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# INTENTIONS SURVEY OF REFUGEES FROM UKRAINE IN CROATIA

## QUESTIONNAIRE

### INTRODUCTION AND CONSENT

*On behalf of UNHCR (the United Nations Agency for Refugees), we are conducting interviews with refugees from Ukraine to better understand their profiles, current situation as well as their future plans and expectations. We would like to use the information to identify gaps in services to them, and we will only share aggregated results with humanitarian actors responding to the Ukrainian displacement crisis.*

*The interview will last around 15 minutes and is anonymous.*

#### Do you agree in taking part of the interview?

1. Yes
2. No, I do not agree to take part *[QUESTIONNAIRE TERMINATES]*

#### In which language do you want to be interviewed? *[Select one]*

1. In Ukrainian
2. In Russian
3. English

#### Were you living in Ukraine as a resident on the 23rd of February 2022?

1. Yes
2. No *[QUESTIONNAIRE TERMINATES]*

#### What is your age? *[INSERT AGE IN YEARS] [IF <18 YEARS QUESTIONNAIRE TERMINATES]*

#### In which country are you currently: *[Select from list]*

### DEMOGRAPHIC PROFILE

#### 1. What gender do you identify yourself with? *[Select one]*

1. Male
2. Female
3. Other
99. Prefer not to answer

#### 2. What is your nationality / citizenship? *[Up-to two nationalities allowed]*

1. Ukrainian
2. Russian
3. Other
4. Stateless
5. Nationality Undetermined
99. Prefer not to answer

#### 3. How well can you speak the primary language spoken in your current location? *[Select one]*

1. Very well
2. Well
3. Not well
4. Not at all
99. Prefer not to answer

#### 4. What is the highest level of formal education you have attained? *[Select one]*

1. No education
2. Primary
3. Secondary
4. Technical or Vocational
5. Bachelor (first level of higher education)

6. Specialization (second level of higher education)
7. Master degree (second level of higher education)
8. Doctorate (third level of higher education, scientific)
99. Prefer not to answer

**5. How many persons (including yourself) who left Ukraine after 23<sup>th</sup> February of 2022 are there in your household currently living together and sharing expenses?** *[Write down number]*

**6. Can you please tell me the age and gender of each of the other household members currently living with you, and indicate what is your relationship with each of them?**

**6.1 Age:** *[Write down number. If prefer not to answer, please write down 999]*

**6.2. Gender** *[Select one]*

1. Male
2. Female
3. Other
99. Prefer not to answer

**6.3. Relationship with respondent** *[Select one]*

1. Spouse / Partner
2. Son/daughter
3. Other relatives
4. Other non-related
99. Prefer not to answer

*[FOR HOUSEHOLD MEMBERS BETWEEN 3-18 YEARS]*

**6.4. Does he/she currently attend school or pre-school (either in person or online)?** *[Select one]*

1. Yes *[Proceeds to 6.5]*
2. No *[Proceeds to next person]*
99. Prefer not to answer

**6.5. Where does he/she attend school or pre-school?** *[Select one]*

1. Formal school in this country
2. Online/remote learning in Ukrainian curriculum
3. Both
99. Prefer not to answer

**7. Do you or any of the household members currently living with you need care due to a long-term physical or mental illness or disability?** *[Select one]*

1. Yes
2. No
99. Prefer not to answer

**8. Is any of the following relatives currently living in Ukraine:** *[Select all that apply]*

1. Spouse / Partner
2. Son(s)/daughter(s)
3. Other relatives
4. None *[Proceeds to 10]*
99. Prefer not to answer

**9. Do you expect any of your relatives currently living in Ukraine to join you in this country within the next 3 months?** *[Select one]*

1. Yes
2. No
3. Do not know
99. Prefer not to answer

## INFORMATION ABOUT PLACE OF ORIGIN

10. In which Oblast and Settlement of Ukraine were you, personally, living on the 23rd of February of 2022? *[Select from list]*

