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GlobalGiving



Dynamics of public opinion in Kherson, 2023–2024

Sociological Online Survey Report

December

2024

The research was conducted by the Community Foundation of Kherson «Zakhyst» with the support of the National Network of Local Philanthropy Development and GlobalGiving.

The research was prepared by the Community Foundation of Kherson «Zakhyst» as part of its project implemented under the USAID/ENGAGE activity, which is funded by the United States Agency for International Development (USAID) and implemented by Pact. The contents of this research are the sole responsibility of Pact and its implementing partners and do not necessarily reflect the views of USAID or the United States Government.



Methodology: An online survey using an interactive structured questionnaire; links to the survey were sent to potential respondents from the database (online research panel of the Kherson community). The sample was based on demographic indicators as of January 1, 2022. Given the indicators, the research margin of error does not exceed 5%, with a probability of 0.95. The sample included Kherson residents both currently residing within the community and those who left Kherson after February 24, 2022, to other regions of Ukraine or abroad. Currently, there is no official data on the migration of Kherson's residents, thus making it impossible to assess the given respondent sample's representativity. However, there are reasons to believe that the ratio of those reporting themselves still residing within the community presented is greater than the actual ratio, which may affect the research results.

Research objective: to explore the dynamics of Kherson residents' public opinion on acute issues in 2023–2024.

Sample scope: 455 respondents.

Field stage period: November 5 – 25, 2024.

Research client: Community Foundation of Kherson “Zakhyst”.

Виконавці дослідження:

- Mykola Homaniuk (Kherson regional branch of the Sociological Association of Ukraine, Chairman),
- Oleh Sinaiuk (New Image Marketing Group LLC, Director),
- Ihor Danylenko (New Image Marketing Group LLC, Analyst).

The research group carries on activities on increasing and improving the online panel of Kherson city community to align it with the general population indicators and invites all Kherson residents to join the panel. This can be done at: <https://lemur.ua/sign-up>



Key Findings

Over the previous year and a half, **three top issues have been observed and recognized as the most acute problems in Kherson: difficulties with employment, non-transparent distribution of humanitarian aid, and stray animals.** However, in the November survey, the acuteness of these three issues somewhat decreased: by 9%, 4%, and 12%, respectively.

Kherson residents positively assessed the quality of most utilities services. This refers to gas, electricity, water supply, garbage pickup, and public cleansing. The elevator services were most conservatively estimated by Kherson residents.

Since July 2024, clothes and shoes, medicines, and building materials availability remains the most challenging issue for a third of Kherson residents. In November, the said indicators somewhat increased. Some respondents commented that this was due to the difficulties of traveling around the city as the security situation worsened.

With services, almost half (in November, 42%) of Kherson residents have **difficulties traveling around the city by public transport**, 36% – **repairing consumer electronics**, and 28% – **building renovation**. If compared to February 2024, the share of those who complained about internet access decreased twofold (from 43% to 24% in November).

Over a year and a half, there have been three issues that Kherson residents have had scarce information about: **“where to address to get humanitarian aid,” “data on the local authorities’ activities,” and “doctors’ schedules.”** In November 2024, the number of those lacking information about the activities of local military administrations decreased by 9%, while the share of those wishing to know more about humanitarian aid increased by 6%. The ever-increasing share of those requiring advice on compensation for their property damaged during the war has also grown somewhat.

The level of confidence in various institutions has not changed.

This rating is topped by rescuers and the military, with local military administrations at the lowest. It should also be noted that the level of confidence in the city authorities, and mostly in the regional military administration, tends to be increasing.

When answering questions about the city's recovery in four consecutive surveys, Kherson residents noted that **the priority will be to restore destroyed buildings (67%), the work of medical institutions (55%), and industrial enterprises (49%)**. Compared to June 2024, the latter figure decreased by 14%. That said, only 10% believe the underground schools are adequate.

The most popular reasons Kherson residents stay in the city include one irrational one (“Kherson is my city, and I will not leave it under any circumstances” – 54%) **and two rational ones**: “I cannot afford an apartment rent in another city” – 51%, “I cannot leave my loved ones” – 45%.

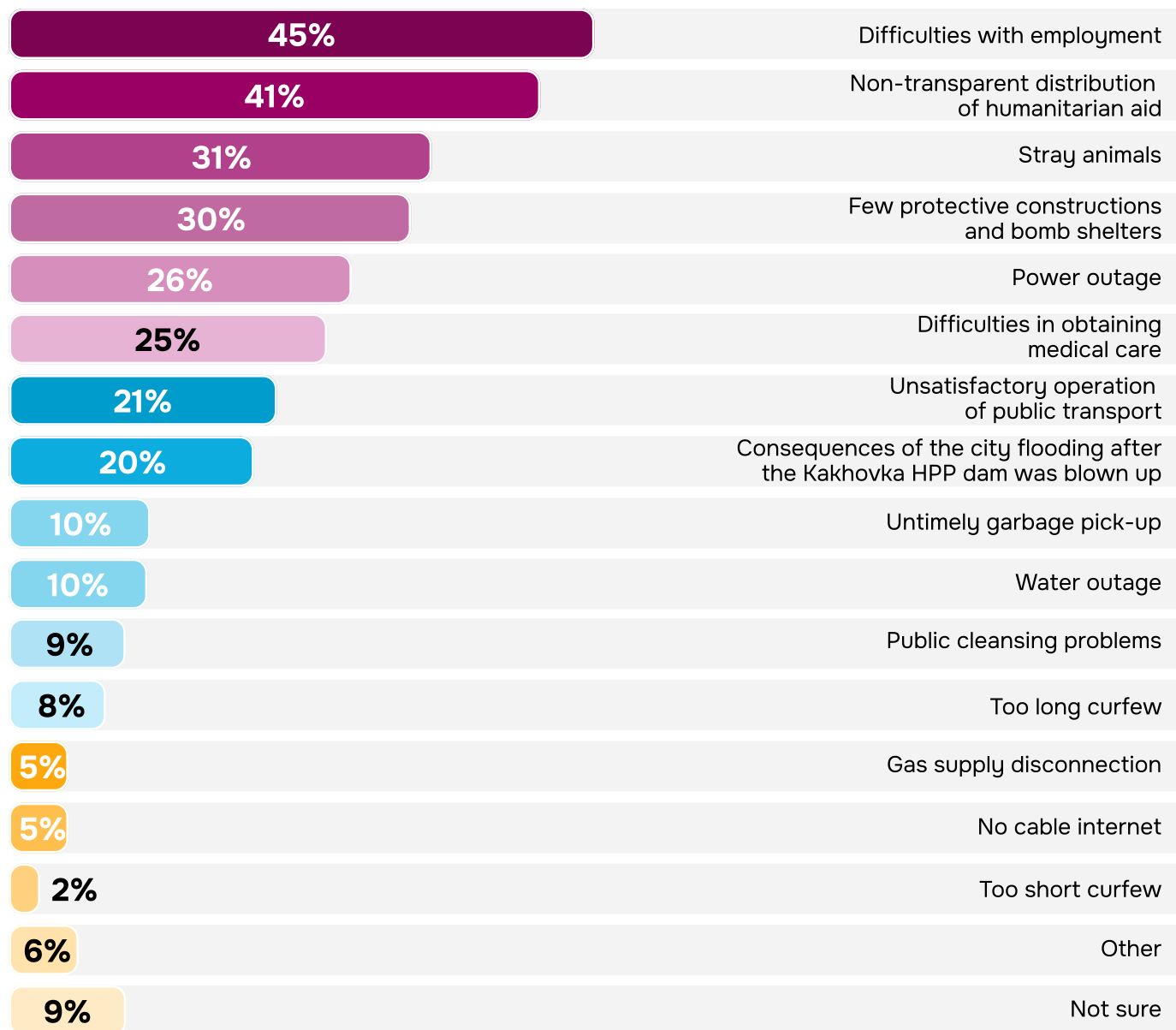
Communication with family and friends has been the main way of escape for 57% of Kherson residents in these dark times. Thus, let's not abandon one another.

Answer Breakdown

Rating of community problems (N=455), %

Q.: In your opinion, what problems in Kherson (other than bombing) are the most acute and need to be addressed as a matter of priority?

