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# RAMP UP EAST

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

**JANUARY, 2013**

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## **DISCLAIMER**

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# ACRONYMS

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



# INTRODUCTION

## RAMP UP EAST

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

## EVALUATION EFFORTS

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

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2012 in Mahmood Raqi. The internal survey interviews with staff were conducted in September and October 2012 and the external survey interviews with residents were conducted in September 2012. A total of 100 residents were interviewed in Mahmood Raqi. 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 MAHMOOD RAQI RESULTS

## **Women had unique representation of among municipal staff.**

With 44 staff, Mahmood Raqi had less than the average number of employees per 1,000 residents, but it uniquely employed more women as a percent of the municipal workforce than most other RUE municipality.

## **Management and planning was more comprehensive.**

Mahmood Raqi upgraded its master plan to include a Comprehensive Development Plan and strategic municipal plan in 2012. Mahmood Raqi had an economic development profile and committee as well as procedure manuals and other key government documents.

## **In addition to council, citizen input was also made possible through forum.**

With both Council and the Citizen Forum, Mahmood Raqi improved by adding a community suggestion box in the municipality. The city's formal Citizen Forum included a meaningful number of women. The forum had extensive advisory activities.

## **Communication improved with other government agencies.**

The frequency of communication with IDGL or CDMA increased from 2011 and the municipality was in contact with two-thirds of all of the governmental directorates.

## **Public Works Office planning was getting better.**

Public Works departments had weekly activity plans. While they completed road cleaning, they did not have road maintenance crews. They did assign specific crews and purchase equipment for parks and latrine maintenance, but these tasks were not specified in the budget. Trash collection was more formalized with a specific crew, equipment and a line item in the budget. Equipment was in good condition and operational with improved maintenance facilities and plans. The Public Works Office had no computers or software and inadequate office space.

## **Finance infrastructure lacked computers.**

The Finance Office showed improved organization and planning. Procurement was automated and office space was adequate but there were no computers or software.

## **Revenues were below RUE average.**

Documentation, standardization and revenue projections improved in 2012. Almost a thousand businesses were registered but properties were not. Truck fee revenues were greatly below par compared to other RUE municipalities. Although the Revenue Enhancement Office had adequate space and computers, the computers had no Internet access.

## **Schools, street cleanliness and job opportunities improved.**

Overall quality of life and quality of schools improved from 2010 to 2012 but quality of healthcare, community health and street cleanliness ratings were stagnant. The number of businesses and job opportunities did not receive strong ratings and were the same in 2012 as they were in 2010, despite an increase in the number of employed heads of households.

## **Overall service quality was strong; trash haul ratings were moderate.**

Mahmood Raqi provided power, waste water systems, unscheduled road cleaning and parks and latrine maintenance. The City did not provide water, sanitation systems or road maintenance. Three-quarters of residents rated service delivery, overall, as at least "good." In 2012 more residents were disposing of trash in the street, though a majority continued to burn or bury trash in their yards. Trash removal from streets increased in frequency in 2012 and ratings of several types of trash removal services improved in 2012.

## **Well water was not safe for many.**

While most residents in Mahmood Raqi received their drinking water from a well on their property or one they shared with neighbors, the numbers using public standpipes increased. Water borne intestinal diseases remained prevalent in Mahmood

Raqi and drinking water remained a high priority for improved service delivery.

### **Solar and micro hydro power were most often used for electricity.**

Solar energy increased from no use in 2010, to 63% in 2012 and micro hydro power also grew in use. As in years past, residents of Mahmood Raqi named electricity as the highest priority need among potential municipal services.

### **Ditch services and roads received low ratings.**

Residents used dry latrines and open ditches for waste water drainage and they gave low ratings to ditch services. Likewise, street repair and quality were not thought of well and rose to the second highest priority for improved service.

### **Residents were not aware of any parks in the city.**

In 2012, no respondents from Mahmood Raqi indicated that they had visited a park, or were aware of any parks, whether for teens/adults, women or children.

### **Some foods were easy to find but meat, cereal and fruit were not.**

Ratings of the location, size, variety and quality of food and other goods at the market all improved in 2012. However, fruits, vegetables, cereal and meats were not plentiful at affordable prices, while cooking oil, flour and tea/sugar were.

### **The mayor was better known but national and provincial corruption continued.**

There was little contact between residents and the municipal government and few residents of Mahmood Raqi knew who their

mayor was. Most would go to their Malik to resolve a problem in the city. Still, more residents of the city trusted that they could influence decisions and that local government officials were working to serve them. Overall levels of trust in various types of officials did not improve from 2010 to 2012, most remaining middling. Corruption in the provincial government and the national government was perceived to be rampant and getting worse. Contact was infrequent, but those who had contact with most government agencies were rarely asked for gifts, cash or favors.

### **Opportunities for women were widely supported.**

Majorities of the Mahmood Raqi population broadly supported the idea of women having equal opportunities as men in education and government. Women's support for these opportunities was stronger than was men's.

# CITY DEMOGRAPHICS

Mahmood Raqi has a medium sized population, compared to others in the RUE program. However, its population density is high (503 people per KM<sup>2</sup>).

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

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

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

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

# INTERNAL CAPACITY

## GENERAL MUNICIPAL CAPACITY

In 2010, Mahmood Raqi had 46 permanent and contract staff. That number decreased to 32 in 2011 and increased to 44 in 2012. The City had a lower number of staff per capita than the average for all the RUE cities.

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

	Total staff			Percent women		
	2010	2011	2012	2010	2011	2012
Asadabad	70	55	54	0%	0%	0%
Bamyan	22	38	26	0%	0%	3.8%
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: PER CAPITA STAFF (STAFF MEMBERS PER 1,000 PEOPLE) IN RAMP UP EAST CITIES COMPARED BY YEAR**

	2012	2011	2010
Asadabad	0.6	0.6	0.8
Bamyan	0.3	0.5	0.3
Bazarak	2.0	1.9	2.7
Charikar	2.2	1.7	1.4
Gardez	0.7	0.8	0.7
Ghazni	1.0	1.1	0.3
Jalalabad	1.4	1.1	NA
Khost	1.2	1.0	0.6
Mahmood Raqi	0.7	0.5	0.8
Maidan Shar	13.3	10.3	NA
Mehterlam	2.2	4.1	0.6
Puli Alam	0.8	0.7	0.6
Sharana	1.0	0.6	NA
<b>All cities average</b>	<b>1.2</b>	<b>1.1</b>	<b>NA</b>

In 2012, all the permanent positions available with the Mahmood Raqi municipal government were filled and only two contract positions were open for hiring.

**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
Bazarak	30	25	5	12	12	0	15	12	3
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
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
Bazarak	18	17	1	18	18	0	19	19	0
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
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>

About half of the municipal government positions in Mahmood Raqi were in the Public Works department. This was a lower percentage than was common in across the 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%
Bazarak	34	24%	12%	26%	38%
Charikar	109	23%	6%	16%	56%
Gardez	91	21%	7%	9%	64%
Ghazni	185	5%	4%	15%	76%
Jalalabad	638	8%	2%	19%	71%
Khost	213	23%	2%	7%	69%
<b>Mahmood Raqi</b>	<b>46</b>	<b>24%</b>	<b>4%</b>	<b>20%</b>	<b>52%</b>
Maidan Shar	77	19%	5%	6%	69%
Mehterlam	98	57%	5%	4%	34%
Puli Alam	80	18%	5%	6%	71%
Sharana	57	12%	9%	21%	58%
<b>All cities</b>	<b>1,722</b>	<b>17%</b>	<b>4%</b>	<b>14%</b>	<b>65%</b>

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

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

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

The Mahmood Raqi master plan was prepared in 2012 and covered two Naiyas. The municipal organization chart was prepared in 2012 with assistance from RUE and the Afghanistan Sub-National Governance Programme (ASGP).

Mahmood Raqi developed a physical master plan in 2011 and upgraded that plan to a Comprehensive Development Plan that included a strategic municipal plan in 2012. Mahmood Raqi, like all of the RUE cities, had a municipal organization chart.

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

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

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

	Mahmood Raqi	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**

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

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

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

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

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

The City had a Municipal Development Plan. The time horizon for the plan was 5 years, and 25% of the plan had already been implemented. This Municipal Development Plan was not updated annually.

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

		<b>Mahmood Raqi</b>	<b>All cities</b>
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 no completed or ongoing Provincial Development Plan (PDP) projects within the city boundaries, but the City had a copy of the PDP on hand, along with copy of the law that governs municipalities and the Sub-National Governance Policy document.

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

		<b>Mahmood Raqi</b>	<b>All cities</b>
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%

Mahmood Raqi had an economic profile and in 2012 it also formed an economic development committee. The City had a procedures manual with automated step by step procedures outlined in a Microsoft Word document.

Mahmood Raqi staff had created written statements of vision, mission, and goals and established written objectives, responsibilities and timelines for achieving municipal goals. They had also created written job descriptions for all municipal 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
Mahmood Raqi 2011		✓			
Mahmood Raqi 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
Mahmood Raqi 2012		✓	✓	
All cities	31%	69%	46%	8%

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

	Mahmood Raqi 2010	Mahmood Raqi 2011	Mahmood Raqi 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%

Mahmood Raqi had a municipal council which met monthly. This council included five members, none of whom were women. Of the 13 RUE cities, ten had functioning councils, four met weekly and six met monthly, nine of the ten kept minutes at their meetings.

**FIGURE 19: MUNICIPAL COUNCIL, 2012**

		<b>Mahmood Raqi</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: COUNCIL MEMBERS**

	<b>Total council members</b>	<b>Male council members</b>	<b>Female council members</b>
Mahmood Raqi 2010	0	0	0
Mahmood Raqi 2011	0	0	0
Mahmood Raqi 2012	5	5	0
2012 All cities average	20.6	18.8	1.8

Mahmood Raqi had improved its processes for dealing with citizens' complaints; in 2011 the City allowed access to talk with the mayor and in 2012 created a complaint or suggestion box for resident input.

Mahmood Raqi also had a forum for citizens' consultation and participation. The forum was ad hoc rather than formal and had eight members, including three women. The forum met monthly and was tasked with prioritizing and evaluating municipal services, assisting with budget preparation and review, tariff setting for municipal fees, conflict resolution and planning and conducting of public events.

**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>
Mahmood Raqi 2011		✓	✓	
Mahmood Raqi 2012		✓	✓	✓
All cities 2012	8%	92%	77%	46%

**FIGURE 22: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012**

	<b>Mahmood Raqi</b>	<b>Average for all cities</b>
Women	3	3.9
Local business	0	8.2
Religious	1	2.5
Youth	4	5.1
Culture	0	2.6
Other	0	6.7
Total	8	29.1

**FIGURE 23: CITIZEN FORUM, 2012**

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

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

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

Improving on past years, in 2012, the Mahmood Raqi municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) weekly. Communication was through emails and in-person meetings or conferences. Staff also created a list of donors with contact numbers.

**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
Mahmood Raqi 2011	✓		
Mahmood Raqi 2012		✓	✓
All cities 2012	8%	92%	38%

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

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

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

	Mahmood Raqi 2011	Mahmood Raqi 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>Mahmood Raqi</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 Mahmood Raqi municipality was involved in providing power and waste water systems, but not water and sanitation systems.

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

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

All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service. They improved their Public Works planning by creating written plans for all departments. Staff did begin to maintain service inspection reports in written form; in prior years there were no inspections. The Public Works office has yet to enact operations and maintenance scheduling.

**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
Mahmood Raqi 2011		✓		
Mahmood Raqi 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
Mahmood Raqi 2011	✓				
Mahmood Raqi 2012	✓				
All cities 2012	8%	92%	69%	38%	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
Mahmood Raqi 2011	✓			
Mahmood Raqi 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 any municipal projects in the past.

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

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

In 2012, Mahmood Raqi began project maintenance scheduling, created schedules for crews to complete maintenance and included this work in the budget. In 2012, the City began discontinued unscheduled road cleaning, but parks and latrine maintenance improved by gaining specific crews and equipment.

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

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

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

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

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

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

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

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

Like most cities, Mahmood Raqi had a designated landfill (12 of 13 RUE cities had landfills). The city also had 50 designated dumpsites and 24 informal dumpsites. Approximately 350 cubic meters of solid waste were generated and 275 cubic meters were collected each month. This collection was accomplished with two trucks and 16 laborers. In 2012, Mahmood Raqi began scheduling trash collection and created a timeline in the budget to fund this service.

**FIGURE 38: WASTE MANAGEMENT**

	<b>Mahmood Raqi 2012</b>
Do you have a designated land fill site?	✓
How many formal dumpsites	50
How many informal dumpsites	24
How many cubic meters of solid waste are produced/generated each month?	350
How many cubic meters of solid waste are collected each month?	275
How many trucks are involved in municipal trash collection?	2
How many laborers are involved in municipal trash collection?	16

The City of Mahmood Raqi had several vehicles in good condition to use in their work. The Sanitation Department was responsible for the maintenance of vehicles, tools and equipment

**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>
Mahmood Raqi 2011			✓	
Mahmood Raqi 2012		✓	✓	✓
All cities 2012	0%	100%	100%	69%

**FIGURE 40: PHYSICAL ASSETS, 2012**

	<b>Number</b>	<b>Primary use</b>	<b>Operational</b>	<b>Condition</b>	<b>Has operator</b>
Other super custom	10	Waste management	Yes	Good	Yes
Pick axe	12	Waste management	Yes	Good	Yes
Shovel	20	Waste management	Yes	Good	Yes
Small Mazda	2	Waste management	Yes	Good	Yes
Tricycle	1	Waste management	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>
Flat-bed truck/small Mazda	2	Waste management	Yes	Poor	Yes
Jeep/truck/pickup	2	Staff transport	Yes	Good	Yes
Motorcycle/bike	5	Staff transport	Yes	Good	Yes
Pick axe	5	Construction	Yes	Good	Yes

Maintenance of vehicles, tools and equipment improved in 2012. The City acquired a maintenance work space and created a written checklist to schedule and track maintenance. There was no community or private sector involvement in Public Works projects.

**FIGURE 42: 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
Mahmood Raqi 2011		✓		
Mahmood Raqi 2012		✓	✓	
All cities 2012	8%	92%	38%	23%

**FIGURE 43: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR**

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

**FIGURE 44: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES, 2012**

	Mahmood Raqi		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 Public Works Office did not have computers or software, but in 2012 they did improve their filing systems by organizing, filing and creating specific storage for documents. Along with acquiring a space for maintaining equipment, the Public Works Office also acquired enough furniture and cabinets to accommodate their employees in 2012. Electricity in the office was supplied by RUE.

**FIGURE 45: 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
Mahmood Raqi 2011		✓		
Mahmood Raqi 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

**FIGURE 46: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Mahmood Raqi			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 47: PUBLIC WORKS COMPUTERS AVAILABLE, 2012**

	Mahmood Raqi	All cities average
Number of computers	0	3.8
Number of people who share these computers	0	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 48: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE, 2012**

	Mahmood Raqi	All cities
Microsoft Office		85%
GIS software		0%
CAD software		77%

**FIGURE 49: PUBLIC WORKS ELECTRICITY PROVISION, 2012**

	Mahmood Raqi	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 69 days from submitting the Mahmood Raqi budget to receiving final approval. The budget was created by filling out forms in Microsoft Excel. Twelve of the 13 RUE cities used Microsoft Excel to create their budget and it took an average of 54 days for final approval.

The budget was created with a budget committee and was presented in the Citizens' Forum. It was not published in a City newsletter. In 2012, Mahmood Raqi improved the Financial Management filing so that documents were organized, filed and stored. They also improved their financial accounting from using a correspondence book and manual M20 in 2011 to using an automated General Journal and Ledger in 2012.

**FIGURE 50: BUDGET AND PLANNING ACTIVITIES, 2012 FORMAT**

	<b>Mahmood Raqi</b>	<b>Percent of all cities</b>
Had an approved budget for the current year	✓	100%
Budget created using Microsoft Excel	✓	92%
Average number of days to receive final budget approval	69	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 51: FREQUENCY OF UPDATE OF WORK PLANS, 2012**

	<b>No plans</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annually</b>
Mahmood Raqi 2012	✓				
All cities 2012	46%	0%	23%	8%	23%

**FIGURE 52: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR**

	<b>None</b>	<b>Filed but not organized</b>	<b>Filed and organized</b>	<b>Filed, organized and stored</b>
Mahmood Raqi 2011		✓		
Mahmood Raqi 2012		✓	✓	✓
All cities 2012	100%	100%	77%	77%

**FIGURE 53: USE OF GENERAL LEDGER COMPARED BY YEAR**

	<b>None</b>	<b>Correspondence Book and M20 - Manual</b>	<b>Correspondence Book and M20 – Automated</b>	<b>Cash Account and M20</b>	<b>Automated General Journal and Ledger</b>
Mahmood Raqi 2011		✓			
Mahmood Raqi 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. Mahmood Raqi also had a procurement system with both manual and computer-based components. While some of their accounting was computer-based the Financial Management Office had no computers or software. Whose computers they used was not indicated, but their electricity was provided by RUE.

Mahmood Raqi had one governmental audit conducted in 1390 (2011) by the OAA, which took six days. Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in the 2012 fiscal year.

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

	Manual	Computerized
Mahmood Raqi	✓	✓
All cities	100%	46%

**FIGURE 55: FINANCIAL AUDITS, 2012**

	Mahmood Raqi		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			6	32	10	60
OAA	1	6	3	32	6	45
Second Audit						
OAA			4	30	5	90

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

		Mahmood Raqi			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**

	Mahmood Raqi	All cities average
Number of computers	0	1.5
Number of people who share these computers	0	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 ELECTRICITY PROVISION, 2012**

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

# REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Department did not have staff level work plans or written procedures for collecting property Safayi fees. However, they did have standard written procedures for collecting business license fees and other sources of revenue. They also had lists of Municipal owned property, revenue sources, collections and revenue forecasts from RIAP. Like all RUE cities, they used the GDMA-Municipal COA for revenue. Their revenue recording system included both a cash ledger and revenue sub-ledger recorded in Microsoft Excel.

**FIGURE 59: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS AND PROCEDURES COMPARED BY YEAR**

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

**FIGURE 60: REVENUE SYSTEM TYPES, 2012**

	Mahmood Raqi			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 61: 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 subledger.
Mahmood Raqi 2011	✓				
Mahmood Raqi 2012		✓	✓	✓	
All cities	0%	100%	92%	54%	8%

Mahmood Raqi had a systematic financial management filing system where items were filed, organized and stored. There were 962 businesses registered in the municipal registration system but no properties were registered. The city has 43 guilds within its boundaries and the municipality had a list of these guilds. There was also a representative of Chamber of Commerce and Industry in the municipality and the City had a list of contracts between the municipality and the private sector.

**FIGURE 62: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR**

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

**FIGURE 63: BUSINESS REPRESENTATIVES IN CITY, 2012**

	Mahmood Raqi	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 64: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012**

	Mahmood Raqi	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	962	2,418	308	6,803
Properties registered in the property Safayi fee system	0	1,500	0	5,793
Business guilds in the municipality	43	32	0	171

All cities collected commercial truck fees in 1390 (2011). Mahmood Raqi collected 647,898 AFN in 1390 (2011) and projected collections of 450,000 in 1391(2012).

**FIGURE 65: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012**

	Mahmood Raqi	All cities		
	Total AFN	Average	Minimum	Maximum
How much was collected in 1390 (2011)?	647,898	15,703,778	647,898	90,313,332
How much is forecasted for 1391 (2012)?	450,000	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391 (2012)?	167,800	4,275,393	100,000	21,390,000

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

The Revenue Enhancement office had two computers, but no internet access. Their electricity was provided by both the municipality and RUE. Their office space and furnishings were sufficient in 2012.

