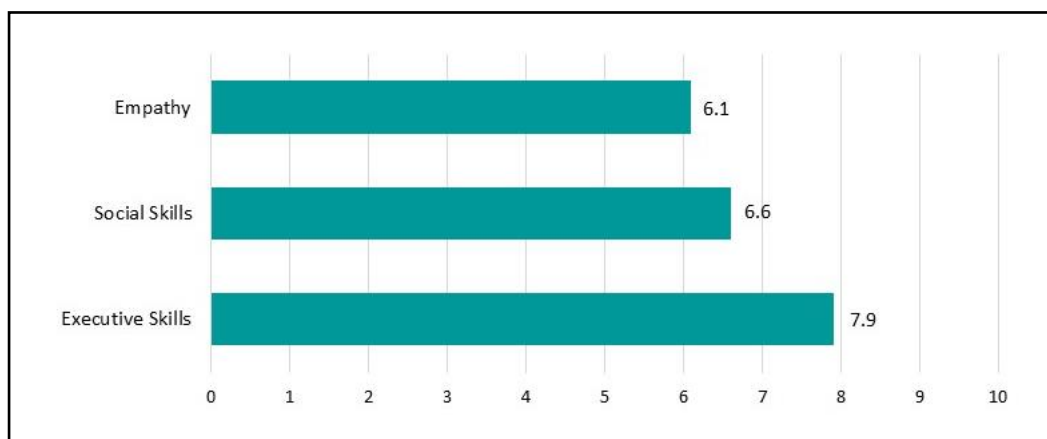


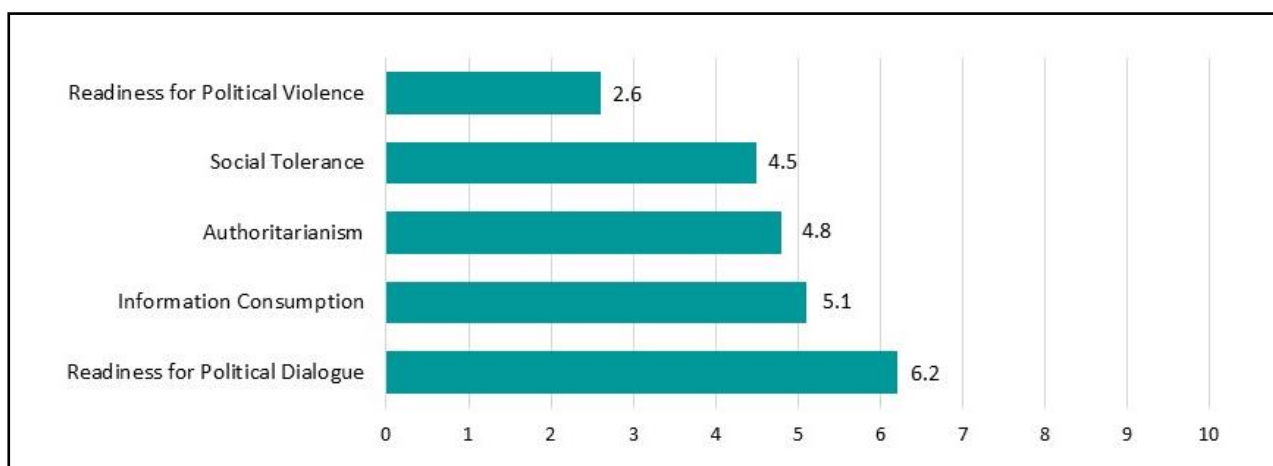
## Social Cohesion and Reconciliation (SCORE) Index Executive Brief on Civic Engagement

### Contrasting peaceful and non-peaceful manifestations

The SCORE Index has measured psychosocial adjustment in order to better understand the societal behaviours of Ukrainians throughout the country. Although Ukrainians are found to be very good at thinking ahead, planning and organizing their lives (executive skills score 7.9 out of 10), they report lower scores at socializing with others (social skills), and have relatively low empathy for the concerns of others; which results in difficulties when attempting to build consensus and address common problems. This means that people may easily become polarized in their opinions, and do not easily integrate the opinions of others into their thinking of the future.