Multiple choice



Other:

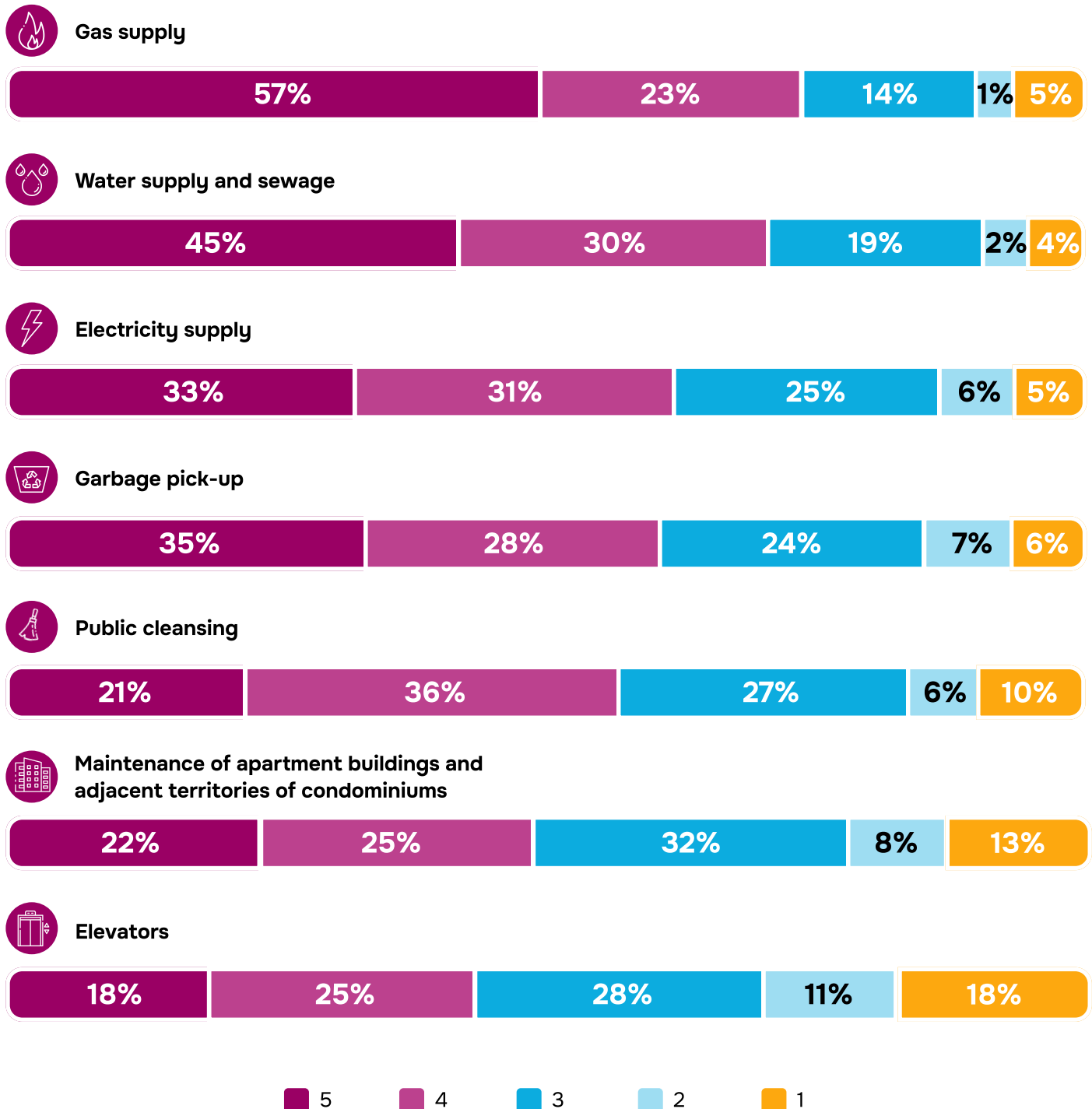
- poor condition of protective constructions and bomb shelters;
- poverty/high utility prices; corruption;
- unsatisfactory RMA operations;
- inefficient distribution of the local budget/spending money on unnecessary construction/irrelevant construction of underground schools;
- lack of communication with local authorities;
- problems with heating;
- lack of countermeasures against enemy drones/insufficient city defense;
- difficulties when doing business.

Dynamics of acute issues rating in Kherson community (July 2023 – November 2024), %

	July 2023	December 2023	June 2024	September 2024	November 2024
Difficulties with employment	53	47	59	56	45
Non-transparent (unfair) distribution of humanitarian aid	47	44	41	45	41
Stray animals	37	31	37	43	31
Difficulties in obtaining medical care	32	28	29	37	25
Few protective constructions and bomb shelters	31	24	33	30	30
Consequences of the city flooding after the Kakhovka HPP dam was blown up	58	39	44	27	20
Power outage	18	26	20	23	26
Public cleansing problems	35	20	15	15	9
Water outage	11	13	8	13	10
Untimely garbage pick-up	42	18	15	12	10
Gas supply disconnection	9	7	4	7	5
Too long curfew	5	3	7	5	8
No cable internet	9	6	5	4	5
Other	8	9	2	6	6
Not sure	5	8	6	6	9

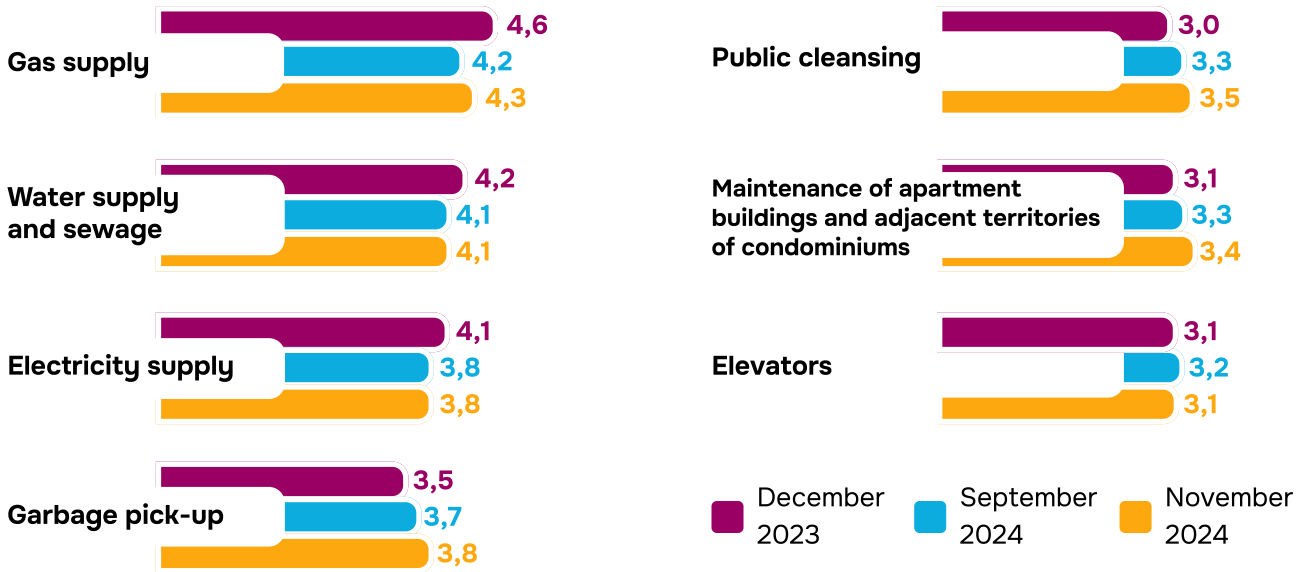
Assessment of the utility services provided (N=455), %

Please assess the quality of the following utility services provided in the Kherson community over the last three months on a 5-point scale, where 1 is the lowest and 5 is the highest score:



Dynamics of assessment of the utility services provided in the Kherson community (December 2023 – November 2024), %

