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# RAMP UP EAST

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

**JANUARY, 2013**

This publication was produced for review by the United States Agency for International Development. It was prepared by National Research Center, Inc. under sub contract to Development Alternatives Inc.

**Program Title:** Regional Afghan Municipalities Program for Urban Populations – Regional Command East

**Sponsoring USAID Office:** USAID/Afghanistan

**Contract Number:** 306-C-00-10-00526-00

**Contractor:** DAI

**Date of Publication:** January 2, 2013

**Author:** USAID/RAMP UP East



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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 Ghazni. The internal survey interviews with staff were conducted in September and October 2012 and the external survey interviews with residents were conducted in September and October 2012. A total of 395 residents were interviewed in Ghazni. 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 GHAZNI RESULTS

## **Staff numbers were growing.**

Staff numbers tripled in Ghazni, going from 54 in 2010 to 160 in 2012. However, the City was still short-staffed; only 38 of 48 permanent positions were filled and 122 of 137 contract positions. Most positions were in the Public Works Office.

## **Planning improved in some areas.**

With the assistance of RUE, Ghazni prepared a municipal organization chart in 2011, but its master plan remained a map that was prepared in 1976. They created an economic profile, but had not analyzed or strategized about economic development interventions or projects. The City did have written statements of vision, mission and goals and objectives, responsibilities and timelines for achieving these goals. They wrote job descriptions for all City staff members and descriptions of responsibilities for each municipal department. The frequency of communication with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) improved each year of the survey, from annually in 2010, to quarterly in 2011, to monthly in 2012.

## **Public Works planning regressed in some areas.**

Despite the large Public Works staff, in 2012, most Public Works services were not scheduled and most planning was completed verbally, rather than in written form. In 2011, the Public Works

Office had written weekly or monthly plans and operation and maintenance schedules for all departments. While the City had not developed an equipment maintenance schedule, in 2012 it did acquire a large space in which to perform maintenance on equipment.

## **The community participated in governing.**

Ghazni's municipal council met monthly, but did not keep minutes. They did have an ad hoc citizens' forum that met monthly to help the municipality prioritize, deliver, monitor and evaluate municipal projects and services, prepare the annual budget, set tariffs and resolve conflicts. The municipality also provided a suggestion box for anonymous citizen input. Both the community and private sector were involved in some service delivery. The community was involved in house-to-house collection of solid waste and raw sewage and in disposal of raw sewage. The private sector was involved in the operation, maintenance and collection of user fees for public parks and latrines.

## **Methods used in the Finance and Revenue Offices were good.**

While neither the Finance and Revenue Offices had department or staff level work plans, the City had formed a budget committee for the 1391 (2012) budget and had presented this budget at the Citizens' Forum and in the municipal newsletter. An automated cash account and M20 was used for accounting, which was a good, but not best practice.

A system of recording revenue in both a cash ledger and computerized sub ledger was introduced in 2012. The procurement system was manual rather than computerized, but filing of Finance documents was completed at a high standard. The Revenue Office had written procedures for collecting business license fees, property Safayi fees and other sources of revenue and had created revenue forecasts including frequency of collection for each source and listings of revenue sources and actual collections.

## **Quality of life improved, but residents were still concerned about employment.**

About two-thirds of residents said their quality of life in Ghazni was excellent or good, an improvement from 2010. Most thought residents' health was good or fair and these ratings were similar across survey years. Residents were more concerned about job opportunities. While most heads of households were employed in 2012, unemployment increased from 4% in 2010 to 12% in 2012. About half of residents thought there was a fair number of job opportunities in the city, but 19% thought the number was poor and 34% thought the number had decreased in the prior year.

## **Ghazni provided fewer services than most other RUE cities, but residents were satisfied overall.**

The Ghazni municipality was involved in providing waste water and sanitation systems to residents, but not water or

electricity. They had unscheduled cleaning of roads, parks and latrines, but provided no maintenance for these amenities. They did, however, provide trash collection service and had assigned a crew, equipment and specific line item in the budget to this task. When asked, "Overall, how well is the City providing the services you think they should provide?" most residents thought they were doing at least a somewhat good job (67%).

### **Street cleaning and trash haul required more attention.**

Ghazni did not schedule road cleaning and did not have street maintenance and most residents said the level of cleanliness of city streets was poor (28%) or fair (31%). When asked how they disposed of their trash, 60% said they used a public container, but this had decreased from 71% in 2010. More were using improvised dumpsites (29%) or putting trash in the street (12%). While the City assigned a crew to clean trash, they were less frequently noticed by residents in 2012 than they had been in 2010. In 2010, half of respondents said they had weekly trash removal compared to 17% in 2012. Ratings for trash services dropped significantly from 2010 to 2012.

### **Piped water was used by a minority of residents.**

In 2012, 32% residents said they got drinking water from a government supplied water source piped to their home, up from 18% in 2010 and 2011. Over these same years more residents began using private wells and fewer used public standpipes. In 2012, 6 in 10 used a private well for drinking water.

### **Government was primary source for electricity.**

In each of the survey years most residents said they received electricity from a government source. This source was mostly identified as a public generator in 2010 and 2011 and as not being a public generator in 2012. Ratings for the public electricity service were good or fair in each of the survey years.

### **Drainage and road systems and services needed improvement.**

About three-quarters of residents said the drainage ditches near their home and throughout the city were in fair or poor condition. Ditch repair and construction were also thought to be fair or poor by most residents and ditch cleaning was mostly rated as poor. While over half of respondents thought the condition of main city roads were excellent or good, most rated local streets as fair or poor. Street repair and construction services were rated good or fair by most.

### **Ghazni had few parks.**

Only 2% of residents said that any of their family members had visited a park in Ghazni and most were unaware of parks they could visit. While few said they had parks nearby their homes, in 2010 most said they were aware of teen/adult and children's parks in the city. By 2012, most were not aware of any park in the city, near or far from their home.

### **Resident priorities for municipal services fluctuated.**

Residents were told that sometimes government had to make difficult choices about what

to do and then asked to choose the three services (out of 8 potential services) that were most important to them. In 2012, 69% of residents said ditch cleaning, maintenance and repair was in the top three most important. Additionally, about half of respondents put a new dumpsite for trash and public containers for trash in their top three. In 2011, at least half of residents named supplying clean drinking water or street repair and in 2010 half wanted a new dumpsite and close to half wanted new parks.

### **Residents had few connections with the municipal government.**

In each of the three survey years, about 2 in 10 residents knew who the mayor was and few had read the City newsletter. Each survey year fewer said they paid Safayi. In 2012, about 2 in 10 said they had contacted a municipal official in the past year (down from 2010 and 2011) and fewer said they had ever asked for help from the municipality (18% in 2012 compared to 30% in 2010).

### **Trust was growing.**

From 2010 to 2012, the proportion of residents who said they thought they could have at least a little influence on government decisions and that local government officials were working to serve people like them at least some of the time increased from less than half to about 6 in 10 residents. In 2012, most residents also said they had some (53%) or a great deal (4%) of trust in their local government. In each of the years, very few of the residents that had contact with a municipal official said they were asked to give cash, a gift, or a favor.

**Support for women in society could have been stronger.**

While there were no women among the 160 municipal staff members and no women on the municipal council, there were women on the Citizens' Forum. Women were included in the resident survey; half of the interviews were completed with women. Few residents were

aware of any women's parks in the city and no one had visited one. When asked if they thought women should have equal opportunities like men in education and participating in government agreement was strong among women, but only moderate among men. Among women, 99% strongly agreed and 1% somewhat agreed that women should have equal opportunities in

education and government. Among men, 60% strongly agreed, 24% somewhat agreed and 16% somewhat or strongly disagreed that women should have equal opportunities in education and 51% strongly agreed, 25% somewhat agreed and 24% somewhat or strongly disagreed that women should have equal opportunities to participate in government.

# CITY DEMOGRAPHICS

Ghazni is a larger than average sized city when compared to others in the RUE program.

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

	Population	Land size (KM <sup>2</sup> )	Total education institutions	Total health centers
Bazarak	15,593	191	11	5
Asadabad	29,177	899	29	4
Maidan Shar	35,008	345	27	61
Mahmood Raqi	48,774	120	45	37
Sharana	54,416	20	15	4
Bamyan	70,028	14,175	48	14
Gardez	73,131	750	67	38
Puli Alam	88,886	30	74	29
Mehterlam	112,856	NA	63	64
Charikar	130,613	273	56	16
Ghazni	154,618	3,698	98	70
Khost	160,214	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)
Bazarak	82	1,418	3,119
Asadabad	32	1,006	7,294
Maidan Shar	101	1,297	574
Mahmood Raqi	406	1,084	1,318
Sharana	2,721	3,628	13,604
Bamyan	5	1,459	5,002
Gardez	98	1,092	1,925
Puli Alam	2,963	1,201	3,065
Mehterlam	NA	1,791	1,763
Charikar	478	2,332	8,163
Ghazni	42	1,578	2,209
Khost	39	3,204	2,811
Jalalabad	60	8,951	20,750

# INTERNAL CAPACITY

## GENERAL MUNICIPAL CAPACITY

The City of Ghazni had 160 total staff members in 2012; this was slightly less than in 2011 (171) and considerably more than the 54 staff members that the City had in 2010. Ghazni had approximately one staff member per 1,000 residents, similar to the average across the 13 RUE cities of 1.1 staff members per 1,000 residents.

**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%
Bazarak	42	30	31	0%	0%	0%
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%
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> (average=111)	<b>1,601</b> (average=123)	<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	2.4	1.9	1.9
Bamyan	0.3	0.5	0.4
Bazarak	2.7	1.9	2.0
Charikar	0.5	0.6	0.8
Gardez	0.7	0.9	0.8
Ghazni	0.3	1.1	1.0
Jalalabad	NA	1.1	1.4
Khost	0.6	1.0	1.2
Mahmood Raqi	0.9	0.7	0.9
Maidan Shar	NA	1.7	2.2
Mehterlam	0.2	1.4	0.8
Puli Alam	0.7	0.8	0.9
Sharana	NA	0.6	1.0
<b>All cities average</b>	<b>NA</b>	<b>1.0</b>	<b>1.1</b>

Most of the City staff in Ghazni were contract staff; of 160 filled positions 38 were permanent staff and 122 were contract staff. There were two fewer permanent positions available in 2012 than in 2011, but eight more than in 2010. However, ten positions were unfilled in 2012, whereas all positions were filled in prior years. Relative to 2010, the number of available contract staff positions increased nearly ten-fold in 2012 to 137.

**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
Bazarak	30	25	5	12	12	0	15	12	3
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
Bazarak	18	17	1	18	18	0	19	19	0
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 majority of City staff positions in Ghazni were in the Public Works Office, which was the norm among RUE cities.

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

	<b>Total number of positions</b>	<b>Administration</b>	<b>Finance</b>	<b>Revenue</b>	<b>Public Works</b>
Asadabad	56	25%	11%	11%	54%
Bamyan	38	24%	11%	34%	32%
Charikar	109	23%	6%	16%	56%
Gardez	91	21%	7%	9%	64%
<b>Ghazni</b>	<b>185</b>	<b>5%</b>	<b>4%</b>	<b>15%</b>	<b>76%</b>
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**

	<b>Jareeda No 794 Islamic Emirate of Afghanistan</b>	<b>Municipal Law</b>	<b>Taliban Law</b>
Ghazni 2012	✓		
All cities 2012	31%	23%	46%

The Ghazni master plan was prepared in 1976 and covered four Naiyas. The municipal organization chart was prepared in 2011 with assistance from RUE.

All of the RUE cities had municipal organization charts.

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

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

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

	Ghazni	All cities
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**

	Ghazni	All cities
0		15%
1		23%
2		15%
4	✓	8%
5		15%
6		15%
8		8%

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

	Ghazni	All cities
2002		8%
2005		8%
2008		8%
2010		15%
2011	✓	31%
2012		31%

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

	Ghazni	All cities
Ministry of Interior/IDLG		8%
Municipality		15%
RUE	✓	54%
RUE/ASGP		8%
RUE/Office of Governor		8%
RUE/UNDP		8%

The City had a Municipal Development Plan. The time horizon for the plan was five years and 75% of the plan had already been implemented. The Municipal Development Plan was updated annually.

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

		Ghazni	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 35 completed PDP projects and seven ongoing PDP projects within the City boundaries.

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

		Ghazni	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%

Ghazni also had an economic profile, but staff had not yet analyzed this profile with stakeholders, created an economic development committee or created a strategic economic development plan. The City had written statements of vision, mission and goals and had established written objectives, responsibilities and timelines for achieving municipal goals. They also had written job descriptions for all City staff members.

**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
Ghazni 2011		✓			
Ghazni 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
Ghazni 2012		✓		
All cities	31%	69%	46%	8%

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

	Ghazni 2010	Ghazni 2011	Ghazni 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%

Ghazni had a functioning municipal council. The council met on a monthly basis but minutes were not kept at these meetings. Of the 13 RUE cities, ten had functioning councils, four met weekly and six met monthly, and nine of the ten kept minutes at their meetings.

**FIGURE 19: MUNICIPAL COUNCIL, 2012**

		<b>Ghazni</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		40%
	Monthly	✓	60%
Meeting minutes are kept (percent of cities that have a municipal council)	No	✓	10%
	Yes		90%

**FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR**

	<b>Total council members</b>	<b>Male council members</b>	<b>Female council members</b>
Ghazni 2010	0	0	0
Ghazni 2011	40	35	5
Ghazni 2012	14	14	0
2012 All cities average	20.6	18.8	1.8

In 2012, Ghazni established a suggestion box in the municipality to gather citizen suggestions and complaints. Ghazni had a forum for citizens' consultation and participation in 2012 and 2011. The forum was formal rather than ad hoc and had 30 members. The forum met on a monthly basis and included women, local business, religious, cultural and youth representatives from the community. The forum was used to help the City with many functions. These functions included prioritizing, delivering, monitoring and evaluating municipal projects and services, preparing the annual budget, setting tariffs and resolving conflicts.

The City kept a written list of donors that assisted the municipality.

**FIGURE 21: 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>
Ghazni 2011		✓	✓	
Ghazni 2012		✓	✓	✓
All cities 2012	8%	92%	77%	46%

**FIGURE 22: CITIZEN FORUM, 2012**

		Ghazni	All cities
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 23: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012**

	Ghazni	Average for all cities
Women	5	3.9
Local business	7	8.2
Religious	4	2.5
Youth	10	5.1
Culture	4	2.6
Other	0	6.7
Total	30	29.1

**FIGURE 24: TYPES OF ACTIVITIES THE FORUM PERFORMS, 2012**

	Ghazni	All cities
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%

**FIGURE 25: 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
Ghazni 2011		✓	
Ghazni 2012		✓	✓
All cities 2012	8%	92%	38%

The Ghazni municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a monthly basis. The City communicated with the IDLG/GDMA via telephone, email and official documents. They communicated with about half of the Provincial Line Ministry Directorates.

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

	Weekly	Monthly	Quarterly	Annually
Ghazni 2010				✓
Ghazni 2011			✓	
Ghazni 2012		✓		
All cities 2012	77%	23%	0%	0%

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

	Ghazni 2011	Ghazni 2012	Percent of all cities 2012
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>Ghazni</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 Ghazni municipality was involved in providing waste water and sanitation systems to residents, but not water or electricity.

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

Type of Service	Ghazni 2010	Ghazni 2011	Ghazni 2012	Percent of all cities in 2012
Water	NA			46%
Power	NA			23%
Waste water system	NA	✓	✓	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 2012, Ghazni conducted most planning on a verbal basis, with written plans in some areas. Scheduling of latrine, park and other services was also done verbally with some written plans. Service inspection reports were maintained in written format for at least one department. All three of these activities had operated at a more advanced level in 2011.

**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
Ghazni 2011		✓	✓	✓
Ghazni 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
Ghazni 2011		✓	✓	✓	
Ghazni 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 one department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Ghazni 2011		✓	✓	✓
Ghazni 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**

	Ghazni 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%

The City of Ghazni scheduled, staffed and budgeted for project maintenance. The City occasionally conducted road, parks and latrine cleaning, but this was not scheduled and crews were not organized for this task.

**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
Ghazni 2011		✓		
Ghazni 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
Ghazni 2011		✓		
Ghazni 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
Ghazni 2011		✓		
Ghazni 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
Ghazni 2011	✓			
Ghazni 2012		✓		
All cities 2012	0%	100%	62%	31%

Like most cities, Ghazni had a designated landfill (12 of 13 RUE cities had landfills). The City also had 100 designated dumpsites and 45 informal dumpsites. Approximately 1,584 cubic meters of solid waste were generated and collected each month. This collection was accomplished with eight trucks and 42 laborers.

The City had a trash collection plan; trash collection had its own budget, crew, equipment and schedule.

**FIGURE 38: WASTE MANAGEMENT**

	<b>Ghazni 2012</b>
Do you have a designated land fill site?	✓
How many formal dumpsites	100
How many informal dumpsites	45
How many cubic meters of solid waste are produced/generated each month?	1,584
How many cubic meters of solid waste are collected each month?	1,584
How many trucks are involved in municipal trash collection?	8
How many laborers are involved in municipal trash collection?	42

**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>
Ghazni 2011		✓	✓	
Ghazni 2012		✓	✓	✓
All cities 2012	0%	100%	100%	69%

The City of Ghazni had several vehicles to use for their work (cars, trucks, motor bikes, etc.). The inventory list included more assets in 2012 than in 2010. Vehicles and equipment were generally thought to be in excellent or good condition.

**FIGURE 40: PHYSICAL ASSETS, 2012**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Car/Corrola/Saracha taxi	1	Watering	Yes	Excellent	Yes
Coach/van	2	Funeral	Yes	Excellent	Yes
Cutting machine	2	Road maintenance	Yes	Good	Yes
Dump truck/large Mazda	17	Waste management	Yes	Excellent	Yes
Excavator	2	Construction	Yes	Excellent	Yes
Generator	14	Watering	Yes	Excellent	Yes
Glider	7	Construction	Yes	Excellent	Yes
Hand basket	1	Staff transport	Yes	Good	Yes
Land cruiser/Fardo	1	Staff transport	Yes	Good	Yes
Large truck/trash truck	4	Waste management	Yes	Excellent	Yes
Loader	1	Construction	Yes	Excellent	Yes
Motorcycle/bike	12	Staff transport	Yes	Good	Yes
Tricycle	6	Waste management	Yes	Poor	No
Water tanker	2	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>
Double tractor	1	Waste management	Yes	Good	Yes
Car/Corrolla/Saracha taxi	2	Staff transport	Yes	Excellent	Yes
Dump truck/large Mazda	2	Waste management	Yes	Good	Yes
Water tanker	2	Construction	Yes	Good	Yes
Large truck/trash truck	3	Waste management	Yes	Good	Yes
Motor cycle/bike	3	Staff transport	Yes	Excellent	Yes

**FIGURE 42: PHYSICAL ASSETS, 2010**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Excavator	1	Waste management		Poor	Yes
Jeep/truck/pickup	1	NA	Yes	Good	Yes
Large truck/trash truck	1	NA	Yes	Good	Yes
Generator	1	NA	Yes		Yes
Car/Corrolla/Saracha taxi	2	NA	Yes	Good	Yes
Motor cycle/bike	2	NA	Yes	Good	Yes
Water tankers	2	NA	Yes	Good	Yes
Dump truck	3	Waste management		Poor	Yes

The City repaired vehicles as needed, rather than having a written checklist. In 2012, they still did not have a budget for this work but had acquired a large space for maintenance activities. The Engineering and Public Works Offices were responsible for the maintenance of vehicles, tools and equipment.

Both the community and private sector were involved in delivering select Public Works services. The community was involved in house-to-house collection of solid waste and raw sewage and in disposal of raw sewage. The private sector was involved in operation, maintenance and collection of user fees for public parks and latrines.

**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
Ghazni 2011		✓		
Ghazni 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
Ghazni 2011		✓	
Ghazni 2012			✓
All cities 2012	15%	54%	31%

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

	Ghazni		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%

The Ghazni Public Works Office reported having its own office space and desks but shared cabinets. In 2012, Public Works documents were filed, organized and stored for easy retrieval.

The office had three computers that were shared among eight employees. The office had Microsoft Office and Computer Aided Design (CAD) software available, but none of these computers had internet access. The municipality provided electricity for this 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
Ghazni 2011		✓		
Ghazni 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

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

		Ghazni			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**

	Ghazni	All cities average
Number of computers	3	3.8
Number of people who share these computers	8	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**

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

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

	Ghazni	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 the City of Ghazni 64 days from submitting the budget to receiving final approval. The Finance Office used Microsoft Excel to create the budget. Twelve of the 13 RUE cities used Excel to create their budget and took an average of 54 days for final approval.

The City had formed a budget committee for the 1391 (2012) budget and had presented the budget in the Citizens' Forum and in the municipal newsletter. Ghazni had a systematic filing system for financial management where documents were organized, filed and stored. The Public Finance Office used an automated cash account and M20, but not an automated General Journal and ledger for accounting.

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

	Ghazni	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	64	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: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR**

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

**FIGURE 53: 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
Ghazni 2011		✓	✓	✓	
Ghazni 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 both manual and computerized components and all cities used GDMA- Municipal COA for expenditures. Ghazni's procurement system was manual, rather than computerized.

Ghazni had two governmental audits conducted in the previous fiscal year. Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in the previous fiscal year.

**FIGURE 54: PROCUREMENT SYSTEM TYPE, 2012**

	Manual	Computerized
Ghazni	✓	
All cities	100%	46%

**FIGURE 55: FINANCIAL AUDITS, 2012**

	Ghazni		All cities			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
Control and Audit Office			3	31	6	76
IDLG	✓	15	6	32	10	60
OAA			3	32	6	45
Second Audit						
OAA	✓	10	4	30	5	90

The Public Finance Office of Ghazni had shared office space and its own furnishings. There was one computer in the office that was shared by two employees. Microsoft Office software was available, but the computer did not have access to the Internet. As it did for other City offices, the municipality provided electricity for this office.

**FIGURE 56: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Ghazni			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 57: PUBLIC FINANCE COMPUTERS AVAILABLE, 2012**

	Ghazni	All cities average
Number of computers	1	1.5
Number of people who share these computers	2	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 58: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE, 2012**

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

**FIGURE 59: PUBLIC FINANCE ELECTRICITY PROVISION, 2012**

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

# REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Office had a list of City owned property and their values and used the GDM Municipal COA for revenue accounting. They had written procedures for collecting business license fees, property Safayi fees and other sources of revenue. Ghazni created revenue forecasts from the RIAP including frequency of collection for each source and listings of revenue sources and actual collections.

The Revenue Enhancement Office did not have department or staff level work plans.

**FIGURE 60: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS AND PROCEDURES COMPARED BY YEAR**

	Ghazni 2011	Ghazni 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 uses the GDMA Municipal COA for revenue	NA	✓	100%

The property Safayi fee system and business registration and licensing system were manual, while the revenue system had both manual and computerized components. The system of recording revenue in both a cash ledger and computerized sub ledger was introduced in 2012. Previously, the Revenue Enhancement Office used only a manual revenue journal.

**FIGURE 61: REVENUE SYSTEM TYPES, 2012**

	Ghazni			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 62: 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.
Ghazni 2011		✓			
Ghazni 2012		✓	✓	✓	
All cities 2012	0%	100%	92%	54%	8%

Figure The Revenue Office's filing system also improved; documents were filed, but not organized in prior years. In 2012, staff began organizing them.

**63: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR**

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

The Ghazni Revenue Enhancement Office kept a list of business guilds in the City, but did not have any representatives of the Chamber of Commerce and Industry in the municipality. Ghazni staff indicated that there were 171 guilds in the City.

The Office kept a list of contracts between the municipality and the private sector and had 6,803 registered businesses in their system. This was the most of any City in the RUE program. The City also had 3,518 properties registered in their property Safayi fee system.

**FIGURE 64: BUSINESS REPRESENTATIVES IN CITY, 2012**

	Ghazni	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 65: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012**

	Ghazni	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	6,803	2,418	308	6,803
Properties registered in the property Safayi fee system	3,518	1,500	0	5,793
Business guilds in the municipality	171	32	0	171

In 1390 (2011), 12 of the 13 RUE Cities collected City Service fees. Ghazni collected over 31 million AFN in 1390 (2011) and forecast almost 35 million AFN for 1391 (2012).

**FIGURE 66: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012**

	Ghazni	All cities		
	Total AFN	Average	Minimum	Maximum
How much was collected in 1390? (March 21, 2011 to March 20, 2012)?	31,369,616	15,703,778	647,898	90,313,332
How much is forecasted for 1391? (March 21 to December 21, 2012)?	34,878,750	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391? (March 21 to June 20, 2012)?	10,739,375	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 has 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 are due to varying opinions among RUE municipalities as to how this new policy will impact their budgets.*

The Revenue Enhancement Office had shared office space. There was one employee in the office with access to one computer which did not have Internet access. The municipality provided electricity for this office.