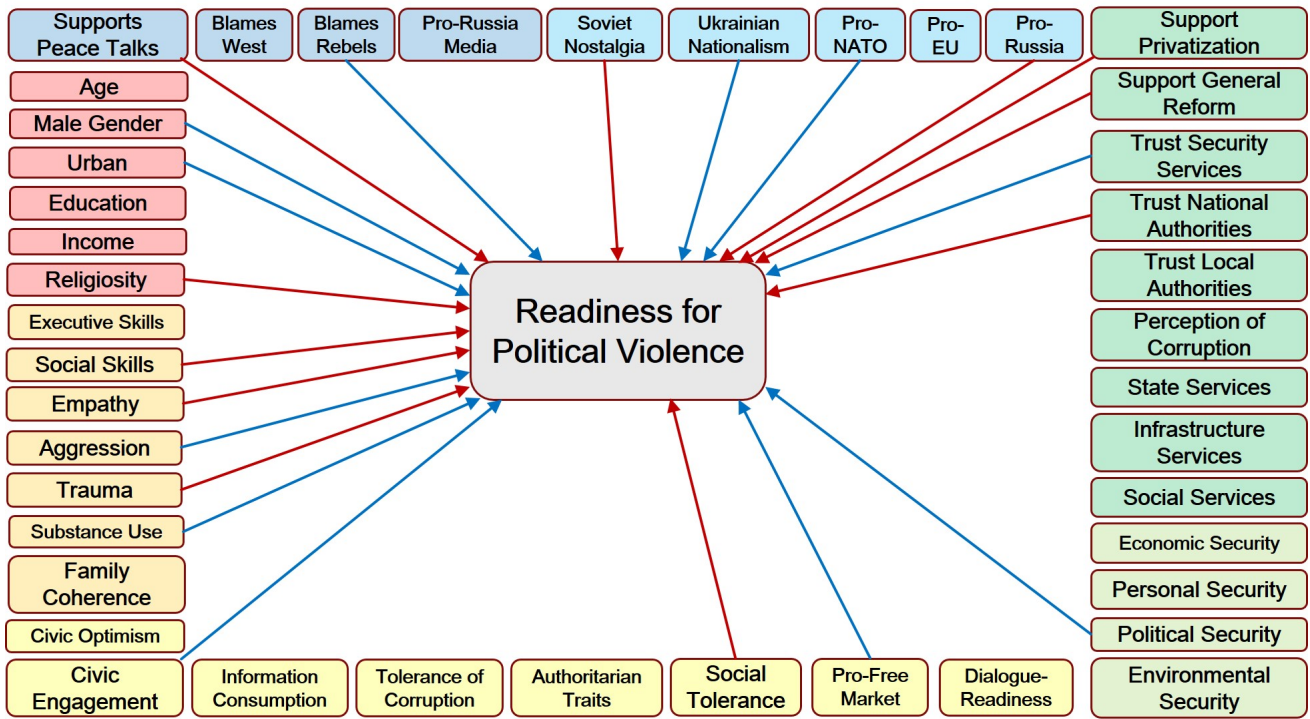
Looking at other social traits across the country, Ukrainians are found to be ambivalent towards authoritarianism (i.e. favouring obedience and respect for single authority) which has a score of 4.8 out of 10. The same applies for tolerance towards others: Ukrainians are ambivalent regarding whether they should tolerate people who are different from them (score of 4.5 out of 10). The relatively high score for “information consumption” (i.e. following the news and latest developments happening in the country) in comparison to the low levels of civic engagement as will be presented below, suggests that there is a passive model of citizenship in Ukraine where most people observe the decisions of others instead of taking responsibility to shape the country’s future.