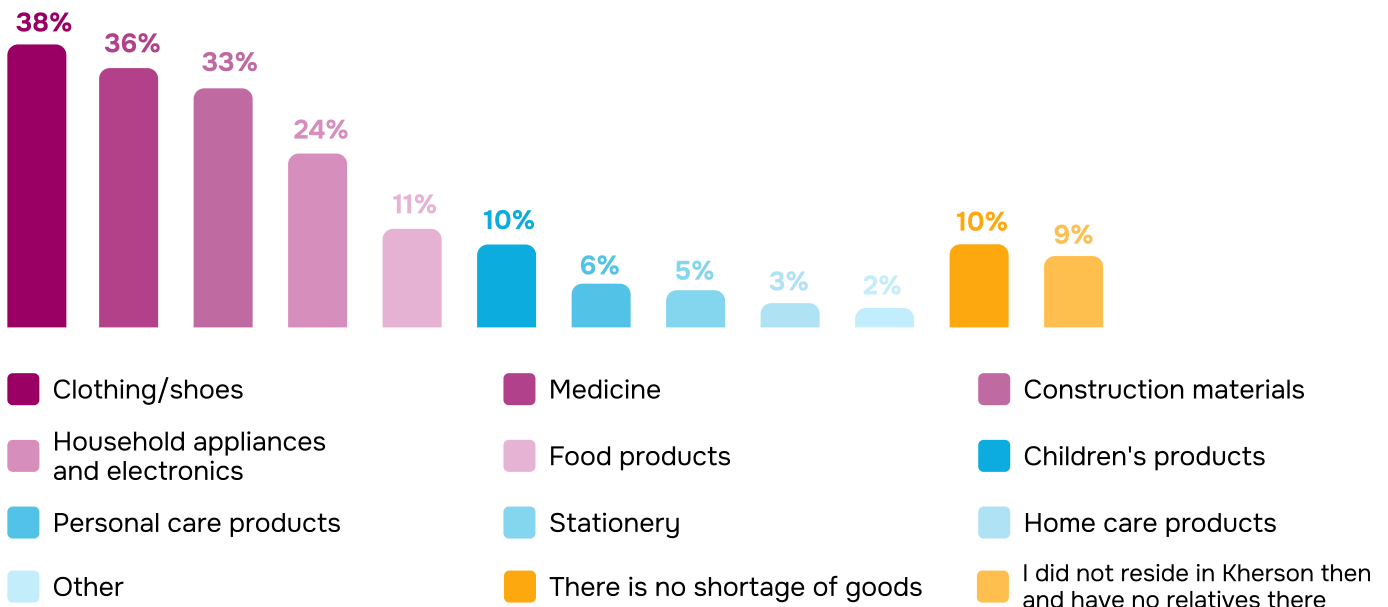
Average scores on a 5-point scale, where 5 is the highest and 1 is the lowest score



Assessment of goods availability (N=455), %

Q.: Have you or your relatives experienced a shortage (difficult to find) of certain goods in Kherson during the previous three months?

Multiple choice

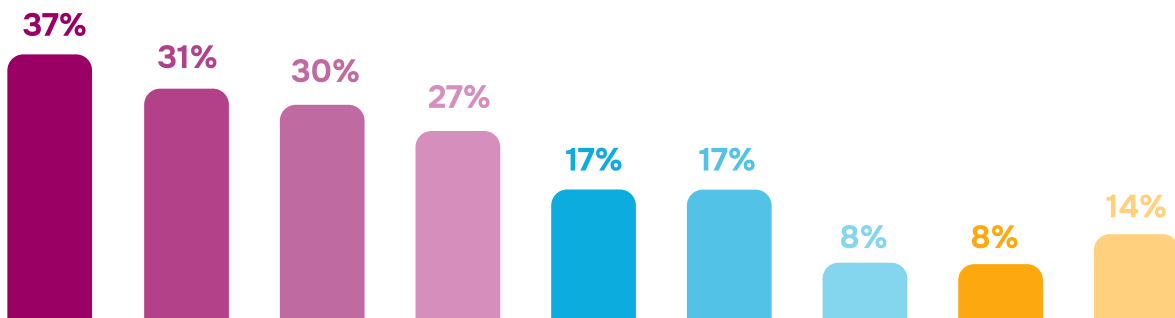


Other:

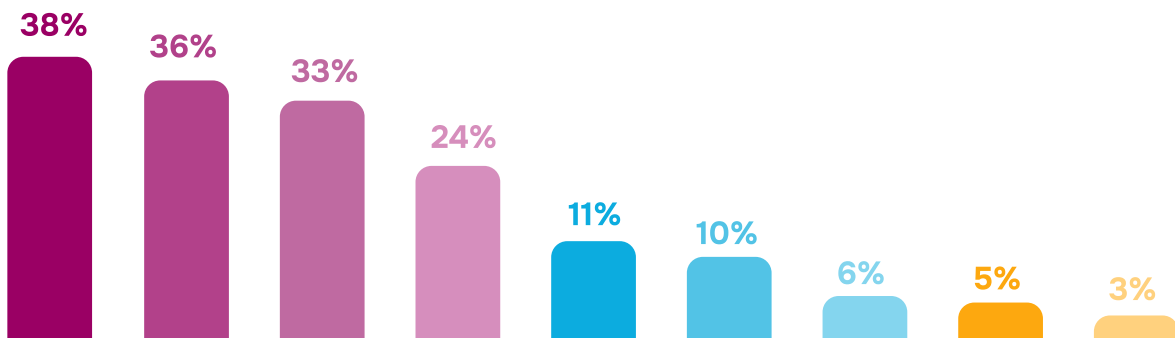
- auto parts;
- household goods;
- pet supplies;
- it's difficult to get any food products as there are too many bombing and drone strikes (depending on the area of residence – while everything is fine in the Shumensky district, it's impossible to buy medicine in Island district).

Dynamics of goods availability in the Kherson community (February – November 2024), %

February 2024



November 2024

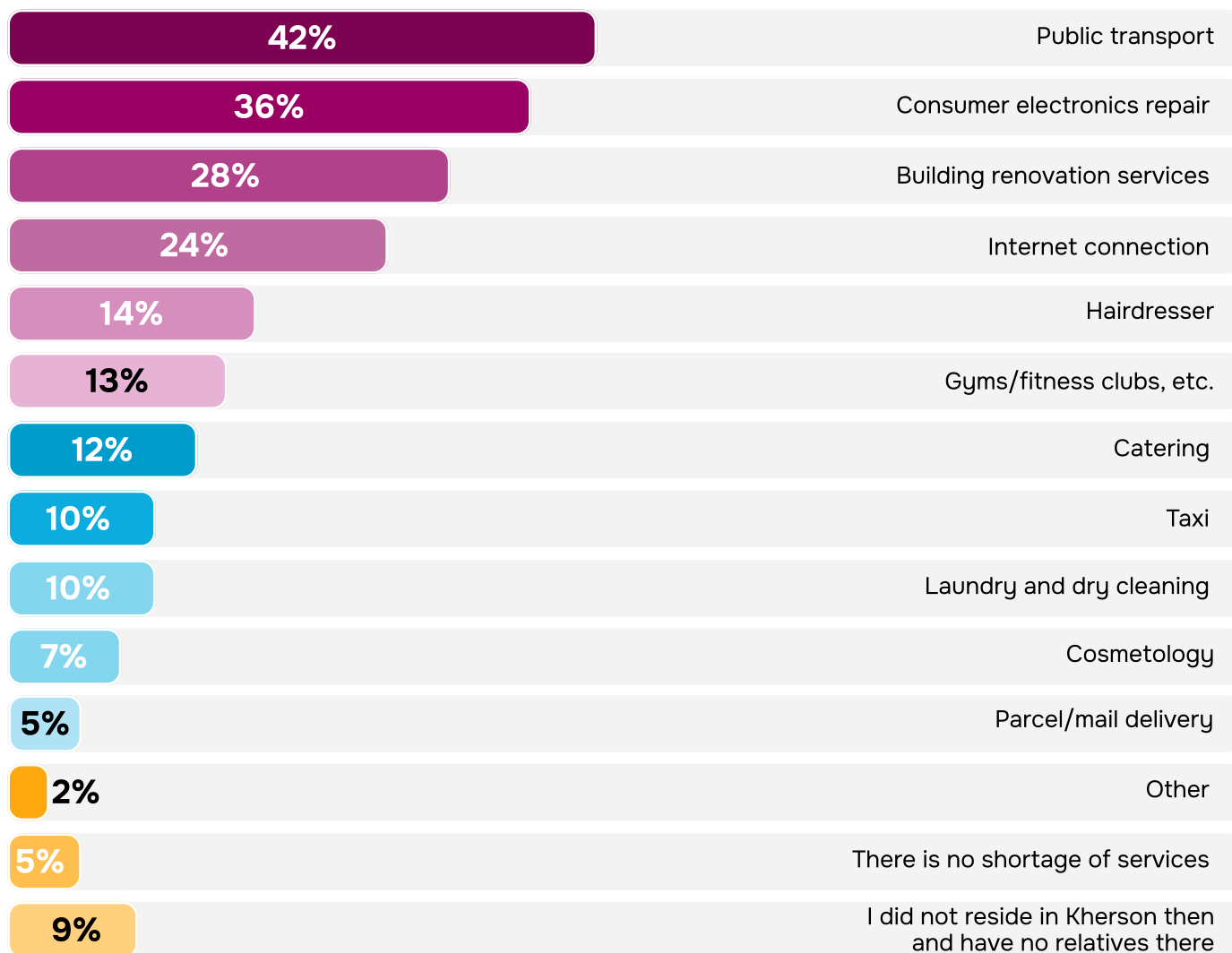


- Clothing/shoes
- Medicine
- Construction materials
- Household appliances and electronics
- Food products
- Children's products
- Personal care products
- Stationery
- Home care products

Assessment of services availability (N=455), %

Q.: Have you or your relatives experienced a shortage (difficult to get) of certain services in Kherson during the previous three months?

