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RAMP UP EAST

2013 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF BAMYAN

JANUARY 2013

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ACRONYMS

ASGP	Afghanistan Subnational Governance Programme
CAD	Computer Aided Design
CAO	Control and Audit Office
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	Revenue Improvement Action Plan
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 government, 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 2013 in Bamyan. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 265 residents were interviewed in Bamyan. For all cities but Parun (which was only included in resident survey in 2012 and 2013, and never the internal capacity survey, due to security concerns), this was the fourth in a series planned soundings of resident opinion about the outcomes of the RUE work and the third assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2013 surveys were compared to the results from the 2010, 2011 and 2012 surveys.

MEASURING CHANGE

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 BAMYAN RESULTS

Bamyan municipality was understaffed.

Bamyan had a small municipal staff relative to other RUE cities, with about half the average number of staff per resident. The municipal government had 40 staff positions available, but only 35 were filled. The Public Works Office held a smaller proportion of the overall staff members than was typical for RUE cities.

Planning was in early stages, but improving.

The master plan was a physical map and did not include strategy for development, but the map was updated in 2013 as was the municipal organization chart and municipal development plan. Bamyan had an economic profile which was analyzed with stakeholders for the first time in 2013. However Bamyan had yet to create an economic development committee or strategic development plan. The municipal government did not have written objectives, responsibilities and timelines for achieving municipal goals, but did have a municipal procedures manual, a written statement of vision, mission and goals, descriptions of the responsibilities for each of your municipal departments and written job description for all municipal staff members. Communication with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) dropped from weekly in 2012 to monthly in 2013.

The municipality had some public involvement.

Bamyan did not have a functioning municipal council but the Mayor welcomed people to bring suggestions and complaints to his office. The municipal government did not maintain an anonymous complaint or suggestion box, but had established an ad hoc forum for citizens' consultation and participation. The forum met monthly to help municipal staff prioritize, monitor and evaluate projects and services, prepare budgets, resolve conflicts and plan and conduct public events. Both the community and the private sector were involved in select Public Works services. The community was involved in house-to-house collection and disposal of solid waste and raw sewage, materials recovery, composting and compost sales. The private sector was involved in the collection of public latrine user fees.

The Public Works kept up its planning improvements.

While the Public Works Office did not have written weekly activity plans for all its departments, starting in 2012 it did have written operations schedules for all departments and had created written service delivery inspection reports. Additionally, planning for project, parks and latrine maintenance were improved in 2012 such that each had a specific crew and equipment as well as a line item in the budget. In 2013 the municipal government continued to hire a specific crew, purchase equipment and

schedule trash collection, but did not specify funds in the budget. Bamyan also continued to clean roads on an unscheduled basis, but did not conduct regular road maintenance. The municipal government continued to repair vehicles as needed, rather than develop a maintenance checklist or schedule. The Public Works Office was able to procure a computer in 2013.

Public Finance and Revenue Offices continued to improve processes.

In 2013, the Public Finance Office developed staff work plans and had filed and organized financial management documents. Like 2012, they had a budget committee but had not presented the budget to the Citizens' Forum or published it in the municipal newsletter. They continued to use a correspondence book for accounting rather than graduating to using a cash account or general journal and ledger. The Public Finance Office had one computer used by one employee; the computer did not have internet access or accounting software but was equipped with Microsoft Office. The municipal government was audited by both the Control and Audit Office and the Office of Administrative Affairs in 2013.

The Revenue Enhancement Office had a list of municipal government owned property and their values. They had written procedures for collecting business license fees, property Safayi fees and other sources of income. In 2013, the Office upgraded processes for the property Safayi fee and revenue systems. The revenue, business registration

and licensing and property Safayi fees systems all had computerized components. The Revenue Enhancement Office had department or staff level work plans and in 2013 they started recording revenue in both a cash ledger and an Excel-based revenue sub-ledger.

Quality of life in Bamyan was fair.

Most residents' rated their overall quality of life in Bamyan as fair (55%) or good (40%). They were a little more positive about the quality of schools (64% said they were good), but a majority gave fair or poor ratings to residents' health and the cleanliness of the city streets.

Jobs were thought to be scarce.

Residents were concerned about job opportunities. About half of respondents said the number of job opportunities in Bamyan in 2013 was poor and most others thought the number was fair. Additionally, most respondents thought that number of job opportunities had decreased in the year prior to the 2013 survey. While residents were concerned about jobs, the employment rate for heads of households had improved from 2010 (53% employed full time and 23% part time) to 2013 (63% employed full time and 31% part time).

Services were good, overall.

The Bamyan municipality was involved in providing water, waste water and sanitation systems, but not electricity. They also maintained parks and latrines on a scheduled basis and provided unscheduled street cleaning. They did not conduct road

maintenance. Most residents thought the municipal government was doing a somewhat (65%) or very (4%) good job of providing services, which was a major improvement over 2010 ratings but a drop from 2012 ratings.

Trash services continued to improve, but streets were not clean.

Over the four survey years, trash disposal methods used by Bamyan residents fluctuated in popularity, but the three used most were disposing of their trash at improvised dumpsites (25%, in 2013), in the street (36%) or burning it (24%). Residents said they were dissatisfied with these common methods. Given that trash was often put in the street, low ratings for the cleanliness of streets were not surprising; 20% rated this as poor and 44% said cleanliness was fair.

The municipal government hired a specific crew, purchased equipment and scheduled trash collection service and in 2013, 58% of respondents said that trash was removed from their street once a week or more frequently. This was an improvement in frequency from 2011 and 2012. Ratings for trash services were higher in 2013 than 2010, but fluctuated in the interim years. In 2013, the best ratings were for providing garbage bins in commercial areas and cleaning garbage from the streets and the worst ratings were for providing legal dumpsites and removal of illegal/improvised dumpsites.

Fewer were getting water from rivers or other open sources.

The use of public standpipes for drinking water increased from 2010 to 2013, while the use of open sources (such as rivers or canals) fell. The incidence of dysentery/cholera and severe diarrhea was similar among the most popular water sources (well on property or public standpipe); with about half of the families using these sources experiencing a waterborne illness.

Solar was the universal source for electricity.

The proportion of households in Bamyan who used solar energy for electricity generation increased from 35% in 2010 to 98% in 2013. This source was self-supplied and as such the residents were not paying fees for their electricity.

Drainage systems in the city needed improvement.

In 2013, most residents said their gray water drained into the street rather than being carried away in an open ditch or canal (as was most common in 2011 and 2012). Along with use of drainage ditches, ratings for ditches also fell. When asked about the condition of drainage ditches near their homes, most Bamyan residents said they were in poor (71%) condition. Ditch cleaning (47%), repair (70%) and construction (77%) services also received mostly poor ratings in 2013. Most respondents thought larger canals throughout the city were in good (38%) or fair (55%) condition. The low ratings in 2013 were generally similar to 2010 but lower than 2011 and 2012.

Local roads were mostly in poor condition.

The municipal government cleaned roads but did not provide regular maintenance and this showed. Half of residents said their local streets were in poor condition and most others said they were only in fair condition. About half of respondents also rated street repair and construction services as poor and these were the lowest ratings of the four survey years.

Parks were less scarce but few were able to access them.

In 2010, almost no Bamyan residents said they knew of any parks near their home or further away. In 2013, about 60% of residents had heard of a park, mostly ones that were not close to home. These parks were thought to be in good or fair condition, but only 26% of respondents said someone in their household had visited one in the year prior to the 2013 survey. There were parks available for adults/teens, women and children.

The local markets were much improved.

In 2013, most residents in Bamyan thought the amount and variety of food as well as the availability of goods besides food at their market was excellent or good and the location was good. These were marked improvements in ratings from 2010.

Electricity, roads and water remained the top priorities.

When asked what services they would most like their municipality to improve (or begin to provide), electricity was rated as most important by 33% of 2013 respondents, clean drinking water was most important to 36% and street repair was most important for 18%. Electricity was named a top three priority by 86% of respondents, clean drinking water by 59% and street repair by 72%. These priorities were similar to past survey years.

Resident contact with the municipality was infrequent but increasing.

While about one in seven residents knew who the mayor was and only 8% said they would contact him if they had a concern related to the municipal government, most would contact their Shura, community development council (CDC) or Jurga. Twenty-two percent of residents said they had ever contacted the municipal government to solve a problem or request a service and 13% had contact with a municipal staff member in the year prior to the 2013 survey. Similar to past years, about one in seven residents had read the municipality newsletter but the proportion of respondents who had paid Safayi fees was higher in 2013 (39%) than in past years (20% in 2012 and 1% in 2010).

Trust in the municipal government was growing.

In 2013, more than 8 in 10 respondents thought they could have a lot (17%) or at least a little (66%) influence on government and that the government kept people like them in mind sometimes (74%) or almost always (17%) when making decisions. This was better than in past survey years. However, in 2013 about half of residents said they had a great deal (12%) or at least some trust (35%) that local government officials were conducting activities to benefit the people of Bamyan, which was similar to 2010 and worse than in 2011 and 2012. Not many had contact with municipal officials in 2013 (20%), only 6% of these said they had been asked to give cash, gifts or favors in isolated cases and 2% in most cases.

Women had support for participation in society.

About half of the people interviewed for the 2013 resident survey in Bamyan were women. Women were included in the citizen's forum and there were women on the municipal staff. Almost all women (96%) and men (98%) said they strongly agreed that women should have equal opportunities like men in education. Support for women in government was also compelling; 96% of women and 95% of men strongly agreed that women should have equal opportunities like men in participating in government. This was an improvement in the strength of support among men over the survey years.

CITY DEMOGRAPHICS

By population, Bamyan was a medium-sized city and it had one of the lower population densities of all the RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Municipality land size (km ²)	Government district (Wuleswali) land size (km ²)	Total education institutions	Total health centers
Parun	13,000	6	19	6	4
Bazarak	15,593	12	344	16	5
Maidan Shar	40,050	27	345	30	4
Sharana	54,416	20	536	19	6
Mahmood Raqi	60,400	38	184	45	37
Bamyan	78,300	40	1,797	73	14
Puli Alam	99,300	30	1,121	74	30
Charikar	105,000	30	267	72	16
Asadabad	107,250	60	56	32	3
Mehterlam	112,856	21	718	21	6
Ghazni	154,618	72	359	98	70
Gardez	234,858	32	750	67	40
Khost	270,000	34	491	73	57
Jalalabad	600,000	24	24	51	22
All cities average	138,974	32	501	48	22

This data was provided by the staff of each municipality in November 2013.

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

	Per capita land size (people per km ²)	Education institutions (people per institution)	Health centers (people per center)
Bazarak	1,299	975	3,119
Maidan Shar	1,483	1,335	10,013
Mahmood Raqi	1,589	1,342	1,632
Asadabad	1,788	3,352	35,750
Bamyan	1,958	1,073	5,593
Ghazni	2,147	1,578	2,209
Parun	2,167	2,167	3,250
Sharana	2,721	2,864	9,069
Puli Alam	3,310	1,342	3,310
Charikar	3,471	1,458	6,563
Mehterlam	5,374	5,374	18,809
Gardez	7,339	3,505	5,871
Khost	7,941	3,699	4,737
Jalalabad	25,000	11,765	27,273
All cities average	4,828	2,988	9,800

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The number of the municipal government staff in Bamyán grew from 22 total staff positions in 2010 to 40 in 2013, although only 35 were filled. Compared to other RUE cities, the municipality had fewer staff per capita than average (0.5 staff members per 1,000 people versus 0.9 per 1,000 people on average), but more women (2.9% of total staff versus 0.4%).

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

	Total filled staff positions				Percent women			
	2010	2011	2012	2013	2010	2011	2012	2013
Asadabad	70	55	54	64	0%	0%	0%	0%
Bamyán	22	38	26	35	0%	0%	3.8%	2.9%
Bazarak	42	30	31	30	0%	0%	0%	0%
Charikar	68	84	109	105	0%	0%	8.0%	1.0%
Gardez	53	64	57	78	0%	0%	0%	0%
Ghazni	54	171	160	165	0%	0%	0%	0.6%
Jalalabad	NA	480	638	651	NA	0.4%	0%	0.3%
Khost	91	165	190	187	0%	0%	0%	0%
Mahmood Raqi	46	32	44	43	0%	3.1%	4.5%	0%
Maidan Shar	NA	60	77	85	NA	6.7%	0%	0%
Mehterlam	25	159	85	92	0%	0%	1.2%	1.1%
Puli Alam	63	67	78	87	0%	0%	0%	0%
Sharana	NA	34	52	48	NA	0%	0%	0%
All cities total	NA	1,439	1,601	1,670	NA	0.5%	0.9%	0.4%

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

	2010	2011	2012	2013
Gardez	0.4	0.4	0.4	0.4
Bamyán	0.3	0.6	0.5	0.5
Asadabad	0.7	0.5	0.5	0.6
Khost	0.5	0.6	0.8	0.8
Mahmood Raqi	0.8	0.6	1.3	0.8
Mehterlam	0.2	1.5	0.9	0.9
Puli Alam	0.6	0.8	0.8	0.9
Sharana	NA	0.6	1.0	0.9
Jalalabad	NA	0.8	1.1	1.1
Charikar	0.6	0.8	1.0	1.2
Ghazni	0.3	1.1	1.2	1.4
Maidan Shar	NA	1.5	1.1	2.1
Bazarak	3.1	1.9	2.2	2.2
All cities average	NA	0.8	0.9	0.9

The municipal staff in Bamyan was split between permanent and contract positions. In 2013, 21 positions were permanent and 19 were contract; about one quarter (24%) of permanent positions were unfilled. Compared to 2010, where there were 14 permanent and 13 contract positions, both types of positions had increased, with most of the growth occurring in 2011.

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

	2010		2011		2012		2013	
	Positions	% unfilled						
Asadabad	45	0%	21	0%	22	5%	24	0%
Bamyan	14	36%	32	28%	23	43%	21	24%
Bazarak	30	17%	12	0%	15	20%	15	27%
Charikar	22	0%	26	0%	35	0%	34	18%
Gardez	30	57%	30	53%	32	50%	30	53%
Ghazni	40	0%	50	0%	48	21%	70	46%
Jalalabad	135	0%	139	0%	172	0%	165	0%
Khost	52	33%	61	0%	73	27%	75	23%
Mahmood Raqi	31	6%	13	0%	13	0%	17	29%
Maidan Shar	60	0%	23	4%	27	0%	25	0%
Mehterlam	24	0%	86	8%	32	31%	35	11%
Puli Alam	25	0%	26	12%	26	4%	31	6%
Sharana	23	0%	17	0%	18	28%	18	0%
All cities average	41		41		41		43	
All cities total	531	9%	536	7%	536	14%	560	16%

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

	2010		2011		2012		2013	
	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled
Asadabad	25	0%	34	0%	34	3%	40	0%
Bamyan	13	0%	15	0%	15	13%	19	0%
Bazarak	18	6%	18	0%	19	0%	19	0%
Charikar	46	0%	58	0%	74	0%	87	11%
Gardez	56	29%	56	11%	59	31%	75	15%
Ghazni	14	0%	121	0%	137	11%	146	13%
Jalalabad	NA	NA	341	0%	466	0%	486	0%
Khost	85	34%	104	0%	140	2%	145	11%
Mahmood Raqi	19	11%	21	10%	33	6%	31	0%
Maidan Shar	NA	NA	38	0%	50	0%	60	0%
Mehterlam	1	0%	80	0%	66	5%	61	0%
Puli Alam	38	0%	49	10%	54	2%	59	2%
Sharana	NA	NA	17	0%	39	0%	30	0%
All cities average	NA	NA	73		91		97	
All cities total	NA	NA	952	1%	1,112	4%	1,258	5%

Similar to other RUE Cities, Bamyán had more positions in its office of Public Works than in any other office; Public Works contained 43% of positions in the municipality.

FIGURE 7: PERCENT OF TOTAL FILLED POSITIONS IN EACH OFFICE IN RAMP UP EAST CITIES, 2013

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	64	17%	5%	8%	70%
Bamyán	35	29%	20%	9%	43%
Bazarak	30	27%	13%	17%	43%
Charikar	105	51%	2%	3%	44%
Gardez	78	15%	3%	4%	78%
Ghazni	165	10%	4%	13%	73%
Jalalabad	651	24%	2%	12%	62%
Khost	187	25%	2%	7%	66%
Mahmood Raqi	43	16%	7%	14%	63%
Maidan Shar	85	49%	5%	4%	42%
Mehterlam	92	43%	5%	20%	32%
Puli Alam	87	45%	2%	5%	48%
Sharana	48	13%	6%	13%	69%
All cities	1,670	27%	3%	10%	59%

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, or the Municipal Law No. 794. All the cities had a copy of this law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES, 2013

	Municipal Law No. 794	Taliban Law
Bamyán 2012	✓	
Bamyán 2013		✓
All cities 2013	50%	50%

Bamyan did not have a Comprehensive Development Plan that included strategic municipal plan, but it did update its master plan map in 2013. The new map covered four Naiyas. In the same year, the Independent Directorate of Local Governance (IDLG) assisted the municipal government in creating a municipal organization chart.

FIGURE 9: MUNICIPAL GOVERNMENT 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
Bamyan 2010	✓			
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	62%	31%

FIGURE 10: YEAR MUNICIPAL GOVERNMENT MASTER PLAN WRITTEN COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
1965/1344				8%
1970/1349				8%
1973/1352				15%
1976/1355				8%
1998/1377				8%
2005/1384	✓			0%
2006/1385		✓		0%
2009/1388				8%
2012/1391				15%
2013/1392			✓	31%

FIGURE 11: NUMBER OF NAIYAS COVERED BY MUNICIPAL GOVERNMENT MASTER PLAN COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
1				23%
2		✓		0%
3				8%
4	✓		✓	31%
5				8%
6				23%
8				8%

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
2002/1381		✓		0%
2010/1389				15%
2011/1390	✓			15%
2013/1392			✓	69%

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART

	Bamyan 2010	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
IDLG				✓	23%
IDLG\GDMA					8%
Ministry of Interior/IDLG			✓		0%
RUE		✓			69%

The municipal government of Bamyan had a Municipal Development plan with a three-year time horizon and updated it annually. About 25% of the plan had been implemented.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

		Bamyan 2012	Bamyan 2013	All cities 2013
Municipal Development Plan	No			8%
	Yes	✓	✓	92%
Time horizon of the Municipal Development Plan (years)	1			8%
	3		✓	8%
	5			67%
	15			17%
	20	✓		0%
Percentage of the Municipal Development Plan already implemented	25%	✓	✓	50%
	40%			17%
	50%			33%
Updated annually	No			33%
	Yes	✓	✓	67%

In 2013, five Provincial Development Plan (PDP) projects in the municipal boundaries had been completed and three were ongoing.

FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN MUNICIPAL BOUNDARIES COMPARED BY YEAR

		Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
Number of projects within the municipal boundaries of PDP that are completed	3				31%
	4				8%
	5			✓	8%
	7				8%
	8				15%
	10		✓		15%
	20				8%
	37				8%
	62	✓			0%
Number of projects within the municipal boundaries of PDP that are ongoing	0				8%
	1				8%
	2				8%
	3			✓	31%
	4				15%
	5	✓	✓		23%
	8				8%

The municipality had an economic profile. Although, the profile had been analyzed by stakeholders in 2013, the municipal government had not created an economic development committee nor included intervention strategies and potential projects. The municipal procedures manual included automated step by step procedures and was contained in a Microsoft Word document.

RUE Cities were asked about nine other municipal government documents and Bamyan had all except for established written objectives, responsibilities and timelines for achieving municipal goals.

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
Bamyan 2011		✓			
Bamyan 2012		✓			
Bamyan 2013		✓	✓		
All cities 2013	0%	100%	85%	54%	23%

FIGURE 17: MUNICIPAL PROCEDURES MANUAL COMPARED BY YEAR

	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
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	31%	77%	52%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Bamyan 2010	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
A copy of the law that governs municipalities	NA	NA	✓	✓	100%
A copy of Sub-National Governance Policy Document	NA	NA	✓	✓	54%
A description of the responsibilities for each of your municipal departments	NA		✓	✓	100%
A municipal organizational chart		✓	✓	✓	92%
Written job description for all municipal staff members		✓	✓	✓	92%
A copy of the Provincial Development Plan (PDP)	✓	✓	✓	✓	100%
An economic profile	NA	✓	✓	✓	100%
Written statements of vision, mission and goals	NA	✓		✓	85%
Established written objectives, responsibilities and timelines for achieving municipal goals	NA	NA			46%

The municipal government of Bamyan was one of the 4 of 13 RUE cities that did not have a functioning municipal council in 2013

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

		Bamyan 2010	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
Functioning municipal council	No			✓	✓	31%
	Yes	✓	✓			69%
Frequency of municipal council meetings	Weekly					33%
	Monthly	✓				67%
	Quarterly		✓			0%
	Annually					0%
Meeting minutes were kept	No	✓	✓			0%
	Yes					100%

FIGURE 20: COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Bamyan 2011	80	75	5
Bamyan 2012	NA	NA	NA
Bamyan 2013	NA	NA	NA
All cities 2013 average	14.3	13.7	0.6

Citizens having concerns could call in to the office or media areas and, starting in 2012, could bring their complaints to the Mayor directly in his office. No complaint or suggestion box was available.

FIGURE 21: MECHANISM TO DEAL WITH CITIZEN COMPLAINTS COMPARED BY YEAR

	None	Citizens can call in to the office or media areas	Mayor talks with people directly in his office	Complaint box or suggestion box available in the municipality
Bamyan 2011		✓		
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	92%	69%

Bamyan had an ad hoc citizen forum that met on a monthly basis. The forum was composed of 46 members and included women and local business, religious, youth, culture and other representatives. Bamyan's citizens' forum (46 members) was twice as large as the average for RUE city citizens' forums (23 members). The citizen forum in Bamyan was involved in prioritizing municipal projects and services, delivering municipal services and monitoring and evaluating municipal projects, services and budget execution. The body was also involved in resolving conflicts and planning and conducting public events, but was not involved in annual budget preparation or tariff setting.

FIGURE 22: CITIZEN FORUM COMPARED BY YEAR

		Bamyan 2012	Bamyan 2013	All cities 2013
Have a forum for citizens' consultation and participation	No			0%
	Yes	✓	✓	100%
Forum is formal or ad hoc	Ad hoc	✓	✓	62%
	Formal			38%
Number of forum members	0			8%
	10			8%
	15			8%
	20			23%
	22			8%
	24			8%
	25			8%
	34			8%
	35			8%
	45	✓		0%
	46		✓	8%
48			8%	
Frequency forum meets	Monthly	✓	✓	100%

FIGURE 23: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013 average
Women	5	6	2.7
Local business	10	9	7.2
Religious	3	2	1.9
Youth	5	6	3.3
Culture	4	5	2.5
Other	18	18	6.9
Total	45	46	24.5

FIGURE 24: TYPES OF ACTIVITIES THE FORUM PERFORMS COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Prioritization of municipal projects	✓	✓	90%
Prioritization of municipal services	✓	✓	92%
Delivery of municipal services	✓	✓	85%
Monitoring and evaluation of municipal projects	✓	✓	69%
Monitoring and evaluation of municipal services	✓	✓	69%
Annual budget preparation	✓		50%
Monitoring and evaluations of budget execution		✓	69%
Tariff setting for municipal taxes, charges and fees			33%
Conflict resolution	✓	✓	92%
Planning and conducting of public events	✓	✓	69%
Others	✓	✓	36%

Starting in 2012, the municipal government kept a list of donors and their contact information.

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
Bamyan 2010			
Bamyan 2011		✓	
Bamyan 2012		✓	✓
Bamyan 2013		✓	✓
All cities 2013	0%	100%	31%

In 2013, the municipal government of Bamyan communicated with the IDLG on a monthly basis, where in 2012 communication had been weekly. All but in-person methods were used for communication, including telephone, email, reports/legal documents and official letters. Communications occurred with the majority of the Provincial Line Ministry Directorates.

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

	Weekly	Monthly	Quarterly	Annually
Bamyan 2010		✓		
Bamyan 2011			✓	
Bamyan 2012	✓			
Bamyan 2013		✓		
All cities 2013	62%	38%	0%	0%

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

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
Telephone	✓	✓	✓	85%
Email	✓	✓	✓	62%
Reports/legal documents and official letters	✓	✓	✓	92%
In-person, meetings or conferences				23%

FIGURE 28: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2013

Provincial Line Ministry Directorate	Bamyan 2012	Bamyan 2013	All cities 2013
Agriculture Directorate	✓	✓	100%
Border and Tribal Affairs Directorate			31%
Communication Directorate	✓	✓	77%
Commerce Directorate	✓	✓	77%
Counter Narcotics Directorate	✓		69%
Central Statistics Directorate	✓		85%
Education Directorate	✓	✓	85%
Economy Directorate	✓	✓	100%
Finance Directorate	✓		85%
Foreign Affairs Directorate			8%
Hajj and Pilgrimage Directorate	✓		77%
Information and Culture Directorate	✓	✓	100%
Department of Youth	✓	✓	100%
Law and Justice Department	✓	✓	85%
Directorate of Mines and Industries	✓	✓	46%
Public Health Directorate	✓	✓	100%
Public Work Directorate	✓	✓	85%
Rural Rehabilitation & Development Directorate	✓	✓	69%
Refugees and Repatriation Directorate	✓	✓	85%
Social Affairs Directorate	✓	✓	92%
Transportation Directorate	✓	✓	92%
Urban Development Directorate	✓	✓	77%
Women's Affairs Directorate	✓	✓	100%
Department of Petroleum			23%
Local University		✓	62%
Environmental Protection Directorate	✓	✓	100%
Canal Directorate	✓		46%
Electricity Directorate	✓	✓	92%
Lamentation Directorate			15%
Custom Directorate			23%
Security			0%
National Police	✓		85%
Border Army			23%
National Intelligence Directorate	✓	✓	85%
Judiciary	✓		46%
Appellate Court	✓		77%
Urban Primary Court	✓	✓	77%
General Military Attorney		✓	46%
Attorney General	✓		54%
Red Crescent	✓	✓	92%
Da Afghanistan Bank	✓		69%

PUBLIC WORKS CAPACITY

The municipality of Bamyan was involved in providing water, waste water and sanitation services to residents, but was not involved in providing electricity.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
Water		✓	✓	31%
Power				0%
Waste water system	✓	✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	100%

As in all RUE cities, the Bamyan mayor, municipality or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past.

FIGURE 30: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
Mayor, municipality, or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past	✓	✓	✓	100%

All 13 RUE cities, including Bamyan, had a legal instrument governing the delivery of public works service. The public works activity planning document in Bamyan had written activity plans on a daily or weekly basis for at least one department or service area. Similarly, service inspection reports were maintained in written format for at least one department or service area. The office also had written public works operations and maintenance schedules on a weekly or monthly basis for all departments.

FIGURE 31: 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
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

FIGURE 32: 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
Bamyan 2011		✓			
Bamyan 2012		✓	✓	✓	
Bamyan 2013		✓	✓	✓	
All cities 2013	0%	100%	84%	69%	23%

FIGURE 33: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with the 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
Bamyan 2011		✓		
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	77%	46%

The public works budget included line items for service delivery project maintenance, parks maintenance and latrine maintenance, along with dedicated crew and equipment. In contrast, road maintenance only included cleaning and was not scheduled or specifically budgeted.

FIGURE 34: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Bamyan 2011		✓		
Bamyan 2012		✓	✓	✓
Bamyan 2013		✓	✓	✓
All cities 2013	0%	100%	69%	38%

FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Bamyan 2011		✓		
Bamyan 2012		✓		
Bamyan 2013		✓		
All cities 2013	8%	92%	69%	38%

FIGURE 36: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
Bamyan 2013		✓	✓	✓
All cities 2013	15%	85%	69%	46%

FIGURE 37: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
Bamyan 2013		✓	✓	✓
All cities 2013	15%	85%	62%	46%

By 2013, all RUE cities, including Bamyan, had a designated landfill. In addition to the landfill, Bamyan had 75 formal dumpsites and 30 informal dumpsites. Using two trucks and four laborers the municipal government collected 100 cubic meters of solid waste per month. There were fewer formal or informal dumpsites in Bamyan in 2013 than in 2012 and less waste was collected by fewer laborers.

FIGURE 38: WASTE MANAGEMENT COMPARED BY YEAR

	Bamyan 2010	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	✓	100%
Number of formal dumpsites	NA	78	108	75	105
Number of informal dumpsites	NA	NA	60	30	76
Cubic meters of solid waste produced/generated each month	NA	NA	203	120	1,156
Cubic meters of solid waste collected each month	NA	230	175	100	945
Number of trucks involved in municipal trash collection	NA	NA	2	2	6
Number of laborers are involved in municipal trash collection	NA	NA	18	4	51

The trash collection plan for the municipal government included dedicated crew and equipment and service on a scheduled basis. Trash collection did not have a budget line item.

FIGURE 39: TRASH COLLECTION PLAN COMPARED BY YEAR

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	100%	69%

The municipal government's physical assets included a small number of vehicles and all items were in good condition. The 2013 inventory list included fewer assets than in 2012.

