



Razumkov
centre

Policy Paper

UKRAINIAN REFUGEES AT THE BORDER: **the first experience of communication** (March–May, 2022)

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SUMMARY

The war in Ukraine has led to an outbreak of one of the fastest-growing crises of forced displacement of the population, termed by the UN Refugee Agency (UNHCR) as the biggest refugee crisis since the Second World War. Most of all people left Ukraine between February 27 and March 9, 2022, when over 150 000 persons were leaving the country every day. On the 6th of March, 210 526 persons crossed the border, being the highest daily figure. 1.4 million children (18.8%), or almost every fifth child, left Ukraine.

In March-May, 2022, Razumkov Centre conducted a number of surveys, which made it possible to draw the first aggregate portrait of a Ukrainian refugee, as well as of those who returned to Ukraine some time later.

Ukrainian refugees of the early period of hostilities in Ukraine were mainly women with higher education and minor children, mostly – highly competent specialists, entrepreneurs and skilled workers, typical representatives of the middle class.

The Russian aggression especially dramatically affected the humanitarian situation in the Eastern regions. Hence, displaced persons were mainly coming from the country's East and North. Refugees from the East required humanitarian and psychological assistance most of all.

Self-assessments of the psychological state at the beginning of the war (as of February 24) witnessed a high level of panic, fear, uncertainty. Nevertheless, the overwhelming majority (89%) believed that Ukraine would win the war. Refugees highly praised the actions of Ukraine's state leadership countering military aggression. A third of Ukrainian citizens (35%) who crossed the border considered the assistance of the international community to be sufficient.

Given the geography of hostilities at the initial stage of the war, residents of mainly

Russian-speaking regions of Ukraine suffered more from the Russian aggression.

Returning to Ukraine were mainly residents of big cities, mostly, from the Central regions – first of all, Kyiv city and region. Many residents of the Northern regions have already returned to their homes, if any. Respectively, remediation of the consequences of hostilities, rebuilding of the ruined or damaged housing and infrastructure, provision of safe conditions of life and work for the returnees are the problems that should be in the focus of the authorities.

The people who are sure that after the return they will work where they worked before, representatives of the middle professional staff are more willing to return to Ukraine. Young people (under 35 years) do not hurry to come back, people who have minor children go home more rarely. This is especially true for residents of the country's East and South – even when they return, they go to the Western or Central regions. Among returnees, there are much fewer persons with a high social status, such as entrepreneurs or enterprise managers.

One should keep in mind that a long stay in the EU countries gives an opportunity to settle down and take roots in the host country. The EU countries are simplifying the procedures of employment for Ukrainian citizens. Such a policy may also delay the process of return.

Respondents with children have demonstrated a higher level of anxiety (first of all, due to fears for their children), and therefore, families with children require special care in course of humanitarian assistance (including consulting and psychological support). Women required psychological consulting and support much more often than men. The survey among refugees has shown that division of families is a factor of stress, hence, reunification of families should be an important line of the humanitarian policy.



UKRAINIAN REFUGEES AT THE BORDER: THE FIRST EXPERIENCE OF COMMUNICATION

Refugees from Ukraine – general assessments

The war in Ukraine has led to an outbreak of one of the fastest-growing crises of forced displacement of the population. Intense military escalation and unprecedented deterioration of the security situation have led to deaths and injuries, causing massive displacement of the civilian population both across the territory of Ukraine and to third countries.

The UN Refugee Agency (UNHCR) recognised that the war in Ukraine caused

the fastest growing refugee crisis since the Second World War.¹ 29% of Ukraine's 44-million strong population (12.8 million persons) turned temporarily displaced persons or refugees within the country or beyond its borders.

Most of all people left Ukraine between February 27 and March 9, 2022. In that timeframe, 1,649,088 persons left Ukraine;² over 150,000 people were leaving the country every day. On the 6th of March, 210,526 persons crossed the border, being the highest daily figure. 1.4 million children (18.8%), or almost every fifth child, left Ukraine.³

¹ The Refugee Brief – 11 March 2022. Refugees Brief. UNHCR <https://www.unhcr.org/refugeebrief/the-refugee-brief-11-march-2022/>.

² The Refugee Brief – 11 March 2022. Refugees Brief. UNHCR <https://www.unhcr.org/refugeebrief/the-refugee-brief-11-march-2022/>.

