



Refugee and Local Community Feedback Analysis

INFO UNIT, LAOLALTA NGO, MOLDOVA FOR PEACE
May 2023



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About the report



This report presents an analysis of refugees' feedback shared via online social media sources. Monitoring includes 25 Telegram, 18 Facebook, 13 Viber and 13 online mass media sources. In May 2023 Info Unit has collected 1235 feedbacks in more than 35 online channels.

Rumours spread quickly among the community and can have serious consequences. Rumour tracking allows to know what people are saying and address misinformation and disinformation.

The monitoring is focused on the refugees' feedback which could help to identify gaps or deficiencies in humanitarian aid provision mechanisms.

This report is part of the Accountability to Affected People mechanisms of the Refugee Coordination Forum in Moldova.



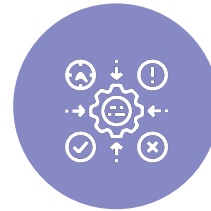
No artificial intelligence used

Data are collected manually for a deeper understanding of the context



No personal data collected

Info Unit does not collect any personal data all the feedback being analyzed anonymously



Context analysis

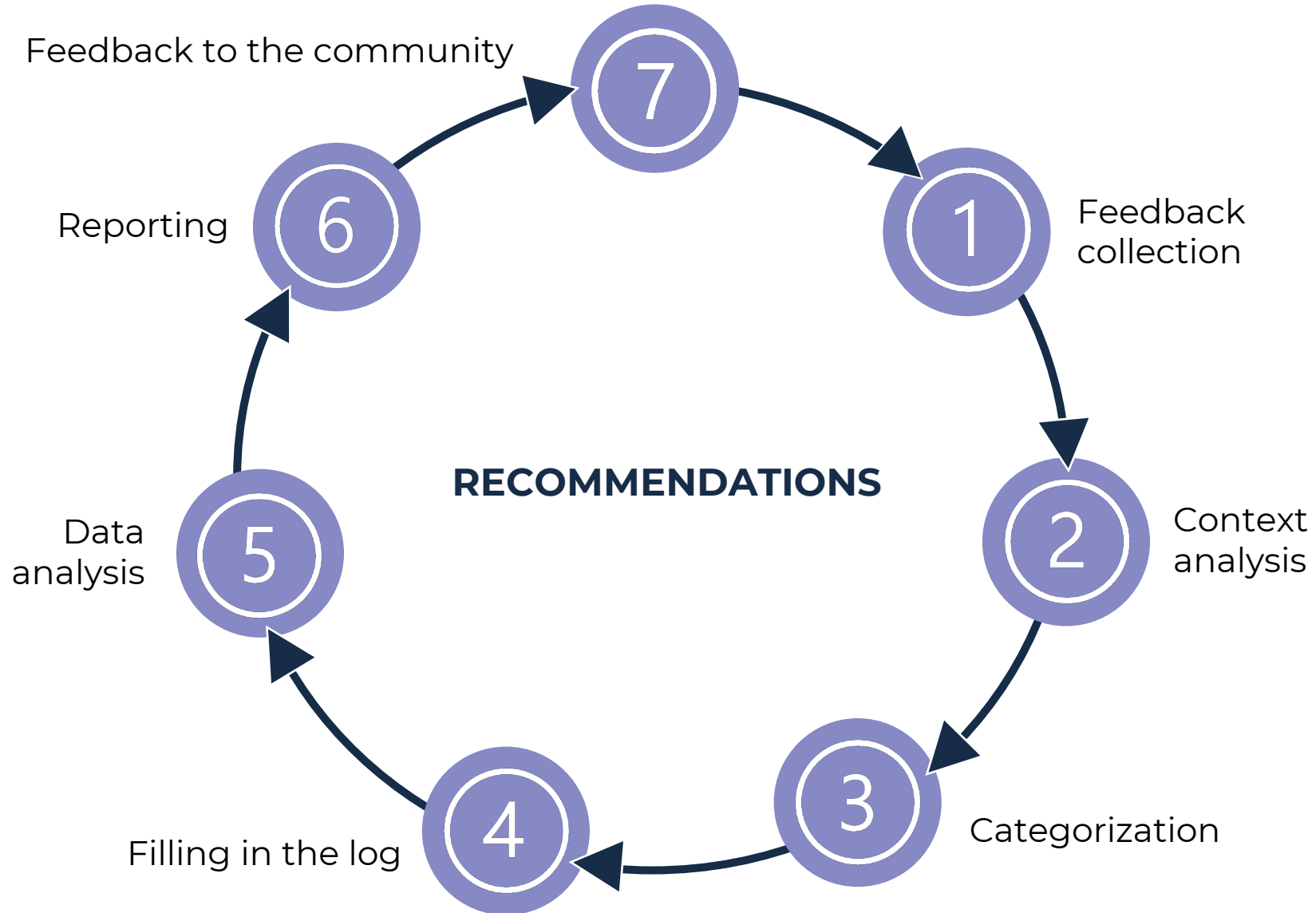
Feedback and tensions are collected with indication of the context in which they were shared