Multiple choice

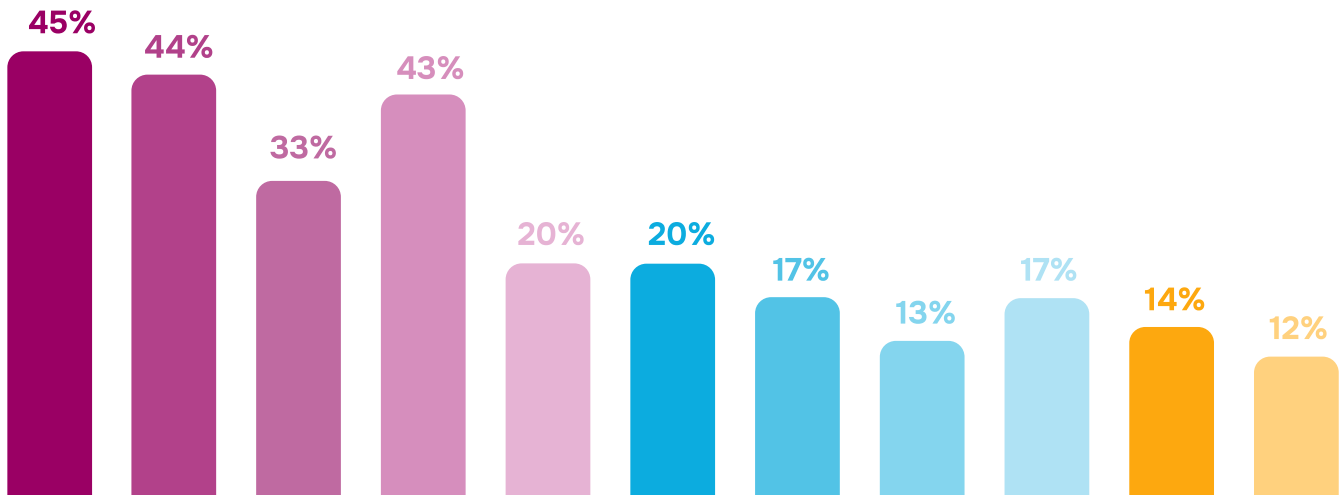


Other:

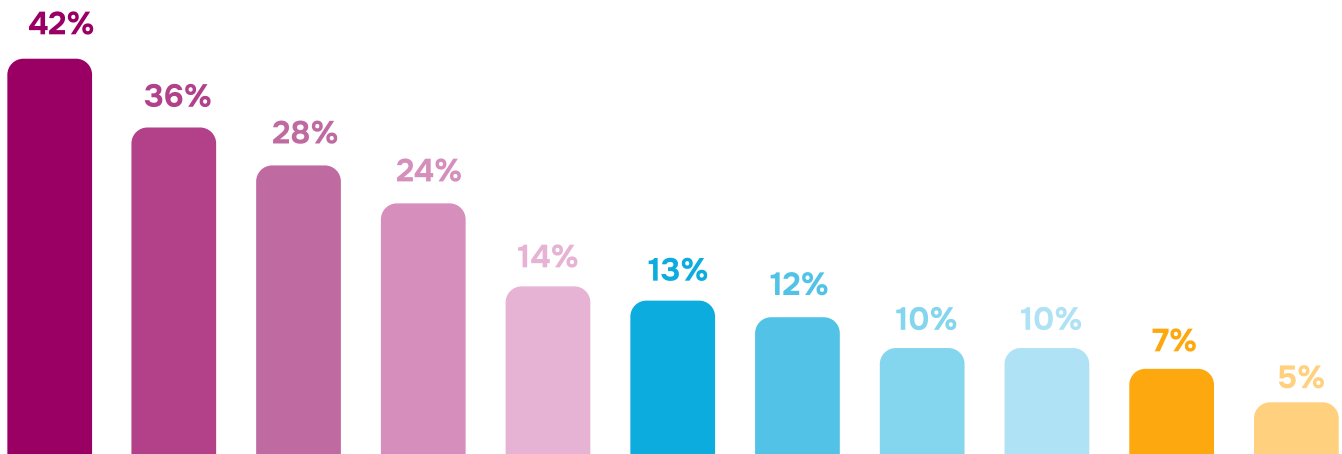
- healthcare/lack of doctors in one's district, all services are provided in the city center/the waiting list for an endocrinologist or to get a mammogram is 2-3-months long, it is impossible to see a doctor with a fever as you have to get an appointment first, it is impossible to find the phone numbers of public authorities and their location to contact them;
- shoe repair;
- vehicle service stations;
- lack of branches in neighborhoods to replenish elevator cards, this is not a problem for young people but a lonely elderly person with limited mobility has problems with traveling from Shumensky to Tavriysky districts, for example.

Dynamics of services availability in the Kherson community (February – November 2024), %

