case of guilt and apathy – 4 out of 10 and 3 out of 10 refugees, respectively) cannot independently control negative states. However, for most refugees, the intensity of such conditions is moderate and they can cope with negative emotions relatively easy.

Emotional state recently. MA
Among all respondents, n=889

Intensity of negative emotions. SA
Among all respondents who experience such emotions



Emotions are almost out of control, I can barely stand it <i>ТЗВ (оцінка 8-10)</i>	Emotions are almost imperceptible, I can handle it easily <i>ВЗВ (оцінка 1-3)</i>	Average score	Base
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	Total				
Confusion, feelings of hopelessness	 55%	24%	10%	6.0/10	492
Feelings of guilt towards those who stayed in Ukraine	 50%	38%	14%	6.3/10	447
Emotional instability (abrupt and unpredictable mood swings)	 50%	24%	13%	6.0/10	445
Anxiety, fear, panic	 47%	21%	13%	5.8/10	416
Apathy, depression	 45%	31%	10%	6.3/10	399
Anger, irritation	 35%	25%	13%	6.0/10	312
Other negative states	 9%				
Difficult to answer	 5%				

Young (16-34 years old) refugees are more likely to experience strong negative emotions

Young refugees have a higher share of those struggling with guilt, emotional instability, apathy and anger

Emotional state and intensity of negative emotions recently. MA
Among all respondents

	Total n=889	Average score	Young (16-34 y.o.) n=357	Average score	Mature (35+ y.o.) n=532	Average score
Confusion, feelings of hopelessness	55%	6.0/10	58%	6.2/10	54%	5.8/10
Feelings of guilt towards those who stayed in Ukraine	50%	6.3/10	55%	6.7/10	47%	6.0/10
Emotional instability (abrupt and unpredictable mood swings)	50%	6.0/10	57%	6.1/10	45%	5.9/10
Anxiety, fear, panic	47%	5.8/10	47%	6.0/10	47%	5.6/10
Apathy, depression	45%	6.3/10	52%	6.5/10	40%	6.1/10
Anger, irritation	35%	6.0/10	43%	6.2/10	30%	5.8/10

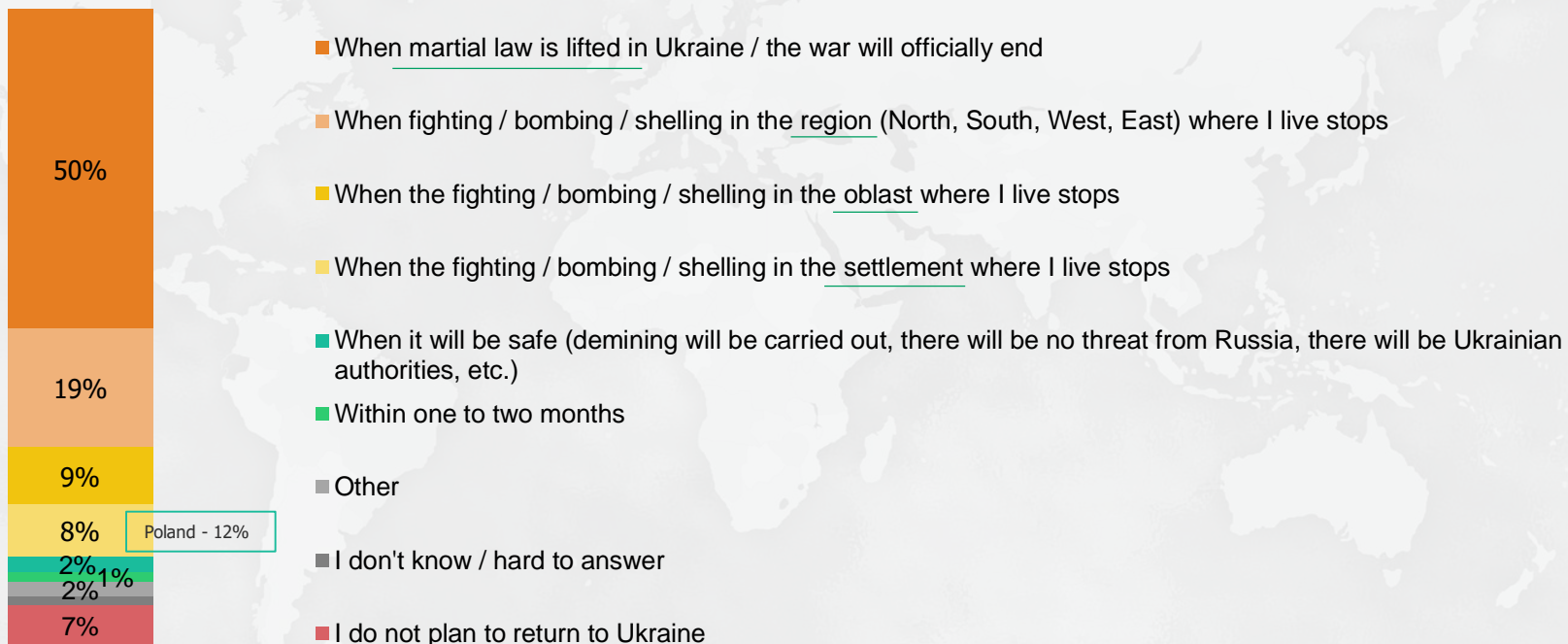
07

When do the refugees plan to return home?

