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RAMP UP EAST

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

NOVEMBER 2013

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CONTENTS

- Introduction 1**
- City Demographics 5**
- Internal Capacity 6**
 - General Municipal Capacity 6
 - Public Works Capacity 16
 - Public Finance/Financial Management Capacity 23
 - Revenue Enhancement Capacity 26
- Resident Survey 30**
 - Quality of Life 30
 - Services 33
 - Governance 54
 - Women in Society 63
- Appendix A: Complete Set of Frequencies, 2013**
- Resident Survey 65**
- Appendix B: Complete Set of Frequencies, 2012**
- Resident Survey 91**
- Appendix C: Complete Set of Frequencies, 2011**
- Resident Survey 119**
- Appendix D: Complete Set of Frequencies, 2010**
- Resident Survey 149**
- Appendix E: Survey Methodology 176**

FIGURES

Figure 1: Demographic Outline for RAMP UP East Cities	5
Figure 2: Per Capita Demographic Outline for RAMP UP East Cities	5
Figure 3: Total Staff (Permanent and Contract) in RAMP UP East Cities Compared by Year.....	6
Figure 4: Per Capita Staff (Total Staff Positions per 1,000 people) in RAMP UP East Cities Compared by Year.....	6
Figure 5: Permanent Staff in RAMP UP East Cities Compared by Year	7
Figure 6: Contract Staff in RAMP UP East Cities Compared by Year	7
Figure 7: Percent of Total Positions in Each Office in RAMP UP East Cities, 2013	8
Figure 8: Law that Governs Municipalities Compared by Year.....	8
Figure 9: Municipal Government Master Plan Compared by Year	9
Figure 10: Year Municipal Government Master Plan Written Compared by Year	9
Figure 11: Number of Naiyas Covered by Municipal Government Master Plan Compared by Year.....	9
Figure 12: Year Municipal Organization Chart Created Compared by Year.....	9
Figure 13: Organization Assisting with Municipal Organization Chart Compared by Year	9
Figure 14: Municipal Development Plan Compared by Year	10
Figure 15: Provincial Development Plan Projects within Municipal Government Boundaries Compared by Year.....	10
Figure 16: Local Economic Development Plan Compared by Year	11
Figure 17: Municipal Procedures Manual Compared by Year	11
Figure 18: Municipal Government Documents Compared by Year	11
Figure 19: Municipal Council Compared by Year	12
Figure 20: Number of Council Members Compared by Year.....	12
Figure 21: Mechanism to Deal with Citizen Complaints Compared by Year.....	12
Figure 22: Citizen Forum Compared by Year	13
Figure 23: Number of Citizen Forum Representatives by Group Compared by Year.....	13
Figure 24: Types of Activities the Forum Performs Compared by Year.....	13
Figure 25: List of Donors that Assisted the Municipality Compared by Year	14
Figure 26: Frequency of Communication with IDLG/GDMA Compared by Year	14
Figure 27: Mode of Communication with IDLG/GDMA Compared by Year	14
Figure 28: Provincial Line Ministries Directorates with Which Municipality Coordinates Compared by Year.....	15
Figure 29: Municipality Involved in Providing Services Compared by Year.....	16
Figure 30: Public Works Activity Planning Document Compared by Year.....	16
Figure 31: Public Works Operations and Maintenance Scheduling Document Compared by Year.....	16
Figure 32: Service Delivery Inspection Report Compared by Year.....	16
Figure 33: Municipality Contacted by NEPA about Municipal Projects Compared by Year.....	17
Figure 34: Service Delivery Project Maintenance Document Compared by Year.....	17
Figure 35: Conducted Regular Road Maintenance Compared by Year	17
Figure 36: Conducted Regular Public Parks Maintenance Compared by Year	17
Figure 37: Conducted Regular Latrine Maintenance Compared by Year	17
Figure 38: Waste Management Compared by Year	18
Figure 39: Trash Collection Plan Compared by Year	18
Figure 40: Physical Assets, 2013.....	19
Figure 41: Physical Assets, 2012.....	19

