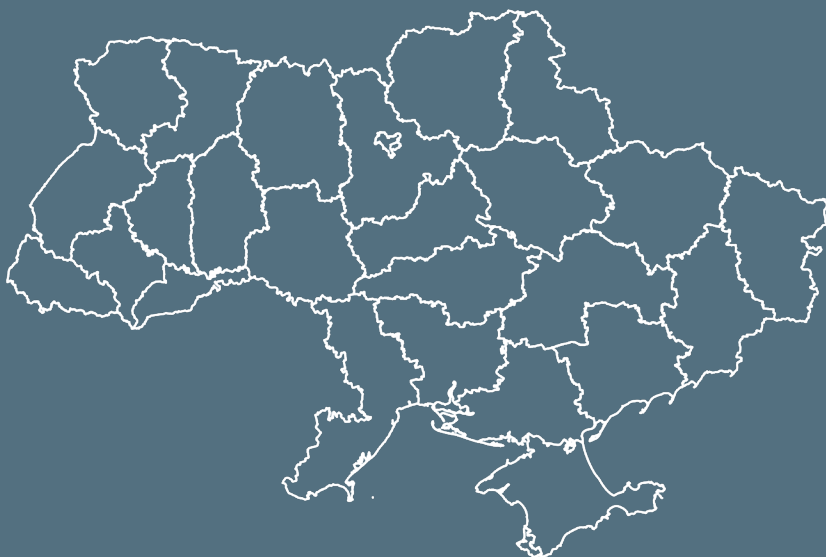


"Keep in touch with the people."

Perceptions of aid in Ukraine's changing context

Ukraine • July 2023



GROUND TRUTH
SOLUTIONS



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Thank you to the thousands of people living in Ukraine for taking the time to speak to us and sharing your views.

This research was made possible thanks to the financial support of the Disasters Emergency Committee. We would also like to thank Open Space Works Cooperative and the Kyiv International Institute of Sociology for our excellent partnership and for collecting data in their professional and responsible way. Thank you to our humanitarian colleagues, in particular, Rose Foran (UNHCR), who helped organise our workshops with partners to discuss the findings and elaborate on the recommendations included in this report.



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You can access a Ukrainian version of this report, a report on our first round of data collection in 2022, and a bulletin with quantitative findings on our [project page](#).

Illustrations by [Anina Takeff](#).

Executive summary

The full-scale Russian invasion of Ukraine is well into its second year, and the needs of those living there remain high. While the humanitarian situation in Ukraine is fluid and changing – with recent attacks on Kyiv,¹ destruction of the Nova Kakhovka dam,² and newly liberated areas³ – people’s perceptions of aid remain relatively constant.

Supported by the Disasters Emergency Committee (DEC), we have been working with Open Space Works Cooperative and the Kyiv International Institute for Sociology to listen to people’s perspectives across Ukraine. We conducted phone surveys with over 4,000 people between [September 2022](#) and March 2023 to understand how aid is provided, what barriers people face when accessing aid, and how they would like to communicate with humanitarian actors.⁴ In more than 30 qualitative interviews with representatives of civil society organisations and people who needed or received aid, we asked about their priorities, interactions with aid providers, and what they see as key areas that need to be improved. All findings were discussed in online and face-to-face workshops with over 130 humanitarian actors – local volunteers, civil society representatives, donors, and national, international, and UN staff – to identify best practices and areas for improvement.

Expectation-confirmation theory

Ground Truth Solutions’ questions seek to measure perceptions of the humanitarian response, focusing on quality metrics taken from agreed global standards and the stated goals of the response in Ukraine.

The quantitative survey employs the expectation-confirmation theory, one of the main approaches used in the private sector to explain customer satisfaction. Ground Truth Solutions asked respondents a set of questions for each of the following six themes: information, fairness, needs assessment, relevance, participation, and transparency. Respondents were first surveyed about their expectations for that theme, and then how they saw it working in reality. The gap between expectations and perceptions can be considered the “aid delivery gap”, and information on the size of each gap can indicate where responses should focus their efforts to better align with people’s expectations.

The first round of quantitative data collection occurred in September and October 2022, just before the large-scale attacks on power stations and other essential infrastructure. The qualitative interviews took place between October and December 2022, and the second round of quantitative data collection was conducted in February and March 2023.⁵

¹ BBC. June 2023. "[Kyiv missile strikes: Tracking the rise of Russian attacks](#)".

² The Guardian. June 2023. "[A visual guide to the collapse of Ukraine’s Nova Kakhovka dam](#)".

³ See the [Make aid more inclusive for vulnerable groups](#) section for information about the needs in the liberated areas.

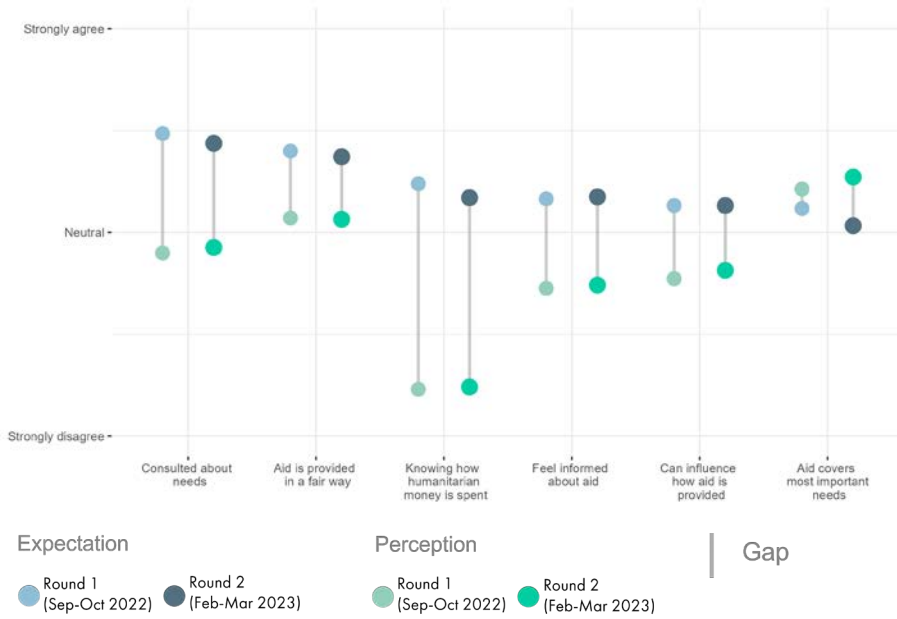
⁴ The term "humanitarian actors" refers to all entities involved in the provision of humanitarian assistance, including national and international organisations, UN agencies, civil society, and the government.

⁵ For information on the impact of fieldwork dates on data comparability, see the [Methodology](#) section.

Key findings

In Ukraine, people’s perceptions of aid across all six indicators barely changed from September-October 2022 to February-March 2023. Aid recipients and people in need still think the aid they receive meets their needs and exceeds their expectations (see "Aid covers most important needs" in the chart below). Such a finding is rare: perceptions are not higher than expectations in any other context where Ground Truth Solutions collects quantitative data.

For all other indicators, most people feel neutral or slightly negative. They do not think humanitarian organisations are doing enough to share information about how aid money is allocated (see "Knowing how humanitarian money is spent") and what assistance is available (see "Feel informed about aid"), nor are they sufficiently consulting people about their needs (see "Consulted about needs").



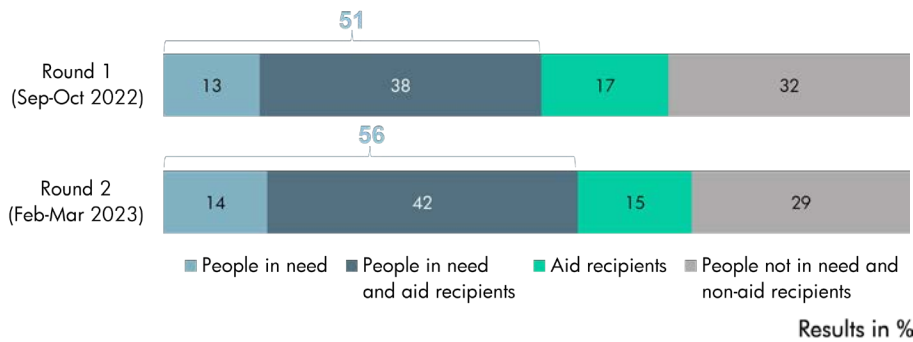
People are more likely to be satisfied with aid if they think aid covers their urgent needs and is provided fairly. Though more people in Ukraine had received aid by the time of our second round of data collection, people’s needs have not decreased, rather they are growing (51% vs 56%).

Why track expectations?



To understand how people experience a response, it is useful to know their initial expectations. Contrasting expectations with perceptions highlight priority areas for action. The graph on the left illustrates the gaps between people’s perceived importance and lived realities of certain priorities. The widest gap exists between the expectation to be informed about how humanitarian organisations spend money and the actual level of awareness: whereas 59% describe this as important, only 7% feel informed about how aid funding is spent.

Structure of the full sample⁶ in Rounds 1 and 2



Sample for this graph: all respondents (both eligible and non-eligible); Round 1 n = 2,983, Round 2 n = 2,855.

More people received cash assistance in spring 2023 (57%) than in autumn 2022 (51%), but the frequency of receiving other types of assistance, such as food assistance, remains unchanged.

- People think the aid they receive helps, but wish it was either cash so they can address adapting needs or more specific support, such as medication and materials for repairing houses, that they cannot otherwise purchase. Food packages are helpful but not the only need.
- Though most people living close to the frontline⁷ and in liberated areas have received aid at least once (as of March 2023), they have more diverse and urgent needs compared to those living in other areas of Ukraine.
- People still do not feel informed about aid and want humanitarians to use diverse information channels. Older and rural populations prefer phone calls and traditional media (newspapers, TV, radio), while younger and urban populations recommend social media and official websites.
- Internally displaced people (IDPs) are more digitally literate and more likely to prefer digital methods of applying for aid, receiving information, and providing feedback compared to non-IDPs. This is partly explained by their age; on average, they are seven years younger than the overall sample (48 years vs 55 years). But IDP status itself, even when controlling for demographic characteristics, is associated with higher preferences for digital channels.
- People want improved transparency about aid, specifically who is delivering it, how aid money is spent, and why certain regions and people are selected over others.
- Local aid providers want easier and streamlined applications for funding and transparency around rejections. Every funding agency has its own lengthy set of requirements, which makes applications consume a lot of time and resources.

Sample structure

We talked to 2,023 people in need and aid recipients in September-October 2022 (R1) and 2,021 people in February-March 2023 (R2).

