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# RAMP UP EAST

2012 Municipal Internal Capacity and External Satisfaction Surveys  
REPORT OF RESULTS: CITY OF BAZARAK

**JANUARY, 2013**

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## **DISCLAIMER**

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# ACRONYMS

ASGP	Afghanistan Subnational Governance Programme
CAD	Computer Aided Design
CDC	Community Development Council
COA	Ministry of Finance - Municipal Chart of Accounts
DAI	Development Alternatives, Inc.
GDMA	General Directorate for Municipal Affairs
GIS	Geographic Information System
GOA	Government of Afghanistan
ICMA	International City/County Management Association
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
OAA	Office of Administrative Affairs
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RIAP	<i>Revenue Improvement Action Plan</i>
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy
UNDP	United Nations Development Programme



# INTRODUCTION

## RAMP UP EAST

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Alternatives Inc. (DAI), the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) are working with 14 municipalities in Eastern Afghanistan to improve local governance by addressing infrastructure, service delivery, leadership and management capacity.

## EVALUATION EFFORTS

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S. and Afghan partners aimed to improve quality of life, the role of women in society and the capacity of the governance, especially related to Public Works, financial management and revenue enhancement. To assess the success of the programs in these municipalities, an annual survey of residents of RUE cities was conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff also completed an annual survey of municipal employees to assess the internal capacity of these local governments.

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2012 in Bazarak. The internal survey interviews with staff were conducted in September and October 2012 and the external survey interviews with residents were conducted in September 2012. A total of 140 residents were interviewed in Bazarak. For all cities but Parun (which was only included in resident survey in 2012, and never the internal capacity survey, due to security concerns), this was the third in a series of three planned soundings of resident opinion about the outcomes of the RUE work and the second full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2012 surveys were compared to the results from the 2010 and 2011 surveys.

## MEASURING CHANGE

It is clear from work in America that even the most exuberant interventions – extensive capital improvements, innovative program delivery, enhanced personnel training or additional staff – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that response times have shortened, that bridges have been repaired or that community leaders are operating in the interest of the public more often. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents gave particular ratings.

Changes observed across the 14 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

# OVERVIEW OF BAZARAK RESULTS

## **Bazarak had good staff levels.**

Bazarak was a smaller city with a higher staff per population ratio than most RUE cities. Of the 31 filled staff positions, 19 were contract staff. Bazarak had more staff than average in its Administration, Finance and Revenue Offices and fewer than average in Public Works.

## **Planning increased in some places, but there were many areas to improve.**

The master plan was improved in 2012 when Bazarak created a comprehensive development plan that included a strategic municipal plan. Bazarak had a municipal development plan and economic profile, but no longer had a local economic development plan. The City had written statements of vision, mission and goals but lacked written job descriptions for all municipal staff members. The Bazarak municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis; this was more frequent than in prior years.

Public Works planning was more ad hoc. Overall Bazarak had some written plans for some departments, but scheduling of operations and maintenance was done orally and project, road, park and latrine maintenance were not scheduled. However, in 2012, the Public Works Office did hire a trash collection crew, purchase equipment, schedule service and include trash collection as a line item in the budget.

## **The City provided avenues for citizen input.**

The City had an ad hoc forum for citizens' consultation and participation that met monthly to help the City prioritize municipal projects and services, deliver municipal services, plan and conduct public events and resolve conflicts. The City had not created a suggestion box where residents could anonymously file suggestions and complaints, but the mayor was available to talk with about issues. However, the City had not presented the budget in a municipal newsletter or Citizens' Forum.

## **Lack of resources may have diminished capacity to govern and serve.**

Bazarak had a functioning municipal council in 2010 and 2011, but it was disbanded in 2012. The Public Works Office had a limited number of vehicles to use in their work and their inventory list included fewer assets in 2012 than in 2011. The Public Works Office did not have a facility to house its operations and maintenance or access to computer aided design software. The Finance Office did not have access to accounting software and none of the Offices (Public Works, Public Finance or Revenue) had access to the internet. RUE provided the electricity for all the offices.

## **The Revenue and Finance Offices made some gains.**

The City had developed monthly department or staff level work plans for Public Finance and Revenue and had formed a budget committee. The Public Finance Office upgraded from using a manual correspondence Book and M20 sub-ledger to a computerized cash account and M20 sub-ledger for accounting. A revenue system was introduced in 2012 that recorded in both a cash ledger and revenue sub-ledger in Microsoft Excel. The City was audited by IDLG in 2012. In 2012, the Revenue Enhancement Office graduated from having shared office space and furnishings to having sufficient space of their own.

## **The City was involved in the provision of fewer services.**

The Bazarak municipality was involved in providing waste water and sanitation systems, but not water or power. The City had been involved in water and power service provision in 2011. The Public Works Office conducted occasional road, parks and latrine maintenance, but services were unscheduled and were not supported by a dedicated crew or budget item. However, trash was scheduled with a specific crew and budget.

## **Quality of life in Bazarak was good; job opportunities were fair.**

More than half of residents rated the overall quality of life, quality of schools and healthcare facilities and the health of people in the city as good or better, with very few

saying these were poor. These ratings were stable over the survey years. Ratings for the number of job opportunities in the City were closer to fair, but had improved slightly from 2010, and fewer residents in 2012 thought the number of job opportunities was decreasing than had in 2010. More heads of households were working in 2012 than in 2010 and more of those working were working part time rather than full time.

### **Bazarak was doing a somewhat good job of providing services.**

Most residents thought the City was doing a somewhat (63%) or very (20%) good job in providing services.

### **Streets were clean and trash services were fair.**

When asked to rate the cleanliness of their streets most residents said they were good (57%) or fair (30%); few said excellent or poor. Very few residents were disposing of trash in the streets, although many were using improvised dumpsites. Only about one in five were using public containers. Residents saw more frequent removal of trash from streets in 2012 than in prior years; in 2012 more than half (57%) said trash was removed more than once a week and one-quarter said it was removed once a week. Cleaning garbage from City streets was a service that received good resident ratings, but other trash services were rated as fair, on average. Removal of improvised dumpsites (residents' most common disposal method) was rated as poor by 43% of residents, and provision of garbage bins was thought to be

poor by about one-quarter of residents.

### **Fewer residents used rivers or open sources for drinking water.**

In 2010, most Bazarak residents (66%) used a river, canal or other open source for their drinking water, but by 2012 only 26% used an open source. In 2012, most were getting drinking water from a public standpipe. Overall, the incidence of waterborne illness in the population decreased slightly.

### **Micro Hydro Power was the main source for electricity.**

Micro Hydro Power (MHP) was the most common source of electricity in all three survey years, but in 2012 the use of personal generators dropped off almost completely and almost every household had MHP. This power was supplied for a fee through a private firm.

### **Drainage systems had room for improvement.**

All residents used open ditches or canals to drain gray water from their homes. Two in five residents rated the condition of drainage ditches near their home as poor, one in five said it was fair and two in five said the condition was good. Most also rated ditch cleaning, repair and construction services as fair or poor.

### **Roads were good, but there were more problems closer to home.**

More than half of residents rated the condition of highways and the quality of street repair services in Bazarak as good, while about half said main city roads were in good condition and about half said street construction services were

good. However, when asked about the condition of neighborhood streets about two in five residents said the condition of roads near their home was poor, one in five said fair and two in five said good.

### **Parks were rare and visited by few.**

Less than 5% of respondents had a park near their home and only about 12% thought there was a park in the City, but far from their home. Only 4% of respondents said someone in their family had visited a park.

### **Electricity provision was the highest priority for residents.**

Most residents purchased power from a private MHP firm and most would like to see the City provide electricity service; 45% said this was the most important service the City could provide and 42% said it was second or third in importance. Having the City supply clean drinking water was a top three priority for about half of residents.

### **Few had connections to the municipal government.**

Only about one-quarter of residents knew who the mayor of Bazarak was and when asked who they would contact if they had a problem with the City, most said they would contact their Shuras, CDC's or Jirgas (75%), although some (18%) would contact the mayor. About one in five residents had ever contacted the City for assistance, 13% had contact in the past year and about one in four had seen the City newsletter. No one in Bazarak paid Safayi fees.

**Trust in municipal government was growing.**

In 2012, two of three residents said they thought they could have at least a little influence over government decisions (compared to half in 2010) and 9 in 10 thought that government officials were always or sometimes working to serve residents (compared to 6 in 10 in 2010). While about one quarter of Bazarak residents thought a request to fix their street would end up on a long waitlist, most

thought it would be fixed within a year. Almost no one had who had been in contact with the municipal government (or other government agencies) had been asked to give gifts, cash or a favor.

**Women had support for playing a role in their community.**

There were no women on staff in Bazarak but there had been one woman on the City council in 2011. The council was closed in 2012. There were three female representatives on the forum for

citizens' consultation and participation. In the resident survey effort, half of the residents interviewed were women. In 2012, almost all women and most men in the City strongly agreed that women should have equal opportunities in education. Most women also strongly agreed that women should have equal opportunities to participate in government, while 32% of men strongly agreed and 38% somewhat agreed with this.

# CITY DEMOGRAPHICS

Bazarak was a small sized city compared to others in the RUE program and had a moderate population density.

**FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES**

	Population	Land size (KM <sup>2</sup> )	Total education institutions	Total health centers
Maidan Shar	5,804	345	27	61
Bazarak	15,593	191	11	5
Mehterlam	39,254	NA	63	64
Charikar	50,140	273	56	16
Sharana	54,416	20	15	4
Mahmood Raqi	60,400	120	45	37
Gardez	76,858	750	67	38
Bamyan	78,000	14,175	48	14
Asadabad	90,000	899	29	4
Puli Alam	100,000	30	74	29
Ghazni	154,618	3,698	98	70
Khost	158,546	4,152	50	57
Jalalabad	456,500	7,616	51	22

**FIGURE 2: PER CAPITA DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES**

	Per capita land size (people per KM <sup>2</sup> )	Education institutions (people per institution)	Health centers (people per center)
Maidan Shar	17	215	95
Bazarak	82	1,418	3,119
Mehterlam	NA	623	613
Charikar	184	895	3,134
Sharana	2,721	3,628	13,604
Mahmood Raqi	503	1,342	1,632
Gardez	102	1,147	2,023
Bamyan	6	1,625	5,571
Asadabad	100	3,103	22,500
Puli Alam	3,333	1,351	3,448
Ghazni	42	1,578	2,209
Khost	38	3,171	2,782
Jalalabad	60	8,951	20,750

# INTERNAL CAPACITY

## GENERAL MUNICIPAL CAPACITY

Bazarak had 31 total staff members in 2012; this was down from 2010. Bazarak had approximately two staff members per 1,000 residents, which was high relative to the average of 1.2 employees per 1,000 residents in RUE cities.

**FIGURE 3: TOTAL STAFF (PERMANENT AND CONTRACT) IN RAMP UP EAST CITIES COMPARED BY YEAR**

	Total staff			Percent women		
	2010	2011	2012	2010	2011	2012
Asadabad	70	55	54	0%	0%	0%
Bamyan	22	38	26	0%	0%	3.8%
Charikar	68	84	109	0%	0%	8%
Gardez	53	64	57	0%	0%	0%
Ghazni	54	171	160	0%	0%	0%
Jalalabad	NA	480	638	NA	0.4%	0%
Khost	91	165	190	0%	0%	0.0%
Mahmood Raqi	46	32	44	0%	3.1%	4.5%
Maidan Shar	NA	60	77	NA	6.7%	0%
Mehterlam	25	159	85	0%	0%	1.2%
Bazarak	42	30	31	0%	0%	0%
Puli Alam	63	67	78	0%	0%	0%
Sharana	NA	34	52	NA	0%	0%
<b>All cities</b>	<b>NA</b>	<b>1,439</b> <b>(average=111)</b>	<b>1,601</b> <b>(average=123)</b>	<b>NA</b>	<b>0.0%</b>	<b>0.9%</b>

**FIGURE 4: STAFF PER CAPITA (STAFF MEMBERS PER 1,000 PEOPLE) IN RAMP UP EAST CITIES COMPARED BY YEAR**

	2010	2011	2012
Asadabad	0.8	0.6	0.6
Bamyan	0.3	0.5	0.3
Bazarak	2.7	1.9	2
Charikar	1.4	1.7	2.2
Gardez	0.7	0.8	0.7
Ghazni	0.3	1.1	1
Jalalabad	NA	1.1	1.4
Khost	0.6	1	1.2
Mahmood Raqi	0.8	0.5	0.7
Maidan Shar	NA	10.3	13.3
Mehterlam	0.6	4.1	2.2
Puli Alam	0.6	0.7	0.8
Sharana	NA	0.6	1
<b>All cities average</b>	<b>NA</b>	<b>1.1</b>	<b>1.2</b>

Most of the City staff in Bazarak were contract staff; 12 of 31 filled positions were permanent staff and 19 were contract staff. There were three unfilled permanent positions in the City. There were three more permanent positions available in 2012 than in 2011, but fewer than in 2010. During this time, the number of contract positions grew by one.

**FIGURE 5: PERMANENT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR**

	2010			2011			2012		
	Positions	Filled	Unfilled	Positions	Filled	Unfilled	Positions	Filled	Unfilled
Asadabad	45	45	0	21	21	0	22	21	1
Bamyan	14	9	5	32	23	9	23	13	10
Charikar	22	22	0	26	26	0	35	35	0
Gardez	30	13	17	30	14	16	32	16	16
Ghazni	40	40	0	50	50	0	48	38	10
Jalalabad	135	135	0	139	139	0	172	172	0
Khost	52	35	17	61	61	0	73	53	20
Mahmood Raqi	31	29	2	13	13	0	13	13	0
Maidan Shar	60	60	0	23	22	1	27	27	0
Mehterlam	24	24	0	86	79	7	32	22	10
<b>Bazarak</b>	<b>30</b>	<b>25</b>	<b>5</b>	<b>12</b>	<b>12</b>	<b>0</b>	<b>15</b>	<b>12</b>	<b>3</b>
Puli Alam	25	25	0	26	23	3	26	25	1
Sharana	23	23	0	17	17	0	18	13	5
<b>All cities average</b>	<b>41</b>	<b>37</b>	<b>4</b>	<b>41</b>	<b>38</b>	<b>3</b>	<b>41</b>	<b>35</b>	<b>6</b>
<b>All cities total</b>	<b>531</b>	<b>485</b>	<b>46</b>	<b>536</b>	<b>500</b>	<b>36</b>	<b>536</b>	<b>460</b>	<b>76</b>

**FIGURE 6: CONTRACT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR**

	2010			2011			2012		
	Positions	Filled	Unfilled	Positions	Filled	Unfilled	Positions	Filled	Unfilled
Asadabad	25	25	0	34	34	0	34	33	1
Bamyan	13	13	0	15	15	0	15	13	2
Charikar	46	46	0	58	58	0	74	74	0
Gardez	56	40	16	56	50	6	59	41	18
Ghazni	14	14	0	121	121	0	137	122	15
Jalalabad	NA	NA	NA	341	341	0	466	466	0
Khost	85	56	29	104	104	0	140	137	3
Mahmood Raqi	19	17	2	21	19	2	33	31	2
Maidan Shar	NA	NA	NA	38	38	0	50	50	0
Mehterlam	1	1	0	80	80	0	66	63	3
<b>Bazarak</b>	<b>18</b>	<b>17</b>	<b>1</b>	<b>18</b>	<b>18</b>	<b>0</b>	<b>19</b>	<b>19</b>	<b>0</b>
Puli Alam	38	38	0	49	44	5	54	53	1
Sharana	NA	NA	NA	17	17	0	39	39	0
<b>All cities average</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>73</b>	<b>72</b>	<b>1</b>	<b>91</b>	<b>88</b>	<b>3</b>
<b>All cities total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>952</b>	<b>939</b>	<b>13</b>	<b>1,112</b>	<b>1,067</b>	<b>45</b>

The largest department in the City was Bazarak's Public Works Department. However, a smaller proportion of City staff was in this department than was the norm among RUE cities.

**FIGURE 7: PERCENT OF TOTAL POSITIONS IN EACH DEPARTMENT IN RAMP UP EAST CITIES, 2012**

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	56	25%	11%	11%	54%
Bamyan	38	24%	11%	34%	32%
Charikar	109	23%	6%	16%	56%
Gardez	91	21%	7%	9%	64%
Ghazni	185	5%	4%	15%	76%
Jalalabad	638	8%	2%	19%	71%
Khost	213	23%	2%	7%	69%
Mahmood Raqi	46	24%	4%	20%	52%
Maidan Shar	77	19%	5%	6%	69%
Mehterlam	98	57%	5%	4%	34%
Bazarak	34	24%	12%	26%	38%
Puli Alam	80	18%	5%	6%	71%
Sharana	57	12%	9%	21%	58%
<b>All cities</b>	<b>1,722</b>	<b>17%</b>	<b>4%</b>	<b>14%</b>	<b>65%</b>

When asked to name the law that governs municipalities, all of the municipalities were aware that it was the Taliban Municipal Law; they referred to it as the Taliban Law, the Municipal Law or Jareeda No. 794 Islamic Emirate of Afghanistan. All the cities had a copy of this law.

**FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES, 2012**

	Jareeda No 794 Islamic Emirate of Afghanistan	Municipal Law	Taliban Law
Bazarak 2012			✓
All cities 2012	31%	23%	46%

The Bazarak master plan was prepared in 2008. The master plan was improved in 2012 to a comprehensive development plan that included strategic municipal plan. The municipality prepared an organization chart in 2005. All of the RUE cities had municipal organization charts.

**FIGURE 9: CITY MASTER PLAN COMPARED BY YEAR**

	None	Physical Plan - map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included strategic municipal plan
Bazarak 2010	✓			
Bazarak 2011	✓			
Bazarak 2012		✓	✓	✓
All cities 2012	8%	92%	62%	23%

**FIGURE 10: YEAR CITY MASTER PLAN WRITTEN**

	<b>Bazarak</b>	<b>All cities</b>
1965		8%
1970		8%
1973		15%
1976		15%
1986		8%
2006		8%
2007		8%
2008	✓	8%
2009		8%
2011		8%
2012		8%

**FIGURE 11: NUMBER OF NAIYAS COVERED BY CITY MASTER PLAN**

	<b>Bazarak</b>	<b>All cities</b>
0	✓	15%
1		23%
2		15%
4		8%
5		15%
6		15%
8		8%

**FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED**

	<b>Bazarak</b>	<b>All cities</b>
2002		8%
2005	✓	8%
2008		8%
2010		15%
2011		31%
2012		31%

**FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART**

	<b>Bazarak</b>	<b>All cities</b>
Ministry of Interior/IDLG		8%
Municipality	✓	15%
RUE		54%
RUE/ASGP		8%
RUE/Office of Governor		8%
RUE/UNDP		8%

The City of Bazarak had a Municipal Development Plan. The time horizon for the plan was three years, and 25% of the plan had already been implemented. The Municipal Development Plan was updated annually.

**FIGURE 14: MUNICIPAL DEVELOPMENT PLAN, 2012**

		Bazarak	All cities
Do you have a Municipal Development Plan?	Yes	✓	100%
What is the time horizon of the Municipal Development Plan?	1		8%
	3	✓	23%
	5		54%
	15		8%
	20		8%
What percentage of the Municipal Development Plan has already been implemented?	25%	✓	77%
	50%		15%
	75%		8%
Is the plan updated annually?	No		31%
	Yes	✓	69%

There were 29 completed Provincial Development Plan (PDP) projects and ten ongoing PDP projects within the City boundaries.

**FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN CITY BOUNDARIES, 2012**

		Bazarak	All cities
Number of projects within the city boundaries of PDP that are completed	0		15%
	2		8%
	3		8%
	5		8%
	7		8%
	10		8%
	12		8%
	15		8%
	16		8%
	21		8%
	29	✓	8%
	35		8%
	Number of projects within the city boundaries of PDP that are ongoing	0	
3			8%
4			15%
5			15%
7			23%
10		✓	8%
11			8%
22			8%

In 2012, Bazarak did not have an economic development plan, a municipal procedures manual or written objectives, responsibilities and timelines for achieving municipal goals. The City did have written statements of vision, mission and goals and written job descriptions for all municipal staff members. The City did not keep a list of donors as there were less than five in total.

**FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR**

	None	Have an economic profile	Economic profile has been analyzed with stakeholders	Economic development committee was created	Economic development plan with intervention strategies and potential projects
Bazarak 2011		✓			
Bazarak 2012		✓			
All cities 2012	8%	92%	54%	31%	0%

**FIGURE 17: MUNICIPAL PROCEDURES MANUAL, 2012**

	None	Step by step procedures are documented manually on paper	Automated step by step procedures in MS Word document	Procedures include flow charts for each type of process or document
Bazarak 2012	✓			
All cities	31%	69%	46%	8%

**FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR**

	Bazarak 2010	Bazarak 2011	Bazarak 2012	Percent of all cities in 2012
A copy of the law that governs municipalities	NA	NA	✓	100%
A copy of Sub-National Governance Policy Document	NA	NA		23%
A municipal organizational chart	✓	✓	✓	100%
A description of the responsibilities, for each of your municipal departments	NA		✓	92%
Written job description for all municipal staff members	✓	✓		85%
A copy of the Provincial Development Plan (PDP)	✓	✓	✓	85%
An economic profile	NA	✓	✓	100%
Written statements of vision, mission, and goals	NA	✓	✓	77%
Established written objectives, responsibilities and timelines for achieving municipal goals	NA	NA		31%

**FIGURE 19: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY COMPARED BY YEAR**

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Bazarak 2011	✓		
Bazarak 2012		✓	
All cities 2012	8%	92%	38%

In 2012, Bazarak did not have a functioning municipal council, although it did have one in 2010 and 2011. Of the 13 RUE cities, ten had functioning councils; of these, four met weekly, six met monthly and nine kept minutes at their meetings.

**FIGURE 20: MUNICIPAL COUNCIL, 2012**

		<b>Bazarak</b>	<b>All cities</b>
Functioning municipal council	No	✓	23%
	Yes		77%
Frequency of municipal council meetings (percent of cities that have a municipal council)	Weekly	NA	40%
	Monthly	NA	60%
Meeting minutes are kept (percent of cities that have a municipal council)	No	NA	10%
	Yes	NA	90%

**FIGURE 21: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR**

	<b>Total council members</b>	<b>Male council members</b>	<b>Female council members</b>
Bazarak 2010	9	9	0
Bazarak 2011	20	19	1
Bazarak 2012	0	0	0
2012 All cities average	20.6	18.8	1.8

In 2012, it became possible for citizens to meet directly with the Mayor about their concerns, but the City did not make a suggestion box available. Bazarak did have a forum for citizens' consultation and participation. The forum was ad hoc rather than formal hoc and had 25 members. The forum met on a monthly basis and included local business, religious, youth and cultural representatives, as well as women. The forum was used to help the City prioritize municipal projects and services, deliver municipal services, plan and conduct public events and resolve conflicts.

**FIGURE 22: MECHANISM TO DEAL WITH CITIZEN COMPLAINTS COMPARED BY YEAR**

	<b>None</b>	<b>Citizens can call in to the office or media areas</b>	<b>Mayor talks with people directly in his office</b>	<b>Complaint box or suggestion box available in the municipality</b>
Bazarak 2011	✓			
Bazarak 2012		✓	✓	
All cities 2012	8%	92%	77%	46%

**FIGURE 23: CITIZEN FORUM, 2012**

		<b>Bazarak</b>	<b>All cities</b>
Have a forum for citizens' consultation and participation	Yes	✓	100%
Forum is formal or ad hoc	None		8%
	Ad hoc	✓	62%
	Formal		31%
Number of forum members	8		8%
	15		15%
	18		8%
	24		8%
	25	✓	8%
	27		8%
	30		15%
	34		8%
	35		8%
	45		8%
	72		8%
Frequency forum meets	Monthly	✓	100%

**FIGURE 24: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012**

	<b>Bazarak</b>	<b>Average for all cities</b>
Women	3	3.9
Local business	12	8.2
Religious	2	2.5
Youth	3	5.1
Culture	2	2.6
Other	3	6.7
Total	25	29.1

**FIGURE 25: TYPES OF ACTIVITIES THE FORUM PERFORMS, 2012**

	<b>Bazarak</b>	<b>All cities</b>
Prioritization of municipal projects	✓	77%
Prioritization of municipal services	✓	100%
Delivery of municipal services	✓	92%
Monitoring and evaluation of municipal projects		85%
Monitoring and evaluation of municipal services		69%
Annual budget preparation		54%
Monitoring and evaluations of budget execution		38%
Tariff setting for municipal taxes, charges, and fees		46%
Conflict resolution	✓	100%
Planning and conduct of public events	✓	69%
Others	✓	31%

The Bazarak municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis; this was more frequent than in prior years. They communicated via in-person contacts along with documents, reports and official letters. Bazarak communicated with about half of the Provincial Line Ministry Directorates.

