



Citizens and the Parliament: Trust, Interaction and Transparency during martial law



Detailed Methodology

- The survey was conducted by [Info Sapiens](#) on behalf of the Center for Insights in Survey Research of the [International Republican Institute \(IRI\)](#) in collaboration with Internews Ukraine within the scope of the USAID RANG program.
- The survey was conducted across Ukraine between October 6 to 22, 2022 through computer assisted telephone interviews (CATI) using a random sample of mobile phone numbers.
- The total sample of 1,609 respondents was comprised of Ukrainian residents aged 18+ and eligible to vote. The surveyed sample is representative of the population of Ukraine in terms of gender, age and settlement size according to State Statistics Service of Ukraine data as of January 1, 2022. The sample does not include residents of the occupied territories, where Ukrainian mobile operators do not provide mobile connections, as well as Ukrainians who have moved abroad.
- The theoretical margin of error does not exceed 2.4%.
- Response rate is 8%.
- Charts and graphs may not add up to 100 percent due to rounding.
- Cited bases are weighted.

Geographical Key

Region	List of oblasts
West	Volyn, Zakarpattia, Ivano-Frankivsk, Lviv, Rivne, Ternopil, Chernivtsi
North	Zhytomyr, Kyiv, Sumy, Chernihiv
Center	Vinnytsia, Dnipro, Kropyvnytskyi, Poltava, Khmelnytskyi, Cherkasy
South	Zaporizhia, Mykolaiv, Odesa, Kherson
East	Donetsk, Luhansk, Kharkiv
Kyiv	

Conclusions

Parliament Activities and Experience of Interaction

The majority (69%) of Ukrainians reported that they know at least "something" about the Verkhovna Rada (VR), and only 7% stated that they know "nothing." The share of those who know either a "great deal" or at least "something" about the VR is the highest in Kyiv (83%) and is significantly lower in the South (62%) and in the East (64%).

56% of Ukrainians either "rather" or "completely" trust the Verkhovna Rada as an institution. This level of trust is much higher among Ukrainian youth ages 18-24 (89%). This age demographic also views the VR favorably as a transparent institution, with 70% agreeing that VR processes are either "completely" or "rather" transparent, compared to 40% across the general population.

Over half of Ukrainian citizens (52%) consider "drafting and consecutive adoption of legislation" to be the among main function of the VR. Other functions that were mentioned included "bearing responsibility for the citizens' well-being" (7%), "representation of voters' interests" (6%), "assistance in the national defense" (4%) and "general state governance" (4%). 17% were not able to name the functions of the VR.

Regarding the main issues to focus on during martial law, respondents mostly mentioned "assistance to vulnerable groups" (59%) and "control over the spending of budget funds" (51%).

Main sources of information about the activity of the VR are "social media" (65%) and "central TV channels" (54%).

Parliament Activities and Experience of Interaction (2)

Ukrainian adults reflected low awareness levels across the listed VR-operated communication platforms, with less than half of respondents possessing the necessary awareness to even answer if the coverage for each platform was sufficient (with the only exception of the Rada TV channel, for which 52% provided an answer). Among those who are aware of each platform, over 50% of Ukrainians stated that the information on the platform is sufficient (with scores of 4 or 5 on the scale from 1 to 5), other than Twitter. Among those who are aware of VR's Twitter account, 27% consider the coverage to be insufficient (scores 1 and 2) and only 44% state that the coverage was properly sufficient (scores 4 and 5).

64% of all respondents stated that the information about the VR's activity is understandable. This share is smaller (51%) among respondents aged 65+ with 10% stating the information is not understandable at all.

Across the list of digital services provided by the VR, "Electronic Petitions" is both the most known (54% awareness) and most used (24% have used it). While the services "Public Discussion of Bills" and "Citizens Electronic Cabinet" reflected lower awareness (33% and 20% respectively) and usage (3% each) levels, they possess significant potential to become more widely known, with 22% and 24% of respondents respectively reporting that they did not know of these services but plan to use them in the future.

Activities of Members of Parliament in the District and Experience of Interaction

Only 39% of Ukrainians knew the name of the People's Deputy elected in their constituency. Awareness levels are higher in villages (46%) and smaller towns with less than 50,000 residents (43%) and are the lowest in big cities (26%). This is compared to only 9% of IDPs who knew the name of their People's Deputy. 33% knew the location of their Deputy's reception office; 12% knew the names of the assistants to their MP; and 37% knew what faction their MP works within.

Internally displaced respondents were significantly less able to identify the name of the People's Deputy elected in the constituency of their residence after displacement – 9% knew their name and reception office location; 3% were aware of the names of the assistants to the MP; and 6% knew which faction the MP works within.

The main sources of information about MP-level activities are social media (50%) and central TV channels (45%). Compared to the sources of information concerning VR-level activities, social media channels were more popular among younger audiences while TV channels were more often mentioned by Ukrainians aged 65+. 16% stated that they do not use any listed sources to learn about the activities of their Members of Parliament (compared to 5% in the case of VR activities).

About half (52%) of Ukrainians stated that the MPs elected in their districts do not inform the people sufficiently of their activities, with 36% believing that the information is not sufficient and not understandable. The share of those who find the information insufficient and not understandable is higher among those aged 45 and older, while younger people largely find the information either "sufficient" or "insufficient but understandable".

Half of internally displaced respondents were not able to answer if the information about the MP's activity is sufficient and understandable due to low levels of overall awareness, with 24% finding the information as insufficient and not fully understandable.

Activities of Members of Parliament in the District and Experience of Interaction (2)

Almost half (48%) of Ukrainians viewed “securing interests of the district” among the most important priority for MPs to focus on. “Meeting with voters,” “controlling governmental agencies” and “drafting legislation” were mentioned by about one-third of respondents respectively.

According to respondents, the most important aspects to consider when electing a Deputy were their honesty and ability to keep promises (27%), their personal characteristics (21%) and willingness to secure the interests of the people and hear their needs (20%). A candidate’s platform and their previous political experience are be slightly more important for younger respondents (ages 18-34).

Only 5% of all respondents stated that they’re aware of their MP’s legislative initiatives – with only 2% awareness levels among internally displaced respondents.

Additionally, out of the 12% of Ukrainians who contacted a MP, 82% reached out to an MP to resolve an issue. Only 14% of those who contacted an MP did it after the implementation of martial law.

Since Russia's full-scale invasion the need for engagement with the MP stayed the same for most of citizens (75%) compared to pre-war contexts. However, 8% stated that such need increased (11% among IDP respondents).

Personal meetings, social media messaging and meetings with other voters were rated as the most convenient ways of communication with a MP.

The majority of the Ukrainians (88%) stated that MP communication with constituents is an obligatory and necessary element of their work; only 42% reported that such regular engagement is present in their district.

The staff of the MP (55%), the MP’s themselves (39%) and local authorities (30%) are most often seen as responsible for establishing effective relationships between the community and VR deputies.

Activities of People's Deputies of Ukraine and Local branches of Parties

35% of Ukrainian citizens were aware of which parties have offices in their settlement. Only 10% have contacted a political party with a question or a problem. 36% of inquiries were resolved completely while 28% were resolved partially.

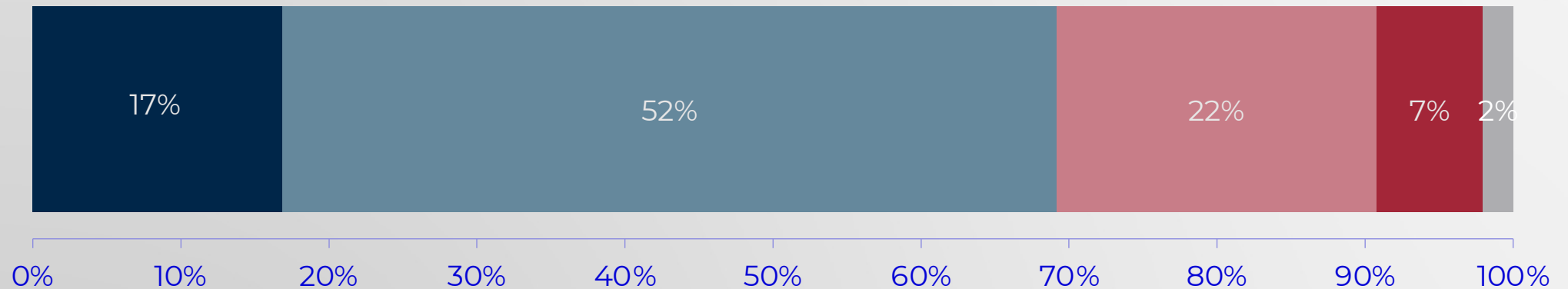
MP's party affiliation was "very" or "somewhat" important for 54%. Among residents of Kyiv and the Western parts of Ukraine, party affiliation was more important (70% and 60% respectively).

To resolve an issue, 27% of Ukrainians would either "rather" or "only contact" a local office of a political party, 18% would consider going to both an MP and a political party, and 22% would either "rather" or "only" turn to a Member of Parliament.

Part I. Parliamentary Activities and Experiences of Interaction

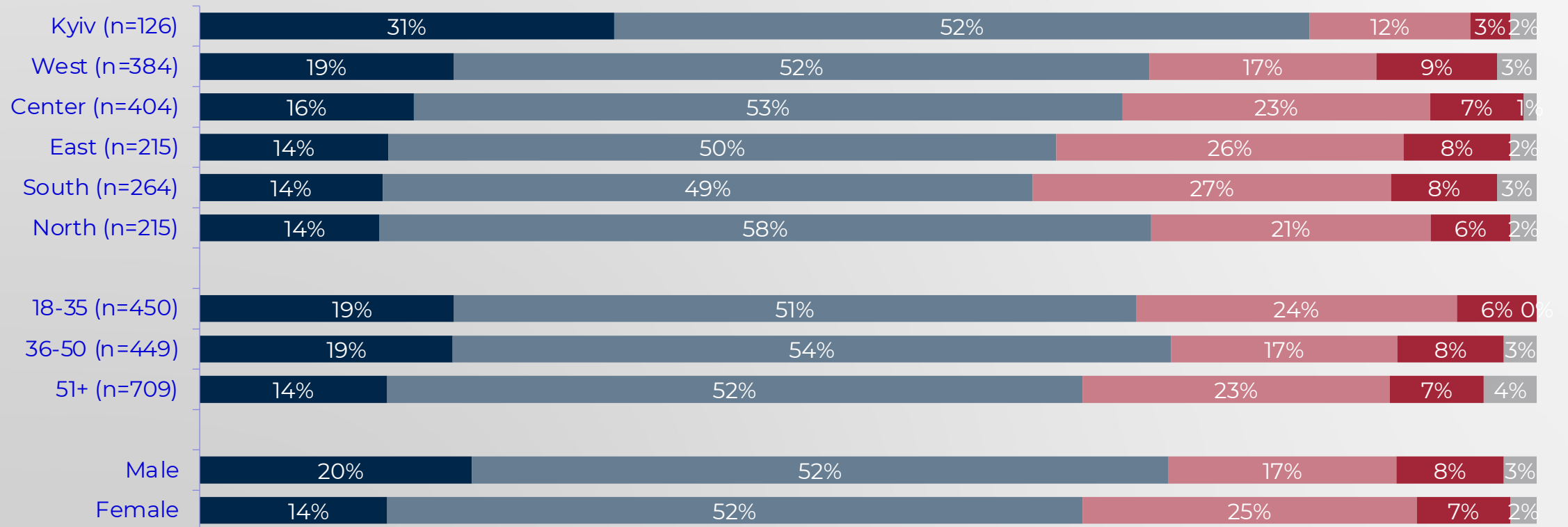
Q1. What is your level of knowledge of the Verkhovna Rada?

- Know a great deal about the Verkhovna Rada
- Know something about the Verkhovna Rada
- Know little about the Verkhovna Rada
- Know nothing about the Verkhovna Rada
- Difficult to answer/No answer



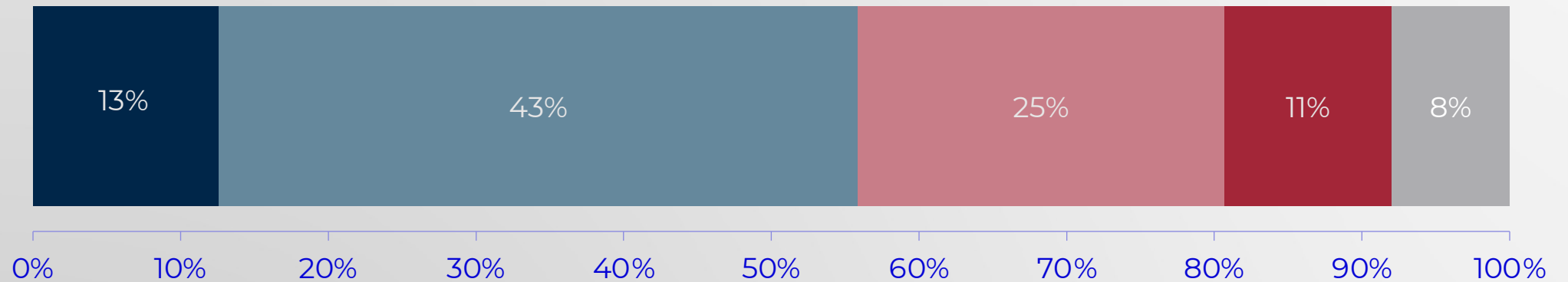
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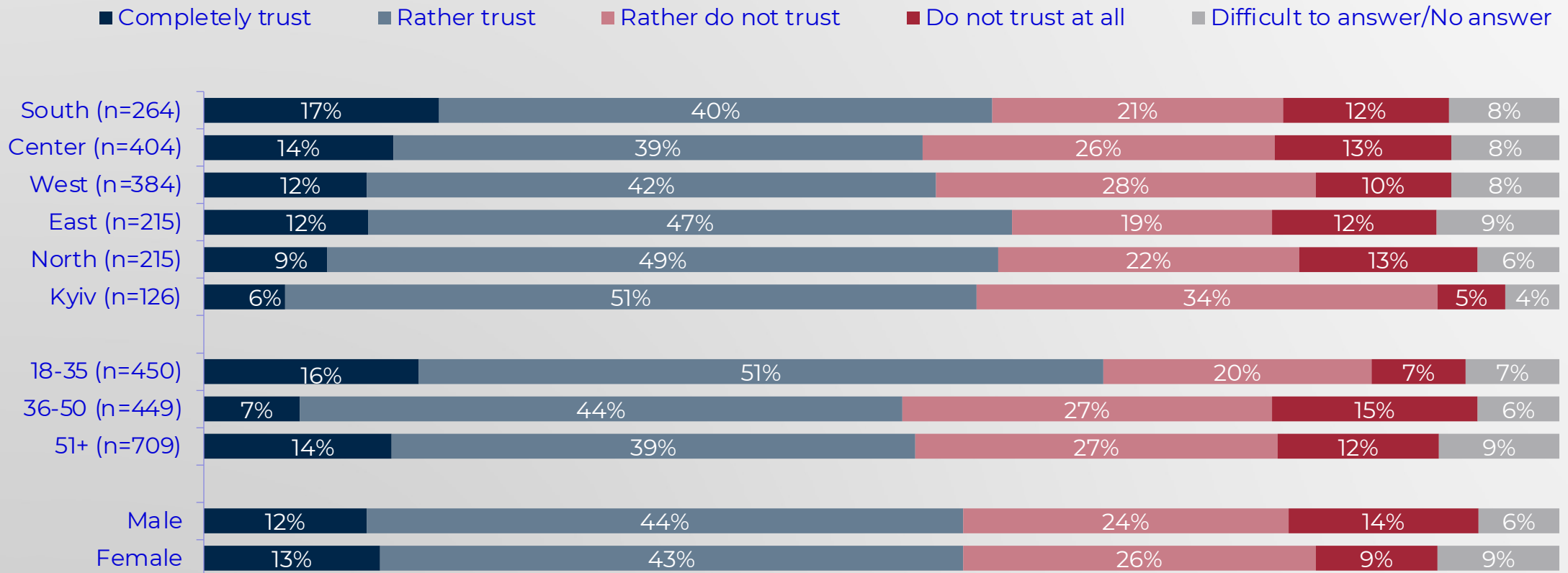


Q2. In general, what is the level of your trust in the Verkhovna Rada of Ukraine as an institution?

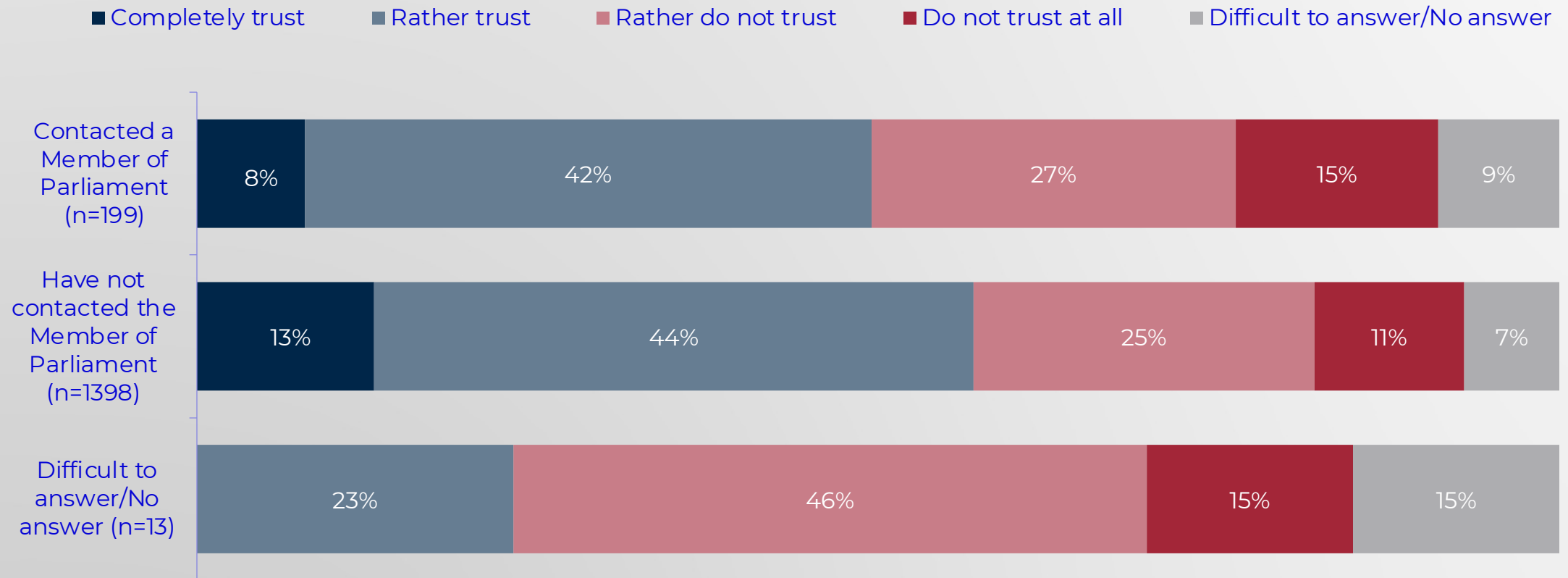
■ Completely trust ■ Rather trust ■ Rather do not trust ■ Do not trust at all ■ Difficult to answer/No answer



Q2. In general, what is the level of your trust in the Verkhovna Rada of Ukraine as an institution?

