

# THE NEEDS OF UKRAINIAN REFUGEES – ANALYSIS REPORT



# The Ukrainian Refugees' Needs Assessment

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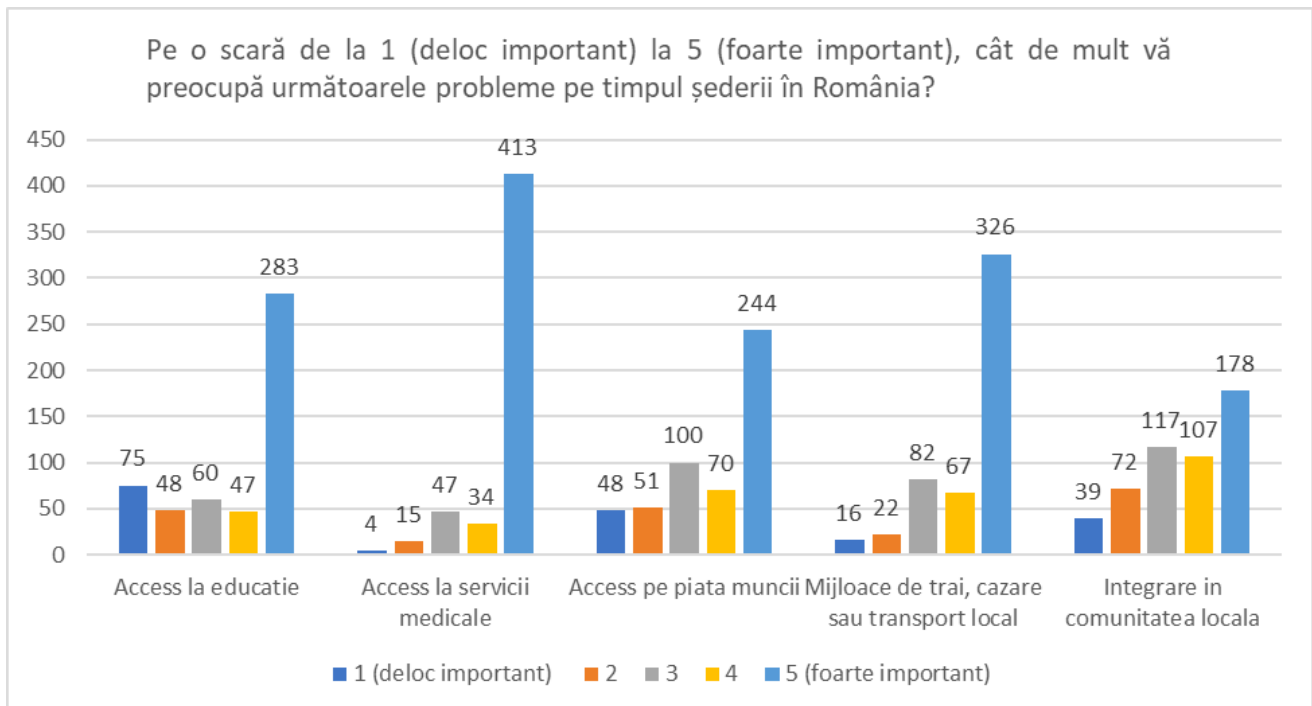


## Assessment Overview

Using a self-administered questionnaire, data collection took place between the 2<sup>nd</sup> and the 9<sup>th</sup> of September 2022 using a computer assisted web interviewing methodology. The purpose of this survey was to collect responses from Ukrainian citizens living in Romania to assess their needs in the coming months. The survey consisted of six questions, and each question allowed respondents to assess their needs around the most common actions in their lives. Additionally, the survey included one open ended question, where respondents were able to provide in-depth information regarding their needs,

The survey used a five-point Likert scale for measurement as follows: 1 – not at all important; 2 – slightly important; 3 – moderately important; 4 – important; 5 – very important. The results of the survey helped identify new needs and priorities, and it will allow for recommendations for improved activities that meet these needs. In total, 513 surveys were collected.

The first question sought to assess the respondents’ general needs with regards to access to five sectors: education, health, labour market, livelihoods, and social integration, and it uncovered that the respondents are most concerned about access to health services, followed by livelihoods – access to appropriate housing, transportation, and general information of interest for refugees, thirdly, access to education, fourth, access to the labour market, and fifth, social integration.



With regards to access to education, 15% of the respondents stated that it is not at all important for them to have access to education in the coming months, 9% of the respondents identified access to education as slightly important, 12% as moderately important, 9% as important, and the remaining 55% of the respondents stated that it is very important to have access to education in the coming months.

With regards to access to health services, less than 1% of the respondents stated that it is not at all important to have access to health services in the near future, 3% stated that it is slightly important, 9% stated that it is moderately important, 7% stated that it is important, and the vast majority, 81% of the respondents, stated that it is very important to have access to health in the near future.