**FIGURE 66: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Mahmood Raqi			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 67: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012**

	Mahmood Raqi	All cities average
Number of computers	2	2.7
Number of people who share these computers	2	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 68: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012**

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

# RESIDENT SURVEY

## QUALITY OF LIFE

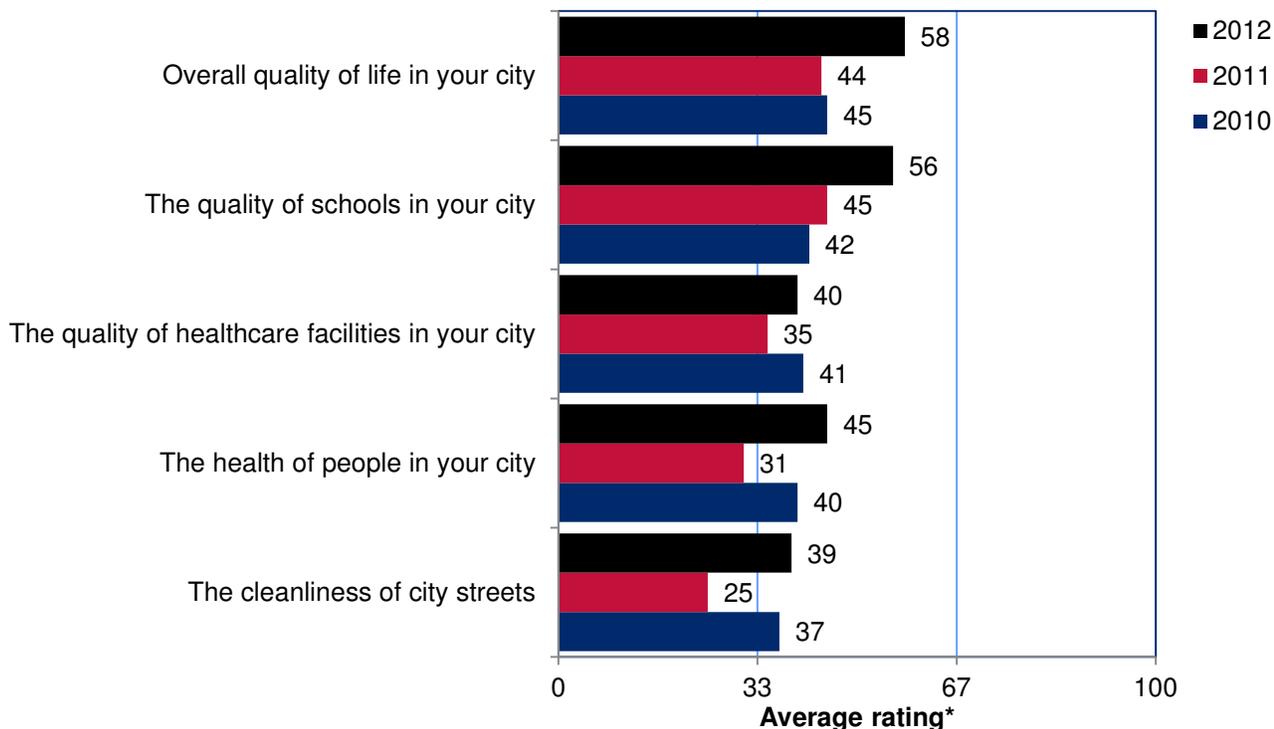
The overall quality of life in Mahmood Raqi was rated as good by 8 in 10 residents in 2012; this was an improvement from prior years. The average rating for quality of schools was also good, while healthcare facilities, health of people in the city and the cleanliness of city streets were rated closer to “fair.”

**FIGURE 69: QUALITY OF LIFE IN MAHMOOD RAQI, 2012**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	0%	79%	15%	6%	58
The quality of schools in your city	0%	76%	17%	7%	56
The quality of healthcare facilities in your city	0%	47%	24%	28%	40
The health of people in your city	1%	51%	31%	17%	45
The cleanliness of city streets	1%	40%	32%	26%	39

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

**FIGURE 70: QUALITY OF LIFE IN MAHMOOD RAQI COMPARED BY YEAR**



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

# EMPLOYMENT

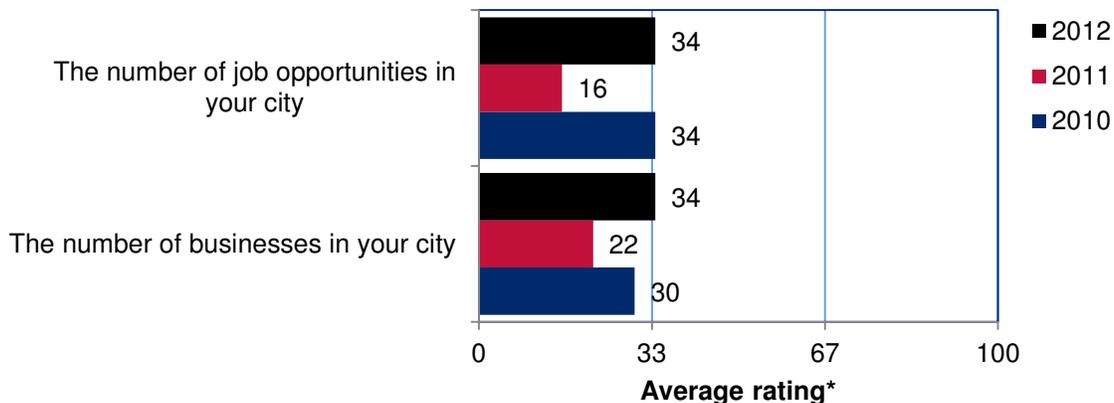
Ratings of the number of job opportunities in Mahmood Raqi were low in 2010 and lower in 2011, but rebounded to 2010 levels in 2012. Residents were somewhat split over whether the number of job opportunities had increased (26%), stayed the same (48%) or decreased (26%) in the prior year. They were also split in their ratings of the number job opportunities: 36% said it was good, 30% fair and 33% poor. No one thought the number of job opportunities was excellent.

**FIGURE 71: QUALITY OF EMPLOYMENT IN MAHMOOD RAQI, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	36%	30%	33%	34
The number of businesses in your city	0%	29%	42%	28%	34

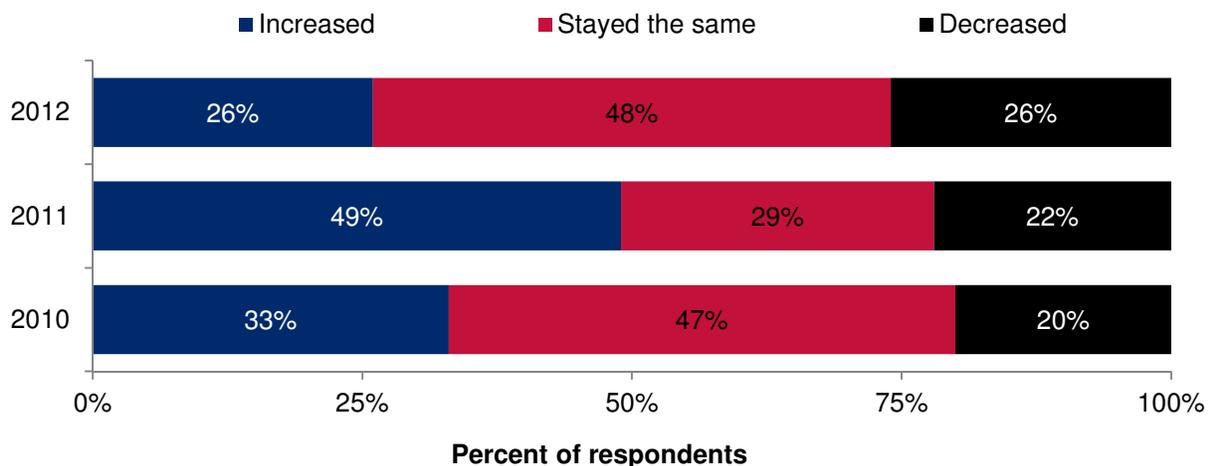
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 72: JOB OPPORTUNITIES IN MAHMOOD RAQI COMPARED BY YEAR**



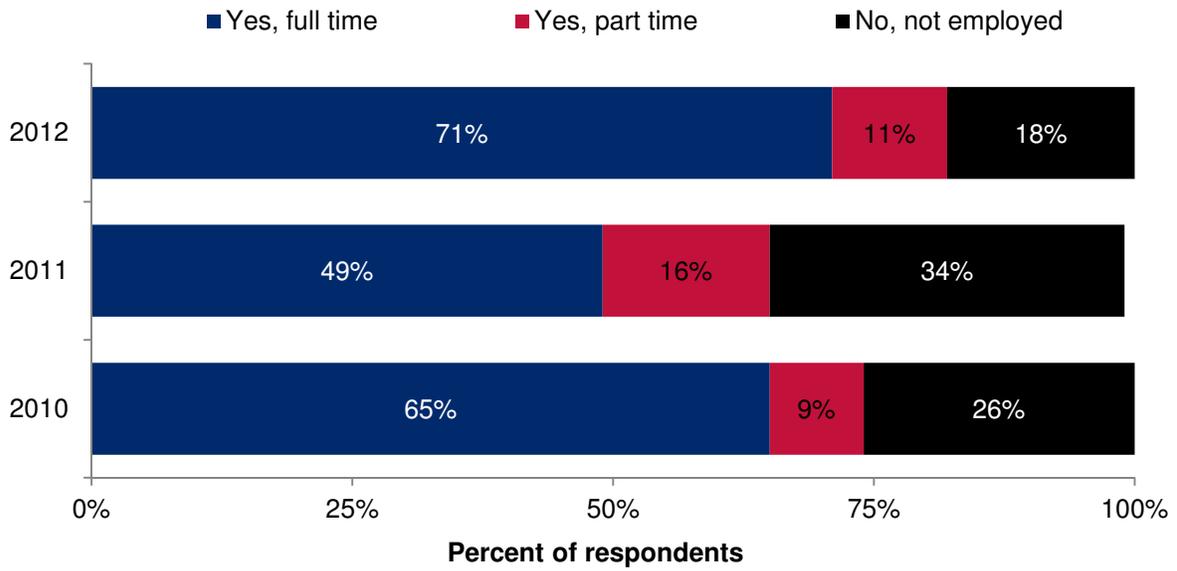
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 73: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR**



More of heads of households in Mahmood Raqi were employed on a full time (71%) or part time (11%) basis in 2012 than in prior years.

**FIGURE 74: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR**



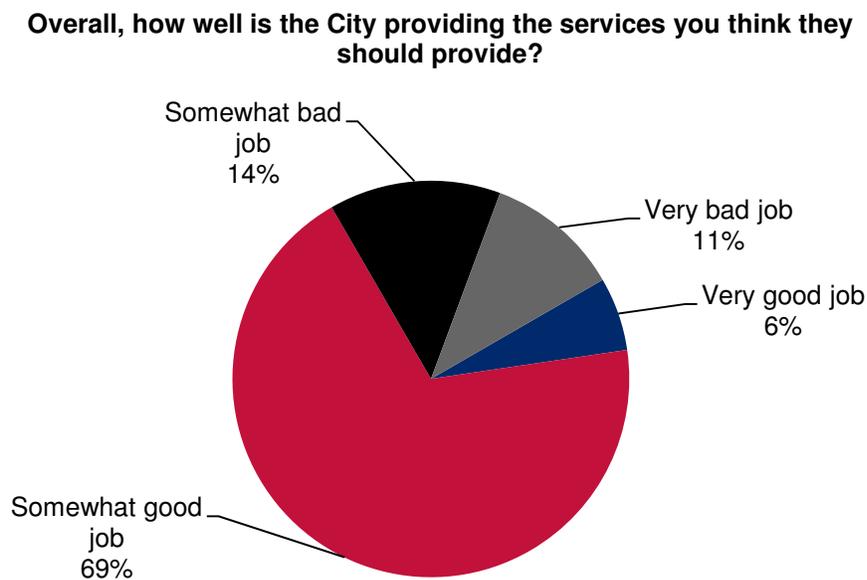
# SERVICES

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.

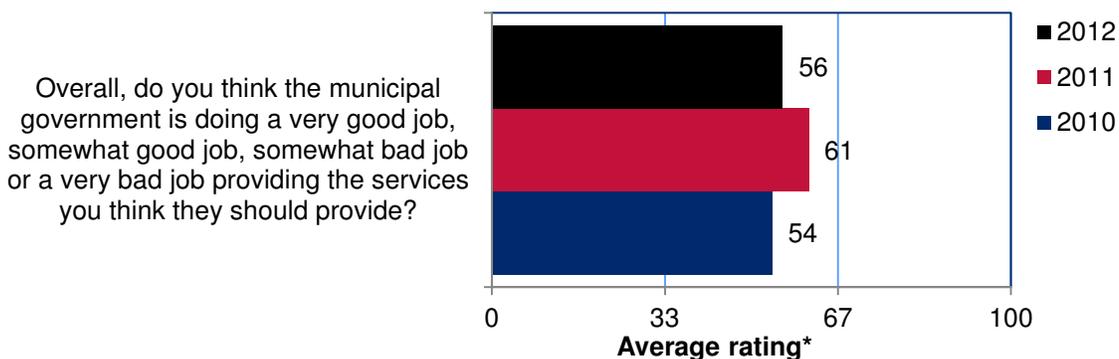
The City of Mahmood Raqi was involved in providing power, waste water systems, unscheduled road cleaning and parks and latrine maintenance, but not in providing water and sanitation systems or road maintenance.

Most respondents, in all three years, indicated that the City does a somewhat or very good job at providing services.

**FIGURE 75: JOB THE CITY DOES AT PROVIDING SERVICES, 2012**



**FIGURE 76: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR**



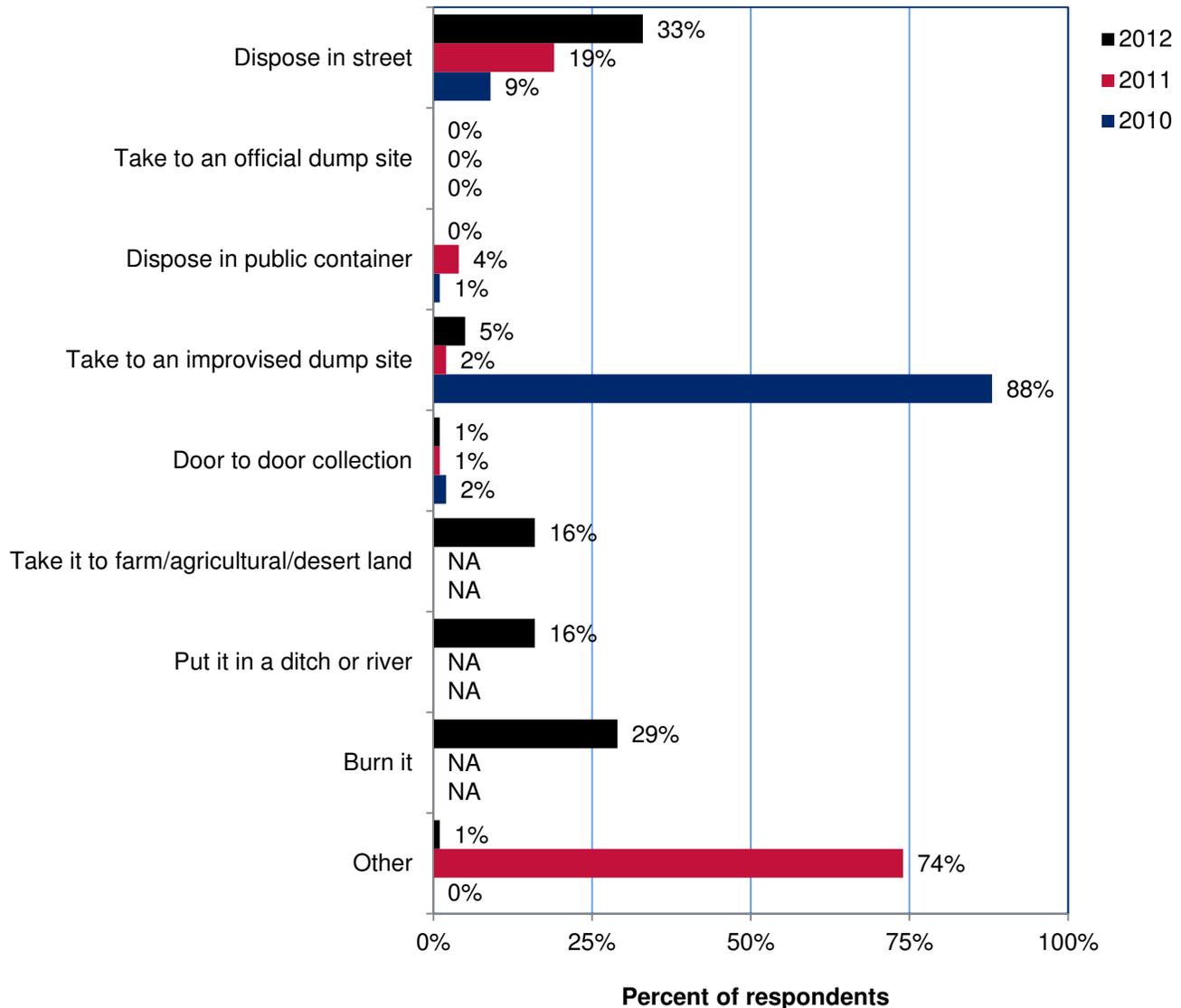
\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

Methods of trash disposal shifted in the City of Mahmood Raqi from 2010 to 2012. In 2010 most residents used an improvised dumpsite, but in 2011 and 2012, very few respondents indicated that they used this method. The most common method of trash disposal in 2011 and 2012 was to burn, pile or bury the trash in their yard. However increasing numbers said they were disposing of trash in the street in 2012.

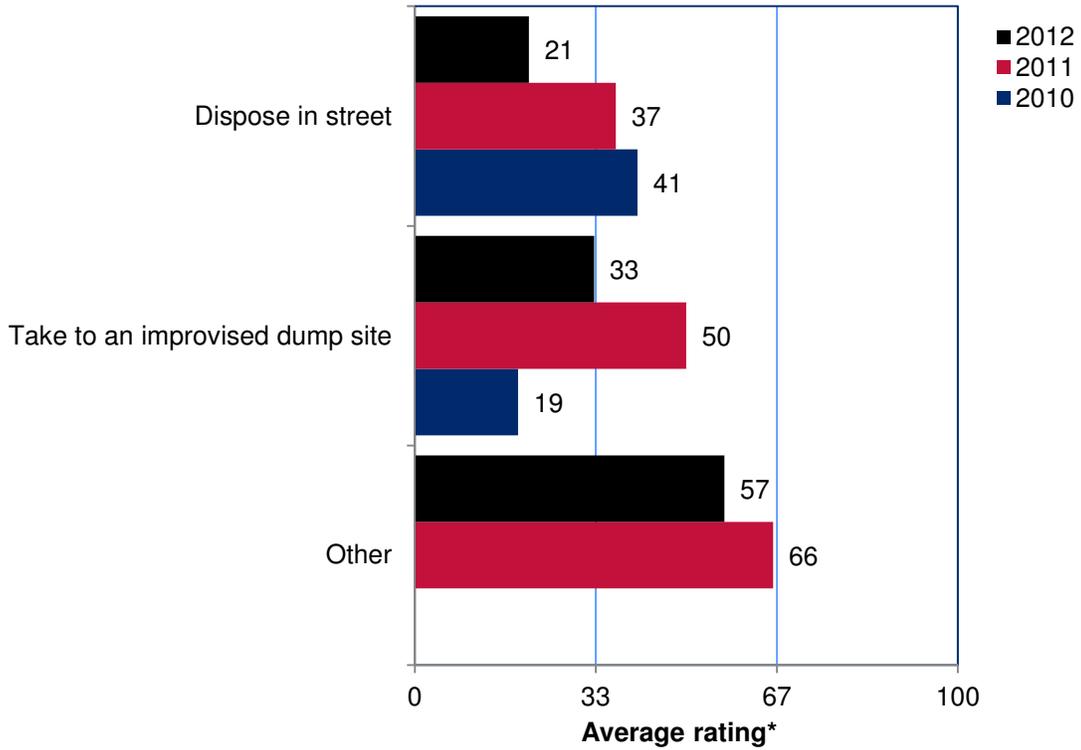
One percent of residents in 2011 and 2012 (and 2% in 2010) said their trash was collected at their door, although this service did not exist in the city, this was likely an error in the description, or understanding, of the services.

**FIGURE 77: TRASH DISPOSAL METHOD COMPARED BY YEAR**



Satisfaction levels were best for those who were burning, burying or piling their trash in their own yard, and lowest, and falling, for those putting trash in the street.