10.1 Oblast: *[Select from list]*

10.2 Settlement: *[Select from list]*

11. When did you first leave Ukraine after the onset of the war? *[Select month/year]*

12. In Ukraine, were you living in a dwelling (house, apartment) owned by you or any member of your household? *[Select one]*

1. Yes *[Proceeds to 13]*
2. No *[Proceeds to 15]*
3. I don't know *[Proceeds to 15]*
99. Prefer not to answer *[Proceeds to 15]*

13. What is the status of the dwelling (house, apartment) that you were living in Ukraine? *[Select one]*

1. Fully damaged / destroyed *[Proceeds to 15]*
2. Partially damaged / destroyed but uninhabitable *[Proceeds to 15]*
3. Partially damaged / destroyed, but habitable *[Proceeds to 14]*
4. Intact *[Proceeds to 14]*
5. Do not know *[Proceeds to 15]*
99. Prefer not to answer *[Proceeds to 15]*

14. What is the occupational status of the dwelling (house, apartment) that you were living in Ukraine? *[Select one]*

1. Unoccupied
2. Occupied with my/our consent
3. Occupied without my/our consent
4. Rented
5. Sold by me or a member of my household
6. Sold by someone else
7. Other *[PLEASE SPECIFY]*
8. I do not know
99. Prefer not to answer

## SITUATION IN HOST COUNTRY

15. What motivated you to come to this country? *[Maximum of 3 answers can be selected]*

1. Is close from my current location
2. I wanted to stay close to home
3. Have family or friends here
4. Due to the language spoken
5. Due to accommodation opportunities
6. Due to work opportunities
7. Due to education opportunities
8. Due to specific health needs
9. Due to benefits and support
10. Due to temporary protection / asylum procedure
11. Not planned / no particular reason
12. Other *[PLEASE SPECIFY]*
99. Prefer not to answer

16. When did you arrive to this country? *[Select month/year]*

17. Did you register for any of the following in this country: *[Select all that apply]*

1. Temporary Protection
2. Asylum / Refugee Status
3. Residence Permit / Visa
4. Other type of legal status
5. None
99. Prefer not to answer

**18. In which type of accommodation arrangement do you currently live?** *[Select one]*

1. Accommodation centre (collective site, transit centre, reception centre)
2. Hotel / hostel (provided by Government)
8. Hotel / hostel (renting on my own)
3. Hosted by relatives or close friends
4. Hosted by a local family (unrelated)
5. Sharing an apartment / house with other refugees
6. Private apartment / house, renting on my own
9. Private apartment / house, rent subsidized by the Government
10. Private apartment / house, that we/I own
7. Other
99. Prefer not to answer

**19. How long are you planning to stay in your current accommodation?** *[Select one]*

1. Less than 1 month *[Proceeds to 20]*
2. Between 1 and 3 months *[Proceeds to 20]*
3. More than 3 months *[Proceeds to 21]*
4. No specific time limit *[Proceeds to 21]*
5. Until I secure a long-term accommodation *[Proceeds to 21]*
6. Don't know *[Proceeds to 21]*
99. Prefer not to answer *[Proceeds to 21]*

**20. For what reason are you planning to leave your current accommodation?** *[Select one]*

1. Have been asked to leave
2. Rental/grace period runs out
3. Free accommodation program ends
4. Cannot afford to pay the rent
5. I'm looking for long-term accommodation
6. Have found another accommodation
7. Don't feel safe in my current accommodation
8. Do not have enough space in current accommodation
9. Planning to move to another city
10. Not planning to stay in this country
11. Other *[PLEASE SPECIFY]*
99. Prefer not to answer

