



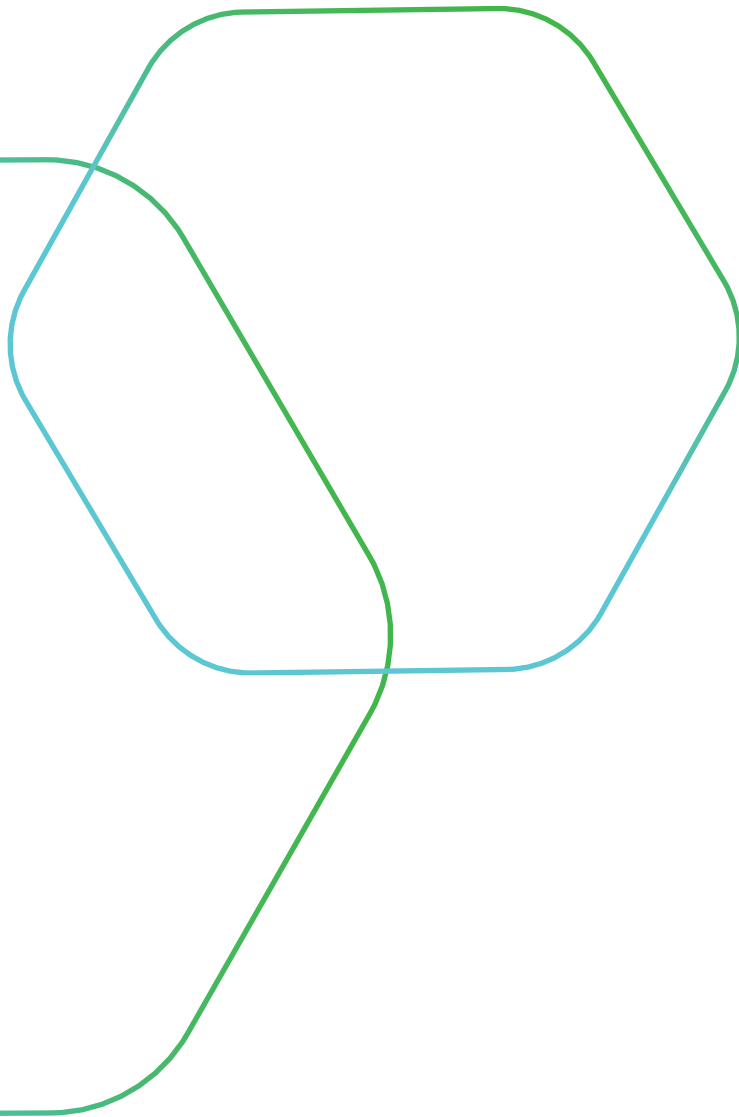
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Civil Society in Ukraine in the Context of War: Report on a Comprehensive Sociological Research



**February
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GLOSSARY

- AFU** – Armed Forces of Ukraine
- AR of Crimea** – Autonomous Republic of Crimea
- CAS** – Centre for Administrative Services
- CF** – Charitable foundation
- CG** – Central government
- CG** – Central government
- CLC** – Civil-law contract
- CoEA** – Classifier of economic activities
- CS** – Civil society
- CSO** – Civil Society organisation
- CSOs** – Civil society organisations
- ECTHR** – European Court of Human Rights
- EU** – European Union
- GRP** – Gross Rating Points (a total rating that shows the total number of contacts of the audience with the media message)
- HOA** – Homeowners association
- HPS** – Hydroelectric power station
- HR** – Human Resources
- ICC** – Information and Computing Centre
- IDP** – Internally displaced persons
- ISAR** – Initiative Centre for Promotion of Activity and Development of Public Initiative
- JFO** – Joint Forces Operation
- KIIS** – Kyiv International Institute of Sociology
- LSG** – Local self-governments
- Media** – Mass media
- NATO** – North Atlantic Treaty organisation
- NGO** – Non-governmental organisation
- NGOs** – Non-governmental organisations
- PE** – Private entrepreneur (abbreviated FOP in Ukraine)
- SES** – State Emergency Service of Ukraine
- SOE** – State-owned enterprise
- SSSU** – State Statistics Service of Ukraine
- TDF** – Territorial Defence Forces of Ukraine
- TV** – Television
- UNESCO** – United Nations Educational, Scientific, and Cultural organisation
- UNICEF** – United Nations Children’s Fund
- VO** – Volunteer organisation
- CO** – Charitable organisation

FINDINGS AND RECOMMENDATIONS

Trust in volunteers and civil society organisations

After the full-scale invasion in February 2022, trust in volunteers and NGOs has increased among Ukrainians. Currently, volunteers and CSOs are among Ukraine's most trusted social actors. However, volunteers have previously been and still are more trusted than CSOs. In 2023, there was a slight decrease in trust in both actors. This slight decline likely reflects the trend of a general decline in trust in social institutions in Ukraine. At the same time, the decline in trust in both CSOs and volunteers is much smaller than in trust in the authorities or, for example, the media.

Without a doubt, as of the end of 2023, CSOs and volunteers are among the leaders of public trust in Ukraine.

At the same time, polls show a mixed attitude of Ukrainians towards NGOs. Most believe they are important for building a democratic and prosperous Ukraine and can effectively influence government policy. Approximately half of Ukrainians believe CSOs are more effective in solving social problems than the government and business. However, some Ukrainians are concerned about the priorities of CSOs, particularly the focus on fundraising from donors instead of solving social problems.

Kantar's research in April 2023 showed that the Come Back Alive Foundation (43%) and the Serhiy Prytula Charitable Foundation (42%) are the most trusted among Ukrainians. UAnimals is in third place (25%), followed by UNICEF (23%) and the Ukrainian Red Cross Society (21%). They are followed by Tabletochki (19%), United24 (17%) and Dobro.ua (17%).

Quantitative characteristics and sector dynamics

From 2021 to 2023, the number of charitable organisations increased the most (by 43%). NGOs and HOAs also increased by 6.1% and 5.4%, respectively. Notably, this growth occurred in both 2022 and 2023. In 2023, a large number of registrations of new charitable organisations were recorded – almost 5 thousand. Although this number is slightly lower than in 2022, where more than 6 thousand new CO registrations were recorded, it is significantly higher than the average annual number from 2014 to 2021.

In 2023, the largest number of NGOs and COs were registered in the city of Kyiv, Dnipropetrovsk, Lviv, Kharkiv, Kyiv, and Odesa oblasts. Although the list of leading oblasts in 2023 remained almost the same as a year ago, the change in the rate of creation of new organisations by regions is interesting: Kherson oblast showed the most significant increase, possibly indicating the creation of new structures aimed at helping and rebuilding de-occupied communities and eliminating the consequences of the Kakhovka HPS destruction. Mykolaiv, Dnipro, Kharkiv, Sumy, and Donetsk oblasts also showed significant growth.

The number of registered volunteers in Ukraine has increased significantly after the full-scale invasion, especially since October 2022, from 320 people in January 2022 to almost 7,000 at the end of 2023. However, many volunteer activities are carried out without official registration, so the real scope of volunteering in the country is much wider.

In 2023, as well as in the previous year, men prevail among the leaders of public and charitable organisations, while there are more women among the leaders of trade unions and HOAs. According to the KIIS study, women comprise most CSO employees and volunteers but are less likely to hold leadership positions in NGOs or COs.

Characteristics of organisations based on the findings of research in 2023 and comparative analysis with the findings of the research in 2022

Overall, 26% of CSOs/volunteer initiatives that participated in the survey have up to 3 years of working experience, 33% have 3-5 years, 31% – 6-10 years, and 10% – more than ten years of working experience. About 6.3% of NGOs were forced to relocate from the area of armed hostilities, with most relocations (4.9%) taking place in 2022. In 2023, the process of relocation slowed down. Most often, relocations occurred from the frontline regions and areas subject to intense shelling.

Half of the CSOs and volunteers (49%) have a local geography of activity, operating in individual settlements, communities, or oblasts. 24% consider themselves national organisations, 18% are regional organisations working in several oblasts, and 10% are international CSOs. There is a significant difference between CSOs and volunteer initiatives: CSOs are more focused on the local level, while volunteers are more concerned with the national one.

After the outbreak of full-scale war in 2022, the number of actively engaged employees in civic and volunteer organisations decreased by 1.7 times. In 2023, there was a partial recovery in their number, mainly due to increased volunteers working for free.

Target audiences of CSOs

According to the CSOs and volunteers who took part in the survey in 2023, the groups of people whose life situation is most affected by the war are the ones who need help the most: military personnel, war veterans and their families, residents of the frontline and liberated regions, and IDPs. More than half of the respondents also mentioned people with disabilities. The majority of respondents agree that the need for assistance for almost all categories of people has increased rather than decreased over the past year: this applies even to people who were usually less likely to be considered recipients of assistance, such as able-bodied people, business representatives, volunteers, women, or young people. At the same time, almost one in five respondents believe that the need for assistance for IDPs and Ukrainians abroad has decreased over the past year.

Accordingly, in 2022, there was a change in the target audience of CSOs as they responded to the sharp increase in the number and need for assistance of people directly affected by the full-scale invasion. These changes remain relevant to this day. Also, the full-scale invasion contributed to the fact that CSOs focused their activities on the international audience, namely foreign politicians, as they needed to attract support for Ukraine, seek ways to compensate for the damage caused and implement an effective sanctions policy against the aggressor. Some initiatives engage with the population of the Russian Federation, such as national liberation movements or Russian intellectuals.

Areas of activity of CSOs and volunteers

Supporting the army and victims of Russian aggression became the focus of civil society's activities after the outbreak of full-scale war. However, in 2023, there was a decrease in the share of organisations for which these areas of activity are the main ones: the share of CSOs specialising in the area of assistance to the army decreased by five percentage points (from 43% in 2022 to 38% in 2023), and the number of organisations assisting groups directly affected by the war decreased even more significantly (by 11 percentage points from 43% in 2022 to 32% in 2023).

Areas where CSO engagement has increased over the past year include: (1) activities aimed at adolescents and youth (increase by 29 percentage points); (2) assistance to vulnerable groups and people with special needs (increase by 14 percentage points); (3) healthcare and provision of medical services (increase by seven percentage points); (4) restoration and reconstruction of infrastructure, social facilities and housing (increase by four percentage points); and (5) animal protection (increase by three percentage points).

Another noteworthy trend is the expansion of activities in social services, community development and rehabilitation.

The survey showed that almost a quarter (23%) of CSOs changed their priority areas of activity over the last year, while 77% of organisations continued focusing on their regular areas during the second year of war. A more detailed analysis of the nature of changes in the priority areas of activity shows that most of these changes are related to expanding activities to new areas. The areas that have gained greater priority are support for the army, assistance to war victims and IDPs, assistance to vulnerable groups and people with special needs, activities aimed at youth and adolescents, and education. The main areas of volunteer work are focused on helping the Armed Forces of Ukraine (46%). Volunteer assistance to victims of Russian aggression (26%), humanitarian aid to the population from volunteers (20%), and assistance to vulnerable groups and people with disabilities (16%) are also common.

Involvement of CSOs in social service provision

More than half (53%) of CSOs that took part in the survey indicated that one of the areas of their activities is the provision of social services to individuals/families in difficult life circumstances or vulnerable groups. At the same time, only 12% of organisations reported that they were included in the Register of Social Service Providers and Recipients, which allows them to receive funding from the budget. Official data from the Ministry of Social Policy confirm that the involvement of CSOs in the provision of social services could be higher: among all providers and recipients of social services in the Register, only 15% are CSOs. 8% of CSOs in our survey identified social service provision as one of the priorities of their activities. A tiny part of CSOs (about 3%) indicate that providing social services is a source of funding for their organisation. Probably, most CSOs provide social services on an ad hoc basis, for donor funding, and not systematically with funding from the state.

Involvement of CSOs in International Advocacy

According to the survey results, about 10% of non-governmental and charitable organisations and volunteer initiatives participating in the study are engaged in international advocacy. Out of this group, 35% assess their level of expertise and skills to work in this area as high or very high, 42% consider it average, and 18% have a low or very low capacity level. Among the organisations engaged in international advocacy, 78% identified the need for training in this area. The most popular areas of training for international advocacy are general knowledge, tools and techniques used in this area (33%), legal support of volunteer activities (16%) and international communication (14%). Also important are training on establishing international cooperation and searching for partners (13%), fundraising, financial support and writing grants (11%), and studying the international experience of operating during military conflicts (11%).

Access of CSOs to funding sources

According to the quantitative survey results, 2/3 of organisations indicated that the primary funding sources in 2023 are donations, membership fees, and charitable contributions. International grants rank second (22%), and 18% use income from their economic activities. The share of organisations that receive funding from the state or local budget has slightly increased (7.9% in 2023, 5.6% last year). A minimal number of CSOs use the provision of social services as a source of funding (2.7%). The survey has shown that the funding sources for CSOs and volunteer initiatives are mostly the same. The only difference is that volunteers are more likely to receive contributions and donations from the public, local businesses, and civic activists than CSOs. The respondents believe that international donors are the key funding source for CSOs in Ukraine. Experts report that in 2023, donors increased the amount of funding, and the number of donors active in Ukraine also increased. Representatives of CSOs that participated in the qualitative study believe that the amount of charitable contributions/donations from the population has significantly decreased in 2023 compared to the period before the full-scale invasion. This group of respondents also indicates that CG and LSGs have fewer opportunities to support civil society due to the high costs of the war and the ban on certain types of expenditures for LSGs.

When assessing the funding areas for the next year, CSOs point to international grants as the most promising area (59%). Only a minority of organisations (43%) consider donations and membership fees as the main funding source. Also, 42% of organisations see potential in budgetary funding from the state and local levels. More organisations see prospects in developing budget funding and funding from public activists in 2023. Still, they rely less on funding from the provision of social services compared to the previous year.

Main channels of CSO communication with the audience, authorities, and donors

CSOs, philanthropists, and volunteers most often use social networks and messengers (84%) to communicate with their target audience. Other popular communication channels include phone calls (46%), contacts through local activists and volunteers (35%), organisations' websites (26%), personal meetings in designated locations (e.g., CASs, social assistance centres, hospitals, schools, etc.) (24%), and personal meetings at humanitarian aid sites (23.7%). Volunteers and civil society organisations most often communicate with the authorities through personal meetings (63%), phone calls (41%), e-mail (32%), social networks and messengers (25%) and participation in conferences and round tables (23%). In in-depth interviews representatives of CSOs indicate that they often only use WhatsApp to communicate with government officials, considering it the safest messenger among all messengers for this type of communication. The most frequently used channels of communication between volunteers or NGOs/COs in general and donors are personal meetings with donor representatives (44%), phone calls (35%), social networks and messengers (34%), and e-mail (33%).

Cooperation of CSOs and volunteers between each other and with businesses, influencers, and partners abroad

According to the survey results, 62% of CSOs and volunteers engaged other organisations in cooperation (either regularly or within specific projects), 64% engaged volunteers, humanitarian

initiatives, and individual volunteers, and 56% received invitations for cooperation from other CSOs, charitable organisations and volunteer initiatives. Additionally, 39% of CSOs and volunteers tried to engage commercial organisations, 29% – influencers and media personalities, and 45% – people and organisations from abroad (volunteers, international NGOs and COs, foreign specialists, and experts, less often businesses and influencers). There were no significant changes in these indicators in 2023 compared to 2022.

Participants of the in-depth interviews report various forms and levels of cooperation in the civil society sector: meetings, networking, training, formal and informal partnerships (consortia, coalitions and alliances, public networks, etc.), and joint work on projects. The participants also mentioned some competition, although it was less noticeable than in the previous two years.

Cooperation of CSOs and volunteers with central government and local self-governments

As the survey results indicate, four CSOs and volunteer initiatives out of ten received invitations to cooperate with CG or LSGs (almost the same number as in 2022). CSOs and volunteers are most likely to establish fruitful working interaction with LSGs and least likely to establish it with the central government. When assessing the effectiveness of establishing contacts with the authorities aimed at jointly overcoming the consequences of the war, 25% of surveyed CSOs and volunteers reported that they had established good communication with the central authorities, 39% – with local executive authorities, 46% – with local self-government. Slightly more than a third of respondents described the contact with the central government and local self-governments as mediocre or poor. Instead, 38% stated they have been unable to contact the central government, 24% failed to establish it with local executive authorities, and 21% – with local self-government.

These results are consistent with how the surveyed CSOs, and volunteers assess their impact on the situation in Ukraine. Only 28% of respondents believe that they had a significant impact on the situation in the country in 2023 (which is 13 percentage points less than in 2022). The situation at the local and regional levels is better: 55% of survey participants believe that they have had a significant impact on individual communities or municipalities, and 41% at the level of oblasts and regions.

Information from the participants of in-depth interviews and other studies indicates that CSOs are important partners of the central government and local self-governments when it comes to responding to new challenges caused by the war, as they contribute to supporting the victims of the full-scale invasion, supplying the Armed Forces and many other tasks, including those atypical for the civil society sector, which the state has not been able to handle on its own. It is important that CSOs can attract donor funding for projects that lack funds from the state and local budgets. At the same time, the influence of CSOs on decision-making at the state and local levels remains limited, particularly due to the lack of political will among officials and depends on whether a civil society representative manages to establish contact with a government official. On the one hand, some CSOs are involved in drafting laws or developing policies in the area of their expertise, provide analytical support and training services to civil servants or participate in the work of advisory bodies; on the other hand, CSOs report cases when the authorities only imitate public participation in local politics, cooperate exclusively with CSOs that are «favoured» by them, restrict access to information, create bureaucratic obstacles and generally distrust the expertise of CSOs and see them as competitors.

Legal aspects of CSOs' activities under martial law

There have been positive and negative developments in the legal regulation of CSOs since the beginning of the full-scale invasion. Positive developments include simplifying the registration process for civil society organisations and regulating donation taxation for volunteer activities. Draft law No. 9111, according to the Cabinet of Ministers, legislated some simplifications for importing, accounting for, and distributing humanitarian aid. Some experts mentioned the improvement of holding project competitions among CSOs by central and local authorities through an electronic system and developing a veteran policy concept. As for negative changes, the biggest challenge for CSOs and volunteers at the end of 2023 was the Cabinet of Ministers' Resolution No. 953, which instead complicated the procedures for importing and distributing humanitarian aid (especially for small civic and charitable organisations and individual volunteers), and the draft law on fair lobbying No. 10337, which will greatly harm the activities of advocacy organisations.

According to the survey results, 41% of CSO representatives and volunteers had a low opinion on the extent to which the existing legislation allows civil society organisations to influence the formation and implementation of public policy. Only about a quarter of the respondents consider explanations of the legislation and regulations on CSO activities by the state and local administrations to be consistent, thorough, and predictable; approximately the same share of respondents agrees that the legislation and regulations on CSO activities are clearly written, not contradictory and do not change too often. CSO representatives and volunteers most often considered the legal regulation of the import of humanitarian aid to be the most problematic aspect of the activities of Ukrainian NGOs in 2023 in terms of legal support, while the main challenges in the legal regulation of NGOs' work were reporting, excessive control and bureaucracy, lack of support from the authorities, poor interaction, incompetence of officials, as well as legislative uncertainty and frequent changes in laws.

Representatives of CSOs that took part in the survey and in-depth interviews showed some difficulties with discussing legislative aspects of the NGO activities, thus indicating the need of the civil society sector for legal assistance and accessible explanations of legal issues.

Main challenges and needs of CSOs and volunteers in 2023

According to the survey of CSOs, the main difficulties in their activities are related to financial security (58%) and human resources issues – team burnout, excessive work of employees, and lack of staff (34%). The share of CSOs reporting these problems has slightly increased in 2023 compared to 2022. At the same time, the prevalence of challenges regarding technical support (28%) has not changed, and the prevalence of issues with the availability of office and communications (26%), physical security of the team and organisation's property (21%), and work management (20%) has even decreased. Other studies also confirm that CSOs suffer primarily from financial and staffing limitations. Organisations often lack funds to ensure their existence between projects. As for staffing concerns, they are related to staff burnout, relocation of employees (abroad and within Ukraine), transfer of specialists to the Armed Forces of Ukraine or from regional CSOs to international organisations or other areas due to higher salaries.

Interaction with the local authorities and insufficient support from donors and businesses are significant challenges for CSOs. Most of the surveyed CSOs and volunteers assessed the efforts of the central government to support the activities and development of CSOs during the war as mediocre (48%) or low (43%). In comparison, only 9% rated them highly. As for the efforts of local self-governments in this regard, 42% of respondents rated them as moderate, 35% as low, and 23% as high. The respondents rated the efforts of donors to support the activities.

and development of CSOs during the war: 40% – highly, 38% – moderately, and 22% – low.

The main challenges in volunteer activities in 2023 were also related to insufficient financial support to cover existing needs (32%) and team burnout and overwork (14%). Lack of interaction with central and local government authorities is also a significant obstacle to volunteer activities (11%). Participants of the qualitative study point out that an excruciating problem for volunteers is the legal regulation of their activities and interaction with law enforcement. Volunteer respondents feel a constant risk of breaking the law while raising funds and purchasing necessary goods.

The results of several other studies of the volunteer movement¹ complement the list of challenges that volunteers face, including logistics (increased time to provide assistance and travel difficulties, especially at night due to curfews, difficulties when going abroad), unclear and frequently changing procedures for obtaining the necessary permits to import goods into Ukraine, fear of pressure from the state (inspections, sanctions) lack of awareness about the availability of state assistance, social tension between volunteers and citizens living «normal lives», and the activities of fraudulent pseudo-volunteers which negatively affects the reputation of the volunteer movement as a whole.

Adaptation of CSOs to operating in wartime

Four out of five surveyed CSOs and volunteer initiatives report that during 2023, they have fully or mostly adapted to operating in wartime (8 percentage points more than in 2022). Only 7% reported that they could not adapt to operating in a wartime environment or were almost unable to. The activities of CSOs are still assessed quite highly by their representatives: 85% of respondents consider them to be satisfactory or completely satisfactory. More than half (55%) of respondents believe that NGOs and COs' activities in Ukraine improved in 2023 (however, 22% have noticed changes for the worse).

CSOs and volunteers managed to adapt best in terms of sustainable organisation of operations and retention of the team (87%) as well as communication with their target audiences (86%). Almost eight out of ten respondents successfully implemented projects and activities during war (78%) and maintained and developed new partnerships (77%). Challenges with funding persist, with only half of CSOs and volunteers managing to maintain funding in 2023 (8 percentage points less than in 2022).

Experts believe that the most adaptable organisations have been operating for a long time and have some experience in adaptation, the ability to attract donor support and skills of cooperation within the civil society sector. However, the adaptation process is much more complicated for newly established CSOs.

Plans of CSOs for 2024

Based on the survey results, it is difficult to identify any specific priorities among the thematic areas of CSOs' activities and volunteer initiatives for 2024, given the diversity of respondents' areas of specialisation. Nevertheless, the four most mentioned areas of activity are closely related to

¹ «Values of volunteers: results of qualitative research of prospects for the development of the volunteer movement in Ukraine» (Active Group), «Volunteering in Lviv community: Dynamics, Needs, Prospects» (KU Institute of the City), «Survey on legal issues related to volunteer activities in Ukraine» (UCIPR, CEDEM, Ukrainian Volunteer Service, ISAR «Ednannia»), «Challenges and needs of the volunteer Sector» (ISAR «Ednannia», The Ilko Kucheriv Democratic Initiatives Foundation).

overcoming the consequences of the war: rebuilding infrastructure and housing, rehabilitation and support of wounded military personnel, their families and victims of hostilities, and social and psychological assistance to a wide range of war victims. As for the strategic goals of CSOs for 2024, as mentioned by representatives of the civil sector and experts during in-depth interviews, they are also very diverse: namely, strengthening the sustainability and institutional capacity of CSOs themselves, as well as a wide range of tasks for the restoration, development and strengthening of Ukraine in the wartime.

The main risks for the implementation of strategic plans of CSOs, as identified by their representatives and surveyed experts, are the negative consequences of the ongoing war, the inability to secure funding, retain human resources and provide expertise in issues beyond humanitarian response, a further complication of legal procedures for volunteer and other civic activities, burnout and loss of enthusiasm of a significant part of society, pressure from law enforcement agencies, increased control of local political actors over the activities conducted by CSOs and them being completely excluded from decision-making processes, as well as elections to the authorities, if any are to be held.

More than half (52%) of CSOs and volunteer initiatives have projects and initiatives aimed at restoring Ukraine, with 18% already implementing such plans and 34% planning respective activities for 2024. According to other surveys, the readiness of CSOs to engage in post-war recovery and reconstruction is even higher. The respondents who are already implementing or will be involved in recovery projects mostly assess their organisations' capacity level for this activity as medium (44%) or high (44%). In comparison, the level of awareness of the available opportunities for CSOs in recovery is low (34%) or medium (40%). CSOs outline a wide range of potential civil society involvement in recovery. Still, they believe the main ones are control over the authorities' actions, such as ensuring transparency of funds allocation, developing social projects, and establishing a dialogue between the authorities, businesses, and the community.

Presence of non-governmental and charitable organisations in the Ukrainian media space in 2023

There were almost 577,054 mentions of non-governmental organisations, charitable organisations, and volunteer initiatives in the media and social networks between December 2022 and November 2023. In 2023, the trend was more downward – apart from a spike in September 2023, the monthly number of mentions of CSOs decreased throughout the year.

The main platform for these mentions on social media was Facebook, covering 38.5% of all publications, followed by Telegram with 8.1% of mentions. The most common format of social media posts in the context of CFs and CSOs is providing information about ways to get support and fundraising appeals. Another popular format was reporting on the funds raised and the transfer of necessary equipment to the AFU and the TDF, or humanitarian aid to people who need it, holding charity events, etc.

In our analysis, the topics of reports on the activities of charitable and non-governmental organisations were divided into two groups: military and humanitarian aid. Comparing 2022 and 2023, we can notice that in 2023, humanitarian topics have become dominant – 71% of all publications, while the military component has decreased.

The most effective channels for information about assistance to the military from NGOs/COs are YouTube, TV and Telegram. Despite the higher number of posts on Facebook and online media, the first three generate the most contacts. Twitter, Instagram, and print media have a limited role in this communication. Television is the most effective channel for covering the activities of NGOs/COs in the field of humanitarian assistance, followed by YouTube and Telegram.

Recommendations for supporting the activities and development of CSOs in wartime

Summarizing the wishes and suggestions of the surveyed CSO representatives and experts, as well as data from other studies, we can identify the following areas of support for CSOs and volunteer initiatives in wartime:

■ Financial support:

- Notably, funding not only for project activities but also support for institutional sustainability (for renting premises and equipment, salaries for employees, accounting, and logistics services, etc.).
- Searching for methods of financing CSOs from the state and local budgets that would be transparent and not become a lever of political pressure on CSOs.
- Expanding opportunities for long-term partnerships, especially partnerships with donor organisations.
- Improving the public-private partnership mechanism, developing a regulatory framework for social entrepreneurship, and further implementing and improving the civil society sector procurement system, especially for social services.

■ Support CSOs in overcoming the staffing crisis:

- Implementing training programs, promoting the professional development of specialists, especially managers and project managers, and creating training programs to engage young people from universities in civic activities.
- Educational needs of the volunteer sector – financial literacy, legal literacy, logistics, first aid, management, communication, and interaction with the authorities. The most relevant educational areas for CSOs are project writing, building relationships with the public, business, and government; organisation management (financial management, strategic planning, etc.); and fundraising.

■ Assistance in establishing new contacts:

- Organizing events to establish contacts and form a network of cooperation, including cooperation with foreign partners.
- Regulating the register of CSOs to adequately assess the number of active organisations and determine who is a potential partner or stakeholder in certain areas.

■ Psychological assistance:

- Organizing opportunities for CSO representatives (primarily volunteers) to receive long-term, stable psychological support that could be accessed regularly.

- Providing initiatives to address psycho-emotional stress and burnout, for example, by organising coworking spaces, networking events and other activities.

■ **Legal support:**

- Volunteers particularly need legal clarification on volunteer IDs, registration in the volunteer register, confirmation of volunteer status, collecting charitable funds on individual cards and reporting to the tax service, using the «Shlyakh» system, legislation on importing goods from abroad, and documentation of goods delivery to beneficiaries.
- Volunteers who cooperate with organisations and foundations often need clarification on accounting, reporting and taxation of expenses of a non-governmental or charitable organisation.
- It is critical for both volunteers and CSOs to regulate the issues of receiving, distributing and reporting on humanitarian aid.

■ **Reducing the amount of bureaucracy and reporting, simplifying procedures:**

- Reducing excessive state interference.
- Simplifying bureaucratic procedures and increasing donor flexibility.
- Simplifying legislation and improving it so that the processes are simple, clear, do not require much effort from CSOs and do not harm the effectiveness of CSOs. Simplifying the registration procedure (e.g., online) and financial reporting.
- Facilitating access to customs clearance for foreign donors to simplify the importation of humanitarian aid.

■ **Improving communication of the state and donors with CSOs and volunteer initiatives:**

- Informing CSOs about the forms and sources of funding to encourage them to seek alternative sources and partnerships.
- Improving communication about donor policies on evaluation so that CSOs are always aware of the procedure specifics.
- Communicating changes in legislation to CSOs more effectively.
- Enhancing transparency and dialogue between CSOs and state and local authorities, strengthening partnerships, and avoiding seeing CSOs as political opponents. Active involvement of CSOs in the development of state strategies.
- Ensuring access to public information that allows CSOs to conduct public monitoring and expand opportunities advocating for changes in Ukraine and strategic planning.
- Defining the recovery strategy at the legislative level.

■ **Supporting local CSOs** that are better aware of the context of a particular area/ community and, in some cases, maybe more effective locally.

■ **Supporting newly established CSOs** that have a more challenging time adapting to a wartime environment and competing with CSOs that have been operating for a long time.

RESEARCH PROJECT METHODOLOGY

The sociological research "Civil Society in Ukraine in the Context of War – 2023" was initiated by ISAR Ednannia and is conducted within the framework of the project "Civil Society Sectoral Support Initiative" implemented by ISAR Ednannia in consortium with the Ukrainian Centre for Independent Political Research (UCIPR) and the Centre for Democracy and Rule of Law (CEDEM) with the generous support of the American people granted through the United States Agency for International Development.

The main goal is to study the activities of CSOs during the war in 2022-2023 to study the experience of adaptation and performance of non-governmental and charitable organisations, as well as volunteer and humanitarian initiatives after the full-scale invasion.

This report presents the results of non-governmental and charitable organisations (NGOs/COs) survey, ten online in-depth interviews with CSO representatives and 15 in-depth interviews with representatives of donor organisations, CG and LSGs, media, and opinion leaders.

To achieve the research project's objectives, in addition to the survey of CSOs, we also conducted desk research to analyse secondary available data on the activities of non-governmental and charitable organisations (data from open registers, scientific and analytical publications, results of previous studies, etc.). We also monitored media, including national and regional online media, news agencies, websites of organisations and government agencies, TV, national and regional print media, and social networks (Facebook, Twitter, YouTube, Telegram, and Instagram). All socio-political materials of the selected media were analysed, selected by the keywords "charitable foundation", "charitable organisation", "civil society organisation", "volunteer organisation".

The research was conducted by the Kyiv International Institute of Sociology (KIIS).

Quantitative survey methodology

Organisations having the following CoEA codes were selected for the survey:

88.99 (CoEA 2010)/85.32.5 (CoEA 2005) (charitable activities)

94.99 (CoEA 2010)/91.33.0 (CoEA 2005) – (NGO activities) – only organisations that are not directly related to political parties and influence public opinion through education, political influence, fundraising, etc.:

- civic initiatives and protest movements
- environmental movement
- organisations that advocate for community development and educational opportunities, as well as provide other information services
- organisations that protect and improve the living conditions of certain population groups, such as ethnic and minority groups, etc.
- patriotic associations, including associations of war veterans
- grant-making activities carried out by membership or other organisations

82.99 (CoEA 2010) – (providing other auxiliary commercial services, providing other information services):

- only the activities of organisations aimed at raising funds for charitable purposes, carried out for remuneration or on the basis of a contract

The sample was based on the list of target organisations prepared by Opendatabot, a company that provides access to state data from the main public registers. Organisations were selected for participation in the survey according to the specified CoEA codes if they were officially registered and had not officially ceased their activities at the time of the survey. The survey used an additional screening process to select active organisations. The screening was carried out using the following questions:

Please indicate the status of your NGO/CO

- 1. Active (active implementation of projects and reporting to the public/beneficiaries)*
- 2. Temporarily inactive*
- 3. Has stopped its activities completely*
- 4. Planning to change the format and rebranding*

Those organisations that identified themselves as active were invited to participate in the survey.

Overall, two groups of participants were involved in the quantitative survey:

- 1) a survey of representatives of CSOs as well as individual entrepreneurs engaged in the public and charitable sector (by relevant CoEA codes).
- 2) volunteer and humanitarian initiatives (both organisations and individual volunteers).

A random selection from existing databases was used to select potential CSO survey participants. The following methods of engagement were used to survey volunteer organisations and initiatives: a) analysis of media coverage of volunteer activity, b) existing databases of volunteer organisations. The number of fruitful contacts (contact rate) with CSOs/volunteers was 6%, and the response rate was 30%.

The survey was conducted from November 27 to December 23, 2023. Telephone interviews served as the primary data collection method; in some cases, they were allowed to answer the online questionnaire at the respondents' request.

A total of 1501 representatives of CSOs and volunteers were interviewed, of which 1401 represent COs/NGOs and 100 represent volunteer organisations and initiatives. Organisations from all oblasts of Ukraine and the city of Kyiv took part in the survey; also, 0.3% of organisations based abroad were included in the sample.

The survey sample is representative of non-governmental and charitable organisations, the target group according to the CoEA codes, that are currently active.

The statistical error of the sample (with a probability of 0.95 and without taking into account the design effect) does not exceed 2.5% for the entire sample and 2.6% for the sample of CSOs. The sub-sample of volunteer organisations and initiatives had a purposeful design rather than a random one, so it is impossible to calculate the exact error, although the error of samples of this size is usually about 10%.

Qualitative research methodology

Under this component of the comprehensive study «Civil Society in Ukraine in the Context of War – 2023», we conducted ten in-depth interviews with CSO representatives and 15 in-depth interviews with experts, including representatives of central and local governments, donors, and opinion leaders/media representatives.

Research method: In-depth interviews in an online format using ZOOM software.

Sample size: 10 respondents who are representatives of CSOs and 15 respondents who are experts (5 representatives of CG and LSG, five representatives of donor organisations, and five representatives of media and opinion leaders).

Respondents' profile: 10 representatives of civil society organisations who hold leadership or senior management positions in CSOs were invited to participate in the study. The criteria for selecting respondents for expert interviews were as follows: in most cases, experts of the national level were invited, as the target category includes representatives of state institutions (CG), donor organisations (international level), opinion leaders, experts and media representatives, and most of them are concentrated in the capital. The only exceptions are representatives of local self-governments (LSGs). The interviewees were from Zaporizhzhia and Donetsk oblasts.

Duration of the interview: 1 hour – 1 hour and 15 minutes.

Study tools: guides for conducting in-depth and expert interviews, which were previously developed taking into account the research topic and empirical markers, designed to study the respondent's opinions in detail for 1 hour – 1 hour and 15 minutes.

Field stage duration: November-December 2023

Stages of the qualitative component of the study:

- 1) Development of the research design and relevant guides;
- 2) Methodological approval of the guide and finalisation;
- 3) Recruiting respondents and agreeing on the date and time of the interview for each respondent (start of the field stage);
- 4) Conducting interviews and preparing transcripts;
- 5) Processing the data collected in the research;
- 6) Writing an interim report based on the results of the research.

Desk research methodology

To achieve the objectives of the research project, in addition to the quantitative survey of CSOs and qualitative research, desk research was also conducted to analyse secondary data on the activities of non-governmental and charitable organisations (data from the SSSU, data from open registers, scientific and analytical publications, results of previous studies, etc.)

Methodology of media monitoring

Research objective

Determining the quantity and quality of content provided by national and regional media in the context of coverage of charitable foundations, NGOs, and volunteer initiatives from December 1, 2022, to November 30, 2023. Analysing how humanitarian and military aid topics have been covered over time. Identifying TOP-100 organisations by the number of mentions.

Sample

The sample selected for the monitoring included national and regional online media, news agencies, websites of organisations and governing authorities, TV (Single Marathon), national and regional print media, and social networks (Facebook, Twitter, YouTube, Telegram, and Instagram).

Comprehensive data processing

All socio-political materials of the selected media were analysed, selected by the keywords «charitable foundation», «charitable organisation», «non-governmental organisation», and «volunteer organisation» in two languages, as well as the names of the largest charitable organisations (Come Back Alive, UNITED24, Caritas), since publications about them may not use the wording «foundation», «NGO», etc.

Two topics were highlighted in the publications under analysis: military or humanitarian aid. Military aid is defined as support for the army and the TDF units. Humanitarian aid stands for assistance to people affected by the war.

The military aid included vehicles, military equipment and uniforms, medical equipment for the military, drones, Bayraktars, etc. Humanitarian aid included assistance to IDPs, social and financial support, evacuation of people from dangerous regions and human rights protection, assistance to children, animals, the elderly, people with special needs, and the reconstruction of Ukraine.

Methodology for calculating contacts with the audience

To analyse mentions, we used the metric of predicted audience contacts or predicted coverage. A separate calculation method is used for each type of media. Predicted contacts (GRP) is the estimated number of views of a publication (news/post/story).

Calculating the number of contacts in online media

We use the SimilarWeb resource to collect data on the audience of a particular website. The calculation is based on the number of visits to the site over the last full month. The total number of visits is updated monthly when SimilarWeb updates its data. The predicted number of contacts with a given publication on the website is calculated using a coefficient calculated as the average number of views of a particular publication on the website, taking into account the weight of the media outlet (large or small) and the time of publication with regard to the time of day (night time traffic is lower than daytime traffic).

Calculating the number of contacts for TV segments

To estimate the audience of a TV channel, we use data from the Television Industry Committee. The predicted number of contacts for a TV segment is calculated using a coefficient that takes into account the time of the segment's release relative to the time of day (morning prime time, evening prime time, daytime or night time).

Calculating the number of contacts for articles in print media

To estimate the audience of a print media outlet, we use data on the circulation declared by the publication. The number of views of a single article in an issue of a print publication is equal to the circulation of the publication. Data is updated once a year.

Calculating the number of contacts for social media

For Facebook, YouTube, Twitter, and Telegram, we use data on the number of followers of the page, which, depending on the size of the page's audience, is used to calculate the estimated number of views of a particular post. The coverage rate for comments is not calculated.

Method of determining the media's regional affiliation

The region of the source is the region of Ukraine from which the source originates. It is determined by specialists for web sources; for TV, press, radio – mainly based on the information provider's data; for social media – determined if technically possible. Such details apply only to Ukrainian sources and only to the region. If a source is not region-specific, it is labelled as a nationwide source.

The contents of the study do not necessarily reflect the views of ISAR Ednannia, the views of the United States Agency for International Development or the United States Government.

LEVEL OF TRUST AND INDICATORS OF PUBLIC ATTITUDE TOWARDS CSOS AND VOLUNTEERS: DATA FROM REPRESENTATIVE SOCIOLOGICAL SURVEYS

Trust in volunteers and non-governmental organisations

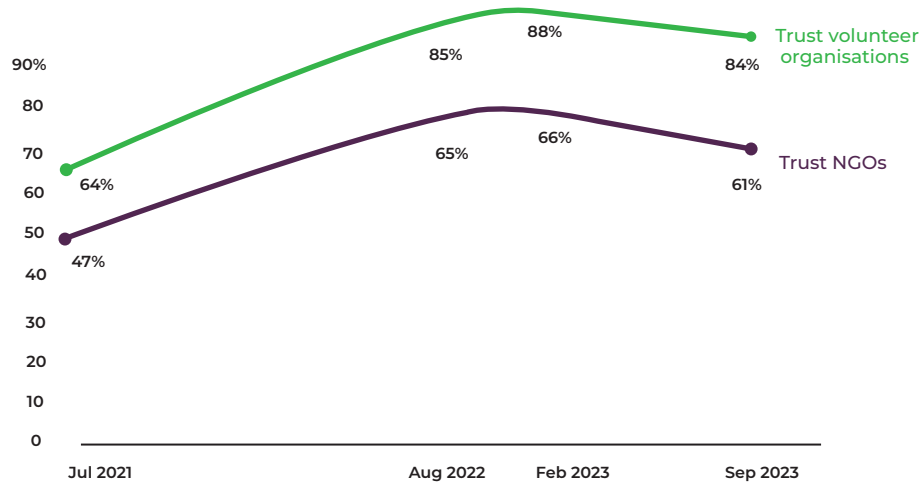
After the full-scale invasion in February 2022, trust in volunteers and NGOs has increased among Ukrainians. While in July 2021, according to the Razumkov Centre², 64% of Ukrainians trusted volunteer organisations and 47% trusted NGOs, in the summer of 2022 these figures increased to 85% and 65% respectively. CSOs and volunteers are now part of the «elite league» regarding trust among Ukrainian public institutions. However, volunteers have previously been and still are more trusted than CSOs.

In 2023, there was a slight decrease in trust in both actors: in the fall of 2023, 84% trusted volunteer organisations (88% at the beginning of the year) and 61% trusted NGOs (66% at the start of the year).

² Citizens' assessment of the situation in the country. Trust in social institutions, politicians, officials and public figures. Attitudes towards holding national elections in Ukraine before the end of the war (September 2023)



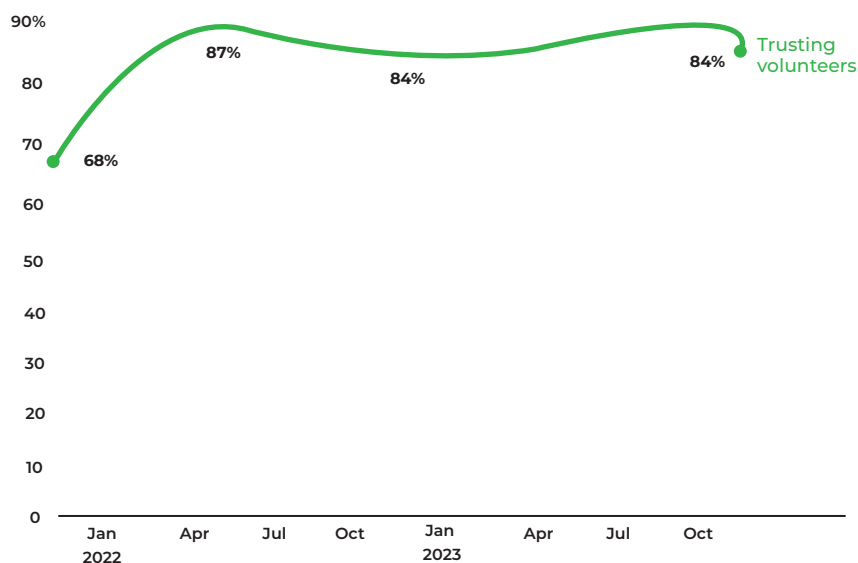
The share of Ukrainians who trust volunteer and civil society organisations, according to the Razumkov Centre: July 2021 and September 23



Source: Citizens' assessment of the situation in the country. Trust in social institutions, politicians, officials and public figures. Attitudes towards holding national elections in Ukraine before the end of the war (September 2023)

The KIIS data show similar dynamics regarding trust in volunteer organisations: before the full-scale invasion, 68% of Ukrainians trusted them, while afterwards, 84-87% did.

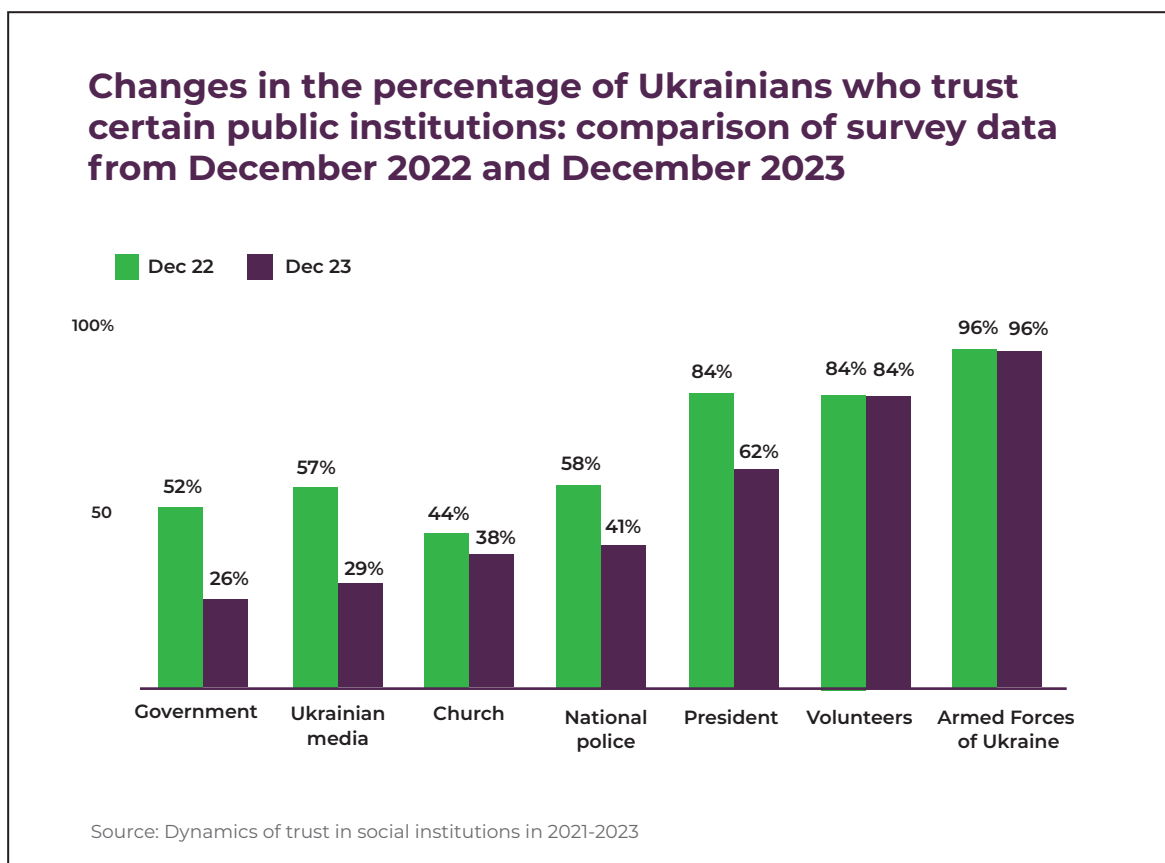
Share of Ukrainians who trust volunteers according to KIIS: December 2021 – December 2023



Source: Dynamics of trust in social institutions in 2021-2023

Notably, the fluctuation in trust in volunteers is minimal: according to KIIS and the Razumkov Centre, over the past two years, the trust in volunteers has fluctuated in the range of 84-88%.

Based on the dynamics of trust in various authorities and social institutions (for example, according to KIIS monitoring data³), we may assume that some decrease in the share of those who trust volunteers and NGOs reflects a trend of a general decline in the level of trust of Ukrainians in social actors. However, compared to the decrease in trust in the Government or the Verkhovna Rada between December 2022 and December 2023, the scope of the decline in trust in volunteers and CSOs is much smaller⁴.



Awareness and attitude towards CSOs' activities

According to the results of the "National Civic Engagement Poll Spring-Summer 2023"⁶, 47% of Ukrainians currently living in Ukraine in their usual place of residence (non-displaced persons, NDPs), 41% of IDPs, and 53% of Ukrainians currently living outside of Ukraine (externally displaced persons, EDPs), are not aware of the activities of Ukrainian civil society organisations.

³ Dynamics of Trust in Social Institutions in 2021-2023.

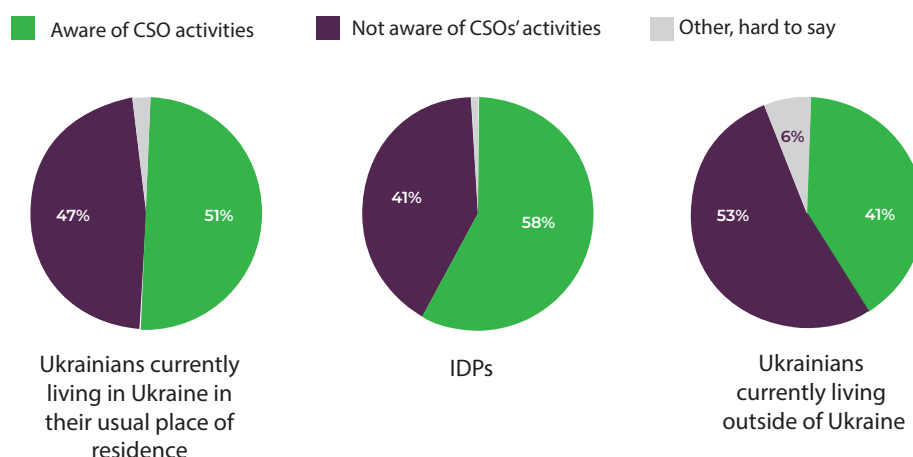
⁴ Dynamics of Trust in Social Institutions in 2021-2023.

⁵ Dynamics of Trust in Social Institutions in 2021-2023.

⁶ National Civic Engagement Poll Spring-Summer 2023. Published on October 23, 2023.



How would you assess your awareness of the work of Ukrainian civil society organisations?



Source: National survey on civic engagement spring-summer 2023. Published on 23 October 2023.

Many respondents are not sufficiently informed about the activities of civil society organisations in Ukraine. There is a widespread opinion among respondents that the activities of these organisations are beneficial but not systematic and do not always address the most important social issues. About 14% of Ukrainians who currently live in Ukraine in their usual place of residence, 19% of IDPs, and 21% of Ukrainians who currently live outside of Ukraine agree with the statement **"Their (CSOs) work is aimed at solving key social problems"**⁷.

29% of Ukrainians residing in Ukraine, 34% of IDPs and 34% of Ukrainians outside of Ukraine agree that **"Their (CSOs) activities are not systematic but are beneficial for certain groups of citizens"**.

9% of Ukrainians who reside in Ukraine, 6% of IDPs and 9% of Ukrainians who currently reside outside of Ukraine agree that **"Their (CSOs) activities are not aimed at solving important social problems"**.

About 47% of Ukrainians residing in Ukraine, 40% of IDPs and 33% of Ukrainians currently residing outside of Ukraine believe that they know little about CSOs activities.

Results of the **"National Civic Engagement Poll Spring-Summer 2023"**⁸ indicate that Ukrainian citizens have a mixed attitude towards civil society organisations.

On the one hand, most respondents (89% of those residing in Ukraine at their usual place of residence and IDPs, and 78% of Ukrainians temporarily living abroad) believe that a developed democracy and a prosperous society in Ukraine are impossible without the participation of civil society organisations. This demonstrates the recognition of these organisations' important role in public life. Also, the majority believe in the ability of CSOs to influence government policies effectively (63% of respondents living in Ukraine, 57% of IDPs and 49% of EDPs).

Every second respondent among NDPs and IDPs (50%) and 44% of EDPs believe that CSOs are more effective in solving social problems than the government and businesses.

⁷ National Civic Engagement Poll Spring-Summer 2023. Published on October 23, 2023.

⁸ National Civic Engagement Poll Spring-Summer 2023. Published on October 23, 2023.



On the other hand, some concerns are raised about the priorities and activities of these organisations: almost half of the respondents living in Ukraine (49%) and about 43% of IDPs believe that civil society organisations are more focused on donor funding than on solving important social problems (33% of EDPs believe this). Respondents also expressed concern about corruption, as 61% of those living in Ukraine in their usual residence and 57% of IDPs believe corruption is widespread among these organisations (42% of EDPs believe this). According to the authors of the study **“National Civic Engagement Poll Spring-Summer 2023”**⁹:

“Compared to NDPs and IDPs¹⁰, EDPs¹¹ are the least likely to express trust in CSOs or believe in their effectiveness when it comes to influencing government decisions or addressing social issues, while their participation in CSO activities is the highest. Although Ukrainians who have not left the country tend to have more trust in CSOs and their role in ensuring the country's democratic development, they are more likely to associate the work of civil society with negative stereotypes”.

“EDPs are less inclined to agree with negative stereotypes related to CSOs. Only 33% of this sample believe NGOs prefer donor funding to solve social problems, compared to 49% of NDPs and 43% of IDPs.

Externally displaced persons consider CSOs less corrupt: 42% agree that corruption is widespread among CSOs, compared to 61% of non-displaced and 57% of internally displaced Ukrainians. At the same time, EDPs who are less likely to agree with negative stereotypes about CSOs are the most knowledgeable about their work – only 33% of EDPs admitted that they are not familiar with the activities of CSOs, compared to 47% of the non-displaced population and 40% of IDPs”¹².

CSOs that participated in the Chatham House research additionally pointed to certain risks associated with corruption when engaging CSOs in reconstruction and the interaction of the civil society sector with the government and the business in this process:

“Civil society groups were surprisingly sober in their assessment of their vulnerabilities and the risks of the non-governmental Sector. [...] These risks are mainly related to the flow of funds to groups affiliated with local or central government (mentioned by 40% of respondents), low level of professionalism (18%) and a perception of corruption within

⁹ National Civic Engagement Poll Spring-Summer 2023. Published on October 23, 2023.

¹⁰ Ukrainians who currently reside in Ukraine in their usual place of residence.

¹¹ Ukrainians who currently reside outside of Ukraine.

¹² National Civic Engagement Poll Spring-Summer 2023. Published on October 23, 2023.



the Sector itself. The respondents expressed concern that local authorities may be tempted to create "tamed" CSOs to simulate authentic engagement or to engage only loyal groups willing to support ineffective decisions and conceal potentially corrupt schemes. A smaller share of respondents also pointed to the potential for business interest groups to try to lobby or influence the recovery process by creating or recruiting CSOs to work on their behalf" ¹³.

Trust in specific CSOs

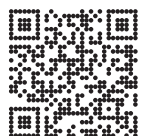
Based on the results of the research "**Ukrainians Speak about Volunteering and Trust in Charitable Foundations**" ¹⁴, conducted by **Kantar** in April 2023, the most popular organisations to which Ukrainians are willing to donate are the Come Back Alive Foundation (43%) and the Serhiy Prytula Charitable Foundation (42%). UAnimals, an animal rescue organisation, garnered 25%, UNICEF – 23%, and the Ukrainian Red Cross Society – 21%. They are followed by the Tabletochki charity foundation (19%), the United24 fundraising platform (17%), and the Dobro.ua charity platform (17%). Other foundations and projects receive support from less than 10% of respondents.

We can compare the data on trust in foundations obtained by **Kantar** with the data from the media monitoring of Ukraine's information space in 2023, conducted by **Semantrum** at the request of **KIIS**. We can see that the foundation trusted by the largest share of Ukrainians (Come Back Alive, 43%) is also the most frequently mentioned in the media and on the Internet – almost 57,500 publications. The Prytula Foundation, trusted by 42% of Ukrainians, is in fourth place in the number of mentions – almost 20,800 publications. At the same time, such foundations as UAnimals, UNICEF, the Ukrainian Red Cross Society, and Tabletochki, which ranked 3rd-6th in terms of trust, are not mentioned in the media as often as the two leading foundations.

¹³ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine's recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs



¹⁴ *Ukrainians speak about volunteering and trust in charitable foundations. Kantar research. Published on May 1, 2023.*



The level of Ukrainians' trust in charitable foundations NGOs and international organisations and the number of their mentions in the Ukrainian media space in 2023

		Ready to donate money (% of Ukrainians)	April 2023 Number of mentions according to media monitoring in 2023	Rank by number of mentions in Ukraine
1	Foundation for Competent Assistance to the Army "Come Back Alive"	43%	57 448	1
2	Charitable Foundation of Sergey Prytula	42%	20 769	4
3	Animal rescue organisation UAnimals	25%	1 978	21
4	UNICEF	23%	8 497	6
5	Ukrainian Red Cross Society	21%	2 831	15
6	Tabletochki	19%	704	47
7	United24 fundraising platform	17%	37 113	2
8	Charity platform Dobro.ua	17%		

Source: 1. Ukrainians about volunteering and trust charitable foundations. Kantar survey. 01 May 2023 2. Media monitoring by Semantrum commissioned by KIIS

QUANTITATIVE CHARACTERISTICS AND DYNAMICS OF THE SECTOR: ANALYSIS OF SECONDARY DATA

Dynamics of the number of registered NGOs, charitable organisations and HOAs in 2021-2023

Between 2021 and 2023, charitable organisations showed the most significant increase: according to the SSSU, their number increased by 43% over two years. NGOs and HOAs are also growing by 6.1% and 5.4%, respectively. Notably, registered NGOs, COs, and HOAs grew in 2022 and 2023.