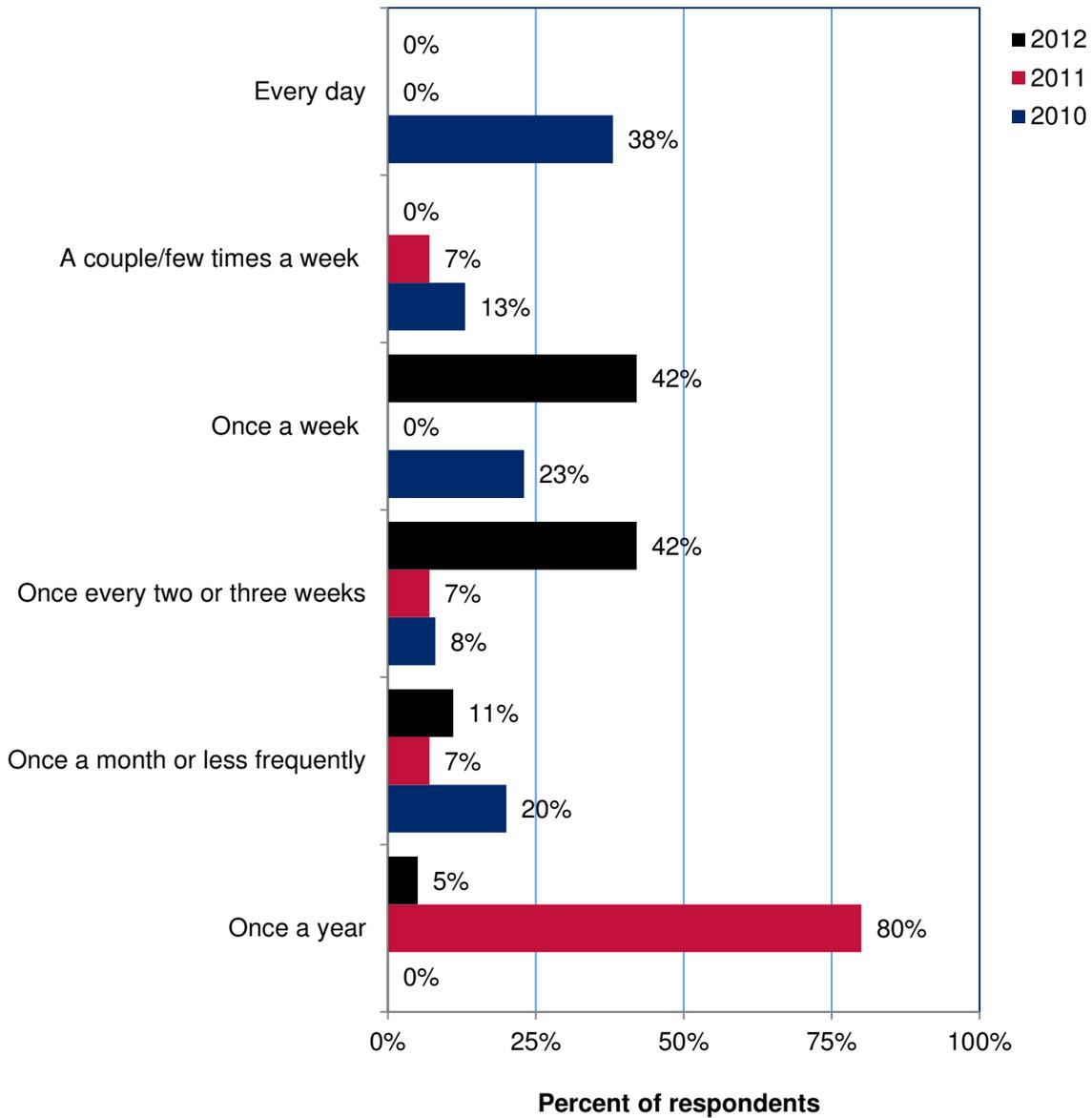
**FIGURE 78: SATISFACTION WITH TRASH DISPOSAL METHOD**



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

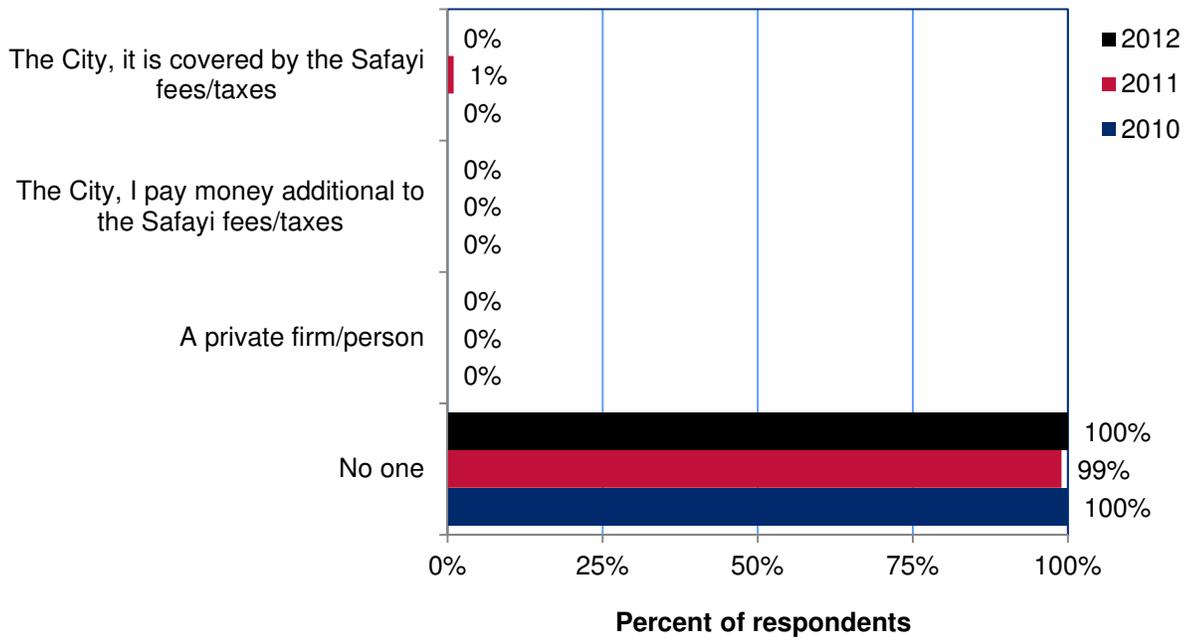
The frequency of City provided trash removal from streets decreased from 2010 to 2011, but rebounded somewhat in 2012. Most residents (74%) indicated that trash was removed from the street at least once a week in 2010 and in 2011 most residents (80%) indicated that trash removal occurred only once a year. In 2012, 42% had street trash removal once a week and 42% once every two or three weeks.

**FIGURE 79: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR**



Respondents from Mahmood Raqi indicated that they do not pay for trash removal services.

**FIGURE 80: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



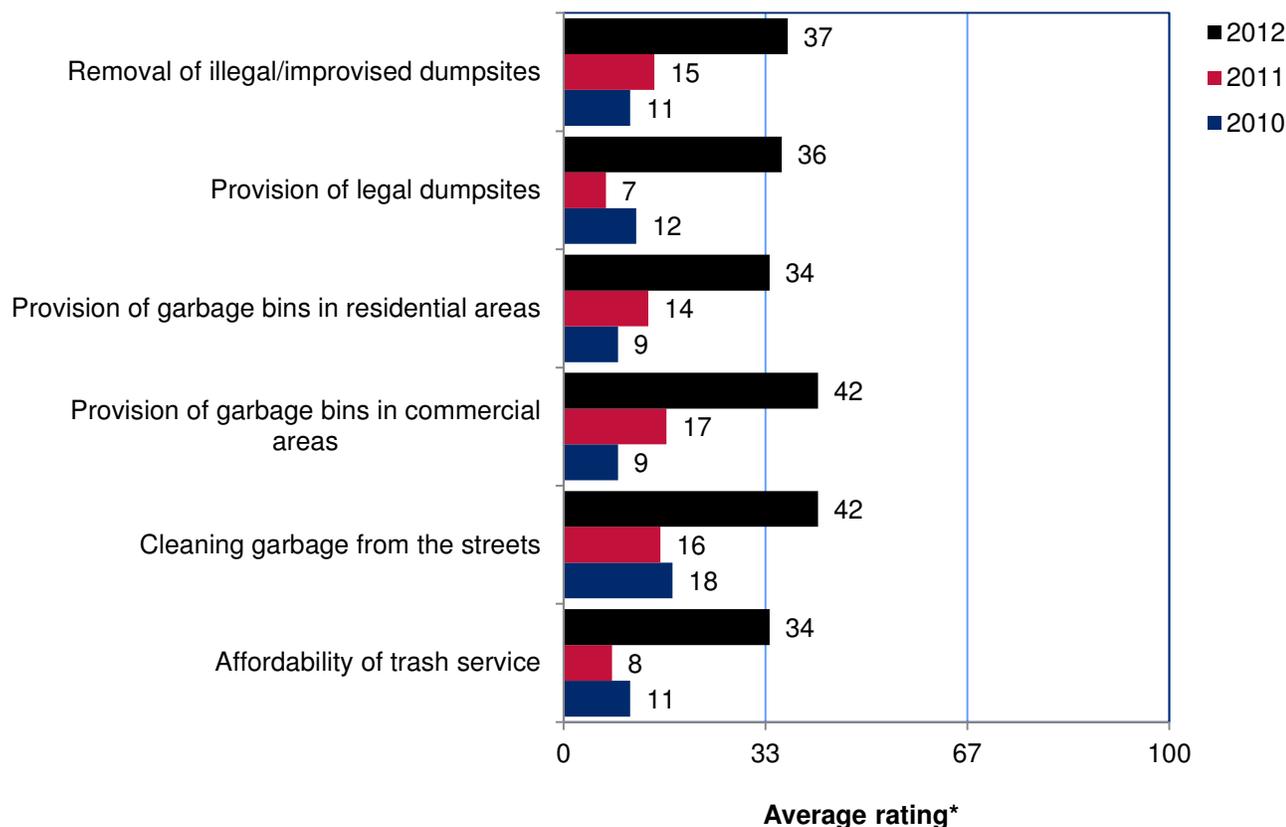
Quality ratings of trash services in Mahmood Raqi improved in 2012. Best ratings were for cleaning garbage from the streets (45% excellent or good) and providing garbage bins in commercial areas (45% excellent or good). Lowest ratings were for provision of garbage bins in residential areas and the affordability of trash services.

**FIGURE 81: QUALITY OF CITY TRASH SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	3%	35%	32%	29%	37
Provision of legal dumpsites	3%	31%	38%	28%	36
Provision of garbage bins in residential areas	1%	29%	42%	29%	34
Provision of garbage bins in commercial areas	1%	42%	39%	18%	42
Cleaning garbage from the streets	5%	40%	29%	25%	42
Affordability of trash service	1%	29%	41%	29%	34

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

**FIGURE 82: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR**

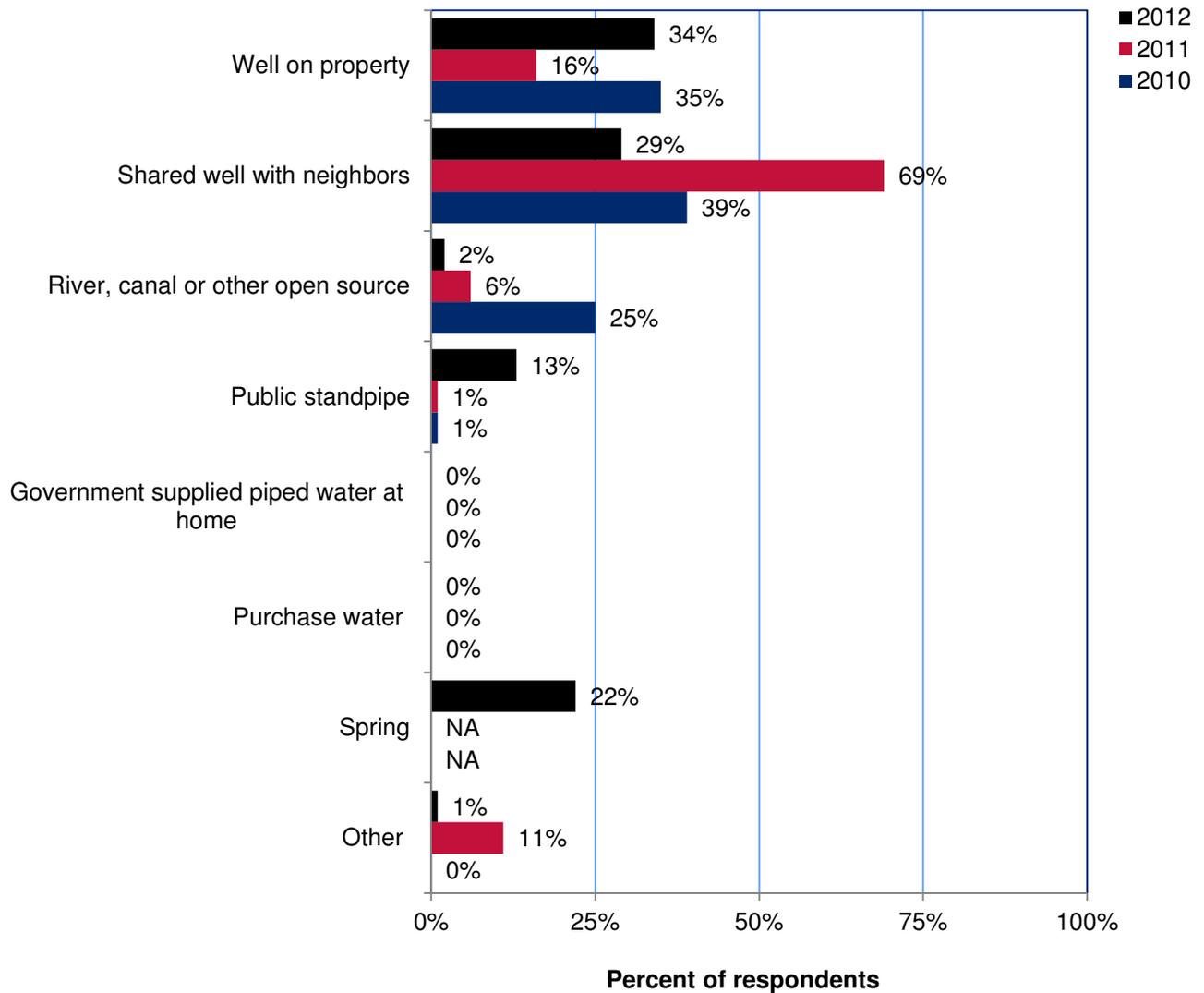


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# WATER

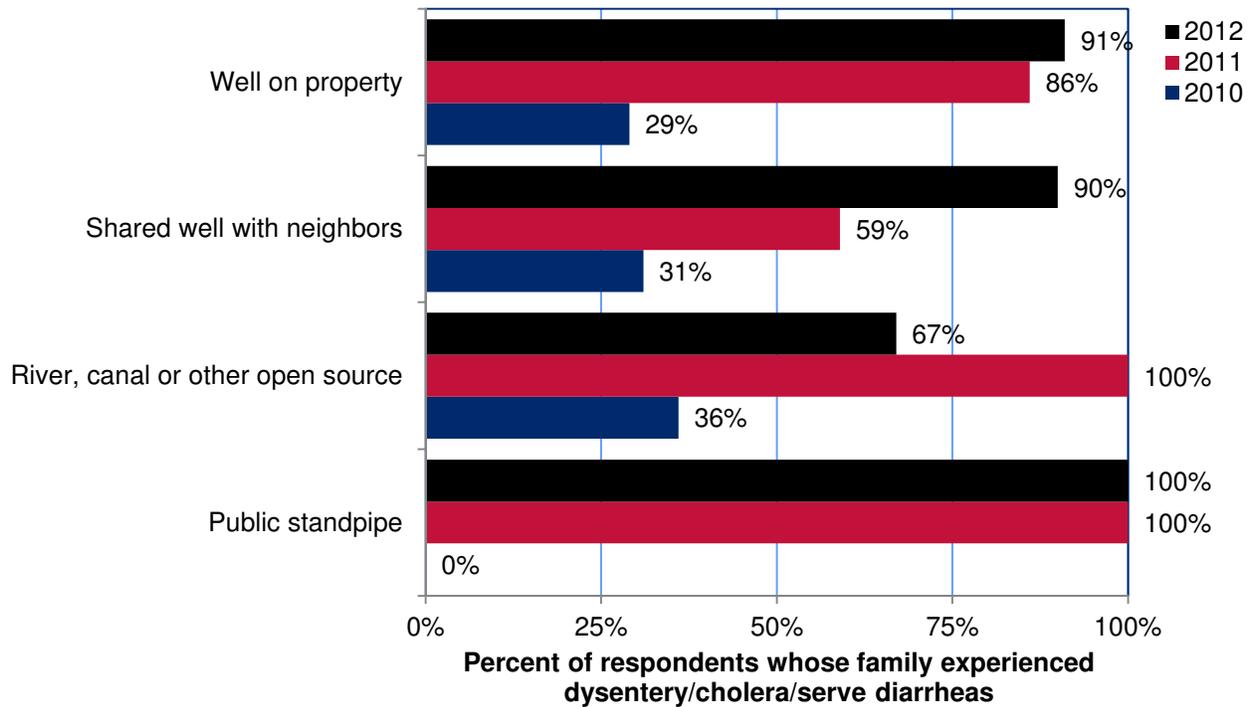
Most residents in Mahmood Raqi received their drinking water from a well on their property or one they shared with neighbors. The proportion of respondents who used a river, canal or other open source or public standpipe increased in 2012. In all three years, no one purchased water or received piped water from a government provider.

**FIGURE 83: DRINKING WATER SOURCES COMPARED BY YEAR**



Waterborne illness continued to be a common problem for residents of Mahmood Raqi. Regardless of the source of drinking water, most residents' families experienced dysentery, cholera or severe diarrhea from drinking water in 2011 and 2012. This was a significant increase from 2010.

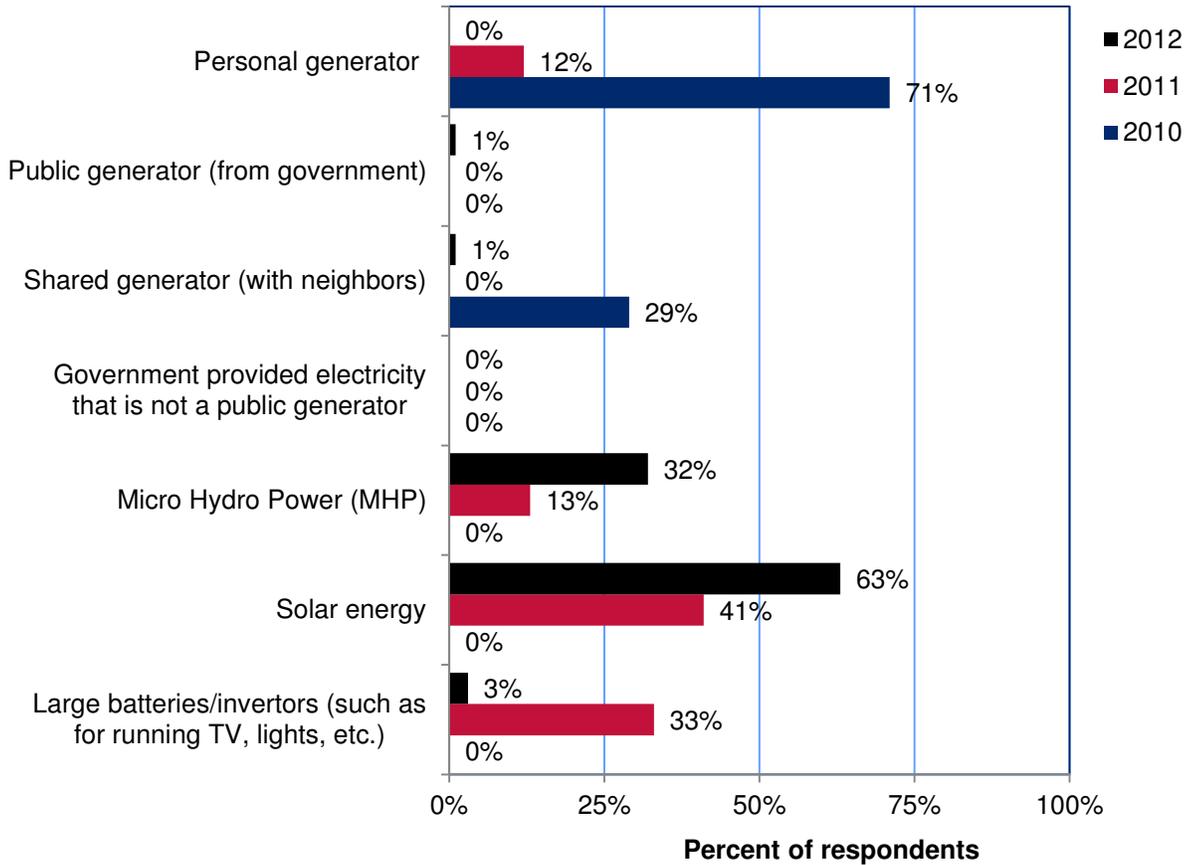
**FIGURE 84: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR**



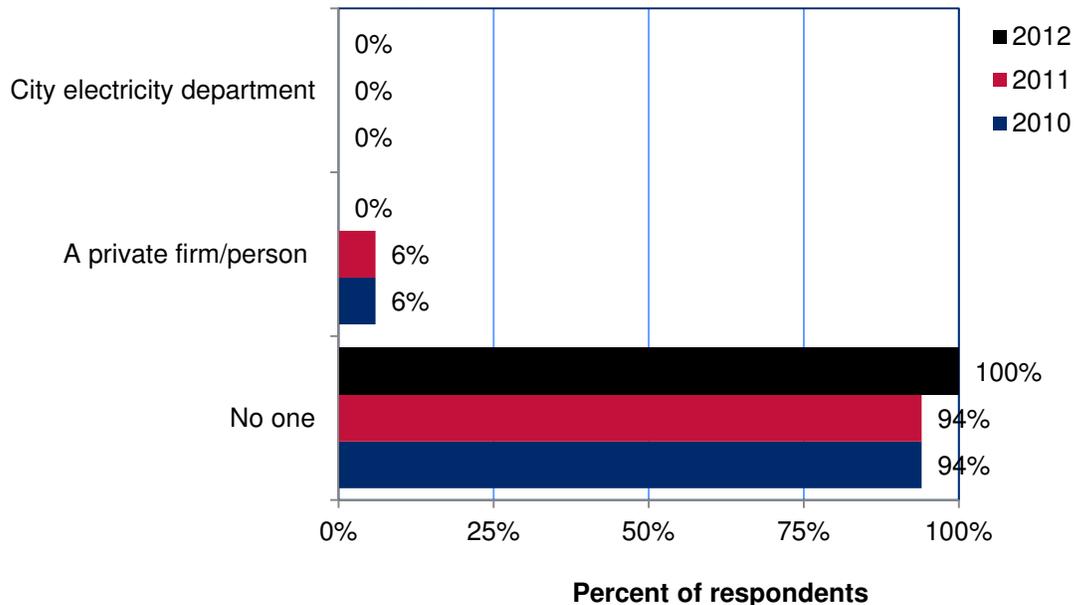
# ELECTRICITY

Sources of electricity shifted in Mahmood Raqi from 2010 to 2012. Solar energy increased from no use in 2010, to 41% of homes in 2011 and 63% in 2012. Use of personal generators correspondingly decreased, from 71% of households in 2010 to none in 2012. Micro Hydro Power also grew in popularity as an electricity source for households. Similar to prior years, residents did not pay an outside party for their electricity.

