

International Support for Ukrainians: What People **Don't** See on the Internet

December 2024

Eigengrau: who we are

«Eigengrau» is a foundation specialising in analytics and ensuring cognitive security in the modern world.

Today's world is marked by rapid technological advancement and ever-growing risks of manipulation of consciousness. "Eigengrau" **was founded out of a recognition of the scale of the problem and the pressing need for innovative solutions to address modern threats.** Our mission is to develop the global market for analytics and cognitive security, laying the groundwork for a confident and free future.

With a team of **experts who possess unique experience** gained during the ongoing russia-Ukraine war, we **offer** our partners in-depth analytics, research, recommendations, and other materials across a wide range of topics.

Our Research

The prolonged Russia-Ukraine war has drastically altered the lives of millions, caused significant destruction, and **created unprecedented needs requiring comprehensive responses**. These include vast areas of mined territories, affected individuals, and internally displaced persons (IDPs) in need of housing, psychological support, food, and other assistance. Despite the support from international partners, **many Ukrainians still face limited access to essential resources**.

The goal of this research is to highlight the challenges within the sphere of international support and propose solutions to ensure more effective access to assistance for Ukrainians.

To assess the effectiveness and accessibility of international non-military support, we analyzed organizations selected based on the following criteria:

- 1.** The organization operates in Ukraine and provides non-military assistance to Ukrainians in one or more categories, such as demining, food security and non-food items, housing, education, medical assistance, psychological support, self-governance, support for small and microbusinesses, or legal assistance.
- 2.** The organization is funded by Ukraine's international partners

Research Overview



analysis of aid
program budgets



sociological survey on
Ukrainians' awareness
of international non-
military aid



assessment of
transparency and
accessibility of
information on aid



research on the
accessibility of
organisations'
contact information

Research Overview

Methods and tools of the research include:

- Content analysis
- Comparative method
- Case study method
- Survey
- Systemic approach
- Custom-built AI assistant based on a neural network

53 organisations and 123 projects were analysed.

The sociological survey covered **1,127 people.**

The research was conducted over the course of **one month.**

8 people worked on the research.

State Funding



Distribution of Government Expenditures

With the onset of the full-scale invasion in 2022, defense funding increased more than fivefold, rising from 8.56% in 2021 to 42.24% in 2022. It has remained above 50% of the state budget in 2023 and 2024. This reflects the state's logical prioritization of the military sector to defend the country.

At the same time, social needs suffer significant challenges:

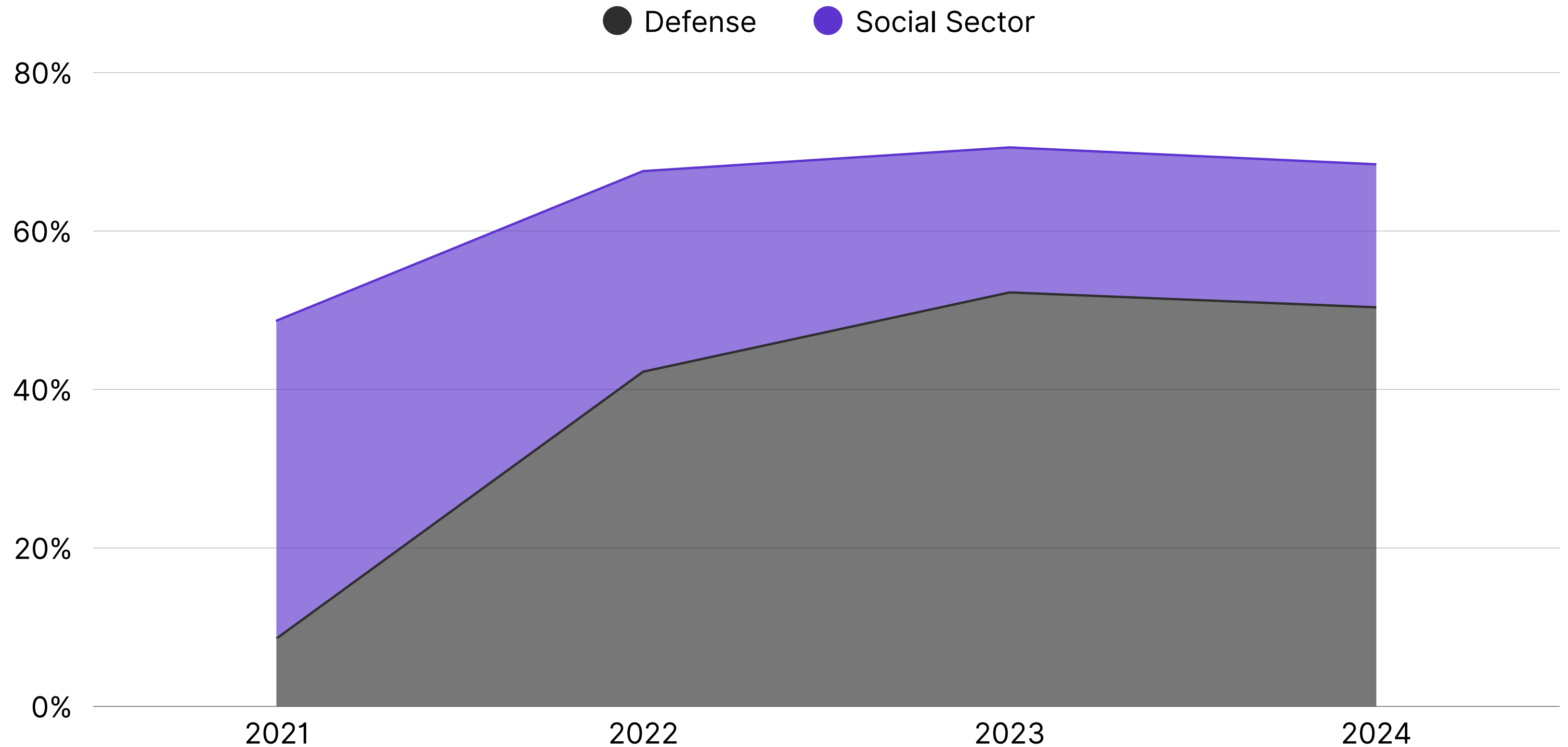
- Healthcare expenditures dropped from **11.44% in 2021 to 4.68% in 2024.**
- Education funding is at **only 1.59% of the budget in 2024**, which is half of the 2021 level.
- Social protection and welfare funding decreased from **22.77% in 2021 to 11.05% in 2024.**