February 2024



November 2024

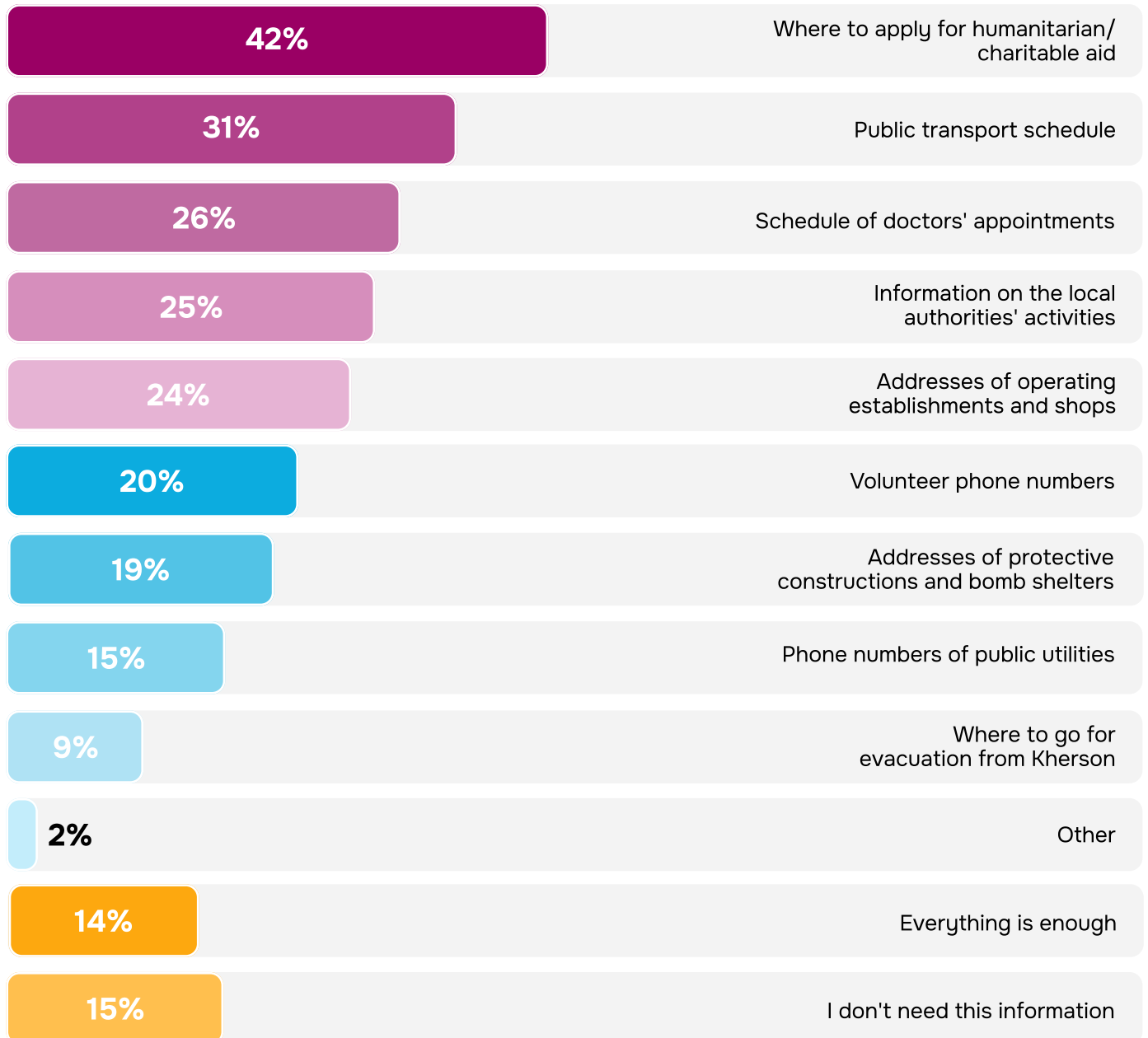


- Public transport
- Consumer electronics repair
- Building renovation services
- Internet connection
- Hairdresser
- Gyms/fitness clubs, etc.
- Catering
- Taxi
- Laundry and dry cleaning
- Cosmetology
- Parcel/mail delivery

Assessment of reference information availability (N=455), %

Q.: What reference information about life in Kherson do you currently lack?

Multiple choice



Other:

- legal information;
- BTI opening hours, etc.

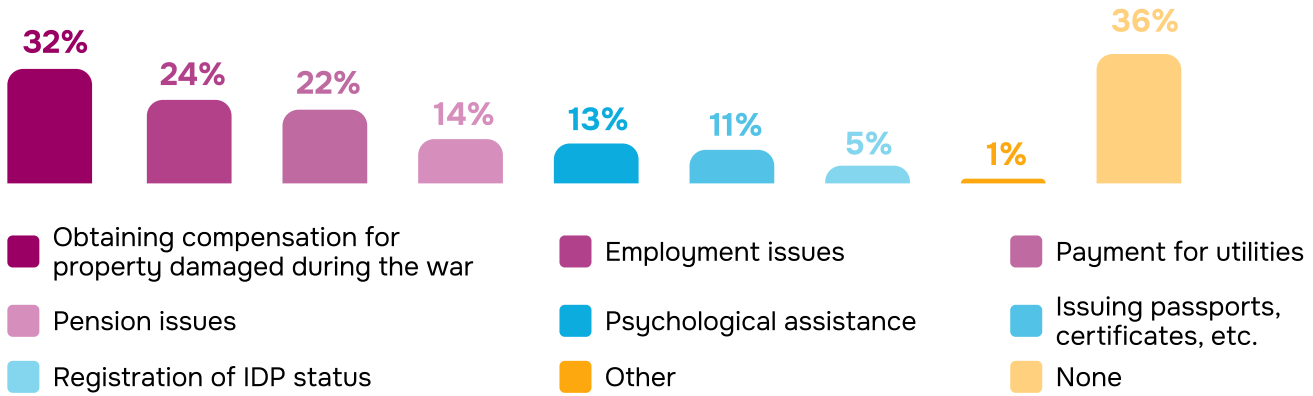
Dynamics of a reference information on services available in the Kherson community (July 2023 – November 2024), %

	July 2023	December 2023	June 2024	November 2024
Where to apply for humanitarian / charitable aid	36	36	36	42
Information on the local authorities' activities	43	41	34	25
Schedule of doctors' appointments	23	21	26	26
Addresses of operating establishments and shops	31	24	25	24
Addresses of protective constructions and bomb shelters	21	19	25	19
Public transport schedule	25	23	24	31
Volunteer phone numbers	15	20	21	20
Phone numbers of public utilities	16	16	20	15
Where to go for evacuation from Kherson	5	8	10	9
Other	2	1	2	2
Everything is enough	11	11	11	14
I don't need this information	13	15	13	15

Assessment of field-specific advisory services availability (N=455), %

Q.: Which field-specific advisory services do you need?

Multiple choice



Other:

- medical consulting;
- legal advice;
- help with installing new windows after bombing, discounts or aid offered by the state, etc.

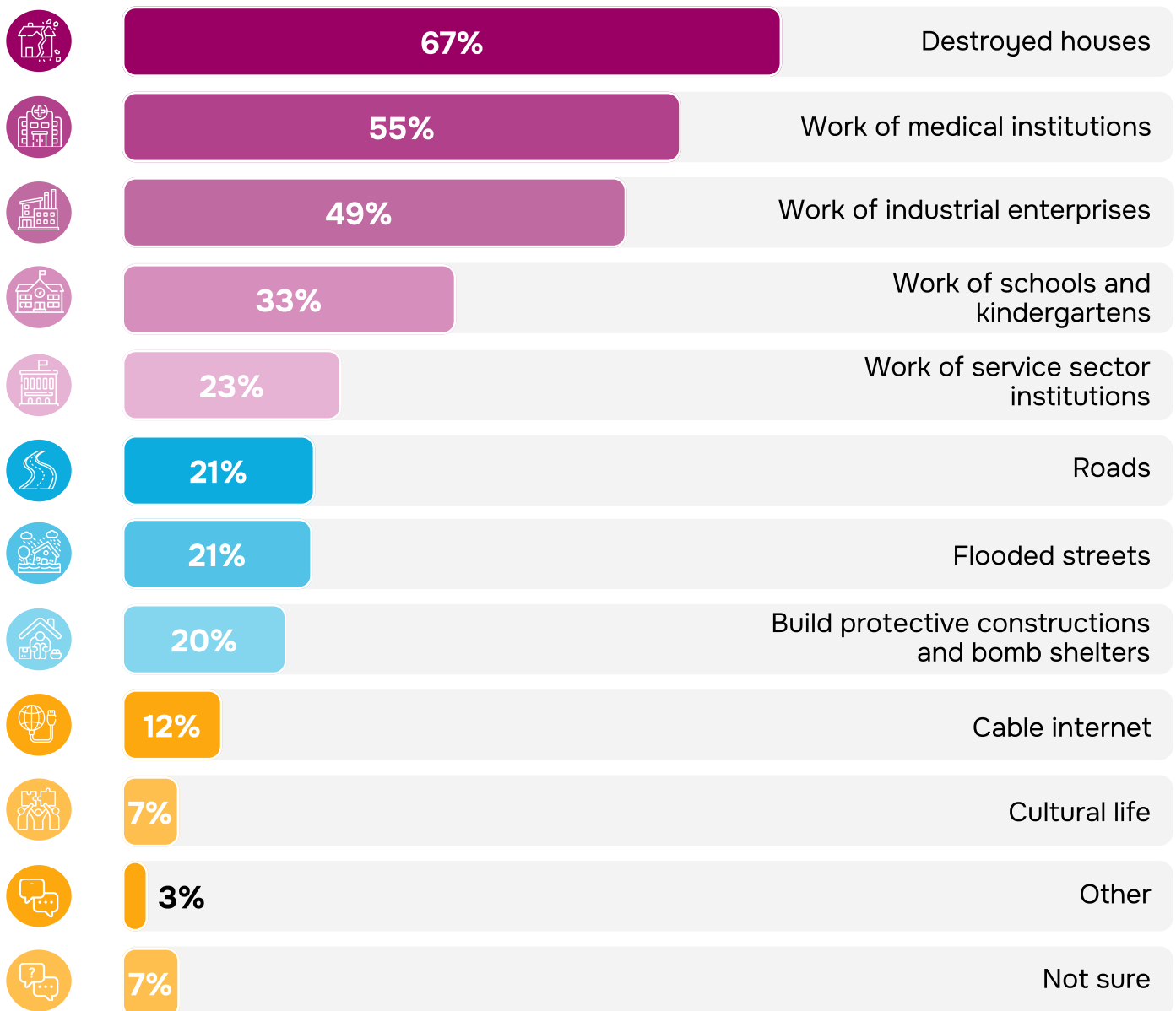
Dynamics of field-specific advisory services availability in the Kherson community (July 2023 – November 2024), %

	July 2023	December 2023	June 2024	November 2024
Obtaining compensation for property damaged during the war	29	32	30	32
Employment issues	26	27	32	24
Payment for utilities	30	24	27	22
Pension issues	12	11	15	14
Psychological assistance	12	13	19	13
Issuing passports, certificates, etc.	10	10	15	11
Registration of IDP status	3	6	7	5
Other	3	2	2	1
None	29	31	29	36

Public rating of the restoration priorities in the community (N=455), %

Q.: Currently, there are a lot of discussions of Kherson's restoration. What do you think should be restored in Kherson first of all?

