



Ministry of the Interior  
Finland

Migration | Publications of the Ministry of the Interior 2022:34

---

# The situation of Ukrainians in Finland who fled the war: Survey results

Publications of the Ministry of the Interior 2022:34

# The situation of Ukrainians in Finland who fled the war: Survey results

Arseniy Svynarenko, Anastasiya Koptsyukh

Ministry of the Interior Helsinki 2022

**Publication sale**

**Online bookstore  
of the Finnish  
Government**

[vnjulkaisumyynti.fi](https://vnjulkaisumyynti.fi)

**Publication distribution**

**Institutional Repository  
for the Government  
of Finland Valto**

[julkaisut.valtioneuvosto.fi](https://julkaisut.valtioneuvosto.fi)

Ministry of the Interior

This publication is copyrighted. You may download, display and print it for Your own personal use. Commercial use is prohibited.

ISBN pdf: 978-952-324-562-4

ISSN pdf: 2490-077X

Layout: Government Administration Department, Publications

Helsinki 2022 Finland

## The situation of Ukrainians in Finland who fled the war – survey results

---

<b>Publications of the Ministry of the Interior 2022:34</b>		<b>Subject</b>	Migration
<b>Publisher</b>	Ministry of the Interior		
<b>Author(s)</b>	Arseniy Svynarenko, Anastasiya Koptsyukh	<b>Pages</b>	63
<b>Language</b>	English		

---

### Abstract

Following the Russian invasion of Ukraine on 24 February 2022, Finland has accommodated about 37,500 Ukrainian citizens seeking temporary protection or asylum (as at the end of August). The number of clients receiving reception services provided by the Finnish Immigration Service is higher than ever before.

The arrival of Ukrainian refugees in Finland has given rise to the need to obtain information on their situation and needs for various services. For this purpose, the Ministry of the Interior launched a survey in June, carried out as an online Webropol survey directed at Ukrainians between 15 June and 6 July 2022. In addition to the Ministry of the Interior, other parties involved in drawing up the survey included the Ministry of Education and Culture, the Ministry of Economic Affairs and Employment, the Ministry of the Environment, the Ministry of Social Affairs and Health, and the Finnish Immigration Service. The total number of responses was 2,136.

The survey queried Ukrainians who had arrived in Finland for their background details, education, occupation, language skills and region of origin in Ukraine. It also explored their lives in Finland, their place of residence, the status of their applications for temporary protection, potential employment and studies, and children's schooling. It further assessed how satisfied Ukrainians were with access to information and certain services provided by reception centres. It concluded with questions about their plans for the future. The respondents also had a chance to send a message to the Finnish authorities. Based on the survey, the researchers also provide recommendations for public authorities on how to develop services for Ukrainians moving forward.

---

<b>Keywords</b>	Ukraine, immigration, migration, services		
<b>ISBN PDF</b>	978-952-324-562-4	<b>ISSN PDF</b>	2490-077X
<b>URN address</b>	<a href="https://urn.fi/URN:ISBN:978-952-324-562-4">https://urn.fi/URN:ISBN:978-952-324-562-4</a>		

---

## Sotaa paenneiden ukrainalaisten tilanne Suomessa – kyselytutkimuksen tulokset

<b>Sisäministeriön julkaisu</b> 2022:34	<b>Teema</b>	Maahanmuutto
<b>Julkaisija</b> Sisäministeriö		

<b>Tekijä/t</b>	Arseniy Svynarenko, Anastasiya Koptsyukh	<b>Sivumäärä</b>	63
<b>Kieli</b>	englanti		

### Tiivistelmä

Sen jälkeen, kun Venäjä hyökkäsi Ukrainaan 24.2.2022, on Suomeen saapunut noin 37 500 ukrainalaista hakemaan tilapäistä suojelua tai turvapaikkaa (tilanne elokuun lopussa). Maahanmuuttoviraston vastaanottopalveluiden piirissä olevien asiakkaiden määrä on korkeampi kuin koskaan aikaisemmin.

Ukrainalaispakolaisten maahantulo Suomeen on herättänyt tarpeen saada tietoa heidän tilanteestaan sekä tarpeistaan erilaisille palveluille. Tätä varten sisäministeriö käynnisti kesäkuussa selvityksen, joka toteutettiin ukrainalaisille suunnattuna, verkossa täytettävänä Webropol-kyselynä 15.6.–6.7.2022. Sisäministeriön lisäksi kyselyn laatimiseen osallistuivat opetus- ja kulttuuriministeriö, työ- ja elinkeinoministeriö, ympäristöministeriö, sosiaali- ja terveysministeriö sekä Maahanmuuttovirasto. Kyselyyn saatiin yhteensä 2 136 vastausta.

Selvityksessä kartoitetaan Suomeen saapuneiden ukrainalaisten taustatietoja, koulutusta, ammattia, kielitaitoa ja sitä, miltä alueelta he Ukrainasta ovat lähtöisin. Lisäksi selvitetään ukrainalaisten elämää Suomessa, millä paikkakunnalla he asuvat, tilapäisen suojelun hakemisen tilannetta, mahdollista työllistymistä ja opintoja sekä lasten koulunkäyntiä. Lisäksi arvioidaan, miten tyytyväisiä ukrainalaiset ovat vastaanottokeskuksen tiettyihin palveluihin ja tiedon saatavuuteen. Lopuksi selvitetään myös tulijoiden tulevaisuudensuunnitelmia. Kyselyyn vastanneilla oli myös mahdollisuus lähettää terveisiä Suomen viranomaisille. Selvityksen pohjalta tutkijat antavat myös suosituksia viranomaisille siitä, miten ukrainalaisten palveluja pitäisi kehittää jatkossa.

<b>Asiasanat</b>	Ukraina, maahanmuutto, palvelut
------------------	---------------------------------

<b>ISBN PDF</b>	978-952-324-562-4	<b>ISSN PDF</b>	2490-077X
-----------------	-------------------	-----------------	-----------

<b>Julkaisun osoite</b>	<a href="https://urn.fi/URN:ISBN:978-952-324-562-4">https://urn.fi/URN:ISBN:978-952-324-562-4</a>
-------------------------	---

## Läget för ukrainska krigsflyktingar i Finland – enkätresultat

<b>Inrikesministeriets publikationer 2022:34</b>		<b>Tema</b>	Migration
<b>Utgivare</b>	Inrikesministeriet		
<b>Författare</b>	Arseniy Svynarenko, Anastasiya Koptsyukh		
<b>Språk</b>	engelska	<b>Sidantal</b>	63

### Referat

Sedan Rysslands invasion av Ukraina den 24 februari 2022 har cirka 37 500 ukrainare anlänt till Finland för att söka tillfälligt skydd eller asyl (situationen i slutet av augusti). Antalet klienter som omfattas av Migrationsverkets mottagningstjänster är högre än någonsin tidigare.

I och med de ukrainska flyktingarnas ankomst till Finland har det uppstått ett behov av att få information om deras situation och behov av olika tjänster. För detta ändamål inledde inrikesministeriet i juni en utredning riktad till ukrainare, som genomfördes i form av en Webropol-enkät 15.6–6.7.2022. Enkäten genomfördes på ukrainska. Utöver inrikesministeriet deltog också undervisnings- och kulturministeriet, arbets- och näringsministeriet, miljöministeriet, social- och hälsovårdsministeriet och Migrationsverket i utarbetandet av enkäten. Enkäten besvarades av sammanlagt 2 136 personer.

I utredningen kartläggs läget för ukrainare som anlänt till Finland i fråga om deras bakgrund, utbildning, yrke och språkkunskaper och vilken region i Ukraina de kommer från. Dessutom utreds ukrainarnas liv i Finland, vilken ort de bor på, situationen i fråga om deras ansökan om tillfälligt skydd, deras eventuella sysselsättning och studier samt deras barns skolgång. Det bedöms också hur nöjda ukrainarna är med vissa tjänster vid förläggningen och tillgången till information. Slutligen utreds också ukrainarnas framtidsplaner. De som besvarade enkäten hade också möjlighet att skicka hälsningar till myndigheterna i Finland. Utifrån utredningen ger forskarna även rekommendationer till myndigheterna om hur tjänsterna riktade till ukrainare borde utvecklas i fortsättningen.

**Nyckelord** Ukraina, invandring, migration, tjänster

**ISBN PDF** 978-952-324-562-4 **ISSN PDF** 2490-077X

**URN-adress** <https://urn.fi/URN:ISBN:978-952-324-562-4>

# Contents

<b>EXECUTIVE SUMMARY</b> .....	8
<b>1 Introduction</b> .....	11
1.1 Foreword .....	11
1.2 Methodology and data .....	12
<b>2 Demographics of recently arrived Ukrainians</b> .....	13
2.1 Age and gender .....	13
2.2 Languages .....	15
2.3 Education and work in Ukraine .....	16
2.4 Regions .....	17
2.5 Living in Finland .....	19
2.5.1 Time spent in Finland .....	19
2.5.2 Place or residence in Finland .....	19
2.5.3 What has had the biggest influence on you deciding to come to Finland? .....	21
2.6 Work situation .....	23
2.6.1 Current situation in Finland .....	23
2.6.2 Employment status .....	24
2.6.3 Type of employment contract .....	25
2.7 Composition of households .....	27
2.8 Sources of information about Finland .....	28
<b>3 Temporary Protection</b> .....	30
3.1 Legal status application in Finland .....	30
3.2 Evaluation of information about temporary protection or applying for asylum ....	31
3.3 Client status at the reception centre .....	31
3.4 Accommodation status .....	32
<b>4 Services for persons with Temporary Protection status</b> .....	33
4.1 Use of services .....	33
4.2 Evaluation of services .....	34
4.3 Feedback on the work of reception centres .....	35
4.4 Help centres .....	37

<b>5</b>	<b>Views on the Future</b> .....	38
5.1	The next steps.....	38
5.2	Awareness .....	39
5.3	Schools for children.....	40
5.4	Thinking of return .....	41
5.5	Informed decisions by Ukrainians .....	43
<b>6</b>	<b>Feedback for the Finnish government</b> .....	44
<b>7</b>	<b>Conclusions</b> .....	46
<b>8</b>	<b>Recommendations</b> .....	51
	<b>Appendixes: crosstabulations</b> .....	55



## EXECUTIVE SUMMARY

The Finnish government wants more effectively to meet the needs of those who have fled Ukraine. Together with other ministries, the Ministry of the Interior is monitoring the situation and needs of Ukrainians who have come to Finland.

In addition to demographic information, this report presents the analysis of the situation and experiences of Ukrainians who have come to Finland in relation to the services addressing their needs.

The data for this report was gathered by means of an anonymous online survey between 15 June and 6 July 2022. Responses from 2,136 participants were used in the analysis. Previous studies and reports, as well as information from the Ministry and other public organisations, was used in the preparation of this report. The purpose of the report is to provide a detailed overview of the situation of Ukrainians in Finland and offer recommendations for further development of services.

In the period from the beginning of 2022 to end of the August 2022, Finland has accommodated over 37,500 Ukrainians citizens seeking protection. This figure exceeds the previous peak in applications for international protection, in 2015 (32,477 applications).<sup>1</sup> This was the first time that, in response to the Russian invasion of Ukraine on 24 February 2022, the Temporary Protection Directive was implemented for rapid and effective assistance for people fleeing the war in Ukraine.<sup>2</sup>

Based on the survey data, almost every second respondent came to Finland from parts of Ukraine that were severely affected by the war: the Kharkiv, Kyiv and Donetsk regions. Many of those who were fleeing the war had earlier ties in Finland: friends, relatives or experiences of previous work in the country. In Finland, Ukrainians have settled across almost the entire territory.

---

1 Migri. Statistics. International protection. Applications 1/2015–12/2015. Altogether 32,477. Online publication <https://tilastot.migri.fi/#applications/23330> Accessed 15 August 2022

2 European Commission (2022) Temporary protection. Online publication. [https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporary-protection\\_en](https://home-affairs.ec.europa.eu/policies/migration-and-asylum/common-european-asylum-system/temporary-protection_en) Accessed 8 August 2022

Of the respondents, 95% have applied for temporary protection status. The right to work is a particularly crucial element of temporary protection status. Employment is one of the most important issues raised by Ukrainians throughout this study. Every second Ukrainian of working age (and even pensioners) expressed their desire to work and 23% of respondents already have jobs. Among the obstacles for employment, many mentioned language (only one third of the respondents speak English), complications with paperwork, challenges in getting childcare (every second respondent lives with minors and only 31% reported living with a spouse).

Ukrainians claim that they get the best information about Finland online, especially on Facebook and other social media channels. It seems that government agencies' communication needs further development to ensure its efficiency and consistency on multiple platforms. Even though 73% of respondents were satisfied with the information they acquired regarding temporary protection, the information may need reviewing to ensure consistency. There is a large need for the provision of additional information about employment, language studies and the education system, and health and social services.

Over half of Ukrainians arriving are mothers with school-age children (54% of survey respondents), and one third (37% of survey respondents) have children under school age. Only 42% of the respondents said that they had received sufficient information about the Finnish education system. This indicates a need to give special attention to informing Ukrainians about how to arrange childcare, children's education, and training for adults leading to job market placement.