These reductions occur against the backdrop of growing population needs, particularly in supporting displaced persons, providing medical care, housing, and other basic necessities.

Without funding from international organizations, Ukrainians would face a deep humanitarian crisis. Thanks to international support, it has been possible to partially offset deficits in healthcare, education, and social protection sectors.

Distribution of Government Expenditures

Expenditures by Sector: 2021-2024



UNDP PROGRAMS

We analyzed the programs implemented by UNDP to support Ukraine that are active in 2024. This analysis provides insights into the scale of funding, primary spending areas, and achieved results in sectors such as demining, housing, medical aid, business support, and others.

How the analysis was conducted:

Data Collection: Information was obtained from open sources on the official UNDP website.

Systematization: Programs were classified by areas of activity, status (completed or ongoing), duration, and budget utilization levels.

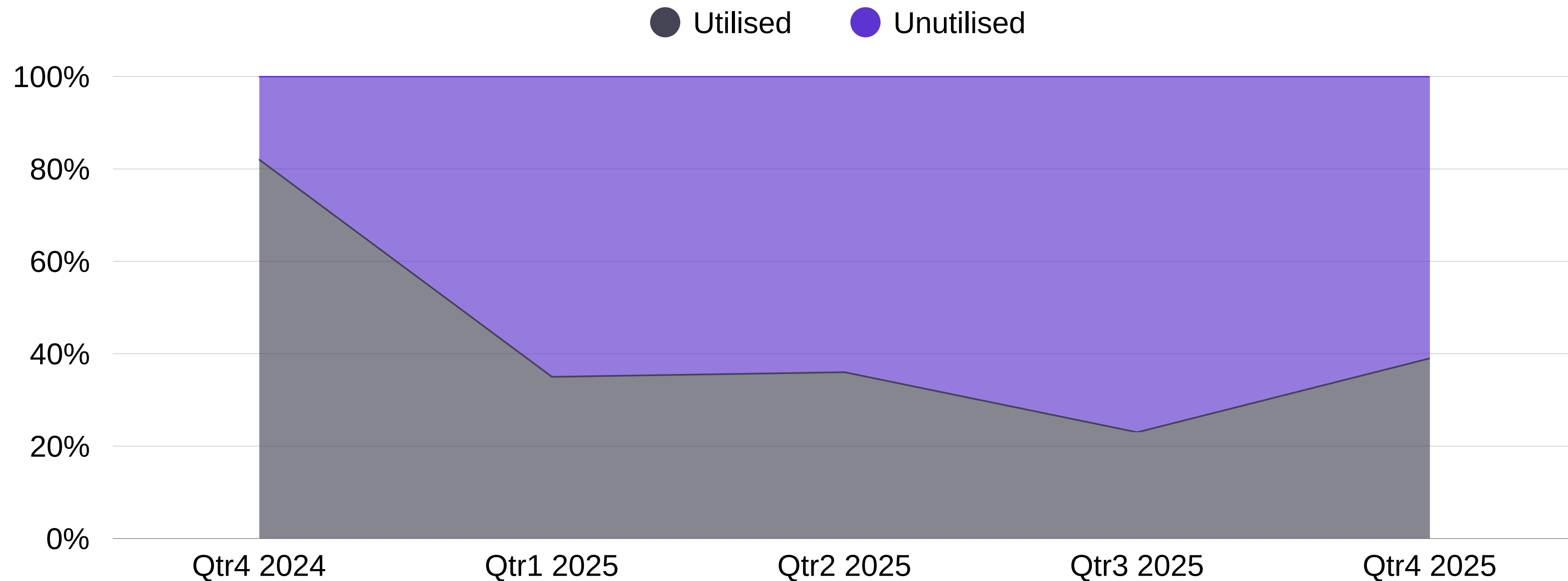
Indicator Calculation: A budget utilization coefficient was calculated for each program, measuring the ratio of actual expenses to the total budget.

