



Public Opinion Survey of Residents of Zaporizhzhia

Wave 1: May 11-28, 2019
Wave 2: August 10-30, 2019



Methodology

- Both waves of this poll were conducted by [Rating Group Ukraine](#) on behalf of the International Republican Institute's [Center for Insights in Survey Research](#).
- Both waves of this poll were conducted in Zaporizhzhia through face-to-face interviews at respondents' homes May 11-28, 2019 (wave 1) and August 10-30, 2019 (wave 2)
- Both waves' samples consisted of 1,200 residents of Zaporizhzhia aged 18 and older and eligible to vote. Samples are representative of the general population by gender and age.
- Both waves have a margin of error of ± 2.8 points. The response rate for wave one was 61.4%. The response for wave two was 60.5%.
- The distribution of the population by region of the city is based on statistical data from the Central Election Commission from the 2014 parliamentary elections, which divided the city into electoral districts.
- A multistage probability sampling method was used with the random route and last birthday methods for respondent selection.
- Both waves' samples are weighted to the distribution of Zaporizhzhia's population by gender and age in accordance with data from the State Statistics Committee of Ukraine from January 1, 2018.
- Charts and graphs may not add up to 100 percent due to rounding.
- Cited bases are weighted.
- The survey was funded by the [United States Agency for International Development \(USAID\)](#).

Frequently Cited Disaggregates

Disaggregate	Disaggregation Category	May 2019 Base	August 2019 Base
Age	18-35	n=357	n=358
	36-50	n=315	n=314
	51+	n=528	n=528
Sex	Male	n=526	n=526
	Female	n=674	n=674
Income	(6,5,4) Secure Income	n=167	n=138
	(3) Adequate Income	n=285	n=320
	(2) Subsistence Income	n=446	n=500
	(1) Food Insecure Income	n=300	n=238
Oct. 2019 Elections	Likely Voters	-	n=985

Note: Income descriptions are shortened response descriptions for the question “What can you say about the financial situation of your family?”

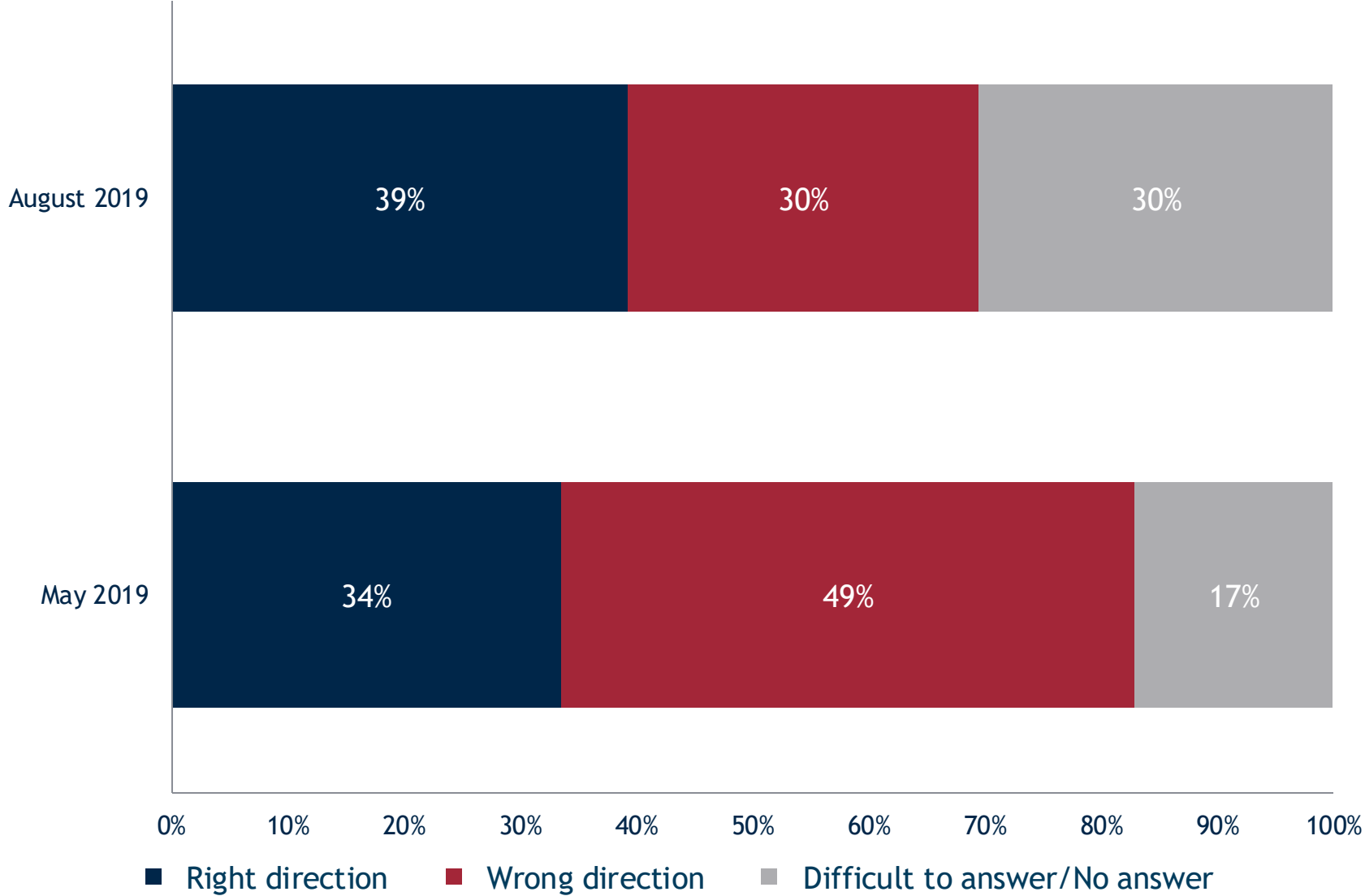
- (6) I can buy anything at any time.
- (5) We have enough money for food, clothes, shoes, and expensive purchases, but we need to save or borrow money for purchases like a car or an apartment.
- (4) We have enough money for food, clothing, shoes, and other purchases, but we need to save or borrow money for purchasing more expensive things (e.g., appliances).
- (3) We have enough money for food and necessary clothing and shoes, but we need to save or borrow money for other purchases like a good suit, a mobile phone, or a vacuum cleaner.
- (2) We have enough money for food, but we need to save or borrow money for buying clothes and shoes.
- (1) We need to save money for food.
- Difficult to answer/no answer



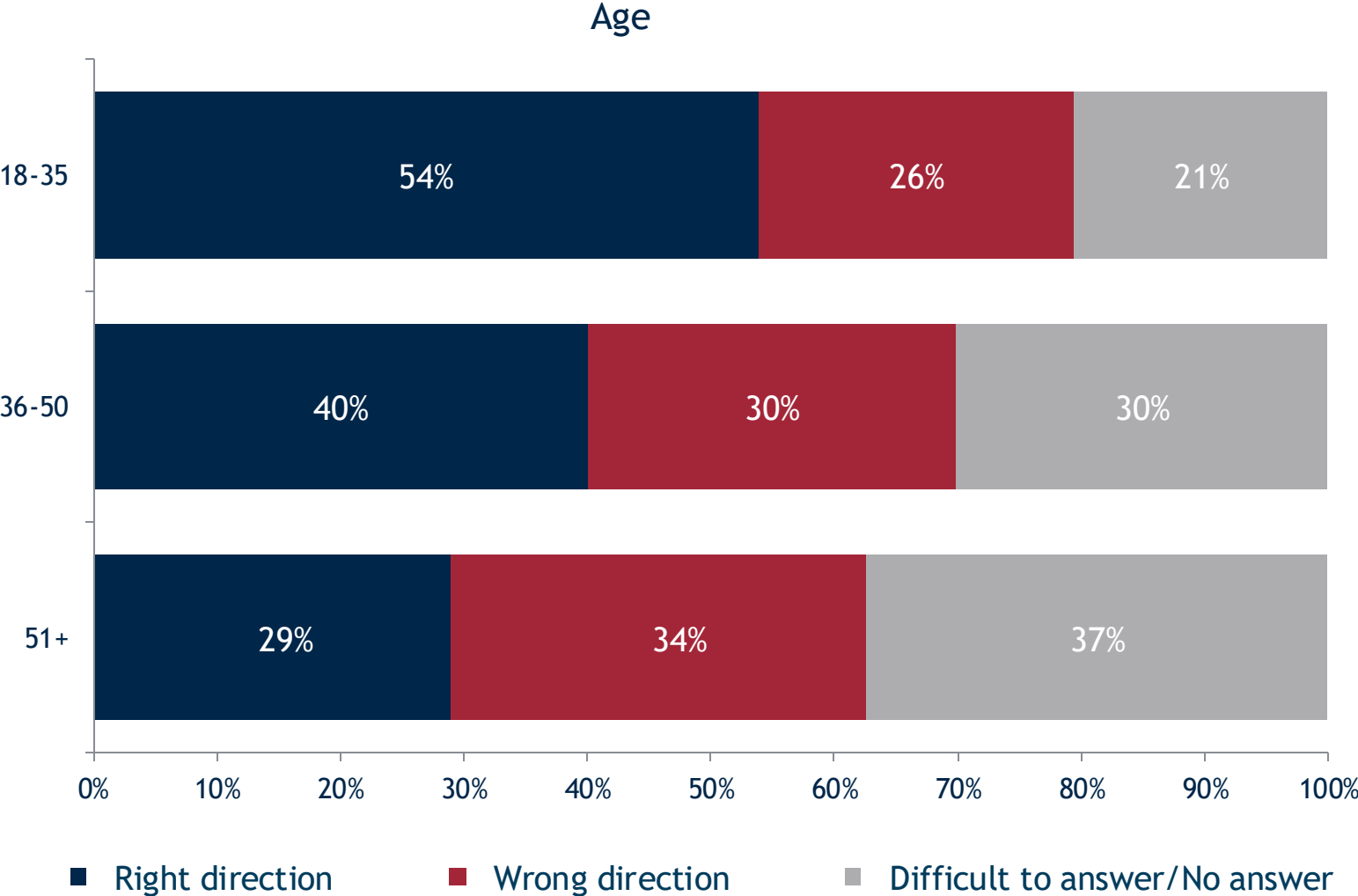
Moods and Attitudes



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

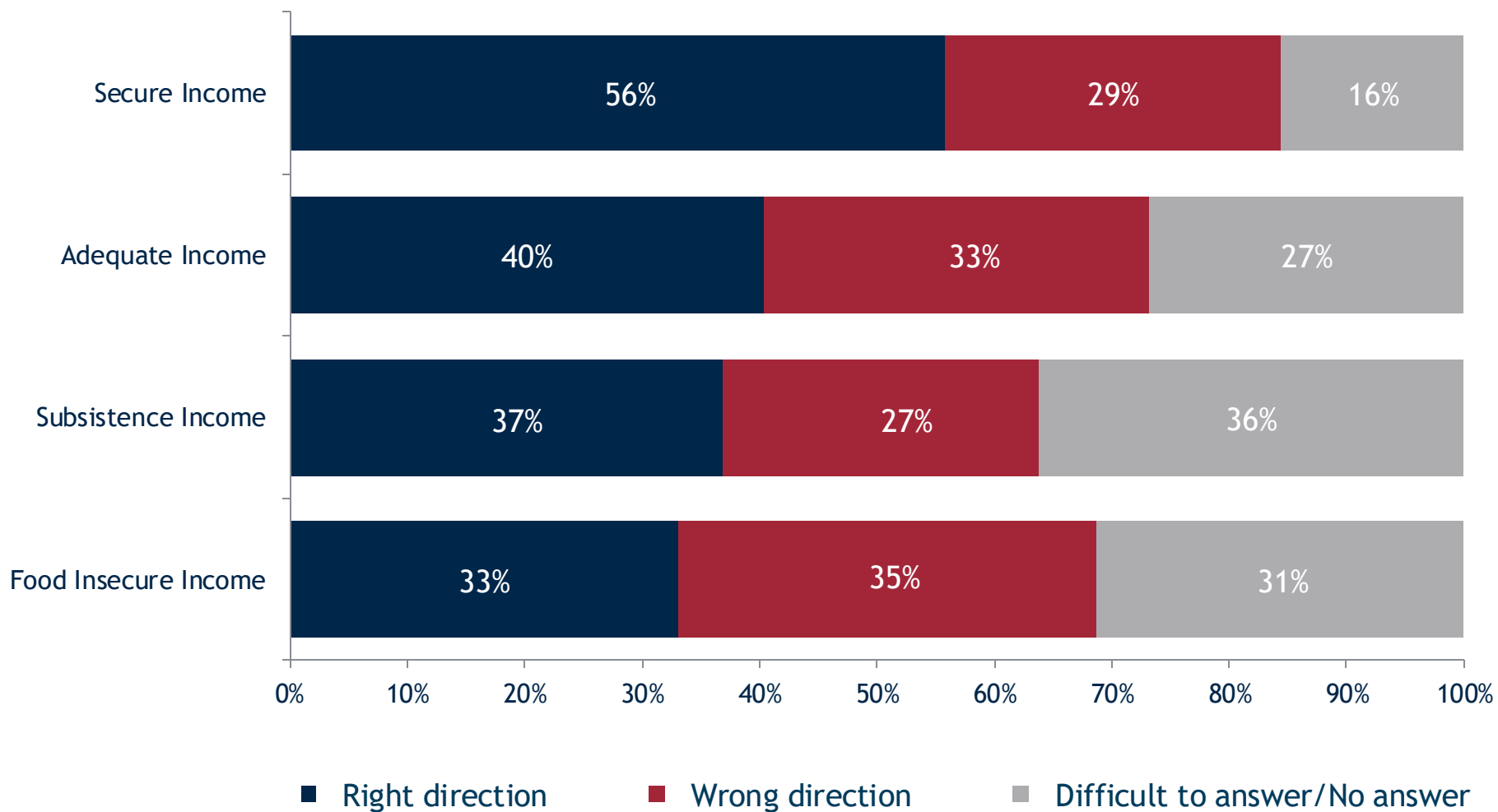


Generally speaking, do you think that things in Ukraine are going in the right direction or wrong direction?

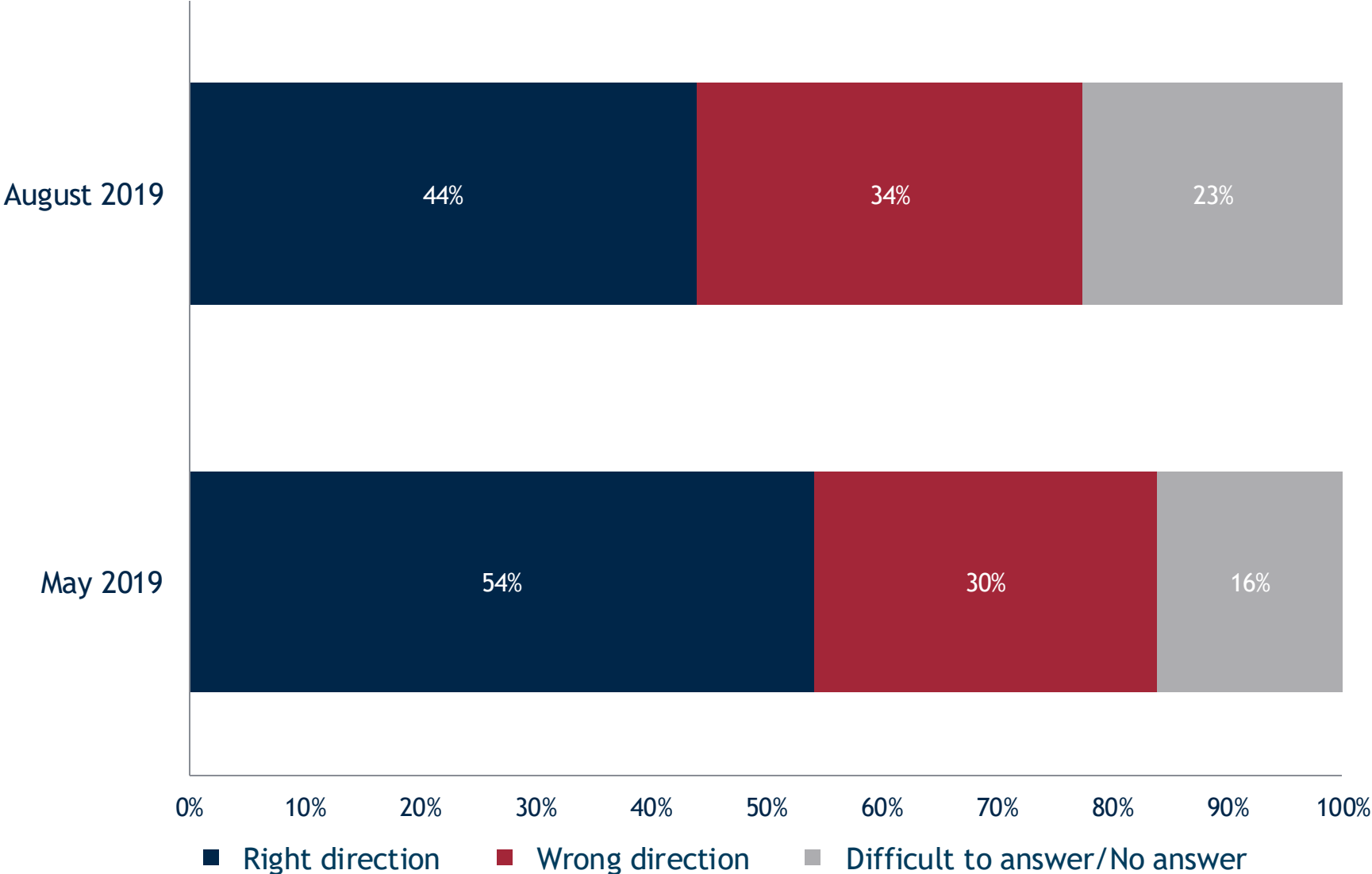


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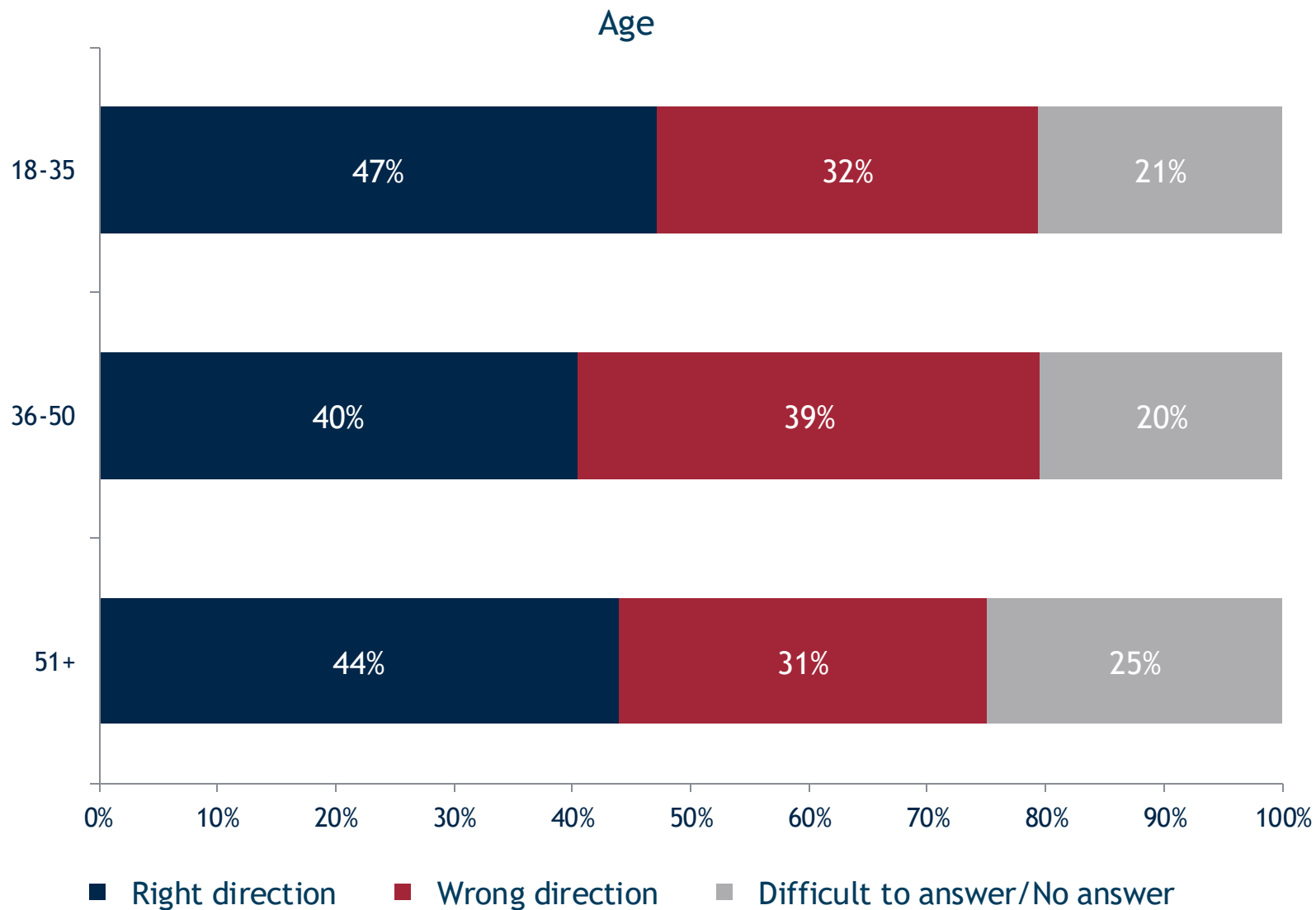
Income



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

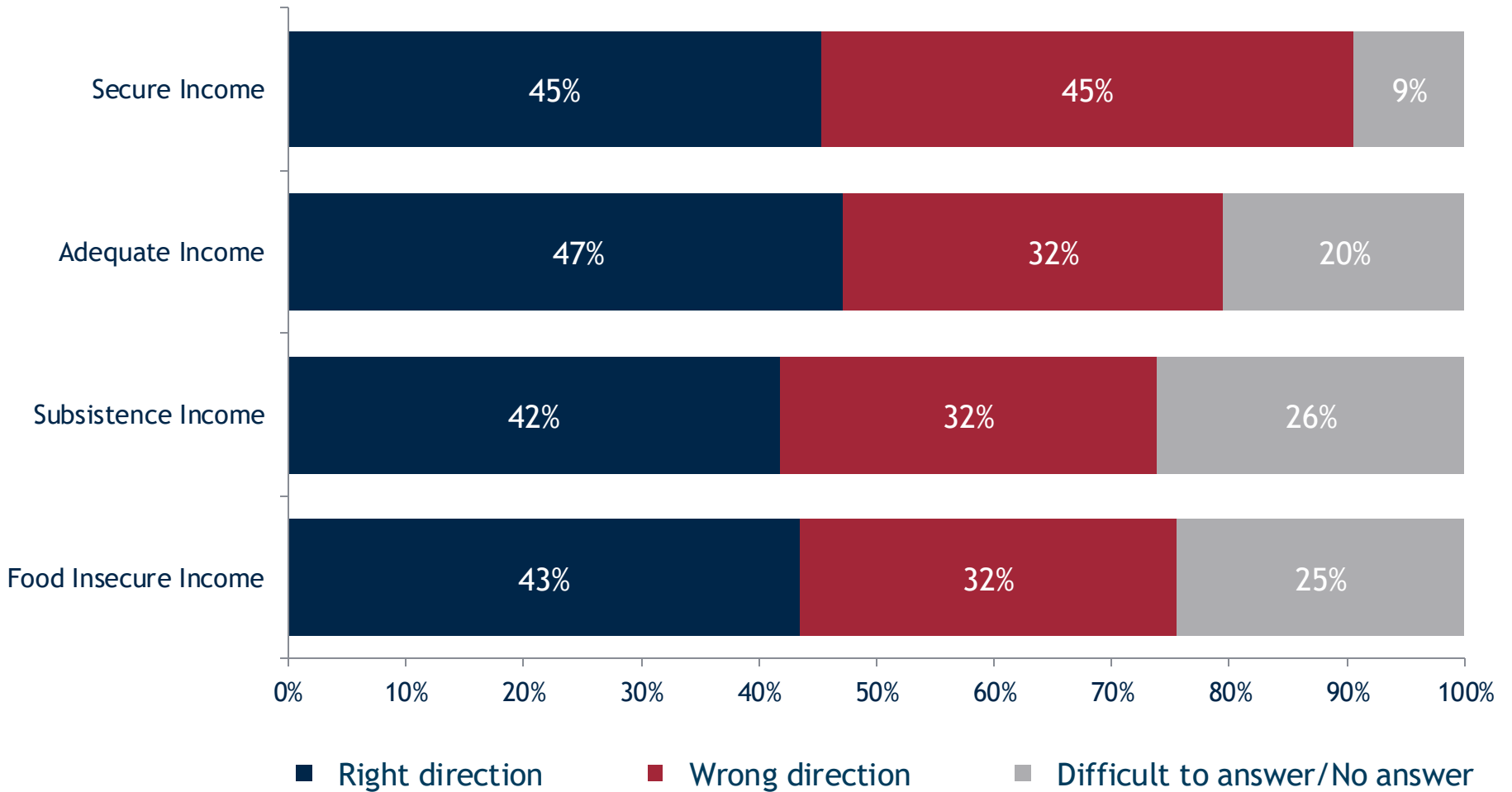


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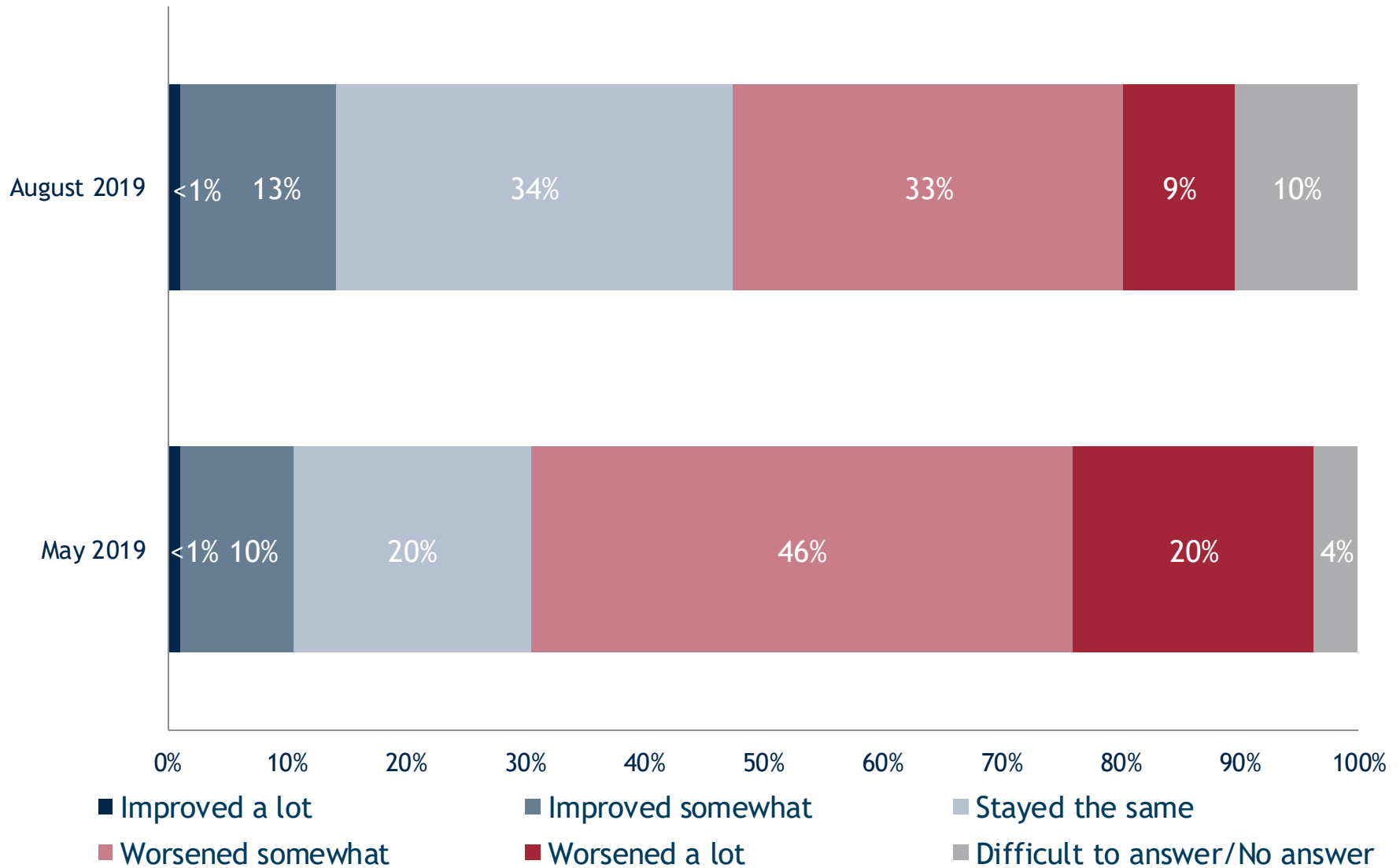


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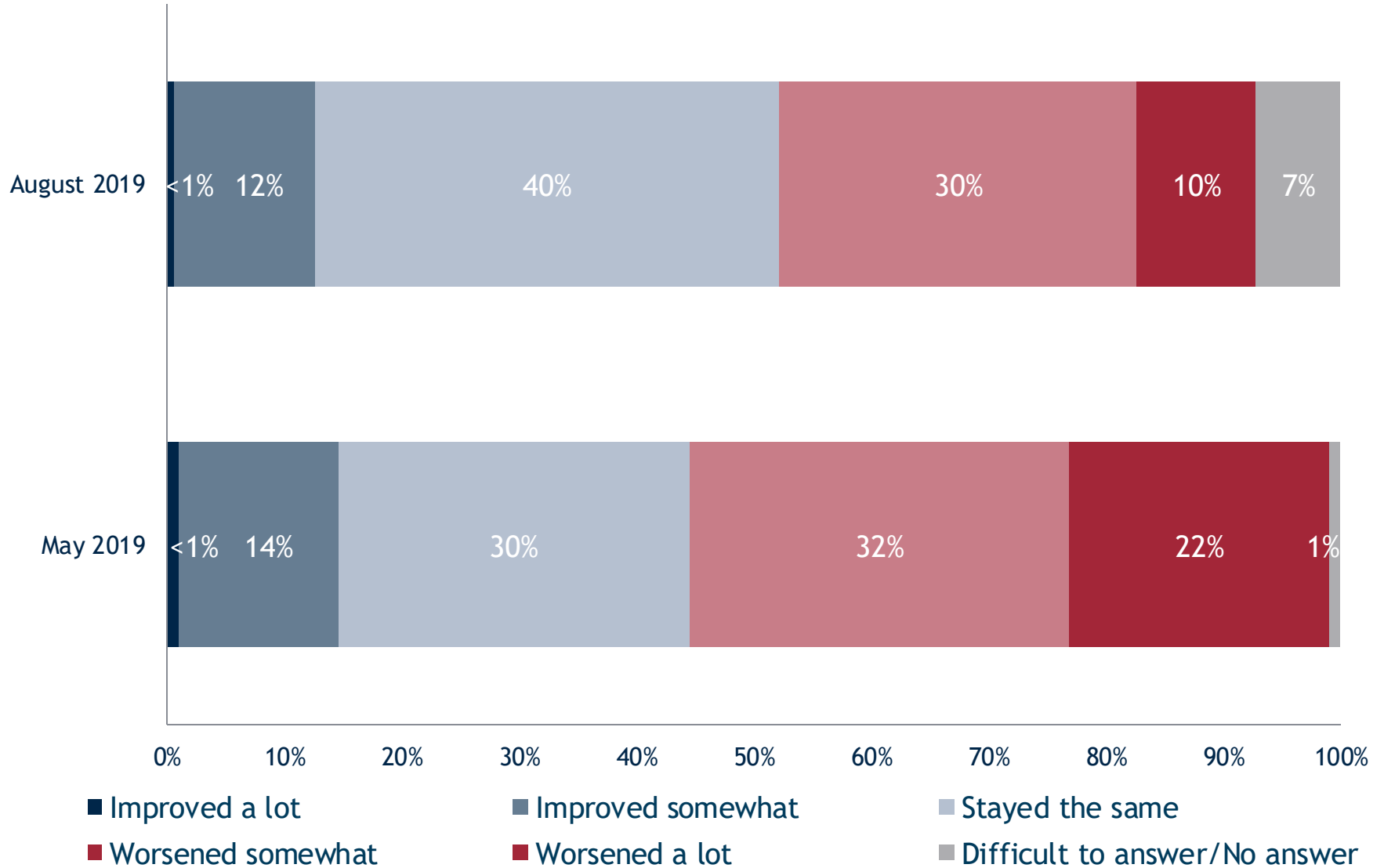
Income



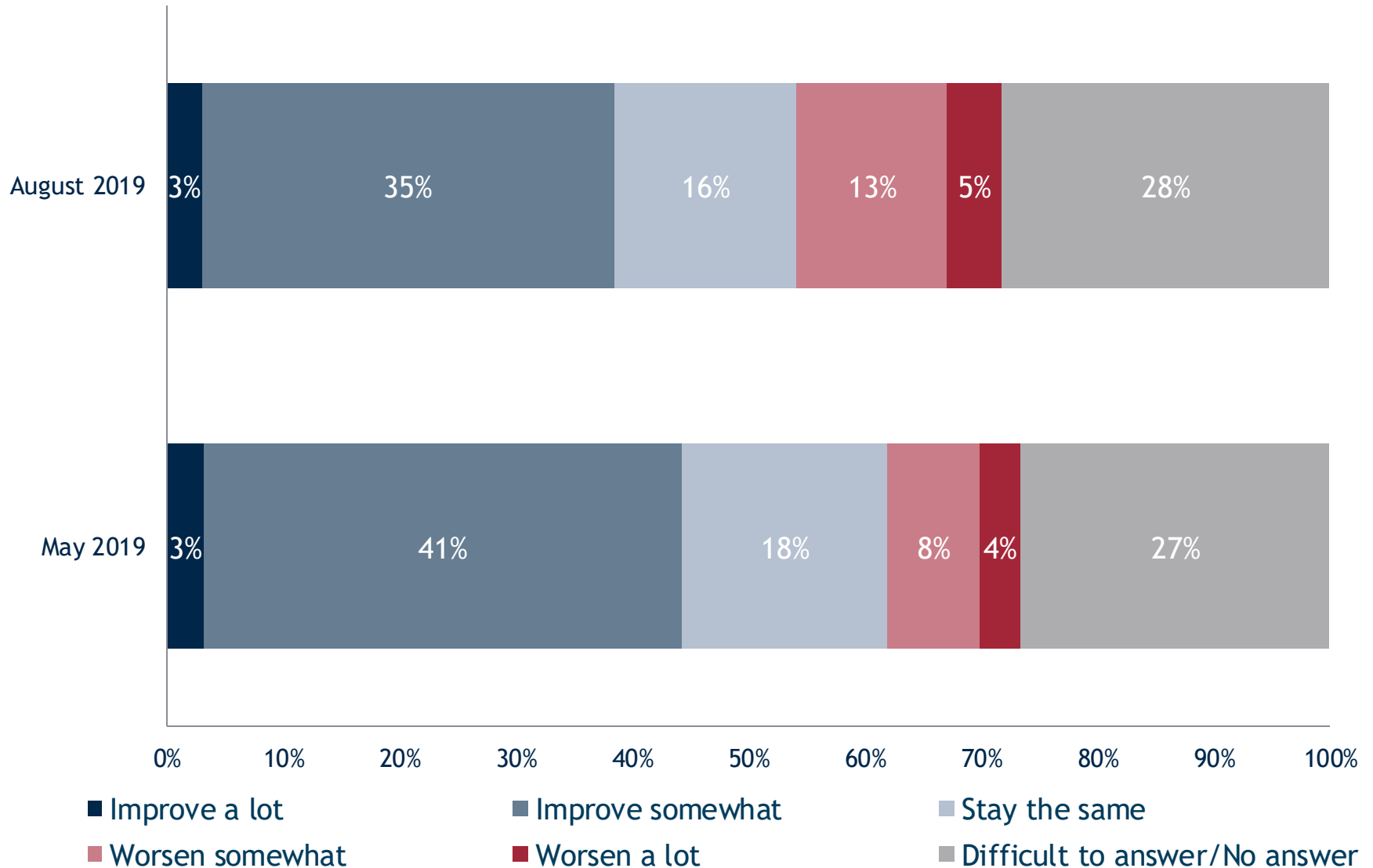
Over the last 12 months, how has the economic situation in Ukraine changed?



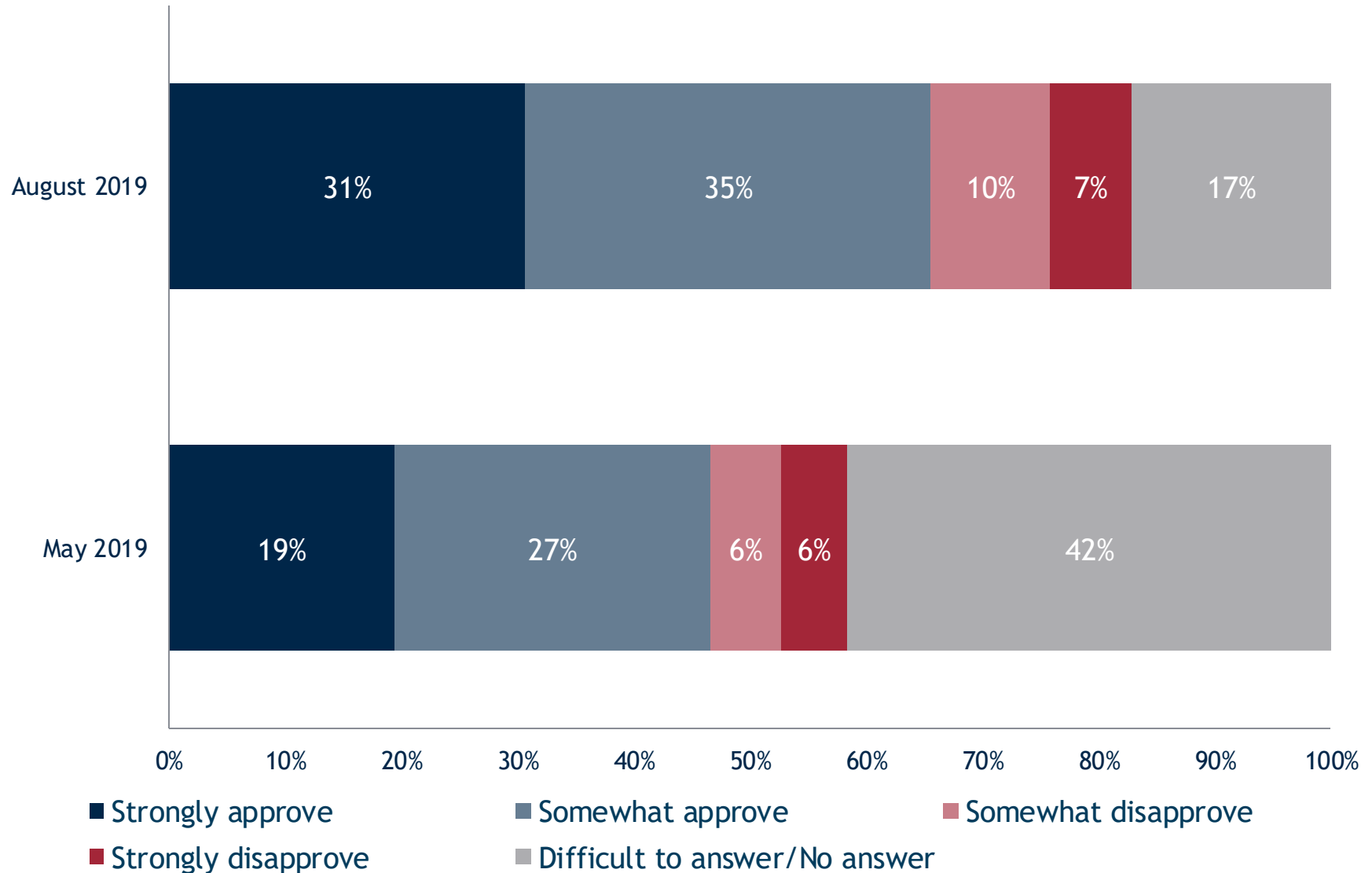
Over the last 12 months, how has the economic situation of your household changed?