While overall only every fourth Ukrainian (23%) reported that they had found employment, the general trend in employment is positive. The employment numbers increased with the time of stay in Finland. For instance, almost every third respondent of working age who came to Finland during the first month of the war had already found a job. According to estimates, approximately one out of ten Ukrainians of working age has registered as a jobseeker so far. TE Offices should intensify their work, first of all by informing Ukrainians about the employment services available.

Most respondents are planning to work (75%) and study languages (58%), even if for many, the future is still uncertain. Almost 40% of the respondents have not yet decided whether they will return to Ukraine. One out of three has decided to return to Ukraine when the war is over, or sooner. As many as 27% of Ukrainians do not plan to return to Ukraine. The factors most influencing a desire to stay in Finland are: employment (70%), continuation of the war (66%), children's wellbeing (50%), housing in Finland (32%), and language skills (28%).

Almost all respondents in the survey (85%) were reception centre customers. Every second respondent (55%) lives in private accommodation. This draws attention to the necessity to (i) clarify the life-situation of those who do not use their right to the services provided by reception centres and (ii) monitor the living conditions in private accommodation.

There are significant differences in the use of services provided by reception centres. Most often, Ukrainians consult advisory and guidance services at reception centres. The users of reception services are mostly satisfied with the quality of the services. When referring to the services provided by reception centres, while the overall evaluations are very positive, respondents highlighted several topics of concern regarding organisational matters at the centres (long waiting times, challenges involving communication or information delivery) or issues with personnel (attitudes and skills). Other questions relate to healthcare, especially the difficulty of accessing medical attention and the long waiting times.

Two thirds of respondents used services offered by the help centres established by non-governmental organisations. A large proportion of those who use these centres evaluate their services positively.

In open feedback to the Finnish government, most respondents express their gratitude. The government should think about how to convey this gratitude to the Finnish public. This would cement trust between Ukrainians fleeing the war and the rest of society.

Some aspects of life in Finland and the work of institutions are still not fully clear to Ukrainians who recently arrived. These are issues related to employment, schooling, the healthcare system, banking, taxation and their rights after the first year of temporary protection status.

From the comments by Ukrainians, it is clear that the issue of language requires attention. The status of Ukrainian language teaching in Finland must be ensured. Primarily, this includes broadening the teaching of the Ukrainian language in Finnish vocational schools and universities. In the future, it would be good to have more workers at government agencies and in industries who speak Ukrainian and are familiar with Ukrainian culture. This will help in understanding Ukrainians who have relocated to Finland and support their needs. This is important for reducing the influence of Russian narratives when addressing issues regarding those who have fled the war in Ukraine.

Further research about Ukrainians in Finland is needed. The themes could include more detailed examination on such topics as employment, the efficiency of government services and the needs of young people and families, as well as comparative studies of the situations of Ukrainian seekers of protection in different European countries.

# 1 Introduction

## 1.1 Foreword

As at the end of August 2022, over 37,500 Ukrainians have submitted applications for temporary protection or asylum. This figure exceeds the number of refugees that arrived in Finland as part of the refugee flow from Middle East, Western Asia and Africa that peaked in 2015. The first four months after the escalation of Russian military aggression against Ukraine saw the largest wave of immigration into Finland since World War II.

Of Ukrainians who applied for temporary protection, the majority (66%) were women and 34% were men. Some 36% of the applicants were minors. Those of working age made up about 60%<sup>3</sup>.

The future of many Ukrainians remains uncertain and some of the key decisions will depend on the development of the security situation in Ukraine. However, it is important to monitor their situation in Finland with the aim of improving their integration process. This report offers some preliminary findings that are important in setting the direction of the future work of government agencies, municipalities and other organisations regarding support of people with temporary protection status in Finland.

In June–July 2022, the Ministry of the Interior conducted a survey of Ukrainians who have fled the war in Ukraine and arrived in Finland. A total of 2,181 responses were collected. Respondents were asked to share, among other things, their reasons for choosing Finland, their experiences of the services provided by reception centres, and their needs related to work and study. In addition, respondents were asked to share their thoughts concerning their plans to return to Ukraine or stay in Finland.

The Ministry of the Interior, Ministry of Education and Culture, Ministry of Economic Affairs and Employment, Ministry of the Environment, the Ministry of Social Affairs and Health, and the Finnish Immigration Service participated in drafting the questionnaire.

---

<sup>3</sup> Migri. Statistics. International protection. Online publication <https://tilastot.migri.fi/#applications/23330>  
Accessed 15 August 2022

This report aims to help the government agencies and other organisations to anticipate better the needs of Ukrainians in Finland regarding, for instance, early childhood education, school places and employment services.

## 1.2 Methodology and data

The survey was conducted among Ukrainians who arrived in Finland because of the Russian aggression against Ukraine. Links to the online questionnaire in the Ukrainian language were distributed through the social media channels of the Ministry of the Interior as well as through the Ministry's stakeholders. Invitations to answer the survey questions were also posted in Facebook and Telegram communities of Ukrainians in Finland. The Webropol platform was used. The survey was open from 15 June until 6 July 2022.

The total number of responses collected was 2,181. During evaluation of the quality of the sample, 45 survey responses were excluded from further analysis as they did not represent the target group (for example, they were Finnish citizens or had lived in Finland for more than one year). The final size of the sample used for analysis was 2,136.

Invitations to complete the survey were posted on a broad range of social media channels, including multiple Facebook and Telegram groups of Ukrainians in Finland, the pages of a number of local initiatives, and on official websites. This allowed for broad geographical representation in the sample. At the stage of data collection, no filters or eligibility criteria were applied to shape the sample. A convenience sampling meant that respondents voluntarily made decisions about taking part in the survey and invitations to participate were not individualised.<sup>4</sup>

---

4 Wolf, Joye, D., Smith, T. W., Fu, Y., & Smith, T. W. (2016) *The SAGE handbook of survey methodology*. SAGE.

## 2 Demographics of recently arrived Ukrainians

### 2.1 Age and gender

After 24 February 2022, men aged between 18 and 60 were not allowed to leave Ukraine, due to martial law.<sup>5</sup> As a result, females make up most of the adult population fleeing the war in Ukraine. In the online survey, 85% of respondents were female and 15% were male.

Table 1 presents the age structure of the adult population of Ukrainians with temporary protection status in Finland according to the Finnish Immigration Service, Migri.

**Table 1.** Age structure of adult applicants for temporary protection. Source: Migri

Age of persons who applied for temporary protection	Percentage of respondents
18–21	7.7
22–29	15.2
30–39	32.5
40–49	22.6
50–64	15.1
65+	6.8

The age structure of the adult population that participated in the online survey is presented in Table 2. When the statistics from the Finnish Immigration Service (Migri) and from the survey are compared, one can see that youth and adults under 45 years old are over-represented in respondents to the survey, while adults aged over 46 are under-represented. This must be taken into account when examining the survey results related to the employment situation, for example, as well as when planning future surveys.

<sup>5</sup> Ukrainian Laws in Wartime: Guide for International and Domestic Businesses (2022) <https://www.bakermckenzie.com/-/media/files/insight/guides/2022/guide-to-ukrainian-laws-in-wartime-fourth-edition.pdf>

**Table 2.** The age structure of the adult population in the online survey sample.

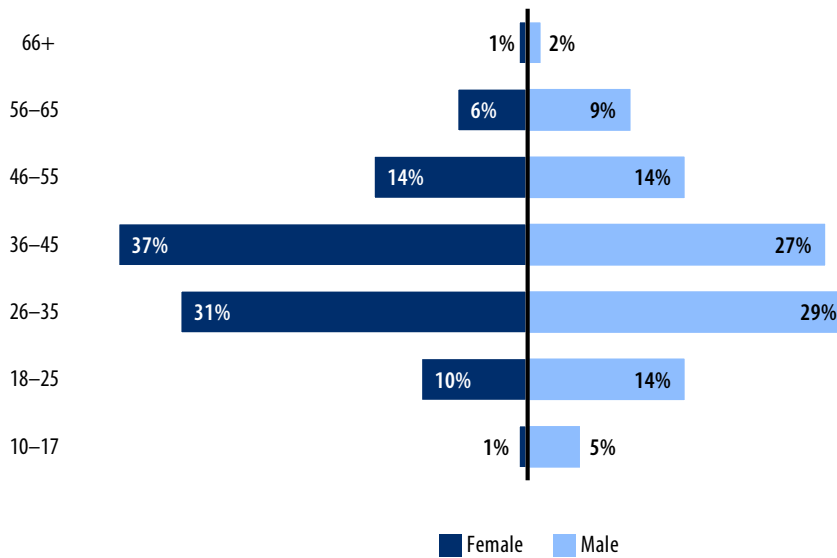
Age (only adults)	Percentage of respondents
18–25	10.5
26–35	31.2
36–45	35.7
46–55	14.1
56–65	7.0
66+	1.4

Such a trend is common in online surveys with similar sampling procedures. The youngest and oldest respondents were not especially targeted during the process of recruiting respondents. Children aged 10–17 and those aged 66 and older made up only 1.5% and 1.4%, respectively, of those who took part in the survey (Table 3).

**Table 3.** The age structure of all respondents in the online survey, including children.

Age (all respondents)	Percentage of respondents
10–17	1.5
18–25	10.4
26–35	30.8
36–45	35.2
46–55	13.9
56–65	6.8
66+	1.4

The age structure of the survey respondents (Figure 1) demonstrates that a significant proportion of the respondents are between 26 and 45 years old. More young boys than girls answered the questionnaire (4.5% of boys aged 10–17 and 1% of girls in the same age group).

**Figure 1.** The age–gender pyramid of respondents in the online survey.

## 2.2 Languages

Most of the Ukrainians who participated in the survey are bilingual and speak both Ukrainian and Russian. About every third respondent (31%) said that their knowledge of English was sufficient for work or study (Table 4).

**Table 4.** Responses to the item, Choose the languages that you know well enough to work or study in.

Most of the Ukrainians are bilingual and speak Ukrainian (97%) and Russian (94%).	Percentage of respondents
Ukrainian	97
Russian	94
English	31
Other	5

The survey did not pose a question about the preferred language of communication for Ukrainians. Surveys in Ukraine demonstrate a clear decrease in the use of Russian in everyday life: from about 40% in 2012 to 18% at the beginning of the full-scale Russian



invasion.<sup>6</sup> We should not overlook the fact that, for some Ukrainians, the use of the Ukrainian language in everyday life may enhance their feeling of safety and emotional comfort. This aspect of language and the related cultural issues was not studied in more detail in this survey.

## 2.3 Education and work in Ukraine

The Ukrainians who participated in the survey are highly educated, as every second respondent (48%) had a university education to Master's degree level (Table 5). The rest of the respondents had incomplete higher education (16%) or professional education at vocational school level (28%).

**Table 5.** The distribution of answers to, The highest obtained level of education.

Level of education	Percentage of respondents
Higher education (at least Master's degree)	48
Vocational school, professional education	28
Incomplete higher education (at least Bachelor's degree)	16
Secondary school or lower	7
Other	1

The most common occupational groups (Table 6) were trained professionals (20%), service and sales personnel (17%), specialised experts (12%), and office and customer service workers (12%). Prior to coming to Finland, approximately one third of respondents worked in higher ranked positions as managers (7%) or skilled professionals (20%) or were entrepreneurs (8%). A similar proportion belonged to population groups in Ukraine with lower salaries, such as service workers (17%) or office workers (12%). The early estimates suggest that about 4.8 million jobs have been lost in Ukraine since the escalation of military conflict in February 2022.<sup>7</sup>

6 Sociological Group "Rating" (2022) The Tenth National Survey: Ideological markers of the war (April 27, 2022). Online publication, accessed 9 August 2022 [https://ratinggroup.ua/en/research/ukraine/desyatyy\\_obschenacionalnyy\\_opros\\_ideologicheskije\\_markery\\_voyny\\_27\\_aprelya\\_2022.html](https://ratinggroup.ua/en/research/ukraine/desyatyy_obschenacionalnyy_opros_ideologicheskije_markery_voyny_27_aprelya_2022.html) also Stern, D., Klemko, R., Dixon, R. (2022) War impels many in Ukraine to abandon Russian language and culture. The Washington Post. Online publication, accessed 9 August 2022 <https://www.washingtonpost.com/world/2022/04/12/ukrainians-abandon-russian-language/>