UNDP PROGRAMS

We analyzed data from **28 UNDP programs**, focusing on their total budgets, actual expenditures, and timelines. The combined total funding for these programs amounts to **\$562.66 million**, with actual expenditures reaching **\$237.4 million.**

UNDP PROGRAMS

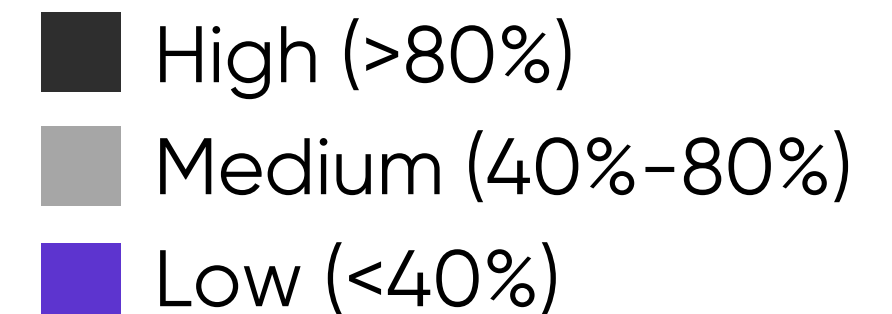
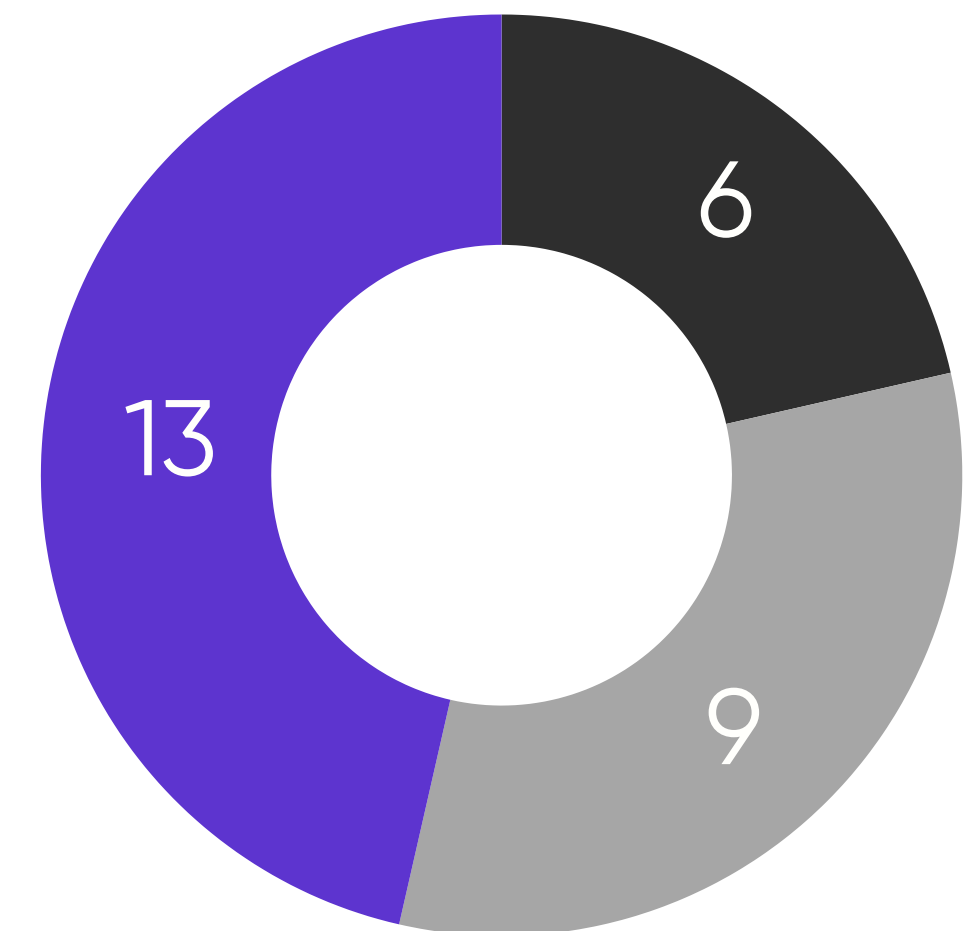
Percentage of budget utilisation for programs concluding by the end of 2025.



