



# Third Annual Ukrainian Municipal Survey

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20 January - 12 February, 2017



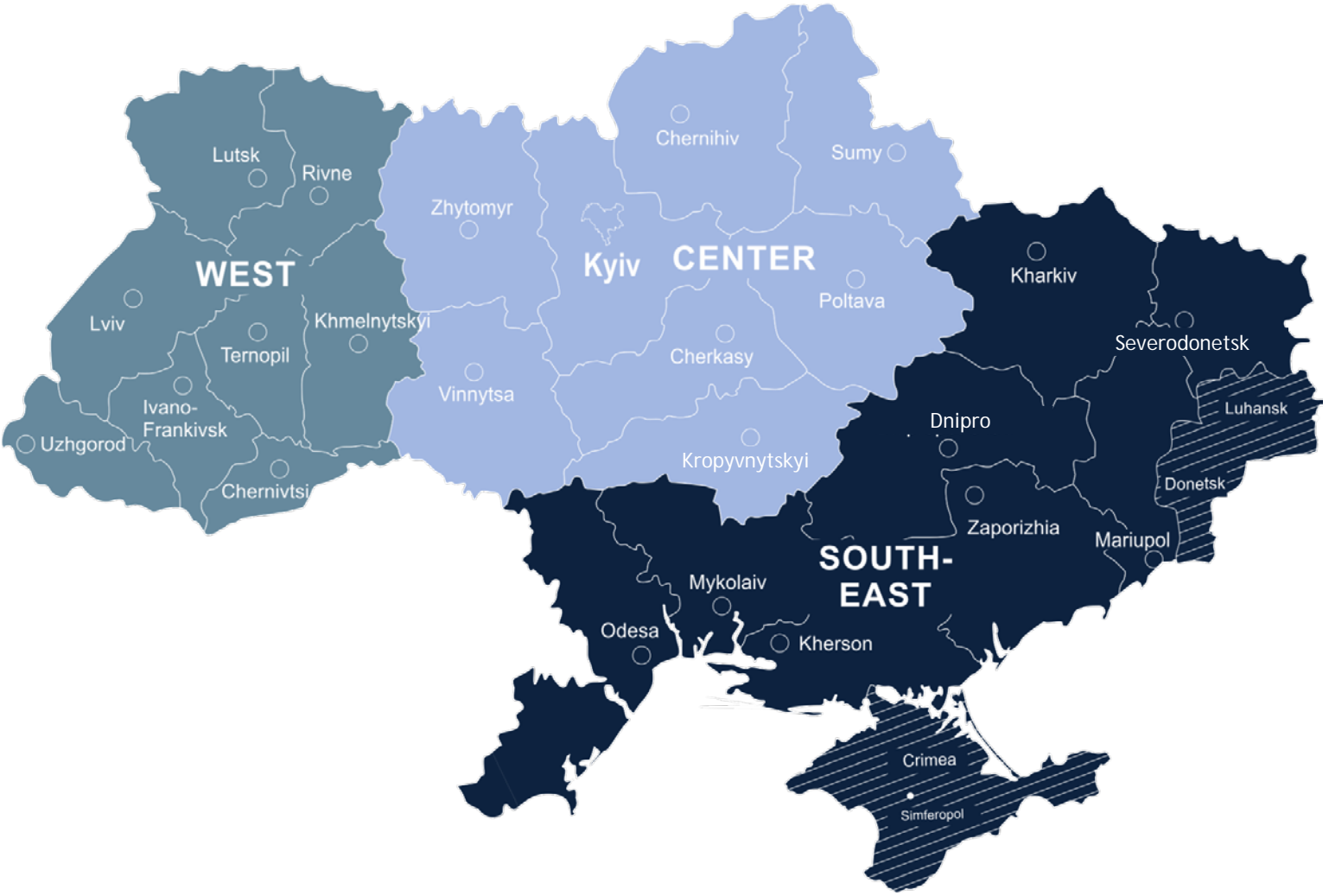
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# The Third In-Depth Look at Ukrainian Local Governance

- This annual survey provides an extensive look at citizen attitudes about local governance and municipal services.
- Polling was conducted in the 22 regional capitals of Ukraine not under the control of Russian or Russian-backed forces, as well as in the cities of Mariupol and Severodonetsk in the Donbas region. The survey is based on a sample size of more than 19,000 respondents.
- The findings will inform future discussions on decentralization, anti-corruption initiatives and other reforms set forth by the pro-European government in Kyiv.

# Geographical Key



\*Due to the Russian occupation of Crimea and ongoing conflict in eastern Ukraine, citizens of the *oblast* centers of Simferopol, Donetsk and Luhansk did not participate in the survey. Mariupol and Severodonetsk were included in the survey to represent Donetsk and Luhansk *oblasts*. As a result of legislation passed in 2016 changing Soviet-era names of cities, the names of Dnipropetrovsk and Kirovograd have been changed to Dnipro and Kropyvnytskyi, respectively.

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# Methodology

- This survey was conducted by [Rating Group Ukraine](#) on behalf of the [Center for Insights in Survey Research](#).
- The data was collected in 24 cities in Ukraine (Kyiv and all *oblast* centers, as well as in Mariupol and Severodonetsk in Donetsk and Luhansk *oblasts*) between January 20 and February 12, 2017, through face-to-face interviews at respondents' homes.
- The sample consisted of 19,200 permanent residents of Ukraine aged 18 and older and is representative of the general population by age, education and sex.
- In order to obtain this representative sample, 800 respondents were interviewed in each city regardless of population size. The survey data obtained in each city was weighted by gender and age using national statistical data. The geographical coverage of the city area was based on the electoral districts established by the Central Election Commission of Ukraine. At least 50 sites, or primary sampling units, were covered and randomly selected using the "curtain step method." The "random route" and "next birthday" methods were used to select respondents.
- IRI's first municipal survey was conducted in 22 cities between March 2 and 20, 2015. The sample size consisted of 17,600 respondents. The previous municipal survey was conducted in 24 cities from January 20 to February 8, 2016, in which a total of 19,200 respondents were interviewed.
- The margin of error for each city does not exceed plus or minus 3.5 percent.
- The average response rate was 67.2 percent.
- Charts and graphs may not add up to 100 percent due to rounding.
- This survey was funded by the [Government of Canada](#).



# Moods and Attitudes

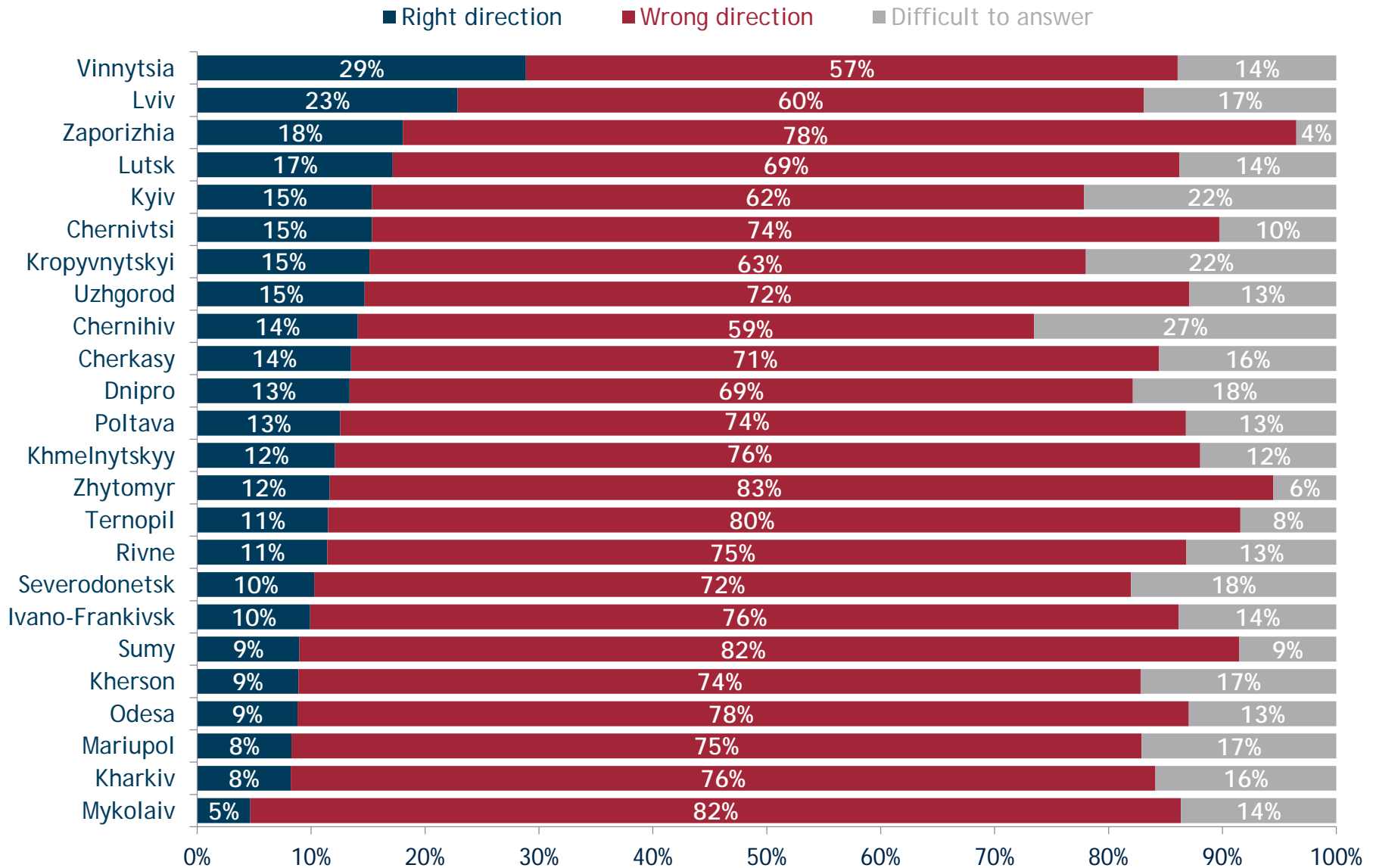
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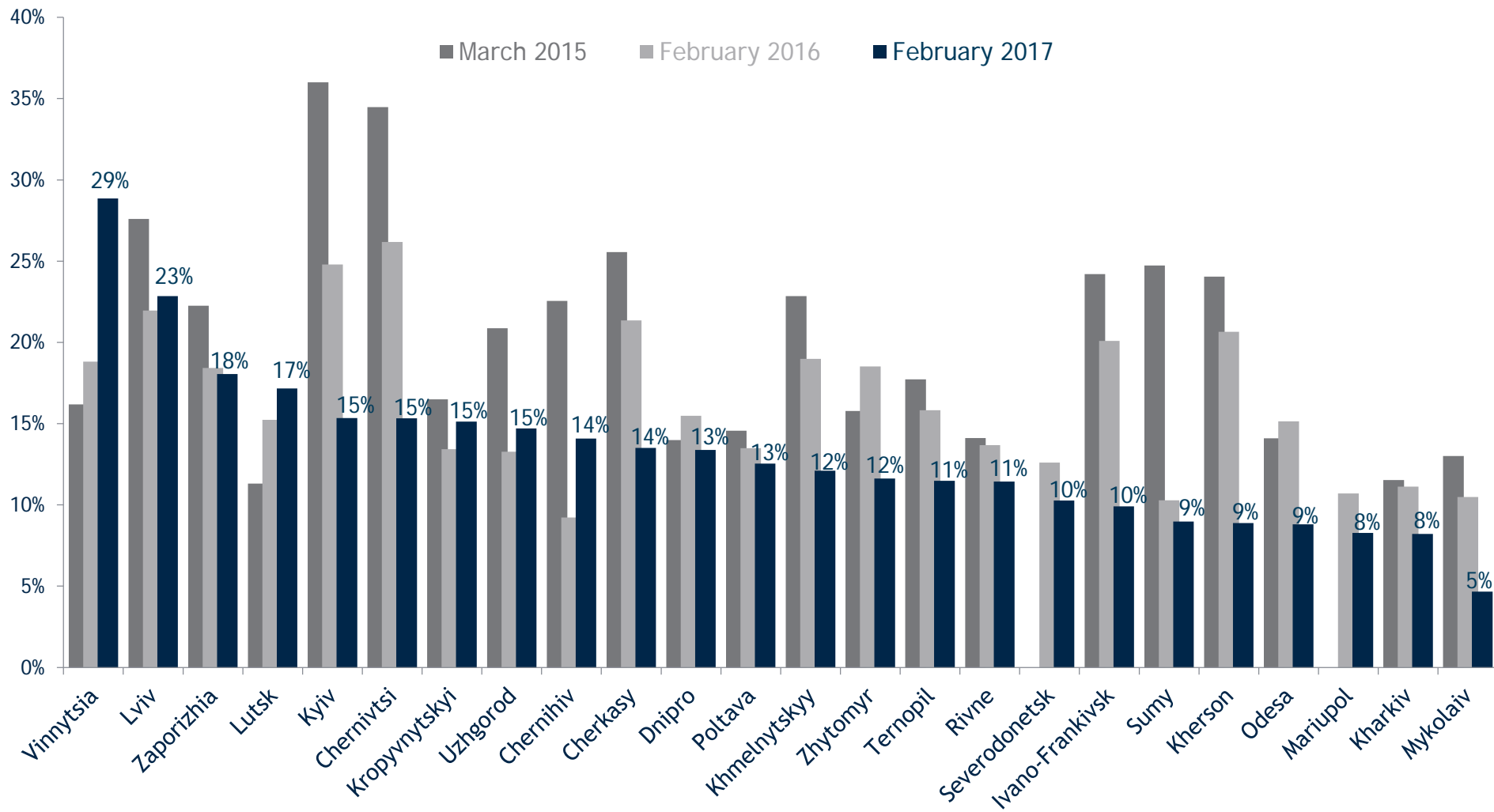
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# Generally speaking, do you think that things in Ukraine are going in the right direction or wrong direction?



# Generally speaking, do you think that things in Ukraine are going in the right direction or wrong direction?(continued)

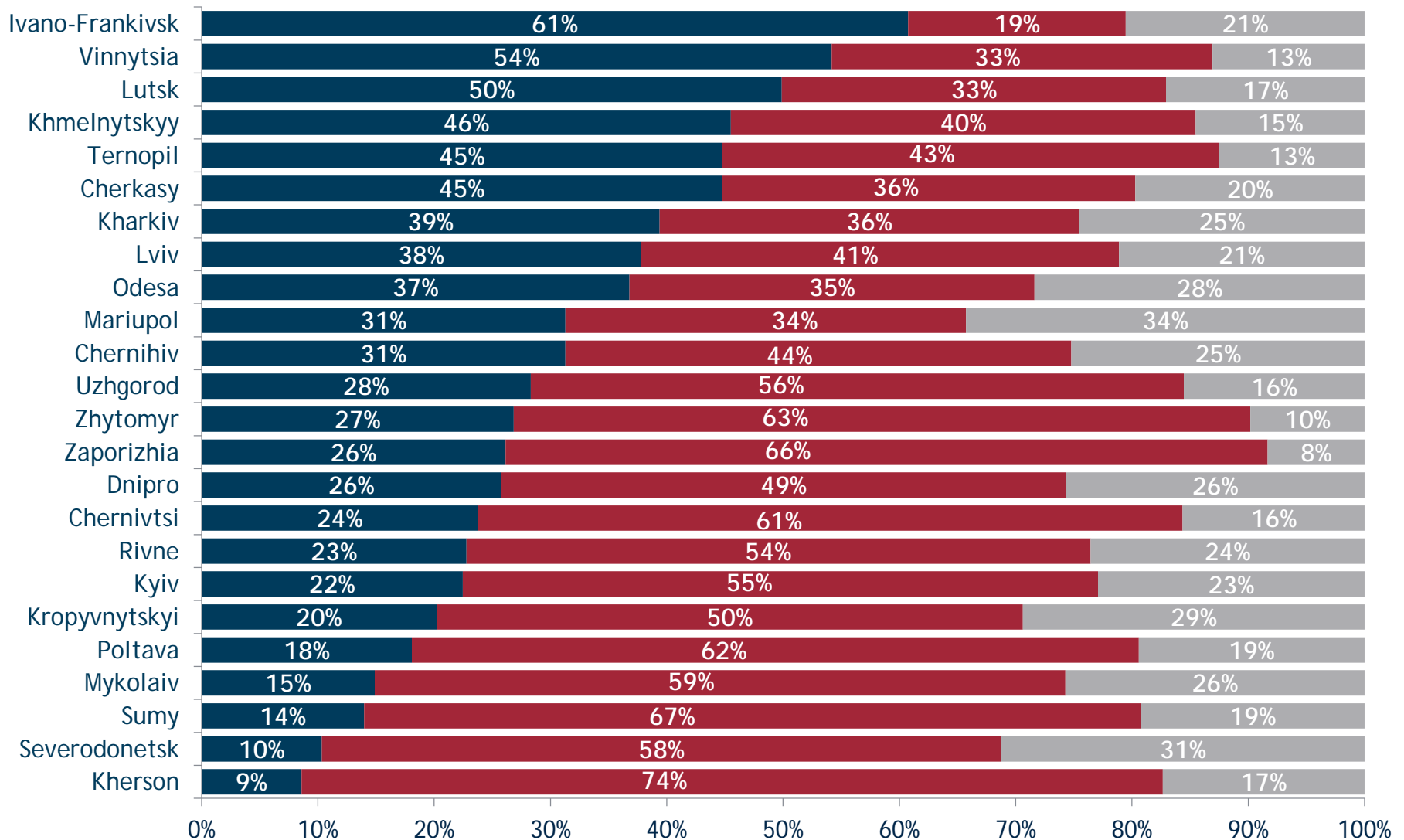
(Percentage of respondents who believe things are going in the right direction)



\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

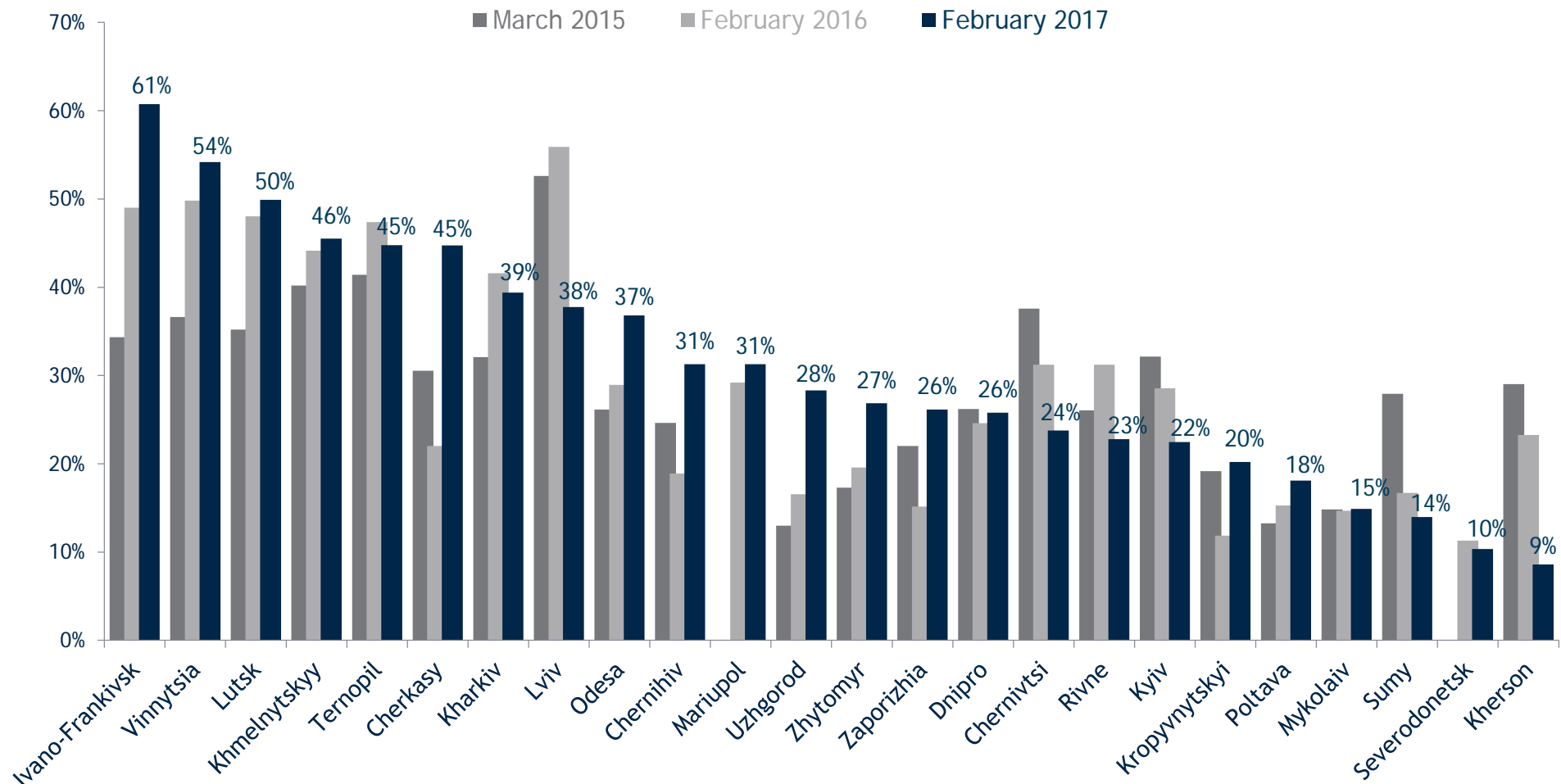
# Generally speaking, do you think that things in your city are going in the right direction or wrong direction?

■ Right direction ■ Wrong direction ■ Difficult to answer



# Generally speaking, do you think that things in your city are going in the right direction or wrong direction? (continued)

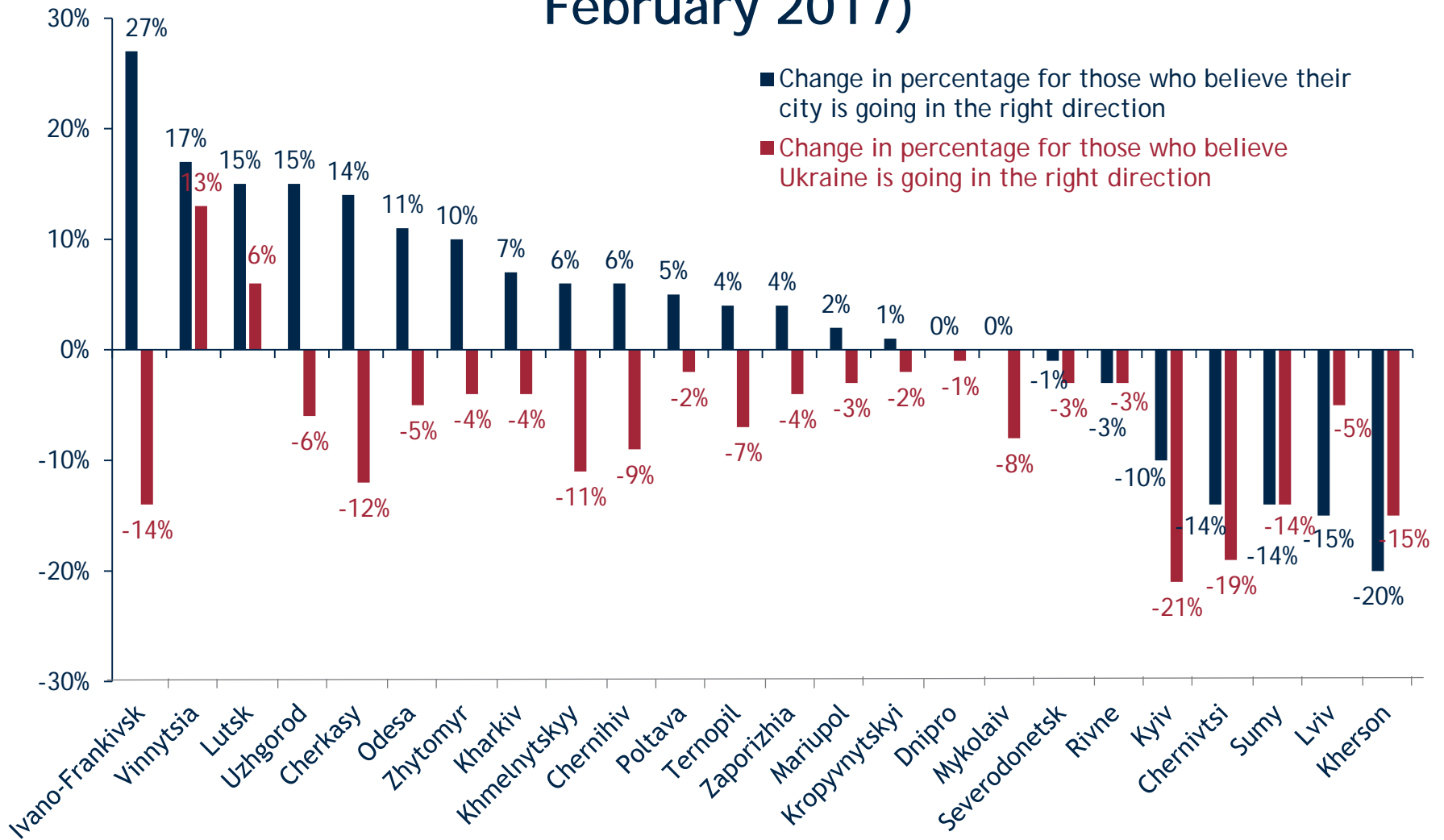
(Percentage of respondents who believe things are going in the right direction)



\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

Generally speaking, do you think that things in Ukraine and in your city are going in the right direction or wrong direction?(continued)

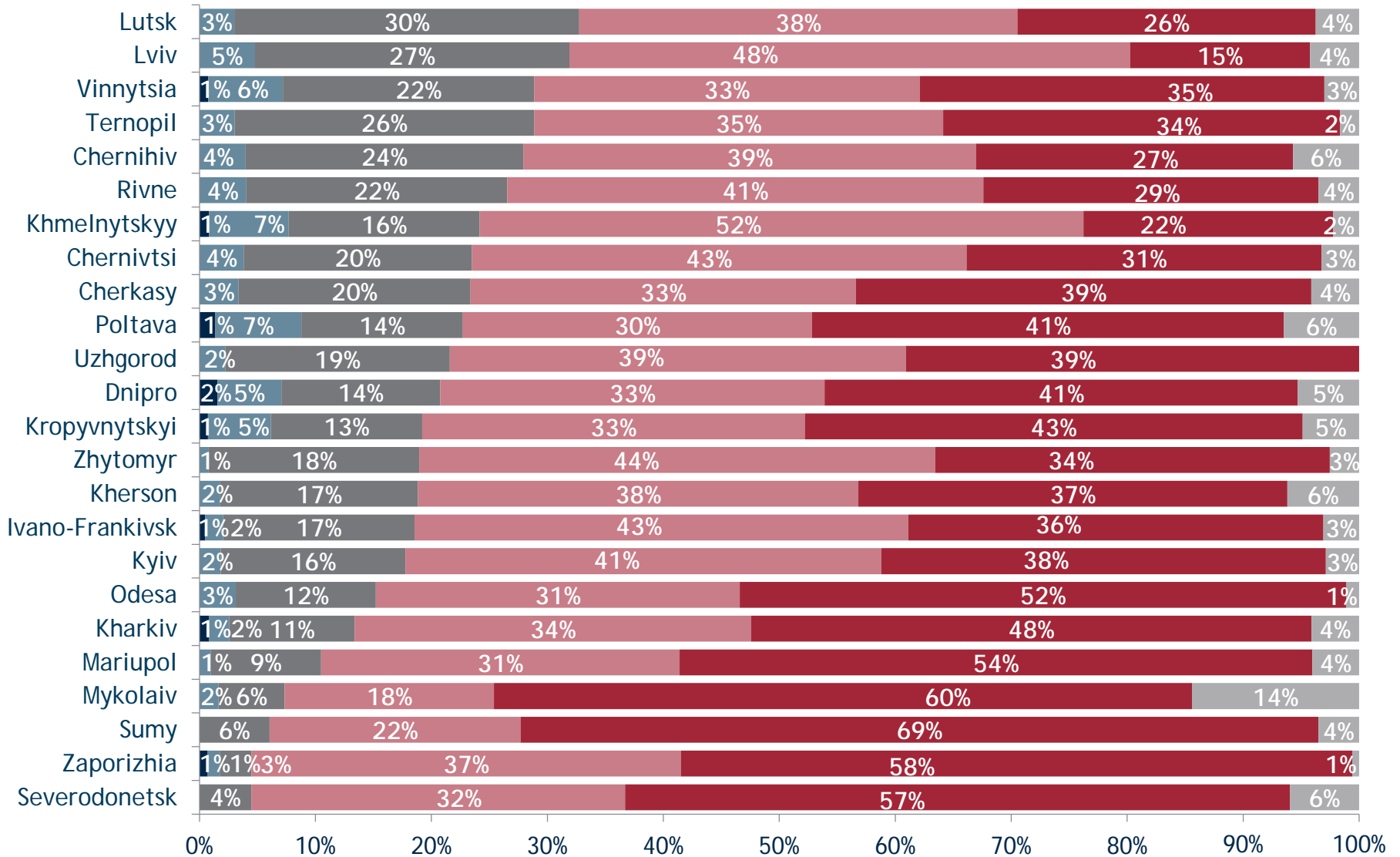
## Change in Perception Over Time (March 2015 to February 2017)



\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey; therefore this slide reflects change over time from 2016 to 2017.

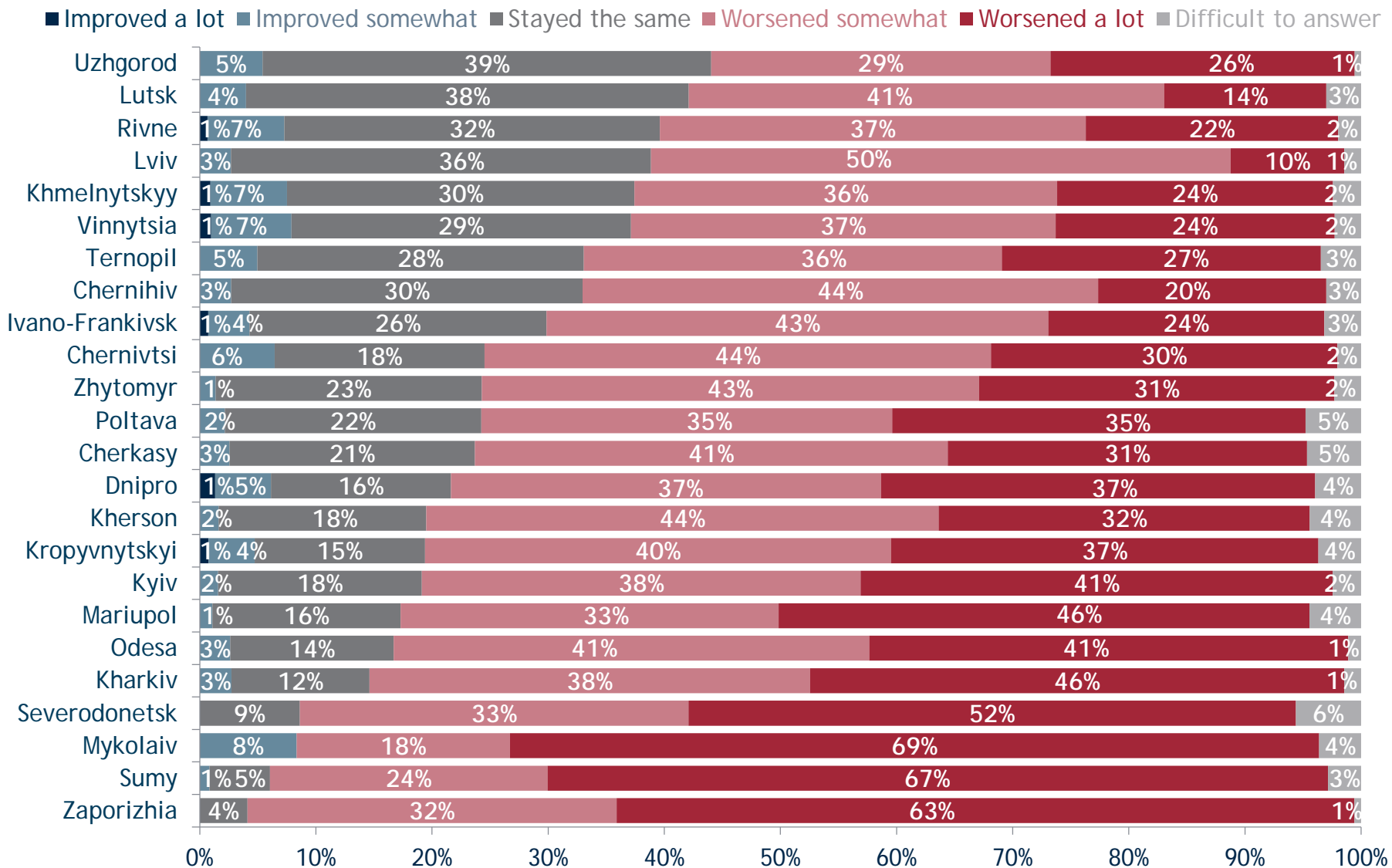
# Over the last 12 months, how has the economic situation in Ukraine changed?

■ Improved a lot ■ Improved somewhat ■ Stayed the same ■ Worsened somewhat ■ Worsened a lot ■ Difficult to answer

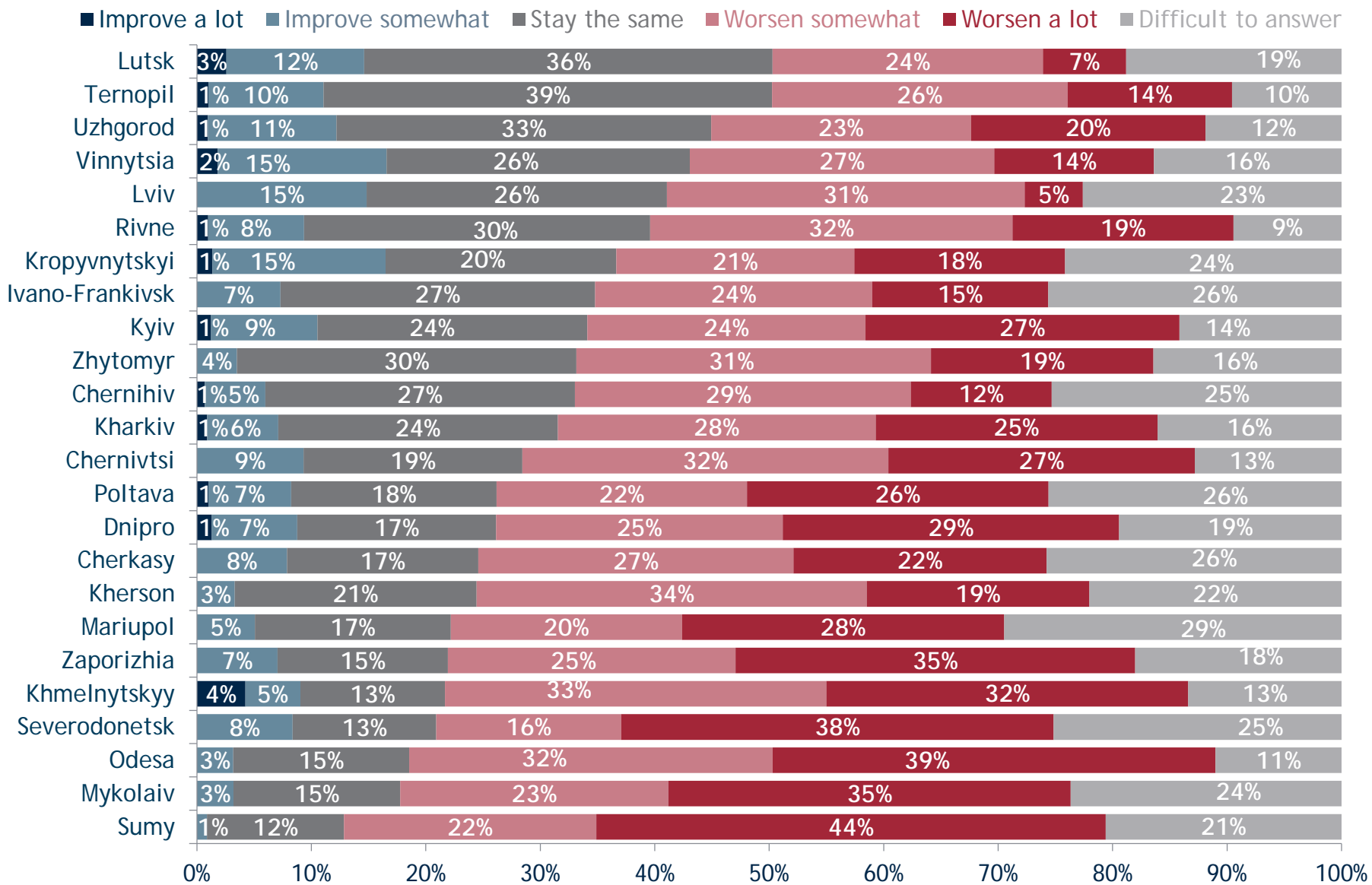




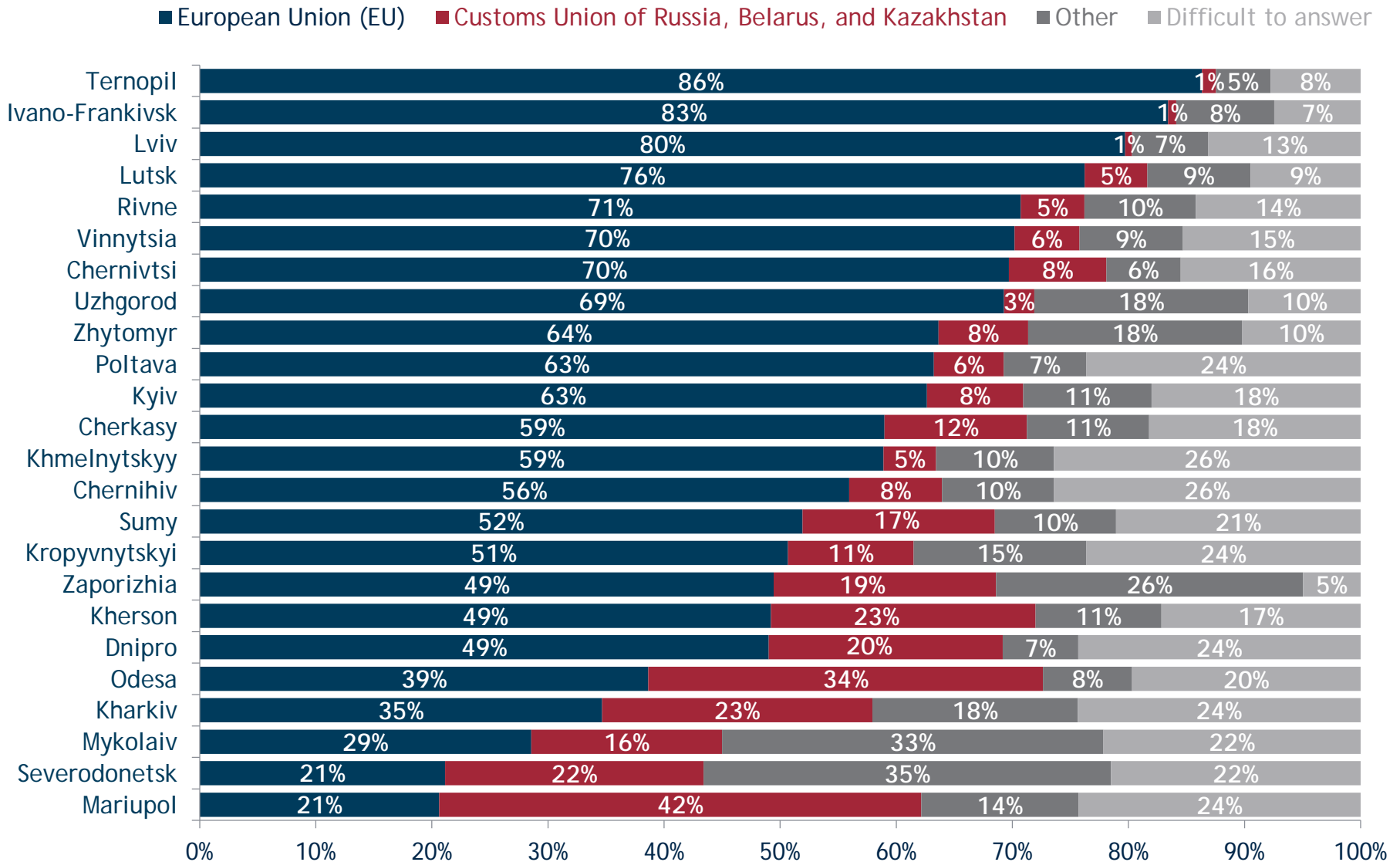
# Over the last 12 months, how has the economic situation of your household changed?



# In the next 12 months, how do you expect the economic situation in Ukraine to change?

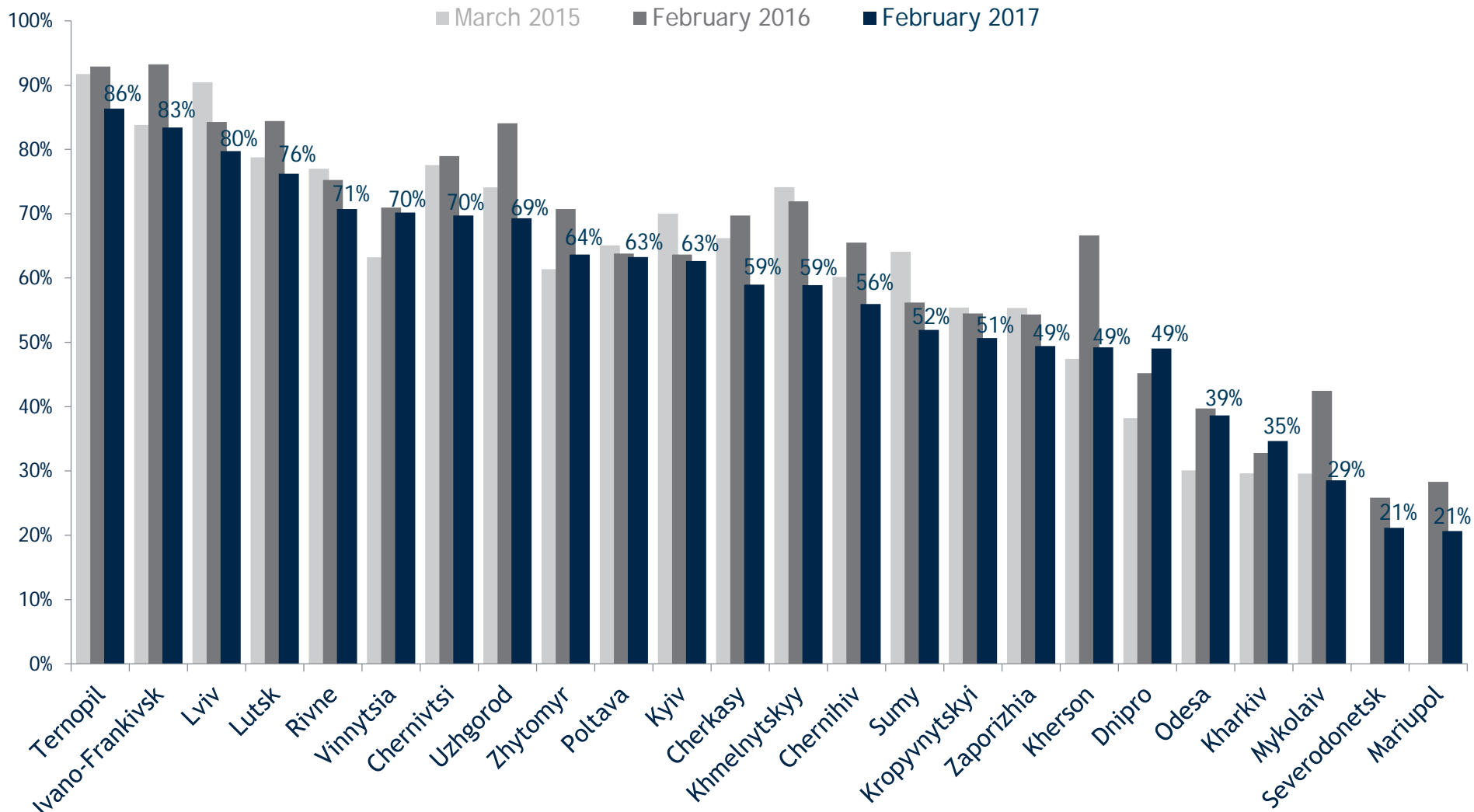


# If Ukraine could only enter one international economic union, which of the following should it be?



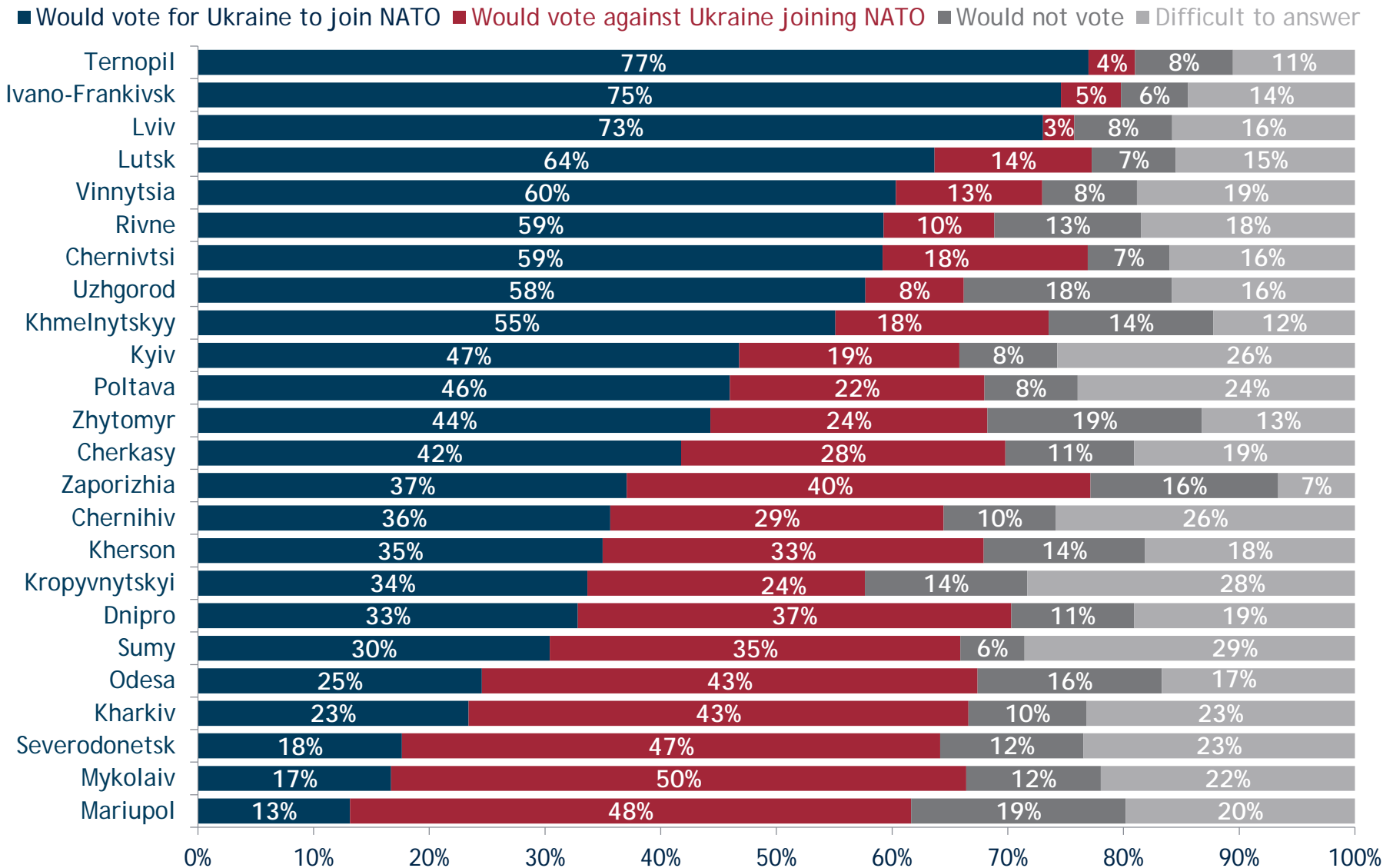
# If Ukraine could only enter one international economic union, which of the following should it be? (continued)

(Percentage of respondents who believe Ukraine should join the European Union)



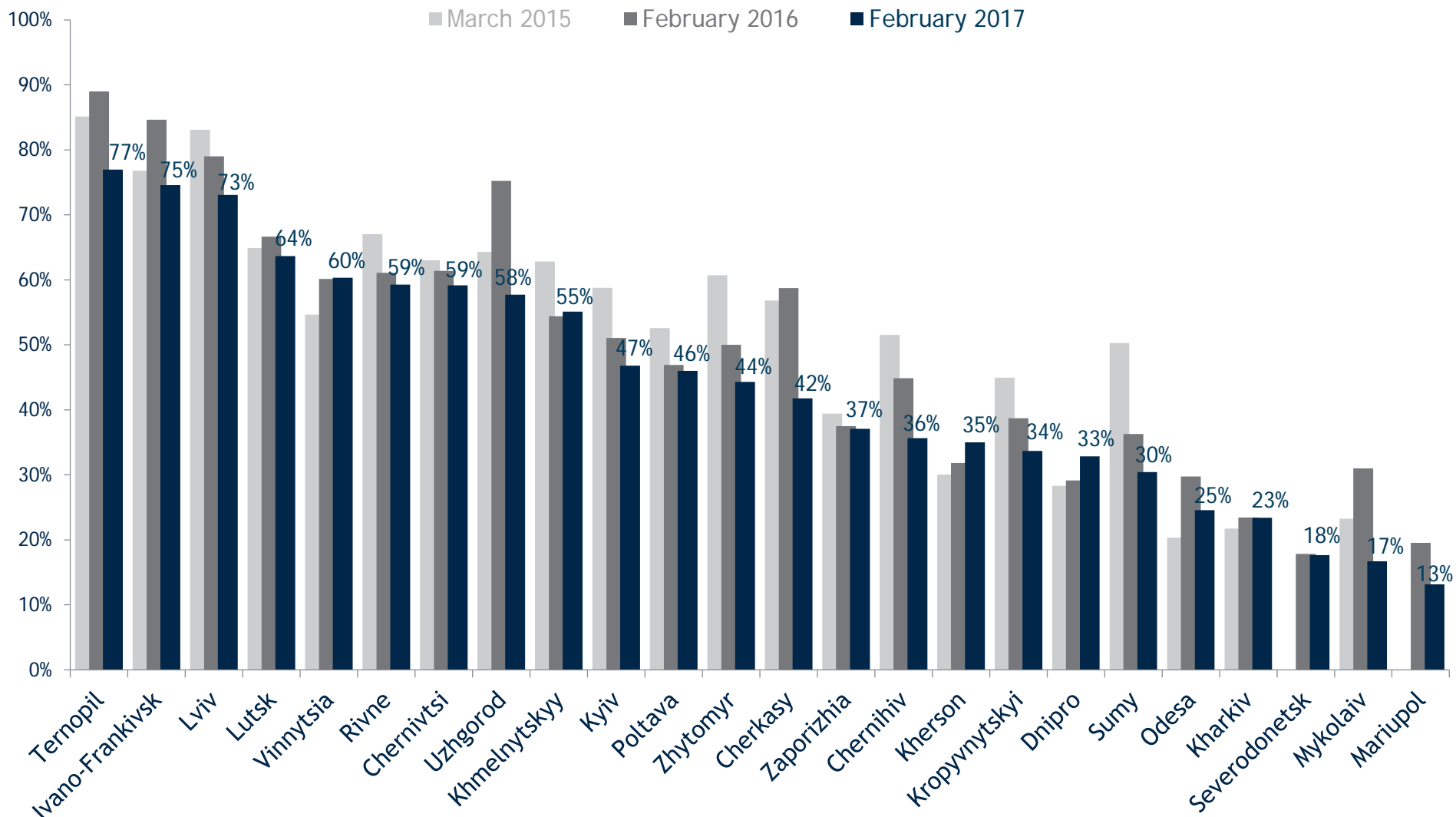
\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# If a referendum were held today on Ukraine joining NATO, how would you vote?



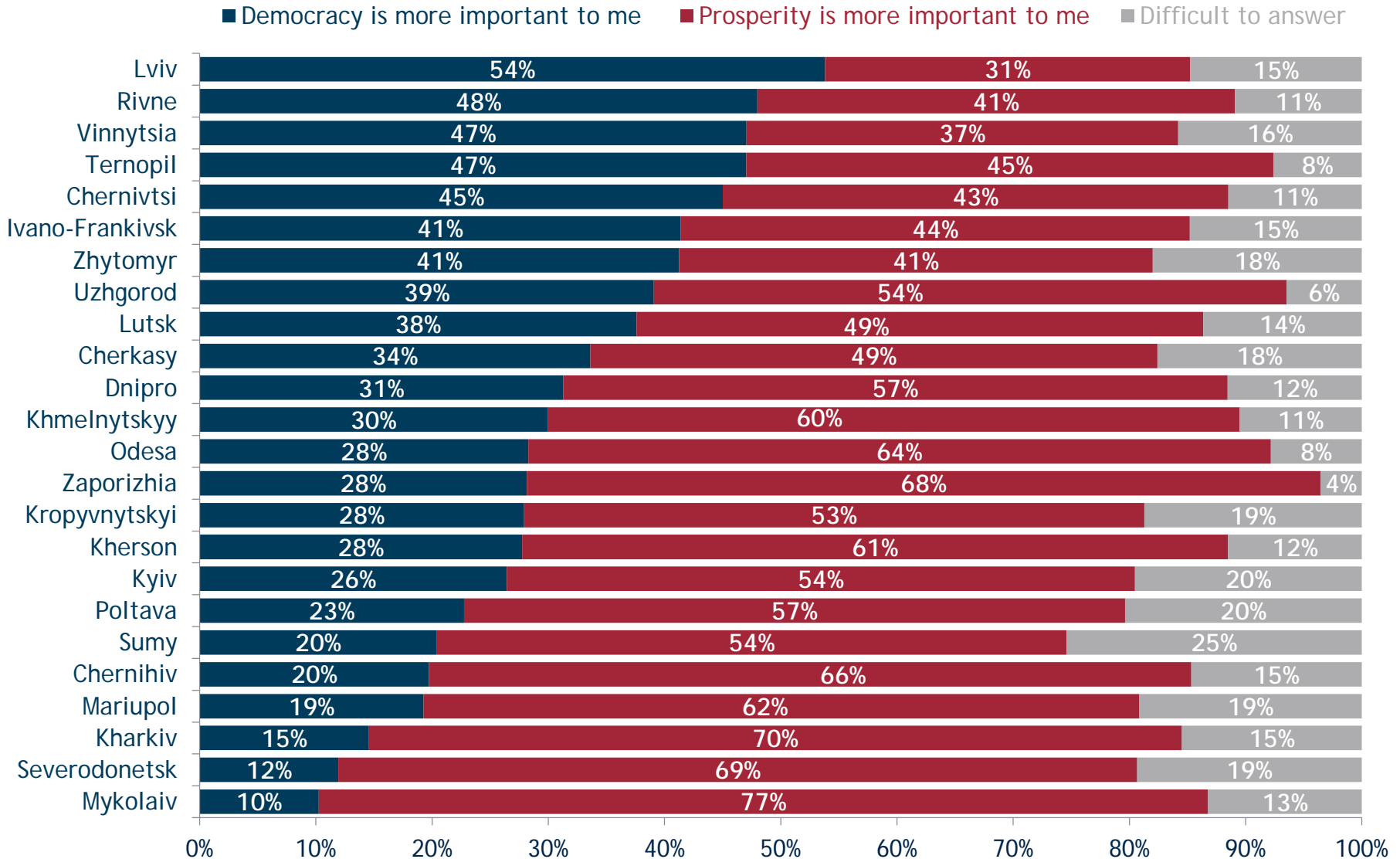
# If a referendum were held today on Ukraine joining NATO, how would you vote? (continued)

(Percentage of respondents who believe Ukraine should join NATO)



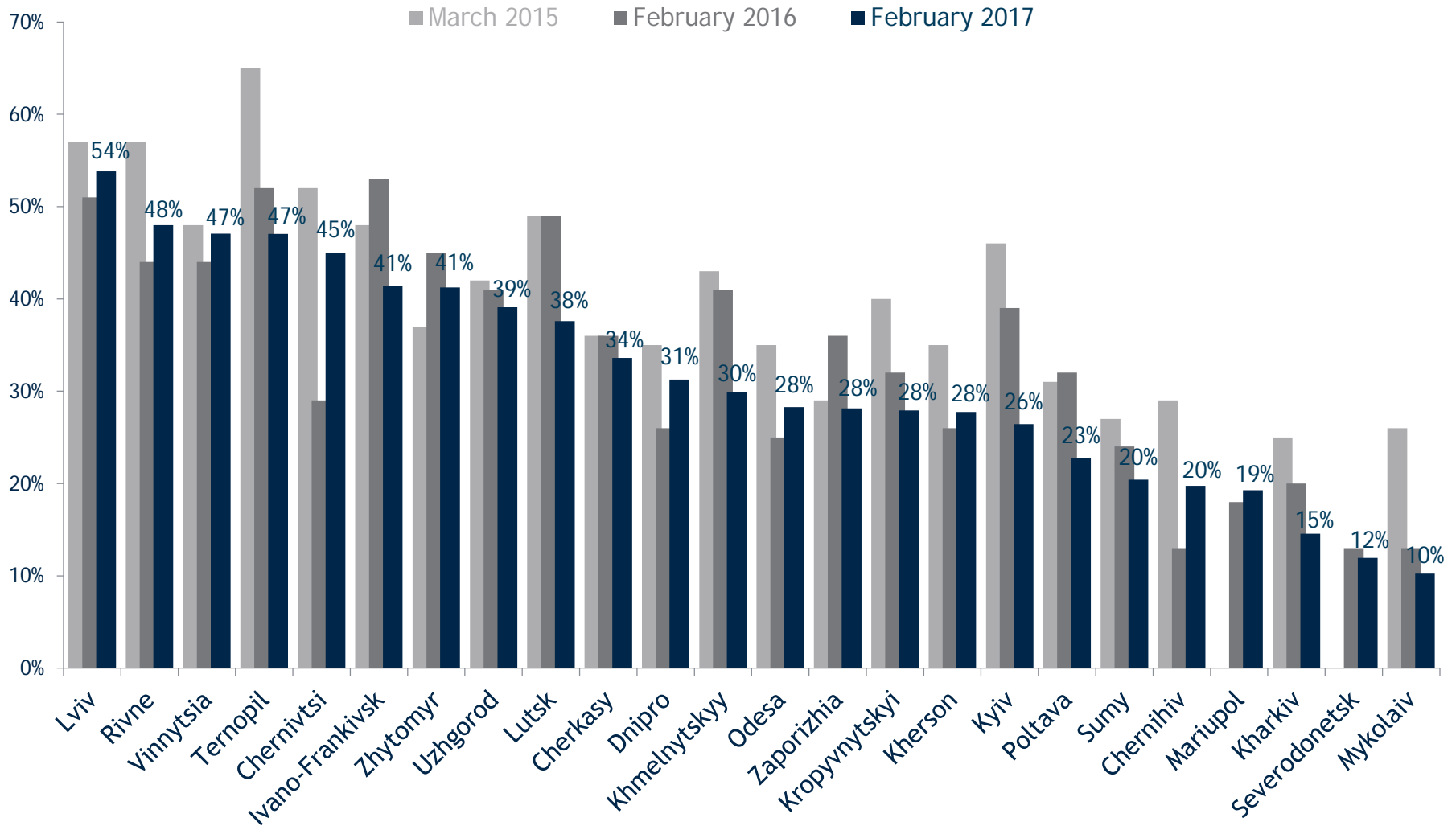
\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# If you could have only one or the other, which is more important to you: a democratic system of government or a prosperous economy?



# If you could have only one or the other, which is more important to you: a democratic system of government or a prosperous economy? (continued)

(Percentage of respondents who consider a democratic system of government more important)

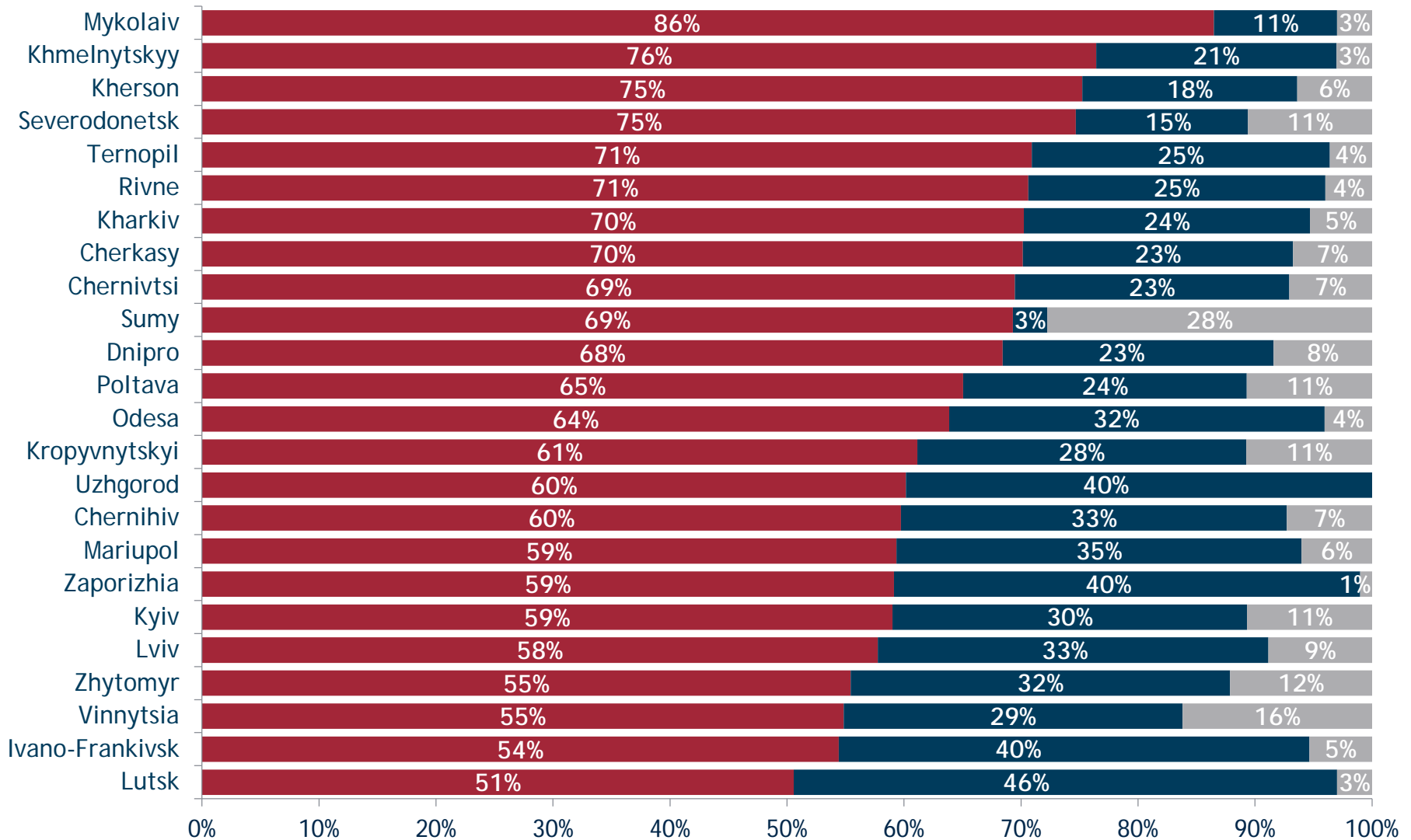


\*The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



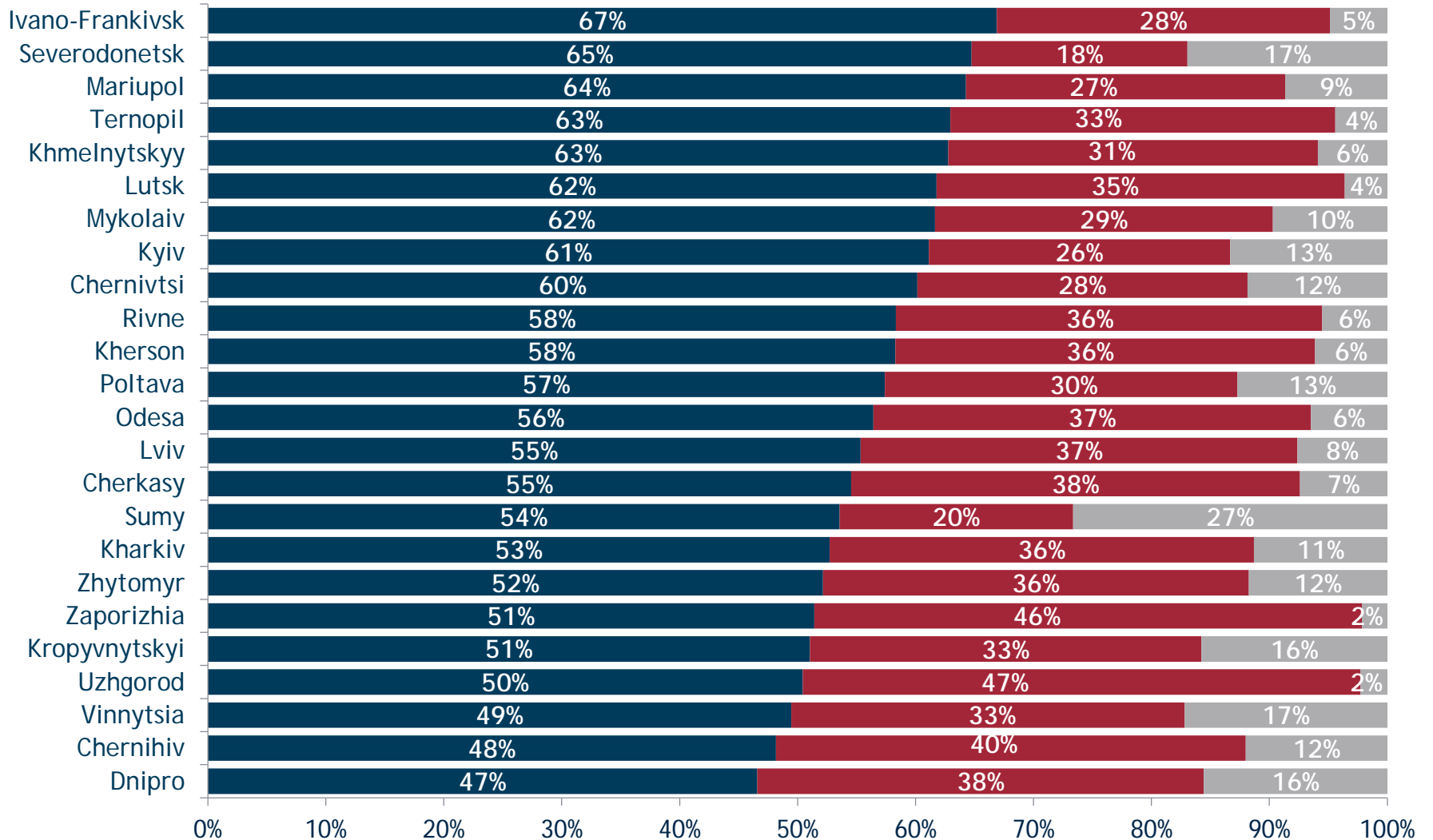
# Which of the following ideas do you agree with more?

- The state should take more responsibility in taking care of the lives of citizens
- People should take more responsibility in taking care of their own lives
- Difficult to answer



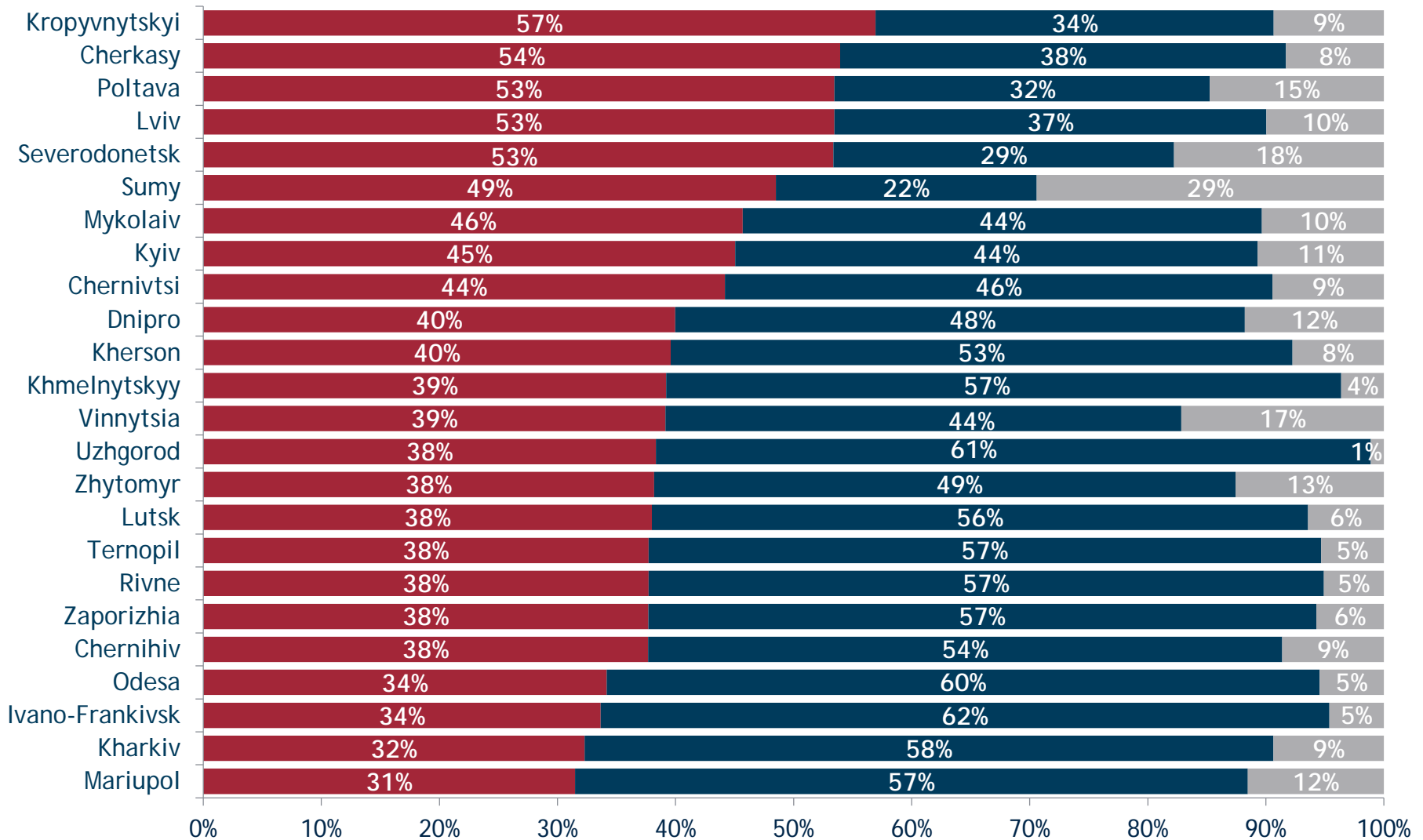
# Which of the following ideas do you agree with more?

- The state should provide more freedom for the development of businesses
- The state should control (regulate) more activities of businesses
- Difficult to answer



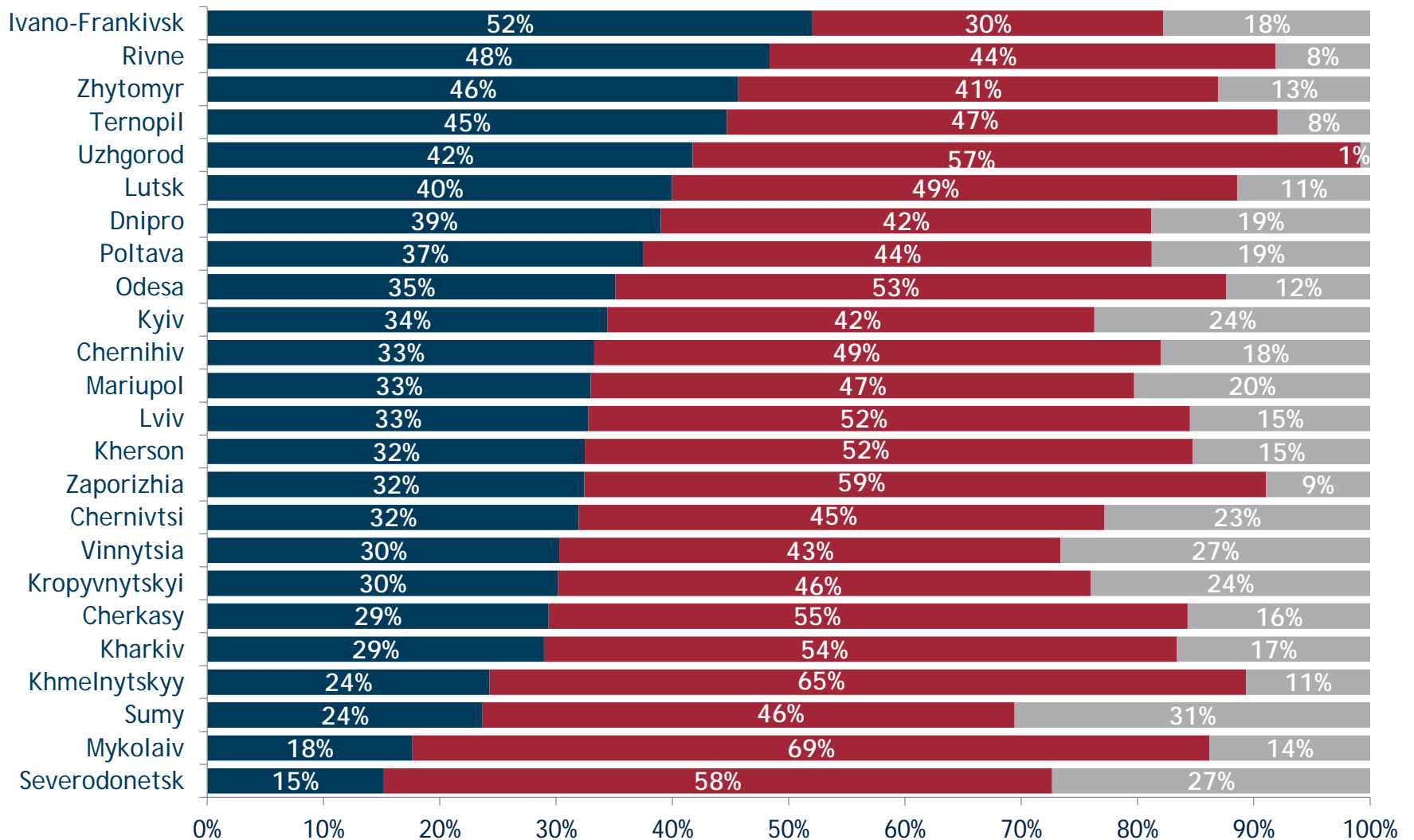
# Which of the following ideas do you agree with more?

- Income levels of the population should be made more equal
- Individual initiatives should be encouraged with financial incentives
- Difficult to answer



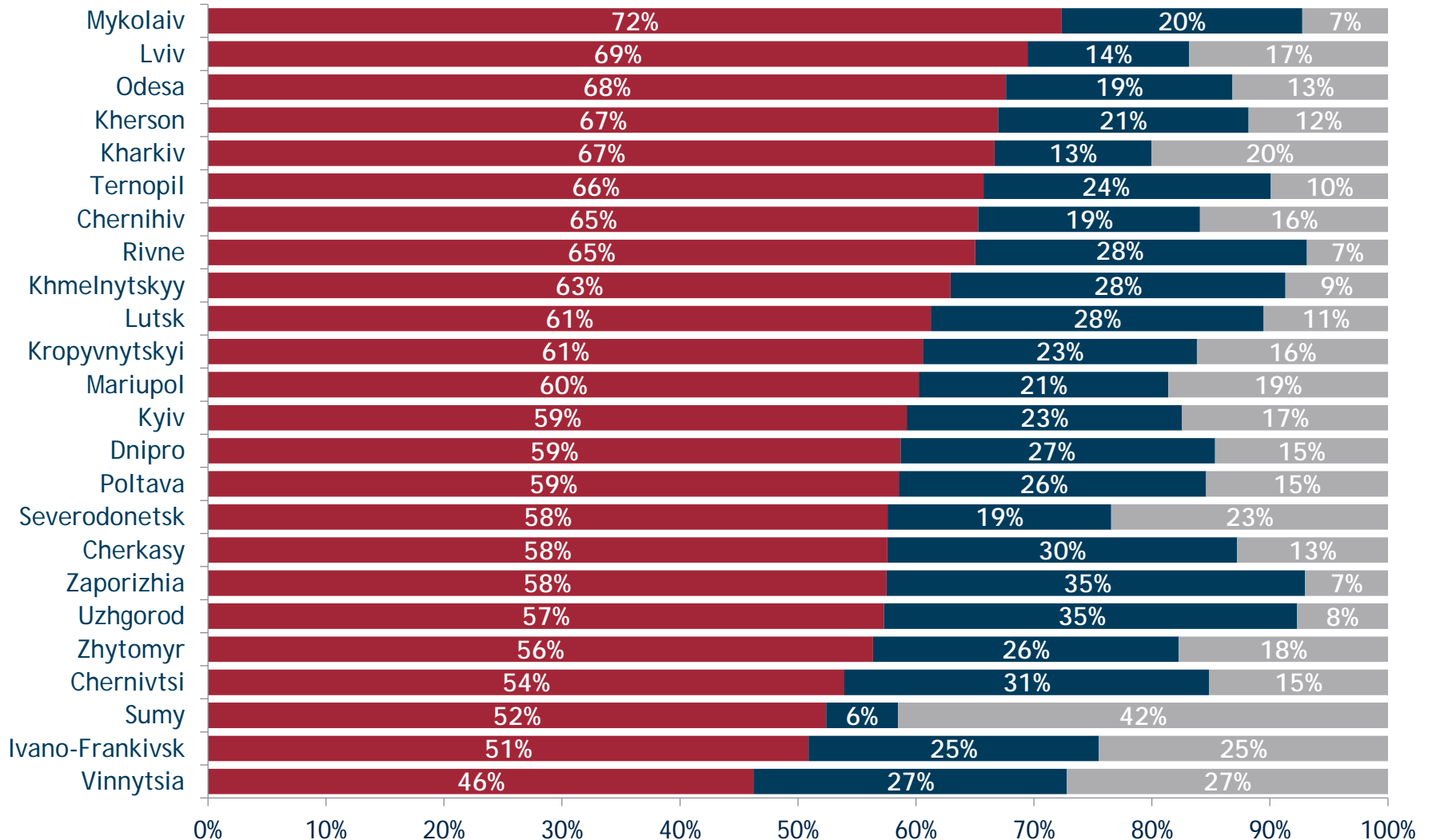
# Which of the following ideas do you agree with more?

- Private property in business and industry should be increased
- State property in business and industry should be increased
- Difficult to answer

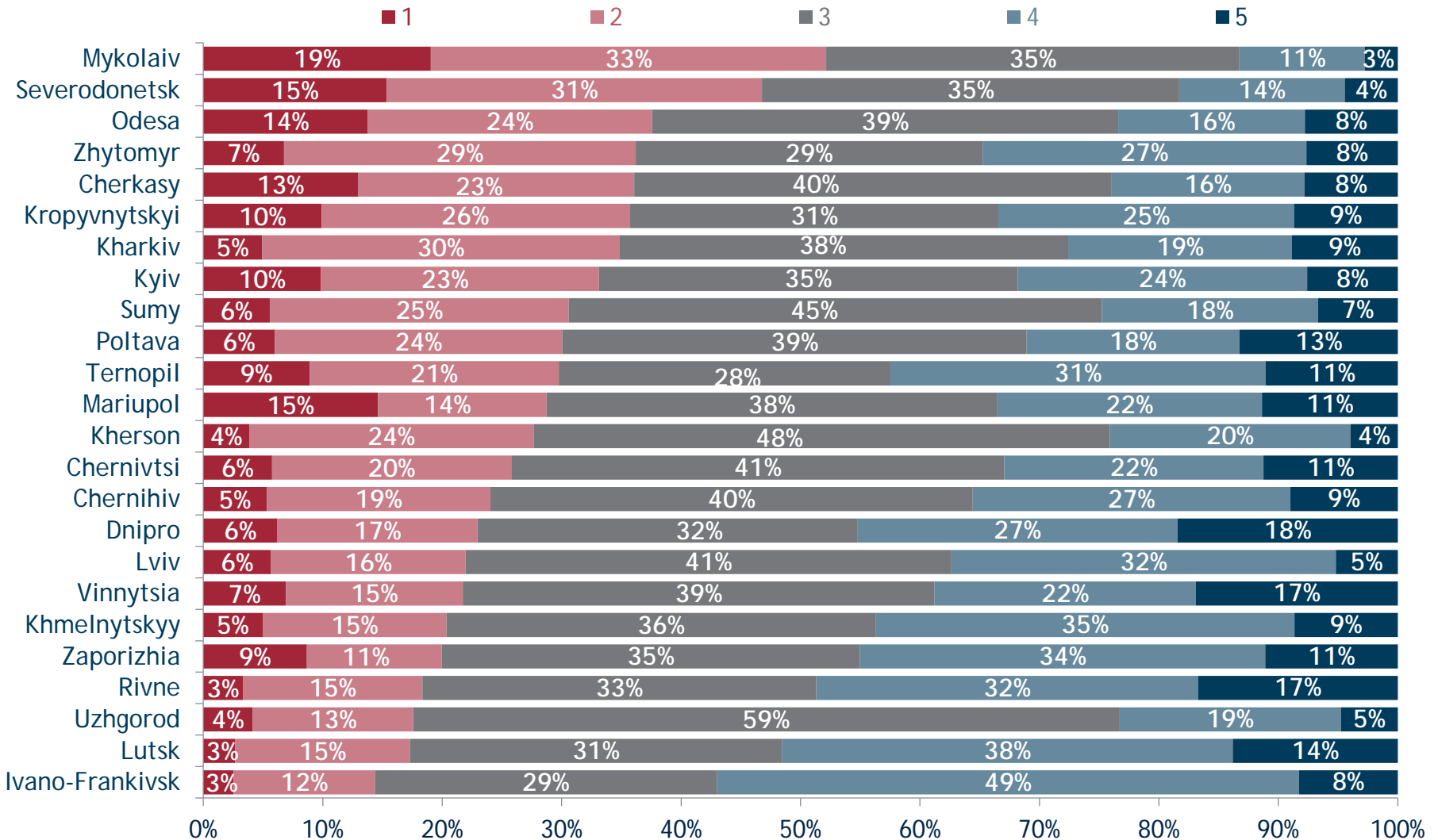


# Which of the following ideas do you agree with more?

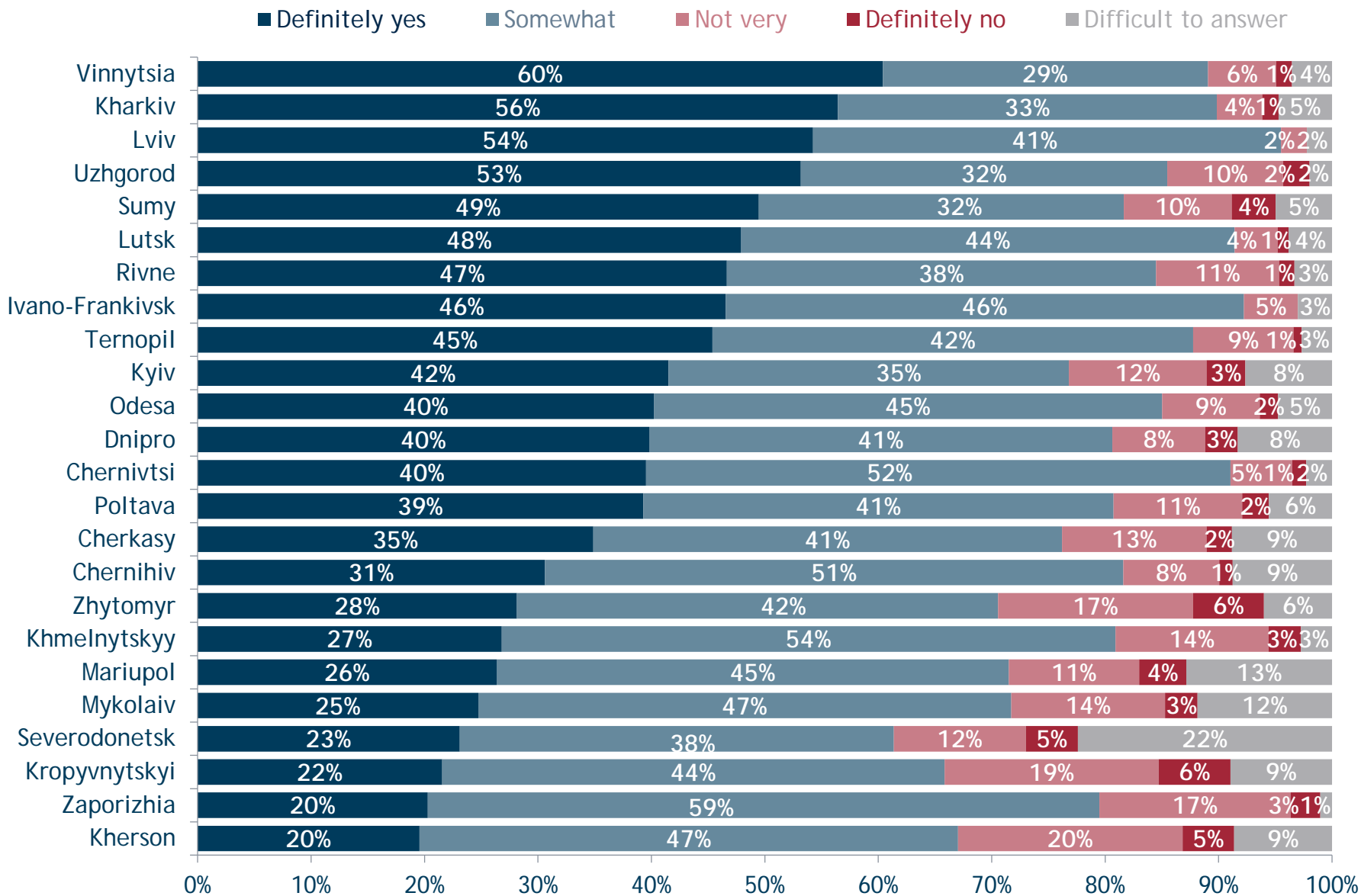
- Ukraine needs more order today even if it requires some limitation of democratic principles and freedom
- Ukraine needs more freedom and democracy today even if it causes some absence of order
- Difficult to answer



Some people think that they have full freedom of choice and control their lives, while others think that they have no real choice and cannot significantly influence their own lives. On a scale of 1 to 5, with 1 indicating no choice at all and 5 indicating full freedom of choice, to what extent can you control and/or influence your own life?



# Are you proud of your city?

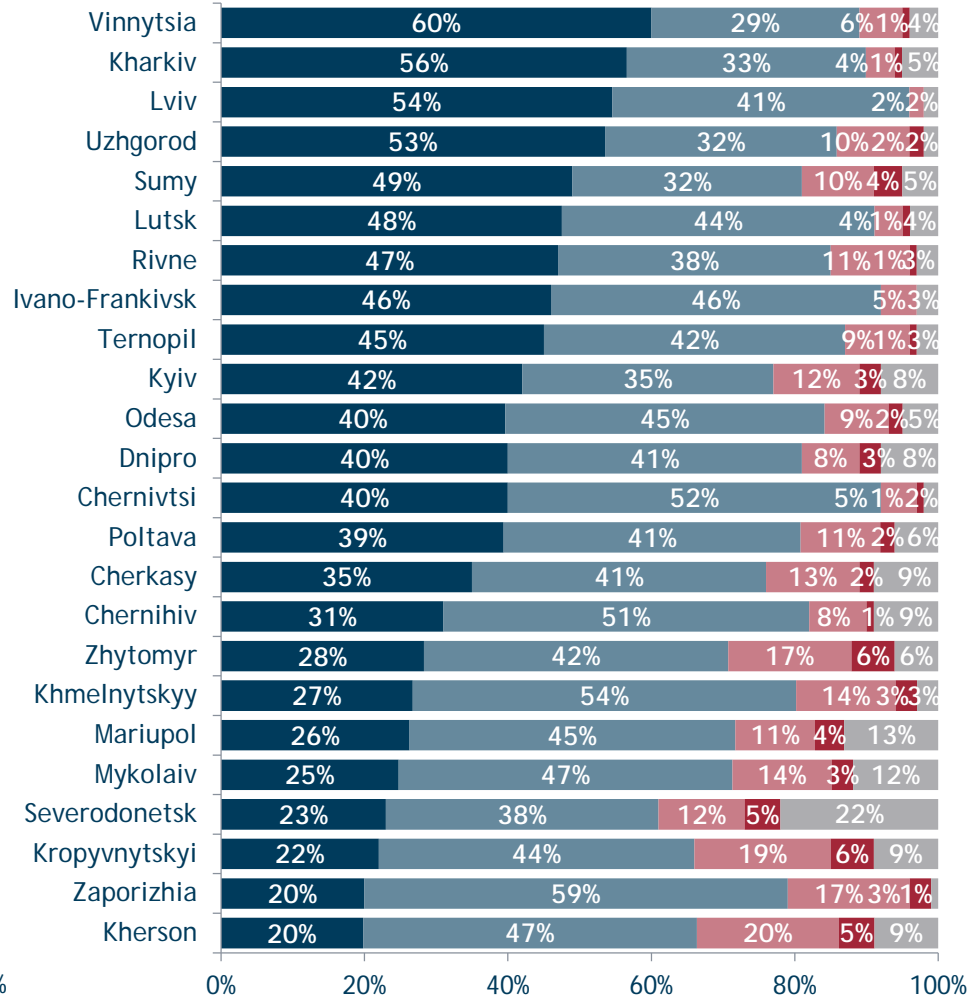
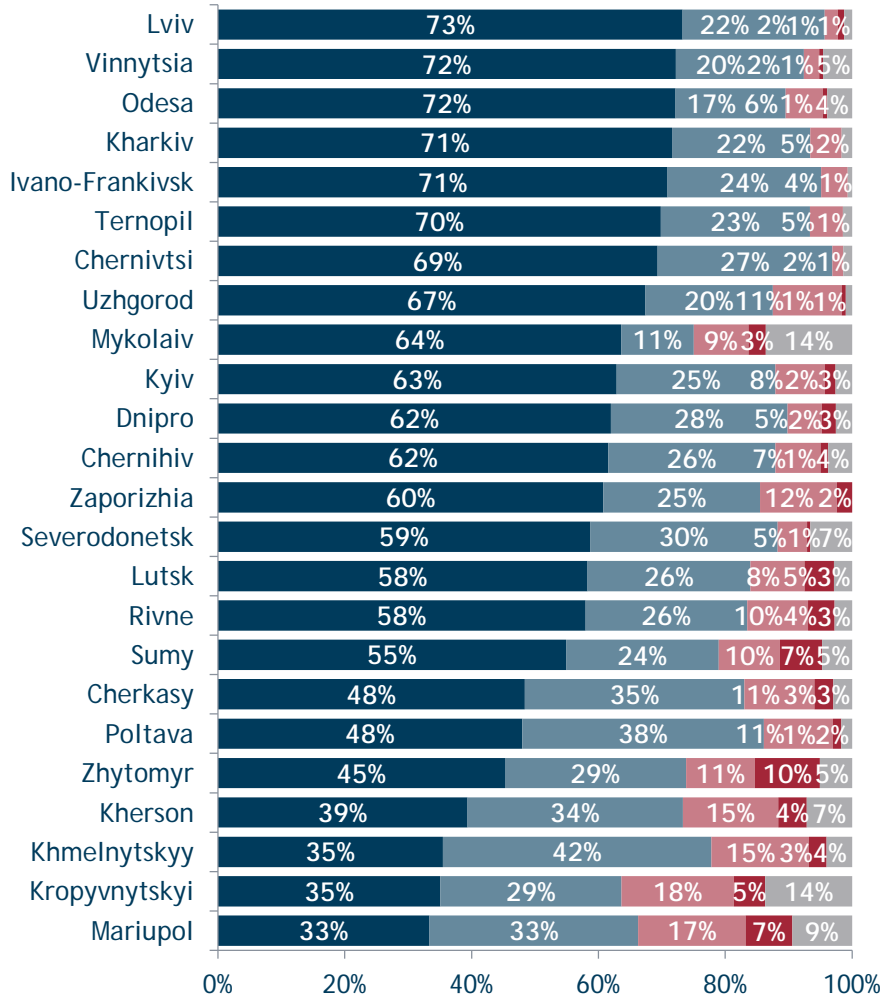


# Are you proud of your city? (continued)

February 2016

February 2017

■ Definitely yes   
 ■ Somewhat   
 ■ Not very   
 ■ Definitely no   
 ■ Difficult to answer





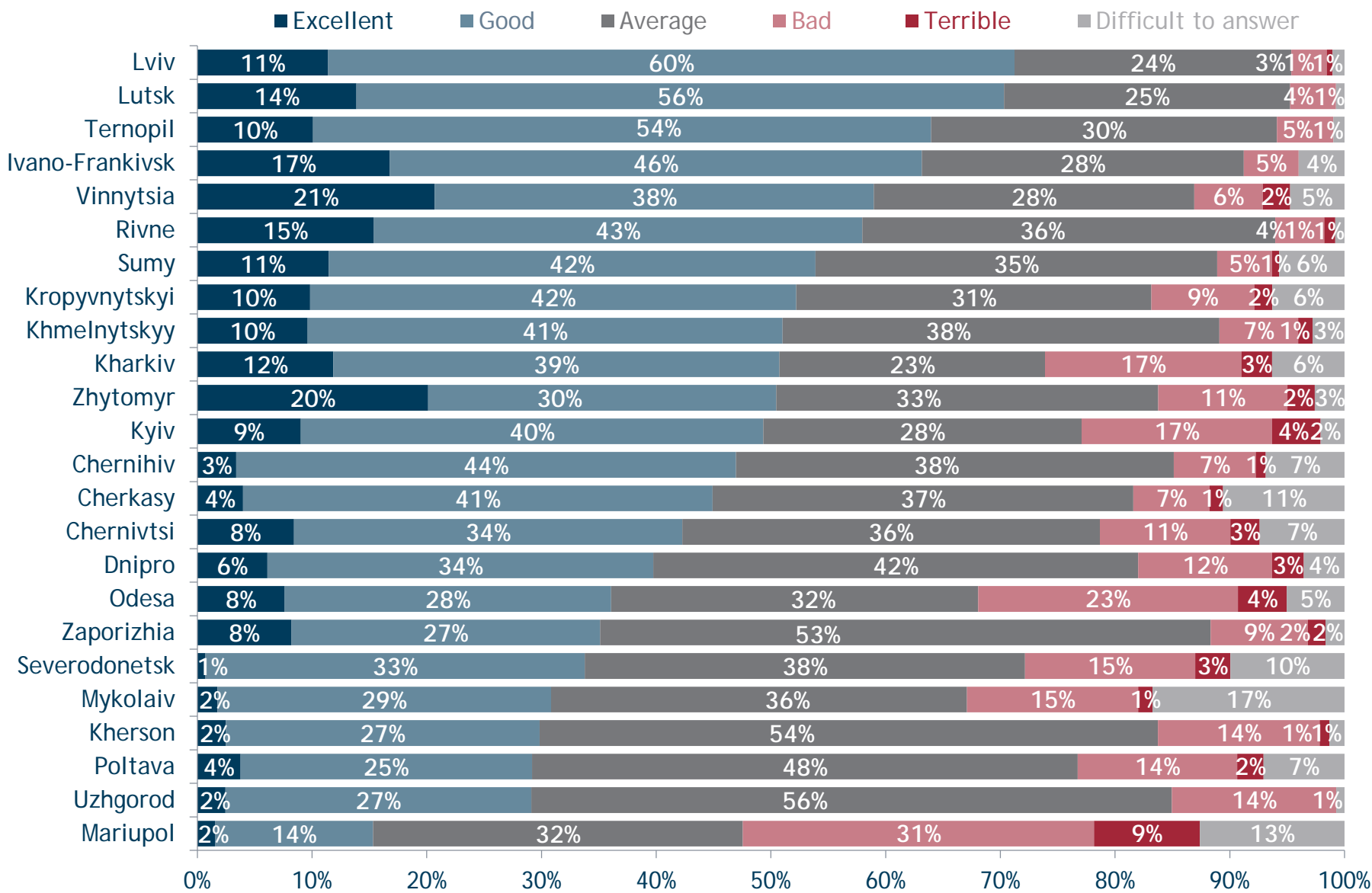
# What makes you proud of your city?

(Several answers possible)

|                                                                          | Vinnitsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnytskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|--------------------------------------------------------------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| My city preserves the culture and traditions of my country and/or region | 42%       | 26%    | 51%      | 45%        | 53%             | 38%  | 35%           | 57%   | 69%  | 46%      | 53%   | 49%     | 39%   | 41%  | 53%      | 48%      | 38%     | 32%     | 37%          | 40%      | 54%        | 42%       | 23%      | 30%           |
| My city attracts tourists and guests                                     | 52%       | 29%    | 29%      | 29%        | 40%             | 46%  | 15%           | 26%   | 58%  | 14%      | 50%   | 28%     | 15%   | 17%  | 45%      | 56%      | 33%     | 22%     | 9%           | 17%      | 61%        | 32%       | 30%      | 9%            |
| My city has good living conditions                                       | 53%       | 25%    | 31%      | 37%        | 40%             | 17%  | 15%           | 36%   | 26%  | 14%      | 20%   | 15%     | 45%   | 30%  | 47%      | 7%       | 46%     | 17%     | 54%          | 25%      | 26%        | 32%       | 22%      | 18%           |
| My city is attractive for investors                                      | 10%       | 29%    | 7%       | 26%        | 17%             | 16%  | 10%           | 14%   | 22%  | 12%      | 27%   | 8%      | 17%   | 9%   | 7%       | 25%      | 12%     | 8%      | 8%           | 15%      | 19%        | 7%        | 8%       | 7%            |
| Any individual can realize his or her dreams in my city                  | 12%       | 27%    | 8%       | 14%        | 15%             | 19%  | 11%           | 16%   | 17%  | 7%       | 20%   | 6%      | 19%   | 9%   | 12%      | 6%       | 24%     | 6%      | 15%          | 5%       | 15%        | 6%        | 6%       | 3%            |
| My city has an efficient economy                                         | 7%        | 16%    | 3%       | 26%        | 13%             | 6%   | 8%            | 14%   | 10%  | 1%       | 10%   | 3%      | 14%   | 6%   | 4%       | 5%       | 13%     | 2%      | 6%           | 4%       | 10%        | 2%        | 16%      | 2%            |
| Other                                                                    | 11%       | 11%    | 10%      | 17%        | 16%             | 8%   | 29%           | 7%    | 4%   | 18%      | 11%   | 9%      | 9%    | 5%   | 13%      | 18%      | 15%     | 11%     | 18%          | 15%      | 3%         | 5%        | 16%      | 24%           |
| There is nothing to be proud of                                          | 3%        | 6%     | 16%      | 6%         | 3%              | 10%  | 15%           | 2%    | 1%   | 11%      | 7%    | 5%      | 4%    | 8%   | 6%       | 11%      | 3%      | 18%     | 9%           | 7%       | 3%         | 6%        | 9%       | 13%           |
| Difficult to answer                                                      | 5%        | 12%    | 10%      | 2%         | 4%              | 9%   | 16%           | 9%    | 3%   | 11%      | 5%    | 14%     | 12%   | 15%  | 4%       | 4%       | 7%      | 16%     | 8%           | 18%      | 6%         | 13%       | 21%      | 24%           |

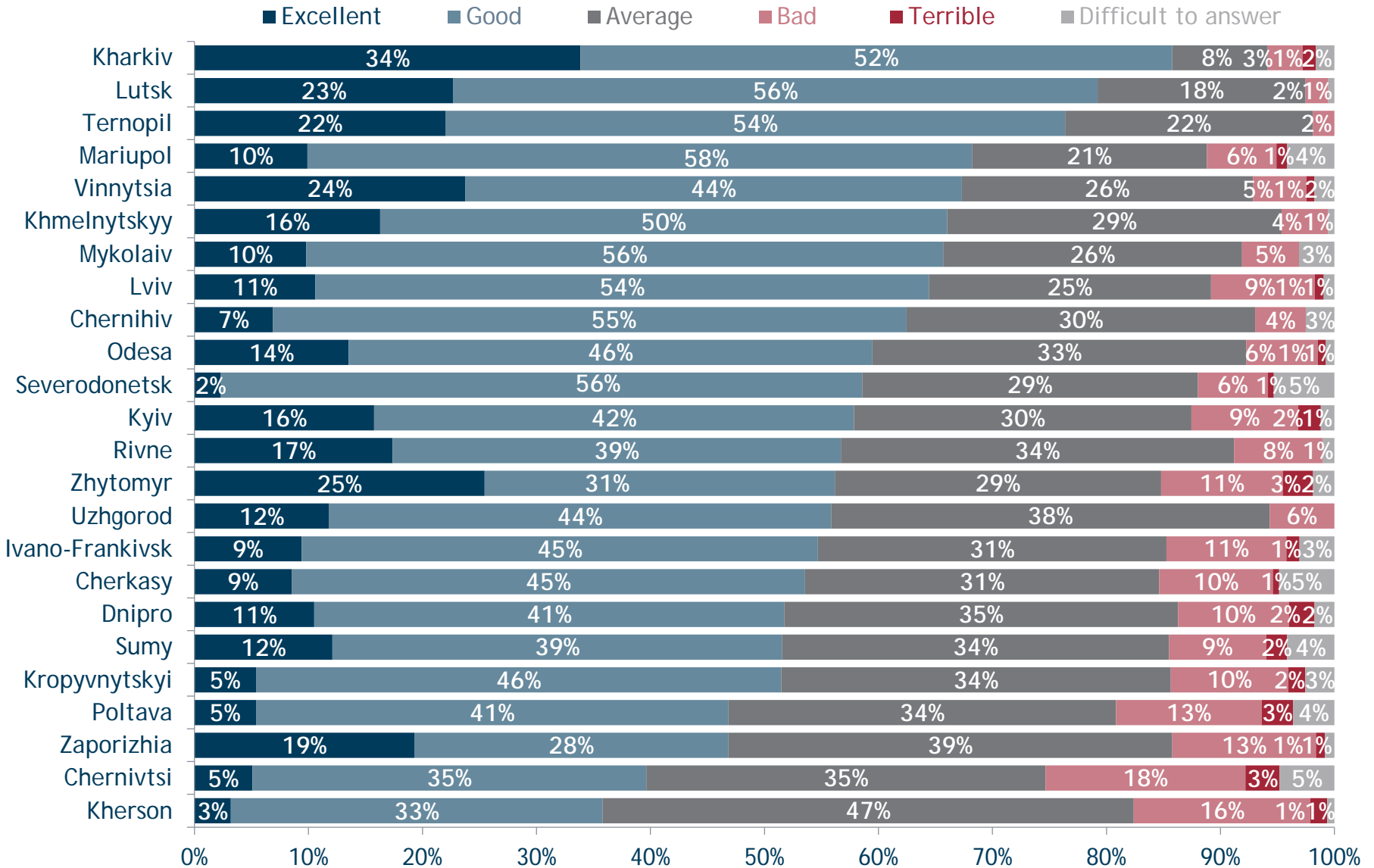
# How would you assess your ability to do the following in your city?

## Freely Express Your Thoughts and Beliefs



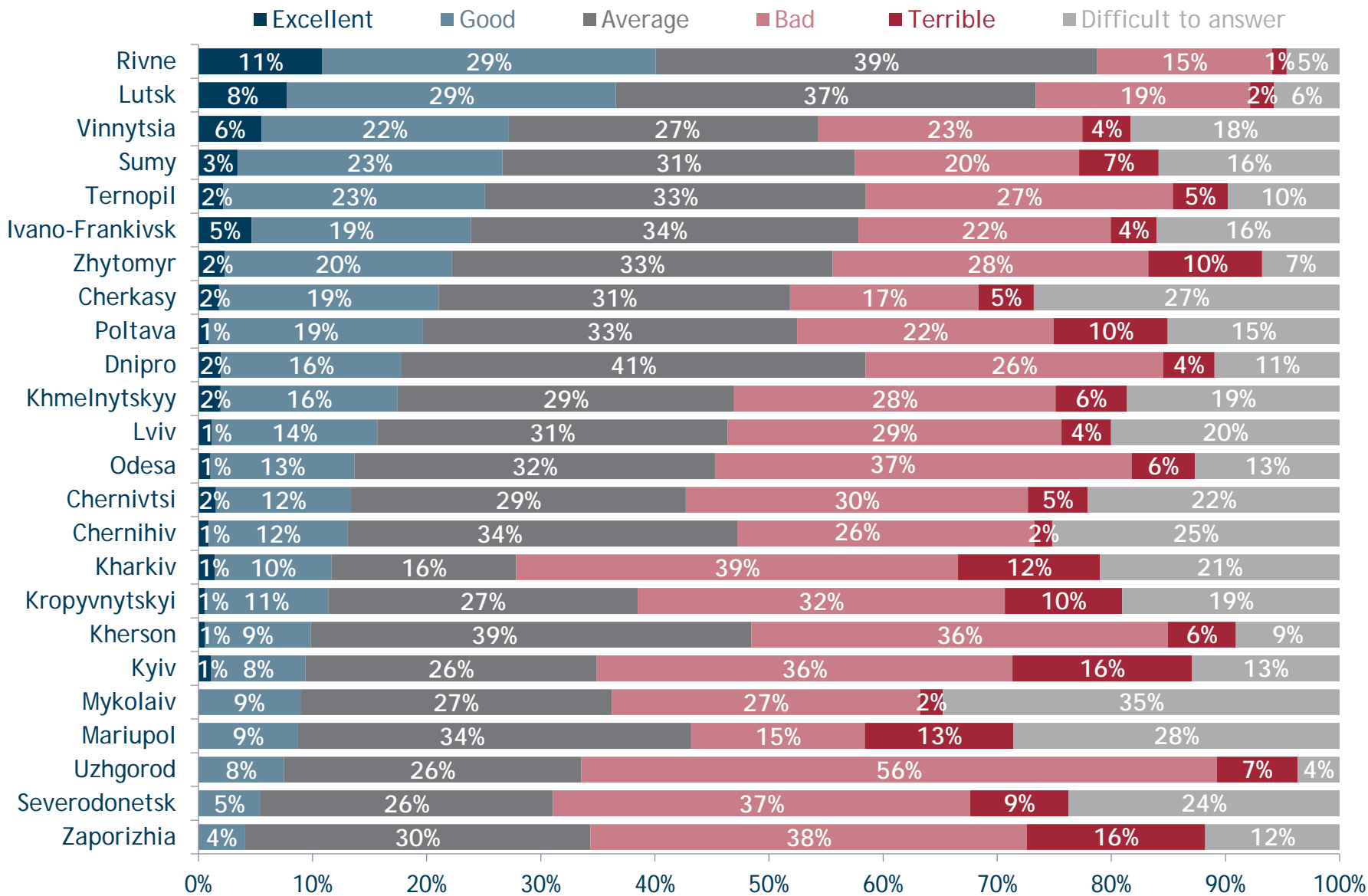
# How would you assess your ability to do the following in your city?