Gender

- ♀ Women: 55% (R1); 53% (R2)
- ♂ Men: 45% (R1); 47% (R2)

Age

- 👤 18-29: 11% (R1); 9% (R2)
- 👤 30-44: 28% (R1); 25% (R2)
- 👤 45-59: 26% (R1); 28% (R2)
- 👤 60+: 35% (R1); 39% (R2)

Aid received

- ✓ Yes: 75% (R1); 80% (R2)
- ✗ No: 25% (R1); 20% (R2)

Internally displaced

- 👤➔ Yes: 22% (R1); 22% (R2)
- 🏠 No: 78% (R1); 78% (R2)

Region

- 📍 Centre: 13% (R1); 12% (R2)
- 📍 East: 14% (R1); 13% (R2)
- 📍 Kyiv: 11% (R1); 10% (R2)
- 📍 North: 20% (R1); 20% (R2)
- 📍 South: 28% (R1); 30% (R2)
- 📍 West: 14% (R1); 15% (R2)

⁶ Eligible respondents (aid recipients or people in need) and non-eligible respondents (see the [Methodology](#) section for more details).

⁷ People who live less than 50 km away from the frontline or border with Russia during data collection.

Recommendations

We talked to community members, as well as humanitarian partners about what they think needs to happen next. The following recommendations are based on what communities shared with us, and were co-developed in a series of workshops with 134 representatives of humanitarian organisations.

What communities say needs to happen:

1. Better adapt the response to needs

Listen to people and gather data on needs via diverse forms of consultations such as community visits, needs assessments, and conversations with local authorities, to better understand what information they are lacking and how to pivot aid programming to better address their current needs.

2. Make aid more inclusive for vulnerable groups

Support older people, people living with disabilities, and other vulnerable groups by helping them with aid applications and delivering aid to their home. Collaborate with organisations specialising in supporting people living with disabilities by, for example, consulting them or linking with their programming.

3. Ensure proactive information flow and diversify communication channels

Reach out to people proactively and well before any aid is provided to inform them about available assistance. Identify trusted community members to share the information widely, such as local authorities.

Use television, radio, and newspapers to reach older people, and social media, websites, and chatbots to scale information-sharing and best reach IDPs.

4. Be transparent about decisions

Provide information on how humanitarian money is used in which areas and who is targeted.

5. Make sure feedback mechanism work, but prioritise getting aid right the first time

Emphasise that people have a right to complain or provide other feedback and explain how they can share their opinions by, for example, adding links to feedback forms on info leaflets.



Find out exactly what people need and provide them with what they need, rather than handing out everything.

– Woman, central Ukraine



Provide aid to those who need it and deliver it to the homes of people with limited mobility.

– Older man, northern Ukraine



Contact housing offices to appoint someone to interview residents in need. We need to have a person in charge of information in each building!

– Older man, southern Ukraine



Older people do not have smartphones and do not receive any information. Inform them through regular mail where and how to get information.

– Woman, northern Ukraine



Report what assistance they [humanitarian actors] have to the community and explain who they are giving it to.

– Older man, eastern Ukraine

What local aid providers say needs to happen:

6. Localise the coordination of aid

Decentralise coordination by using an area-based model and decentralising the NGO Forum.

7. Empower local organisations and volunteer groups and engage them in decision-making

Ensure local NGOs are equally represented within coordination structures and have the power to influence decision-making. Ask local NGOs what types of training or support they need, identify areas where they fall short of international organisations' standards, implement training to address both gaps, and track progress on building these skills. In addition, develop guidelines and standards for volunteer networks to enable them to be formally recognised, even without official registration, and provide such initiatives with information on what are the standards to register for additional support and funding to continue their work in the community.

8. Enable easier access to funds for local organisations

Simplify and harmonise procedures for funding applications and systematically explain why some organisations receive funding and others are rejected.

Introduction

Since the onset of the full-scale Russian invasion on 24 February 2022, millions of Ukrainians have been directly affected by the war and have required assistance.⁸ As of September 2022, almost 50% of the current population is dependent on aid (17.6 million).⁹

The Government of Ukraine has worked hard to meet its constituents' needs, through cash and other types of assistance, despite a dramatic decrease in income and an increase in spending. The humanitarian response is vast, with UN agencies and hundreds of international and national non-governmental organisations (NGOs) providing humanitarian and other types of assistance every day. The role of civil society has also been frequently commended: thousands of organisations changed their line of work overnight and started providing assistance and services before international agencies arrived, backstopping government services, and assisting in areas where international aid organisations do not go.¹⁰ In solidarity with each other, Ukrainians have united: interpersonal trust, social cohesion, and resilience, especially among young people, are high.¹¹

In our first round of data collection, we found that people in Ukraine had lower expectations of aid overall compared to respondents in other crisis contexts where Ground Truth Solutions collects data. People felt that aid was meeting their basic needs, but they lacked information on aid, targeting, and how to provide feedback. To understand how people's perceptions of aid evolved over time, we conducted a second round of phone surveys between February and March 2023. In April and May 2023, we organised a series of workshops to validate and contextualise the findings and recommendations from communities.

This report presents the findings from two rounds of quantitative data collection, qualitative data collection, and workshops with different representatives of the humanitarian community. It aims to provide an accurate and up-to-date analysis of the perceptions of humanitarian aid in Ukraine, shedding light on the needs, challenges, and potential opportunities for intervention in the ongoing crisis. The recommendations derived from this research will contribute to meeting the strategic objectives of this response¹² and aim to support the effective delivery of humanitarian assistance.

Main findings and recommendations

The perceptions of affected people highlight similar trends across both rounds of data collection, which might be interpreted to mean that the humanitarian response is static. The opposite is true, with various initiatives underway to address the highlighted gaps. But these actions are not yet leading to improved perceptions or may not be visible to people who need and receive aid. It will be important to keep tracking perceptions over the coming year, in the hopes of seeing the impact of these efforts.

To make sure that the humanitarian response is evolving based on the views and priorities of affected people and local aid providers, we present eight areas for action that they identified as most pressing, accompanied by proposed solutions from community members and humanitarian actors.



Workshops with humanitarian actors

Between April and May 2023, we held four in-person workshops with humanitarian actors in Lviv, Kyiv, and Dnipro, and one online workshop.

Objectives

1. Present and validate findings.
2. Co-create recommendations and potential solutions for improvement.
3. Develop an action plan that we mutually agree on and can present back to communities and to the bodies coordinating the humanitarian response.

We discussed the issues identified in the research with a wide range of humanitarian actors and let them think about solutions to address them through three types of group work.

1. Identify good practices that are already happening to address some of these issues.
2. Come up with new recommendations to address the issues.
3. Formulate specific actions on how to implement these recommendations, also thinking about who needs to be involved and what resources are needed.

⁸ OCHA. January 2022. "[Ukraine Humanitarian Needs Overview 2023](#)".

⁹ Ibid.

¹⁰ Civicus. February 2023. "[One year into Russia's war on Ukraine: civil society in the crossfire](#)".

¹¹ Goodwin et al. February 2023. "[National resilience in Ukraine following the 2022 Russian invasion](#)".

¹² OCHA. February 2023. "[Humanitarian Response Plan](#)".

Better adapt the response to needs

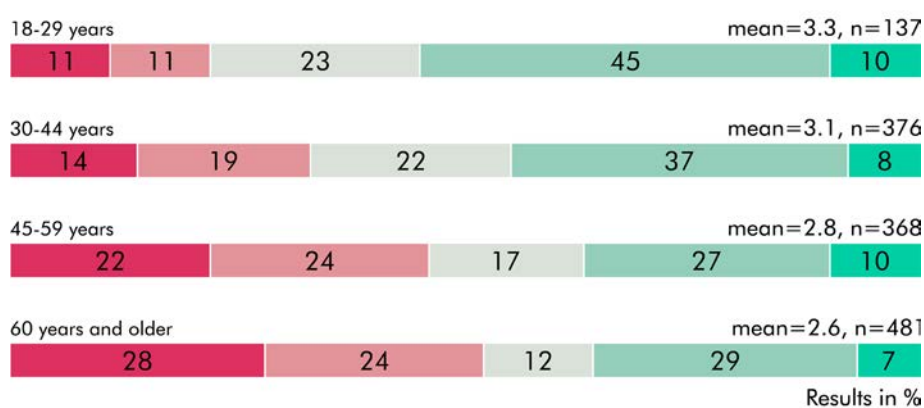
Many people are not able to cover their most important needs with the assistance received. They ask for cash, or specific types of in-kind assistance, such as medication or supplies to repair their homes.

People in Ukraine and local aid providers stress that they should be asked about their priority needs before aid is provided, as the situation is constantly changing. There is a notable gap between people's expectations for aid providers to ask about their needs and what is actually happening, leading to lower overall satisfaction with aid.¹³

Older age groups and people with disabilities feel the least consulted. Fifty-two percent of older people and 53% of people with disabilities say they have never been asked about their needs.

To what extent did aid providers ask affected people about their needs before providing aid?

Round 2 (Feb-Mar 2023)



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes, completely

Sample for this graph: aid recipients (n = 1,624).

People in need still prefer cash over other types of aid. Multi-purpose cash assistance (MPCA) allows them to obtain the exact goods or services they need – unless these are unavailable due to damage or shortages. MPCA is especially preferred by people in occupied territories, but access can be challenging.¹⁴

There is a significant increase in the number of people expressing a need for in-kind products (+8%) and services such as health, legal, and transportation services (+16%) compared to autumn 2022. The demand for in-kind products often comes from a lack of a fully functioning market or a sharp price increase for certain items. Services can be difficult to access because they are more prevalent in urban areas.¹⁵



“

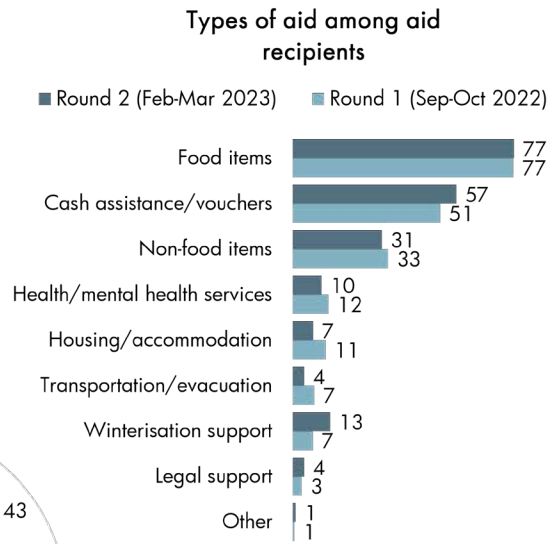
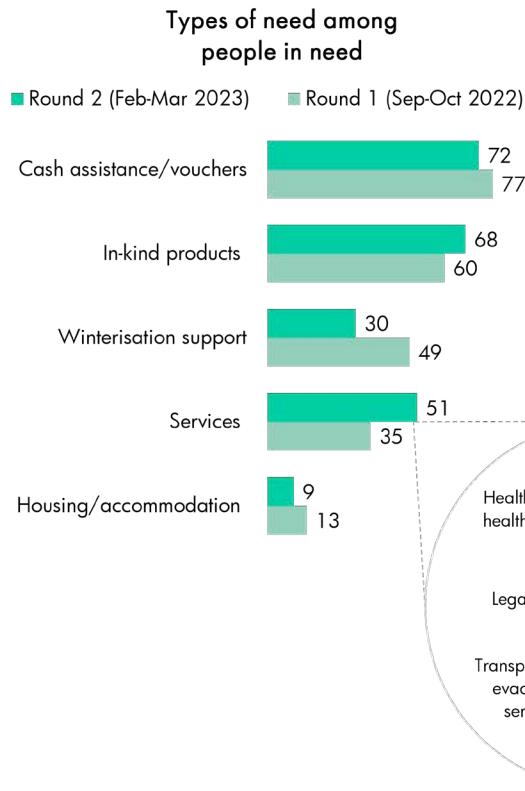
The most frequent type of feedback we get are requests for cash assistance.

