

Resilience

Listening to Ukraine: Access to social services and income support

The World Bank is conducting monthly **“Listening to Ukraine”** telephone surveys to provide insights into critical service delivery, population wellbeing including the impact of Russia’s invasion, and public opinion.

How are surveys conducted?

The surveys are facilitated by the Kyiv International Institute of Sociology, which draws from a representative sample of the Ukrainian population in 2021. The monthly surveys started in April 2023, and average 1,500 respondents per month.

Key Findings from Surveys, April-June 2023

- The war has displaced millions, damaged people’s assets, disrupted utility services, and caused significant losses of lives and livelihoods.
- Many Ukrainians are in financial distress.
- But vulnerable households are supported.
- Schools and health clinics remain open.

Many households are in a worse financial situation than before the war

Around **40%** of survey respondents had to move because of the war.

Almost **25%** of respondents remain internally displaced.

One-fifth of respondents reported damages to their property.

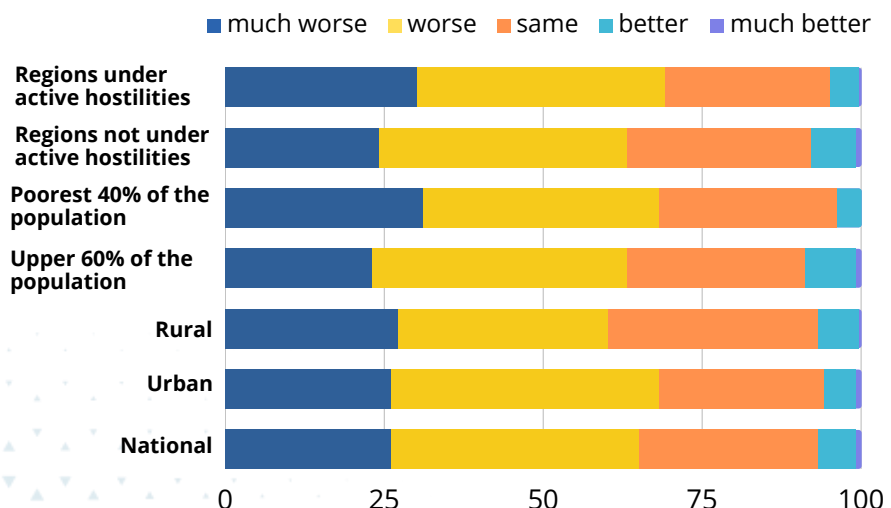
Electricity outages were rarely reported, but **17% of people** experienced water service disruption in the past month.



Many Ukrainians are in financial distress

- **Two-thirds of respondents** said they were financially worse off than before the war, due to reduced employment, lower earnings, and high inflation.
- **One-fifth of working age respondents** had done paid work in the past week, and a similar share was looking for a job.
- **One-third of people** had no savings to draw on.
- To cover basic needs, **17%** had to borrow in the past month, **3%** had to sell assets. **25%** were in arrears.

Financial wellbeing compared to 2 years ago (%)



Vulnerable households are supported

- Pension and social assistance make up more than **70% of household income** for the poorest **40% of people**.
- **54% of respondents** received pension payments in the past month, **26%** received social assistance, and about **13%** received IDP benefits.
- **90% or more** received social payments with no disruption in accessing the payment.
- Pension and social assistance together make up about half of total income, compared to **42%** coming from wages.