## Move Freely in All Districts and Quarters of Your City



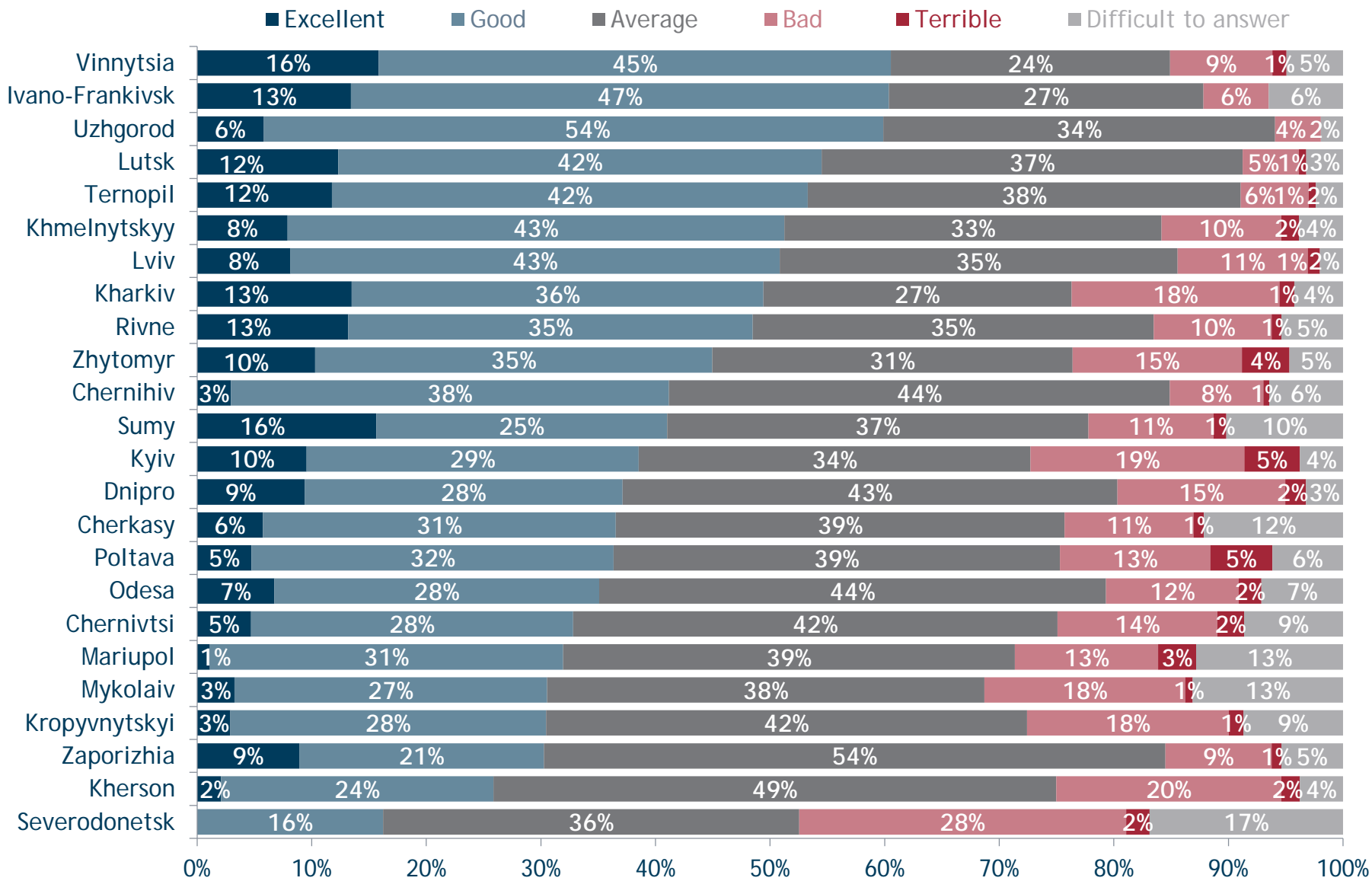
How would you assess your ability to do the following in your city?

## Take Part in Decision-Making Processes in the City



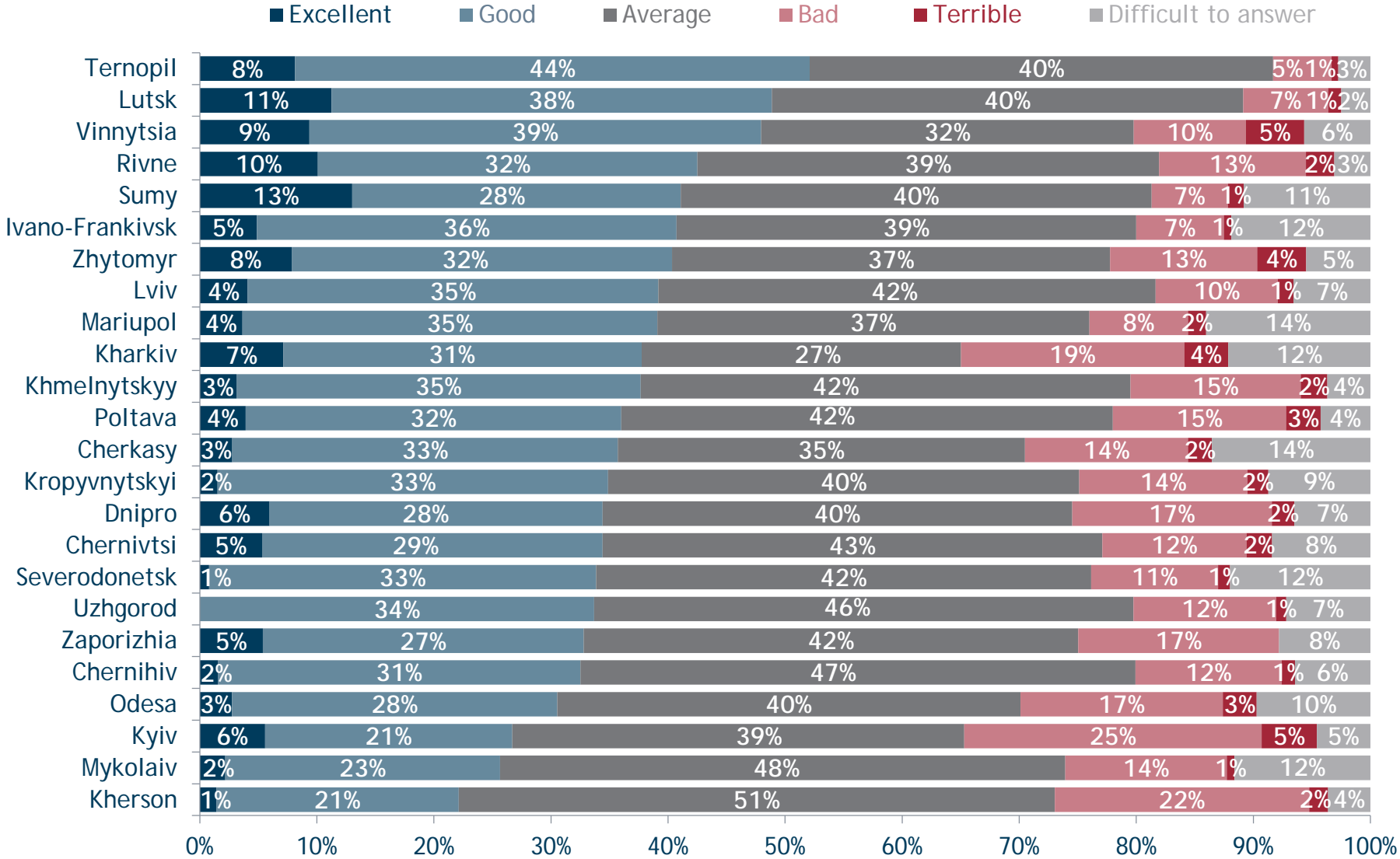
How would you assess your ability to do the following in your city?

## Enjoy a Variety of Leisure and Cultural Activities

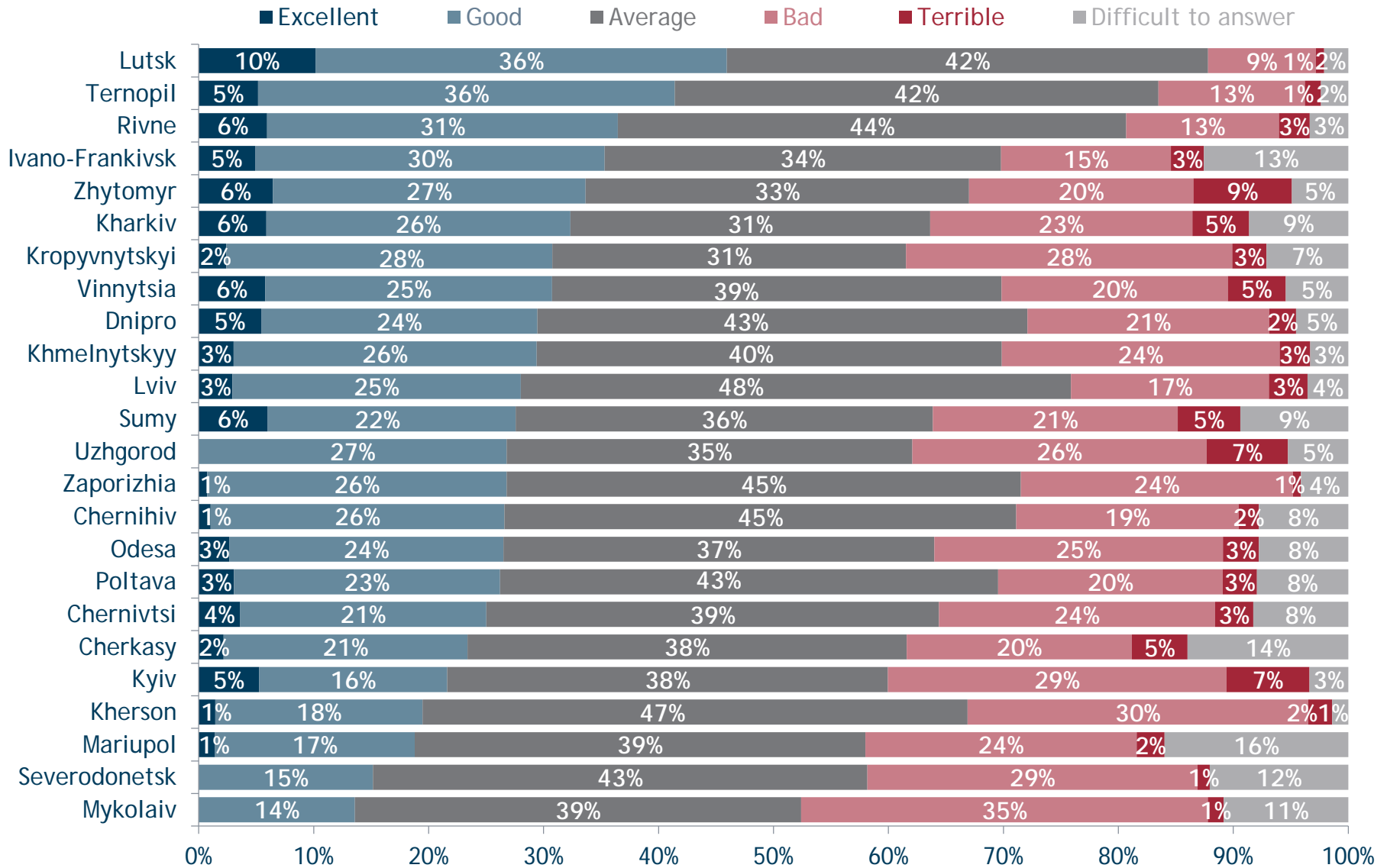


# How would you assess your ability to do the following in your city?

## Obtain High-Quality Education for Different Professions and Levels

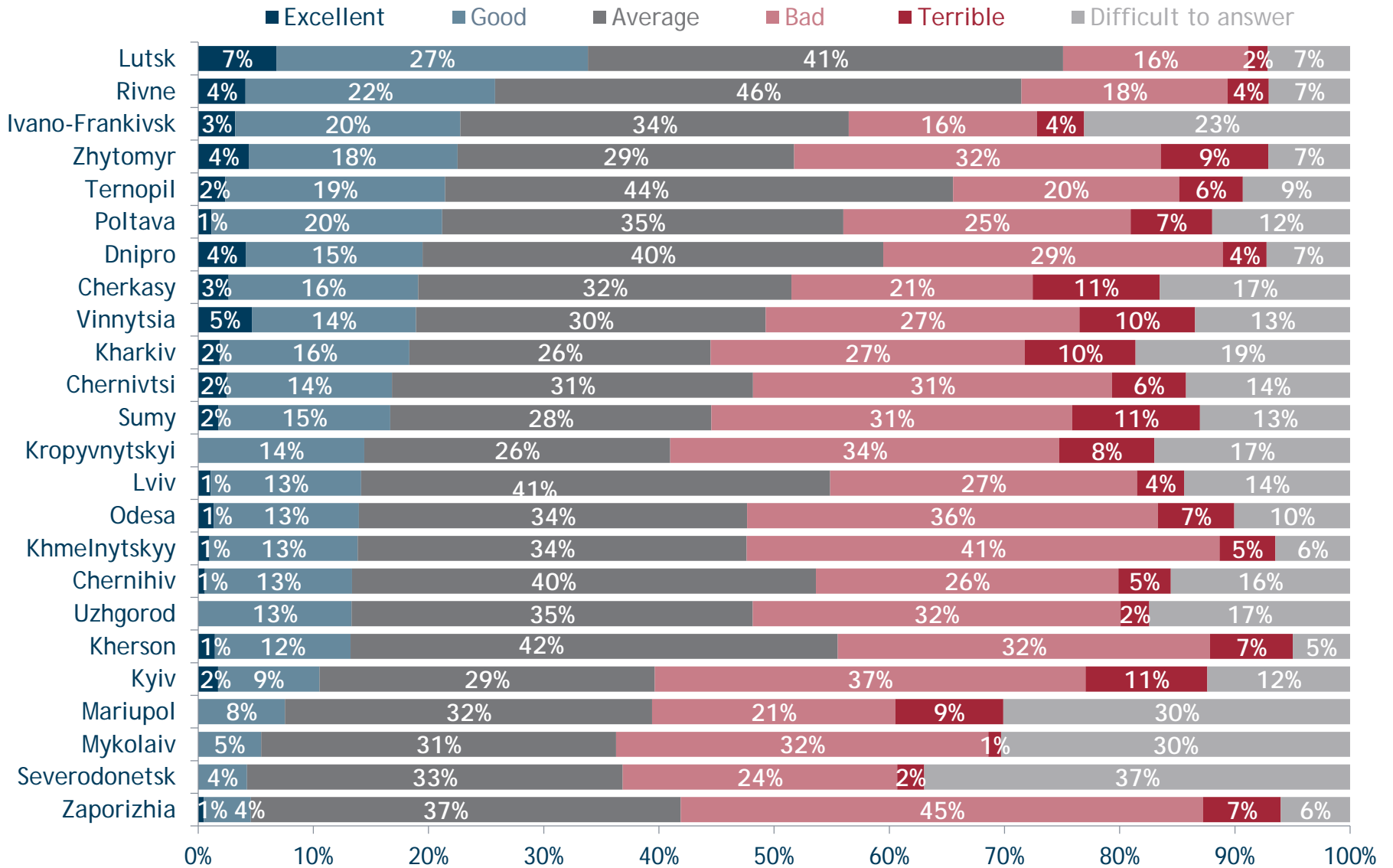


# How would you assess your ability to do the following in your city? Achieve Your Full Potential and Pursue Your Dreams



How would you assess your ability to do the following in your city?

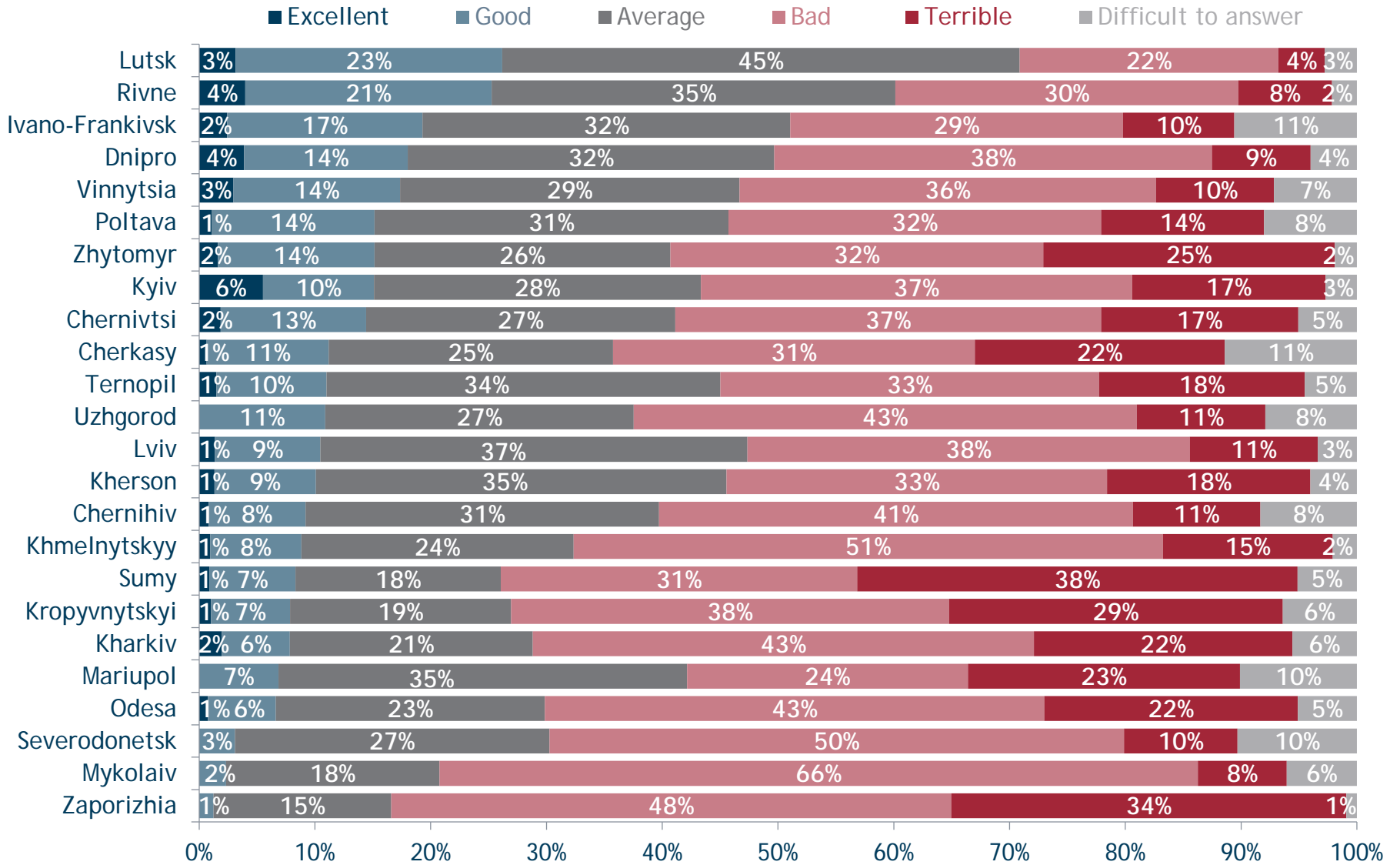
## Engage in Entrepreneurship





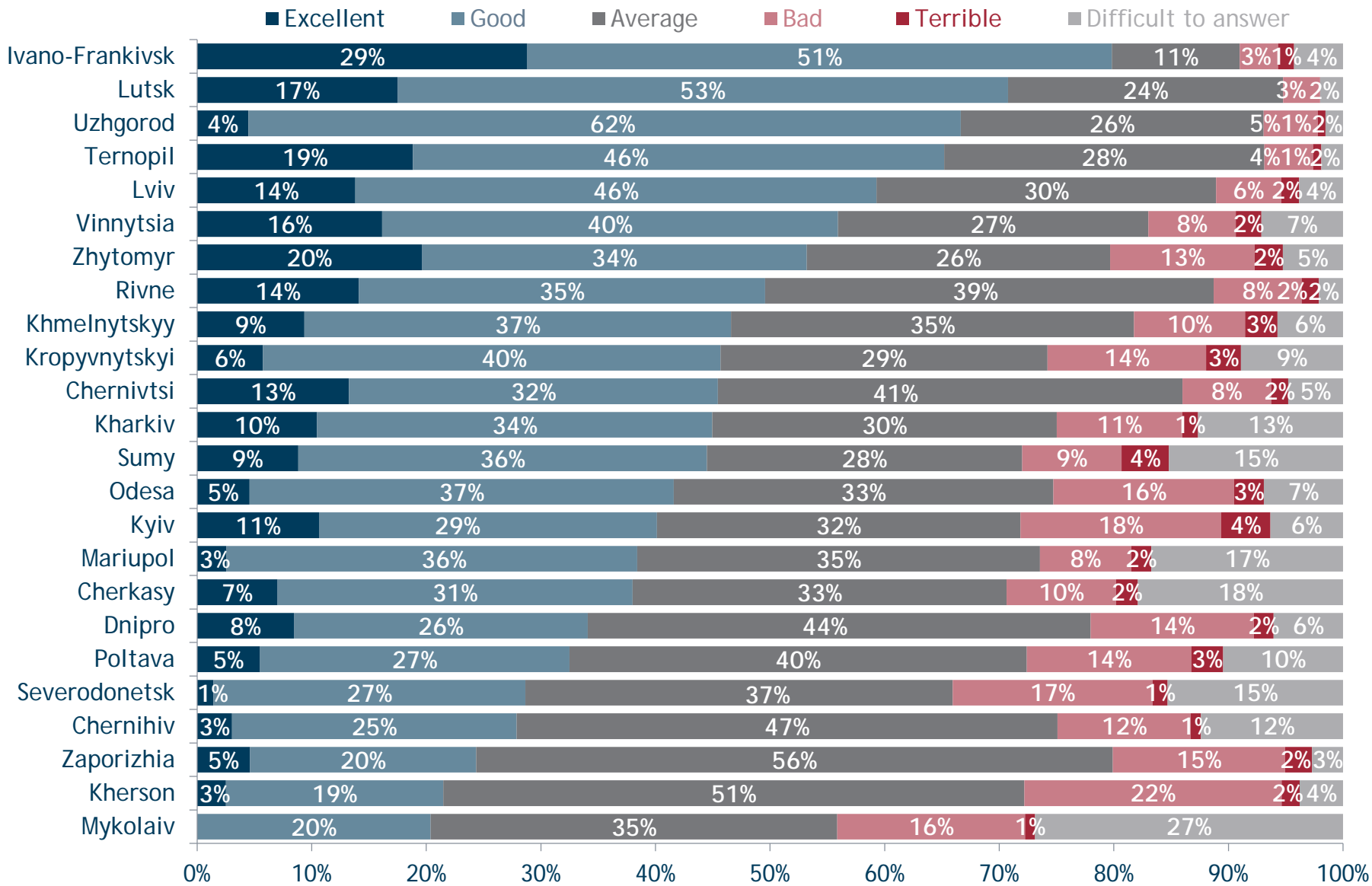
How would you assess your ability to do the following in your city?

## Be Paid Enough for Your Work



How would you assess your ability to do the following in your city?

## Freely Exercise Your Spiritual Beliefs





# Corruption at the Local Level

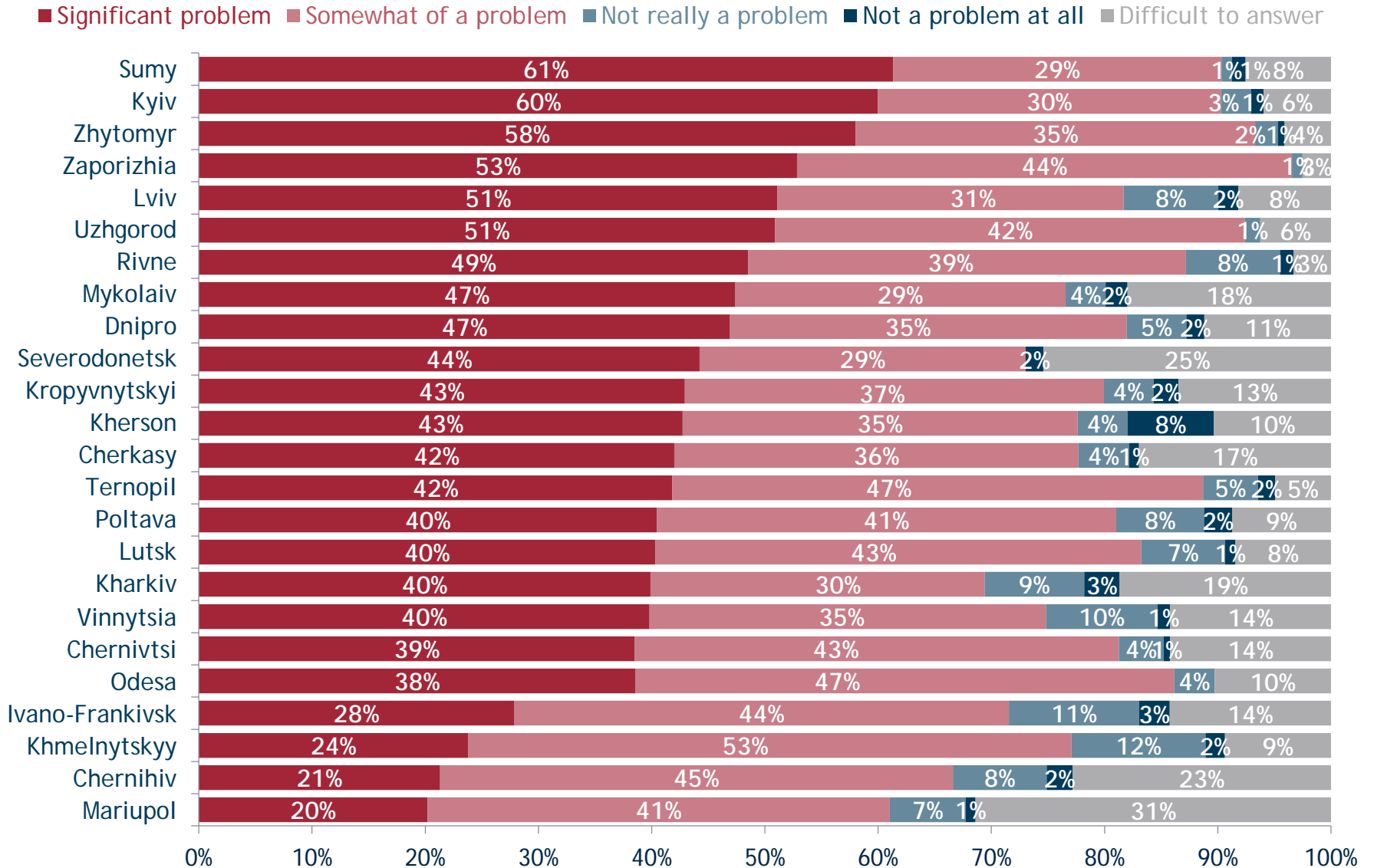
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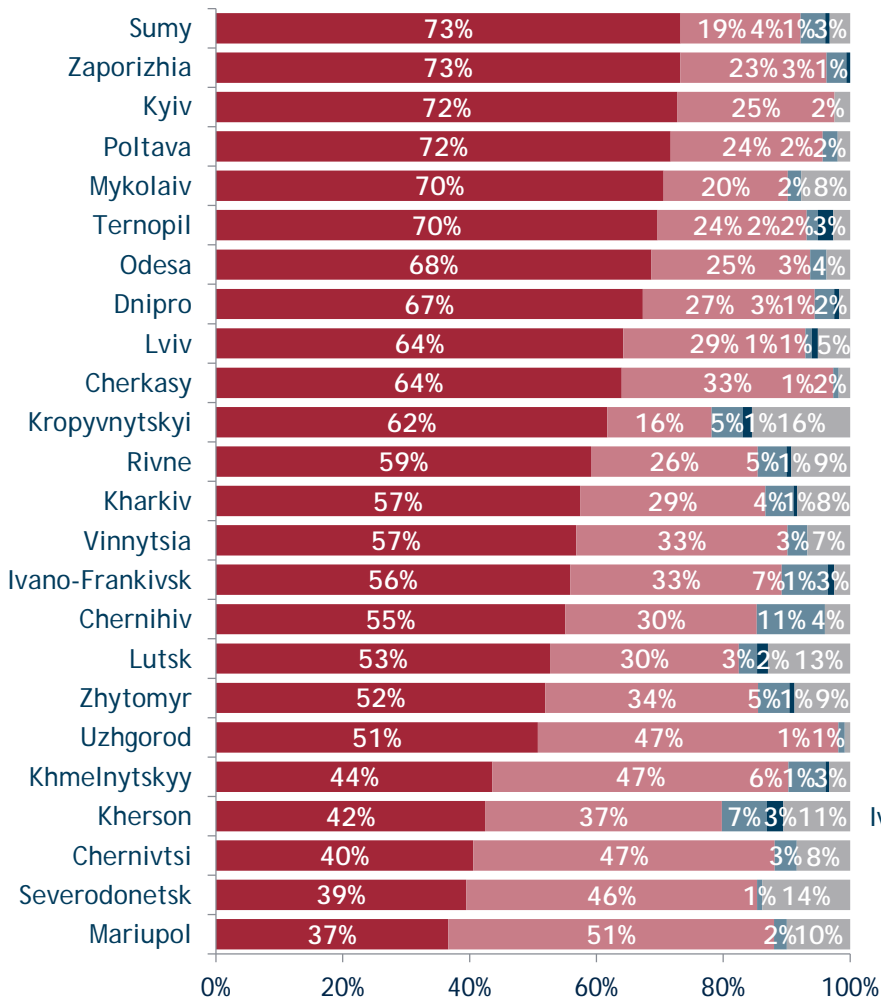
# In your opinion, how serious of a problem is corruption in your city?



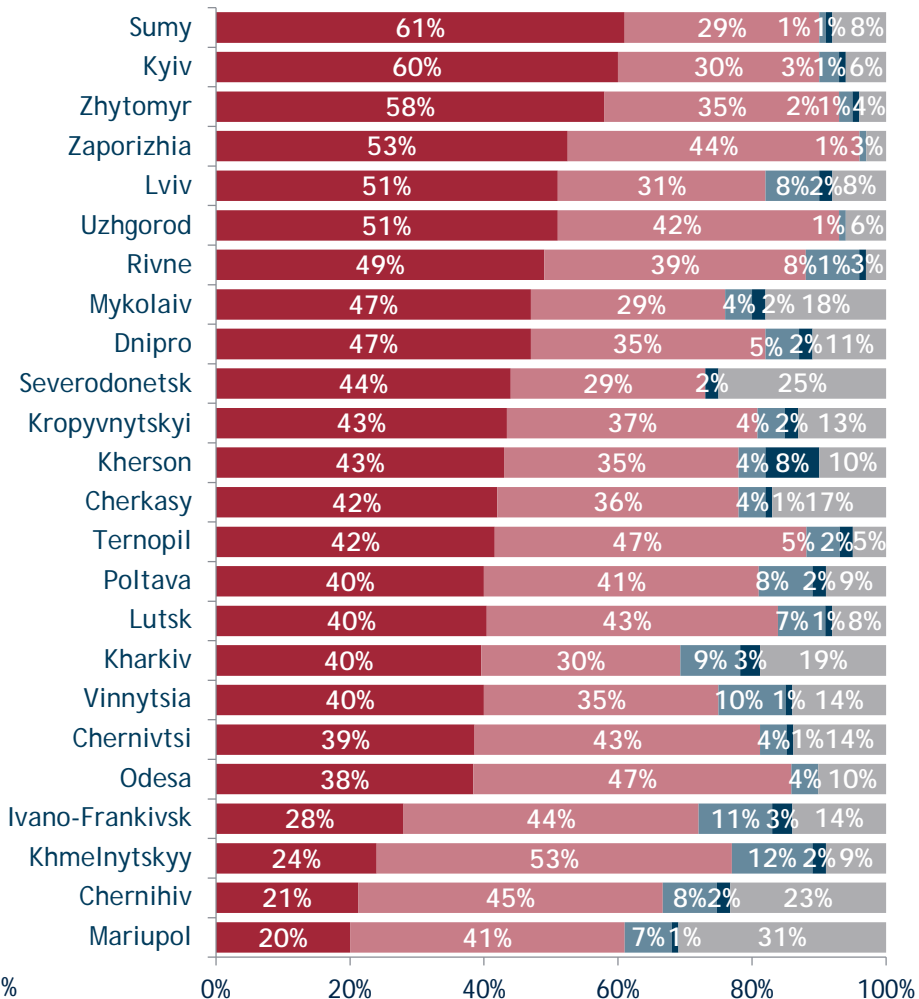
# In your opinion, how serious of a problem is corruption in your city? (continued)

■ Significant problem ■ Somewhat of a problem ■ Not really a problem ■ Not a problem at all ■ Difficult to answer

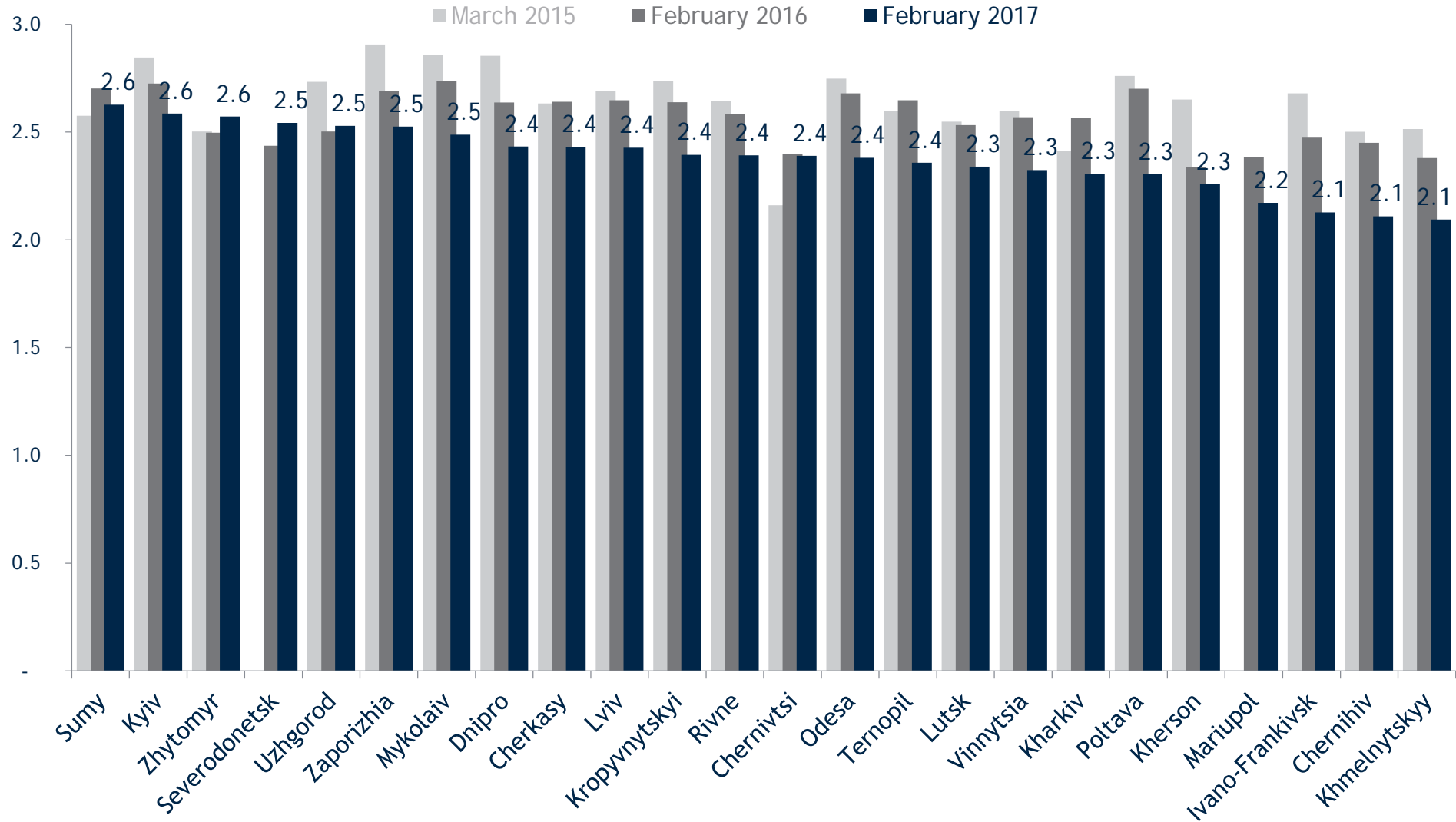
## February 2016



## February 2017



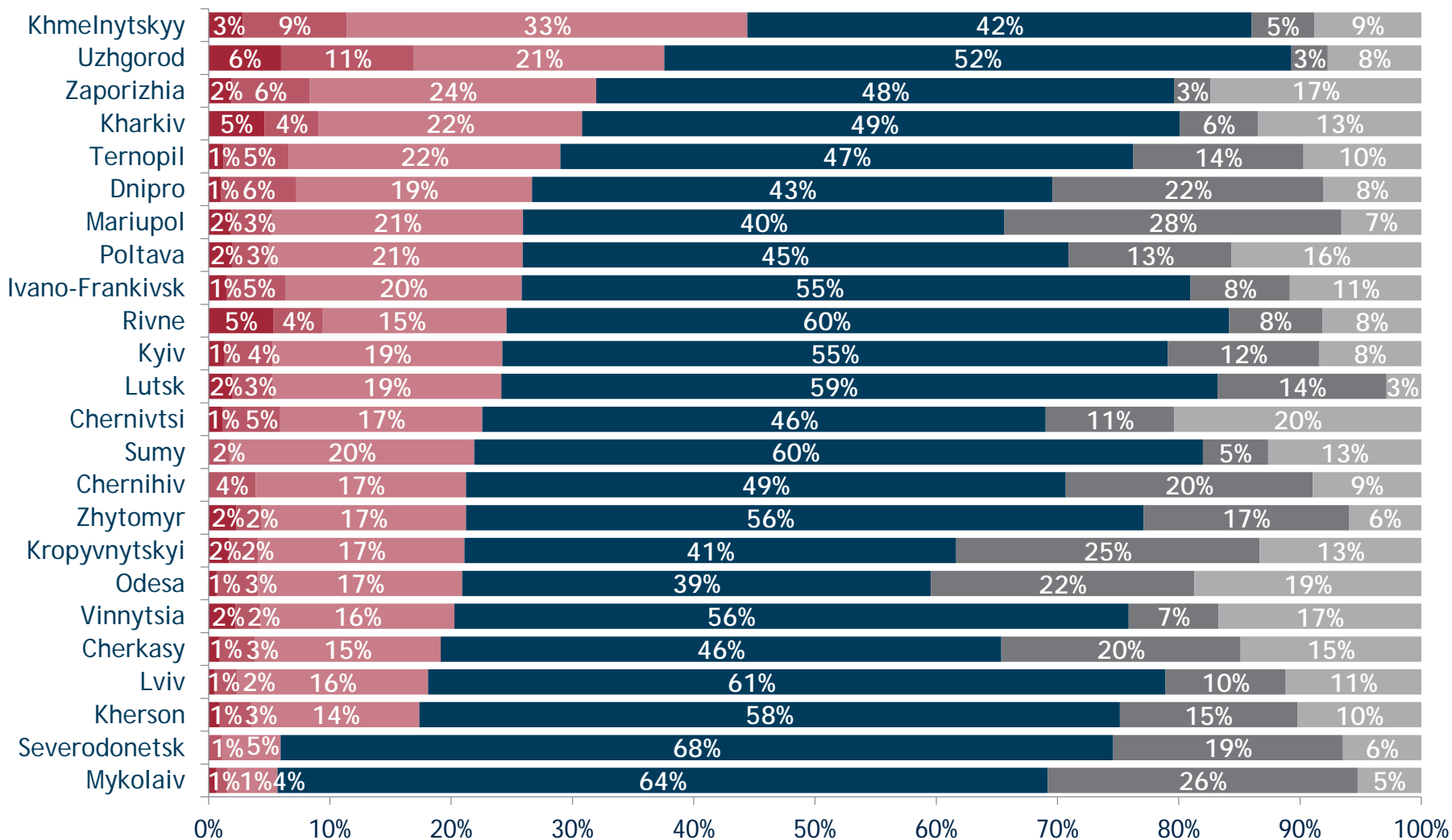
# In your opinion, how serious of a problem is corruption in your city? (continued)



\*Scores are based on a three-point scale, with "3" indicating that corruption is a very serious problem and "0" indicating that corruption is not a problem at all. Mariupol and Severodonetsk did not participate in the 2015 survey.

# In the past two years, how often, if ever, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to receive a service or document from him/her?

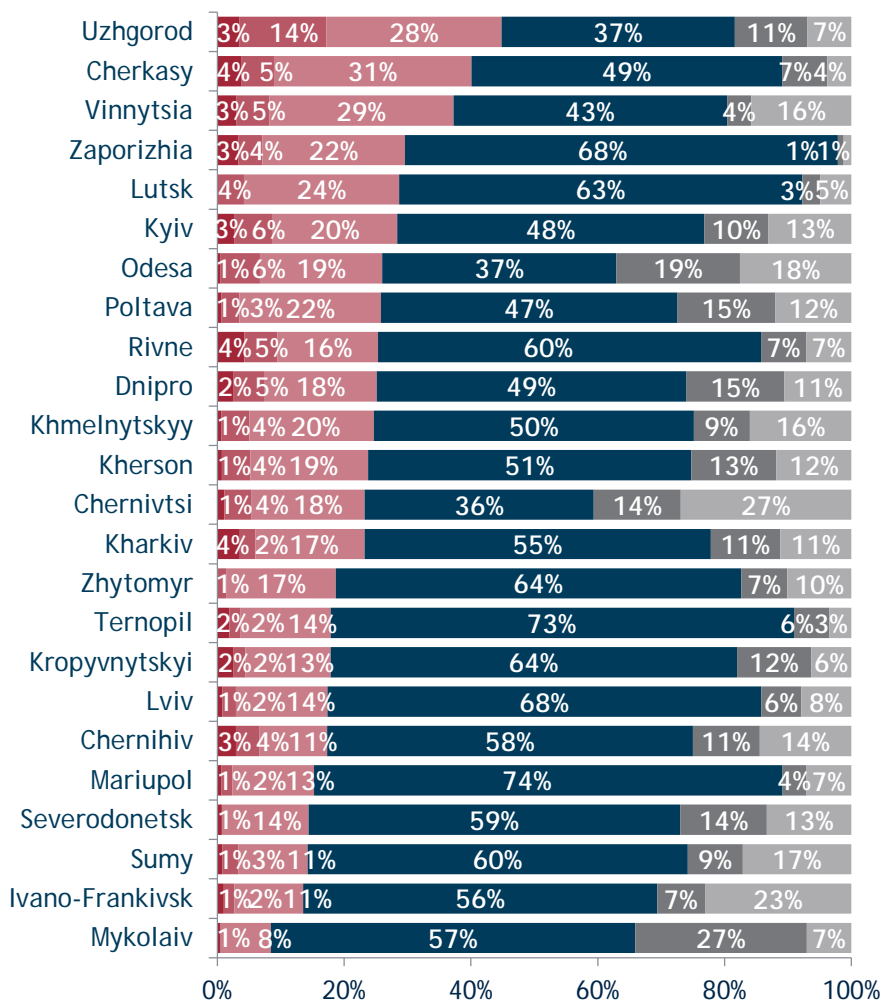
■ More than 5 times  
 ■ 3-5 times  
 ■ 1 or 2 times  
 ■ Never  
 ■ Difficult to answer  
 ■ Refused to answer



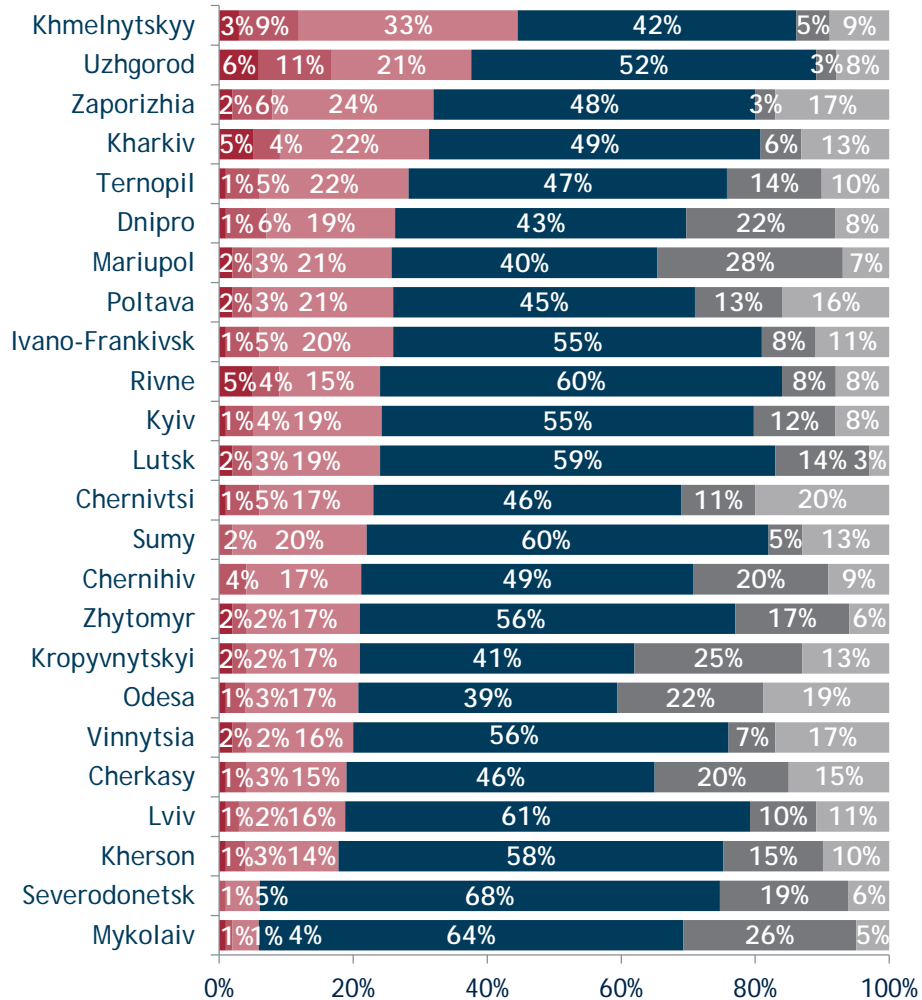
# In the past two years, how often, if ever, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to receive a service or document from him/her? (continued)

■ More than 5 times   
 ■ 3-5 times   
 ■ 1 or 2 times   
 ■ Never   
 ■ Difficult to answer   
 ■ Refused to answer

## February 2016



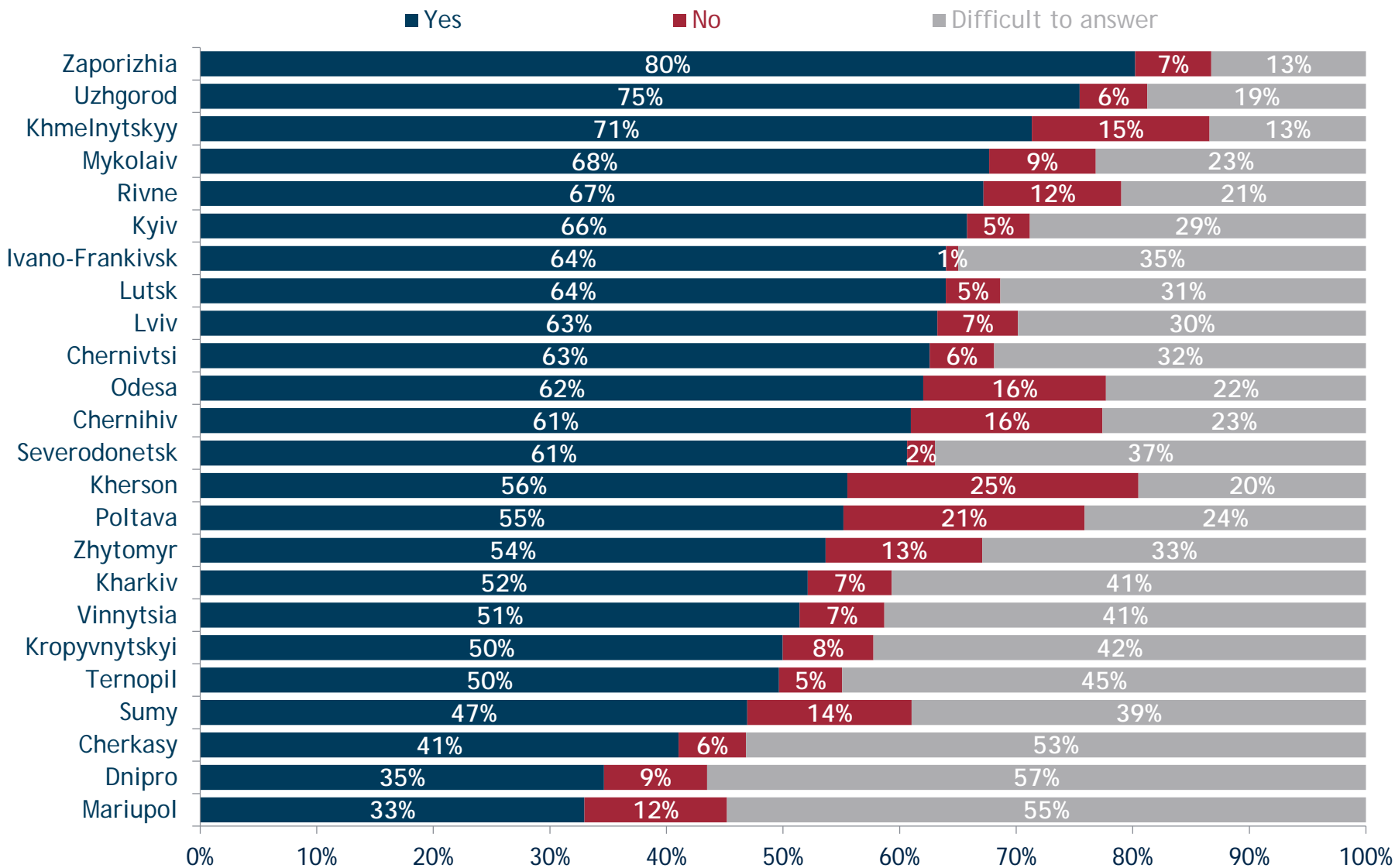
## February 2017





In the past two years, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to receive a service or document from him/her? (continued)

## Do you consider this to be an act of corruption?

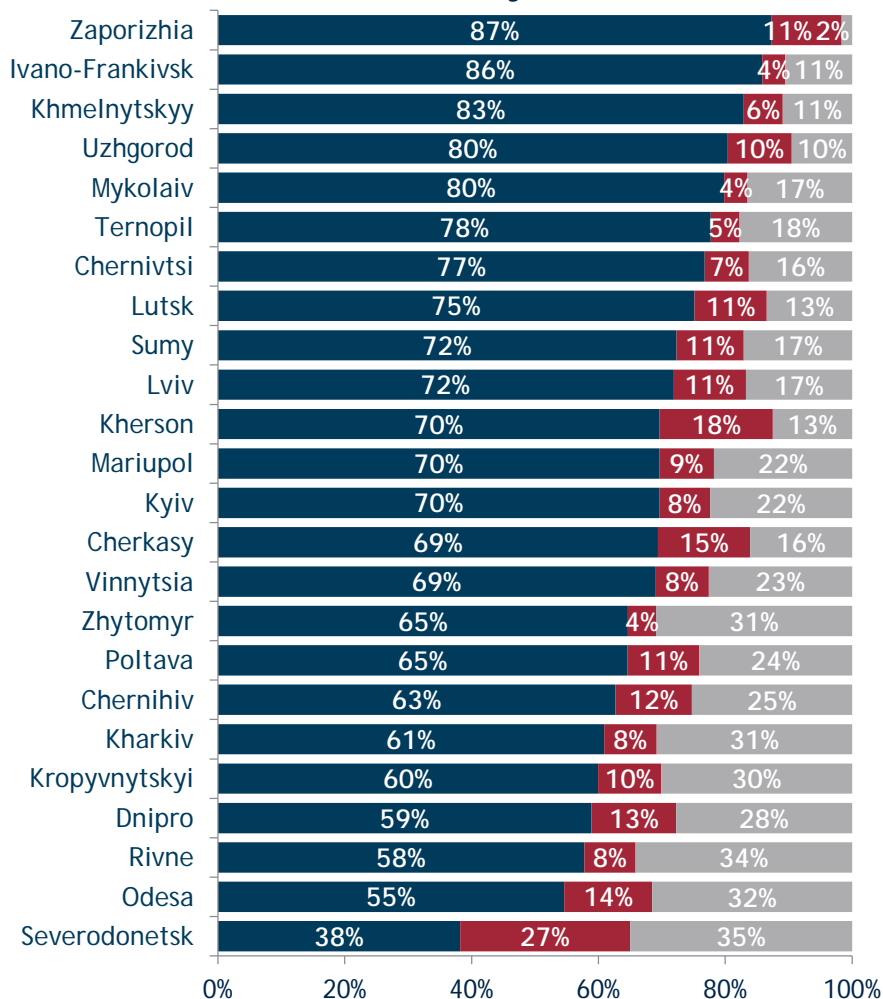


In the past two years, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to receive a service or document from him/her? (continued)

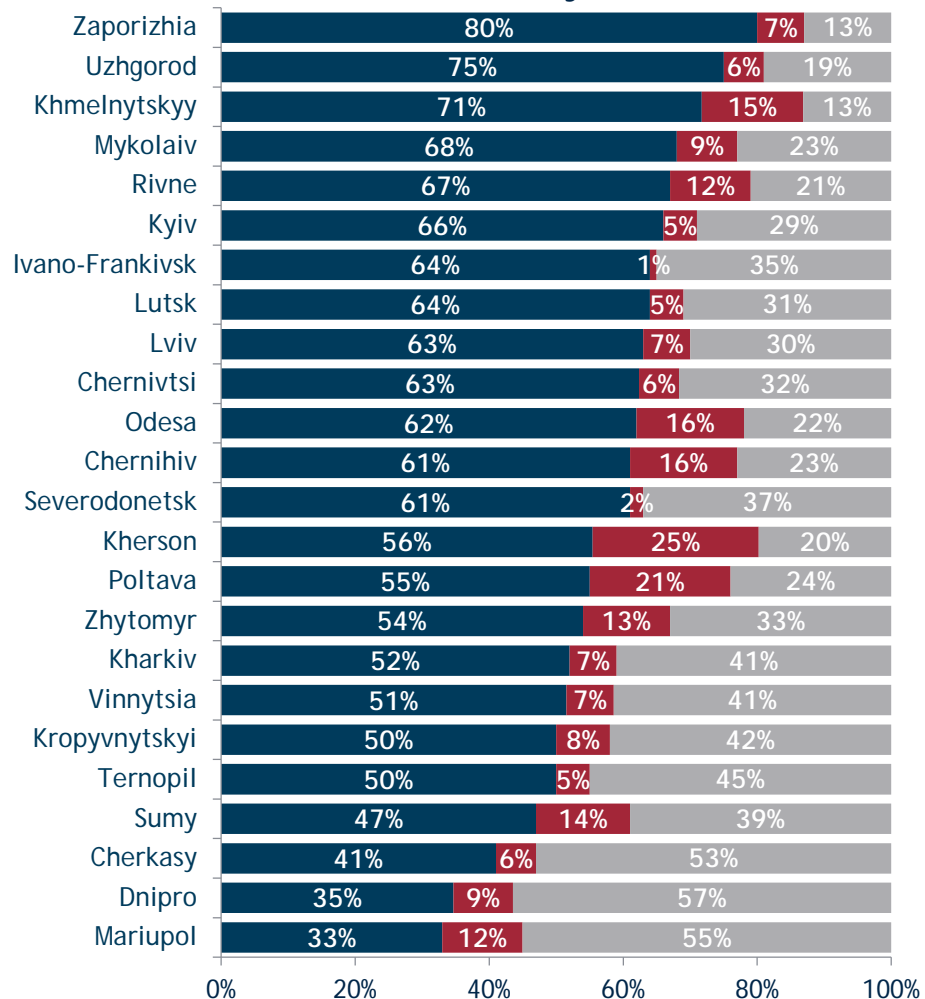
## Do you consider this to be an act of corruption?

■ Yes ■ No ■ Difficult to answer

February 2016



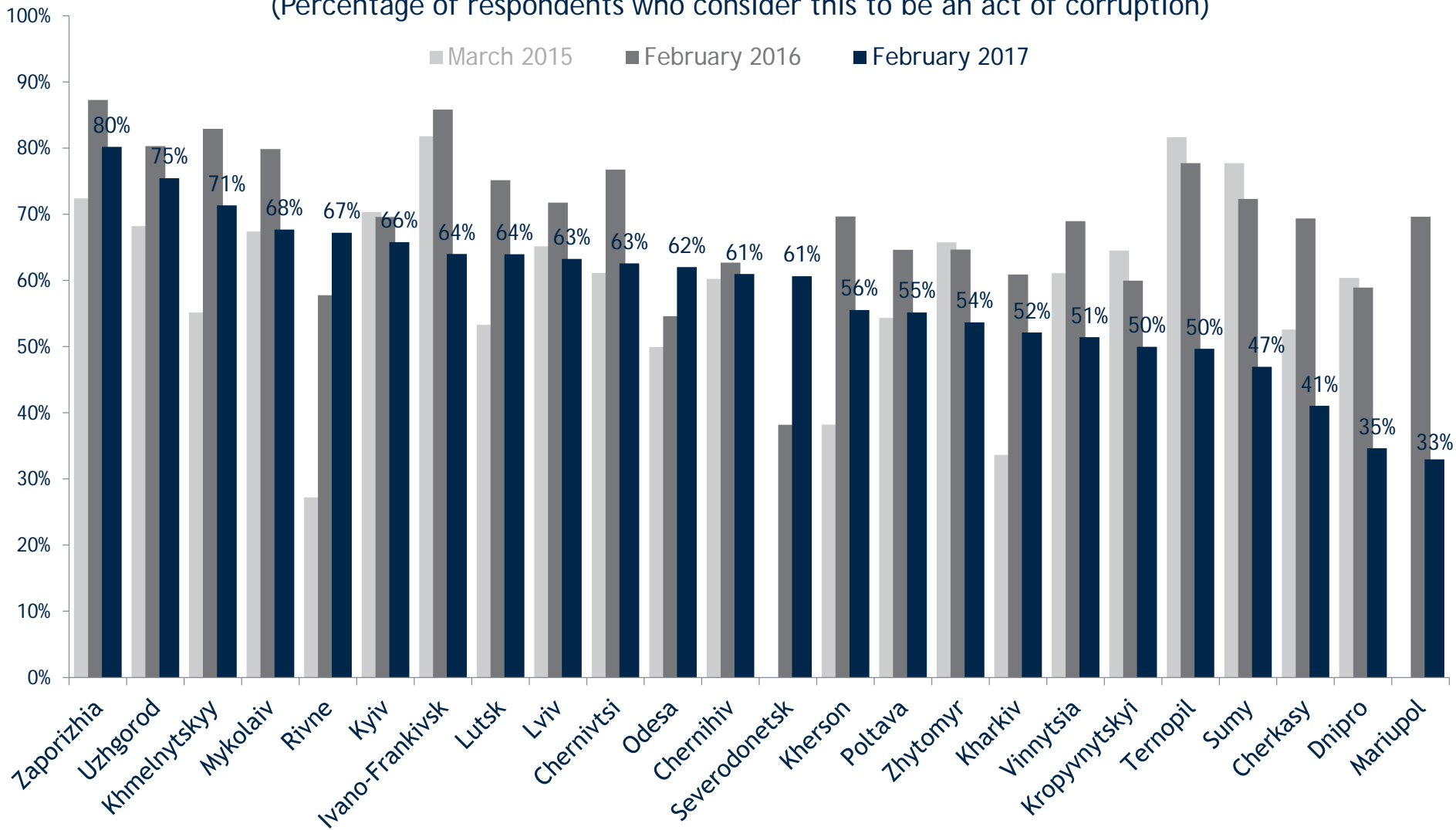
February 2017



In the past two years, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to receive a service or document from him/her? (continued)

## Do you consider this to be an act of corruption?

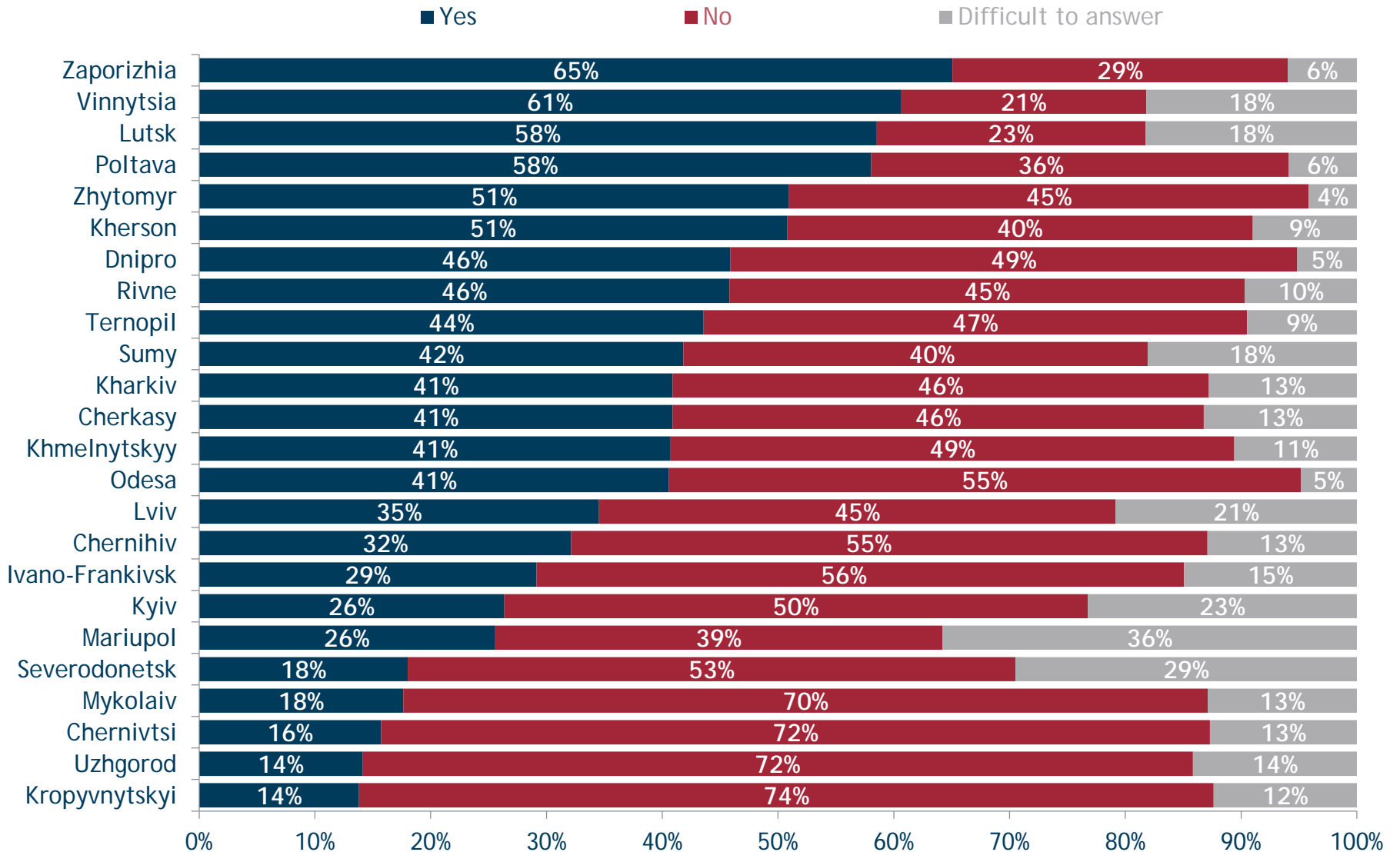
(Percentage of respondents who consider this to be an act of corruption)



\*Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you think one can do without such acts of corruption?

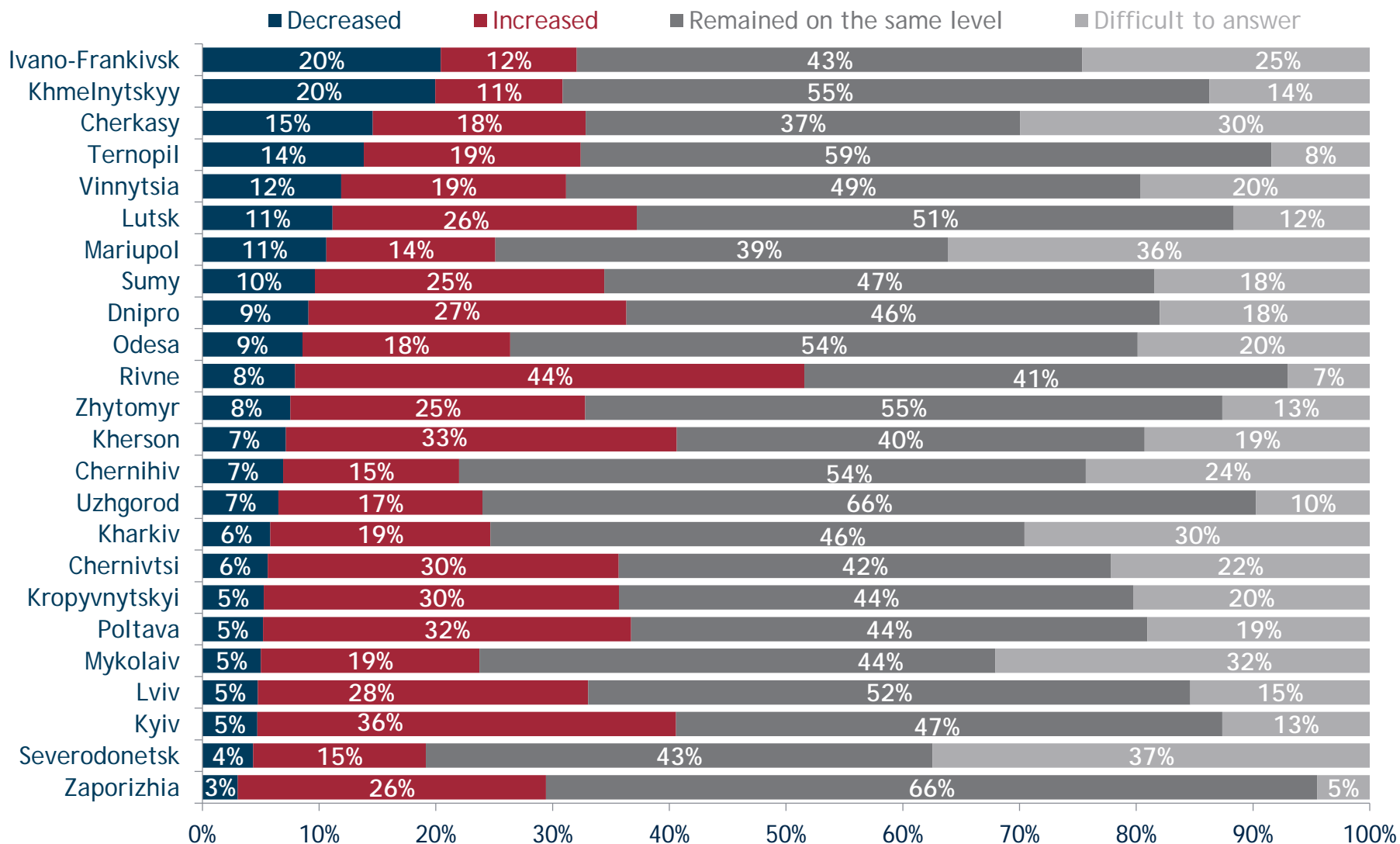
(Respondents who have personally/whose friends or relatives had to give a gift or pay a bribe to a local official in order to receive services or a document in the last two years)



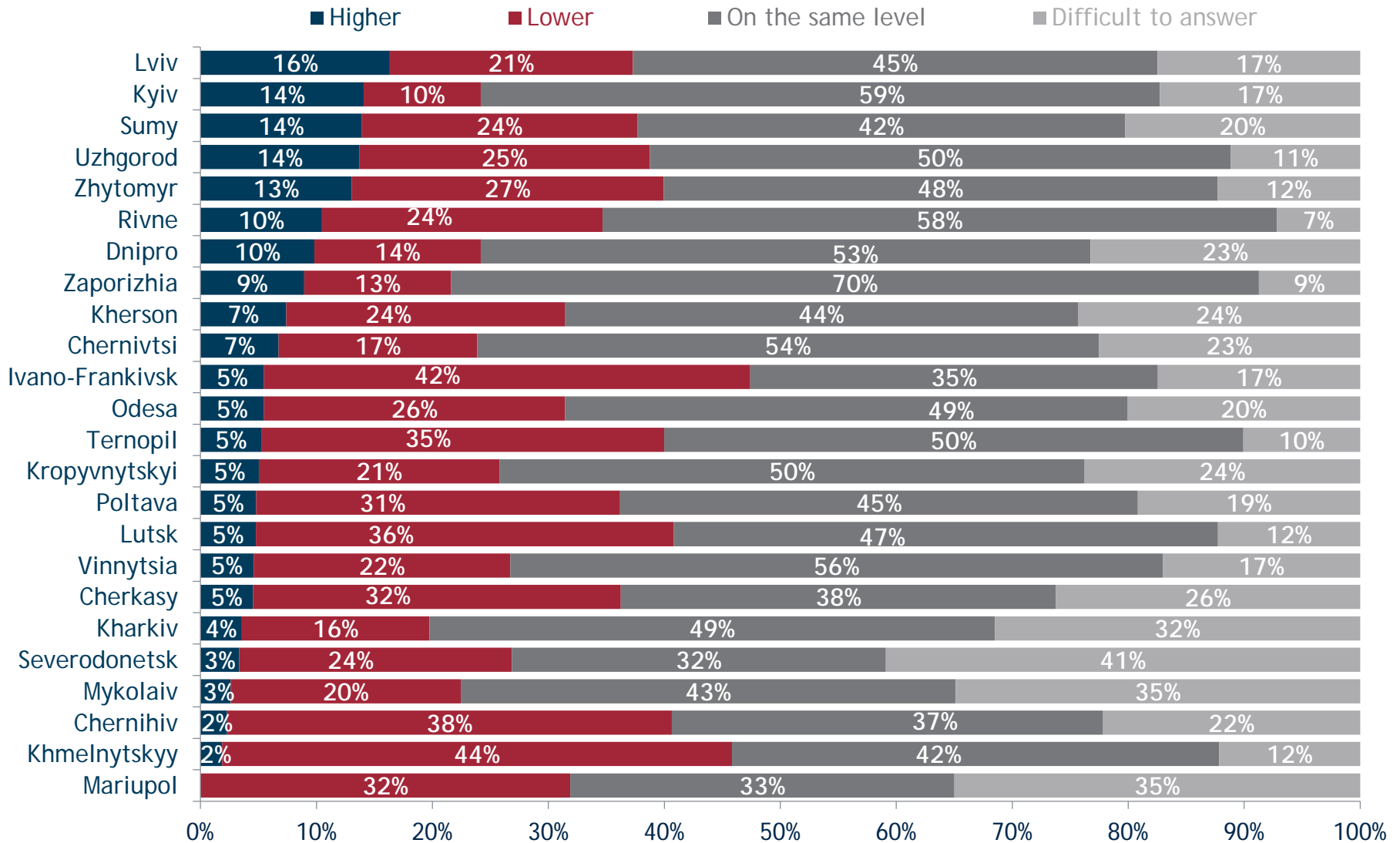
# Which key factor leads you to the conclusion about the level of corruption in Ukraine?

|                                                                     | Vinnitsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnitskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|---------------------------------------------------------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| You know about high level of corruption from mass media             | 46%       | 55%    | 58%      | 61%        | 44%             | 59%  | 46%           | 57%   | 75%  | 64%      | 51%   | 44%     | 61%   | 62%  | 61%      | 53%      | 60%     | 53%     | 48%          | 53%      | 59%        | 50%       | 45%      | 59%           |
| Your friends or relatives had to pay a bribe in the last six months | 11%       | 18%    | 15%      | 17%        | 12%             | 16%  | 14%           | 18%   | 8%   | 5%       | 10%   | 12%     | 12%   | 8%   | 16%      | 29%      | 17%     | 8%      | 22%          | 12%      | 18%        | 12%       | 13%      | 6%            |
| You personally had to pay a bribe in the last six months            | 7%        | 4%     | 7%       | 10%        | 11%             | 9%   | 6%            | 11%   | 2%   | 3%       | 7%    | 13%     | 8%    | 6%   | 7%       | 9%       | 7%      | 7%      | 8%           | 7%       | 6%         | 5%        | 5%       | 3%            |
| Other                                                               | 15%       | 4%     | 11%      | 5%         | 18%             | 4%   | 14%           | 2%    | 3%   | 13%      | 12%   | 6%      | 12%   | 3%   | 4%       | 7%       | 3%      | 8%      | 13%          | 8%       | 4%         | 6%        | 4%       | 9%            |
| Difficult to answer                                                 | 21%       | 20%    | 9%       | 6%         | 14%             | 11%  | 20%           | 12%   | 12%  | 14%      | 21%   | 25%     | 8%    | 20%  | 11%      | 3%       | 13%     | 24%     | 9%           | 20%      | 14%        | 27%       | 32%      | 24%           |

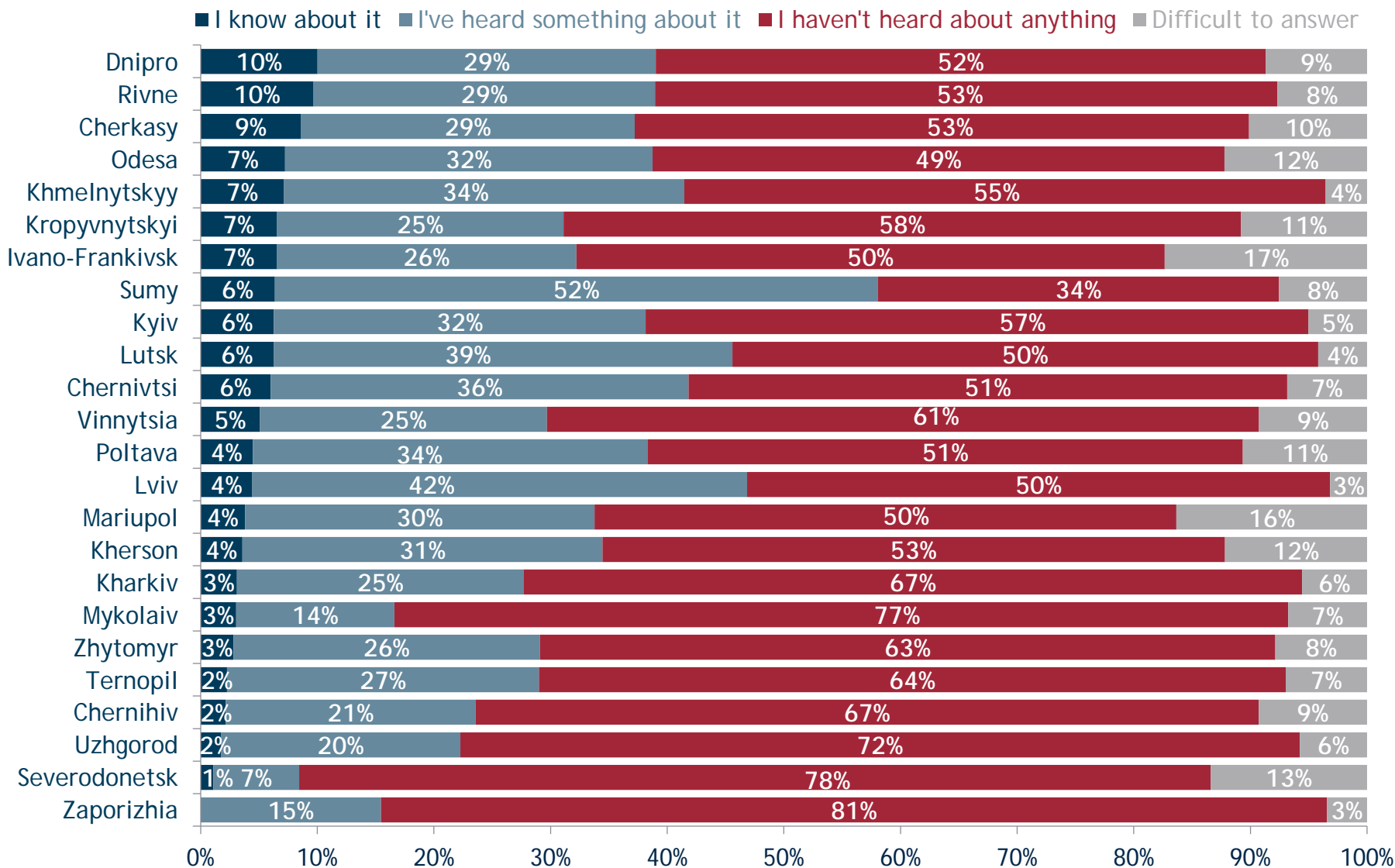
# In your opinion, has corruption among your municipal authorities decreased, increased or remained at the same level over the last year?



# If you were to compare the level of corruption of your municipal authorities to that of national authorities, is it higher, lower or the same?

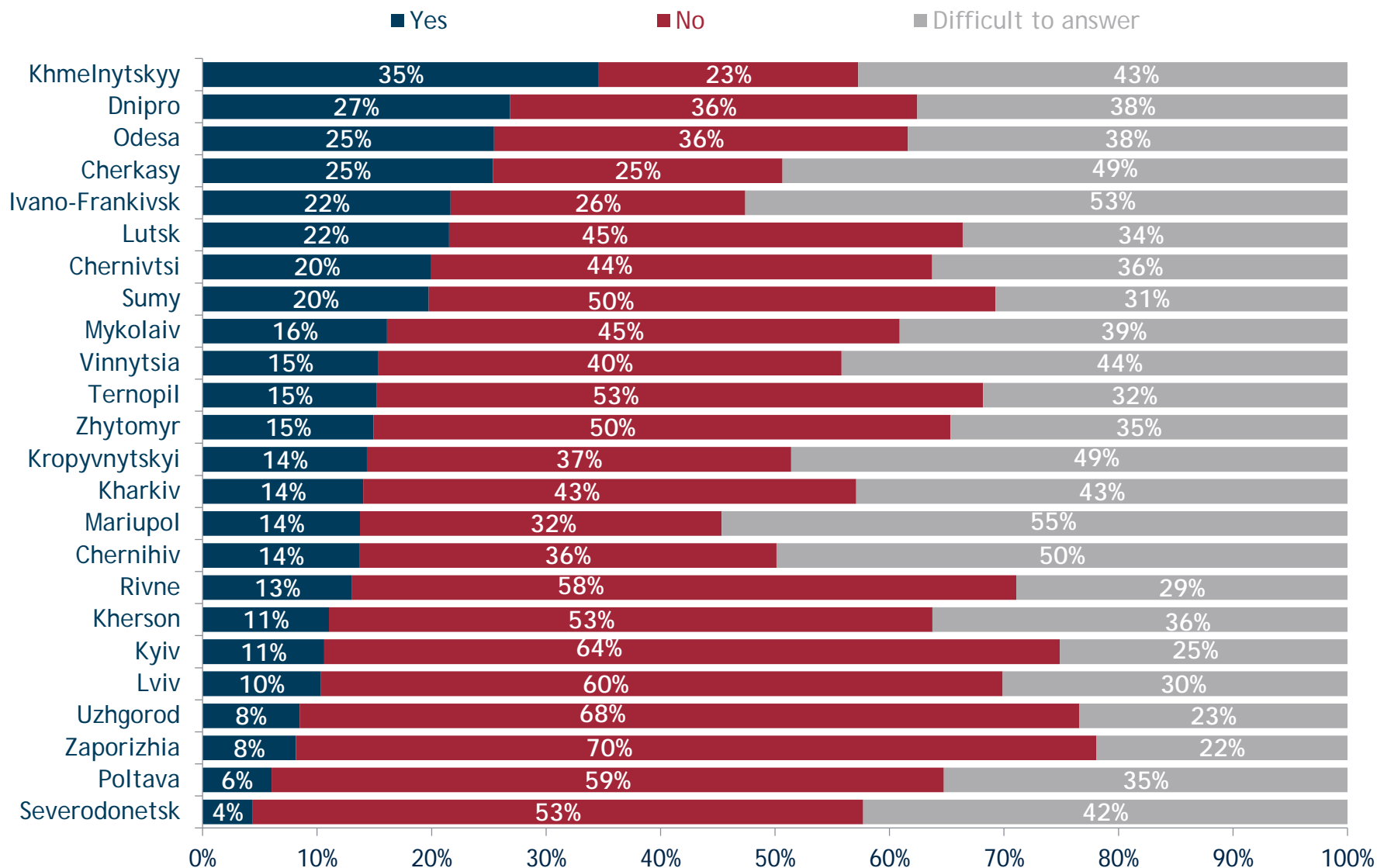


# Are you aware of any specific policies or programs from your municipal authorities aimed at combatting corruption?





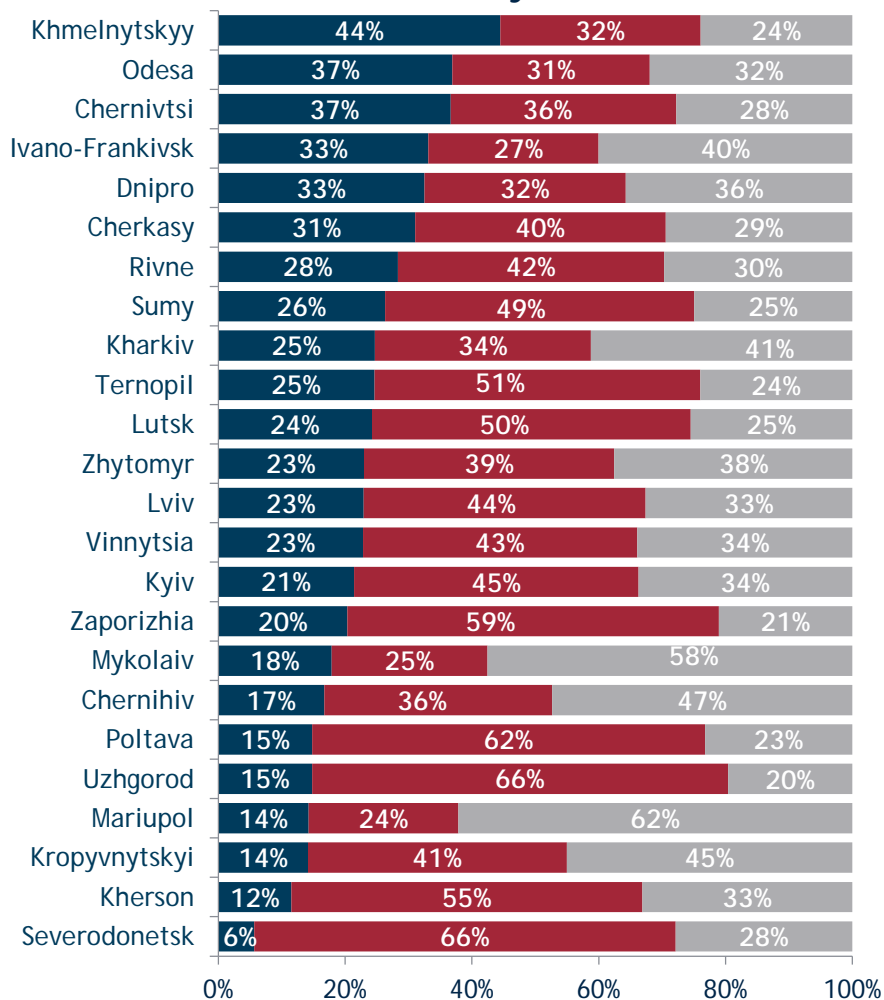
# Do you think that your mayor is making an effort to end corruption at the municipal authority level?



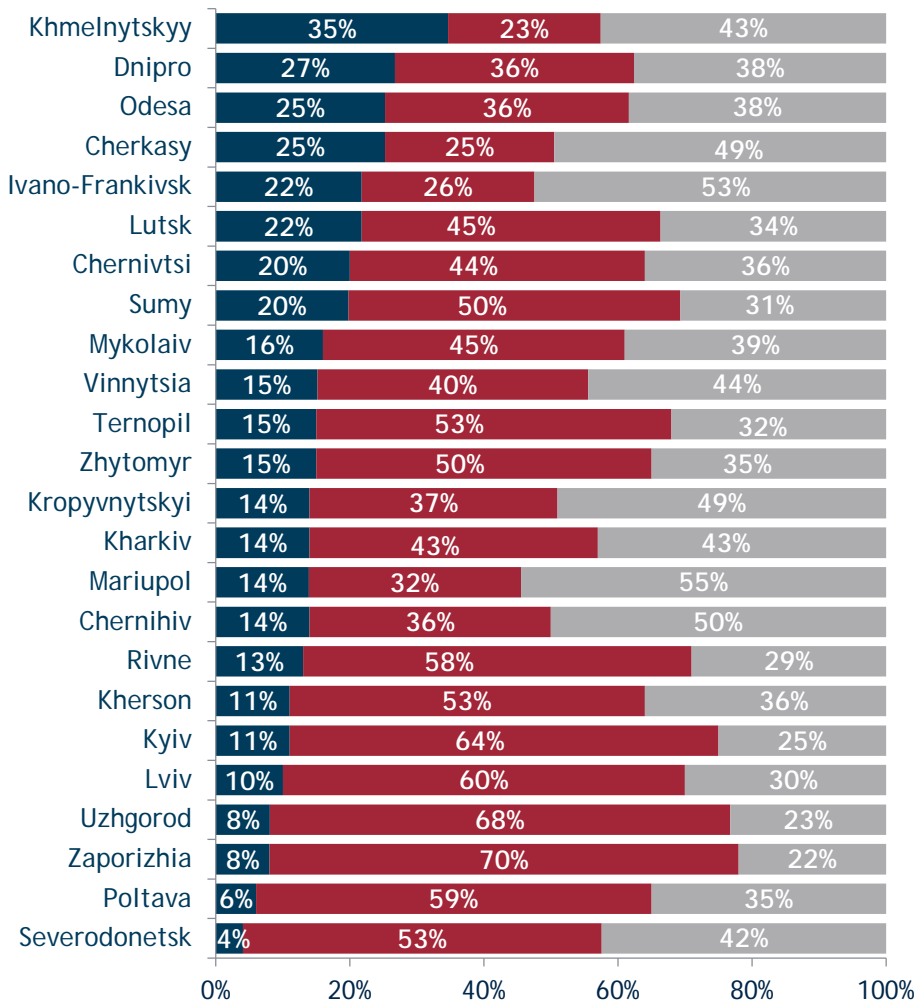
# Do you think that your mayor is making an effort to end corruption at the municipal authority level? (continued)

■ Yes    ■ No    ■ Difficult to answer

## February 2016

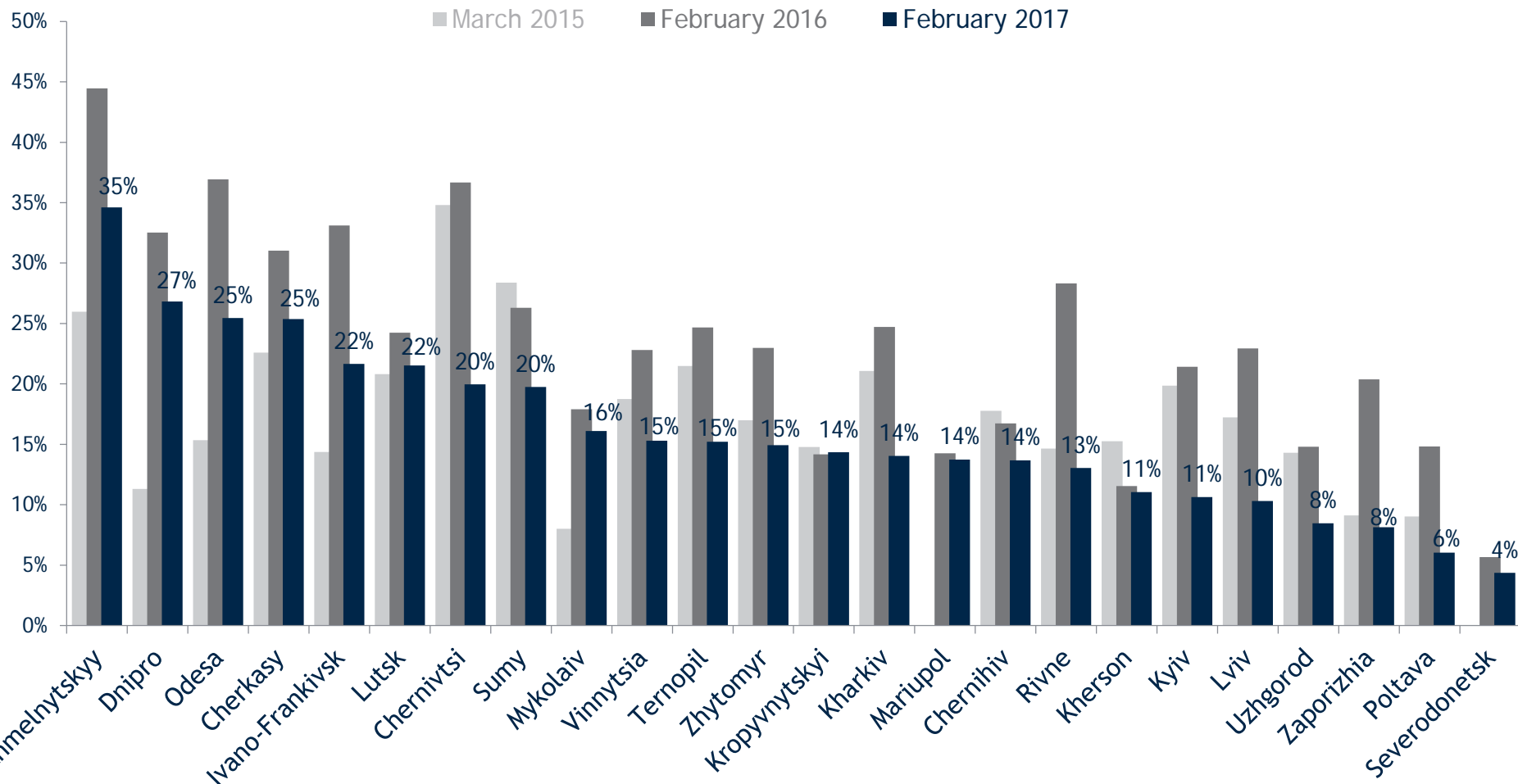


## February 2017



# Do you think that your mayor is making an effort to end corruption at the municipal authority level?

(Percentage of respondents who think that the mayor is making an effort to end corruption at the municipal authority level)



\*Mariupol and Severodonetsk did not participate in the 2015 survey.

# Which of the following measures do you think would be the most effective in decreasing corruption in your city?

(No more than three answers)

|                                                                                                                                  | Vinnytsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnytskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|----------------------------------------------------------------------------------------------------------------------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| Simplifying to the greatest extent possible the process for issuing permits, references, etc.                                    | 23%       | 26%    | 31%      | 57%        | 40%             | 36%  | 24%           | 35%   | 32%  | 33%      | 42%   | 9%      | 24%   | 17%  | 34%      | 20%      | 40%     | 37%     | 36%          | 21%      | 30%        | 33%       | 38%      | 26%           |
| Obligatory and periodic public accountability of municipal and law-enforcement authorities for anti-corruption efforts           | 34%       | 18%    | 16%      | 36%        | 22%             | 29%  | 25%           | 38%   | 27%  | 18%      | 32%   | 13%     | 34%   | 7%   | 28%      | 29%      | 21%     | 27%     | 26%          | 35%      | 26%        | 21%       | 20%      | 16%           |
| Publishing city budgets in their entirety for citizens                                                                           | 19%       | 16%    | 20%      | 47%        | 23%             | 23%  | 22%           | 31%   | 24%  | 24%      | 26%   | 10%     | 23%   | 10%  | 25%      | 23%      | 28%     | 21%     | 18%          | 32%      | 19%        | 14%       | 22%      | 14%           |
| Better incorporate citizen feedback during the selection process of top local officials at law-enforcement and judicial agencies | 22%       | 18%    | 24%      | 21%        | 23%             | 28%  | 17%           | 32%   | 23%  | 11%      | 26%   | 9%      | 28%   | 11%  | 23%      | 22%      | 19%     | 18%     | 25%          | 23%      | 21%        | 14%       | 14%      | 14%           |
| Implement a system of open competition to select top municipal officials                                                         | 21%       | 15%    | 18%      | 19%        | 18%             | 26%  | 12%           | 24%   | 16%  | 23%      | 31%   | 8%      | 20%   | 17%  | 21%      | 23%      | 19%     | 19%     | 22%          | 18%      | 24%        | 16%       | 15%      | 18%           |
| Exert public pressure through journalistic investigations, demonstrations, etc.                                                  | 17%       | 10%    | 19%      | 22%        | 18%             | 18%  | 19%           | 22%   | 18%  | 15%      | 15%   | 15%     | 26%   | 11%  | 17%      | 22%      | 19%     | 23%     | 11%          | 22%      | 14%        | 17%       | 17%      | 12%           |
| Early elections for city mayor                                                                                                   | 4%        | 6%     | 5%       | 9%         | 4%              | 13%  | 2%            | 4%    | 7%   | 3%       | 7%    | 15%     | 17%   | 2%   | 3%       | 8%       | 2%      | 11%     | 5%           | 3%       | 11%        | 1%        | 3%       | 6%            |
| Early elections for city council                                                                                                 | 4%        | 7%     | 2%       | 9%         | 7%              | 11%  | 2%            | 5%    | 6%   | 2%       | 8%    | 8%      | 22%   | 2%   | 4%       | 7%       | 2%      | 13%     | 3%           | 4%       | 12%        | 3%        | 3%       | 6%            |
| Other                                                                                                                            | 3%        | 10%    | 5%       | 11%        | 13%             | 2%   | 11%           | 4%    | 2%   | 2%       | 3%    | 4%      | 4%    | 3%   | 3%       | 10%      | 5%      | 2%      | 8%           | 4%       | 2%         | 3%        | 2%       | 1%            |
| Nothing will help because municipal authorities are powerless, as anti-corruption efforts fully depend on central authorities    | 29%       | 31%    | 23%      | 13%        | 24%             | 19%  | 26%           | 10%   | 27%  | 44%      | 26%   | 38%     | 10%   | 52%  | 37%      | 41%      | 29%     | 22%     | 32%          | 16%      | 26%        | 28%       | 34%      | 47%           |
| Difficult to answer                                                                                                              | 10%       | 9%     | 11%      | 1%         | 8%              | 6%   | 15%           | 7%    | 6%   | 9%       | 5%    | 16%     | 8%    | 11%  | 4%       | 8%       | 12%     | 15%     | 9%           | 13%      | 11%        | 15%       | 18%      | 12%           |



# Assessment of the Quality of Public Goods and Services

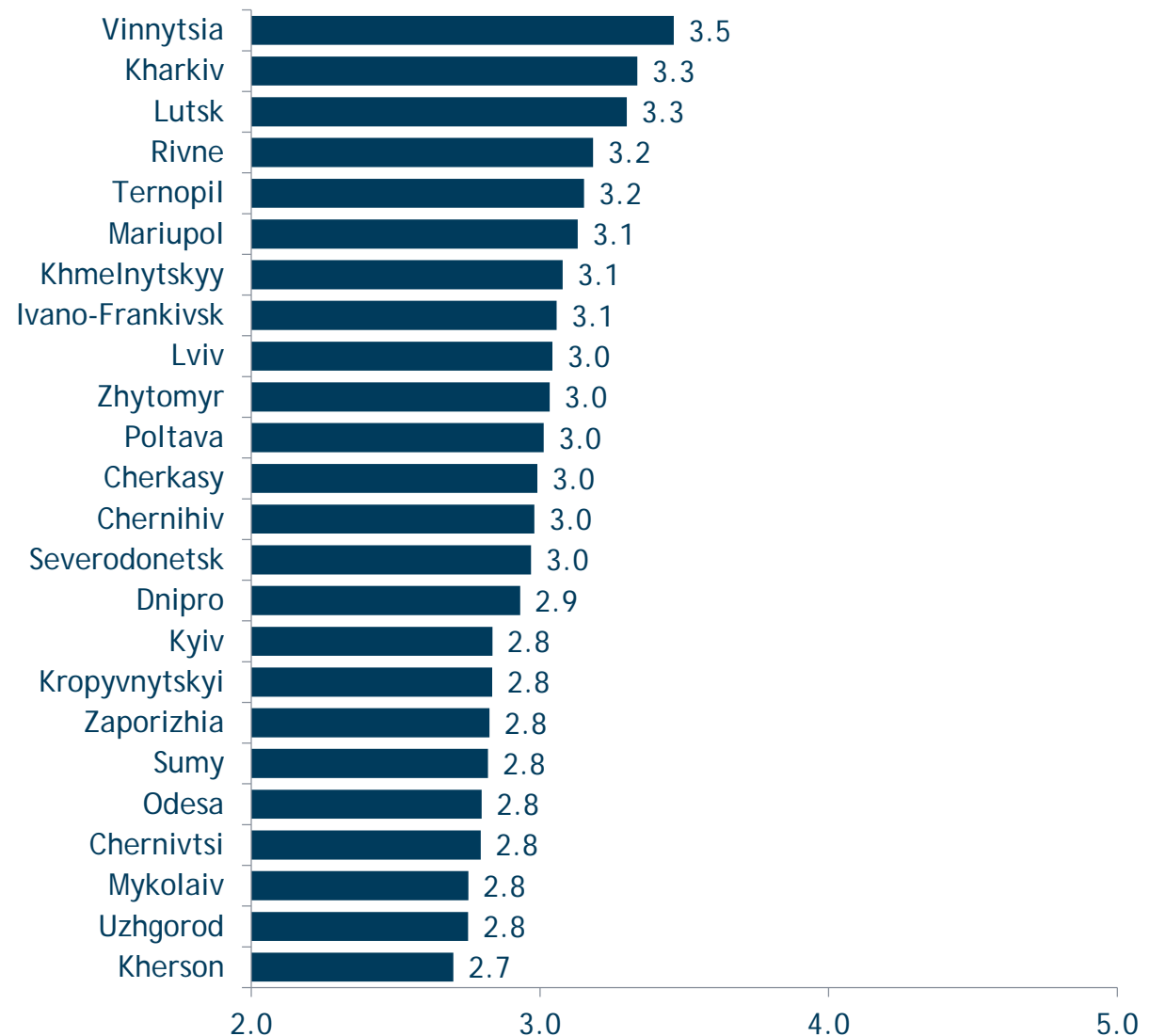
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A PROJECT FROM THE INTERNATIONAL REPUBLICAN INSTITUTE

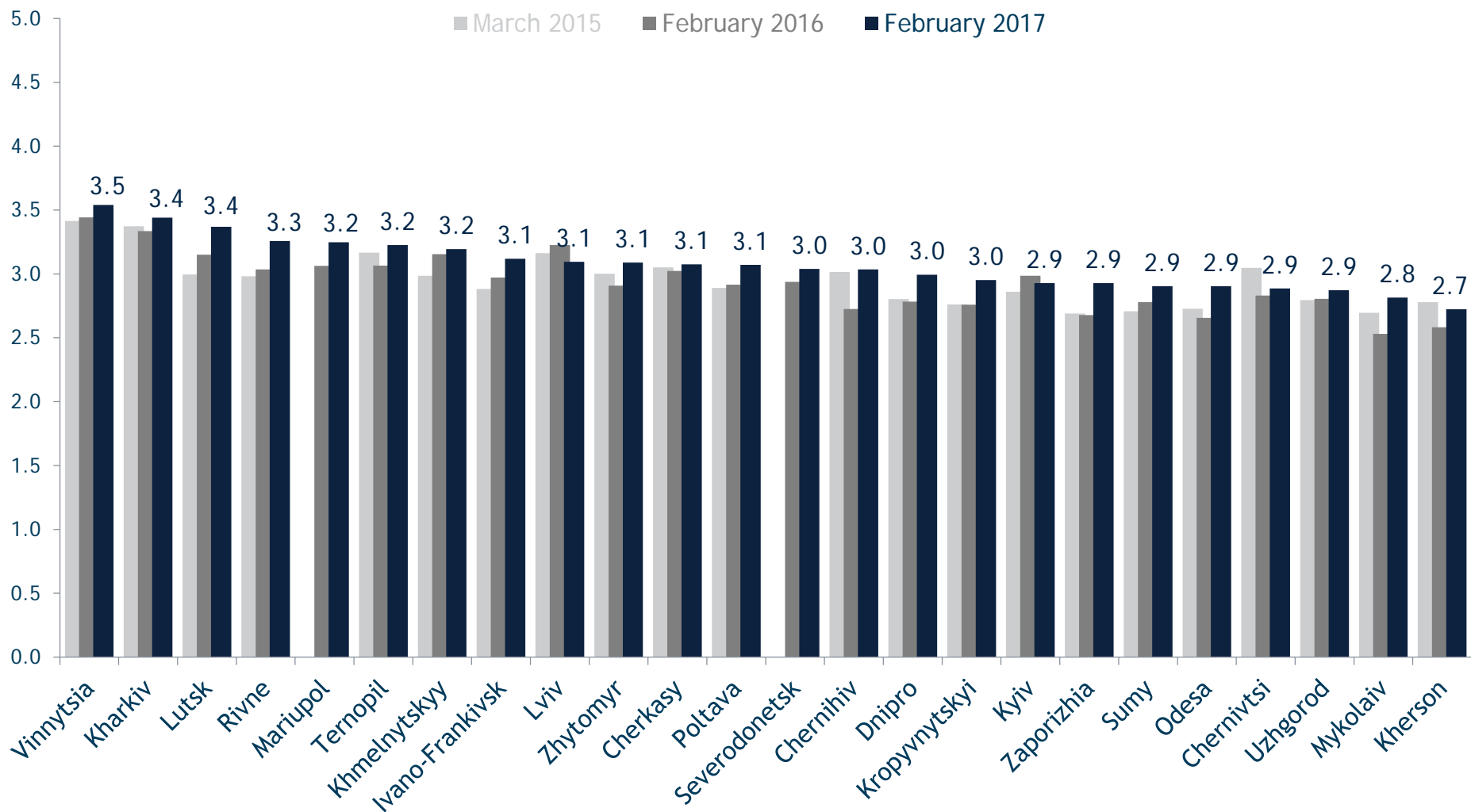
The Government of Canada

# Average Score of the Quality of Public Goods and Services in the City



\*This score represents the average value of the quality of all 22 measured services in this survey, with "1" indicating a terrible score and "5" indicating an excellent score.