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



Do you approve or disapprove the activities of the newly elected President of Ukraine Volodymyr Zelenskyy?

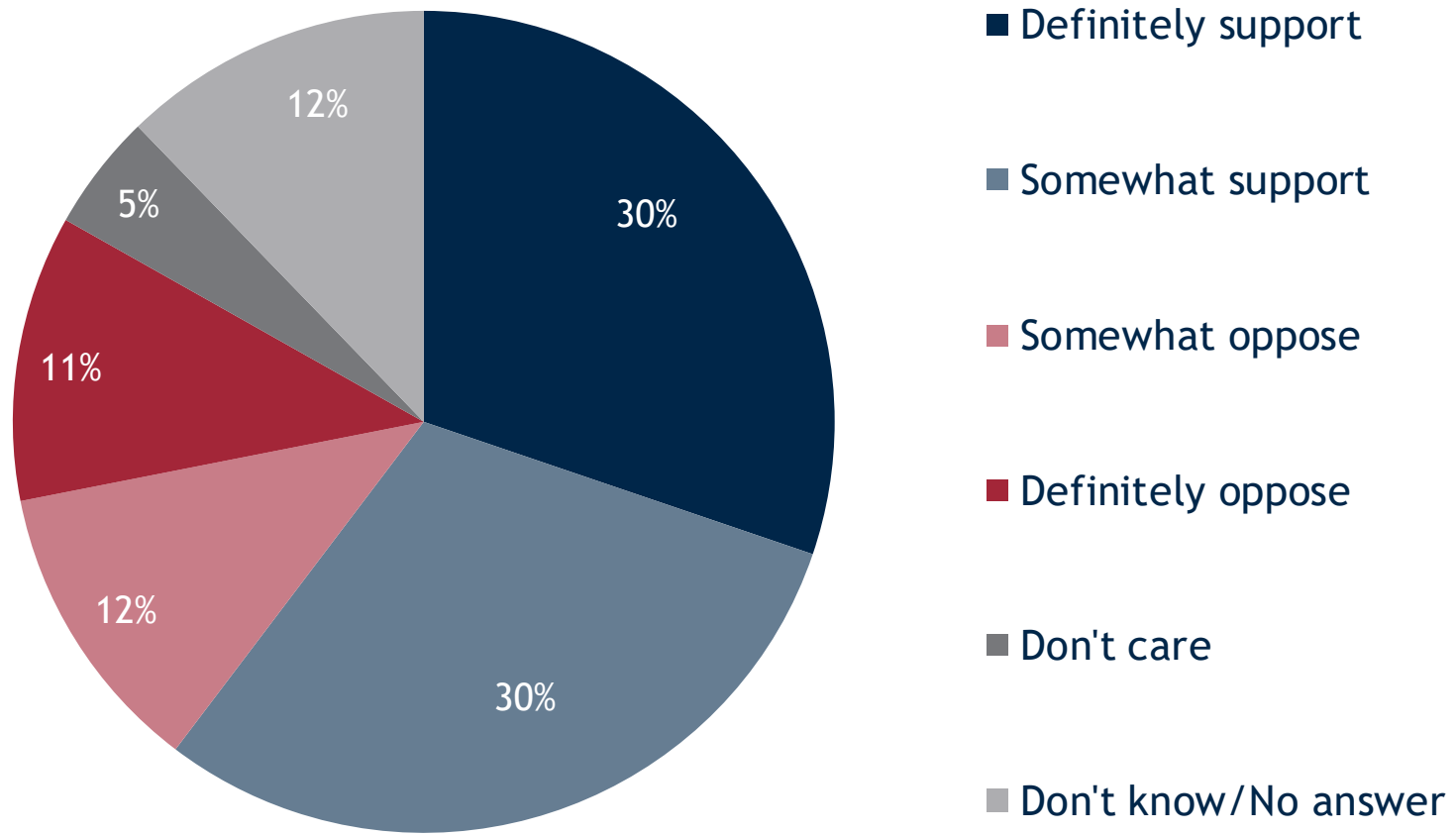




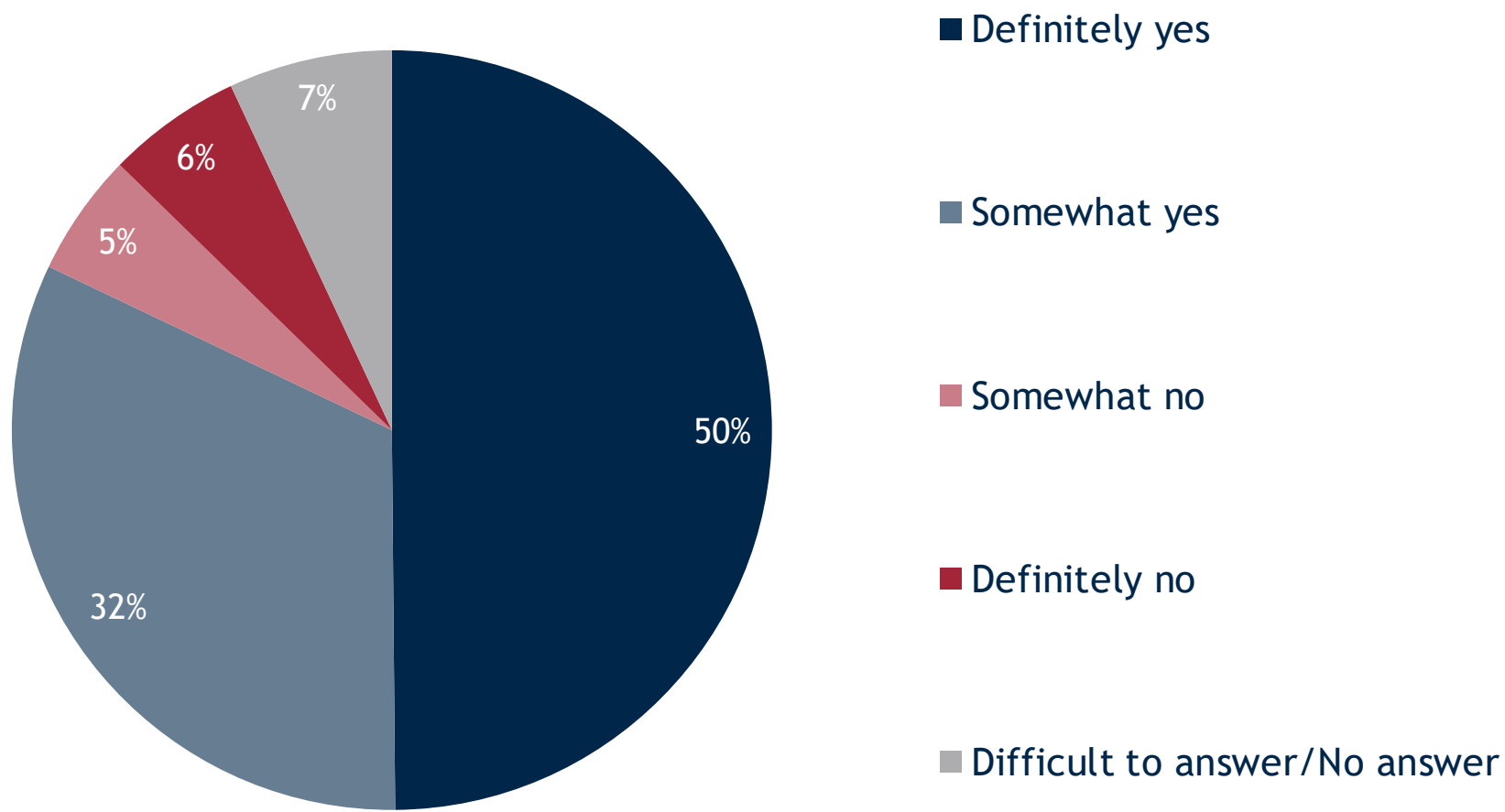
Local Elections



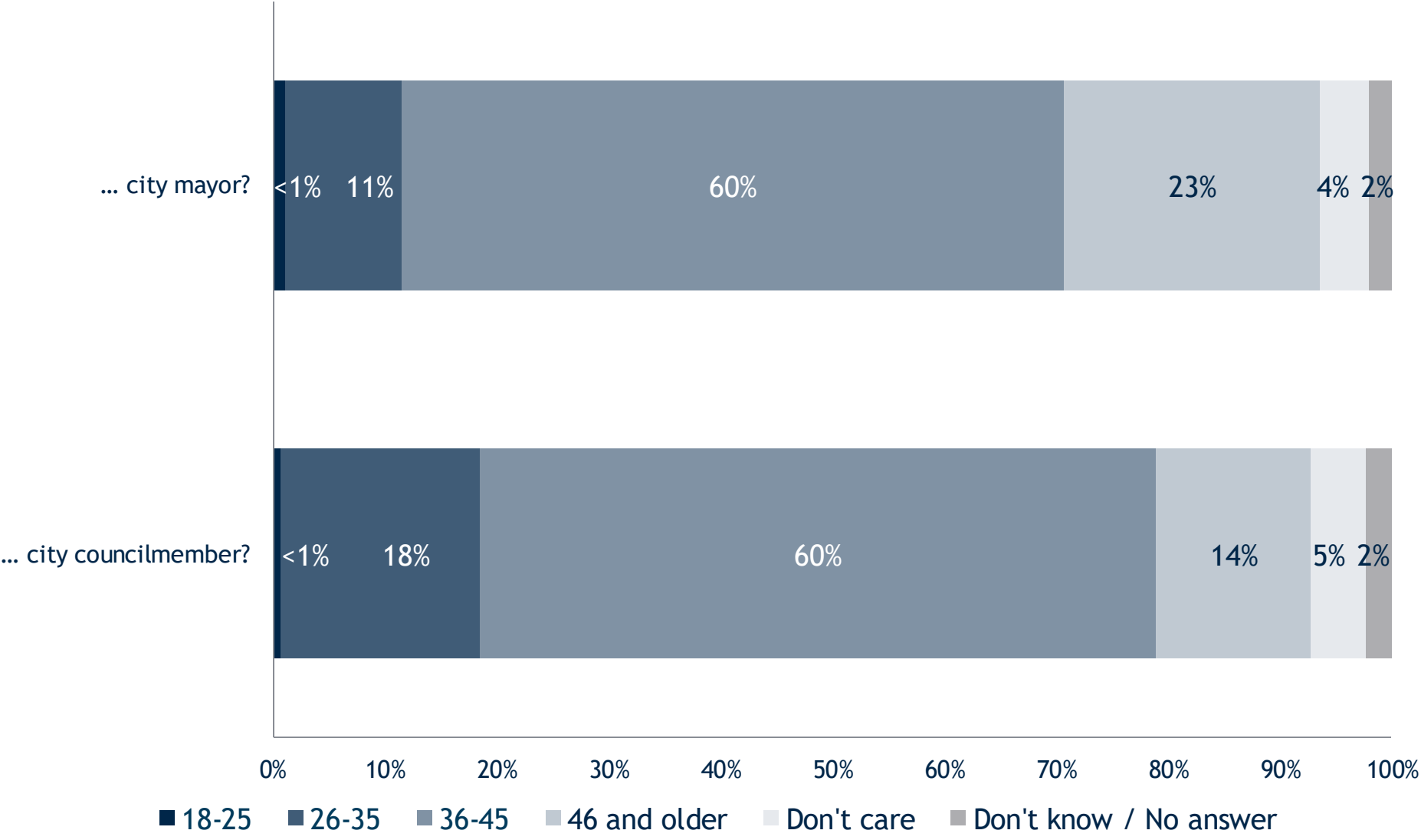
Do you support or oppose the idea of dissolving local councils and conducting early local elections in October of this year?



If early local elections are held in October 2019, do you intend to vote?

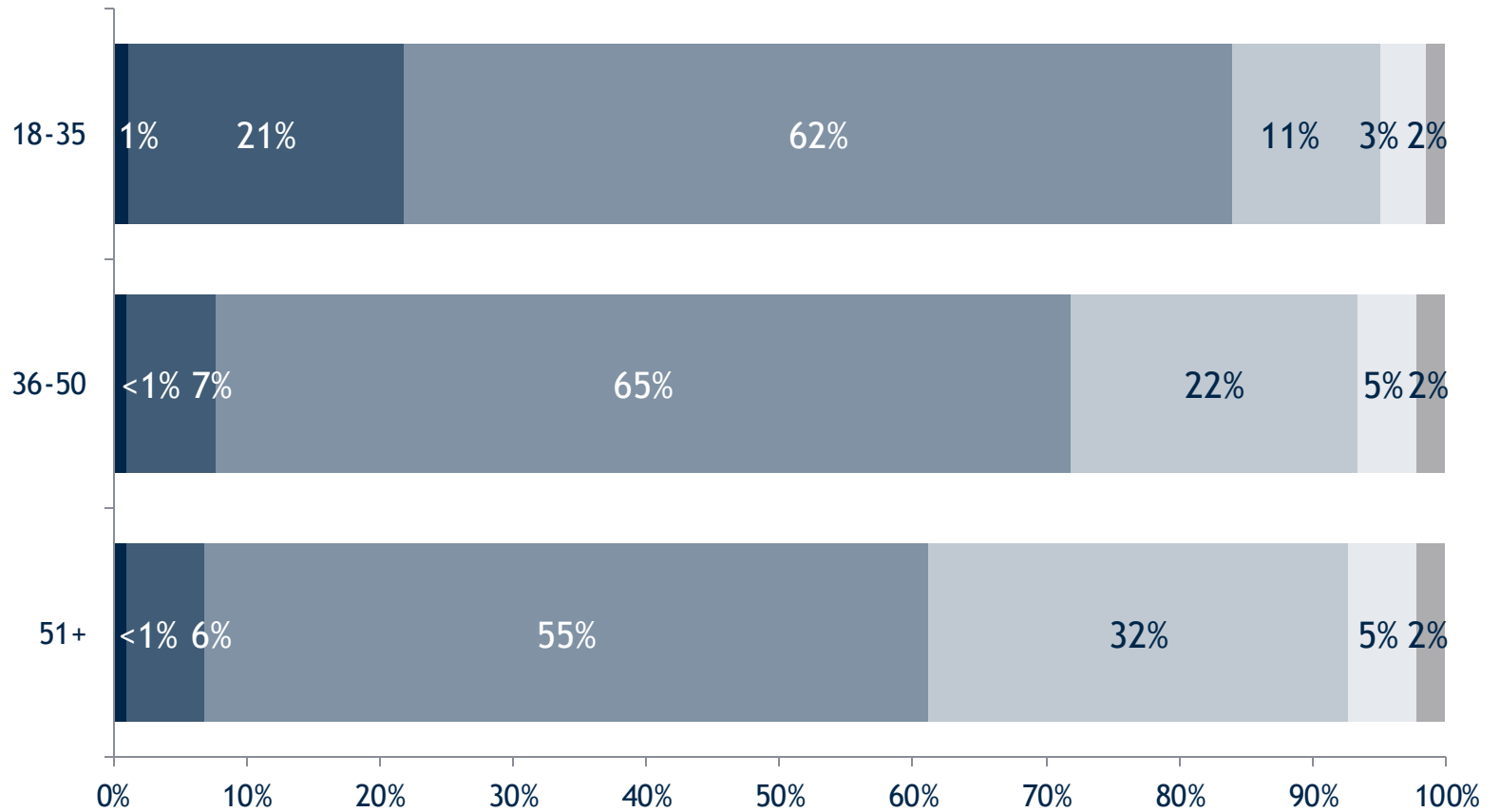


In your opinion, which is the best age for being a ...



In your opinion, which is the best age for a city mayor?

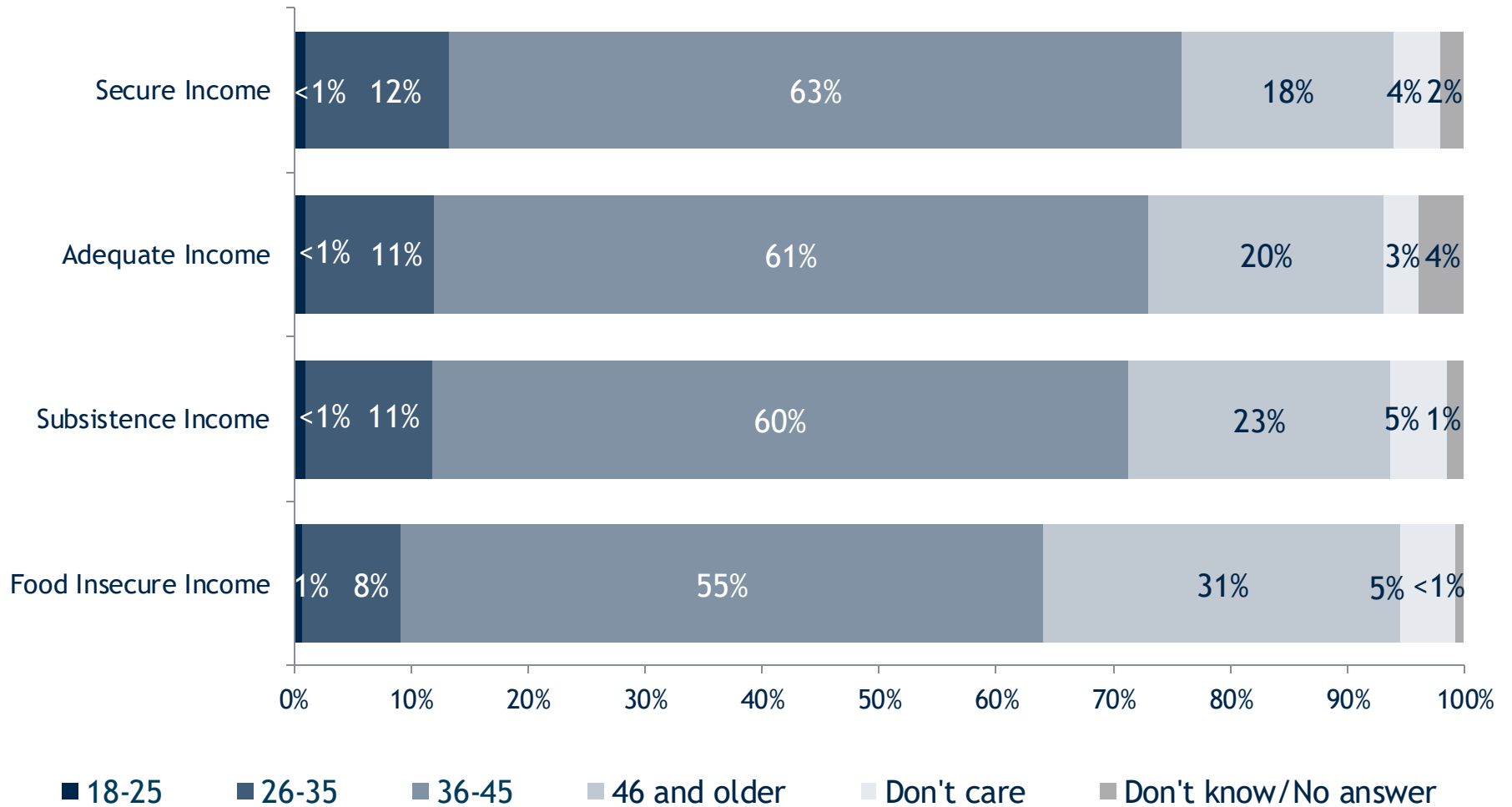
Age



- 18-25
- 26-35
- 36-45
- 46 and older
- Don't care
- Don't know / No answer

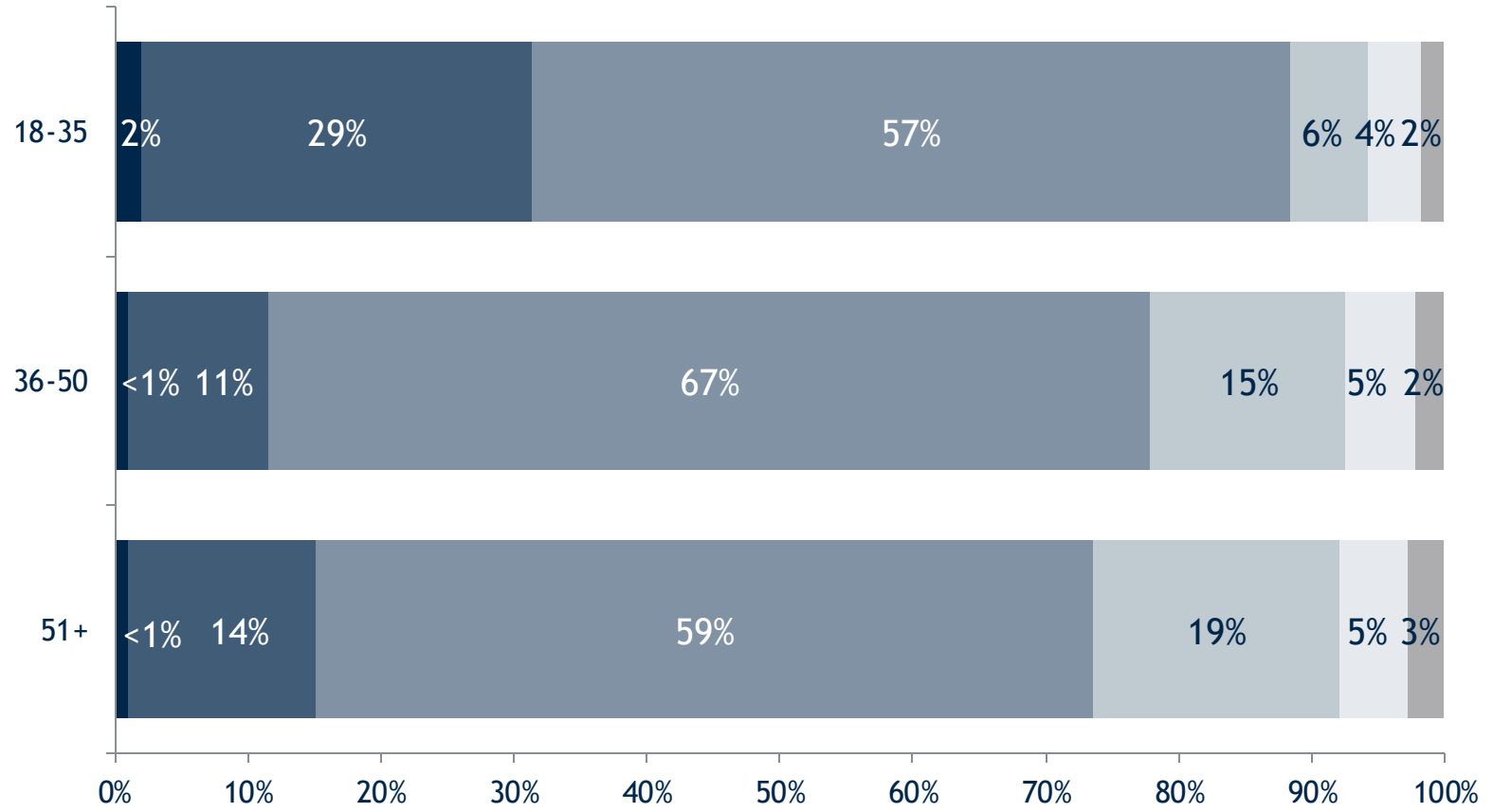
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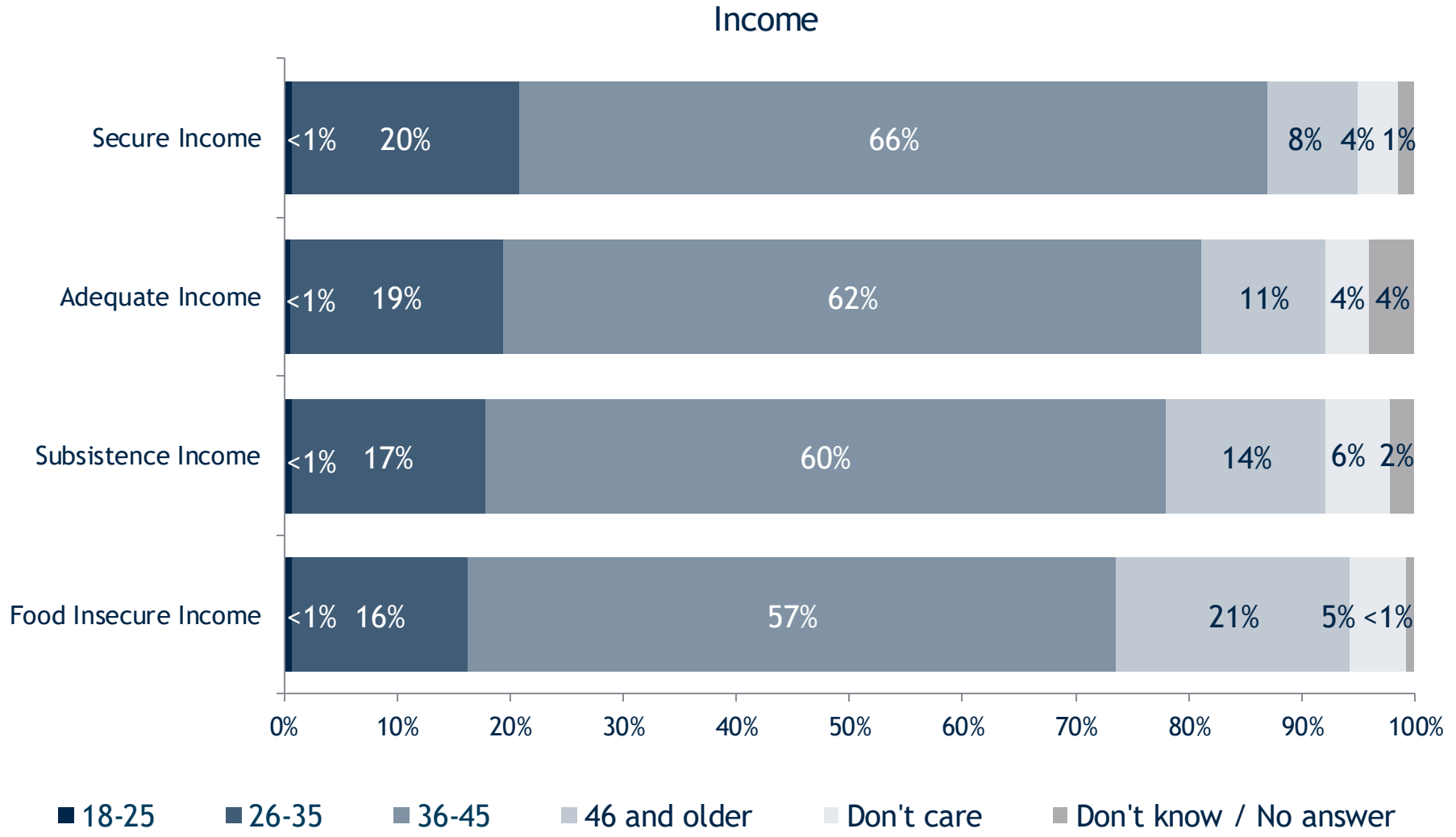
In your opinion, which is the best age for being a city councilmember?

Age



- 18-25
- 26-35
- 36-45
- 46 and older
- Don't care
- Don't know / No answer

In your opinion, which is the best age for being a city councilmember?

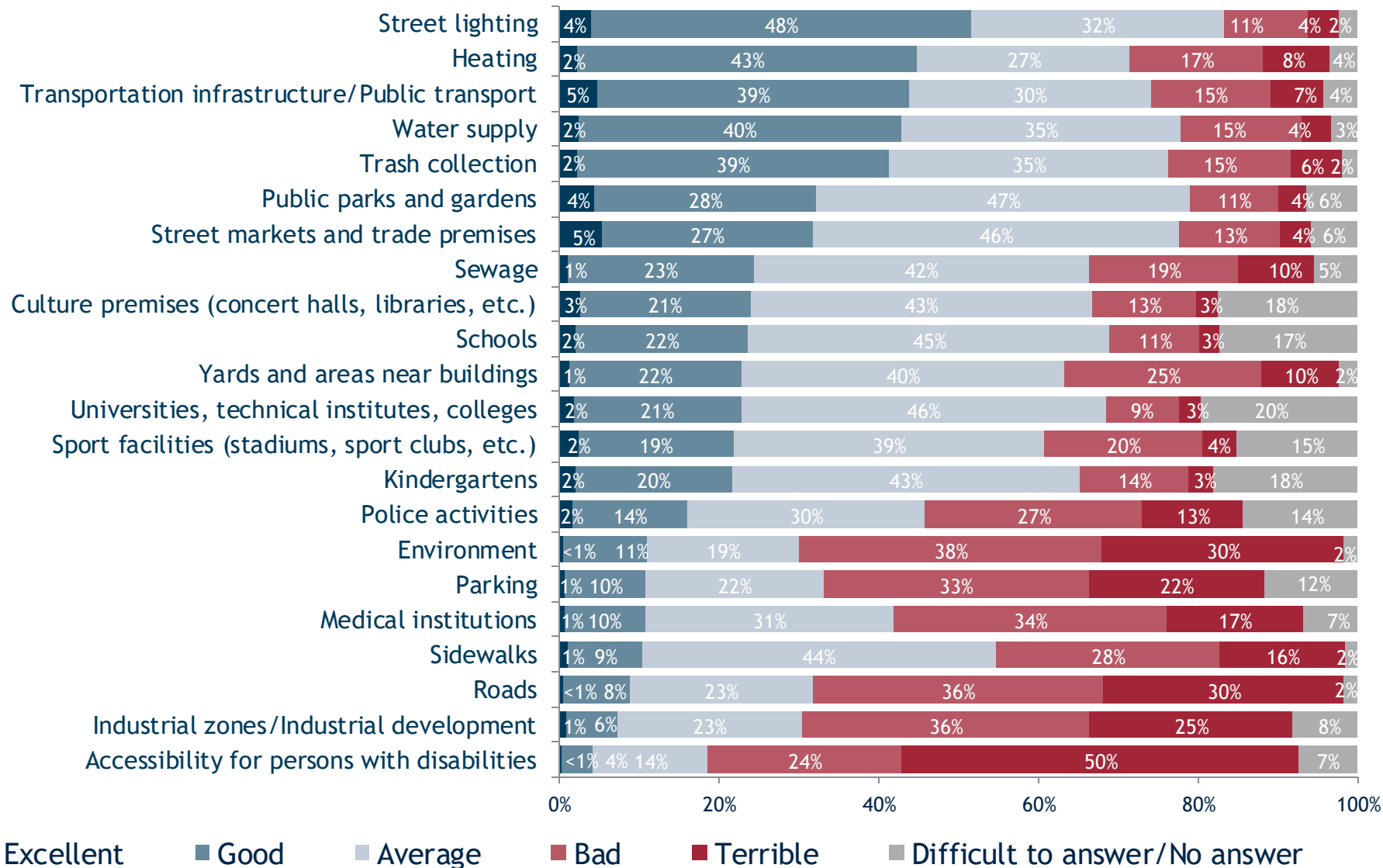




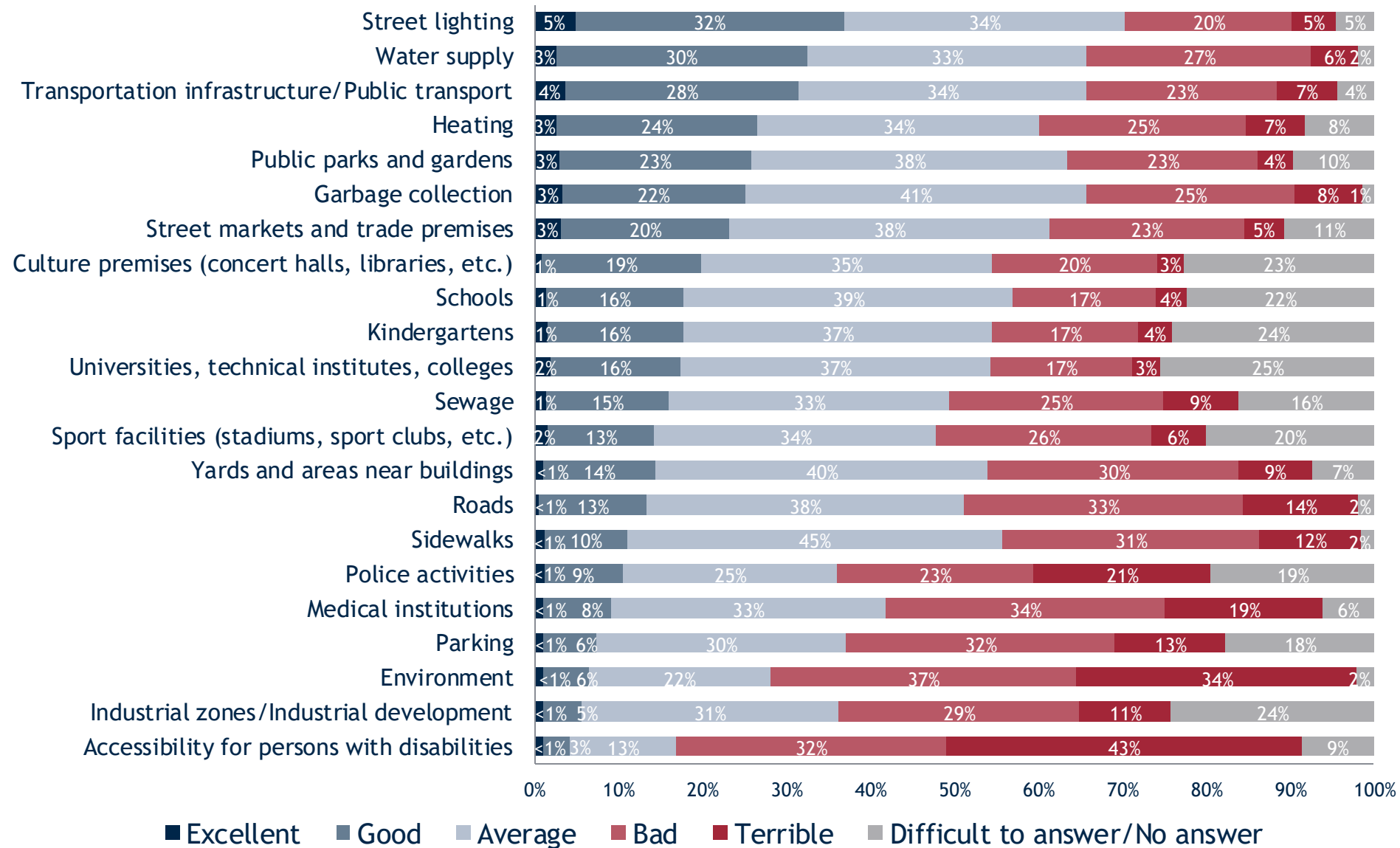
Assessment of the Quality of Public Goods and Services



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

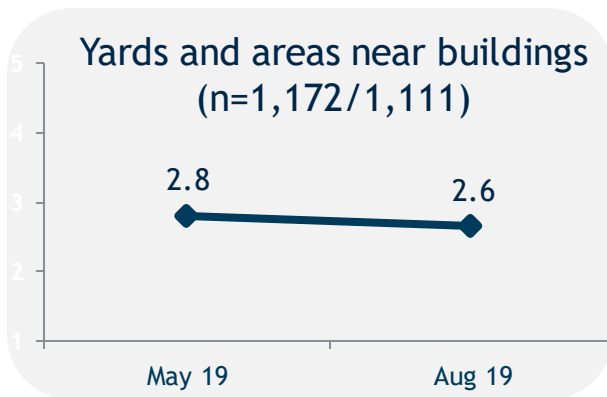
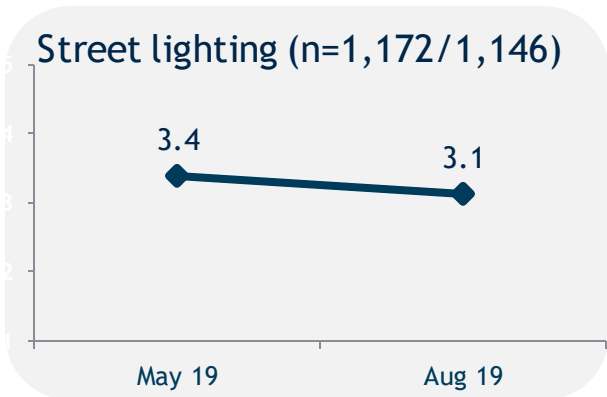
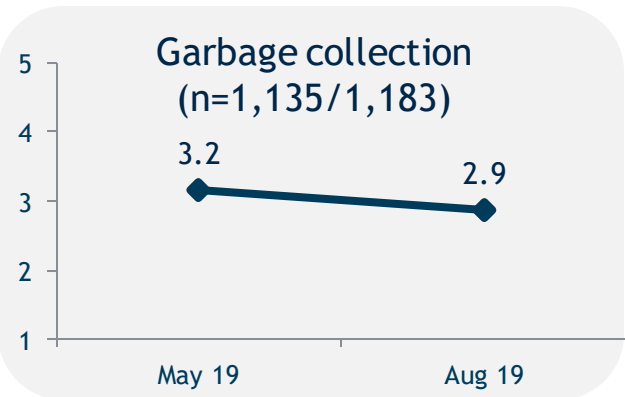
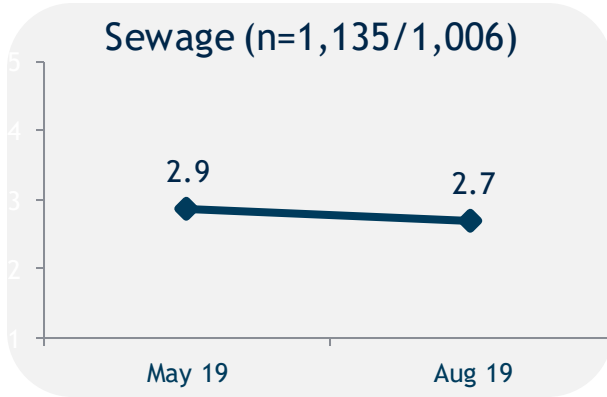
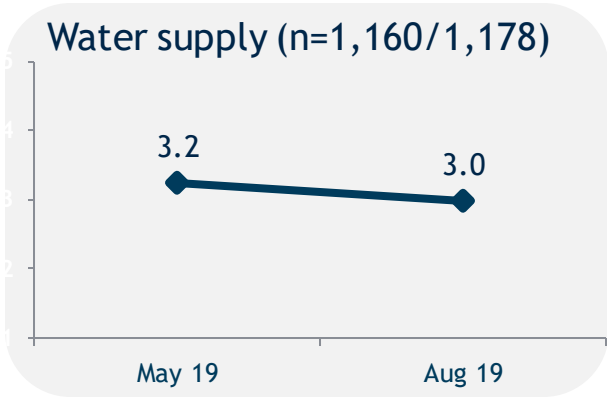
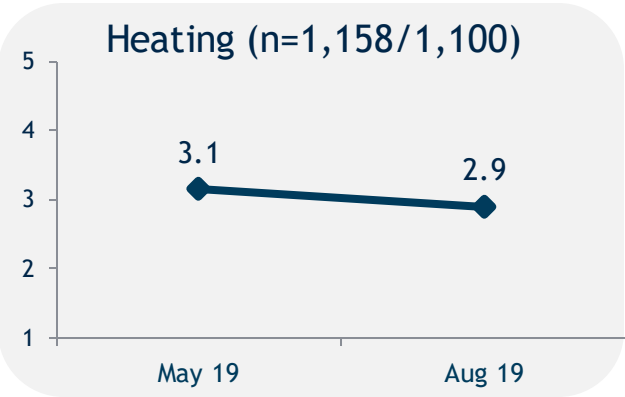


