



# National Monitoring System on the Situation of Internally Displaced Persons

Summary of Key Findings

September 2020, March 2021

## Content

Introduction .....	1
Methodology .....	1
1. Characteristics of IDPs and their households .....	2
2. Labour market and IDPs .....	4
3. Financial situation and basic needs .....	5
4. Psychosocial impact of the COVID-19 pandemic .....	8
5. IDPs' mobility .....	10
6. Integration into local communities .....	11
7. Annexes .....	12
Conclusion and recommendations .....	14

## Introduction

The conflict in eastern Ukraine and the temporary occupation of the Autonomous Republic of Crimea (ARC) and the city of Sevastopol by the Russian Federation in 2014<sup>1</sup> led to the displacement of over a million people across the country, including women, children, the elderly and people with disabilities. As a result, people lost their housing, employment, livelihoods, access to resources, documents and were also separated from their families. In 2016, IOM began carrying out a regular complex survey of the situation with internally displaced persons (IDPs) in Ukraine — the National Monitoring System (NMS) to support all government and non-government stakeholders in designing evidence-based policies and programmatic responses regarding IDPs' situation<sup>2,3</sup>.

The COVID-19 crisis has had an unprecedented impact on the economy, social system and every aspect of people's lives, their mobility and social connections, transforming the ways of social interaction. It has created barriers in accessing resources and means to obtain them, impacted the mental health of people, increased social inequality and the risks of social exclusion. The results of IOM regular survey show that in the context of protracted displacement, the issues related to lack of housing, employment, and incomes remain pressing for IDPs for more than seven years. The economic shock made many IDPs' situation even more vulnerable, forcing them to apply different adaptation strategies.

## Methodology

The NMS is based on the Displacement Tracking Matrix (DTM) approach designed by IOM at the global level<sup>4</sup>. Consisting of the mobility tracking, registration, flow monitoring and survey components, the DTM is designed to capture, process, and disseminate information to provide a better understanding of the movements and evolving needs of displaced populations.

IOM Ukraine adapted the DTM to the Ukrainian context via the NMS to collect and process data as well as disseminate information on the displaced populations in Ukraine. The NMS annually reaches over 15,000 conflict-affected people across all 24 oblasts of Ukraine, including IDPs residing in government-controlled areas (GCA), those who have returned to the non-government controlled areas (NGCA) and other groups. The survey collects information on the different aspects of IDPs' life: their financial situation, employment, needs, mobility, and integration into the local communities. The NMS methodology ensures data collection using both quantitative and qualitative research methods including face-to-face and telephone sample surveys, focus group discussions (FGDs) as well as other relevant data sources.

This report reflects the key results of the 18th and 19th NMS Rounds.

<sup>1</sup> UN General Assembly Resolution 73/263.

<sup>2</sup> Order of the Cabinet of Ministers of Ukraine. October 28, 2020 № 1544-r "On approval of the National Action Plan for the implementation of UN Security Council Resolution 1325 'Women, Peace, Security' for the period up to 2025." <https://zakon.rada.gov.ua/laws/show/1544-2020-%D1%80#Text> (accessed 8.05.2021).

<sup>3</sup> Draft order of the Cabinet of Ministers of Ukraine "On approval of the Strategy for the integration of internally displaced persons and implementation of long-term decisions on internal displacement until 2023." <https://oldsite.mtot.gov.ua/files/uploads/f859ee40-1ab8-11eb-81f2-1b41e6c4f331.rtf> (accessed 8.05.2021)

<sup>4</sup> <https://dtm.iom.int/about>

The data collection process within the 18th NMS Round was carried out in July–September 2020. Within this Round:

- 2,801 IDPs were surveyed using the face-to-face method<sup>5</sup> in 300 randomly selected territorial units across the country;
- 3,701 more people (including NGCA returnees) were surveyed via the IOM telephone-based tool using the Unified Information Database of Internally Displaced Persons<sup>6</sup>;
- 15 online FGDs were held with IDPs, host communities' members, and key informants (KIs) working with IDPs in five locations of Ukraine (Lviv, Sumy, Vinnytsia, Zhytomyr, and Poltava).

These FGDs became the key part of the IOM community consultation process conducted to report to the UN Secretary General's High-Level Panel<sup>7</sup> on the situation of IDPs in the country. The selection of the locations was done based on the joint coordination with the UN Refugee Agency (UNHCR), the Norwegian Refugee Council (NRC), and the Danish Refugee Council (DRC) to expand the geographical coverage of the research without duplicating the areas.