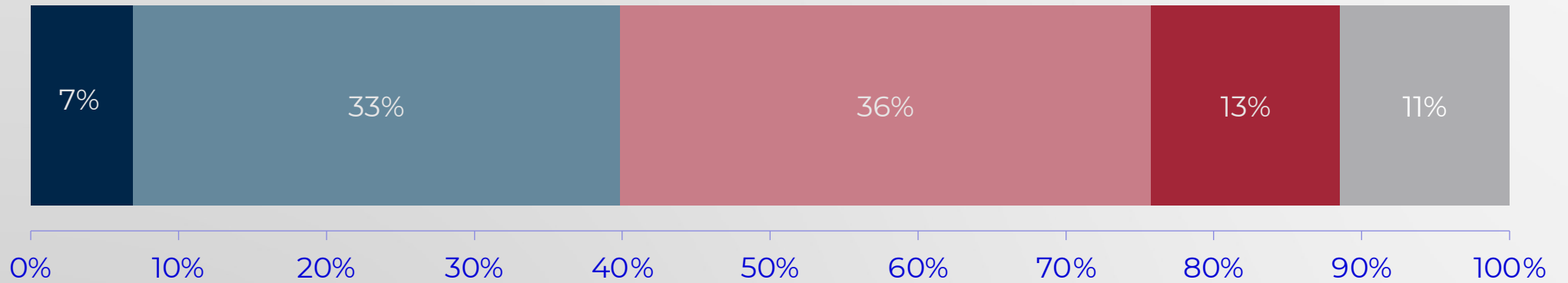


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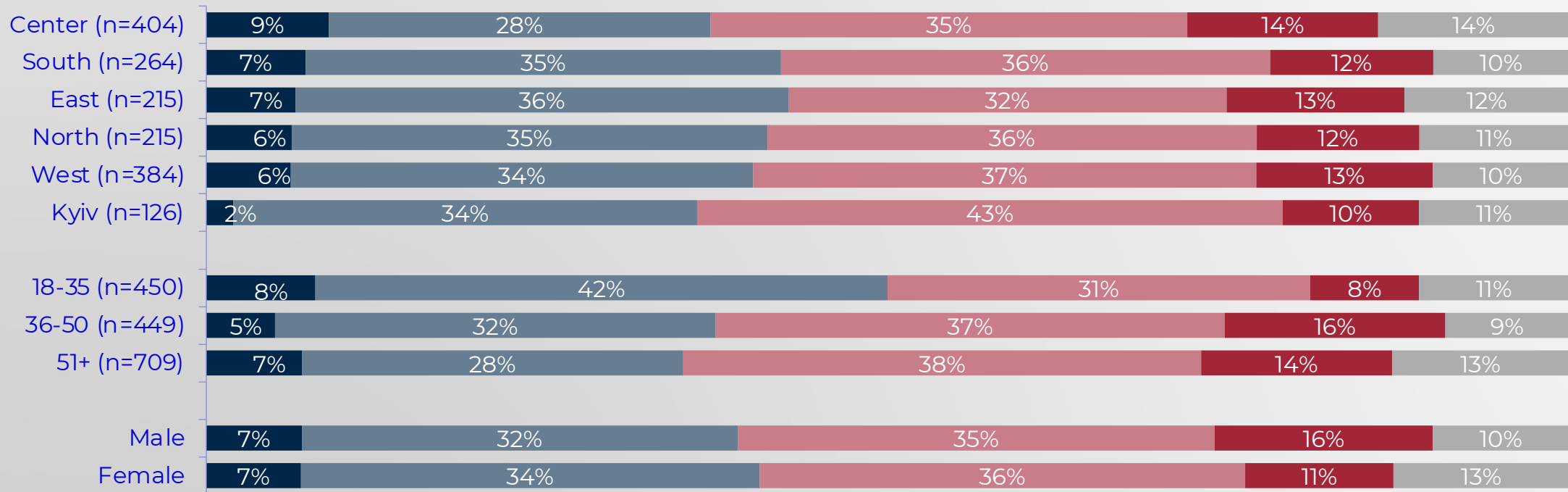
Q3. How would you evaluate the level of transparency of processes in Verkhovna Rada of Ukraine?

- Completely transparent
- Rather transparent
- Rather not transparent
- Not transparent at all
- Difficult to answer/No answer



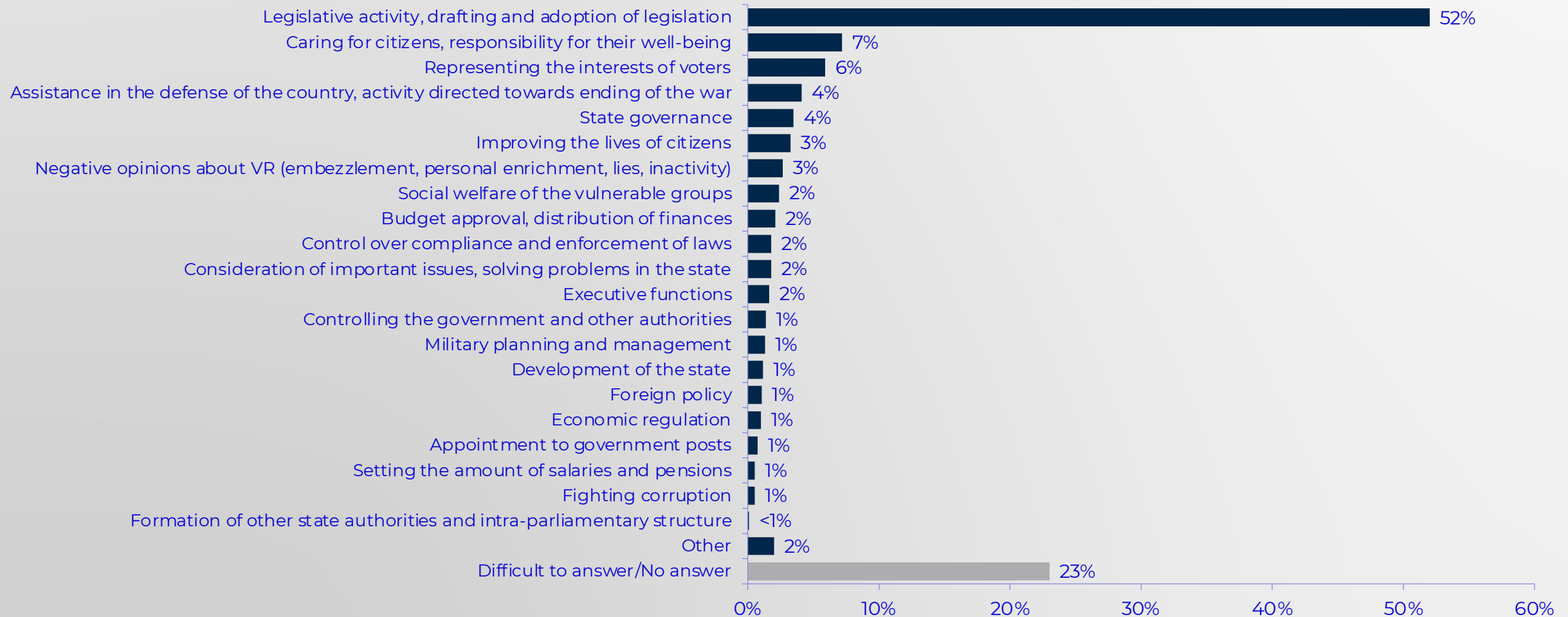
Q3. How would you evaluate the level of transparency of processes in Verkhovna Rada of Ukraine?

Completely transparent
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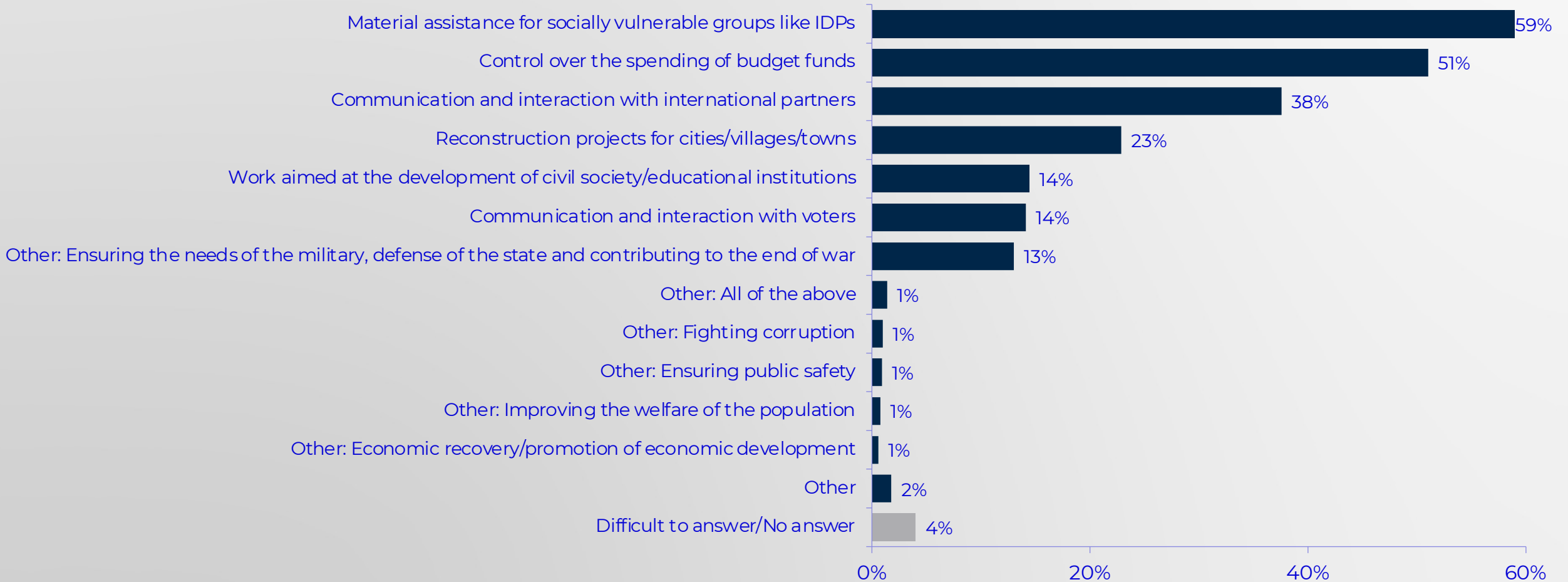
Q4. Please tell me the main functions of the Verkhovna Rada?

Up to 3 spontaneous responses permitted



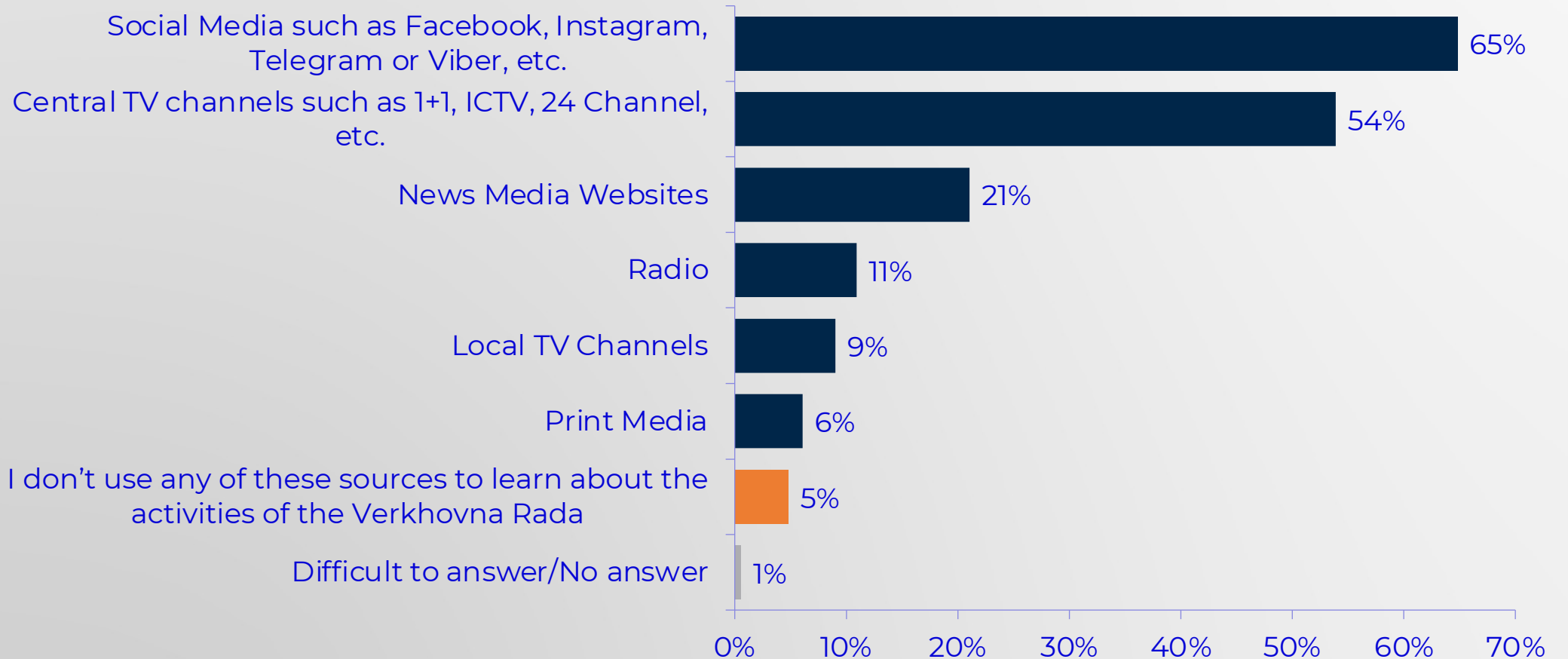
Q5. What are the main issues that the Verkhovna Rada should focus on during martial law?

Up to 3 responses permitted

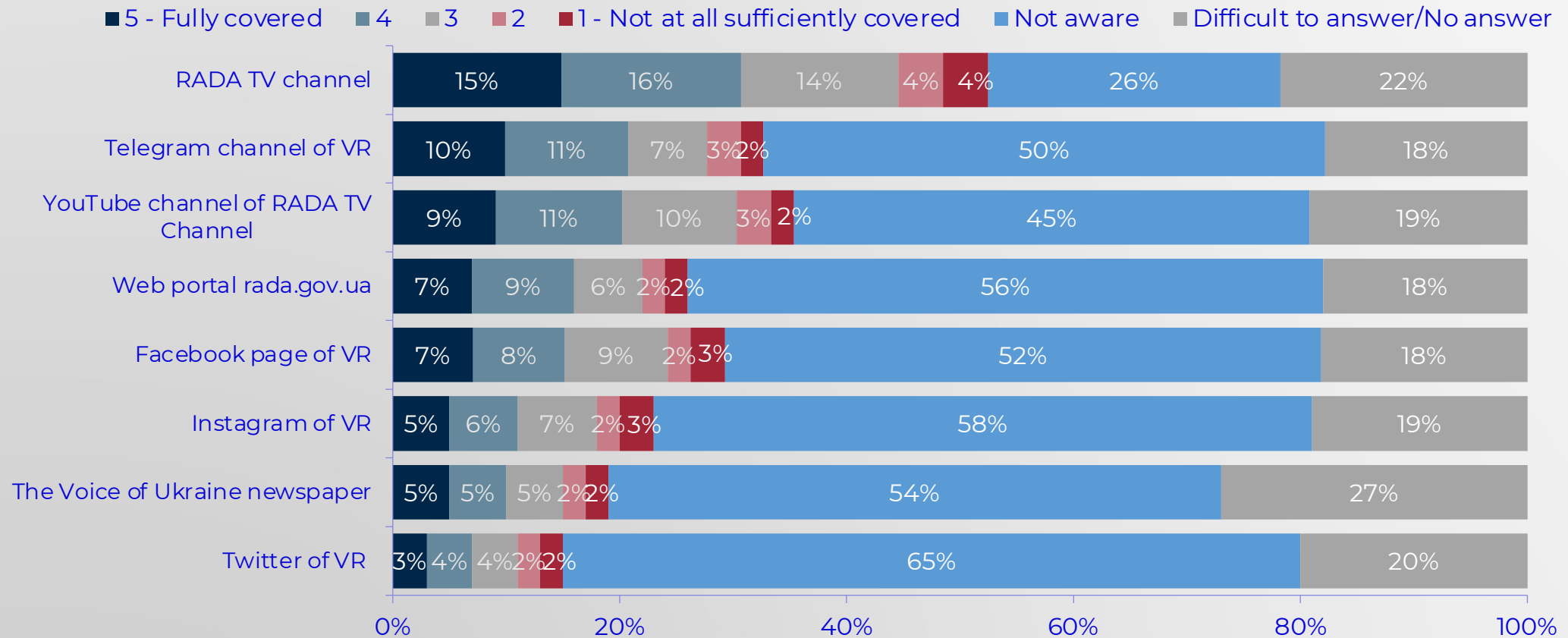


Q6. Which of these sources do you use most often to learn about the activities of the Verkhovna Rada?

Up to 3 responses permitted

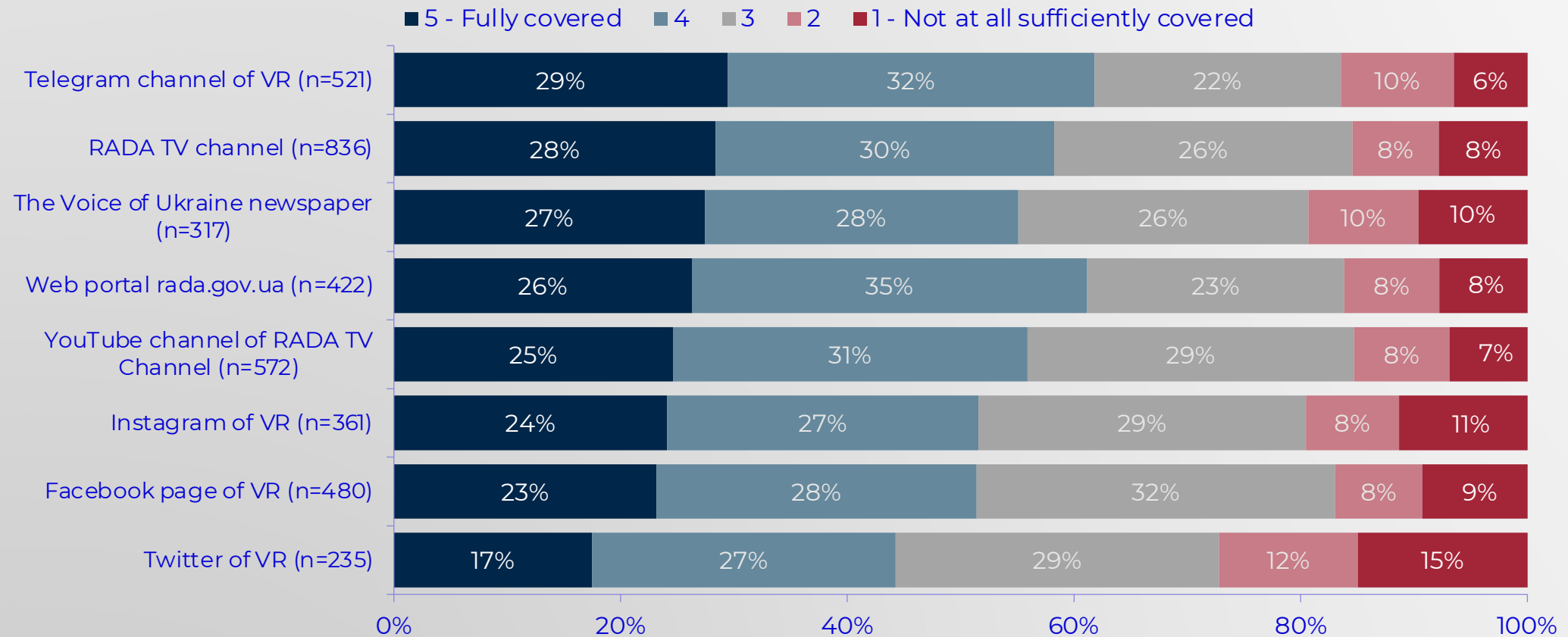


Q7. In your opinion, is the Verkhovna Rada (VR) sufficiently covering its own activities through VRU communication platforms?

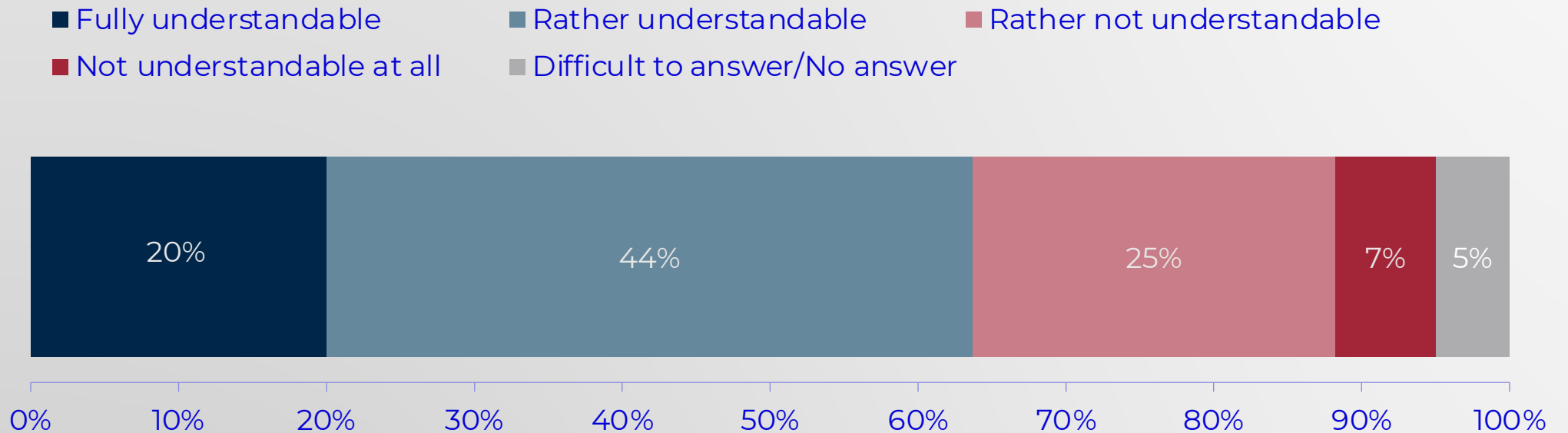


Q7. In your opinion, is the Verkhovna Rada (VR) sufficiently covering its own activities through VR communication platforms?