³ Ukrainian refugees in Europe. Teenagers. https://drive.google.com/file/d/18EhRqhlXqkN30jVv0ZKiqk2QoKAKCfr1/view?fbclid=IwAR23jl6c-fomZCBEd4y9LjSPYbH4LHIDqSSawolEez4_jelaKnJttLKqb4w.

COUNTRIES FEATURE IN THE REFUGEE RESPONSE PLAN ⁴					
	Date	Refugees from Ukraine registered for Temporary Protection or similar national protection schemed	Refugees from Ukraine recorded in country	Border crossing from Ukraine	Border crossing to Ukraine
Poland	16.08	1 274 130	1 274 130	5 439 431	3 446 816
Russian Federation	16.08	Not applicable	2 197 679	2 197 679	Data not available
Romania	15.08	52 952	84 662	1 044 292	688 969
Moldova	22.07	Not applicable	86 254	494 421	122 603
Slovakia	16.08	86 834	87 030	690 337	424 034
Hungary	16.08	28 289	28 289	1 188 983	Data not available
Belarus	16.08	Not applicable	11 408	16 689	Data not available
Total to EU countries		1 442 202	1 563 760	8 936 271	4 767 914
Total to Russian Federation and Belarus		Not applicable	2 209 087	2 214 368	Data not available

REFUGEES FROM UKRAINE IN OTHER COUNTRIES ⁵		
	Refugees from Ukraine recorded in country	Refugees from Ukraine registered for Temporary Protection or similar national protection schemed
Germany	780 000	565 821
Czechia	366 632	366 490
Turkey	145 000	—
Italy	125 907	97 314
Spain	118 199	118 122
Bulgaria	78 291	113 030
Austria	70 153	69 760
Netherlands	62 970	62 970
Lithuania	53 913	53 891
Switzerland	53 120	53 120
Belgium	45 882	45 300
France	43 300	43 300
Portugal	41 546	41 451
Estonia	39 802	25 693
Sweden	39 592	37 995
UK	37 400	37 400
Ireland	33 842	33 151
Denmark	29 191	27 208
Finland	26 196	24 455
Latvia	23 382	23 375
Georgia	20 030	—
Norway	16 708	16 708
Greece	14 887	14 887
Croatia	13 759	13 758
Cyprus	12 500	12 788
Serbia	7 704	695

⁴ Operational Data Portal <https://data.unhcr.org/en/situations/ukraine>.

⁵ Operational Data Portal <https://data.unhcr.org/en/situations/ukraine>.

REFUGEES FROM UKRAINE IN OTHER COUNTRIES		
	Refugees from Ukraine recorded in country	Refugees from Ukraine registered for Temporary Protection or similar national protection schemes
Montenegro	7 355	2 530
Slovenia	7 050	7 050
Luxembourg	5 300	5 300
Azerbaijan	5 062	-
Albania	1 479	-
North Macedonia	1 097	-
Iceland	997	997
Malta	994	922
Bosnia and Herzegovina	362	-
Armenia	300	-
Lichtenstein	212	-
Total	2 330 114	1 915 693

TOP-5 COUNTRIES HOSTING UKRAINIAN CITIZENS,⁶ %

	Persons of 18 years and more	Teenagers of 14-17 years
Poland	39	47
Germany	13	31
Czechia	5	4
Slovakia	5	1
France	5	1

Since there are no obligatory border controls within the EU, the number of forced migrants from Ukraine to the EU countries not bordering on Ukraine may be assessed on the basis of a number of sources. Those include, first of all, approximate calculations by concerned bodies of the host countries based on the number of free travel tickets issued to Ukrainian refugees for travel within the country, and/or the number of persons who used buses provided by the national authorities, municipalities or public organisations to get to the respective country. An alternative source of information was provided by the data of mobile operators. The number of refugees from Ukraine may also be judged on the basis of data of registration with specific authorities, first of all, applications for temporary protection, as well as social

assistance and/or registration at a temporary accommodation, for those who require it.

Sociological portrait of refugees

In early March, 2022, border crossing points in Transcarpathian region saw a huge flow of refugees. Refugees crossed the border using own vehicles or on foot. In the latter case, they were carried from the railway station by buses.

Great numbers of citizens leaving Ukraine since the beginning of the Russian military aggression, the urgent need to learn the refugee needs and the technical capabilities of polling at border crossing points prompted the Razumkov Centre team to plan and implement a sociological survey titled **«Ukrainian Refugees: Attitudes and Assessments»** at Ukraine's state border crossing points in Transcarpathian region (Uzhhorod, Malyi Bereznyi and Chop (Tysa) crossing points). Ukrainian citizens in the age of 16 years and more who crossed Ukraine's border in connection with hostilities were polled. From March 15 till April 1, 2022, 101 respondents who crossed the border on foot or by car were approached.