Number and growth rate of charitable organisations, NGOs and HOAs, 2021-2023

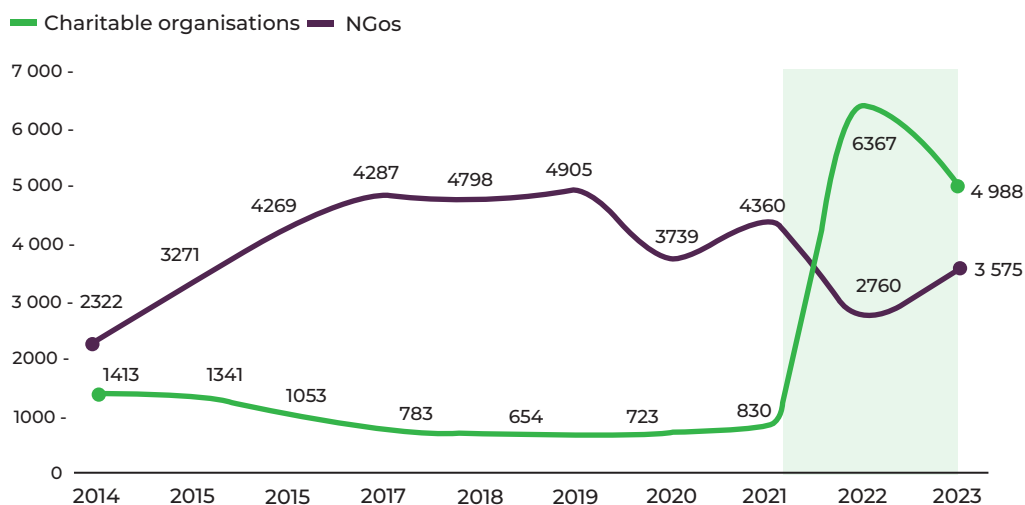
	2021	2022	2023	Growth 2021-2023
1 Charitable organisation	20 449	25 755	29 246	43%
2 NGos	96 258	98 917	102 087	6.1%
3 Homeowner's associations	37 435	38 364	39 448	5.4%

Source: State Statistics Service of Ukraine

Dynamics of the number of new registrations of NGOs and charitable organisations in 2014-2023

In 2023, the number of registrations of new charitable organisations once again was very high: there were almost 5 thousand new organisations. This is less than in 2022 (when more than 6 thousand were registered) but several times more than was registered annually from 2014 to 2021. Compared to 2022, the number of new registrations of NGOs has also increased – 3,575 in 2023 compared to 2,760 in 2022. However, this is still less than the annual rate of registration of new CSOs in the period from 2017 to 2021. The total number of NGOs and COs registered in 2023 was slightly lower than in 2022: 8563 organisations versus 9127.

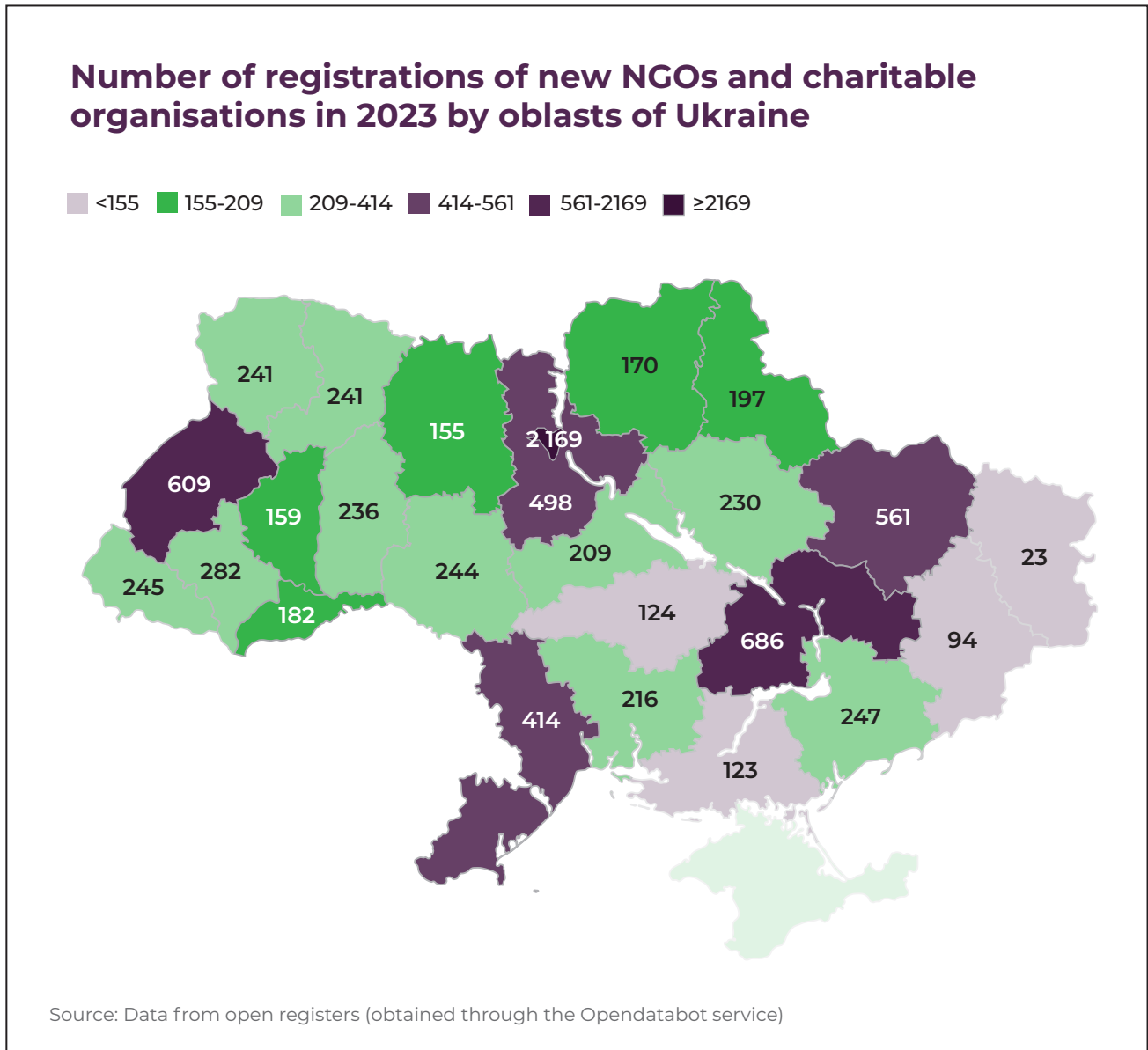
Dynamics of the number of registrations of new NGOs and charitable organisations by years (2014-2023)



Source: Data from open registers (obtained through the Diia portal and the Opendatabot service)

Geographical distribution of new organisations

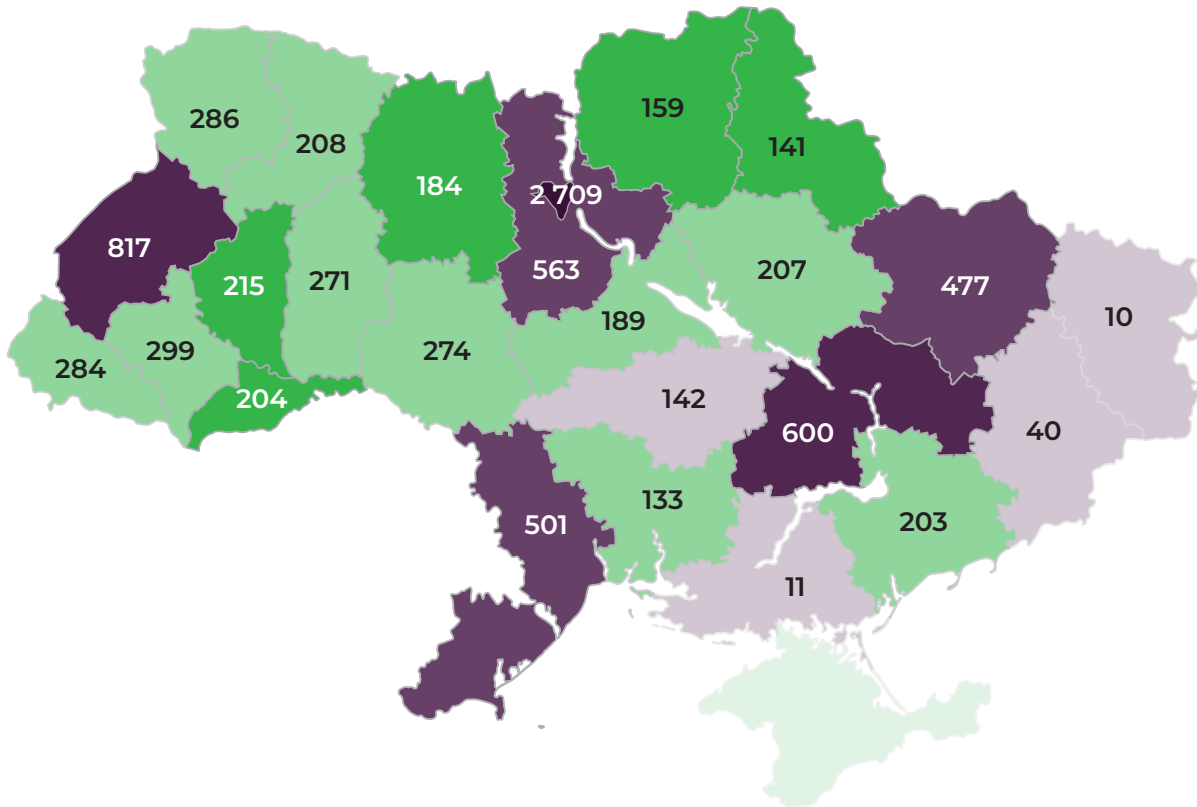
In 2023, the most significant number of civic and charitable organisations were registered in Kyiv city – 2169 organisations; Dnipropetrovsk oblast – 686; Lviv oblast – 609; Kharkiv oblast – 561; Kyiv oblast – 498 and Odesa oblast – 414. The smallest number of new organisations was created in Luhansk, Donetsk, Kherson, and Kirovohrad oblasts.



In 2022, the list of oblasts with the highest number of registered NGOs/COs was similar to the list of 2023: Kyiv city, Lviv oblast, Dnipropetrovsk oblast, Kyiv oblast, Kharkiv oblast, Odesa oblast.

Number of registrations of new NGOs and charitable organisations in 2022 by oblasts of Ukraine

■ <155
 ■ 155-209
 ■ 209-414
 ■ 414-561
 ■ 561-2169
 ■ ≥2169

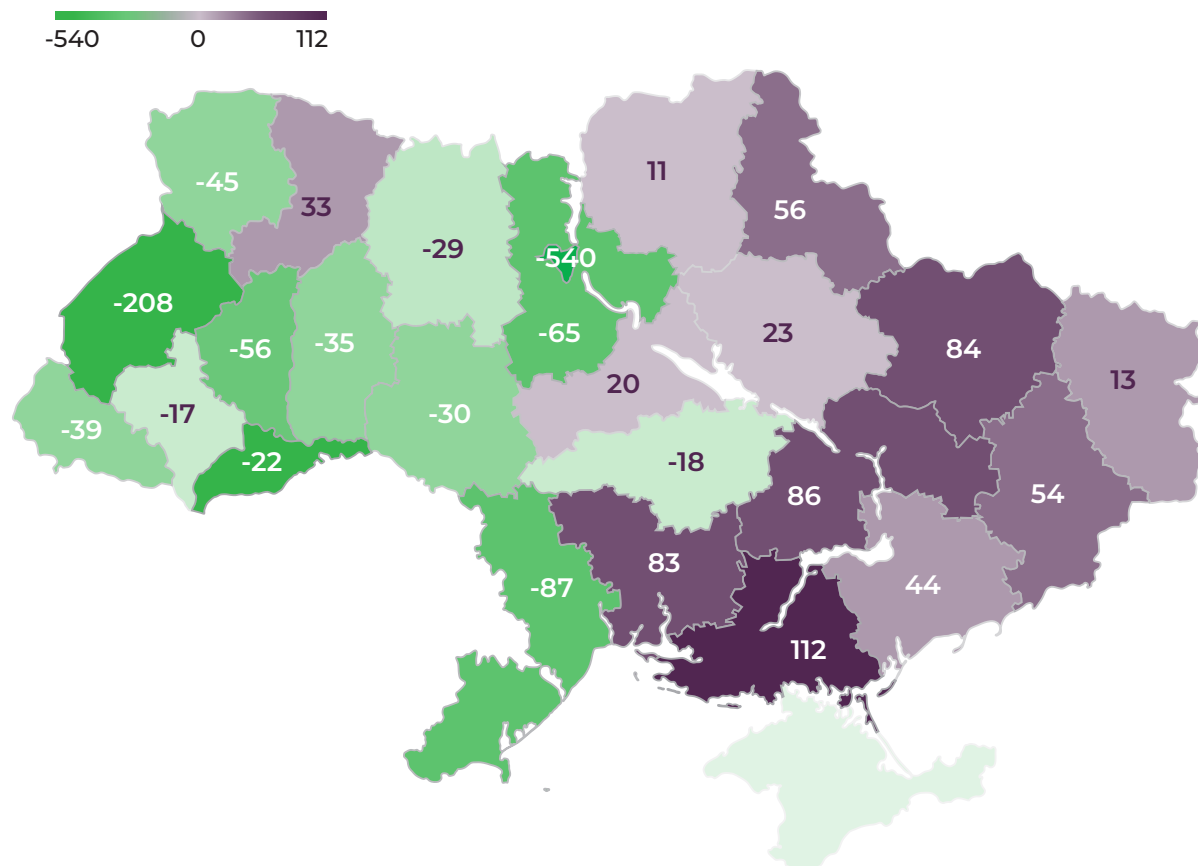


Source: Data from open registers (obtained through the Opendatabot service)

Although the list of oblasts with the highest number of new organisations in 2023 remained almost the same as a year ago, the change in the rate of creation of new organisations by region is interesting: Kherson oblast showed the most significant increase (112 new organisations more), possibly indicating the creation of new structures aimed at helping and rebuilding de-occupied communities and eliminating the consequences of the Kakhovka HPS destruction. Mykolaiv (+83 new organisations), Dnipro (+86), Kharkiv (+84), Sumy (+56), and Donetsk (+54) oblasts also showed significant growth.

On the other hand, the number of new NGO/CO registrations in Kyiv city and Lviv oblast has drastically decreased.

Difference between the number of registrations of new NGOs and charitable organisations in 2023 and 2022 by oblasts of Ukraine



Source: Data from open registers (obtained through the Opendatabot service)

Dynamics of the number of officially registered volunteers

The number of registered formal volunteers in Ukraine has been increasing rapidly since the start of the full-scale invasion, with exceptionally high growth rates since October 2022. While in January 2022¹⁵, there were 320 people in the Volunteer Register, now there are almost 7 thousand of them¹⁶. However, the research results among volunteers show that only a tiny share of people engaged in volunteer activities are officially registered¹⁷¹⁸. That is, the actual scope of volunteering in Ukraine is much larger than it might seem based on official data.

¹⁵ The Volunteer Register has increased 2.5 times in one year. What is the change in the number of volunteers since the start of the full-scale invasion? Published on December 15, 2023.

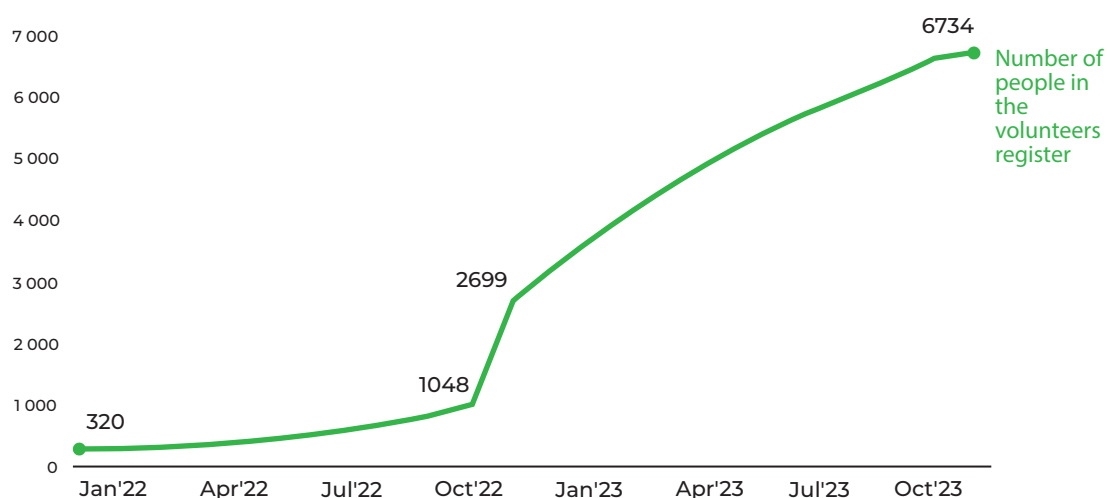
¹⁶ The Volunteer Register has increased 2.5 times in one year. What is the change in the number of volunteers since the start of the full-scale invasion? Published on December 15, 2023.

¹⁷ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Values of volunteers: results of a qualitative research on the prospects for the volunteer movement development in Ukraine. Published on July 31, 2023.

¹⁸ Challenges and needs of the volunteer sector. Published in 2023.



Dynamics of the number of persons registered in the Register of Volunteers maintained by the State Tax Service (January 2022 - December 2023)

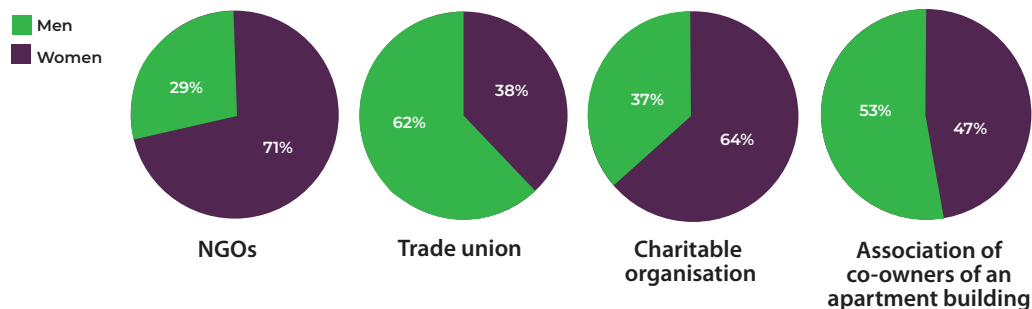


Source: The volunteers register has grown 2.5 times in a year. How has the number of volunteers changed since the start of the full-scale war? 15 December 2023

Gender distribution of CSO leaders and employees

Similarly to 2022, as of January 1, 2023, men significantly predominate among the leaders of NGOs and COs (71% and 64%, respectively), while women are more prevalent among such CSOs as trade unions and HOAs (62% and 53% respectively). Since the results are based on the data from the open state registers of the SSSU, other genders are not included in the analysis.

Gender of heads of different types of organisations (as of 1 January 2023)

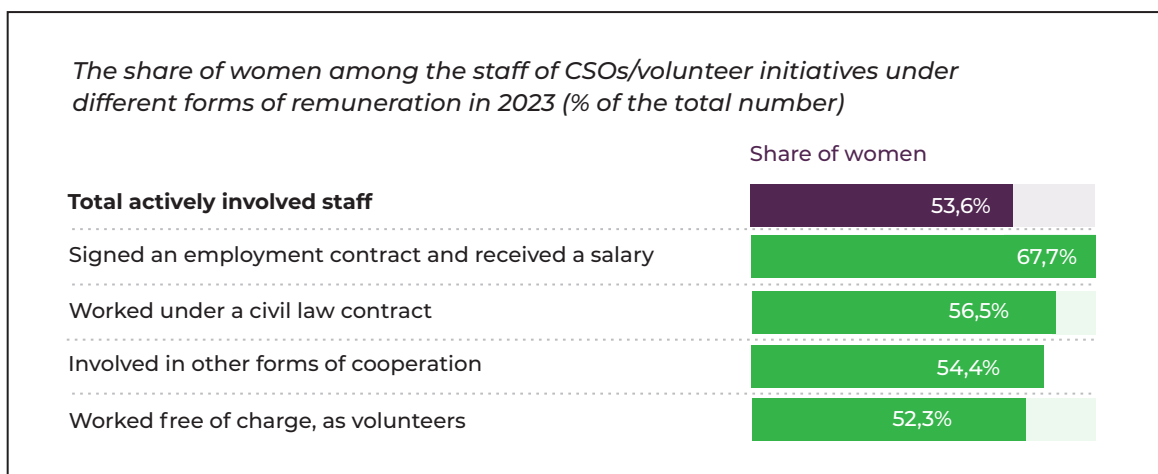
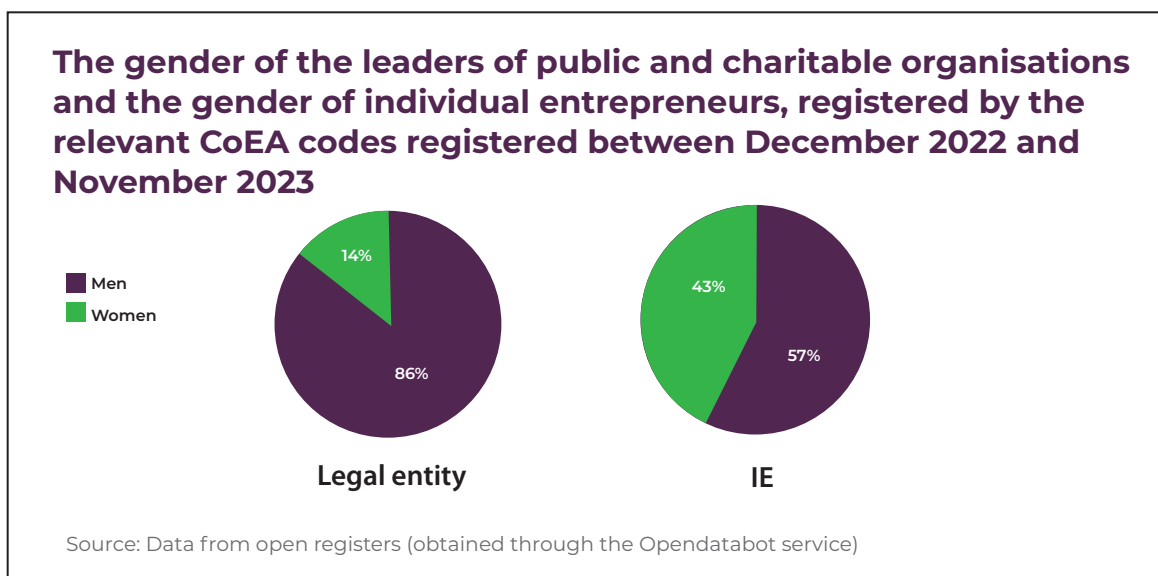


Source: State Statistics Service of Ukraine

This analysis is admittedly limited by the fact that the SSSU includes all legal entities (NGOs, COs, trade unions, HOAs) that are not currently undergoing termination of their activities, and a large part of them may be either inactive or registered a long time ago. To understand the most relevant trends, we analysed data on the gender of the leaders (if they are legal entities) of public and charitable organisations registered between December 2022 and November 2023 and the gender of individual entrepreneurs (registered by the relevant CoEA codes). Our analysis may be subject to some error because we determined the gender of the head/sole proprietor through automatic classification by name – the data set did not contain information on the gender of the director/founder. However, it still allows us to trace the primary trend. It seems that the gender imbalance is only growing: 86% of leaders of newly registered CSOs/COs are men. This imbalance is not as strong among individual entrepreneurs, but men also prevail. Also, the number of individual entrepreneurs in this area is much smaller.

At the same time, according to the KIIS survey of 2023, women account for 54% of all CSO employees/volunteers. There is an apparent disproportion: women make up the majority of CSO/volunteer employees but are much less likely than men to be leaders of non-governmental or charitable organisations.

Additionally, the share of women among regular staff is higher (68%) compared to those who work under other forms of cooperation; namely, among those working under civil law contracts, women make up 57%, while among those involved in different forms of cooperation, their share is 54% and among unpaid workers – 52%.



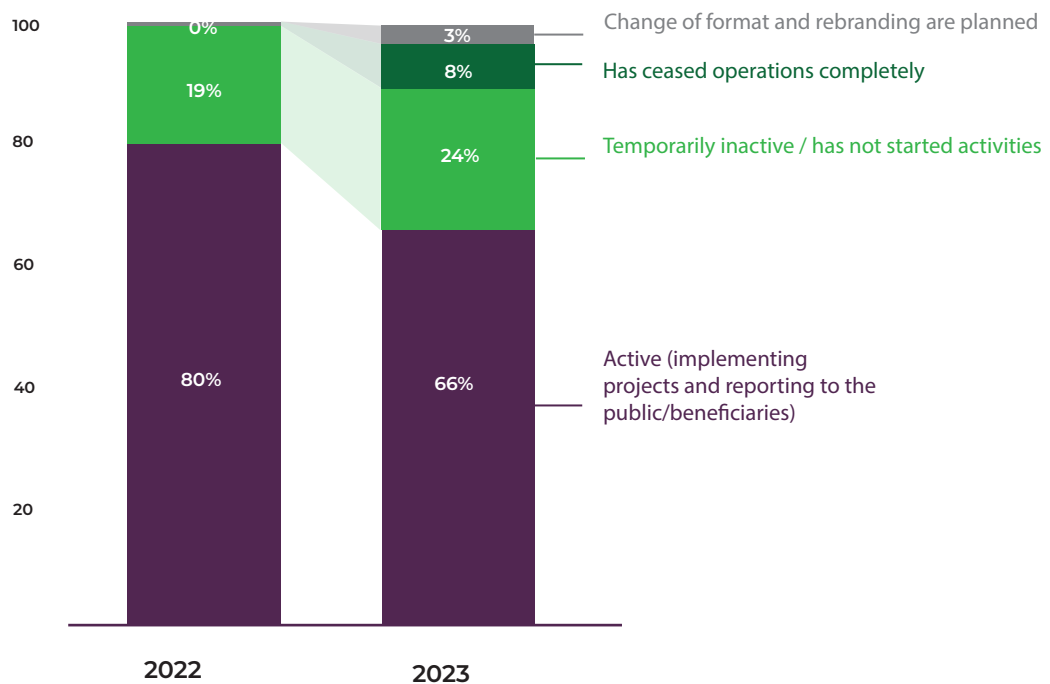
CHARACTERISTICS OF ORGANISATIONS BASED ON THE RESULTS OF THE SURVEY IN 2023 AND COMPARISON WITH THE RESULTS OF THE SURVEY IN 2022

Status of activity of organisations

This report analyses and compares the results of the survey of representatives of CSOs and volunteer organisations and initiatives. Out of the organisations we managed to contact during the survey, we interviewed only those currently active – implementing projects, reporting to their members, beneficiaries, etc. In 2023, 66% of such organisations were. At the same time, the main reasons for inactivity were most often mentioned as a temporary cessation of activities (24%) and the upcoming change of format (2.5%). A complete cessation of activity was reported by 8% of organisations. Compared to the previous year, the share of active organisations among those with whom we established contact has somewhat decreased – from 80.0% to 66.1%.

Current status of activity of NGOs/COs that were contacted and agreed to participate in the survey % among NGOs/COs in 2022 and NGOs/ COs/volunteers in 2023

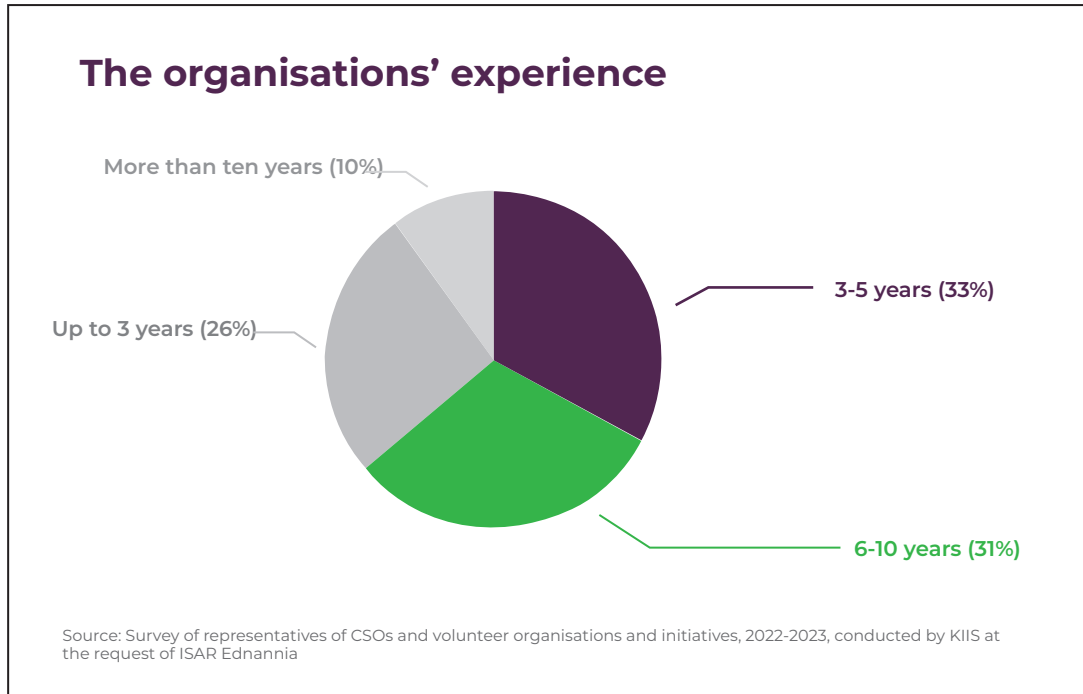
% among NGOs/COs in 2022 and NGOs/COs/volunteers in 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Working experience of organisations

Among the CSOs/volunteer initiatives that took part in the survey, 26% have up to 3 years of experience, 33% have 3-5 years of experience, 31% of organisations have 6-10 years of experience and 10% have more than ten years of experience.



Relocation of organisations

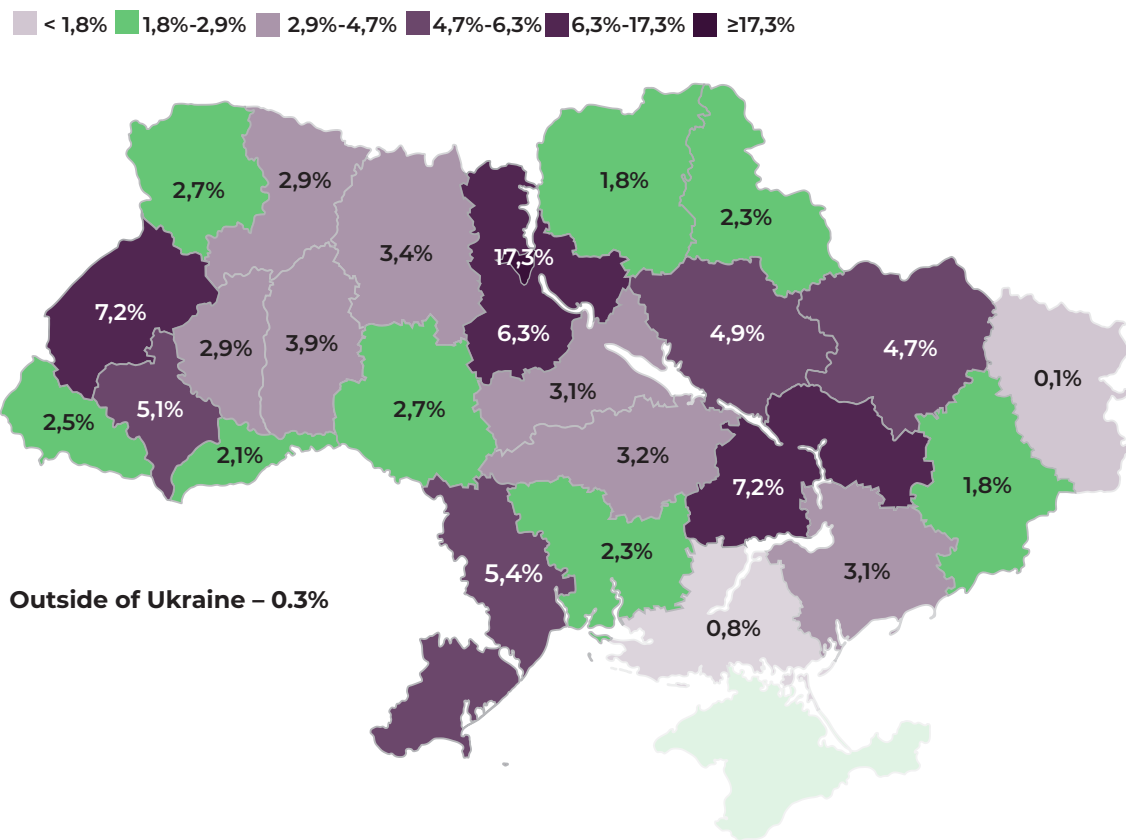
In general, 6.3% of CSOs were forced to relocate from the area of armed conflict. Most of them (4.9%) were relocated during 2022. In 2023, this process slowed down, and 1.5% of CSOs were relocated. Most often, CSOs were forced to relocate from the frontline regions and areas that were subjected to intense shelling, namely:

- Donetsk oblast – 1.2%,
- City of Kyiv and Kyiv oblast – 1.0%,
- Luhansk oblast – 0.8%,
- Zaporizhzhia oblast – 0.7%,
- Kharkiv oblast – 0.5%,
- Kherson oblast – 0.5%,
- Dnipropetrovsk oblast – 0.3%,
- Other – 1.4%.

Location and geographic distribution of organisation's activities

The largest number of CSOs/volunteer initiatives are currently operating in the city of Kyiv (17.3%), followed by Dnipropetrovsk (7.2%), Lviv (7.2%), Kyiv (6.3%) and Odesa oblasts (5.4%).

Geographic location of the main CSOs/volunteers' branches in 2023



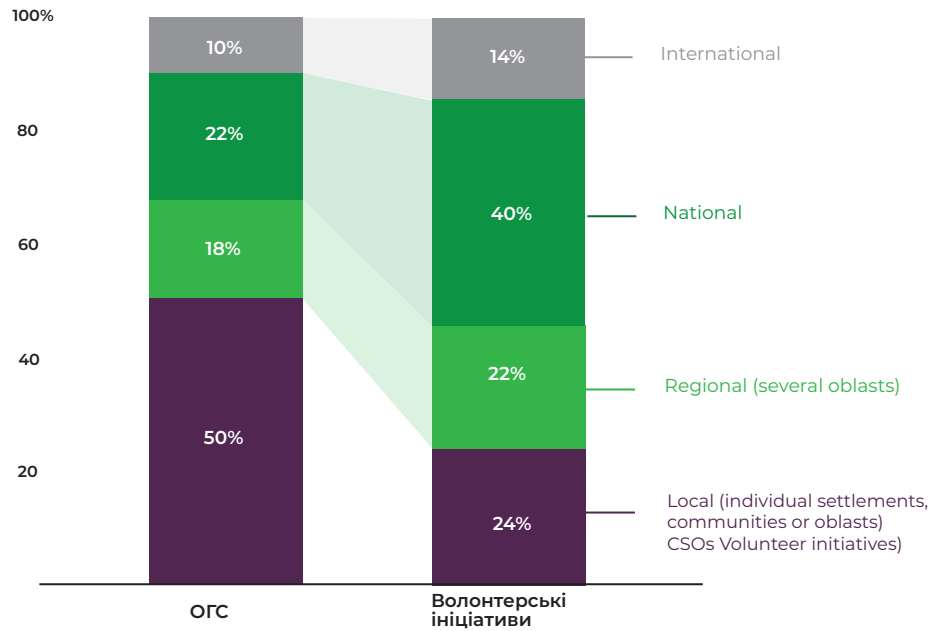
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

However, the region of registration does not mean that all activities of an organisation are locally oriented. The survey data show that, similar to 2022, 12% of organisations have branches in other regions of Ukraine. In general, about half (49%) of CSOs/volunteers defined the geography of their activities as local, i.e. they operate in separate settlements, communities or within one oblast. While 24% consider themselves national organisations, 18% define themselves as regional organisations operating in several oblasts and 10% describe themselves as international CSOs. The geography of activities is very similar to the one in 2022, except for international organisations, whose share decreased over the last year from 14.3% to 10%.

There are significant differences between CSOs and volunteer initiatives, as the activities of CSOs are more often focused on the local level, while the activities of volunteers are on the national level.

How would you define the geography of your NGO/CO activity?

% among each type of organisations



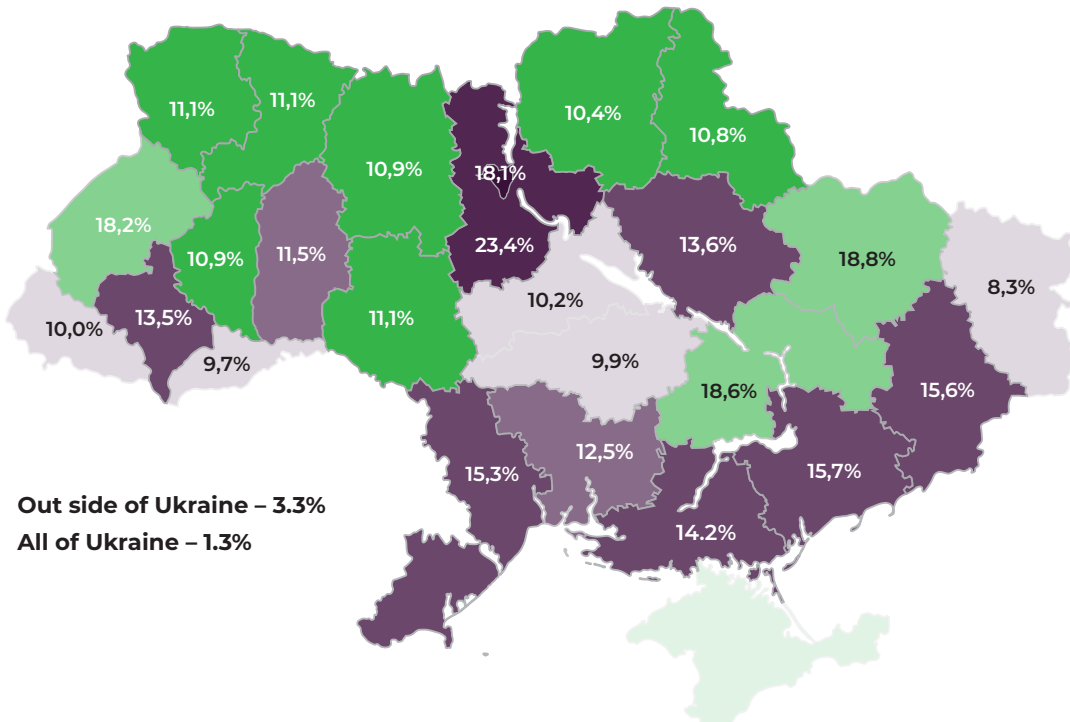
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

In 2023, the regional focus of CSO/volunteer activities was focused on the frontline and near-frontline oblasts of eastern and southern Ukraine, as well as in the areas with the highest number of IDPs – Kyiv and Kyiv oblast, Lviv and Ivano-Frankivsk oblasts.

Geography of CSOs/volunteers' activities in 2023

Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Legend:
■ < 10,4%
■ 10,4%-11,5%
■ 11,5%-13,5%
■ 13,5%-18,1%
■ 18,1%-23,4%
■ ≥23,4%

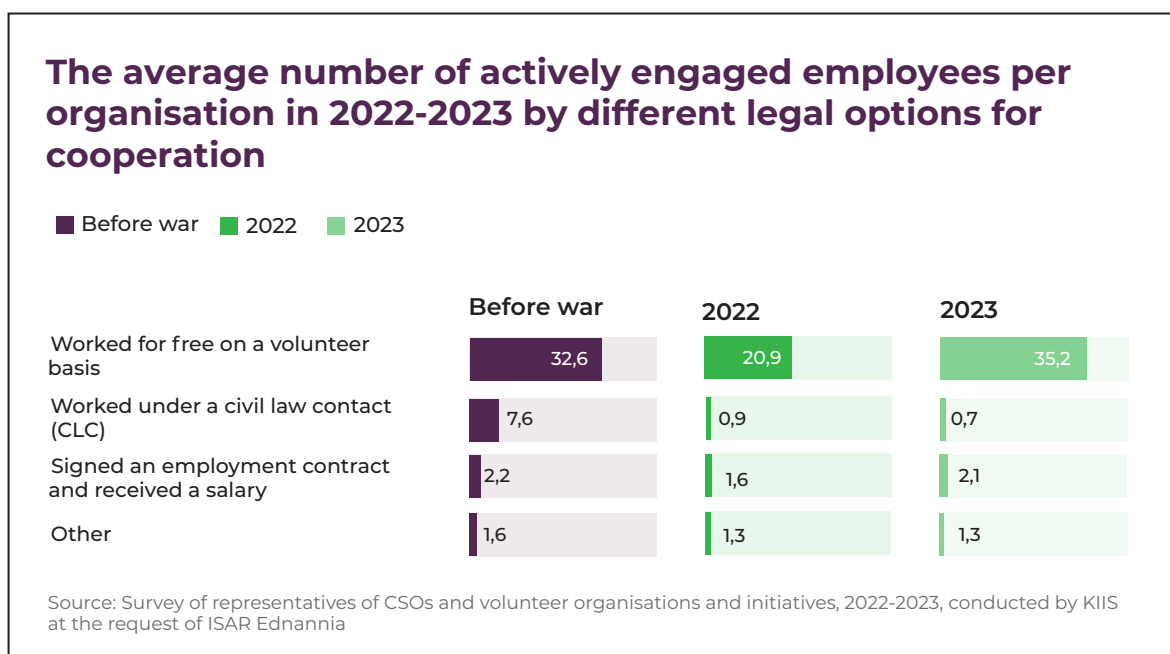
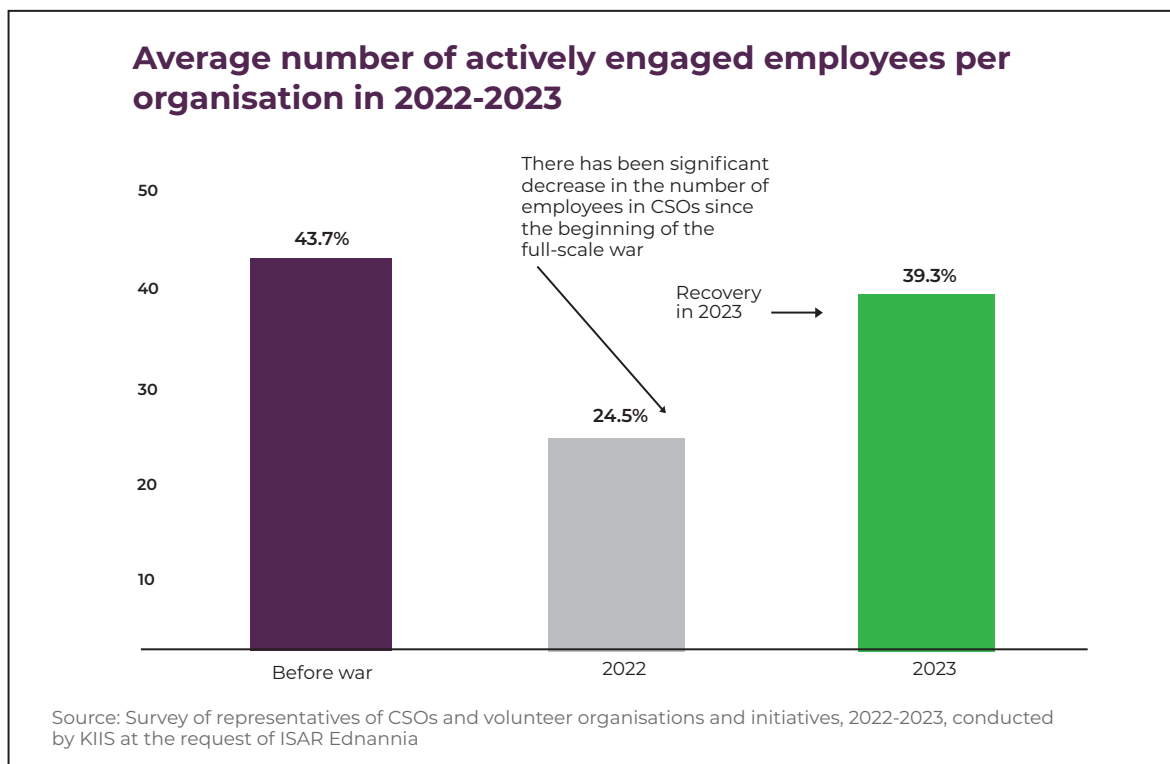


Out side of Ukraine – 3.3%
 All of Ukraine – 1.3%

Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

The staff of organisations

With the outbreak of full-scale war in 2022, the average number of actively engaged CSO/volunteer staff decreased by 1.7 times. In 2023, their number partially recovered, mainly due to an increase in the number of employees working for free on a volunteer basis. The prevalence of other forms of cooperation remains low.



On average, volunteer organisations cooperate with more people than NGOs or COs (237 people vs. 25 in 2023). The reason for such a difference is that volunteer initiatives involve 11.2 times more people working for free than CSOs.

Women make up 54% of all CSO employees/volunteers. At the same time, the share of women among permanent employees is higher – 68% compared to those who work under other

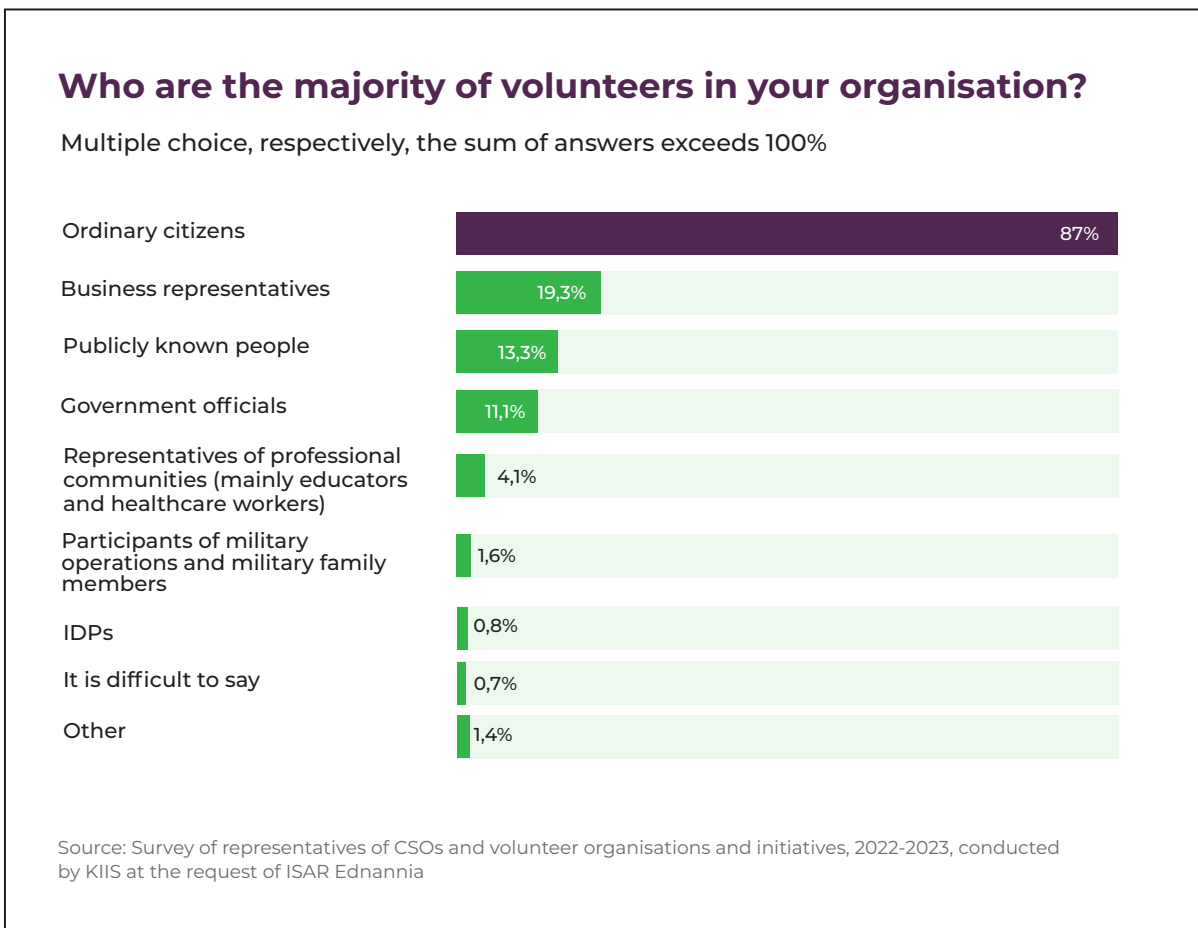
forms of cooperation, namely, among those working under civil law contracts, women make up 57%; among those who are involved in other forms of cooperation – 54% and among unpaid staff – 52%.

Given the significant variability in the number of employees of CSOs/volunteer initiatives, the average figures may not provide a complete view of changes in the staff. Therefore, the survey participants were asked a direct question about the changes in the composition of their staff over the last year. Most organisations reported that there were no changes. Insignificant (up to 3%) mutually offsetting changes are observed for permanent employees under labour or civil law contracts. A slight increase is observed in the involvement of volunteers who work for free and those involved in other forms of cooperation.

In 2023, most volunteers were ordinary citizens – 87.0% of surveyed organisations gave this answer.

Regarding the age of the volunteers involved, 61% of organisations reported that people of all ages worked as volunteers, without a predominance of a specific age group; 19% reported that they were primarily middle-aged people; 14% – were young people; 6% – were pensioners.

Other groups that were actively involved in volunteering included business representatives (19%), public figures (13%), and government officials (11%).



AREAS OF ACTIVITY OF CSOS AND VOLUNTEERS. NEW AREAS OF ACTIVITY IN 2023

Key priorities of CSO activities

Overall, the areas where most CSOs were involved have not changed in recent years, but their priorities have somewhat changed. While before the invasion, culture, sports, and education were the most frequently mentioned priorities of CSOs, they are mentioned less frequently in wartime.

Meanwhile, assistance to the army and victims of Russian aggression has become the focus of civil society.

Nevertheless, in 2023, there was a decrease in the share of organisations for which these areas of activity are the main ones. There was a 5% decrease in the share of CSOs specialising in supporting the army (from 43% in 2022 to 38% in 2023) and an even more noticeable 11% decrease in the share of organisations providing support to groups directly affected by the war (from 43% in 2022 to 32% in 2023).

Other areas of activity that have suffered a decrease in CSO participation over the past year include social entrepreneurship (-3%), media literacy (-2%), digital transformation and cybersecurity (-2%), and decentralisation (-2%).

At the same time, there are five areas of activity where CSO engagement has increased over the past year. First, we should note a significant increase in the priority of addressing the needs of adolescents and youth (+29%). This can be partially explained by the resumption of suspended or significantly reduced activities during the first year of the full-scale invasion. An alternative explanation could be the emergence of new donors supporting projects in this area. The second area of increased activity is assisting vulnerable populations and people with special needs (+14%). There has also been a noticeable increase in activities focusing on healthcare and medical services (+7%), restoration and reconstruction of infrastructure, social facilities and housing (+4%), and animal protection (+3%). Additionally, we can note an increase in social services, community development and restoration activities.

Main areas of activity of CSOs and volunteers before and after the full-scale invasion

% among NGOs/Cos in 2022 and NGOs/Cos volunteers in 2023, multiple choice, "decrease" and "increase" indicate alternatives with statistically significant changes in the indicator

	2022	2023	
Helping the army and veterans	43%	38%	Decrease
Assistance to war victims and IDPs	43%	32%	Decrease
Work with youth and teenagers	1%	31%	Increase
Culture and sports	27%	29%	
Helping vulnerable groups of people and people with special needs	12%	26%	Increase
Education	24%	22%	
Legal assistance	26%	13%	
Protection of human rights	13%	12%	
Healthcare, medical services	3%	10%	Increase
Environmental issues	10%	9%	
Provision of social services	-	8%	
Community development services	-	7%	
Scientific and analytical research, consulting	8%	7%	
International relations / Euro-Atlantic integration	7%	6%	
Democracy building	6%	6%	
Social entrepreneurship	8%	5%	Decrease
Gender equality	6%	5%	
Restoration/development of infrastructure, socio-economic facilities, housing	1%	5%	Increase
Fight against corruption	6%	5%	
Animal protection	2%	4%	Increase
Media literacy	6%	4%	Decrease
Decentralisation	5%	3%	Decrease
Digital transformation and cybersecurity	4%	2%	Decrease
Other	7%	6%	

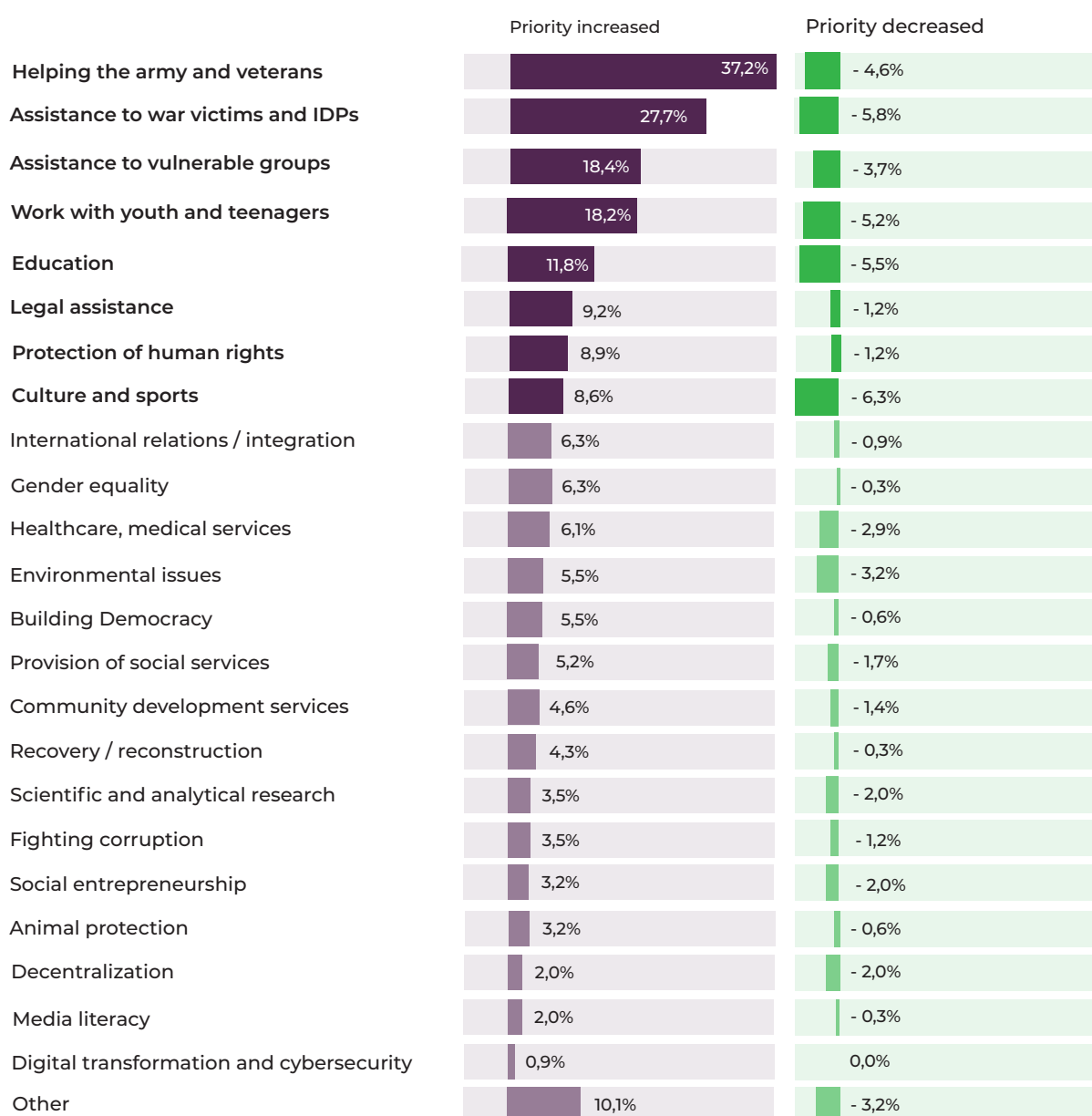
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

The KIIS survey showed that almost a quarter (23%) of CSOs changed their priority areas of activity over the past year, while 77% of organisations continued operating in their usual areas during the second year of war.

A more detailed analysis of the nature of changes in the priority areas of activities shows that most changes are related to expanding activities to new areas. Among the areas that have gained greater priority are support for the army, assistance to war victims and IDPs, assistance to vulnerable groups, people with special needs, activities aimed at youth and adolescents, and education. However, these are also the areas where the most noticeable decrease in prioritisation by some CSOs is observed. Significant intensification of activities in these areas leads to great competition among organisations, so some expand their activities, and some shift their activities to other areas of work.