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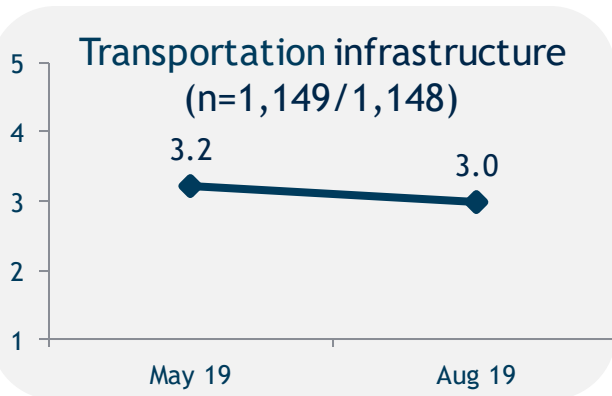
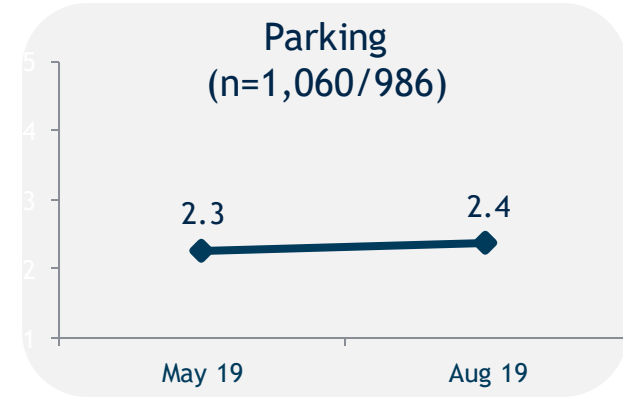
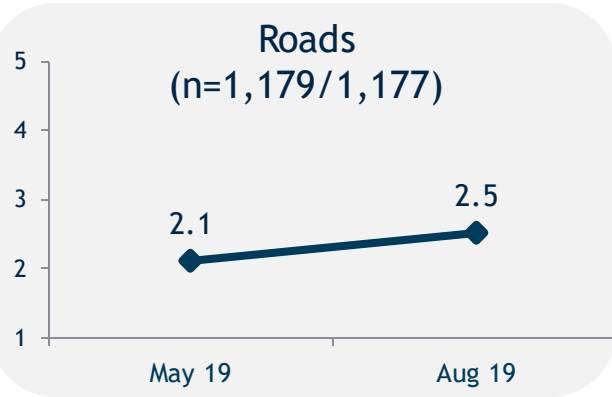
How would you rate the quality of each of the following services and/or public goods that are available in Zaporizhzhia? (continued)

(Mean (average) of service/public good rating 1 to 5, where 1 is “terrible,” and 5 - “excellent”; among respondents who rated the quality of a given service (n=May/Aug))



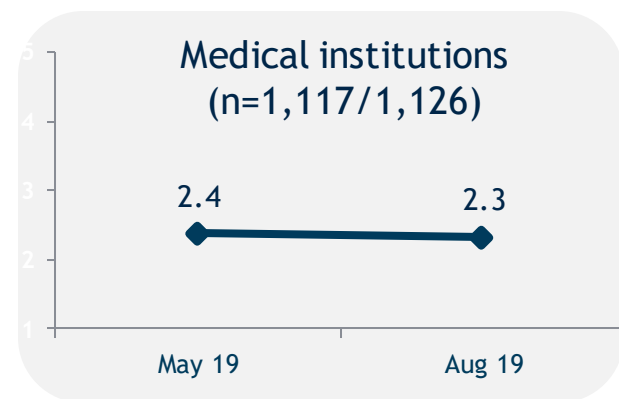
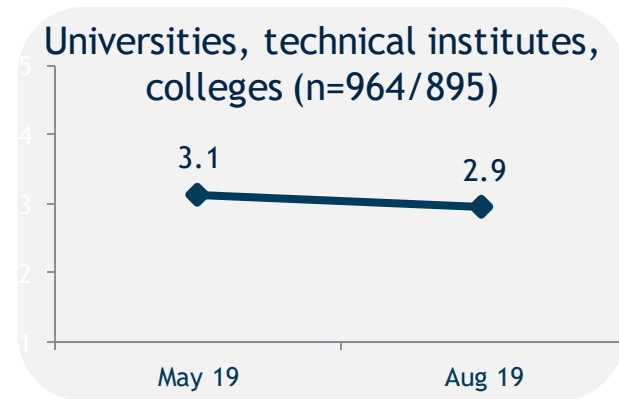
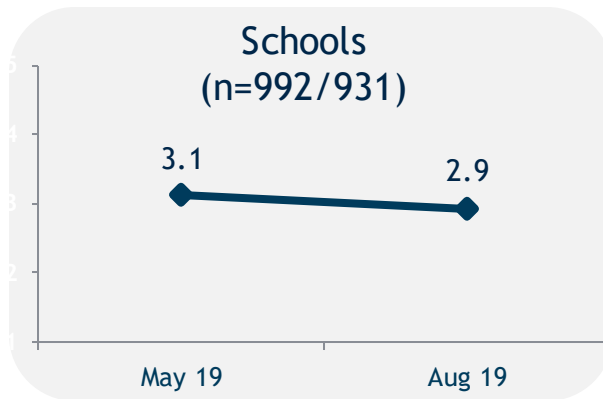
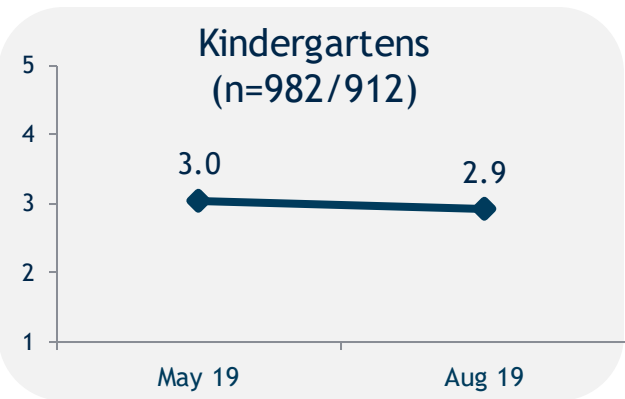
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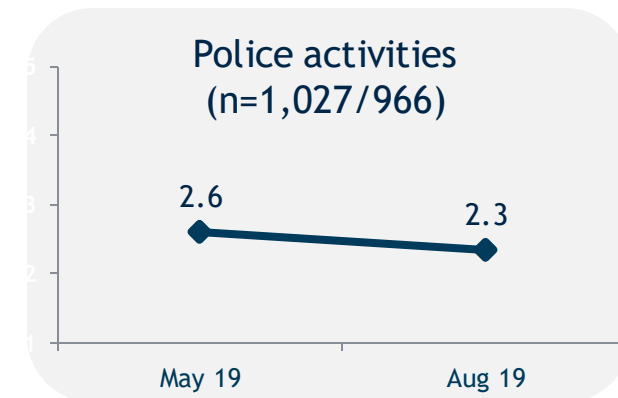
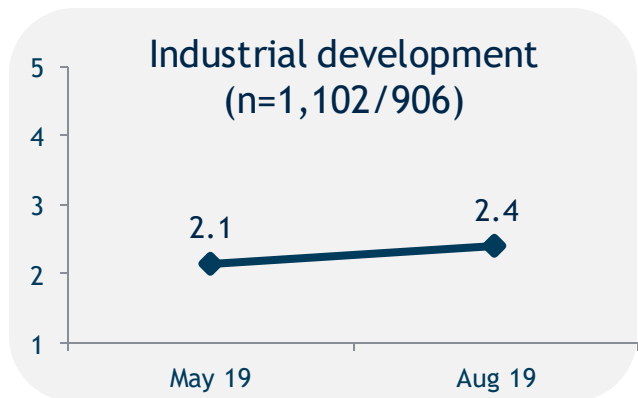
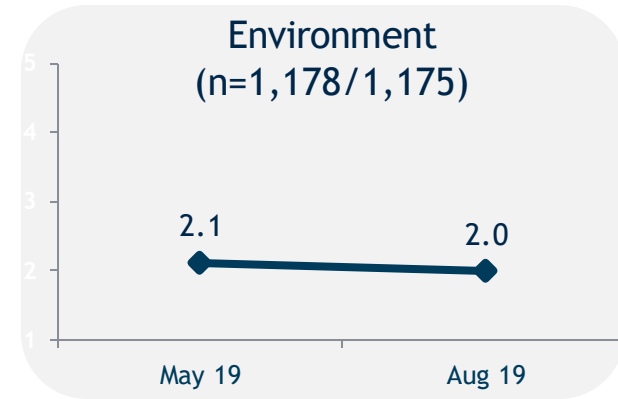
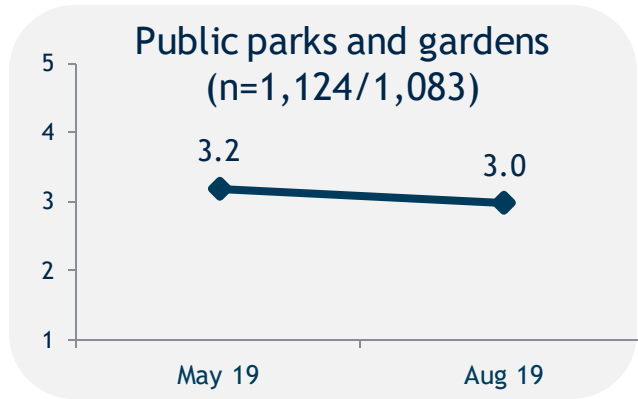
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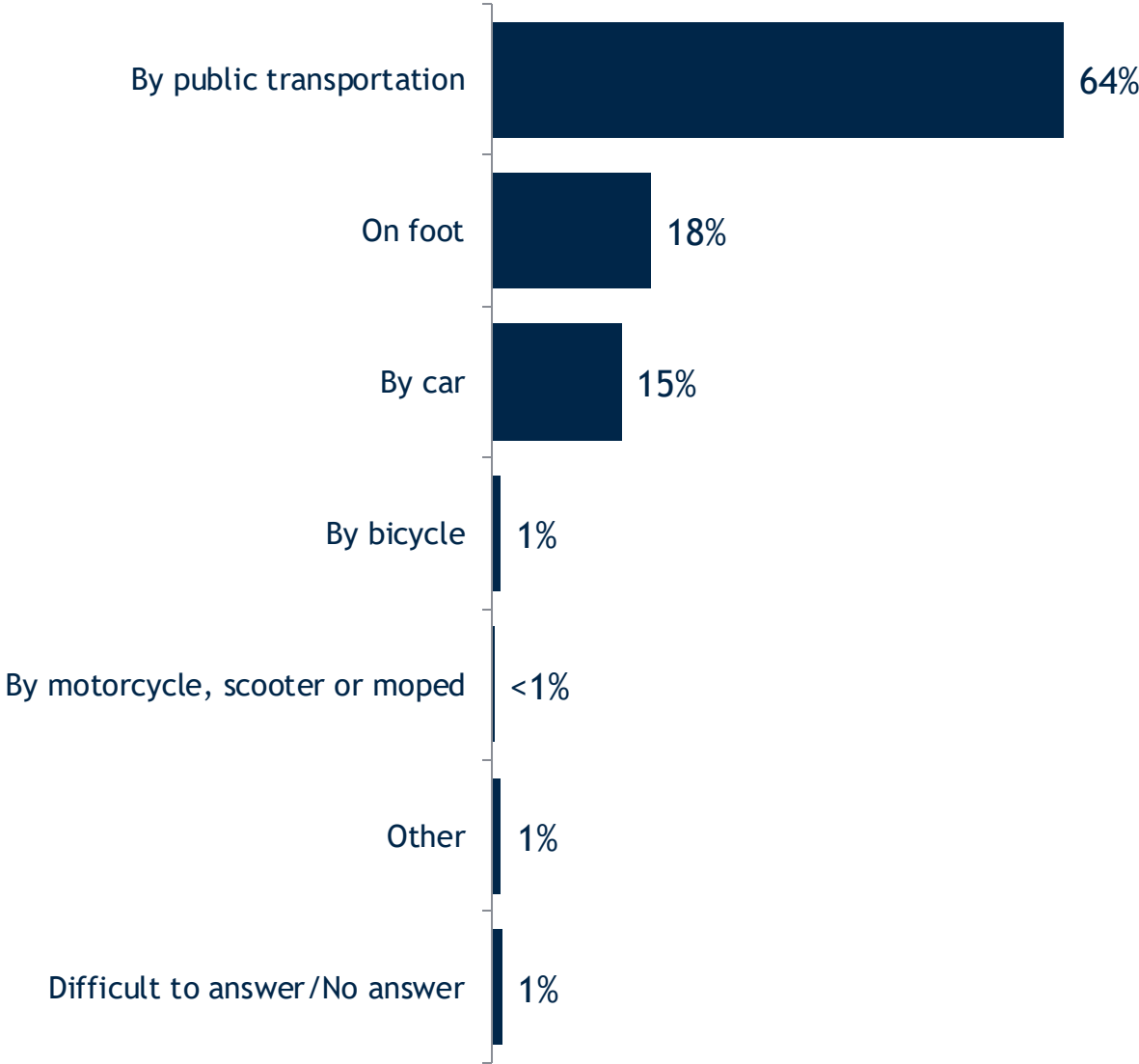


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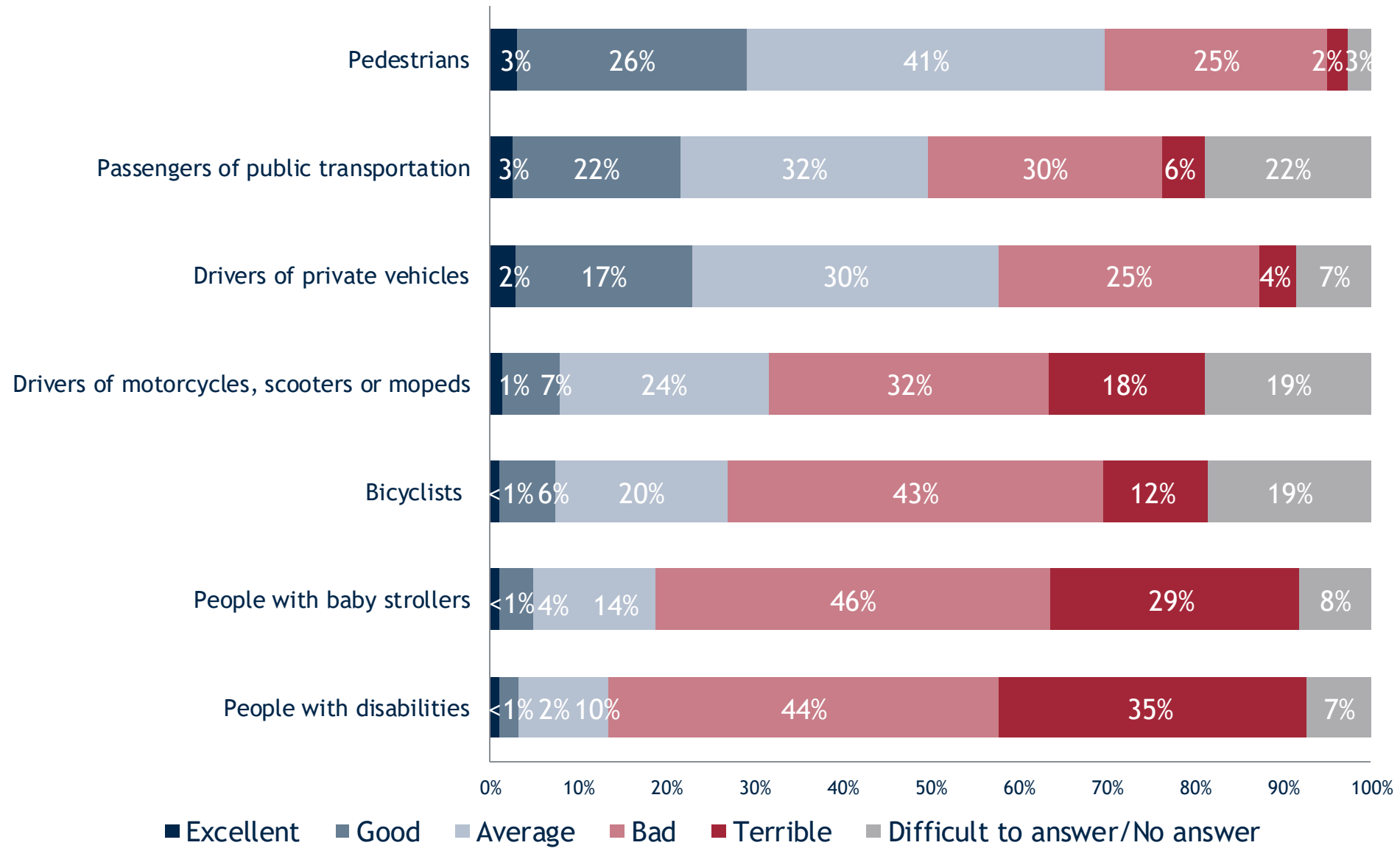
How do you usually move around Zaporizhzhia?



How do you usually move around Zaporizhzhia?

	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
By public transportation	60%	62%	69%	64%	65%	66%	57%
On foot	18%	15%	20%	26%	20%	11%	10%
By car	17%	21%	9%	6%	11%	20%	30%
By bicycle	2%	1%	<1%	1%	1%	1%	1%
By motorcycle, scooter or moped	<1%	<1%	<1%	1%	<1%	<1%	1%
Other	1%	1%	1%	<1%	1%	1%	1%
Difficult to answer/No answer	2%	<1%	1%	2%	1%	1%	1%

In your opinion, how convenient is Zaporizhzhia for...?

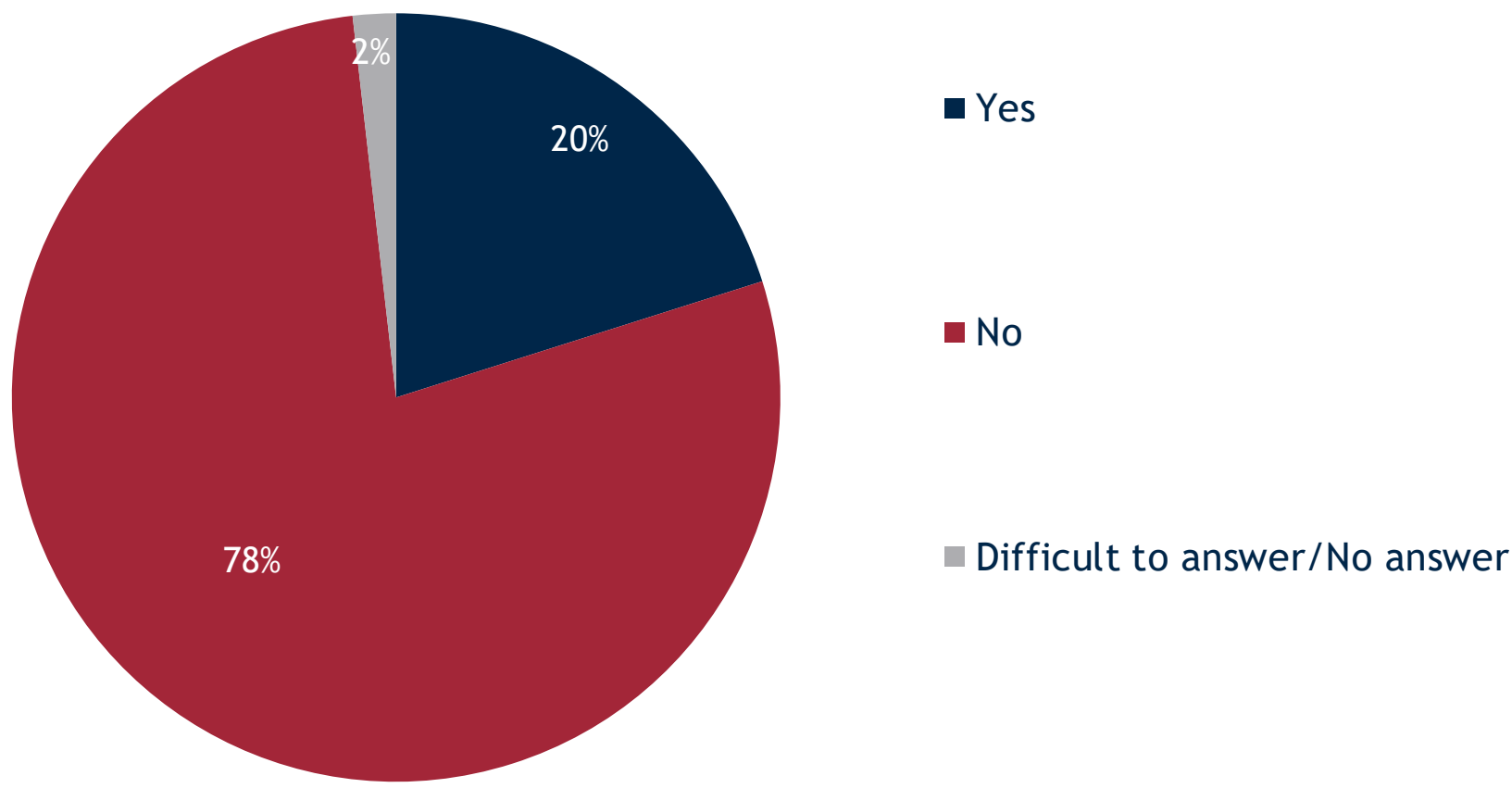




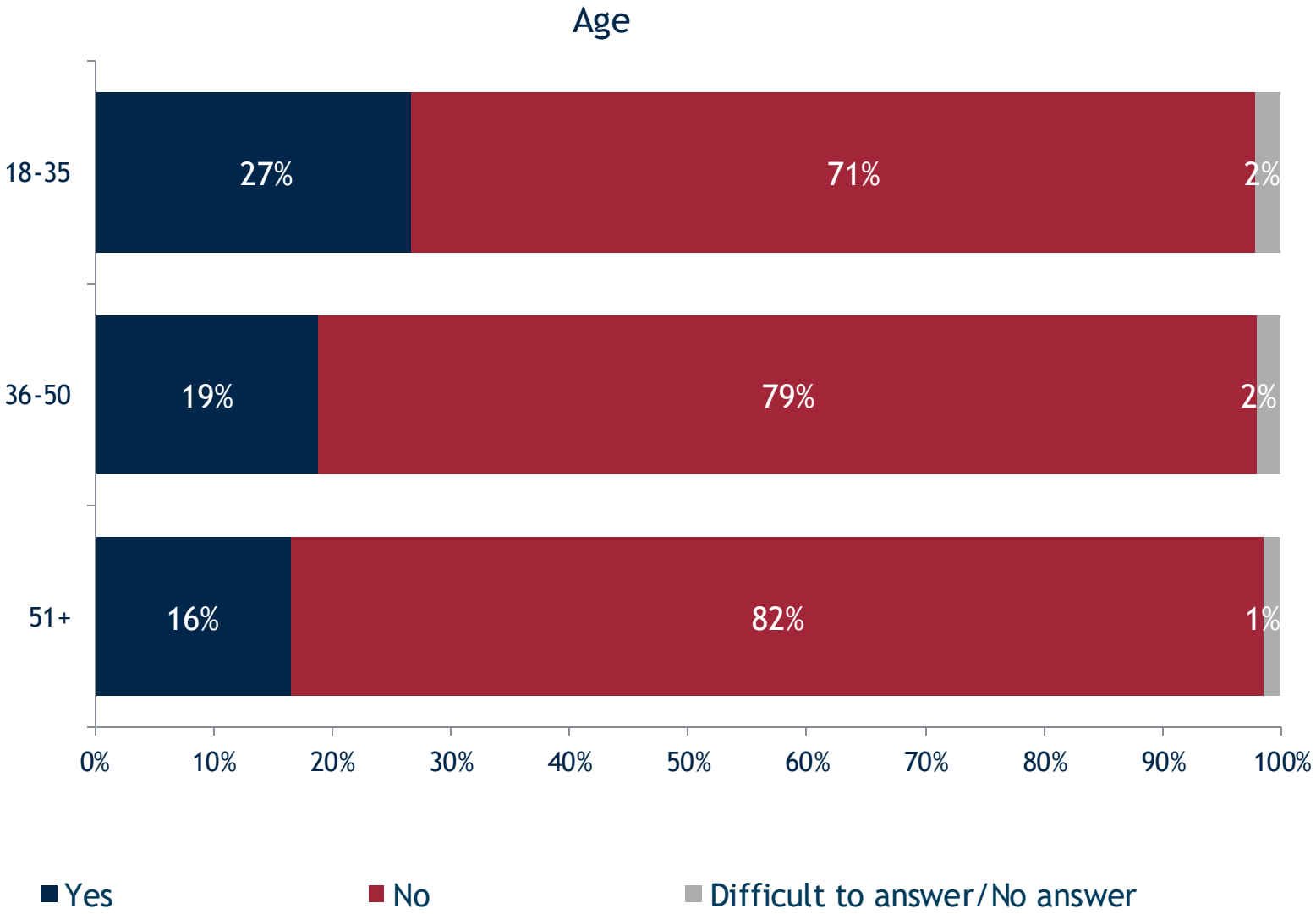
Civic Engagement



In the last 12 months, have you taken part in solving problems of Zaporizhzhia?

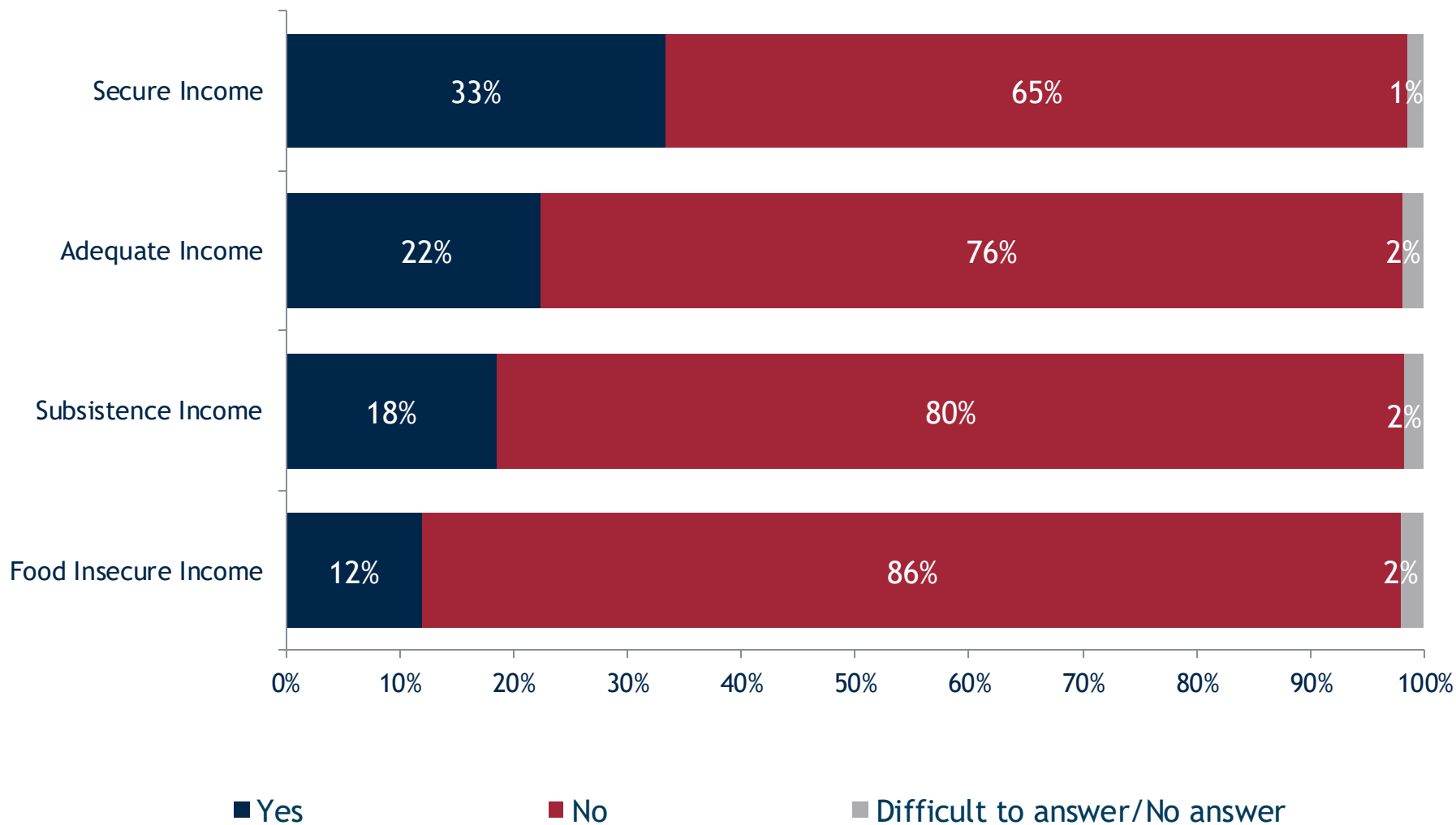


In the last 12 months, have you taken part in solving the problems of Zaporizhzhia?



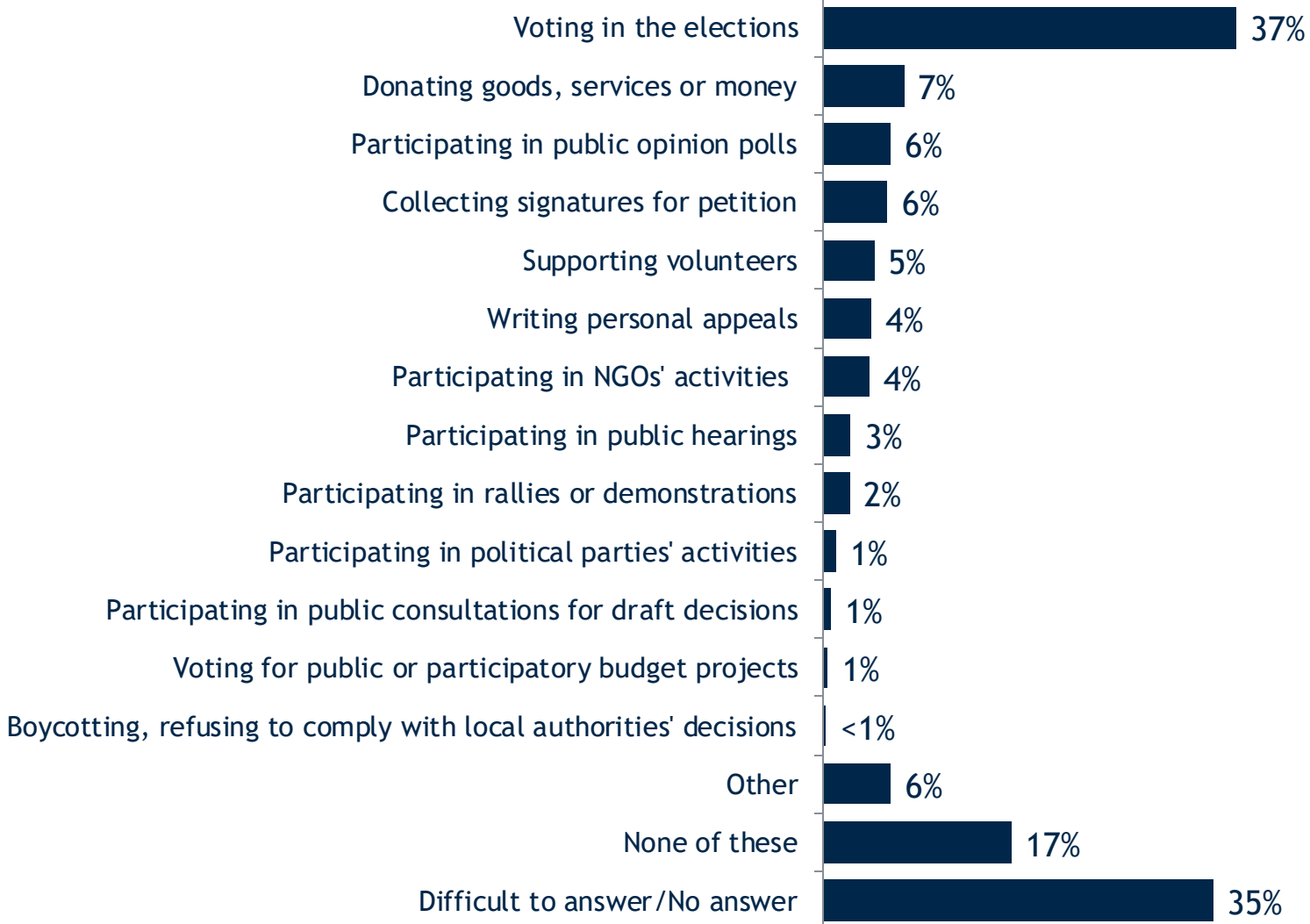
In the last 12 months, have you taken part in solving problems of Zaporizhzhia?

Income



Which, if any, of the following activities have you participated in?

UP TO 3 RESPONSES

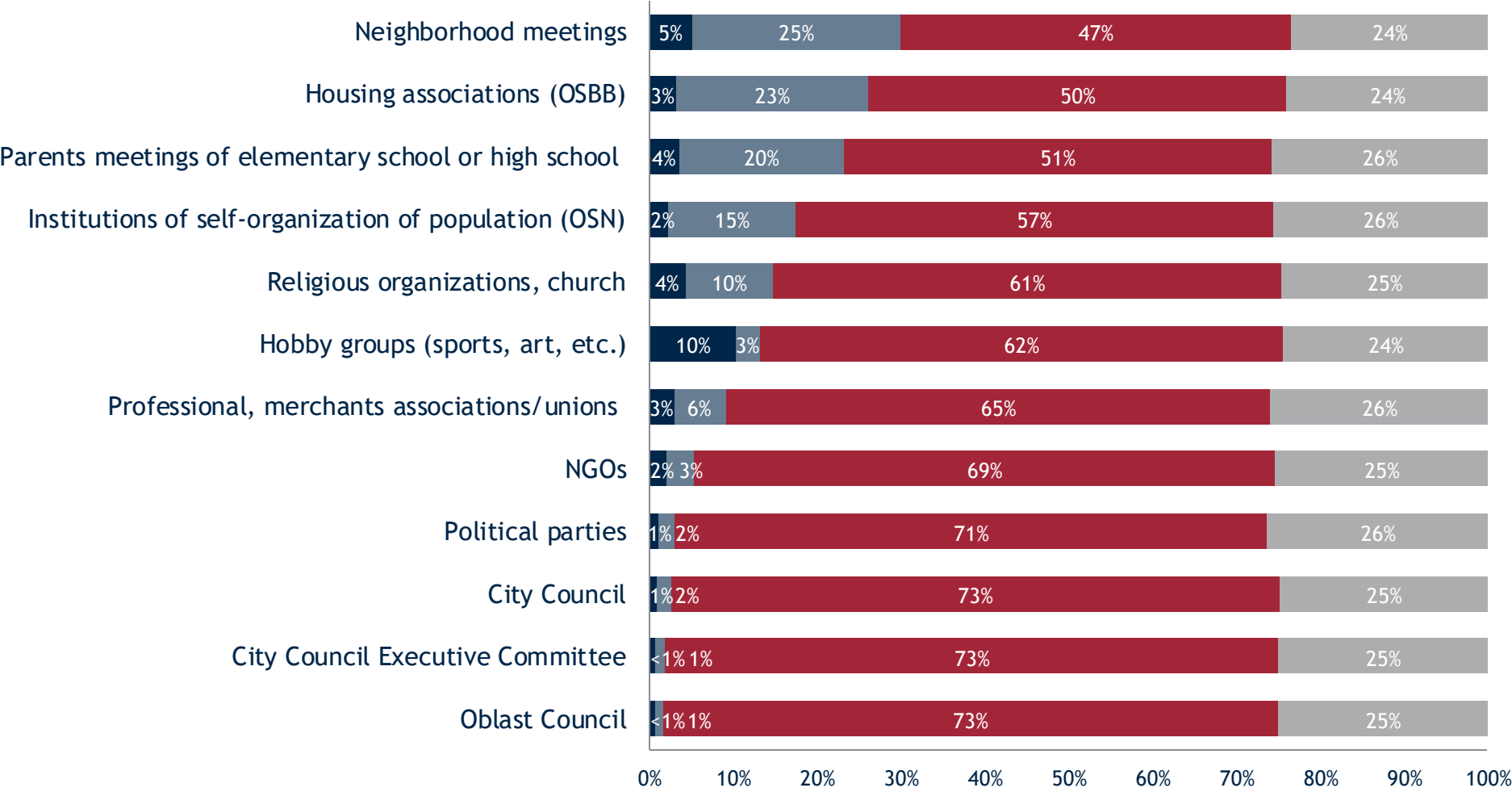


Which, if any, of the following activities have you participated in?

UP TO 3 RESPONSES

	18-35	36-50	51+
Voting in the elections	35%	35%	41%
Donating goods, services or money	10%	7%	6%
Participating in public opinion polls	8%	7%	5%
Collecting signatures for petition	9%	5%	4%
Supporting volunteers	7%	4%	3%
Writing personal appeals	5%	5%	4%
Participating in NGOs' activities	6%	4%	3%
Participating in public hearings	4%	3%	1%
Participating in rallies or demonstrations	4%	3%	1%
Participating in political parties' activities	3%	1%	1%
Participating in public consultations for draft decisions	1%	1%	1%
Voting for public or participatory budget projects	1%	1%	<1%
Boycotting, refusing to comply with local authorities' decisions	1%	1%	<1%
Other	8%	4%	6%
None of these	17%	19%	16%
Difficult to answer/No answer	33%	38%	36%

How often, if ever, do you participate in the events/meetings of the organizations and associations listed?



■ At least once a month ■ At least once a year ■ Never ■ Difficult to answer/No answer

Note: Question originally asked with the response options: “once a week,” “once a month” (now merged into at least once a month) and “3-4 times a year,” “twice a year,” “once a year” (now merged into at least once a year)

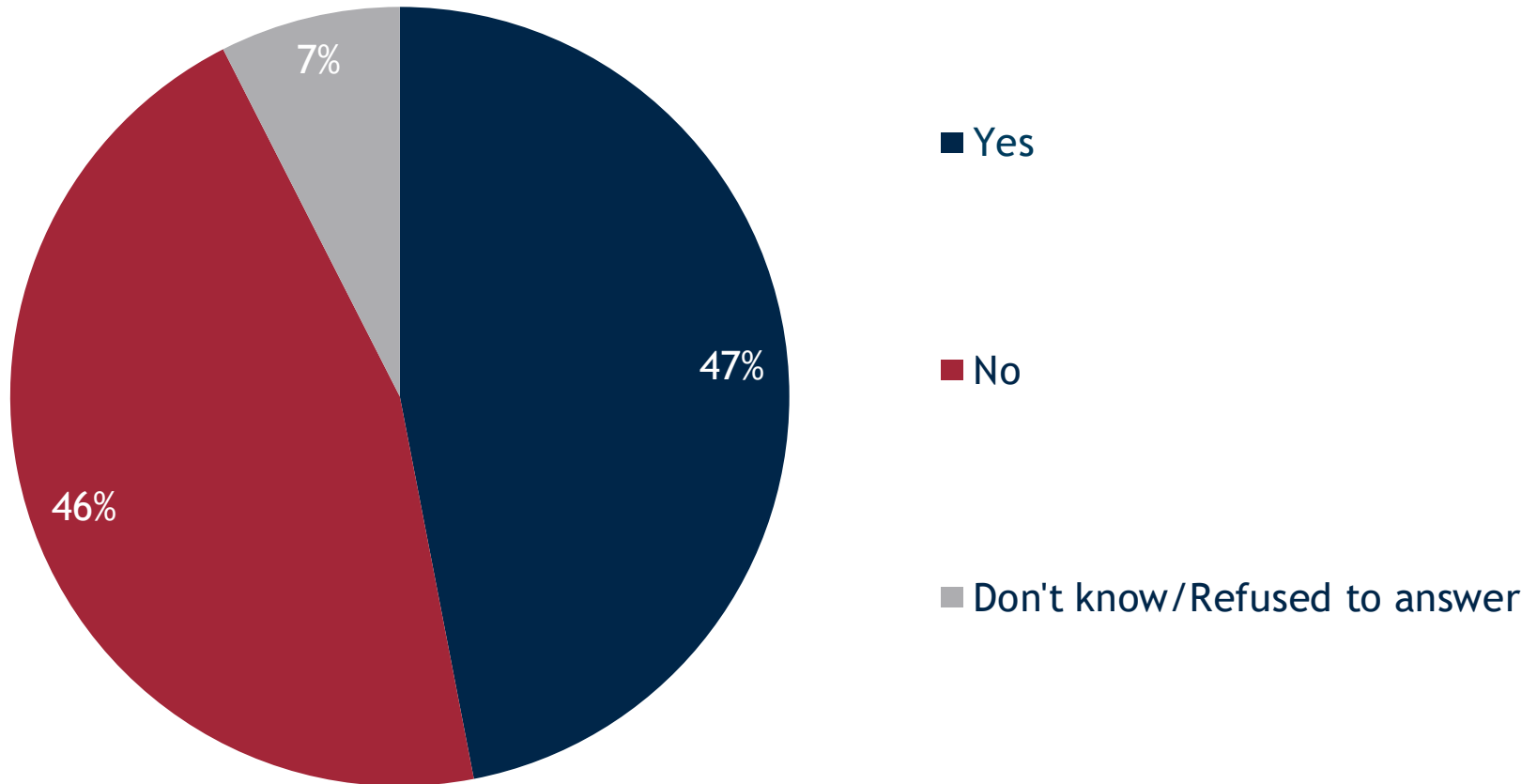


Housing Associations



If you live in an apartment building, do you have a housing association (OSBB*) established there?