– Representative of the Ukrainian Red Cross, Lviv

¹³ Based on statistical modeling, we can say that the needs assessment gap and information gap have a comparably negative impact on overall satisfaction with aid, but less than the fairness and relevance gaps.

¹⁴ GTS. July 2023. Mapping the user journeys of CVA recipients in Ukraine [report in preparation].

¹⁵ REACH. March 2023. “Joint Market Monitoring Initiative”.



Results in %

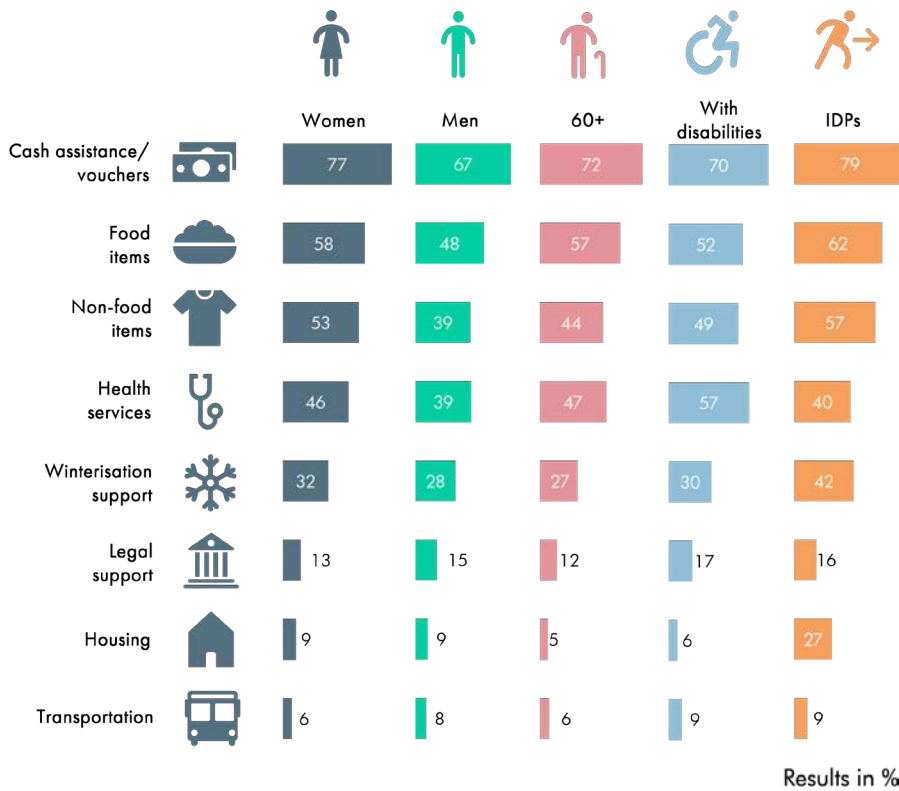
Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: people in need (n = 1,624 in Round 1 and n = 1,585 in Round 2); aid recipients (n = 1,511 in Round 1 and n = 1,624 in Round 2).

Note: In Round 2, we coded people's needs into more categories than in Round 1. To allow for comparison with Round 1, we constructed categories "in-kind products" and "services" based on the responses "food items" and "non-food items (hygiene, clothing, medicines, and so on)", coded as "in-kind products", and "health/mental health services", "transportation/evacuation services", and "legal support" coded as "services". This may partly explain their increase compared to Round 1.

Most people who said they need aid are also aid recipients. The subsamples presented in these charts are not mutually exclusive.

More people received cash or voucher assistance this winter compared to Round 1 (+6%), with this increase driving the overall increase in coverage of humanitarian assistance in Ukraine from Round 1 to Round 2 of data collection.



Percentages do not add up to 100% due to the multiple-choice question format.

This graph shows the top eight needs for women, men, older people, people with disabilities, and displaced people. Overall, most people need cash assistance, and transportation is least often mentioned as an unmet need. Yet there are important differences by socio-demographic characteristics (see also [Annex 1](#) for more details):

- Relatively more IDPs (79%) and women (77%) need cash or voucher assistance compared to the overall sample (72%).
- IDPs (57%) and residents of the east (53%) require more non-food items compared to the overall sample (46%). The need for food is also the highest in eastern oblasts (68%).
- Women (58%) report greater food needs compared to men (48%), as well as needs for non-food items such as clothes, hygiene, and medication (53% vs 39%, respectively).
- IDPs and younger people (ages 18-29) mention the need for housing (27% and 12-15%, respectively) more often than the overall sample (9%).
- Legal support is most needed by people in the West (20%).

Considering the increasing need for different types of services, however, it will be crucial to expand the accessibility of these services to a wider population. In particular, there is a pressing need to prioritise health and mental health services. Forty-three percent of people in need mention them, most frequently those living in Kyiv and central Ukraine, as well as people aged 45 and above. One third of people in need express the need for medication. But people with disabilities need medical care the most (57%).

Despite large-scale attacks on health services, most health facilities, including primary health care services, are still available. But a lack of funds, displacement, and increasing health needs (e.g., for people wounded in combat and mental health services) mean that not all health needs are met.¹⁶



It is difficult to register people who are in temporarily occupied areas. They are on the Diia app, some of them should have received aid, but there is no connection with Ukrainian operators, so they do not get messages from the bank that the cash assistance was delivered.

– Humanitarian workshop participant, Kyiv

¹⁶ OCHA. January 2023. [“Humanitarian needs overview”](#); MSF. May 2023. [“One year of emergency healthcare in war-torn Kharkiv”](#).

Recommendations from community members

- Listen to people to learn about their physical and information needs. Make sure to be inclusive of older people, and IDPs. Use different information sources, such as surveys, community visits, and information from local authorities and community representatives, to triangulate the comments received.
- Target aid to socio-demographic groups' specific needs to avoid providing aid that some do not need.
- Provide cash assistance instead of vouchers, as people perceive voucher-shops to be more expensive.
- Improve needs assessment and aid provision coordination to avoid over-servicing some regions and under-supporting others.

Recommendations from humanitarian actors

People in Ukraine and aid providers agree that aid based on priority needs makes aid more targeted and effective. But how information on needs is collected is important; it needs to be proactive, inclusive, and during all stages of the project cycle. Local organisations are important sources of information. To be able to respond to needs, organisations need to have strong monitoring and evaluation capacity in place and projects need to have a flexible approach so they can adapt based on emerging information.

Key actions suggested by humanitarians:

- Better ensure that the response provided is based on priority needs, by making sure that there is enough necessary data (scoping, baseline assessments, needs assessments, and market analysis) – and plan the response based on this data in a timely manner to ensure that actions based on this information are not outdated.
- Proactively seek input from people about their specific needs and preferences at each phase of project implementation and adapt programming accordingly.
- Provide flexible, small, and targeted funding for local organisations for more rapid responses based on community priorities.
- Strengthen monitoring and evaluation to continuously improve the quality of programming.



When we reach out to smaller organisations, we learn a lot of relevant information.

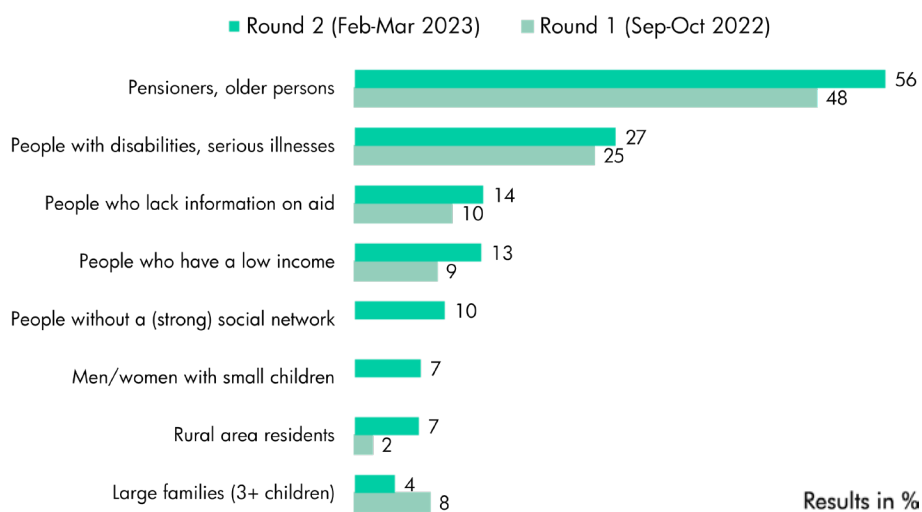
– Workshop participant, Lviv

Make aid more inclusive for vulnerable groups

Despite efforts, the response is not inclusive enough. Vulnerable groups, such as people with disabilities, are still excluded from accessing information or assistance. Many people lack official documentation or bank accounts, which prevents them from registering for assistance.

By the end of 2022, 15% of individuals in need of assistance were living with a disability and 23% were children. Among all those requiring aid, 52% had significant needs, 8% faced extraordinary needs, and 27% had catastrophic needs.¹⁷ The situation was particularly dire in eastern and southern Ukraine, where more households were classified as being in extreme need due to their proximity to the conflict frontlines and extensive destruction. The most pressing needs include livelihood support, shelter, non-food items, protection, and education.

Who has more difficulty receiving aid and services?¹⁸



Percentages do not add up to 100% due to the multiple-choice question format.