**FIGURE 85: ELECTRICITY SOURCES COMPARED BY YEAR**



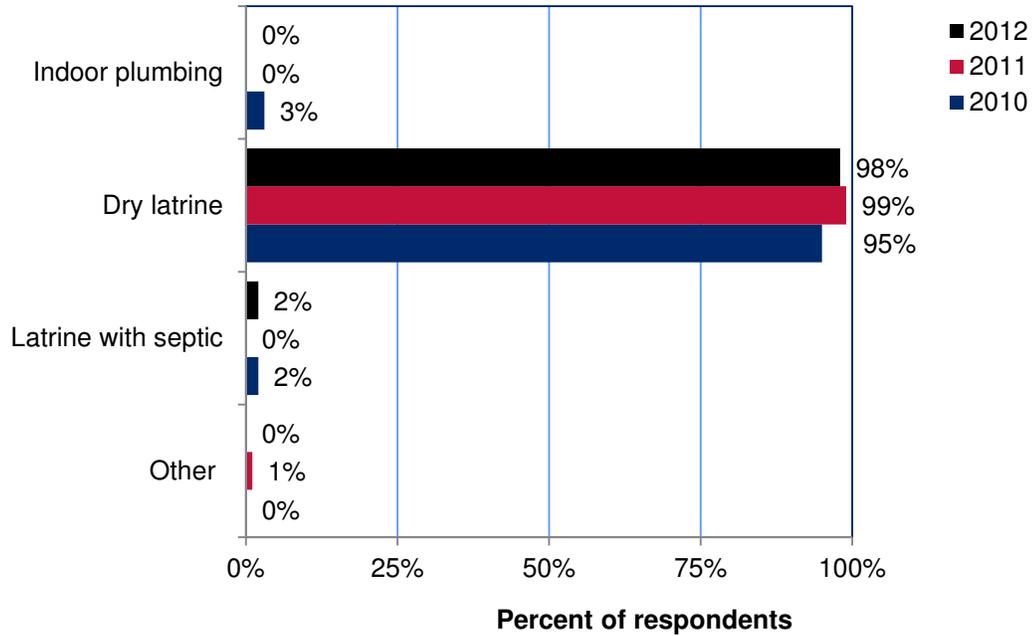
**FIGURE 86: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



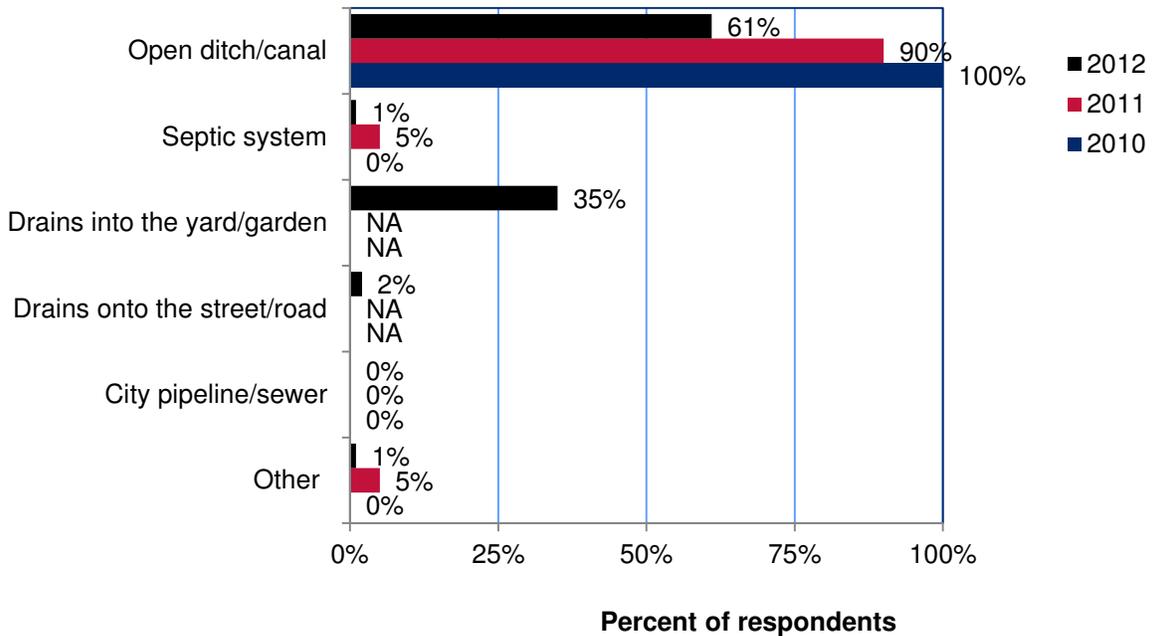
# ROADS, DRAINAGE AND SANITATION

Residents in Mahmood Raqi almost universally use a dry latrine for their toilet and an open ditch or canal for drainage of gray water. This remained steady across the survey years.

**FIGURE 87: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 88: TYPE OF DRAINAGE FOR WASTE WATER**



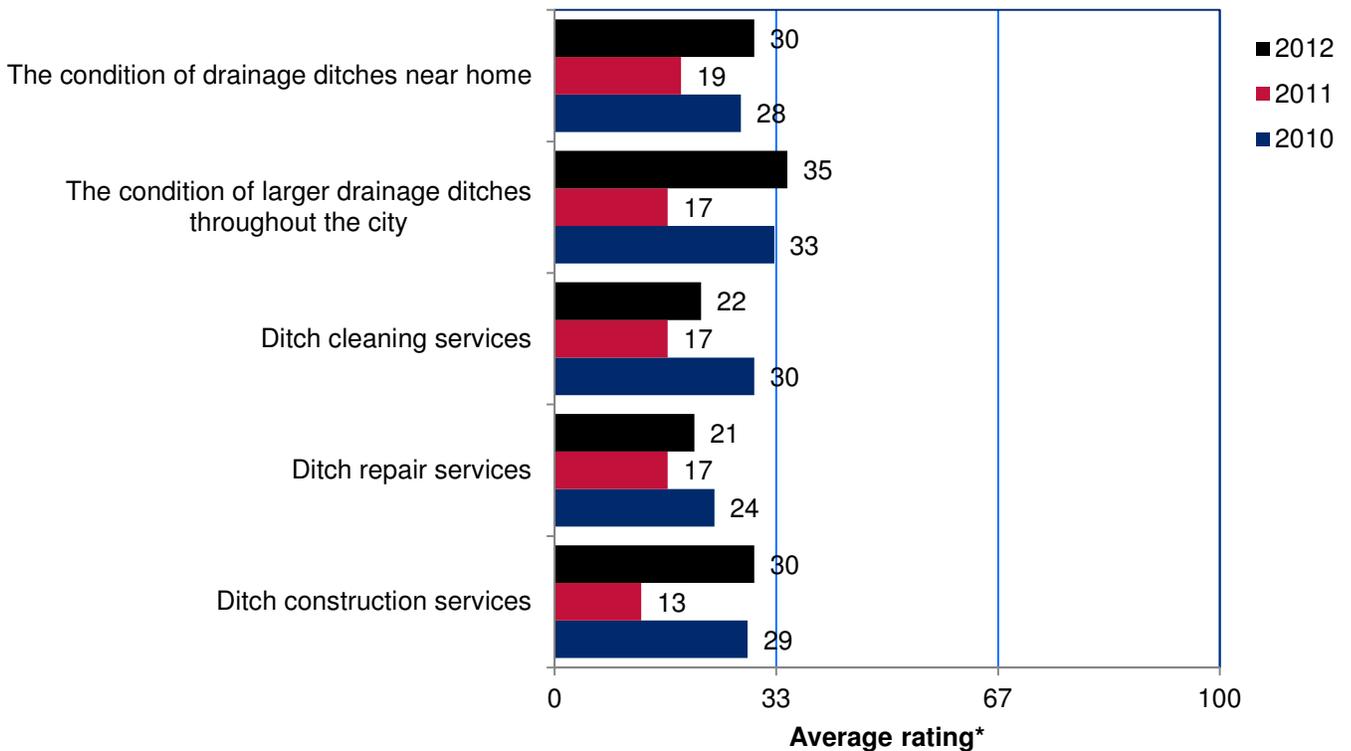
Quality ratings for city ditch cleaning and repair services were generally poor in 2012 (similar to 2011 and lower than 2010). While ratings for the condition of smaller drainage ditches in neighborhoods and larger ditches throughout the city were on average about “fair,” this was an improvement from 2011 and a return to 2010 rating levels.

**FIGURE 89: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	0%	32%	24%	43%	30
The condition of larger drainage ditches throughout the city	0%	31%	42%	26%	35
Ditch cleaning services	0%	24%	19%	57%	22
Ditch repair services	0%	22%	18%	60%	21
Ditch construction services	0%	36%	17%	47%	30

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

**FIGURE 90: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR**



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

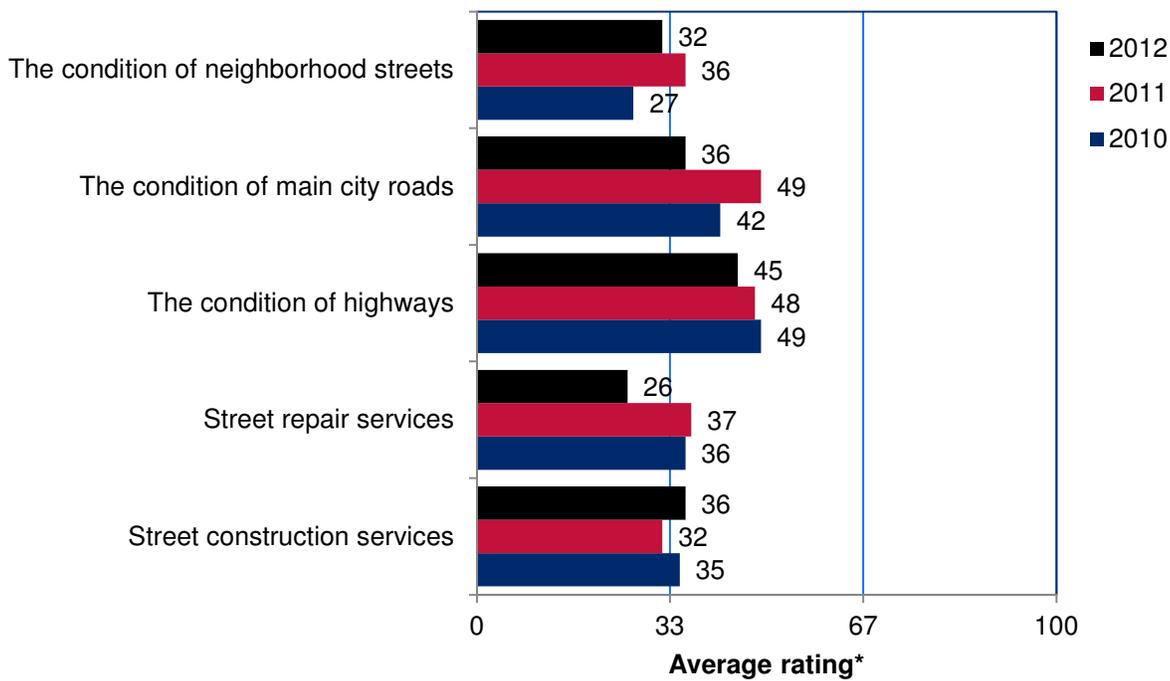
Over the three survey years, ratings for the condition of roads and the quality of road services held steady or decreased; almost no residents gave these items excellent ratings. The condition of highways in Mahmood Raqi was generally rated as good (54%), but fewer rated the condition of main city roads (34%) or neighborhood streets (30%) as at least good. Half of respondents thought street repair services were poor.

**FIGURE 91: QUALITY OF CITY ROADS AND ROAD SERVICES, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	0%	30%	34%	35%	32
The condition of main city roads	1%	34%	39%	26%	36
The condition of highways	0%	54%	27%	19%	45
Street repair services	0%	28%	22%	50%	26
Street construction services	0%	44%	19%	37%	36

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

**FIGURE 92: 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

As in past years, in 2012 very few residents in Mahmood Raqi had access to any of the three types of parks listed in Figure 93. No respondents from Mahmood Raqi indicated that they had visited a park.

**FIGURE 93: AVAILABILITY OF CITY PARKS COMPARED BY YEAR**

<b>Are there any green areas/parks in close to, or farther from, your home to be used for the following?</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>
Teen/adult parks	Yes close	7%	1%	0%
	None close but some further away	25%	7%	0%
	Aware of no parks	68%	92%	100%
Women's parks	Yes close	1%	0%	0%
	None close but some further away	22%	4%	0%
	Aware of no parks	77%	96%	100%
Children's playgrounds	Yes close	1%	0%	0%
	None close but some further away	24%	20%	0%
	Aware of no parks	75%	80%	100%

# MARKET

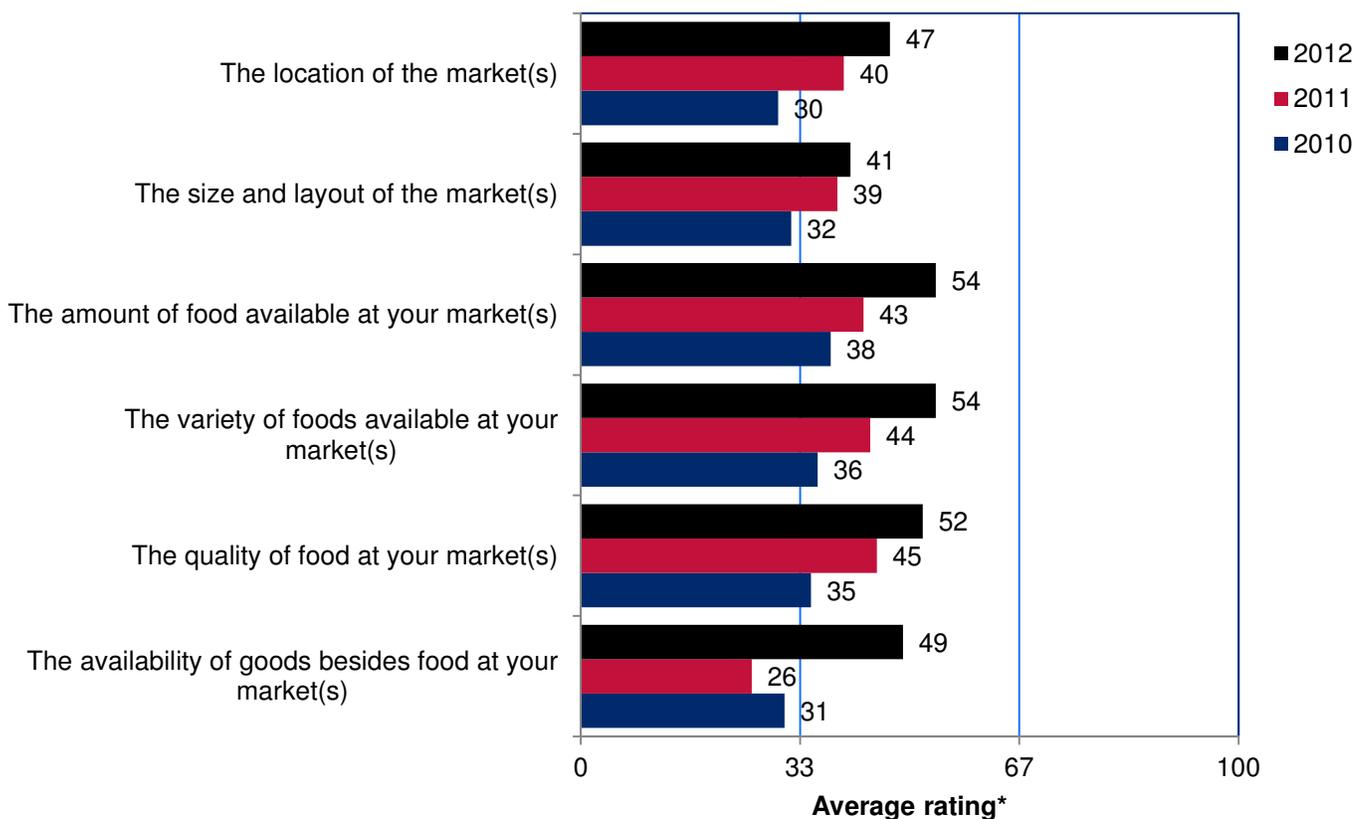
Quality ratings of Mahmood Raqi's market(s) improved from 2010 to 2012. While few rated the market as excellent, most thought it was good. Lowest ratings were for the size and layout of the market, the location and the availability of goods besides food. The amount, quality and variety of foods available received the best ratings.

**FIGURE 94: QUALITY OF CITY MARKET, 2012**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	1%	53%	33%	13%	47
The size and layout of the market(s)	0%	37%	51%	13%	41
The amount of food available at your market(s)	1%	65%	30%	4%	54
The variety of foods available at your market(s)	2%	63%	31%	4%	54
The quality of food at your market(s)	2%	60%	31%	7%	52
The availability of goods besides food at your market(s)	2%	49%	42%	7%	49

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

**FIGURE 95: QUALITY OF CITY MARKET COMPARED BY YEAR**



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

Meat, cereal, fruit and vegetables were less affordable in Mahmood Raqi in 2012 than in 2010. Flour, cooking oil, sugar and tea remained affordable for the majority of respondents.