Figure 42: Physical Assets, 2011.....	20
Figure 43: Physical Assets, 2010.....	20
Figure 44: Regular Maintenance Schedule for Vehicles, Tools and Equipment Compared by Year.....	20
Figure 45: Operations and Maintenance Facility Compared by Year	20
Figure 46: Community or Private Sector Involvement in the Delivery of Public Works Services Compared by Year	21
Figure 47: Systematic Filing System for Public Works Compared by Year	22
Figure 48: Public Works Office Infrastructure Compared by Year	22
Figure 49: Public Works Computers Available Compared by Year	22
Figure 50: Public Works Computer Software Available Compared by Year	22
Figure 51: Public Works Electricity Provision Compared by Year	22
Figure 52: Budget and Planning Activities Compared by Year	23
Figure 53: Frequency of Update of Work Plans Compared by Year.....	23
Figure 54: Systematic Filing System for Financial Management Compared by Year	23
Figure 55: Use of General Ledger Compared by Year	23
Figure 56: Procurement System Type Compared by Year	24
Figure 57: Cash Disbursement (Expense) System Type Compared by Year.....	24
Figure 58: Financial Audits, 2013	24
Figure 59: Financial Audits, 2012	24
Figure 60: Public Finance Office Infrastructure Compared by Year	25
Figure 61: Public Finance Computers Available Compared by Year.....	25
Figure 62: Public Finance Computer Software Available Compared by Year	25
Figure 63: Public Finance Electricity Provision Compared by Year	25
Figure 64: Revenue Enhancement Office Documents and Procedures Compared by Year.....	26
Figure 65: Frequency of Work Plan Updates Compared by Year.....	26
Figure 66: Revenue System Types Compared by Year	27
Figure 67: Revenue Monitoring System Compared by Year	27
Figure 68: Systematic Filing System Compared by Year	27
Figure 69: Business Representatives in City Compared by Year	28
Figure 70: Number of Registered Businesses and Properties and Guilds Compared by Year.....	28
Figure 71: Amount of Commercial Truck Fees Collected Compared by Year	28
Figure 72: Revenue Enhancement Office Infrastructure Compared by Year	29
Figure 73: Revenue Enhancement Computers Available Compared by Year	29
Figure 74: Revenue Enhancement Electricity Provision Compared by Year	29
Figure 75: Quality of Life in Charikar, 2013	30
Figure 76: Quality of Life in Charikar Compared by Year	30
Figure 77: Quality of Employment in Charikar, 2013	31
Figure 78: Job Opportunities in Charikar Compared by Year	31
Figure 79: Change in Job Opportunities in Last Year Compared by Year	31
Figure 80: Head of Household Employment Status Compared by Year.....	32
Figure 81: Job the Municipal Government Does at Providing Services, 2013.....	33
Figure 82: Job the Municipal Government Does at Providing Services Compared by Year.....	33
Figure 83: Trash Disposal Method Compared by Year.....	34
Figure 84: Satisfaction with Trash Disposal Method Compared by Year	35
Figure 85: Frequency of Trash Removal from Street by Municipal Government Compared by Year.....	36
Figure 86: Party Paid for Trash Removal Compared by Year	36

Figure 87: Quality of Municipal Government Trash Services, 2013.....	37
Figure 88: Quality of Municipal Government Trash Services Compared by Year.....	37
Figure 89: Drinking Water Sources Compared by Year.....	38
Figure 90: Party Paid for Water Service Compared by Year	38
Figure 91: Monthly Amount Paid for Water Service Compared by Year.....	39
Figure 92: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source Compared by Year.....	40
Figure 93: Quality of City Water Services, 2013	41
Figure 94: Quality of City Water Services Compared by Year	41
Figure 95: Electricity Sources Compared by Year	42
Figure 96: Party Paid for Electricity Compared by Year	42
Figure 97: Monthly Amount Paid for Electricity Compared by Year	43
Figure 98: Quality of Government Electricity Services, 2013.....	44
Figure 99: Quality of City Electricity Services Compared by Year	44
Figure 100: Type of Toilet in Home Compared by Year	45
Figure 101: Type of Drainage for Waste Water	45
Figure 102: Quality of City Drainage and Drainage Services, 2013	46
Figure 103: Quality of City Drainage and Drainage Services Compared by Year	46
Figure 104: Quality of city Roads and Road Services, 2013	47
Figure 105: Quality of City Roads and Road Services Compared by Year.....	47
Figure 106: Availability of City Parks Compared by Year	48
Figure 107: Quality of Parks, 2013	48
Figure 108: Quality of Parks Compared by Year	48
Figure 109: Parks Visited Compared by Year.....	49
Figure 110: Type of Parks Visited Compared by Year.....	49
Figure 111: Quality of City Market, 2013	50
Figure 112: Quality of City Market Compared by Year	50
Figure 113: Family Can Afford Food at the Market Compared by Year.....	51
Figure 114: Municipal Service Priorities, 2013.....	52
Figure 115: Municipal Service Priorities Compared by Year	53
Figure 116: Entity Sought in Case of a Problem Compared by Year.....	54
Figure 117: Identification of Mayor Compared by Year	54
Figure 118: Contact with Municipal Government Compared by Year	55
Figure 119: Monthly Safayi Paid Compared by Year.....	56
Figure 120: Perceived Length of Time for the Municipal Government to Attend to a Request Compared by Year.....	57
Figure 121: Perceived Level of Influence in Government Decisions Compared by Year	58
Figure 122: Frequency Government Officials Work to Serve the People Compared by Year.....	58
Figure 123: Level of Trust in Representatives Conducting Activities to Benefit the People, 2013.....	59
Figure 124: Level of Trust in Representatives Conducting Activities to Benefit the People Compared by Year.....	59
Figure 125: Level of Corruption, 2013	60
Figure 126: Level of Corruption Compared by Year	60
Figure 127: Change in Level of Corruption Compared by Year.....	60
Figure 128: Percent Who Had Contact with Government Officials Compared by Year	61
Figure 129: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials, 2013.....	61
Figure 130: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials Compared by Year	62