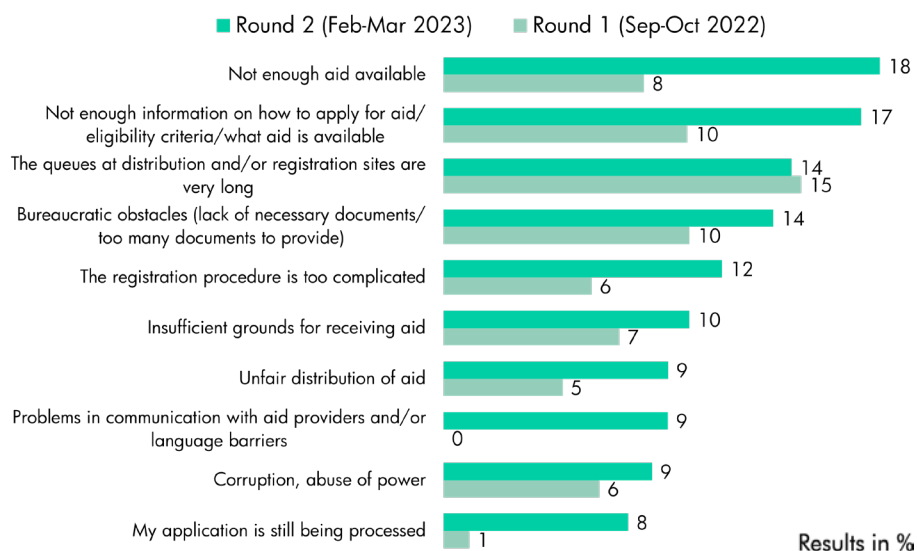
Sample for this graph: Respondents who do not think that aid is provided in a fair way in their settlement ($n = 393$ in Round 1 and $n = 587$ in Round 2).

In both rounds, respondents agree that older people and people living with disabilities are the most vulnerable groups. People also explain that if people lack information or a social network, they will struggle to find the assistance they need.

¹⁷ REACH. March 2023. "[Multi-Sectoral Needs Assessment: Health and nutrition key takeaways](#)".

¹⁸ People without a (strong) social network is understood as people who lack the right connections to help them to receive aid.

Why is it difficult to access aid?



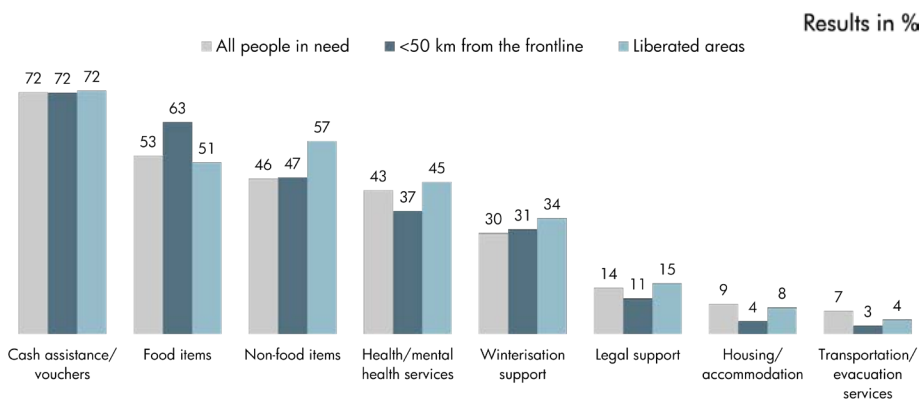
Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: respondents who said accessing aid is 'rather difficult' or 'very difficult' (n = 816 in Round 1 and n = 829 in Round 2).

Spotlight on people who live close to the frontline or border with Russia¹⁹ or in liberated areas

As of March 2023, 11% of all people we surveyed lived in the area up to 50 km from the frontline or border with Russia and 7% lived in liberated areas.²⁰ Both these categories have significantly higher levels of needs than people in the rest of Ukraine, with more than 70% citing unmet needs, compared with the 57% average among all respondents. Humanitarians recognise this, and 86% of respondents in the 50 km zone and 88% in the liberated hromadas²¹ have received assistance at least once (compared to 57% in the general population), but they need more support. Compared to all people in need, people in areas close to the frontline demonstrate a higher level of need for food items, while people in the liberated areas seek more non-food items and reconstruction materials for damaged houses.²²

Needs by location compared to people in need



Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: all people in need (n = 1,585); people in need in areas less than 50 km from the frontline (or border with Russia) (n = 226); and people in need in liberated areas (n = 134).

¹⁹ The border with Russia is also considered as a line for a 50 km buffer zone due to the constant shelling experienced by communities in close proximity to the border (for example, Ukrainska Pravda, May 2023. "[Shelling of Sumy Oblast: more than 60 strikes within 24 hours](#)").

²⁰ To create this subgroup, we determined the geolocation of respondents' settlements based on the settlement names (no GPS data was collected) and merged it with a list of hromadas that have been liberated by the Armed Forces of Ukraine since the start of the full-scale invasion.

²¹ Hromadas are primary administrative-territorial units of local government in Ukraine, formed in the course of the decentralisation reform in 2015-2020.

²² This is in line with MSNA's findings, where people report less availability of food items due to access issues to shops or shops struggling to re-stock. REACH, March 2023. "[Multi-Sectoral Needs Assessment: Health and](#)

Displacement and returnees

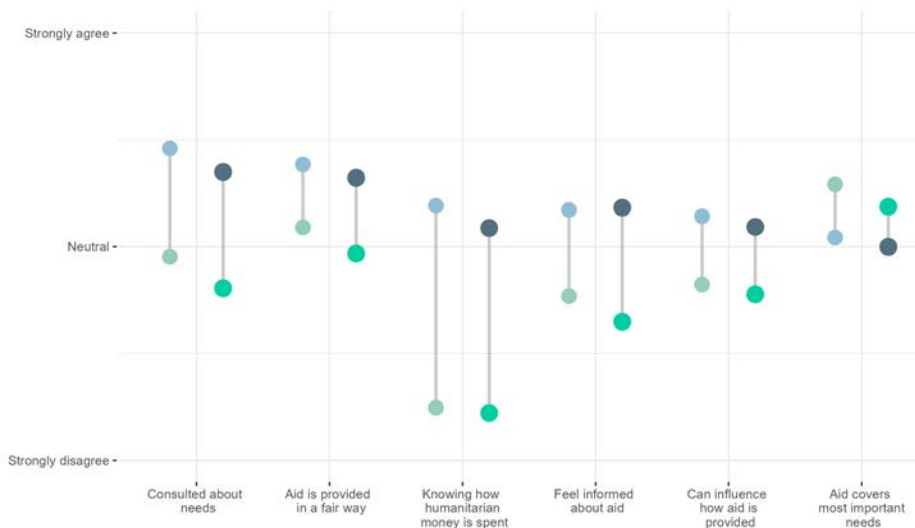
The International Organization for Migration (IOM) reports that, as of 24 January, Ukraine had 5.4 million internally displaced persons (IDPs),²³ with the majority (58%) experiencing protracted displacement.²⁴ Compared to the initial round of our survey, conducted in September-October 2022, there has been a notable increase in the number of individuals returning to their places of origin. In the recent IOM report on internal displacement in Ukraine, the number of returnees surpassed the number of IDPs for the first time since 24 February 2022, reaching 5.56 million returnees compared to 5.32 million IDPs.²⁵ Furthermore, Europe has recorded 8.2 million Ukrainian refugees, with 5.1 million individuals receiving temporary protection.²⁶

The growing number of returnees, particularly in territories liberated by the Ukrainian armed forces, brings about additional needs and challenges, for both returning individuals and people who were not displaced.

Spotlight on people with disabilities

People with disabilities have one of the highest levels of needs among other groups. Among them, 88% said they have at least one need, compared to 76% in the entire eligible sample. Despite being more dependent on aid, they feel less informed about the aid and services available to them compared to people without disabilities.

Core questions: people with disabilities vs people without disabilities



Expectation

● Without disability ● With disability

Perception

● Without disability ● With disability

Gap

Sample for this graph: self-identified people with disabilities (n = 421); self-identified people without disabilities (n = 1,593).



I found out that there was a group of people who applied for assistance, but they have a problem with their eyesight, and they pressed the wrong button. As a result, they didn't get the assistance.

– Workshop participant, Lviv



²³ IOM. January 2023. "Ukraine — Internal Displacement Report — General Population Survey Round 12".

²⁴ Protracted displacement is a displacement for six months or longer.

²⁵ IOM. January 2023. "Ukraine — Internal Displacement Report — General Population Survey Round 12".

²⁶ UNHCR. May 2023. "Ukraine Situation Flash Update #47".

Spotlight on older people

The share of older people in need of assistance (ages 60 and above) has significantly increased – from 62% in Round 1 to 68% in Round 2 – and this group continues to be underserved.

In addition to their higher level of needs, older people also feel significantly less informed about the assistance and services available to them, which prevents them from addressing their needs.

Community recommendations

- Work together with social workers to identify older people and support those who need help with digital aid applications, as well as with existing specialised organisations for people with disabilities who need help with registration.
- Better tailor distributions. Address queues at distribution sites and let people with physical disabilities wait in a separate queue. Let people know when they can arrive to avoid long waiting times. Ensure aid can be delivered to the homes of those who have physical disabilities and cannot travel to distribution sites.
- Make information more accessible for people with visual and auditory impairments.
- Work through existing specialised organisations for people with disabilities.

Humanitarian recommendations

- Adopt a more flexible approach towards targeting aid recipients by thoroughly documenting and better understanding the impact of humanitarian assistance, ensuring inclusivity and leaving no one behind. Ensure targeting/eligibility criteria better reflect needs.
- Address the lack of recognised status (disability, IDP, and so forth) that prevents people from registering for cash assistance.
- Consistently collect detailed data on needs, enabling the ability to adjust responses to changing needs and tailor aid more effectively for specific groups, including people with disabilities.
- Conduct an audit on disability inclusion to make sure organisations enact the existing disability inclusion guidelines.
- Earmark funding for disability inclusion, such as systematic collaboration with organisations for people with disabilities, to ensure the needs of people with disabilities are met.



It is very difficult for retired people to get devices, and they cannot apply for assistance.

– Older woman, western Ukraine

Ensure proactive information flow and diversify communication channels

People still find it difficult to verify information about aid and navigate the overload of information available from different sources. They do not know which information applies to them. As a result, they might miss out on aid.