The data collection process within the 19th Round of NMS was carried out from December 2020 to March 2021. Due to the strengthening of COVID-19 quarantine measures, the fieldwork process within territorial units' sample survey was implemented via phone. In this round:

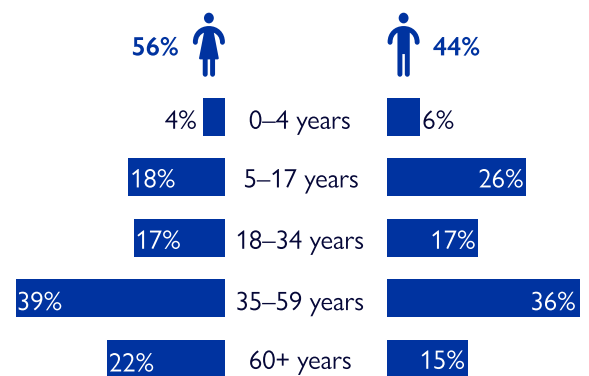
- 2,403 IDPs were interviewed via telephone in 300 randomly selected territorial units throughout the country;
- 3,753 IDPs and NGCA returnees were surveyed using the telephone-based survey tool;
- five online FGDs were held in Ivano-Frankivsk, Kherson, Zakarpattia and Khmelnytskyi with the KIs, IDPs, and NGCA returnees.

## 1. Characteristics of IDPs and their households

Women represented 56 per cent of the surveyed IDP household members, which is slightly higher than the share of women in the average Ukrainian household (54%)<sup>8</sup>. Among them, 22 per cent were aged over 60 years, which was higher than the share of men of the same age (15%) (Figure 1.1).

The average respondent household size was 2.51, which is comparable to the general population of Ukraine (2.58 persons) according to the State Statistics Service of Ukraine (SSSU) data<sup>9</sup>.

Figure 1.1. Sex and age distributions of IDP household members



Source: Interviews with IDPs (combined data)

<sup>5</sup> During the data collection stage, all COVID-19 safety requirements were followed: interviewers used masks, gloves and sanitizers; they kept a distance with respondents; paper tools were disinfected before connection with every respondent.

<sup>6</sup> Data from telephone interviews were combined with data from face-to-face interviews. The combining of these two data sets was done using a statistical weighing tool. Both data sets were weighted according to the regional distribution of registered IDPs. Data from telephone interviews were also weighted, according to the sociodemographic characteristics of IDPs interviewed face-to-face.

<sup>7</sup> <https://reliefweb.int/report/ukraine/united-nations-secretary-generals-high-level-panel-internal-displacement>

<sup>8</sup> Distribution of the permanent population of Ukraine by gender and age as of 1 January 2020. The State Statistics Service of Ukraine. Kyiv, June 2020

<sup>9</sup> Social and Demographic Characteristics of Households of Ukraine in 2020. Statistical Bulletin. The State Statistics Service of Ukraine. Kyiv, 2020.

**Figure 1.2. Distribution of IDP households in Ukraine by number of members**



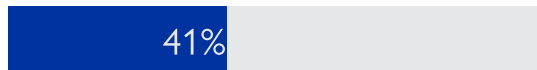
Source: Interviews with IDPs (combined data)

Almost one quarter (23%) of the respondents lived in single-person households, which is higher than among the total population of Ukraine (19%)<sup>10</sup> (Figure 1.2). Almost three quarters of IDPs (74%) living in single-person households were women and almost a half of single-person households (47%) consisted of people aged 60 and over.

Households with children made up 41 per cent of all surveyed IDP households, or slightly more than in the average Ukrainian household (38%)<sup>11</sup>. The share of large families with three or more children made up 10 per cent of IDP households with children, while the share of single-parent households was 34 per cent of IDP households with children. Among all households with children, 33 per cent were female-headed households with children.

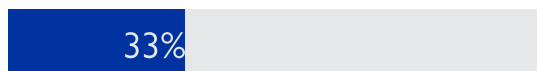
Fifteen (15%) per cent of IDP households reported having a family member with a disability<sup>12</sup>.