Figure 131: Awareness of Ministry of Women’s Affairs Compared by Year	63
Figure 132: Agreement that Women Should Have Equal Opportunities Like Men in Education and Government, 2012	63
Figure 133: Female Respondents’ Agreement that Women Should Have Equal Opportunities as Men in Education and Government Compared by Year	64
Figure 134: Male Respondents’ Agreement that Women Should Have Equal Opportunities as Men in Education and Government Compared by Year	64

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 Charikar. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 352 residents were interviewed in Charikar. For all cities but Parun (which was only included in resident survey in 2012, and never the internal capacity survey, due to security concerns), this is the fourth in a series of soundings of resident opinion about the outcomes of the RUE work and the third full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2013 surveys are 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 more often are operating in the interest of the public. 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 are 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 CHARIKAR RESULTS

Charikar had unfilled staff positions.

Charikar had 105 staff members and 16 unfilled positions in 2013. The municipal government was particularly short on permanent staff positions with 6 of 34 remaining unfilled. The number of staff positions relative to the population size (1.2) was above the average of all RUE Cities (0.9).

Planning processes were good, with room for improvement.

Charikar had a municipal development plan that was updated annually. The master plan was created in 2009 and was map-based (it did not yet include strategies for development). In 2012, Charikar began analyzing its economic profile with stakeholders. The municipal government had also created descriptions of staff and department responsibilities, written statements of vision, mission, and goals and established written objectives, responsibilities and timelines for achieving municipal goals. Charikar municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) weekly through reports, in-person meetings, telephone and email.

The municipal government involved the community in its workings.

The municipal government had a municipal council that met monthly and kept meeting minutes. Charikar held a monthly formal forum for citizens' consultation and participation and in 2013 added an anonymous complaint or suggestion box for residents to provide feedback. The forum helped the government prioritize municipal projects and services, monitor and evaluate projects, prepare the annual budget and monitor its execution, set tariffs or municipal taxes, charges and fees and resolve conflicts. Community members and the private sector were involved in the delivery of some Public Works services. Community members took on the tasks of materials recovery and composting, while the public sector offered public (for-fee) latrines.

Finance and revenue procedures were good, but not ideal.

The Finance and Revenue Offices did develop department or staff level work plans that were updated annually. In 2012, finance staff began using a cash account (instead of a correspondence book) along with the M20 to record expenses. They maintained this system in 2013, but did not graduate to using an automated General Journal and Ledger. In 2013, the municipal government formed a budget committee for budget preparation but did not present this budget in the Citizens' Forum or municipal newsletter. Where 8 of 13 RUE

Cities had computerized components for procurement system activities, Charikar used a manual system. The Revenue department had standard written procedures for collecting revenues and the property Safayi fee system and business registration and licensing systems were both computerized. However, in 2013, revenues were recorded in a Microsoft Excel based revenue sub-ledger, rather than the preferred General Journal and sub-ledger.

Overall quality of life improved a little.

In each survey year, most respondents said overall quality of life in Charikar was either "good" or "fair," but from 2010 to 2013 the percent who said "good" rather than "fair" increased. Ratings for quality of schools also improved over these years and in 2013 64% said schools were good. Residents gave lower ratings (mostly fair or poor) to the health of people, healthcare facilities and the cleanliness of city streets.

Residents were concerned about employment.

Most heads of households were employed in all four survey years, but when asked to rate the number of job opportunities in the city, 67% of 2013 survey respondents said "poor" and 24% said "fair" Additionally, 68% thought the numbers were decreasing. These were much worse ratings than previous years, which had also been low.

The municipal government began conducting road maintenance in 2013.