SCORE research findings further indicate that there is a positive relation between **civic optimism** and civic engagement. People who are more optimistic regarding the future of the country, are more inclined towards engaging in civic matters, as they think that change is possible and that they can make a difference. In terms of geographical distribution, people in the West are found to be much more optimistic about the future, while people in the East are less optimistic.

Meanwhile, people in the East report higher levels of readiness for dialogue in comparison to the people in the West. In other words, people in the East are more open to considering different possibilities regarding the future of the country. However, it is important to highlight that most Ukrainians do not consider political violence as a way of addressing their problems. In fact, the most non-violent oblast throughout the country is Donetsk, where people are experiencing the conflict in the worst possible way. In contrast, some oblasts in West have a minority group of people who choose to use political violence.

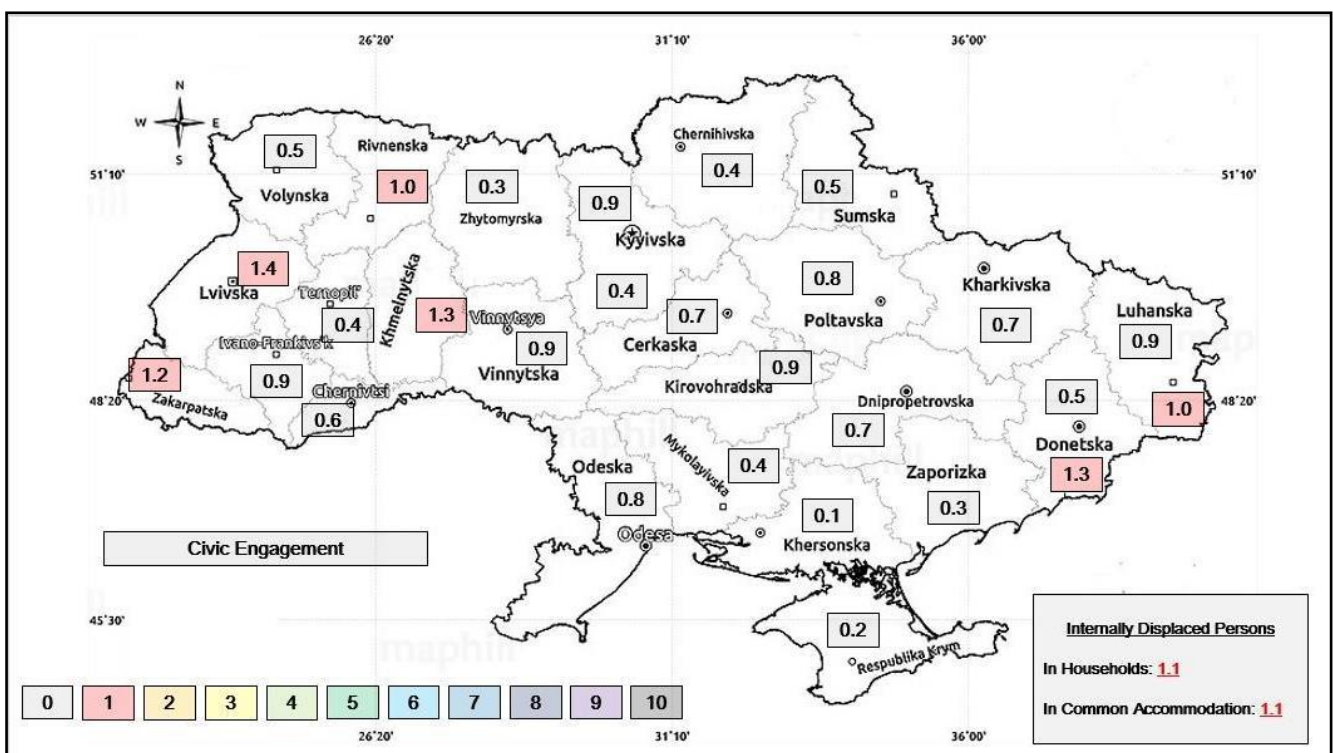
## What are the factors that predict political violence?