**21. What is your current main activity (in this country, including remote work)?** *[Select one]*

1. Formal employment (i.e. with a contract and paying social security) *[Proceeds to 22]*
2. Informal employment *[Proceeds to 22]*
3. Self-employed / Own-business *[Proceeds to 22]*
4. Supporting family business *[Proceeds to 22]*
5. Apprentice / Intern / Volunteer *[Proceeds to 25]*
6. Professional training / courses *[Proceeds to 25]*
7. Unemployed, looking for job *[Proceeds to 25]*
8. Full-time caregiver, not looking for a job *[Proceeds to 26]*
9. Retired *[Proceeds to 26]*
10. Full-time student *[Proceeds to 26]*
11. None, due to illness or disability *[Proceeds to 26]*
12. Other *[PLEASE SPECIFY]* *[Proceeds to 26]*
99. Prefer not to answer *[Proceeds to 27]*

**22. In which modality are you working?** *[Select one]*

1. In person in this country
2. Remotely (employer / business in this country (the host country))
3. Remotely (employer / business in Ukraine)
4. Remotely (employer / business in another country other than this country and Ukraine)
99. Prefer not to answer

**23. What is your occupation in that job?** *[Select one]*

1. Manager (e.g. directors, senior officials)
2. Professional (e.g. lawyer, doctors, nurses, teachers, accountants)
3. Technician and associate professional (e.g. sales and purchasing agents, religious associate professionals)

- 4. Clerical support worker (e.g. general secretaries, customer service clerks)
- 5. Services and sales worker (e.g. cooks, hairdressers, protective services)
- 6. Skilled agricultural, forestry and fishery worker (e.g. gardeners, farmers, fishers, gatherers)
- 7. Craft and related trades worker (e.g. metal workers, repairers, woodworkers, electronic installers)
- 8. Plant and machine operator, assembler (e.g. truck/ bus drivers, mining/ rubber machine operators)
- 9. Elementary occupation (e.g. cleaners, mining/ construction labourers, street vendors, refuse workers)
- 10. Armed forces occupation
- 11. Other *[PLEASE SPECIFY]*
- 99. Prefer not to answer

**24. Is your current occupation at the same, higher or lower level than in your previous job in Ukraine?** *[Select one]*

- 1. Higher level
- 2. Same level
- 3. Lower level
- 4. Was not working in Ukraine
- 5. Don't know
- 99. Prefer not to answer

**25. Which difficulties have you encountered finding work in this country?** *[Select all that apply]*

- 2. Lack of documentation
- 3. Lack of decent employment opportunities (e.g. adequate salaries, working hours, formal work)
- 4. Lack of employment opportunities suited to my skills
- 5. Lack of employment opportunities for someone of my age
- 6. Lack of knowledge of local language
- 7. Lack of access to childcare services
- 8. Lack of education / skills recognition
- 9. Lack of information on how to access the labour market
- 10. Lack of registered address / location
- 11. Not planning to stay in this country
- 12. Discrimination
- 13. Other *[PLEASE SPECIFY]*
- 14. None
- 99. Prefer not to answer

**26. What were the sources of your household's income last month (from yourself or any household member currently living with you)?** *[Select all that apply]*

- 1. Savings
- 2. Salary from employment
- 3. Income from self-employment
- 4. Pension from Ukraine
- 5. Governments' social protection programmes or benefits (e.g. housing subsidies, cash assistance, unemployment support, etc)
- 6. Cash assistance from humanitarian organizations (e.g. NGOs, UN agencies)
- 7. Income from investment, savings, insurance or property
- 8. Loans or credits
- 9. Transfers from relatives or friends in Ukraine
- 10. Transfers from relatives or friends outside of Ukraine
- 11. Other sources *[PLEASE SPECIFY]*
- 12. None
- 99. Prefer not to answer

**27. During the last 3 months, was your household's income enough to meet basic needs (housing, food, basic commodities, school or medical expenses) for you and the other household members currently living together?**

- 1. Completely
- 2. Mostly
- 3. Moderately
- 4. A little
- 5. Not at all
- 99. Prefer not to answer

**INTENTIONS**

**28. Have you been back to Ukraine after you first left?** *[Select one]*

1. Yes, only once *[Proceeds to 29]*
2. Yes, more than once *[Proceeds to 29]*
3. Never *[Proceeds to 30]*
99. Prefer not to answer *[Proceeds to 30]*