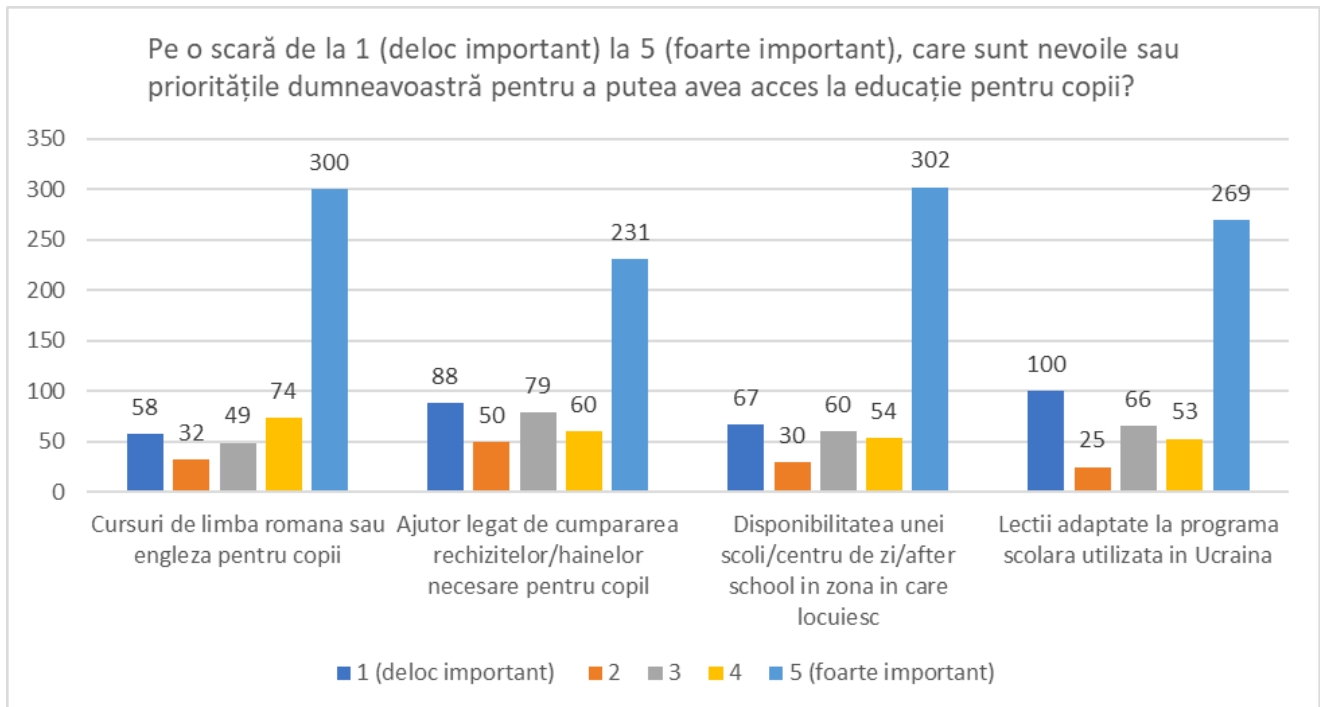
Access to the labour market was identified as not at all important for 9% of the respondents, slightly important for another 9%, moderately important for 20%, important for 14%, and very important for 48% of the respondents.

Livelihoods – access to appropriate housing, transportation, information – are a common concern among Ukrainians. 3% stated that livelihoods needs are not at all important in the coming months, 4% stated that it is slightly important, 16% stated that it is moderately important, 13% stated that it is important, and the majority, 64% of the respondents, stated that it is very important.

Lastly, social integration provides mixed responses. 8% of the respondents claim that social integration is not at all important for them in the coming months; 14% state that it is slightly important, 23% state that it is moderately important; 21% stated that it is important, and 34% state that it is very important to integrate in the local communities.

## Education-related needs

The second question explored the Ukrainian’s perceptions regarding various actions that might improve access to education for their children. These include the availability of Romanian or English language courses for children, support in purchasing school supplies or clothes for their children, the availability of a school or education center in their area, and lessons adapted to the curriculum utilized in Ukraine.



With regards to language courses for children (Romanian or English), 11% of the respondents stated that they are not important for their children’s needs, 6% stated that they are slightly important, 10% stated that they are moderately important; 15% said they are important, and the majority, 58% stated that language courses will be very important to improve their children’s access to education.

With regards to receiving support to secure school supplies or clothes for their children, 17% of the respondents stated that this is not at all important for their needs, slightly important for 10% of the respondents, moderately important for 16%, important for 10%, and very important for 45% of the respondents.

The availability of more schools, after schools or educational centers that accept Ukrainian pupils is a relatively high concern for their families. 13% of the respondents stated that this issue is not at all important for them, 6% answered with slightly important, 12% with moderately important, 10% with important, and 59% identified this action as very important for improving their children's access to education.