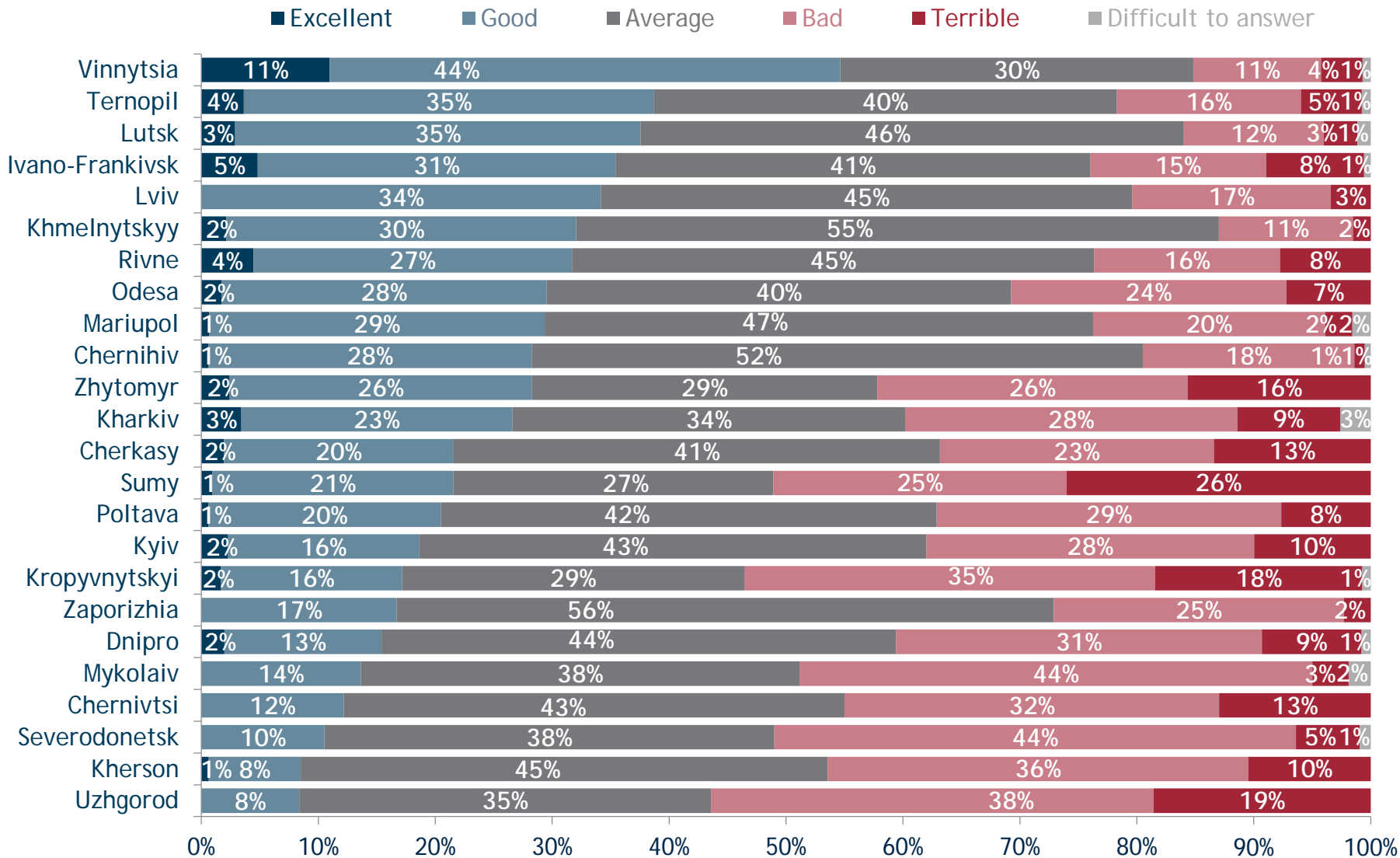
# Average Score of the Quality of Public Goods and Services in the City (continued)



\*This score is the average value of the quality of all 22 measured services in this survey, with “1” indicating a terrible score and “5” indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

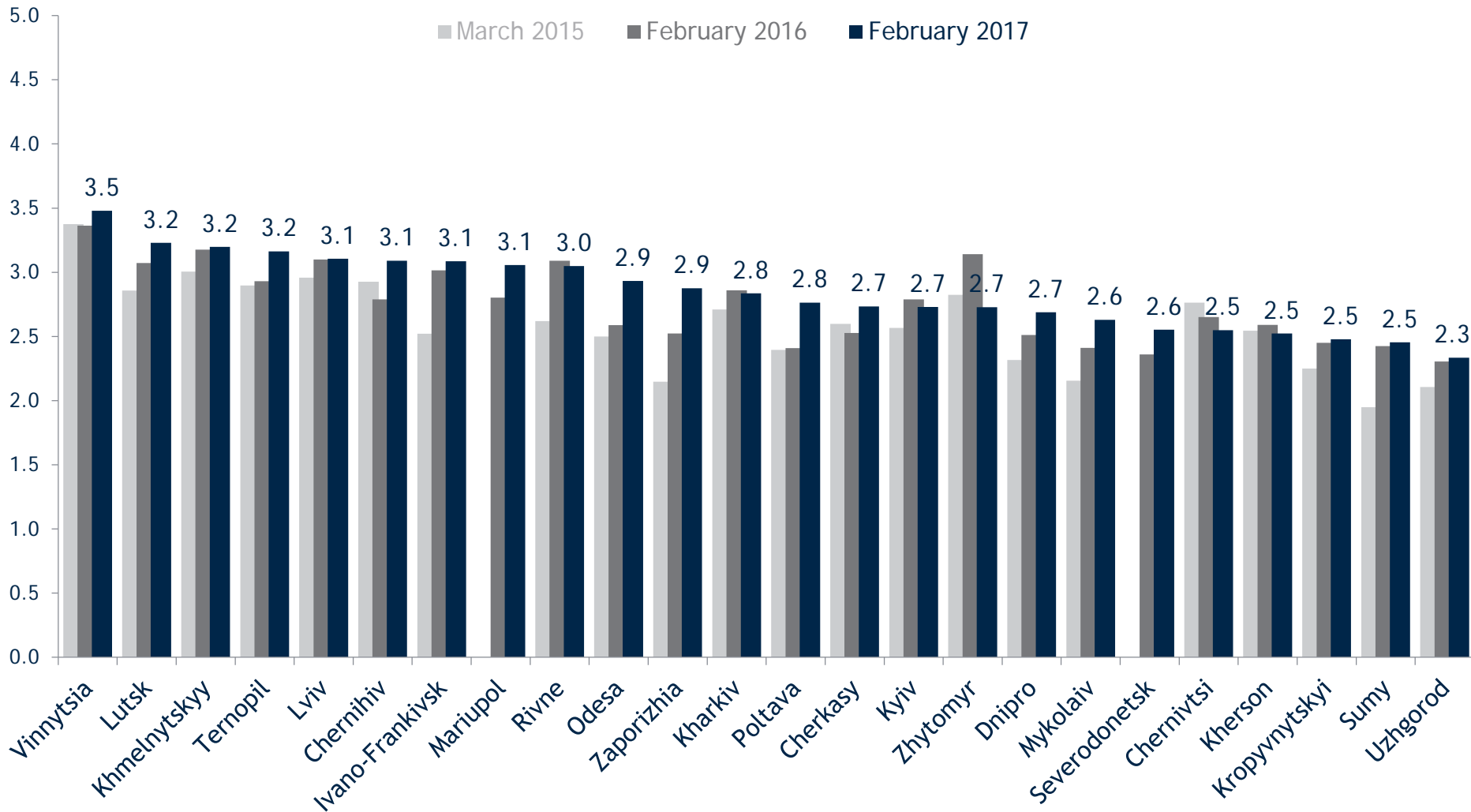
## Sidewalks





# How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

## Sidewalks

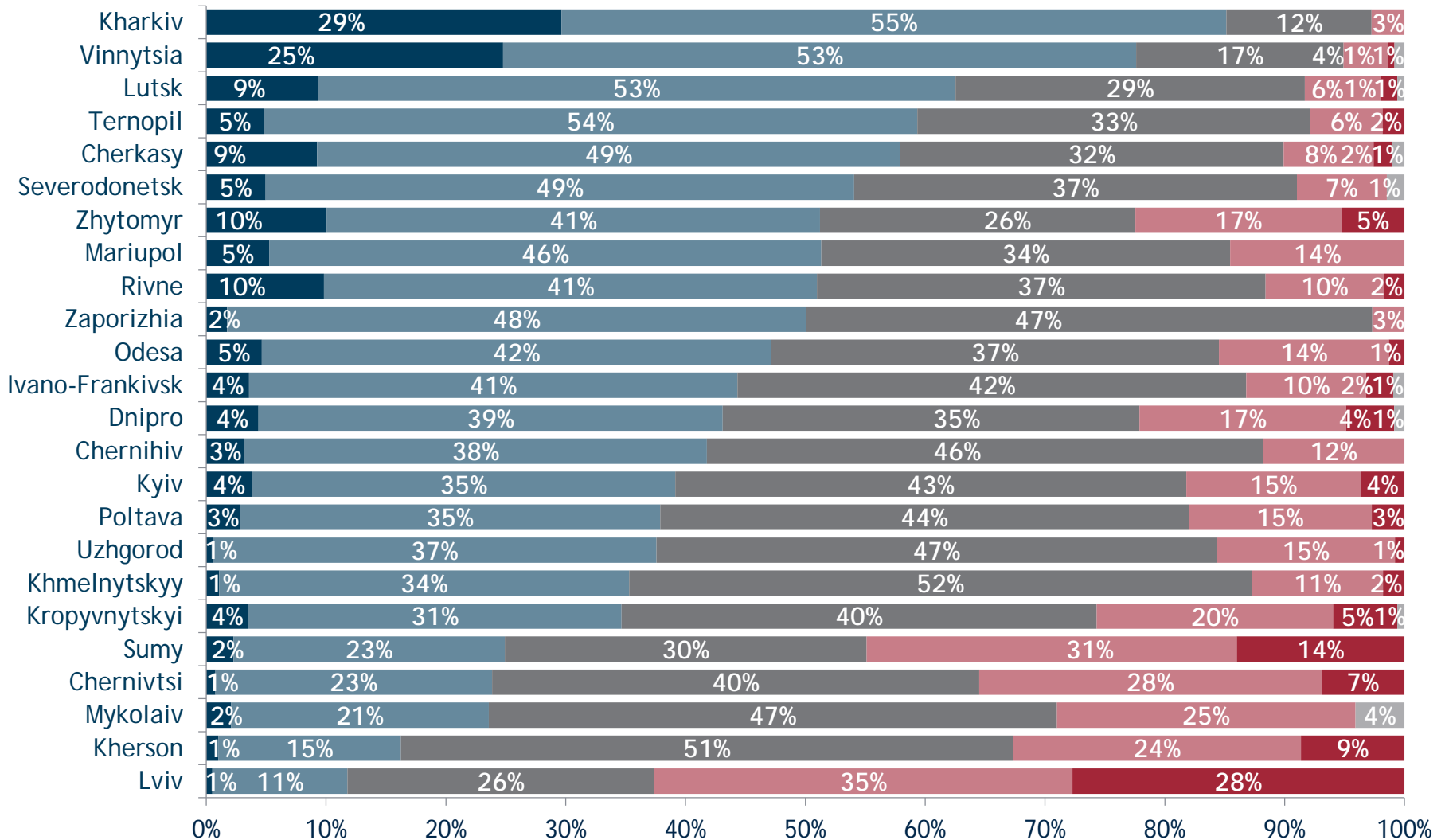


\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

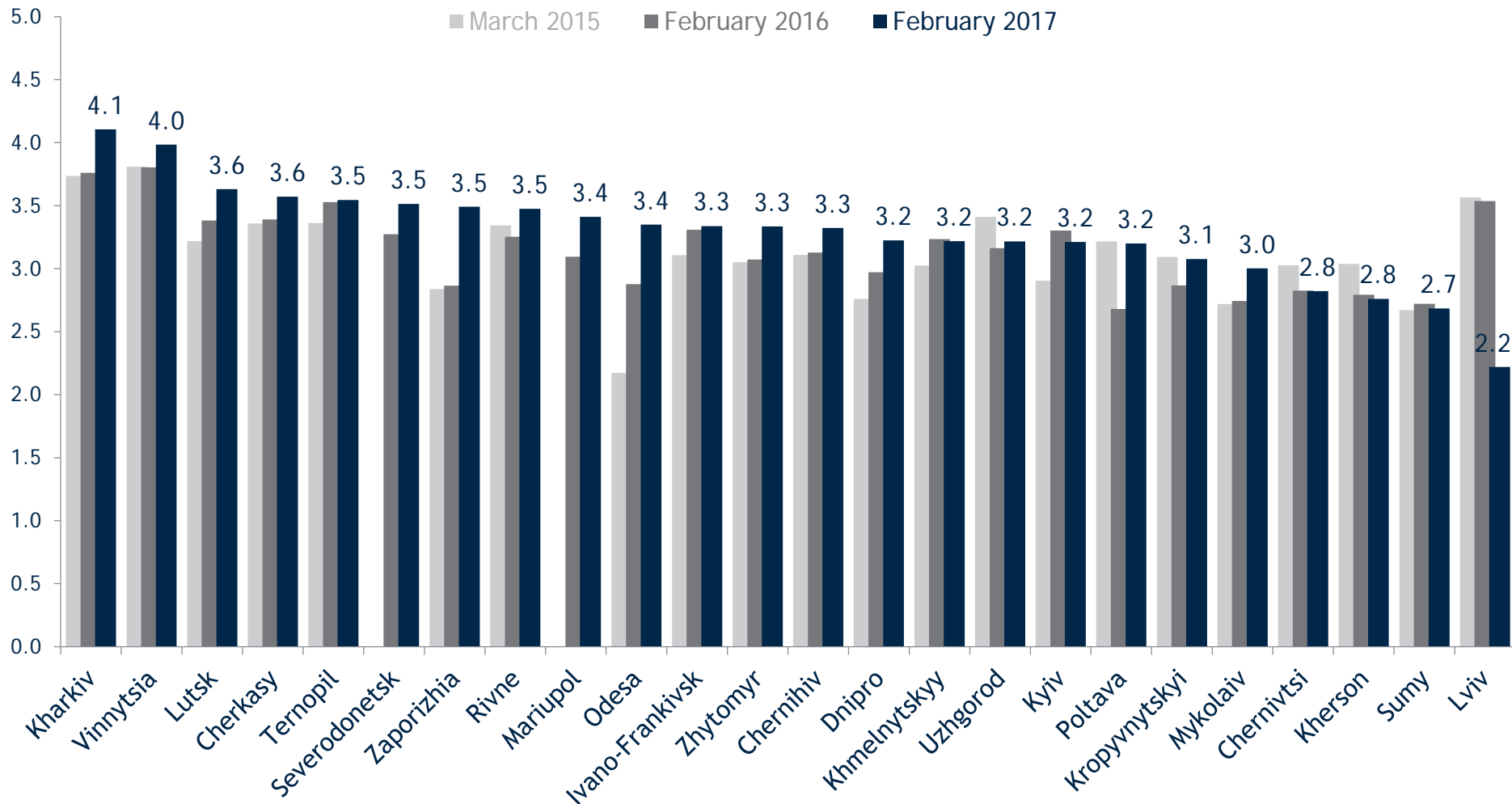
## Trash Collection

■ Excellent ■ Good ■ Average ■ Bad ■ Terrible ■ Difficult to answer



# How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

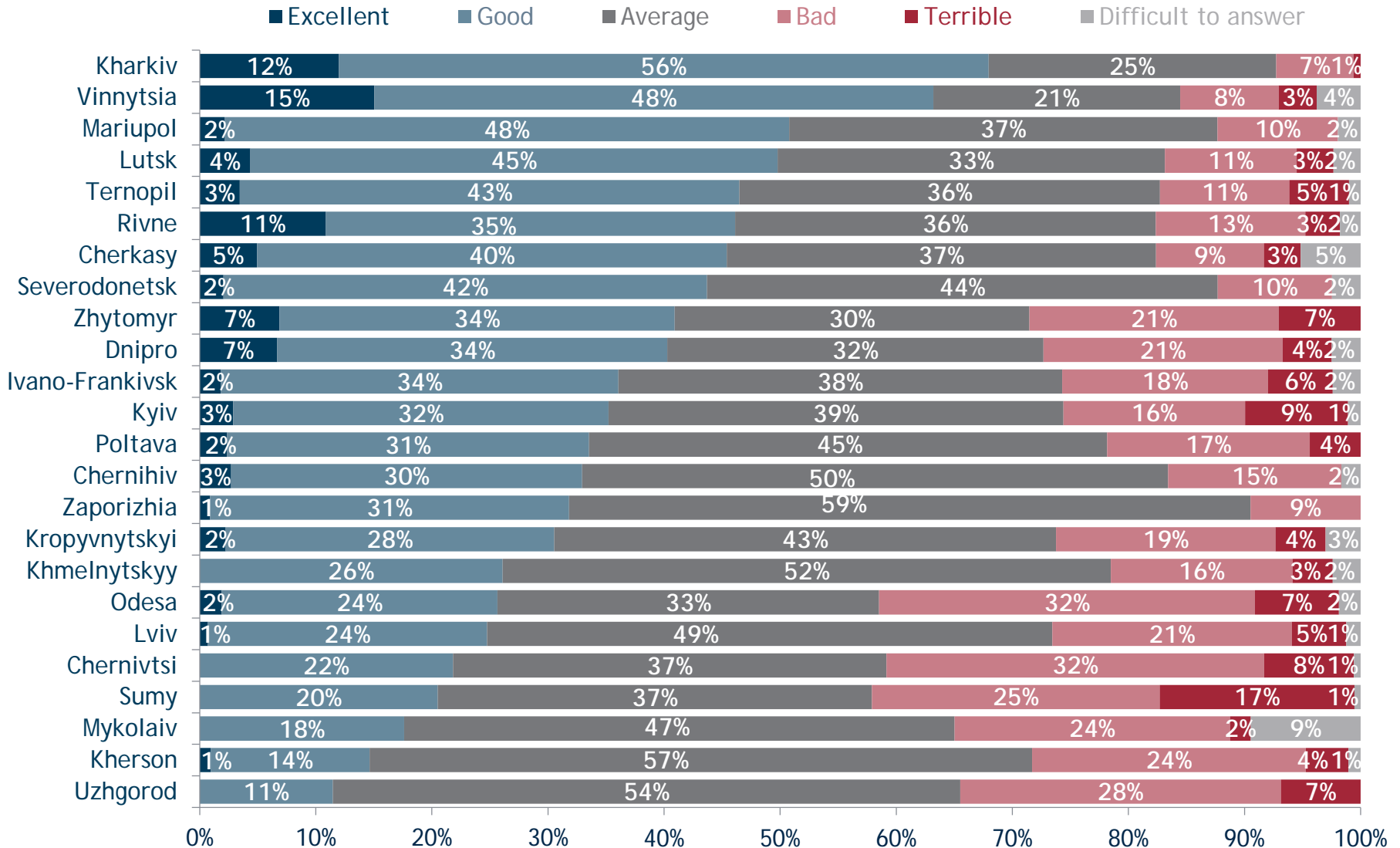
## Trash Collection



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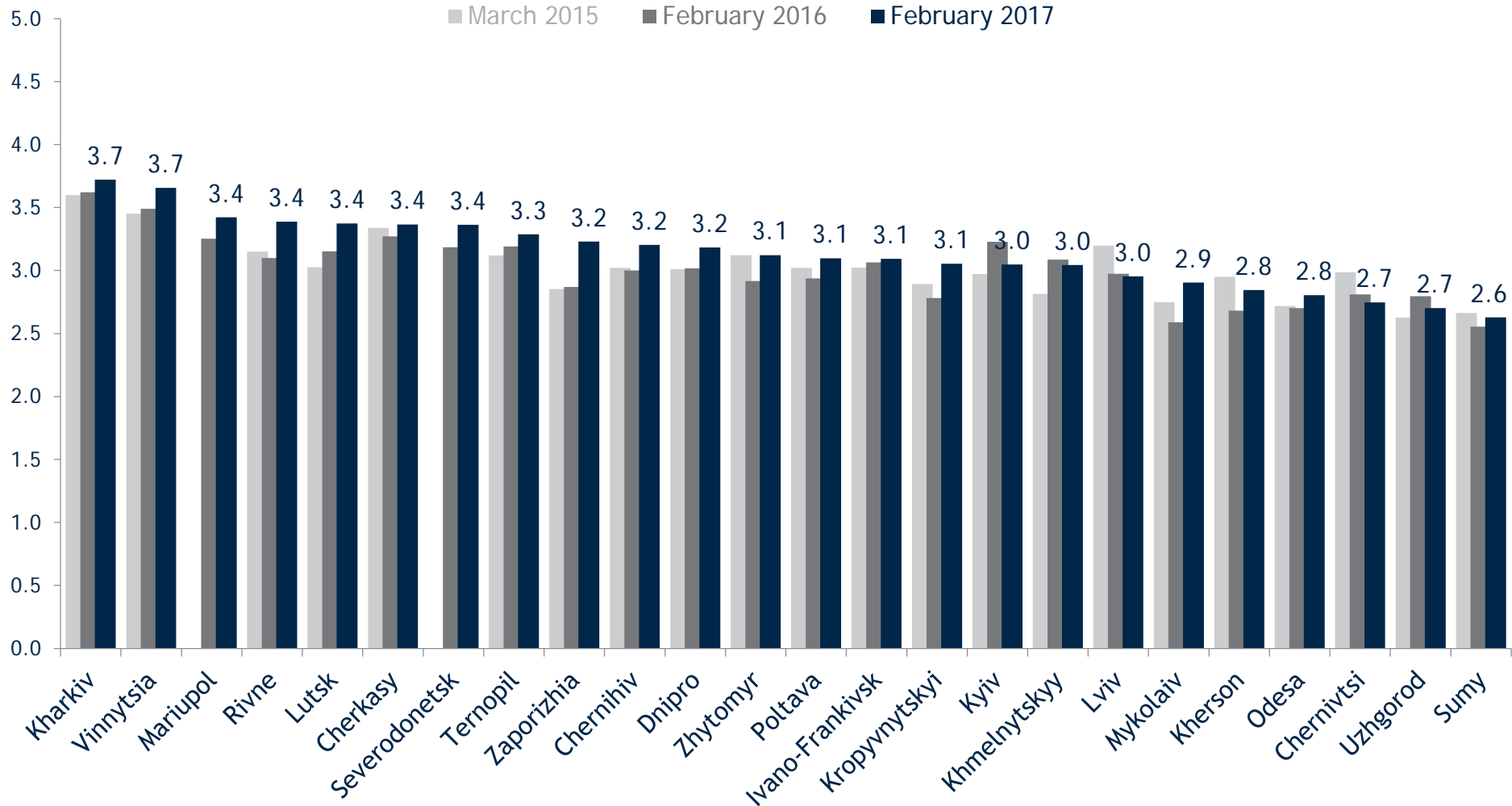
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Sewage



# How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

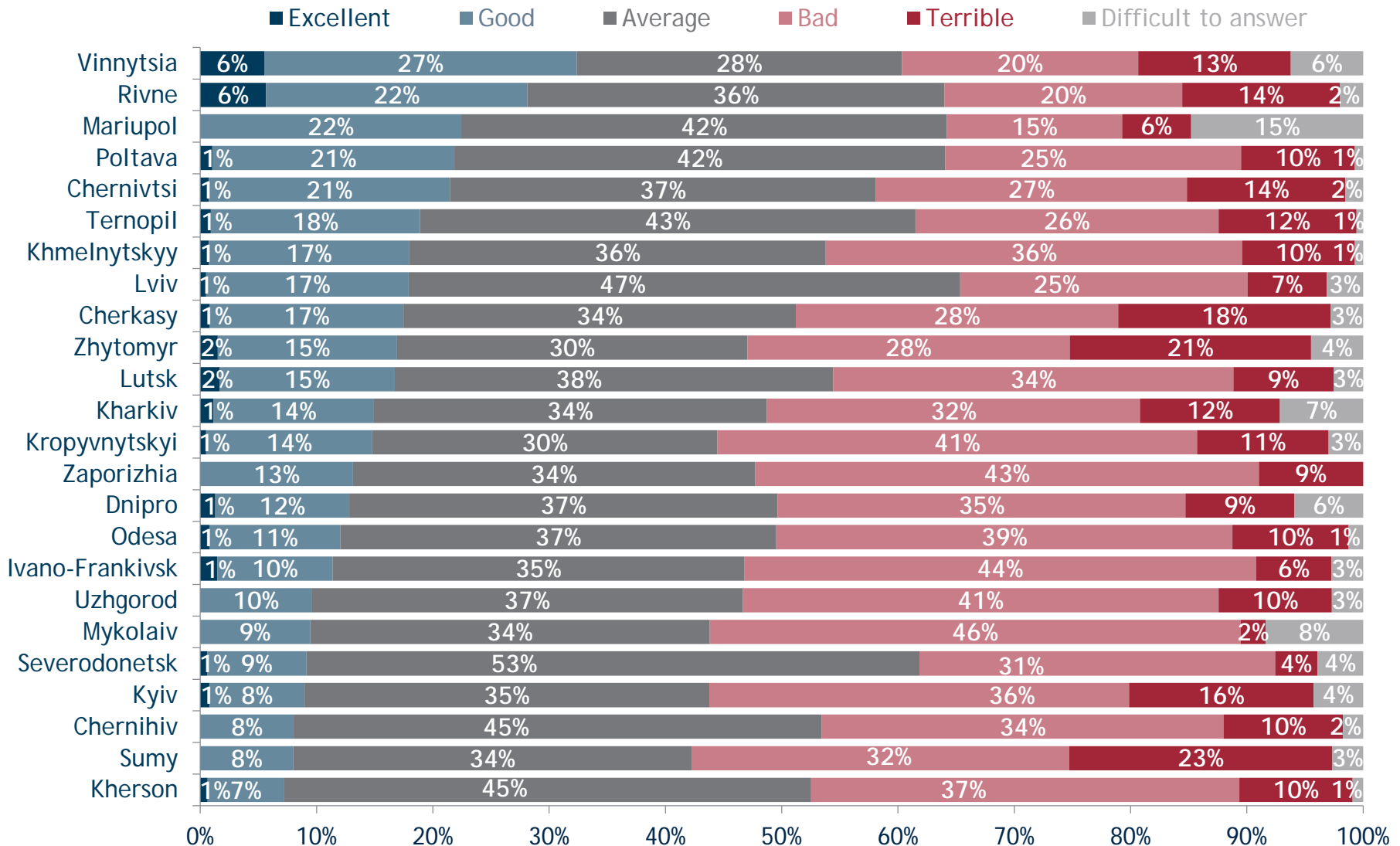
## Sewage



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

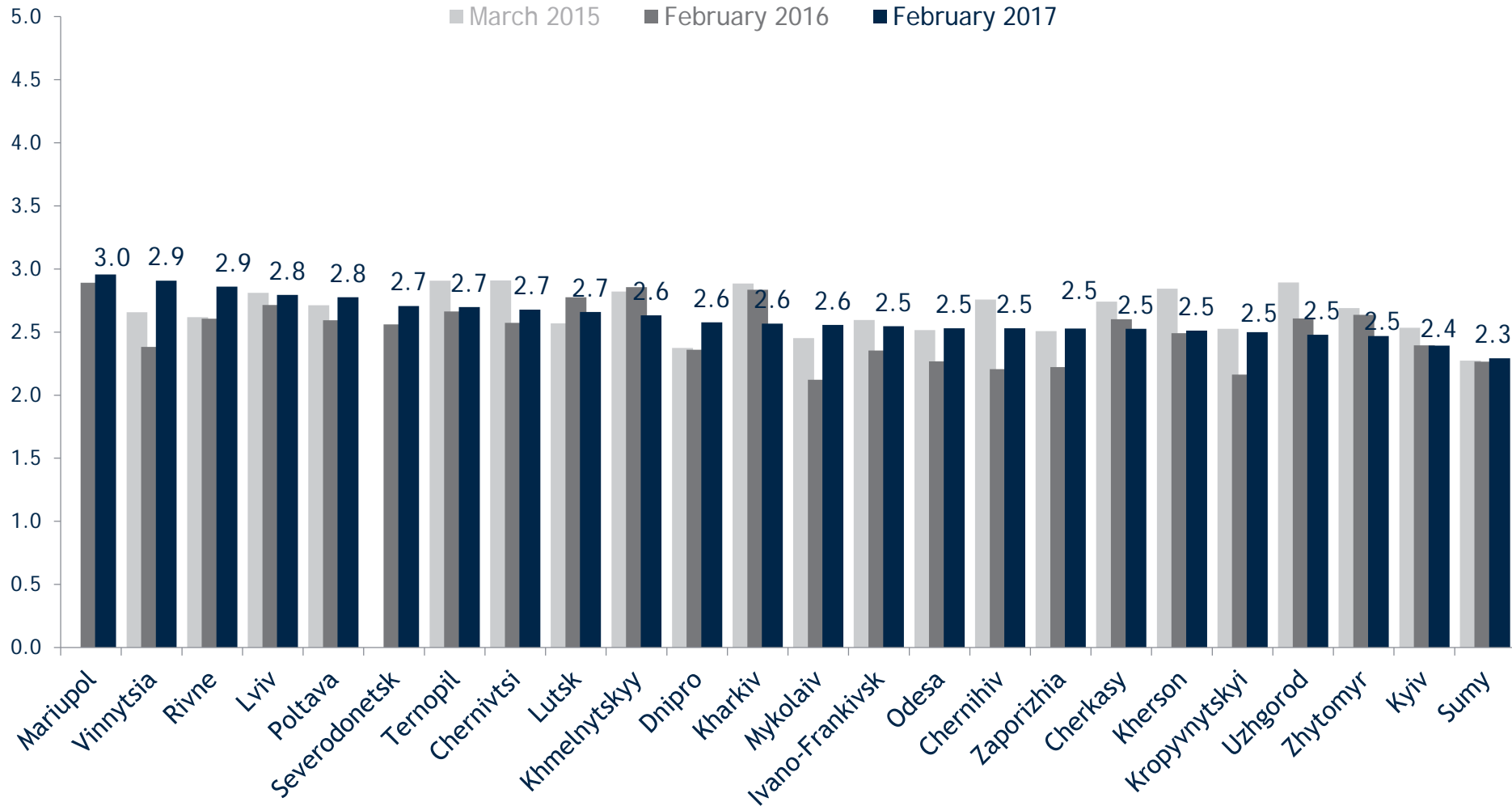
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Medical Institutions



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

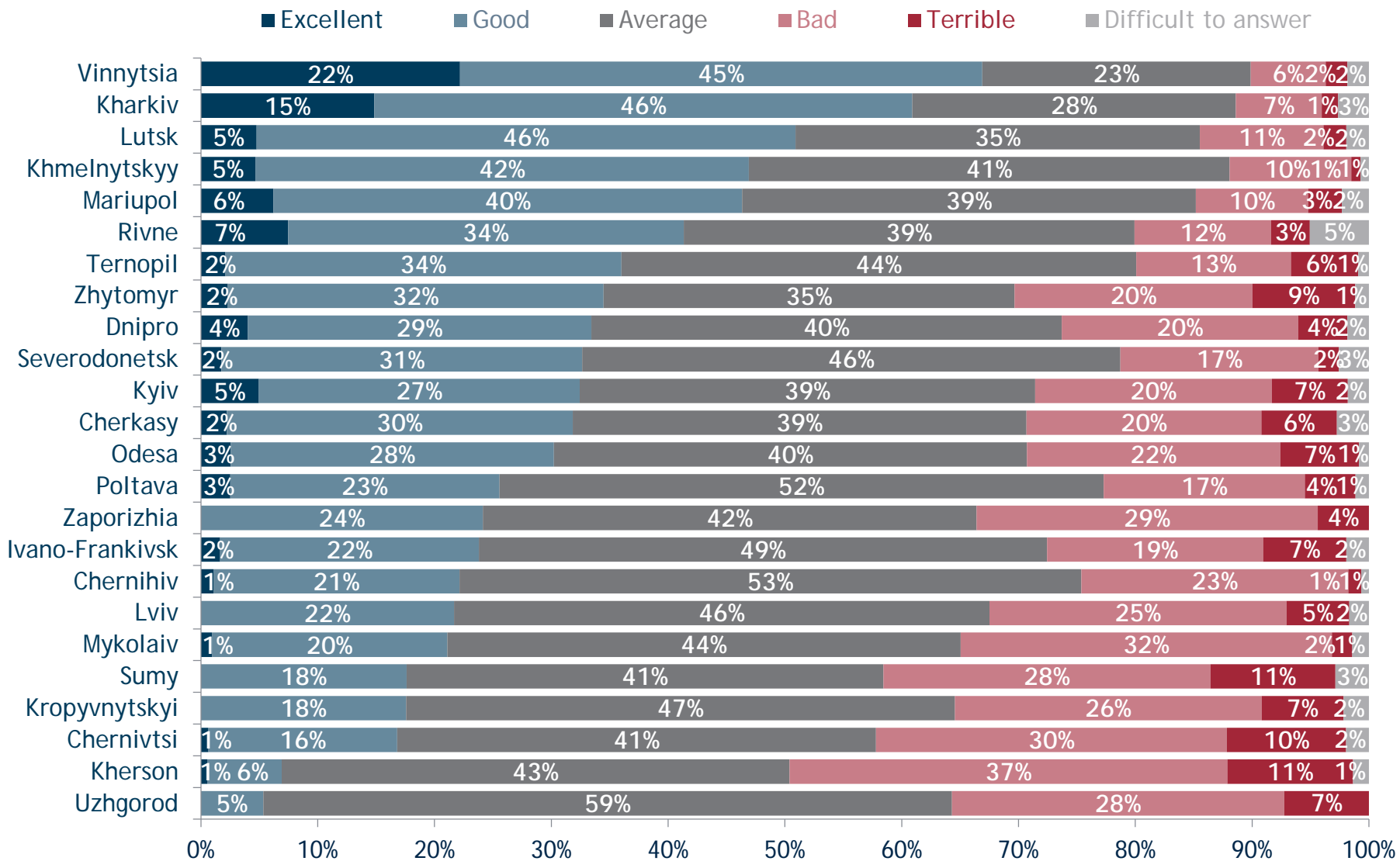
## Medical Institutions



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

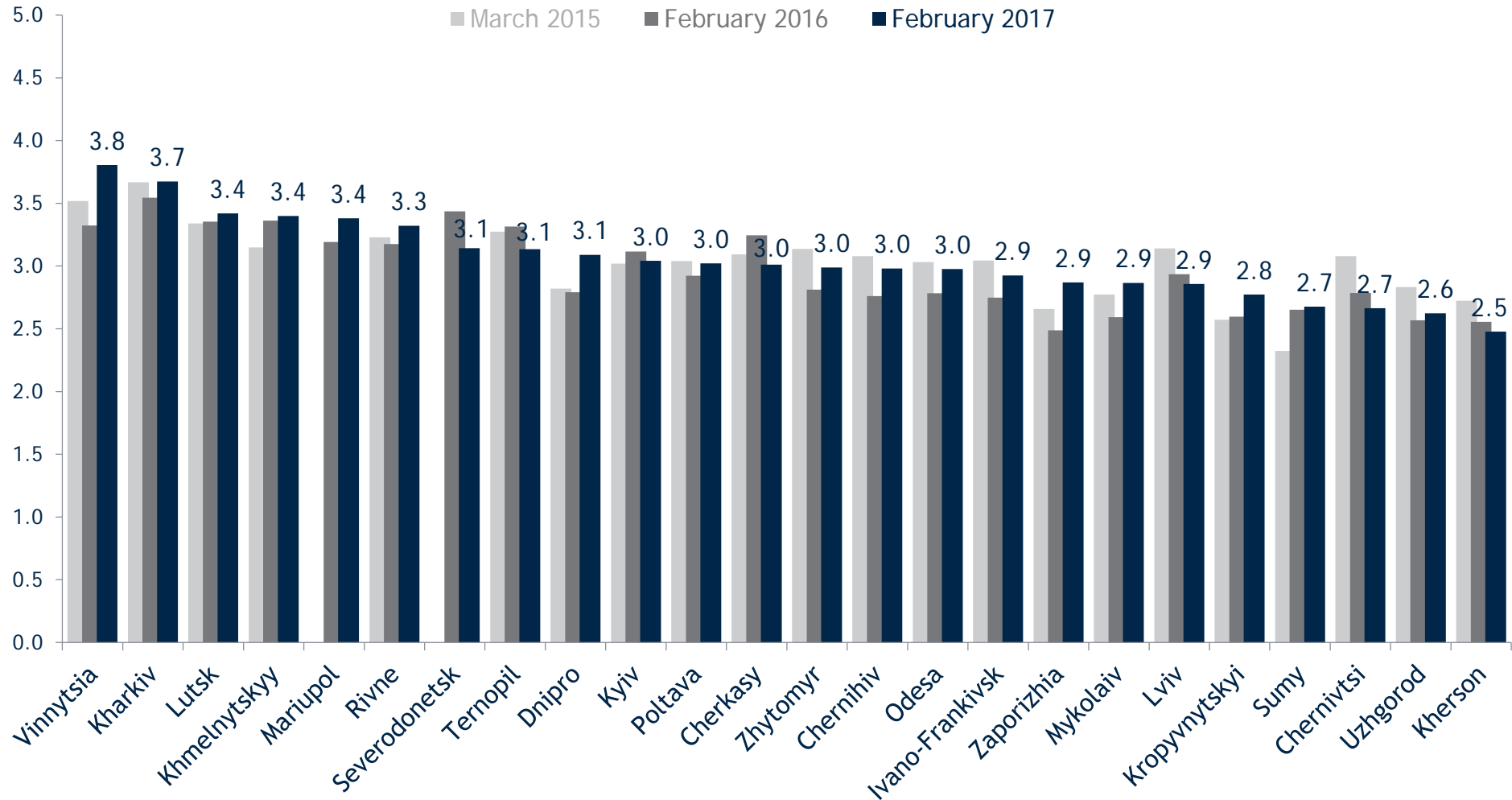
## Transportation Infrastructure/Public Transport





How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

## Transportation Infrastructure/Public Transport

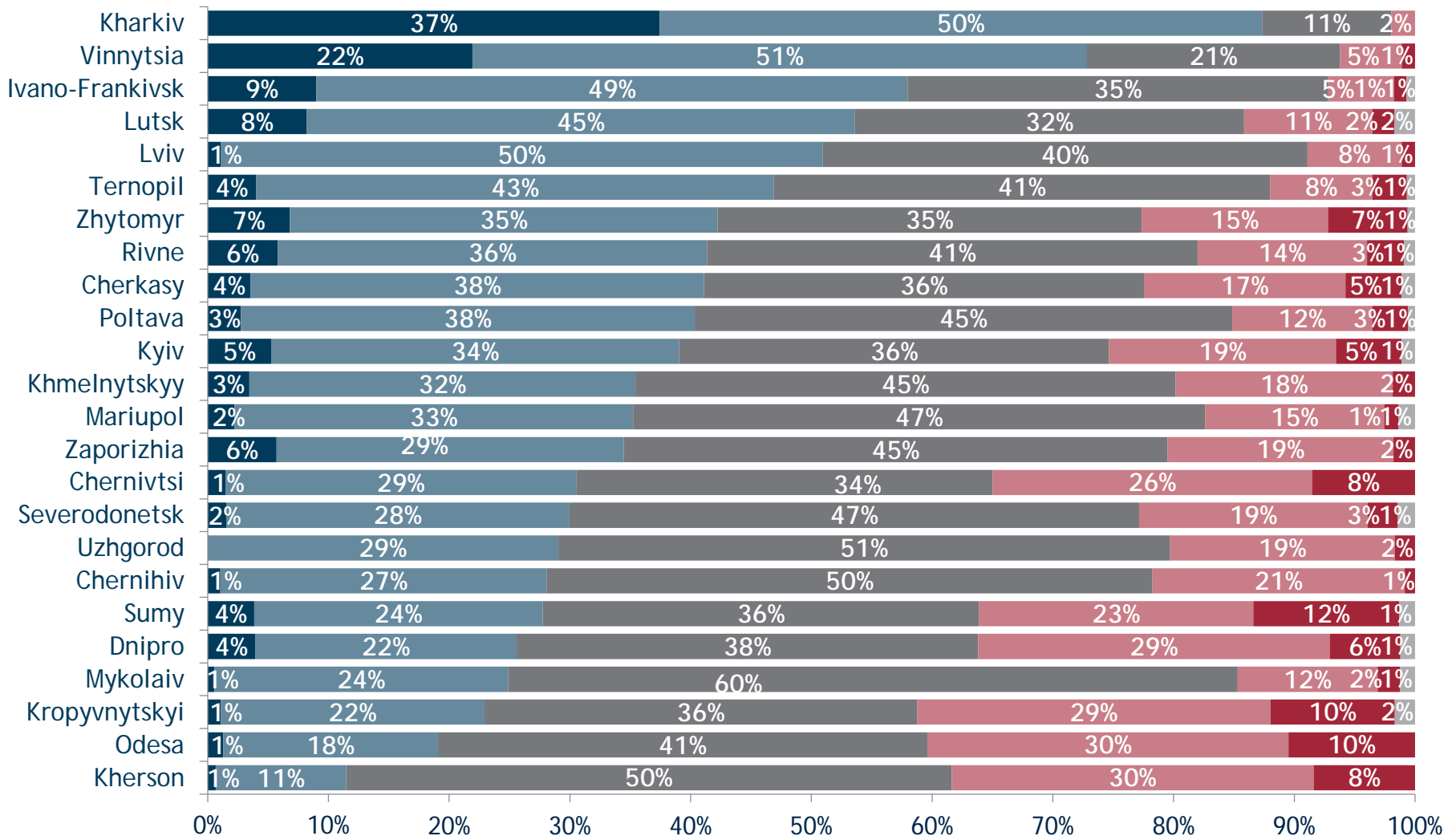


\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

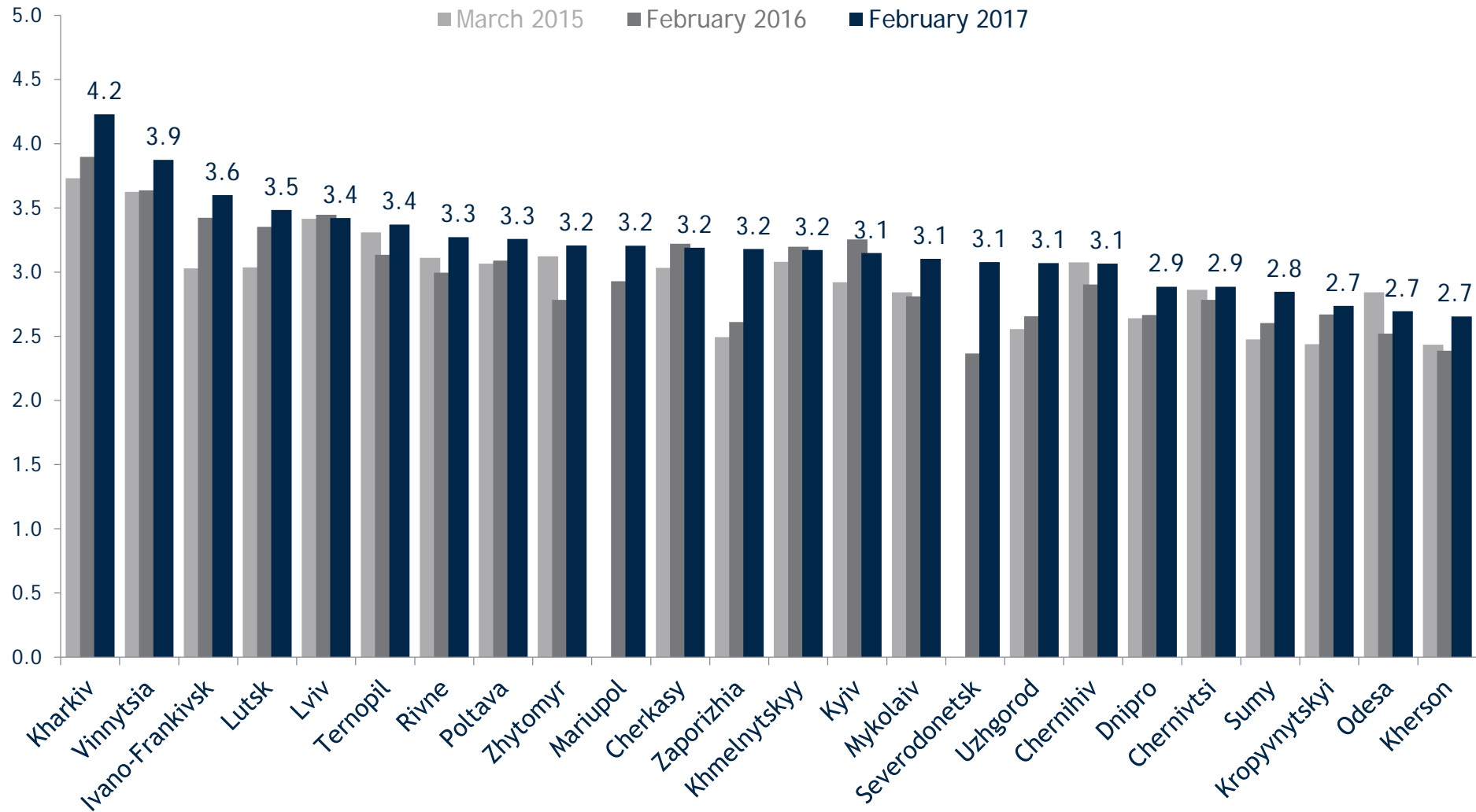
## Street Lighting

■ Excellent ■ Good ■ Average ■ Bad ■ Terrible ■ Difficult to answer



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

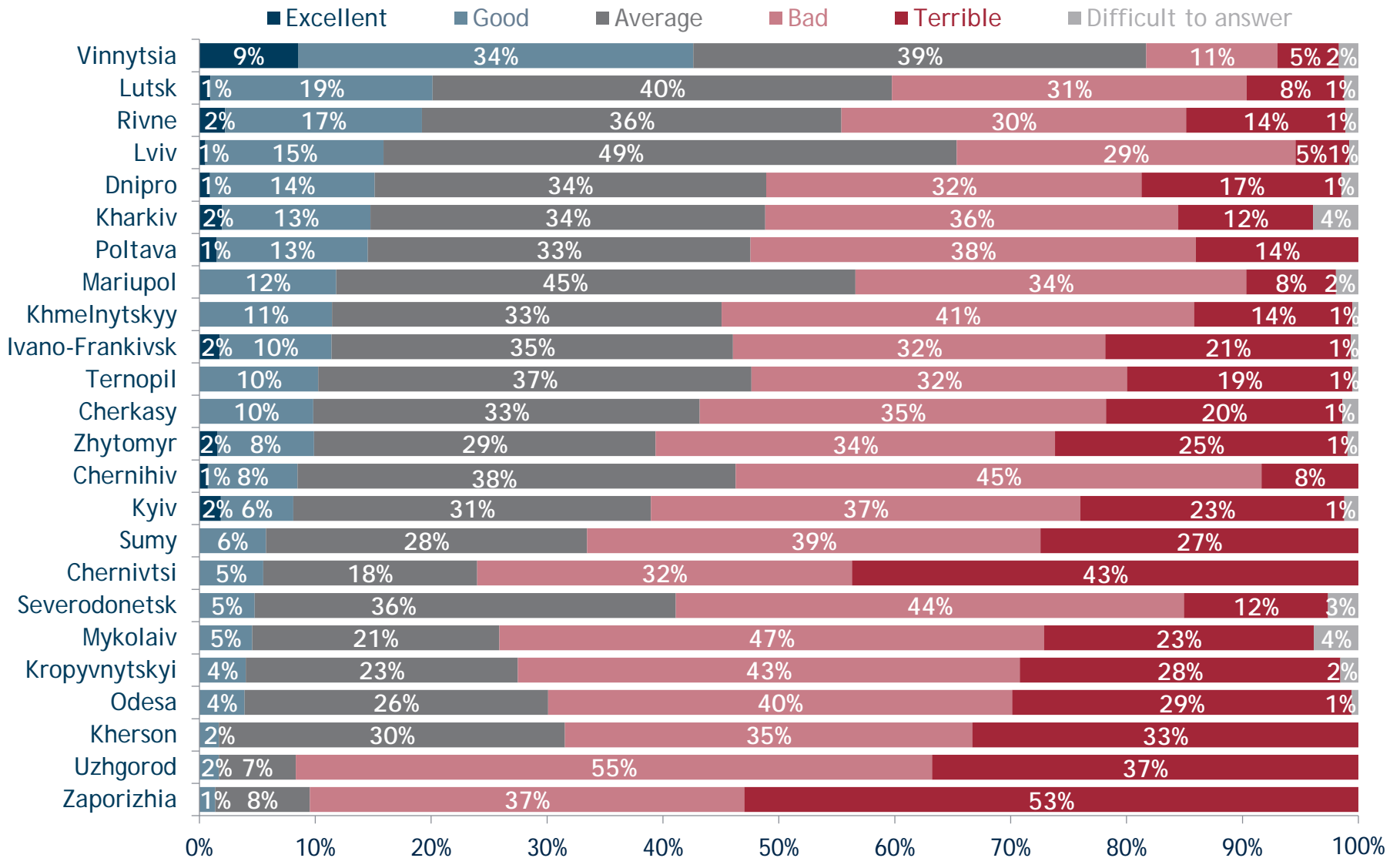
## Street Lighting



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

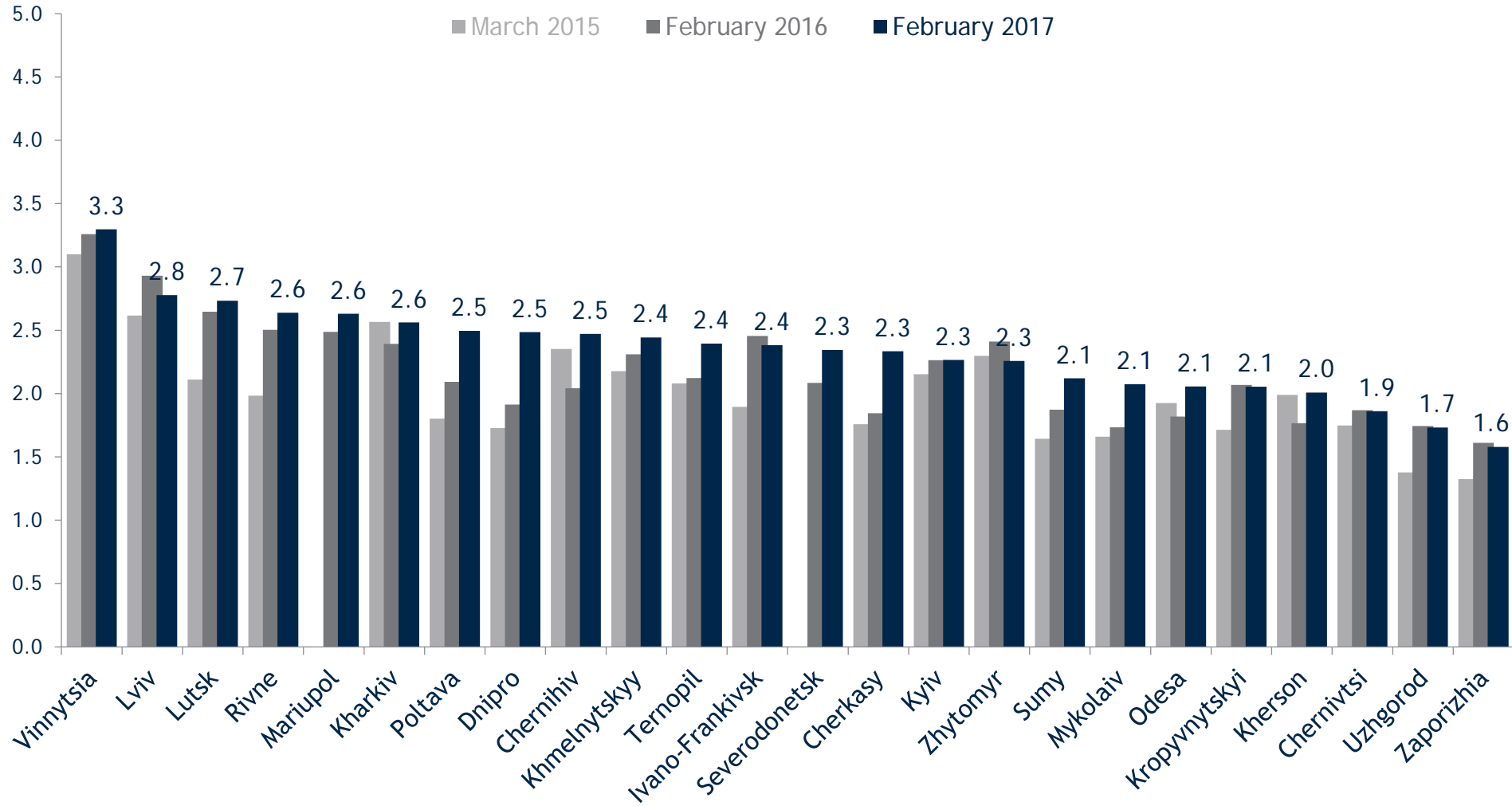
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Roads



# How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

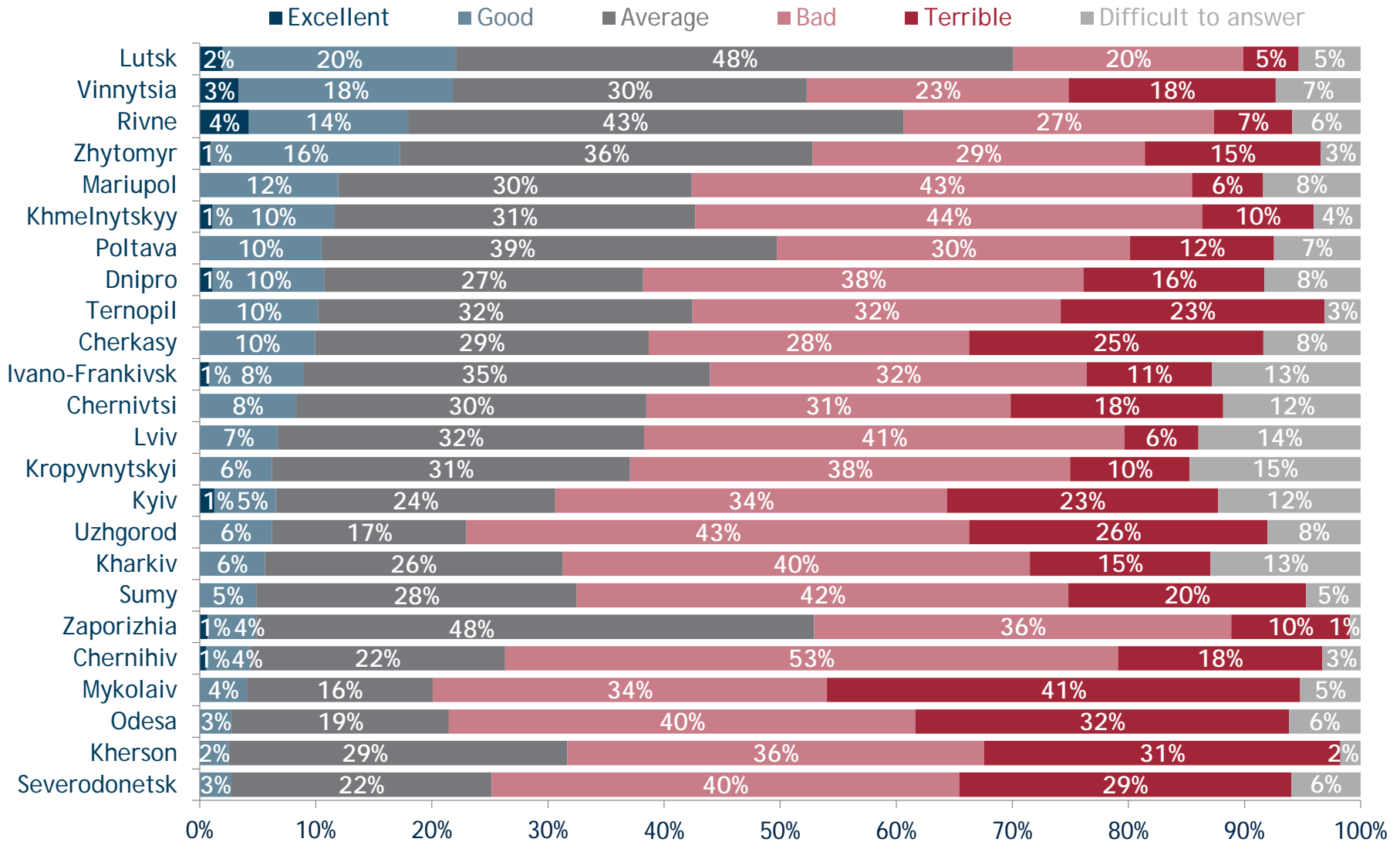
## Roads



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

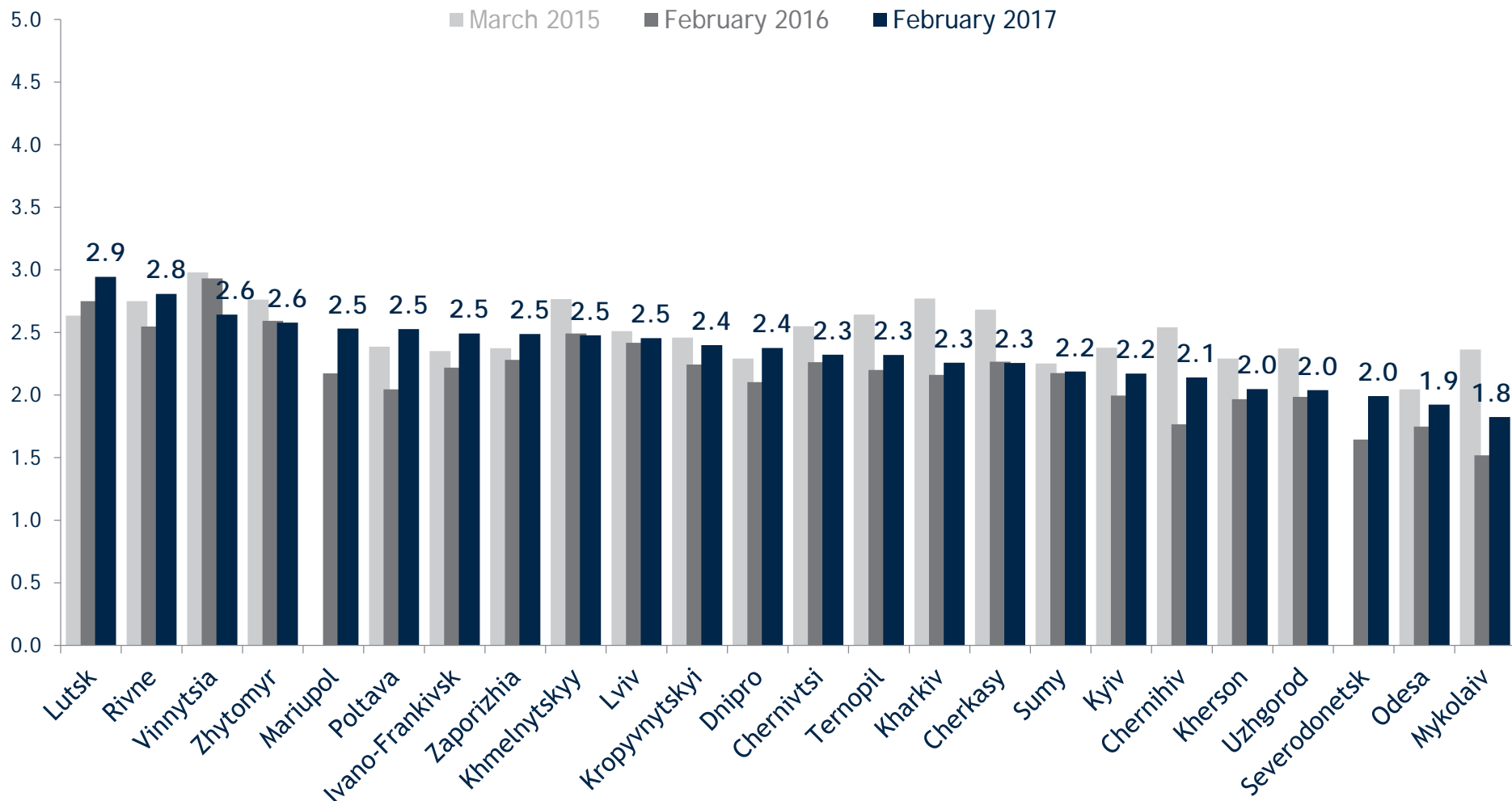
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Industrial Zones/Industrial Development



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

## Industrial Zones/Industrial Development

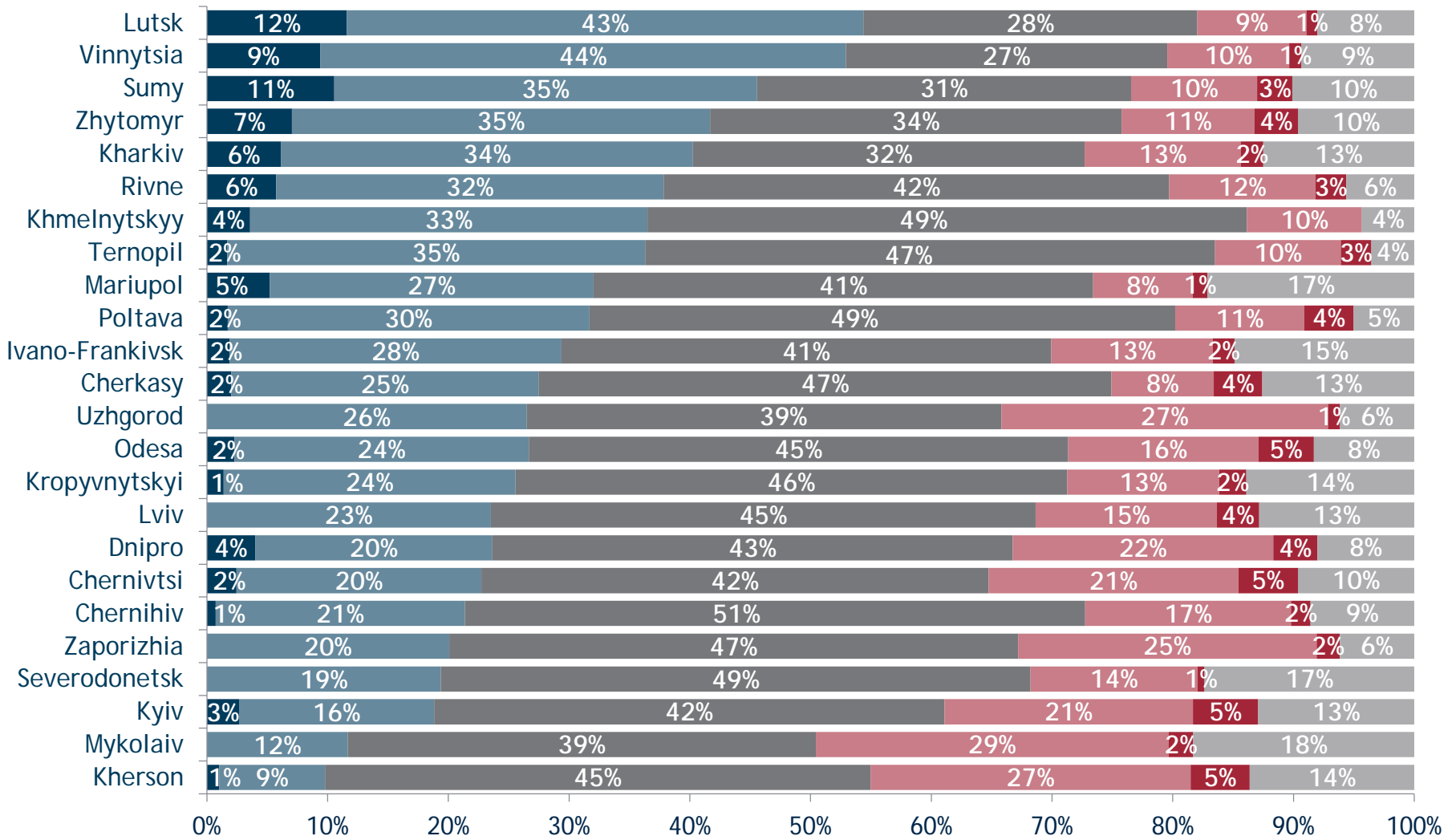


\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Sports Facilities

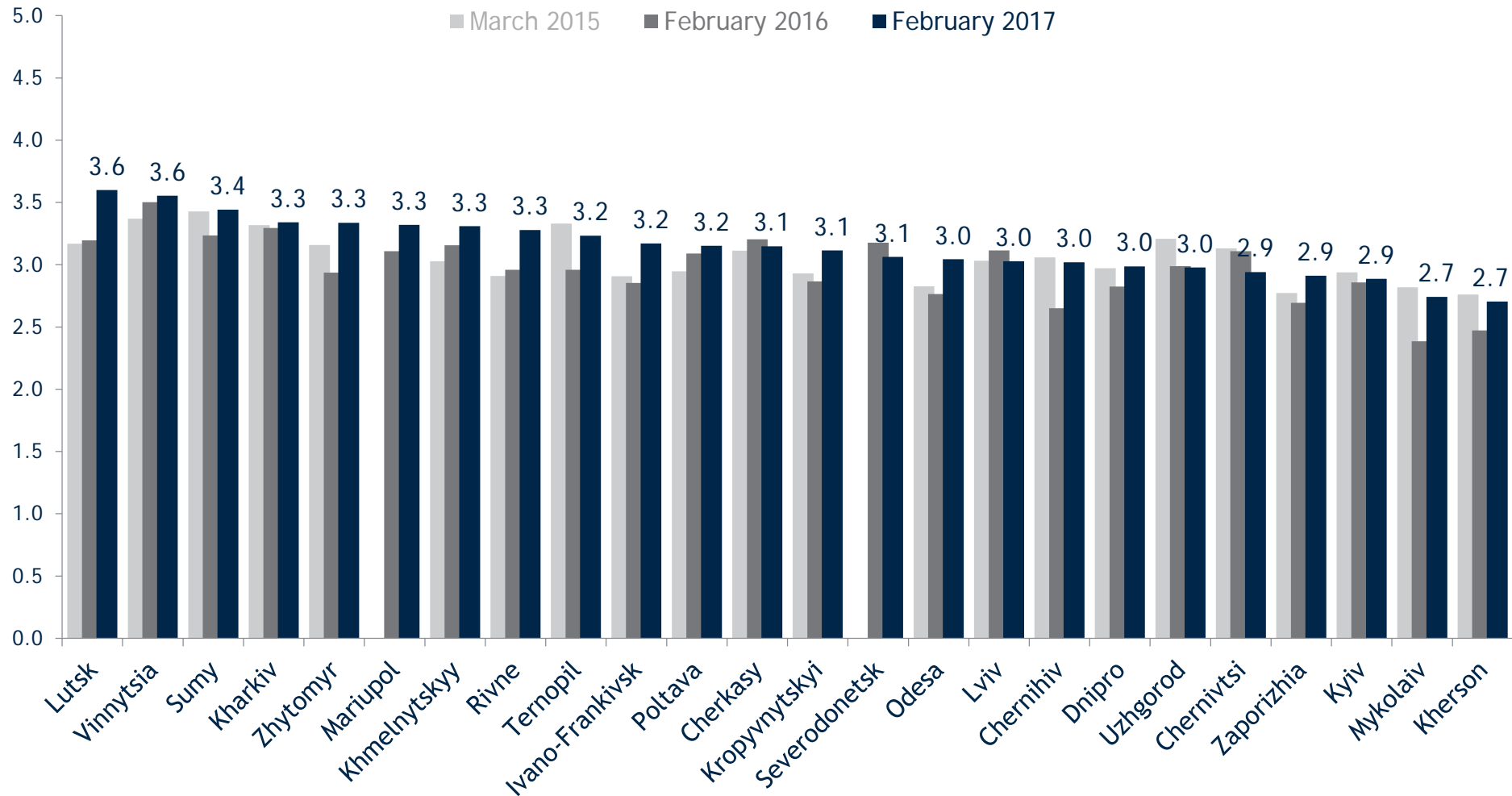
■ Excellent ■ Good ■ Average ■ Bad ■ Terrible ■ Difficult to answer





How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

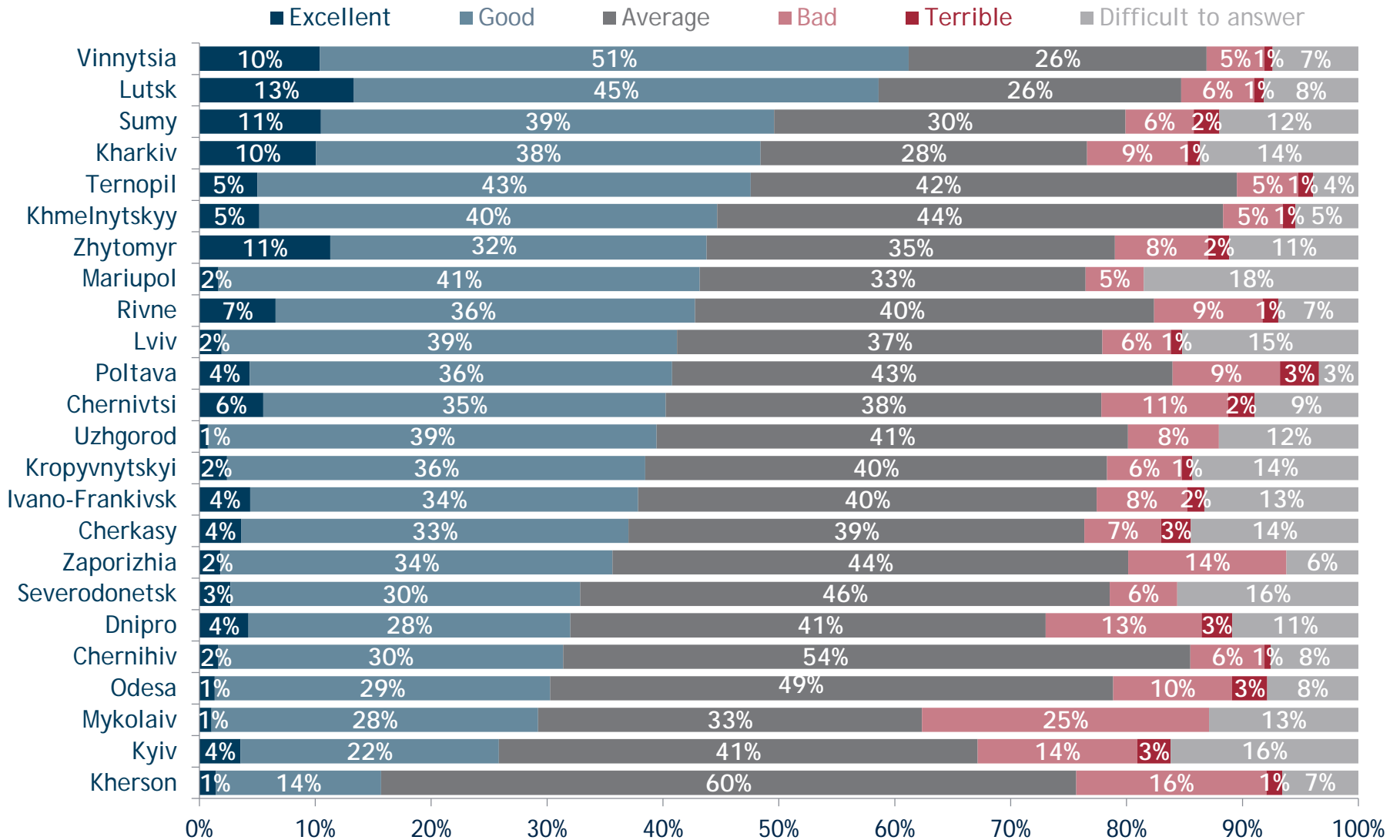
## Sports Facilities



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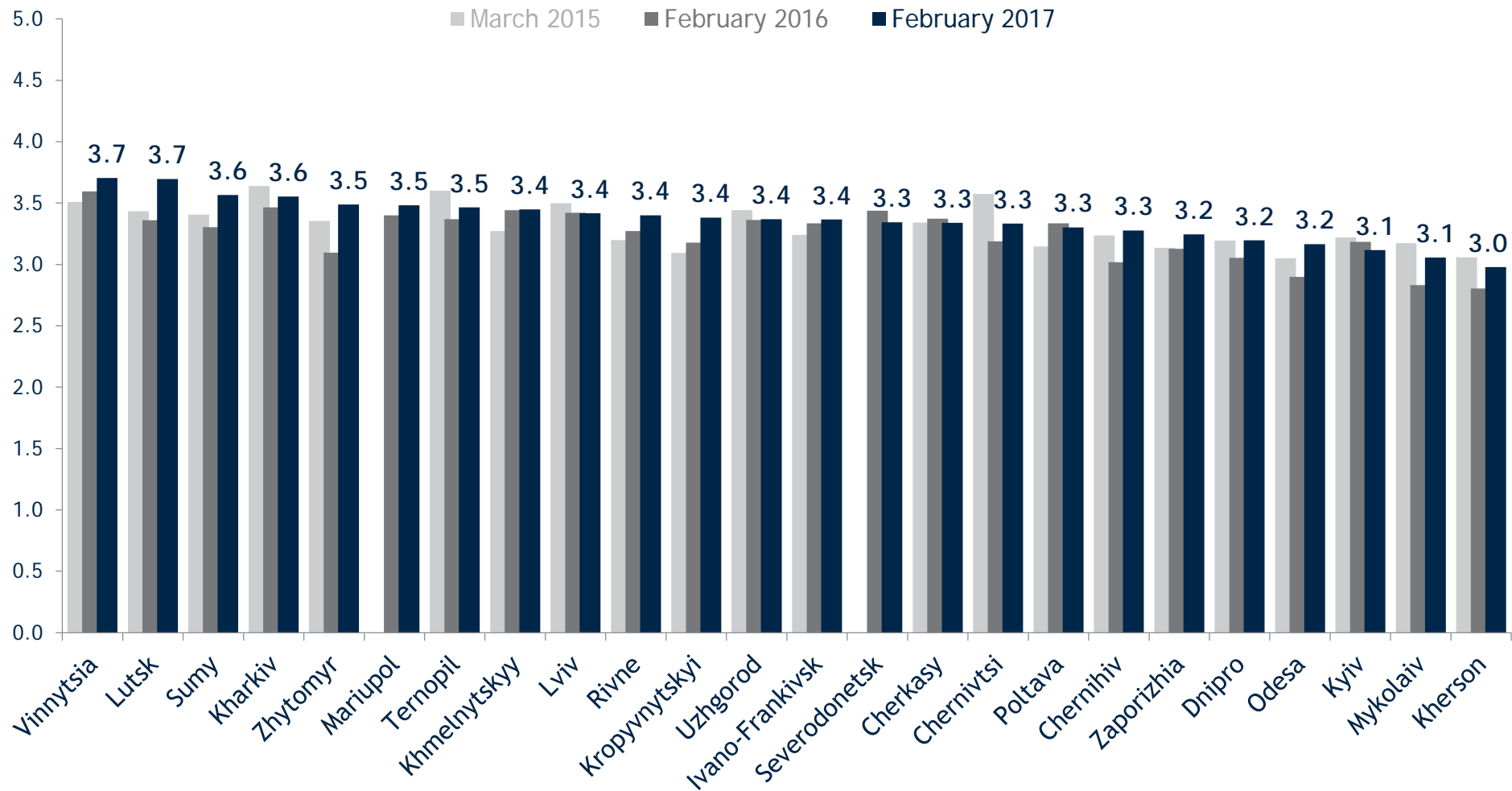
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Universities, Technical Institutes, Colleges



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

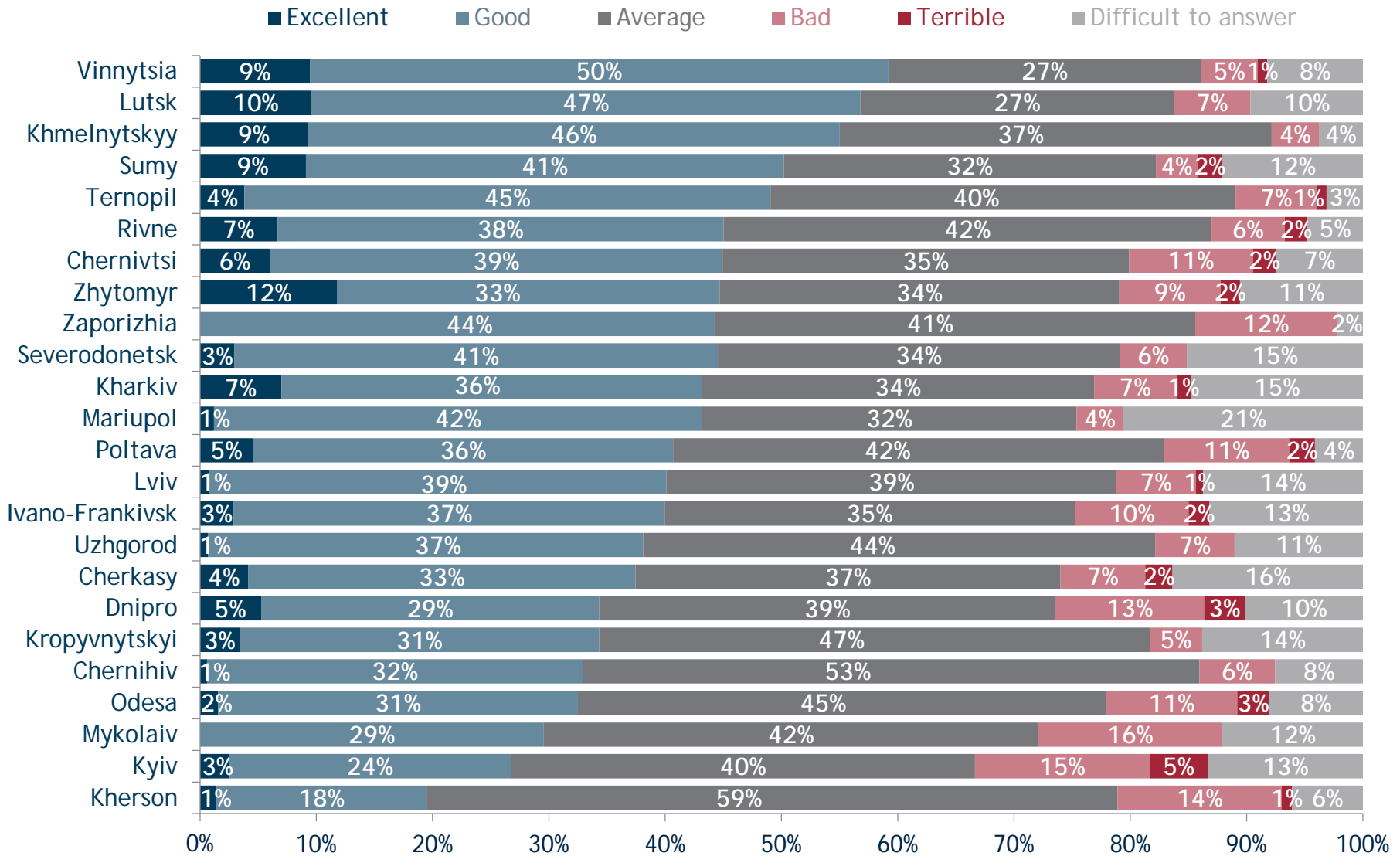
## Universities, Technical Institutes, Colleges



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

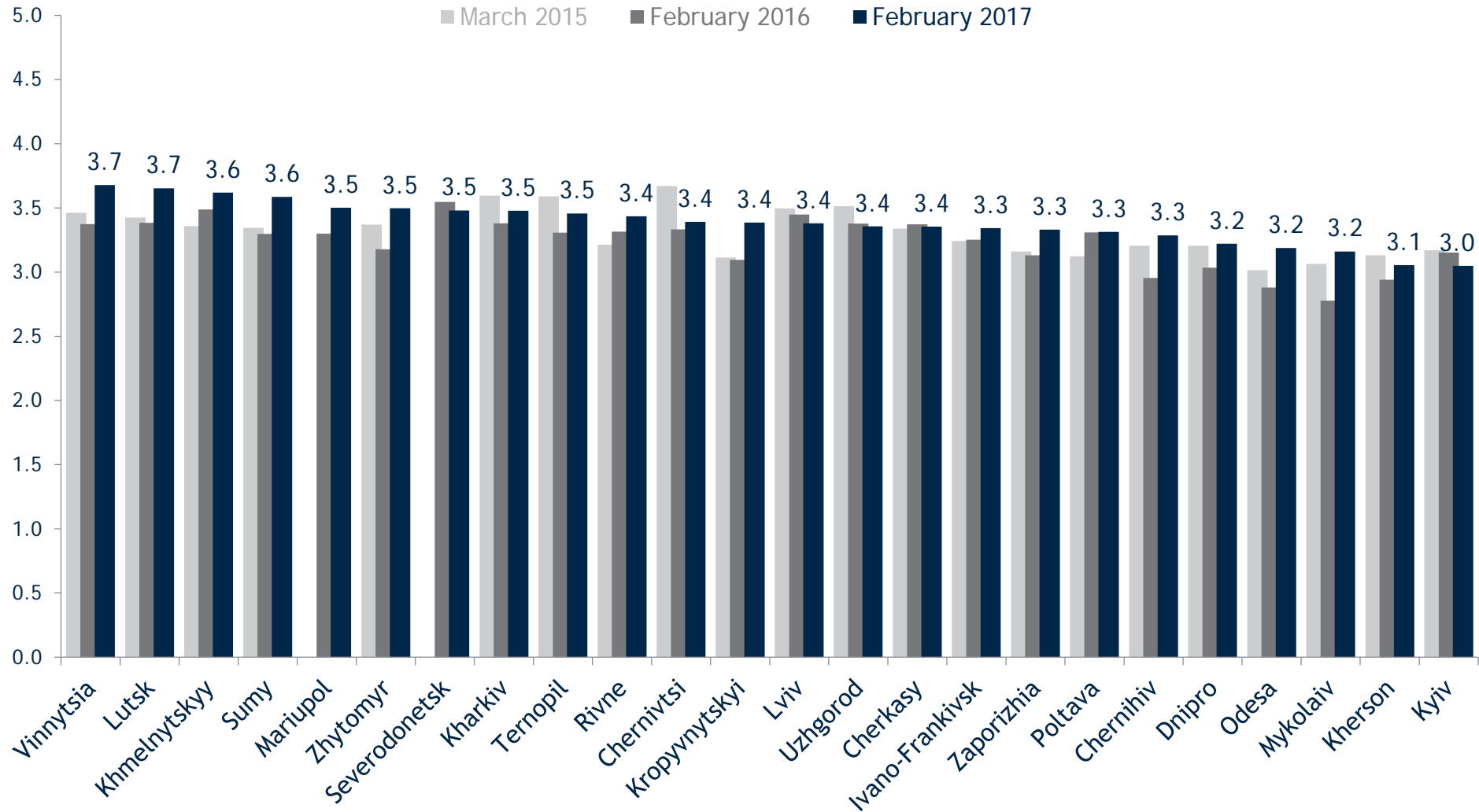
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Schools



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

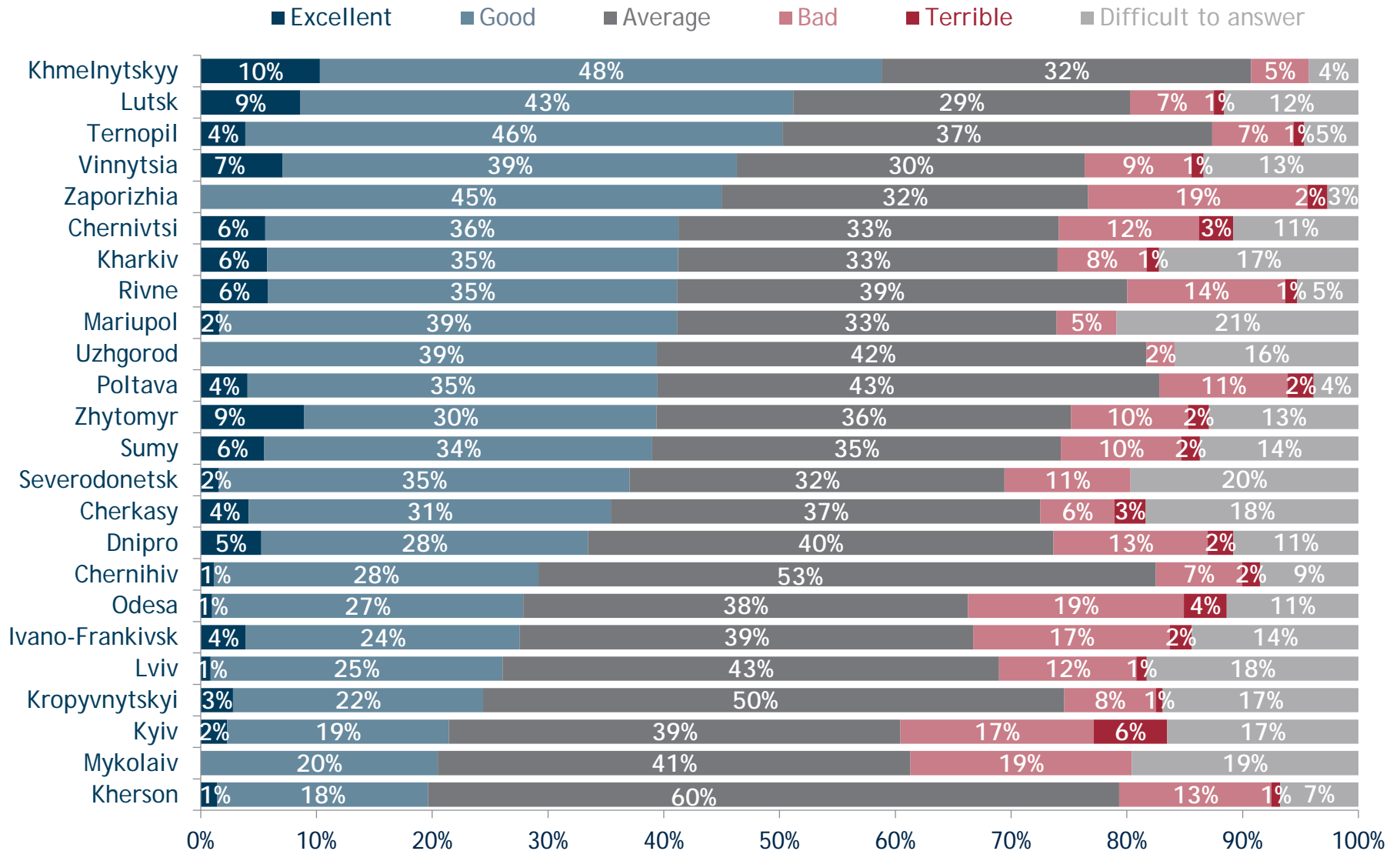
## Schools



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

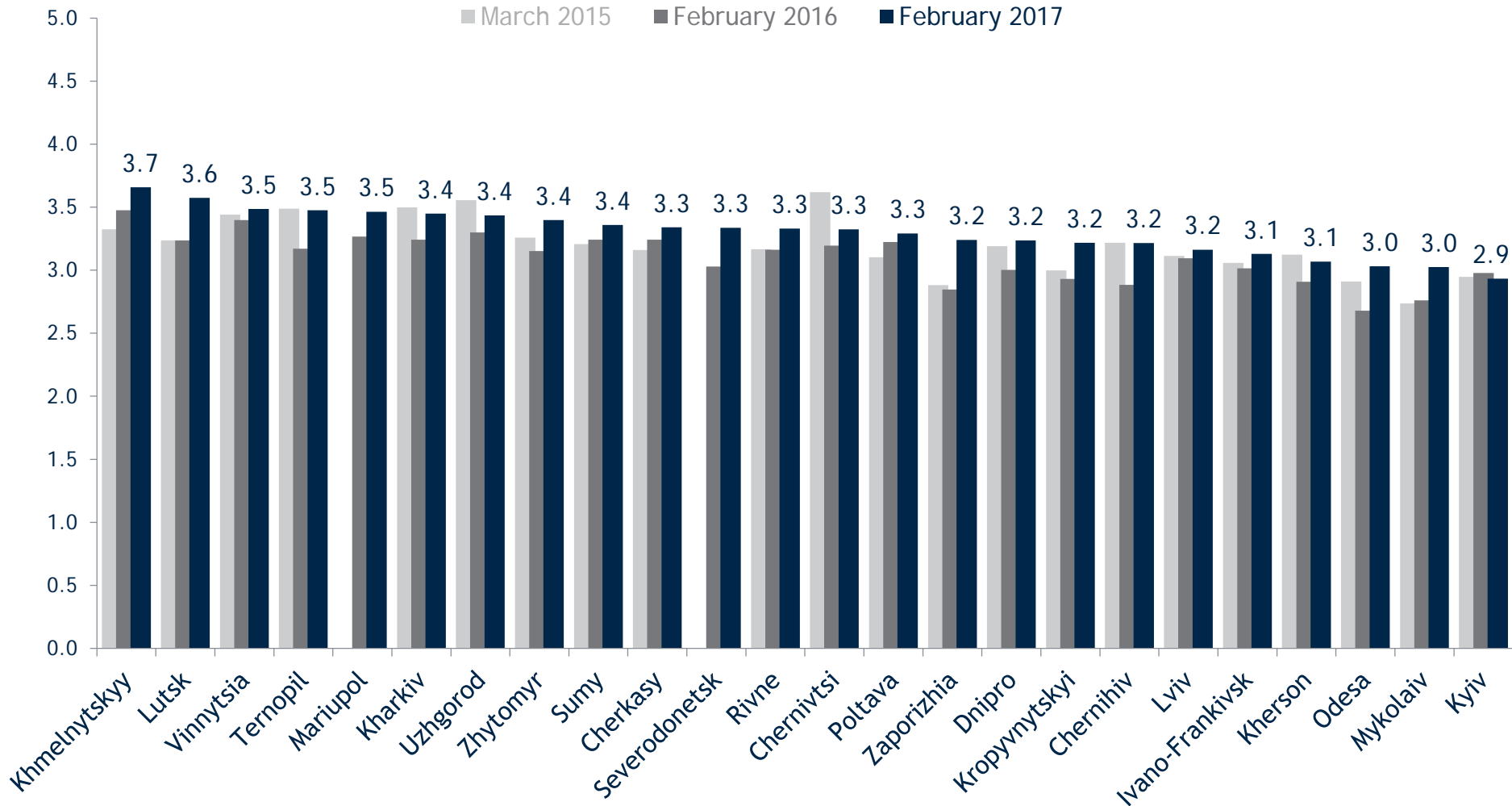
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Kindergartens



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

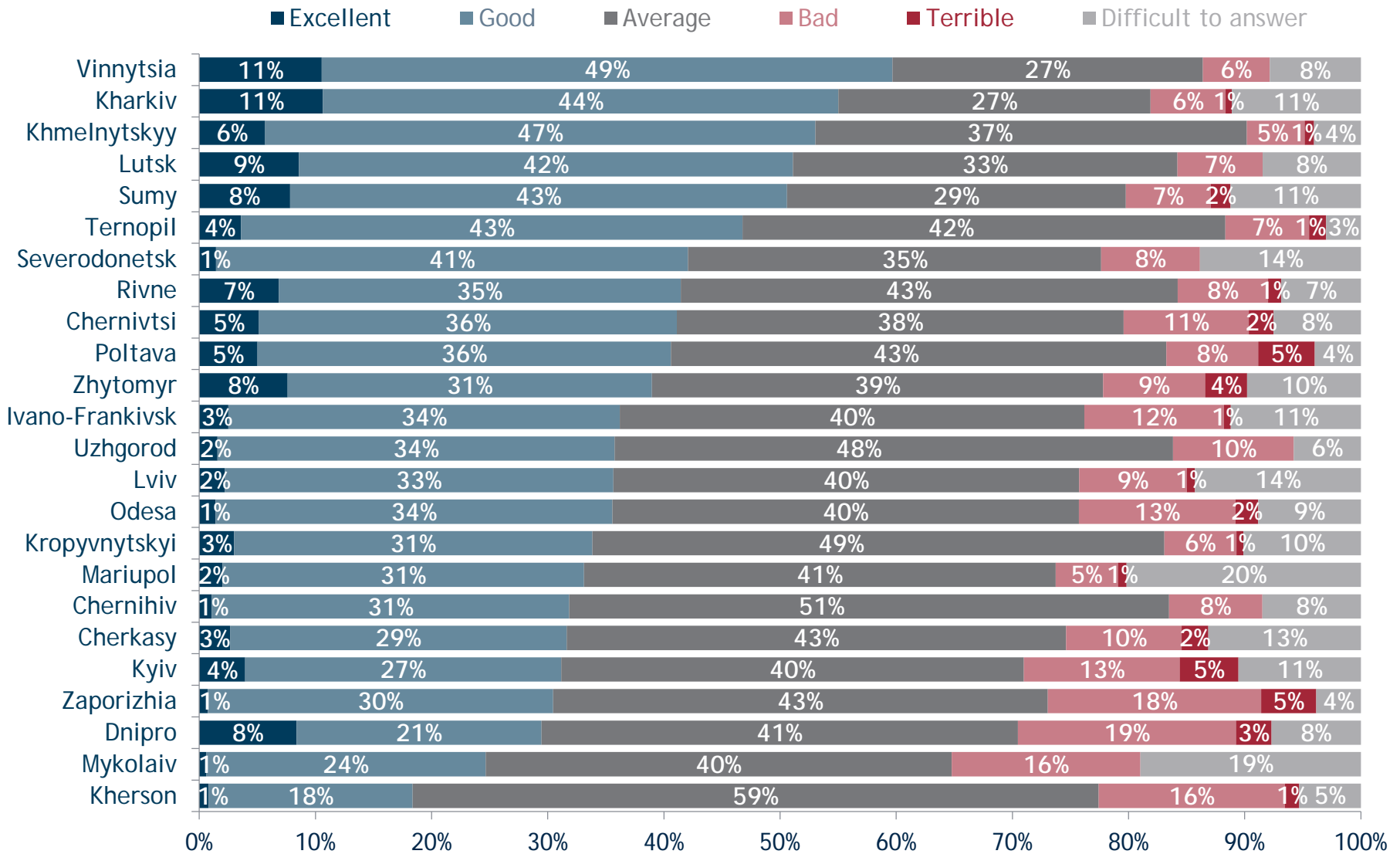
## Kindergartens



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

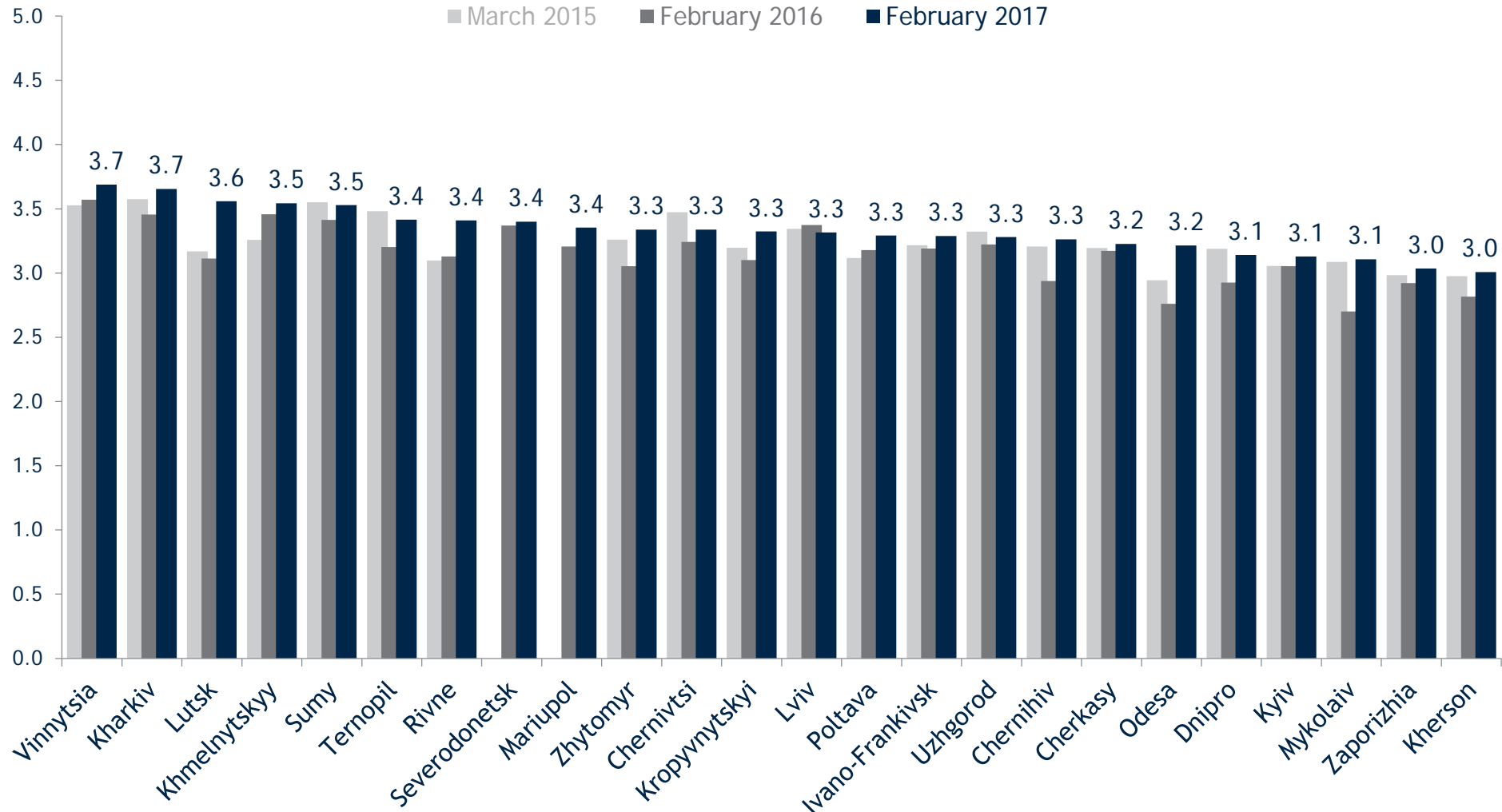
## Cultural Venues (Concert Halls, Libraries, Etc.)





How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

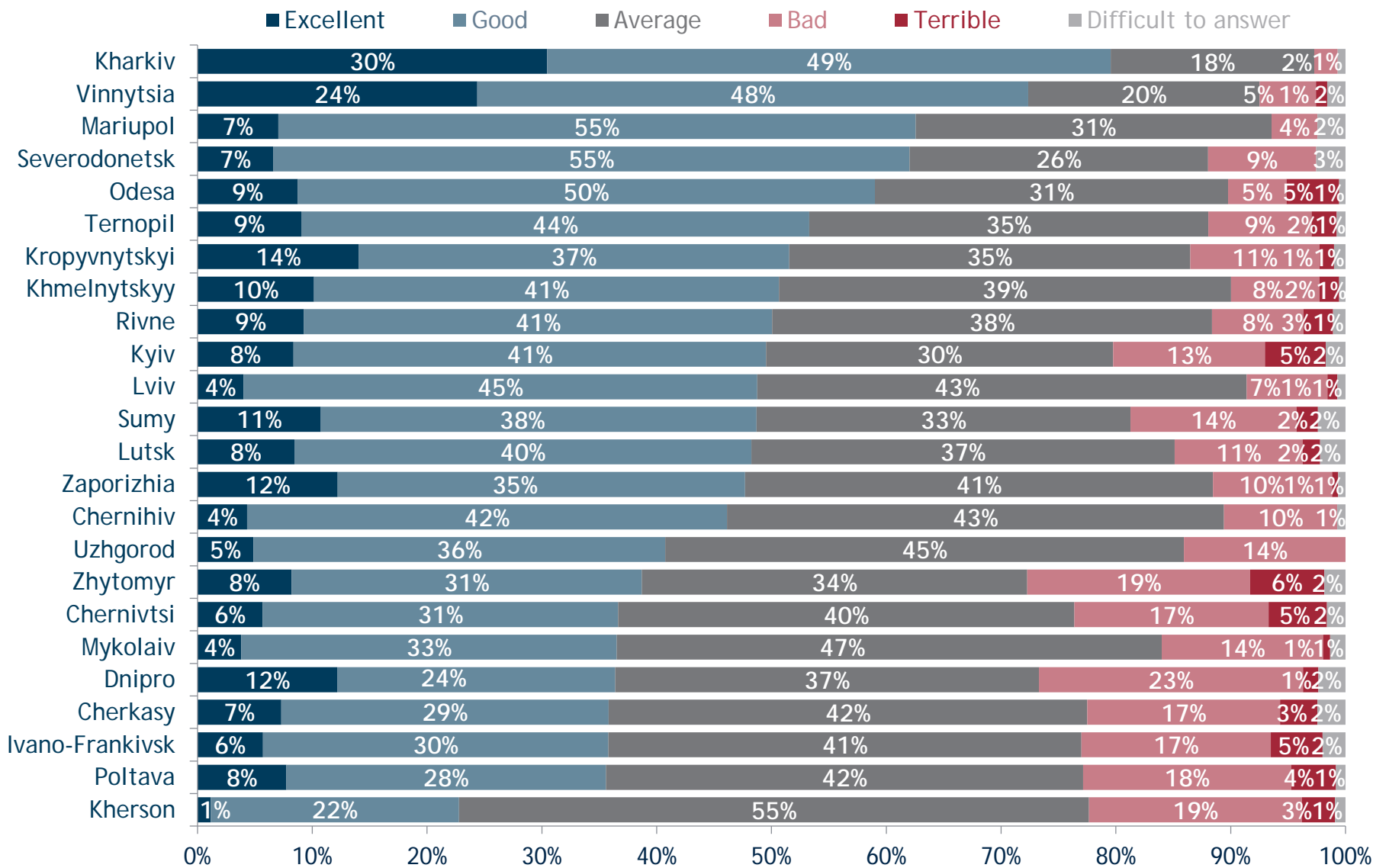
## Cultural Venues (Concert Halls, Libraries, Etc.)