The poll was conducted by the method of a personal «face to face» interview, only with

⁶ Ukrainian refugees in Europe. Teenagers (based on the roaming data of Ukrainian mobile operators and official statistics). https://drive.google.com/file/d/18EhRqhlXqkN30jVv0ZKiqk2QoKAKCfr1/view?fbclid=IwAR23jl6c-fomZCBEd4y9LjSPYbH4LHIDqSSawolEez4_ielaKnJttLKqb4w.

those who wished to cross the border in connection with hostilities. During the poll, only six persons reported leaving the country for a business trip or tourism.

Interviewer observations

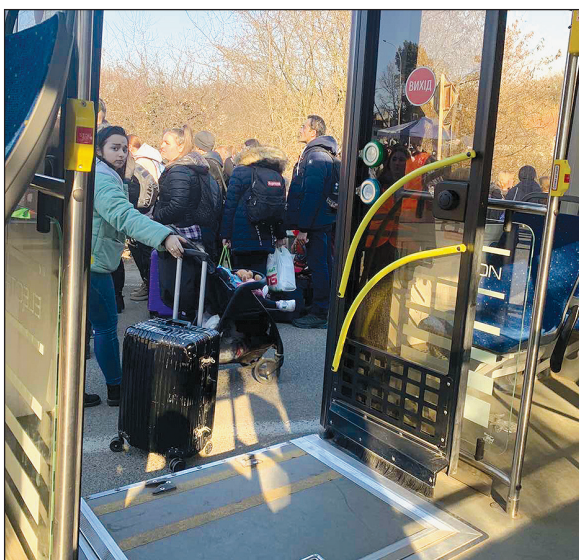
Communication with Ukrainian citizens crossing the border in connection with hostilities during the poll often took longer than prescribed in the questionnaire. While waiting at the border, many people wished to explain their actions, share their thoughts, answer the questions in more detail.



A long stay of interviewers at the border (4-5 hours daily), among refugees, volunteers, border guards, let them supplement the poll data with a body of data obtained in course of informal communication. Interviews as such lasted up to 10 minutes, while talk «about life and war» sometimes took 15-30 minutes. Here are some subjects covered during the communication.

Refugees. Situation at the border

At the onset of the military conflict the number of people crossing Ukraine's border kept on growing, as did the lines. Some people crossed the border by motor vehicles, others – on foot. The ratio seemed to persist during March: approximately 60% – by car, 40% – on foot.



Thanks to the activity of volunteers, special areas were arranged at crossing points, where Ukrainian citizens crossing the border after February 24 might stop, get medical, psychological assistance, personal hygiene products for themselves and their children, have some coffee, tea, and meals.



The emotional state of the large majority of refugees was very depressed. Fear and anxiety were the main emotions driving the people.

Fear



«We go through firing, bombardment, save the children – after we survived intrusion of the Russian into our house, after we and our children saw killed people, we can't stay home any longer. We need a place to hide, not to hear alarm signals, shots and explosions».

A large portion of refugees left, not waiting for the beginning of hostilities.



«As soon as we understood that war began, we picked up the necessary things, and are going abroad, because we've heard that we will be given shelter and assistance there».

Lack of necessities, domestic problems



«We left our property, apartment, house for the neighbours to look after, and hope that everything will be fine, took only what we needed, all the rest seemed unnecessary at that time, but now, we feel shortage of certain things».



«On the way, kind people gave us a blanket and baby stuff, while volunteers helped with diapers and other necessities».

Uncertainty

Quite a few people had a very vague idea, where they would stay and how they would survive. Sometimes people spent most time on the run:



«We have been on the run for three days now. We keep on moving all the time. I have no idea and don't know where I'll stay, in what country. I hope, I heard, there are centres and people there waiting for us and willing to help».

Rather few respondents reported going to relatives or acquaintances:



«Our old acquaintances in Austria are waiting for us, they have prepared a room in their building, arranged a kindergarten and a school for our children in advance, but we don't know for how long we can live there».

Approximately until mid-March most refugees had no exact information which status they could choose while staying abroad, and only somewhere in late March, information materials from the UN and other organisations were placed at crossing points:



«Volunteers have just told us that there are two options of a stay, registration abroad. Which one shall we choose? Help, tell us. We do not plan to stay in that country for long, we'll come back home as soon as the war is over».