**FIGURE 67: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Ghazni			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 68: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012**

	Ghazni	All cities average
Number of computers	1	2.7
Number of people who share these computers	1	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 69: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012**

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

# RESIDENT SURVEY

## QUALITY OF LIFE

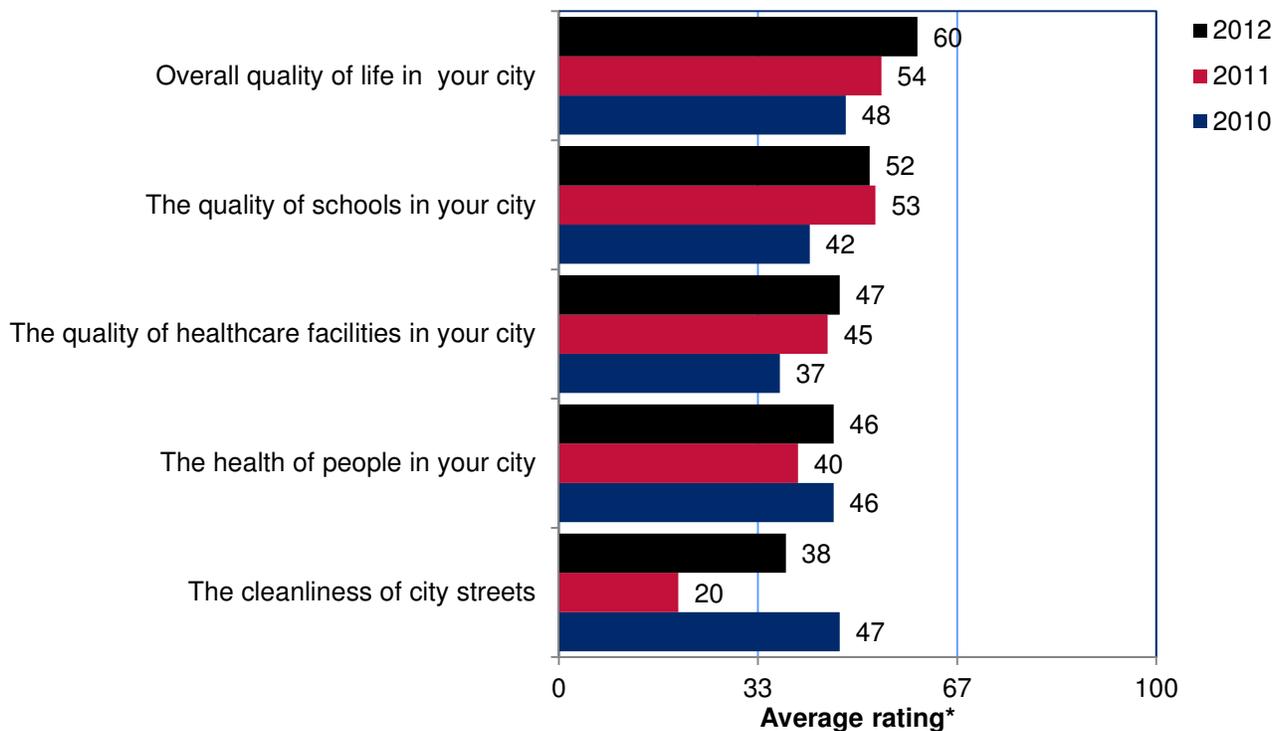
Most residents of the City of Ghazni rated overall quality of life as excellent (16%) or good (52%). The quality of schools, health care facilities and people in the city were mostly rated as good, while cleanliness of city streets was rated as good or fair. Ratings of street cleanliness declined between 2012 and 2010, while the ratings of the quality of health care facilities improved.

**FIGURE 70: QUALITY OF LIFE IN GHAZNI, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	16%	52%	29%	4%	60
The quality of schools in your city	9%	52%	26%	13%	52
The quality of healthcare facilities in your city	6%	43%	36%	15%	47
The health of people in your city	2%	45%	42%	11%	46
The cleanliness of city streets	3%	38%	31%	28%	38

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

**FIGURE 71: QUALITY OF LIFE IN GHAZNI COMPARED BY YEAR**



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

# EMPLOYMENT

Residents gave low ratings to the number of job opportunities and businesses in Ghazni. A majority of residents rated both categories as fair or poor. These ratings were similar to 2010.

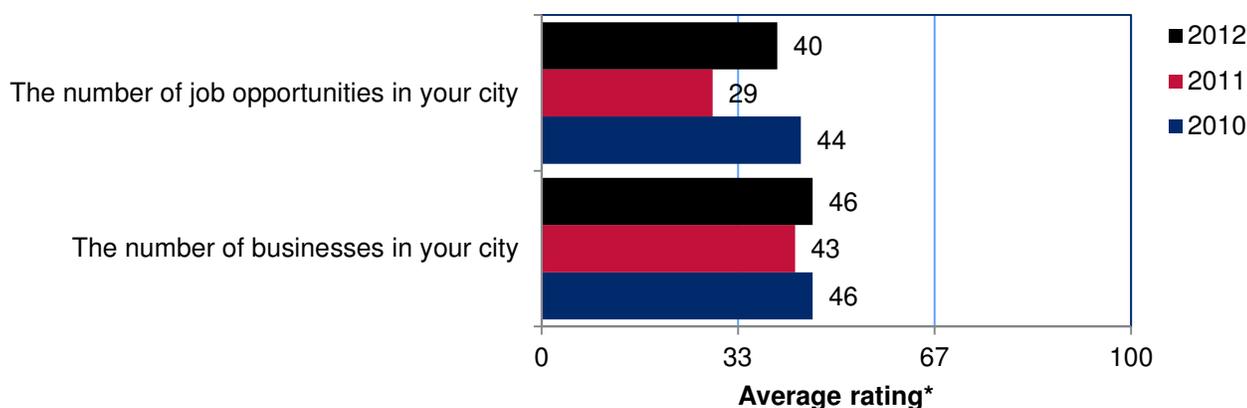
About one-third of residents believed that the number of job opportunities had decreased in the last year and one-quarter of residents thought it had increased.

**FIGURE 72: QUALITY OF EMPLOYMENT IN GHAZNI, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	2%	35%	44%	19%	40
The number of businesses in your city	9%	35%	42%	14%	46

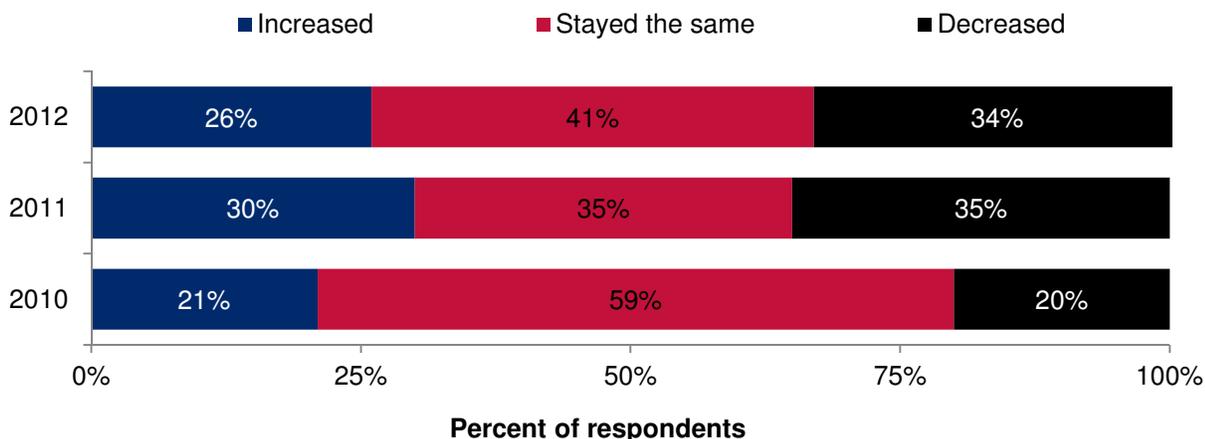
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

**FIGURE 73: JOB OPPORTUNITIES IN GHAZNI COMPARED BY YEAR**



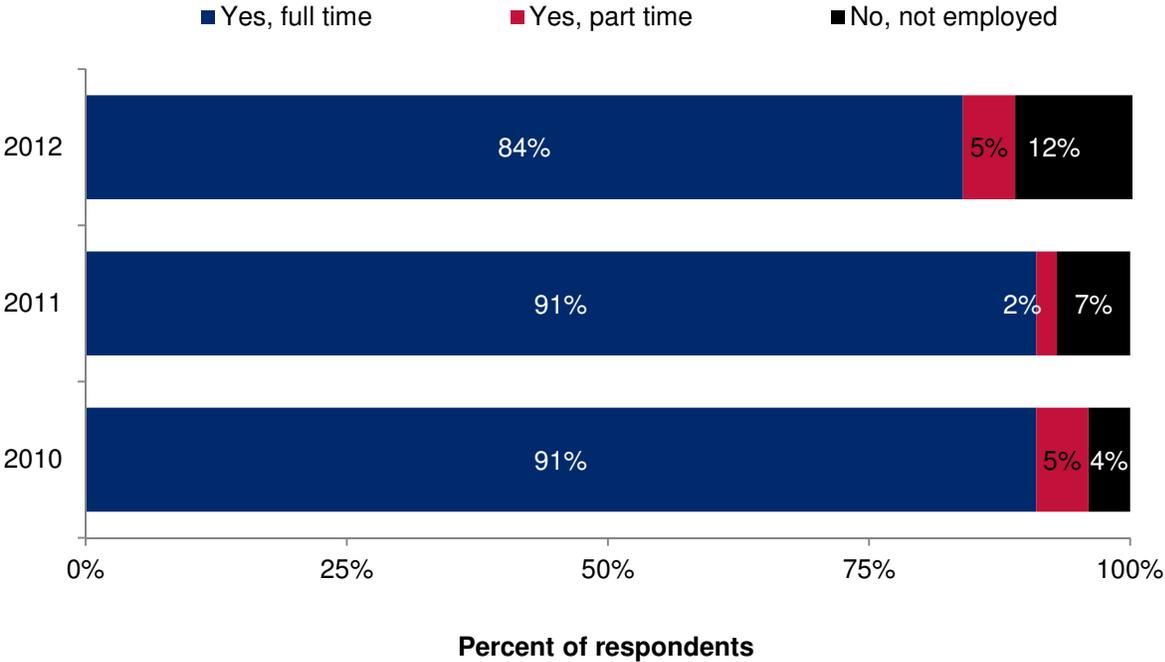
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 74: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR**



Most heads of households in Ghazni were employed full time in each of the survey years, but unemployment increased from 4% in 2010 to 12% in 2012.

**FIGURE 75: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR**



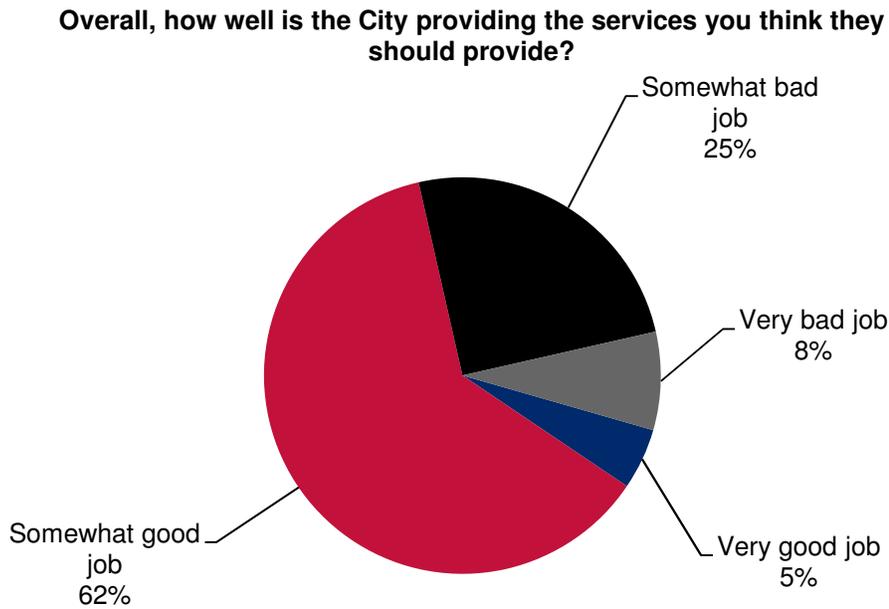
# SERVICES

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 exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

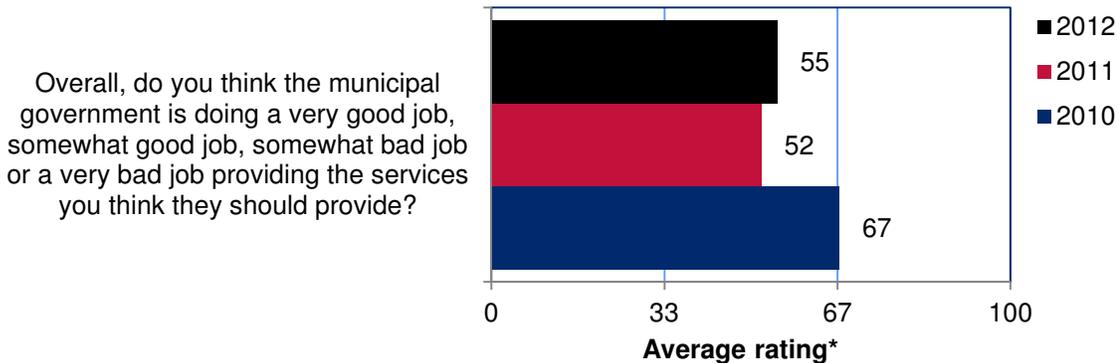
The City of Ghazni was involved in providing waste water and sanitation services, and parks and latrine maintenance, but not in providing water and power (electricity) services or road maintenance.

Most respondents indicated that they thought the City did a somewhat (62%) or very (5%) good job providing the services they should provide. Ratings of the City decreased in 2012 relative to 2010.

**FIGURE 76: JOB THE CITY DOES AT PROVIDING SERVICES, 2012**



**FIGURE 77: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR**

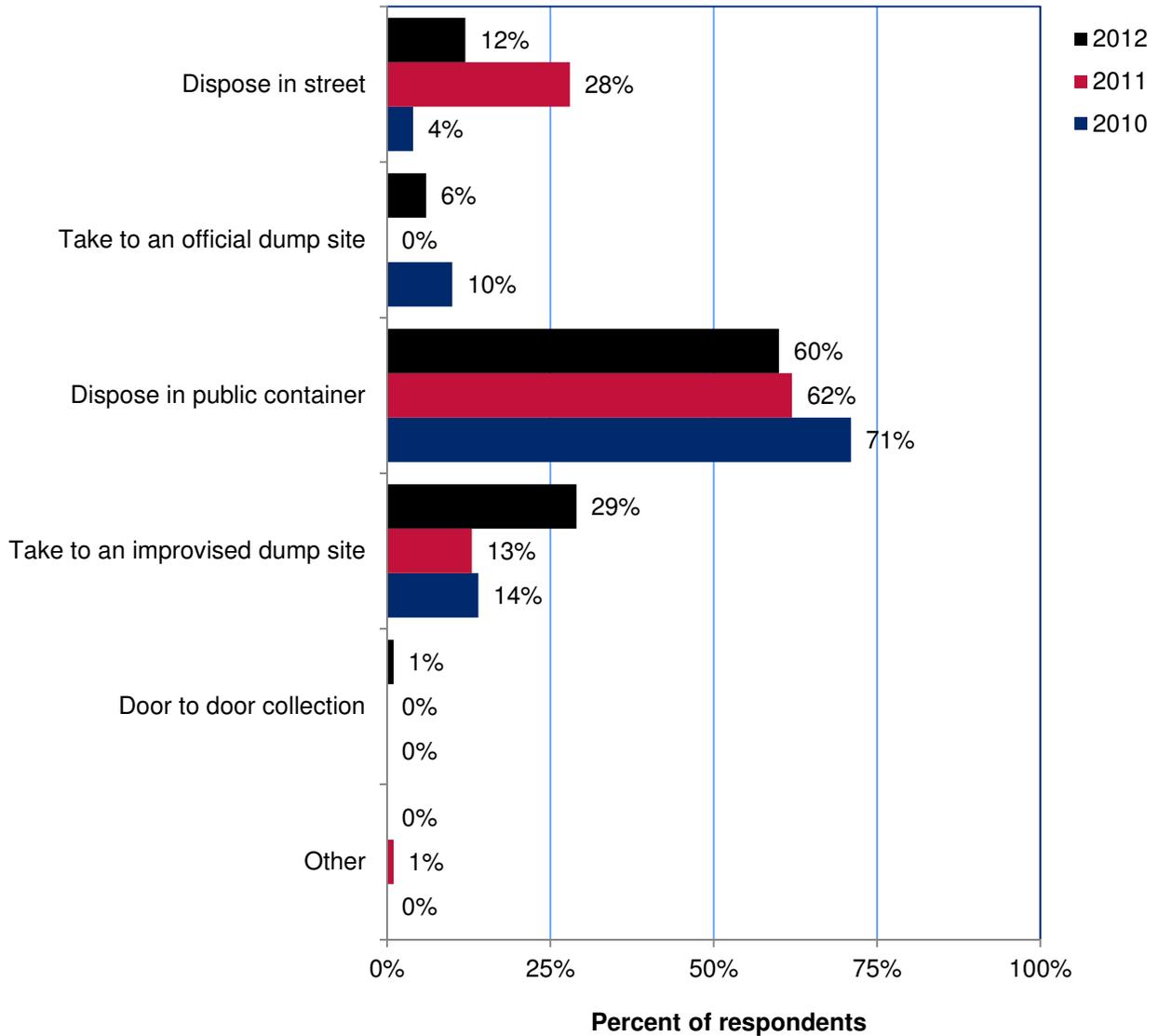


\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

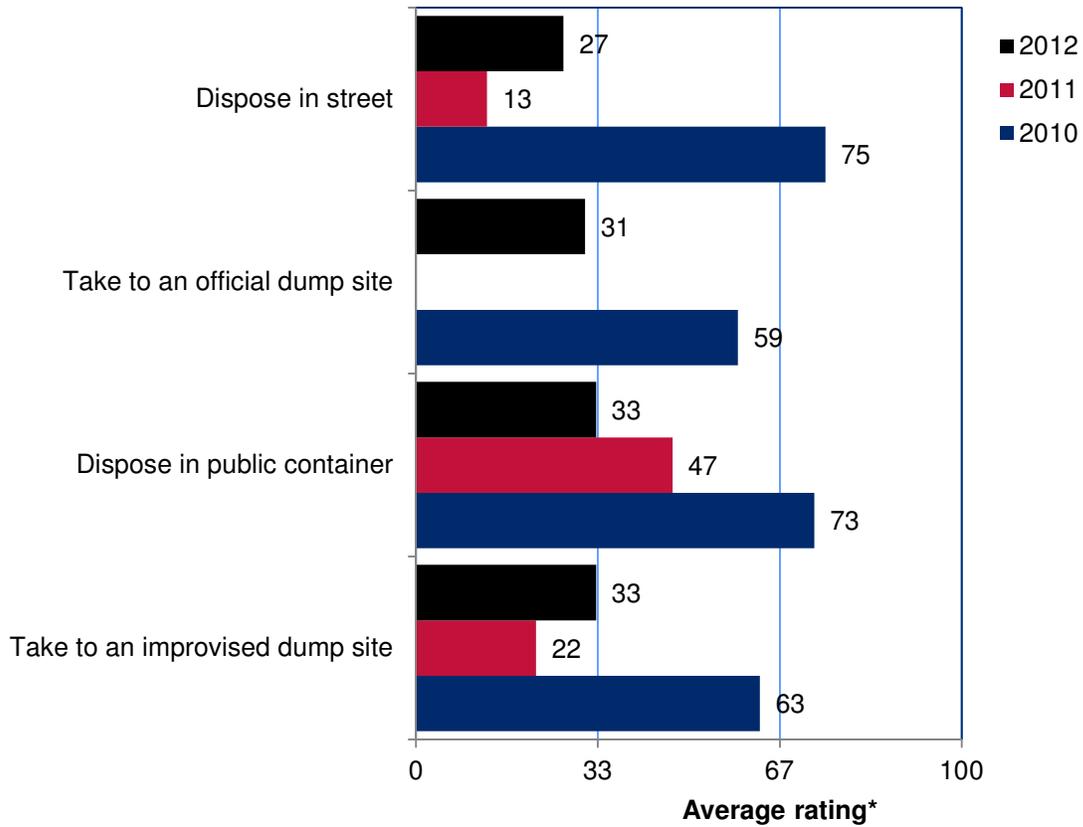
In 2012, Ghazni residents most commonly disposed of trash in public containers (60%) or improvised dump sites (29%). The percentage of respondents who used a public container or an official dumpsite was lower in 2012 relative to 2010, while the percentage of those who used improvised dump sites to dispose of their trash increased.

**FIGURE 78: TRASH DISPOSAL METHOD COMPARED BY YEAR**



Satisfaction ratings of trash disposal methods in the City of Ghazni declined between 2010 and 2012. Note that no residents indicated that they used door to door collection or “other” methods in 2012.

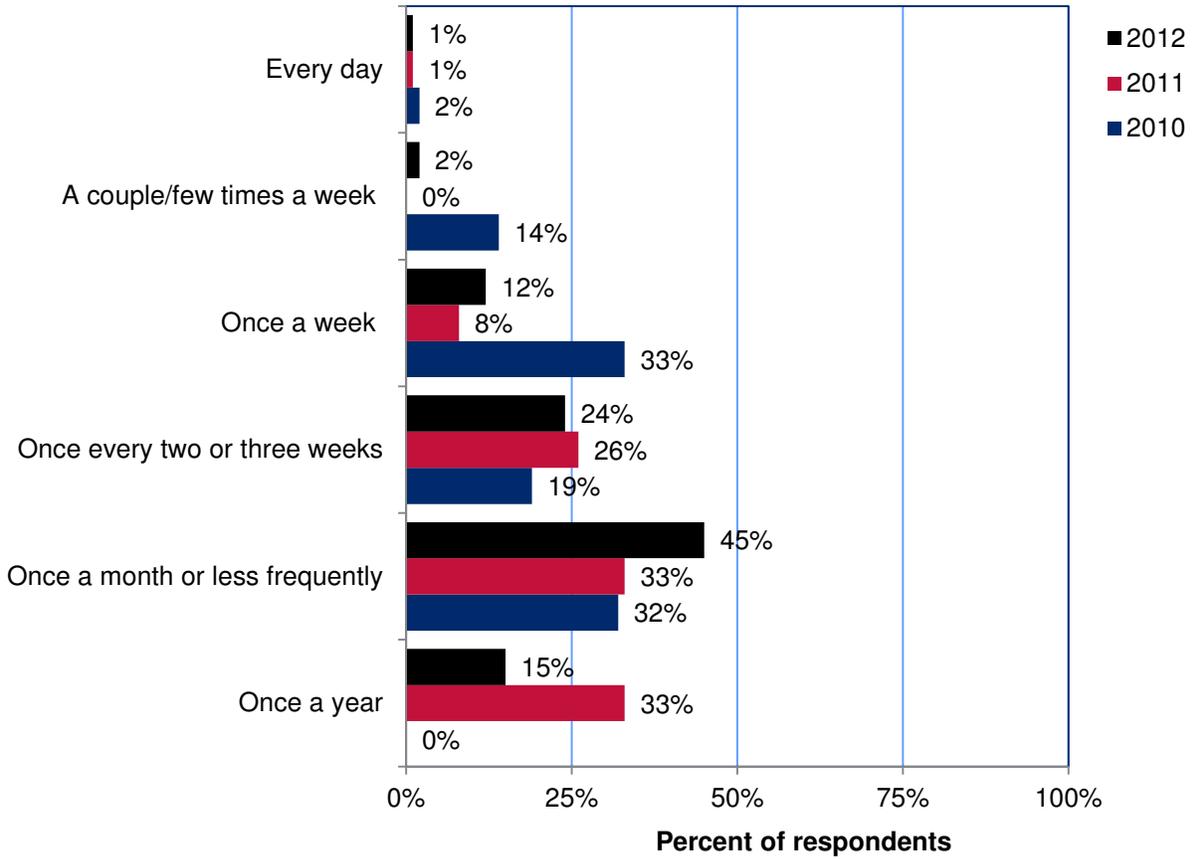
**FIGURE 79: SATISFACTION WITH TRASH DISPOSAL METHOD COMPARED BY YEAR**



*\*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.*

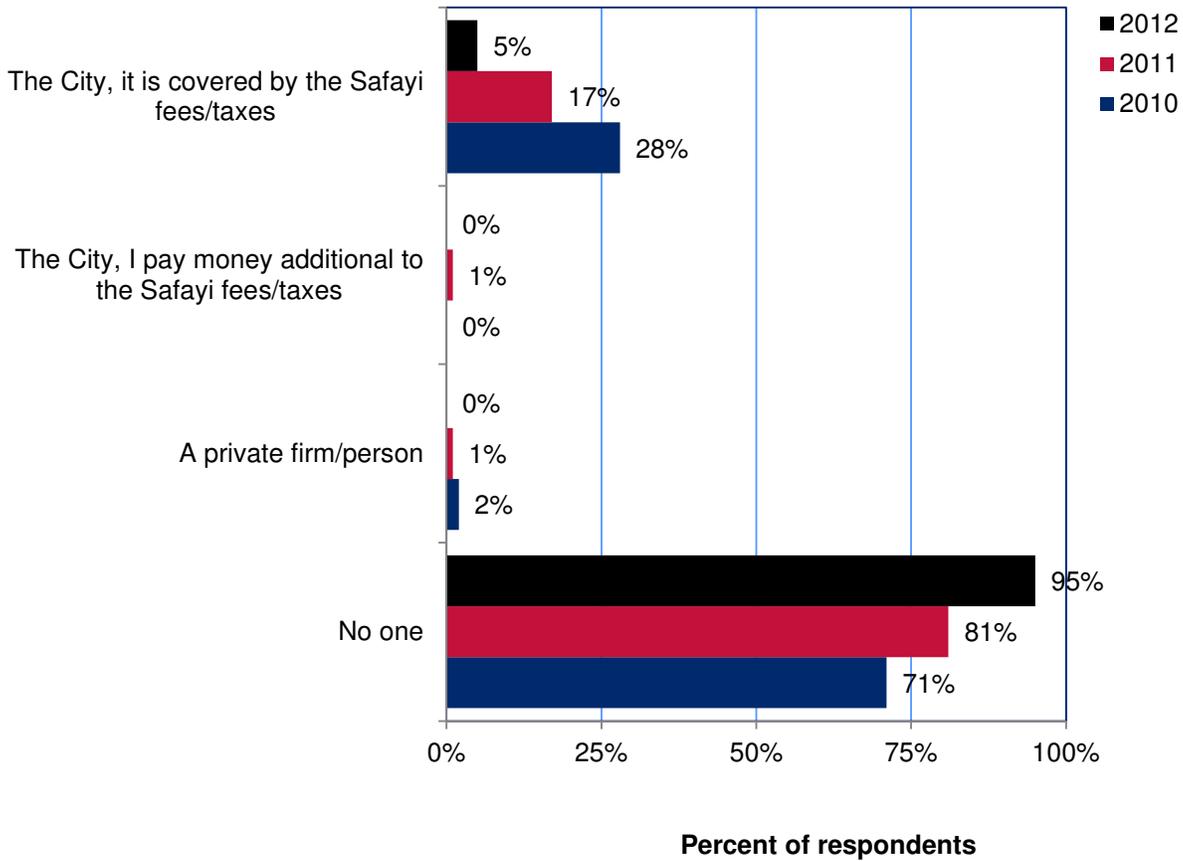
Trash removal in the City of Ghazni was less frequent in 2012 than in prior years. The percentage of respondents who indicated that their trash was removed at least weekly was 15% in 2012; 49% of residents had this level of service in 2010.