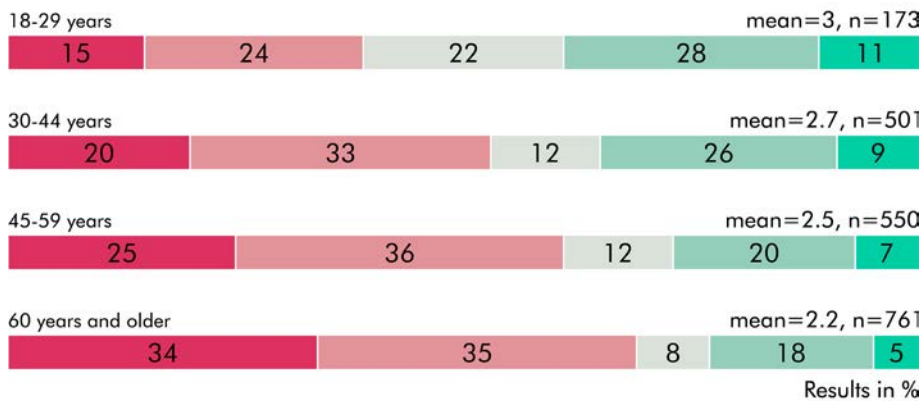
The information overload is real, and people are getting lost in the sheer amount of conflicting information. For some, this is more manageable than others. Young people are more likely to prefer multiple information sources, with people's preferences narrowing as they get older.

People are also struggling to understand if the information is reliable, particularly online information, and they do not know what information applies to them, making accessing aid more challenging. Information published on social media channels is also met with some scepticism, as people question whether it can all be trusted. For that reason, people most often use official websites or the social media of local authorities or aid providers. Community members also share information with each other when aid is available.

Among people aged 18-29 years, 39% are aware of the aid and services available to them, but this drops to 23% among those aged over 60 and people with disabilities. People cite a lack of appropriate information channels but also point out that information is not always tailored to specific audiences. They ask for information with simplified instructions, non-digital information, and information points where they can talk to someone face-to-face.

Do you feel informed about the aid and services available to you?

Round 2 (Feb-Mar 2023)



1 Not at all 2 Not very much 3 Somewhat 4 Mostly yes 5 Yes, completely

Sample for this graph: all eligible respondents (n = 2,021).

Yet, some groups of people are facing more challenges to accessing information than others. People in occupied territories lack access to the internet, while IDPs and people in liberated communities are often lacking devices (smartphones or tablets) to access information online. Older people are often unsure how to navigate online information channels or verify information.



The first thing is to establish information sharing practices. In times of World War II, there was a newspaper that everyone trusted, and they used this as a main source of information. Now there is not one source that provides all the information in one place.

– Workshop participant, Lviv

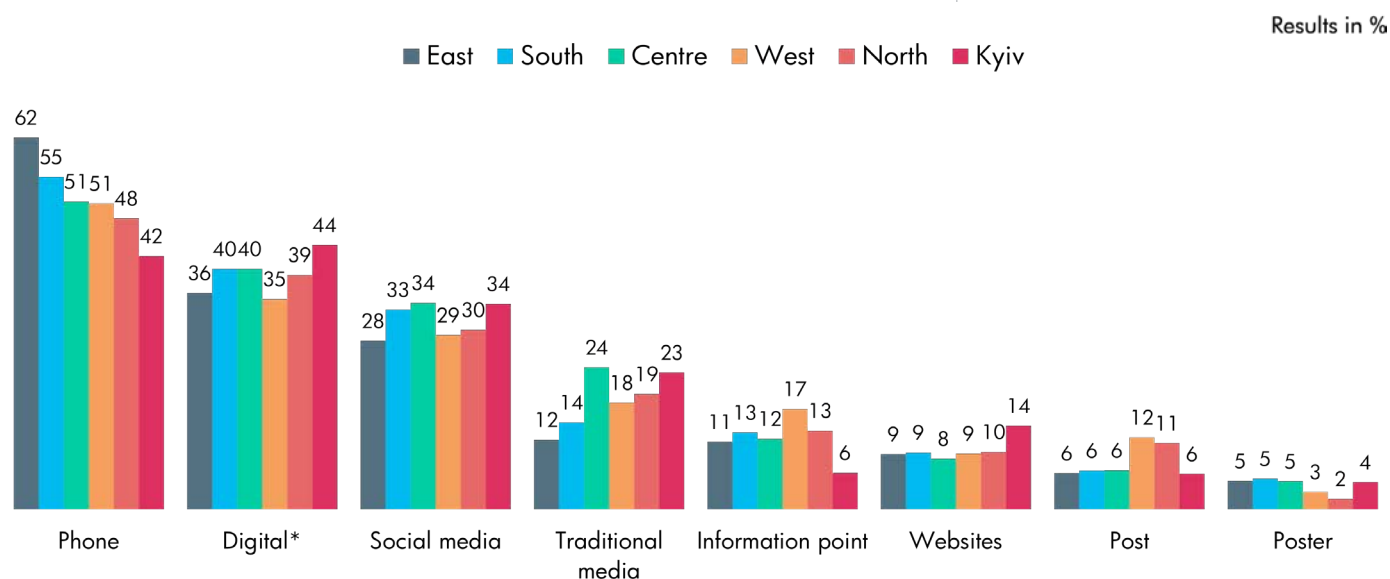


Communication channels, for information sharing as well as feedback, need to be diversified and contextualised based on the region and demographic target, considering that some channels are effective in certain regions while ineffective in others, depending on the social groups to which the information is directed.

The phone as an information channel is more popular in the east and less popular in Kyiv, where digital channels are preferred. Among other channels, it is worth noting that in the west and north, twice as many people mentioned mail as their preferred channel.

How would you like to be informed about aid and services?

Round 2 (Feb-Mar 2023)



*"Digital" means social media or websites.

Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: all eligible respondent (n=262 in East, n = 608 in South, n = 234 in Centre, n = 309 in West, n = 403 in North, n = 205 in Kyiv).

For those aged 18-29, social media is their preferred information source (52%), while people aged 30-44 prefer both social media (49%) and phones (45%).²⁷

People over age 60 prefer phone (61%) followed by information via traditional media²⁸ (19%). People living in rural areas also prefer phones (56%) and in-person information points (20%). People living with disabilities are significantly less likely to prioritise digital communication (24%) methods than people living without disabilities (43%).

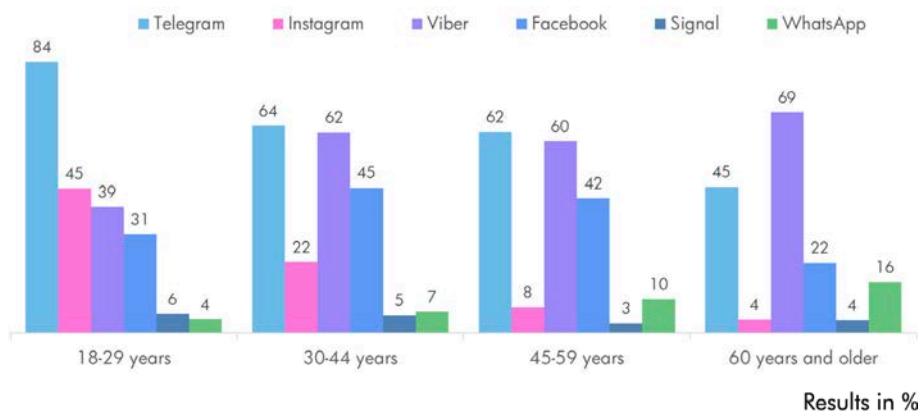
Viber and Telegram were mentioned as favourite messaging apps for disseminating information widely. Telegram is by far the most popular among the youngest age group (18-29 years old) and is on par with Viber among people aged 30 to 59. At the same time, Viber dominates among older people (60 and above), although Telegram is still the second most popular option in this group. In addition to these two messengers, Instagram is also suitable for informing the youngest age group, while people aged 30-59 can be reached via Facebook.

²⁷ We did not ask respondents whether they meant only calls in this context. Therefore, some respondents could also mean social media when choosing the option "phone".

²⁸ Traditional media includes television, radio or newspapers.

Which social media/messengers do you prefer to receive information?

Round 2 (Feb-Mar 2023)



Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: all respondents who selected social media/messengers as a preferable source of information about aid (n = 86 for ages 18-29; n = 237 for ages 30-44; n = 166 for ages 45-59; and n = 125 for ages 60 and above).

Community recommendations

- Proactively inform people about available aid.
- Reach out to people well before any aid is provided to inform them about available assistance. Identify trusted community members to share the information widely, such as local authorities.
- Provide timely information on:
 - what assistance is available;
 - who it is available for;
 - for how long people will receive it;
 - how people can apply for it;
 - who is providing it;
 - application status;
 - reasons for rejection.
- Use all types of channels, including non-digital channels, such as mail, to inform people about aid.
- Use phone, television, radio, and newspapers to reach older people, and social media, websites, and chatbots to scale information-sharing and best reach IDPs.



“

Be more open and provide information about the aid in social networks: what is being brought in and where it is being distributed. Otherwise, we don't know anything.
– Older woman, western Ukraine

“

Provide more information in different sources, such as media, press and leaflets, booklets.
– Older man, Kyiv

Humanitarian recommendations

To address the lack of coordinated information-sharing, humanitarians suggest that they:

- Set up area-based information-sharing (using existing information platforms) or create information working groups at the local level, in coordination with local leaders and authorities.
- Create a one-stop shop for information provision in coordination with local authorities. This should contain information in multiple formats, for example, booklets and internet kiosks, and enable peer-to-peer support between communities. Some people recommend engaging with media to promote such one-stop shops.
- Share information through official websites to help to reduce the number of requests from some aid recipients and engage with online and offline media to publish more relevant information.
- Utilise local communication channels for different purposes based on community preferences, identify and use also existing Viber/Facebook/Telegram channels for localised coordination.
- Diversify information products to ensure accessibility for everyone (provide not just text, but also images and videos, using printed materials in addition to digital means and face-to-face information-sharing).



Be transparent about decisions

People feel in the dark about how decisions on spending humanitarian funding are made. They want to know which regions are targeted, which people are targeted, and for how long aid will be provided.

Do you know how humanitarian money is spent in your settlement?

Round 2 (Feb-Mar 2023)



- 1 Not at all
- 2 Not very much
- 3 Somewhat
- 4 Mostly yes
- 5 Yes, completely

Sample for this graph: all eligible respondents.

Do you think aid is provided in a fair way in your settlement?

