

# STUDY OF THE NEEDS OF UKRAINIAN REFUGEES IN GEORGIA



Research

# STUDY OF THE NEEDS OF UKRAINIAN REFUGEES IN GEORGIA

Prepared by PMC Research Center

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# EXECUTIVE SUMMARY

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The unprovoked Russian invasion of Ukraine not only disarranged the economic and political state of the world but also worsened the lives of millions of Ukrainians. Since the war began, more than 7 million refugees have left Ukraine<sup>1</sup> and Georgia is among the countries Ukrainian refugees arrived after the start of the war. To assess Ukrainian refugees' needs, education, skills and the labor market integration process in Georgia, PMC Research Center with the support of Konrad-Adenauer-Stiftung conducted a study in August-December 2022. Moreover, the study intends to produce recommendations for stakeholders to develop need-based services and support Ukrainian refugees' integration into the Georgian labor market.

For the purposes of this study, a mixed-method approach, which includes quantitative and qualitative methods, was employed. More specifically, PMC RC conducted 12 key informant interviews with representatives of the government, CSOs, and international organizations and six focus group discussions with 38 Ukrainian refugees to study the existing services, identify the needs/challenges of Ukrainian refugees, and to better understand how current support services and programs meet their needs. Moreover, a survey of 566 Ukrainian refugees was undertaken to assess their skills and knowledge to support their integration into the Georgian labor market.

The key findings of the study are described below according to the following categories:

- ✘ Background information
- ✘ Main needs/challenges of Ukrainian refugees in Georgia
- ✘ Education, skills assessment and the labor market integration process of Ukrainian refugees in Georgia
  - Education and skills of Ukrainian refugees
  - Working experience of the Ukrainian refugees
  - Integration of Ukrainian refugees into the Georgian labor market
  - Labor market demand in Georgia and job placement opportunities for Ukrainian refugees
  - Existing barriers for Ukrainian refugees to engage in the Georgian labor market

## BACKGROUND INFORMATION

- ✘ Unlike in most European countries, refugees entering Georgia are distributed evenly by gender. During February 24, 2022 – July 31, 2022<sup>2</sup>, approximately 50.2% of Ukrainian citizens entering Georgia were females, while 49.8% were males. The equal distribution of refugees could be attributed to the fact that most of the Ukrainians coming to Georgia are from the eastern part of their home country and were forced to move to Russia after the aggressor took control of the territory. Accordingly, the restriction of leaving the Ukrainian border for men aged 18-60<sup>3</sup> was partly absent.
- ✘ Even though a near equal distribution of males and females cross the Georgian border, their behaviour afterwards is quite different. Males only represent 38% of Ukrainians who have remained in Georgia, while the corresponding number for females is 62% (according to the 31 July 2022 data).
- ✘ It could be said that the most vulnerable groups of refugees (children, women and the elderly) tend to stay in Georgia. Accordingly, the share of adult females remaining in the country is double that of adult males. Furthermore, the share of remaining Ukrainians is higher in children and the elderly.

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<sup>1</sup> Source: <https://data.unhcr.org/en/situations/ukraine>.

<sup>2</sup> PMC RC gleaned the latest data from the Ministry of Internal affairs of Georgia, however, updated data has not been provided.

<sup>3</sup> Source: <https://www.washingtonpost.com/world/2022/03/09/ukraine-men-leave/>.

## MAIN NEEDS/CHALLENGES OF UKRAINIAN REFUGEES IN GEORGIA

- ✘ The most urgent services for Ukrainian refugees include the following: housing/accommodation, healthcare services, and information provision.
- ✘ Many Ukrainian refugees (Ukrainians who have not been part of the government's resettlement program (till July 15) and who entered Georgia before July 15) are ineligible for the government's financial assistance program.
- ✘ Ukrainians face difficulties renting apartments, as the prices of apartments have increased considerably in Georgia<sup>4</sup> while some landlords are not willing to rent their apartments to Ukrainians, afraid that they might acquire refugee status in Georgia and remain in their houses indefinitely.
- ✘ As most Ukrainian refugees in Georgia are particularly vulnerable, they need psychosocial support to overcome traumas and integrate into the country, and the need for psychosocial support is expected to increase further in the future. Currently, some Ukrainians do not have access to relevant information about such services, and some may not even realize the need for it.
- ✘ Many Ukrainians entered Georgia without valid documents, many of them do not have documentation to prove their identity, e.g., passports, ID cards, etc. This hinders them to access to all existing services in Georgia and hinders them from leaving the country.
- ✘ The number of applications for refugee status by Ukrainians is insignificant in Georgia. By December 2022, it amounted to approximately 500. This is mainly due to the existing uncertainty among Ukrainian refugees. Many expect the war to end soon and to return to their country. At the same time, others plan to leave Georgia for other countries with better living conditions for Ukrainian refugees.

## EDUCATION, SKILLS ASSESSMENT AND THE LABOR MARKET INTEGRATION PROCESS OF UKRAINIAN REFUGEES IN GEORGIA

### Education and skills of Ukrainian refugees

- ✘ Most of the surveyed Ukrainian refugees residing in Georgia have higher educational attainment (69%).
- ✘ The distribution of respondents by field of study is relatively dispersed. Still, the majority of the surveyed Ukrainian refugees have an education in business and administration and economics (20%), followed by humanities and social and behavioral sciences (13%), education (10%) and journalism, information, and communication technologies (10%).
- ✘ The surveyed Ukrainian refugees mainly have poor knowledge of the Georgian language and below-average skills in the English language. In comparison, most have advanced skills in the Ukrainian language, and a high share of surveyed Ukrainians have advanced skills in Russian.
- ✘ The digital skills assessment of the Ukrainian refugees illustrated that their overall skills in this regard are above average.
- ✘ The assessment of basic and transversal<sup>5</sup> skills revealed that most surveyed Ukrainian refugees have advanced skills.

<sup>4</sup> According to the TBC Capital, in November 2022 rental prices more than doubled relative to the same period of 2021 (+116%). <https://tbccapital.ge/static/file/202212151902-tbilisi-residential-market-monthly-watch-12.2022.pdf>

<sup>5</sup> Source: OECD

Transversal skills are skills that can be used in a wide variety of situations in life and work. The term 'transversal' refers to the way these skills cut across different tasks and job roles. In basic and transversal skills, the following skills are assessed: working independently, working with other team members, working with customers/clients, working as a leader/manager/supervisor, and working in stressful conditions.

## Working experience of the Ukrainian refugees

- ✘ Most of the surveyed Ukrainian refugees (84%) have working experience.
- ✘ The industries the surveyed Ukrainian refugees occupied were widespread and not narrowed to any one in particular. However, the top four industries in which they were employed before arriving in Georgia were the education sector, wholesale and retail trade sector, manufacturing, and healthcare and social work.
- ✘ The analysis revealed that the occupied positions were also widespread. However, nearly half of the respondents were managers, teachers/educational specialists, office workers/specialists<sup>6</sup> or medical specialists before arriving in Georgia.
- ✘ Most of the surveyed Ukrainian refugees (66%) had monthly salaries of up to 600 USD before arriving in Georgia.
- ✘ The average monthly salary for the surveyed respondents amounted to 718 USD before arriving in Georgia.

## Integration of Ukrainian refugees into the Georgian labor market

- ✘ Most of the surveyed Ukrainian refugees (58%) have a willingness to work in Georgia. However, only a few have found jobs (20%). Furthermore, the majority of those who already work in Georgia found a job with the assistance of a friend/acquaintance.
- ✘ The analysis of working conditions in the Georgian labor market suggests that a significant proportion of Ukrainian refugees who have managed to find employment in Georgia had to change their profession and agree to a lower-qualified job than they had in Ukraine.
- ✘ In Georgia, the salary of Ukrainian refugees amounts to half of what the respondents received in Ukraine. However, more than half are still satisfied with their current job.
- ✘ The top industries where Ukrainian refugees<sup>7</sup> are willing to find work in Georgia are healthcare and social work (15%), wholesale and retail trade (15%), education (14%) and information and communication (10%) and manufacturing (10%).
- ✘ Most of the surveyed Ukrainian refugees<sup>8</sup> (55%) are willing to start a full-time job in Georgia. However, it is worth noting that among women, 51% prefer a part-time job, whereas 77% of men prefer full-time work.
- ✘ As a supporting measure to start working in Georgia, 49% of respondents indicated that assistance in searching for vacancies is necessary, 23% pointed out the need for training either to increase their qualifications or to adjust their qualifications to the Georgian labor market, while 19% noted the necessity of language courses to find a job in Georgia.

## Labor market demand in Georgia and job placement opportunities for Ukrainian refugees

- ✘ The regional distribution of vacancies published on jobs.ge throughout January-November 2022 showed that the vast majority of vacancies (76%) were published in Tbilisi, followed by Adjara with 6%. Therefore, Ukrainian refugees are most likely to find a job in Tbilisi or Adjara.
- ✘ According to the vacancy analysis published on jobs.ge, the highest chance to find a job in Georgia has those surveyed Ukrainian refugees who already have experience in managerial work and worked as office workers/specialists.

<sup>6</sup> This category includes positions related to office work (administrators and other assisting and junior positions, PR and HR specialists, and other positions requiring higher qualifications).

<sup>7</sup> Ukrainian refugees who have the motivation to start working in Georgia or who are dissatisfied with their current job in Georgia.

<sup>8</sup> Ukrainian refugees who have the motivation to start working in Georgia or are dissatisfied with their current job in Georgia.

- ✘ In addition, despite the medical/pharmacy category representing a small proportion of vacancies posted on jobs.ge, refugees with experience in healthcare have a relatively good chance of finding work. More precisely, Georgia has a shortage of nurses, and therefore demand for nurses is high<sup>9</sup>. However, the working conditions for nurses in Georgia are usually unsatisfactory.
- ✘ According to the Business Association of Georgia Index Survey results<sup>10</sup>, in Q4 of 2022, labor shortage was cited as a hindering factor by 46% of surveyed companies<sup>11</sup>. Across the covered sectors under BAG Index Survey, labor shortage was deemed the hindering for 63% of surveyed companies in the construction sector, 56% in the trade sector, 38% in the manufacturing and 36% in the services sectors. As the results illustrate, Ukrainian refugees have a high chance to be employed mainly in the construction and trade sectors in Georgia.

### **Existing barriers for Ukrainian refugees to engage in the Georgian labor market**

- ✘ The war in Ukraine is ongoing, and it is unclear when it will be over. A large proportion of the surveyed respondents (48%) intend to leave Georgia for up to 6 months or are uncertain when they will leave Georgia. This affects the level of motivation and the decisionmaking of Ukrainian refugees on whether to engage in the labor market in Georgia or not. However, as mentioned above, still, a considerable part (58%) of the surveyed Ukrainian refugees have a willingness to work in Georgia.
- ✘ Other factors hindering Ukrainian refugees from engaging in the Georgian labor market include the following: family and health conditions, lack of language skills, lack of awareness concerning how to search for suitable vacancies, mismatch of qualifications in the labor market, and low salaries.

While the Government of Georgia, CSOs, international organizations and citizens of Georgia are involved in supporting Ukrainian refugees in Georgia, important action is still required to address the urgent needs of the most vulnerable Ukrainian refugees. Though the different stakeholders manage to start support services and programs promptly and with a lot of enthusiasm, still, the existing programs and services provided by the government, CSOs, and international organizations need to be more cohesive and sustainable. Some of the existing programs have been developed for the short term and in a chaotic manner, with some services missing and others overlapping. The current arrangement of services is unable to fully cover the needs of Ukrainian refugees and sometimes they even leave the most vulnerable Ukrainians behind, and without support.

Within the framework of the study, the recommendations were developed to address the needs of Ukrainian refugees and support their integration into the Georgian labor market. Some of the recommendations developed are the following: development of a support plan for assisting Ukrainian refugees in Georgia; increase coordination among different stakeholders that support Ukrainian refugees; revision of the government's criteria for the financial assistance program to allow Ukrainians who have not been part of the government's resettlement program (till July 15) and who entered Georgia before July 15 to become eligible to receive assistance; increase awareness of Ukrainian refugees about accessible healthcare services and products; extend psychosocial services for Ukrainian refugees; support Ukrainian refugees in developing documents to prove their identity; incentivize private sector companies to hire Ukrainian refugees, e.g. to introduce temporary tax exceptions or tax reductions for companies who hire Ukrainian refugees; support the inclusion of Ukrainian refugees in state employment support programs, etc. (the complete list of recommendations is given the Chapter 6).

<sup>9</sup> Health Systems in Action\_Georgia\_08.dec.21.indd (who.int)

<sup>10</sup> Source: <https://bag.ge/en/bag-index>.

<sup>11</sup> BAG members and companies in their corporate group.

# 1. INTRODUCTION

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A study of the needs of Ukrainian refugees in Georgia has been prepared by PMC Research Center, with the support of Konrad-Adenauer-Stiftung. The study's overall objective is to assess Ukrainian refugees' needs, education, skills and the labor market integration process in Georgia. Moreover, study intends to produce recommendations for stakeholders to develop need-based services and support Ukrainian refugees' integration into the Georgian labor market.

The report is organized as follows:

The first part provides a situation analysis of Ukrainian refugees in Georgia. More specifically, it discusses statistics of Ukrainian refugees in Georgia, i.e., the entrance and exit of Ukrainian refugees by month, gender, and age group.

The second part describes the existing support services and service providers for Ukrainian refugees in Georgia in the following directions: housing/accommodation and food assistance, healthcare/psychosocial support, legal services, education services, and information provision. Moreover, the chapter assesses Ukrainian refugees' needs and challenges in the mentioned directions.

The third part provides an education and skills assessment of Ukrainian refugees in Georgia, their working experience and their integration into the Georgian labor market. Moreover, labor market demand in Georgia and job placement opportunities for Ukrainian refugees are analyzed and existing barriers for Ukrainian refugees to engage in the Georgian labor market are discussed.

Based on the research findings, the final part provides recommendations for stakeholders to develop need-based services to assist Ukrainian refugees in overcoming the existing barriers and support their integration into the Georgian labor market.

## 2. METHODOLOGY

For the purposes of this study, a mixed-method approach, which includes quantitative and qualitative methods, was employed including desk research, key informant interviews, survey, and focus group discussions with Ukrainian refugees in Georgia. Deploying a qualitative approach together with a quantitative approach gives us a broader perspective and allows us to comprehensively assess the current situation and existing needs of Ukrainian refugees.

PMC RC conducted **12 key informant** interviews with representatives of the government, CSOs, and international organizations to study the existing services, identify the needs of Ukrainian refugees, and to better understand how current support services and programs meet their needs.

**Table 1:** Number of in-depth interviews conducted by type of organization

Type of organizations	Number of Interviews
International organizations	5
Local organizations	6
Government agency	1
Total	12

PMC RC also conducted six **focus group discussions** with 38 Ukrainian refugees to identify the main challenges that Ukrainian refugees face in Georgia. Two meetings were held with Ukrainian refugees currently residing in Tbilisi, two with those living in Batumi, and two with Ukrainians who reside in Sighnaghi and Kutaisi, one for each.