**Figure 1.3. Share of households with children**



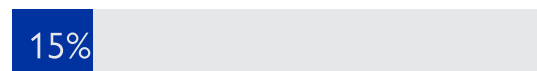
Source: Interviews with IDPs (combined data)

**Figure 1.4. Share of female-headed households with children (among all households with children)**



Source: Interviews with IDPs (combined data)

**Figure 1.5. Share of IDP households with people with disabilities (disability groups I–III, children with disabilities)**



Source: Interviews with IDPs (combined data)



<sup>10</sup> Social and Demographic Characteristics of Households of Ukraine in 2020. Statistical Bulletin. The State Statistics Service of Ukraine. Kyiv, 2020.

<sup>11</sup> Social and Demographic Characteristics of Households of Ukraine in 2020. Statistical Bulletin. The State Statistics Service of Ukraine. Kyiv, 2020.

<sup>12</sup> In Ukraine, disability status is assigned by the Medical and Social Expert Commission (MSEC). Depending on the severity of the disability and the individual's ability to work and care for oneself, persons with disabilities are categorized into three groups (I, II, III). Rasell, M., & Iarskaia-Smirnova, E. (Eds.). (2013). Disability in Eastern Europe and the former Soviet Union: History, policy and everyday life. Routledge.

## 2. Labour market and IDPs

Despite the negative impact of the COVID-19 crisis on the labour market, the share of IDPs employed in September 2020–March 2021 was 49 per cent among all the respondents, which is slightly higher than the IDPs employment rate in March–July 2020 (46%). Similarly, the share of employed IDPs aged 20–64 was 60 per cent, representing an increase, compared to the first and second quarters of 2020 (55% and 56%, respectively). **However, at the end of 2020, the employment rate of IDPs was still lower compared to the general population in the same age group (65%)<sup>13</sup>** (Figure 2.1). Moreover, since September 2015, IDPs' satisfaction with the availability of employment opportunities decreased by 11 per cent (from 73% to 62%).

**Figure 2.1. Employment of IDPs and general population of Ukraine aged 20–64**



Source: Telephone interviews (territorial units sample)

Source: The State Statistics Service of Ukraine, 2020

At first glance, employment indicators show positive dynamics. However, a deeper analysis of the data indicates the application of various adaptation strategies by the IDPs. The data showed minor transitions of women of working age from the economically inactive group to the economically active group in conditions of economic shock. In March 2021, the share of employed women aged 20–64 was 55 per cent, which was higher than in the first quarter of 2020 (50%). Whereas in January–March 2021, the share of women doing housework, looking after children or other persons was 16 per cent, which is four per cent lower compared to the first quarter of 2020 (20%) and third quarter of 2019 (20%). This transition might have indicated the acute need for IDP households to have additional income sources to cover such expenses as housing rent in the context of the rental prices' gradual increase<sup>14</sup>. Despite the slight increase in the level of economic activity that might have reflected positive adaptation strategies, it is worth paying attention to the employment conditions of the interviewed persons. Compared to men, women were mainly employed in the retail and service sectors (21% and 8%, 24% and 20%, respectively). The women employed in the service sector more frequently reported working part-time (26%), compared to the average estimate (10%).

<sup>13</sup> Employed population in 2020, by age group, sex and place of residence. [http://www.ukrstat.gov.ua/operativ/operativ2020/rp/eans/znsmv2020\\_ue.xls](http://www.ukrstat.gov.ua/operativ/operativ2020/rp/eans/znsmv2020_ue.xls)

<sup>14</sup> Ukrainian economic recovery tracker. NGO Centre for Economic Strategy. 2021. <https://ces.org.ua/en/ukrainian-economic-recovery-tracker/>

Besides, according to the results of the FGDs with IDPs and NGCA returnees, some IDPs have returned to NGCA due to job loss, lack of livelihood opportunities and inability to pay rent. At the same time, the share of the respondents surveyed via the IOM telephone-based tool and identified as NGCA returnees was slightly higher than in the NMS rounds carried out before the second quarter of 2020 (23% against 20%). As a result, the possible IDPs outflow might have impacted the slight decrease in the stock of the economically inactive group (from 46% to 43%).