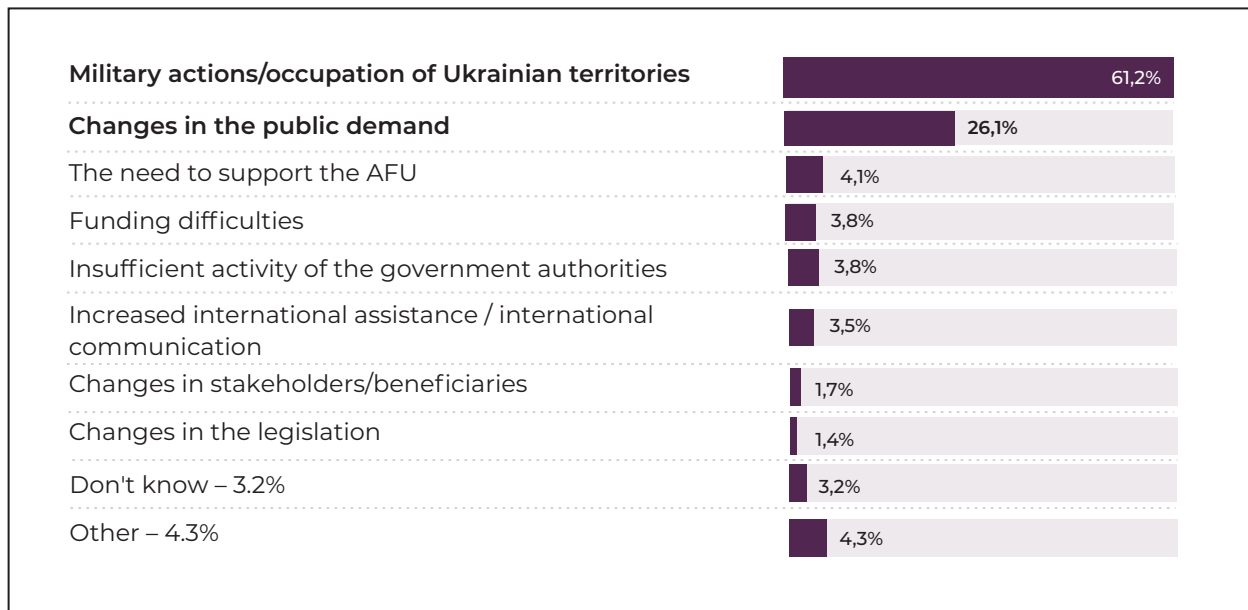
Please indicate what changes have occurred in the priority areas of your organisation's activities over the past year

■ Priority increased ■ Priority decreased



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

The main reasons for changes in the priority areas of activities of organisations in which these changes took place over the past year were as follows:



We may assume that wartime challenges are the determining factor in changing the priorities of CSOs, causing the civil society sector to focus on the most pressing issues at the expense of other areas of work or through extra efforts to combine old and new priorities.

According to the participants of the expert study, in 2023, some organisations managed to return to the areas specified in the CSO charters since the beginning of their establishment while maintaining the focus on humanitarian aid and support to the AFU. Besides, many areas have regained their relevance and been significantly modernised. For example, the area of support for veterans and military families is not new; it has been developing in Ukraine since 2014. However, the approaches to this area have been updated, and the scale has been significantly increased due to the response to the full-scale invasion.

"When the full-scale war started, everything was sidelined. We had one task, and our units and civil society organisations had one task: humanitarian response. This includes evacuating people because we have a mandatory evacuation from the Donetsk oblast. This includes finding shelter for these people. This means providing humanitarian aid to people who remained in the Donetsk oblast. Then, we started dealing with the de-occupied territories. So that was the first thing we did. Everything went on hold; we did not deal with any other issues. But now we are back to full-scale work. And we have restored almost all of the areas that we had. This includes training for young workers, updating our community councils, and updating our comprehensive regional programs. We have a separate program for youth. We have a program on domestic violence, on combating human trafficking, and on family policy. So now everything is coming back to its proper place, so to speak. But, of course, the humanitarian response continues alongside it."

Expert research respondent

"The veteran support area is not a new area for us, we have been supporting veterans since 2014 because, as we know, the war started that year. And in fact, our main partners in the veteran community, such as the Space of Opportunities, have been operating for several years, and we have also cooperated with them. That is, this is definitely not a new direction for us."

Expert research respondent

Main areas of work of the volunteer segment of civil society in 2023: details

The KIIS survey showed that the majority (75%) of surveyed organisations, along with their core activities, are involved in supporting volunteer initiatives in one way or another.

The main areas of these initiatives are focused on helping the Armed Forces of Ukraine (46%). Volunteer assistance to victims of Russian aggression (26%), humanitarian aid to the population (20%), and assistance to vulnerable groups and people with disabilities (16%) are also common. Other areas were mentioned much less frequently.

The results of other surveys correspond well with the KIIS data. For example, among the survey respondents **"Survey on Legal Issues Related to Volunteer Activities in Ukraine"**, the largest share of volunteers is helping the Armed Forces, other military formations and authorities (63%)¹⁹. However, a significant number of volunteers (56%) also assist low-income individuals and people in difficult life circumstances. According to the study's authors, it indicates **"the continuation of active volunteering in Ukraine, aimed not only at military needs but also at assistance in civilian projects, along with "military" volunteering"**²⁰.

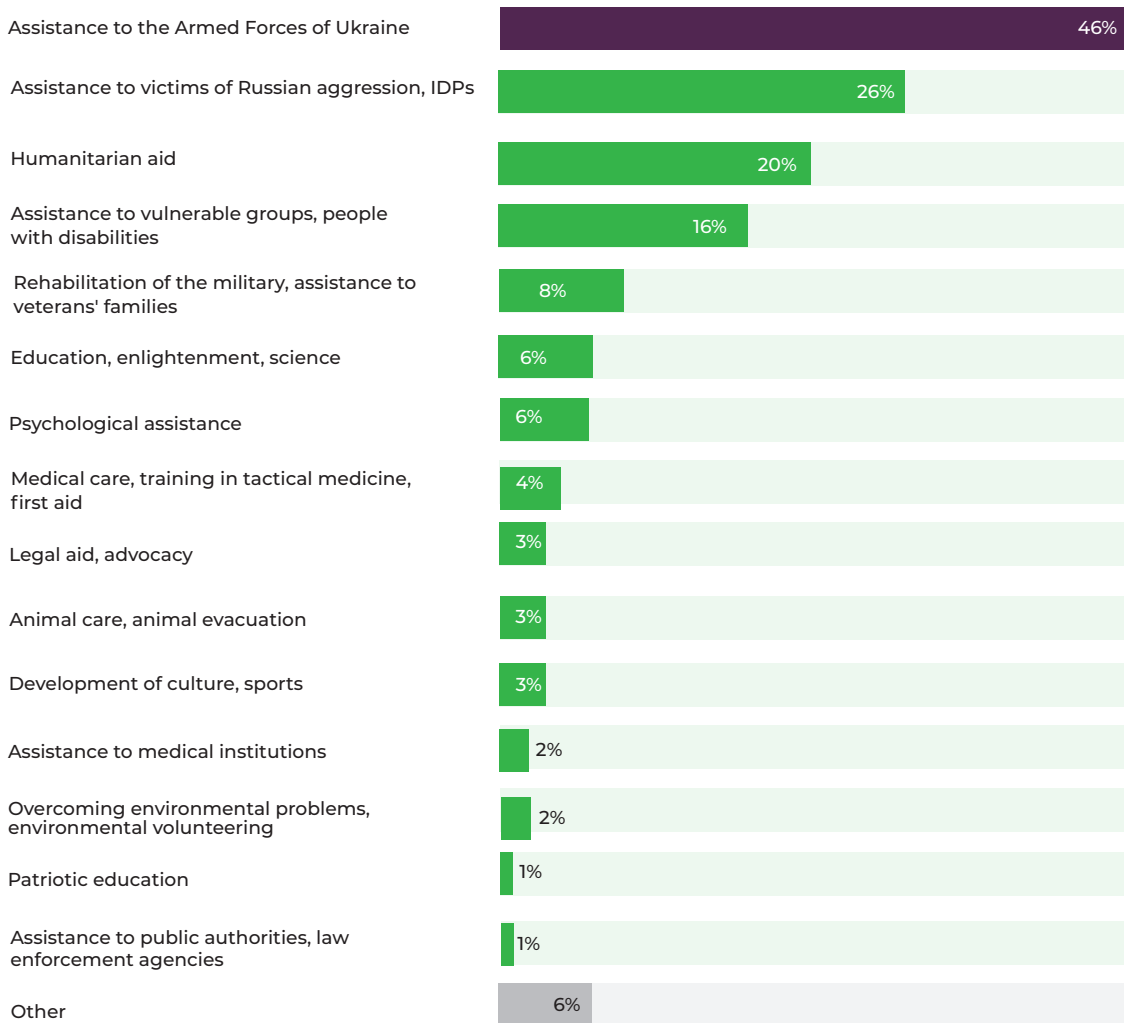
¹⁹ Natalia Povtar, Mykhailo Stashuk. *Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023). Published on April 19, 2023.*

²⁰ Natalia Povtar, Mykhailo Stashuk. *Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023). Published on April 19, 2023.*



Main areas of volunteer work in 2023

% among all CSO/s volunteers involved in volunteer activities, n=1119



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

KIIS's qualitative research also confirms that the most important and relevant area of volunteers' activities in 2023 is supporting the Armed Forces of Ukraine. Primarily, the support is provided through fundraising for the things the military needs (medical supplies, vehicles, drones, clothing, heating, and lighting equipment, food, camouflage and auxiliary devices such as thermal imagers, etc.).

"Well, what I see now is a very global direction, and I hope it remains a priority and is relevant, all related to supporting the Armed Forces of Ukraine. And our military capability. And indeed, there are a lot of foundations operating in Ukraine; they are... they are needed, and it would be nice if this direction was maintained."

Respondent – CSO representative

"If we refer to volunteering, it is the support of the army. Raising money for the army, cars, and other equipment. Food. Separately, candles, warm clothes, and knitting socks. And camouflage nets. In different seasons, different types of nets are required. These are the areas that volunteers work with. I don't see any changes compared to previous years."

Respondent – CSO representative

The respondents also mentioned assistance to vulnerable groups and those affected by the war as priority areas, in particular, support for IDPs, elderly people, people who lost their jobs, and people with disabilities. These results are consistent with the findings of the KIIS quantitative survey and other published studies. Although some respondents noted that this area has slightly decreased in scope compared to 2022 due to the adaptation of IDPs in new areas of residence, it remains relevant.

"The second part, for me, is still supporting vulnerable groups of people who have been affected. As well as the local population who managed to withstand the challenges of the war, they did not leave, and sometimes they did not have proper support. I would want these projects to remain."

Respondent – CSO representative

"If we talk purely about volunteers, I think that we need to focus more on supporting the army. Back in 2022, supporting humanitarian areas, IDPs, and people who cannot help themselves was popular, but this year, fewer people have these requests. Because there are fewer IDPs. People who were IDPs have gotten back on their feet. We need to support the Armed Forces more to achieve victory faster."

Respondent – CSO representative

Some respondents to the KIIS expert survey believe that activities in the field of assistance to war veterans are starting to take shape as a full-fledged area of volunteer activity.

"As of now, assistance to veterans, to those who fought in the Russian-Ukrainian war and are now retiring for one reason or another, mostly due to disability, i.e., injuries, is beginning to stand out, and it is a separate area that is slowly being formed. That's it. I don't see any new areas; everyone is focused, at least here, on only one area – the civic sector and assistance to IDPs. So far, I don't even see any attempts to help themselves since, in fact, civilians who are under constant shelling or waiting for this shelling also need help. They still consider it, as far as I understand it, a normal part of life, and so we believe that we need to unite in helping ourselves. Well, that's it"

Expert research respondent

TARGET AUDIENCE OF CSOS AND VOLUNTEERS

Categories of people in Ukraine that require the most assistance in 2023, from the point of view of CSOs and volunteers

The full-scale war in Ukraine, which has been lasting for two years, has made significant adjustments to the usual target audiences of CSOs. The groups that are in the greatest need of assistance and were named by more than half of the survey participants are mostly those that emerged because of the hostilities: the military (69%), war veterans (60%) and their family members (55%), residents of the frontline (65%) and liberated regions (52%), and IDPs (62%). Also, more than half of the respondents named people with disabilities (55%) among the people who are most in need. These are followed by groups that have traditionally been the focus of assistance: the elderly, the poor, single parents, and families with children. The scale of the need for assistance has grown so much that new groups can be seen in the list: business representatives, volunteers, young people, the working population, etc.

Which categories of people in Ukraine need help the most in 2023?

% among all CSO/s volunteers, n=1501

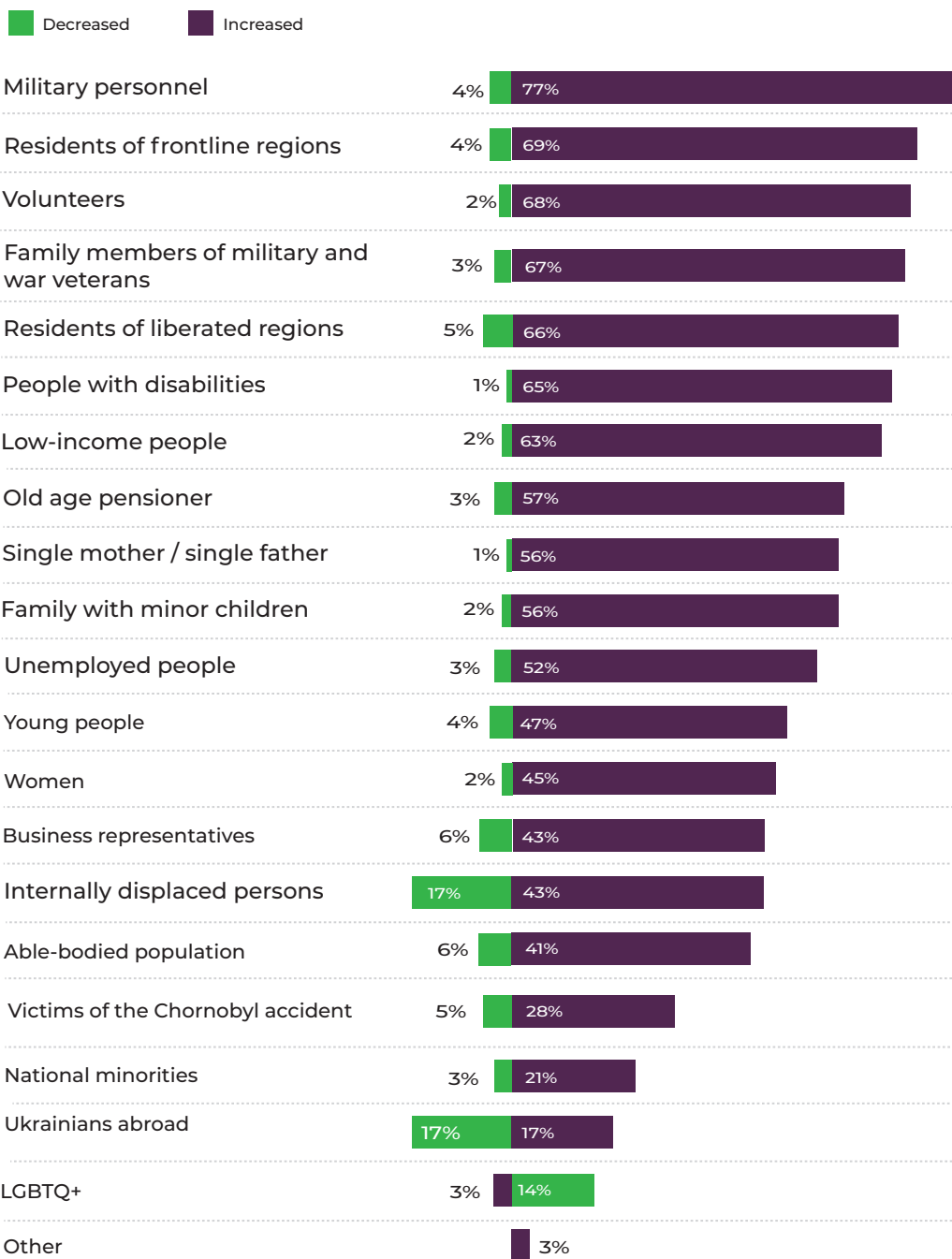


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Most respondents agree that the need for assistance for almost all categories of people has increased rather than decreased. The only exception is temporarily abroad Ukrainians: equal shares of respondents assessed their needs as those that have increased or decreased. Also, almost a fifth of respondents believe that IDPs have become less in need of assistance over the past year. The most significant increase in needs is noticeable among the military and their families, residents of the frontline and liberated territories, as well as volunteers, people with disabilities and low income.

How have the needs of these groups changed over the past year?

% among all CSO/s volunteers, n=1501



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Changes in the target audience of CSOs due to the full-scale invasion

In terms of changes in the target audience, the interviewed experts and CSO representatives primarily compare the situation before and after the full-scale war. This was when global changes in the target audience of CSOs took place, which remain relevant today. The war led to the emergence of new categories of people in need of assistance: IDPs, military personnel, veterans who became military again, new wave veterans, and families of military personnel. The war has worsened the living conditions of vulnerable groups: people with disabilities, the elderly, children, etc.

"We have the groups that are most in need: the military and IDPs, plus a third group that NGOs have not yet been able to address but gradually will – the families of the military. As it is believed that the military have the hardest time now because they risk their lives at the frontline, but their families and children have fallen out of sight, and so the organisations are trying to reach out to them. But, again, it's more about the self-organisation of wives, widows, or families with children. But they cannot organise themselves because they have to find a way to live, something to survive on."

Expert research respondent

"Since the beginning of the full-scale invasion, most of our target audience has shifted back to the military from being veterans. The target audience in our field has expanded significantly like no other. If, before the full-scale invasion, the official figures were around 460-480 thousand combatants, now no one can say for sure, but we can hear figures from one million to one and a half million. And these are all potentially our clients in the future. Those who finish their service will retire. And it significantly changes things."

Respondent – CSO representative

Some CSOs have shifted their focus to institutional capacity enhancement and fundraising for municipalities, opinion leaders, other CSOs and businesses. Some have shifted their focus to advocacy and, as a result, increased cooperation with the central government and local self-governments. Others instead started targeting vulnerable groups and war-affected people directly more often.

"If at first we were focusing on people and human needs, now we are targeting municipalities and the leaders of non-governmental organisations there".

Respondent – CSO representative

"Earlier, local self-governments were more often our target audience, like, we implemented an interesting analytical project, an assessment of the decentralization reform from the point of view of human rights [...]. And we targeted LSGs and public officials mostly. But at present, vulnerable groups of women have expanded a lot. That is,

we more often target children, families affected by the war, and women."

Respondent – CSO representative

Some experts also believe that the full-scale invasion has expanded the audience on the international level (politicians, diplomats, policymakers), as the need to develop international partnerships and attract assistance to Ukraine has increased. Some CSOs started advancing in the direction of international cooperation and partnership, specifically in compensation for damages and sanctions policy. There are also more initiatives aimed at the audience of the aggressor country, including attempts to "reach out" to Russian intellectuals or to promote national liberation movements of the "enslaved peoples of Russia".

"At the same time, after the start of the full-scale invasion, several completely new target audiences appeared. [...] Western diplomats, policymakers, analysts, and public intellectuals, that's how I would describe this audience. And we communicated with them about assistance to Ukraine, about political support, and so on... I would also add that Russia, different segments of the Russian audience became an important target audience for a certain segment of Ukrainian CSOs. There are also different groups there. Some groups work with, say, Russian intellectual elites. Some groups are trying to reach out to ordinary people in one way or another. Though it is almost impossible to reach out to them. Some people cooperate with national liberation movements. This is a separate, very specific subgroup of the Russian target audience."

Expert research respondent

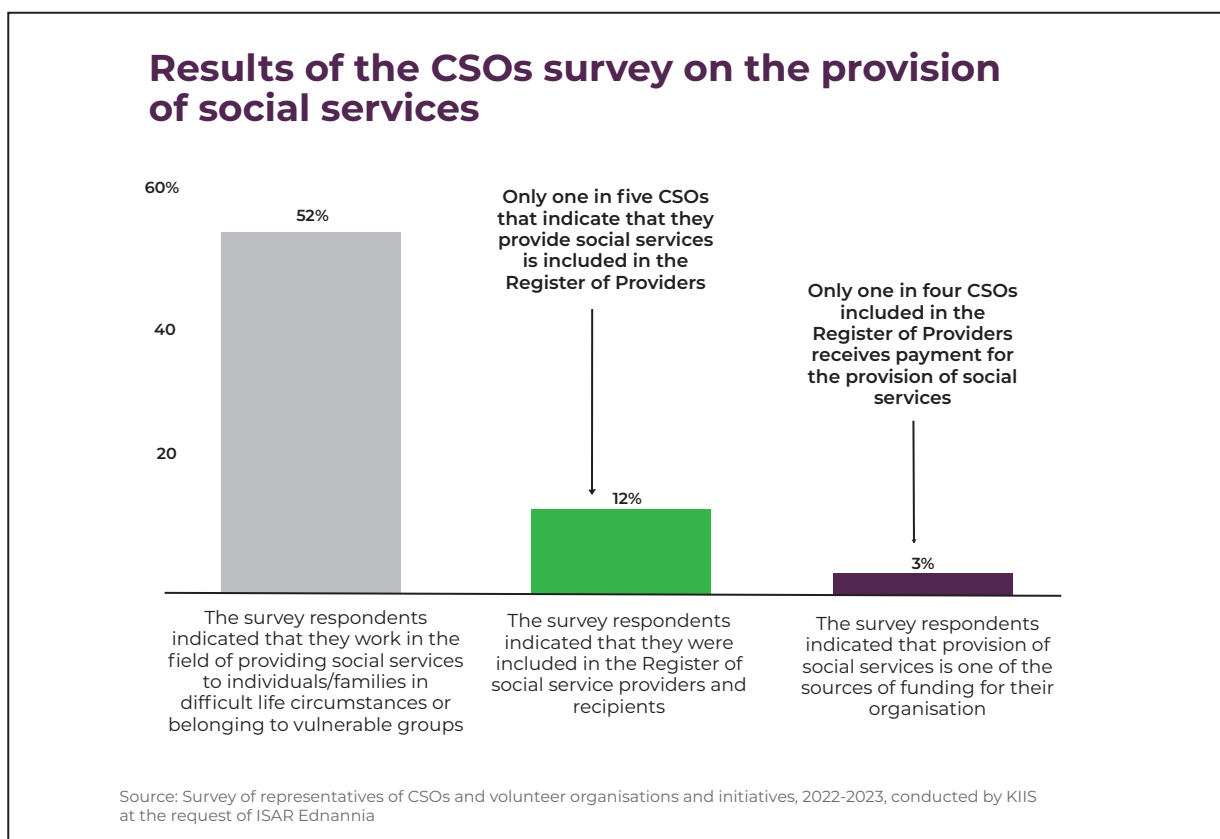
"I think there are quite effective channels of horizontal communication between various parts of civil society in Ukraine and abroad, and between Ukrainian civil society and decision-makers in various sectors of other countries. In this case, we could consider more interaction and more informed interaction. [...] Supporting activities aimed at non-Western countries. There is the Collective West, and Ukrainian civil society has always worked a lot with it. And there is the Collective Non-West, which includes Latin America, the Middle East, and African countries, where there is very little knowledge, mutual understanding, and contacts. It is changing now."

Expert research respondent

CSOS' INVOLVEMENT IN PROVISION OF SOCIAL SERVICES

More than half (53%) of surveyed CSOs indicated that they operate in social services provision to individuals/families in difficult living conditions or those belonging to vulnerable groups. At the same time, based on the survey results, only 12% of organisations are included in the Register of Social Service Providers and Recipients, which allows these organisations to apply for funding from the budget. 8% of CSO representatives stated that providing social services is one of the priorities of their activities. As of December 6, 2023, the Register of Social Service Providers and Recipients, according to the dashboard of the ICC of the Ministry of Social Policy of Ukraine ²¹, there were 525 registered providers whose organisational and legal form allows them to be classified as civil society organisations (3491 providers in total). Thus, the share of CSOs among all providers in the Register is 15%.

A relatively small share of CSOs that participated in the survey – about 3% – stated that providing social services is one of the sources of funding for their organisation.



Why do so many CSOs indicate they provide social services, but a small share is included in the Register and receive funds for these services? It seems that most CSOs assist people in difficult life circumstances on an ad hoc basis – they provide humanitarian aid, assist IDPs, etc. and carry out this work at donors' expense. At the same time, CSOs rarely provide social services systematically over a long time and receive funding from LSGs for this.

²¹ State Enterprise "Information and Computing Center" – SE ICC. The dashboard is running in test mode.



Meanwhile, during the expert study, some representatives of the executive authorities and donor organisations pointed out that CSOs are more active in expressing their readiness to provide social services at the expense of the LSG and CG budgets.

"Look, this is exactly what can be tracked within my area. CSOs express their readiness to use budget funds and provide social services for budget funds. Basically, they are ready to modify, transform, and develop in this process. This is somewhat of a challenge because it is not that easy, but it shows the sustainability of service provision, and that NGOs are ready and open to this process. At the same time, it shows the destatisation of the social services market, where municipal institutions, civil society, and charitable organisations that can provide social services are on the market."

Expert research respondent

In terms of legislative opportunities for CSOs to actively participate in the provision of social services, experts believe that there is a fundamental shift for the better: in addition to the fundamentally important Law of Ukraine "On Social Services", which was adopted in 2019, specific pilot programs that CSOs can engage in are being launched, such as the organisation of social support for the military and their families based on the Armed Forces units ²².

"Social services were a secondary issue for the Ministry of Social Policy, became a primary issue during martial law. Finally, the Ministry decided it was time to implement the reform and completely change the system. They contacted us, even though we had been knocking on this door for decades, literally decades, in fact. As early as 2008, we have been trying to implement a reform that would bring Ukraine closer to European standards."

Expert research respondent

"This is a different matter, not in the context of increasing the amount of funds as such, and not in terms of the funds for public initiatives as such. In this case, resources are finally allocated in the state budget for social services for non-governmental providers. And this is... this is something we have never achieved before, this is a breakthrough, yes. In fact, the procurement of social services from non-governmental providers has already begun. These are two services: a social support service for the military and their families, as we have already mentioned, and a service for fostering social resilience. There was no such thing, and yet it became a reality. Therefore, this is a very, very important moment in fact. Moreover, procurement is carried out through like the Ministry of

²² Social support for the military and their families: The Government supported the pilot project. Ministry of Social Policy of Ukraine. Published on October 3, 2023.



Social Policy through the Fund for Social Protection of People with Disabilities, which means there are plans to create a social services procurer. This centralised body can accompany and manage the process. Again, this has never happened before and is currently being implemented."

Expert research respondent

At the same time, despite significant changes in the legislation that legally facilitated the participation of CSOs in the provision of social services at the expense of local and state budgets, experts point out that the actual mechanism of allocating funds and engaging them is highly dependent on the subjective decisions of LSG leaders:

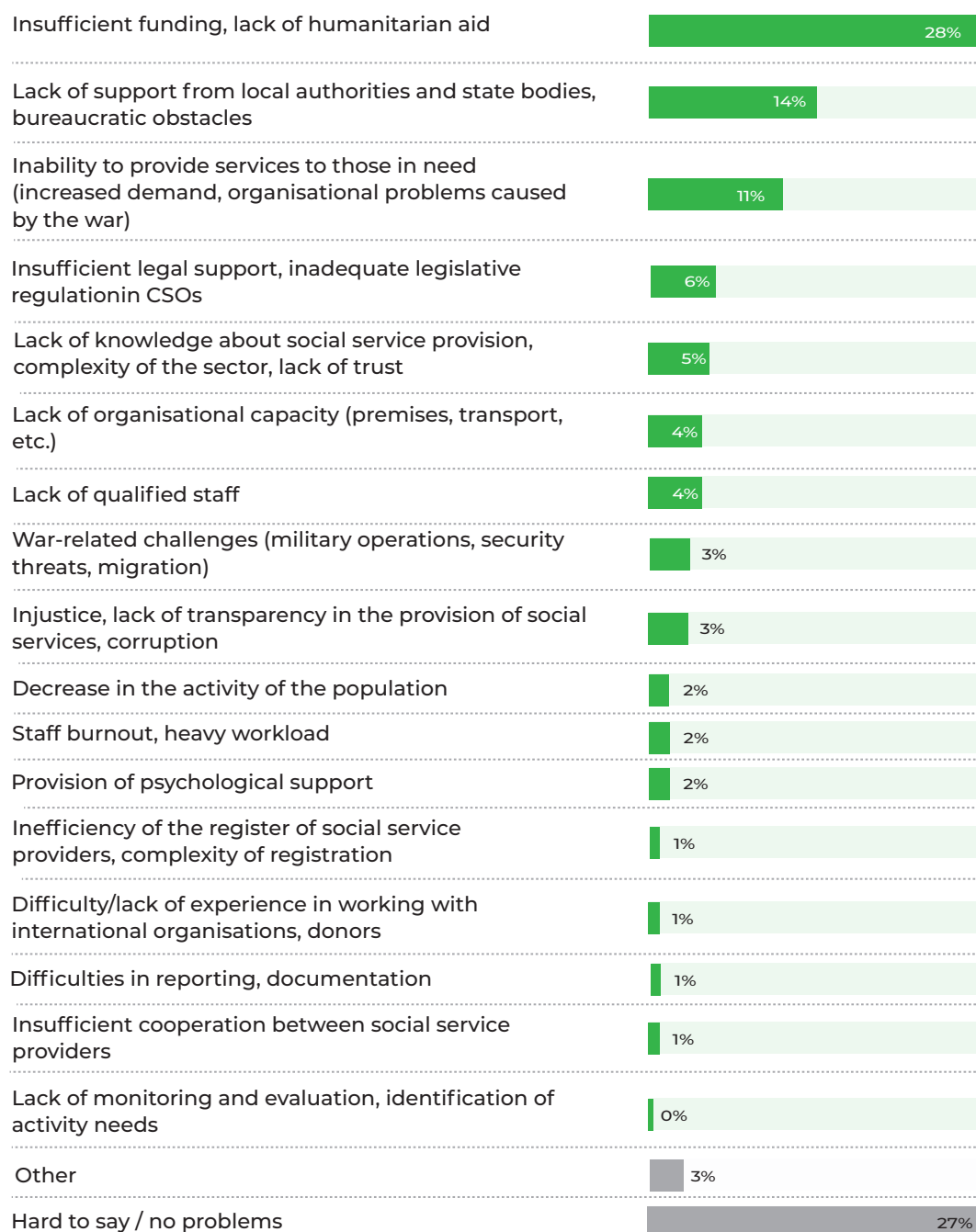
"Well, of course, social services and the opportunity to join CSOs in providing them. And not just join, based on some kind of competition, but for this process to be automatic, without human factor, without any fateful decisions of the local head who chooses between repairing a sewer collector and the expediency of providing social services, so that the CSO can provide these services. And so that these services are properly accounted for. To ensure that the needs of every person are met with a service, and that would not be possible without CSOs."

Expert research respondent

All in all, 73% of organisations that provide social services faced some challenges while providing them in 2023. The most acute issues include insufficient funding or lack of humanitarian aid (28%), lack of support from LSGs and CG, various bureaucratic obstacles (14%), and an inability to provide services to all those in need due to increased demand, internal organisational problems, and challenges of operating in wartime (11%).

What do you consider the main problems in providing social services by CSOs at the moment?

% among all CSO/s working in the field of social services provision, n=794



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

CSOS' INVOLVEMENT IN INTERNATIONAL ADVOCACY. ASSESSMENT OF THEIR CAPACITY IN THIS AREA AND EXISTING TRAINING NEEDS

Studies published in 2023 point to the critical role of CSOs in international advocacy. The author of the research **“Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs”**²³ points out that during the full-scale war, CSOs were productive in advocating for Euro-Atlantic integration:

*"CSO-government cooperation was most on display in collaborations on Euro-Atlantic advocacy efforts. [...] Funding towards international advocacy and networking has been a critical component of international solidarity for Ukraine and needs to be continued and expanded."*²⁴

According to the **"Study of Post-War Reconstruction Initiatives"**²⁵, organisations such as the **International Centre for Ukrainian Victory (ICUV)**²⁶ and the **CF "Razom for Ukraine"**²⁷ are actively engaged in advocacy for Ukraine in Europe and the United States.

According to the quantitative survey results, approximately 10% of the CSOs/charities/volunteer initiatives that participated in the study are engaged in international advocacy. Slightly more than a third of organisations involved in this activity (35%) assess their level of capacity to work in this area as high or very high, 42% consider it to be mediocre, and 18% of organisations engaged in international advocacy have, according to their assessment, low or very low level of capacity.

Most organisations involved in international advocacy (78%) need training in this area. The most demanded areas of training in international advocacy are general knowledge, tools and techniques used in this field (33%), training on legal support of volunteer activities (16%) and international communication (14%), establishing international cooperation, search for partnerships (13%), fundraising, financial support, writing grants (11%), as well as studying the international experience of activities in times of military conflicts (11%).

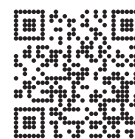
²³ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.

²⁴Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.

²⁵ *Study of Post-War Reconstruction Initiatives*.

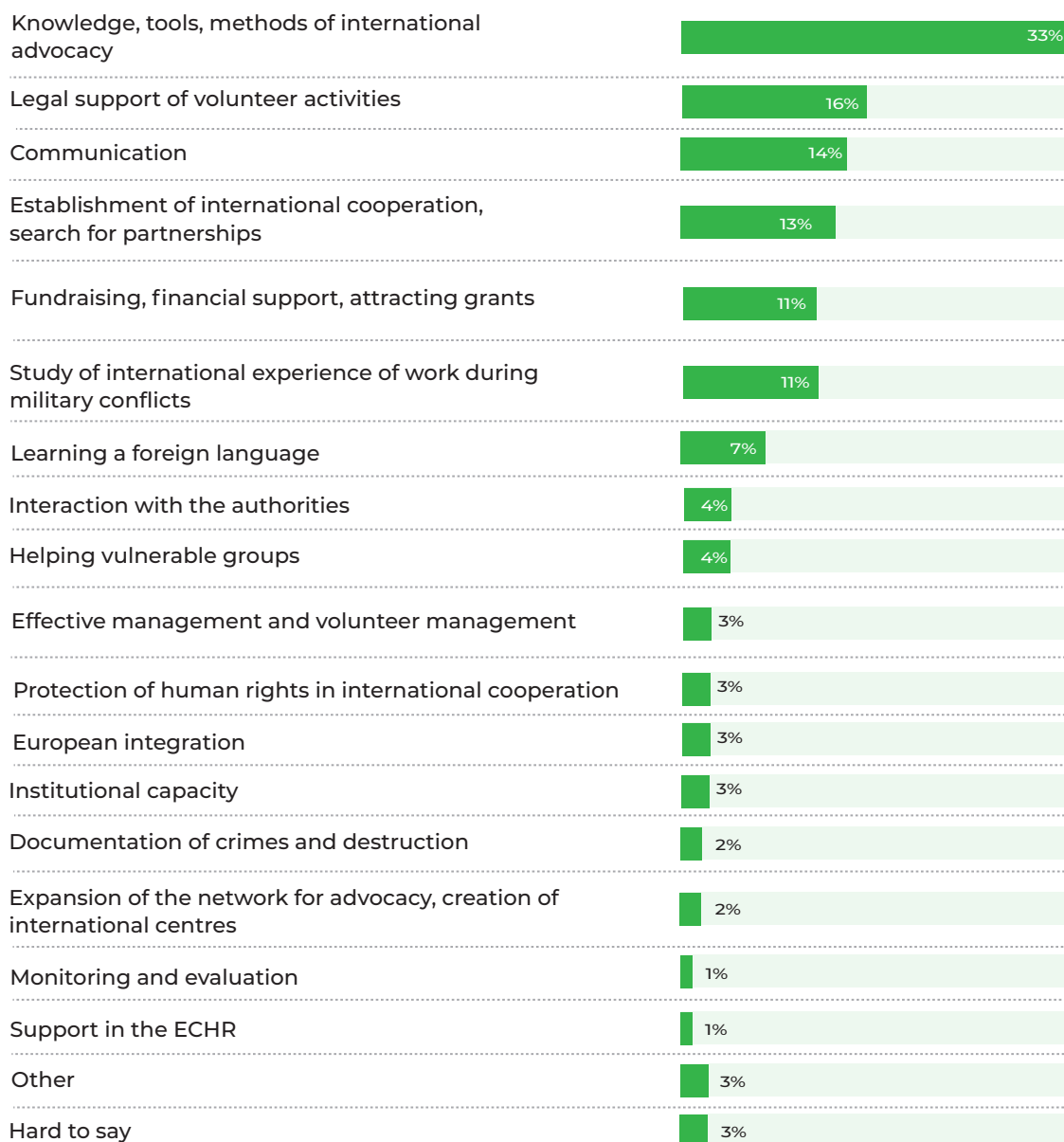
²⁶ *International Center for Ukrainian Victory*.

²⁷



What training needs do you have to work in international advocacy?

% among all CSOs working in international advocacy and having training needs, n=115



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

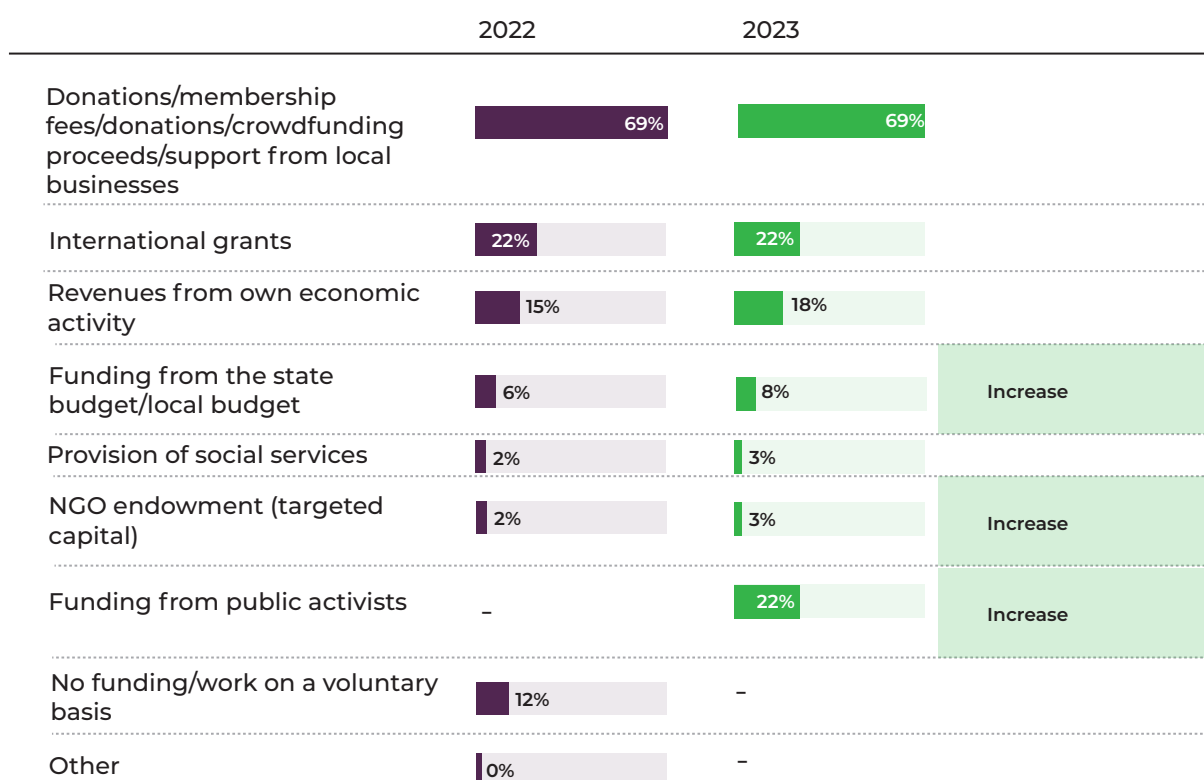
CSOS' ACCESS TO FUNDING SOURCES

As reported by 2/3 of the surveyed organisations, the primary sources of funding for the civic sector in 2023 remain donations, membership fees, and charitable contributions. Next by a wide margin are international grants (22%) and revenues from their economic activities (18%).

In general, the situation regarding the funding sources in 2023 has not changed significantly compared to 2022, except for the emergence of a significant number of CSOs that receive funding from public activists – 22% in 2023. There is a slight increase in the share of organisations that receive funding from the state or local budget (in 2023, there were 7.9% of them, last year – 5.6%). The number of organisations with an NGO endowment is also growing, from 1.5% in 2022 to 2.6% in 2023. The share of CSOs that indicate the provision of social services as a source of funding remains small – 2.7%.

Sources of funding actively used by CSOs and volunteer associations in 2022-2023

Percentage among NGOs/Cos in 2022 and NGOs/Cos volunteers in 2023, multiple choice, “decrease” and “increase” indicate alternatives with statistically significant changes in the indicator



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Based on the results of the study **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**²⁸, published in 2023, the main sources of funding for CSOs at the time of the survey were membership fees (34%), donations from citizens (27%) and businesses (15%). This figure (76%) is close to the results of the KIIS survey – 69%.

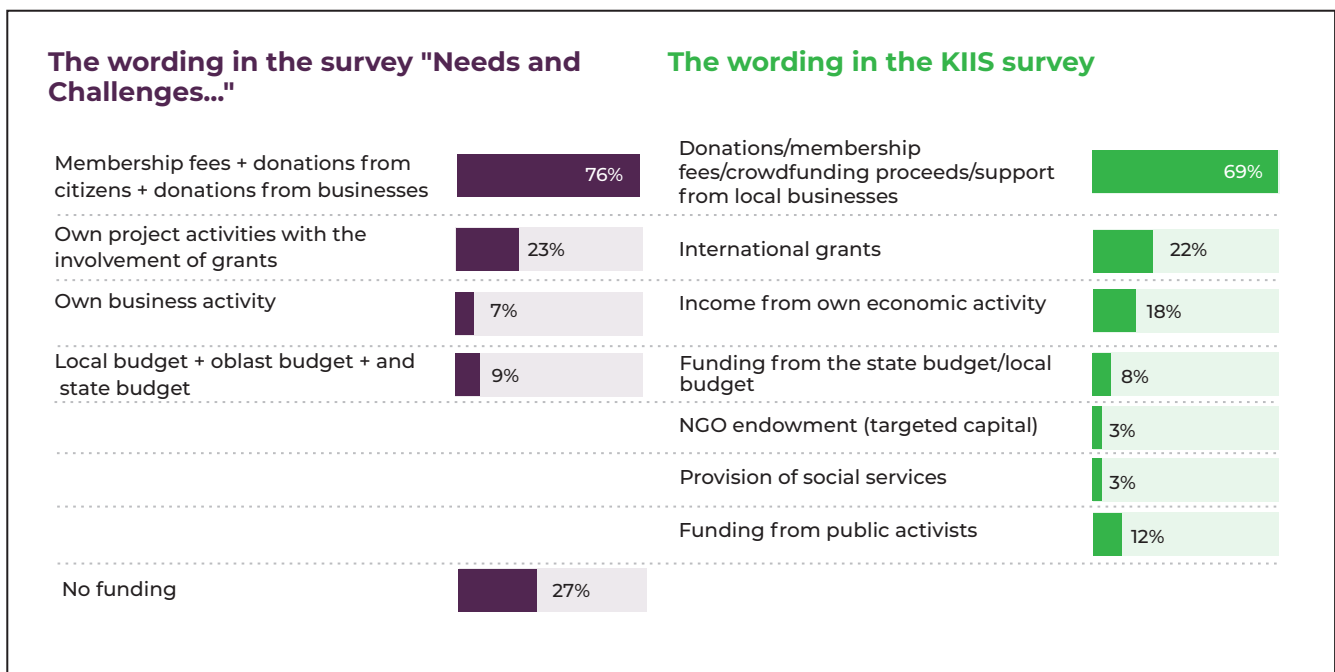
Own project activities involving grants were a source of funding for 23% of participants in the **“Needs and Challenges...”** survey; the KIIS survey used the wording "international grants," and the figure was very similar, at 22%.

Only 7% of respondents to the survey **“Needs and Challenges...”** mentioned their business activity as a funding source. The KIIS survey formulated this alternative as "income from own economic activity" and amounted to 18%.

The least frequently mentioned sources of funding for organisations in the **“Needs and Challenges...”** survey were the local budget (6%), regional budget (2%), and the state budget (1%) – only 9%. In the KIIS survey, almost the same share of organisations – 8% – indicated that their sources of funding were state or local budgets.

Furthermore, 27% of the representatives of organisations surveyed in the **“Needs and Challenges...”** survey reported that they have no funding at all²⁹.

Although the different wording of the answers in the two surveys makes it difficult to compare, structurally, the funding sources for CSOs in the two surveys are pretty similar.



²⁸ Hanna Padalka, PhD in Social Sciences, Olena Bikla, PhD in History, Andriy Biloskurskyi. *Needs and Challenges of Civil Society organisations in Ukraine in the Context of War (results of quantitative and qualitative research)*. Published in 2023.

²⁹ Hanna Padalka, PhD in Social Sciences, Olena Bikla, PhD in History, Andriy Biloskurskyi. *Needs and Challenges of Civil Society organisations in Ukraine in the Context of War (results of quantitative and qualitative research)*. Published in 2023.



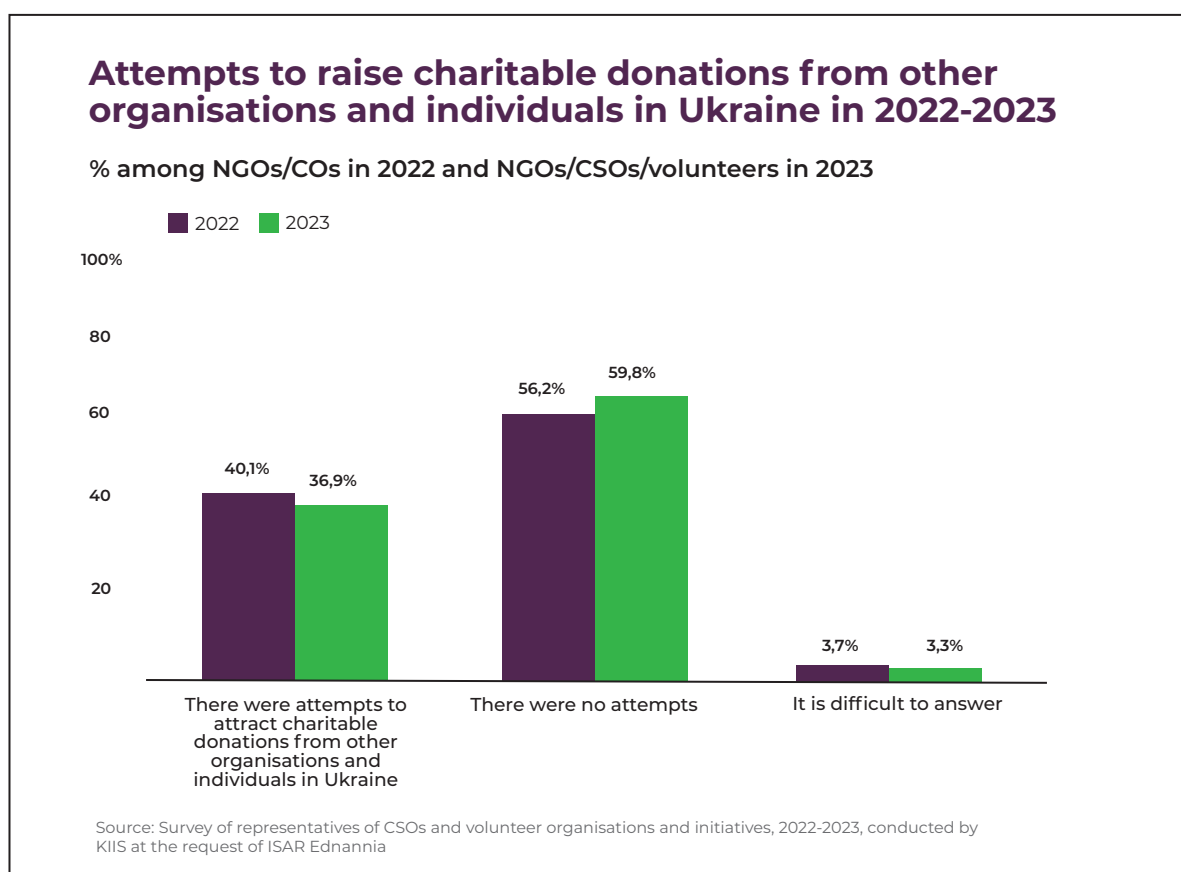
The qualitative component of the study "Needs and challenges..." revealed a problem with donor funding of some activities that CSOs consider essential:

"The organisation sees the need/relevance for certain activities, for solving certain problems, but donors cannot fund projects in the territories that are conditionally at risk, and, accordingly, this area is not funded, and the problem is not solved. The organisation "adjusts" to the activities the donor suggests addressing in project announcements." ³⁰.

The KIIS expert survey also raised the issue of CSOs' struggling to obtain sustainable funding, not just funding for individual projects.

The KIIS survey showed that the funding sources for CSOs and volunteer initiatives are very similar. The only difference is that volunteers are more likely to receive donations from the public, local businesses, and public activists than CSOs.

In 2023, as compared to 2022, CSOs were less likely to try to receive charitable donations from other organisations and individuals in Ukraine and abroad.



³⁰ Hanna Padalka, PhD in Social Sciences, Olena Bikla, PhD in History, Andriy Biloskurskyi. *Needs and Challenges of Civil Society organisations in Ukraine in the Context of War (results of quantitative and qualitative research)*. Published in 2023.



The respondents to the expert interviews believe that international donors are the key funding source for CSOs in Ukraine. They believe that in 2023, donors increased the amount of funding; moreover, in 2022-2023, the number of donors active in Ukraine increased. According to some donor organisation representatives, it is currently even more challenging to find good projects for funding than, for example, funding for promising projects as it used to be.

"But I think there are a lot of funds from donors for grants. And very often, there are not enough NGOs to use all these funds. Therefore, competition between donors for good ideas and initiatives is more likely than facing problems in getting grants from organisations. But the challenge is that many organisations are not quite sustainable, and it is very troublesome for donors to fund them. For our foundation, for example, funding small organisations is very challenging because of the procedures that these organisations are not ready for. That's why we often have delays with this funding, and we discuss the details for a very long time before we give a grant to small organisations."

Expert research respondent

Another difficulty may lie in the unwillingness of some organisations (often newly established or small) to meet all administrative procedures and donor requirements.

"I believe that it is not a problem for large CSOs that have experience. Well, at least out of the donor organisations I know, it's rather a problem for them to spend these funds efficiently. For smaller organisations, it may be a problem for the new ones. Especially these newly established associations of relatives of the missing persons. Well, they don't have an understanding of dealing with donors, or what applications are. It is more difficult for them, of course."

Expert research respondent

Participants of the qualitative research representing CSOs believe that the amount of charitable contributions/donations from the population has significantly decreased in 2023 compared to the time before the full-scale invasion. They think this is because people are getting poorer, sometimes losing faith, getting tired, and burning out. The volume of donations has also decreased because people are moving into the phase of accumulating funds for a "rainy day" as they realise that the war is long. Anything can happen at any moment that will entail financial costs (loss of work due to the destruction of enterprises, mobilisation of a family member, etc.)

"Now people realise that the war will be long and costly. And people are donating less because they don't know what will happen to them and their families tomorrow, whether they will have the opportunity to earn the money, and now, like hamsters, they just save it if they earn some money somewhere. They accumulate money for the rainy day. For example, if my husband gets drafted tomorrow, where will I get the money for living? Or, if I lose my job tomorrow if our state-financed facility is closed (and they will be closed), what will I do? Or, if our company is destroyed or shelled tomorrow, what will I do?"

That's why people are saving their money, and that's why they donate less."

Respondent – CSO representative

Instead, some respondents to the in-depth interviews noted that this trend may be somewhat exaggerated, as people have now switched to targeted donations (for example, to their friends in the military) and join local fundraisers that bypass large donor organisations and are difficult to track.

"There is an obvious, even statistically traceable process that donations are getting more personalised and smaller. That is, the people who used to donate will continue to donate. A certain number of people donate to some initiatives with a certain frequency. But if earlier people used to donate a lot to funds, I mean, you could call out like, "Guys, we're raising money for the car for the fund," or for some major purchase, for some drones, for anything, and people would donate, they donated a lot. Now it's tough; we must work hard to close the fundraisers. But we started donating to people individually."

Respondent – CSO representative

CSO representatives point out that the central government and local self-governments have fewer opportunities to support civil society due to the high costs of the war and the ban on certain types of expenditures for LSGs. However, LSGs engage by providing resources they can freely utilise premises, raising awareness about events, etc.

"They do get involved. But they also have their limitations. Because many local governments have been blocked from receiving payments and so on. So, the only way they can help is with some resources or some influence. Let's say an NGO organises an event, and they have no place to hold it, but the city council has a room. So, they provide it for free. That's as far as the formats go. They rarely assist with money, physically".

Respondent – CSO representative

Expert respondents agree with this. In their opinion, only a few institutions (the Ministry of Youth and Sports, the Ministry of Social Policy, the Ministry of Culture, and the Ukrainian Veterans Fund) have retained the ability to hold competitions for projects. In particular, the Ministry of Youth and Sports introduced the possibility of submitting applications online, and the Ministry of Social Policy introduced the provision of social services on a competitive basis.

"One thing I can say is that funding from the state, regional, and local budgets has been significantly reduced. After all, most of the funds were directed to other areas, including support for the Armed Forces, and assistance to vulnerable categories of the population. To support IDPs, and so on. So, we clearly can tell that there has been a significant reduction. Only a few bodies of authority managed to hold tenders this year. If I'm not mistaken, the Ministry of Youth and Sports did hold such competitions. It's difficult to say for sure on the spot as for oblast administrations."

Expert research respondent

"There have been no changes over the past year. Because if we used to hold tenders for funding projects in NGOs, now we do not hold these tenders. Even though we have funds in the budget. But, you know, there are ethical issues. It seems unethical if people raise money for drones and we allocate funds from the oblast budget or local budgets for the tender. That's why our NGOs are now mostly funded by international organisations. The Ministry of Social Policy has developed a tender to provide social services to NGOs. That's a good thing. That is. When an NGO handles children with disabilities, it does so professionally. And, like, if it has been operating for several years, everyone understands this. Then why not delegate funds and pay this organisation to implement projects with disabled children? You see? Because they outsource the powers of the government and do the work. As for social services, yes. But not for events, although we understand that strengthening Ukrainian identity and national-patriotic education also require funds. But now, as a rule, we either organise all this for free online, involve international organisations, or pay for it from the oblast budget."

Expert research respondent

Nevertheless, CSO representatives point out that businesses have become more active in financing civil society initiatives and projects, especially when CSOs present well-developed projects.