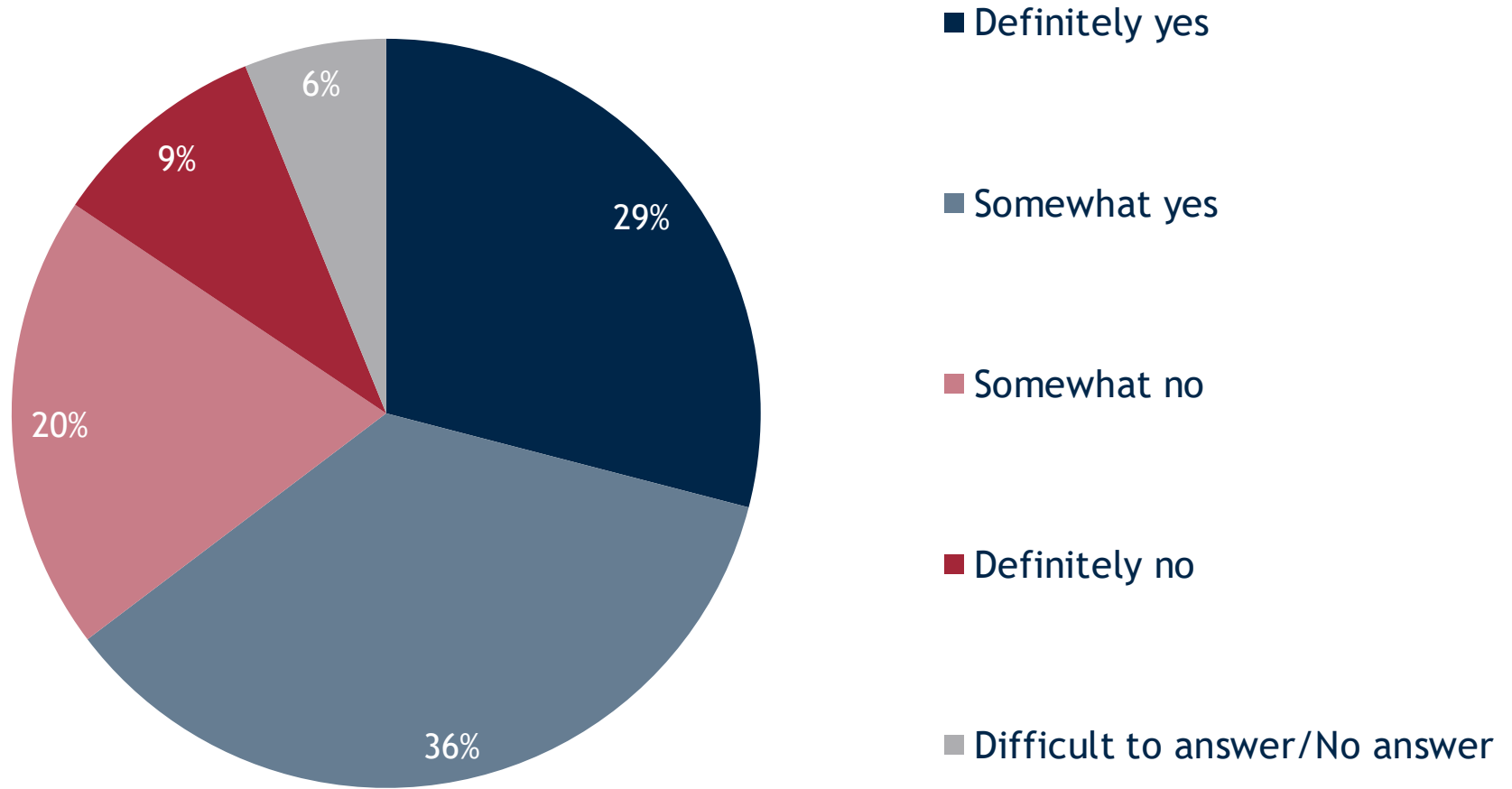
(Among those who live in an apartment building, n=1,088)



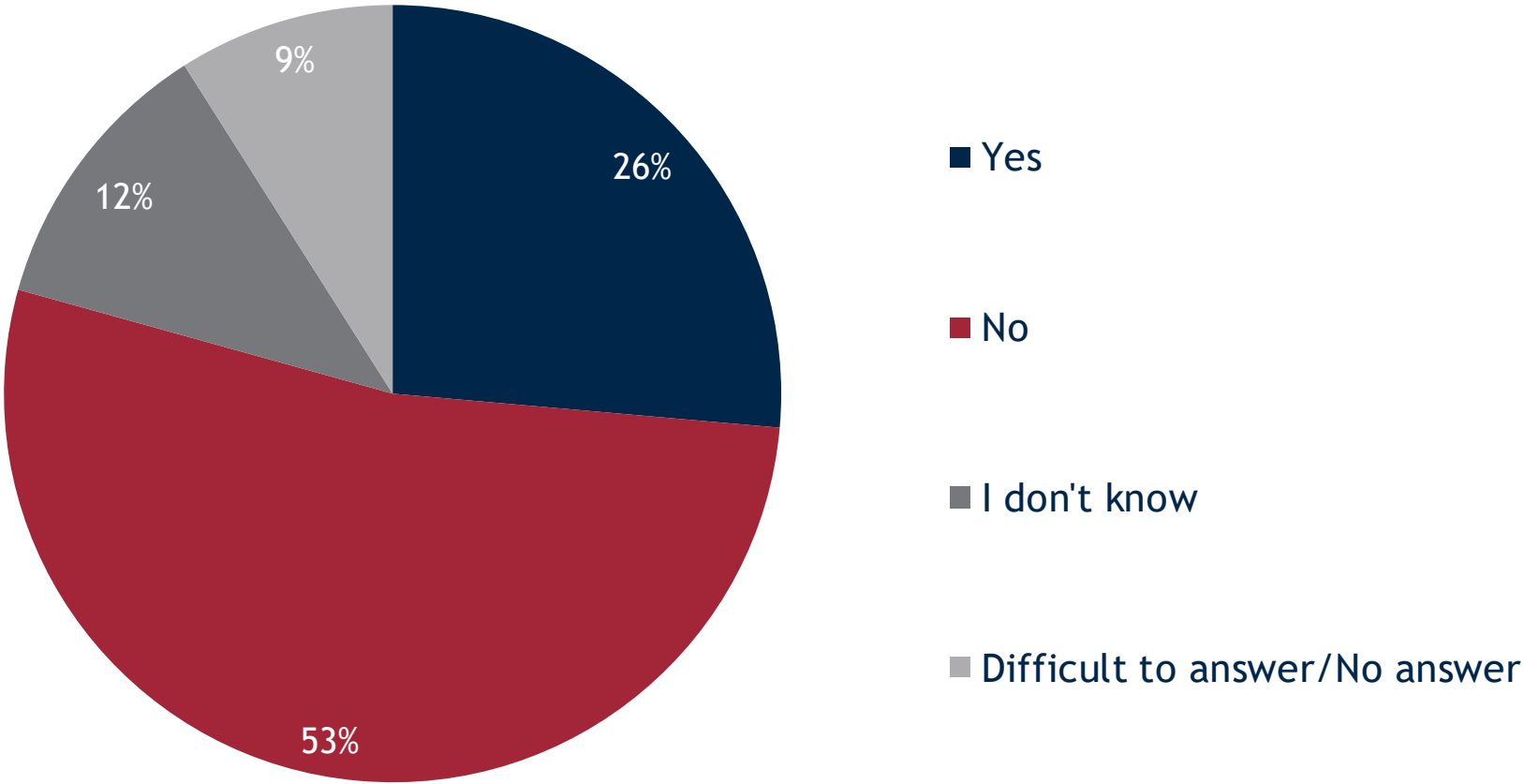
* Association of Co-owners of Apartment Building (OSBB is the Ukrainian acronym) - a nonprofit entity established by apartment owners to manage and maintain the nonresidential premises of an apartment building, similar to a condominium association. The organization is also used for the legal registration of the owner's property rights to the apartments and adjoining territory.

Has the establishment of the housing association (OSBB) helped to solve problems in your building?

(Among those with OSBB in the building, n=511)



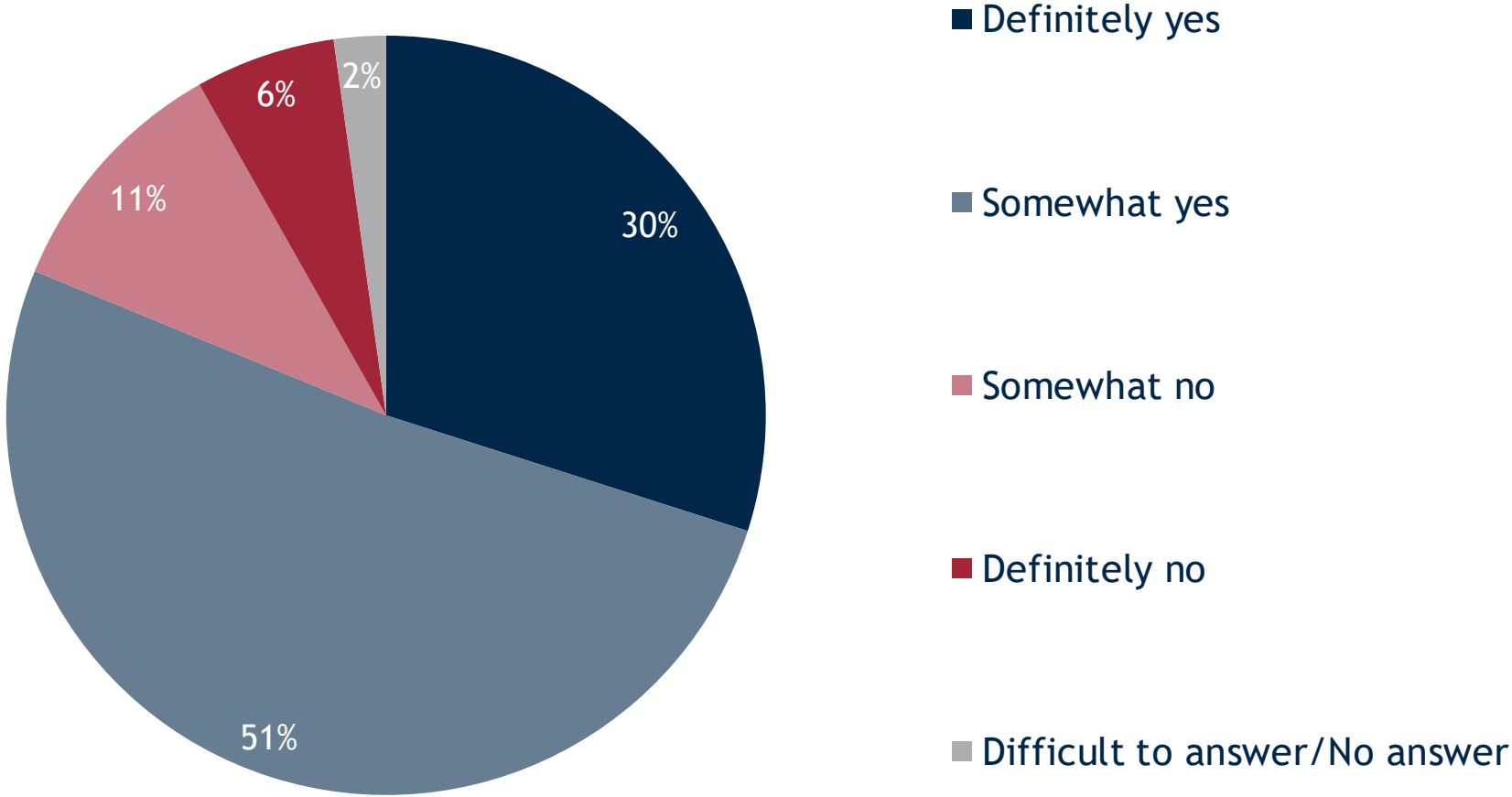
Do you have a body of self-organization of population (OSN*, housing committee, etc.) established in the building, quarter, micro-district where you live?



**Body of Self-organization of the Population (OSN is the Ukrainian acronym)- a resident-established representative body that addresses local issues (comparable to neighborhood associations in the United States). OSNs can be created as street committees, block committees, committees of districts or village committees.*

Has the establishment of a body of self-organization of the population helped to solve problems in your building, block, micro-district?

(Among those with OSN, n=317)

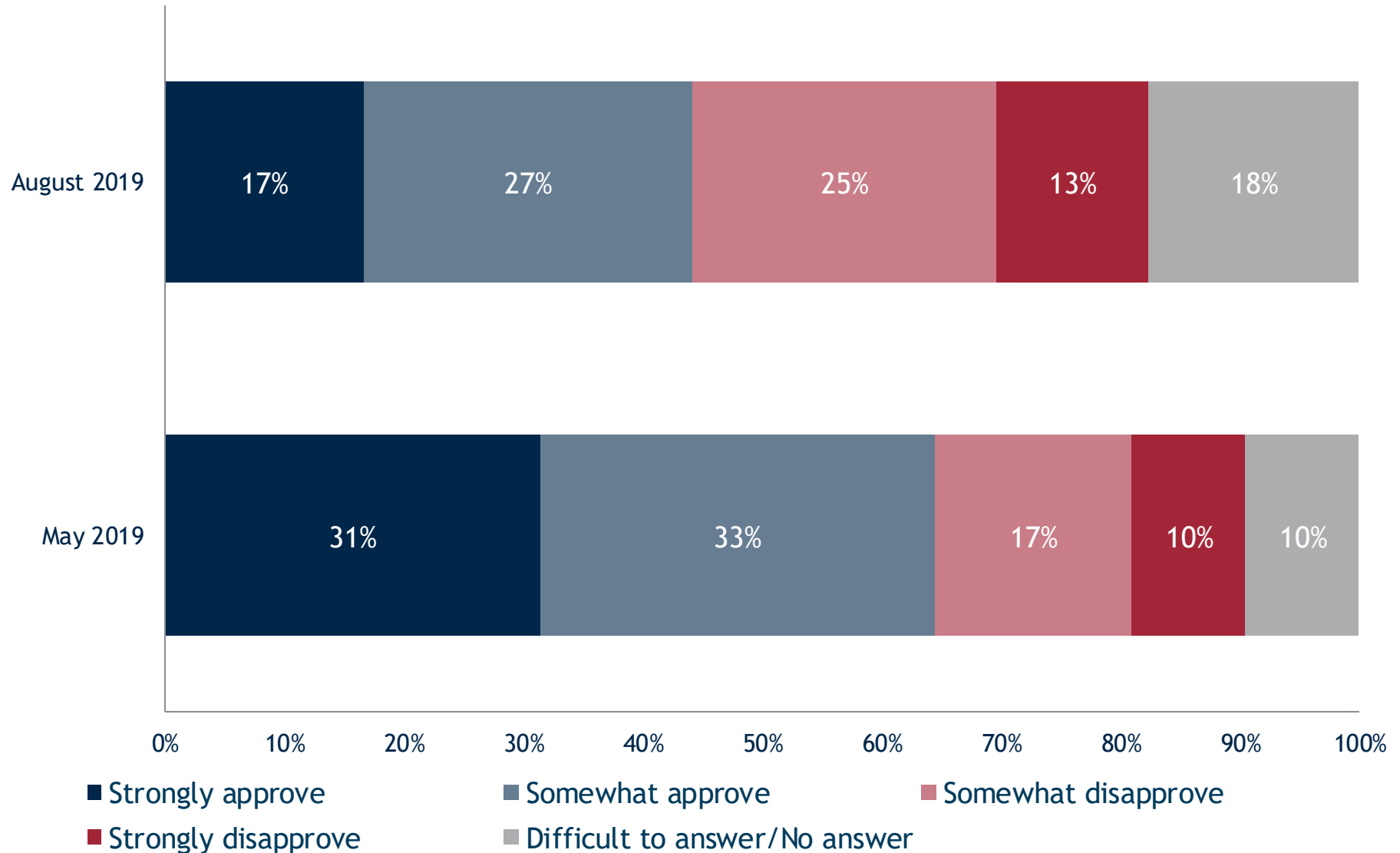




Assessment of the Local Authorities

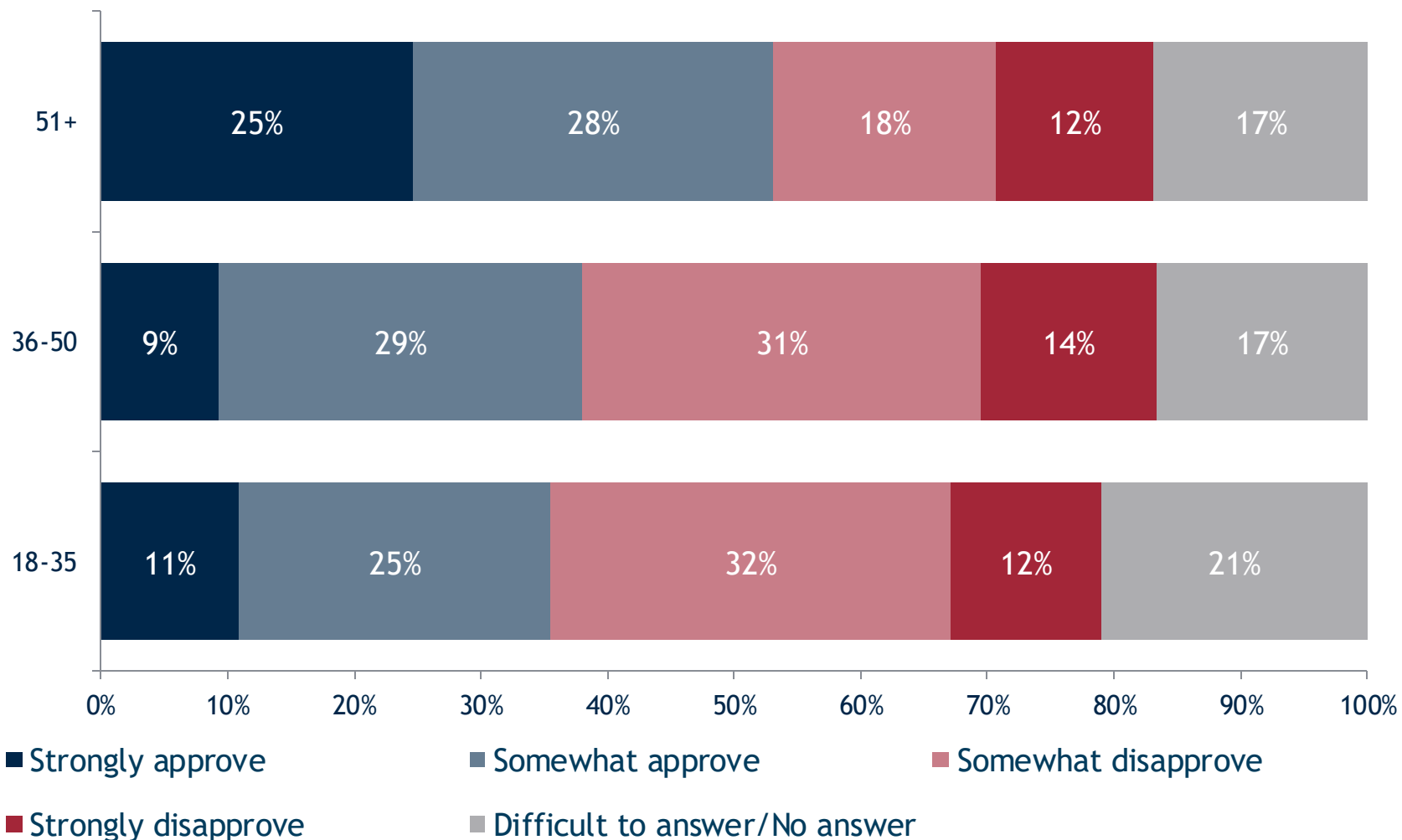


Do you approve or disapprove the activities of the Mayor of Zaporizhzhia [Volodymyr Buriak]?



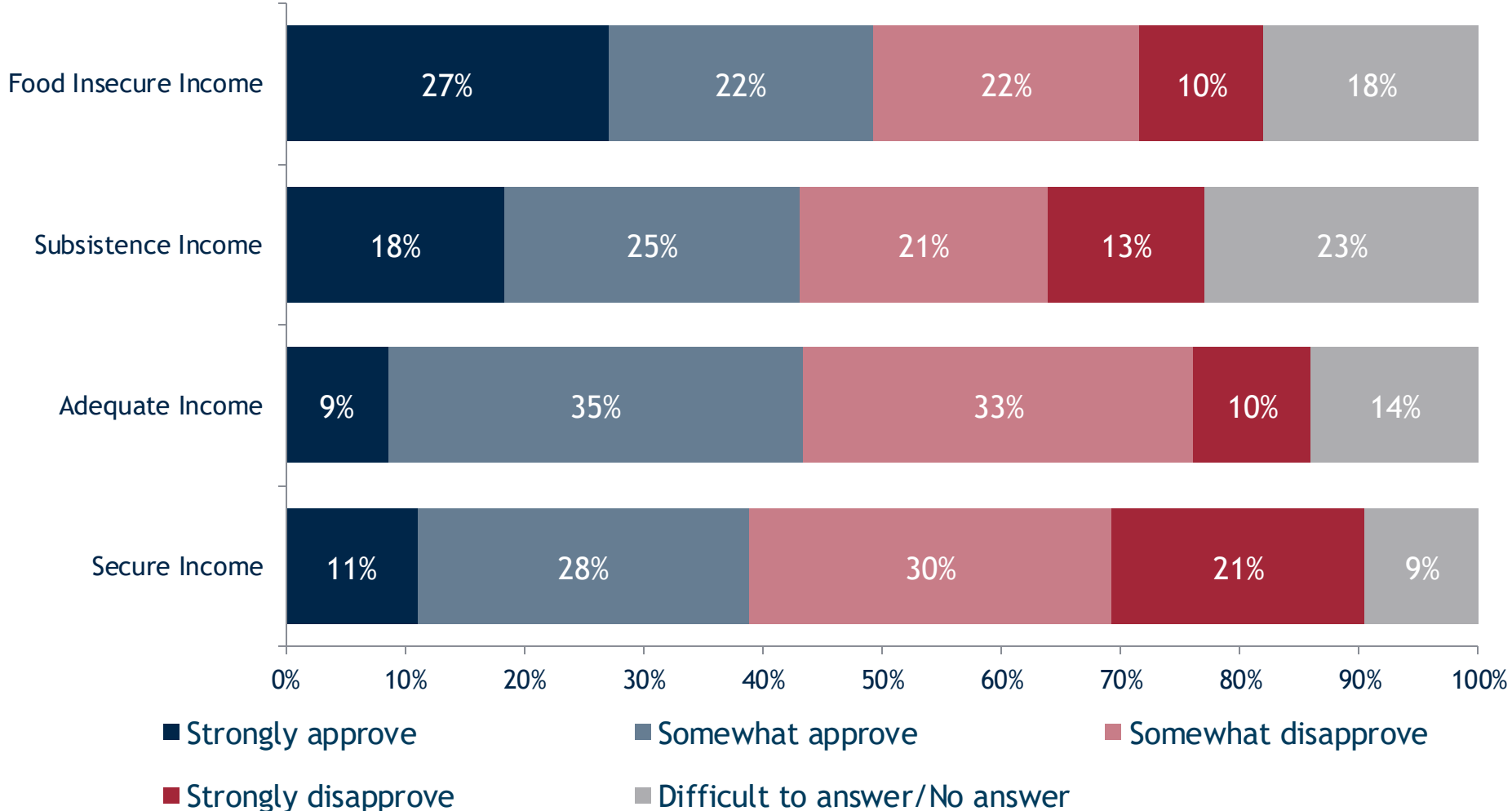
Do you approve or disapprove the activities of the Mayor of Zaporizhzhia [Volodymyr Buriak]?

Age



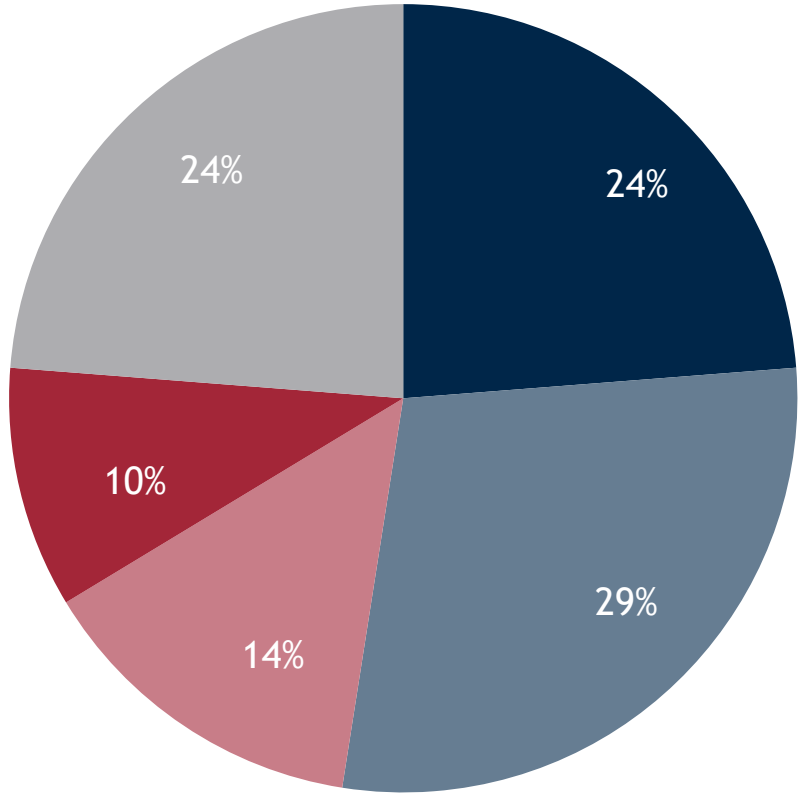
Do you approve or disapprove the activities of the Mayor of Zaporizhzhia [Volodymyr Buriak]?

Income



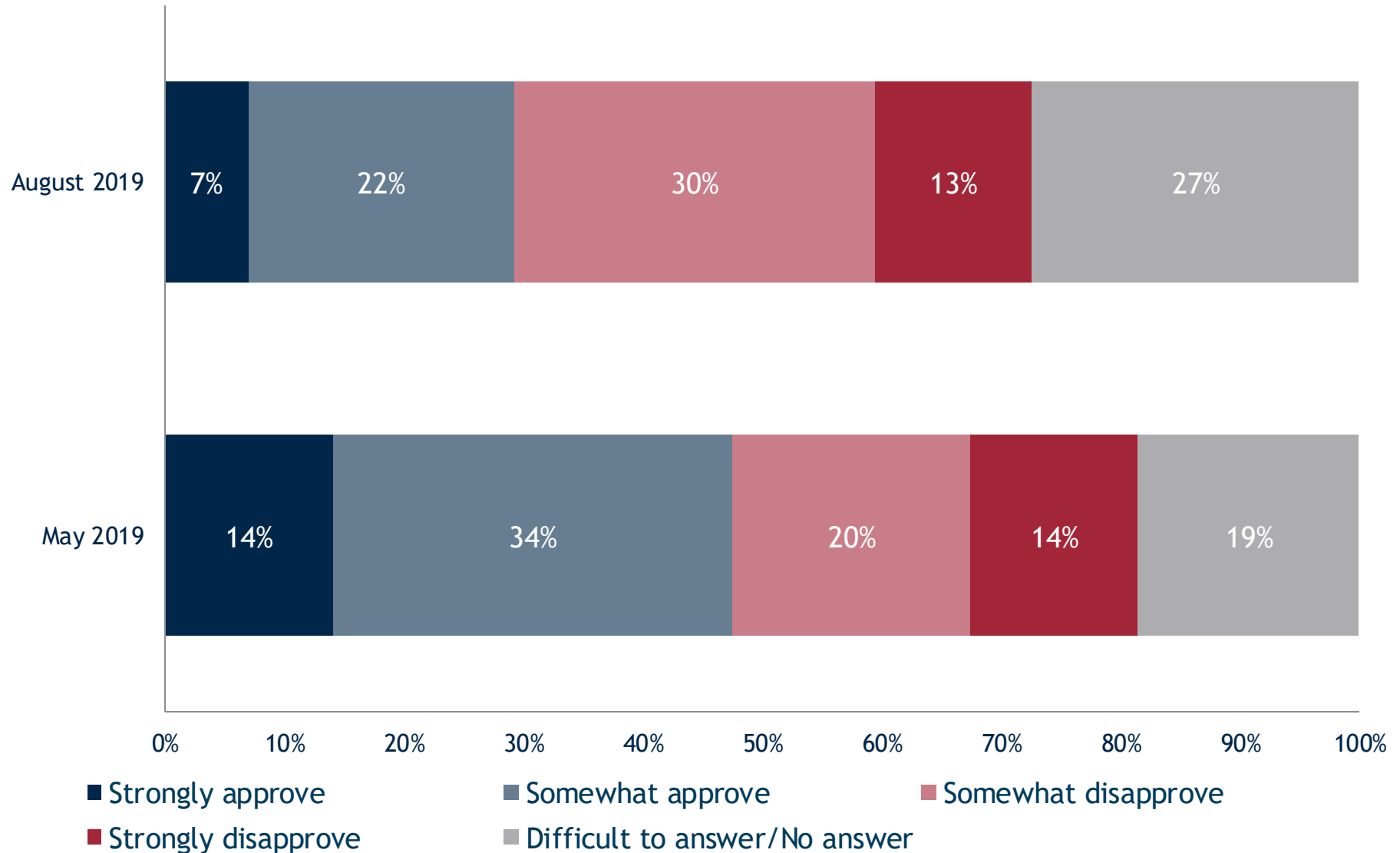
Do you approve or disapprove the activities of the Mayor of Zaporizhzhia [Volodymyr Buriak]?

Likely Voters



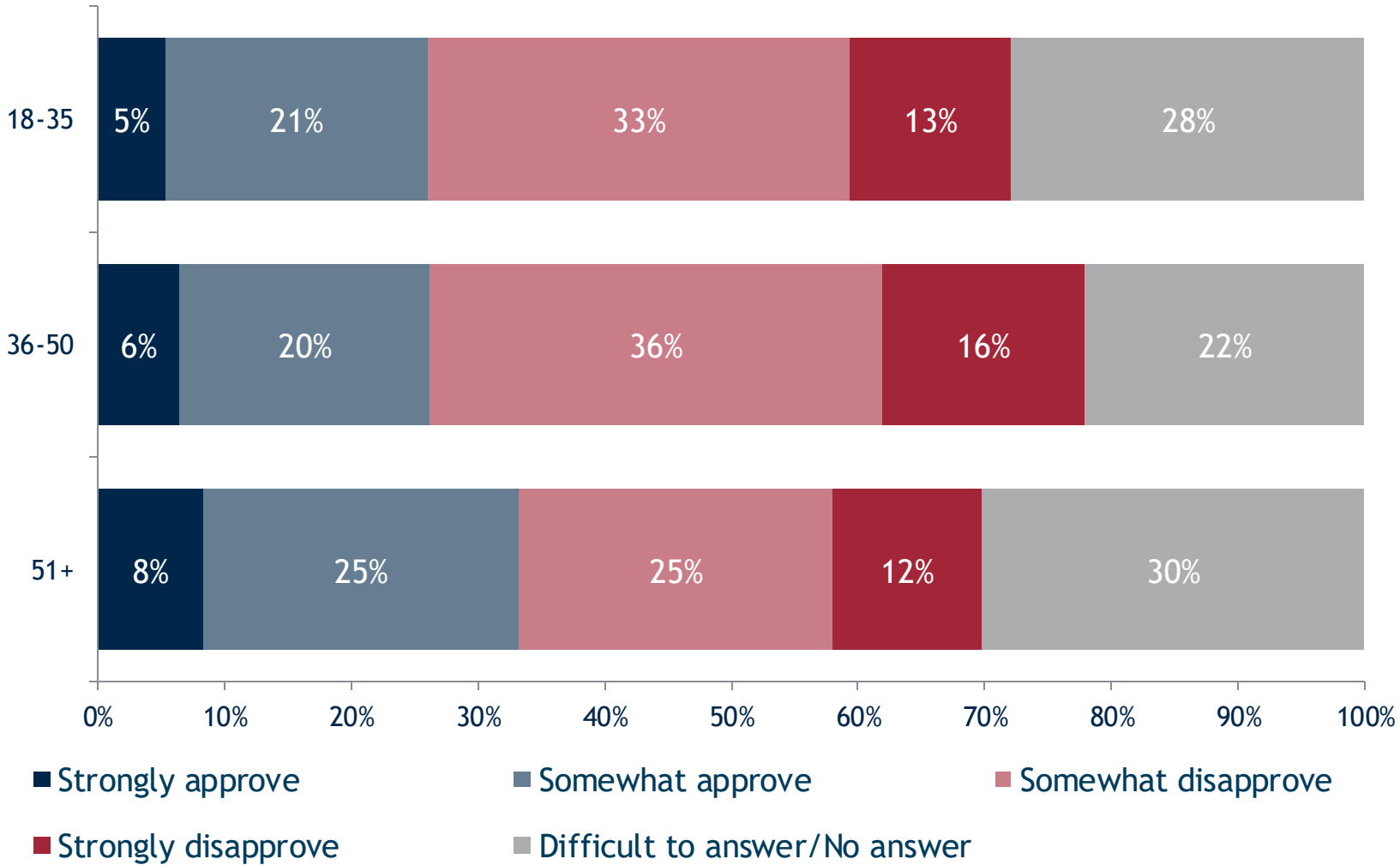
- Strongly approve
- Somewhat approve
- Somewhat disapprove
- Strongly disapprove
- Difficult to answer/No Answer

Do you approve or disapprove the activities of the Zaporizhzhia City Council?