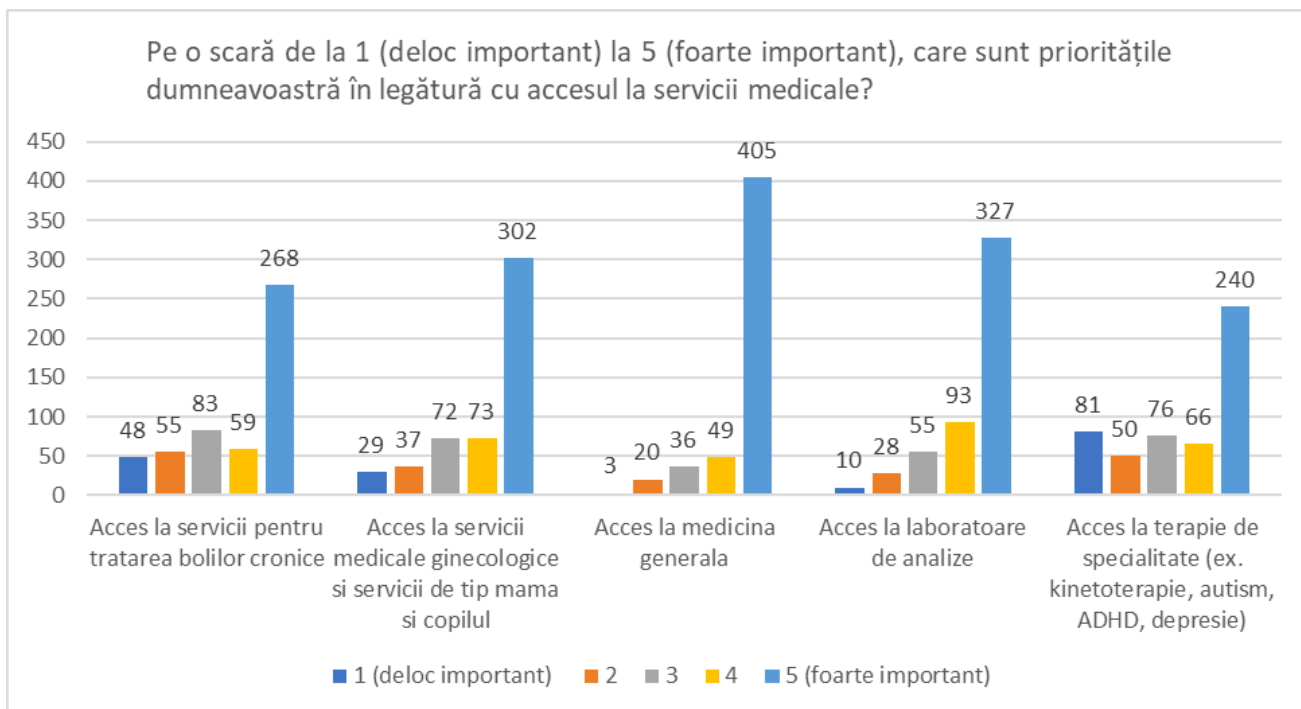
Lastly, the availability of lessons adapted to the curriculum used in Ukraine is not at all important for 20% of the respondents. 5% stated that it is slightly important, 13% stated that this is moderately important for them, 10% stated that this is important and the remaining 52% stated that this very important for their children's education.

Pertaining to education, the responses collected at the open ended question identified additional needs among the Ukrainian citizens as follows:

- Challenges in enrolling their children in Romanian early childhood development schools, kindergartens, and public schools due to the language barrier. While private schools may be more open to receiving Ukrainian children, the respondents stated that they prefer the public system most likely because they are not able to pay the fees for private schools.
- Where possible, the opportunity to study at least the core subjects in Ukrainian, including online opportunities;
- The availability of a library with books and educational materials written in Ukrainian.

## Health-related needs

Access to the healthcare system is by far the most pressing concern for Ukrainian citizens. The third question explored their access and perceptions regarding various needs that they might have in relation to the healthcare system, specifically access to specialized treatment for chronic diseases; maternal, child and reproductive health; general medicine; clinical laboratories; specialized therapy and services (i.e., physical therapy, psychological, behavioral therapy etc.).



Access to specialized treatment for chronic diseases is not at all important for 9% of the respondents, slightly important for 11% of the respondents, moderately important for 16%, important for 12%, and very important for 52% of the respondents.

Approximately 6% of the respondents state that access to maternal, child and reproductive health services is not at all important, 7% state that these services are slightly important, 14% state that these are moderately important, 14% consider them important, and 59% consider these services very important.

Less than 1% of the respondents believed that access to general medicine is not at all an important need in their future. 4% of the respondents state that this is slightly important, 7% state that this is moderately important, 10% see this as important, and the vast majority, 79% see access to general medicine as being very important.

Access to clinical laboratories is equally important among Ukrainian citizens. Only 2% of the respondents said that this need is not at all important, 5% responded that this is slightly important, 11% said it is moderately important, 18% responded with important and the majority, 64% of the respondents, stated that this is very important.

Lastly, the need to access to specialized therapy and services (i.e., physical therapy, psychological, behavioral therapy etc.) received mixed answers. 16% of the respondents stated that this is not at all important, 10% see it as a slightly important need, 15% as moderately important, 12% as important, and 47% of the respondents see access to such services as very important.