Round 2 (Feb-Mar 2023)



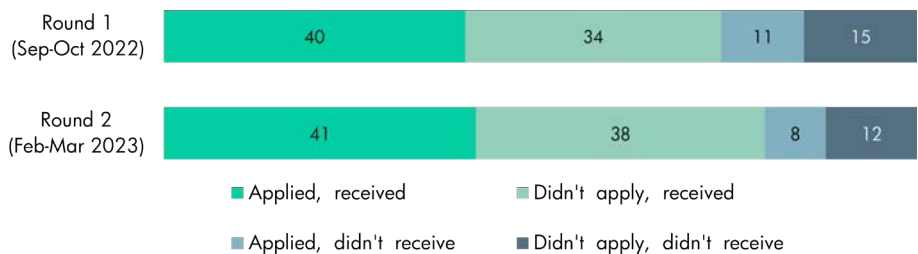
- 1 Not at all
- 2 Not very much
- 3 Somewhat
- 4 Mostly yes
- 5 Yes, completely

Sample for this graph: all eligible respondents.

People want to know more about the application processes and decisions. They want aid providers to systematically provide information on how to apply for aid, who is eligible, where their application stands in the process, and why their application was rejected.

The percentage of people who sought assistance remained similar between the two rounds of data collection. The increase in the number of aid recipients was largely due to those who received aid without registering for it. This also applies to cash assistance, where 38% of individuals who never applied for it received it (compared to 27% in Round 1).

Did you apply for aid at least once?



Percentages may not add up to 100% due to rounding.

Sample for this graph: aid recipients (n = 1,511 in Round 1 and n = 1,624 in Round 2).

Results in %



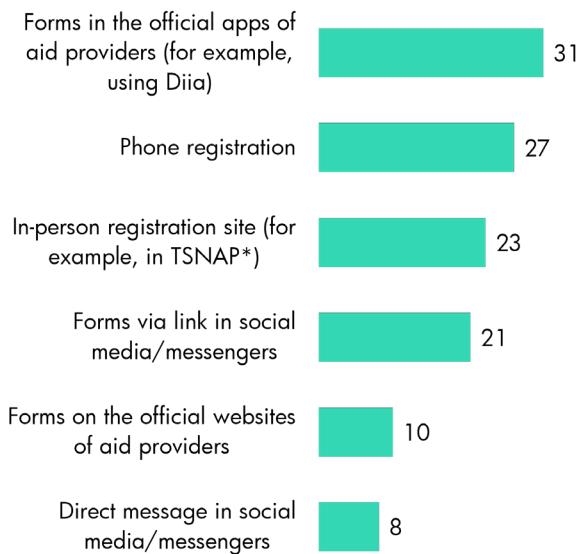
Note: Cash assistance is provided at the household-level. Because most cash assistance requires pre-registration, people who received cash but did not register are most likely members of a household that was registered by another person.

People say they prefer applying for aid using the state app Diia or the official applications of aid providers. Other popular options included registering via phone, visiting in-person registration sites (such as TSNAP), and utilising forms shared through links on social media platforms or messaging apps. Among people who had applied for aid before, in-person registration sites are mentioned more frequently (27%) compared to those who had never applied for assistance (19%). For people who chose to apply for assistance through social media platforms, the most popular are Viber (61%) and Telegram (53%).

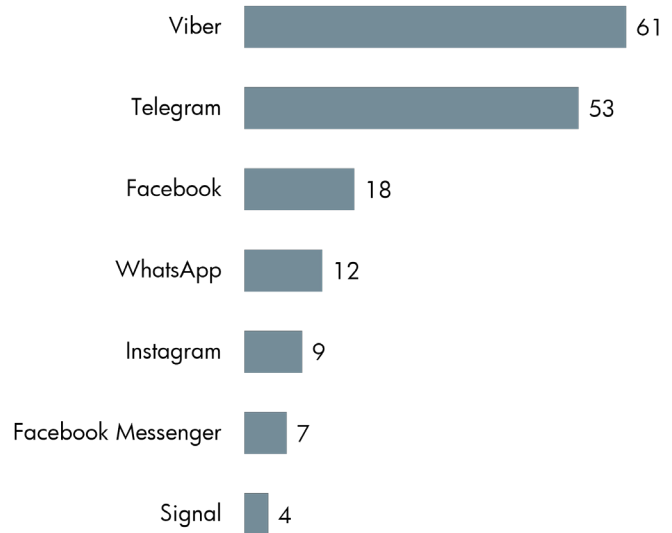
Older people (60 and above) prefer telephone channels (36%), in-person registration (21%), and official application forms (19%). Among younger respondents (ages 18 to 29), Telegram (74%) is the favoured option, while Viber (68%) is the preferred choice for the oldest age group.

Round 2 (Feb-Mar 2023)

Preferred application channels



Preferred social media/messengers for application



*"TSNAP" is an administrative service centre.

Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: all eligible respondents (n = 2,021).

Sample for this graph: respondents who selected social media or messaging app as preferred channels (n = 557).

Results in %

However, people encounter challenges when applying for aid: travelling long distances, long queues, inaccessibility during air alarms, and feelings of shame, discomfort, or humiliation when applying for aid in person. Other people do not possess the relevant documents to be able to register. Some people who applied online face technical issues, think the forms are complicated or unclear, worry about being scammed, or worry about their data protection.

People are not always aware about deduplication and continue registering even if they received cash in previous months (mostly relevant for multi-purpose cash assistance).



Community recommendations

- Provide information on how humanitarian money is used in which areas and who is targeted.

Humanitarian recommendations

- Communicate proactively with communities on humanitarian activities and produce specific information materials according to the needs of the community. Systematically develop short summaries of what organisations are doing that can be easily shared.
- Systematically provide information on:
 - aid programmes (objectives, targeting criteria, how to register);
 - confidentiality and data protection;
 - purpose and functioning of feedback channels;
 - who provides aid and which hotline to call, to avoid confusion among aid recipients;
 - eligibility criteria and the application procedure, including the application status and reasons for rejection.



Report what assistance they [humanitarian actors] have to the community and explain who they are giving it to.

– *Older man, western Ukraine*

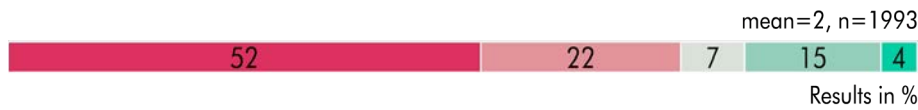
Make sure feedback mechanisms work, but prioritise getting aid right the first time

Aid recipients are not aware of their right to provide feedback, and they do not know how to provide it or to whom. Many people still feel it is inappropriate to give negative feedback.

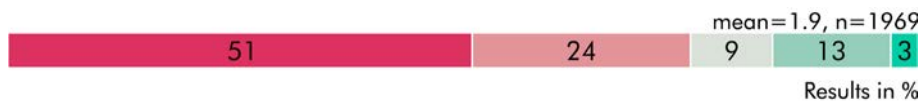
Three-quarters of respondents are still unaware of how to ask a question, make a complaint, or provide other feedback – consistent with Round 1 data. For those who do provide feedback, many complain that they never hear back.

Do you know how to ask a question, make a complaint, or provide feedback on humanitarian aid or services?

Round 1 (Sep-Oct 2022)



Round 2 (Feb-Mar 2023)



- 1 Not at all
- 2 Not very much
- 3 Somewhat
- 4 Mostly yes
- 5 Yes, completely

Sample for this graph: all eligible respondents (n = 1,993 in Round 1 and n = 1,969 in Round 2).

Have you submitted a question, a complaint, or given feedback on humanitarian aid since 24 February 2022?

Round 1 (Sep-Oct 2022)



Round 2 (Feb-Mar 2023)



- Negative
- Positive

Sample for this graph: all eligible respondents (n = 2,023 in Round 1 and = 2,016 in Round 2).

Older people are the least likely age group to know how to provide feedback (10%) and to do so (5%), which makes sense given that they are also the age group that feels least informed.

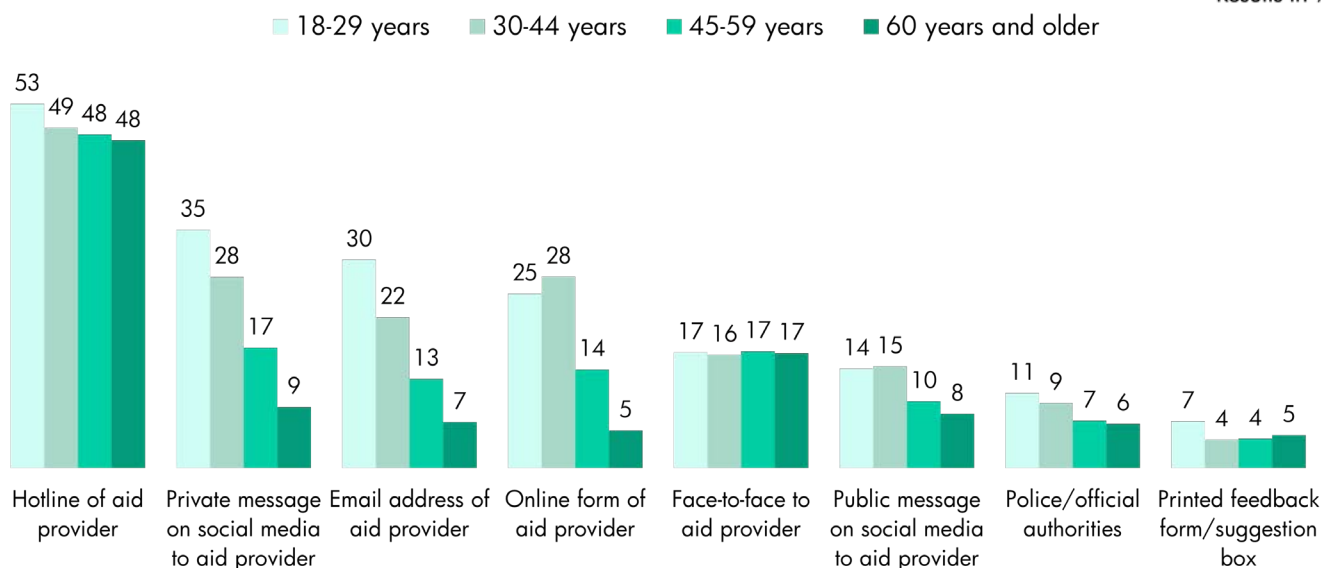
In general, people do not trust that the existing feedback channels are effective. Some cannot provide feedback on the phone or online because they do not own a phone or there is no internet, and others explain that hotlines cannot be reached or reaching them takes a very long time.



What channel do you prefer to use if you have a question, complaint, or want to give feedback regarding aid?

Round 2 (Feb-Mar 2023)

Results in %



Percentages do not add up to 100% due to the multiple-choice question format.

Sample for this graph: all eligible respondents (n = 176 for ages 18-29; n = 508 for ages 30-44; n = 556 for ages 45-59; and n = 781 for ages 60 and above).