**FIGURE 80: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR**



Most residents said they did not pay for street cleaning, and fewer each year thought it was included in their Safayi.

**FIGURE 81: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



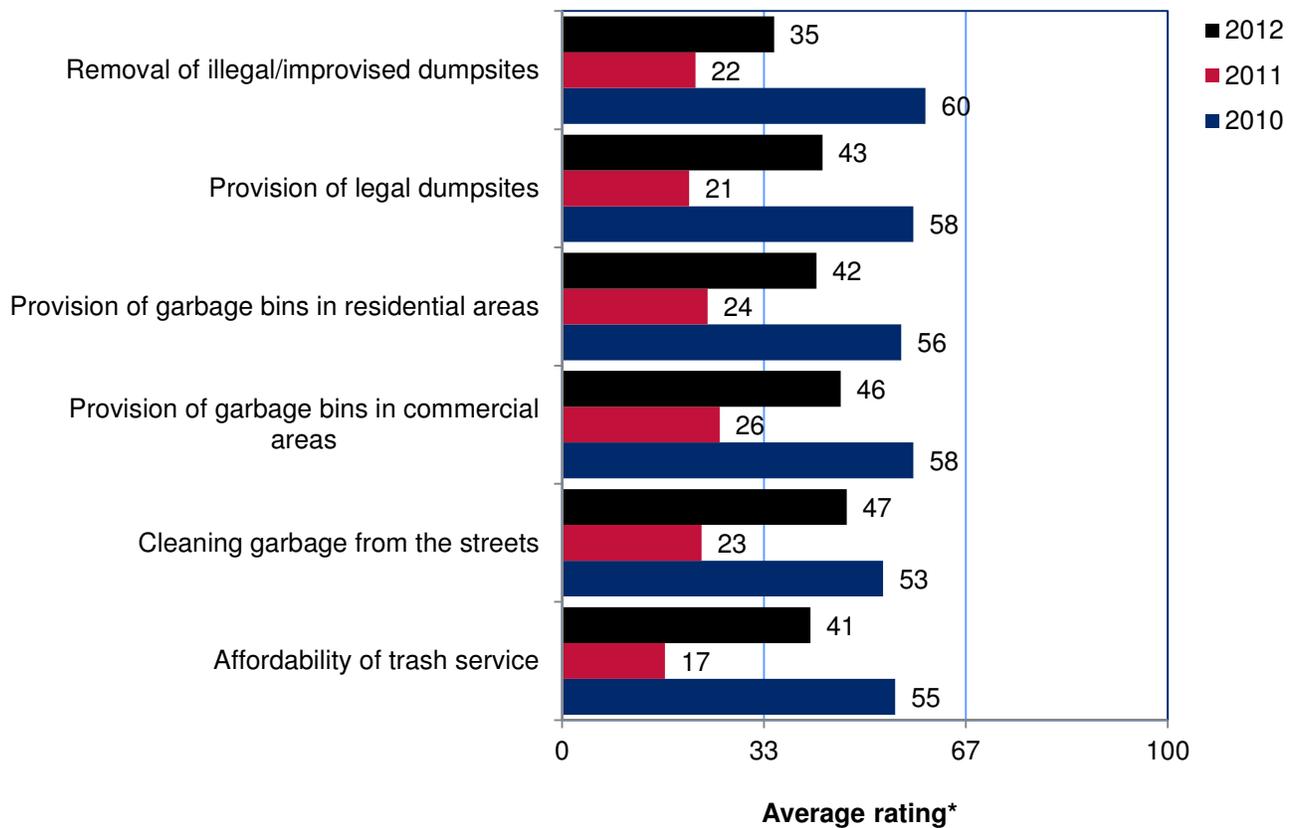
In 2012, half or more of respondents rated every aspect of trash services as either fair or poor. These ratings were an improvement from 2011, but much lower than in 2010

**FIGURE 82: QUALITY OF CITY TRASH SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	5%	31%	29%	36%	35
Provision of legal dumpsites	7%	38%	32%	23%	43
Provision of garbage bins in residential areas	5%	40%	31%	24%	42
Provision of garbage bins in commercial areas	8%	40%	32%	20%	46
Cleaning garbage from the streets	8%	45%	28%	19%	47
Affordability of trash service	5%	37%	34%	24%	41

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

**FIGURE 83: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR**



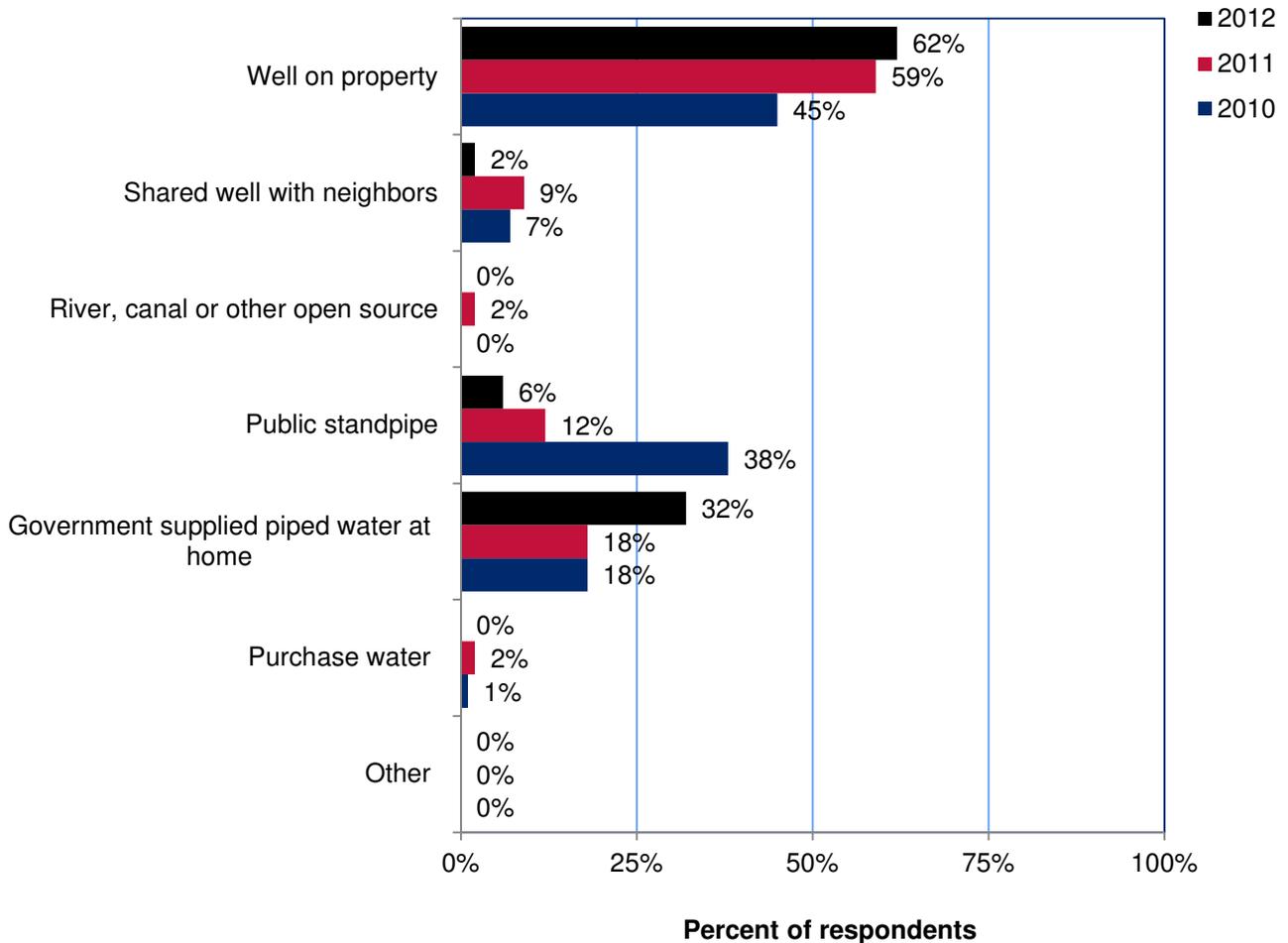
\*Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# WATER

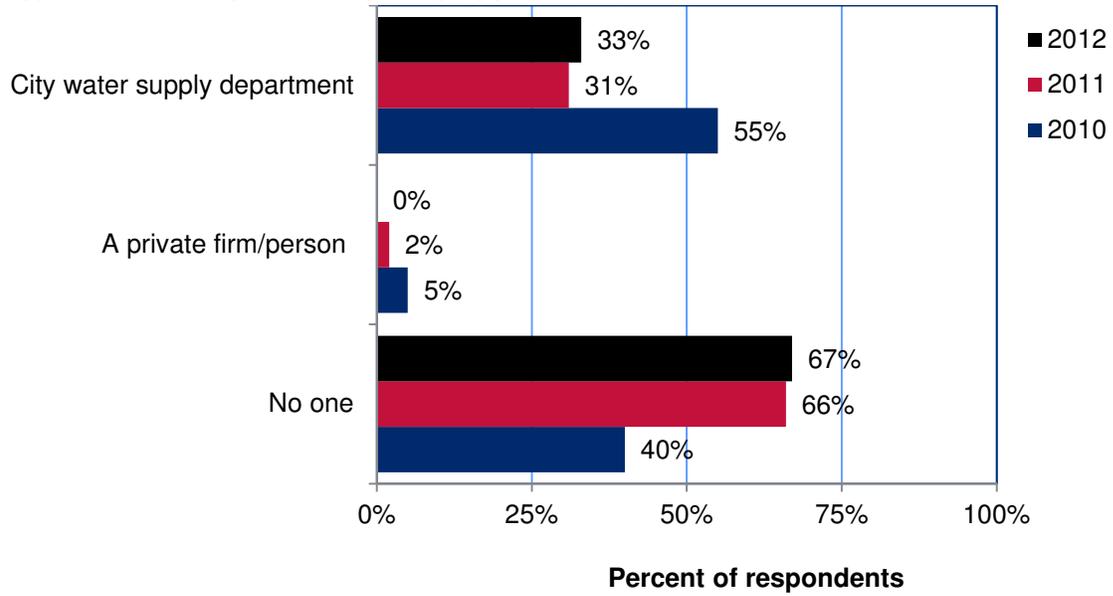
In 2012, most Ghazni respondents indicated that they received their drinking water from a well on their property; this was a larger percentage than in 2010 or 2011. Most of the remainder used government supplied piped water at home. The proportion of respondents who received their drinking water from a public standpipe decreased in 2012.

Approximately one in three respondents paid the City water supply department for water service while the remainder had water sources for which they did not make payments.

**FIGURE 84: DRINKING WATER SOURCES COMPARED BY YEAR**

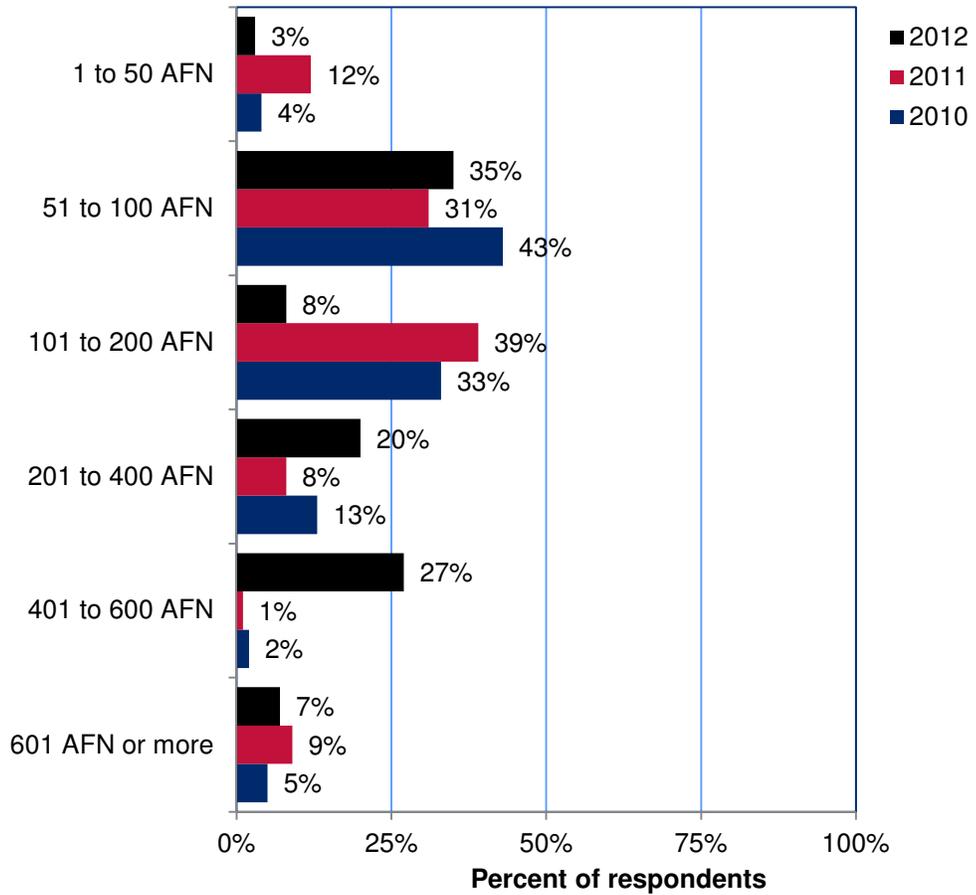


**FIGURE 85: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



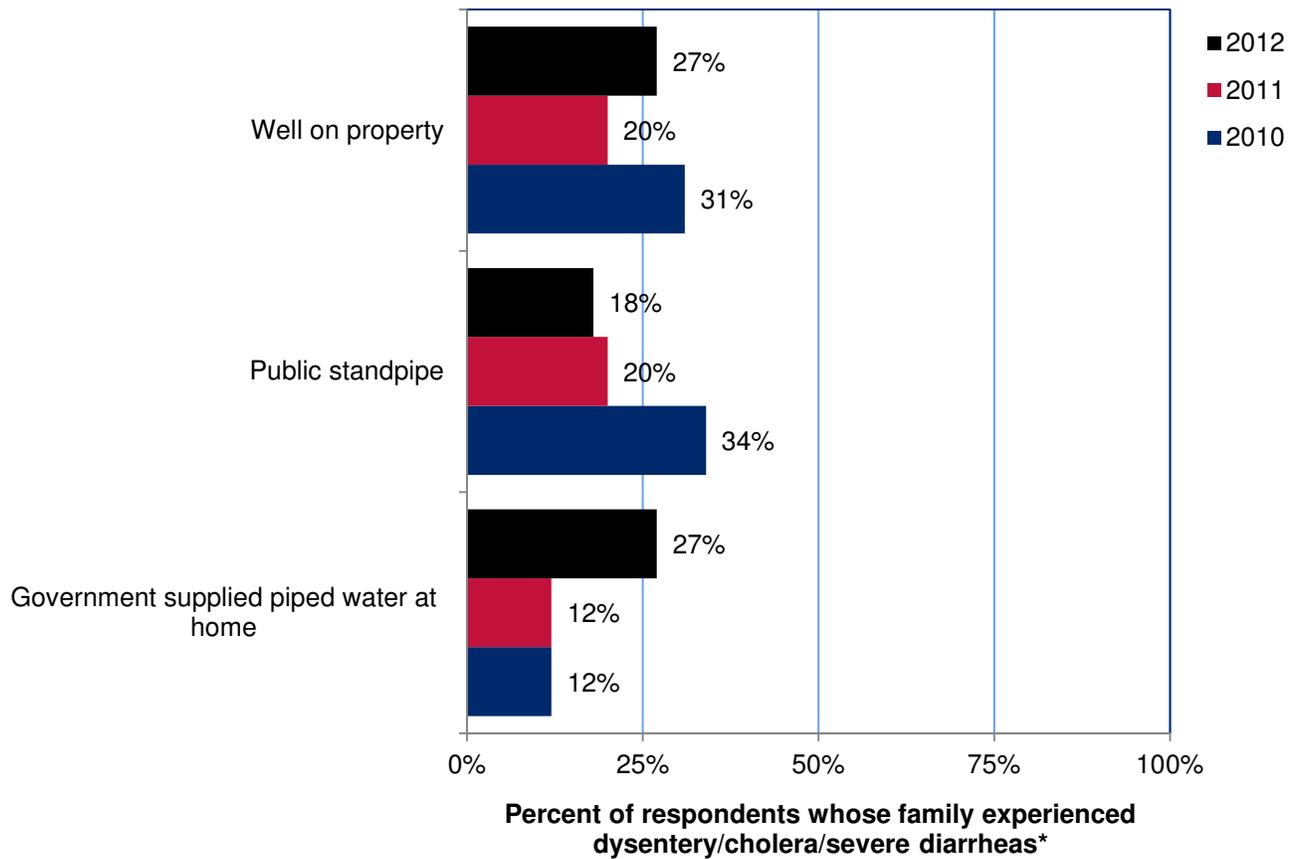
Of respondents who paid for water service, most paid between 51 and 200 AFN a month.

**FIGURE 86: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR**



In 2012, a minority of respondents' families experienced dysentery, cholera or severe diarrhea regardless of the type of drinking water source that they used.

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



*Results were not included if fewer than 5% used the method.*

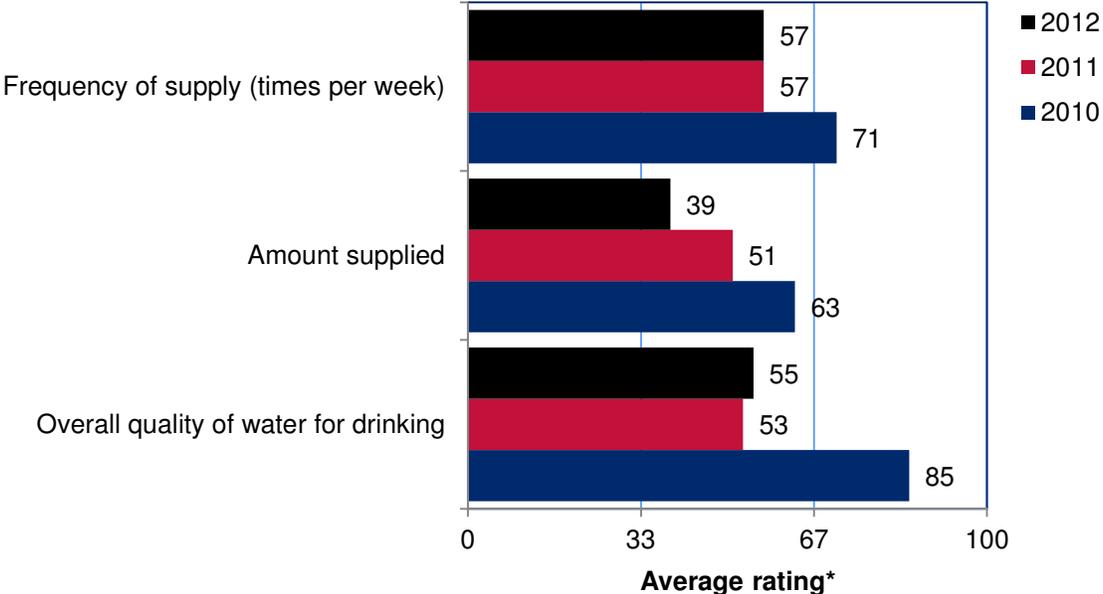
About half of Ghazni residents rated the frequency of water supply (56%) and the overall quality of water for drinking (48%) as either excellent or good. The amount of water supplied received lower ratings; 32% said excellent or good. Ratings for all three categories were lower than 2010 levels.