Quantitative analysis and categorization

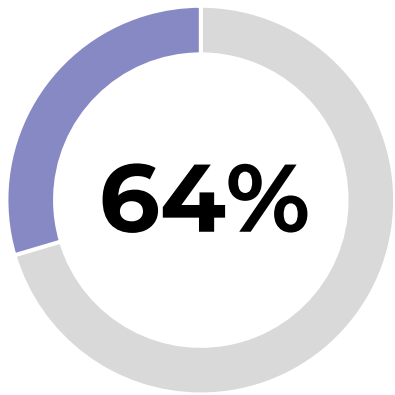
Feedbacks are grouped depending on the assistance or services. Tensions are categorized depending on the topics discussed

Our process

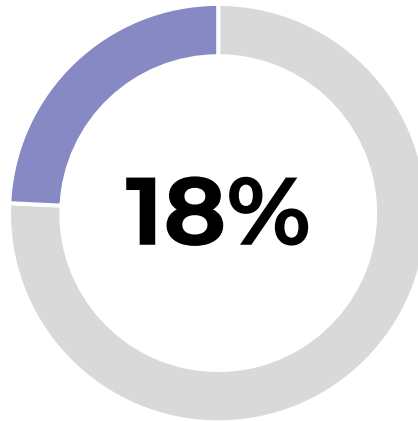


What people were talking about

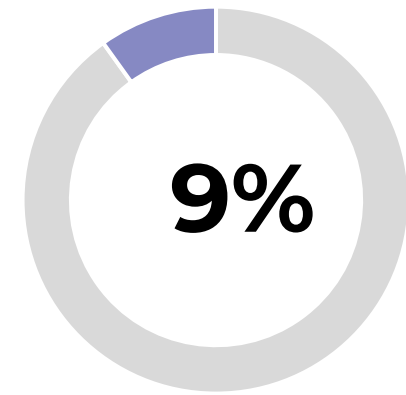
May 2023: top categories (out of 1024 feedback collected)



Cash Assistance



Legal status



Humanitarian aid

Note: the remaining data for the other feedback categories is insignificant for the purposes of this report and therefore excluded from the analysis

The most discussed topics

May 2023

Cash assistance

More than 50% of the feedback in the cash category refer to the UNHCR Cash Assistance Program.

Ukrainian refugees continuously report that monthly cash assistance programs are of utmost importance for them and help to cover partially rent and other expenses in Moldova. Therefore unpaid, missed or delayed payments are reported as major problems a refugee faces when relying on humanitarian assistance.

Legal Status

Temporary protection and problems related with obtaining of the proof of residence remain the main topics of discussion included in the category "Legal Status".

Many refugees share online that landlords do not want to help them with the proof of residence for several reasons.

One of the major reasons is that landlords still prefer to rent apartments without paying mandatory state taxes. This is why they fear that the proof of residence presented at the IGM office shall entail state verifications and result in unwanted fines.

Humanitarian aid

The third major topic discussed online is humanitarian aid in the form of food packages and non-food items.

It is noteworthy that positive feedback on the quality of humanitarian assistance in May 2023 has increased up to 15% compared to April 2023.

Refugees express gratitude for the help provided by the Salvation Army, Moldova for Peace initiative, Resonance, Red Cross and other organizations.

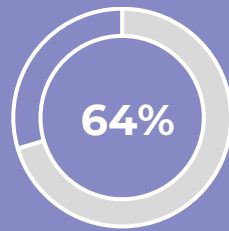
Comments about humanitarian aid programs show that refugees and the local community are not sufficiently informed about the rules for receiving humanitarian aid, do not understand the mechanisms of various aid programs and the related selection criteria.

Feedback analysis

May 2023

Cash Assistance

May 2023



UNHCR Cash Assistance

More than 50% of beneficiaries within this category report they still highly depend on the monthly payments provided under the UNHCR Cash Assistance Program. In May, the number of complaints about the work of the Cash hotline have decreased compared to April 2023. At the same time, the number of comments and dissatisfaction with the unreceived, delayed payments has increased. Some of the refugees were forming online groups, preparing for a public protest.

Other cash programs

Lack of sufficient information and misunderstandings about different rules put in place by different organizations providing cash has led to a number of rumors spread in online social media. This has also resulted in the spread of mis- and disinformation that the money received by refugees in Moldova is coming from the state budget and the taxes paid by the local population.