A positive relationship (blue lines) suggests that higher scores on the predictor lead to greater readiness for political violence. A negative relationship (red lines) suggests that higher scores on the predictor lead to less readiness for political violence.

The above chart demonstrates that to a large extent, the factors determining people's readiness for political violence are multifaceted. Psychosocial factors, such as a deficit of social skills and empathy, interact with institutional factors, such as mistrust of national authorities and opposition to reform. Surprisingly, civic engagement positively predicts readiness for political violence. This finding suggests that manifestations of civic engagement in Ukraine tend to take place within a context of supporting the war effort. Therefore, it is important to find more peaceful manifestations of civic engagement.

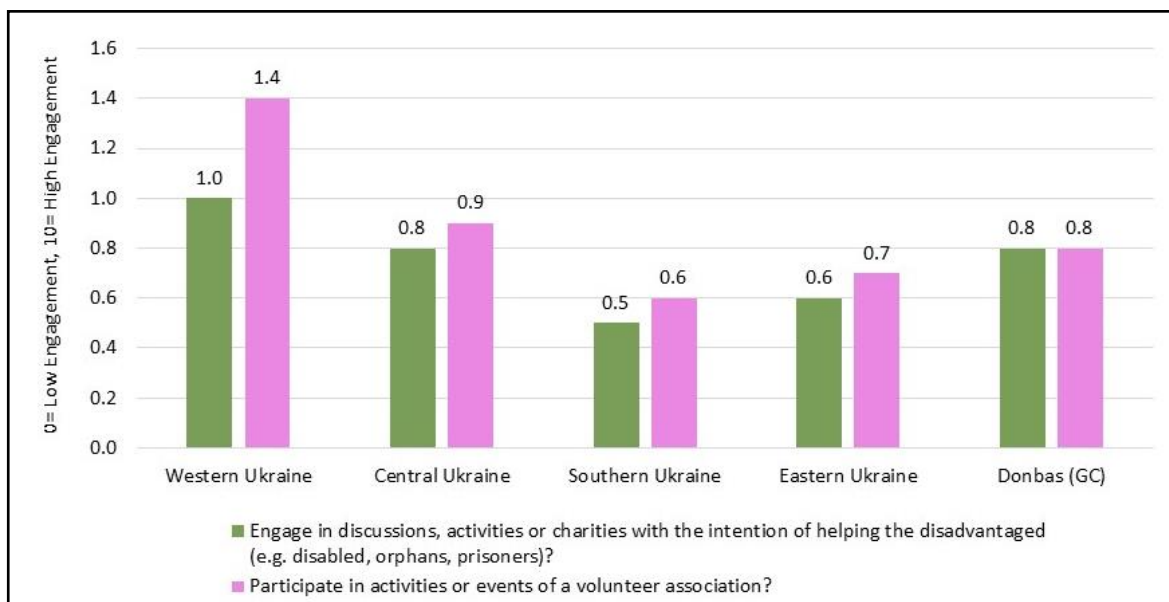
Contrary to popular belief, SCORE Index findings indicate that civic engagement is low across the country (average score of 0.8 on a scale of 0 - 10). The majority of people are not actively involved in civic matters (i.e. participating in public demonstrations, signing a petition, engaging in charities, following the news on politics and current events) unless their lives are directly affected.