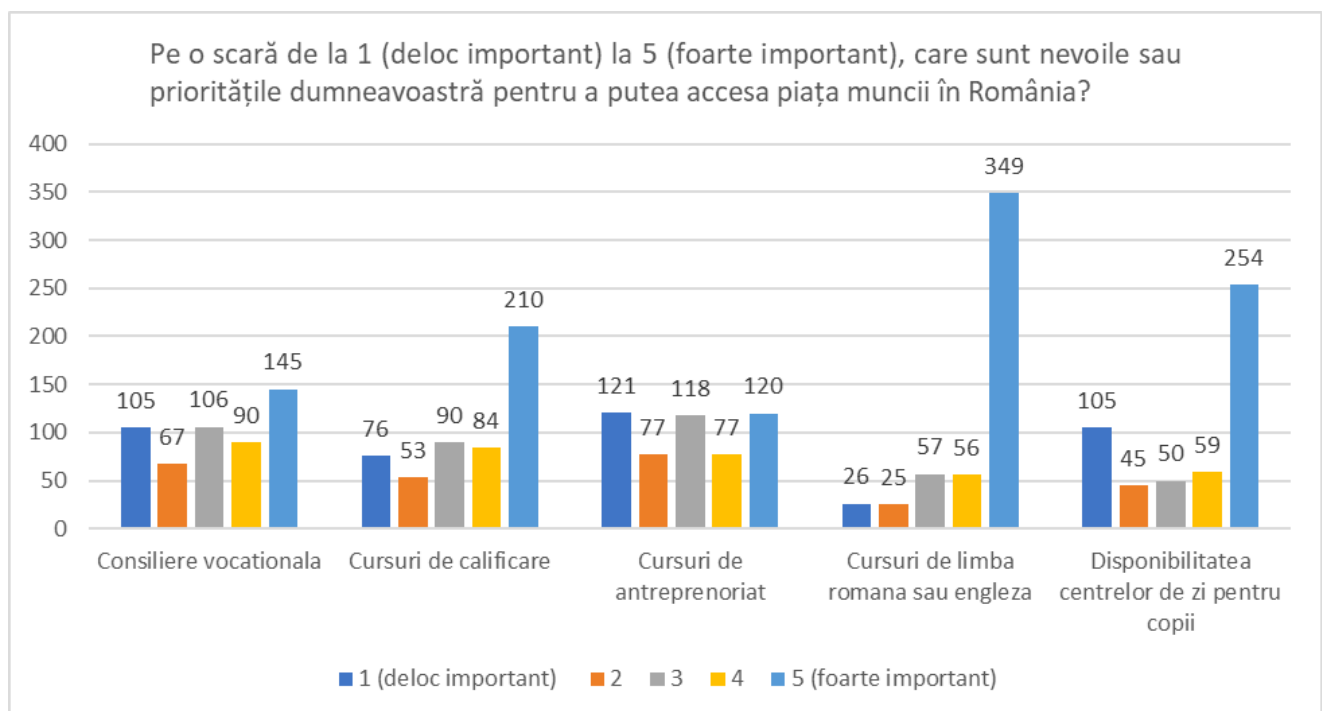
Open ended responses brought significantly more clarity about the challenges faced by the refugees:

- Challenges in registering to a family doctor as many of them do not want to get involved with Ukrainian citizens. Consequently, this restricts the refugees' ability to procure medicine for chronic illnesses as these medications require prescriptions. Furthermore, not being registered with a family physician brings another challenge, specifically the ability to procure compensated (at least partially) medication;

- Limited services and challenges in accessing rehabilitation centers for children or adults with disabilities (i.e., services such as speech therapy, behavioral therapy for children diagnosed with autism, physical therapy for people recovering from injuries or other chronic diseases etc.);
- Limited ability to receive treatment from specialty doctors (the most common specialties requested were pediatricians, dentists, diabetologists, and ophthalmologists).

## Labour market and economic empowerment

The fourth question explored the Ukrainians' needs to access the local labour market, and actions that would be most efficient to improve their employability and economic empowerment. Of the proposed actions (vocational counseling, professional training or qualification courses, entrepreneurship courses, language – English and/or Romanian courses, and increased availability of daycare/centers for children), the Ukrainians stated that to increase their employability, the most important need is to have access to language courses and daycare centers for their children.



With regards to vocational counseling, 20% of the respondents stated that this is not at all important to increase their employability, 13% stated that this is slightly important, 21% stated that this is moderately important, 18% identified this as an important action, and only 28% believe that this is very important to increase their access to the labor market.

Professional training or qualification courses are not at all important for 15% of the respondents, slightly important for 10%, moderately important for 18%, important for 16%, and very important for 41% of the respondents.

In terms of receiving training on entrepreneurship to form the necessary skillset for identifying and launching new business ventures, the majority of the respondents (24%) stated that this is not at all important for their employability, 15% stated that this is only slightly important, 23% stated that this is

moderately important, 15% answered with important, and 23% perceived this as a very important action to increase their opportunities for economic recovery.

