

Meeting The Information Needs of Refugees from Ukraine In Light of The Results of The Pilot Study*

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Abstract

In conducting their research, the authors used quantitative and qualitative methods. They reached out to Ukrainian citizens, whom they invited to a survey prepared in Ukrainian. The aim of the survey was to determine how the respondents obtain the information they need to function in a country that is "foreign" to them, and how they evaluate it in the context of the new, difficult life situation in which they found themselves as a result of Russia's aggression against Ukraine. The article also analyzed the statutory obligations imposed on local government units that experienced an unprecedented influx of refugees on this scale, and which dealt with this phenomenon by starting with the organization of a system for informing newcomers about the forms of support possible for them. The authors of the article, assumed that an efficient and effective process of informing refugees arriving in Poland is one of the pillars of managing the migration process and ensuring an acceptable level of security for Ukrainian citizens, as well as Polish citizens. Analyzing the results of the survey, an attempt was made to illustrate the actions of public administration bodies in Poland in the face of the migration crisis and the possibilities of integrating newcomers into the host society. This issue is extremely important in the context of contemporary development challenges, including migration processes, identified in the country's strategic documents, which may turn into crises caused by such causes as war, famine, climate change, among others, and recur in the coming years.

Keywords: refugees, information, integration, work, education, Ukraine, Poland.