

## Understanding refugees' needs and priorities: survey results

In August 2024, UNHCR conducted a survey to hear directly from refugees from Ukraine in Romania about what intervention should be prioritized. The results helped guide UNHCR support and align it with refugees' needs.



## Your voice matters: UNHCR's informed support in 2025

Your needs and priorities have been heard! Your feedback helps UNHCR create better policies and programmes that truly meet your needs. The results of the survey have guided us and our partners in adjusting interventions for them to better support refugees become self-reliant, feel included, and improve their well-being in Romania.

## How did we build on your feedback?

Refugees were invited to take part in this survey, where they could share their experiences, challenges, and hopes for the future. Your privacy is important, so confidentiality was assured throughout the process. After collecting the responses, UNHCR reviewed and discussed the feedback internally, integrating it into decisions guiding programmes in 2025.

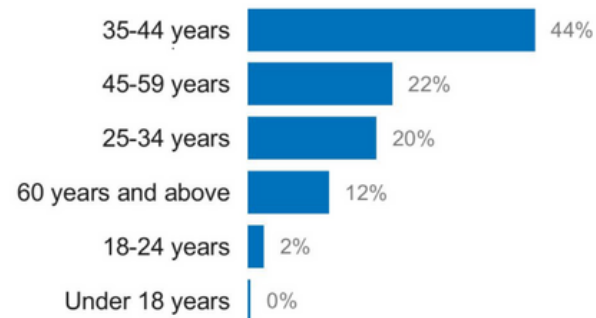


## Let us look into the results

## Who participated in the survey?

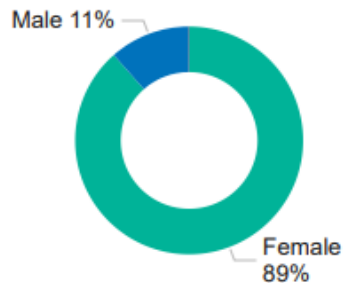
### Which age groups took part in the survey?

Age range



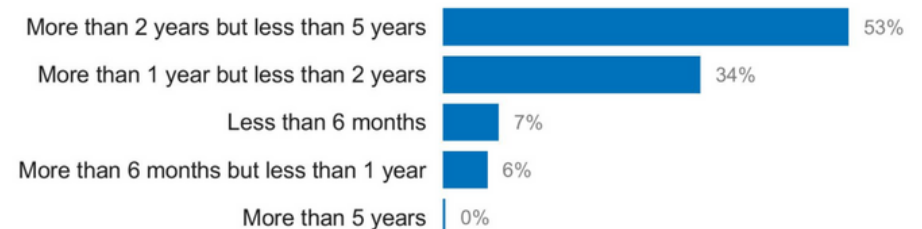
### How many men and women took part in the survey?