The [news](#) about the temporary closure of the aid distribution point on Studencheskaya Street due to the state investigation has been misunderstood because of the controversial headline “Refugees’ money stolen”. This provoked a great number of comments shared online that the unpaid or delayed cash assistance payments to refugees had been simply stolen.

Some examples of online feedback



Today I watched the Moldovan news. Our money is not delayed, it is stolen, and not only the money, but also the humanitarian aid sent to us by the EU and the UN. They are just lying to us.

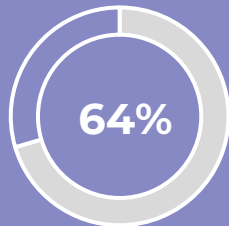


Something is not clear with their help program. Many people registered in March and no one called back (Acted program: cash for rent)



(World Vision) Can I receive cash without waiting for the SMS? I received it once in February and from that time - no SMS at all. I called, they told me I am in the list but I have to wait.





Actions taken

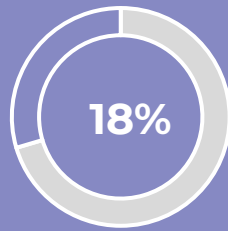
Info Unit notified the UNHCR Cash Department representatives about the big number of complaints about the delayed payments recommending to inform the community on the actions taken for solving individual cases. UNHCR issued a public statement addressed to beneficiaries pointing out some technical failures in the program and readiness to resolve each individual case of missed payments. Info Unit also shared with beneficiaries the useful phone numbers and online feedback forms.

Info Unit continues to fight disinformation and provides refugees and the local community with verified information.

Info Unit has also informed the community about the [Service Advisor](#) information platform, where refugees can find out available aid programs and leave their feedback. Our team has also provided recommendations to improve the usability of this platform.

Legal Status

May 2023



A huge number of comments, misunderstandings and concerns in this category are related to temporary protection.

According to the decision of the Commission on Exceptional Situations as of 15 May 2023 all foreigners without a certain status, including refugees from Ukraine, can stay on the territory of Moldova for only 90 days within 180 days. This has become one of the most discussed topics.

In obtaining temporary protection, most refugees reported **three main problems**:

1. Proof of residence.
2. Non-functioning of the site of the Inspector General of Migration (IGM) and the website for TP pre-enrolment.
3. Problems of obtaining temporary protection for refugees residing in Transnistria.

Big number of questions about temporary protection, other legal statuses in Moldova, unverified information shared by refugees and even some organizations has led to mis- and disinformation quickly spread in online social media.

Some examples of online feedback



The bottom line is that the landlord is obliged to declare proof of residence for a refugee. Refugees are living in an apartment just for some time, not permanently. This creates a lot of problems.

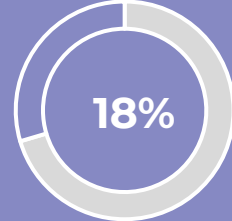


Is there a time when the site for TP pre-enrolment is working? Today the site was down all the time . When can we pre-enrol? At night?



You need to understand that there are 100.000+ temporary migrants in Moldova, many of whom have been sitting and waiting for two months hoping that something would change. Here it is. Now there are only 88 days left for those 100,000 to register for the TP.





Actions taken

Info Unit, together with the National Congress of Ukrainians of Moldova, representatives of the official informational platform [Dopomoga.gov.md](https://dopomoga.gov.md) and the Robota project, continues to inform refugees and local communities about the procedure of obtaining temporary protection and any changes in legislation affecting any of the legal statuses in Moldova.

In order to prevent the spread of misinformation and disinformation, Info Unit organized an information session in the [telegram channel](#) inviting the head of the CDA, Oleg Palii, to inform about all the changes related to the new decision of the Commission on Exceptional Situations.