IDP (female, 36) from Luhansk Oblast

**“Housing rent has been growing because of rising prices for everything. But not everyone's salary has increased.”**

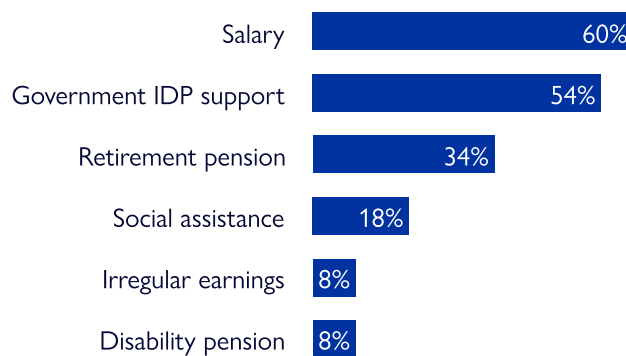
Source: FGD with IDPs

### 3. Financial situation, basic needs and access to services

#### Sources of income

Sixty (60%) per cent of the surveyed IDPs indicated salary as a source of income for their households during the last 12 months, which was in line with the age distribution of the IDPs household members and IDPs' labour market situation. The share of respondents receiving support from the government was still significant, demonstrating IDPs' reliance on government support. Fifty-four (54%) per cent of the interviewed persons indicated the monthly targeted assistance to IDPs<sup>15</sup> as one of their households' income sources during the last 12 months placing it as the second most frequently mentioned income source among all the respondents (Figure 3.1). One third (30%) of the IDPs households combined the sources of income during the last 12 months using both salaries and monthly targeted assistance to IDPs. The monthly targeted assistance to IDPs as their source of income was most frequently mentioned by respondents who reported having a family member with a disability in their household (68%), female-headed households with children (72%), and households consisting exclusively of people aged 60 and over (60%).

**Figure. 3.1. Sources of income of surveyed IDP households in the past 12 months (five most mentioned)**



Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)

<sup>15</sup> Government Resolution No. 505 “On providing monthly targeted assistance to IDPs to cover living expenses, including utility costs.”

## Self-assessment of financial situation

The data gathered in the first quarter of 2021 demonstrated the deterioration of IDP households' financial situation (self-assessment). In Round 19, half of the IDPs (50%) assessed their financial situation as “enough money only for food” or “have to limit even food expenses”, which is three per cent higher compared to the first quarter of 2020 (47%). The share of households consisting only of persons aged 60 and over who had to “limit even food expenses” was 24 per cent, while 43 per cent had “enough money only for food.” Among the households with people with disabilities, the share of those who stated having to “limit even food expenses” was 27 per cent, while 42 per cent had “enough money only for food.” As for the female-headed households with children and households with three or more children, these categories accounted for 26 and 44 per cent, and 20 and 49 per cent, respectively.

## Average income

In September 2020, the average monthly income per IDP household member increased, compared to June 2020 (UAH 3,350) and totalled UAH 3,666. In March 2021, the average monthly income per IDP household member amounted to UAH 3,651. The data gathered within the two last rounds of the NMS demonstrated the return of the average monthly income per IDP household member reported by the interviewed persons or respondents to the pre-pandemic period (UAH 3,631 in September 2019).

The income increase might be linked to different factors including the slight growth of the employment rate of the displaced population, and the increase in the minimum wage<sup>16</sup>. However, the average monthly income per IDP household member was lower, compared to the average<sup>17</sup> Ukrainian household; for the general population, it was UAH 6,267 in December 2020.

Furthermore, the average monthly income of IDPs was still lower, compared to the actual subsistence level calculated and published by the Ministry of Social Policy of Ukraine, which was UAH 4,224<sup>18</sup> in March 2021.

IDP (male, 31) from Luhansk Oblast

**“The wages are low, at least for me. We moved: we need to rent a house, to buy products which are getting more expensive every day... It is only enough to survive. But there are some savings in case of serious problems or medical treatment.”**

Source: FGD with IDPs

<sup>16</sup> The minimum salary in Ukraine. <https://index.minfin.com.ua/labour/salary/min/>