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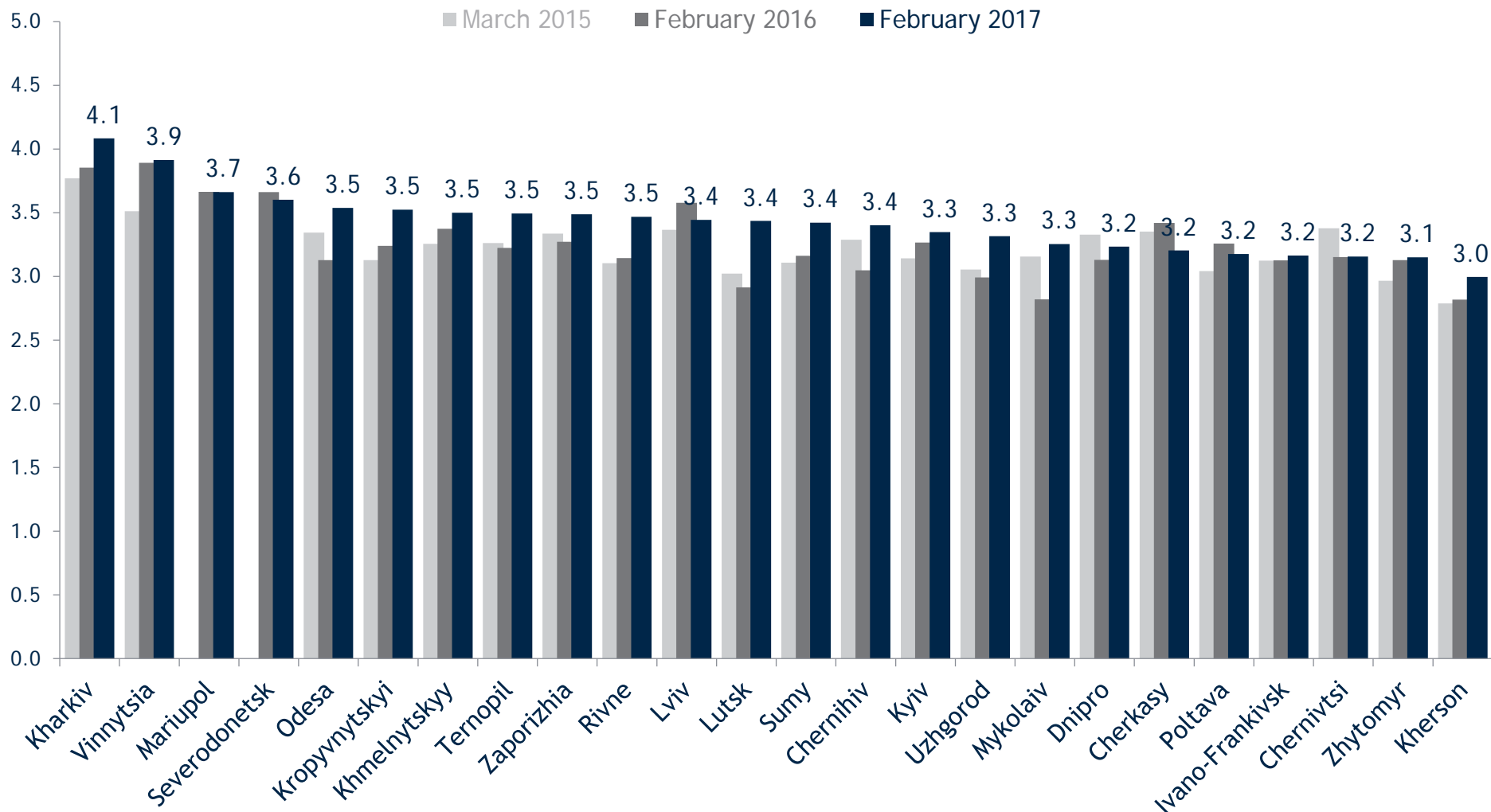
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Street Markets



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

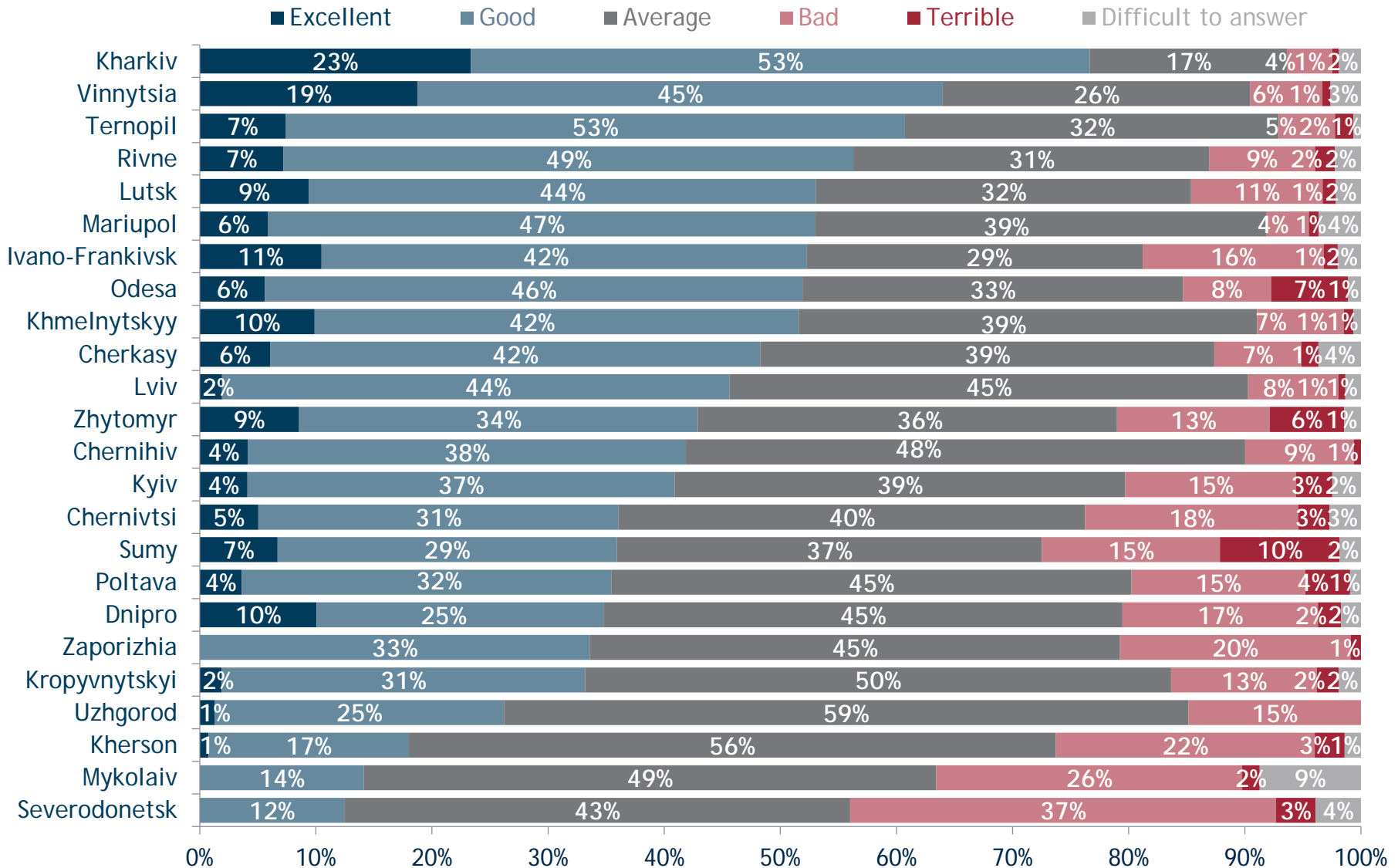
## Street Markets



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

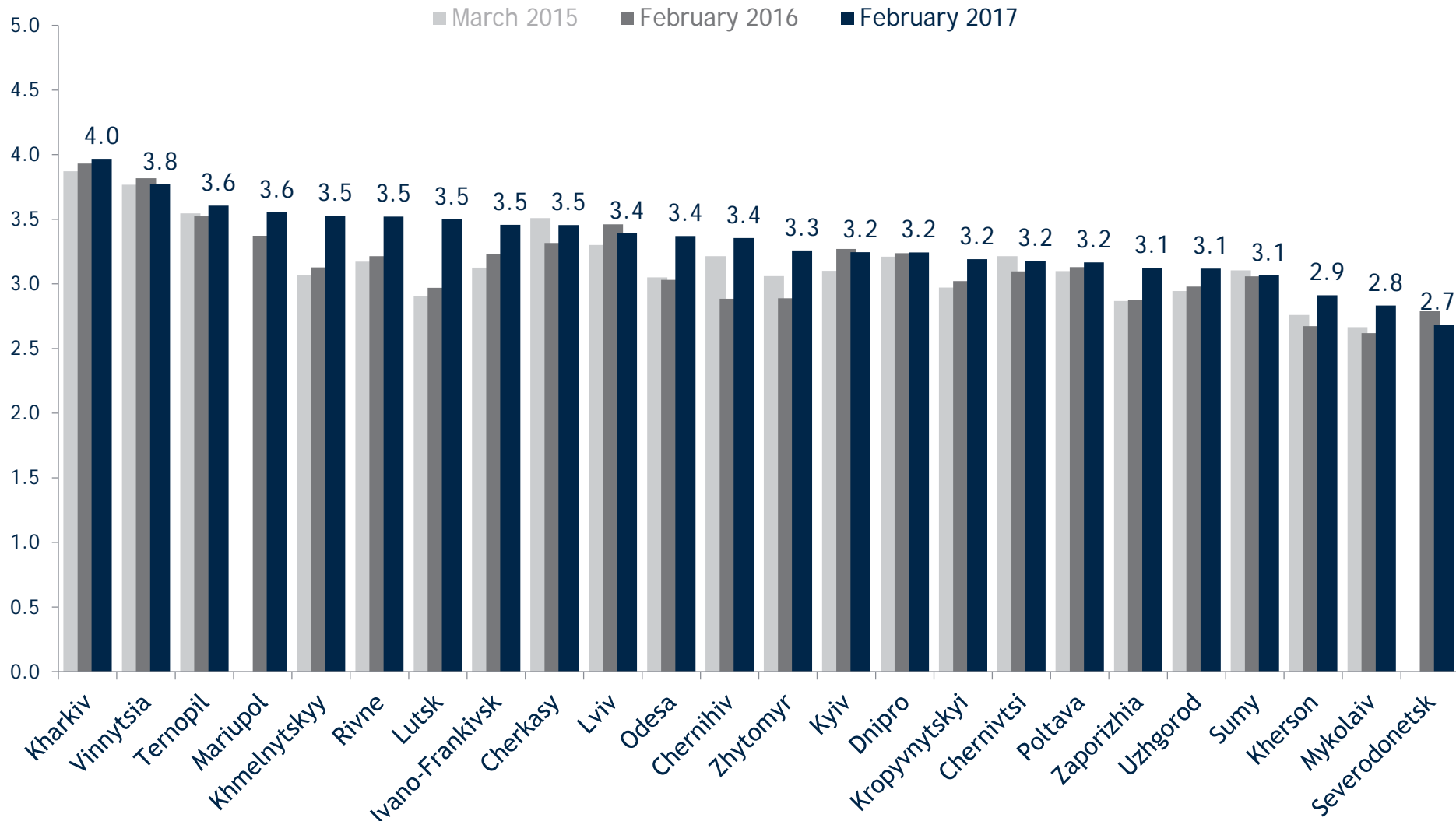
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Public Parks and Gardens



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

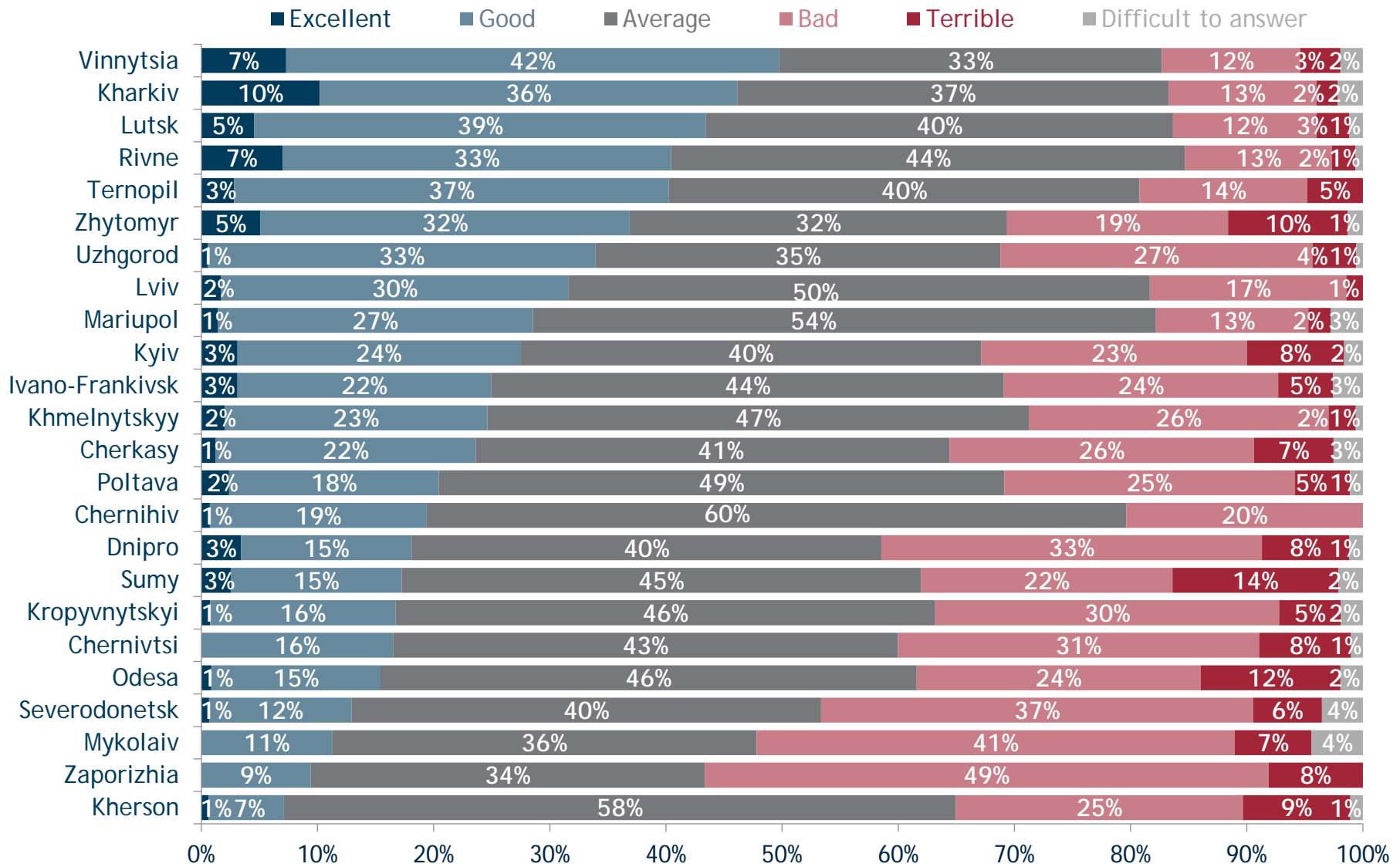
## Public Parks and Gardens



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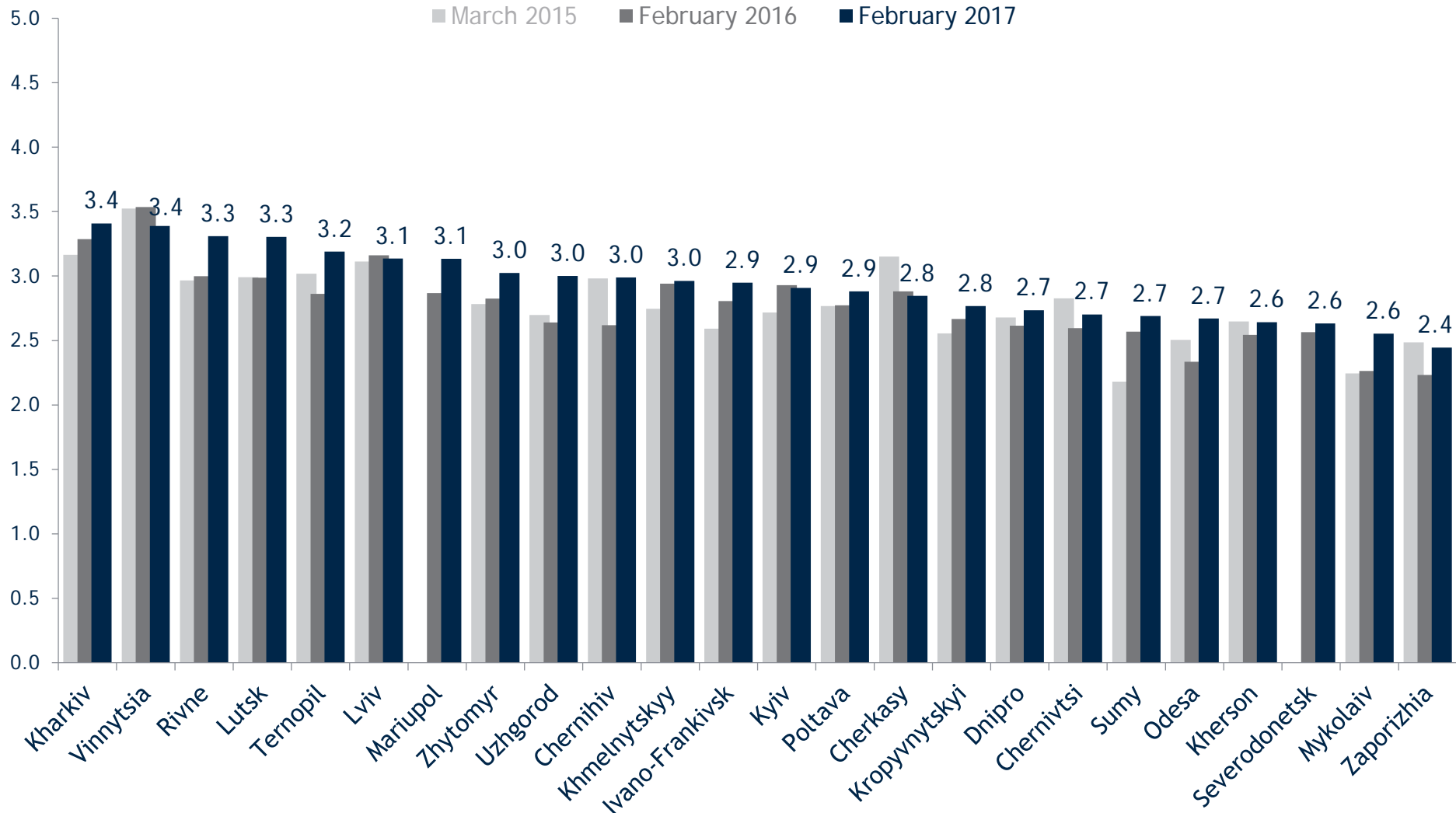
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Yards and Areas Near Buildings



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

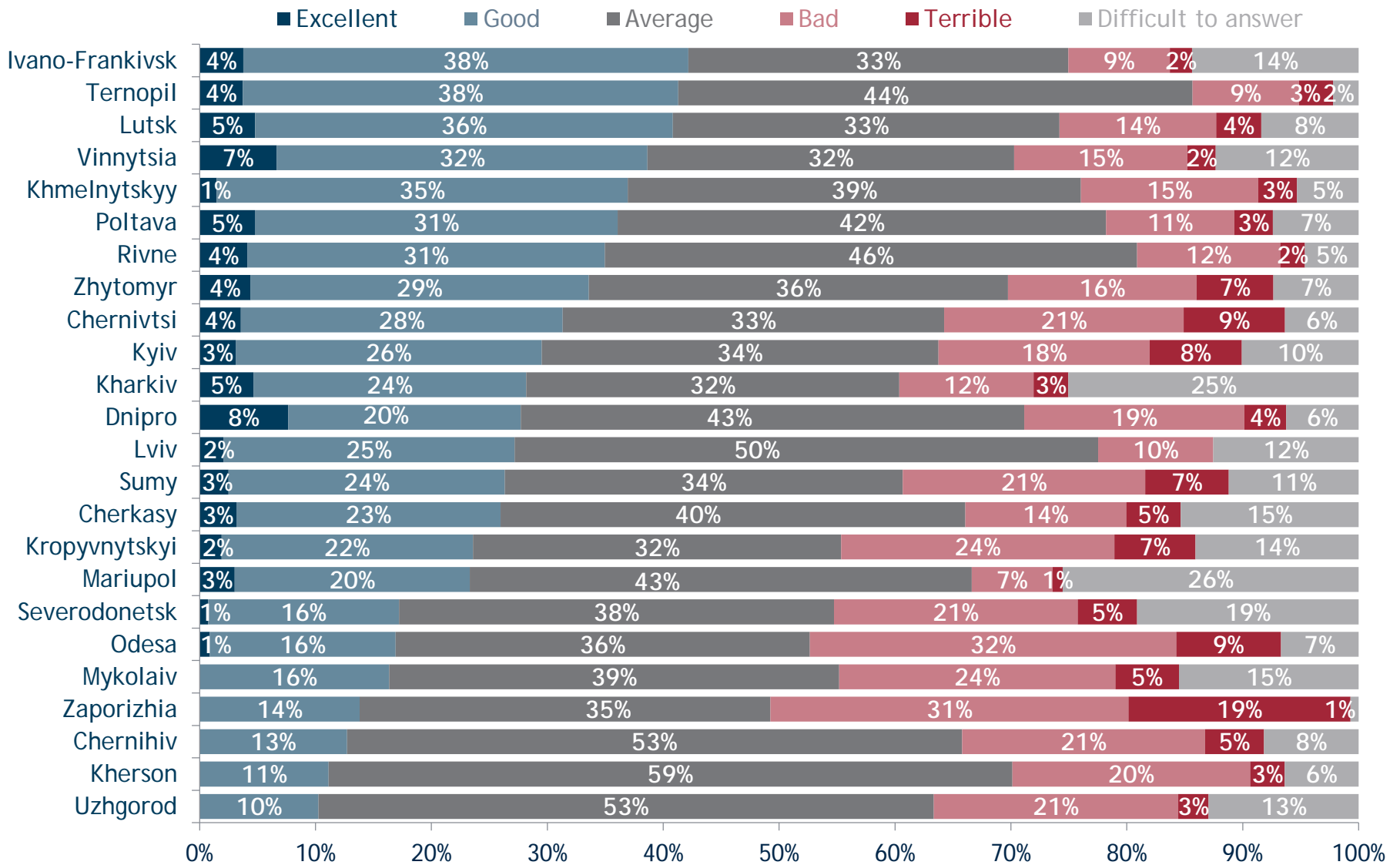
## Yards and Areas Near Buildings



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

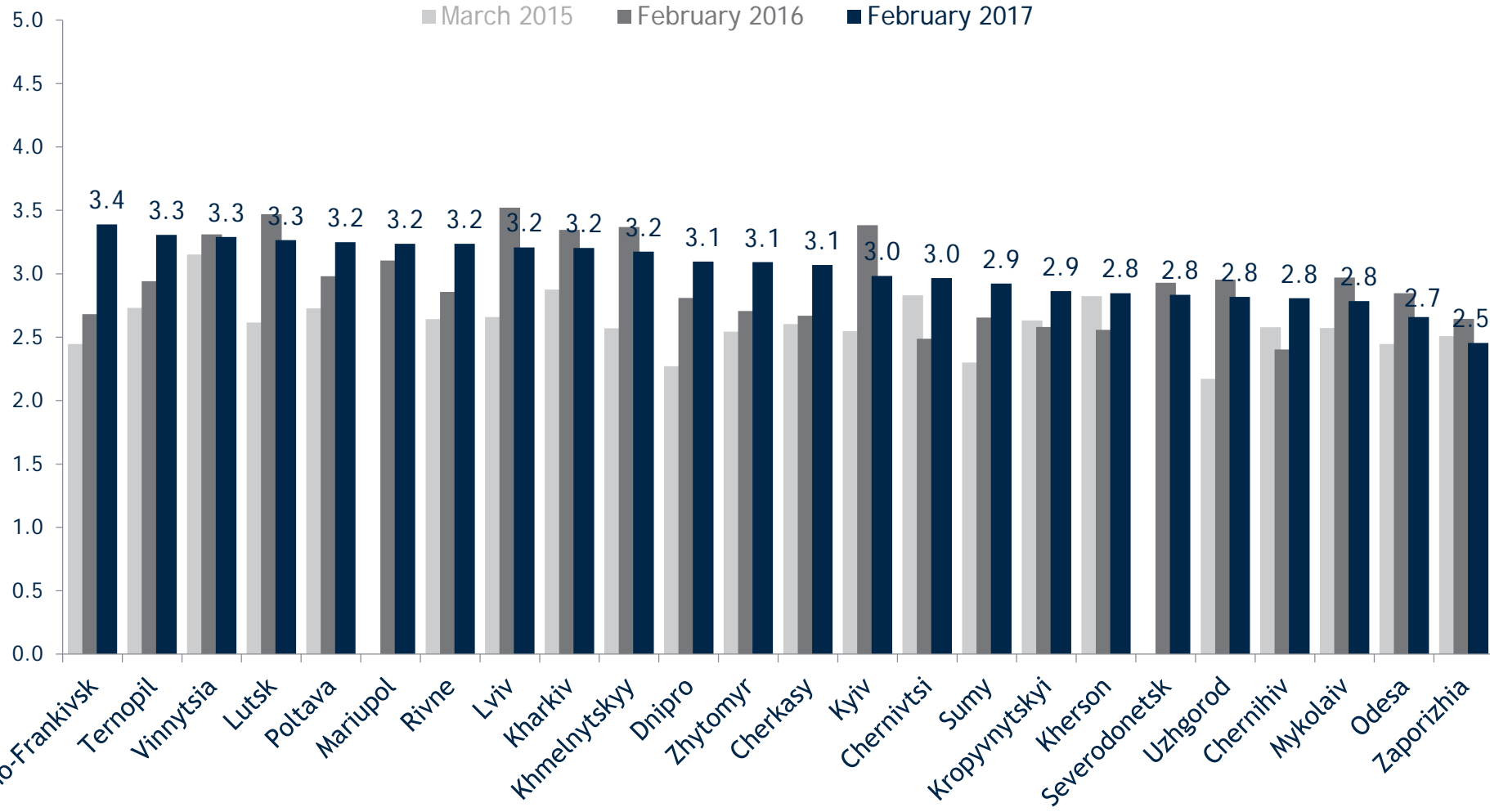
## Police Activities





How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

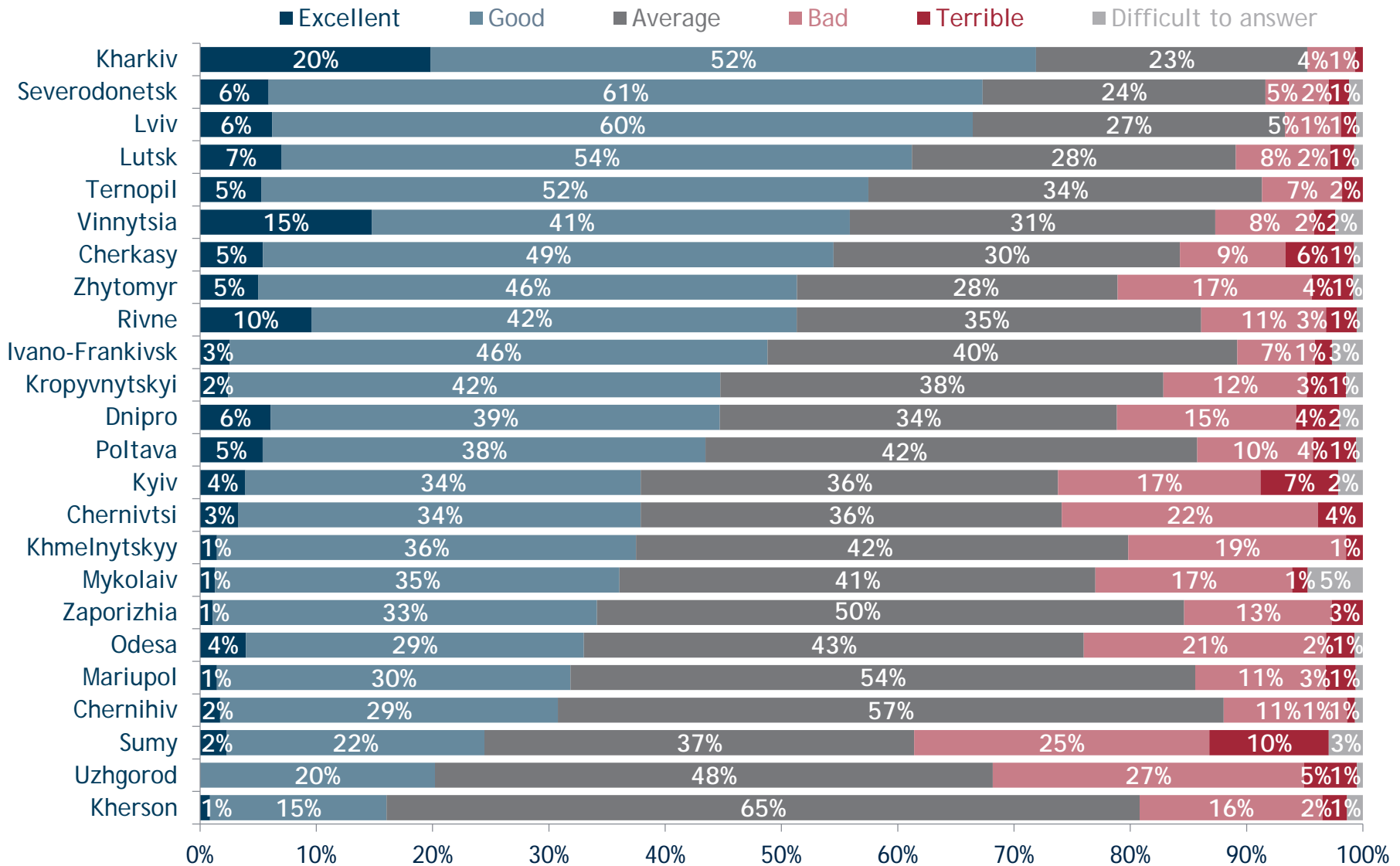
## Police Activities



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

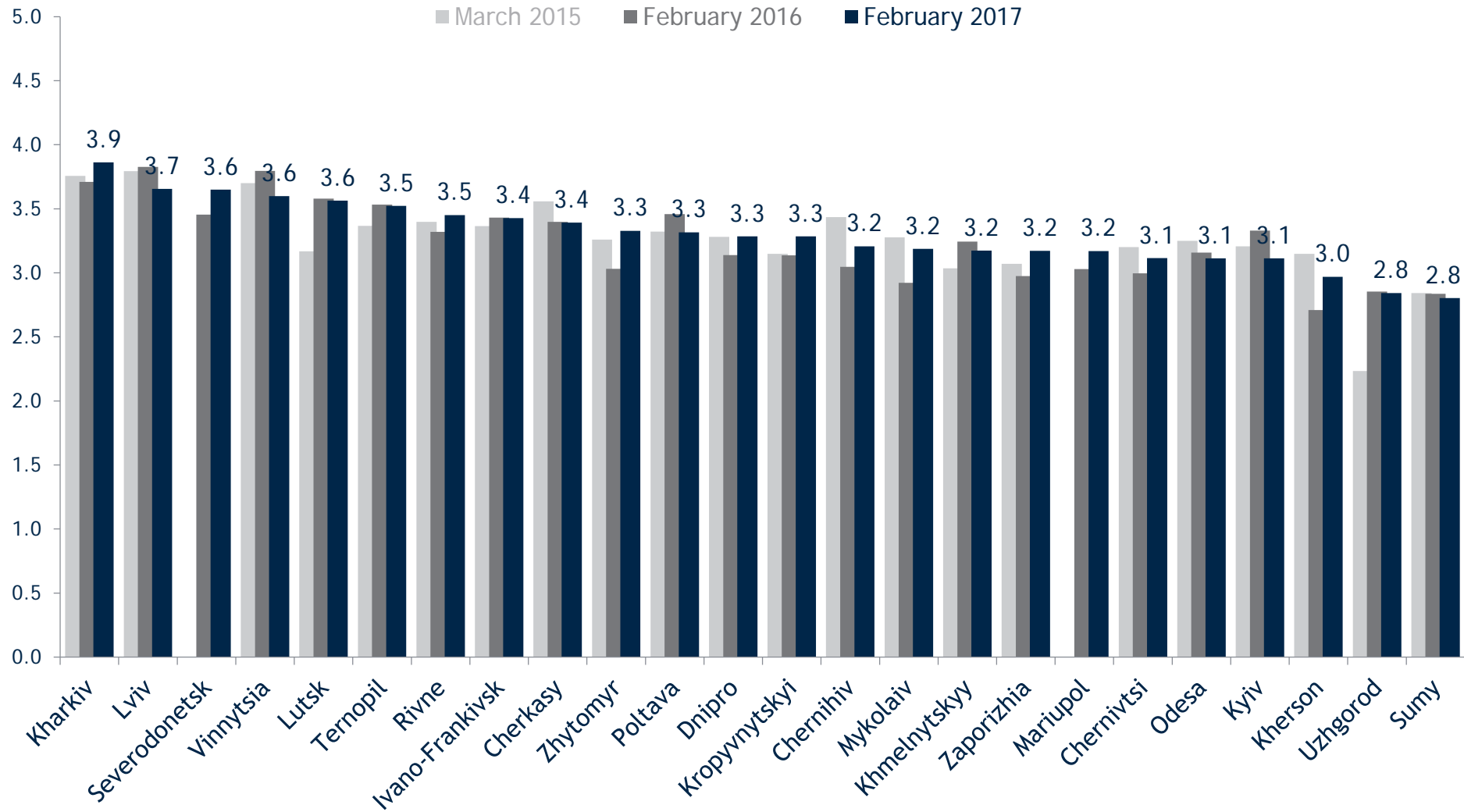
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Water Supply



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

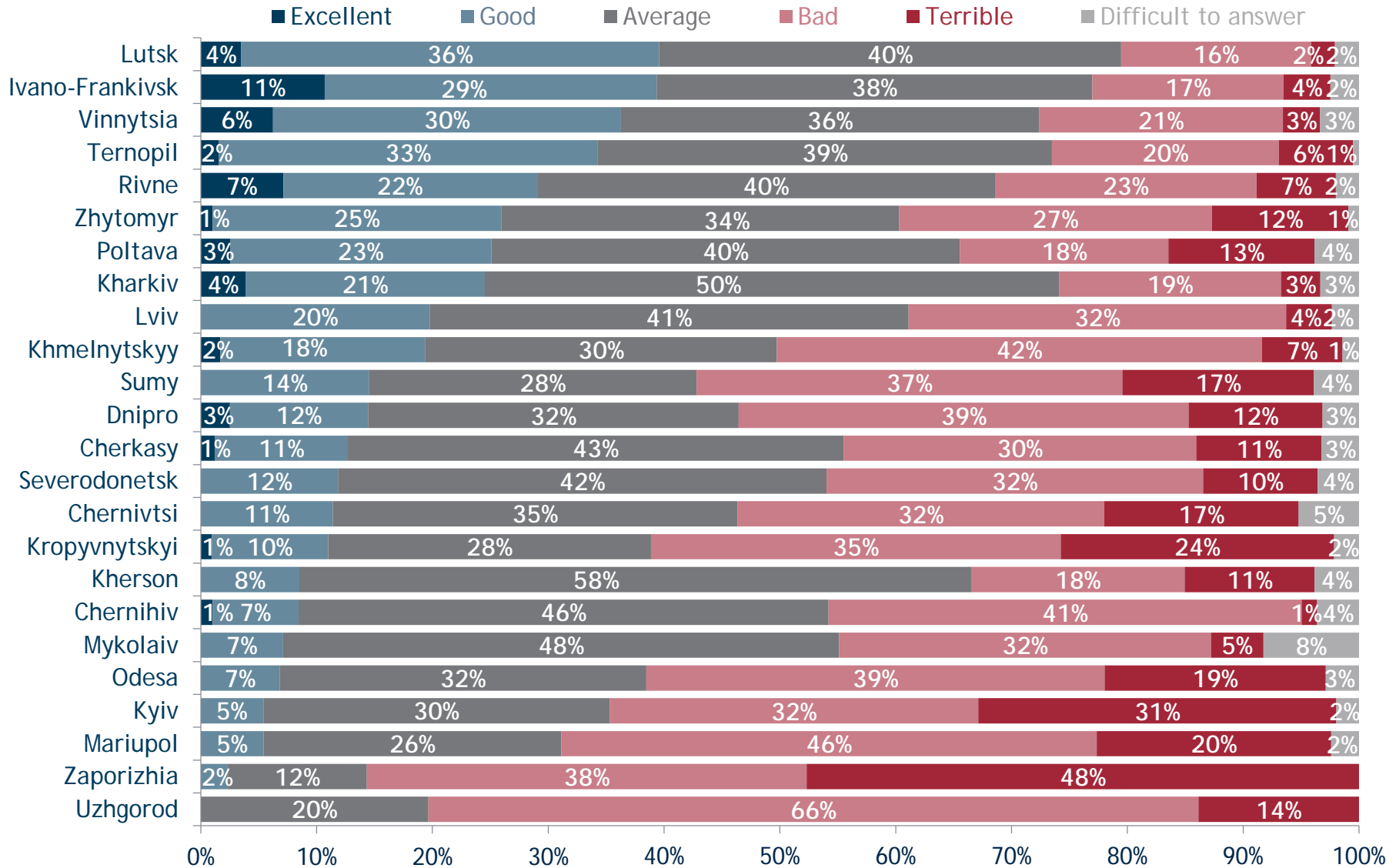
## Water Supply



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

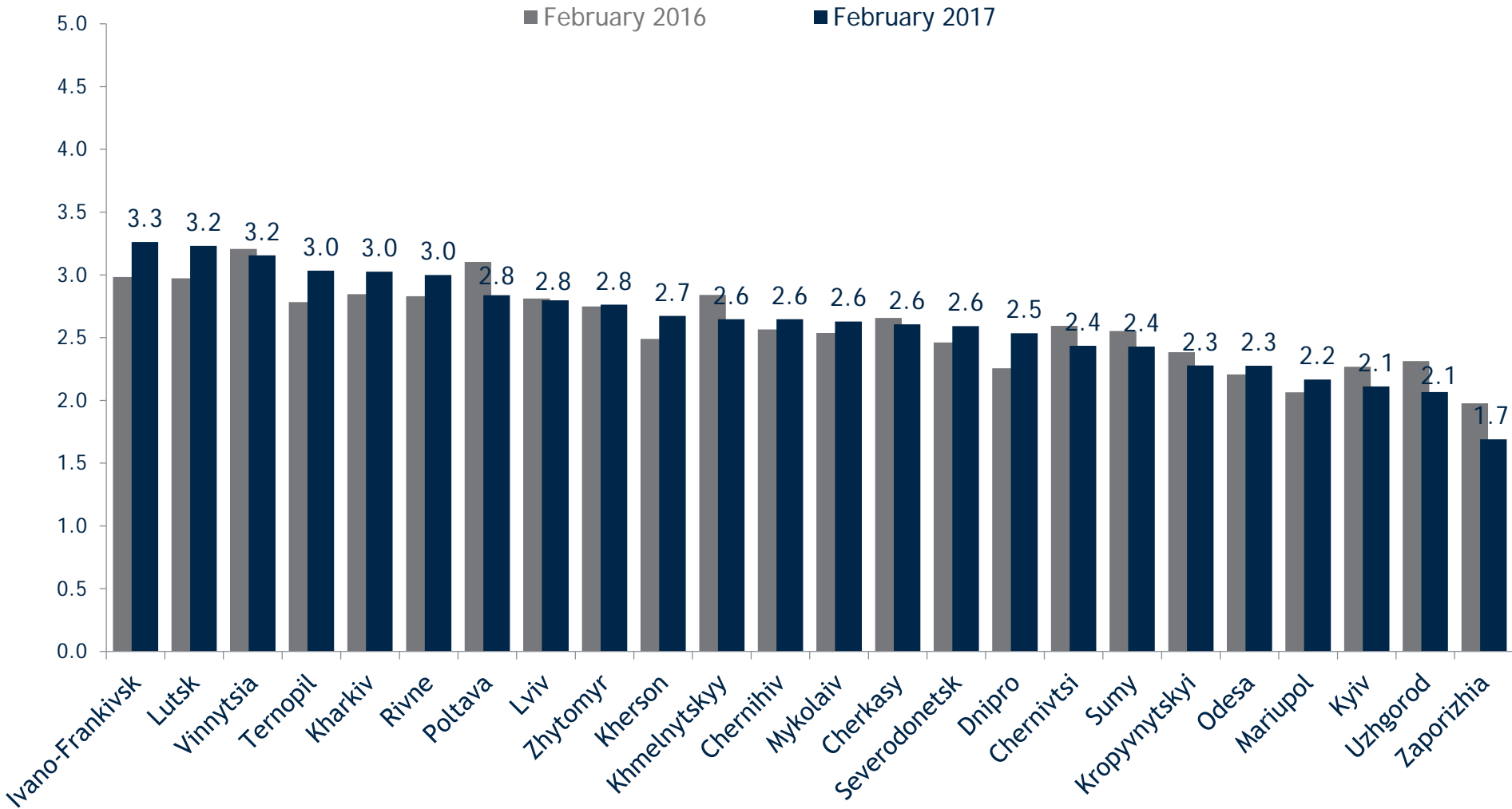
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Environment



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

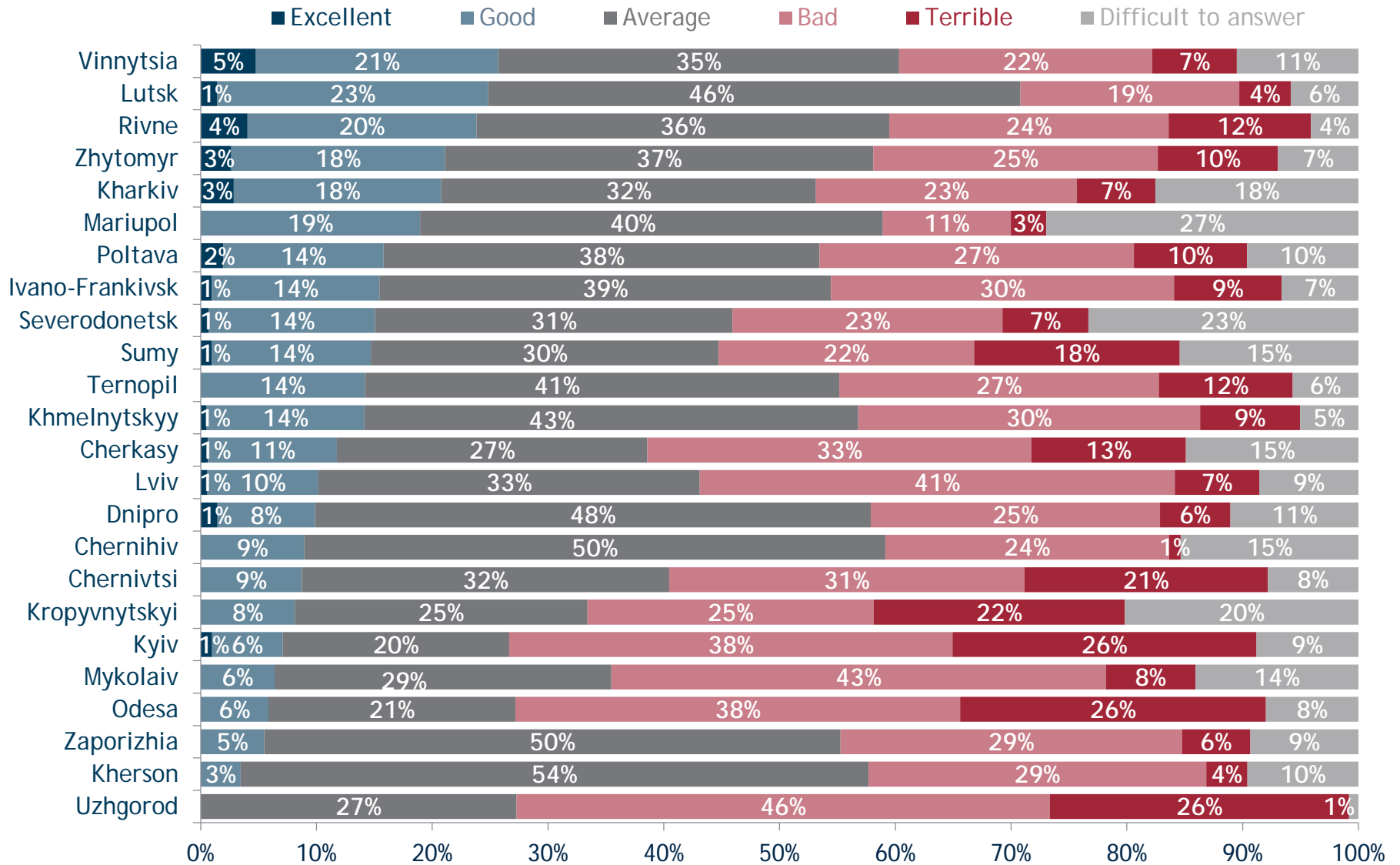
## Environment



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

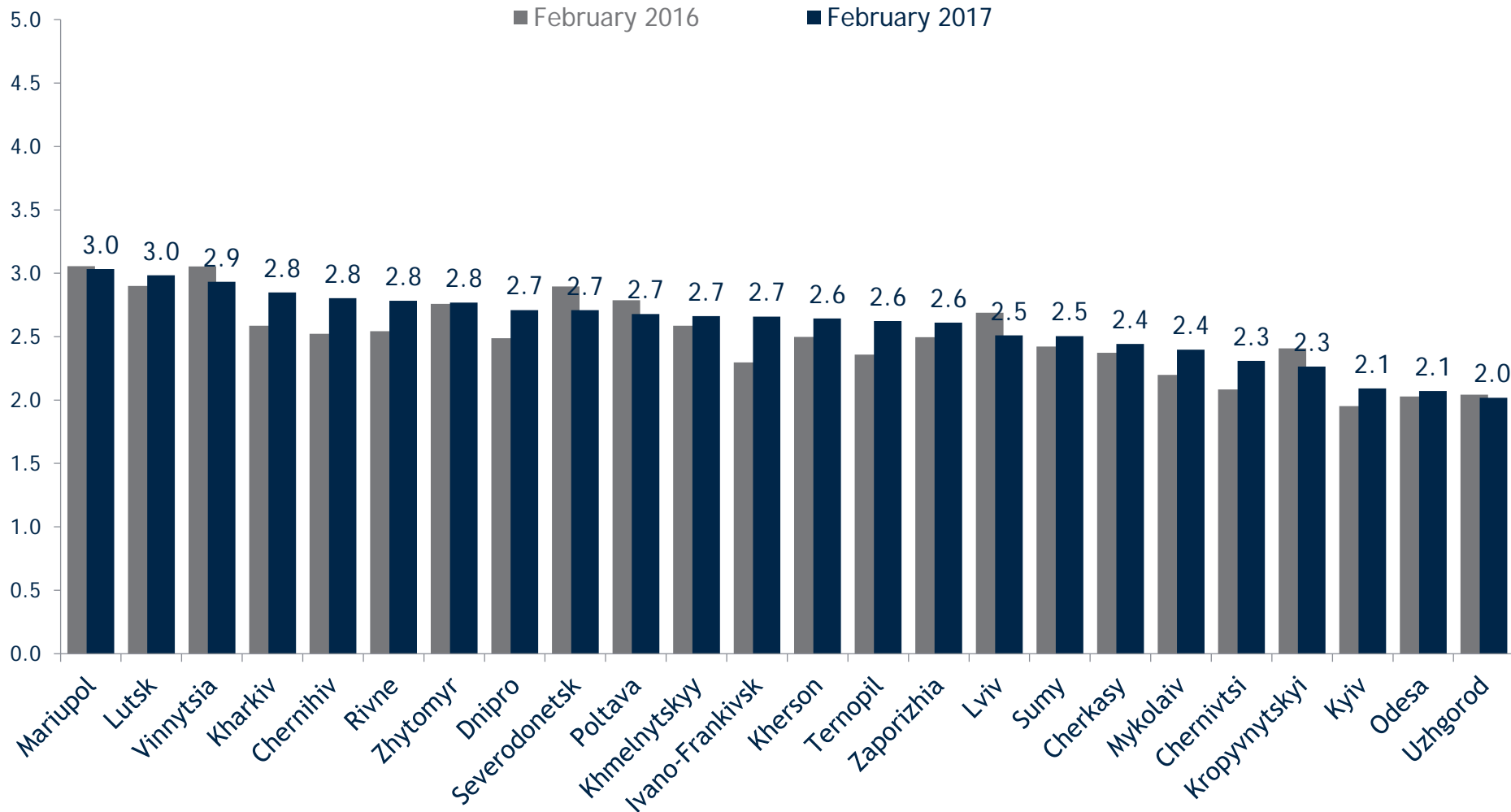
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Parking



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

## Parking

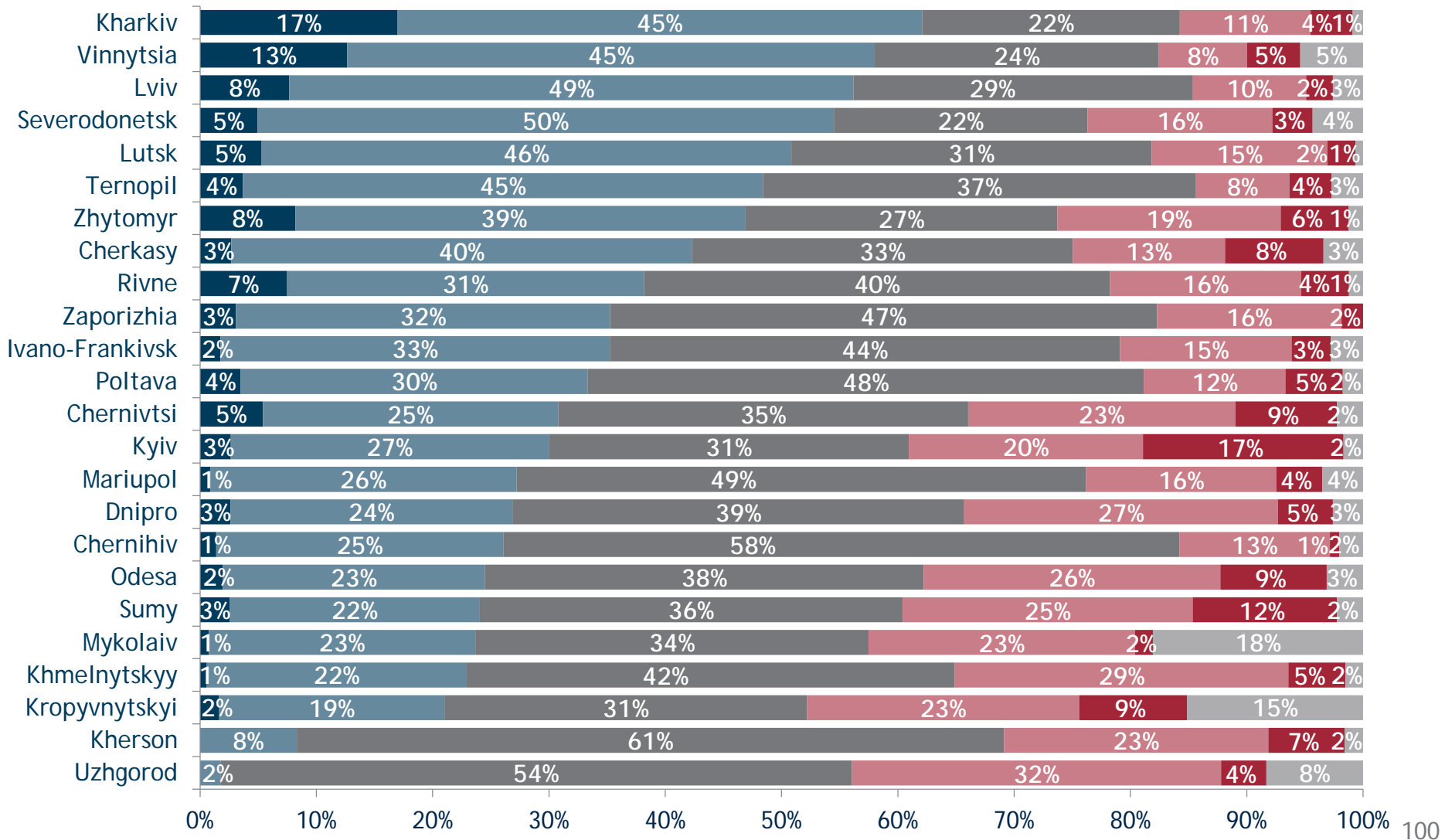


\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Heating

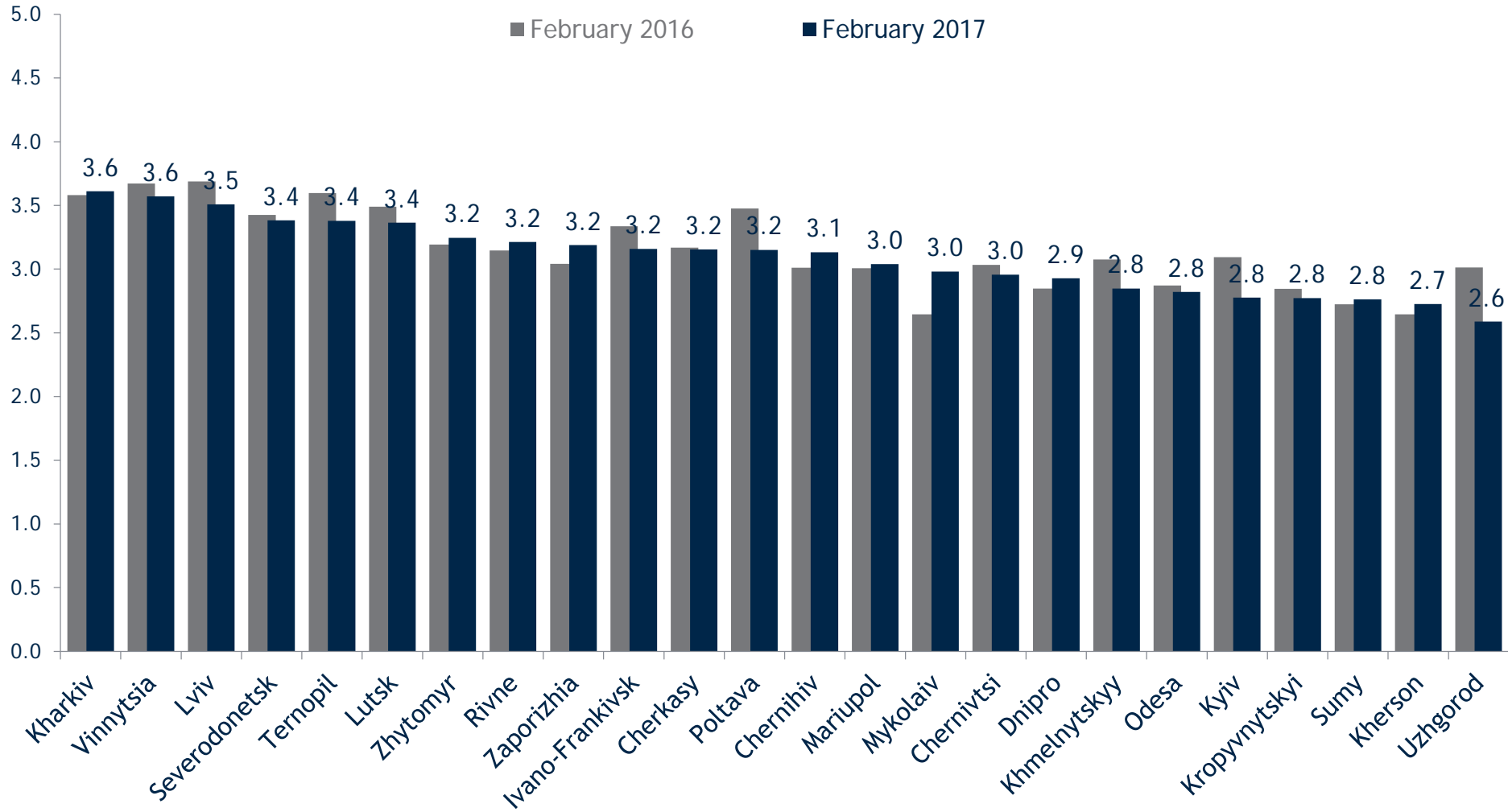
■ Excellent ■ Good ■ Average ■ Bad ■ Terrible ■ Difficult to answer





How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

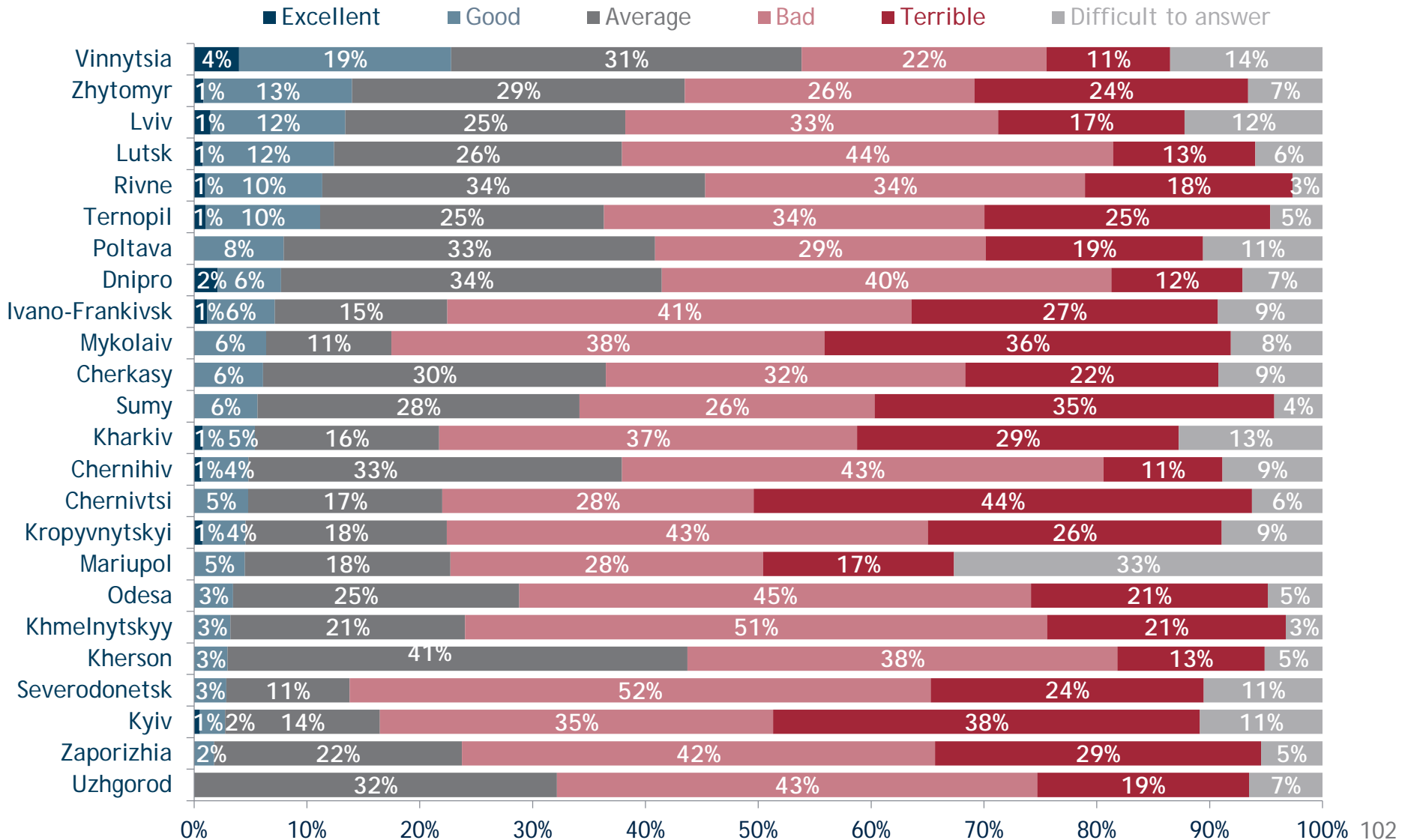
## Heating



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

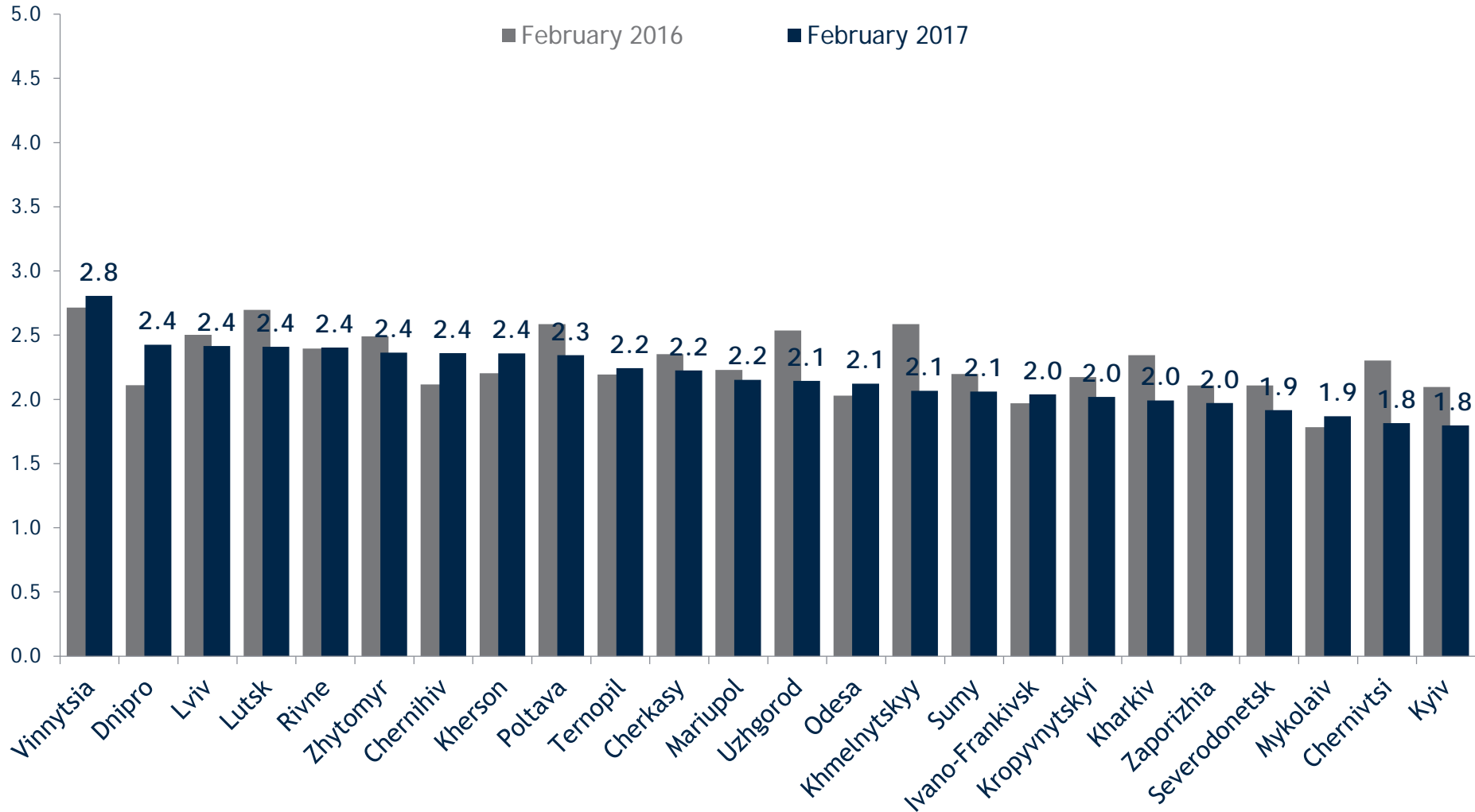
How would you rate the quality of each of the following services and/or public goods that are available in your city?

## Accessibility for Persons with Disabilities



How would you rate the quality of each of the following services and/or public goods that are available in your city? (continued)

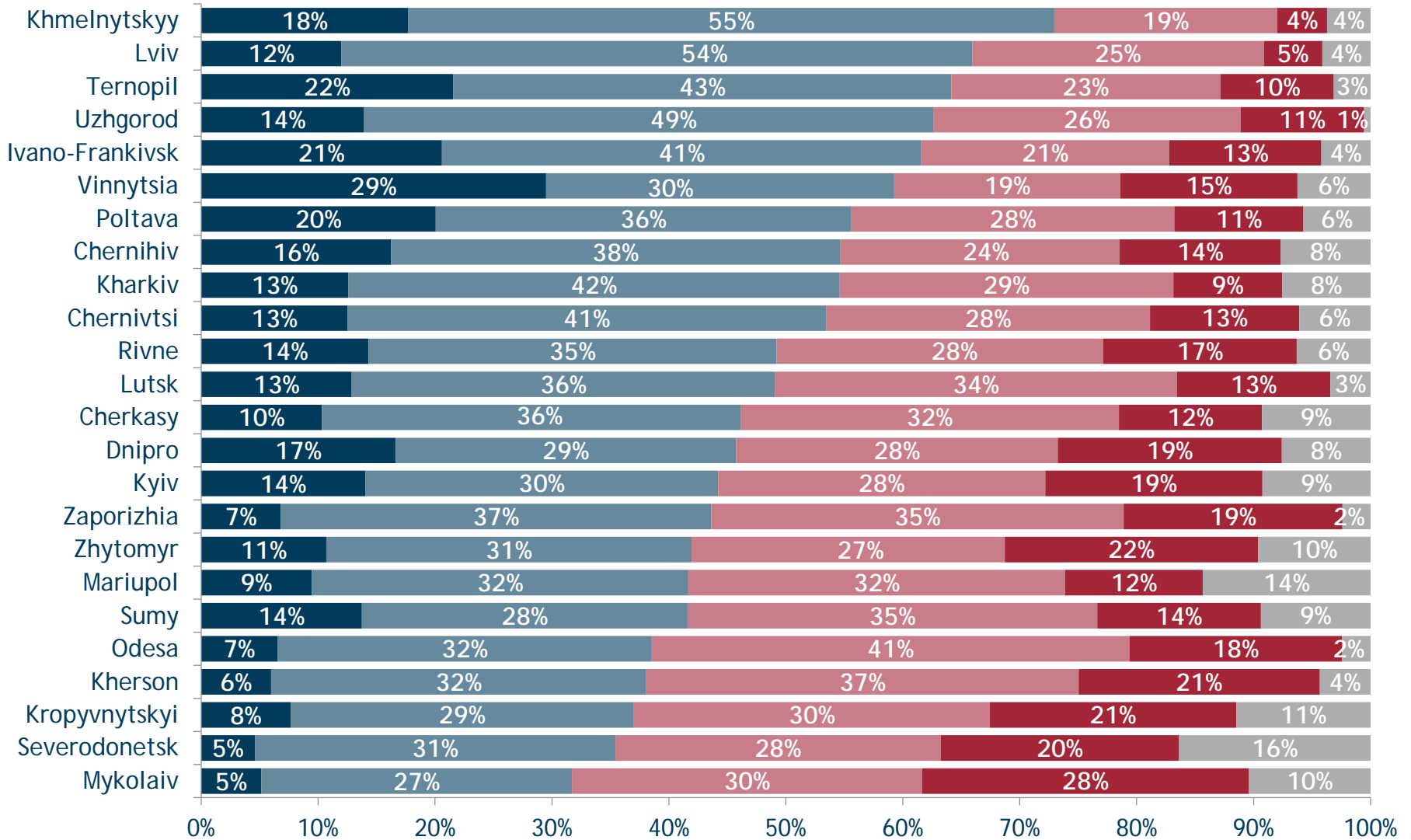
## Accessibility for Persons with Disabilities



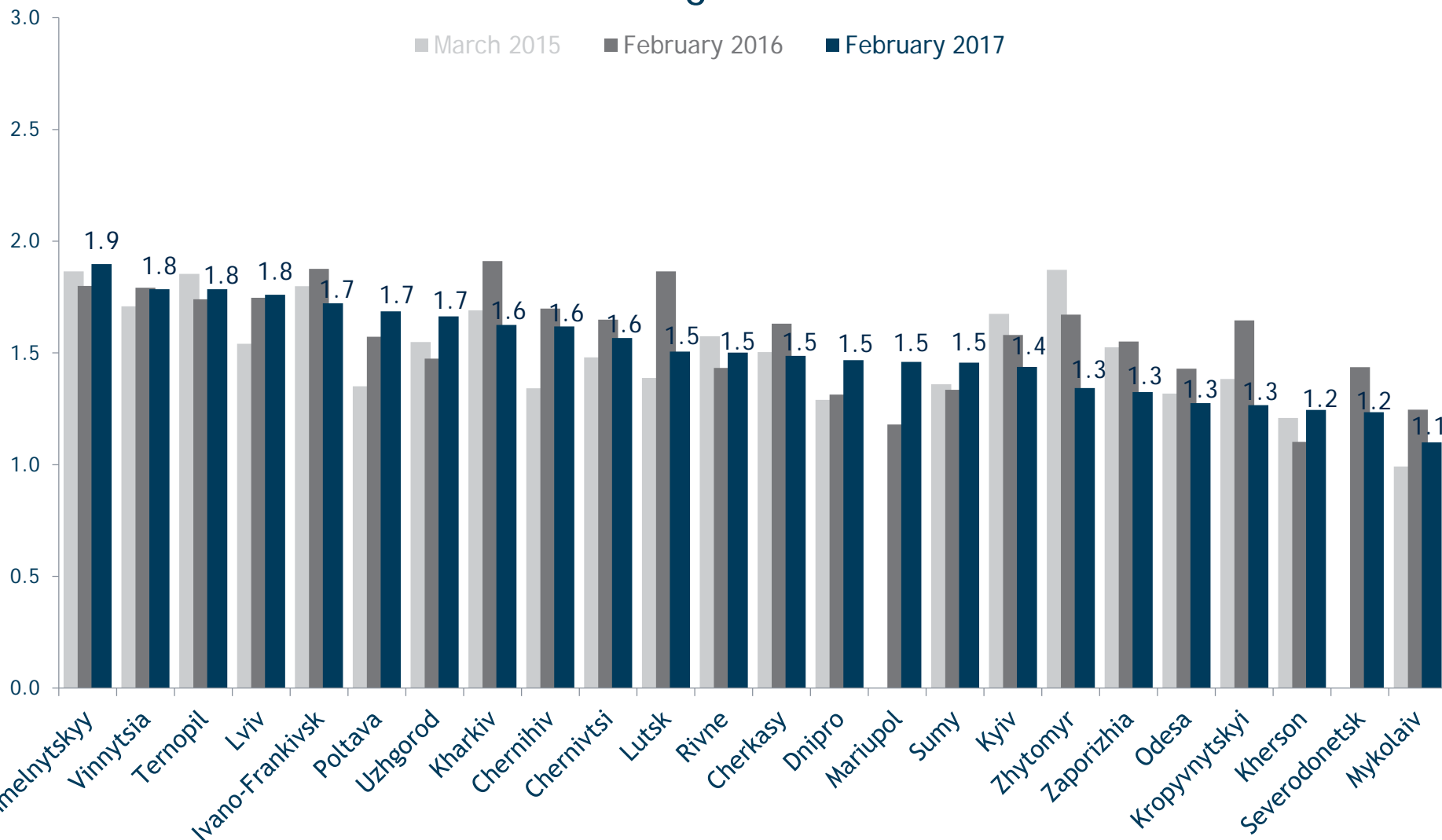
\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you feel secure walking home alone in your neighborhood at night?

■ Yes, I feel completely safe     
 ■ Yes, I feel safe most of the time     
 ■ No, I only feel safe sometimes  
■ No, I never feel safe     
 ■ Difficult to answer



# Do you feel secure walking home alone in your neighborhood at night?



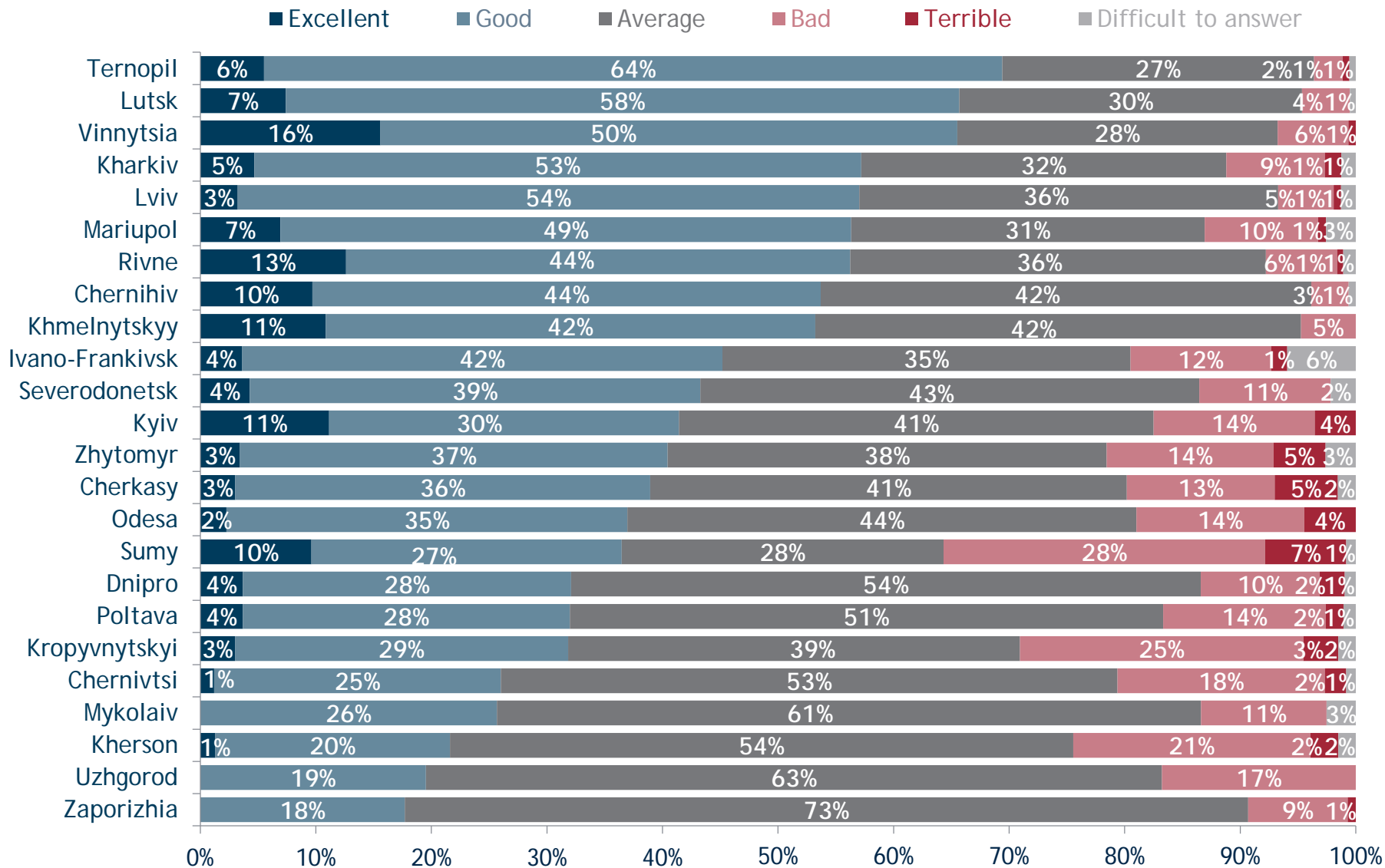
\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. Please note that Mariupol and Severodonetsk were not included in the 2015 survey.

# How do you usually get around your city?

|                     | Vinnytsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnytskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|---------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| Public transport    | 75%       | 75%    | 68%      | 78%        | 61%             | 77%  | 60%           | 70%   | 69%  | 80%      | 66%   | 70%     | 56%   | 85%  | 71%      | 59%      | 72%     | 64%     | 63%          | 62%      | 65%        | 71%       | 76%      | 51%           |
| On foot             | 9%        | 9%     | 17%      | 5%         | 18%             | 6%   | 18%           | 13%   | 15%  | 8%       | 12%   | 17%     | 20%   | 6%   | 14%      | 27%      | 12%     | 21%     | 13%          | 17%      | 15%        | 10%       | 11%      | 29%           |
| By car              | 13%       | 10%    | 11%      | 14%        | 16%             | 14%  | 14%           | 13%   | 14%  | 8%       | 19%   | 9%      | 17%   | 7%   | 13%      | 12%      | 14%     | 10%     | 22%          | 14%      | 17%        | 15%       | 10%      | 10%           |
| By bicycle          | 1%        | 1%     | 1%       | -          | 4%              | 1%   | 1%            | 1%    | 1%   | -        | 1%    | 2%      | 4%    | 1%   | 1%       | 1%       | 1%      | 1%      | 1%           | 2%       | 1%         | 2%        | 1%       | 2%            |
| By motorcycle       | 1%        | -      | -        | -          | -               | -    | 1%            | -     | -    | -        | -     | -       | 2%    | -    | -        | -        | -       | -       | -            | 1%       | -          | -         | -        | -             |
| By scooter or moped | -         | -      | -        | -          | -               | -    | -             | -     | -    | -        | -     | -       | -     | -    | -        | -        | -       | -       | -            | -        | 1%         | 1%        | -        | -             |
| Difficult to answer | 1%        | 5%     | 3%       | -          | 1%              | 2%   | 5%            | 3%    | 1%   | 4%       | 1%    | 2%      | 2%    | 2%   | 1%       | 1%       | 1%      | 4%      | -            | 5%       | 2%         | 1%        | 2%       | 7%            |

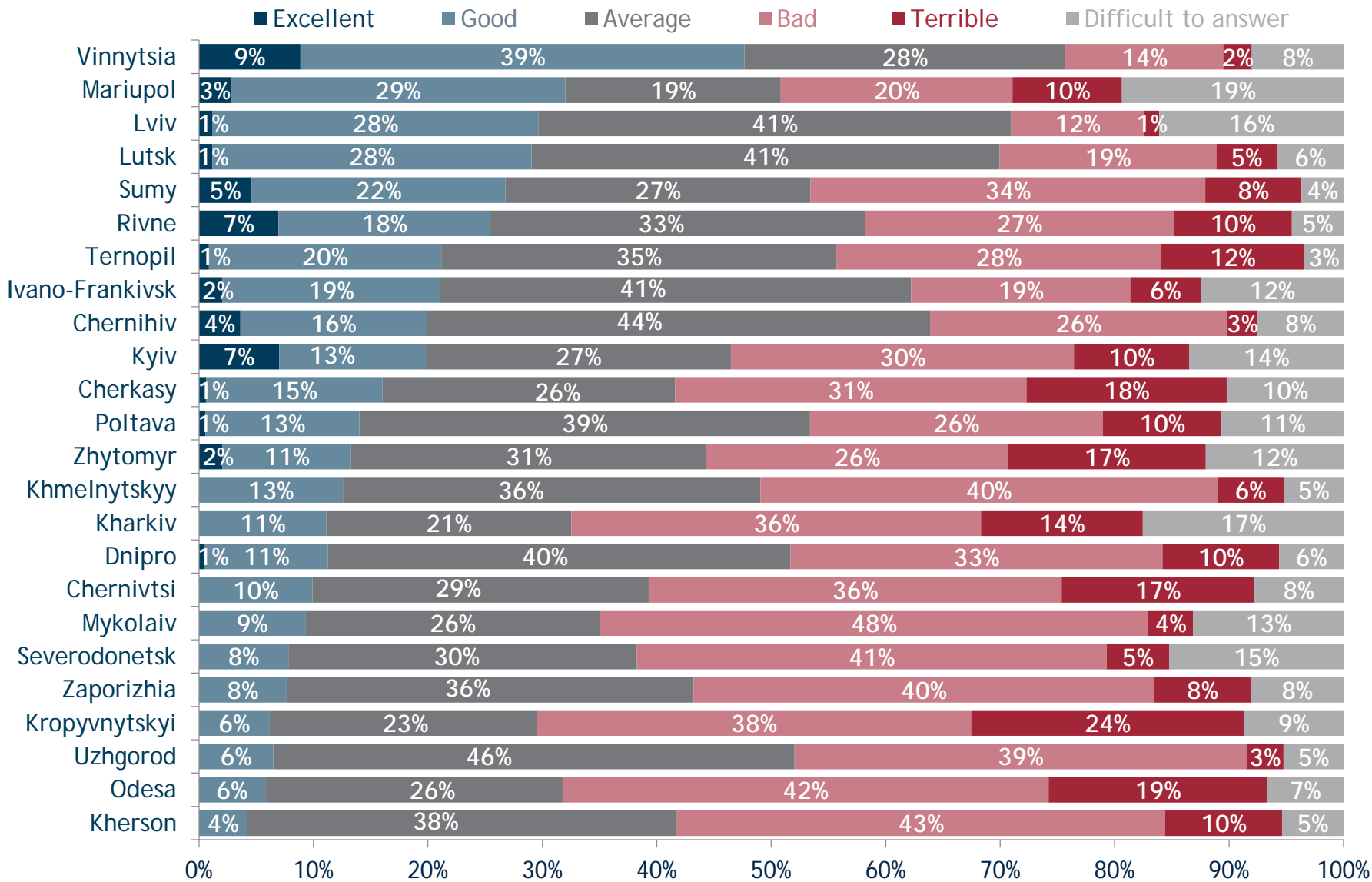
In your opinion, how convenient is your city for each of the following?

## Pedestrians



# In your opinion, how convenient is your city for each of the following?

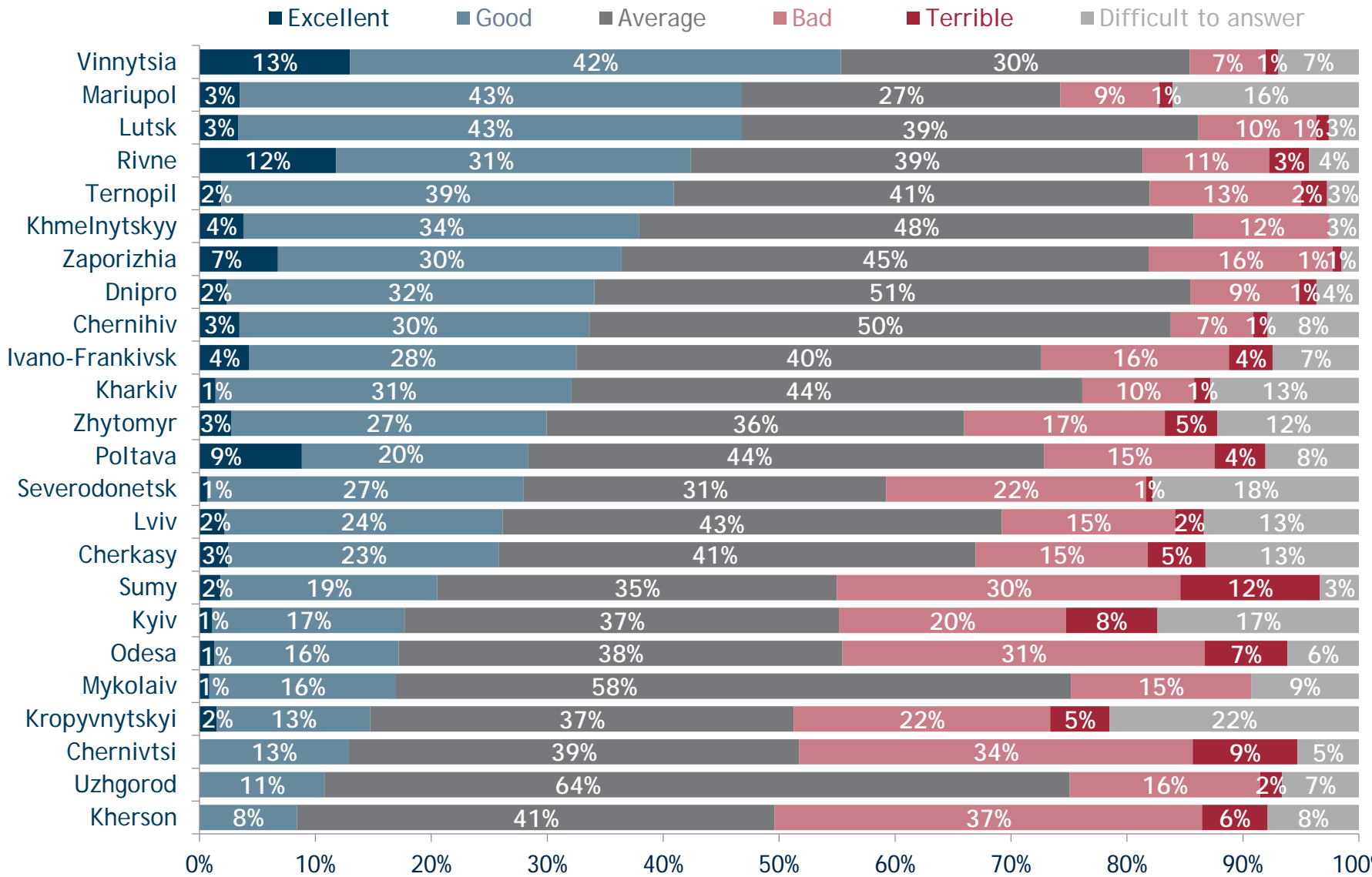
## Bicyclists





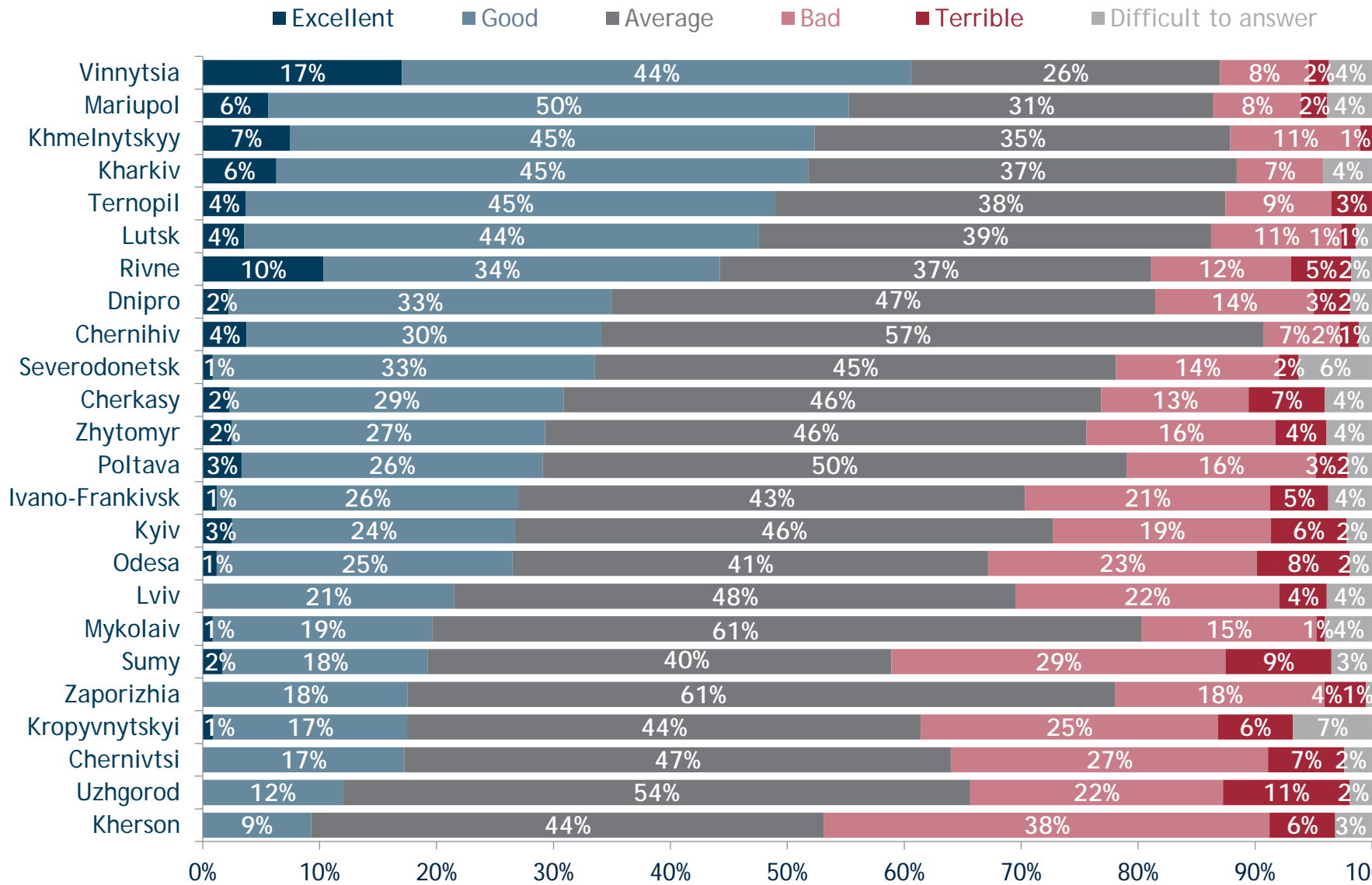
In your opinion, how convenient is your city for each of the following?

## Drivers of Private Vehicles



In your opinion, how convenient is your city for each of the following?

## Public Transport Passengers





# Electoral Moods

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# If parliamentary elections were held next Sunday, for whom would you vote?

(All respondents)

|                                 | Vinnytsia | Dnipro | Zhytomyr | Zaporizhia | Iv.-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnytskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|---------------------------------|-----------|--------|----------|------------|---------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| Fatherland (Batkivshchyna)      | 5%        | 7%     | 8%       | 6%         | 6%            | 7%   | 6%            | 9%    | 6%   | 3%       | 7%    | 9%      | 7%    | 10%  | 8%       | 8%       | 4%      | 7%      | 7%           | 9%       | 11%        | 12%       | 2%       | 4%            |
| Opposition Bloc                 | 2%        | 13%    | 4%       | 14%        | -             | 5%   | 3%            | 1%    | -    | 6%       | 15%   | 4%      | 2%    | 7%   | -        | 4%       | 8%      | 5%      | 1%           | 6%       | 4%         | 4%        | 14%      | 9%            |
| BPP-Solidarnist                 | 10%       | 6%     | 4%       | 6%         | 3%            | 9%   | 6%            | 4%    | 7%   | 2%       | 2%    | 8%      | 6%    | 6%   | 4%       | 9%       | 4%      | 4%      | 4%           | 6%       | 10%        | 6%        | 3%       | 5%            |
| Self-Reliance (Samopomich)      | 4%        | 2%     | 5%       | 4%         | 9%            | 4%   | 4%            | 8%    | 13%  | 3%       | 4%    | 4%      | 4%    | 5%   | 9%       | 4%       | 2%      | 2%      | 5%           | 5%       | 5%         | 5%        | 1%       | 3%            |
| Radical Party                   | 2%        | 3%     | 5%       | 3%         | 4%            | 5%   | 5%            | 4%    | 3%   | 2%       | 3%    | 7%      | 5%    | 5%   | 4%       | 5%       | 1%      | 3%      | 5%           | 5%       | 7%         | 6%        | 1%       | 2%            |
| Svoboda                         | 5%        | 1%     | 3%       | -          | 22%           | 4%   | 2%            | 3%    | 3%   | 1%       | 1%    | 2%      | 4%    | 2%   | 10%      | 3%       | -       | 2%      | 9%           | 5%       | 6%         | 1%        | -        | -             |
| For Life (Za Zhyttia)           | 4%        | 5%     | 3%       | 5%         | -             | 6%   | 3%            | 1%    | 1%   | 6%       | 10%   | 1%      | 1%    | 3%   | -        | 2%       | 7%      | 2%      | 1%           | 5%       | 1%         | 1%        | 9%       | 5%            |
| Civic Position                  | 3%        | 3%     | 2%       | 3%         | 3%            | 4%   | 3%            | 3%    | 8%   | 1%       | 2%    | 3%      | 1%    | 2%   | 8%       | 3%       | 1%      | 1%      | 4%           | 4%       | 5%         | 3%        | -        | 1%            |
| UKROP                           | 1%        | 9%     | 1%       | 2%         | 1%            | -    | 2%            | 7%    | 2%   | -        | 1%    | -       | 1%    | -    | 1%       | 1%       | -       | 1%      | 1%           | 2%       | 1%         | 1%        | -        | -             |
| Movement of New Forces          | 1%        | 1%     | 1%       | 1%         | 4%            | 2%   | 2%            | 1%    | 3%   | -        | 2%    | 1%      | 1%    | 1%   | 2%       | 3%       | -       | 1%      | 1%           | 2%       | 1%         | 1%        | -        | -             |
| Vidrozhennia                    | -         | 1%     | -        | 1%         | -             | -    | 1%            | -     | -    | -        | -     | 1%      | -     | -    | -        | 2%       | 12%     | 1%      | 2%           | -        | -          | -         | -        | -             |
| People's Front                  | 1%        | 1%     | 1%       | -          | -             | 1%   | 2%            | 2%    | 1%   | -        | -     | 2%      | 2%    | -    | 1%       | 1%       | 1%      | 2%      | 1%           | 1%       | 4%         | 1%        | -        | -             |
| Nash Krai                       | -         | -      | -        | 3%         | -             | -    | 1%            | -     | -    | 1%       | 2%    | -       | 2%    | -    | -        | 1%       | 2%      | 1%      | 1%           | 1%       | -          | 2%        | -        | 4%            |
| Yedynyi Centre                  | -         | -      | -        | -          | -             | -    | -             | -     | -    | -        | -     | -       | 1%    | -    | -        | 7%       | -       | -       | -            | -        | -          | -         | -        | -             |
| Party of Nadia Savchenko (RUNA) | -         | 1%     | -        | 1%         | -             | 1%   | 1%            | 1%    | -    | -        | 1%    | 2%      | 1%    | 1%   | 2%       | -        | -       | -       | -            | 2%       | 1%         | 1%        | 1%       | -             |
| Right Sector                    | 1%        | 1%     | 1%       | 1%         | -             | -    | 1%            | 1%    | 2%   | -        | -     | 1%      | 2%    | -    | 1%       | -        | -       | -       | 1%           | -        | 1%         | -         | -        | -             |
| People's Control                | 1%        | -      | 1%       | -          | 1%            | -    | 1%            | 1%    | 2%   | -        | -     | 1%      | 1%    | -    | 2%       | -        | 1%      | -       | 1%           | 1%       | 1%         | -         | -        | 1%            |
| Justice                         | -         | 1%     | -        | -          | -             | -    | 1%            | -     | -    | -        | -     | -       | 1%    | -    | 1%       | 1%       | -       | -       | 2%           | 2%       | -          | 1%        | -        | -             |
| Movement of Yarosh (DIYa)       | 1%        | 1%     | 1%       | 1%         | -             | 1%   | 1%            | -     | -    | -        | 1%    | -       | 2%    | -    | 1%       | 1%       | -       | -       | 1%           | 1%       | 1%         | 1%        | -        | -             |
| Agrarian Party of Ukraine       | 1%        | -      | -        | -          | -             | -    | 1%            | 1%    | -    | 1%       | -     | -       | 3%    | -    | 1%       | -        | -       | 1%      | 2%           | -        | -          | -         | -        | -             |
| Democratic Alliance             | -         | -      | 1%       | 1%         | -             | 2%   | -             | -     | 1%   | -        | 1%    | -       | -     | -    | -        | 1%       | -       | -       | -            | 1%       | -          | 2%        | 1%       | -             |
| Other                           | 7%        | 3%     | 6%       | 8%         | 7%            | 6%   | 6%            | 8%    | 5%   | 3%       | 6%    | 3%      | 9%    | 4%   | 6%       | 10%      | 6%      | 7%      | 6%           | 5%       | 3%         | 5%        | 5%       | 3%            |
| I would not vote                | 20%       | 20%    | 31%      | 30%        | 13%           | 22%  | 16%           | 23%   | 20%  | 40%      | 28%   | 26%     | 22%   | 24%  | 23%      | 29%      | 22%     | 30%     | 23%          | 13%      | 15%        | 22%       | 31%      | 42%           |
| Difficult to answer             | 33%       | 21%    | 25%      | 8%         | 26%           | 23%  | 34%           | 20%   | 22%  | 30%      | 14%   | 26%     | 23%   | 29%  | 15%      | 5%       | 28%     | 31%     | 20%          | 24%      | 23%        | 25%       | 31%      | 20%           |

# If parliamentary elections were held next Sunday, for whom would you vote? (continued)

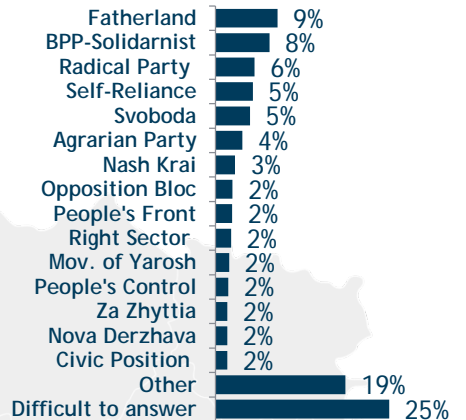
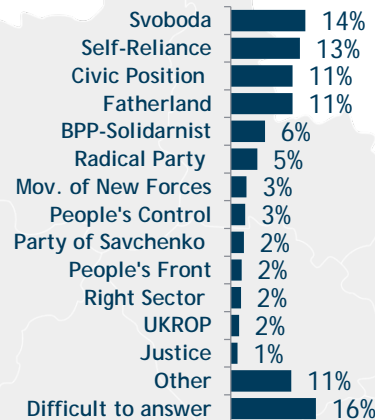
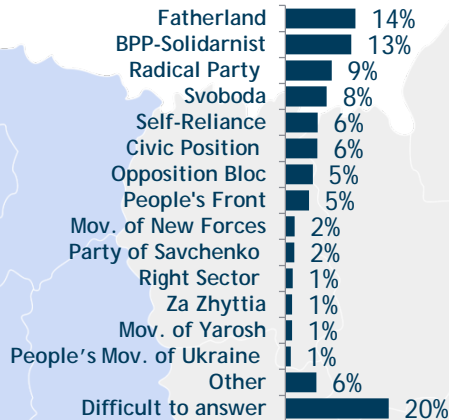
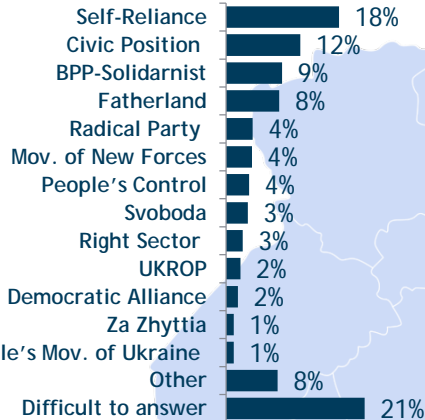
(Among likely voters in western Ukraine)

## Lviv

## Chernivtsi

## Ternopil

## Rivne

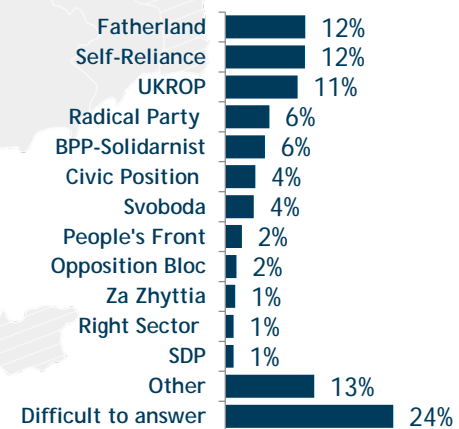
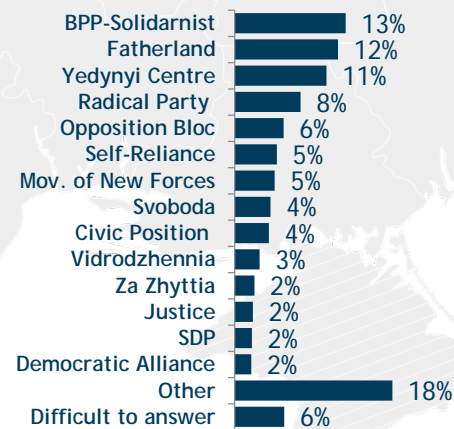
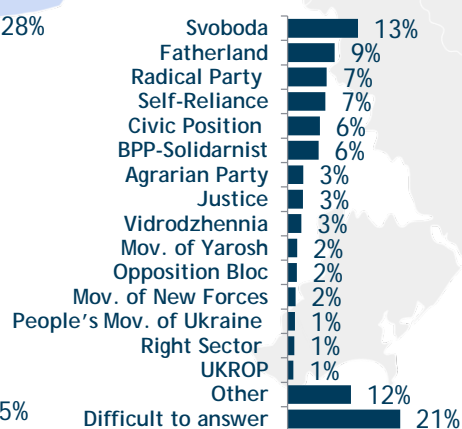
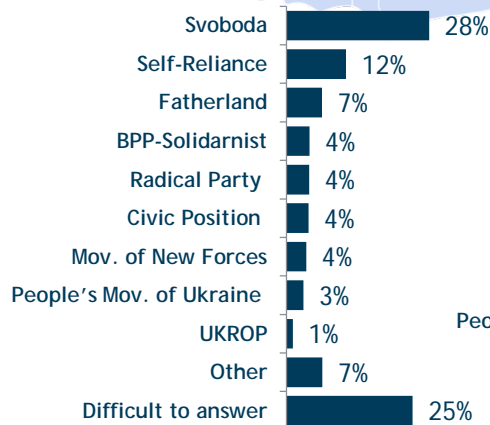


## Ivano-Frankivsk

## Khmelnysky

## Uzhgorod

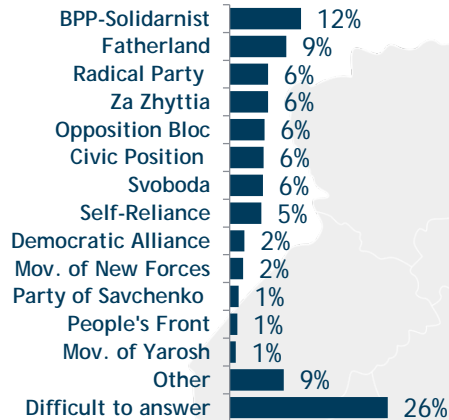
## Lutsk



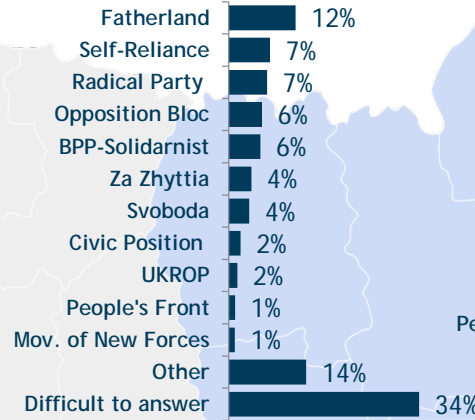
# If parliamentary elections were held next Sunday, for whom would you vote?

(Among likely voters in central Ukraine)

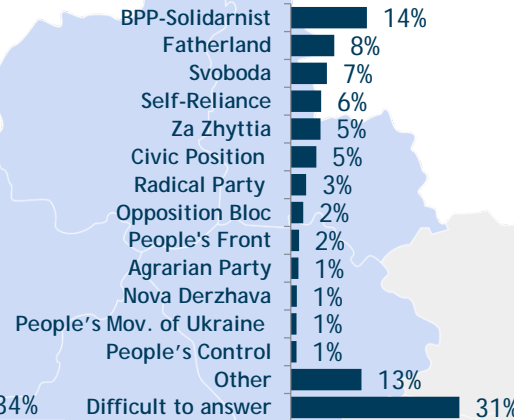
## Kyiv



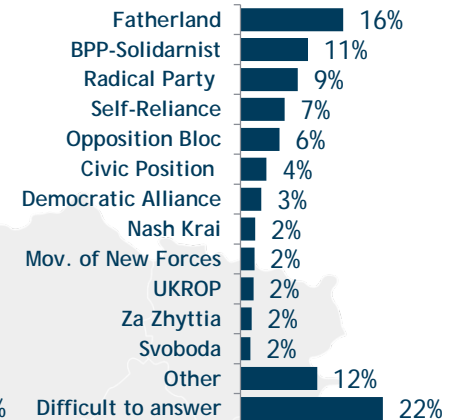
## Zhytomyr



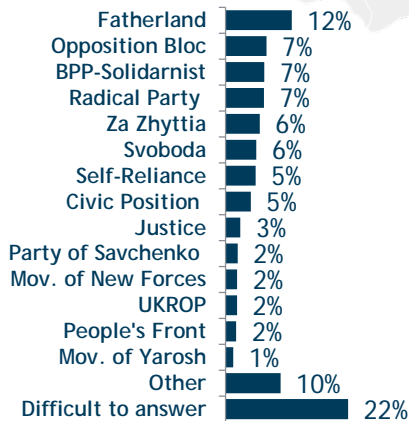
## Vinnitsia



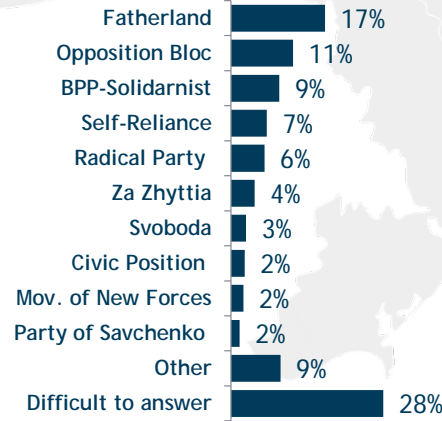
## Chernihiv



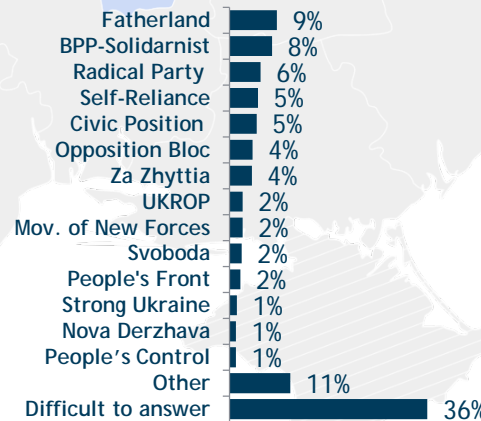
## Cherkasy



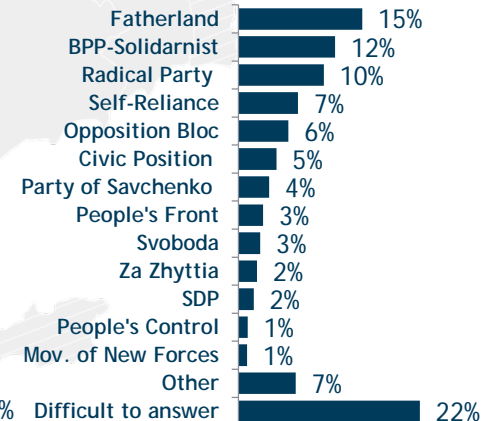
## Sumy



## Kropyvnytskyi



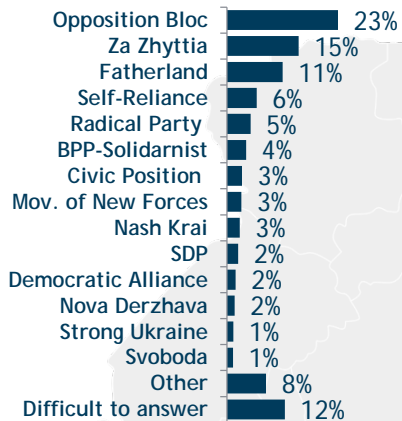
## Poltava



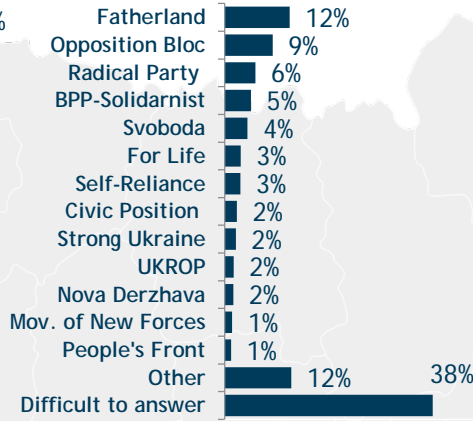
# If parliamentary elections were held next Sunday, for whom would you vote?

(Among likely voters in southeastern Ukraine)

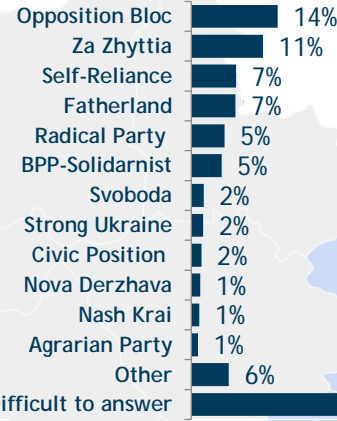
## Odesa



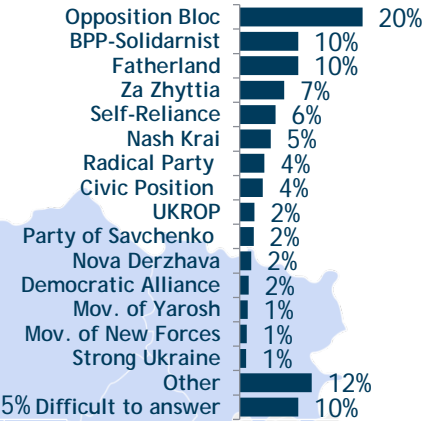
## Kherson



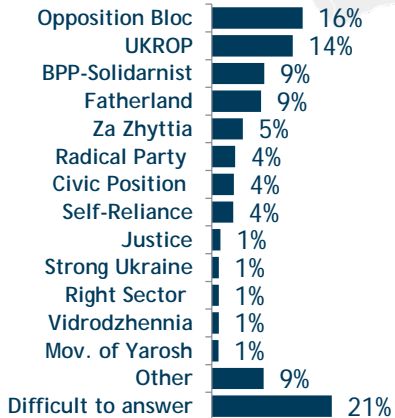
## Mykolaiv



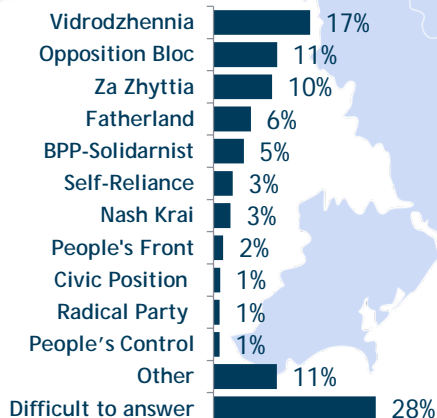
## Zaporizhia



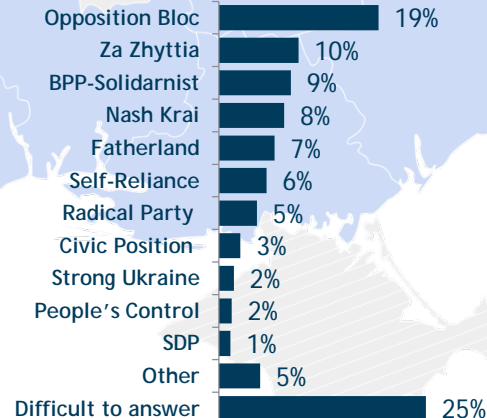
## Dnipro



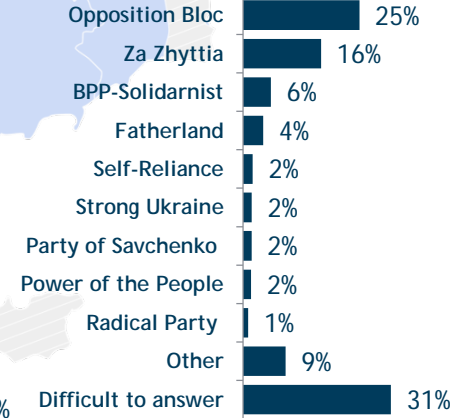
## Kharkiv



## Severodonetsk



## Mariupol





# Interaction with Local Authorities

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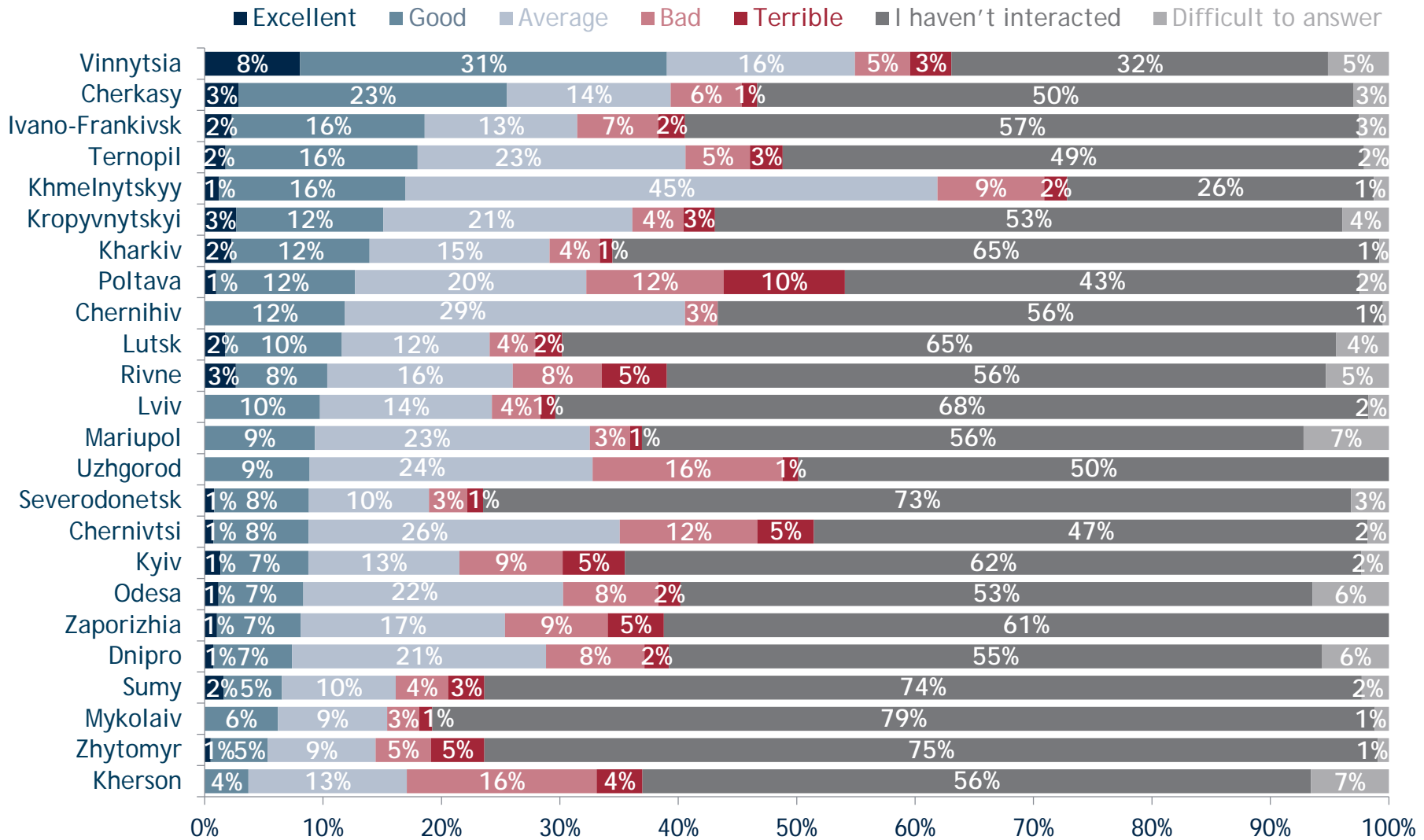
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The Government of Canada



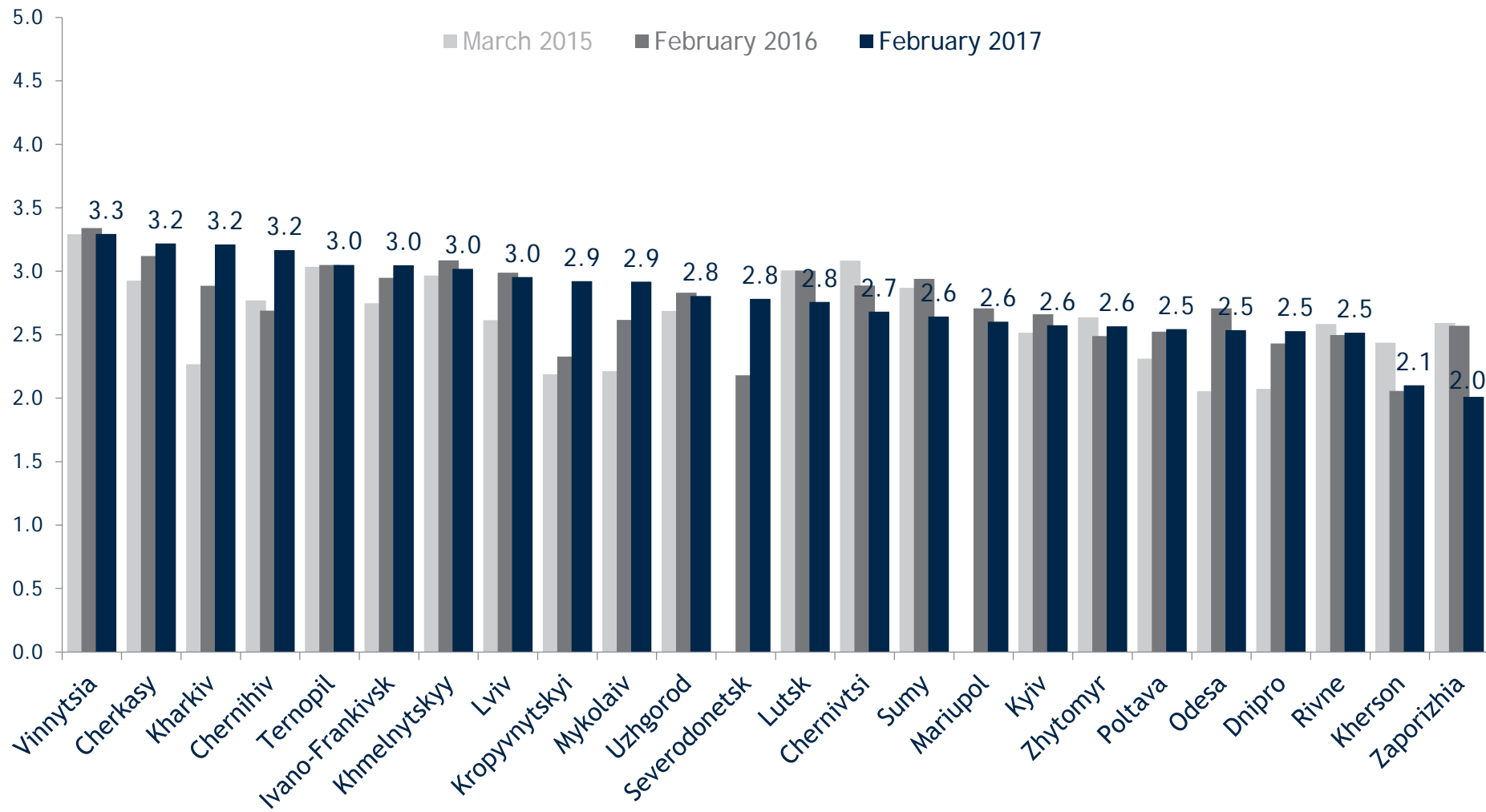
In the past two years, have you had to interact with your city government offices (mayoral office, executive committee, city council, district council, district administration, communal enterprises)? If yes: How would you rate the service you received from the local authorities?

