



# Kherson: what has changed in 2023–2024

## Online Sociological Survey Report

This research was conducted by the Charitable organization “Community Foundation of Kherson “Zakhyst” as a part of it's 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 it's implementing partners and do not necessary reflect the views of USAID or the United States Government

Reproducing and using any part of this product in any format, including graphic and electronic, copying or any other usage is suitable to reference to the source

October

2024

# Research Background

**Methodology:** an online survey using an interactive structured questionnaire, a relevant link was sent to potential respondents from the database (online research panel of the Kherson community). The sample is 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 Kherson's residents' migration, so it is not possible to assess the given respondent sample representativity. However, there are reasons to believe that the ratio of respondents still residing within the community presented is greater than de facto one, which may affect the research results.

**Research objective:** to find out the dynamics of the attitude of the Kherson residents toward the community's pressing issues.

**Sample size:** 400 respondents.

**Field stage period:** September 10 – 20, 2024.

**Research client:** Community Foundation of Kherson “Zakhyst”.

**Research prepared by:**

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

From July 2023 to September 2024, issues such as employment difficulties (56%), unfair distribution of humanitarian aid (45%), and stray animals (43%) are the community's **three most pressing ones** (excluding Russian bombing).

**Kherson residents regularly incur damage from bombings.** Still, if the property damage dynamics over the past three months are within the reference accuracy (there are no undamaged buildings in hazardous districts), the number of injured and dead members of Kherson residents' families has tripled over the year.

**Kherson residents' emotional and mental states are deteriorating.** In September 2024, the lowest related assessment (1 on a 5-point scale) was reported by 23% of respondents, compared to 8% in November 2023. The economic status of the Kherson residents has also deteriorated to a great extent. In December, 54% claimed that their income had decreased. By September 2024, already 73% reported the same.

**From July 2024 to September 2024, the highest level of trust in Kherson is in the Armed Forces of Ukraine, rescuers, and volunteers** – more than 90% of Kherson residents trust them (that said, 75% of residents are involved in charity themselves). In September 2024, trust in the Armed Forces of Ukraine was again at the 2023 level (with a 5% decline observed in June). Trust in Kherson utility workers (81%) and the police (56%) is also high.

The most complaints about municipal services are usually related to street cleaning, maintenance of multi-apartment buildings and adjacent territories of condominiums, and the functioning of elevators. Still, there are a few complaints related to the provision of water, electricity, and gas to residents.

**The assessment of Kherson entrepreneurs also increased.** In February 2024, 35% of respondents called their activities effective, and 49% in September.

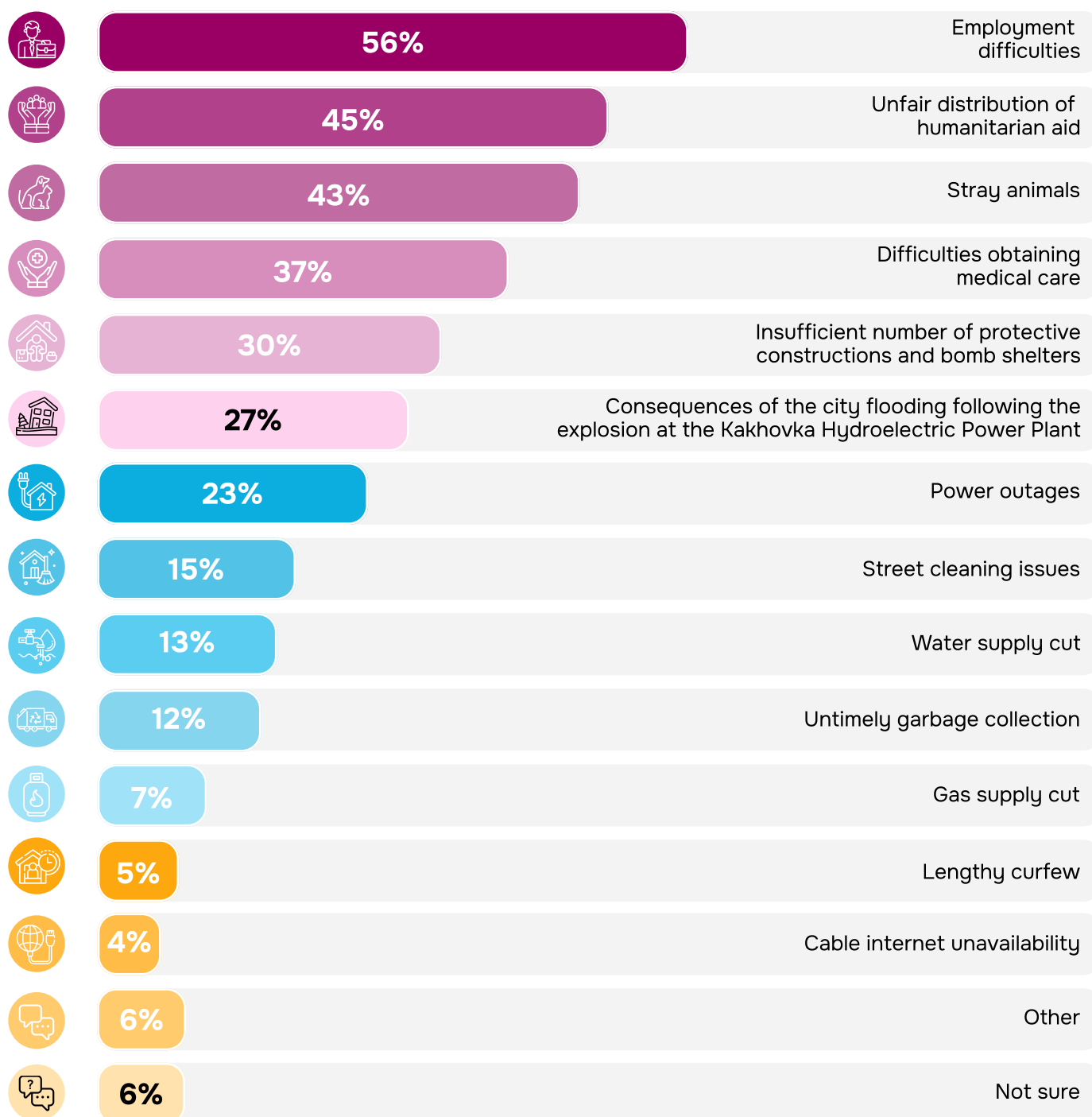
**Three priorities in the community recovery have remained unchanged:** rebuilding the destroyed property (57% in September 2023 and 2024), identifying and bringing traitors and collaborators to justice (53% in September 2023 and 58% in September 2024), and encouraging people to return to the community (from 36% in September 2023 to 42% in September 2024). That said, the number of Kherson residents who are going to return to their communities is constantly decreasing – from 29% in July 2023 to 10% in September 2024.

In September, when speaking about the city's future and answering the question “Do you agree that the post-war recovered Kherson would look the same as it did before the war?”, 26% of respondents answered, “No, I disagree.” In October 2023, there were 35% of them.

# Answer Breakdown

## Rating of community problematic issues (N=400), %

Q.: In your opinion, what problematic issues (apart from bombing) are the most pressing in Kherson and require a priority solution?



## 2023–2024 dynamics

	July 2023	December 2023	June 2024	September 2024
Employment difficulties	53	47	59	56
Unfair distribution of humanitarian aid	47	44	41	45
Stray animals	37	31	37	43
Difficulties obtaining medical care	32	28	29	37
Insufficient number of protective constructions and bomb shelters	31	24	33	30
Consequences of the city flooding following the explosion at the Kakhovka HPP	58	39	44	27
Power outages	18	26	20	23
Street cleaning issues	35	20	15	15
Water supply cut	11	13	8	13
Untimely garbage collection	42	18	15	12
Gas supply cut	9	7	4	7
Lengthy curfew	5	3	7	5
Cable internet unavailability	9	6	5	4
Other	8	9	2	6
Not sure	5	8	6	6

## Assessment of the utility services quality in the community (N=400), %

**Q.:** Assessment of the quality of utility services in the Kherson city community, namely the quality of the following services provided over the previous three months.