Among respondents who are aware of and with an opinion on such platforms

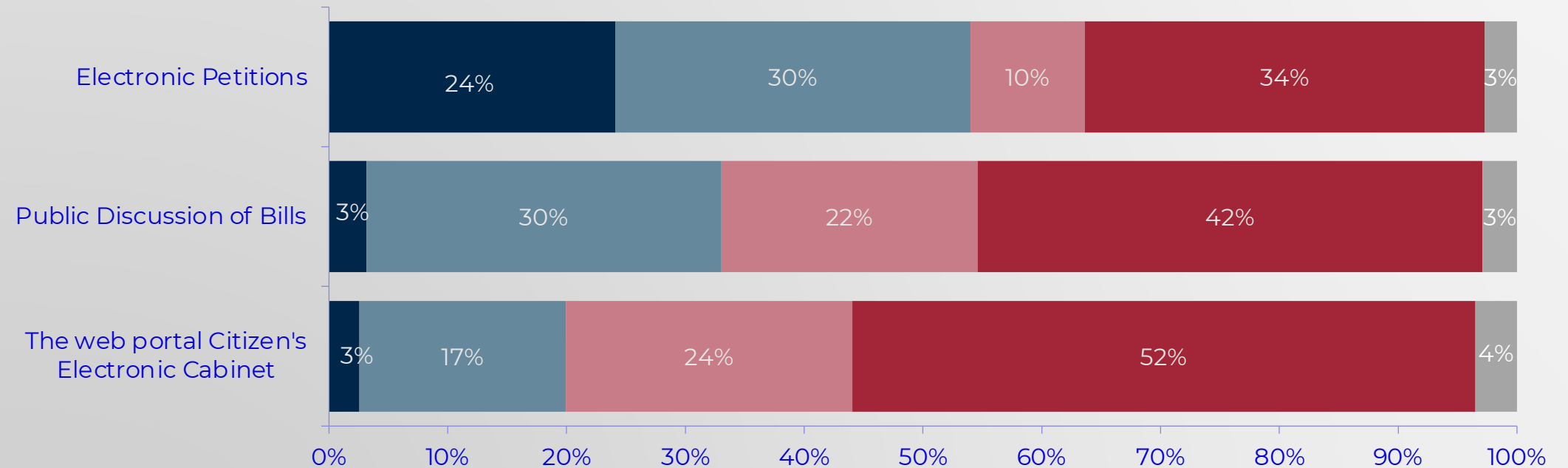


Q8. In your opinion, is information about the activities of the Verkhovna Rada understandable?



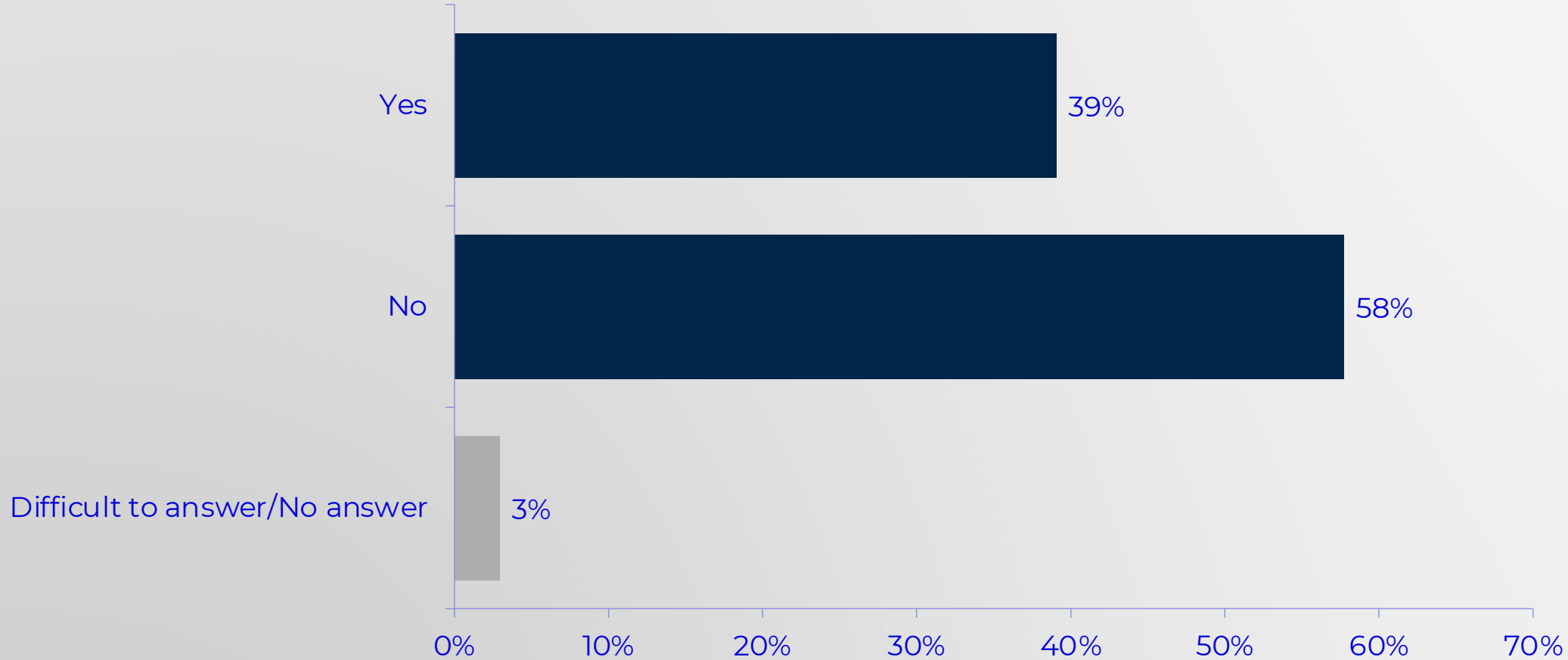
Q9-Q11 Do you know about the Verkhovna Rada's digital service named...

- Yes, I know about this service and have used it
- Yes, I know about this service but haven't used it
- No, I don't know about this service but I plan to use it
- No, I don't know about this service and I don't plan to use it
- Difficult to answer/No answer

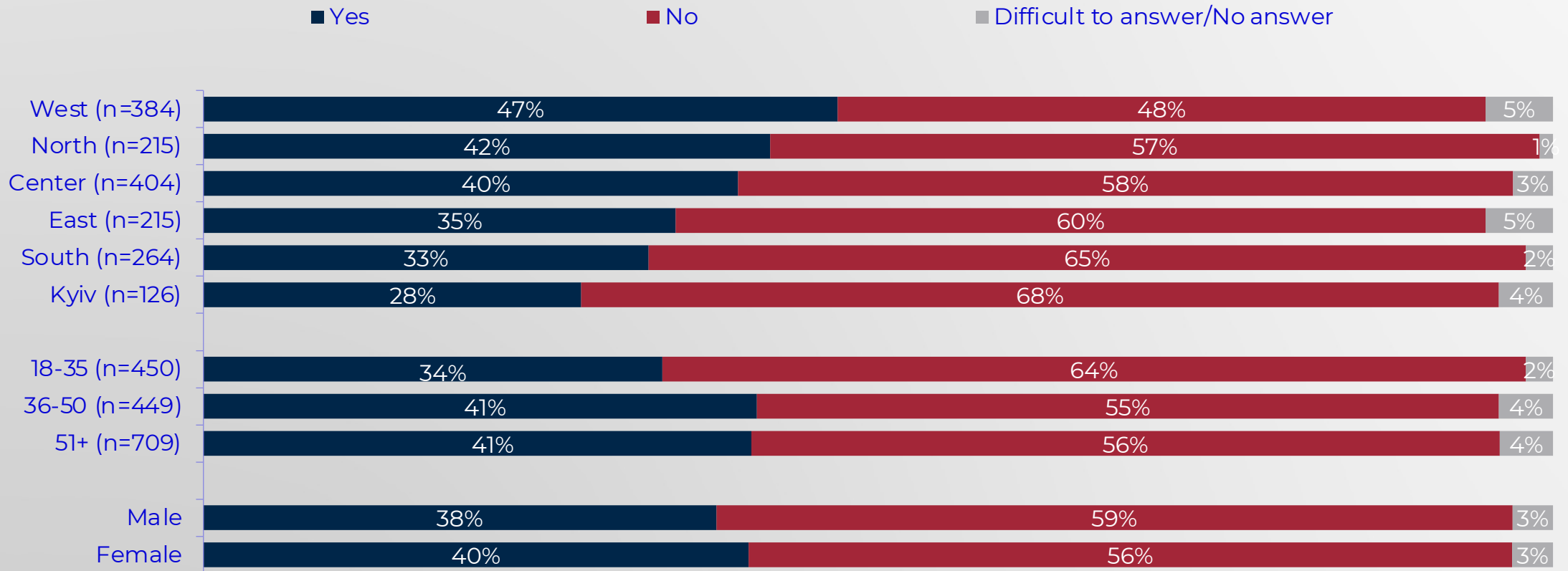


Part II. Activities of Members of Parliament in the District and Experiences of Interaction

Q12. Do you know the name of the People's Deputy elected in your constituency?

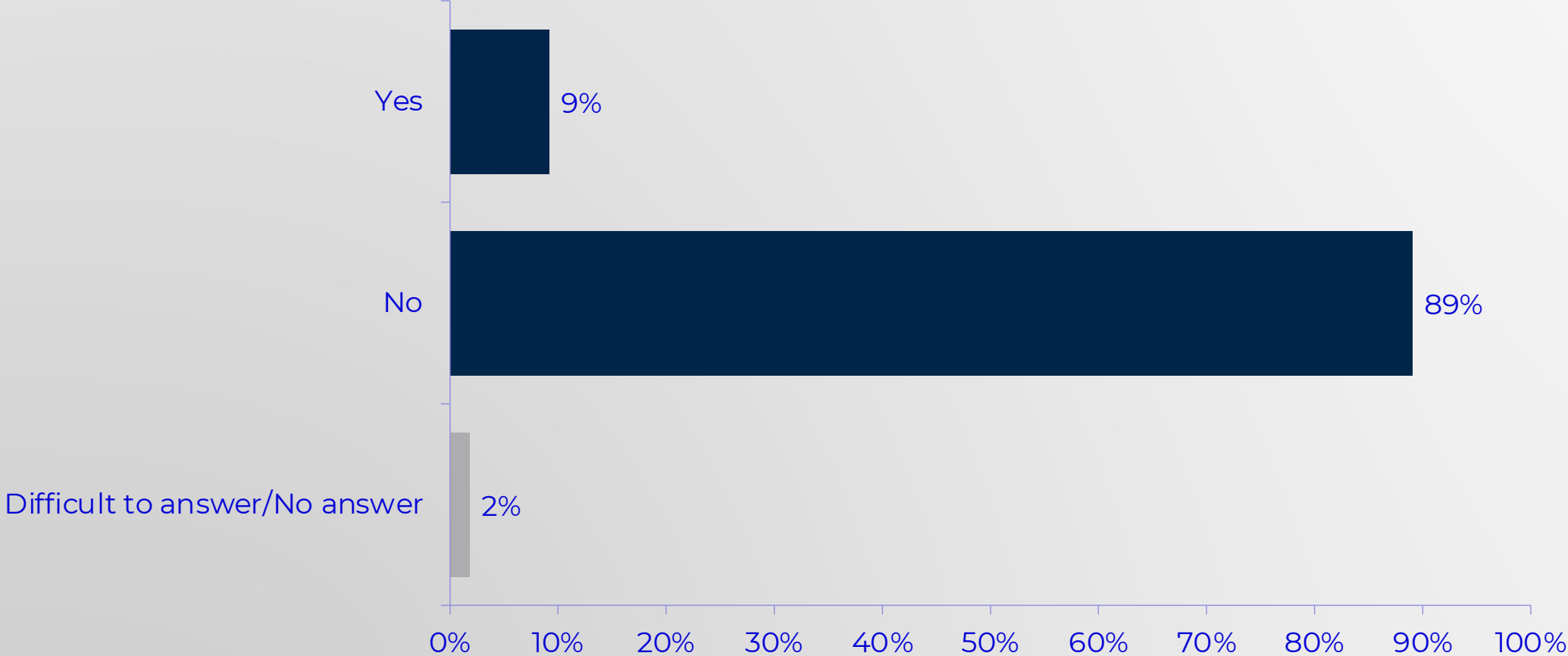


Q12. Do you know the name of the People's Deputy elected in your constituency?

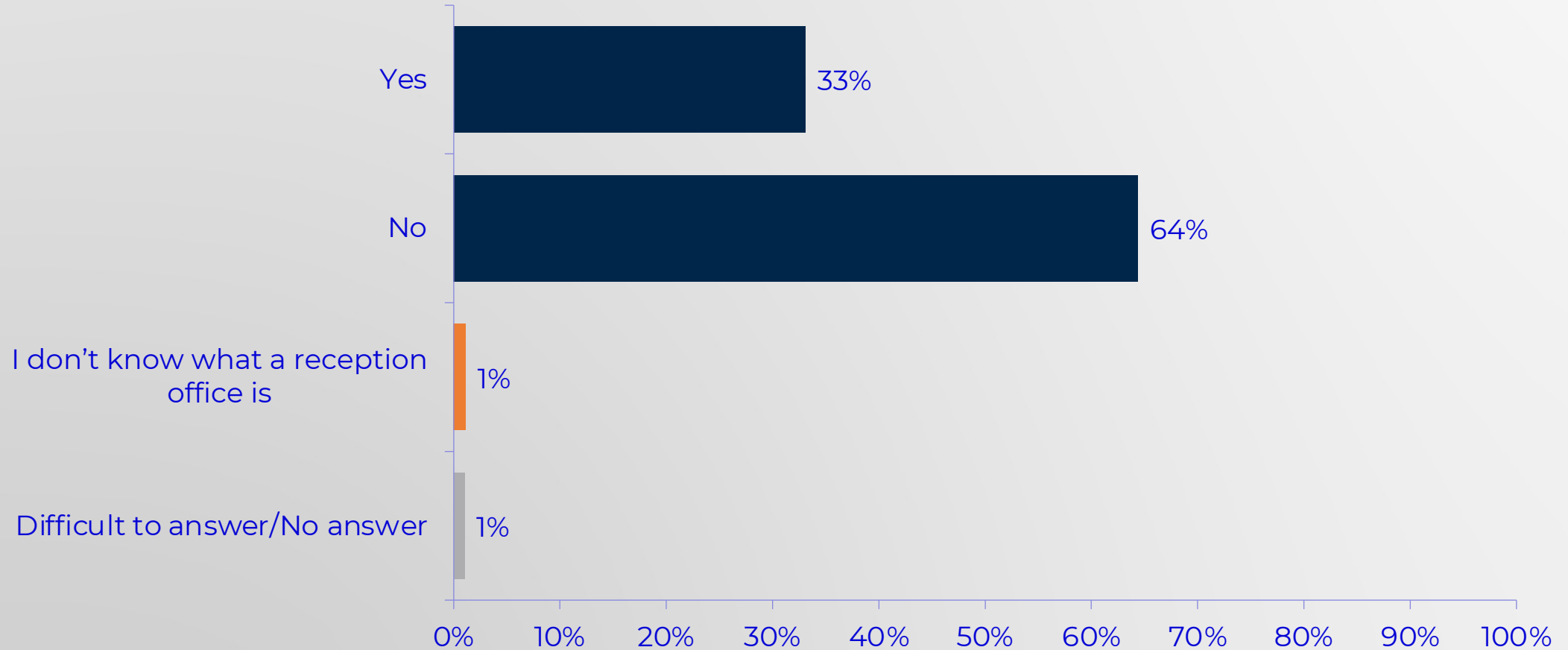


Q12.1 Do you know the name of the People's Deputy elected from the constituency you are living in after displacement?

Among internally displaced respondents, n = 207

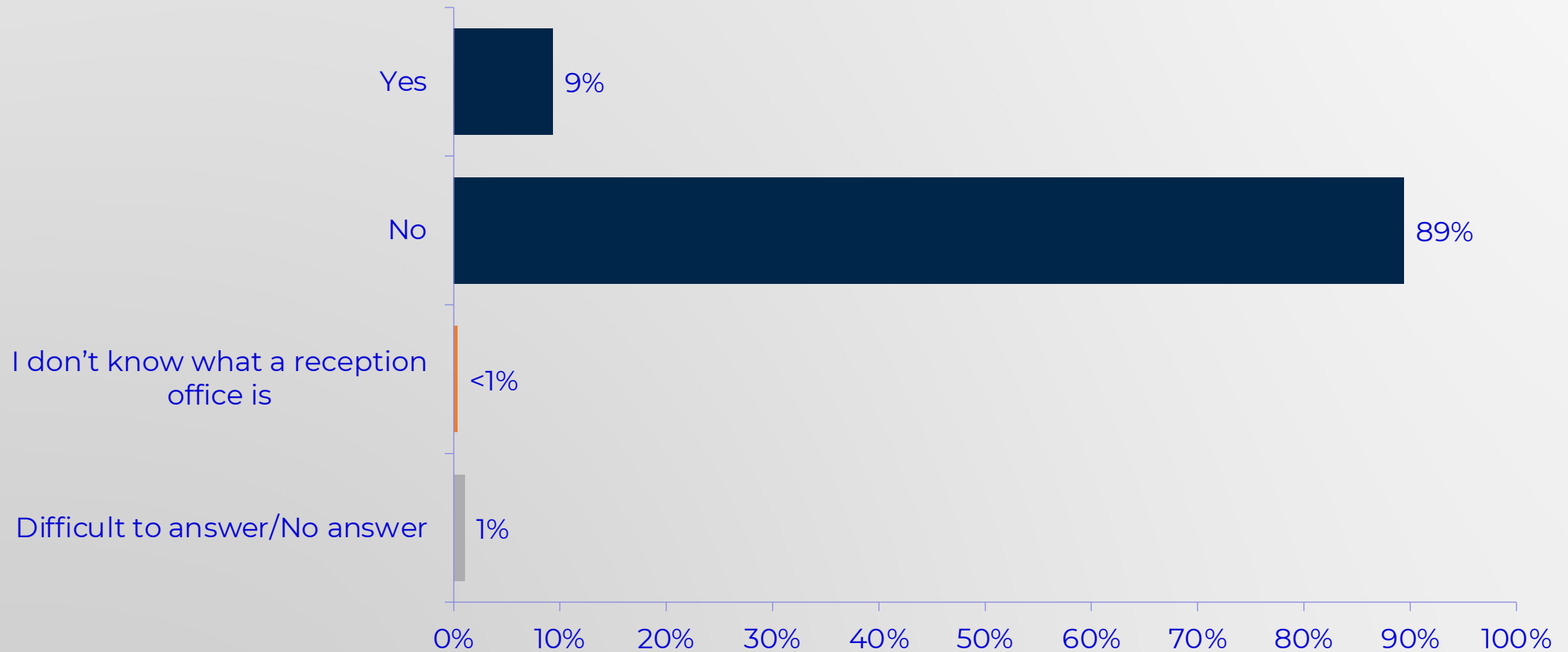


Q13. Do you know where the reception office of the deputy elected from your constituency is located?