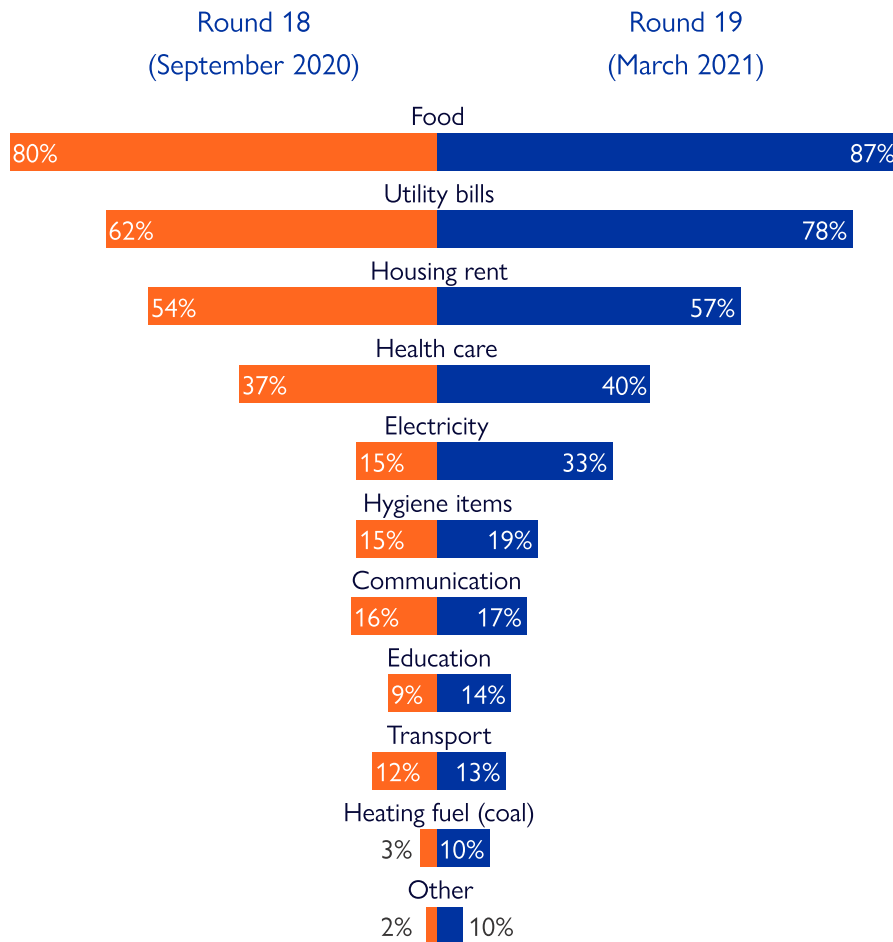
<sup>17</sup> Expenses and resources of households in Ukraine (according to the data of the sample survey of living conditions of households) for the 4th quarter of 2020. Statistical Bulletin. State Statistics Service of Ukraine. Kyiv, 2020. ([http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/Arh\\_vrduB\\_u.htm](http://www.ukrstat.gov.ua/operativ/operativ2018/gdvdg/Arh_vrduB_u.htm))

<sup>18</sup> The actual subsistence minimum in March 2021. The Ministry of Social Policy of Ukraine / <https://www.msp.gov.ua/news/19922.html>

### Priority expenditures

The survey results demonstrated that the main monthly priority expenses for IDP households were in the food and housing categories (utility bills and housing rent). Eighty-seven (87%) per cent of IDPs reported food as the priority expense when allocating monthly income, 78 per cent named utility bills and 57 per cent indicated the housing rent payments. Other frequently mentioned expenses were health care (40%), electricity (33%), hygiene items (19%), communication (17%), education (14%), transport (13%) and heating fuel (coal/firewood) (10%). Prioritization of expenses on utilities increased by 16 per cent in October 2020–March 2021, electricity expenses increased by 18 per cent and heating fuel expenses increased by seven per cent compared to September 2020. The IDPs residing in Luhansk and Donetsk oblasts (GCA) and IDPs residing in rural areas reported heating fuel as a priority expense more frequently than others (14% and 47%, respectively). One third (29%) of IDPs increased their expenditures for hygiene items during the last 12 months due to COVID-19. The top three priorities for IDPs who are renting housing (62% of all IDPs) were rent payment (84%), food (83%), and utility payments (77%).

Figure 3.2. Priority expenditures when distributing monthly income in IDP households



Note: Respondents could choose more than one option  
Source: Interviews with IDPs (combined data)



## Major issues

The most pressing issue identified by IDPs was lack of own housing, reported by 31 per cent in Round 19. The utility payments and lack of opportunity to return to the place of habitual residence were the second (13%) and the third (8%) most frequently mentioned major issues, respectively.