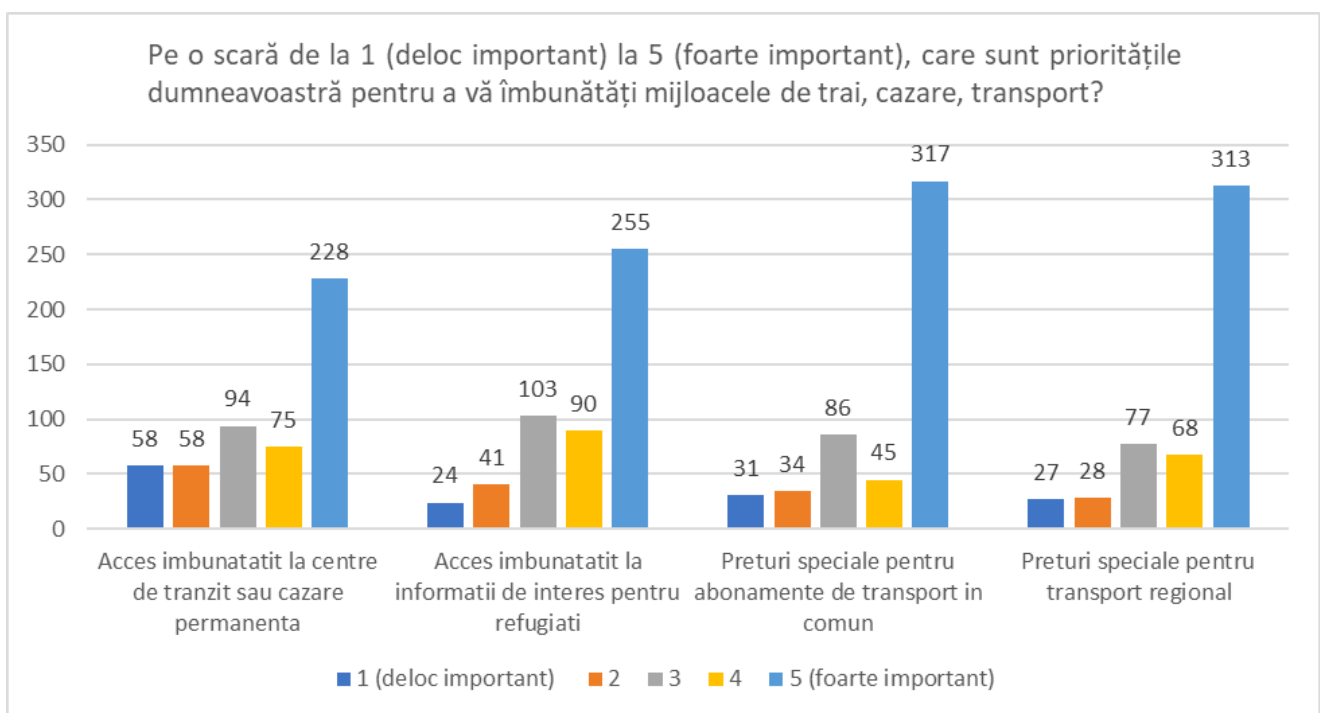
The majority of the respondents (68%) stated that language courses (Romanian and/or English) are very important in their quest to achieve economic empowerment. 5% of the respondents stated that these are not at all important for their employability, another 5% stated that these are only slightly important, 11% stated that these are moderately important, and the remaining 11% considers these to be important for their professional development.

The availability of the daycares or day centers for children is also a step towards increasing the Ukrainian’s access to the labor market. 50% of the respondents state that these services would be very important to allow them to increase their access to the labor market, while at the opposite end, 20% do not consider these services important at all. 9% state that these are only slightly important, 10% perceive them as moderately important, and the remaining 11% perceive them as important.

Open ended responses uncovered that the most pressing challenge in accessing the labour market is the language barrier and that the respondents believe the most significant help received would be English and/or Romanian language classes organized outside of working hours or during the week-ends, either online or offline. Consultations regarding tax legislation were also mentioned, as well as the need for additional support in employment (or financial aid) for people living with disabilities or the elderly.

## Livelihoods-related needs

The fifth question sought to assess the Ukrainians’ needs in terms of access to transit centers, general information regarding the refugee crisis, including policy updates, permanent housing and local transportation. The results showed that the most pressing needs are related to local/regional travel.



With regards to improved access to transit centers or permanent housing, 11% of the respondents stated that these services are not at all important, another 11% stated that these are slightly important, 18%



identified them as being moderately important, 15% as important, and the remaining 45% identified these as very important in the coming months.

Increased access to information pertaining the refugee crisis is seen as not at all important by only 4% of the respondents, 8% perceive this as slightly important, 20% as moderately important, 18% as important, and 50% as very important.

Local and regional transportation turned out to be the most concerning issue among the respondents. With regards to monthly passes for local transportation, 6% of the respondents mentioned that discounted local transportation is not at all important for their mobility, another 6% stated that it is slightly important, 17% stated that it is moderately important, 9% mentioned it is important, and the majority, 62%, mentioned that discounted prices are very important for their mobility.