Distribution of Programs by Budget Utilization Level

13 initiatives have a low budget utilization coefficient (less than 40%), 9 programs have a medium level (40–80%), and 6 programs demonstrate high utilization (80–100%). This indicates that the majority of programs are either in the early stages of implementation or require adjustments to enhance spending efficiency.

Programs with low levels of fund utilization, such as long-term initiatives in demining and winter preparedness, reflect a typical pattern for early stages, where funding is generally allocated in phases.



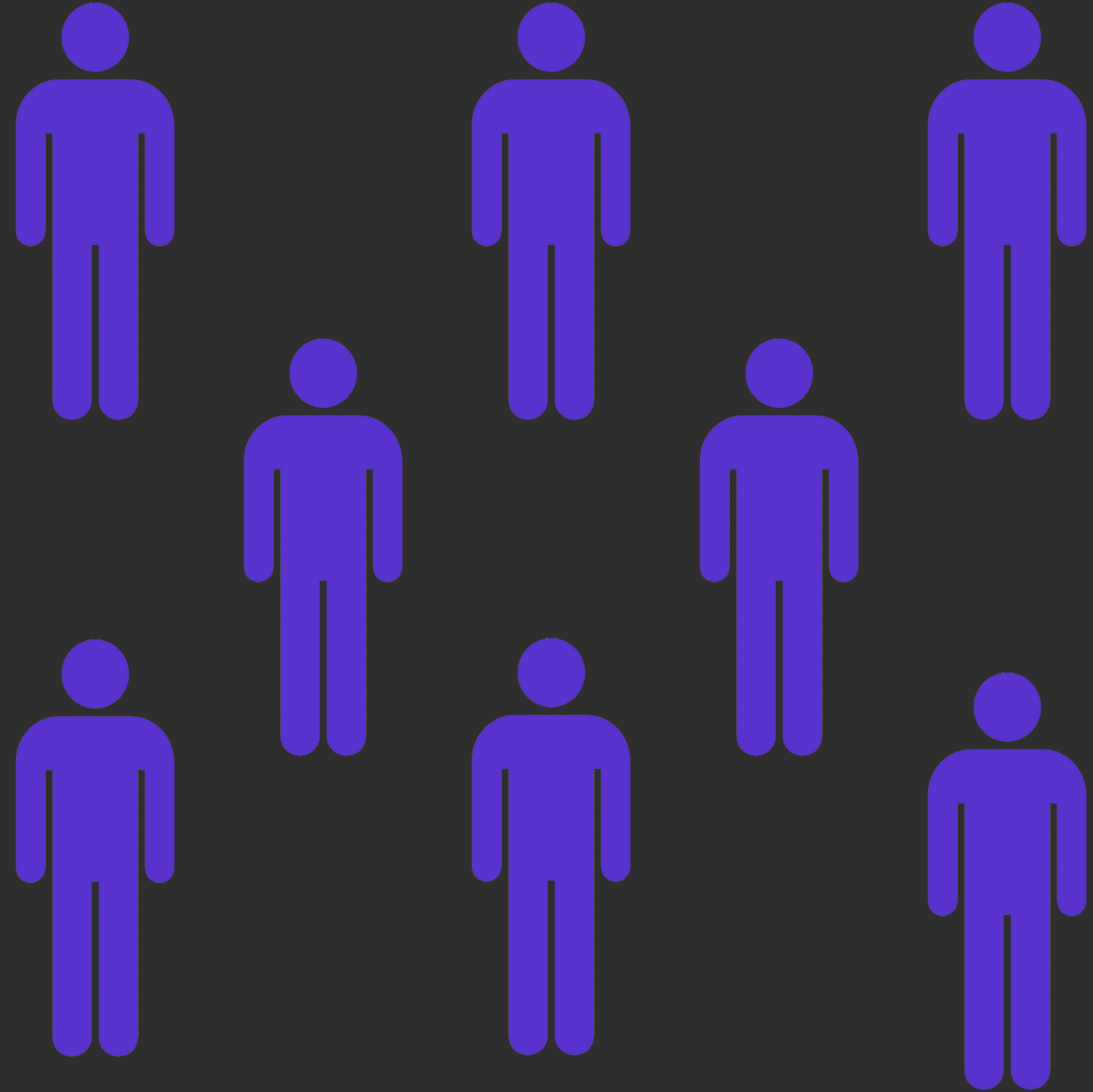
Percentage of Budget Utilization for Programs Concluding by the End of 2025

The percentage of expenditures for these programs ranges from 23% to 82%. Programs with low expenditure levels, scheduled to conclude in the first, second, and third quarters of 2025, show that a significant portion of funds remains unspent, potentially indicating delays in implementation. Meanwhile, the program concluding in the 4th quarter of 2024, with an 82% expenditure rate, demonstrates a higher level of budget utilization, reflecting more active implementation.

Conclusion

Based on the analysis of UNDP programs aimed at supporting Ukraine since 2022, it can be noted that most programs are in the early stages of implementation or have low expenditure levels. Significant unspent funds remain for some programs, indicating the need for more active budget utilization to ensure the completion of projects within the specified timelines.