Plans for returning to Ukraine

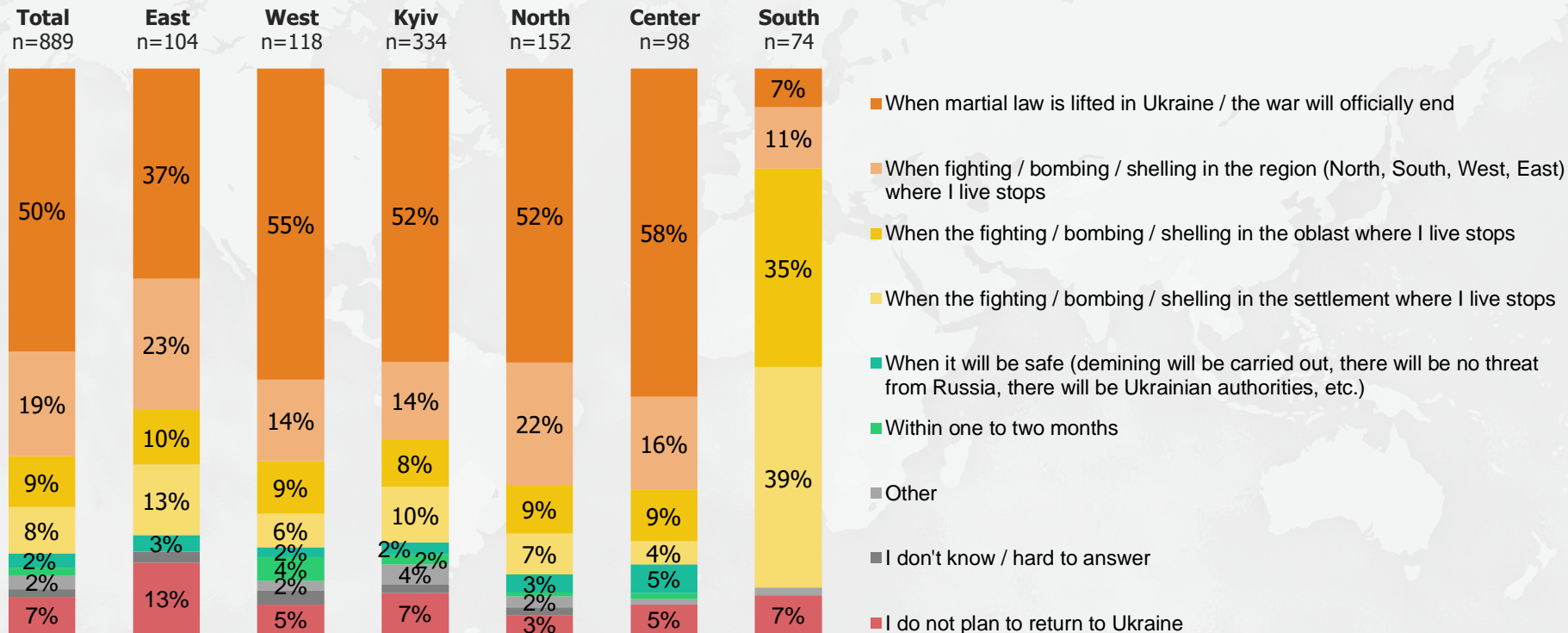
Half of those who stay abroad, plan to return to Ukraine after the official lifting of martial law, and another 38% are ready to take a risk and return at the first opportunity

Circumstances under which refugees are ready to return to Ukraine
 Among all respondents, n=889



The refugees from the south and east of Ukraine plan to return home earlier than the refugees from other regions

Circumstances under which refugees are ready to return to Ukraine
Among all respondents, n=889



The majority of refugees who plan to stay abroad will try to obtain citizenship or a permanent residence permit.

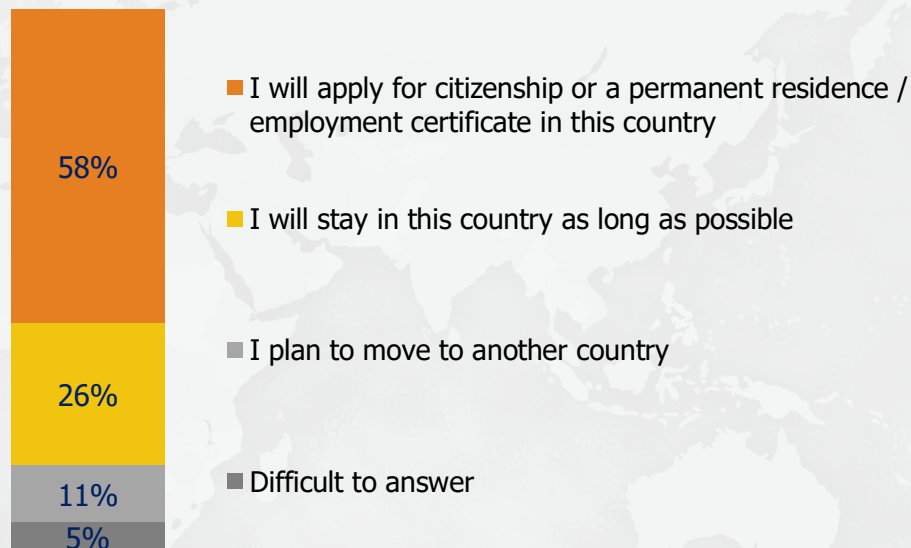


**1 out of 10
Ukrainians**

does not plan to return home

Plans for further stay abroad. SA

Among respondents who do not plan to return to Ukraine, n = 57





Бульвар Лесі Українки 34, 2-й під'їзд, 6-й
поверх
Київ, 01133, Україна
info@sapiens.com.ua