**FIGURE 96: 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	38%	7%	9%
	Not as often as we want	39%	58%	68%
	Only rarely	23%	31%	22%
	Never	0%	4%	1%
Fruit	As often as we want	39%	5%	9%
	Not as often as we want	38%	49%	77%
	Only rarely	21%	40%	13%
	Never	1%	6%	1%
Vegetables	As often as we want	49%	20%	23%
	Not as often as we want	35%	52%	72%
	Only rarely	15%	24%	4%
	Never	0%	4%	1%
Flour	As often as we want	89%	97%	100%
	Not as often as we want	11%	2%	0%
	Only rarely	0%	0%	0%
	Never	0%	1%	0%
Cooking oil	As often as we want	91%	96%	99%
	Not as often as we want	9%	4%	1%
	Only rarely	0%	0%	0%
	Never	0%	0%	0%
Sugar, tea	As often as we want	91%	98%	99%
	Not as often as we want	6%	2%	1%
	Only rarely	3%	0%	0%
	Never	0%	0%	0%
Cereal	As often as we want	44%	55%	17%
	Not as often as we want	39%	36%	75%
	Only rarely	17%	9%	8%
	Never	0%	0%	0%

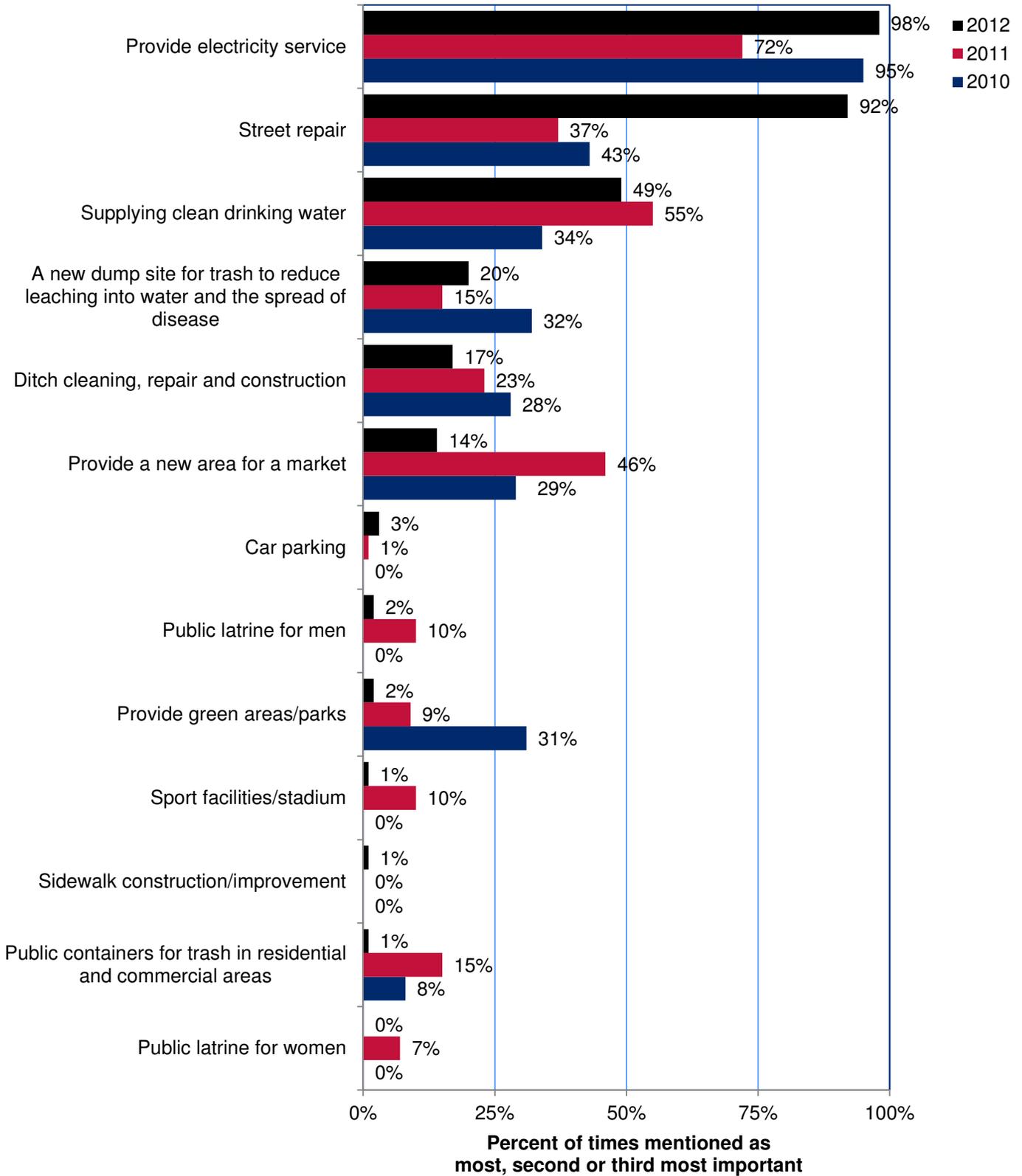
## SERVICE PRIORITIES

The provision of electricity services was the top priority for respondents in all three survey years. Clean drinking water remained a top three priority, while street repair became a much stronger priority in 2012.

FIGURE 97: MUNICIPAL SERVICE PRIORITIES, 2012

<b>The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.</b>	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
Provide electricity service	70%	19%	9%	2%
Street repair	23%	45%	24%	8%
Supplying clean drinking water	4%	28%	17%	51%
A new dump site for trash to reduce leaching into water and the spread of disease	0%	6%	14%	80%
Ditch cleaning, repair and construction	2%	1%	14%	83%
Provide a new area for a market	0%	2%	12%	86%
Car parking	0%	0%	3%	97%
Provide green areas/parks	0%	0%	2%	98%
Public latrine for men	1%	0%	1%	98%
Public containers for trash in residential and commercial areas	0%	0%	1%	99%
Sidewalk construction/improvement	0%	0%	1%	99%
Sport facilities/stadium	0%	0%	1%	99%
Public latrine for women	0%	0%	0%	100%

**FIGURE 98: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**



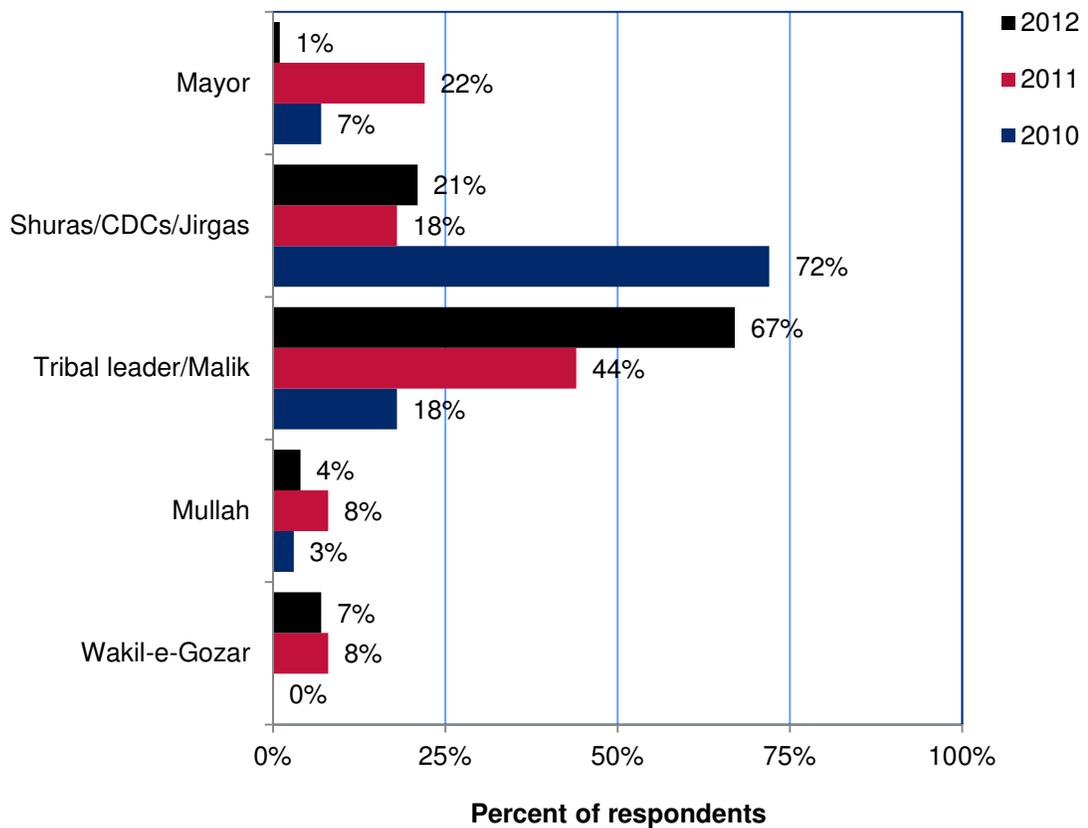
*Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 and 2011 surveys.*

# GOVERNANCE

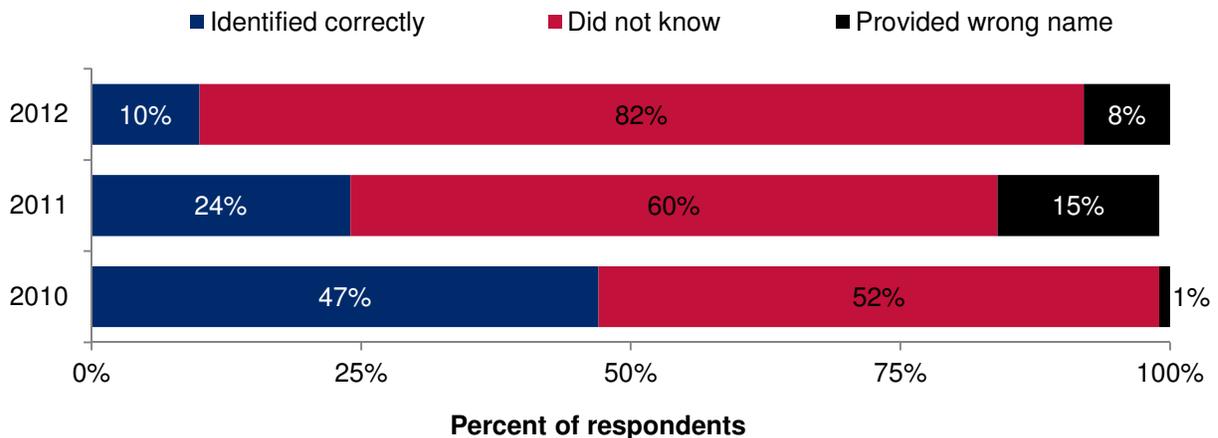
In 2012 most residents of Mahmood Raqi indicated they would contact a tribal leader/Malik if they had a city related problem. This proportion increased in 2011 and 2012. The proportion of residents who were able to correctly identify the mayor decreased in each of the survey years.

**FIGURE 99: 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?**

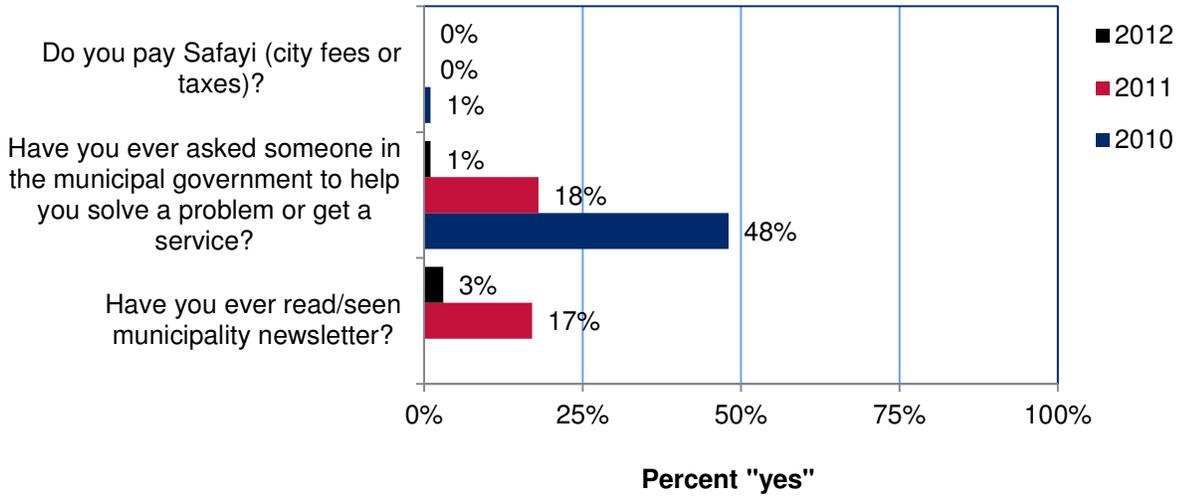


**FIGURE 100: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**



There was little contact between residents and the municipal government; 1% said they had ever asked someone in the municipal government to help solve a problem or get a service, no respondents said they paid Safayi fees and only 3% had seen the municipal newsletter. This was less contact than in prior years.

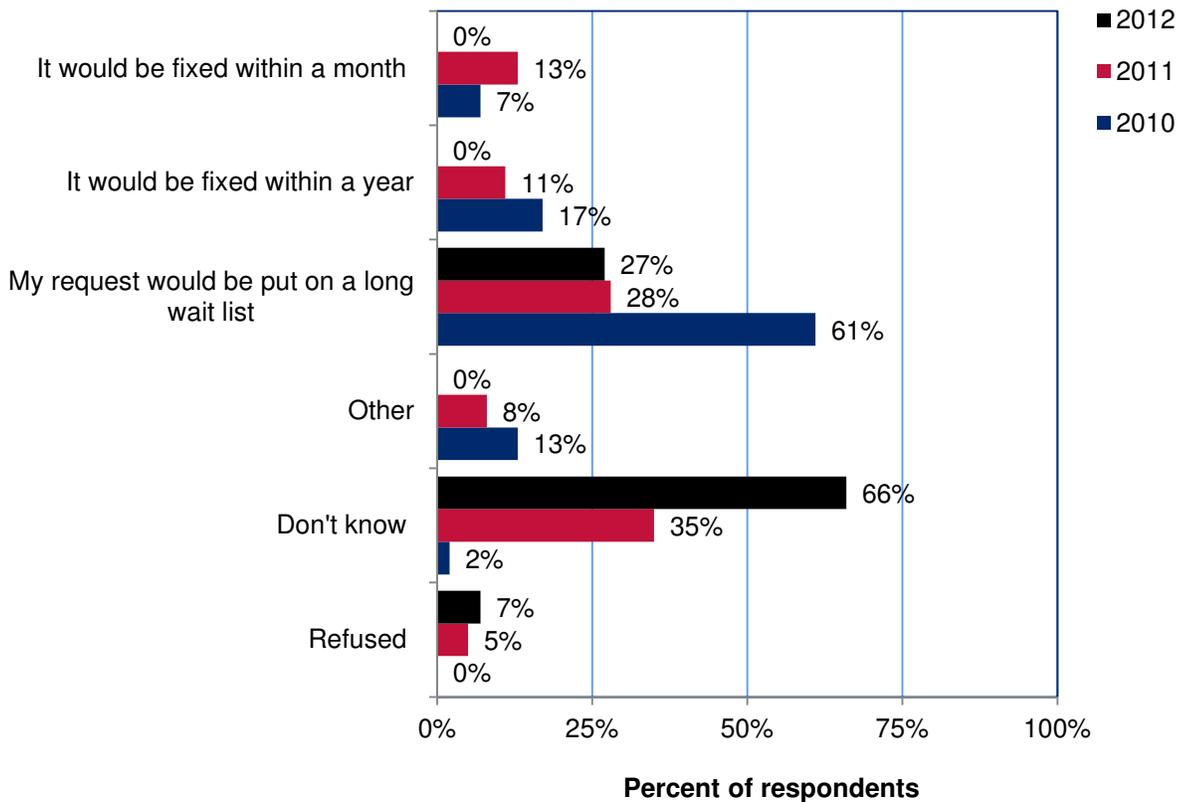
**FIGURE 101: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR**



In 2012, a larger proportion of respondents indicated that they did not know what would happen if they asked the municipal government to fix their street (compared to 2010 and 2011).

**FIGURE 102: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR**

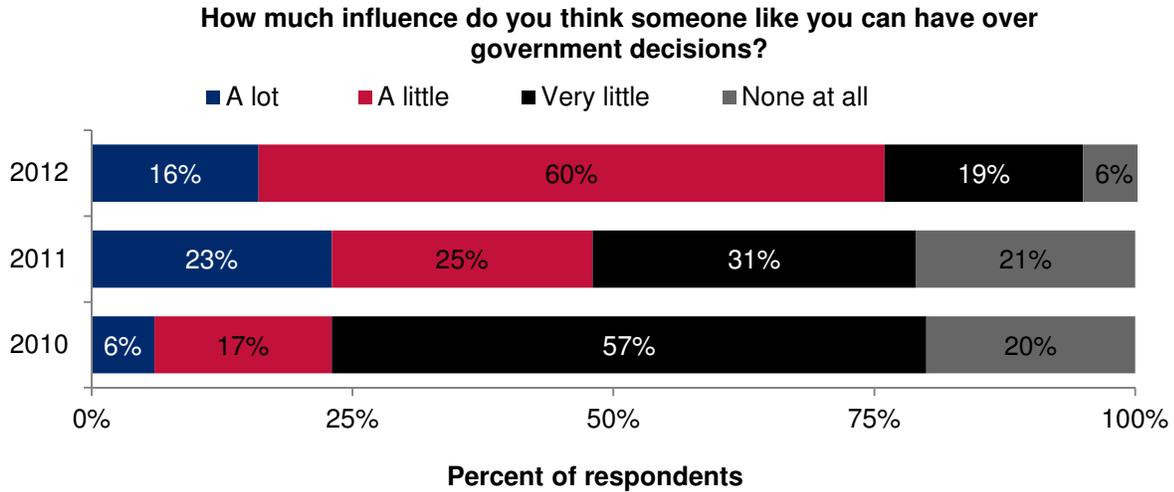
**If you asked your municipal government to fix your street, what do you think would happen?**



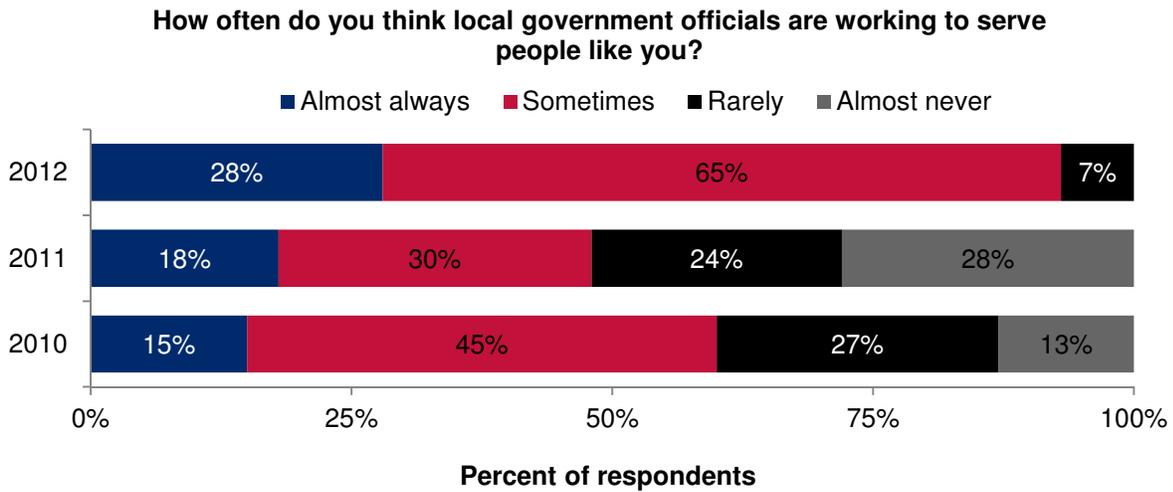


While contact with the municipality was infrequent, most (76%) of respondents from Mahmood Raqi said they thought they could have at least a little influence over government decisions. This increased in both 2011 and 2012. In 2012, more thought that local government officials were at least sometimes working to serve people like them (93% in 2012 compared to 48% in 2011 and 60% in 2010).

**FIGURE 103: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 104: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



Levels of trust decreased for three types of agency representatives from 2010 to 2012: businesses in the local market, religious leaders and donor agencies. Trust in the national government also fell, but trust in local and provincial government remained relatively stable from 2010 to 2012.

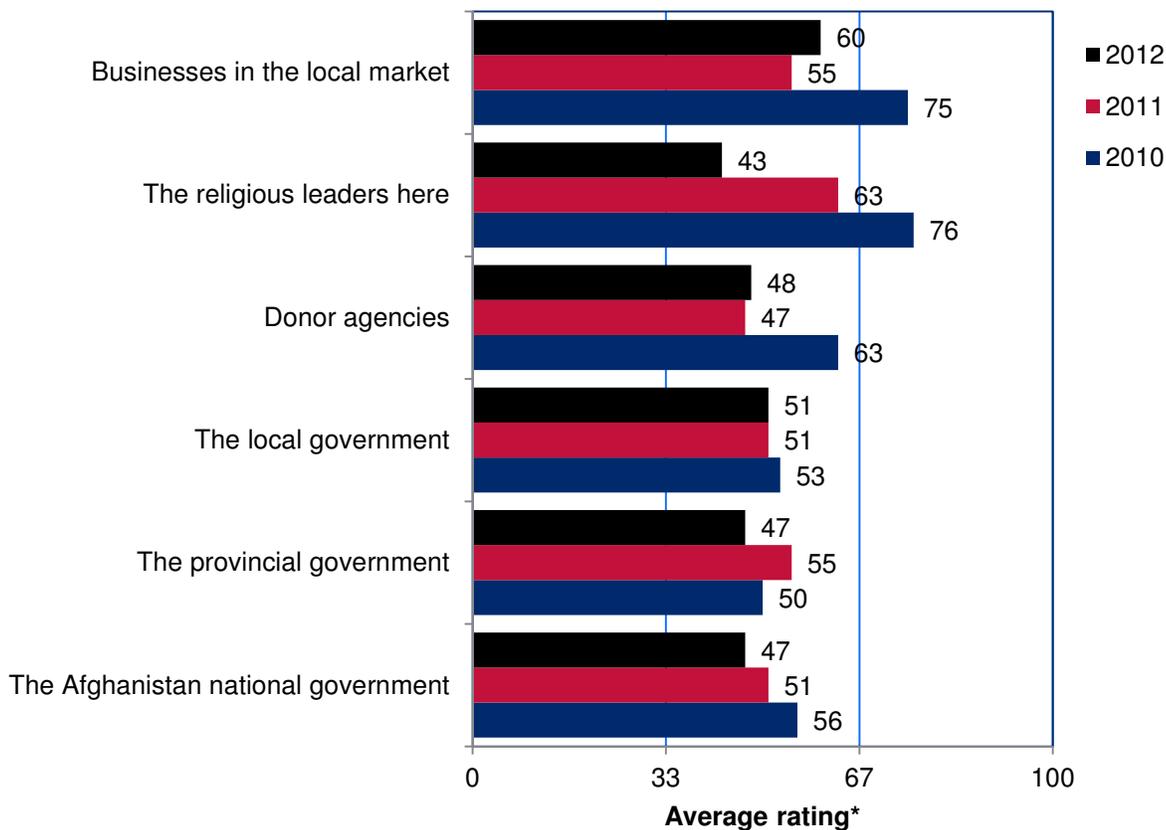
Residents had the most trust in businesses in the local market to conduct its activities to benefit the people in Mahmood Raqi and least in religious leaders.