In Round 19, IDPs more frequently reported utility payments and the risk of COVID-19 (4%) as the major issue compared to the previous rounds.

On the other hand, limited opportunity to return to the place of habitual residence was mentioned less frequently.

The results of the analysis have demonstrated the differences in the issues faced by the different IDPs households. The female-headed households with children indicated unemployment as the biggest issue more frequently than others (8% and 3%). The respondents presenting the households consisting only of persons aged 60 and over more often reported the lack of opportunity to return to the place of habitual residence (15% and 6%). The interviewed persons from the IDP households with people with disabilities more frequently reported the access to healthcare services and medications as the biggest problem (4% and 1%).

The IDPs were most satisfied with access to education (90%), administrative services (88%) and pensions/social assistance (88%) and were least satisfied with the accessibility of health-care services (76%).

The accessibility is related to the availability of information on the services functioning, affordability, transport accessibility, etc. Fifteen (15%) per cent of IDPs visited a health-care facility for treatment or consultation at least once in 2021. Thirty-five (35%) per cent visited a health-care facility in 2020, seven per cent — in 2019 or earlier, and 43 per cent did not respond to the question. The most frequently mentioned problems during the last visit to a medical facility were fear of contracting COVID-19 (23%) and high prices for medical services (22%).

## 4. Psychosocial impact of the COVID-19 pandemic

The COVID-19 crisis has affected the mental health of people, causing different concerns. The respondents reported becoming more worried about the health and safety of their family members and friends (73%) as well as about their health and safety (69%). Fifty-nine (59%) per cent became more worried about their financial situation, 52 per cent — about the financial possibility to purchase necessary food, 51 per cent – to purchase necessary medicines.

IDP (male, 41) from Luhansk Oblast

**“Now I think that no one has stability due to the quarantine. Prices are rising, there is no income, you can't pay for an apartment and the owners can evict you.”**

Source: FGD with IDPs

The IDPs reported their reliance on the informal networks of support when they need counselling and emotional help on COVID-19 related issues. Almost one third (27%) stated that they turn to their family members, friends, colleagues. Nineteen (19%) per cent of the respondents named a family doctor. The shares of those who indicated the Ministry of Health Hotline, other hotlines, or the online platforms which provide psychosocial support and counselling on the COVID-19 related questions did not exceed two per cent for every mentioned option. Less than half of the respondents (37%) did not mention a need in receiving counselling and emotional support, while eight per cent were unaware of the sources of such assistance.



IDP (female, 33) from Donetsk Oblast

**“I lost my salary just when the quarantine started, because I worked in the private kindergarten and they were forbidden to work. There was the fear when people were told everywhere that they could get sick and should not go outside. I was also afraid to be without a salary — what if something would not work out for my husband, and I had to pay for housing every month. It is scary to live in constant stress. You cannot stop, get sick, lose your job. There will simply be nothing to live on.”**

Source: FGD with IDPs

**Figure 4.1. Shares of IDPs who noted changes in mental well-being due to COVID-19 (five most mentioned reasons for mental health deterioration)**



Note: Respondents could choose more than one option

Source: Interviews with IDPs (combined data)

## 5. IDPs' mobility

The share of IDPs who reported that they had been staying in their current settlement for over three years was 87 per cent in Round 19. The share of IDPs who reported their intention to return to their place of residence after the end of the conflict was 18 per cent which is slightly lower than in September 2020 (22%). On the other hand, 39 per cent of IDPs expressed an intention not to return even after the end of the conflict. The share of IDPs who chose the option “hard to answer” was 28 per cent. Having own home in NGCA (84%), family circumstances (23%) and family or friends living nearby (17%) were the most frequently mentioned reasons to return to the place of residence before displacement among those IDPs who plan to return once. The results of the analysis showed that IDPs who assessed their financial situation as “have to limit even food expenses” more often reported their intention to return to their place of residence in NGCA (41%) than those who had “enough funds for food and basic needs” (26%).