**FIGURE 88: QUALITY OF CITY WATER SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Frequency of supply (times per week)	23%	33%	36%	7%	57
Amount supplied	4%	28%	47%	21%	39
Overall quality of water for drinking	22%	26%	48%	4%	55

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

**FIGURE 89: QUALITY OF CITY WATER SERVICES COMPARED BY YEAR**



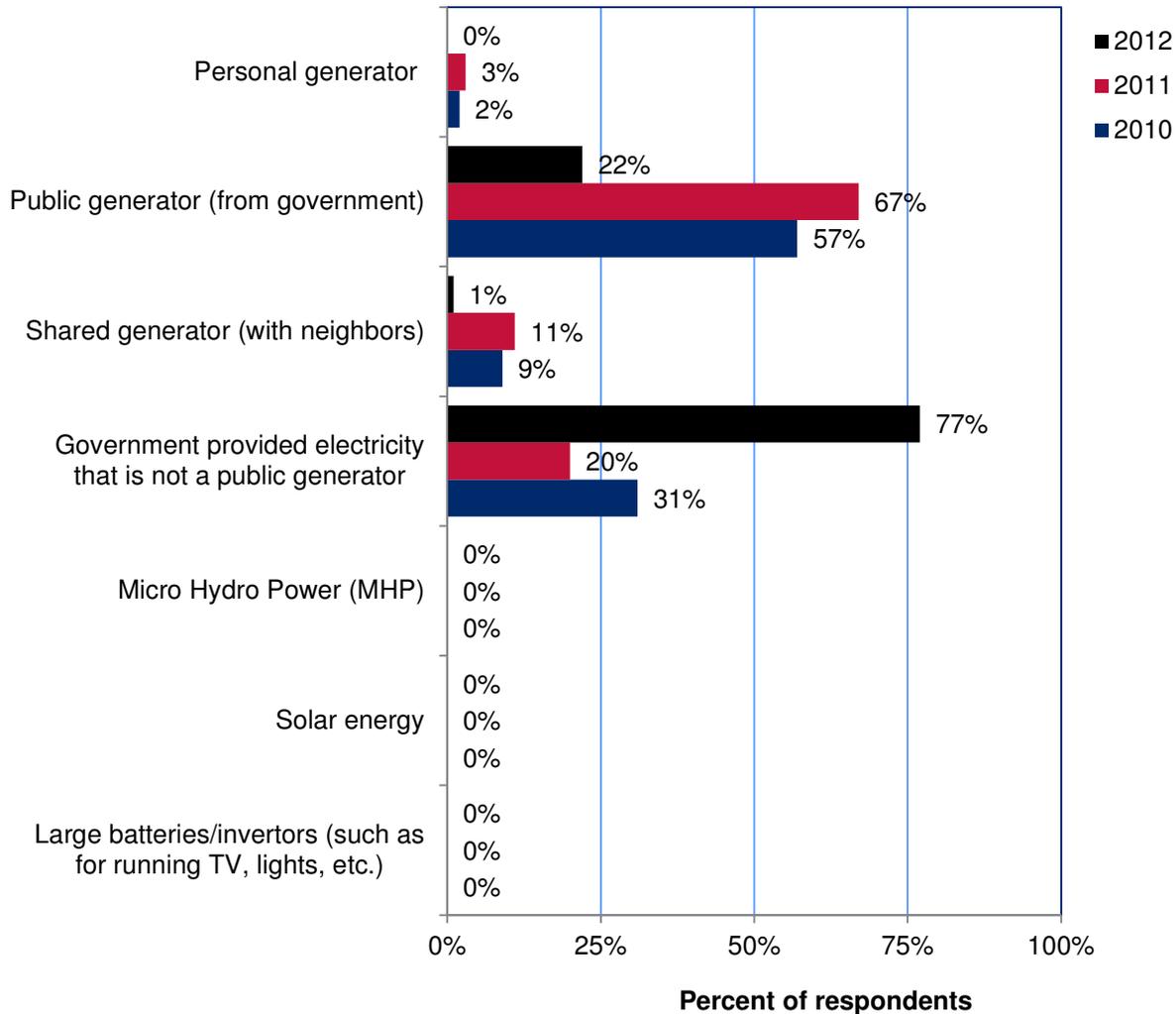
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# ELECTRICITY

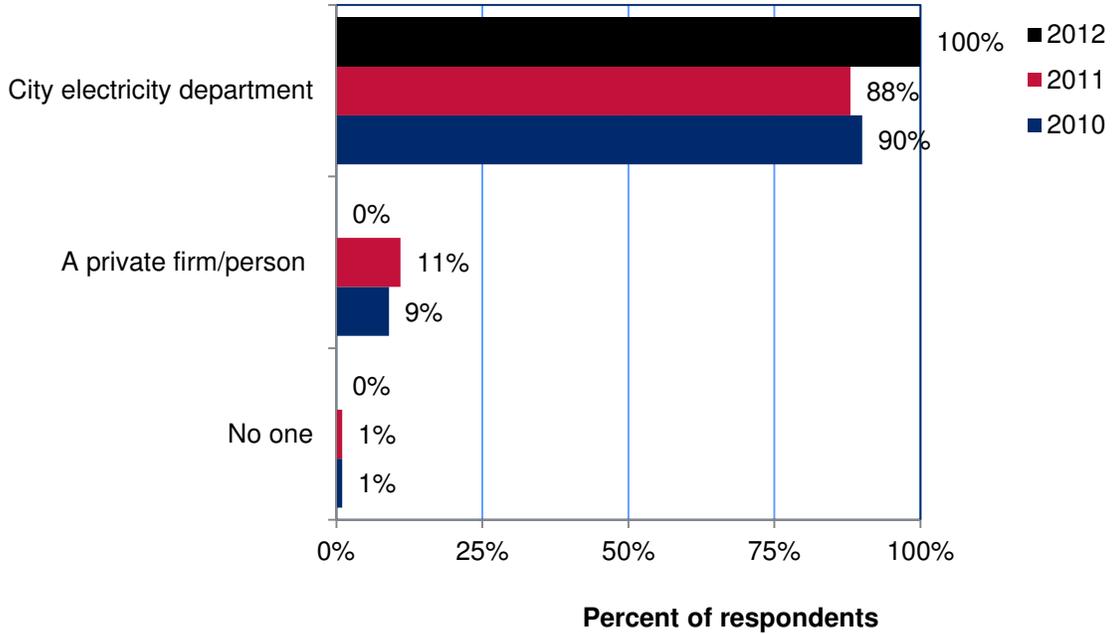
In each of the survey years, most residents received electricity from a government source. In 2010 and 2011, most identified this source as a public generator, whereas in 2012, most thought this was a source that was not a public generator.

All residents paid the City electricity department for their electricity. In 2012, most (58%) paid 1,001 AFN or more per month for this supply. This was fewer than in 2011, when 75% paid 1,001 AFN or more per month.

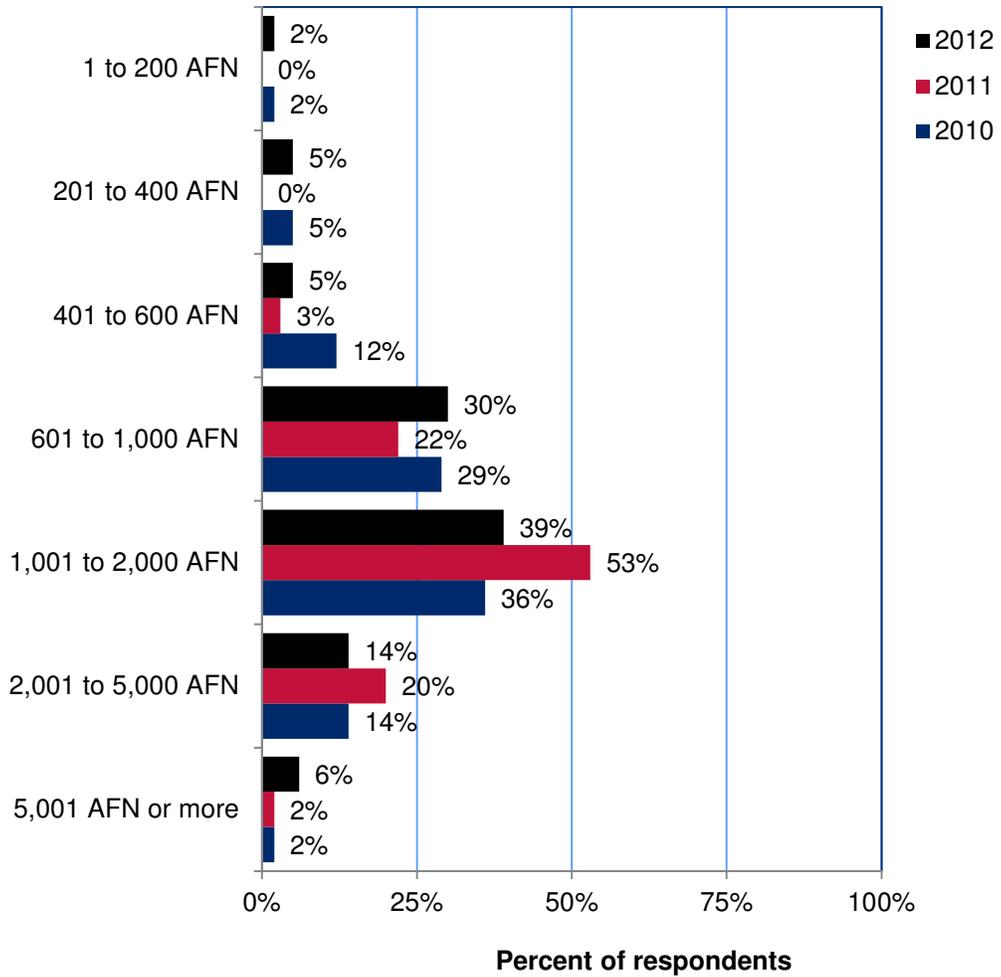
**FIGURE 90: ELECTRICITY SOURCES COMPARED BY YEAR**



**FIGURE 91: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



**FIGURE 92: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR**



Most Ghazni residents rated the quality of the number of hours per day supplied (62%), the number of days per week of supply (66%) and the quality of supply (60%) as excellent or good. The price of the supply was more likely to be rated as fair or poor (66%). Ratings were similar between 2010 and 2012.

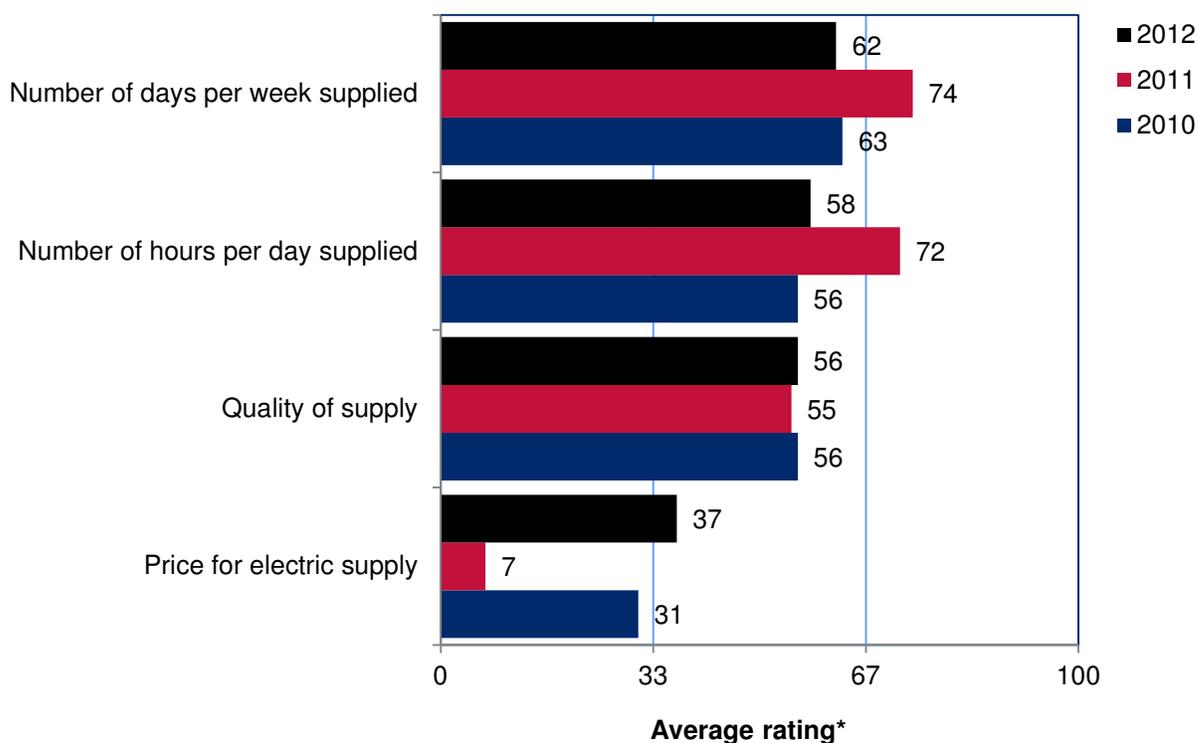
**FIGURE 93: QUALITY OF CITY ELECTRICITY SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	23%	43%	31%	3%	62
Number of hours per day supplied	15%	47%	36%	3%	58
Quality of supply*	13%	47%	36%	4%	56
Price for electric supply	7%	28%	36%	30%	37

\*Electricity power and cut outs during service hours.

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

**FIGURE 94: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR**

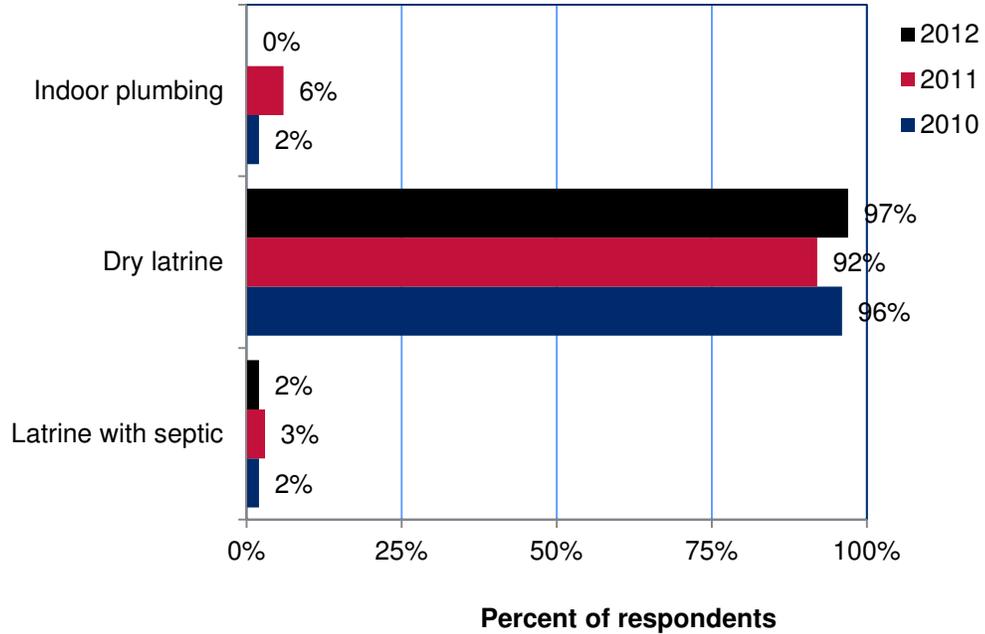


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

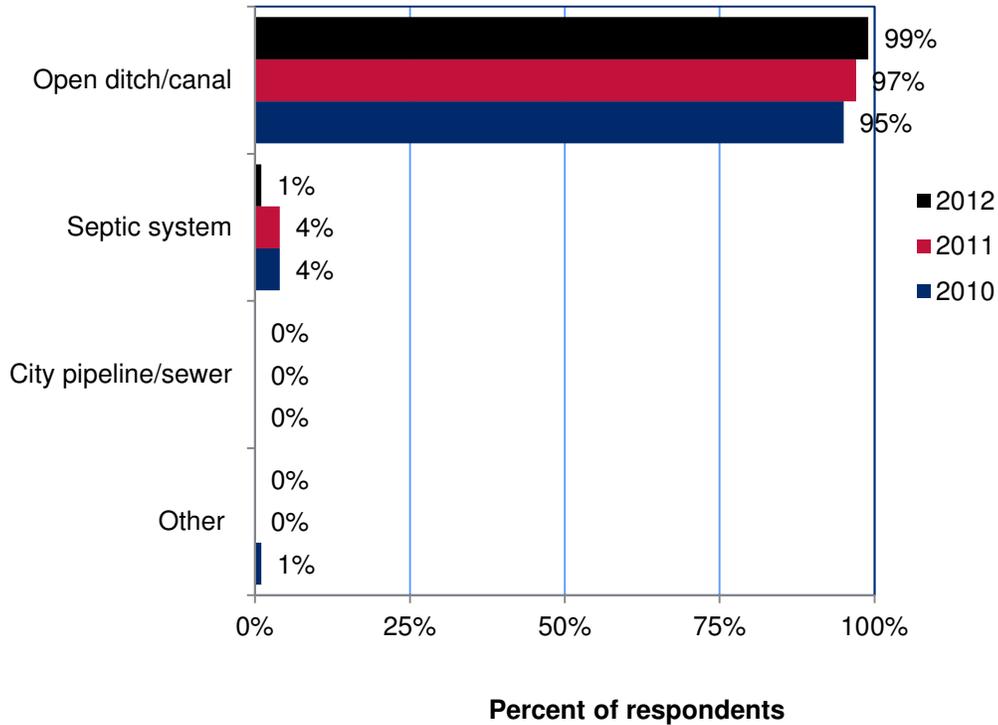
# ROADS, DRAINAGE AND SANITATION

Nearly all residents in the City of Ghazni had a dry latrine in their home and an open ditch or canal for the drainage of waste water.

**FIGURE 95: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 96: TYPE OF DRAINAGE FOR WASTE WATER**



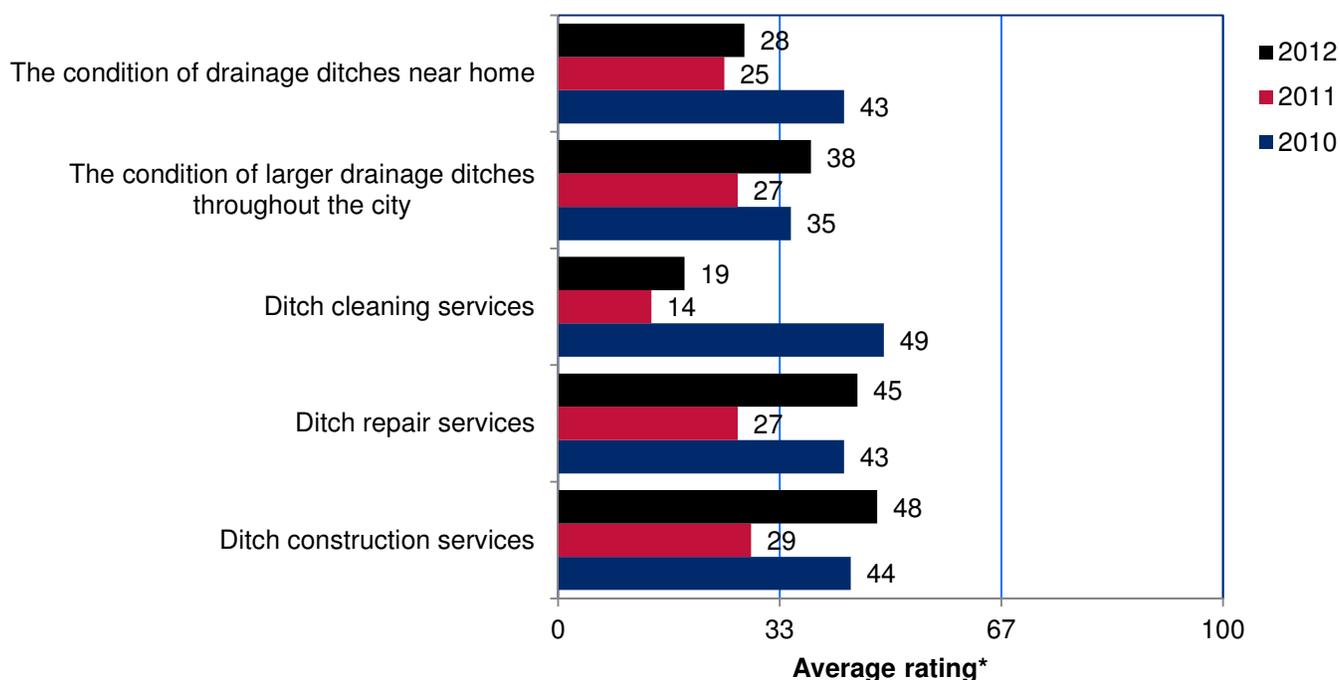
All aspects of City drainage and drainage services in Ghazni were rated as fair or poor by half or more of residents. The condition of drainage ditches near home and ditch cleaning services were rated less well in 2012 than in 2010.

**FIGURE 97: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	5%	20%	29%	46%	28
The condition of larger drainage ditches throughout the city	11%	24%	36%	30%	38
Ditch cleaning services	2%	13%	27%	59%	19
Ditch repair services	11%	34%	34%	21%	45
Ditch construction services	17%	29%	34%	20%	48

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

**FIGURE 98: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR**



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

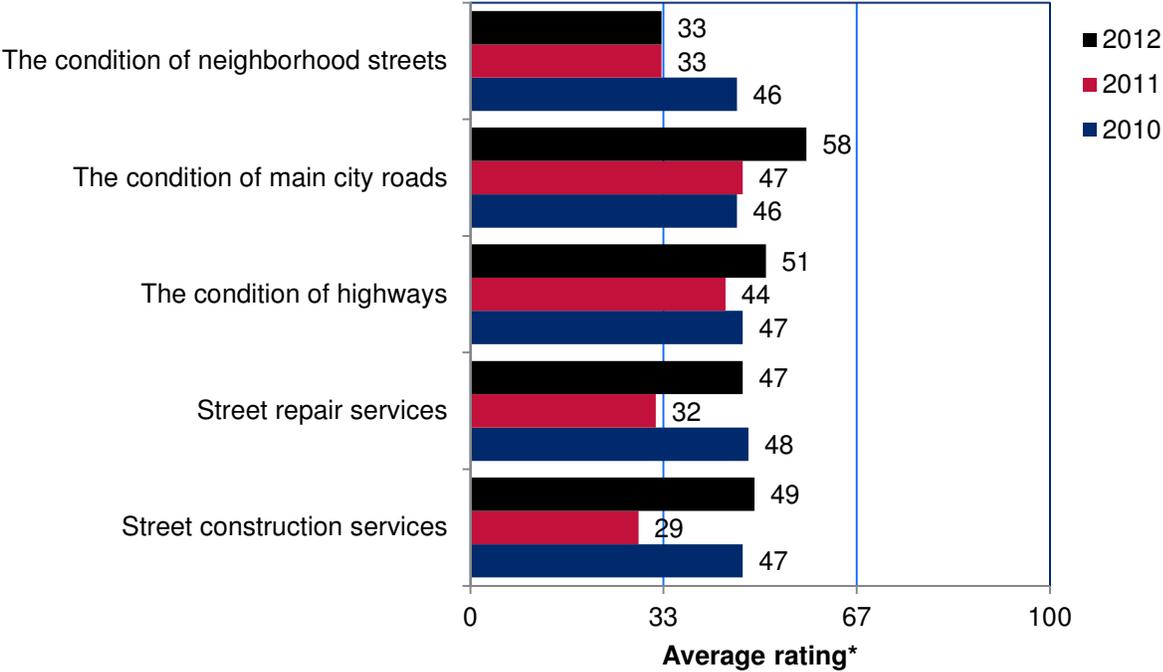
The condition of neighborhood streets was rated lower in 2012 than 2010, and a majority of residents (71%) rated their condition as either fair or poor. Ratings for road services were mostly fair or poor, while the condition of main city roads and highways were mostly rated excellent or good. Ratings for the condition of main city roads improved from 2010 to 2012, while ratings for the condition of neighborhood streets decreased.

**FIGURE 99: QUALITY OF CITY ROADS AND ROAD SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	7%	22%	33%	38%	33
The condition of main city roads	30%	27%	29%	13%	58
The condition of highways	21%	28%	33%	18%	51
Street repair services	17%	26%	36%	20%	47
Street construction services	20%	28%	33%	19%	49

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

**FIGURE 100: 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 parks of any type in the City of Ghazni. Moreover, in 2012 awareness had declined compared to prior years. The majority of respondents rated the few existing children’s playgrounds and adult parks as fair.

**FIGURE 101: AVAILABILITY OF CITY PARKS COMPARED BY YEAR**

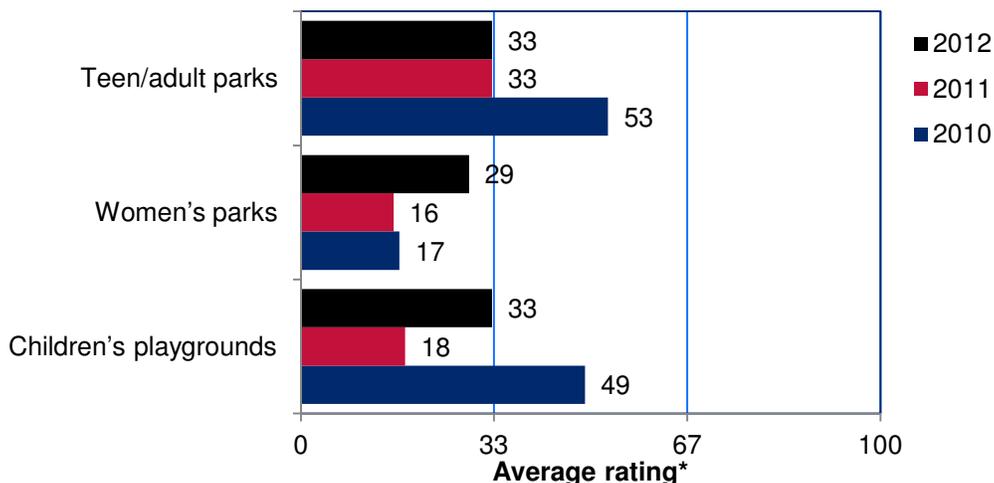
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012
Teen/adult parks	Yes close	15%	17%	4%
	None close but some further away	76%	58%	25%
	Aware of no parks	8%	25%	71%
Women’s parks	Yes close	0%	3%	0%
	None close but some further away	23%	38%	21%
	Aware of no parks	77%	59%	79%
Children’s playgrounds	Yes close	20%	15%	2%
	None close but some further away	62%	44%	25%
	Aware of no parks	18%	41%	73%

**FIGURE 102: QUALITY OF PARKS, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	4%	3%	82%	11%	33
Women’s parks	0%	0%	87%	13%	29
Children’s playgrounds	0%	8%	83%	9%	33

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

**FIGURE 103: QUALITY OF PARKS COMPARED BY YEAR**

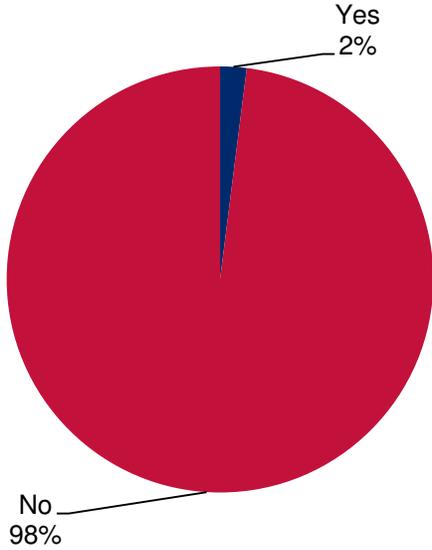


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

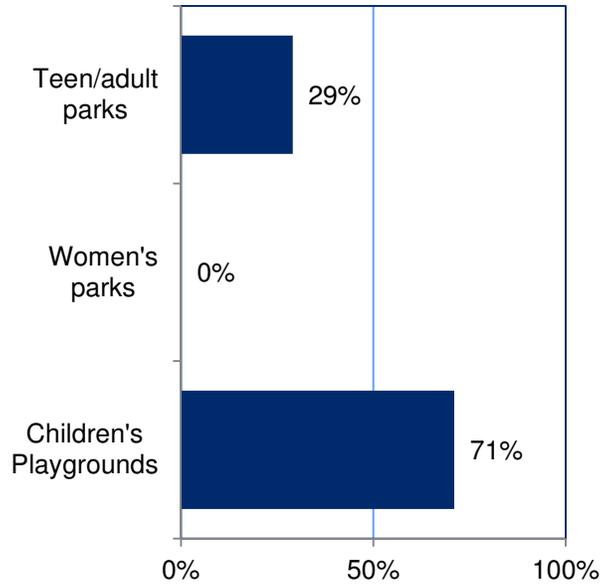
Commensurate with the low level of awareness of parks in Ghazni, only 2% of respondents had visited a park. About 7 in 10 of those who had visited a park went to a park with children’s playground facilities while 29% had visited a park for teens or adults. No residents reported visiting a park for women.