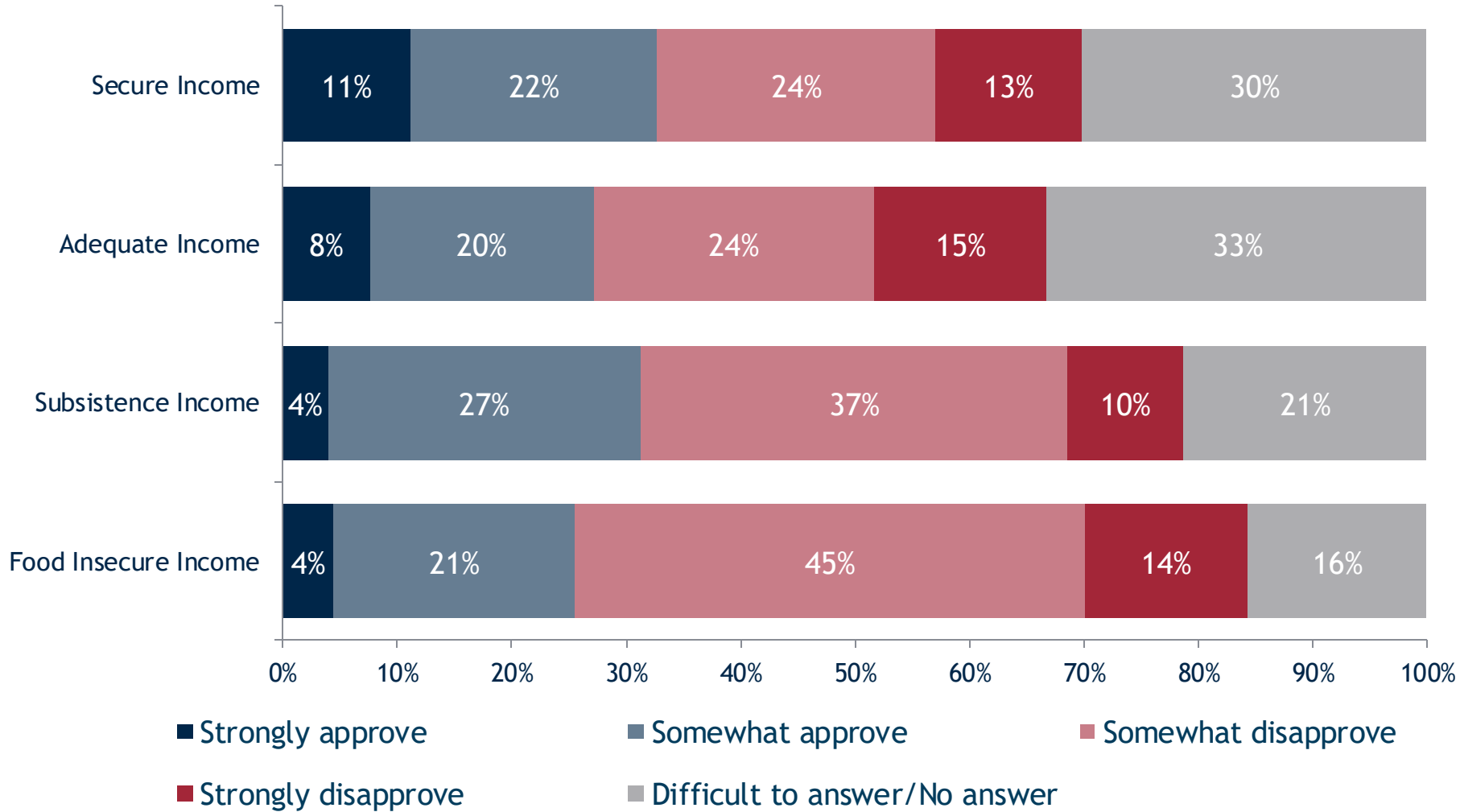
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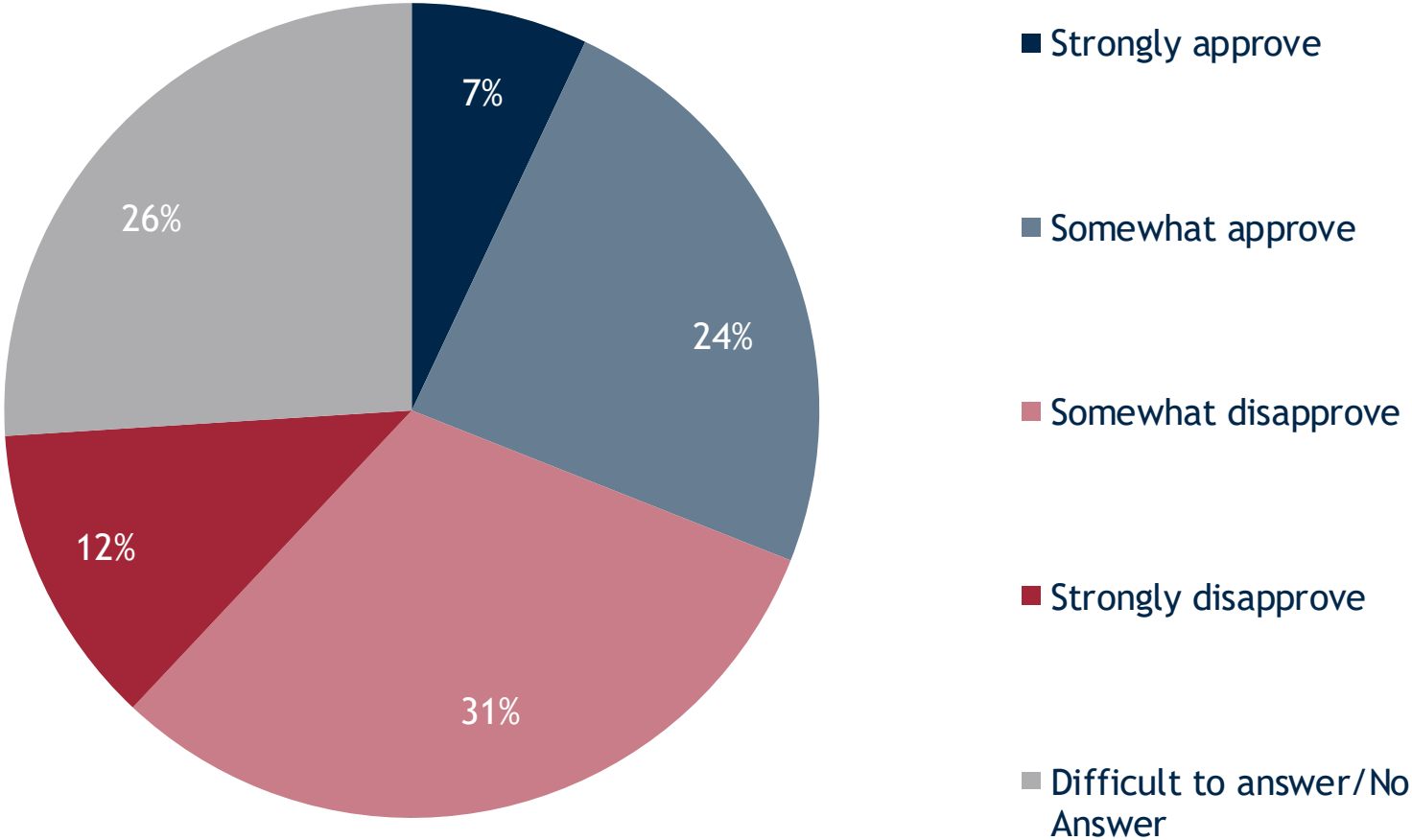
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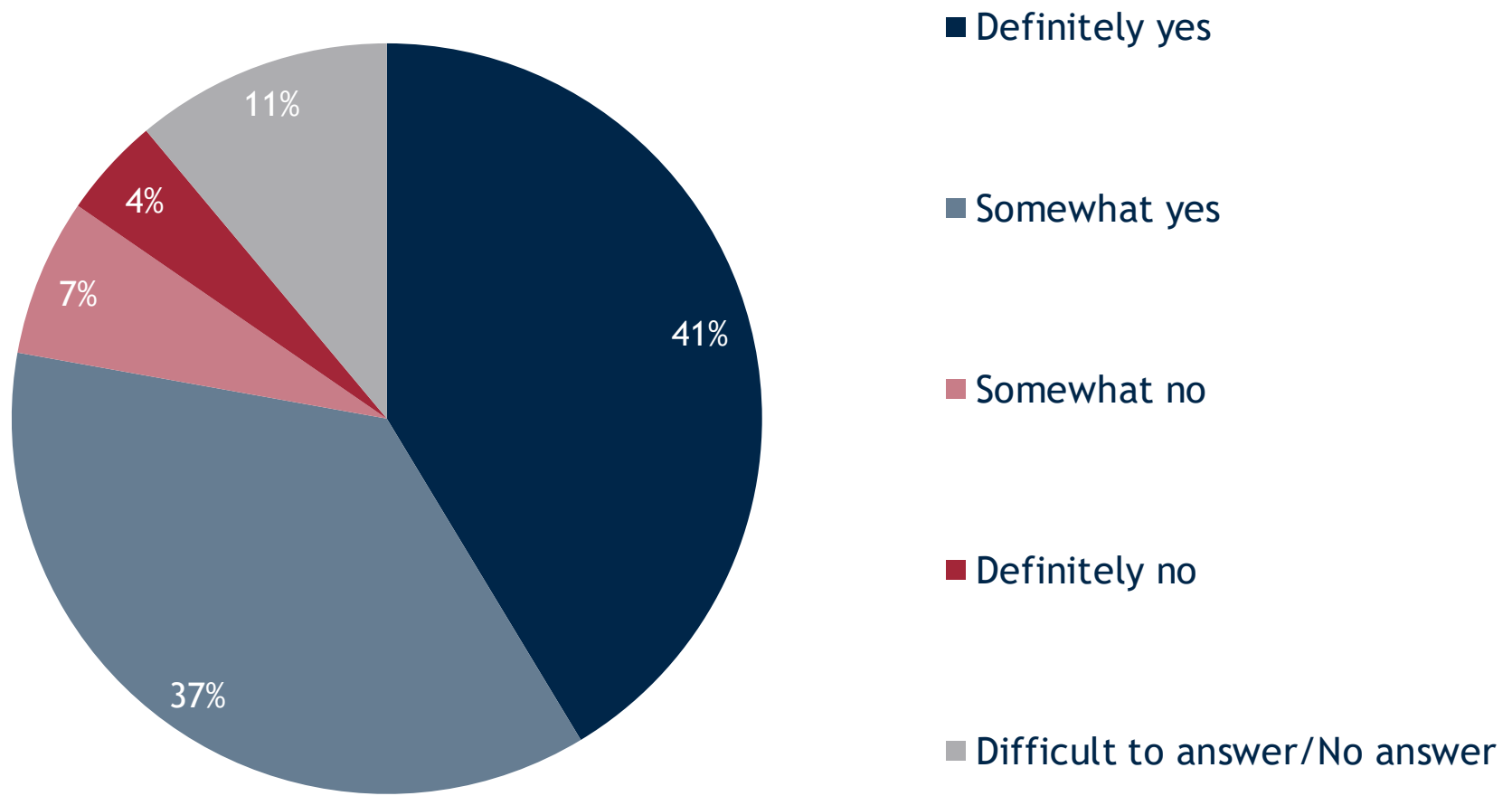


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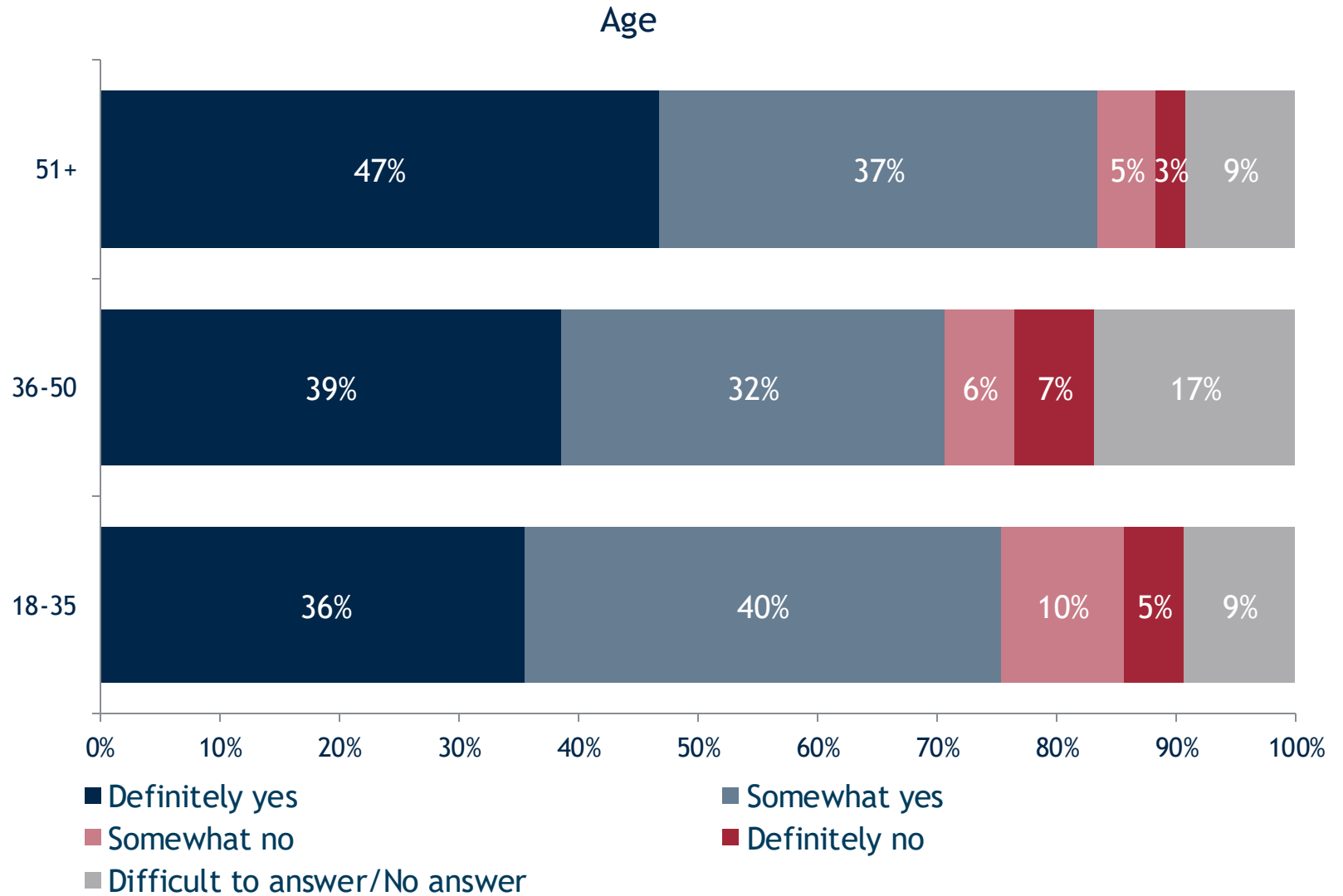
(Among likely voters, n=985)



In your opinion, should more rights be transferred from the central authorities to local authorities and communities?

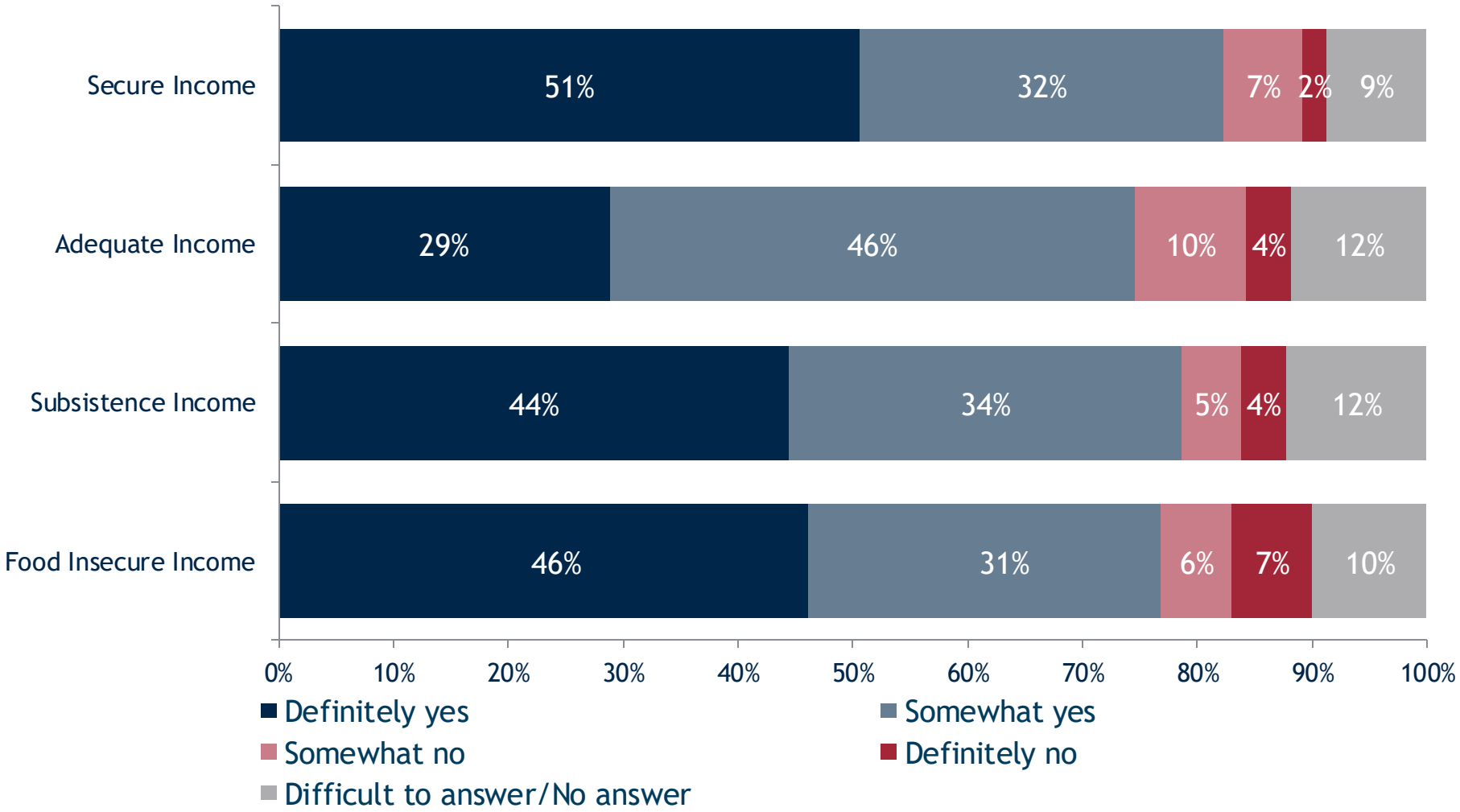


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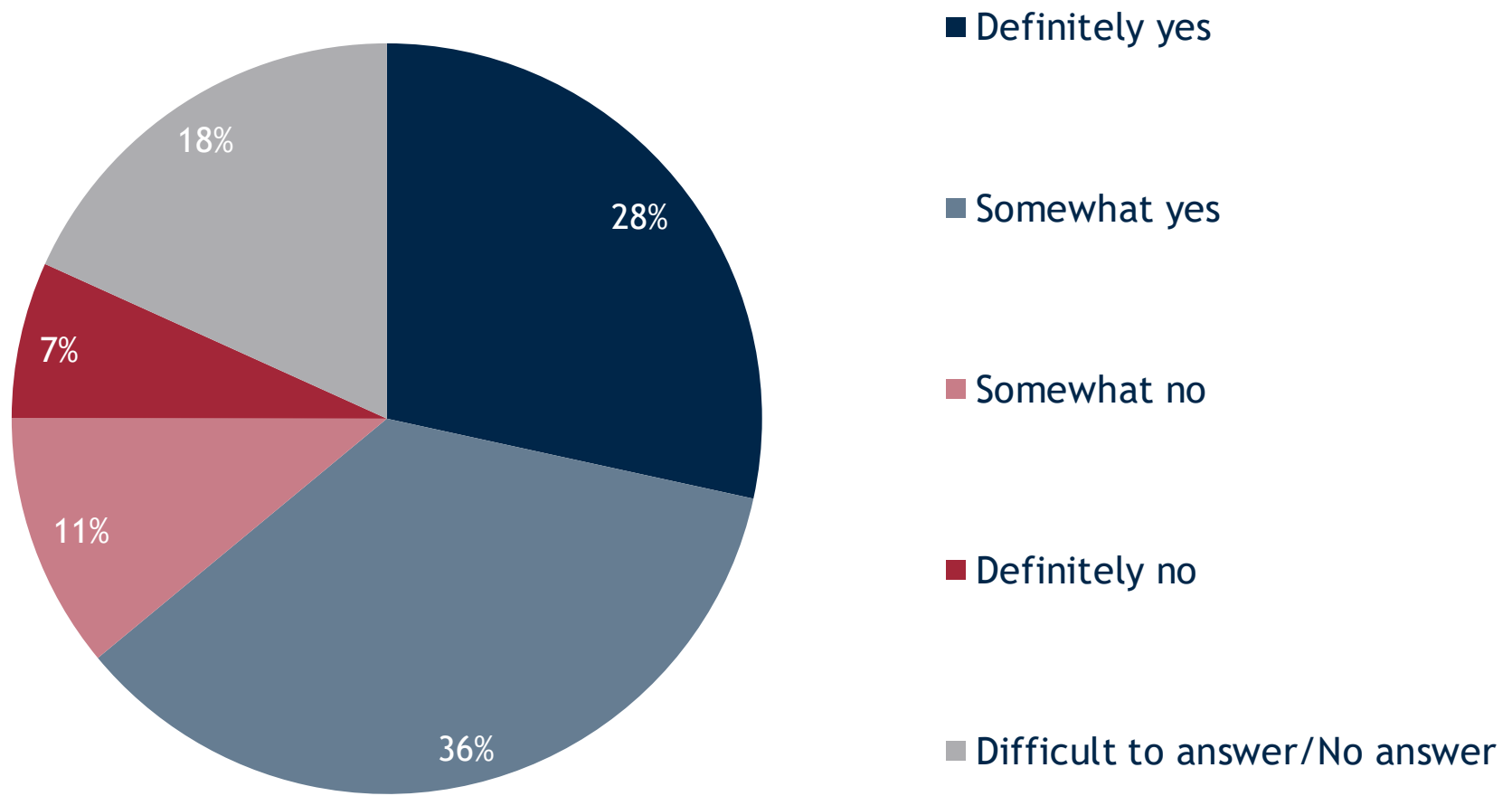


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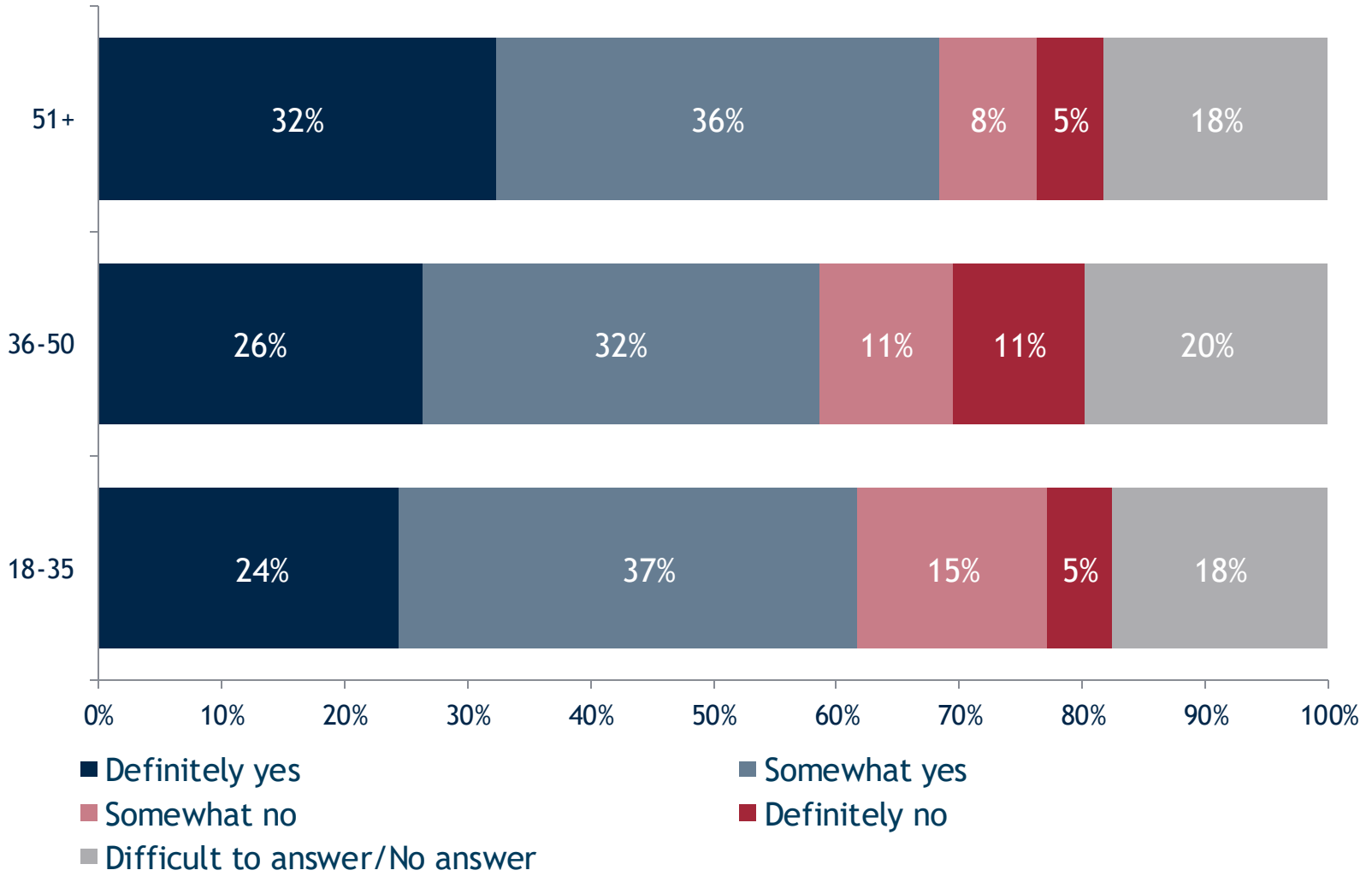


In your opinion, are your local authorities and community able to cope with more responsibilities that might result from the decentralization reform?



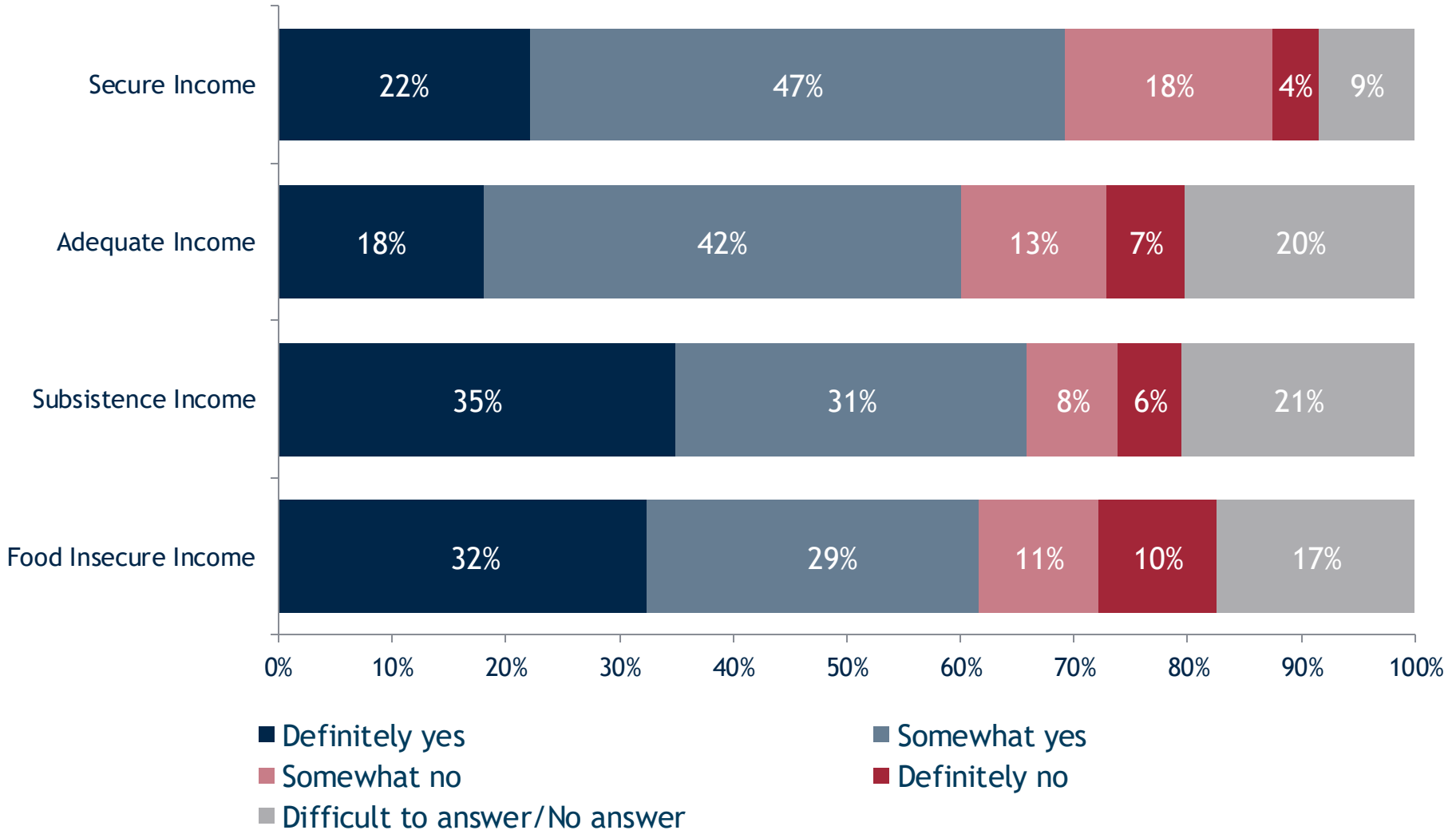
In your opinion, are your local authorities and community able to cope with more responsibilities that might result from the decentralization reform?

Age



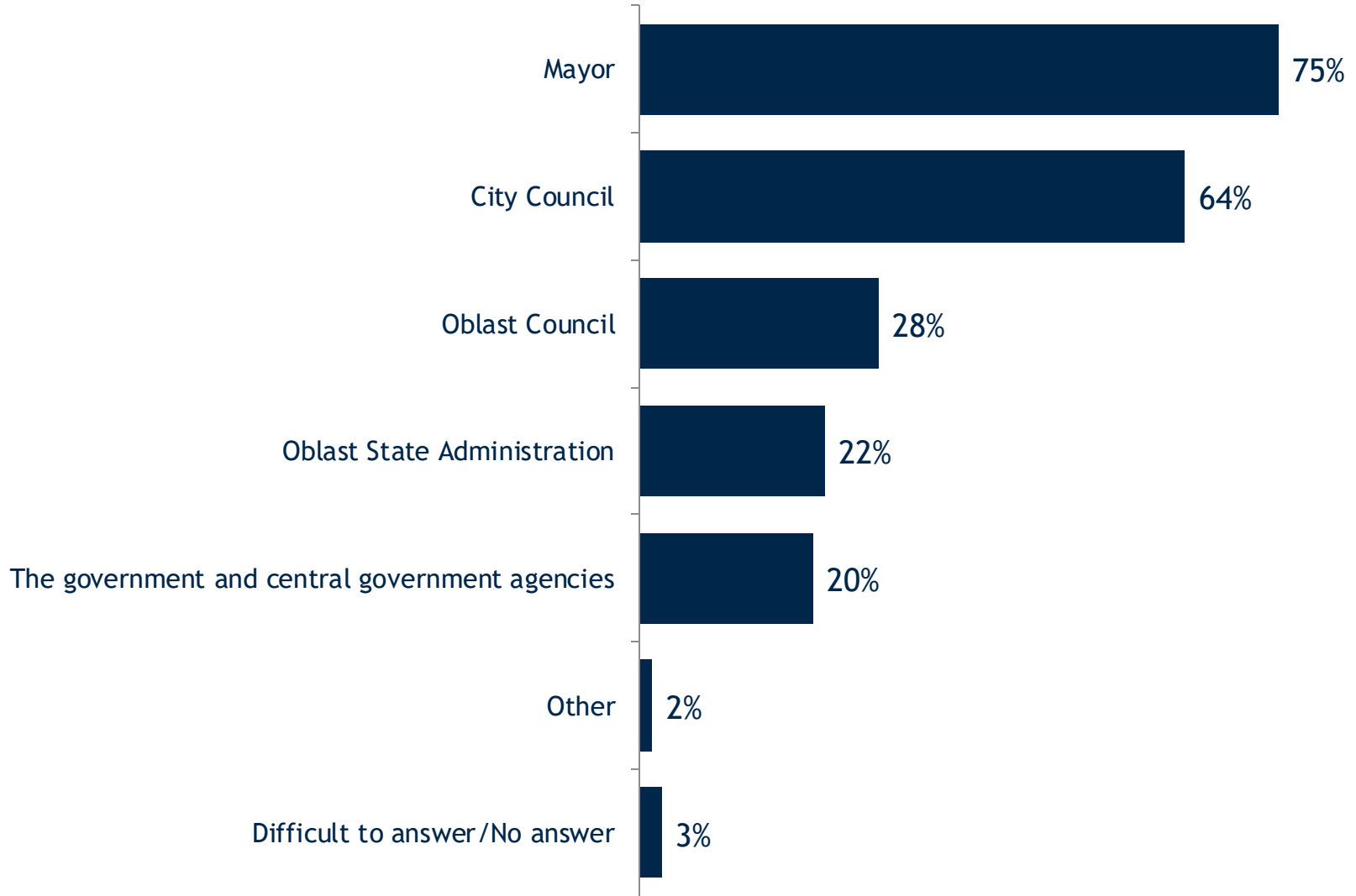
In your opinion, are your local authorities and community able to cope with more responsibilities that might result from the decentralization reform?

Income



Which of the following entities do you think should hold the most responsibility for addressing local issues and providing services to your community?

MULTIPLE RESPONSES



Which of the following entities do you think should hold the most responsibility for addressing local issues and providing services to your community?

MULTIPLE RESPONSES

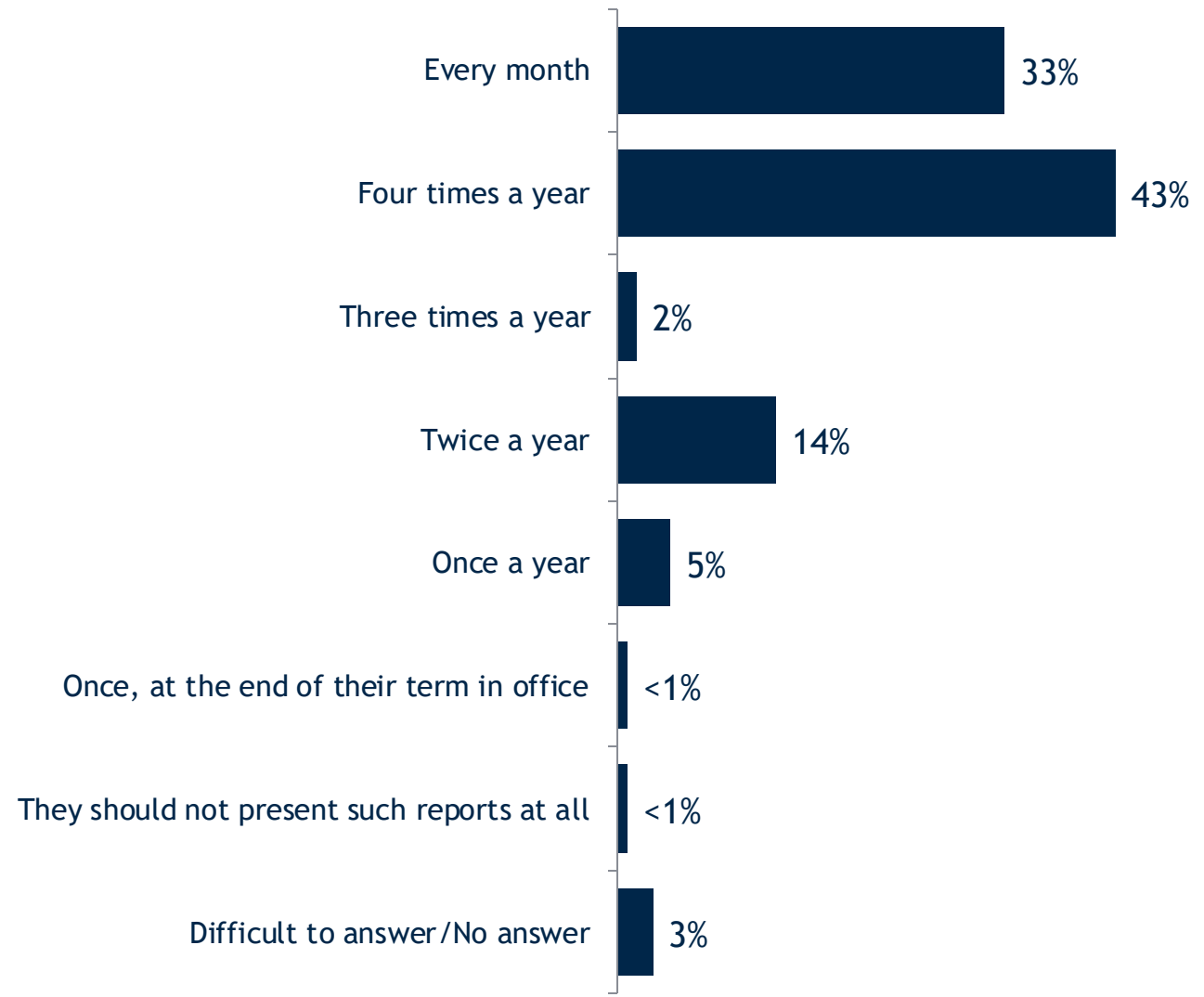
	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Mayor	73%	71%	78%	78%	73%	72%	79%
City Council	56%	65%	68%	60%	59%	67%	77%
Oblast Council	26%	24%	31%	30%	24%	31%	30%
The government and central government agencies	25%	18%	22%	21%	18%	22%	33%
Oblast State Administration	21%	16%	22%	22%	17%	19%	31%
Other	1%	3%	1%	2%	1%	2%	3%
Difficult to answer/No answer	1%	4%	3%	3%	3%	3%	1%



Interaction with Local Authorities

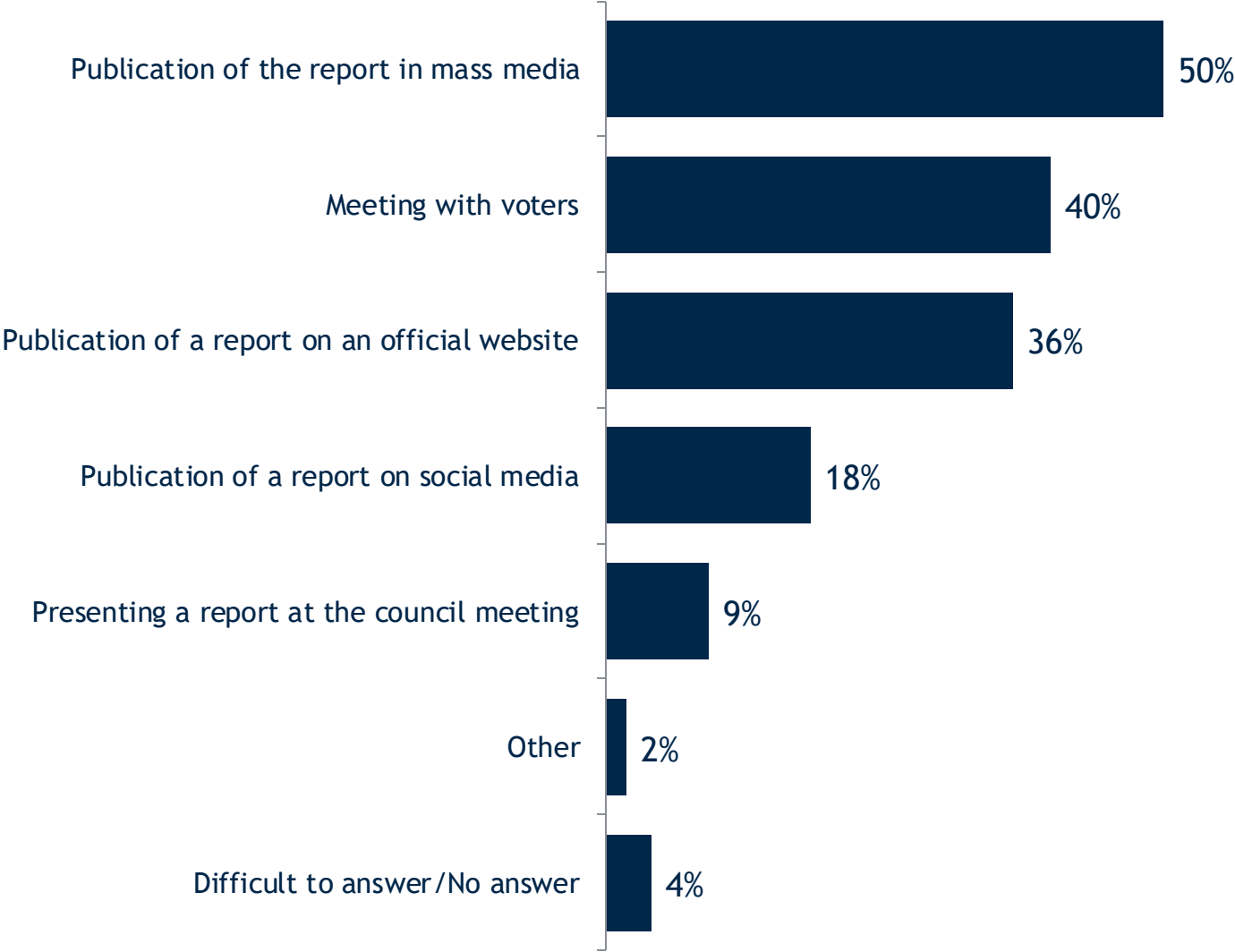


In your opinion, how often should local councilmembers present reports on their activities to their voters?



What format of reporting on local councilmembers' activities do you consider to be most accessible for citizens?

UP TO 2 RESPONSES

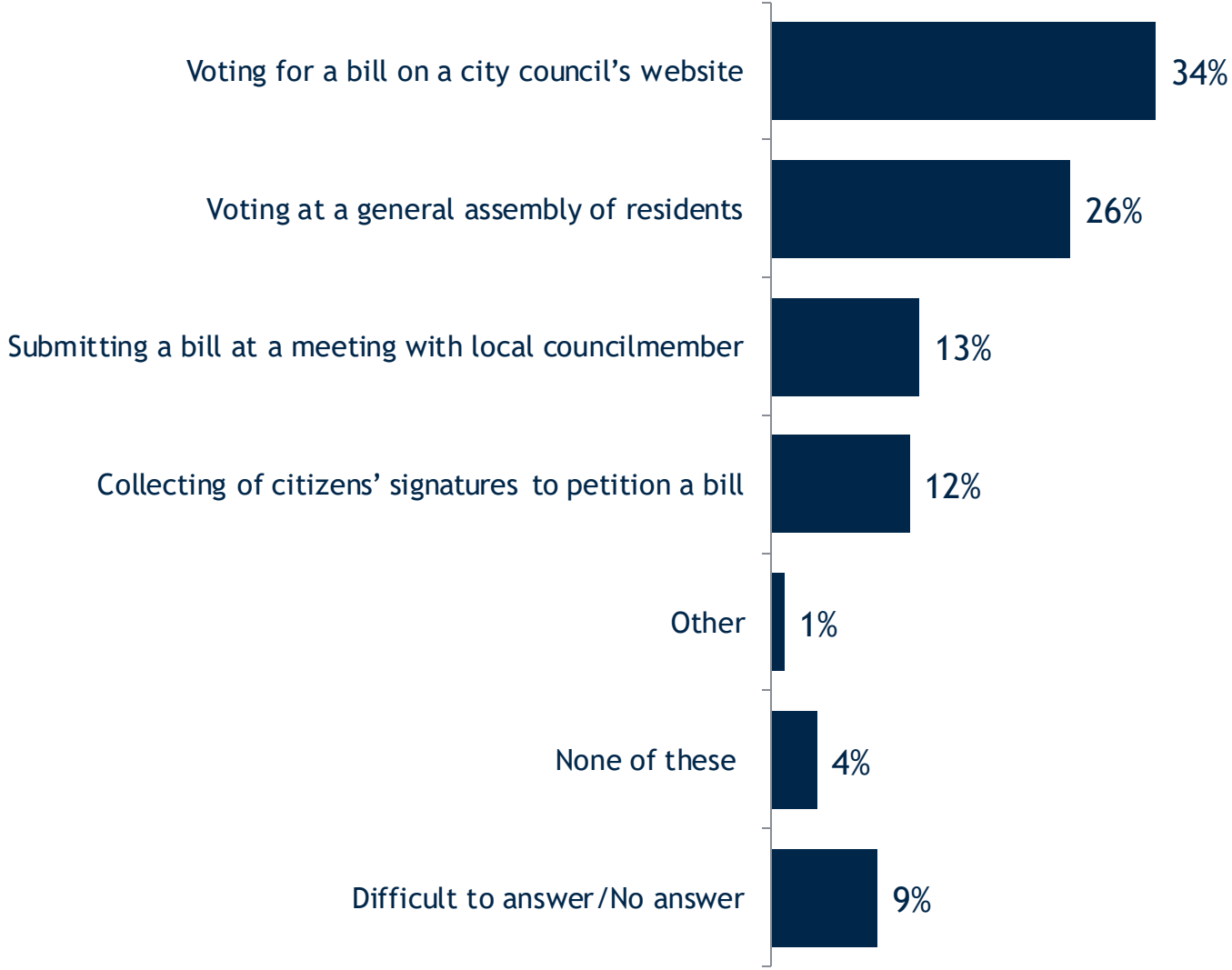


What format of reporting on local councilmembers' activities do you consider to be most accessible for citizens?