**FIGURE 26: FREQUENCY OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR**

	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annually</b>
Bazarak 2010				✓
Bazarak 2011			✓	
Bazarak 2012	✓			
All cities 2012	77%	23%	0%	0%

**FIGURE 27: MODE OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR**

	<b>Bazarak 2011</b>	<b>Bazarak 2012</b>	<b>Percent of all cities 2012</b>
Telephone	✓		54%
Email			46%
Reports/legal documents and official letters	✓	✓	85%
In-person, meetings or conferences		✓	46%

**FIGURE 28: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2012**

<b>Provincial Line Ministry Directorate</b>	<b>Bazarak</b>	<b>Percent of all cities</b>
Agriculture Directorate	✓	92%
Border and Tribal Affairs Directorate		38%
Communication Directorate	✓	77%
Commerce Directorate	✓	62%
Counter Narcotics Directorate	✓	46%
Central Statistics Directorate	✓	92%
Education Directorate	✓	77%
Economy Directorate	✓	100%
Finance Directorate	✓	92%
Foreign Affairs Directorate		23%
Hajj and Pilgrimage Directorate		85%
Information and Culture Directorate	✓	92%
Department of Youth	✓	77%
Law and Justice Department		77%
Directorate of Mines and Industries	✓	54%
Public Health Directorate	✓	100%
Public Work Directorate	✓	92%
Rural Rehabilitation & Development Directorate	✓	69%
Refugees and Repatriation Directorate		85%
Social Affairs Directorate		77%
Transportation Directorate		77%
Urban Development Directorate	✓	92%
Women's Affairs Directorate	✓	92%
Department of Petroleum		23%
Local University		38%
Environmental Protection Directorate	✓	92%
Canal Directorate		38%
Electricity Directorate		77%
Lamentation Directorate		8%
Custom Directorate		23%
Security	✓	38%
National Police	✓	92%
Border Army		8%
National Intelligence Directorate	✓	77%
Judiciary		23%
Appellate Court		85%
Urban Primary Court		69%
General Military Attorney		23%
Attorney General		46%
Red Crescent	✓	69%
Da Afghanistan Bank		85%



# PUBLIC WORKS CAPACITY

The Bazarak municipality was involved in providing waste water and sanitation systems, but not water or power. The City had been involved in water and power service provision in 2011.

**FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR**

Type of Service	Bazarak 2010	Bazarak 2011	Bazarak 2012	Percent of all cities in 2012
Water	NA	✓		46%
Power	✓	✓		23%
Waste water system		✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	92%

All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service. In Bazarak, at least some Public Works planning used written plans made on a weekly basis. Operations and maintenance scheduling continued to be coordinated largely without written schedules. Improvements were made to service delivery inspections in 2012, so that at least one area maintained them in a written format.

**FIGURE 30: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR**

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least one department or service area	Written plans were weekly/monthly for all departments
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	
All cities 2012	0%	100%	92%	46%

**FIGURE 31: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT COMPARED BY YEAR**

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least one department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Bazarak 2011		✓			
Bazarak 2012		✓			
All cities 2012	8%	92%	61%	31%	8%

**FIGURE 32: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR**

	None	Service inspections were done orally with mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Bazarak 2011		✓		
Bazarak 2012		✓	✓	
All cities 2012	0%	100%	85%	31%

The mayor, municipality, or Public Works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past.

**FIGURE 33: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS**

	Bazarak 2012	All cities 2012
Mayor, municipality, or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past	✓	100%

In Bazarak project maintenance was included in the initial project scoping, but was not given a budget line item or dedicated crew members and equipment. The Public Works Office conducted occasional road, parks and latrine maintenance, but services were unscheduled and were not supported by a dedicated crew or budget item.

**FIGURE 34: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR**

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Bazarak 2011		✓		
Bazarak 2012		✓		
All cities 2012	0%	100%	69%	38%

**FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Bazarak 2011		✓		
Bazarak 2012		✓		
All cities 2012	15%	85%	38%	23%

**FIGURE 36: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Bazarak 2011		✓	✓	
Bazarak 2012		✓		
All cities 2012	8%	92%	62%	23%

**FIGURE 37: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Bazarak 2011		✓	✓	
Bazarak 2012		✓		
All cities 2012	0%	100%	62%	31%

Like most cities, Bazarak had a designated landfill (12 of 13 RUE cities had landfills). The City also had one designated dumpsite and two informal dumpsites. Approximately 120 cubic meters of solid waste were generated and 100 cubic meters were collected each month. This collection was accomplished with two trucks and eight laborers. The City had a trash collection plan that included a budget, scheduled service and crew and equipment.

The City of Bazarak had a limited number of vehicles to use in their work. The inventory list included fewer assets in 2012 than in 2011, but these were generally thought to be in good or excellent condition.

**FIGURE 38: WASTE MANAGEMENT**

	<b>Bazarak 2012</b>
Had a designated landfill site	✓
Formal dumpsites	1
Informal dumpsites	2
Cubic meters of solid waste produced/generated each month	120
Cubic meters of solid waste collected each month	100
Trucks involved in municipal trash collection	2
Laborers are involved in municipal trash collection	8

**FIGURE 39: TRASH COLLECTION PLAN COMPARED BY YEAR**

	<b>None</b>	<b>Completed analysis for number of bins, crew size, equipment and fuel</b>	<b>Hired crew, purchased equipment and scheduled service</b>	<b>Hired crew, purchased equipment, schedule service and had a line item in the budget</b>
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	✓
All cities 2012	0%	100%	100%	69%

**FIGURE 40: PHYSICAL ASSETS, 2012**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Coach/van	2	Waste management	Yes	Excellent	Yes
Motorcycle/bike	1	Staff transport	Yes	Good	Yes
Pick axe	4	Watering	Yes	Good	Yes
Water tanker	1	Watering	Yes	Good	Yes

**FIGURE 41: PHYSICAL ASSETS, 2011**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Jeep/truck/pickup	1	Staff transport	Yes	Good	No
Car/Corolla/Saracha taxi	2	Staff transport	Yes	Excellent	Yes
Generator	2	Office	Yes	Good	Yes
Large truck/trash truck	2	Construction	Yes	Excellent	Yes
Septic	2	Rental income	Yes	Excellent	Yes
Motor cycle/bike	3	Staff transport	Yes	Excellent	Yes
Water tanker	3	Watering	Yes	Excellent	Yes
Pick axe	20	Construction	Yes	Good	Yes

**FIGURE 42: PHYSICAL ASSETS, 2010**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Dump truck	2	Waste management	Yes	Excellent	Yes
Water tankers	3	Park maintenance	Yes	Good	Yes
Pick axe	10	NA	NA	NA	NA

The City continued to repair vehicles on an as needed, rather than a scheduled basis in 2012. They did not have work space for these repairs. Neither the community nor the private sector was involved with the delivery of Public Works services.

**FIGURE 43: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT COMPARED BY YEAR**

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/weekly basis and also included in budget
Bazarak 2011		✓		
Bazarak 2012		✓		
All cities 2012	8%	92%	38%	23%

**FIGURE 44: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR**

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Bazarak 2011	✓		
Bazarak 2012	✓		
All cities 2012	15%	54%	31%

**FIGURE 45: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES, 2012**

	Bazarak		All cities	
	Community	Private Sector	Community	Private Sector
Any Public Works services			54%	54%
House-to-house collection of solid waste			23%	0%
Transport of solid waste to the dumpsite/landfill			23%	0%
Operation and maintenance of dumpsite/landfill			8%	0%
Collection of solid waste management fee			8%	8%
Materials recovery			15%	0%
Composting			23%	0%
Selling of compost			15%	0%
Operation and maintenance of public latrines			8%	31%
Collection of public latrine user fees			8%	31%
Operation and maintenance of public parks			8%	31%
Collection of public parks entrance fees			8%	15%
House-to-house collection and disposal of raw sewage			23%	0%

In 2011, the Bazarak Public Works Office acquired shared office space and furnishings. In 2012, Public Works documents were organized, filed and stored for easy retrieval, where they had been kept without organization before. The office had one computer that was used by one employee. Microsoft Office software was available, but the office lacked access to the internet. RUE provided power for the office.

**FIGURE 46: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR**

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Bazarak 2011		✓		
Bazarak 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

**FIGURE 47: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010	✓			31%	38%	31%
	2011		✓		8%	77%	15%
	2012		✓		0%	62%	38%
Furnishings (desk/chairs)	2010	✓			15%	69%	15%
	2011		✓		8%	69%	23%
	2012		✓		0%	46%	54%
Furnishings (cabinets)	2012		✓		0%	62%	38%

**FIGURE 48: PUBLIC WORKS COMPUTERS AVAILABLE, 2012**

	Bazarak	All cities average
Number of computers	1	3.8
Number of people who share these computers	1	4.8
Number of computers with internet provided by RUE	0	0.3
Number of computers with internet provided by municipality	0	0.5
Number of computers with internet provided by another donor	0	0.1

**FIGURE 49: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE, 2012**

	Bazarak	All cities
Microsoft Office	✓	85%
GIS software		0%
CAD software		77%

**FIGURE 50: PUBLIC WORKS ELECTRICITY PROVISION, 2012**

	Bazarak	All cities
Electricity provided by RUE	✓	85%
Electricity provided by the municipality		62%

# PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current year. For the 1391 (2012) budget year, it took Bazarak 45 days from submitting the budget to receiving final approval. The budget was created by filling out computerized forms. Twelve of the 13 RUE cities used Microsoft Excel to create their budget and it took an average of 54 days for final approval.

The City had developed monthly department or staff level work plans and had formed a budget committee. It had not presented the budget in a municipal newsletter or Citizens' Forum. The Bazarak Finance Office had an organized filing system. Bazarak used a cash account and M20 to keep its accounts in 2012, while in 2011 it had used a manual correspondence book instead of a cash account.

**FIGURE 51: BUDGET AND PLANNING ACTIVITIES, 2012**

	Bazarak	Percent of all cities
Had an approved budget for the current year	✓	100%
Budget created using Microsoft Excel	✓	92%
Average number of days to receive final budget approval	45 days	54 days
Municipality presented the 1391 (2012) budget in the Citizens' Forum		62%
Municipality published the 1391 (2012) budget in the municipal newsletter		15%
Municipality formed a budget committee for the 1391 (2012) budget preparation	✓	100%
Municipality developed department level or staff level work plans	✓	54%

**FIGURE 52: FREQUENCY OF UPDATE OF WORK PLANS, 2012**

	No plans	Weekly	Monthly	Quarterly	Annually
Bazarak 2012			✓		
All cities 2012	46%	0%	23%	8%	23%

**FIGURE 53: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR**

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Bazarak 2011		✓		
Bazarak 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

**FIGURE 54: USE OF GENERAL LEDGER COMPARED BY YEAR**

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Bazarak 2011		✓			
Bazarak 2012		✓	✓	✓	
All cities 2012	0%	100%	100%	85%	8%

*A note about accounting in Afghan municipalities: the goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal finance departments begin with a formal letter to the mayor, which goes to the governor for approval, signature and an "official stamp". These letters are recorded in the Correspondence Books.*

All of the RUE cities had Cash Disbursement (Expense) systems with manual and computerized components and all cities used GDMA- Municipal COA for expenditures. Bazarak had one governmental audit conducted in 1390 (2011). Bazarak was audited by the IDLG over a 60 day period. Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in the previous fiscal year.

**FIGURE 55: PROCUREMENT SYSTEM TYPE, 2012**

	<b>Manual</b>	<b>Computerized</b>
Bazarak	✓	✓
All cities	100%	46%

**FIGURE 56: FINANCIAL AUDITS, 2012**

	<b>Bazarak</b>		<b>All cities</b>			
	<b>Audited by</b>	<b>Number of days</b>	<b>Number of cities</b>	<b>Average days</b>	<b>Minimum days</b>	<b>Maximum days</b>
First Audit						
Control and Audit Office			3	31	6	76
IDLG	✓	60	6	32	10	60
OAA			3	32	6	45
Second Audit						
OAA			4	30	5	90

As in past years, the Public Finance Office continued to share office space and furnishings. The office had one computer that was used by one employee. Microsoft Office software was available, but accounting software and internet access was not available. RUE provided power for the office.

**FIGURE 57: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011		✓		0%	77%	23%
	2012		✓		0%	54%	46%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012		✓		0%	38%	62%
Furnishings (cabinets)	2012		✓		0%	38%	62%

**FIGURE 58: PUBLIC FINANCE COMPUTERS AVAILABLE, 2012**

	Bazarak	All cities average
Number of computers	1	1.5
Number of people who share these computers	1	1.8
Number of computers with internet provided by RUE	0	0.2
Number of computers with internet provided by municipality	0	0.0
Number of computers with internet provided by another donor	0	0.0

**FIGURE 59: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE, 2012**

	Bazarak	All cities
Microsoft Office	✓	92%
Accounting software		0%

**FIGURE 60: PUBLIC FINANCE ELECTRICITY PROVISION, 2012**

	Bazarak	All cities
Electricity provided by RUE	✓	77%
Electricity provided by the municipality		69%

# REVENUE ENHANCEMENT CAPACITY

The Revenue Office in Bazarak had a list of City owned properties and their values and used the General Directorate for Municipal Affairs (GDMA) Municipal Chart of Accounts (COA) for revenue accounting. They had a listing of revenue sources and had created revenue forecasts and work plans. The department or staff level work plans were updated monthly.

**FIGURE 61: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS AND PROCEDURES COMPARED BY YEAR**

	Bazarak 2011	Bazarak 2012	All cities 2012
List of Municipal owned property and their values		✓	92%
Listing of revenue sources and actual collections	✓	✓	100%
Revenue forecast from the RIAP including frequency of collection for each source.	✓	✓	100%
Department level or staff level work plans	NA	✓	62%
Standard written procedures for collecting business license fees	NA	✓	100%
Standard written procedures for collecting property Safayi fees	NA		69%
Standard written procedures for collecting other sources of revenue	NA		54%
Municipality use the GDMA Municipal COA for revenue	NA	✓	100%

The business registration and licensing system in Bazarak was computerized. Bazarak did not have a system for collecting and recording Safayi fees. The revenue system was introduced in 2012; it had a mix of manual and computerized components. In 2012, Bazarak developed a revenue system that recorded in both a cash ledger and revenue sub-ledger in Microsoft Excel. The Revenue Department's filing system also improved; until 2012 documents were filed and organized but not stored.

**FIGURE 62: REVENUE SYSTEM TYPES, 2012**

	Bazarak			Percent of all cities		
	Manual	Computerized	Both	Manual	Computerized	Both
Business registration and licensing system		✓		38%	100%	38%
Property Safayi fee system				92%	15%	15%
Revenue system	✓	✓	✓	85%	92%	77%

**FIGURE 63: REVENUE SYSTEM TYPES COMPARED BY YEAR**

	None	All revenue receipts are recorded in a manual revenue journal.	All revenue receipts are recorded in excel based revenue sub-ledger.	All revenue is recorded in both cash ledger and revenue sub-ledger in Excel.	All transactions are recorded in an electronic General Journal and posted to sub ledger.
Bazarak 2011	✓				
Bazarak 2012		✓	✓	✓	
All cities	0%	100%	92%	54%	8%

**FIGURE 64: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR**

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	✓
All cities 2012	0%	100%	100%	46%

There were no business guilds or Chamber of Commerce and Industry representatives in the municipality. Few RUE cities had Chamber of Commerce and Industry representatives. The department could not provide a list of contracts between the municipality and the private sector. It had 498 businesses registered in its system and no properties in the property Safayi system.

**FIGURE 65: BUSINESS REPRESENTATIVES IN CITY, 2012**

	Bazarak	Percent of all cities
Provided a list of business guilds and the name of the representative of each guild.		69%
Had a representative of Chamber of Commerce and Industry in the municipality		31%
Provided a list of contracts between the municipality and the private sector. Such as shop rental, parking lot rental, slaughter house rental, leased properties etc.		92%

**FIGURE 66: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012**

	Bazarak	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	498	2,418	308	6,803
Properties registered in the property Safayi fee system	0	1,500	0	5,793
Business guilds in the municipality	0	32	0	171

In 1390 (2011), 12 of the 13 RUE Cities collected City Service fees. In Bazarak, 14,422,635 AFN were collected in 1390 but the City forecasted a drop in this revenue for 1391 (2012). Bazarak expected to collect only 1,200,000 in 1391 (2012) and had collected only 277,220 in the first quarter of that year.

**FIGURE 67: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012**

	Bazarak		All cities	
	Total AFN	Average	Minimum	Maximum
How much was collected in 1390? (March 21, 2011 to March 20, 2012)?	14,422,635	15,703,778	647,898	90,313,332
How much is forecasted for 1391? (March 21 to December 21, 2012)?	1,200,000	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391? (March 21 to June 20, 2012)?	277,220	4,275,393	100,000	21,390,000

*A note about fee collection and forecasts: The Afghan government follows a solar calendar that begins March 21 and ends March 20 and in the past had used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2012. In April, 2012, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2012 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a nine month budget year (March 21, 2012 to December 20, 2012). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 were due to varying opinions among RUE municipalities as to how this new policy would impact their budgets.*

In 2012, the Revenue Enhancement Department graduated from having shared office space and furnishings to having sufficient space of their own. There were two computers in the office that were shared among three people; neither computer had internet access. Power for the office was provided by RUE.

**FIGURE 68: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012			✓	0%	31%	69%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012			✓	0%	15%	85%
Furnishings (cabinets)	2012			✓	0%	31%	69%

**FIGURE 69: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012**

	Bazarak	All cities average
Number of computers	2	2.7
Number of people who share these computers	3	2.9
Number of computers with internet provided by RUE	0	0.5
Number of computers with internet provided by municipality	0	0.1

**FIGURE 70: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012**

	Bazarak	All cities
Electricity provided by RUE	✓	77%
Electricity provided by the municipality		69%

# RESIDENT SURVEY

## QUALITY OF LIFE

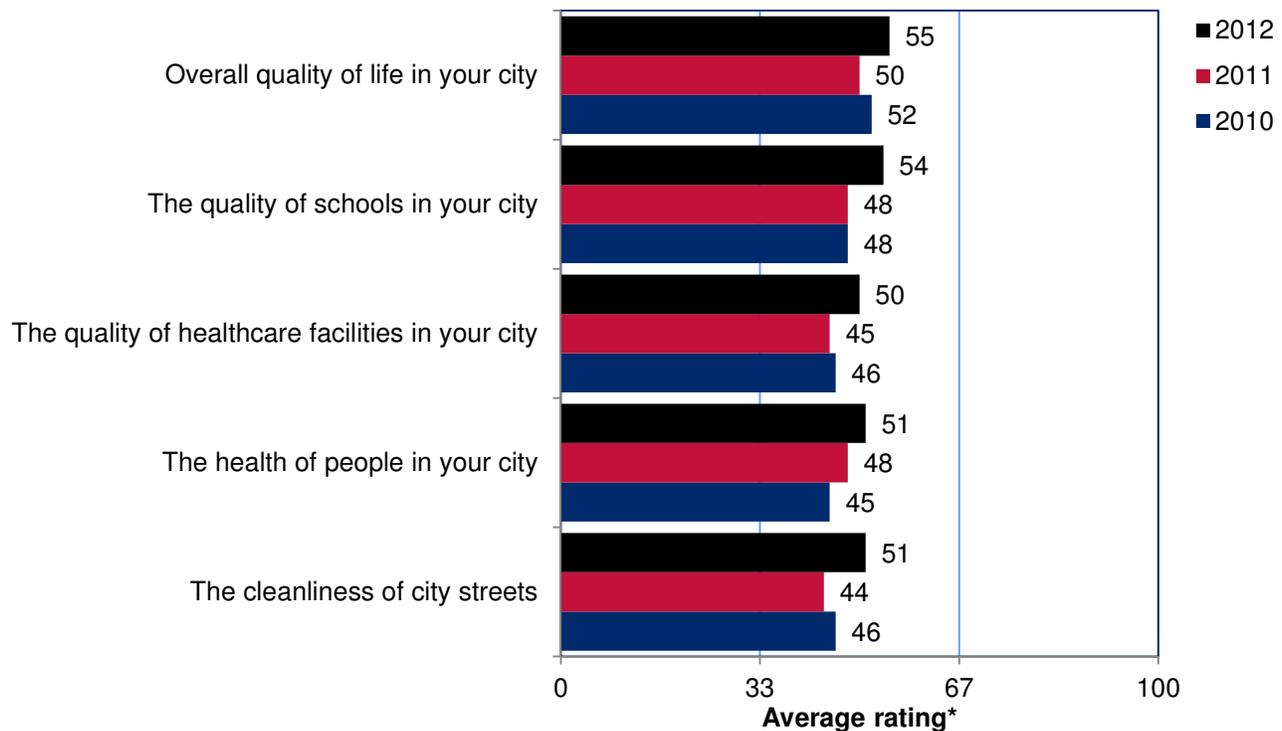
Ratings by residents of overall quality of life, quality of schools and healthcare facilities, the health of people and cleanliness of streets in Bazarak remained relatively stable between 2010 and 2012. Most respondents indicated that the overall quality of life, city schools, cleanliness of city streets, health of residents and healthcare facilities were good in 2012.

**FIGURE 71: QUALITY OF LIFE IN BAZARAK, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	2%	65%	29%	4%	55
The quality of schools in your city	1%	65%	30%	4%	54
The quality of healthcare facilities in your city	3%	50%	40%	7%	50
The health of people in your city	4%	57%	28%	11%	51
The cleanliness of city streets	3%	58%	30%	9%	51

\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 72: QUALITY OF LIFE IN BAZARAK COMPARED BY YEAR**



\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# EMPLOYMENT

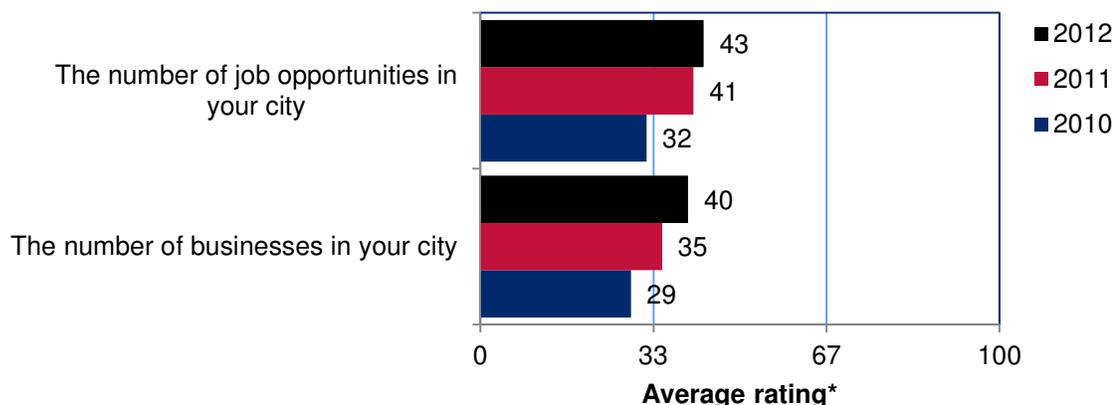
In 2012, most residents thought that the number of job opportunities and businesses in Bazarak were fair or poor (58% and 62%, respectively). Still, the average ratings for both factors improved between 2010 and 2012. In 2012 most residents perceived that that job opportunities had stayed the same over the prior year.

**FIGURE 73: QUALITY OF EMPLOYMENT IN BAZARAK, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	4%	39%	39%	19%	43
The number of businesses in your city	5%	33%	40%	22%	40

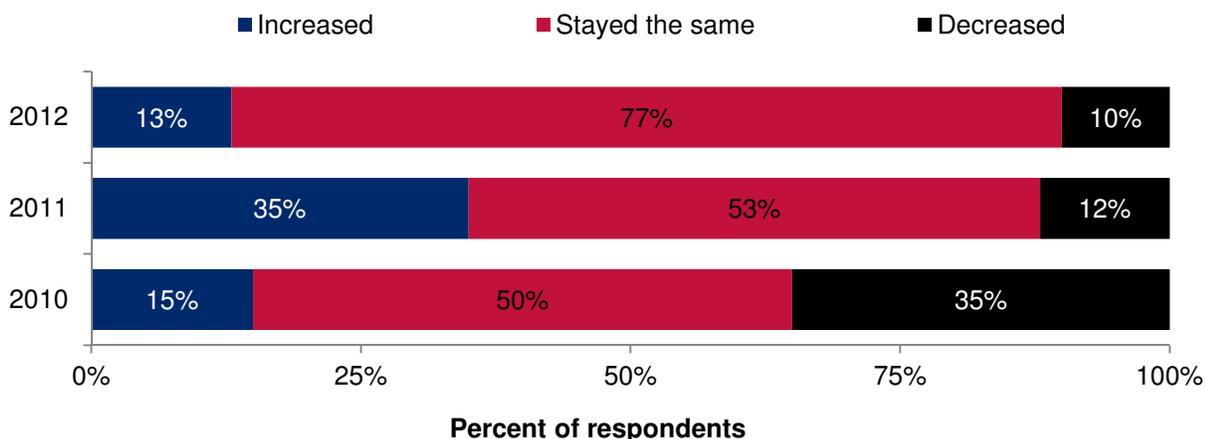
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 74: JOB OPPORTUNITIES IN BAZARAK COMPARED BY YEAR**



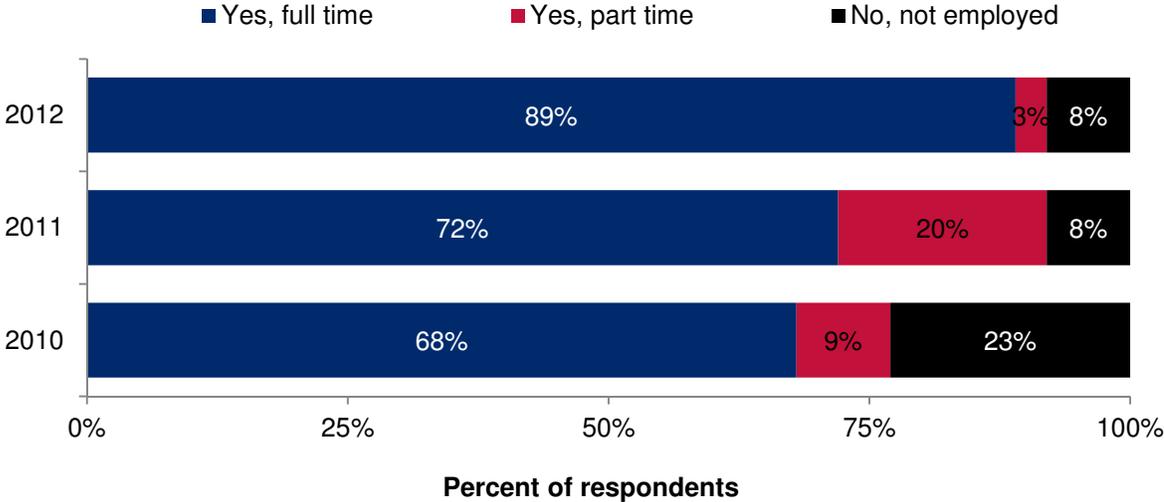
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 75: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR**



The employment level of heads of households increased between 2010 and 2012. In 2012, nearly nine in ten heads of households in Bazarak were employed on a full time basis. The proportion of unemployed heads of household decreased in 2011 due to more part time work, and in 2012, the proportion working full time increased.