Pertaining to regional transportation, 5% of the respondents mentioned that discounted prices for ground transportation is not at all important for their mobility, 5% perceive this as slightly important, 15% as moderately important, 13% as important, and the majority, 61%, stated that discounted prices are very important for their mobility.

Open answers regarding needs for improved livelihoods are closely interlinked with the needs specified with regards to education and access to labour market:

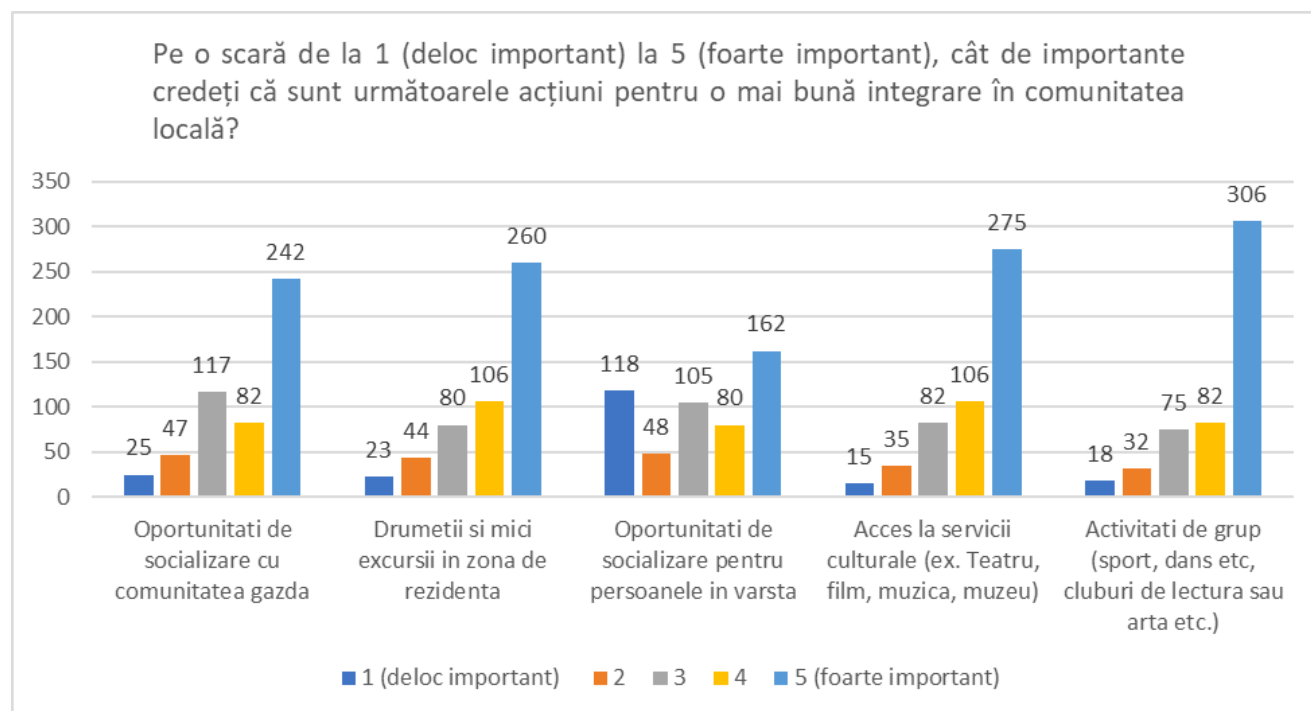
- Respondents mentioned that the transportation costs and time required for travel are often what prevents them to access the few schools that receive Ukrainian students, as well what prevents them to access the labour market or services (i.e., counseling, workshops) organized by the various organizations that support the Ukrainian citizens;
- Pertaining to stable housing, participants mentioned that they encountered challenges in securing an apartment through the „50+20” program due to the fact that Romanian landlords refuse to rent a studio or an apartment to one or two individuals, but would rather rent to larger families to receive more money;
- A significant number of respondents stated that there is a need for information (i.e., regarding available services, humanitarian aid, regarding policy and any recent developments) presented in a language that they understand, as currently, they do not know what services are available. A respondent stated that there is a need for *„more information by border, where what and how”*. Another respondent provided an example of how they think their needs will be addressed: *„organized informational and humanitarian assistance is needed, for example, to sign up online, then I receive an SMS”*;
- Other requests mentioned the need for veterinary services, including humanitarian assistance in feeding their pets.

Lastly, some respondents stated that there is a need for regulation, accountability, and mechanisms of complaints throughout their stay in Romania. Some responses that would rather fit a feedback mechanism include:

- *“improvement of the mechanism for appeals by citizens in case of violation of their rights and infliction of various damages”*;
- *“It is very important, there is an excellent 50+20 program, but there is no controlling organization! Where can one turn if Ukrainians do not receive their food payments”*;
- *“single people cannot take advantage of the 50+20 program”*.

## Social integration

The sixth and final question sought to address the Ukrainians' desire to interact with the locals, to integrate in their host communities, and what would be the most efficient and well received activities for interacting.