**29. What was the main reason why you went back to Ukraine?** *[Select one]*

1. To check on the situation
2. To check on my property
3. To visit relatives (e.g. spouse, children, extended family) / friends in Ukraine
4. To help relatives / friends to evacuate
5. Volunteer work / support
6. To get personal supplies
7. To obtain documentation
8. To access healthcare
9. Was asked to return by employer
10. To take care of other family matters
11. Other *[PLEASE SPECIFY]*
99. Prefer not to answer

**30. Do you plan to go back to Ukraine in the next 3 months?** *[Select one]*

1. Yes *[Proceeds to 31]*
2. No *[Proceeds to 35]*
3. I do not know/ I am undecided *[Proceeds to 35]*
99. Prefer not to answer *[Proceeds to last section]*

**31. For how long are you planning to go back?** *[select one]*

1. Permanently / until the situation allows *[Proceeds to 32]*
2. Temporarily / only for a short visit *[Proceeds to 35]*
3. I do not know/ I am undecided *[Proceeds to 35]*

**[PLANNING TO RETURN PERMANENTLY IN THE NEXT 3 MONTHS]**

**32. Whom are you planning to return to Ukraine with?** *[Select one]* *[Prompted only if HH size is > 1]*

1. Alone
2. With all household members currently living with me
3. With some household members while others will remain in this country
99. Prefer not to answer

**33. Why do you plan to return permanently to Ukraine?** *[Maximum of 3 answers can be selected]*

1. Because security situation has improved in the area where I was living before
2. Because security situation has improved in the country
3. Want to reunite with my family in Ukraine
4. I want to go back to my country / live in my cultural environment
5. To take care of my property / housing
6. Have been asked to return to work
7. To access work / livelihood opportunities
8. To access to adequate basic services (health, water, power, etc.)
9. To provide education for my children
10. To access specialized services to cater for my specific needs (such as disability, special medical need, elderly requiring care etc.)
11. Because of problems accessing legal status / residence permit in this country
12. Because I / my family face problems in this country (e.g. discrimination, harassment, exploitation, abuse against children or women)
13. Because I / my family haven't found a stable accommodation arrangement in this country
14. Because I / my family lack access to basic services or assistance in this country (e.g. food, water, health, education, shelter, etc.)
15. Because I have used up all my savings / cannot afford to live in this country anymore
16. To obtain humanitarian assistance in Ukraine
17. Because my family has decided to return
18. Other *[PLEASE SPECIFY]*

99. Prefer not to answer

**34. Where will you return to in Ukraine?** *[Select one]*

1. Same place (Settlement) I was living on the 23rd of February of 2022
2. Other place *[Select from list]*
3. I do not know / I am undecided
99. Prefer not to answer

**34bis. Will you return to live with other household members that stayed in Ukraine?** *[Select one]*

1. Yes
2. No
3. Don't have other household members that stayed in Ukraine
4. I do not know / I am undecided
99. Prefer not to answer

*[Proceeds to final section]*

**[NOT PLANNING OR UNDECIDED TO RETURN IN THE NEXT 3 MONTHS]**

**35. Do you hope to return permanently to Ukraine one day?** *[Select one]*

1. Yes *[Proceeds to 36]*
2. No *[Proceeds to 38]*
3. I do not know / I am undecided *[Proceeds to 37]*
99. Prefer not to answer *[Proceeds to 39]*

**36. When do you hope to return permanently to Ukraine?** *[Select one]*

1. Within next 6 months
2. Within 1 year
3. After 1 year
4. When the situation allows
5. Don't know
99. Prefer not to answer

**37. How much your decision on whether to return permanently or not to Ukraine would depend on the following factors:** *(Not at all, A little, Quite a lot, A great deal, Don't know, Not applicable, or Prefer not to answer)*

1. If there are no security concerns in the place where I was living
2. If there is no occupation of the territory in the place where I was living
3. If there is freedom of movement within the country
4. If military conscription has ended
5. If there is an end / political solution to the international armed conflict
  