**FIGURE 76: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR**



# SERVICES

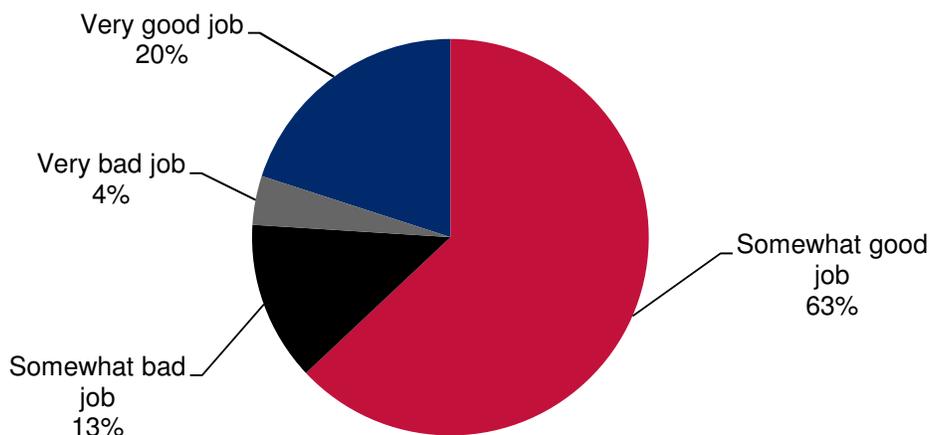
Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services that could be provided by the City, province or a national agency, and some that may not have existed in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

The City of Bazarak was involved in providing waste water and sanitation services, along with road, parks and latrine maintenance.

While overall ratings of the services provided by the City higher in 2012 than in 2011, they were similar to ratings in 2010. Most residents thought the City did either a somewhat or very good job at providing services residents thought they should provide.

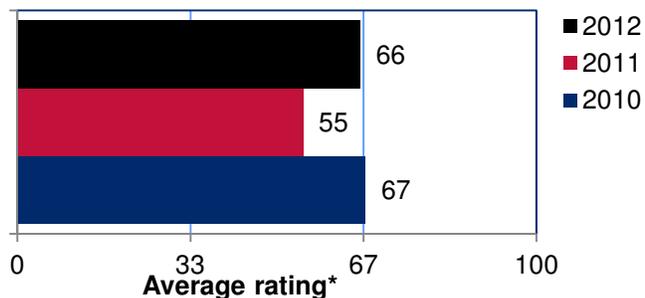
**FIGURE 77: JOB THE CITY DOES AT PROVIDING SERVICES, 2012**

Overall, how well is the City providing the services you think they should provide?



**FIGURE 78: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR**

Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?



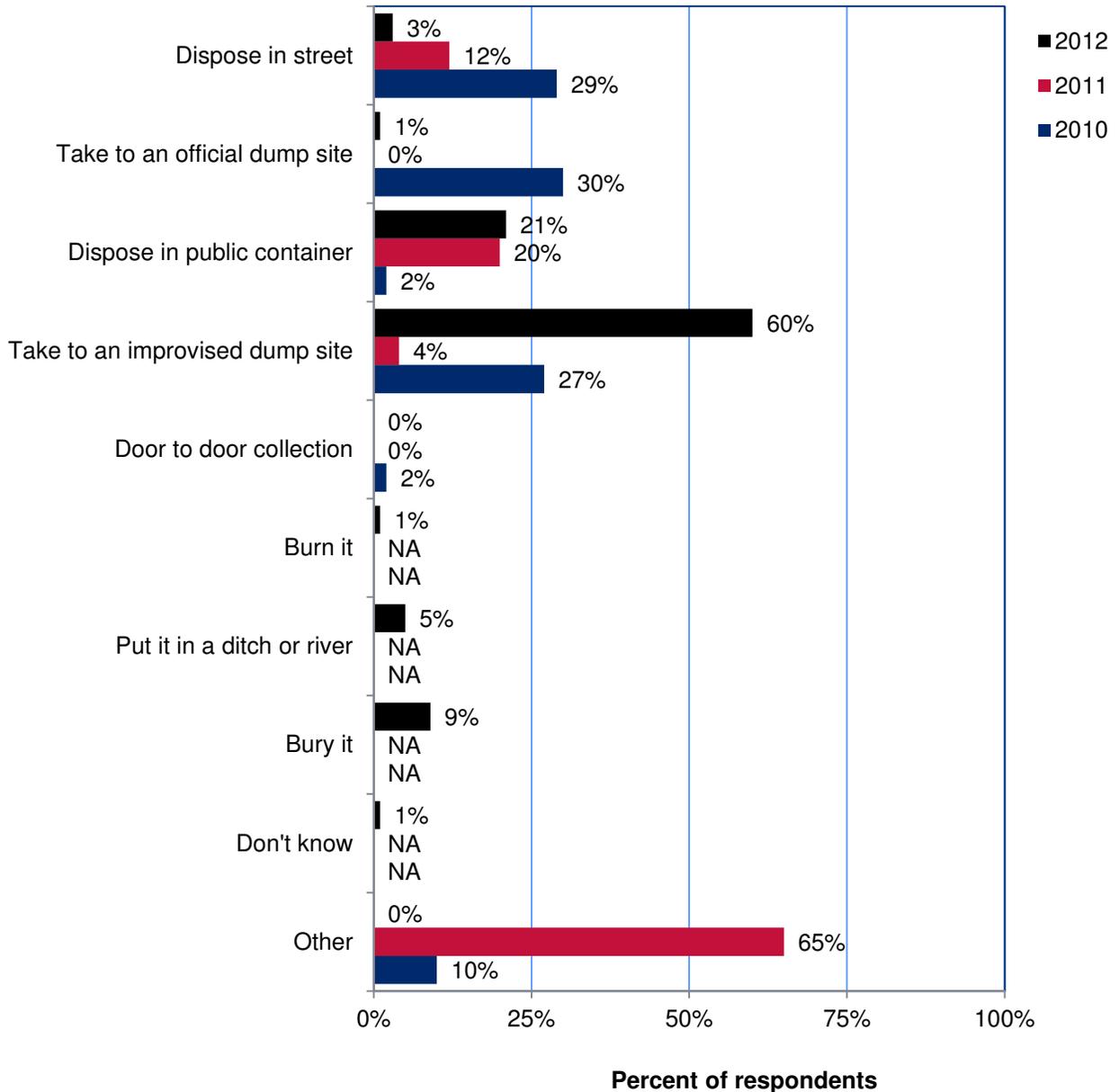
\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

The most common method of waste disposal reported by Bazarak residents was to use an improvised dump site; 60% of residents used this method. The use of both improvised dump sites and public containers increased between 2010 and 2012. In 2012, fewer residents were dumping trash in the street or using official dump sites.

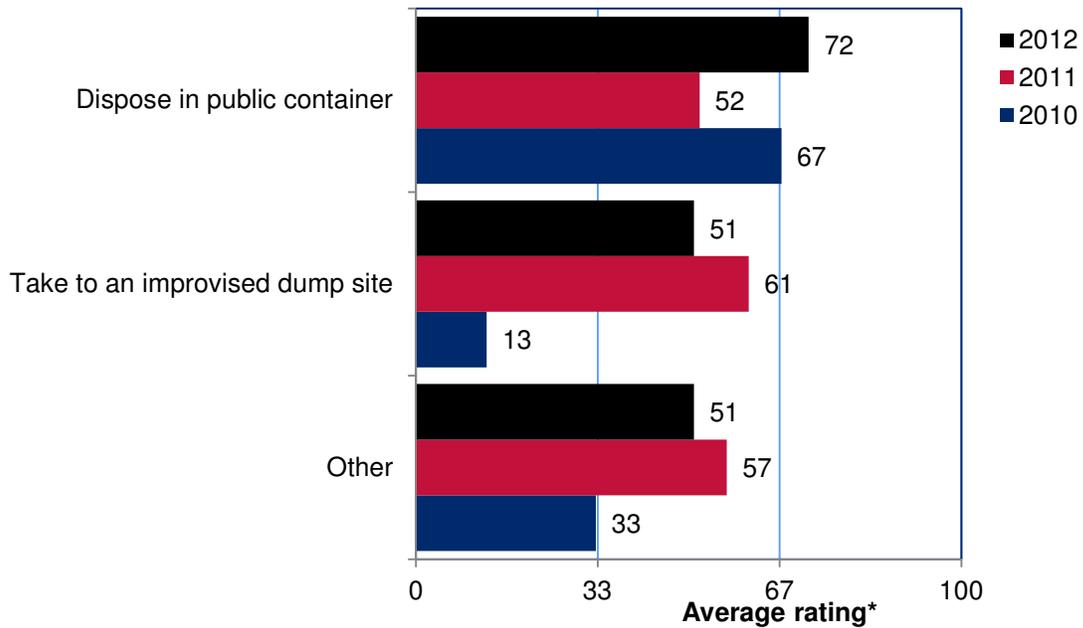
In 2010, 2% of residents said their trash was collected at their door, although this service did not exist in the City. This was likely an error in the description or understanding of their services.

**FIGURE 79: TRASH DISPOSAL METHOD COMPARED BY YEAR**



Bazarak residents who disposed of their trash in a public container were most satisfied with their trash disposal method. Satisfaction with improvised dump sites increased considerably between 2010 and 2012.

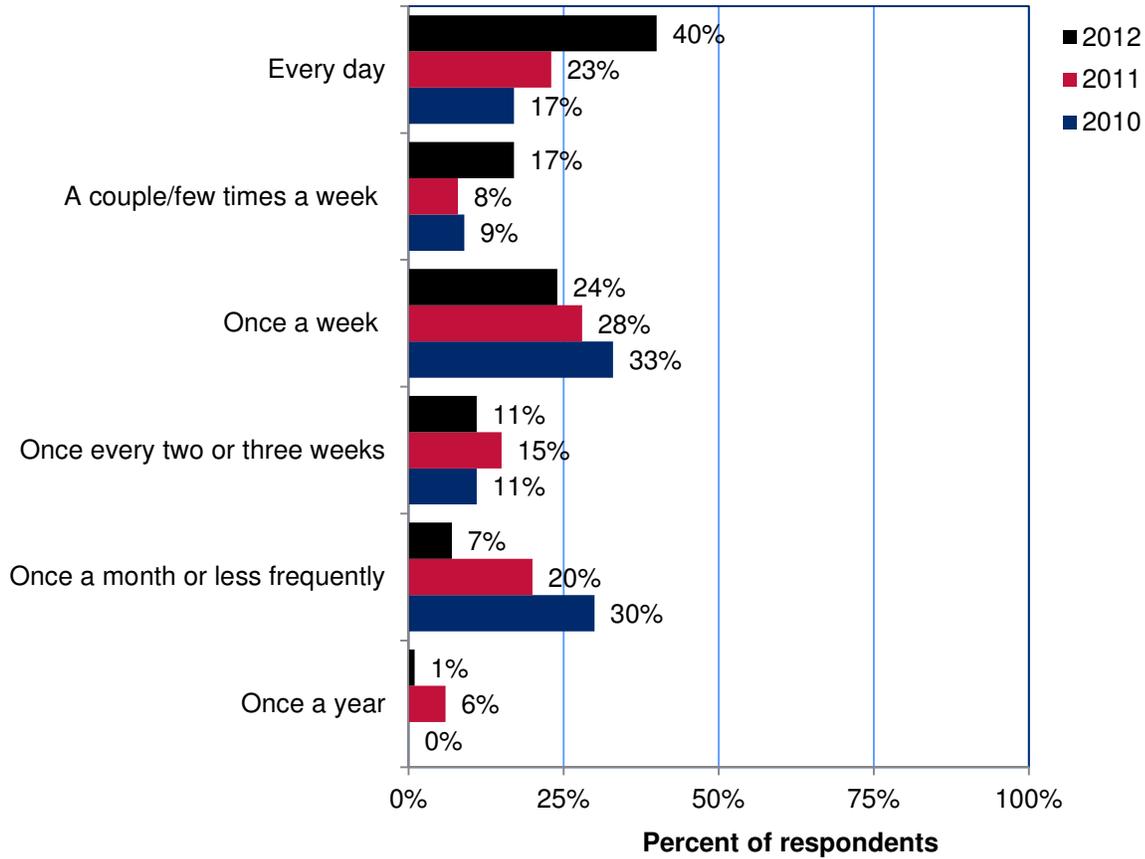
**FIGURE 80: SATISFACTION WITH TRASH DISPOSAL METHOD**



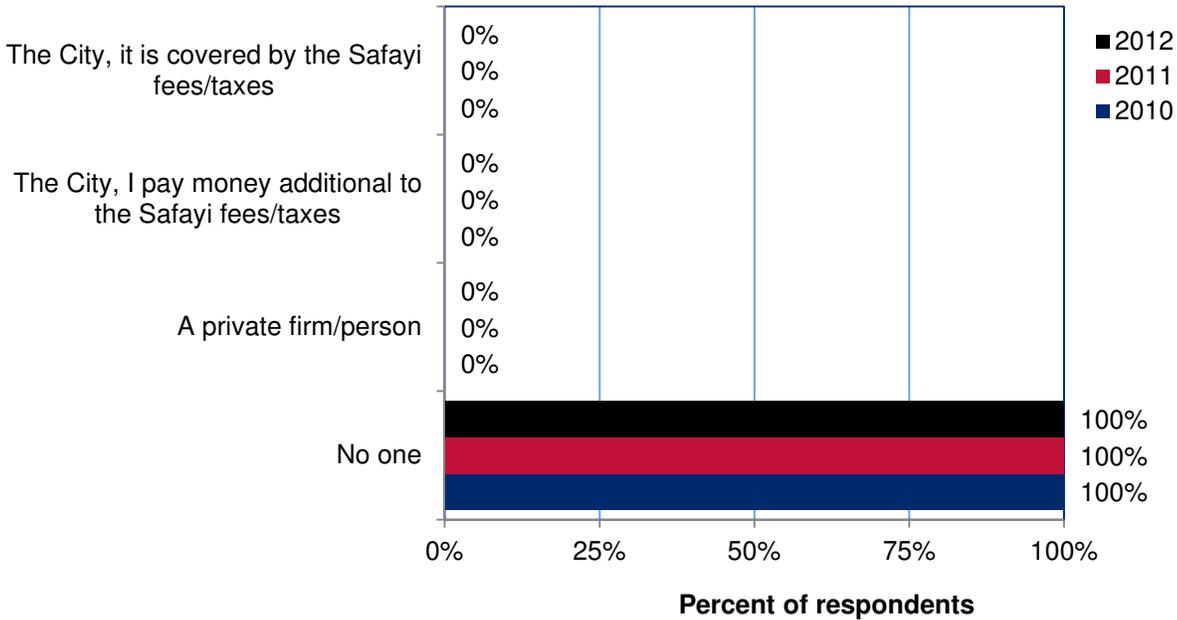
*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied  
Ratings were not included if fewer than 5% used the method*

In 2012, 81% of Bazarak residents reported that trash was removed from the street at least once a week. This improved from 2011, when only 59% of residents experienced this level of service. Residents did not pay the City for their trash removal.

**FIGURE 81: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR**



**FIGURE 82: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



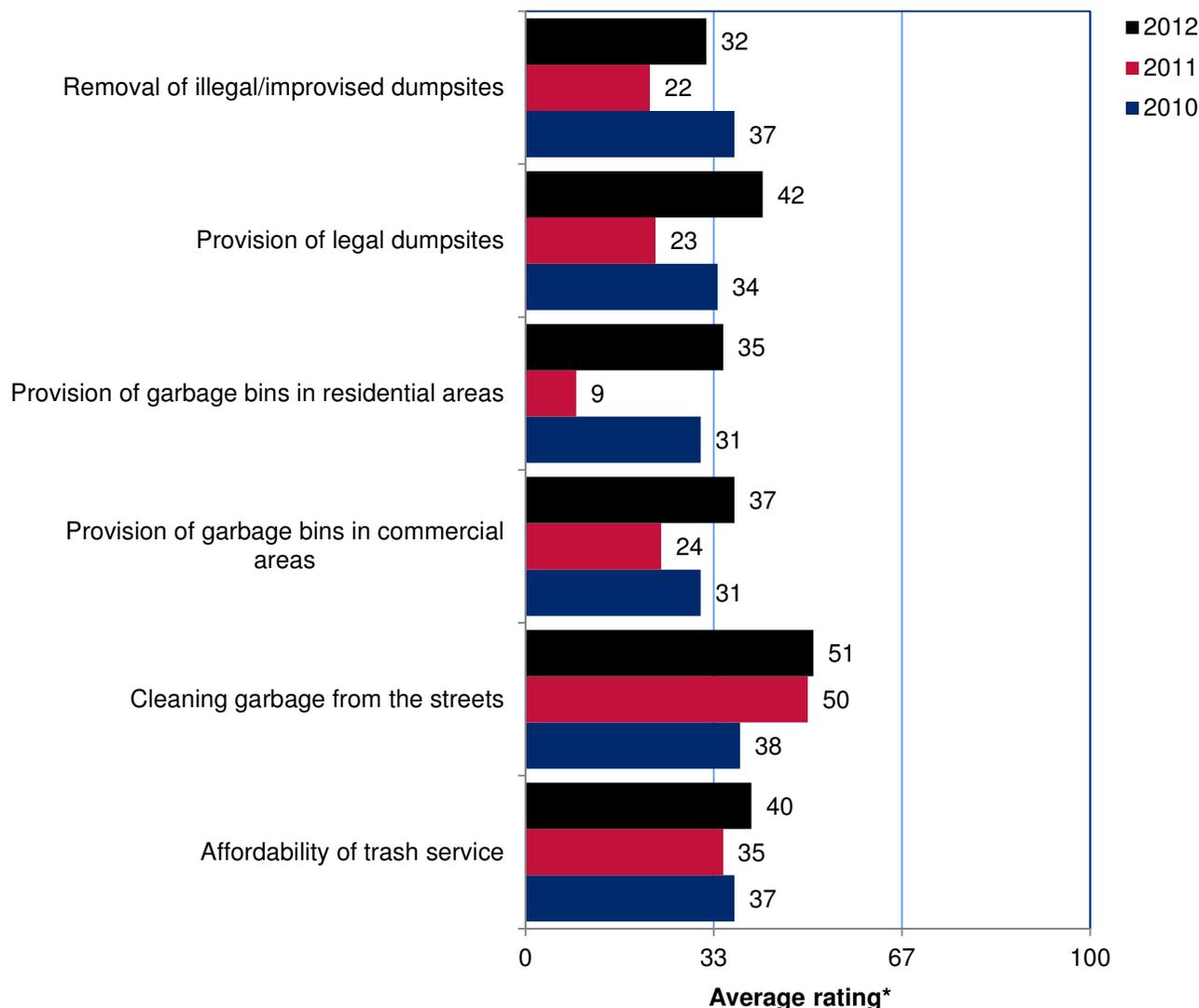
Quality ratings of City trash services in Bazarak were mixed in 2012. Most areas were rated poorly, except for cleaning garbage from city streets. Most residents indicated that the City cleaned garbage from the streets in a good or excellent manner. This was an improvement over 2010. Provision of legal dumpsites and garbage bins in commercial areas were also rated more positively in 2012 than in 2010, but received fair ratings, on average.

**FIGURE 83: QUALITY OF CITY TRASH SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	0%	37%	20%	43%	32
Provision of legal dumpsites	0%	41%	45%	14%	42
Provision of garbage bins in residential areas	1%	30%	41%	28%	35
Provision of garbage bins in commercial areas	2%	32%	40%	25%	37
Cleaning garbage from the streets	4%	56%	29%	11%	51
Affordability of trash service	1%	33%	51%	15%	40

\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 84: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR**

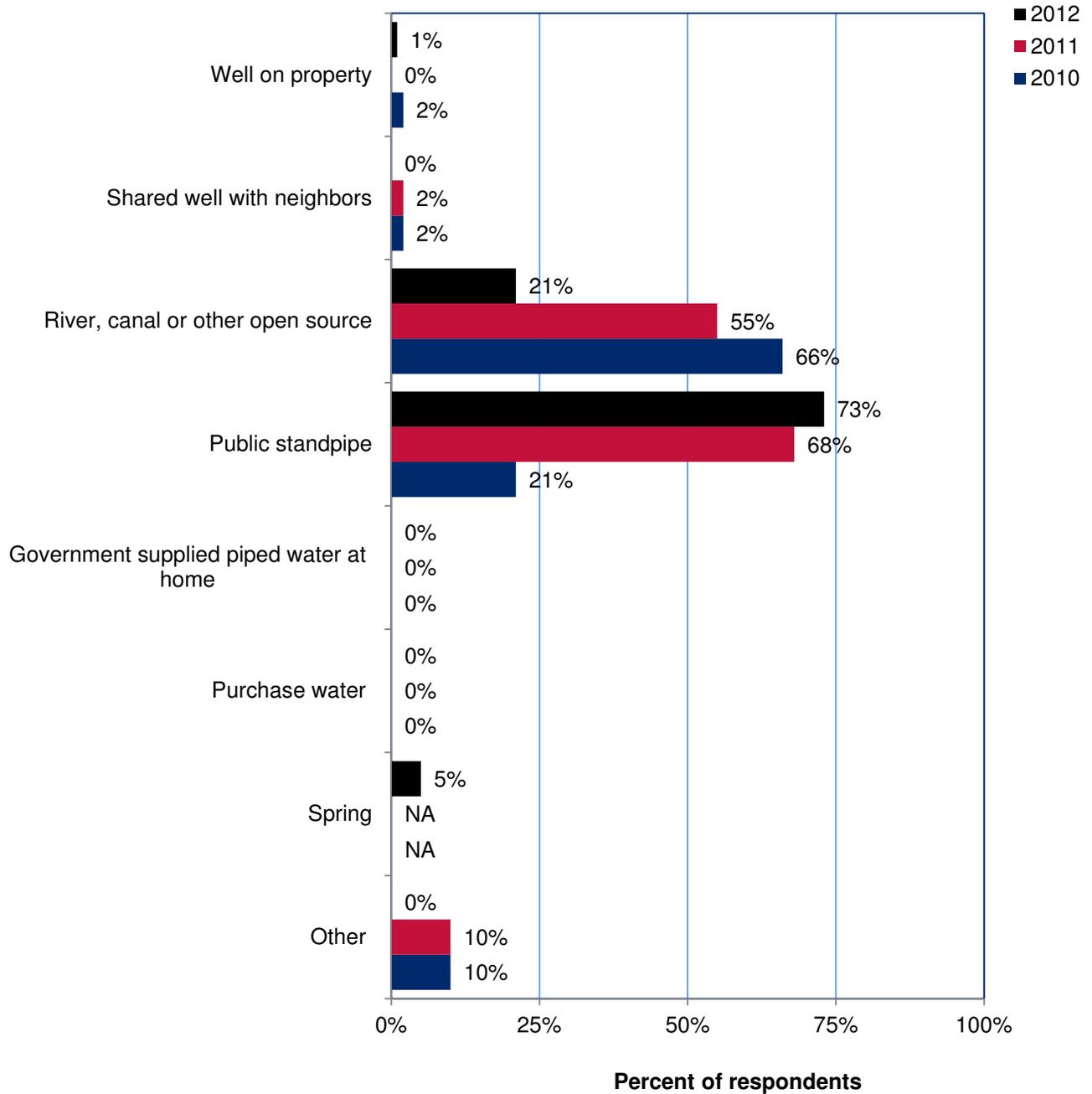


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

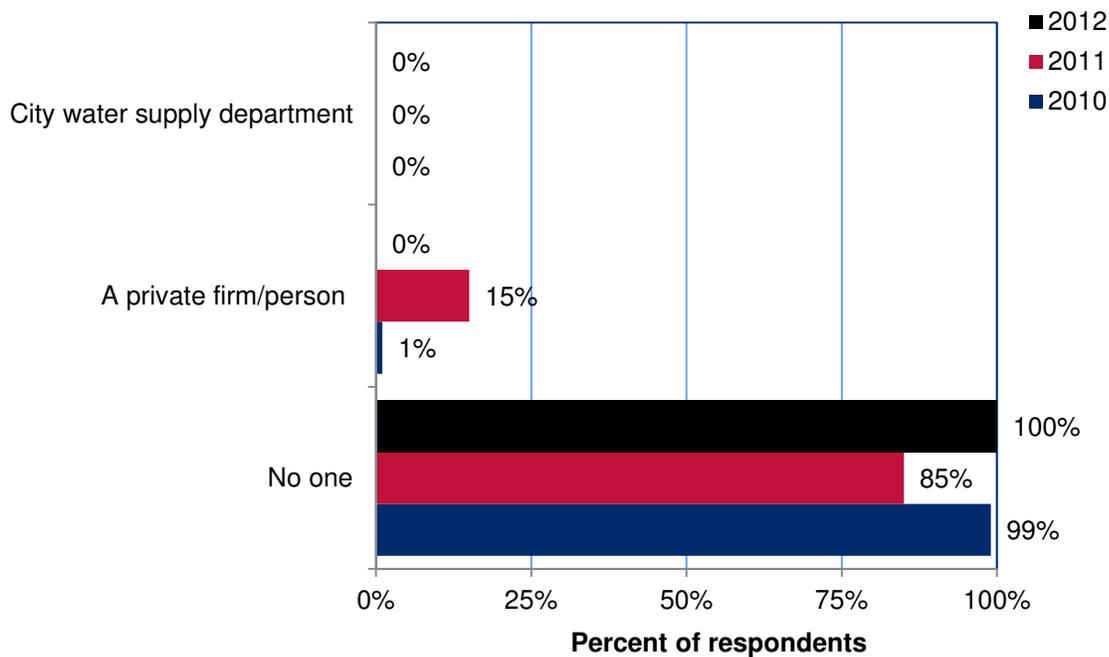
# WATER

Almost three-fourths of all residents in the City of Bazarak received their drinking water from a public standpipe. Almost all of the remainder used a river, canal or other open source, but use of this option declined between 2010 and 2012 in favor of the public standpipe. Residents did not pay for their drinking water in 2012.