7 ILO (2022) The impact of the Ukraine crisis on the world of work: initial assessments, ILO

**Table 6.** The distribution of answers to the question, What was your profession before you left Ukraine?

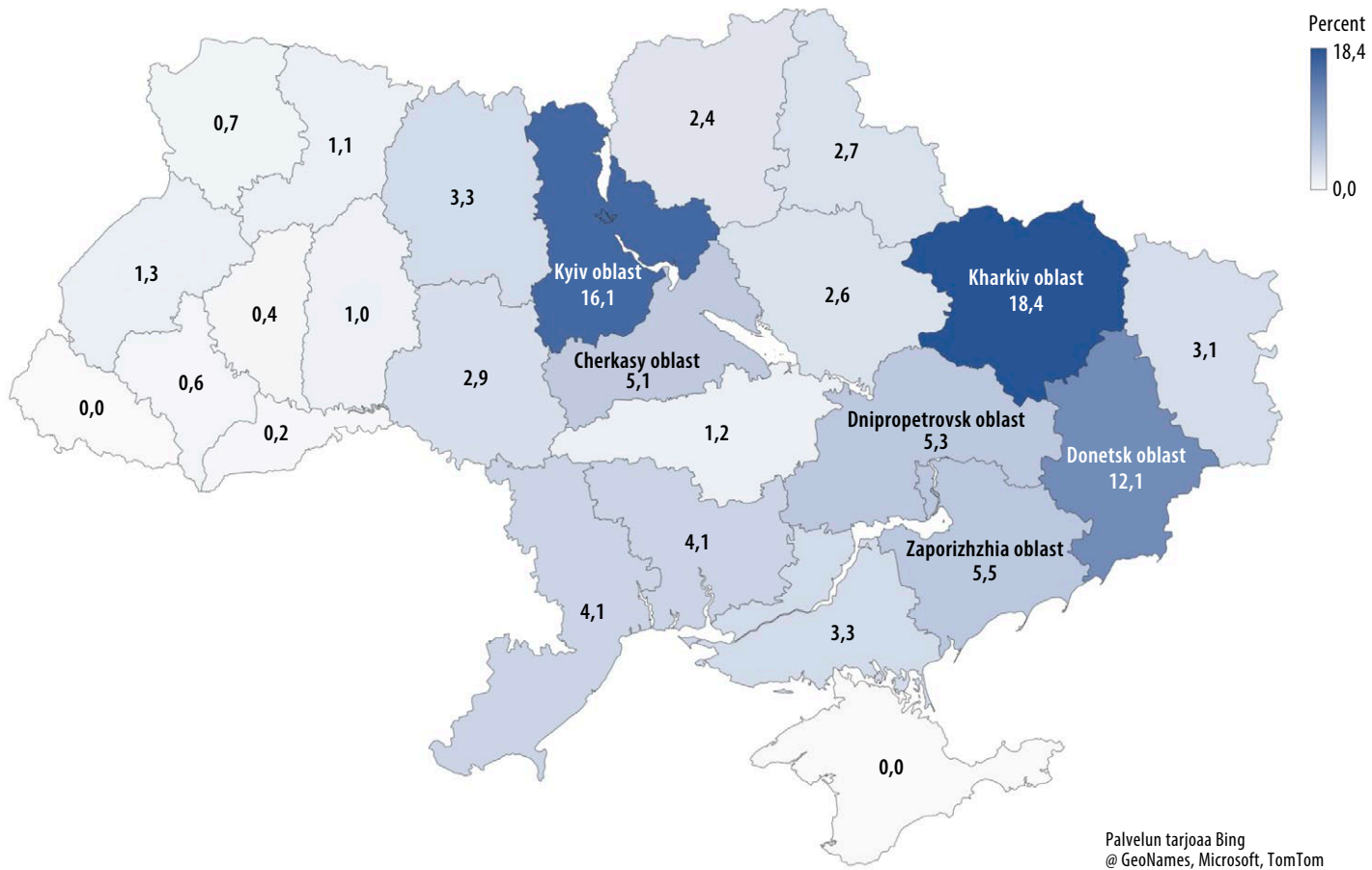
Occupation	Percentage of respondents
Expert, highly skilled professional	20
Service and sales worker	17
Specialist	12
Office and customer service worker	12
Other	11
Entrepreneur	8
Manager	7
Construction, repair and manufacturing worker	5
Student	4
Process and transport worker	2
Agriculture or forest worker	1

## 2.4 Regions

A significant proportion of the Ukrainians with temporary protection status in Finland arrived from the regions of Ukraine that were targets for the Russian army's most intensive attacks (Figure 2). The largest group, 18.4% of all respondents, came from the Kharkiv region (neighbouring the Russian Federation and the Luhansk and Donetsk regions); 16.1% came from Kyiv and the Kyiv region (neighbouring Belarus, and one of the main avenues of the Russian military assault in February 2022); 12.1% came from the Donetsk region (neighbouring the Russian Federation and the territories that have not been under Ukrainian government control since 2014); 5.5% came from the Zaporizhya region (neighbouring the Donetsk and Kherson regions); 5.3% came from the Dnipropetrovsk region (neighbouring the Donetsk, Kherson and Zaporizhya regions); and 5.1% came from the Cherkassy region (neighbouring the Kyiv region). At the time of writing this report, Ukraine is unsafe because of continuing missile strikes. It is likely that the homes of many people arriving from these regions have been destroyed or damaged. Nonetheless, in July 2022, the largest numbers of returnees in Ukraine were reported in the Kyiv and Kyiv region, the Kharkiv region and the Odessa and Chernihiv regions, according to the International Organization for Migration.<sup>8</sup>

<sup>8</sup> International Organization for Migration (2002) Ukraine Internal Displacement Report, Round 7, July 2022, IOM

**Figure 2.** A map of Ukraine's regions representing the distribution of answers to the question, Where in Ukraine did you live before arriving in Finland? (The numbers are percentages.)



## 2.5 Living in Finland

### 2.5.1 Time spent in Finland

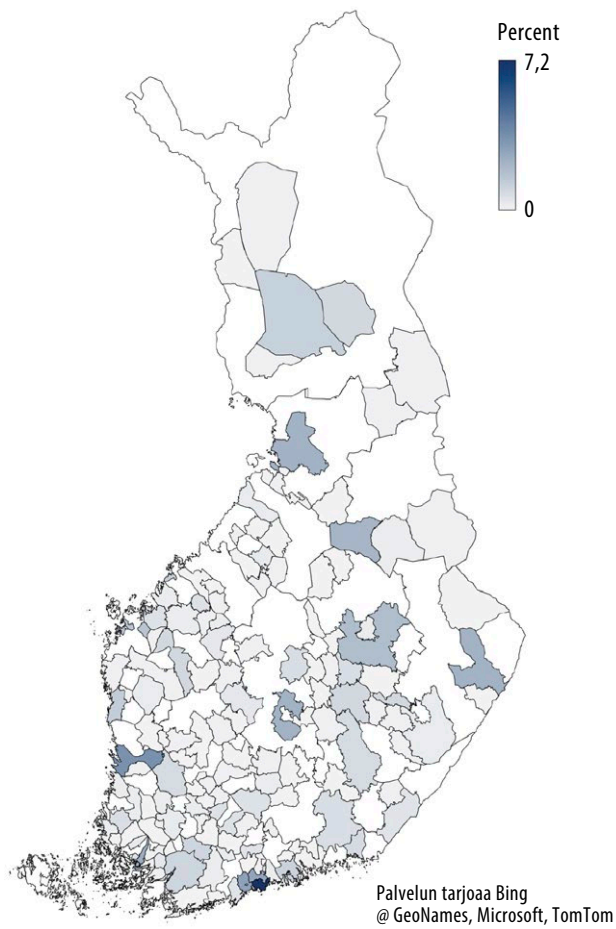
Most respondents arrived in Finland during the first few days of the war (56%) in late February, and during March or April (Table 7). One in three respondents (34%) arrived during May–June, and 10% arrived more recently, in June–July or less than one month prior to taking part in the survey. Only a handful (1%) were in Finland earlier and could not return to their homes in Ukraine.

**Table 7.** The distribution of answers to the question, How long have you lived in Finland?

Time in Finland	Percentage of respondents
3–5 months	55.7
1–2 months	33.7
Less than one month	9.3
6–11 months	1.4

### 2.5.2 Place or residence in Finland

After arriving in Finland, Ukrainians have settled in municipalities across the entire country. Almost every respondent stated in the questionnaire the name of the town or village where he or she was living. In total, 1,962 responses were collected, demonstrating that respondents live in as many as 273 municipalities, towns and villages (Figure 3). 13.1% of respondents live in the Helsinki Metropolitan Area (Helsinki 7.2%, Espoo 3.5%, Vantaa 2.8%, Kauniainen 0.2%).

**Figure 3.** Municipalities and regions where survey respondents live.**Table 8.** The distribution of answers to the question, Where do you live in Finland? (Table only includes answers  $\geq 1\%$ )

Municipality	Responses	Percentage
Helsinki	153	7.2
Pori	74	3.5
Espoo	61	2.9
Vantaa	60	2.8
Lahti	55	2.6
Riihimäki	55	2.6
Turku	54	2.5
Oulu	49	2.3
Joensuu	48	2.3
Jyväskylä	48	2.3
Kajaani	46	2.2
Kotka	46	2.2
Tampere	42	2.0
Kuopio	41	1.9
Jämsä	35	1.6
Vaasa	34	1.6
Kristiinankaupunki	28	1.3
Pietarsaari	28	1.3
Rovaniemi	26	1.2
Porvoo	24	1.1
Järvenpää	23	1.1
Rauma	22	1.0
Salo	22	1.0
Somero	22	1.0
Other	865	34.4
No answer	164	7.7
<b>Total</b>	<b>2125</b>	<b>100</b>

### 2.5.3 What has had the biggest influence on you deciding to come to Finland?

Ukrainians fleeing from the war to the safety of other countries gave a broad range of reasons as to why they have chosen Finland as their destination country in which to apply for temporary protection. When asked about what influenced their choice, respondents had the option of giving more than one answer.

Among the rational reasons for choosing Finland (Table 9) the most common were: Finland's good reputation (51%); ties to Finland through relatives and friends (42%); an opportunity to find a job or study in Finland (18%); and knowledge about Finland based on earlier visits (11%). Only 4% had a pre-arranged workplace in Finland.

**Table 9.** The distribution of answers to the question, What has had the biggest influence on you deciding to come to Finland?

Categories	Percentage of respondents
Finland's good reputation	51
I have friends/relatives in Finland	43
Work or study opportunities	18
I have visited Finland before	15
Other	11
I had a job in Finland	4

It is hard to estimate how many Ukrainians have chosen Finland irrationally (not relying on previous knowledge or having ties to or plans in Finland). When analyzing the 138 answers to an open-ended question about the reasons for choosing Finland, 'war' was the most frequently mentioned (39) reason (Table 10). Here are several examples of such descriptions of the war leading to a sometimes accidental choice of Finland: "Fleeing the war, I found an ad about evacuation to Finland"; "I wanted to run away from the war"<sup>9</sup>; "To take the children away from the war wherever possible. There was such a task"; "Fled with a child from the war in Ukraine, specifically from Donbas."

<sup>9</sup> Quotes throughout the report were selected from answers to open-ended questions and are not representative for all respondents.

**Table 10.** What had the biggest influence on you deciding to come to Finland? Answers to open-ended question about ‘other reasons’.

Categories	Number of mentions
‘War’	39
‘By chance’	22
‘Finland’	16
‘Husband’	11
‘Ukraine’	10
‘Away’	6
‘Children’	6

In 22 statements, the respondents said that their decision to come to Finland was due to chance or external forces (such as lack of money, deportation to Russia, or someone’s advice). This indicates that a person had little or no control over where he or she was going in the search for safety: “There was enough money only to [get to] Finland, it was possible to flee only through Russia”; “[I] Took the bus wherever it went”; “Volunteers offered a ride”; “By accident”; “The only country where I could go from Donetsk”; “We went there where we arrived”; “We didn’t know that we would get here”; “As a safe place [Finland] was offered in the refugee centre in Poland”.

Poland was mentioned in several answers. By 3 August 2022, Poland had received approximately 1.3 million people (about twice the population of Helsinki) who registered for temporary protection. This is more than any other EU country.

When describing their reasons for choosing Finland, the word ‘country’ was mentioned only 16 times (see Figure 4) in phrases that predominantly referred to the respondent’s connections to Finland, geographical location, or other favourable conditions for choosing this country: “My mother used to work in Finland”; “Acquaintances used to live in Finland and I stayed with friends here”; “My family was planning to move to Finland”; “They bought me a ticket to Finland with a 95% discount”; “I had only enough money to escape to Finland through Russia”.

Having family ties, such as a Finnish spouse or a spouse working in Finland, was mentioned 11 times, in phrases such as: “My husband works here”; “Husband found a job”; “Husband works in Finland”; “My husband worked in Finland for two years before the war”.

**Figure 4.** A word cloud based on the most frequently used words in the answers to the open-ended question, What has had the biggest influence on you deciding to come to Finland?



The word cloud visualises answers to the open-ended question about what the main influence was on the decision to come to Finland.

## 2.6 Work situation

### 2.6.1 Current situation in Finland

About 23% of respondents said that they were employed, 34% were learning the language, 4% said they were retired, and just above 3% were studying (Table 11). As many as 36% said that they did not belong to any of the above-mentioned groups.

**Table 11.** The distribution of answers to the question: What is your work situation in Finland?

Current situation	Percent of respondents
None of the mentioned	35.9
I am learning the language	33.8
I am working	22.9
I am retired	3.9
I am a student	3.4



Interestingly, the employment level is the same among women and men. Nonetheless, employment levels are higher when:

- a respondent had vocational school professional education (27%) or incomplete higher education (25%);
- a respondent previously worked in Ukraine in agriculture or the forestry sector (27%), construction or repair (26%), or as entrepreneur (25%);
- a worker speaks English (30%).