Multiple choice



Other:

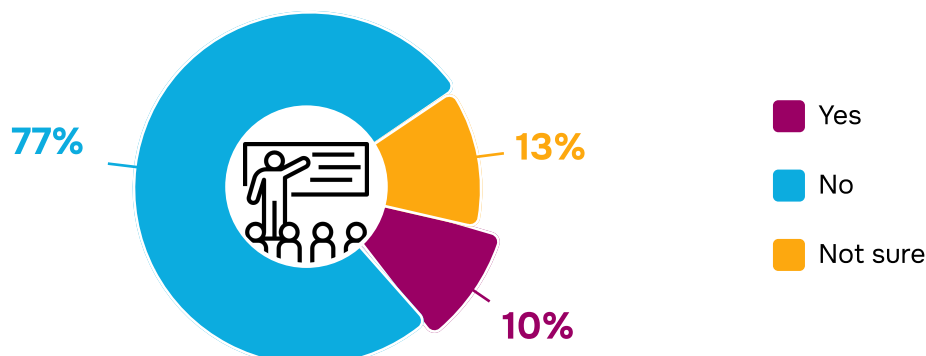
- security/fortified structures/air defense and EW support;
- firstly, we should win the war, and then set the restoration priorities/not relevant/we will conduct restoration after our victory.

Dynamics of public rating of the restoration priorities in the Kherson community (July 2023–November 2024), %

	July 2023	December 2023	June 2024	November 2024
Destroyed houses	79	70	70	67
Work of medical institutions	62	60	55	55
Work of industrial enterprises	61	58	63	49
Work of schools and kindergartens	46	40	45	33
Work of service sector institutions	35	25	25	23
Flooded streets	57	29	29	21
Roads	46	20	24	21
Build protective constructions and bomb shelters	30	27	26	20
Cable internet	16	11	8	12
Cultural life	19	8	7	7
Other	4	3	2	3
Not sure	2	3	4	7

Feasibility assessment of constructing underground schools (N=455), %

Q.: In your opinion, is it currently necessary to build underground schools in Kherson?

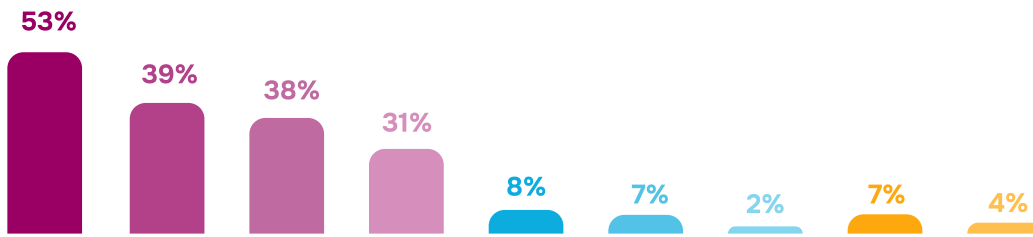


Assessment of the damage caused by bombing (N=455), %

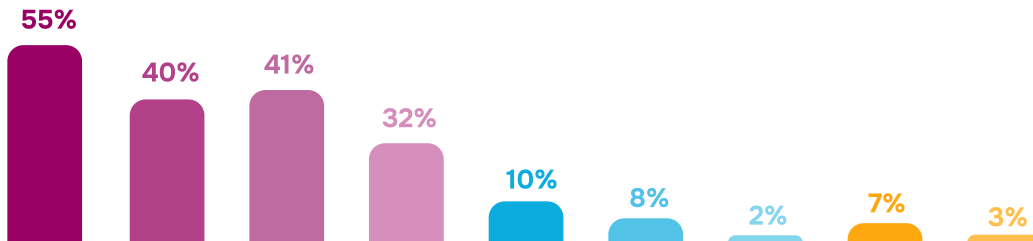
Q.: How were you or your family members affected by the bombing of Kherson city and Kherson community in 2023–2024?

Multiple choice

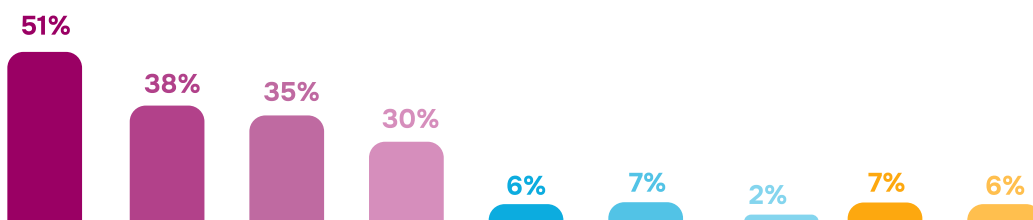
All respondents



Residing in Kherson



Not residing in Kherson



- Housing (apartment, house) was damaged
- Following the bombings, I or my family members have developed mental disorders
- The apartment building or adjacent territory were damaged
- Property (vehicle, household outbuildings, summer cottage, communications) was damaged
- I or a family member was injured
- Members of my family have been killed
- Other
- Not affected
- Not sure

Other:

- lost job/workplace was damaged;
- evacuated;
- acute exacerbation of chronic diseases;
- relatives went missing;
- lack of safety when traveling around the city.

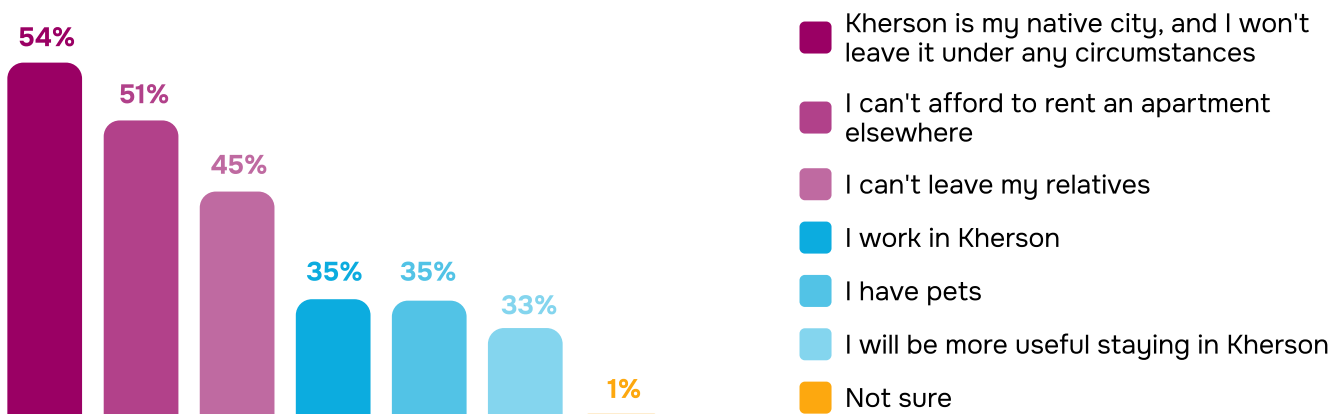
Dynamics of damage caused to the Kherson community (July 2023-November 2024), %

	September 2023	December 2023	June 2024	September 2024	November 2024
Housing (apartment, house) was damaged	35	40	51	49	53
Following the bombings, I or my family members have developed mental disorders	35	40	42	47	39
The apartment building or adjacent territory were damaged	27	33	40	41	38
Property (vehicle, household outbuildings, summer cottage, communications) was damaged	23	29	30	38	31
I/my family member was injured	3	5	5	8	8
Members of my family have been killed	2	4	5	9	7
Other	6	5	1	5	2
Not affected	8	6	5	3	7
Not sure	10	5	4	4	4

Reasons to stay in the city (N = 273 – those residing in Kherson)