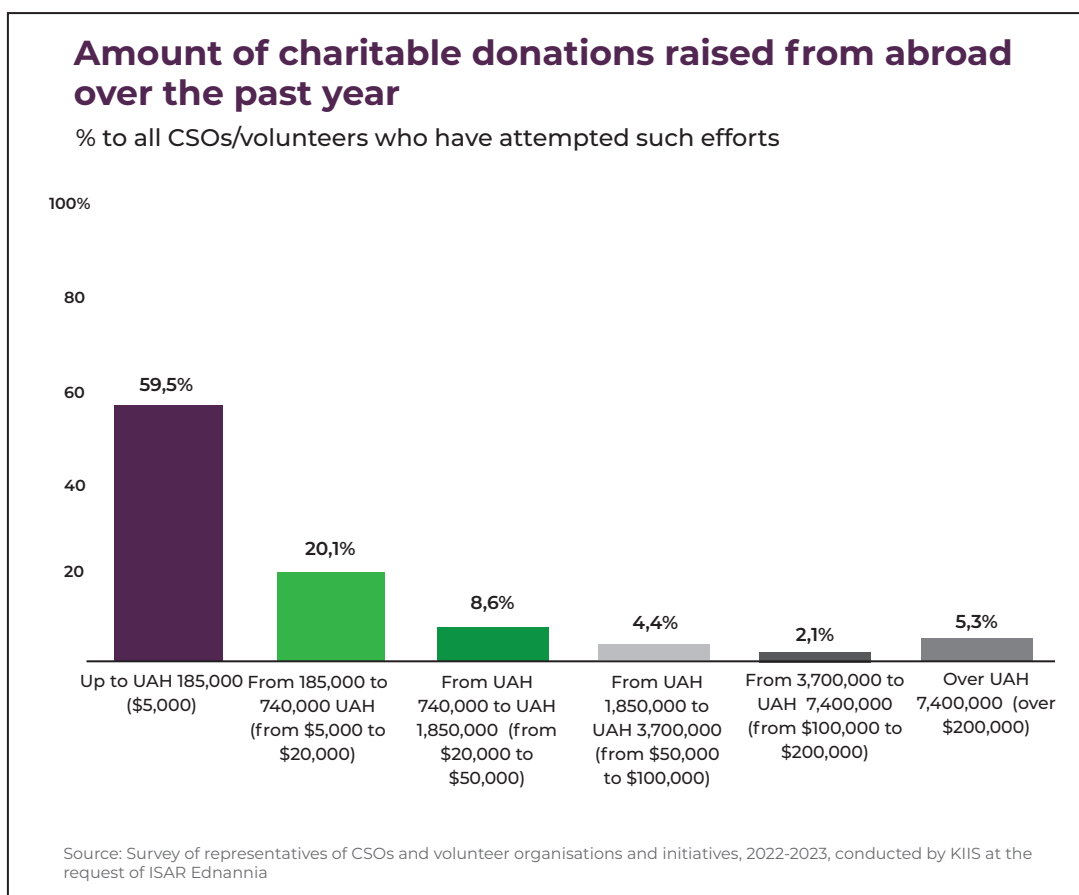
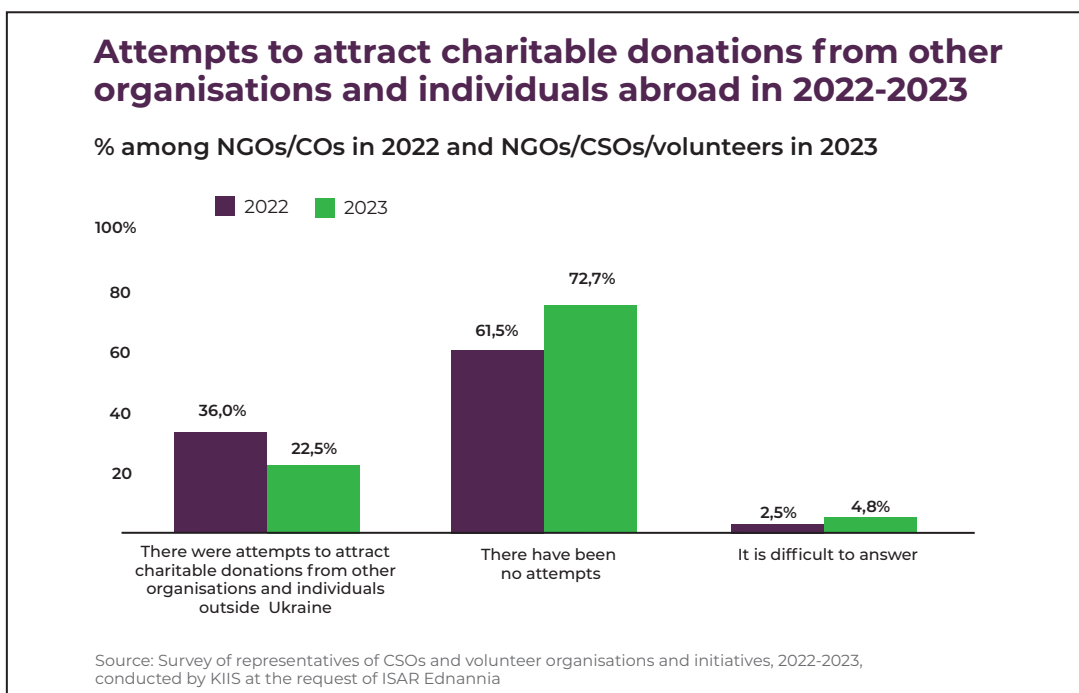
"I would say that now there are much more opportunities to ask businesses for money for the activities of organisations. Again, if you find the right business that cares about corporate social responsibility and if you present a good project or a justified idea if you get the business interested. And that's it! Because we don't accept small grants, we want big ones. And big grants are a long story. So, as of now, we live off the fact that some businesses directly support our administrative activities. These are separate accounts from the fees for the defence forces, and everyone knows about it; we have separate accounting."

Respondent – CSO representative

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Respondent – CSO representative

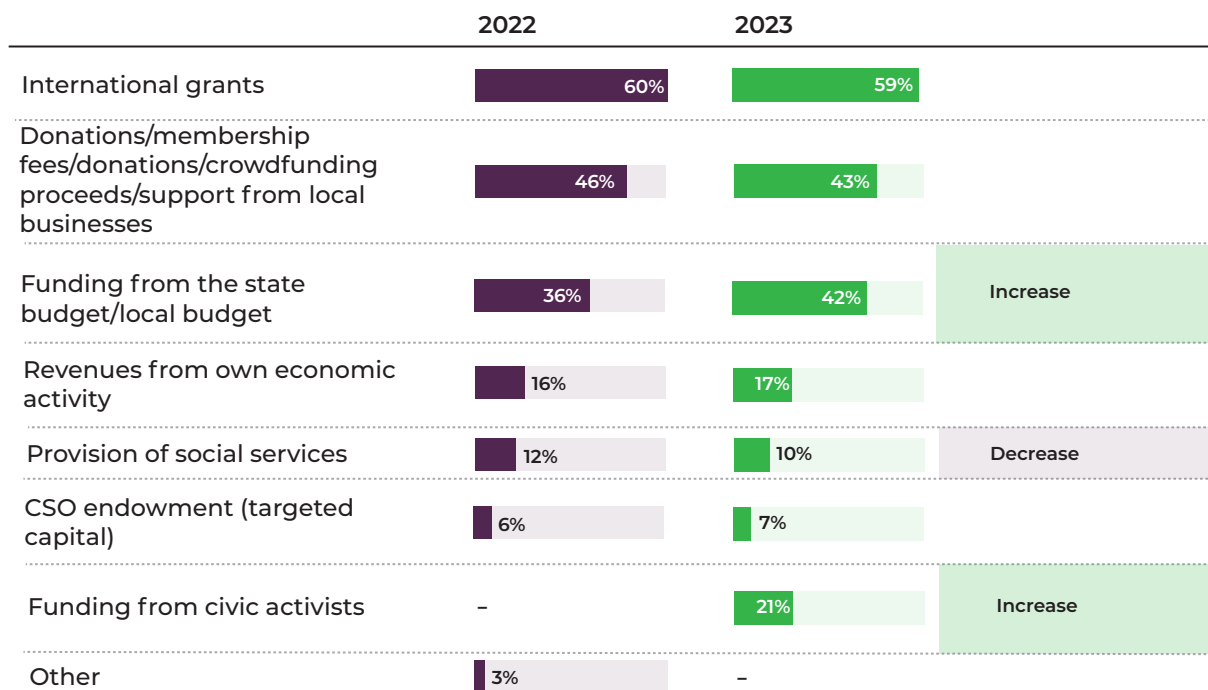
According to the quantitative survey, 23% of CSOs and volunteer initiatives that have attempted to raise charitable funds from other organisations and individuals outside of Ukraine over the past year have mainly managed to attract small amounts of donations from abroad. Most (60%) organisations received less than \$5,000 in donations. A fifth of organisations (20%) received between \$ 5,000 and \$20,000, 9% of CSOs attracted between \$20,000 and \$50,000, and 7% of CSOs collected between \$50,000 and \$200,000. Only 5% of organisations received large donations totalling more than \$200,000.



When assessing the areas of funding that should be developed next year, CSOs agree that international grants have the greatest prospects. This is the opinion of 59% of CSOs and volunteer initiatives. Slightly less hope is placed on donations and membership fees, which are currently the main funding source for CSOs: 43% believe that this area of funding should be developed now. Also, a significant share of organisations (42%) highly evaluates the prospects of financing for the state and local budgets. In general, the share of organisations seeing more prospects for developing budgetary funding and funding from civic activists increased in 2023. At the same time, the prospects for generating income from social services are assessed more cautiously than a year ago.

Areas of funding that should be developed after the outbreak of war

% among NGOs/Cos in 2022 and NGOs/Cos volunteers in 2023, multiple choice, “decrease” and “increase” indicate alternatives with statistically significant changes in the indicator

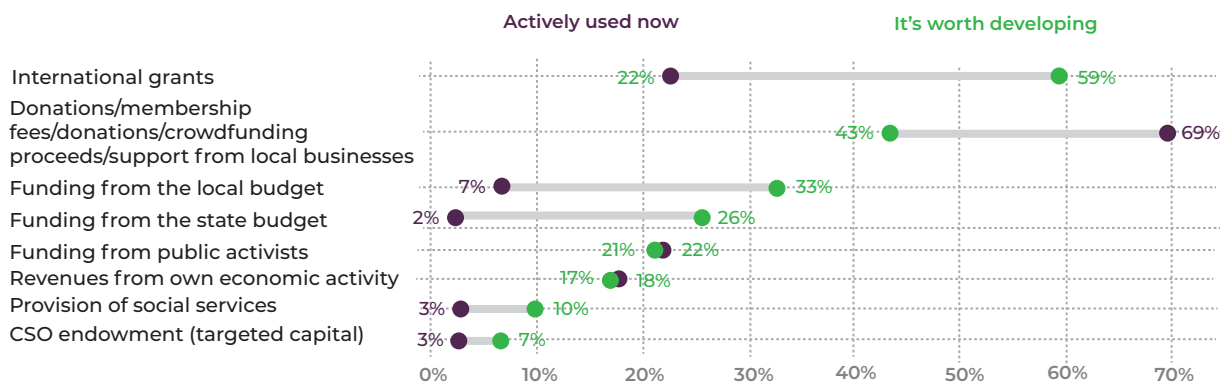


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIIS at the request of ISAR Ednannia

Comparison of the sources of funding that were actively used by CSOs in 2023 and those that should be developed next year shows a significant inconsistency in practical experience and perception of prospects. In the context of growing economic difficulties caused by the war, national donations and membership fees will be less important in the future, and financial assistance to the civil society sector from international organisations will be much more important than now. It is also noticeable that organisations hope to resume funding from the state and local budgets in the future. In addition, according to the respondents, there is a significant potential for growth of the prospects of using NGO endowment (targeted capital).

Sources of funding that CSOs actively used in 2023 and those that CSOs should develop in 2024

% of all CSO/s volunteers, multiple choice



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Edhannia

Only 1.4% of CSOs used virtual assets, of which comparison coins (Bitcoin, Ethereum, XRP, Solana, Tezos, EOS, etc.) and 0.5% used tokens pegged to a currency or asset (e.g. USDT). Their primary purpose was to exchange collected assets for UAH or other currency to be further used for the organisation's needs (50%), purchase goods needed for the activities (44.4%), fundraising (8.3%), and other (8.3%).

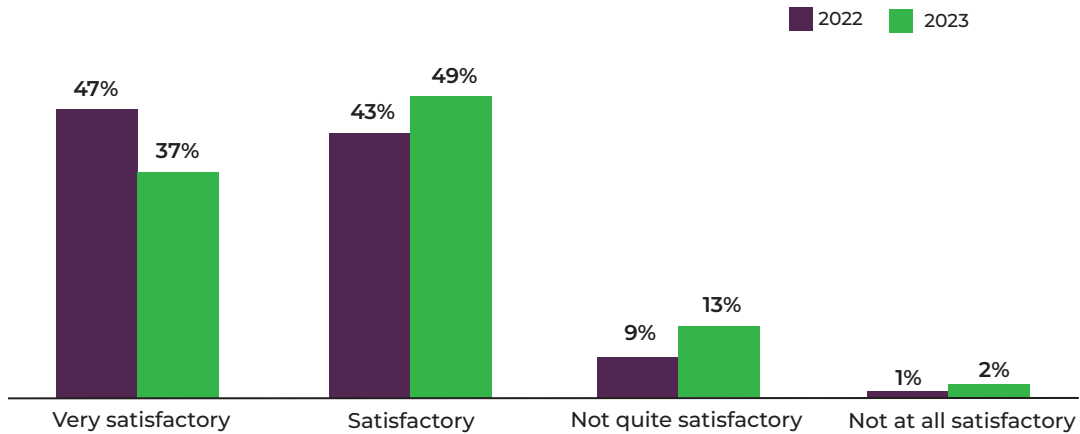
IMPACT AND ROLE OF CSOS AND VOLUNTEER INITIATIVES IN UKRAINE

Assessment of activities and impact of CSOs on the situation in the country from the point of view of CSOs and volunteers

In 2023, the activities of non-governmental and charitable organisations are still generally highly rated by their representatives – 85% of respondents think they are satisfactory or completely satisfactory. At the same time, over the last year, there has been a slight decrease in the overall share of satisfactory ratings from 90% in 2022 to 86% in 2023. The degree of satisfaction has also decreased: the share of completely satisfactory ratings has reduced from 47% to 37%, and just satisfactory ratings have increased from 43% to 49%. As for the respondents who assessed the activities of CSOs as not completely satisfactory or not satisfactory at all, the respective figures were 10% in 2022 and 15% in 2023.

General assessment of CSOs' activities in Ukraine in 2022-2023

% among NGOs/COs in 2022 and CSOs/volunteers in 2023



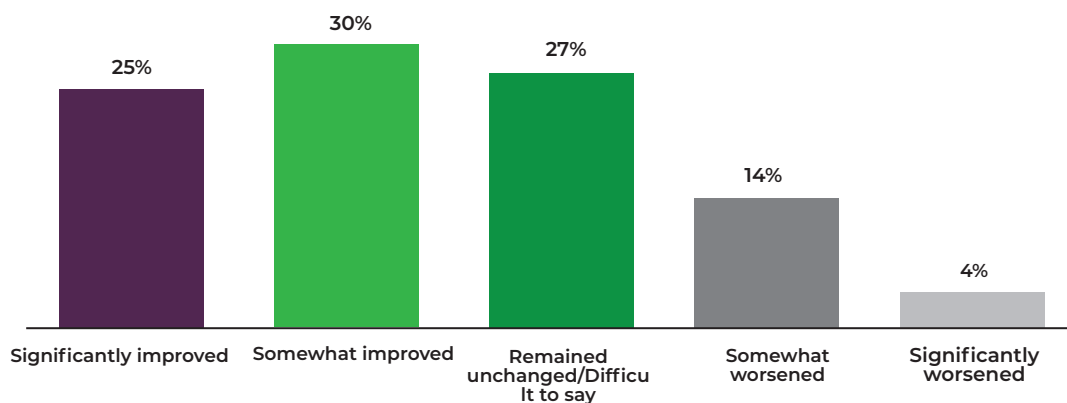
How would you assess the overall performance of civic and charitable organisations in Ukraine?

Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

More than half (55%) of respondents believe that the activities of non-governmental and charitable organisations in Ukraine in 2023 have improved to some extent, while another 27% of respondents believe that the situation has not changed or are hesitant to assess the direction of change. At the same time, 18% have noticed a deterioration in implementing public activities, among which 4% have noted a significant deterioration in this area.

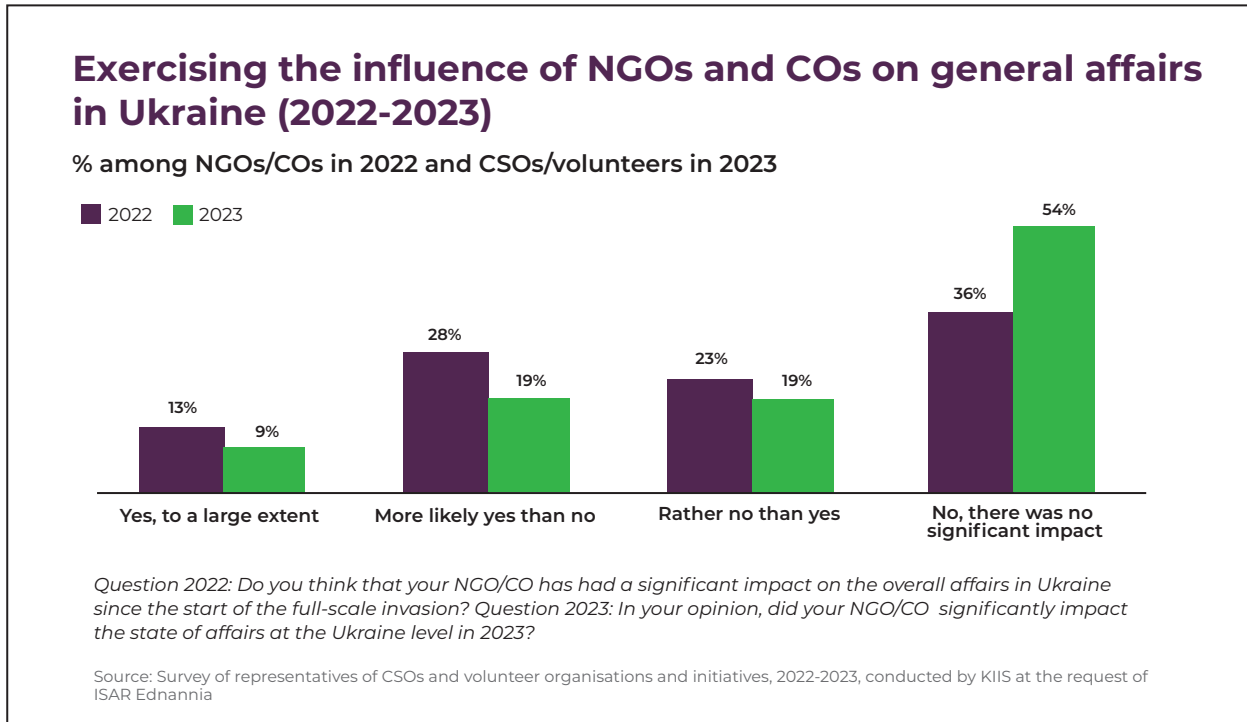
How did the activities of civic and charitable organisations in Ukraine change in the context of the war in 2023?

% among CSOs/volunteers in 2023



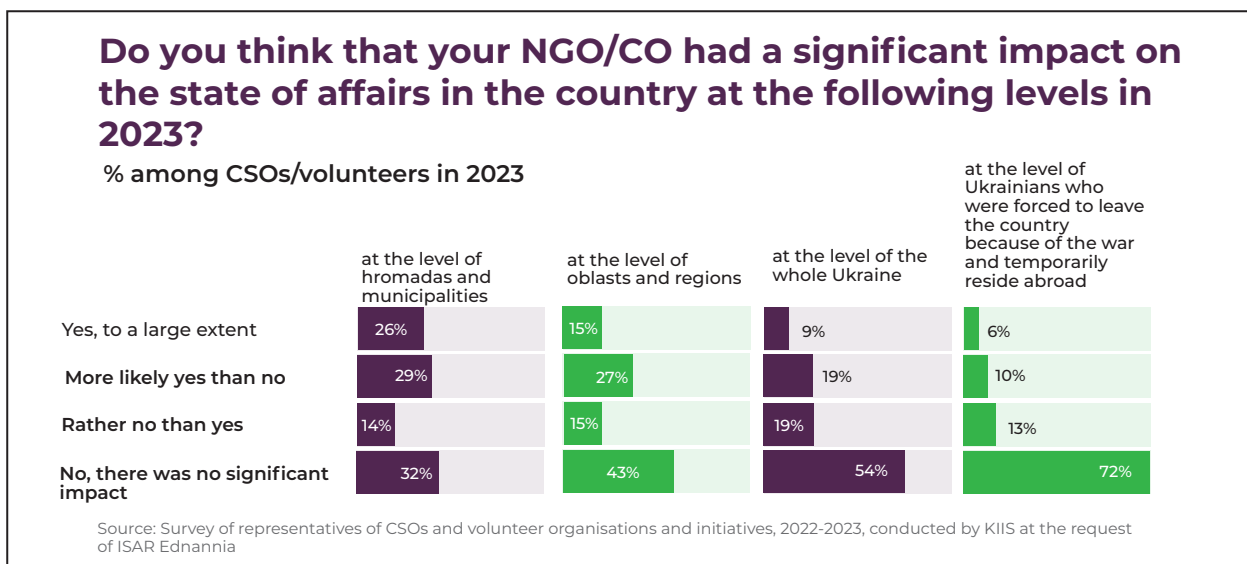
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

When assessing the impact of their own non-governmental or charitable organisation on the overall situation in Ukraine, the survey participants are rather self-critical: only 28% of CSOs believe that they had a significant impact on the state of affairs in the country in 2023. Compared to 2022, this figure has significantly decreased (from 41% to 28%). Moreover, if in 2022 59% of CSOs considered their influence at the country level to be insignificant, now the share of such organisations has increased to 73%.



On the other hand, the situation at the local and oblast level is much better. More than half (55%) of the survey participants believe they had significant influence at the level of individual communities or municipalities, and 41% had influence at the level of oblasts and regions. Obviously, during martial law, decision-making at the national level is concentrated in the hands of the central authorities, and the influence of CSOs in this area has decreased. However, the ability to influence the situation is largely preserved at the regional and local levels.

The surveyed CSOs have the least influence (16%) on Ukrainians who are forced to seek refuge abroad because of the ongoing war.



Expert assessment of the role and influence of CSOs and volunteer initiatives

The interviewed experts agree that CSOs in 2023 will at least continue to have a significant impact on the situation in Ukraine, and, according to some, will even increase it. CSOs are important partners of the CG and LSGs in responding to new challenges caused by the war, assisting with support and evacuation of victims of the full-scale invasion, providing supplies to the Armed Forces and many other tasks.

The authors of the research **“CSOMeter: A compass to conducive environment and CSO empowerment. Ukraine 2022 country report”**, as well as the interviewed experts, argue that with the outbreak of a full-scale war, CSOs have "stepped up" to cover a number of areas that the state could not "fill" on its own:

"As the full-scale Russian invasion began, Ukrainian CSOs mobilised their forces in large numbers, covering many needs that the state could not provide by itself. The main activities were helping people who suffered as a direct result of the invasion, providing legal assistance, informing citizens about the events of the war, the reconstruction of Ukraine, meeting the needs of the Armed Forces of Ukraine, and documenting war crimes and crimes against humanity committed by the Russian armed forces and pro-Russian proxy forces in Ukraine" ³¹.

The ability of CSOs to attract funds from donors for their activities should be noted separately, as it further increases their value as partners for central government and local self-governments.

"Nowadays, civil society is also taking on the role of recovery. In my opinion, a lot of investments in communities are attracted by cooperation with non-governmental organisations at the local level. And in general, I believe that the trust of international institutions is higher in non-governmental organisations than in government agencies and some local governments."

Expert research respondent

According to the experts, some of the areas that CSOs had to deal with after the full-scale invasion were atypical for them before: for example, participation in diplomatic negotiations, information confrontation, and implementation of infrastructure projects.

"That is, there are whole huge blocks that the CS had not addressed before. For example, most informational warfare relies on the CS, NGOs, and initiatives. Again, a significant part of the army's supplies... it used to rely on volunteer organisations in certain areas in the first months of the full-scale invasion, and it still does. This has to do

³¹ Svitlana Kononchuk, Myroslava Chornousko. CSO Meter 2022: Ukraine. Country Report. Published in 2023.



with drones, with healthcare, and many other things. For example, many things are tied to the negotiations with the European Union, and certain NGOs are involved in one way or another. Or it would be more accurate to say CSOs in a broad sense. Including, for example, business associations and expert and analytical communities. In 2022, many new things that had not been done before started to be done. [...] And I would say that there is one more thing that should be added to this list; it is what could be called public diplomacy. That is, the role of CSOs in, say, diplomatic negotiations have become very significant. It was not the case in previous years."

Expert research respondent

"Now we see some interesting cases when CSOs are implementing large infrastructure projects. I know at least a few cases when an NGO raises international funds and, with local authorities, rebuilds dormitories, yes, the premises where internally displaced persons can stay. We could not even imagine something like this before the war, but now we see that organisation (not all of them, of course, some of them) actually have the capacity to implement such projects."

Expert research respondent

CSOs also perform a crucial function in wartime, namely, maintaining solidarity and cohesion within Ukrainian society:

"Most of the work of the civil society is actually aimed at maintaining, nurturing, ensuring, and strengthening social cohesion at the level of individual communities, which have faced numerous challenges, especially those caused by the war, by a rather significant population displacement, by the fact that the whole society has been under enormous stress and tension for 21 consecutive months. Ensuring social cohesion, finding ways to maintain it, establishing a dialogue between communities within the communities themselves."

Expert research respondent

The authors of the research **"CSOMeter: A compass to conducive environment and CSO empowerment. Ukraine 2022 country report"** also emphasise the high assessment of the activities of Ukrainian CSOs in the sector by Ukraine's international partners:

"The activities of Ukrainian CSOs have been recognised on the international stage. The role of civil society in promoting and overseeing reforms in Ukraine was separately noted in the opinion of the European Commission on Ukraine's application for membership of the European Union (EU)"³².

³² Svitlana Kononchuk, Myroslava Chornousko. *CSO Meter 2022: Ukraine. Country Report. Published in 2023.*



However, the influence of CSOs on decision-making at the state and local levels remains limited, partly because some government officials use martial law as an excuse to limit civil society's access to this process.

"Obviously, we have martial law now, so there are certain restrictions, there is a restriction on access to public information, and therefore, especially at the community level, we see that some officials use this opportunity to avoid involving civil society representatives in decision-making, in policymaking. That is, it seems to me that in the area of advocacy, the situation has somewhat deteriorated."

Expert research respondent

MAIN CHANNELS OF CSO COMMUNICATION WITH THE AUDIENCE, AUTHORITIES, AND DONORS

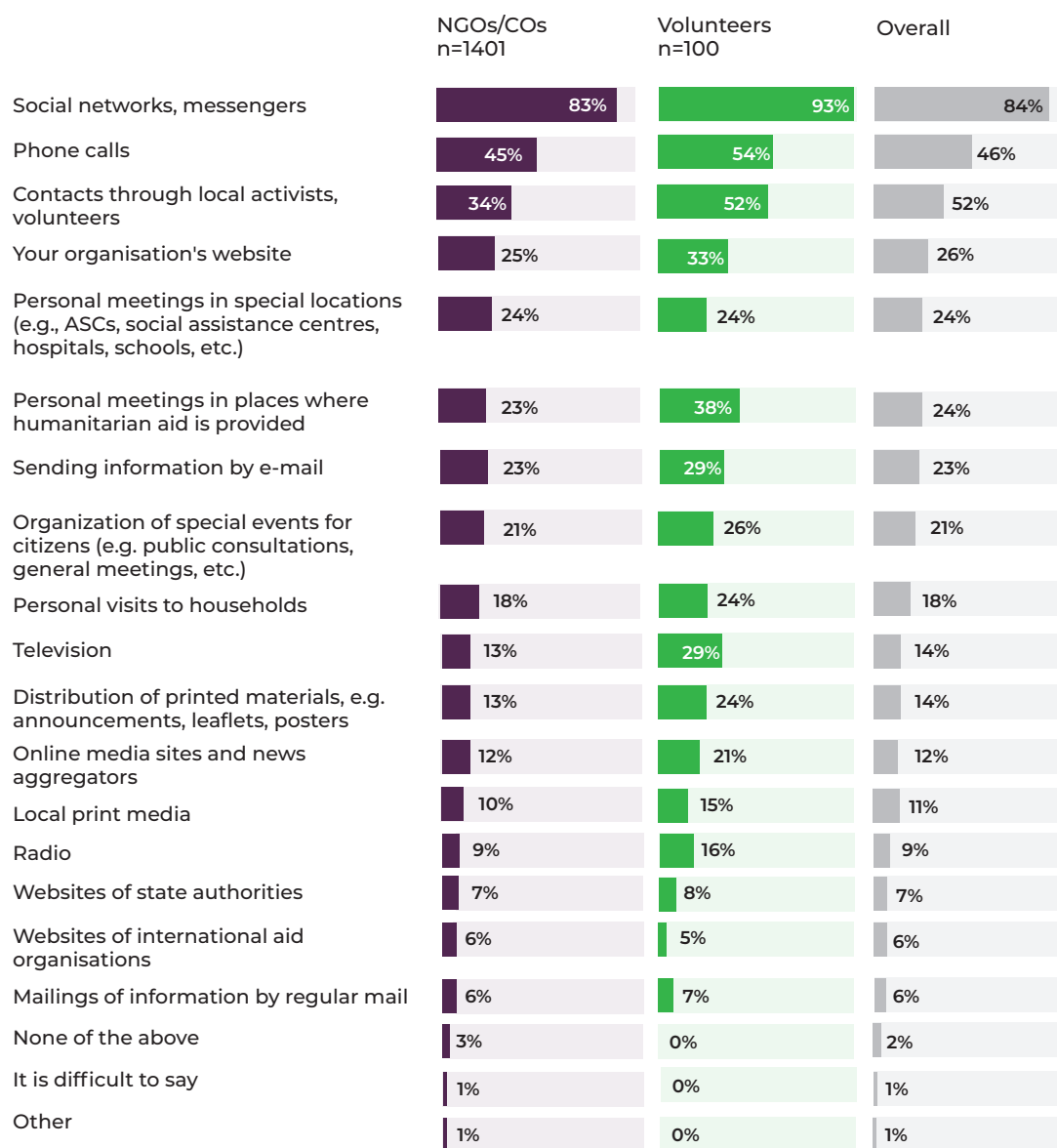
According to a quantitative survey conducted by KIIS in 2023, NGOs, COs and volunteers most often used social media and messengers (84%) to communicate with their target audience. Other popular communication channels include phone calls (46%), contacts through local activists and volunteers (35%), organisations' websites (26%), face-to-face meetings in designated locations (e.g., CASs, social assistance centres, hospitals, schools, etc.) (24%), and face-to-face meetings at humanitarian aid sites (23.7%).

According to the 2022 survey, since the outbreak of the full-scale invasion, the activities of the civic sector have been mainly focused on providing immediate assistance, covering basic needs at the request of target audiences, which is why many organisations have been involved in evacuating the population, distributing food, hygiene, humanitarian aid, and providing psychological support. According to the above, the communication channels that volunteers and NGOs/COs most often choose to interact with their target audiences in 2023 allow them to provide immediate assistance and address basic needs at the request of their target audiences.

The important difference between the channels of communication with the target audience used by volunteers and NGOs/COs is that compared to NGOs/COs; volunteers are more likely to use social networks, messengers, contacts through local activists, volunteers, personal meetings at humanitarian aid sites; television; distribution of printed materials; online media websites and news aggregators; and radio.

Channels of communication with the target audience

% among CSOs/volunteers, multiple choice

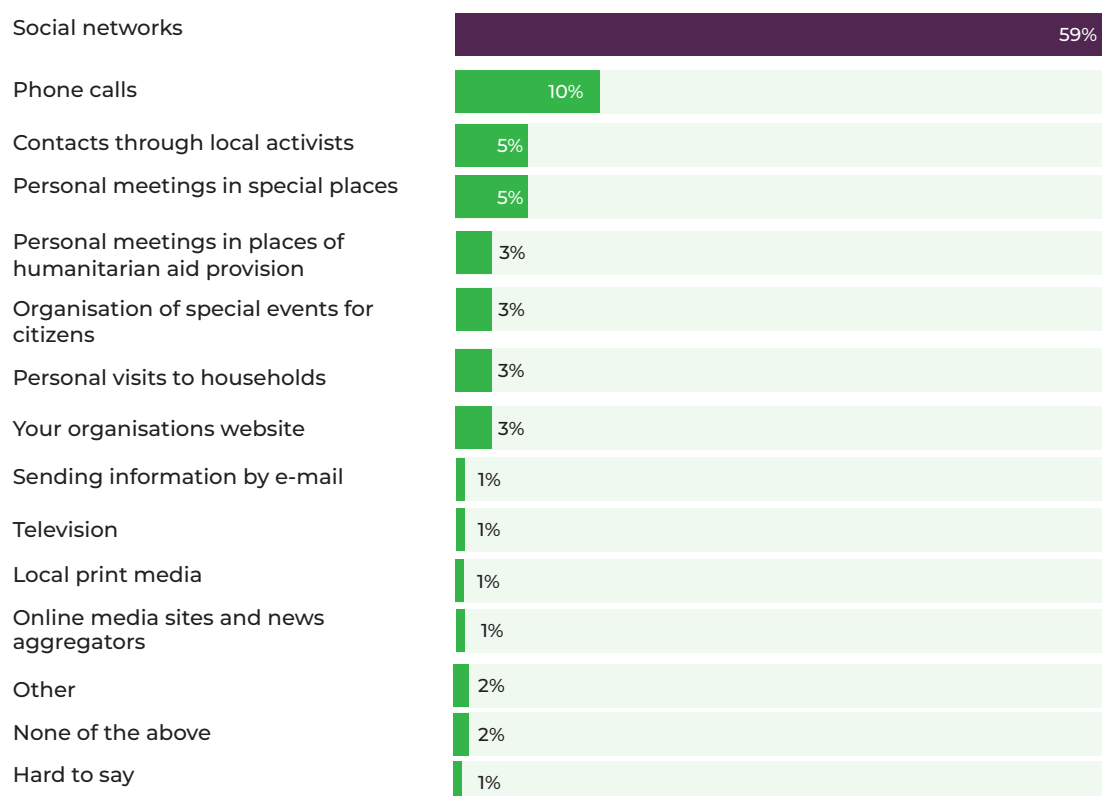


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Social media is generally considered to be the most effective channel of communication with the target audience (59%). Phone calls are the second most effective communication channel, with a significant margin, according to the respondents (10%).

The most effective channels of communication with the target audience

% among all CSOs/volunteers, multiple choice



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

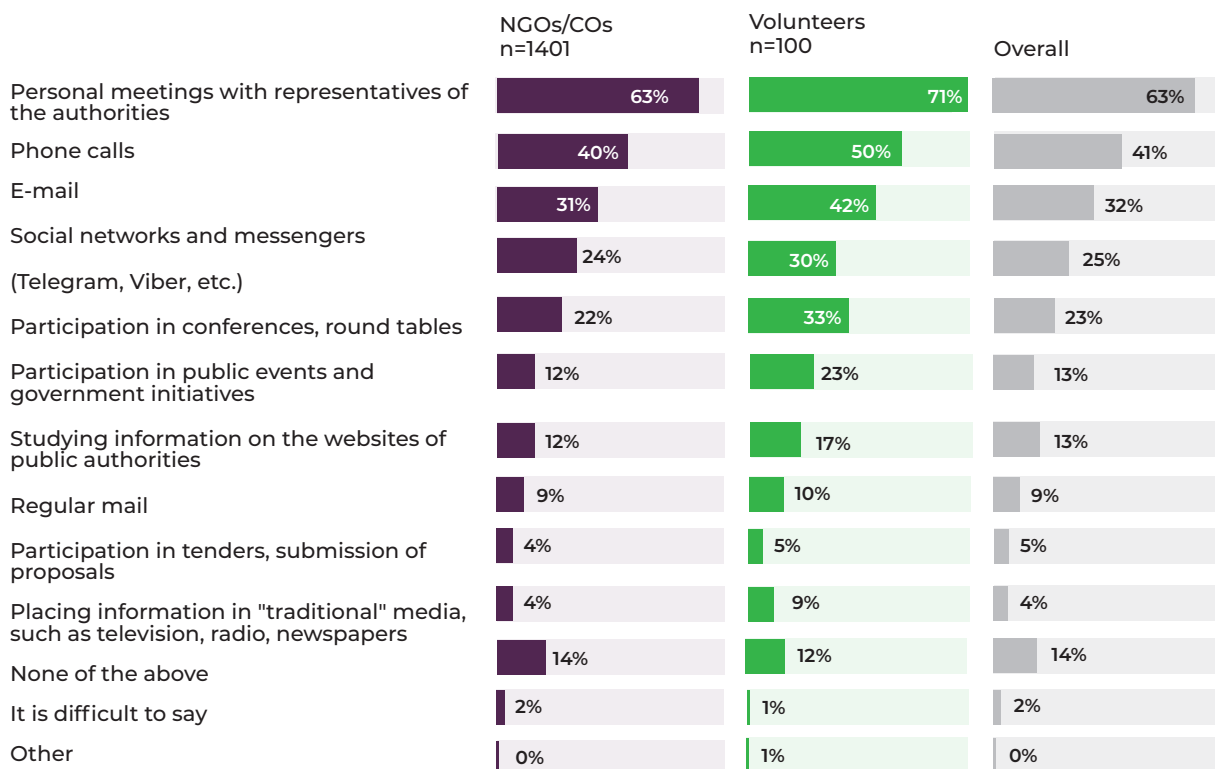
The most frequently used channels of communication between volunteers or NGOs/COs and the authorities are personal meetings with representatives of the government bodies (63%), phone calls (41%), e-mail (32%), social networks and messengers (25%), and participation in conferences and roundtables (23%).

Representatives of CSOs mentioned in their in-depth interviews that they often use WhatsApp messenger to communicate with the authorities, and it is the only messenger they use for this purpose. In their opinion, it is the most secure of all messengers, and it is important for this type of communication.

Key differences between volunteers and NGOs/COs are higher rates of using e-mail (42% and 31% respectively), participating in conferences and roundtables (33% and 21% respectively), joining public events and government initiatives (23% and 12% respectively); and publishing information in “traditional” media, such as television, radio, and newspapers (9% and 4% respectively).

Channels of communication with the authorities

% among all CSOs/volunteers, multiple choice



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

During the in-depth interviews, representatives of CSOs emphasise the importance of personal communication with the representatives of the authorities based on previous successful cooperation:

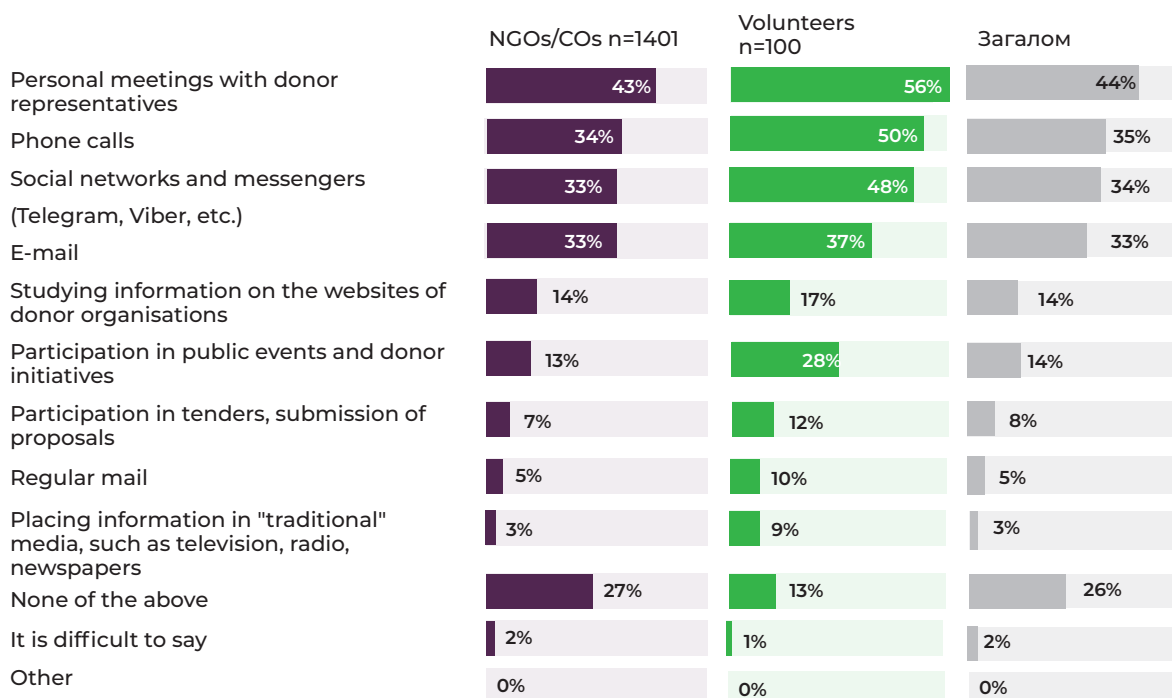
"Look, we have used only one channel with the authorities: approaching the people we already know. And these are mostly... personal contacts, these are warm contacts, there is no other way. If we talk about communities, we take a person we know in the community, a person we have already worked with, either engaging them in some project or just working together".

Respondent – CSO representative

The most frequently used channels of communication between volunteers or NGOs/COs and donors in general are personal meetings with donor representatives (44%), phone calls (35%), social media and messengers (34%), and e-mail (33%). It is also worth noting that personal meetings with donor representatives, phone calls, social media and messengers, participation in public events and donor initiatives, regular mail and distributing information in "traditional" media such as television, radio, and newspapers are somewhat more often used by volunteers compared to the NGOs/COs.

Channels for communication with donors

% among all CSOs/volunteers, multiple choice

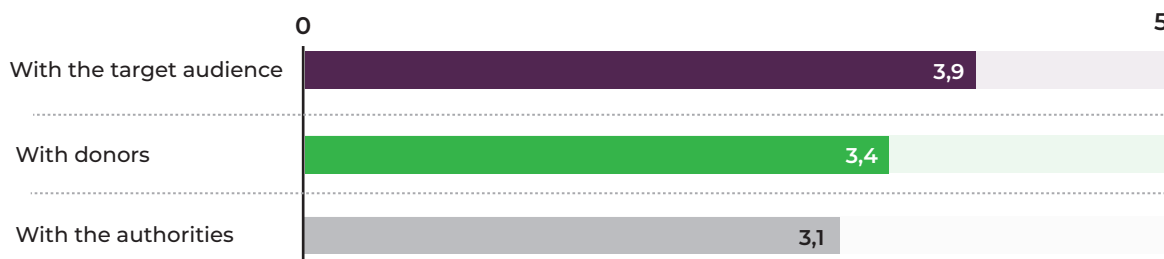


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

The highest level of satisfaction of volunteers and representatives of NGOs/COs with the opportunities to communicate with their target audience is 3.9 on a scale from 1 to 5, where one is completely dissatisfied, and five is completely satisfied. The level of satisfaction with the opportunities to communicate with donors is 3.4, and the lowest level of satisfaction is recorded among CSO representatives and volunteers regarding the opportunities to communicate with the authorities (3.1).

Average satisfaction with communication opportunities on a scale from 1 to 5, where 1 is completely dissatisfied and 5 is completely satisfied

% among all CSOs/volunteers



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Based on the results of the research **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**³³, about a quarter of respondents who represent CSOs are at the lowest (primary) level of interaction with donors (i.e. one on a 5-point scale) and governmental structures/authorities. In contrast, interaction with other CSOs, LSGs, media and the public are better developed³⁴.

Regarding the interaction with LSGs, the study **“Needs and Challenges...”** indicates that CSOs are the least satisfied with access to decision-making (27% are entirely dissatisfied) and public involvement in policy development (26% are entirely dissatisfied). The potential for establishing partnerships between LSGs and their CSOs was assessed as low or very low by 28% of respondents, while 24% reported it as medium, 28% as sufficient, and 17% as high³⁵.

LEGAL ASPECTS, CHALLENGES, AND NECESSARY CHANGES IN THE LEGAL REGULATION OF CSOS' ACTIVITIES UNDER MARTIAL LAW

Innovations in the legal regulation of CSO activities after the full-scale invasion

According to the research **“CSOMeter 2022”**³⁶, due to the full-scale Russian invasion, the overall assessment of the environment for CSOs in Ukraine in 2022 is 4.7 on a 7-point scale, which is lower than in 2021 (5.2 out of 7). Notably, the cooperation of CSOs with the state in 2022 was rated quite high: 5.2 on a 7-point scale, while state support received a much lower score of 4.3. However, the authors point out that, despite the war, positive changes have taken place in most of the analysed areas, which allowed to adapt legislation and practice to the realities and needs of martial law. Specifically, there have been positive developments in the legal framework for volunteering.

*“The state has also supported the activities of CSOs in the field of state assistance by simplifying CSOs’ registration processes and introducing a favourable taxation policy for CSOs’ activities [...] There have also been changes in the legislation related to volunteering, for example, the Law ‘On Amendments to the Law of Ukraine “On Volunteering” to support volunteering’ facilitates taxation, promotes the development of a culture of volunteering among students and improves the legislation on volunteering itself. Therefore, the historically high scores in the areas of Freedom of Association (5.6) and State-CSO Cooperation (5.2) have been maintained in 2022 despite the war”*³⁷.

³³ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War.*

³⁴ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War.*

³⁵ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War..*

³⁶ Svitlana Kononchuk, Myroslava Chornousko. *CSO Meter 2022: Ukraine. Country Report. Published in 2023.*

³⁷ Svitlana Kononchuk, Myroslava Chornousko. *CSO Meter 2022: Ukraine. Country Report. Published in 2023*



Nevertheless, the analysis of open sources shows that the legislative regulation of volunteer activities and the relationship between volunteers and the authorities is not so cloudless. In the spring of 2022, the Criminal Code was supplemented with a new article that creates legal grounds for prosecuting individuals for the commercial sale of goods intended for humanitarian aid and using charitable contributions for profit. On July 28, the head of the National Police of Ukraine, Ihor Klymenko, announced that the police were conducting investigations in 320 cases related to such offenses³⁸. In several high-profile cases, volunteers were among those under investigation.

In February 2023, there were ongoing discussions about the legislative regulation of charity and volunteerism in Ukraine, specifically regarding the taxation of individual donors. Danylo Popkov, the legal adviser of the ZMINA Human Rights Centre, expressed concern about the lack of trust of benefactors in state reporting forms and imperfect communication between them and tax authorities.

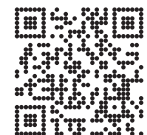
On September 5, 2023, the Cabinet of Ministers adopted Resolution No. 953, introducing new rules for humanitarian aid, which were to enter into force on December 1, 2023 (later, the entry into force of the Resolution was partially postponed)⁴⁰. According to the resolution, only registered legal entities can be administrators of humanitarian aid and are obliged to declare and report on it. This drew criticism from small charitable organisations and foreign volunteers, who believed that the new rules would complicate their activities and contribute to monopolisation by large foundations that cannot fully cover all the needs currently persist⁴¹.

On December 22, 2023, President of Ukraine Volodymyr Zelenskyy signed the draft law No. 9111 **"On Amendments to Certain Legislative Acts to Simplify the Procedure for the Import, Accounting and Distribution of Humanitarian Aid"** adopted by the Verkhovna Rada⁴². According to the Cabinet of Ministers, **"the legislation simplifies the procedure for the import, accounting and distribution of humanitarian aid"**; introduces the need to use the electronic system for

³⁸ *Controlled Purchase. How cases of "selling humanitarian aid" became a trap for volunteers. Published on September 7, 2022*



³⁹ *NGOs discussed with the Ombudsman the mechanisms of exemption of volunteers from taxation. Published on February 22, 2023.*



⁴⁰ *The way the rules for importing humanitarian aid will change from December 1, 2023. Published on October 23, 2023.*



⁴¹ *A petition demanding to postpone the new rules for humanitarian aid has gained votes in three days. Published on October 19, 2023.*



accounting for humanitarian aid created by the Ministry of Social Policy; adds foreign charitable organisations whose representative offices are accredited in Ukraine and non-profit state and municipal institutions, local governments, social service providers to the list of recipients of aid; introduces the opportunity to transfer vehicles as humanitarian aid to the military as individuals⁴³. On January 10, 2024, the Verkhovna Rada adopted the Draft Law on Fair Lobbying No. 10337 of December 13, 2023. A draft law "On Amendments to the Code of Ukraine on Administrative Offenses regarding Violation of Legislation in the Field of Lobbying and Advocacy" is also being developed. The draft laws have been criticized by civil society on November 30, 2023, in the Statement on the Need to Ensure Transparent, Meaningful and Inclusive Public Consultations on Draft Laws on Lobbying was published and signed by 260 CSOs. The main problem is that they cover not only lobbying, but also advocacy and the exercise of citizens' constitutional rights and freedoms. To conduct advocacy, CSOs must register with the Transparency Register and report annually on each advocacy subject and financial sources for advocacy. According to the authors and signatories of the Statement,

"Although the draft laws are positioned as anti-oligarchic, the proposed mechanisms cannot solve the issue of political corruption and non-transparent influences on decision-making. However, they can block civil society institutions' work, making it difficult to engage their expertise and develop the necessary changes to legislation. Non-governmental organisations, charitable foundations, and volunteer initiatives that have become reliable partners of the state in promoting democratic reforms and countering Russia's armed aggression will be effectively deprived of their key function of being the voice of those whose rights they protect in communication with the authorities and acting in the public interest."⁴⁵

Assessment of the legal regulation of CSO activities from the point of view of CSOs and volunteers

When assessing the extent to which the existing legislation allows civil society organisations to influence the development and implementation of state policy, 47% of surveyed NGOs/COs and volunteers rated this capacity as mediocre, 41% – very low/somewhat low, and 12% – very high/somewhat high. The average score is 2.5 on a 5-point scale, where 5 is the highest score.

⁴² The President signed the bill №9111 on humanitarian aid: what will change. Ministry of Social Policy of Ukraine. Published on December 22, 2023.

⁴³ The President signed the bill №9111 on humanitarian aid: what will change. Ministry of Social Policy of Ukraine. Published on December 22, 2023.



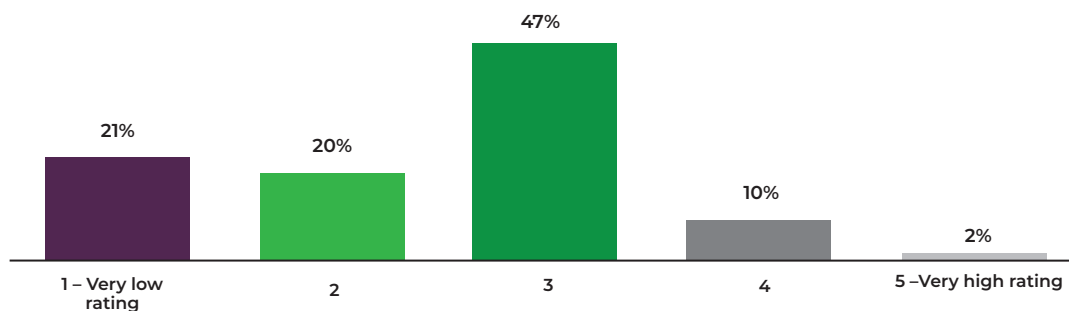
⁴⁴ Statement on the Need to Ensure Transparent, Meaningful and Inclusive Public Consultations on Draft Laws on Lobbying. Published on November 30, 2023.

⁴⁵ Statement on the Need to Ensure Transparent, Meaningful and Inclusive Public Consultations on Draft Laws on Lobbying. Published on November 30, 2023.



Assessment of the extent to which the existing legislation allows civil society organisations to influence the development and implementation of public policy

% among all CSOs/volunteers, n=1501. The average value is 2.5 on a 5-point scale



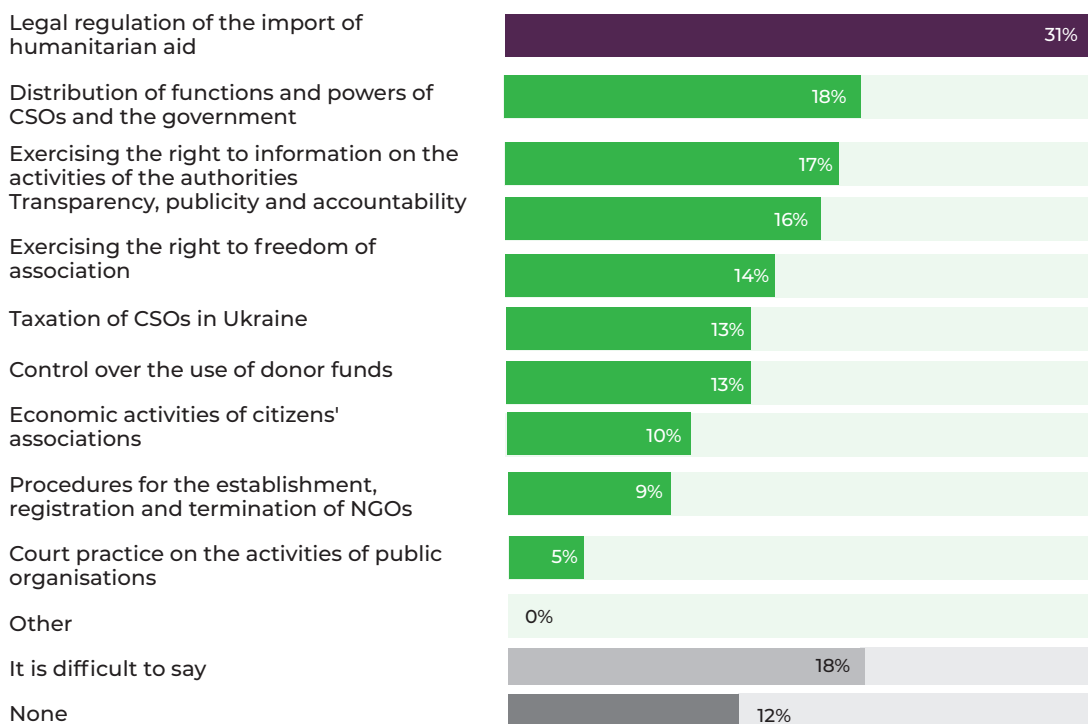
In general, how do you assess how the extent to which existing legislation allows civil society organisations to influence the development and implementation of state policy?

Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

When it comes to the most problematic aspects of the activities of Ukrainian NGOs in 2023 in terms of legal support, CSO representatives and volunteers most often mentioned the legal regulation of the import of humanitarian aid (31%), division of functions and powers of CSOs and the authorities (18%), realisation of the right to information about the activities of government agencies (17%), and transparency, publicity and accountability (16%).

The most problematic aspects of the activities of Ukrainian CSOs in 2023 in terms of legislation

% among CSOs/volunteers, n=1501, multiple response

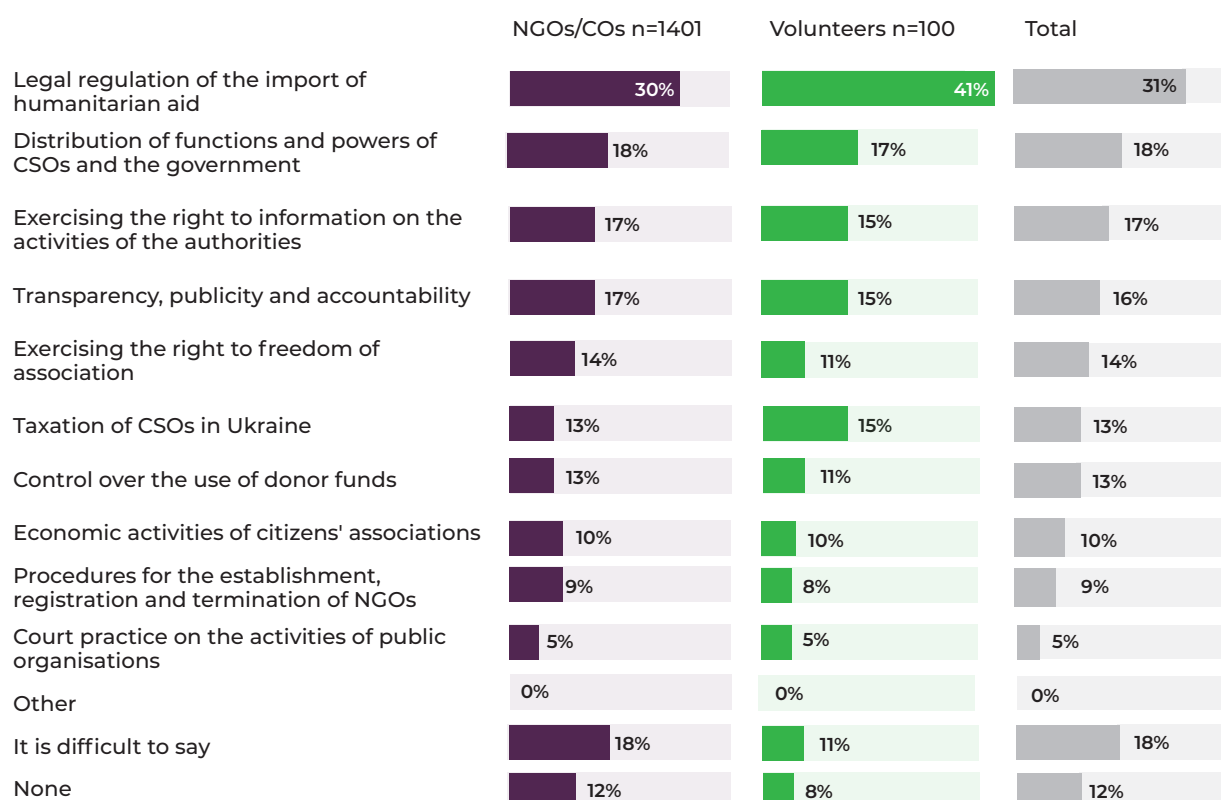


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

A significant difference between CSOs and volunteers is that volunteers more often see a problem in the legal regulation of humanitarian aid importation (41% compared to 30% among NGOs and COs).