FIGURE 40: PHYSICAL ASSETS, 2013

Assets	Number	Primary Use	Operable	Condition	Has operator
Car/Corrolla/Saracha Taxi	1	Staff transport	Yes	Good	Yes
Dump truck/large Mazda	2	Waste management	Yes	Good	Yes
Excavator	1	Construction	Yes	Good	Yes
Generator	1	Construction	Yes	Good	Yes
Grader	2	Construction	Yes	Good	Yes
Motorcycle/bike	3	Staff transport	Yes	Good	Yes
Pick axe	4	Park maintenance	Yes	Good	Yes
Septic	7	Waste management	No	Good	No
Water tanker	1	Watering	Yes	Good	Yes

FIGURE 41: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport		Poor	
Dump truck/large Mazda	2	Construction and park maintenance	Yes	Good	Yes
Generator	1	Construction	Yes	Poor	Yes
Grader	2	Construction and road maintenance	Yes	Excellent	Yes
Jeep/truck/pickup	1	Rental Income and staff transport	Yes	Excellent	Yes
Land cruiser/Fardo	2	Staff transport	Yes	Excellent	Yes
Motorcycle/bike	2	Staff transport	Yes	Good	Yes
Other super custom	2	Park maintenance and waste management	Yes	Excellent	
Pick axe	15	Construction and park maintenance	Yes	Good	
Septic	1	Waste management	Yes	Good	

FIGURE 42: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport		Poor	
Grader	1	Road maintenance	Yes	Excellent	Yes
Dump truck/large Mazda	2	Waste management	Yes	Excellent	Yes
Land cruiser/Fardo	2	Staff transport	Yes	Excellent	Yes
Generator	3	Office	Yes	Excellent	
Motorcycle/bike	3	Staff transport	Yes	Good	Yes
Pick axe	15	Waste management	Yes	Good	

FIGURE 43: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport	Yes	Excellent	Yes
Grader	1	Road maintenance	Yes	Good	Yes
Dump truck	1	Waste management	Yes	Good	Yes
Jeep/truck/pickup	1	Staff transport	Yes	Excellent	
Car/corolla/Saracha taxi	3	Staff transport	Yes	Excellent	Yes
Glider	3	Road maintenance	Yes	Excellent	Yes
Pick axe	3	Unknown	Yes	Good	
Hand basket	40	Waste management	Yes	Good	

Vehicles were repaired by the municipal government on an as-needed basis, without a written maintenance checklist or specific budget. A small garage or workspace was available for operations and maintenance and two individuals had responsibility for maintaining vehicles, tools and equipment.

The community and private sector were involved in providing certain public works services in 2013. Community members were involved in house-to-house collection of solid waste, house-to-house collection and disposal of raw sewage, materials recovery, composting and compost sales. The collection of public latrine user fees occurred with private sector involvement.

FIGURE 44: 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
Bamyan 2011		✓		
Bamyan 2012		✓		
Bamyan 2013		✓		
All cities 2013	0%	100%	54%	38%

FIGURE 45: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Bamyan 2011		✓	
Bamyan 2012		✓	
Bamyan 2013		✓	
All cities 2013	8%	62%	31%

FIGURE 46: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES COMPARED BY YEAR

	Bamyan 2012		Bamyan 2013		All cities 2013	
	Community	Private Sector	Community	Private Sector	Community	Private Sector
Any Public Works services	✓	✓	✓	✓	54%	46%
House-to-house collection of solid waste	✓		✓		15%	8%
Transport of solid waste to the dumpsite/landfill					33%	8%
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	✓		✓		8%	0%
Operation and maintenance of public latrines					0%	25%
Collection of public latrine user fees		✓		✓	17%	38%
Operation and maintenance of public parks					8%	25%
Collection of public parks entrance fees					0%	0%
House-to-house collection and disposal of raw sewage	✓		✓		15%	8%

The Public Works Department in Bamyan had sufficient office space and furnishings. The department filed and organized source documents so that they were kept in a cabinet or shelving and easily retrieved. In 2013, the department gained a computer and Microsoft Office software. The computer was used by one person and electricity was supplied by RUE.

FIGURE 47: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
Bamyan 2013		✓	✓	✓
All cities 2013	0%	100%	100%	77%

FIGURE 48: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		31%	38%	31%
	2011		✓		8%	77%	15%
	2012			✓	0%	62%	38%
	2013			✓	0%	46%	54%
Furnishings (desk/chairs)	2010		✓		15%	69%	15%
	2011		✓		8%	69%	23%
	2012			✓	0%	46%	54%
	2013			✓	0%	46%	54%
Furnishings (cabinets)	2012			✓	0%	62%	38%
	2013			✓	0%	46%	54%

FIGURE 49: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013 average
Number of computers	0	1	5
Number of people who share these computers	0	1	7
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	1

FIGURE 50: PUBLIC WORKS SOFTWARE AVAILABLE COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Microsoft Office		✓	100%
GIS software			8%
CAD software			69%

FIGURE 51: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Electricity provided by RUE	✓	✓	85%
Electricity provided by the municipality			69%

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

By 2013, all RUE cities had formed a budget committee for budget preparation, created a budget in Microsoft Excel and had an approved budget for the current year. In 2013, it took the municipal government of Bamyan 117 days to receive final budget approval, which was longer than average among RUE cities (68 days) and longer than in 2012 (44 days). The budget was not presented in the Citizens' Forum or municipal newsletter.

Starting in 2013, the municipality had developed department level or staff level work plans, which it updated annually. Public finance documents were filed and organized. For accounting, the Public Finance Office used a correspondence book and automated M20.

FIGURE 52: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Had an approved budget for the current year	✓	✓	100%
Budget created using Microsoft Excel	✓	✓	100%
Average number of days to receive final budget approval (days)	44	117	68 days
Municipality presented the current budget in the Citizens' Forum			69%
Published the current budget in the municipal newsletter			15%
Formed a budget committee for the current budget preparation	✓	✓	100%
Municipality developed department level or staff level work plans		✓	69%

FIGURE 53: FREQUENCY OF UPDATE OF WORK PLANS COMPARED BY YEAR

	No plans	Weekly	Monthly	Quarterly	Annually
Bamyan 2012	✓				
Bamyan 2013					✓
All cities 2013	0%	0%	44%	11%	44%

FIGURE 54: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

FIGURE 55: USE OF GENERAL LEDGER COMPARED BY YEAR

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 - Automated	Cash Account and M20	Automated General Journal and Ledger
Bamyan 2011		✓	✓		
Bamyan 2012		✓	✓		
Bamyan 2013		✓	✓		
All cities 2013	0%	100%	100%	92%	15%

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.

The municipal government of Bamyan had computerized systems for both procurement and cash disbursement. Two financial audits had been conducted in Bamyan in 2013, one by the Control and Audit Office (CAO) and one by the Office of Administrative Affairs (OAA). All 13 RUE cities had at least one audit in 2013 and two cities had two audits.

FIGURE 56: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

	Manual	Computerized
Bamyan 2012	✓	✓
Bamyan 2013	✓	✓
All cities 2013	100%	62%

FIGURE 57: CASH DISBURSEMENT (EXPENSE) SYSTEM TYPE COMPARED BY YEAR

	Manual	Computerized
Bamyan 2012	✓	✓
Bamyan 2013	✓	✓
All cities 2013	100%	100%

FIGURE 58: FINANCIAL AUDITS, 2013

	Bamyan		All cities			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO	✓	87	2	2	89	87
IDLG			8	8	33	12
OAA			3	3	32	5
Second Audit						
CAO			1	1	60	60
OAA	✓		1	1	60	60

FIGURE 59: FINANCIAL AUDITS, 2012

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

As in past years, office space and furnishings for the Public Finance Office were shared. Electricity for the office was provided by RUE. The office had access to one computer with Microsoft Office software, but no accounting software or internet access. One person used the computer.

FIGURE 60: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities 2013		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011		✓		0%	77%	23%
	2012		✓		0%	54%	46%
	2013		✓		0%	46%	54%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012		✓		0%	38%	62%
	2013		✓		0%	38%	62%
Furnishings (cabinets)	2012		✓		0%	38%	62%
	2013		✓		0%	38%	62%

FIGURE 61: PUBLIC FINANCE COMPUTERS AVAILABLE COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013 average
Number of computers	1	1	2
Number of people who share these computers	3	1	2
Number of computers with internet provided by RUE	0	0	0
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	0

FIGURE 62: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Microsoft Office	✓	✓	85%
Accounting software			0%

FIGURE 63: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
Electricity provided by RUE	✓	✓	77%
Electricity provided by the municipality			69%

REVENUE ENHANCEMENT CAPACITY

Of the eight documents and procedures related to revenue enhancement documented by the internal survey, Bamyan's Revenue Enhancement Office had all eight in place in 2013. These documents included a list of municipal owned property, a listing of revenue sources and actual collections and a revenue forecast from the Revenue Improvement Action Plan (RIAP). The Office used the GDMA Municipal COA for revenue and had standard written procedures for collecting fees for business licenses, property Safayi and, starting in 2013, other sources of revenue. Department or staff level work plans were in place and updated annually.

FIGURE 64: REVENUE ENHANCEMENT OFFICE DOCUMENTS AND PROCEDURES COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013
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.	✓	✓	✓	92%
Department level or staff level work plans	NA	✓	✓	92%
Standard written procedures for collecting business license fees	NA	✓	✓	100%
Standard written procedures for collecting property Safayi fees	NA	✓	✓	92%
Standard written procedures for collecting other sources of revenue	NA		✓	92%
Municipality uses the GDMA Municipal COA for revenue	NA	✓	✓	100%

FIGURE 65: FREQUENCY OF WORK PLAN UPDATES COMPARED BY YEAR

	Weekly	Monthly	Quarterly	Annually
Bamyan 2012				✓
Bamyan 2013				✓
All cities 2013	8%	33%	8%	50%

In 2013, the Revenue Enhancement Office used a computer for the revenue, business registration and licensing and property Safayi fees systems. In 2013, the revenue monitoring system was also updated so that revenue was recorded in both cash ledger and revenue sub-ledger in Excel. Office records were filed and organized, but not stored.

FIGURE 66: REVENUE SYSTEM TYPES COMPARED BY YEAR

	Bamyan 2011		Bamyan 2012		Bamyan 2013		All cities 2013	
	Manual	Computer	Manual	Computer	Manual	Computer	Manual	Computer
Business registration and licensing system			✓	✓		✓	23%	100%
Property Safayi fee system			✓			✓	50%	67%
Revenue system	✓	✓	✓		✓	✓	85%	100%

FIGURE 67: REVENUE MONITORING SYSTEM COMPARED BY YEAR

	None	All revenue receipts are recorded in a manual revenue journal	All revenue receipts are recorded in an Excel-based revenue sub-ledger	All revenue is recorded in both a cash ledger and an Excel-based revenue sub-ledger	All transactions are recorded in an electronic General Journal and posted to a sub-ledger
Bamyan 2011	✓				
Bamyan 2012		✓	✓		
Bamyan 2013		✓	✓	✓	
All cities 2013	0%	100%	84%	46%	8%

FIGURE 68: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
Bamyan 2013		✓	✓	
All cities 2013	0%	100%	84%	15%

The municipality maintained a list of business guilds and representatives and a list of contracts with the private sector. There also was a representative of Chamber of Commerce and Industry in the municipality. In 2013, 962 businesses and 1,451 properties were registered in the system. This was more than in 2012, when there were 868 businesses and 1,441 properties registered. The municipality had 30 business guilds.

FIGURE 69: BUSINESS REPRESENTATIVES IN CITY COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013
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	✓	✓	23%
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.	✓	✓	85%

FIGURE 70: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	Bamyan 2013	All cities 2013 average
Businesses registered in the business registration system	600	868	962	2,906
Properties registered in the property Safayi fee system	NA	1,441	1,451	3,523
Business guilds in the municipality	NA	30	30	42

The municipal government of Bamyan collected 4,125,000 in truck fees in the prior year and forecasted collecting 5,500,000 AFN in the current year.

FIGURE 71: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013 average
Amount collected in prior year (AFN)	3,920,152	4,125,000	10,290,505
Amount forecasted for current year (AFN)	3,925,000	5,500,000	16,527,688
Amount collected for 1st quarter of current year (AFN)	1,375,000	27,910	5,791,314

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.

Although the Revenue Enhancement Office in Bamyan had its own furnishings, it shared office space. RUE provided electricity for the office. One computer was available in the office in 2013 and it was shared by three people. Neither RUE nor the municipality supplied any computers with internet access.

FIGURE 72: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities 2013		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012		✓		0%	31%	69%
	2013		✓		8%	54%	38%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012			✓	0%	15%	85%
	2013			✓	8%	38%	54%
Furnishings (cabinets)	2012			✓	0%	31%	69%
	2013			✓	15%	31%	54%

FIGURE 73: REVENUE ENHANCEMENT COMPUTERS AVAILABLE COMPARED BY YEAR

	Bamyan 2012	Bamyan 2013	All cities 2013 average
Number of computers	2	1	3
Number of people who share these computers	4	3	3
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	0	0

FIGURE 74: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2013

	Bamyan 2012	Bamyan 2013	All cities 2013
Electricity provided by RUE	✓	✓	69%
Electricity provided by the municipality			69%

RESIDENT SURVEY

QUALITY OF LIFE

Residents generally rated the overall quality of life in Bamyan as good (40%) or fair (55%) and only rarely rated it as poor (4%) or excellent (1%). Of the five dimensions of quality of life detailed in the resident survey, the quality of schools was the highest-rated and the cleanliness of city streets was the lowest-rated, though both were generally rated as fair or good.

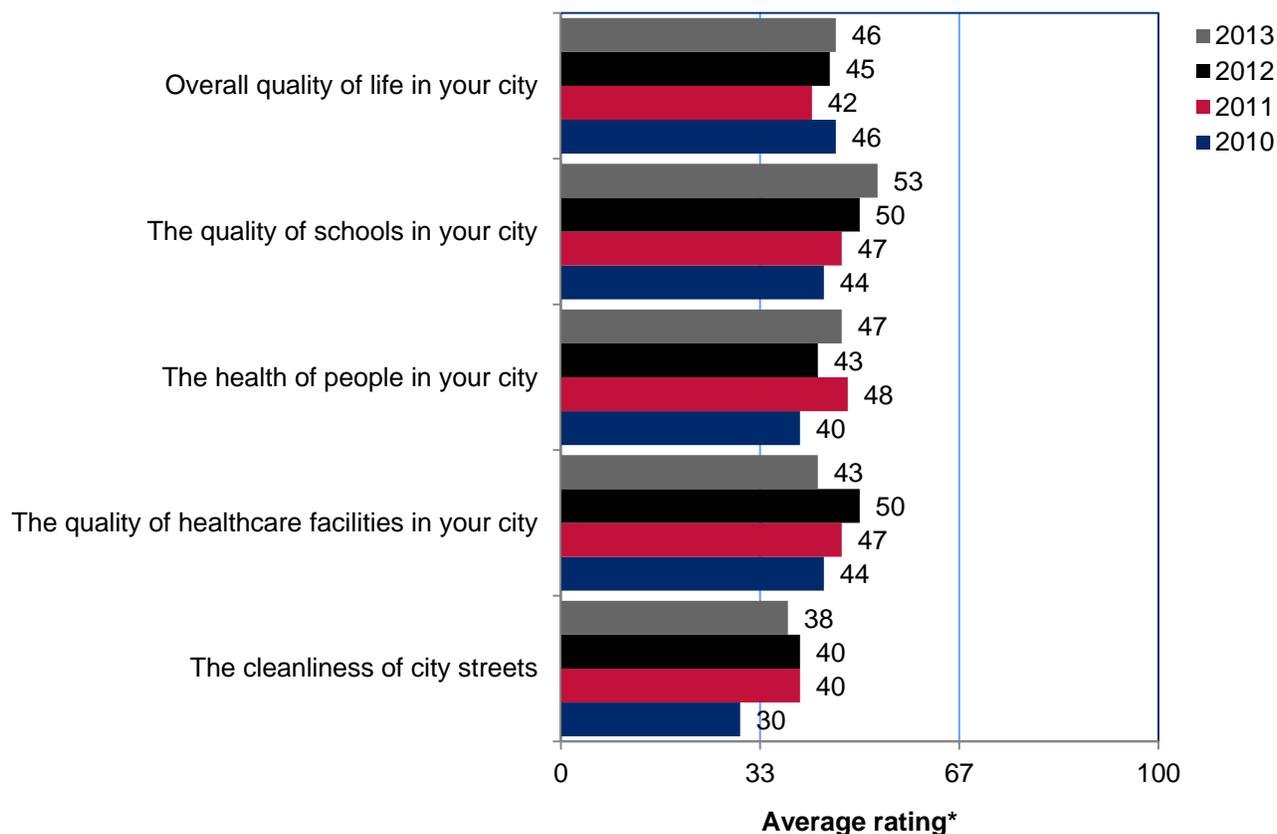
Three aspects of quality of life had improved between 2010 and 2013, specifically, the quality of schools, people's health and the cleanliness of streets in the city.

FIGURE 75: QUALITY OF LIFE IN BAMYAN, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	1%	40%	55%	4%	46
The quality of schools in your city	1%	64%	28%	6%	53
The health of people in your city	0%	45%	50%	5%	47
The quality of healthcare facilities in your city	0%	40%	48%	12%	43
The cleanliness of city streets	0%	35%	44%	20%	38

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

FIGURE 76: QUALITY OF LIFE IN BAMYAN COMPARED BY YEAR



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

EMPLOYMENT

Bamyan residents gave low ratings to employment opportunities in their city. Most rated the number of job opportunities as fair (39%) or poor (48%). Similarly, 56% rated the number of businesses in the city as fair and 13% rated the number as poor.

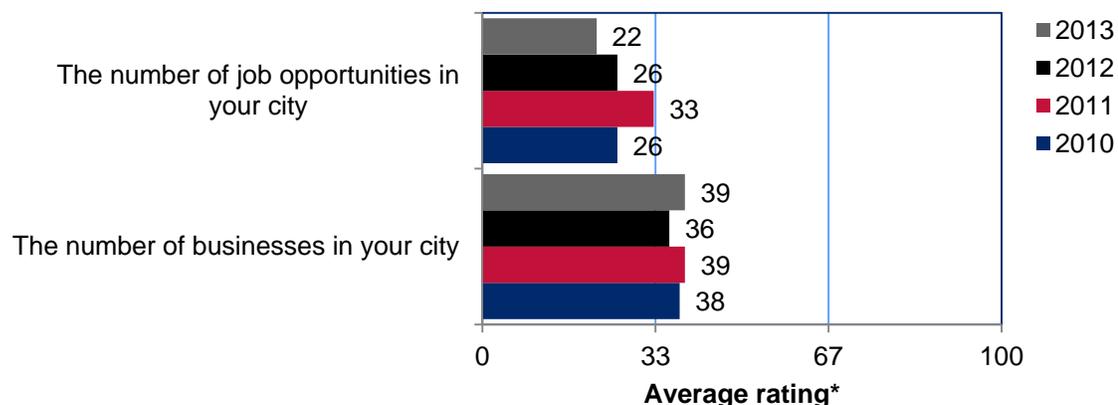
When asked about how the number of job opportunities had changed in the last year, 62% thought that opportunities had decreased. This outlook was more pessimistic than in all previous years of the survey.

FIGURE 77: QUALITY OF EMPLOYMENT IN BAMYAN, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	1%	13%	39%	48%	22
The number of businesses in your city	0%	31%	56%	13%	39

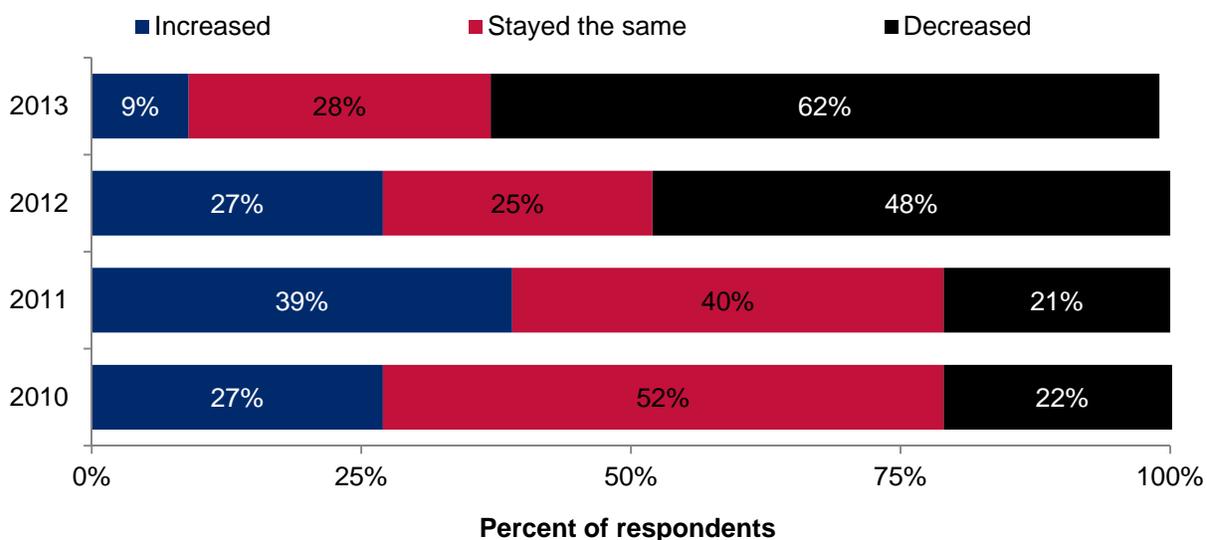
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 78: JOB OPPORTUNITIES IN BAMYAN COMPARED BY YEAR



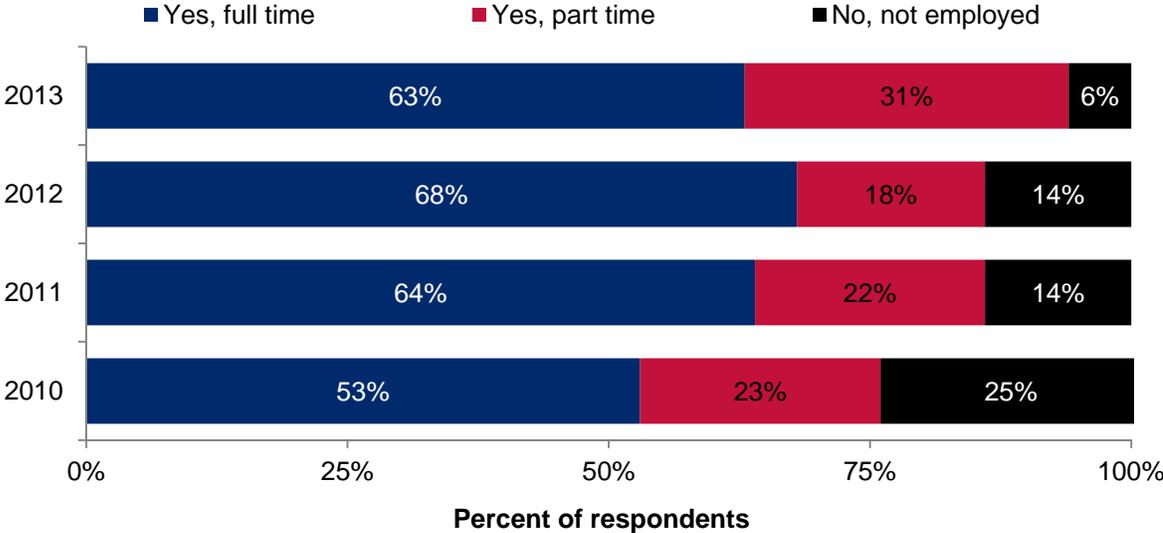
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 79: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



About two-thirds of respondents (63%) reported that the head of their household was employed full time and about 31% reported said that the head of their household was employed part time. Fewer heads of households were unemployed in 2013 than in past survey years.

FIGURE 80: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

The survey asked about several services that a municipal government, province or national agency could provide, including some that may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, parks and markets. The municipal government of Bamyan was involved in providing residents with water, waste water and sanitation services. The municipal government also had crews for street cleaning and trash collection and conducted parks and latrine maintenance. The municipal government was not involved in providing electricity to residents nor did it conduct road maintenance.

Overall, the majority of residents (65%) thought that the municipal government did a somewhat good job at providing the services that they expected, however one-quarter thought that the municipal government was doing a somewhat bad job. Compared to the first survey year, residents thought that the municipal government was doing a better job at providing services.

FIGURE 81: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES, 2013

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

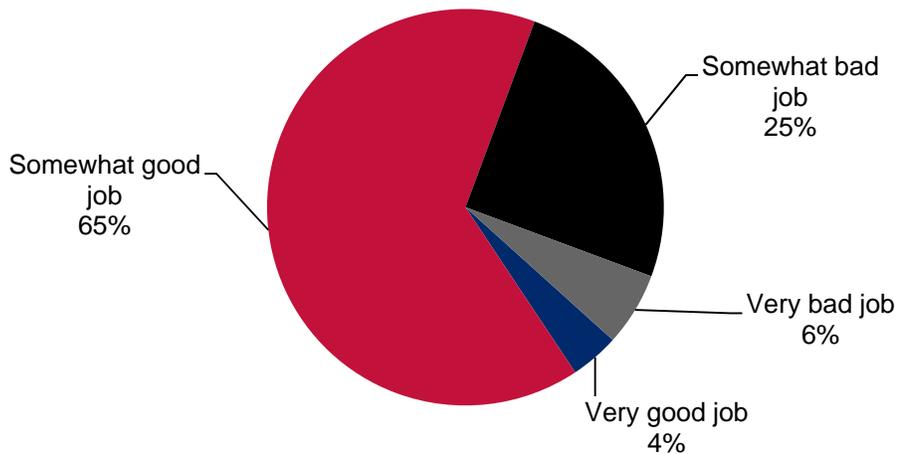
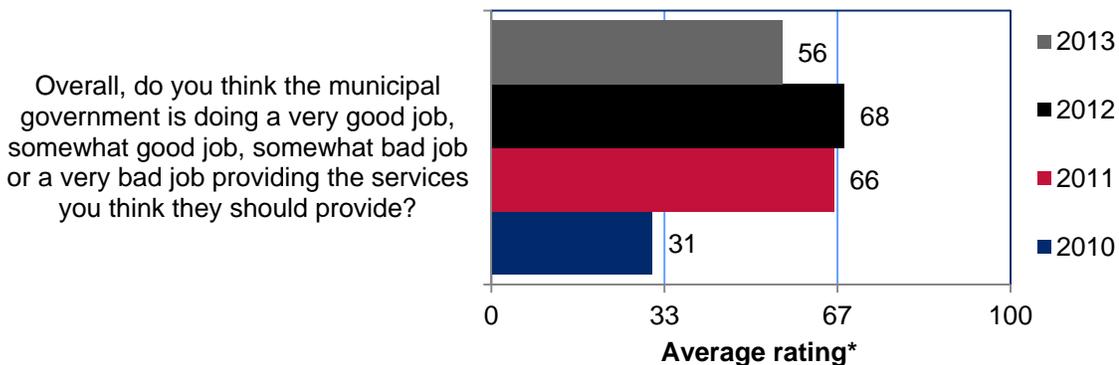


FIGURE 82: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR



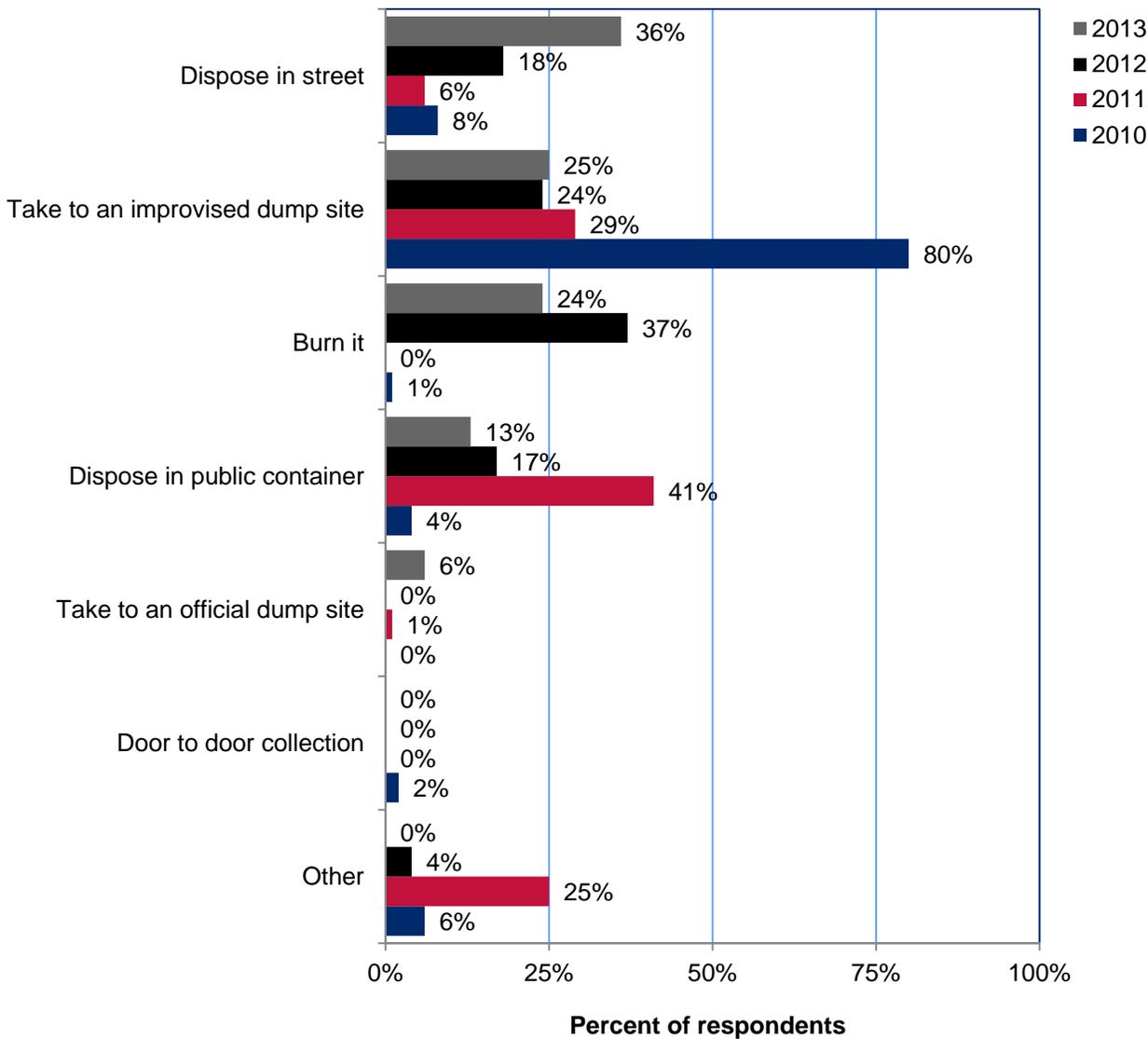
* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

The trash disposal methods used by Bamyan residents shifted over the four survey years. In 2013, the most common disposal methods were disposing of trash in the street (36%) or taking it to an improvised dump site (25%) or burn it (24%). Less commonly, residents used public containers to dispose of their trash (13%), or took it to an official dump site (6%). No respondents used door-to-door trash collection.