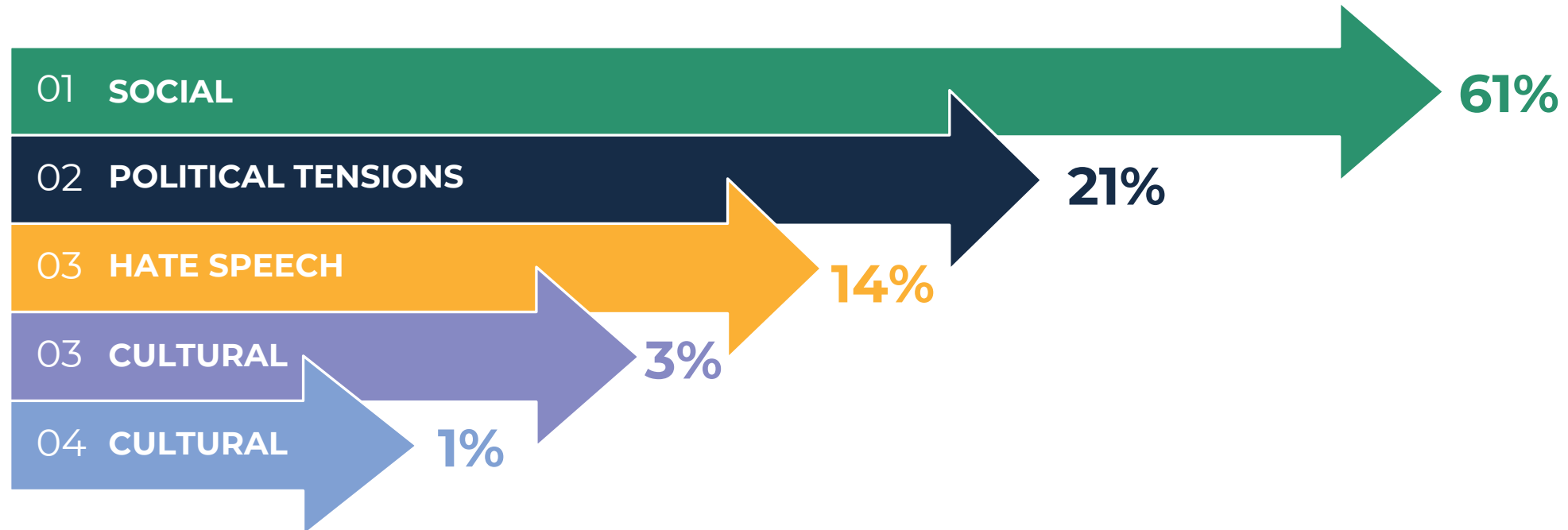
During the live session, more than 120 people received answers to their complex questions related to obtaining of a legal status in Moldova, including temporary protection. The video-recording of the live session is available [here](#).

Tensions between communities

May 2023

Tensions between refugee and local community

May 2023 (out of 211 feedback collected)



Feedback on Tensions

May 2023

From January to May, Info Unit has been tracking tensions between refugees and the local community. Throughout the period, the trends have not been changing dramatically. In May social tensions remained one of the largest categories.

Tensions tracking analysis showed that it is essential to focus on social cohesion programs and engage the local population in dialogue with refugees through participatory learning programs, free events and joint events for children.

Some examples



Many Ukrainian refugees speak Russian. This is why they prefer to stay in Moldova. They feel better here than in Poland or other European countries. But native and patriotic Ukrainians feel humiliated here. Because every second Moldovan citizen loves Putler! That's why real Ukrainians, when they get here, don't resist and go further to EU.



I heard from refugees walking around Chisinau "We are here just like on a vacation". They will never want to work.



Say thank you, that rockets don't fly over you, you sleep under your blankets and you don't depend on the handouts you have to ask for with an outstretched hand. We all have different family situations, not all of us can work



Tracking Tensions

May 2023



Actions taken

Assessment of the temperature of the informational ecosystem at a critical moment in Moldova can help stakeholders to identify emerging issues and develop targeted interventions that promote greater understanding and cooperation between refugees and the local community and thus pave the way to social cohesion.

Info Unit has presented an analysis of tensions tracking from January to May 2023 for social cohesion workshops organized by UNHCR and different partners to show the temperature existing between refugees and the local community and the existing tensions which can help international and the local NGOs to understand which social programs are required.

About “Moldova for Peace” Info Unit

Info Unit is a part of Laolalta - one of the NGOs entering [Moldova for Peace](#) Civil Initiative.

Info Unit has been doing rumor tracking since the end of July 2022 as a part of Accountability to the Affected People Task Force (hereinafter AAP TF). In 2022 Info Unit has issued 5 Monthly and 1 Quarterly Rumor Tracking Bulletins.

Info Unit team provides answers to refugees via online social media, monitors one of the biggest refugee help group in Moldova [Ajutor UA in Moldova](#): almost 100 000 members.

Continuous community engagement and accountability activities help to understand the ongoing situation related to refugee response in Moldova and identify gaps, deficiencies, misinformation and understand tensions between communities. Feedback collected offer evidence to decision makers, promote community-based approach and a more efficient response. Furthermore, answers go back to the community to fight mis- and disinformation.



AAP TF member

Info Unit monthly presents updated data on refugee and local community feedback and provides recommendations based on detailed and comparative analysis



TP working group member

Info Unit is a part of TP group helping to inform refugees and local community



Refugee Coordination Forum member

Laolalta is an active member of the Refugee Coordination Forum. Info Unit participates in sector and working groups including Cash.



Round table discussions

Info Unit is a part of discussions on refugee response along with the governmental entities, international and national NGOs