Though people mention issues with hotlines, it is still the preferred channel for providing feedback among all age and socio-demographic groups (49% overall), likely because people are already familiar with these mechanisms compared to others. Humanitarian actors are struggling with the volume of requests they receive via phone and other channels. One workshop participant in Kyiv mentioned, “When we did not reply to social media feedback within 48 hours, we were publicly shamed, or people tried to reach the head of our organisation.” Yet for one NGO, providing more up-to-date information on their website drastically reduced the number of calls they received, demonstrating the simple fact that clear and accessible information up-front makes the process more efficient for aid recipients and humanitarians alike. Participants explained that they prefer proactive information-sharing and proactive needs assessments, so they can get the aid they need from the start instead of providing feedback on what could be improved afterwards.

Community recommendations

- Make sure hotlines are well-staffed.
- Provide clear guidelines on how to make requests and how to provide feedback.

Humanitarian recommendations

Humanitarian actors identified three key priorities to improving feedback mechanisms: first, people need to be informed and aware about their right to complain; second, humanitarian actors must train staff to act on feedback; and third, outcomes from processing feedback should be shared, so humanitarian actors can learn from each other.

- Sensitise communities on their right to complain and provide other feedback on humanitarian aid, what will happen with their feedback, and the functioning of feedback mechanisms.
- Offer diverse feedback channels, such as hotlines, in-person helpdesks, phone-in programmes, SMS chat forums, and post-distribution monitoring surveys. But make sure to consolidate local organisations' and humanitarian organisations' hotlines and make the list published, so people know that which hotline to call for which aid provided.
- Do not ask direct questions about overall satisfaction with the aid provided in post-distribution monitoring surveys. Older people and those living in rural areas tend to provide positive feedback even when there are aspects of aid provision they think could be improved because they do not want to look ungrateful. Make surveys more detailed by assessing different aspects of the aid provided, such as relevance to needs, timeliness, ease, and clarity of the application process.
- Include details on how to provide feedback on aid and services when providing any type of information, e.g., information leaflets, or websites. Share how people's feedback will be kept confidential (e.g., feedback will not negatively impact the aid they receive), and how their data will be protected.
- Analyse feedback and present it to project teams and local authorities on a periodic basis.
- Ensure action on feedback by establishing a process for how feedback is acted on, as well as a follow-up system to monitor if feedback is systematically used and identify reasons why it is not (such as internal capacity needed to analyse feedback and identify trends; inflexible funding preventing action; requests outside of an organisation's mandate that require further coordination with entities who can act on that feedback).
- Strengthen referral mechanisms, by improving the processes and systems by which people in need are connected to the appropriate services and resources.

Findings and recommendations from local aid providers

Local aid providers and representatives of civil society organisations have strong views on how aid should be provided and who should be providing it. In key informant interviews and in conversations during our workshops, they shared their experience on providing aid and collaborating with international organisations, as well as the support they need.

6 Localise coordination of aid

Local organisations think aid provision would be more effective if coordination was localised and if they were more involved. Such reorganisation would enable better information-sharing, increased community access to aid, and improve community members' participation in aid provision.

Humanitarian recommendations

- Set up an area-based coordination model based on a mapping of actors and coordination gaps (this is already happening).
- Better involve local actors in coordination structures, including local authorities, by including them in decision-making processes and discussions.
- Decentralise the NGO Forum.
- Coordinate information on humanitarian services on the local level to improve community access to localised information about humanitarian assistance, work through local partners.
- Improve coordination on conducting (needs) assessments.

7 Empower local organisations and volunteer groups by engaging them in decision-making

Despite having plenty of hands-on experience, local organisations think international organisations do not recognise their expertise. They are also not meeting international organisations' standards, making them ineligible for collaborations. Taken together, these circumstances exclude local organisations from decision-making.

Humanitarian recommendations

- Engage local NGOs in decision-making, such as through public discussion, sharing of good practices, and deciding on agenda points.
- Enable certified capacity-strengthening, particularly on funding, and create a list of obligatory trainings in which local NGOs should participate to fulfil the standards of international organisations.
- Adjust guidelines and standards for volunteer networks to enable them to be formally engaged.
- Ensure local organisations are continuously engaged, e.g., by organising networking events on a local level between humanitarian organisations and volunteers (Humanitarian Country Team roundtable as a good example).

Enable easier access to funds for local organisations

Local organisations find aid funding applications demanding and a barrier to accessing key funding because they require substantial expertise and resources. Donors also have different requirements, procedures, deadlines, and communication systems, further complicating matters for local staff. Aid application processes also take a long time, preventing local organisations from getting the funding they need in a timely matter.

Humanitarian recommendations

- Simplify and harmonise procedures for aid applications.
 - Review existing due diligence requirements and donor procedures (government, UN agencies, international NGOs, and Ukraine Humanitarian Fund) to identify areas for simplification and harmonisation.
 - Create one process for evaluation and accreditation of local organisations, which enables them to then apply for funds for any type of donor (e.g. “passporting” of organisations).
- Improve transparency around awards.
 - Provide feedback on why organisations are rejected, which gives organisations the opportunity to learn and improve.
 - Publish updated application and reporting requirements and actively communicate these to potential grantees.
 - Organise workshops with local organisations to explain requirements and the reasoning behind them.
- Appoint a donor focal point for localisation.
- Organise a donor conference with local NGOs.

Methodology

Quantitative data collection

We conducted two rounds of phone surveys (computer-assisted telephone interviews) in collaboration with the Kyiv International Institute of Sociology (KIIS).

Target population: Self-identified people in need and aid recipients (18 years or older).

Sample size and fieldwork dates:

- Round 1: 2,023 eligible respondents (2,983 respondents in total – eligible and non-eligible), from 15 September to 2 October 2022.
- Round 2: 2,021 eligible respondents (2,855 respondents in total – eligible and non-eligible), from 20 February to 5 March 2022.

Survey mode: Computer-assisted phone survey (CATI) using random digit dialling (RDD) method – random generation of phone numbers with validation of active numbers. The proportion of numbers per cell phone provider/three-digit prefix was created based on the previous face-to-face survey conducted by KIIS.

Geographic scope: All of Ukraine (except for occupied territories as of 23 February 2022). The survey was carried out in all regions of Ukraine except for the Autonomous Republic of Crimea; 771 settlements in Round 1, and 1054 settlements in Round 2.

Settlements where the survey was carried out:

February-March 2023



Sampling approach: Stratified random sample of mobile phones, with the strata being defined by the three-digit main operator's prefixes.

Pre-test: We conducted the questionnaire pre-test with representatives of the target group, that is adults aged 18 and above who live in Kyiv and in urban and rural settlements in different oblast of Ukraine. The total sample size was 32 interviews in Round 1 and 51 interviews in Round 2.

Languages: We conducted the surveys using Ukrainian and Russian questionnaires (the language of the survey was chosen based on the language respondents used to answer the interviewer's call).

Response rate: 13% in both rounds (Response rate 1 according to the AAPOR Standard Definitions)²⁹. Average length of interview: 23 minutes in Round 1 and 20 minutes in Round 2.

Weighting: We weighted the data by the number of SIM cards³⁰ per person and refusals by gender. This approach was chosen because, since the start of Russia's full-scale invasion of Ukraine, Ukrainian population movements have been multidirectional, fluctuating, and hard to monitor. Under such conditions, it is methodically appropriate to construct the sample completely randomly, because computer-assisted phone survey with random digit dialling – due to its closeness to simple random sampling – provides the opportunity to obtain a representative snapshot of a population.

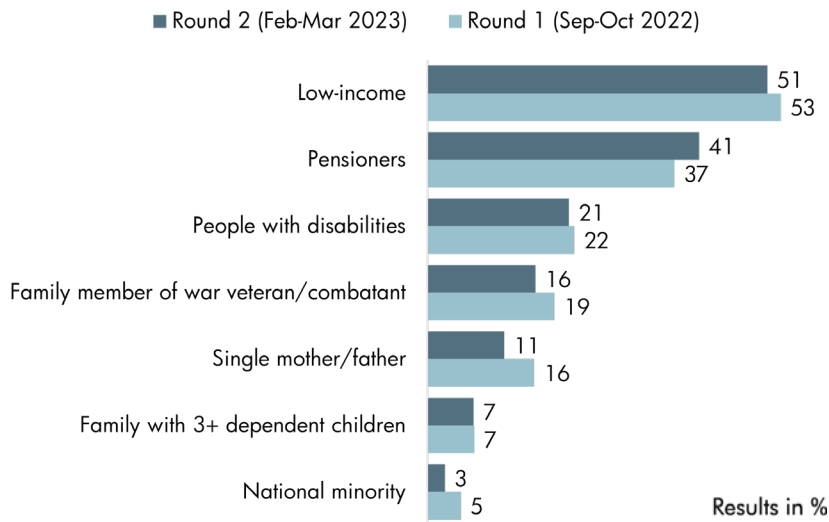
Sampling error: 2.2% for values close to 50% (with a confidence interval of 95% and design effect of 1.06 on both rounds).

Representativity

We obtained a representative sample of the population of Ukraine aged 18 and above living in the territories controlled by Ukraine as of the second half of September 2022 on Round 1 and as of the second half of February – beginning of March on Round 2. The representativeness of the sample was ensured by using the Random Digit Dialling procedure and weighting by refusals by gender and number of SIM cards (see the sidebar with main demographic distributions in the [Executive summary](#)).

Vulnerable categories

We asked survey respondents if they had any vulnerabilities, and if yes, which ones.



Percentages may not add up to 100 due to rounding.