Opportunities to socialize and interact with the host community is seen as not at all important by 5% of the respondents, slightly important for 9% of the respondents, 23% see this as moderately important, 16% see it as important, and 47% as very important.

Short trips, hiking, city tours etc. in the vicinity of their residential area is seen as not at all important for 4% of the respondents, slightly important for 9%, moderately important for 16%, important for 21% and very important for 50%.

Opportunities for socializing and leisure activities for the elderly is seen as not at all important for 23% of the respondents, slightly important for 9%, moderately important for 20%, important for 16%, and very important for the remaining 32%.

Access to cultural services (for example, theater, movies, music, museums, art galleries etc.) are seen as not at all important for 3% of the respondents, slightly important for 7%, moderately important for 16%, important for 21%, and very important for the majority, 53%.

Lastly, group activities (for example, sports, dance, book clubs, art clubs, hand crafts etc.) are not at all important for only 3% of the respondents, slightly important for 6%, moderately important for 15%, important for 16%, and very important for the majority of the respondents, specifically 60%.

Open ended responses mentioned that there is a need for more developmental and educational activities for children and youth, as well as for sports, leisure, creative workshops, and opportunities for youth to meet and socialize. Respondents expressed a desire to establish "Ukrainian corners" where they can showcase their culture, as well as a desire to participate in guided tours, lectures and visits to museums to learn more about the Romanian history and customs.

## Other needs

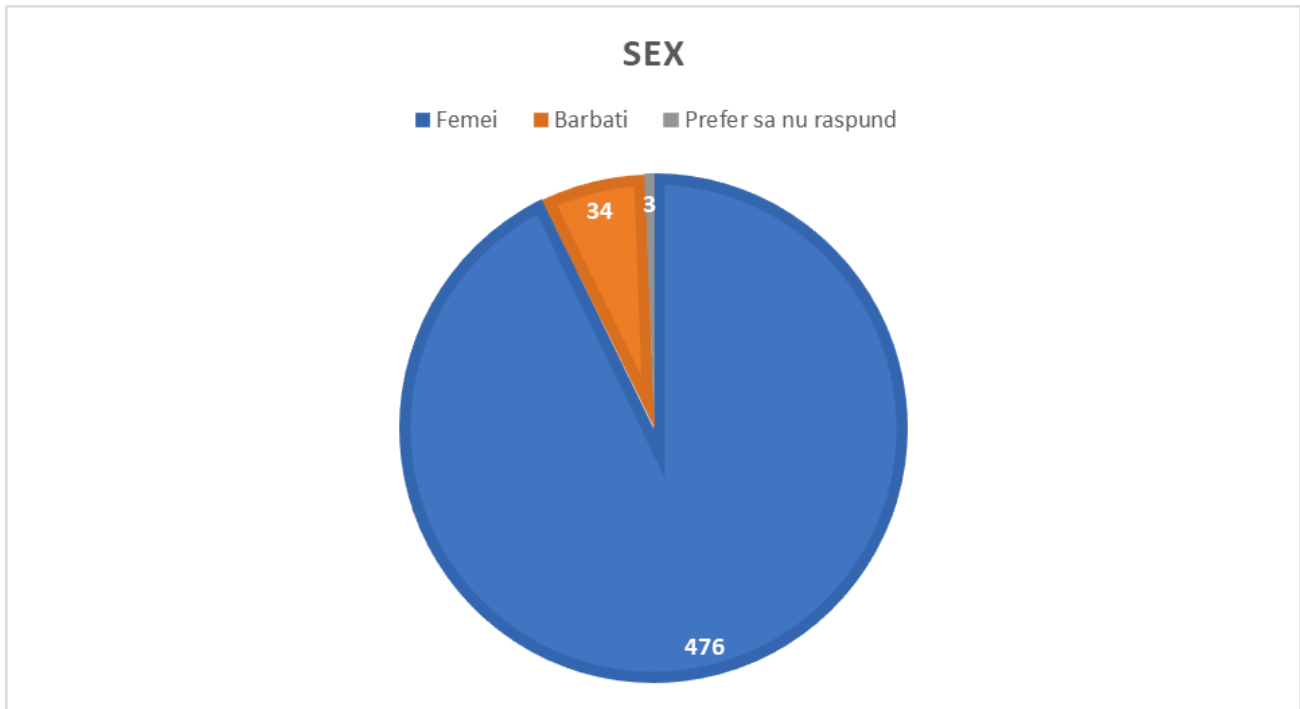
Lastly, many respondents mentioned at the open-ended question that it continues to be a need for food (mostly baby food and formula) and non-food items distribution (specifically shoes and clothes for winter, hygiene products, and toys, stationary and educational materials for children). Particularly, mothers with more than two children specified that they seek additional social assistance to meet basic needs (i.e., food and clothes), as well as access to mother-and-child services such as day centers where they can enroll their children so they can run their errands or gain employment.