### Gas supply



### Water supply and drainage



### Power supply



### Garbage removal



### Maintenance of multi-apartment buildings



### Functioning of elevators



### Street cleaning



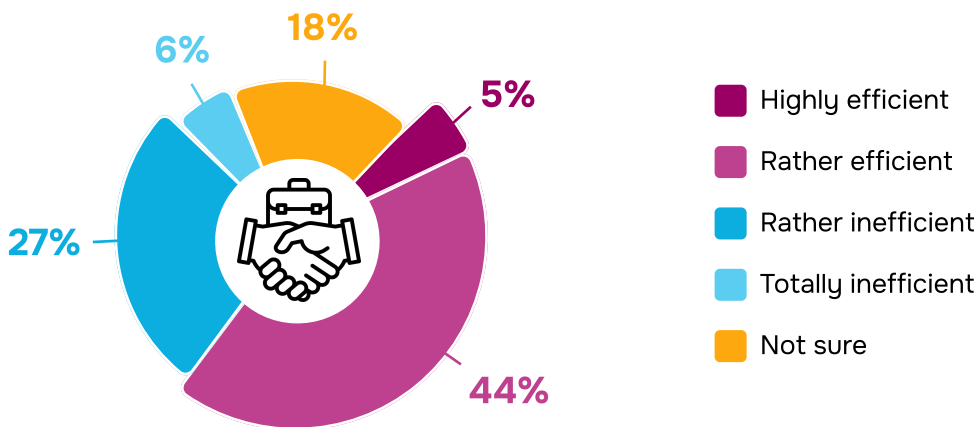
## 2023–2024 dynamics

Average values using a 5-point scale, where 5 is the highest rating and 1 is the lowest



### Assessment of Kherson entrepreneurs' performance (N=400), %

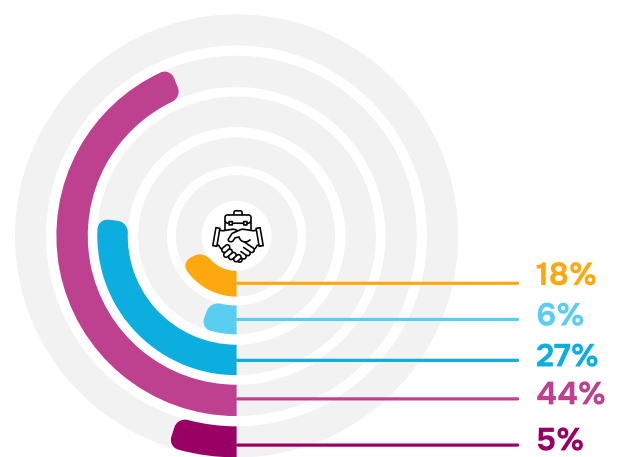
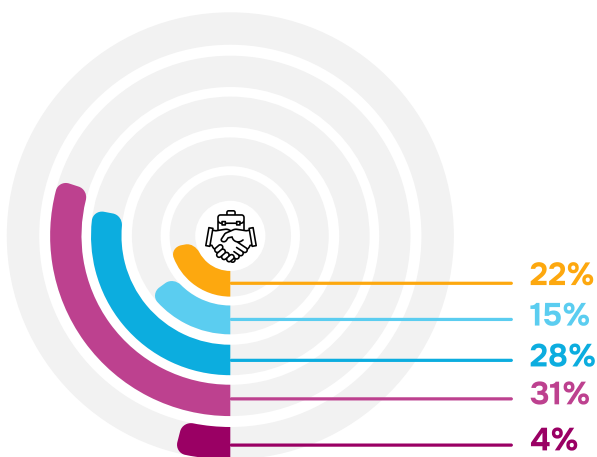
**Q.:** Public assessment of Kherson entrepreneurs' performance.  
 In your opinion, did Kherson entrepreneurs generally meet the needs of Kherson residents during the year?



### 2024 dynamics

February 2024

September 2024

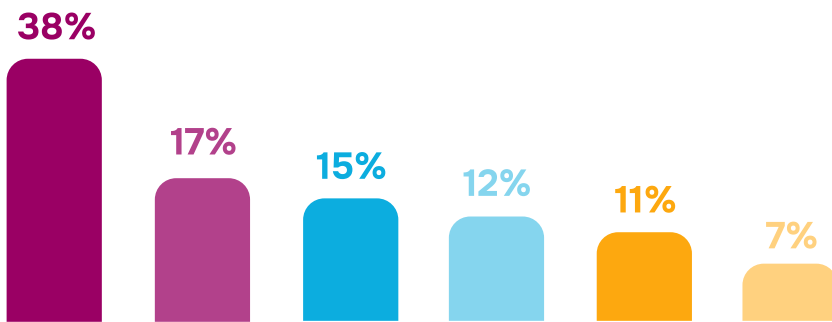


## Renaming (N=400), %

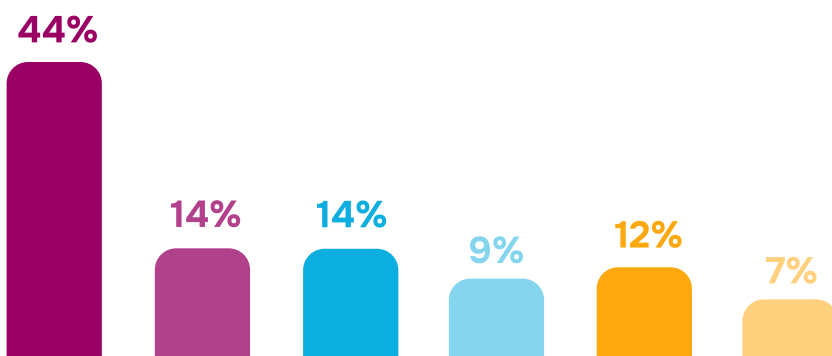
**Q.:** In your opinion, what common ideas related to street renaming should prevail in Kherson?

- Neutral names (Soniachna, Kashtanova, etc.), names associated with a landmark (Fortechna, Hospitalna), numbers
- Return of historical names (existing before 1917 without any imperial meanings)
- An increase in the number of names related to the struggle for the independence of Ukraine
- Introduction of names associated with heroes, cities, and military units involved in the current war with Russia
- An increase in the number of names of famous Kherson residents
- Other

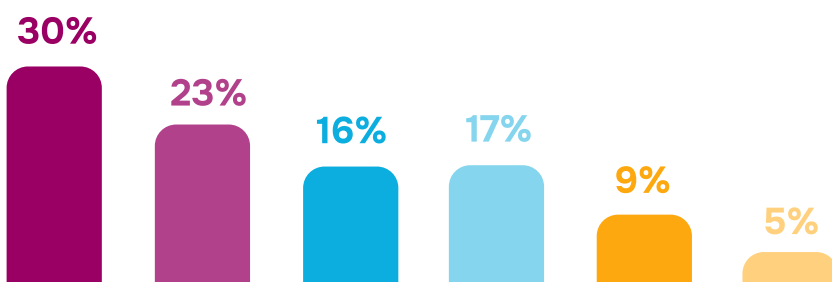
### All respondents



### Residing in Kherson



### Not residing in Kherson



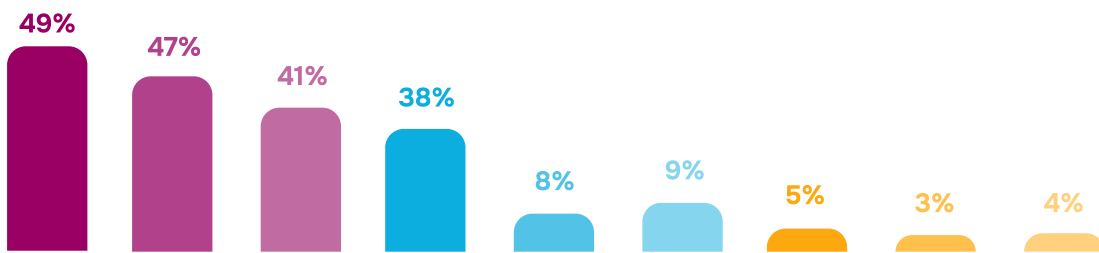


### Assessment of bombing consequences (N=400), %

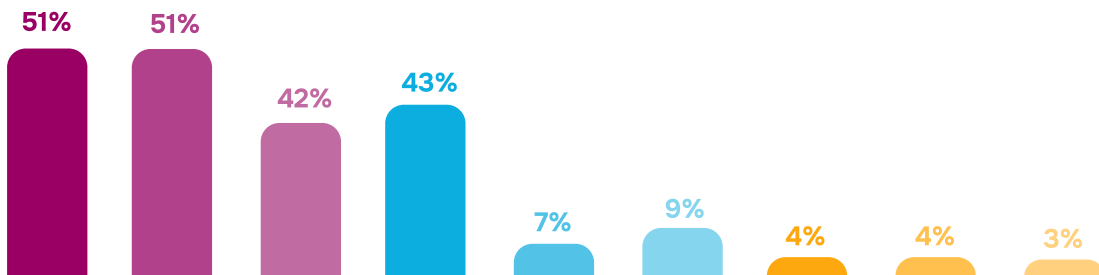
**Q.:** In 2023-2024, what damage (losses) was incurred by you or your family members by Kherson and the Kherson community being bombed?