**FIGURE 105: 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	22%	50%	15%	14%	60
The religious leaders here	9%	35%	32%	24%	43
Donor agencies	5%	48%	32%	15%	48
The local government	8%	46%	36%	10%	51
The provincial government	2%	49%	36%	13%	47
The Afghanistan national government	2%	50%	34%	14%	47

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

**FIGURE 106: 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

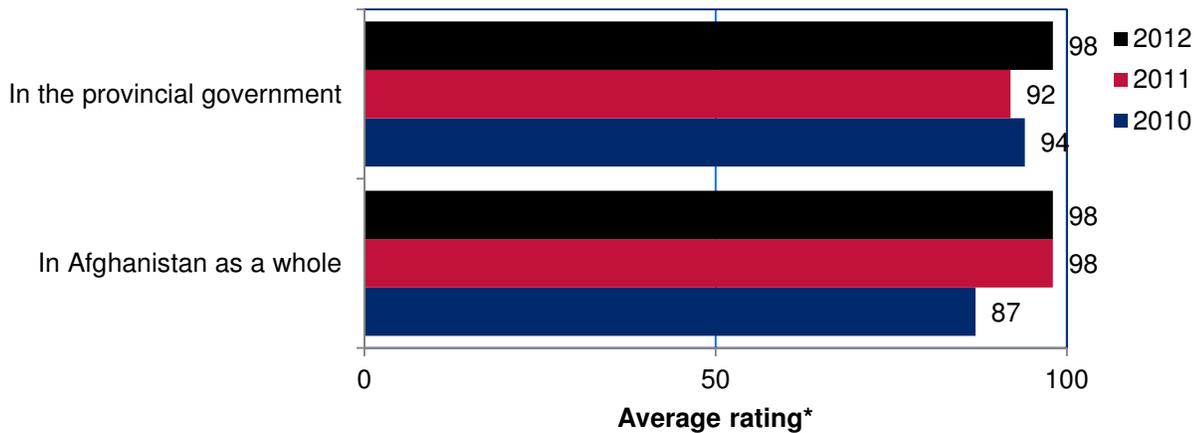
Almost all residents of the City of Mahmood Raqi indicated that corruption was a major problem in the provincial government and in Afghanistan as a whole in 2010, 2011 and 2012. Additionally, a larger percentage of 2012 respondents (than 2010 or 2011) thought that corruption in the provincial government and Afghanistan as a whole had increased in the prior 12 months.

**FIGURE 107: 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	97%	1%	2%	98
In Afghanistan as a whole	97%	1%	2%	98

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

**FIGURE 108: LEVEL OF CORRUPTION COMPARED BY YEAR**



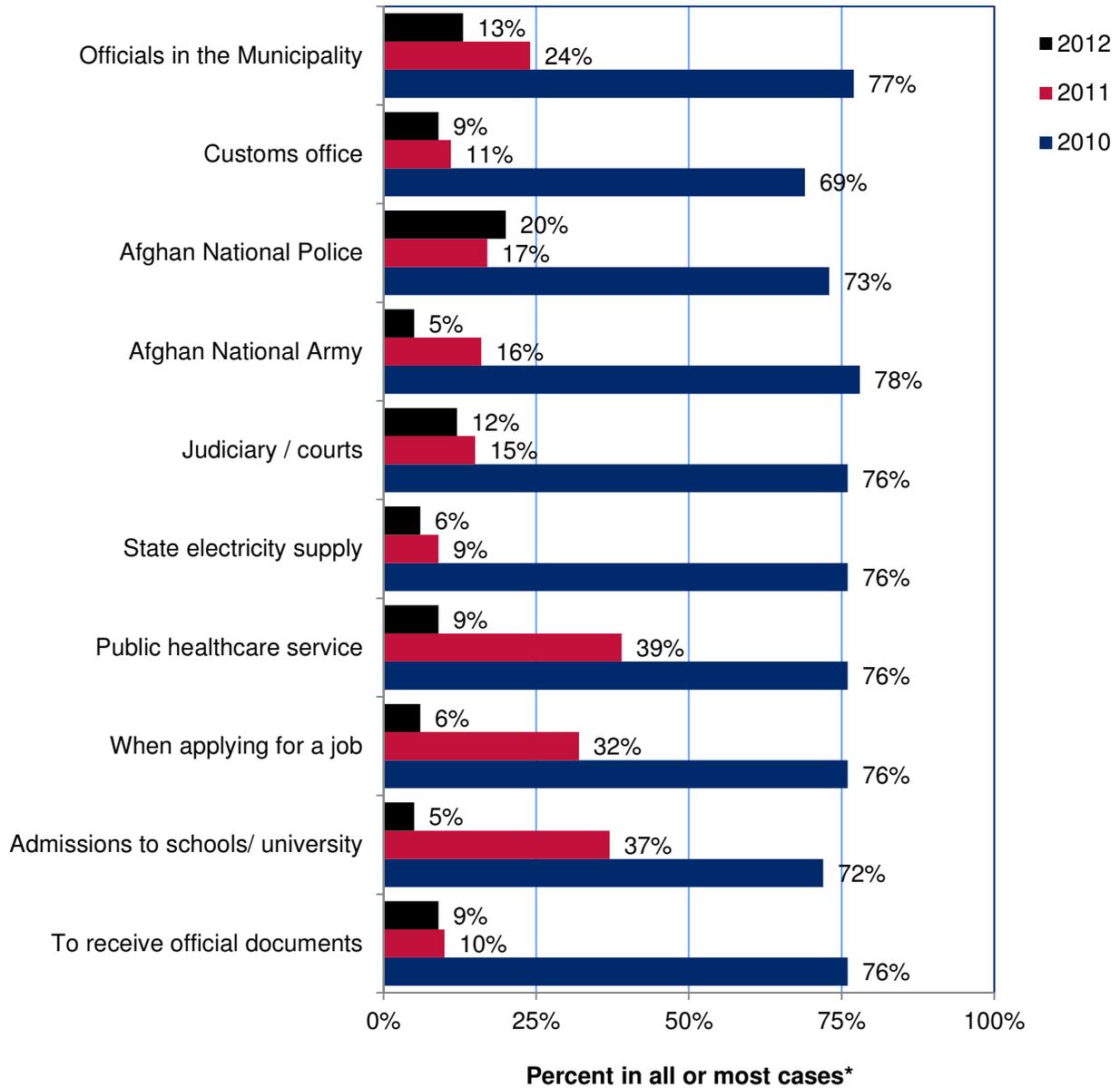
\* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

**FIGURE 109: 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	56%	71%	92%
	Stayed the same	35%	16%	5%
	Decreased	9%	13%	3%
In the provincial government	Increased	73%	66%	92%
	Stayed the same	24%	14%	5%
	Decreased	3%	20%	3%

In 2012, one in five or fewer Mahmood Raqi residents indicated that they had contact with various government officials in the prior year; this was fewer than in 2011 and much fewer than in 2010.

**FIGURE 110: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR**



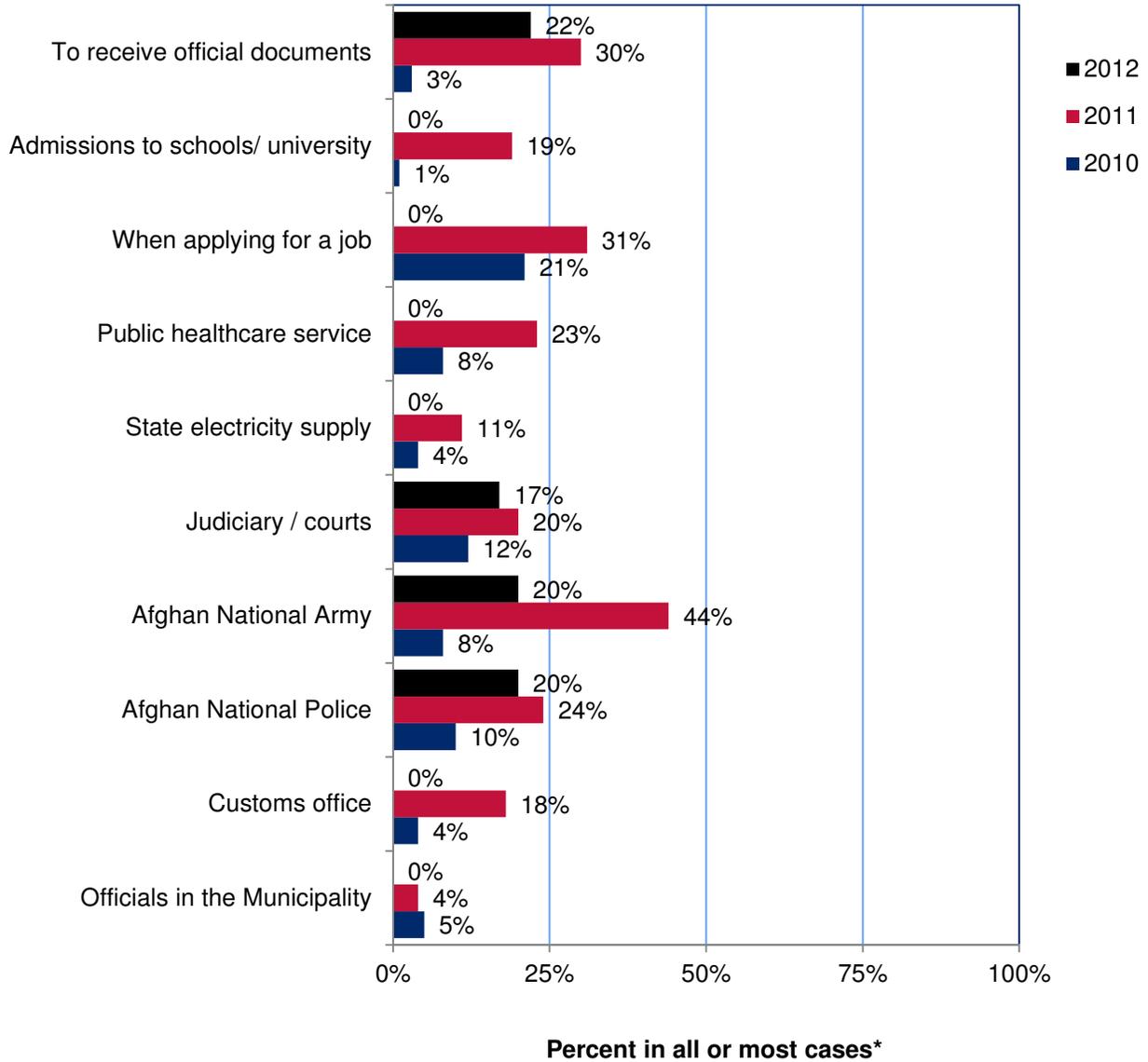
The frequency with which residents who had contact with government officials were asked for cash, gifts or favors increased in most cases from 2010 to 2011 and dropped in 2012, but not back to 2010 levels. Among residents of Mahmood Raqi, the Afghan National Army and Police were the most common source for such a request. Regardless, most residents who had contact with the officials listed below were not asked for cash, gifts or favors and none of those contacting officials in the municipality were asked.

**FIGURE 111: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2012**

<b>Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*</b>	<b>In all cases</b>	<b>Most cases</b>	<b>Isolated cases</b>	<b>No cases</b>
To receive official documents	0%	22%	22%	56%
Admissions to schools/ university	0%	0%	0%	100%
When applying for a job	0%	0%	0%	100%
Public healthcare service	0%	0%	11%	89%
State electricity supply	0%	0%	0%	100%
Judiciary / courts	8%	8%	8%	75%
Afghan National Army	20%	0%	20%	60%
Afghan National Police	5%	15%	20%	60%
Customs office	0%	0%	11%	89%
Officials in the Municipality	0%	0%	0%	100%

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

**FIGURE 112: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



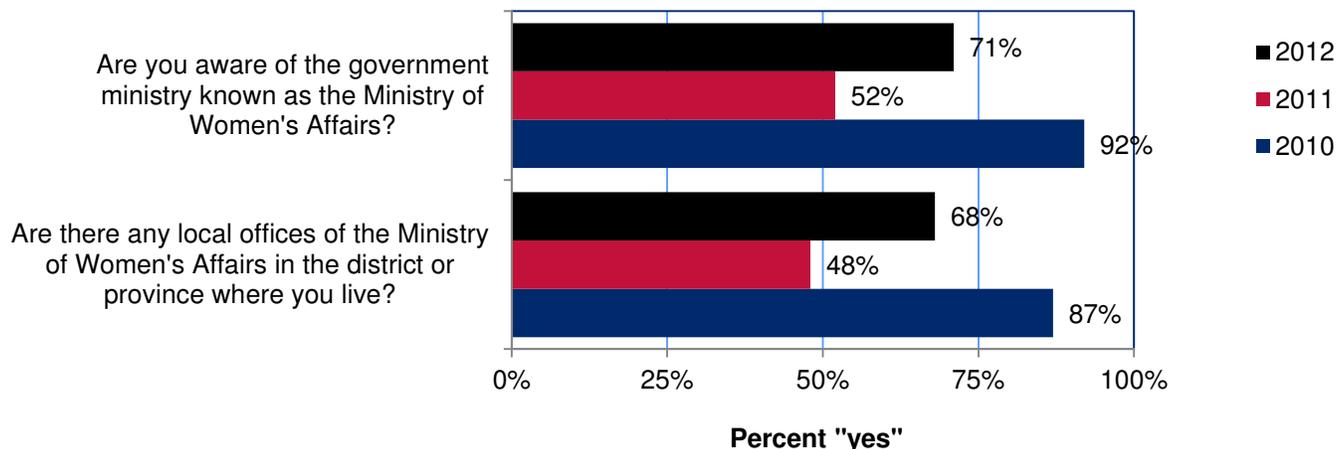
\* Only for those who had contact with Government Official

# WOMEN IN SOCIETY

Awareness of the Ministry of Women’s Affairs decreased among Mahmood Raqi’s residents from 2010 to 2011 and then increased in 2012, but not back to 2010 levels. Approximately 7 in 10 respondents were aware of the Ministry of Women’s Affairs and most of these knew of a local office in the district or province in which they lived.

In 2012 almost all women in the city strongly agreed that women should have equal opportunities in education and government. Most men also agreed, but less strongly than women.

**FIGURE 113: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR**

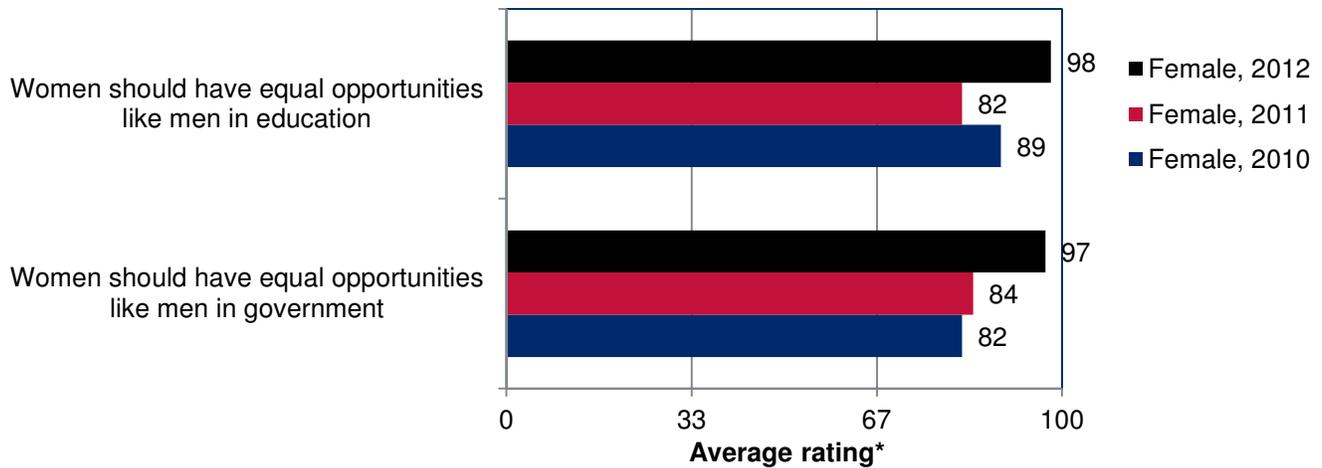


**FIGURE 114: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012**

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	49%	93%
	Agree somewhat	45%	7%
	Disagree somewhat	4%	0%
	Strongly disagree	2%	0%
	Average rating*	80	98
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	29%	91%
	Agree somewhat	45%	9%
	Disagree somewhat	18%	0%
	Strongly disagree	8%	0%
	Average rating*	65	97

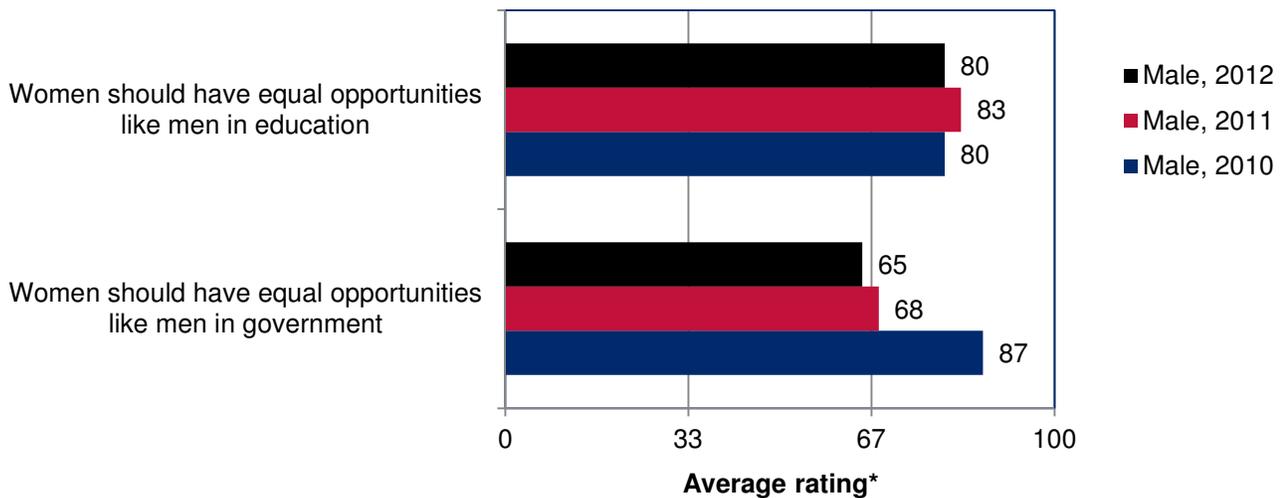
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 115: 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 116: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR**



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

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

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

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	13	13%
6-10 years	9	9%
11-20 years	16	16%
21-40 years	34	34%
41 or more years	28	28%
Total	100	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Mahmood Raqi	30

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mahmood Raqi	0	0%	79	79%	15	15%	6	6%	0	0%	0	0%	100	100%
The quality of schools in your city	0	0%	75	75%	17	17%	7	7%	0	0%	1	1%	100	100%
The quality of healthcare facilities in your city	0	0%	47	47%	24	24%	28	28%	0	0%	1	1%	100	100%
The health of people in your city	1	1%	50	50%	31	31%	17	17%	0	0%	1	1%	100	100%
The cleanliness of city streets	1	1%	40	40%	32	32%	26	26%	0	0%	1	1%	100	100%
The number of job opportunities in your city	0	0%	36	36%	30	30%	33	33%	0	0%	1	1%	100	100%
The number of businesses in your city	0	0%	28	28%	40	40%	27	27%	2	2%	3	3%	100	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mahmood Raqi	2.7
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.4
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.0

\*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	71	71%
Yes, part time	11	11%
No, not employed	18	18%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	26	26%
Stayed the same	48	48%
Decreased	26	26%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	99	100%
Total	99	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	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

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

	<b>Number</b>	<b>Percent</b>
Dispose in street	33	33%
Dispose in public container	0	0%
Take to an official dump site	0	0%
Take to an improvised dump site	5	5%
Door to door collection	1	1%
Refused	0	0%
Don't know	0	0%
Other: Put it in our yard	0	0%
Other: Burn it	29	29%
Other: Put it in a ditch or river	16	16%
Other: Take it to farm/agricultural/desert land	16	16%
Other: Bury it	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	0	0%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	0	0%
Total	0	0%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	7	7%
Somewhat satisfied	33	33%
Somewhat dissatisfied	41	41%
Very dissatisfied	19	19%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.3