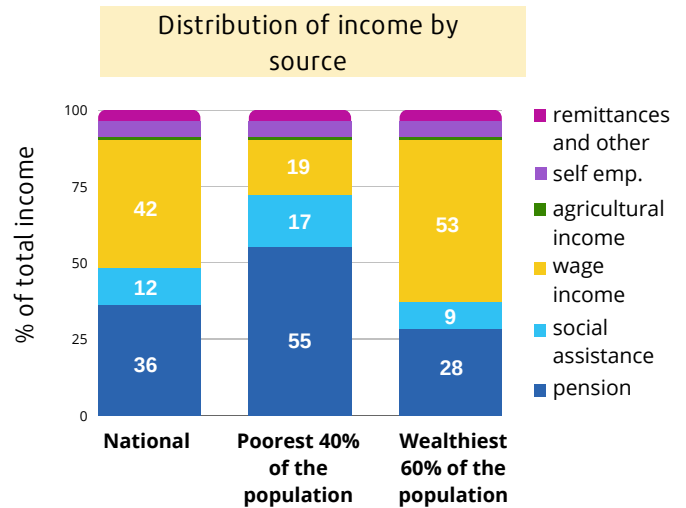
Education continues

- Education continues for children aged 6-18, through **in-person, remote, or blended learning**.
- In the regions under hostilities, education is delivered remotely.
- About **one-third of people** experienced disruption in access to learning in the past month, due to internet connection issues and war-related reasons, such as access to schools.
- In the regions under hostilities, **more than half reported** such disruptions.

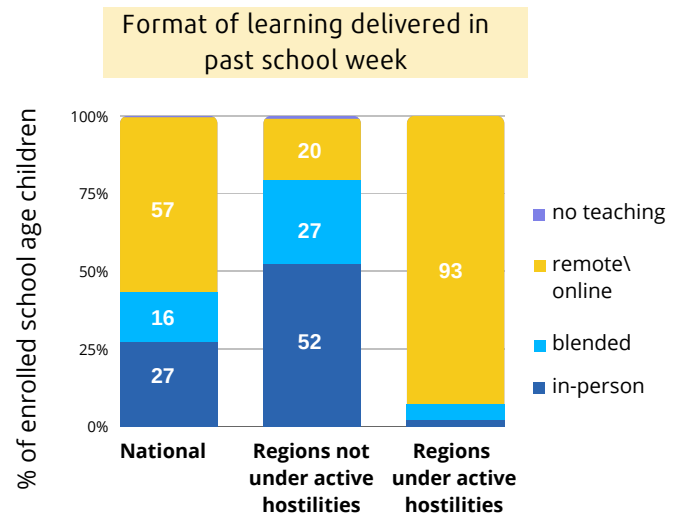
Health clinics are open

- **9 out of 10 people** reported that community health clinics were open.
- **8 out of 10 people** said that clinics were open in regions under hostilities.
- **35% of people** said they had used public health services in the past month.
- Close to **80%** of them were satisfied with received services.

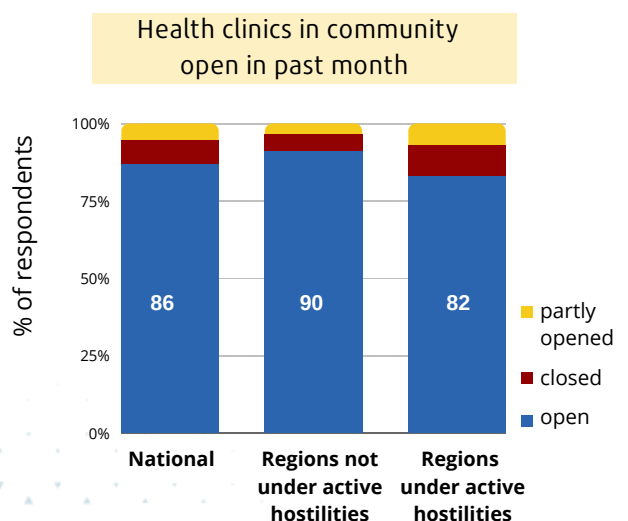
Pensions and social assistance are now key to support household income, especially among poorer families



Schools remain open



Community health clinics are open, even in regions under hostilities



Source: World Bank Listening to Ukraine April-June 2023. Note: the poorest 40% and the wealthiest 60% denote the income distribution in the survey. Regions under hostilities refer to the oblasts that have communities in the areas of combat operations or under temporary occupation or blockade: Donetsk, Kharkiv, Kherson, Luhansk (no respondent), Zaporizhzhia, Dnipropetrovsk, Mykolaiv, Sumy, and Chernihiv.