**FIGURE 85: DRINKING WATER SOURCES COMPARED BY YEAR**

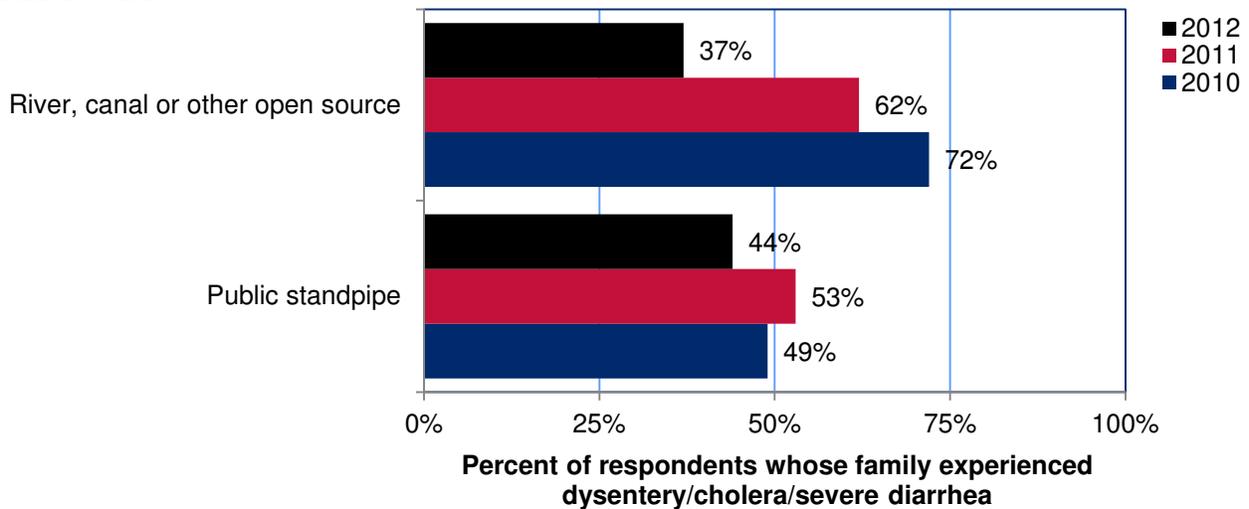


**FIGURE 86: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



Waterborne illnesses were still an issue for most residents of Bazarak in 2012, regardless of whether they used a public standpipe or an open water source. The incidence of illnesses among users of rivers and similar water sources declined considerably between 2010 and 2012. Among public standpipe users, reported illnesses declined in 2012 compared to 2011, but were similar to 2010 levels.

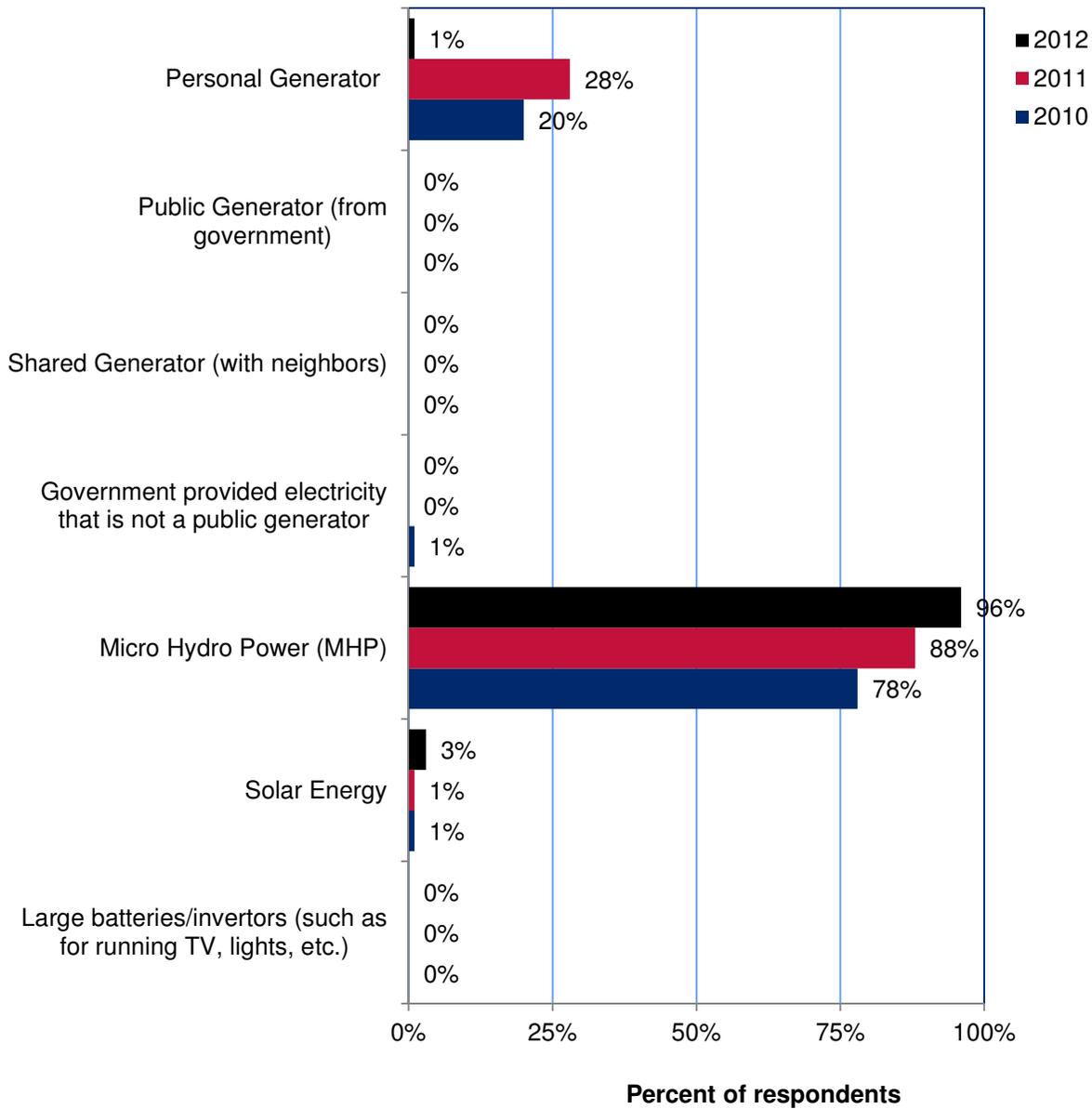
**FIGURE 87: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR**



# ELECTRICITY

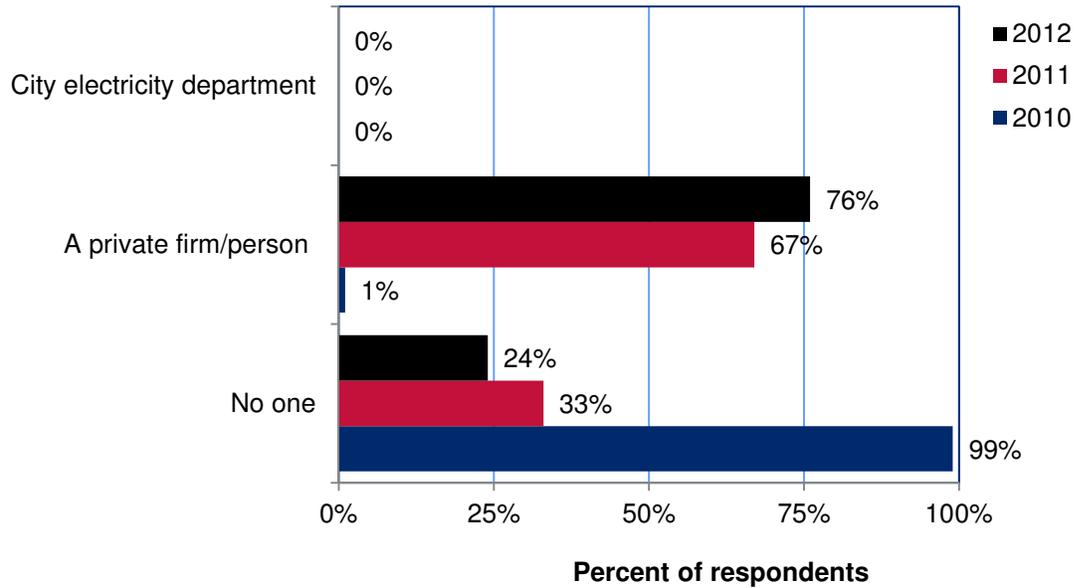
Micro Hydro Power (MHP) was the near-universal source of electricity for residents of Bazarak in 2012. Use of this energy source rose steadily between 2010 and 2012 and use of personal generators declined.

**FIGURE 88: ELECTRICITY SOURCES COMPARED BY YEAR**

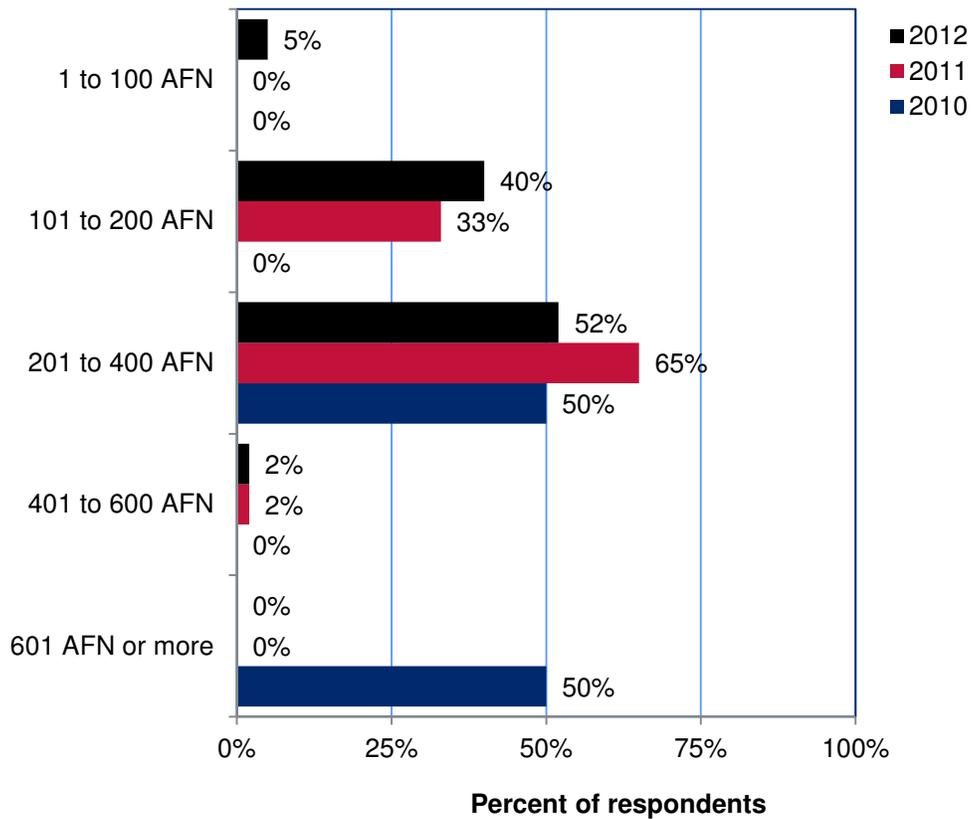


Just over three-quarters of residents paid a private party for their electricity and the remainder did not pay anyone. Bazarak residents who paid for their electricity paid 400 AFN or less per month. In 2012, more residents paid 200 AFN or less for electricity than in previous years.

**FIGURE 89: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



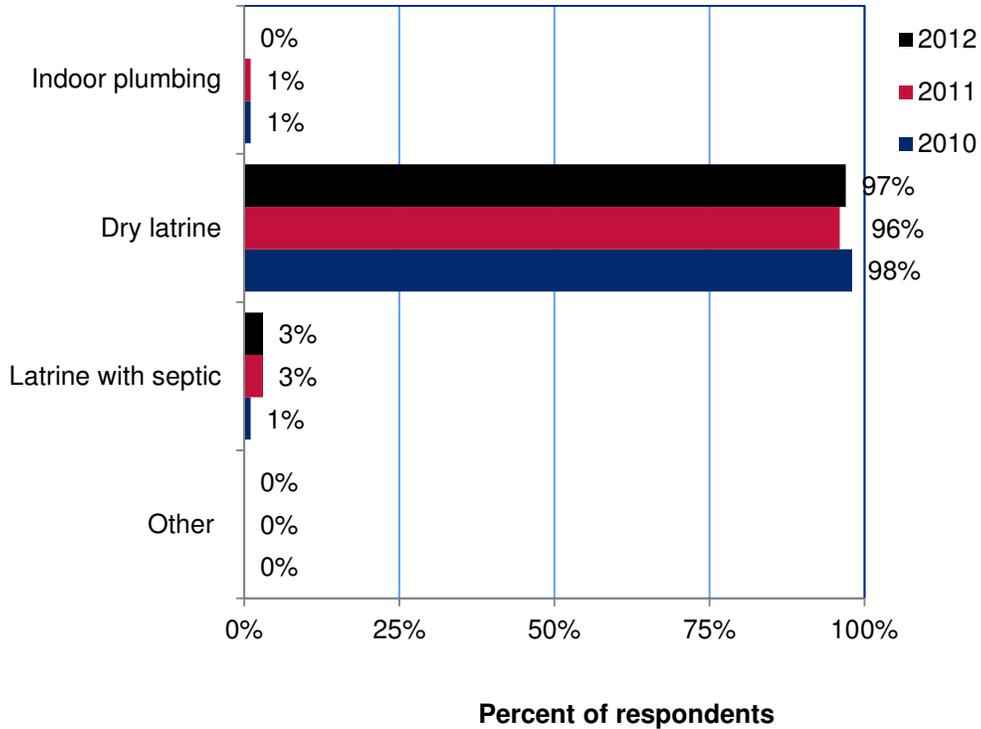
**FIGURE 90: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR**



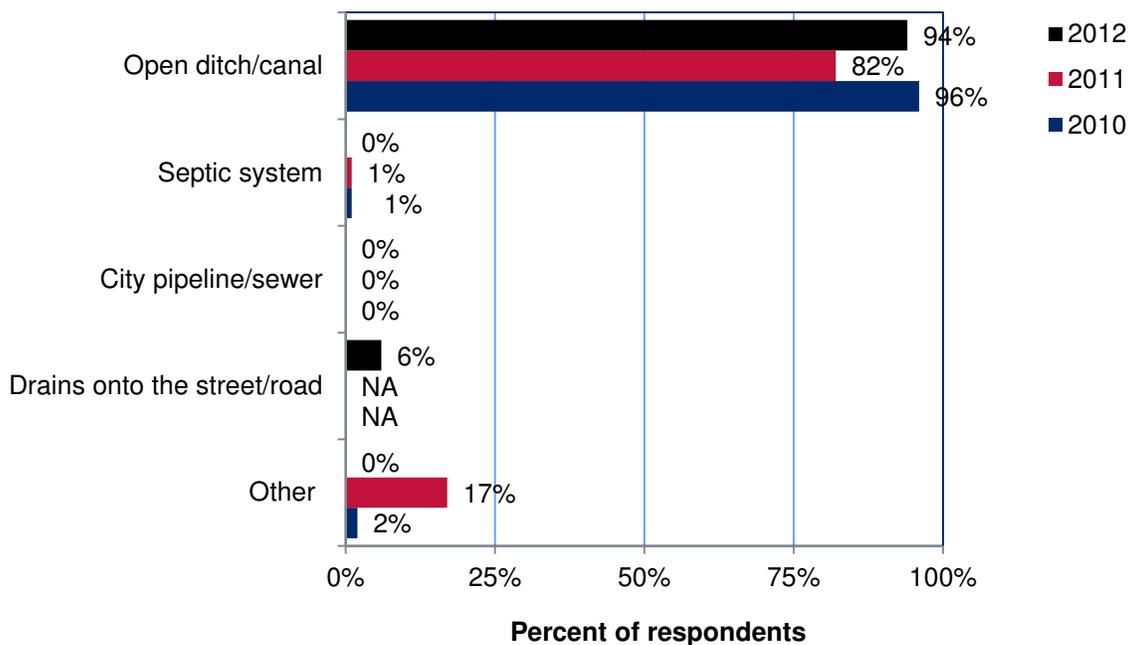
# ROADS, DRAINAGE AND SANITATION

In Bazarak in 2012, almost all residents had a dry latrine in their home. For wastewater drainage, virtually all residents used an open ditch or canal, those few without a ditch drained water into the street.

**FIGURE 91: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 92: TYPE OF DRAINAGE FOR WASTE WATER**



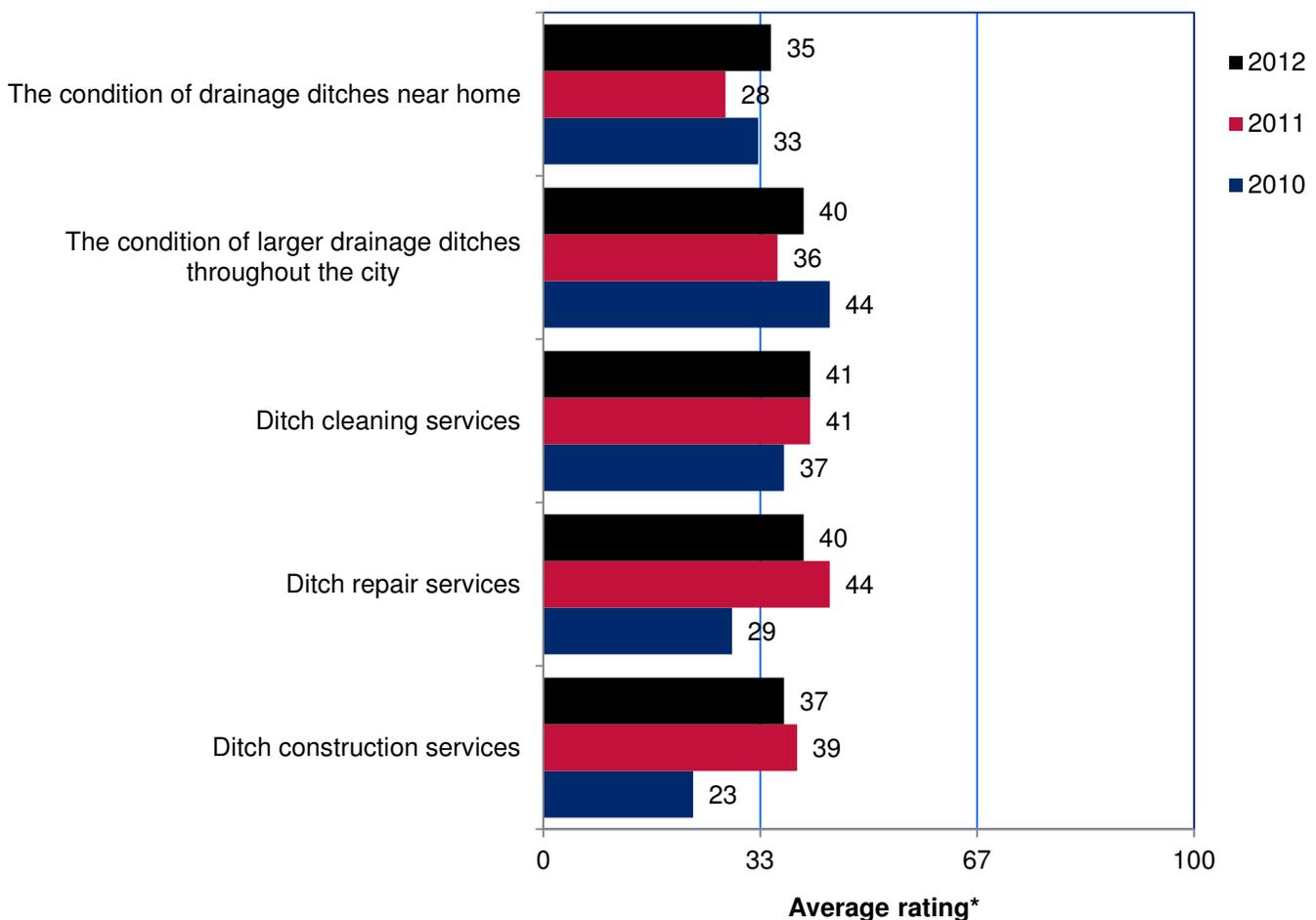
Most residents rated each category of drainage and drainage services as either fair or poor. In fact, categories were rarely or never rated “excellent” by respondents. Despite the low ratings, ditch repair and construction services saw an improvement in quality ratings by Bazarak residents from 2010 to 2012. Furthermore, the condition of drainage ditches near home increased between 2011 and 2012.

**FIGURE 93: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	0%	42%	19%	39%	35
The condition of larger drainage ditches throughout the city	0%	37%	46%	17%	40
Ditch cleaning services	1%	43%	35%	21%	41
Ditch repair services	1%	37%	43%	19%	40
Ditch construction services	1%	31%	46%	23%	37

\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 94: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR**



\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

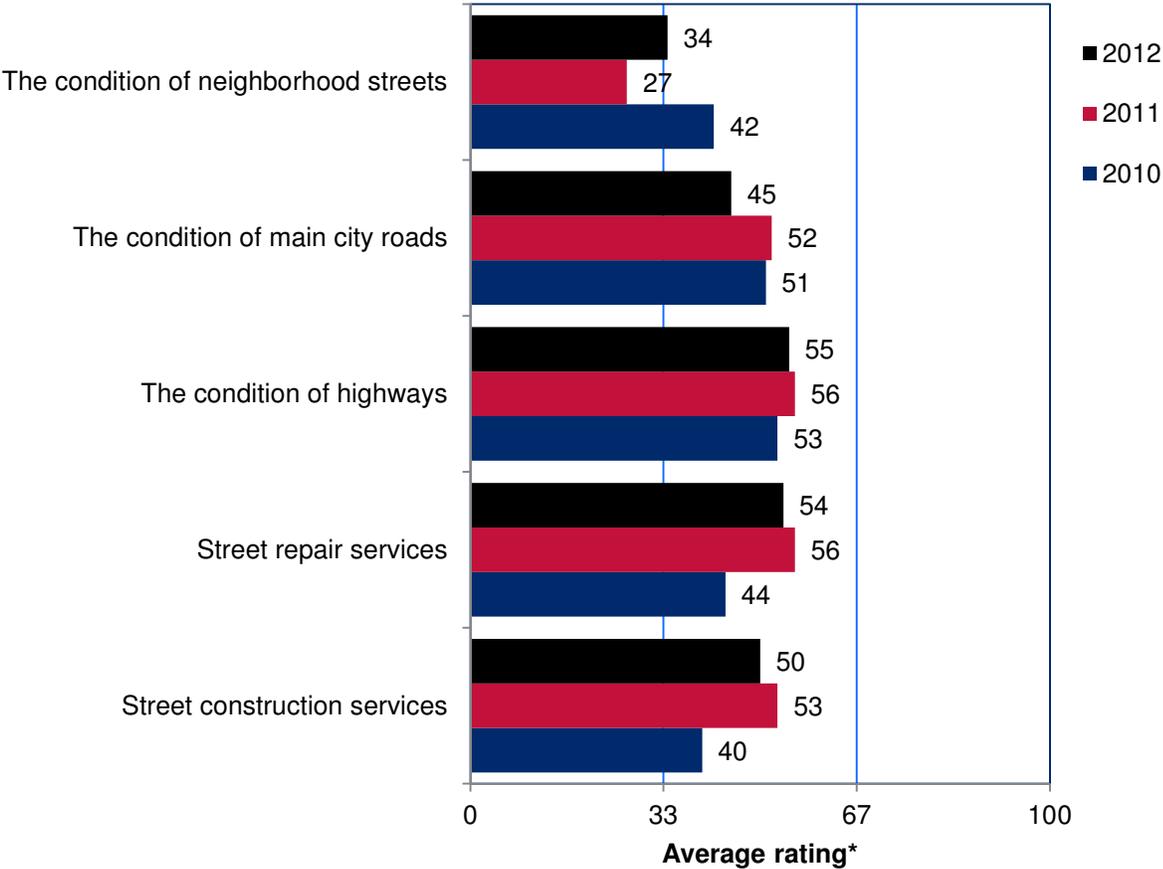
Residents in Bazarak generally thought positively of their city roads and road services. The majority rated highway conditions, street repair and construction services as good. Ratings of street repair and street construction services increased between 2010 and 2012 and ratings of the condition of neighborhood streets and main city roads decreased. Over one-third of respondents indicated that their neighborhood streets were in poor condition.