While most Public Works services remained similar to previous years, in 2013 Charikar designated a specific crew and equipment for road maintenance, where in the past they had only provided unscheduled road cleaning. As in 2011 and 2012, in 2013 the Charikar municipality was involved in providing waste water and sanitation systems but not water and power services. They had specific crews and equipment for parks and latrine maintenance, but no line item in the budget for these services. They did schedule trash collection from streets. Charikar continued to create written Public Works planning and schedules for at least one Public Works department or service. In 2012 they progressed to having written service inspections, as opposed to oral inspections, but did not yet have standard written operating plans, schedules or procedures in place for all departments.

Overall residents thought the municipal government was doing a good job providing services.

At least 80% of respondents in all survey years said the municipal government was doing a somewhat or very good job providing services. In 2013, more than in the past year said they were doing a very good job (28%) and most others said they were doing a somewhat good job (62%).

The government continued to do a good job supplying electricity.

All households in Charikar were getting their electricity from a

provincial government supplied service, and most said they paid for the service through the provincial government's City electricity department. Ratings for the quality of supply (electricity power and cut outs during service hours) as well as the number of days per week and hours per day that electricity was available were rated as excellent or good by 85% or more of respondents. These ratings were very good in 2012 and still showed an improvement from 2012 to 2013.

Government supplied water was the cleanest, but service could be improved.

As in past years, about two-thirds of residents had drinking water piped to their home from a provincial government source and most others used water from a river, canal or other open source. While 64% of families who used an open source for drinking water had experienced a waterborne illness in the prior year, only 32% of those using a government supplied water source experienced such illness. While residents were generally satisfied with the quality of the drinking water provided by the government (61% said it was excellent or good), many of them said the frequency and amount of water supplied was poor.

Waste water services needed improvement.

Over the survey years the percent of Charikar households using a latrine with septic increased (to 68% in 2013) and the percent using dry latrines fell (to 31% in 2013). Still, almost all (83%) used open ditches and canals for their gray water (non-toilet waste water). In all survey years, ratings for the Charikar waste water

system were generally poor or fair. About 4 in 10 residents said the drainage ditches near their homes were in poor condition and ditch cleaning, construction and repair services were poor.

Roads and road services still needed work.

In 2013, the municipal government created a maintenance crew for roads and provided unscheduled road cleaning. This new service did not translate into higher ratings for roads and road services in that same year. In 2013, about half of respondents rated street repair and maintenance services and the condition of neighborhood streets as poor. The condition of main city roads and highways were generally thought to be fair or poor. These ratings were lower in 2013 than previous years.

Streets were not clean.

Cleanliness of streets was rated as fair, on average, in all survey years and in 2013 one-quarter of respondents said it was poor. This low rating is likely related to the large number of households disposing of trash in the streets or improvised dumpsites; 60% of 2013 survey respondents used these disposal methods. In 2013, about one-third of respondents reported having their streets cleared of trash at least once a week and another third said it happened once a month or less often. This was a slightly higher frequency than reported in 2012, but less often than seen in 2010 and 2011. All municipal government trash services, except the provision of garbage bins in commercial areas, had lower ratings in 2013 than past survey years. Lowest ratings were given for the removal of

illegal/improvised dumpsites, the provision of garbage bins in residential areas and the provision of legal dumpsites; with at least half saying these were poor.

Parks were few and far away, but more visited them.

In 2013, about 3 in 10 people in Charikar were aware of parks either near or further away from their homes. About the same proportion said that someone in their family had visited a park in 2013 (28%), which was double the number from 2012 (13%).

Market contents continued to get better ratings than market infrastructure.

The size, layout and location of the market were rated as fair or poor by half or more of respondents, while most rated the amount, quality and variety of food at their market as excellent or good. Ratings for the contents of the market improved over the survey years while ratings of the infrastructure fell.

Clean drinking water remained the top service priority for residents.

When asked to rank the importance of the services the municipal government did or could provide, 39% said supplying clean drinking water was the most important priority and 28% named it as the second or third most important. Just over half of respondents named street repair and about 3 in 10 named a new dump site, parks or public containers for trash in residential and commercial areas as top three priorities.

More residents had contact with the municipality.

About two-thirds of Charikar residents knew who their mayor was and while two-thirds said they would contact their district representative (Wakil-e-Gozar) if they had a problem with something related to the municipal government; 3 in 10 would contact the mayor. In 2012, 28% of residents said they paid their Safayi, 46% had ever contacted the municipality for help with a problem and 15% had read the municipality newsletter, but 58% had contact with a municipal official in the year prior to the survey.

Residents had some trust in the municipality.

The proportion of residents who thought they could have a lot or a little influence on government was just under half in 2010 and 2013. The proportion that thought government officials were almost always or sometimes working to serve the people increased from 51% in 2010 to 67% in 2013. The proportion that had some or a great deal of trust in the municipality to conduct its activities to benefit the people in Charikar increased from 36% in 2010 to 44% in 2013, but this was lower than in 2012. Few residents who had contact with a municipal official were asked to give cash or gifts or perform a favor.