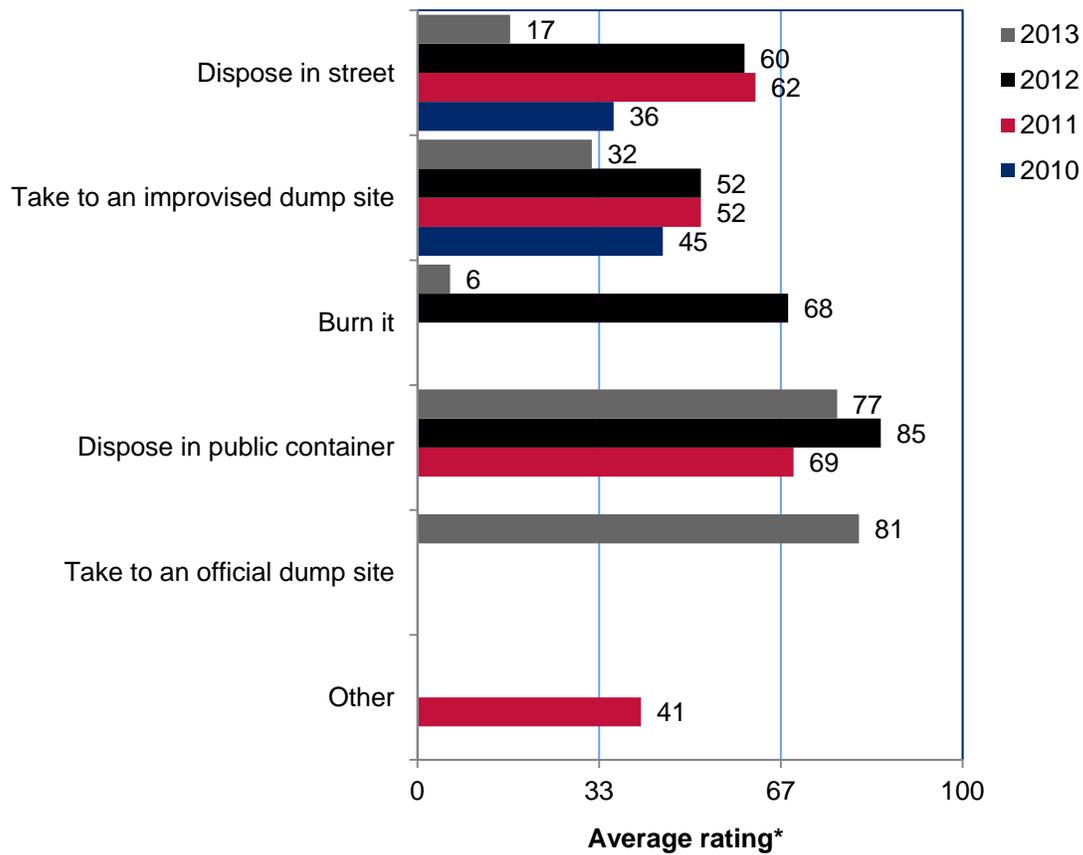
From 2010 to 2013, more residents disposed of their trash in the street in 2013 and fewer used improvised dump sites or public containers.

FIGURE 83: TRASH DISPOSAL METHOD COMPARED BY YEAR



The most commonly used trash disposal methods in Bamyan were unofficial and residents were least satisfied these methods. Those who disposed of trash in the street or used improvised dump sites were generally somewhat or very dissatisfied and those who used public containers or official dumpsites somewhat to very satisfied, on average.

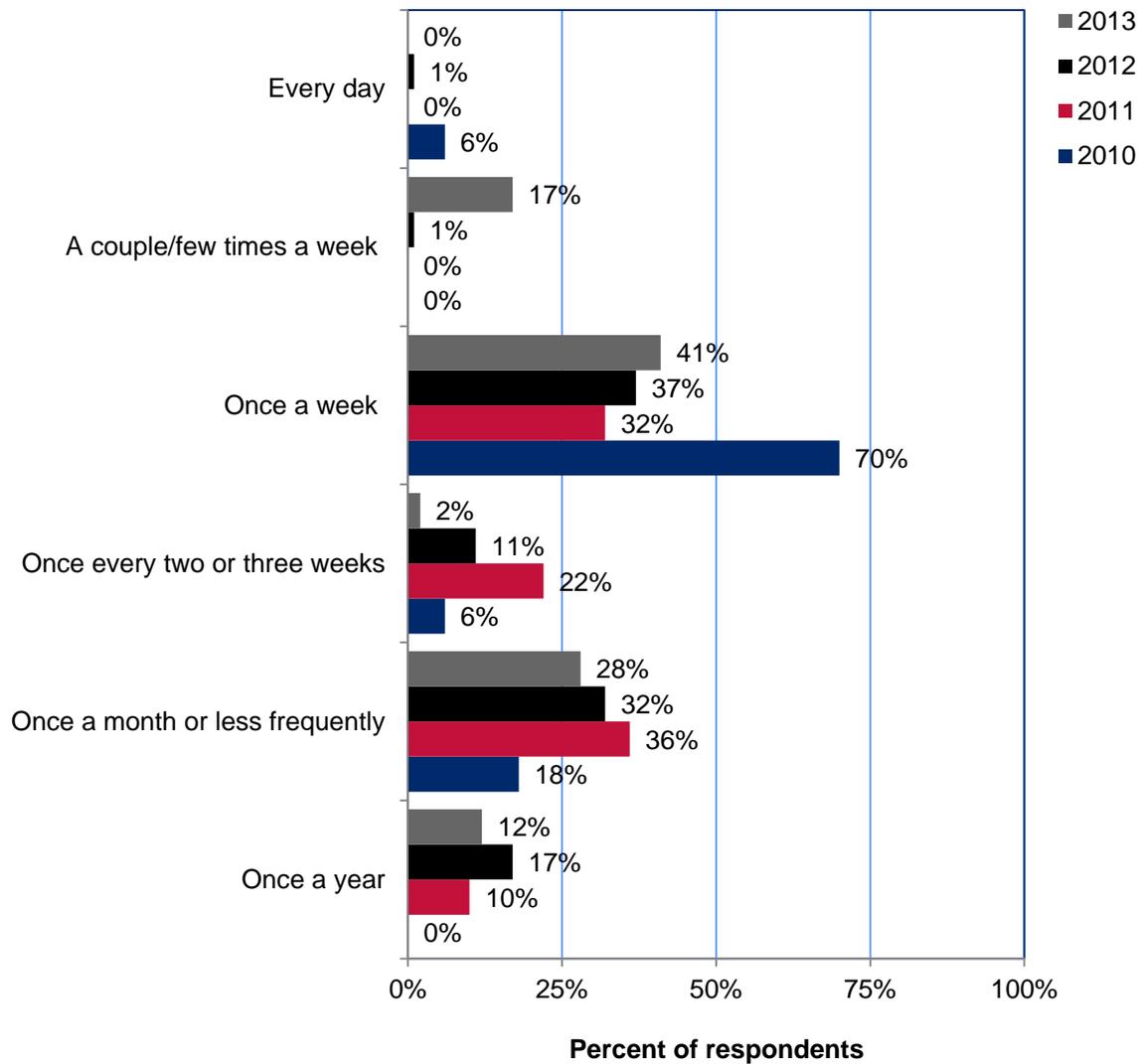
FIGURE 84: SATISFACTION WITH TRASH DISPOSAL METHOD COMPARED BY YEAR



*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied, ratings were not included if less than 5% of the residents used the method.

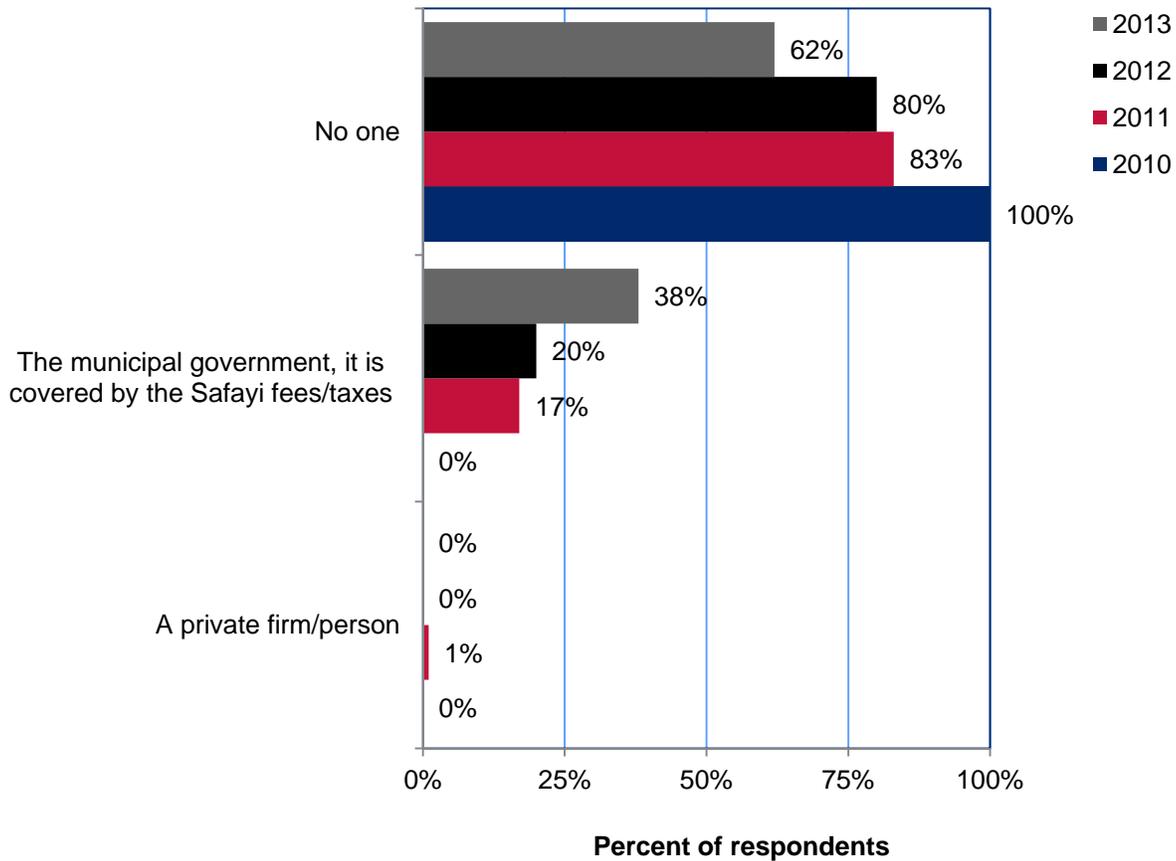
In 2013, trash was removed from streets at a higher frequency than in the previous two years. In 2013, 58% of respondents said that trash was removed from streets once a week or more frequently, compared to 39% in 2012, 32% in 2011 and 76% in 2010.

FIGURE 85: FREQUENCY OF TRASH REMOVAL FROM STREET BY MUNICIPAL GOVERNMENT COMPARED BY YEAR



The majority of respondents (62%) did not pay for trash removal, while 38% reported that they paid for it through Safayi fees. No respondents indicated that they paid a private party or any money to the municipal government in addition to Safayi fees. Compared to previous years, in 2013 more residents reported paying through Safayi fees and fewer reported paying no one.

FIGURE 86: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



The survey asked Bamyan residents to rate the quality of six areas of trash service. The highest-rated aspects of trash service were the provision of garbage bins in residential areas and cleaning garbage from the streets, which had average ratings between fair and good. The lowest rated aspects of trash service were the removal of improvised dump sites and the provision of legal dumpsites; these were rated slightly below fair.

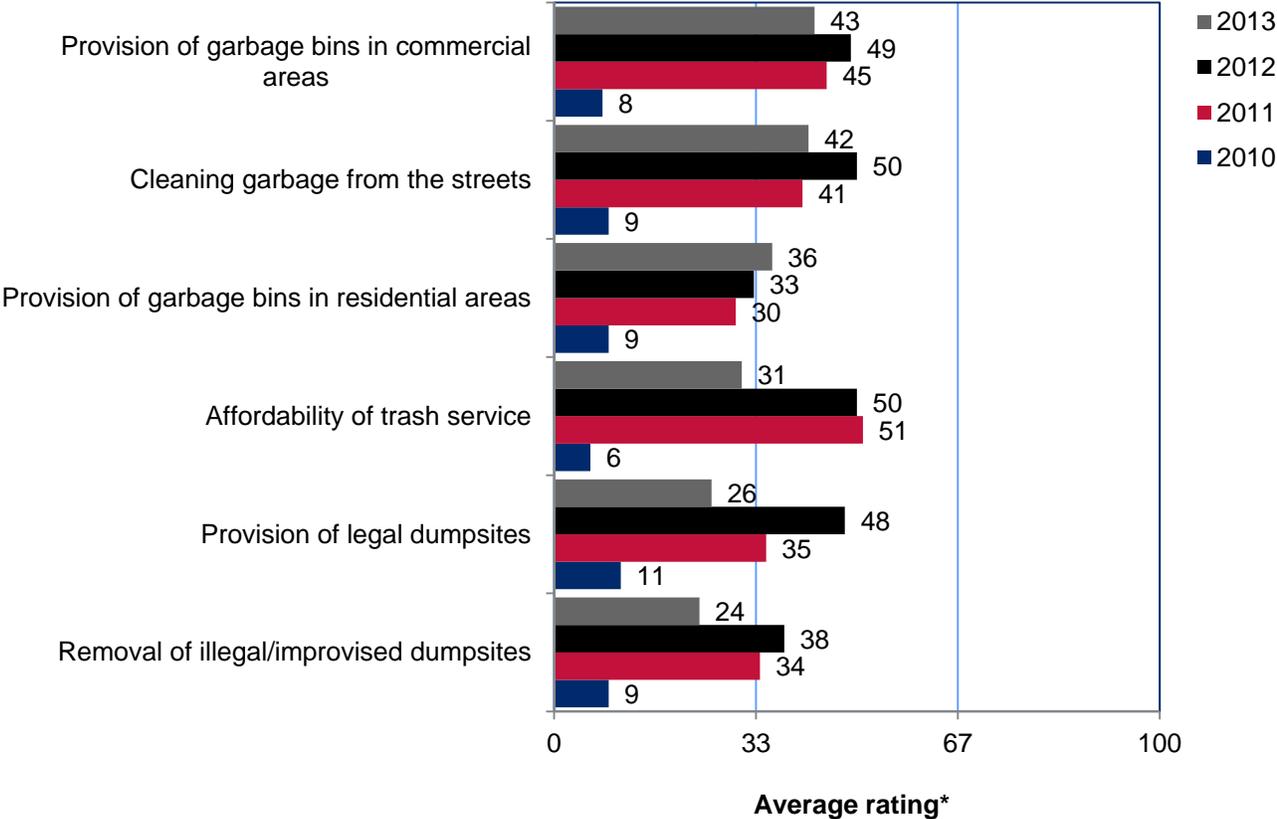
All areas of trash service were rated higher in 2013 than 2010, but fluctuated in the interim years.

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Provision of garbage bins in commercial areas	1%	30%	65%	4%	43
Cleaning garbage from the streets	1%	42%	41%	17%	42
Provision of garbage bins in residential areas	2%	32%	38%	29%	36
Affordability of trash service	0%	17%	60%	23%	31
Provision of legal dumpsites	7%	27%	5%	62%	26
Removal of illegal/improvised dumpsites	1%	25%	18%	56%	24

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

FIGURE 88: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES COMPARED BY YEAR



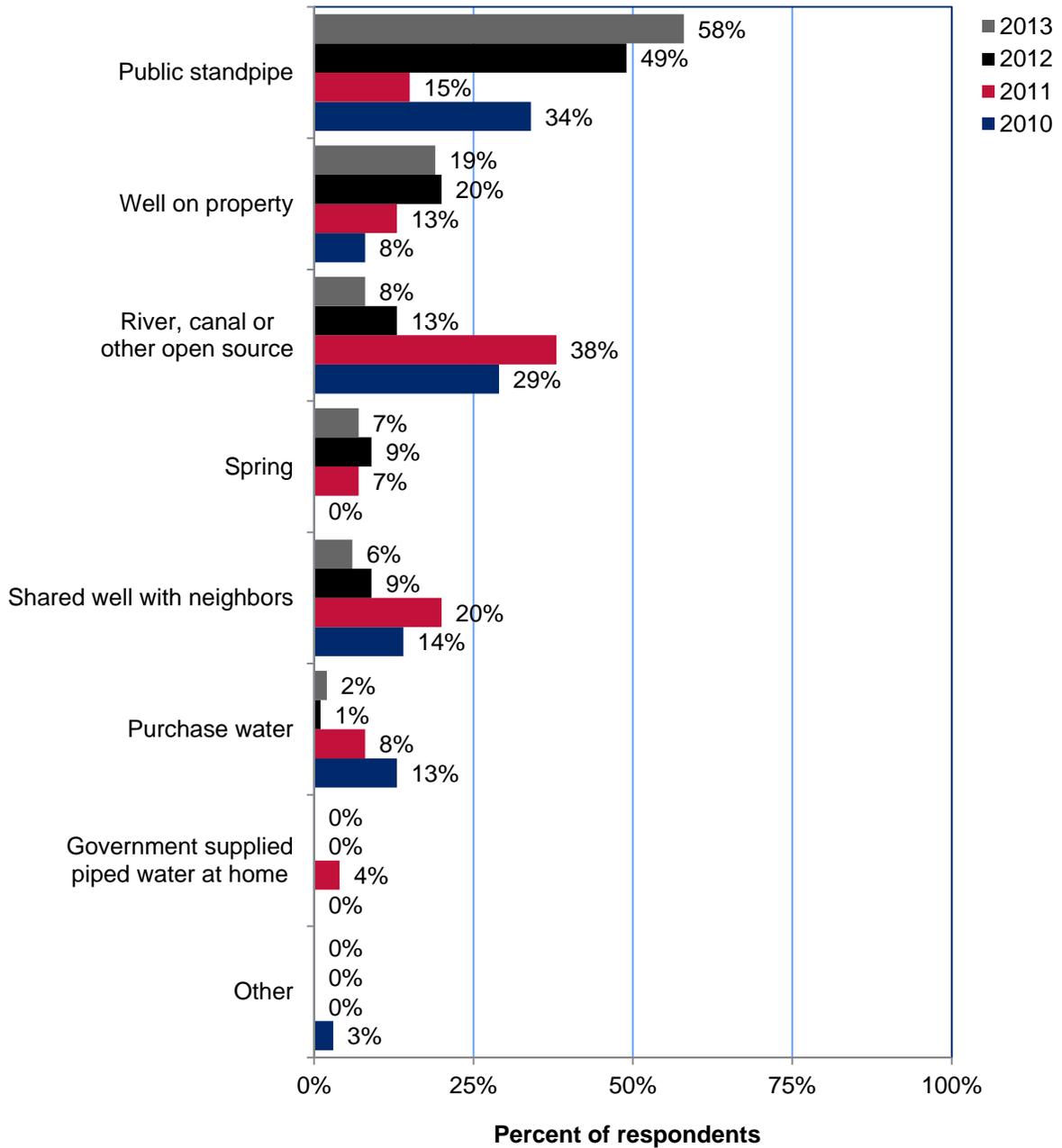
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

WATER

A variety of water sources served Bamyan residents. About 6 in 10 households (58%) used a public standpipe and 19% used a well on their property. Both of these sources were more commonly used than in 2010. A small number of respondents used rivers, canals or other open sources (8%), a spring (7%) or shared a well with neighbors (6%). No residents used government supplied piped water at home.

In 2013, fewer residents than in 2010 purchased water, used a well shared with neighbors or used an open source such as rivers or canals and more used standpipes and wells on their property.

FIGURE 89: DRINKING WATER SOURCES COMPARED BY YEAR



Residents were split between those who did not pay for water (55%) and those who paid a private party (45%). Compared to 2010, more paid a private firm and fewer did not pay anyone. Those who used a public standpipe and were paying a private firm for water were participating in the National Solidarity Program or other programs working to supply water and improve hygiene. Participants pay a fixed amount to a skilled person who has been assigned by citizens for project maintenance and day to day operations.

Among those who paid, residents paid more for water in 2013 than in 2010. In 2010, the majority who paid for water service paid between 1 and 200 AFN per month, whereas the majority of those who paid in 2013 paid between 101 and 400 AFN each month.

FIGURE 90: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

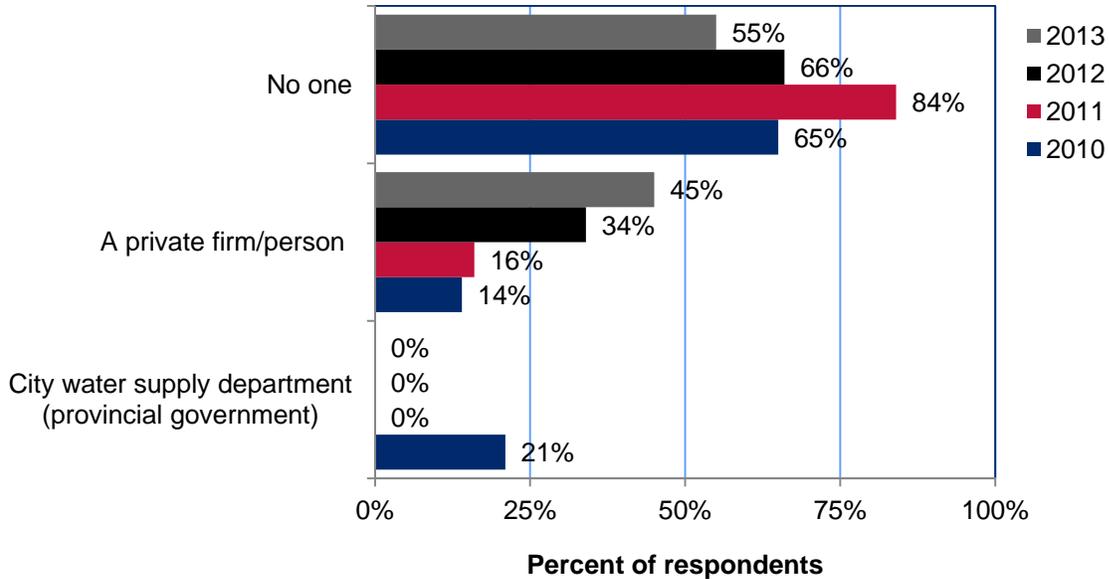
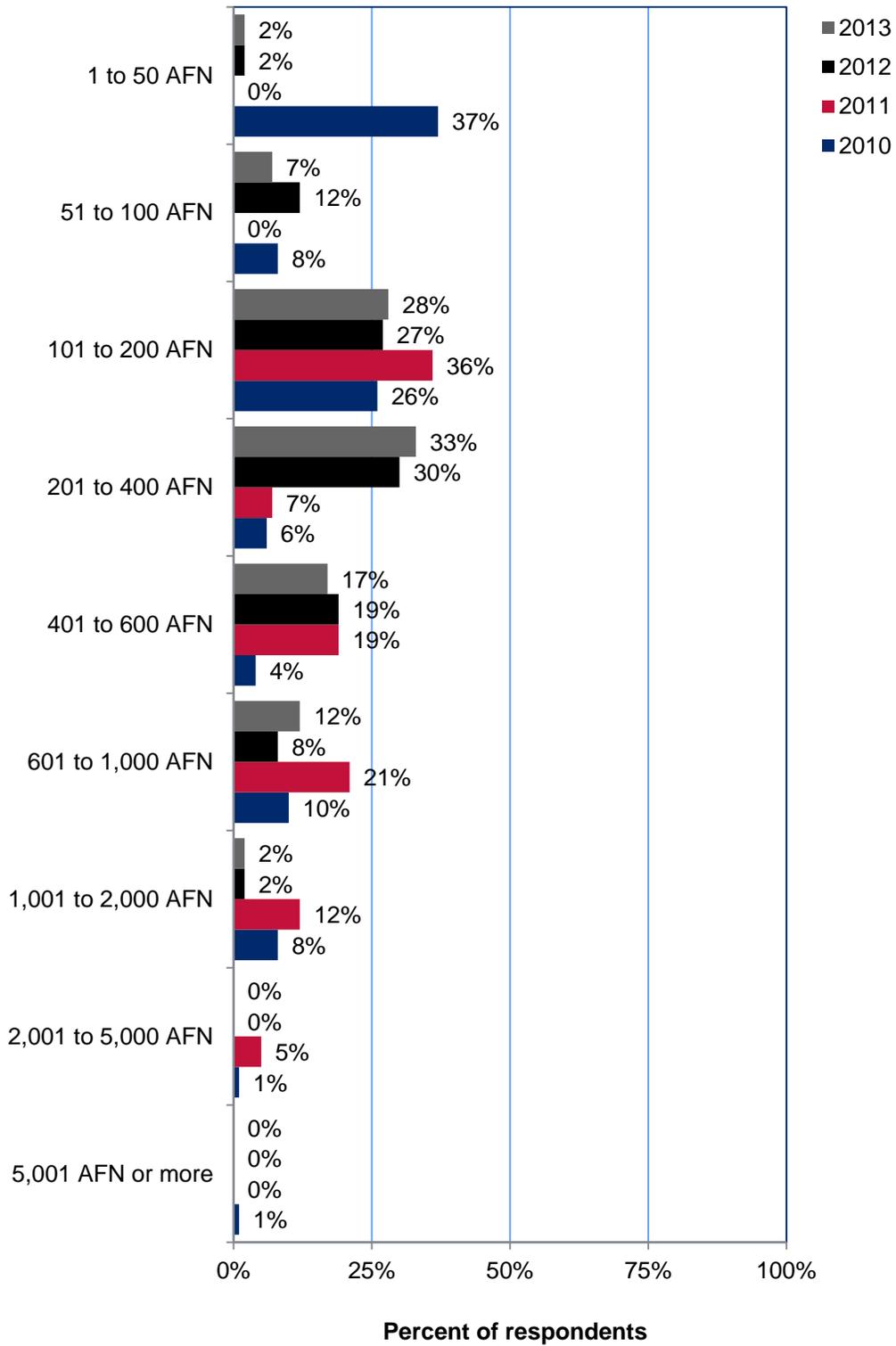
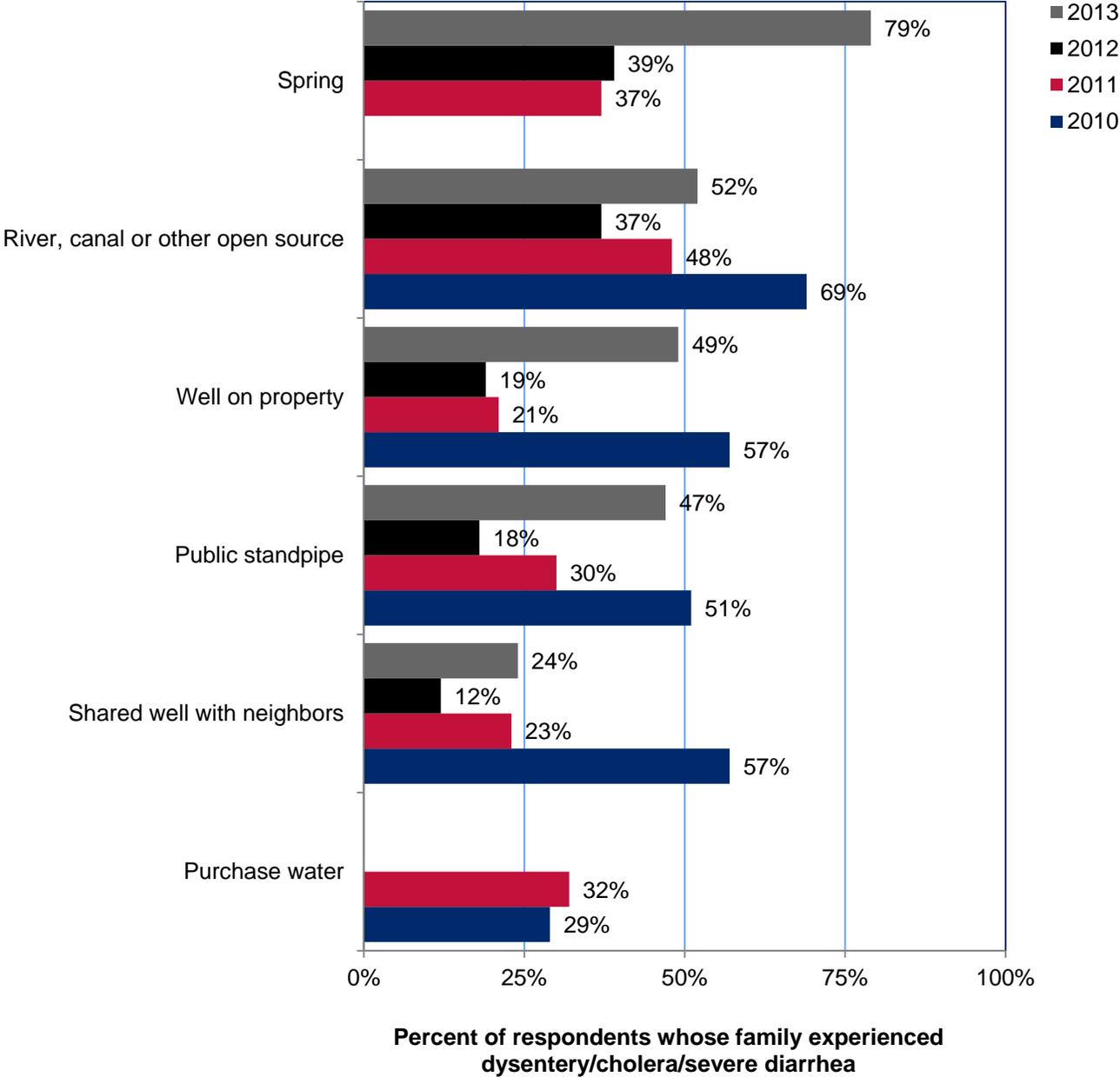


FIGURE 91: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR



Those using spring water had the highest incidence of waterborne illness (79%) in 2013. About half of those who used open sources, a well on their property or a public standpipe had someone in their family who had experienced dysentery, cholera or severe diarrhea. Among those who shared a well with their neighbors, 24% had someone in their family who had experienced one of these waterborne illnesses.