**FIGURE 95: QUALITY OF CITY ROADS AND ROAD SERVICES**

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	0%	40%	21%	38%	34
The condition of main city roads	0%	48%	37%	15%	45
The condition of highways	3%	63%	29%	5%	55
Street repair services	2%	64%	28%	5%	54
Street construction services	2%	51%	41%	6%	50

\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 96: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR**



\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# GREEN AREAS AND PARKS

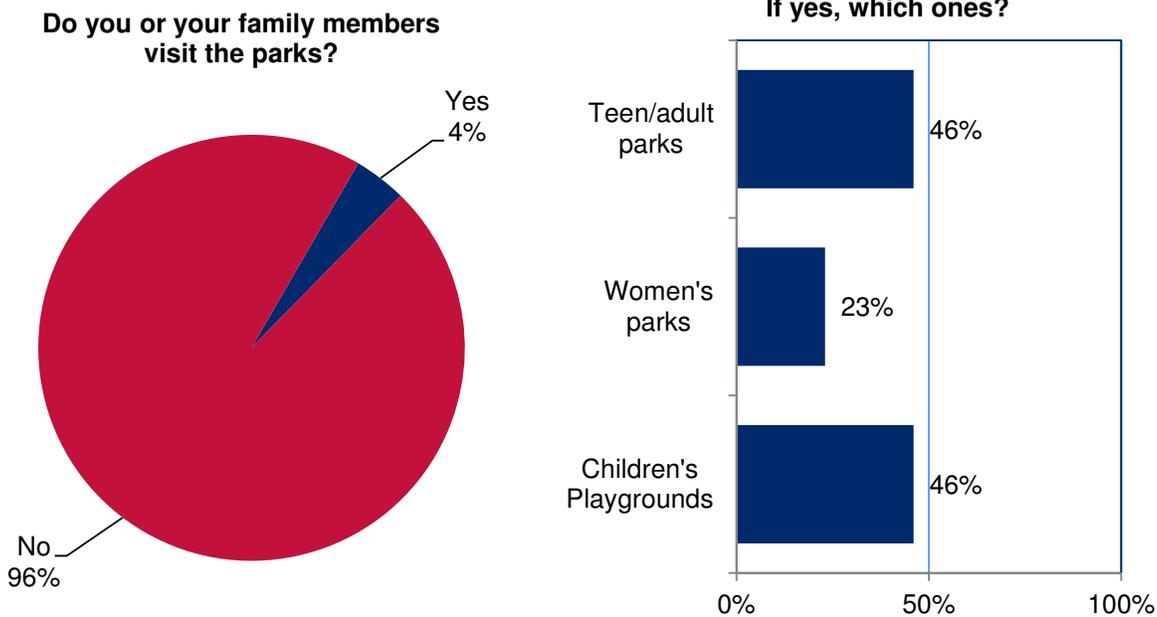
Very few residents were aware of any parks in Bazarak; this was true in 2010, 2011 and 2012. As so few knew of any parks, ratings of these parks were not given.

**FIGURE 97: AVAILABILITY OF CITY PARKS COMPARED BY YEAR**

Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012
Teen/adult parks	Yes close	2%	3%	2%
	None close but some further away	9%	6%	12%
	Aware of no parks	88%	90%	86%
Women's parks	Yes close	0%	0%	3%
	None close but some further away	5%	5%	11%
	Aware of no parks	95%	95%	86%
Children's playgrounds	Yes close	3%	1%	4%
	None close but some further away	7%	13%	12%
	Aware of no parks	89%	86%	84%

Very few respondents (4%) had visited a park in Bazarak and those that had, were equally likely to have visited a teen/adult park or a children's playground and less likely to have visited a women park for women.

**FIGURE 98: PARKS VISITED, 2012**



# MARKET

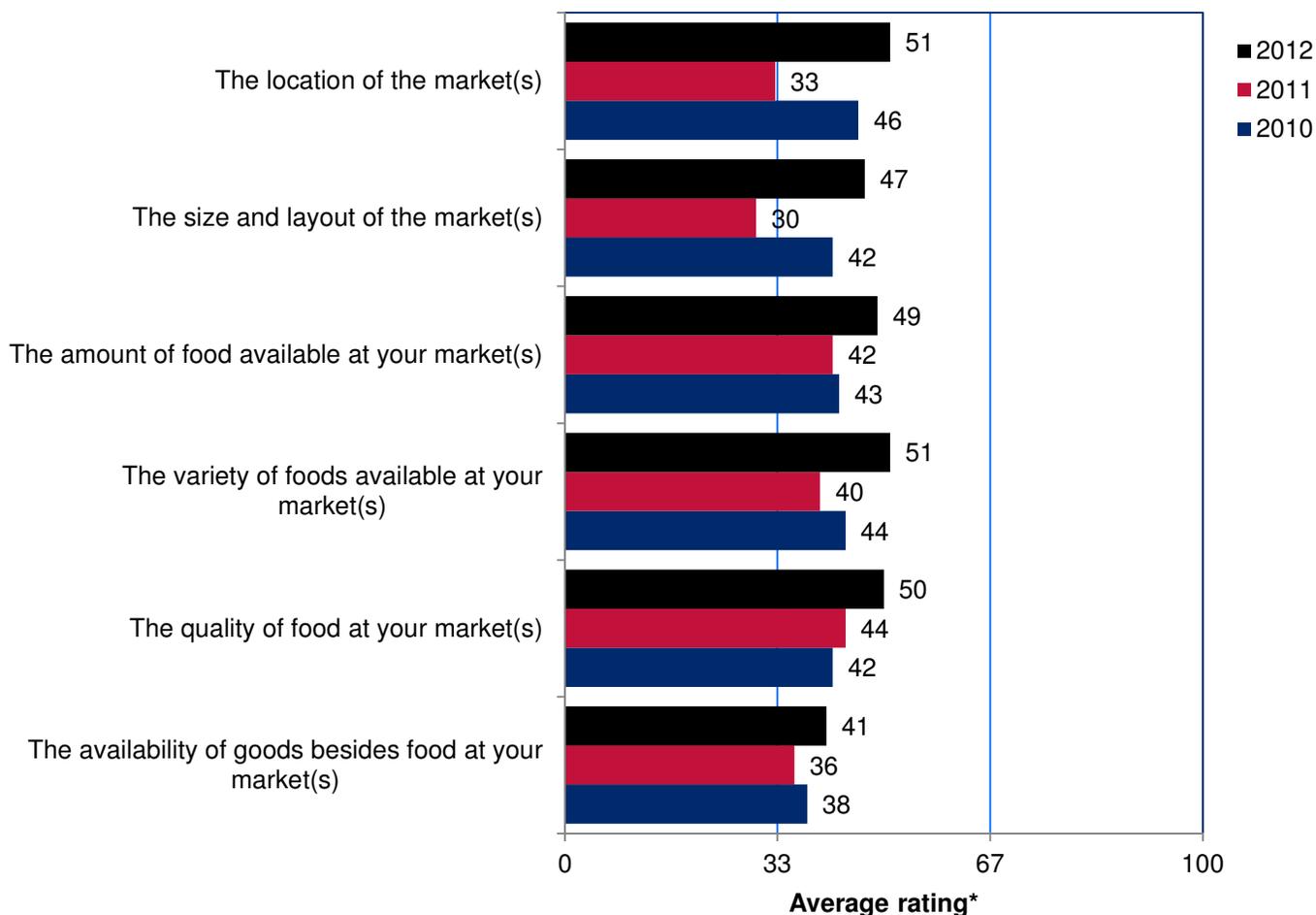
On average, Bazarak residents gave their market(s) a rating that fell between “good” and “fair”. A majority of respondents indicated that the location of market(s), the amount, variety and quality of available foods was good. However, most residents rated the size and layout of markets and availability of non-food goods as fair or poor. Ratings of the amount, variety and quality of available food improved from 2010 to 2012.

**FIGURE 99: QUALITY OF CITY MARKET, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	0%	60%	32%	8%	51
The size and layout of the market(s)	0%	48%	44%	8%	47
The amount of food available at your market(s)	2%	51%	38%	9%	49
The variety of foods available at your market(s)	5%	51%	35%	9%	51
The quality of food at your market(s)	3%	51%	39%	7%	50
The availability of goods besides food at your market(s)	4%	29%	53%	14%	41

\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 100: QUALITY OF CITY MARKET COMPARED BY YEAR**



\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

Families were able to afford certain types of food more than others. Flour, cereal, cooking oil, sugar and tea were affordable to most families in Bazarak. Meat, vegetables and fruit generally could not be accessed as frequently as residents would prefer, but their affordability increased between 2010 and 2012.

**FIGURE 101: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR**

<b>Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>
Meat	As often as we want	7%	8%	30%
	Not as often as we want	76%	82%	68%
	Only rarely	16%	10%	2%
	Never	2%	0%	0%
Fruit	As often as we want	23%	24%	32%
	Not as often as we want	70%	75%	67%
	Only rarely	5%	1%	1%
	Never	1%	0%	0%
Vegetables	As often as we want	7%	27%	47%
	Not as often as we want	66%	70%	51%
	Only rarely	25%	2%	2%
	Never	2%	0%	0%
Flour	As often as we want	93%	100%	86%
	Not as often as we want	6%	0%	13%
	Only rarely	0%	0%	0%
	Never	0%	0%	0%
Cooking oil	As often as we want	93%	100%	95%
	Not as often as we want	7%	0%	4%
	Only rarely	1%	0%	1%
	Never	0%	0%	0%
Sugar, tea	As often as we want	93%	100%	96%
	Not as often as we want	7%	0%	3%
	Only rarely	0%	0%	1%
	Never	0%	0%	0%
Cereal	As often as we want	92%	87%	83%
	Not as often as we want	7%	13%	15%
	Only rarely	1%	0%	2%
	Never	0%	0%	0%

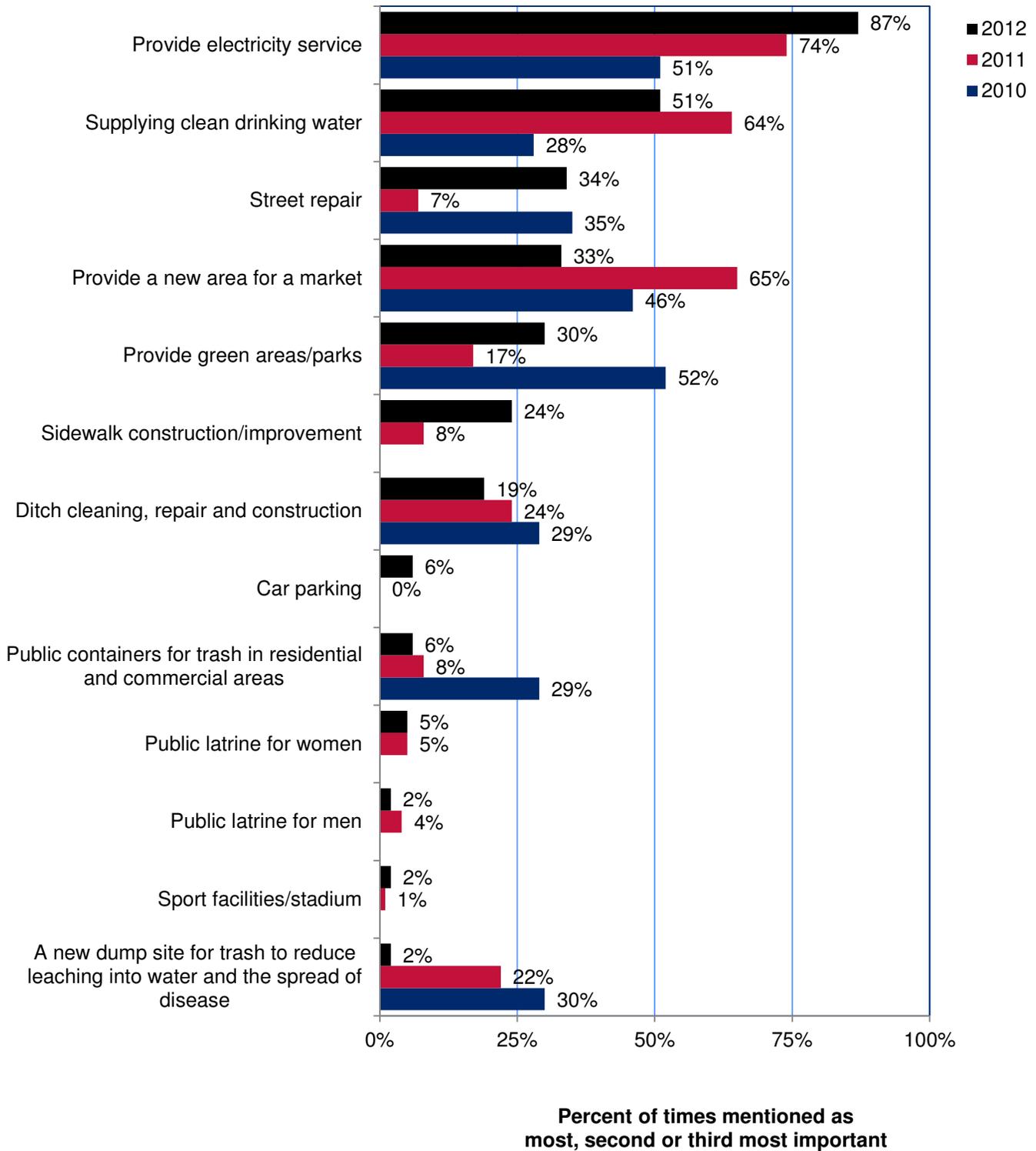
## SERVICE PRIORITIES

The provision of electricity and a supply of clean drinking water were the top priorities for residents of Bazarak in 2012. Both of these were a priority for a larger proportion of residents in 2012 than in 2010. Street repair and finding a new area for the market were other high priorities.

**FIGURE 102: MUNICIPAL SERVICE PRIORITIES, 2012**

<b>The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.</b>	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
Provide electricity service	45%	15%	27%	13%
Supplying clean drinking water	13%	26%	12%	49%
Street repair	20%	6%	8%	66%
Provide a new area for a market	6%	17%	11%	67%
Provide green areas/parks	2%	19%	10%	70%
Sidewalk construction/improvement	1%	7%	16%	76%
Ditch cleaning, repair and construction	6%	6%	7%	81%
Public containers for trash in residential and commercial areas	5%	0%	0%	94%
Car parking	1%	2%	3%	94%
Public latrine for women	0%	1%	4%	95%
A new dump site for trash to reduce leaching into water and the spread of disease	1%	1%	0%	98%
Sport facilities/stadium	1%	0%	0%	98%
Public latrine for men	0%	0%	2%	98%

**FIGURE 103: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**



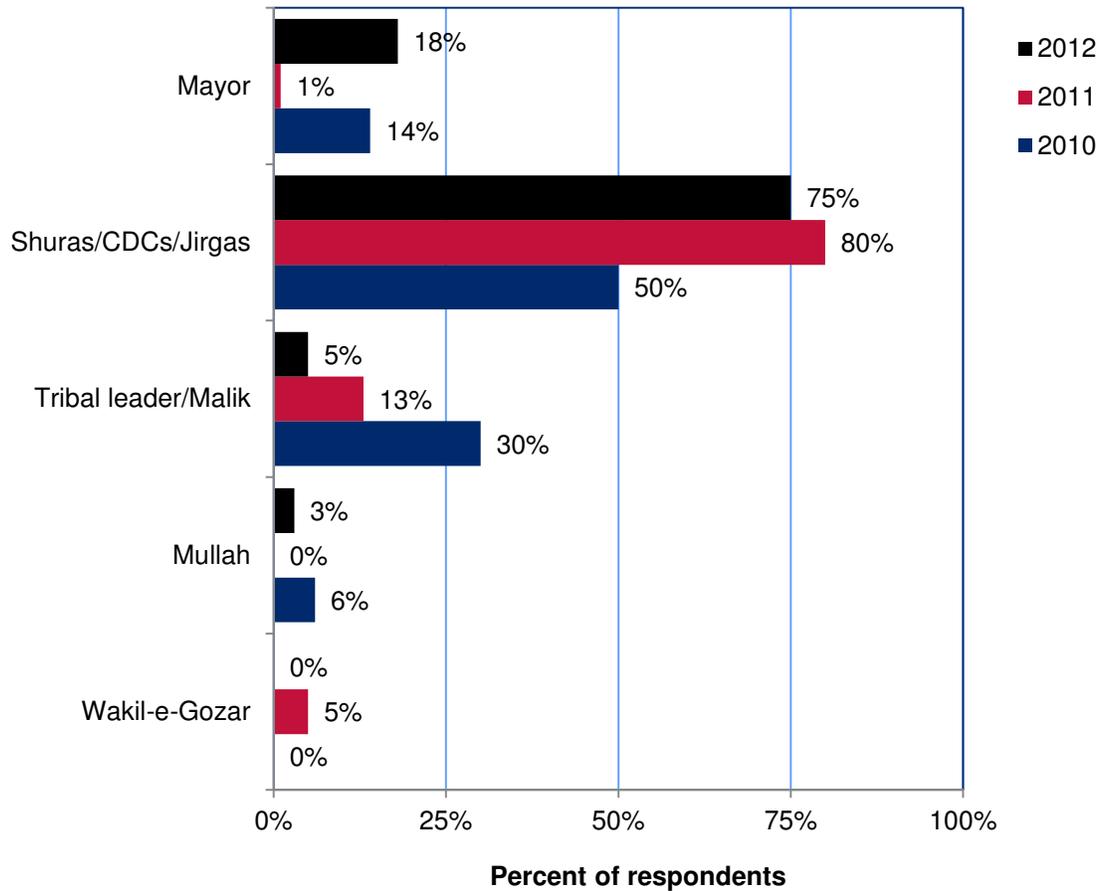
\* Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.

# GOVERNANCE

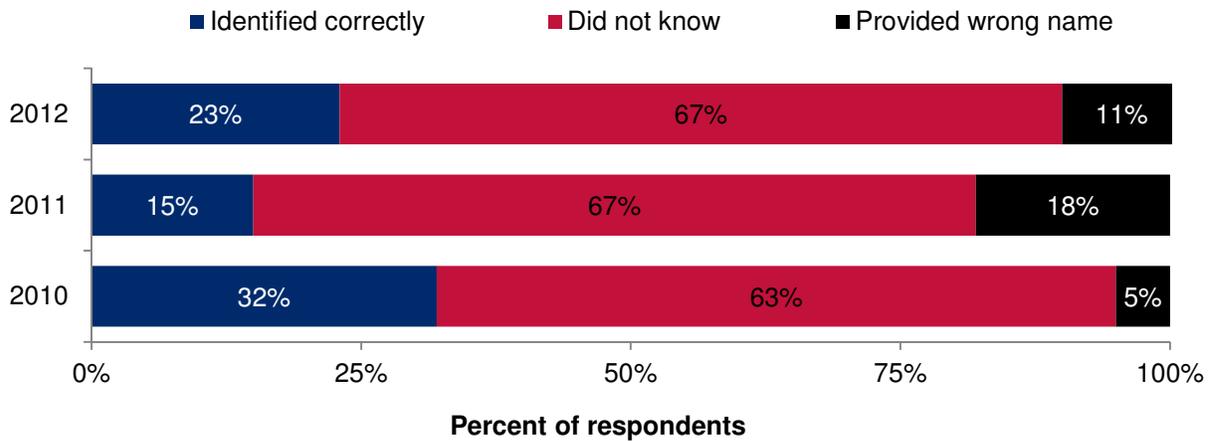
By far, residents were most likely to contact Shuras, CDCs or Jirgas if they had a problem with the City (75%), and most of the remainder (18%) would contact the mayor. The proportion who would contact a tribal leader or Malik declined from 2010 to 2012. A smaller proportion of respondents correctly identified Bazarak’s mayor in 2012 than in 2010.

**FIGURE 104: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR**

**If you have a problem with something related to the City, who would you contact?**

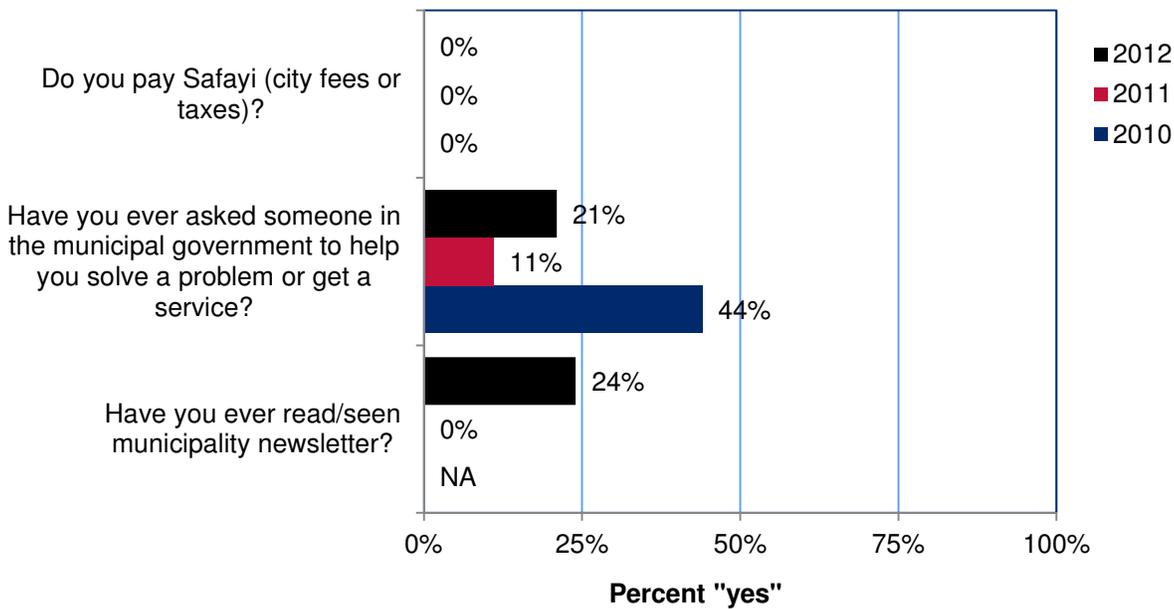


**FIGURE 105: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**



As in past years, in 2012 no respondents indicated that they paid Safayi taxes in Bazarak. In addition, a smaller proportion of respondents in 2012 than in 2010 indicated that they had asked someone in the municipal government for help. More residents than before—nearly a quarter—had seen or read a municipal newsletter.

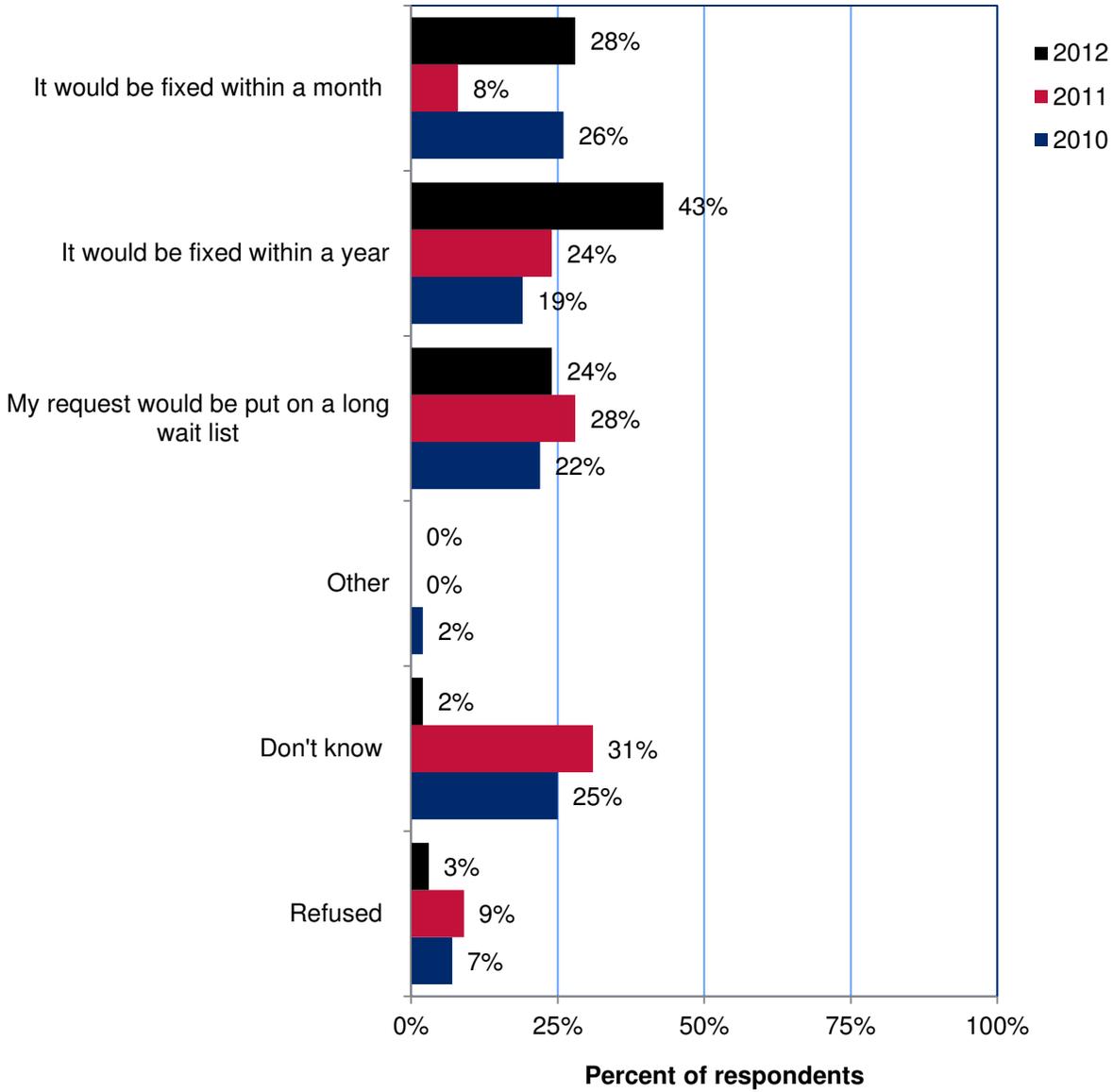
**FIGURE 106: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR**



While about one quarter of Bazarak residents thought a request to fix their street would end up on a long waitlist, most thought it would be fixed within a year. This was an improvement relative to 2010.