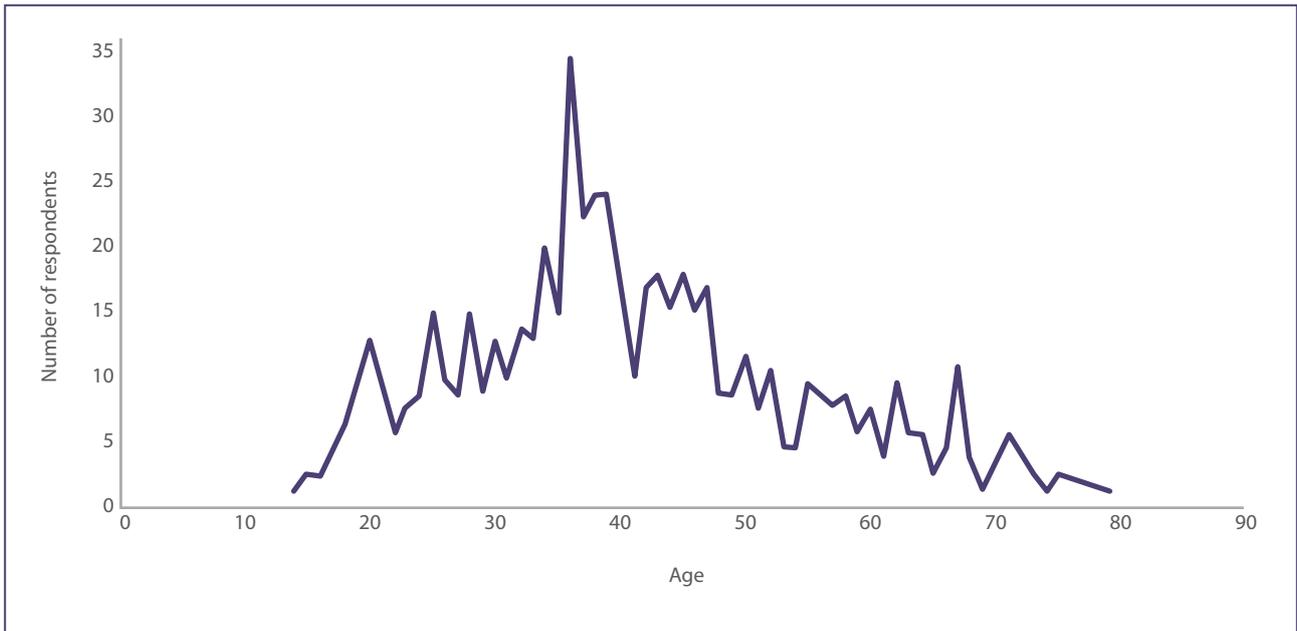
**Table 2:** Number of focus group participants by gender and age

Gender	Age group	Number of members
Female	18-60	22
	60+	4
Male	18-60	9
	60+	3
Total	18-60	31
	60+	7

PMC RC also conducted a **survey** of 566 Ukrainian refugees to assess their skills and knowledge to support their integration into the Georgian labor market. For this, the research center developed a relevant survey questionnaire based on the EU Skills Profile Tool for Third Country Nationals<sup>12</sup>. The share of females amounted to 80% (452) of the survey respondents, while males accounted for 20% (114). Meanwhile, 98.2% of the respondents were adults (aged 18+), while 9.4% were older adults (aged 60+). The average age of females was 41, while it was 39 for males.

<sup>12</sup> <https://ec.europa.eu/migrantskills/#/>.

**Figure 1:** Survey respondents distributed by age (N 566)



Source: PMC RC's skills and education assessment survey

The surveyed Ukrainian refugees in Georgia are mainly from the eastern and southern parts of their home country (60%). The distribution of surveyed Ukrainian refugees by region of Ukraine is done in the following order: Donetsk (22.2%), Kherson (20.4%), Zaporizhzhia (12.9%), and Luhansk (4.4%). In addition, 10.8% of respondents stated that they were from Kyiv.

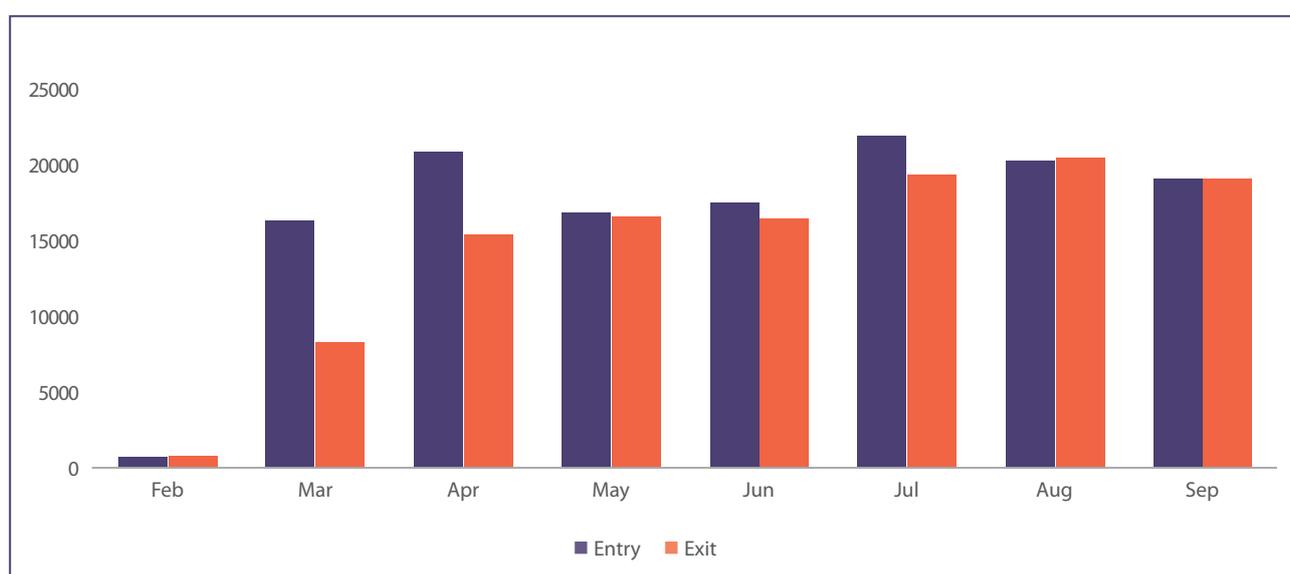
As for current accommodation in Georgia, more than half (60%) of the respondents reside in Tbilisi, while a quarter (25%) live in Adjara. Other regions of Georgia are represented by much smaller shares of the survey respondents.

### 3. SITUATION ANALYSIS

The Russian invasion of Ukraine not only disarranged the economic and political state of the world but also worsened the lives of millions of civilians. Since the war began, more than 7 million refugees have left Ukraine<sup>13</sup>. And while Georgia is not the leading migration destination for Ukrainian refugees by any means, a considerable number of Ukrainians have nonetheless arrived. Since the war broke out, from 24 February 2022, to 30 September 2022<sup>14</sup>, 134,256 Ukrainians have crossed the Georgian border<sup>15</sup>. However, only 12.7% of Ukrainians (17,091) have remained in Georgia after entering the country (30 September 2022); accordingly, 117,165 refugees have already left the country<sup>16</sup>.

Both the entry and exit of Ukrainians fluctuated throughout March-September, as shown in the graph below. The highest number of entries was recorded in July (22,093), while the highest number of departures was found in August (20,585).

**Figure 2:** Entry and exit of unique Ukrainian individuals by month



Source: Ministry of Internal Affairs of Georgia

Unlike in most European countries, refugees entering Georgia are distributed evenly by gender. During February 24, 2022 – July 31, 2022, approximately 50.2% of Ukrainian citizens entering Georgia were females, while 49.8% were males. The equal distribution of refugees could be attributed to the fact that most of the Ukrainians coming to Georgia are from the eastern part of their home country and were forced to move to Russia after the aggressor took control of the territory. Afterward, they escaped to Georgia. Accordingly, in this case the restriction of leaving the Ukrainian border for men aged 18-60<sup>17</sup> was partly absent. As for distribution by age, in Georgia 19% of Ukrainian refugees are aged between 0-17, while 73% of them are aged between 18-60, and only 8% are aged 60+ (31 July 2022 data).

<sup>13</sup> Source: <https://data.unhcr.org/en/situations/ukraine>.

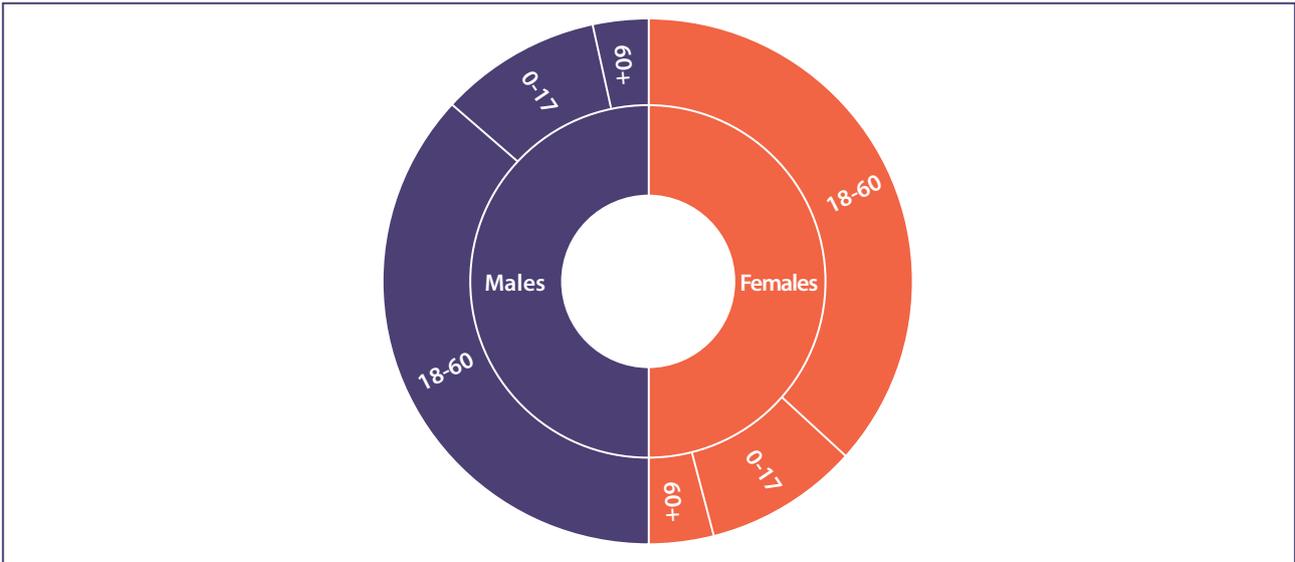
<sup>14</sup> PMC RC gleaned the latest data from the Ministry of Internal affairs of Georgia, however, updated data has not been provided.

<sup>15</sup> Source: Ministry of Internal Affairs of Georgia.

<sup>16</sup> The data given here are for September 30, 2022. According to the latest data published by UNHCR, currently, in Georgia, the number of Ukrainian refugees is 25,402 (seen on 16<sup>th</sup> of December 2022). <https://data.unhcr.org/en/situations/ukraine>.

<sup>17</sup> Source: <https://www.washingtonpost.com/world/2022/03/09/ukraine-men-leave/>.

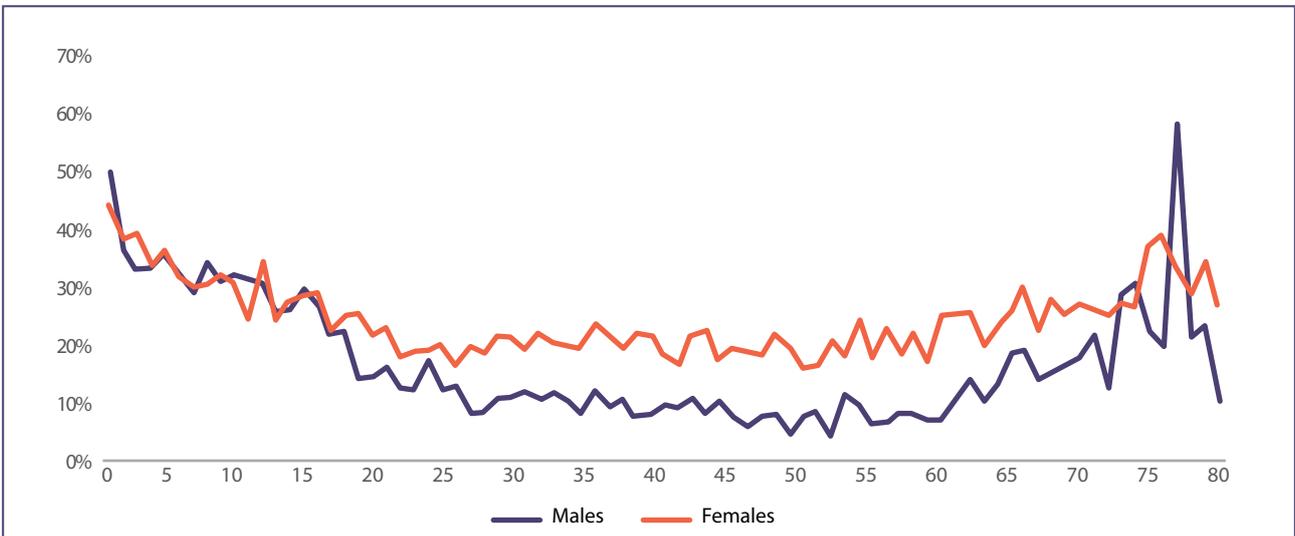
**Figure 3:** Distribution of Ukrainians entering Georgia (by gender and age)



Source: Ministry of Internal Affairs of Georgia

It is essential to highlight that even though a near equal distribution of males and females cross the Georgian border, their behavior afterwards is quite different. Males only represent 38% of Ukrainians who have remained in Georgia, while the corresponding number for females is 62% (31 July 2022 data). Furthermore, behavior differs by age as well. For instance, in the 0-17 age group, 30.9% of males and 31.0% of females have stayed in Georgia. In the 18-60 age group, only 9.5% of males have remained in Georgia; the corresponding number for females is 19.9%. As for the 60-80 age group, 19.6% of males and 27.4% of females have stayed in Georgia.

**Figure 4:** The share of Ukrainians remaining in Georgia distributed by age



Source: Ministry of Internal Affairs of Georgia

Therefore, it could be said that the most vulnerable groups of refugees (children, women and the elderly) tend to stay in Georgia. Accordingly, the share of adult females remaining in the country is double that of adult males. Furthermore, the share of remaining Ukrainians is higher in children and the elderly.

## 4. SUPPORT SERVICES FOR UKRAINIAN REFUGEES IN GEORGIA AND THE ASSESSMENT OF THEIR REMAINING NEEDS AND CHALLENGES

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This chapter describes the existing support services and service providers<sup>18</sup> (in the direction of housing/accommodation and food assistance, healthcare/psychosocial support, legal services, education services, and information provision) for Ukrainian refugees in Georgia. In addition, the chapter reviews the challenges for Ukrainian refugees while accessing services.

### 4.1 HOUSING/ACCOMMODATION AND FOOD ASSISTANCE

#### Existing services and service providers

Swiftly after the Russo-Ukraine War broke out, the Government of Georgia (GoG) provided Ukrainians with housing in hotels and food assistance until the end of July 2022. While from August 2022, the GOG offered financial assistance to Ukrainians, which will last till 1 May 2023<sup>19</sup>.