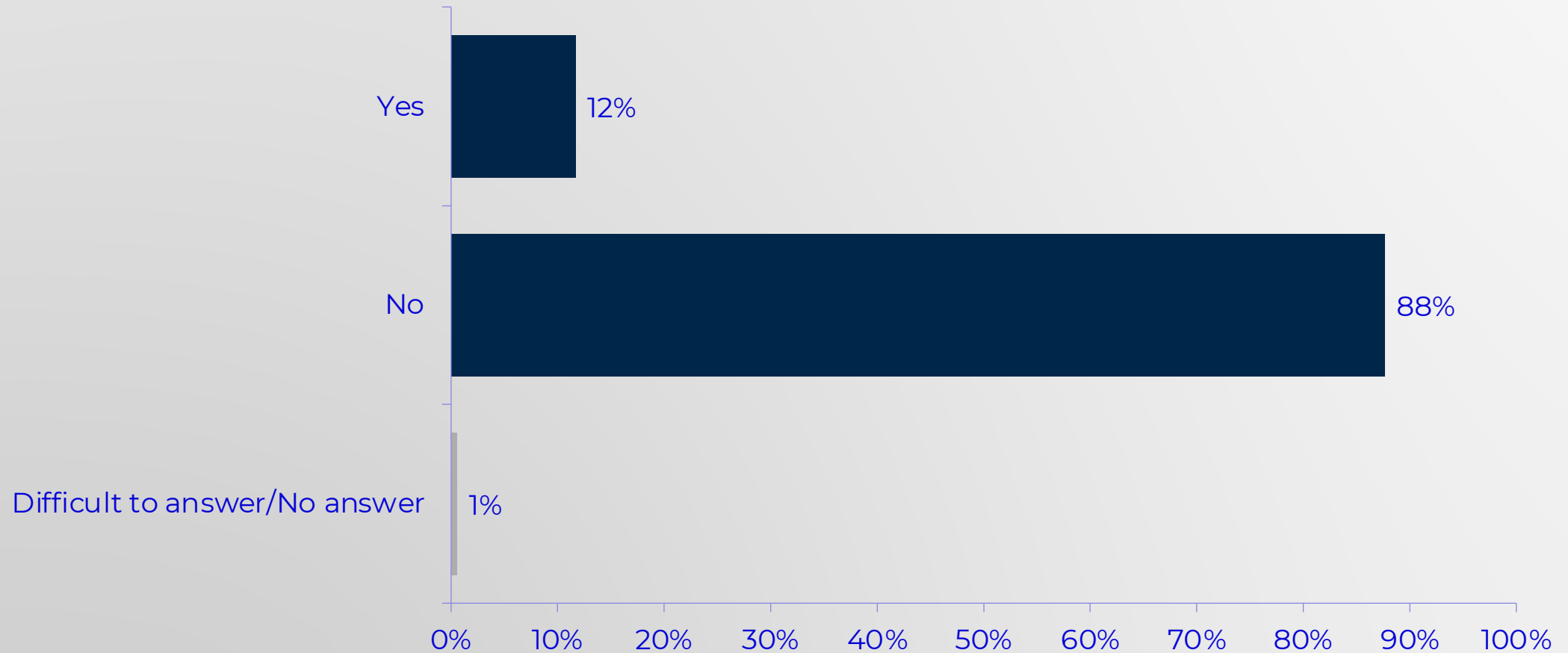


Q13.1 Do you know where the reception office of the deputy elected from the constituency you are living in after displacement is located?

Among internally displaced respondents, n = 207

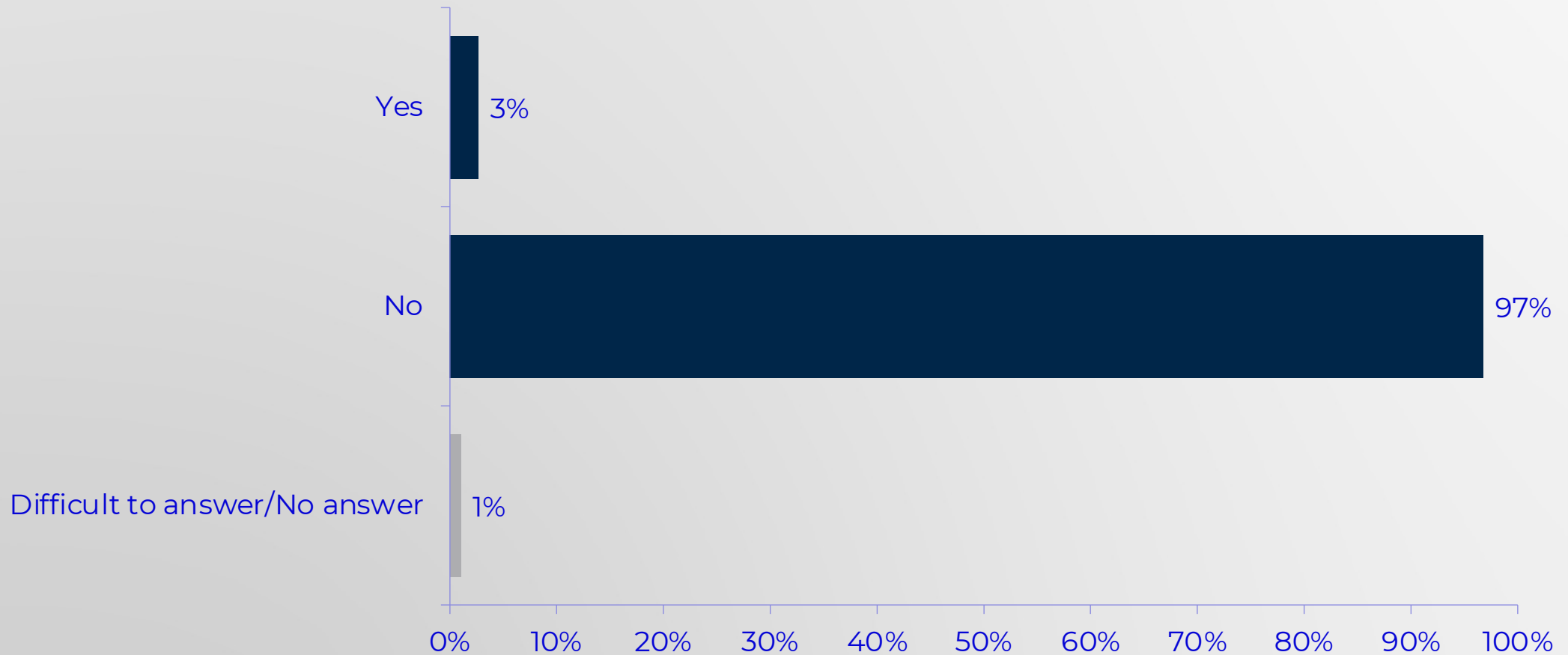


Q14. Do you know the names of the assistants of the Members of Parliament elected from your constituency?

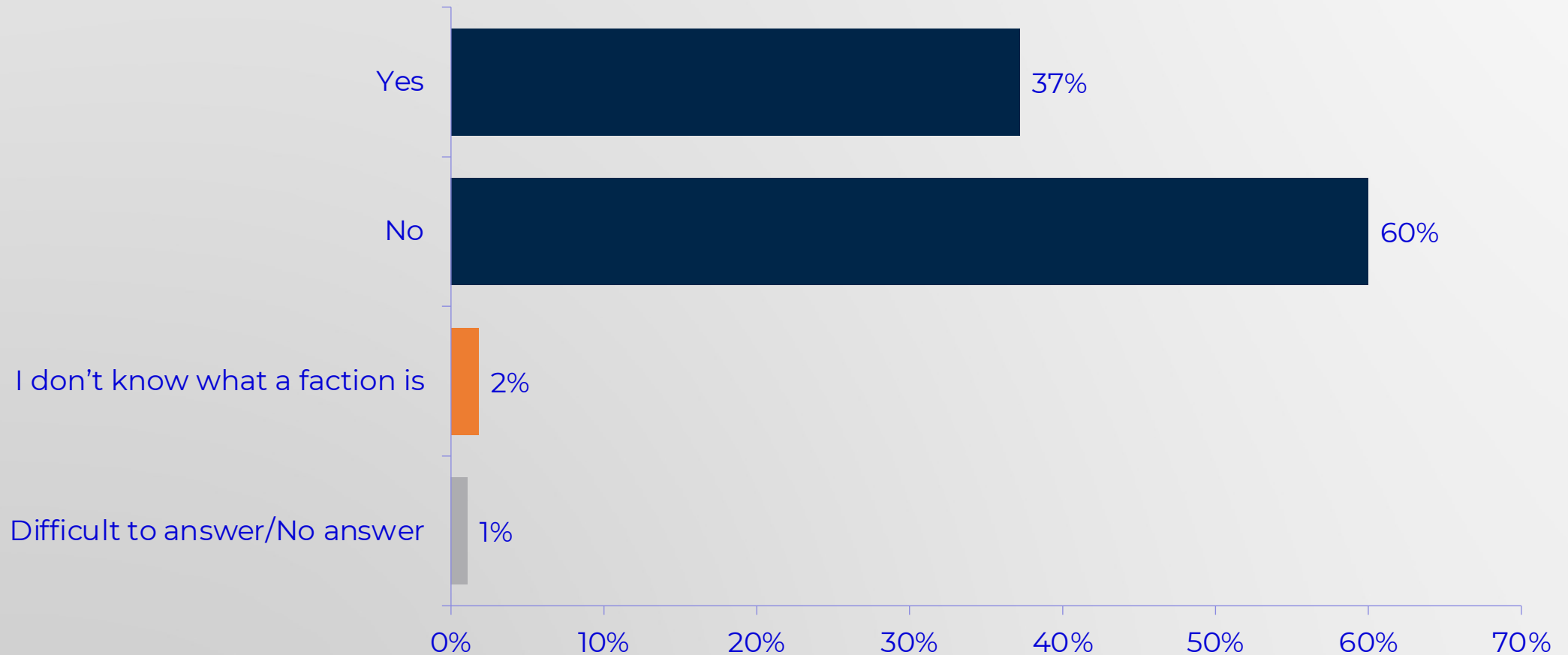


Q14.1 Do you know the names of the assistants of the Members of Parliament elected from constituency you are living in after displacement?

Among internally displaced respondents, n = 207

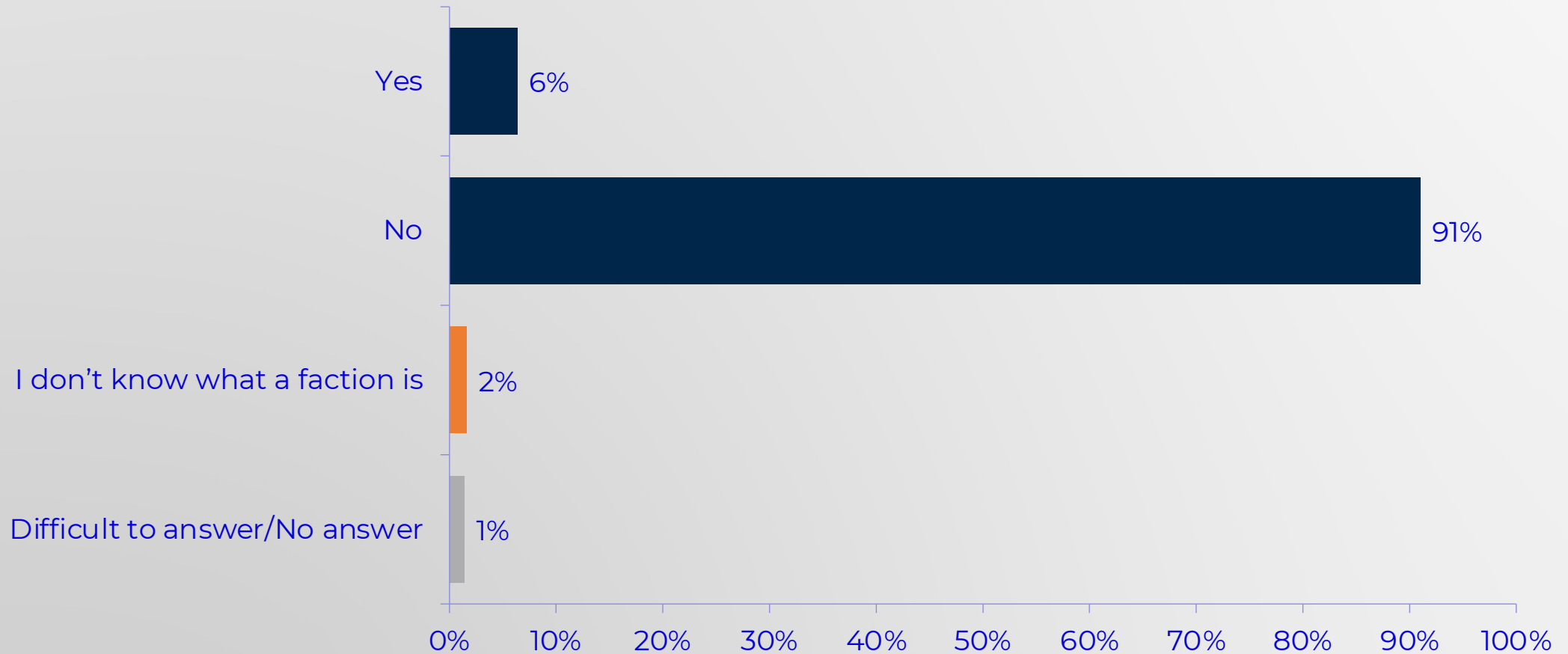


Q15. Do you know the name of the faction (group) which your district's Member of Parliament works within?



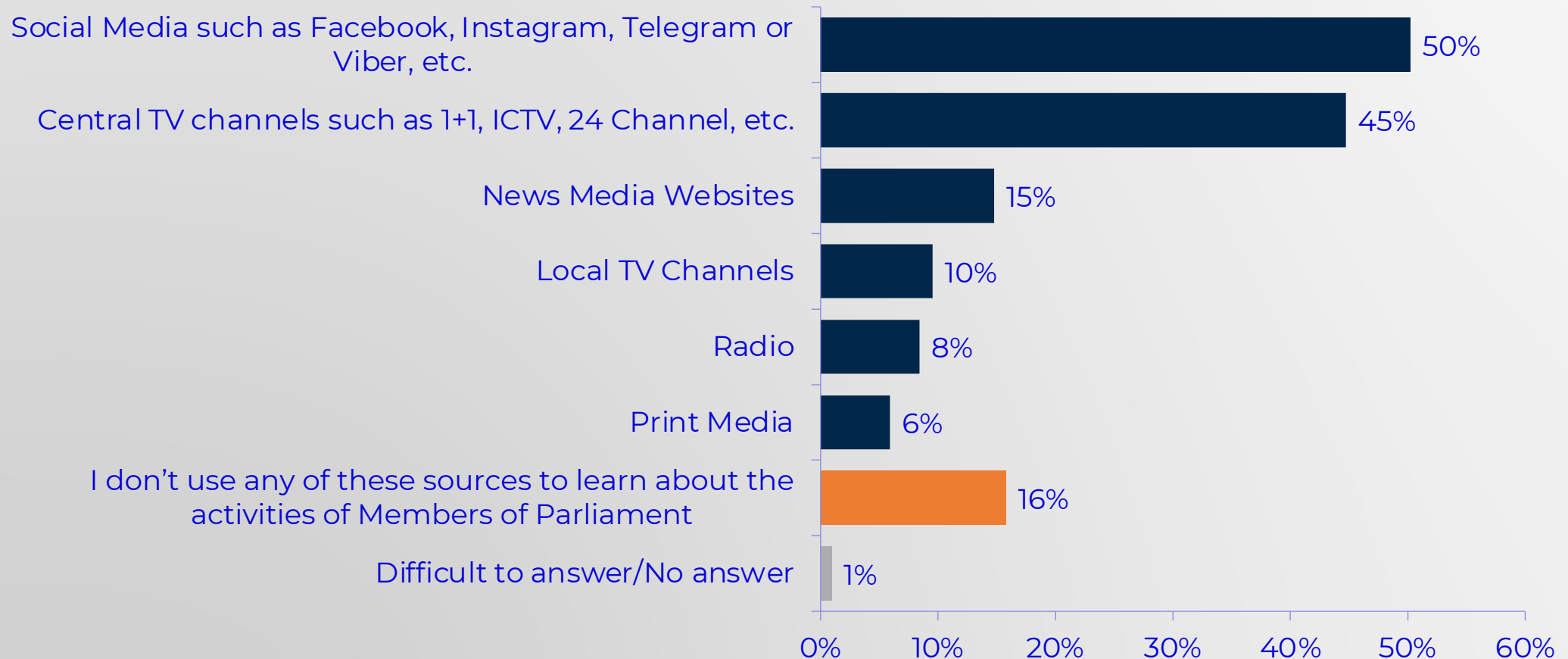
Q15.1 Do you know the name of the faction (group) which Member of Parliament elected from constituency you are living in after displacement works within?

Among internally displaced respondents, n = 207

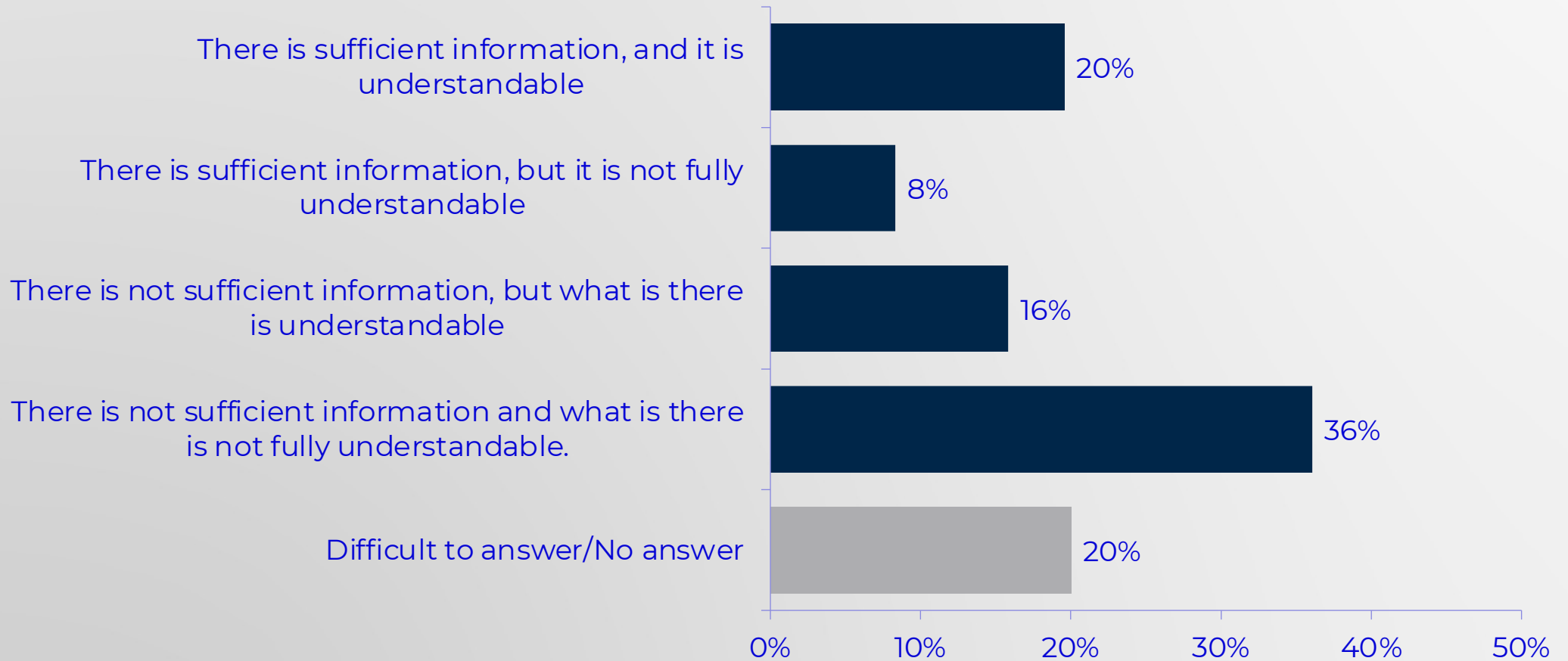


Q16. Which of these sources do you use most often to learn about the activities of Members of Parliament?