We must note that there can be significant differences between the occupational groups. For instance, IT professionals may have significantly greater employment opportunities when compared to other highly educated experts.

Also, it is difficult to estimate how many people work remotely in Ukraine (for example IT experts or teachers). Further research is needed to clarify how seasonal work (for instance in agriculture) and remote work (for an employer abroad) affect the employment situation in Finland.

## 2.6.2 Employment status

As many as 59% of working Ukrainians said that they have full-time contracts, and 28% said that they had part-time contracts (Table 12). A few respondents among those who chose 'Other' were seasonal workers at farms and could not identify what kind of contract they had.

**Table 12.** The distribution of answers to the question, If you are employed, what is your employment status?

Employment status	Percentage of respondents
Full-time	58.8
Part-time	28
Zero-hours contract	7.5
Entrepreneur	0.8
Other	4.8

### 2.6.3 Type of employment contract

The majority of workers (65%) had a temporary job in Finland (Table 13). Every third working Ukrainian had a permanent contract and 2.5% (or 12 persons) responded that they did not have any contract at all. This could also mean a probation period at a new workplace, or shadow employment.

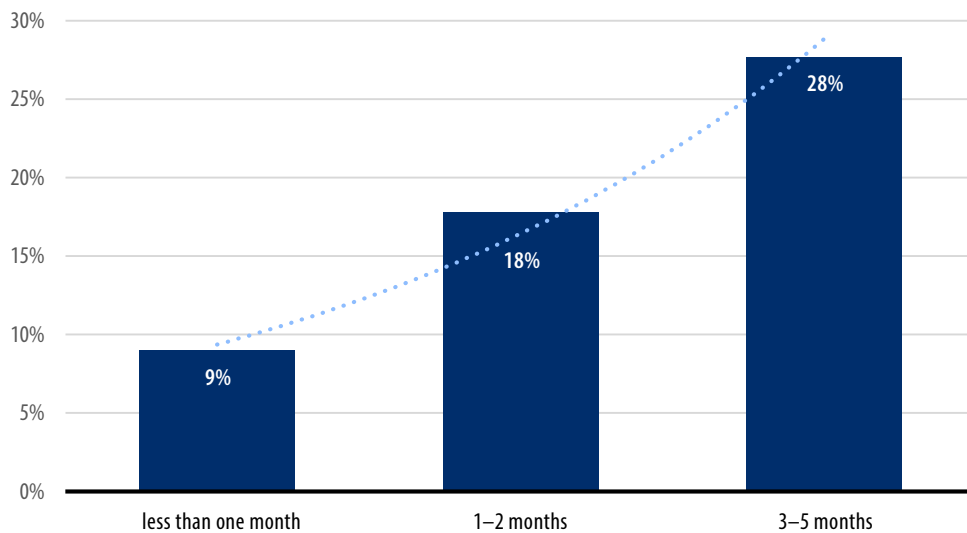
**Table 13.** The distribution of answers to the question, If you are employed, what is your employment contract?

Employment contract	Percentage of respondents
Temporary	64.9
Permanent	32.6
I have no contract	2.5

While only 31% of respondents said that they can speak English, English language proficiency is the highest among those studying and working.

Importantly, over time, the employment rate increases (Figure 5). This increase may be a temporary phenomenon. Every year, Finland has provided thousands of Ukrainians with seasonal work. It is likely that many found jobs on farms for the harvesting season. We should not exclude the possibility that at the end of the agricultural season there will be a less positive situation in the number of employed Ukrainians in Finland.

**Figure 5.** The employment situation of those who have been in Finland for less than one month, for 1–2 months and 3–5 months (percentage of all Ukrainians of working age who applied or got temporary protection in Finland)



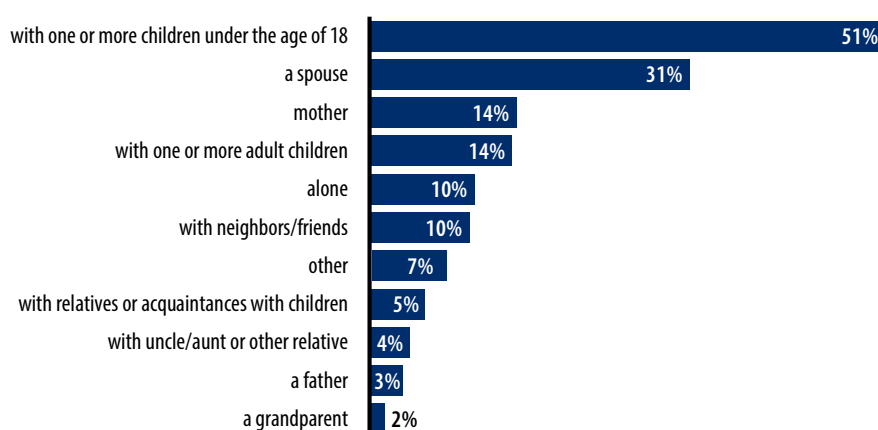
According to the Finnish Immigration Service (Migri), at the time of this study in early July, of all 31,500 Ukrainians with temporary protection, some 60% (or 18,900) are of working age (between 15 and 74 years old). According to the survey, 36% of respondents (almost all of them of working age) were not working or studying, while 34% were studying languages. So, as many as 70% of the respondents of working age (approximately 13,200 persons at the time of study) were potential clients of TE Offices, of which only 1,704 (13%) were registered as jobseekers at TE Offices.

The right to work offered by the Temporary Protection Directive has an extremely significant role in improving the situation of temporary immigrants. However, public service providers should aim to communicate more effectively about what they offer to this specific audience, as it seems that many could benefit from becoming jobseekers and having access to the broad range of services available to jobseekers in Finland.

## 2.7 Composition of households

Every second respondent (51%) said that they are living with children under 18 (Figure 6). Among the women of working age (18–65-year-olds), this number increases slightly to 56% (974). Meanwhile, only 31% of men of working age reported living in a household with children under school age. Among those who reported the age of their children, 46% said that they live in a household where at least one child is under seven years old, and 54% live in a household with a child of school age.

**Figure 6.** The distribution of answers to the question, With whom do you live in Finland?



In total, 729 respondents indicated that they share a household in Finland with children under 18. Of them, 59% live with only one child, 32% live with two children, 7% live with three children and 2% live with four or more children (Table 14).

**Table 14.** Households with children under the age of 18 among respondents in Finland who indicated the age of their children, in comparison to the indicators in Ukraine.

Number of children	Survey in Finland (%)	Ukraine's Statistics Service (%)
One child	59.5	79.4
Two children	31.8	18.1
Three children	6.7	2.2
Four or more children	1.9	0.3

The data from the online survey for a population with temporary protection status suggests that, compared to the average composition of households in Ukraine, people who arrived from Ukraine are more likely to live in households with a greater number of children. For instance, in Ukraine, as many as 79% of households include only one child,<sup>10</sup> while among the Ukrainian respondents in Finland, 59.5% are in a household with one child. In Ukraine, 18% of households include two children, while in households of Ukrainians who fled to Finland, 31.8% of respondents reported living with two children. In Ukraine, only 2.2% have three children, and 0.3% have four and more children under the age of 18, whereas among Ukrainians in Finland responding to the online survey, it is 6.7% and 1.9%, respectively.

Out of those who reported the age of their children, 54% had a child of school age, 37% had a child of daycare age and 9% had a 6-year-old in their household (Table 15).

**Table 15.** Reported age of own children living in the same household.

Age of children	For the youngest child (%)	For the second child (%)
School age, 7–17	54.1	79
Daycare age, 1–5	36.9	16.9
Pre-school, aged six years old	9.1	3.7

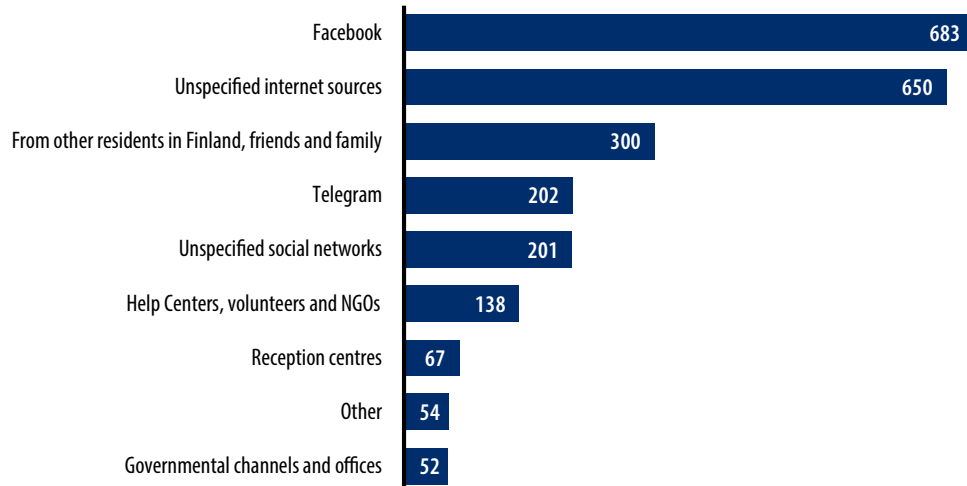
Only 5% of respondents reported that they live in the same household as someone else's children. In almost 70% of such households, the children are between seven and 17 years old.

## 2.8 Sources of information about Finland

Almost all respondents (1,856) gave an answer to the open-ended question, Where do you find the best information about life in Finland? and mentioned one or several sources of information. In total there were 2,347 mentions of various information sources. These answers were divided into the categories presented in Figure 7.

<sup>10</sup> State Statistics Service of Ukraine (2020) Children, females and family in Ukraine. Kyiv.

**Figure 7.** Categorised answers to the question, Where do you find the best information about Finland and life here?



Out of these mentions, most answers (1,788) referred to various sources of information online: Facebook (683), unspecified internet sources (650), Telegram (202), unspecified social networks (201) or official government websites/channels such as Migri.fi, Kela.fi, Vero.fi, and the TE Office (52).

The fact that many respondents used a general term, 'internet', as the source of information about Finland, made it hard to determine precisely which internet site or network they were referring to.

Mentions of 'Other residents, friends and family' were included 300 times. Ukrainians referred to their 'neighbours', 'family members' and 'Finns'. 'Help centres, volunteers and NGOs' was mentioned 138 times. For example, answers such as 'Luckan' (the network of Finnish–Swedish cultural centres in Finland), 'Help Centre in Helsinki' (the help centre established by the Ukrainian Association in Finland in Helsinki, Valilla) or 'Ukrainian Association' (e.g. Ukrainian Association in Finland) came up. There were 67 explicit mentions of reception centres or 'Refugee Centres' info sessions'. Answers in the category 'Other' (54 mentions) include references to comments like: "it is really hard to find information" or "can't find it anywhere".

It is safe to conclude that the respondents represented in the survey claim to obtain the best information about Finland and life in Finland online, especially on Facebook and other social media.

## 3 Temporary Protection

### 3.1 Legal status application in Finland

Of the 2,117 respondents who answered the question about their migration status in Finland, 94.5% (or 2,000) said that they had applied for the temporary protection, 3% (73) said that they had applied for asylum and only 2% (44) are in Finland on other legal grounds (Table 16). Among those respondents who had applied for temporary protection, 186 answered that they were not clients at a reception centre.

**Table 16.** The distribution of answers to the question, Have you applied for temporary protection or asylum in Finland?

Answers	Frequency	Percentage	Among clients of a reception centre (%)	Among non-clients of reception centres (%)
Applied for temporary protection	2,000	94.5	95.8	81.5
Yes, I applied for asylum	73	3.4	3.7	2.3
No, I did not apply for temporary protection or asylum	44	2.1	0.4	16.2

In the 37 answers collected to the open-ended question about the reasons the respondent did not apply for temporary protection or asylum, the most common reply was that the respondent had applied for a residence permit on the grounds of work or family reunification (13). Other answers included: "I have a place where I can live"; "I didn't have time to apply [for temporary protection]"; "I am planning to apply"; "Because I want to be able to return to my husband".

## 3.2 Evaluation of information about temporary protection or applying for asylum

At the end of July 2022, most respondents (73%) said that they were satisfied (47% very satisfied; 26% somewhat satisfied) with the information they received about temporary protection status (Table 17). Only 8% were not satisfied, and 19% could not decide.

**Table 17.** The distribution of answers to the question, Are you satisfied with the information you received about temporary protection or applying for asylum?

Answers	Frequency	Percentage
Very satisfied	990	47
Somewhat satisfied	542	26
Difficult to say	398	19
Somewhat dissatisfied	134	6
Very dissatisfied	42	2

As many as 1,335 respondents answered the open-ended question, What would you like to know more about?, which followed the set of questions about temporary protection. Every second response concerned the topic of employment and the right to work: “work, because now it’s vacation and in September I won’t be able to leave four of my boys with my pensioner father”; “about kindergartens and employment opportunities”; “how a single mom can find a job”; “[about] kindergartens for children under three years old while the mother intensively studies the language for further employment”; “about working without knowledge of the language, about health services”.