The process of providing housing and food assistance to Ukrainians was managed by the Georgian National Tourism Administration and Tbilisi City Hall until the end of July 2022. According to the data provided by the Georgian National Tourism Administration, 563 Ukrainian refugees were provided with suitable accommodation until the end of July 2022<sup>20</sup>. Of note, 53% of the beneficiaries (296) were females, while 47% (267) were males. Together with housing and food assistance, Tbilisi City Hall has provided free public transportation to Ukrainian refugees, and while the housing program has since ended, free public transportation service is still available to Ukrainian refugees.

From 13 July 2022, a new socioeconomic support program for Ukrainian citizens living in Georgia was launched by the GoG. The support program includes monetary provisions for accommodation and living expenses. It applies to those Ukrainian citizens: 1. who entered Georgia after 1 February 2022, and who were living in GoG-provided accommodation and 2. who entered Georgia after 15 July 2022. Within the framework, each family receives GEL 300 per month, while every family member gets an additional GEL 45. IDP Livelihood Agency<sup>21</sup> coordinates this support program, and actively cooperates with UNHCR and World Vision Georgia, which (UNHCR and World Vision) also finances families supported by the Agency with an additional 225 GEL per person per month.

Together with UNHCR and World Vision Georgia, other international organizations like Red Cross Georgia support Ukrainian refugees with financial and food assistance. Moreover, Caritas of Georgia offers Ukrainians accommodation in a refugee shelter.

It must be mentioned that in the process of supporting Ukrainian refugees, Georgian civil society organizations (CSOs), Georgian citizens and businesses play an important role. They started by offering overnight accommodation and other types of assistance to Ukrainian refugees in Georgia through social media groups since the breakout of the war. Several Facebook groups were created, like *Dopomoga Ukraini*, *Georgians for Ukraine*, etc., to spread relevant and useful information among the Ukrainians. Moreover, information on housing/accommodation was published in existing Facebook groups such as *"Spend 4 Seasons in Georgia"*, etc.

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<sup>18</sup> Please note that the study only includes those organizations that were mentioned during the research process. The number of organizations providing support to Ukrainian refugees is much higher.

<sup>19</sup> Source: <https://www.gov.ge/news/348055?page=&year=>.

<sup>20</sup> The data do not include Ukrainian refugees accommodated by Tbilisi City Hall.

<sup>21</sup> Source: <http://livelihood.gov.ge/en/about>.

In addition, political parties like Droa and Lelo have supported Ukrainian refugees in Georgia from the start of the war. Moreover, the Shame Movement has also actively supported Ukrainian refugees. These organizations provide refugees with accommodation, food, clothes, information and other necessary services. From the start of the war until now, many refugees have lived in places these organizations provided. Moreover, after the finalization of the state program that finances Ukrainian citizens' housing in hotels from August 1, some refugees who went without accommodation were provided a place to stay by Lelo, Droa and the Shame Movement. Furthermore, with the support of the civil society, donor organizations, businesses and Georgian volunteers, the "Open Society Georgia Foundation" is trying to house Ukrainian citizens who are left without shelter.

Fund "Sukhumi" has actively begun to work in support of Ukrainian refugees. Part of the Ukrainian refugees interviewed within the framework of the project mentioned that the fund "Sokhumi" helped them with food. Some of them also said the fund supported them in paying rent.

Moreover, some online platforms were developed or updated to support Ukrainian refugees in Georgia. The information about these platforms is given in the table below:

**Table 3:** Online platforms to support Ukrainian refugees in Georgia

Platform	Description
Myhome.ge/ka/ukraine	For citizens of Ukraine who are looking for housing in Georgia, the web portal <a href="http://www.myhome.ge/ka/ukraine">www.myhome.ge/ka/ukraine</a> was created. The website, available in the Ukrainian language, is divided into two sections: one contains advertisements for real estate owners who provide free accommodation to citizens of Ukraine, and the other is advertisements for citizens of Ukraine who are looking for housing.
Relocation.ge <sup>22</sup>	The online platform <a href="http://relocation.ge">relocation.ge</a> was created by volunteers and connects Ukrainians who are in a difficult situation with people who are ready to help. Those who need help should fill out an application, after which a team of volunteers will help them find housing in Georgia and provide medical and other services.
We4ukraine.org	On the online platform <a href="http://we4ukraine.org">we4ukraine.org</a> <sup>23</sup> , there are ads for Ukrainians in Georgia about free places to live and job offers. Other assistance, such as free food, medical services, etc., is available on the website too

## Existing challenges

While a lot of organizations and citizens of Georgia are involved in the process of supporting Ukrainian refugees with accommodation and food assistance, challenges still remain:

- ✘ **Ineligible to receive the government's financial assistance** - As mentioned by most of the focus group discussants, even if support from the government is available, some problems still persist. The benefits from the government's financial assistance program are intended for those who had previously been part of the government's resettlement program or for those who entered Georgia after July 15. Those Ukrainians who were renting apartments themselves or with the help of other organizations aside from the government were ineligible to receive assistance. One participant in the focus group discussions noted: "I arrived in Georgia at the end of March, and there were no spaces in the hotels provided by Tbilisi City Hall by then. People from civil society organization offered me accommodation, and I agreed. Now, I cannot get financial assistance from the Georgian government." Moreover, as identified during the focus

<sup>22</sup> Source: <https://relocation.ge/help/en>.

<sup>23</sup> Source: <https://we4ukraine.org/en/about-us>.

group discussions, part of Ukrainian refugees lack information on the existing government's financial assistance program. Some Ukrainians pointed out that they wanted to apply for assistance. However, they were wrongly told that the benefits were only intended for those with official refugee status. Consequently, many gave up and are now left without the government's financial assistance in Georgia.

- ✘ **Difficulty renting apartments** – As mentioned by the Ukrainian refugees, several face problems when trying to rent apartments in Georgia. On the one hand, some landlords are not willing to rent their apartments to Ukrainians, afraid that they might acquire refugee status in Georgia and stay in the apartments indefinitely. On the other hand, rental prices have increased considerably, especially in Tbilisi and Batumi, since the start of the Russo-Ukrainian War. Therefore, many Ukrainians find it very difficult to cover rental costs.
- ✘ **Fear and uncertainty towards the future stay in Georgia** – The focus group discussants claimed that the most essential need they have in Georgia is related to accommodation. Some of the refugees whom volunteers currently accommodate are afraid that this support program will end, and they will be left without a roof over their heads. Moreover, Ukrainians receiving government financial assistance are also uncertain about how long this program will continue (currently, this program is planned to last till 1 May 2023).

## 4.2 HEALTHCARE/PSYCHOSOCIAL SUPPORT

### Existing services and service providers

Citizens of Ukraine, who are continuously staying on the territory of Georgia from 1 February to 1 November 2022, can use free state medical services without any prior registration. These healthcare services include emergency medical care, immunization, treatment of tuberculosis and HIV infection/AIDS, maternal and child health, mental health, treatment of diabetes, dialysis, treatment of patients with rare diseases and patients on permanent replacement therapy, COVID-19, and referral services (emergency medical care, including childbirth, emergency immunization, and cancer).

Regarding other healthcare services provided by the government in the past, some focus group participants mentioned that Kutaisi City Hall had allocated a one-time assistance contribution amounting to 500 GEL for treatment. In addition, the Office of Resource Officers of Educational Institutions provides psychosocial support for Ukrainian schoolchildren.

Like housing, the role of Georgian residents, CSOs, the private sector and international organizations in providing healthcare services to Ukrainians is substantial. Most Ukrainian refugees participating in the focus group discussions mentioned that volunteers often finance their health services, such as dental care, buying medicine, etc. Some CSOs, such as Fund "Sukhumi", Empathy, and Knowledge Café provide Ukrainians with psychosocial services. Caritas Georgia, Red Cross Georgia and World Vision Georgia also support Ukrainian refugees in that direction. Moreover, the focus group participants mentioned that Fund "Sukhumi" helps oncology patients to finance treatment while Emigration for Action supports them with medical supplies.

Regarding private sector companies, Ukrainian refugees received one-time assistance via vouchers (50 or 100 GEL) from various pharmacy chains. Furthermore, it has to be mentioned that the United States International Finance Corporation and the American Hospital in Tbilisi created a program that also helped Ukrainians in Georgia. For instance, the hospital provided much-needed outpatient care and surgical services to Ukrainians who would not otherwise be able to receive them in Georgia while residing in the country temporarily. However, from September 2022, the program is no longer valid. Many Ukrainians and their family members who participated in the focus group benefited from the abovementioned assistance. Among the available healthcare services, the participants were most satisfied with this particular service.

Moreover, as the focus group participants mentioned, some other hospitals also provide them with free services. One of the respondents noted: “But we are provided with regular medical care. For example, I needed a pediatrician doctor here in Signaghi. There was a doctor who works at a nearby clinic, and I asked him how much it would cost. But he told me they had decided to offer it for free”. Other respondents also noted that some of the hospitals in Tbilisi had financed their operations.

## Existing Challenges

The challenges Ukrainian refugees face in Georgia in the direction of healthcare include the following:

- ✘ **Lack of access to healthcare services and products** – While citizens of Ukraine, who are continuously staying on the territory of Georgia from 1 February to 1 November 2022, can use free state medical services described above, still, most of the focus group participants mentioned that they lack access to healthcare services, the ones which are not covered under the state program, e.g., epilepsy, cardiovascular diseases, thyroid diseases, etc., and necessary medicines and hygiene products. They noted that the prices of services and medicines are high for them in Georgia.
- ✘ **Lack of information on available healthcare services** – As identified during the focus group discussions, most refugees do not have sufficient information about the available free healthcare services provided by the government. Most refugees ask for support in that direction from volunteers, and some feel uncomfortable and embarrassed due to the continuous support they need from volunteers.
- ✘ **Need for psychosocial services** – As mentioned by key informants, most Ukrainian refugees in Georgia are particularly vulnerable. They need psychosocial support to overcome traumas and integrate into the country, and the need for psychosocial support is expected to increase further in the future. Some Ukrainians do not have access to relevant information about such services, and some may not even realize the need for it. Although some organizations already offer them psychological assistance, this component needs a systematized approach.

## 4.3 LEGAL SERVICES

### Existing services and service providers

Legal services in Georgia for Ukrainian refugees are mainly provided by the Embassy of Ukraine in Georgia, the Ministry of Internal Affairs of Georgia and some other local and international organizations, like Droa, Rights Georgia (with the support of UNHCR), and Care Caucasus.

As mentioned by the participants of the focus group discussions, most miss some or all documents (which limits their access to existing services in Georgia and hinders them from leaving the country) and, therefore, many require services from the Embassy of Ukraine in Georgia.

Ukrainian refugees can apply to the Ministry of Internal Affairs of Georgia to acquire refugee status. In general, obtaining refugee status in Georgia requires 6 to 9 months<sup>24</sup>. However, regarding Ukrainians, the Migration Department at the Ministry accelerate the decision. As one of the organizations working to support Ukrainians mentioned, at the moment, not one Ukrainian who has applied has been refused refugee status to date. However, the number of applications for refugee status by Ukrainians is insignificant. By December 2022, it amounted to approximately 500. As mentioned by the respondents, this is mainly due to the existing uncertainty among Ukrainian refugees. Many expect the war to end soon and to return to their country. At the same time, others plan to leave Georgia for other countries with better living conditions for Ukrainian refugees. Also, it was noted that during the process of deciding on refugee status, the applicant is obliged to submit any form of identification document

<sup>24</sup> Source: [https://migration.commission.ge/index.php?article\\_id=19&clang=1](https://migration.commission.ge/index.php?article_id=19&clang=1)

to the Ministry of Internal Affairs of Georgia, which may include an international travel document. Moreover, applicants have no legal right to leave the territory of Georgia until the decision is made. Especially concerning Ukrainians who have not yet decided whether they will stay in Georgia or move to another country, this can present further uncertainty and difficulty, which is also one of the reasons why many might have refrained.

Droa and Rights Georgia supports Ukrainian refugees by providing information on legal services, obtaining documents, refugee status, etc.

### Existing challenges

The challenges Ukrainian refugees face in Georgia in the direction of legal services include the following:

✘ **Problems regarding documentation** – Some Ukrainians entered Georgia without valid documents because entry into the country was simplified for Ukrainians after the Russo-Ukraine War broke out. However, to access all existing services in Georgia (e.g., healthcare services, education services, etc.) and to be able to travel to other countries, Ukrainians require documents to prove their identity (e.g., passports, ID cards, etc.). However, the Embassy of Ukraine in Georgia cannot always work efficiently and on time due to the vast flow of people. Almost all focus group participants with problems regarding documentation mentioned that the embassy's work is inefficient and takes too long.

Also, Ukrainians have to pay a fee for certain services (for example, translation of documents), which represents a challenge due to insufficient financial resources. One of the respondents mentioned: "We arrived in Georgia with only internal ID cards, and we needed to take passports. Translation of documents and notary certification is very costly. They wanted 70 GEL for one page".

✘ **Lack of knowledge/awareness about local legislation** – Most Ukrainians are unfamiliar with Georgian legislation and require more information about different services. Some mentioned that they had received incorrect information on legal issues from certain organizations in Georgia. For example, Ukrainians who come to Georgia by car need legal assistance regarding car registration. Moreover, some also need information on obtaining refugee status and related procedures.

## 4.4 EDUCATION SERVICES

### Existing services and service providers

In general, in Georgia, foreign citizens wishing to continue their education in a Georgian school are asked to apply to the Georgian National Center for Educational Quality Enhancement and submit various documents to have education received in their country recognized in Georgia. However, Ukrainian refugees are exempt from these regulations, and Ukrainian schoolchildren unable to resume their education back in their country due to the war can enrol in Georgian schools in a simplified way.