Multiple choice

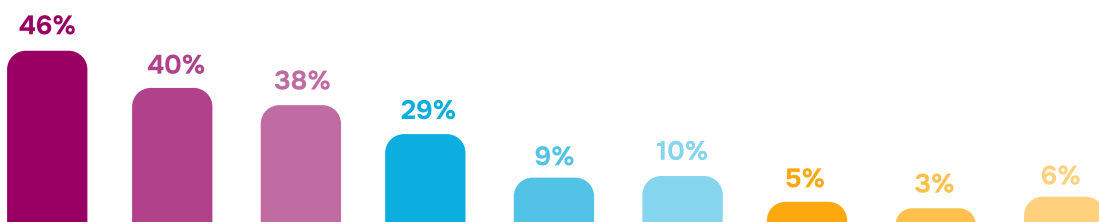
#### All respondents



#### Residing in Kherson



#### Not residing in Kherson



■ Housing (apartment, house) damaged

■ A multi-apartment building, where my apartment is located, or its adjacent territories have been damaged

■ A member of my family or I myself have been injured

■ Other

■ Not sure

■ Bombing has caused me/my family members to develop mental disorders

■ Property (vehicle, support structures, summer cottage, communications) has been damaged

■ There members of my family who have been killed

■ None

## 2023–2024 dynamics

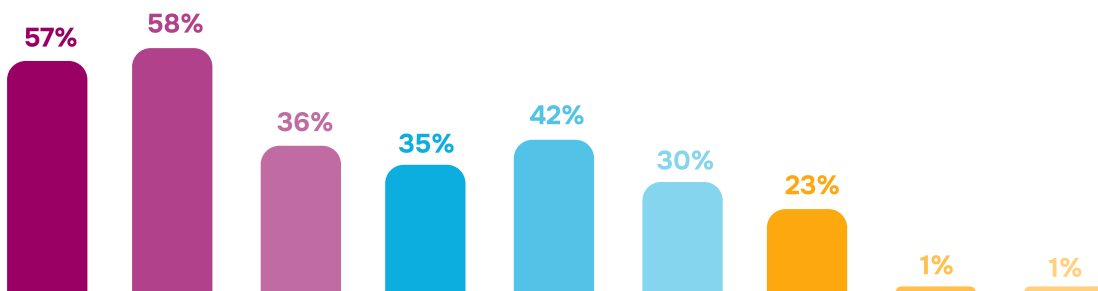
	September 2023	December 2023	June 2024	September 2024
Housing (apartment, house) damaged	35	40	51	49
Bombing caused me / my family members to develop mental disorder	35	40	42	47
A multi-apartment building, where my apartment is located, or its adjacent territories have been damaged	27	33	40	41
Property (vehicle, support structures, summer cottage, communications) has been damaged	23	29	30	38
I or my family members have been injured	3	5	5	8
There members of my family who have been killed	2	4	5	9
Other	6	5	1	5
None	8	6	5	3
Not sure	10	5	4	4

## Assessment of Kherson recovery areas (N=400), %

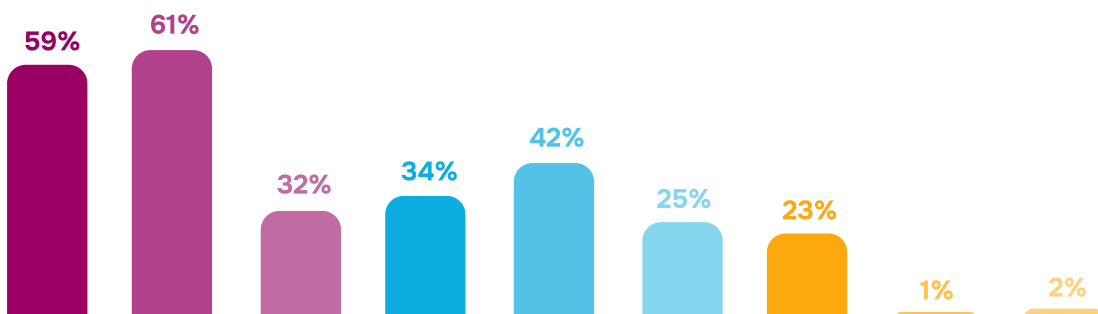
**Q.:** A lot of people are talking about Kherson's recovery.  
Please choose the points to start from from the list, in your opinion  
(choose the three most important points)

- Rebuilding the destroyed property
- Identifying traitors and collaborators
- Developing a recovery concept (plan, strategy)
- Searching for investors
- Encouraging people to return to the community
- Opening city facilities and institutions (schools, hospitals, cultural establishments)
- Establishing communications between people and various institutions
- Other
- Not sure

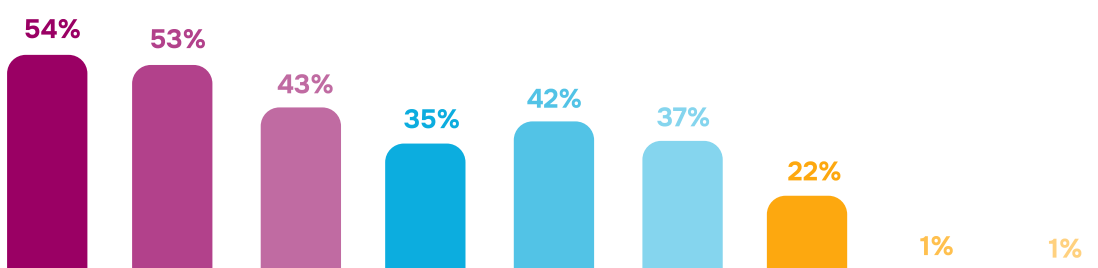
### All respondents



### Residing in Kherson



### Not residing in Kherson



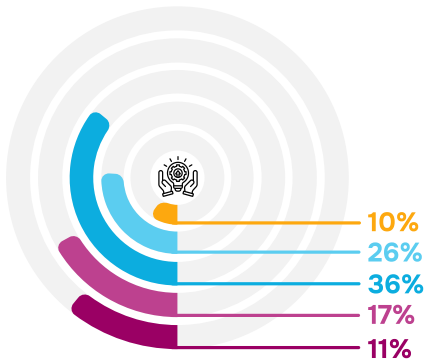
## 2023–2024 dynamics

	October 2023	December 2023	June 2024	September 2024
Rebuilding the destroyed property	57	55	59	57
Identifying and bringing traitors and collaborators to justice	53	52	49	58
Encouraging people to return to the community	36	41	43	42
Developing a recovery concept (plan, strategy)	44	43	33	36
Searching for investors	44	43	31	35
Opening city facilities and institutions (schools, hospitals, cultural establishments, etc.)	31	28	30	30
Establishing communications between people and various institutions	21	17	22	23
Other	9	2	2	1
Not sure	2	1	1	1

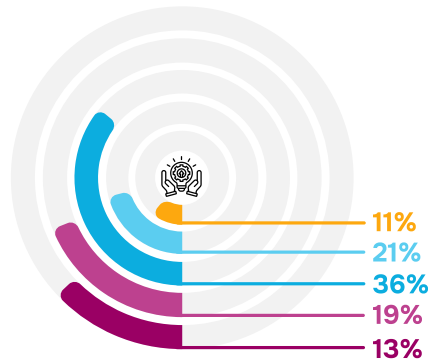
## The future of Kherson (N=400), %

**Q.:** A lot of people are talking about Kherson's recovery. Do you agree that the post-war recovered Kherson will look the same as it did before the war?

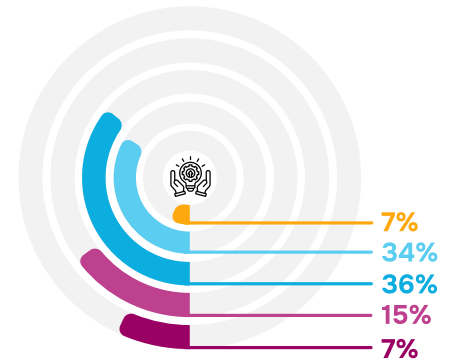
All respondents



Residing in Kherson



Not residing in Kherson



Agree

Rather agree

Rather disagree

Disagree

Not sure

October 2023



September 2024



Agree

Rather agree

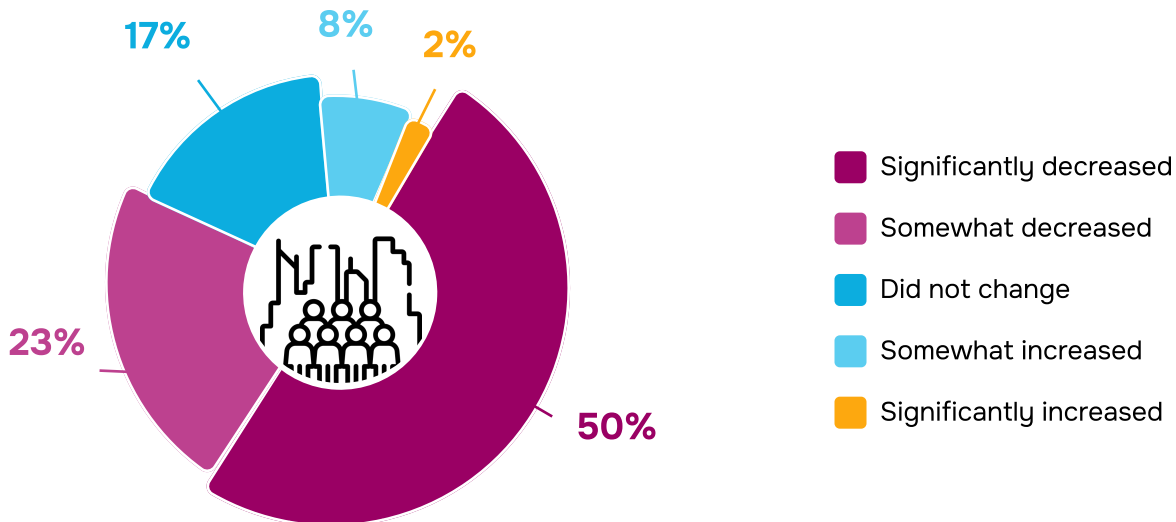
Rather disagree

Disagree

Not sure

### Income of city residents (N=400), %

Q.: How has your income changed compared to the same before the full-scale invasion (given inflation)?