## 3.3 Client status at the reception centre

When respondents were asked if they were a client of a reception centre, a majority (85%) responded that they were (Table 18). As many as 15% said that they were not clients (10% or did not answer this question (5% missing answers). In this group, of respondents who said that they were not clients of a reception centre (222), the majority (83%) had applied for temporary protection or asylum. Those who did not answer this question indicated earlier that they had applied for temporary protection or asylum.



**Table 18.** Are you a client of a reception centre? (That is, are you registered at a reception centre and do you receive, for example, cash assistance?)

Answers	Frequency	Percentage
Yes	1,803	85
No	222	10
(Missing answers)	100	5

### 3.4 Accommodation status

Less than one third of respondents (28%) said that they were living in a reception centre (Table 19). Almost everyone who answered 'other' and provided additional information about housing was in fact living in private accommodation: "I live in a municipal apartment from the [reception] centre"; "[I live] in the premises of the Red Cross"; "Accommodation on a farm"; "My husband's employer, \_\_\_\_\_, rents us an apartment"; "[I live] with friends"; "We live in a Finnish family."

**Table 19.** Do you live in a reception centre or in private accommodation?

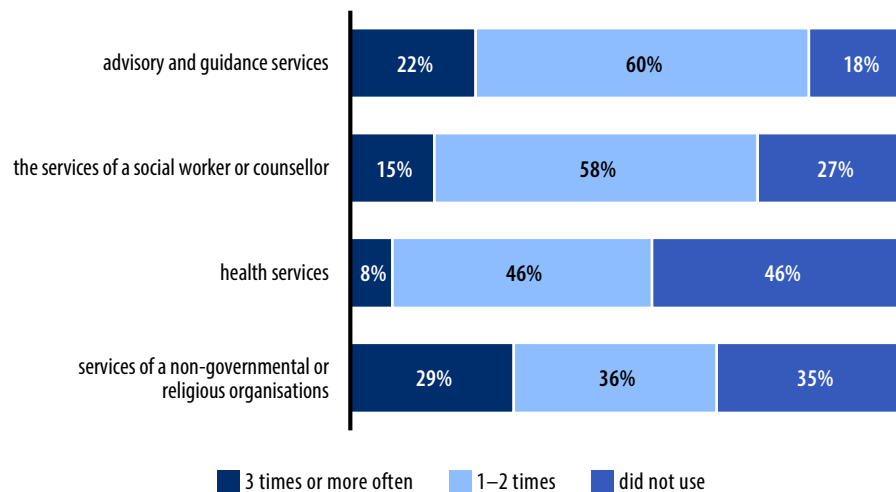
Answers	Frequency	Percentage
Live in reception centre	505	28
Live in private accommodation	984	55
Other	290	16

## 4 Services for persons with Temporary Protection status

### 4.1 Use of services

The data suggests that Ukrainian clients of reception centres most often use counselling services (Figure 8). As many as 82% had used advisory and guidance services at least once or more often during the past month and 73% had used the services of a social worker or counsellor. Every second respondent (54%) said that during the past few months she or he used the services of a nurse. In the reception centres, among other tasks, nurses perform the initial health examination that is legally required but not obligatory for all adults. Therefore adults are highly likely to meet or interact with a nurse even when they regard themselves healthy.

**Figure 8.** Usage of reception services in the last month (%)



About 65% have used the services of non-governmental organisations or religious organisations (for instance, help centres that were set up by these organisations). According to the data, help centres and other support organisations have been frequently visited: almost every third respondent (29%) had used their services three or more times during the past month. The clients of help centres also tend to give more positive evaluation of their work (see Table 20, section 4.2.).

## 4.2 Evaluation of services

The reception services are provided primarily by reception centres. Nevertheless, since the start of the Russian aggression against Ukraine, many NGOs and religious organisations, and some municipalities, have established help centres for Ukrainians. These help centres can be focused on a very specific type of help (collecting and distributing clothes or food) or on a broader range of services (serving as platforms and coordinating the efforts of many organisations). These services by help centres and NGOs are rarely standardised or centrally coordinated. They are supplementary to the work of government agencies.

Overall, customers of reception centres positively evaluate their services. The best points were attributed to instructors at advisory and guidance services and to social workers' services. For both of these, about 71% of the evaluations were positive (Table 20).

While healthcare services received predominantly positive feedback, they also received the largest share of uncertain respondents (33%). As was demonstrated in Figure 8, healthcare services are least intensively used by reception centre customers. This could be due to, for instance, difficulties in reaching a specialist. The healthcare system in Ukraine is somewhat different from the Finnish one: for instance, in Ukraine, patients have more direct access to specialist doctors.<sup>11</sup> Some Ukrainians may need more time for familiarisation with how the healthcare system functions in Finland.

**Table 20.** Evaluation of services provided by reception centres and help centres (%)

	Services of instructors at reception centre (RC)	Services of social workers (at RC)	Services of healthcare workers (at RC)	Services of help centres
<b>Very good</b>	39.8	39.9	34.4	57.2
<b>Good</b>	31	30.6	21	31.3
<b>Difficult to say</b>	20.7	21.4	32.9	9.3
<b>Poor</b>	5.9	5.6	6.7	1.4
<b>Very poor</b>	2.6	2.6	4.9	0.8

On the other hand, customer satisfaction with the work of help centres is remarkably high (88.5% described their work positively). In comparison to services offered by the

11 Romaniuk, P., Semigina, T. Ukrainian health care system and its chances for successful transition from Soviet legacies. *Global Health* 14, 116 (2018). <https://doi.org/10.1186/s12992-018-0439-5>

reception centres, non-governmental organisations usually operate on a smaller scale and volunteers may work specifically for Ukrainians, often offering humanitarian help and supportive information.

### 4.3 Feedback on the work of reception centres

A total of 1,035 free-form responses were analyzed regarding the services provided by the reception centres, and the summary of this analysis is presented in this chapter.

Some 53% of the 1,035 respondents gave positive feedback regarding the work of reception centres and their staff. A total of 40% expressed concerns, left suggestions or referred to problems they experienced in reception centres.

In their feedback on the work of reception centres, respondents mentioned a range of issues, which we categorised by topic (number of mentions in parentheses):

- Organisational issues (231) – pointing particularly to slowness and waiting time, issues in the delivery of information (lack of timely delivery or topics not covered), or issues related to the phone/email follow-up process and communication, among other things.
- Personnel/staff-related factors (193) – such as perceived attitudes, perceived level of competence or the lack of a common language for communication.
- Healthcare (87) – long waiting process for an appointment or the perceived quality of service, as well as difficulties in accessing healthcare.
- Financial matters (24) – mentions of delays in payment and lack of information regarding financial support.
- Accommodation (17) – living conditions, distance to the reception centre or municipal services, the state of household items/appliances, co-living with strangers.
- Concerns about other services (12) – such as the quality of food (expiry date or type of nutrition provided) or lack of emotional support/psychological help services.

Questions related to **organisational issues**, particularly ‘delivery of information’, mainly referred to the perception that relevant information about Finland and life here was not gathered from the authorities and presented or communicated in a clear or timely manner. Secondly, the slowness of and the waiting time for the reception centre’s services (such as receiving consultation or medical attention) were mentioned. Thirdly, there were concerns about follow-up communication, such as SMS and/or email.

Quoted below are example responses regarding organisational issues, such as the delivery of information:

***“The information in printed files does not correspond to reality 100%”; “The SMS messaging should be fixed in terms of its currency and accuracy”***

In 193 comments regarding **Personnel**, there were 217 mentions of concerns regarding:

- the personnel’s language skills, e.g. the lack of Ukrainian-speaking personnel/a lack of translators (82),
- the perceived level of competence of employees (82),
- perceived issues in personal attitudes, e.g. negligence, rudeness, etc. (53).

Examples:

***“Not enough Ukrainian language. Everyone speaks maximum Russian. And in English, although I know it, it is still difficult to understand each other sometimes.”***

(Personnel – Language skills)

***“Very attentive and positive personnel, but not always competent in important questions.”***

(Personnel – Level of competence)

***“In the Refugee Reception Centre of [name omitted], the workers explain absolutely nothing, they are not advising and not helping. They talk to us rudely and tell us to leave.”***

(Personnel – Attitude)

Out of 87 comments making a reference to **Healthcare**, some included mentions to specific issues regarding:

- waiting time and other difficulties in getting an appointment (69),
- perceived quality of service (16).

Example:

***“Very long waiting time to get a doctor appointment”***

(Healthcare – Waiting time)

With the least amount of mentions, 24 answers referenced **Financial matters**, including mentions to:

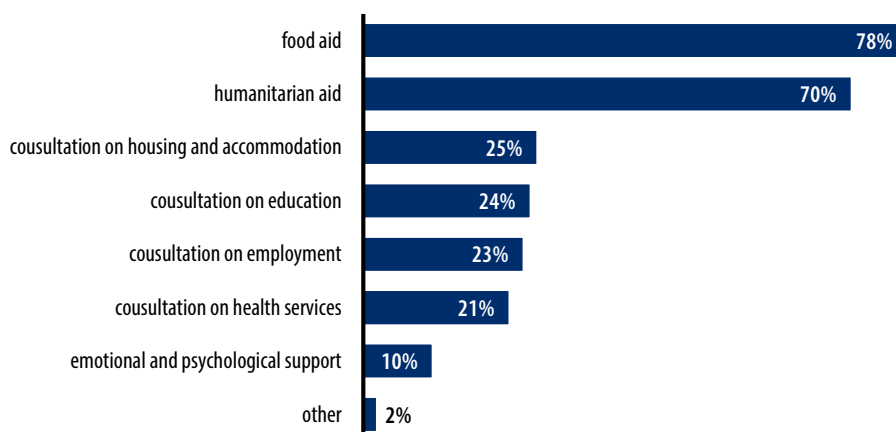
- delays in payment (14),
- lack of information regarding financial support (7),
- problems with the support amount (4).

In conclusion, most mentioned concerns in feedback to reception centers were related to organisational issues of the centres, followed by perceived issues with the centres' personnel.

## 4.4 Help centres

Across Finland, civil society and religious organisations and, in some instances, municipalities maintain help centres aimed at helping Ukrainians. Food and humanitarian aid are among the most used services (see Figure 9). Regarding other services, every fourth respondent mentioned using consultation on housing and accommodation, education and employment services. Every fifth respondent mentioned receiving consultation on health services, while only 10% mentioned that they used emotional and psychological support services at help centres. Further research is needed to map in more detail the needs of refugees regarding emotional and psychological support.

**Figure 9.** Services at help centres used by Ukrainians (%). Multiple answers possible.

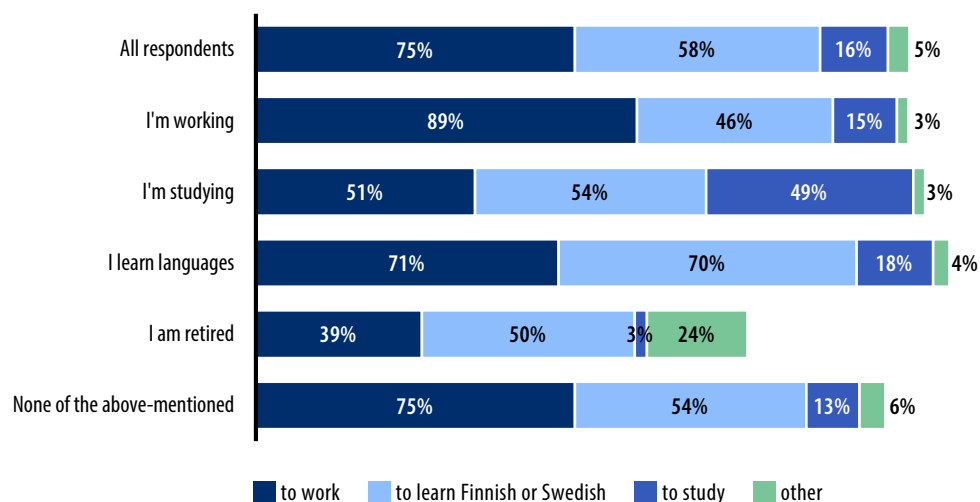


## 5 Views on the Future

### 5.1 The next steps

When asked about the future (see Figure 10), the majority want to work (75% of all respondents, and 89% of those working) and study Finnish or Swedish (58% of all respondents). The desire to work is also strong among those who currently do not have a job (71%) and even among those who described their own status as pensioners (39%).

**Figure 10.** The distribution of answers to the question, Which of these would you like to do next? Multiple answers were possible. The comparison is between all respondents, and those who are working, studying, learning languages, retired, or do not belong to any of these groups.



Those respondents who answered 'Other' and wrote their own answer (78) most frequently also mentioned learning a language, working and studying as their plans.

Among the 577 respondents who were not planning to return to Ukraine, some 554 answered the question about their plans for the future: 75% are planning to work; 70% are planning to study; 22.8% are planning to learn Finnish or Swedish (Table 21).

**Table 21.** The distribution of answers to the question, Which of these would you like to do next? among respondents who said that they were not planning to return to Ukraine. (Multiple answers possible.)

	Number	Percentage
To work	432	75.3
To study	403	70.2
To learn Finnish or Swedish	131	22.8
Other	23	4.0

## 5.2 Awareness

Only 42% of respondents said that they have received sufficient information about the Finnish education system (Table 22). Every second respondent has received sufficient information about the employment opportunities and other services in Finland. In comparison to working respondents, those who do not work, study, learn a language or are retired are less likely to receive information about employment opportunities and services in Finland.