UP TO 2 RESPONSES

	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Publication of a report on an official website	48%	43%	24%	52%	52%	46%	45%
Meeting with voters	29%	35%	50%	44%	41%	37%	32%
Publication of a report in mass media	43%	45%	57%	24%	29%	48%	52%
Publication of a report on social media	29%	20%	10%	10%	18%	20%	28%
Presenting a report at the council meeting	12%	10%	7%	10%	11%	7%	8%
Other	2%	3%	2%	1%	1%	4%	2%
Difficult to answer/No answer	2%	5%	6%	8%	4%	3%	2%

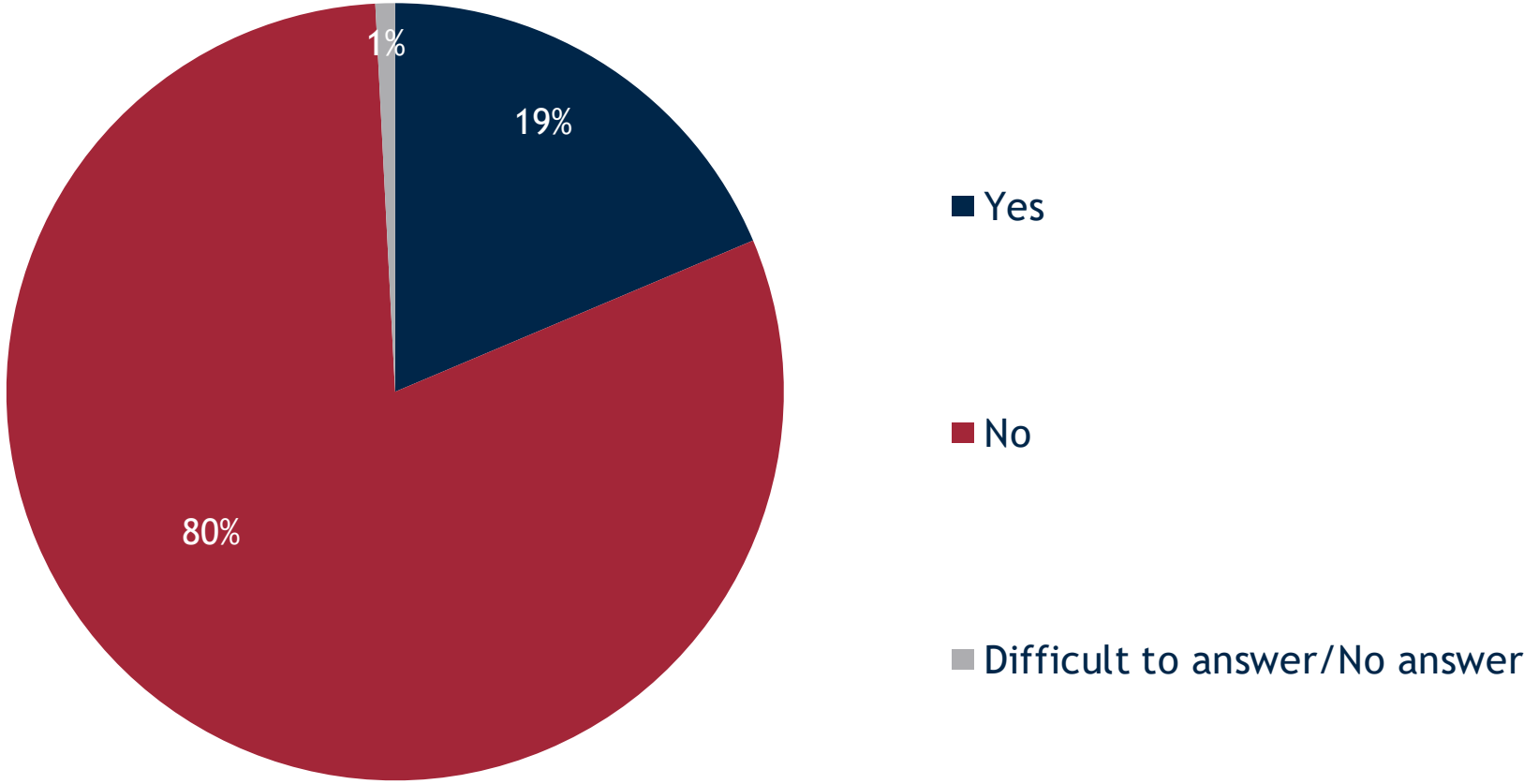
Which method of submitting proposals for a city council's consideration do you consider to be most effective to encourage increased public participation?



Which method of submitting proposals for a city council’s consideration do you consider to be most effective to encourage increased public participation?

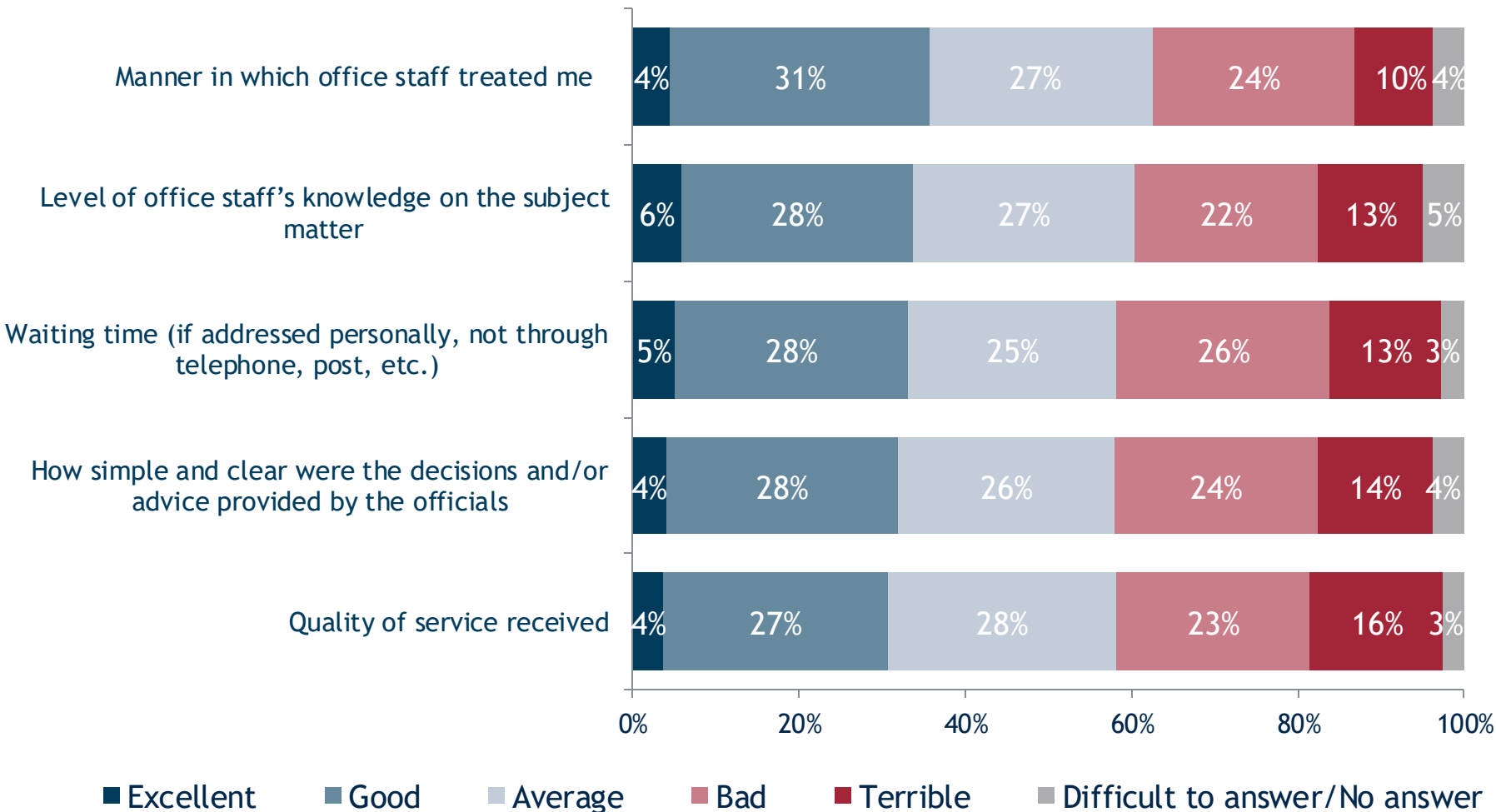
	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Voting for a bill on a city council’s website	47%	41%	20%	20%	32%	43%	43%
Voting at a general assembly of residents	21%	24%	31%	35%	27%	22%	19%
Submitting a bill at a meeting with local councilmember	9%	11%	17%	13%	13%	14%	11%
Collecting of citizens’ signatures to petition for a bill	15%	10%	11%	10%	12%	11%	20%
Other	1%	3%	1%	1%	1%	2%	3%
None of these	2%	3%	6%	8%	5%	1%	2%
Difficult to answer/No answer	4%	8%	14%	14%	10%	7%	3%

In the past two years, have you had to interact with Zaporizhzhia's government offices (mayoral office, executive committee, city council, rayon council, rayon administration, communal enterprises)?



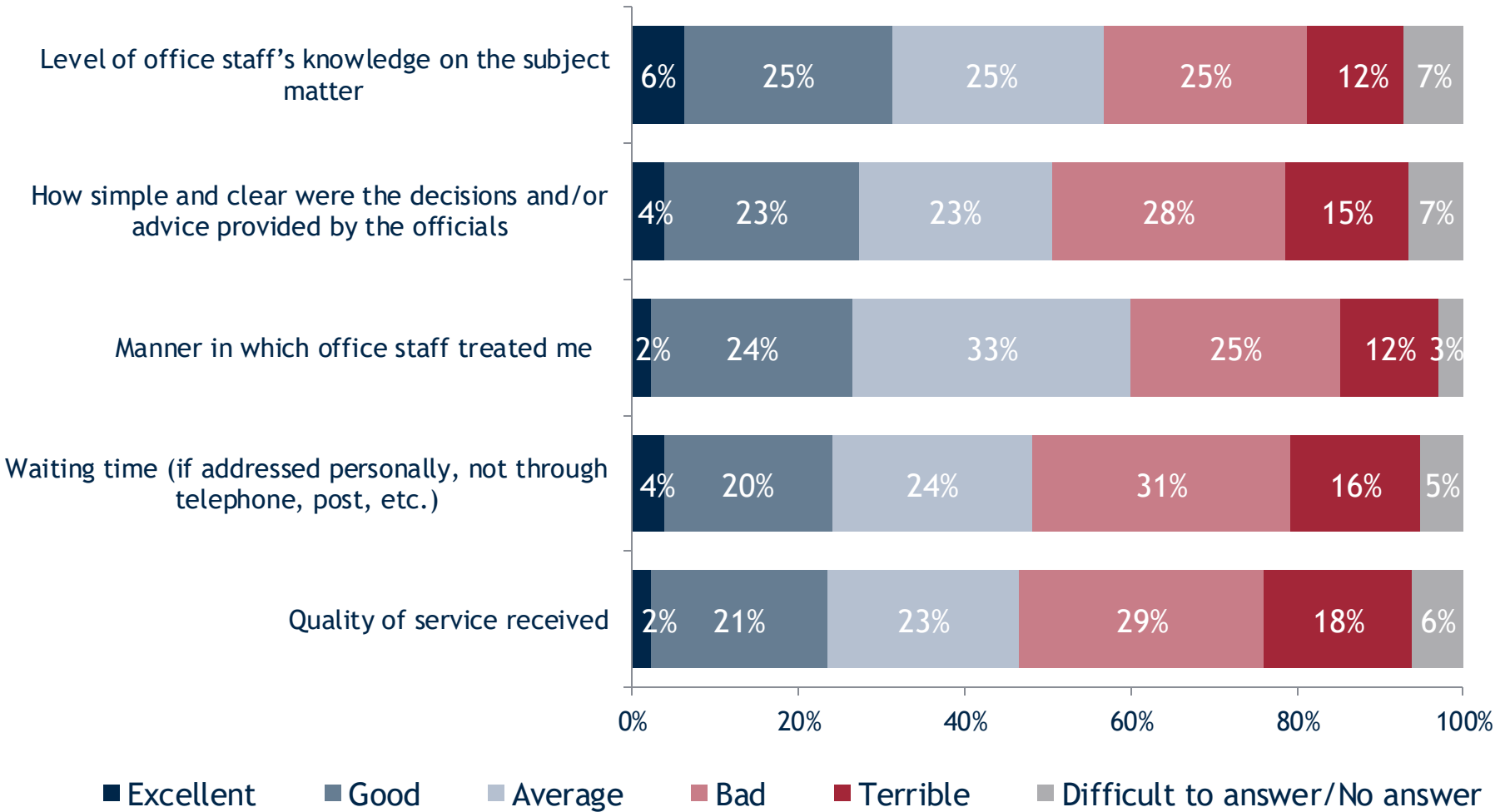
How would you rate the service you received from the local authorities?

(Among those who have interacted with city government offices in the past two years, n=199)



How would you rate the service you received from local authorities?

(Among those who have interacted with city government offices in the past two years, n=223)

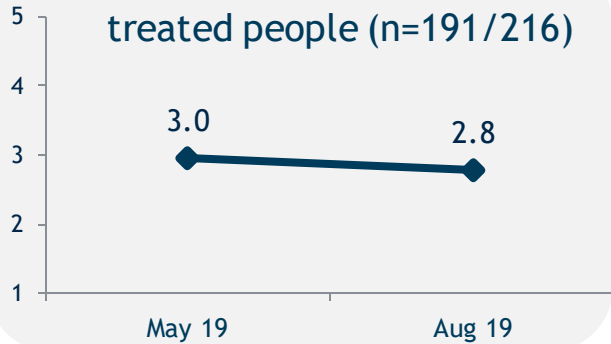


How would you rate the service you received from local authorities? (continued)

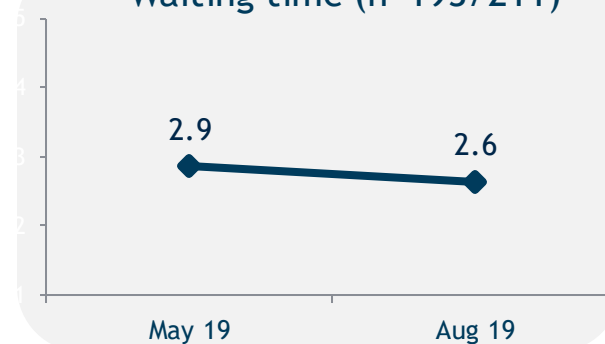
[Mean (average) of service/public good rating 1 to 5, where 1 is “terrible,” and 5 - “excellent”; among respondents who rated the quality of a given service (n=May/Aug)]

(Among those who have interacted with Bilhorod-Dnistrovskyy’s local authorities)

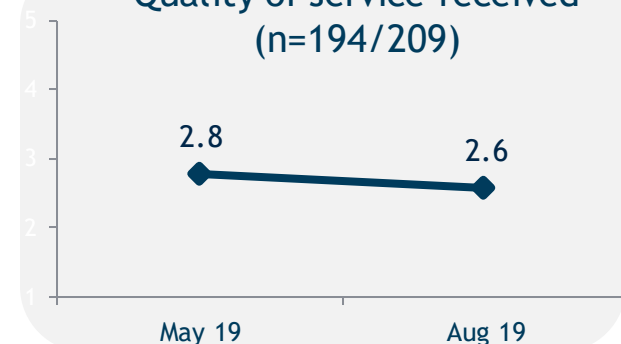
Manner in which office staff treated people (n=191/216)



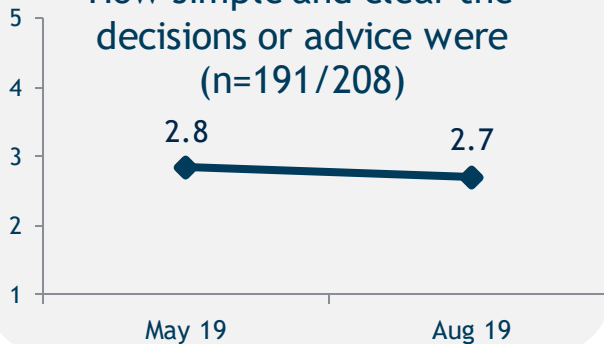
Waiting time (n=193/211)



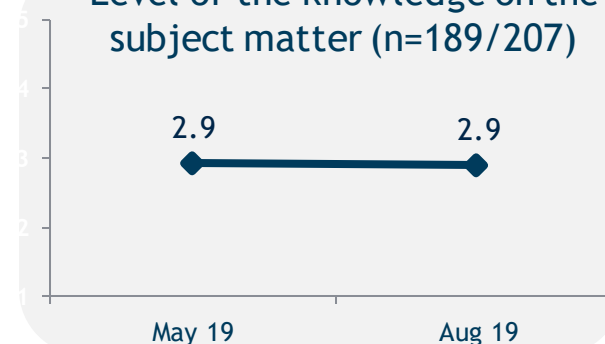
Quality of service received (n=194/209)



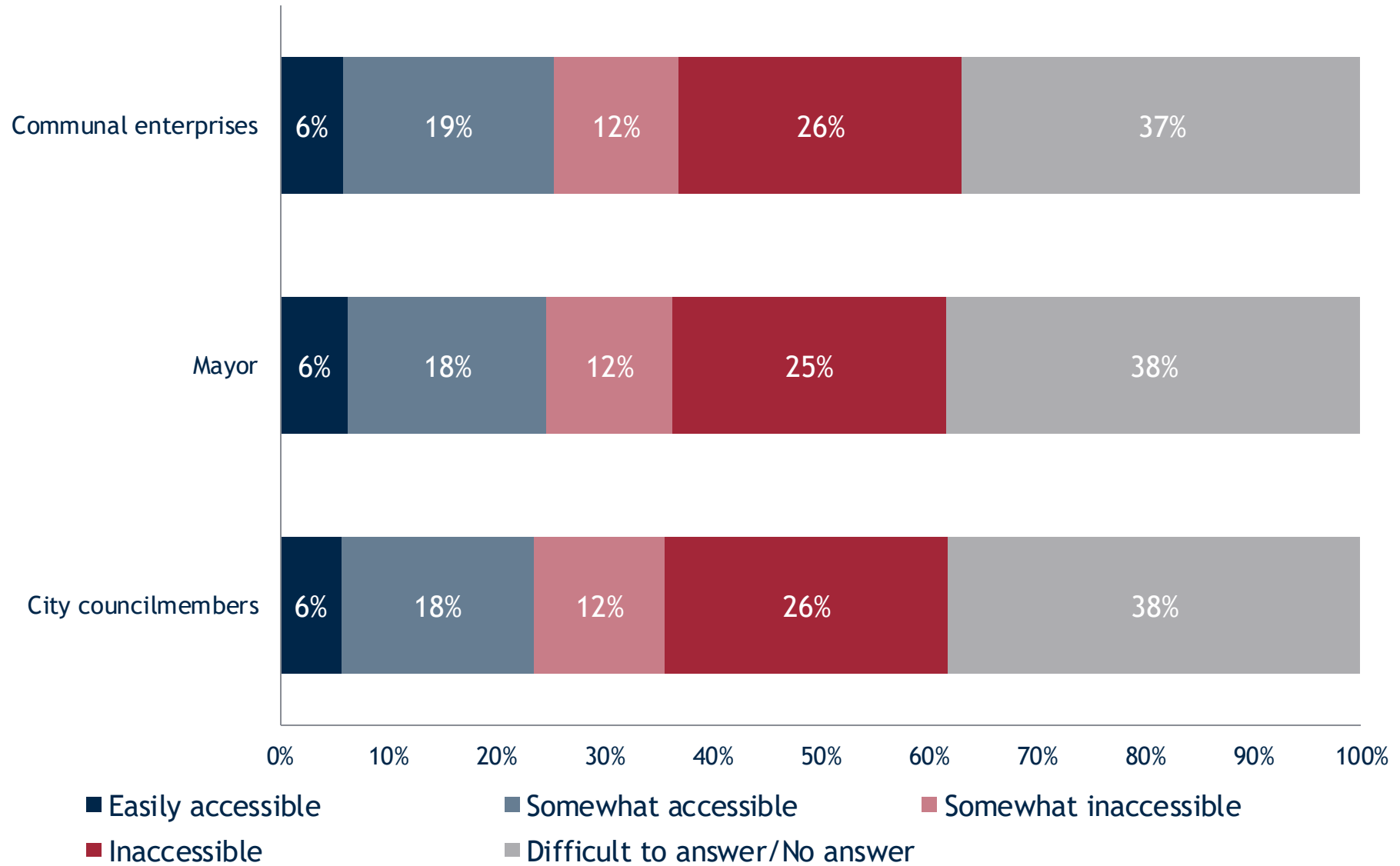
How simple and clear the decisions or advice were (n=191/208)



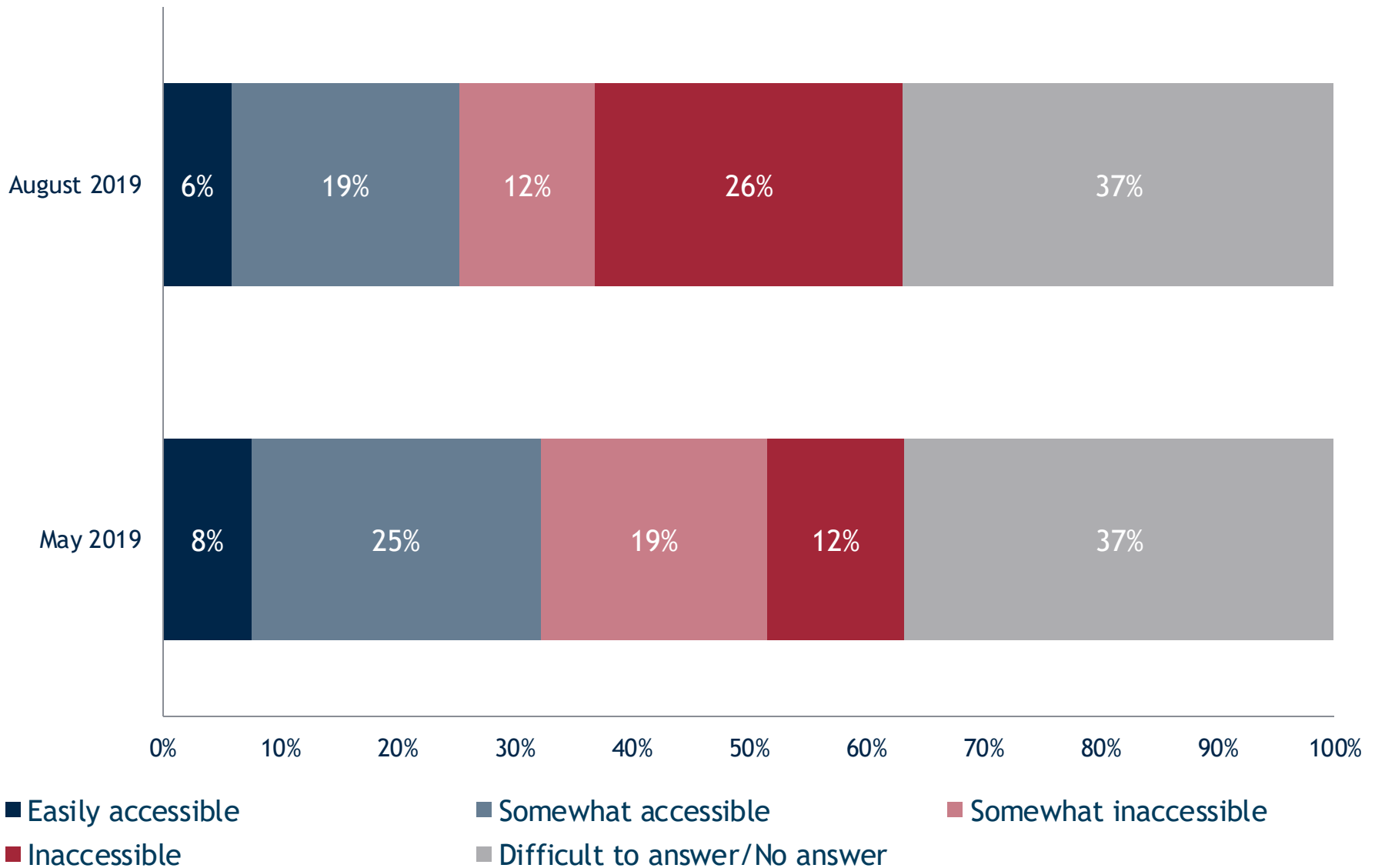
Level of the knowledge on the subject matter (n=189/207)



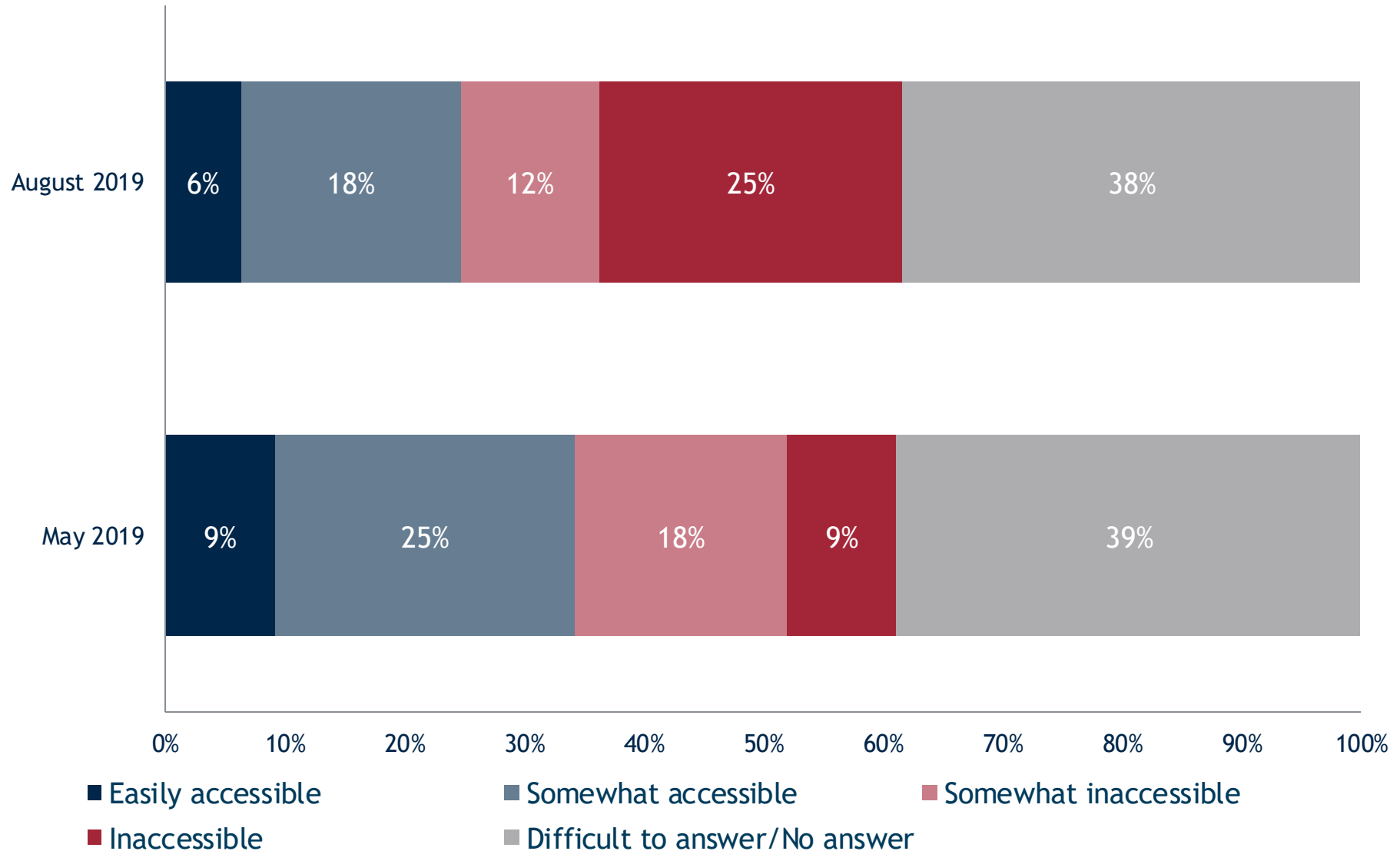
How would you rate the ease of accessibility of information about your...?



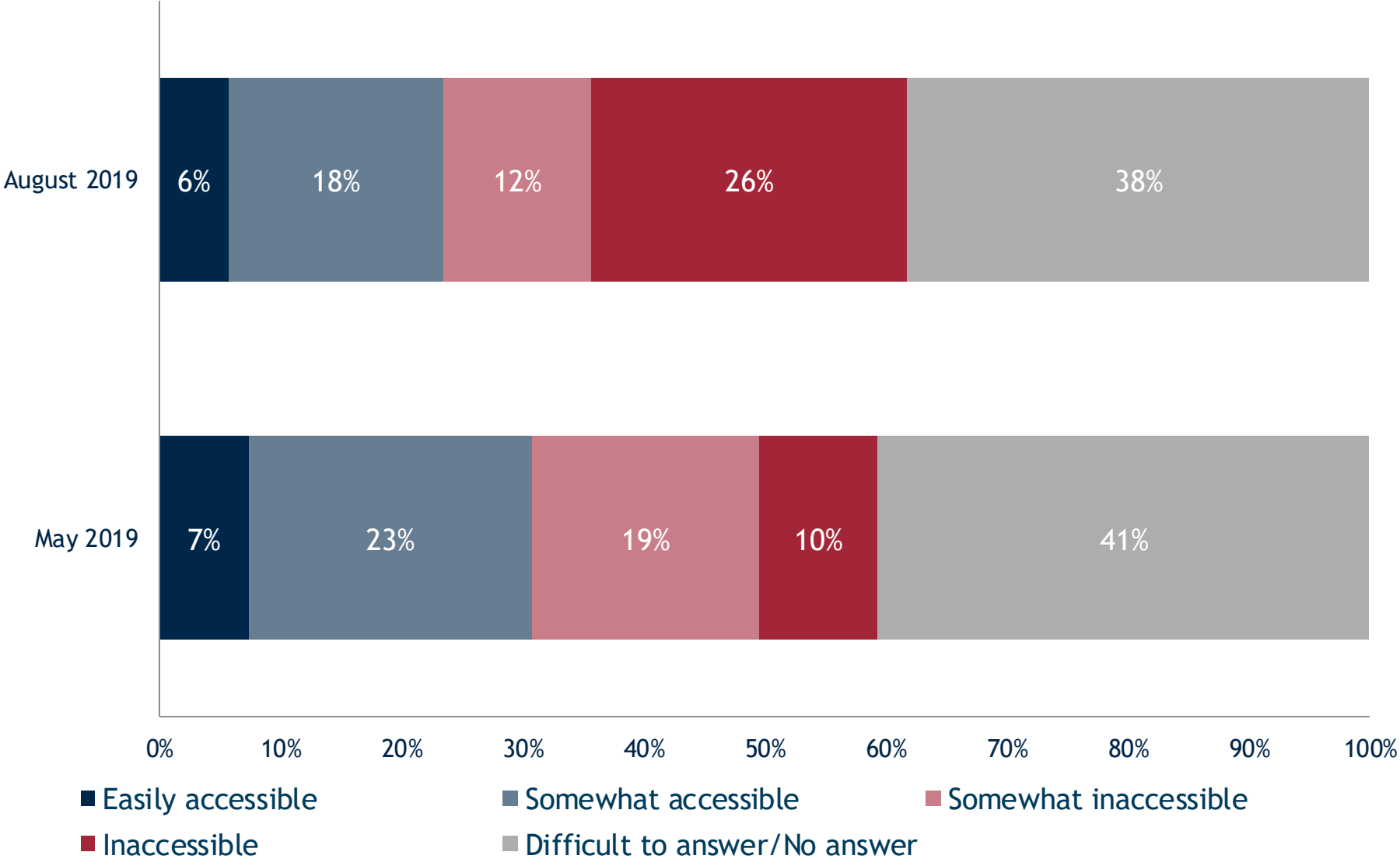
How would you rate the ease of accessibility of information about your communal enterprises?



How would you rate the ease of accessibility of information about the mayor of your city [Volodymyr Buriak]?

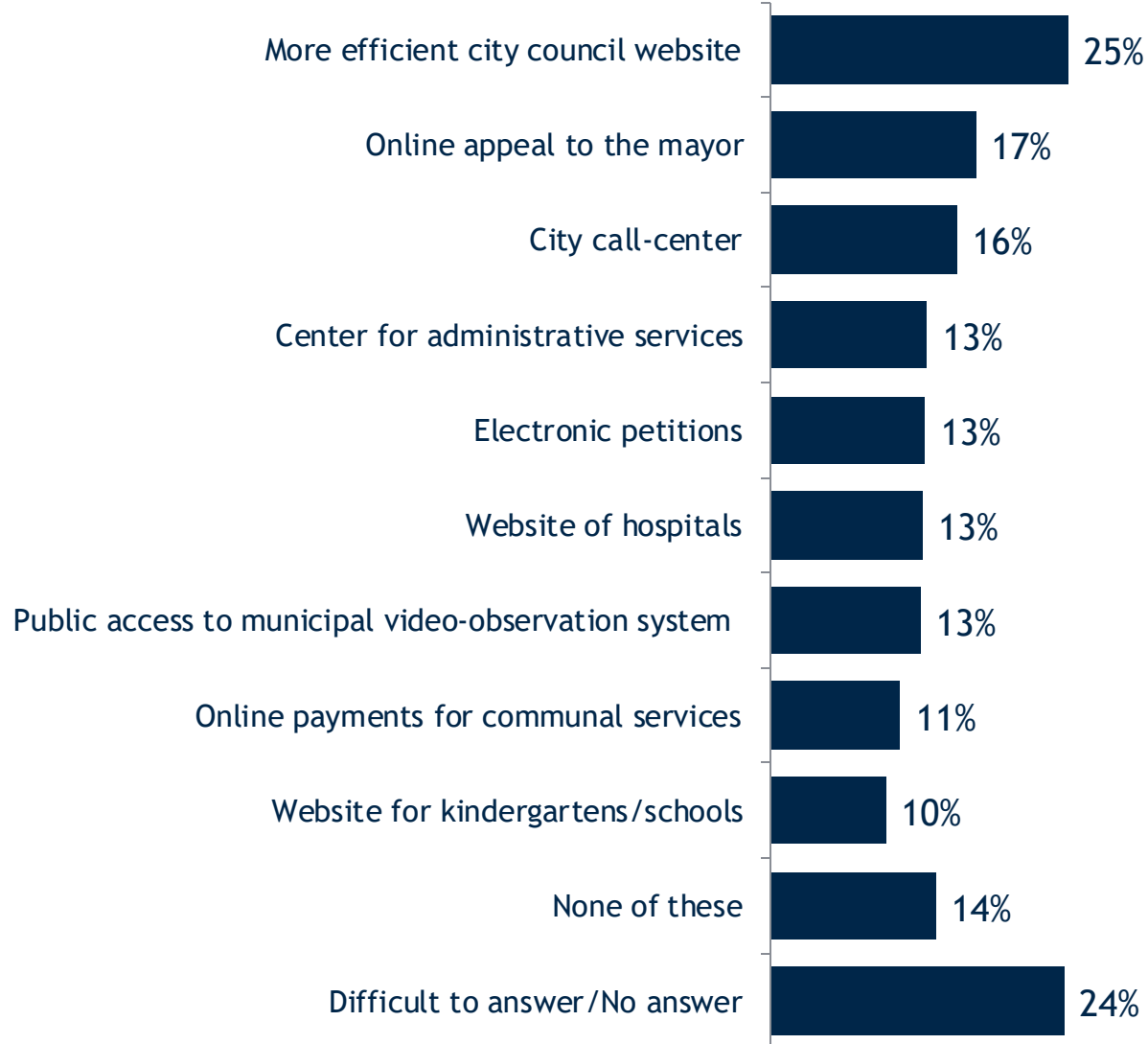


How would you rate the ease of accessibility of information about Zaporizhzhia City Councilmembers?



In your opinion, which online service your municipal authorities provide would be more valuable for you?

UP TO 3 RESPONSES

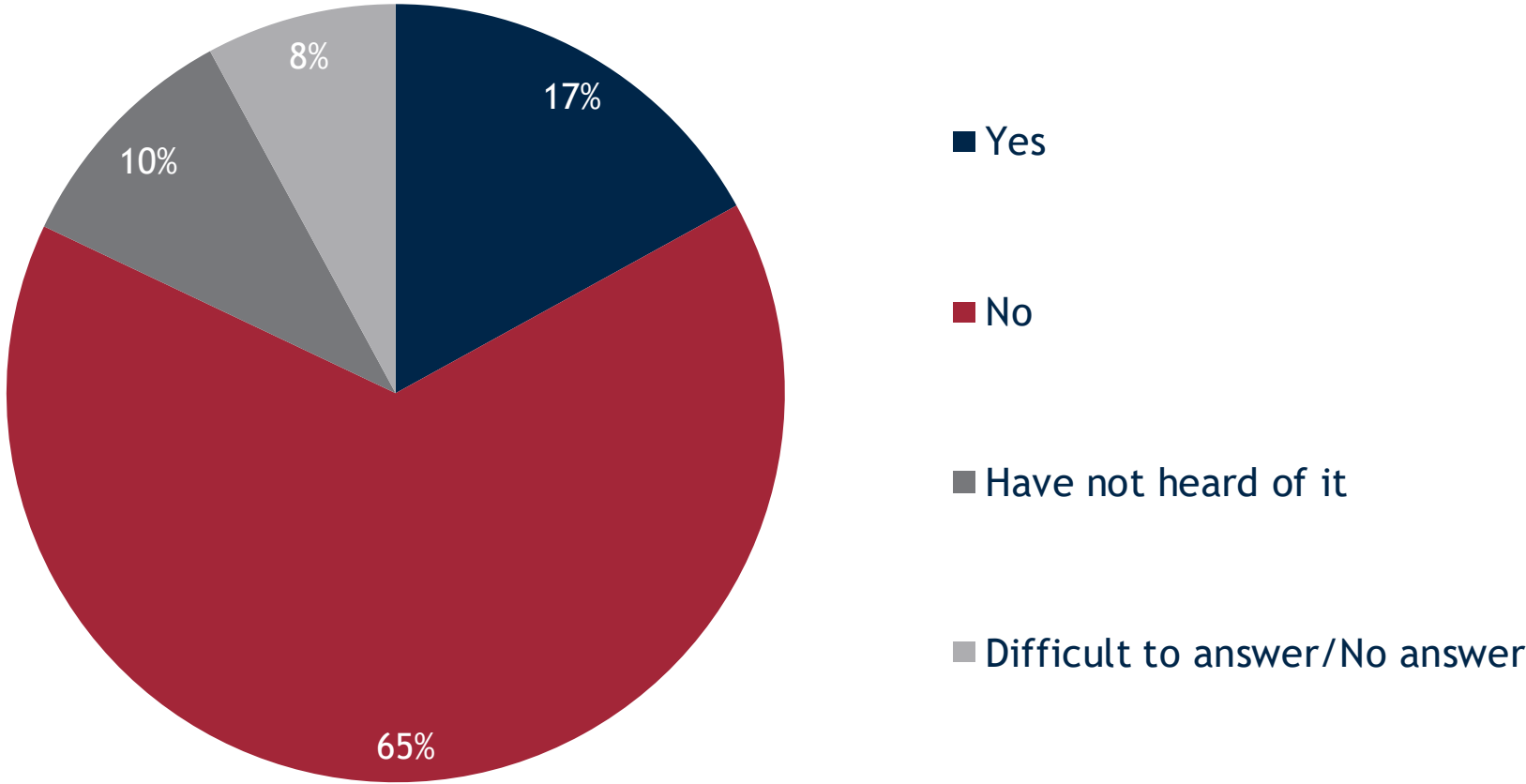


In your opinion, which online service your municipal authorities provide would be more valuable for you?