The most problematic aspects of the activities of Ukrainian CSOs in 2023 in terms of legislation

% among CSOs/volunteers, n=1501, multiple response

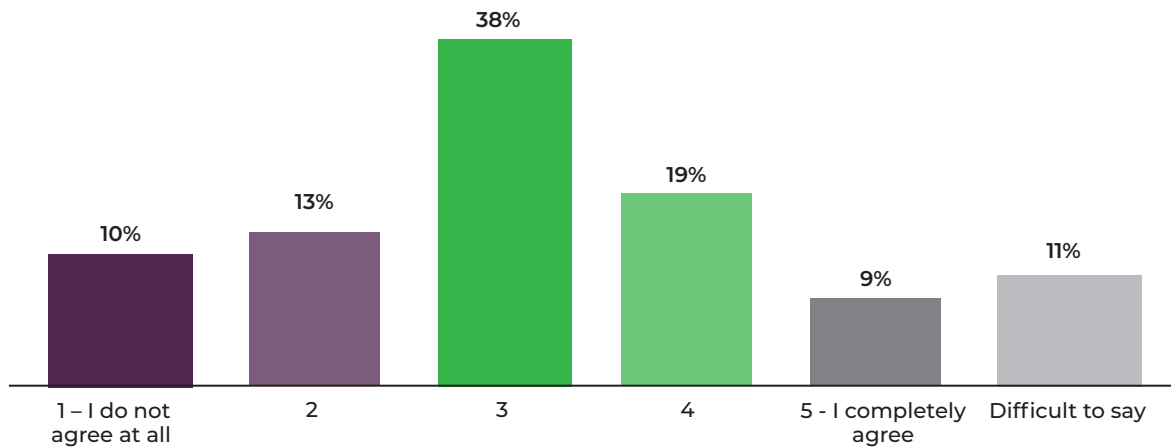


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Among the surveyed CSO representatives and volunteers who assessed their degree of approval of the statement: "Legislation and regulations on CSOs' activities are clearly written, not contradictory and not changed too often", 38% did not express a clear position and noted that they somewhat agree with the statement, but also somewhat disagree with it. On the other hand, 28% stated that they strongly agree or rather agree, and 23% indicated that they strongly disagree or rather disagree with this statement. The average score is three on a 5-point scale.

The extent of agreement that the legislation and regulations on CSO activities are clear, not contradictory and not change too often

% among all CSO/volunteers, n=1501. The average value is 3.0 on a 5-point scale

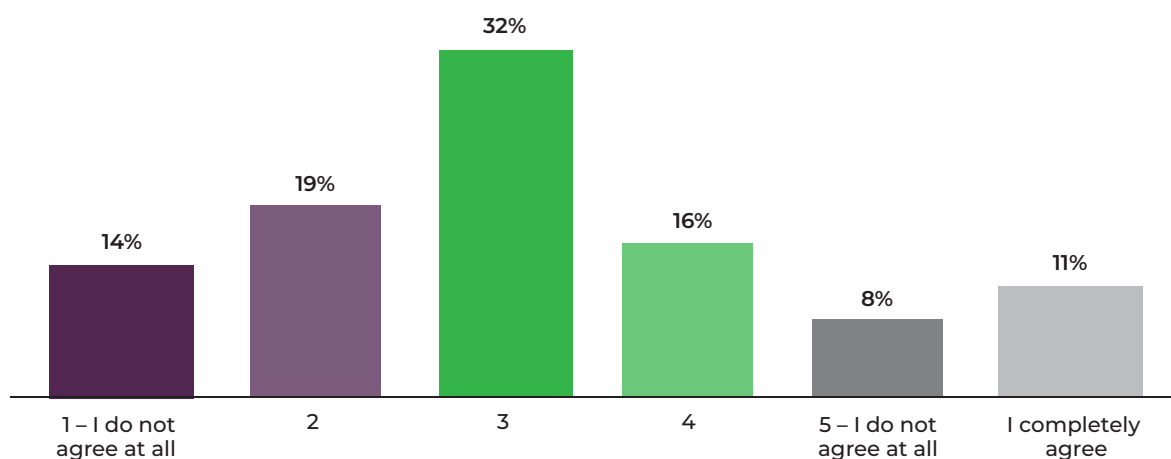


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

When assessing their level of approval of the statement: "Explanations of legislation and regulations on CSOs' activities by state and local administrations are consistent, thorough and predictable", 33% of respondents indicated that they strongly disagree or rather disagree, 32% – somewhat agree and somewhat disagree, and 24% indicated that they strongly agree or rather agree with this statement. The average score is 2.8 on a 5-point scale.

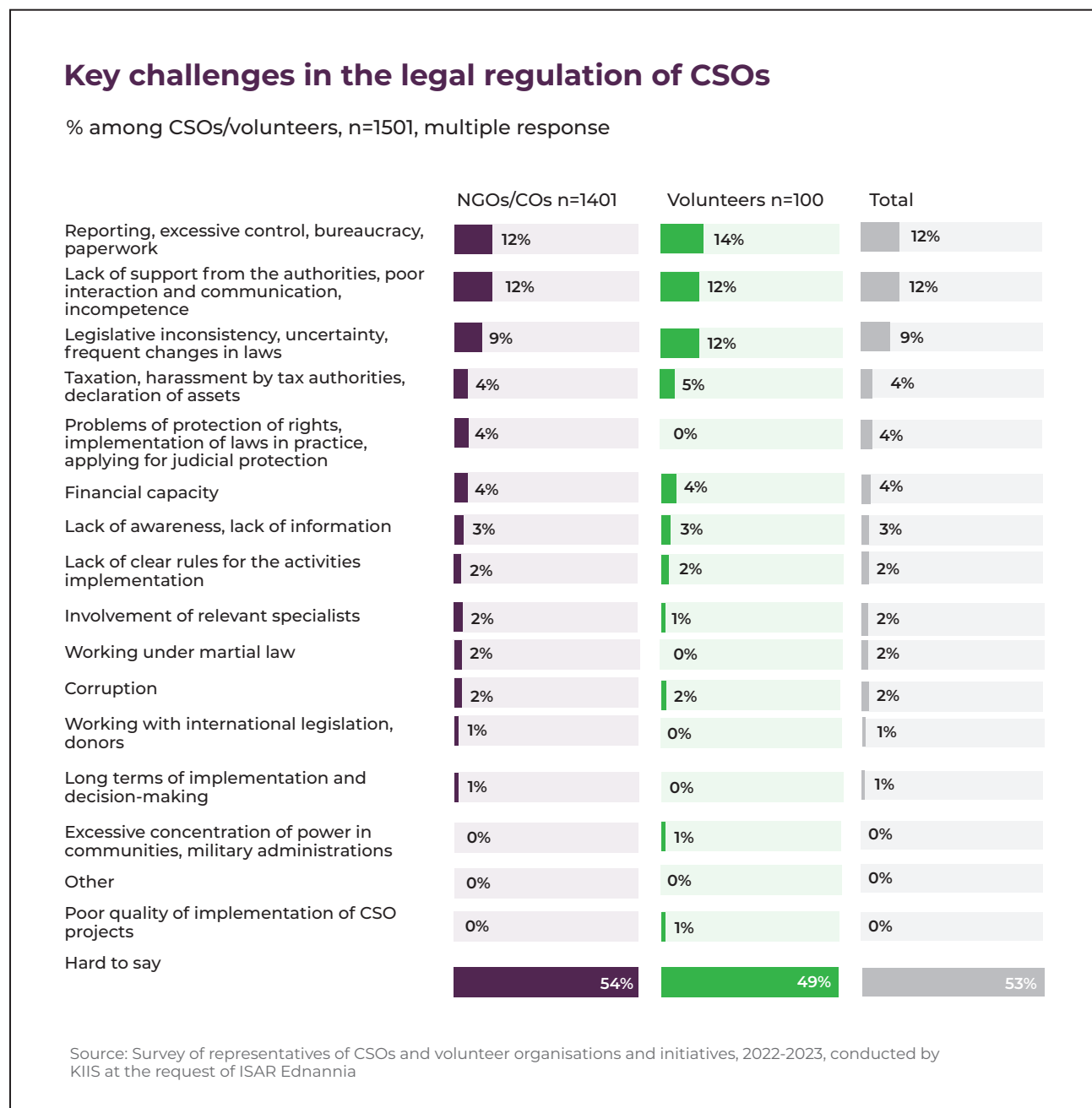
The extent of agreement that state and local administrations' explanations of legislation and regulations regarding CSO activities are consistent, thorough and predictable

% among all CSOs/volunteers, n=1501. The average value is 2.8 on a 5-point scale.



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

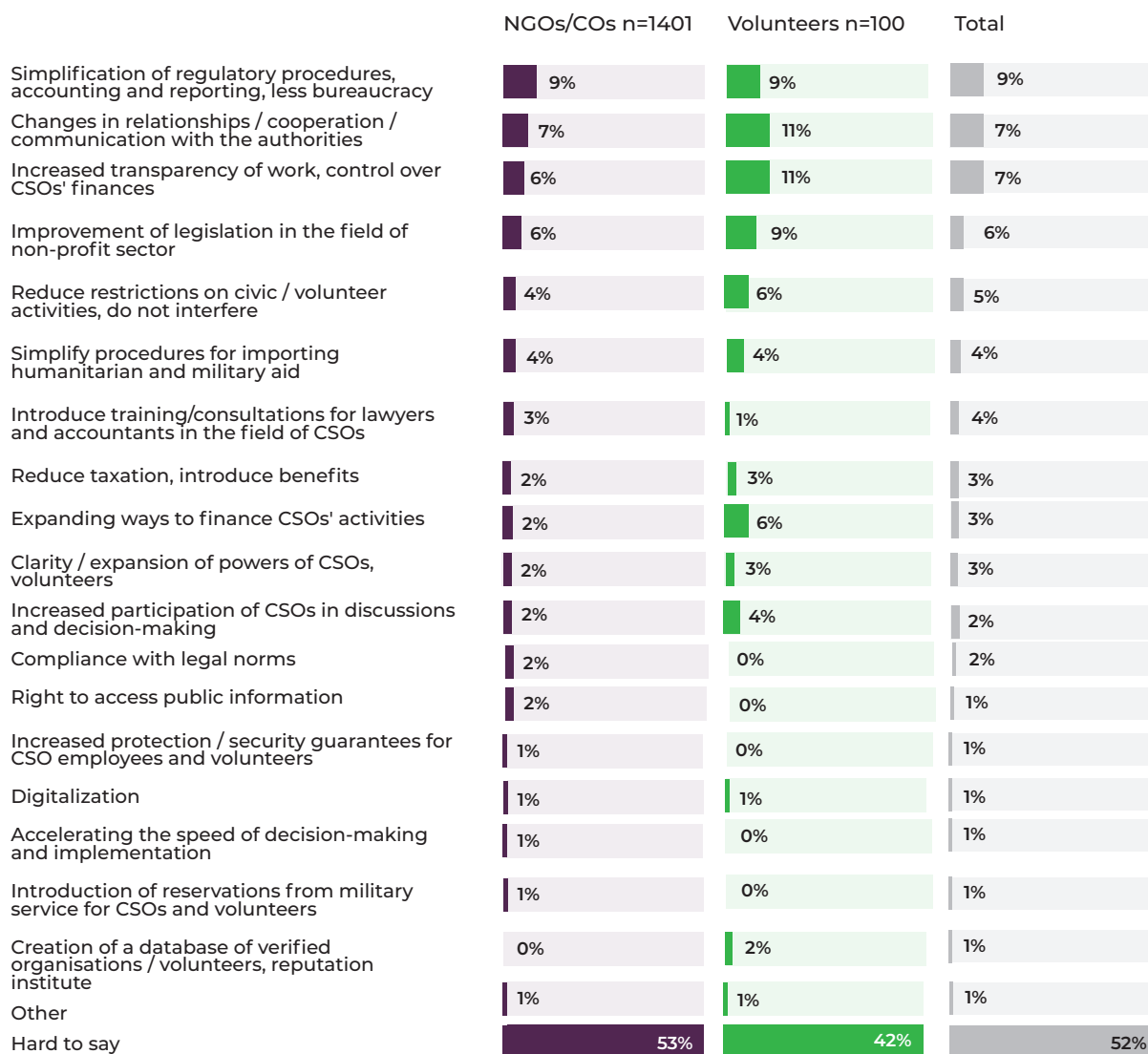
More than half of the respondents (53%) noted that it is difficult to identify the main challenges in the legal regulation of CSOs' operations. The remaining CSO representatives and volunteers most often mentioned the following challenges: reporting, excessive control, bureaucracy, paperwork (12%), lack of support from the authorities, poor interaction and communication, incompetence (12%) and legislative unregulation, uncertainty, frequent changes in laws (9%).



More than half of the surveyed CSO representatives and volunteers (52%) could not specify what priority changes are needed in the legal regulation of the operation of civil society organisations in the context of war. However, among the most popular responses were simplification of the regulatory procedures, accounting and reporting, reduction of bureaucracy (9%), changes in relations/cooperation/communication with the authorities (7%), increased transparency of work, control over CSO finances (7%) and improvement of legislation in the non-profit sector (6%).

Changes needed in the legal regulation of civil society organisations' work during the war

% among CSOs/volunteers, n=1501, multiple response



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

The respondents expressed the following opinions on the types of legislative improvements needed for the non-profit sector:

- Regulations should more thoroughly govern the procedure for receiving, using, and reporting humanitarian aid. This is the most popular demand from respondents.
- The law on charitable activities should be improved by setting clear standards for the operation of charitable organisations
- The list of goods for free distribution to the military should be expanded
- Stricter liability for law violations on access to public information should be introduced. The procedure for obtaining public and restricted information should be clearly defined

- Allowing a small percentage of citizens' taxes to be deducted to finance NGOs (respondent mentioned the example of Moldova⁴⁶)
- Amending the legislation related to the provision of banking services, in particular, to clarify the powers of the founders of NGOs in this area
- Developing and adopting a law on social entrepreneurship
- Legislating the definition of "civil society"
- Mandatory consideration of the opinion of NGOs in the preparation of normative and regulatory documents on the third sector
- Adopting legislation that would allow CSOs to receive funding from local communities and budgetary structures of different levels
- Simplification of financial reporting for NGOs and COs
- Changing the limit of annual taxable transactions (currently UAH 1 million), after which the organisation becomes a VAT payer
- Speeding up the procedure for registration of NGOs and charitable organisations

It should be noted that the recently adopted draft law No. 9111 **"On Amendments to Certain Legislative Acts on Simplifying the Procedure for Importation, Accounting and Distribution of Humanitarian Aid"** ⁴⁷ aims specifically at regulating the delivery of humanitarian aid.

Challenges and necessary changes in the legal regulation of CSO activities

The qualitative research among CSO representatives and experts confirmed the information from open sources that there have been positive and negative developments in the legal regulation of CSO activities since the beginning of the full-scale invasion.

Expert respondents noted that the following positive changes took place during 2022-2023:

- Improvement of the process of holding project competitions among CSOs by central and local authorities through an electronic system (probably referring to the online platform Electronic Competitions Space ⁴⁸, which currently operates in a test mode);
- Simplification of the registration process for civil society organisations and regulation of taxation of donations for volunteer activities:

⁴⁶ The 2% Law in Moldova allows citizens to transfer 2% of their personal income taxes to non-profit organisations or religious organisations that carry out socially useful activities. This contributes to the financial support of the civil society sector by allowing citizens to directly influence the distribution of a part of their taxes.

⁴⁷ The President signed the bill N°9111 on humanitarian aid: what will change. Ministry of Social Policy of Ukraine. Published on December 22, 2023.



"The state has somewhat responded to the request from both volunteer initiatives and civil society organisations. It responded as best as it could. It could have responded better, probably. Nevertheless, some issues have been settled, specifically, the simplification of registration and how volunteer initiatives can receive preferential taxation or non-taxation of the income they receive as donations and use for their volunteer activities."

Expert research respondent

- Development of the concept of veterans' policy, which allowed to define the framework of the area and strengthen the performance of CSOs and volunteers in this area:

"There were some registered draft laws concerning the rights of veterans, and it was the non-governmental organisations that corrected this general picture and developed a very high-quality document that could form the basis of a proper draft law."

Expert research respondent

At the same time, some legal changes and procedures instead bring challenges for CSOs and volunteers:

- Although the procedure for importing humanitarian aid was simplified in 2022, innovations under the Cabinet of Ministers' Resolution No. 953 complicate the procedures:

"I have not been following the legal field very closely, but now I see that this whole thing with the importation of humanitarian aid is a serious challenge that is already affecting volunteers very much, because, well, the Polish refused us the last two deliveries, for example... Given that it was just small items collected by people, we simply refused one delivery, even though we needed it. But I just imagined myself reporting for each shampoo because there are so many different items there."

Respondent – CSO representative

- Experts see a great risk in the adoption of the draft law on fair lobbying No. 10337, which will greatly harm the activities of advocacy organisations:

"We are now at the stage when civil society is facing an important, serious challenge, namely the draft law on fair lobbying and advocacy, and the inclusion of advocacy in it is a big challenge for civil society organisations and the sector as a whole. Because if the draft law is adopted in its current form, as it has come out, so to say, from the depths of anti-corruption, it will put a significant, well, really significant and disproportionate limitation on the activities of civil society organisations, which will negate the efforts to conduct advocacy."

Expert research respondent

- There are certain challenges related to receiving funds to the bank accounts of organisations:

“There are certain legislative restrictions. For example, the bank accepted the payment once, and for the second tranche of the grant, the bank started setting conditions – to prove that the money you are receiving is not of Russian origin. This was new for all of us, and we struggled with it. So, I think organisations that cooperate with international partners must have a competent lawyer in this area...”

Respondent – CSO representative

- Other challenges refer to the process of mobilisation of CSO employees, which creates additional difficulties in preserving the human resources. However, they are not specific to the sector:

“The main challenge is that, for example, we submit all the data of our employees to the recruitment centre. And sometimes, after I submit this data, they take people away from me. And it's a challenge because when it comes to some specialists, it's complicated to find a replacement... But that's the reality; we live in a time of war, so I'm not complaining about it, but it's an objective difficulty... But I wish they would give me some time to handle things. I don't know, like, two weeks”.

Respondent – CSO representative

“As for the disadvantages, sometimes there is a lack of understanding of how critical some organisations are for the Ukrainian economy. Even though donors through our national networks invest billions of UAH in Ukraine now through aid. We still do not have any employee reservation options. A mechanism is already in place, but the staff reservation from mobilisation is still unavailable.”

Expert research respondent

- Although the process of CSO registration has been greatly simplified, there are still some relocated organisations that have lost their documents and NGOs that were formed spontaneously as an association of people who carry out civic activities but do not register (partly because they are simply unaware of the need and rules of the procedure).

“The vast majority of CSOs are not institutionalised organisations. Organisations not registered anywhere do not exist in the legal field but are simply stable networks of citizens that solve some specific socially important tasks. This is partly due to the massive challenges of the first... well, when something needs to be done, and tens of thousands of people come to do it. They don't have time to register something, and so on. I think this trend will persist for some time. [...] Tightening control over CSOs leads to a complete transition of CSOs into the shadow.”

Expert research respondent

- Some limitations have also been imposed on volunteer assistance to the military, and it has had a negative impact on the support of the AFU.

"The military was forbidden to accept volunteer help. While in summer, we could easily cooperate with the units there like, say, a unit commander could write us a request, and we would send him everything he needed, and then we would get a signed document, a deed, or an invoice, but now they just forbade it. They say, "Either you give it to us for free... or we won't take anything." And knowing that I would have to explain later what the goods were used for, I refused to handle it. And it was harrowing, and I was very disappointed that we denied these six pallets of medicine that they needed."

Respondent – CSO representative

- The final risk for the functioning of volunteer mechanisms is that they are used in corruption schemes:

"And the challenges were the main ones, and they were related to the corruption component. First, the corruption component as part of such programs as "Shlyakh", when NGOs were used to escape, to leave Ukraine illegally or to bring the cars here illegally for profit."

Expert research respondent

CSO representatives and experts mentioned the following legal changes that need to be implemented:

- Limiting excessive state interference and control over the activities of civil society organisations:

"For me, the main thing is that the state should not interfere with anything. We do not need any preferences. The main thing is for them not to create regulations. We will function without any trouble, and everything will be fine. I don't see any urgent need to create additional conditions or incentives for us. Everything is fine; we comply with all tax regulations, educational regulations, and statutory regulations. I don't see any problems, to be honest."

Respondent – CSO representative

- Simplifying registration procedures (e.g., online) and financial reporting:

"Well, I don't think we can legally make organisations more efficient. But in terms of improving and making their lives easier, it could be simplified registration or re-registration procedures or some changes. For example, we cooperated with the Network of Civil Society Hubs; they registered an organisation in Vinnytsia, and then people moved from that city; they wanted to make changes to the board headquarters, and it was almost impossible to do so."

Expert research respondent

- Introducing mechanisms of institutional support for CSOs at the expense of the state and local budgets:

"And exactly, as I said, there is no mechanism of institutional support, no recognition of the role of civil society institutions at the state level, that they are a strong player and can provide services more often, much better and more efficiently. The delegation of powers to civil society organisations, ensuring this delegation through mechanisms, for example, through social services commissioning, project support, development budgets, support of the fact that resources to support civil society organisations should appear in programs, in local and state programs – this is missing."

Expert research respondent

"Financing CS institutions at the expense of the state, i.e. support of their activities, not only financial but also mentoring or training."

Expert research respondent

- Conducting monitoring and excluding from the Register the organisations that have not been active for a long time and only exist "on paper", as it will help to assess the number and capacity of CSOs in Ukraine:

"It seems to me that we are currently lacking the standardisation of the Register of CSOs. And understand the pool of CSOs that operate in Ukraine. Because there is nowhere to see it. If we access the Register, we can see a list of an insane number of organisations. Half of them exist only "on paper" or were created for some kind of electoral procedure or some other project. But I don't know of such a register to see which organisations are active and what services they provide. And this is not a good thing."

Expert research respondent

- Ensuring openness and transparency of decision-making with the participation of civil society; in particular, this applies to open data registers:

"It may be possible to increase the openness of data to a greater extent. Because a lot of data is kept hidden. However, the public mostly works with open data. Perhaps we should enhance transparency and openness and the need to involve civil society at different stages of decision-making. Be it in the Verkhovna Rada, in the Cabinet of Ministers, or at the level of the local self-government bodies. Introduce some... guarantees of such participation. Next, well... our organisation lobbied that when it comes to local tender commissions, regarding restoration projects, 30% of the members should be civil society representatives."

Respondent – CSO representative

- Changing the mechanisms for engaging CSOs in social services:

"Well, of course, social services and the opportunity for CSOs to join the provision of social services. And not just join based on some kind of competition, but for them to be provided automatically, without any human factor, without any fateful decisions of the local head who chooses between repairing a sewer collector and the expediency of providing social services, so that the CSO can provide these services. And that these services are properly accounted for. To ensure that the needs of every person are met with a service, which is impossible without CSOs."

Expert research respondent

- Developing a regulatory framework for social entrepreneurship:

"I also believe it is time to talk about social entrepreneurship and start developing a regulatory framework in this area. Because many initiatives for developing social entrepreneurship arise specifically based on civil society organisations. This can ensure, in turn, the organisation's sustainability, among other things. And it can also provide a new vector for developing entrepreneurship as such in the state."

Expert research respondent

- Improving the mechanism of public-private partnership:

"As of today, basically, the mechanism of public-private partnership is not very perfect in Ukraine. It works more for the commercial sector. Like it is regulated for cooperation with the commercial sector, with enterprises and legal entities. And it seems to me that this story of public-private partnership between civil society organisations and public authorities, including executive authorities and local governments, needs to be regulated."

Expert research respondent

In conclusion, it should be noted that most of the CSO leaders who took part in the study did not actively follow the changes in the legal framework and, therefore, had some difficulties discussing the legislative aspects of the operation of NGOs. Still, at the same time, they are aware of the need for professional assistance on legal issues:

"I would say that often CSOs that are not engaged in legal support save money on a lawyer. Well, at least I see it among my colleagues. And we did the same. That is, we do not have a lawyer on our staff. And we suffer from this. So, we are already planning to hire a lawyer for the next stage because many things need to be consulted. And a lawyer is more professional in preparing documents, often faster."

Respondent – CSO representative

MAIN CHALLENGES AND NEEDS FOR CSO TO ADDRESS IN 2023

The main challenges for CSOs both in 2022 and in 2023 are related to **financial security**, namely payments to employees, purchase of materials, payment for services, etc. In 2023, a slight deterioration of the situation is observed, as the share of CSOs that reported having financial difficulties amounted to 58%, while in 2022, it was 52%.

Other common challenges for CSOs include **team burnout, excessive employee work, lack of staff**, etc.

In 2022, 29% of CSOs reported having such a problem, while in 2023, the prevalence of this problem increased: it ranked second, with 34% of surveyed organisations experiencing it.

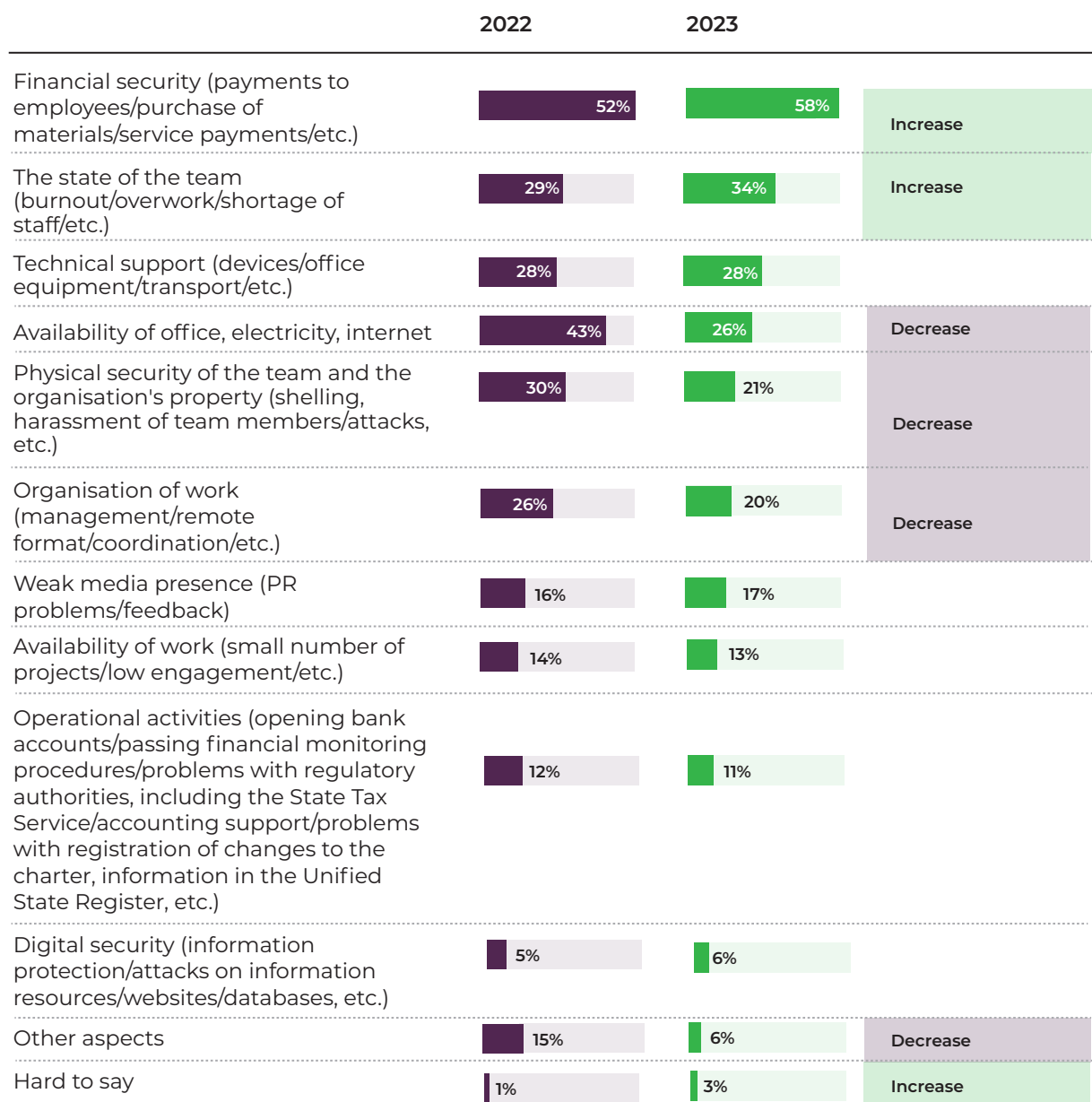
Another common issue is **technical support** (devices, office supplies, transportation, etc.), reported by 28% of CSOs in 2022 and 2023. The prevalence of this problem has not changed.

In 2023, a quarter (26%) of CSOs had difficulties with the **availability of an office and communications** (electricity, Internet). Despite the noticeable prevalence of this problem, the situation has slightly improved compared to the situation in 2022. In 2022, 43% of respondents reported having such issues, and now the number is much lower.

Since the outbreak of the full-scale war in 2022, a significant (more than four times) deterioration of the situation with the **physical security of the team and the organisation's property** has been observed, which was due to shelling, harassment of team members, attacks, etc. In 2023, this problem was reported by significantly fewer organisations – 21%. The objective course of events does not give grounds to believe that security challenges have decreased. Still, they are perceived less acutely, which may have been facilitated by the relocation of CSOs from the most dangerous areas, the cessation of active shelling, and the adjustment to life in wartime.

Areas of difficulty in implementation NGO activities in 2022 and 2023

% among all NGOs that had difficulties, multiple-choice marks “decrease” and “increase” show alternatives with statistically significant changes in the indicator



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

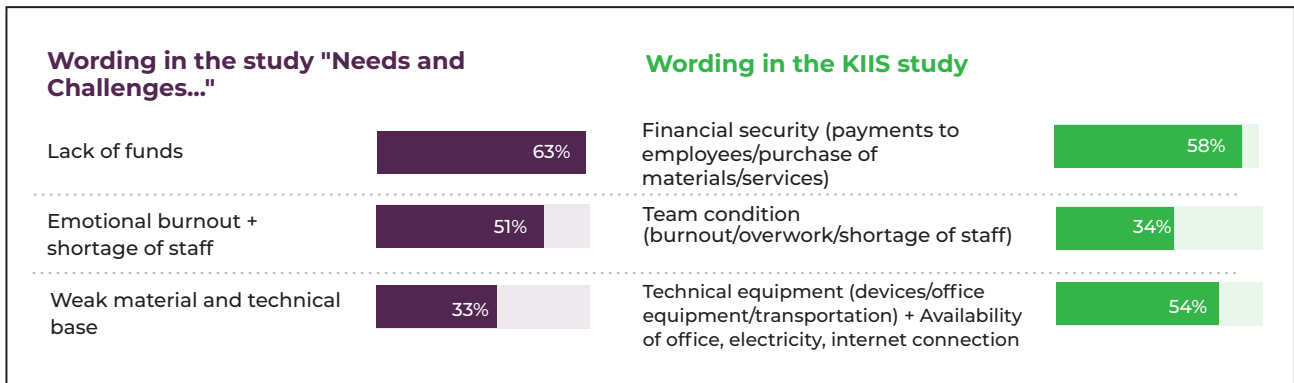
The research **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**⁴⁹ demonstrated a similar hierarchy of CSOs' problems.

⁴⁹ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.



Organisations often pointed to such internal problems as lack of funds (63%), weak material and technical base (33%), emotional burnout (26%), lack of staff (25%), and insufficient cooperation with local authorities (24%). Lack of funds is most noticeable among organisations established in 2022-2023 (reported by 74% of such CSOs) and least noticeable among those that have been operating since 2001 ⁵⁰.

Table. Comparison of CSOs' problems according to the two studies.



Organisations participating in the research **“Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs”**⁵¹ also indicated a lack of funding as one of the biggest challenges for the organisation's functioning, right after "unclear time horizons to do contingency planning (it's neither peace nor war)" (these options were selected by 62% and 68% respectively).

Authors of the report **"Civil Society in Ukraine's Restoration"** emphasise the importance of the problem with the staff, noting that the key problem for organisations involved in the recovery and reconstruction processes is the lack of qualified personnel, which, in turn, affects the quality and speed of the recovery process ⁵².

According to the report **“Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs”**, human resource issues are also the second most common in advocacy organisations after financial ones. Specifically, 57% of such CSOs experience difficulties with ensuring the safety of their staff and organisation, 55% – with

⁵⁰ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.



⁵¹ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.



⁵² Olena Andrieieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine's Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023.



staff burnout, and 42% – with the insufficient staff. Another 32% suffer from too many new activities, partly due to the lack of staff to distribute the increased workload⁵³.

In-depth interviews with CSO representatives show that the staffing problem is caused by the relocation of employees (both abroad and within Ukraine), the fact that specialists are actively joining the AFU (especially men); there is also a tendency for qualified employees to move from regional CSOs to international organisations or to completely different areas, which is associated with higher salaries.

"This is because a lot of people went to work in other areas. It started around June last year, when a bunch of donors appeared, a bunch of regional offices opened, a bunch of new humanitarian projects launched, and high-quality professionals, especially at the regional level, are immediately invited to these programs. As a rule, contracts are for a year or even more, and people simply leave the teams because NGOs cannot pay such salaries. We cannot compete with donor organisations in terms of salaries. This is on the one hand. On the other hand, the mobilisation process is underway; people go to war, engage in military-related activities, and leave what is called youth work. And this is an absolutely normal, logical process."

Respondent – CSO representative

It should be noted that even international organisations, where, according to CSO respondents, staff partially migrate, also experience a shortage of qualified employees. One of the respondents to the expert survey commented on this:

"Well, actually, it is very difficult. It's not only a problem in the civil society sector; it affects even us, international organisations. And I've talked to colleagues from other international technical assistance projects, and they feel an extreme staff shortage. So, in the civil society sector, this is also the case."

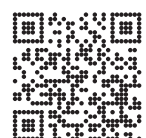
Respondent – CSO representative

The respondents of expert interviews also emphasise the problem of staff burnout, which particularly affected new civil society actors who did not expect a protracted war, a long "marathon distance" to which long-standing CSOs are more accustomed.

"The first ones who started to burn out in the spring of 2022 were people with very short breaths. But eventually people mostly burned out by the end of 2022, which put these NGOs and civic initiatives in a very... I will not repeat the entire list; I will call everything I have listed collectively "civic initiatives"... To a large extent, it is because a large number of people were not ready for permanent civic activity."

Expert research respondent

⁵³ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.



The most common requests for support from CSOs, according to the study **"Needs and Challenges..."** are assistance in writing competitive applications and grants (54%), financial support (53%) and provision of material and technical resources (42%).

According to the CSO informants who participated in the in-depth interviews, it is not only the funding of project activities that is important: organisations often lack funds for sustenance between projects or for organisational development.

"I would say that it is the availability of funds to ensure that the organisation has the opportunity to develop and train its specialists in the intervals between projects and has the means to do so. Unfortunately, the so-called overhead is the funds provided for the development of organisations. We first heard about it in 2019, when we started cooperating with UN Women. Before that, none of our international and Ukrainian partner organisations even mentioned this so-called overhead or bonus for the organisation's development. And during the inter-project periods, we were left almost without funds and financed both rent and utilities at the expense of our salaries. We just saved some money, knowing that the project was ending, and we saved it for a few months, realising that we may get another project no sooner than in a month or two, and we still needed to pay the rent, etc. These are exactly the challenges we faced." ⁵⁴.

Interaction with local self-governments and insufficient support from donors and businesses are tangible external challenges for CSOs. Participants in the survey **"Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War"** most often chose low level of support from local authorities (42%), insufficient support from donors/international organisations (39%) and businesses (30%) as external problems for their organisations. Organisations involved in the recovery and reconstruction processes are also dissatisfied with the level of cooperation between all stakeholders:

"Despite the growing trend towards networking and cooperation among CSOs, as well as between CSOs and the government, coordination within the sector and between CSOs and the donor community remains a serious problem" ⁵⁵.

⁵⁴ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War.*



⁵⁵ Olena Andrieieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine's Restoration. A Guide to CSOs Mobilizing for a Marshall Plan. Published in September 2023.*



According to the survey **“Giving civil society a stake in Ukraine’s recovery”**, many CSOs believe that:

“National and regional authorities have excluded them from the planning and implementation of recovery projects”⁵⁶.

According to the report **“Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs”**, 42% of CSOs engaged in advocacy felt that since the war started, cooperation with the authorities has become easier and their opinions are taken into account, 36% believe that cooperation has become more difficult, and 23% said that cooperation has become easier, but their opinions are still not taken into account⁵⁷.

The authors of the report **“Civil Society in Ukraine’s Restoration”** note that the lack of a mechanism for direct cooperation between Ukrainian civil society and the donor community is a major shortcoming. They believe the problem could be solved by creating a specialised advisory council under the G7 donor coordination platform, which would include civil society representatives. CSOs could offer recommendations to donors based on their knowledge of the Ukrainian context: to carefully vet potential grantees to prevent corruption or to engage with newly established CSOs that have emerged as a response to new problems and needs in Ukraine⁵⁸.

⁵⁶ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine’s recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs,



⁵⁷ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.



⁵⁸ Olena Andriieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine’s Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023.

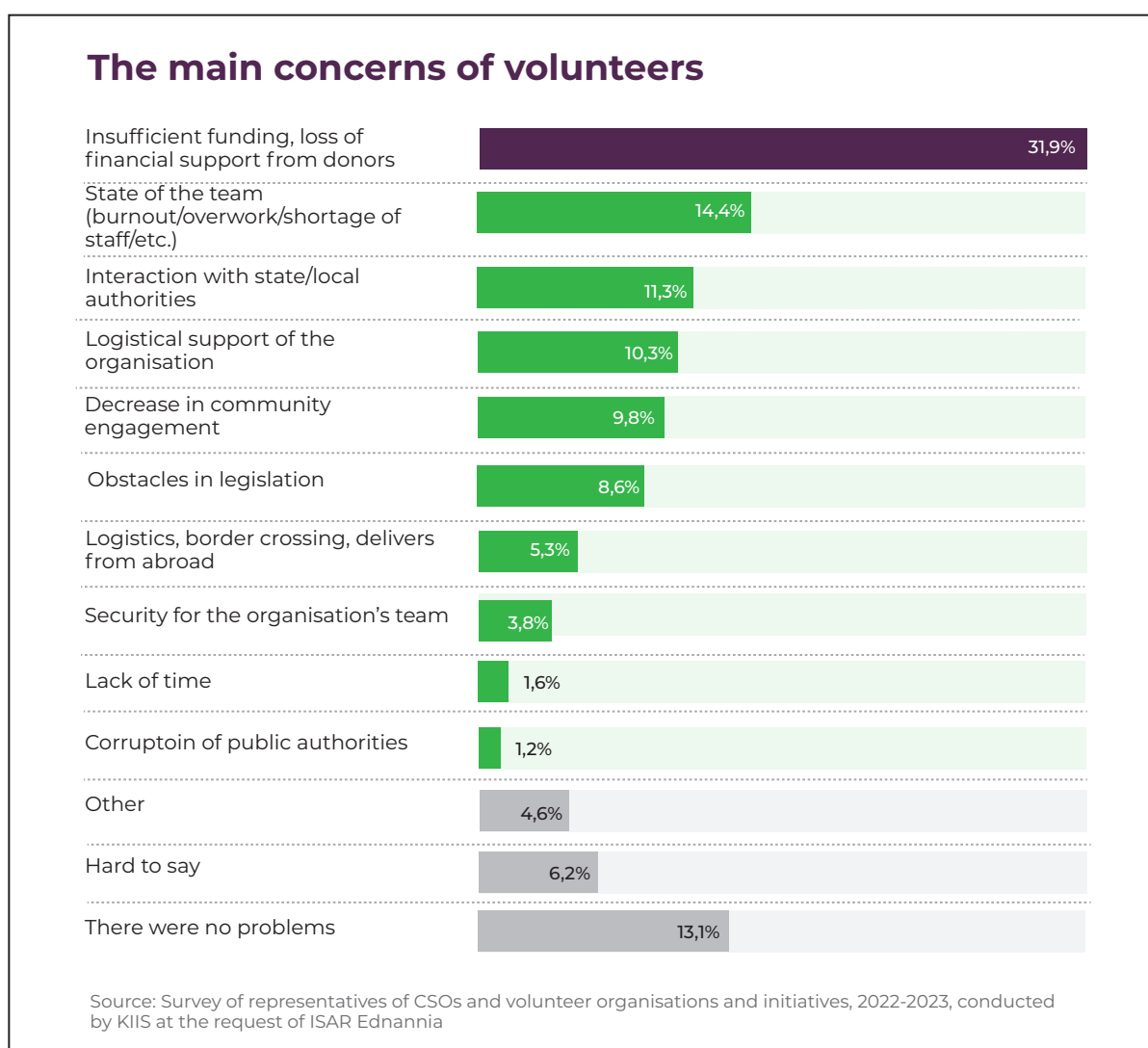


MAIN CHALLENGES AND NEEDS FOR VOLUNTEERS TO ADDRESS IN 2023

Results of a quantitative and qualitative survey of volunteers

The quantitative survey showed that only 13% of volunteers did not have problems while carrying out their activities in 2023; the remaining 87% of respondents had various difficulties ⁵⁹.

The most acute problem for volunteers in 2023 was insufficient funding to cover existing needs, as reported by almost every third respondent. Another serious challenge is the overwork of the team due to staff shortages caused by migration and mobilisation, leading to burnout, as reported by 14% of the surveyed volunteers.



The results of the expert interviews confirm the findings of the quantitative survey: a significant challenge for volunteers is finding funding, as the level of charitable contributions and donations from citizens has decreased. According to the experts, the financial problem entails

⁵⁹ For the purposes of analysis, they were grouped into 10 closed categories.

another, no less important one: the volunteer environment is starting to burn out (emotionally and psychologically), as the search for money turns into a routine that takes up more and more time from volunteers, leaving no time for rest and reboot. In addition, there is an outflow of staff from the volunteer movement, as, on the one hand, people are returning to paid work (partly due to burnout), and, on the other hand, many people are joining the ranks of the Armed Forces.

"First of all, volunteers are obviously all facing a lack of financial resources, the need for fundraising and the lack of well-established mechanisms for this fundraising. In other words, "homemade" fundraising means that you constantly must spend a lot of effort on it. This leads to burnout, among other things. When you know that you need to raise a certain amount of UAH, but you don't have it and can't raise it. You do everything you can, but you still don't get it. Which immediately leads to an emotional downfall. And so on. So, the first thing is obviously a financial issue... It's not obvious to everyone, you know. So, the first issue is financial. The second thing I've already mentioned is the human resource, the human capital. People burn out, and very often you need not just people, you need people with very specific competencies. Because you must assemble drones, or negotiate with some Brussels officials, or do something else like that. This means ensuring the cybersecurity of certain segments of Ukrainian cyberspace. This cannot be done by just any people picked up off the street. Therefore, it is not just a matter of finding staff, but of finding people with the right competencies. And this is a challenge that no one was ready for. Therefore, these processes have largely, so to speak, shaped... well, these trends have largely influenced 2023."

Expert research respondent

"Well, the biggest challenge is that people ran out of money, and they got tired. And, accordingly, the response to the fundraising has dropped sharply. It has become more difficult to gather donations, this is the biggest challenge. The second thing is that people can no longer invest all their time in networks. People drifted back to their jobs and returned to their main activities. Some went to the frontline. As a result, the number of people who can volunteer has decreased, and it has become more difficult to squeeze out time for volunteering. It means that now, to achieve one point of result, you need to spend more effort and time. And this is frustrating."

Expert research respondent

A significant obstacle to volunteering is the lack of interaction with central and local governments. In the quantitative survey, 11% of the surveyed volunteer initiatives mentioned this problem.

The problem of communication with state authorities, and especially with LSGs, was also raised by respondents in the qualitative survey, although some experts believe that it has been partially resolved. One of the respondents hypothesises that the government views the entire civil society as a participant in the political struggle on the side of the opposition, reducing the likelihood of building a dialogue.

"I would also say that one of the key resources lacking, along with money and human capital, is communication with the authorities. But it seems this is a completely hopeless case; I wanted to say it at the very beginning, but I had forgotten what the logical conclusion was... The government does not communicate with NGOs, volunteer organisations, veterans, business communities, public diplomacy groups, or anyone else. The reason for this is old and outdated. And it is not new; it's not like it appeared in 2022 or 2023. The reason is that the current team in power considers all NGOs as such, which are somehow subordinated to their political opponents. That is, it does not see the civil society as an independent actor but as one that is subordinated to the political opposition. So, how do we communicate with them?"

Expert research respondent

One more barrier to normal work is the low level of material support (primarily lack of transportation and work premises), as reported by 10% of volunteer initiatives. Finally, 10% of volunteers emphasize the decrease in the population's involvement in helping volunteers in the second year of full-scale war. Besides, there are legislative obstacles to volunteering, as indicated by 9% of surveyed volunteers and CSOs involved in volunteering. Other challenges were mentioned by 5% or less of the respondents.

Participants of the qualitative study point out that a very painful problem for volunteers is the legal regulation of their activities and interaction with law enforcement.

"Well, as far as I can understand, there are certain changes in the legislation. What we have seen in the information field are issues related to the response of law enforcement agencies to certain actions of volunteers."

Respondent – CSO representative

Volunteer respondents feel a constant risk of breaking the law when raising funds and purchasing necessary goods. Some participants of in-depth interviews report that they already feel law enforcement agencies' attention to themselves and their activities.

"Legislation. We don't have proper legislation, and many volunteers walk a fine line, not knowing how to do things correctly. Because at any moment, the tax service, I don't know, the security service, or any other organisation can come and create some trouble for a volunteer who doesn't even suspect that they are doing something wrong. People don't even know how to manage a Monobank fundraiser and many other things properly. So, this is probably the biggest challenge..."

Respondent – CSO representative

"The first thing is that the people who disappeared in February last year: the prosecutor's office, the National Police, suddenly remembered that they have to do some work, so they started doing it where they do not need to..."

Respondent – CSO representative

Burnout, fatigue and high psycho-emotional stress are other problems of volunteers highlighted by participants of in-depth interviews. The high prevalence of complex psychological conditions among volunteers makes them ask for professional psychological assistance.

"The main need and challenge are... related to psycho-emotional stress, and even physical stress... The second is the psycho-emotional state. Sometimes we save ourselves by doing more work. That's why we take that work because it's hard to live in such uncertainty for so long. And in constant danger. That's why I would single out the second need – psychological support, perhaps some kind of recovery. There are challenges related to constant anxiety and insecurity."

Respondent – CSO representative

Results of the desk research

In 2023, several research on the volunteer movement in Ukraine in the context of a full-scale war were published. The research **“Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine”**⁶⁰ was conducted in June 2023 by **Active Group**. Sociologists conducted focus groups in three cities: Zaporizhzhia, Sumy, and Khmelnytskyi – involving volunteers, government officials, and business representatives in the discussion. The research **“Volunteering in the Lviv community: dynamics, needs, future”**, conducted by the **CI City Institute** in November 2023, also relied on qualitative methods (in-depth interviews and focus groups). The focus groups involved military and environmental volunteers, while in-depth interviews were conducted with educational, social, and animal protection volunteer representatives. **“Survey on legal issues related to the activities of volunteers in Ukraine”**⁶² was conducted in March 2023 and aimed to **“identify the most pressing issues in the area of legal regulation of volunteering that volunteers face in the course of their activities, the need for amendments to the legislation, collect the most relevant requests for thematic legal advice and create explanatory materials for volunteers and representatives of organisations that engage volunteers”**⁶³. The research project **“Challenges and Needs of the**

⁶⁰Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine*. Published on July 31, 2023.



⁶¹*Volunteering in the Lviv community: dynamics, needs, future*. Published in December 2023.



⁶²Natalia Povtar, Mykhailo Stashuk. *Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023)*. Published on April 19, 2023.



⁶³Natalia Povtar, Mykhailo Stashuk. *Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023)*. Published on April 19, 2023.

Volunteer Sector⁶⁴ was initiated by **ISAR Ednannia** and implemented by the **Ilko Kucheriv Democratic Initiatives Foundation** in May 2023. The project included online focus groups, personal, and expert interviews.

MAIN CHALLENGES THAT VOLUNTEERS FACE ACCORDING TO THE RESULTS OF DESK RESEARCH

Logistics: the challenge posed by curfews and traveling abroad

The authors of the research **“Challenges and Needs of the Volunteer Sector”**⁶⁵ indicate that the curfew has complicated volunteer activities related to long-distance travel. The main issues were the increased time required to deliver aid and the difficulty of travelling, especially at night. Due to the ban on men travelling abroad, women volunteers or disabled men who can leave the country are often involved in importing cars for the army⁶⁵. Volunteers believe it takes a long time and it is difficult to obtain permits to travel abroad under the program "Shlyakh"⁶⁷. Sometimes, LSC representatives responsible for registering participants in the "Shlyakh" system demand bribes from volunteers⁶⁸.

Unclear legal procedures for importing goods to Ukraine

Volunteers point to the problematic and frequent changes in the procedures for obtaining the necessary permits to import goods into Ukraine. It is difficult and sometimes impossible to find relevant and up-to-date directives due to the lack of public access to them⁶⁹.

Precautions regarding registration in the Register of Volunteers and concerns about pressure from the state

The research **“Challenges and Needs of the Volunteer Sector”**⁷⁰ indicates that some volunteers, including members of informal volunteer organisations, fear that formalizing their activities may lead to undesirable actions by the authorities (tax inspections, possible prosecution in the future). Some respondents of the project **“Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine”**⁷¹ are also afraid

⁶⁴ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁶⁵ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁶⁶ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁶⁷ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁶⁸ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁶⁹ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁷⁰ *Challenges and Needs of the Volunteer Sector. Published in 2023.*



⁷¹ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*



of the pressure from the authorities: they report being informed about the inspection of "all foundations" and fear that this may affect them as well. Volunteers also see collecting donations on their bank cards and importing aid into Ukraine as potentially problematic issues⁷².

Many volunteers do not have sufficient knowledge to report to the state on the funds received and spent in a quality manner⁷³. The authors of the report **"Volunteer Values: results of a Qualitative Study of the Prospects for the Development of the Volunteer Movement in Ukraine"**⁷⁴ stress:

*"Great dissatisfaction and a sense of injustice are provoked by the attempts of the authorities to tax or demand reports on the aid collected from people without any support from the authorities"*⁷⁵.

The authors of this report⁷⁶ believe there is serious tension between the authorities (most often local authorities) and volunteers:

"Some respondents are more afraid of inspections and sanctions from the authorities than of the enemy. Accordingly, a lot of work is needed to establish communication and promote new, different rules of interaction between the authorities and volunteers."

Insufficient awareness of the possibilities of receiving assistance from the state

Published research cites cases where volunteers helping the army who were injured near the front line could not receive assistance from the state due to lack of awareness of their rights and legal procedures⁷⁷.

Decrease in financial contributions

Participants of the research **"Challenges and Needs of the Volunteer Sector"**⁷⁸ among volunteers indicate that financial assistance from citizens is decreasing due to fatigue and lower incomes. This problem is also mentioned by volunteer respondents in the research **"Volunteer values: results of a qualitative study of the prospects for the development of the volunteer**

⁷² Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁷³ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁷⁴ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁷⁵ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁷⁶ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁷⁷ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁷⁸ *Challenges and Needs of the Volunteer Sector. Published in 2023.*



movement in Ukraine⁷⁹ : the decrease in financial aid through the mechanism of donations from the population also reduces the number of volunteers who purchase, distribute, and deliver aid to those in need.

“The decrease in the activity of people who support volunteers with donations leads to a decrease in volunteer activity”⁸⁰.

Fatigue and burnout

Volunteers themselves admit that they face severe psycho-emotional problems related to the heavy workload and fatigue that has accumulated since the beginning of the war⁸¹.

Staffing challenges caused by the mobilisation of male volunteers

The authors of the research **“Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine”**⁸² indicate that staffing difficulties caused by the mobilisation of male volunteers can be a serious problem for volunteers. Participants of the study point to possible difficulties associated with tasks requiring physical strength and endurance (**“We only have girls, and it will be difficult for them. Last year, we received more than 40 cars of humanitarian aid”**). Respondents also report that the number of male volunteers will continue decreasing, as they stopped coming to the headquarters of volunteer organisations out of fear of the military commissars⁸⁴. As the study points out:

“Organisations facing a shortage of men refuse to create projects that may require men's help (“I am physically and morally not ready to apply for it and receive it, because I don't know how to pick it up later”)⁸⁵”.

Social tension between volunteers and citizens living "ordinary lives"

Almost all research projects on volunteers conclude that the indifference of a part of society to the problem of war or other socially important topics that volunteers pay attention to greatly demotivates and angers volunteers. The authors of the research **“Challenges and Needs of the**

⁷⁹ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁸⁰ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁸¹ *Challenges and Needs of the Volunteer Sector. Published in 2023.*

⁸² Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*



Volunteer Sector” ⁸⁶ give the following quote from a female volunteer, which explains the huge "gap between the worlds" of volunteers and the population that is not actively and emotionally engaged in the war:

"You see a parallel world where people drink cocktails, party, ride scooters, and everything is fine and peaceful for them. At the same time, you get text messages saying that this person will never answer you again, and the other person is in big trouble, and some more people urgently need a list of things. This is tough to deal with sometimes. The workload can make you burn out and become aggressive or hate those sitting with cocktails."

The authors of the project **“Volunteering in the Lviv community: dynamics, needs, future”** also write about a similar "gap between the worlds": **"The respondents noted an invisible conflict between the conventional front and the rear – conventional because the boundaries of these concepts are quite blurred in the context of the territory. Among the locations where volunteers were triggered by the impression of indifference from the environment, Kyiv, and the central part of Lviv were most often mentioned"** ⁸⁷.

The respondents of the research **“Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine”** ⁸⁸ also point out that sometimes volunteers perceive the attitude of a certain part of society as indifference to the war. This demotivates volunteers and becomes one of the reasons for leaving this activity.

The attitude of the recipients of their assistance, both civilians and military, also causes irritation and despair among volunteers. As stated in the research **“Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine”** ⁸⁹

"...sometimes recipients treat volunteers as those obliged to do something for them. Such service recipients have high expectations and, accordingly, complaints when what volunteers can provide does not meet their expectations ("and people forget, they think everyone owes them, they go like, "why beans, but no meat?")⁹⁰".

⁸⁶ *Challenges and Needs of the Volunteer Sector. Published in 2023.*



⁸⁷ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*



⁸⁸ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

⁸⁹ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*



⁹⁰ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

The research involving volunteers of Lviv (**“Volunteering in the Lviv community: dynamics, needs, future”**⁹¹) also shows that the indifference of a part of society leads to burnout of volunteers and their termination of continuous active work:

“For almost two years of full-scale war in Ukraine, a small share of regular volunteers has remained in the military volunteer sector. The study participants who have been volunteering since 2014 have experienced burnout more than once, paused their activities and returned to them after a while. Among the factors mentioned by the participants that demotivate regular volunteers the most and contribute to burnout are indifference and inactivity from the community, devaluation of volunteer work”⁹².

Authors of the report⁹³ give a discouraging prediction of the development of this situation in the future:

“Due to this mental separation and the difference in contexts, volunteers said they felt more comfortable in the circle of like-minded people or the military. However, it can be assumed that in the absence of specific changes in communication and interaction within the community, it is possible that the conflict between the groups will only escalate over time”⁹⁴.

Challenges associated with aid embezzlement

Publicity about cases when pseudo-volunteers (fraudsters) misused the donated financial and material assistance has a strong impact on reducing donations from the public and decreases the chances of participating in projects of large foundations (even for those volunteers who are not directly involved in these actions but live and work in the same city)⁹⁵.

⁹¹ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

⁹² *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

⁹³ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

⁹⁴ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

⁹⁵ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*



NEEDS OF VOLUNTEERS

Educational needs of volunteers

The lack of opportunities for "volunteer education" (learning better ways to work, report, etc.) is indicated as a demotivating problem by respondents of the research **"Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine"**⁹⁶ – "lack of a school for volunteering". The educational needs of the volunteer sector are formulated in the research **"Challenges and Needs of the Volunteer Sector"**⁹⁷ as follows:

- financial literacy: crowdfunding, conducting financial transactions abroad, financial reporting;
- legal literacy: drafting a volunteer agreement, volunteers' rights, current legislation on the import of goods from abroad, registration of the transfer of goods to beneficiaries;
- logistics;
- first aid;
- management;
- communication;
- interaction with the authorities⁹⁷.

Need for legal assistance

The research **"Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine"**⁹⁹ concludes that **"professional legal advice and legal protection of volunteers in the context of our country is very important for the development of the volunteer movement"**. Based on the study's results, one of the possible options for organisational support of volunteers by the authorities assisting with reporting (providing services of a lawyer, accountant, etc.)¹⁰⁰. Authors of the research **"Volunteering in the Lviv community: dynamics, needs, future"**¹⁰¹ report that the respondents of their study are also in great need of legal assistance due to increased bureaucracy in the areas where volunteers operate as well as troubles with border control, citing the following quote (from an active military volunteer):

⁹⁶ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine*. Published on July 31, 2023.



⁹⁷ *Challenges and Needs of the Volunteer Sector*. Published in 2023.

⁹⁸ *Challenges and Needs of the Volunteer Sector*. Published in 2023.



⁹⁹ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine*. Published on July 31, 2023.

¹⁰⁰ Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. *Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine*. Published on July 31, 2023.



¹⁰¹ *Volunteering in the Lviv community: dynamics, needs, future*. Published in December 2023.

"We need to do something, to take everything into our own hands, so that the legal side of things protects volunteers instead. And there should be some kind of institutions and departments that could help us, not only with financial support for the fund, or some kind of legal support, so that there is some involvement of the city administration as well. Because over time the foundations will eventually start to close tired of facing this attitude.¹⁰²"

Authors of the research **"Survey on legal issues related to the activities of volunteers in Ukraine"**¹⁰³ demonstrate that the most needed legal guidance for volunteers is, firstly, a volunteer certificate, the possibility of obtaining and using it; secondly, registration in the Volunteer Register; and thirdly, confirmation of volunteer status. Volunteers are also interested in legal explanations for collecting charitable funds on individual cards and reporting it to the tax service.