Sociological Survey



Sociological Survey

Methodology:

We studied opinions and awareness regarding international aid through a quantitative survey using a custom-developed **AI assistant based on a neural network**.

The number of respondents – **1,127 people** across all the regions with an emphasis on vulnerable groups, IDPs etc.

This sample size allows us to obtain reliable results and reflect general trends across the country's population.

Moreover, respondents from various regions of Ukraine were included, maintaining a proportional distribution in accordance with the overall demographic structure of the population. The study represented different age groups, ensured gender balance between men and women, and accounted for the proportional distribution between urban and rural populations.

To ensure representativeness, we strategically focused on various regional Telegram news channels. Additionally, our AI assistant distributed the survey in thematic groups, such as Telegram channels for internally displaced persons (IDPs). Advertisements were also launched in nationwide communities. This approach allowed us to attract respondents from different regions and ensure the sample aligns with the country's demographic structure.

* The survey was conducted among citizens residing in government-controlled territories where no active hostilities are taking place.

Awareness of Available Aid

Sociological Survey

Question 1:

Are you aware that international partners provide non-military assistance to Ukrainians (aid for internally displaced persons, financial support for vulnerable population groups, food assistance, educational, medical, psychological support, demining assistance, business support, etc.)?

Yes: **73%**

No: **21%**

Other: **6%**

Perception of the Need for Aid

Sociological Survey

Question 2:

Do you consider yourself a person in need of such assistance?

Yes: 40%

No: 51%

Other: 9%

Participation in Aid programs

Sociological Survey

Question 3:

Have you participated in aid programs provided by international partners or/and received such assistance in 2024?

Yes: 15%

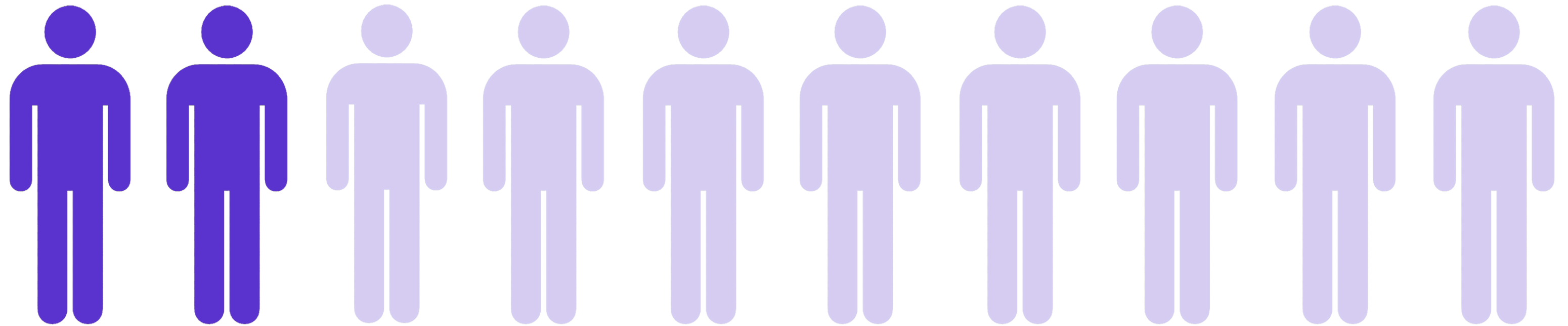
No: 73%

Other: 12%

Receiving Essential Aid

Sociological Survey

Among those who stated they need aid (40%)
20% received it in 2024.



Receiving Essential Aid

Sociological Survey

Among those who stated they need aid (40%)
27% are unaware of its existence.



Sufficiency of Information

Sociological Survey

Question 4:

Do you have sufficient information about the international aid available in Ukraine?

Yes: 11%

No: 73%

Other: 16%

Key Ideas Suggested by Respondents in the Sociological Survey

Key Suggestions for Improvement:

- Increase accessibility to information through centralized platforms.
- Establish direct communication between partners and those in need of aid.
- Expand financial assistance and ensure transparency in its distribution.

Opinions sentiment:

Positive (hope for improvement):
70%

Negative (frustration due to lack of information): **30%**

Accessibility of Contacts:

We found it essential to assess how easily Ukrainians can contact organizations and receive assistance from them. Therefore, we analyzed the availability of phone numbers, email addresses, and feedback forms provided on websites.

During the analysis, we identified:



Phone Numbers



Email Addresses



Feedback Forms

Phone Contacts

The first aspect we addressed is the ability to contact organizations by phone. We evaluated how easily individuals can connect with organizations using the phone numbers they provide. Unfortunately, the results were less than encouraging:

- **13 organizations** do not have any phone contact available. This is a significant issue, as phones are the fastest and most convenient means of communication for many people, especially the elderly, who often lack internet literacy. Immediate response situations particularly require accessible phone communication.
- **17 organizations** do not provide Ukrainian phone numbers. Instead, their websites list international numbers, which are inaccessible under basic phone plans used by most Ukrainians. For many, calling these numbers would be prohibitively expensive, deterring them from even attempting to contact the organization.
- **3 phone numbers** were found to be non-functional. This suggests that contact information may not be regularly updated or that organizations are not adequately maintaining their communication channels.
- **6 organizations** failed to answer calls. Despite multiple attempts, these organizations did not respond, raising concerns not only about technical accessibility but also about the quality of service.
- **Only 14 organizations** answered calls.