### 2023–2024 dynamics

December 2023

September 2024

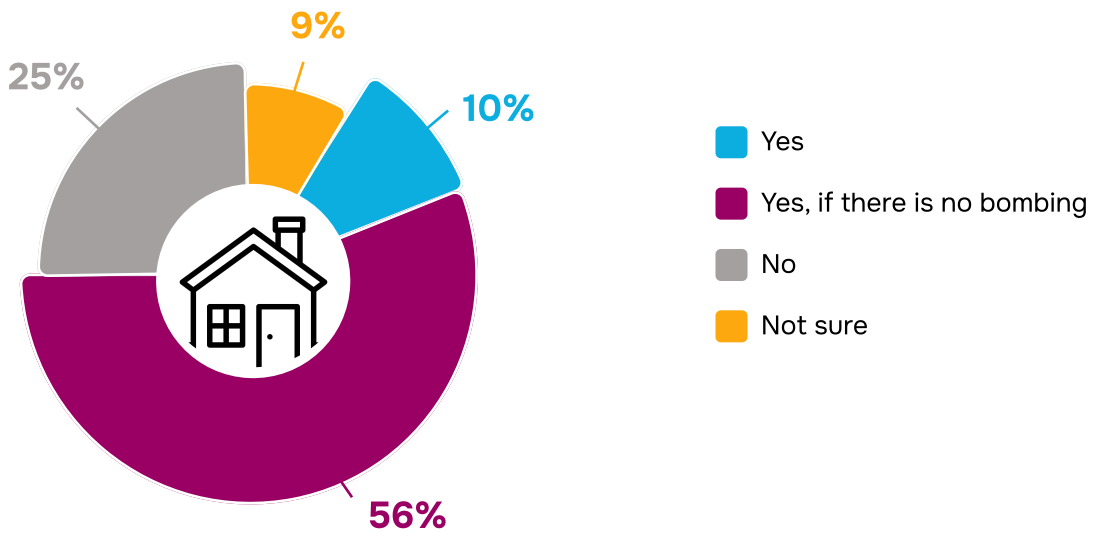


- Significantly increased
- Did not change
- Significantly decreased
- Somewhat increased
- Somewhat decreased

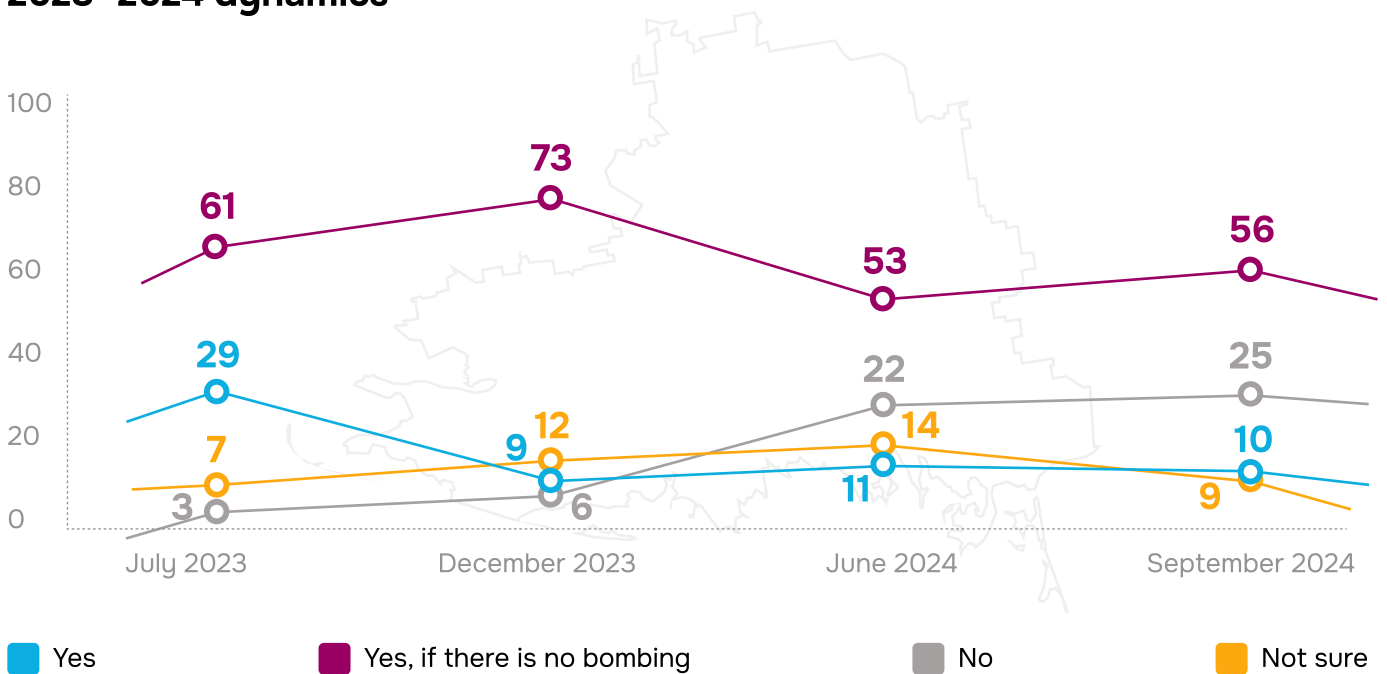
### Intentions to return home (N=400), %

Q.: Are you going to return to Kherson this year?

N = 155 (not residing in Kherson)