FIGURE 92: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

In 2012 and 2013, solar energy was the near universal source of electricity for respondents in Bamyan. Relative to 2010, the proportion of respondents who used solar energy increased and the number who used a shared generator or government provided electricity declined.

Respondents shifted away from paying for electricity; in 2010 21% of respondents paid someone for electricity, but by 2013 no respondents paid for electricity.

FIGURE 93: ELECTRICITY SOURCES COMPARED BY YEAR

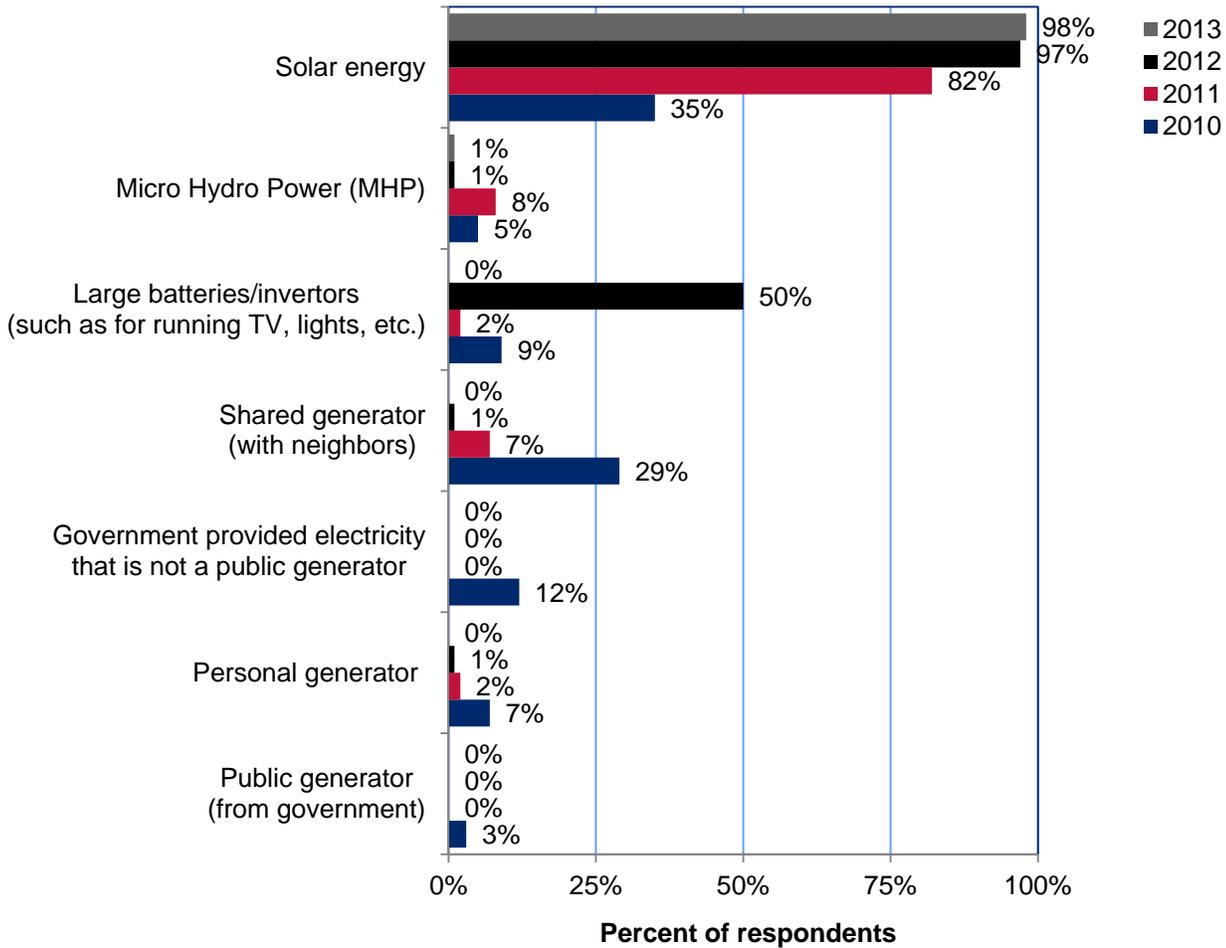
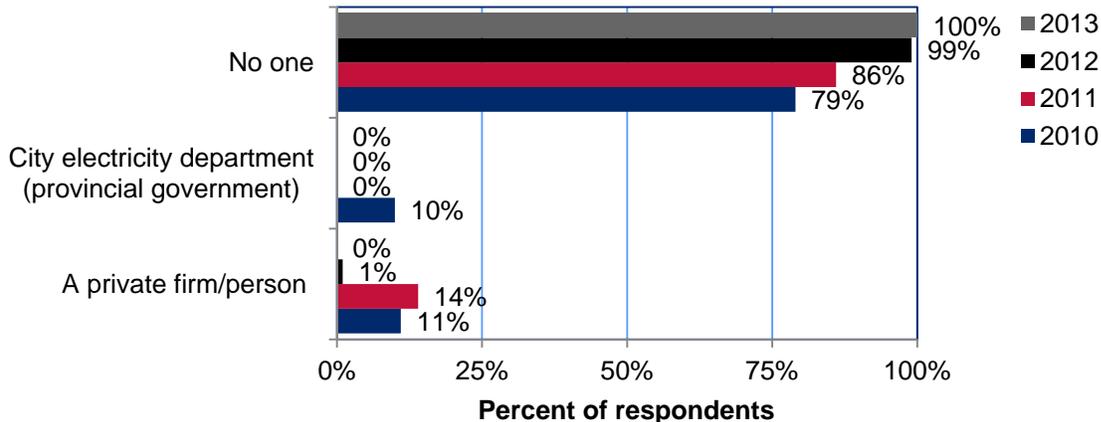


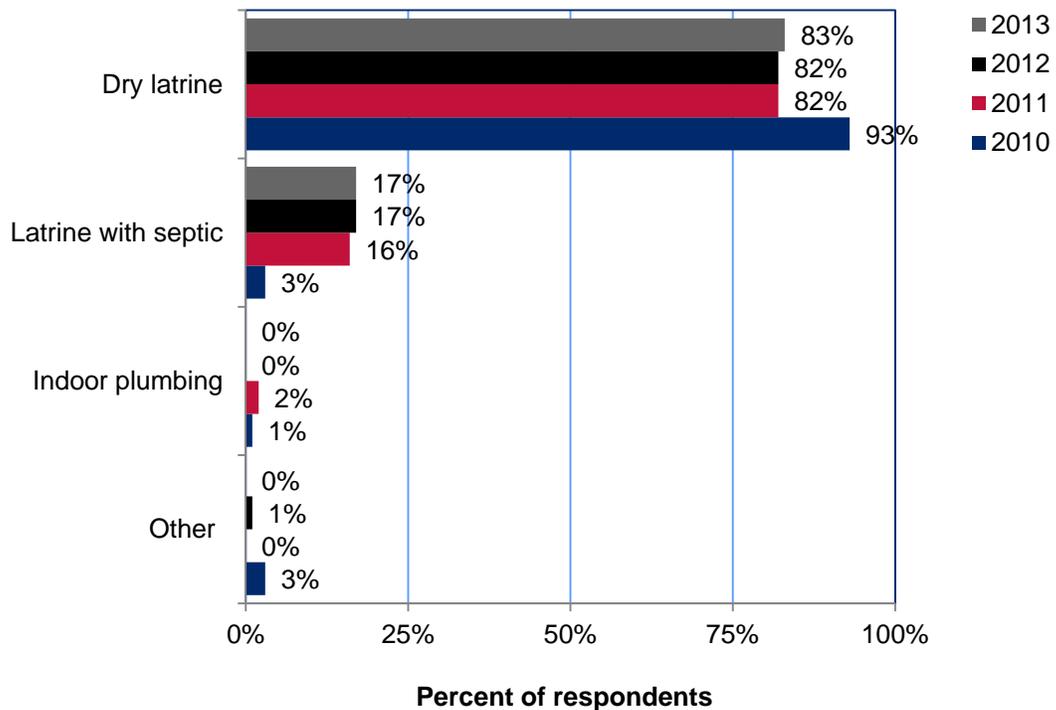
FIGURE 94: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

As in previous years, dry latrines were the dominant type of toilet used in Bamyan respondents' homes. Still, 17% used latrines with septic. In 2011, a slight shift occurred toward using this type of toilet rather than dry latrines.

FIGURE 95: TYPE OF TOILET IN HOME COMPARED BY YEAR

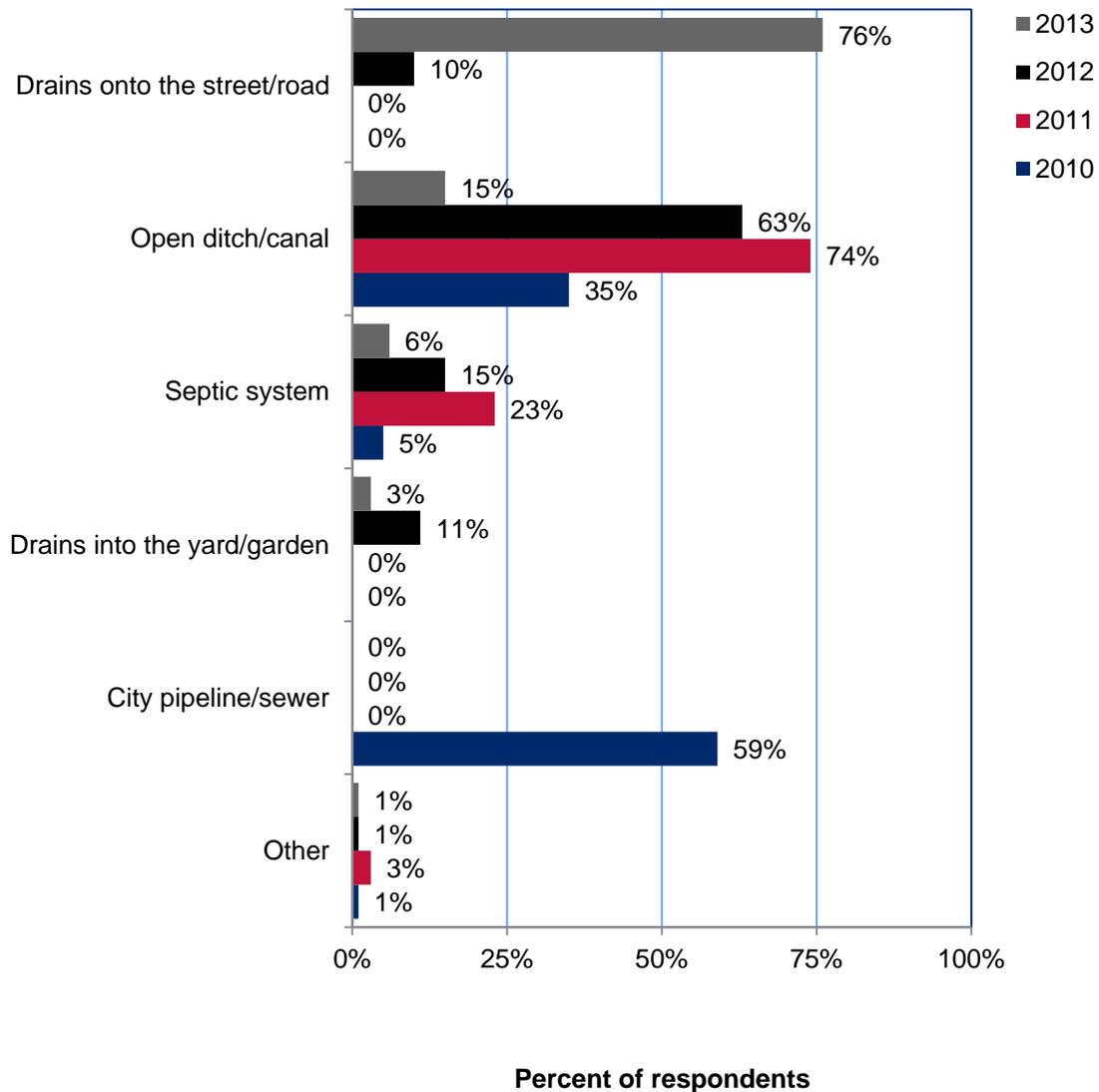


The most common form of waste water drainage in 2013 was to drain it onto the street (used by 76% of respondents). Some residents (15%) used open ditches or canals, or more rarely (7%), septic systems for this purpose. In the past, open ditches and septic systems had been more widely used.

In 2010, many residents thought their water was drained through a city pipeline, although a pipeline did not exist in the city. This was likely an error in the description or understanding of what a city pipeline is. This description (or understanding) was improved starting in 2011.

While the survey question did not specify that the waste water was gray water (rain water and water from sinks, but not toilets), it is presumed that this was understood by the respondents, as it is generally known and accepted that open ditches and canals are not used for toilet waste water.

FIGURE 96: TYPE OF DRAINAGE FOR WASTE WATER



Drainage ditches in Bamyan received low ratings. Of the five aspects of drainage services that residents rated, the most highly rated was the condition of larger drainage ditches throughout the city. Most respondents rated the city’s larger drainage ditches as good (38%) or fair (55%) and 6% rated them as poor. The lowest rated services were ditch construction services; 77% of respondents rated these as poor.

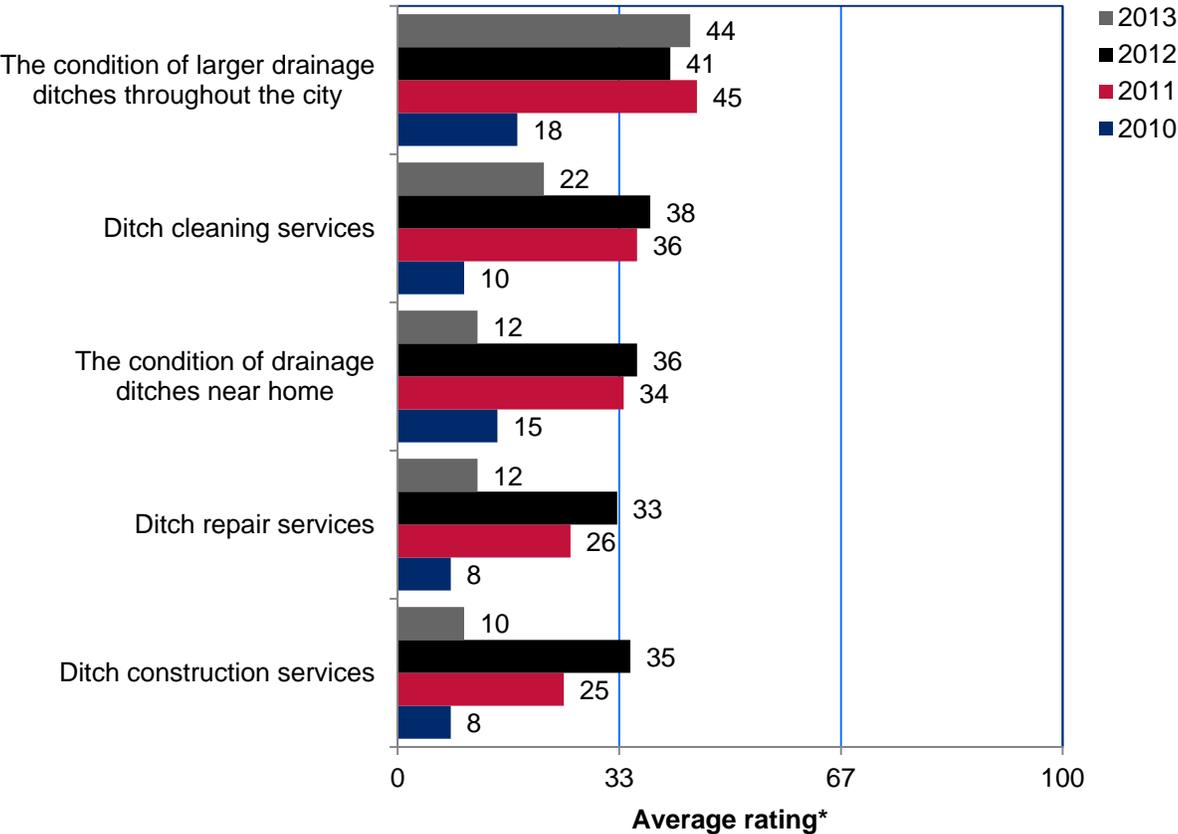
Use of drainage ditches was highest in 2011 and 2012 and ratings of the condition of drainage ditches near home and ditch services were also highest in these years.

FIGURE 97: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of larger drainage ditches throughout the city	0%	38%	55%	6%	44
Ditch cleaning services	0%	12%	40%	47%	22
The condition of drainage ditches near home	0%	8%	22%	71%	12
Ditch repair services	0%	5%	25%	70%	12
Ditch construction services	0%	5%	18%	77%	10

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

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



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

Bamyan residents rated the condition of highways and main city roads positively, but gave lower ratings to neighborhood streets and street repair and construction services. The majority of respondents rated the condition of highways as excellent (29%) or good (36%). In contrast a majority gave poor ratings to the condition of neighborhood streets (51%), street repair services (52%) and street construction services (54%).

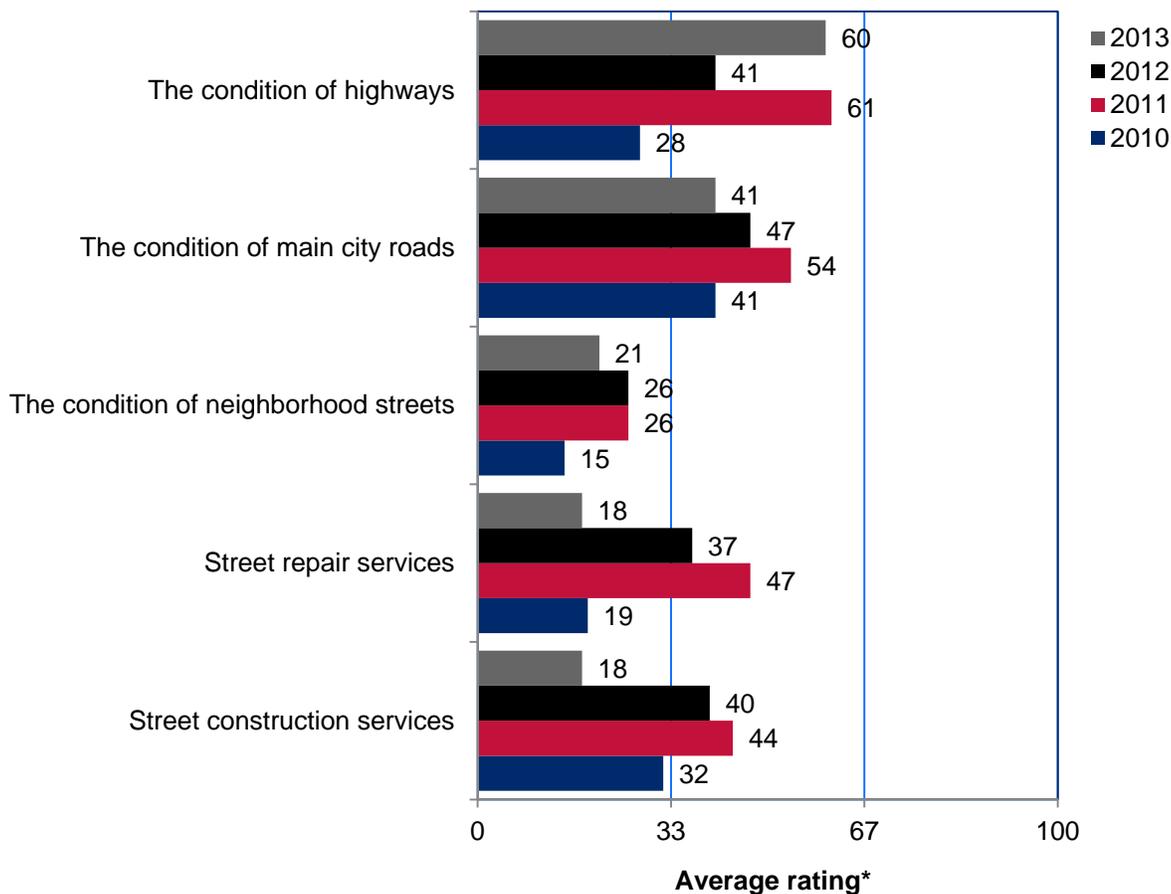
Ratings for the condition of highways and neighborhood streets were higher on average than in 2010, while ratings for street construction and repair services were lower.

FIGURE 99: QUALITY OF CITY ROADS AND ROAD SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of highways	29%	36%	21%	14%	60
The condition of main city roads	3%	30%	55%	12%	41
The condition of neighborhood streets	1%	12%	37%	51%	21
Street repair services	0%	8%	40%	52%	18
Street construction services	0%	8%	38%	54%	18

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

FIGURE 100: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

Although few Bamyan residents were aware of nearby parks or green spaces, more knew of more distant parks in 2013 than in other survey years. Although 10% or less of respondents knew of parks for women, teens or adults and children’s playgrounds that were near their homes, about half knew of these types of parks or green spaces that were farther away.

A majority of residents who were aware of parks and green spaces rated women’s parks as excellent or good (58%) and adult/teen parks and children’s playgrounds as good or fair (78% and 76%, respectively). Comparisons to 2010 were not made as very few were aware of a park in that year, however, for adult, teen and women’s parks, 2013 ratings were similar to average ratings in 2011, but lower than ratings in 2012. For children’s playgrounds, ratings steadily improved between 2011 and 2013.

FIGURE 101: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

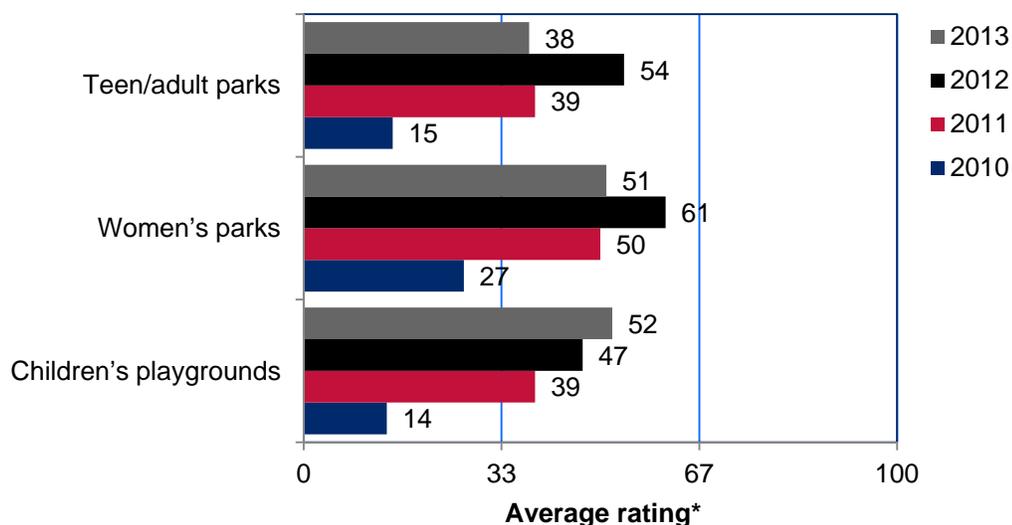
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012	2013
Teen/adult parks	Yes close	1%	2%	3%	2%
	None close but some further away	2%	24%	19%	56%
	Aware of no parks	97%	74%	78%	42%
Women's parks	Yes close	0%	2%	4%	7%
	None close but some further away	15%	49%	29%	54%
	Aware of no parks	84%	49%	67%	39%
Children's playgrounds	Yes close	1%	4%	4%	10%
	None close but some further away	0%	14%	13%	50%
	Aware of no parks	98%	82%	83%	40%

FIGURE 102: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	1%	34%	44%	22%	38
Women’s parks	6%	52%	27%	14%	51
Children’s playgrounds	11%	47%	29%	13%	52

* Average rating where 0=poor, 33=fair, 67=good and 100=excellent. Asked only if aware of parks.

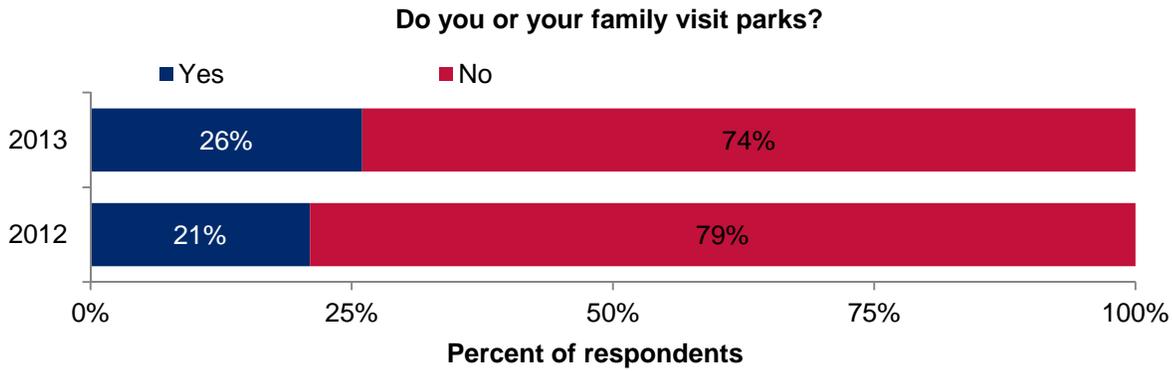
FIGURE 103: QUALITY OF PARKS COMPARED BY YEAR



* Average rating where 0=poor, 33=fair, 67=good and 100=excellent. Asked only if aware of parks.