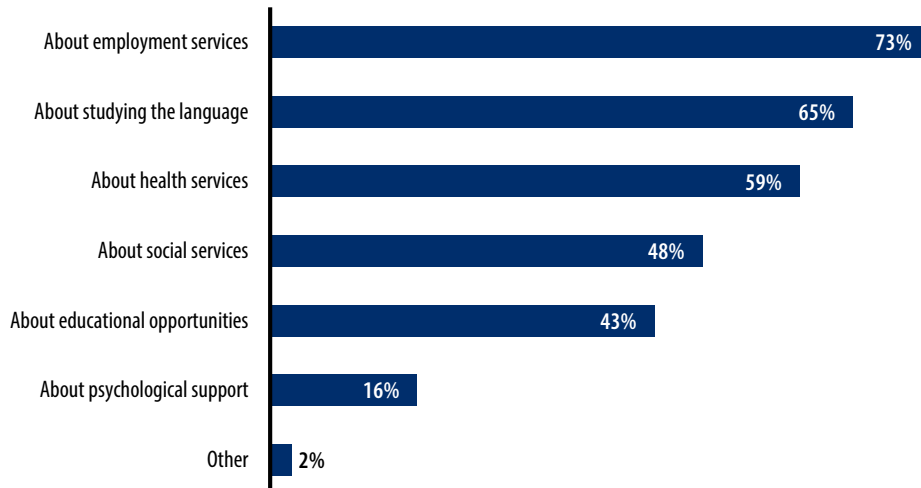
**Table 22.** The distribution of answers to the questions, Have you received enough information about the Finnish education system? and, Have you received enough information about employment opportunities and employment services in Finland? (%)

Answers	Enough information about the Finnish education system	Enough information about employment opportunities and employment services in Finland	A subgroup of working respondents, about receiving enough information on employment opportunities and employment services in Finland	A subgroup of respondents who are not working or studying, about receiving enough information on employment opportunities and employment services in Finland
Yes	42.4	50.4	60.3	40.3
No	57.6	49.6	39.7	59.7

Ukrainians who participated in the survey expressed their need for more information about employment (73%), language studies (65%), health (59%) and social services (48%), and education opportunities (43%) (see Figure 11). Only 16% mentioned a need for psychological support, although we would expect that the need for psychological support is much greater.



**Figure 11.** Distribution of answers to a question, Which services do you need more information about at the moment? Multiple responses possible.



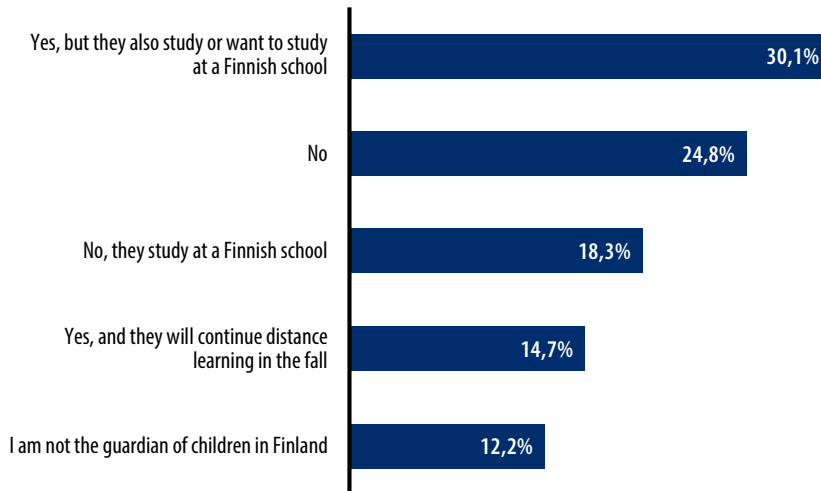
### 5.3 Schools for children

The majority of respondents with children said that their children were in school (54%) or in pre-school education (Table 23).

**Table 23.** The distribution of answers to the question, Are your children in school or pre-school education?

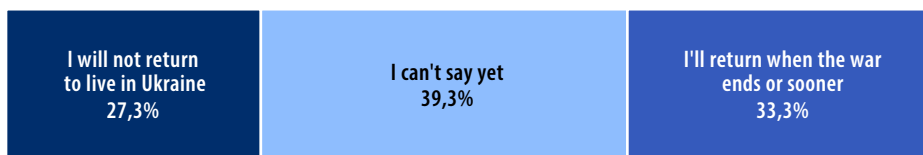
Answers	Number	Percentage
Yes	809	54.1
No	685	45.9

Every third respondent said that their children continue to study in Ukraine but at the same time also study or want to study in Finland (Figure 12). Some 18% said that their children study only at a Finnish school, and 14.7% planned to continue distance learning in Ukrainian schools when the school year starts in the fall (September).

**Figure 12.** The distribution of answers to the question, Are your children studying remotely in Ukraine? (%)

## 5.4 Thinking of return

We observed that every third survey respondent (33%) said that she or he has decided to return to Ukraine (Figure 13). About 40% have not make their decision yet, and 27% do not plan to return to Ukraine.

**Figure 13.** The distribution of answers to the question, Are you planning to return to live in Ukraine? (%)

Only 2% were planning to return to Ukraine in the summer months, and 4% are planning to return within the next half year (Table 24).

**Table 24.** Distribution of answers to the question, Are you planning to return to live in Ukraine?

Answers	Percentage
I can't say yet	39.3
I will not return to live in Ukraine	27.3
I'll return when the war ends	26.1
I'll return in six months	4.1
I'll return during the summer	1.9
I'll return in over a year	1.2

Talking about the preconditions for the decision about staying in Finland or returning to Ukraine, a job in Finland (70%), the continuation of the war in Ukraine (66%), a child's wellbeing in Finland (50%), an apartment of one's own (32%) and language skills (28%) have the most influence on such a decision (Table 25).

Those who had decided to stay in Finland said that the biggest factors influencing their decision were a job in Finland (73%), children's wellbeing (61%) and the continuation of the war (55%). Those who have not yet decided to return to Ukraine consider getting a job in Finland (75%) and the continuation of the war in Ukraine (66%) to be the most important factors. Ukrainians sometimes face inappropriate treatment or discrimination during their stay in Finland. About 15% reported experiencing inappropriate treatment or discrimination one or more times.

**Table 25.** Cross-tabulation of answers to the questions, Are you planning to return to live in Ukraine? (only one response possible) and, What are the factors that most influence whether you would stay in Finland? (Multiple responses possible.) (%)

	I will return when the war ends	I will not return to live in Ukraine	I cannot say yet	Total
Work in Finland	61	73	75	70
Continuation of the war in Ukraine	77	55	66	66
My children's wellbeing in Finland	40	61	53	50
Own apartment	35	29	34	32
Finnish or Swedish language skills	18	39	30	28
Place of study in Finland	15	36	27	25
My relatives in Finland	11	12	9	10
Friends, acquaintances in Finland	6	10	6	7
Other	2	7	4	5

## 5.5 Informed decisions by Ukrainians

When talking about the future, it is difficult to estimate how many Ukrainians with temporary protection status will decide to stay in Finland. There are many factors that affect this decision. For many, Finland is not a transit country, so perhaps plans for further travel can be excluded for a majority of respondents. Finding a job and improvement of the security situation in Ukraine are among the key factors for many when considering whether to return to Ukraine or stay in Finland. Such a decision will require a good level of awareness.

The government could further focus on developing the means to help Ukrainians increase their understanding of the employment, healthcare and education systems in Finland on the one hand, and of the security situation in Ukraine on the other hand.

## 6 Feedback for the Finnish government

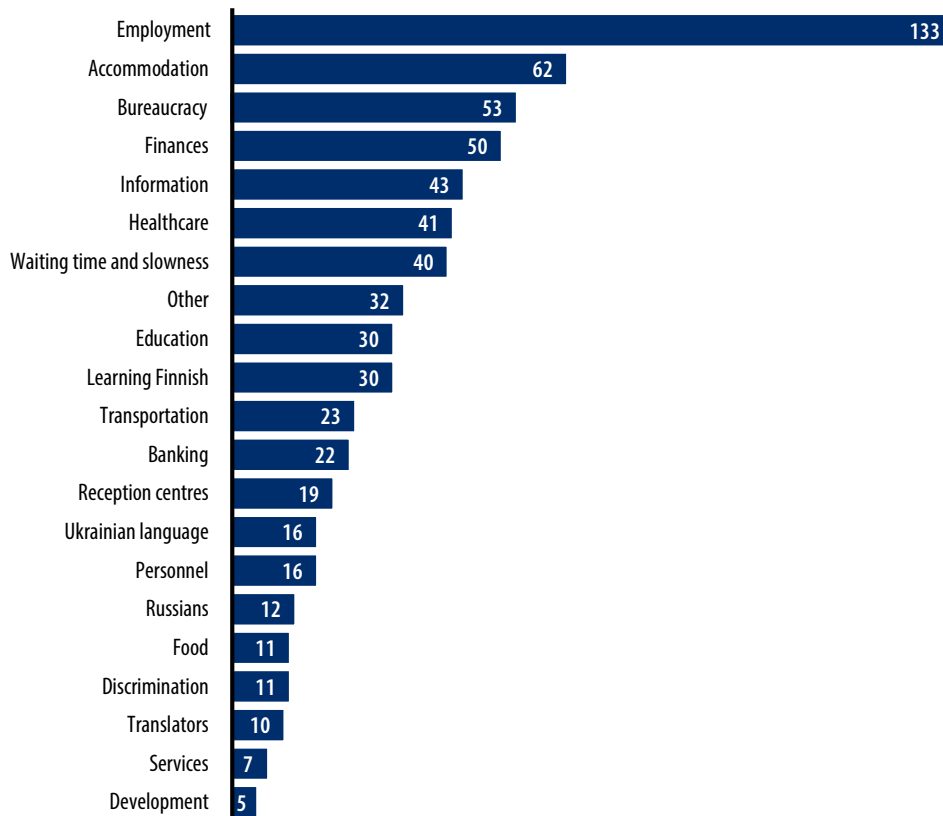
We received 1,638 answers to the open-ended question, What message would you like to send to the Finnish authorities? The main theme was that of **appreciation and expression of gratitude** (1,289 mentions in answers) to the Finnish government and society.

*“You have a wonderful country. Very good and kind people. Very beautiful nature. Thank you for accepting the Ukrainian people.”*

(Appreciation)

Despite the clearly predominant expression of gratitude, a few concerns were also raised regarding the following topics (see Figure 14):

**Figure 14.** Counted coded topics mentioned in the answers to the open-ended question, What message would you like to send to the Finnish authorities?, excluding 1,289 mentions of the topic ‘Appreciation’.



The issues of concern were: employment (e.g. the need to facilitate and promote employment for Ukrainians), accommodation (e.g. issues with renting private housing or concerns regarding the social housing provided), bureaucracy (e.g.: complicated administrative procedures), waiting time (or slowness of processes), financial concerns (e.g. insufficiency of funds or budget management), information (e.g. lack of a detailed course of action to apply for services), healthcare (particularly the difficulty accessing it), learning Finnish (e.g. the need to facilitate online or evening classes for working Ukrainians), banking (e.g. difficulties in opening a bank account or access to bank credentials), transportation (paid public transportation after August), Ukrainian language and translators (e.g. lack of Ukrainian schools and professionals), as well as interaction with Russians or Russian-speaking personnel in Finland (concerns of bias, fear for safety), etc.

Examples of quotes:

***“We will not sit on the allowance, because it degrades us to the level of helplessness. We are capable of being useful to the state that sheltered us, and even if the war in our home ends in six months, we will have time to work and pay taxes.”***

(Employment)

***“Please do not appoint ex-residents of Russia as social workers for Ukrainians.”***

(Russians)

## 7 Conclusions

### Profile of Ukrainians arriving

Out of the 2,136 respondents who participated in the online survey between 15 June and 6 July 2022, 85% were female and 15% male. The difference in the number of males and females is not surprising, given the imposition of martial law in Ukraine on 24 February 2022. The sample aims to represent the 31,000-plus population of Ukrainians that had arrived in Finland by 6 July 2022. However, due to the survey's online administration procedure, youth and adults under 45 years old are over-represented, while older groups (aged over 46) are under-represented. Most respondents, both male and female, are aged between 26 and 45. About 56% of the respondents arrived during the first days or months of the war: in February, March or April. One in every two Ukrainians (approximately 55%) who applied for temporary protection status in Finland arrived from the regions most vulnerable to Russian military aggression, such as Kharkiv, Kyiv or Donetsk.

The survey responses indicate that Ukrainians are predominantly bilingual and speak both Ukrainian and Russian. No question was posed about the preferred language of communication for Ukrainians. It is, however, important to note that Ukrainian is the only official language in Ukraine and is the one used by the authorities, the educational system and most of the media.<sup>12</sup> About every third Ukrainian speaks English. Ukrainians who participated in the survey are highly educated: every second respondent has a university education at Master's level. Among the top occupations prior to coming to Finland, 20% of respondents worked as trained professionals and 17% as service and sales personnel, while 12% were specialised experts. Approximately one third of respondents worked in a managerial position or were skilled professionals or entrepreneurs.