A high percentage of people have never been abroad until the war, not even left their populated locality or region:



«Well, you see, we have never been abroad, we left our Zolochiv only for Kharkiv, or to go to the seaside. Everything is different here, we can't imagine what will be next».



«My daughter cries about home, and at the same time is happy that we'll go abroad, she wanted it so much. Olenka is 14 now, and we never went further than the district centre. Still, I don't want to say thank you to the Russians, it's a very high price for the tour!»

Family

Under the martial law, men in the age of 18 to 60 years are not allowed abroad, with few exceptions.

Therefore, women made up a majority of respondents. According to comments given beyond the interview, up to 60-70% of



married women who have children reported that they planned to return to Ukraine, to their husbands, as soon as the hostilities are over.

The remaining 30–40% gave other answers:



«We cannot think so far ahead».

«We will look for a dwelling, a job for myself and for my husband. He will join us, as soon as he can».



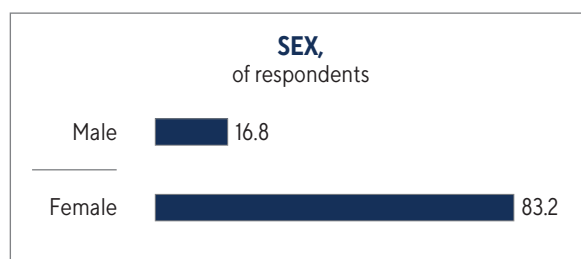
Aggregate portrait of a refugee

An aggregate portrait of a Ukrainian refugee may be drawn at Ukraine's border crossing points in Transcarpathian region, based on the poll results.

Demographic features

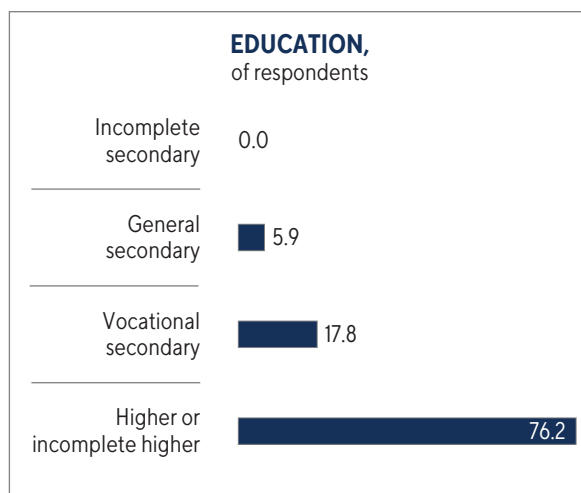
The overwhelming majority of the refugees are women (83%); men, respectively, make 17%.

In terms of age, the biggest group of refugees is made up of people from 30 to 39 years (37%), 26% – those in the age of 40 to 49 years, 19% – people in the age of 16 to 29 years, 11% – in the age of 60 years and more, 8% – 50 to 59 years.



Education

76% of refugees leaving Ukraine are people with higher or incomplete higher education, 18% – with vocational education, and only 6% – with general secondary education.



Social group

The best represented social groups were highly competent specialists (26%), entrepreneurs (20%) and skilled workers (17%).

SOCIAL GROUP, of respondents	Серед тих, хто виїжджав з України
Enterprise/organisation manager	19.8
Company branch manager	16.8
Entrepreneur	12.9
Technical specialist	7.9
Specialist in natural sciences	6.9
Humanitarian specialist (including economists, lawyers, educationalists, art workers, medics, etc.)	5.9
Skilled worker	5.9
Office worker	5.0
Labourer	5.0
Agricultural worker, collective farmer	4.0
Farmer, land tenant	3.0
Pupil, student	3.0
Housewife	2.0
Pensioner	0.0
Disabled (including cripples)	1.0
Jobless (but not registered as unemployed)	0.0
Officially registered unemployed	0.0
Other	1.0

Macro-region of origin

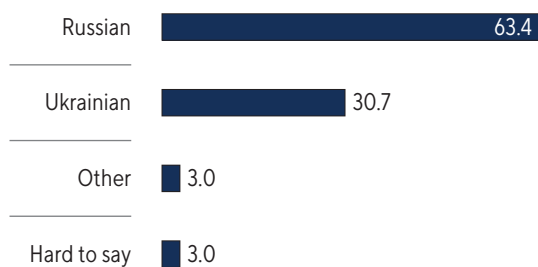
More than half of those who left the country because of hostilities were residents of the country's East and South (51.5%; among the Eastern regions, Kharkiv region is represented most of all – 19%), 45% – residents of the Central regions (in that, 31% – of Kyiv city and region), and only 4% – residents of the Western regions.