Women had support in the city.

The municipal government of Charikar had nine women on staff, which was the highest number (and proportion of total staff) in all the RUE cites. In 2013, three women joined the municipal council, where there had been no women in 2010 to 2012. There were also three women on the Citizens' Forum and 56% of the interviews completed for the resident survey were with women. About two-thirds of Charikar residents had heard of the Ministry of Women's Affairs and two-third of these knew that there was a local office where they lived. Most men and women strongly agreed that women should have equal opportunities like men in education and participating in government. Support from women remained strong and support from men grew over the survey years.

CITY DEMOGRAPHICS

Compared to other municipalities in the RUE program, Charikar was a middle to larger sized city, with a population of 105,000.

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

Charikar had 121 total staff positions in 2013; this was up from 109 in 2012; however, only 105 positions were filled in 2013, where all 109 were filled in 2012. Approximately 1% of the Charikar staff in 2013 were women, above the average for all 13 RUE cities, but sharply down from 2012. Charikar had a higher ratio of staff to residents than the RUE cities average, with 1.2 staff members for each 1,000 residents.

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%
Bamyan	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
Bamyan	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

There were more than two times as many contract positions as permanent positions in Charikar in 2013; 34 of the 121 positions were permanent staff and 87 were contract staff. In contrast to prior years when no positions went unfilled, in 2013 18% of permanent staff positions were unfilled, and 11% of contract positions were unfilled.

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%

About half of municipal government staff positions in Charikar were in Administration, which about double the average for RUE Cities.

FIGURE 7: PERCENT OF TOTAL 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%
Bamyan	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. Charikar staff referred to it as the Taliban Law. All the Cities had a copy of this law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR

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

The Charikar master plan was last updated in 2009 and covered six Naiyas. The plan was outlined on a map and had not been upgraded to a Comprehensive Development Plan that would include a strategic municipal plan. The municipal organization chart was prepared in 2010 with assistance from RUE. Sixty-nine percent of the RUE cities had municipal organization charts.

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
Charikar 2010		✓		
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	62%	31%

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

	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
1965/1344				8%
1970/1349				8%
1973/1352				15%
1976/1355				8%
1998/1377				8%
2008/1387	✓			0%
2009/1388		✓	✓	8%
2012/1391				15%
2013/1392				31%

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

	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
1				23%
3				8%
4	✓			31%
5				8%
6		✓	✓	23%
8				8%

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED COMPARED BY YEAR

	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
2010/1389		✓	✓	15%
2011/1390	✓			15%
2013/1392				69%

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART COMPARED BY YEAR

	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
IDLG				23%
IDLG/GDMA				8%
RUE	✓		✓	69%
RUE/UNDP		✓		0%

The municipal government did have a Municipal Development Plan. The time horizon for the plan was five years and 50% of the plan had already been implemented. The Municipal Development Plan was updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

		Charikar 2012	Charikar 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 that has already been implemented	25%	✓		50%
	40%			17%
	50%		✓	33%
	75%			0%
Updated annually	No			33%
	Yes	✓	✓	67%

There were eight completed PDP projects and one ongoing PDP project within the municipal government boundaries.

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

		Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
Number of projects within the city boundaries of PDP that are completed	2		✓		0%
	3				31%
	4				8%
	5				8%
	7	✓			8%
	8			✓	15%
	10				15%
	20				8%
	37				8%
Number of projects within the city boundaries of PDP that are ongoing	0				8%
	1			✓	8%
	2				8%
	3				31%
	4		✓		15%
	5				23%
	6	✓			0%
	8				8%

Charikar had an economic profile, which had been analyzed with stakeholders, and had created a computer based municipal procedures manual. As in 2012, in 2013 Charikar had descriptions of responsibilities for each municipal department, as well as for all municipal staff members. The municipal government also had in place written objectives, responsibilities and timelines for achieving municipal goals. However, it did not have a copy of the Sub-National Governance Policy Document.

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
Charikar 2011		✓			
Charikar 2012		✓	✓		
Charikar 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
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	31%	77%	52%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Charikar 2010	Charikar 2011	Charikar 2012	Charikar 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 municipal organizational chart	✓	✓	✓	✓	100%
A description of the responsibilities for each of your municipal departments	NA		✓	✓	92%
Written job description for all municipal staff members	✓	✓	✓	✓	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%

In 2013, Charikar had a functioning municipal council. The council met monthly and minutes were kept at these meetings. Of the 13 RUE cities, 69% had functioning councils, 33% of these met weekly and 67% met monthly, and all kept minutes at their meetings. The Charikar council had 21 members in 2013 and this included three women.