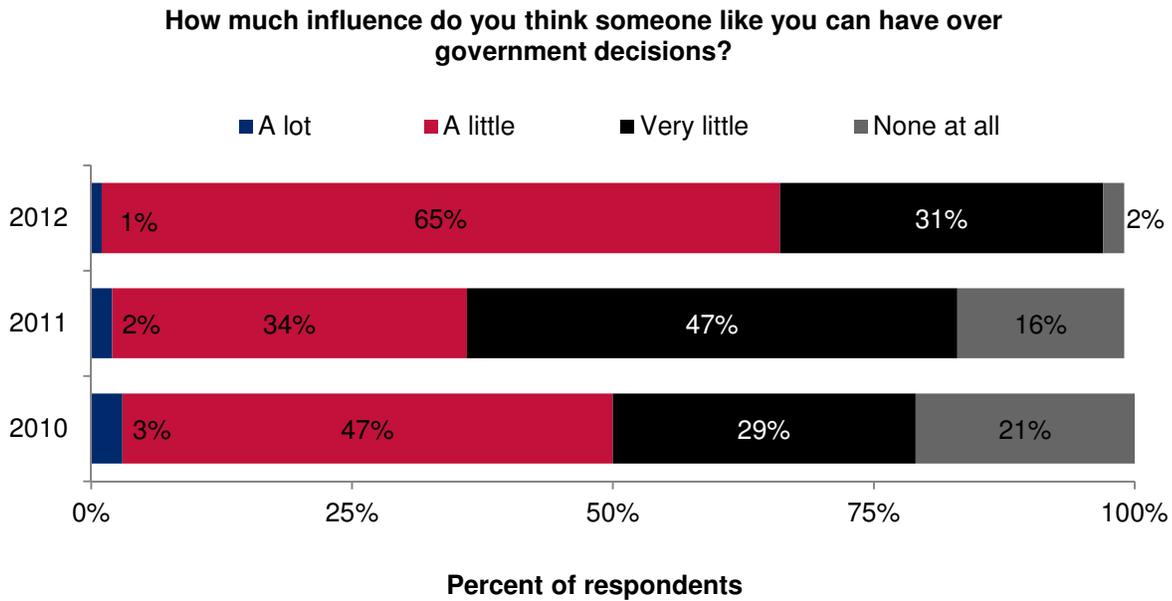
**FIGURE 107: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR**

**If you asked your municipal government to fix your street, what do you think would happen?**

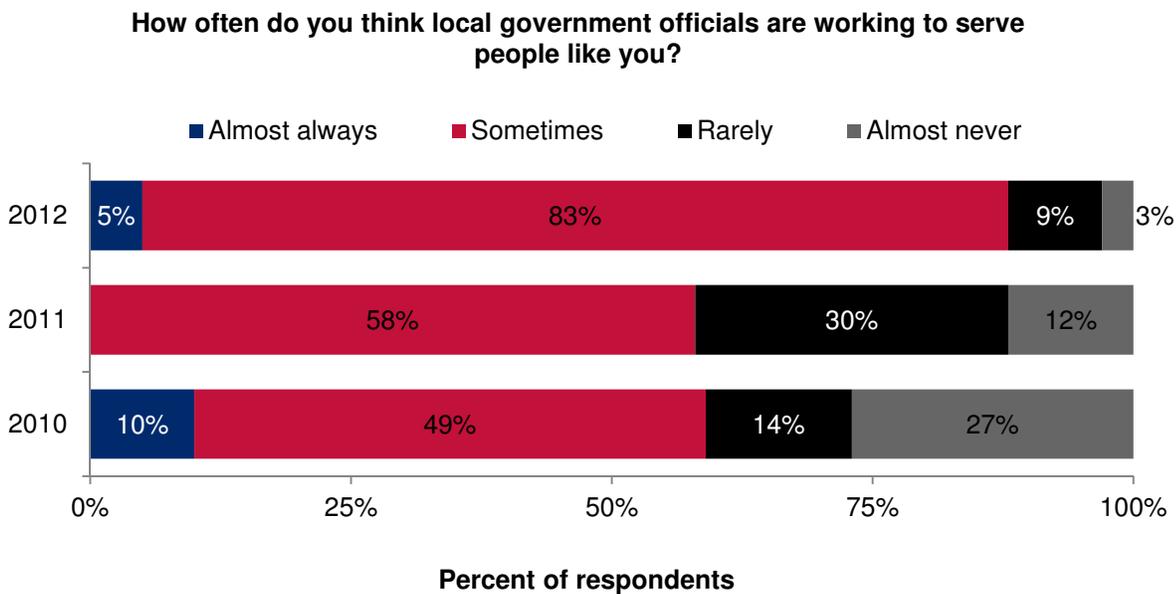


In 2012, a greater proportion of respondents thought they had at least a little influence over local government decisions compared to previous years. Most residents (88%) also thought the local government worked to serve people like them at least some of the time.

**FIGURE 108: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 109: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



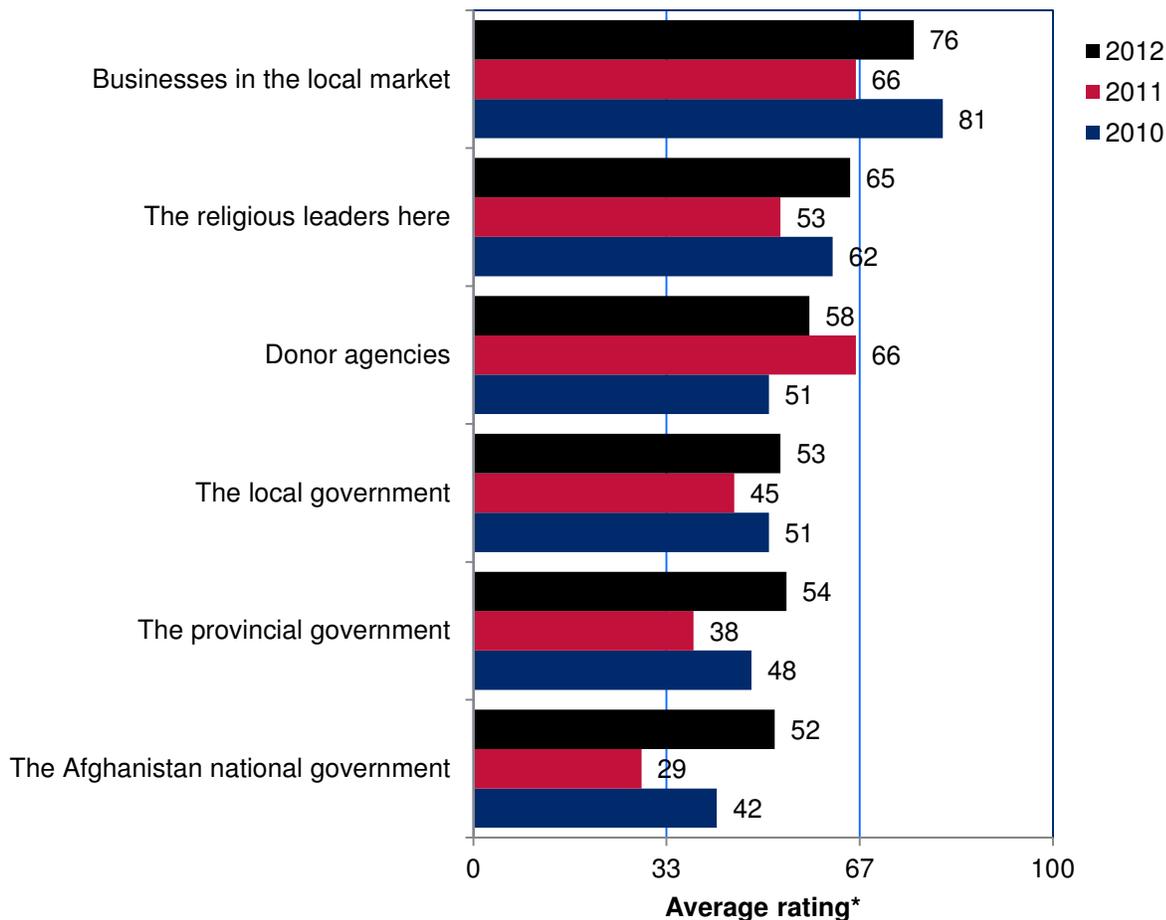
Businesses in the local market and religious leaders were the most trusted representatives among residents of Bazarak in 2012. Trust in donor agencies and in the provincial and national government increased relative to 2010. Trust in the local government remained steady with about 6 in 10 having at least some trust.

**FIGURE 110: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2012**

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	46%	38%	15%	1%	76
The religious leaders here	21%	57%	18%	5%	65
Donor agencies	14%	55%	21%	10%	58
The local government	3%	59%	32%	5%	53
The provincial government	5%	57%	32%	6%	54
The Afghanistan national government	3%	57%	31%	9%	52

\* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

**FIGURE 111: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR**



\* Average rating where 0=no trust, 33=little trust, 67=some trust and 100=a great deal of trust

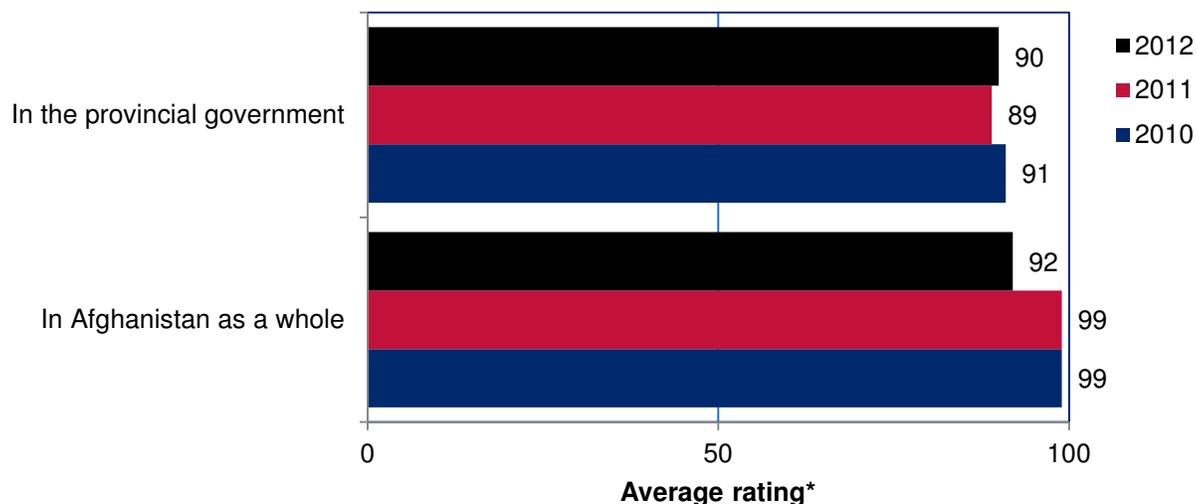
Virtually all respondents from Bazarak indicated that corruption in the provincial government and Afghanistan as a whole was a major problem. About a third of residents thought that corruption in provincial government had increased in 2012, which was less than in previous years.

**FIGURE 112: LEVEL OF CORRUPTION, 2012**

<b>Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.</b>	<b>Major Problem</b>	<b>Minor Problem</b>	<b>Not a Problem</b>	<b>Average rating*</b>
In the provincial government	80%	19%	1%	90
In Afghanistan as a whole	84%	16%	0%	92

\* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

**FIGURE 113: LEVEL OF CORRUPTION COMPARED BY YEAR**



\* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

**FIGURE 114: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR**

<b>Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	
In Afghanistan as a whole	Increased	75%	57%	84%
	Stayed the same	20%	38%	16%
	Decreased	5%	5%	0%
In the provincial government	Increased	65%	38%	32%
	Stayed the same	29%	47%	66%
	Decreased	6%	15%	1%

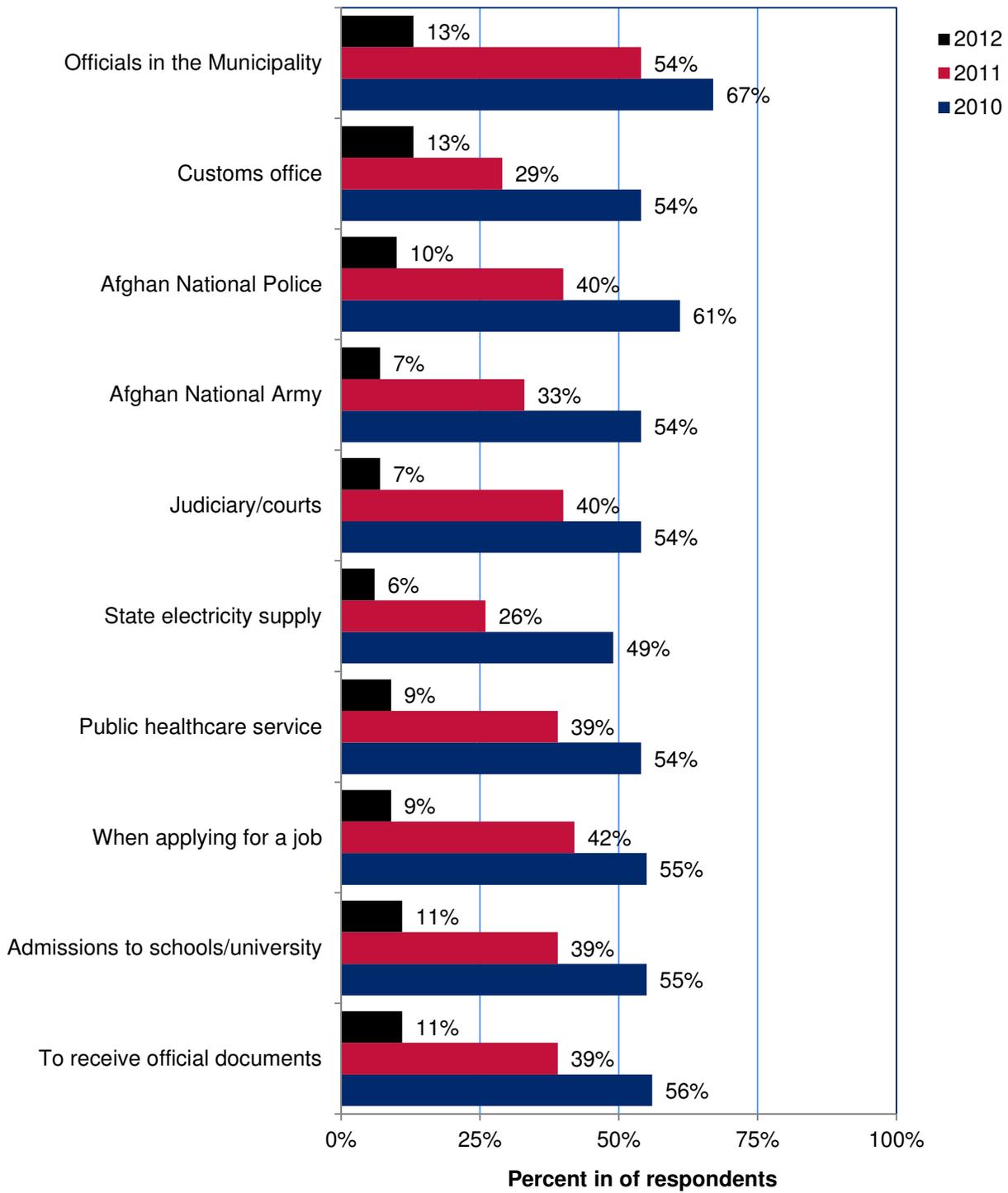
Requests for cash, gifts or favors in Bazarak continued to be rare for residents who had contacted government officials. Most respondents indicated that they were not asked for a bribe regardless of the type of official that they contacted. While still rare, requests for gifts, cash or a favor increased for respondents who had contacted a government official to receive official documents and for those who had contact with the judiciary or courts.

**FIGURE 115: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2012**

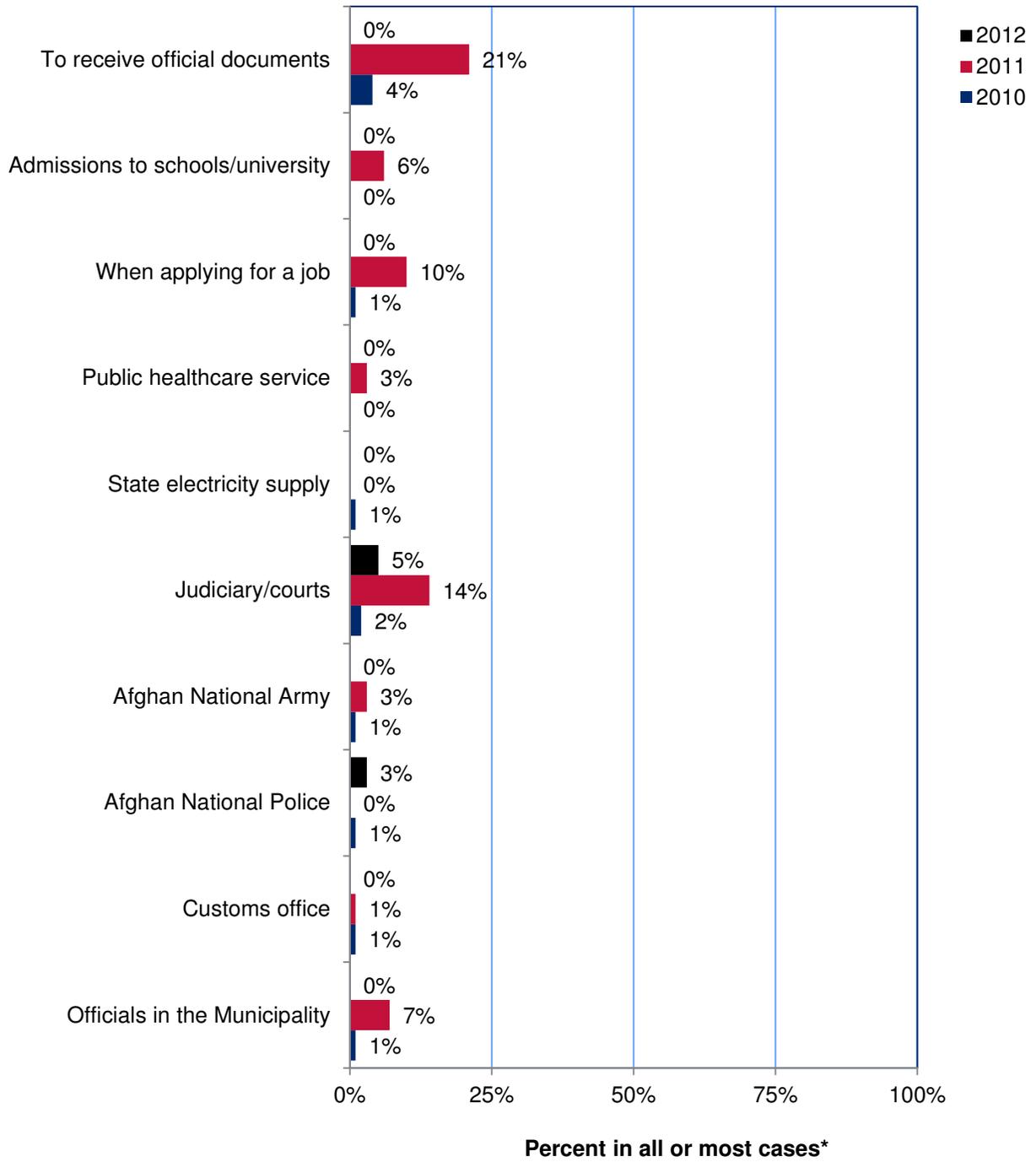
<b>Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*</b>	<b>In all cases</b>	<b>Most cases</b>	<b>Isolated cases</b>	<b>No cases</b>
To receive official documents	0%	0%	0%	100%
Admissions to schools/university	0%	0%	0%	100%
When applying for a job	0%	0%	0%	100%
Public healthcare service	0%	0%	4%	96%
State electricity supply	0%	0%	0%	100%
Judiciary/courts	5%	0%	5%	91%
Afghan National Army	0%	0%	0%	100%
Afghan National Police	3%	0%	3%	94%
Customs office	0%	0%	3%	97%
Officials in the Municipality	0%	0%	5%	95%

*\* Only for those who had contact with Government Official*

**FIGURE 116: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR**



**FIGURE 117: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



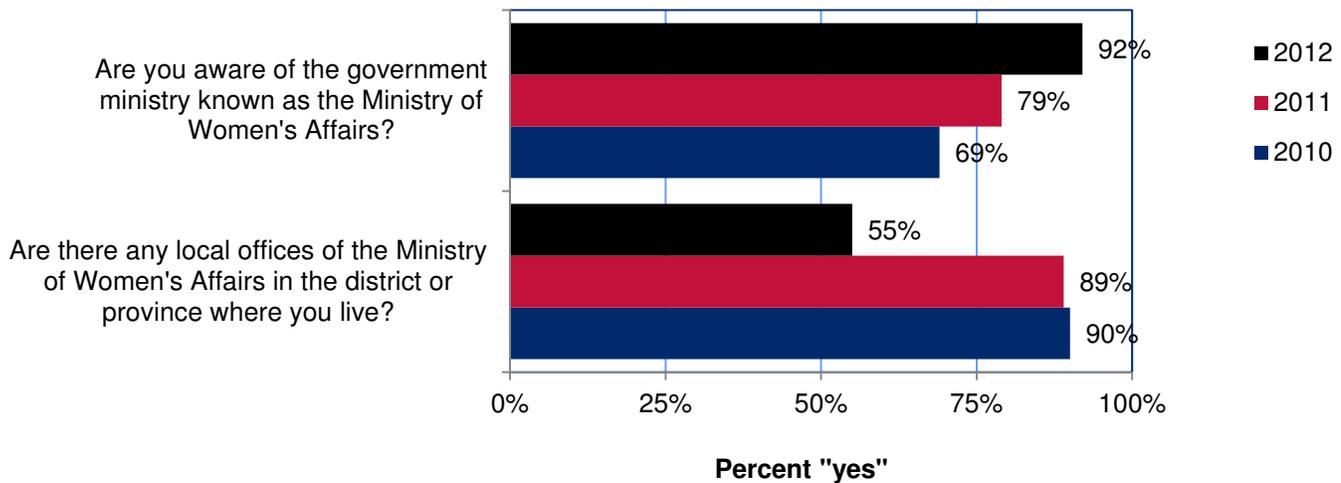
\* Only for those who had contact with Government Official

# WOMEN IN SOCIETY

Almost all Bazarak respondents were aware of the Ministry of Women’s Affairs and around half believed there was a local office in their district or province. Awareness of the Ministry improved in 2012, while knowledge of any local offices declined.

In 2012, almost all women and most men in the city strongly agreed that women should have equal opportunities in education. While almost all women strongly agreed with equal opportunities for women in government, only one in three men of Bazarak did. Support for equal opportunities in education and government increased among women between 2010 and 2012 and among men for educational opportunities. However, men’s support for equal opportunities for women in government declined.