### Life in Finland

When deciding to come to Finland, Ukrainians were most influenced by Finland's good reputation (51%), ties to friends or family (43%) and work or study opportunities (22%). The open-ended answers on the reasons for fleeing to Finland were dominated

---

12 Pidkuimukha, L. (2020, October 20). *Law of Ukraine "On ensuring the functioning of Ukrainian as the state language": The status of Ukrainian and minority languages*. Forum for Ukrainian Studies. <https://ukrainian-studies.ca/2020/10/20/the-official-act-on-the-state-language-entered-into-force-on-16-july-2019-the-status-of-ukrainian-and-minority-languages/>

by mentions of 'war' or attributed to 'chance'. At the time of collecting answers to this questionnaire, only about 13% of respondents resided in the Helsinki Metropolitan Area, and the rest were accommodated across the country in as many as 273 municipalities, towns and villages. Every second respondent said they live with children under school age, and every third lives with a spouse. Out of those respondents who reported the age of the children they live with, 46% live with at least one child under seven, and 54% with a child of school age. Of the respondents who indicated that they share a household with children under 18, about 60% live with only one child, 32% with two children and the rest with three or more children. Every third respondent said that their children continue to study in Ukraine but at the same time study or want to study in Finland.

Ukrainians arriving in Finland had the opportunity to apply for asylum, for temporary protection status based on the Temporary Protection Directive, remain for 90 days (about three months) without seeking any status due to the visa-free regime, or stay on other legal grounds such as employment opportunities, study rights or family reunification. Less than 5% of respondents applied for asylum. Most typically, asylum applicants arrived in Finland in the early months of the escalation of the war in Ukraine when awareness of temporary protection status was lower. Clarification of the issues surrounding the legal status, as well as intensification of the information work of the Finnish Immigration Service (for instance, the translation of valuable information into Ukrainian) and the work of other government agencies, have resulted in increased awareness of Ukrainians about temporary protection. Of respondents to the current questionnaire, about 95% applied for temporary protection. A total of 73% of respondents were satisfied with the information they received about temporary protection status. Of all questionnaire respondents, 85% indicated that they were a reception centre client. However, less than one third of respondents indicated that they were living in a reception centre. Over 50% of respondents indicated that they live in private accommodation.

Some 23% of respondents stated that they were employed. The question posed regarding the employment status of respondents did not reference the country of employment. It is hard to determine how many individuals implied remote employment in Ukraine (or elsewhere) versus work in Finland. Out of employed Ukrainians, about 60% are employed full-time, while 28% are employed part time. Approximately 65% of employed Ukrainians have a temporary contract and 32% a permanent one. The employment trend of Ukrainians in Finland is currently upward. However, such a positive trend might be a temporary phenomenon, due only to the familiar short-term seasonal employment



which Finland has been providing to thousands of Ukrainians each year, even prior to the full-scale Russian invasion of Ukraine.<sup>13</sup>

The number of unemployed jobseekers receiving temporary protection who are registered with the TE Office was 1,704 persons on 26 June 2022. Most likely, highly educated Ukrainian immigrants who applied for temporary protection in Finland will face the need to retrain, change their occupation or take lower skilled jobs. For example, skilled professionals like teachers, doctors or nurses may find it challenging to continue to work in their profession in Finland due to complexities in validating their qualifications and lack of Finnish language knowledge.<sup>14</sup> Moreover, differences between the occupational groups can be expected (e.g. IT professionals that do not necessarily require Finnish language skills or extremely specific diplomas and certifications may have significantly greater employment opportunities when compared to other highly educated experts).

Inappropriate treatment and discrimination were not widely reported in the survey. About 15% of respondents in this survey reported experiencing inappropriate treatment or discrimination one or more times in Finland.

### Information about Finland

For Ukrainians, social media groups are the most common source of information about Finland. Out of 1,856 responses to an open question on the best sources of information, respondents indicate that they receive the best information about Finland and life here from social media channels and networks. Topping the list are mentions of 'Facebook' (683) or the general term 'internet' (650). Next in order is the information received from other individuals, such as neighbours, friends or family (300). Reception centres and government channels got the lowest number of mentions as the best information sources (only 67 and 52 mentions respectively). It is interesting to explore why this is so. Is the information in official government channels easily accessible to Ukrainians? For example: Is it communicated in a familiar language? Is it clear and written in a straightforward manner? Are government representatives active in the channels that Ukrainians browse most for information (social media, Facebook, Telegram)?

<sup>13</sup> According to Finnish Immigration Service Director General Jari Kähkönen, "about 15,000 Ukrainians have previously been involved in seasonal work in Finland, for example on berry farms," Yle News (2022a, April 4). Finland aims to streamline the permit process for Ukrainians seeking to work. News. <https://yle.fi/news/3-12389009>. Accessed 12 August 2022

<sup>14</sup> "Given that most foreigners in Finland will struggle to exceed B1 level Finnish, we are obviously concerned that these requirements [C1-level Finnish and the process of getting non-EU qualifications recognised in Finland] could result in a lot of qualified Ukrainians being locked out of their professions," Olga Silfver, Project Manager at the City of Espoo's Employment Services. Yle News. (2022b, April 16). *Ukrainians can apply for jobs in Finland, but will they find them?* News. <https://yle.fi/news/3-12406093>

When respondents were asked in an open question what they would like to know more about, every second respondent referred to employment and the right to work. On another question, only 42% of respondents have said that they have received sufficient information about the Finnish education system. Only every second survey respondent has received sufficient information about the employment opportunities and services in Finland. In comparison to working respondents, those who do not work, study, or learn a language, or who are retired, are less likely to receive information about employment opportunities and services in Finland.

Ukrainians who participated in the survey mention their need for more information about employment (73%), language studies (65%), health (59%) and social services (48%), and education opportunities (43%). Only 16% mentioned the need for psychological support. One could assume that the need for psychological support is much greater than this and that the small number is due to the stigma of seeking psychological help.

### **Reception centres: use of services and feedback on work**

The data suggests that Ukrainian clients of reception centres most often use counselling services (82% used counselling services at least once during the past month) and social services (73%). Every second respondent (54%) said that she or he had used the service of a nurse during the past few months. To our knowledge, in the reception centres, nurses perform, among other tasks, the legally required but not obligatory initial health examination of all adults. Therefore adults are highly likely to meet or interact with a nurse even if they regard themselves as healthy.

Overall, Ukrainians had positive experiences with the services provided by reception centres. Generally, reception centre customers positively evaluate their services. Instructors and social counsellor services get the highest score (71% of positive evaluations). However, the contact with social workers reported by respondents was infrequent. Over a quarter of respondents claimed not to have used the services of social workers due to lack of information and communication about their assigned worker and/or the services covered by him/her, as well as the language barrier and lack of trust in the competence of the social workers. The concept of social worker is not widespread in Ukraine. This may explain why some Ukrainians do not understand the role of social workers.

Over 50% of respondents submitted positive evaluations of reception centres. However, 40% expressed concerns regarding different topics (in the following order of mention):

Organisational issues (231), pointing particularly to slowness and waiting time, and issues in the delivery of information (lack of timely delivery or topics not covered) or in relation to the phone/email follow-up process and communication, among other things.

Personnel/staff-related factors (193), such as perceived attitude, perceived level of competence or inability to communicate in a common language. Healthcare (87), such as a long waiting process for an appointment or the perceived quality of service, as well as difficulties in accessing healthcare. Financial matters (24), including mentions of delays in payment and lack of information regarding financial support. Accommodation (17), including living conditions, distance, household items and appliances, living with others, and concerns about other services (12) such as food or emotional support. Financial issues were not mentioned frequently. It seems safe to assume that the monetary support provided by Finland to arriving Ukrainians is deemed sufficient. Throughout the analysis, minor open replies to questions noted perceived discriminatory treatment from employees at specific reception centres.

### Overall feedback to the Finnish government

A total of 1,638 answers were received to the open-ended question, What message would you like to send to the Finnish authorities? A broad range of issues were raised in the replies. Among these, the main theme was that of **appreciation and the expression of gratitude** to the Finnish government and society.

Despite the predominant expression of gratitude, a few concerns were also raised regarding the following topics: employment, healthcare, accommodation, bureaucracy, financial concerns, learning Finnish, information, banking, transportation, the Ukrainian language and translators, the interaction with Russians or Russian-speaking personnel in Finland.

### The future of Ukrainians in Finland

When asked about the future, the majority of respondents want to work (75% of all respondents or 89% of those working) and study Finnish or Swedish (58% of all respondents to the question). The desire to work is strong among those who currently do not have a job (71%) and even among those who described their own status as pensioners (39%).

We observed that every third respondent (33%) had decided to return to Ukraine. About 40% had not made their decision yet, and 27% do not plan to return to Ukraine. However, not all Ukrainians have a home to return to, so some see Finland as a long-term home. Respondents deciding to remain in the country said that the biggest factors influencing their decision were: a job in Finland (73%), children's well-being (61%) and the continuation of the war in Ukraine (55%). Those who have not yet decided whether to stay in Finland or return to Ukraine prioritise getting a job in Finland (75%) and are considering staying due to the continuation of the war (66%).

## 8 Recommendations

In order to take better account of the needs of Ukrainians arriving in Finland as beneficiaries of temporary protection, the following measures are recommended:

### 1. **Better access to official information in social media**

Access to sufficient information plays a key role in helping newly arrived Ukrainians adapt to and integrate into Finnish society. Public authorities should review the means currently used to communicate information. Procedures should be developed with a view to ensuring that the necessary information will easily and readily reach all Ukrainians arriving in the country in a comprehensible manner.

Ukrainians currently receive the bulk of information through unofficial internet and social media channels. Official communications are fragmented and distributed across several different websites. In order to ensure the flow of information, public authorities should significantly step up information provision in various social media channels (Facebook and Telegram in particular) and consider setting up a website and/or developing existing websites (such as [infofinland.fi](http://infofinland.fi)) to consolidate all official information relevant to Ukrainians.

### 2. **Operational development at reception centres: better access to information, contacts between centres and their clients**

The information provided at reception centres does not currently reach Ukrainians to a sufficient extent. It would be important for reception centres to provide access to all information required at the early stages, also regarding topics such as employment and schooling. Reception centres should review and step up their processes for communicating information. By way of example, the information sessions organised at reception centres should be developed to better meet client needs. In particular, more information should be provided in the Ukrainian language.

Increasing attention should also be paid to outreach to Ukrainians in private accommodation to keep them informed. Access to reliable official information about Finnish society and individual rights, combined with close contacts with public authorities, will also prevent cases of possible exploitation and human trafficking. Reception centres could make better use of the know-how of Ukrainians

already living in Finland to improve access. Reception centres should develop the mechanisms for providing feedback on issues such as possible inappropriate treatment.

While public authorities are ultimately responsible for providing statutory services, civil society and non-governmental organisations have made significant contributions to the reception of Ukrainians. The survey indicates that Ukrainians rate very positively the services provided by various NGOs/volunteers and religious organisations. Moving forward, cooperation between public authorities and NGOs should be developed further so as to identify the best practices in organising services. Public authorities should be able to make better use in their work of the experiences and lessons of help centres for Ukrainians on emotional support or communicating information, for example.

### **3. Enhancing employment opportunities**

Finland is suffering from ever-growing labour shortages. Ukrainian adults arriving in Finland are mostly highly educated professionals, whose employment opportunities should be promoted more efficiently. In particular, practical problems in finding employment should be eliminated.

The services provided by TE Offices should be mobilised while identifying more efficient procedures in order to reach a larger number of Ukrainians more effectively. It is also necessary to establish the reasons behind why so few Ukrainians register with TE Offices as unemployed job seekers. Potential reasons include a lack of understanding of the role of TE Offices, possible uncertainty about how registration affects statuses or benefits, etc.

Active efforts should be made to organise events promoting Ukrainians' employment opportunities. Various information sessions on employment opportunities should be organised for Ukrainians, both online and in person. Likewise, job fairs targeted at Ukrainians should also be actively organised in the future.

Finland has particular shortages of trained healthcare staff. Many Ukrainians are trained healthcare professionals, who should be drawn into the Finnish job market as soon as possible. It would be advisable to consider opportunities to create so-called 'fast-track' programmes specifically tailored for Ukrainian healthcare professionals to promote fast recognition of Ukrainian diplomas and Finnish language acquisition.

Since most beneficiaries of temporary protection are women with children of school or pre-school age, reconciling employment and childcare should be supported by actively providing daycare places for children and arrangements such as part-time work for parents.

#### **4. Stepping up language teaching**

The status of Ukrainian language teaching in Finland must be ensured and developed. Finland will need an increasing number of people with Ukrainian language skills in the future. At the same time, Ukrainian refugees should be guaranteed an opportunity to start studying the Finnish or Swedish language immediately following arrival. Teaching should also be designed for different target groups (e.g. stay-at-home mothers, employed people) in a manner that caters to their needs.