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

		Charikar 2010	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013
Functioning municipal council	No					31%
	Yes	✓	✓	✓	✓	69%
Frequency of municipal council meetings (percent of cities that have a municipal council)	Weekly					33%
	Monthly		✓	✓	✓	67%
	Quarterly	✓				0%
Meeting minutes are kept (percent of cities that have a municipal council)	No		✓			0%
	Yes	✓		✓	✓	100%

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Charikar 2010	4	4	0
Charikar 2011	21	21	0
Charikar 2012	15	15	0
Charikar 2013	24	21	3
All cities 2013 average	14.3	13.7	0.6

In 2013, the municipal government of Charikar expanded the ways in which it could field citizens' complaints. Citizens could call in to the office or media areas, talk with the mayor in the office and deliver feedback via a complaint or suggestion box available in the municipality.

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
Charikar 2011		✓	✓	
Charikar 2012		✓		
Charikar 2013		✓	✓	✓
All cities 2013	0%	100%	92%	69%

Charikar had a forum for citizens' consultation and participation. The forum was formal rather than ad hoc and had 24 members in 2013, including three women. The forum met monthly to help the municipal government prioritize and monitor municipal projects and services, consult on aspects of the budget, resolve conflicts and plan public events.

FIGURE 22: CITIZEN FORUM COMPARED BY YEAR

		Charikar 2012	Charikar 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	8			8%
	10			8%
	15			8%
	20			23%
	22			8%
	24		✓	8%
	25			8%
	27	✓		0%
	34			8%
	35			8%
	46			8%
48			8%	
Frequency forum meets	Monthly	✓	✓	100%

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

	Charikar 2012	Charikar 2013	All cities 2013 average
Women	4	3	2.7
Local business	9	1	7.2
Religious	2	0	1.9
Youth	4	1	3.3
Culture	0	1	2.5
Other	8	18	6.9
Total	27	24	24.5

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

	Charikar 2012	Charikar 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 conduct of public events		✓	69%
Others			36%

The municipal government did not keep a written list of donors, as there were less than five in 2013.

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
Charikar 2011		✓	
Charikar 2012		✓	
Charikar 2013		✓	
All cities 2013	0%	100%	31%

In 2013, The Charikar municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) weekly, as they did in 2012. They communicated with the IDLG/GDMA through in-person meetings or conferences, telephone, email and official documents. They also coordinated with most of the Provincial Line Ministry Directorates.

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

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

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

	Charikar 2011	Charikar 2012	Charikar 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 COMPARED BY YEAR

Provincial Line Ministry Directorate	Charikar 2012	Charikar 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

In all survey years, the Charikar municipality provided waste water and sanitation systems, but not water or power.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

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

All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service. As in 2012, Charikar continued to create written Public Works activity planning schedules and written schedules for maintenance for at least one department or service, but not all departments and these plans were not included in the budget. Service inspections were improved in 2012 so that reports were maintained in written format for at least one department or area.

FIGURE 30: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least one department or service area	Written plans were weekly/ monthly for all departments
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

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

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/ monthly basis for at least one department or service area	Written schedules on weekly/ monthly basis for all departments	Written schedules for all departments and operations/ maintenance included in budget
Charikar 2011		✓	✓		
Charikar 2012		✓	✓		
Charikar 2013		✓	✓		
All cities 2013	0%	100%	84%	69%	23%

FIGURE 32: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with Mayor who provided the monitoring	Service inspection reports were maintained in written format for at least one department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Charikar 2011		✓		
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	77%	46%

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

FIGURE 33: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS COMPARED BY YEAR

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

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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	69%	38%

In 2013, Charikar added a specific crew and equipment for road maintenance, though there was no line item in the budget for this maintenance. They also had specific crews and equipment for parks and latrine maintenance, but not formal scheduling or budgeting for these any of these services.

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
Charikar 2011		✓		
Charikar 2012		✓		
Charikar 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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	15%	85%	61%	46%

Like all RUE cities, Charikar had a designated landfill in 2013. The city also had 97 designated dumpsites and 197 informal dumpsites; both types had increased in 2013. Approximately 2,200 cubic meters of solid waste were generated and 1,800 cubic meters were collected each month. This collection was accomplished with eight trucks and 38 laborers.