Gender breakdown



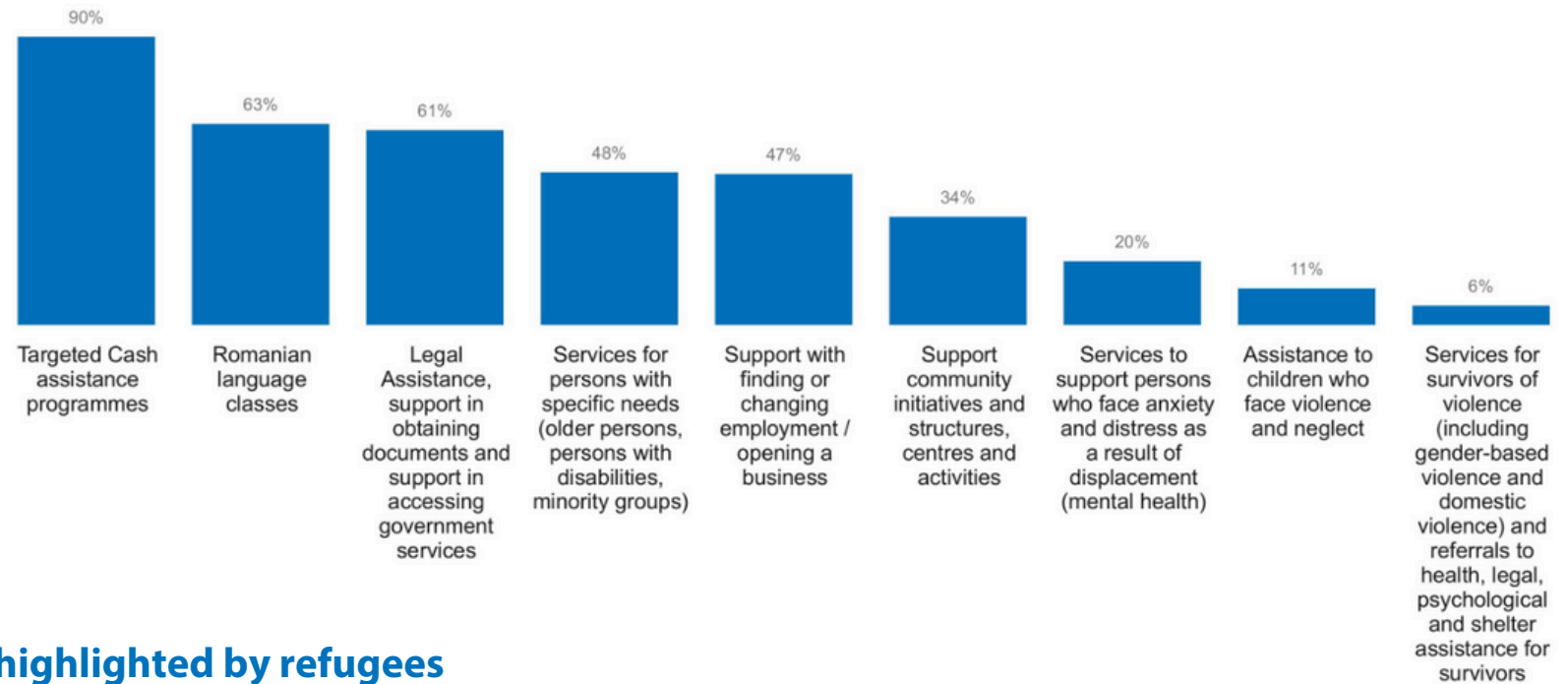
### How long have refugees stayed in Romania?

Length of stay in Romania



# Outcome of the UNHCR's prioritization survey 2024

## What priorities did you identify?



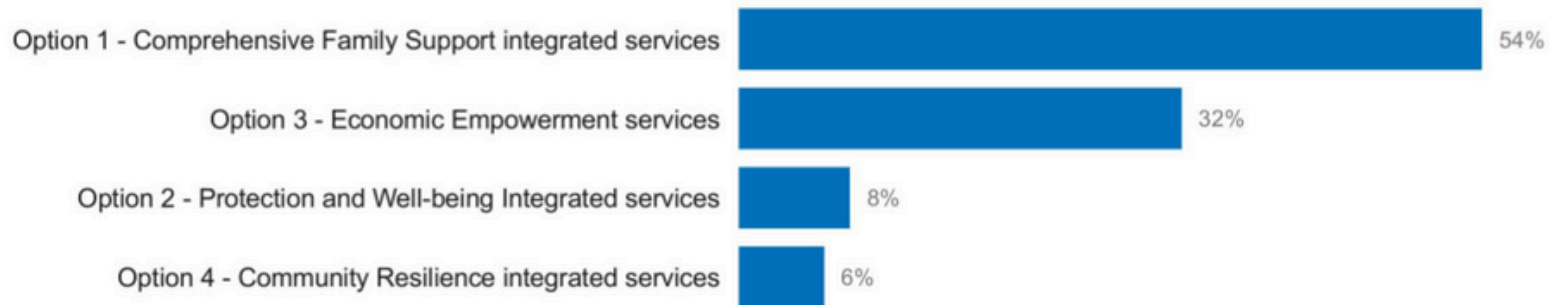
### Most important services highlighted by refugees

When asked about the most important services for refugees from Ukraine in Romania, targeted cash assistance programmes ranked first in the prioritization, selected by 90% of the respondents. Romanian language classes ranked second, selected by 63% of the respondents, followed by legal assistance, aiming to help refugees obtain documents and access government services, selected by 61% of the respondents.