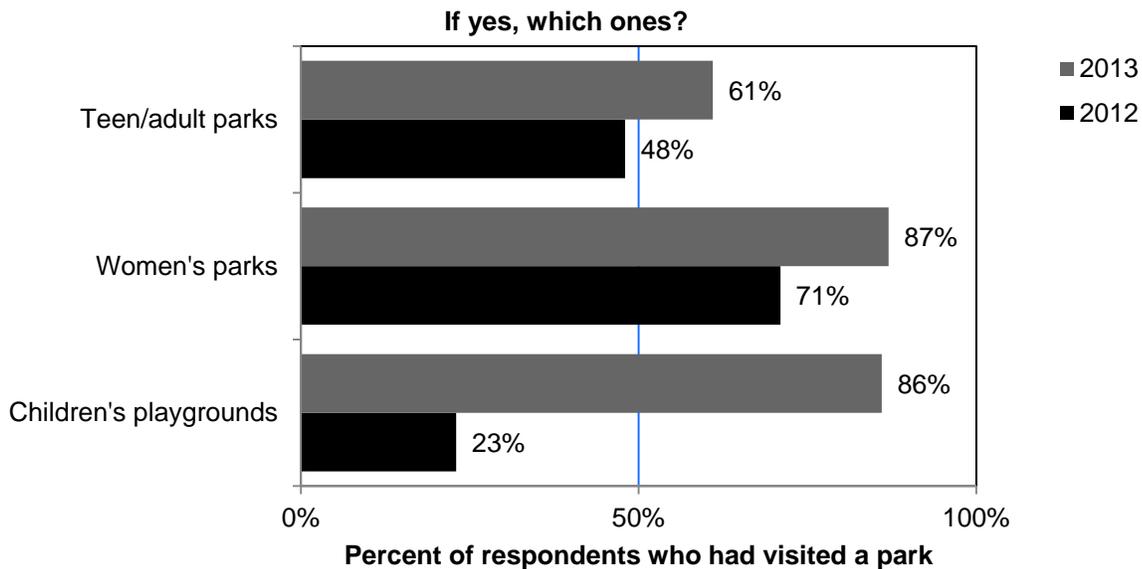
About one-quarter of respondents (26%) had visited a park in Bamyan. In 2013, the most commonly visited types of parks were children’s playgrounds, visited by 86% of those who had visited a park and parks for women, visited by 87% of park users. Sixty-one percent of park users had visited a park for adults or teens.

FIGURE 104: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR



This question was first asked in 2012.

FIGURE 105: TYPE OF PARKS VISITED COMPARED BY YEAR



MARKET

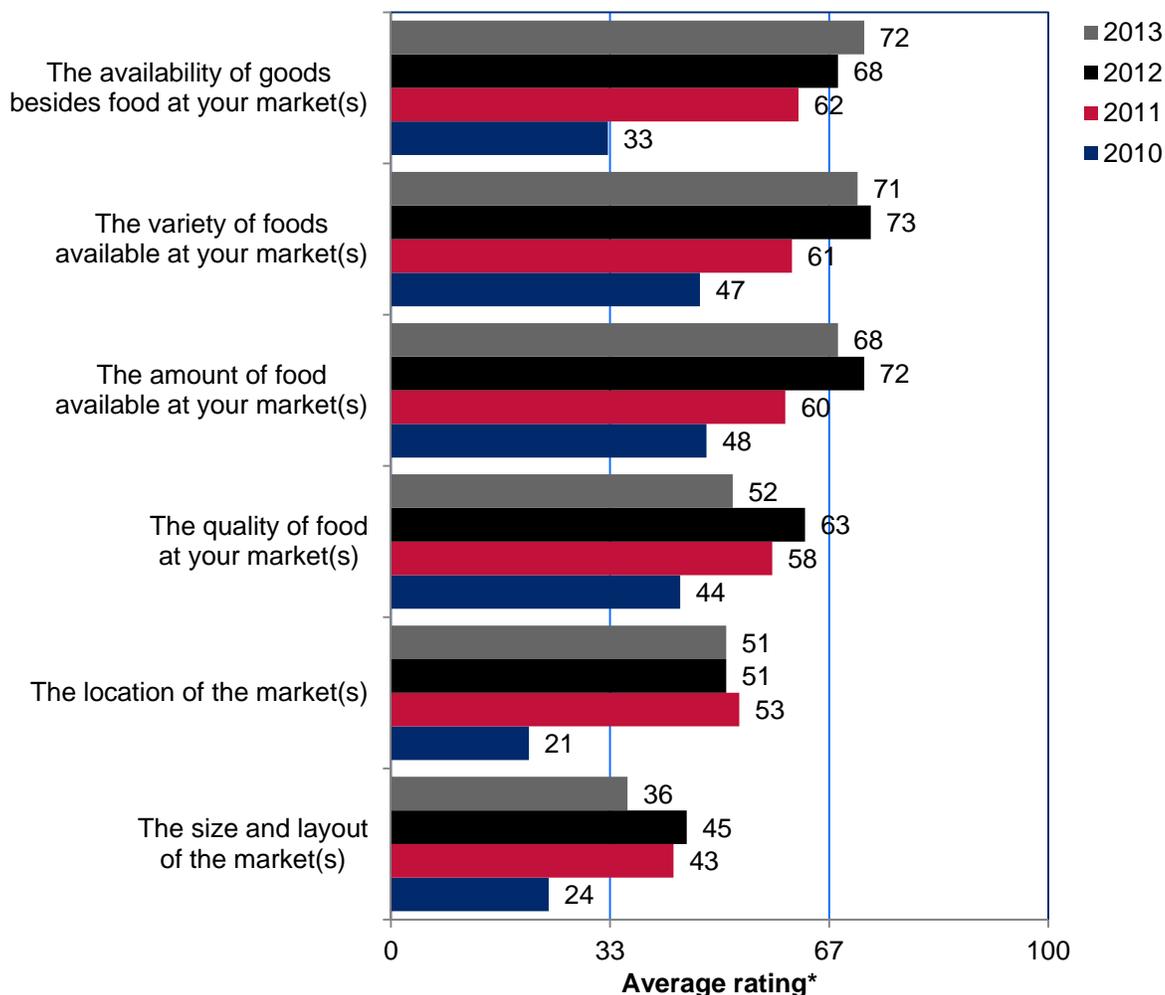
Respondents in Bamyan generally gave positive ratings when asked to rate six aspects of city markets. The amount and variety of foods available as well as the availability of goods besides food at the market were rated highly; each was rated as excellent or good by at least 8 in 10 respondents. The size and layout of the market was rated lowest with an average rating of fair. All areas were rated more positively in 2013 than they had been in 2010.

FIGURE 106: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The availability of goods besides food at your market(s)	22%	71%	7%	0%	72
The variety of foods available at your market(s)	25%	63%	12%	0%	71
The amount of food available at your market(s)	23%	60%	16%	1%	68
The quality of food at your market(s)	2%	58%	36%	5%	52
The location of the market(s)	2%	58%	32%	8%	51
The size and layout of the market(s)	0%	33%	42%	25%	36

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

FIGURE 107: QUALITY OF CITY MARKET COMPARED BY YEAR



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

The survey gauged the availability of a variety of types of food in Bamyan's markets and affordable fresh foods (meat, fruit and vegetables) were less easily available than other staples. While nearly all respondents reported being able to afford flour, cooking oil and sugar and tea as often as they wanted and a majority (61%) were able to buy affordable cereal as often as they wanted, fewer respondents were able to find meat, fruit or vegetables as often as they desired (20%, 25% and 34%, respectively).

Compared to 2010, the availability of cereal, sugar, tea, meat, fruits and vegetables had improved.

FIGURE 108: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

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?		2010	2011	2012	2013
Flour	As often as we want	95%	90%	100%	100%
	Not as often as we want	2%	6%	0%	0%
	Only rarely	2%	1%	0%	0%
	Never	1%	3%	0%	0%
Cooking oil	As often as we want	95%	98%	98%	100%
	Not as often as we want	3%	2%	2%	0%
	Only rarely	2%	0%	0%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	87%	92%	98%	97%
	Not as often as we want	8%	7%	2%	3%
	Only rarely	5%	1%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	31%	48%	72%	61%
	Not as often as we want	25%	42%	25%	28%
	Only rarely	35%	8%	3%	11%
	Never	10%	2%	0%	0%
Vegetables	As often as we want	23%	32%	33%	34%
	Not as often as we want	31%	40%	30%	41%
	Only rarely	36%	22%	36%	25%
	Never	10%	6%	1%	0%
Fruit	As often as we want	12%	32%	25%	25%
	Not as often as we want	36%	35%	35%	48%
	Only rarely	43%	29%	40%	27%
	Never	8%	4%	0%	0%
Meat	As often as we want	10%	27%	15%	20%
	Not as often as we want	35%	35%	38%	41%
	Only rarely	47%	34%	46%	39%
	Never	8%	4%	1%	0%

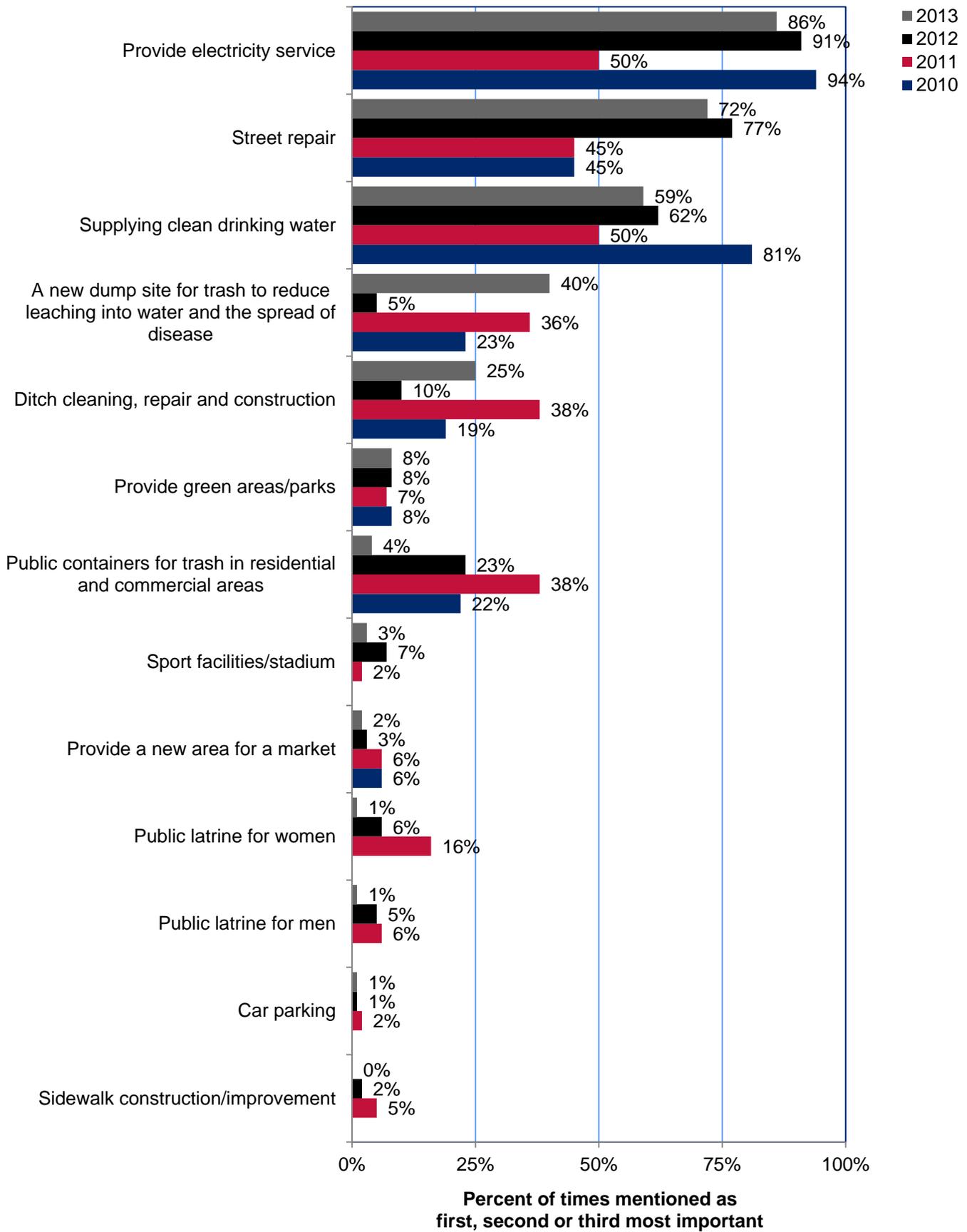
SERVICE PRIORITIES

Survey respondents were asked to prioritize a list services that the municipal government could try to provide. Residents most commonly named electricity service, street repair and clean drinking water as the top priorities. These three priorities rose to the top consistently in all survey years. The vast majority of respondents did not consider providing a new area for a market, public trash containers or green areas or parks as priorities for municipal government service.

FIGURE 109: MUNICIPAL SERVICE PRIORITIES, 2013

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 municipal government to provide.	Most important	Second most important	Third most important	Not in top three
Provide electricity service	33%	38%	15%	14%
Street repair	18%	23%	31%	28%
Supplying clean drinking water	36%	13%	10%	41%
A new dump site for trash to reduce leaching into water and the spread of disease	7%	11%	22%	60%
Ditch cleaning, repair and construction	2%	9%	14%	75%
Provide green areas/parks	2%	3%	4%	92%
Public containers for trash in residential and commercial areas	2%	1%	1%	96%
Sport facilities/stadium	0%	1%	1%	97%
Provide a new area for a market	0%	1%	0%	98%
Car parking	0%	0%	0%	99%
Public latrine for men	0%	1%	0%	99%
Public latrine for women	0%	0%	1%	99%
Sidewalk construction/improvement	0%	0%	0%	100%

FIGURE 110: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



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

GOVERNANCE

In the event of an issue with the city, respondents in Bamyan most commonly indicated that they would contact a Shura, community development council (CDC) or Jurga (76%). A minority would seek help from a Wakil-e-Gozar (13%) or the Mayor (8%). Mullahs and tribal leaders or Maliks would only rarely be contacted for this purpose (2% each). The number who said they would turn to a Wakil-e-Gozar was higher in 2013 than in 2010.

Very few Bamyan residents were able to identify the Mayor correctly, only 16% in 2013.

FIGURE 111: 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?

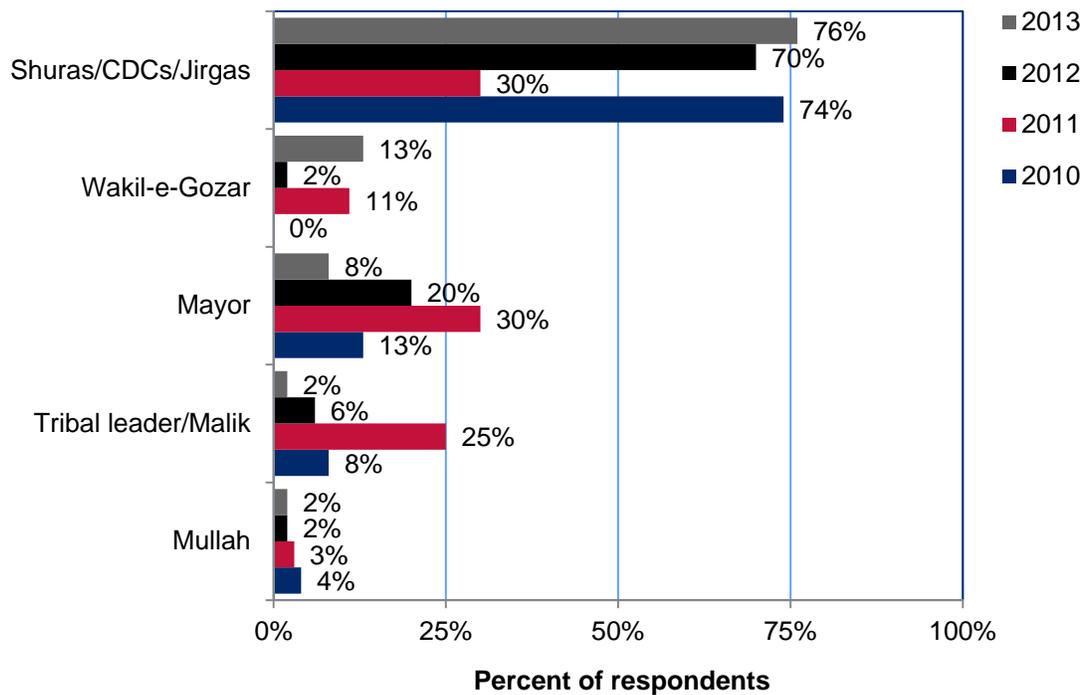
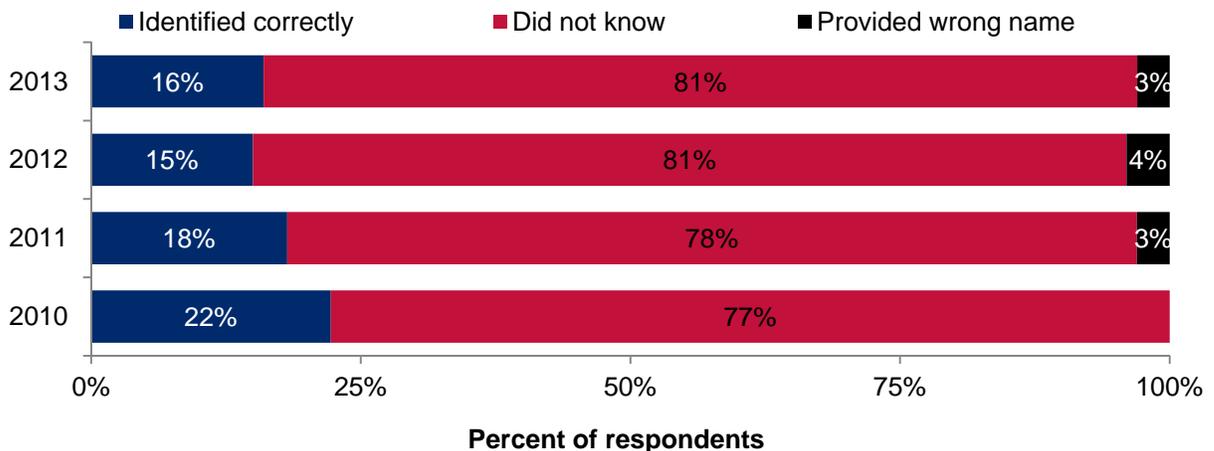


FIGURE 112: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



A moderate number of respondents had contact with the Municipal government by the three methods listed in the survey. While 39% had contact with the municipal government to pay Safayi, 22% had asked someone for help with a problem or to obtain service and 16% had ever read a Municipal newsletter.

A higher proportion of residents reported paying Safayi in 2013 relative to other years. Nearly all who reported paying Safayi in 2013 said that they paid between 1 and 50 AFN per month and this had not changed significantly over the four years of the survey.

FIGURE 113: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR

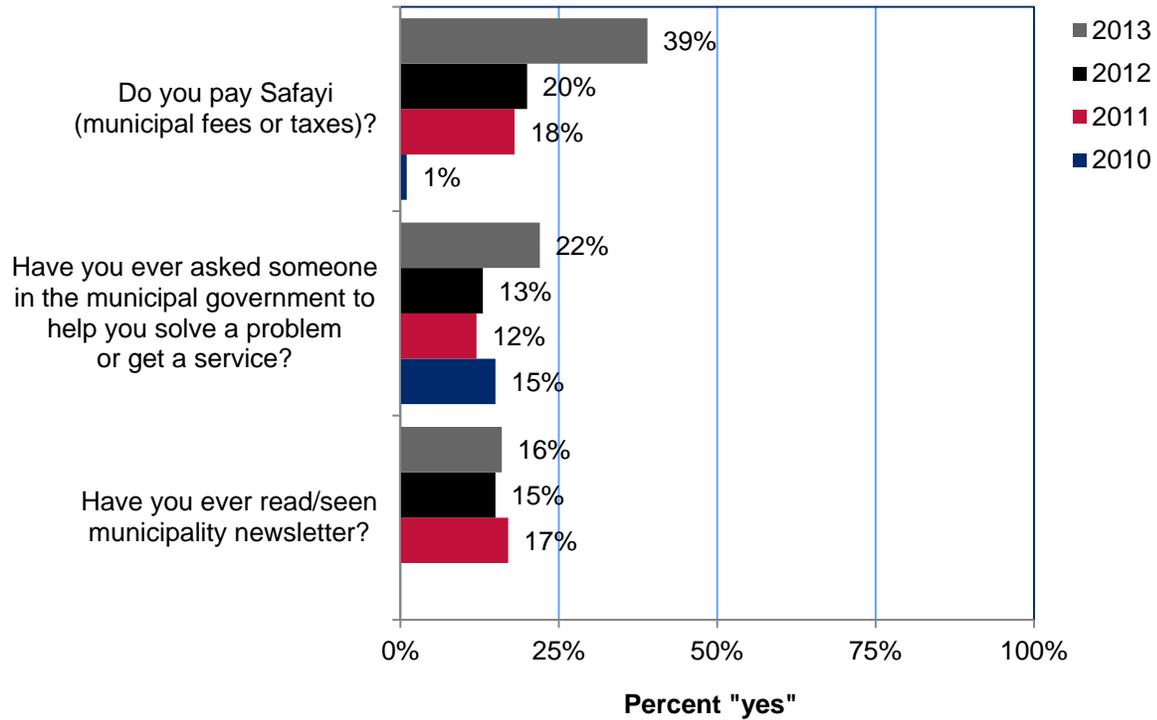
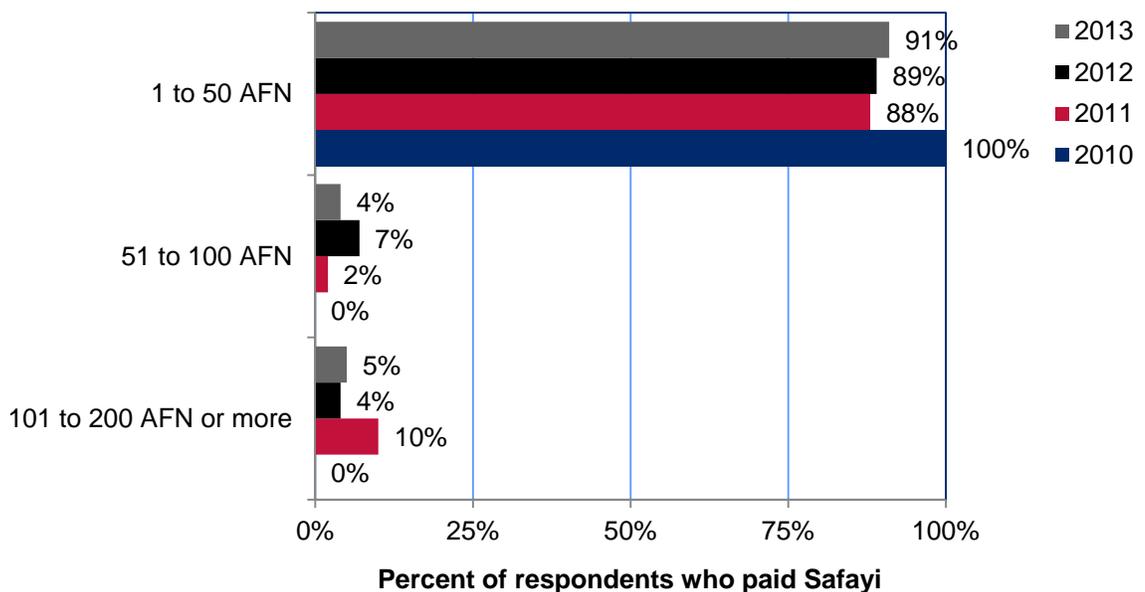


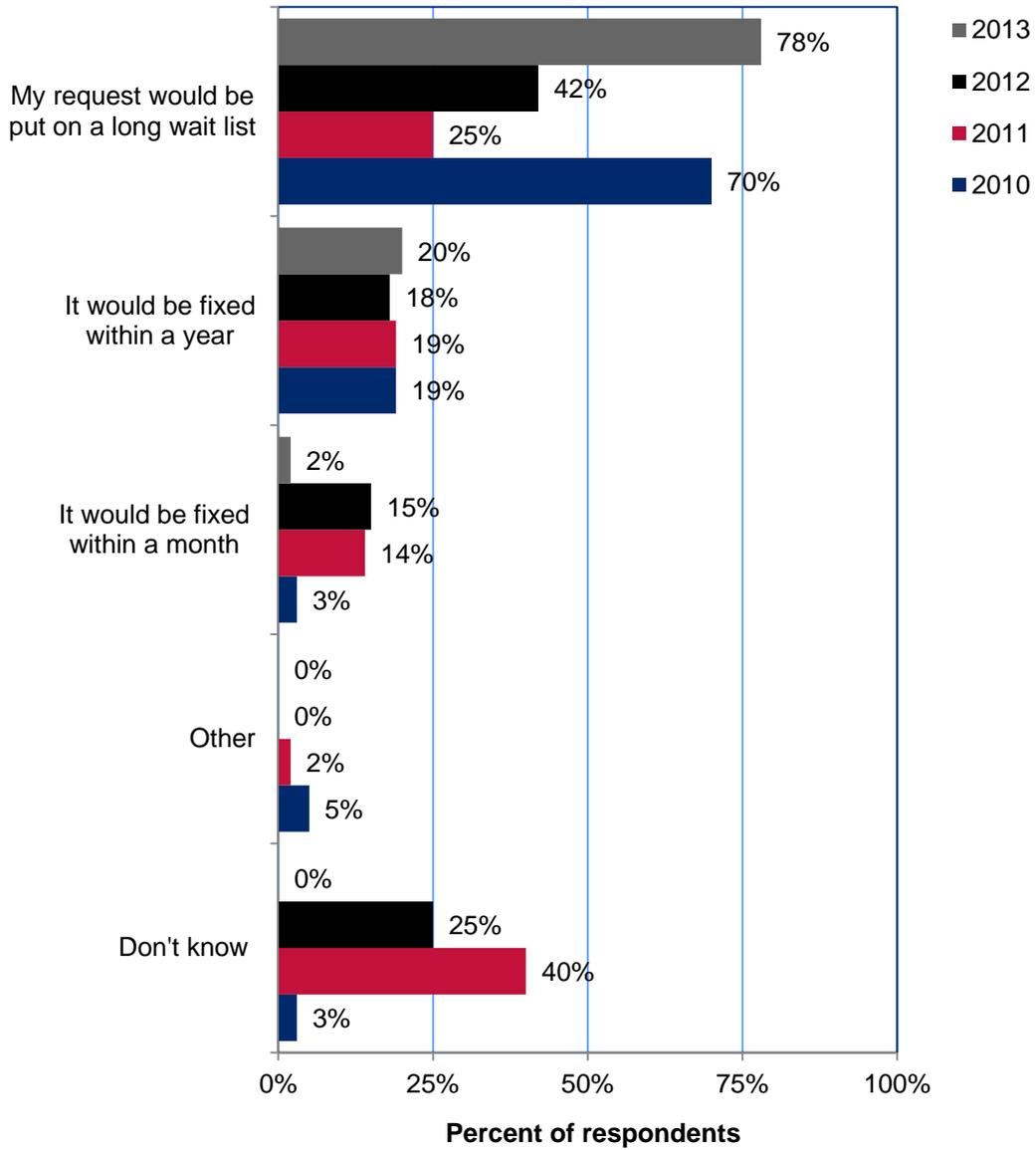
FIGURE 114: MONTHLY SAFAYI PAID COMPARED BY YEAR



Most residents felt that if they made a street repair request of the municipal government that it would be put on a long wait list (78%), rather than fixed within a month (2%) or a year (20%).

FIGURE 115: PERCEIVED LENGTH OF TIME FOR THE MUNICIPAL GOVERNMENT TO ATTEND TO A REQUEST COMPARED BY YEAR

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



Trust in government steadily grew among Bamyán residents over the four years of the survey. By 2013, 17% of respondents felt that someone like them had a lot of influence over government decisions and 66% felt that they had a little influence, whereas in 2010, 20% and 26% felt that someone like them had a lot or a little influence on government decisions, respectively. Where in 2010, 46% of respondents thought that government officials were working to serve people like them sometimes or almost always; this was the case for 91% of respondents in 2013.