Up to 3 responses permitted

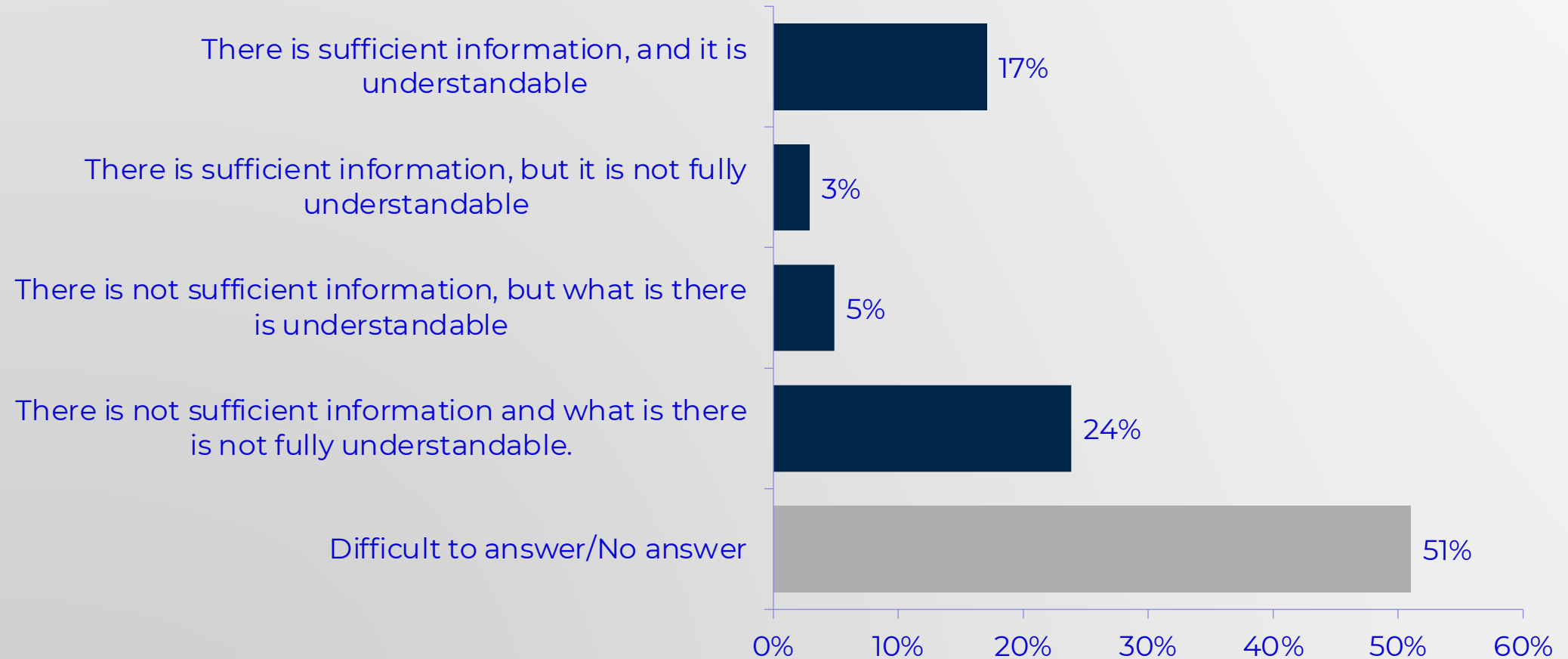


Q17. In your opinion, does a Member of Parliament elected in your district inform constituents about his/her work sufficiently and understandably?



Q17.1 In your opinion, does a Member of Parliament elected in the district you are living in after displacement inform constituents about his/her work sufficiently and understandably?

Among internally displaced respondents, n = 207



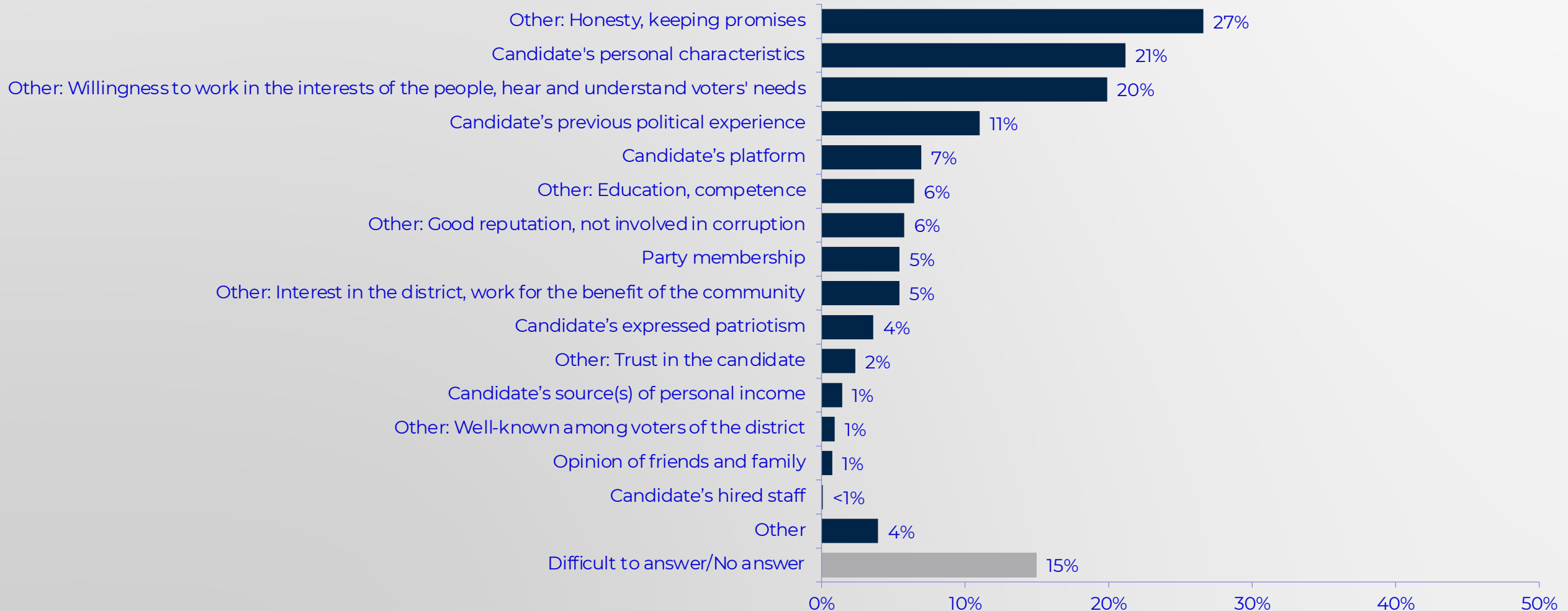
Q18. Which priorities are the most important to you for a Member of Parliament to focus on?

Up to 3 responses permitted

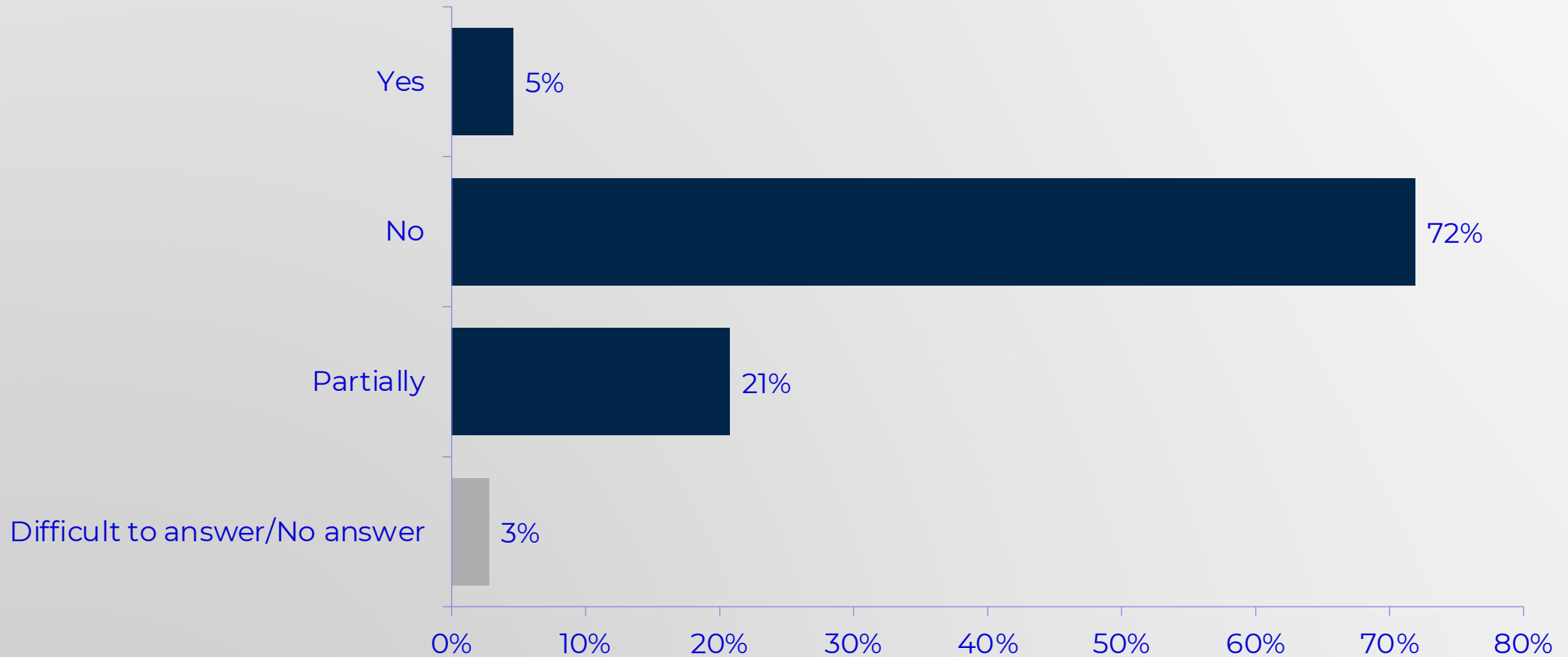


Q19. What is important for you when electing a deputy to Parliament?

Up to 3 spontaneous responses permitted

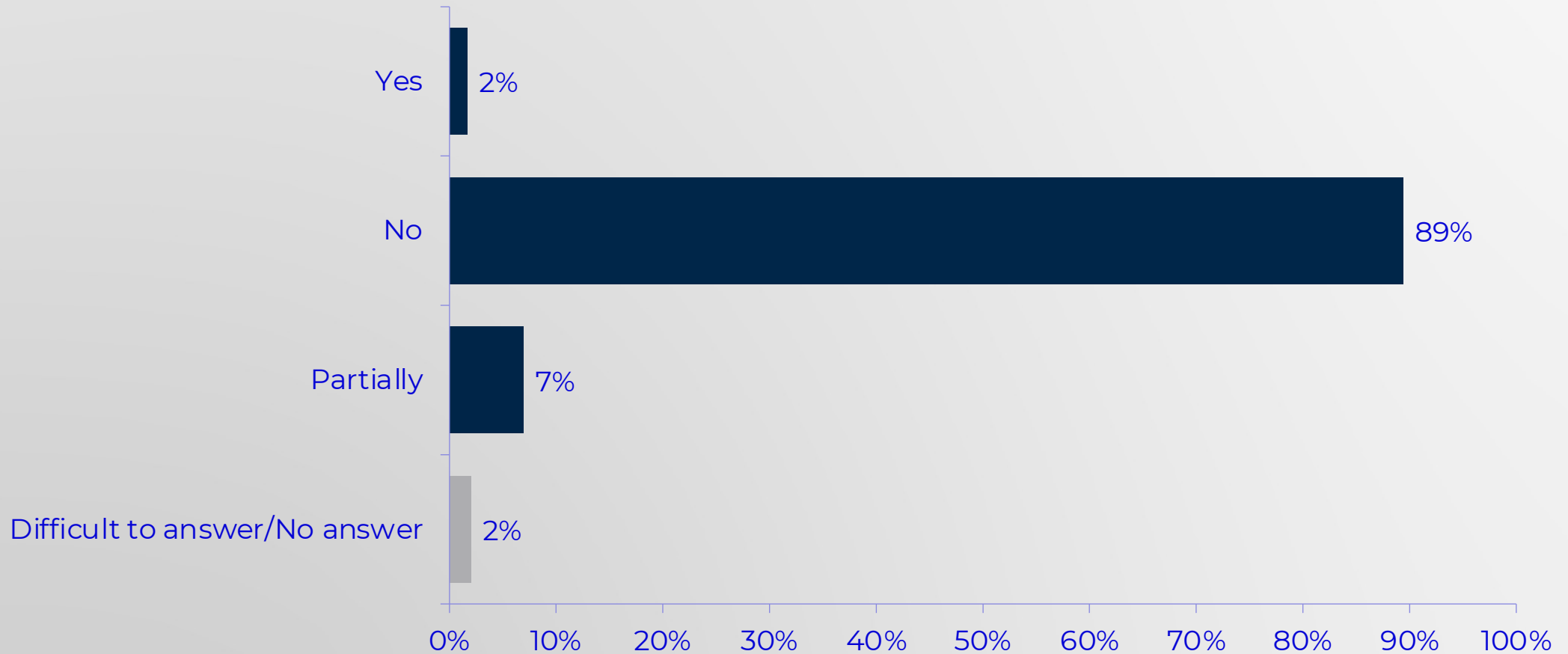


Q20. Do you know about the legislative initiatives of your Member of Parliament?

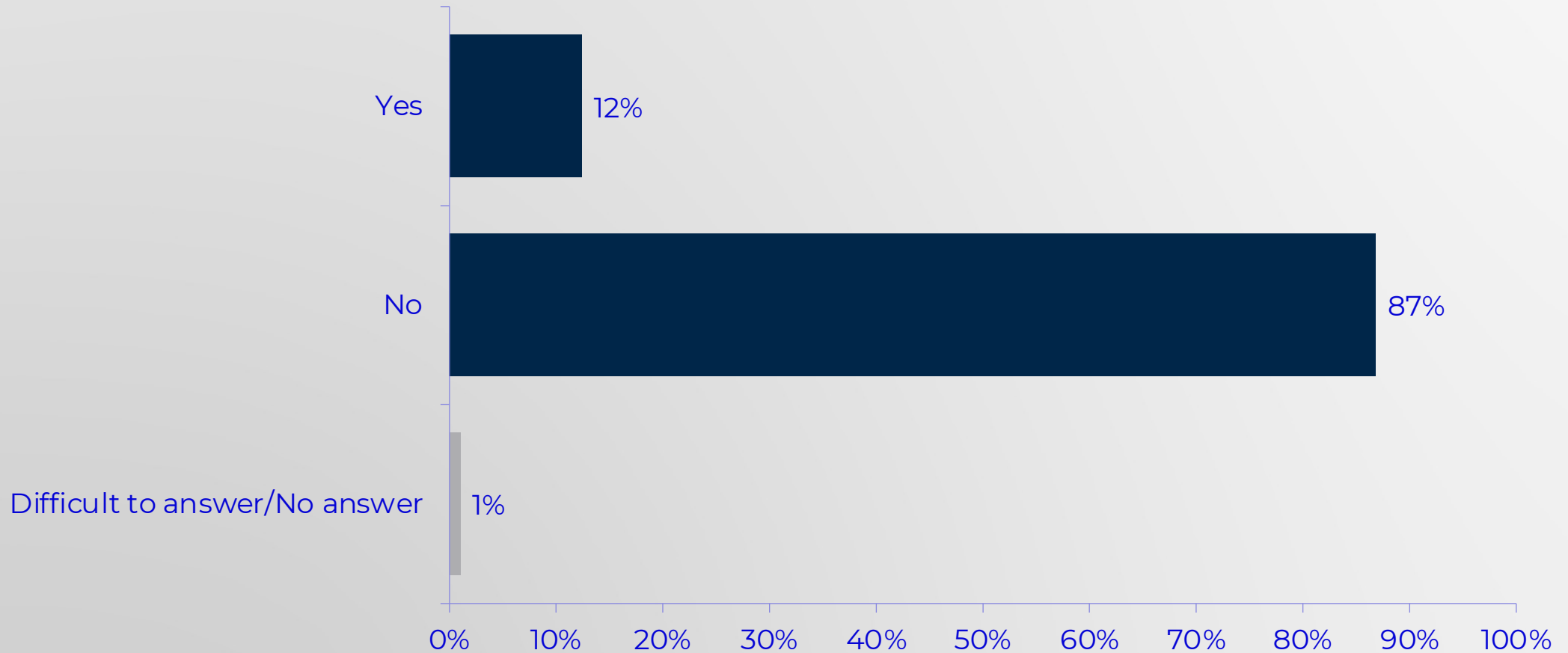


Q20.1 Do you know about the legislative initiatives of the Member of Parliament, elected from constituency you are living in after displacement?

Among internally displaced respondents, n = 207

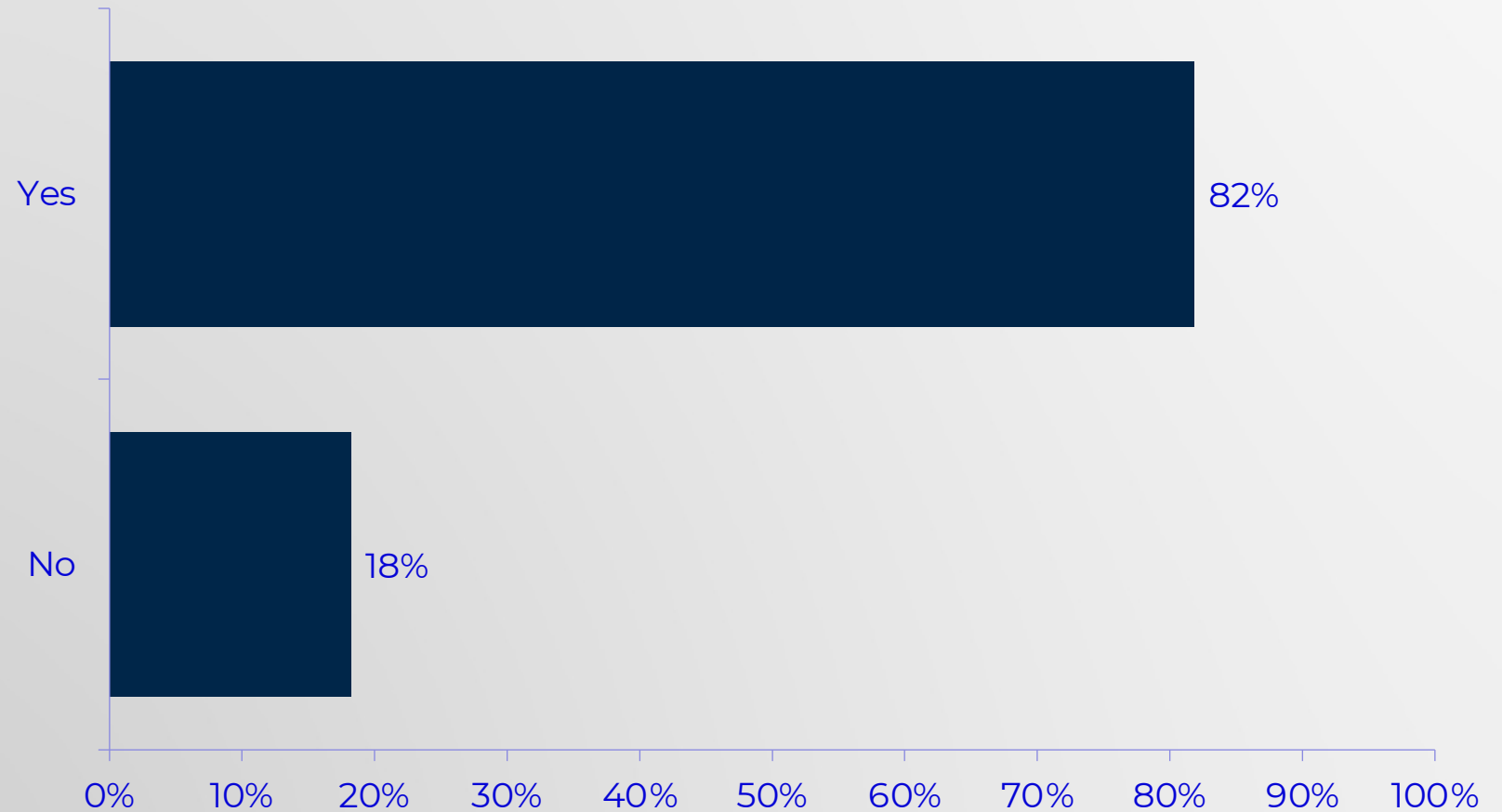


Q21. Have you ever contacted a Member of Parliament of Ukraine?