In Georgia, Ukrainian sectors have been opened in two schools in Tbilisi and one in Batumi<sup>25</sup>. Remarkably, Ukrainian schoolchildren up to the 11th grade can study at Ukrainian sectors in Tbilisi and Batumi with the same curricula and textbooks as in Ukraine. Moreover, they are learning the Georgian

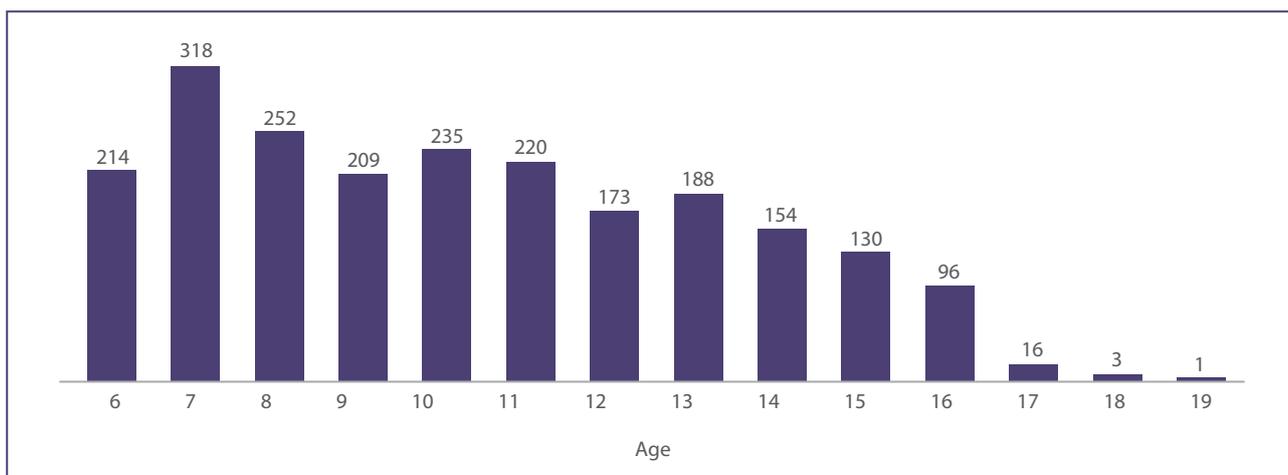
<sup>25</sup> Source: <https://mes.gov.ge/content.php?id=13257&lang=eng>.  
Mikheil Grushevski Tbilisi Public School N41 - <https://www.facebook.com/tbilischool41/>; 41sajaro@gmail.com.  
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language in schools. More than 60 teachers from Ukraine and Ukrainian-speaking citizens of Georgia are employed in the Ukrainian sectors. Specialists from Ukraine have also been appointed as heads of the Ukrainian-speaking sector. In addition, the Office of Resource Officers of Educational Institutions provides psychosocial support for Ukrainian schoolchildren.

In March-October 2022, 2,209 Ukrainian schoolchildren enrolled in Georgian schools<sup>26</sup>. Of note, 94% registered in public schools, while 6% chose private schools. Most schoolchildren (65%) enrolled in Ukrainian sectors, and the rest (35%) registered in other Georgian private and public schools.

The number of Ukrainian schoolchildren enrolled in Georgian schools is higher in the lower grades and has a somewhat decreasing trend as the students' age increases. The latter might be partially attributed to older students leaving Georgia more actively or continuing to attend online classes in Ukraine.

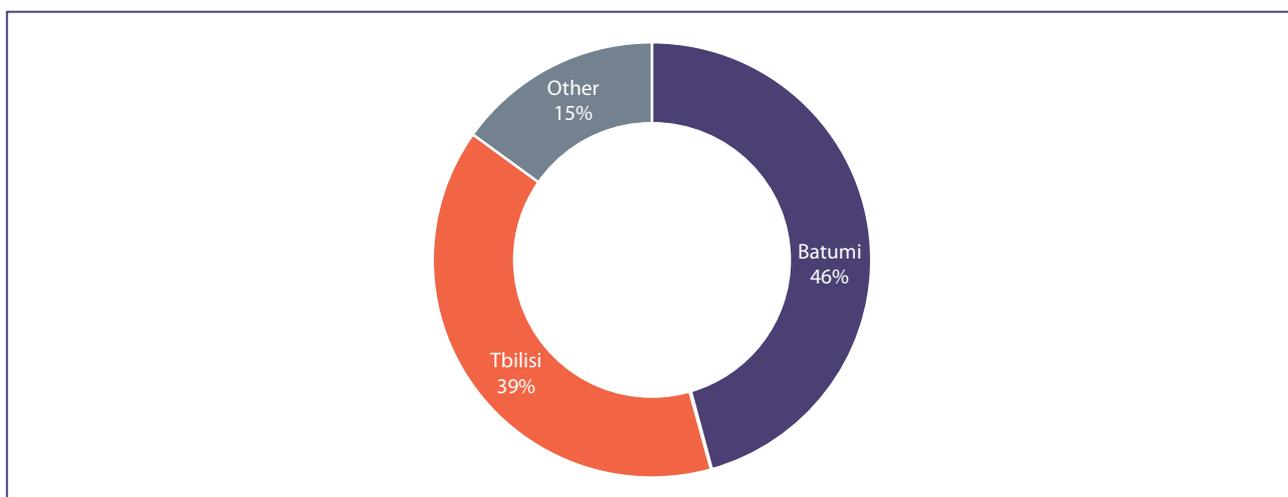
**Figure 5:** The number of Ukrainian schoolchildren in Georgian schools distributed by age



Source: Ministry of Education and Science of Georgia

Out of the 2,209 schoolchildren enrolled in schools of Georgia, 1,009 were enrolled in Batumi, 862 were enrolled in Tbilisi, and 338 were distributed across other regions of Georgia. The disproportionately high shares in Tbilisi and Batumi could be attributed to the high concentration of Ukrainians in those areas and the aforementioned Ukrainian sectors available in schools in Batumi and Tbilisi.

**Figure 6:** Distribution of Ukrainian students in Georgian schools by region



Source: Ministry of Education and Science of Georgia

<sup>26</sup> Source: Ministry of Education and Science of Georgia.

Apart from schools, children of Ukrainian families can go to kindergartens free of charge in Georgia. Moreover, the Ministry of Education and Science of Georgia announced on 19 August, 2022 that refugee applicants from Ukraine living in Georgia could enroll in Georgian universities without having to pass national exams. According to the Ministry, Ukrainian entrants can continue their studies in their desired academic programs at Georgian institutions.

Also, with the support of the Ministry of Education and Science of Georgia, the Zurab Zhvania School of Public Administration<sup>27</sup> offers citizens from Ukraine who desire to learn the Georgian language a specially tailored short course. The Georgian language courses, together with others, are also provided by Guram Tavartkiladze Tbilisi Teaching University and youth civil society organization Echo of Diversity<sup>28</sup> (financed by UNHCR).

## Existing challenges

The existing challenges of Ukrainian refugees in the direction of education include the following:

- ✘ **Lack of information about existing educational services (apart from kindergartens and schools) in Georgia for children** – During the focus group discussions, most Ukrainian refugees mentioned that they have information on existing services in kindergartens and schools. However, they do not have access to information about additional educational services for their children in Georgia, like music, painting, etc. For instance, one of the focus group discussants mentioned: “I have children. They are in the process of receiving music education. They play instruments such as the harp. I am willing to pay for this type of service. But I have no information about where the harp is taught. I understand this problem is insignificant compared to medical assistance, but still”.
- ✘ **Lack of information on available Georgian language courses and lack of English language courses** – While some Georgian language courses are already available for Ukrainians in Georgia, many Ukrainians do not have information about the existing courses. Taking Georgian language courses would support Ukrainian refugees to become more integrated into the Georgian labor market and society in general. On the other hand, there is a lack of English language courses available for Ukrainians in Georgia. Greater availability of English language courses would help Ukrainians who intend to emigrate to European countries, Canada and the U.S.
- ✘ **Unfavorable conditions for learning** – Some Ukrainian children continue their studies in Ukrainian schools online. Since Ukrainian families in Georgia mainly reside in hotel-like houses in small rooms, children’s study conditions are often unfavorable.
- ✘ **Lack of access to learning materials** – Ukrainians whose children are studying at Georgian kindergartens and schools have problems providing their children with learning materials, like books, pencils, etc., due to a lack of financial resources. One of the refugees mentioned: “If we consider that a box of paint costs 20 GEL, for example, there is a decision to make. With this 20 GEL, we can buy food and therefore the choice between paint and food is obvious”.

## 4.5 INFORMATION PROVISION

### Existing services and service providers

The Government of Georgia provides information to potential beneficiaries (Ukrainian refugees) with the help of employees of the Ministry of Internal Affairs of Georgia who work at the border checkpoints. These employees are trained and provide oral counselling to Ukrainians crossing the border. In addition, from Lars, where the main flow of Ukrainians comes, the IDP Livelihood Agency mobilizes

<sup>27</sup> <http://www.zspa.ge/eng>.

<sup>28</sup> <https://www.facebook.com/echoofdiversity/>

its employees. Apart from that, the Government of Georgia has a hotline (1505) for Ukrainian refugees and information booklets, where the hotline and general assistance conditions are indicated.

As mentioned by most of the focus group participants, Ukrainian refugees primarily receive information about services in Georgia through Telegram groups. They also receive information from WhatsApp, Facebook, Viber groups, and other Ukrainian platforms.

Also, it has to be noted that most of the focus group participants mentioned Dopomoga Ukraini<sup>29</sup>, saying that they find the website helpful in receiving useful information. Dopomoga Ukraini is an information platform created by a group of volunteers that collects and displays all required information for Ukrainian citizens in Georgia in a single space. The platform includes a website, a private Facebook page, a public Facebook group, an Instagram page, and a Telegram channel. The team at Dopomoga constantly check and update the information Ukrainians need. The information on the website has been collected with the support of the USAID Civil Society Engagement Program.

## Existing challenges

The challenges regarding information provision for Ukrainian refugees include the following:

- ✘ **Lack of access to reliable information** – Although there are currently many sources of information for Ukrainian refugees in Georgia (e.g., Telegram groups, WhatsApp and Viber groups, and other social networks), Ukrainians still face challenges to access to information.

While many refugees find Dopomoga Ukraini helpful, Ukrainians living in Kutaisi noted that dopomoga.ge does not include complete information on the available services in Kutaisi. One respondent mentioned: "I get information from Telegram. I also know the website dopomoga.ge, where I sometimes see information about services in Georgia. However, most of the services posted on this site are for Ukrainians living in Tbilisi and Batumi, and there is little about what is available in Kutaisi. I therefore find information about Kutaisi on Telegram channels".

Some focus group participants stated that there are cases when they receive incorrect information or do not have the opportunity to verify the authenticity of the information. One respondent mentioned: "It would be good if verified information was posted on Telegram channels. There was a case when my mother was called by some organization, who tried to get personal and banking information. It would be good if there was an official page on Telegram or Facebook where verified information would be posted. It would be very convenient".

Moreover, some of the respondents find Telegram groups inconvenient, as there are thousands of messages, some of which are irrelevant, and it is very difficult for them to search for relevant services. Furthermore, some of the focus group participants mentioned that the situation is fluid, and the services available several days ago may not be available tomorrow. It is very difficult for them to identify up-to-date and active services.

In addition, due to the fact that currently Ukrainian refugees do not receive housing from the state, they are no longer housed in one space. Therefore, providing and exchanging information is more complicated, so a better platform is needed from which they can get up-to-date information.

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<sup>29</sup> <https://www.dopomoga.ge/>.

## 5. EDUCATION, SKILLS ASSESSMENT, AND THE LABOR MARKET INTEGRATION PROCESS OF UKRAINIAN REFUGEES IN GEORGIA

This chapter describes the education and skills of the surveyed Ukrainian refugees in Georgia, their working experience and their integration into the Georgian labor market. Moreover, labor market demand in Georgia is reviewed to analyze job placement opportunities for Ukrainian refugees. In the end, existing barriers for Ukrainian refugees to engage in the Georgian labor market are discussed. The results presented in the given chapter is based on the survey of 566 Ukrainian refugees conducted in the frame of this study.

### 5.1 EDUCATION AND SKILLS ASSESSMENT OF UKRAINIAN REFUGEES

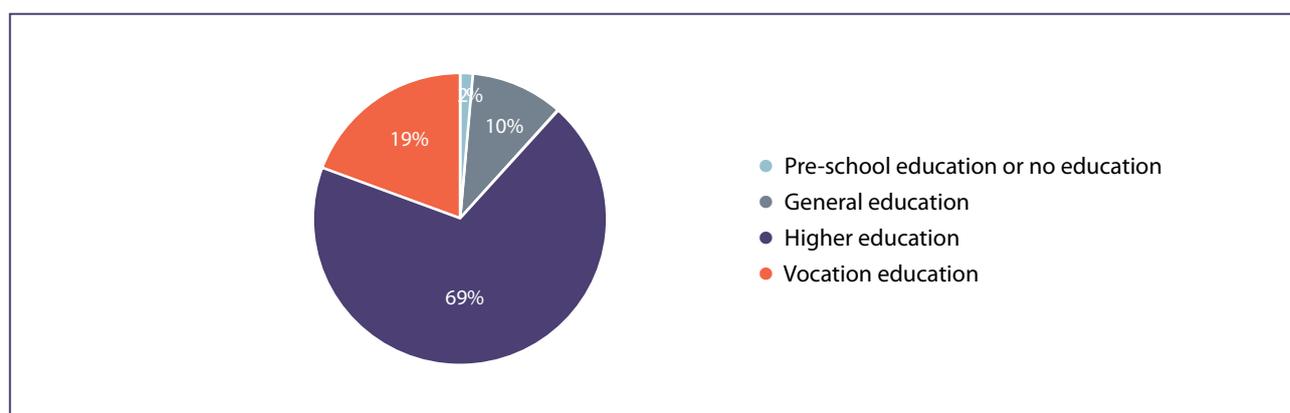
This sub-chapter of the study describes the distribution of the surveyed Ukrainian refugees by their level and field of education. Moreover, this chapter includes an assessment of the diverse skills of respondents: language skills, digital skills, basic and transversal skills<sup>30</sup>, and other skills that are important in everyday life<sup>31</sup>.

#### 5.1.1. EDUCATION

The distribution of Ukrainian refugees by education level illustrates that the majority (69%) have higher education, followed by vocational education (19%). Only 2% have preschool education or do not have any education whatsoever. It is worth noting that there is no difference between the education level and the regional distribution of the surveyed Ukrainian refugees in Georgia. For instance, in Adjara and Tbilisi, 88% of Ukrainian refugees have higher or vocational education, whereas in other regions (Imereti, Kvemo Kartli, Kakheti, Samegrelo-Upper Svaneti, Samtkhe-Javakheti, Racha-Lechkhumi and lower Svaneti) – this figure is 90%.

In terms of gender, there are slight differences, and women tend to be more qualified than men. For instance, 90% of the surveyed Ukrainian women refugees have higher or vocational education, whereas the figure among men is 81%.