## Recommendations for further actions

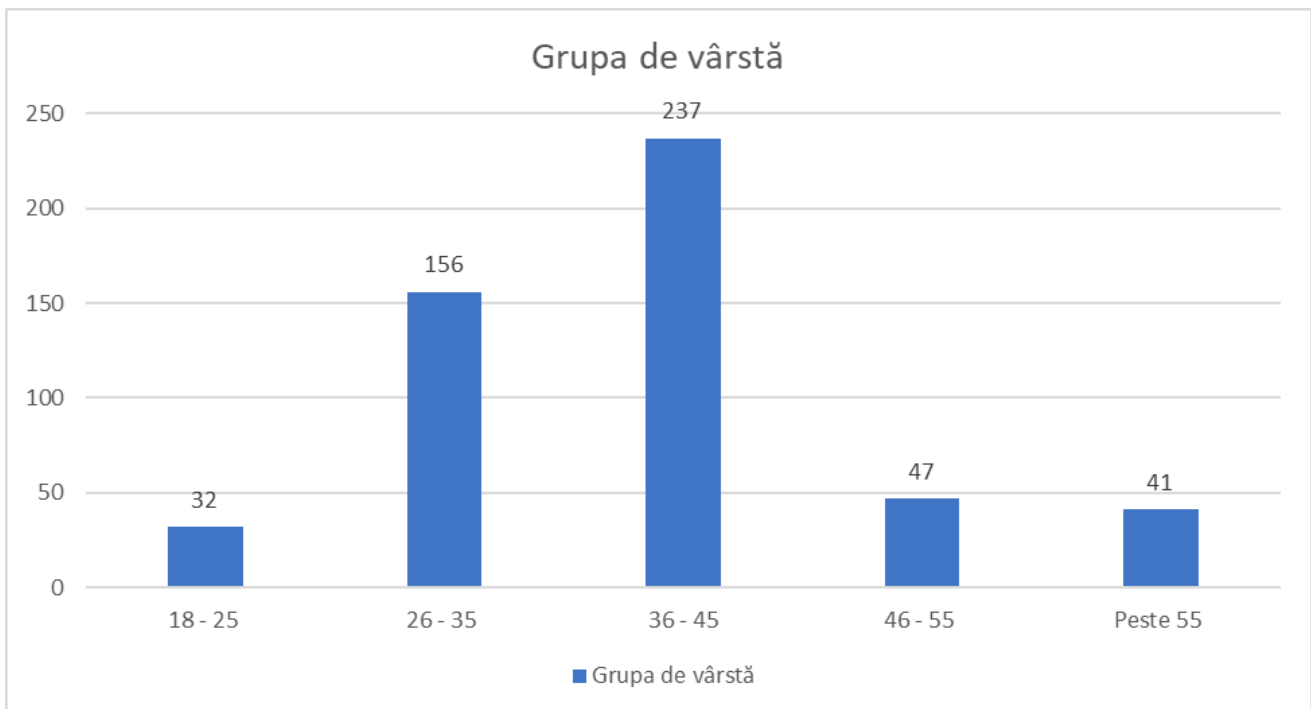
Based on the results of this needs assessment, the following actions are recommended:

- There is an urgent need for advocacy and efforts to promote and ensure equitable access to healthcare for the Ukrainian citizens who have settled in Romania, as well as access to education for Ukrainian children.
- A feedback and complaints mechanism needs to be established as soon as possible, as well as increased accountability and transparency in implementation of project activities.
- Bodies of control need to be established by the state to prevent abuses and misuse of the “50+20” program and other similar services.
- The ongoing activities need to be adapted to emerging needs, particularly language courses need to be re-evaluated and organized at times that are more accessible for the beneficiaries.
- Ongoing services are not well known among the Ukrainian citizens. There is a need for improved promotion and awareness raising of the available activities, and most importantly, there is a need to disseminate information in languages (Ukrainian or Russian) understood by the beneficiaries.
- To facilitate social integration (as well as to provide communication and language learning opportunities), activities for children and youth should be organized for both Romanian and Ukrainian children.

## Demographic information



With regards to demographics, 97% of the respondents (n=476/513) were women, 3% were men (n=34/513), and 3 respondents refused to answer the question regarding their gender.



With regards to age groups, 6,2% of the respondents were between 18 and 25 years old, 30,4% were between 26 and 35, 46,2% were between 36 and 45, 9,2% were between 46 and 55, and the remaining 8% were over the age of 55.

## Respondent Distribution



| # of respondent per county |     |
|----------------------------|-----|
| Bucuresti/Ilfov:           | 195 |
| Brasov:                    | 58  |
| Constanta:                 | 47  |
| Maramures:                 | 33  |
| Galati:                    | 31  |
| Timis:                     | 28  |
| Mures:                     | 21  |
| Prahova:                   | 16  |
| Valcea:                    | 15  |
| Bacau:                     | 14  |
| Iasi:                      | 11  |
| Cluj:                      | 10  |
| Suceava:                   | 8   |
| Sibiu:                     | 5   |
| Braila:                    | 2   |
| Tulcea:                    | 2   |
| Vaslui:                    | 2   |
| Calarasi:                  | 1   |
| Buzau:                     | 1   |
| Alba:                      | 1   |
| Unspecified:               | 12  |