**FIGURE 104: PARKS VISITED, 2012**

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



**If yes, which ones?**



# MARKET

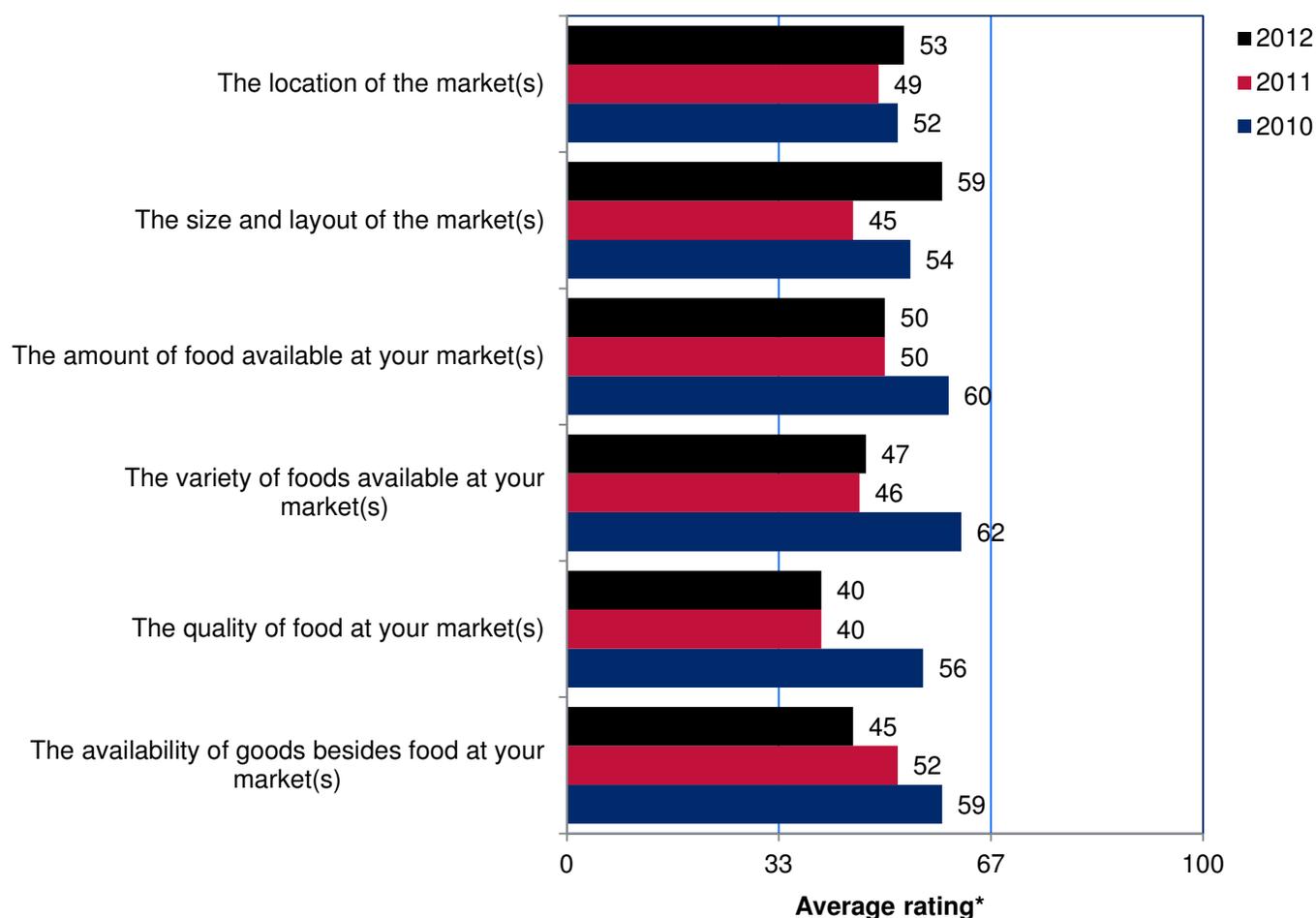
While half or more of respondents rated the location and layout of the market(s) in Ghazni as either excellent or good, other aspects were more likely to be rated as good or fair. Except for the location and layout of the market(s), ratings had declined relative to 2010.

**FIGURE 105: QUALITY OF CITY MARKET, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	10%	43%	43%	4%	53
The size and layout of the market(s)	18%	45%	33%	5%	59
The amount of food available at your market(s)	9%	38%	48%	6%	50
The variety of foods available at your market(s)	5%	40%	48%	8%	47
The quality of food at your market(s)	3%	34%	42%	21%	40
The availability of goods besides food at your market(s)	3%	38%	49%	10%	45

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

**FIGURE 106: QUALITY OF CITY MARKET COMPARED BY YEAR**



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

Meat, fruit, vegetables and cereal were all rated as less affordable in Ghazni in 2012 than in other years. In 2010, most residents stated that they could afford all of the food types below as often as they wanted. In 2012, half or fewer respondents stated they could afford meat (24%) fruit (28%) or vegetables (49%) as often as they wanted.

**FIGURE 107: 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	77%	36%	24%
	Not as often as we want	19%	56%	49%
	Only rarely	2%	8%	27%
	Never	2%	0%	1%
Fruit	As often as we want	79%	40%	28%
	Not as often as we want	18%	55%	48%
	Only rarely	2%	5%	23%
	Never	1%	0%	0%
Vegetables	As often as we want	87%	57%	49%
	Not as often as we want	11%	39%	34%
	Only rarely	2%	4%	16%
	Never	0%	0%	1%
Flour	As often as we want	95%	88%	98%
	Not as often as we want	4%	12%	2%
	Only rarely	1%	0%	0%
	Never	0%	0%	0%
Cooking oil	As often as we want	95%	90%	100%
	Not as often as we want	5%	10%	0%
	Only rarely	1%	0%	0%
	Never	0%	0%	0%
Sugar, tea	As often as we want	95%	93%	100%
	Not as often as we want	4%	7%	0%
	Only rarely	1%	0%	0%
	Never	0%	0%	0%
Cereal	As often as we want	87%	90%	67%
	Not as often as we want	11%	10%	16%
	Only rarely	2%	0%	6%
	Never	0%	0%	11%

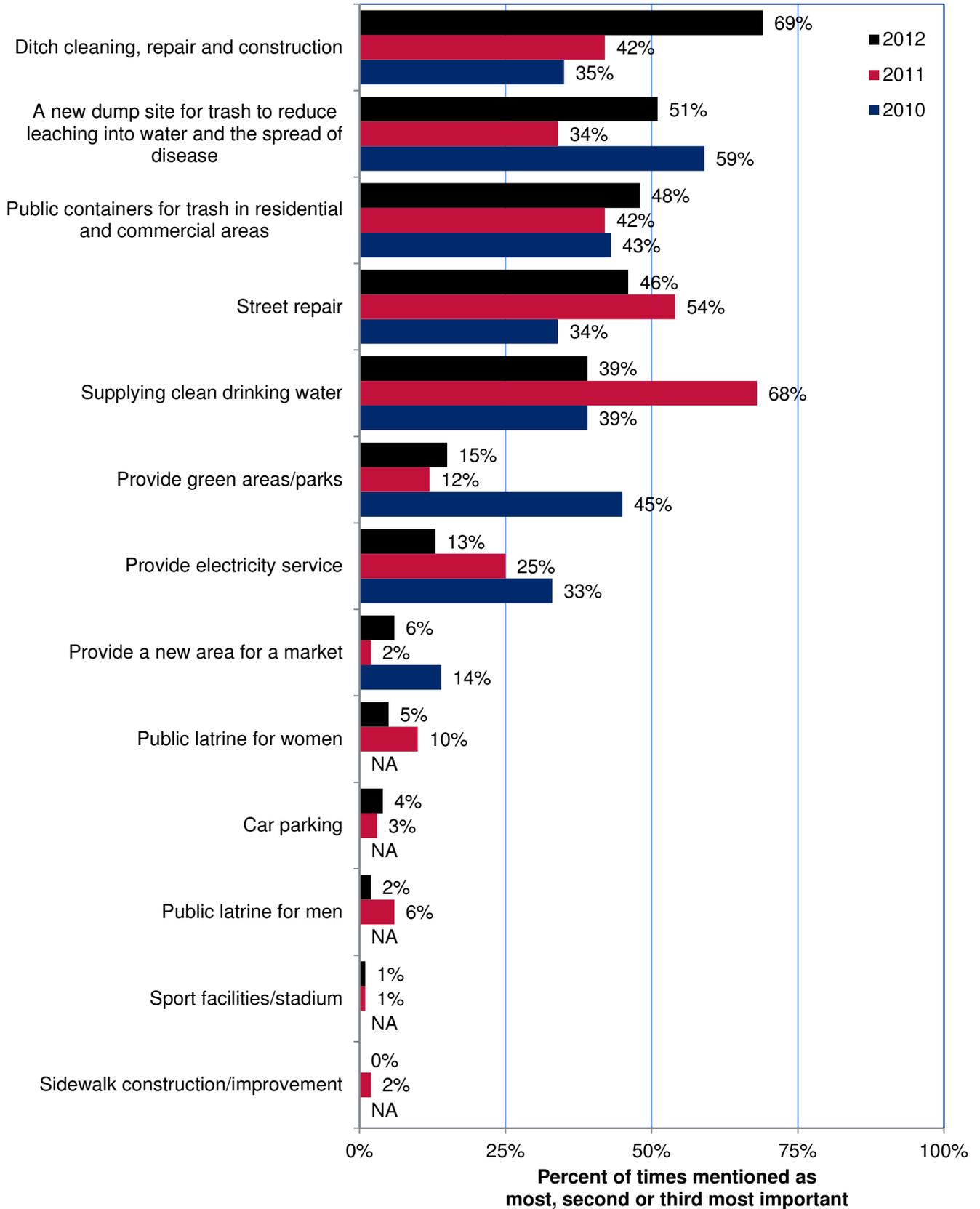
## SERVICE PRIORITIES

Municipal service priorities in 2012 shifted once again for residents of Ghazni. Ditch cleaning, repair and construction was the most important service priority in 2012, up from third place in 2011. While a new dumpsite for trash remained a top priority for the majority of residents, it was a priority for a smaller proportion of residents in 2012 than in 2011. Providing public containers for trash in residential and commercial areas were mentioned as top priorities by a similar number of residents in all survey years. While providing supplying clean drinking water had been a top priority for 68% of residents in 2011, it was a top priority for fewer in 2012.

**FIGURE 108: MUNICIPAL SERVICE PRIORITIES, 2012**

	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
Ditch cleaning, repair and construction	29%	19%	21%	31%
A new dump site for trash to reduce leaching into water and the spread of disease	13%	28%	10%	49%
Public containers for trash in residential and commercial areas	33%	10%	5%	52%
Street repair	10%	23%	14%	54%
Supplying clean drinking water	8%	11%	20%	61%
Provide green areas/parks	2%	4%	9%	85%
Provide electricity service	3%	1%	9%	87%
Provide a new area for a market	1%	2%	4%	94%
Public latrine for women	1%	0%	3%	95%
Car parking	0%	0%	3%	96%
Public latrine for men	0%	1%	1%	98%
Sport facilities/stadium	0%	0%	1%	99%
Sidewalk construction/improvement	0%	0%	0%	100%

**FIGURE 109: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**



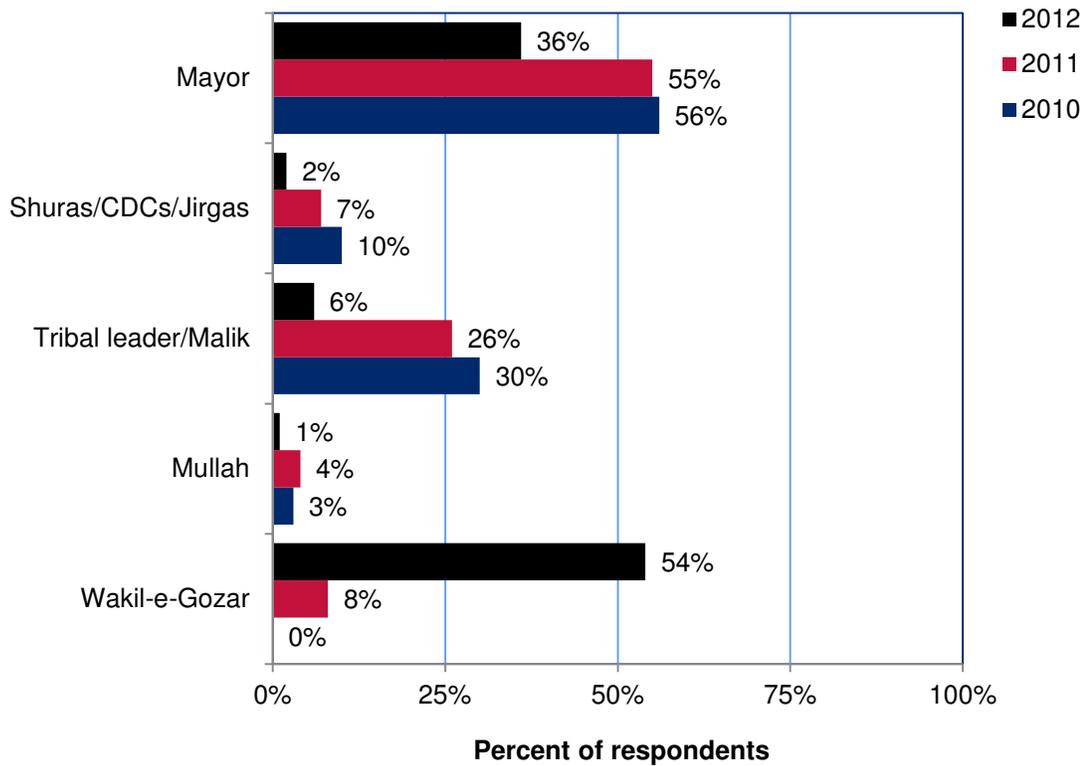
\* Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.

# GOVERNANCE

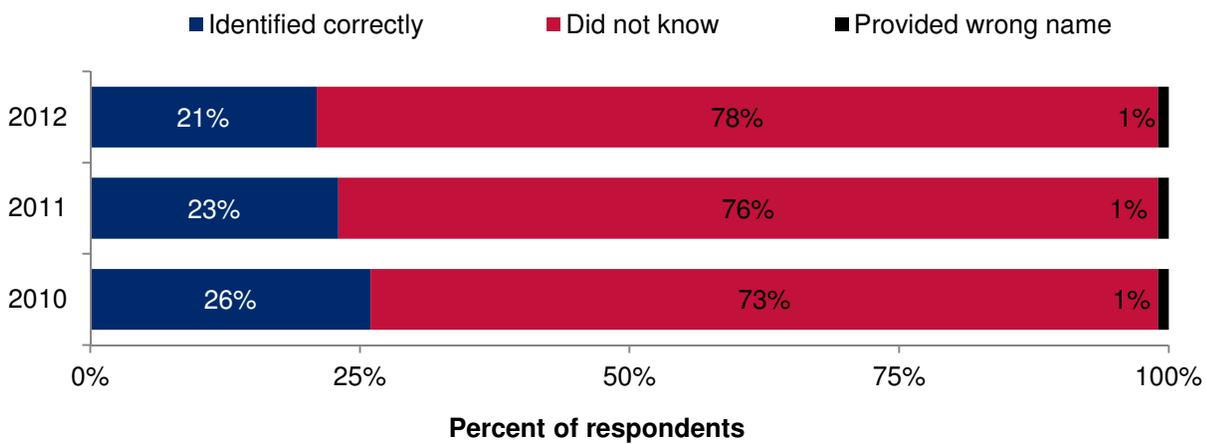
Ghazni residents were most likely to contact the mayor or Wakil-e-Gozar if they had a problem related to the city. Similar to 2010 and 2011, in 2012 approximately 2 in 10 residents correctly identified the mayor.

**FIGURE 110: 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?**



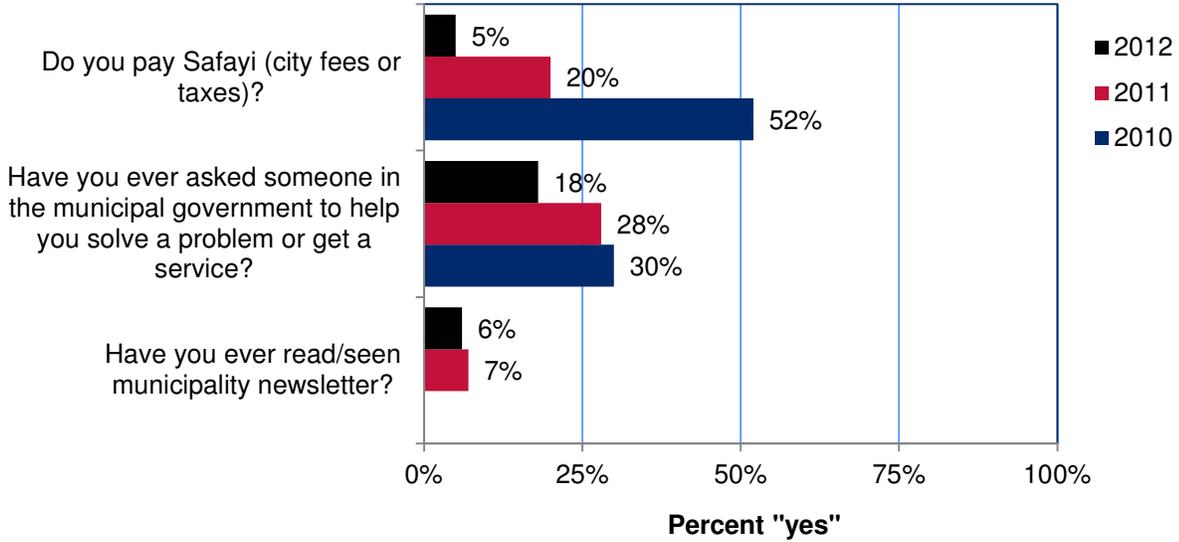
**FIGURE 111: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**



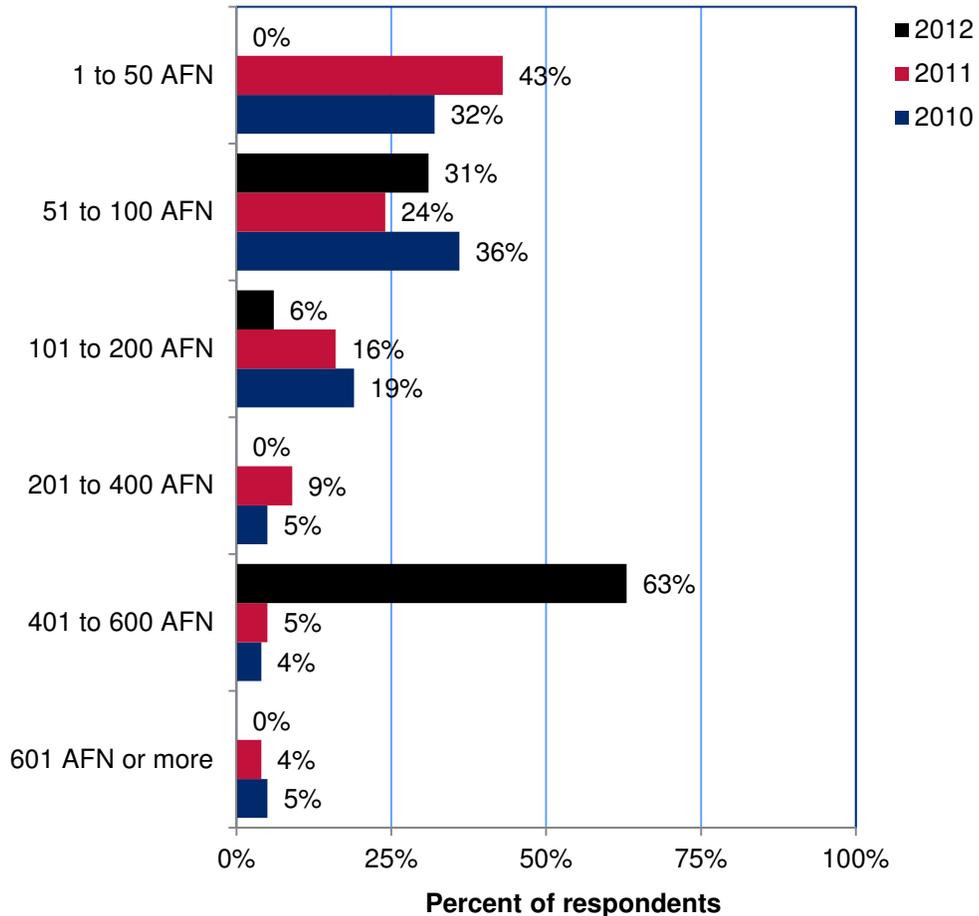
Only 5% of Ghazni residents paid Safayi in 2012, which was a lower percentage than in 2010 and 2011. Of those few that paid Safayi in 2012, a majority paid between 401 and 600 AFN per month.

About 2 in 10 had ever contacted the municipality for help and only 6% had read the City newsletter.

**FIGURE 112: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR**



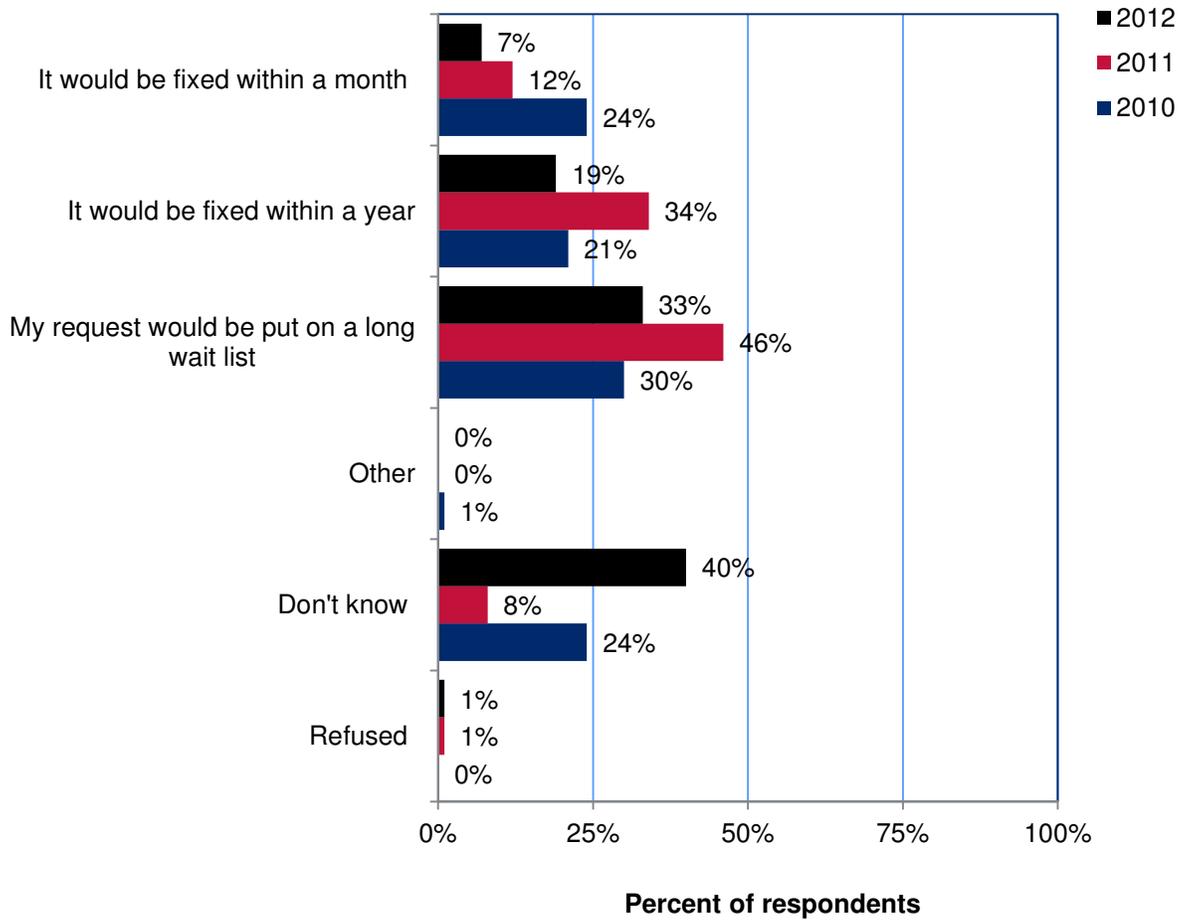
**FIGURE 113: MONTHLY SAFAYI PAID COMPARED BY YEAR**



In 2012, most Ghazni residents said that if they made a request of the City to fix their street they didn't know what would happen (40%) or that they thought it would be put on a long wait list (33%). Fewer thought that it would be fixed within a month or year than in earlier survey years.