**Figure 5.1. General IDPs' intentions to return to and stay at their place of residence before displacement, by rounds**

	Round 15 (September 2019)	Round 16 (March 2020)	Round 17 (June 2020)	Round 18 (September 2020)	Round 19 (September 2021)
Yes, in the near future	1%	1%	1%	1%	1%
Yes, after the end of the conflict	21%	20%	19%	22%	18%
Yes, maybe in future	14%	16%	15%	13%	12%
No	36%	42%	39%	31%	39%
Hard to answer	27%	20%	25%	30%	28%
No answer	1%	1%	1%	3%	2%

Source: Interviews with IDPs (combined data)

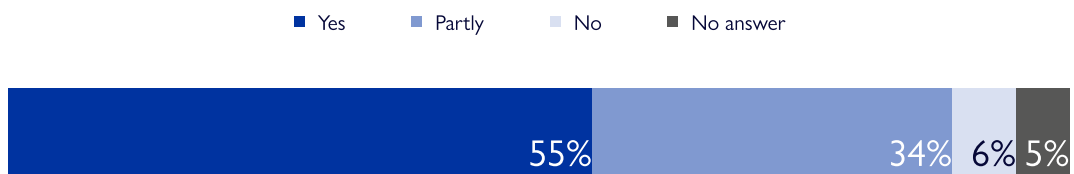
It has been a year since movement across the entry/exit crossing points (EECPs) along the contact line was restricted due to the quarantine measures<sup>19</sup>. The limited functioning of the EECPs since the introduction of quarantine restrictions affects IDPs' freedom of movement and the possibility to maintain ties with family members living in NGCA and support them. The share of IDPs who visited their domicile after becoming displaced was higher among those who had close family members residing in NGCA (62% and 42%, respectively). According to the data, the most acute concerns associated with limited possibilities to visit NGCA were breaking family ties (33%) and lack of opportunity to help relatives and friends (29%) among those who had close family members residing in NGCA.

<sup>19</sup> March 2021. OCHA Ukraine. April 2021. [https://reliefweb.int/sites/reliefweb.int/files/resources/ukraine\\_Ukraine\\_Crossing\\_Points\\_-\\_Snapshot\\_humanitarian\\_snapshot\\_crossing\\_points\\_20210415.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/ukraine_Ukraine_Crossing_Points_-_Snapshot_humanitarian_snapshot_crossing_points_20210415.pdf)

## 6. Integration into local communities

In Round 19, the share of IDPs who reported that they had integrated into their local community was 55 per cent, while 34 per cent of the surveyed IDPs stated that they had partly integrated. Generally, the total share (89%) of IDPs who reported some level of integration remained about the same as in the previous two rounds. At the same time, the share of IDPs who reported that they had not integrated was six per cent in both rounds 18 and 19.

**Figure 6. IDPs' self assessment of their integration in the local community**



Source: Telephone interviews (territorial units sample)

The main conditions for successful integration indicated by IDPs were housing (85%) and regular income (75%). The first two conditions have remained the most frequently mentioned over one and a half years while the share of those who indicated “family and friends in the same place” as the condition of integration has increased from 45 per cent to 56 per cent since the third quarter of 2019. Other conditions were employment (47%), access to social services (44%), support of local communities (30%), easy access to documentation (28%) and the possibility to vote in local elections (20%). In Round 19, new options were added: comfortable living conditions (access to water, electricity, heating, sewerage) and acceptance by local communities, which were chosen by 30 per cent and 22 per cent of IDPs, respectively.



## 7. Annexes

### ANNEX 1. Methodology

**Figure 1. Distribution of the sample by territorial units within oblasts of Ukraine**

Oblast	Number of territorial units selected
Total	300
Vinnycia	6
Volyn	6
Dnipropetrovsk	18
Donetsk	70
Zhytomyr	6
Zakarpattia	6
Zaporizhia	18
Ivano-Frankivsk	6
Kyiv Oblast (excluding the city of Kyiv)	10
Kirovohrad	6
Luhansk	36
Lviv	6
Mykolaiv	6
Odesa	8
Poltava	6
Rivne	6
Sumy	6
Ternopil	6
Kharkiv	18
Kherson	6
Khmelnytskyi	6
Cherkasy	6
Chernivtsi	6
Chernihiv	6
The city of Kyiv	20