FIGURE 38: WASTE MANAGEMENT COMPARED BY YEAR

	Charikar 2010	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	✓	100
Number of formal dumpsites	NA	181	60	97	105
Number of informal dumpsites	NA	NA	110	197	76
Cubic meters of solid waste produced/generated each month	NA	NA	1,615	2,200	1,156
Cubic meters of solid waste collected each month	NA	700	1,000	1,800	945
Number of trucks involved in municipal trash collection	NA	NA	7	8	6
Number of laborers are involved in municipal trash collection	NA	NA	36	38	51

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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	100%	69%

The municipal government of Charikar had several vehicles to use for their work (car, trucks and bikes). The inventory list included more assets in 2013 than in prior years. The Administrative Management, Service, and Sanitation and Greenery Departments were responsible for the maintenance of vehicles, tools and equipment and most assets were thought to be in good working order.

FIGURE 40: PHYSICAL ASSETS, 2013

	Number	Primary use	Operational	Condition	Has operator
Car/Corrolla/Saracha Taxi	1	Staff transport	Yes	Good	Yes
Excavator	1	Construction and waste management	Yes	Good	Yes
Flatbed truck/small Mazda	1	Construction and waste management	No	Good	No
Generator	1	Watering	Yes	Good	Yes
Hand Basket/wheelbarrow	1	Waste management	Yes	Good	Yes
Jeep/truck/pickup	1	Staff transport	No	Poor	No
Land Cruiser/Fardo	1	Staff transport	Yes	Excellent	Yes
Large truck/trash truck	8	Waste management	Yes	Good	Yes
Loader	1	Construction	Yes	Good	Yes
Motorcycle/bike	4	Staff transport	Yes	Good	Yes
Other/Super custom	1	Staff transport	Yes	Good	Yes
Pick axe	8	Construction and waste management	Yes	Good	Yes
Septic	1	Waste management	Yes	Good	Yes
Tricycle	3	Waste management	No	Poor	No
Water tanker	1	Watering	Yes	Good	Yes

FIGURE 41: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Car/Corrolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Generator	1	Road maintenance	Yes	Good	Yes
Large Hino truck	3	Waste management	Yes	Good	Yes
Large truck/trash truck	5	Waste management	Yes	Good	Yes
Loader	1	Road maintenance	Yes	Good	Yes
Motorcycle/bike	5	Staff transport	Yes	Good	Yes
Pick axe	5	Waste management	Yes	Good	Yes
Septic	1	Waste management	Yes	Good	Yes
Small Mazda	2	Waste management	Yes	Good	Yes
Tricycle	3	Waste management	Yes	Good	Yes
Water tanker	2	Waste management	Yes	Good	Yes

FIGURE 42: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Generator	1	Office	Yes	Poor	Yes
Jeep/truck/pickup	1	Waste management	Yes	Poor	Yes
Large truck/trash truck	1	Waste management	Yes	Poor	Yes
Septic	1	Waste management	Yes	Good	Yes
Motor cycle/bike	3	Waste management	Yes	Good	Yes
Pick axe	5	Waste management	Yes	Good	Yes
Dump truck/large Mazda	6	Waste management	Yes	Poor	Yes

FIGURE 43: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Loader	2	Road maintenance	Yes	Good	Yes
Dump truck	2	Park maintenance	Yes	Good	Yes
Water tankers	3	Park maintenance	Yes	Good	Yes
Pick axe	15	NA	NA	NA	NA

The municipal government was able to repair vehicles when needed and had a written checklist for vehicle maintenance on a daily or weekly basis. As in 2012, in 2013 Charikar had a small garage or work space for making these repairs. In Charikar, the community and the private sector were involved in the delivery of some Public Works services. Community members took on the tasks of materials recovery and composting, while the private sector operated and maintained public (for-fee) latrines, and undertook the collection of public latrine user fees.

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
Charikar 2011		✓	✓	
Charikar 2012		✓		
Charikar 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
Charikar 2011	✓		
Charikar 2012		✓	
Charikar 2013		✓	
All cities 2013	8%	62%	31%

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

	Charikar 2012		Charikar 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%

In 2013, the Charikar Public Works Office maintained permanent storage areas such as cabinets or shelving for source documents. The office had one computer, which was enabled with internet access provided by RUE, to share among three employees. The office had Microsoft Office and computer aided design (CAD) software, but did not have geographic information system (GIS) software. Both RUE and the municipality provided electricity for the office.

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

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

FIGURE 48: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Charikar			All cities 2013		
		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

	Charikar 2012	Charikar 2013	All cities 2013 average
Number of computers	1	1	5
Number of people who share these computers	2	3	7
Number of computers with internet provided by RUE	1	1	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 COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 51: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

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

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current year. For the 2013 budget year, it took Charikar 68 days from submitting the budget to receiving final approval. The budget was created by filling out forms in Microsoft Excel, a system used by all RUE cities. Charikar formed a budget committee for the 2013 budget and the municipal government had department or staff level work plans that were updated annually.