*\*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	0	0%
A couple/few times a week	0	0%
Once a week	8	8%
Once every two or three weeks	8	8%
Once a month or less frequently	2	2%
Once a year	1	1%
Never	57	57%
Refused	0	0%
Don't know	24	24%
Total	100	100%

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

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

**Q9 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	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	3	3%	35	35%	32	32%	29	29%	0	0%	1	1%	100	100%
Provision of legal dumpsites	3	3%	31	31%	38	38%	28	28%	0	0%	0	0%	100	100%
Provision of garbage bins in residential areas	1	1%	28	28%	41	41%	28	28%	0	0%	2	2%	100	100%
Provision of garbage bins in commercial areas	1	1%	41	41%	38	38%	18	18%	0	0%	2	2%	100	100%
Cleaning garbage from the streets	5	5%	40	40%	29	29%	25	25%	0	0%	1	1%	100	100%
Affordability of trash service	1	1%	28	28%	40	40%	28	28%	0	0%	2	2%	99	100%

### Q10 Average Rating of Satisfaction with Trash Services

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

\*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	34	34%
Shared well with neighbors	29	29%
Other: Spring	22	22%
Public standpipe	13	13%
River, canal or other open source	2	2%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	<b>Number</b>	<b>Percent</b>
City water supply department	0	0%
A private firm/person	0	0%
No one	99	99%
Total	100	100%

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

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

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

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

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

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

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

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

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

	Number	Percent
Yes	86	86%
No	14	14%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Solar Energy	55	55%
Micro Hydro Power (MHP)	28	28%
No electricity	12	12%
Large batteries/invertors (such as for running TV, lights, etc.)	3	3%
Public Generator (from government)	1	1%
Shared Generator (with neighbors)	1	1%
Personal Generator	0	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	<b>Number</b>	<b>Percent</b>
No one	100	100%
Total	100	100%

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

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

### 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	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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

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

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

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

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	98	98%
Latrine with septic	2	2%
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	99	99%
Street	1	1%

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

	Number	Percent
Open ditch/canal	61	61%
Drains onto the street/road	35	35%
Drains into the yard/garden	2	2%
Septic system	1	1%
Other	1	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
No response	99	99%
River	1	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? (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
The condition of drainage ditches near home	0	0%	32	32%	24	24%	43	43%	0	0%	0	0%	99	100%
The condition of larger drainage ditches throughout the city	0	0%	31	31%	42	42%	26	26%	1	1%	0	0%	100	100%
Ditch cleaning services	0	0%	24	24%	19	19%	57	57%	0	0%	0	0%	100	100%
Ditch repair services	0	0%	22	22%	18	18%	60	60%	0	0%	0	0%	100	100%
Ditch construction services	0	0%	36	36%	17	17%	47	47%	0	0%	0	0%	100	100%

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

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.7
Ditch repair services	1.6
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	0	0%	29	29%	33	33%	34	34%	1	1%	3	3%	100	100%
The condition of main city roads	1	1%	32	32%	37	37%	25	25%	2	2%	3	3%	100	100%
The condition of highways	0	0%	51	51%	26	26%	18	18%	2	2%	3	3%	100	100%
Street repair services	0	0%	26	26%	21	21%	47	47%	2	2%	4	4%	100	100%
Street construction services	0	0%	41	41%	18	18%	34	34%	2	2%	5	5%	100	100%

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

	Average rating*
The condition of neighborhood streets	1.9
The condition of main city roads	2.1
The condition of highways	2.3
Street repair services	1.8
Street construction services	2.1

\*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	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Teen/adult parks	0	0%	0	0%	98	98%	0	0%	2	2%	100	100%
Women's parks	0	0%	0	0%	98	98%	0	0%	2	2%	100	100%
Children's playgrounds	0	0%	0	0%	98	98%	0	0%	2	2%	100	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	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Teen/adult parks	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Women's parks	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Children's playgrounds	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Q23 Average Rating of Quality of Parks**

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

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

**Q25 Quality of City's Market**

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
The location of the market(s)	1	1%	49	49%	31	31%	12	12%	0	0%	7	7%	100	100%
The size and layout of the market(s)	0	0%	34	34%	47	47%	12	12%	0	0%	7	7%	100	100%
The amount of food available at your market(s)	1	1%	65	65%	30	30%	4	4%	0	0%	0	0%	100	100%
The variety of foods available at your market(s)	2	2%	63	63%	31	31%	4	4%	0	0%	0	0%	100	100%
The quality of food at your market(s)	2	2%	60	60%	31	31%	7	7%	0	0%	0	0%	100	100%
The availability of goods besides food at your market(s)	2	2%	49	49%	42	42%	7	7%	0	0%	0	0%	100	100%

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

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

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

### Q24 Do you or your family members visit the parks?

	Number	Percent
No	97	99%
Yes	1	1%

### Q24a If yes, which ones?

	Number	Percent
Teen/adult parks	0	0%
Women's parks	0	0%
Children's Playgrounds	0	0%

### Q26 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	9	9%	68	68%	22	22%	1	1%	0	0%	0	0%	100	100%
Fruit	9	9%	77	77%	13	13%	1	1%	0	0%	0	0%	100	100%
Vegetables	23	23%	72	72%	4	4%	1	1%	0	0%	0	0%	100	100%
Flour	100	100%	0	0%	0	0%	0	0%	0	0%	0	0%	100	100%
Cooking oil	99	99%	1	1%	0	0%	0	0%	0	0%	0	0%	100	100%
Sugar, tea	99	99%	1	1%	0	0%	0	0%	0	0%	0	0%	100	100%
Cereal	17	17%	75	75%	8	8%	0	0%	0	0%	0	0%	100	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	0	0%	0	0%	1	1%	99	99%	100	100%
A new dump site for trash to reduce leaching into water and the spread of disease	0	0%	6	6%	14	14%	80	80%	100	100%
Ditch cleaning, repair and construction	2	2%	1	1%	14	14%	83	83%	100	100%
Street repair	23	23%	45	45%	24	24%	8	8%	100	100%
Supplying clean drinking water	4	4%	28	28%	17	17%	51	51%	100	100%
Provide a new area for a market	0	0%	2	2%	12	12%	86	86%	100	100%
Provide green areas/parks	0	0%	0	0%	2	2%	98	98%	100	100%
Provide electricity service	70	70%	19	19%	9	9%	2	2%	100	100%
Car parking	0	0%	0	0%	3	3%	97	97%	100	100%
Sidewalk construction/improvement	0	0%	0	0%	1	1%	99	99%	100	100%
Sport facilities/stadium	0	0%	0	0%	1	1%	99	99%	100	100%
Public latrine for men	1	1%	0	0%	1	1%	98	98%	100	100%
Public latrine for women	0	0%	0	0%	0	0%	100	100%	100	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?**

	<b>Number</b>	<b>Percent</b>
Mayor	1	1%
Shuras/CDCs/Jirgas	20	20%
Tribal leader/Malik	65	65%
Mullah	4	4%
Wakil-e-Gozar	7	7%
Others	0	0%
Would contact no one	1	1%
Don't know	2	2%
Refused	0	0%
<b>Total</b>	<b>100</b>	<b>100%</b>

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

	Number	Percent
Yes	1	1%
No	83	83%
Don't know	13	13%
Refused	3	3%
Total	100	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	0	0%
It would be fixed within a year	0	0%
My request would be put on a long wait list	26	27%
Other	0	0%
Don't know	63	66%
Refused	7	7%

*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?**

	Number	Percent
Very good job	4	4%
Somewhat good job	50	50%
Somewhat bad job	10	10%
Very bad job	8	8%
Refused	3	3%
Don't know	25	25%
Total	100	100%

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

	Number	Percent
Almost always	24	24%
Sometimes	55	55%
Rarely	6	6%
Almost never	0	0%
Refused	4	4%
Don't know	11	11%
Total	100	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?**

	Number	Percent
A lot	14	14%
A little	53	53%
Very little	17	17%
None at all	5	5%
Don't know	8	8%
Refused	3	3%
Total	100	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	21	21%	48	48%	14	14%	13	13%	2	2%	2	2%	100	100%
The religious leaders here	9	9%	34	34%	31	31%	23	23%	2	2%	1	1%	100	100%
Donor agencies	5	5%	47	47%	31	31%	15	15%	1	1%	1	1%	100	100%
The local government	8	8%	45	45%	35	35%	10	10%	1	1%	1	1%	100	100%
The provincial government	2	2%	48	48%	35	35%	13	13%	1	1%	1	1%	100	100%
The Afghanistan national government	2	2%	49	49%	33	33%	14	14%	1	1%	1	1%	100	100%

**Q35 Who is your mayor?**

	Number	Percent
Identified correctly	10	10%
Did not know	82	82%
Provided wrong name	8	8%
Total	100	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	97	97%	1	1%	2	2%	0	0%	0	0%	100	100%
In Afghanistan as a whole	97	97%	1	1%	2	2%	0	0%	0	0%	100	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	91	92%	5	5%	3	3%	0	0%	0	0%	99	100%
In Afghanistan as a whole	91	92%	5	5%	3	3%	0	0%	0	0%	99	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	0	0%	0	0%	13	13%	87	87%	0	0%	0	0%	100	100%
Customs office	0	0%	0	0%	1	1%	8	8%	91	91%	0	0%	0	0%	100	100%
Afghan National Police	1	1%	3	3%	4	4%	12	12%	80	80%	0	0%	0	0%	100	100%
Afghan National Army	1	1%	0	0%	1	1%	3	3%	95	95%	0	0%	0	0%	100	100%
Judiciary / courts	1	1%	1	1%	1	1%	9	9%	88	88%	0	0%	0	0%	100	100%
State electricity supply	0	0%	0	0%	0	0%	6	6%	94	94%	0	0%	0	0%	100	100%
Public healthcare service	0	0%	0	0%	1	1%	8	8%	90	90%	1	1%	0	0%	100	100%
When applying for a job	0	0%	0	0%	0	0%	6	6%	94	94%	0	0%	0	0%	100	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	5	5%	95	95%	0	0%	0	0%	100	100%
To receive official documents	0	0%	2	2%	2	2%	5	5%	90	90%	1	1%	0	0%	100	100%

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

	Number	Percent
Yes	65	65%
No	27	27%
Don't know	8	8%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	62	62%
No	29	29%
Don't know	9	9%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	3	3%
No	96	97%
Total	99	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	68	68%
Agree somewhat	26	26%
Disagree somewhat	2	2%
Strongly disagree	1	1%
Don't know	1	1%
Refused	2	2%
Total	100	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	57	57%
Agree somewhat	27	27%
Disagree somewhat	9	9%
Strongly disagree	4	4%
Don't know	1	1%
Refused	2	2%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	4	4%
18-30 years old	36	37%
31-40 years old	21	22%
41-50 years old	15	15%
51-60 years old	14	14%
61 or more years old	7	7%
Total	97	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	19	20%
Retired	0	0%
Housewife	48	50%
Student	10	10%
Unemployed	20	21%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	96	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	58	58%
Primary School, incomplete (classes 1 to 5)	4	4%
Primary School, complete (finished class 6)	5	5%
Secondary education, incomplete (classes 7 to 8)	4	4%
Secondary education, complete (finished class 9)	10	10%
High School (classes 10 to 12)	17	17%
University education or above	2	2%
Refused	0	0%
Don't know	0	0%
Total	100	100%

**Q47 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	20	20%
Married	73	73%
Widower/ Widow	7	7%
Refused	0	0%
Don't know	0	0%
Total	100	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	14	14%
6-10 people	51	52%
10-20 people	30	31%
21 or more people	3	3%
Total	98	100%

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

	<b>Number</b>	<b>Percent of households</b>
Lease	7	7%
Own	93	93%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
Yes	92	94%
No	6	6%
Don't know	0	0%
Refused	0	0%
Total	98	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	29%
1,001-2,000 AFN per month	3	43%
2,001-3,000 AFN per month	2	29%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	7	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	5	5%
2,001 - 3,000 AFN	11	11%
3,001 - 5,000 AFN	26	26%
5,001 - 10,000 AFN	22	22%
10,001 - 15,000 AFN	22	22%
15,001 - 20,000 AFN	5	5%
20,001 - 25,000 AFN	3	3%
25,001 - 40,000 AFN	0	0%
More than 40,000 AFN	0	0%
Refused	4	4%
Don't know	2	2%
Total	100	100%

**Q53 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	51	51%
Female	49	49%
Total	100	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	13	13%
6-10 years	13	13%
11-20 years	24	24%
21-40 years	33	33%
41 or more years	16	16%
Total	99	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Mahmood Raqi	25

## 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 Mahmood Raqi	0	0%	50	50%	32	32%	18	18%	0	0%	0	0%	100	100%
The quality of schools in your city	3	3%	42	42%	29	29%	17	17%	0	0%	9	9%	100	100%
The quality of healthcare facilities in your city	4	4%	31	31%	30	30%	33	33%	1	1%	1	1%	100	100%
The health of people in your city	3	3%	17	17%	47	47%	31	31%	0	0%	2	2%	100	100%
The cleanliness of city streets	0	0%	19	19%	33	33%	44	44%	1	1%	3	3%	100	100%
The number of job opportunities in your city	1	1%	11	11%	15	15%	54	54%	2	2%	17	17%	100	100%
The number of businesses in your city	3	3%	8	8%	17	17%	35	35%	2	2%	35	35%	100	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mahmood Raqi	2.3
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	1.9
The cleanliness of city streets	1.7
The number of job opportunities in your city	1.5
The number of businesses in your city	1.7

\*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	49	49%
Yes, part time	16	16%
No, not employed	34	34%
Refused	1	1%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	46	46%
Stayed the same	27	27%
Decreased	21	21%
Refused	1	1%
Don't know	5	5%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	100	100%
Total	100	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	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

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

	<b>Number</b>	<b>Percent</b>
Dispose in street	17	19%
Dispose in public container	4	4%
Take to an official dump site	0	0%
Take to an improvised dump site	2	2%
Door to door collection	1	1%
Other	67	74%
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?**

	<b>Number</b>	<b>Percent</b>
beside the yard	1	1%
brried	1	1%
burn	22	22%
burrid	1	1%
burried	15	15%
burried in land	2	2%
burried on our own ground	1	1%
burried to our own land	2	2%
No response	24	24%
put beside the hill	1	1%
put in the garden	1	1%
put in the river	2	2%
put it be side of the river	1	1%
put it in ditch	1	1%
put it to an specific place	1	1%
put it to our own ground	2	2%
put it totheir own ground	1	1%
put on ground	1	1%
put on our land	1	1%
put on our own ground	1	1%
put on our own ground	1	1%
put on our own land	4	4%

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

	<b>Number</b>	<b>Percent</b>
put on the ground	1	1%
put to cultivative land	1	1%
put to ditch wich is near of our house	1	1%
put to ditches which is near of our house	1	1%
put to near of our house	1	1%
put to our own ground	1	1%
put to the behind the house	1	1%
put to the garden	1	1%
put to trash places	1	1%
river side	1	1%
take to an dump site	1	1%
to our own ground	1	1%
use in cultivative land	1	1%

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	2	40%
Further than several streets away	3	60%
Total	5	100%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	43	43%
Somewhat satisfied	16	16%
Somewhat dissatisfied	22	22%
Very dissatisfied	17	17%
Refused	0	0%
Don't know	2	2%
Total	100	100%

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

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.9

*\*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?**

	<b>Number</b>	<b>Percent</b>
Every day	0	0%
A couple/few times a week	1	1%
Once a week	0	0%
Once every two or three weeks	1	1%
Once a month or less frequently	1	1%
Once a year	12	12%
Never	79	79%
Refused	0	0%
Don't know	6	6%
Total	100	100%

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

	Number	Percent
The city, it is covered by the Safayi fees/taxes	1	1%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	98	99%
Total	99	100%

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

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

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	1	1%	4	4%	4	4%	24	24%	4	4%	62	63%	99	100%
Provision of legal dumpsites	0	0%	2	2%	2	2%	26	26%	2	2%	67	68%	99	100%
Provision of garbage bins in residential areas	1	1%	3	3%	4	4%	23	23%	4	4%	64	65%	99	100%
Provision of garbage bins in commercial areas	2	2%	1	1%	8	8%	21	21%	2	2%	65	66%	99	100%
Cleaning garbage from the streets	1	1%	5	5%	3	3%	24	24%	3	3%	63	64%	99	100%
Affordability of trash service	0	0%	0	0%	7	7%	22	22%	8	8%	62	63%	99	100%

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

	Average rating*
Removal of illegal/improvised dumpsites	1.5
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.4
Provision of garbage bins in commercial areas	1.5
Cleaning garbage from the streets	1.5
Affordability of trash service	1.2

\*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	14	16%
Shared well with neighbors	61	69%
River, canal or other open source	5	6%
Public Standpipe	1	1%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	10	11%
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	79	79%
spring	13	13%
use from pump	5	5%
we use from pump	2	2%
well of solidarity	1	1%

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

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	100	100%
Total	100	100%

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

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

**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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Frequency of supply (times per week)	0	0%	0	0%	0	0%	1	20%	0	0%	4	80%	5	100%
Amount supplied	0	0%	0	0%	0	0%	1	20%	0	0%	4	80%	5	100%
Overall quality of water for drinking	0	0%	0	0%	0	0%	1	20%	0	0%	4	80%	5	100%

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

	Average rating*
Frequency of supply (times per week)	1.0
Amount supplied	1.0
Overall quality of water for drinking	1.0

\*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	66	68%
No	31	32%
Total	97	100%

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

	Number	Percent
Solar Energy	31	31%
Large batteries/invertors (such as for running TV, lights, etc.)	25	25%
No electricity	24	24%
Micro Hydro Power (MHP)	10	10%
Personal Generator	9	9%
Refused	1	1%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	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
A private firm/person	6	6%
No one	94	94%
Total	100	100%

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

	Number	Percent
1 to 50 AFN	4	67%
51 to 100 AFN	2	33%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	6	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	0	0%	2	14%	3	21%	3	21%	2	14%	4	29%	14	100%
Number of hours per day supplied	0	0%	1	7%	0	0%	7	50%	2	14%	4	29%	14	100%
Quality of supply*	0	0%	0	0%	1	7%	7	50%	2	14%	4	29%	14	100%
Price for electric supply	1	7%	1	7%	1	7%	3	21%	3	21%	5	36%	14	100%

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

	Average rating*
Number of days per week supplied	1.9
Number of hours per day supplied	1.3
Quality of supply*	1.1
Price for electric supply	2.0

\*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	0	0%
Dry latrine	99	99%
Latrine with septic	0	0%
Other	1	1%
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	99	99%
put it on street	1	1%

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

	Number	Percent
Open ditch/canal	87	88%
Septic system	5	5%
Other	5	5%
Don't know	2	2%
City pipeline/sewer	0	0%
Refused	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
beside the wall	1	1%
have not space	1	1%
infront of yard	1	1%
No response	94	94%
put at infront of our home	1	1%
put on street	1	1%
to our own ground	1	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? (Circle one answer for each)**

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	20	20%	16	16%	60	61%	0	0%	3	3%	99	100%
The condition of larger drainage ditches throughout the city	1	1%	10	10%	19	19%	54	55%	2	2%	13	13%	99	100%
Ditch cleaning services	0	0%	12	12%	24	24%	57	58%	0	0%	6	6%	99	100%
Ditch repair services	1	1%	11	11%	23	23%	57	58%	0	0%	7	7%	99	100%
Ditch construction services	1	1%	3	3%	27	27%	60	61%	0	0%	8	8%	99	100%

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

	Average rating*
The condition of drainage ditches near home	1.6
The condition of larger drainage ditches throughout the city	1.5
Ditch cleaning services	1.5
Ditch repair services	1.5
Ditch construction services	1.4

\*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	2	2%	37	37%	22	22%	33	33%	0	0%	6	6%	100	100%
The condition of main city roads	16	16%	26	26%	30	30%	17	17%	1	1%	10	10%	100	100%
The condition of highways	4	4%	33	33%	8	8%	15	15%	4	4%	36	36%	100	100%
Street repair services	3	3%	25	25%	27	27%	23	23%	3	3%	19	19%	100	100%
Street construction services	0	0%	20	20%	36	36%	23	23%	2	2%	19	19%	100	100%

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

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.5
The condition of highways	2.4
Street repair services	2.1
Street construction services	2.0

\*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	1	1%	7	7%	90	90%	1	1%	1	1%	100	100%
Women's parks	0	0%	4	4%	92	93%	0	0%	3	3%	99	100%
Children's playgrounds	0	0%	19	19%	78	79%	0	0%	2	2%	99	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	0	0%	0	0%	5	5%	5	5%	5	5%	77	84%	92	100%
Women's parks	0	0%	0	0%	1	1%	6	7%	8	9%	77	84%	92	100%
Children's playgrounds	6	6%	4	4%	5	5%	3	3%	6	6%	71	75%	95	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.1
Children's playgrounds	2.7