Language of communication

63% of refugees mainly speak Russian at home, 31% – Ukrainian, 3% – another language. However, 65% called Ukrainian their mother language, 22% – Russian, 4% – another language.

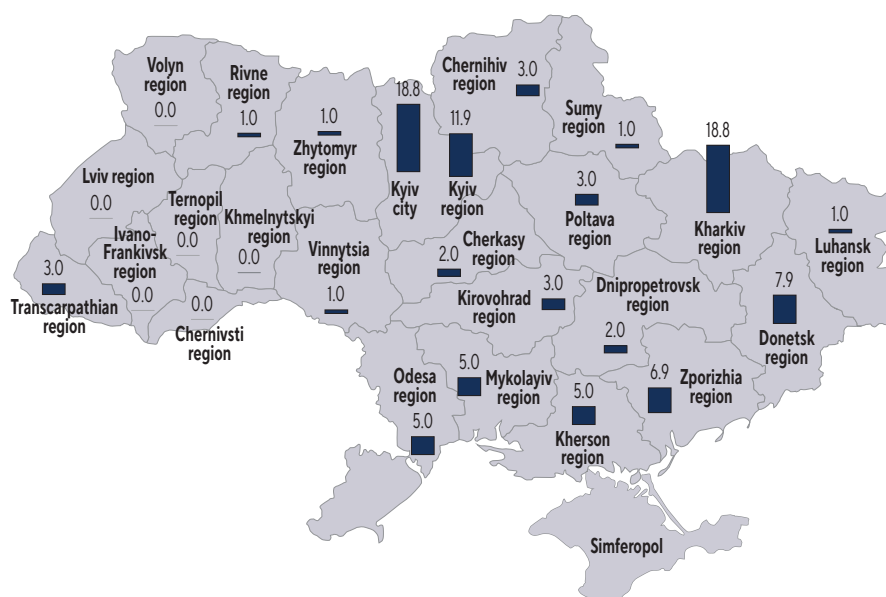
LANGUAGE MAINLY SPOKEN BY RESPONDENTS AT HOME?

of respondents



MACRO-REGIONS OF ORIGIN

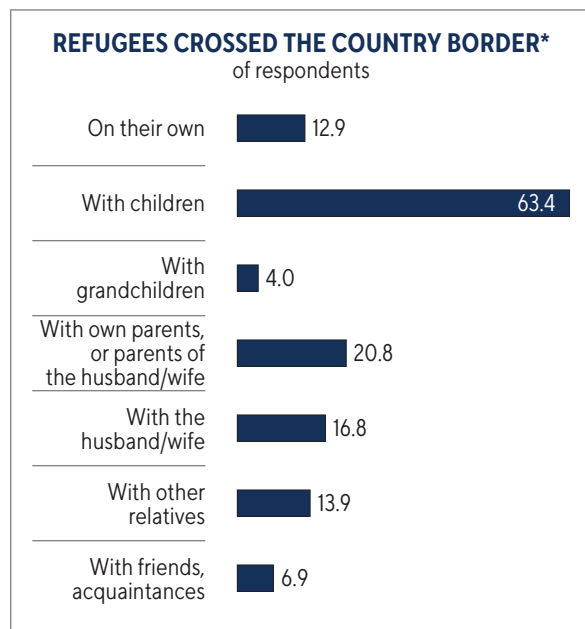
of respondents





Family status

63% of refugees left the country with children, 21% – with parents (own, or of the husband/wife), 17% – with the husband/wife, 4% – with grandchildren, 14% – with other relatives, 7% – with friends, acquaintances, 13% – on their own.



* Респондентам пропонувалося відзначити всі прийнятні варіанти відповіді.

Hostilities in the refugees' places of residence

55% of respondents reported ongoing hostilities in the populated locality where they lived at the time of departure, 13% – hostilities nearby, 10% – no hostilities, but their populated locality was bombed or shelled, 14% – the neighbouring populated localities were bombed or shelled, and only 8% reported nothing of the above in their populated locality or nearby.