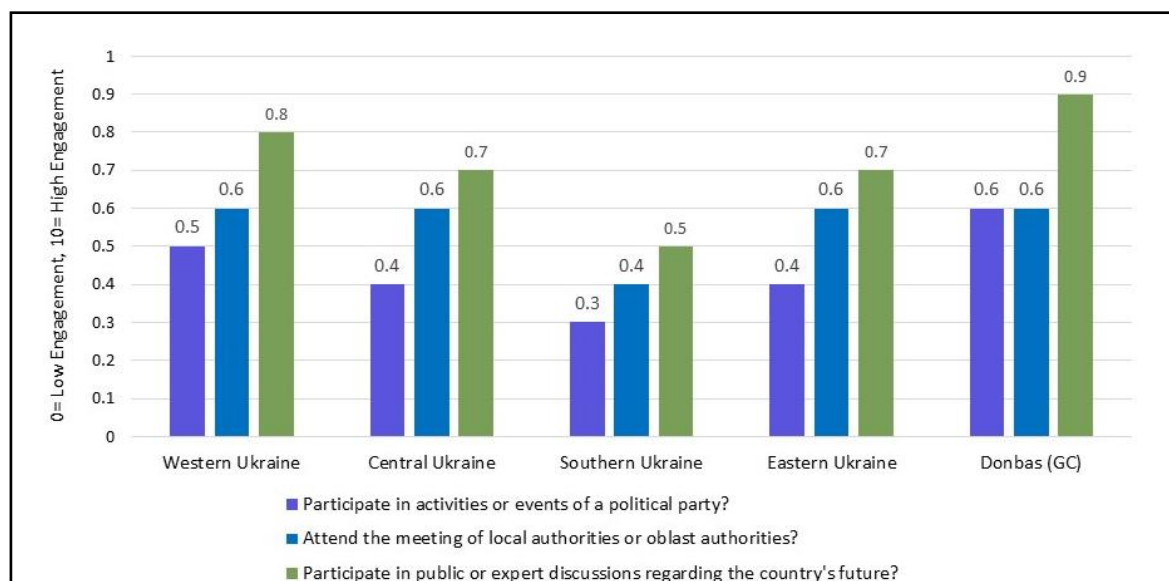
L'viv has the highest score of civic engagement across Ukraine (1.4 out of 10) while Khersonska has the lowest score of 0.1 out of 10. In general, low levels of civic engagement have several implications for Ukraine's future direction. If people were more actively involved in civic and political matters, they would have had more access to information; which would have further enabled them to develop different perceptions, increasing their potential of seeing alternative solutions, as compared to the current situation.

### Which forms of civic engagement are more common in Ukraine?

The following chart shows that people in Western and Central parts of Ukraine have higher levels of participation in activities or events of a volunteer associations compared against other regions of the country, a trend then can also be discerned in relation to engagement in discussions, activities or charities with the intention of helping the disadvantaged. Interestingly, the government controlled (GC) areas of Donbas display levels of volunteerism and charitable engagement that are significantly higher than other regions in East and South Ukraine, a trend which might be understood as an activist response to the conflict.



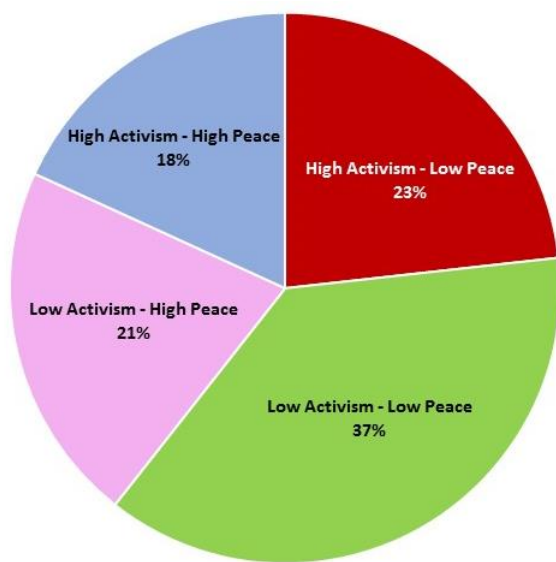
As further shown in the graph below, the majority of people in Ukraine prefer to participate in public or expert discussion regarding the country's future, rather than attending the meetings of local authorities or participating in activities or events of a political party. This willingness to engage in discussions for the future may initially seem as a positive sign, but at the same time, might be contributing to polarization, if such discussions are taking place only within like-minded groups that exclude alternate viewpoints (with the scores for engaging in such discussions being highest in the Western Ukraine and Donbas region which hold the most polarized views on the conflict). Southern Ukraine has the lowest scores on political engagement (especially in the oblasts of Odeska and Khersonska).