**Figure 7:** Distribution of Ukrainian refugees by the level of education attained (N 564)



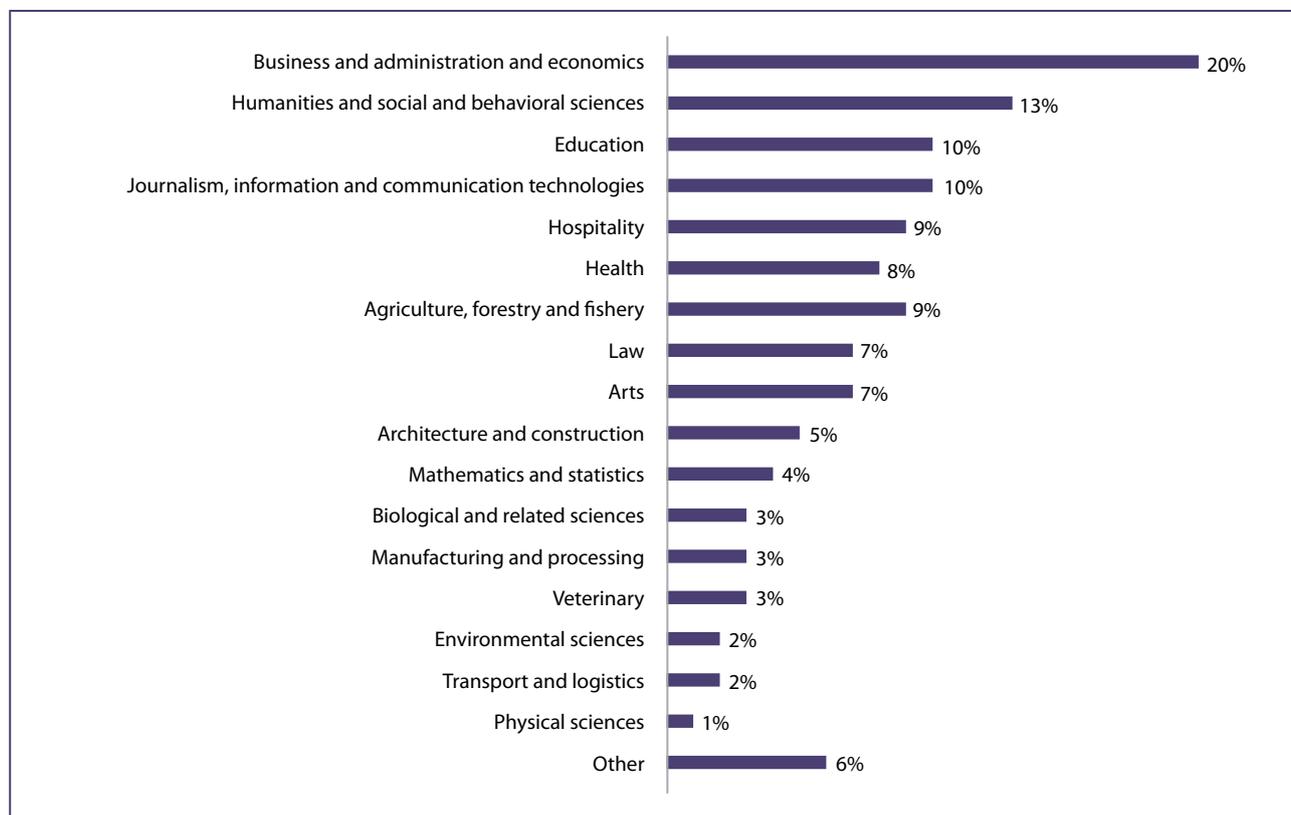
Source: PMC RC's skills and education assessment survey

<sup>30</sup> Transversal skills are skills that can be used in a wide variety of situations in life and work. The term 'transversal' refers to the way these skills cut across different tasks and job roles. In basic and transversal skills, the following skills are assessed: working independently, working with other team members, working with customers/clients, working as a leader/manager/supervisor, and working in stressful conditions.

<sup>31</sup> Other skills assessed include: caring for children, caring for elderly people, sick and disabled people, making/mending clothing, preparing meals, cleaning the house, and teaching/coaching.

When taking a look at the distribution of education by field of studies, the majority of the surveyed Ukrainian refugees have education in business and administration and economics (20%), followed by humanities and social and behavioral sciences (13%), education (10%) and journalism, information, and communication technologies (10%). Moreover, analyses of the distribution of field of education among the surveyed refugees who intend to stay in Georgia for up to six months and more than 6 months illustrated a similar distribution of education field.

**Figure 8:** Field of study of Ukrainian refugees (N 534)



Source: PMC RC's skills and education assessment survey

### 5.1.2 LANGUAGE SKILLS

To evaluate the opportunities of Ukrainian refugees for effective engagement in the Georgian labor market, besides education, it is essential to depict their skills in different directions.

Most of the respondents assess their knowledge of Ukrainian and Russian as excellent, but their knowledge of the Georgian language as poor. It is worth mentioning that, on average, in every aspect of the language (speaking, listening, writing, reading), females assessed higher scores in Russian, Ukrainian and Georgian, while males claimed higher scores in English. It is also important to highlight that the respondents from the different regions of Georgia equally evaluated their knowledge of the languages. Therefore, the regional averages do not differ significantly from the total averages given in the table.

**Table 4:** Average score of language skills (1=poor skills; 5= high skills) (N 559)

Language skills	Ukrainian language	Russian language	English language	Georgian language
Males	4.52	4.60	2.68	1.08
Females	4.71	4.74	2.45	1.12
Overall average	4.67	4.71	2.49	1.11

Source: PMC RC's skills and education assessment survey

### 5.1.3 DIGITAL SKILLS

The average digital score for the surveyed Ukrainian refugees is 3.76 out of 5. The assessment of respondents illustrates that, on average, they are skilled in every digital skill except for graphic design. It is worth mentioning that, on average, females assessed their digital skills higher than males.

**Table 5:** Average scores of digital skills (1=poor skills; 5= high skills) (N539)

Digital skills	Males	Females	Total
Using a smartphone, tablet, laptop	4.42	4.42	4.42
Managing files and folders on a computer <sup>32</sup>	4.09	4.15	4.14
Using Microsoft Excel	3.16	3.43	3.37
Using Microsoft Word	3.50	3.74	3.69
Using Microsoft PowerPoint	3.25	3.38	3.35
Sending/receiving/printing emails	3.78	4.02	3.97
Finding and managing information on the internet using search engines such as Google, saving, bookmarking, printing webpages, etc.	3.77	4.03	3.97
Making internet calls/video calls using Skype, Facetime, Google Hangouts, Facebook Messenger, WhatsApp, Viber, etc.	3.75	4.07	4.00
Purchasing goods and services online	3.66	3.97	3.91
Learning/studying online	3.74	3.92	3.88
Using graphic design software such as Photoshop, Corel, Serif, etc.	2.63	2.67	2.66
Overall average	3.61	3.8	3.76

Source: PMC RC's skills and education assessment survey

### 5.1.4 BASIC AND TRANSVERSAL SKILLS

The overall average score of basic and transversal skills of the surveyed respondents amounted to 4 out of 5. The assessment illustrates that respondents are skilled in all the basic and transversal skills listed. It is worth noting that, on average, females assessed their skills higher than males in each one of the following skills. Most of the respondents give "Work independently" (on average, 4.32) the highest scores, while they are less confident with "Work as a leader" (3.7) and "Work in stressful conditions" (3.83).

**Table 6:** Average scores of basic and transversal skills (1=poor skills; 5= high skills) (N 500)

Basic and transversal skills	Males	Females	Total
Work independently (Working alone or in a team but performing individual tasks)	4.13	4.38	4.32
Solve problems (Thinking creatively or analytically to solve problems)	3.82	4.08	4.02
Work with other team members (Working in a team/group, working on joint tasks/projects)	3.93	4.21	4.15
Work with customers/clients	3.79	4.06	4.00
Work as a leader/manager/supervisor (E.g., planning, directing, coordinating, evaluating overall activities of teams, enterprises, other organizations etc.)	3.57	3.74	3.70
Work in stressful conditions/under time pressure	3.79	3.84	3.83
Overall average	3.8	4.1	4.0

Source: PMC RC's skills and education assessment survey

<sup>32</sup> This may include creating, saving, renaming, copying, moving, and deleting files and folders.

### 5.1.5 OTHER SKILLS

From the other skills given below, the respondents are most confident in “Caring for children” (3.53) and “Cleaning the house” (3.47). At the same time, they are less confident in “Making/mending clothing” (2.08) and “Caring for elderly people, sick and disabled people” (2.75). Also, it is worth noting that, on average, females assessed their skills higher than males did in each one of the following skills.

**Table 7:** Average scores of other skills (1=poor skills; 5= high skills) (N 473)

Other skills	Males	Females	Total
Caring for children	2.59	3.81	3.53
Caring for elderly people, sick and disabled people	2.14	2.94	2.75
Making/mending clothing	1.71	2.20	2.08
Preparing meals	1.71	3.69	3.42
Cleaning the house	2.57	3.72	3.47
Selling or trading products	2.65	3.31	3.19
Teaching/coaching	2.80	3.14	3.08

Source: PMC RC's skills and education assessment survey

To sum up, most of the surveyed Ukrainian refugees residing in Georgia have higher educational attainment (69%). The distribution of respondents by field of study is relatively dispersed. Still, the majority of the surveyed Ukrainian refugees have an education in business and administration and economics (20%), followed by humanities and social and behavioural sciences (13%), education (10%) and journalism, information, and communication technologies (10%).

The surveyed Ukrainian refugees mainly have poor knowledge of the Georgian language and below-average skills in the English language. In comparison, most have advanced skills in the Ukrainian language, and a high share of surveyed Ukrainians have advanced skills in Russian.

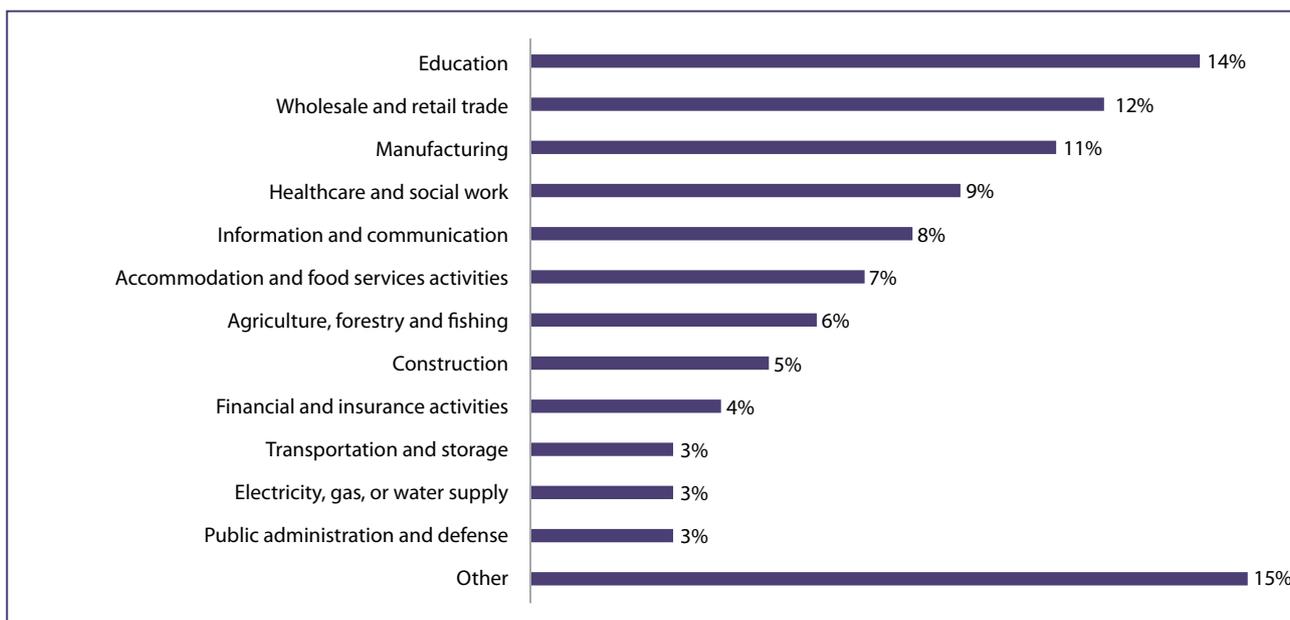
The digital skills assessment of the Ukrainian refugees illustrated that their overall skills in this regard are above average. While the assessment of basic and transversal skills revealed that the most surveyed Ukrainian refugees have advanced skills.

## 5.2 WORKING EXPERIENCE OF UKRAINIAN REFUGEES

Most of the surveyed Ukrainian refugees (84%) have working experience. The majority of them were previously occupied in education (14%), followed by wholesale and retail trade (12%), manufacturing (11%) and healthcare and social work (9%).

Moreover, there is only a slight difference between female and male respondents in the occupation industry. Most notably, the share of agriculture, forestry, and fishing is higher among men than women. On the other hand, every respondent who has working experience in the healthcare and social work industry is a woman.

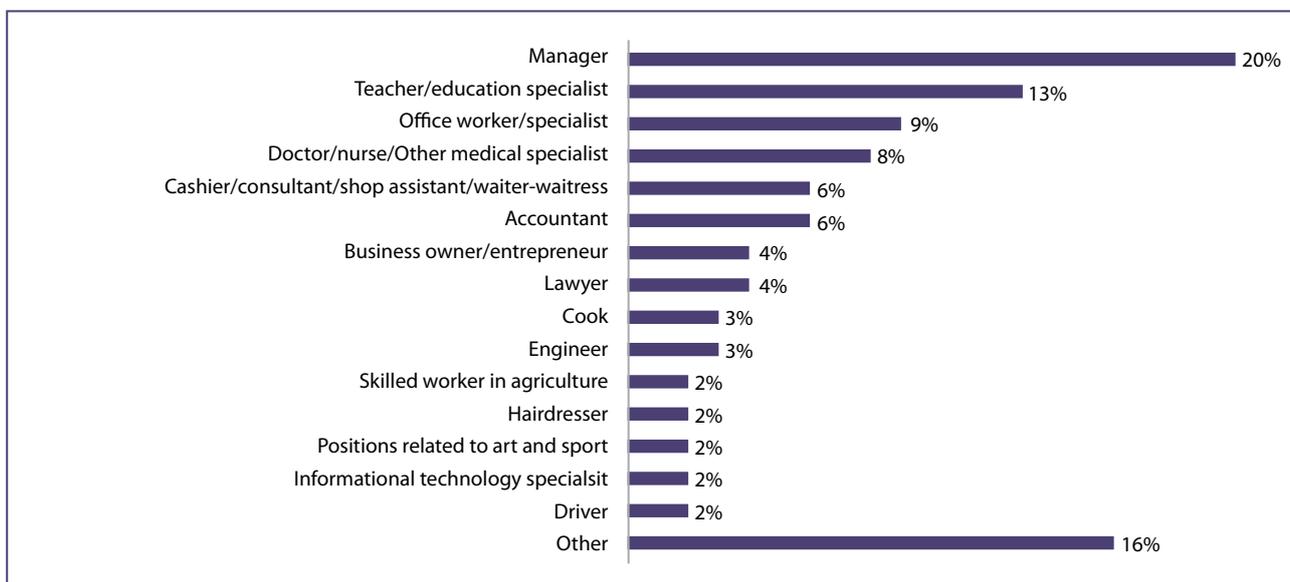
**Figure 9:** Occupation industry in Ukraine (N 422)



Source: PMC RC's skills and education assessment survey

The distribution of occupied positions indicates that most of the surveyed Ukrainian refugees held positions requiring a high qualification when working in Ukraine. For instance, 20% of the surveyed Ukrainian refugees were managers, 13% were teachers/education specialists, 9% were office workers/specialists<sup>33</sup>, and 8% were medical specialists. It should be noted that there is no significant difference in the distribution of the abovementioned occupations by region among the Ukrainian refugees at this moment. However, some differences need to be mentioned. For instance, most of the survey respondents who held accountant positions in Ukraine now live in Tbilisi, as is the case for cooks.