Email Addresses

The second communication channel we analyzed was email. Today, email is one of the most common methods of formal communication. For many Ukrainians, especially younger individuals who may feel uncomfortable speaking on the phone, email is often the preferred method. However, our findings revealed mixed results:

- **29 organizations** did not respond to our emails. Despite the time and effort spent crafting inquiries, these organizations completely ignored them. This indicates either organizational overload or poor communication management.
- **9 organizations** do not have an email address at all. For people in occupied territories, this makes contacting these organizations entirely impossible.
- **15 organizations** responded to our emails. While some organizations engaged, this is not an impressive result, given the growing importance of email communication in the modern world. Most Ukrainians would prefer to write an email about their issues and send it to multiple organizations, rather than spending time calling each one individually.

Feedback Forms

Finally, we evaluated how organizations utilize feedback forms on their websites. This communication method is often used as it allows individuals to submit requests directly through the site. In theory, it's convenient because submitting a form includes all the information an organization might need to provide assistance. However, our findings revealed the following:

- **33 organizations** have feedback forms, which is a positive sign. This demonstrates a degree of digitalization and a seeming readiness to adopt modern communication methods.
- **14 organizations** ignored our requests submitted via these forms. This gives the impression that feedback forms are often only formalities and are not actively monitored as communication channels.
- **16 organizations responded with automated replies.**
- Most concerning is that **only 3 organizations provided actual responses** to the requests we submitted through their forms. This is an alarmingly low figure, indicating that while the channel exists, it is highly ineffective in practice.

Transparency Barometer



Transparency Barometer

We analyzed **53 organizations** implementing **123 projects** in Ukraine to assess their transparency, based on data from open sources.