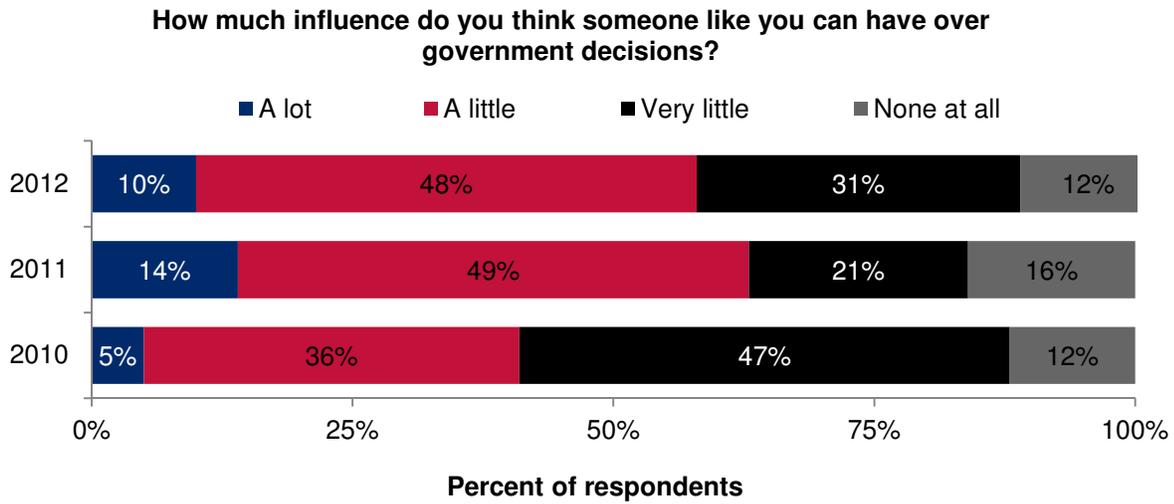
**FIGURE 114: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR**

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

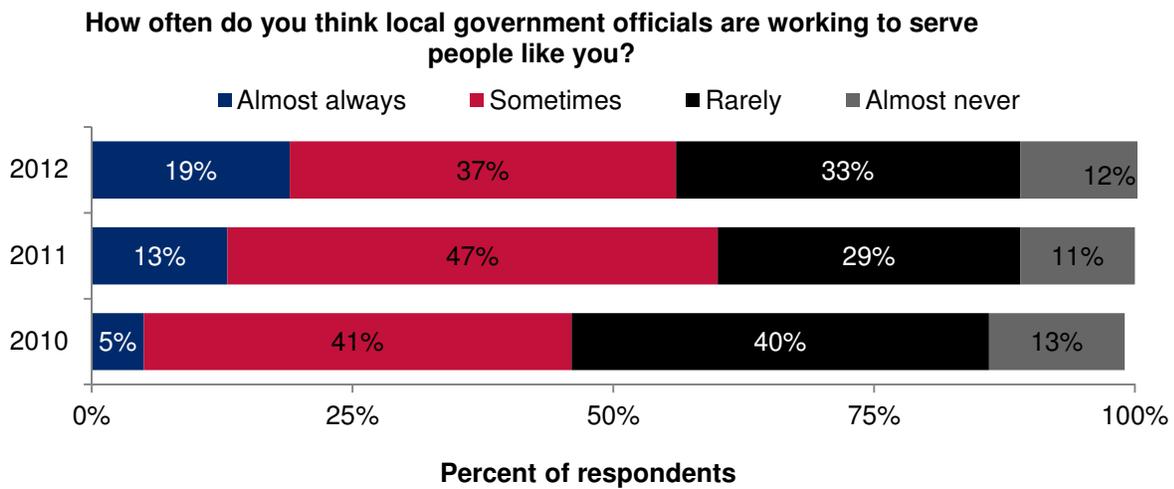


A majority of Ghazni residents thought that they could have a little or a lot of influence over government decisions (58%) and that local government officials were working to serve people like them at least some of the time (56%). Both of these represented a larger percentage of respondents than in 2010.

**FIGURE 115: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 116: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



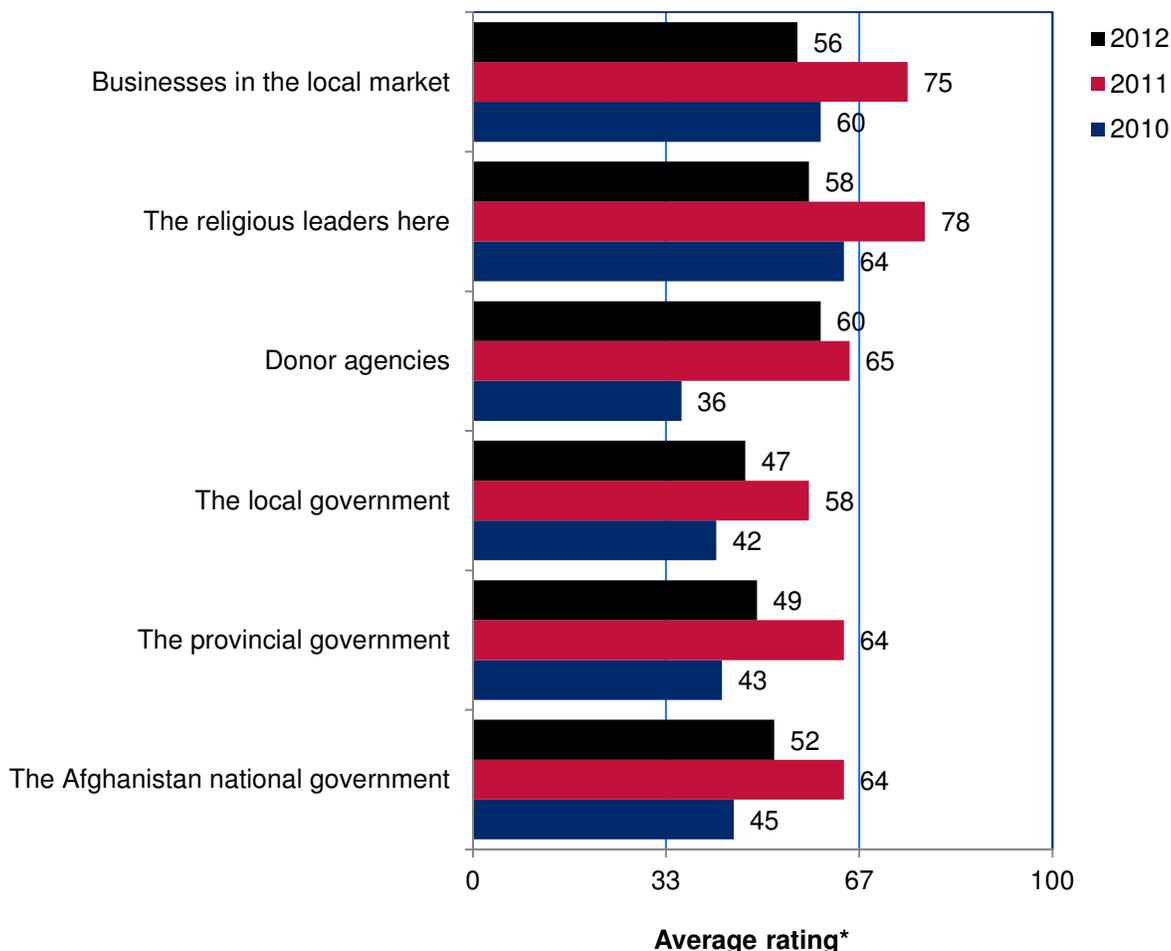
A majority of Ghazni residents had at least some trust that all types of representatives conducted activities to benefit the people. Donor agencies, religious leaders and businesses were the most trusted. Trust in donor agencies was higher in 2011 and 2012 relative to 2010. Trust in other representatives was similar between 2010 and 2012, but highest in 2011.

**FIGURE 117: 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	34%	24%	17%	24%	56
The religious leaders here	39%	22%	11%	28%	58
Donor agencies	20%	48%	22%	9%	60
The local government	4%	53%	23%	20%	47
The provincial government	12%	44%	25%	20%	49
The Afghanistan national government	23%	32%	24%	22%	52

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

**FIGURE 118: 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

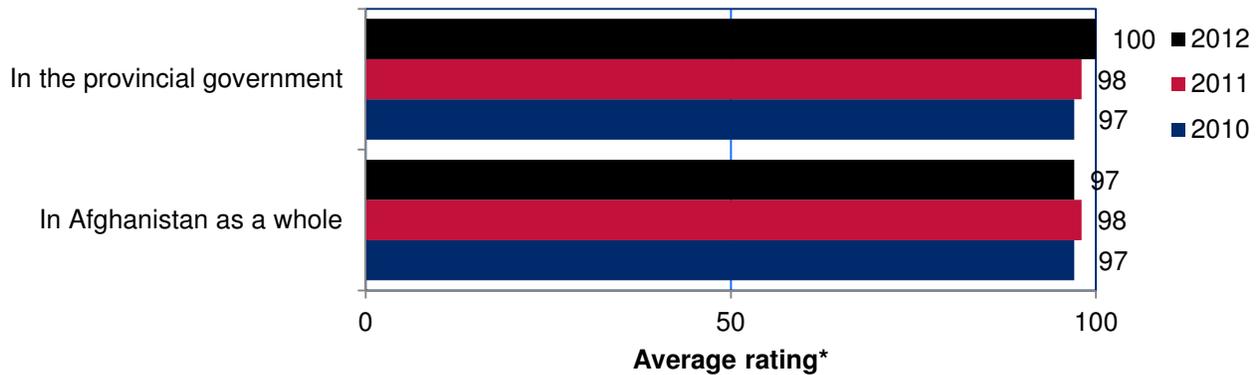
Almost all residents of the City of Ghazni indicated that corruption was a major problem in the provincial government and in Afghanistan as a whole. However, the majority of residents believed that corruption in both of these areas had increased in the past year.

**FIGURE 119: 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	99%	1%	0%	100
In Afghanistan as a whole	95%	4%	1%	97

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

**FIGURE 120: LEVEL OF CORRUPTION COMPARED BY YEAR**



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

**FIGURE 121: 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	58%	69%	90%
	Stayed the same	38%	26%	7%
	Decreased	4%	4%	3%
In the provincial government	Increased	57%	66%	85%
	Stayed the same	38%	29%	14%
	Decreased	4%	5%	1%

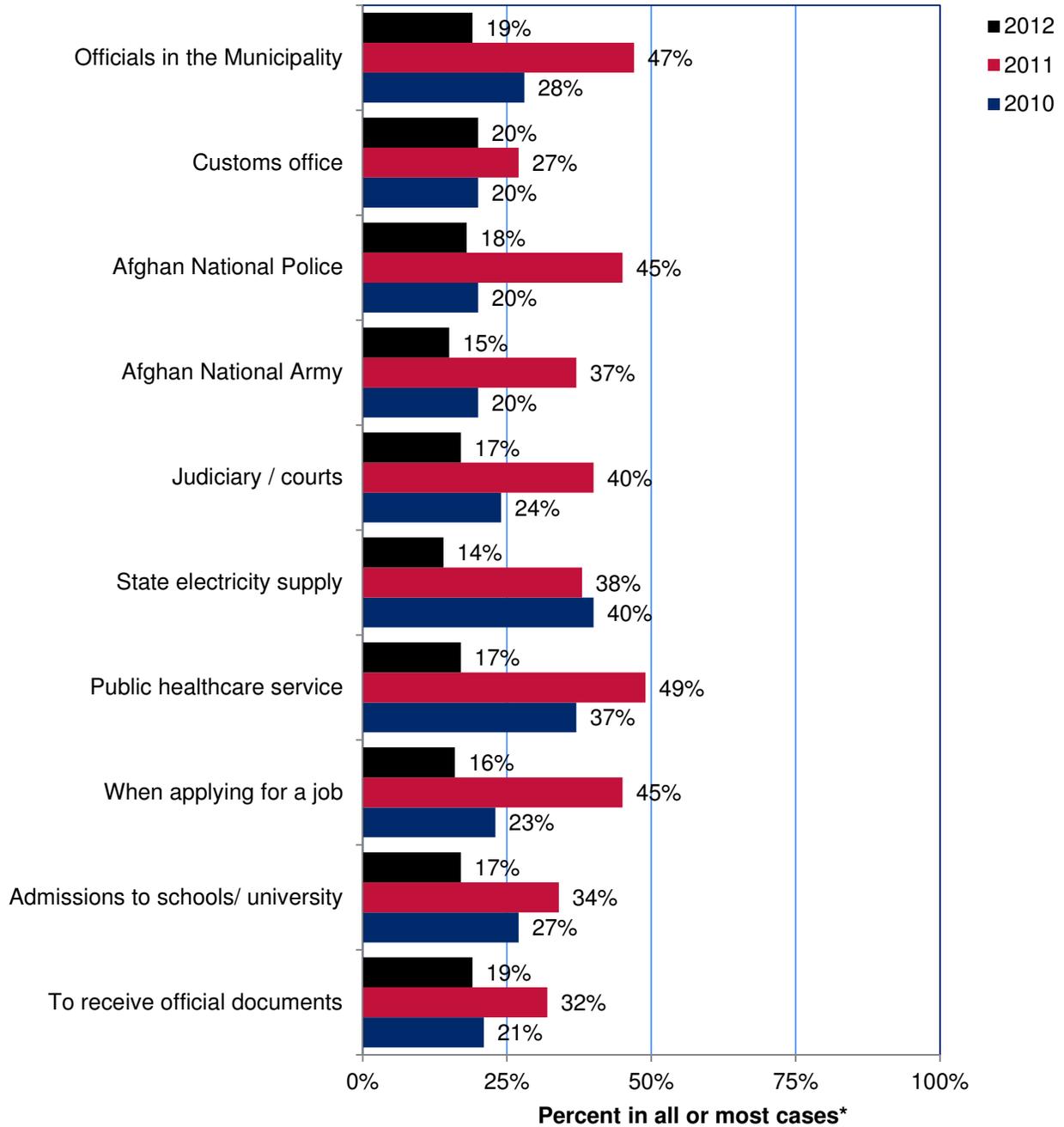
For those residents of Gardez who had contacted officials, giving cash, a gift or performing a favor for a government official was most common in the customs office, in the courts and in order to receive official documents. However both contact with officials and incidents of bribery were rare in all offices.

**FIGURE 122: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2012**

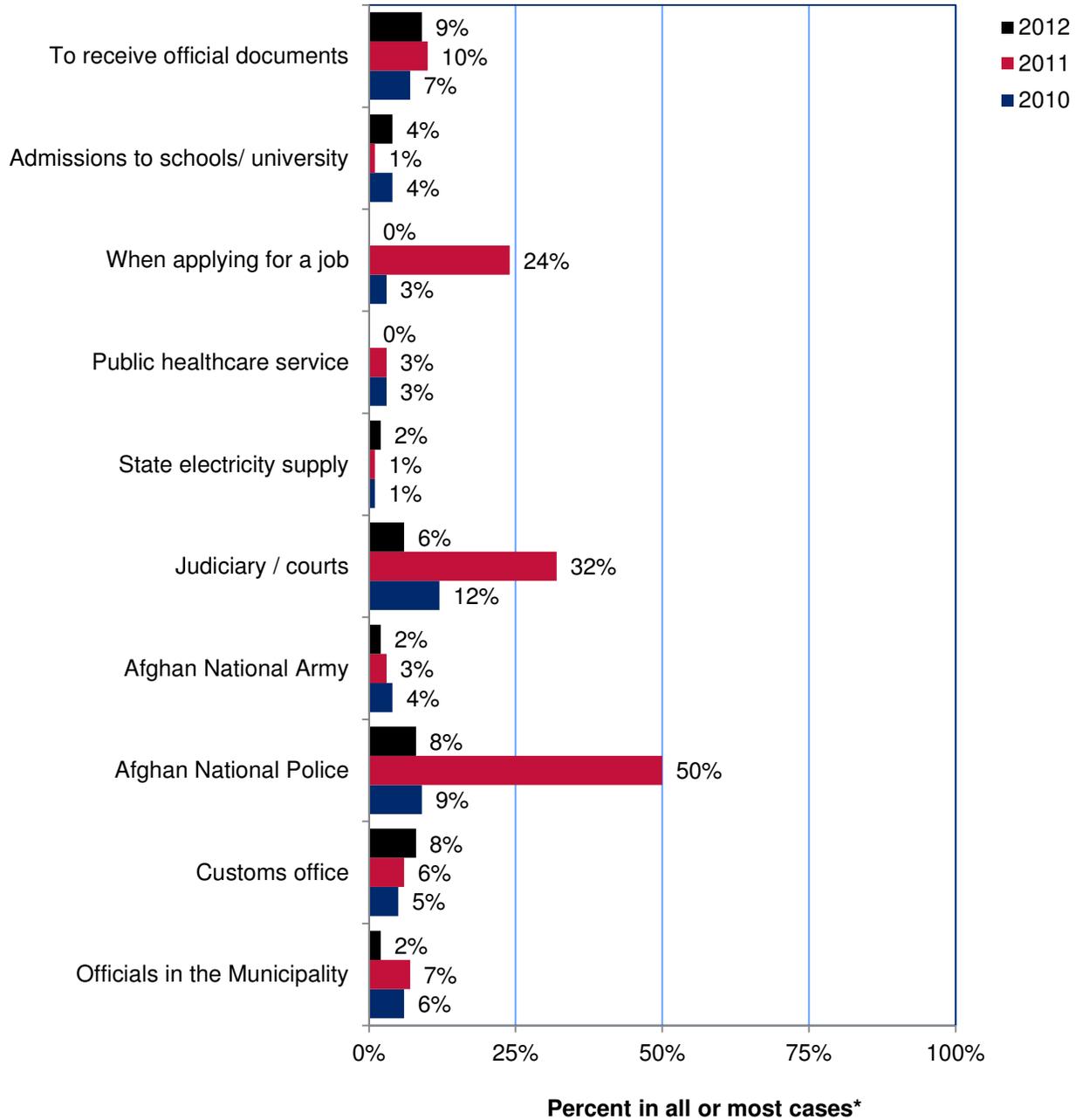
<b>Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*</b>	<b>In all cases</b>	<b>Most cases</b>	<b>Isolated cases</b>	<b>No cases</b>
To receive official documents	4%	5%	36%	55%
Admissions to schools/ university	2%	2%	32%	64%
When applying for a job	0%	0%	22%	78%
Public healthcare service	0%	0%	18%	82%
State electricity supply	0%	2%	7%	90%
Judiciary / courts	0%	6%	37%	57%
Afghan National Army	2%	0%	2%	96%
Afghan National Police	2%	6%	10%	83%
Customs office	7%	2%	36%	56%
Officials in the Municipality	2%	0%	4%	95%

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

**FIGURE 123: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR**



**FIGURE 124: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



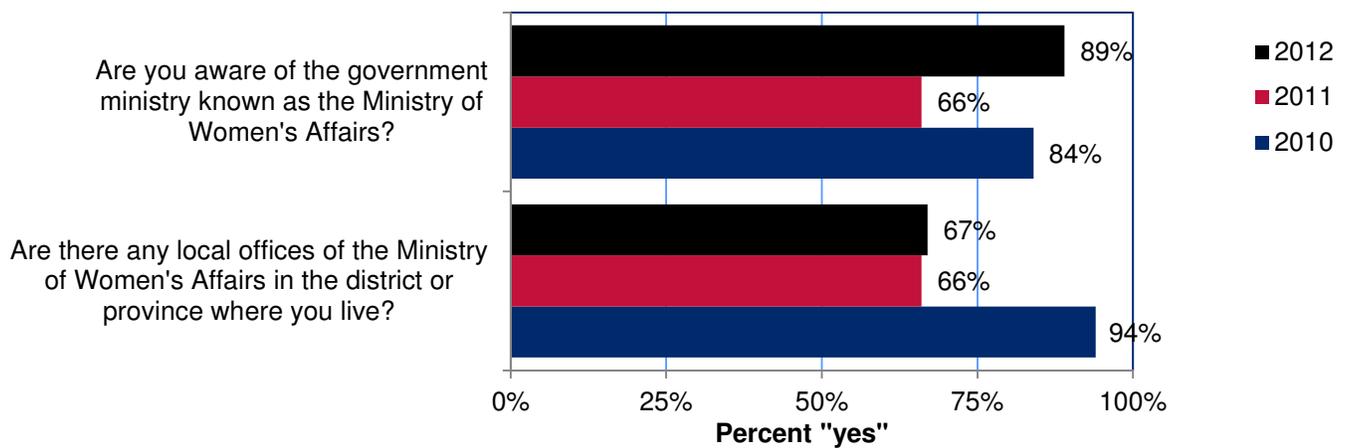
*\* Only for those who had contact with Government Official*

# WOMEN IN SOCIETY

The proportion of Ghazni respondents that were aware of the Ministry of Women’s Affairs was similar between 2010 and 2012, but lower in 2011. About two-thirds respondents were aware of the Ministry of Women’s Affairs knew of a local office in the district or province in which they lived.

In 2012, the majority of men and women in the City of Ghazni agreed that women should have equal opportunities in education and government. Women were in stronger agreement than men. Compared to 2010, in 2012 men and women were both more likely to support equal opportunities for women in education and government.

**FIGURE 125: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR**

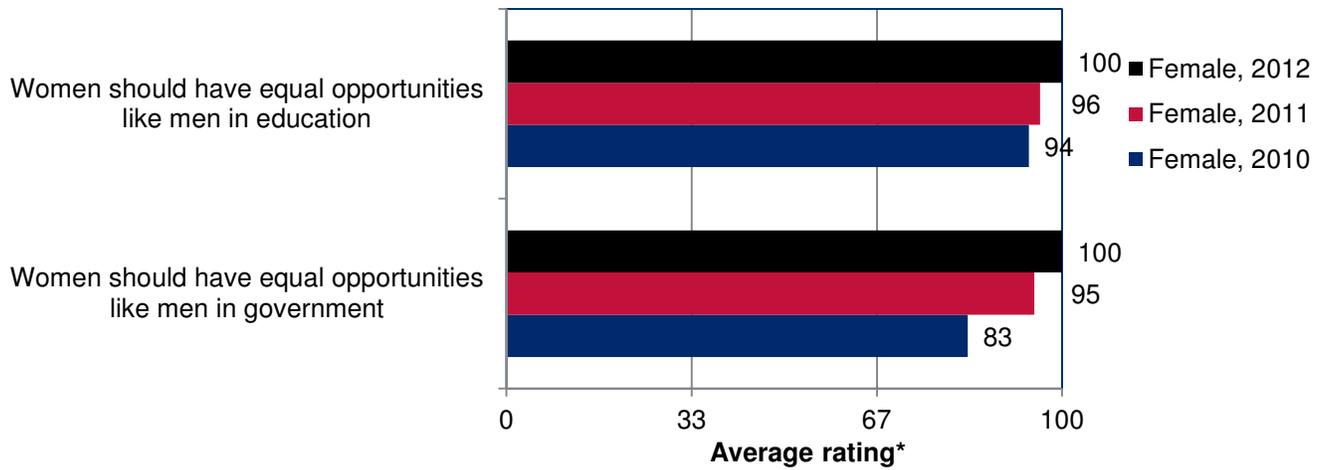


**FIGURE 126: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012**

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.	Strongly agree	60%	99%
	Agree somewhat	24%	1%
	Disagree somewhat	6%	0%
	Strongly disagree	10%	0%
	Average rating*	78	100
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	51%	99%
	Agree somewhat	25%	1%
	Disagree somewhat	13%	0%
	Strongly disagree	11%	0%
	Average rating*	72	100

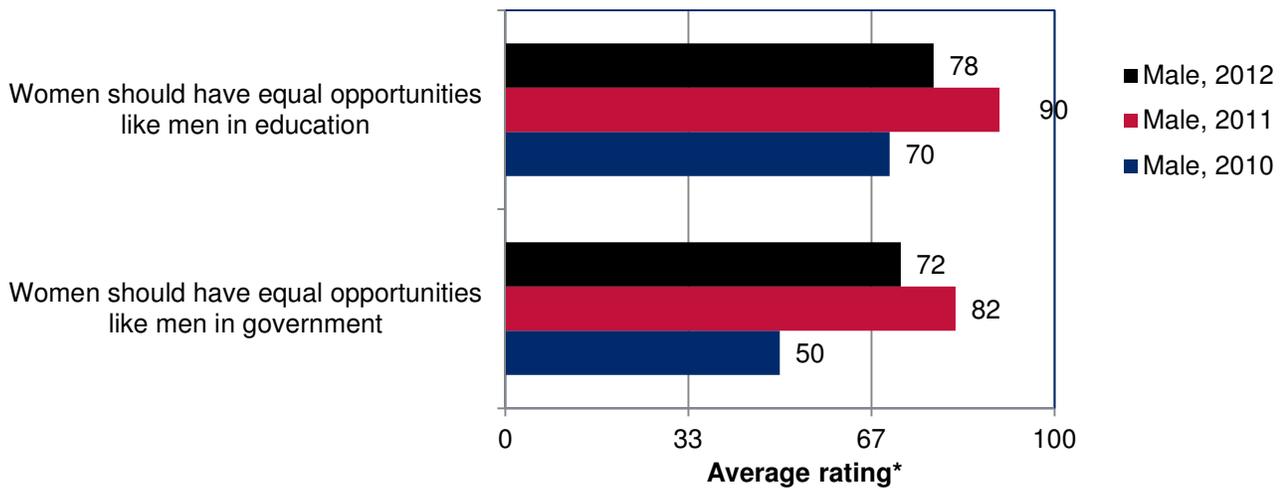
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 127: 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 128: 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.