## Are active people also peaceful?

In order to identify the entry points for peaceful forms of civic engagement, SCORE has generated a “Peace Orientation Index” measuring how supportive of peace people are in Ukraine, for instance by tolerating diversity, supporting peace talks and opposing the use of political violence. Findings of the SCORE Peace Orientation Index, suggest that peace orientation, as defined by this index, and civic engagement, defined as participating in at least one civic activity over the past 12 months, are not necessarily positively related. There are active people who are peaceful, but there are also active people who believe in conflict. There are also people who believe in peace and tolerance, but who are not actively involved in civic matters. For example, a person might support a peace agreement in principle, however this might not necessarily mean taking concrete action towards peace (such as participating in peace campaigns, signing a petition or taking part in public discussions).

In sum, the SCORE has identified 4 different profiles of people throughout the country:



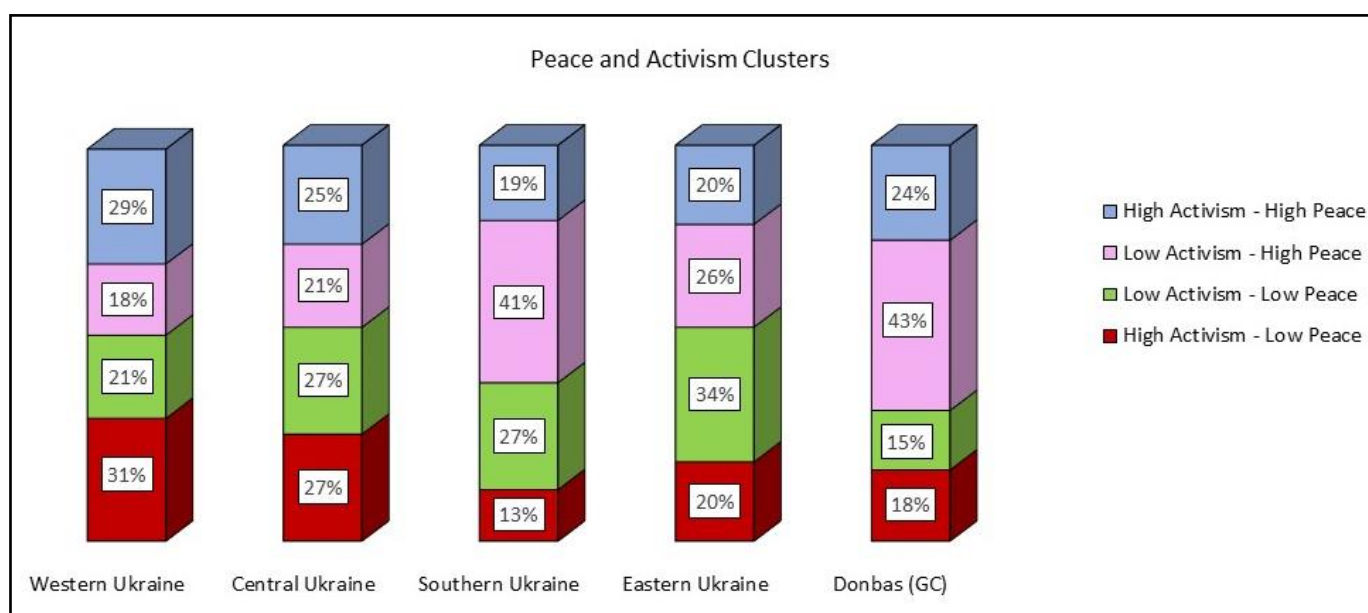
18% of the respondents are civically engaged, and display strong pro-peace orientation.

23% of the respondents are civically engaged, but do not display a pro-peace orientation.

21% of the respondents are not actively engaged, but display strong pro-peace orientation.

37% of respondents are not actively engaged, and do not display strong peace orientation.