Other key services included support for persons with specific needs, such as older persons, persons with disabilities, or minority groups (47%), and support with finding or changing employment or opening a business, selected by 46% of respondents. Additionally, support for community initiatives and structures (34%) and services to support persons with mental health concerns (20%) were also highlighted as relevant.

Smaller groups highlighted their preference to keep assistance for children facing violence and neglect (11%) and services for survivors of violence, including gender-based violence (6%).

## What service combination do refugees prefer?



### How do refugees prefer that services combine?

When asked about which combination of services would be most helpful, the survey shows that the 'comprehensive family support package' is most preferred, ranking first with 54% of votes. This service package includes important support like legal assistance, help with obtaining documents, cash assistance programs, support for mental health, and services for children facing violence. It also includes support for persons with specific needs, such as older persons, those with disabilities, and minority groups, as well as help find or change jobs and open businesses.

The next most popular option comprise of 'economic empowerment support services', voted by 32% of participants. This package focuses on help with employment and start businesses, cash assistance, language classes, and support for survivors of violence.

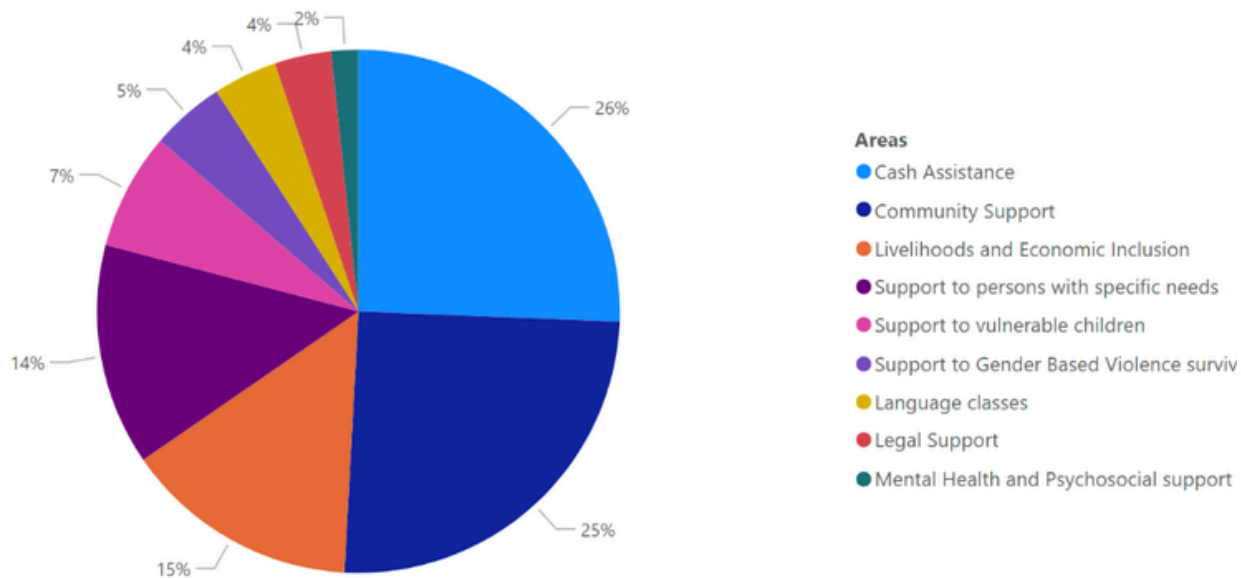
A smaller group of 8% of respondents selected the 'protection and well-being package', which focuses on support for survivors of violence, legal assistance, and services for persons facing anxiety or distress due to displacement. It also includes support for children facing violence and services for those with specific needs.

Finally, 6% selected the 'community resilience service package', which focuses on community initiatives, social cohesion, and employment support. It also includes language classes, services for persons experiencing distress, and assistance for children facing violence.

## What do these results mean for next year?

Your feedback has contributed to defining our programme priorities for the upcoming year. These insights ensure our services address the most urgent needs, from comprehensive family support to targeted empowerment initiatives. Stay tuned for programme updates designed with your priorities at its core!

Resource allocation 2025





## Thank you!

We want you to know that we have listened to you. Your feedback is incredibly valuable, and it has played an important role in shaping the support and services available to you next year.