Q.: So, you have stayed in the city despite the situation. Could you share the main reasons for this? (question for those residing in Kherson)

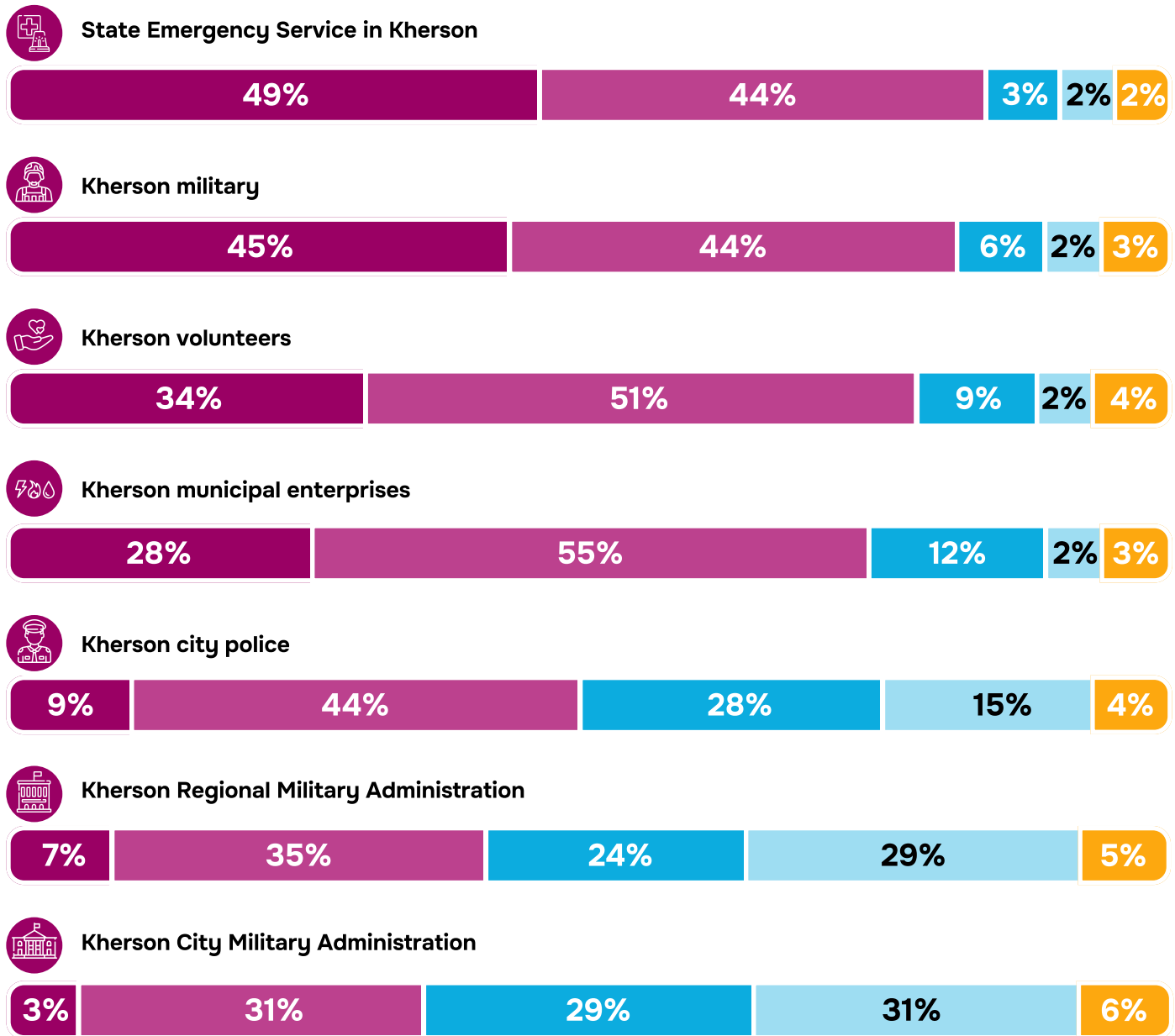
Multiple choice



Trust in Institutions (N=455), %

Q.: Please tell us your level of trust in the following institutions.

- Fully trust
- Somewhat trust
- Somewhat distrust
- I don't trust it at all
- I know nothing about their activities



Dynamics of trust in the Kherson community institutions (July 2023 – November 2024), %

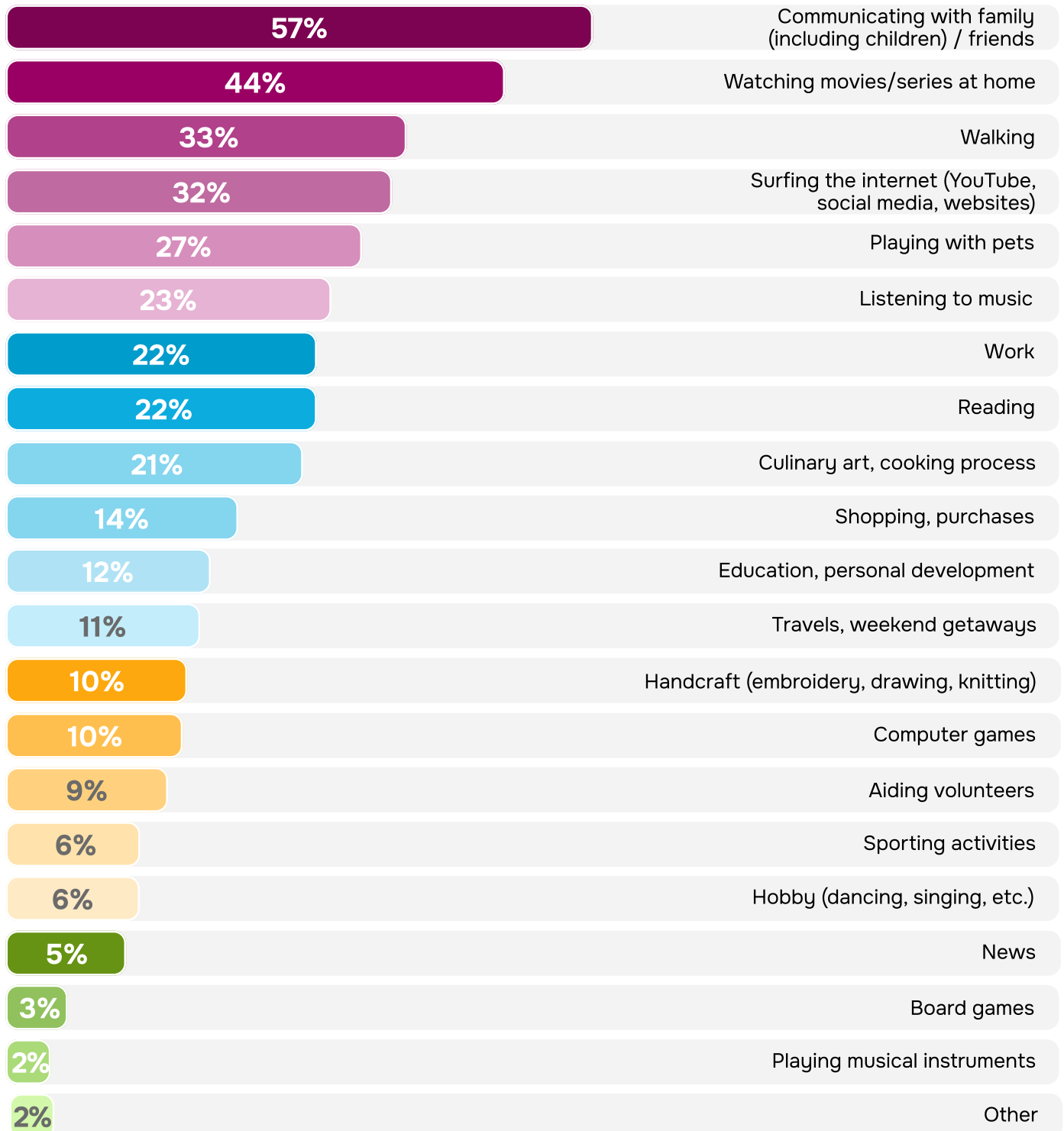
	July 2023			December 2023			June 2024			September 2024			November 2024		
	✓	✗	?	✓	✗	?	✓	✗	?	✓	✗	?	✓	✗	?
State Emergency Service in Kherson	87	4	9	92	4	4	91	6	3	91	6	3	93	5	2
Kherson military	90	3	7	90	5	5	85	10	5	92	5	3	89	8	3
Kherson volunteers	85	6	9	87	6	7	91	7	2	90	7	3	85	11	4
Kherson utility companies	61	28	11	81	14	5	78	18	4	81	16	3	83	14	3
Kherson city police	56	28	16	54	35	11	53	42	5	56	40	4	53	43	4
Kherson Regional Military Administration	32	46	22	31	53	16	32	59	9	34	62	4	42	53	5
Kherson City Military Administration	28	51	21	28	57	15	30	61	9	36	60	4	34	60	6

✓ Trust
 ✗ Do not trust
 ? Have never heard of them

A source of positive emotions (N=455), %

Q.: What has brought you joy lately (choose up to 5 options)?