**Figure 10:** Occupied positions in Ukraine (N 373)



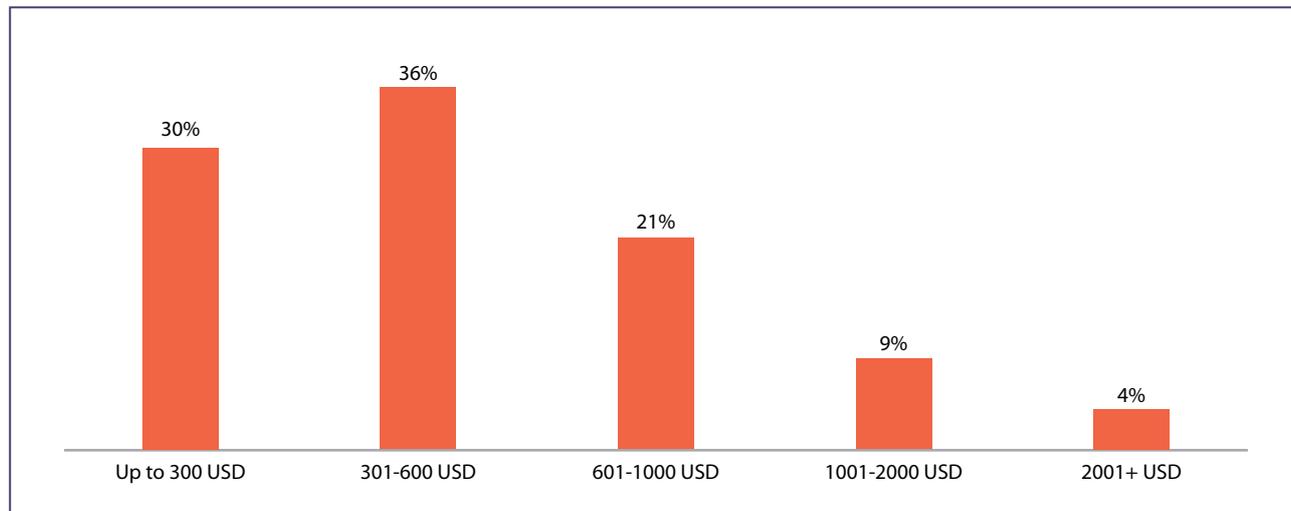
Source: Source: PMC RC's skills and education assessment survey

Most of the surveyed Ukrainian refugees (66%) had salaries up to 600 USD before arriving in Georgia. The overall average monthly salary for the surveyed respondents amounted to 718 USD.

<sup>33</sup> This category includes positions related to office work (administrators and other assisting and junior positions, PR and HR specialists, and other positions requiring higher qualifications).

It should be noted that male respondents received significantly higher salaries before arriving in Georgia compared to female respondents. For instance, the average salary for the male respondents amounted to 1,101 USD, whereas the female respondents received 618 USD.

**Figure 11:** Salaries of surveyed respondents before arriving in Georgia (N 367)



Source: PMC RC's skills and education assessment survey

To sum up, most of the surveyed Ukrainian refugees (84%) have working experience. The industries they occupied were widespread and not narrowed to any one in particular. However, the top four industries in which the surveyed Ukrainian refugees were employed before arriving in Georgia were the education sector, wholesale and retail trade sector, manufacturing, and healthcare and social work.

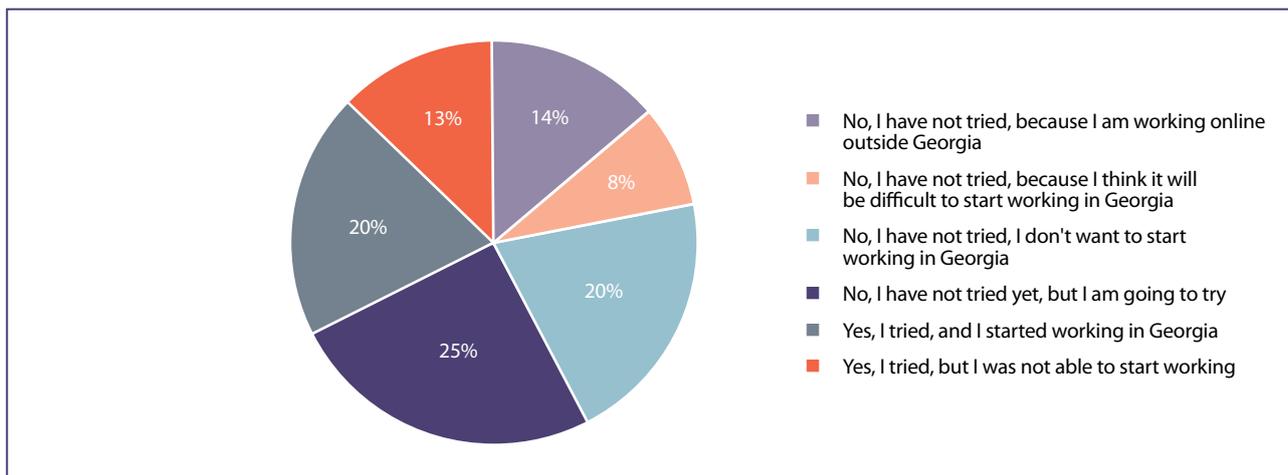
The analysis revealed that the occupied positions were also widespread. However, nearly half of the respondents were managers, teachers/educational specialists, office workers/specialists or medical specialists before arriving in Georgia. Most of the surveyed Ukrainian refugees (66%) had monthly salaries of up to 600 USD before arriving in Georgia, and the average monthly salary for the surveyed respondents amounted to 718 USD.

### 5.3 INTEGRATION OF UKRAINIAN REFUGEES INTO THE GEORGIAN LABOR MARKET

To analyze Ukrainian refugees' further engagement in the Georgian labor market, it is essential to depict to what extent they have the motivation to start working in Georgia. According to the survey conducted with Ukrainian refugees, 33% have tried to start working in Georgia, and only 20% have successfully managed to find employment. However, it is also worth noting that 25% claimed that they are going to try to start working in Georgia.

The survey results suggest that females have more motivation than men to find a job in Georgia. To be more precise, among the female respondents, 27% have not tried to start working but are going to try, whereas the same figure among men amounted to 14%. Moreover, among the female respondents, 19% are unwilling to find a job in Georgia, while the exact figure amounts to 27% among men.

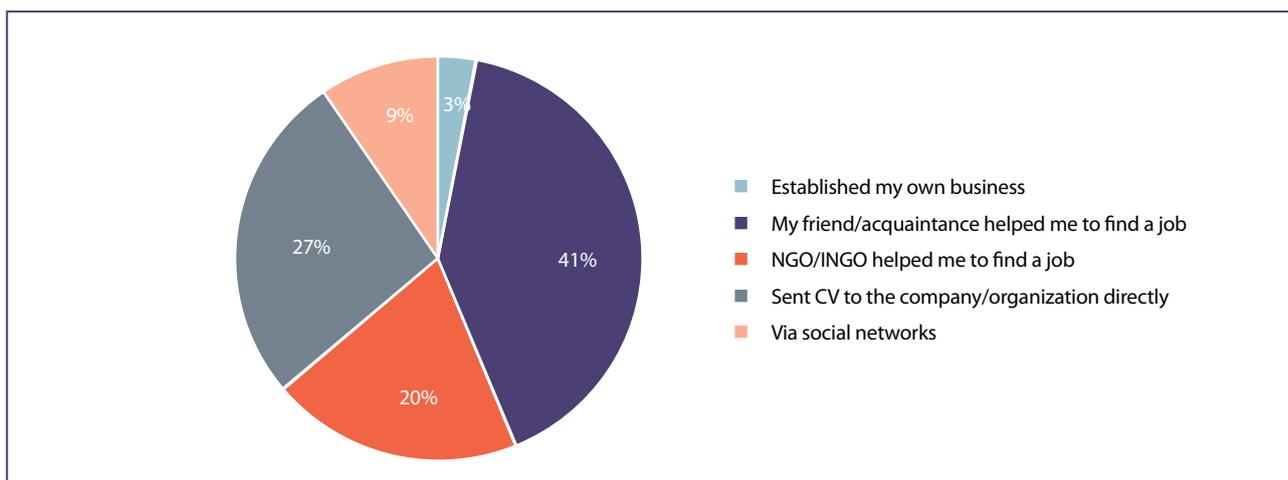
**Figure 12:** Decision to work in Georgia (N 555)



Source: PMC RC's skills and education assessment survey

Among the surveyed refugees who managed to find work in Georgia, 41% started working with the help of a friend/acquaintance, 27% found vacancies by themselves, and 20% found work with the help of NGOs/INGOs. It is also worth noting that none of the respondents mentioned the Government of Georgia in assisting with job placements.

**Figure 13:** Means of finding work in the Georgian labor market

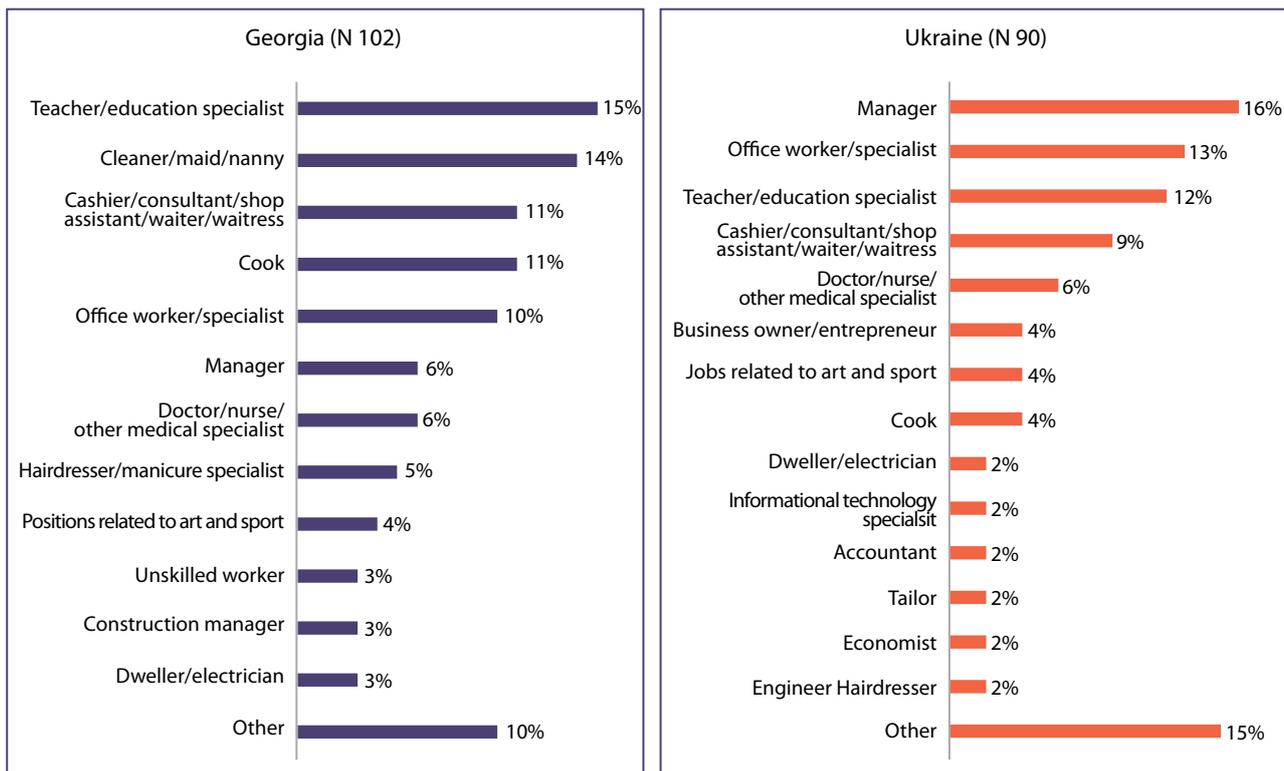


Source: PMC RC's skills and education assessment survey

Among the respondents who started working, 52% are partly satisfied with their current occupation in Georgia, 30% are satisfied, and 18% are dissatisfied.

The distribution of survey respondents who managed to find work in Georgia differs with regard to their position in Ukraine before arriving in Georgia. For instance, the occupied positions of the respondents in Georgia are as follow: teachers/educational specialists (15%), cleaners/maids/nannies (14%), cashiers/consultants/shop assistants/waiters-waitresses (11%), cooks (11%) and officer workers/specialists (10%). However, if comparing the top five positions to the occupations they held in Ukraine, we can assume that Ukrainian refugees who managed to find jobs in Georgia had to agree to a lower qualified job than they had in Ukraine. For instance, among these respondents, the share of managers in this group in Ukraine amounted to 16%, whereas in Georgia, 6%. Moreover, the cleaner/maid/nanny category is the second largest category in Georgia, whereas, in Ukraine, none of these employees were occupied in this category. Therefore, unsurprisingly, the average salary for respondents employed in Georgia is significantly lower than what they received in Ukraine (303 USD in Georgia and 748 USD in Ukraine).

**Figure 14:** Occupations/positions in Georgia and Ukraine

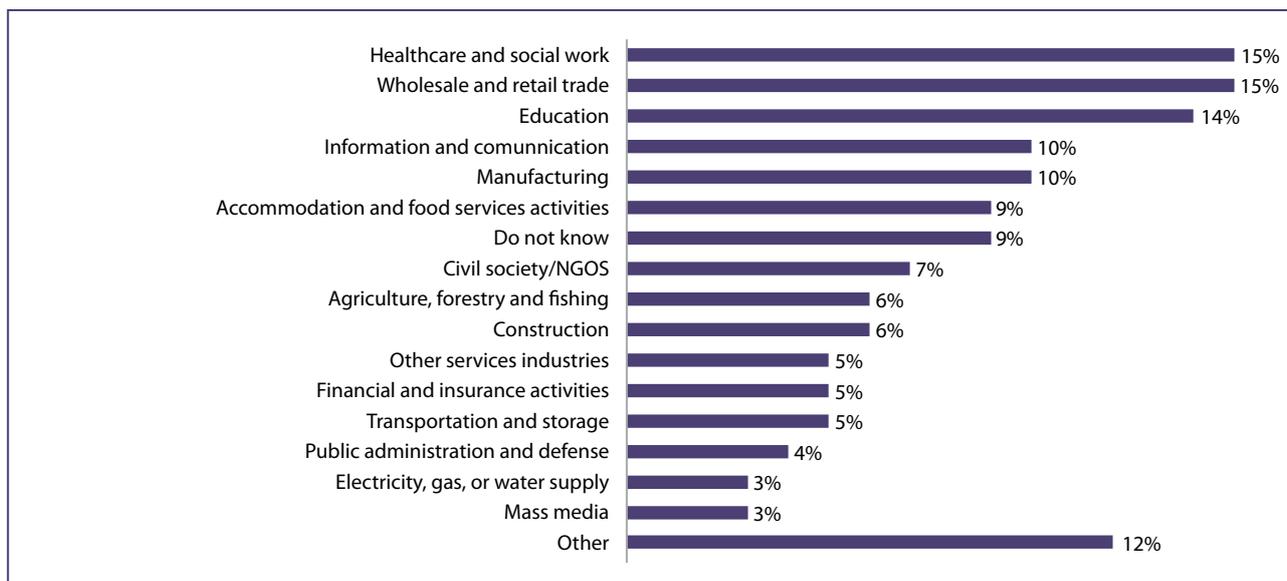


Source: PMC RC's skills and education assessment survey

To understand job placement opportunities for Ukrainian refugees in Georgia, additional questions were asked to the respondents who are motivated to start working in Georgia and those who started working and are partly satisfied or dissatisfied with their work.