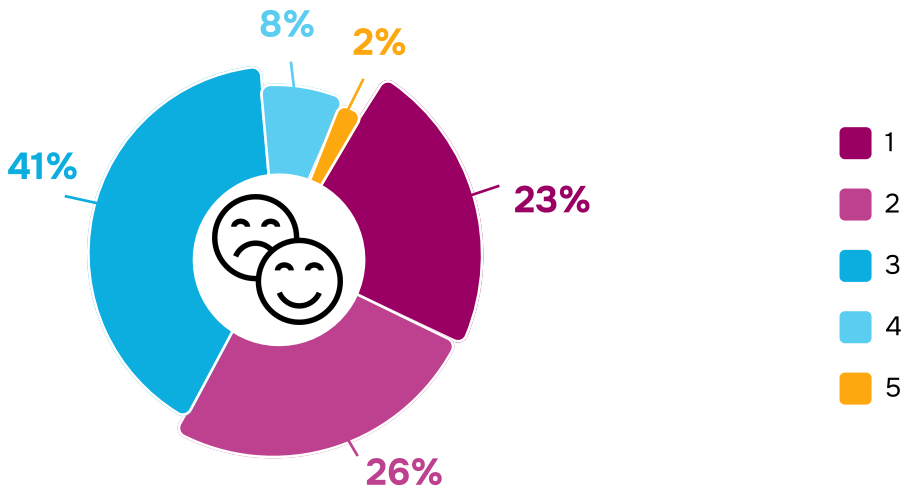


### 2023–2024 dynamics

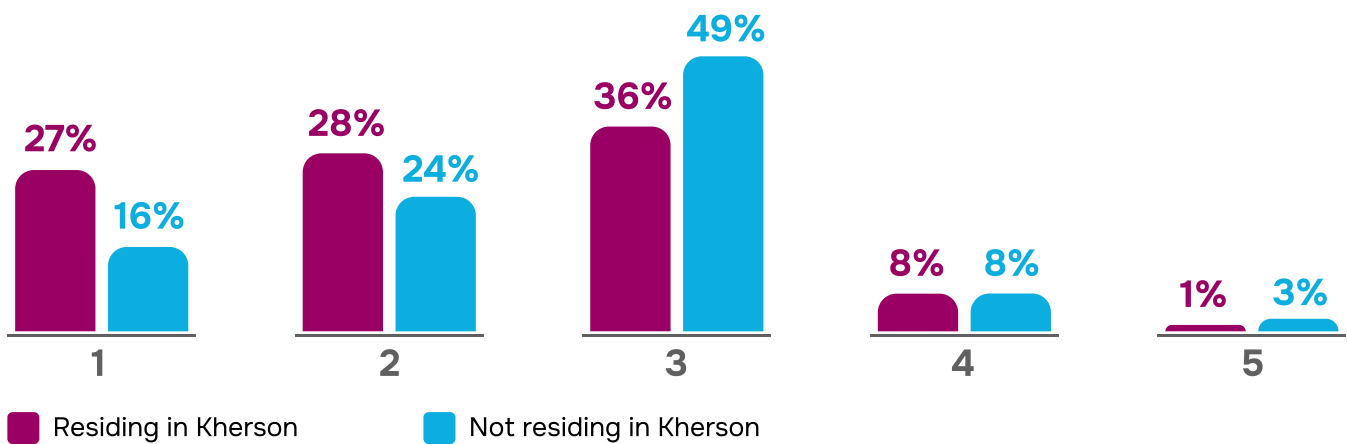


### Emotional and mental state (N=400), %

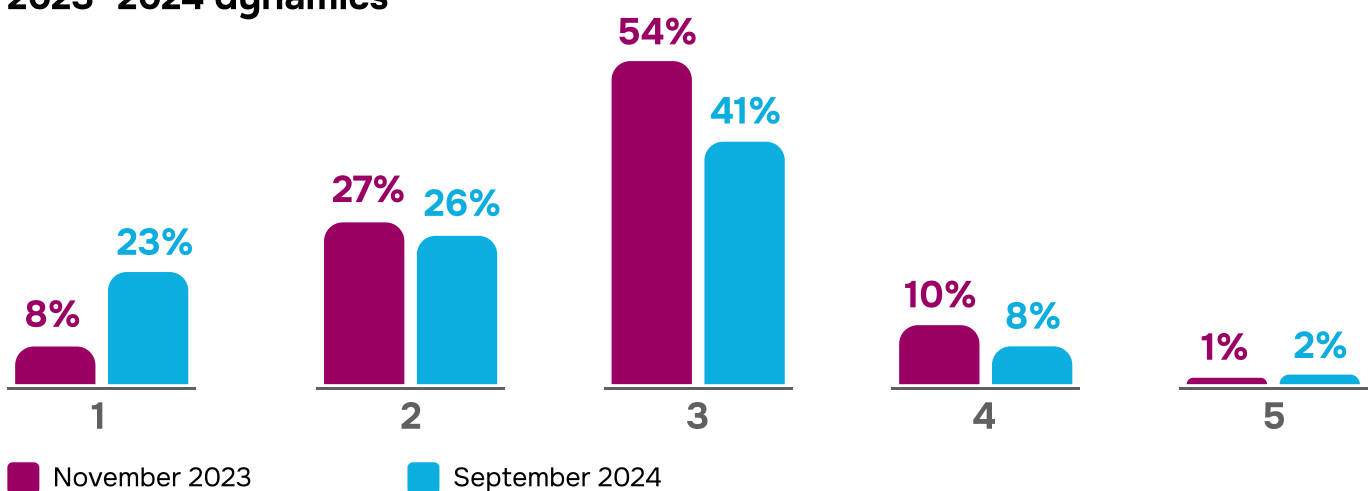
Q.: Please assess your emotional and mental state during the previous month using a scale from 1 to 5, where 1 is the worst rating and 5 is the best.



### Emotional and mental state of different groups



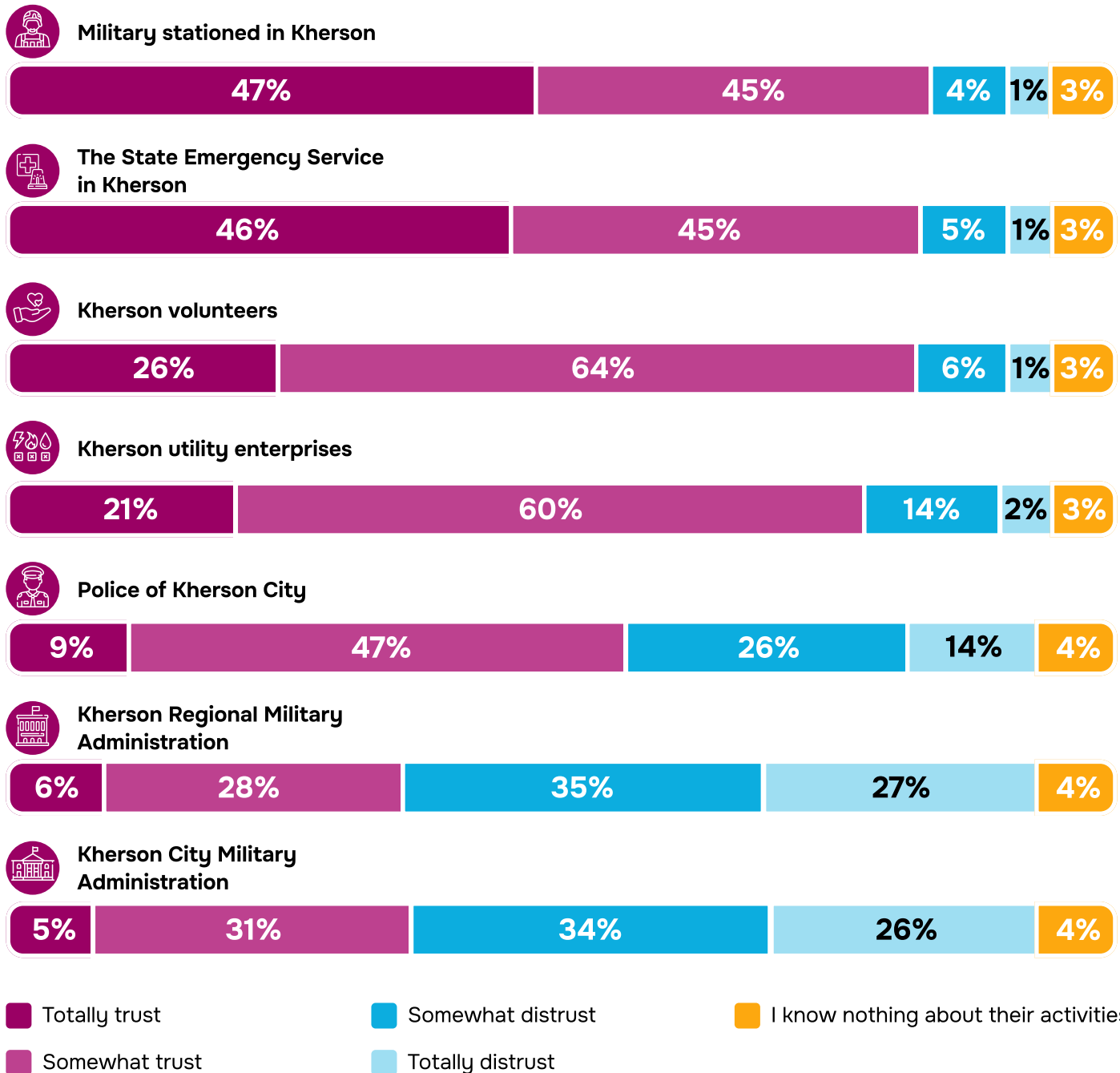
### 2023–2024 dynamics





## Trust in various institutions (N=400), %

Q.: What is your degree of trust in the following institutions?