FIGURE 116: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

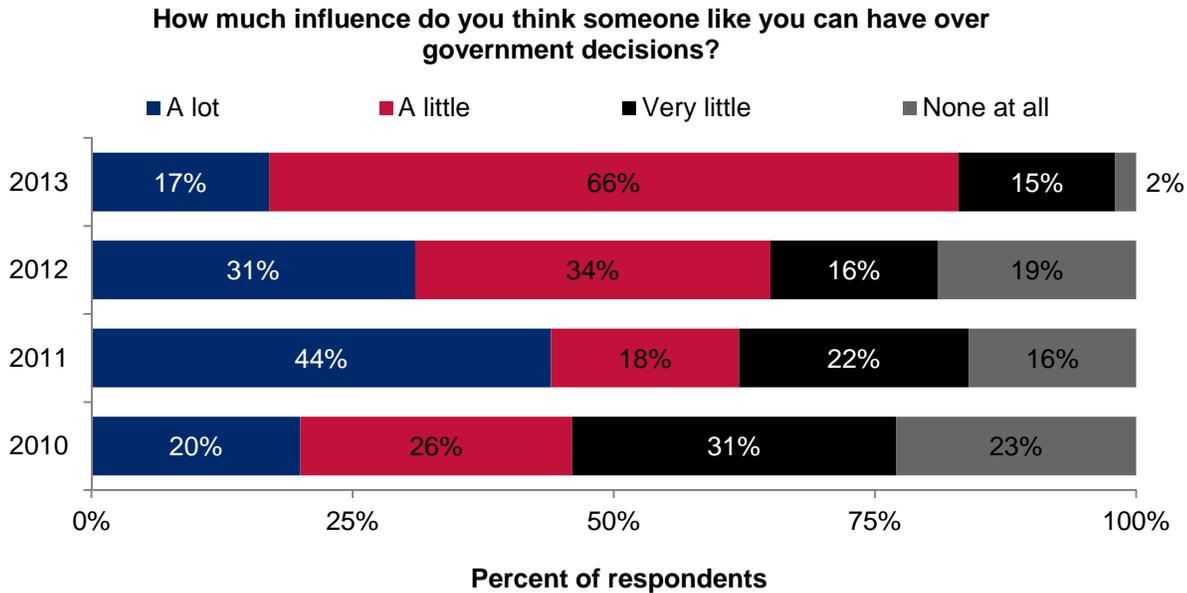
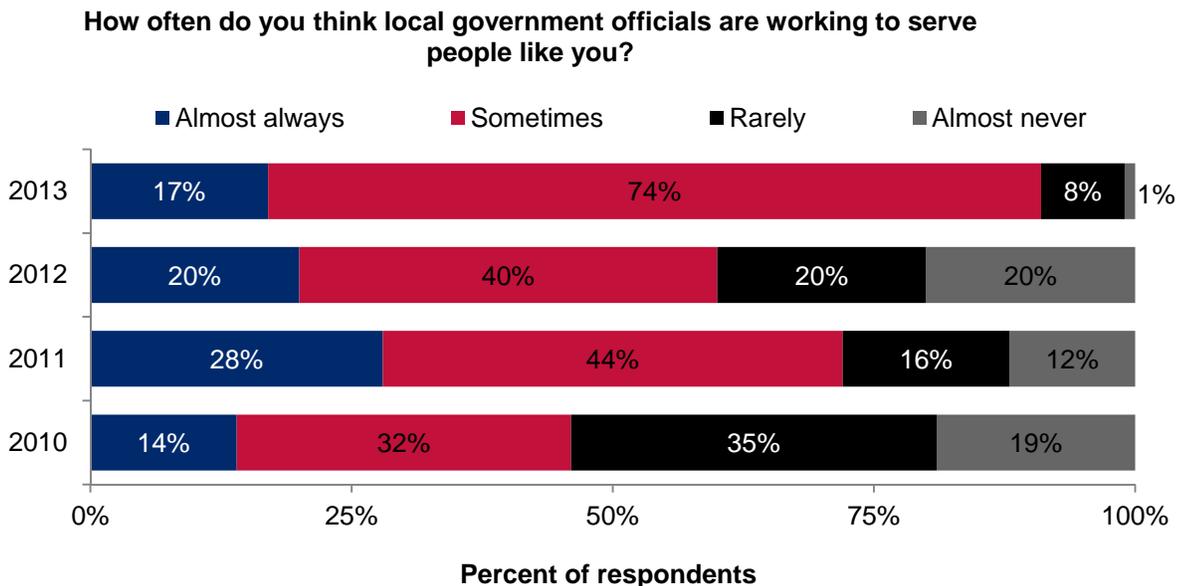


FIGURE 117: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Bamyan residents trusted most leaders in their community at least a little. Their most trusted leaders were local religious leaders and businesses; the majority of residents had some or a great deal of trust in these leaders. The local government was the least trusted entity; 42% of respondents had little trust in the local government and 11% had no trust.

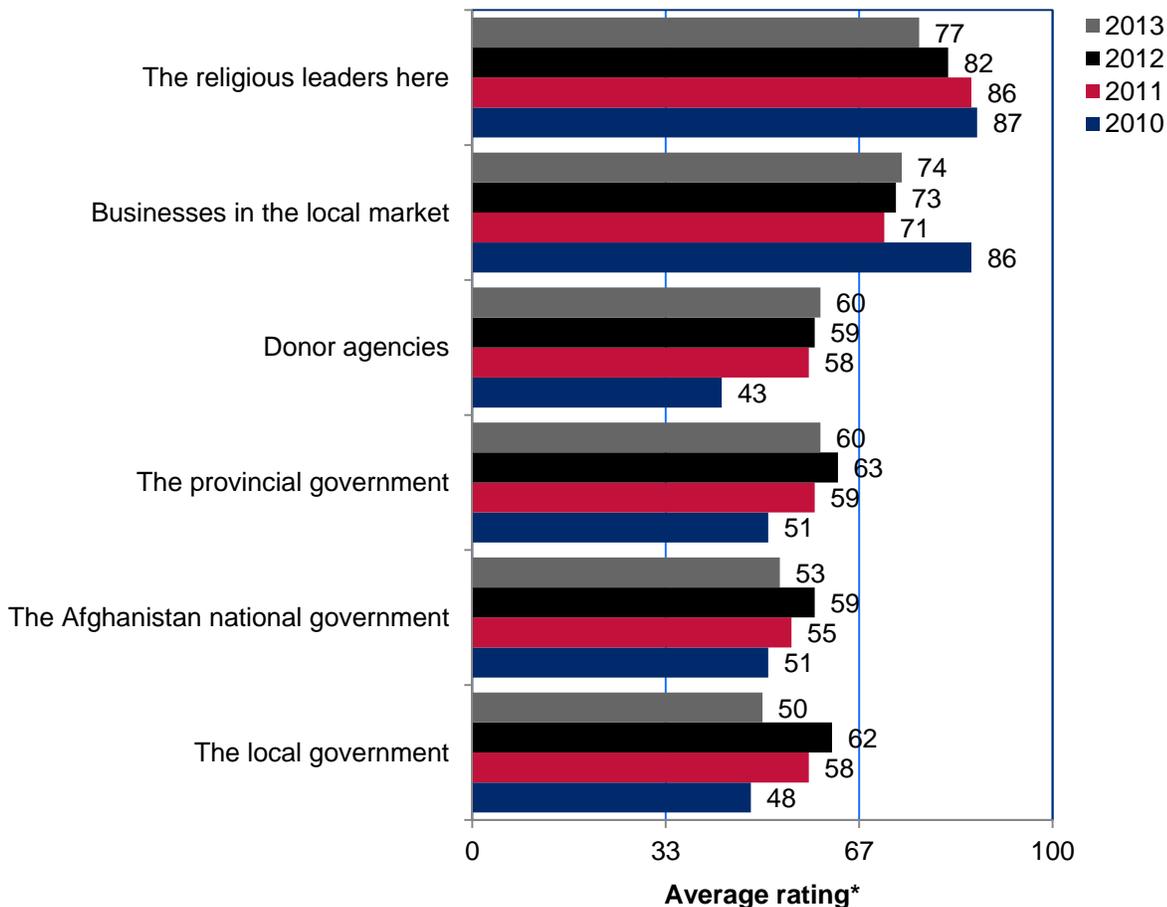
Between 2010 and 2013, trust in donor agencies and the provincial government increased and trust in religious leaders and local market businesses had decreased.

FIGURE 118: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2013

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*
The religious leaders here	45%	42%	10%	3%	77
Businesses in the local market	37%	51%	10%	2%	74
Donor agencies	18%	48%	31%	3%	60
The provincial government	16%	52%	28%	4%	60
The Afghanistan national government	13%	40%	38%	9%	53
The local government	12%	35%	42%	11%	50

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

FIGURE 119: 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

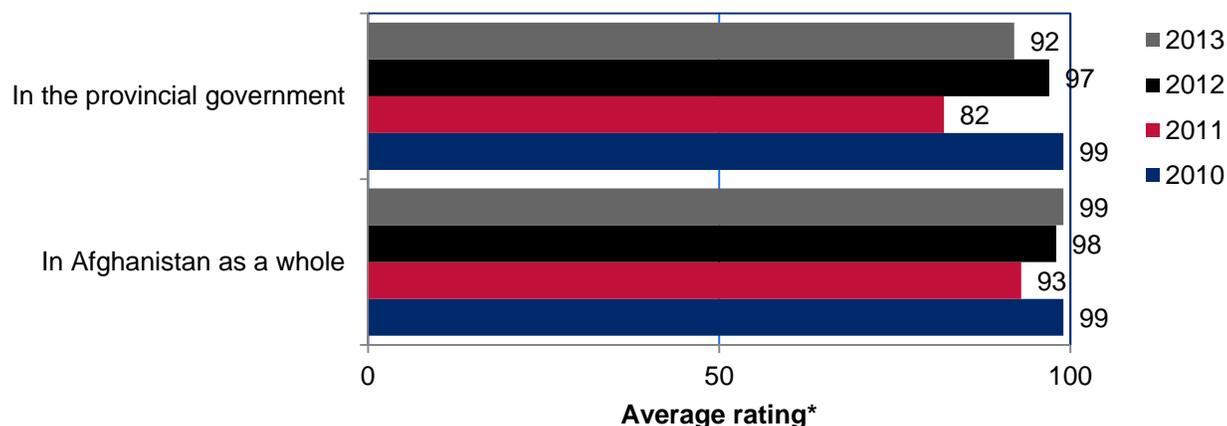
Nearly all Bamyian residents regarded corruption in the provincial and Afghan national government as a major problem. When asked whether the amount of corruption had changed, 75% thought that corruption in Afghanistan had increased and 59% thought it had increased in the provincial government.

FIGURE 120: LEVEL OF CORRUPTION, 2013

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	Average rating*
In the provincial government	85%	15%	1%	92
In Afghanistan as a whole	99%	1%	0%	99

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

FIGURE 121: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 122: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011	2012	2013
In Afghanistan as a whole	Increased	77%	69%	73%	75%
	Stayed the same	13%	21%	15%	24%
	Decreased	10%	11%	11%	1%
In the provincial government	Increased	75%	52%	70%	59%
	Stayed the same	15%	33%	18%	38%
	Decreased	10%	15%	12%	3%

The survey asked residents how often they were asked to give cash, gifts or for a favor in the course of interacting with various officials and overall they reported that these requests were infrequent. Requests for cash, gifts or favors were most common in interactions with the Afghan National Army (13% in all cases) and the courts (7% in all cases and 7% in most cases); for other listed entities, 88% or more said that these requests had never occurred in their interactions.

Only 16% of respondents had had contact with the Afghan National Police and 16% had contact with the judiciary or courts, where gift, cash or favor requests were most common (see Figure 124). Respondents were most likely to have had contacts with the public healthcare service (93%), school or university admissions (54%), when applying for a job (35%) and to receive official documents (24%) and all four types of contacts were more common in 2013 than in 2010.

For most interactions, the frequency of those who reported being asked for cash, gift or a favor declined between 2010 and 2013, including contacts with municipal officials, Afghan National Police, courts, the public healthcare service and when receiving official documents (see Figure 125).

FIGURE 123: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2013

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
Afghan National Army	13%	0%	13%	73%
Judiciary/courts	7%	7%	16%	70%
When applying for a job	4%	1%	6%	88%
Afghan National Police	0%	2%	9%	88%
State electricity supply	0%	4%	7%	89%
Officials in the Municipality	0%	2%	6%	93%
Admissions to schools/university	3%	0%	3%	94%
To receive official documents	0%	2%	3%	95%
Public healthcare service	2%	0%	2%	96%
Customs office	0%	0%	0%	100%

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

FIGURE 124: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

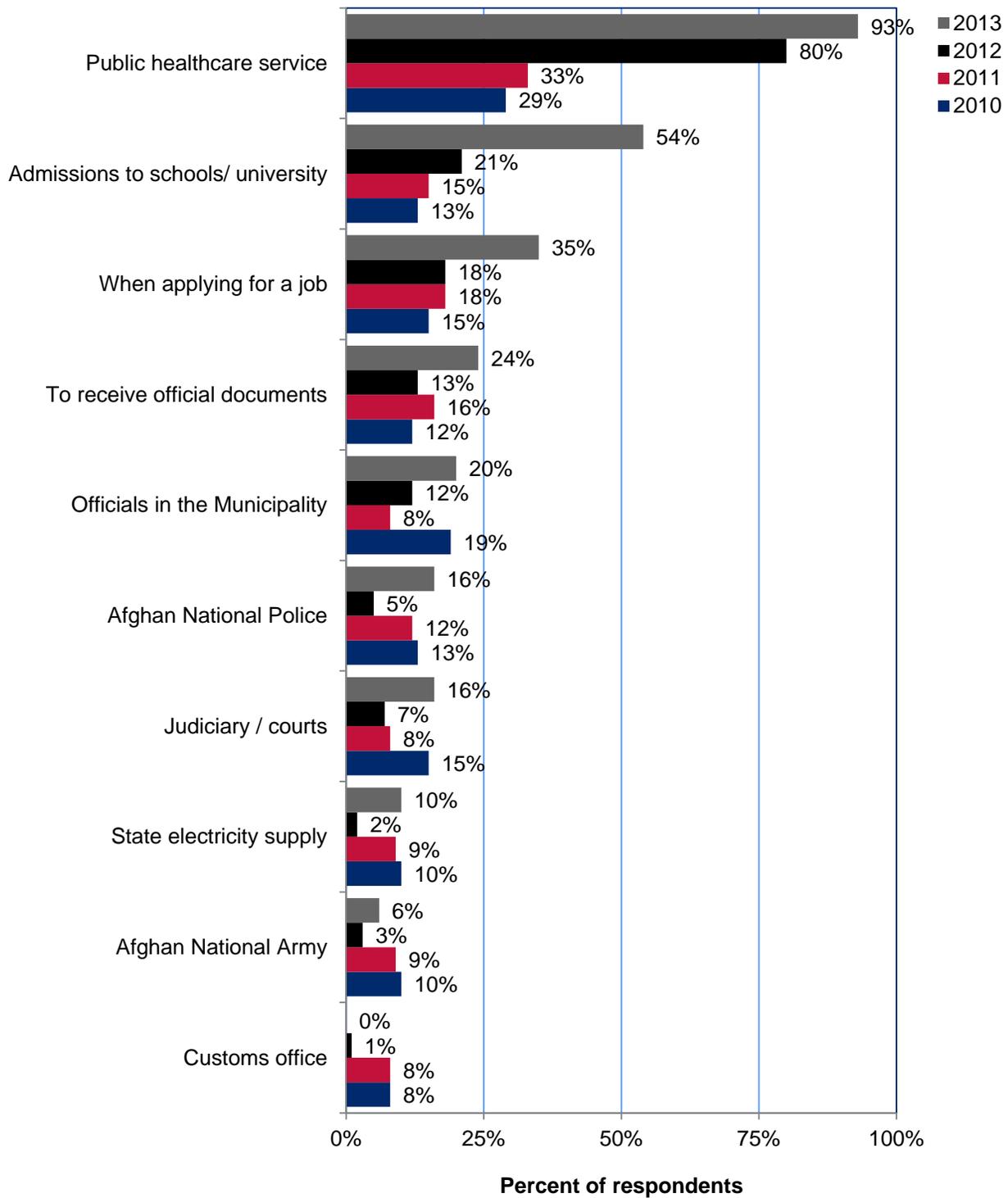
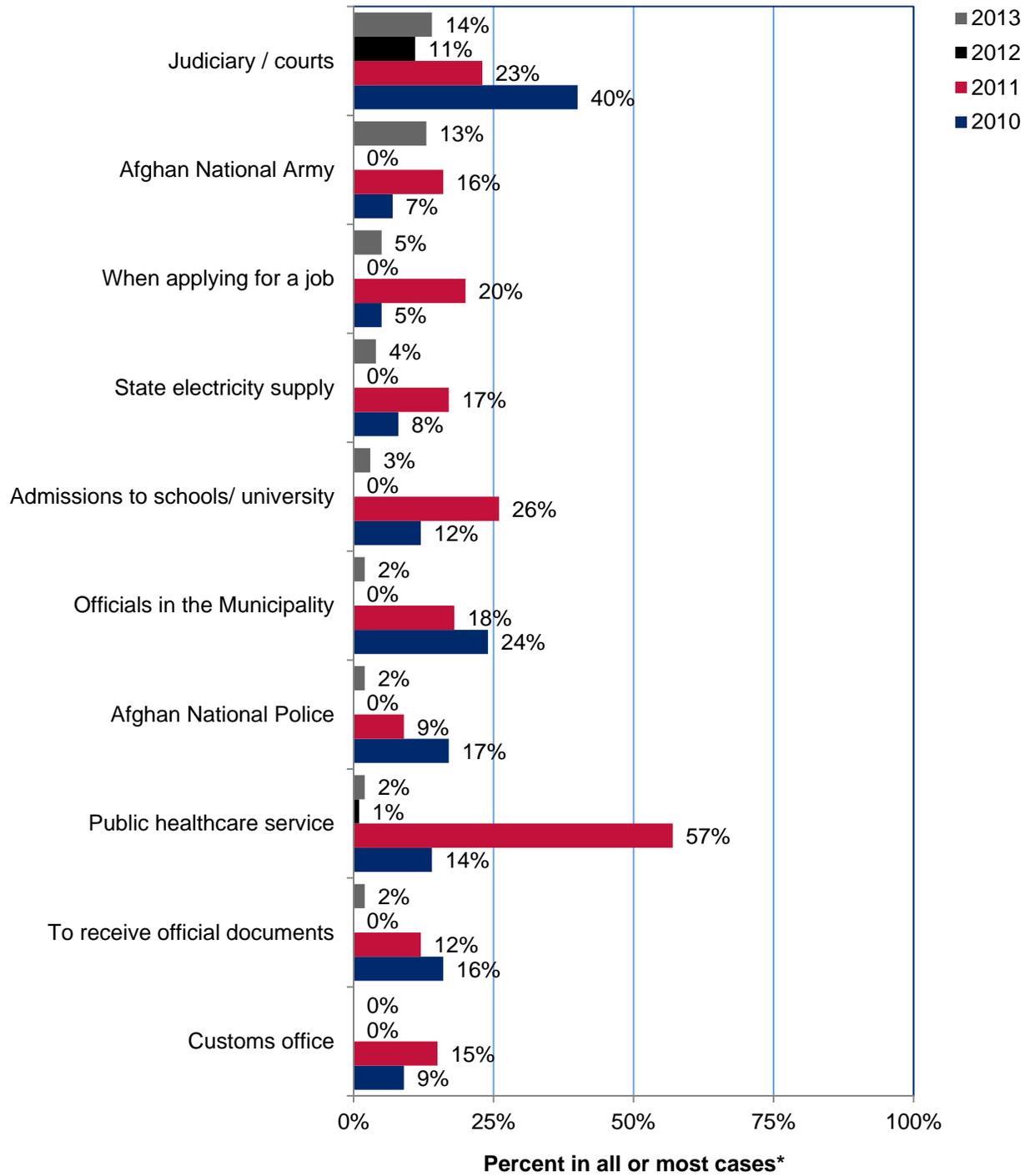


FIGURE 125: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

Many of the residents that were interviewed in the survey said they were aware of the Ministry of Women's Affairs (62%) and were aware of local Ministry offices (60%). Awareness of the Ministry and its locations was slightly higher in 2013 than in 2010.

Nearly all men and women who were asked strongly agreed that women should have equal opportunities like men in education and in participating in government. Among male respondents, support for equal opportunities for women in education and participation in government had gradually increased between 2010 and 2013, whereas among women in Bamyan it had been consistently high.

FIGURE 126: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

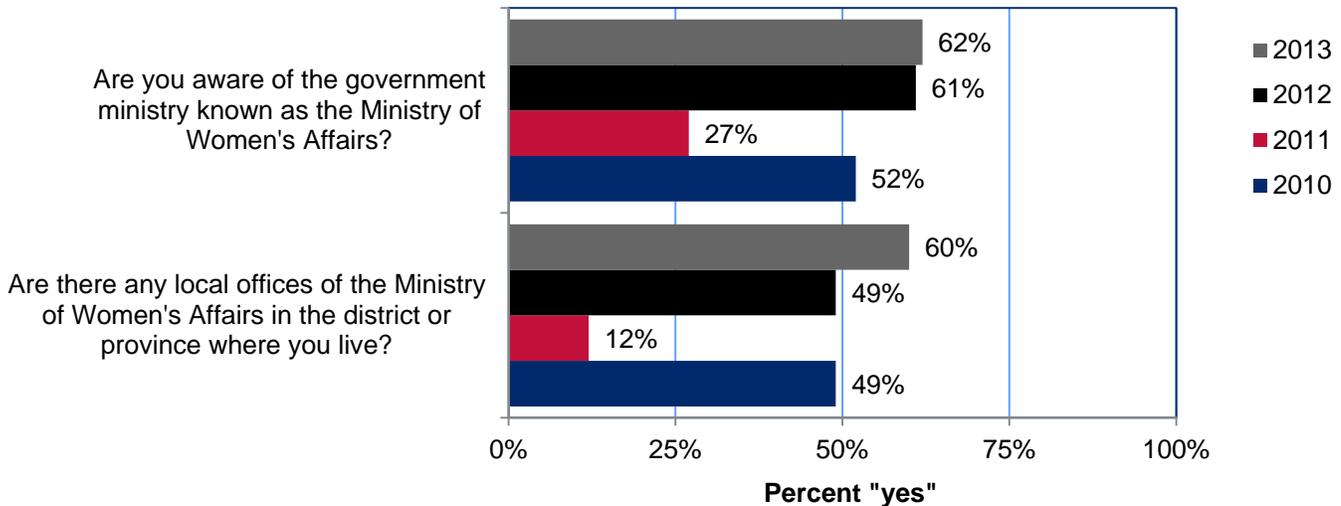
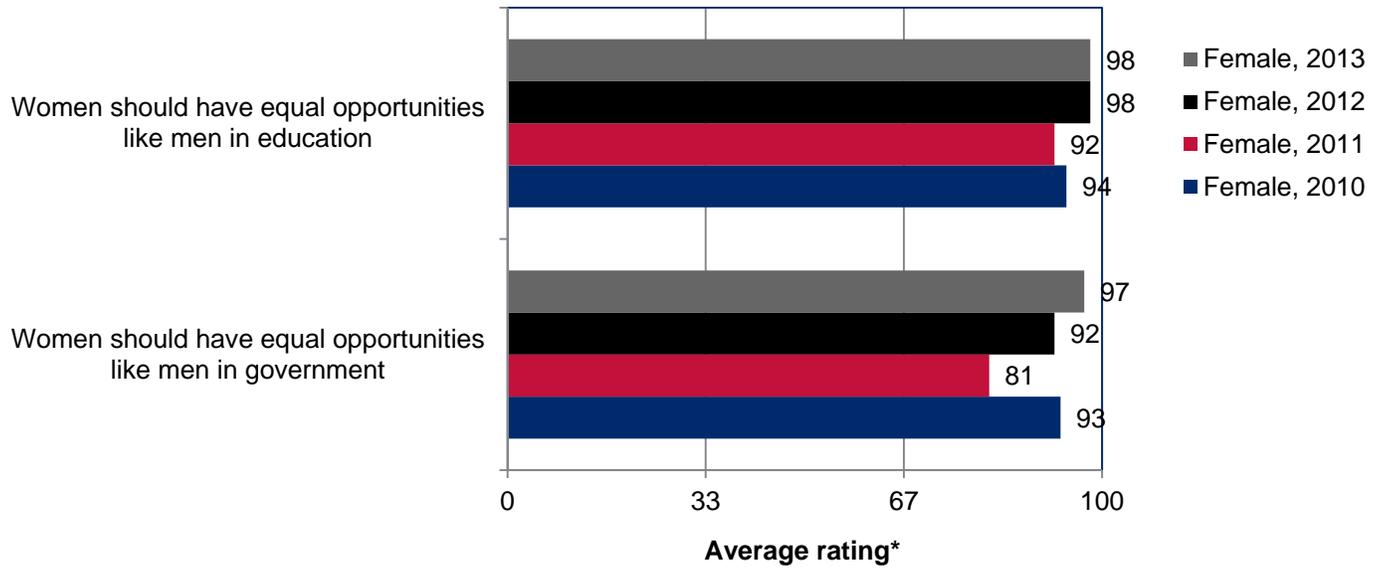


FIGURE 127: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2013

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	98%	96%
	Agree somewhat	2%	2%
	Disagree somewhat	1%	1%
	Strongly disagree	0%	1%
	Average rating*	99	98
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	95%	96%
	Agree somewhat	4%	2%
	Disagree somewhat	1%	1%
	Strongly disagree	0%	1%
	Average rating*	98	97

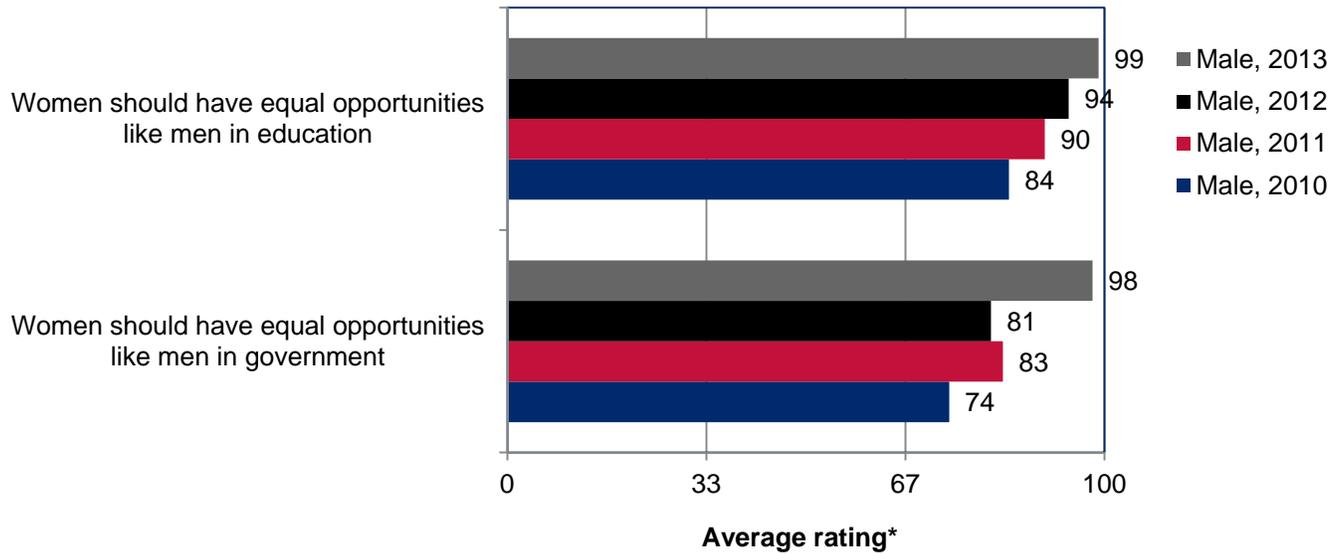
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 128: 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 129: 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, 2013 RESIDENT SURVEY

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

	Number	Percent of households
1-5 years	114	43%
6-10 years	52	20%
11-20 years	30	11%
21-40 years	34	13%
41 or more years	35	13%
Total	265	100%

Q1 Average Number of Years Lived in this City

Average years in Bamyan	16
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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 Bamyan	2	1%	106	40%	146	55%	11	4%	0	0%	0	0%	265	100%
The quality of schools in your city	3	1%	170	64%	75	28%	17	6%	0	0%	0	0%	265	100%
The quality of healthcare facilities in your city	1	0%	106	40%	126	48%	32	12%	0	0%	0	0%	265	100%
The health of people in your city	0	0%	120	45%	132	50%	13	5%	0	0%	0	0%	265	100%
The cleanliness of city streets	1	0%	93	35%	117	44%	54	20%	0	0%	0	0%	265	100%
The number of job opportunities in your city	2	1%	34	13%	103	39%	126	48%	0	0%	0	0%	265	100%
The number of businesses in your city	0	0%	81	31%	149	56%	34	13%	0	0%	1	0%	265	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.4
The cleanliness of city streets	2.2
The number of job opportunities in your city	1.7
The number of businesses in your city	2.2

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	167	63%
Yes, part time	83	31%
No, not employed	15	6%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	25	9%
Stayed the same	75	28%
Decreased	165	62%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	103	39%
No	162	61%
Total	265	100%

Q5 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	94	91%
51 to 100 AFN	4	4%
101 to 200 AFN	3	3%
201 to 400 AFN	2	2%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	94	36%
Dispose in public container	33	13%
Take to an official dump site	16	6%
Take to an improvised dump site	66	25%
Door to door collection	1	0%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	63	24%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Bury it	0	0%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	15	45%
On the next street	10	30%
Several streets away	5	15%
Further than several streets away	3	9%
Total	33	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	41	15%
Somewhat satisfied	26	10%
Somewhat dissatisfied	40	15%
Very dissatisfied	158	60%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.8

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

Q8 How often does the municipal government clean trash from streets?		
	Number	Percent
Every day	0	0%
A couple/few times a week	21	8%
Once a week	51	19%
Once every two or three weeks	2	1%
Once a month or less frequently	35	13%
Once a year	15	6%
Never	141	53%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	100	38%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	165	62%
Total	265	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	
Removal of illegal/improvised dumpsites	3	1%	66	25%	48	18%	148	56%	0	0%	0	0%	265	100%
Provision of legal dumpsites	18	7%	72	27%	12	5%	163	62%	0	0%	0	0%	265	100%
Provision of garbage bins in residential areas	5	2%	84	32%	100	38%	76	29%	0	0%	0	0%	265	100%
Provision of garbage bins in commercial areas	3	1%	79	30%	173	65%	10	4%	0	0%	0	0%	265	100%
Cleaning garbage from the streets	2	1%	111	42%	108	41%	44	17%	0	0%	0	0%	265	100%
Affordability of trash service	0	0%	45	17%	160	60%	60	23%	0	0%	0	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.7
Provision of legal dumpsites	1.8
Provision of garbage bins in residential areas	2.1
Provision of garbage bins in commercial areas	2.3
Cleaning garbage from the streets	2.3
Affordability of trash service	1.9