**FIGURE 118: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR**

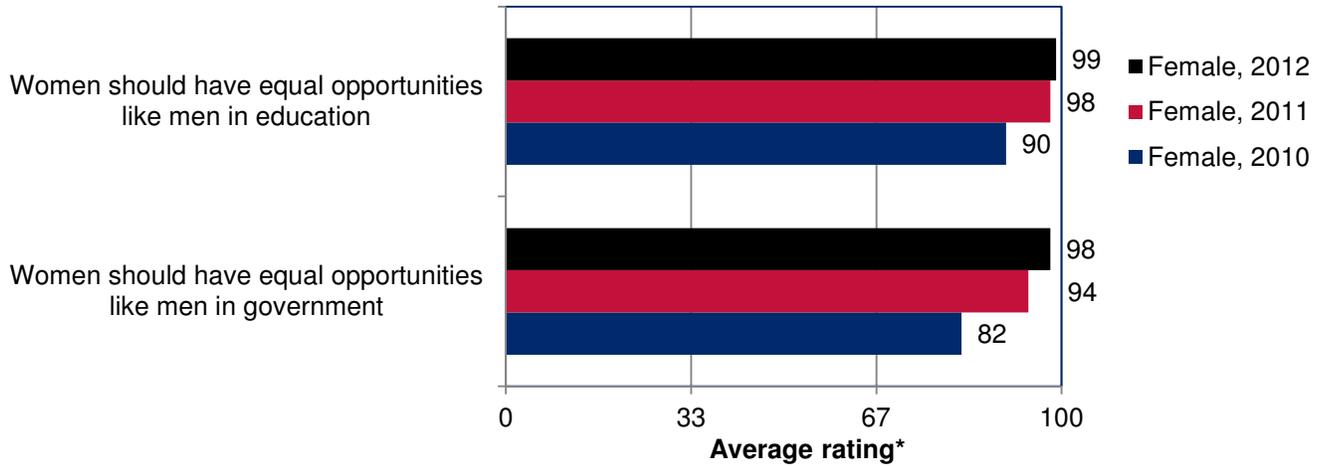


**FIGURE 119: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012**

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	75%	97%
	Agree somewhat	22%	3%
	Disagree somewhat	3%	0%
	Strongly disagree	0%	0%
	Average rating*	91	99
Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	32%	95%
	Agree somewhat	38%	4%
	Disagree somewhat	7%	0%
	Strongly disagree	23%	1%
	Average rating*	60	98

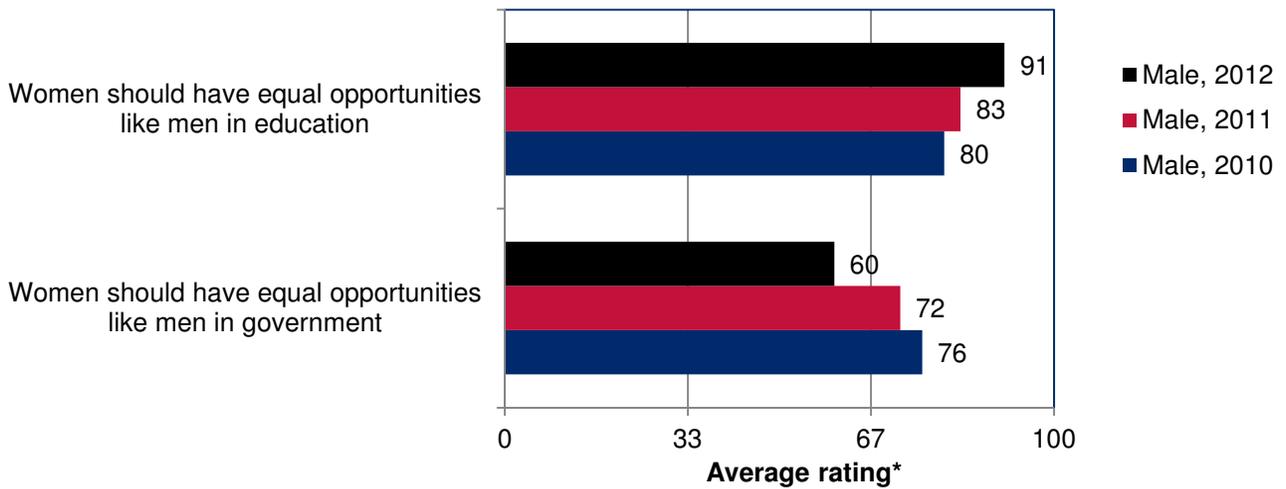
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 120: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR**



\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 121: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR**



\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

# APPENDIX A: COMPLETE SET OF FREQUENCIES, 2012 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	34	11%
6-10 years	76	25%
11-20 years	94	31%
21-40 years	69	23%
41 or more years	27	9%
Total	300	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Bazarak	19

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Bazarak	6	2%	195	65%	88	29%	11	4%	0	0%	0	0%	300	100%
The quality of schools in your city	4	1%	194	65%	90	30%	12	4%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	8	3%	151	50%	121	40%	20	7%	0	0%	0	0%	300	100%
The health of people in your city	13	4%	170	57%	83	28%	34	11%	0	0%	0	0%	300	100%
The cleanliness of city streets	8	3%	173	58%	91	30%	28	9%	0	0%	0	0%	300	100%
The number of job opportunities in your city	12	4%	116	39%	116	39%	56	19%	0	0%	0	0%	300	100%
The number of businesses in your city	14	5%	100	33%	120	40%	66	22%	0	0%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.7
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.5
The cleanliness of city streets	2.5
The number of job opportunities in your city	2.3
The number of businesses in your city	2.2

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	267	89%
Yes, part time	10	3%
No, not employed	23	8%
Refused	0	0%
Don't know	0	0%

**Q4 Compared to 12 months ago, do you think opportunities for employment in Bazarak have increased, stayed the same or decreased?**

	<b>Number</b>	<b>Percent</b>
Increased	39	13%
Stayed the same	229	76%
Decreased	31	10%
Refused	1	0%
Don't know	0	0%
Total	300	100%

**Q5 Do you pay Safayi (city fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	300	100%
Total	300	100%

**Q5 If you pay, how much do you pay per month?**

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

**Q6 How do you dispose of your household trash?**

	Number	Percent
Dispose in street	8	3%
Dispose in public container	62	21%
Take to an official dump site	4	1%
Take to an improvised dump site	178	60%
Door to door collection	0	0%
Refused	0	0%
Don't know	2	1%
Other: Put it in our yard	0	0%
Other: Burn it	4	1%
Other: Put it in a ditch or river	15	5%
Other: Take it to farm/agricultural/desert land	0	0%
Other: Bury it	28	9%
Other: Flows to the street	1	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	42	67%
On the next street	17	27%
Several streets away	2	3%
Further than several streets away	2	3%
Total	63	100%

**Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?**

	<b>Number</b>	<b>Percent</b>
Very satisfied	45	15%
Somewhat satisfied	135	45%
Somewhat dissatisfied	89	30%
Very dissatisfied	31	10%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.6

*\*Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

**Q8 How often does the city clean trash from streets?**

	<b>Number</b>	<b>Percent</b>
Every day	87	29%
A couple/few times a week	37	12%
Once a week	53	18%
Once every two or three weeks	24	8%
Once a month or less frequently	15	5%
Once a year	3	1%
Never	79	26%
Refused	1	0%
Don't know	1	0%
Total	300	100%

**Q9 Who do you pay for this trash service?**

	<b>Number</b>	<b>Percent</b>
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	298	100%
Total	298	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	0	0%	112	37%	60	20%	128	43%	0	0%	0	0%	300	100%
Provision of legal dumpsites	0	0%	122	41%	135	45%	43	14%	0	0%	0	0%	300	100%
Provision of garbage bins in residential areas	4	1%	89	30%	123	41%	84	28%	0	0%	0	0%	300	100%
Provision of garbage bins in commercial areas	7	2%	96	32%	121	40%	76	25%	0	0%	0	0%	300	100%
Cleaning garbage from the streets	13	4%	167	56%	88	29%	32	11%	0	0%	0	0%	300	100%
Affordability of trash service	3	1%	100	33%	153	51%	44	15%	0	0%	0	0%	300	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.9
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.0
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.5
Affordability of trash service	2.2

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q11 Which of the following sources do you use for drinking water?**

	<b>Number</b>	<b>Percent</b>
Well on property	3	1%
Shared well with neighbors	1	0%
River, canal or other open source	63	21%
Public standpipe	218	73%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Refused	0	0%
Don't know	0	0%
Other: Spring	15	5%

*Total may exceed 100% as respondents could provide more than one response.*

**Q12 Who do you pay for this water service?**

	<b>Number</b>	<b>Percent</b>
City water supply department	0	0%
A private firm/person	0	0%
No one	299	100%
Total	300	100%

**Q13 Quality of Government Water Services, if Connected**

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor: (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?**

	Number	Percent
Yes	126	42%
No	174	58%
Total	300	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	Number	Percent
Micro Hydro Power (MHP)	253	85%
No electricity	35	12%
Solar Energy	7	2%
Personal Generator	2	1%
Large batteries/invertors (such as for running TV, lights, etc.)	1	0%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q16 Who do you pay for this electricity service?**

	<b>Number</b>	<b>Percent</b>
A private firm/person	227	76%
No one	73	24%
Total	300	100%

**Q16 If you pay, how much do you pay per month?**

	<b>Number</b>	<b>Percent</b>
1 to 50 AFN	0	0%
51 to 100 AFN	11	5%
101 to 200 AFN	91	40%
201 to 400 AFN	119	52%
401 to 600 AFN	4	2%
601 to 1,000 AFN	1	0%
1,001 to 2,000 AFN	1	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	227	100%

**Q18 What type of toilet do you have at your home?**

	<b>Number</b>	<b>Percent</b>
Indoor plumbing	1	0%
Dry latrine	291	97%
Latrine with septic	8	3%
Other	0	0%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q18 Which OTHER type of toilet do you have at your home?**

	<b>Number</b>	<b>Percent</b>
No response	300	100%

**Q19 What type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
Open ditch/canal	281	94%
Drains onto the street/road	18	6%
City pipeline/sewer	1	0%
Septic system	0	0%
Other	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

**Q19 Which OTHER type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
No response	300	100%

**Q20 Condition of Drainage and Quality of Drainage Services in City**

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	127	42%	57	19%	116	39%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	0	0%	111	37%	139	46%	50	17%	0	0%	0	0%	300	100%
Ditch cleaning services	3	1%	129	43%	104	35%	64	21%	0	0%	0	0%	300	100%
Ditch repair services	3	1%	110	37%	130	43%	57	19%	0	0%	0	0%	300	100%
Ditch construction services	3	1%	92	31%	137	46%	68	23%	0	0%	0	0%	300	100%

**Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City**

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.2
Ditch cleaning services	2.2
Ditch repair services	2.2
Ditch construction services	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	121	40%	64	21%	115	38%	0	0%	0	0%	300	100%
The condition of main city roads	1	0%	143	48%	112	37%	44	15%	0	0%	0	0%	300	100%
The condition of highways	10	3%	188	63%	88	29%	14	5%	0	0%	0	0%	300	100%
Street repair services	7	2%	192	64%	85	28%	16	5%	0	0%	0	0%	300	100%
Street construction services	6	2%	153	51%	124	41%	17	6%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.3
The condition of highways	2.6
Street repair services	2.6
Street construction services	2.5

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	7	2%	36	12%	257	86%	0	0%	0	0%	300	100%
Women's parks	9	3%	34	11%	257	86%	0	0%	0	0%	300	100%
Children's playgrounds	13	4%	36	12%	251	84%	0	0%	0	0%	300	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	2	5%	3	7%	18	41%	0	0%	0	0%	21	48%	44	100%
Women's parks	0	0%	9	20%	15	34%	1	2%	0	0%	19	43%	44	100%
Children's playgrounds	2	5%	9	20%	18	41%	2	5%	0	0%	13	30%	44	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.3
Women's parks	2.3
Children's playgrounds	2.4

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	1	0%	179	60%	96	32%	24	8%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	144	48%	132	44%	24	8%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	6	2%	153	51%	114	38%	27	9%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	16	5%	152	51%	106	35%	26	9%	0	0%	0	0%	300	100%
The quality of food at your market(s)	8	3%	154	51%	116	39%	22	7%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	11	4%	86	29%	160	53%	43	14%	0	0%	0	0%	300	100%

**Q 25 Average Rating of Quality of City's Market**

	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.2

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q24A Do you or your family members visit the parks?**

	Number	Percent
No	287	96%
Yes	13	4%

**Q24B If yes, which ones?**

	Number	Percent
Teen/adult parks	6	46%
Children's Playgrounds	6	46%
Women's parks	3	23%

**Q 26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?**

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	91	30%	204	68%	5	2%	0	0%	0	0%	0	0%	300	100%
Fruit	96	32%	200	67%	4	1%	0	0%	0	0%	0	0%	300	100%
Vegetables	141	47%	152	51%	7	2%	0	0%	0	0%	0	0%	300	100%
Flour	259	86%	40	13%	1	0%	0	0%	0	0%	0	0%	300	100%
Cooking oil	286	95%	11	4%	3	1%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	289	96%	9	3%	2	1%	0	0%	0	0%	0	0%	300	100%
Cereal	248	83%	46	15%	6	2%	0	0%	0	0%	0	0%	300	100%

## Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	16	5%	0	0%	1	0%	283	94%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	3	1%	2	1%	1	0%	294	98%	300	100%
Ditch cleaning, repair and construction	17	6%	19	6%	20	7%	244	81%	300	100%
Street repair	61	20%	17	6%	24	8%	198	66%	300	100%
Supplying clean drinking water	38	13%	79	26%	35	12%	148	49%	300	100%
Provide a new area for a market	18	6%	50	17%	32	11%	200	67%	300	100%
Provide green areas/parks	5	2%	56	19%	29	10%	210	70%	300	100%
Provide electricity service	134	45%	45	15%	81	27%	40	13%	300	100%
Car parking	2	1%	6	2%	9	3%	283	94%	300	100%
Sidewalk construction/improvement	2	1%	22	7%	49	16%	227	76%	300	100%
Sport facilities/stadium	4	1%	1	0%	1	0%	294	98%	300	100%
Public latrine for men	0	0%	1	0%	6	2%	293	98%	300	100%
Public latrine for women	0	0%	2	1%	12	4%	286	95%	300	100%

**Q28 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?**

	Number	Percent
Mayor	53	18%
Shuras/CDCs/Jirgas	224	75%
Tribal leader/Malik	14	5%
Mullah	9	3%
Wakil-e-Gozar	0	0%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?**

	Number	Percent
Yes	63	21%
No	237	79%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?**

	Number	Percent
It would be fixed within a month	84	28%
It would be fixed within a year	129	43%
My request would be put on a long wait list	72	24%
Other	0	0%
Don't know	5	2%
Refused	9	3%

*Total may exceed 100% as respondents could provide more than one response.*

**Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?**

	<b>Number</b>	<b>Percent</b>
Very good job	60	20%
Somewhat good job	187	62%
Somewhat bad job	40	13%
Very bad job	11	4%
Refused	1	0%
Don't know	1	0%
Total	300	100%

**Q32 How often do you think local government officials are working to serve people like you?**

	<b>Number</b>	<b>Percent</b>
Almost always	15	5%
Sometimes	246	82%
Rarely	27	9%
Almost never	9	3%
Refused	0	0%
Don't know	3	1%
Total	300	100%

**Q33 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?**

	<b>Number</b>	<b>Percent</b>
A lot	4	1%
A little	194	65%
Very little	94	31%
None at all	7	2%
Don't know	0	0%
Refused	1	0%
Total	300	100%

**Q34 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?**

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	138	46%	114	38%	45	15%	3	1%	0	0%	0	0%	300	100%
The religious leaders here	63	21%	170	57%	53	18%	14	5%	0	0%	0	0%	300	100%
Donor agencies	41	14%	166	55%	64	21%	29	10%	0	0%	0	0%	300	100%
The local government	10	3%	177	59%	97	32%	16	5%	0	0%	0	0%	300	100%
The provincial government	15	5%	171	57%	97	32%	17	6%	0	0%	0	0%	300	100%
The Afghanistan national government	10	3%	170	57%	94	31%	26	9%	0	0%	0	0%	300	100%

**Q35 Who is your mayor?**

	Number	Percent
Identified correctly	68	23%
Did not know	200	67%
Provided wrong name	32	11%
Total	300	100%

**Q36 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.**

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	241	80%	56	19%	3	1%	0	0%	0	0%	300	100%
In Afghanistan as a whole	251	84%	49	16%	0	0%	0	0%	0	0%	300	100%

**Q37 Compared to 12 months ago, do you think the amount of corruption overall in ...**

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	97	32%	199	66%	4	1%	0	0%	0	0%	300	100%
In Afghanistan as a whole	251	84%	48	16%	1	0%	0	0%	0	0%	300	100%

**Q38 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?**

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	0	0%	2	1%	37	12%	261	87%	0	0%	0	0%	300	100%
Customs office	0	0%	0	0%	1	0%	37	12%	262	87%	0	0%	0	0%	300	100%
Afghan National Police	1	0%	0	0%	1	0%	29	10%	269	90%	0	0%	0	0%	300	100%
Afghan National Army	0	0%	0	0%	0	0%	20	7%	280	93%	0	0%	0	0%	300	100%
Judiciary / courts	1	0%	0	0%	1	0%	20	7%	278	93%	0	0%	0	0%	300	100%
State electricity supply	0	0%	0	0%	0	0%	19	6%	281	94%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	0	0%	1	0%	25	8%	274	91%	0	0%	0	0%	300	100%
When applying for a job	0	0%	0	0%	0	0%	26	9%	274	91%	0	0%	0	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	32	11%	268	89%	0	0%	0	0%	300	100%
To receive official documents	0	0%	0	0%	0	0%	32	11%	267	89%	0	0%	0	0%	299	100%

**Q39 Are you aware of the government ministry known as the Ministry of Women's Affairs?**

	Number	Percent
Yes	273	91%
No	23	8%
Don't know	4	1%
Refused	0	0%
Total	300	100%

**Q40 Are there any local offices of the Ministry of Women’s Affairs in the district or province where you live? (If answered ‘Yes’ in Q38)?**

	<b>Number</b>	<b>Percent</b>
Yes	161	54%
No	134	45%
Don't know	5	2%
Refused	0	0%
Total	300	100%

**Q43 Have you ever read/seen municipality newsletter?**

	<b>Number</b>	<b>Percent</b>
Yes	72	24%
No	228	76%
Total	300	100%

**Q41 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	258	86%
Agree somewhat	38	13%
Disagree somewhat	4	1%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q42 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	Number	Percent
Strongly agree	193	65%
Agree somewhat	62	21%
Disagree somewhat	10	3%
Strongly disagree	34	11%
Don't know	0	0%
Refused	0	0%
Total	299	100%

**Q44 How old were you on your last birthday?**

	Number	Percent of households
13-17 years old	2	1%
18-30 years old	81	27%
31-40 years old	70	24%
41-50 years old	58	20%
51-60 years old	42	14%
61 or more years old	44	15%
Total	297	100%

**Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?**

	Number	Percent of households
Working	133	44%
Retired	3	1%
Housewife	133	44%
Student	9	3%
Unemployed	22	7%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	300	100%

*Total may exceed 100% as respondents could provide more than one response.*

**Q46 What is the highest level of school or madrassa you completed?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	117	39%
Primary School, incomplete (classes 1 to 5)	19	6%
Primary School, complete (finished class 6)	24	8%
Secondary education, incomplete (classes 7 to 8)	26	9%
Secondary education, complete (finished class 9)	37	12%
High School (classes 10 to 12)	72	24%
University education or above	5	2%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q47 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	31	10%
Married	254	85%
Widower/ Widow	15	5%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q48 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	0	0%
1-5 people	62	21%
6-10 people	196	65%
10-20 people	41	14%
21 or more people	1	0%
Total	300	100%

**Q49 Does your family lease or own this house?**

	<b>Number</b>	<b>Percent of households</b>
Lease	2	1%
Own	298	99%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q50 Does your family have a Qabala or other way of demonstrating your tenure?**

	<b>Number</b>	<b>Percent of households</b>
Yes	234	78%
No	61	20%
Don't know	4	1%
Refused	1	0%
Total	300	100%

**Q51 What do you pay each month for your lease or mortgage?**

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	0	0%
1,000 AFN or less per month	1	50%
1,001-2,000 AFN per month	1	50%
2,001-3,000 AFN per month	0	0%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	2	100%

**Q52 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	8	3%
2,001 - 3,000 AFN	37	12%
3,001 - 5,000 AFN	55	18%
5,001 - 10,000 AFN	45	15%
10,001 - 15,000 AFN	40	13%
15,001 - 20,000 AFN	19	6%
20,001 - 25,000 AFN	17	6%
25,001 - 40,000 AFN	74	25%
More than 40,000 AFN	5	2%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q53 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	147	49%
Female	153	51%
Total	300	100%

# APPENDIX B: COMPLETE SET OF FREQUENCIES, 2011 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

<b>Q1 Can you tell me how many years you have lived in this City?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	11	4%
6-10 years	57	19%
11-20 years	134	45%
21-40 years	83	28%
41 or more years	15	5%
Total	300	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Bazarak	20

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Bazarak	2	1%	162	54%	116	39%	20	7%	0	0%	0	0%	300	100%
The quality of schools in your city	2	1%	166	55%	92	31%	40	13%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	4	1%	127	42%	135	45%	34	11%	0	0%	0	0%	300	100%
The health of people in your city	0	0%	154	51%	121	40%	25	8%	0	0%	0	0%	300	100%
The cleanliness of city streets	1	0%	136	45%	121	40%	42	14%	0	0%	0	0%	300	100%
The number of job opportunities in your city	0	0%	145	48%	71	24%	79	26%	5	2%	0	0%	300	100%
The number of businesses in your city	0	0%	98	33%	94	31%	83	28%	25	8%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.4
The cleanliness of city streets	2.3
The number of job opportunities in your city	2.2
The number of businesses in your city	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	214	71%
Yes, part time	61	20%
No, not employed	24	8%
Refused	1	0%
Don't know	0	0%

**Q4 Compared to 12 months ago, do you think opportunities for employment in Bazarak have increased, stayed the same or decreased?**

	<b>Number</b>	<b>Percent</b>
Increased	98	33%
Stayed the same	147	49%
Decreased	33	11%
Refused	12	4%
Don't know	10	3%
Total	300	100%

**Q5 Do you pay Safayi (city fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	300	100%
Total	300	100%

**Q5 If you pay, how much do you pay per month?**

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

**Q6 How do you dispose of your household trash?**

	Number	Percent
Dispose in street	35	12%
Dispose in public container	60	20%
Take to an official dump site	1	0%
Take to an improvised dump site	11	4%
Door to door collection	0	0%
Other	194	65%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q6 Which OTHER way do you dispose of your household trash?**

	Number	Percent
Beside of River	53	18%
Burn those	17	6%
Dispose in the Yard	67	22%
Disposed in the Hillside	58	19%
No response	105	35%

<b>Q6a Where is this container?</b>		
	<b>Number</b>	<b>Percent</b>
On my street/close to my house	57	93%
On the next street	1	2%
Several streets away	1	2%
Further than several streets away	2	3%
Total	61	100%

<b>Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?</b>		
	<b>Number</b>	<b>Percent</b>
Very satisfied	79	26%
Somewhat satisfied	98	33%
Somewhat dissatisfied	93	31%
Very dissatisfied	30	10%
Refused	0	0%
Don't know	0	0%
Total	300	100%

<b>Q7 Average Rating of Satisfaction with Trash Disposal Method</b>	
	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.8

*\*Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

**Q8 How often does the city clean trash from streets?**

	<b>Number</b>	<b>Percent</b>
Every day	38	13%
A couple/few times a week	13	4%
Once a week	46	15%
Once every two or three weeks	25	8%
Once a month or less frequently	32	11%
Once a year	9	3%
Never	135	45%
Refused	1	0%
Don't know	1	0%
Total	300	100%

**Q9 Who do you pay for this trash service?**

	<b>Number</b>	<b>Percent</b>
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	300	100%
Total	300	100%

**Q9 If you pay, how much do you pay per month?**

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

**Q10 Quality of Trash Services**

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	0	0%	79	26%	35	12%	184	61%	1	0%	1	0%	300	100%
Provision of legal dumpsites	1	0%	85	28%	37	12%	177	59%	0	0%	0	0%	300	100%
Provision of garbage bins in residential areas	0	0%	15	5%	47	16%	219	73%	18	6%	1	0%	300	100%
Provision of garbage bins in commercial areas	3	1%	62	21%	67	22%	150	50%	18	6%	0	0%	300	100%
Cleaning garbage from the streets	13	4%	172	57%	54	18%	52	17%	9	3%	0	0%	300	100%
Affordability of trash service	6	2%	97	32%	105	35%	92	31%	0	0%	0	0%	300	100%

**Q10 Average Rating of Satisfaction with Trash Services**

	Average rating*
Removal of illegal/improvised dumpsites	1.6
Provision of legal dumpsites	1.7
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.7
Cleaning garbage from the streets	2.5
Affordability of trash service	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q11 Which of the following sources do you use for drinking water?**

	Number	Percent
Well on property	0	0%
Shared well with neighbors	5	2%
River, canal or other open source	166	55%
Public Standpipe	204	68%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	30	10%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

**Q11 Which OTHER sources do you use for drinking water?**

	Number	Percent
No response	270	90%
Spring	24	8%
well	3	1%
Well	3	1%

**Q12 Who do you pay for this water service?**

	Number	Percent
City water supply department	0	0%
A private firm/person	46	15%
No one	254	85%
Total	300	100%

**Q12 If you pay, how much do you pay per month?**

	Number	Percent
1 to 50 AFN	32	70%
51 to 100 AFN	13	28%
101 to 200 AFN	0	0%
201 to 400 AFN	1	2%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	46	100%

**Q13 Quality of Government Water Services, if Connected**

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor: (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Q13 Average Rating of Satisfaction with Water Services**

	Average rating*
Frequency of supply (times per week)	.
Amount supplied	.
Overall quality of water for drinking	.

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?**

	Number	Percent
Yes	161	54%
No	139	46%
Total	300	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	Number	Percent
Micro Hydro Power (MHP)	238	80%
Personal Generator	76	25%
No electricity	33	11%
Solar Energy	4	1%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

<b>Q16 Who do you pay for this electricity service?</b>		
	<b>Number</b>	<b>Percent</b>
A private firm/person	202	67%
No one	98	33%
Total	300	100%

<b>Q16 If you pay, how much do you pay per month?</b>		
	<b>Number</b>	<b>Percent</b>
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	66	33%
201 to 400 AFN	131	65%
401 to 600 AFN	5	2%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	202	100%

<b>Q17 Quality of Government Electricity Services, If Connected</b>														
<b>[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of days per week supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected**

	Average rating*
Number of days per week supplied	.
Number of hours per day supplied	.
Quality of supply*	.
Price for electric supply	.

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q18 What type of toilet do you have at your home?**

	Number	Percent
Indoor plumbing	3	1%
Dry latrine	288	96%
Latrine with septic	9	3%
Other	0	0%
Refused	0	0%
Don't know	0	0%

Total may exceed 100% as respondents could provide more than one response.