The following graph presents the compositions of profiles (with %'s) per each region – which could be used as a starting point for various forms of policy interventions and programming.



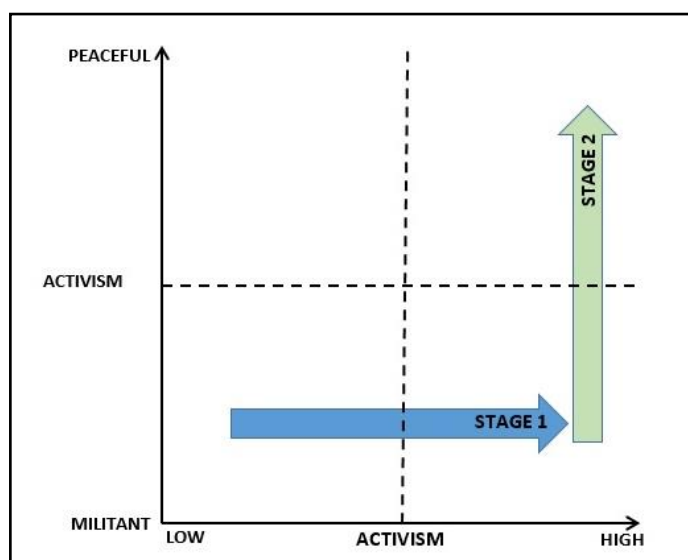
As seen above, Southern Ukraine and the Donbas are characterized by large numbers of pro-peace individuals who are however passive. In contrast, Western Ukraine is characterized by a majority activist trend, who are however polarized between pro-peace activists and conflict-oriented activists.

SCORE Index provides further analysis on the factors that predict **elevated/ reduced activism** in general; as well as the factors that specifically predict **peaceful/ non-peaceful forms of activism**:

Active People	Passive People	Conflict-Oriented Activists	Pro-Peace Activists
Pro-EU	Pro-Russia	Pro-NATO	Support Minsk Agreements
Hostile towards anti-Maidan narratives	Soviet Nostalgia	Hostile towards Russians & Pro-Russian people	Support Amnesty
Civic Optimism	Hostile towards pro-Maidan narratives	Blame Russia and the Rebels	Support policy reforms (anti-corruption and decentralization)
Trust in institutions	Blame Ukraine and the West for the armed conflict	Hostile towards Russian speakers	Ready for dialogue
Follow the news and current developments	Older age	Support Ukrainian Army operations	Have high empathy, good executive skills and strong emotion regulation
Free market orientation		Identify with Ukrainian nationalism	Have positive feelings to other groups
Higher levels of income and education		Experience tension and hostility towards IDPs	
High economic and personal security		Have aggressive traits	
Perceive social threats from other groups			
Have post traumatic stress disorder (PTSD)			
Former combatants			

In light of this information, SCORE Index suggests a two-fold process to foster more peaceful manifestations of civic engagement in a way that it would promote unity and common national identity in Ukraine:

### Strategy of Change:



**STAGE 1:** Boosting the level of civic engagement of the people who have a pro-peace orientation (Low activism -> High activism) and involving these people in the dialogue processes to shift the perceptions of people who are more hesitant towards the prospect of peace.

**STAGE 2:** Shifting from non-peaceful manifestations to peaceful manifestations of civic engagement.

## Policy Recommendations:

As shown in the above analysis, challenges related to civic engagement are quite different in the south and east of the country compared to the west and centre of the country. In the south and east, where citizens tend to be peaceful but passive, the priority should be to get people more involved generally. In the west and centre, where baseline levels of activism are already quite high, it is more urgent to prioritize non-polarizing forms of activism. More specifically:

**To increase involvement of citizens in the south and east of Ukraine**, a helpful strategy would be to get people more engaged in the policy making process. Disseminating information about public policy issues, while providing training and civic education on principles of modern democratic governance, would enable people to play a more constructive role in their community. Providing more opportunities for public participation in the decision-making process on issues related to community development, through various forms of dialogue between citizens and the authorities, would also go a long way to strengthening the engagement of citizens in the east and south, and at the same time rebuilding in their eyes the credibility of Ukrainian institutions.