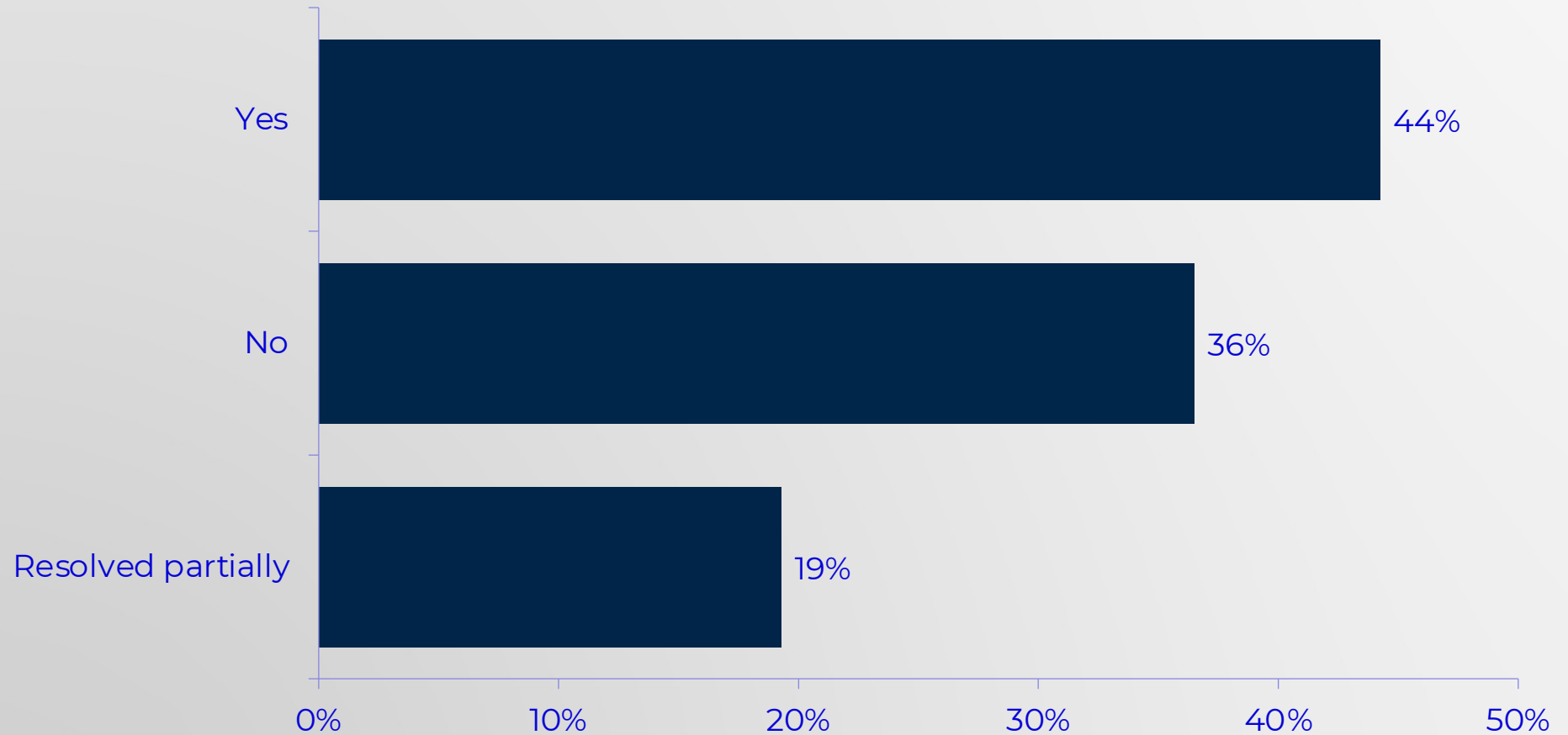
Q21.1 Have you contacted a MP to resolve an issue?

Among respondents who have contacted a MP, n = 200



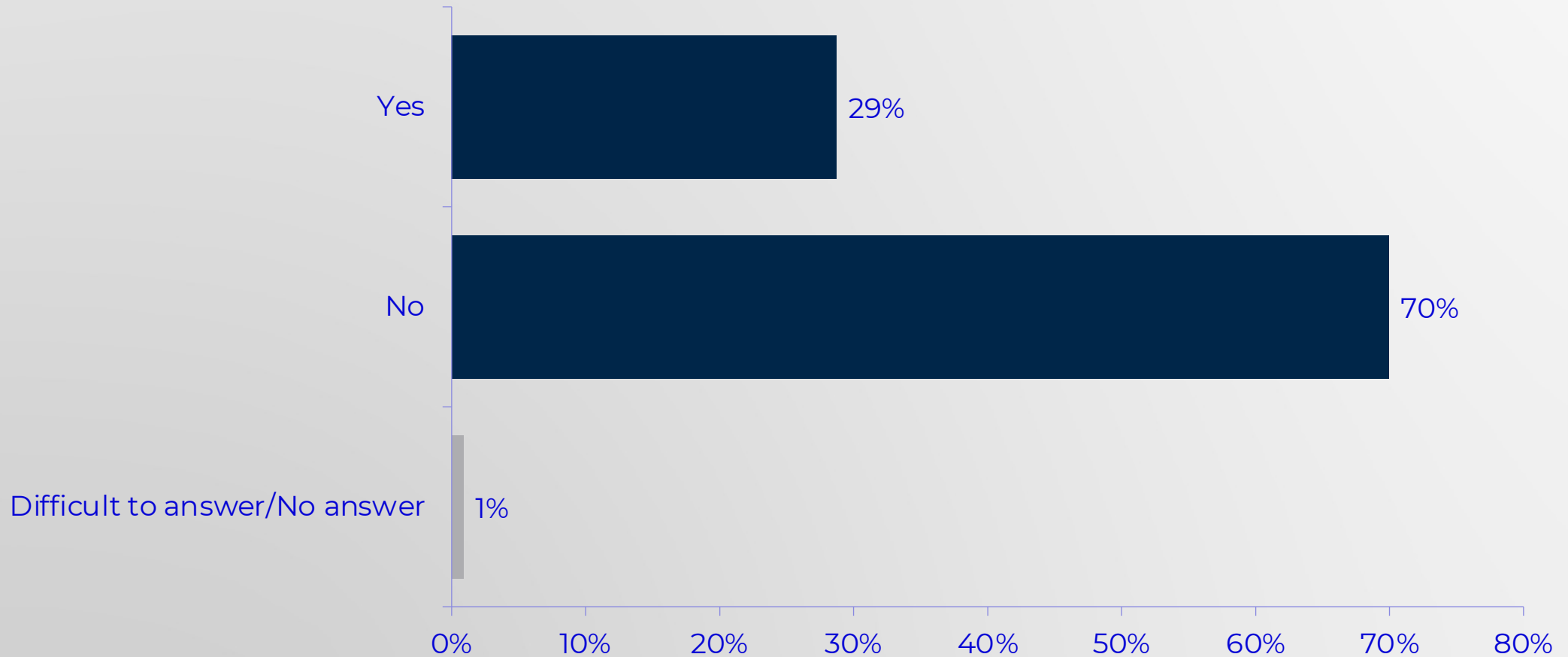
Q21.1.1 Has your question or problem been resolved?

Among respondents who have contacted a MP to resolve an issue, n = 163



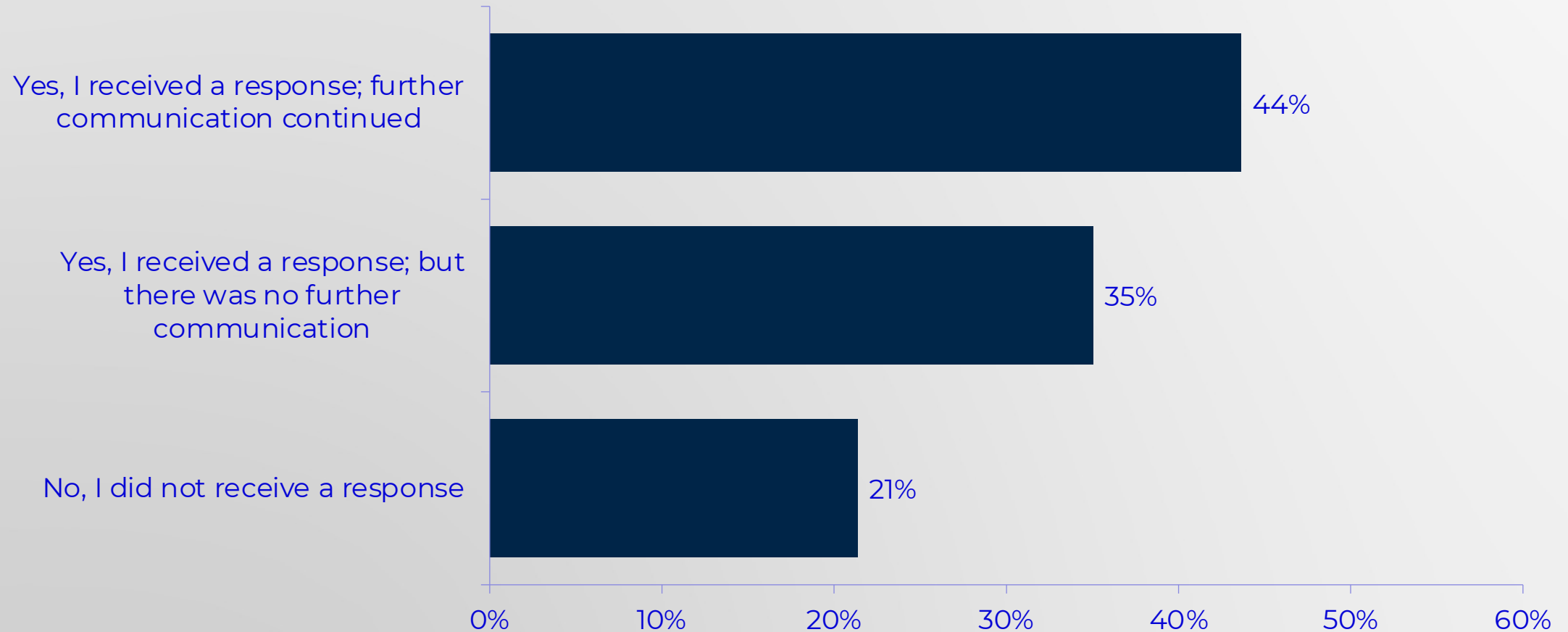
Q21.2 Have you contacted a Member of Parliament of Ukraine with a proposal to resolve an issue or problem, for example at the legislative level?

Among respondents who have contacted a MP, n = 200



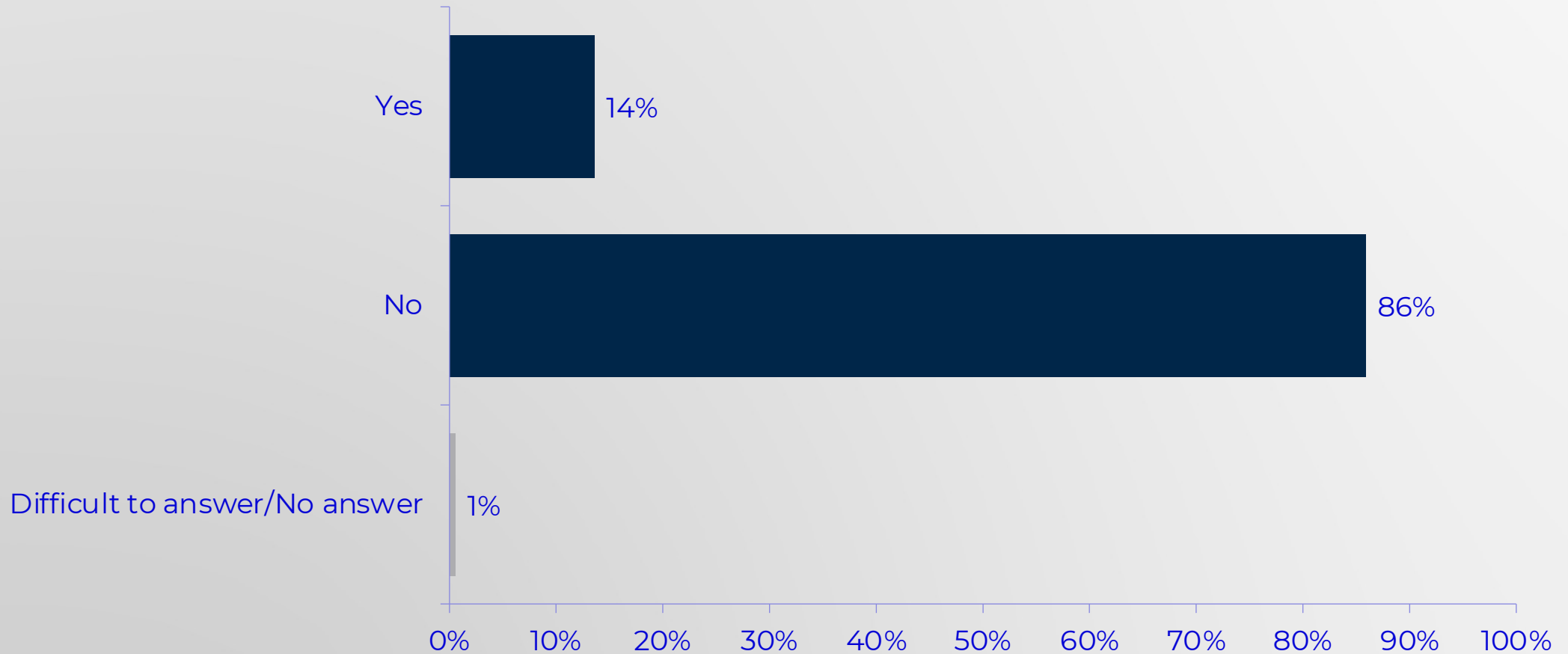
Q21.2.1 Was there a response to your proposal?

Among respondents who have contacted a MP with a proposal to resolve an issue, n = 57



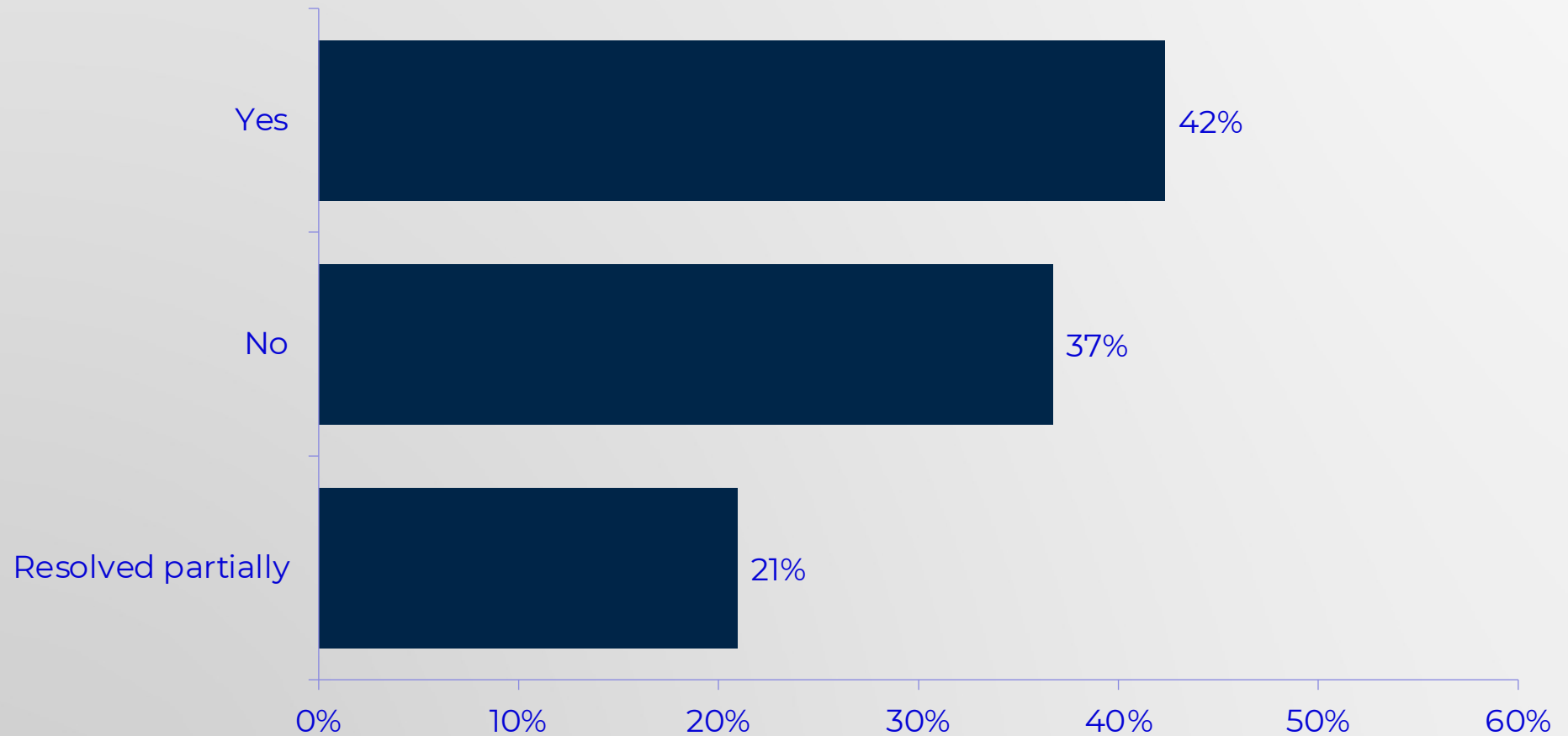
Q21.3 Since the implementation of martial law, have you turned to your district's Members of Parliament for help or solution with issues?

Among respondents who have contacted a MP, n = 200



Q21.3.1 Has your question or problem been resolved?

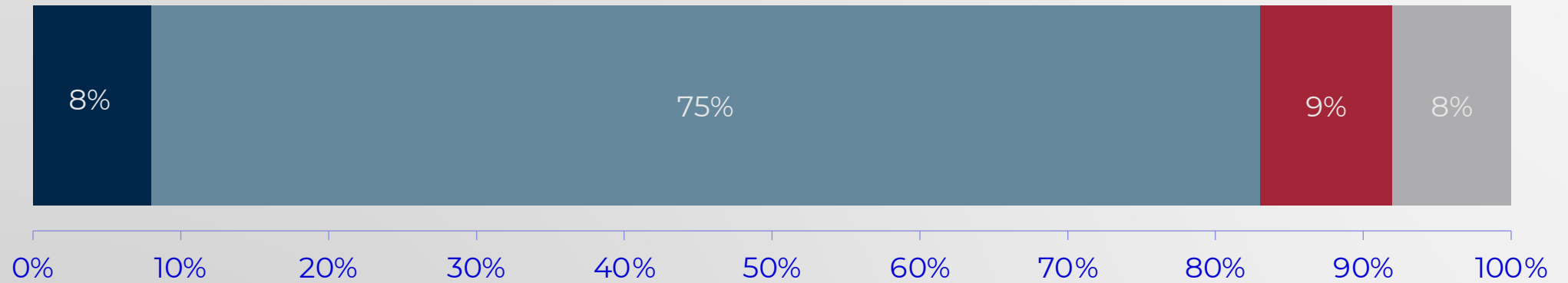
Among respondents who have contacted a MP since the implementation of martial law, n = 27*



*The results should be treated with caution due to the small sample size

Q22. Since the beginning of the Russian full-scale invasion of Ukraine, has your need for engagement with your Member of Parliament increased, stayed the same or decreased?

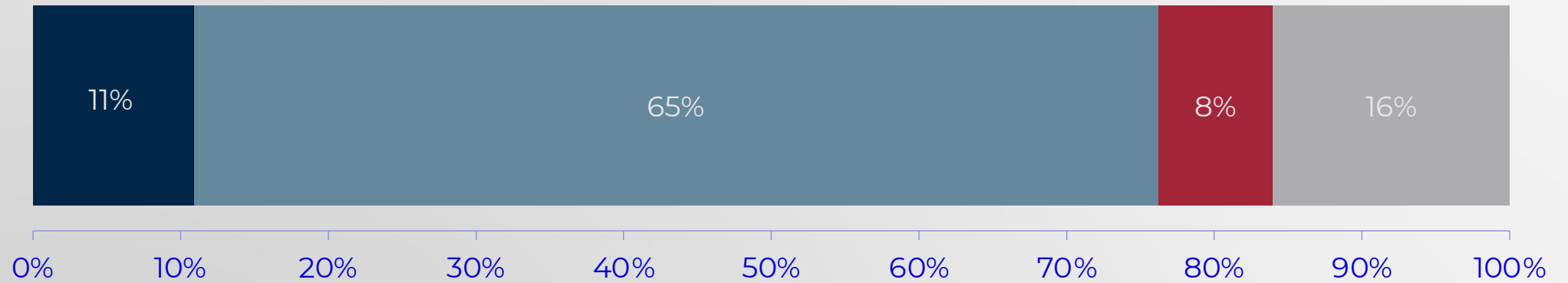
■ Increased ■ Stayed the same ■ Decreased ■ Difficult to answer/No answer



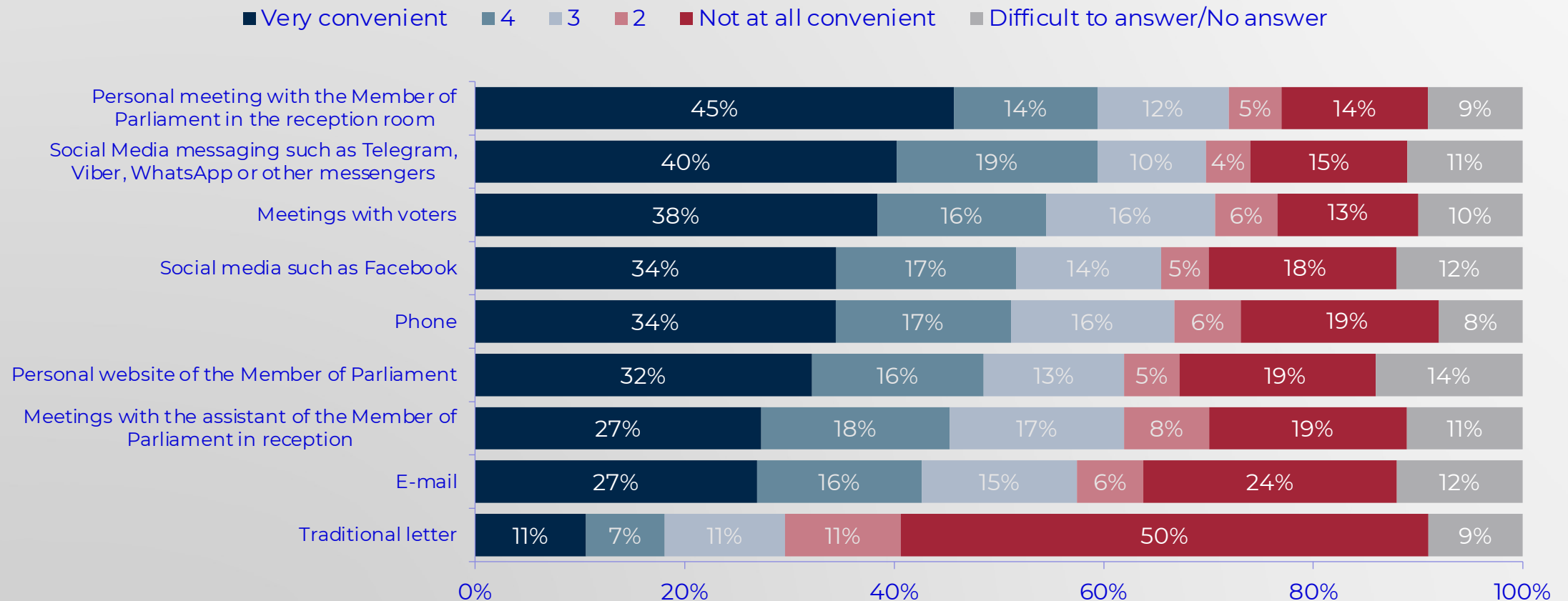
Q22.1 Since the beginning of the Russian full-scale invasion of Ukraine, has your need for engagement with a Member of Parliament elected from the constituency you are living in after displacement increased, stayed the same or decreased?