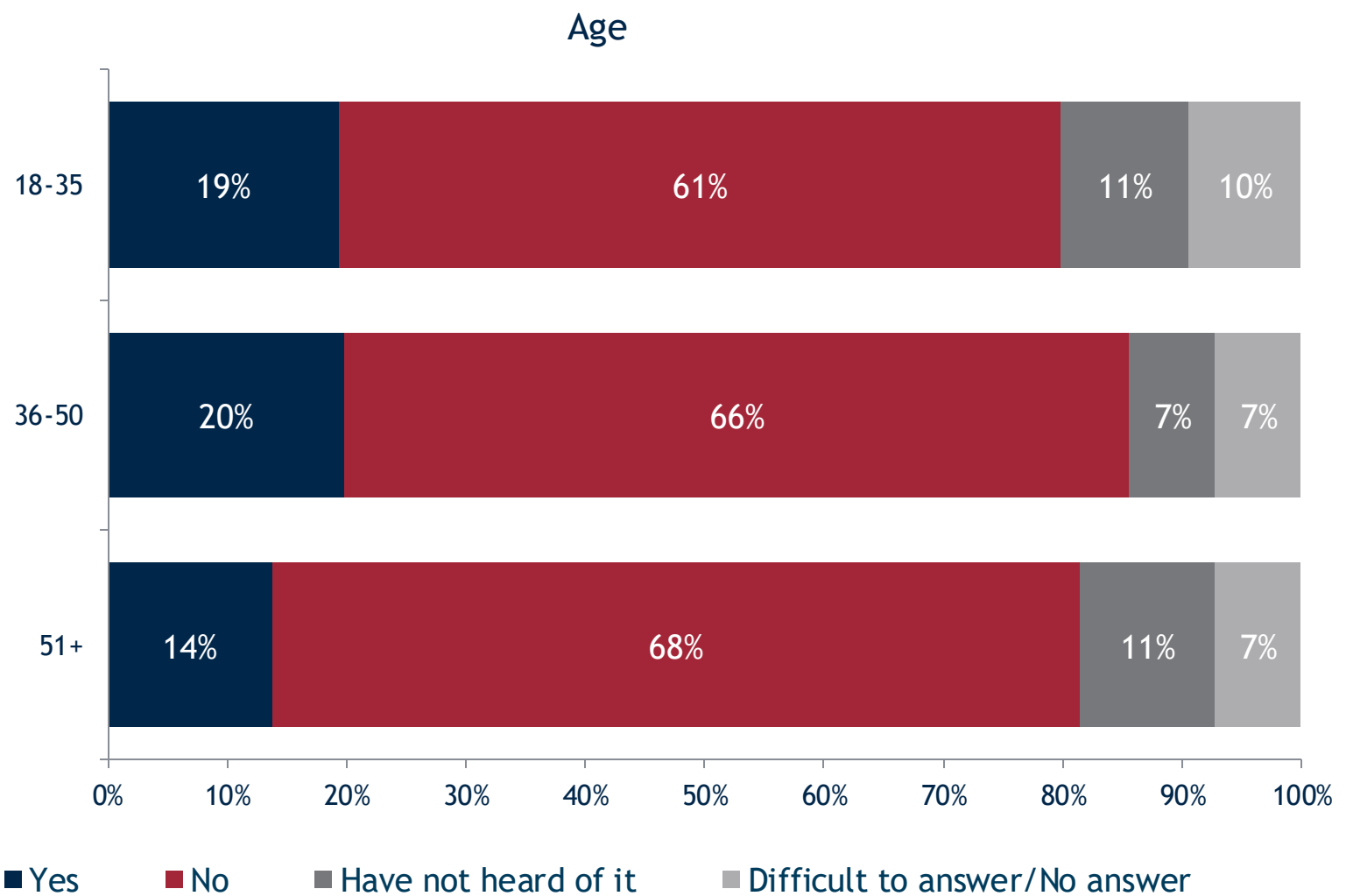
UP TO 3 RESPONSES

	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
More efficient city council website	38%	30%	13%	13%	20%	29%	52%
Online appeal to the mayor	29%	16%	10%	10%	18%	17%	25%
City call-center	22%	15%	11%	11%	12%	21%	23%
Center for administrative services	14%	14%	12%	10%	10%	16%	22%
Electronic petitions	22%	13%	7%	8%	11%	17%	19%
Website of hospitals	18%	14%	8%	8%	11%	14%	26%
Public access to municipal video-observation system	16%	14%	9%	10%	13%	15%	11%
Online payments for communal services	11%	14%	9%	4%	8%	15%	24%
Website of kindergartens/schools	17%	11%	3%	5%	8%	12%	17%
None of these	2%	8%	25%	22%	16%	8%	5%
Difficult to answer/No answer	14%	24%	32%	37%	27%	19%	7%

Have you ever used a center for administrative services to address your needs?

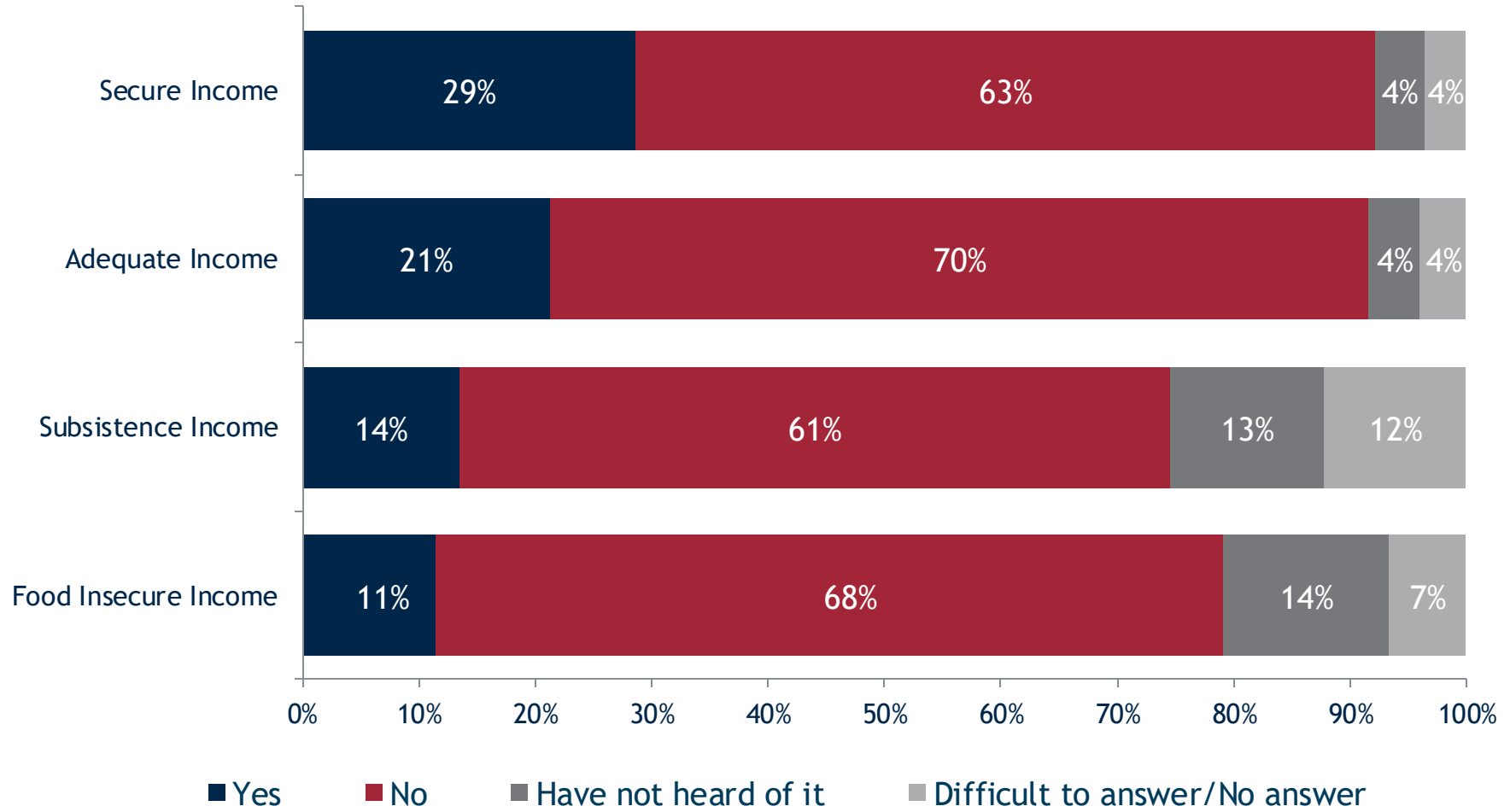


Have you ever used a center for administrative services to address your needs?



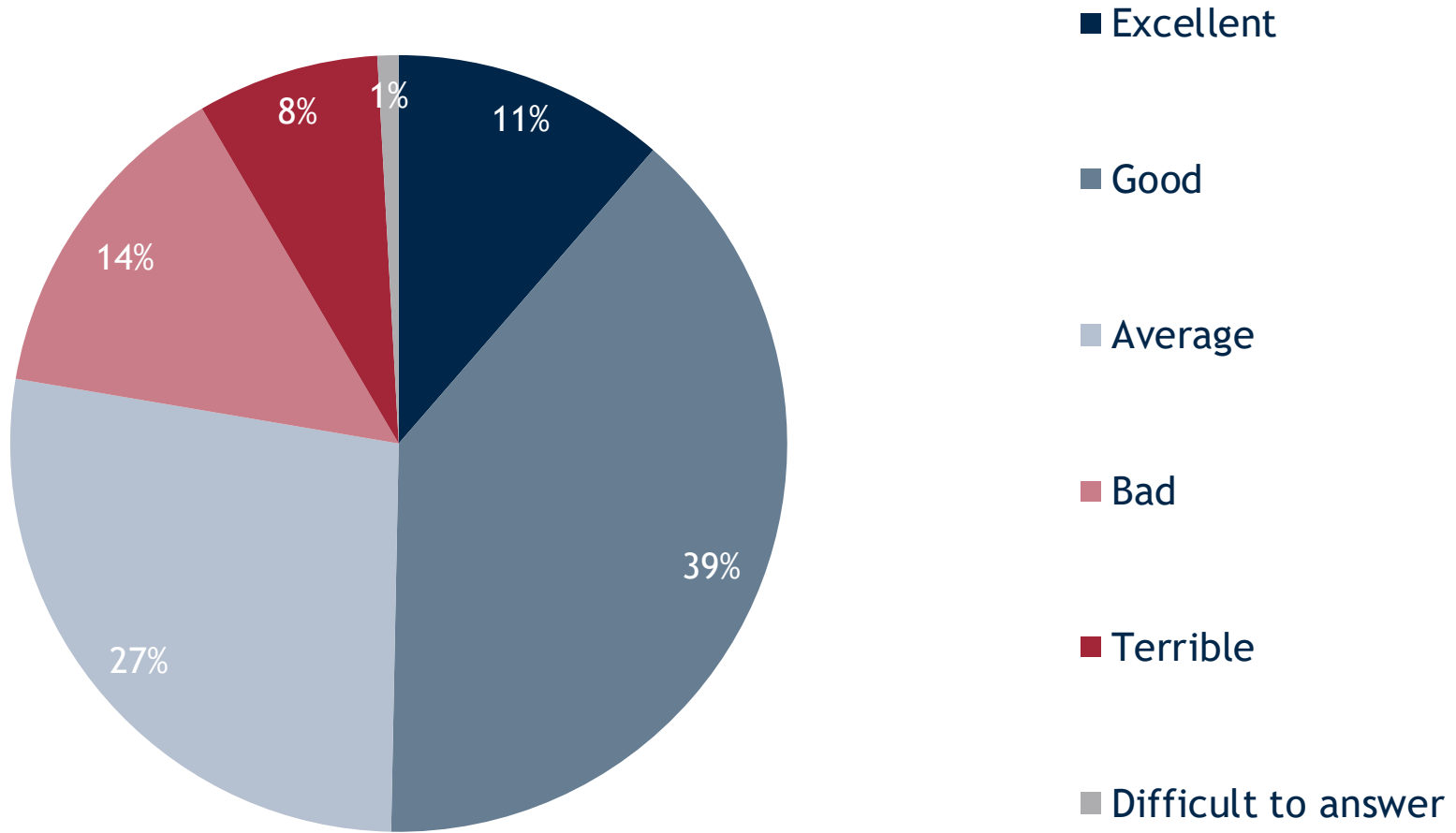
Have you ever used a center for administrative services to address your needs?

Income



How would you rate the quality of service at the center?

(Among those who have used the center, n=204)



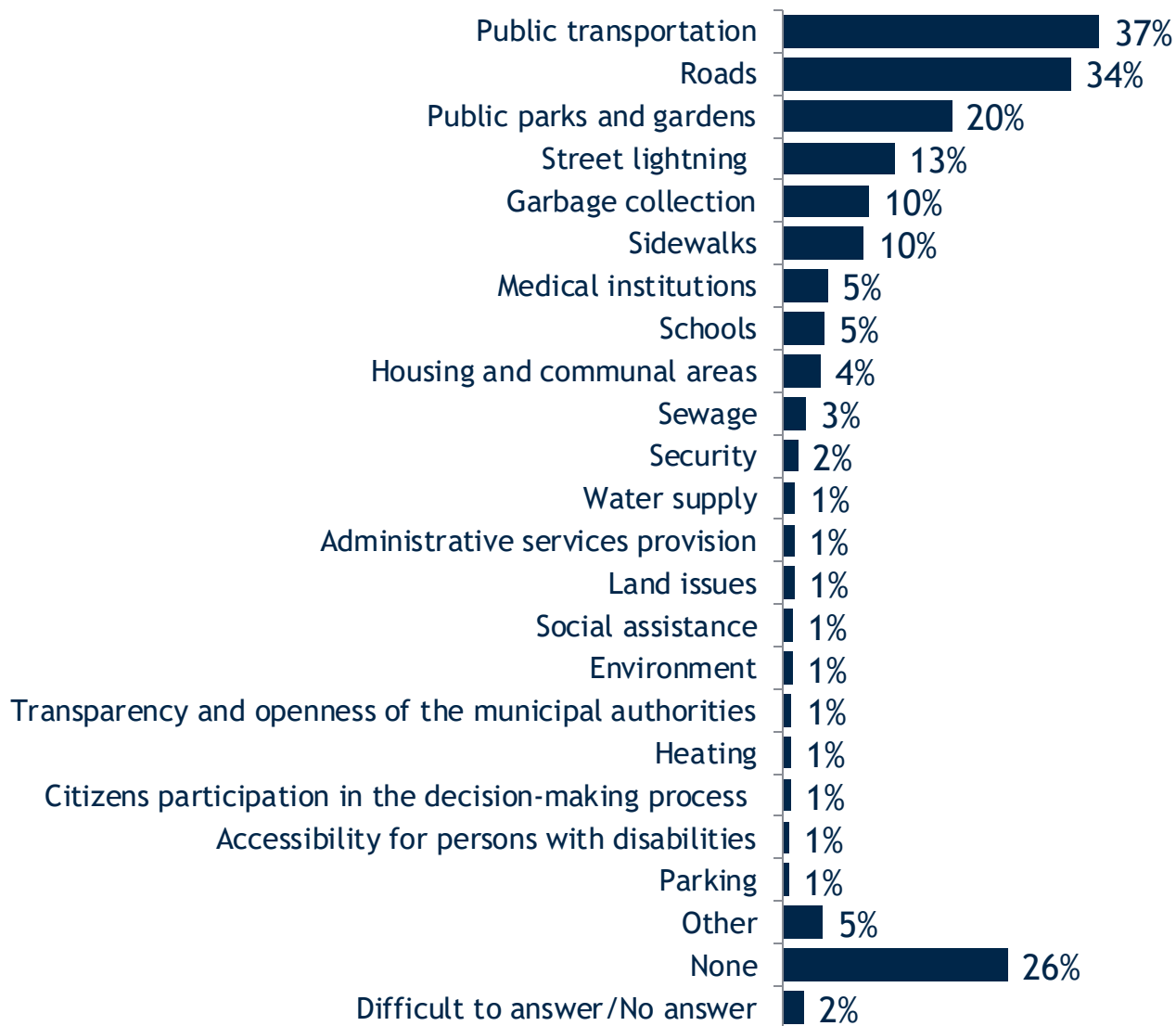


City Development



Over the last 12 months, which of the following areas, if any, were the most successful in Zaporizhzhia?

UP TO 3 RESPONSES



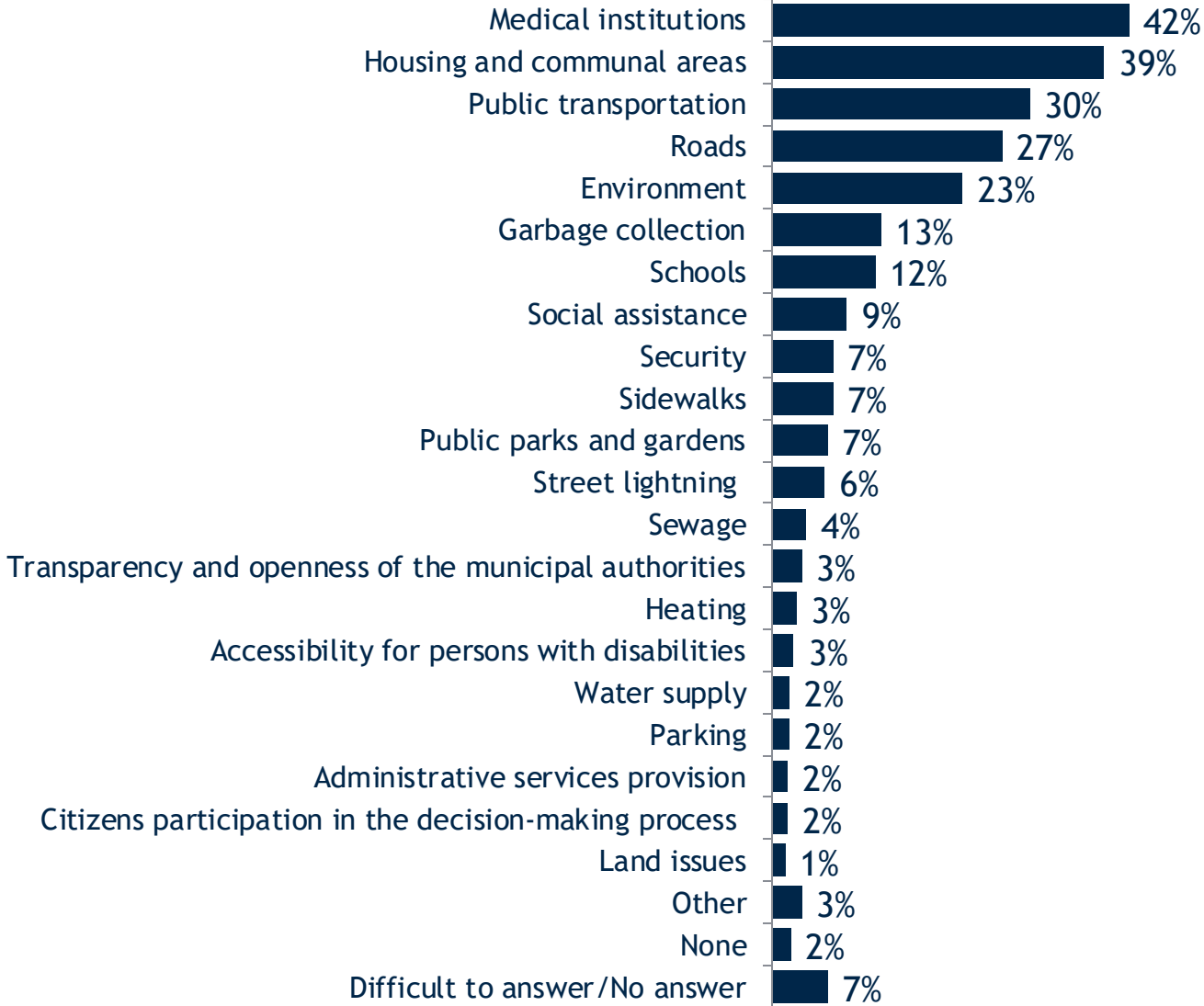
Over the last 12 months, which of the following areas, if any, were the most successful in Zaporizhzhia?

UP TO 3 RESPONSES

	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Public transportation	32%	32%	43%	42%	34%	34%	46%
Roads	39%	33%	31%	35%	33%	35%	29%
Public parks and gardens	28%	20%	14%	13%	19%	23%	29%
Street lightning	13%	11%	14%	14%	12%	12%	17%
Garbage collection	8%	11%	11%	11%	11%	9%	8%
Sidewalks	13%	6%	9%	12%	10%	8%	7%
Medical institutions	7%	6%	4%	5%	5%	4%	8%
Schools	8%	5%	3%	6%	4%	4%	7%
Housing and communal areas	4%	6%	4%	6%	3%	5%	6%
Sewage	3%	2%	3%	5%	2%	1%	4%
Security	3%	2%	1%	1%	3%	1%	1%
Water supply	1%	2%	2%	2%	3%	-	-
Administrative services provision	2%	1%	1%	<1%	1%	2%	4%
Land issues	1%	2%	1%	1%	2%	<1%	1%
Social assistance	2%	1%	1%	2%	1%	1%	3%
Environment	1%	2%	<1%	1%	1%	1%	-
Transparency and openness of the municipal authorities	2%	1%	1%	1%	1%	1%	1%
Heating	-	2%	1%	-	2%	<1%	1%
Citizens participation in the decision-making process	1%	1%	1%	<1%	1%	1%	1%
Accessibility for persons with disabilities	1%	<1%	1%	<1%	<1%	1%	1%
Parking	1%	1%	<1%	-	1%	1%	-
Other	5%	4%	5%	6%	6%	2%	5%
None	24%	28%	27%	22%	25%	33%	25%
Difficult to answer/No answer	2%	3%	3%	2%	2%	4%	-

In your opinion, which of the following areas, if any, should be of top priority for your municipal authorities?

UP TO 3 RESPONSES



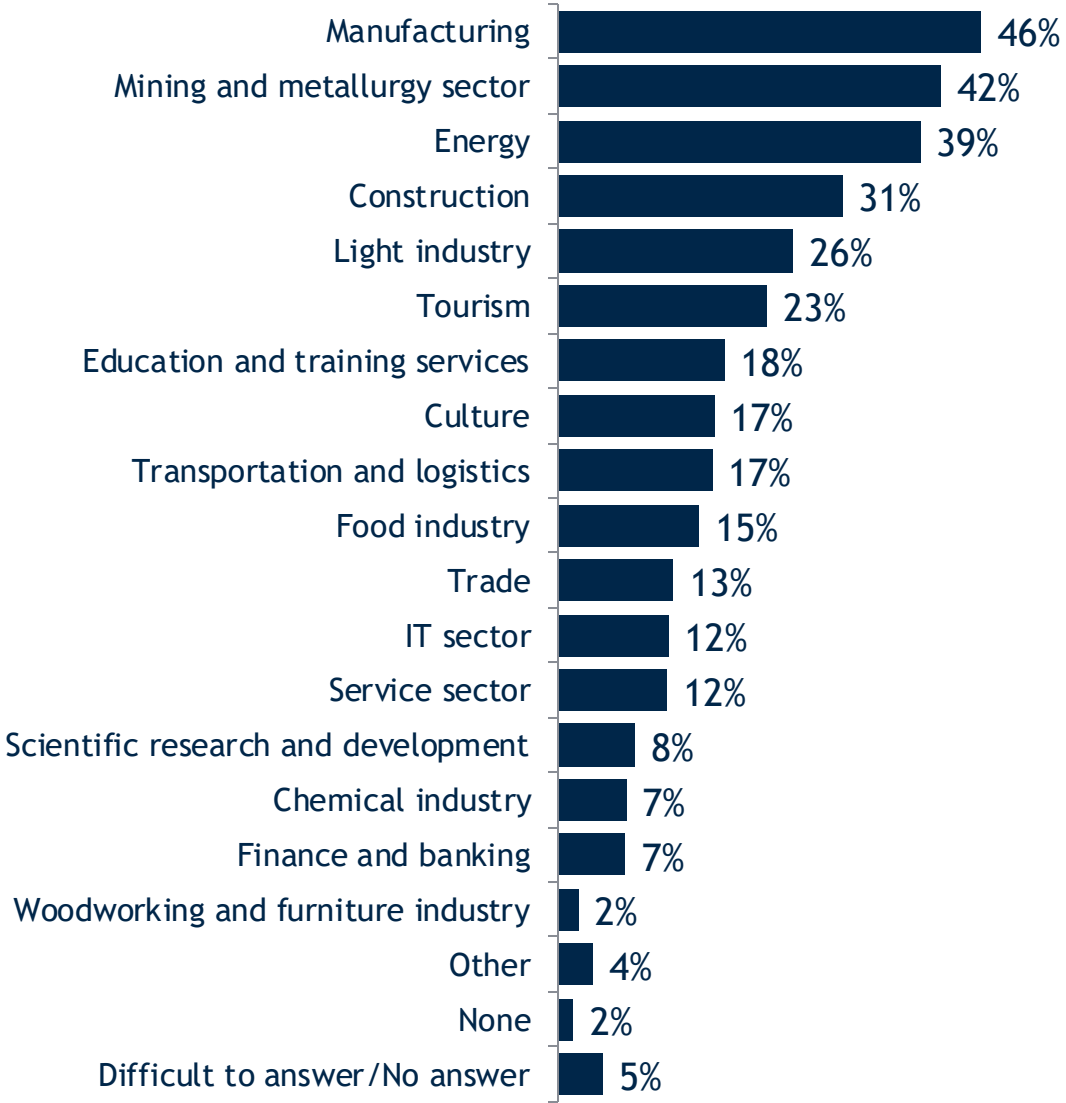
In your opinion, which of the following areas, if any, should be of top priority for your municipal authorities?

UP TO 3 RESPONSES

	18-35	36-50	51+	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Medical institutions	43%	39%	43%	45%	42%	36%	53%
Housing and communal areas	31%	39%	45%	35%	37%	43%	45%
Public transportation	26%	31%	33%	30%	30%	33%	24%
Roads	28%	29%	25%	22%	28%	28%	32%
Environment	29%	21%	19%	18%	19%	25%	34%
Garbage collection	15%	15%	10%	17%	13%	11%	7%
Schools	19%	13%	7%	8%	12%	13%	17%
Social assistance	8%	6%	11%	10%	8%	7%	12%
Security	10%	7%	5%	6%	7%	9%	8%
Sidewalks	6%	6%	9%	7%	9%	6%	3%
Public parks and gardens	8%	6%	6%	5%	8%	7%	2%
Street lightning	7%	7%	6%	6%	6%	7%	5%
Sewage	4%	6%	3%	6%	3%	4%	4%
Transparency and openness of the municipal authorities	4%	4%	3%	2%	2%	4%	8%
Heating	4%	2%	3%	3%	3%	3%	2%
Accessibility for persons with disabilities	5%	2%	2%	2%	3%	2%	4%
Water supply	3%	2%	1%	4%	2%	1%	1%
Parking	2%	2%	2%	3%	2%	2%	1%
Administrative services provision	1%	1%	2%	<1%	2%	2%	3%
Citizens participation in the decision-making process	3%	2%	1%	<1%	1%	2%	8%
Land issues	2%	2%	1%	1%	2%	1%	1%
Other	2%	4%	4%	5%	3%	4%	3%
None	2%	3%	2%	4%	3%	1%	1%
Difficult to answer/No answer	6%	7%	6%	7%	7%	9%	1%

In your opinion, which of the following areas of the economy, if any, should be of top priority for development in Zaporizhzhia?

UP TO 5 RESPONSES



In your opinion, what areas of the economy, if any, should be of top priority for development in Zaporizhzhia?

UP TO 5 RESPONSES

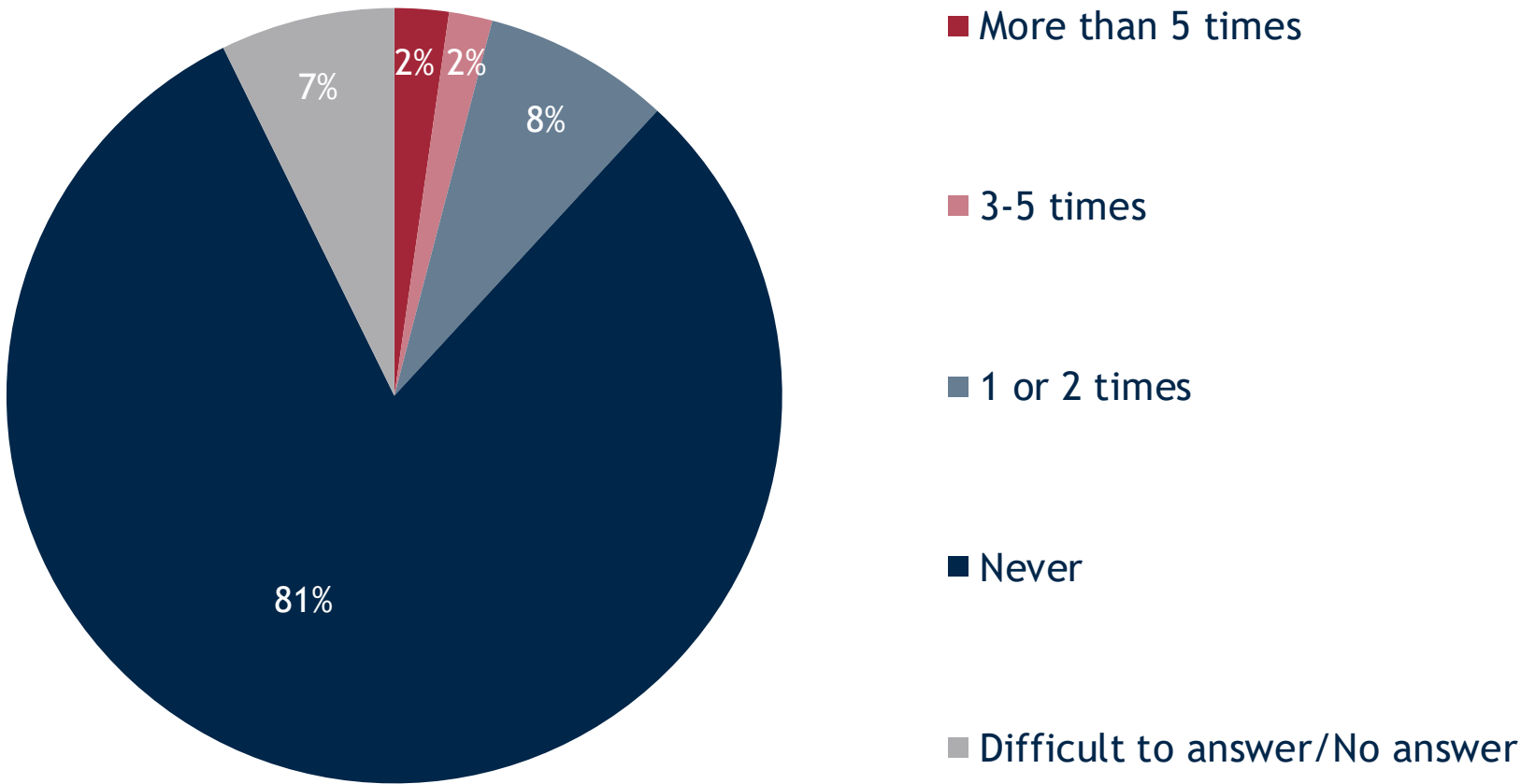
	18-35	36-50	51 +	Food Insecure Income	Subsistence Income	Adequate Income	Secure Income
Manufacturing	38%	45%	52%	44%	48%	45%	45%
Mining and metallurgy sector	30%	42%	49%	45%	39%	47%	33%
Energy	38%	39%	40%	34%	38%	46%	39%
Construction	25%	33%	34%	34%	33%	29%	22%
Light industry	29%	26%	23%	28%	25%	25%	23%
Tourism	30%	23%	18%	18%	19%	27%	33%
Education and training services	27%	19%	11%	10%	16%	23%	29%
Culture	24%	21%	10%	13%	15%	20%	24%
Transportation and logistics	25%	15%	12%	13%	14%	20%	25%
Food industry	14%	22%	12%	14%	14%	17%	18%
Trade	19%	9%	10%	10%	12%	11%	21%
IT sector	21%	12%	6%	6%	9%	15%	26%
Service sector	15%	16%	7%	7%	11%	16%	16%
Scientific research and development	10%	7%	8%	5%	7%	11%	12%
Chemical industry	5%	6%	10%	10%	9%	4%	6%
Finance and banking	13%	6%	4%	4%	8%	7%	12%
Woodworking and furniture industry	3%	4%	1%	2%	2%	2%	3%
Other	4%	3%	4%	3%	5%	3%	3%
None	1%	1%	3%	5%	2%	0%	1%
Difficult to answer/No answer	2%	5%	7%	8%	4%	4%	2%



Corruption Issues

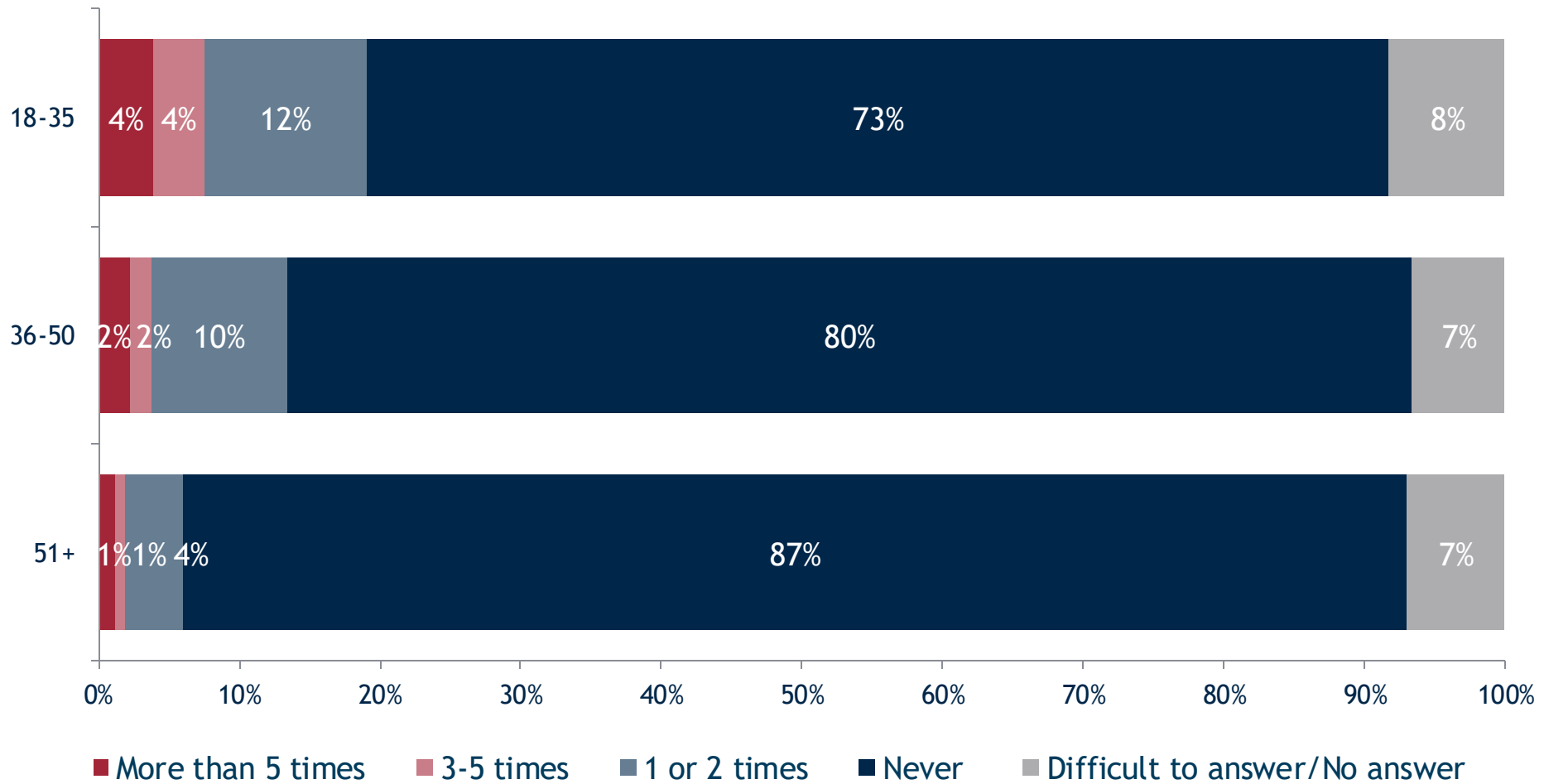


In the past two years, how often, if ever, have you or an acquaintance had to do a favor, give a gift, or pay a bribe to a local official in order to get services or a document from him or her?

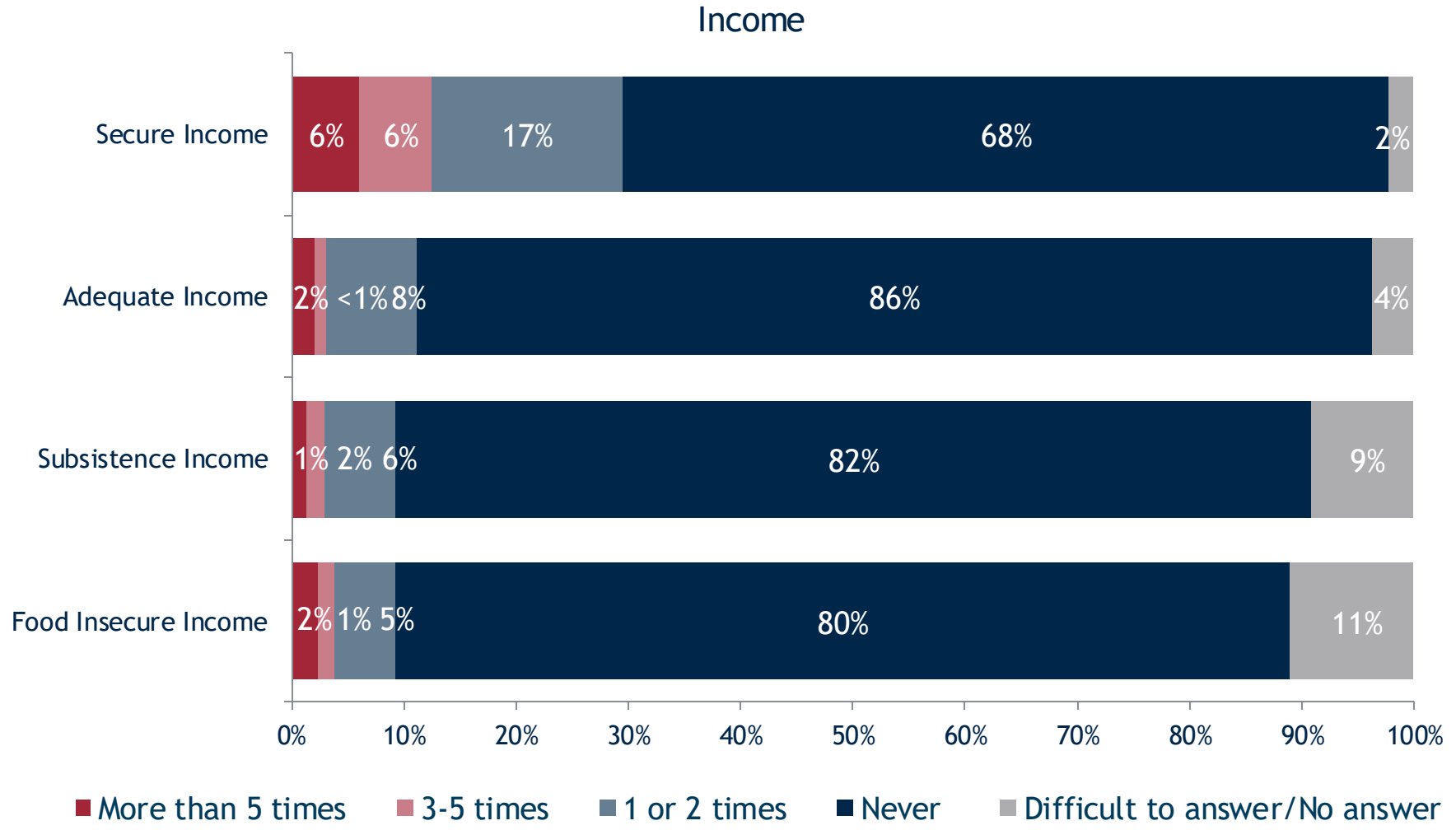


In the past two years, how often, if ever, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to get services or a document from him or her?