## Manner in Which Local Authorities Treated You



How would you rate the service you received from local authorities? (continued)

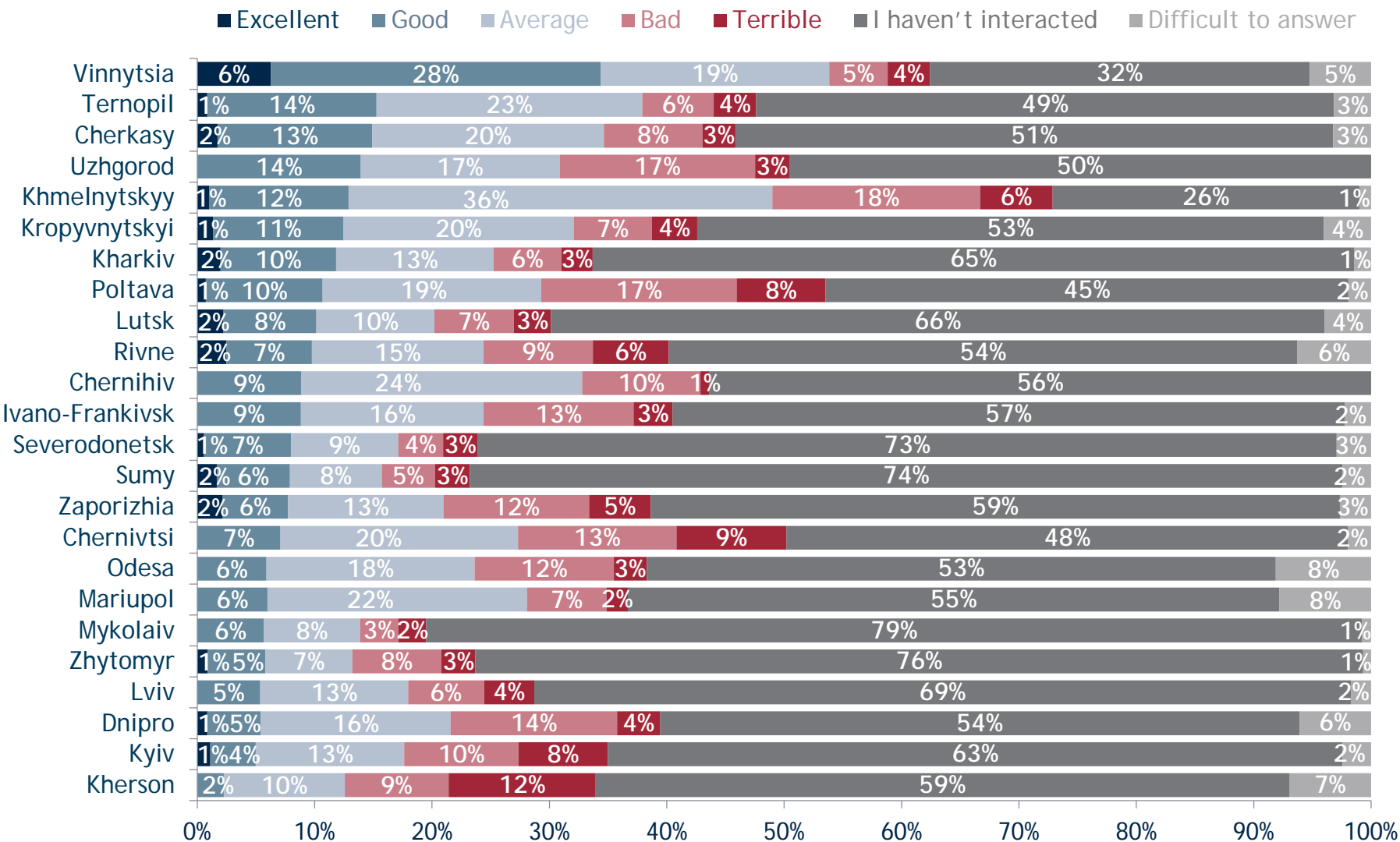
## Manner in Which Local Authorities Treated You



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

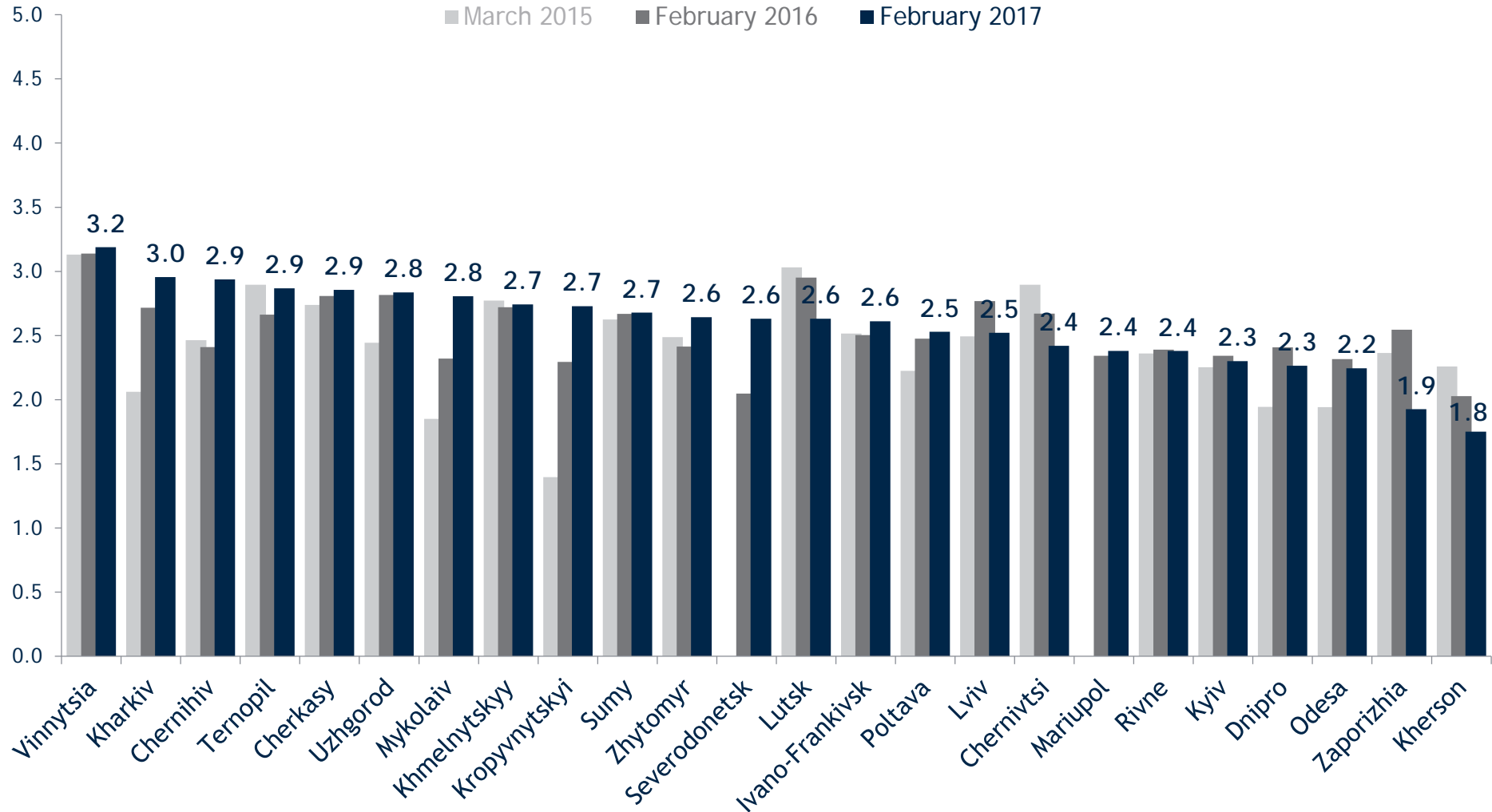
In the past two years, have you had to interact with your city government offices (mayoral office, executive committee, city council, district council, district administration, communal enterprises)? If yes: How would you rate the service you received from the local authorities? (continued)

## Waiting Time



# How would you rate the service you received from local authorities? (continued)

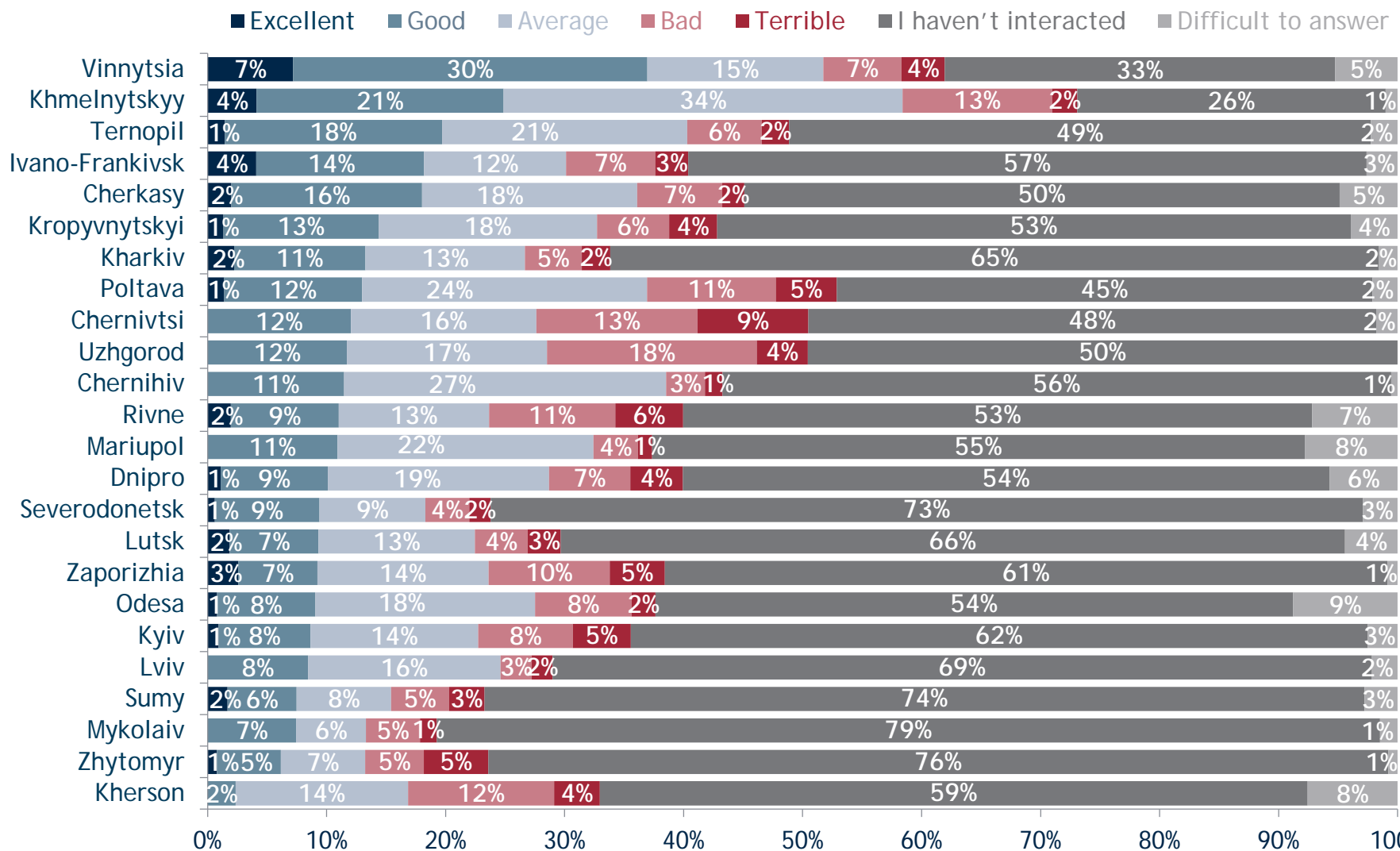
## Waiting Time



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

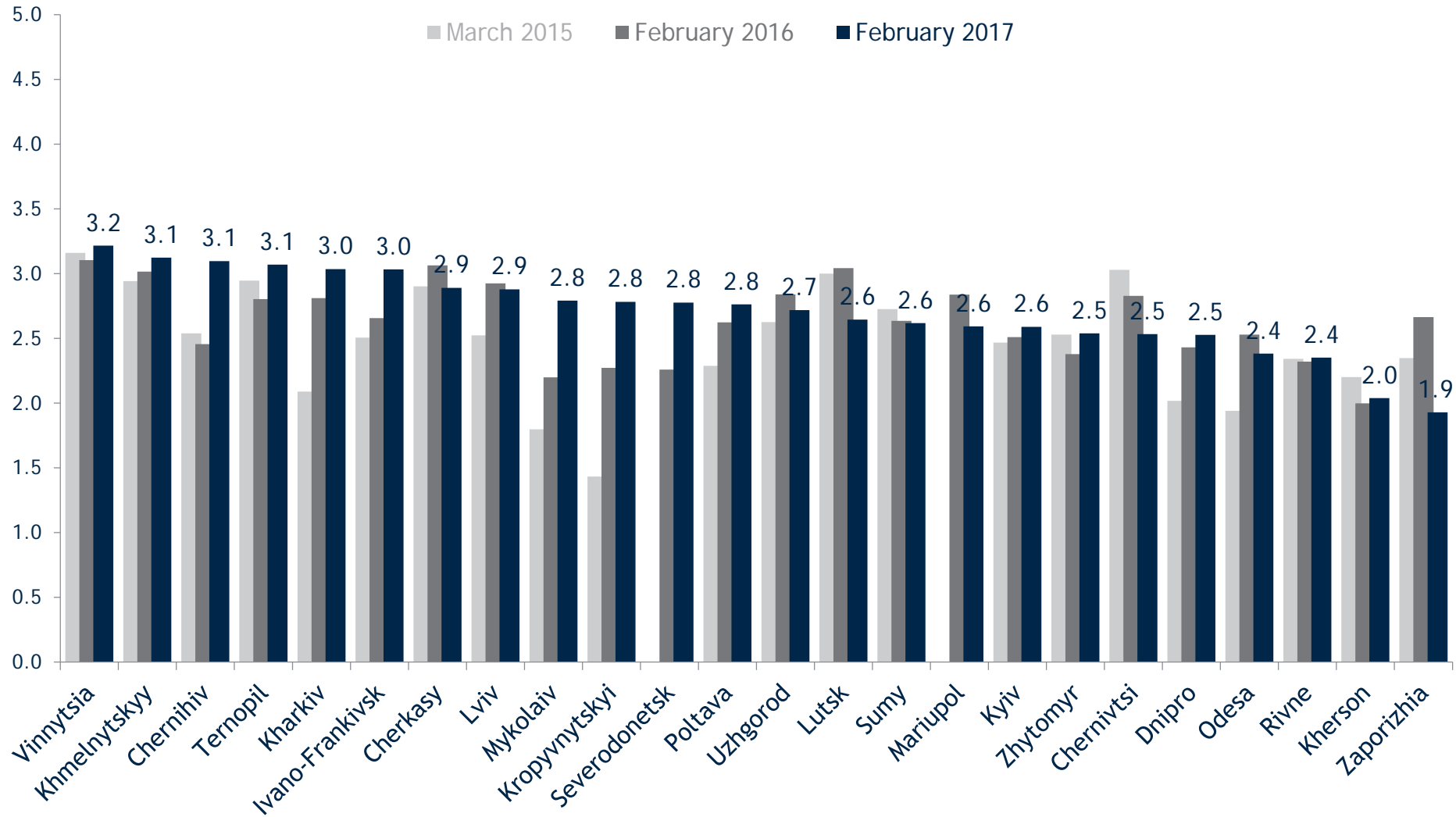
In the past two years, have you had to interact with your city government offices (mayoral office, executive committee, city council, district council, district administration, communal enterprises)? If yes: How would you rate the service you received from the local authorities? (continued)

## Quality of Service Received



# How would you rate the service you received from local authorities? (continued)

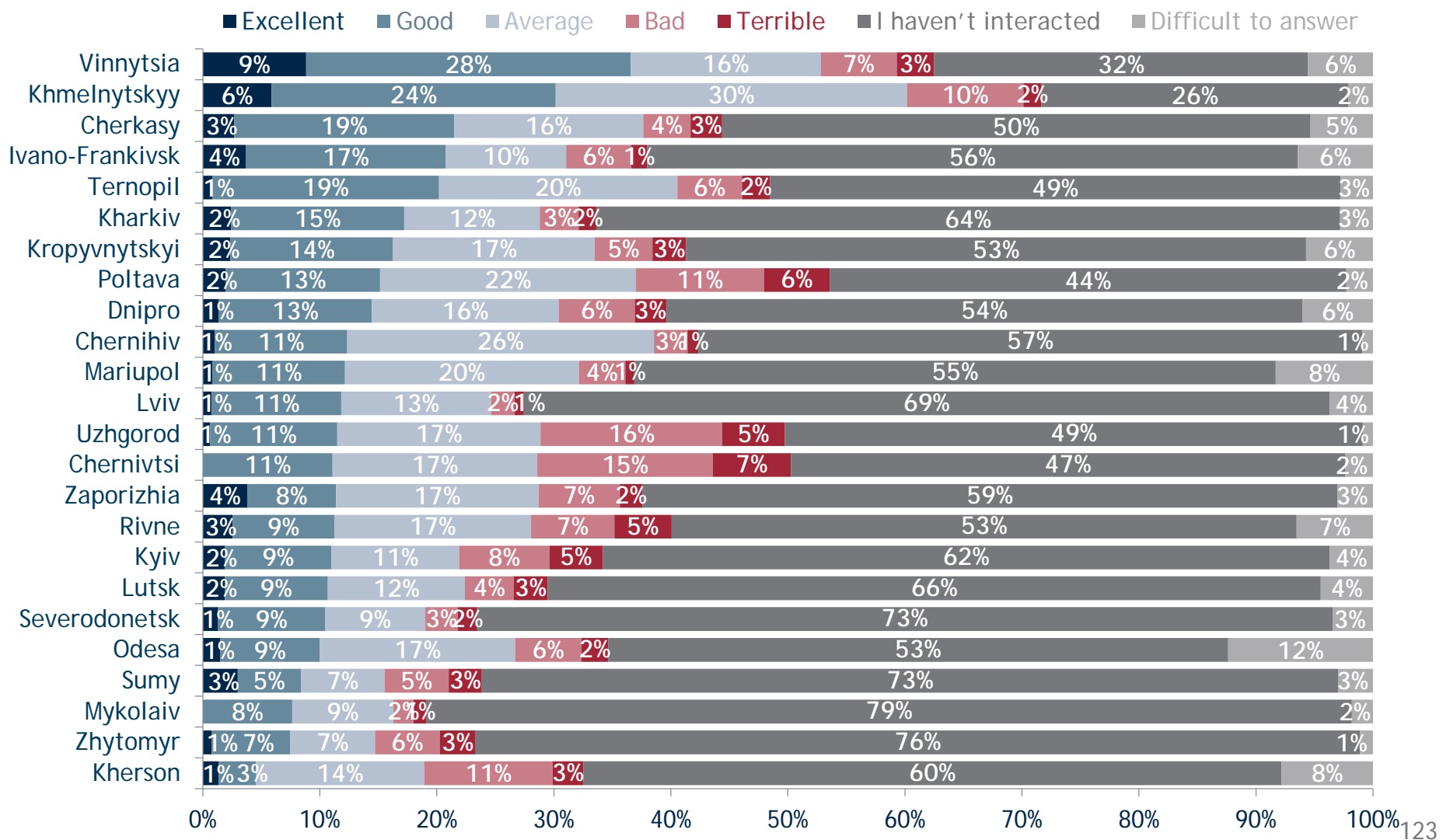
## Quality of Service Received



\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

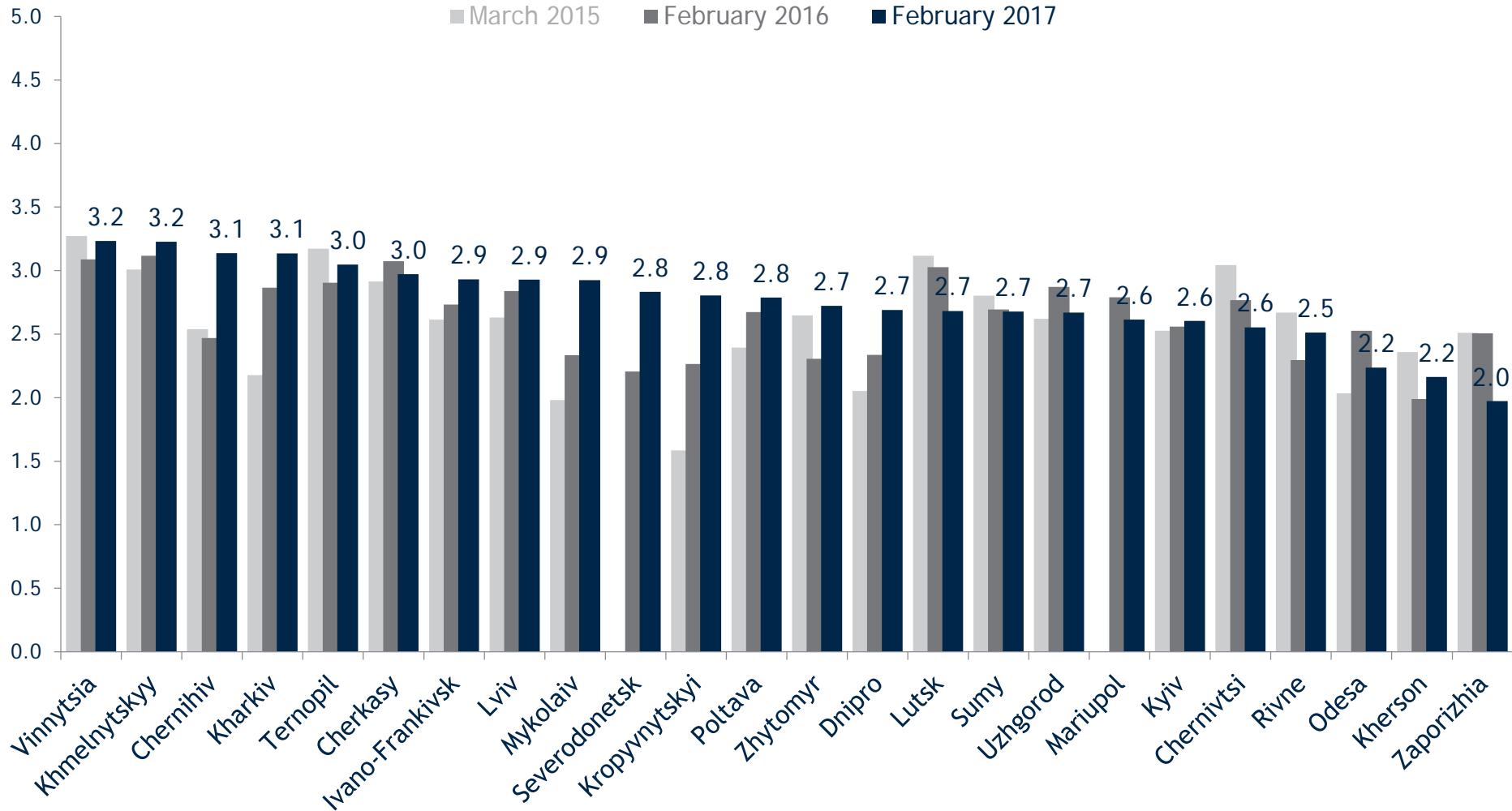
In the past two years, have you had to interact with your city government offices (mayoral office, executive committee, city council, district council, district administration, communal enterprises)? If yes: How would you rate the service you received from the local authorities? (continued)

## Level of Staff Knowledge on the Subject Matter



# How would you rate the service you received from local authorities? (continued)

## Level of Staff Knowledge on the Subject Matter

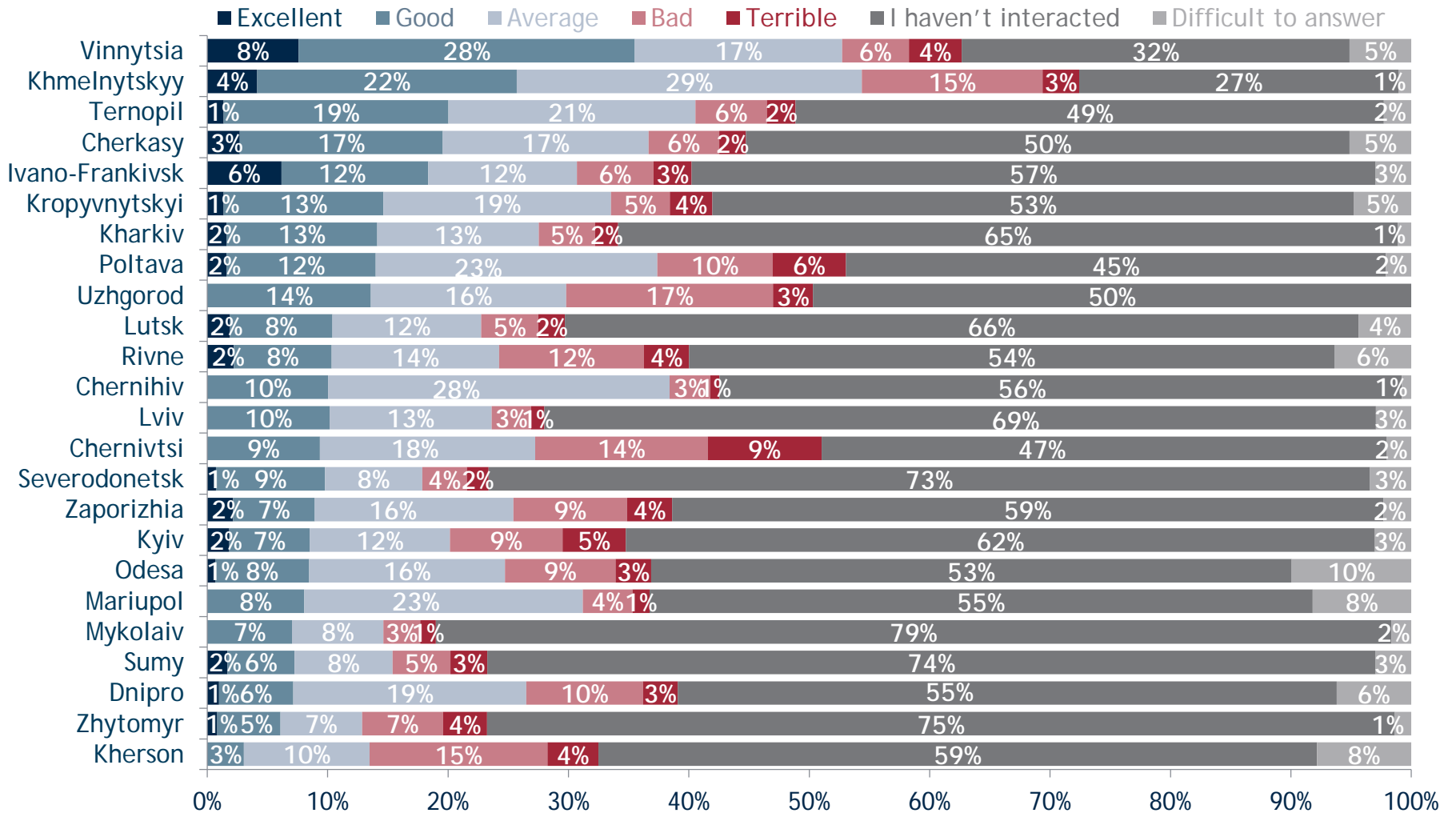


\*These scores are based on citizen satisfaction ratings, with "1" indicating a terrible score and "5" indicating an excellent score. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



In the past two years, have you had to interact with your city government offices (mayoral office, executive committee, city council, district council, district administration, communal enterprises)? If yes: How would you rate the service you received from the local authorities? (continued)

## Clarity of the Decisions and/or Advice Provided



\*This question was only included in the 2017 survey.



# Municipal Authorities' Performance

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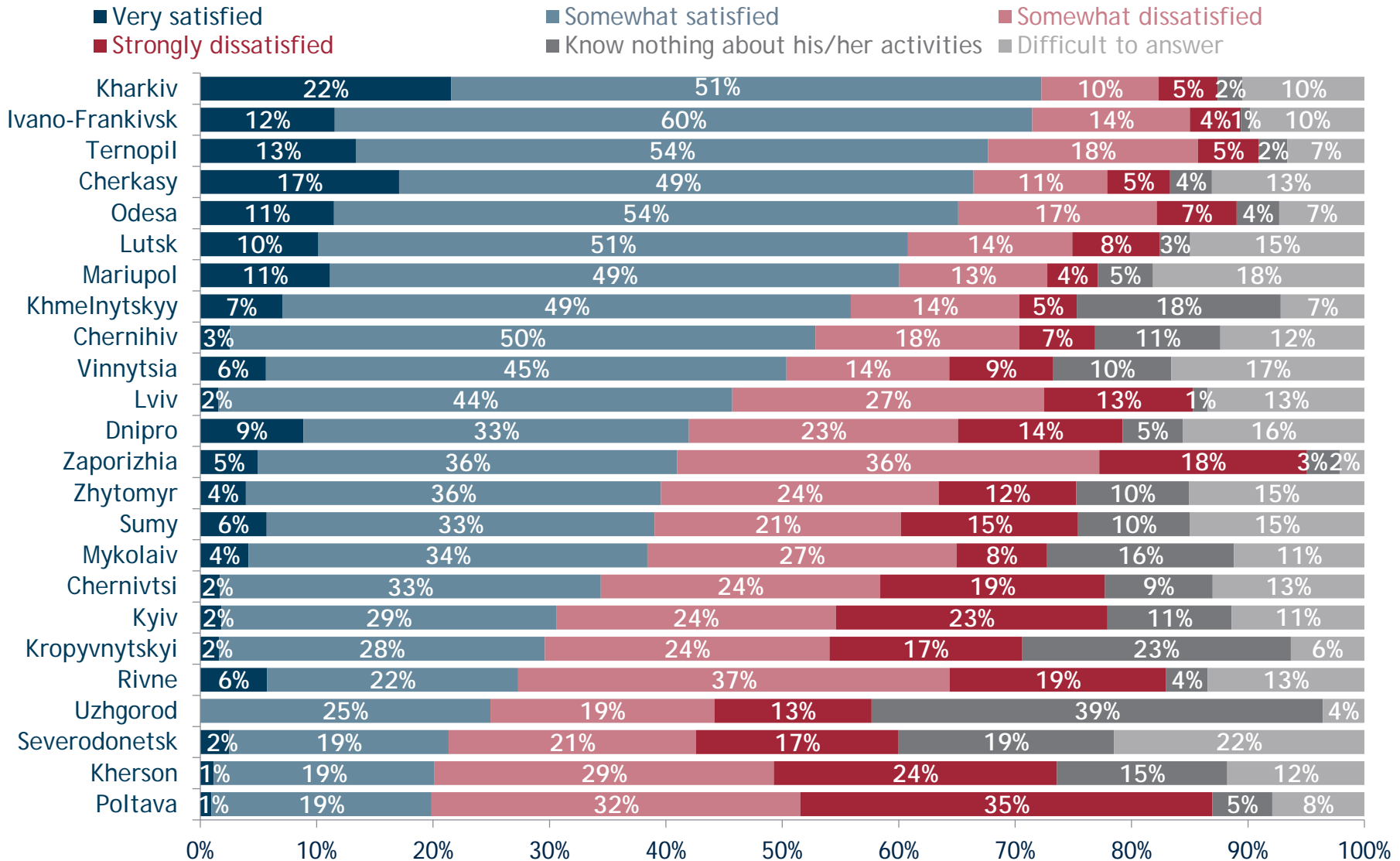


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# To what extent are you satisfied with the composition of the city council and mayor elected in your city during the October 2015 local elections?

## Mayor

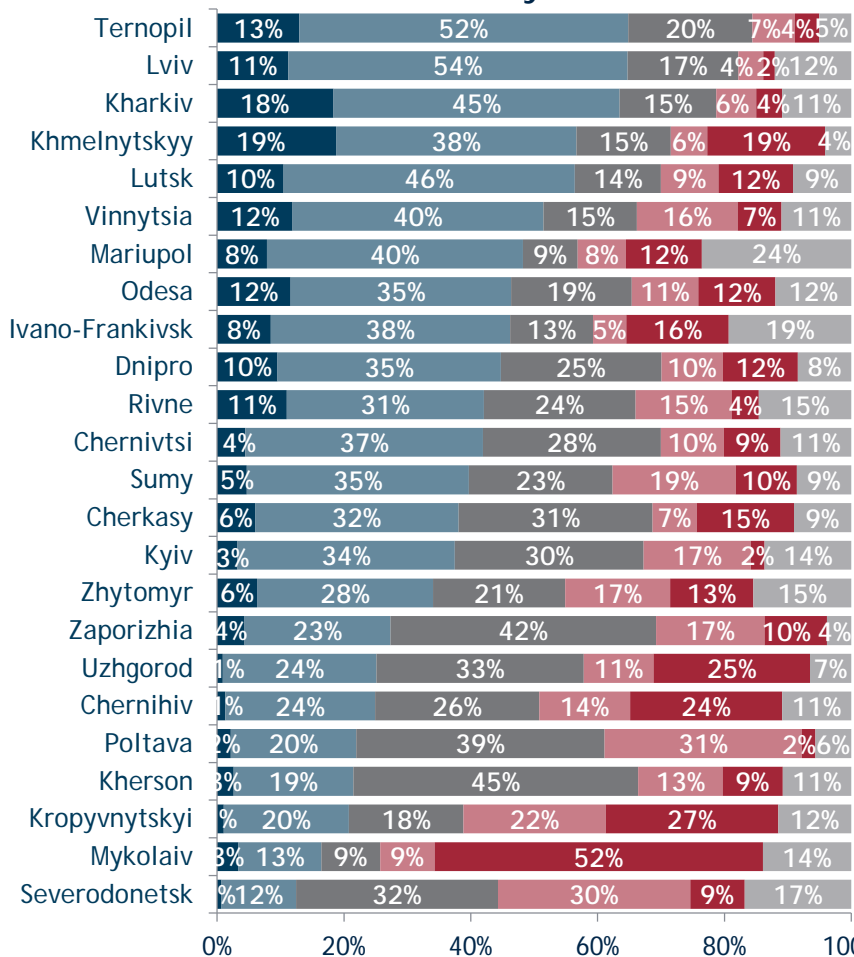


# To what extent are you satisfied with the composition of the city council and mayor elected in your city in the October 2015 local elections? (continued)

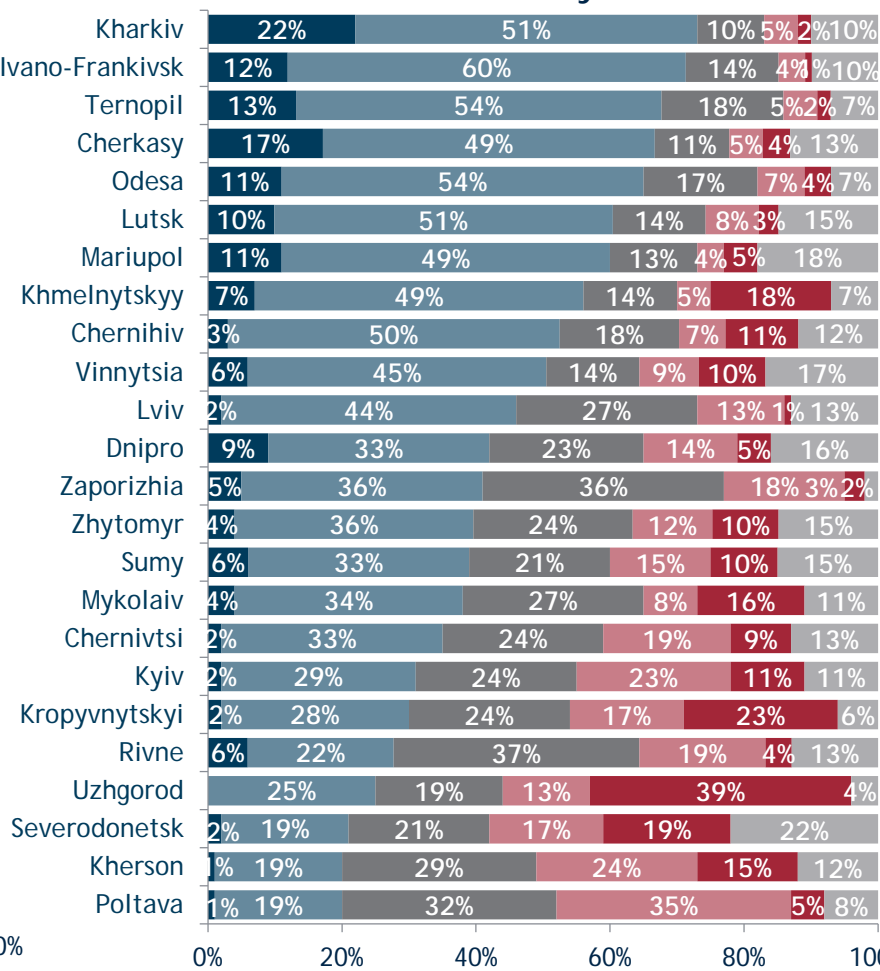
## Mayor

■ Very satisfied     
 ■ Somewhat satisfied     
 ■ Somewhat dissatisfied  
■ Strongly dissatisfied     
 ■ Know nothing about his/her activities     
 ■ Difficult to answer

### February 2016

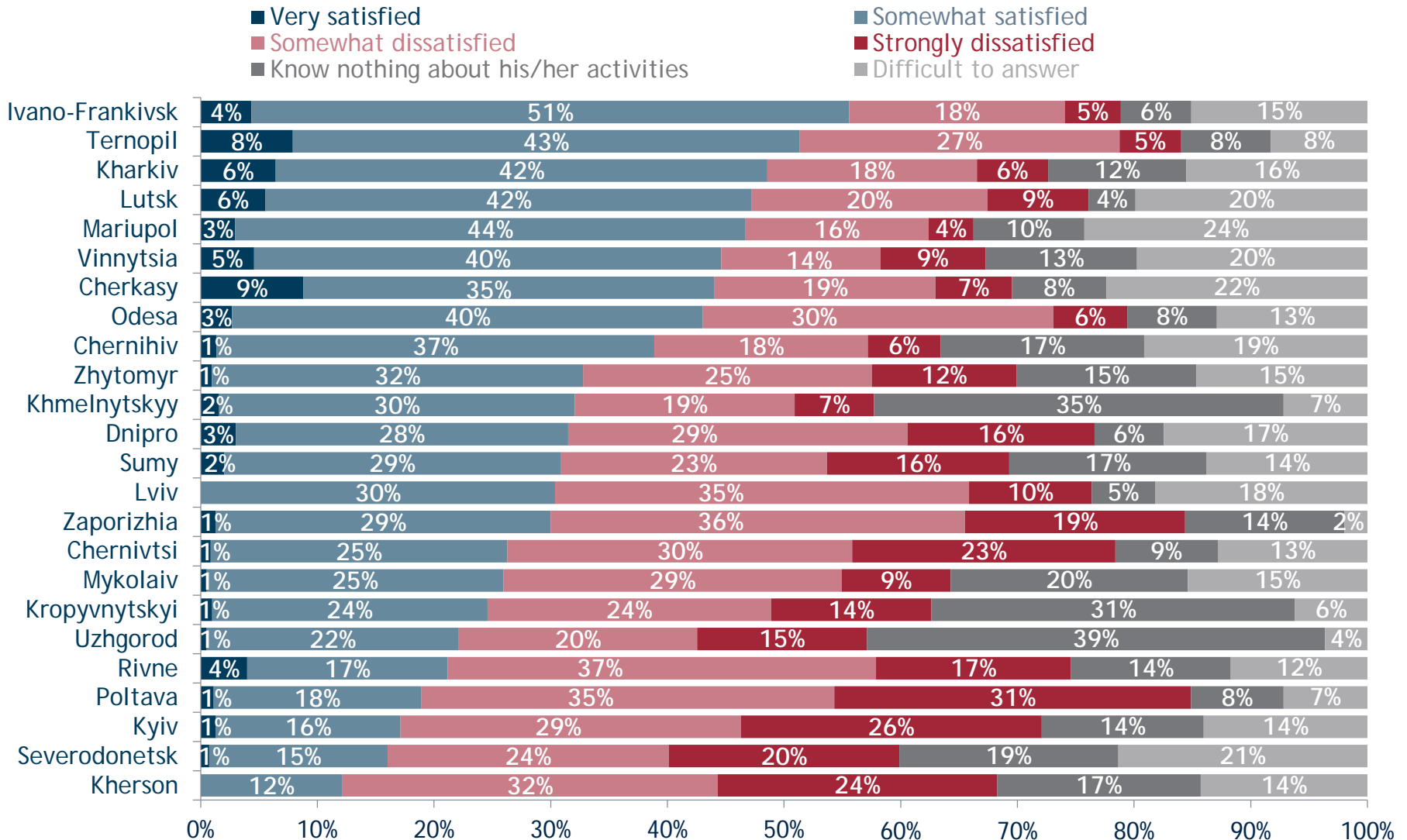


### February 2017



To what extent are you satisfied with the composition of the city council and mayor elected in your city during the October 2015 local elections?

## City Council

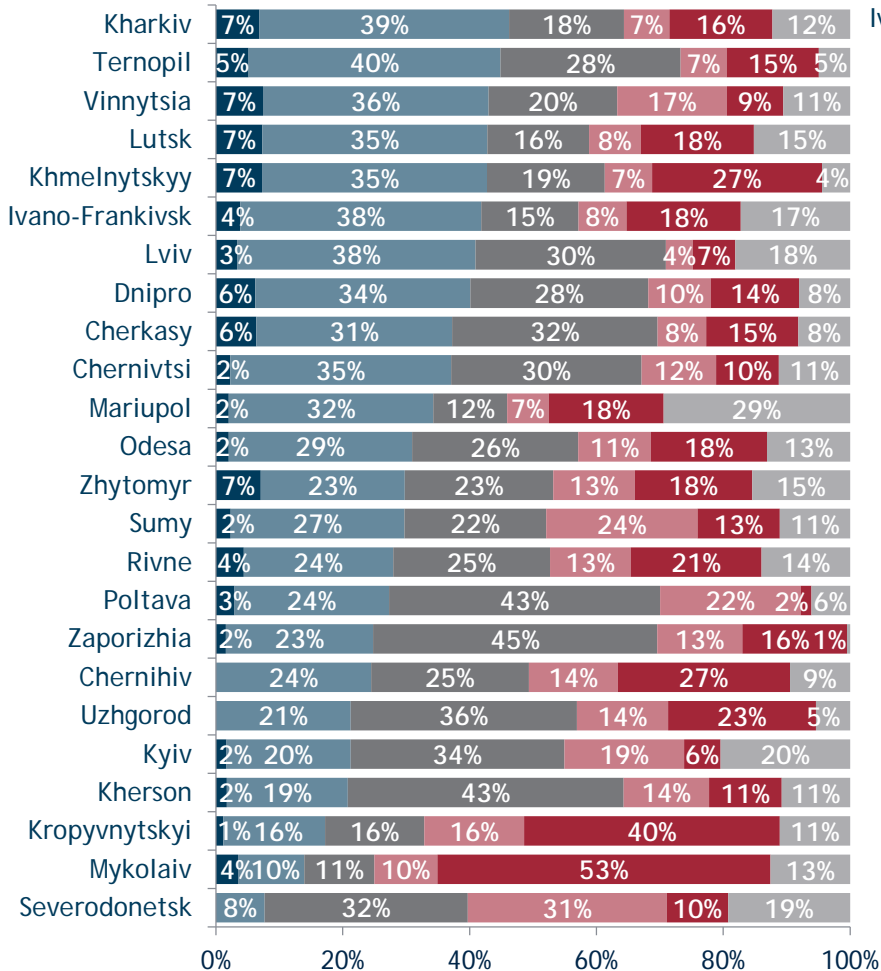


# To what extent are you satisfied with the composition of the city council and mayor elected in your city in the October 2015 local elections? (continued)

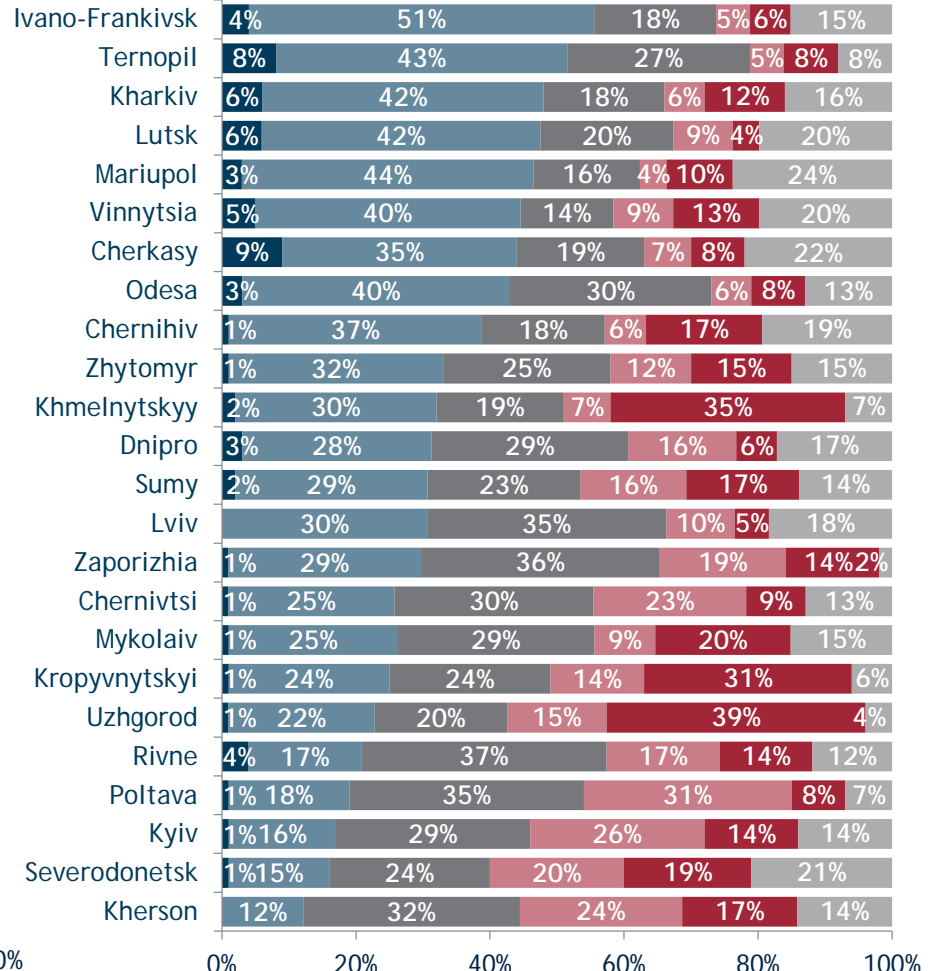
## City Council

■ Very satisfied     
 ■ Somewhat satisfied     
 ■ Somewhat dissatisfied  
■ Strongly dissatisfied     
 ■ Know nothing about his/her activities     
 ■ Difficult to answer

February 2016

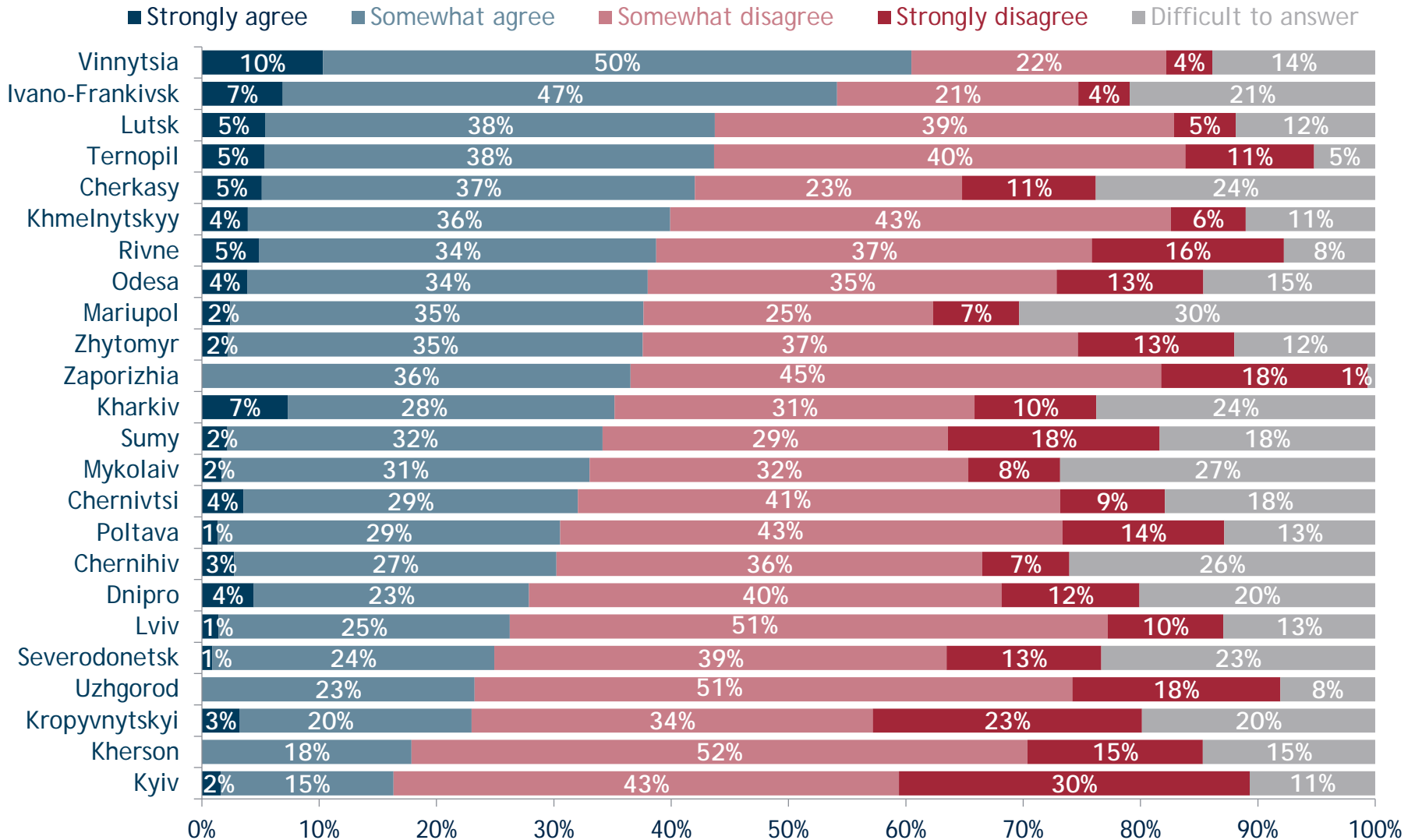


February 2017



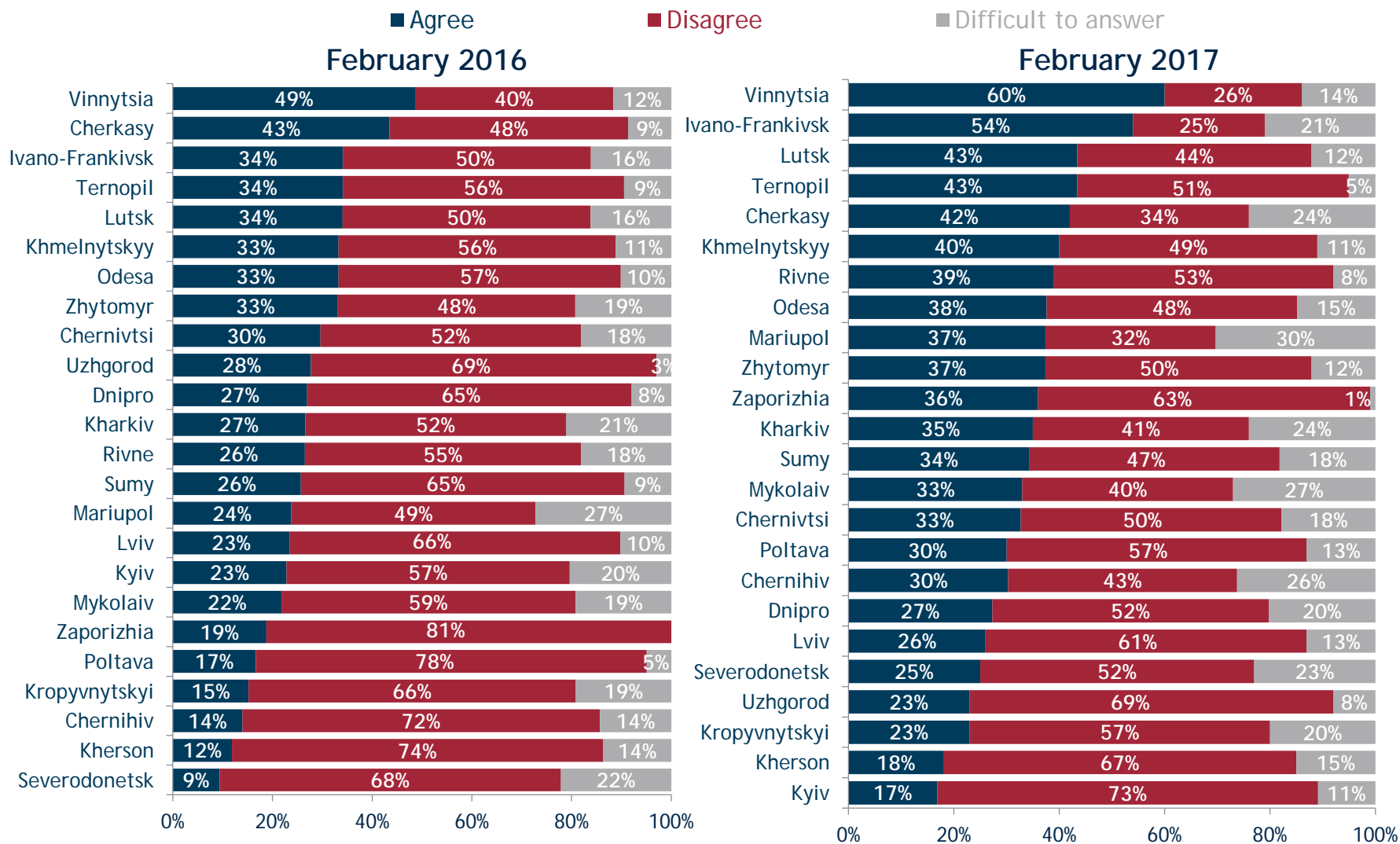
Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

**“The authorities have demonstrated transparent activity.”**



Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

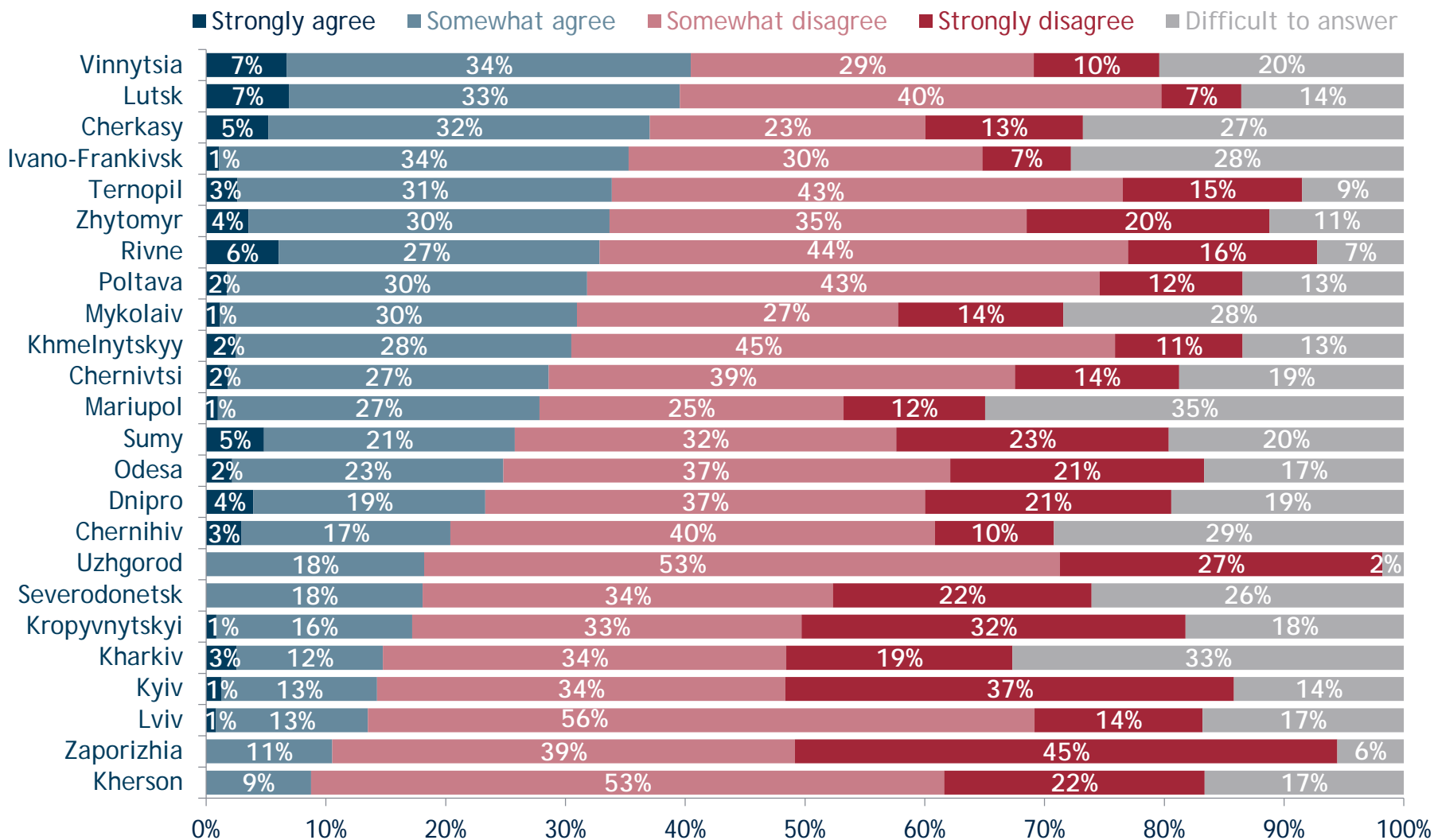
# “The authorities have demonstrated transparent activity.”





Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

## “The authorities have facilitated citizens’ participation in decision-making processes.”

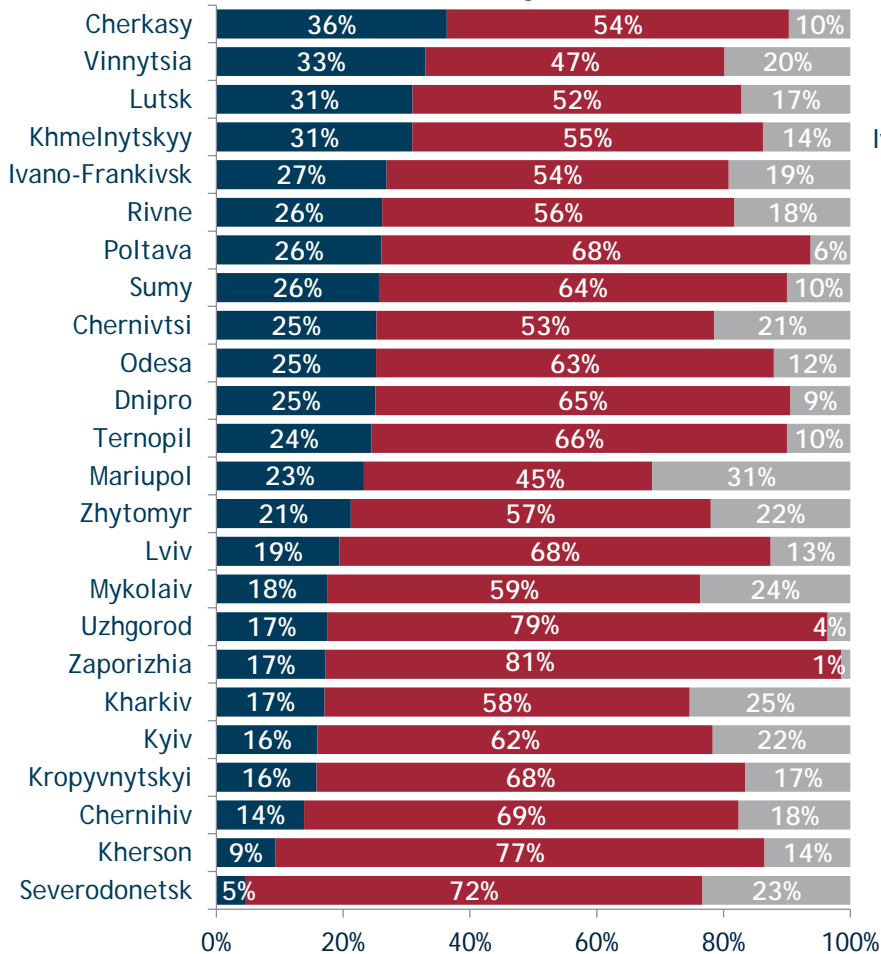


Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

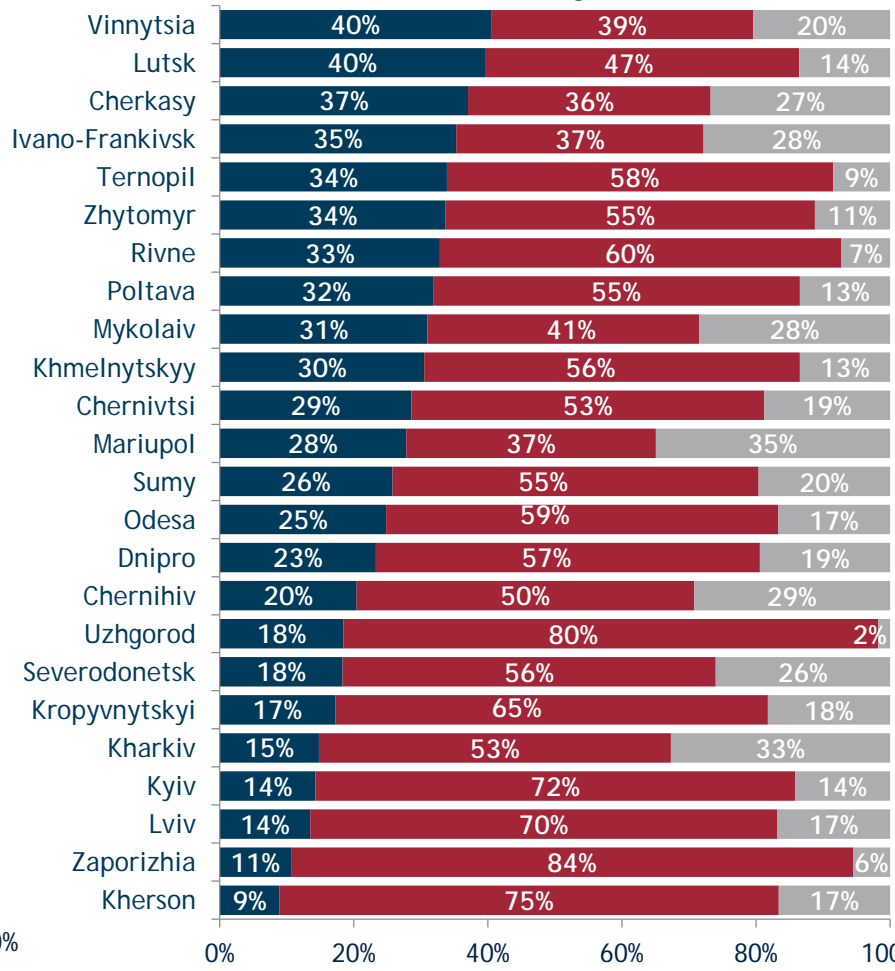
# “The authorities have facilitated citizens’ participation in decision-making processes.”

■ Agree ■ Disagree ■ Difficult to answer

February 2016

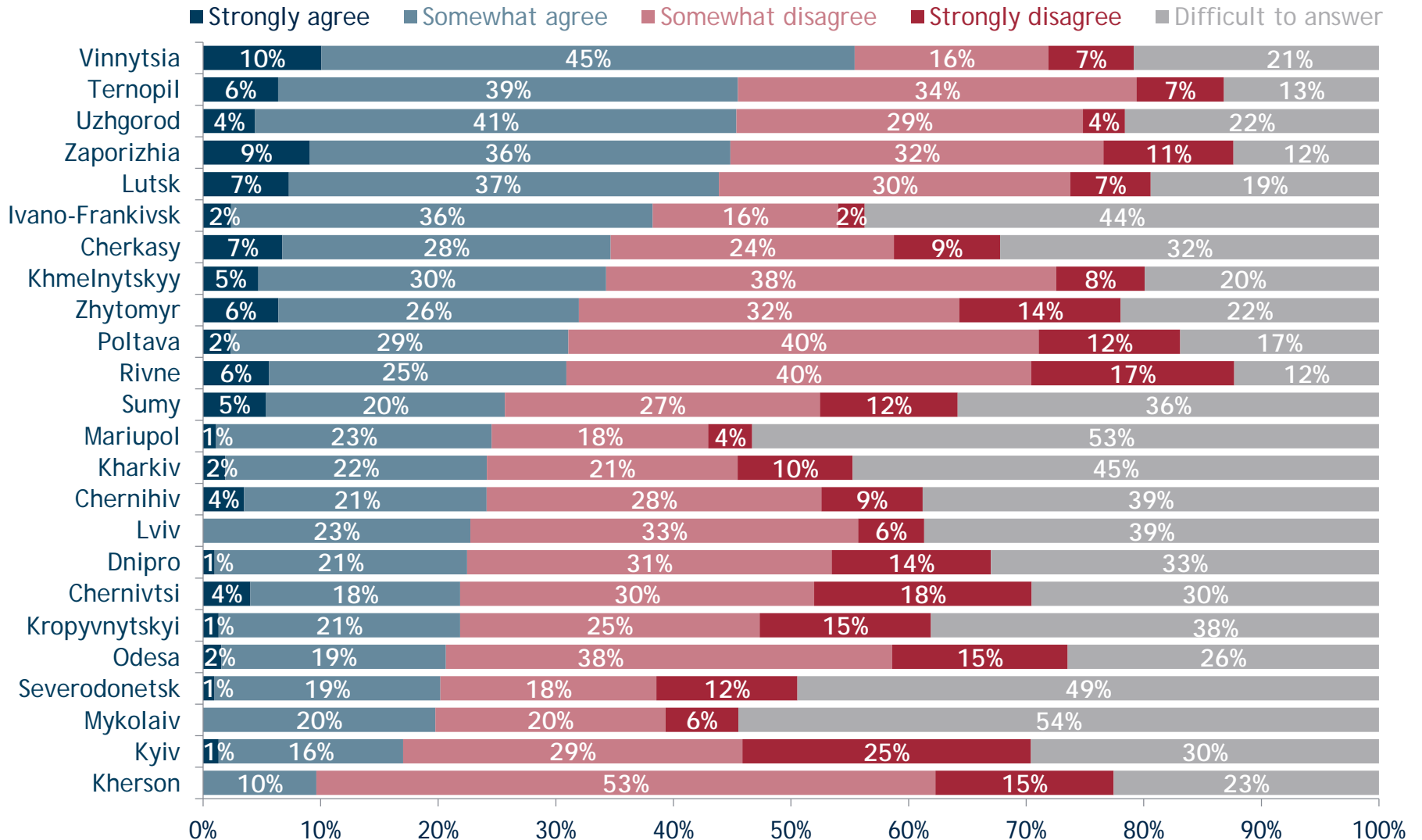


February 2017



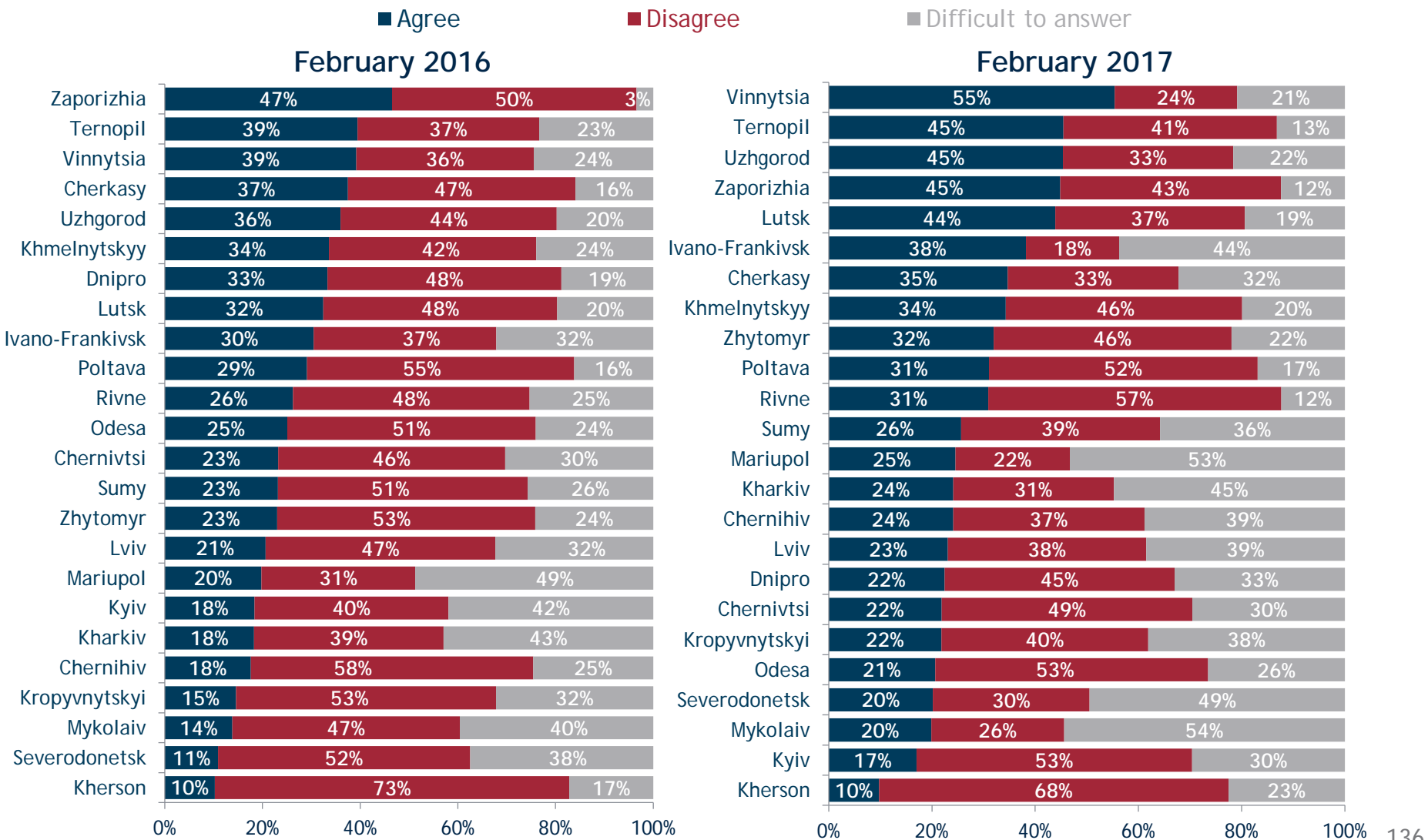
Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

**“The authorities have demonstrated high-quality paperwork.”**



Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

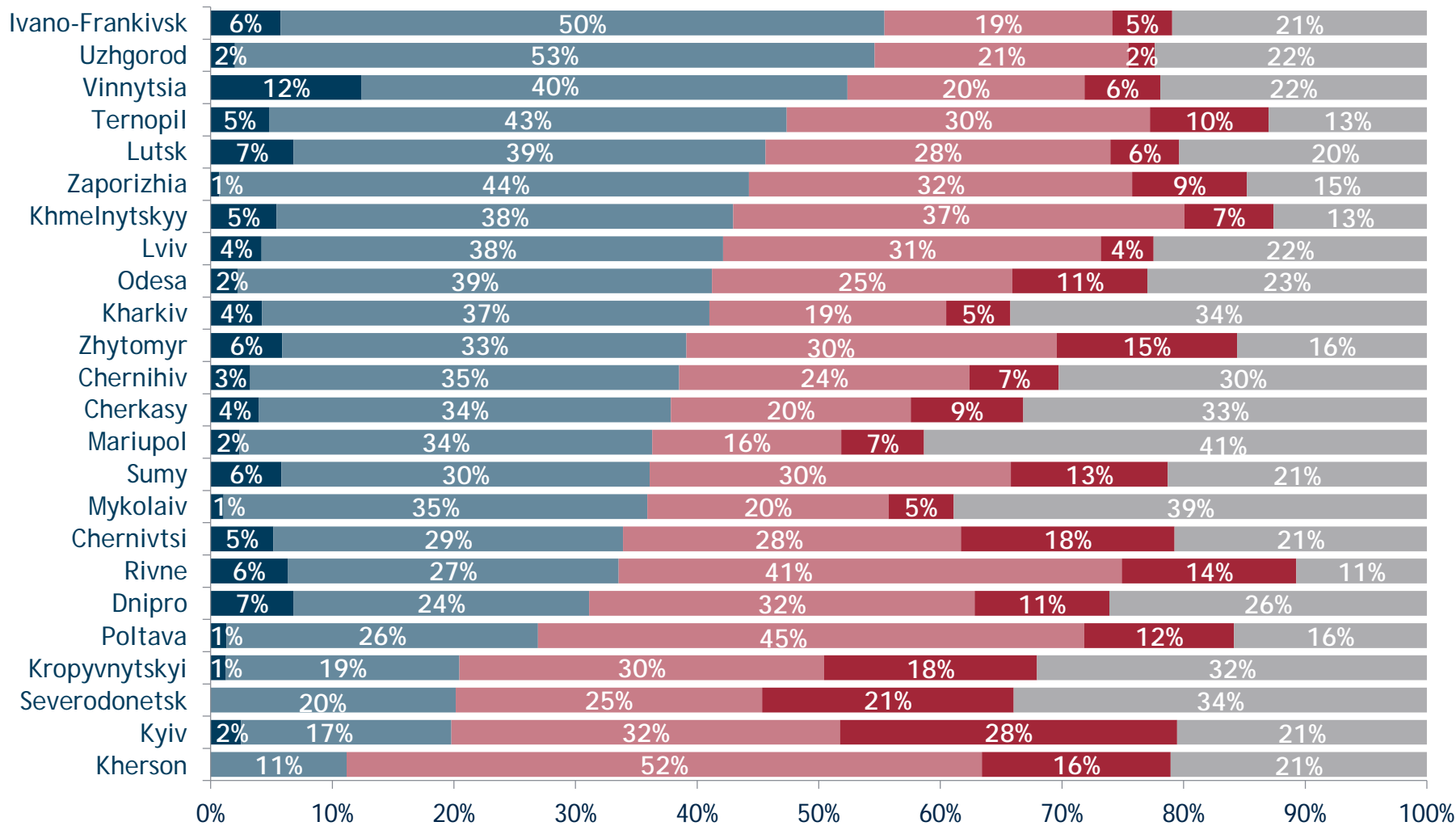
# “The authorities have demonstrated high-quality paperwork.”



Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

## “The authorities have secured investment for the local economy.”

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Difficult to answer

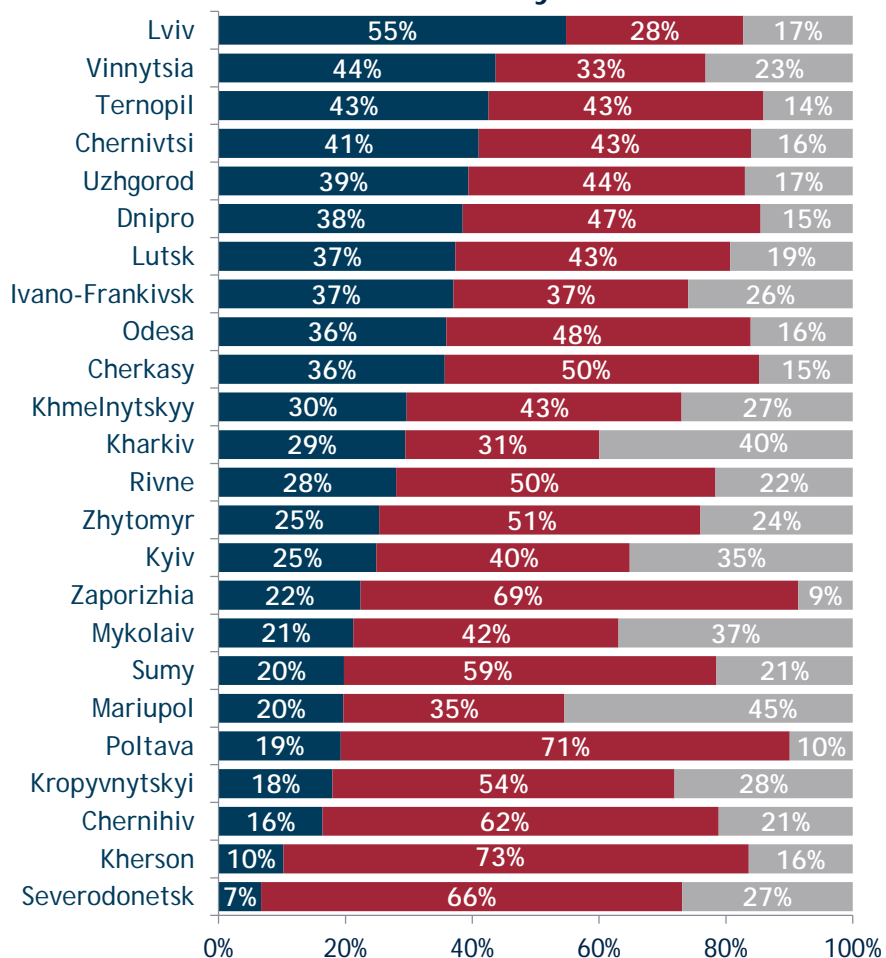


Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

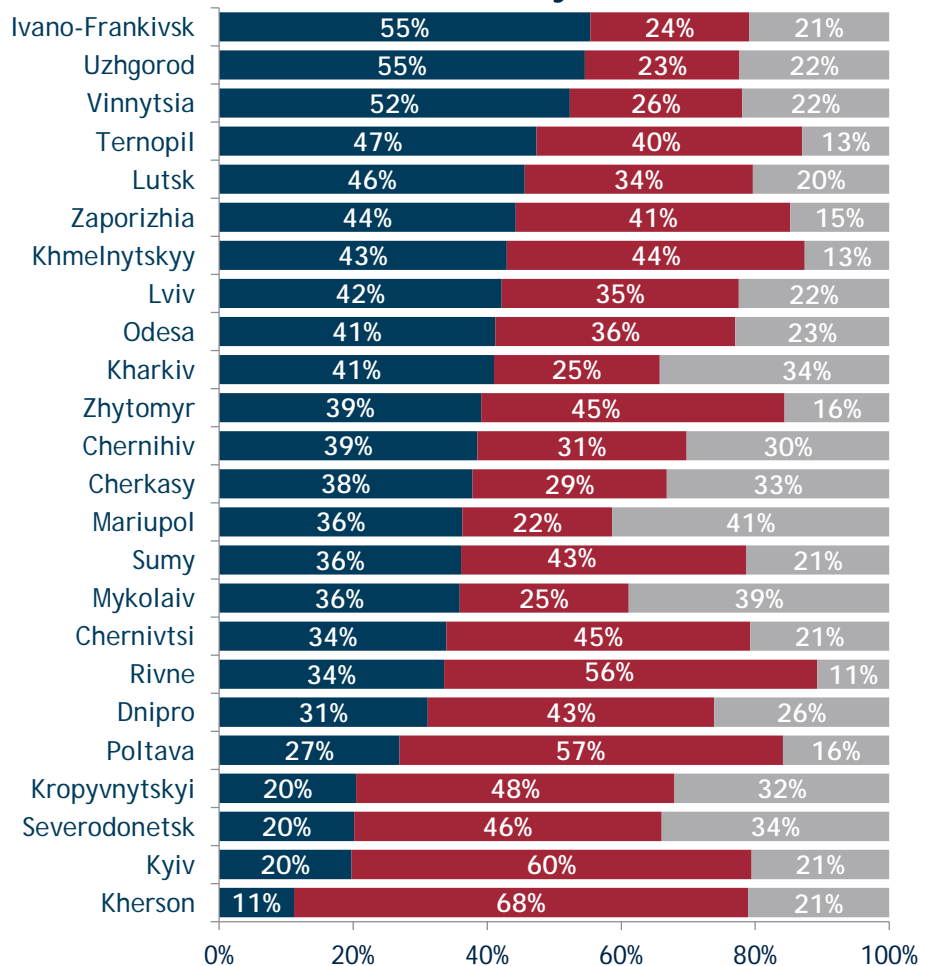
## “The authorities have secured investment for the local economy.”

■ Agree ■ Disagree ■ Difficult to answer

February 2016



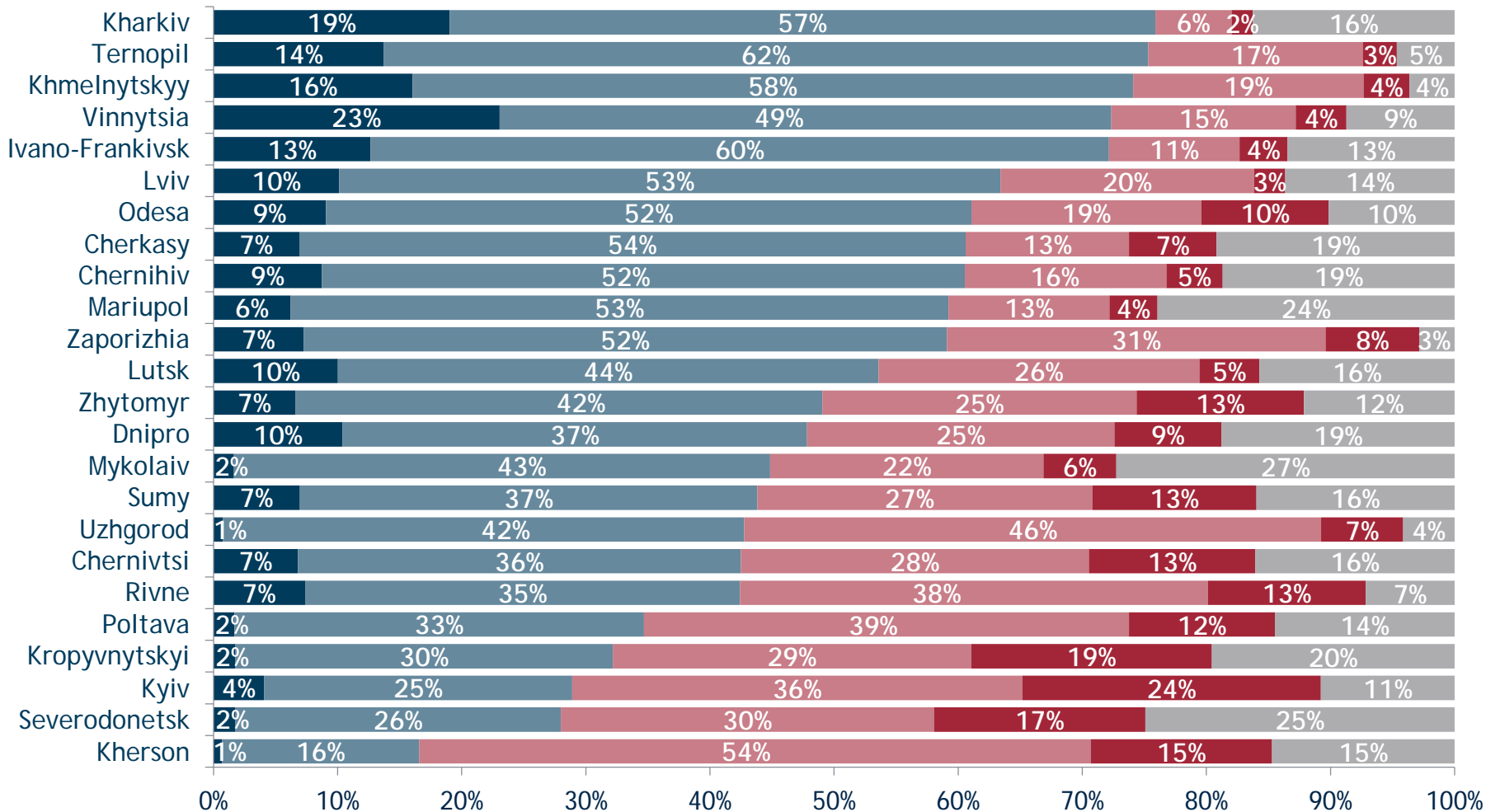
February 2017



Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

**“The authorities have improved the image of the city.”**

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Difficult to answer

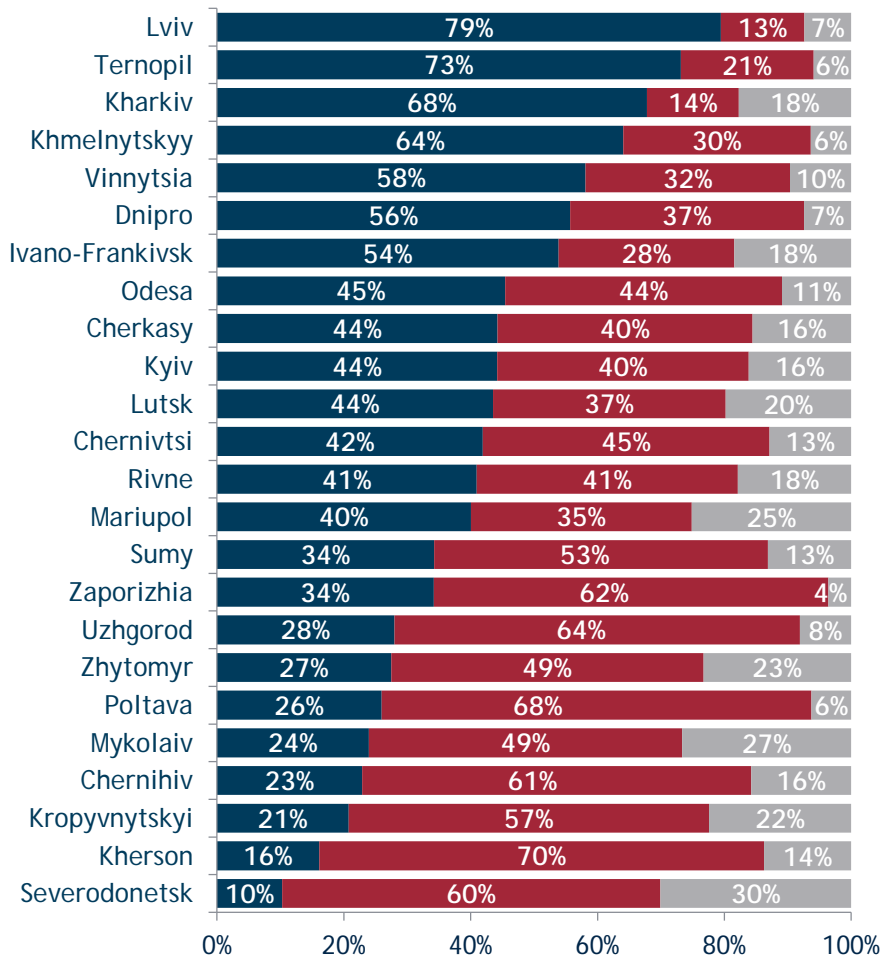


Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

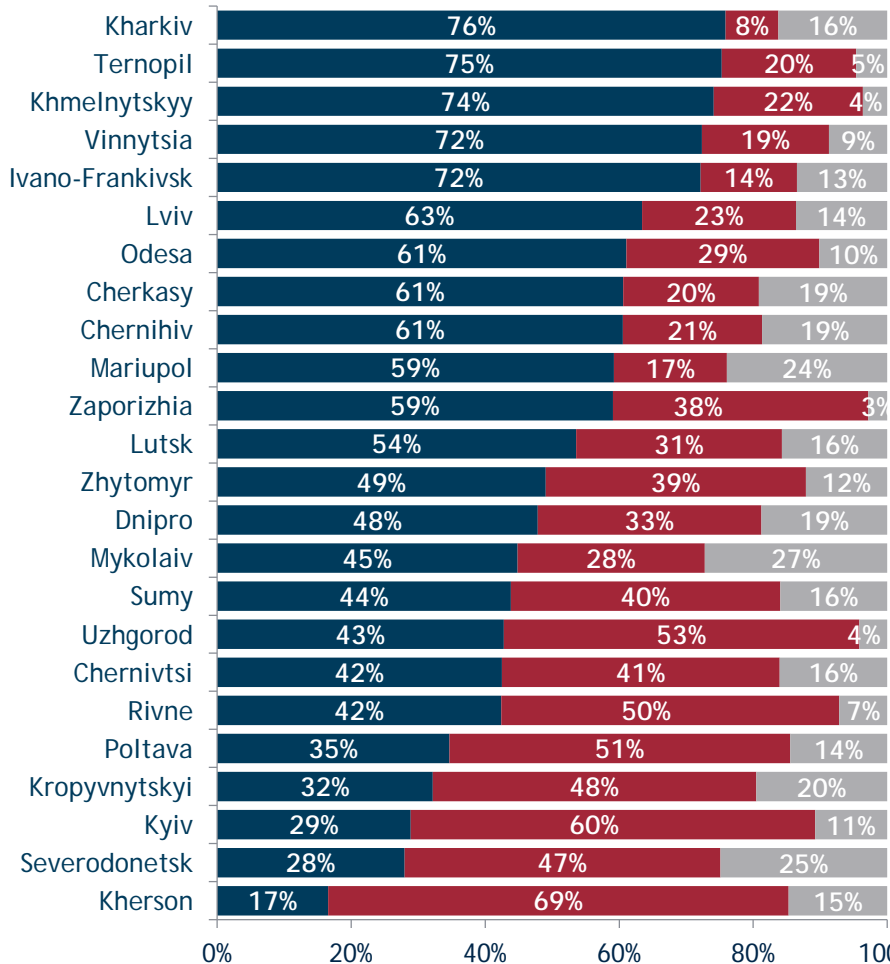
“The authorities have improved the image of the city.”

■ Agree ■ Disagree ■ Difficult to answer

February 2016



February 2017

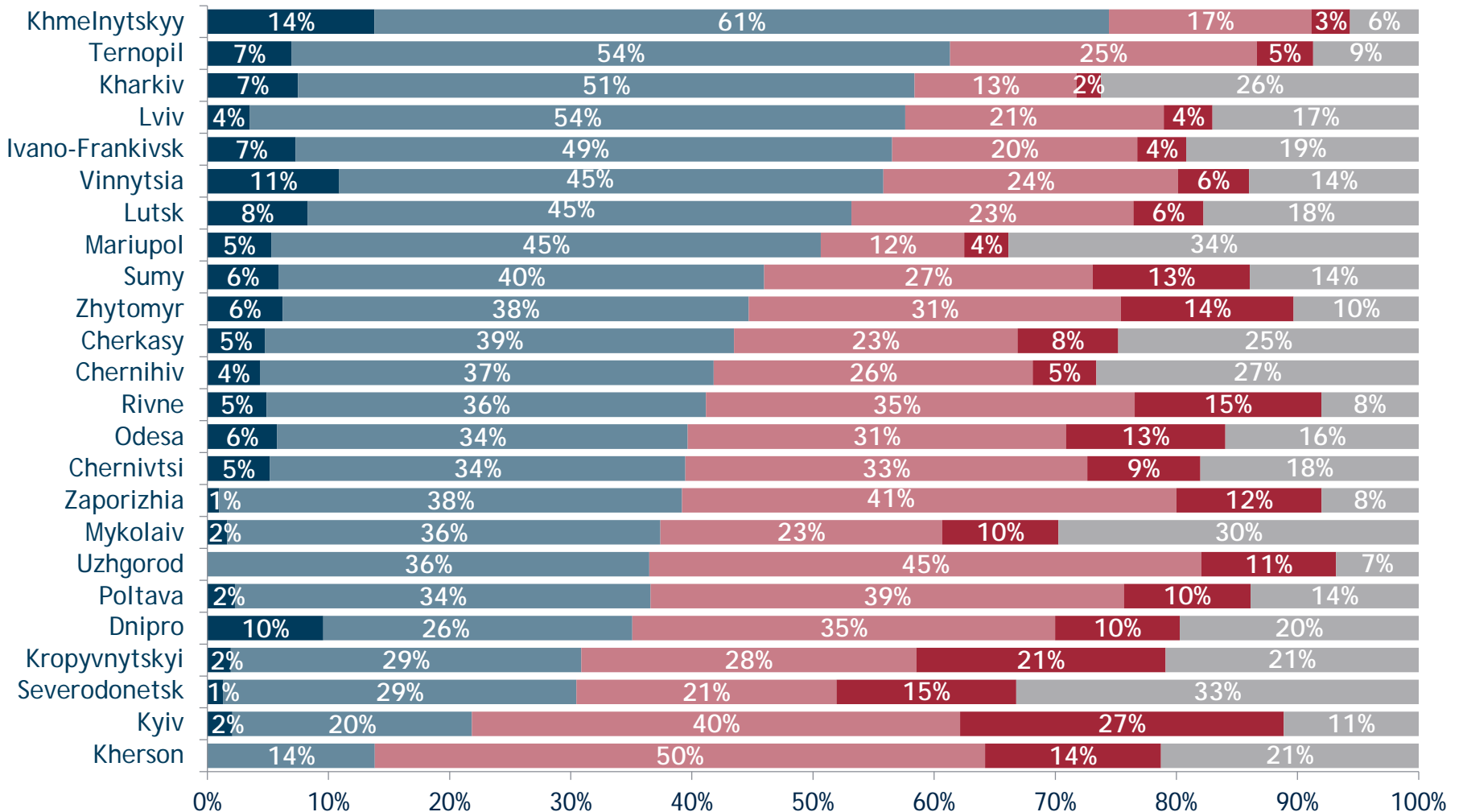




Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

## “The authorities have improved public safety in the city.”

■ Strongly agree   
 ■ Somewhat agree   
 ■ Somewhat disagree   
 ■ Strongly disagree   
 ■ Difficult to answer

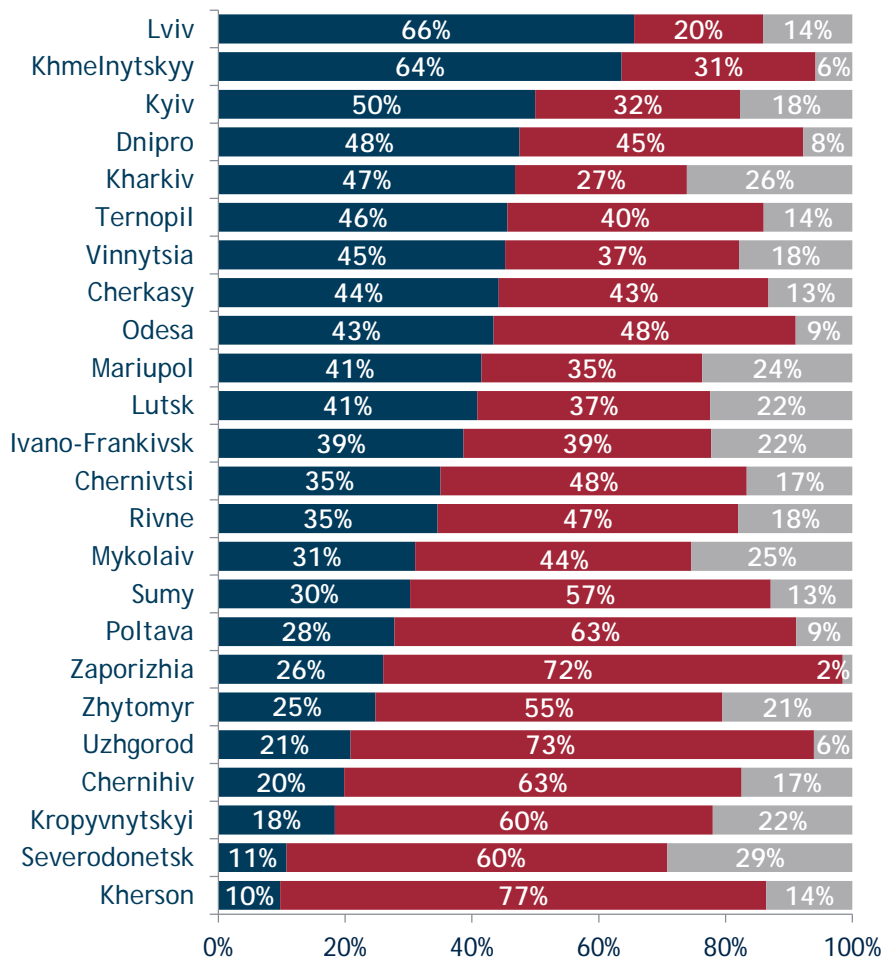


Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities? (continued)

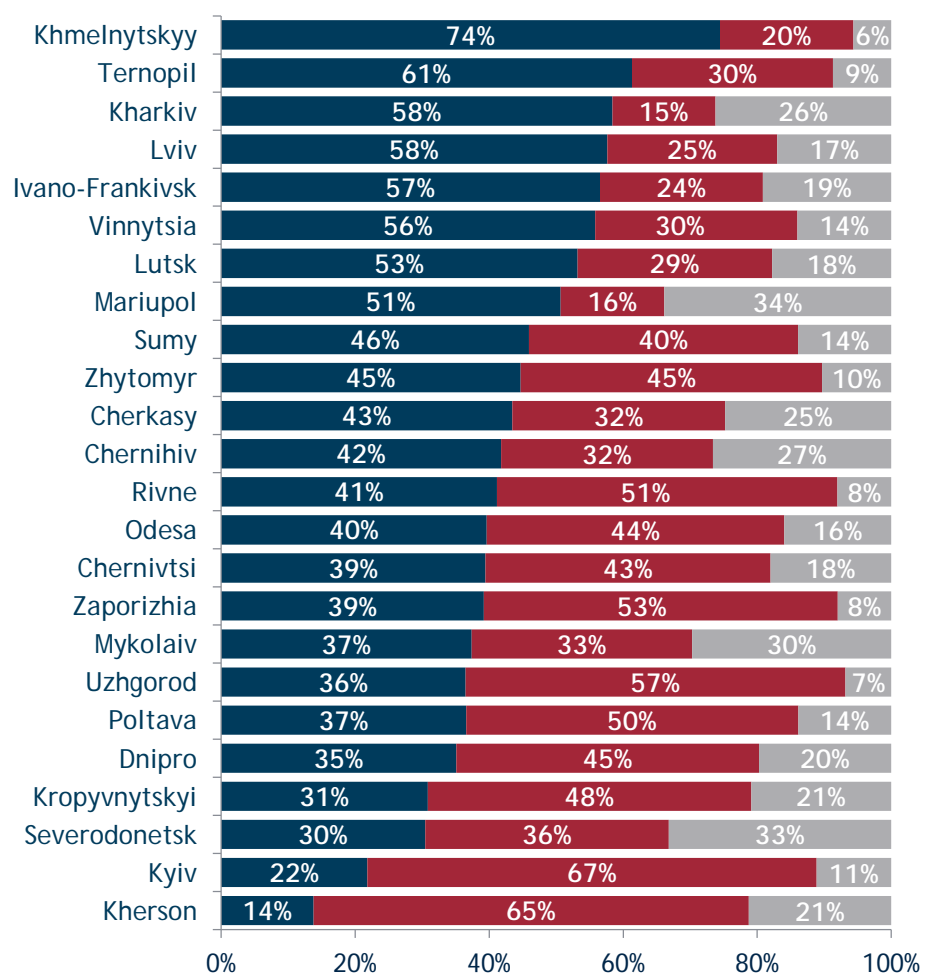
# “The authorities have improved public safety in the city.”

■ Agree ■ Disagree ■ Difficult to answer

February 2016



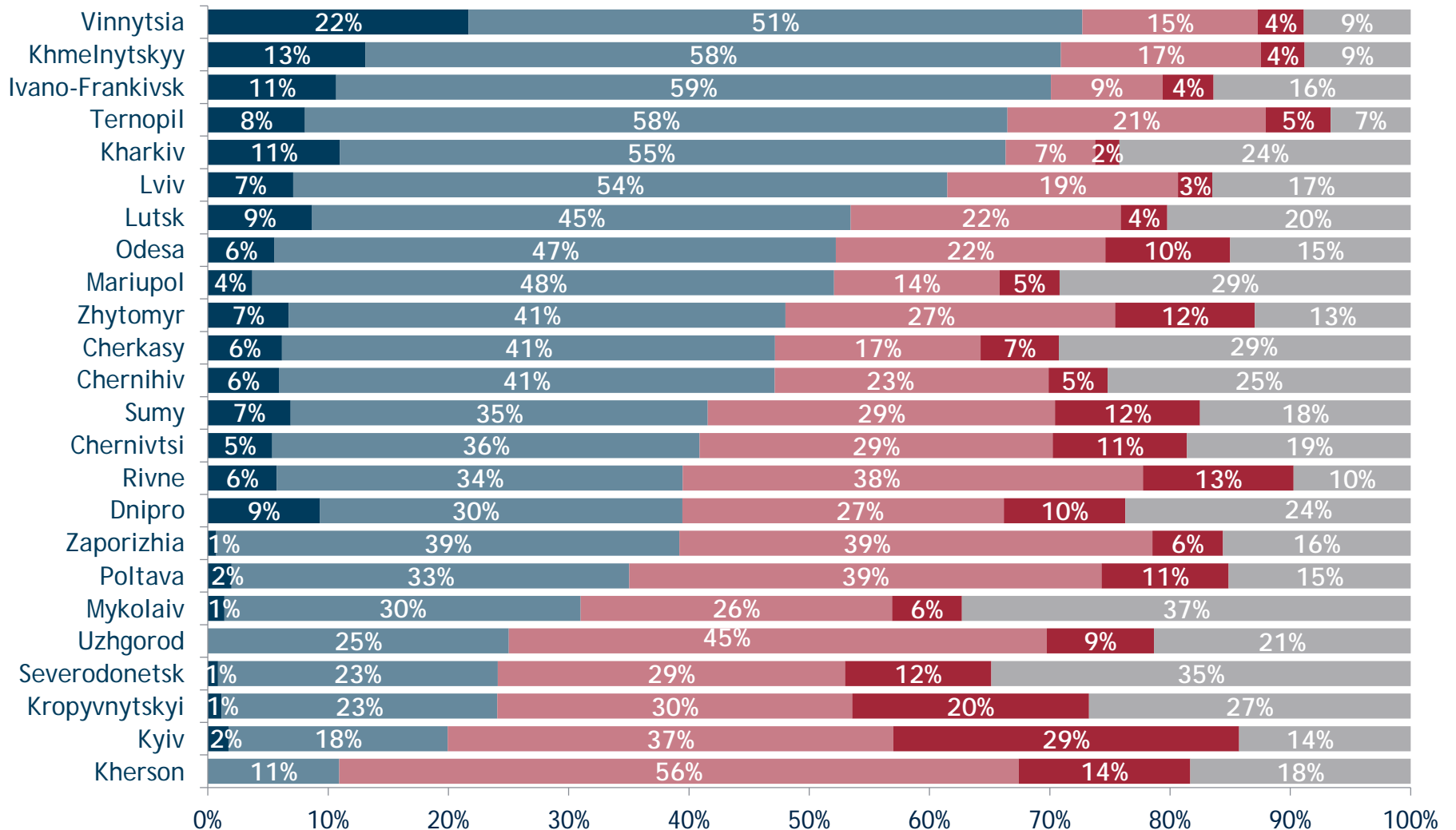
February 2017



Do you agree or disagree with the following statements regarding the management of your city by the municipal authorities?

**“The authorities have been responsive to citizen priorities.”**

■ Strongly agree ■ Somewhat agree ■ Somewhat disagree ■ Strongly disagree ■ Difficult to answer



\*This question was only included in the 2017 survey.



# Accessibility of Information on City Authorities' Activities

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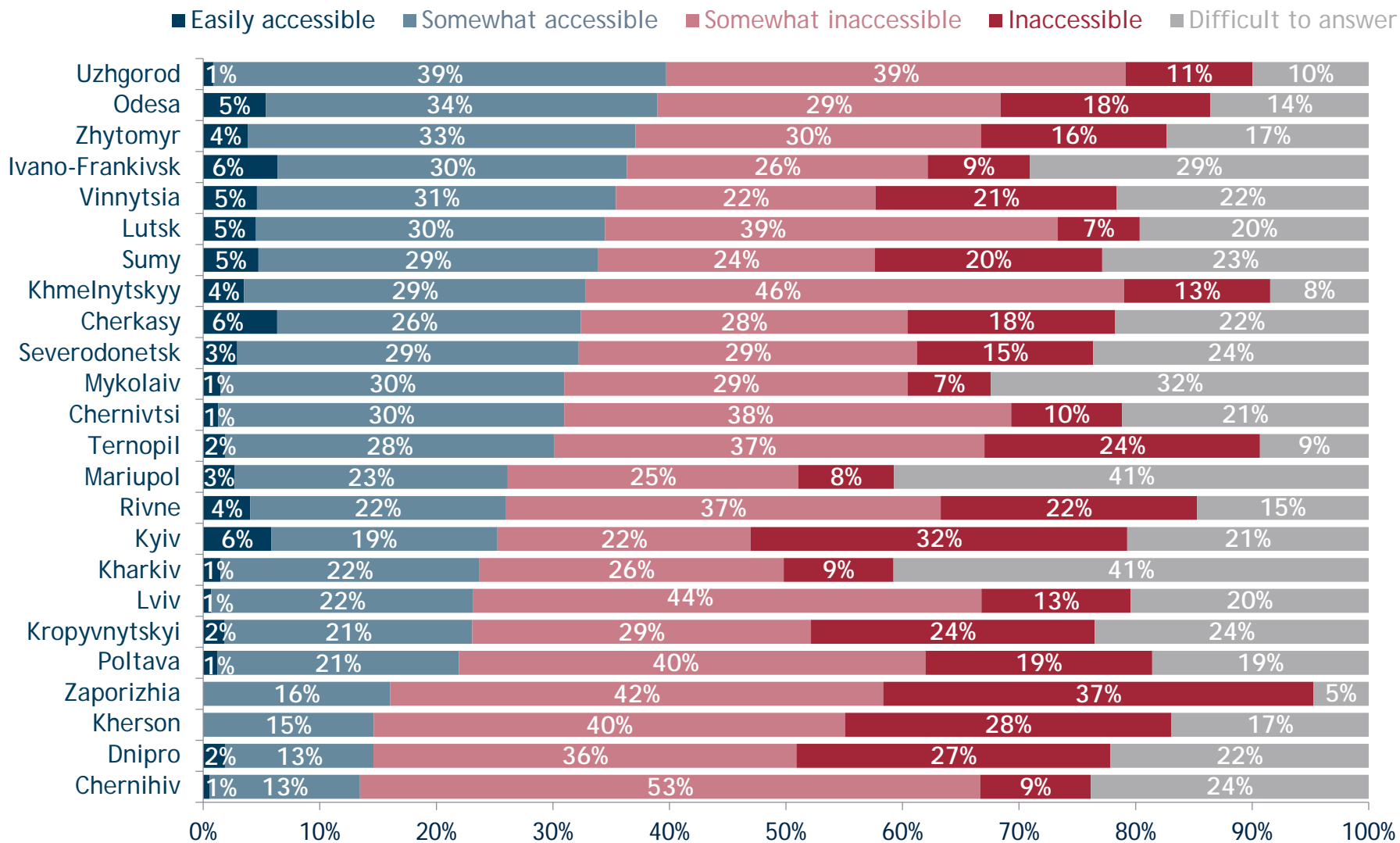


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How would you rate the accessibility of information from your city authorities in the following areas?

## City Budget

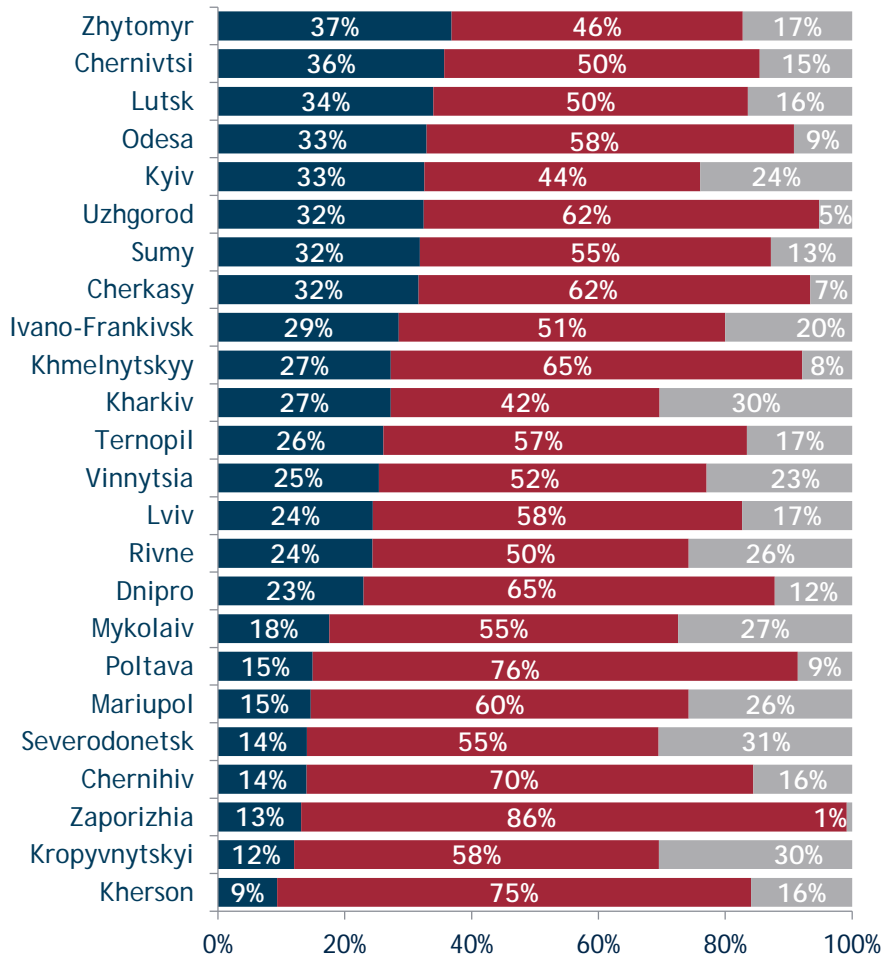


# How would you rate the accessibility of information from your city authorities in the following areas? (continued)

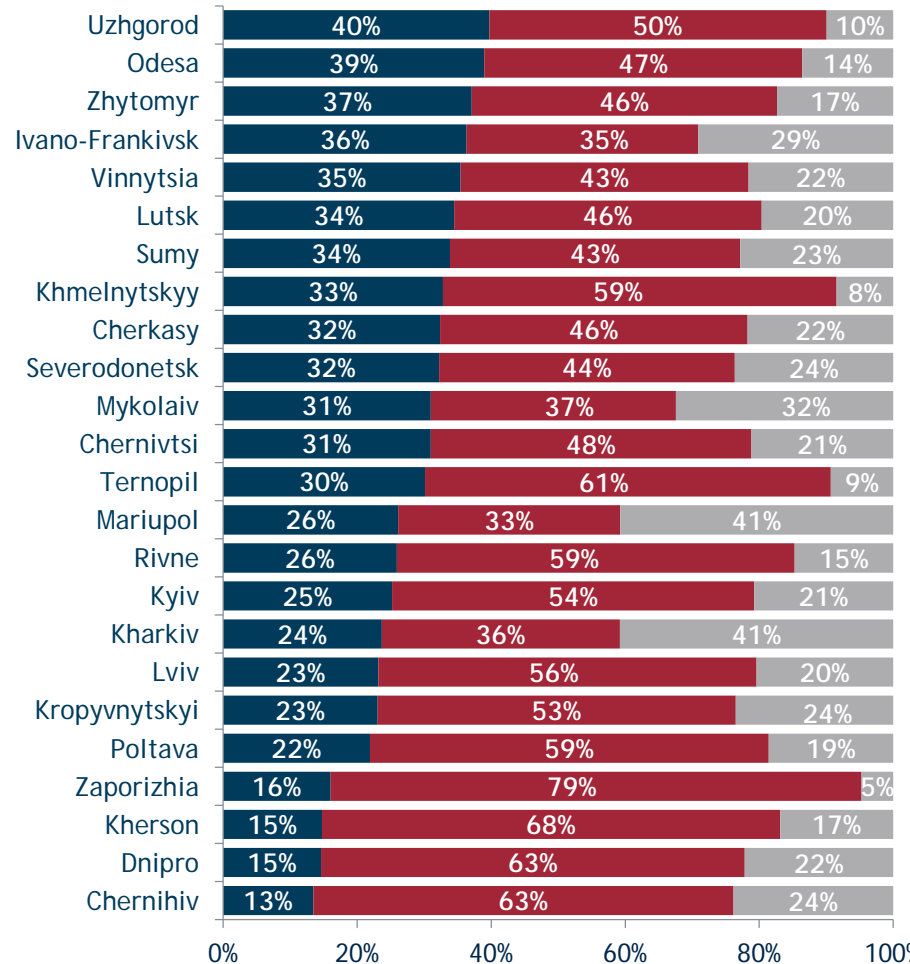
## City Budget

■ Accessible ■ Inaccessible ■ Difficult to answer

February 2016



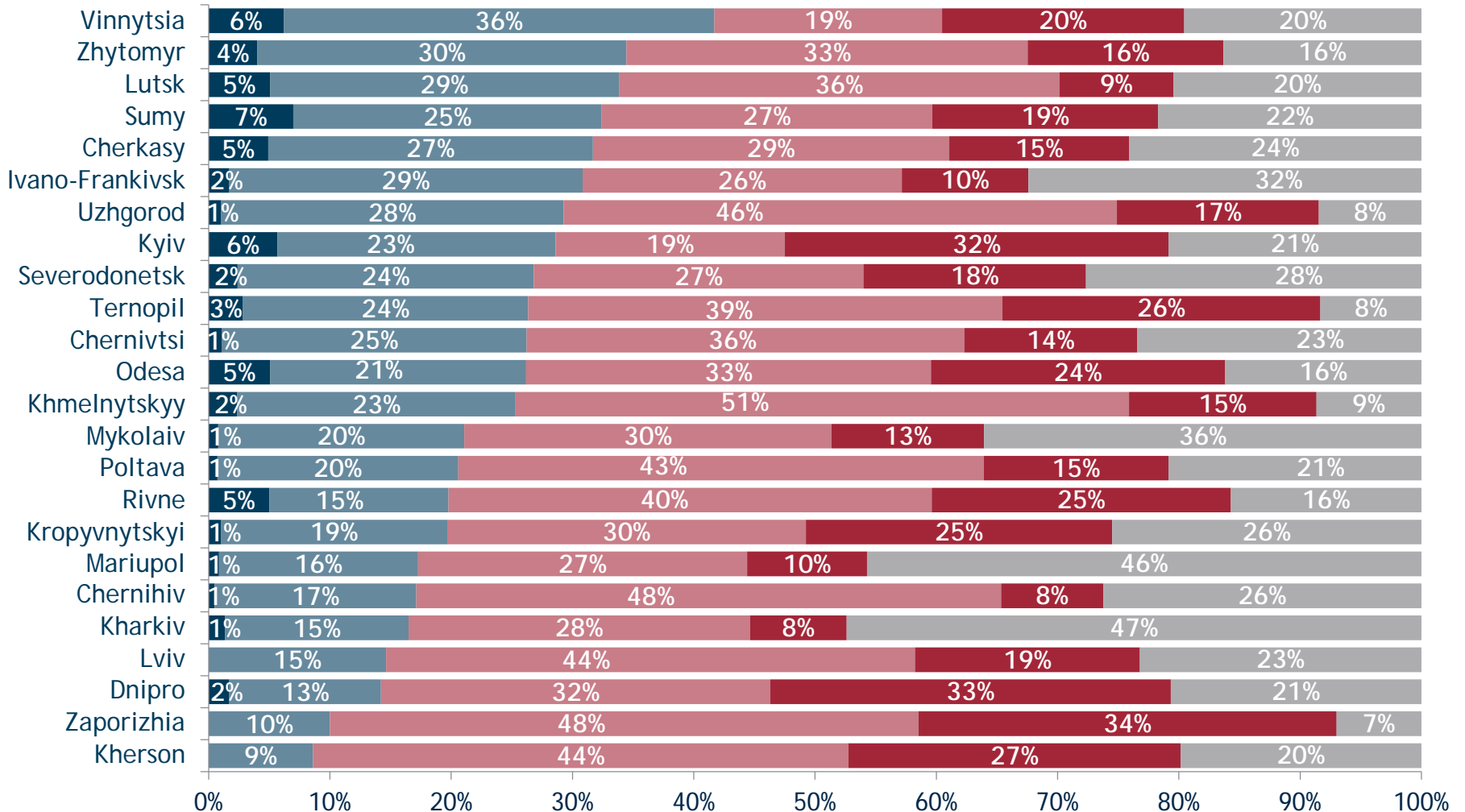
February 2017



How would you rate the accessibility of information from your city authorities in the following areas?