As the survey results illustrate, the preferences of the respondents in terms of which industry they wish to occupy (who have the motivation to start working in Georgia or are dissatisfied with their current job in Georgia) vary, and thus no particular sector stands out. The top industries in which the Ukrainian refugees are willing to start working are healthcare and social work (15%), wholesale and retail trade (15%), education (14%) and information and communication (10%) and manufacturing (10%).

**Figure 15:** The industry in which Ukrainian refugees desire to start working (N 288)



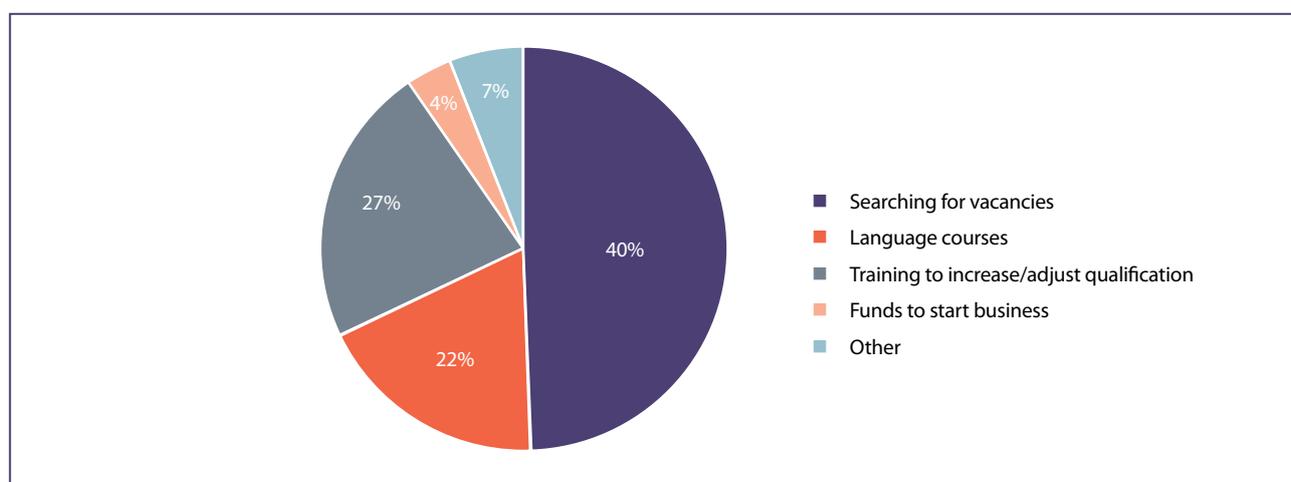
Source: PMC RC's skills and education assessment survey

Regarding position, these respondents' desires also vary, and there is no particular preference. However, professions are strongly correlated with the industries they have indicated, and 15% wish to occupy managerial positions, 12% - doctor/nurse/other medical positions, and 10% positions related to teaching/education. It is also worth noting that 8% of these respondents indicated that they would take any position if it were made available to them.

Most of the respondents mentioned above (55%) are willing to start working full time. However, it is worth noting that among women, 51% prefer part-time job, whereas among men, 77% would prefer a full-time job.

As a supporting measure, 49% of the respondents indicated that assistance in searching for vacancies is necessary, 23% indicate training either to increase their qualifications or to adjust their qualifications to the Georgian labor market, and 19% indicated that language courses are necessary to find a job in Georgia.

**Figure 16:** Supporting measures (N 223)



Source: PMC RC's skills and education assessment survey

To sum up, most of the surveyed Ukrainian refugees (58%) have a willingness to work in Georgia. However, only a few have found jobs (20%). Furthermore, the majority of those who already work in Georgia found a job with the assistance of a friend/acquaintance.

The analysis of working conditions in the Georgian labor market suggests that a significant proportion of Ukrainian refugees who have managed to find employment in Georgia had to change their profession and apply for less skilled jobs. In Georgia, the salary of Ukrainian refugees amounts to half of what the respondents received in Ukraine. However, more than half are still satisfied with their current job.

The top industries where Ukrainian refugees<sup>34</sup> are willing to find work in Georgia are healthcare and social work (15%), wholesale and retail trade (15%), education (14%) and information and communication (10%) and manufacturing (10%).

As a supporting measure to start working in Georgia, 49% of respondents indicated that assistance in searching for vacancies is necessary, 23% pointed out the need for training either to increase their qualifications or to adjust their qualifications to the Georgian labor market, while 19% noted the necessity of language courses to find a job in Georgia.

<sup>34</sup> Ukrainian refugees who have the motivation to start working in Georgia or who are dissatisfied with their current job in Georgia.

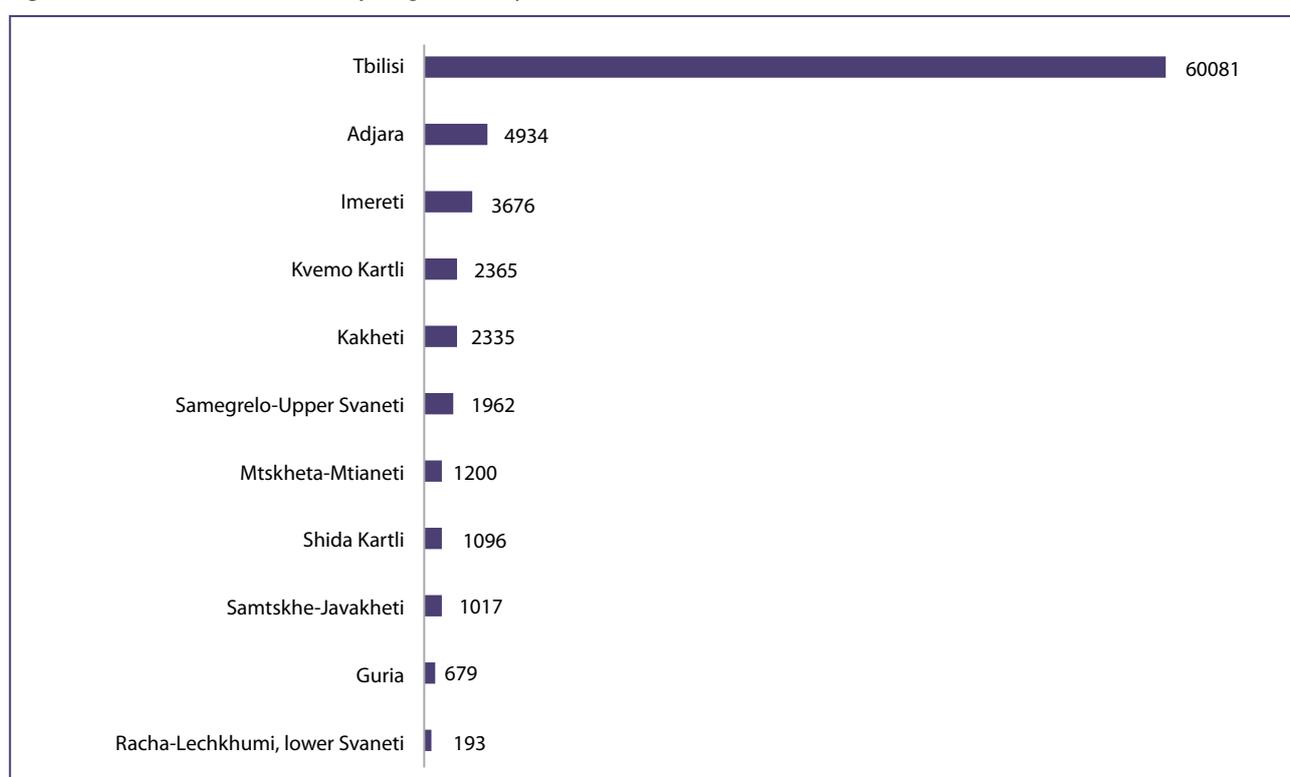
## 5.4 LABOR MARKET DEMAND IN GEORGIA AND JOB PLACEMENT OPPORTUNITIES FOR UKRAINIAN REFUGEES

In this part of the study, we look at jobs.ge vacancy announcement statistics by region to assess the demand in the Georgian labor market. Moreover, to depict opportunities for Ukrainian refugees for job placements, we compare categories of vacancies to the occupations Ukrainian refugees held in Ukraine.

### 5.4.1 REGIONAL DISTRIBUTION OF VACANCIES IN GEORGIA

The regional distribution of vacancies published on jobs.ge throughout January–November 2022 showed that the vast majority of vacancies (76%) were published in Tbilisi, followed by Adjara with 6%. Therefore, the highest opportunity for Ukrainian refugees to engage in the labor market in Georgia is in Tbilisi. Refugees in other regions, including Adjara, have a relatively smaller opportunity to find a job.

**Figure 17.** Published vacancies on jobs.ge (January 2022 – November 2022)



Source: jobs.ge

### 5.4.2 EMPLOYMENT OPPORTUNITIES BY OCCUPIED POSITION

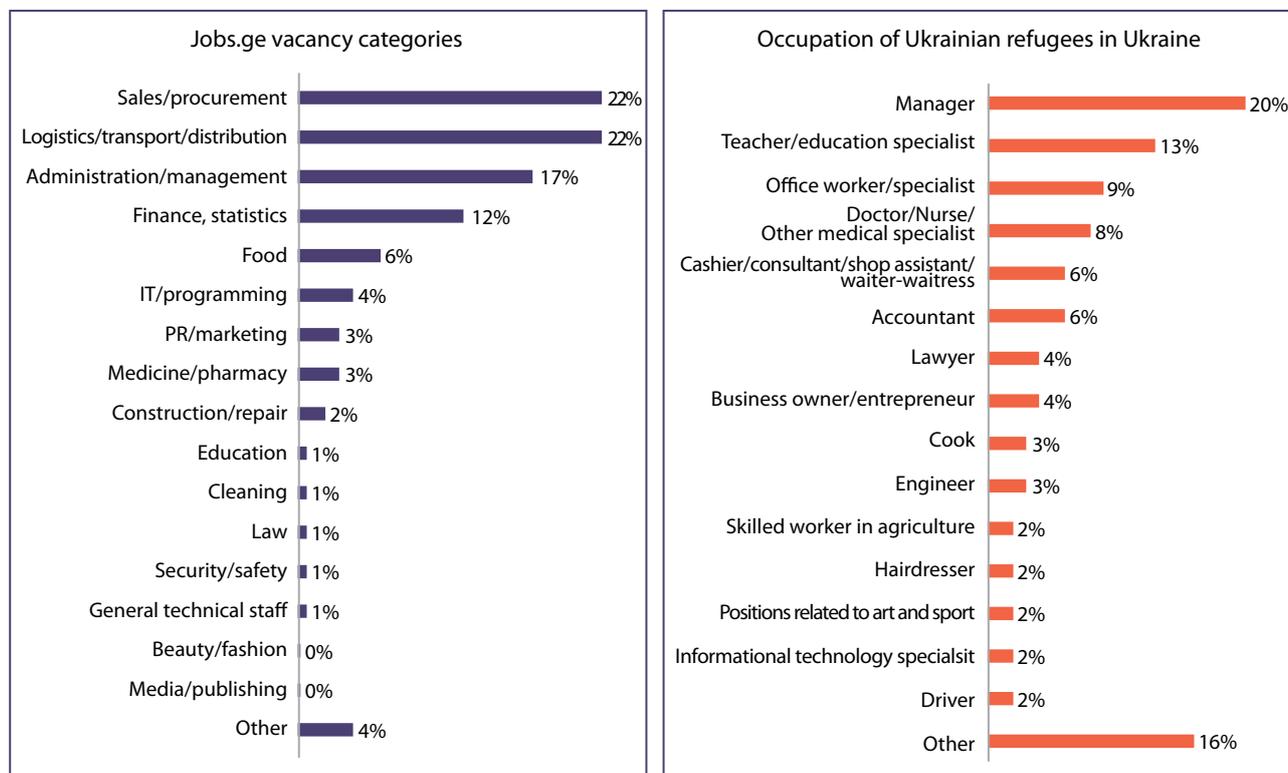
The distribution of published vacancies on jobs.ge by category illustrated that the highest demand is for sales/procurement specialists, logistics/transport/distribution, and administration/management. When comparing the occupations the surveyed respondents held in Ukraine, those refugees with experience holding managerial positions and office workers/specialists have the best chance of finding work in Georgia. In addition, accountants also have a positive outlook for finding work via jobs.ge.

In addition, despite the medical/pharmacy category representing a small proportion of vacancies, refugees with experience in healthcare have a relatively good chance of finding work. More precisely, Georgia has a shortage of nurses, and the demand for this position is high<sup>35</sup>. However, working conditions for this particular occupation tend to be unsatisfactory.

<sup>35</sup> Source: <https://apps.who.int/iris/bitstream/handle/10665/349232/9789289051842-eng.pdf?sequence=1&isAllowed=y>.

Moreover, according to the Business Association of Georgia Index Survey results<sup>36</sup>, in Q4 of 2022, labor shortage was cited as a hindering factor by 46% of surveyed companies<sup>37</sup>. Across the covered sectors under BAG Index Survey, labor shortage was deemed the hindering for 63% of surveyed companies in the construction sector, 56% in the trade sector, 38% in the manufacturing and 36% in the services sectors. As the results illustrate, Ukrainian refugees have a high chance to be employed mainly in the construction and trade sectors.

**Figure 18.** Published vacancies on jobs.ge by category (January 2022 – November 2022) and the positions held by the surveyed respondents in Ukraine



Source: jobs.ge

Source: PMC RC's skills and education assessment survey

## 5.5 EXISTING BARRIERS FOR UKRAINIAN REFUGEES TO ENGAGE IN THE GEORGIAN LABOR MARKET

The above-provided analysis of a survey on the assessment of the education and skills of Ukrainian refugees distinguished some significant factors that might hinder their engagement in the Georgian labor market. Moreover, to produce a more detailed analyses, findings of qualitative research<sup>38</sup> and the main observations of other similar studies conducted in Georgia on the needs of Ukrainian refugees were utilized. Existing barriers for Ukrainian refugees to engage in the Georgian labor market include the following:

- ✘ **A high degree of uncertainty about the future** – The war in Ukraine is still ongoing, and it is unclear when it will be over. A large proportion of the surveyed respondents (48%) are uncertain when they will leave Georgia or when they intend to leave Georgia for a period of up to 6 months. This circumstance affects the motivation and decision of the Ukrainian refugees on whether engage in the labor market in Georgia or not.

<sup>36</sup> Source: <https://bag.ge/en/bag-index>.

<sup>37</sup> BAG members and companies in their corporate group.

<sup>38</sup> Conducted key informant interviews and focus group discussions with Ukrainian refugees.