Age



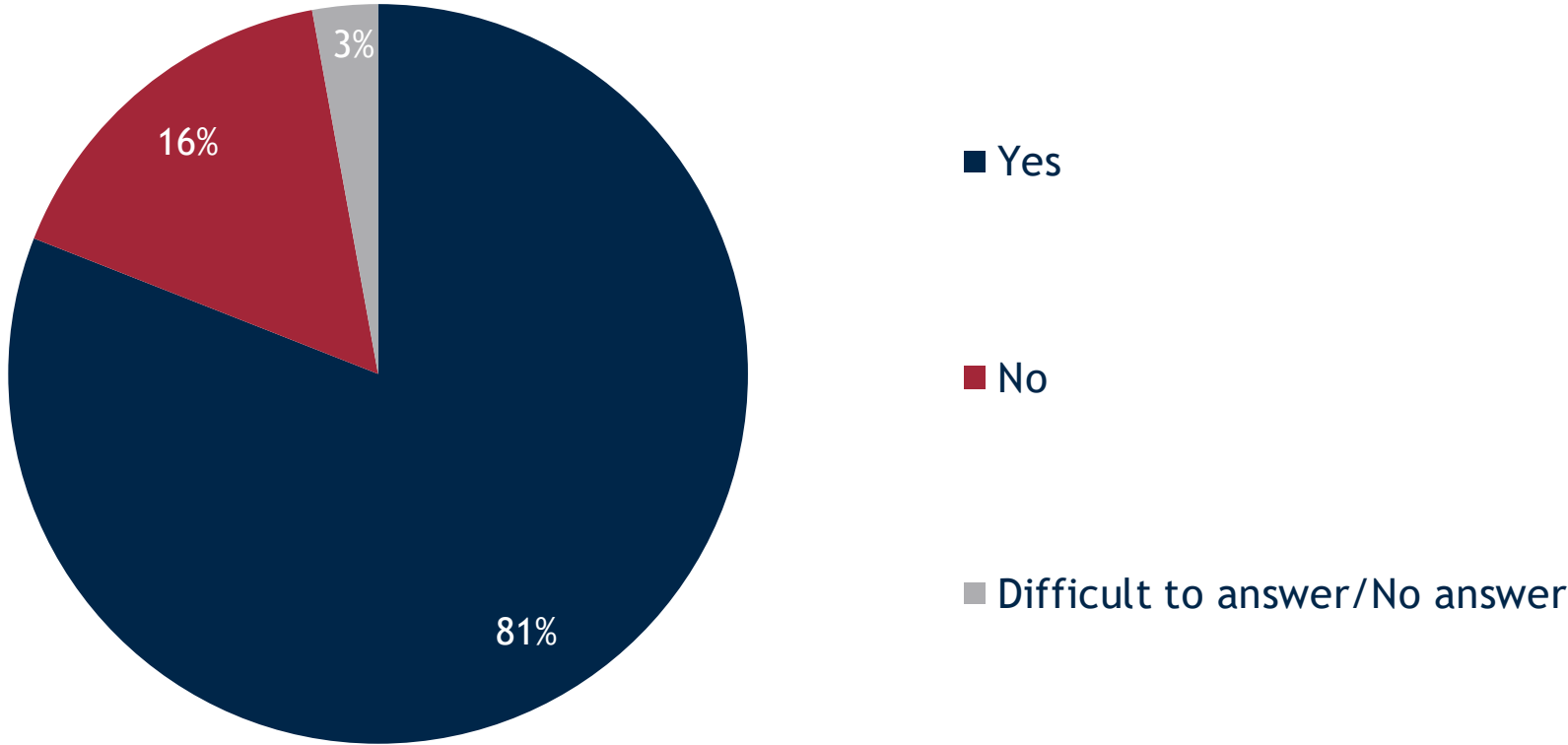
In the past two years, how often, if ever, have you or an acquaintance had to do a favor, give a gift or pay a bribe to a local official in order to get services or a document from him or her?



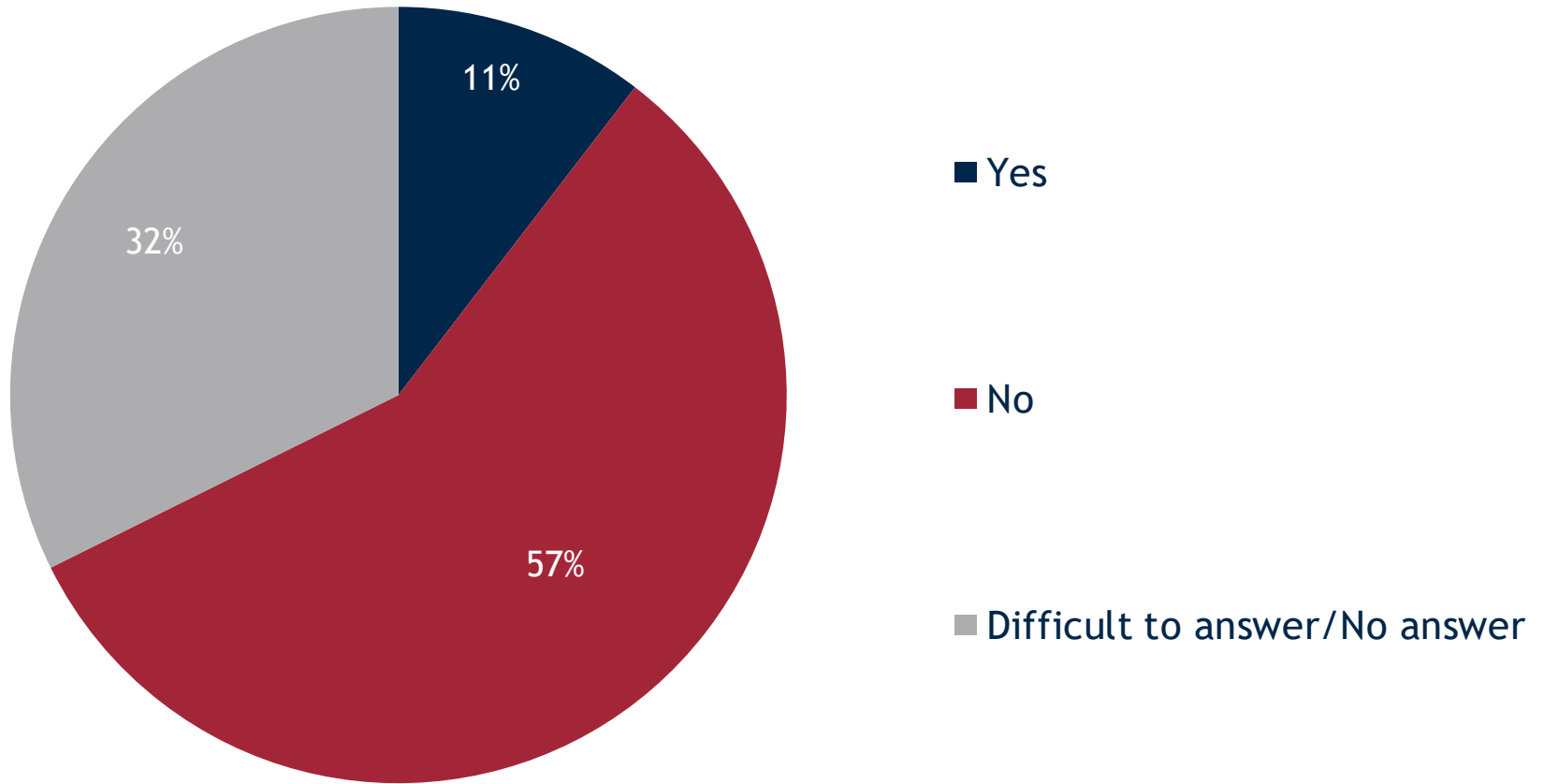
...have you or an acquaintance had to *do a favor, give a gift or pay a bribe to a local official in order to get services or a document from him or her?*



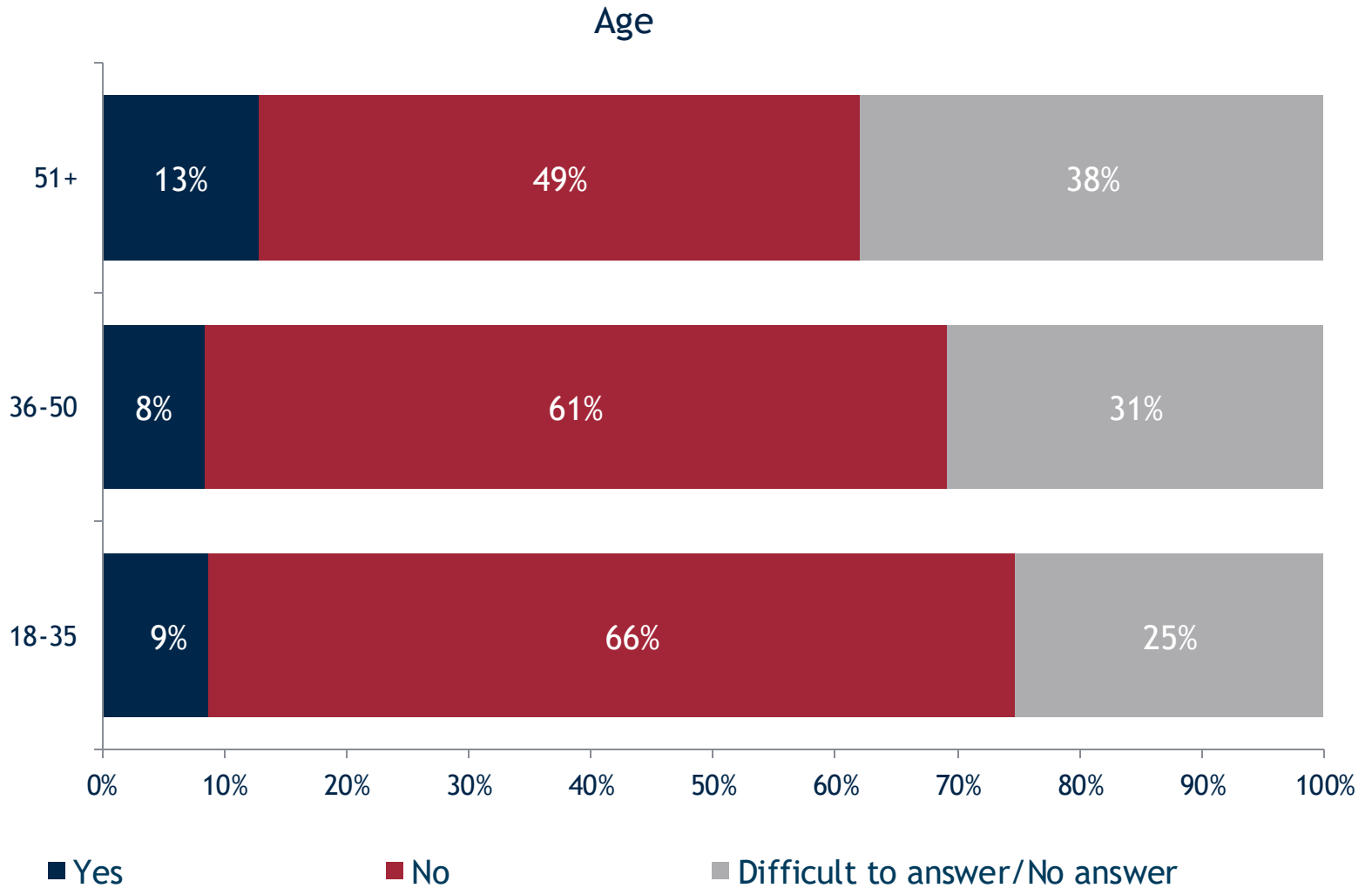
Do you consider this to be an act of corruption?
(Among those who have had a relevant experience in the past two years, n=142)



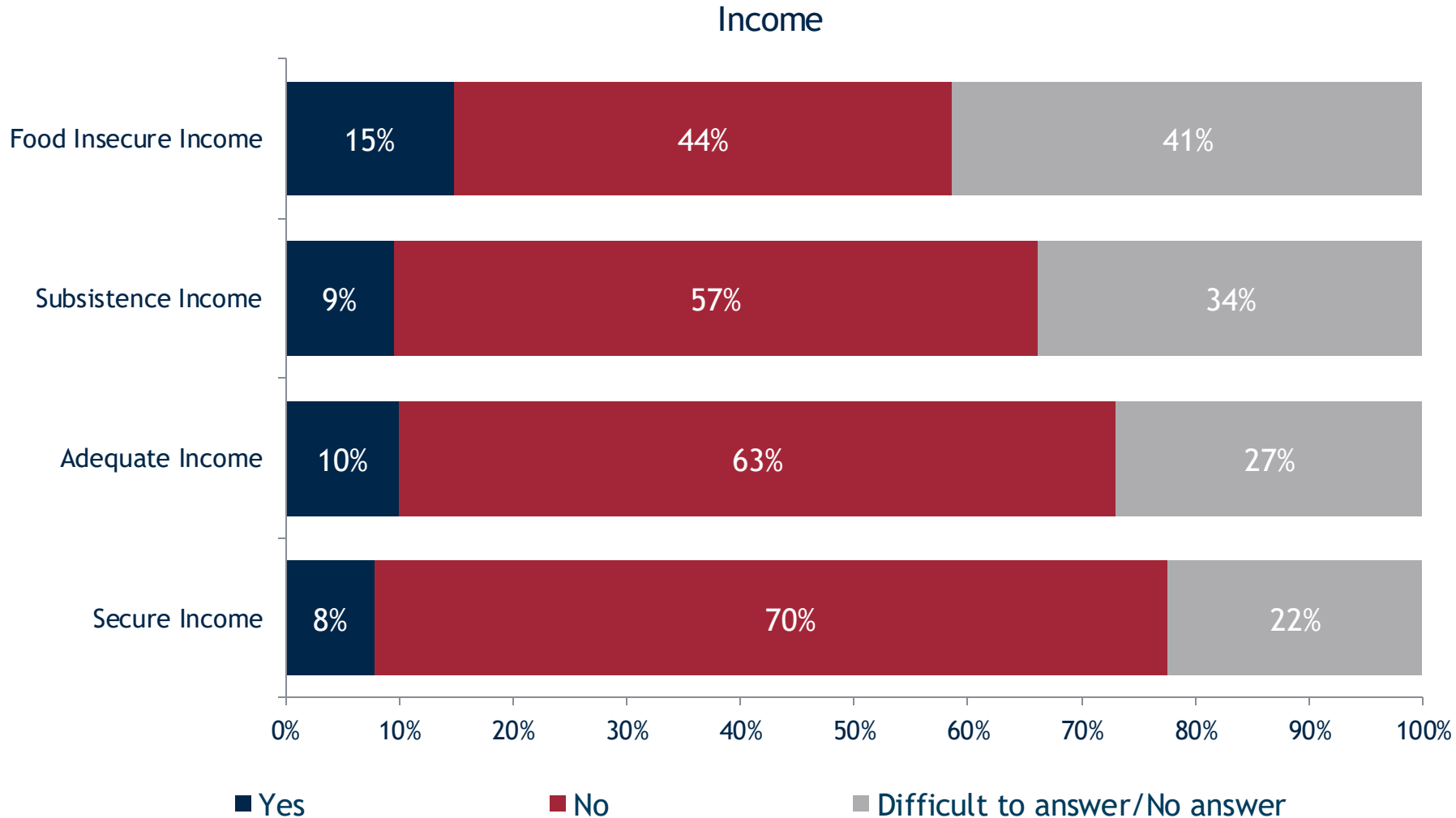
Do you think that the Mayor of Zaporizhzhia [Volodymyr Buriak] is making an effort to end corruption at the municipal authority level?



Do you think that the Mayor of Zaporizhzhia [Volodymyr Buriak] is making an effort to end corruption at the municipal authority level?



Do you think that the Mayor of Zaporizhzhia [Volodymyr Buriak] is making an effort to end corruption at the municipal authority level?

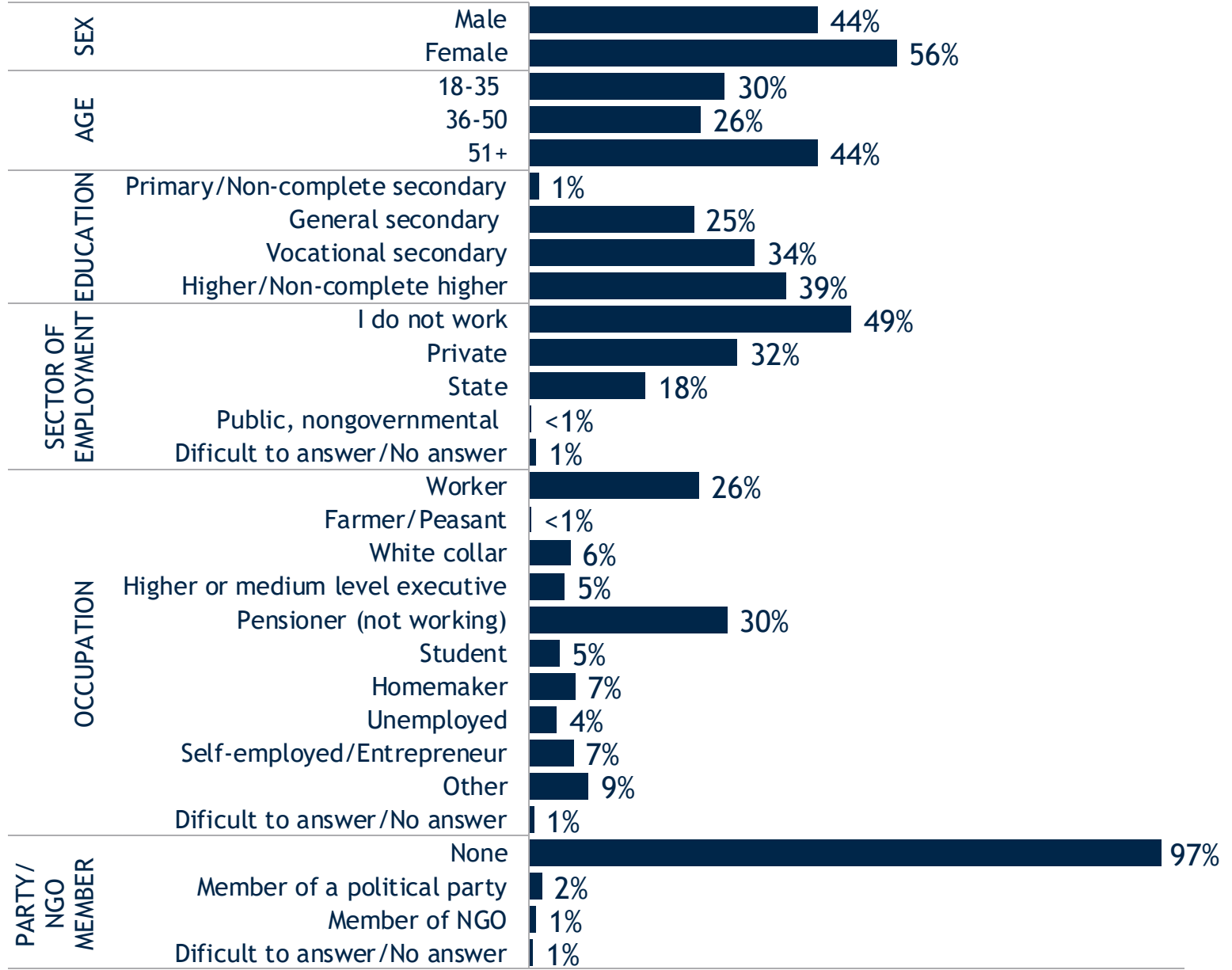




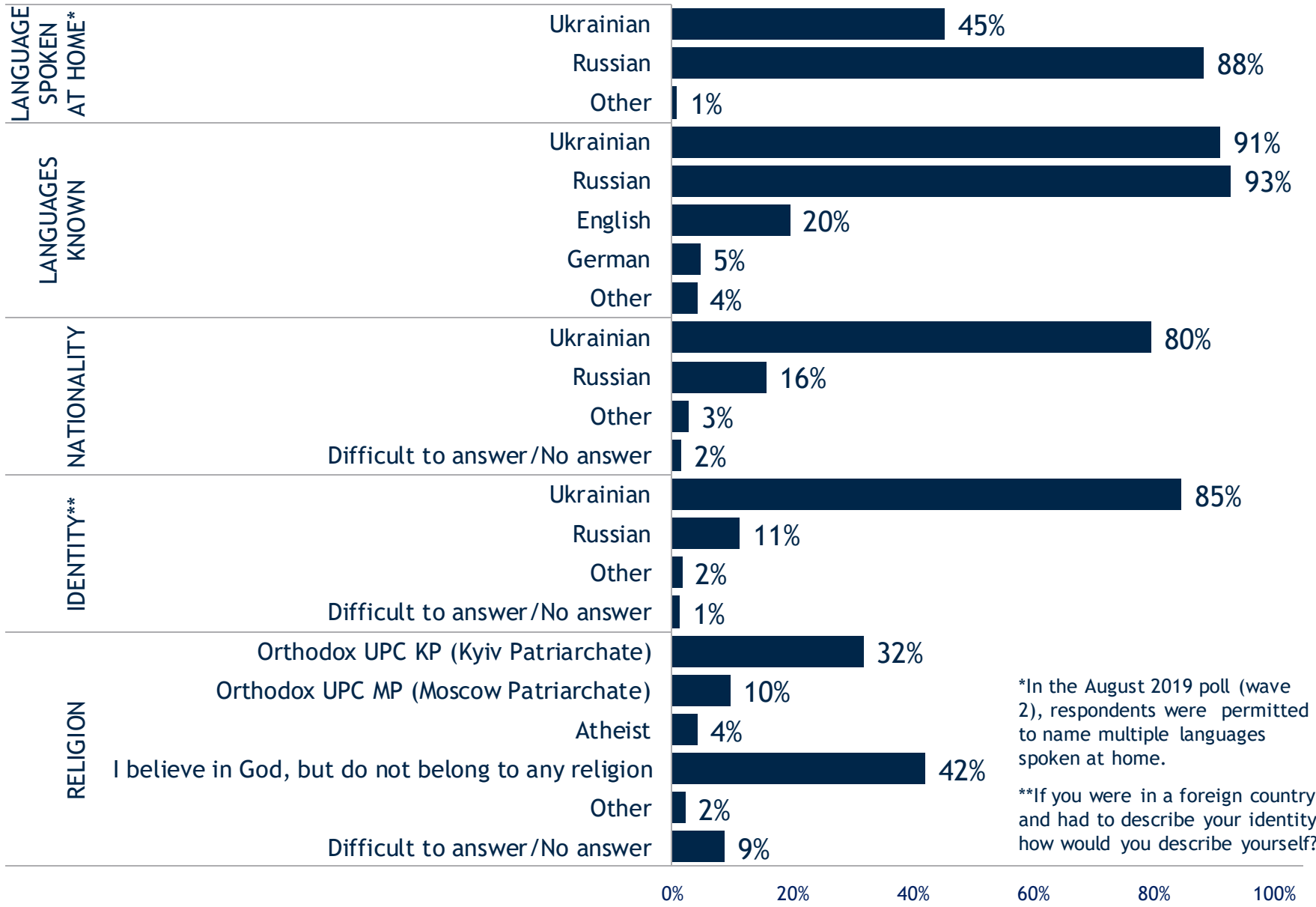
Demographics



Demographics



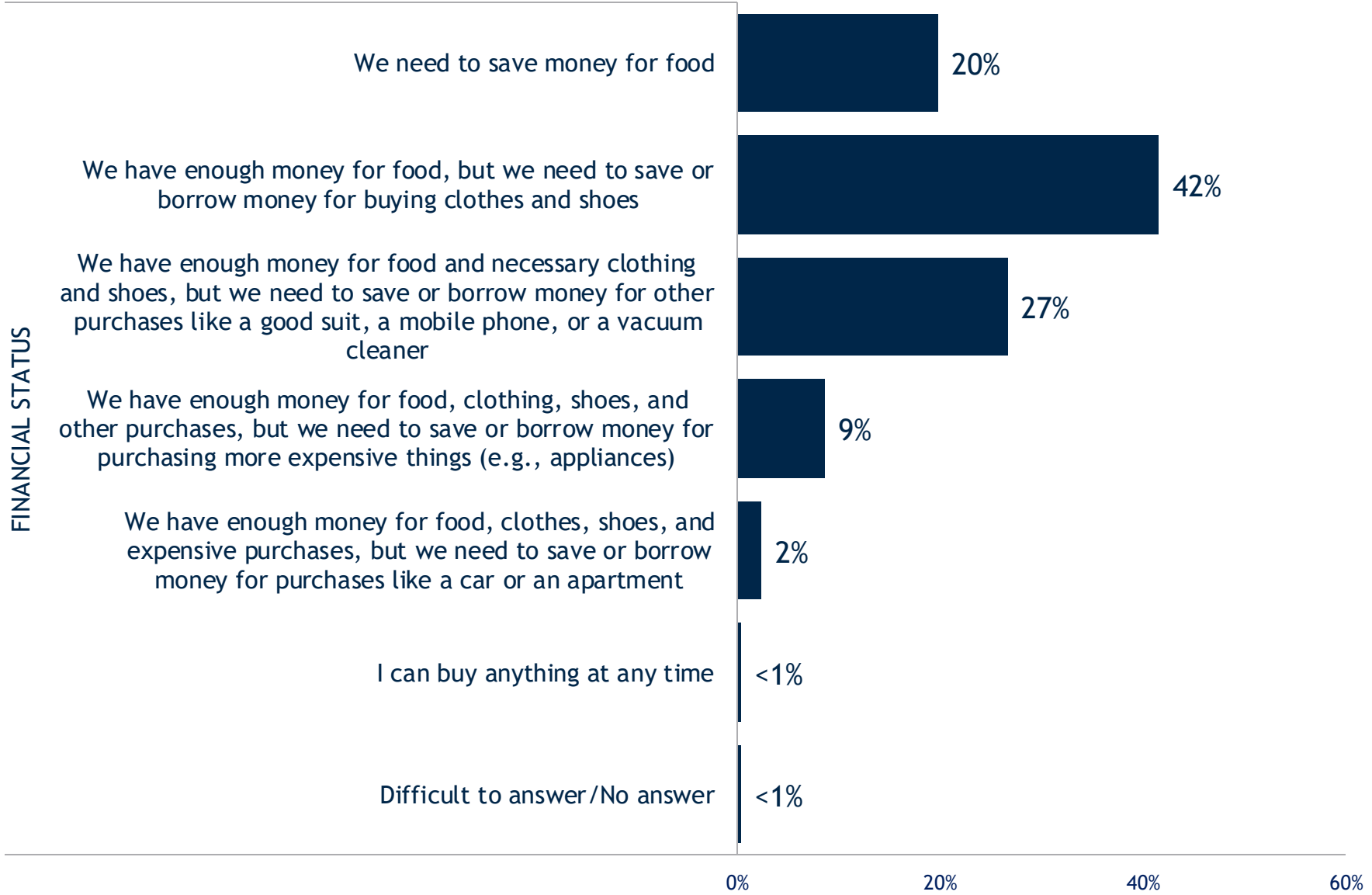
Demographics



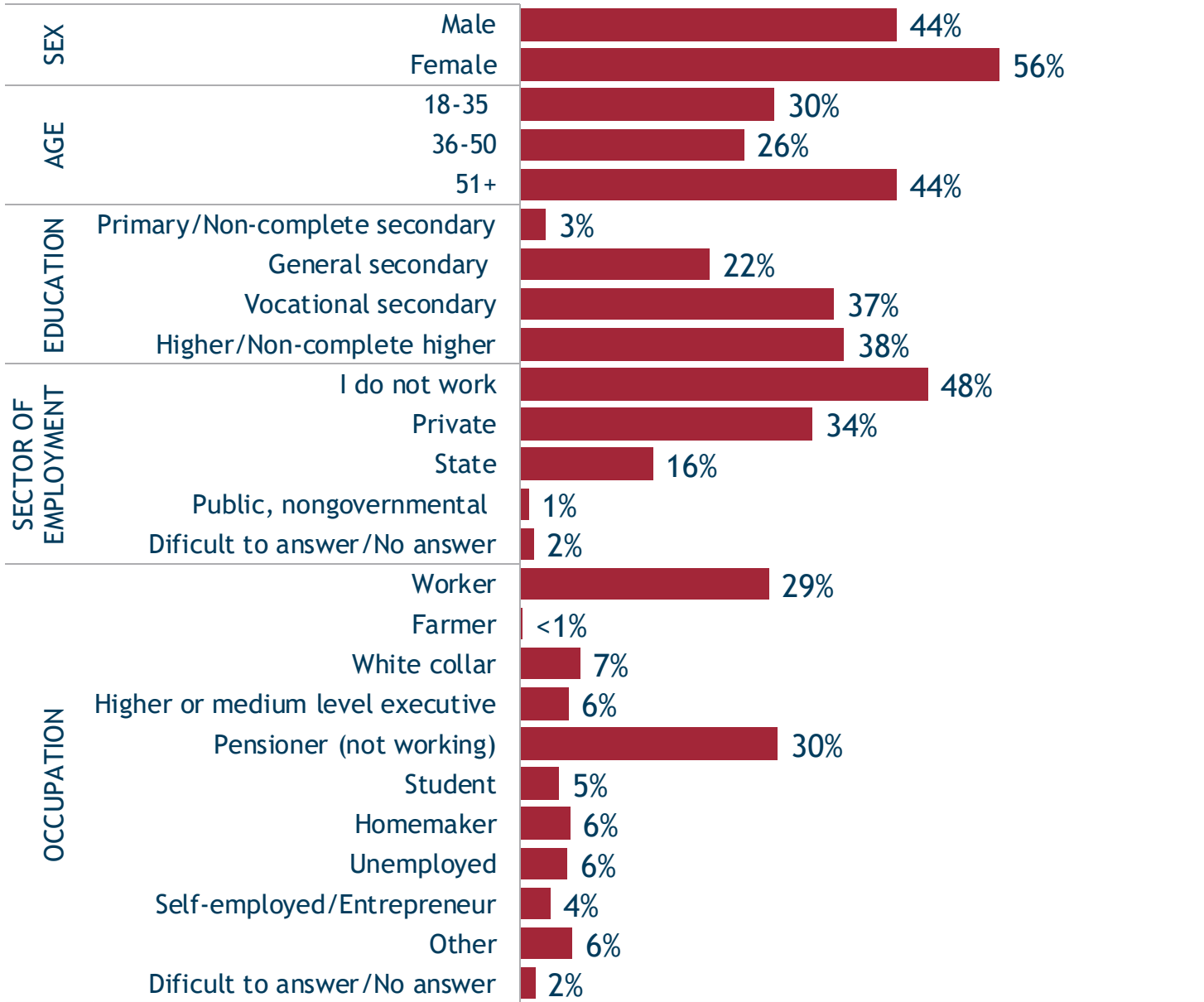
*In the August 2019 poll (wave 2), respondents were permitted to name multiple languages spoken at home.

**If you were in a foreign country and had to describe your identity how would you describe yourself?

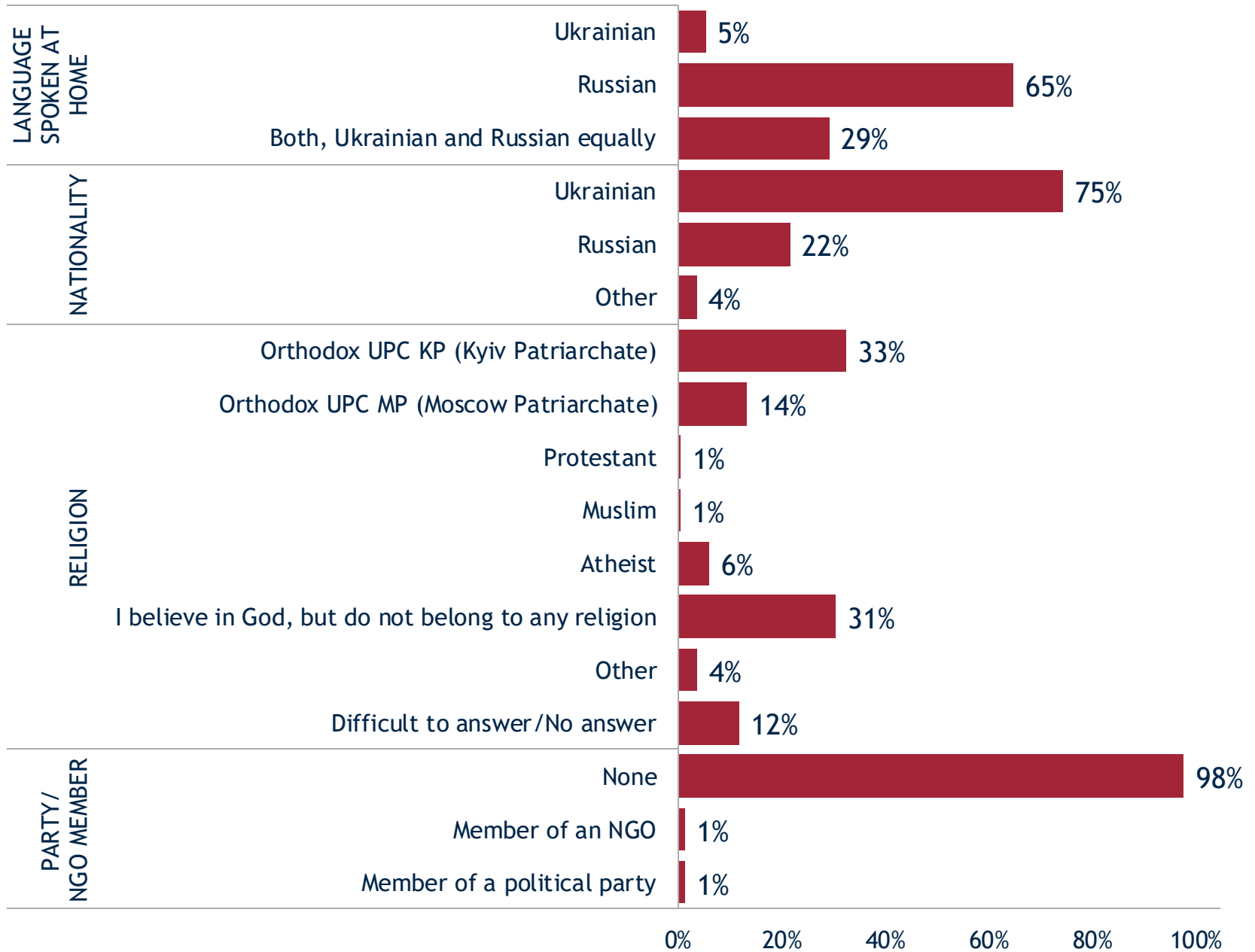
Demographics



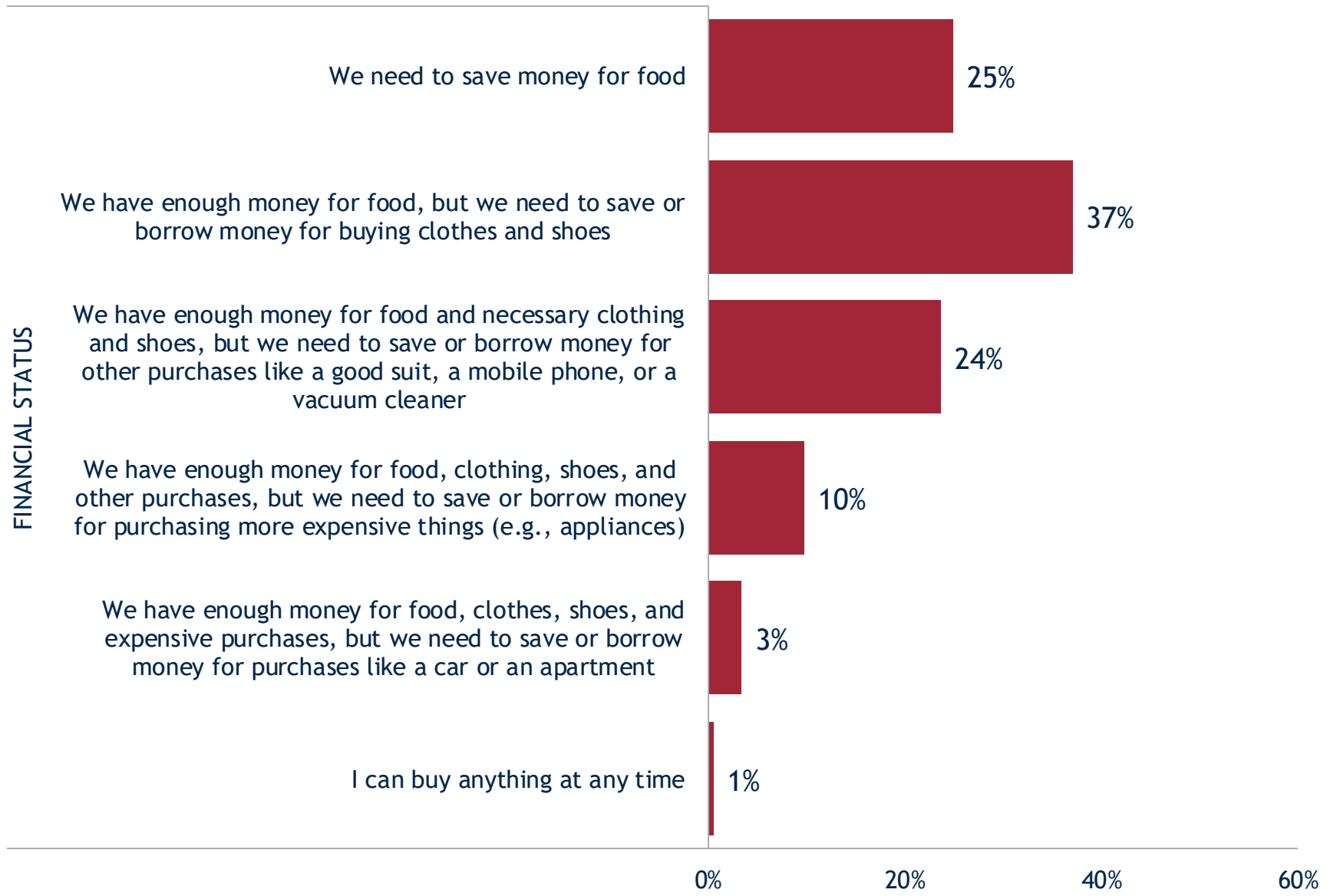
Demographics



Demographics



Demographics



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