\*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)	5	5%	22	22%	38	38%	15	15%	2	2%	18	18%	100	100%
The size and layout of the market(s)	3	3%	21	21%	33	33%	14	14%	2	2%	27	27%	100	100%
The amount of food available at your market(s)	6	6%	22	22%	38	38%	12	12%	5	5%	17	17%	100	100%
The variety of foods available at your market(s)	5	5%	29	29%	33	33%	14	14%	2	2%	17	17%	100	100%
The quality of food at your market(s)	14	14%	21	21%	26	26%	21	21%	3	3%	15	15%	100	100%
The availability of goods besides food at your market(s)	1	1%	16	16%	24	24%	34	34%	2	2%	23	23%	100	100%

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

	Average rating*
The location of the market(s)	2.2
The size and layout of the market(s)	2.2
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	1.8

\*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	7	7%	58	58%	31	31%	4	4%	0	0%	0	0%	100	100%
Fruit	5	5%	49	49%	40	40%	6	6%	0	0%	0	0%	100	100%
Vegetables	20	20%	52	52%	24	24%	4	4%	0	0%	0	0%	100	100%
Flour	97	97%	2	2%	0	0%	1	1%	0	0%	0	0%	100	100%
Cooking oil	96	96%	4	4%	0	0%	0	0%	0	0%	0	0%	100	100%
Sugar, tea	98	98%	2	2%	0	0%	0	0%	0	0%	0	0%	100	100%
Cereal	55	55%	36	36%	9	9%	0	0%	0	0%	0	0%	100	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	9	9%	3	3%	3	3%	85	85%	100	100%
A new dump site for trash to reduce leaching into water and the spread of disease	10	10%	1	1%	4	4%	85	85%	100	100%
Ditch cleaning, repair and construction	8	8%	9	9%	6	6%	77	77%	100	100%
Street repair	16	16%	14	14%	7	7%	63	63%	100	100%
Supplying clean drinking water	24	24%	17	17%	14	14%	45	45%	100	100%
Provide a new area for a market	8	8%	22	22%	16	16%	54	54%	100	100%
Provide green areas/parks	0	0%	3	3%	6	6%	91	91%	100	100%
Provide electricity service	24	24%	30	30%	18	18%	28	28%	100	100%
Car parking	1	1%	0	0%	0	0%	99	99%	100	100%
Sidewalk construction/improvement	0	0%	0	0%	0	0%	100	100%	100	100%
Sport facilities/stadium	1	1%	0	0%	9	9%	90	90%	100	100%
Public latrine for men	0	0%	0	0%	10	10%	90	90%	100	100%
Public latrine for women	0	0%	1	1%	6	6%	93	93%	100	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	20	20%
Shuras/CDCs/Jirgas	16	16%
Tribal leader/Malik	40	40%
Mullah	7	7%
Wakil-e-Gozar	7	7%
Others	2	2%
Would contact no one	5	5%
Don't know	3	3%
Refused	0	0%

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

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

<b>Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?</b>		
	<b>Number</b>	<b>Percent</b>
Yes	17	17%
No	78	79%
Don't know	4	4%
Refused	0	0%
Total	99	100%

<b>Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?</b>		
	<b>Number</b>	<b>Percent</b>
It would be fixed within a month	13	13%
It would be fixed within a year	11	11%
My request would be put on a long wait list	28	28%
Other	8	8%
Don't know	35	35%
Refused	5	5%

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

<b>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>		
	<b>Number</b>	<b>Percent</b>
Very good job	26	26%
Somewhat good job	27	27%
Somewhat bad job	5	5%
Very bad job	17	17%
Refused	3	3%
Don't know	22	22%
Total	100	100%

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

	Number	Percent
Almost always	14	14%
Sometimes	23	23%
Rarely	18	18%
Almost never	21	21%
Refused	4	4%
Don't know	20	20%
Total	100	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	18	18%
A little	20	20%
Very little	25	25%
None at all	17	17%
Don't know	17	17%
Refused	3	3%
Total	100	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	34	34%	12	12%	20	20%	23	23%	3	3%	7	7%	99	100%
The religious leaders here	44	44%	14	14%	14	14%	20	20%	0	0%	7	7%	99	100%
Donor agencies	28	28%	12	12%	22	22%	30	30%	1	1%	6	6%	99	100%
The local government	29	29%	14	14%	24	24%	23	23%	1	1%	8	8%	99	100%
The provincial government	32	32%	12	12%	23	23%	20	20%	1	1%	11	11%	99	100%
The Afghanistan national government	30	30%	10	10%	21	21%	24	24%	1	1%	13	13%	99	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	24	24%
Did not know	59	60%
Provided wrong name	15	15%
Total	98	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	83	83%	4	4%	5	5%	1	1%	7	7%	100	100%
In Afghanistan as a whole	86	86%	3	3%	0	0%	1	1%	10	10%	100	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	57	57%	12	12%	17	17%	2	2%	12	12%	100	100%
In Afghanistan as a whole	58	58%	13	13%	11	11%	2	2%	16	16%	100	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	1%	0	0%	4	4%	19	19%	74	74%	0	0%	2	2%	100	100%
Customs office	1	1%	1	1%	1	1%	8	8%	87	87%	0	0%	2	2%	100	100%
Afghan National Police	3	3%	1	1%	4	4%	9	9%	80	80%	0	0%	3	3%	100	100%
Afghan National Army	4	4%	3	3%	0	0%	9	9%	82	82%	0	0%	2	2%	100	100%
Judiciary / courts	2	2%	1	1%	2	2%	10	10%	83	83%	0	0%	2	2%	100	100%
State electricity supply	1	1%	0	0%	1	1%	7	7%	89	89%	0	0%	2	2%	100	100%
Public healthcare service	5	5%	4	4%	7	7%	23	23%	59	59%	0	0%	2	2%	100	100%
When applying for a job	4	4%	6	6%	6	6%	16	16%	66	66%	0	0%	2	2%	100	100%
Admissions to schools/ university	4	4%	3	3%	2	2%	28	28%	61	61%	0	0%	2	2%	100	100%
To receive official documents	1	1%	2	2%	1	1%	6	6%	88	88%	0	0%	2	2%	100	100%

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

	Number	Percent
Yes	50	50%
No	46	46%
Don't know	4	4%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	40	40%
No	43	43%
Don't know	17	17%
Refused	0	0%
Total	100	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	64	64%
Agree somewhat	19	19%
Disagree somewhat	4	4%
Strongly disagree	8	8%
Don't know	4	4%
Refused	1	1%
Total	100	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	57	57%
Agree somewhat	20	20%
Disagree somewhat	12	12%
Strongly disagree	7	7%
Don't know	3	3%
Refused	1	1%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	1	1%
18-30 years old	37	37%
31-40 years old	28	28%
41-50 years old	16	16%
51-60 years old	11	11%
61 or more years old	6	6%
Total	99	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	31	32%
Retired	0	0%
Housewife	53	55%
Student	4	4%
Unemployed	9	9%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	97	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	50	50%
Primary School, incomplete (classes 1 to 5)	13	13%
Primary School, complete (finished class 6)	2	2%
Secondary education, incomplete (classes 7 to 8)	6	6%
Secondary education, complete (finished class 9)	3	3%
High School (classes 10 to 12)	20	20%
University education or above	6	6%
Refused	0	0%
Don't know	0	0%
Total	100	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	16	16%
Married	83	83%
Widower/ Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	100	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	13	13%
6-10 people	60	62%
10-20 people	22	23%
21 or more people	2	2%
Total	97	100%

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

	Number	Percent of households
Lease	2	2%
Own	96	96%
Don't know	1	1%
Refused	1	1%
Total	100	100%

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

	Number	Percent of households
1	77	78%
2	12	12%
3	6	6%
4	4	4%
Total	99	100%

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

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

**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	14	14%
2,001 - 3,000 AFN	11	11%
3,001 - 5,000 AFN	17	17%
5,001 - 10,000 AFN	15	15%
10,001 - 15,000 AFN	14	14%
15,001 - 20,000 AFN	4	4%
20,001 - 25,000 AFN	2	2%
25,001 - 40,000 AFN	2	2%
more than 40,000 AFN	0	0%
Refused	6	6%
Don't know	15	15%
Total	100	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	40	40%
Female	60	60%
Total	100	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	3	3%
6-10 years	5	5%
11-20 years	40	40%
21-40 years	44	44%
41 or more years	8	8%
Total	100	100%

<b>Q1 Average Number of Years Lived in City</b>	
Average years in Mahmood Raqi	25

## 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 Mahmood Raqi	4	4%	39	39%	44	44%	13	13%	0	0%	0	0%	100	100%
The quality of schools in your city	12	12%	18	18%	53	53%	17	17%	0	0%	0	0%	100	100%
The quality of healthcare facilities in your city	2	2%	44	44%	30	30%	24	24%	0	0%	0	0%	100	100%
The health of people in your city	3	3%	34	34%	44	44%	19	19%	0	0%	0	0%	100	100%
The cleanliness of city streets	1	1%	41	41%	25	25%	33	33%	0	0%	0	0%	100	100%
The number of job opportunities in your city	3	3%	31	31%	31	31%	35	35%	0	0%	0	0%	100	100%
The number of businesses in your city	0	0%	34	34%	23	23%	43	43%	0	0%	0	0%	100	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mahmood Raqi	2.3
The quality of schools in your city	2.2
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	2.1
The number of job opportunities in your city	2.0
The number of businesses in your city	1.9

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

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

	Number	Percent
Yes, full time	65	65%
Yes, part time	9	9%
No, not employed	26	26%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	33	33%
Stayed the same	47	47%
Decreased	20	20%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	Number	Percent
Yes	1	1%
No	99	99%
Total	100	100%

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

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	9	9%
Dispose in public container	1	1%
Take to an official dump site	0	0%
Take to an improvised dump site	88	88%
Door to door collection	2	2%
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	0	0%
On the next street	0	0%
Several streets away	1	100%
Further than several streets away	0	0%
Total	1	100%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	10	10%
Somewhat satisfied	10	10%
Somewhat dissatisfied	14	14%
Very dissatisfied	66	66%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.6

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

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

	Number	Percent
Every day	15	15%
A couple/few times a week	5	5%
Once a week	9	9%
Once every two or three weeks	3	3%
Once a month or less frequently	8	8%
Never	60	60%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	100	100%
Total	100	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	2	2%	10	10%	7	7%	81	81%	0	0%	0	0%	100	100%
Provision of legal dumpsites	0	0%	12	12%	11	11%	77	77%	0	0%	0	0%	100	100%
Provision of garbage bins in residential areas	3	3%	7	7%	4	4%	86	86%	0	0%	0	0%	100	100%
Provision of garbage bins in commercial areas	1	1%	8	8%	9	9%	82	82%	0	0%	0	0%	100	100%
Cleaning garbage from the streets	2	2%	19	19%	9	9%	70	70%	0	0%	0	0%	100	100%
Affordability of trash service	0	0%	14	14%	6	6%	80	80%	0	0%	0	0%	100	100%

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

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.4
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.5
Affordability of trash service	1.3

\*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	35	35%
Shared well with neighbors	39	39%
River, canal or other open source	25	25%
Public Standpipe	1	1%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	1	1%

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

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

	Number	Percent
City water supply department	0	0%
A private firm/person	27	27%
No one	73	73%
Total	100	100%

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

	Number	Percent
1 to 50 AFN	4	15%
51 to 100 AFN	7	26%
101 to 200 AFN	5	19%
201 to 400 AFN	9	33%
401 to 600 AFN	1	4%
601 to 1,000 AFN	1	4%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	27	100%

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

	Number	Percent
Yes	31	31%
No	69	69%
Total	100	100%

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

	Number	Percent
No electricity	72	72%
Personal Generator	20	20%
Shared Generator (with neighbors)	8	8%
Refused	1	1%
Public Generator (from government)	0	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	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
A private firm/person	6	6%
No one	94	94%
Total	100	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	2	33%
401 to 600 AFN	1	17%
601 to 1,000 AFN	3	50%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	6	100%

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

	Number	Percent
Indoor plumbing	3	3%
Dry latrine	95	95%
Latrine with septic	2	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	100	100%
Septic system	0	0%
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.

**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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	2	2%	21	21%	36	36%	41	41%	0	0%	0	0%	100	100%
The condition of larger drainage ditches throughout the city	1	1%	32	32%	31	31%	36	36%	0	0%	0	0%	100	100%
Ditch cleaning services	0	0%	30	30%	30	30%	40	40%	0	0%	0	0%	100	100%
Ditch repair services	0	0%	24	24%	23	23%	53	53%	0	0%	0	0%	100	100%
Ditch construction services	1	1%	27	27%	31	31%	41	41%	0	0%	0	0%	100	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	2.0
Ditch cleaning services	1.9
Ditch repair services	1.7
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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	20	20%	40	40%	40	40%	0	0%	0	0%	100	100%
The condition of main city roads	1	1%	41	41%	42	42%	16	16%	0	0%	0	0%	100	100%
The condition of highways	12	12%	34	34%	44	44%	10	10%	0	0%	0	0%	100	100%
Street repair services	0	0%	36	36%	37	37%	27	27%	0	0%	0	0%	100	100%
Street construction services	0	0%	37	37%	30	30%	33	33%	0	0%	0	0%	100	100%

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

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.3
The condition of highways	2.5
Street repair services	2.1
Street construction services	2.0

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	7	7%	25	25%	68	68%	0	0%	0	0%	100	100%
Women's parks	1	1%	22	22%	77	77%	0	0%	0	0%	100	100%
Children's playgrounds	1	1%	24	24%	75	75%	0	0%	0	0%	100	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	2	2%	5	5%	25	25%	0	0%	68	68%	100	100%
Women's parks	0	0%	1	1%	0	0%	22	22%	0	0%	77	77%	100	100%
Children's playgrounds	1	1%	0	0%	0	0%	24	24%	0	0%	75	75%	100	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.3
Women's parks	1.1
Children's playgrounds	1.1

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	3	3%	19	19%	43	43%	35	35%	0	0%	0	0%	100	100%
The size and layout of the market(s)	0	0%	35	35%	27	27%	38	38%	0	0%	0	0%	100	100%
The amount of food available at your market(s)	2	2%	38	38%	32	32%	28	28%	0	0%	0	0%	100	100%
The variety of foods available at your market(s)	1	1%	40	40%	25	25%	34	34%	0	0%	0	0%	100	100%
The quality of food at your market(s)	2	2%	37	37%	26	26%	35	35%	0	0%	0	0%	100	100%
The availability of goods besides food at your market(s)	0	0%	29	29%	36	36%	35	35%	0	0%	0	0%	100	100%

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

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

\*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	38	38%	39	39%	23	23%	0	0%	0	0%	0	0%	100	100%
Fruit	39	39%	38	38%	21	21%	1	1%	1	1%	0	0%	100	100%
Vegetables	49	49%	35	35%	15	15%	0	0%	1	1%	0	0%	100	100%
Flour	89	89%	11	11%	0	0%	0	0%	0	0%	0	0%	100	100%
Cooking oil	91	91%	9	9%	0	0%	0	0%	0	0%	0	0%	100	100%
Sugar, tea	91	91%	6	6%	3	3%	0	0%	0	0%	0	0%	100	100%
Cereal	44	44%	39	39%	17	17%	0	0%	0	0%	0	0%	100	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	4	4%	1	1%	3	3%	92	92%	100	100%
A new dump site for trash to reduce leaching into water and the spread of disease	8	8%	8	8%	16	16%	68	68%	100	100%
Ditch cleaning, repair and construction	3	3%	11	11%	14	14%	72	72%	100	100%
Street repair	6	6%	24	24%	13	13%	57	57%	100	100%
Supplying clean drinking water	5	5%	11	11%	18	18%	66	66%	100	100%
Provide a new area for a market	1	1%	11	11%	17	17%	71	71%	100	100%
Provide green areas/parks	2	2%	15	15%	14	14%	69	69%	100	100%
Provide electricity service	72	72%	18	18%	5	5%	5	5%	100	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	7	7%
Shuras/CDCs/Jirgas	69	69%
Tribal leader/Malik	17	17%
Mullah	3	3%
Would contact no one	3	3%
Don't know	0	0%
Refused	1	1%
Total	100	100%

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

	Number	Percent
Yes	48	48%
No	52	52%
Don't know	0	0%
Refused	0	0%
Total	100	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	7	7%
It would be fixed within a year	17	17%
My request would be put on a long wait list	60	61%
Other	13	13%
Don't know	2	2%
Refused	0	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?**

	Number	Percent
Very good job	15	15%
Somewhat good job	53	53%
Somewhat bad job	12	12%
Very bad job	20	20%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	Number	Percent
Almost always	15	15%
Sometimes	45	45%
Rarely	27	27%
Almost never	13	13%
Refused	0	0%
Don't know	0	0%
Total	100	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	6	6%
A little	17	17%
Very little	56	56%
None at all	20	20%
Don't know	1	1%
Refused	0	0%
Total	100	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	55	55%	17	17%	25	25%	3	3%	0	0%	0	0%	100	100%
The religious leaders here	54	54%	23	23%	18	18%	4	4%	0	0%	1	1%	100	100%
Donor agencies	44	44%	19	19%	16	16%	20	20%	0	0%	1	1%	100	100%
The local government	17	17%	39	39%	30	30%	14	14%	0	0%	0	0%	100	100%
The provincial government	14	14%	40	40%	28	28%	18	18%	0	0%	0	0%	100	100%
The Afghanistan national government	33	33%	18	18%	34	34%	15	15%	0	0%	0	0%	100	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	47	47%
Did not know	52	52%
Provided wrong name	1	1%
Total	100	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	90	90%	7	7%	3	3%	0	0%	0	0%	100	100%
In Afghanistan as a whole	78	78%	17	17%	5	5%	0	0%	0	0%	100	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	73	73%	24	24%	3	3%	0	0%	0	0%	100	100%
In Afghanistan as a whole	56	56%	35	35%	9	9%	0	0%	0	0%	100	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Officials in the Municipality	1	1%	3	3%	8	8%	65	65%	23	23%	0	0%	0	0%	100	100%
Customs office	1	1%	2	2%	12	12%	54	54%	31	31%	0	0%	0	0%	100	100%
Afghan National Police	3	3%	4	4%	23	23%	43	43%	27	27%	0	0%	0	0%	100	100%
Afghan National Army	2	2%	4	4%	17	17%	55	55%	22	22%	0	0%	0	0%	100	100%
Judiciary / courts	3	3%	6	6%	32	32%	35	35%	24	24%	0	0%	0	0%	100	100%
State electricity supply	0	0%	3	3%	8	8%	65	65%	24	24%	0	0%	0	0%	100	100%
Public healthcare service	1	1%	5	5%	40	40%	30	30%	24	24%	0	0%	0	0%	100	100%
When applying for a job	1	1%	15	15%	22	22%	38	38%	24	24%	0	0%	0	0%	100	100%
Admissions to schools/ university	0	0%	1	1%	6	6%	65	65%	28	28%	0	0%	0	0%	100	100%
To receive official documents	0	0%	2	2%	22	22%	52	52%	24	24%	0	0%	0	0%	100	100%

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

	Number	Percent
Yes	92	92%
No	8	8%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent</b>
Yes	80	87%
No	12	13%
Don't know	0	0%
Refused	0	0%
Total	92	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	68	68%
Agree somewhat	22	22%
Disagree somewhat	5	5%
Strongly disagree	5	5%
Don't know	0	0%
Refused	0	0%
Total	100	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	65	65%
Agree somewhat	25	25%
Disagree somewhat	9	9%
Strongly disagree	1	1%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	1	1%
18-30 years old	34	34%
31-40 years old	26	26%
41-50 years old	28	28%
51-60 years old	6	6%
61 or more years old	4	4%
Total	99	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	40	40%
Retired	4	4%
Housewife	44	44%
Student	3	3%
Unemployed	9	9%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	100	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	48	48%
Primary School, incomplete (classes 1 to 5)	8	8%
Primary School, complete (finished class 6)	5	5%
Secondary education, incomplete (classes 7 to 8)	9	9%
Secondary education, complete (finished class 9)	14	14%
High School (classes 10 to 12)	13	13%
University education or above	3	3%
Refused	0	0%
Don't know	0	0%
Total	100	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	6	6%
Married	92	92%
Widower/ Widow	2	2%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
No people	1	1%
1-5 people	8	8%
6-10 people	64	64%
10-20 people	25	25%
21 or more people	2	2%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
Lease	5	5%
Own	95	95%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
Yes	92	92%
No	8	8%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	97	97%
1,000 AFN or less per month	2	2%
1,001-2,000 AFN per month	0	0%
2,001-3,000 AFN per month	1	1%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	100	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	8	8%
2,001 - 3,000 AFN	13	13%
3,001 - 5,000 AFN	52	52%
5,001 - 10,000 AFN	19	19%
10,001 - 15,000 AFN	5	5%
15,001 - 20,000 AFN	1	1%
20,001 - 25,000 AFN	0	0%
25,001 - 40,000 AFN	0	0%
more than 40,000 AFN	1	1%
Refused	1	1%
Don't know	0	0%
Total	100	100%

**Q51 Gender**

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