Among internally displaced respondents, n = 207

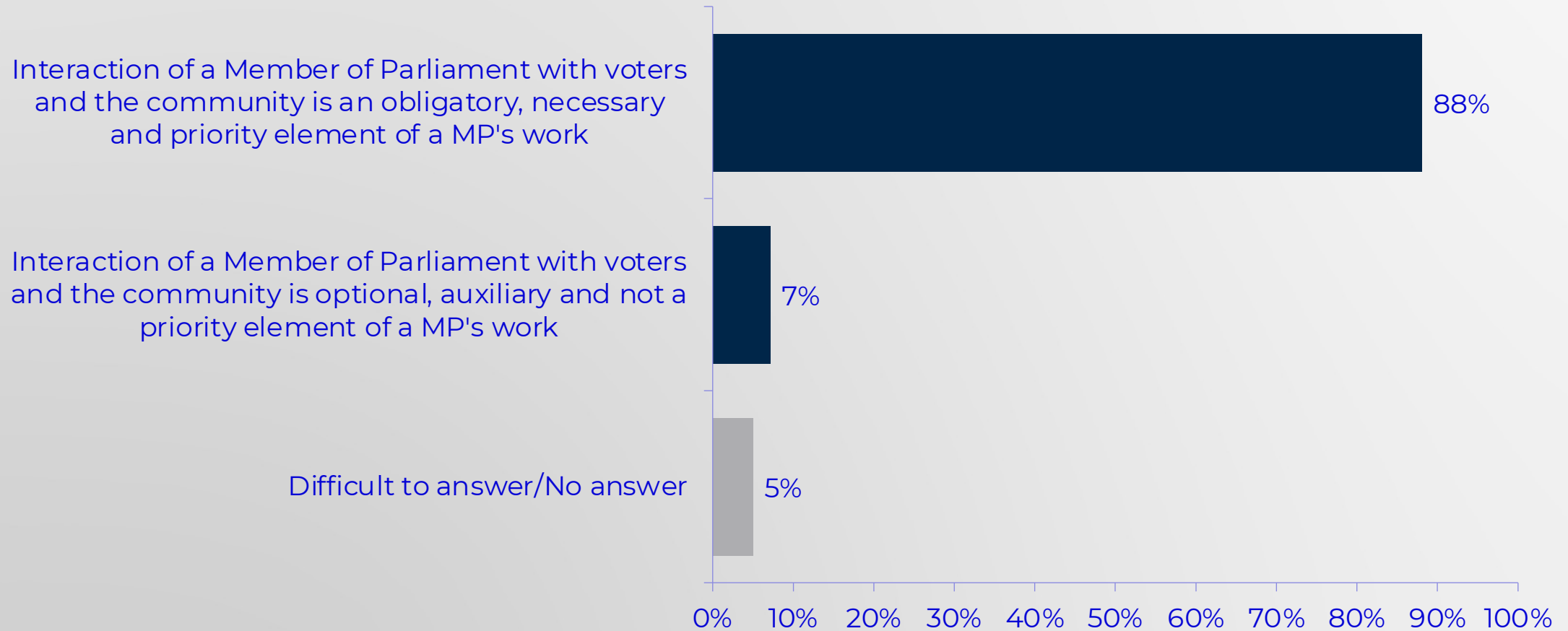
■ Increased ■ Stayed the same ■ Decreased ■ Difficult to answer/No answer



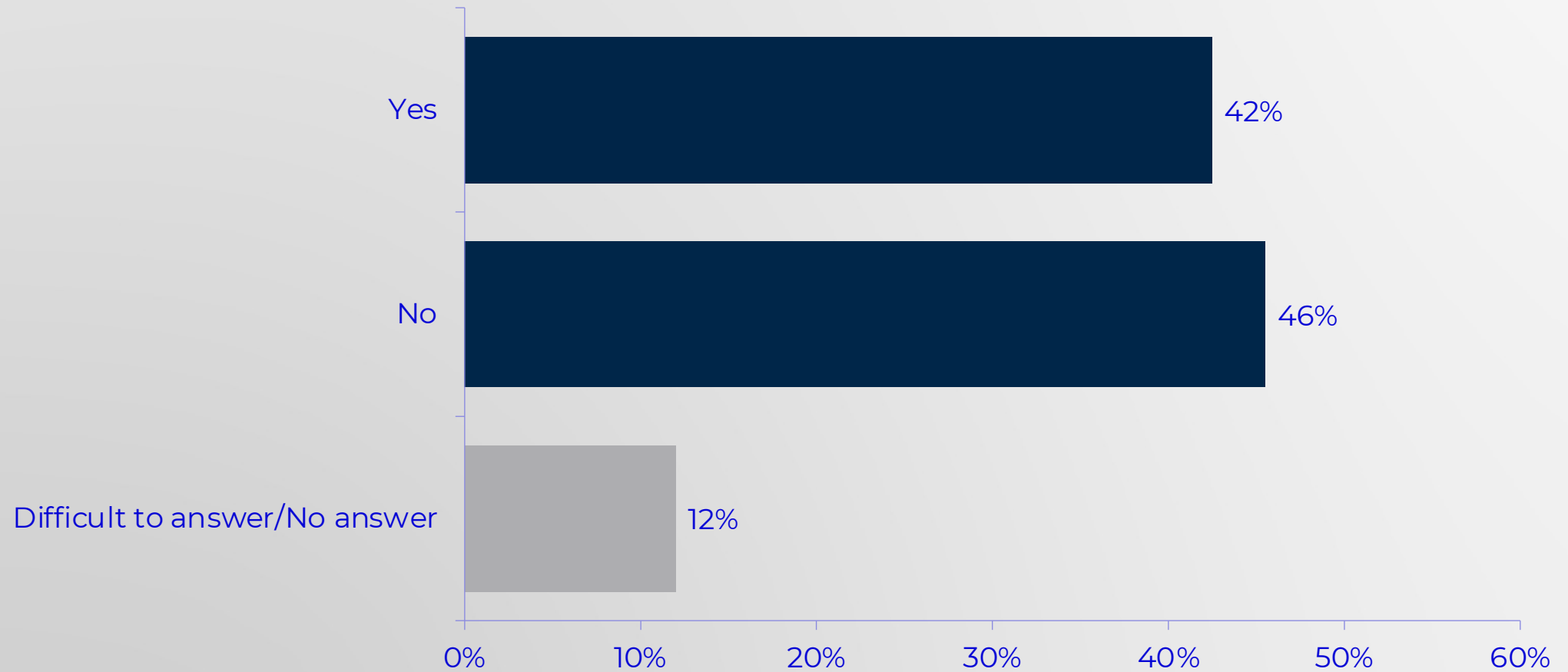
Q23. For each potential way of communication with the Member of Parliament of Ukraine from your district, please tell how convenient it would be for you on a scale from 1 to 5, where 1 is not at all convenient and 5 is very convenient.



Q24. Which of the below statements comes closer to your opinion?

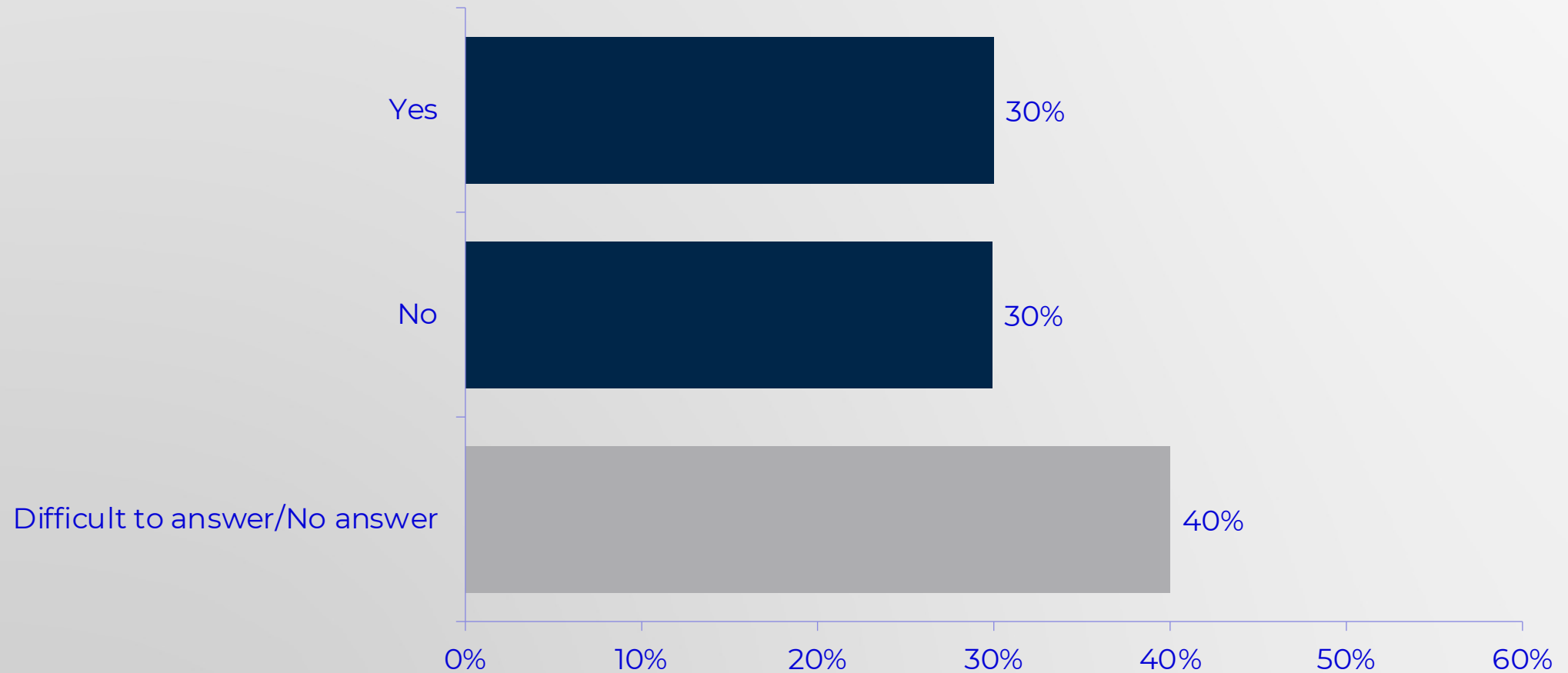


Q25. Do you think there is regular cooperation between your district's constituency and its Member of Parliament?



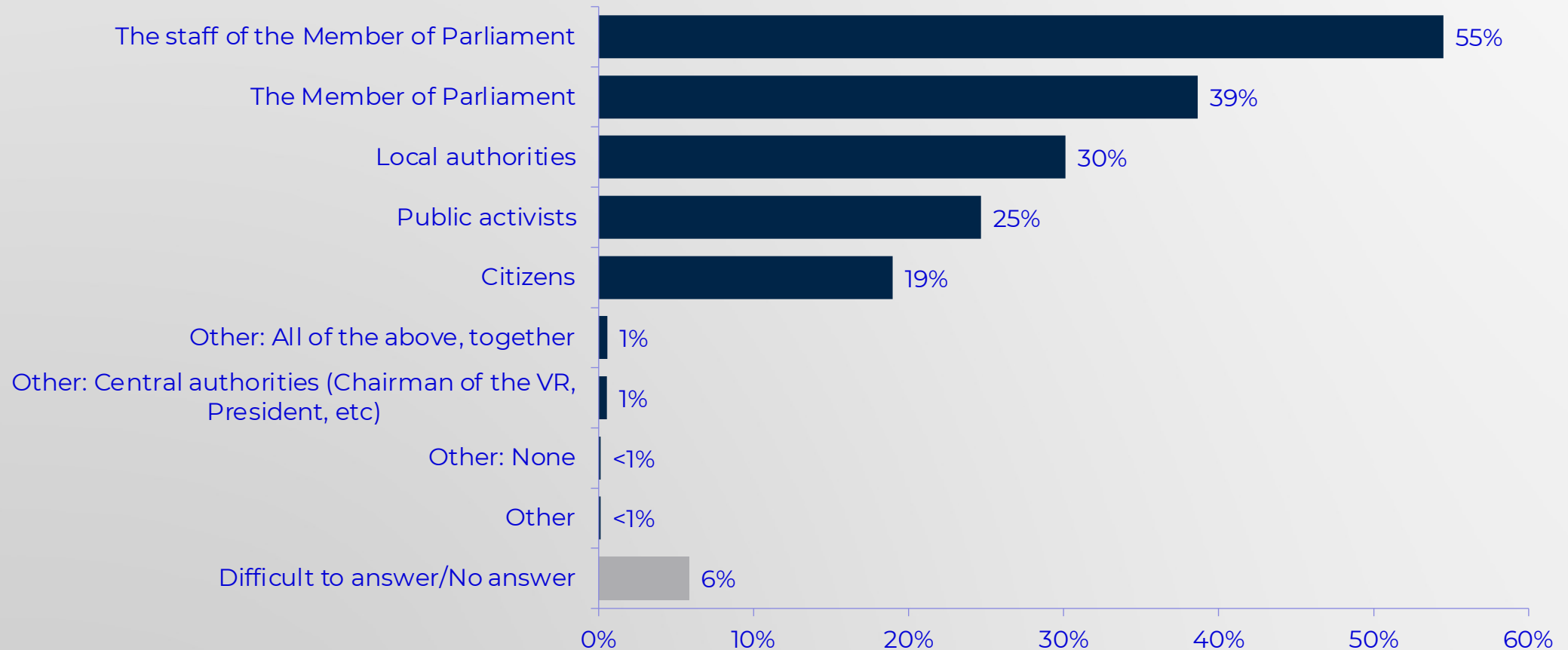
Q25.1 Do you think there is regular cooperation between the constituency of the district you are living in after displacement and its Member of Parliament?

Among internally displaced respondents, n = 207



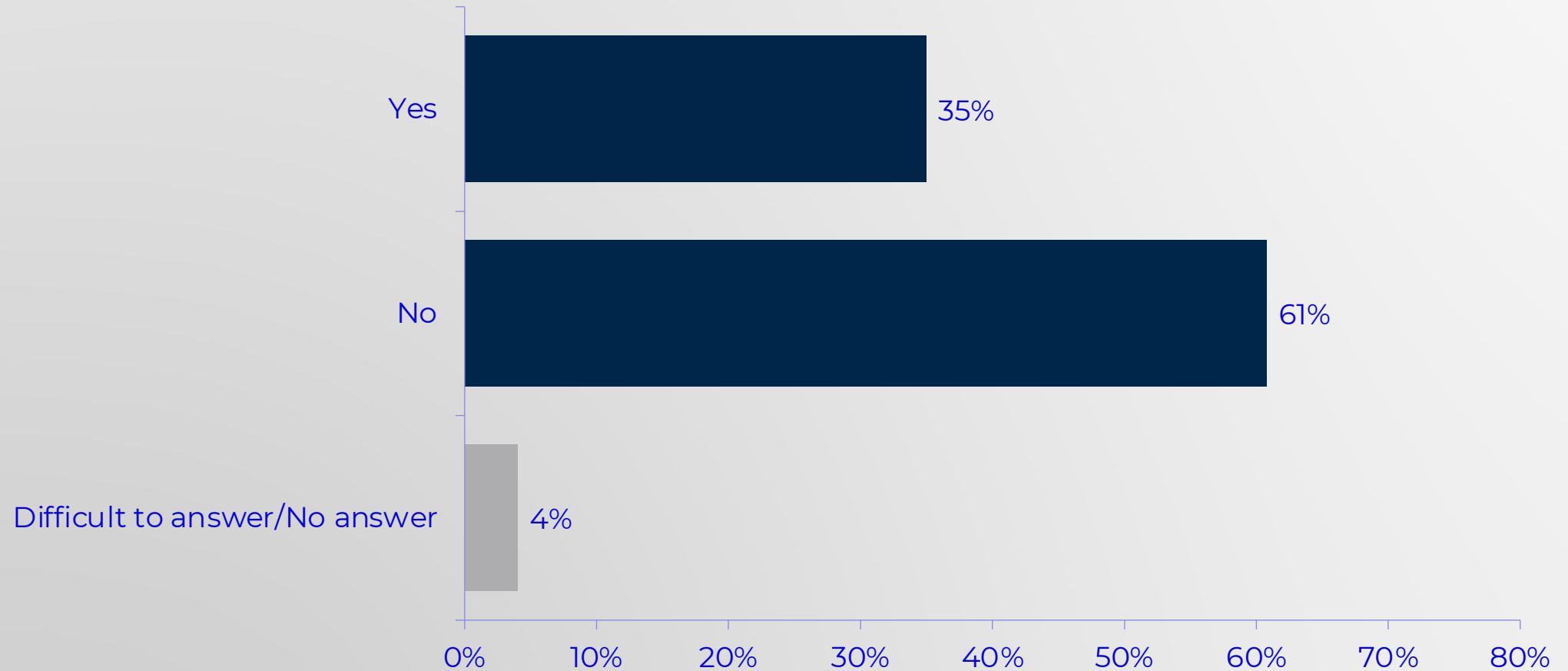
Q26. In your opinion, who is responsible for an effective and well-established relationship between the community and VR deputies?

Multiple responses accepted

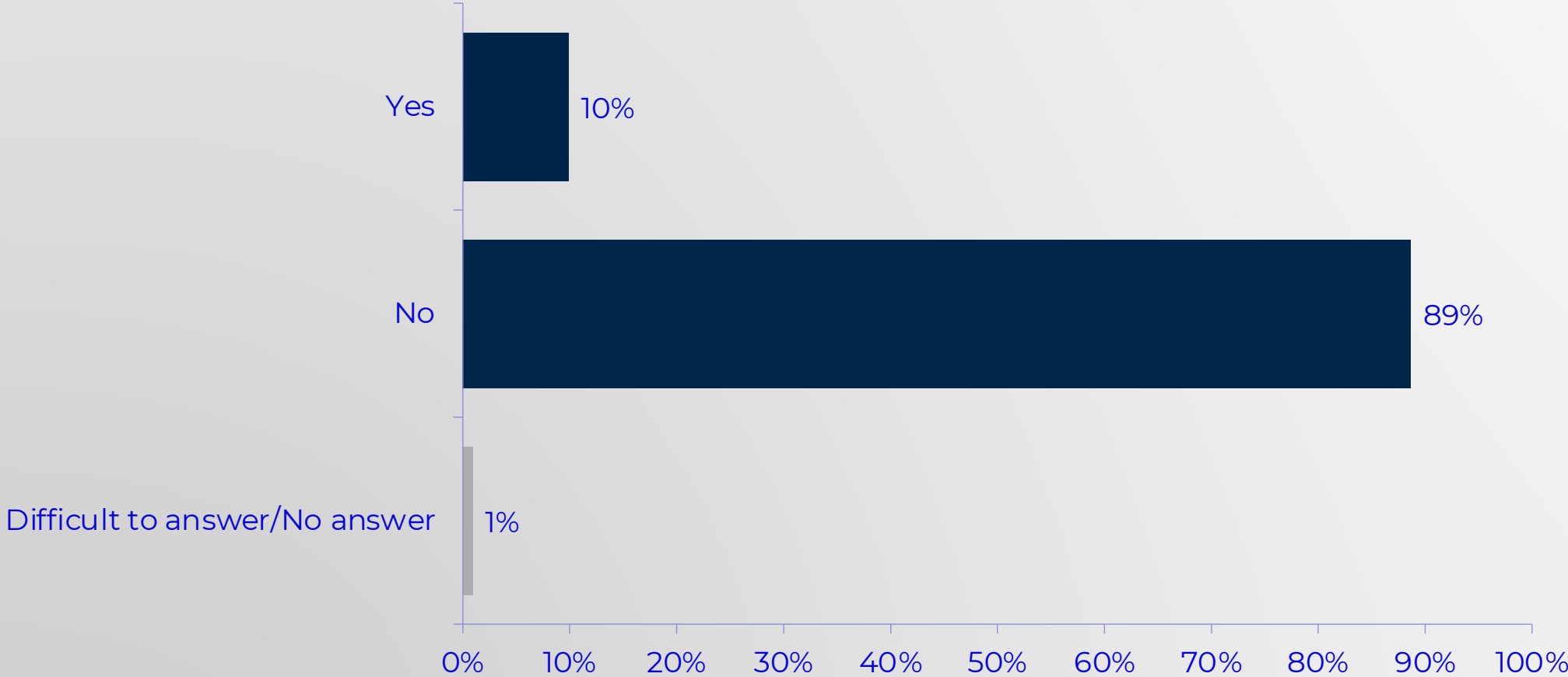


Part III. Activities of People's Deputies and Local Branches of Political Parties

Q27. Do you know which parties have offices of political parties in your district?