To foster **less polarizing manifestations of activism in the west and centre of Ukraine**, it is important to ensure that civil society discussions which currently take place regarding the country's future include multiple perspectives (e.g. people with different opinions as to what type of relationship Ukraine should have with Russia in the future, or with different opinions on the process by which peace could be achieved in the East), so that such gatherings become opportunities to cultivate empathy and respect towards the views of others. If such efforts prove to be too polarizing at first, it might be essential to take a step back and first train participants in relevant skills, such as active listening, perspective taking and collaborative problem solving. More generally, it is important to approach activist phenomena in Ukraine with caution and critical reflection, to ensure that they do not conceal hidden intergroup prejudice.

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**About SCORE Index in Ukraine:** Recently emerged and long standing political and cultural divisions have been exploited and in part have contributed to Ukraine's current conflict and history of regional divisions. To address the issues underpinning community tensions and cohesion, USAID/OTI supported programme "Ukraine Confidence Building Initiative (UCBI)" implemented the Social cohesion and Reconciliation (SCORE) Index in partnership with the Centre for Sustainable Peace and Democratic Development (SeeD) and local survey/polling partner GfK. The UCBI programme is complementing ongoing USAID efforts to create a prosperous and stable Ukraine by responding to the crisis in the East, helping the Government of Ukraine engage citizens in the reform process, and promoting national unity. Within this context, the SCORE Index in Ukraine has focused on 5 key areas: identity and emerging trends, governance and public policy reforms, civic engagement, internally displaced persons (IDPs) and the peace process. In terms of sample structure, more than 7,700 interviews were conducted throughout Ukraine, (over 300 per oblast in 24 oblasts and in Kyiv city) as well as 640 interviews in non-controlled areas of Donbas; 300 interviews in Crimea and 1600 interviews with IDPs. All interviews were conducted face-to-face, except non-government controlled areas of Donbas in which interviews were conducted via telephone.

**About SCORE Index:** The SCORE Index was originally developed by SeeD in collaboration with the United Nations Development Programme (UNDP) with USAID funding. The tool supports policy decisions for national and international stakeholders and is particularly suited for post-conflict multi-ethnic societies that now face peace-building and state-building challenges. By examining social cohesion and reconciliation, the SCORE Index aims to identify and analyse the factors that underpin peace in a society - as needed in order to evaluate intervention programs as well as to better inform them. So far, the SCORE has been implemented three times in Cyprus (2013, 2014 and 2015), once in Bosnia and Herzegovina (2013), once in Nepal (2014) and currently in Ukraine, Liberia and Moldova.

**About SeeD:** SeeD is a peace-building think tank, with regional scope, that uses participatory research to support international organizations, local policy makers, stakeholders and peace-practitioners to develop, implement and monitor targeted efforts towards social cohesion and reconciliation. SeeD specializes in the development of innovative quantitative methodologies for use in peace-building contexts such as Participatory Polling and the SCORE Index, which seeks to understand the underlying social dynamics of conflict and its transformation.

**About UCBI:** In July 2014, USAID began implementation of a program in Ukraine to support the country's historic political transition and mitigate the effects of this crisis. The Confidence Building Initiative (UCBI) complements ongoing USAID efforts to create a prosperous and stable Ukraine.

UCBI provides fast, flexible, short-term assistance to Ukrainian partners in support of a peaceful democratic transition and community cohesion in the East. The program's current objectives are (1) to mitigate social tensions caused by the conflict, which threaten Ukraine's political transition and (2) to increase availability of information and inform public debate on issues related to the conflict and its impact.



More information can be found at SCORE Online Platform: [www.scoreforpeace.org](http://www.scoreforpeace.org)

The SCORE Index in Ukraine has been implemented in partnership between by the USAID/OTI supported programme "Ukraine Confidence Building Initiative" (UCBI) and Seed.