## 2023–2024 dynamics



Trust



Distrust

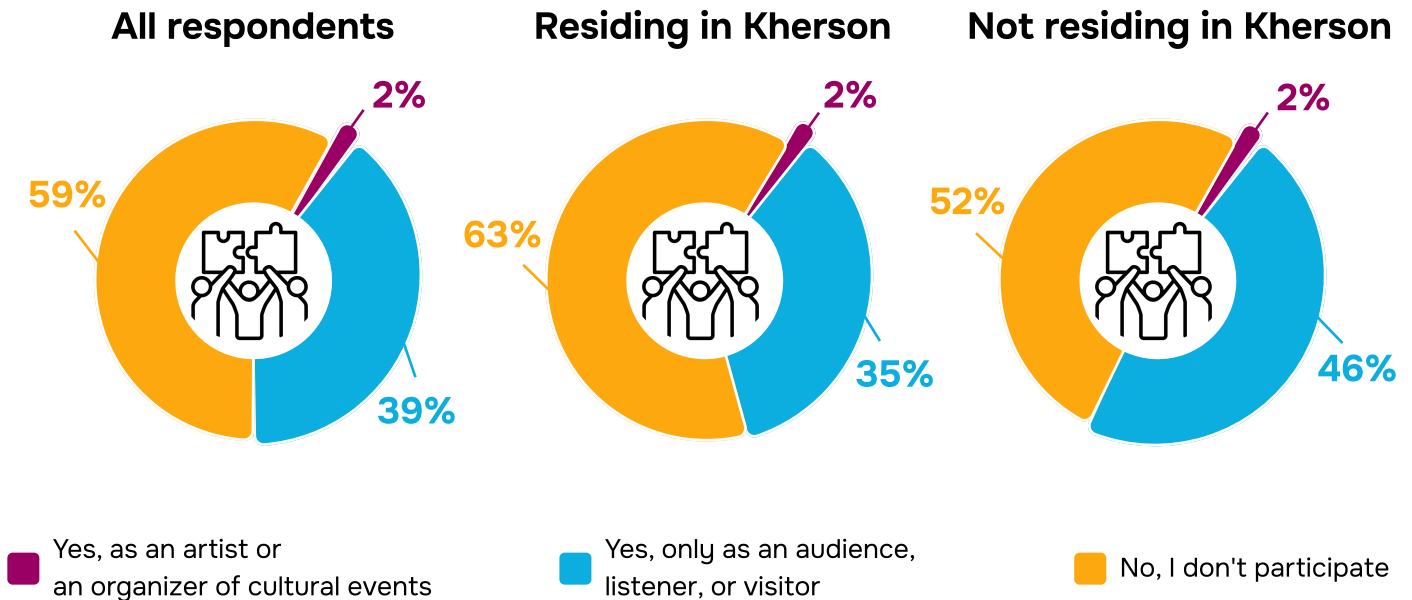


Know nothing about

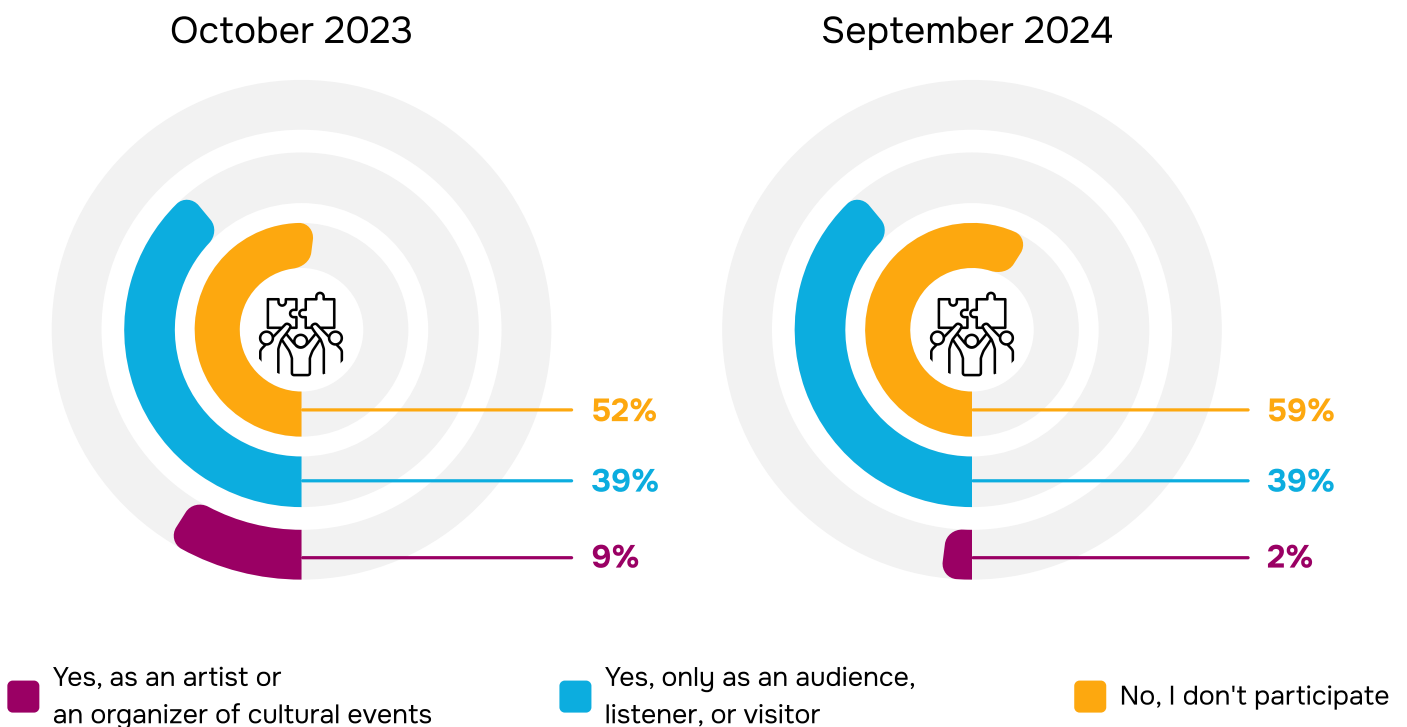
	July 2023			December 2023			June 2024			September 2024		
	✓	✗	?	✓	✗	?	✓	✗	?	✓	✗	?
<b>The State Emergency Service in Kherson</b>	87	4	9	92	4	4	91	6	3	91	6	3
<b>Military stationed in Kherson</b>	90	3	7	90	5	5	85	10	5	92	5	3
<b>Kherson volunteers</b>	85	6	9	87	6	7	91	7	2	90	7	3
<b>Kherson utility enterprises</b>	61	28	11	81	14	5	78	18	4	81	16	3
<b>Police of Kherson City</b>	56	28	16	54	35	11	53	42	5	56	40	4
<b>Kherson Regional Military Administration</b>	32	46	22	31	53	16	32	59	9	34	62	4
<b>Kherson City Military Administration</b>	28	51	21	28	57	15	30	61	9	36	60	4

## Participation in cultural life (N=400), %

Q.: Do you participate in cultural life nowadays (in Kherson or at your current place of residence)?

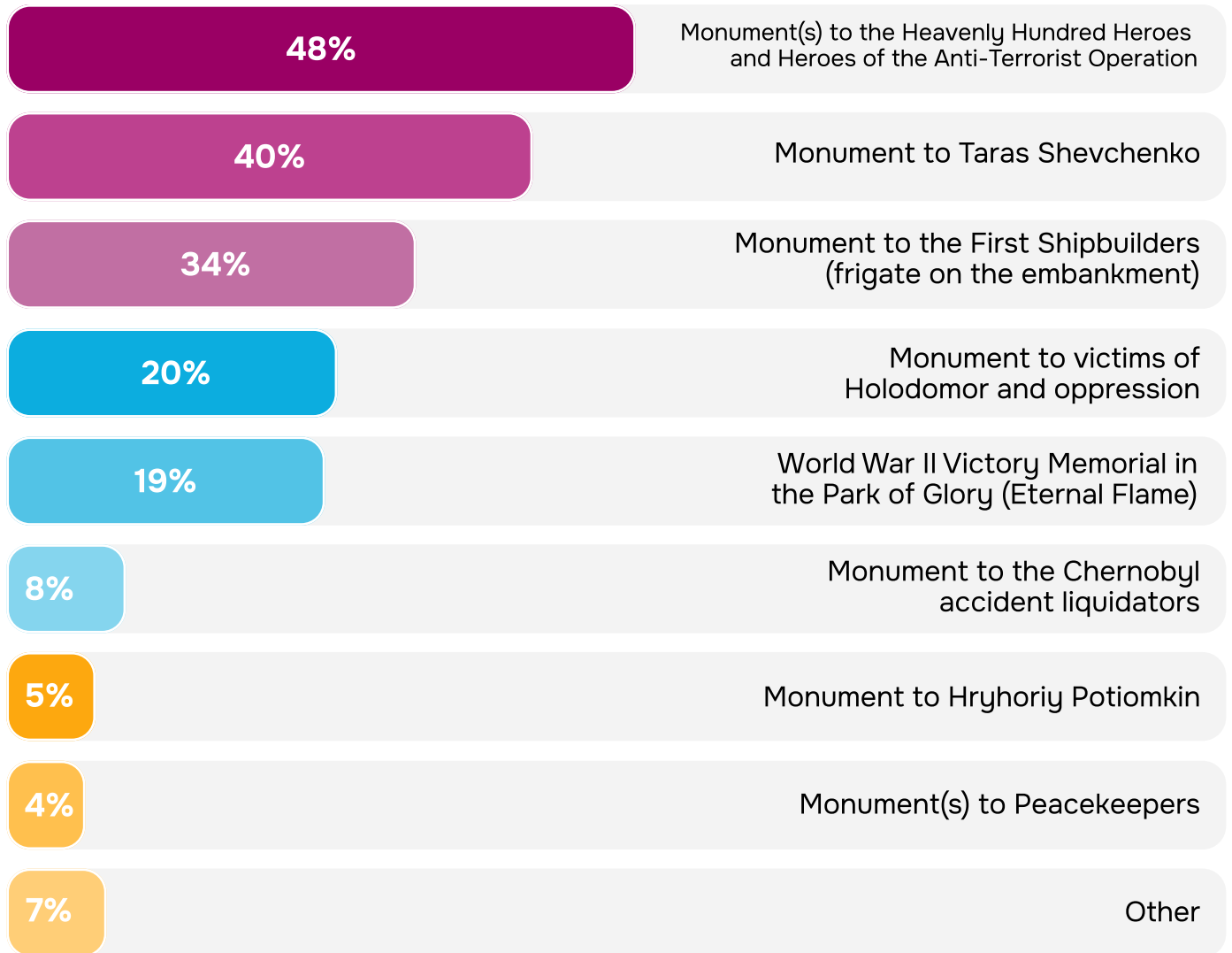


## 2023–2024 dynamics



## Attitude to monuments (N=400), %

Q.: Which monument in Kherson is the most important for you nowadays?

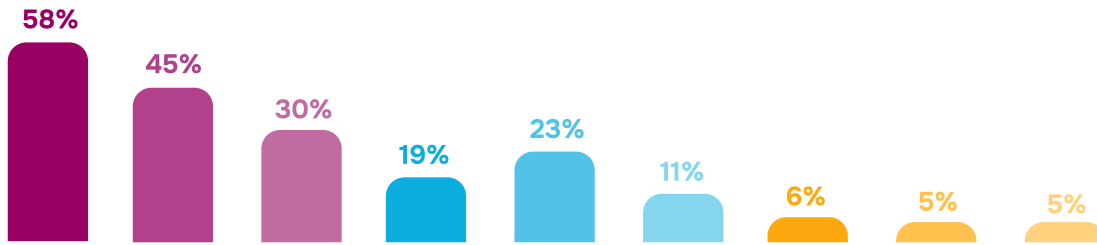


### Other answers:

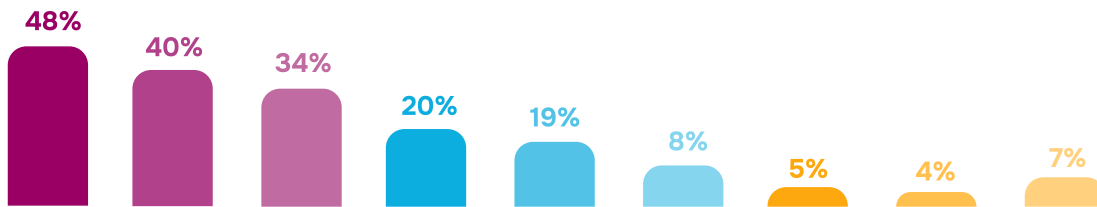
- all monuments are important as they are the city's history;
- a monument to the fallen in Buzkovyy Gai / a monument in Buzkovyy Gai to the 124th Brigade of the Territorial Defense Forces;
- not sure;
- none, living people are important now / I don't believe monuments are important nowadays.