Multiple choice



Respondents' profile

Gender



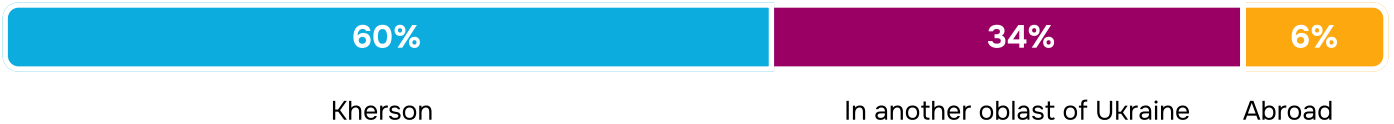
Age



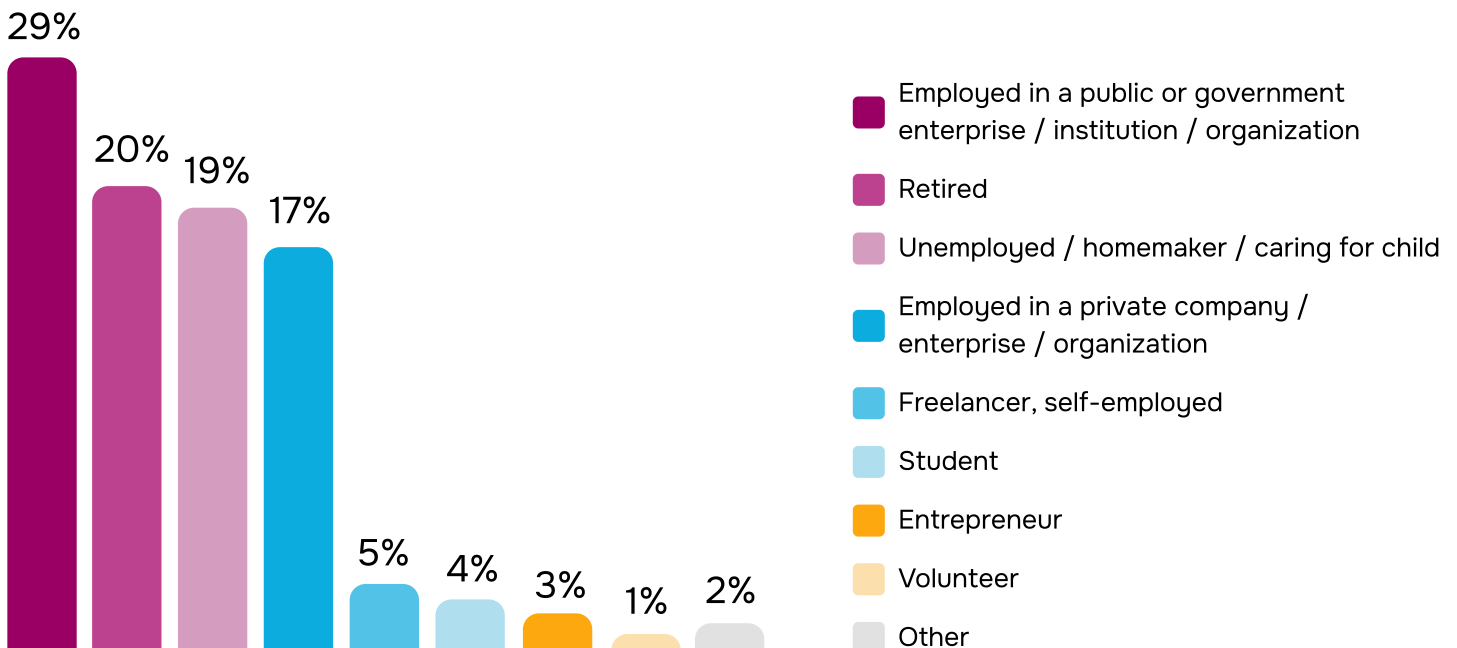
Place of residence before February 24, 2022



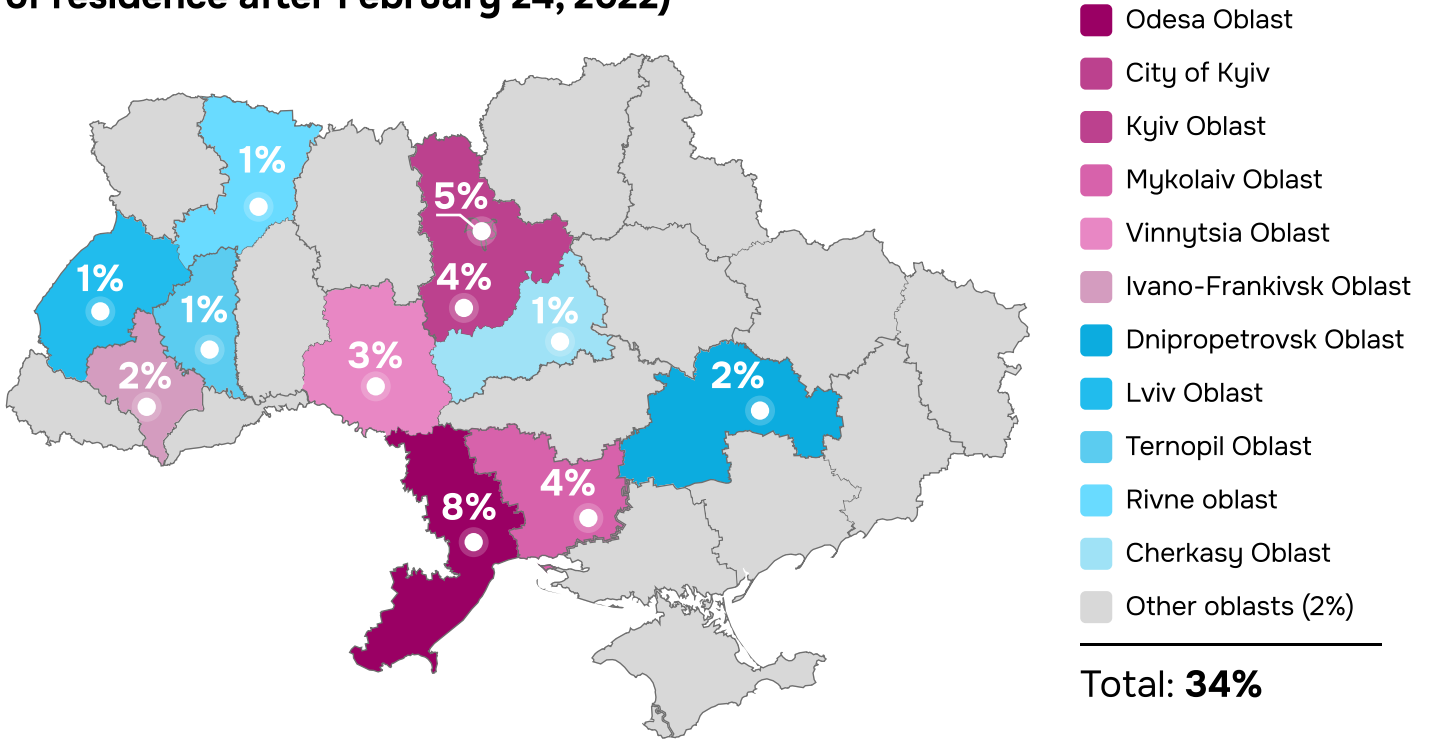
Current place of residence



Employment



Region of residence (people who changed their place of residence after February 24, 2022)



Country of residence for people who changed their place of residence after February 24, 2022