## Q1 Can you tell me how many years you have lived in this City?

	Number	Percent of households
1-5 years	18	6%
6-10 years	34	12%
11-20 years	71	24%
21-40 years	132	45%
41 or more years	40	14%
Total	295	100%

## Q1 Average Number of Years Lived in this City

Average years in Ghazni	26
-------------------------	----

## 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 Ghazni	46	16%	152	52%	86	29%	11	4%	0	0%	0	0%	295	100%
The quality of schools in your city	26	9%	154	52%	78	26%	37	13%	0	0%	0	0%	295	100%
The quality of healthcare facilities in your city	19	6%	126	43%	105	36%	45	15%	0	0%	0	0%	295	100%
The health of people in your city	7	2%	132	45%	123	42%	33	11%	0	0%	0	0%	295	100%
The cleanliness of city streets	8	3%	111	38%	92	31%	84	28%	0	0%	0	0%	295	100%
The number of job opportunities in your city	5	2%	104	35%	129	44%	57	19%	0	0%	0	0%	295	100%
The number of businesses in your city	26	9%	101	34%	121	41%	40	14%	0	0%	7	2%	295	100%

**Q2 Average Rating of Quality of Life in City**

	Average rating*
Overall quality of life in Ghazni	2.8
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.1
The number of job opportunities in your city	2.2
The number of businesses in your city	2.4

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

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

	Number	Percent
Yes, full time	247	84%
Yes, part time	14	5%
No, not employed	34	12%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	75	25%
Stayed the same	119	40%
Decreased	99	34%
Refused	0	0%
Don't know	2	1%
Total	295	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	16	5%
No	279	95%
Total	295	100%

**Q5 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	5	31%
101 to 200 AFN	1	6%
201 to 400 AFN	0	0%
401 to 600 AFN	10	63%
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?**

<b>Dispose in street</b>	<b>35</b>	<b>12%</b>
Dispose in public container	178	60%
Take to an official dump site	17	6%
Take to an improvised dump site	85	29%
Door to door collection	2	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Bury it	0	0%
Dispose in street	35	12%

*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>
No Response	372	100%

**Q6a Where is this container?**

	Number	Percent
On my street/close to my house	79	44%
On the next street	48	27%
Several streets away	39	22%
Further than several streets away	13	7%
Total	179	100%

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

	Number	Percent
Very satisfied	2	1%
Somewhat satisfied	87	29%
Somewhat dissatisfied	98	33%
Very dissatisfied	108	37%
Refused	0	0%
Don't know	0	0%
Total	295	100%

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

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.9

*\*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?**

	Number	Percent
Every day	3	1%
A couple/few times a week	6	2%
Once a week	34	12%
Once every two or three weeks	67	23%
Once a month or less frequently	126	43%
Once a year	43	15%
Never	15	5%
Refused	0	0%
Don't know	1	0%
Total	295	100%

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

	Number	Percent
The city, it is covered by the Safayi fees/taxes	15	5%
The city, I pay money additional to the Safayi fees/taxes	1	0%
A private firm/person	0	0%
No one	279	95%
Total	295	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	13	4%	90	31%	82	28%	102	35%	1	0%	7	2%	295	100%
Provision of legal dumpsites	17	6%	96	33%	82	28%	59	20%	13	4%	28	9%	295	100%
Provision of garbage bins in residential areas	13	4%	98	33%	77	26%	58	20%	4	1%	45	15%	295	100%
Provision of garbage bins in commercial areas	20	7%	98	33%	78	26%	48	16%	8	3%	43	15%	295	100%
Cleaning garbage from the streets	24	8%	131	44%	82	28%	57	19%	0	0%	1	0%	295	100%
Affordability of trash service	15	5%	101	34%	93	32%	66	22%	9	3%	11	4%	295	100%

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

	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.3
Provision of garbage bins in commercial areas	2.4
Cleaning garbage from the streets	2.4
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?**

	Number	Percent
Well on property	181	62%
Shared well with neighbors	6	2%
River, canal or other open source	0	0%
Public standpipe	17	6%
Government supplied piped water at home	93	32%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	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	295	100%

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

	Number	Percent
City water supply department	97	33%
A private firm/person	0	0%
No one	198	67%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	3	3%
51 to 100 AFN	34	35%
101 to 200 AFN	8	8%
201 to 400 AFN	19	20%
401 to 600 AFN	26	27%
601 to 1,000 AFN	6	6%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	1%
5,001 AFN or more	0	0%
Total	97	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)	22	23%	32	33%	35	36%	7	7%	0	0%	0	0%	96	100%
Amount supplied	4	4%	27	28%	45	47%	20	21%	0	0%	0	0%	96	100%
Overall quality of water for drinking	21	22%	25	26%	46	48%	4	4%	0	0%	0	0%	96	100%

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

	Average rating*
Frequency of supply (times per week)	2.7
Amount supplied	2.2
Overall quality of water for drinking	2.7

\*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	77	26%
No	218	74%
Total	295	100%

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

	Number	Percent
Government provided electricity that is not a public generator	226	77%
Public Generator (from government)	64	22%
Shared Generator (with neighbors)	3	1%
Personal Generator	1	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	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?**

	Number	Percent
City electricity department	294	100%
No one	1	0%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	1%
101 to 200 AFN	2	1%
201 to 400 AFN	14	5%
401 to 600 AFN	15	5%
601 to 1,000 AFN	87	30%
1,001 to 2,000 AFN	115	39%
2,001 to 5,000 AFN	42	14%
5,001 AFN or more	17	6%
Total	294	100%

**Q17 Quality of Government Electricity Services, If Connected**

[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)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	69	23%	125	43%	92	31%	8	3%	0	0%	0	0%	294	100%
Number of hours per day supplied	43	15%	137	47%	106	36%	8	3%	0	0%	0	0%	294	100%
Quality of supply*	38	13%	138	47%	105	36%	13	4%	0	0%	0	0%	294	100%
Price for electric supply	20	7%	81	28%	106	36%	87	30%	0	0%	0	0%	294	100%

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

	Average rating*
Number of days per week supplied	2.9
Number of hours per day supplied	2.7
Quality of supply*	2.7
Price for electric supply	2.1

\*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	1	0%
Dry latrine	287	97%
Latrine with septic	7	2%
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?**

	Number	Percent
Open ditch/canal	290	99%
Septic system	2	1%
City pipeline/sewer	1	0%
Don't know	1	0%
Other	0	0%
Refused	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?**

	Number	Percent
No response	295	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	15	5%	59	20%	86	29%	135	46%	0	0%	0	0%	295	100%
The condition of larger drainage ditches throughout the city	29	10%	64	22%	98	33%	81	27%	9	3%	14	5%	295	100%
Ditch cleaning services	5	2%	37	13%	79	27%	172	58%	2	1%	0	0%	295	100%
Ditch repair services	33	11%	99	34%	101	34%	61	21%	1	0%	0	0%	295	100%
Ditch construction services	50	17%	85	29%	101	34%	58	20%	1	0%	0	0%	295	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	2.2
Ditch cleaning services	1.6
Ditch repair services	2.4
Ditch construction services	2.4

\*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	22	7%	64	22%	96	33%	113	38%	0	0%	0	0%	295	100%
The condition of main city roads	89	30%	81	27%	87	29%	38	13%	0	0%	0	0%	295	100%
The condition of highways	61	21%	84	28%	97	33%	53	18%	0	0%	0	0%	295	100%
Street repair services	51	17%	78	26%	107	36%	59	20%	0	0%	0	0%	295	100%
Street construction services	58	20%	82	28%	98	33%	56	19%	1	0%	0	0%	295	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	2.7
The condition of highways	2.5
Street repair services	2.4
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	10	3%	71	24%	198	67%	0	0%	16	5%	295	100%
Women's parks	0	0%	59	20%	217	74%	0	0%	19	6%	295	100%
Children's playgrounds	6	2%	68	23%	201	68%	0	0%	20	7%	295	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	3	1%	2	1%	59	20%	8	3%	1	0%	222	75%	295	100%
Women's parks	0	0%	0	0%	45	15%	7	2%	0	0%	243	82%	295	100%
Children's playgrounds	0	0%	5	2%	55	19%	6	2%	0	0%	229	78%	295	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.0
Women's parks	1.9
Children's playgrounds	2.0

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

### Q 25 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)	30	10%	126	43%	127	43%	12	4%	0	0%	0	0%	295	100%
The size and layout of the market(s)	53	18%	132	45%	96	33%	14	5%	0	0%	0	0%	295	100%
The amount of food available at your market(s)	26	9%	110	37%	138	47%	16	5%	1	0%	4	1%	295	100%
The variety of foods available at your market(s)	13	4%	114	39%	139	47%	22	7%	2	1%	5	2%	295	100%
The quality of food at your market(s)	8	3%	100	34%	122	41%	60	20%	1	0%	4	1%	295	100%
The availability of goods besides food at your market(s)	9	3%	109	37%	141	48%	28	9%	3	1%	5	2%	295	100%

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

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.8
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.3

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

### Q 24 Do you or your family members visit the parks?

	Number	Percent
No	287	98%
Yes	7	2%

**Q 24A If yes, which ones?**

	Number	Percent
Children's Playgrounds	5	71%
Teen/adult parks	2	29%
Women's parks	0	0%

**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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Meat	70	24%	144	49%	79	27%	2	1%	0	0%	0	0%	295	100%
Fruit	82	28%	143	48%	69	23%	1	0%	0	0%	0	0%	295	100%
Vegetables	146	49%	100	34%	47	16%	2	1%	0	0%	0	0%	295	100%
Flour	290	98%	5	2%	0	0%	0	0%	0	0%	0	0%	295	100%
Cooking oil	295	100%	0	0%	0	0%	0	0%	0	0%	0	0%	295	100%
Sugar, tea	295	100%	0	0%	0	0%	0	0%	0	0%	0	0%	295	100%
Cereal	197	67%	47	16%	17	6%	33	11%	1	0%	0	0%	295	100%

## Q27 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	
Sidewalk construction/improvement	0	0%	1	0%	0	0%	294	100%	295	100%
Sport facilities/stadium	1	0%	0	0%	3	1%	291	99%	295	100%
Public latrine for men	0	0%	4	1%	3	1%	288	98%	295	100%
Car parking	1	0%	1	0%	10	3%	283	96%	295	100%
Public latrine for women	4	1%	1	0%	10	3%	280	95%	295	100%
Provide a new area for a market	2	1%	6	2%	11	4%	276	94%	295	100%
Provide electricity service	8	3%	4	1%	26	9%	257	87%	295	100%
Provide green areas/parks	6	2%	11	4%	28	9%	250	85%	295	100%
Supplying clean drinking water	24	8%	32	11%	58	20%	181	61%	295	100%
Street repair	29	10%	67	23%	40	14%	159	54%	295	100%
Public containers for trash in residential and commercial areas	97	33%	29	10%	15	5%	154	52%	295	100%
A new dump site for trash to reduce leaching into water and the spread of disease	38	13%	83	28%	29	10%	145	49%	295	100%
Ditch cleaning, repair and construction	85	29%	57	19%	61	21%	92	31%	295	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	104	35%
Shuras/CDCs/Jirgas	7	2%
Tribal leader/Malik	17	6%
Mullah	4	1%
Wakil-e-Gozar	153	52%
Others	0	0%
Would contact no one	4	1%
Don't know	6	2%
Refused	0	0%
Total	295	100%

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

	Number	Percent
Yes	54	18%
No	238	81%
Don't know	2	1%
Refused	1	0%
Total	295	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	21	7%
It would be fixed within a year	56	19%
My request would be put on a long wait list	98	33%
Other	0	0%
Don't know	118	40%
Refused	2	1%

*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	13	4%
Somewhat good job	174	59%
Somewhat bad job	70	24%
Very bad job	22	7%
Refused	1	0%
Don't know	15	5%
Total	295	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	53	18%
Sometimes	104	35%
Rarely	92	31%
Almost never	33	11%
Refused	2	1%
Don't know	11	4%
Total	295	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	26	9%
A little	130	44%
Very little	85	29%
None at all	32	11%
Don't know	21	7%
Refused	1	0%
Total	295	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	
Businesses in the local market	101	34%	72	24%	51	17%	70	24%	0	0%	1	0%	295	100%
The religious leaders here	115	39%	65	22%	33	11%	81	27%	0	0%	1	0%	295	100%
Donor agencies	60	20%	142	48%	65	22%	26	9%	1	0%	1	0%	295	100%
The local government	11	4%	155	53%	68	23%	59	20%	1	0%	1	0%	295	100%
The provincial government	35	12%	128	43%	72	24%	58	20%	1	0%	1	0%	295	100%
The Afghanistan national government	66	22%	93	32%	70	24%	64	22%	0	0%	2	1%	295	100%

**Q35 Who is your mayor?**

	Number	Percent
Identified correctly	63	21%
Did not know	230	78%
Provided wrong name	2	1%
Total	295	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	
In the provincial government	293	99%	2	1%	0	0%	0	0%	0	0%	295	100%
In Afghanistan as a whole	273	93%	11	4%	4	1%	4	1%	3	1%	295	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	
In the provincial government	250	85%	41	14%	4	1%	0	0%	0	0%	295	100%
In Afghanistan as a whole	257	87%	20	7%	10	3%	6	2%	2	1%	295	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Officials in the Municipality	1	0%	0	0%	2	1%	53	18%	226	77%	13	4%	0	0%	295	100%
Customs office	4	1%	1	0%	21	7%	33	11%	215	73%	14	5%	7	2%	295	100%
Afghan National Police	1	0%	3	1%	5	2%	43	15%	230	78%	13	4%	0	0%	295	100%
Afghan National Army	1	0%	0	0%	1	0%	43	15%	237	80%	13	4%	0	0%	295	100%
Judiciary / courts	0	0%	3	1%	19	6%	29	10%	231	78%	13	4%	0	0%	295	100%
State electricity supply	0	0%	1	0%	3	1%	37	13%	240	81%	13	4%	1	0%	295	100%
Public healthcare service	0	0%	0	0%	9	3%	41	14%	232	79%	13	4%	0	0%	295	100%
When applying for a job	0	0%	0	0%	10	3%	36	12%	235	80%	14	5%	0	0%	295	100%
Admissions to schools/ university	1	0%	1	0%	16	5%	32	11%	232	79%	13	4%	0	0%	295	100%
To receive official documents	2	1%	3	1%	20	7%	31	11%	226	77%	13	4%	0	0%	295	100%

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

	Number	Percent
Yes	248	84%
No	31	11%
Don't know	15	5%
Refused	1	0%
Total	295	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)?**

	Number	Percent
Yes	174	59%
No	84	28%
Don't know	35	12%
Refused	2	1%
Total	295	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	17	6%
No	278	94%
Total	295	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	230	78%
Agree somewhat	38	13%
Disagree somewhat	9	3%
Strongly disagree	16	5%
Don't know	2	1%
Refused	0	0%
Total	295	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	216	73%
Agree somewhat	40	14%
Disagree somewhat	20	7%
Strongly disagree	17	6%
Don't know	2	1%
Refused	0	0%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	1	0%
18-30 years old	126	43%
31-40 years old	105	36%
41-50 years old	42	14%
51-60 years old	16	5%
61 or more years old	3	1%
Total	293	100%

**Q45 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	118	40%
Retired	6	2%
Housewife	140	48%
Student	23	8%
Unemployed	7	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	294	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	142	48%
Primary School, incomplete (classes 1 to 5)	18	6%
Primary School, complete (finished class 6)	10	3%
Secondary education, incomplete (classes 7 to 8)	17	6%
Secondary education, complete (finished class 9)	19	6%
High School (classes 10 to 12)	69	23%
University education or above	19	6%
Refused	1	0%
Don't know	0	0%
Total	295	100%

**Q47 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	31	11%
Married	263	89%
Widower/ Widow	1	0%
Refused	0	0%
Don't know	0	0%
Total	295	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	17	6%
6-10 people	133	47%
10-20 people	119	42%
21 or more people	16	6%
Total	285	100%

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

	<b>Number</b>	<b>Percent of households</b>
Lease	61	21%
Own	234	79%
Don't know	0	0%
Refused	0	0%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
Yes	224	76%
No	71	24%
Don't know	0	0%
Refused	0	0%
Total	295	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	2	3%
1,001-2,000 AFN per month	2	3%
2,001-3,000 AFN per month	5	8%
3,001-4,000 AFN per month	11	18%
4,001-5,000 AFN per month	7	12%
5,001-7,500 AFN per month	20	33%
7,501 or more AFN per month	13	22%
Total	60	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	1	0%
2,001 - 3,000 AFN	2	1%
3,001 - 5,000 AFN	11	4%
5,001 - 10,000 AFN	35	12%
10,001 - 15,000 AFN	77	26%
15,001 - 20,000 AFN	93	32%
20,001 - 25,000 AFN	48	16%
25,001 - 40,000 AFN	18	6%
More than 40,000 AFN	7	2%
Refused	3	1%
Don't know	0	0%
Total	295	100%

**Q53 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	152	52%
Female	142	48%
Total	294	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	45	15%
6-10 years	42	14%
11-20 years	97	33%
21-40 years	86	29%
41 or more years	25	8%
Total	295	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Ghazni	21

## 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 Ghazni	41	14%	133	45%	87	29%	34	12%	0	0%	0	0%	295	100%
The quality of schools in your city	28	9%	139	47%	101	34%	25	8%	0	0%	2	1%	295	100%
The quality of healthcare facilities in your city	23	8%	99	34%	129	44%	44	15%	0	0%	0	0%	295	100%
The health of people in your city	11	4%	98	33%	123	42%	58	20%	0	0%	5	2%	295	100%
The cleanliness of city streets	2	1%	54	18%	60	20%	178	60%	0	0%	1	0%	295	100%
The number of job opportunities in your city	2	1%	69	23%	113	38%	108	37%	0	0%	3	1%	295	100%
The number of businesses in your city	13	4%	82	28%	164	56%	28	9%	1	0%	7	2%	295	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Ghazni	2.6
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.6
The number of job opportunities in your city	1.9
The number of businesses in your city	2.3

\*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	268	91%
Yes, part time	7	2%
No, not employed	20	7%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	86	29%
Stayed the same	101	34%
Decreased	100	34%
Refused	2	1%
Don't know	6	2%
Total	295	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	59	20%
No	236	80%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	25	43%
51 to 100 AFN	14	24%
101 to 200 AFN	9	16%
201 to 400 AFN	5	9%
401 to 600 AFN	3	5%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	1	2%
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	84	28%
Dispose in public container	182	62%
Take to an official dump site	0	0%
Take to an improvised dump site	37	13%
Door to door collection	0	0%
Other	3	1%
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
In the River	3	1%
No response	292	99%

<b>Q6a Where is this container?</b>		
	<b>Number</b>	<b>Percent</b>
On my street/close to my house	69	38%
On the next street	65	36%
Several streets away	32	18%
Further than several streets away	16	9%
Total	182	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	19	6%
Somewhat satisfied	81	27%
Somewhat dissatisfied	95	32%
Very dissatisfied	100	34%
Refused	0	0%
Don't know	0	0%
Total	295	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)	2.1

*\*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	2	1%
A couple/few times a week	0	0%
Once a week	21	7%
Once every two or three weeks	65	22%
Once a month or less frequently	82	28%
Once a year	82	28%
Never	38	13%
Refused	1	0%
Don't know	4	1%
Total	295	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	49	17%
The city, I pay money additional to the Safayi fees/taxes	3	1%
A private firm/person	4	1%
No one	239	81%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	14%
101 to 200 AFN	3	43%
201 to 400 AFN	0	0%
401 to 600 AFN	1	14%
601 to 1,000 AFN	1	14%
1,001 to 2,000 AFN	1	14%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	7	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	4	1%	57	19%	65	22%	164	56%	5	2%	0	0%	295	100%
Provision of legal dumpsites	3	1%	42	14%	72	24%	141	48%	10	3%	27	9%	295	100%
Provision of garbage bins in residential areas	2	1%	51	17%	79	27%	123	42%	18	6%	22	7%	295	100%
Provision of garbage bins in commercial areas	4	1%	53	18%	86	29%	117	40%	17	6%	18	6%	295	100%
Cleaning garbage from the streets	1	0%	49	17%	97	33%	145	49%	3	1%	0	0%	295	100%
Affordability of trash service	2	1%	21	7%	102	35%	164	56%	1	0%	5	2%	295	100%

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

	Average rating*
Removal of illegal/improvised dumpsites	1.7
Provision of legal dumpsites	1.6
Provision of garbage bins in residential areas	1.7
Provision of garbage bins in commercial areas	1.8
Cleaning garbage from the streets	1.7
Affordability of trash service	1.5

\*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	173	59%
Shared well with neighbors	28	9%
River, canal or other open source	5	2%
Public Standpipe	35	12%
Government supplied piped water at home	52	18%
Purchase water	7	2%
Other	0	0%
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	295	100%

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

	Number	Percent
City water supply department	92	31%
A private firm/person	7	2%
No one	194	66%
Total	293	100%

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

	Number	Percent
1 to 50 AFN	12	12%
51 to 100 AFN	31	31%
101 to 200 AFN	39	39%
201 to 400 AFN	8	8%
401 to 600 AFN	1	1%
601 to 1,000 AFN	2	2%
1,001 to 2,000 AFN	3	3%
2,001 to 5,000 AFN	3	3%
5,001 AFN or more	0	0%
Total	99	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)	16	18%	44	49%	19	21%	11	12%	0	0%	0	0%	90	100%
Amount supplied	11	12%	42	47%	22	24%	15	17%	0	0%	0	0%	90	100%
Overall quality of water for drinking	12	13%	45	50%	16	18%	17	19%	0	0%	0	0%	90	100%

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

	Average rating*
Frequency of supply (times per week)	2.7
Amount supplied	2.5
Overall quality of water for drinking	2.6

\*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	54	18%
No	241	82%
Total	295	100%

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

	Number	Percent
Public Generator (from government)	199	67%
Government provided electricity that is not a public generator	59	20%
Shared Generator (with neighbors)	31	11%
Personal Generator	8	3%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	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?**

	Number	Percent
City electricity department	260	88%
A private firm/person	31	11%
No one	4	1%
Total	295	100%

**Q16 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	1	0%
401 to 600 AFN	9	3%
601 to 1,000 AFN	64	22%
1,001 to 2,000 AFN	155	53%
2,001 to 5,000 AFN	57	20%
5,001 AFN or more	5	2%
Total	291	100%

**Q17 Quality of Government Electricity Services, If Connected**

[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)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	96	37%	130	50%	30	12%	3	1%	1	0%	0	0%	260	100%
Number of hours per day supplied	79	30%	141	54%	39	15%	1	0%	0	0%	0	0%	260	100%
Quality of supply*	36	14%	104	40%	113	43%	6	2%	1	0%	0	0%	260	100%
Price for electric supply	0	0%	7	3%	41	16%	212	82%	0	0%	0	0%	260	100%

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

	Average rating*
Number of days per week supplied	3.2
Number of hours per day supplied	3.1
Quality of supply*	2.7
Price for electric supply	1.2

\*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	18	6%
Dry latrine	271	92%
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?**

	Number	Percent
No response	295	100%

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

	Number	Percent
Open ditch/canal	283	97%
Septic system	13	4%
City pipeline/sewer	0	0%
Other	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?**

	Number	Percent
No response	295	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	8	3%	66	22%	66	22%	155	53%	0	0%	0	0%	295	100%
The condition of larger drainage ditches throughout the city	2	1%	57	19%	98	33%	111	38%	8	3%	19	6%	295	100%
Ditch cleaning services	1	0%	25	8%	70	24%	199	67%	0	0%	0	0%	295	100%
Ditch repair services	1	0%	45	15%	144	49%	105	36%	0	0%	0	0%	295	100%
Ditch construction services	1	0%	66	22%	123	42%	104	35%	0	0%	0	0%	294	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	1.8
Ditch cleaning services	1.4
Ditch repair services	1.8
Ditch construction services	1.9