**Q18 Which OTHER type of toilet do you have at your home?**

	Number	Percent
No response	300	100%

**Q19 What type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
Open ditch/canal	246	82%
Other	51	17%
Septic system	3	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q19 Which OTHER type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
Behind the Wall	16	5%
in the Garden	3	1%
in the yard	6	2%
In the Yard	15	5%
No response	249	83%
put on the street	10	3%
Spring	1	0%

**Q20 Condition of Drainage and Quality of Drainage Services in City**

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	110	37%	28	9%	162	54%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	0	0%	116	39%	90	30%	94	31%	0	0%	0	0%	300	100%
Ditch cleaning services	0	0%	132	44%	104	35%	64	21%	0	0%	0	0%	300	100%
Ditch repair services	1	0%	148	49%	98	33%	53	18%	0	0%	0	0%	300	100%
Ditch construction services	2	1%	128	43%	89	30%	81	27%	0	0%	0	0%	300	100%

**Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City**

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	2.2
Ditch repair services	2.3
Ditch construction services	2.2

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	1	0%	63	21%	115	38%	121	40%	0	0%	0	0%	300	100%
The condition of main city roads	2	1%	185	62%	95	32%	18	6%	0	0%	0	0%	300	100%
The condition of highways	59	20%	150	50%	30	10%	61	20%	0	0%	0	0%	300	100%
Street repair services	23	8%	175	58%	83	28%	19	6%	0	0%	0	0%	300	100%
Street construction services	41	14%	151	50%	50	17%	58	19%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.6
The condition of highways	2.7
Street repair services	2.7
Street construction services	2.6

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	10	3%	19	6%	270	90%	1	0%	0	0%	300	100%
Women's parks	0	0%	16	5%	282	94%	1	0%	1	0%	300	100%
Children's playgrounds	3	1%	39	13%	256	85%	1	0%	1	0%	300	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	4	1%	0	0%	8	3%	3	1%	6	2%	275	93%	296	100%
Women's parks	0	0%	0	0%	1	0%	0	0%	5	2%	290	98%	296	100%
Children's playgrounds	0	0%	3	1%	6	2%	15	5%	3	1%	269	91%	296	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.3
Women's parks	2.0
Children's playgrounds	1.5

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	1	0%	90	30%	118	39%	91	30%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	78	26%	112	37%	110	37%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	1	0%	117	39%	141	47%	41	14%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	1	0%	112	37%	135	45%	52	17%	0	0%	0	0%	300	100%
The quality of food at your market(s)	1	0%	138	46%	114	38%	47	16%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	3	1%	103	34%	111	37%	83	28%	0	0%	0	0%	300	100%

### Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.0
The size and layout of the market(s)	1.9
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.2
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	23	8%	246	82%	31	10%	0	0%	0	0%	0	0%	300	100%
Fruit	72	24%	225	75%	3	1%	0	0%	0	0%	0	0%	300	100%
Vegetables	82	27%	211	70%	7	2%	0	0%	0	0%	0	0%	300	100%
Flour	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Cooking oil	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	261	87%	38	13%	1	0%	0	0%	0	0%	0	0%	300	100%

## Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	18	6%	3	1%	3	1%	276	92%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	18	6%	17	6%	32	11%	233	78%	300	100%
Ditch cleaning, repair and construction	17	6%	29	10%	27	9%	227	76%	300	100%
Street repair	6	2%	9	3%	7	2%	278	93%	300	100%
Supplying clean drinking water	57	19%	87	29%	47	16%	109	36%	300	100%
Provide a new area for a market	23	8%	87	29%	85	28%	105	35%	300	100%
Provide green areas/parks	7	2%	13	4%	31	10%	249	83%	300	100%
Provide electricity service	150	50%	35	12%	38	13%	77	26%	300	100%
Car parking	0	0%	0	0%	0	0%	300	100%	300	100%
Sidewalk construction/improvement	1	0%	10	3%	12	4%	277	92%	300	100%
Sport facilities/stadium	0	0%	1	0%	3	1%	296	99%	300	100%
Public latrine for men	1	0%	6	2%	5	2%	288	96%	300	100%
Public latrine for women	2	1%	2	1%	10	3%	286	95%	300	100%

**Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?**

	Number	Percent
Mayor	2	1%
Shuras/CDCs/Jirgas	241	80%
Tribal leader/Malik	40	13%
Mullah	1	0%
Wakil-e-Gozar	16	5%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?**

	Number	Percent
Yes	30	10%
No	250	84%
Don't know	18	6%
Refused	1	0%
Total	299	100%

**Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?**

	Number	Percent
It would be fixed within a month	23	8%
It would be fixed within a year	73	24%
My request would be put on a long wait list	85	28%
Other	1	0%
Don't know	92	31%
Refused	26	9%

*Total may exceed 100% as respondents could provide more than one response.*

**Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?**

	<b>Number</b>	<b>Percent</b>
Very good job	3	1%
Somewhat good job	205	68%
Somewhat bad job	74	25%
Very bad job	16	5%
Refused	0	0%
Don't know	2	1%
Total	300	100%

**Q31 How often do you think local government officials are working to serve people like you?**

	<b>Number</b>	<b>Percent</b>
Almost always	1	0%
Sometimes	164	55%
Rarely	85	28%
Almost never	34	11%
Refused	13	4%
Don't know	3	1%
Total	300	100%

**Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?**

	<b>Number</b>	<b>Percent</b>
A lot	7	2%
A little	101	34%
Very little	140	47%
None at all	48	16%
Don't know	1	0%

**Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?**

	Number	Percent
Refused	3	1%
Total	300	100%

**Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?**

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	78	26%	140	47%	75	25%	4	1%	3	1%	0	0%	300	100%
The religious leaders here	46	15%	117	39%	107	36%	29	10%	1	0%	0	0%	300	100%
Donor agencies	60	20%	188	63%	41	14%	11	4%	0	0%	0	0%	300	100%
The local government	9	3%	110	37%	158	53%	23	8%	0	0%	0	0%	300	100%
The provincial government	2	1%	85	28%	167	56%	46	15%	0	0%	0	0%	300	100%
The Afghanistan national government	1	0%	50	17%	155	52%	90	30%	4	1%	0	0%	300	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	44	15%
Did not know	201	67%
Provided wrong name	55	18%
Total	300	100%

**Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.**

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	244	81%	47	16%	9	3%	0	0%	0	0%	300	100%
In Afghanistan as a whole	296	99%	4	1%	0	0%	0	0%	0	0%	300	100%

**Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...**

	<b>Increased</b>		<b>Stayed the same</b>		<b>Decreased</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
In the provincial government	97	32%	120	40%	37	12%	46	15%	0	0%	300	100%
In Afghanistan as a whole	146	49%	96	32%	12	4%	46	15%	0	0%	300	100%

**Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?**

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	11	4%	53	18%	97	32%	128	43%	11	4%	0	0%	300	100%
Customs office	0	0%	1	0%	17	6%	70	23%	202	67%	9	3%	1	0%	300	100%
Afghan National Police	0	0%	0	0%	28	9%	93	31%	167	56%	11	4%	1	0%	300	100%
Afghan National Army	0	0%	3	1%	26	9%	69	23%	190	63%	11	4%	1	0%	300	100%
Judiciary / courts	0	0%	17	6%	33	11%	69	23%	170	57%	11	4%	0	0%	300	100%
State electricity supply	0	0%	0	0%	4	1%	74	25%	210	70%	12	4%	0	0%	300	100%
Public healthcare service	0	0%	3	1%	27	9%	86	29%	172	57%	12	4%	0	0%	300	100%
When applying for a job	0	0%	13	4%	38	13%	74	25%	162	54%	13	4%	0	0%	300	100%
Admissions to schools/ university	2	1%	5	2%	27	9%	84	28%	169	56%	13	4%	0	0%	300	100%
To receive official documents	8	3%	16	5%	23	8%	70	23%	169	56%	14	5%	0	0%	300	100%

**Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?**

	Number	Percent
1	229	76%
2	62	21%
3	9	3%
Total	300	100%

**Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?**

	<b>Number</b>	<b>Percent</b>
Yes	265	88%
No	33	11%
Don't know	2	1%
Refused	0	0%
Total	300	100%

**Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	220	73%
Agree somewhat	73	24%
Disagree somewhat	6	2%
Strongly disagree	1	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	179	60%
Agree somewhat	98	33%
Disagree somewhat	13	4%
Strongly disagree	10	3%
Don't know	0	0%
Refused	0	0%
Total	300	100%

<b>Q42 How old were you on your last birthday?</b>		
	<b>Number</b>	<b>Percent of households</b>
13-17 years old	1	0%
18-30 years old	65	22%
31-40 years old	97	32%
41-50 years old	76	25%
51-60 years old	38	13%
61 or more years old	22	7%
Total	299	100%

<b>Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?</b>		
	<b>Number</b>	<b>Percent of households</b>
Working	141	47%
Retired	4	1%
Housewife	120	40%
Student	7	2%
Unemployed	27	9%
Other	0	0%
Refused	0	0%
Don't know	1	0%
Total	299	100%

*Total may exceed 100% as respondents could provide more than one response.*

**Q44 What is the highest level of school or madrassa you completed?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	90	30%
Primary School, incomplete (classes 1 to 5)	30	10%
Primary School, complete (finished class 6)	25	8%
Secondary education, incomplete (classes 7 to 8)	36	12%
Secondary education, complete (finished class 9)	43	14%
High School (classes 10 to 12)	70	23%
University education or above	6	2%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	26	9%
Married	253	84%
Widower/ Widow	21	7%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q46 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	0	0%
1-5 people	50	17%
6-10 people	196	65%
10-20 people	53	18%
21 or more people	1	0%
Total	300	100%

**Q47 Does your family lease or own this house?**

	Number	Percent of households
Lease	1	0%
Own	298	99%
Don't know	0	0%
Refused	1	0%
Total	300	100%

**Q48 Does your family have a Qabala or other way of demonstrating your tenure?**

	Number	Percent of households
1	67	22%
2	226	75%
3	7	2%
Total	300	100%

**Q49 What do you pay each month for your lease or mortgage?**

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	0	0%
2,001-3,000 AFN per month	0	0%
3,001-4,000 AFN per month	1	100%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	1	100%

**Q50 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	6	2%
2,001 - 3,000 AFN	16	5%
3,001 - 5,000 AFN	57	19%
5,001 - 10,000 AFN	113	38%
10,001 - 15,000 AFN	71	24%
15,001 - 20,000 AFN	23	8%
20,001 - 25,000 AFN	3	1%
25,001 - 40,000 AFN	5	2%
more than 40,000 AFN	0	0%
Refused	5	2%
Don't know	1	0%
Total	300	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	150	50%
Female	150	50%
Total	300	100%

# APPENDIX C: COMPLETE SET OF FREQUENCIES, 2010 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	18	6%
6-10 years	32	11%
11-20 years	71	24%
21-40 years	111	37%
41 or more years	65	22%
Total	297	100%

<b>Q1 Average Number of Years Lived in City</b>	
Average years in Bazarak	30

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Bazarak	49	16%	74	25%	169	56%	8	3%	0	0%	0	0%	300	100%
The quality of schools in your city	27	9%	83	28%	183	61%	7	2%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	9	3%	114	38%	157	52%	19	6%	1	0%	0	0%	300	100%
The health of people in your city	3	1%	113	38%	174	58%	10	3%	0	0%	0	0%	300	100%
The cleanliness of city streets	7	2%	118	39%	153	51%	21	7%	1	0%	0	0%	300	100%
The number of job opportunities in your city	1	0%	101	34%	84	28%	111	37%	3	1%	0	0%	300	100%
The number of businesses in your city	0	0%	90	30%	80	27%	127	42%	3	1%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.4
The number of job opportunities in your city	2.0
The number of businesses in your city	1.9

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	205	68%
Yes, part time	26	9%
No, not employed	69	23%
Refused	0	0%
Don't know	0	0%

**Q4 Compared to 12 months ago, do you think opportunities for employment in Bazarak have increased, stayed the same or decreased?**

	<b>Number</b>	<b>Percent</b>
Increased	44	15%
Stayed the same	149	50%
Decreased	103	34%
Refused	2	1%
Don't know	2	1%
Total	300	100%

**Q5 Do you pay Safayi (city fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	1	0%
No	298	100%
Total	299	100%

**Q6 How do you dispose of your household trash?**

	<b>Number</b>	<b>Percent</b>
Burn it	38	13%
Put it in a ditch or river	22	7%
Take it to farm/agricultural/desert land	2	1%
Dispose in street	26	9%
Dispose in public container	2	1%
Take to an official dump site	27	9%
Take to an improvised dump site	25	8%
Door to door collection	2	1%
Other	8	3%
Refused	0	0%
Don't know	1	0%
Put it in our yard	147	49%

*Total may exceed 100% as respondents could provide more than one response.*

**Q6 Which OTHER way do you dispose of your household trash?**

	<b>Number</b>	<b>Percent</b>
Dispose by mayor	1	0%
Far for home	1	0%
Inter it	1	0%
Near to playground	2	1%
No response	293	98%
Use to feed the animals	1	0%

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	2	100%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	0	0%
Total	2	100%

**Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?**

	<b>Number</b>	<b>Percent</b>
Very satisfied	15	5%
Somewhat satisfied	55	18%
Somewhat dissatisfied	81	27%
Very dissatisfied	146	49%
Refused	2	1%
Don't know	1	0%
Total	300	100%

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.8

*\*Average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied*

**Q8 How often does the city clean trash from streets?**

	<b>Number</b>	<b>Percent</b>
Every day	47	16%
A couple/few times a week	25	8%
Once a week	89	30%
Once every two or three weeks	30	10%
Once a month or less frequently	82	27%
Never	21	7%
Refused	1	0%
Don't know	5	2%
Total	300	100%

### Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	299	100%
Total	299	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	49	16%	40	13%	84	28%	108	36%	0	0%	19	6%	300	100%
Provision of legal dumpsites	35	12%	52	17%	76	25%	118	39%	0	0%	19	6%	300	100%
Provision of garbage bins in residential areas	45	15%	27	9%	59	20%	139	46%	1	0%	29	10%	300	100%
Provision of garbage bins in commercial areas	37	12%	34	11%	69	23%	129	43%	3	1%	28	9%	300	100%
Cleaning garbage from the streets	26	9%	65	22%	128	43%	73	24%	0	0%	8	3%	300	100%
Affordability of trash service	22	7%	84	28%	87	29%	99	33%	0	0%	8	3%	300	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	2.2
Affordability of trash service	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q11 Which of the following sources do you use for drinking water?**

	Number	Percent
Well on property	6	2%
Shared well with neighbors	5	2%
River, canal or other open source	198	66%
Public Standpipe	62	21%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	30	10%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q11 Which OTHER sources do you use for drinking water?**

	Number	Percent
No response	272	91%
Ditch	5	2%
Private standpipe	23	8%

**Q12 Who do you pay for this water service?**

	Number	Percent
City water supply department	1	0%
A private firm/person	2	1%
No one	297	99%
Total	300	100%

**Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?**

	Number	Percent
Yes	201	67%
No	98	33%
Total	299	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	<b>Number</b>	<b>Percent</b>
Micro Hydro Power (MHP)	209	70%
Personal Generator	55	18%
No electricity	29	10%
Government provided electricity that is not a public generator	2	1%
Solar Energy	2	1%
Shared Generator (with neighbors)	1	0%
Public Generator (from government)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q16 Who do you pay for this electricity service?**

	<b>Number</b>	<b>Percent</b>
A private firm/person	2	1%
No one	297	99%
Total	299	100%

**Q18 What type of toilet do you have at your home?**

	<b>Number</b>	<b>Percent</b>
Indoor plumbing	4	1%
Dry latrine	293	98%
Latrine with septic	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q19 What type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
Open ditch/canal	236	79%
Drains into the yard/garden	50	17%
Other	5	2%
Drains onto the street/road	5	2%
Septic system	3	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%

*Total may exceed 100% as respondents could provide more than one response.*

**Q19 Which OTHER type of drainage do you have for your waste water?**

	<b>Number</b>	<b>Percent</b>
Fountain	1	0%
In River	1	0%
No response	297	99%
River	1	0%

**Q20 Condition of Drainage and Quality of Drainage Services in City**

<b>Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
The condition of drainage ditches near home	3	1%	88	29%	109	36%	100	33%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	4	1%	173	58%	40	13%	83	28%	0	0%	0	0%	300	100%
Ditch cleaning services	1	0%	113	38%	102	34%	84	28%	0	0%	0	0%	300	100%
Ditch repair services	2	1%	83	28%	88	29%	127	42%	0	0%	0	0%	300	100%
Ditch construction services	2	1%	59	20%	84	28%	155	52%	0	0%	0	0%	300	100%

### Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.1
Ditch repair services	1.9
Ditch construction services	1.7

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	4	1%	97	32%	173	58%	26	9%	0	0%	0	0%	300	100%
The condition of main city roads	14	5%	137	46%	141	47%	8	3%	0	0%	0	0%	300	100%
The condition of highways	57	19%	102	34%	99	33%	42	14%	0	0%	0	0%	300	100%
Street repair services	8	3%	106	35%	160	53%	26	9%	0	0%	0	0%	300	100%
Street construction services	5	2%	110	37%	128	43%	57	19%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.3
The condition of main city roads	2.5
The condition of highways	2.6
Street repair services	2.3
Street construction services	2.2

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?**

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	7	2%	28	9%	261	87%	0	0%	4	1%	300	100%
Women's parks	1	0%	14	5%	280	93%	0	0%	5	2%	300	100%
Children's playgrounds	10	3%	22	7%	265	88%	1	0%	2	1%	300	100%

**Q23 Quality of Parks**

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	3	1%	7	2%	6	2%	1	0%	283	94%	300	100%
Women's parks	0	0%	2	1%	0	0%	5	2%	0	0%	293	98%	300	100%
Children's playgrounds	1	0%	3	1%	3	1%	1	0%	0	0%	292	97%	300	100%

**Q23 Average Rating of Quality of Parks**

	Average rating*
Teen/adult parks	1.8
Women's parks	1.6
Children's playgrounds	2.5

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	6	2%	130	43%	136	45%	28	9%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	152	51%	78	26%	70	23%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	2	1%	117	39%	148	49%	33	11%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	10	3%	112	37%	140	47%	38	13%	0	0%	0	0%	300	100%
The quality of food at your market(s)	7	2%	107	36%	142	47%	44	15%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	2	1%	120	40%	96	32%	82	27%	0	0%	0	0%	300	100%

### Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.1

\*Average rating where 1=poor, 2=fair, 3=good and 4=excellent

**Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?**

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	20	7%	228	76%	47	16%	5	2%	0	0%	0	0%	300	100%
Fruit	70	23%	211	70%	15	5%	4	1%	0	0%	0	0%	300	100%
Vegetables	21	7%	199	66%	75	25%	5	2%	0	0%	0	0%	300	100%
Flour	279	93%	19	6%	1	0%	1	0%	0	0%	0	0%	300	100%
Cooking oil	278	93%	20	7%	2	1%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	279	93%	21	7%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	277	92%	21	7%	2	1%	0	0%	0	0%	0	0%	300	100%

**Q26 Municipal Service Priorities**

**The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.**

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	40	13%	31	10%	17	6%	212	71%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	34	11%	40	13%	16	5%	210	70%	300	100%
Ditch cleaning, repair and construction	18	6%	30	10%	40	13%	212	71%	300	100%
Street repair	15	5%	53	18%	38	13%	194	65%	300	100%
Supplying clean drinking water	20	7%	33	11%	31	10%	216	72%	300	100%
Provide a new area for a market	30	10%	62	21%	45	15%	163	54%	300	100%
Provide green areas/parks	31	10%	40	13%	85	28%	144	48%	300	100%
Provide electricity service	115	38%	13	4%	26	9%	146	49%	300	100%

**Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?**

	<b>Number</b>	<b>Percent</b>
Mayor	43	14%
Shuras/CDCs/Jirgas	148	49%
Tribal leader/Malik	88	29%
Mullah	18	6%
Would contact no one	1	0%
Don't know	1	0%
Refused	1	0%
Total	300	100%

**Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?**

	<b>Number</b>	<b>Percent</b>
Yes	128	43%
No	164	55%
Don't know	8	3%
Refused	0	0%
Total	300	100%

**Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?**

	<b>Number</b>	<b>Percent</b>
It would be fixed within a month	77	26%
It would be fixed within a year	56	19%
My request would be put on a long wait list	67	22%
Other	5	2%
Don't know	75	25%
Refused	20	7%

*Total may exceed 100% as respondents could provide more than one response.*

**Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?**

	<b>Number</b>	<b>Percent</b>
Very good job	44	15%
Somewhat good job	218	73%
Somewhat bad job	31	10%
Very bad job	3	1%
Refused	1	0%
Don't know	3	1%
Total	300	100%

**Q31 How often do you think local government officials are working to serve people like you?**

	<b>Number</b>	<b>Percent</b>
Almost always	29	10%
Sometimes	143	48%
Rarely	41	14%
Almost never	78	26%
Refused	5	2%
Don't know	4	1%
Total	300	100%

**Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?**

	<b>Number</b>	<b>Percent</b>
A lot	10	3%
A little	140	47%
Very little	87	29%
None at all	63	21%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?**

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	165	55%	102	34%	27	9%	5	2%	0	0%	0	0%	299	100%
The religious leaders here	97	32%	95	32%	76	25%	31	10%	0	0%	0	0%	299	100%
Donor agencies	45	15%	100	33%	126	42%	28	9%	0	0%	0	0%	299	100%
The local government	38	13%	111	37%	117	39%	33	11%	0	0%	0	0%	299	100%
The provincial government	32	11%	115	38%	104	35%	48	16%	0	0%	0	0%	299	100%
The Afghanistan national government	30	10%	84	28%	117	39%	67	22%	0	0%	0	0%	298	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	95	32%
Did not know	190	63%
Provided wrong name	15	5%
Total	300	100%

**Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.**

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	254	85%	34	11%	11	4%	1	0%	0	0%	300	100%
In Afghanistan as a whole	292	98%	6	2%	1	0%	0	0%	0	0%	299	100%

**Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...**

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	192	64%	86	29%	17	6%	0	0%	5	2%	300	100%
In Afghanistan as a whole	221	74%	60	20%	14	5%	0	0%	5	2%	300	100%

**Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?**

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	1	0%	2	1%	11	4%	188	63%	98	33%	0	0%	0	0%	300	100%
Customs office	0	0%	2	1%	4	1%	156	52%	138	46%	0	0%	0	0%	300	100%
Afghan National Police	1	0%	0	0%	7	2%	175	58%	117	39%	0	0%	0	0%	300	100%
Afghan National Army	0	0%	1	0%	1	0%	161	54%	137	46%	0	0%	0	0%	300	100%
Judiciary / courts	2	1%	1	0%	5	2%	153	51%	139	46%	0	0%	0	0%	300	100%
State electricity supply	0	0%	1	0%	3	1%	144	48%	152	51%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	0	0%	4	1%	158	53%	138	46%	0	0%	0	0%	300	100%
When applying for a job	1	0%	0	0%	8	3%	156	52%	135	45%	0	0%	0	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	1	0%	163	54%	136	45%	0	0%	0	0%	300	100%
To receive official documents	2	1%	4	1%	14	5%	149	50%	131	44%	0	0%	0	0%	300	100%

**Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?**

	Number	Percent
Yes	205	68%
No	92	31%
Don't know	2	1%
Refused	1	0%
Total	300	100%

**Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?**

	<b>Number</b>	<b>Percent</b>
Yes	184	89%
No	21	10%
Don't know	0	0%
Refused	1	0%
Total	206	100%

**Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	191	64%
Agree somewhat	83	28%
Disagree somewhat	21	7%
Strongly disagree	4	1%
Don't know	1	0%
Refused	0	0%
Total	300	100%

**Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	164	55%
Agree somewhat	89	30%
Disagree somewhat	38	13%
Strongly disagree	8	3%
Don't know	1	0%
Refused	0	0%
Total	300	100%

**Q42 How old were you on your last birthday?**

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	2	1%
18-30 years old	42	14%
31-40 years old	99	33%
41-50 years old	82	27%
51-60 years old	43	14%
61 or more years old	31	10%
Total	299	100%

**Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?**

	<b>Number</b>	<b>Percent of households</b>
Working	91	30%
Retired	2	1%
Housewife	127	42%
Student	5	2%
Unemployed	74	25%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	300	100%

*Total may exceed 100% as respondents could provide more than one response.*

**Q44 What is the highest level of school or madrassa you completed?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	137	46%
Primary School, incomplete (classes 1 to 5)	32	11%
Primary School, complete (finished class 6)	27	9%
Secondary education, incomplete (classes 7 to 8)	21	7%
Secondary education, complete (finished class 9)	24	8%
High School (classes 10 to 12)	49	16%
University education or above	10	3%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	8	3%
Married	273	91%
Widower/ Widow	19	6%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q46 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	2	1%
1-5 people	53	18%
6-10 people	171	57%
10-20 people	73	24%
21 or more people	1	0%
Total	300	100%

**Q47 Does your family lease or own this house?**

	<b>Number</b>	<b>Percent of households</b>
Lease	4	1%
Own	296	99%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q48 Does your family have a Qabala or other way of demonstrating your tenure?**

	<b>Number</b>	<b>Percent of households</b>
Yes	86	29%
No	213	71%
Don't know	1	0%
Refused	0	0%
Total	300	100%

**Q49 What do you pay each month for your lease or mortgage?**

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	296	99%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	2	1%
2,001-3,000 AFN per month	1	0%
3,001-4,000 AFN per month	1	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	300	100%

**Q50 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	60	20%
2,001 - 3,000 AFN	55	18%
3,001 - 5,000 AFN	51	17%
5,001 - 10,000 AFN	55	18%
10,001 - 15,000 AFN	35	12%
15,001 - 20,000 AFN	18	6%
20,001 - 25,000 AFN	7	2%
25,001 - 40,000 AFN	5	2%
more than 40,000 AFN	1	0%
Refused	12	4%
Don't know	1	0%
Total	300	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	157	52%
Female	143	48%
Total	300	100%

# APPENDIX D: SURVEY METHODOLOGY

## INTERNAL CAPACITY SURVEY

In 2010, NRC worked with RUE staff to create a data collection instrument to assess basic government capacity. In 2011, the instrument was significantly revised to capture more elements in each of four municipal government areas: general administration, financial management, revenue enhancement and Public Works. This instrument was further refined in 2012 to clarify question intent, collect additional information and eliminate some unnecessary questions.

Each year the internal capacity assessment was completed by RUE staff. They visited each city and interviewed appropriate municipal staff to complete the assessment forms. Their assessment included gathering available documents such as economic plans, job descriptions and inventories, when available. The data forms completed with the municipalities and documents collected on the trips were reviewed by staff at RUE headquarters in Kabul and the information was data-entered and sent electronically to NRC.

Internal capacity data was not collected in Parun in any of the years, as security issues could not be resolved.

## RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. The 2011 version of the survey was used in 2012 with no substantive changes.

This survey was intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

The same sampling plan was used for the 2010, 2011 and 2012 iterations. The resident survey was implemented in all the RUE cites in each of these years, except for Parun which was only included in the 2012 iteration. Security concerns prevented interviewing in Parun in 2010 and 2011.

## Sample Sizes

City	Approximate number of households <sup>1</sup>	Number of interviews planned	Number of interviews completed		
			2010	2011	2012
Asadabad (Kunar)	1,800	275	275	276	275
Bamyan (Bamyan)	1,600	265	264	265	265
Bazarak (Panjshir)	2,700	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351
Gardez (Paktia)	3,100	312	313	312	295
Ghazni (Ghazni)	7,500	350	295	295	312
Jalalabad (Nangarhar)	26,000	372	371	372	372
Khost (Khost)	1,500	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200
Parun (Nuristan)	350	140	0	0	140
Puli Alam (Logar) <sup>2</sup>	700	200	200	200	200
Sharana (Paktika)	350	140	140	140	140

<sup>1</sup> The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

<sup>2</sup> Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011.

Households in each city were chosen through random route sampling. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the southeast corner of the market) was randomly selected and the interview team wound through the streets, selecting every N<sup>th</sup> household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6<sup>th</sup> house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms; tracking whether anyone was home and willing to complete an interview at the household.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.



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