## 2023–2024 dynamics

### December 2023



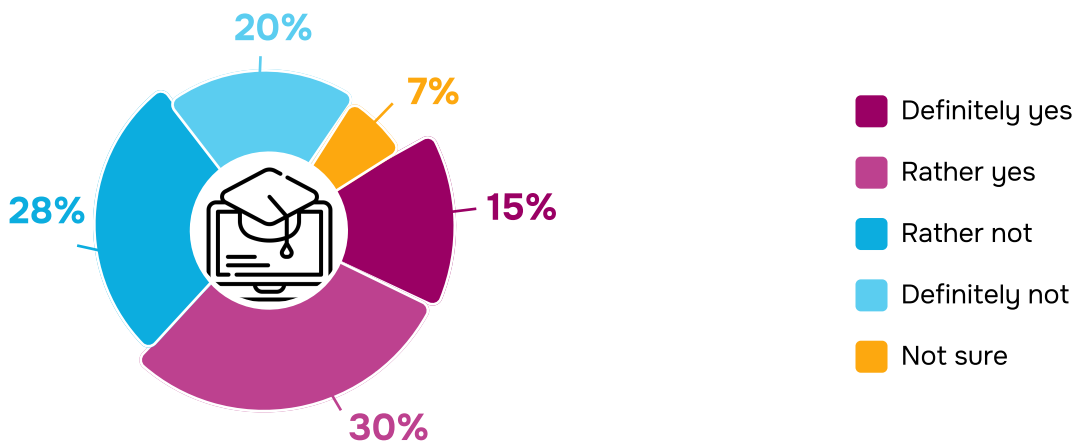
### September 2024



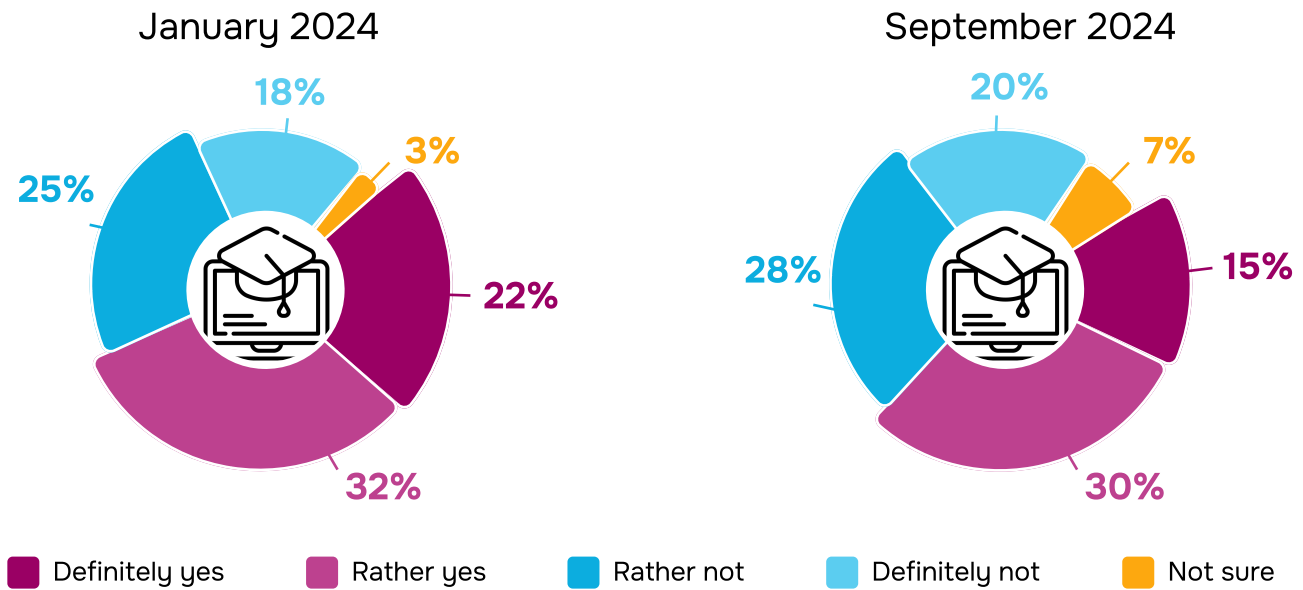
- Monument(s) to the Heavenly Hundred Heroes and Heroes of the Anti-Terrorist Operation
- Monument to Taras Shevchenko
- Monument to the First Shipbuilders (frigate on the embankment)
- Monument to victims of Holodomor and oppression
- World War II Victory Memorial in the Park of Glory (Eternal Flame)
- Monument to the Chernobyl accident liquidators
- Monument to Hryhorii Potiomkin
- Monument(s) to Peacekeepers
- Other

## Attitude toward the future of remote education (N=400), %

**Q.:** In your opinion, is it worth preserving elements of remote learning in educational institutions in the future, even given a favorable security situation?

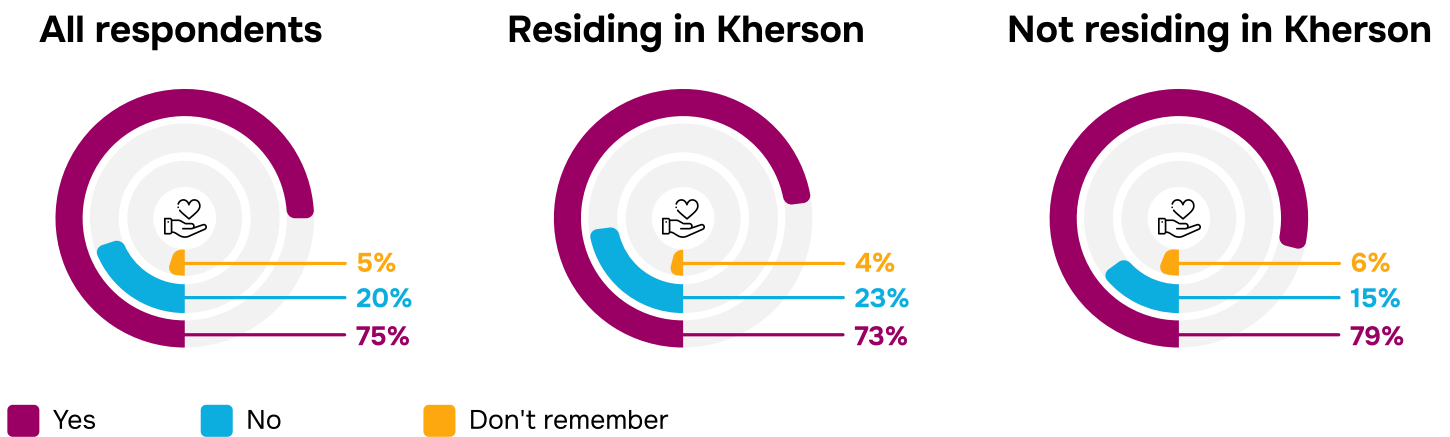


## 2024 dynamics



## Engagement in charity (N=400), %

Q.: Have you been engaged in charity since February 24, 2022?



## 2024 dynamics

February 2024



September 2024



Legend: Yes (dark purple), No (blue), Don't remember (yellow)