**Figure 2. Distribution of IDP households by the number of the interviews in the oblasts (territorial units sample)**

Oblast	Round 18	Round 19
Total	2,801	2,403
Vinnycia	61	47
Volyn	54	44
Dnipropetrovsk	180	143
Donetsk	629	559
Zhytomyr	54	48
Zakarpattia	48	36
Zaporizhia	179	145
Ivano-Frankivsk	54	48
Kyiv Oblast (excluding the city of Kyiv)	99	79
Kirovohrad	54	48
Luhansk	324	325
Lviv	60	48
Mykolaiv	51	48
Odesa	84	64
Poltava	60	48
Rivne	52	48
Sumy	54	48
Ternopil	44	40
Kharkiv	182	143
Kherson	60	48
Khmelnytskyi	60	48
Cherkasy	53	50
Chernivtsi	47	36
Chernihiv	54	48
The city of Kyiv	204	164

**Figure 3. Distribution of IDP households by telephone interviews within oblasts**

Oblast	Round 18	Round 19
Total	3,701	3,753
Vinnytsia	73	80
Volyn	71	80
Dnipropetrovsk	220	242
Donetsk (GCA)	351	233
Zhytomyr	72	80
Zakarpattia	76	80
Zaporizhia	216	240
Ivano-Frankivsk	77	80
Kyiv Oblast (excluding the city of Kyiv)	120	130
Kirovohrad	74	80
Luhansk (GCA)	133	52
Lviv	68	80
Mykolaiv	73	80
Odesa	96	110
Poltava	79	80
Rivne	73	80
Sumy	73	80
Ternopil	68	80
Kharkiv	213	244
Kherson	66	80
Khmelnyskyi	64	80
Cherkasy	69	80
Chernivtsi	74	80
Chernihiv	72	80
The city of Kyiv	271	270
Donetsk NGCA	528	502
Luhansk NGCA	331	370

## ANNEX 2. Statistics of calls in the telephone survey

	Summary of calls Round 18 (September 2020)		Summary of calls Round 19 (March 2021)	
Total	16,627		19,891	
Completed interviews (GCA)	2,842	17%	2,881	15%
Completed interviews (NGCA)	859	5%	872	4%
No answer/nobody picked up the phone (after three attempts)	2,769	17%	3,922	19%
No connection	3,795	23%	3,527	18%
Out of service	4,213	25%	5,197	26%
Not IDP	549	3%	705	4%
Refusal to take part in the survey	1,600	10%	2,787	14%

	No connection Round 18 (September 2020)		No connection Round 19 (March 2021)	
Total	3,795		3,527	
Vodafone	3,045	80%	2,814	80%
Kyivstar	439	12%	490	14%
Lifecell	303	8%	216	6%
Other	8	0%	7	0%

	Out of service Round 18 (September 2020)		Out of service Round 19 (March 2021)	
Total	4,213		5,197	
Vodafone	2,889	69%	3,476	67%
Kyivstar	682	16%	888	17%
Lifecell	624	15%	803	15%
Other	18	0%	30	1%

## Conclusion and recommendations

The NMS data shows that IDPs' main obstacles to overcoming the key displacement vulnerabilities are related to employment, income, housing, and separation from family members. Along with this, the COVID-19 pandemic has had a disproportional impact on the lives of the displaced populations, forcing them to apply different coping mechanisms including returns to the NGCA, increased reliance on governmental support and influencing IDPs' transition from the economically inactive group to the economically active group.

The systemic transformation and economic shocks require enhanced socioeconomic interventions by the GoU and other stakeholders to address the constant needs of IDPs and ensure their adaptation in conditions of the crisis for increasing their employability, protecting their labour rights, ensuring housing availability, and enhancing the Mental Health and Psychosocial Support (MHPSS). The obtained results indicate a constant need for the implementation of further research on IDPs' socioeconomic situation, employment, mobility patterns established in the replace with context of COVID-19, MHPSS needs, protection risks, and the barriers for overcoming displacement vulnerabilities. The data should be gathered considering the gender dimension as well as regional and local contexts.

*This publication was produced by IOM Ukraine within the project “Essential Humanitarian Assistance and Early Recovery Support to Vulnerable Returnees, IDPs and other Conflict-Affected Communities in Eastern Ukraine” funded by the U.S. Department of State Bureau of Population, Refugees, and Migration (PRM). The views and opinions expressed in this publication do not purport to reflect the opinions or views of the International Organization for Migration (IOM), its Member States or its donors.*

For more information please contact  
International Organization for Migration (IOM), Mission in Ukraine

8 Mykhailivska Street, Kyiv, Ukraine, 01001

Tel: (044) 568-50-15

Fax: (044) 568-50-16

Email: [nmsukraine@iom.int](mailto:nmsukraine@iom.int)