Volunteers who work with organisations and foundations often need clarification on accounting, reporting and taxation of expenses of a non-governmental or charitable organisation¹⁰⁴ .

Both individual volunteers and those who cooperate with foundations and other organisations are interested in legal advice on using the "Shlyakh" system¹⁰⁵ .

Need for psychological assistance

The volunteers' need to receive psychological assistance was mentioned by respondents of all three studies cited above^{106 107 108}. The authors of the research on Lviv volunteers note that **"high-quality psychological support is an absolute need for volunteers of all areas, especially military volunteers, as they face a particularly acute problem of burnout and demotivation"** . Volunteer respondents from Lviv indicate they need long-term, stable psychological support that

¹⁰² *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

¹⁰⁶ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

¹⁰⁹ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*

⁰³ *Natalia Povtar, Mykhailo Stashuk. Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023). Published on April 19, 2023.*

¹⁰⁴ *Natalia Povtar, Mykhailo Stashuk. Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023). Published on April 19, 2023.*

¹⁰⁵ *Natalia Povtar, Mykhailo Stashuk. Analysis of the results of the survey on legal issues related to the activities of volunteers in Ukraine (March 2023). Published on April 19, 2023.*

¹⁰⁷ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

¹⁰⁸ *Challenges and Needs of the Volunteer Sector. Published in 2023.*



can be used regularly, as most platforms offer one free session¹¹⁰. The research “**Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine**”¹¹¹ indicates that the issue of the psychological state of volunteers is ignored by donor organisations that lack understanding. In contrast, Ukrainian government agencies often lack the financial and human resources to organise systemic psychological assistance¹¹².

CSOS' ADAPTATION TO OPERATING IN WAR CONDITIONS

Changes in the activities of CSOs caused by the full-scale invasion

Report on the results of the qualitative component of the research “**Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War**”¹¹³ summarises observations on the changes in the activities of CSOs caused by the full-scale invasion. The authors highlight the following trends:

- In the field of **strategy**: revision of strategic and operational plans, narrowing the horizon of strategic planning in CSOs, and introducing the "humanitarian response" direction in the statute by some organisations.
- In **administrative procedures**: increased attention to security issues, especially among CSOs operating in the frontline or de-occupied territories, as well as to the psychological recovery of teams and team building.
- In the field of **staff composition**: constant rotation within the teams (staff outflow, but at the same time adding new members, volunteers, including IDPs) or expansion of the staff with regard to the number of people and narrow specialisations (but there is still a shortage of specialists); proactive youth.
- In the field of **staff skills**: increased awareness and skills in military affairs, humanitarian aid, dealing with the affected population, IDPs, refugees, military and veterans, tactical medicine, fundraising, and needs assessment; improved accounting and reporting of humanitarian aid; increased experience in project activities.
- In the field of **staff well-being**: increased workload (including periods of work in hazardous conditions) and cases of psychological burnout.

¹¹⁰ *Volunteering in the Lviv community: dynamics, needs, future. Published in December 2023.*



¹¹¹ *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*



¹¹² *Oleksandra Hlizhynska, Iryna Makarova, Andrii Yeremenko. Volunteer values: results of a qualitative study of the prospects for the development of the volunteer movement in Ukraine. Published on July 31, 2023.*

¹¹³ *Hanna Padalka, PhD in Social Sciences, Olena Bikla, PhD in History, Andriy Biloskurskyi. Needs and Challenges of Civil Society organisations in Ukraine in the Context of War (results of quantitative and qualitative research). Published in 2023.*



- In the field of **target audiences**: actualisation of activities aimed at IDPs, military personnel, veterans, military doctors, the wounded, families of the deceased, etc.; increase in the number of unique beneficiaries due to the mobility of the target audience.
- In the field of **activity areas**: focus on more relevant areas of activity; emergence of new services and expansion of the number of services offered by CSOs; commissioned work, for example, fulfilment of orders of the military of different units, military medics, the SES, etc. by volunteer groups.
- In the field of **funding**: new sources of funding for CSOs that were not prioritized before; increased funding and higher remuneration for civil society sector professionals; diversification of funding sources; new opportunities for project work funded by international organisations; however, there is still a need to fund administrative expenses.
- In the **geography of activities**: relocation of some CSOs; expansion of the geography of partnerships and cooperation; geographical dispersion of team members; change of focus to the affected areas; scaling up of activities.
- In the field of **logistics**, there is a loss of material and technical base and an increased need for maintenance of warehouses and cars; transition to "paperless" work and "mobile" offices.
- In the field of **partnerships**: strengthening intersectoral partnerships, looking for partners in communities, and developing personal communication between civic activists and donors/authorities.

Interviews with CSO representatives and experts generally confirm the above trends.

In 2023, some CSOs scaled up their activities and/or expanded their areas of activity. Specifically, they mentioned the areas of restoration/rebuilding, international cooperation and development of Ukraine's image, advocacy and expertise, analytical work, legislative development, humanitarian work, psychosocial support, national and patriotic education of youth, strengthening inclusion and barrier-free access for youth, and protection of Ukrainian heritage (UNESCO sector). Changes in the scope and directions of activities naturally led to changes in the internal structure of CSOs, namely, the creation of new departments and/or separation of certain services into a full-fledged area of work of the organisation with separate teams (in particular, such changes were mentioned in the field of analytics and social services). There were also cases when CSOs were involved in or created new organisations and associations.

Some CSO representatives noted that there were no changes this year, as they have been taking place since the full-scale invasion and continue now.

"We have started to work more systematically on the organisation's institutional capacity, and this has also changed our structure a lot. Because the organisation has expanded, several directions have appeared, and the number of members and projects has increased. We have seen in 2023 that the organisation has reached a new level in terms of expertise, projects, and areas of work."

Respondent – CSO representative

"I think that the strengthening of those already strong has also taken place, and in general, organisations have taken a step up in developing their capacity."

Expert research respondent

The experts believe that some long-standing CSOs in 2023 demonstrate a tendency to return to their pre-war activities.

"Well, according to my observations, what can be seen from various studies that are being conducted, is that organisations are likely returning to their previous tasks and functions, as compared to 2022. In 2022, most organisations switched their focus to supporting the AFU and military personnel. Support and assistance to IDPs. Help with evacuation, and so on. Now, it seems to me that more and more organisations are returning to their statutory tasks that were previously defined. Advocacy activities are returning; there were many more of them this year than in 2022. It means more active participation in developing and drafting regulations and legislation."

Expert research respondent

Experts note that civil society organisations have more resources and financial capacities, particularly due to the increased support of international donors, as well as the inclusion of businesses and donations from citizens. Donors have also started to invest more actively in the economic recovery of the territories, including business recovery and employment. Some CSO representatives, in turn, reported a shift from small competitions/grants to larger funding.

"The sector has received a lot of new resources. We know that international donors are expanding their donor programs. More funds are available, not only for humanitarian aid, but also for more, let's say, traditional work of civil society organisations, civic participation, ensuring democratic processes that are important and possible in the context of a full-scale war and, accordingly, martial law. This also includes the opportunity to access funds flowing into the sector, particularly through charitable initiatives, humanitarian initiatives using crowdfunding mechanisms, and donations from citizens and businesses."

Expert research respondent

"We have reformatted ourselves a bit internally, and we have reshaped our cooperation with donors, for example. We started working only with large competitions and stopped paying attention to small ones. And in this way, we became a little more focused on our primary activities."

Respondent – CSO representative

According to the experts, the trend that has been observed in the civil society sector since 2022 is that more new people who have not previously worked in this area at all are involved in civic activity. New CSOs are emerging, including those that assist war-affected populations.

"Well, I would start with the fact that the sector has changed significantly. New people have come to the sector, primarily as volunteers, volunteer initiatives, and people who have not worked in civil society organisations before. They brought many new skills, connections, networks, and competencies. At the same time, the field of

civil society organisation itself has changed. There are not just more of them; they have become more diverse... This is not something specific to 2023; this is the second year of the full-scale Russian invasion, and the trends that were in place in 2022 are partially continuing."

Expert research respondent

Experts and CSO representatives report two major problems related to human resources: lack and/or loss of qualified personnel and psychological and emotional burnout. The latter is widespread with new employees who entered the sector in 2022 and did not expect a long-term war, a long "marathon race," while long-time professionals are more adapted, having experienced such stages of burnout before.

"That is, all these activities received a huge boost with the start of the full-scale invasion, when volunteer initiatives, other public initiatives, and a lot of people who wanted to be useful in some way came at the same time. Many of these people burned out. [...] some people have been engaged in civic activities for many years, at least if we count the active mass civil society from the Revolution of Dignity. Before the Revolution of Dignity, CSOs were mostly small, marginal, and exclusively funded by donors. The massive influx of people happened after the Revolution of Dignity. The first massive wave of people. These people either burned out long ago, back in 2015-2016 or learned to work sustainably. Among other things, this means sources of funding... In 2022, there was a second large influx of people. And these people were not ready for the marathon distance either. When it turned out that the war would not last for 2-3 weeks, but for a long time, many of these people experienced burnout; they were not ready for marathon distances, and they quit in one way or another."

Expert research respondent

Staffing problems are a direct consequence of the war. They are caused by relocation (both abroad and within Ukraine) and drafting to the AFU. There is also a tendency for qualified specialists to transfer from regional CSOs to international organisations or even completely different areas, which is associated with higher salaries.

Nevertheless, staffing problems are observed not only in CSOs but also in state organisations, businesses and even among international donors.

"Staffing, as I hear from my colleagues in the civil society sector, is that they are completely short of staff. First, there has been a staff drain because some employees have gone abroad. Some changed their occupation; others went to the military. Besides, some international projects washed out many employees from powerful organisations. That is why, again, according to civil society representatives, they are experiencing a significant staff shortage. For example, the trend is the same if we take the public service. There is also a staff drain there since employees have relocated, gone abroad, or joined the army. Therefore, I think this is a general trend across the country, and perhaps the civic sector is no exception."

Expert research respondent

"In my opinion, specialists are lacking, especially high-quality project managers. There is also a lack of highly specialised experts. This includes medical experts, experts in economics, and education experts. The experts in the field of security and legal regulation. There is a shortage of personnel in all areas."

Expert research respondent

"I mean, there are a lot of people, but I can't say that there are a lot of professionals on the market who can come up with something and implement a project from start to finish, who don't need to be supervised and prompted all the time. Therefore, this shortage of qualified personnel has not yet been resolved."

Expert research respondent

Although some experts point out that there has been an influx of new people into CSOs and volunteer initiatives, these people do not solve the problem of staff shortage completely, as they have not worked in the civic sector before, do not know its workings and do not have the necessary qualifications. Therefore, there is a need for additional training to improve the qualifications and awareness of new professionals.

"I also noted that many new volunteer and civic initiatives have emerged, and there is a need to educate and train these people to be more professional in their civic activities and to be more effective, to have a better impact on what is happening."

Expert research respondent

Self-assessment of CSOs and volunteers on their adaptation to operating under war conditions

Four out of five (80%) surveyed CSOs and volunteer initiatives have fully or mostly adapted to operating under war conditions in 2023. Another 19% demonstrated an average level of adaptation, and 7% reported that they were not able to adapt to operating in a war environment at all or almost not at all.

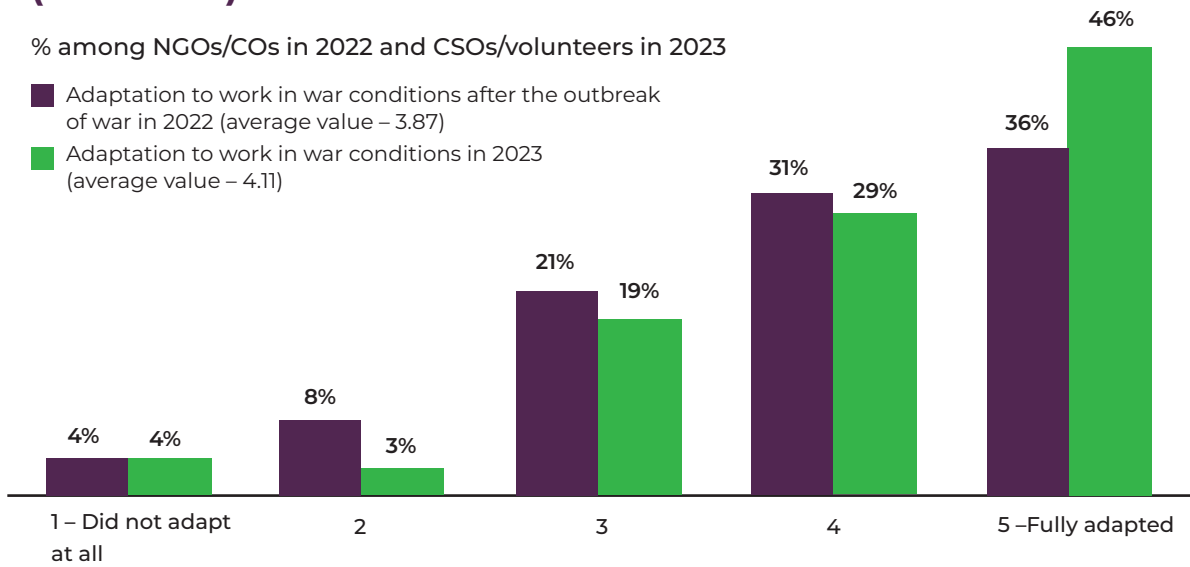
The level of adaptation to operating in wartime conditions in 2023 among existing organisations and initiatives has significantly improved compared to 2022. The share of respondents who were completely or almost completely unable to adapt to operating in wartime has halved – from 12% in 2022 to 7% in 2023. At the same time, there is an increase in the share of CSOs that had an average level of adaptation last year and in the share of those that have fully or significantly adapted to the new working conditions – from 67% in 2022 to 75% in 2023. The average level of adaptation in 2023 was 4.1 points out of 5, while in 2022, it was 3.9 points.

It should be noted that the increase in the level of adaptation among CSOs and volunteer initiatives in 2023 compared to 2022 may also be because the least adapted have already "dropped out" of the number of those who continue to operate and were not included in the sample.

Estimates of the level of adaptation to working in wartime (2022-2023)

% among NGOs/COs in 2022 and CSOs/volunteers in 2023

- Adaptation to work in war conditions after the outbreak of war in 2022 (average value – 3.87)
- Adaptation to work in war conditions in 2023 (average value – 4.11)



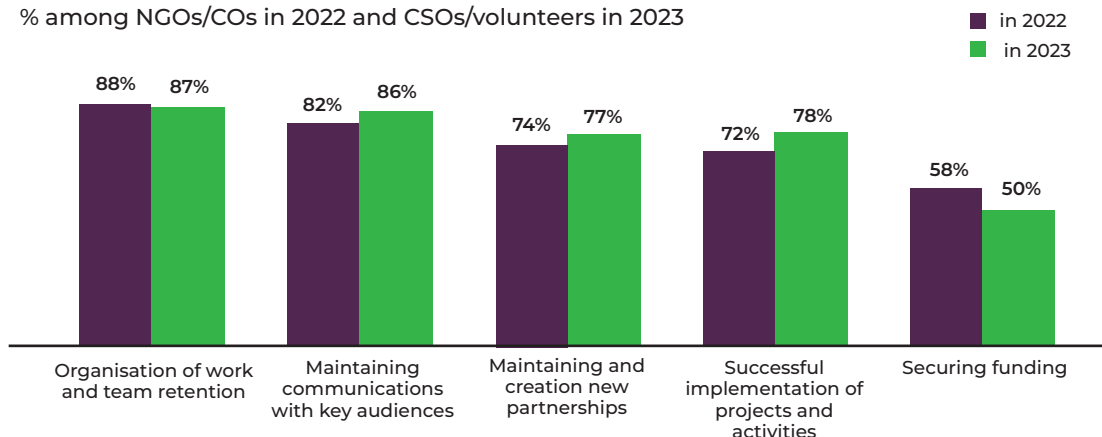
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

According to most sustainability indicators, CSOs could ensure their existence to a greater or lesser extent. In 2023, the highest level of sustainability was achieved in organising work, retaining the team (87%), and maintaining communication with their target audiences (86%). In 2023, 78% of CSOs successfully implemented projects and activities during the war, and 77% of CSOs managed to maintain and develop new partnerships. Funding for organisations remains the most problematic area, as only 50% of CSOs managed to secure it in 2023.

When compared to 2022, in 2023, the share of organisations and initiatives that ensured the sustainability of their activities in the context of war has slightly increased in such areas as communications with key audiences (from 82% to 86%) and successful implementation of projects and activities (from 72% to 78%). The sustainability rates for the organisation of activities and team retention and for creating and maintaining partnerships remained almost unchanged over the year.

The share of CSOs that managed to ensure sustainability in the context of adaptation to the war in 2022 and 2023 by key parameters

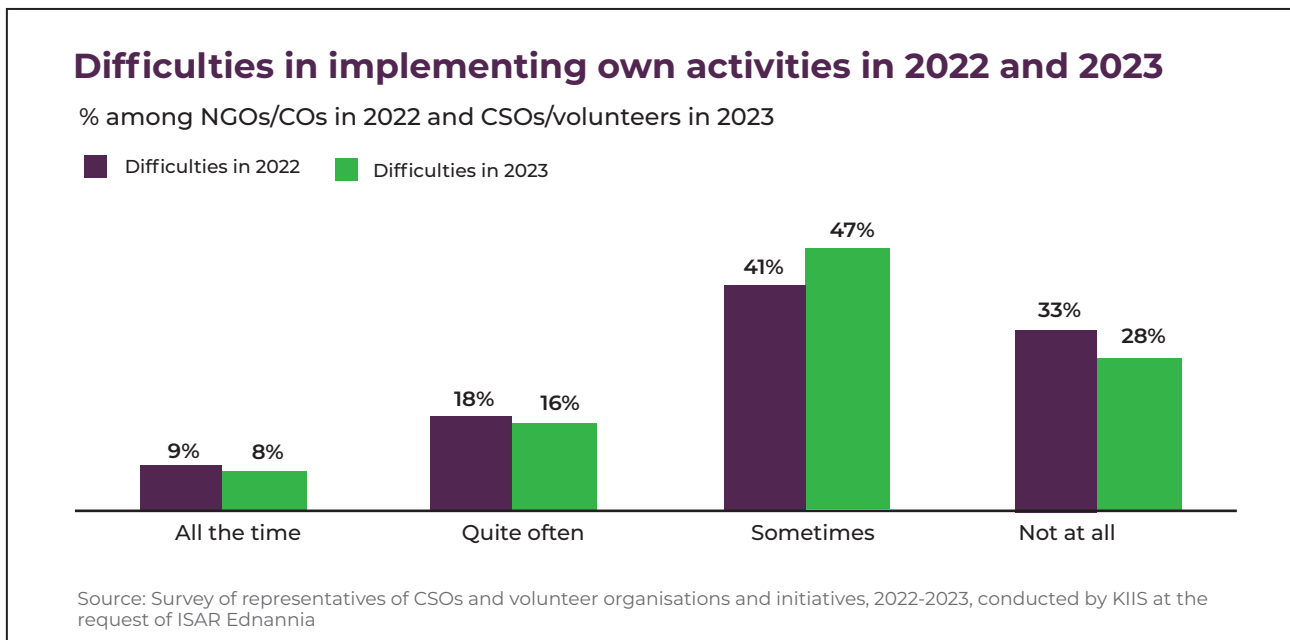
% among NGOs/COs in 2022 and CSOs/volunteers in 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Only 28% of organisations have not faced any difficulties in implementing their activities in 2023. Most often, the issues were episodic, as reported by 47% of CSOs, although 16% of CSOs had quite frequent problems and 8% had permanent problems.

Compared to 2022, the share of organisations that experienced problems at least from time to time in 2023 has increased from 67% to 72%. However, CSOs emphasised that the problems they faced were rather temporary than frequent or permanent.



Ways of adaptation to wartime challenges

Most CSOs' leaders noted that their organisations managed to adapt to the new conditions and maintain the sustainability of their processes.

The organisations operating for a long time have been quite successful in adapting: they are sustainable CSOs that started their activities before the war began, so they have some experience in adaptation.

Donor support also contributed to the adaptation process. The aspect of cooperation within the civil society sector played an important role: for example, the respondents mentioned the "SpivDiya" initiative, which united many CSOs.

"I think that in many aspects, the organisations that managed to adapt were those that were strong even before the war, that is, they had solid planning, including strategic management, and they managed to restructure."

Expert research respondent

"It seems to me that some organisations, more powerful ones, have been operating the way they have been operating before. Perhaps they even attracted more funds after the war started because international partners became even more involved, allowing them to develop more. But I rarely see it in small NGOs that used to be very active, new, and developed a lot."

Expert research respondent

At the same time, we should note that the process of adaptation is challenging for newly formed CSOs that do not yet have stable partnerships and, accordingly, constant support from donors. Also, according to some experts, the adaptation process has become more complicated due to the loss of human resources and usual sources of funding, and some CSOs, on the contrary, had to expand, which has created challenges of an organisational and structural nature.

"When teams expand, there are a lot of internal operational issues that need to be addressed. And the organisation's activities need to be regulated in a completely different way, which adds burden to both expanding activities and thinking about the sustainability of the work, the sustainability of the organisation as such."

Expert research respondent

"There are some organisations that struggle with this. These organisations were engaged in fundraising for vulnerable groups. And in many cases the resources they could have raised were absorbed by fundraising efforts to support the army or some more urgent needs. As a result, it became more difficult for them to raise funds for their needs. For example, things that are not a matter of life and death. It has become more difficult to fundraise for developmental things. Accordingly, this is the sector of organisations that has dropped out. On the other hand, donors have become open to a wider range of issues. That is, the partial overlap was due to donors."

Expert research respondent

CSO representatives explain the successful adaptation to operating in the context of war by the fact that they generally managed to preserve the human resources of their organisations or find alternatives to engage employees for specific projects (project employment); some organisations have developed new policies to respond to current challenges (personal data protection, information security, etc.); organisations pay attention to the psycho-emotional state of employees.

"We have started improving our policies in response to new challenges. Specifically, we developed a security policy, personal data protection, and information security. We started working with the team to support their psycho-emotional state."

Respondent – CSO representative

"We face systemic challenges related to men, as people get drafted. Related to the fact that it is difficult to attract specialists. We solve this problem by engaging external experts or highly qualified part-time experts who help us partially or help our partners in the region. For example, if there is a business operating there. And this way, again, we strengthen sustainability."

Respondent – CSO representative

"Well, first of all, we don't have any full-time employees in our organisation. We have employees... all the experts, specialists are involved in projects, and we create project groups based on the

resolution of the board's chairman. This is because, as I have already mentioned, most of the organisation's members are scientists from Sumy State University. They are teachers whose main workplace... is Sumy State University. When we created the organisation, we did not see it as a full-fledged organisation where we would be employed. We saw it as an organisation where we could raise funds and teach students how to do work, write projects and implement them."

Respondent – CSO representative

Some CSOs have even created specialised HR departments and staff positions to recruit and retain employees more effectively.

"We created a new role of a head of talent management and started recruiting this person. And we have defined the policies that we need to write down. But so far, we have been looking for a proper head for almost a year and can't find one. We realised that no university in Ukraine trains such managers."

Respondent – CSO representative

In some cases, CSO leaders mentioned a special structure of work, risk management, successful coordination, and communication, as well as a successful transition from response to planning as components of adaptation.

"We succeeded in this adaptation since the performance of the Association's board was strong. [...] You should understand that the Association has access via chat to any corner of Ukraine and any community, oblast, and youth council. That's why we have high-speed communication. And we clearly understand what is happening in the oblast, in the community. It only takes one call or message, and we know what's happening."

Respondent – CSO representative

"Since we need to move from the reactive mode in which we, as a society, and probably most of the business and civil society sector, were in in 2022, to transition to planning, as far as it is possible in 2023, I think we are succeeding."

Respondent – CSO representative

THE LEVEL OF UNITY AND COOPERATION OF CSOS AMONG THEMSELVES AND WITH OTHER ACTORS

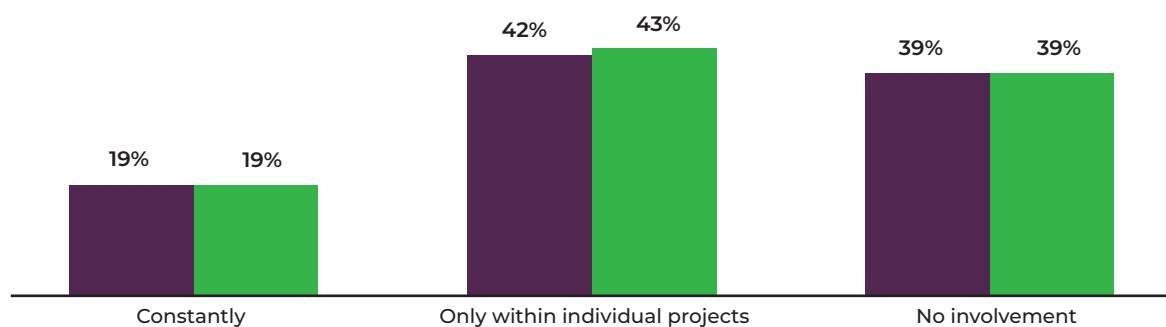
Cooperation of CSOs/volunteers among themselves

According to the survey of CSOs and volunteers, cooperation between them and other charitable/civic organisations in 2023 remained at the same level as in 2022. Over the last year, 19% of CSOs and volunteers have been constantly cooperating with other organisations (the same number as in 2022). Besides, in 2023, 43% of CSOs and volunteers cooperated with other organisations within individual projects (42% in 2022). The number of respondents who did not cooperate with other CSOs in 2023 is 39% (the same number as in 2022).

Involvement of other of other charitable / non-governmental organisations in cooperation

% among NGOs/COs in 2022 and CSOs/volunteers in 2023

■ 2022 ■ 2023

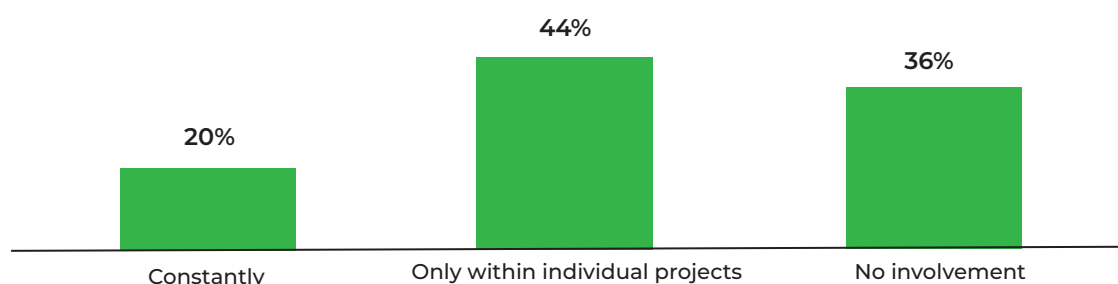


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

About 20% of CSOs and volunteers reported regularly engaging volunteers, humanitarian initiatives, and individual volunteers in cooperation in 2023, and 44% reported engaging volunteers within individual projects. However, 36% of the surveyed CSOs and volunteers noted that they did not cooperate with volunteer organisations, humanitarian initiatives, or individual volunteers.

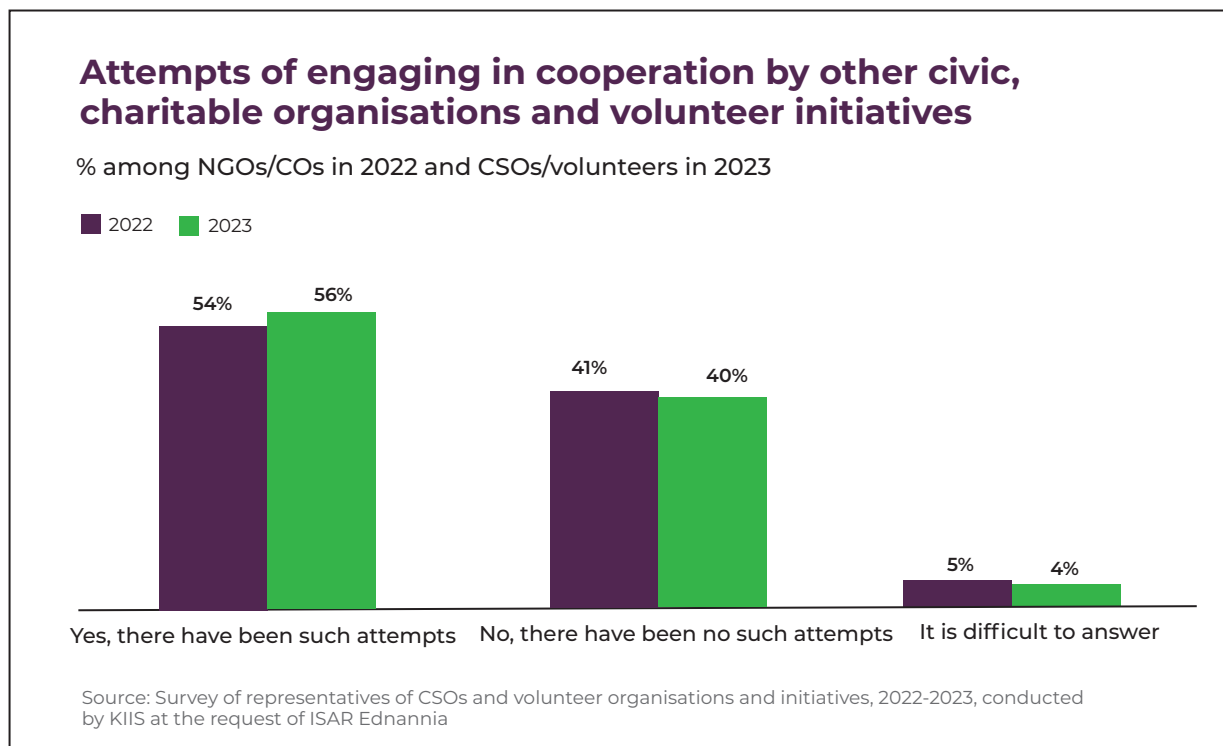
Involvement of volunteer and humanitarian initiatives and individual volunteers in cooperation

% among all CSOs/volunteers in 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

CSOs often receive invitations to cooperate with other NGOs, COs, and volunteer initiatives. In 2022, this was reported by 54% of CSOs, and in 2023 – it was reported by 56% of CSOs and volunteers.



According to the **Institute for Analysis and Advocacy**, half of the CSOs who are already involved in the recovery process are members of one or more coalitions or associations. **RISE Ukraine, the Reanimation Package of Reforms Coalition and the RRR4U Consortium were the most popular.** The authors of the report "Civil Society in Ukraine's Restoration" note that:

"There is a tendency to increase cooperation between civil society organisations based on common or similar goals. This is evidenced by the growing number of joint initiatives aimed at eliminating the consequences of the war, fighting the aggressor, and aiding the country's recovery."¹¹⁴.

Absolutely all representatives of civil society organisations that participated in the in-depth interviews cooperate with other CSOs. There are various types and levels of cooperation, ranging from joint events (communication, exchange of experience, coordination, etc.) to joint projects and consortia. Specifically, the following types of interaction and cooperation were mentioned:

- Organized meetings (at least once every six months or more often);
- Networking and training (exchange of experience, professional development, strategic planning);
- Search for partners/invitation to projects;
- Sustainable partnerships/consortia (based on agreements/memorandums);
- Public network (communication and coordination);
- Coalitions and associations;
- Informal partnerships (project employment);
- Coalitions of public councils.

CSO representatives also mentioned competition in the civil society sector, although it is less pronounced now compared to 2021-2022. Competition increases the level of distrust among CSOs, which negatively affects cooperation:

"We work specifically with two large blocks of youth policy. These are centres and councils. And some organisations also work with it. We are generally friends with all of them. However, there seems to be one organisation we are currently aware of that also wants to enter this niche. They enter it, everything is fine, and we communicate well. But when it's behind our backs, we feel some sort of conditional distrust; I don't know how to describe it. Unfriendliness, unwillingness to compromise, negotiate, and all that."

Respondent – CSO representative

"Before if a person worked in one organisation, they somehow could not get involved in the projects of another organisation. Now it has been abolished. They used to avoid sharing some information, so it could be localised in one organisation, right? They didn't share any opportunities. You could feel it. It wasn't some kind of war, right? But it was sort of... uncoordinated work. And for some reason, it has changed now. Again, maybe they realised that there is an external enemy. Maybe everyone has more work and no time to do it. Plus, we probably realised that we need to do some networking, and it's more beneficial."

Respondent – CSO representative

Cooperation between CSOs/volunteers and state authorities

When assessing the establishment of contacts with central-level authorities as part of joint efforts to overcome the consequences of the war, 38% of surveyed CSOs and volunteers said that they were not able to establish contacts at all, 9% noted poor results of communication, 28% – mediocre one, and 25% – very good/good one.

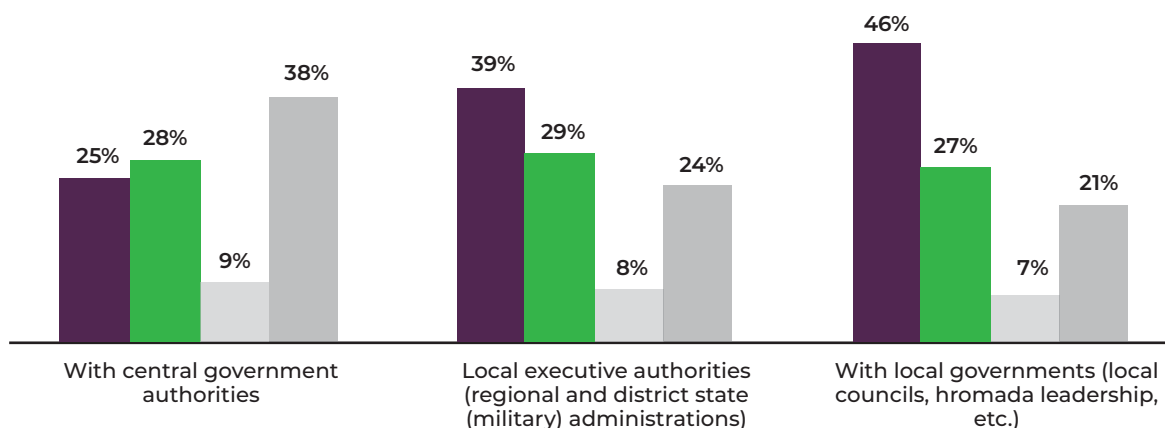
As for the local executive authorities (oblast and rayon state (military) administrations), 24% of surveyed CSOs and volunteers indicated that they failed to establish contact with them, 8% rated the communication poorly, 29% rated it mediocre, and 39% gave a very good/good assessment of the establishment of contacts as part of joint overcoming the consequences of the war.

When assessing the success of establishing contacts with local self-governments (local councils, community leaders, etc.), 21% of surveyed CSOs and volunteers reported that they failed to establish contacts, 7% gave it a poor assessment, 27% – a moderate assessment, and 46% – a very good/good assessment.

Assessment of the establishment of contacts with the authorities in the framework of joint overcoming the consequences of the war

% among all CSOs/volunteers

Very good/good Mediocre Poorly Not at all successful



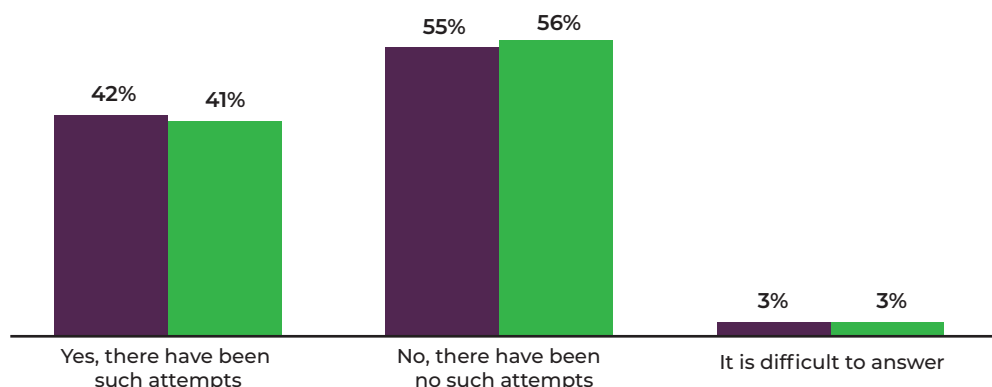
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

In 2023, 41% of organisations received invitations to cooperate from the CG or LSGs; in 2022, this share was 42%, i.e., no significant change has occurred.

Attempts to engage CSOs and volunteers in cooperation by state authorities or local governments

% among NGOs/COs in 2022 and CSOs/volunteers in 2023

2022 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Representatives of CSOs that participated in the in-depth interviews reported cooperation of their organisations with central government and local self-governments in the format of CSO consultations on the development of state policies, strategies, and development directions in various areas (the areas of youth policy and youth support, international advocacy were mentioned). It should be noted that national-level CSOs cooperate more with the CG, while

local-level CSOs interact more closely with LSGs. The respondents mentioned some CSOs attempt to institutionalise their cooperation with the state authorities, for example, by signing memorandums of cooperation.

"CSOs are trying to operate within the law, using contractual methods with the authorities, signing memorandums, transferring their activities from individual contracts to sustainable cooperation. For example, the one between an NGO as a legal entity and a state body."

Expert research respondent

At the same time, as noted in the section "Impact and role of CSOs and volunteer initiatives in Ukraine", the influence of civil society organisations on decision-making remains limited. It depends primarily on the ability to establish personal contact between civic sector representatives and government authorities.

"Civil society organisations have become more socially influential. However, there is no way to institutionalise this influence through government policy. The administration's policy is a better way to put it because it would be a more inclusive term. Because of the administration's policy of not interacting with civil society until the moment of extreme need. Therefore, much of the influence of CSOs on policy decisions is based on personal contacts. It is based on guerrilla methods of penetrating the administration... This means taking more innovative approaches to get their point across. It can be a search for mutual acquaintances or finding a way to get into some events with some ideas and catch someone there. It can be the involvement of a Western partner to convey a message between two Ukrainian actors."

Expert research respondent

According to the Chatham House survey **"Giving civil society a stake in Ukraine's recovery"**, CSOs are dissatisfied with how the Ukrainian government engages them in recovery planning, primarily due to a lack of political will and information. Almost half of the respondents consider the war and the need for crisis management during the active phase of the conflict to be the main obstacle to cooperation between CSOs and the government.

However, civil society representatives also spoke about the unwillingness of the authorities to cooperate:

"Some spoke of the reluctance of officials at both the national and local levels to share power with civil society leaders, whom they often see as competitors. In cases where the authorities invited CSOs to participate in the reconstruction process, the quality of the interaction, according to respondents, was more indicative of the authorities doing so for show rather than establishing meaningful contact"¹¹⁵.

¹¹⁵ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine's recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs



According to the report **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**, about a quarter of the respondent CSOs are at the lowest (primary) level of interaction with donors and government agencies. Every fifth organisation has such relations with LSGs. Instead, interaction with other CSOs, media and the public is developed better¹¹⁶.

Regarding various aspects of interaction with local authorities, CSOs are least satisfied with access to decision-making (27% are completely dissatisfied) and public involvement in policy development (26% are completely dissatisfied). The potential for establishing partnerships between local authorities and their CSOs was assessed as low or very low by 28% of respondents, while 24% rated it as medium, 28% as sufficient, and 17% as high¹¹⁷.

Based on the results of in-depth interviews with CSO representatives, the same research identified positive and negative practices of CSOs' interaction with the authorities¹¹⁸.

The **positive** aspects include the following:

- The operation of such consultative and advisory bodies in the community as the council of volunteers, the IDP council, and the council on humanitarian matters.
- Restoration coordination councils, where CSO representatives are invited to participate in various committees following quotas.
- Joint project work on donor projects.
- Direct communication with oblast military administrations.
- The community has a Regulation on the competition for CSOs; competitions for the public are held.
- The authorities respond to inquiries from the public.
- The authorities provide lists of people who need urgent assistance.

Negative practices that do not facilitate cooperation between CSOs and the authorities are:

- Imitation/sabotage of public participation in local politics on the part of the authorities.
- Closing local authorities' websites due to the "threat of hacker attacks".
- Distrust to CSOs as experts in a particular area.
- Bureaucratic obstacles on the part of the authorities, for example, new forms of control over receiving and distributing humanitarian aid.
- Insufficient understanding of the specifics of the authorities' activities by CSO representatives.
- Weak/indirect communication with CSOs; weakened public control, etc.

According to the Chatham House survey **“Giving Civil Society a Stake in Ukraine's Recovery”**, CSOs have a low opinion of the current efforts of the Ukrainian authorities to engage them in recovery planning. Only 30% of CSOs believe that government agencies are engaging

¹¹⁶ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.

¹¹⁷ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.

¹¹⁸ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.

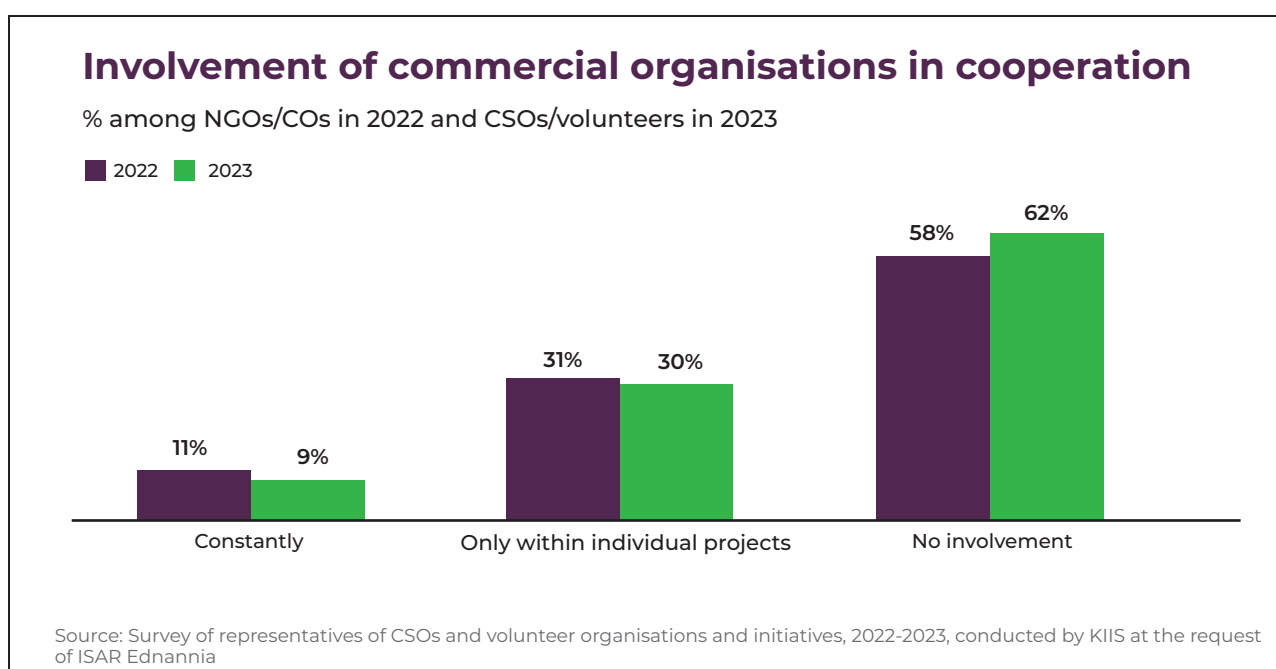


them. The surveyed CSOs point to the lack of political will at the highest level and the lack of information about the state recovery planning as the main reasons for this situation¹¹⁹.

The results of the survey conducted by the Institute for **Analysis and Advocacy “Civil Society in Ukraine’s Restoration”**, among CSOs already involved in the recovery process, show a more optimistic view. Half of the surveyed CSOs reported interacting with local authorities, and one-third – with the central executive authorities. Almost every fifth organisation interacts with the authorities at more than one level. The main form of interaction is participation in public events and consultations with the public. Other relatively common forms are providing analytical support, conducting research, training, and capacity building, implementing joint projects, and drafting legislation. At the same time, developing digital solutions and work in advisory structures are less common¹²⁰.

Cooperation between CSOs/volunteers and other individuals and organisations

Involving commercial organisations in cooperation is not a common practice among CSOs both in 2022 and 2023. Permanent engagement of commercial organisations was practiced by 11% of surveyed CSOs and volunteers in 2022 and 9% in 2023, while engagement within individual projects was practiced by 31% and 30%, respectively.



Only 6% of CSOs and volunteers reported engaging influencers/media personalities on a regular basis in 2023 (5% in 2022). As for engaging them within individual projects, 23% of respondents in 2022 and 2023 reported it.

¹¹⁹ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine’s recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper,

¹²⁰ London: Royal Institute of International Affairs

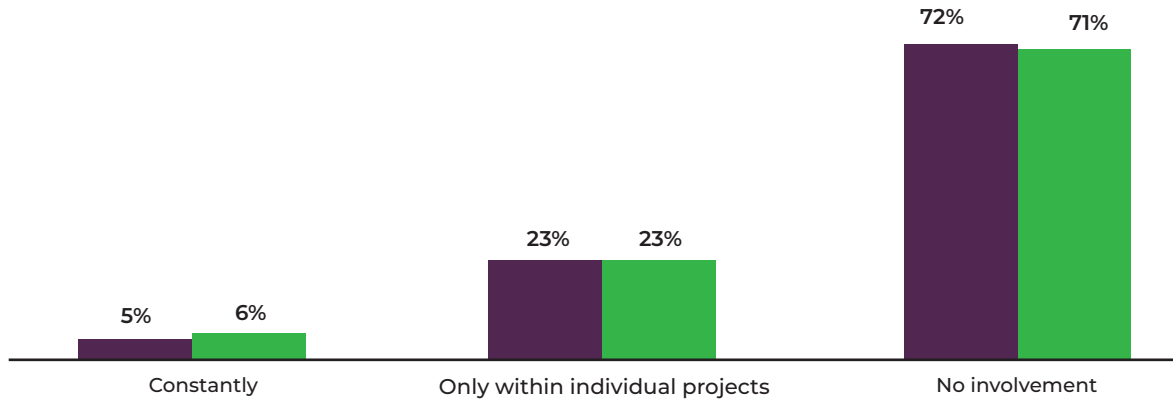
Olena Andrieieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine’s Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023.



Involvement of influencers/media personalities in cooperation

% among NGOs/COs in 2022 and CSOs/volunteers in 2023

■ 2022 ■ 2023



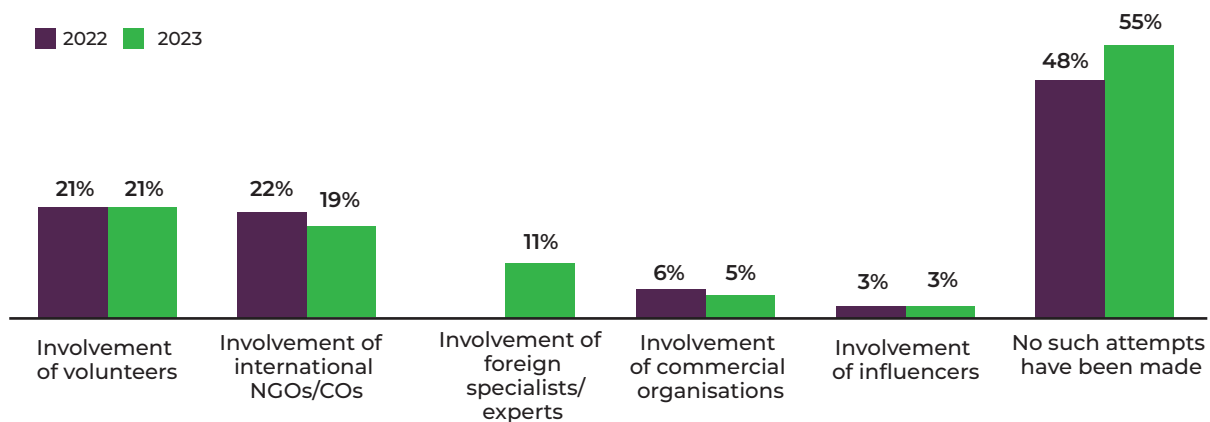
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

In 2023, 55% of surveyed CSOs and volunteers did not attempt to engage people/organisations outside of Ukraine (in 2022, 48% did not attempt to do so). Another 21% involved foreign volunteers, 19% – international CSOs/COs, 11% – foreign specialists/experts, 5% – commercial organisations, and 3% – influencers. There have been no significant changes in the involvement of different categories of individuals and organisations from outside Ukraine compared to 2022 (it should be noted that the question about engaging foreign specialists and experts was not asked in 2022).

Attempts to involve people/organisations outside of Ukraine in cooperation by NGOs/COs

% among NGOs/COs in 2022 and CSOs/volunteers in 2023, multiple response

■ 2022 ■ 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Representatives of CSOs that took part in the in-depth interviews mentioned developed partnerships with donor organisations, mostly international, that provide sustainable funding and support. Additionally, CSOs actively cooperate with the governments of other countries.

Notably, the study included capable CSOs that adapted to working in wartime conditions and secured funding for their activities. Not all CSOs can enjoy such international cooperation and support, especially newly established ones.

"By the way, I forgot to tell you that our association received institutional support from IREX for a large-scale project. For 18 months, we are updating our strategies and policies, and we will implement and participate in various programs. That is, IREX is our partner. ISAR, UNICEF, and the Population Fund are also among our partners, because they always join our forums and projects. They tell us about our opportunities and so on. For example, we have a memorandum with the Population Fund, so we are their partner organisation. I'm not even mentioning the international level. Because we have a memorandum between two associations that are alternative to ours, in Moldova, Poland, Lithuania, we even cooperated with Scotland, Spain, and Croatia. I mean, the network here is so extensive that, let me tell you, it's overwhelming."

Respondent – CSO representative

"Our organisation has identified a number of countries with the governments of which we are trying to cooperate especially closely to support... to continue and strengthen support for Ukraine. These are the United States, the Netherlands, France, Germany, Italy. And we are also working on the Japanese direction. And we constantly prepare publications for the international media with our partners. We prepare visits where we organise meetings with the most influential politicians, journalists, and experts. There is a lot of cooperation there. And, of course, we need to act not alone, but together with... strong, powerful organisations."

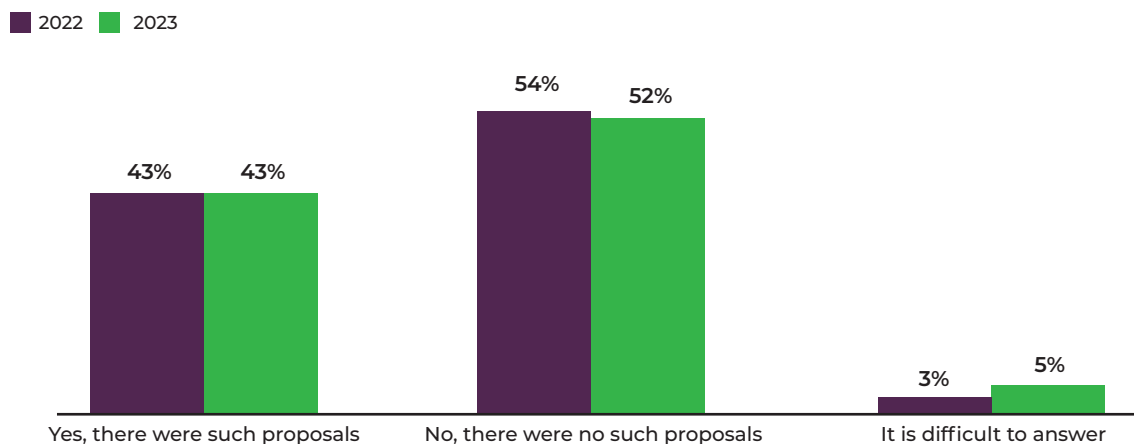
Respondent – CSO representative

Proposals for cooperation to assist the AFU and the affected population groups

Among all surveyed CSOs and volunteers, 43% reported that they had received offers for cooperation in projects aimed at helping the AFU, which is the same number as in 2022.

Proposals for partnership projects aimed at helping the Armed Forces of Ukraine

% among NGOs/COs in 2022 and CSOs/volunteers in 2023

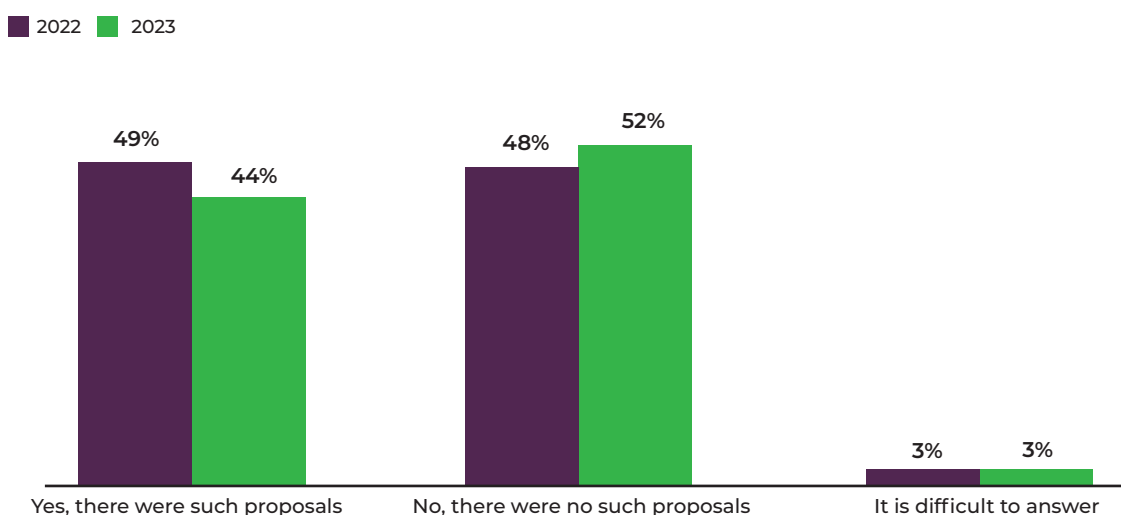


Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Among all surveyed CSOs and volunteers, 44% received cooperation offers in projects aimed at helping the affected population. In 2022, this figure was slightly higher – 49%.

Proposals of partnership projects aimed at helping the war-affected population

% among NGOs/COs in 2022 and CSOs/volunteers in 2023



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

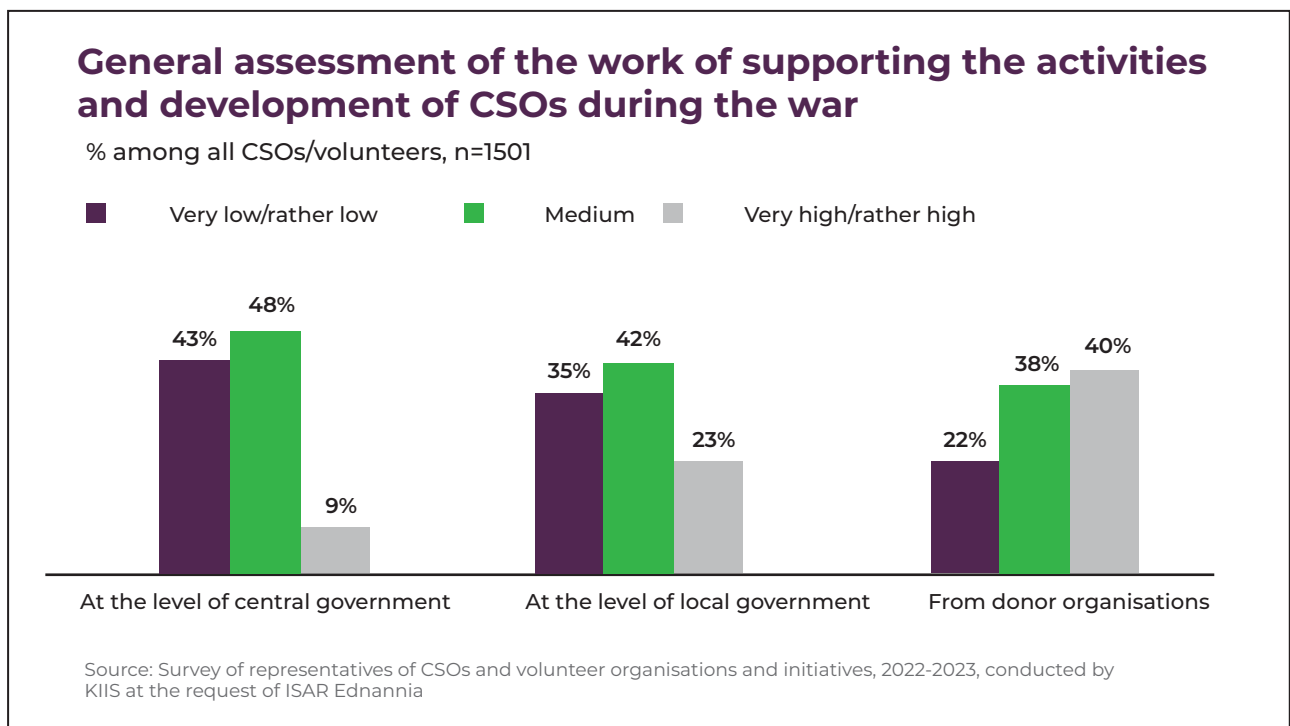
STRATEGY NEEDED FROM THE STATE AND DONOR ORGANISATIONS TO SUPPORT CSOS' ACTIVITIES AND DEVELOPMENT IN TIMES OF WAR

Assessment of the efforts made to support the activities and development of CSOs in times of war

Most of the surveyed CSOs and volunteers assessed the performance of the central government in supporting the activities and development of CSOs during the war as mediocre (48%) or low (43%). Only 9% rated it highly. The average score is 2.5 on a 5-point scale.