Criteria

1. Documentation
2. Photo reports
3. Presence of contact info
4. Online communication
5. Offline outreach

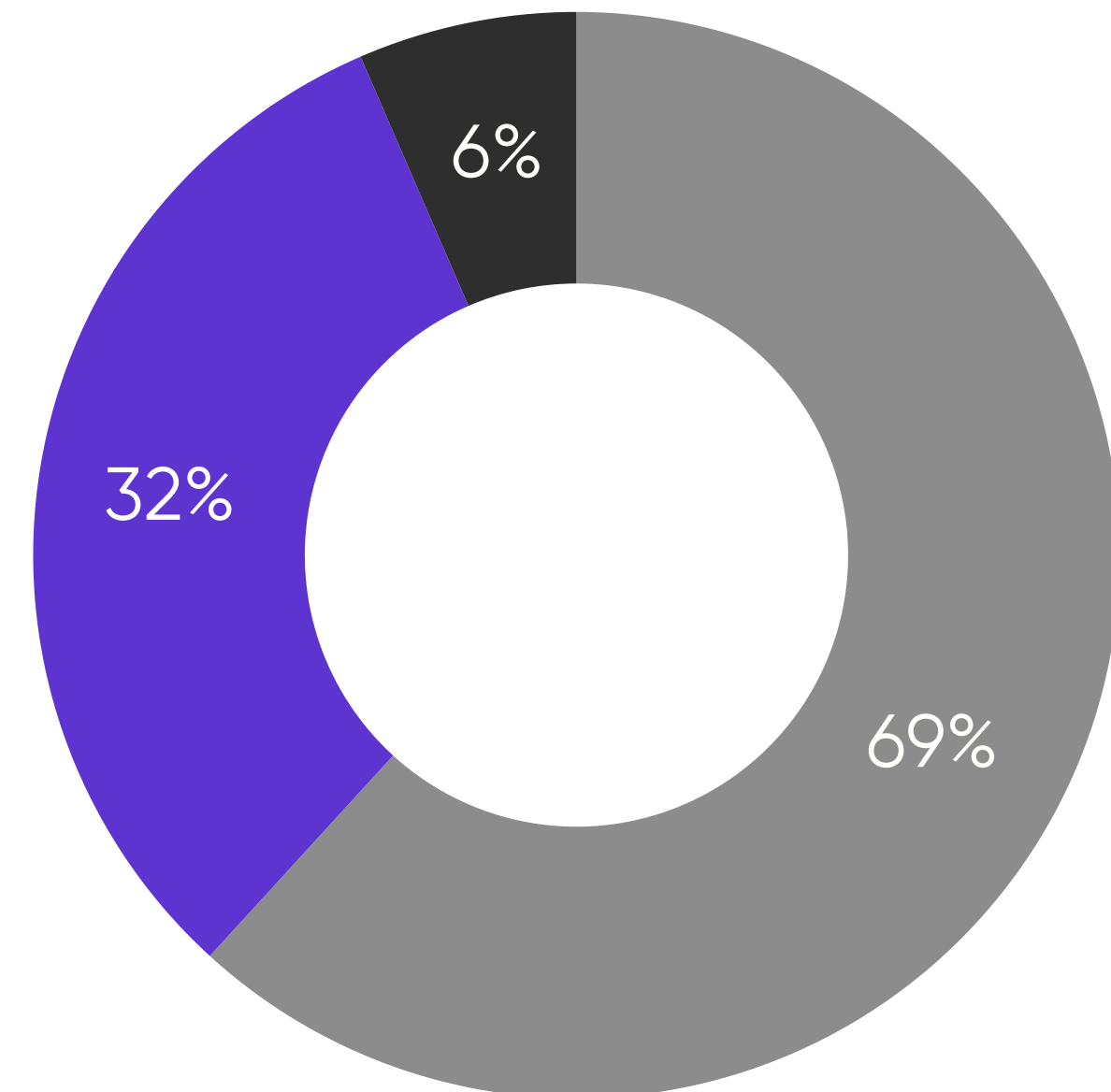
Transparency Barometer

Classification of projects by
level of transparency

0-1 non-transparent

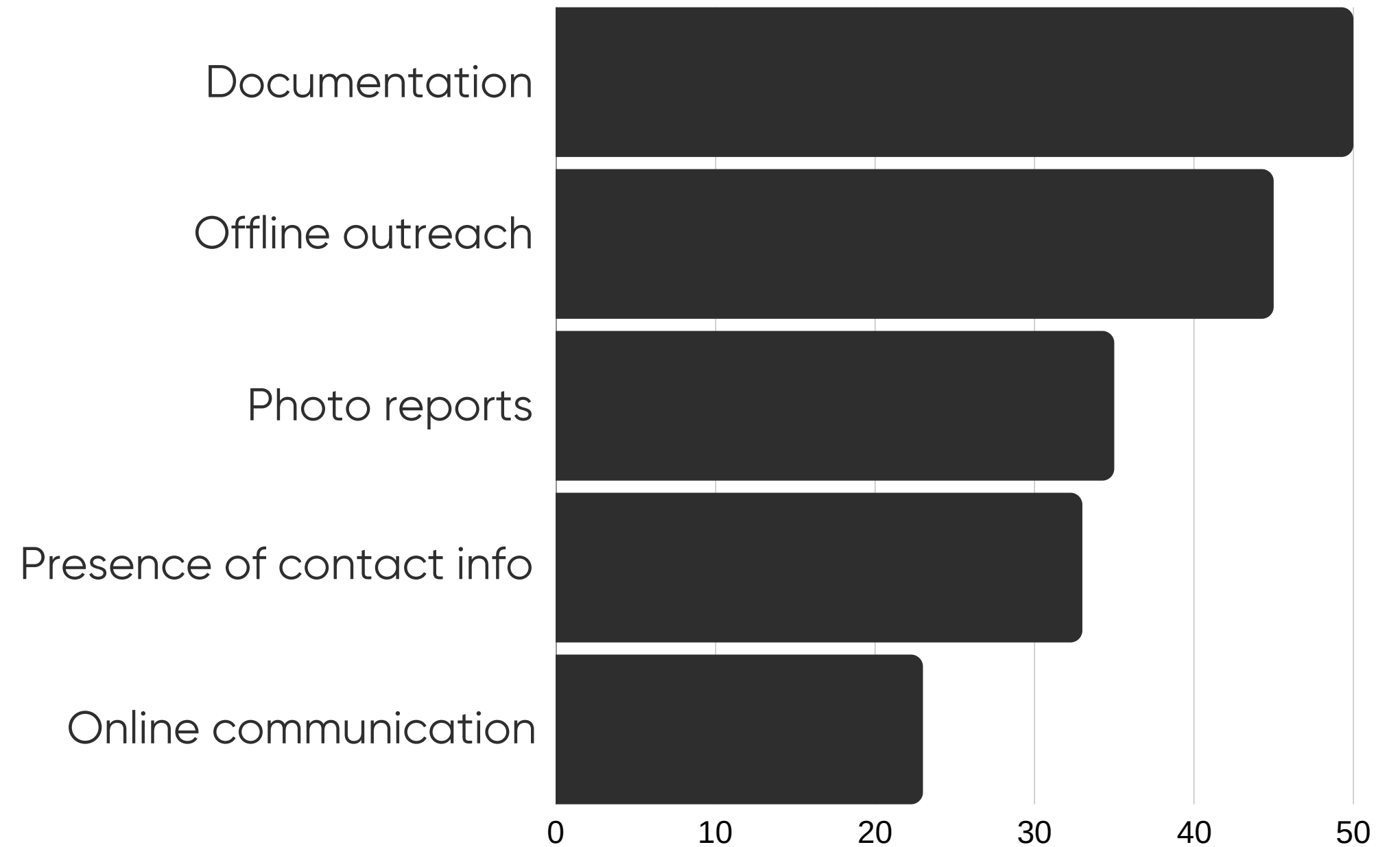
2-4 insufficiently
transparent

5 transparent



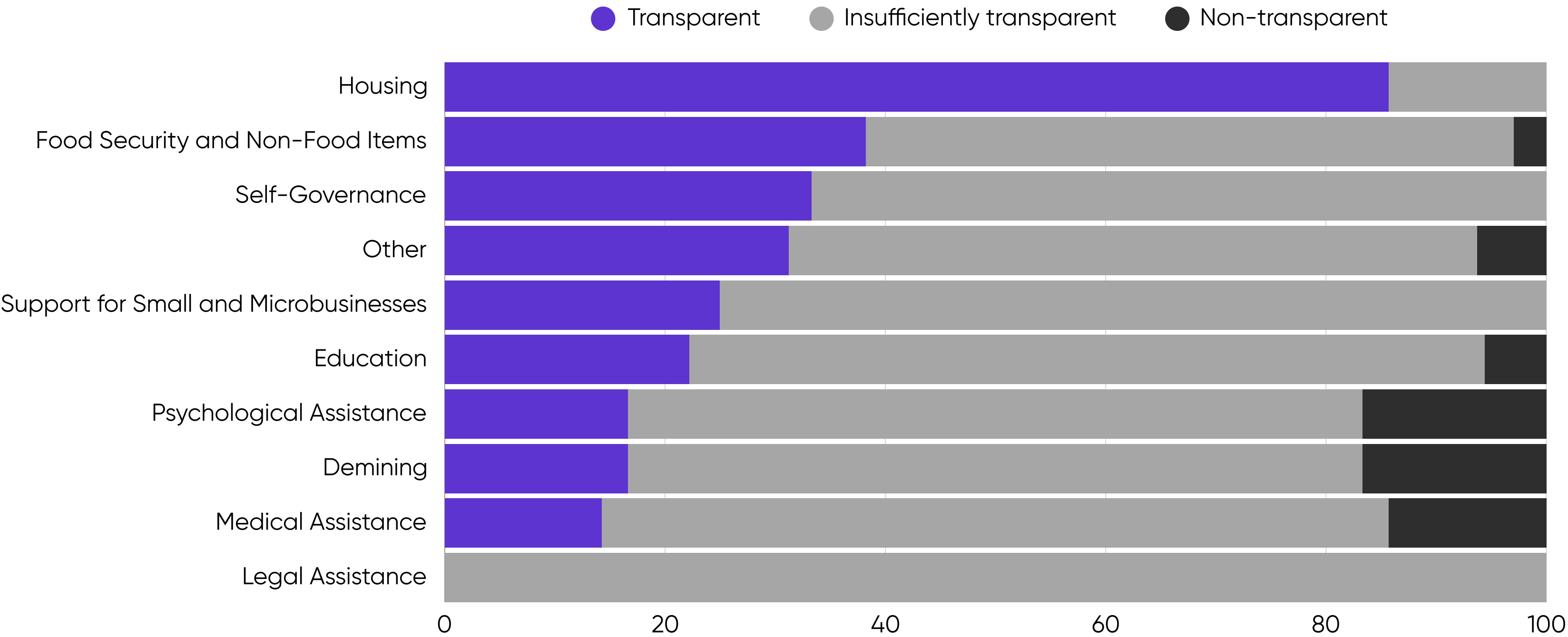
Transparency Barometer

What indicators are most **lacking** for achieving transparency?



Transparency Barometer

Which project categories are the most transparent?



Information on funding for **non-military aid** for the selected projects is often:

Unavailable or too complex for citizens to understand.

Incomplete, outdated, and spread across various sources.

Hidden or requires significant effort to locate and analyse.

Key findings of our research:

State Funding

Budgets for social and humanitarian sectors remain unchanged in 2025.

UNDP programs

Half of the planned programs for 2024-2025 are currently behind schedule in utilising their allocated budgets.

Key findings of our research:

Transparency barometer

Most organisations do not release public reports about their activities in Ukraine, despite being directly funded by international partners.

Key findings of our research:

Contacts and Feedback

14 out of 53 organisations answered phone calls and engaged in productive conversations. Only a quarter of the organisations responded to email inquiries, and even fewer replied to feedback forms.

Key findings of our research:

Sociological Survey

Most people either lack sufficient information about aid or face challenges in accessing it. Many respondents highlighted low trust in the distribution of aid by the state and indicated that they receive information about aid from unofficial sources.

During the survey, our AI assistant demonstrated its effectiveness in collecting and processing statistical data.

Thank **You**
for attention!

www.eigengrau.world

Contact us through:

yanab@eigengrau.world

📞 +380738956952

yeusikevich@eigengrau.world

📞 +380934091120