## Public Works

■ Easily accessible ■ Somewhat accessible ■ Somewhat inaccessible ■ Inaccessible ■ Difficult to answer

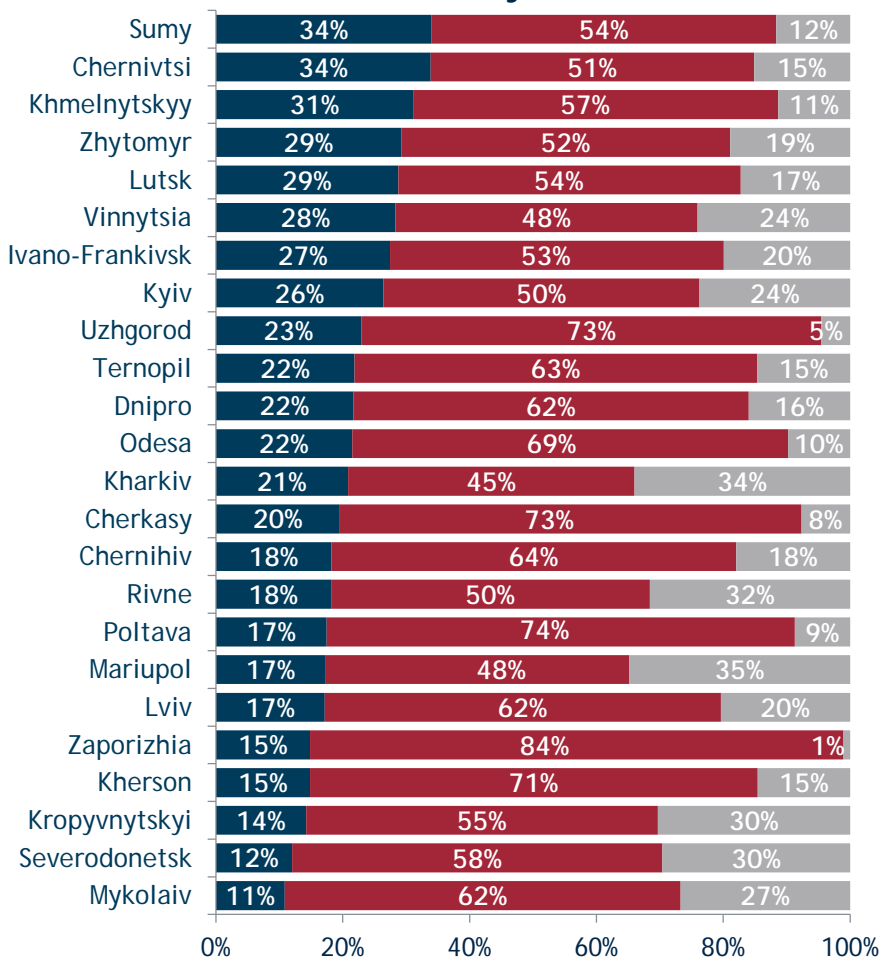


How would you rate the accessibility of information from your city authorities in the following areas? (continued)

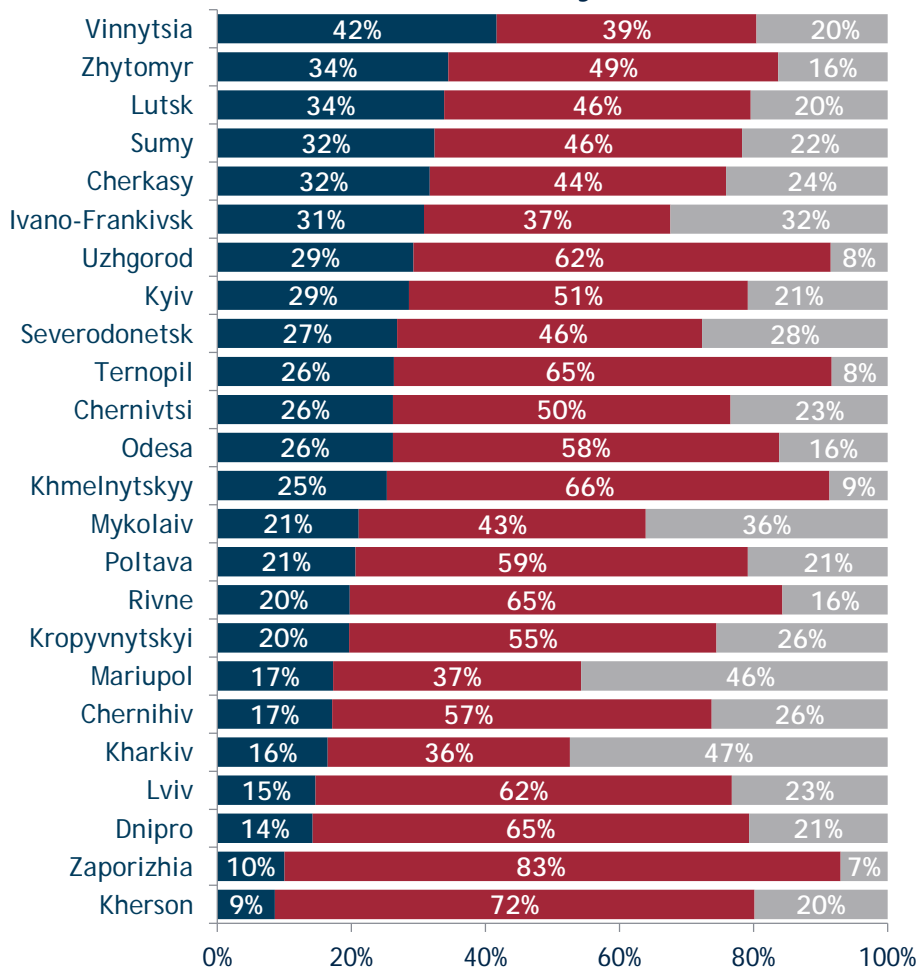
## Public Works

■ Accessible ■ Inaccessible ■ Difficult to answer

February 2016



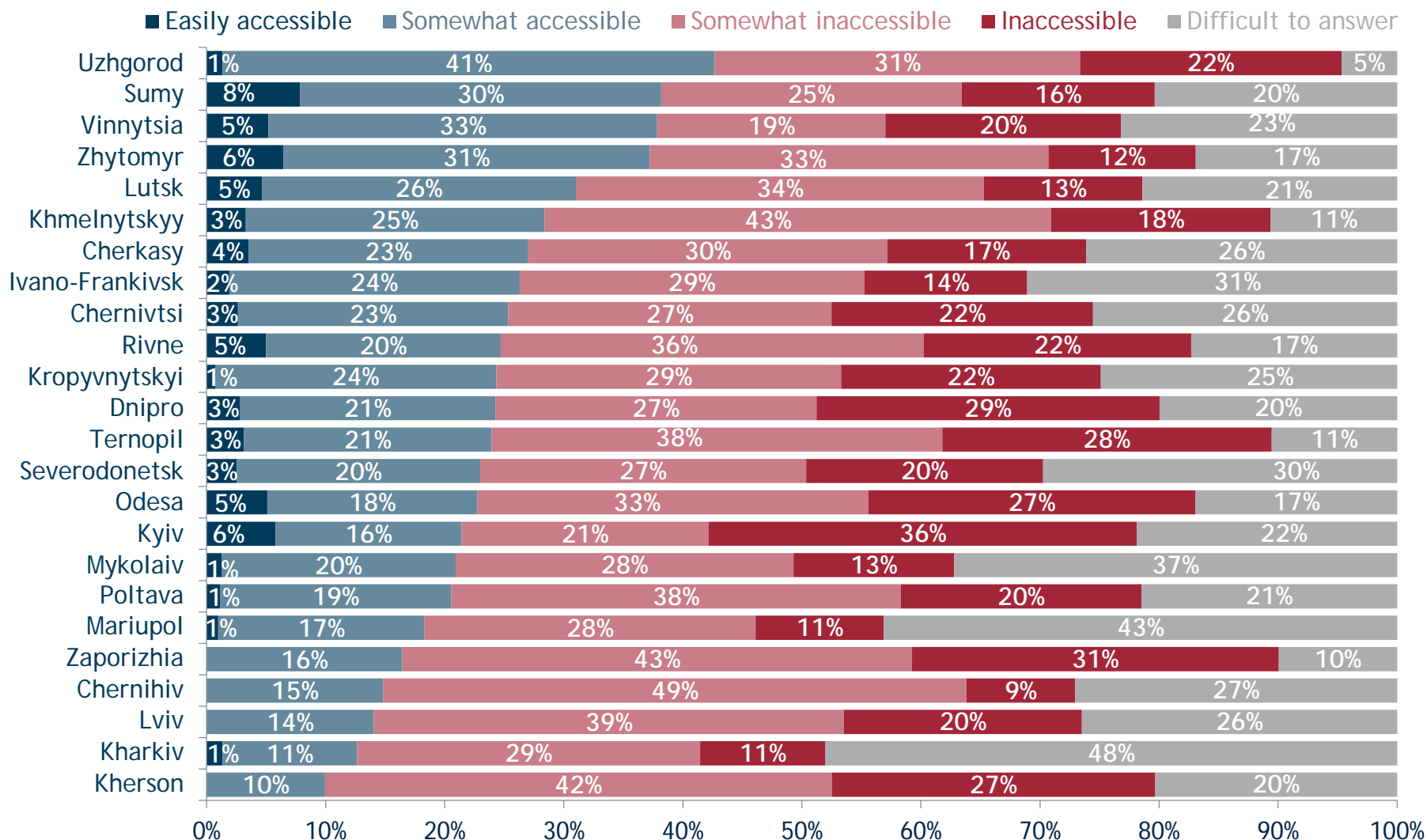
February 2017





How would you rate the accessibility of information from your city authorities in the following areas?

## Procurement for Municipal Services from the City Council, Executive Committee and Communal Housing Services

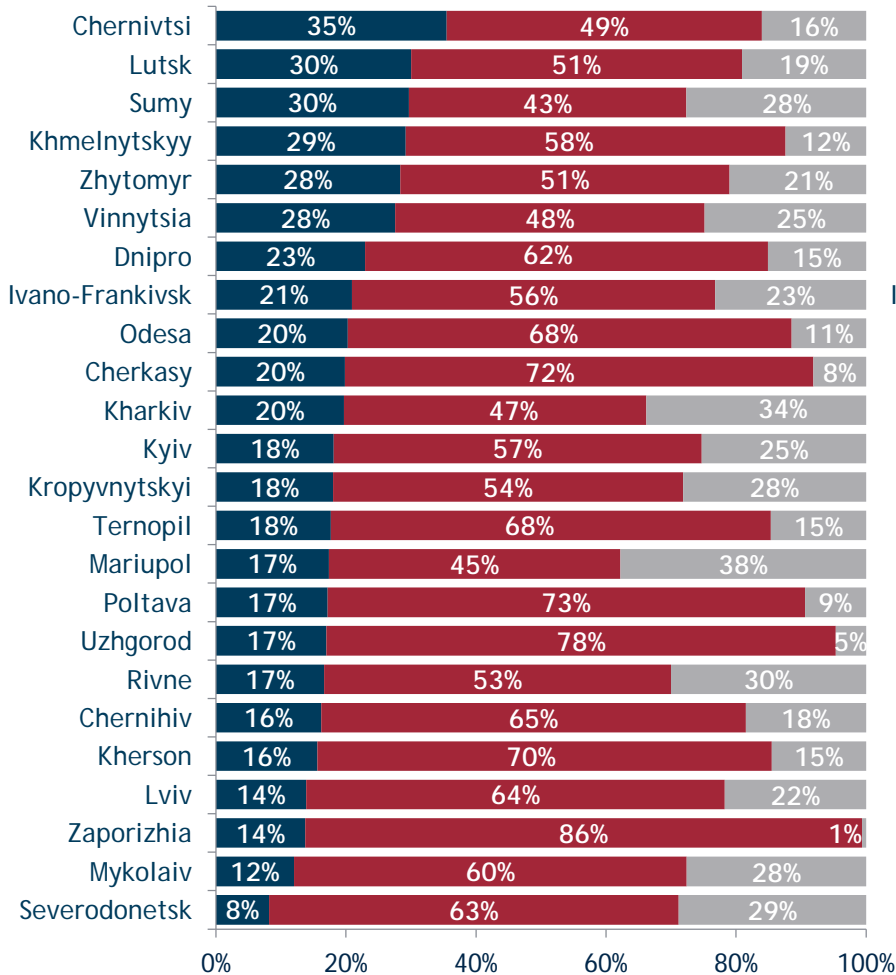


How would you rate the ease of accessibility of information from your city authorities in the following areas? (continued)

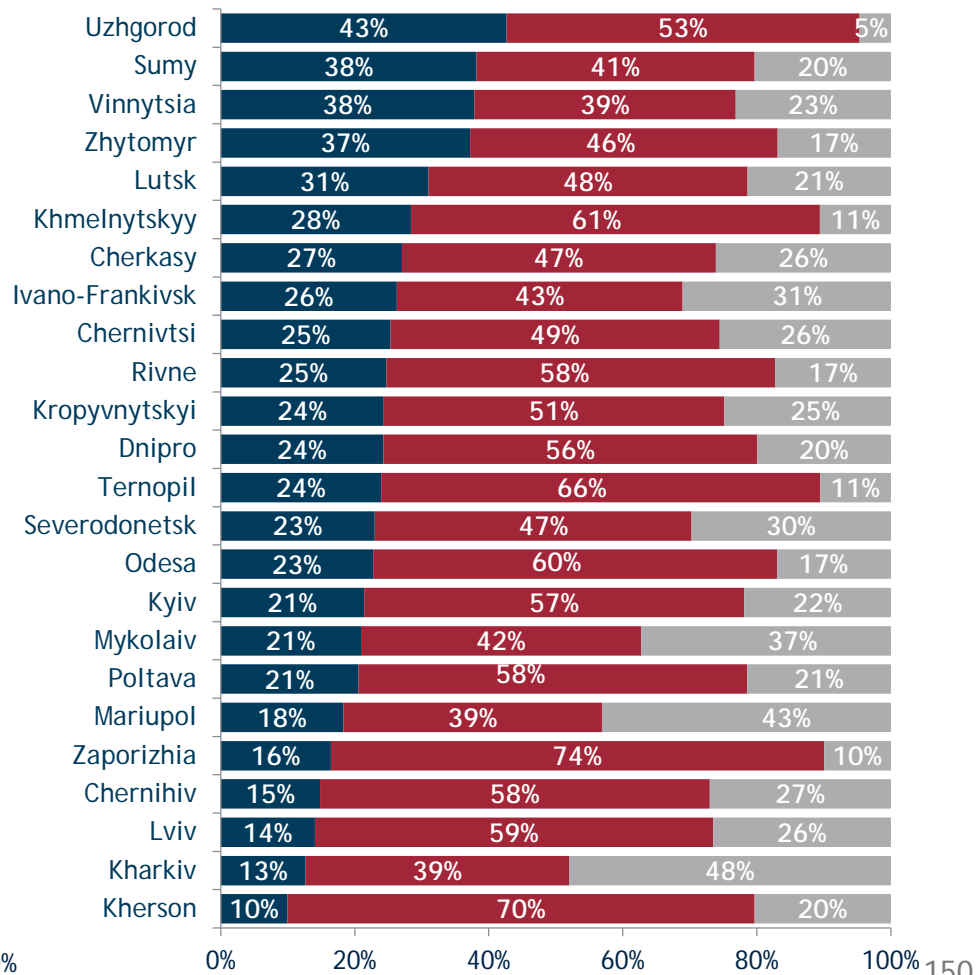
## Procurement for Municipal Services from the City Council, Executive Committee and Communal Housing Services

■ Accessible ■ Inaccessible ■ Difficult to answer

February 2016

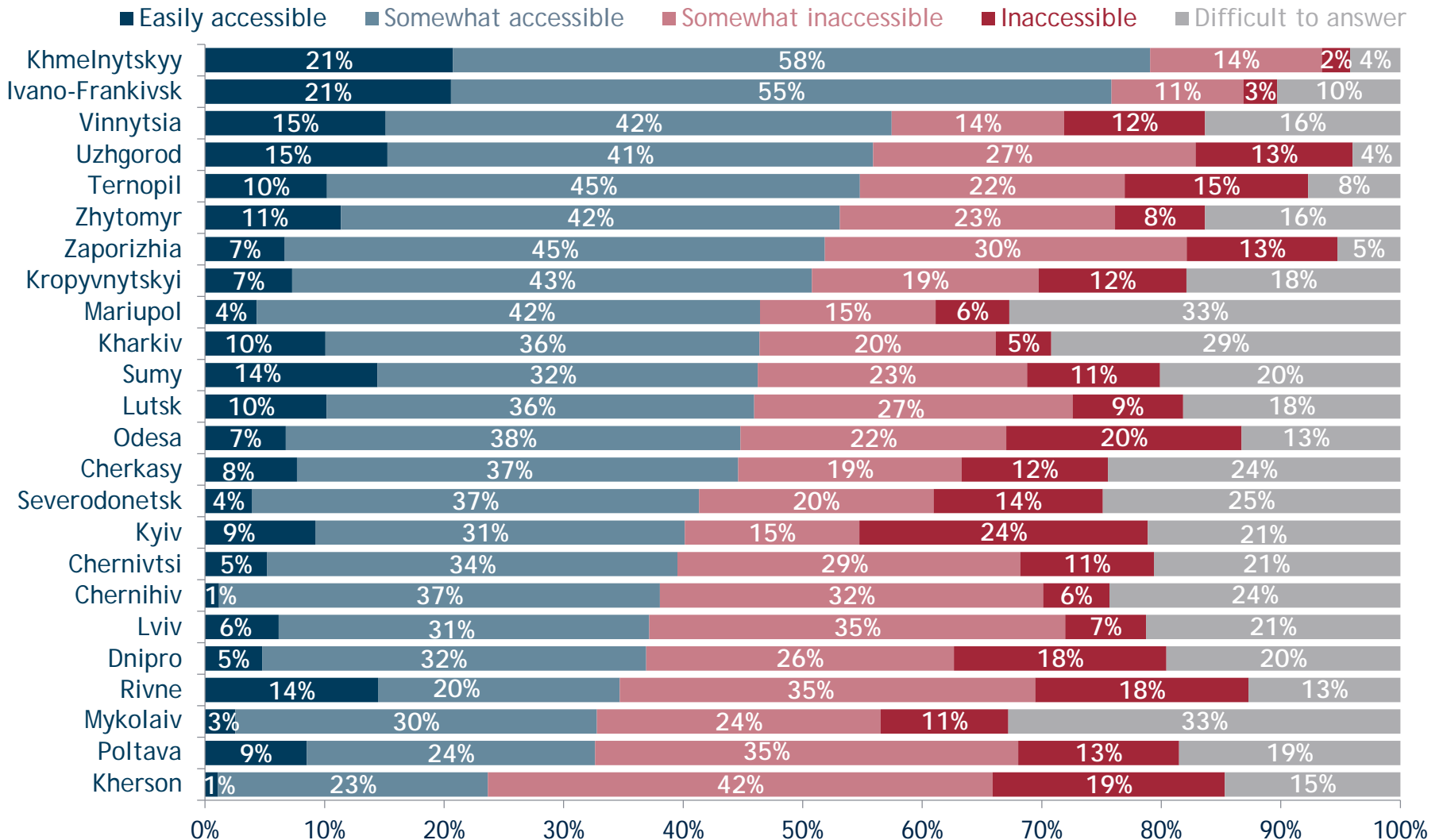


February 2017



How would you rate the accessibility of information from your city authorities in the following areas?

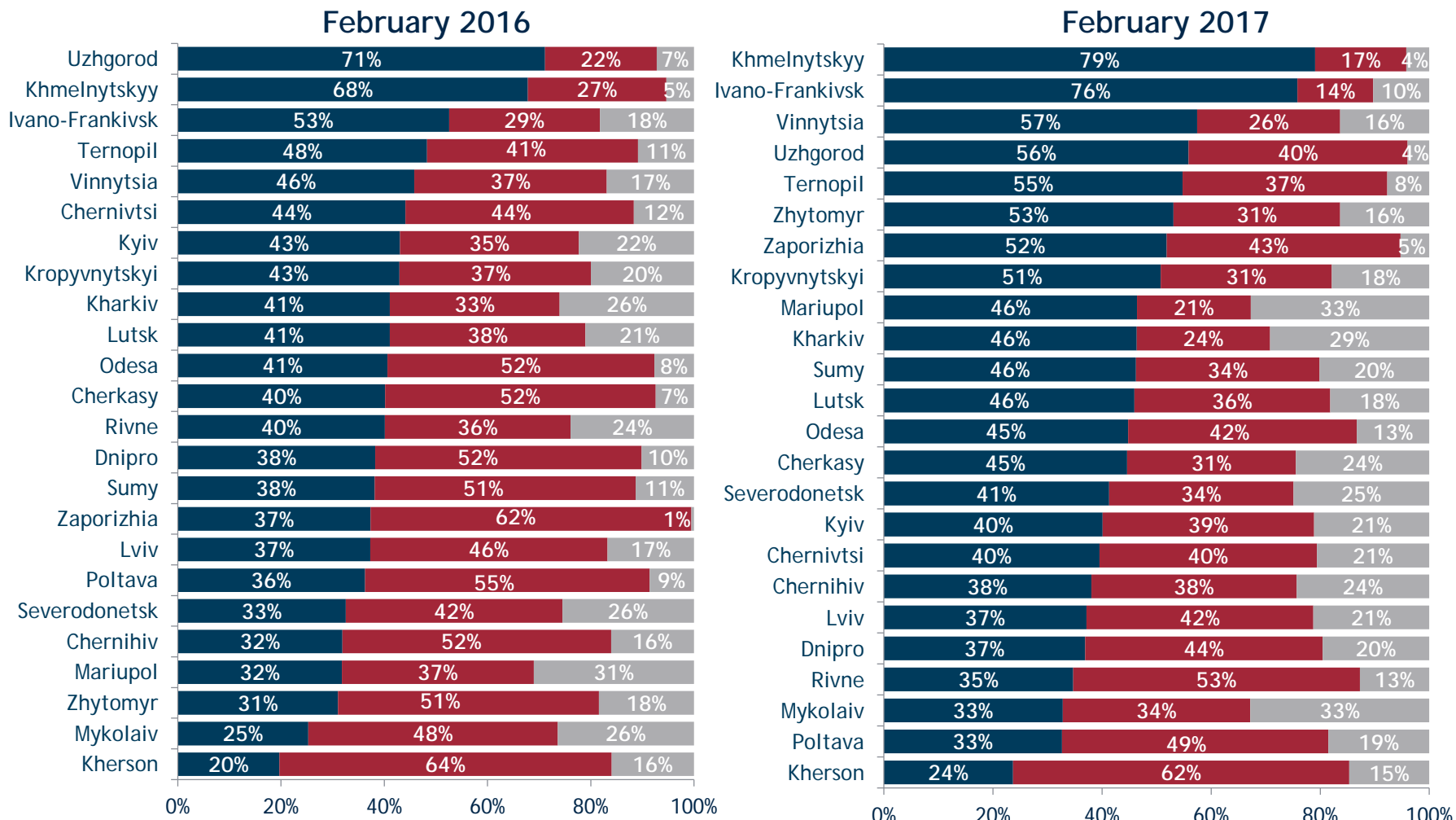
## Contact Information of City Authorities



How would you rate the accessibility of information from your city authorities in the following areas? (continued)

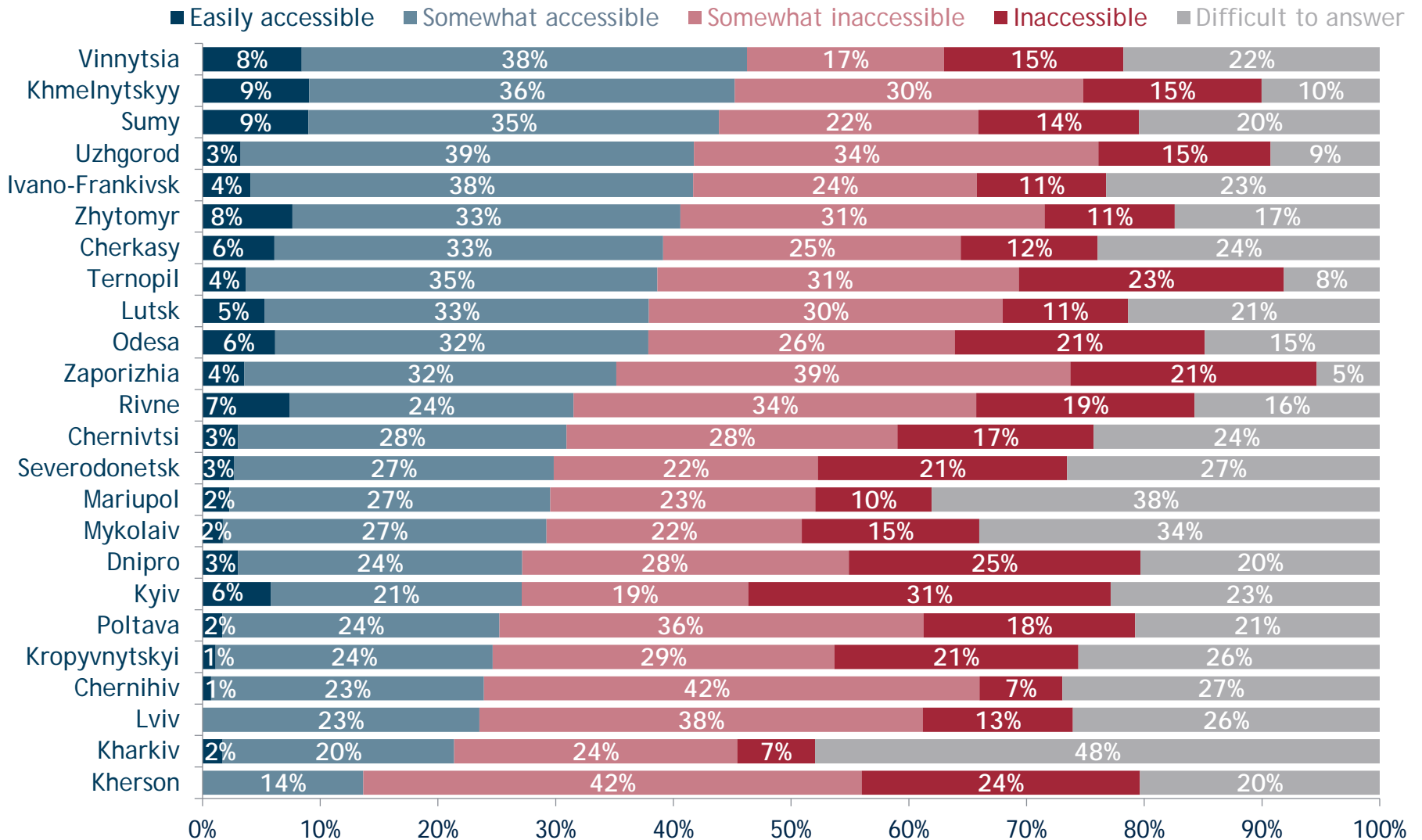
## Contact Information of City Authorities

■ Accessible ■ Inaccessible ■ Difficult to answer



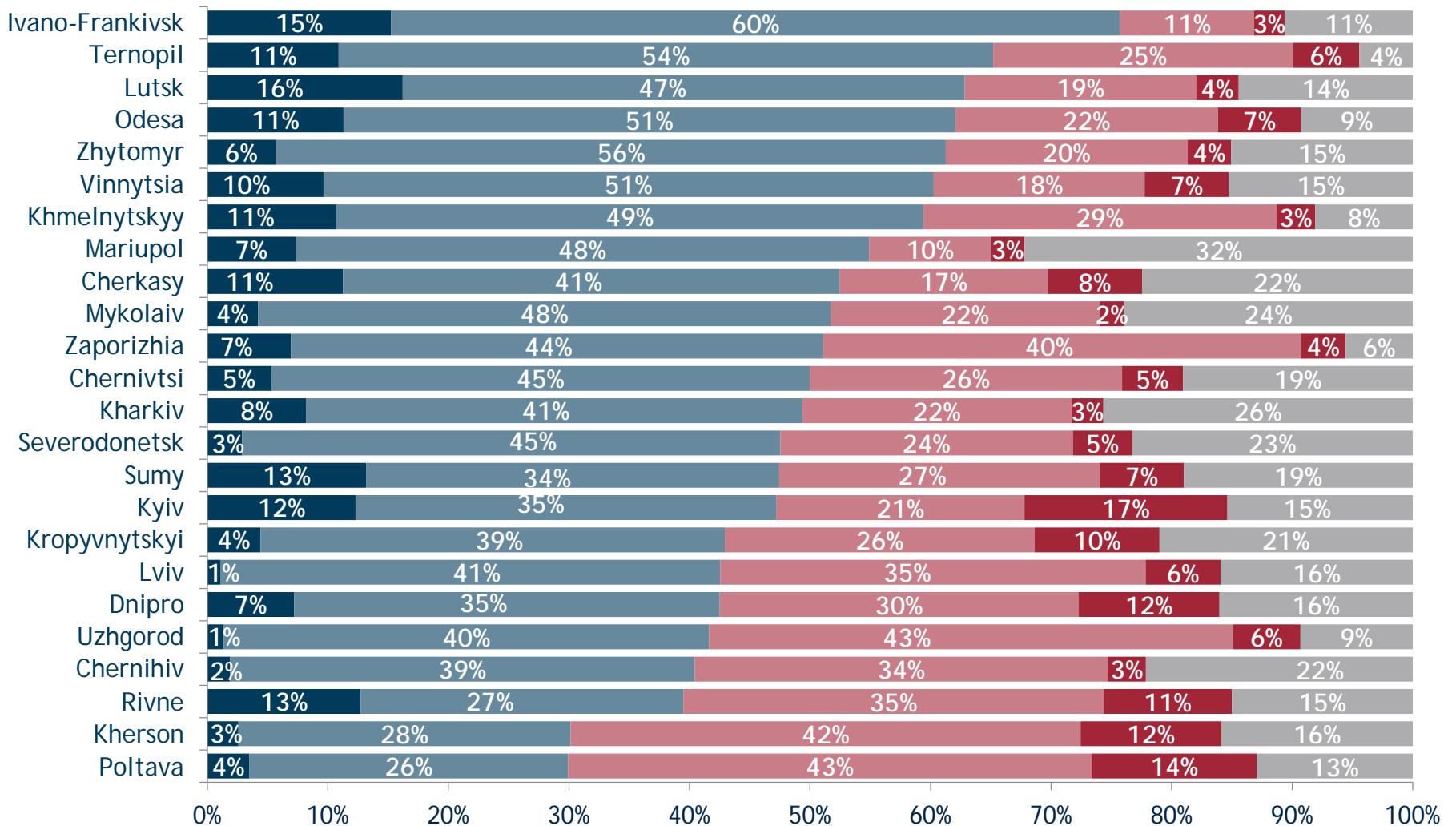
How would you rate the accessibility of information from your city authorities in the following areas?

## Projects and City Development Plans

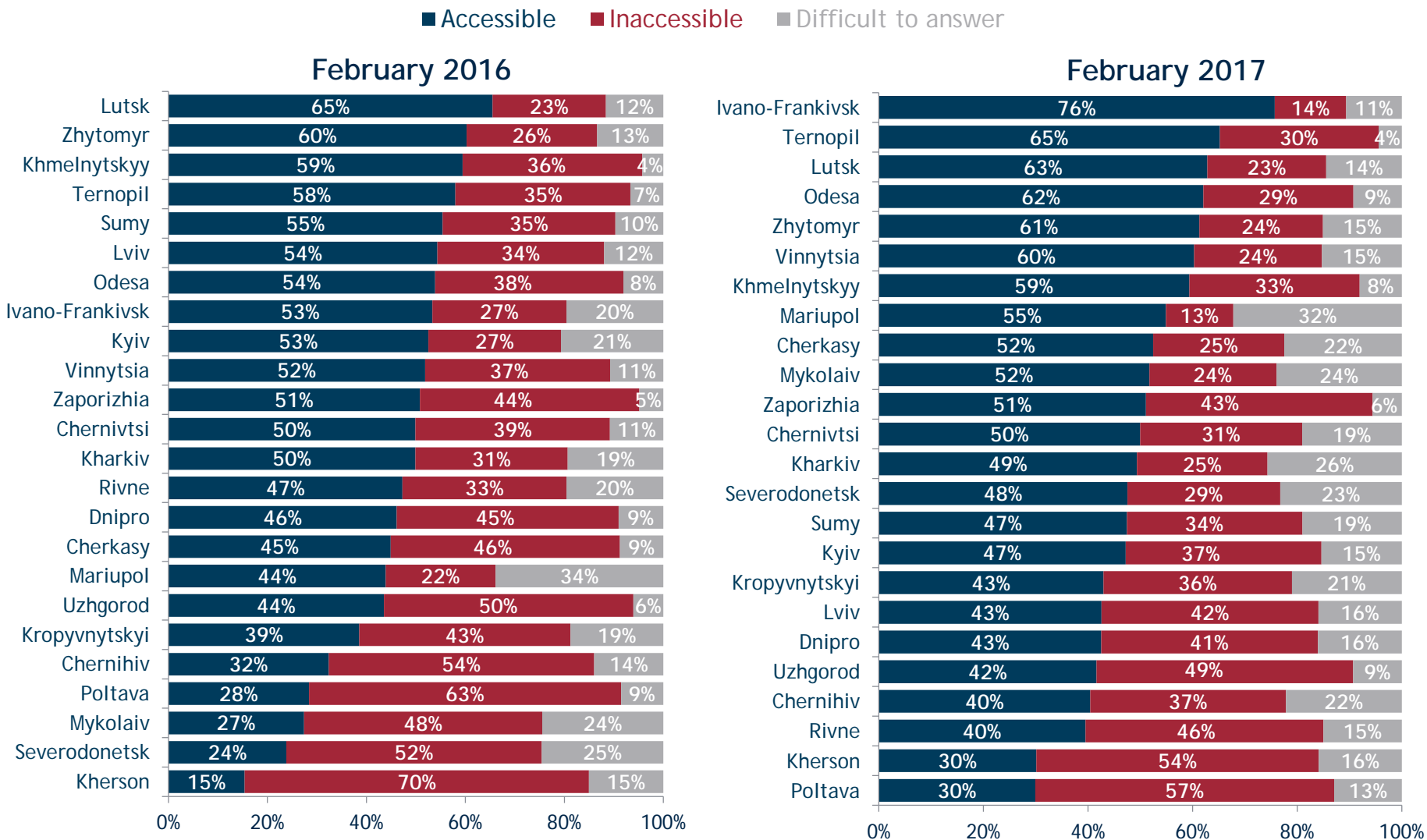


# How would you rate the accessibility of information about your mayor?

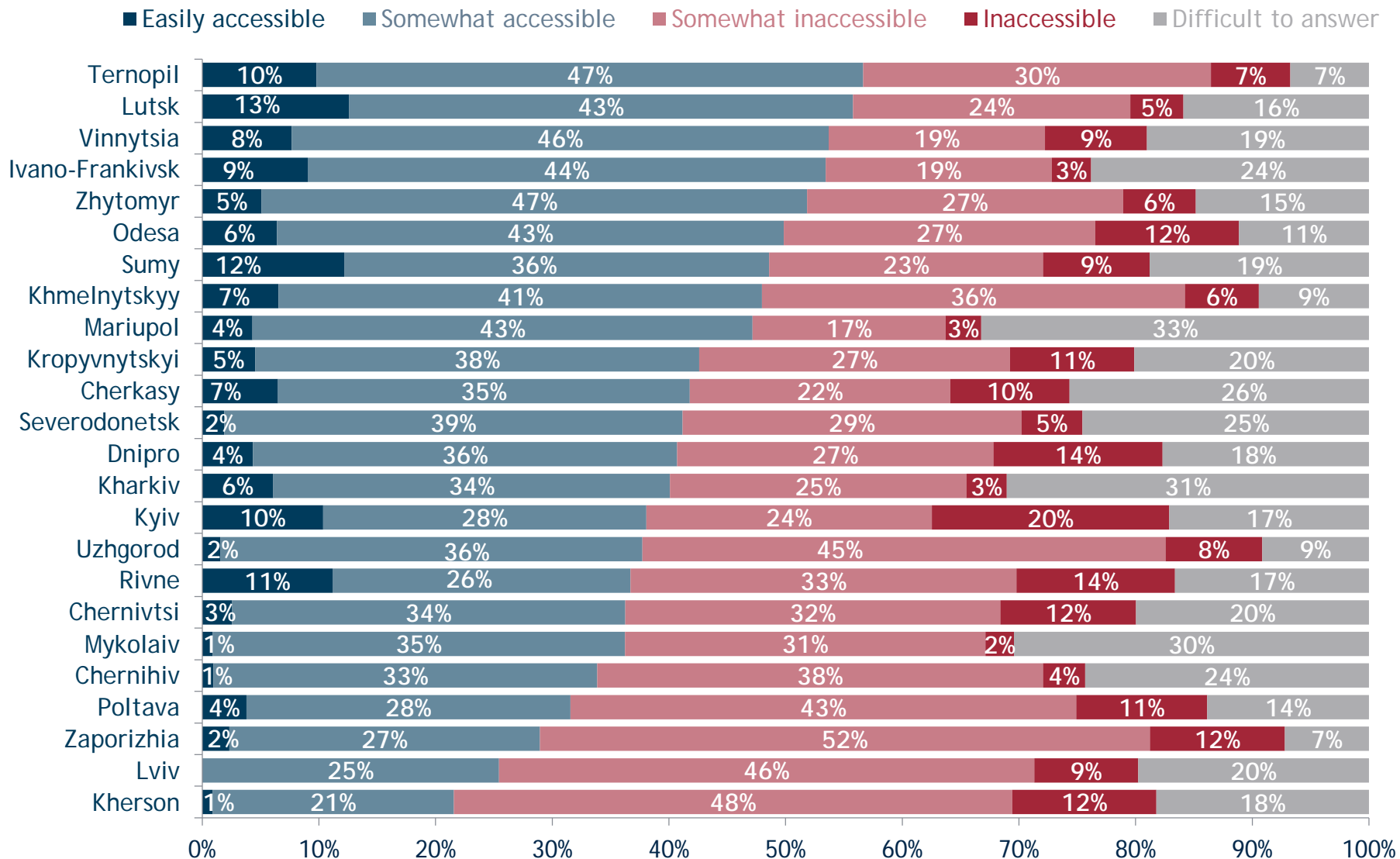
■ Easily accessible 
 ■ Somewhat accessible 
 ■ Somewhat inaccessible 
 ■ Inaccessible 
 ■ Difficult to answer



# How would you rate the accessibility of information about your mayor? (continued)



# How would you rate the accessibility of information about your city councilors?

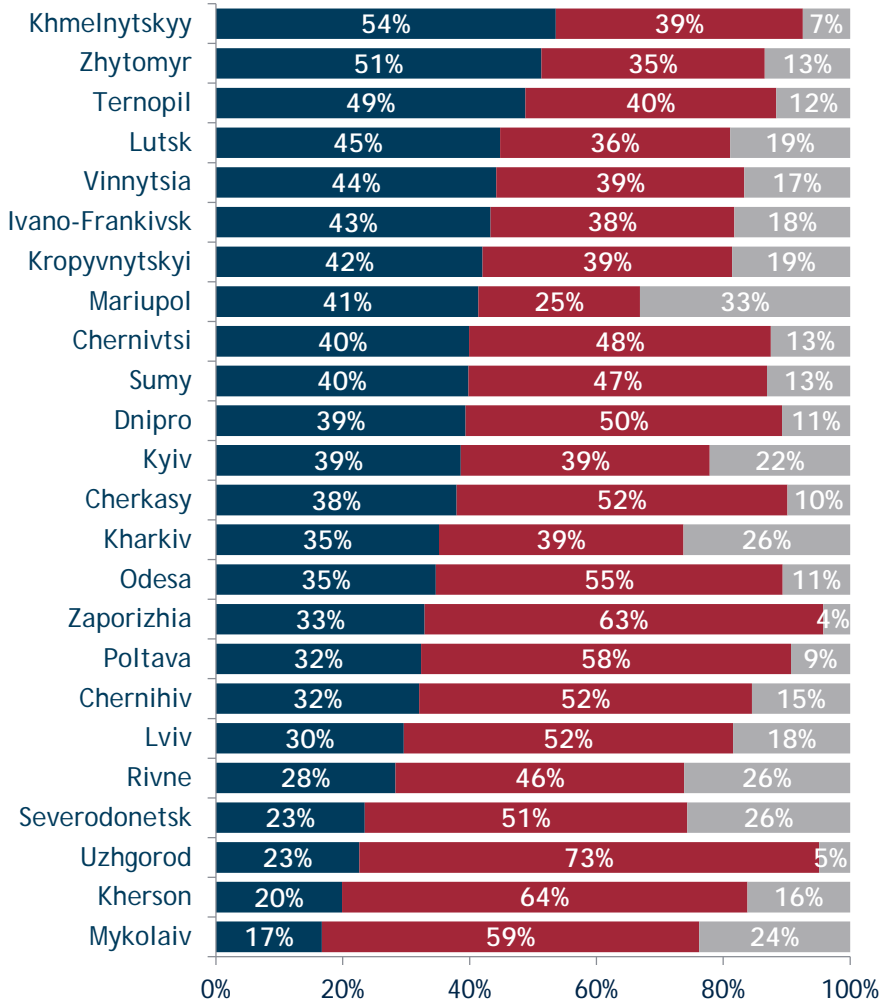




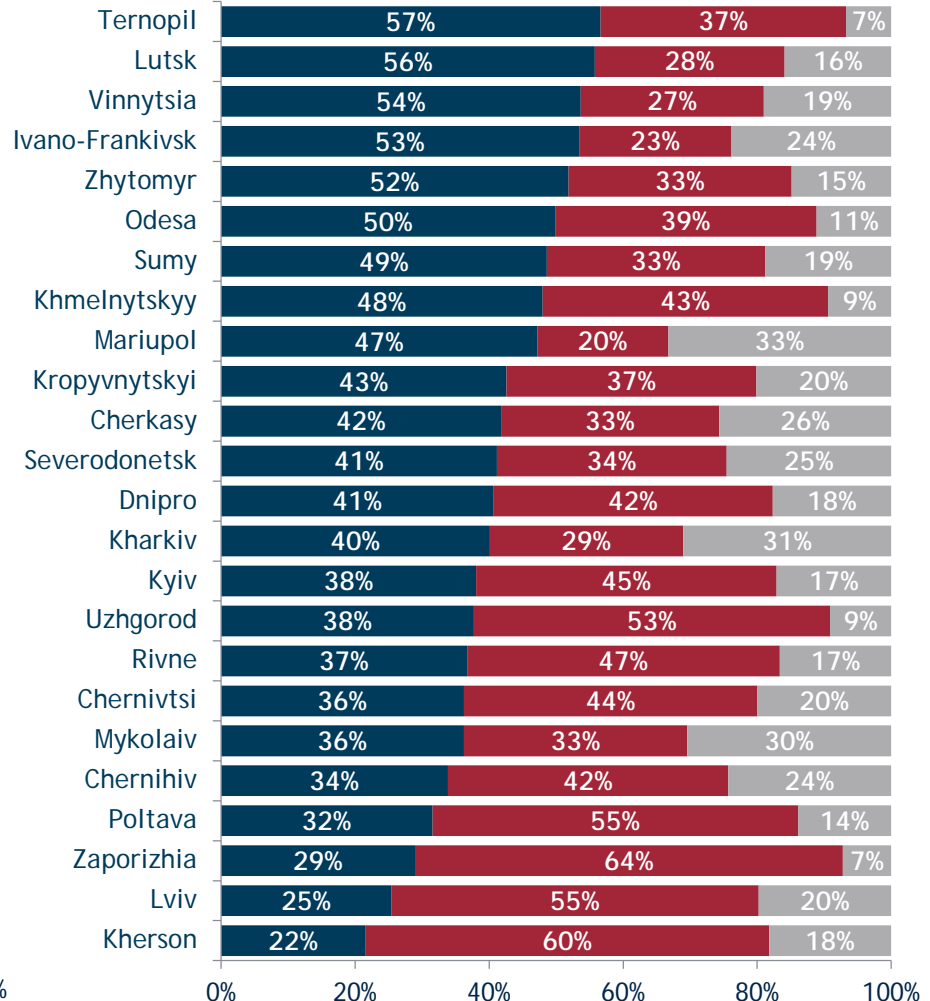
# How would you rate the accessibility of information about your city councilors? (continued)

■ Accessible ■ Inaccessible ■ Difficult to answer

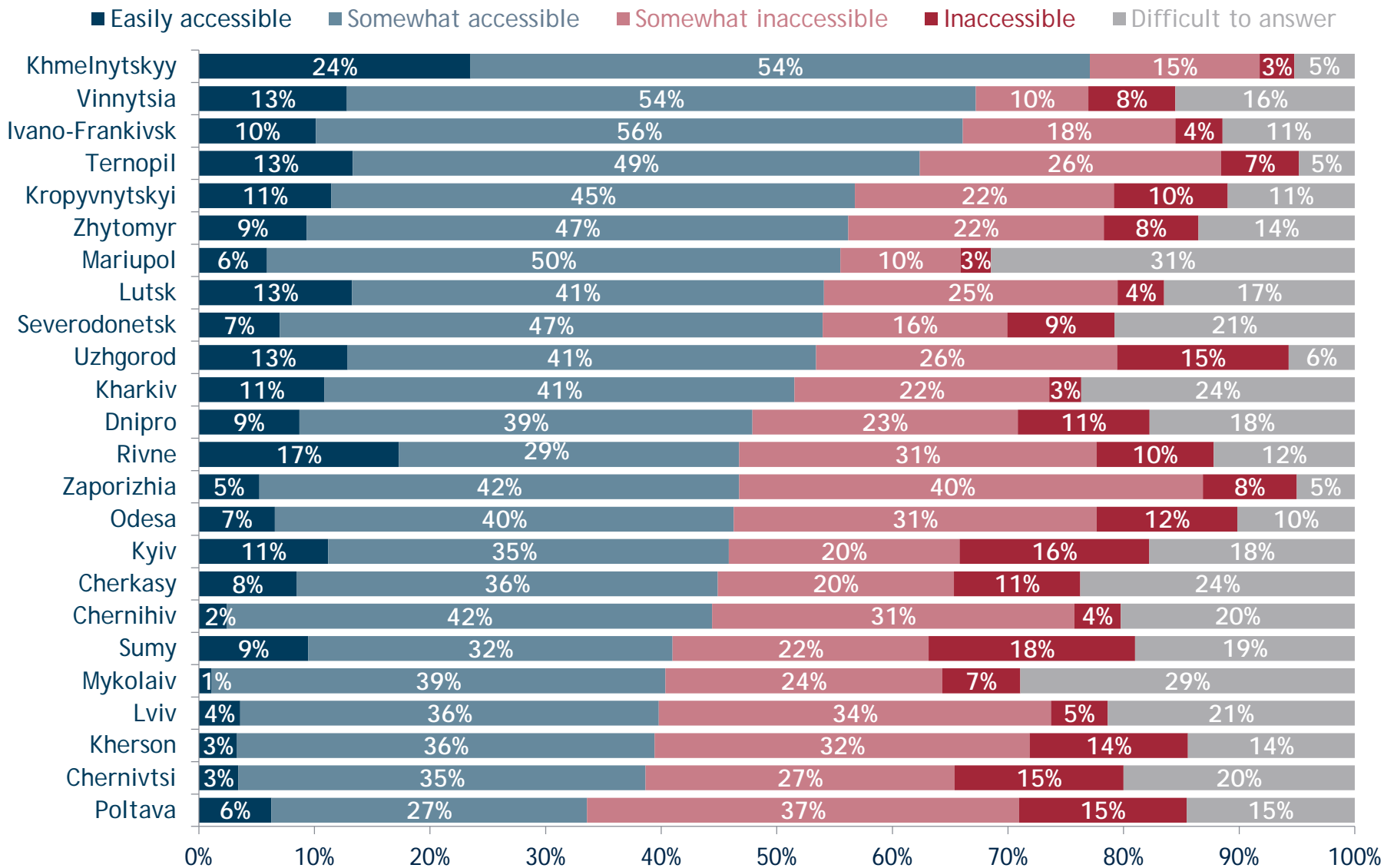
February 2016



February 2017



# How would you rate the accessibility of information about your communal enterprises\*?

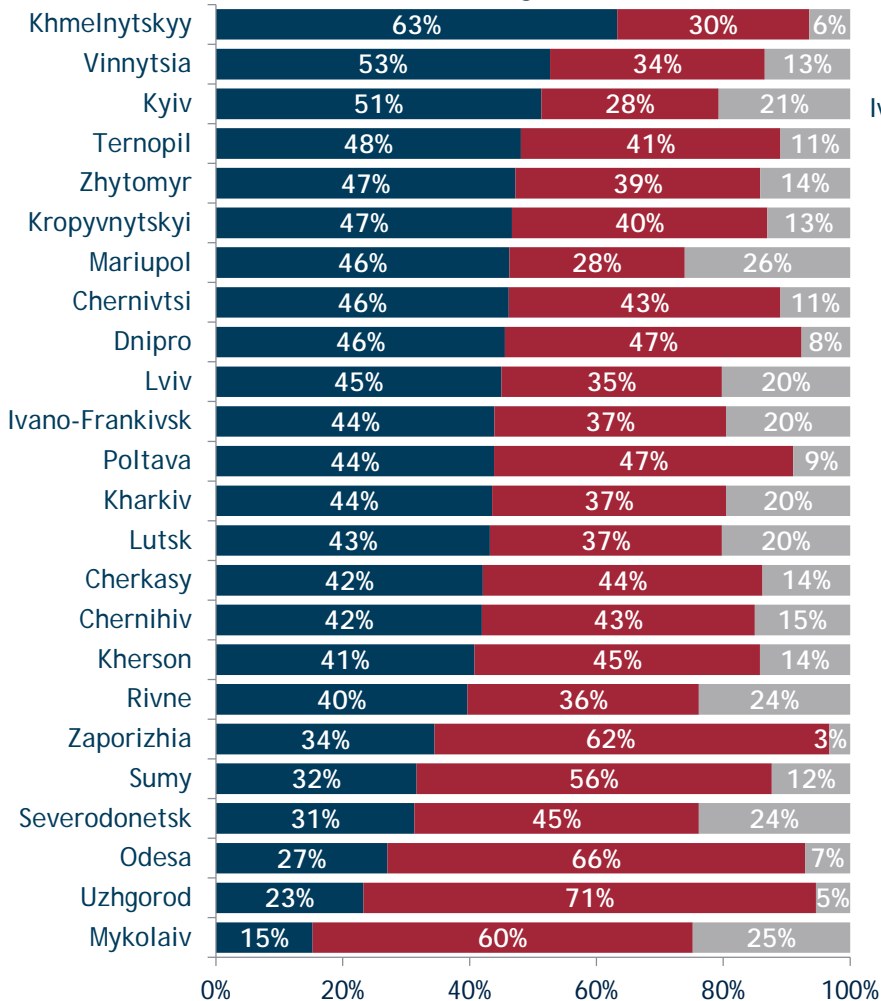


\*Communal enterprises are services (i.e. water, heat and maintenance) which are provided by city authorities and paid for by residents.

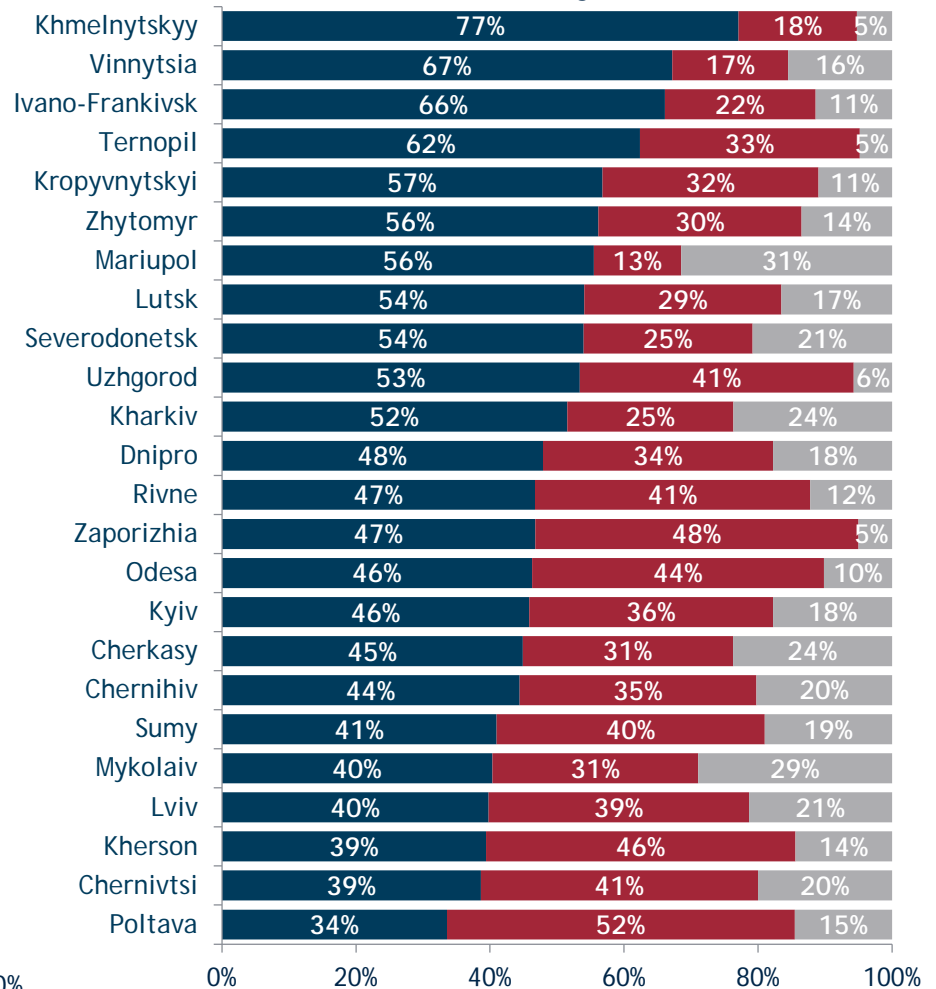
# How would you rate the accessibility of information about your communal enterprises? (continued)

■ Accessible ■ Inaccessible ■ Difficult to answer

## February 2016



## February 2017





# Approval of and Satisfaction with Officials and Institutions

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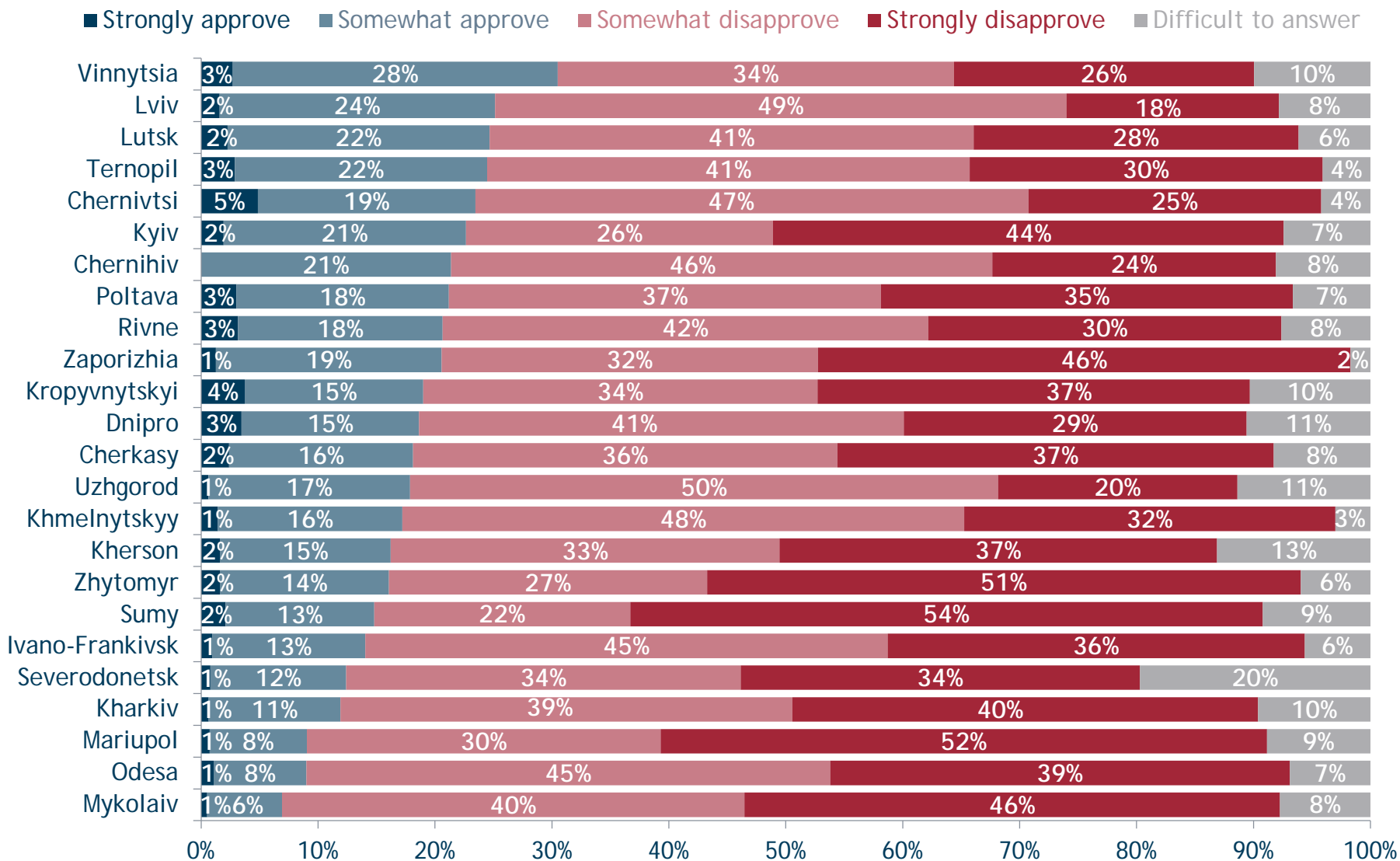


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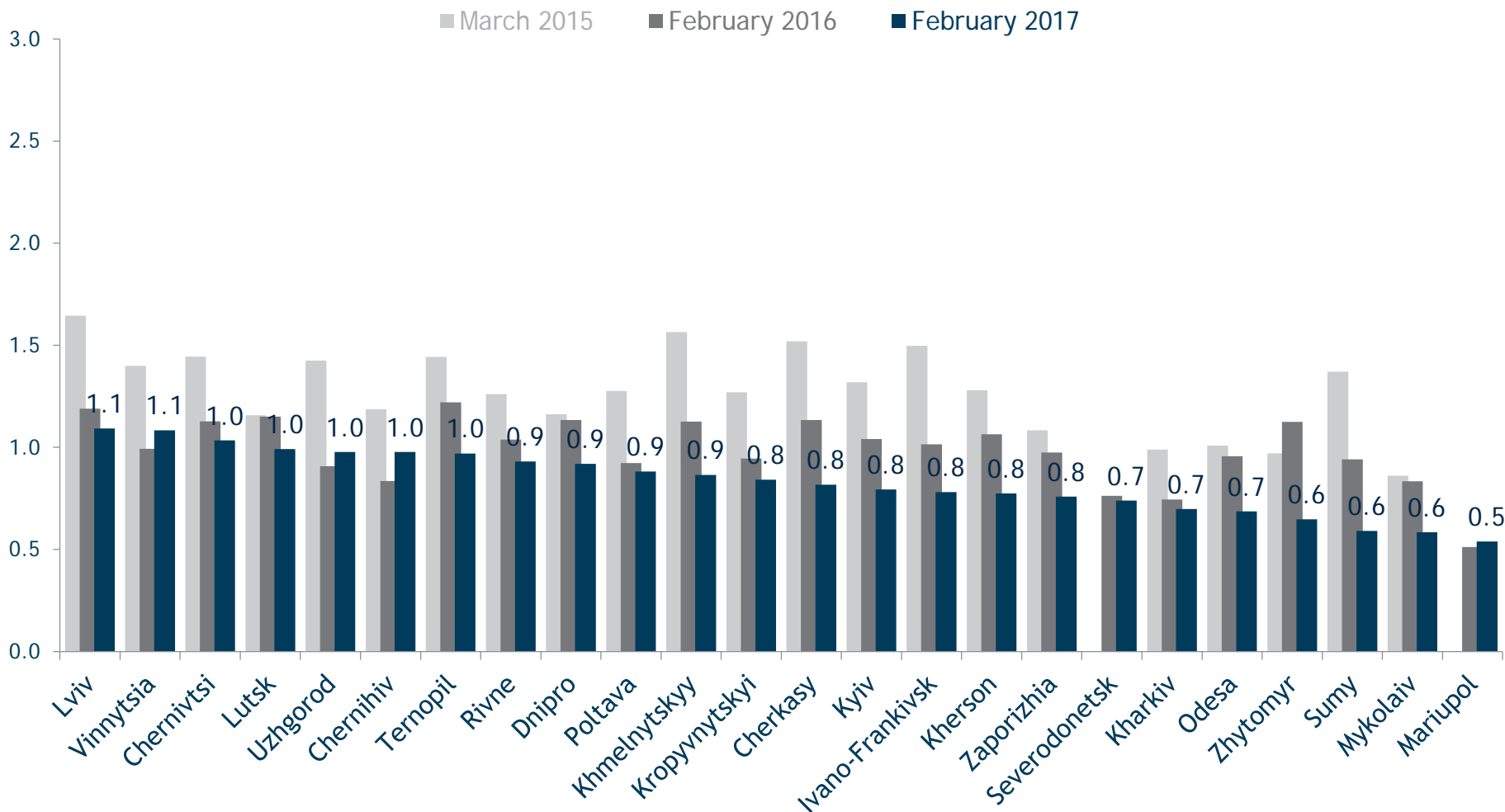
Do you approve of the work of the following government and non-government entities?

## President of Ukraine



Do you approve of the work of the following government and non-government entities? (continued)

## President of Ukraine

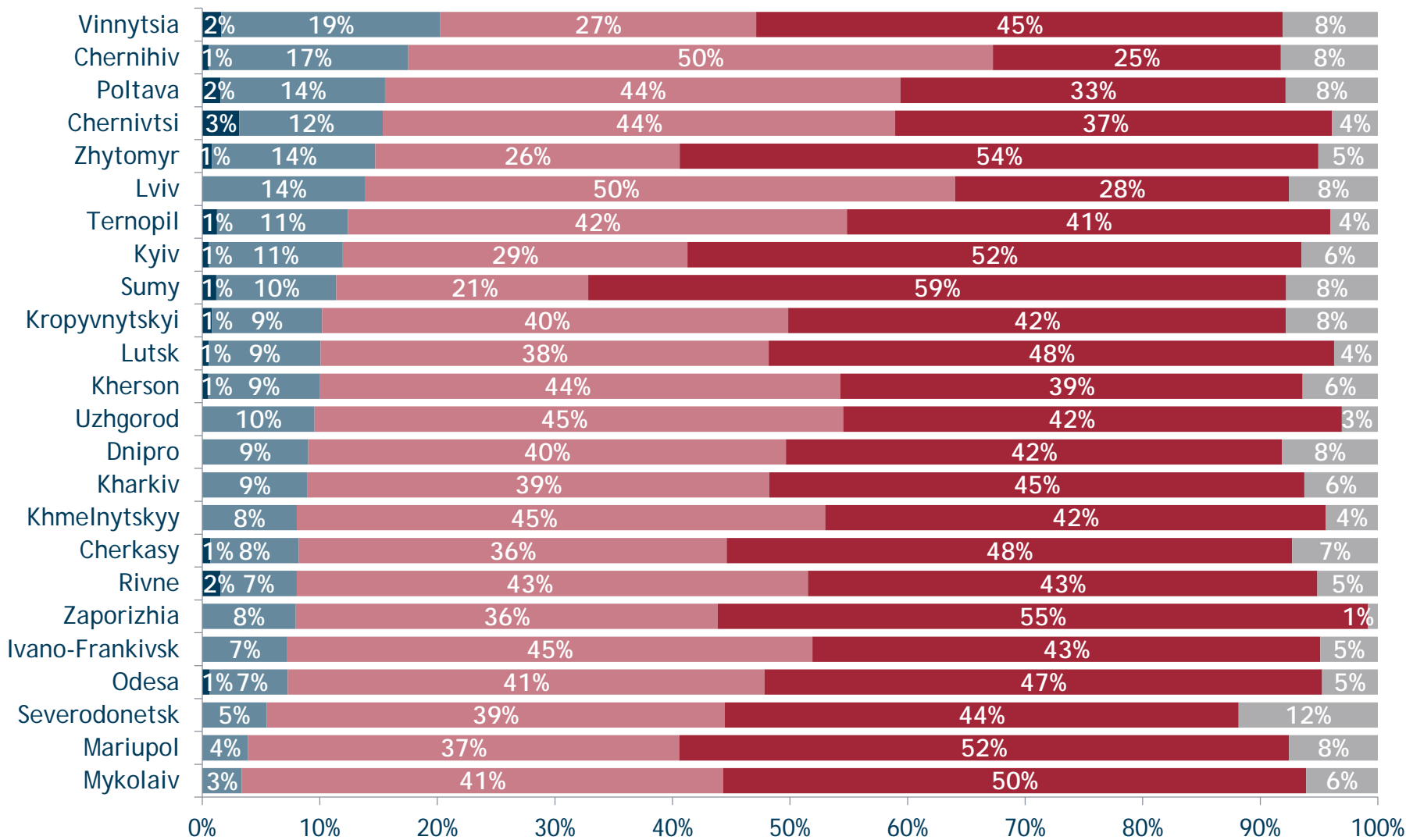


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

Do you approve of the work of the following government and non-government entities?

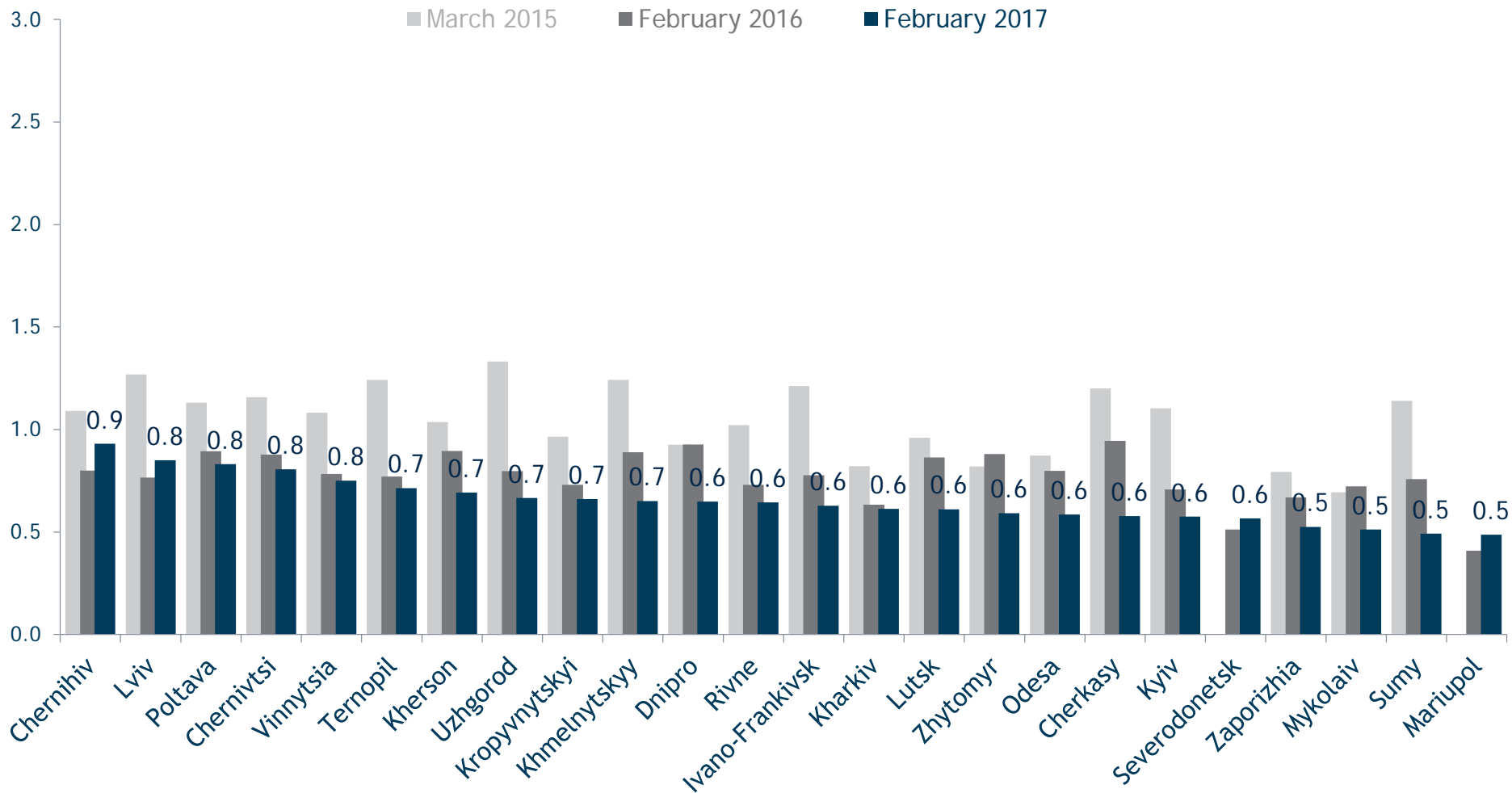
## Parliament of Ukraine

■ Strongly approve
 ■ Somewhat approve
 ■ Somewhat disapprove
 ■ Strongly disapprove
 ■ Difficult to answer



# Do you approve of the work of the following government and non-government entities? (continued)

## Parliament of Ukraine

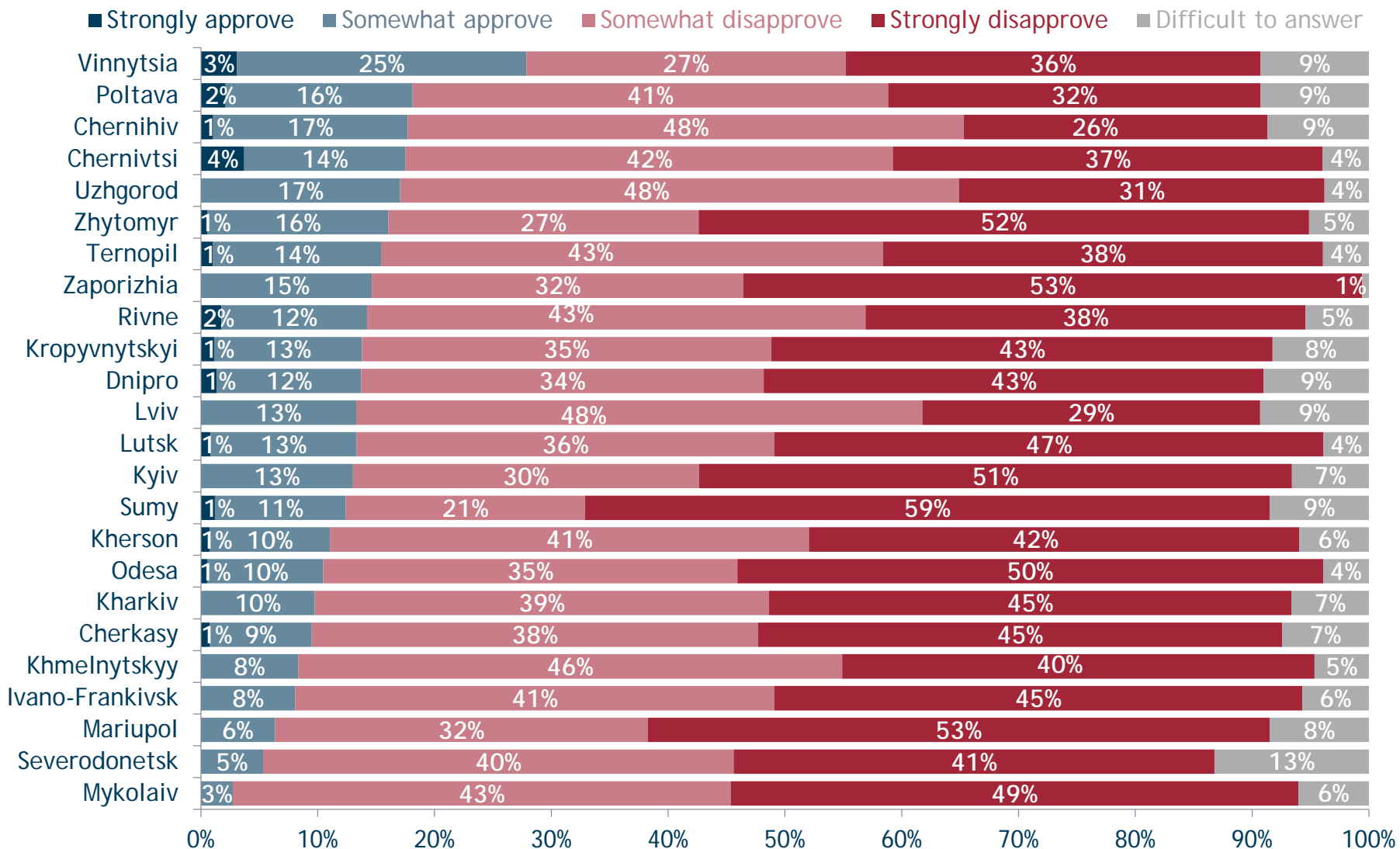


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



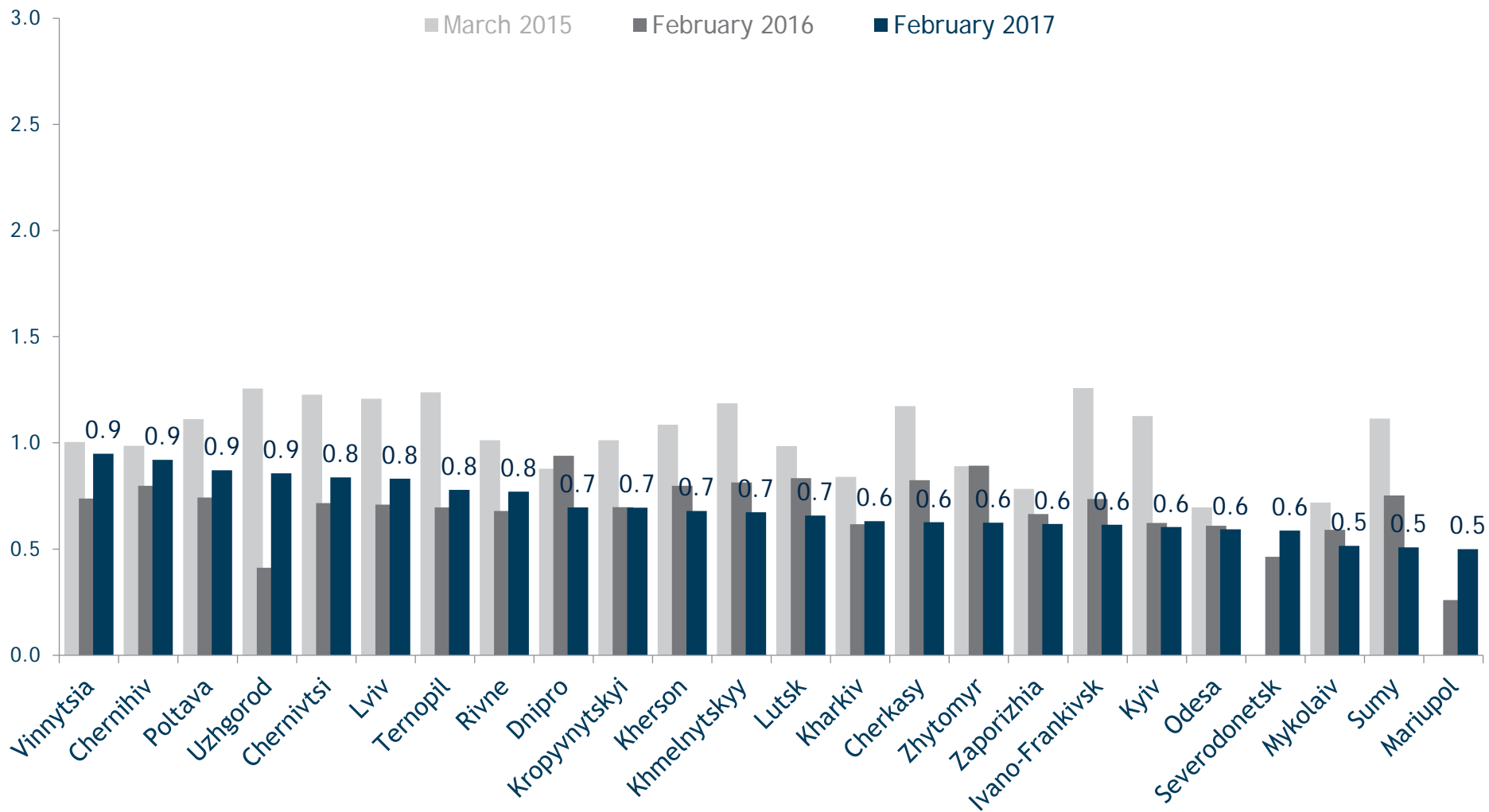
Do you approve of the work of the following government and non-government entities?

## Government of Ukraine



Do you approve of the work of the following government and non-government entities? (continued)

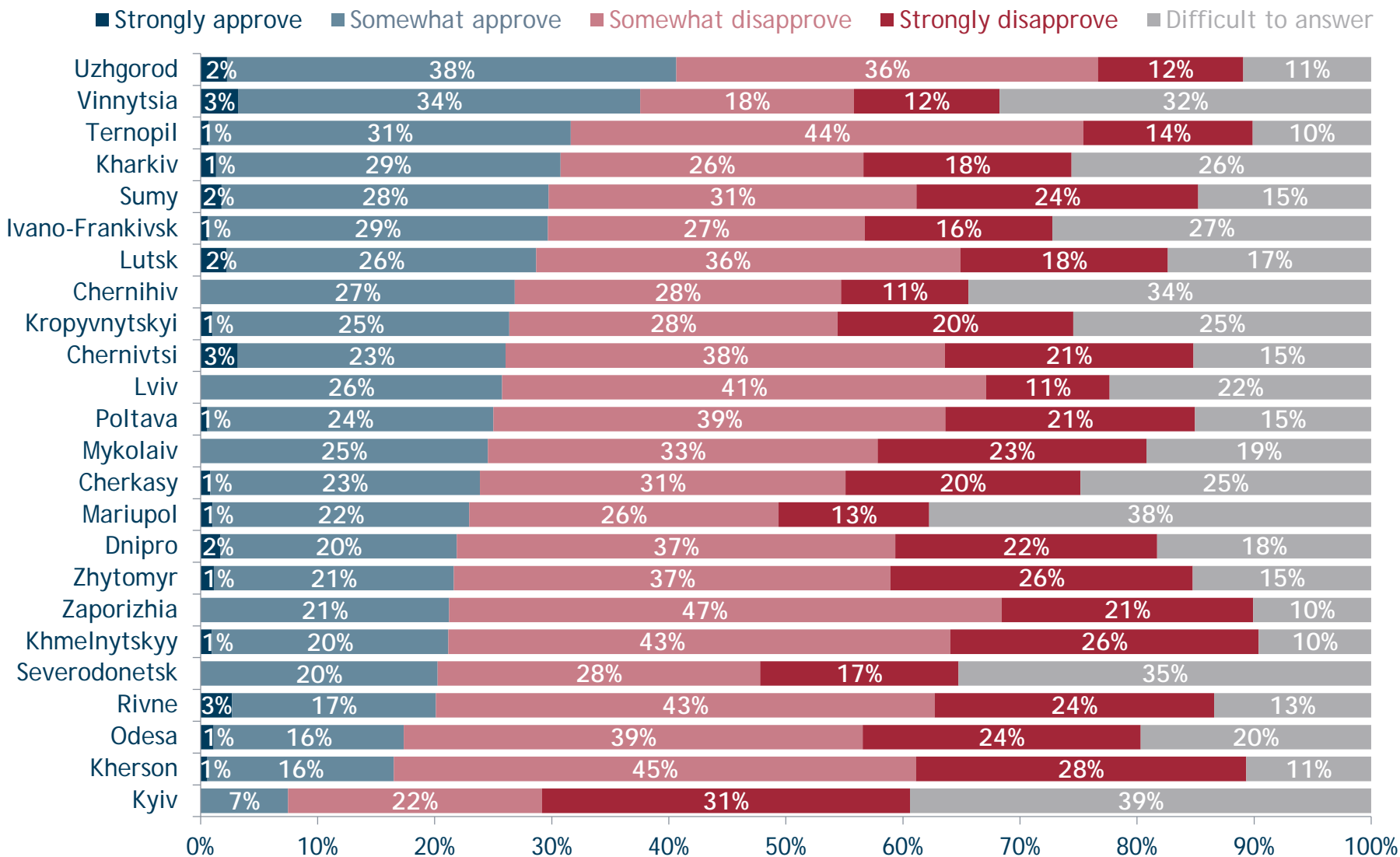
## Government of Ukraine



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

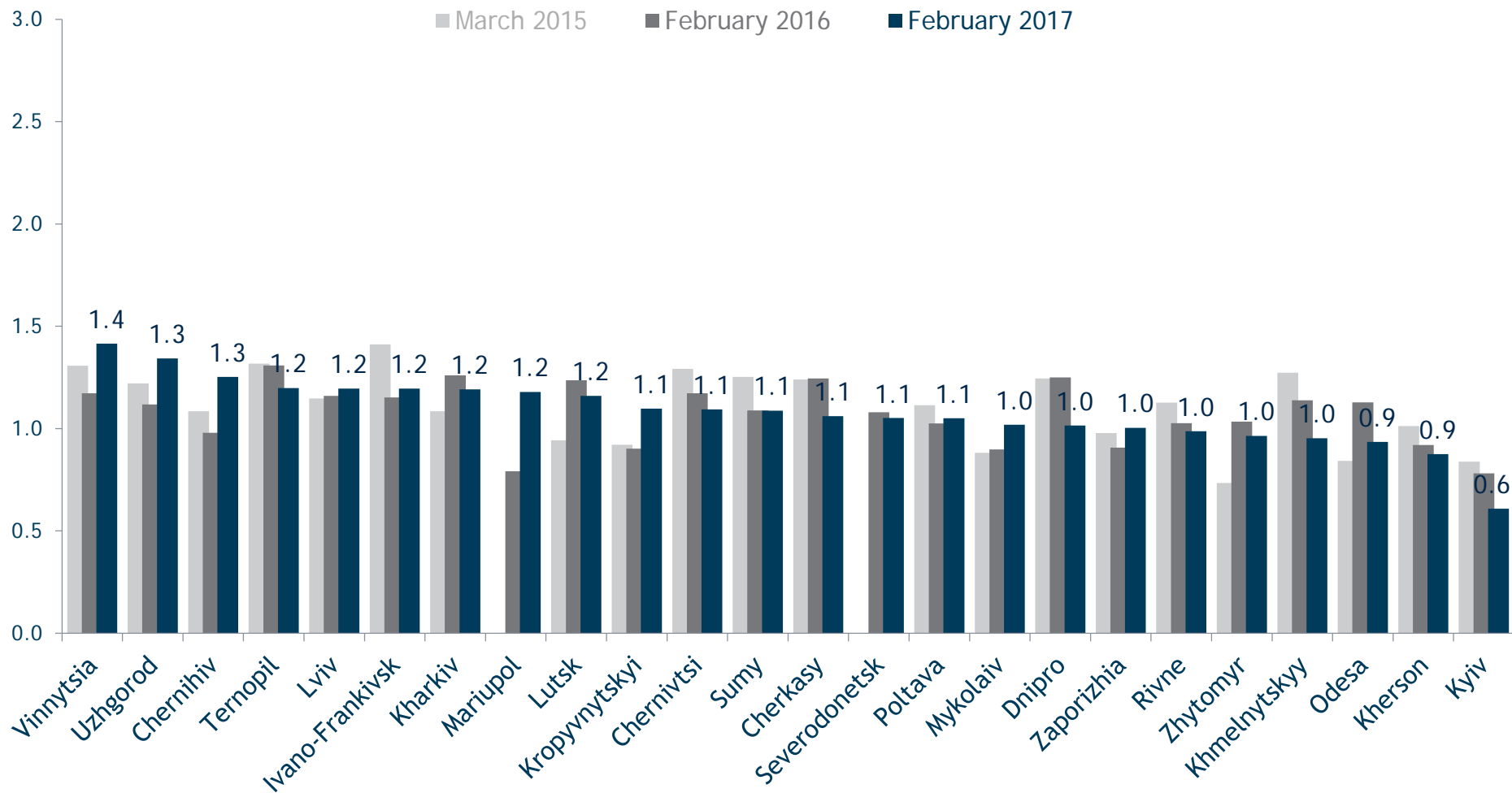
Do you approve of the work of the following government and non-government entities?

## Oblast State Administration



Do you approve of the work of the following government and non-government entities? (continued)

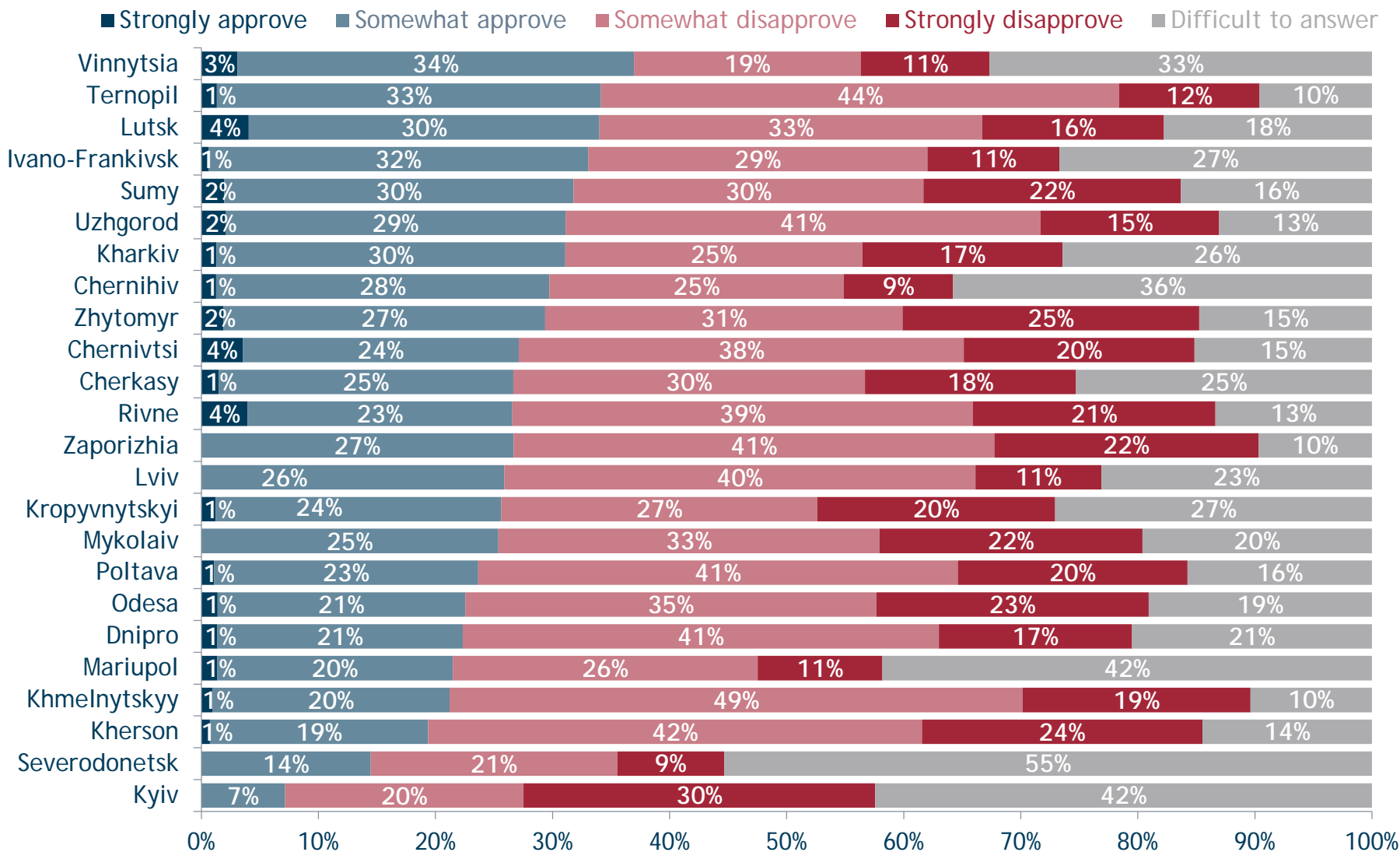
## Oblast State Administration



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

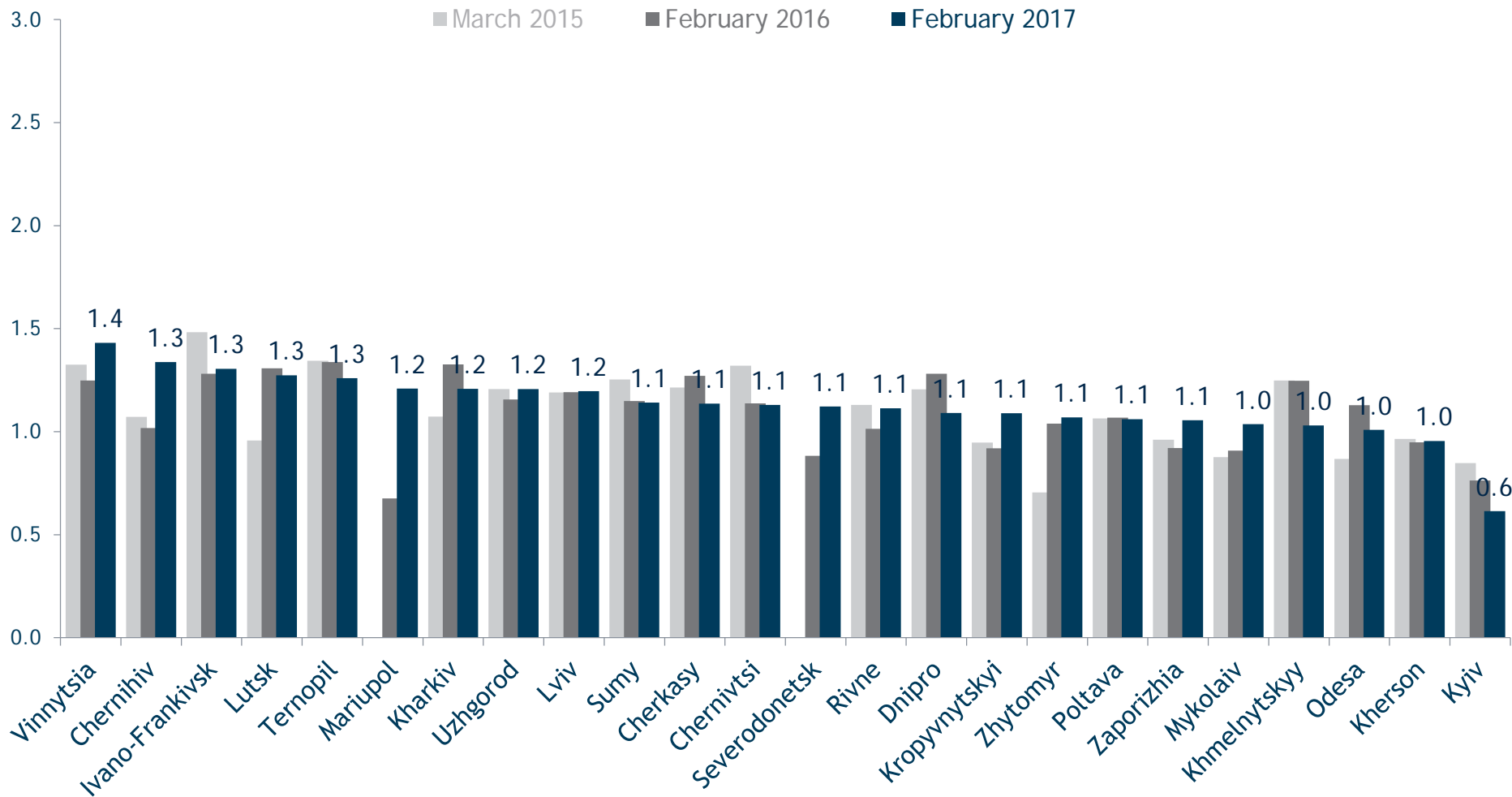
Do you approve of the work of the following government and non-government entities?

## Oblast Council



# Do you approve of the work of the following government and non-government entities? (continued)

## Oblast Council

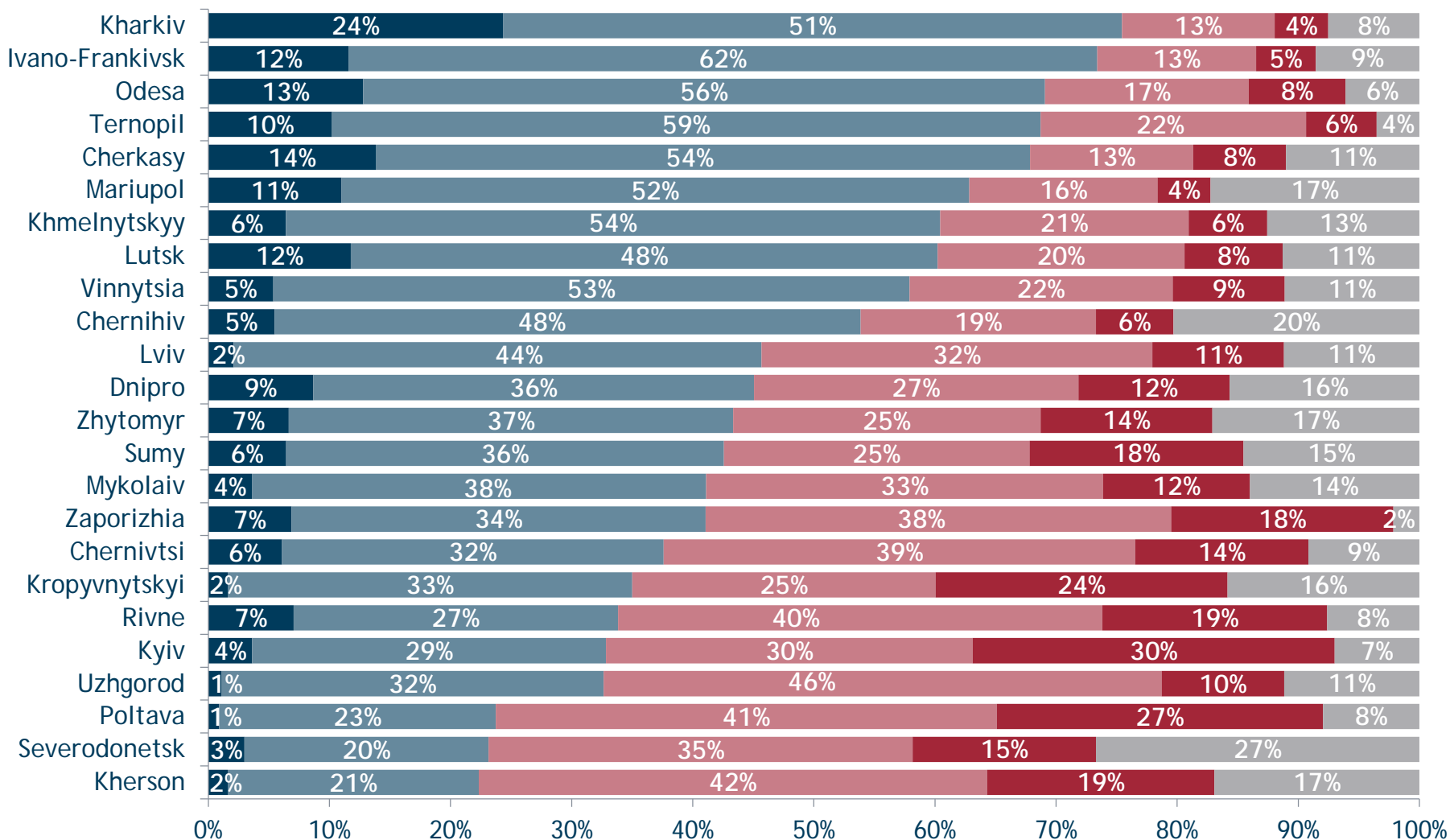


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you approve of the work of the following government and non-government entities?

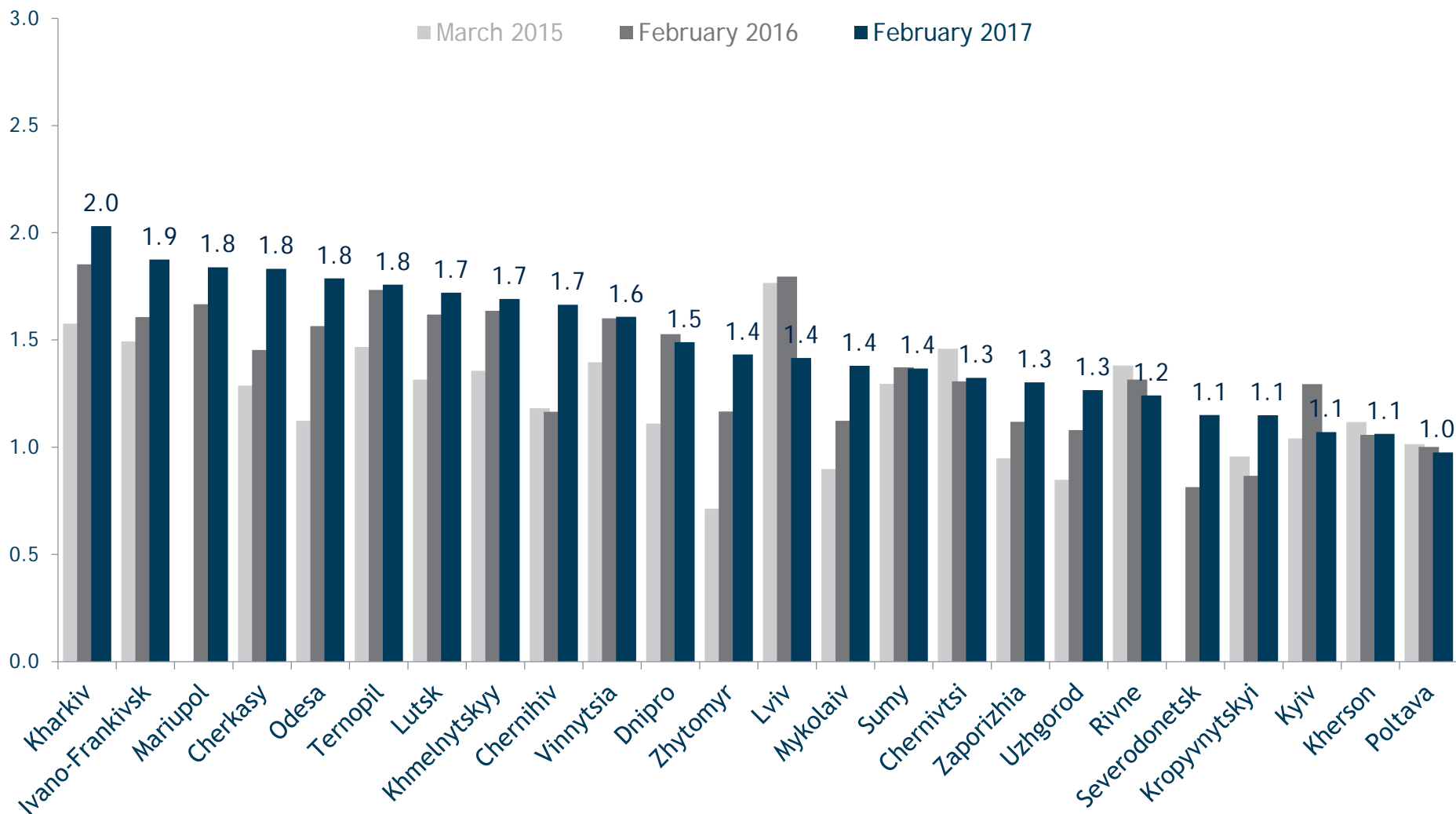
## Mayor

■ Strongly approve  
 ■ Somewhat approve  
 ■ Somewhat disapprove  
 ■ Strongly disapprove  
 ■ Difficult to answer



# Do you approve of the work of the following government and non-government entities? (continued)

## Mayor

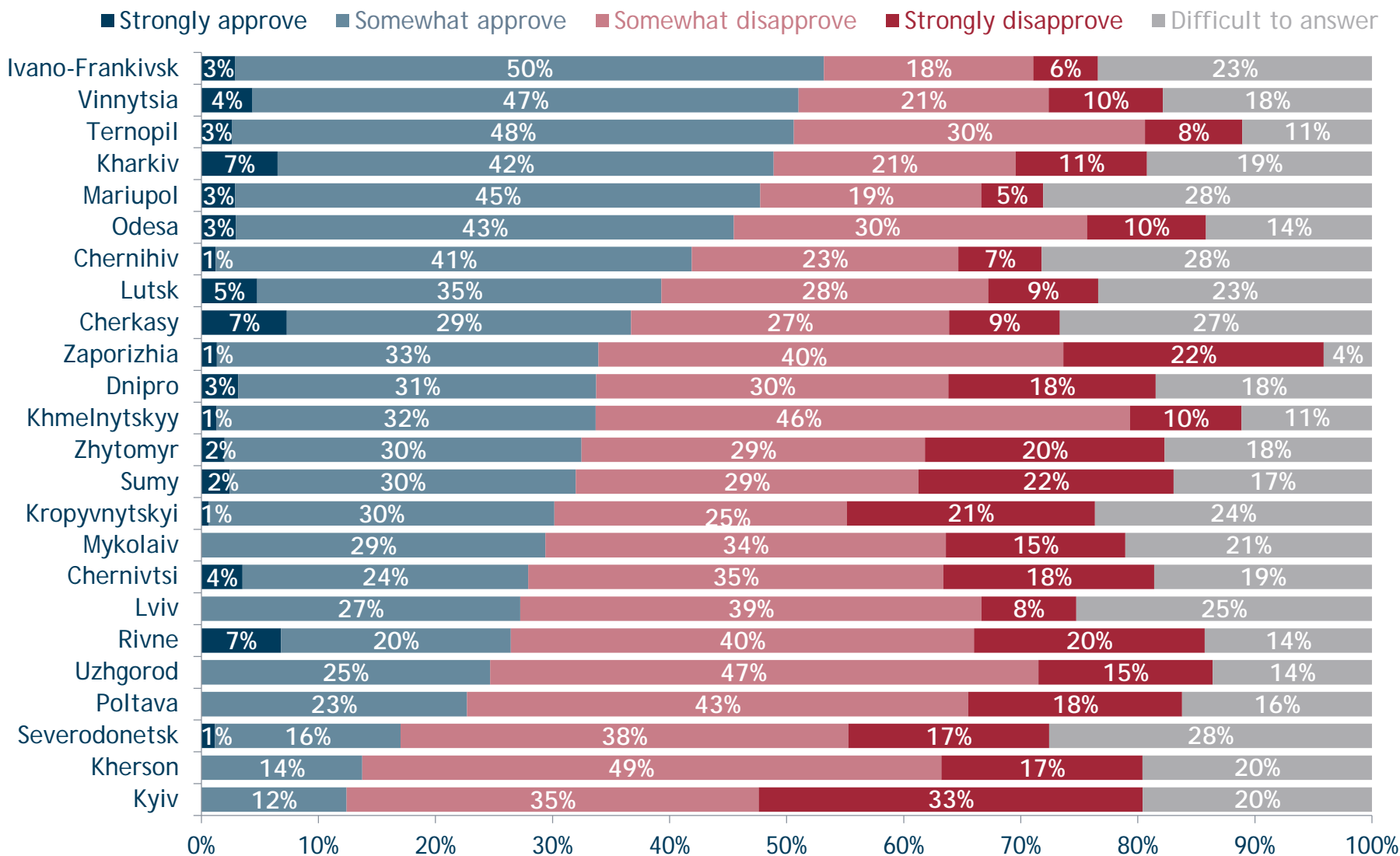


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



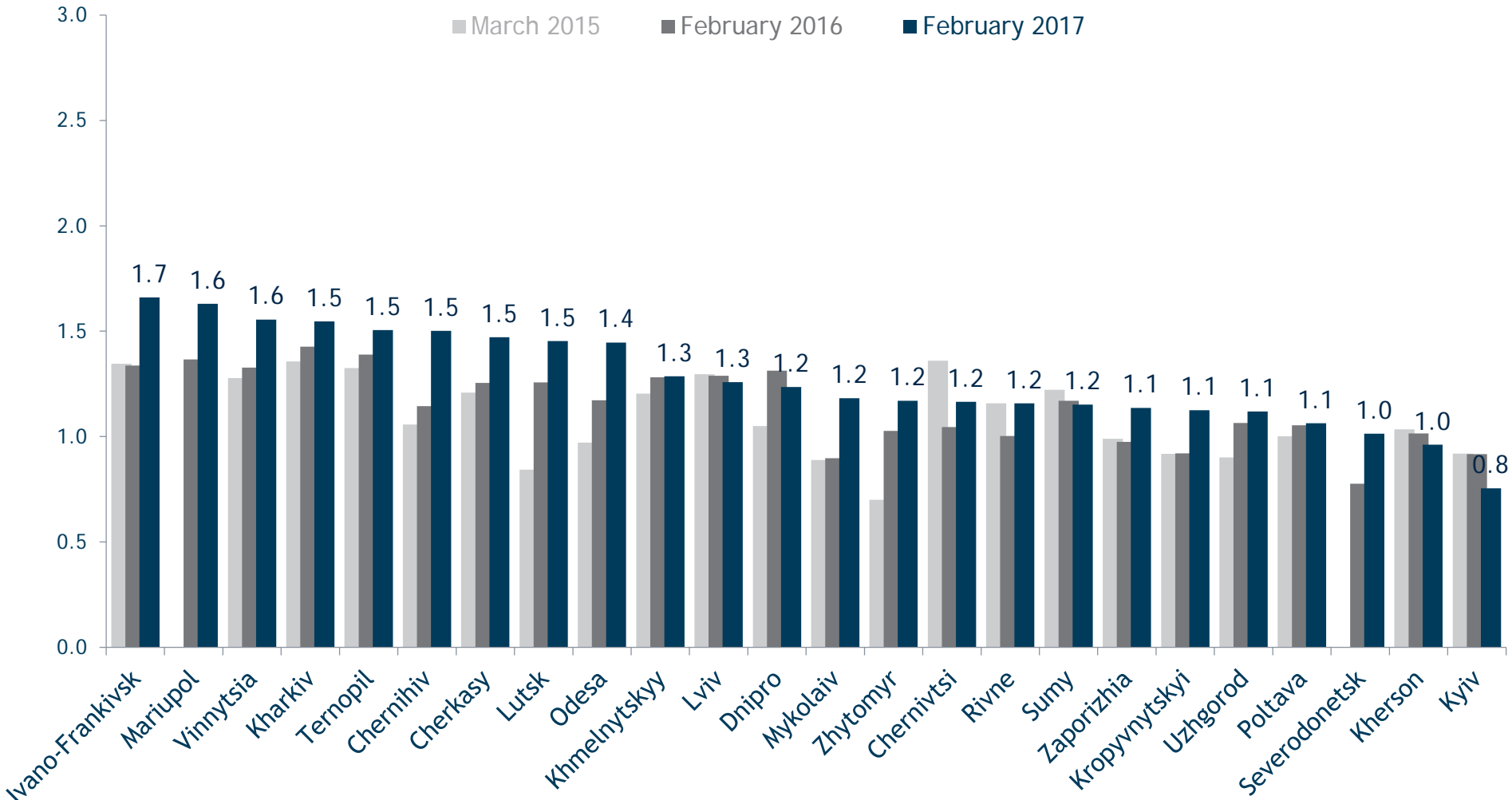
Do you approve of the work of the following government and non-government entities?