#### **5. Further research is required**

Public authorities aim to continuously develop their procedures and services in order to better meet the needs of Ukrainians arriving in Finland. The survey covered in this report was carried out in a situation where Ukrainian refugees had only just started to arrive in Finland. Further research is therefore required to clarify the questions raised by the survey, obtain reference data and follow up on the results already received. The situation of seasonal workers, for example, changes at the end of the harvest season. Information on schoolchildren's situation will also be more readily available once the school year has started. This will provide important information to further develop services.

Other potential themes for further research include barriers to accessing employment among Ukrainians and means to remove these; establishing an overview of assistance activities and the challenges and successes involved; and a comparative study on the status of Ukrainian refugees in other European countries.

The roles and job descriptions of staff working at reception centres are not always clear to all Ukrainians. Further research is also required on the types of subjects in which Ukrainians need more support, such as understanding the roles of different authorities.

There is growing interest in studying Ukrainians arriving in Finland. In addition to research carried out under the leadership of public authorities, research by public organisations is also required in support of efficient decision-making.

The survey indicates that Ukrainians are very grateful to Finnish authorities and people for the way in which they have been received in Finland. As a general rule, Ukrainians also have very positive attitudes towards the services provided by the Finnish Immigration Service. Public authorities should actually consider how to convey the gratitude felt by Ukrainians to Finns. At the same time, this would cement trust between different population groups.

## Appendixes: crosstabulations

**Appendix 1.** The distribution of answers to the question, Are you satisfied with the information you received about temporary protection or refugee status? Crosstabulation with gender and age.

Are you satisfied with the information you received about temporary protection or applying for asylum?	Gender		Age of persons who applied for temporary protection							total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
Very satisfied	48%	44%	43%	50%	48%	44%	46%	58%	40%	47%
Somewhat satisfied	26%	26%	30%	24%	26%	27%	26%	20%	27%	26%
Difficult to say	19%	19%	17%	18%	19%	20%	18%	15%	20%	19%
Somewhat dissatisfied	6%	7%	10%	6%	5%	7%	8%	5%	13%	6%
Very dissatisfied	2%	4%	0%	2%	2%	2%	4%	1%	0%	2%

**Appendix 2.** The distribution of answers to the question, Are you satisfied with the information you received about temporary protection or applying for asylum? Crosstabulation with education and time in Finland.

Are you satisfied with the information you received about temporary protection or applying for asylum?	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
Very satisfied	59%	50%	46%	45%	18%	50%	48%	46%	44%
Somewhat satisfied	18%	24%	26%	28%	32%	21%	26%	27%	20%
Difficult to say	19%	19%	19%	18%	32%	23%	18%	19%	24%
Somewhat dissatisfied	3%	5%	7%	7%	11%	6%	6%	7%	12%
Very dissatisfied	1%	3%	2%	2%	7%	1%	2%	2%	0%



**Appendix 3.** The distribution of answers to the question, Are you satisfied with the information you received about temporary protection or refugee status? Crosstabulation with current situation, accommodation.

Are you satisfied with the information you received about temporary protection or refugee status?	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
Very satisfied	50%	49%	47%	52%	45%	48%	49%	46%
Somewhat satisfied	24%	26%	29%	25%	24%	26%	27%	27%
Difficult to say	20%	18%	17%	14%	21%	17%	17%	18%
Somewhat dissatisfied	6%	4%	6%	7%	8%	7%	6%	7%
Very dissatisfied	1%	3%	2%	3%	3%	3%	1%	1%

**Appendix 4.** Evaluation of services provided by instructors at reception centres. Crosstabulation with gender and age.

Evaluation of services provided by instructors at reception centres	Gender		Age of persons who applied for temporary protection							Total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
Very good	39%	44%	35%	33%	42%	38%	39%	50%	42%	40%
Good	31%	30%	39%	32%	31%	31%	34%	29%	21%	31%
Difficult to say	22%	14%	22%	23%	19%	24%	19%	16%	17%	21%
Poor	6%	7%	4%	11%	6%	5%	6%	3%	13%	6%
Very poor	2%	4%	0%	2%	3%	2%	3%	4%	8%	3%

**Appendix 5.** Evaluation of services provided by instructors at reception centres . Crosstabulation with education and time in Finland.

Evaluation of services provided by instructors at reception centres	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
Very good	49%	47%	35%	37%	17%	47%	39%	39%	33%
Good	28%	28%	31%	33%	26%	27%	34%	30%	33%
Difficult to say	18%	17%	23%	22%	39%	20%	19%	22%	33%
Poor	3%	6%	8%	6%	4%	5%	5%	7%	0%
Very poor	2%	3%	4%	2%	13%	1%	3%	2%	0%

**Appendix 6.** Evaluation of services provided by instructors at reception centres. Crosstabulation with current situation, accommodation.

Evaluation of services provided by instructors at reception centres (RC)	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
Very good	39%	43%	40%	49%	39%	42%	40%	34%
Good	30%	37%	34%	27%	28%	32%	30%	33%
Difficult to say	22%	17%	19%	12%	22%	16%	22%	25%
Poor	8%	4%	4%	6%	8%	6%	6%	6%
Very poor	2%	0%	2%	6%	3%	3%	3%	2%

**Appendix 7.** Evaluation of services provided by social workers at reception centres. Crosstabulation with gender and age.

Evaluation of services provided by social workers (at RC)	Gender		Age of persons who applied for temporary protection							Total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
Very good	40%	42%	30%	34%	41%	40%	41%	44%	48%	40%
Good	31%	29%	22%	34%	32%	28%	35%	26%	22%	31%
Difficult to say	22%	18%	37%	21%	20%	24%	17%	19%	9%	21%
Poor	5%	7%	7%	7%	5%	5%	6%	7%	13%	6%
Very poor	2%	4%	4%	4%	3%	3%	1%	5%	9%	3%

**Appendix 8.** Evaluation of services provided by social workers at reception centres. Crosstabulation with education and time in Finland.

Evaluation of services provided by social workers (at RC)	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
Very good	49%	46%	37%	36%	14%	45%	43%	37%	40%
Good	22%	29%	32%	33%	23%	30%	31%	31%	20%
Difficult to say	22%	18%	21%	23%	36%	22%	18%	23%	40%
Poor	3%	4%	7%	6%	9%	2%	5%	6%	0%
Very poor	5%	2%	3%	2%	18%	1%	3%	3%	0%

**Appendix 9.** Evaluation of services provided by social workers at reception centres. Crosstabulation with current situation, accommodation.

Evaluation of services provided by social workers (at RC)	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
Very good	41%	42%	40%	46%	38%	43%	39%	37%
Good	28%	28%	33%	29%	30%	30%	30%	33%
Difficult to say	21%	24%	21%	11%	23%	17%	23%	22%
Poor	8%	6%	4%	10%	6%	6%	5%	6%
Very poor	2%	0%	2%	5%	3%	3%	2%	2%

**Appendix 10.** Evaluation of services provided by healthcare workers at reception centres. Crosstabulation with gender and age.

Evaluation of services provided by healthcare workers (at RC)	Gender		Age of persons who applied for temporary protection							Total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
Very good	34%	37%	53%	30%	35%	32%	37%	43%	38%	34%
Good	21%	22%	20%	22%	21%	23%	21%	17%	10%	21%
Difficult to say	34%	28%	27%	38%	32%	35%	31%	26%	33%	33%
Poor	7%	8%	0%	5%	8%	6%	8%	11%	5%	7%
Very poor	5%	5%	0%	5%	5%	6%	3%	3%	14%	5%

**Appendix 11.** Evaluation of services provided by healthcare workers at reception centres. Crosstabulation with education and time in Finland.

Evaluation of services provided by healthcare workers (at RC)	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
Very good	54%	39%	31%	31%	18%	31%	37%	33%	75%
Good	19%	18%	21%	23%	23%	10%	20%	23%	0%
Difficult to say	21%	34%	34%	33%	41%	52%	32%	32%	13%
Poor	2%	5%	9%	8%	5%	5%	7%	7%	0%
Very poor	4%	3%	6%	6%	14%	1%	5%	5%	13%

**Appendix 12.** Evaluation of services provided by healthcare workers at reception centres. Crosstabulation with current situation and accommodation.

Evaluation of services provided by healthcare workers (at RC)	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
Very good	30%	33%	35%	39%	36%	38%	33%	35%
Good	22%	18%	24%	13%	19%	22%	21%	19%
Difficult to say	34%	42%	31%	25%	35%	27%	35%	34%
Poor	10%	4%	6%	14%	5%	7%	6%	7%
Very poor	4%	2%	5%	9%	5%	5%	5%	5%

**Appendix 13.** The distribution of answers to the question, Have you experienced inappropriate treatment or discrimination during your stay in Finland? Crosstabulation with gender and age.

Have you experienced inappropriate treatment or discrimination during your stay in Finland?	Gender		Age of persons who applied for temporary protection							Total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
Never	77%	78%	50%	67%	76%	77%	84%	89%	76%	77%
1-2 times	13%	11%	27%	19%	14%	14%	9%	5%	10%	13%
Difficult to say	8%	8%	20%	13%	8%	8%	6%	4%	7%	8%
Often	1%	2%	3%	1%	2%	1%	1%	1%	7%	2%
Very often	1%	2%	0%	1%	1%	1%	1%	1%	0%	1%

**Appendix 14.** The distribution of answers to the question, Have you experienced inappropriate treatment or discrimination during your stay in Finland? Crosstabulation with education and time in Finland.

Have you experienced inappropriate treatment or discrimination during your stay in Finland?	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
Never	70%	83%	72%	76%	75%	84%	77%	76%	62%
1-2 times	17%	9%	18%	14%	0%	5%	13%	14%	31%
Difficult to say	11%	7%	8%	8%	11%	8%	8%	8%	3%
Often	1%	1%	1%	2%	11%	1%	2%	1%	3%
Very often	1%	0%	1%	1%	4%	2%	1%	1%	0%

**Appendix 15.** The distribution of answers to the question, Have you experienced inappropriate treatment or discrimination during your stay in Finland? Crosstabulation with current situation and accommodation.

Have you experienced inappropriate treatment or discrimination during your stay in Finland?	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
Never	77%	80%	78%	83%	76%	77%	77%	79%
1-2 times	13%	16%	14%	8%	13%	12%	14%	13%
Difficult to say	10%	3%	7%	5%	8%	8%	7%	6%
Often	1%	1%	1%	4%	2%	2%	1%	1%
Very often	0%	0%	0%	1%	2%	1%	0%	1%

**Appendix 16.** The distribution of answers to the question, Are you planning to return to live in Ukraine? Crosstabulation with gender and age.

Are you planning to return to live in Ukraine?	Gender		Age of persons who applied for temporary protection							Total
	Female	Male	10–17	18–25	26–35	36–45	46–55	56–65	66+	
I'll return during the summer	2%	1%	7%	2%	2%	2%	1%	0%	3%	2%
I'll return in six months	5%	1%	3%	7%	4%	4%	4%	2%	7%	4%
I'll return in over a year	1%	3%	0%	1%	1%	1%	1%	1%	0%	1%
I'll return when the war ends	27%	20%	27%	27%	27%	24%	26%	31%	43%	26%
I will not return to live in Ukraine	26%	37%	23%	22%	29%	30%	28%	20%	17%	27%
I can't say yet	40%	39%	40%	41%	37%	39%	41%	46%	30%	39%

**Appendix 17.** The distribution of answers to the question, Are you planning to return to live in Ukraine? Crosstabulation with education and time in Finland.

Are you planning to return to live in Ukraine?	Education					Time in Finland			
	Secondary school or lower	Vocational school, professional education	Incomplete higher education (at least Bachelor's degree)	Higher education (MA)	Other	Less than one month	1–2 months	3–5 months	6–11 months
I'll return during the summer	2%	2%	2%	2%	4%	2%	2%	2%	0%
I'll return in six months	3%	4%	3%	4%	4%	6%	3%	5%	0%
I'll return in over a year	1%	1%	1%	2%	0%	1%	2%	1%	3%
I'll return when the war ends	30%	26%	24%	27%	14%	25%	26%	27%	24%
I will not return to live in Ukraine	23%	27%	27%	27%	39%	26%	30%	26%	38%
I can't say yet	41%	40%	42%	38%	39%	41%	38%	40%	35%

**Appendix 18.** The distribution of answers to the question, Are you planning to return to live in Ukraine? Crosstabulation with current situation and accommodation.

Are you planning to return to live in Ukraine?	Current situation					Accommodation		
	I am working	I am a student	I am learning the language	I am retired	None of the mentioned	Live in reception centre	Live in private accommodation	Other
I'll return during the summer	2%	1%	1%	1%	4%	2%	2%	1%
I'll return in six months	5%	4%	2%	5%	5%	2%	5%	4%
I'll return in over a year	2%	4%	0%	2%	1%	1%	1%	2%
I'll return when the war ends	30%	18%	20%	42%	28%	23%	28%	24%
I will not return to live in Ukraine	24%	26%	35%	16%	24%	36%	26%	24%
I can't say yet	37%	46%	42%	34%	38%	37%	38%	45%





Ministry of the Interior  
Finland

**Ministry of the Interior** PO Box 26, FI-00023 Government

[www.intermin.fi](http://www.intermin.fi)