*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	51	19%
Shared well with neighbors	17	6%
River, canal or other open source	21	8%
Public standpipe	154	58%
Government supplied piped water at home	0	0%
Purchase water	5	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	19	7%

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

Q12 Who do you pay for this water service?		
	Number	Percent
0	2	1%
City water supply department	0	0%
A private firm/person	118	45%
No one	145	55%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	2	2%
51 to 100 AFN	8	7%
101 to 200 AFN	33	28%
201 to 400 AFN	39	33%
401 to 600 AFN	20	17%
601 to 1,000 AFN	14	12%
1,001 to 2,000 AFN	2	2%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	118	100%

Q13 Quality of Government Water Services, if Connected

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%
Amount supplied	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	1	100%
Overall quality of water for drinking	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	1.0
Overall quality of water for drinking	3.0

*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	126	48%
No	139	52%
Total	265	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	260	98%
Micro Hydro Power (MHP)	3	1%
Personal Generator	1	0%
No electricity	1	0%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
No one	264	100%
Total	264	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	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	
	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of days per week supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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

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

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

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

	Number	Percent
Indoor plumbing	1	0%
Dry latrine	218	83%
Latrine with septic	44	17%
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
Drains onto the street/road	200	76%
Open ditch/canal	40	15%
Septic system	17	6%
Drains into the yard/garden	8	3%
Refused	2	1%
City pipeline/sewer	0	0%
Other	0	0%
Don't know	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	20	8%	57	22%	188	71%	0	0%	0	0%	265	100%
The condition of larger drainage ditches throughout the city	1	0%	101	38%	147	55%	16	6%	0	0%	0	0%	265	100%
Ditch cleaning services	1	0%	32	12%	107	40%	125	47%	0	0%	0	0%	265	100%
Ditch repair services	0	0%	13	5%	66	25%	185	70%	0	0%	1	0%	265	100%
Ditch construction services	0	0%	14	5%	48	18%	202	76%	0	0%	1	0%	265	100%

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

	Average rating*
The condition of drainage ditches near home	1.4
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	1.7
Ditch repair services	1.3
Ditch construction services	1.3

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	31	12%	97	37%	135	51%	0	0%	0	0%	265	100%
The condition of main city roads	7	3%	79	30%	146	55%	33	12%	0	0%	0	0%	265	100%
The condition of highways	77	29%	96	36%	55	21%	36	14%	0	0%	1	0%	265	100%
Street repair services	0	0%	20	8%	106	40%	139	52%	0	0%	0	0%	265	100%
Street construction services	1	0%	21	8%	100	38%	143	54%	0	0%	0	0%	265	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.6
The condition of main city roads	2.2
The condition of highways	2.8
Street repair services	1.6
Street construction services	1.5

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	5	2%	148	56%	112	42%	0	0%	0	0%	265	100%
Women's parks	19	7%	142	54%	102	38%	0	0%	2	1%	265	100%
Children's playgrounds	27	10%	132	50%	104	39%	0	0%	2	1%	265	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	1	0%	37	14%	48	18%	24	9%	0	0%	155	58%	265	100%
Women's parks	8	3%	65	25%	34	13%	17	6%	0	0%	141	53%	265	100%
Children's playgrounds	14	5%	57	22%	35	13%	16	6%	0	0%	143	54%	265	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.1
Women's parks	2.5
Children's playgrounds	2.6

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

Q24A Do you or your family members visit the parks?		
	Number	Percent
No	197	74%
Yes	68	26%

Q24B If yes, which ones?		
	Number	Percent
Women's parks	61	87%
Children's Playgrounds	60	86%
Teen/adult parks	43	61%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	4	2%	155	58%	84	32%	22	8%	0	0%	0	0%	265	100%
The size and layout of the market(s)	0	0%	87	33%	112	42%	66	25%	0	0%	0	0%	265	100%
The amount of food available at your market(s)	60	23%	160	60%	43	16%	2	1%	0	0%	0	0%	265	100%
The variety of foods available at your market(s)	66	25%	167	63%	31	12%	1	0%	0	0%	0	0%	265	100%
The quality of food at your market(s)	4	2%	153	58%	95	36%	13	5%	0	0%	0	0%	265	100%
The availability of goods besides food at your market(s)	59	22%	187	71%	19	7%	0	0%	0	0%	0	0%	265	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.1
The amount of food available at your market(s)	3.0
The variety of foods available at your market(s)	3.1
The quality of food at your market(s)	2.6
The availability of goods besides food at your market(s)	3.2

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

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	52	20%	109	41%	104	39%	0	0%	0	0%	0	0%	265	100%
Fruit	66	25%	127	48%	72	27%	0	0%	0	0%	0	0%	265	100%
Vegetables	91	34%	108	41%	66	25%	0	0%	0	0%	0	0%	265	100%
Flour	265	100%	0	0%	0	0%	0	0%	0	0%	0	0%	265	100%
Cooking oil	265	100%	0	0%	0	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	256	97%	9	3%	0	0%	0	0%	0	0%	0	0%	265	100%
Cereal	162	61%	75	28%	28	11%	0	0%	0	0%	0	0%	265	100%

Q27 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government 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	2%	3	1%	3	1%	255	96%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	18	7%	28	11%	59	22%	160	60%	265	100%
Ditch cleaning, repair and construction	6	2%	23	9%	37	14%	199	75%	265	100%
Street repair	47	18%	61	23%	82	31%	75	28%	265	100%
Supplying clean drinking water	95	36%	35	13%	26	10%	109	41%	265	100%
Provide a new area for a market	1	0%	3	1%	1	0%	260	98%	265	100%
Provide green areas/parks	4	2%	7	3%	10	4%	244	92%	265	100%
Provide electricity service	87	33%	102	38%	40	15%	36	14%	265	100%
Car parking	1	0%	1	0%	0	0%	263	99%	265	100%
Sidewalk construction/improvement	0	0%	0	0%	1	0%	264	100%	265	100%
Sport facilities/stadium	1	0%	3	1%	3	1%	258	97%	265	100%
Public latrine for men	0	0%	2	1%	0	0%	263	99%	265	100%
Public latrine for women	0	0%	0	0%	2	1%	263	99%	265	100%

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

	Number	Percent
Mayor	20	8%
Shuras/CDCs/Jirgas	197	74%
Tribal leader/Malik	4	2%
Mullah	4	2%
Wakil-e-Gozar	35	13%
Others	0	0%
Would contact no one	5	2%
Don't know	0	0%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Yes	58	22%
No	206	78%
Don't know	0	0%
Refused	0	0%
Total	264	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	4	2%
It would be fixed within a year	52	20%
My request would be put on a long wait list	207	78%
Other	0	0%
Don't know	1	0%
Refused	0	0%
Nothing will happen	0	0%

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	11	4%
Somewhat good job	171	65%
Somewhat bad job	67	25%
Very bad job	15	6%
Refused	1	0%
Don't know	0	0%
Total	265	100%

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

	Number	Percent
Almost always	45	17%
Sometimes	194	73%
Rarely	21	8%
Almost never	3	1%
Refused	2	1%
Don't know	0	0%
Total	265	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	46	17%
A little	176	66%
Very little	39	15%
None at all	4	2%
Don't know	0	0%
Refused	0	0%
Total	265	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	98	37%	134	51%	27	10%	6	2%	0	0%	0	0%	265	100%
The religious leaders here	120	45%	110	42%	26	10%	8	3%	0	0%	1	0%	265	100%
Donor agencies	47	18%	128	48%	81	31%	8	3%	0	0%	1	0%	265	100%
The local government	32	12%	94	35%	111	42%	28	11%	0	0%	0	0%	265	100%
The provincial government	42	16%	137	52%	75	28%	11	4%	0	0%	0	0%	265	100%
The Afghanistan national government	35	13%	105	40%	100	38%	23	9%	0	0%	2	1%	265	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	43	16%
Did not know	214	81%
Provided wrong name	8	3%
Total	265	100%

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

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	224	85%	39	15%	2	1%	0	0%	0	0%	265	100%
In Afghanistan as a whole	262	99%	3	1%	0	0%	0	0%	0	0%	265	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	157	59%	100	38%	8	3%	0	0%	0	0%	265	100%
In Afghanistan as a whole	198	75%	64	24%	3	1%	0	0%	0	0%	265	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%	1	0%	3	1%	50	19%	211	80%	0	0%	0	0%	265	100%
Customs office	0	0%	0	0%	0	0%	1	0%	264	100%	0	0%	0	0%	265	100%
Afghan National Police	0	0%	1	0%	4	2%	38	14%	222	84%	0	0%	0	0%	265	100%
Afghan National Army	2	1%	0	0%	2	1%	11	4%	250	94%	0	0%	0	0%	265	100%
Judiciary / courts	3	1%	3	1%	7	3%	30	11%	222	84%	0	0%	0	0%	265	100%
State electricity supply	0	0%	1	0%	2	1%	24	9%	238	90%	0	0%	0	0%	265	100%
Public healthcare service	4	2%	1	0%	6	2%	235	89%	19	7%	0	0%	0	0%	265	100%
When applying for a job	4	2%	1	0%	6	2%	83	31%	171	65%	0	0%	0	0%	265	100%
Admissions to schools/ university	4	2%	0	0%	5	2%	135	51%	121	46%	0	0%	0	0%	265	100%
To receive official documents	0	0%	1	0%	2	1%	61	23%	201	76%	0	0%	0	0%	265	100%

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

	Number	Percent
Yes	163	62%
No	102	38%
Don't know	0	0%
Refused	0	0%
Total	265	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 Q39)?

	Number	Percent
Yes	160	60%
No	105	40%
Don't know	0	0%
Refused	0	0%
Total	265	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?

	Number	Percent
Strongly agree	257	97%
Agree somewhat	5	2%
Disagree somewhat	2	1%
Strongly disagree	1	0%
Don't know	0	0%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Strongly agree	253	95%
Agree somewhat	8	3%
Disagree somewhat	2	1%
Strongly disagree	2	1%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q43 Have you ever read/seen municipality newsletter?		
	Number	Percent
Yes	43	16%
No	222	84%
Total	265	100%

Q44 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	0	0%
18-30 years old	137	52%
31-40 years old	56	21%
41-50 years old	25	9%
51-60 years old	31	12%
61 or more years old	16	6%
Total	265	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	91	34%
Retired	1	0%
Housewife	114	43%
Student	36	14%
Unemployed	23	9%
Other	0	0%
Refused	0	0%
Don't know	1	0%
Total	265	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?

	Number	Percent of households
Never went to school	114	43%
Primary School, incomplete (classes 1 to 5)	29	11%
Primary School, complete (finished class 6)	14	5%
Secondary education, incomplete (classes 7 to 8)	10	4%
Secondary education, complete (finished class 9)	7	3%
High School (classes 10 to 12)	57	22%
University education or above	34	13%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q47 Are you married or single?

	Number	Percent of households
Single	43	16%
Married	211	80%
Widower/ Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	74	28%
6-10 people	148	56%
10-20 people	39	15%
21 or more people	4	2%
Total	265	100%

Q49 Does your family lease or own this house?		
	Number	Percent of households
Lease	48	18%
Own	217	82%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	209	79%
No	56	21%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q51 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	20	42%
1,001-2,000 AFN per month	14	29%
2,001-3,000 AFN per month	8	17%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	2	4%
5,001-7,500 AFN per month	3	6%
7,501 or more AFN per month	1	2%
Total	48	100%

Q52 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	0%
2,001 - 3,000 AFN	11	4%
3,001 - 5,000 AFN	51	19%
5,001 - 10,000 AFN	82	31%
10,001 - 15,000 AFN	51	19%
15,001 - 20,000 AFN	33	12%
20,001 - 25,000 AFN	22	8%
25,001 - 40,000 AFN	6	2%
More than 40,000 AFN	8	3%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q53 Gender		
	Number	Percent of households
Male	124	47%
Female	141	53%
Total	265	100%

APPENDIX B: COMPLETE SET OF FREQUENCIES, 2012 RESIDENT SURVEY

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

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	76	29%
6-10 years	65	25%
11-20 years	48	18%
21-40 years	51	19%
41 or more years	25	9%
Total	265	100%

Q1 Average Number of Years Lived in this City	
Average years in Bamyan	17

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 Bamyan	8	3%	107	40%	120	45%	30	11%	0	0%	0	0%	265	100%
The quality of schools in your city	10	4%	155	58%	54	20%	45	17%	0	0%	1	0%	265	100%
The quality of healthcare facilities in your city	10	4%	149	56%	68	26%	36	14%	0	0%	2	1%	265	100%
The health of people in your city	5	2%	115	43%	99	37%	45	17%	0	0%	1	0%	265	100%
The cleanliness of city streets	8	3%	106	40%	79	30%	71	27%	0	0%	1	0%	265	100%
The number of job opportunities in your city	4	2%	53	20%	85	32%	123	46%	0	0%	0	0%	265	100%
The number of businesses in your city	5	2%	76	29%	114	43%	67	25%	0	0%	3	1%	265	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.3
The cleanliness of city streets	2.2
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	181	68%
Yes, part time	48	18%
No, not employed	36	14%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	69	26%
Stayed the same	62	23%
Decreased	122	46%
Refused	0	0%
Don't know	12	5%
Total	265	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?

	Number	Percent
Yes	54	20%
No	211	80%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	48	89%
51 to 100 AFN	4	7%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	2	4%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	48	18%
Dispose in public container	44	17%
Take to an official dump site	0	0%
Take to an improvised dump site	64	24%
Door to door collection	0	0%
Other	110	42%
Refused	0	0%
Don't know	1	0%

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

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

	Number	Percent
Burn	98	37%
Bury	11	4%
Flows to the river	1	0%
No response	155	58%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	33	73%
On the next street	7	16%
Several streets away	5	11%
Further than several streets away	0	0%
Total	45	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	86	32%
Somewhat satisfied	116	44%
Somewhat dissatisfied	28	11%
Very dissatisfied	34	13%
Refused	0	0%
Don't know	1	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.0

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

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	2	1%
A couple/few times a week	2	1%
Once a week	55	21%
Once every two or three weeks	17	6%
Once a month or less frequently	48	18%
Once a year	26	10%
Never	83	31%
Refused	0	0%
Don't know	32	12%
Total	265	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	53	20%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	212	80%
Total	265	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	
Removal of illegal/improvised dumpsites	10	4%	89	34%	88	33%	76	29%	0	0%	2	1%	265	100%
Provision of legal dumpsites	12	5%	125	47%	91	34%	36	14%	0	0%	1	0%	265	100%
Provision of garbage bins in residential areas	16	6%	75	28%	61	23%	112	42%	1	0%	0	0%	265	100%
Provision of garbage bins in commercial areas	22	8%	129	49%	62	23%	50	19%	1	0%	1	0%	265	100%
Cleaning garbage from the streets	22	8%	130	49%	74	28%	39	15%	0	0%	0	0%	265	100%
Affordability of trash service	23	9%	128	48%	70	26%	43	16%	0	0%	1	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.4
Provision of garbage bins in residential areas	2.0
Provision of garbage bins in commercial areas	2.5
Cleaning garbage from the streets	2.5
Affordability of trash service	2.5

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

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

	Number	Percent
Public standpipe	130	49%
Well on property	53	20%
River, canal or other open source	35	13%
Shared well with neighbors	25	9%
Other: Spring	23	9%
Purchase water	2	1%
Government supplied piped water at home	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?

	Number	Percent
City water supply department	0	0%
A private firm/person	90	34%
No one	174	66%
Total	264	100%

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

	Number	Percent
1 to 50 AFN	2	2%
51 to 100 AFN	11	12%
101 to 200 AFN	24	27%
201 to 400 AFN	27	30%
401 to 600 AFN	17	19%
601 to 1,000 AFN	7	8%
1,001 to 2,000 AFN	2	2%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	90	100%

Q13 Quality of Government Water Services, if Connected

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	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
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	58	22%
No	207	78%
Total	265	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	231	89%
Large batteries/invertors (such as for running TV, lights, etc.)	118	46%
No electricity	21	8%
Shared Generator (with neighbors)	3	1%
Personal Generator	2	1%
Micro Hydro Power (MHP)	2	1%
Public Generator (from government)	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?

	Number	Percent
A private firm/person	2	1%
No one	261	99%
Total	263	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	100%
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	1	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	
	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of days per week supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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

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

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

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

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	215	81%
Latrine with septic	44	17%
Other	3	1%
Refused	2	1%
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
Agricultural land	2	1%
No response	263	99%

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

	Number	Percent
Open ditch/canal	166	63%
Septic system	40	15%
Other: Drains into the yard/garden	29	11%
Other: Drains onto the street/road	26	10%
City pipeline/sewer	0	0%
Refused	2	1%
Don't know	1	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	7	3%	111	42%	42	16%	104	39%	0	0%	0	0%	264	100%
The condition of larger drainage ditches throughout the city	7	3%	119	45%	63	24%	74	28%	0	0%	1	0%	264	100%
Ditch cleaning services	6	2%	106	40%	66	25%	85	32%	0	0%	1	0%	264	100%
Ditch repair services	3	1%	95	36%	58	22%	105	40%	0	0%	3	1%	264	100%
Ditch construction services	6	2%	97	37%	63	24%	95	36%	0	0%	3	1%	264	100%

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

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

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

Q21 Quality of Roads and Road Services

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	7	3%	61	23%	63	24%	133	50%	0	0%	0	0%	264	100%
The condition of main city roads	27	10%	117	44%	60	23%	60	23%	0	0%	0	0%	264	100%
The condition of highways	28	11%	96	36%	48	18%	90	34%	0	0%	2	1%	264	100%
Street repair services	14	5%	87	33%	71	27%	90	34%	0	0%	2	1%	264	100%
Street construction services	15	6%	101	38%	66	25%	80	30%	0	0%	2	1%	264	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	2.4
The condition of highways	2.2
Street repair services	2.1
Street construction services	2.2

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	8	3%	47	18%	197	75%	0	0%	12	5%	264	100%
Women's parks	9	3%	75	28%	172	65%	0	0%	8	3%	264	100%
Children's playgrounds	10	4%	32	12%	205	78%	0	0%	17	6%	264	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	3	3%	22	23%	10	10%	4	4%	1	1%	57	59%	97	100%
Women's parks	6	6%	36	37%	13	13%	1	1%	0	0%	41	42%	97	100%
Children's playgrounds	1	1%	15	15%	4	4%	6	6%	1	1%	70	72%	97	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.6
Women's parks	2.8
Children's playgrounds	2.4

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

Q24A Do you or your family members visit the parks?

	Number	Percent
No	209	79%
Yes	56	21%

Q24B If yes, which ones?

	Number	Percent
Women's parks	40	71%
Teen/adult parks	27	48%
Children's Playgrounds	13	23%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	12	5%	159	60%	51	19%	41	15%	0	0%	2	1%	265	100%
The size and layout of the market(s)	9	3%	129	49%	71	27%	54	20%	0	0%	2	1%	265	100%
The amount of food available at your market(s)	85	32%	140	53%	32	12%	7	3%	0	0%	1	0%	265	100%
The variety of foods available at your market(s)	105	40%	115	43%	34	13%	10	4%	0	0%	1	0%	265	100%
The quality of food at your market(s)	64	24%	122	46%	59	22%	19	7%	0	0%	1	0%	265	100%
The availability of goods besides food at your market(s)	79	30%	135	51%	34	13%	16	6%	0	0%	1	0%	265	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	3.1
The variety of foods available at your market(s)	3.2
The quality of food at your market(s)	2.9
The availability of goods besides food at your market(s)	3.0

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

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	41	15%	100	38%	122	46%	2	1%	0	0%	0	0%	265	100%
Fruit	67	25%	92	35%	105	40%	1	0%	0	0%	0	0%	265	100%
Vegetables	88	33%	80	30%	95	36%	2	1%	0	0%	0	0%	265	100%
Flour	264	100%	1	0%	0	0%	0	0%	0	0%	0	0%	265	100%
Cooking oil	260	98%	4	2%	1	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	261	98%	4	2%	0	0%	0	0%	0	0%	0	0%	265	100%
Cereal	191	72%	66	25%	8	3%	0	0%	0	0%	0	0%	265	100%

Q27 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	8	3%	16	6%	36	14%	205	77%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	5	2%	5	2%	4	2%	251	95%	265	100%
Ditch cleaning, repair and construction	4	2%	9	3%	14	5%	238	90%	265	100%
Street repair	34	13%	79	30%	92	35%	60	23%	265	100%
Supplying clean drinking water	82	31%	53	20%	30	11%	100	38%	265	100%
Provide a new area for a market	1	0%	2	1%	4	2%	258	97%	265	100%
Provide green areas/parks	3	1%	8	3%	10	4%	244	92%	265	100%
Provide electricity service	118	45%	79	30%	44	17%	24	9%	265	100%
Car Parking	0	0%	1	0%	1	0%	263	99%	265	100%
Sidewalk construction/improvement	1	0%	2	1%	3	1%	259	98%	265	100%
Sport facilities/Stadium	1	0%	4	2%	13	5%	247	93%	265	100%
Public Latrine for men	1	0%	4	2%	7	3%	253	95%	265	100%
Public Latrine for women	6	2%	3	1%	8	3%	248	94%	265	100%

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

	Number	Percent
Mayor	45	17%
Shuras/CDCs/Jirgas	154	58%
Tribal leader/Malik	13	5%
Mullah	4	2%
Wakil-e-Gozar	4	2%
Others	0	0%
Would contact no one	33	12%
Don't know	12	5%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Yes	34	13%
No	230	87%
Don't know	1	0%
Refused	0	0%
Total	265	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	39	15%
It would be fixed within a year	49	18%
My request would be put on a long wait list	111	42%
Other	0	0%
Don't know	66	25%
Refused	0	0%

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	56	21%
Somewhat good job	161	61%
Somewhat bad job	18	7%
Very bad job	13	5%
Refused	1	0%
Don't know	16	6%
Total	265	100%

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

	Number	Percent
Almost always	52	20%
Sometimes	102	38%
Rarely	52	20%
Almost never	51	19%
Refused	0	0%
Don't know	8	3%
Total	265	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	79	30%
A little	88	33%
Very little	40	15%
None at all	50	19%
Don't know	7	3%
Refused	1	0%
Total	265	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	125	47%	70	26%	44	17%	18	7%	0	0%	8	3%	265	100%
The religious leaders here	183	69%	37	14%	23	9%	20	8%	0	0%	2	1%	265	100%
Donor agencies	87	33%	71	27%	58	22%	45	17%	0	0%	4	2%	265	100%
The local government	96	36%	73	28%	44	17%	43	16%	0	0%	9	3%	265	100%
The provincial government	103	39%	65	25%	43	16%	45	17%	0	0%	9	3%	265	100%
The Afghanistan national government	92	35%	64	24%	47	18%	53	20%	0	0%	9	3%	265	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	41	15%
Did not know	214	81%
Provided wrong name	10	4%
Total	265	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	225	85%	15	6%	0	0%	1	0%	24	9%	265	100%
In Afghanistan as a whole	231	87%	9	3%	0	0%	0	0%	25	9%	265	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	143	54%	37	14%	25	9%	0	0%	60	23%	265	100%
In Afghanistan as a whole	148	56%	31	12%	23	9%	0	0%	62	23%	264	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%	1	0%	31	12%	229	86%	4	2%	0	0%	265	100%
Customs office	0	0%	0	0%	1	0%	1	0%	258	97%	5	2%	0	0%	265	100%
Afghan National Police	0	0%	0	0%	0	0%	14	5%	246	93%	5	2%	0	0%	265	100%
Afghan National Army	0	0%	0	0%	0	0%	8	3%	252	95%	5	2%	0	0%	265	100%
Judiciary/courts	1	0%	1	0%	3	1%	14	5%	242	91%	4	2%	0	0%	265	100%
State electricity supply	0	0%	0	0%	0	0%	4	2%	256	97%	5	2%	0	0%	265	100%
Public healthcare service	1	0%	1	0%	2	1%	208	78%	53	20%	0	0%	0	0%	265	100%
When applying for a job	0	0%	0	0%	1	0%	46	17%	211	80%	7	3%	0	0%	265	100%
Admissions to schools/university	0	0%	0	0%	1	0%	55	21%	203	77%	6	2%	0	0%	265	100%
To receive official documents	0	0%	0	0%	3	1%	31	12%	225	85%	6	2%	0	0%	265	100%

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

	Number	Percent
Yes	161	61%
No	102	38%
Don't know	2	1%
Refused	0	0%
Total	265	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 Q39)?

	Number	Percent
Yes	124	47%
No	130	49%
Don't know	11	4%
Refused	0	0%
Total	265	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?

	Number	Percent
Strongly agree	242	91%
Agree somewhat	19	7%
Disagree somewhat	2	1%
Strongly disagree	1	0%
Don't know	1	0%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Strongly agree	206	78%
Agree somewhat	32	12%
Disagree somewhat	8	3%
Strongly disagree	15	6%
Don't know	4	2%
Refused	0	0%
Total	265	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	41	15%
No	224	85%
Total	265	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	3	1%
18-30 years old	140	53%
31-40 years old	56	21%
41-50 years old	32	12%
51-60 years old	22	8%
61 or more years old	10	4%
Total	263	100%

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

	Number	Percent of households
Working	57	22%
Retired	3	1%
Housewife	136	51%
Student	54	20%
Unemployed	21	8%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	265	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?

	Number	Percent of households
Never went to school	132	50%
Primary School, incomplete (classes 1 to 5)	25	9%
Primary School, complete (finished class 6)	13	5%
Secondary education, incomplete (classes 7 to 8)	15	6%
Secondary education, complete (finished class 9)	8	3%
High School (classes 10 to 12)	38	14%
University education or above	34	13%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q47 Are you married or single?		
	Number	Percent of households
Single	69	26%
Married	185	70%
Widower/Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q48 How many people live here in this house?		
	Number	Percent of households
No people	0	0%
1-5 people	58	22%
6-10 people	155	58%
10-20 people	47	18%
21 or more people	5	2%
Total	265	100%

Q49 Does your family lease or own this house?		
	Number	Percent of households
Lease	35	13%
Own	229	86%
Don't know	0	0%
Refused	1	0%
Total	265	100%

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

	Number	Percent of households
Yes	197	74%
No	62	23%
Don't know	6	2%
Refused	0	0%
Total	265	100%

Q51 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	18	51%
1,001-2,000 AFN per month	11	31%
2,001-3,000 AFN per month	3	9%
3,001-4,000 AFN per month	1	3%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	1	3%
7,501 or more AFN per month	1	3%
Total	35	100%

Q52 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	7	3%
2,001 - 3,000 AFN	16	6%
3,001 - 5,000 AFN	70	26%
5,001 - 10,000 AFN	69	26%
10,001 - 15,000 AFN	38	14%
15,001 - 20,000 AFN	21	8%
20,001 - 25,000 AFN	11	4%
25,001 - 40,000 AFN	2	1%
More than 40,000 AFN	7	3%
Refused	6	2%
Don't know	18	7%
Total	265	100%

Q53 Gender		
	Number	Percent of households
Male	98	37%
Female	167	63%
Total	265	100%

APPENDIX C: 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.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	90	34%
6-10 years	74	28%
11-20 years	30	11%
21-40 years	38	14%
41 or more years	33	12%
Total	265	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	16

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 Bamyan	9	3%	97	37%	111	42%	48	18%	0	0%	0	0%	265	100%
The quality of schools in your city	11	4%	132	50%	60	23%	49	18%	0	0%	13	5%	265	100%
The quality of healthcare facilities in your city	25	9%	108	41%	72	27%	55	21%	0	0%	5	2%	265	100%
The health of people in your city	18	7%	117	44%	87	33%	41	15%	0	0%	2	1%	265	100%
The cleanliness of city streets	19	7%	99	37%	63	24%	83	31%	0	0%	1	0%	265	100%
The number of job opportunities in your city	9	3%	66	25%	95	36%	88	33%	0	0%	6	2%	264	100%
The number of businesses in your city	8	3%	61	23%	106	40%	42	16%	16	6%	32	12%	265	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.3
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.2

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	170	64%
Yes, part time	58	22%
No, not employed	37	14%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	102	38%
Stayed the same	105	40%
Decreased	54	20%
Refused	0	0%
Don't know	4	2%
Total	265	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	49	18%
No	216	82%
Total	265	100%

Q5 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	43	88%
51 to 100 AFN	1	2%
101 to 200 AFN	2	4%
201 to 400 AFN	0	0%
401 to 600 AFN	2	4%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?		
	Number	Percent
Dispose in street	15	6%
Dispose in public container	106	41%
Take to an official dump site	3	1%
Take to an improvised dump site	75	29%
Door to door collection	0	0%
Other	59	23%
Refused	0	0%
Don't know	4	2%

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

Q6 Which OTHER way do you dispose of your household trash?		
	Number	Percent
No response	202	76%
We Burn it	63	24%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	41	39%
On the next street	27	25%
Several streets away	11	10%
Further than several streets away	27	25%
Total	41	39%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	85	32%
Somewhat satisfied	75	28%
Somewhat dissatisfied	45	17%
Very dissatisfied	60	23%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.7

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

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	65	25%
Once every two or three weeks	45	17%
Once a month or less frequently	74	28%
Once a year	20	8%
Never	58	22%
Refused	0	0%
Don't know	3	1%
Total	265	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	44	17%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	2	1%
No one	219	83%
Total	265	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	1	50%
401 to 600 AFN	1	50%
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	2	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	9	3%	64	24%	58	22%	80	30%	3	1%	51	19%	265	100%
Provision of legal dumpsites	25	9%	37	14%	80	30%	74	28%	2	1%	47	18%	265	100%
Provision of garbage bins in residential areas	19	7%	45	17%	52	20%	104	39%	2	1%	43	16%	265	100%
Provision of garbage bins in commercial areas	15	6%	80	30%	64	24%	40	15%	4	2%	62	23%	265	100%
Cleaning garbage from the streets	15	6%	88	33%	81	31%	64	24%	2	1%	14	5%	264	100%
Affordability of trash service	22	8%	115	43%	113	43%	15	6%	0	0%	0	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.1
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	2.4
Cleaning garbage from the streets	2.2
Affordability of trash service	2.5

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

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

	Number	Percent
Well on property	34	13%
Shared well with neighbors	52	20%
River, canal or other open source	102	38%
Public standpipe	40	15%
Government supplied piped water at home	11	4%
Purchase water	22	8%
Other	19	7%
Refused	1	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	246	93%
Spring	19	7%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	42	16%
No one	223	84%
Total	265	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	15	36%
201 to 400 AFN	3	7%
401 to 600 AFN	8	19%
601 to 1,000 AFN	9	21%
1,001 to 2,000 AFN	5	12%
2,001 to 5,000 AFN	2	5%
5,001 AFN or more	0	0%
Total	42	100%

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

	Number	Percent
Yes	95	36%
No	169	64%
Total	264	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	197	74%
No electricity	27	10%
Micro Hydro Power (MHP)	18	7%
Shared Generator (with neighbors)	17	6%
Personal Generator	5	2%
Large batteries/invertors (such as for running TV, lights, etc.)	5	2%
Public Generator (from government)	1	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?