## Executive Committee



# Do you approve of the work of the following government and non-government entities? (continued)

## Executive Committee

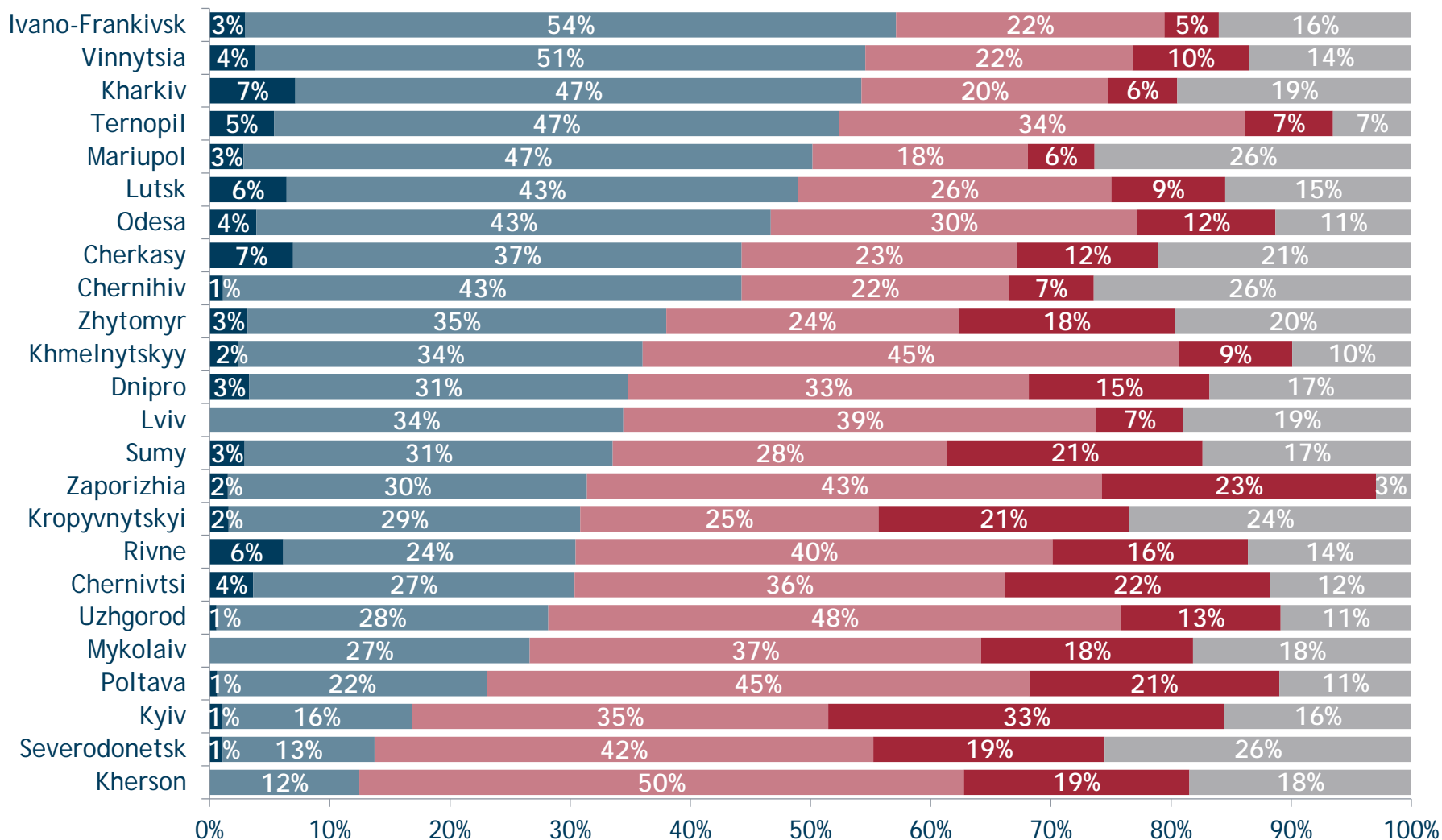


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you approve of the work of the following government and non-government entities?

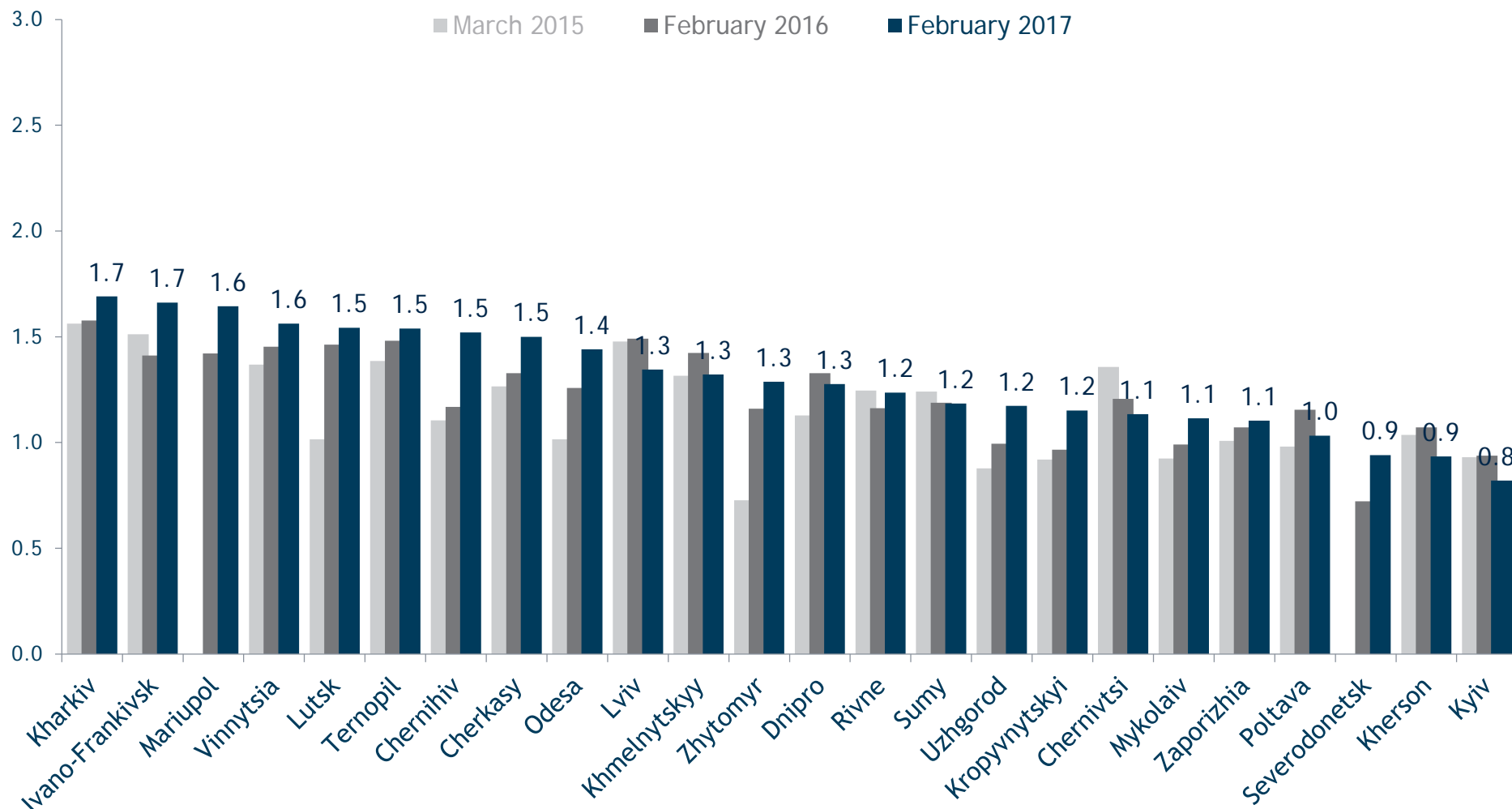
## City Council

■ Strongly approve 
 ■ Somewhat approve 
 ■ Somewhat disapprove 
 ■ Strongly disapprove 
 ■ Difficult to answer



# Do you approve of the work of the following government and non-government entities? (continued)

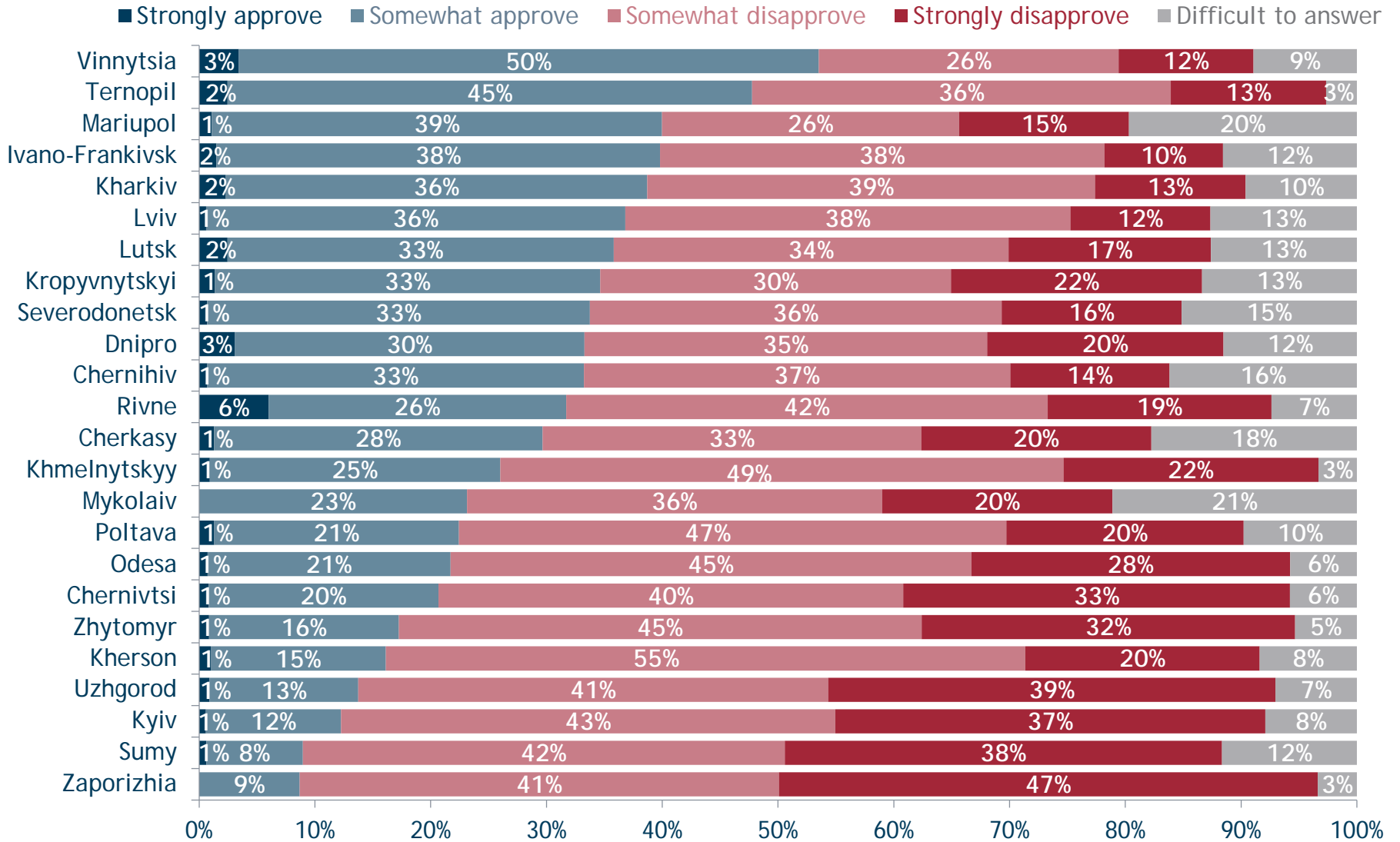
## City Council



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you approve of the work of the following government and non-government entities?

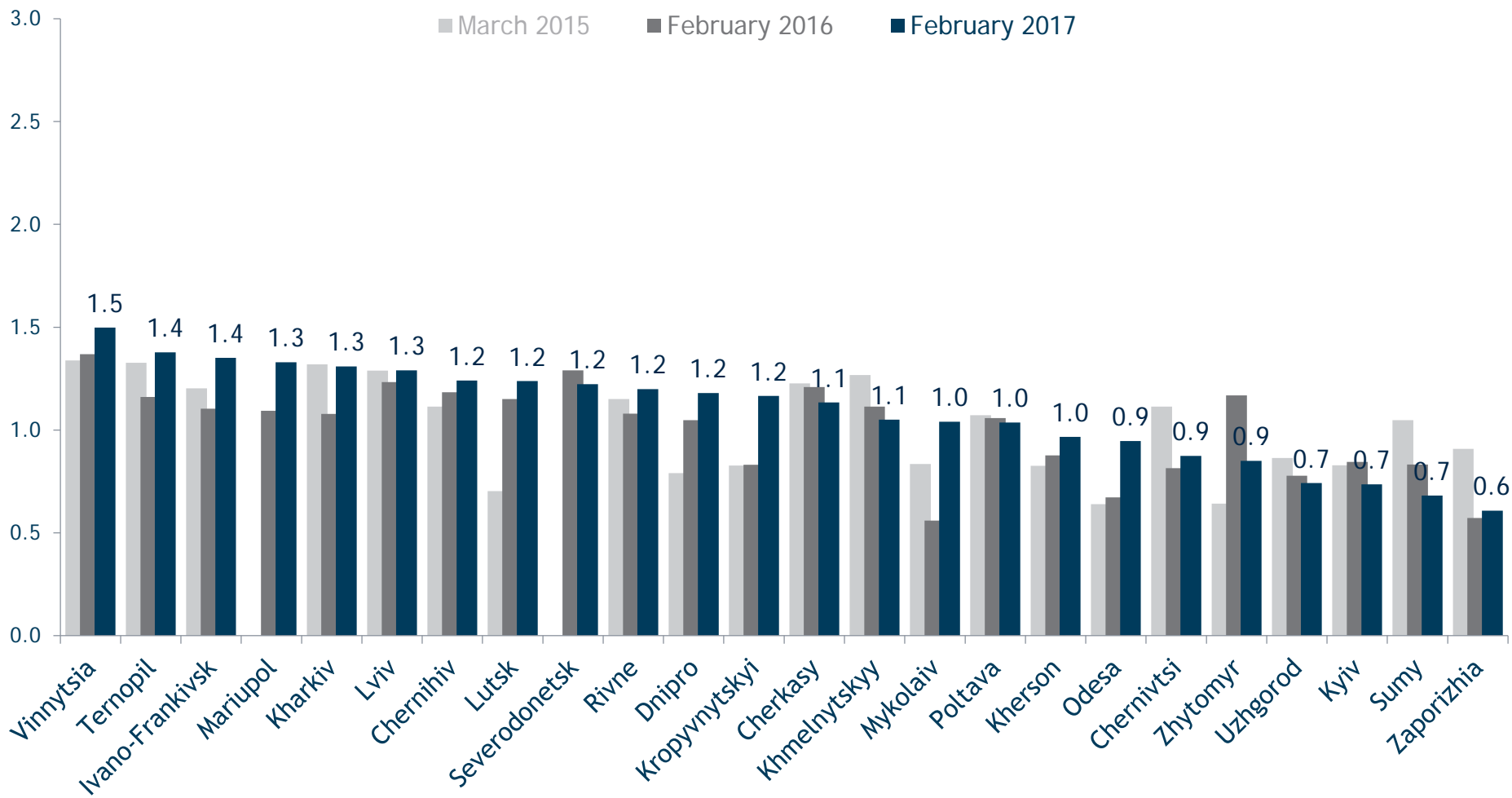
## Communal Enterprises



\*Communal enterprises are services (i.e. water, heat and maintenance) which are provided by city authorities and paid for by residents.

Do you approve of the work of the following government and non-government entities? (continued)

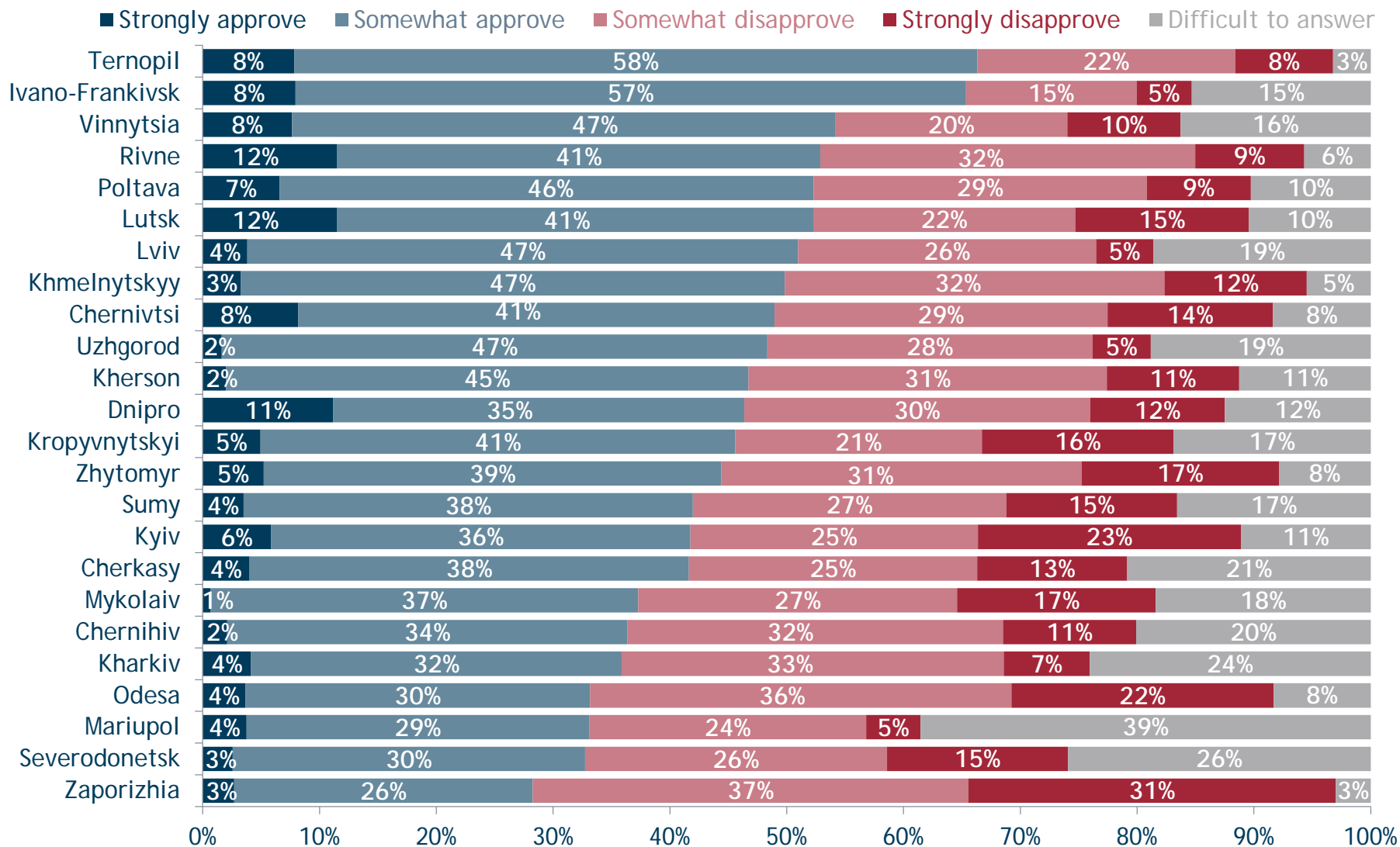
## Communal Enterprises



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

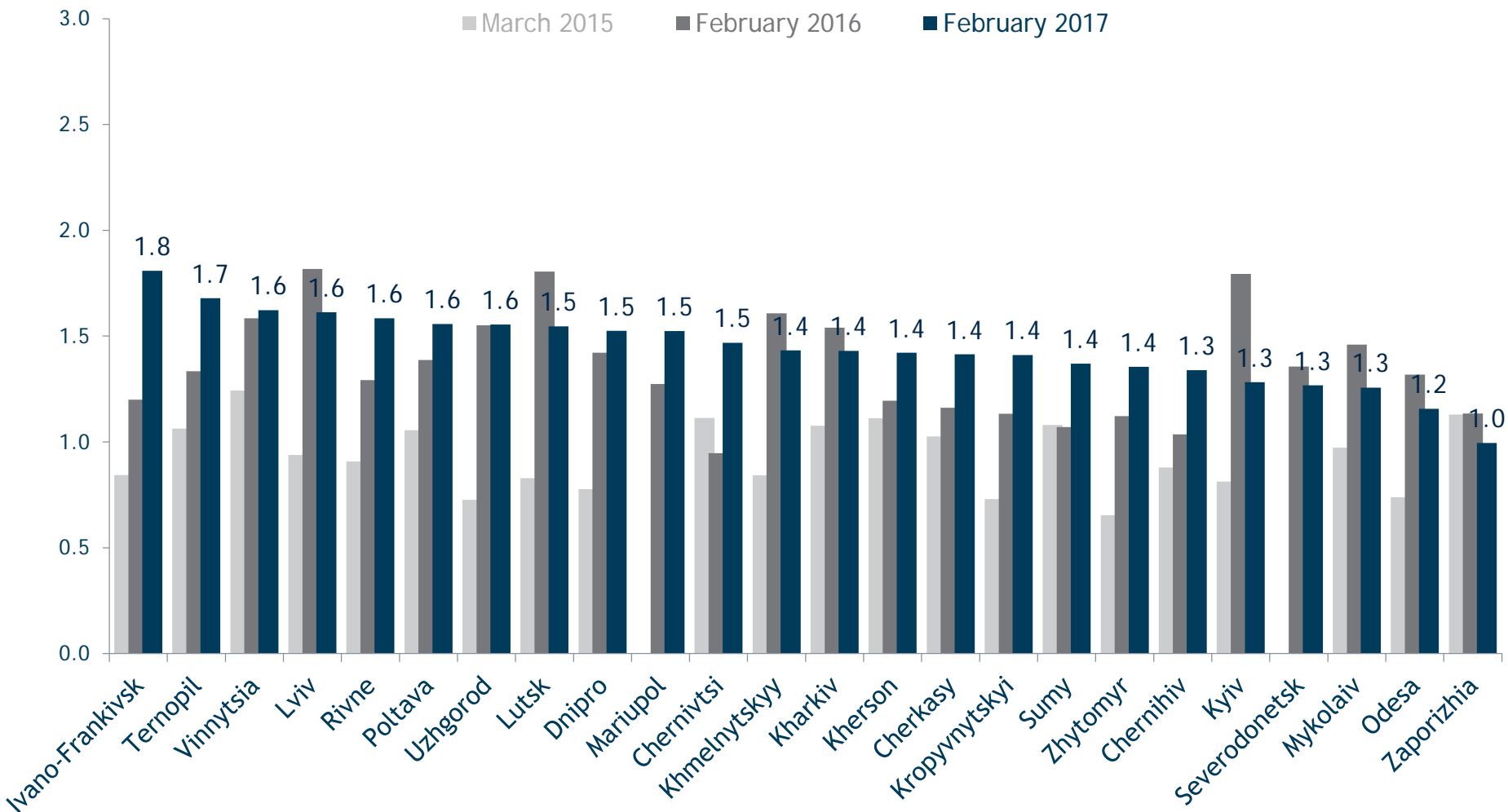
# Do you approve of the work of the following government and non-government entities?

## Police



# Do you approve of the work of the following government and non-government entities? (continued)

## Police

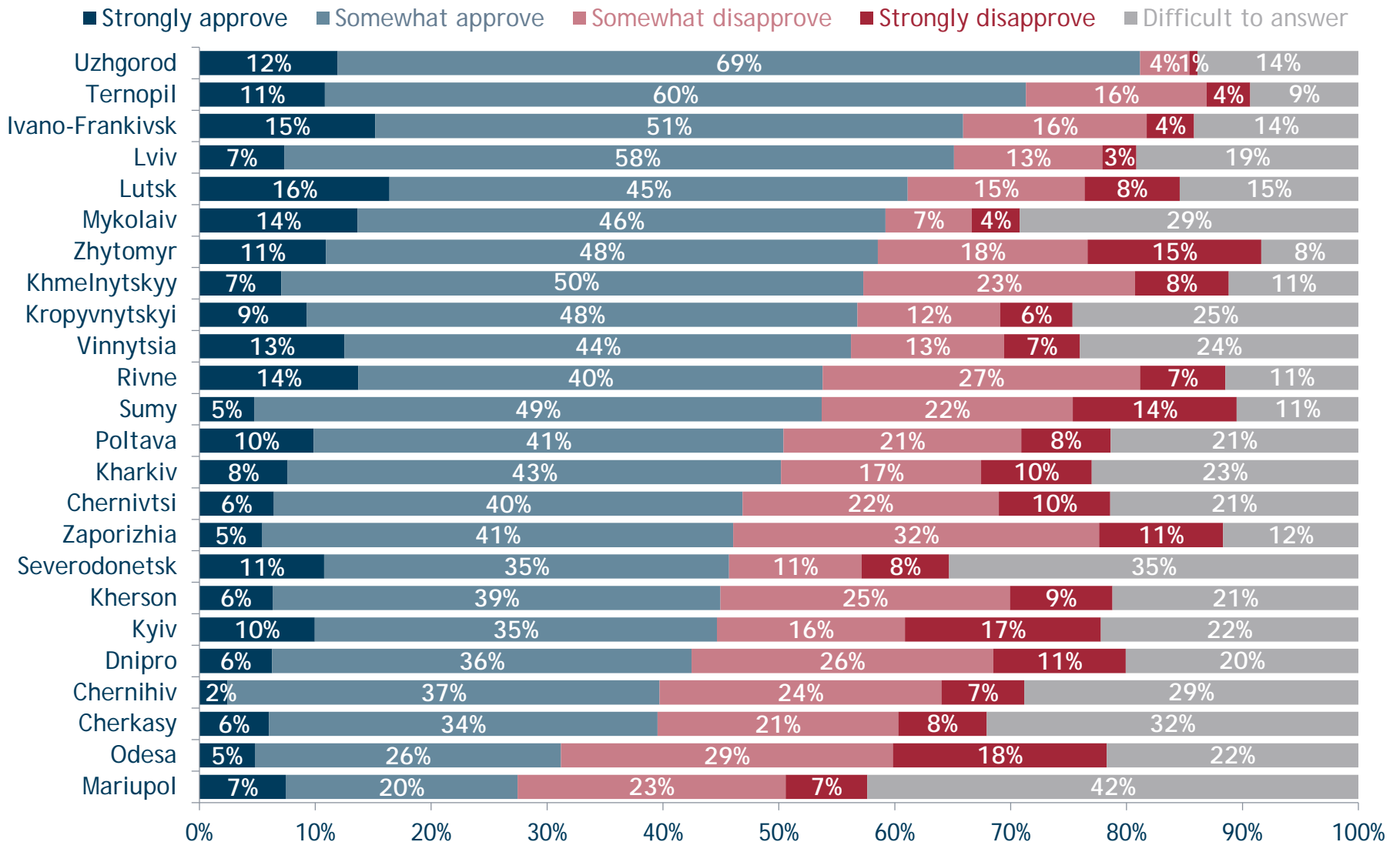


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



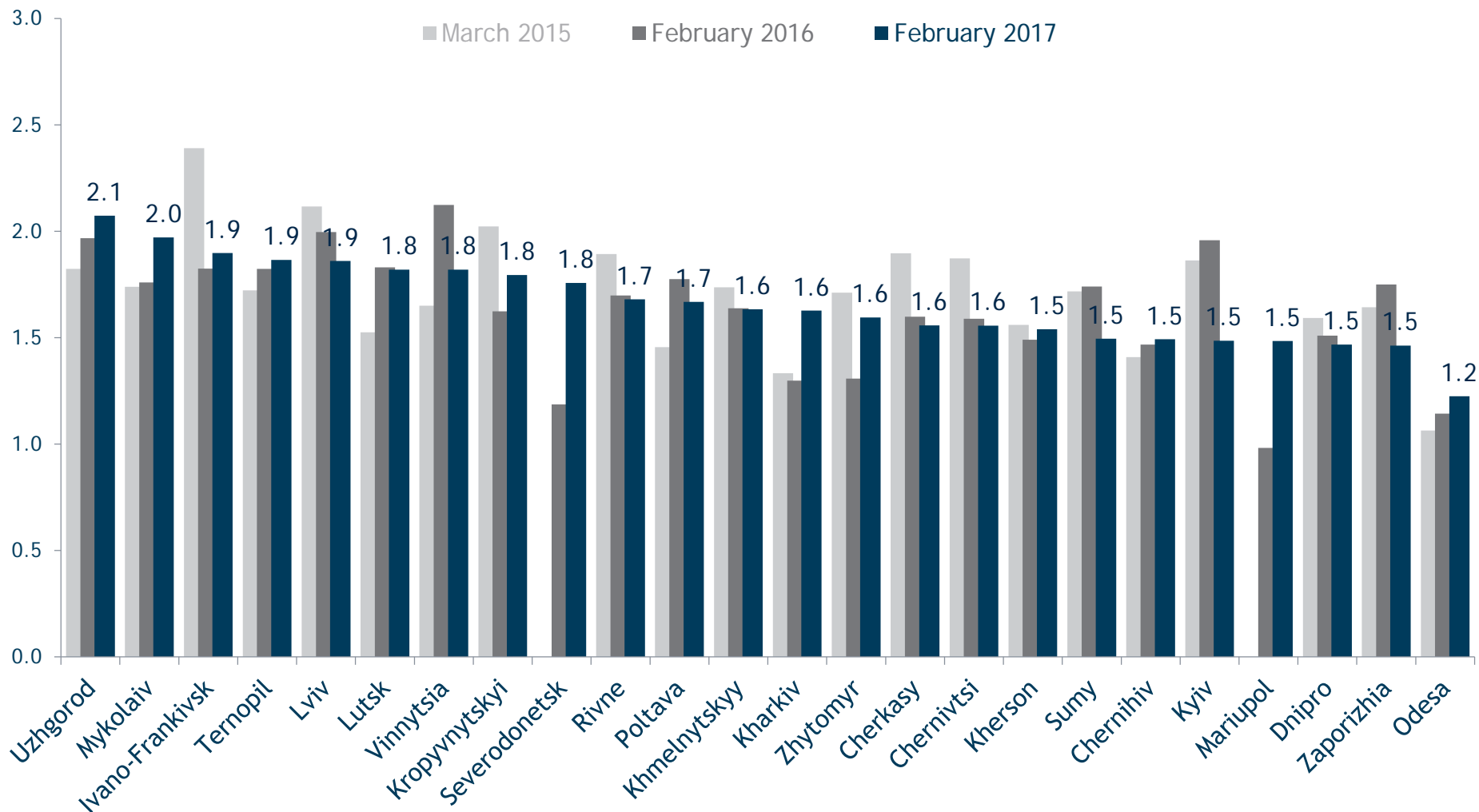
# Do you approve of the work of the following government and non-government entities?

## National Guard



Do you approve of the work of the following government and non-government entities? (continued)

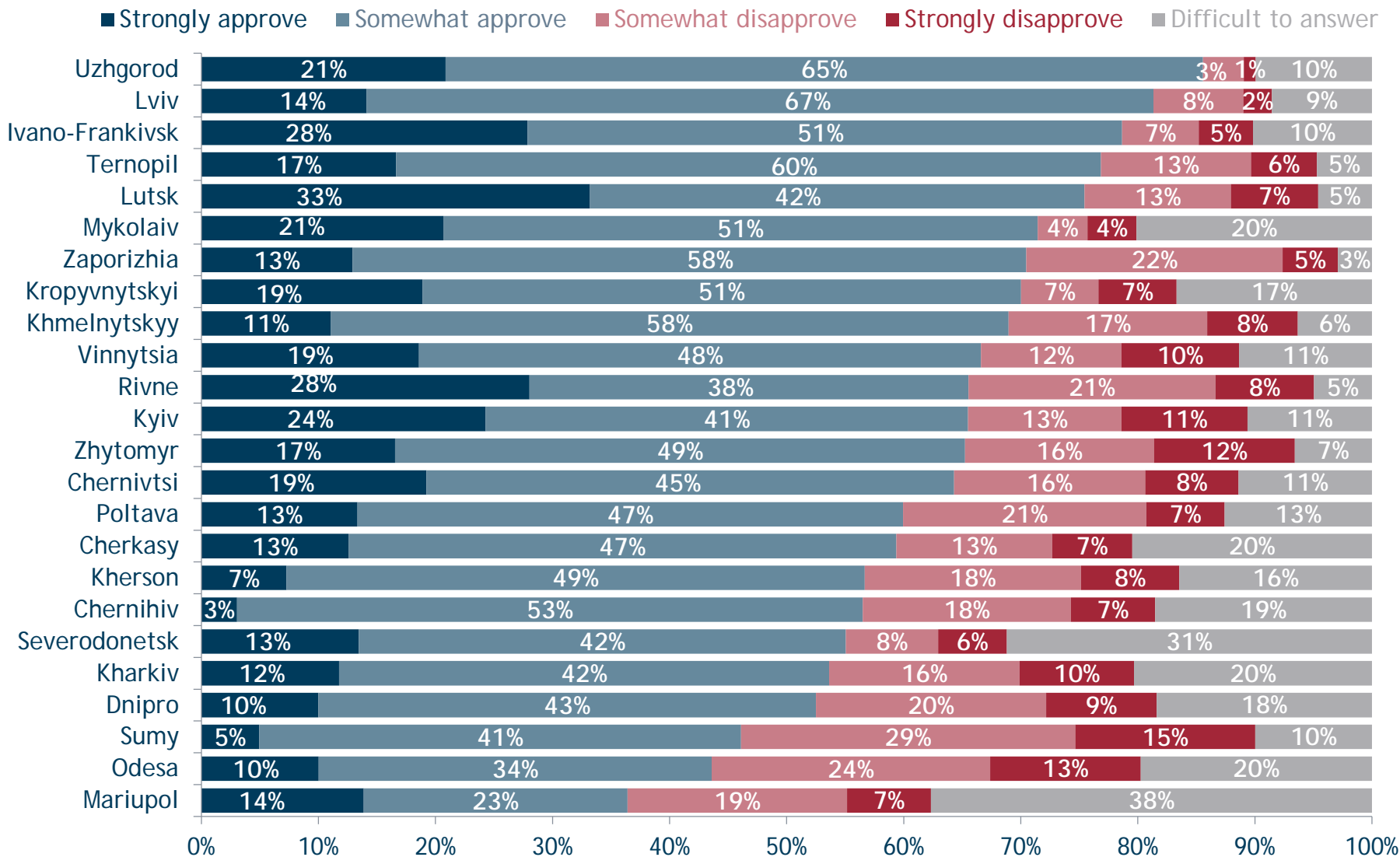
## National Guard



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

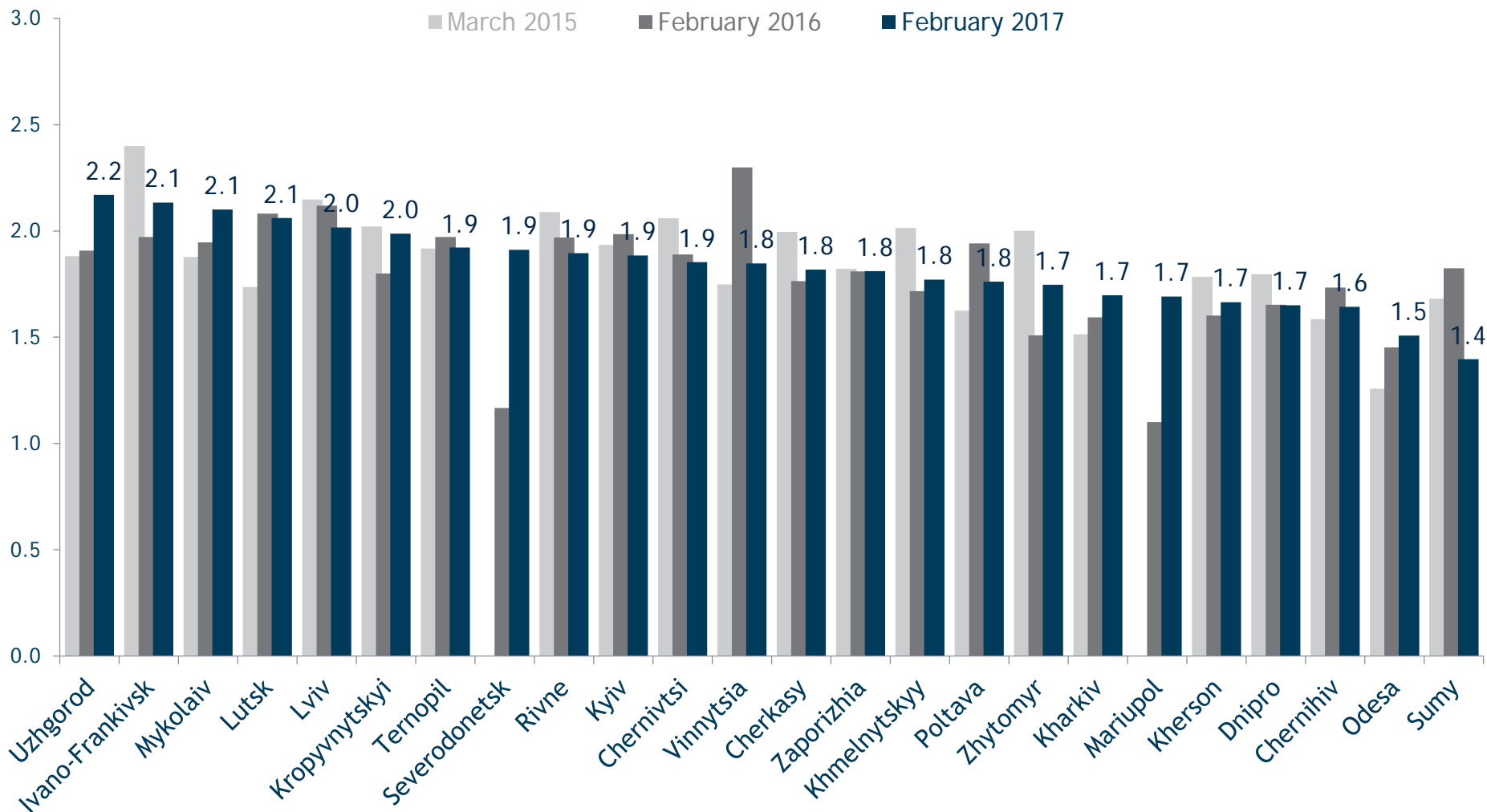
# Do you approve of the work of the following government and non-government entities?

## Army



# Do you approve of the work of the following government and non-government entities? (continued)

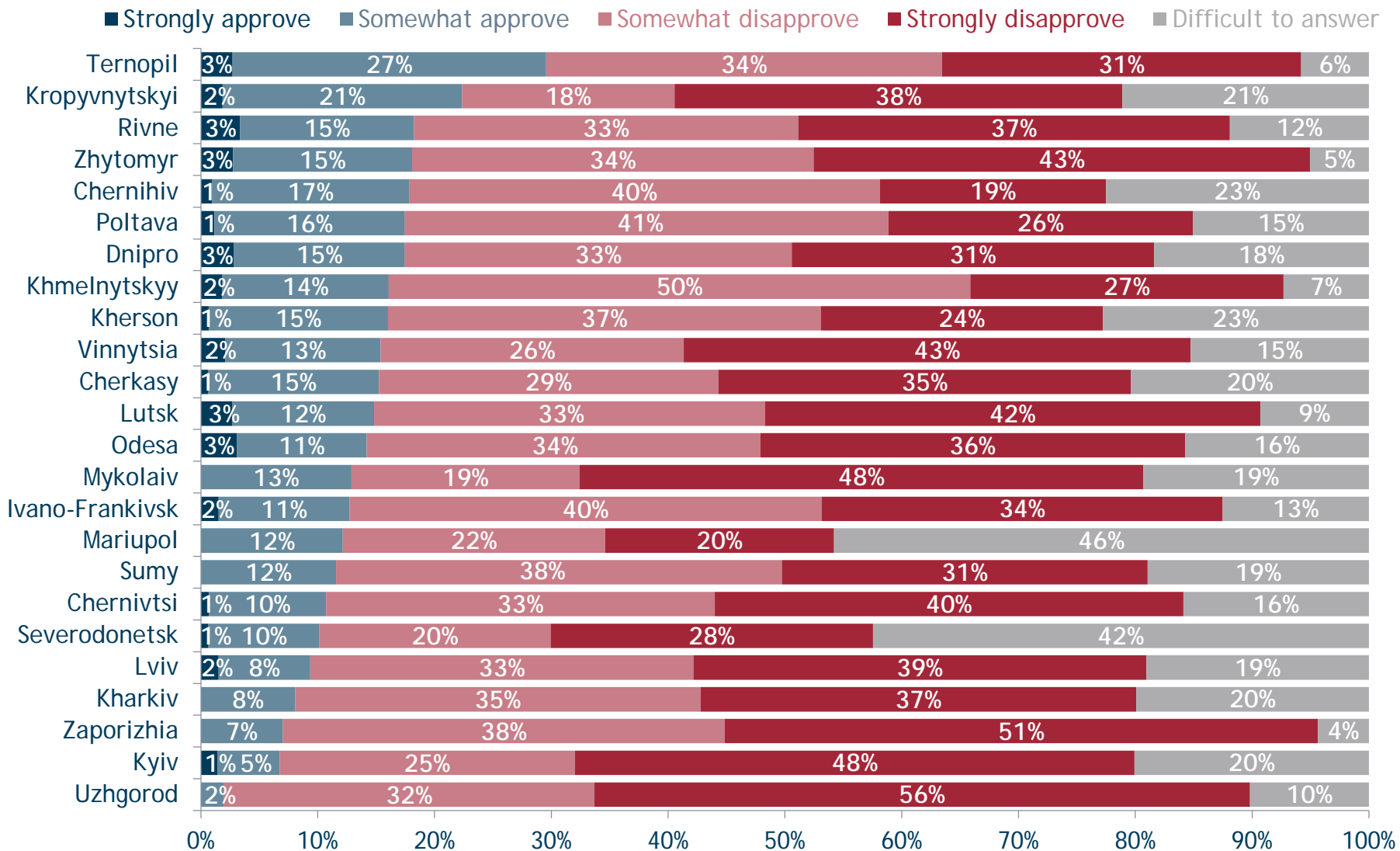
## Army



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

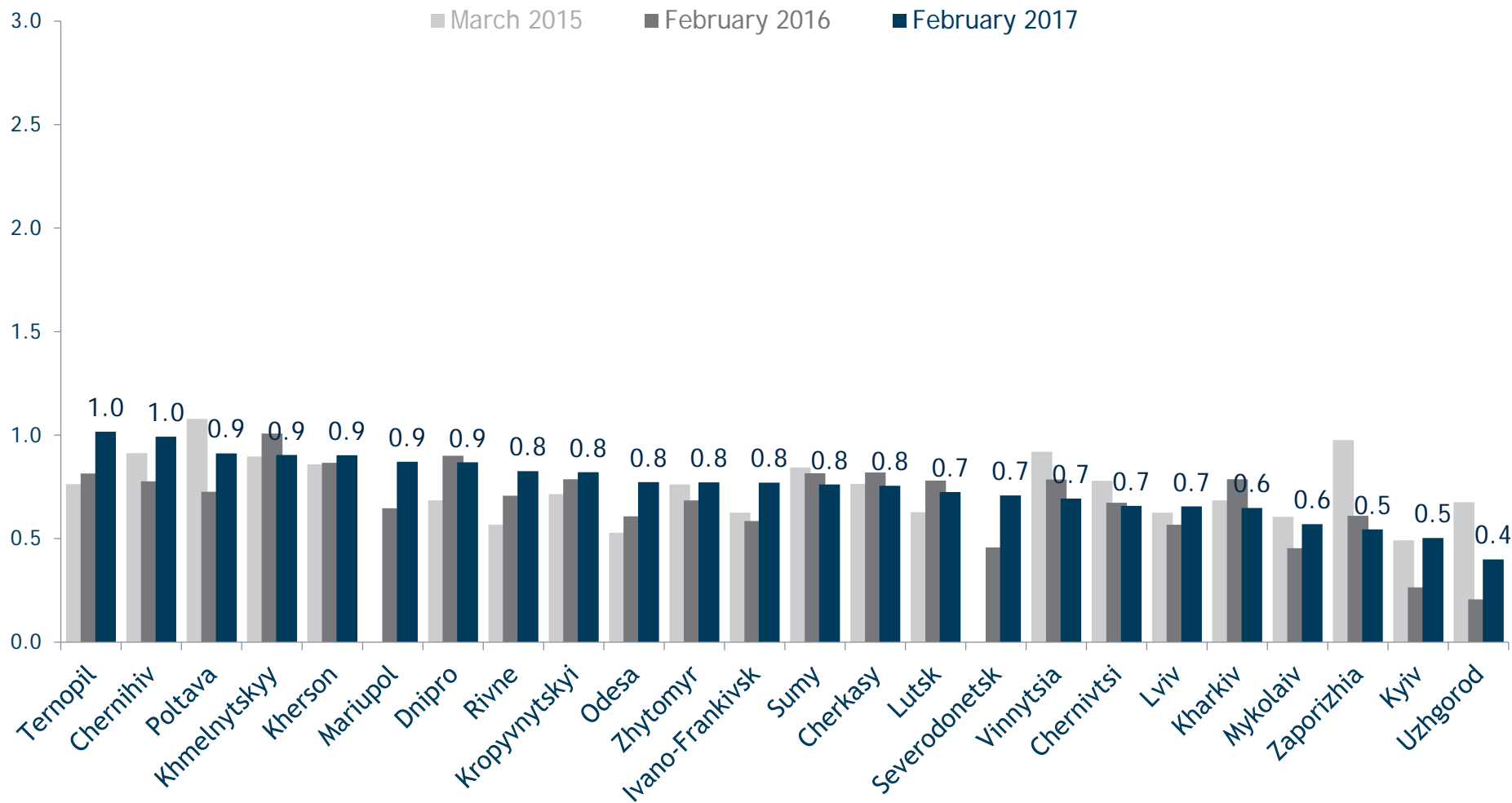
# Do you approve of the work of the following government and non-government entities?

## Courts



# Do you approve of the work of the following government and non-government entities? (continued)

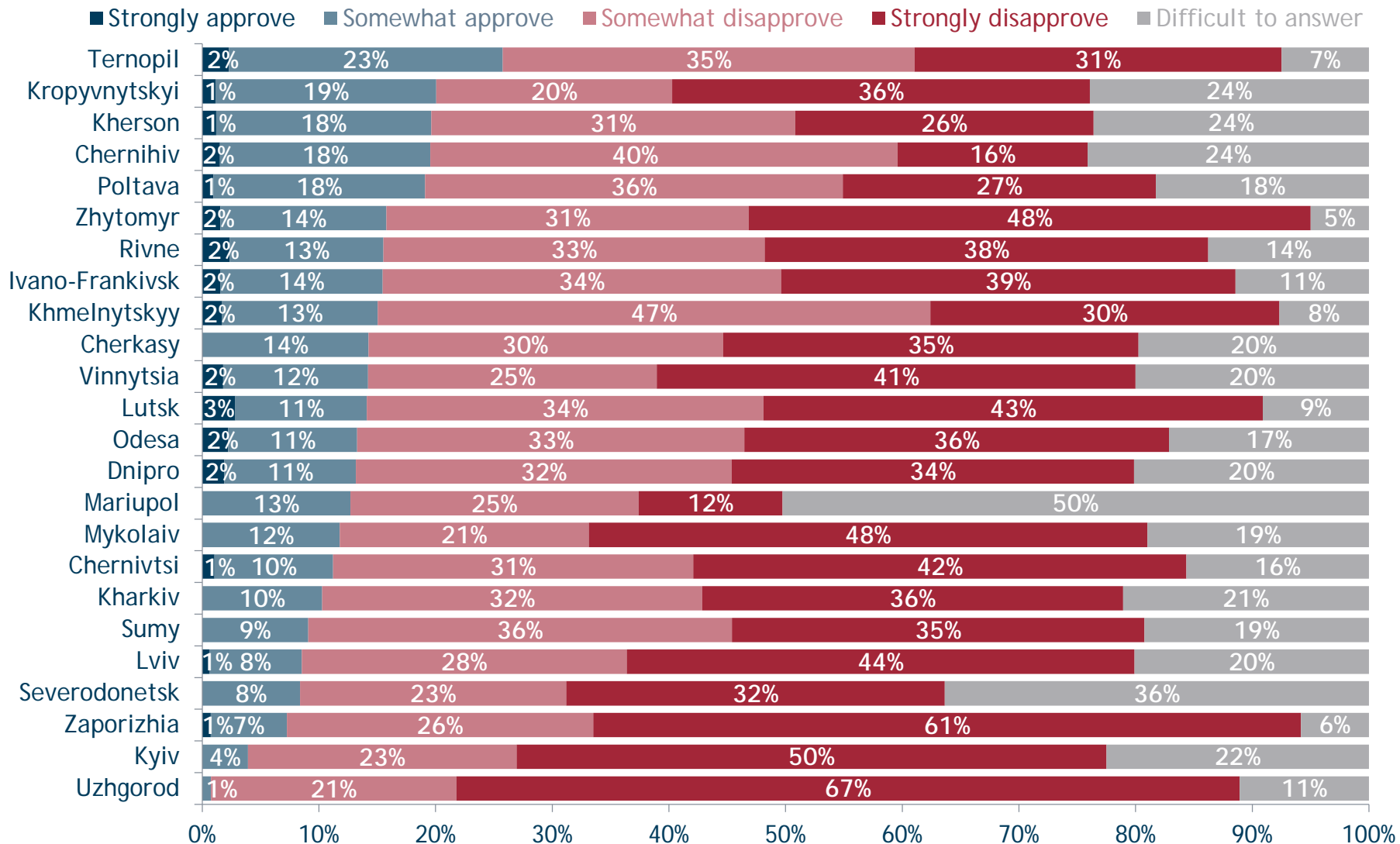
## Courts



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

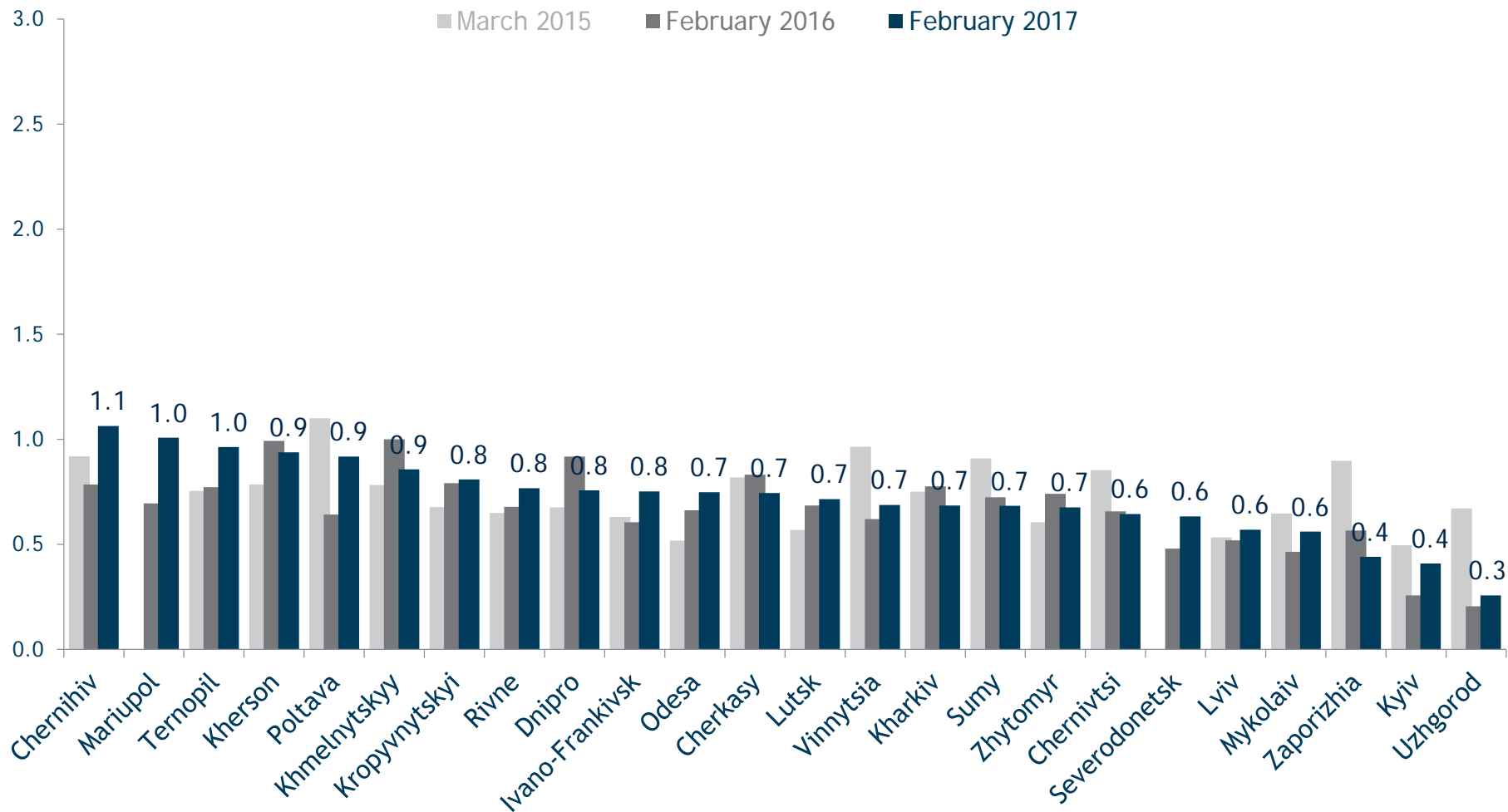
# Do you approve of the work of the following government and non-government entities?

## Prosecutor's Office



# Do you approve of the work of the following government and non-government entities? (continued)

## Prosecutor's Office

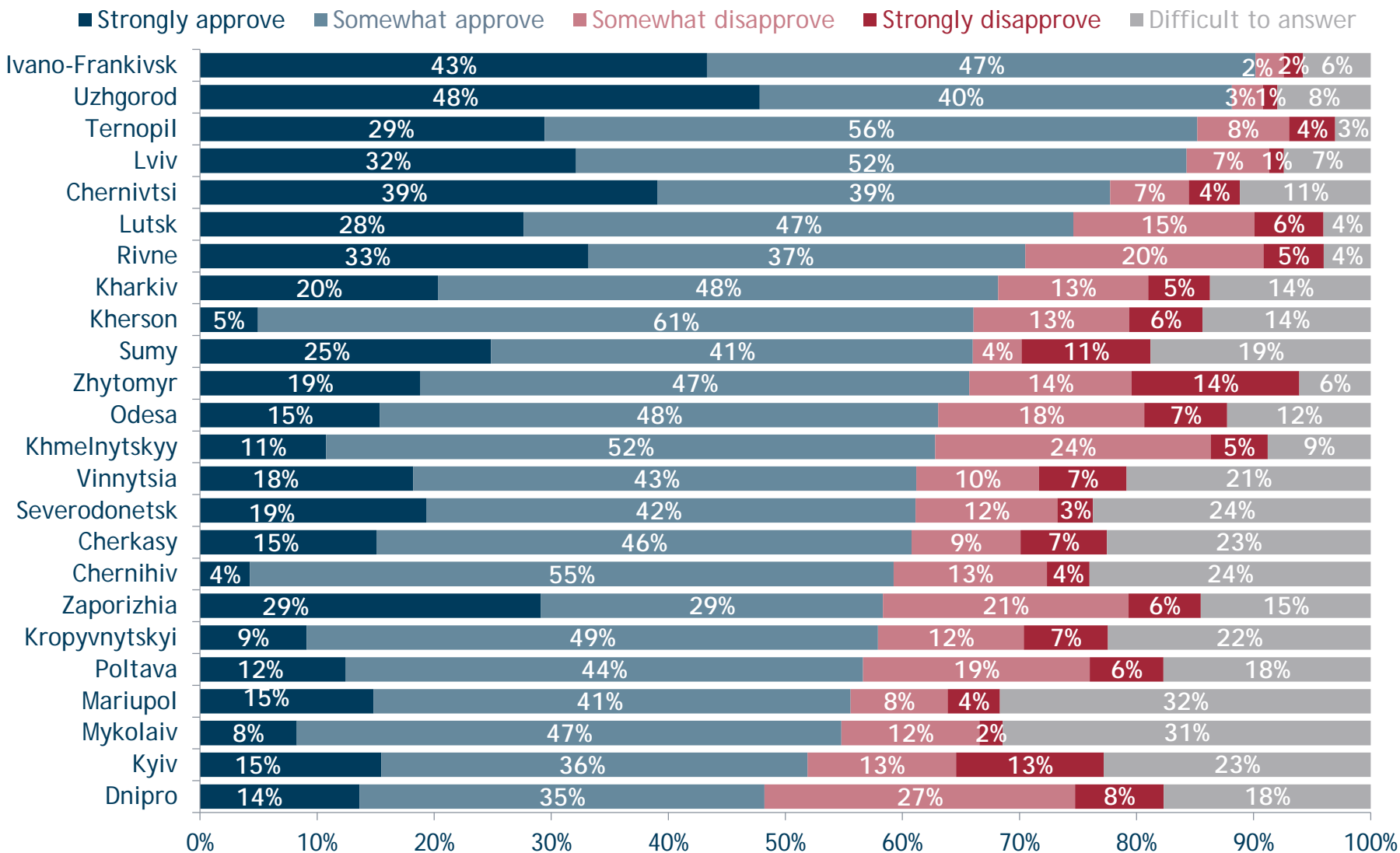


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



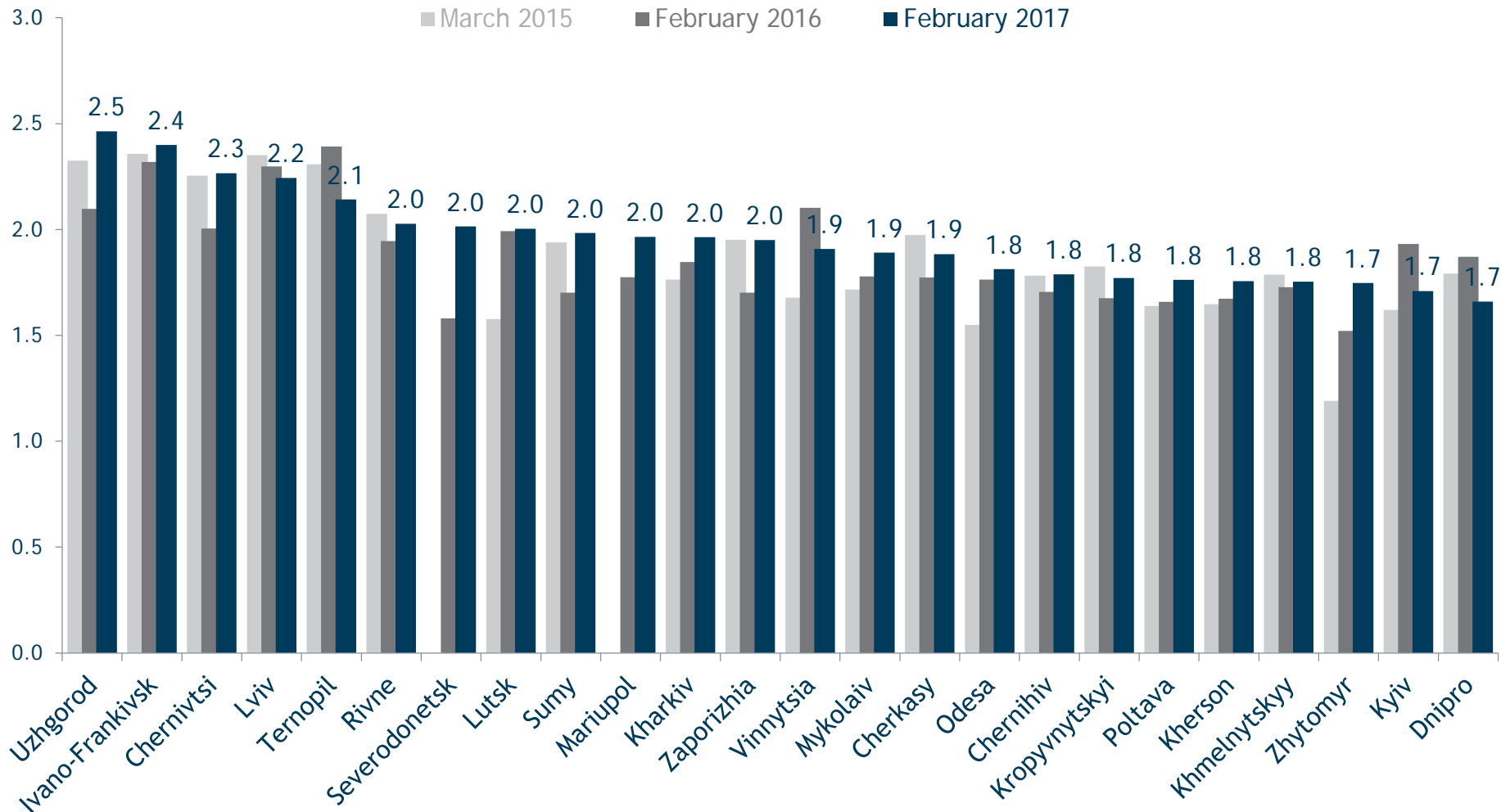
# Do you approve of the work of the following government and non-government entities?

## Church



# Do you approve of the work of the following government and non-government entities? (continued)

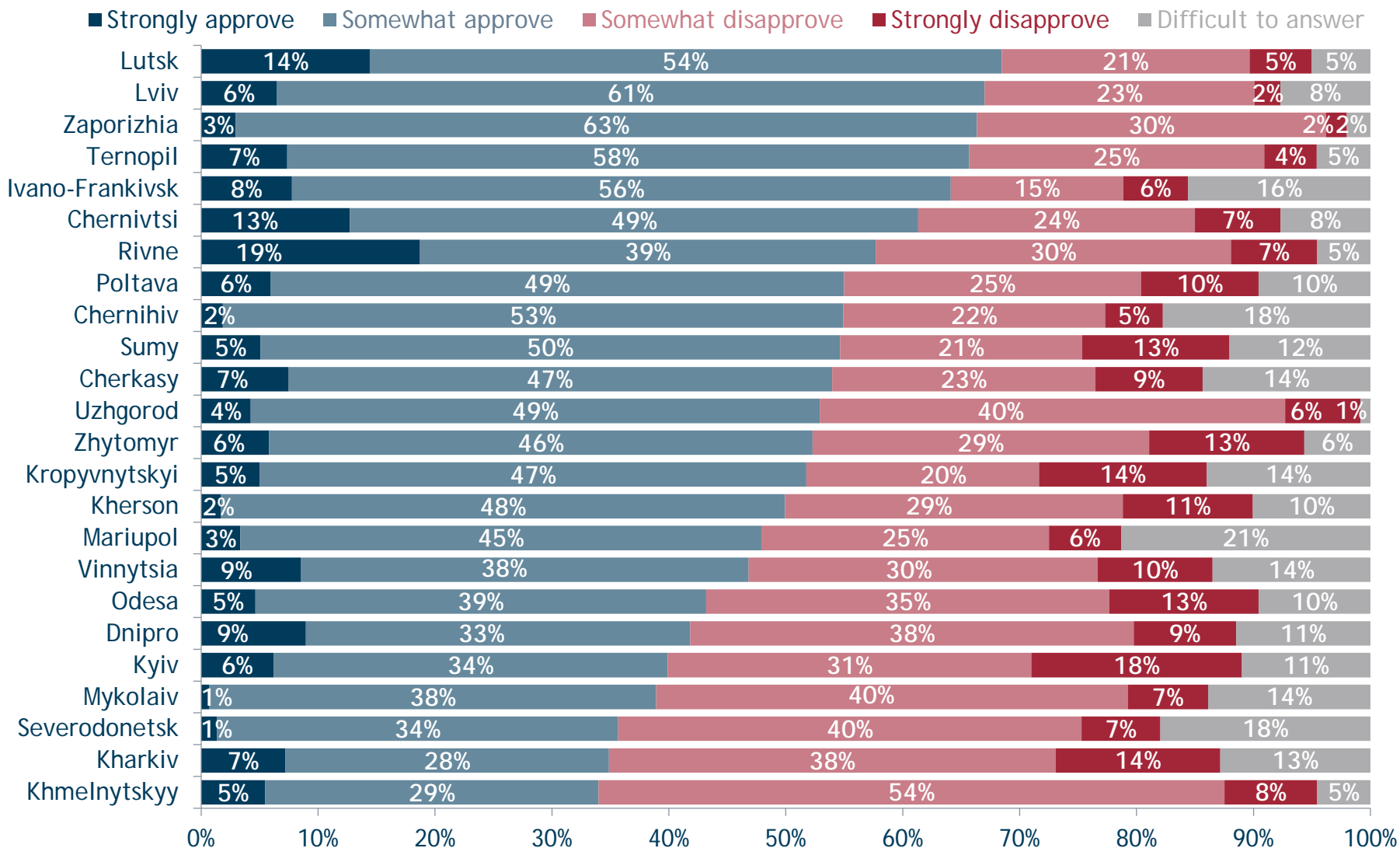
## Church



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

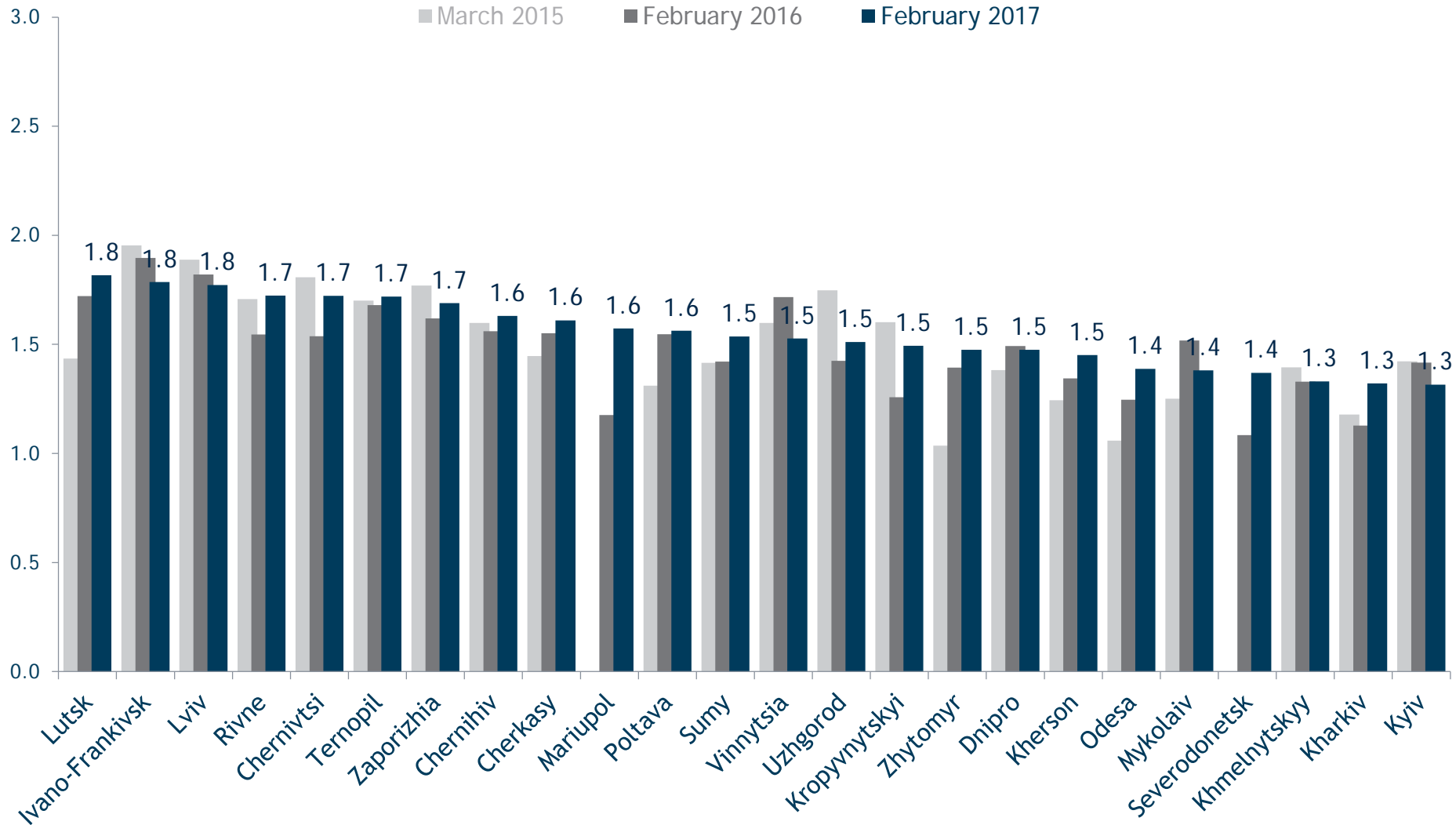
Do you approve of the work of the following government and non-government entities?

## National Media



# Do you approve of the work of the following government and non-government entities? (continued)

## National Media

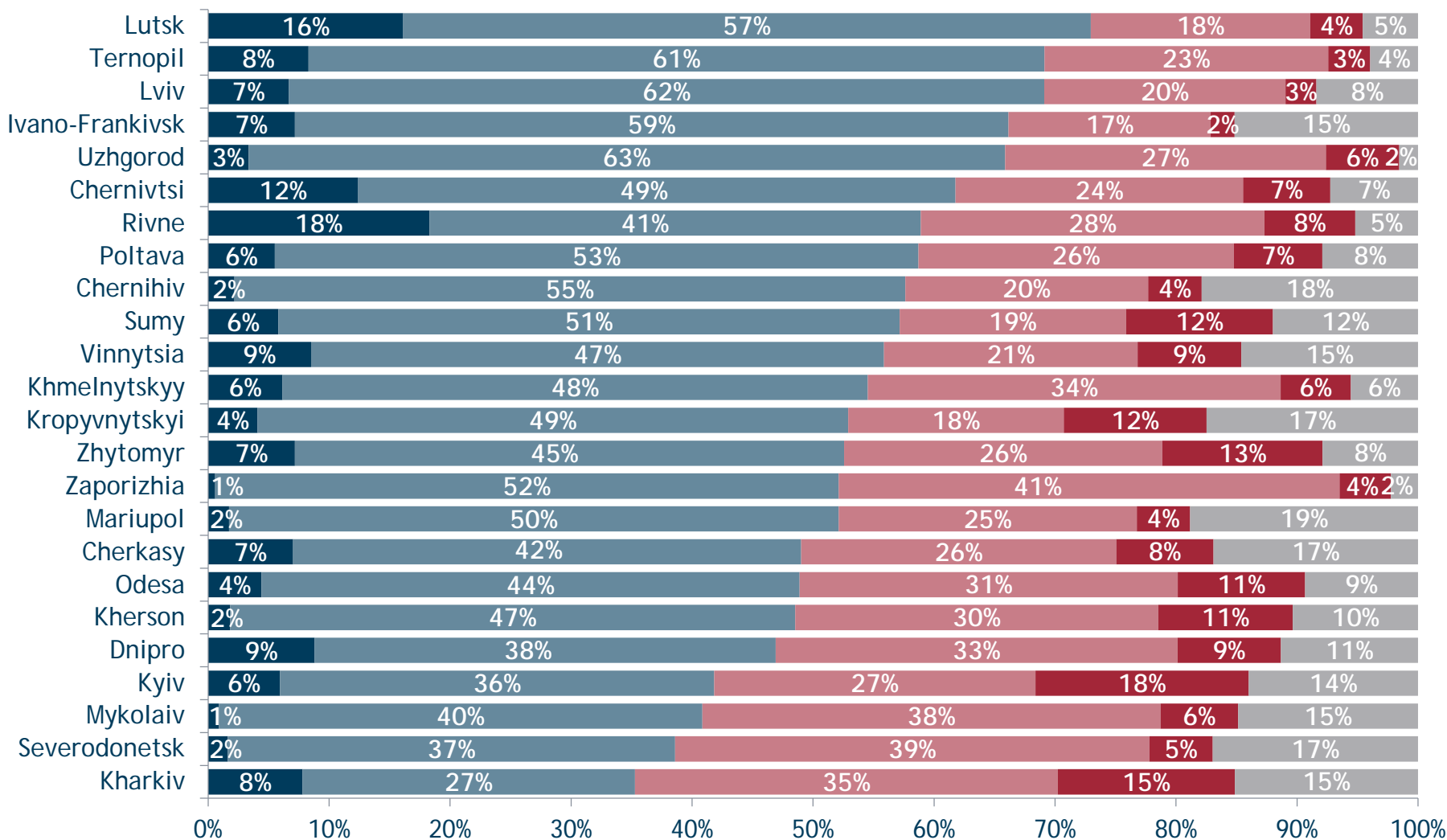


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

# Do you approve of the work of the following government and non-government entities?

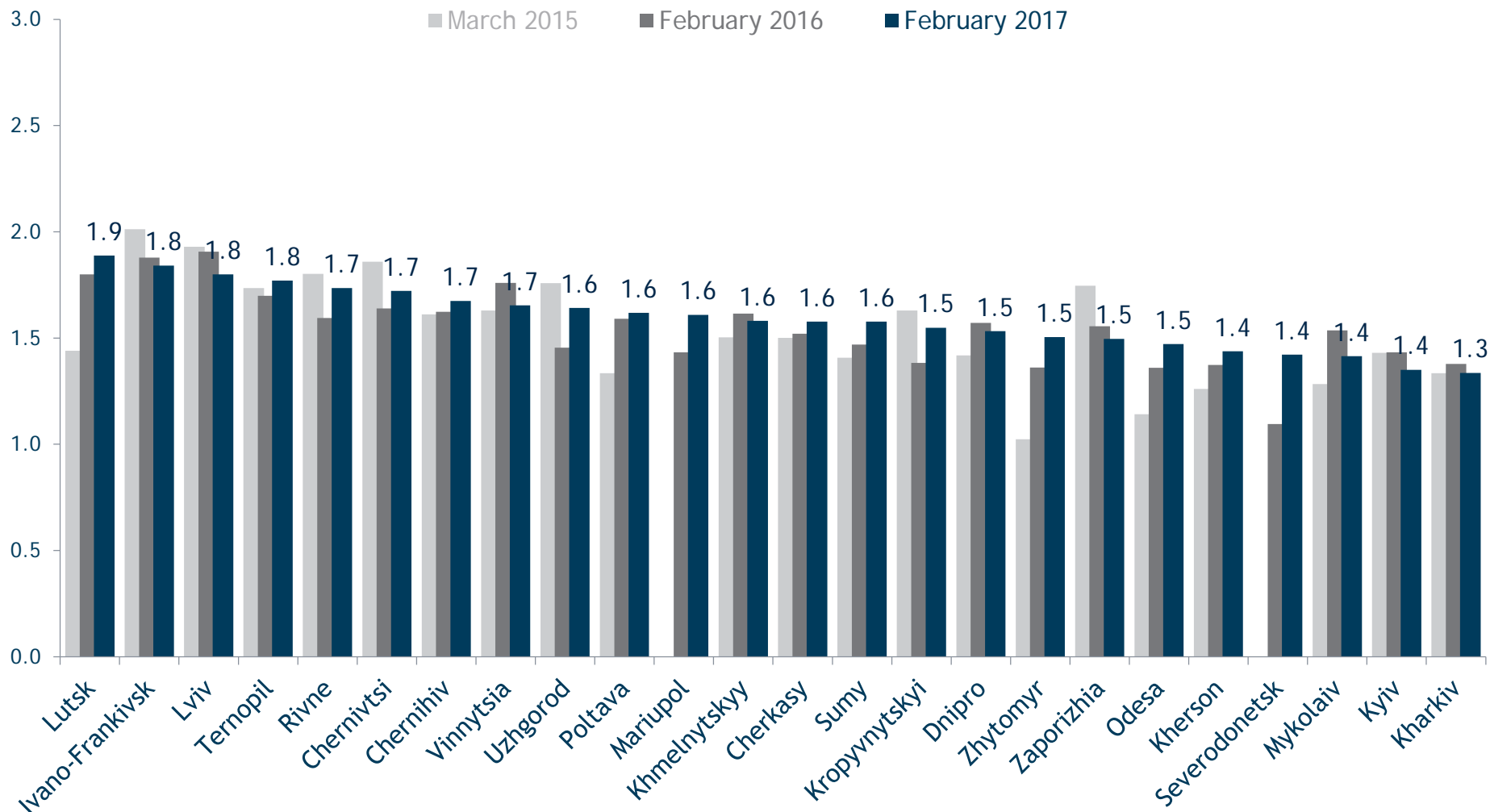
## Local Media

■ Strongly approve
 ■ Somewhat approve
 ■ Somewhat disapprove
 ■ Strongly disapprove
 ■ Difficult to answer



# Do you approve of the work of the following government and non-government entities? (continued)

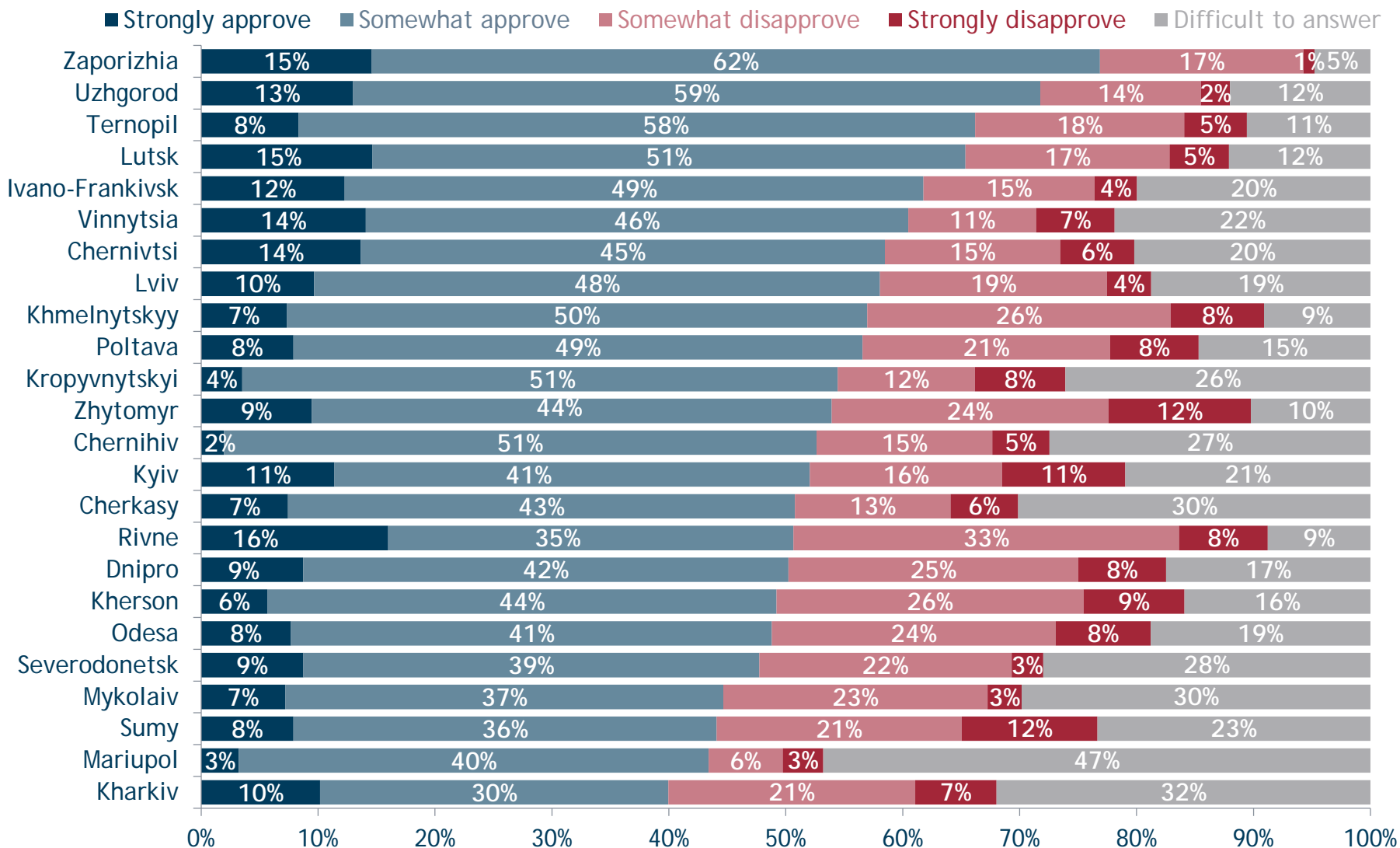
## Local Media



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

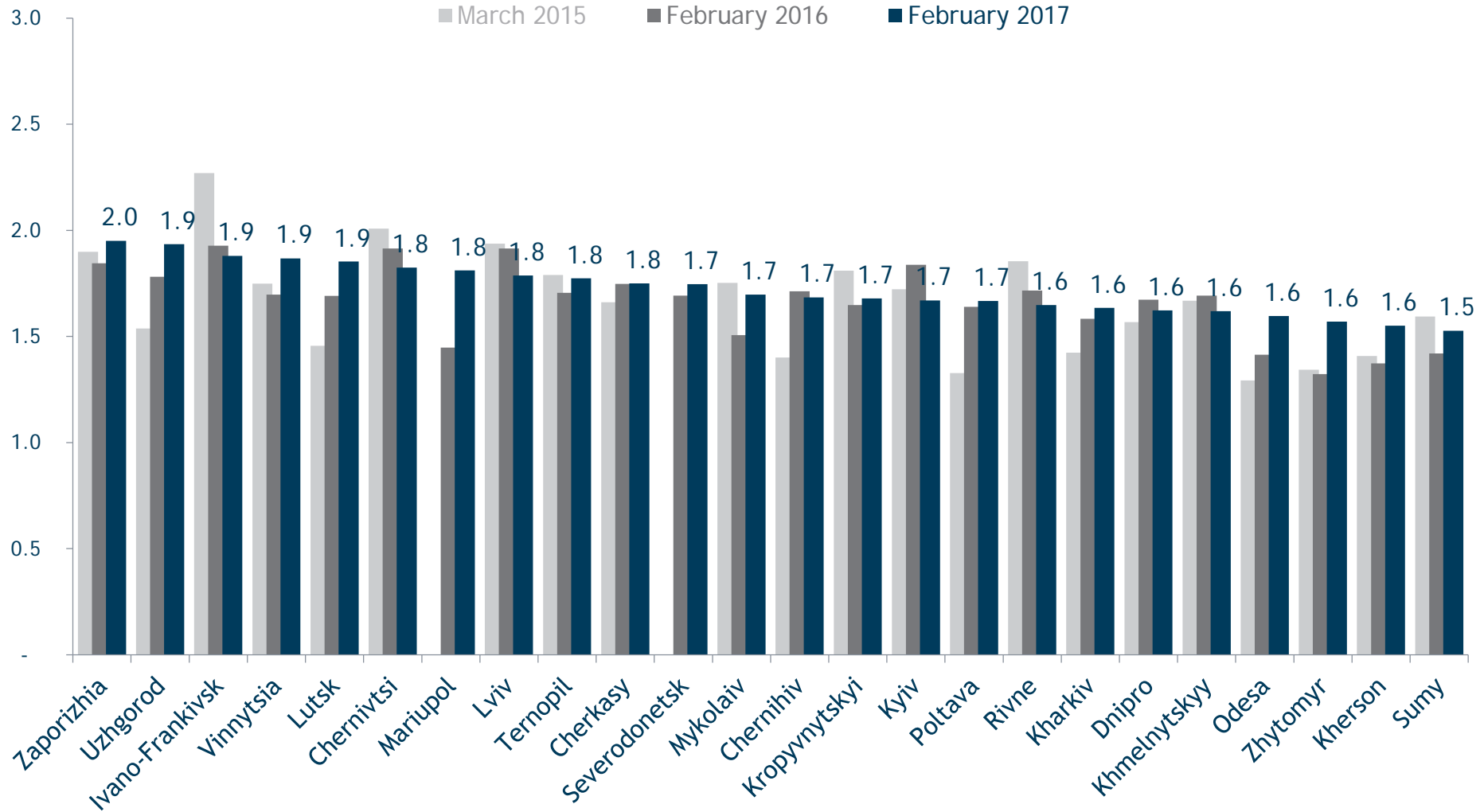
Do you approve of the work of the following government and non-government entities?

## Non-Governmental Organizations (NGOs)



Do you approve of the work of the following government and non-government entities? (continued)

## Non-Governmental Organizations (NGOs)

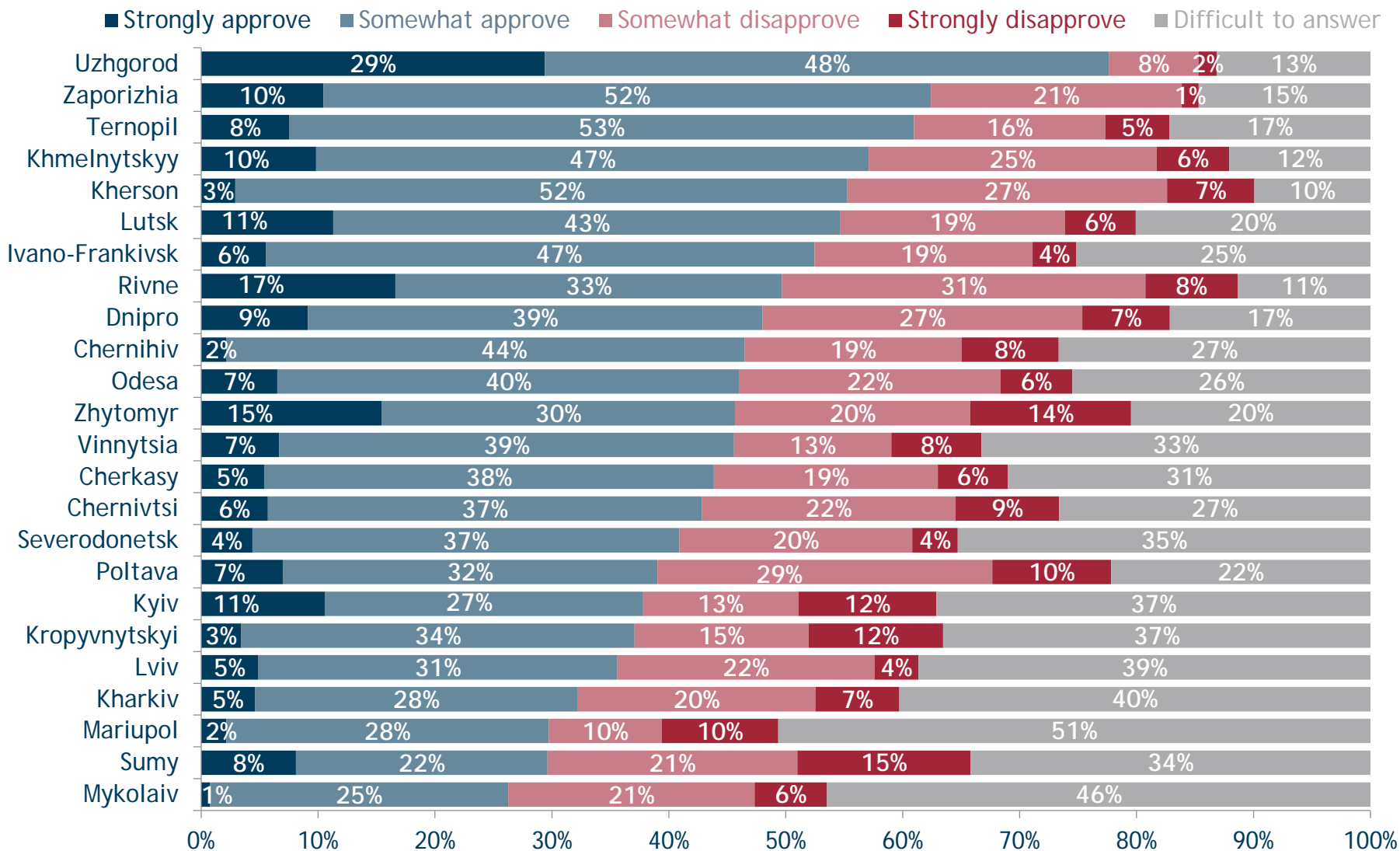


\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.



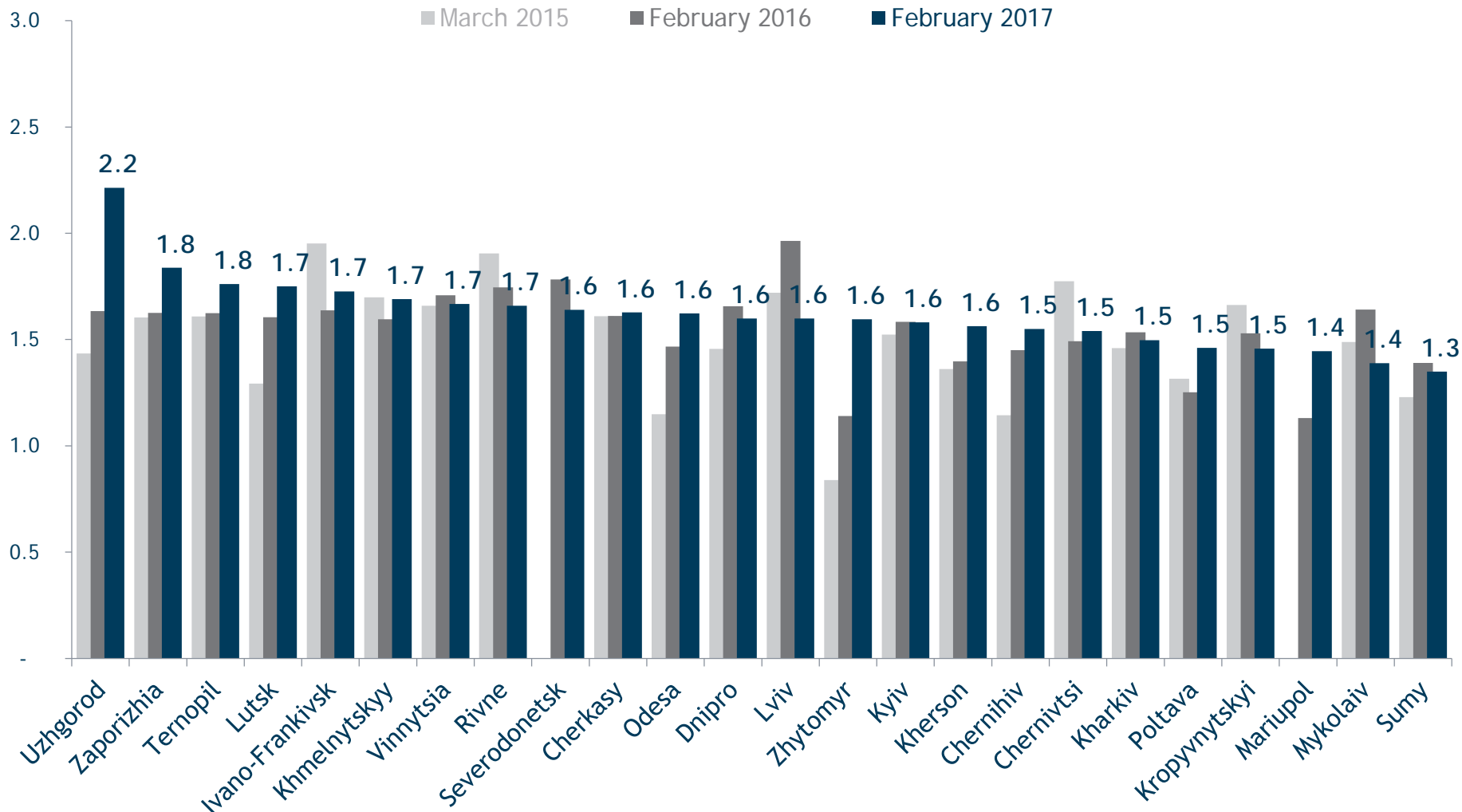
Do you approve of the work of the following government and non-government entities?

## Neighborhood Associations



Do you approve of the work of the following government and non-government entities? (continued)

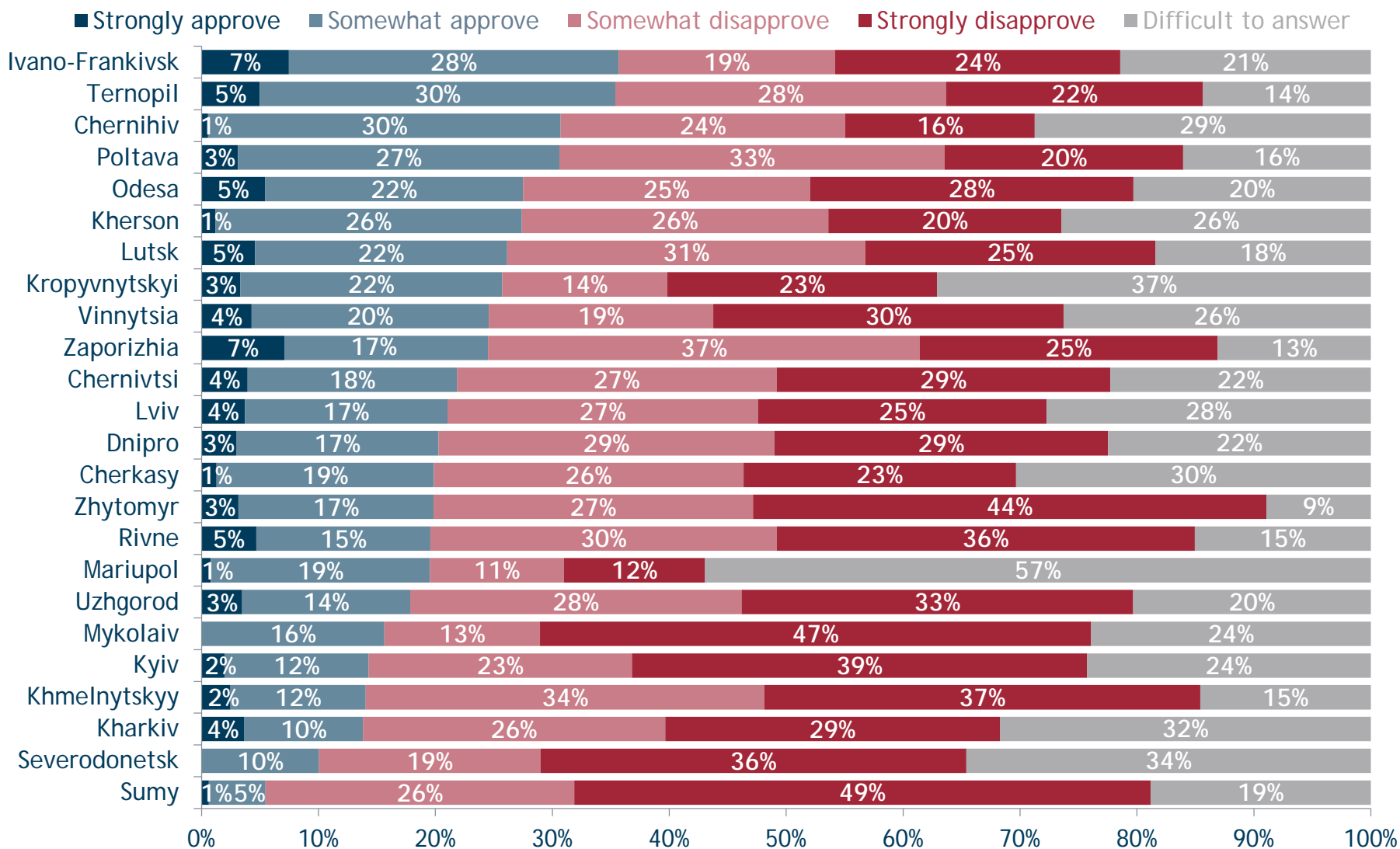
## Neighborhood Associations



\*Scores are based on a three-point scale, with "3" indicating strong approval and "0" indicating strong disapproval. The cities of Mariupol and Severodonetsk did not participate in the 2015 survey.

Do you approve of the work of the following government and non-government entities?

## National Anti-Corruption Bureau



\*This question was not included in IRI's 2015 or 2016 surveys.



# Travel Experience to Other Cities and Countries

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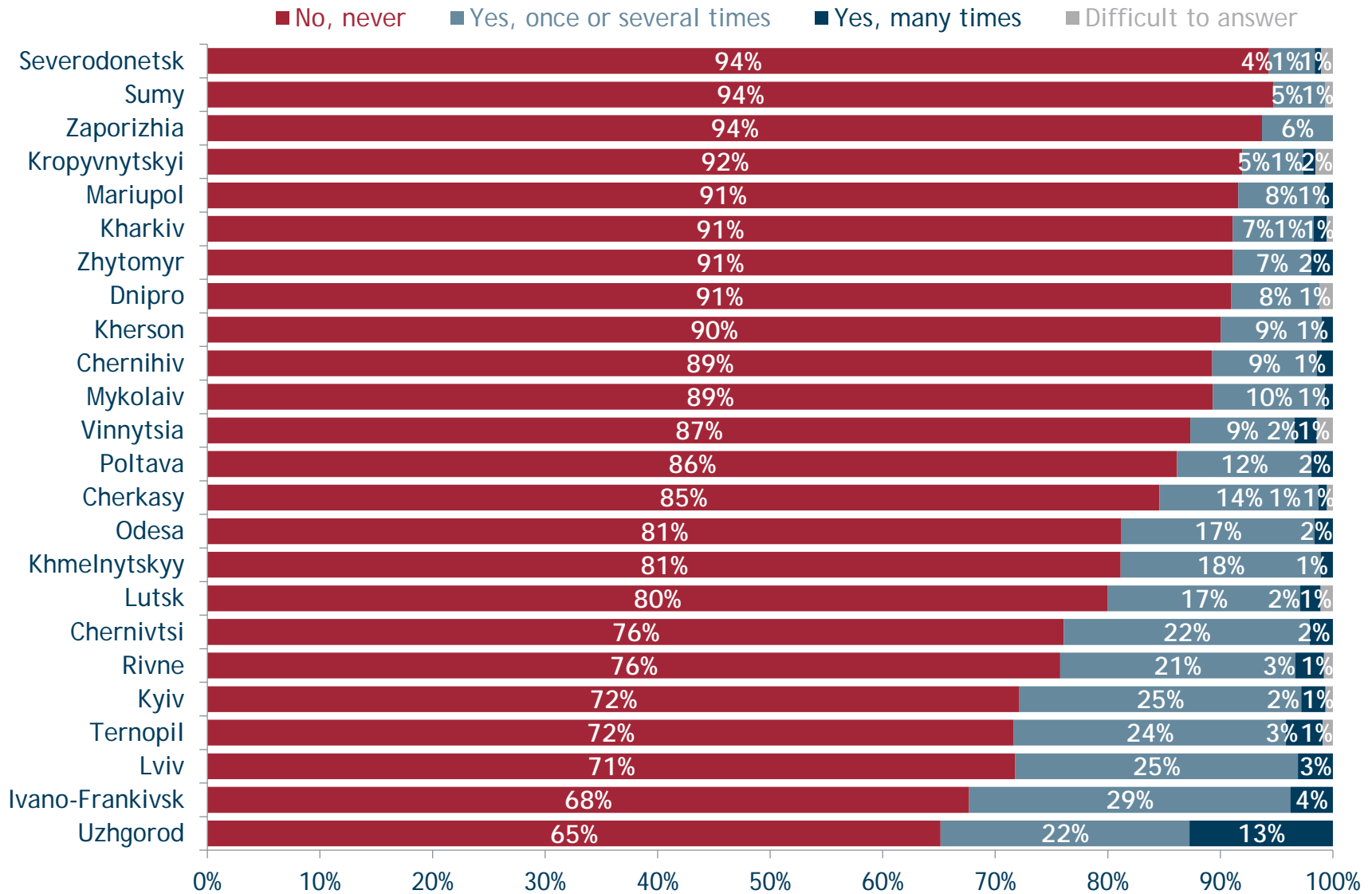


A PROJECT FROM THE INTERNATIONAL REPUBLICAN INSTITUTE

The Government of Canada

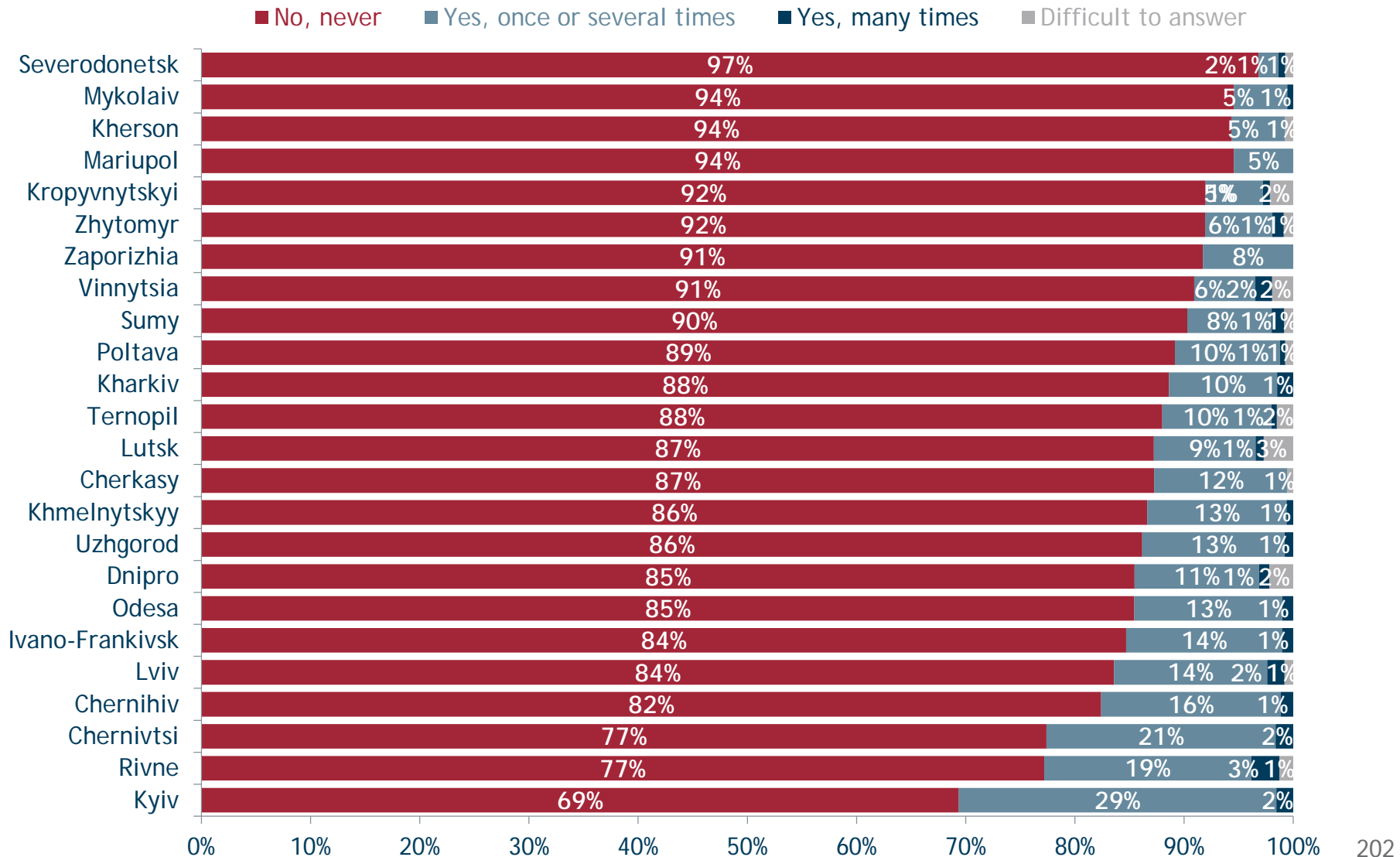
Over the last five years, have you traveled outside of your city? If so, how often?