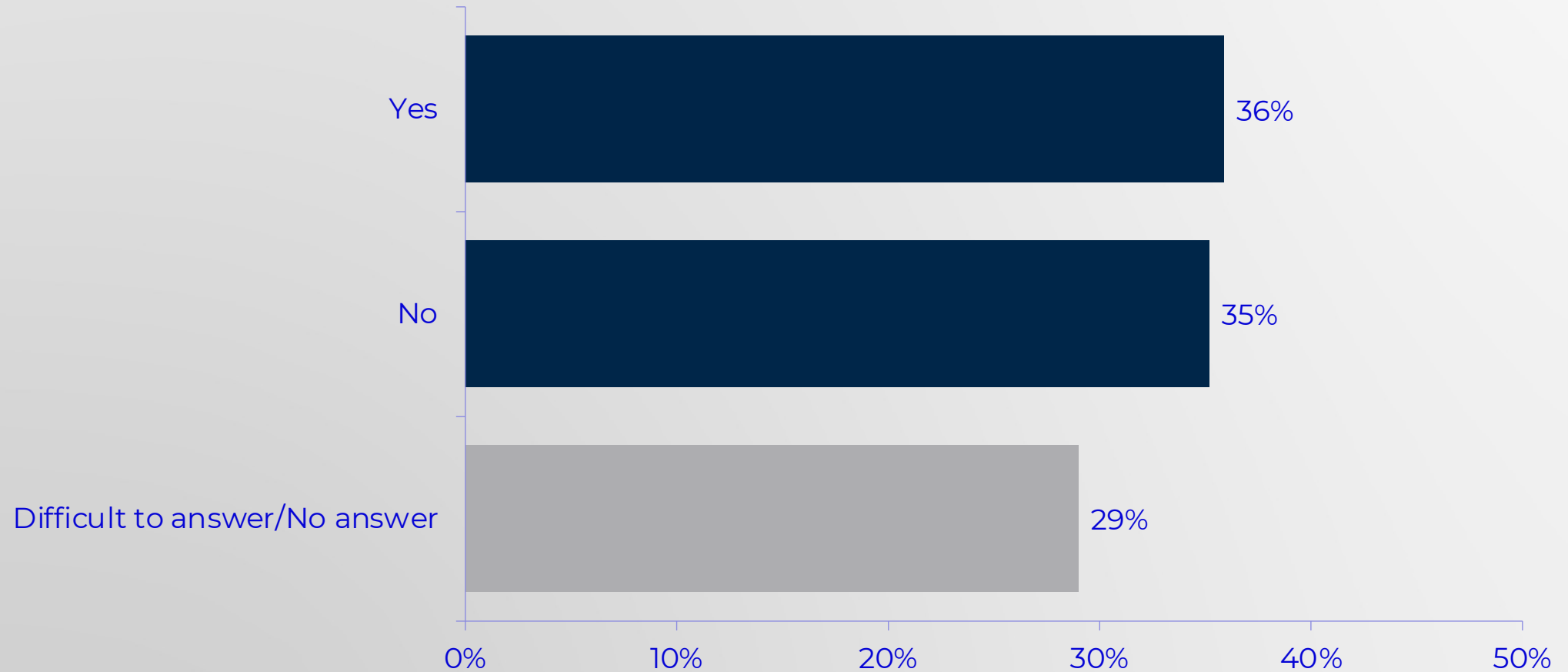


Q28. Have you ever approached or contacted a political party, for example through the reception office or local branch with a question or problem?



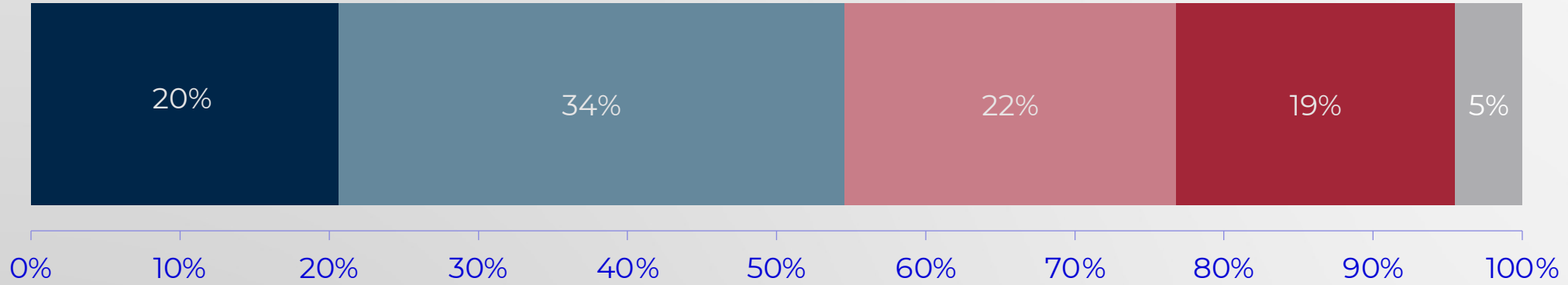
Q28.1 Has your question or problem been resolved?

Among respondents who have contacted a political party, n = 159

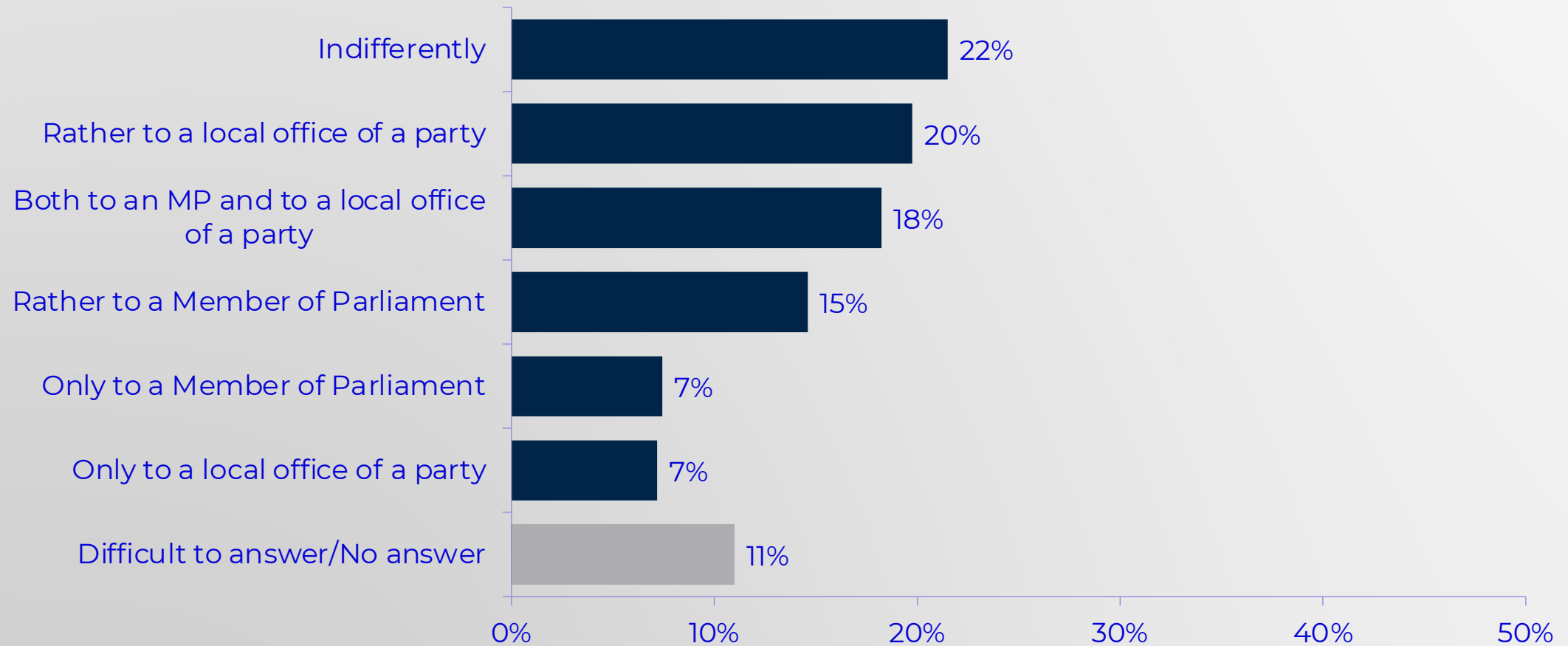


Q29. How important is a Member of Parliament's party affiliation to you?

■ Very Important ■ Somewhat important ■ Low importance ■ Not important at all ■ Difficult to answer

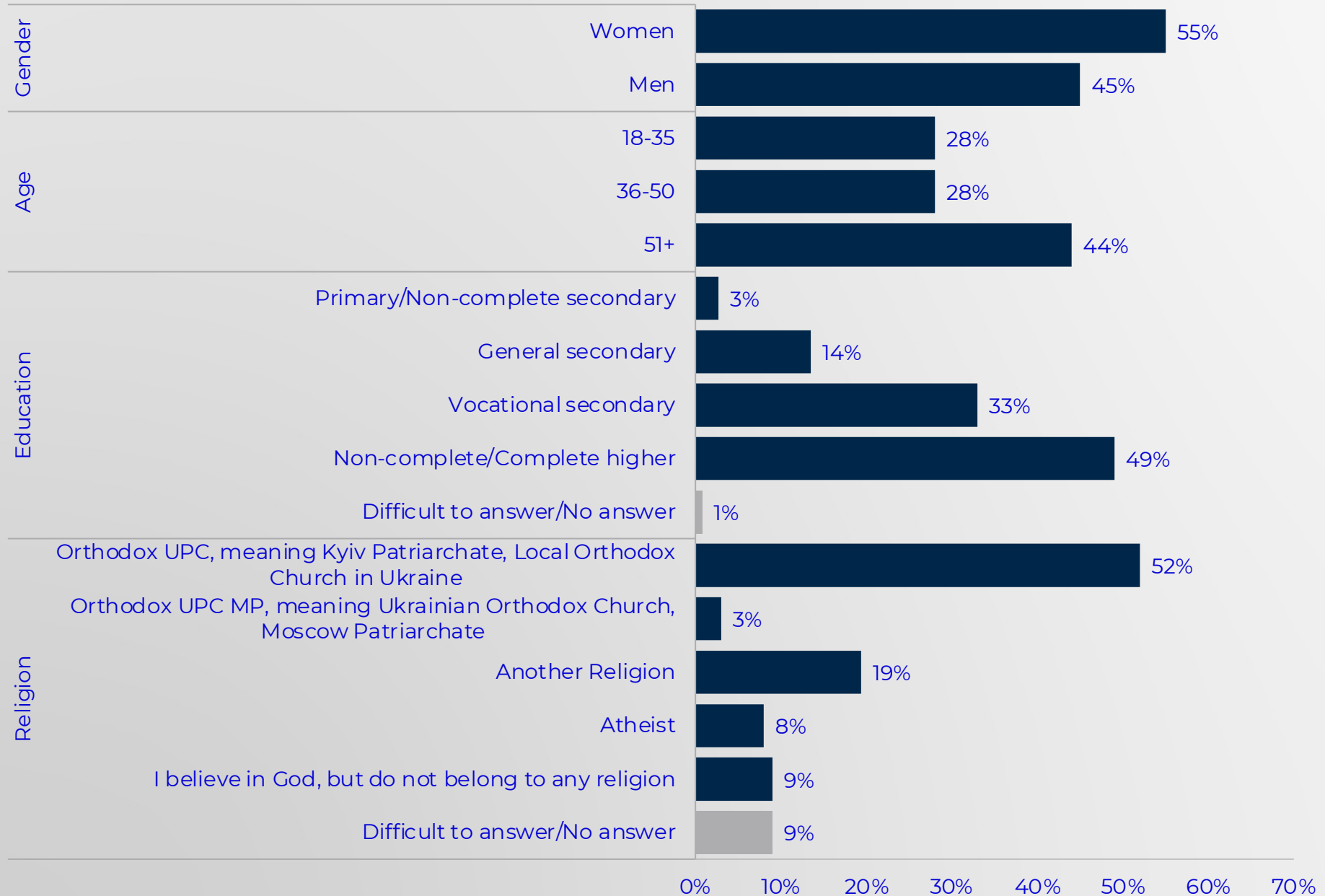


Q30. To resolve an issue, would you rather turn to a Member of Parliament elected from your district or to a local office of a party?

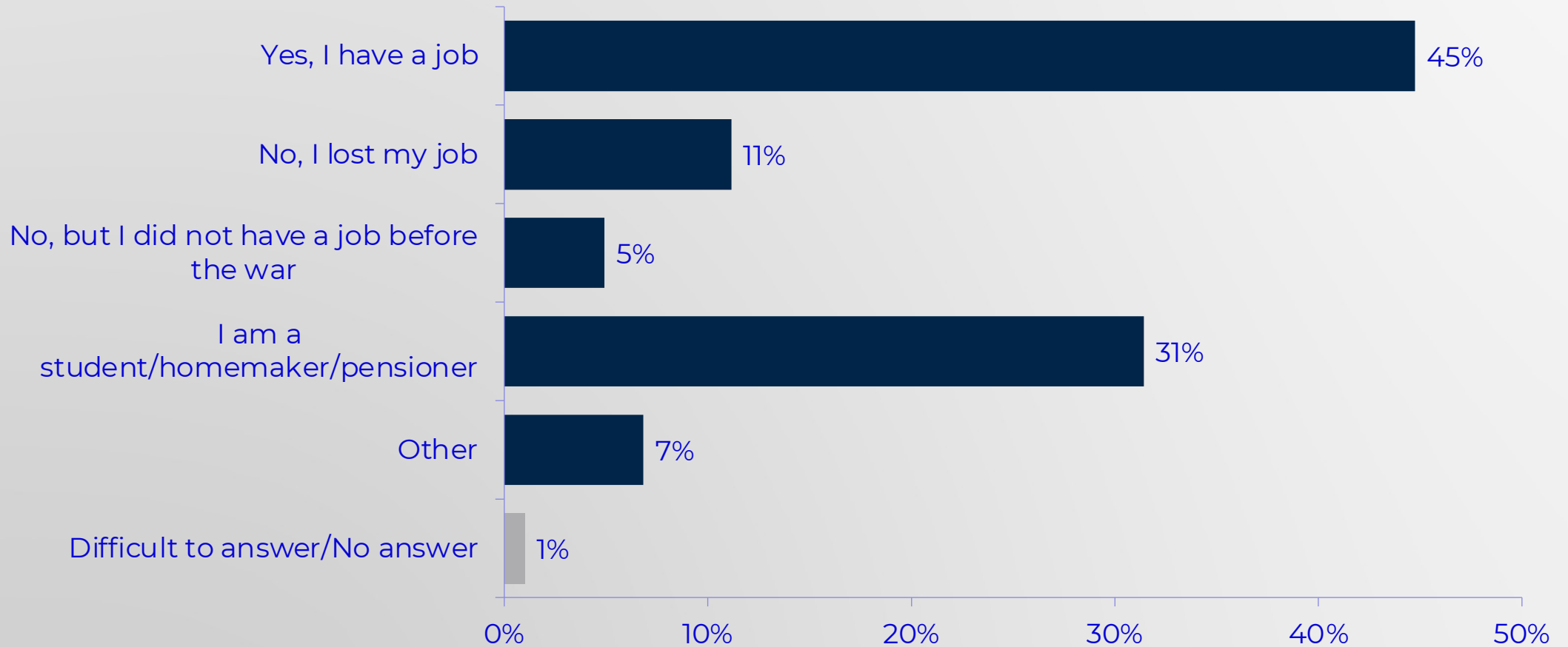


Demographics

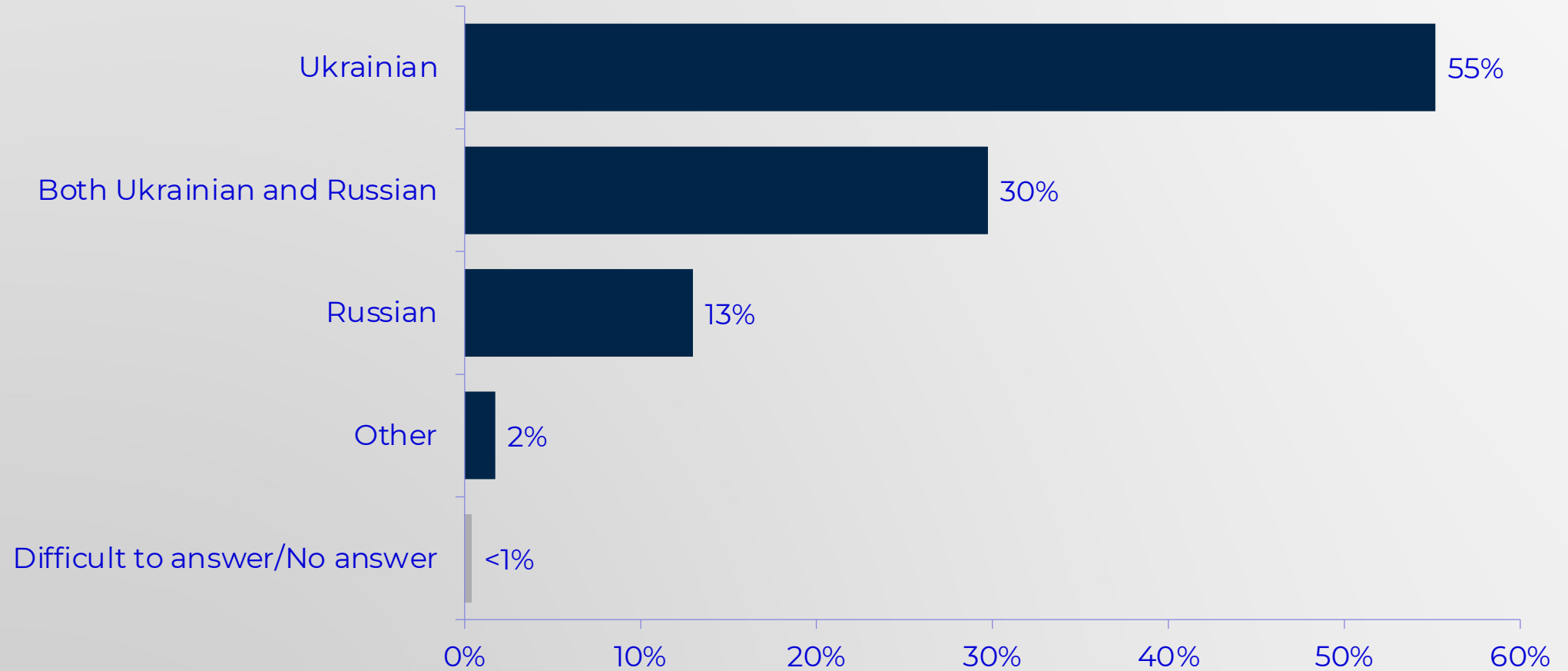
Demographics



Do you currently have a job or a means of earning an income?



Which language do you usually speak at home?



Have you been speaking this language for a long time, or have you specifically switched to this language recently?

Among respondents who speak only Ukrainian or Russian, n = 1,096