	Number	Percent
A private firm/person	38	14%
No one	227	86%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	7	18%
101 to 200 AFN	4	11%
201 to 400 AFN	15	39%
401 to 600 AFN	7	18%
601 to 1,000 AFN	4	11%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	3%
5,001 AFN or more	0	0%
Total	38	100%

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

	Number	Percent
Indoor plumbing	6	2%
Dry latrine	215	82%
Latrine with septic	43	16%
Other	1	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	196	74%
Septic system	60	23%
Other	8	3%
Don't know	1	0%
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
Dessert	8	3%
No response	257	97%

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	17	6%	80	30%	56	21%	105	40%	0	0%	7	3%	265	100%
The condition of larger drainage ditches throughout the city	17	6%	105	40%	76	29%	52	20%	0	0%	15	6%	265	100%
Ditch cleaning services	6	2%	81	31%	84	32%	74	28%	2	1%	17	6%	264	100%
Ditch repair services	2	1%	51	19%	82	31%	104	39%	2	1%	24	9%	265	100%
Ditch construction services	1	0%	44	17%	92	35%	103	39%	2	1%	23	9%	265	100%

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

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.1
Ditch repair services	1.8
Ditch construction services	1.8

*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	6	2%	70	26%	47	18%	139	52%	0	0%	3	1%	265	100%
The condition of main city roads	35	13%	133	50%	57	22%	38	14%	0	0%	2	1%	265	100%
The condition of highways	60	23%	112	42%	46	17%	26	10%	2	1%	18	7%	264	100%
Street repair services	20	8%	115	43%	77	29%	48	18%	0	0%	5	2%	265	100%
Street construction services	12	5%	112	42%	92	35%	48	18%	0	0%	1	0%	265	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.6
The condition of highways	2.8
Street repair services	2.4
Street construction services	2.3

*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	5	2%	55	21%	174	66%	0	0%	31	12%	265	100%
Women's parks	5	2%	126	48%	126	48%	0	0%	8	3%	265	100%
Children's playgrounds	9	3%	30	11%	182	69%	0	0%	44	17%	265	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	4	2%	9	3%	22	8%	9	3%	0	0%	221	83%	265	100%
Women's parks	4	2%	48	18%	50	19%	4	2%	0	0%	159	60%	265	100%
Children's playgrounds	2	1%	9	3%	9	3%	8	3%	0	0%	237	89%	265	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	2.5
Children's playgrounds	2.2

*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)	27	10%	133	50%	73	28%	30	11%	0	0%	2	1%	265	100%
The size and layout of the market(s)	14	5%	100	38%	88	33%	53	20%	0	0%	10	4%	265	100%
The amount of food available at your market(s)	45	17%	131	49%	80	30%	9	3%	0	0%	0	0%	265	100%
The variety of foods available at your market(s)	43	16%	142	54%	65	25%	13	5%	0	0%	2	1%	265	100%
The quality of food at your market(s)	35	13%	139	52%	73	28%	16	6%	0	0%	2	1%	265	100%
The availability of goods besides food at your market(s)	51	19%	136	51%	64	24%	11	4%	0	0%	3	1%	265	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.9

*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	71	27%	93	35%	91	34%	10	4%	0	0%	0	0%	265	100%
Fruit	85	32%	92	35%	78	29%	10	4%	0	0%	0	0%	265	100%
Vegetables	85	32%	107	40%	57	22%	16	6%	0	0%	0	0%	265	100%
Flour	238	90%	16	6%	3	1%	8	3%	0	0%	0	0%	265	100%
Cooking oil	259	98%	6	2%	0	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	244	92%	18	7%	2	1%	1	0%	0	0%	0	0%	265	100%
Cereal	126	48%	111	42%	22	8%	5	2%	0	0%	0	0%	264	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 municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	72	27%	22	8%	6	2%	165	62%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	25	9%	55	21%	15	6%	170	64%	265	100%
Ditch cleaning, repair and construction	19	7%	8	3%	75	28%	163	62%	265	100%
Street repair	54	20%	25	9%	39	15%	147	55%	265	100%
Supplying clean drinking water	53	20%	64	24%	16	6%	132	50%	265	100%
Provide a new area for a market	1	0%	9	3%	5	2%	250	94%	265	100%
Provide green areas/parks	2	1%	9	3%	8	3%	246	93%	265	100%
Provide electricity service	34	13%	50	19%	48	18%	133	50%	265	100%
Car parking	0	0%	3	1%	1	0%	261	98%	265	100%
Sidewalk construction/improvement	0	0%	0	0%	13	5%	252	95%	265	100%
Sport facilities/stadium	0	0%	1	0%	5	2%	259	98%	265	100%
Public latrine for men	0	0%	8	3%	8	3%	249	94%	265	100%
Public latrine for women	5	2%	11	4%	26	10%	223	84%	265	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	72	27%
Shuras/CDCs/Jirgas	72	27%
Tribal leader/Malik	60	23%
Mullah	7	3%
Wakil-e-Gozar	26	10%
Others	0	0%
Would contact no one	24	9%
Don't know	3	1%
Refused	1	0%
Total	265	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?		
	Number	Percent
Yes	32	12%
No	230	87%
Don't know	3	1%
Refused	0	0%
Total	265	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	36	14%
It would be fixed within a year	51	19%
My request would be put on a long wait list	65	25%
Other	5	2%
Don't know	105	40%
Refused	3	1%

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

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?		
	Number	Percent
Very good job	84	32%
Somewhat good job	109	41%
Somewhat bad job	33	12%
Very bad job	29	11%
Refused	3	1%
Don't know	7	3%
Total	265	100%

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

	Number	Percent
Almost always	71	27%
Sometimes	110	42%
Rarely	41	15%
Almost never	30	11%
Refused	0	0%
Don't know	13	5%
Total	265	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	113	43%
A little	46	17%
Very little	55	21%
None at all	40	15%
Don't know	11	4%
Refused	0	0%
Total	265	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	107	40%	73	28%	48	18%	13	5%	0	0%	24	9%	265	100%
The religious leaders here	189	71%	45	17%	15	6%	11	4%	0	0%	5	2%	265	100%
Donor agencies	75	28%	91	34%	52	20%	44	17%	0	0%	3	1%	265	100%
The local government	77	29%	80	31%	59	23%	42	16%	3	1%	1	0%	262	100%
The provincial government	85	32%	62	24%	74	28%	34	13%	3	1%	4	2%	262	100%
The Afghanistan national government	84	32%	52	20%	62	23%	56	21%	0	0%	11	4%	265	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	49	18%
Did not know	207	78%
Provided wrong name	9	3%
Total	265	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	173	65%	54	20%	16	6%	0	0%	22	8%	265	100%
In Afghanistan as a whole	216	82%	18	7%	7	3%	0	0%	24	9%	265	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	130	49%	82	31%	37	14%	1	0%	15	6%	265	100%
In Afghanistan as a whole	168	63%	51	19%	26	10%	1	0%	19	7%	265	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	4	2%	0	0%	5	2%	13	5%	240	91%	3	1%	0	0%	265	100%
Customs office	3	1%	0	0%	0	0%	17	6%	242	91%	3	1%	0	0%	265	100%
Afghan National Police	3	1%	0	0%	5	2%	24	9%	230	87%	3	1%	0	0%	265	100%
Afghan National Army	3	1%	1	0%	4	2%	17	6%	236	89%	3	1%	0	0%	264	100%
Judiciary/courts	5	2%	0	0%	4	2%	13	5%	240	91%	3	1%	0	0%	265	100%
State electricity supply	3	1%	1	0%	4	2%	15	6%	239	90%	3	1%	0	0%	265	100%
Public healthcare service	31	12%	19	7%	11	4%	26	10%	175	66%	3	1%	0	0%	265	100%
When applying for a job	3	1%	7	3%	9	3%	30	11%	213	80%	3	1%	0	0%	265	100%
Admissions to schools/university	6	2%	4	2%	1	0%	28	11%	219	84%	3	1%	1	0%	262	100%
To receive official documents	1	0%	4	2%	5	2%	33	12%	215	81%	3	1%	4	2%	265	100%

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

	Number	Percent
1	68	26%
2	180	68%
3	17	6%
Total	265	100%

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

	Number	Percent
Yes	30	11%
No	218	82%
Don't know	17	6%
Refused	0	0%
Total	265	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?

	Number	Percent
Strongly agree	214	81%
Agree somewhat	36	14%
Disagree somewhat	9	3%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	265	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?

	Number	Percent
Strongly agree	190	72%
Agree somewhat	29	11%
Disagree somewhat	24	9%
Strongly disagree	22	8%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	28	11%
18-30 years old	120	45%
31-40 years old	46	17%
41-50 years old	34	13%
51-60 years old	15	6%
61 or more years old	21	8%
Total	264	100%

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

	Number	Percent of households
Working	113	43%
Retired	8	3%
Housewife	81	31%
Student	55	21%
Unemployed	38	14%
Other	9	3%
Refused	0	0%
Don't know	0	0%
Total	264	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?

	Number	Percent of households
Never went to school	131	49%
Primary School, incomplete (classes 1 to 5)	13	5%
Primary School, complete (finished class 6)	6	2%
Secondary education, incomplete (classes 7 to 8)	25	9%
Secondary education, complete (finished class 9)	19	7%
High School (classes 10 to 12)	52	20%
University education or above	19	7%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	72	27%
Married	182	69%
Widower/Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	0	0%
1-5 people	43	16%
6-10 people	157	60%
10-20 people	56	21%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	26	10%
Own	239	90%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
1	238	90%
2	26	10%
3	1	0%
Total	265	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	5	19%
1,001-2,000 AFN per month	5	19%
2,001-3,000 AFN per month	9	35%
3,001-4,000 AFN per month	4	15%
4,001-5,000 AFN per month	2	8%
5,001-7,500 AFN per month	1	4%
7,501 or more AFN per month	0	0%
Total	26	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	58	22%
3,001 - 5,000 AFN	94	35%
5,001 - 10,000 AFN	57	22%
10,001 - 15,000 AFN	19	7%
15,001 - 20,000 AFN	8	3%
20,001 - 25,000 AFN	11	4%
25,001 - 40,000 AFN	5	2%
more than 40,000 AFN	4	2%
Refused	5	2%
Don't know	4	2%
Total	265	100%

Q51 Gender		
	Number	Percent of households
Male	147	55%
Female	118	45%
Total	265	100%

APPENDIX D: 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.

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	36	14%
6-10 years	29	11%
11-20 years	34	13%
21-40 years	95	36%
41 or more years	70	27%
Total	264	100%

Q1 Average Number of Years Lived in City	
Average years in Bamyan	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 Bamyan	4	2%	136	52%	77	29%	47	18%	0	0%	0	0%	264	100%
The quality of schools in your city	23	9%	77	29%	121	46%	40	15%	0	0%	3	1%	264	100%
The quality of healthcare facilities in your city	25	10%	83	32%	99	38%	52	20%	0	0%	4	2%	263	100%
The health of people in your city	18	7%	86	33%	87	33%	72	27%	0	0%	1	0%	264	100%
The cleanliness of city streets	2	1%	81	31%	69	26%	111	42%	0	0%	0	0%	263	100%
The number of job opportunities in your city	2	1%	79	30%	41	16%	140	53%	0	0%	1	0%	263	100%
The number of businesses in your city	7	3%	98	37%	80	30%	74	28%	0	0%	5	2%	264	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.9
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	139	53%
Yes, part time	60	23%
No, not employed	65	25%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Bamyan have increased, stayed the same or decreased?		
	Number	Percent
Increased	70	27%
Stayed the same	135	51%
Decreased	57	22%
Refused	0	0%
Don't know	2	1%
Total	264	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	2	1%
No	262	99%
Total	264	100%

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

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

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	14	5%
Dispose in public container	7	3%
Take to an official dump site	0	0%
Take to an improvised dump site	146	55%
Door to door collection	4	2%
Other	11	4%
Refused	0	0%
Don't know	0	0%
Other: Put it in our yard	0	0%
Other: Burn it	68	26%
Other: Put it in a ditch or river	9	3%
Other: Take it to farm/agricultural/desert land	6	2%

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

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

	Number	Percent
Bury	1	0%
inter the trash	1	0%
inter the trash	2	1%
inter the trash	1	0%
No response	253	96%
We	1	0%
we inter the trash	4	2%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	5	71%
On the next street	0	0%
Several streets away	2	29%
Further than several streets away	0	0%
Total	7	100%

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

	Number	Percent
Very satisfied	57	22%
Somewhat satisfied	56	21%
Somewhat dissatisfied	78	30%
Very dissatisfied	72	27%
Refused	0	0%
Don't know	0	0%
Total	263	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal?	2.4

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

Q8 How often does the municipal government clean trash from streets?

	Number	Percent
Every day	9	3%
A couple/few times a week	0	0%
Once a week	97	37%
Once every two or three weeks	8	3%
Once a month or less frequently	25	10%
Never	121	46%
Refused	0	0%
Don't know	3	1%
Total	263	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	1	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	262	100%
Total	263	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	1	0%	25	10%	16	6%	203	77%	0	0%	17	6%	262	100%
Provision of legal dumpsites	2	1%	33	13%	8	3%	198	76%	0	0%	21	8%	262	100%
Provision of garbage bins in residential areas	0	0%	24	9%	12	5%	199	76%	0	0%	27	10%	262	100%
Provision of garbage bins in commercial areas	1	0%	18	7%	15	6%	206	79%	0	0%	22	8%	262	100%
Cleaning garbage from the streets	3	1%	20	8%	14	5%	204	78%	0	0%	21	8%	262	100%
Affordability of trash service	1	0%	18	7%	7	3%	212	81%	0	0%	24	9%	262	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.2
Cleaning garbage from the streets	1.3
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	21	8%
Shared well with neighbors	37	14%
River, canal or other open source	76	29%
Public standpipe	90	34%
Government supplied piped water at home	1	0%
Purchase water	34	13%
Other	4	2%
Refused	0	0%
Don't know	2	1%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
bring the water from a long distance	1	0%
No response	260	98%
use the water from ditch	2	1%
use the water of ditch	1	0%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	55	21%
A private firm/person	36	14%
No one	172	65%
Total	263	100%

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

	Number	Percent
1 to 50 AFN	33	37%
51 to 100 AFN	7	8%
101 to 200 AFN	23	26%
201 to 400 AFN	5	6%
401 to 600 AFN	4	4%
601 to 1,000 AFN	9	10%
1,001 to 2,000 AFN	7	8%
2,001 to 5,000 AFN	1	1%
5,001 AFN or more	1	1%
Total	90	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	7	9%	20	24%	21	26%	10	12%	0	0%	24	29%	82	100%
Amount supplied	7	9%	23	28%	22	27%	10	12%	0	0%	20	24%	82	100%
Overall quality of water for drinking	7	9%	5	6%	46	56%	4	5%	0	0%	20	24%	82	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.4
Amount supplied	2.4
Overall quality of water for drinking	2.2

*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	142	55%
No	118	45%
Total	260	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	147	56%
Solar Energy	41	16%
Shared Generator (with neighbors)	34	13%
Government provided electricity that is not a public generator	14	5%
Large batteries/invertors (such as for running TV, lights, etc.)	10	4%
Personal Generator	8	3%
Micro Hydro Power (MHP)	6	2%
Public Generator (from government)	4	2%
Refused	1	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	26	10%
A private firm/person	29	11%
No one	206	79%
Total	261	100%

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

	Number	Percent
1 to 50 AFN	3	6%
51 to 100 AFN	7	13%
101 to 200 AFN	33	61%
201 to 400 AFN	7	13%
401 to 600 AFN	3	6%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	54	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	0	0%	7	14%	15	29%	16	31%	0	0%	13	25%	51	100%
Number of hours per day supplied	0	0%	5	10%	9	18%	23	45%	0	0%	14	27%	51	100%
Quality of supply (Electricity power & its cut out during service hours)	0	0%	7	14%	12	24%	19	37%	0	0%	13	25%	51	100%
Price for electric supply	2	4%	8	16%	11	22%	17	33%	0	0%	13	25%	51	100%

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

	Average rating*
Number of days per week supplied	1.8
Number of hours per day supplied	1.5
Quality of supply (Electricity power & its cut out during service hours)	1.7
Price for electric supply	1.9

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

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

	Number	Percent
Indoor plumbing	3	1%
Dry latrine	244	93%
Latrine with septic	7	3%
Other	9	3%
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	255	97%
don't have latrine	1	0%
goes to the desert	1	0%
goes to the ruin places	1	0%
have neither of them	1	0%
into the ruin	1	0%
use ruin	1	0%
use the ruin	1	0%
use the ruins	1	0%
we do not have only latrine	1	0%

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

	Number	Percent
City pipeline/sewer	142	54%
Open ditch/canal	84	32%
Drains onto the street/road	19	7%
Septic system	12	5%
Refused	2	1%
Drains into the yard/garden	2	1%
Other	1	0%
Don't know	1	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
don't have	1	0%
No response	263	100%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	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%	45	17%	18	7%	175	67%	0	0%	25	10%	263	100%
The condition of larger drainage ditches throughout the city	0	0%	60	23%	15	6%	169	64%	0	0%	20	8%	264	100%
Ditch cleaning services	1	0%	30	11%	9	3%	208	79%	0	0%	16	6%	264	100%
Ditch repair services	1	0%	23	9%	7	3%	217	82%	0	0%	16	6%	264	100%
Ditch construction services	0	0%	24	9%	8	3%	212	81%	0	0%	18	7%	262	100%

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

	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	1.6
Ditch cleaning services	1.3
Ditch repair services	1.2
Ditch construction services	1.2

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	44	17%	24	9%	191	72%	0	0%	3	1%	264	100%
The condition of main city roads	2	1%	134	51%	47	18%	78	30%	0	0%	3	1%	264	100%
The condition of highways	2	1%	83	32%	40	15%	124	47%	1	0%	13	5%	263	100%
Street repair services	0	0%	64	24%	16	6%	179	68%	0	0%	5	2%	264	100%
Street construction services	3	1%	93	35%	51	19%	111	42%	0	0%	6	2%	264	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.5
The condition of main city roads	2.2
The condition of highways	1.9
Street repair services	1.6
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	2	1%	5	2%	256	97%	0	0%	1	0%	264	100%
Women's parks	1	0%	40	15%	221	84%	0	0%	2	1%	264	100%
Children's playgrounds	3	1%	1	0%	258	98%	1	0%	1	0%	264	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%	2	1%	1	0%	8	3%	2	1%	249	95%	262	100%
Women's parks	0	0%	4	2%	6	2%	7	3%	2	1%	243	93%	262	100%
Children's playgrounds	0	0%	1	0%	3	1%	8	3%	3	1%	247	94%	262	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.8
Children's playgrounds	1.4

*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	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The location of the market(s)	1	0%	69	26%	19	7%	171	65%	0	0%	4	2%	264	100%
The size and layout of the market(s)	1	0%	86	33%	12	5%	161	61%	0	0%	4	2%	264	100%
The amount of food available at your market(s)	2	1%	137	52%	95	36%	27	10%	0	0%	3	1%	264	100%
The variety of foods available at your market(s)	1	0%	132	50%	106	40%	23	9%	0	0%	2	1%	264	100%
The quality of food at your market(s)	1	0%	124	47%	91	34%	46	17%	0	0%	2	1%	264	100%
The availability of goods besides food at your market(s)	0	0%	106	40%	45	17%	110	42%	0	0%	3	1%	264	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	1.6
The size and layout of the market(s)	1.7
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.0

*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	27	10%	91	35%	124	47%	21	8%	0	0%	0	0%	263	100%
Fruit	32	12%	96	36%	114	43%	22	8%	0	0%	0	0%	264	100%
Vegetables	60	23%	82	31%	95	36%	27	10%	0	0%	0	0%	264	100%
Flour	250	95%	6	2%	6	2%	2	1%	0	0%	0	0%	264	100%
Cooking oil	250	95%	8	3%	5	2%	1	0%	0	0%	0	0%	264	100%
Sugar, tea	229	87%	22	8%	12	5%	1	0%	0	0%	0	0%	264	100%
Cereal	81	31%	65	25%	92	35%	26	10%	0	0%	0	0%	264	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 municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	1	0%	8	3%	50	19%	205	78%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	2%	10	4%	46	17%	202	77%	264	100%
Ditch cleaning, repair and construction	8	3%	5	2%	37	14%	214	81%	264	100%
Street repair	12	5%	42	16%	66	25%	144	55%	264	100%
Supplying clean drinking water	98	37%	95	36%	21	8%	50	19%	264	100%
Provide a new area for a market	0	0%	5	2%	12	5%	247	94%	264	100%
Provide green areas/parks	0	0%	3	1%	17	6%	244	92%	264	100%
Provide electricity service	140	53%	94	36%	15	6%	15	6%	264	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	34	13%
Shuras/CDCs/Jirgas	187	71%
Tribal leader/Malik	21	8%
Mullah	10	4%
Would contact no one	11	4%
Don't know	1	0%
Refused	0	0%
Total	264	100%

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

	Number	Percent
Yes	40	15%
No	222	84%
Don't know	1	0%
Refused	0	0%
Total	263	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	9	3%
It would be fixed within a year	50	19%
My request would be put on a long wait list	184	70%
Other	12	5%
Don't know	9	3%
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	11	4%
Somewhat good job	71	27%
Somewhat bad job	63	24%
Very bad job	110	42%
Refused	0	0%
Don't know	9	3%
Total	264	100%

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

	Number	Percent
Almost always	35	13%
Sometimes	84	32%
Rarely	91	35%
Almost never	49	19%
Refused	0	0%
Don't know	4	2%
Total	263	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	52	20%
A little	68	26%
Very little	81	31%
None at all	60	23%
Don't know	2	1%
Refused	0	0%
Total	263	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	180	68%	58	22%	15	6%	6	2%	0	0%	5	2%	264	100%
The religious leaders here	183	69%	58	22%	13	5%	6	2%	0	0%	4	2%	264	100%
Donor agencies	27	10%	88	33%	79	30%	64	24%	0	0%	6	2%	264	100%
The local government	29	11%	102	39%	80	30%	46	17%	0	0%	7	3%	264	100%
The provincial government	31	12%	114	43%	72	27%	42	16%	0	0%	5	2%	264	100%
The Afghanistan national government	33	13%	115	44%	64	24%	45	17%	0	0%	7	3%	264	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	59	22%
Did not know	204	77%
Provided wrong name	1	0%
Total	264	100%

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

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	257	97%	2	1%	2	1%	0	0%	3	1%	264	100%
In Afghanistan as a whole	257	97%	0	0%	2	1%	0	0%	5	2%	264	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	188	71%	38	14%	24	9%	0	0%	14	5%	264	100%
In Afghanistan as a whole	192	73%	32	12%	25	9%	1	0%	14	5%	264	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	2	1%	10	4%	21	8%	18	7%	209	79%	0	0%	4	2%	264	100%
Customs office	0	0%	2	1%	2	1%	18	7%	238	90%	0	0%	4	2%	264	100%
Afghan National Police	1	0%	5	2%	14	5%	15	6%	225	85%	0	0%	4	2%	264	100%
Afghan National Army	1	0%	1	0%	3	1%	22	8%	234	89%	0	0%	3	1%	264	100%
Judiciary/courts	3	1%	13	5%	5	2%	19	7%	222	84%	0	0%	2	1%	264	100%
State electricity supply	0	0%	2	1%	4	2%	20	8%	235	89%	0	0%	3	1%	264	100%
Public healthcare service	2	1%	9	3%	39	15%	27	10%	185	70%	0	0%	2	1%	264	100%
When applying for a job	0	0%	2	1%	7	3%	30	11%	222	84%	0	0%	3	1%	264	100%
Admissions to schools/university	1	0%	3	1%	3	1%	27	10%	228	86%	0	0%	2	1%	264	100%
To receive official documents	1	0%	4	2%	2	1%	24	9%	231	88%	0	0%	2	1%	264	100%

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

	Number	Percent
Yes	132	50%
No	121	46%
Don't know	11	4%
Refused	0	0%
Total	264	100%

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

	Number	Percent
Yes	114	47%
No	121	50%
Don't know	9	4%
Refused	0	0%
Total	244	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?

	Number	Percent
Strongly agree	209	79%
Agree somewhat	33	13%
Disagree somewhat	16	6%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	264	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?

	Number	Percent
Strongly agree	192	73%
Agree somewhat	38	14%
Disagree somewhat	16	6%
Strongly disagree	18	7%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q42 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	11	4%
18-30 years old	87	34%
31-40 years old	73	29%
41-50 years old	44	17%
51-60 years old	25	10%
61 or more years old	16	6%
Total	256	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	80	30%
Retired	0	0%
Housewife	115	44%
Student	18	7%
Unemployed	51	19%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	264	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?

	Number	Percent of households
Never went to school	158	60%
Primary School, incomplete (classes 1 to 5)	35	13%
Primary School, complete (finished class 6)	13	5%
Secondary education, incomplete (classes 7 to 8)	10	4%
Secondary education, complete (finished class 9)	7	3%
High School (classes 10 to 12)	26	10%
University education or above	12	5%
Refused	2	1%
Don't know	0	0%
Total	263	100%

Q45 Are you married or single?

	Number	Percent of households
Single	39	15%
Married	207	78%
Widower/Widow	18	7%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	62	24%
6-10 people	141	54%
10-20 people	53	20%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	30	11%
Own	234	89%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	177	67%
No	87	33%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	224	89%
1,000 AFN or less per month	14	6%
1,001-2,000 AFN per month	9	4%
2,001-3,000 AFN per month	2	1%
3,001-4,000 AFN per month	1	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	1	0%
Total	251	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	102	39%
2,001 - 3,000 AFN	50	19%
3,001 - 5,000 AFN	72	27%
5,001 - 10,000 AFN	22	8%
10,001 - 15,000 AFN	6	2%
15,001 - 20,000 AFN	3	1%
20,001 - 25,000 AFN	3	1%
25,001 - 40,000 AFN	1	0%
more than 40,000 AFN	1	0%
Refused	1	0%
Don't know	3	1%
Total	264	100%

Q51 Gender		
	Number	Percent of households
Male	121	46%
Female	143	54%
Total	264	100%

APPENDIX E: 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. No revisions were made to the internal data collection instrument in 2013.

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. Several items were added to the 2012 survey but there were no changes made before implementing the 2013 survey.

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, 2012 and 2013 iterations. The resident survey was implemented in all the RUE cites in each of these years, except for Parun which was only included in the 2012 and 2013 iterations. Security concerns prevented interviewing in Parun in 2010 and 2011.

Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed			
			2010	2011	2012	2013
Asadabad (Kunar)	1,800	275	275	276	275	275
Bamyan (Bamyan)	1,600	265	264	265	265	265
Bazarak (Panjshir)	2,700	300	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351	351
Gardez (Paktia)	3,100	312	313	312	295	295
Ghazni (Ghazni)	7,500	350	295	295	312	312
Jalalabad (Nangarhar)	26,000	372	371	372	372	372
Khost (Khost)	1,500	264	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200	200
Parun (Nuristan)	350	140	0	0	140	140
Puli Alam (Logar) ²	700	200	200	200	200	200
Sharana (Paktika)	350	140	140	140	140	140

¹ 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.

² 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 Nth 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 6th 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.



U.S. Agency for International Development/Afghanistan

U.S. Embassy Cafe Compound

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