The performance of the LSGs in this area was rated moderately by 42% of respondents, poorly by 35%, and highly by 23%. The average score is 2.7 on a 5-point scale.

Finally, respondents gave the highest marks to donors' efforts to support the activities and development of CSOs during the war: 40% rated them as high, 38% – as medium, and 22% – as low. The average score is 3.1 on a 5-point scale.



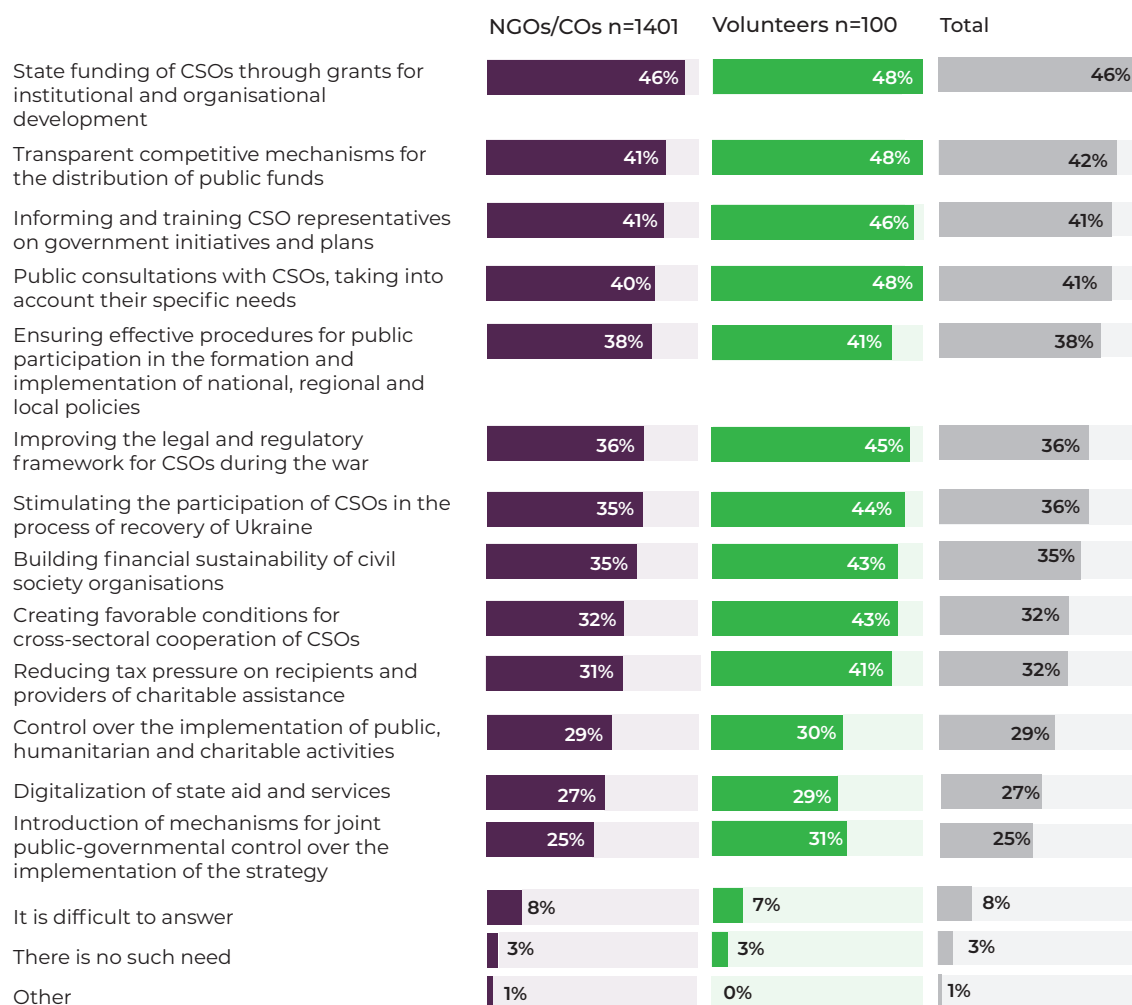
Most popular forms and methods of supporting CSOs by the state and donors

Based on the survey results, CSOs and volunteers most often chose state funding for CSOs through grants for institutional and organisational development (46%), transparent, competitive mechanisms for the distribution of state funds (42%), informing and training CSO representatives on government initiatives and plans (41%), public consultations with CSOs, taking into account their specific needs (41%) as the most necessary to support CSOs' activities and development during the war.

Volunteers are more likely to mention the need to create favourable conditions for cross-sectoral cooperation of CSOs (43%) and reduce tax pressure on recipients and providers of charitable aid (41%) compared to CSOs (32% and 31% respectively).

Essentials to support the activities and development of CSOs during the war

% among all CSOs/volunteers, n=1501, multiple response



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Summarising the opinions of CSO representatives and experts who participated in the in-depth interviews, we can distinguish the principles of support for CSOs and volunteers during the war that apply separately to donors, to the state and jointly (both to donors and the state).

CSO representatives and experts voiced the following expectations from **donors**:

- Supporting local CSOs that are better aware of the context of a particular area/community and can sometimes be more effective locally.

"I recommend that the strategy focus on local organisations and support smaller ones. Especially if the immersion in rural communities and activation of civil society are still taking place. It would be great. Because I see now that when a very small, initiative group of 2-3 people manages to get a grant, they can even change the community dramatically."

Respondent – CSO representative

- Sustainability support for CSOs, institutional support (premises, equipment, employee salaries, accounting and logistics services, etc.).

"When organisations are supported not only for one specific project, smaller or larger but also institutionally. This is important. When organisations realise, they have guaranteed support for their main expenses for the next year, maybe 14 months. They will still raise small amounts of money from other donors and specialised resources. But the main support covers their basic expenses. Such institutional support is provided for the strategy for the next year. I think this funding approach could show stable results if used for many organisations."

Respondent – CSO representative

- Supporting CSOs in overcoming the human resources crisis: for example, implementing training programs, promoting professional development of specialists, especially managers and project managers, and creating internship programs to engage young people from universities in civic activities.

"There should be practical things that help organisations be more sustainable, grow and overcome the staffing crisis. If you don't have the staff you want, you need to work with the ones you have, train them, and grow constantly."

Respondent – CSO representative

- Simplifying bureaucratic procedures and increasing donor flexibility, as it delays donor assistance and is a barrier for many new CSOs that are not familiar with the procedures.

"As for donor organisations, I see that donor organisations are now regulating a little bit, actively regulating the cooperation with CSOs. They demand a lot. It's something that was not the case before the full-scale invasion. Few people knew about new policies, procedures, and agreements before."

Respondent – CSO representative

- Overcoming the problem of overlapping when donors fund similar projects without coordinating with each other.
- Ensuring transparent methods of evaluating the success of projects from the donor's point of view and improving communication about donors' evaluation policies so that CSOs are always aware of the specifics of the procedure.
- Establishing representative offices of foreign donors in Ukraine: physical presence will increase the sense of support from partners.

CSO representatives and experts voiced the following expectations from the **state**:

- Ensuring and maintaining transparent terms of cooperation and active involvement of CSOs in developing state strategies.

"Well, we have bad strategies there. As part of active cultural diplomacy or information policy, we are not involved in creating such strategies, and we are not a subject there. We may be an object, but we

are not the subject of creating such a strategy. And so, I suspect that such strategies do not exist."

Respondent – CSO representative

- Reducing excessive state interference..

"The state should interfere less. Because in one way or another, at the beginning of the full-scale invasion, civil society helped the state a lot. And now it seems like the state is starting to persecute this civil society, interfere in those areas and prevent civil society organisations from doing their work".

Respondent – CSO representative

- Searching for methods of financing CSOs by the state that are transparent and do not have an impact on CSOs.
- Creating effective anti-corruption conditions for interaction between the state and CSOs so that CSOs do not become part of corruption schemes.
- Reducing bureaucracy and reporting (simplifying legislation and improving it) so that the processes were simple and understandable, did not require much effort from CSOs and did not harm the effectiveness of CSOs.
- Providing institutional support (e.g., rent privileges for premises so that CSOs can have their centres and "headquarters", especially in the regions)
- Supporting initiatives to create new, effective CSOs.
- More effectively informing CSOs about changes in legislation.
- Defining the recovery strategy at the legislative level, adopting a relevant document with the participation of CSOs.
- Having more formal partnerships (at the level of memorandums) that define the rights and obligations of the parties.
- Enhancing transparency and dialogue between CSOs and CG/LSG bodies, strengthening partnerships, and avoiding treating CSOs as political opponents.
- Regulating the register of CSOs to get an adequate assessment of the number of active organisations and to facilitate understanding of who a potential partner or stakeholder in certain areas is.
- Introducing a service procurement system from the civil society sector, especially for social services.
- Ensuring access to public information will allow CSOs to conduct public monitoring, expand opportunities for advocacy for change in Ukraine and strategic planning.
- Facilitating access to customs clearance for foreign donors' offices to simplify the process of humanitarian aid importation.

CSO representatives and experts also believe that the state and donors should support and implement the following initiatives:

- Initiatives to address psycho-emotional stress and burnout, for example, by organising coworking spaces, networking events and other activities.

"The worst thing that happens in the public environment is frustration. Right now, at least in our region, we are exhausted, disappointed, and despairing. And any initiatives that help to

overcome this are beneficial. From what I've seen, these are retreat, recreation, and networking initiatives. That is when they organise events that bring together like-minded people or people in a similar field, where they can communicate and... learn from each other to be more effective."

Respondent – CSO representative

- Organizing events to establish contacts and form a cooperation network, including cooperation with foreign stakeholders. Supporting CSOs in creating an international network of Ukrainians in the EU.

"Assistance in establishing networks, coalitions, assistance with international advocacy, for the organisations for which international advocacy is important. Perhaps, holding joint events not only within Ukraine, but also joint calls, I don't know, or trips, if possible, outside of Ukraine, for communication, establishing contacts with relevant stakeholders abroad."

Respondent – CSO representative

- Expanding opportunities for long-term partnerships, especially with donor organisations.

"Opportunities for deeper long-term cooperation, including cooperation with financial partners. Because in most cases, funding only lasts for a year. If everything goes well. But we understand that this area will be needed, and a large number of projects should be implemented in the long term."

Respondent – CSO representative

- Informing CSOs about the forms and sources of funding so they can look for alternative sources and partnerships.
- Initiatives aimed at strengthening the communication component, particularly in advocacy and analytical work.

"Specifically, it is possible for our organisation to strengthen and allocate resources for the communication component to develop advocacy communication plans. These are resources to attract qualified advocacy communication specialists. It is about supporting analytical projects. It is about research and advocacy. For example, strategic assessments of corruption risks, with the development of relevant legislative changes and other changes in certain areas. This is what we do. Compensatory participation and ensuring public participation in compensatory mechanisms of reparation, compensation this is important. Bringing the aggressor to justice, we could use help in these areas."

Respondent – CSO representative

- Training, mentoring and capacity building of CSOs.

In terms of training, although the participants of the survey **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”** mentioned the need for training new employees and lack of knowledge in various activities among the most pressing problems of the organisation relatively rarely (14% and 9% respectively), about a third of CSOs (32%) believe that their capacity can be significantly strengthened through training; besides, 23% need counselling. At the same time, for 60% of surveyed CSOs, participation in programs and projects on institutional capacity development funded by international donors is relevant¹²¹ .

Among the most relevant educational areas are project writing (50%), building relationships with the public, business, and government (40%), organisation management (financial management, strategic planning, etc.) (36%), language learning (33%), fundraising (33%), psychology in the context of and after war (31%), and specifics of working with vulnerable target groups (30%). Between 22% and 27% of surveyed CSOs chose digital literacy, report writing, media relations, safety (landmine safety, first aid), entrepreneurship, monitoring and evaluation, and team building¹²² .

Effective ways to study the needs and requests of CSOs

CSO representatives have a rather consolidated position regarding the research of the needs and requests of their organisations by donors. The general opinion is that these should be "direct" contacts with CSO representatives through working and partnership meetings, consultations, and organisation of public events (for example, conferences) with the participation of CSOs and donors, where there is an opportunity to discuss important working issues, including requests and needs, in real-time. At the same time, CSO representatives noted that donors regularly conduct research (surveys, focus groups), which is also a good approach.

"Well, I think it should be direct communication with the involvement of... well, networking, right? With the involvement of CSO representatives from different regions."

Respondent – CSO representative

"Organize some events and conferences where people from the regions, representatives of all organisations that work in the local communities and so on are invited."

Respondent – CSO representative

According to the CSO representatives, sociological surveys, which donors often conduct, are also an effective method of studying the needs of CSOs, but they have certain limitations. In particular, the surveys require a full cycle of conducting, given that the situation is dynamic, and the survey results can quickly lose their relevance. However, according to the CSOs, monitoring surveys mitigates this problem. Therefore, methodologically verified, regular surveys can effectively highlight the needs of CSOs.

¹²¹Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War.*

¹²² Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War.*



"Sociological surveys are important. Because they show, firstly, the depth, and secondly, they show, I hope, the geography. Because, well, we communicate with each other, and we see that in Chernihiv, even though Chernihiv oblast seems to be a de-occupied oblast, they have a completely different situation. It's different than in Kyiv oblast... Accordingly, as a rule, organisations know the needs. This can be identified through surveys, before events, after events."

Respondent – CSO representative

"I won't say anything new – perhaps they should conduct sociological research, this is one of the good ways. Second, they shouldn't ask oblast administrations because they have minimal information. And then there's also the issue of political bias, which is still there... How else can they find out about us? They may hire, say, specially trained people, which is also one of the research methods, and monitor social networks. We are doing this now... I hired a person whose task is to monitor... the region I need and identify organisations that work there, just by using Facebook."

Respondent – CSO representative

CSO representatives recommend paying more attention to the needs and requests of organisations at the regional level, as they have the regional context and know the needs of the local final beneficiaries. Experts advise holding strategic sessions and other similar formats more often than once a year or every six months, as needs and requests can change constantly, especially in times of war. Experts emphasise the importance of donor coordination and information exchange, which will avoid duplication of efforts and wasting time and resources.

"And the second thing is interacting and coordinating better and more efficiently. Very often, international organisations duplicate projects and duplicate areas of work. And they pour resources there. Very often, they may cooperate with the same implementation partners. This is neither good nor bad. But, in my opinion, it is more bad than good. Why? Because organisations also have a certain capacity limit. If an organisation is professional and of high quality and takes on ten projects instead of three that it can administer, there will be a shortfall somewhere. And this resource will be used inefficiently."

Respondent – CSO representative

On-site monitoring can also be an effective format. This format involves the physical presence of donor representatives in the activities of CSOs, observation of the projects, and observation of the material base and work formats.

"Living with them. Visiting the office and saying, 'Can we work with you for one day?' Going to the fields and saying: 'Can we see how your projects are going?' Instead of conducting interviews and interviews on Zoom or something like that. Because that's, well, I can tell you whatever I want. I can turn off the video right now and say that

I have a problem with my camera, but so many exciting things are happening in our six-story office. The lady will be very professional and will get me right away. But very often, there is a lot of wishful thinking. And it seems to me that donor organisations should observe. Come and observe, analyse, and get used to it. Because it's a different culture, a different perception, a different... They need to live side by side with these people a little bit. Go to their warehouses and drive in their car from city to city. Walk around, talk, live. And then they will understand what we are talking about. And after that, you can start interviewing them and so on. Well, something like that."

Respondent – CSO representative

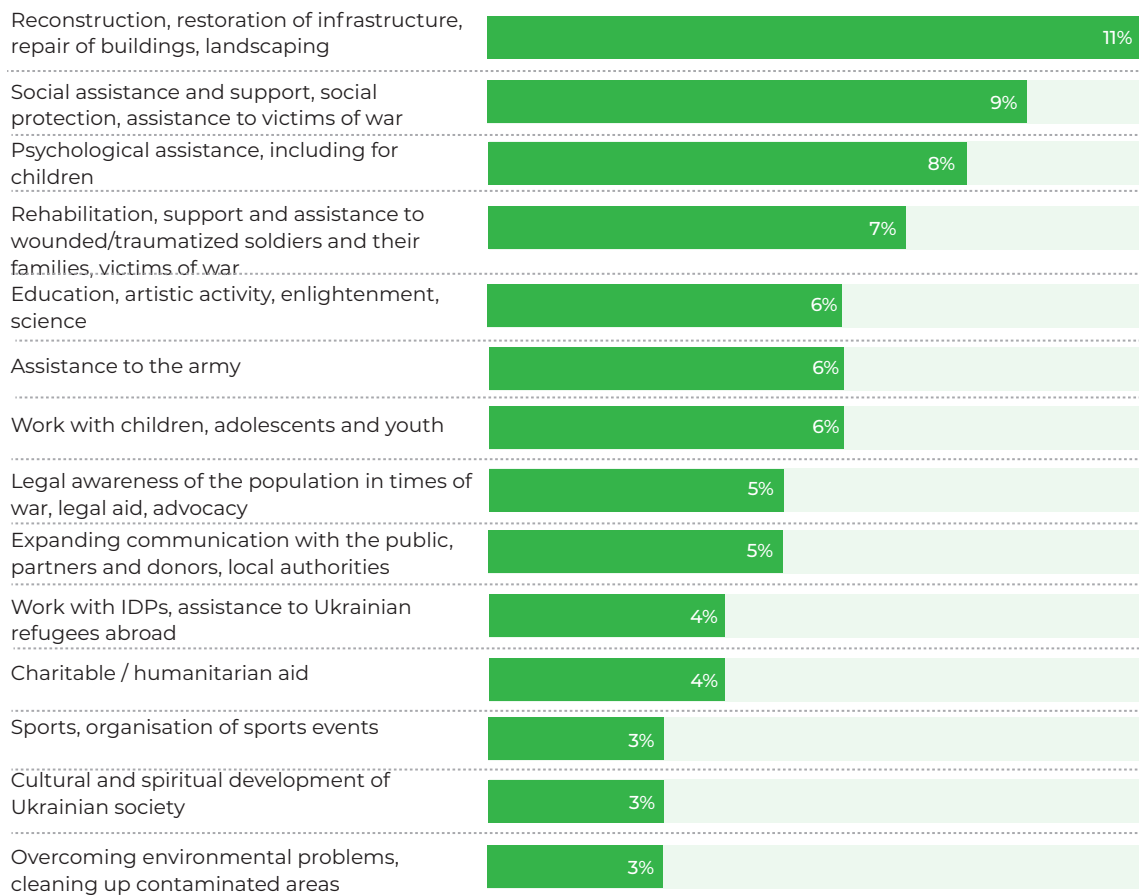
CSOS' ACTIVITY PLANS FOR 2024, AND INTENTIONS TO PARTICIPATE IN THE RESTORATION OF UKRAINE

CSOs' activity plans for 2024

The survey participants consider a wide variety of thematic areas of activities for ²⁰²⁴ to be the highest priority. Given the diversity of CSO specialisation areas, it is difficult to single out specific priorities in this list. Nevertheless, these areas of focus are closely related to overcoming the consequences of the war, including the reconstruction of infrastructure and housing, rehabilitation and support for wounded military personnel and their families, and social and psychological assistance to a wide range of war victims. The areas mentioned by more than ^{5%} of respondents also include areas that could have a long-term positive impact on life in Ukraine, namely the development of education and science, work with children and youth, and legal education and assistance. At the same time, ^{20%} of the respondents could not answer the question about the top priority areas of activity for ²⁰²⁴, and another ^{8%} said there were no such areas.

The most priority thematic areas of activity for 2024, in particular in the field of restoration, which survey participants can implement

The top 14 answers were mentioned by >= 3% of respondents. % among all CSOs/volunteers, n=1501



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Most CSOs (57%) believe that in 2024 the scope of their organisation activities will increase, one-third (34%) assume that it will not change, and only 9% expect a decrease in the scope of activities next year.

During the in-depth interviews, CSO representatives listed a variety of strategic goals that civil society organisations have for 2024. Some of them concerned internal processes and capacities of the organisations themselves:

- Working for Ukraine's victory in the war.
- Increasing influence on the events in Ukraine: greater representation of CSOs in the development of plans and strategic decisions, more active participation of CSOs in information and educational activities, etc.
- Strengthening the direction of international advocacy.
- Strengthening the institutional capacity, renewal, and support of the human resources of CSOs.

Others are concerned with the desired changes in the external environment and the strategic goals of the state and society that CSOs are trying to achieve:

- Strengthening the capacity of civil society in Ukraine (especially local branches).
- Strengthening the capacity of Ukraine in the context of European integration and accession to NATO.
- Shaping Ukraine's good international reputation.
- Ensuring the implementation of compensation mechanisms and sanctions policy in Ukraine.
- Ensuring transparency of Ukraine's restoration/recovery processes.

Meanwhile, representatives of the expert community listed several strategic goals that civil society organisations should strive to achieve in 2024:

- Working and making efforts for Ukraine's victory.
- Maintaining the sustainability of operations, surviving, and overcoming the challenges of burnout and staff shortages.
- Improving their capacities and strategies choosing the focus areas and targeting them.
- Establishing partnerships with other CSOs.
- Strengthening the resilience and cohesion of society, countering the enemy's attempts to incite conflicts within Ukrainian society.
- Safeguarding the stability of democracy and respect for the rights and freedoms of citizens.
- Working to improve legislation in their areas of expertise and practices of its application.
- Developing international partnerships and improving Ukraine's image to attract more assistance from partner countries.
- Suggest ways to restore social capital and improve the skills and educational level of the population, thus creating the basis for the restoration and development of the entire territory of Ukraine.
- Actively assisting local governments in preparing plans for developing territorial communities, including those in the de-occupied areas, and helping to strengthen their economic capacity.
- Conducting educational activities to improve the skills of young professionals in the civil society sector.
- Helping to raise funds for the implementation of projects in local communities whose own financial capacities are limited (since CSOs have experience in writing project applications and cooperating with large foundations).
- Strengthening the advocacy direction.
- Strengthening the area of national and patriotic education.
- Keeping up support for vulnerable categories of population and youth, helping to overcome unemployment and domestic violence, and promoting the integration of IDPs.
- Implementing psychosocial support initiatives for the population.

The war primarily threatens the implementation of CSOs' strategic plans. The war affects strategic planning because it can cause unpredictable changes. CSOs are afraid that the front line may expand beyond the borders of the East and South of Ukraine, and the war itself may last for years, which will have negative consequences in the civil society sector as well.

Other factors that may hurt the activities of CSOs that CSO representatives and experts mentioned are:

- Securing funding for the activities. The reduction of financial support for Ukraine at the international level and the financial capacity of citizens may affect the amount of funds that CSOs can raise.
- Maintaining and updating the human resources of CSOs will remain an urgent challenge and need.
- There is a risk that local political actors may control the political and economic life of the regions, resulting in CSOs being left with a purely formal, ceremonial participation in procedures that do not affect political and economic decision-making in the region.
- Elections to the government may be a challenge if they are held. This may lead to conflicts in society and a change of priorities of the authorities, which will also negatively affect the activities of CSOs.
- There is a risk of pressure from law enforcement agencies, particularly increased inspections and visits by tax and other law enforcement agencies. This threat is especially relevant for volunteers. In general, there is a risk that the state will not perceive CSOs as independent actors and will try to exert influence on the civil society sector.
- Further complication of legal procedures for volunteer activities and humanitarian initiatives.
- Burnout and disengagement may spread in society, leading to low civic engagement and social conflicts.

The interviewed experts also emphasised that in 2024, CSOs may lack expertise in particular complex and specific areas requiring attention: planning and monitoring the implementation of complex infrastructure recovery projects or providing certain social and other services to the population that go beyond humanitarian assistance.

Another challenge for CSOs and Ukraine may be the divergent views of different donors and national actors on Ukraine's development:

"When the donor dictates what he wants, we have actually to do what we want. And combining all this, getting along with each other, is also a big challenge. Defining a way for Ukrainians to do what they need, not what Americans, Belgians, Czechs, Danes, etc."

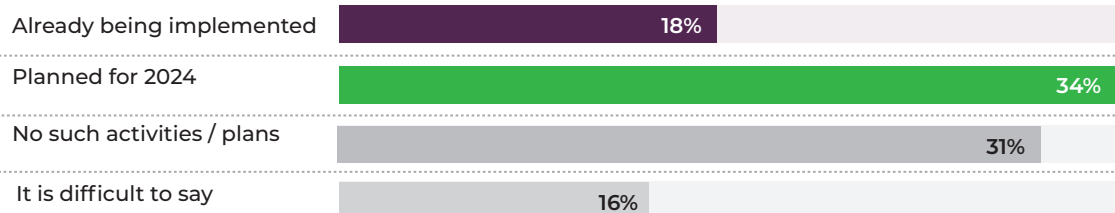
Expert research respondent

CSOs' willingness to engage in recovery

In general, 52% of CSOs have projects and initiatives aimed at Ukraine's recovery, with 18% already implementing such plans and 34% planning relevant activities for 2024. About 31% of respondents have no such activities or plans to contribute to Ukraine's recovery. Another 16% have not decided on the matter.

Plans and initiatives of CSOs for the recovery of Ukraine in 2024

% among all CSOs/volunteers, multiple responses, n=1501



Does your organisation have any projects and initiatives for Ukraine's recovery currently underway or planned for 2024?

Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

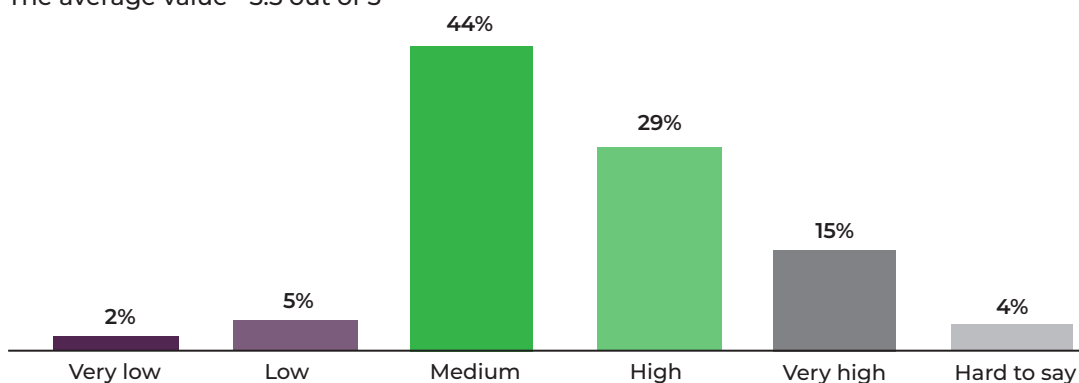
According to other publicly available surveys, the readiness of CSOs to engage in post-war recovery and rebuilding is even higher. Among the organisations that participated in the Chatham House survey **“Giving civil society a stake in Ukraine’s recovery”**, 64% of CSOs are actively involved in Ukraine's recovery, and 33% plan to join¹²³. According to the research **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**, 90% of the surveyed CSO representatives are ready to join the recovery of the country after the victory (and among CSOs created over the two years of war, 96% of them are)¹²⁴.

Organisations implementing recovery projects or planning to join the relevant processes soon mainly assess their capacity level for these activities as medium or high: 44% consider it high or very high, the same number regard it as medium, and only 7% – as low or very low.

Assessment of the organisation's capacity to participate in recovery processes

% among all CSOs/volunteers that are implementing /planning to engage the recovery of Ukraine

The average value - 3.5 out of 5



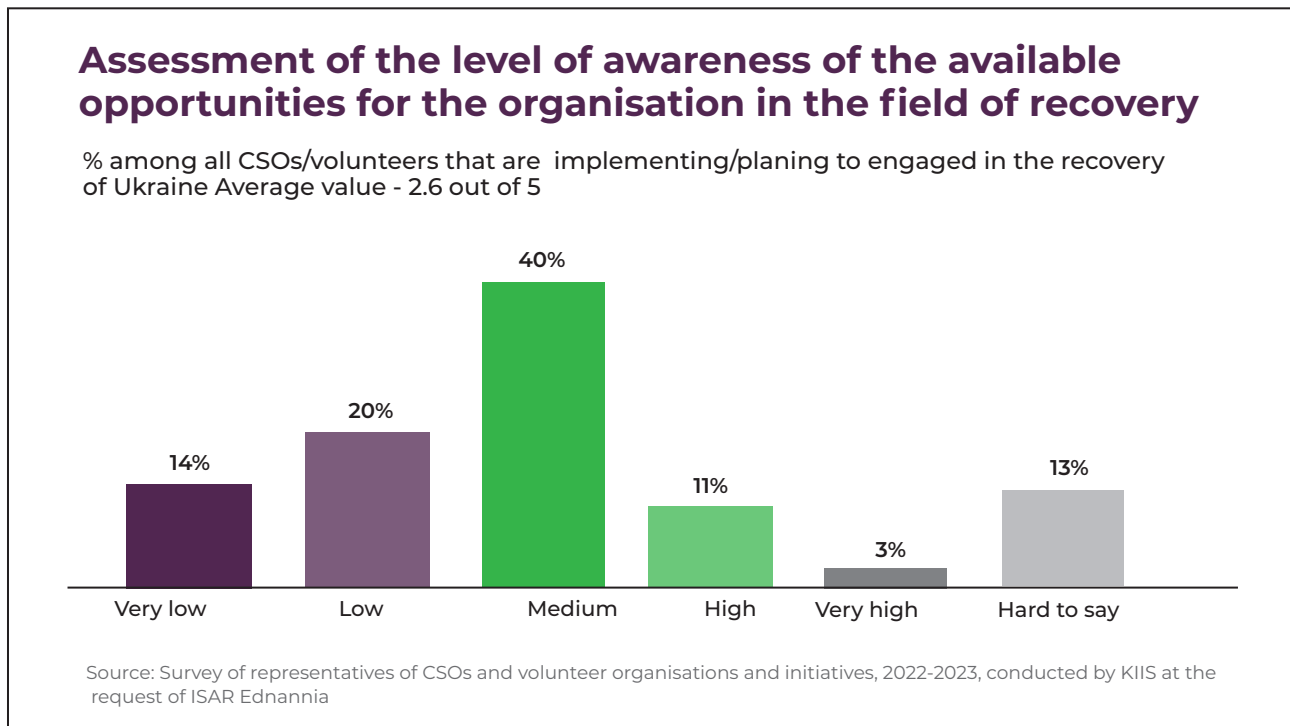
Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

¹²³ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine's recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs

¹²⁴ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.



The situation with awareness of the available opportunities for organisations in the field of recovery is somewhat worse. In general, one-third of CSOs (34%) consider their level of awareness to be low or very low, 40% – medium, and only 14% assess it as high or very high.



According to the survey **“Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War”**, to join the process of rebuilding the country, organisations most often lacked funding (33% answered this question), end of war, victory (17%), cooperation, support from the authorities (10%), staff and time (7% each)¹²⁵.

A survey by the **Institute for Analysis and Advocacy** found similar results: the biggest problem for CSOs working on recovery is lack of funding (53%), insufficient support from other CSOs, donors and the government (43%), lack of qualified staff (39%) and lack of access to relevant information and data (35%)¹²⁶.

Forms of engagement in the recovery process

All survey respondents, regardless of their plans to engage in the country's recovery, were asked to outline the role that civil society should play in the recovery process. CSOs outline a wide range of areas of involvement. Still, the main areas in which civil society should make efforts to restore the country, in their opinion, are control over the actions of the authorities, especially ensuring transparency of the distribution of funds (56% of respondents), development of social projects (52%) and establishing a dialogue between the government, business and the community (48%).

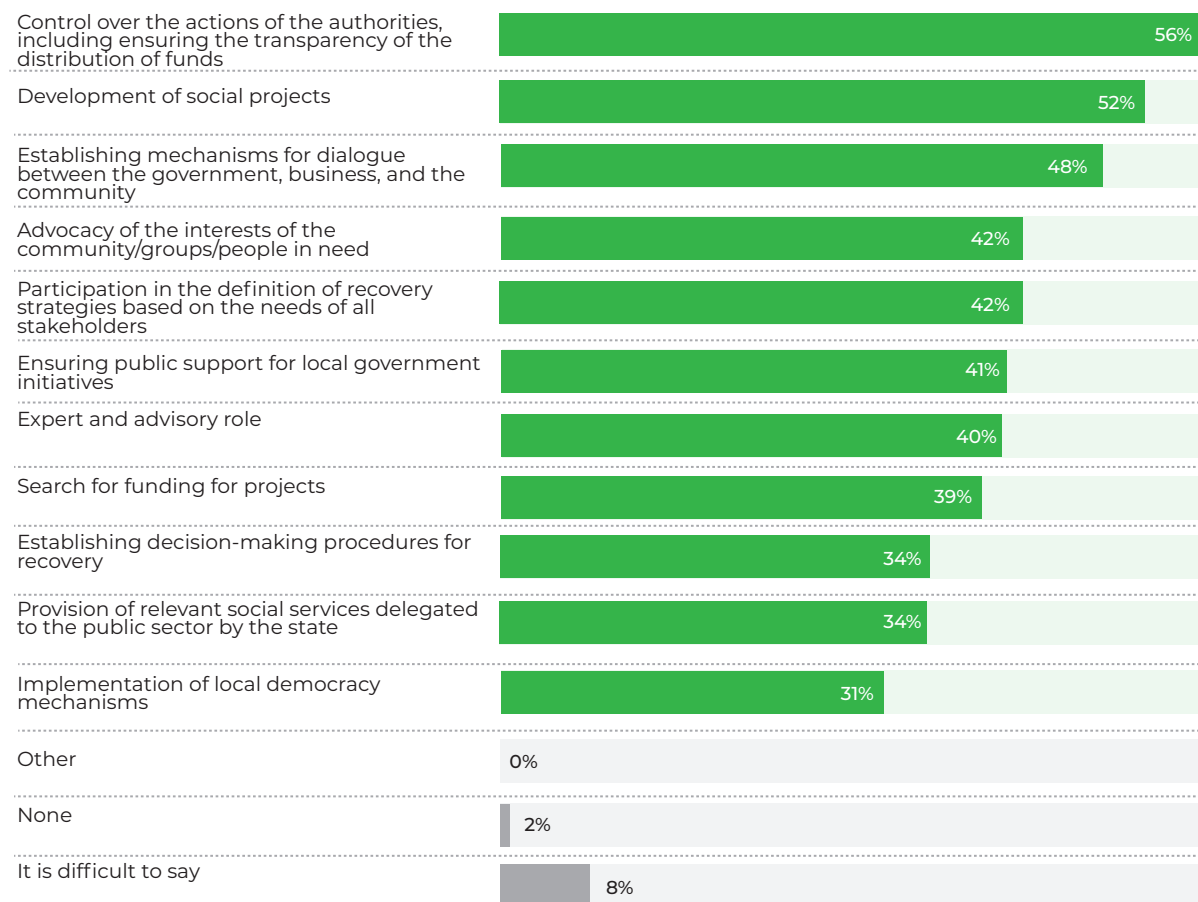
¹²⁵ Padalka H., Bikla O., Biloskurskyi A. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.

¹²⁶ Olena Andriieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine's Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023



What role should civil society organisations mainly play in Ukraine's recovery?

% among all CSOs/volunteers, multiple responses, n=1501



Source: Survey of representatives of CSOs and volunteer organisations and initiatives, 2022-2023, conducted by KIIS at the request of ISAR Ednannia

Civil society organisations have a significant potential for engaging in the rebuilding and recovery processes, due to the flexibility and adaptability of CSOs themselves, the skills of their staff, and, most importantly, a detailed understanding of the local situation. Specifically, the CSO representatives and experts who participated in the in-depth interviews mentioned the following forms of engagement:

- Expertise, involvement of CSOs in developing plans, strategic documents, and decision-making, especially at the community level. Develop and implement projects based on the "Build back better" principle.
 - Monitoring and mapping of recovery projects.
 - Monitoring the transparent distribution and use of funds to prevent corruption.
 - Protecting the interests of the state in the process of European integration.
 - Communication to counter Russian propaganda, information, and education activities in the de-occupied territories.
 - Organisation of experience exchange and professional development of the parties involved in reconstruction and restoration.
- Implementation of the concepts of inclusion and barrier-free access.

- Implementation of innovations, especially in IT and digital transformation. An example is the RISE coalition related to developing digital reconstruction platforms.
- Advocating for "green recovery": considering environmental standards and introducing energy-saving technologies.
- Providing social services aimed at restoring human capital.
- Engaging in areas of recovery that the state does not consider a priority: for example, restoration of cultural institutions, architectural monuments, historical buildings, etc.
- Studying and "relaying" the needs of society in the recovery process, especially at the community level.
- Inform the population about recovery projects, promote citizen engagement, and enhance transparency and accountability.

Notably, much also depends on the state authorities, which should set the direction and strategic goals for recovery and rebuilding:

"When the state does not have a proper vision, when they do not tell us what the demand is, what they need help with, CSOs do not know what to do. We can win a bunch of grants for some repair work in the cities to restore; I don't know, integrate young people from those territories into civil society in general. And a bunch of other things. But if the state has no plans for this but has plans for something else, well, it will be incorrect. Therefore, we probably need a vision from the state so that there are some strategic goals so that we know where we are moving and what we need."

Respondent – CSO representative

"Some reconstruction agencies are already being created at the regional level, and people are being appointed there; for example, a person who is not even from the region has already been appointed in the Sumy region. This means that the state of Ukraine has absolutely no desire to consider what is happening in the regions. There is no desire, no inspiration, no motivation. There is no such goal. The Cabinet of Ministers, so to speak, and the President's Office do not set themselves the task of involving anyone from the regions, including civil society organisations. And then, well, as for any mechanisms that we come up with now – well, is it worth it?"

Respondent – CSO representative

According to the report "Needs and Challenges of Civil Society Organisations (CSOs) in Ukraine in the Context of War", organisations mainly see their role in the post-war reconstruction of the country in humanitarian response (39%), educational services (35%), social protection (31%) and psychological support (27%). Less popular areas of activity are the information sector (19%), infrastructure recovery (17%), economy (14%), planning for the comprehensive recovery of territories (13%), security, including demining, patrolling, security (12%) and medical response (8%)¹²⁷.

¹²⁷ Padalka H., Bikla O., Biloskurskyi A.. (2023). *Needs and Challenges of Civil Society organisations (CSOs) in Ukraine in the Context of War*.



The **“Study of Post-War Recovery Initiatives 2023”**¹²⁸ revealed that Ukrainian CSOs are already involved in 22 areas of Ukraine's recovery, namely: (1) assessing the extent of damage and needs resulting from the war, (2) supporting entrepreneurs and businesses, (3) advocating for access and use of open data for recovery, (4) creating GIS systems/GIS registries necessary for recovery, (5) rebuilding and repairing housing, medical, educational and social infrastructure, (6) involving community residents in planning and participating in recovery, (7) creating digital products/information systems, (8) assisting in the restoration of critical infrastructure, (9) advocating for Ukraine at the international level, (10) creating analytical centres, coordination/expert platforms to support recovery, (11) rebuilding and repairing energy infrastructure, (12) providing psychological support to the population, adaptation of veterans, (13) creating manifestos or concepts of recovery, (14) providing expert support to the CG and LSGs during the recovery, (15) assisting in the development of engineering design documentation and technical supervision, (16) creating training programs for recovery participants, (17) demining, (18) providing logistics and materials, (19) creating analytical recovery plans, (20) promoting and advocating for "green" recovery, (21) supporting CSOs to participate in recovery, and (21) creating mechanisms to control the use of funds and fight corruption during recovery.

According to the report **“Giving Civil Society a stake in Ukraine's Recovery”**, the main activities of CSOs already involved in the recovery are providing support to IDPs, discussing recovery with the authorities at the national and regional levels, assisting vulnerable groups, especially war-affected children, and mental health services¹²⁹.

The civil society representatives who participated in this study believe that the main value of civil society participation in Ukraine's recovery process is primarily in the implementation of anti-corruption control, as well as in strengthening social cohesion and resilience and offering innovative solutions:

*“Ukrainian civil society is confident that it can play a positive role in reducing corruption risks in the recovery process. Most respondents from national and regional organisations believe that the main value of their participation is to ensure independent public control. The fact that so many respondents emphasised their capacity to contribute to this work is unsurprising, as CSOs see corruption and misuse of funds as the main risks to recovery”*¹³⁰.

Among the possible ways of engagement most often chosen by CSOs operating at the national level are establishing special advisory groups in relevant ministries with the participation of CSOs, including civil society representatives in the National Recovery Council and holding consultations on public policy issues with the participation of citizens and CSOs. Regional CSOs

¹²⁸ Study of Post-War Recovery Initiatives 2023.



¹²⁹ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine's recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs

¹³⁰ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine's recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs



often suggested involving them in developing community recovery plans, creating public control groups to monitor recovery projects, and institutionalising participatory budgets and social service contracts¹³¹.

Instead, in the survey of the **Institute for Analysis and Advocacy “Giving civil society a stake in Ukraine’s recovery”**, most of the respondent organisations were represented by analytical, advocacy CSOs or those engaged in public control and monitoring¹³². Service providers were in the minority. The main activities carried out by these CSOs to assist in the recovery include organising public events, collecting, and providing information, and conducting research and training.

The authors of the report **“Giving Civil Society a stake in Ukraine’s Recovery”** also note that CSOs involved in the recovery process mostly choose one format of activity:

“Some EU officials are concerned that Ukrainian CSOs are too often trying to ‘do it all’ by performing functions that overlap between analysis, advocacy, service delivery and monitoring. The risk may lead to conflicts of interest or anti-democratic concentration of power. However, according to our survey, only 11% of respondents indicated involvement in more than one main activity”¹³³.

The conclusions of the research **“Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs”**¹³⁴ emphasise that:

“Most (of CSOs – ed.) see their role in recovery and reconstruction as citizen engagement and monitoring, but few have a clear vision of how to engage with the government in this process specifically. Few, if any, have any idea how to design comprehensive, positive peacebuilding programs.”¹³⁵

¹³¹ Lutsevych, O. (2023), *Giving civil society a stake in Ukraine’s recovery: How government, citizens and donors can work together to embed trust in reconstruction*, Briefing Paper, London: Royal Institute of International Affairs



¹³² Olena Andrieieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine’s Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023

¹³³ Olena Andrieieva, Viacheslav Kurylo, Vitalii Nabok, Josh Rudolph. *Civil Society in Ukraine’s Restoration. A Guide to CSOs Mobilizing for a Marshall Plan*. Published in September 2023.

¹³⁴ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.

¹³⁵ Dr. Kristie D Evenson. *Wartime Pivots and Adaptation: Pact USAID/ENGAGE Mapping of Support to and Needs of Advocacy-focused CSOs*. Published 31 January 2023.



REPRESENTATION OF NON-GOVERNMENTAL AND CHARITABLE ORGANISATIONS IN THE UKRAINIAN MEDIA SPACE IN 2023

From December 2022 to November 2023, almost 577,054 publications in the media and social networks mentioned NGOs, charitable foundations, and volunteer initiatives. The vast majority of mentions in social media were made on Facebook (38.5% of all publications), followed by Telegram (8.1%).

The most widespread format of social media posts in the context of CFs and CSOs provides information about opportunities to receive assistance and calls for donations. The format of reporting on the funds raised and transferring necessary equipment to the AFU and TDF, or humanitarian aid to people who need it, holding charity events, etc., was also popular. Most posts and reposts were about large charitable foundations (Come Back Alive, Serhiy Prytula Foundation, NGO Sprava Hromad, Caritas, and the UNITED24 platform, a government initiative).

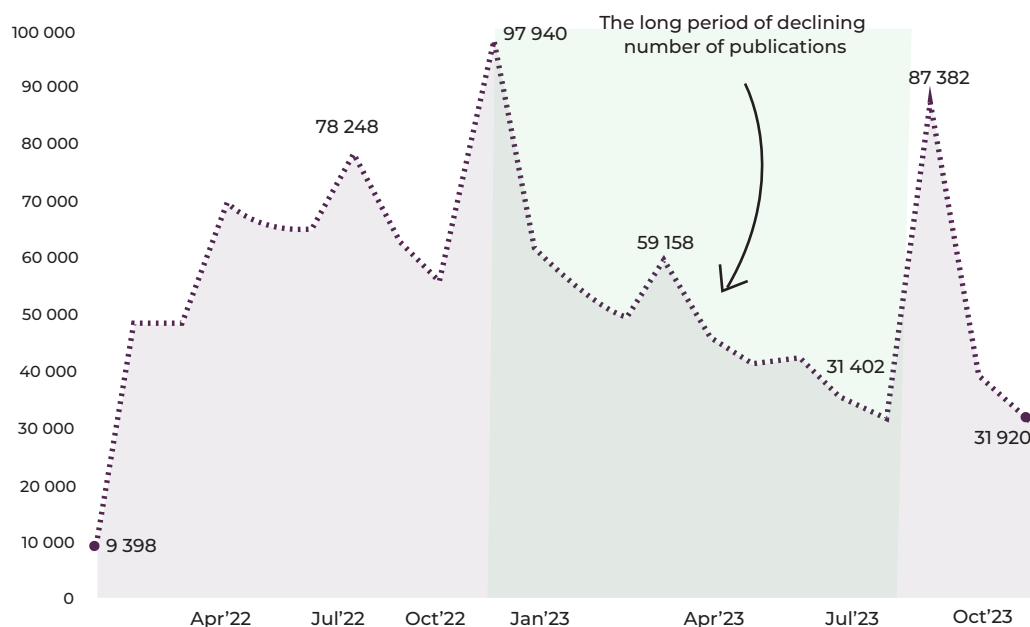
The media actively covered the opportunities provided by charitable foundations and civil society organisations and their activities and results. Throughout the monitoring period, raising money and transferring equipment for the army were popular, and charitable initiatives to raise funds for humanitarian needs were actively implemented.

A significant increase in the number of publications in September 2023 was due to the increase in mentions of social benefits for vulnerable groups and IDPs and the implementation of many charitable initiatives.

Quantitative indicators of non-governmental and charitable organisations' mention in the Ukrainian media space in 2002-2023

Between February and November 2022, the Ukrainian media space saw an almost tenfold increase in mentions of charitable foundations, charitable, civil society, and volunteer organisations. If in February 2022, the number of mentions was 9.4 thousand, by November 2022, this figure increased to 97.9 thousand. In 2022, there was an increase in media attention to CSOs, but in 2023, the trend was somewhat downward – except for a spike in September 2023, the monthly number of mentions of CSOs decreased throughout the year.

The dynamics of the number of mentions of the phrases "charitable foundation", "charitable organisation", "charitable organisation", "non-governmental organisation", "volunteer organisation", as well as the names of the largest charitable organisations in the media space in February 2022 - October 2023.



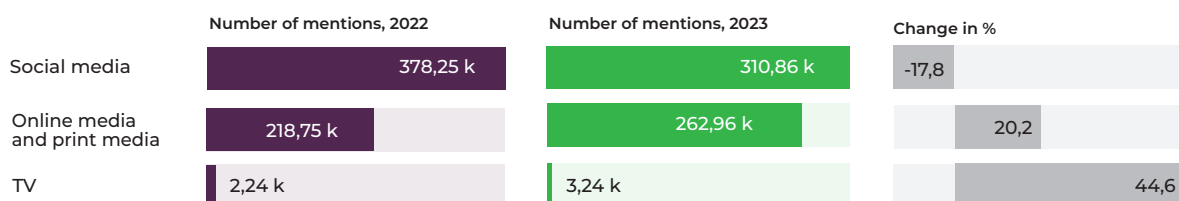
Source: Semantrum media monitoring commissioned by KIIS

The drop in publications about CSOs was likely due to reduced interest in their social media activities. This communication channel in 2023 demonstrated a decrease in publications about charitable foundations, charitable, public and volunteer organisations: in 2022, 378.3 thousand mentions were recorded, while in 2023 – 310.9 thousand, with a decrease of almost 18%.

On the contrary, Online and print media started writing about CSOs more often: there was an increase from 218.8 thousand mentions in 2022 to 263 thousand in 2023 (a rise of 20%). Television: here, we see the most significant increase – from 2.24 thousand mentions to 3.24 thousand, or 44.6%.

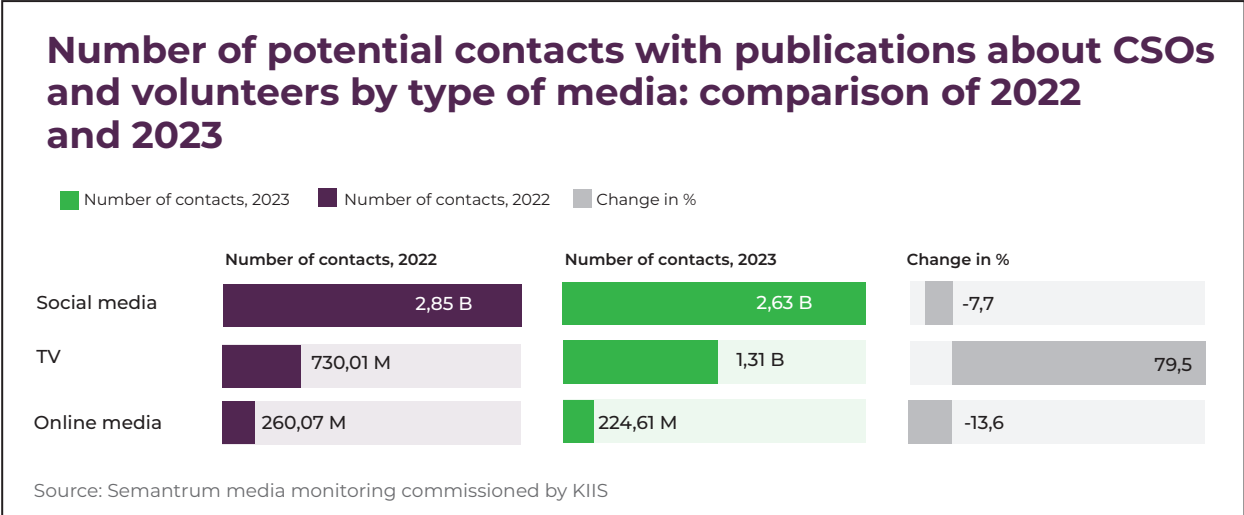
Number of publications by media type: comparison of 2022 and 2023

■ Number of mentions, 2022 ■ Number of mentions, 2023 ■ Change in %



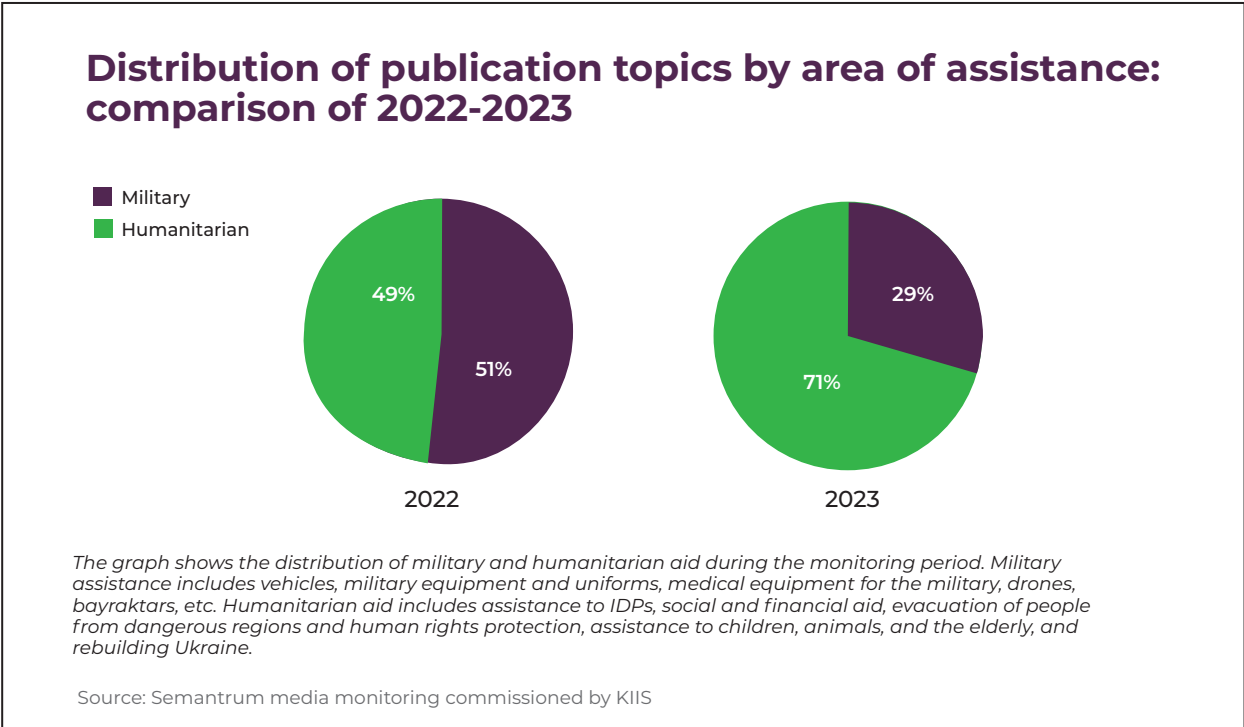
Source: Semantrum media monitoring commissioned by KIIS

Even though the total number of contacts with materials about CFs, COs, NGOs, and volunteer organisations on social media has decreased from 2.85 billion in 2022 to 2.63 billion in 2023 (by 8%), it is still the main channel for the Ukrainian population to receive such information. On television, contacts with relevant materials increased from 730.01 million in 2022 to 1.31 billion in 2023, a massive increase of 80%. In the online media, there was a decrease in contacts with materials about CFs, COs, NGOs, and volunteer organisations, from 260.07 million in 2022 to 224.61 million in 2023 (a decrease of 14%).



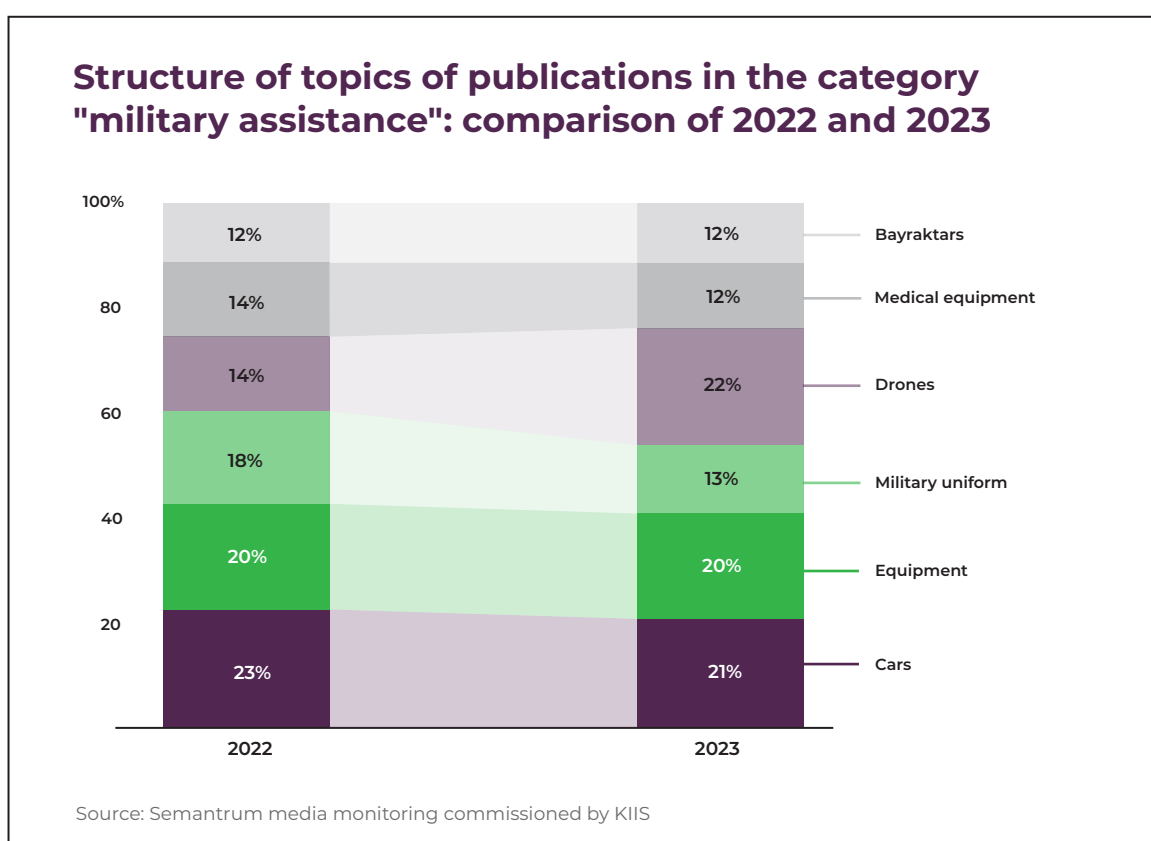
Topics of publications

In our analysis, publications about the activities of charitable and public organisations were categorised into two large groups: military and humanitarian aid. While in 2022, the incidence of these two types of messages was almost the same, with a slight predominance of the military component, in 2023, humanitarian topics dominated – 71% of publications about the activities of charitable and public organisations.