# Respondents' profile

## Gender



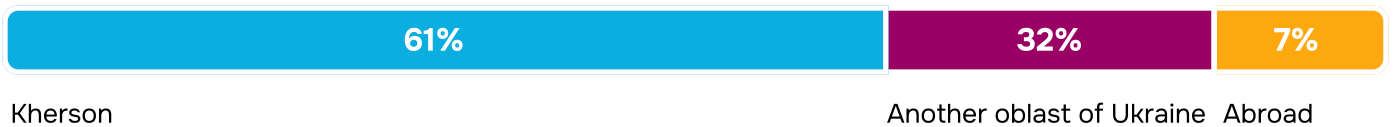
## Age



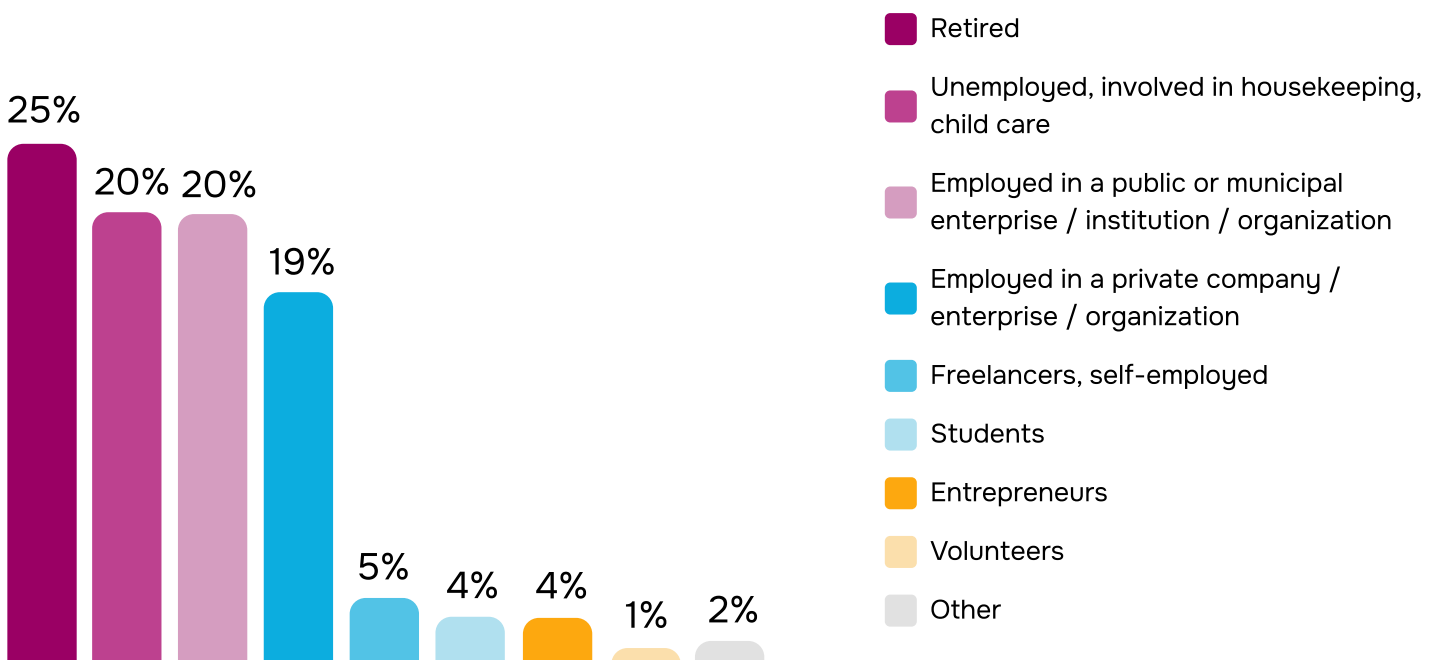
## Place of residence before February 24, 2022



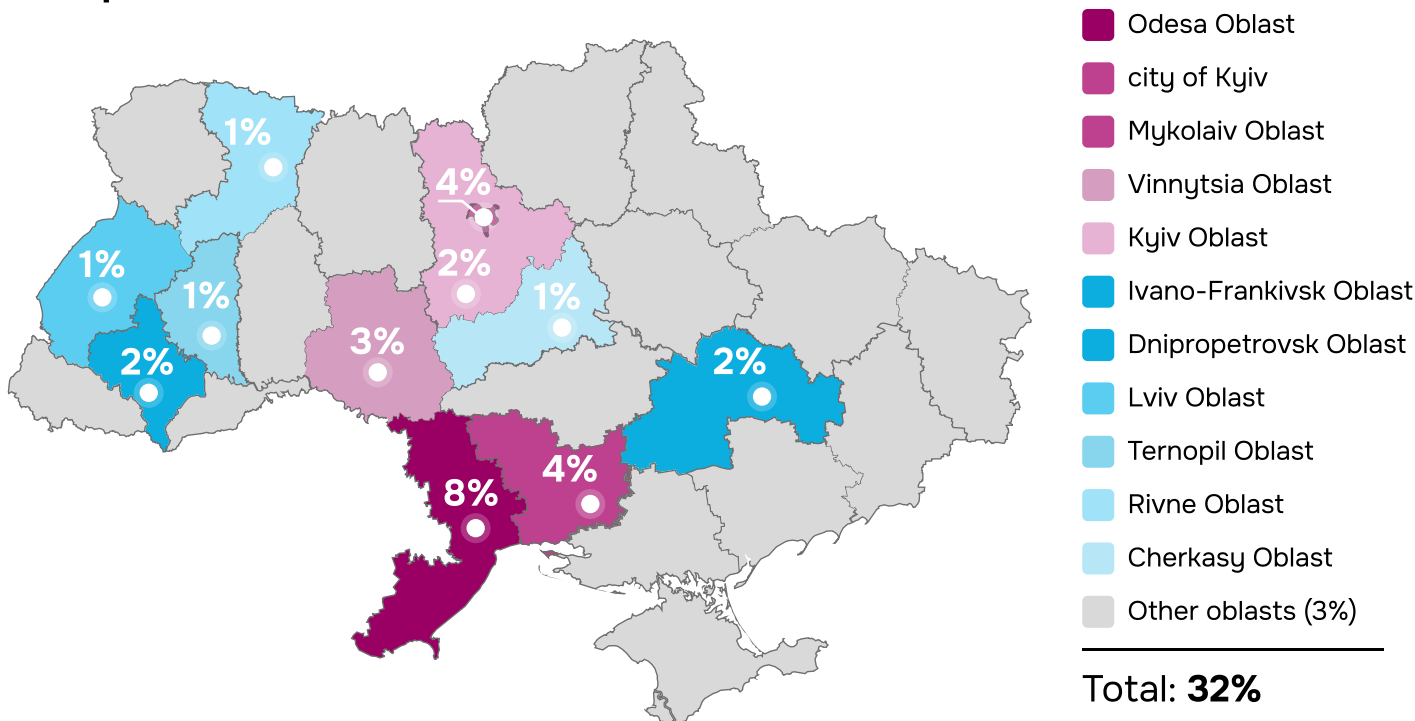
## Current place of residence



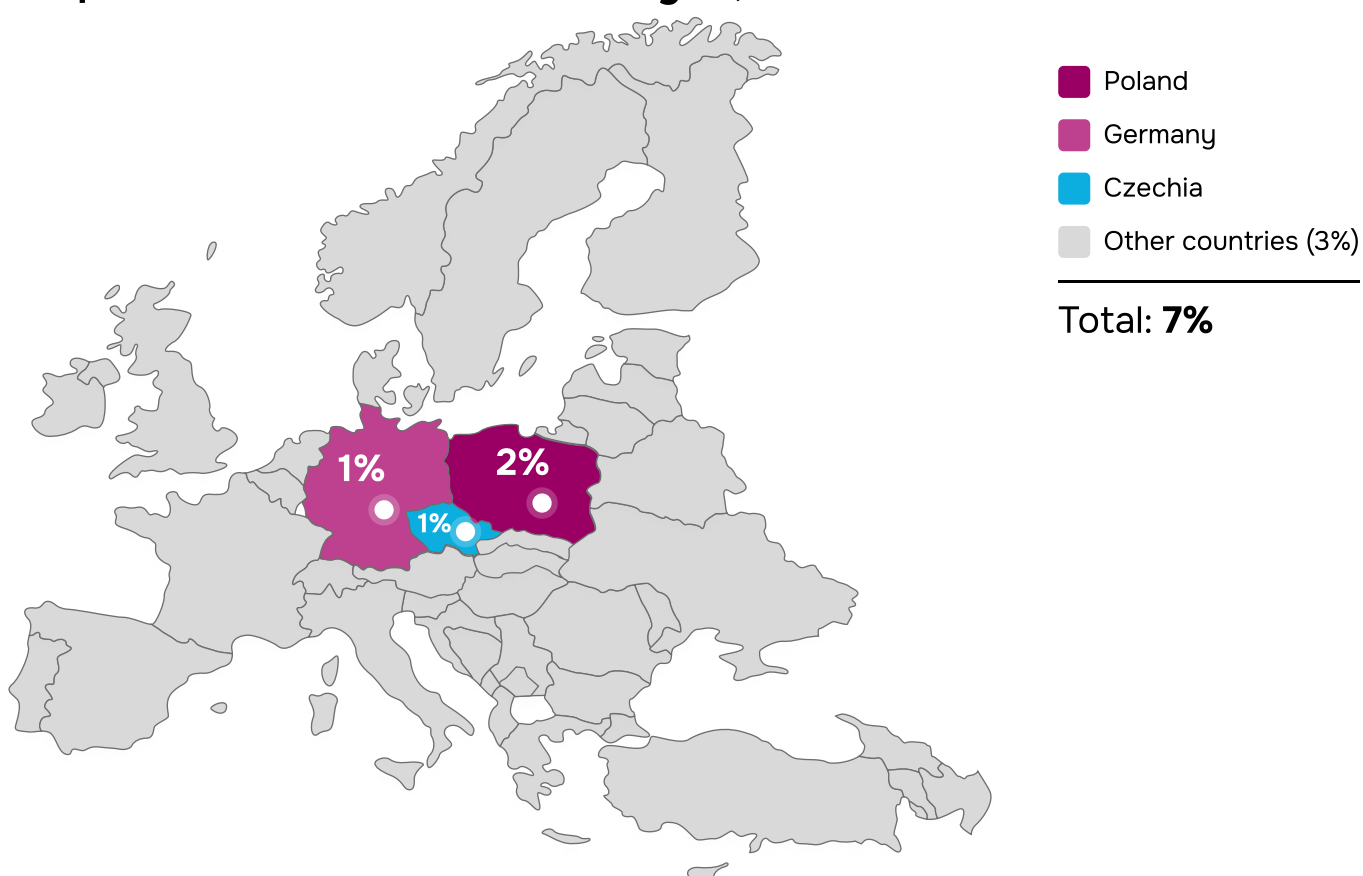
## Employment



### Region of residence for people who changed their place of residence after 24.02.2022



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





## Language used for communication (N=400), %

**Q.:** What is your current language of communication?  
(at home, with friends, at work and with colleagues, in public places)