6. If there is access to my/our property or access alternative housing
7. If there are work/livelihood opportunities
8. If there is access to functioning health services
9. If there is access to electricity / water services
10. If there is access to functioning education services
  
11. If there are problems to obtain / renew legal status in this country
12. If there are problem to access stable decent work opportunities in this country
13. If there are problems to access education facilities / services in this country
14. If there are problems to access health facilities / services in this country
  
15. If I have sufficient resources or support to return and/or reintegrate
16. If I have sufficient information on the situation in the place where I was living
17. If other relatives (e.g. spouse, children, extended family) cannot leave Ukraine
18. If all the household members I'm currently living with are ready to return
19. If other relatives or friends leaving outside of Ukraine are ready to return
  
20. Any other factors *[PLEASE SPECIFY]*
99. Prefer not to answer

*[Proceeds to 39]*

**38. What are the three main reasons why you are not hoping to return permanently to Ukraine?** *[Select the answer(s) that best matches the answer(s) provided by the respondent but do not read them to the respondent. Maximum of 3 answers can be selected]*

1. Because of safety and security concerns (exposure to shelling and armed violence / lack of rule of law / ongoing international armed conflict / fear of resumption of international armed conflict)
2. Due to the occupation of the city/region
3. Because of lack of work / livelihood opportunities
4. Because of inadequate basic services (health, water, power, infrastructure etc.)
5. Because of lack of education for my children
6. Because of lack of adequate housing and/or concerns over my property/housing (i.e. destroyed, damaged, inaccessible, uninhabitable, occupied, etc.)
7. Because I don't have the documents required to return (e.g. passport to be able to cross international borders)
8. Because I don't have enough information about the situation to make a decision
9. Because of lack of specialized services to cater for my specific needs (such as disability, special medical need, elderly requiring care etc.)
10. Because of fears due to my profile (i.e. LGBTI, woman alone, certain political profile, SGBV survivor, ethnic minority, etc.)
11. Because I don't have sufficient resources or support to return and/or reintegrate there
12. Because some of my immediate / extended family do not wish to return
13. Because I no longer have family in Ukraine
14. Because I have found stable work opportunities in this country
15. Because my children are attending school in this country
16. Because I or other household members are accessing health services / treatment in this country
17. Because we feel integrated in this country
18. Other *[PLEASE SPECIFY]*
99. Prefer not to answer

**39. Within the next 3 months, do you plan to stay in this country or moved somewhere else?** *[Select one]*

1. Plan to stay in this country *[Proceeds to last section]*
2. Plan to move to a third country *[Proceeds to 40]*
3. Do not know/ undecided *[Proceeds to last section]*
99. Prefer not to answer *[Proceeds to last section]*

**40. To which country are you planning to go to?** *[Select from list]*

**41. Why do you plan to go to that country?** *[Select the answer(s) that best matches the answer(s) provided by the respondent but do not read them to the respondent. Maximum of 3 answers can be selected]*

1. Is close from my current location
2. Wanted to stay close to home
3. Have family or friends there
4. Due to the language spoken
5. Due to work opportunities
6. Due to lower cost of living
7. Due to education opportunities
8. Due to specific health needs
9. Due to benefits and support
10. Due to accommodation opportunities
11. Due to temporary protection / asylum procedure
12. Other *[PLEASE SPECIFY]*
99. Prefer not to answer

## CONSENT FOR FOLOW-UP

**Do you accept to be part of a smaller group that we will call more regularly to understand your plans and intentions over time? You can opt out at any point if you change your mind in the future.**

1. Yes
2. No

## INTENTIONS AND PERSPECTIVES OF REFUGEES FROM UKRAINE

UNHCR – REGIONAL BUREAU FOR EUROPE

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**Please indicate if you would prefer to be contacted by telephone or by email:**

1. Telephone
2. Email
3. Both

**To which telephone number could we reach you?**

**To which email address could we reach you?**

***THANK YOU FOR YOUR PARTICIPATION!***