HOSTILITIES IN THE REFUGEES' PLACES OF RESIDENCE	
Hostilities in the populated locality where you live	55,4
Hostilities near the populated locality where you live	12,9
No hostilities, but your populated locality was bombed or shelled	9,9
Neighbouring populated localities were bombed or shelled	13,9
Nothing of the above in your populated locality or nearby	7,9

Sources of assistance and support

53.5% of refugees obtained some kind of assistance from volunteer organisations,

45% – obtained assistance from ordinary people they had not met before,

41% – assistance from relatives, acquaintances, friends,

27% – from state authorities,

9% – from religious organisations,

7% – from enterprises, private businessmen (including at their place of work),

only 2% – from international funds, institutions, embassies, consulates of other countries.

21% of those polled responded that they had obtained no assistance whatsoever.

Moods and assessments

Assessment of the personal psychological state as of February 24, 2022 (at the onset of the war) on a scale from 0 to 10, where 0 means «maximum calm and confidence», and 10 – the maximum level of panic, fear, uncertainty), **equalled 6.7 points, on the average.**

52% of those polled assessed their psychological state in the range of 8 to 10 points, corresponding to a high level of panic, fear, and uncertainty.

Faith in victory

89% believed that Ukraine would win the war, only 1% gave an opposite answer (10% remained undecided).

79% of those polled planned to return to Ukraine after the war, 10% did not, 11% remained undecided.

The actions of Ukraine's state leadership countering the Russian aggression were positively assessed by 78% of respondents, only 2% criticised them. 20% could not produce an assessment for the actions of Ukraine's state leadership.

35% of those polled considered the assistance of the international community to

Ukraine to be sufficient, 43% – insufficient, 23% remained undecided.

Refugees returning to Ukraine: specific features⁷

Since March 17, the number of emigrants has gone down, witnessing a decline in the first wave of refugees.

Due to stabilisation of the front and retreat of the Russian Army from Kyiv city and region in late March – early April, 2022, there appeared a trend to the refugees' return from the EU, Moldova and other countries. To study their intentions and the reasons of this process, a poll was organised and conducted among refugees returning from abroad. The poll was held by the Razumkov Centre Sociological Service in Transcarpathian region. 105 respondents were polled between April 11 – May 6, 2022.

Return. Situation at the border.

A decision on the place for polling refugees returning from abroad was taken after a pilot survey at the border and transport hubs (Uzhhorod railway and bus stations). It appeared rather difficult to poll them at crossing points, since after border formalities, the majority of potential respondents hurries to their destinations. The situation at the railway and bus stations was more convenient for polling, since respondents appeared at the station in advance, had enough time and were willing to talk.

Thanks to volunteers' activity, special areas were arranged in the places of mass concentration of refugees, where Ukrainian citizens could have a rest, obtain medical assistance, personal hygiene products for themselves and their children, have some coffee, tea, and meals. There were volunteers at the railway station who provided assistance to the people going abroad or looking for a place to live or to stay in Transcarpathian

region. Assistance was also offered to those who returned to their places of residence from abroad.

At the beginning of the interview, screening was conducted to select respondents of the required categories. According to estimates, 30% of those who agreed to communicate were returning from abroad, 50% – people who had not left Ukraine, had a IDP status (Internally displaced people) and were returning to their homes, 20% – people going on a business trip or to their places of residence to pick up certain items, solve certain problems and return.

The survey is also supplemented with fragments of informal communication, conversations with respondents, which characterise the situation in more detail.

«Cautious hope»

The mood of the majority of respondents returning from abroad may be described as cautious optimism, or, as one woman put it:



«I am very much afraid of returning, fear greatly, but I must go home, to the relatives who stayed there, and can describe my state as cautious hope. I am nervous about the future, realize that the war is not over, but I do hope that everything will be fine».



⁷ Some results are presented in comparison with the results of the poll among Ukrainian citizens leaving the country due to hostilities (the poll was held by the Razumkov Centre Sociological Service at Ukraine's state border crossing points in Transcarpathian region, 101 respondents were polled between March 15 – April 1, 2022). **Results of the poll among Ukrainian citizens** in the age of 18 years and older who left Ukraine due to hostilities at the beginning of the Russian aggression, now returning to Ukraine. The poll was held by the Razumkov Centre Sociological Service in Transcarpathian region. 105 respondents were polled between April 11 – May 6, 2022.