\*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	9	3%	85	29%	95	32%	106	36%	0	0%	0	0%	295	100%
The condition of main city roads	13	4%	111	38%	155	53%	14	5%	1	0%	1	0%	295	100%
The condition of highways	27	9%	81	27%	137	46%	46	16%	1	0%	3	1%	295	100%
Street repair services	9	3%	55	19%	141	48%	89	30%	0	0%	1	0%	295	100%
Street construction services	7	2%	54	18%	128	43%	105	36%	0	0%	1	0%	295	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	2.4
The condition of highways	2.3
Street repair services	1.9
Street construction services	1.9

\*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	49	17%	171	58%	74	25%	0	0%	1	0%	295	100%
Women's parks	8	3%	104	35%	162	55%	1	0%	20	7%	295	100%
Children's playgrounds	43	15%	127	43%	119	40%	1	0%	5	2%	295	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	1%	64	22%	25	8%	68	23%	30	10%	106	36%	295	100%
Women's parks	1	0%	2	1%	17	6%	29	10%	36	12%	210	71%	295	100%
Children's playgrounds	0	0%	18	6%	28	9%	73	25%	29	10%	147	50%	295	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.0
Women's parks	1.5
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)	9	3%	149	51%	96	33%	33	11%	2	1%	6	2%	295	100%
The size and layout of the market(s)	8	3%	124	42%	112	38%	41	14%	4	1%	6	2%	295	100%
The amount of food available at your market(s)	13	4%	133	45%	126	43%	15	5%	2	1%	6	2%	295	100%
The variety of foods available at your market(s)	6	2%	117	40%	146	49%	18	6%	2	1%	6	2%	295	100%
The quality of food at your market(s)	11	4%	94	32%	126	43%	56	19%	2	1%	6	2%	295	100%
The availability of goods besides food at your market(s)	38	13%	108	37%	120	41%	20	7%	2	1%	7	2%	295	100%

### Q24 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)	2.3
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.6

\*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	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Meat	106	36%	165	56%	24	8%	0	0%	0	0%	0	0%	295	100%
Fruit	118	40%	161	55%	15	5%	1	0%	0	0%	0	0%	295	100%
Vegetables	169	57%	114	39%	12	4%	0	0%	0	0%	0	0%	295	100%
Flour	261	88%	34	12%	0	0%	0	0%	0	0%	0	0%	295	100%
Cooking oil	266	90%	29	10%	0	0%	0	0%	0	0%	0	0%	295	100%
Sugar, tea	273	93%	22	7%	0	0%	0	0%	0	0%	0	0%	295	100%
Cereal	266	90%	29	10%	0	0%	0	0%	0	0%	0	0%	295	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	64	22%	23	8%	36	12%	172	58%	295	100%
A new dump site for trash to reduce leaching into water and the spread of disease	40	14%	37	13%	23	8%	195	66%	295	100%
Ditch cleaning, repair and construction	23	8%	49	17%	52	18%	171	58%	295	100%
Street repair	51	17%	63	21%	46	16%	135	46%	295	100%
Supplying clean drinking water	92	31%	61	21%	47	16%	95	32%	295	100%
Provide a new area for a market	1	0%	2	1%	4	1%	288	98%	295	100%
Provide green areas/parks	6	2%	11	4%	18	6%	260	88%	295	100%
Provide electricity service	12	4%	31	11%	30	10%	222	75%	295	100%
Car parking	0	0%	2	1%	6	2%	287	97%	295	100%
Sidewalk construction/improvement	1	0%	0	0%	5	2%	289	98%	295	100%
Sport facilities/stadium	0	0%	1	0%	2	1%	292	99%	295	100%
Public latrine for men	4	1%	6	2%	8	3%	277	94%	295	100%
Public latrine for women	2	1%	8	3%	19	6%	266	90%	295	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	160	54%
Shuras/CDCs/Jirgas	20	7%
Tribal leader/Malik	74	25%
Mullah	13	4%
Wakil-e-Gozar	22	7%
Others	0	0%
Would contact no one	2	1%
Don't know	4	1%
Refused	0	0%

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**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?**

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	<b>Number</b>	<b>Percent</b>
Total	295	100%

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

	Number	Percent
Yes	79	27%
No	207	70%
Don't know	9	3%
Refused	0	0%
Total	295	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	34	12%
It would be fixed within a year	99	34%
My request would be put on a long wait list	136	46%
Other	0	0%
Don't know	23	8%
Refused	3	1%

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?**

	Number	Percent
Very good job	21	7%
Somewhat good job	167	57%
Somewhat bad job	59	20%
Very bad job	43	15%
Refused	0	0%
Don't know	5	2%
Total	295	100%

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

	Number	Percent
Almost always	37	13%
Sometimes	138	47%
Rarely	86	29%
Almost never	33	11%
Refused	0	0%
Don't know	1	0%
Total	295	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?**

	Number	Percent
A lot	40	14%
A little	144	49%
Very little	60	20%
None at all	48	16%
Don't know	3	1%
Refused	0	0%
Total	295	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	108	37%	160	54%	23	8%	4	1%	0	0%	0	0%	295	100%
The religious leaders here	141	48%	111	38%	38	13%	3	1%	0	0%	2	1%	295	100%
Donor agencies	101	34%	107	36%	56	19%	30	10%	0	0%	1	0%	295	100%
The local government	44	15%	152	52%	76	26%	20	7%	0	0%	3	1%	295	100%
The provincial government	66	22%	147	50%	72	24%	8	3%	0	0%	2	1%	295	100%
The Afghanistan national government	73	25%	133	45%	72	24%	14	5%	0	0%	3	1%	295	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	69	23%
Did not know	223	76%
Provided wrong name	3	1%
Total	295	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	281	95%	4	1%	3	1%	1	0%	6	2%	295	100%
In Afghanistan as a whole	279	95%	6	2%	3	1%	1	0%	6	2%	295	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	
In the provincial government	179	61%	78	26%	14	5%	2	1%	22	7%	295	100%
In Afghanistan as a whole	189	64%	71	24%	12	4%	2	1%	21	7%	295	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	2	1%	7	2%	32	11%	97	33%	151	51%	0	0%	6	2%	295	100%
Customs office	4	1%	1	0%	5	2%	69	23%	211	72%	0	0%	5	2%	295	100%
Afghan National Police	33	11%	34	12%	9	3%	58	20%	159	54%	0	0%	2	1%	295	100%
Afghan National Army	0	0%	3	1%	19	6%	86	29%	180	61%	0	0%	7	2%	295	100%
Judiciary/courts	11	4%	27	9%	14	5%	65	22%	170	58%	1	0%	7	2%	295	100%
State electricity supply	0	0%	1	0%	12	4%	98	33%	177	60%	0	0%	7	2%	295	100%
Public healthcare service	0	0%	4	1%	39	13%	100	34%	148	50%	0	0%	4	1%	295	100%
When applying for a job	7	2%	25	8%	9	3%	93	32%	157	53%	1	0%	3	1%	295	100%
Admissions to schools/university	0	0%	1	0%	4	1%	95	32%	186	63%	1	0%	8	3%	295	100%
To receive official documents	2	1%	7	2%	13	4%	71	24%	187	63%	1	0%	14	5%	295	100%

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

	Number	Percent
1	193	65%
2	99	34%
3	3	1%
Total	295	100%

**Q39 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	191	65%
No	99	34%
Don't know	5	2%
Refused	0	0%
Total	295	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	245	83%
Agree somewhat	37	13%
Disagree somewhat	11	4%
Strongly disagree	1	0%
Don't know	1	0%
Refused	0	0%
Total	295	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	220	75%
Agree somewhat	51	17%
Disagree somewhat	20	7%
Strongly disagree	3	1%
Don't know	1	0%
Refused	0	0%
Total	295	100%

<b>Q42 How old were you on your last birthday?</b>		
	<b>Number</b>	<b>Percent of households</b>
13-17 years old	2	1%
18-30 years old	136	48%
31-40 years old	78	27%
41-50 years old	37	13%
51-60 years old	15	5%
61 or more years old	18	6%
Total	286	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	125	42%
Retired	3	1%
Housewife	136	46%
Student	11	4%
Unemployed	20	7%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	295	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	125	42%
Primary School, incomplete (classes 1 to 5)	23	8%
Primary School, complete (finished class 6)	8	3%
Secondary education, incomplete (classes 7 to 8)	13	4%
Secondary education, complete (finished class 9)	18	6%
High School (classes 10 to 12)	72	24%
University education or above	36	12%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	48	16%
Married	243	82%
Widower/Widow	4	1%
Refused	0	0%
Don't know	0	0%
Total	295	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	16	6%
6-10 people	153	54%
10-20 people	95	34%
21 or more people	19	7%
Total	283	100%

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

	Number	Percent of households
Lease	81	27%
Own	214	73%
Don't know	0	0%
Refused	0	0%
Total	295	100%

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

	Number	Percent of households
1	216	73%
2	77	26%
3	2	1%
Total	295	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	4	5%
1,001-2,000 AFN per month	8	10%
2,001-3,000 AFN per month	9	12%
3,001-4,000 AFN per month	10	13%
4,001-5,000 AFN per month	10	13%
5,001-7,500 AFN per month	13	17%
7,501 or more AFN per month	24	31%
Total	78	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	3	1%
2,001 - 3,000 AFN	7	2%
3,001 - 5,000 AFN	35	12%
5,001 - 10,000 AFN	73	25%
10,001 - 15,000 AFN	77	26%
15,001 - 20,000 AFN	43	15%
20,001 - 25,000 AFN	38	13%
25,001 - 40,000 AFN	12	4%
more than 40,000 AFN	7	2%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	140	47%
Female	155	53%
Total	295	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	26	10%
6-10 years	31	11%
11-20 years	43	16%
21-40 years	77	28%
41 or more years	94	35%
Total	271	100%

<b>Q1 Average Number of Years Lived in City</b>	
Average years in Ghazni	35

## 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 Ghazni	40	14%	65	22%	173	59%	17	6%	0	0%	0	0%	295	100%
The quality of schools in your city	14	5%	70	24%	194	66%	17	6%	0	0%	0	0%	295	100%
The quality of healthcare facilities in your city	12	4%	75	25%	145	49%	63	21%	0	0%	0	0%	295	100%
The health of people in your city	16	5%	111	38%	133	45%	34	12%	1	0%	0	0%	295	100%
The cleanliness of city streets	25	8%	100	34%	142	48%	27	9%	1	0%	0	0%	295	100%
The number of job opportunities in your city	10	3%	116	39%	120	41%	46	16%	2	1%	1	0%	295	100%
The number of businesses in your city	15	5%	92	31%	169	57%	15	5%	0	0%	4	1%	295	100%

## Q2 Average Rating of Quality of Life in City

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

\*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	269	91%
Yes, part time	14	5%
No, not employed	12	4%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	59	20%
Stayed the same	167	57%
Decreased	58	20%
Refused	0	0%
Don't know	11	4%
Total	295	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	154	52%
No	141	48%
Total	295	100%

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

	<b>Number</b>	<b>Percent</b>
1 to 50 AFN	49	32%
51 to 100 AFN	55	36%
101 to 200 AFN	30	19%
201 to 400 AFN	7	5%
401 to 600 AFN	6	4%
601 to 1,000 AFN	1	1%
1,001 to 2,000 AFN	3	2%
2,001 to 5,000 AFN	3	2%
5,001 AFN or more	0	0%

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

	<b>Number</b>	<b>Percent</b>
Burn it	0	0%
Put it in a ditch or river	2	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	13	4%
Dispose in public container	209	71%
Take to an official dump site	30	10%
Take to an improvised dump site	41	14%
Door to door collection	1	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	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	43	21%
On the next street	66	32%
Several streets away	93	44%
Further than several streets away	7	3%
Total	209	100%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	104	35%
Somewhat satisfied	139	47%
Somewhat dissatisfied	28	9%
Very dissatisfied	24	8%
Refused	0	0%
Don't know	0	0%
Total	295	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)	3.1

*\*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	7	2%
A couple/few times a week	40	14%
Once a week	96	33%
Once every two or three weeks	57	19%
Once a month or less frequently	93	32%
Once a year	2	1%
Never	0	0%
Refused	0	0%
Total	295	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	82	28%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	5	2%
No one	208	71%
Total	295	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	98	33%	61	21%	111	38%	25	8%	0	0%	0	0%	295	100%
Provision of legal dumpsites	84	28%	76	26%	108	37%	27	9%	0	0%	0	0%	295	100%
Provision of garbage bins in residential areas	82	28%	77	26%	88	30%	46	16%	1	0%	0	0%	294	100%
Provision of garbage bins in commercial areas	86	29%	74	25%	105	36%	27	9%	1	0%	2	1%	295	100%
Cleaning garbage from the streets	55	19%	80	27%	140	47%	20	7%	0	0%	0	0%	295	100%
Affordability of trash service	54	18%	91	31%	95	32%	28	9%	2	1%	25	8%	295	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.8
Provision of legal dumpsites	2.7
Provision of garbage bins in residential areas	2.7
Provision of garbage bins in commercial areas	2.7
Cleaning garbage from the streets	2.6
Affordability of trash service	2.6

\*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	134	45%
Shared well with neighbors	20	7%
River, canal or other open source	0	0%
Public Standpipe	111	38%
Government supplied piped water at home	52	18%
Purchase water	3	1%
Other	1	0%
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?**

	<b>Number</b>	<b>Percent</b>
From well of Mosque	1	0%
No response	294	100%

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

	<b>Number</b>	<b>Percent</b>
City water supply department	162	55%
A private firm/person	14	5%
No one	119	40%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	7	4%
51 to 100 AFN	75	43%
101 to 200 AFN	58	33%
201 to 400 AFN	22	13%
401 to 600 AFN	4	2%
601 to 1,000 AFN	6	3%
1,001 to 2,000 AFN	2	1%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	176	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)	29	56%	2	4%	20	38%	1	2%	0	0%	0	0%	52	100%
Amount supplied	22	42%	5	10%	23	44%	2	4%	0	0%	0	0%	52	100%
Overall quality of water for drinking	37	71%	7	13%	7	13%	1	2%	0	0%	0	0%	52	100%

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

	Average rating*
Frequency of supply (times per week)	3.1
Amount supplied	2.9
Overall quality of water for drinking	3.5

\*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	79	27%
No	216	73%
Total	295	100%

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

	Number	Percent
Public Generator (from government)	169	57%
Government provided electricity that is not a public generator	92	31%
Shared Generator (with neighbors)	27	9%
Personal Generator	7	2%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	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?**

	Number	Percent
City electricity department	265	90%
A private firm/person	26	9%
No one	4	1%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	1	0%
51 to 100 AFN	0	0%
101 to 200 AFN	6	2%
201 to 400 AFN	14	5%
401 to 600 AFN	34	12%
601 to 1,000 AFN	85	29%
1,001 to 2,000 AFN	105	36%
2,001 to 5,000 AFN	41	14%
5,001 AFN or more	5	2%
Total	291	100%

**Q17 Quality of Government Electricity Services, If Connected**

[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:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	107	41%	24	9%	125	48%	4	2%	0	0%	1	0%	261	100%
Number of hours per day supplied	71	27%	39	15%	145	56%	4	2%	1	0%	1	0%	261	100%
Quality of supply (Electricity power & its cut out during service hours)	66	25%	54	21%	134	51%	6	2%	0	0%	1	0%	261	100%
Price for electric supply	6	2%	83	32%	52	20%	113	43%	4	2%	2	1%	260	100%

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

	Average rating*
Number of days per week supplied	2.9
Number of hours per day supplied	2.7
Quality of supply (Electricity power & its cut out during service hours)	2.7
Price for electric supply	1.9

\*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	7	2%
Dry latrine	284	96%
Latrine with septic	7	2%
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?**

	Number	Percent
Open ditch/canal	278	94%
Septic system	12	4%
Other	3	1%
Drains into the yard/garden	2	1%
City pipeline/sewer	1	0%
Drains onto the street/road	1	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?**

	Number	Percent
No response	292	99%
use septic well for trash well at home	1	0%
	2	1%

### 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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	34	12%	68	23%	141	48%	49	17%	0	0%	3	1%	295	100%
The condition of larger drainage ditches throughout the city	11	4%	76	26%	112	38%	86	29%	8	3%	2	1%	295	100%
Ditch cleaning services	37	13%	89	30%	141	48%	25	8%	0	0%	3	1%	295	100%
Ditch repair services	12	4%	114	39%	111	38%	53	18%	1	0%	3	1%	294	100%
Ditch construction services	17	6%	113	38%	112	38%	50	17%	1	0%	2	1%	295	100%

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

	Average rating*
The condition of drainage ditches near home	2.3
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	2.5
Ditch repair services	2.3
Ditch construction services	2.3

\*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	19	6%	104	35%	136	46%	34	12%	2	1%	0	0%	295	100%
The condition of main city roads	22	7%	88	30%	162	55%	23	8%	0	0%	0	0%	295	100%
The condition of highways	25	8%	91	31%	147	50%	25	8%	1	0%	6	2%	295	100%
Street repair services	9	3%	155	53%	77	26%	45	15%	3	1%	6	2%	295	100%
Street construction services	8	3%	144	49%	94	32%	39	13%	3	1%	7	2%	295	100%

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

	Average rating*
The condition of neighborhood streets	2.4
The condition of main city roads	2.4
The condition of highways	2.4
Street repair services	2.4
Street construction services	2.4

\*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	43	15%	218	74%	24	8%	5	2%	5	2%	295	100%
Women's parks	1	0%	61	21%	206	70%	13	4%	14	5%	295	100%
Children's playgrounds	55	19%	173	59%	49	17%	7	2%	11	4%	295	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	54	18%	82	28%	70	24%	43	15%	13	4%	33	11%	295	100%
Children's playgrounds	30	10%	82	28%	66	22%	41	14%	15	5%	61	21%	295	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.6
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? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	72	24%	33	11%	159	54%	19	6%	2	1%	10	3%	295	100%
The size and layout of the market(s)	60	20%	75	25%	126	43%	21	7%	1	0%	12	4%	295	100%
The amount of food available at your market(s)	103	35%	38	13%	144	49%	10	3%	0	0%	0	0%	295	100%
The variety of foods available at your market(s)	111	38%	40	14%	136	46%	8	3%	0	0%	0	0%	295	100%
The quality of food at your market(s)	79	27%	58	20%	140	47%	17	6%	1	0%	0	0%	295	100%
The availability of goods besides food at your market(s)	97	33%	43	15%	143	48%	11	4%	1	0%	0	0%	295	100%

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

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.6
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.9
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.8

\*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	226	77%	56	19%	5	2%	7	2%	0	0%	1	0%	295	100%
Fruit	232	79%	54	18%	6	2%	3	1%	0	0%	0	0%	295	100%
Vegetables	257	87%	31	11%	7	2%	0	0%	0	0%	0	0%	295	100%
Flour	280	95%	11	4%	3	1%	1	0%	0	0%	0	0%	295	100%
Cooking oil	279	95%	14	5%	2	1%	0	0%	0	0%	0	0%	295	100%
Sugar, tea	281	95%	12	4%	2	1%	0	0%	0	0%	0	0%	295	100%
Cereal	256	87%	32	11%	7	2%	0	0%	0	0%	0	0%	295	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	109	37%	8	3%	10	3%	168	57%	295	100%
A new dump site for trash to reduce leaching into water and the spread of disease	69	23%	82	28%	23	8%	121	41%	295	100%
Ditch cleaning, repair and construction	13	4%	39	13%	51	17%	192	65%	295	100%
Street repair	31	11%	39	13%	29	10%	196	66%	295	100%
Supplying clean drinking water	39	13%	47	16%	28	9%	181	61%	295	100%
Provide a new area for a market	4	1%	23	8%	14	5%	254	86%	295	100%
Provide green areas/parks	19	6%	35	12%	78	26%	163	55%	295	100%
Provide electricity service	12	4%	22	7%	62	21%	199	67%	295	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	146	49%
Shuras/CDCs/Jirgas	27	9%
Tribal leader/Malik	77	26%
Mullah	9	3%
Would contact no one	15	5%
Don't know	21	7%
Refused	0	0%
Total	295	100%

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

	Number	Percent
Yes	78	26%
No	180	61%
Don't know	37	13%
Refused	0	0%
Total	295	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	71	24%
It would be fixed within a year	61	21%
My request would be put on a long wait list	89	30%
Other	2	1%
Don't know	71	24%
Refused	1	0%

*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	43	15%
Somewhat good job	208	71%
Somewhat bad job	31	11%
Very bad job	5	2%
Refused	1	0%
Don't know	7	2%
Total	295	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	15	5%
Sometimes	116	39%
Rarely	114	39%
Almost never	38	13%
Refused	1	0%
Don't know	11	4%
Total	295	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	13	4%
A little	101	34%
Very little	133	45%
None at all	35	12%
Don't know	12	4%
Refused	1	0%
Total	295	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	70	24%	127	43%	52	18%	36	12%	0	0%	10	3%	295	100%
The religious leaders here	86	29%	124	42%	57	19%	26	9%	0	0%	2	1%	295	100%
Donor agencies	16	5%	97	33%	80	27%	102	35%	0	0%	0	0%	295	100%
The local government	10	3%	101	34%	131	44%	46	16%	0	0%	7	2%	295	100%
The provincial government	11	4%	100	34%	140	47%	37	13%	0	0%	7	2%	295	100%
The Afghanistan national government	19	6%	100	34%	130	44%	38	13%	0	0%	8	3%	295	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	76	26%
Did not know	216	73%
Provided wrong name	3	1%
Total	295	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	275	93%	12	4%	3	1%	1	0%	4	1%	295	100%
In Afghanistan as a whole	276	94%	11	4%	2	1%	2	1%	4	1%	295	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	154	52%	103	35%	12	4%	1	0%	25	8%	295	100%
In Afghanistan as a whole	156	53%	101	34%	12	4%	1	0%	25	8%	295	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%	4	1%	9	3%	67	23%	178	60%	3	1%	33	11%	295	100%
Customs office	1	0%	2	1%	2	1%	50	17%	200	68%	3	1%	37	13%	295	100%
Afghan National Police	0	0%	5	2%	9	3%	44	15%	199	67%	4	1%	34	12%	295	100%
Afghan National Army	0	0%	2	1%	3	1%	51	17%	201	68%	3	1%	35	12%	295	100%
Judiciary/courts	4	1%	4	1%	10	3%	51	17%	193	65%	2	1%	31	11%	295	100%
State electricity supply	0	0%	1	0%	19	6%	95	32%	151	51%	2	1%	26	9%	294	100%
Public healthcare service	0	0%	3	1%	21	7%	84	28%	157	53%	2	1%	28	9%	295	100%
When applying for a job	0	0%	2	1%	5	2%	57	19%	191	65%	3	1%	37	13%	295	100%
Admissions to schools/university	0	0%	3	1%	6	2%	67	23%	180	61%	3	1%	36	12%	295	100%
To receive official documents	0	0%	4	1%	6	2%	48	16%	198	67%	3	1%	36	12%	295	100%

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

	Number	Percent
Yes	231	78%
No	43	15%
Don't know	21	7%
Refused	0	0%
Total	295	100%

**Q39 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	218	94%
No	13	6%
Don't know	0	0%
Refused	0	0%
Total	231	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	210	71%
Agree somewhat	41	14%
Disagree somewhat	15	5%
Strongly disagree	29	10%
Don't know	0	0%
Refused	0	0%
Total	295	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	134	45%
Agree somewhat	68	23%
Disagree somewhat	49	17%
Strongly disagree	43	15%
Don't know	0	0%
Refused	1	0%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	9	3%
18-30 years old	72	25%
31-40 years old	95	32%
41-50 years old	56	19%
51-60 years old	34	12%
61 or more years old	27	9%
Total	293	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	113	38%
Retired	4	1%
Housewife	139	47%
Student	26	9%
Unemployed	17	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	295	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	119	40%
Primary School, incomplete (classes 1 to 5)	35	12%
Primary School, complete (finished class 6)	30	10%
Secondary education, incomplete (classes 7 to 8)	23	8%
Secondary education, complete (finished class 9)	11	4%
High School (classes 10 to 12)	53	18%
University education or above	24	8%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	30	10%
Married	259	88%
Widower/Widow	6	2%
Refused	0	0%
Don't know	0	0%
Total	295	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	11	4%
6-10 people	112	38%
10-20 people	150	51%
21 or more people	22	7%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
Lease	84	28%
Own	211	72%
Don't know	0	0%
Refused	0	0%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
Yes	204	69%
No	89	30%
Don't know	2	1%
Refused	0	0%
Total	295	100%

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

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	211	72%
1,000 AFN or less per month	9	3%
1,001-2,000 AFN per month	10	3%
2,001-3,000 AFN per month	9	3%
3,001-4,000 AFN per month	19	6%
4,001-5,000 AFN per month	15	5%
5,001-7,500 AFN per month	11	4%
7,501 or more AFN per month	11	4%
Total	295	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	44	15%
2,001 - 3,000 AFN	9	3%
3,001 - 5,000 AFN	40	14%
5,001 - 10,000 AFN	73	25%
10,001 - 15,000 AFN	50	17%
15,001 - 20,000 AFN	29	10%
20,001 - 25,000 AFN	15	5%
25,001 - 40,000 AFN	12	4%
more than 40,000 AFN	4	1%
Refused	10	3%
Don't know	9	3%
Total	295	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	149	51%
Female	145	49%
Total	294	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 cities 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 south east 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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