## Europe



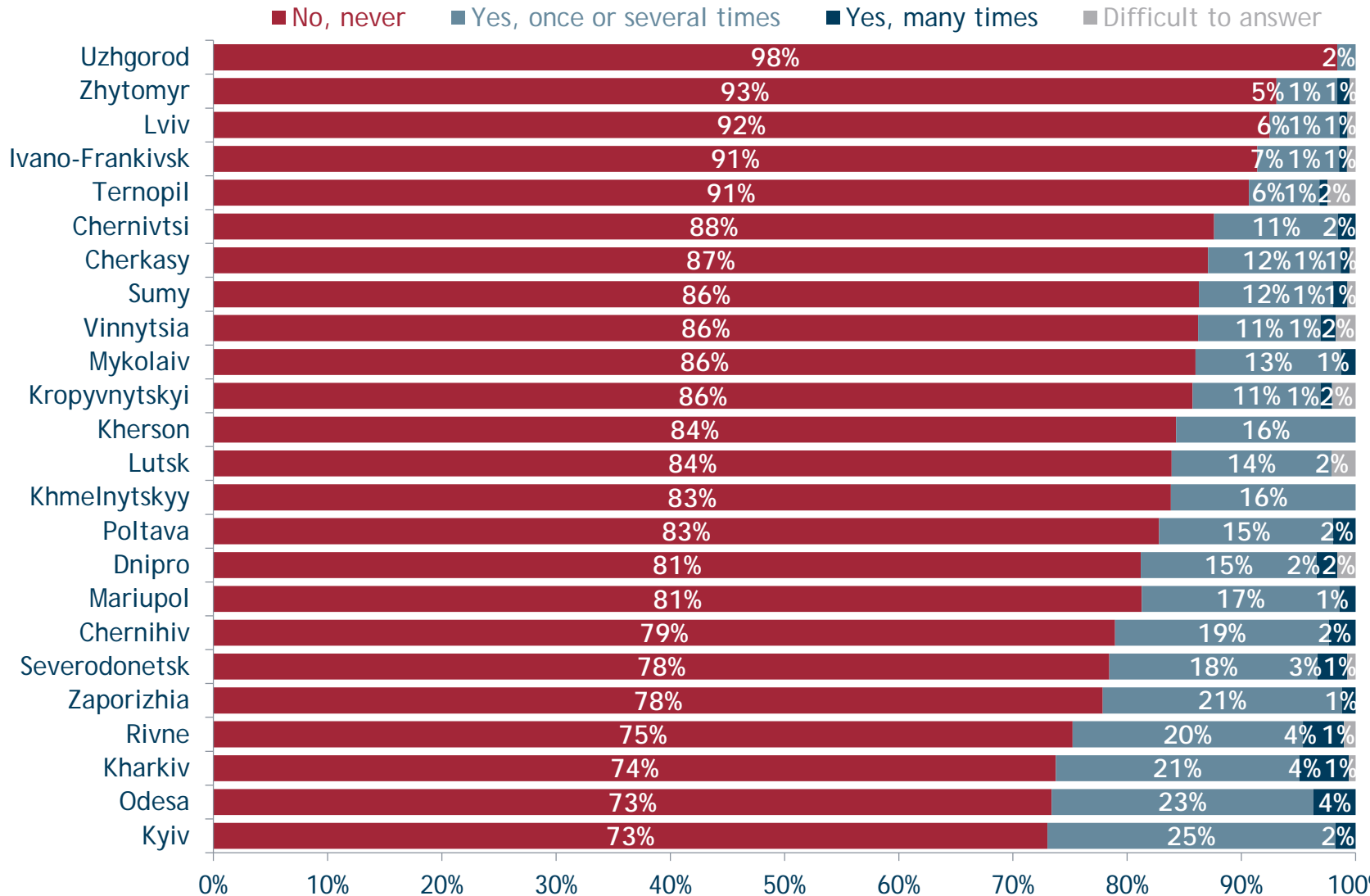
Over the last five years, have you traveled outside of your city? If so, how often?

## Resorts in Egypt, Turkey, Bulgaria, Etc.



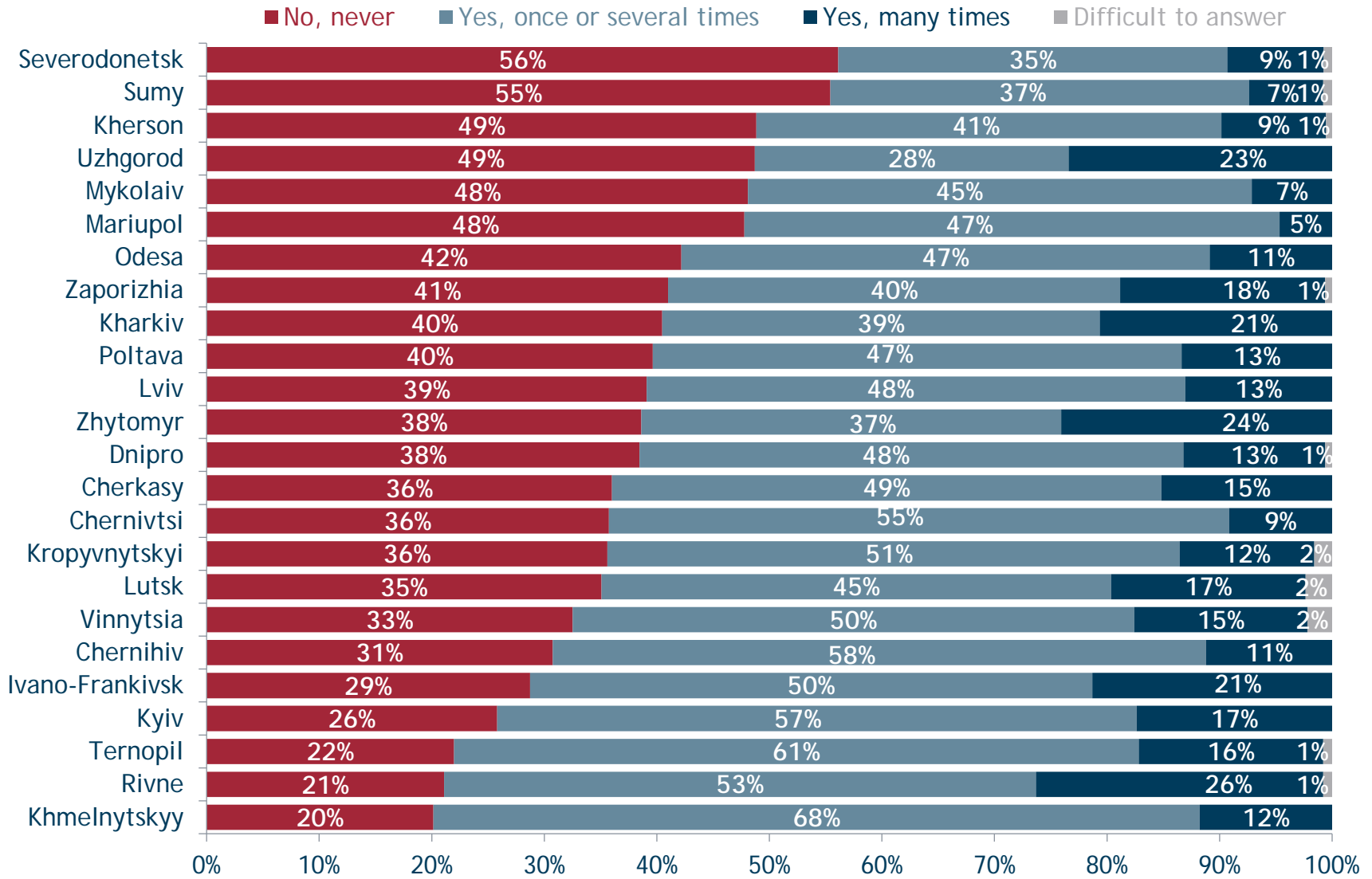
Over the last five years, have you traveled outside of your city? If so, how often?

## Countries from the Commonwealth of Independent States (CIS)



Over the last five years, have you traveled outside of your city? If so, how often?

## Other Regions of Ukraine

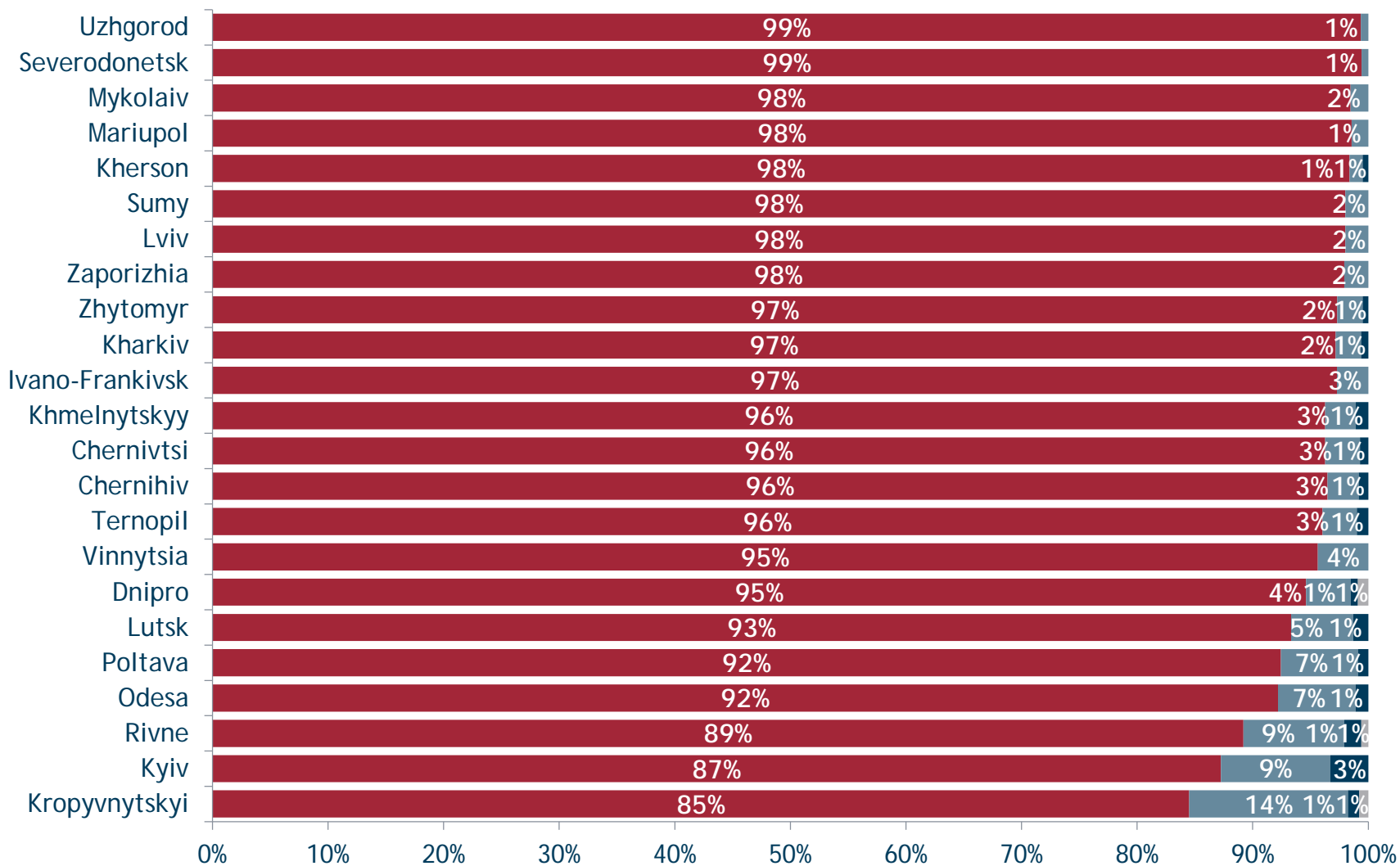




Over the last five years, have you been to the following cities? If so, how often?

## Cherkasy

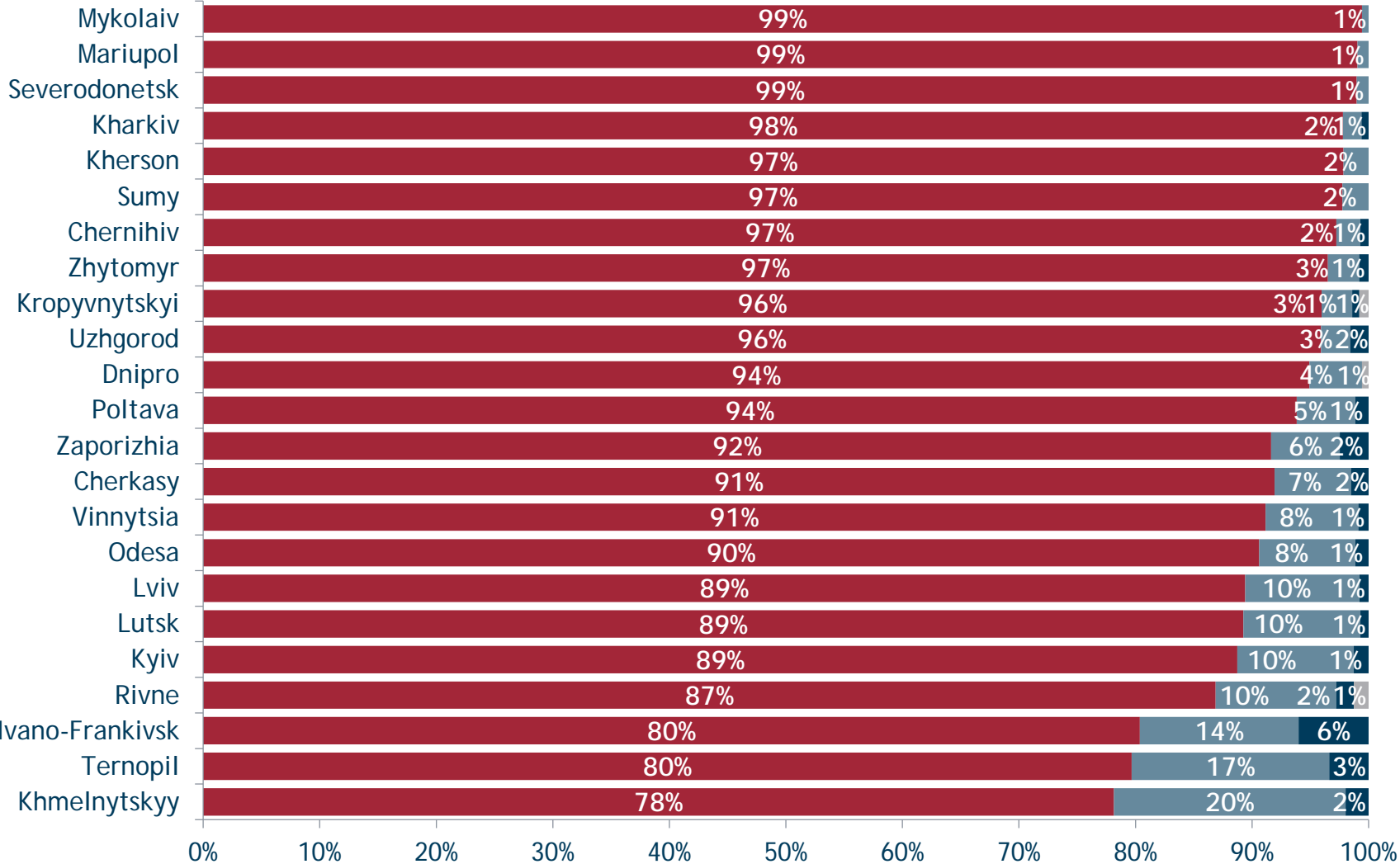
■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



Over the last five years, have you been to the following cities? If so, how often?

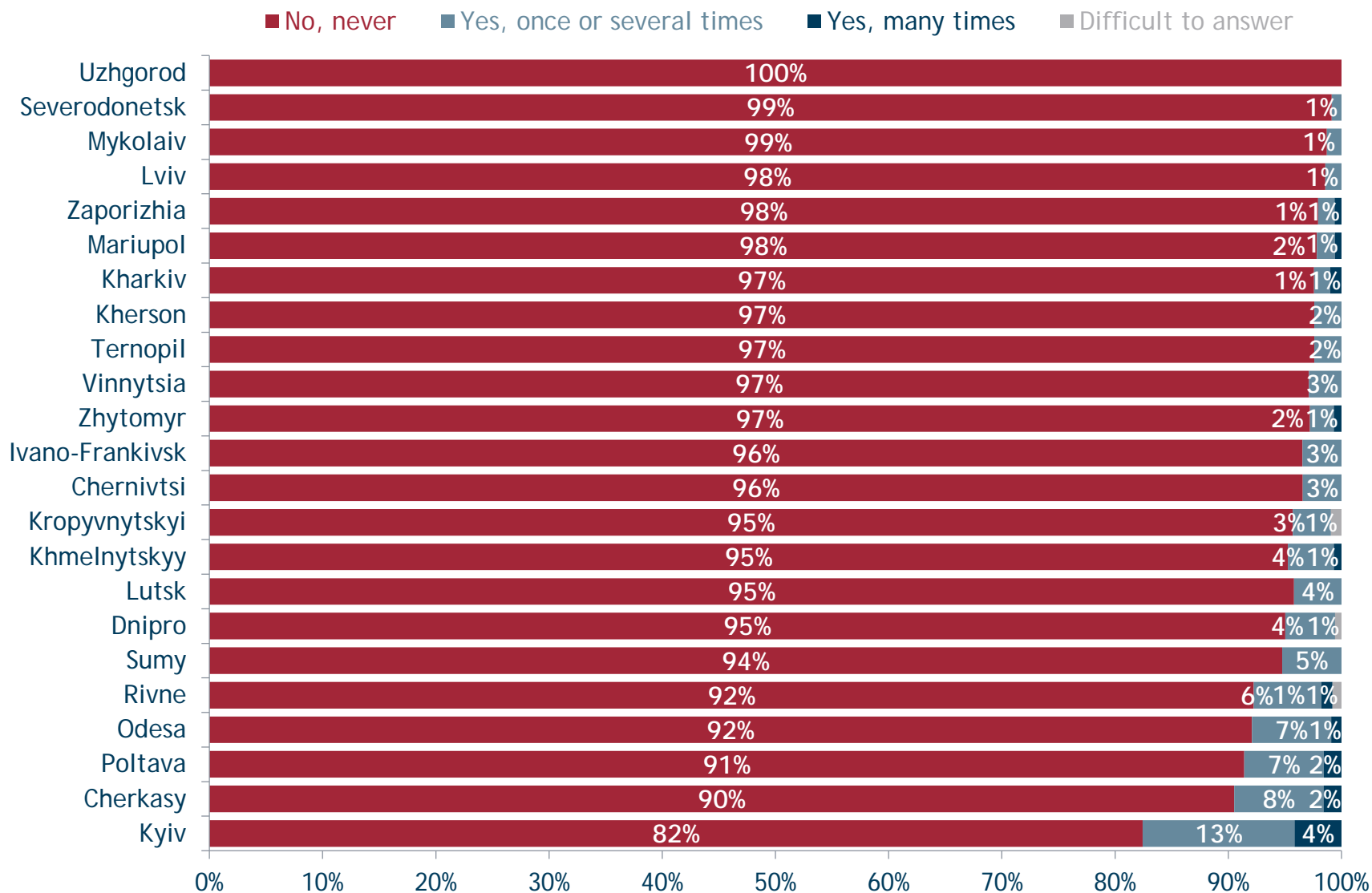
# Chernivtsi

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



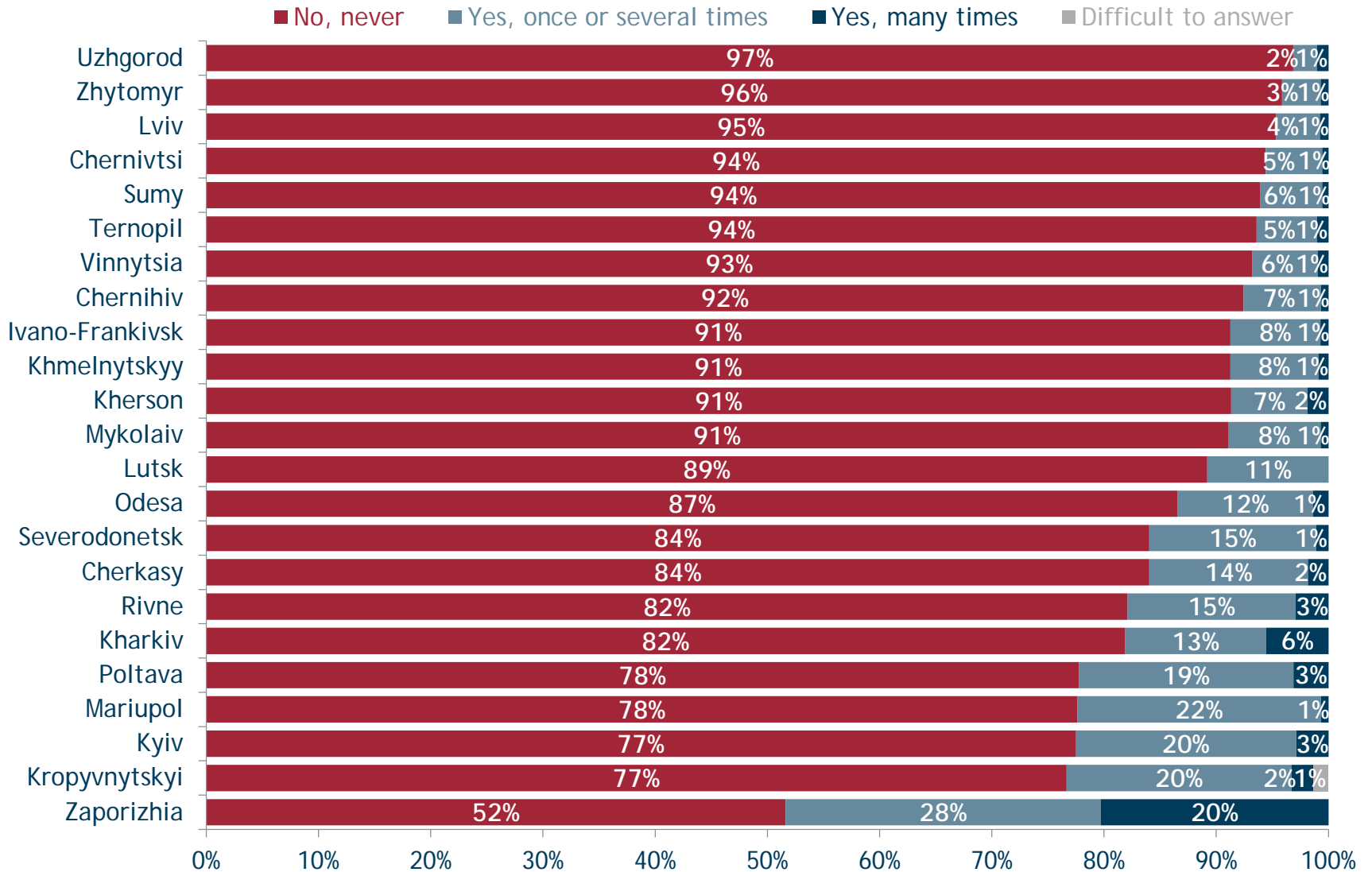
Over the last five years, have you been to the following cities? If so, how often?

## Chernihiv



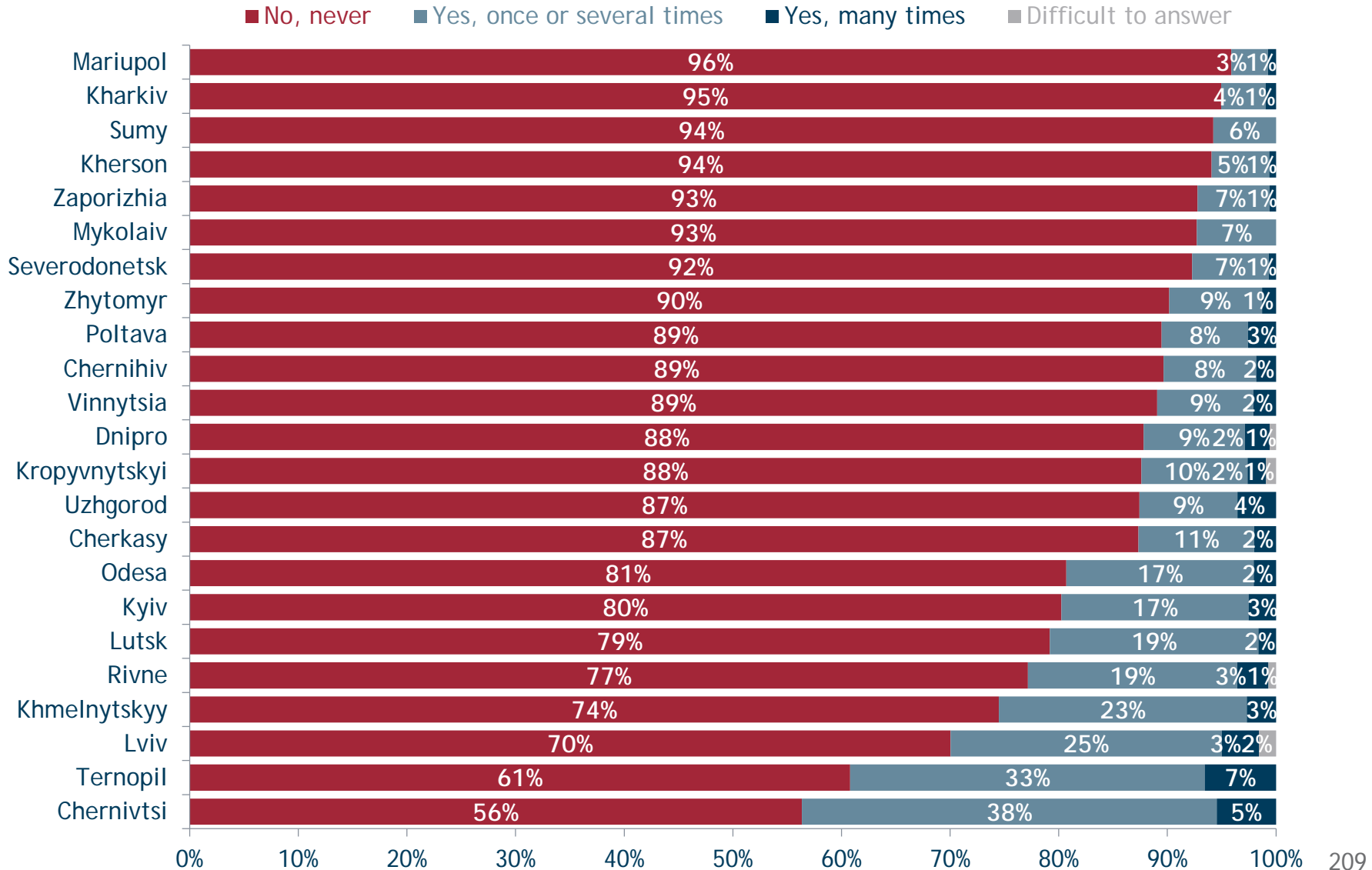
Over the last five years, have you been to the following cities? If so, how often?

## Dnipro



Over the last five years, have you been to the following cities? If so, how often?

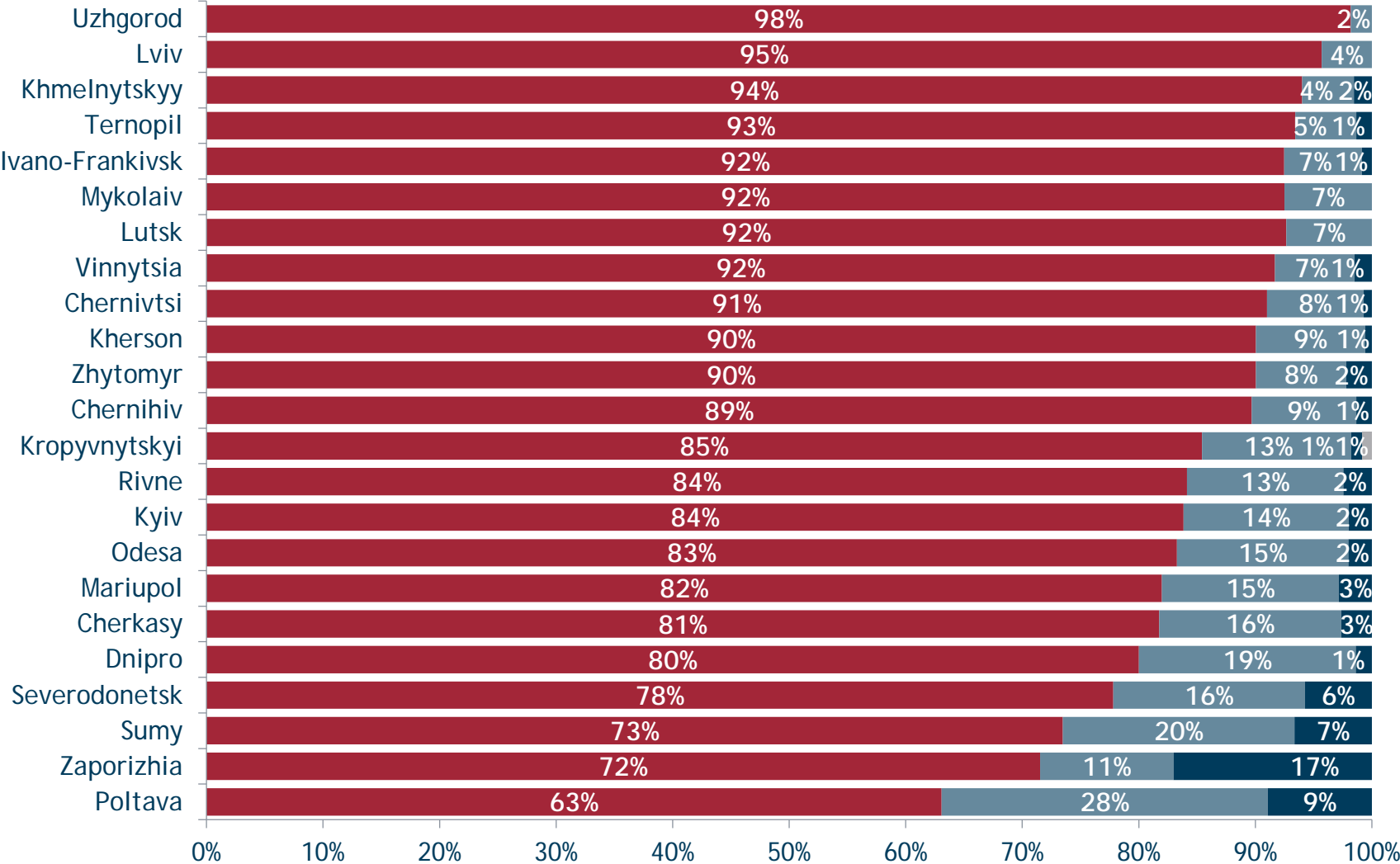
## Ivano-Frankivsk



Over the last five years, have you been to the following cities? If so, how often?

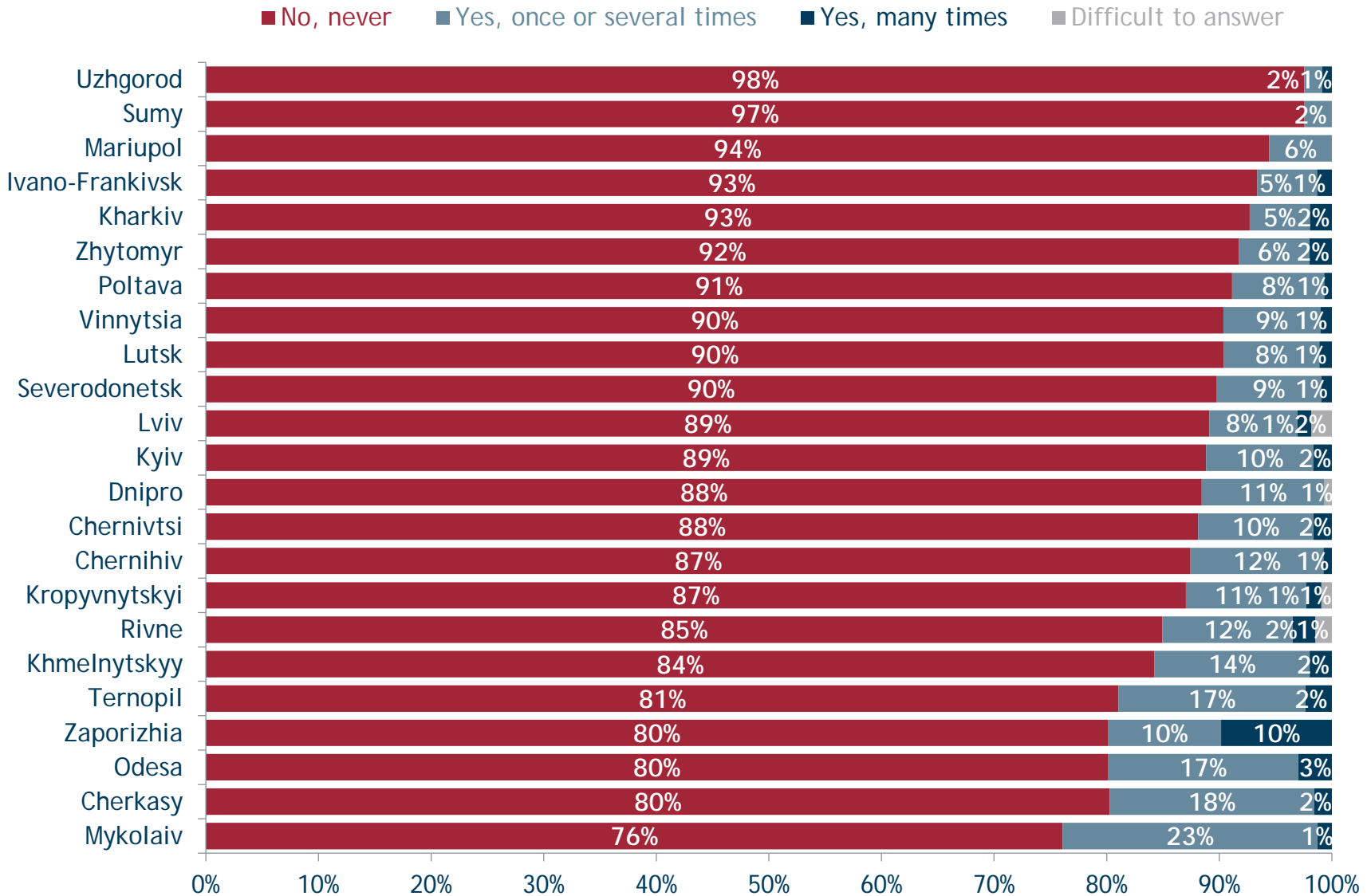
# Kharkiv

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



# Over the last five years, have you been to the following cities? If so, how often?

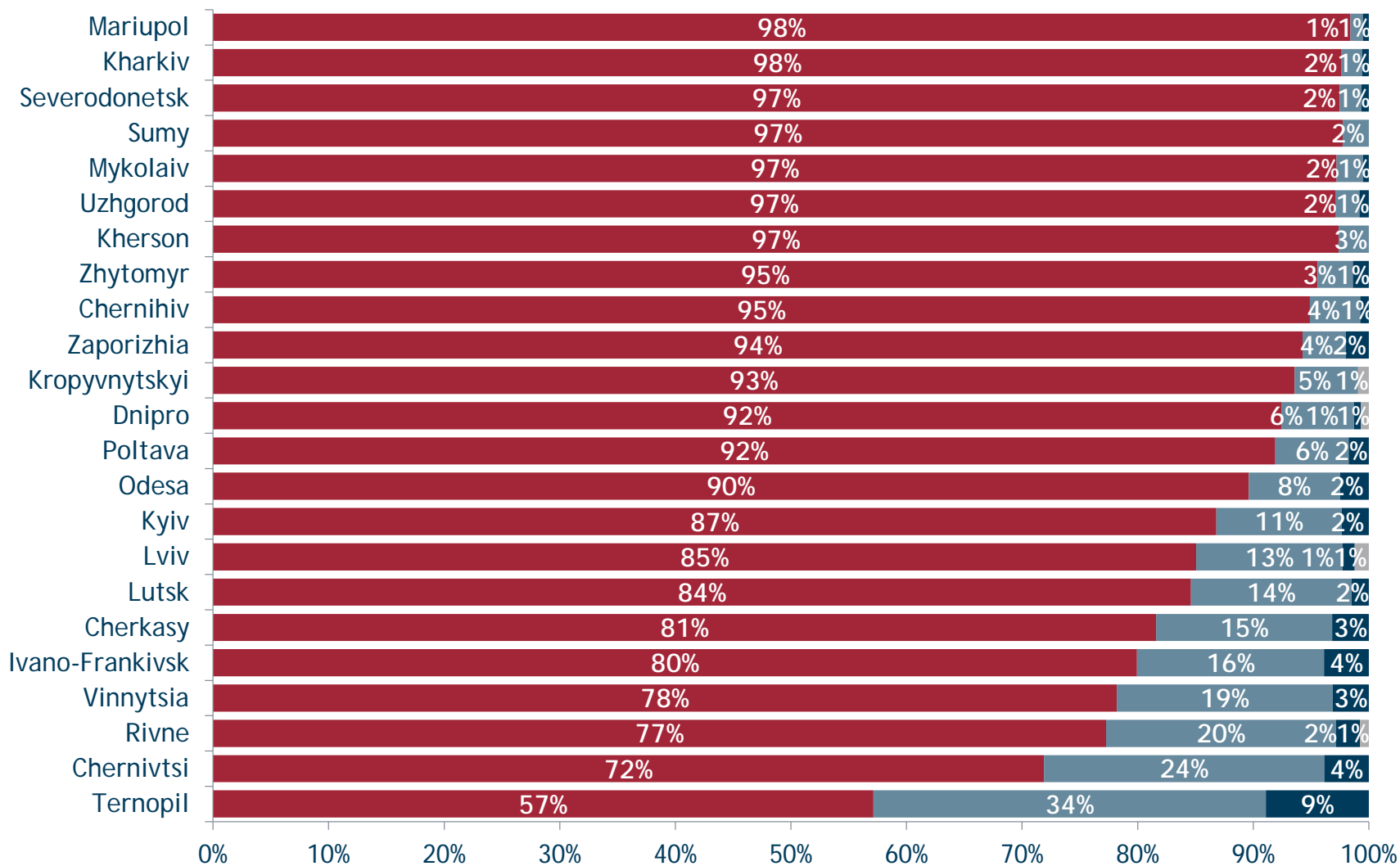
## Kherson



Over the last five years, have you been to the following cities? If so, how often?

## Khmelnyskyy

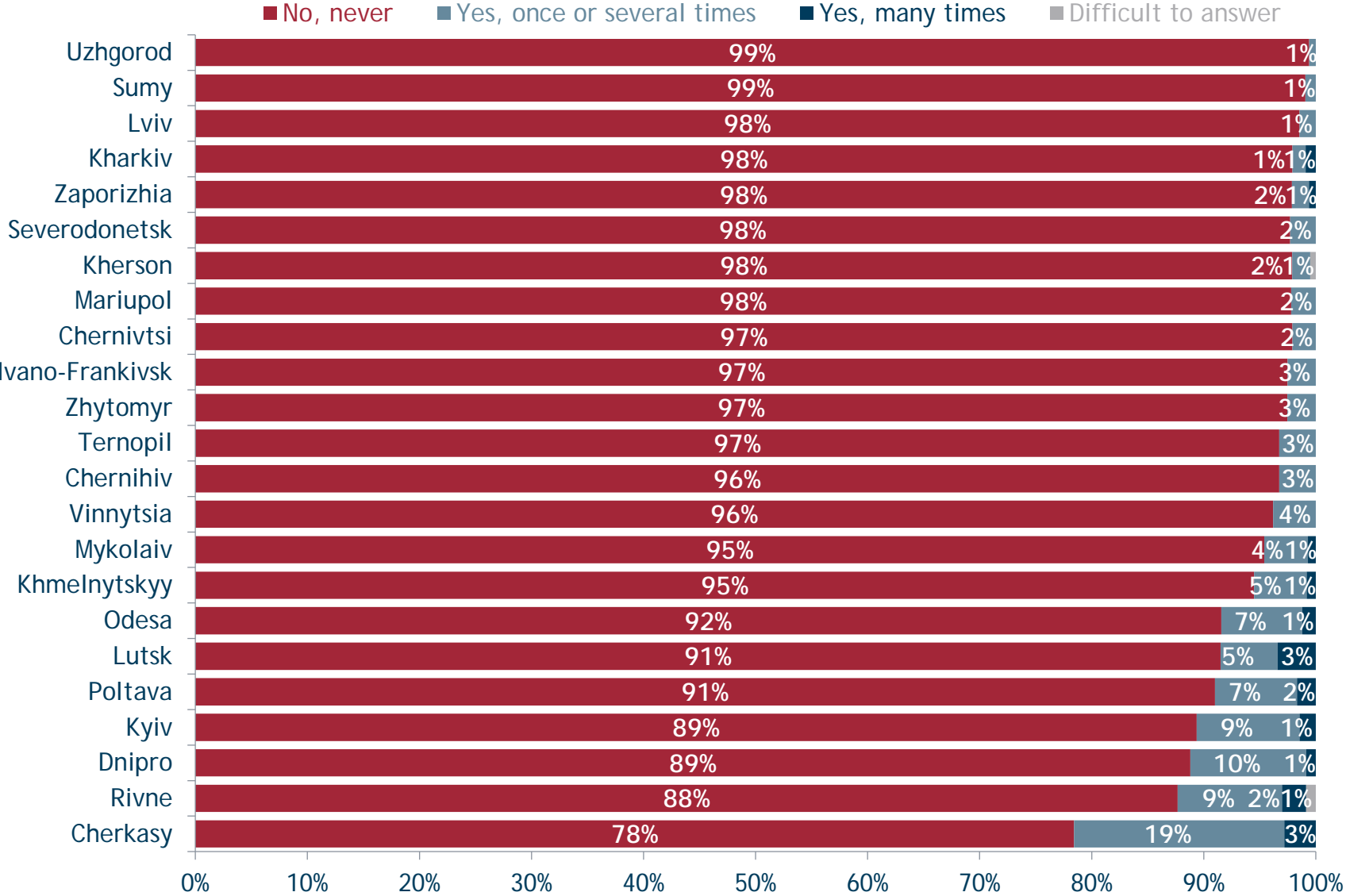
■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer





Over the last five years, have you been to the following cities? If so, how often?

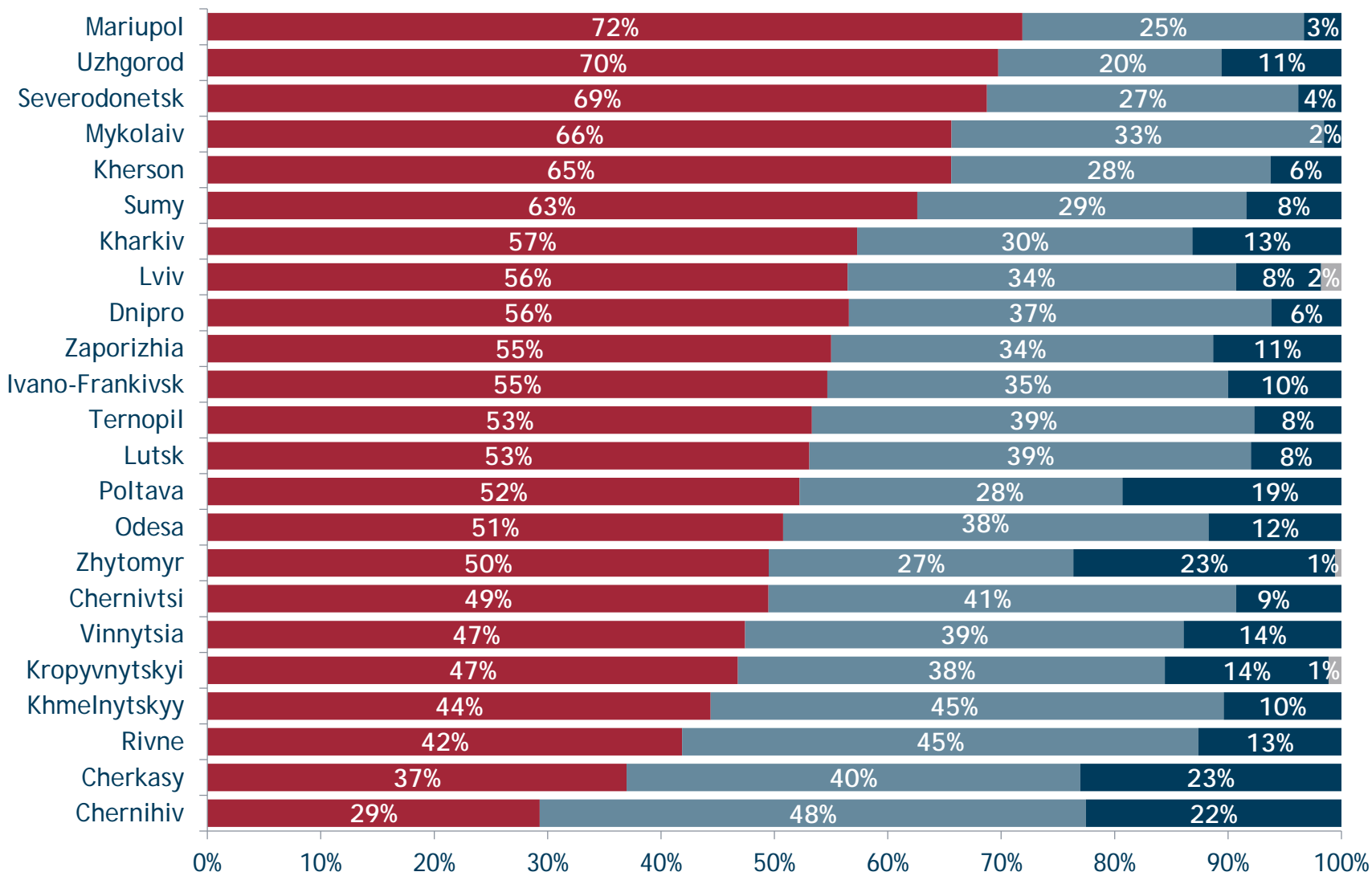
# Kropyvnytskyi



Over the last five years, have you been to the following cities? If so, how often?

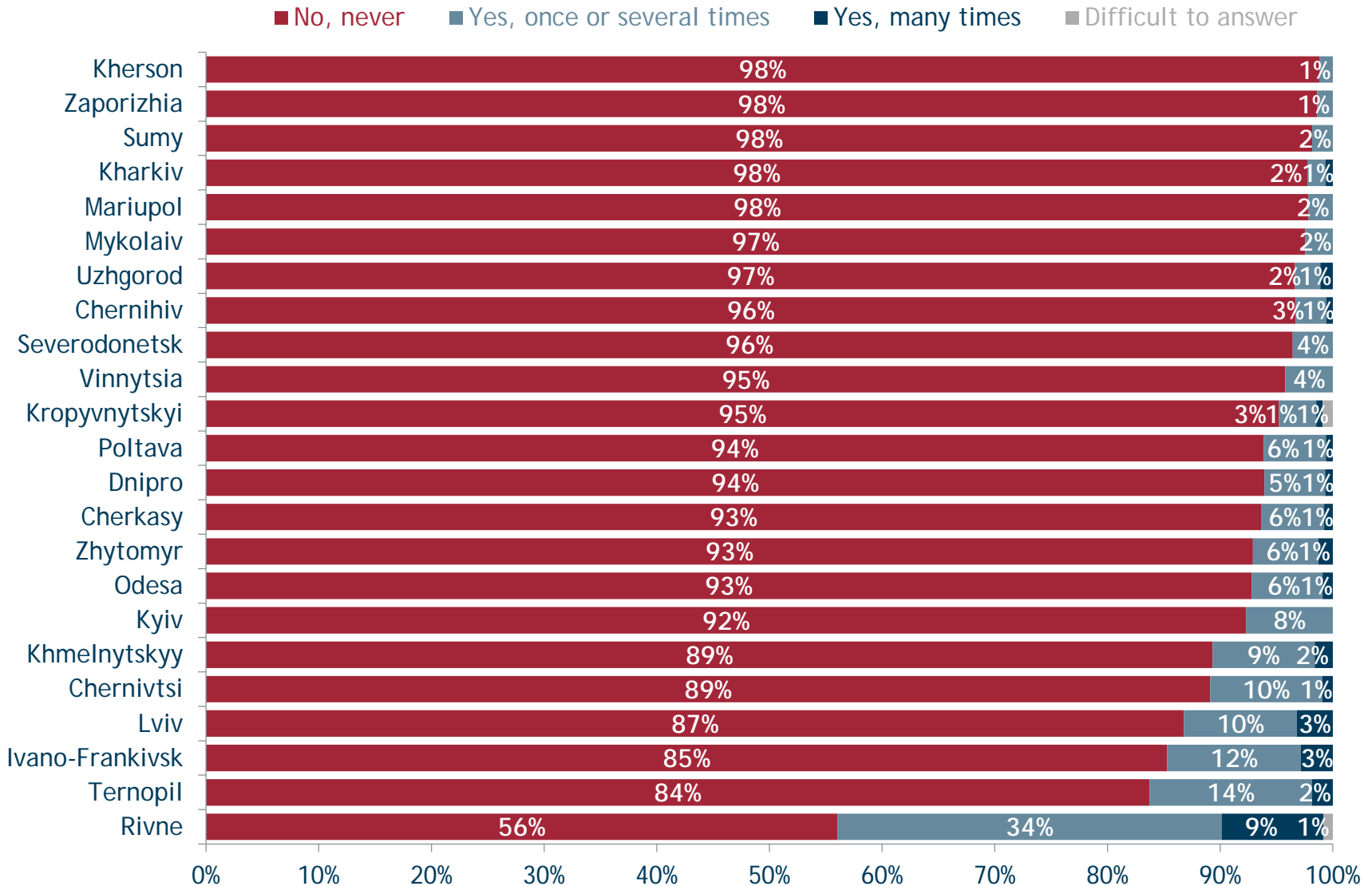
## Kyiv

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



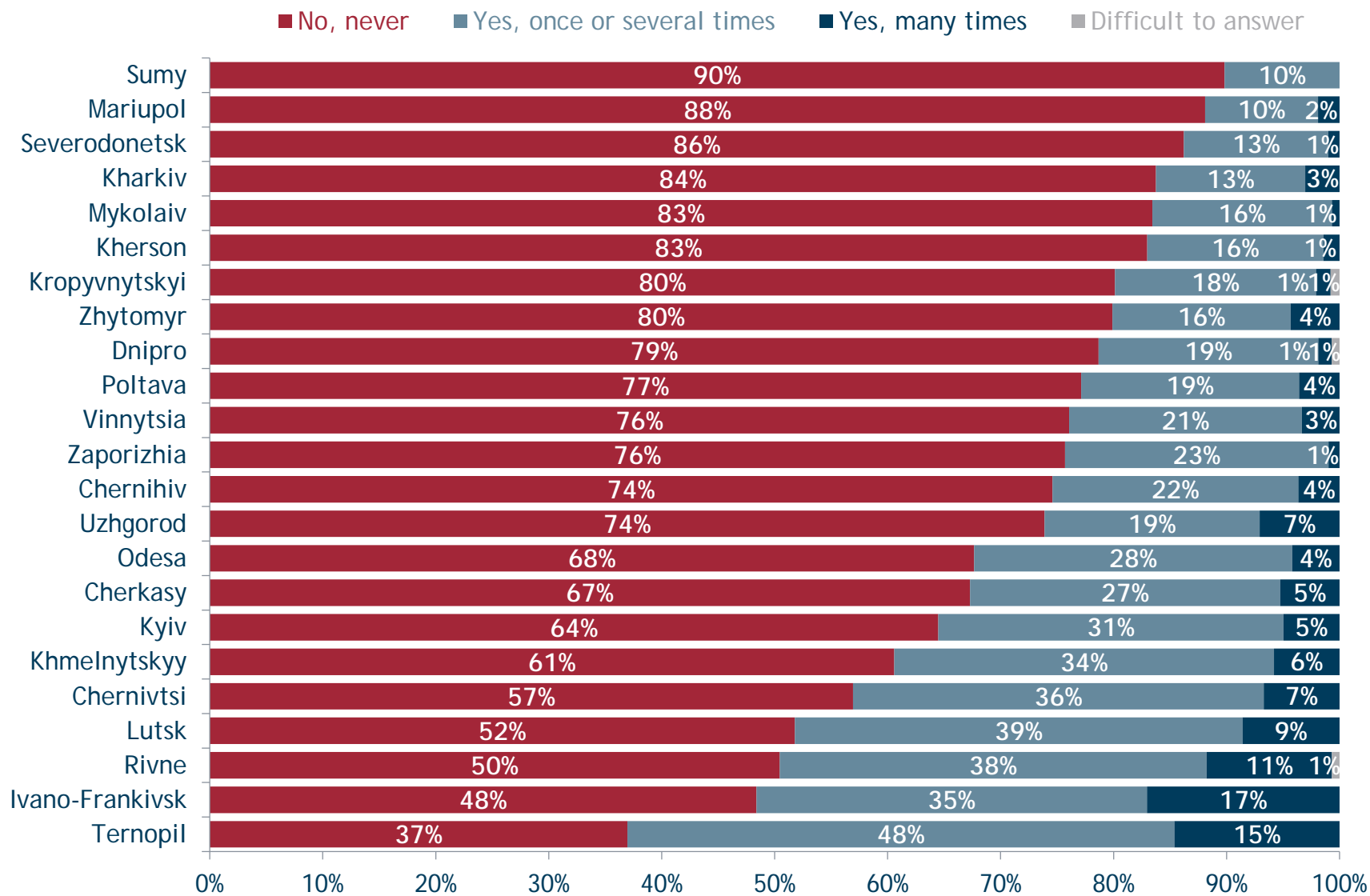
Over the last five years, have you been to the following cities? If so, how often?

## Lutsk



Over the last five years, have you been to the following cities? If so, how often?

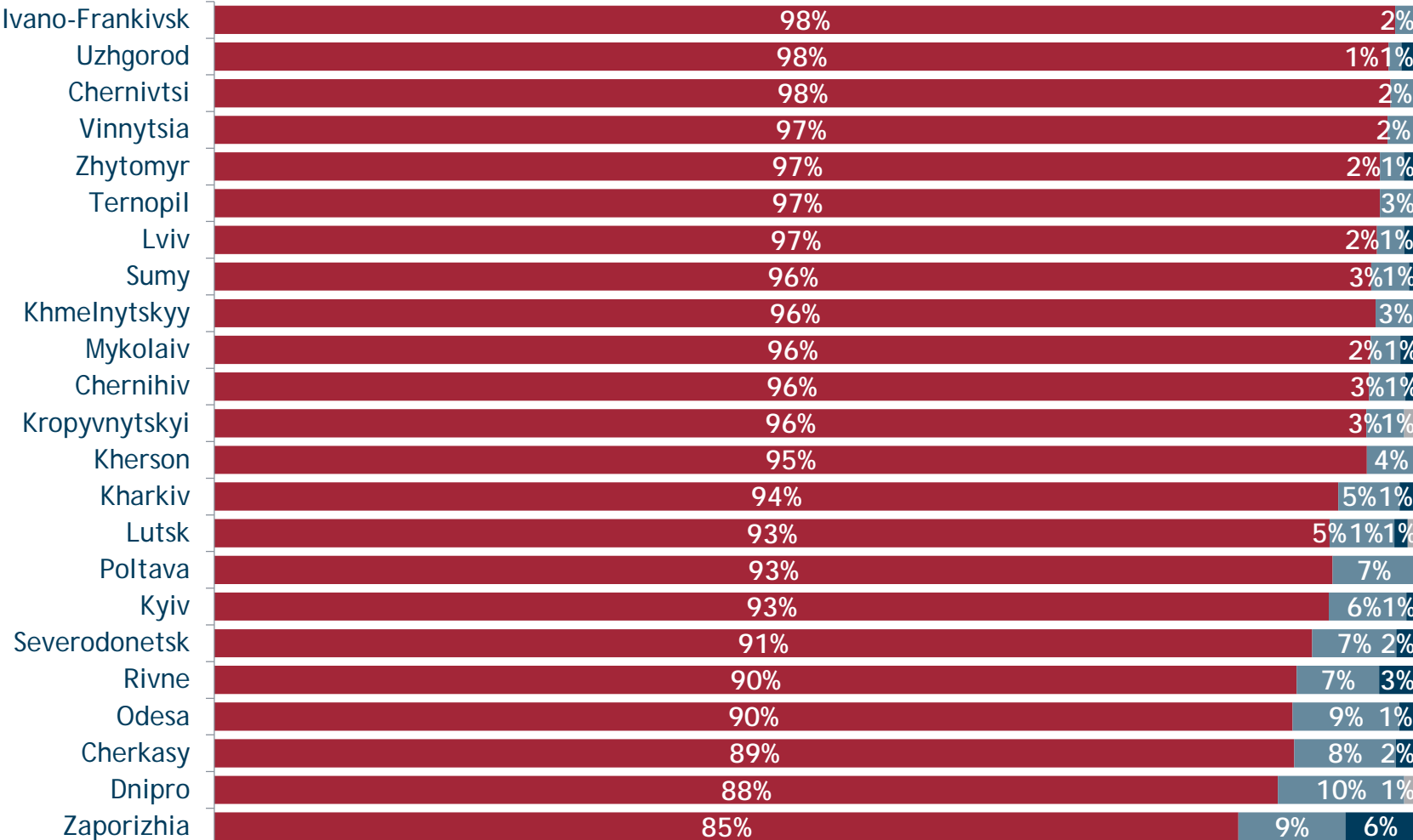
## Lviv



Over the last five years, have you been to the following cities? If so, how often?

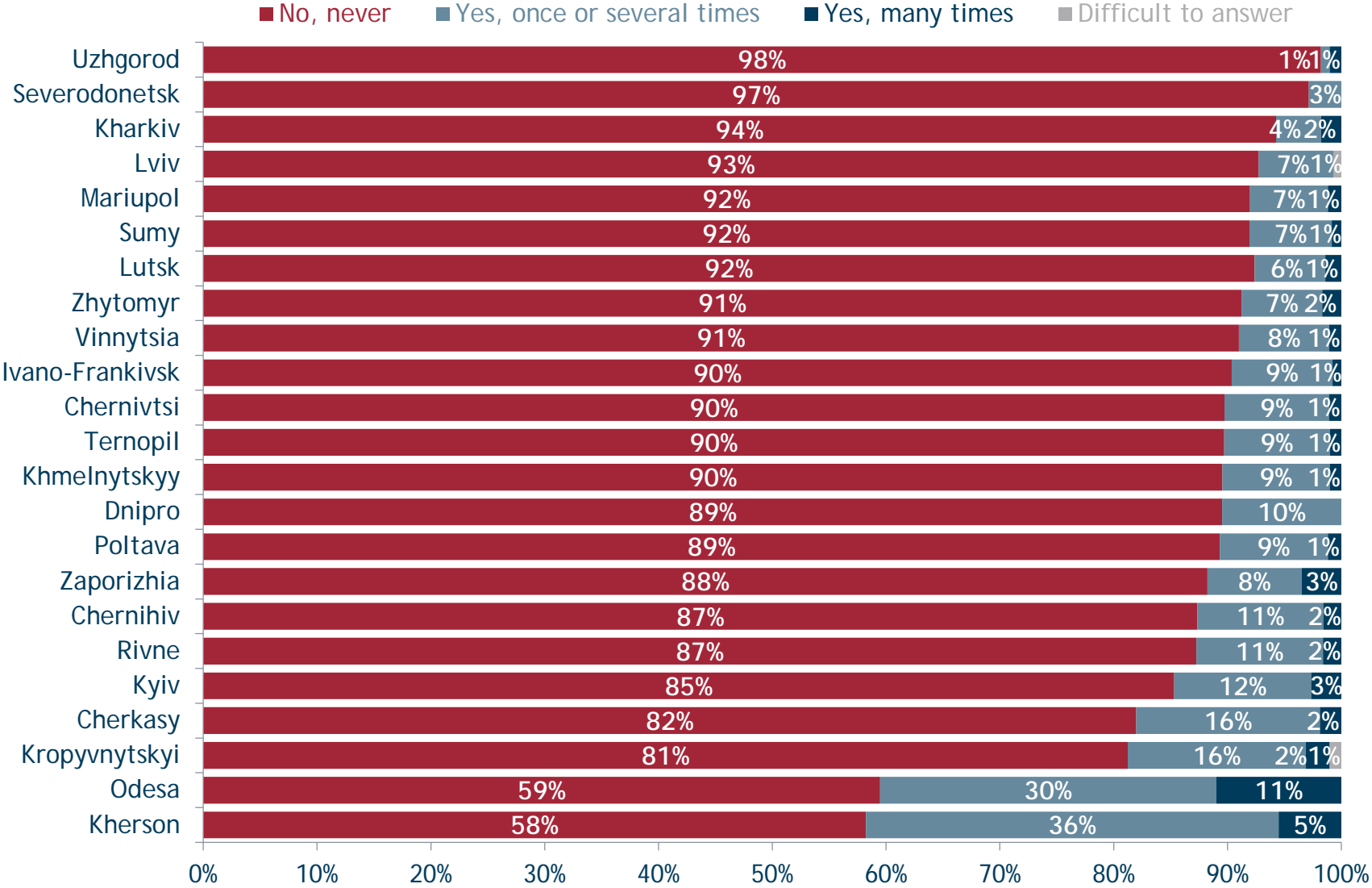
# Mariupol

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



Over the last five years, have you been to the following cities? If so, how often?

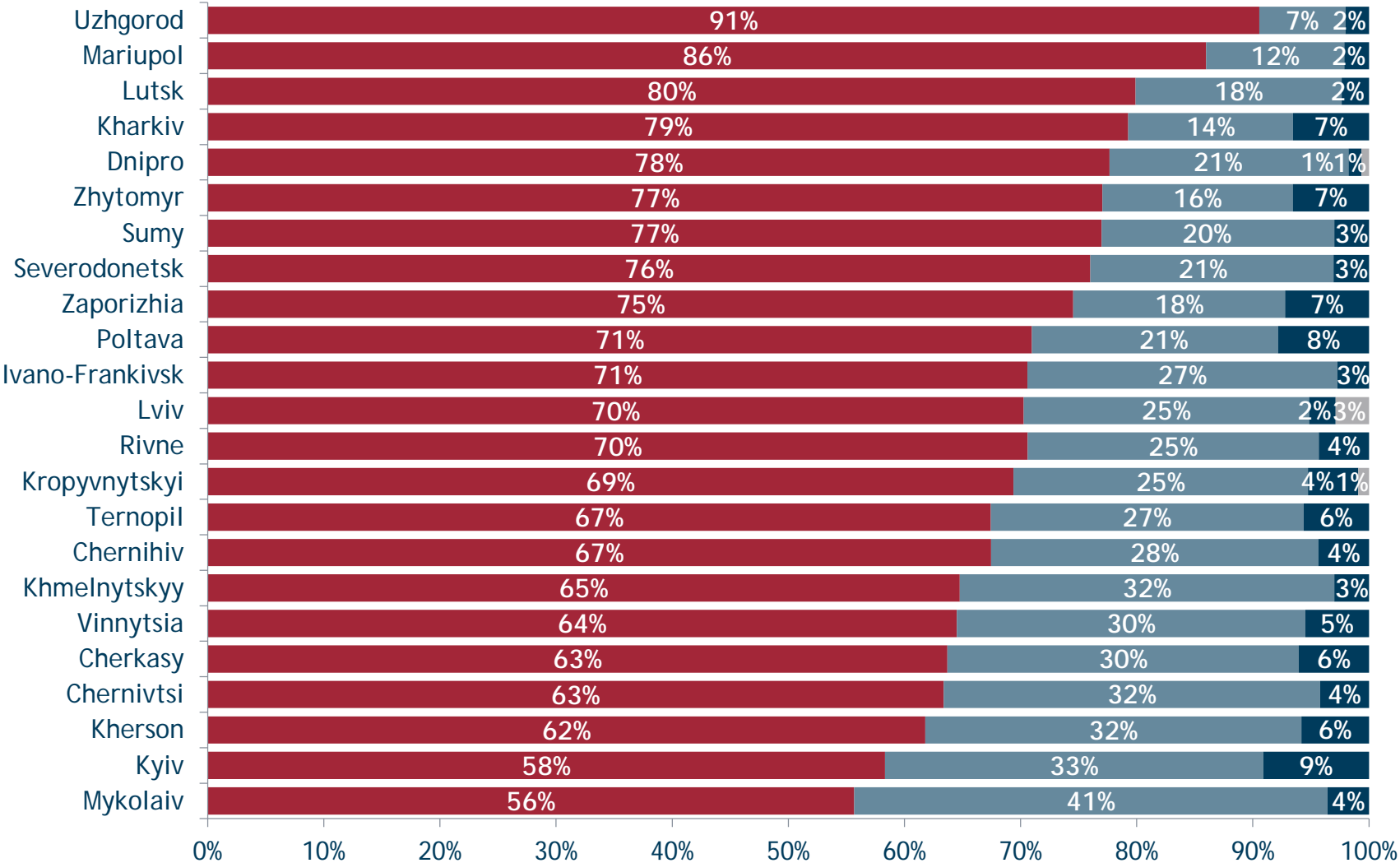
# Mykolaiv



Over the last five years, have you been to the following cities? If so, how often?

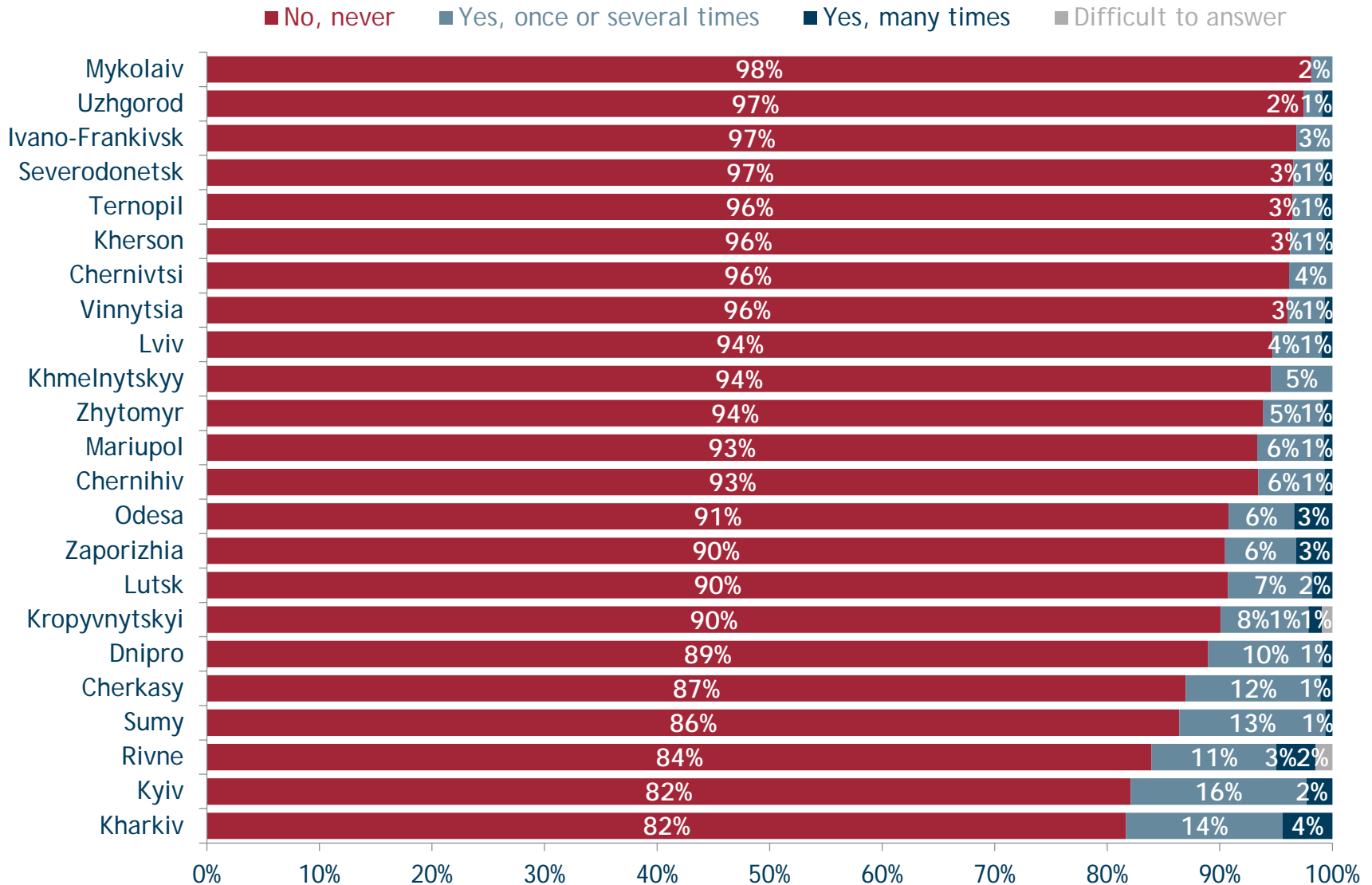
# Odesa

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



Over the last five years, have you been to the following cities? If so, how often?

## Poltava

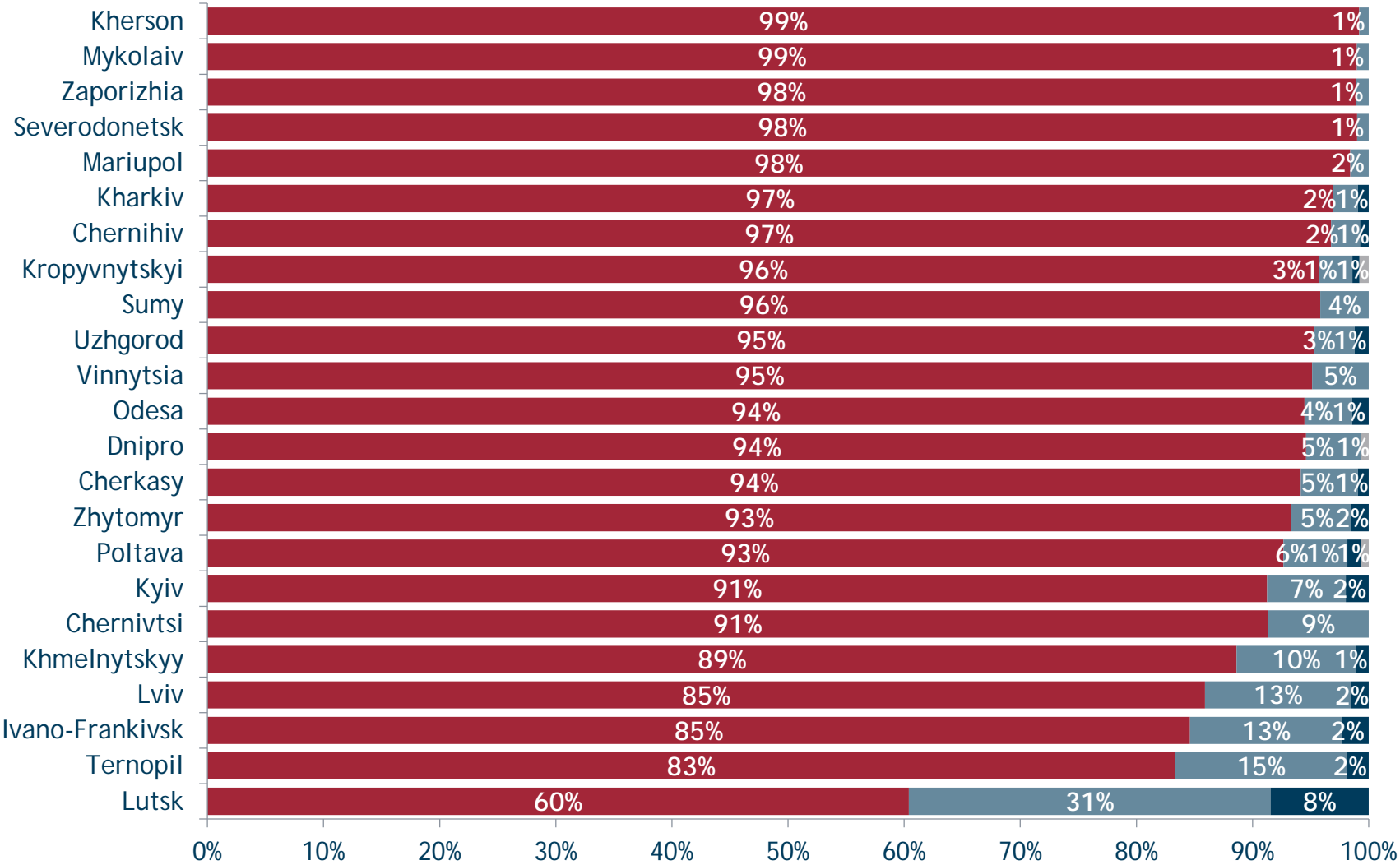




Over the last five years, have you been to the following cities? If so, how often?

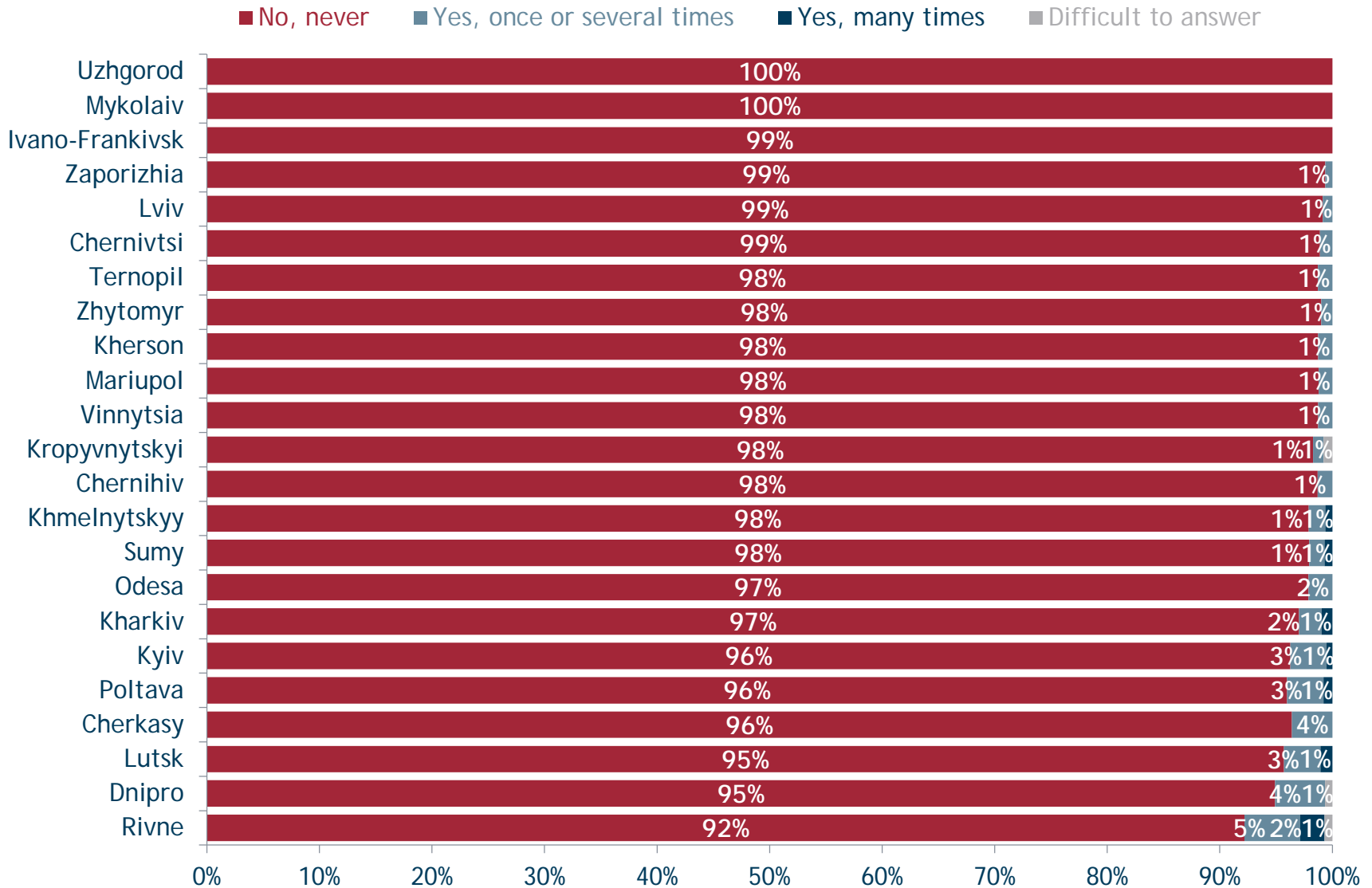
# Rivne

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



Over the last five years, have you been to the following cities? If so, how often?

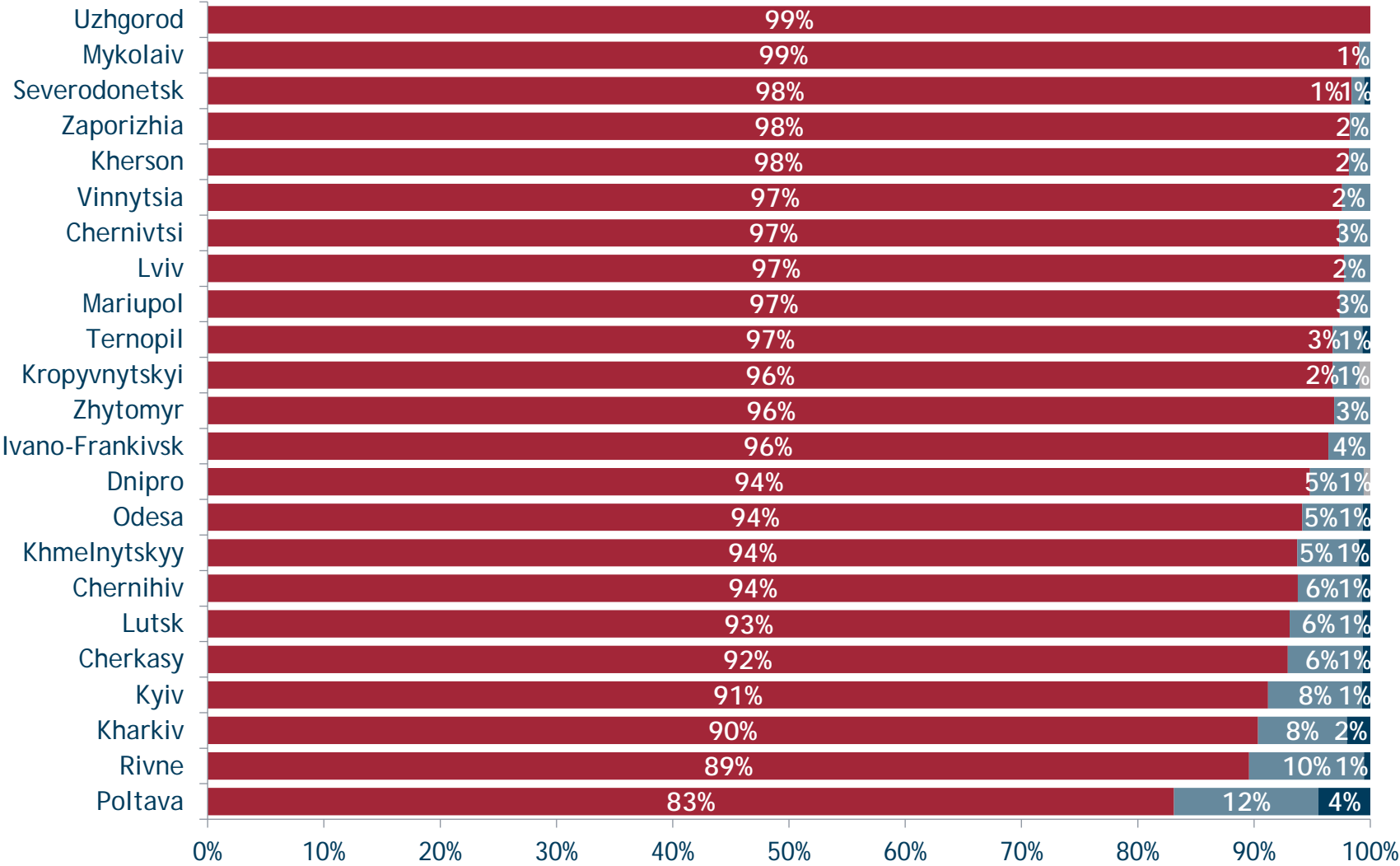
## Severodonetsk



Over the last five years, have you been to the following cities? If so, how often?

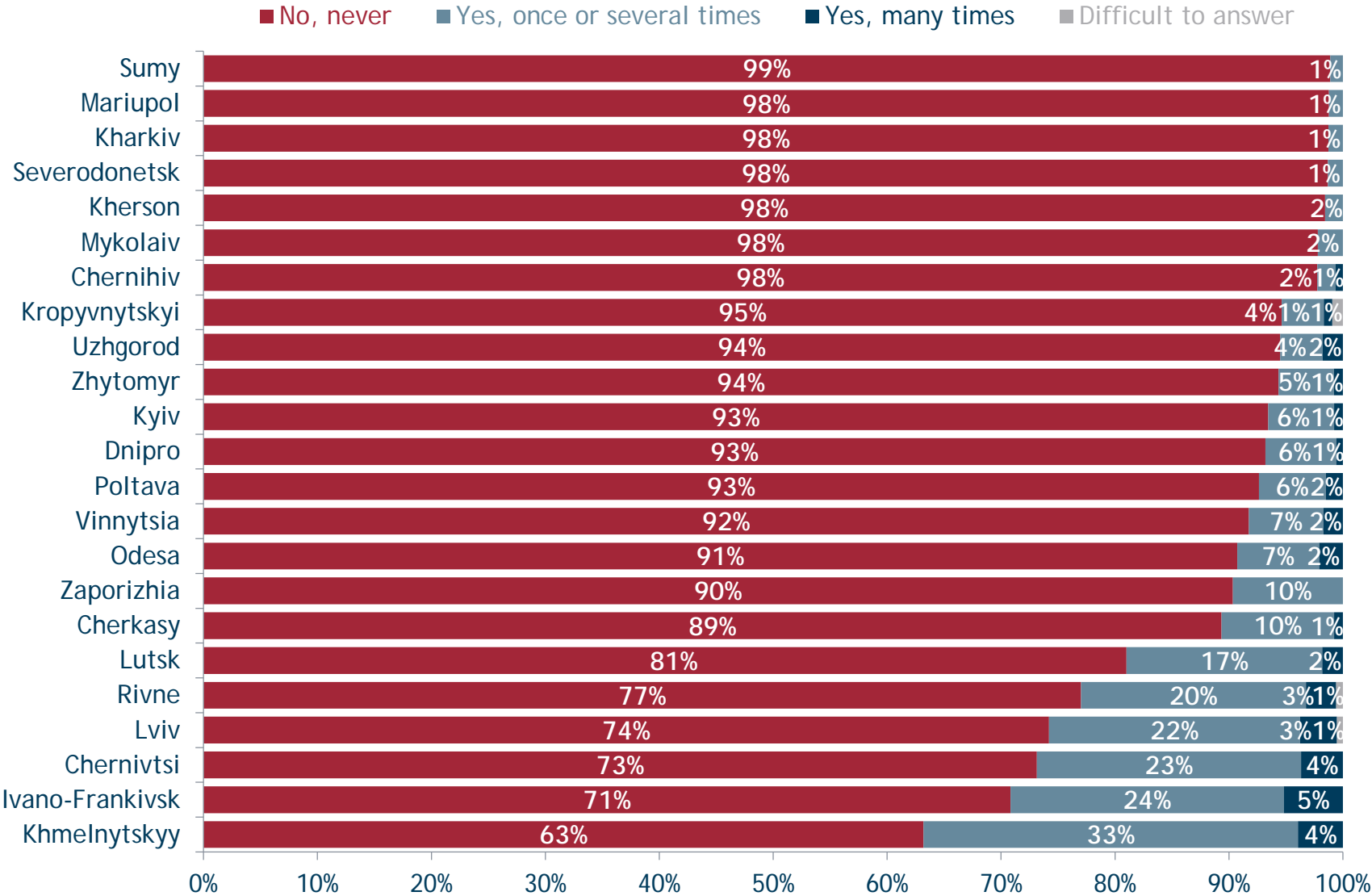
# Sumy

■ No, never   ■ Yes, once or several times   ■ Yes, many times   ■ Difficult to answer



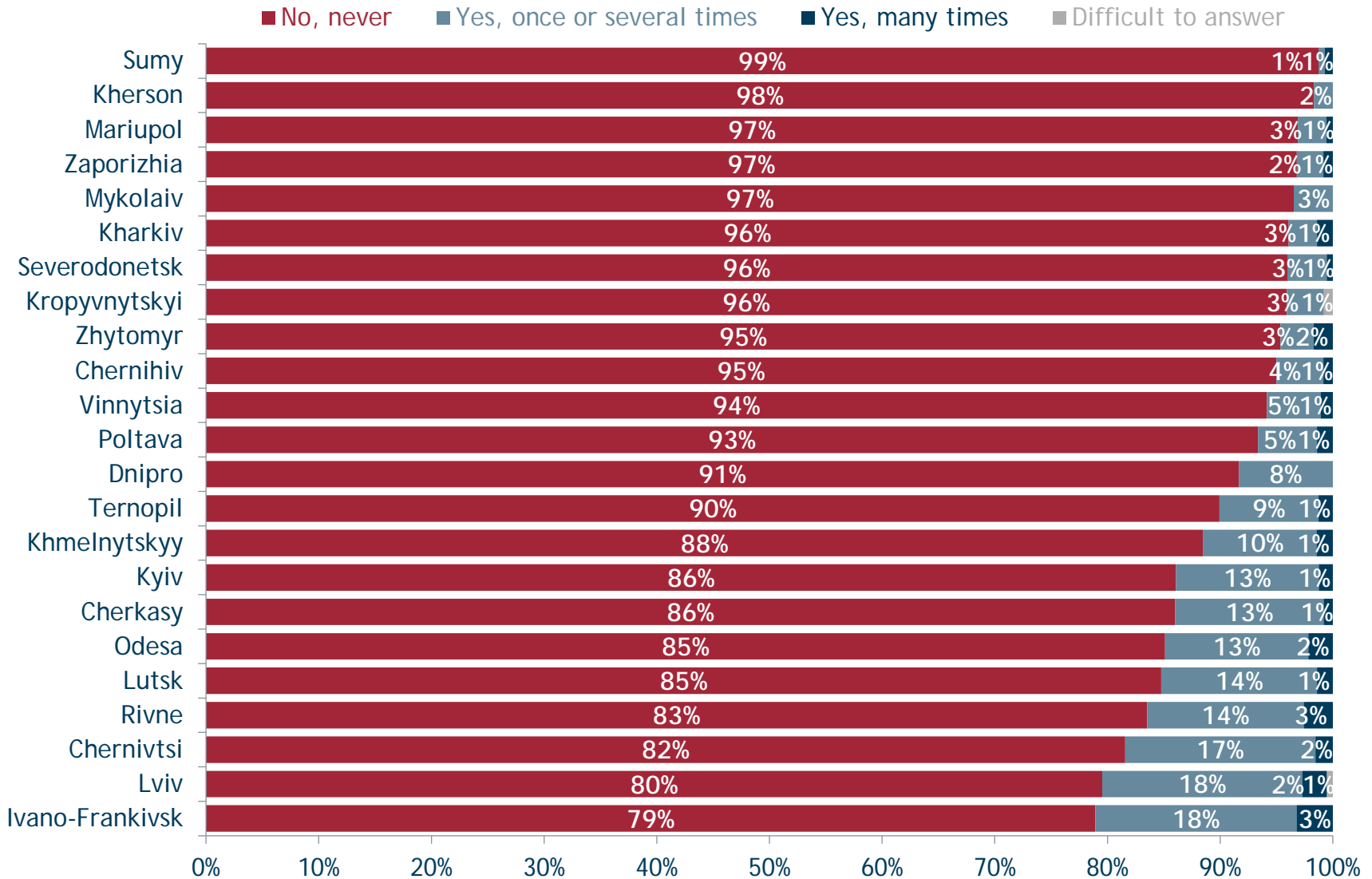
Over the last five years, have you been to the following cities? If so, how often?

# Ternopil



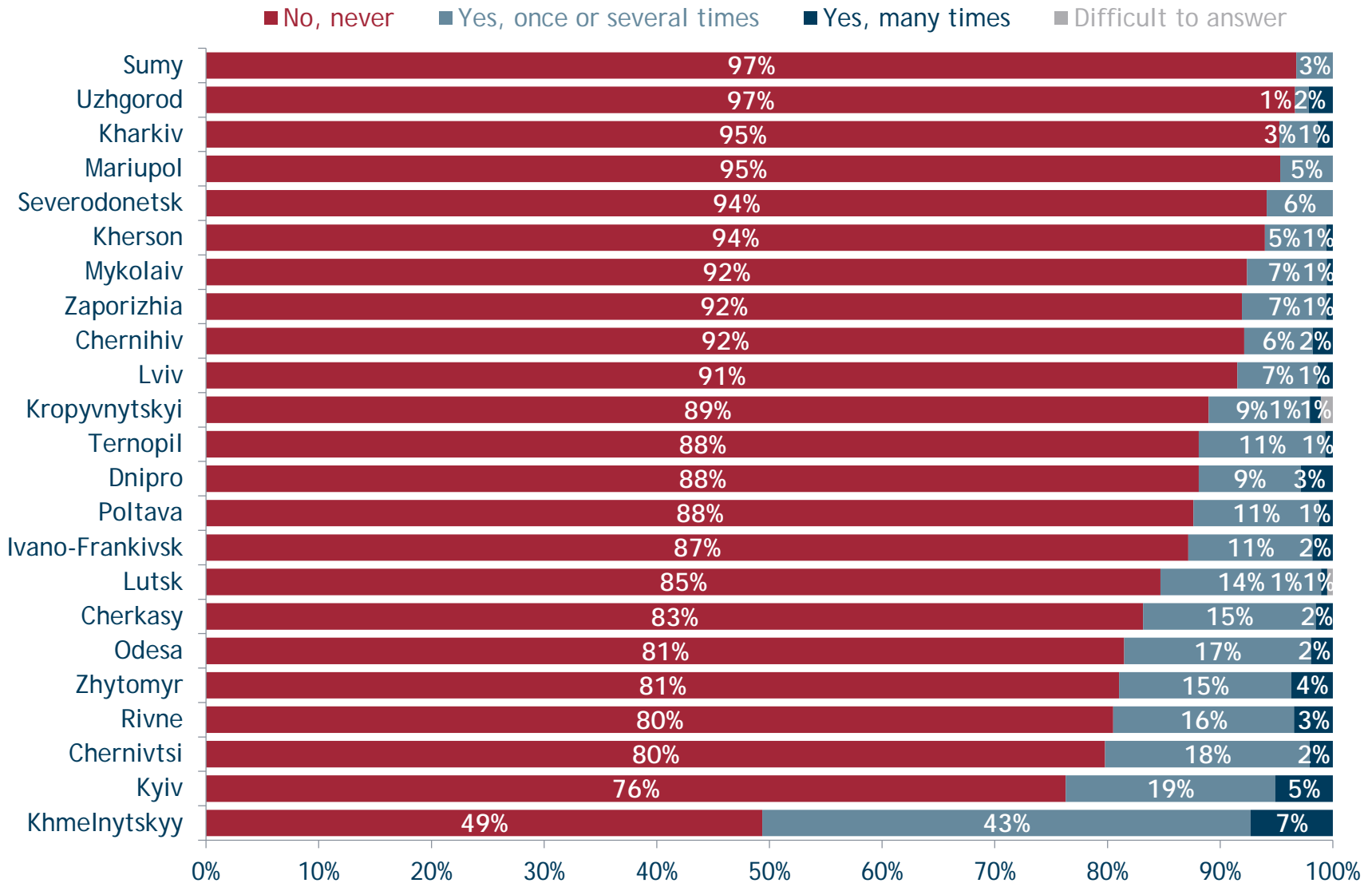
Over the last five years, have you been to the following cities? If so, how often?

## Uzhgorod



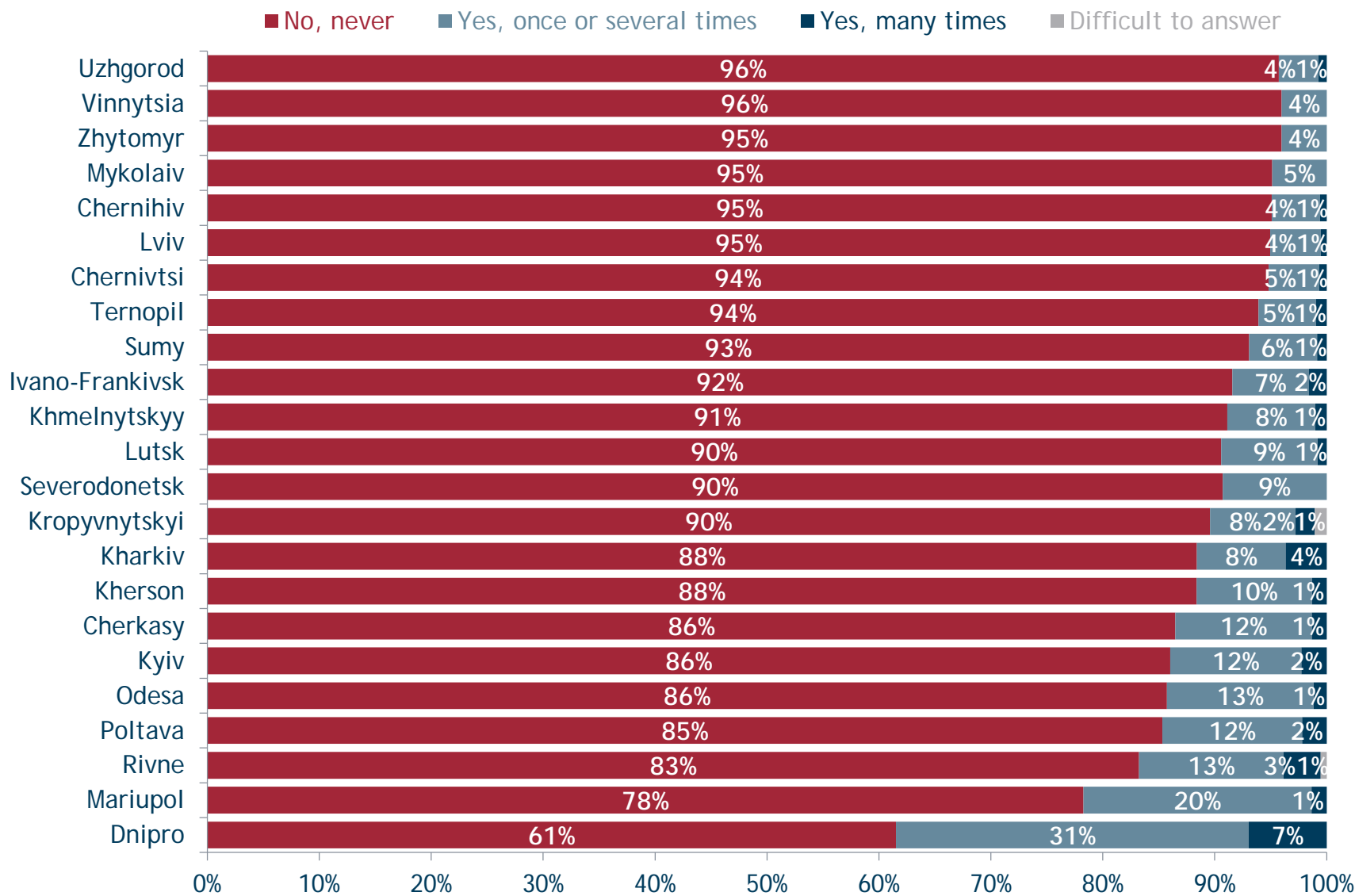
Over the last five years, have you been to the following cities? If so, how often?

# Vinnytsia



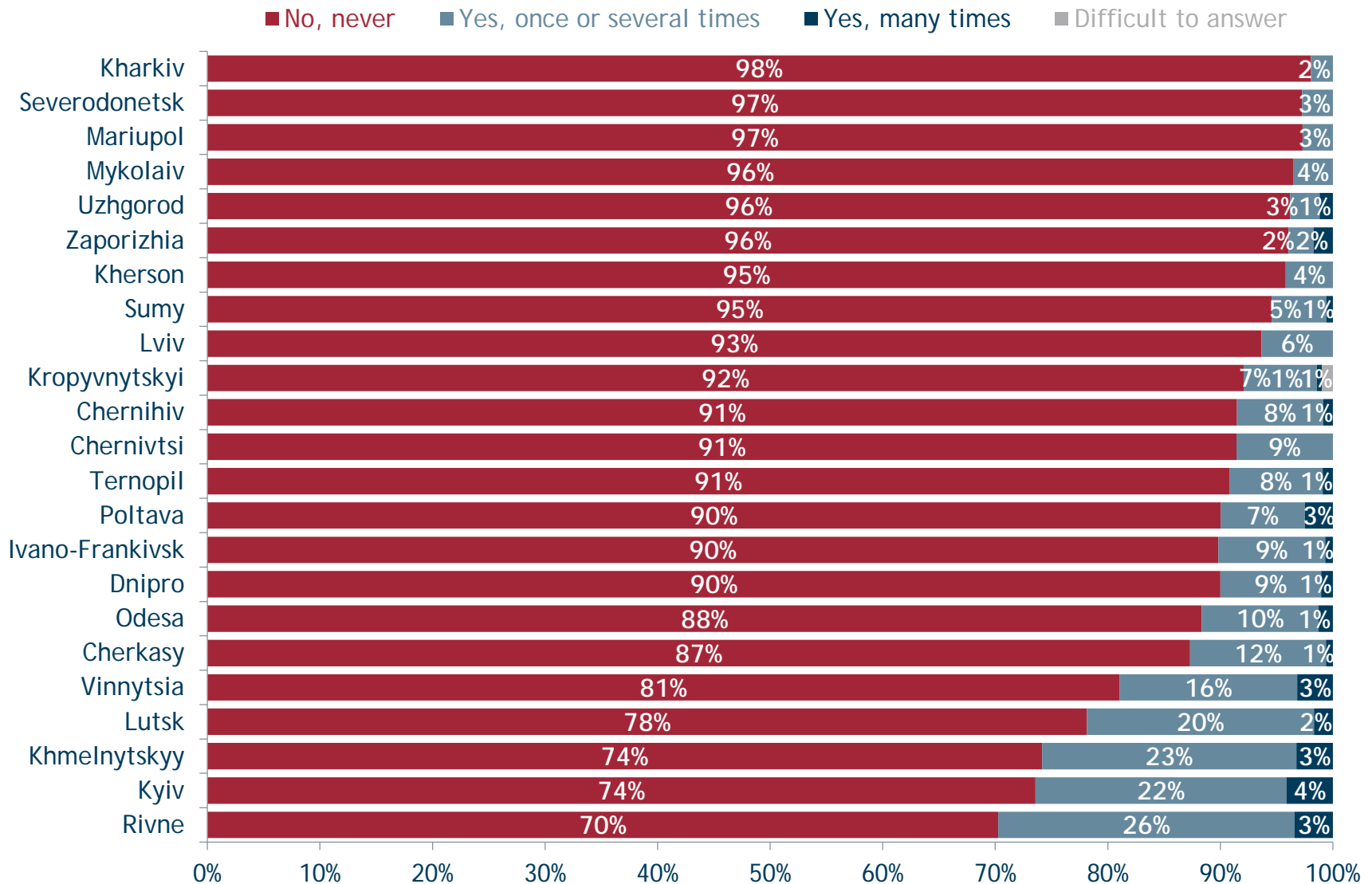
Over the last five years, have you been to the following cities? If so, how often?

## Zaporizhia



Over the last five years, have you been to the following cities? If so, how often?

## Zhytomyr





# Demographics

|                      |                                  | Vinnitsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnytskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |
|----------------------|----------------------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|
| GENDER               | Male                             | 45%       | 44%    | 45%      | 44%        | 46%             | 45%  | 44%           | 44%   | 46%  | 44%      | 46%   | 45%     | 45%   | 44%  | 45%      | 45%      | 46%     | 44%     | 45%          | 45%      | 45%        | 45%       | 43%      | 43%           |
|                      | Female                           | 56%       | 56%    | 55%      | 56%        | 54%             | 55%  | 56%           | 57%   | 54%  | 56%      | 54%   | 55%     | 55%   | 56%  | 55%      | 55%      | 55%     | 57%     | 55%          | 56%      | 55%        | 55%       | 57%      | 57%           |
| AGE                  | 18-35                            | 35%       | 32%    | 34%      | 31%        | 39%             | 36%  | 32%           | 37%   | 34%  | 32%      | 32%   | 34%     | 39%   | 32%  | 35%      | 37%      | 33%     | 30%     | 35%          | 30%      | 35%        | 34%       | 33%      | 31%           |
|                      | 36-50                            | 28%       | 25%    | 27%      | 26%        | 25%             | 27%  | 27%           | 27%   | 25%  | 25%      | 26%   | 26%     | 25%   | 27%  | 27%      | 26%      | 27%     | 27%     | 27%          | 28%      | 28%        | 25%       | 26%      | 25%           |
|                      | 51+                              | 38%       | 42%    | 39%      | 43%        | 36%             | 38%  | 42%           | 36%   | 40%  | 43%      | 42%   | 40%     | 37%   | 41%  | 38%      | 37%      | 40%     | 43%     | 38%          | 41%      | 37%        | 41%       | 41%      | 45%           |
| EDUCATION            | Primary/Incomplete secondary     | 2%        | 2%     | 2%       | 3%         | 1%              | 1%   | 3%            | 1%    | 2%   | 3%       | 1%    | 1%      | 1%    | 1%   | 1%       | 1%       | 2%      | 3%      | 1%           | 3%       | 2%         | 1%        | 2%       | 2%            |
|                      | General secondary                | 14%       | 13%    | 21%      | 32%        | 11%             | 10%  | 20%           | 11%   | 13%  | 27%      | 12%   | 9%      | 9%    | 20%  | 8%       | 18%      | 17%     | 23%     | 13%          | 10%      | 15%        | 14%       | 15%      | 23%           |
|                      | Vocational secondary             | 37%       | 34%    | 38%      | 37%        | 34%             | 35%  | 37%           | 39%   | 31%  | 38%      | 36%   | 39%     | 35%   | 38%  | 44%      | 42%      | 33%     | 36%     | 41%          | 36%      | 40%        | 41%       | 46%      | 42%           |
|                      | Higher/Incomplete higher         | 47%       | 51%    | 39%      | 27%        | 52%             | 54%  | 38%           | 48%   | 54%  | 32%      | 51%   | 50%     | 55%   | 41%  | 47%      | 39%      | 48%     | 37%     | 45%          | 50%      | 44%        | 44%       | 37%      | 32%           |
|                      | Difficult to answer              | -         | -      | -        | 1%         | 1%              | -    | 2%            | -     | -    | -        | -     | -       | -     | 1%   | 1%       | -        | -       | -       | -            | 1%       | -          | -         | -        | -             |
| SECTOR OF EMPLOYMENT | Unemployed                       | 47%       | 40%    | 47%      | 42%        | 43%             | 38%  | 45%           | 46%   | 46%  | 53%      | 40%   | 44%     | 40%   | 44%  | 40%      | 46%      | 48%     | 49%     | 39%          | 42%      | 45%        | 42%       | 46%      | 57%           |
|                      | Private                          | 34%       | 48%    | 38%      | 43%        | 44%             | 46%  | 34%           | 34%   | 38%  | 32%      | 42%   | 37%     | 34%   | 34%  | 36%      | 39%      | 37%     | 35%     | 34%          | 39%      | 31%        | 37%       | 40%      | 32%           |
|                      | State                            | 18%       | 12%    | 15%      | 14%        | 12%             | 15%  | 16%           | 20%   | 15%  | 13%      | 15%   | 17%     | 24%   | 21%  | 23%      | 16%      | 14%     | 15%     | 25%          | 17%      | 23%        | 20%       | 12%      | 11%           |
|                      | Public/Nongovernmental           | 1%        | 1%     | 1%       | 1%         | 1%              | -    | 5%            | 1%    | 1%   | 2%       | 2%    | 1%      | 2%    | 1%   | 1%       | -        | 1%      | 1%      | 2%           | 2%       | 1%         | 1%        | 2%       | 1%            |
| OCCUPATION           | Worker                           | 28%       | 24%    | 31%      | 34%        | 29%             | 21%  | 22%           | 18%   | 16%  | 20%      | 17%   | 31%     | 21%   | 26%  | 35%      | 20%      | 19%     | 32%     | 29%          | 29%      | 25%        | 28%       | 28%      | 19%           |
|                      | Farmer/Peasant                   | -         | -      | -        | -          | -               | -    | 1%            | 1%    | -    | -        | -     | 1%      | 1%    | -    | -        | 2%       | -       | -       | -            | -        | -          | -         | -        | -             |
|                      | White collar                     | 12%       | 26%    | 16%      | 18%        | 11%             | 33%  | 18%           | 25%   | 18%  | 19%      | 28%   | 14%     | 21%   | 21%  | 13%      | 13%      | 23%     | 14%     | 13%          | 16%      | 19%        | 20%       | 22%      | 14%           |
|                      | Higher or medium level executive | 1%        | 1%     | 1%       | -          | 4%              | 1%   | 1%            | 2%    | 8%   | 1%       | 1%    | 3%      | 3%    | 3%   | 2%       | 5%       | -       | 1%      | 2%           | 3%       | 1%         | 1%        | 2%       | -             |
|                      | Pensioner                        | 26%       | 27%    | 26%      | 29%        | 24%             | 25%  | 29%           | 25%   | 28%  | 31%      | 24%   | 28%     | 22%   | 26%  | 21%      | 23%      | 28%     | 29%     | 24%          | 28%      | 21%        | 27%       | 27%      | 35%           |
|                      | Student                          | 6%        | 4%     | 5%       | 3%         | 4%              | 5%   | 4%            | 4%    | 5%   | 4%       | 4%    | 6%      | 8%    | 3%   | 5%       | 6%       | 3%      | 4%      | 1%           | 4%       | 6%         | 4%        | 6%       | 6%            |
|                      | Housewife                        | 8%        | 6%     | 9%       | 5%         | 7%              | 5%   | 7%            | 6%    | 7%   | 9%       | 10%   | 6%      | 6%    | 7%   | 8%       | 7%       | 9%      | 9%      | 9%           | 5%       | 8%         | 5%        | 7%       | 8%            |
|                      | Unemployed                       | 5%        | 3%     | 5%       | 5%         | 7%              | 4%   | 7%            | 9%    | 7%   | 7%       | 7%    | 2%      | 5%    | 4%   | 6%       | 5%       | 10%     | 8%      | 6%           | 5%       | 9%         | 6%        | 3%       | 6%            |
|                      | Self-employed/Entrepreneur       | 5%        | 5%     | 4%       | 4%         | 11%             | 5%   | 8%            | 4%    | 8%   | 5%       | 10%   | 5%      | 9%    | 3%   | 8%       | 7%       | 7%      | 3%      | 9%           | 5%       | 7%         | 6%        | 3%       | 5%            |
|                      | Other                            | 9%        | 3%     | 2%       | 3%         | 3%              | 2%   | 5%            | 5%    | 5%   | 3%       | 3%    | 3%      | 2%    | 4%   | 4%       | 3%       | 8%      | 2%      | 3%           | 8%       | 4%         | 3%        | 2%       | 6%            |



# Demographics

|                                   |                                                                                                                                                                               | Vinnytsia | Dnipro | Zhytomyr | Zaporizhia | Ivano-Frankivsk | Kyiv | Kropyvnytskyi | Lutsk | Lviv | Mykolaiv | Odesa | Poltava | Rivne | Sumy | Ternopil | Uzhgorod | Kharkiv | Kherson | Khmelnitskyi | Cherkasy | Chernivtsi | Chernihiv | Mariupol | Severodonetsk |    |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|--------|----------|------------|-----------------|------|---------------|-------|------|----------|-------|---------|-------|------|----------|----------|---------|---------|--------------|----------|------------|-----------|----------|---------------|----|
| FINANCIAL SITUATION OF THE FAMILY | We need to save money for food                                                                                                                                                | 20%       | 16%    | 17%      | 16%        | 13%             | 10%  | 21%           | 6%    | 8%   | 20%      | 13%   | 20%     | 4%    | 18%  | 5%       | 34%      | 28%     | 12%     | 10%          | 29%      | 24%        | 6%        | 22%      | 23%           |    |
|                                   | We have enough money for food, but we need to save or borrow money to buy clothes and shoes                                                                                   | 29%       | 35%    | 33%      | 32%        | 25%             | 23%  | 34%           | 25%   | 13%  | 53%      | 26%   | 32%     | 29%   | 22%  | 22%      | 22%      | 37%     | 28%     | 31%          | 28%      | 35%        | 23%       | 29%      | 41%           |    |
|                                   | We have enough money for food and necessary clothing and shoes, but we need to save or borrow money for other purchases like a good suit, a mobile phone, or a vacuum cleaner | 36%       | 32%    | 35%      | 28%        | 35%             | 43%  | 23%           | 51%   | 45%  | 14%      | 39%   | 33%     | 41%   | 41%  | 40%      | 33%      | 27%     | 44%     | 30%          | 25%      | 34%        | 47%       | 37%      | 24%           |    |
|                                   | We have enough money for food, clothing, shoes, and other purchases, but we need to save or borrow money to purchase more expensive items (e.g. appliances)                   | 12%       | 13%    | 13%      | 20%        | 23%             | 19%  | 14%           | 14%   | 31%  | 4%       | 17%   | 12%     | 22%   | 16%  | 28%      | 11%      | 6%      | 14%     | 18%          | 14%      | 5%         | 22%       | 8%       | 7%            |    |
|                                   | We have enough money for food, clothes, shoes, and expensive purchases, but we need to save or borrow money for purchases like a car or an apartment                          | 1%        | 3%     | 1%       | 3%         | 3%              | 2%   | 3%            | 4%    | 2%   | -        | 2%    | 2%      | 3%    | 1%   | 4%       | -        | 1%      | 2%      | 5%           | 2%       | 1%         | 1%        | 1%       | 1%            | 1% |
|                                   | I can buy anything at any time                                                                                                                                                | -         | 1%     | -        | -          | -               | -    | 1%            | -     | -    | -        | -     | -       | -     | -    | -        | -        | -       | -       | -            | -        | -          | -         | -        | -             | -  |
|                                   | Difficult to answer                                                                                                                                                           | 1%        | 1%     | 1%       | 1%         | 1%              | 2%   | 4%            | -     | 2%   | 8%       | 1%    | 2%      | 1%    | 2%   | 1%       | -        | 1%      | 1%      | 6%           | 2%       | 1%         | 1%        | 2%       | 5%            |    |

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