Uncertainty

The respondents' optimism about employment or return to the work they had before the war was rather cautious. While men in their majority say:



«If I don't find a job, I can always enlist in the AFU (Armed Forces of Ukraine), they say, they pay some UAH 30,000»,

The situation with women is less certain. Comments were heard, like this:



«I am returning with children and not sure if I will be able to work, I heard, there is a problem with kindergartens, the school is on holiday».



«When abroad, I learned that my company closed down, so I'm looking for a job, while moving».

One of potential employers also produced an interesting comment:



«While before the war I was looking for an accountant for my company, not without problem, now, there is a line of specialists I never dreamt about, while I can set the salary 30-40% lower than before the war. If someone doesn't like it, there is plenty of contenders among the refugees!».

There was also a small number of people who returned to work in Ukraine, but in another region. For instance:



«I used to live in Sumy region, as the war started, I moved to Slovakia, and recently, was advised that our dairy farm moved to Vinnytsia region. I was called to work, as a specialist. They promise housing. I know that my salary will be lower than the benefits paid abroad, but we are so eager to return! My husband can join us, too».

When asked about work, the majority of respondents were confident that they would work, but no one was sure that the pay for the work would be at least close to the pre-war times.

Family

The bulk of respondents were women.

According to comments given beyond the interviews:



«I am returning without children – I have to look after the household, otherwise everything will be stolen. The children are left with grandma and grandpa, as they went to school, they learn the language. Holidays abroad start later, so, let them learn quietly».



««We are returning because we have not found a common language and have no idea how to live in a foreign country. We are immensely grateful for the shelter but shall stay at home».

Respondents quite often reported the return of incomplete families. For instance, the elder generation (grandma, grandpa) was returning, while the younger stayed abroad. The main reasons included uncertainty about safety and financial support.

Aggregate portrait of returnees

The sociological survey has shown that the bulk of Ukrainian citizens who left Ukraine at the onset of the Russian aggression in connection with hostilities and are returning to the country now are women (87%; similarly, women made the majority of those who left the country, when the war started).

While the biggest group of respondents among those who left the country at the beginning of the war was made up of people in the age of 30 to 39 years (37%), among returnees, representatives of this age group made 25%. The probable reason is that fewer returnees travel with children, compared to those who left the country (respectively 45% i 63%), while representatives of the age group of 30-39 years most often have minor children. Accordingly, there are more returnees travelling on their own, compared to those who left the country (31% i 13%, respectively).

This shows that Ukrainian citizens who have minor children do not hurry to return

to Ukraine now (or, as some of them told the interviewers, they leave their children with the other relatives and return to the country on their own). That is, rather many citizens returning to Ukraine consider the level of security in the country to be insufficient. This is especially true for the country's East, as witnessed by the fact that quite many refugees from that part of the country, returning to their homeland, go to the Western and Central regions. This exerts extra pressure on employment and the housing sector in the Western, Central and, to some extent, Northern regions.

Another 6% of respondents reported returning home with grandchildren, 14% – with the husband or wife, 12% – with parents (their own or of the husband/wife), 10.5% – with other relatives, 5% – with friends, acquaintances.

As well as among those who left the country, the overwhelming majority of the returnees (66%) had higher or incomplete higher education, 24% – vocational education, and only 10.5% – general or incomplete general secondary education.

As well as among those who left the country, the most represented social groups among those polled were skilled workers (23%) and highly competent specialists (22%), less represented – entrepreneurs (8%, while they made 20% of those who left the country).

More than half of those who left the country came from the East and South (51.5%), and from the Central regions (45%, in that, 31% – residents of Kyiv city and region), only 4% – residents of the Western regions. The overwhelming majority of the returnees (69%) were residents of the Central regions – mainly, of Kyiv city (35%) and region (17%). 12% of the returnees are residents of the Eastern part of the country, 9% – of the South, 10.5% – of the country's West.

73% of those polled reported that after their return to Ukraine they planned to settle down in the same region where they lived before the war, 26% – in another region (mainly, residents of the Eastern part of the country).

Those who planned to settle down in another region, not the one where they lived before the war, the most often mentioned the Western regions (15% of all those polled), Kyiv city and region (7%).

The majority (53%) of both those who left the country and of the returnees responded that they spoke mainly Russian at home, 43% – Ukrainian, 1% – another language. Nevertheless, the majority (72%) of those polled called Ukrainian their mother language, 16% – Russian, 1% – another language.

79% of respondents reported that they were employed before the war. Among those who had a job before the war, 49% are sure that after their return they will work where they worked before, another 28% hopes for this, 7% hopes to find another job, and 16% don't know yet where they will work, and if they will manage to find a job.