Military aid

Information pieces about military aid provided by COs and NGOs most often covered such topics as the purchase of cars, equipment, military uniforms, drones, medical equipment, and "bayraktars" for the army. In 2023, compared to 2022, the frequency of coverage of these topics in publications has changed very little. The only (and very predictable) exception was the increase in the share of publications devoted to drones (from 14% to 22%), which has given the attention of the military, government, and society to this topic. The share of publications about military uniforms has slightly decreased (from 18% to 13%). It can be assumed that the mechanisms for providing uniforms to the military in 2023 worked better, and this topic required less help from volunteers and CSOs, which is why the number of publications has decreased.



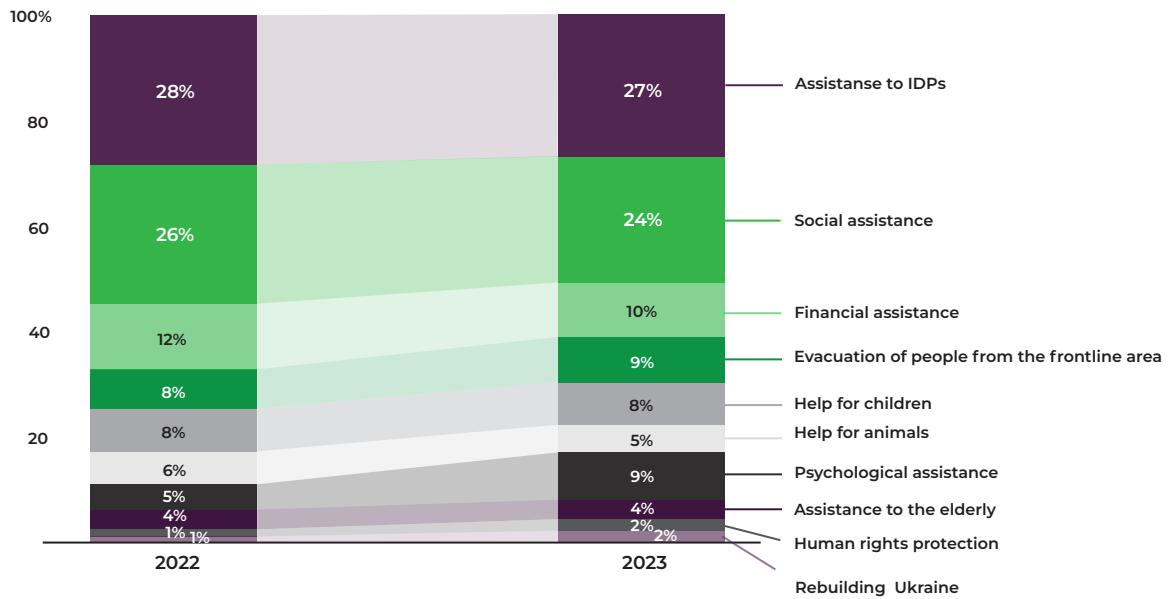
Humanitarian aid

As for humanitarian aid, the publications of 2023 are very similar to those of 2022: most often, they cover the assistance provided to IDPs by CFs, CSOs and volunteers (28% a year ago and 27% now); social assistance (26% and 24%); financial assistance (12% and 10%); evacuation of people from the frontline zone (8% and 9%); assistance to children (8% and 8%); and assistance to animals (6% and 5%).

Notably, the share of publications covering psychological assistance provided by COs/CSOs has increased from 5% to 9%.

Unfortunately, only a tiny share of publications (1% last year and 2% this year) is devoted to the participation of CSOs in the reconstruction of Ukraine.

Structure of publications topics in the humanitarian aid category: comparison of 2022 and 2023

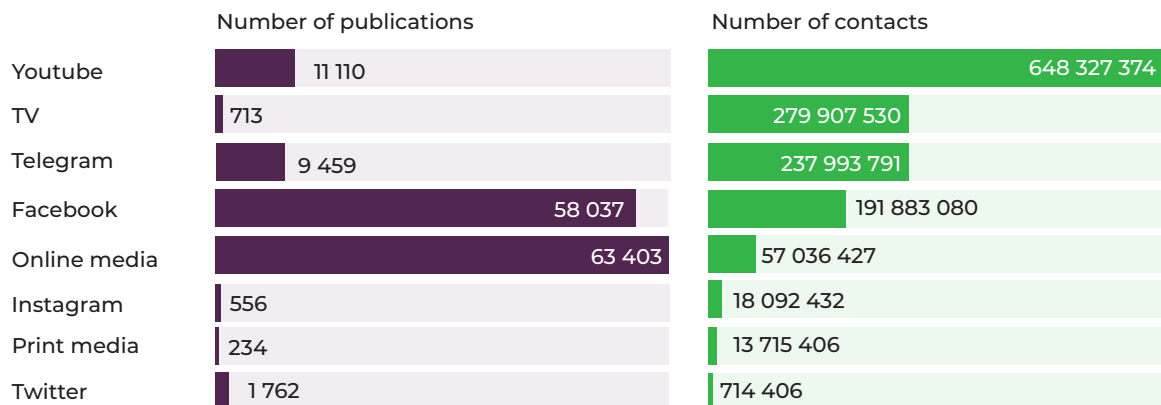


Source: Semantrum media monitoring commissioned by KIIS

Communication channels

The most productive communication channels: publications about military assistance

■ Number of publications ■ Number of contacts

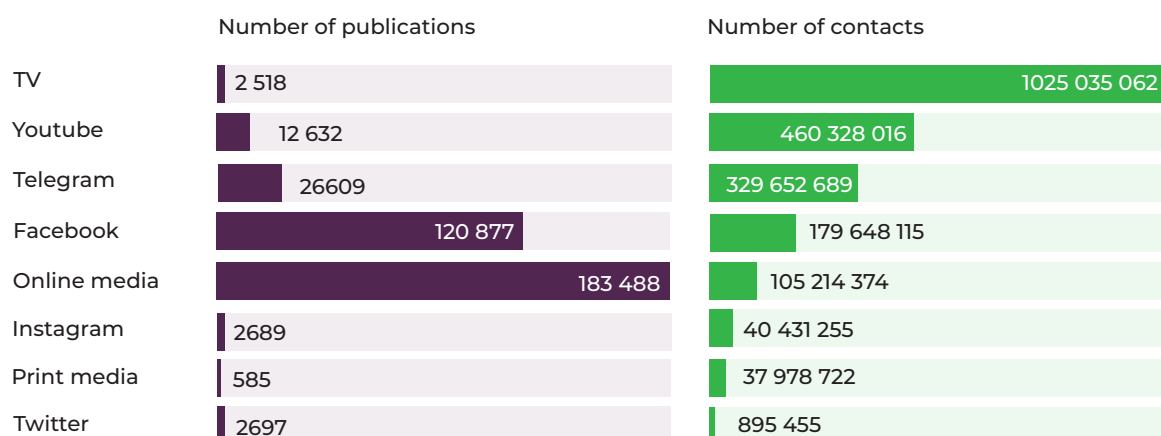


Source: Semantrum media monitoring commissioned by KIIS

Television is the most effective channel for covering CSOs' activities in humanitarian aid. YouTube and Telegram are inferior to television, but they also generate many contacts with publications about humanitarian assistance.

The most productive communication channels: publications about humanitarian aid

■ Number of publications ■ Number of contacts



Source: Semantrum media monitoring commissioned by KIIS

Most frequently mentioned foundations and organisations

The same as a year ago, the top 20 organisations by the number of mentions in the media space are topped by the Come Back Alive Foundation, followed by UNITED 24 (but it should be noted that this is a government initiative that is engaged in fundraising and collecting charitable contributions from citizens), the third is the NGO Sprava Hromad, and the fourth is the Serhiy Prytula Foundation. In general, the top seven foundations and organisations demonstrate surprising stability: the first four places were taken by the same organisations as a year ago. The positions of Caritas (up one place, from 6th to 5th), UNICEF (up from 8th to 6th), and the Poroshenko Foundation (down from 5th to 7th) have slightly changed.

Notably, all seven leading foundations are mentioned in the media space much less frequently in 2023 than in 2022: the Come Back Alive Foundation was mentioned 28,300 fewer times (33% less than in 2022); UNITED24 (a government initiative) was mentioned 12,300 fewer times (25% less), etc.

While the top seven organisations in 2023 are very similar to the previous year, places 8-20 were taken by foundations that were outside the top twenty in terms of the number of mentions in the media last year (except for the UN Refugee Agency and CF 100% Life, which were ranked 20th and 19th in 2022, respectively). Unlike the top seven, which lost a lot in terms of mentions, most of the foundations ranked 8-20, on the contrary, managed to increase their presence in the media space.

The positions of such organisations as the Right to Protection CF (up from 26th place to 8th); the UN Refugee Agency (up from 20th place to 9th); CO VOSTOK-SOS (up from 34th place to 10th); CF Razom for Ukraine (up from 25th place to 11th); CF 100% Life (up from 19th place to 12th) have changed significantly.

Top 20 funds by the number of mentions in the media space in 2023

	Name	Number of mentions in 2022	Number of mentions in 2023	Rank in the ranking in 2023 Rank in the ranking in 2023	Dynamics of the number of mentions 2023-2022
1	Come back alive charity fund	85753	57448	1 → 1	-28 305
2	UNITED 24	49477	37113	2 → 2	-12 364
3	NGO Community Matters	41539	21471	3 → 3	-20 068
4	Serhiy Prytula's charity fund	28402	20769	4 → 4	-7 633
5	Charity organisation Caritas	25927	15161	6 → 5	-10 766
6	UNICEF	11532	8497	8 → 6	-3 035
7	Charitable foundation Poroshenko Foundation	27305	8005	5 → 7	-19 300
8	CF Right to Protection	2748	6681	26 → 8	3933
9	UN Refugee Agency	3176	4876	20 → 9	1700
10	CO Vostok-SOS	1714	3894	34 → 10	2180
11	CF Razom for Ukraine	2916	3638	25 → 11	722
12	CO 100 per cent of life	3518	3326	19 → 12	-192
13	CO Save Ukraine	0	2991	0 → 13	2 991
14	Charitable Foundation Stabilisation Support Services	1185	2838	39 → 14	-1 653
15	Ukrainian Red Cross Society	2509	2831	29 → 15	322
16	Favbet Foundation (business initiative)	1771	2694	33 → 16	-923
17	Charity fund Rokada	1149	2346	40 → 17	1 197
18	Centre for Civil Liberties	2971	2338	24 → 18	-633
19	International Renaissance Foundation	2020	2304	30 → 19	284
20	International Council for Research and Exchanges	1012	2051	43 → 20	1039

Source: Semantrum media monitoring commissioned by KIIS

Only five foundations (United 24 (government initiative), NGO Sprava Hromad, CF Come Back Alive, Serhiy Prytula CF, and CO Caritas) were in the top three in terms of the number of mentions in the media space at least once in 2023. As for the organisations which managed to achieve this most often, United 24 (a government initiative) achieved it every month, and CF Come Back Alive achieved it 11 times. In contrast, Caritas managed to do it the least often (being only twice in third place). Since June 2023, Sprava Hromad has not been among the top three NGOs; from January to July, Serhiy Prytula's CF managed to do it.

Only five foundations were in the top three regarding the number of mentions in 2023: most often, UNITED 24 (a government initiative) and Come back Alive Foundation

The number indicates the rank of the fund in each month; 0 means that this month, the fund is not in the top three

Month	United 24 (state initiative)	NGO Community affairs	Come Back Alive Foundation	Serhiy Prytula Foundation	Caritas
December 2022	2	1	0	3	0
January 2023	3	2	1	0	0
February 2023	2	3	1	0	0
March 2023	1	3	2	0	0
April 2023	2	3	1	0	0
May 2023	1	3	2	0	0
June 2023	1	0	2	0	3
July 2023	1	0	2	3	0
August 2023	1	0	2	0	3
September 2023	3	0	1	2	0
October 2023	2	0	1	3	0
November 2023	1	0	2	3	0

Source: Semantrum media monitoring commissioned by KIIS

APPENDIX. RESULTS OF MEDIA MONITORING. MAIN TOPICS IN THE CONTEXT OF WHICH CSOS AND VOLUNTEERS WERE MENTIONED OVER THE YEAR – EXAMPLES OF PUBLICATIONS

Military aid from charitable and non-governmental organisations

Most of the publications in December 2022 – March 2023 focused on the activities of charitable organisations that help the military with equipment (27,536 posts), drone fundraisers (21,830 posts), cars (1,853 posts), and medical equipment (13,602 posts). The majority of the information space was occupied by large foundations – Come Back Alive, Prytula Foundation, Poroshenko Foundation, Favbet Foundation, etc.

Examples of publications about the activities of charitable organisations that help the military with equipment:

- Humanitarian Forces of Ukraine. The way Ukrainian charities, NGOs and volunteers help during the war / **New Voice**
- Favbet paid UAH 140 million in license fees in 2022 / **RBC-Ukraine**
- MDI told how many enemy vehicles were captured by the "people's satellite" ICEYE / **Ukrainian Pravda**
- Wartime did not stop us: METRO Ukraine is waiting for new victories in 2023 / **New Voice**

Examples of publications about fundraisers for drones:

- Ukraine will launch a Fleet of marine drones in December 2022, – Fedorov (video) / **Focus**
- Prytula shows Ukrainian drone SHARK flying over Donetsk / **Ukrainian Pravda**
- "Fierce Birds": CF Dignitas and Uklon announce a fundraiser for 1,000 FPV attack drones / **Ukrainian Pravda**
- UAH 5 million for the fleet of marine drones from the pharmaceutical company InterChem / **LIGABusinessInform**

Examples of publications about fundraisers for cars:

- The AFU received two SUVs and a minibus with the assistance of the Favbet Foundation / **News Channel 24**
- Units of the AFU received 30 cars from Oleg Krot of TECHIIA holding / **News Channel 24**
- Ukrainians in America handed over two off-road vehicles for soldiers to Ternopil volunteers / **Suspilne**
- "We are going to liberated Kherson again": Poroshenko brings trucks for the AFU and aid for the city / **Obozrevatel**

Examples of publications on fundraising for medications and transfer of medical equipment:

- Everything you need to know about e-prescription: who prescribes, for which drugs, validity period / **ICTV Fakty**

- Over a year of war, Metinvest allocated over UAH 3.1 billion to help Ukrainians and the AFU / **Glavkom**
- Candles, drugs and a homemade aircraft: Lutsk sent aid for the military in
- Bakhmut, Kherson and Odesa / **Suspilne**
- Medicines, Takmed for soldiers and work under fire – Projects / **LIGABusinessInform**

In the **second quarter of 2023**, the most frequently mentioned topic was **the fundraising for the purchase of cars (10,296 posts), and the fundraising for drones also remained relevant (9,635 posts)**. The activity of volunteers remains high. There have been some news reports that Ukrainians started donating less to the AFU. The media actively discussed the news that the Ministry of Finance demanded to pay taxes on volunteering.

Examples of publications about fundraisers for cars for AFU:

- Favbet Foundation donated a Nissan SUV to the defenders of Avdiivka / **RBC-Ukraine**
- Ukrainian defenders received 95 cars with the assistance of Favbet Foundation / **News Channel 24**
- Developers of S.T.A.L.K.E.R. game handed over 100 buses to Ukrainian soldiers / **Znaj.ua**
- Benefactors handed over 20 off-road vehicles to the military of Donetsk region / **TSN.ua**
- Ukrainian military may be allowed to buy cars with 0% customs clearance / **Today.ua**
- Delivering weapons to the front line: Cherkasy territorial defense forces received new cars / **Suspilne**
- In Zaporizhzhia, children painted a car that will go to the front / **Suspilne**

Examples of publications on fundraisings for drones:

- Drone Army has ordered 3200 UAV complexes for over UAH 4 billion in nine months of its existence – Fedorov / **Espresso TV**
- War birds. The volunteers of the Slots City Foundation help to create a drone army in Ukraine / **New Voice**
- A hundred cars and more than fifty drones. Favbet Foundation helps the AFU to bring victory closer / **LIGABusinessInform**
Favbet UAVs helped to destroy 35 armored vehicles, – military / **RBC-Ukraine**
- Drones, ambulances, medical equipment, ammunition for the Armed Forces and 11 rebuilt bridges. Zelensky tells about the results of the year of work of United24 / **Gordon**
- Hryhoriy Kozlovsky, FC Rukh and the Norwegian charity foundation Fritt Ukraina purchased 30 DJI Mavic 3 Cine drones for the 45th Airborne Brigade of the AFU / **Telegraph.com.ua**
- Charity campaign by Aurora and UNITED24 helps close fundraising for reconnaissance drones for the AFU / **RBC-Ukraine**
Favbet became a partner of the fundraiser for two RQ-35 Heidrun UAVs / **RBC-Ukraine**
- Volunteer-supplied drones help destroy occupants in Donetsk sector, – leader of O.Torvald / **RBC-Ukraine**

The third quarter of 2023 was marked by increasing trends in the relevance of the topic of purchasing drones (15,244 posts) and cars (11,825 posts). The level of volunteer activity continued to grow amid expectations of the outcome of the Armed Forces' counteroffensive. The information space reflects the growing public interest in the targeted use of funds from charitable organisations and international assistance.

Examples of publications on fundraisings for drones:

- Cosmolot contributed more than UAH 1 billion to the state budget in the first half of 2023 / **Obozrevatel**
- Operation Unity. Come Back Alive Foundation, United24, and monobank announce a fundraiser for 10 thousand kamikaze drones with ammunition / **New Voice**
- Metinvest donated more than 1500 drones to Ukrainian defenders / **Obozrevatel**
- Chinese restrictions on drone exports will affect the market of small cheap FPV drones, – Lyuba Shipovich / **Espresso TV**
- Intelligence urgently needs our support: drone tax / **Espresso TV**
- Trukhin's foundation, which tried to bribe police officers, handed over 200 drones to border guards. The head of the State Border Guard Service thanked them / **New Voice**

Examples of publications about fundraisers for cars for AFU:

- Armed Forces of Ukraine received an SUV from Roman Zozulya Foundation and Favbet Foundation / **Obozrevatel**
- Poroshenko brought ammunition for drones, trucks and electronics to Ukrainian troops / **Obozrevatel**
- MK Foundation donated 25 vehicles for assault troops to the front / **Delo.ua**
- Metinvest handed over armored minibuses to the AFU / **Korrespondent.net**
- Ukrainian soldiers received 5 armored minibuses from Staleyvi Front / **Obozrevatel**
- Fighters in the hottest spots of the frontline received 203 "shelters" and armor for 120 vehicles from Metinvest / **Obozrevatel**
- Armtrak 400 special vehicle is in operation: the State Emergency Service showed the process of demining in Kharkiv region. Video / **Obozrevatel**
- Volunteers started picking up AvtoKrAZ's stocks / **News Channel 24**
- Together to victory: OBOZREVATEL readers helped to buy drones, cars, Starlink and other equipment for Ukrainian soldiers. Report / **Obozrevatel**

In **October-November 2023, the topics of car procurement (7,657 posts) and drone procurement (7,070 posts) remained equally relevant.** The level of volunteer activity remains high, including fundraising for the army of drones, attracting more and more foreign organisations, and searching for new ways to raise funds. Notably, there was a downward trend in the number of donations from citizens, a topic discussed in the media amid expectations of a long, protracted war. Some publications were devoted to the deployment of equipment repair projects, as well as the increasing use of Ukrainian-made drones.

Examples of publications about fundraisers for cars for AFU:

- The Defense Forces have already received 230 cars with the assistance of the Favbet Foundation / **RBC-Ukraine**
- New pickup trucks with machine guns in the back will be defending the infrastructure of Kyiv region / **News Channel 24**
- Kyiv region handed over more than 20 off-road vehicles to the Armed Forces of Ukraine / **Suspilne**
- "Everything for victory": Kholodov and Horbenko handed over a pickup truck and drones to Ukraine's defenders. Photos and videos / **Obozrevatel**

Examples of publications on fundraisings for drones:

- More than 5,000 FPV drones already in Ukraine – Minister / **Korrespondent.net**
- Poroshenko takes a record batch of equipment to the eastern front / **Gazeta.ua**
- "Army of drones" hit a record number of Russian strongholds in a week / **Suspilne**
- Military on the eastern direction received a batch of Poseidon UAVs and mobile control centers for aerial reconnaissance from Poroshenko / **Obozrevatel**
- BRSM-Nafta launches a new fundraiser for kamikaze drones. The owner of the trademark will double the amount collected / **Gazeta.ua**

Humanitarian aid from charitable and non-governmental organisations

Humanitarian and social assistance

Between December 2022 and March 2023, the media covered the activities of charitable organisations in the humanitarian sphere. Many of them were focused on purchasing generators as critical infrastructure was damaged as a result of Russian attacks. Another important area is the provision of food to the population in need.

Examples of publications on social assistance:

- "Pasta, beans, sardines": in Poltava, IDPs are given food and hygiene packages / **Suspilne**
- PIN-UP Foundation has equipped five heating points in Kharkiv / **News Channel 24**
- Hour for Ukraine. As a sign of solidarity, famous landmarks around the world will turn off the lights in the evening / **New Voice**
- Locations where food parcels will be distributed in Kharkiv oblast on Monday / **I.UA**
- Light will conquer darkness. Ukraine launches Light up Christmas for Ukrainians campaign / **New Voice**
- Banksy to sell 50 of his works, plans to buy ambulances with the proceeds / **Espresso TV**
- Usyk finances purchase of generators for Ukrainian hospitals / **News Channel 24**

- NOVUS and Food for Ukraine keep helping Ukraine: main directions of charity projects / [News Channel 24](#)

In **the second quarter of 2023**, significant media attention was paid to **humanitarian aid for the frontline areas**, as well as to **assisting residents of Kherson region** affected by the destruction of the Kakhovka HPS. A significant number of publications were focused on business, which was actively involved in resolving the humanitarian crisis in the Kherson region.

Examples of publications on social assistance:

- Free food packages can be received by Nova Poshta: ways to apply for assistance / [Today.ua](#)
- Ukraine received humanitarian aid and fuel from Azerbaijan for the victims of the Kakhovka HPS disaster / [Telegraph.com.ua](#)
- "Nova Poshta" and "Onuki" CF launched free delivery of aid to the victims of the Kakhovka HPS explosion / [Espresso TV](#)
- Poroshenko family sends first humanitarian aid to Kherson region / [Glavkom](#)
- Ukrainians can receive food packages from one more foundation: ways to apply / [Today.ua](#)
- Roman Felik's Charitable Foundation held a large-scale campaign to support residents of the frontline Donetsk region / [Telegraph.com.ua](#)

In the **third quarter of 2023**, the media reported that Ukraine **kept distributing food parcels to people affected by the war**, and that **philanthropists were focusing on medical humanitarian aid**. Both Ukrainian business and foreign partners are involved in charity.

Examples of publications on social assistance:

- Ukrainians may receive humanitarian aid from a charitable foundation: ways to apply / [Today.ua](#)
- 70 kilograms of food: Ukrainians may receive 4 boxes of social assistance, ways to apply / [Znaj.ua](#)
- A warehouse with humanitarian aid was destroyed in a night attack on Lviv / [Suspilne](#)
- PIN-UP Ukraine paid more than UAH 1 billion to the state budget in six months / [Telegraph.com.ua](#)
- "Simple" brand has become a partner of the charity project "Girl Power" / [New Voice](#)
- During the war, Ukraine has received medical humanitarian aid worth more than UAH 13.5 billion / [Delo.ua](#)
- The Netherlands allocated a second support package for Ukraine worth 118 million EUR / [Suspilne](#)
- Metinvest handed over a batch of medicines to Zaporizhzhia hospitals / [Korrespondent.net](#)

In **October-November 2023**, the media **continued the trend of covering the provision of humanitarian aid**. Publications focused on the role of business and charitable foundations in addressing humanitarian issues. The participation of foreign partners remains quite high.

Examples of publications on social assistance:

- 150 tons of humanitarian aid to Ukraine from Croatia: Dobro Dobrim initiative with the support of Favbet Foundation / **News Channel 24**
- Financial aid-2023: who can get help from Serhiy Prytula's foundation – how to apply/ **New Voice**
- Less than a week left: Ukrainians should apply for food parcels / **Ukrainianwall.com**
- Rinat Akhmetov Foundation to donate another 20 thousand food packages for "YaMariupol" centers / **Gordon**
- Humanitarian aid. Who can receive vouchers for food and hygiene products and in which oblasts/ **New Voice**
- Odesa region received humanitarian aid from an American charity / **I.UA**
- The UK will provide Ukraine with humanitarian aid worth more than \$500 million / **New Voice**

Assistance to IDPs

During the **monitored period, the topic of IDP assistance was constantly raised** in the media. The publications covered the humanitarian aid received from foreign partners, information on payments and the amount of assistance provided by Ukrainian companies and volunteers. Some publications were dedicated to the construction of shelters. The increase in publications was observed in June 2023 as a reaction to a new wave of IDPs due to the destruction of the Kakhovka HPS.

Examples of publications on IDP assistance:

- Assistance from the state and international organisations. Payments and compensation for IDPs starting from December 2022 / **New Voice**
- PIN-UP FOUNDATION has purchased 22 tons of humanitarian aid for the residents of Kostiantynivka / **News Channel 24**
- 140 IDPs will live in a new shelter in Ivano-Frankivsk / **Suspilne**
- Over 13 million Ukrainians have received humanitarian aid from international organisations since the beginning of the war / **Espresso TV**
- Over a million Ukrainians received charitable assistance from the Vadym Stolar Foundation in 2022 / **Apostrophe**
- Traveling abroad with a child during the war. Documents, rules and all the details / **RBC-Ukraine**
- 52 more IDPs arrived in Lviv region: Kozytskyi tells about the previous day in the oblast / **Espresso TV**
- Fourth in two weeks: evacuation train with IDPs from Donetsk region arrived in Zhytomyr region / **Suspilne**
- Payments to IDPs switched to new rules: who might lose the assistance / **Obozrevatel**
- IDPs will receive UAH 6660, but not all of them: who and where can get the assistance – all the details / **Znaj.ua**
- Almost 40 tons of humanitarian aid from Germany delivered to Vinnytsia / **Suspilne**

- Integration of IDPs: European experience and Ukrainian context / UP European **Truth**
- Coca-Cola provides Ukrainians with basic supplies: a photo report from the logistics hub / **News Channel 24**

In **September 2023**, there was a spike in mentions due to the publication of a large number of **news items about payments to IDPs**, charity events, and discussions about the amount of compensation for lost housing.

Examples of publications on IDP assistance (September 2023):

- Benefits to be cancelled for some IDPs: what will change for IDPs in September / **ICTV Fakty**
- New rules for calculating IDP benefits came into force in Ukraine: what IDPs should know / **Today.ua**
- Financial assistance from international organisations will increase in October: the amount of payments / **RBC-Ukraine**
- Ukrainians in need will be paid 2220 UAH: who can apply / **Today.ua**
- New payment program for IDPs will be launched in three regions: ways to get the money / **RBC-Ukraine**
- More than UAH 6000 to one person: Ukrainians have access to large financial aid / **Ukrainianwall.com**
- Financial aid to Ukrainians affected by the war has launched: who will get it and what the amount will be / **Ukrainianwall.com**
- Assistance during the war: which Ukrainian families will receive 10 thousand UAH / **Focus**
- Assistance to IDPs / Marathon "**United News**" 60 liters of borscht prepared for IDPs in Skalat / **Suspilne**
- IDPs from Ivano-Frankivsk and three communities can use social taxi service from Caritas: where exactly / **Suspilne**
- A social dormitory for IDPs was arranged in a hospital building in Zhytomyr region / **Suspilne**
- Free assistance is available in Kyiv region: details / **Comments: Kyiv**

Aid to children

Between **December 2022 and November 2023**, the media repeatedly raised the topic of **helping children**. The news that PrivatBank and the Save Ukraine charity organisation were raising 35 million UAH for gifts and a holiday for children orphaned by the war was widely spread. In June, the media wrote about a children's party organized by Vadym Stolar's Charitable Foundation on the occasion of Children's Day in the central square of Vyshgorod. The media also wrote about initiatives of Ukrainian business and foreign partners to help children affected by the war.

Examples of publications on assistance to children:

- Aid from the state and international organisations. What payments and compensations do IDPs receive from December 2022 / **New Voice**
- Nova Poshta awarded volunteers: list and photos / **Ukrainian Pravda. Life**

- Monetary assistance: Ukrainians can receive payments from the volunteer organisation Ukrainely / **Today.ua**
- "St. Nicholas Reindeer" found a home in Kirovohrad region and fulfil children's dreams / **Suspilne**
- ANSWEAR donated more than 93 thousand euros to help children affected by the war / **News Channel 24**
- 10 education problems that could become a crisis in 2023 / Ukrainian Pravda. Life
- Give light to children: PrivatBank and Save Ukraine are launching a project / **PrivatBank**
- The war has deprived children of simple joys: Vadym Stolar tells about helping Ukrainian kids / **Obozrevatel**
- "Protected by love": In Spain, Ukrainian children will get help to survive the horrors of war / **News Channel 24**

During the monitored period, the media covered news about children abducted by the Russian Federation, as well as the efforts made by volunteers and organisations to bring them home.

Examples of publications on helping children abducted by Russia:

- What to do to return abducted Ukrainian children from Russia | Andriy Chornousov / **TSN**
- Putin's path to The Hague through "filtration" and "rehabilitation". How Russia kidnaps Ukrainian children / **Ukrainian Pravda**
- Guest Iryna Vereshchuk / Marathon "**United News**"
- The bodies of parents were lying on the street for days. How war makes thousands of children orphans / **BBC Ukraine**
- News ICTV Facts – news bulletin for 20:00, 11.09.2023 / **Fakty ICTV**
- "They were sent under guardianship": Lviv-Belova cynically justified the abduction of Ukrainian children / **News Channel 24**
- Two more Ukrainian children returned from the occupied territories: the Ombudsman gave details. Photo / **Obozrevatel**
- Ukraine returns two more children from Russian captivity: photo / **Apostrophe**

Assistance to people with special needs

During **the study period**, the media constantly **paid attention to assistance for people with special needs**. The publications covered financial benefits, charitable initiatives, and other types of assistance. Compared to 2022, in 2023, the number of news stories about prosthetics and the needs of people who use prostheses has significantly increased.

Examples of publications on assistance to people with special needs:

- Ukrainians will start receiving a new financial assistance for children: who can receive UAH 2200 / **Today.ua**
- Oksana Zholnovych: Social benefits are guaranteed despite the war / **Korrespondent.net**
- In Uzhhorod, a girl in a wheelchair was not allowed to enter a children's entertainment center. What the institution says / **Suspilne**
- Orphanages should disappear forever: a volunteer from Kharkiv sheltered seven children during the full-scale war / **ICTV Fakty**
- ANSWEAR donated more than 93 thousand EUR to help children affected by war / **News Channel 24**
- Ukrainian doctors teach how to treat victims of mine explosion / **Ukrainian Pravda. Life**
- Seriously ill and disabled people from "hotspot" oblasts evacuated to Cherkasy region / **Suspilne**
- In Zhytomyr, volunteers raised 39 thousand UAH for comprehensive rehabilitation of a teenager with cerebral palsy / **Suspilne**
- Listen and support, not pity: ways for relatives to treat a person with a prosthesis / **ICTV Fakty**
- Poltava athlete Ivan May auctioned off a Paralympic medal to help the AFU / **Suspilne**
- Survived two kidney transplants, a stroke and a coma. The story of a 7-year-old boy from Lviv region / **Suspilne**
- Internally displaced persons with disabilities received wheelchairs in Vinnytsia region / **Suspilne**
- The Pope received a painting of Ukraine's victory from a 10-year-old artist from Berdiansk / **Suspilne**
- Every child in Ukraine should grow up in a family: ways to help elderly guardians in raising children / **Ukrainian Pravda. Life**
- Mykolaiv swimmer received a scholarship / **Suspilne**
- A guy with a disability creates paintings with an iron and wax pencils / **Suspilne**
- People with disabilities are more likely to suffer from violence: tips on recognizing the risks and who to turn to / **TSN.ua**
- "I help at the call of my heart". Volunteers tell why they support Ukrainians during the war – 3 stories / **New Voice**
- Zelenska, Zinkevych, Payevska: 8 Ukrainian women entered the top 100 most influential women of 2022 / **Espresso TV**

Assistance to veterans of the war with Russia

Throughout **the study period**, the media have been showing **interest in the topic of assistance to veterans**.

Examples of publications on assistance to veterans of the war with the Russian Federation:

- The Committee listened to information on the state of implementation of the electronic register of veterans / **Verkhovna Rada of Ukraine**
- The reform of the Military Qualification Commission: The Ministry of Defense will check the cases of unfair treatment of the military by doctors / **Suspilne**
- Taras Chmut: Now the whole country is veterans / **Glavkom**
- Metinvest to help Ukrainian military and civilians with prosthetics / **News Channel 24**
- CF MK Foundation collects stories of heroes for the "Book of Glory" / **Gordon**
- Start of the social project "School of Physical Therapist" as part of the program "Returning Heroes to the Service"® / **Ukrainian Pravda. Life**
- Support for veteran business: defenders of Ukraine can receive grants up to UAH 1.5 million / **Suspilne**
- When adults return from the front. How Ukraine should meet veterans / **RBC-Ukraine**
- Kyiv will support ATO veteran entrepreneurs who want to start their own business in the capital – Klitschko / **Obozrevatel**
- How (not) ready are employers for the return of the military to their positions – a study/ **Delo.ua**
- Renovated space Veteran Hub to be opened in Kyiv to support defenders / **Suspilne**
- The Armed Forces of Ukraine joined the all-Ukrainian social advertising campaign "United" / **Gordon**
- Lack of state policy in work with veterans is a critical problem – Yuriy Hudymenko / **Telegraph.com.ua**

Activity of Ukrainians in charitable initiatives

Between **December 2022 and March 2023, the trend of coverage of Ukrainians' donations to the military and reconstruction efforts continued.** The massive shelling of critical infrastructure and housing became a motivational trigger for the growth in the number of donations. The media also paid considerable attention to the importance of charitable initiatives.

Examples of publications on the results of the fundraising:

- Wife of fallen soldier Yuriy Kovalenko donated 40 thousand UAH for the needs of the Armed Forces / **Sumy Debates**
- Assistance to the AFU – Come Back Alive provided 9 million to the 24th Brigade named after King Danylo – Channel 24 / **Latest sports news for today – Sport 24**
- The Vasyl Stus Military School held a charity event "Giving Tuesday for Children" / **NIKOLAEVKA 24**

- Examples of publications about charitable and civic initiatives, as well as fundraising events:
- Restorative Practices Program for Volunteers Launched in Mykolaiv / Mykolaiv **City Council**
- Applications for the National Competition "Charitable Ukraine-2022" – "Charity in Defense of Ukraine" / **Hromadsky Prostir**
- On his birthday, Usyk opened a fundraiser for the restoration of an apartment building in Irpin / **Korrespondent.net**
- First forum of charity initiatives to be held in Lviv / **Fourth Studio**
- Olya Polyakova launches UAH 6 million fundraiser for winter uniforms for female soldiers / **WoMo**

In the **second quarter of 2023**, a number of public initiatives were launched to help shape social consciousness and develop the institution of charity. The media reported that Ukrainians donated more to the army in June. In the first six months of 2023, the three largest charitable foundations in Ukraine received UAH 8.35 billion. However, **there was a downward trend in the total amount of donations**. In general, the prevailing opinion in the information space was that in 2023 Ukrainians donated half as much as in 2022. United24 and the Serhiy Prytula Foundation were mentioned most often.

Examples of publications on the results of the fundraising:

- Detector Media would like to thank everyone who took part in the fundraiser for the Air Defense Unit. The fundraiser is closed / **Detector Media**
- Citizens raised funds for a night vision device for the defenders of Bilohorivka. VIDEO / **BREEZEE**
- Ukrainian sniper is back in service and armed! "The Telegraph thanks everyone who helped to close the fundraiser / **Telegraph.com.ua**

Examples of publications about charitable and civic initiatives, as well as fundraising events:

- Grant competition for inclusive civil society initiatives related to social cohesion / **Hromadsky Prostir**
- International Renaissance Foundation announces a competition "Strengthening the resilience and capacity of organisations dealing with IDPs" / **Hromadsky Prostir**
- Cultural projects for youth: initiatives of the Slavic Cultural Center in Kirovohrad region / **Suspilne**
- The Ministry of Economy starts raising funds for humanitarian demining through the UNITED24 platform / **Cabinet of Ministers of Ukraine**
- Up to 100 thousand UAH for your own business: "Do your own thing" business idea competition for entrepreneurs in the regions has started / **Rayon.in.ua**
- Civil Society Forum "Shapes of the Future: Victory, Restoration and Modernization of Ukraine" / **Hromadsky Prostir**

In **the third quarter of 2023**, the media **actively covered the topic of fundraising**. In particular, the news that Ukrainians had closed a large-scale fundraiser for the AFU in three days went viral. People donated 235 million hryvnias for 10,000 kamikaze drones for the Ukrainian army. In August 2023, the Come Back Alive Foundation broke the record when it received UAH 500,000 million, the best figure in the last year and a half

Examples of publications on the results of the fundraising:

- Usyk donated more than 12 million for reconstruction through UNITED24 / **UKRINFORM (ua)**
- Exceeded the plan: Ukrainians gathered money not for 10, but for 13 mine trawls in two days / **Lviv Portal**
- Fundraiser closed: where the money raised for patrol policemen after the shooting in Dnipro will go / **News Channel 24**
- Foxtrot Squadron, air defense support and rescuing furry friends. How Foxtrot helps to defend Ukraine's independence / **Dsnews**
- The second charity marathon "One Million for the Armed Forces of Ukraine from Vinnytsia" raised two million UAH for kamikaze drones / **Political Arena of Vinnytsia region**
- Ukrainians raised UAH 235 million for 10 thousand kamikaze drones in three days / **Zaporizhzhia Oblast Council**
- Charity for the Kamianets-Podilskyi citizens in the Armed Forces of Ukraine / **Kamianets-Podilskyi City Council**

Examples of publications about charitable and civic initiatives, as well as fundraising events:

- USAID GOVERLA Project Announces Partnership with 15 New Hromadas / **Cabinet of Ministers of Ukraine**
- "Fighting for Life": a charity photo exhibition dedicated to the work of doctors opened in Kyiv / **Interfax-Ukraine**
- "We want to unite activists, business and government". A social and educational hub for NGOs has been launched in Kamianets-Podilskyi. What it is and how it works / **#ShoTam**

In October-November 2023, the information field reflects positive trends in the dynamics of donor growth. The research shows the cohesion of Ukrainians. Almost half of Ukrainians donate regularly. Some of them send money when large initiatives are launched and large-scale fundraisers are announced.

Examples of publications on the results of fundraisers:

- How the Azov Home Front launched a new fundraising format. Interview with initiator Dasha Chervona / **TheVillage**
- THANKS FROM THE MILITARY / **Putivl community**

Examples of publications on charitable fundraising initiatives:

- The winners of the best practices of partnership between the authorities and civic initiatives "TOP-100" were awarded in Kyiv (+photo) / **Kyiv – the official portal**
- "We have no right to give up": founder of the charity fund "Luhansk region in action" / **Severodonetsk-online**
- 77% of NGOs help the Armed Forces of Ukraine. And who will help representatives of the civil society sector not to burn out and maintain mental health? / **Hromadsky Prostir**
- In Lviv oblast, wives of fallen soldiers are invited to participate in the project "Start": registration is open until November 25 / **Lviv Oblast State Administration**
- Ukrainians donate billions of UAH to the AFU. Part of this money goes to fraudulent fundraisers. How to distinguish them and help only those who need it. Instructions from Babel and real volunteers / **the Babel**
- Air Alert app launches fundraising for air defense sensor system / **UKRINFORM (ua)**
- Applications for the National Competition "Charitable Ukraine-2023: Charity in Defense of Ukraine" are being accepted / **Hromadsky Prostir**

Role of business during the war

The media constantly **reports on charitable initiatives of businesses that help the Armed Forces of Ukraine**. As of January 2023, almost 90% of businesses helped speed up Ukraine's victory by implementing volunteer and humanitarian projects. This includes not only helping the army with military equipment but also taking care of the hygiene of the military, creating the most comfortable conditions, providing medicines, etc.

- Ukraine starts accepting applications for grants for veteran business development/ **UKRINFORM (ua)**
- The excitement of victory: licensed gambling business implements social projects, helps the army and does charity / **Delo.ua**
- Business and war. A weekly digest of good deeds / **Marketing Media Review**
- What FUIB invested more than 90 million in during the war / **VGorode.ua Dnipro**
- UKRSIBBANK donated UAH 28.8 million through the UNITED24 platform / **Prostobank.ua**
- 70 families will return home: ROZETKA and Visa join the rebuilding of Ukraine / **Obozrevatel**

In the **second quarter of 2023**, news continues to emerge about the active participation of business in the country's life during the war. Small, medium and large enterprises are involved in donations regularly. Businesses open new fundraisers and join existing ones, and there are frequent announcements of promotions where part of the proceeds from sales will be sent to the needs of the Armed Forces.

Examples of publications:

- Billions to help. How business has become a reliable rear for the army and the state / **RBC-Ukraine**
- Metinvest's "Saving Lives" initiative and the UN Global Compact will establish psychological rehabilitation centres for Ukrainians affected by war / **Metinvest Holding**
- Famous automaker joins fundraising for Ukraine / **Motor Media Review**

In the last months of summer and fall of 2023, small and medium-sized businesses have been steadily implementing assistance programs. **They financially support the army and provide vehicles, medical supplies, and other resources to the defenders. The trend continues for businesses to support the Armed Forces, help employees and their families, implement humanitarian projects, etc. Kernel, Softserve, FAVBET, SCM, Metinvest, DTEK, and Nova Poshta are the most frequently mentioned companies in the context of assistance to the Armed Forces.**

Examples of publications:

- Crypto exchange transferred UAH 10 million to support Kherson region – Business and Finance – Ukraine's News / **Money Course**
- FAVBET recognised as the company with the best corporate culture / **News Channel 24**
- Petro and Maryna Poroshenko allocated UAH 1 million for projects of young people affected by the war, they will be selected in an open competition / **Obozrevatel**
- 1+1 media became the general media partner of the first all-Ukrainian forum Social Camp Odesa / **1+1 TV Channel**
- Soros Foundation to limit its activities in the EU, but keep funding for Ukraine / **UKRINFORM (ua)**

Formation of new organisations to support the army

During the full-scale war unleashed by Russia, about 9,000 charitable foundations and 6,000 public organisations were officially registered in Ukraine. **During the period under study, new charitable foundations, civic organisations and initiatives continued to emerge to help the armed forces and victims of Russian aggression.** An evolutionary milestone in developing charity in Ukraine was unifying individual organisations to achieve a common goal. For example, the news that representatives of civil society organisations signed a Manifesto on the establishment of the Alliance of Ukrainian Civil Society organisations in Kyiv was widely spread in the media. Alliance aims to build a network of civil society organisations at the regional and national levels with strong and effective partnerships.

Examples of publications:

- Legal Navigator for wounded soldiers launched in Ukraine / **UKrinform (ua)**
- "F-Support" for animals to help "tails" rescued from war has been launched / **Facts and Comments**
- The Ukrainian Lavra Charitable Foundation was founded in June 2023, and for / **Oleksii Rudenko**
- Residents of Yavoriv district bought a floating APC for their fellow countrymen in the territorial defence / **Zaxid.net**
- Advertising agency announced the creation of a charitable foundation / **Marketing Media Review**
- INTERNATIONAL ASSOCIATION OF VOLUNTEERS, IDPs and REFUGIES OF UKRAINE PUBLIC / **Dima Dyakevych**
- The public organisation "Heart of Azovstal" asked us to develop regulations on the work of the coordination council of "Azovstal" defenders / **Miller Law Firm**
- An initiative to support Mariupol defenders and their families was presented in Ukraine / **ZPRZ.CITY**
- Alliance of civil society organisations created in Ukraine with participation of Red Cross and Caritas Foundation / **Interfax Ukraine**

Illegal activities in the context of charity in Ukraine

Examples of publications on the theft of humanitarian aid (December 2022-January 2023):

- New scheme for selling "humanitarian" cars exposed in Vinnytsia region / **Today.ua**
- In Kyiv region, founder of a charitable foundation with accomplices suspected of selling humanitarian aid worth UAH 800 thousand / **Novyny Kyiv**
- Three criminals sold humanitarian aid worth almost UAH 800 thousand under the guise of a charity foundation / **Interfax Business News**
- In Rivne, police detained a suspect in the sale of humanitarian aid intended for the military / **Visti Rivnenshchyny**
- First aid kits and sights: Kyiv businessman sold humanitarian aid for the Armed Forces / **Suspilne**
- Domio Group owner Vadym Chemer caught stealing humanitarian aid / **Politrada**
- Frankivsk prosecutor's office submits to court the case of pseudo-volunteer Bohdan Lushchak / **Kurs.if.ua**
- A suspect in the sale of humanitarian aid was found in an apartment behind cans with twists / **Zaxid.net**
- Bulletproof vests sold by "volunteers" are already worn by Ukrainian soldiers. What about the defendants in criminal cases?

- "Humanitarian" smuggling: more than 4000 items of hidden clothes and haberdashery were found at the border / [PravdaTUT NEWS](#)
- Carpathian man who stole "humanitarian aid" was sentenced to five years of probation / [Blitz-info](#)
- 11 cases are being investigated in Odesa region over the sale of humanitarian aid / [Suspilne](#)
- PIC finds problems that indicate violation of legislation on humanitarian aid by Chernihiv Regional Military Administration / [Dytynets TV Channel](#)

At the beginning of the year, there was a surge of news about the theft of humanitarian aid. The media widely reported that members of an organised group had set up a mechanism for selling humanitarian aid received from businesses and organisations. To conceal their criminal activities, they set up a charitable foundation that received charitable donations and humanitarian aid for the needs of military units of the Armed Forces of Ukraine and residents of war-affected regions. In total, the criminal group members sold humanitarian aid goods and used charitable donations worth almost UAH 800 thousand for their own needs.

Examples of publications on theft of humanitarian aid (March 2023):

- Sale of humanitarian aid for the needs of the Armed Forces for almost UAH 800 thousand – members of an organized group will be tried / [Monitoring-press.com](#)
- In Zaporizhzhia, a man who sold a car that was imported as humanitarian aid for the Armed Forces was exposed / [SkyNewsZP](#)
- Bukovyna resident sold cars imported as humanitarian aid / [UKrinform \(ua\)](#)
- Law enforcers investigate alleged embezzlement of humanitarian aid at Poltava bakery / [Poltavshchyna](#)
- Zlata Nekrasova: Volumes of humanitarian aid abuses in Zaporizhzhia that we found were enormous / [From-UA.com](#)
- Three men who sold humanitarian aid for the Armed Forces will be tried in Kyiv / [Informator Kyiv](#)
- Prosecutor's Office: Pseudo-volunteers from Vinnytsia region sold almost 30 cars intended for the Armed Forces / [BREEZEE](#)
- Kyiv detains unscrupulous entrepreneur who supplied canned food to the military – PHOTOS / [44.ua](#)
- Law enforcers detain fraudsters who "collected" more than UAH 3 million for the military on behalf of the authorities / [Kyiv News](#)
SUVs seized from a Zhytomyr seller of "humanitarian aid" were transferred to the 30th Brigade / [News of Zhytomyr](#)
- Philanthropists "presented" a phantom car for 5 million to Lutsk school / [Volynski Novyny](#)
- Law enforcement officers exposed criminals who embezzled UAH 10 million of donations for children affected by war. Video / [Obozrevatel](#)

- A man embezzled almost half a million hryvnias from foreign volunteers was exposed in Kyiv. Photos and videos / [Obozrevatel](#)
- Selling humanitarian aid: management of famous military stores will be tried in Kyiv / [News Channel 24](#)

Examples of publications on the theft of humanitarian aid (May 2023):

- Fraud scheme with humanitarian aid for the Armed Forces exposed in Kyiv / [Comments: Kyiv.](#)
- Armed Forces officer convicted in Lutsk for selling humanitarian cars / [368.media](#)
- Pseudo-philanthropist imprisoned for six years for humanitarian aid trade / [Sudovyi Reporter](#)
- Court in Mykolaiv re-arrests ex-deputy Yentyn in case of misappropriation of humanitarian aid / [I have the right](#)
- He sold three cars that he was supposed to give to the Armed Forces: a resident of Dnipro was tried in Lutsk (video) / [Konkurent](#)
- Director of the charity fund, who sold "humanitarian" cars, is convicted in Vinnytsia region / [In Paris](#)
- Prosecutors handed over bulletproof vests from humanitarian aid they tried to sell to the military / [Suspilne](#)
- An entrepreneur who sold humanitarian aid from foreigners to the Armed Forces will be tried in Kyiv / [Suspilne](#)

Starting in March 2023, publications about the illegal activities of the CF Dobra Sprava began to appear online. The Lutsk-based Goodwill has repeatedly been involved in high-profile scandals. They were concerned with the sale of humanitarian aid and facilitating the illegal departure of men liable for military service abroad.

Examples of publications about the illegal activities of the CF "Good cause":

- The trial of the founder of a charitable foundation, who smuggled tax evaders abroad, continues in Lutsk: he does not admit his guilt / [Rayon.in.ua](#)
- Three cars illegally sold to the military by a man in Rivne region were transferred to the Armed Forces / [Suspilne](#)
- In Volyn, children were given expired chips at a holiday / [News Channel 24](#)
Philanthropists "presented" a phantom car for 5 million to a Lutsk school / [Volynski Novyny](#)

In April 2023, the media published news about the possible theft of humanitarian aid at the international level. Former deputy mayor of Lviv, head of the All for Victory Foundation, Hennadii Vaskiv, and his partner in charity, head of the Estonian charity MTÜ Slava Ukraini, Johanna-Maria Lehtme, found themselves at the centre of a public scandal over suspicions of embezzling donations intended to help Ukraine.

Examples of publications about embezzlement of charitable funds from Estonia:

- Two Lviv organisations suspected of embezzling charitable funds from Estonia / **Zaxid.net**
- The case of one and a half million euros / **Zaxid.net**
- Estonian MP suspected of embezzling money for Ukraine resigns / **Zaxid.net**
- All for Victory Charitable Foundation responds to information attack / **RBC-Ukraine**
- Everything for victory. Why the SBI opened proceedings against a Ukrainian company that collected money from Estonian donors / **Suspilne**

In the summer of 2023, publications appeared on the Internet that the executive director of the online casino Pin-Up.ua received a percentage of payments made through the unified portal of public services and the Diia application. The opportunity to provide processing was granted to the Financial Company United Space LLC, owned by Igor Zotko, founder of Ukr Game Technology LLC. The latter has a license to conduct online gambling, under which the Pin-Up.ua online casino operates, with Zotko as its chief operating officer. The information caused outrage because the commission was collected from donors. In response to the outcry, the media issued denials from the government and the company's management.

Examples of publications stating that the online casino Pin-Up.ua receives a percentage of payments made through the Diia app:

- Director of an online casino receives money from payments in "Diia", providing services to the state – media / **Zerkalo Nedeli. Ukraine.**
- Online casino owners earn on commission in "Diya" / **BREEZEE**
- "Strange" commission in "Diia": is being taken for donations to the "Army of Drones" and United24 / **News | Ukraine**
- Pin-Up owner's company "Yedyny Prostir" earns a fifth of commissions in "Diya" / **Uzhgorodin: Economic Truth**
- Legalized but not formed. Igor Zotko about the Ukrainian gambling industry and the work of PIN-UP Ukraine during the war / **Forbes Ukraine**
- PIN-UP Ukraine denies information about receiving commissions for payments in Diia / **PRportal**

In June 2023, the network was stirred by the news of pseudo-volunteers raising money for the Ukrainian Armed Forces. In the centre of Kyiv, a group of young men dressed in camouflage has been collecting donations for several months allegedly to help the Armed Forces. At the same time, the Ukrainian Armed Forces have not received any assistance from the so-called charity. The so-called "Save the Native Country" charity foundation, founded by Kyiv resident Mykola Osaula, allegedly collects donations for the Armed Forces. Kyiv police opened a case against the charity. Representatives of the foundation are suspected of fraud.

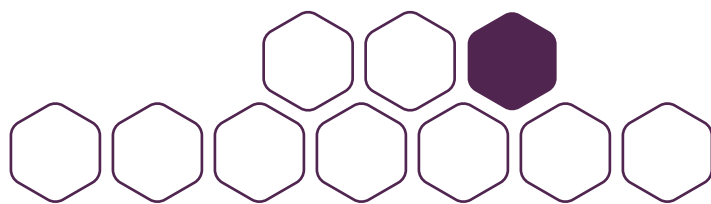
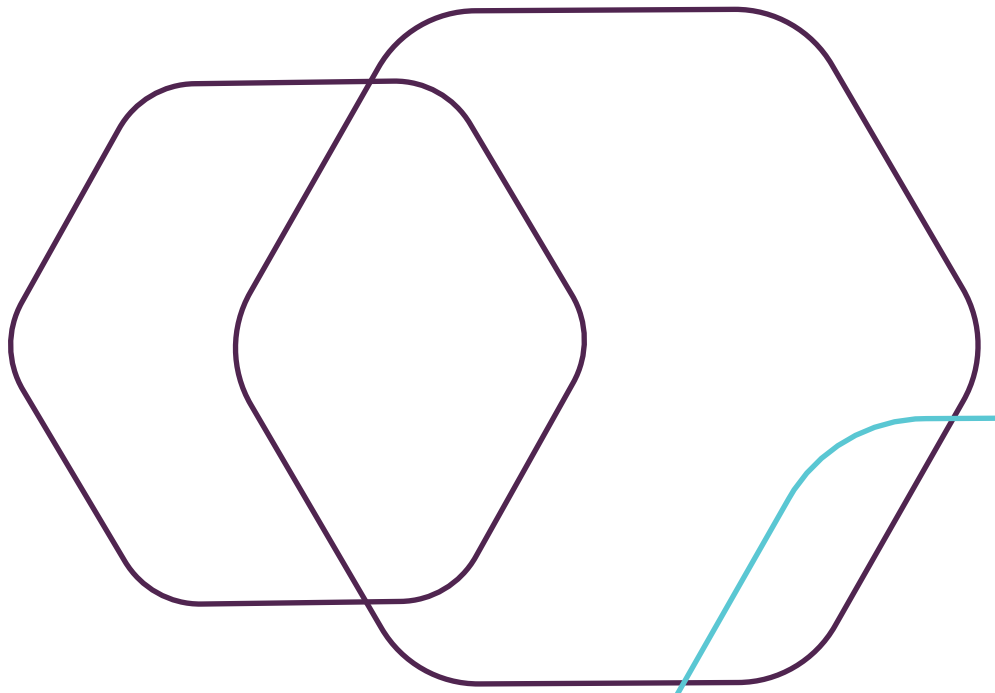
Examples of publications of illegal activities of the Save the Homeland Foundation:

- Kyiv opens case against volunteer foundation suspected of fraud / **RBC-Ukraine**
- Pseudo-volunteers on Khreshchatyk raise funds for the Armed Forces, and the Armed Forces do not know about it / **Tvoe Misto**
- In Kyiv, titushky cover up fake volunteers: investigation is underway / **Vholos**
- Volunteers' exposed collecting cash in downtown Kyiv: police investigate fraud. Photos and video / **Obozrevatel**
- Volunteers were collecting charitable contributions in military uniforms: volunteers detained on Maidan in Kyiv / **Suspilne**

In November 2023, publications appeared online that the police detained a volunteer in Kyiv and threatened to issue a summons. The investigator spoke arrogantly to the volunteer, asked if her husband was serving in the rear, and said that he would issue a summons to her himself because, according to him, "women should also fight." This was reported by Azad Safarov, co-founder of the charity organisation Voices of Children. After the incident became public, the head of the Main Department of the National Police of Kyiv ordered an internal investigation into the actions of law enforcement officers, which would result in appropriate disciplinary decisions.

Examples of publications about a volunteer's complaint against police officers:

- Threatened with a summons: volunteer and military wife complains about police in Kyiv / **News Channel 24**
- In Kyiv, law enforcement officers threatened a volunteer with a summons: "Women should fight too" / **Antikor.com.ua**
- In Kyiv, police promised to issue a summons to a volunteer who was travelling from the front line / **Vesti.ua**
- Ternopil volunteer was threatened with a summons in the capital / **Rovesnik NEWS**
- Police in Kyiv are conducting an internal investigation into the threat to issue a summons to a volunteer who was late from the train / **ZMINA Human Rights Center**



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