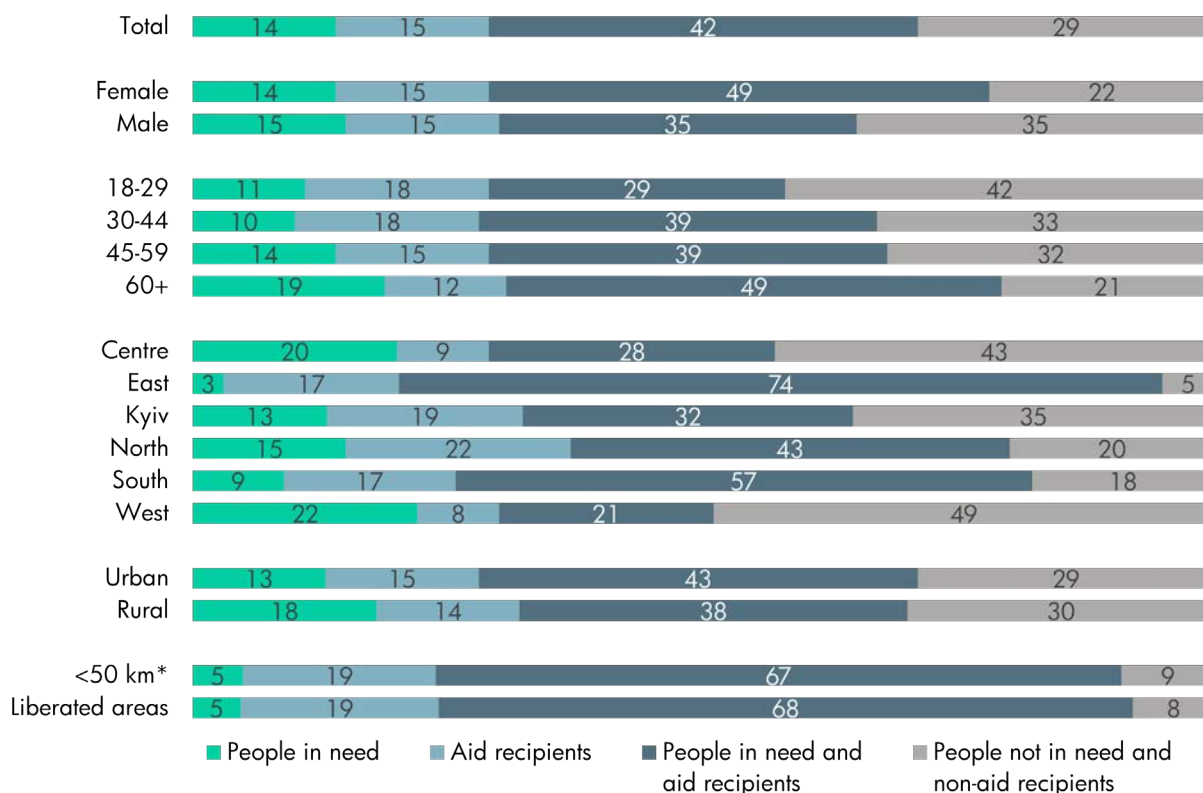
Self-assessed vulnerabilities: respondents could select all categories to which they belong. For IDPs and persons with disabilities, we did not ask for official registration.

Sample for this graph: all eligible respondents; Round 1 n = 2,023, Round 2 n = 2,021.

²⁹ American Association for Public Opinion Research. 2023. "Standard Definitions".

³⁰ Active SIM cards of people residing in Ukraine.

Distributions of eligible (people in need and/or recipients) and non-eligible respondents by the main demographic breakdowns



*or border with Russia; as of February 2023

Percentages may not add up to 100 due to rounding.

Base: all respondents (eligible and non-eligible), n = 2,855.

Quantitative data analysis

We created cross-tabulations using demographic variables and conducted regression analyses with 'access to aid' and a 'quality of aid' as outcome variables. This composite variable was created using the questions on information, consultation, fairness, transparency, participation, and aid relevance. The regression analyses helped us identify which demographic characteristics of respondents were associated with responses to these questions while controlling for other variables.

Data collection teams

Our data collection partner Kyiv International Institute of Sociology engaged interviewers from their computer-assisted telephone interviews (CATI) centre and from the regular all-Ukrainian network of face-to-face interviewers (64 in Round 1 and 98 in Round 2). The interviewers made calls from home using their mobile phones and entered data on computers into an online database.

Limitations

The main limitation is that part of the population, especially in frontline areas, may not have had a stable telephone service at the time of the survey. However, both rounds of the survey were conducted at a time when there were no massive power outages across Ukraine: Round 1 of the survey was completed before 10 October, when the Russian forces conducted the first massive shelling of infrastructure, while the second

Results in %

round was conducted after the power shortage, which had been affecting Ukraine's energy system for most of the winter, ended. Due to this, the share of the population without connection was significantly lower than in the months between survey rounds.

Another limitation is the lack of reliable data on the socio-demographic structure of Ukraine's population at the time of the survey. The significant migration of Ukrainians to European countries, the fact that some regions were under occupation, and the mobilisation and voluntary enlistment of hundreds of thousands of Ukrainians into the Armed Forces of Ukraine means that we could not use data from the State Statistics Service of Ukraine as of February 2022 for weighting. Therefore, we decided to use minimal weighting based on the number of SIM cards people use and the refusals by gender to ensure a sample that was close to nationwide representativeness.

Qualitative data collection

In collaboration with Open Space Works Cooperative (Kyiv, Ukraine), we implemented 18 focus group discussions (FGDs) and 26 key informant interviews (KIIs), both face-to-face and via (video) calls from October until late December with 146 people in total.

Target population: We targeted self-identified people in need (18 years or older) and aid recipients for the FGDs. We considered people who selected at least one aid type to be eligible for the research.

For FGDs, we targeted people in three age groups: young people (18–30 years), adults (31–59 years), and older people (60 and above).

We interviewed key informant representatives from the following groups:

- local civil society organisations;
- LGBTQIA+ networks;
- organisations of persons with disabilities;
- local volunteers;
- local aid workers;
- community representatives, in multi-apartment buildings for example;
- youth organisations and youth centres;
- women's organisations;
- Roma representatives.

Geographic scope: For the FGDs, we included respondents from four oblasts, prioritising different types of areas: (1) areas far from the frontline with high numbers of IDPs; (2) previously occupied areas; and (3) areas close to the frontline.

Type of community	Location chosen
Area far from the frontline, community with high numbers of IDPs	Storozhynets community (peri-urban), Chernivtsi oblast
Previously occupied communities	Zdvyzhivka village (rural), Kyiv oblast Borodyanka community (peri-urban), Kyiv oblast Koriukivka community (peri-urban), Chernihiv oblast
Communities previously or currently close to frontline	Brovary town (urban), Kyiv oblast Mykolaiv city (urban)

Topics addressed: During the FGDs we addressed the following topics related to community perception of humanitarian aid: information access (information on what assistance is available), access to aid, trust and relationships between aid providers and communities, and feedback mechanisms. In the key informant interviews, we focused on community needs and the relevance of humanitarian assistance, gaps and barriers in humanitarian assistance for communities, trends in the humanitarian aid situation, localisation challenges, and recommendations.

Fieldwork dates: 15 October – 15 December 2022.

Data collection team

The Open Space Works Cooperative (OSCW) team facilitated the focus group discussions and conducted the key informant interviews. The OSCW was established as an independent consultant group in 2016. They work together in order to strengthen our competencies in international development through mutual support and experience-sharing. The OSCW works with international financial and technical cooperation projects, national foundations, and private companies when traditional organisation and community development approaches do not work or even cause harm. They use qualitative research and participatory facilitation approaches to improve stakeholder collaboration in the international development sector in Ukraine and globally.

Languages

Interviews were conducted in Ukrainian or Russian.

Qualitative data analysis

The focus groups and interviews were recorded and transcribed in English. MAXQDA was used to code and map out responses, identifying key themes and trends among respondents, as well as identifying community recommendations for making humanitarian aid more responsive to the unfolding needs of the affected population. Data analysis was conducted from 1 November to 28 December 2022.

Workshops

We organised multiple virtual and in-person workshops in Lviv, Kyiv, and Dnipro. The objectives of the workshops were to present and validate our findings, co-create recommendations and potential solutions for improvement, and develop a mutually agreed action plan that can be presented back to communities and to the bodies coordinating the humanitarian response. We discussed the issues identified in the research (see [first report](#)) with a wide range of humanitarian actors and let them think about solutions to address them through three types of group work. In the first group workshop, the aim was to identify good practices that are already happening to address some of these issues. In the second group workshop, the participants come up with new recommendations to address the issues, and in the last group workshop, the recommendations are honed with specific actions on how to implement these recommendations, also considering who needs to be involved and what resources are needed for their realization.

Workshops in Lviv and Dnipro were in Ukrainian (with simultaneous translation). Online workshops and workshops in Kyiv were in English (with simultaneous translation). 213 people signed up, and 134 of those attended one of our workshops. 30% of the participants were Ukrainian-speaking, 35% English-speaking, and 35% both.

Annex 1

Level of need among different categories of people in need

The table below shows the need level for different goods and services among different groups of people in need (respondents who said they had at least one need in the previous month).

The colouring is based on the values in each individual column, so the basis for comparison here is the level of a particular need among different groups of respondents, not the level of different needs among each individual group of respondents.

Category	Cash assistance	Food	Non-food items	Health services	Housing	Legal support	Transportation	Winterisation support
18-29	73	43	40	30	12	13	9	30
30-44	73	52	49	38	15	15	7	37
45-59	71	51	49	44	9	16	7	30
60+	72	57	44	47	5	12	6	27
Female	77	58	53	46	9	13	6	32
Male	67	48	39	39	9	15	8	28
Non-IDP	70	51	43	44	4	13	6	27
IDP	79	62	57	40	27	16	9	42
Centre	74	43	47	49	7	18	10	34
East	71	68	53	41	8	11	5	31
Kyiv	73	41	43	51	9	15	5	23
North	72	48	41	45	8	12	8	26
South	75	62	45	36	9	11	6	30
West	67	45	50	45	11	20	8	36
Urban	71	56	46	43	10	13	7	28
Rural	74	45	46	43	5	17	7	36
<50 km to the frontline	72	63	47	37	4	11	3	31
50 km and more from the frontline	72	51	46	44	10	14	8	30

Sample for this table: people in need, n = 1,624.

Annex 2

Need index among different categories of people in need

The needs index is calculated based on eight questions about the needs people have had in the last month. For each respondent, it was calculated using the formula:

$$need\ level = \frac{\sum_i^n s_i}{n}$$

where s means the presence (1) or absence (0) of a need for need i , and n means the number of assessed needs (excluding those where the respondent answered "don't know" or "refuse").

After that, the values of the level of need were aggregated at the group level for all respondents (eligible and non-eligible) and people in need.

Category	All respondents (n = 2855)	People in need (n = 1585)
Male	0.157	0.316
Female	0.232	0.368
18-29	0.124	0.313
30-44	0.174	0.356
45-59	0.186	0.348
60+	0.228	0.337
Centre	0.169	0.351
East	0.279	0.361
Kyiv	0.147	0.323
North	0.187	0.324
South	0.225	0.343
West	0.152	0.353
Urban	0.191	0.343
Rural	0.192	0.342
<50 km to the frontline	0.240	0.333
50 km and more from the frontline	0.185	0.344
Liberated communities	0.262	0.360
Without disabilities	0.257	0.337
With disabilities	0.320	0.363
Non-IDP	0.163	0.322
IDP	0.309	0.414

The questions about displacement status and disability were asked only to eligible respondents, so for people with/ without disabilities, IDPs, and non-IDPs the total sample is not $n = 2855$, but $n = 2021$.



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