Assessment of the assistance provided

64% of the returnees obtained assistance from state authorities of the host country; also 64% obtained assistance from ordinary people in the host country they had never met before, 56% obtained assistance from volunteer organisations, 39% – from relatives, acquaintances, friends, 29% – from the Ukrainian state, 18% – from religious organisations, 18% – from international funds, institutions, enterprises. Only 4% reported getting no assistance whatsoever.

Assessing support and assistance provided in the host country by the state authorities, NGOs and ordinary citizens of those countries, 62% responded that they were highly satisfied with it, 29% – rather, satisfied, 6% – rather, not satisfied, and no one reported complete dissatisfaction.

Self-assessment of the psychological state

Assessing their own psychological state at the time of polling, respondents assessed it at 5.5 points, on the average. That said, the share of those who gave scores from 8 to 10 points fell from 57% to 15% compared to the war beginning, witnessing a substantial improvement of the psychological state, compared to the beginning of the war.

94% of those polled believes that Ukraine will win the war, none of those polled gave a negative answer (6% remained undecided).

Assessment of actions of Ukraine's state leadership and international assistance

80% of respondents positively assessed the actions of Ukraine's state leadership countering the Russian aggression, only 2% – negatively (18% could not provide an assessment).

47% of those polled considered the assistance of the international community to Ukraine to be sufficient, 36% suggested that the assistance and support for Ukraine by other countries should be greater, while in the second half of March, it was called sufficient by 35% of those who were leaving Ukraine, insufficient – by 43%.

Support of volunteers

At crossing points where Razumkov Centre's sociologists used to work, numerous volunteer organisations and charitable funds were active as well.

The Charitable Fund «Centre of Assistance to the Victims of War in Ukraine» has been active since the very first day of Russia's full-scale invasion into Ukraine.



«One of Ukrainian political parties provided the Charitable Fund with the premises of a distribution centre. Forced migrants arriving in Uzhhorod applied to the Fund for assistance, because they falsely assumed that representatives of that political force worked there. Some even expressed outrage, like «How can a party make PR on humanitarian assistance?».

However, the Charitable Fund representatives managed to make use of it. Volunteers employed at the Centre collected requests of all the applicants, no matter whether a person came there by mistake or on purpose. In this war, the people fleeing the war and coming to Uzhhorod little by little began to recognise the volunteers and no longer associated the Centre with that political force.

The Centre started small. We collected items for children and adults, food, the most necessary medicines. We were lucky, because local residents rallied and self-organised with the first reports of the war. Uzhhorod residents themselves were looking for organisations like ours and brought full bags of everything that might help a person coming to an unfamiliar city literally without anything.

Some IDPs who came to us for assistance themselves offered help. In this way, our volunteer team was reinforced with people from Dnipro, Kyiv, Donetsk region. With time, volunteers established ties with their native cities, and the Centre began cooperating with their local volunteer organisations.

With the growth of demand and geographic coverage of the Centre, we started building ties with international donors, made acquaintance with a foundation from the UK, a US organisation, Slovakian and Hungarian donors. Thanks to the «rumour mill» and social networks, donors themselves found our coordinators and sent us humanitarian assistance with their own lorries.

Currently, all assistance coming from abroad and from Ukrainians lets us deliver different items, food, medicines, hygienic and individual protection means to civilian persons staying in the areas of hostilities, the people who returned to the previously occupied and devastated cities, and military units at the frontline on a permanent basis.

To optimise logistics from Uzhhorod, we have opened a branch of our volunteer centre in Kyiv. We send humanitarian assistance there in big batches, then, sort it, dependent on the needs, and deliver towards Dnipro and the South.

We recommend every volunteer who is willing to help but does not know how to join any organisation engaged in provision of humanitarian assistance to the Ukrainian military men and civilians. Any, because the colour of their logo and the domicile do not matter at all in this endeavour.

The main idea behind joining efforts and rallying for the sake of a common goal is to support the sufferers and Ukrainian servicemen. One volunteer can help ten people. Ten volunteers separately will help a hundred. But ten volunteers in a team can save thousands of people. Ukrainians prove every day that any beast can be defeated through joint efforts.

So, don't be shy. Call, write, use social networks for appeals, join efforts with other volunteer organisations, ask for assistance, if you know for sure that someone needs it».

Charitable Fund «Centre of Assistance
to the Victims of War in Ukraine»

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