- ✘ **Family and health conditions** – Additionally, observing obstacles on a personal level revealed that family and health conditions might be significant factors hindering Ukrainian refugees from engaging in the labor market. More precisely, Ukrainian refugees with children indicated a lack of childcare services, such as facilities where they could leave their children while working. This factor was also highlighted by World Vision Georgia<sup>39</sup> and Arbeiter-Samariter-Bund Georgia<sup>40</sup>. In addition, the focus group discussions revealed that mental and physical health conditions also affect the motivation of Ukrainian refugees to engage in the Georgian labor market.
- ✘ **Lack of language skills** – The survey revealed that the surveyed Ukrainian refugees have a high level of education. Moreover, they indicated satisfactory levels in digital and basic and transversal skills. Still, they lack knowledge of the English and Georgian languages, which might be the major obstacle to finding a job in Georgia with their qualifications. The survey result suggests that the Ukrainian refugees assess their English and Georgian language skills as below average. Moreover, qualitative research and other studies conducted on the needs assessment of Ukrainian refugees in Georgia suggest that the language barrier should be considered the major obstacle for Ukrainian refugees to engage in the Georgian labor market.
- ✘ **Lack of awareness concerning how to search for suitable vacancies** – The survey analysis suggests that one of the most significant factors hindering Ukrainian refugees' engagement in the Georgian labor market is the low level of awareness concerning how to search for suitable vacancies. More precisely, 49% of the survey respondents indicated that they need to be made more aware of how to find vacancies in Georgia. This factor was also discussed in the focus group discussions.
- ✘ **Mismatch of qualifications in the labor market** – Although the Ukrainian refugees illustrated a high level of education and qualifications, their knowledge and professional experience might not fit the demands of the Georgian labor market. More precisely, 23% of the survey respondents who are motivated to start working indicated that they need to improve their qualifications or retrain to satisfy the demands of the Georgian labor market. Moreover, as the survey analysis illustrated, those who have found work in Georgia face disqualification, while Ukrainian refugees are often overqualified for the jobs they apply for.
- ✘ **Low salaries** – The survey results illustrated that those who started working in Georgia have significantly lower salaries than their wages in Ukraine (303 USD in Georgia and 748 USD in Ukraine). As the respondents indicated, their salaries in Georgia are significantly lower than they were in Ukraine. In addition, the focus group discussions revealed that the proposed wage amount in Georgia might be a disincentive to engage in the Georgian labor market.

<sup>39</sup> Source: [https://worldvision.ge/file/get/853/85qpdPW78kyiX4VlkiCzVA?fbclid=IwAR1yhQBxNU92xzoQ\\_h45pzONkYmcfJAGVrANDawmWsUDgbbNfTXy02dJRNI](https://worldvision.ge/file/get/853/85qpdPW78kyiX4VlkiCzVA?fbclid=IwAR1yhQBxNU92xzoQ_h45pzONkYmcfJAGVrANDawmWsUDgbbNfTXy02dJRNI)

<sup>40</sup> Source: <https://reliefweb.int/report/georgia/situations-and-needs-ukrainian-refugees-georgia-assessment-carried-out-june-july-2022>.

## 6. RECOMMENDATIONS

While the Government of Georgia, CSOs, international organizations and citizens of Georgia are involved in supporting Ukrainian refugees in Georgia, important action is still required to address the urgent needs of the most vulnerable Ukrainian refugees. Though the different stakeholders manage to start support services and programs promptly and with a lot of enthusiasm, still, the existing programs and services provided by the government, CSOs, and international organizations need to be more cohesive and sustainable. Some of the existing programs have been developed for the short term and in a chaotic manner, with some services missing and others overlapping. The current arrangement of services is unable to fully cover the needs of Ukrainian refugees and sometimes they even leave the most vulnerable Ukrainians behind, and without support. Within the framework of the study, the following recommendations were developed to address the needs of Ukrainian refugees and support their integration into the Georgian labor market:

Recommendation	Description	Stakeholder for whom the recommendation was developed
Development of a support plan for assisting Ukrainian refugees in Georgia	Currently, in Georgia, a clear vision and a unified support plan for assisting Ukrainian refugees is required. Among others, finding housing solutions for Ukrainian refugees must be part of a long-term plan to address existing challenges Ukrainians face in Georgia. The plan is advised to be developed by the Government of Georgia, together with the CSOs and international organizations currently working to support Ukrainian refugees.	The Government of Georgia (mainly with the supervision of the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), with the support of CSOs and international organizations
Increase coordination among different stakeholders that support Ukrainian refugees	Given that there is currently a lack of coordination among the government and various service providers that results in some Ukrainians being less supported than others or some without support at all, it is advised that all stakeholders (with the supervision of the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia) unite under one umbrella and increase coordination accordingly. It will be beneficial if meetings among different stakeholders are conducted at least once in two weeks. That will facilitate the effective distribution of services and responsibilities among the various parties involved, which will also reduce the level of overlapping of services. That is expected to increase the effectiveness of support programs.	The Government of Georgia (with the supervision of the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), with the support of CSOs and international organizations

Revision of the government's criteria for the financial assistance program	It is recommended that the government's financial assistance program criteria be reviewed to allow Ukrainians who are left behind (Ukrainians who have not been part of the government's resettlement program (till July 15) and who entered Georgia before July 15) to become eligible to receive assistance. Moreover, as the study identified, some refugees are more vulnerable than others (those with unfavorable health conditions and those who are unable to work). Therefore, it is recommended that the mapping of such refugees be done and additional financial assistance for such refugees be considered.	The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), with the support of CSOs and international organizations
Increase efforts to get external funds for supporting Ukrainian refugees	Given the limited financial resources at the state level to support Ukrainian refugees, more effort has to be made by the government to gain external financing from international donor organizations. The source of funding for Ukrainian refugees can be the European Commission's Asylum, Migration and Integration Fund.	The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), with the support of international organizations
Support Ukrainian refugees to find accommodation in Georgia	As Ukrainian refugees lack information on existing channels for searching for renting accommodations and they find it difficult to search for affordable accommodations due to high prices, it is recommended that international organizations and/or CSOs support Ukrainians in hiring real estate agents to help with the search for suitable housing <sup>41</sup> .	International organizations and CSOs
Increase awareness of Ukrainian refugees about accessible healthcare services and products	It is advised that the government, CSOs and international organizations provide Ukrainians with clear information on the available healthcare services for them in Georgia. Moreover, it is recommended that the hotline personnel (1505) and existing healthcare service providers in Georgia be provided with complete information on the healthcare services available to Ukrainians.	The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), CSOs and international organizations

<sup>41</sup> The same support is provided in Spain.  
<https://www.oecd.org/ukraine-hub/policy-responses/housing-support-for-ukrainian-refugees-in-receiving-countries-9c2b4404/#section-d1e228>

Extend psychosocial services for Ukrainian refugees	Psychosocial services need to be given more importance by GoG, CSOs and international organizations in the support of Ukrainian refugees overcoming traumas and becoming more integrated into the country. Moreover, it is recommended that the government, CSOs and international organizations inform Ukrainians more actively about the significance of such services and existing service providers.	The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia), CSOs and international organizations
Support Ukrainian refugees in developing documents to prove their identity	Given the documentation problem hindering access to existing services in Georgia for Ukrainian refugees and hinder them from leaving the country, CSOs and international organizations are recommended to extend their support in this direction.	CSOs and international organizations
Support dopomoga.ge to increase their representativeness to cover all regions of Georgia	Given the existing challenges Ukrainians face in accessing information, it is recommended that international organizations extend their support of dopomoga.ge to increase their capacity and representativeness among Ukrainian refugees and to cover all regions of Georgia. Moreover, it is advised that the website include a subscription function.	International organizations and Dopomoga Ukraini
Increase access to Georgian and English language courses for Ukrainian refugees	The government, CSOs and international organizations are recommended to inform Ukrainians actively on available Georgian language courses and moreover, to increase the availability of English language courses for Ukrainian refugees. Greater availability of English language courses would help Ukrainians who intend to emigrate to European countries, Canada and the U.S.	The Government of Georgia (the Ministry of Education And Science of Georgia), CSOs and international organizations
Incentivize companies to hire Ukrainian refugees	The government is recommended to introduce temporary tax exceptions or tax reductions for companies who hire Ukrainian refugees.	The Government of Georgia (Ministry of Finance of Georgia)

<p>Support jobs.ge to increase awareness among Georgian private sector companies to place vacancies for Ukrainian refugees on jobs.ge website<sup>42</sup></p>	<p>Given the existing challenges Ukrainians face in searching for vacancies, it is recommended that international organizations support jobs.ge to increase job placement opportunities for Ukrainians by increasing awareness among Georgian private sector companies to place vacancies for Ukrainian refugees on jobs.ge website.</p> <p>The support can in the following forms: e.g., financial assistance to enable employers to place vacancies free of charge, awareness raising campaigns among private sector companies, etc.</p>	<p>International organizations and jobs.ge</p>
<p>Increase awareness of Ukrainian refugees about searching for suitable vacancies</p>	<p>Given that many Ukrainian refugees do not know how to find vacancies in Georgia, it would be beneficial if information provision sessions are provided by the State Employment Agency, international organizations and CSOs for those who are willing to start working in Georgia.</p>	<p>The Government of Georgia (State Employment Agency), CSOs and international organizations</p>
<p>Support the inclusion of Ukrainian refugees in state employment support programs</p>	<p>It is advised that the State Employment Agency translate worknet.gov.ge into Russian and Ukrainian and enable Ukrainian job seekers' access to the vacancies published there. Also, it will be beneficial for Ukrainians to be included in other employment schemes developed by the agency.</p>	<p>The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia and State Employment Agency)</p>

<sup>42</sup> <https://www.jobs.ge/en/ukraine/>.

## ANNEX 1: ADDITIONAL RECOMMENDATIONS DEVELOPED BASED ON THE RESULTS OF THE WORKING GROUP MEETINGS

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In the course of this study, on 3rd February and 21st February 2023, PMC Research Center (PMC RC) held two roundtable discussions on the Study of the Needs of Ukrainian Refugees in Georgia.

The first working group meeting was conducted with the representatives of government agencies, international organizations, CSOs, and other organizations involved in supporting Ukrainian refugees in Georgia. The aim of the meeting was to introduce the study's findings and conduct a discussion among stakeholders and produce recommendations for developing needs-based services for Ukrainian refugees.

Participants of the working group meeting included representatives of:

- Ministry of Internally Displaced Persons, Ecomigrants and Livelihood Agency;
- State Employment Support Agency;
- Ministry of Internal Affairs;
- State Commission on Migration Issues;
- United Nations High Commissioner for Refugees (UNHCR);
- International Organization for Migration (IOM);
- World Vision Georgia;
- United Nations Development Programme (UNDP);
- People in Need (PIN);
- Care Caucasus;
- Caritas Georgia;
- Georgia Red Cross Society;
- ASB Georgia;
- Dopomoga Ukraini;
- Fund "Sukhumi";
- Woman Association "Consent";
- Rights Georgia; and
- Political Movement "Droa".

The second working group meeting was conducted with the representatives of business associations and a government agency. The aim of the meeting was to introduce the study's findings regarding the education, skills, and labor market integration of Ukrainian refugees in Georgia and to conduct a discussion among stakeholders and produce recommendations for the better integration of Ukrainian refugees into the Georgian labor market.

Participants of the meeting included representatives of:

- State Employment Support Agency;
- Business Association of Georgia;
- Georgian Farmers' Association;

- Small and Medium Enterprise Development Agency (SMEDA);
- American Chamber of Commerce in Georgia;
- International Chamber of Commerce in Georgia;
- Georgian Ecotourism Association;
- Georgian Tourism Association;
- Georgian Federation of Professional Accountants and Auditors (GFPA); and
- Deutsche Wirtschaftsvereinigung.

The additional recommendations developed during the working group meetings are presented in the table below.

Recommendation	Description	Stakeholder for which the recommendation was developed
Create a comprehensive database to register and track Ukrainian refugees in Georgia	Currently, statistics about Ukrainian refugees are scattered between international organizations, CSOs, and government institutions, and it is possible that details of some refugees are not in any of the existing databases. That makes it hard to ensure the coordination of humanitarian aid, social services, and employment assistance to enhance their integration into Georgia. To address this issue, it is recommended to establish a comprehensive database through which the coordination and efficiency of the abovementioned services can be improved.	The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia; the Ministry of Education and Science of Georgia), international organizations, and CSOs.
Integration of all organizations working on Ukrainian refugees into the UNHCR's inter-agency coordination platform	While most of the organizations (which are supporting Ukrainian refugees in Georgia) are already involved in the UNHCR's inter-agency coordination platform, there can be some who are not involved. Therefore, it is recommended that all CSOs and other organizations working to support Ukrainian refugees join this platform and/or inform UNHCR about their interventions.	International organizations and CSOs.
Development of a host family scheme for Ukrainian refugees	A small hosting scheme should be implemented to match volunteer hosts and refugee guests, thereby supporting Ukrainian refugees to find suitable accommodation.	International organizations and CSOs.

<p>Develop statistics on Ukrainian schoolchildren broken down by age group and their specific needs</p>	<p>In Georgia, there are no official statistics on Ukrainian schoolchildren, and there is no record of how many of them are going without school education or what are their specific needs. Developing statistics on Ukrainian schoolchildren would enable the Georgian government and international organizations and CSOs to develop needs-based services for them.</p>	<p>The Government of Georgia (The Ministry of Education and Science of Georgia), international organizations, and CSOs</p>
<p>Strengthen the information campaigns about educational opportunities for Ukrainian refugees in Georgia</p>	<p>While there are educational opportunities for Ukrainian refugees in Georgia, many of the refugees are not informed about them. Therefore, there is a need to strengthen the information campaign in this regard.</p>	<p>The Government of Georgia (The Ministry of Education and Science of Georgia), international organizations, and CSOs.</p>
<p>Assist Ukrainian refugees with a background of entrepreneurship to start their own businesses and share their knowhow in Georgia</p>	<p>Some Ukrainian refugees are highly skilled, and some have entrepreneurial backgrounds. Therefore, their integration into Georgia's labor market should not solely focus on employment assistance programs, and should also include the provision of assistance to start their own businesses. On one hand, by starting their own businesses, Ukrainian refugees can become financially self-sufficient and reduce their reliance on external assistance. On the other hand, many Ukrainian refugees possess valuable skills, expertise, and knowledge, and by sharing this knowhow with local entrepreneurs and business owners, they can contribute to the transfer of technology, innovation, and best practices, fostering cross-cultural learning and exchange.</p>	<p>The Government of Georgia (The Ministry of Finance of Georgia; Ministry of Economy and Sustainable Development), international organizations, and CSOs.</p>
<p>Update worknet.gov.ge/jobs.ge or create a new platform where Ukrainian refugees can indicate their skills profile and upload their resumes for potential employers to access</p>	<p>Representatives of business associations stated in the meeting that their members are willing to employ Ukrainian refugees, but have been unable to connect with them. Thus, updating job search websites or creating new ones would assist Georgian businesses to find the Ukrainian refugees best fitted for vacancies.</p>	<p>The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia; The Employment Support Agency), international organizations, and CSOs.</p>

<p>Organize job fairs for Ukrainian refugees in Georgia to connect them with potential employers</p>	<p>To support the integration of Ukrainian refugees into the Georgian labor market, it would be beneficial to organize job fairs to connect Ukrainian refugees in Georgia with potential employers and facilitate their entry into the local job market.</p>	<p>The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia; The Employment Support Agency), international organizations, and CSOs.</p>
<p>Promote companies employing Ukrainian refugees</p>	<p>Promote companies that employ Ukrainian refugees to increase awareness of them and encourage other companies to support the integration of refugees into Georgia's labor market.</p>	<p>The Government of Georgia (the Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia; The Employment Support Agency), international organizations, and CSOs (including business associations).</p>



Research