In 2013, the Charikar Public Finance Office had a systematic filing system, where documents were filed, organized and stored and staff continued to use a cash account along with the M20 to record expenses.

FIGURE 52: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Charikar 2012	Charikar 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	57 days	68 days	68 days
Municipality presented the current budget in the Citizens' Forum	✓		69%
Municipality published the current budget in the municipal newsletter			15%
Municipality formed a budget committee for the 2013 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
Charikar 2012					✓
Charikar 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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	✓
Charikar 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
Charikar 2011		✓	✓		
Charikar 2012		✓	✓	✓	
Charikar 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 offices begin with a formal letter to the mayor, which goes to the governor for approval, signature and an "official stamp". These letters are recorded in the Correspondence Books.

All of the RUE cities had Cash Disbursement (Expense) systems with both manual and computerized components and all cities used GDMA- Municipal COA for expenditures. Charikar used a manual system for procurement activities, where most RUE Cities (62%) also had computerized components.

Charikar had one governmental audit conducted in 2013. The audit was completed by the IDLG and conducted over a 15 day period. All of the 13 RUE cities had at least one audit in 2013.

FIGURE 56: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

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

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

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

FIGURE 58: FINANCIAL AUDITS, 2013

	Charikar		All cities 2013			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			2	89	87	90
IDLG	✓	15	8	33	12	90
OAA			3	32	5	80
Second Audit						
CAO			1	60	60	60
OAA			1	60	60	60

FIGURE 59: FINANCIAL AUDITS, 2012

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

In 2013, the Public Finance Office had enough office space, desks and chairs, and shared furnishings. They had one computer, shared by two employees, which did not have internet access. The Public Finance Office had Microsoft Office software, but no accounting software. The electricity for this office was provided by the municipality.

FIGURE 60: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Charikar			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

	Charikar 2012	Charikar 2013	All cities 2013 average
Number of computers	1	1	2
Number of people who share these computers	2	2	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

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

FIGURE 63: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

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

REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Office had a list of municipal owned property and their values and used the GDMA Municipal COA for revenue accounting. They had written procedures for collecting business license fees, property Safayi fees and the collection of other sources of revenue. Charikar created revenue forecasts from the RIAP including frequency of collection for each source and listings of revenue sources and actual collections. The office had department or staff level work plans that were updated annually.

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

	Charikar 2011	Charikar 2012	Charikar 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
Charikar 2012				✓
Charikar 2013				✓
All cities 2013	8%	33%	8%	50%

The property Safayi fee system and business registration and licensing systems included both manual and computerized components. In 2013, revenues were recorded in a revenue sub-ledger in Microsoft Excel rather than a system in which revenues were recorded in both a cash ledger and a revenue sub-ledger or a General Journal and sub-ledger. As in 2011, in 2012 revenue documents were filed and organized, but not stored.

FIGURE 66: REVENUE SYSTEM TYPES COMPARED BY YEAR

	Charikar 2011		Charikar 2012		Charikar 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
Charikar 2011	✓				
Charikar 2012		✓	✓	✓	
Charikar 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
Charikar 2011		✓	✓	
Charikar 2012		✓	✓	
Charikar 2013		✓	✓	
All cities 2013	0%	100%	84%	15%

In 2013, the Charikar Revenue Office provided a list of business guilds, though it did not have a representative of Chamber of Commerce and Industry in the municipality as it did in 2012. The municipal government also had not provided a list of contracts between the municipality and the private sector, as it had in 2012.

Charikar had 2,547 businesses and 9,199 properties in the registration system in 2013.

FIGURE 69: BUSINESS REPRESENTATIVES IN CITY COMPARED BY YEAR

	Charikar 2012	Charikar 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

	Charikar 2011	Charikar 2012	Charikar 2013	All cities 2013 average
Businesses registered in the business registration system	1,200	2,514	2,547	2,906
Properties registered in the property Safayi fee system	NA	3,992	9,199	3,523
Business guilds in the municipality	NA	27	39	42

Charikar collected 759,150 AFN in 2012 and forecasted 996,600 AFN for 2013. The municipal government collected 81,950 in the first quarter of 2013.

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

	Charikar 2012	Charikar 2013	All cities 2013 average
Amount collected in prior year (AFN)	1,441,600	759,150	10,290,505
Amount forecasted for current year (AFN)	225,000	996,600	16,527,688
Amount collected for 1st quarter of current year (AFN)	325,365	81,950	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.

In 2013, the Revenue Enhancement Office shared office space, desks and chairs, though they had enough cabinets. There was one computer in the office for use by two employees. The municipality provided the electricity for this office.

FIGURE 72: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Charikar			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

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

FIGURE 74: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR

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

RESIDENT SURVEY

QUALITY OF LIFE

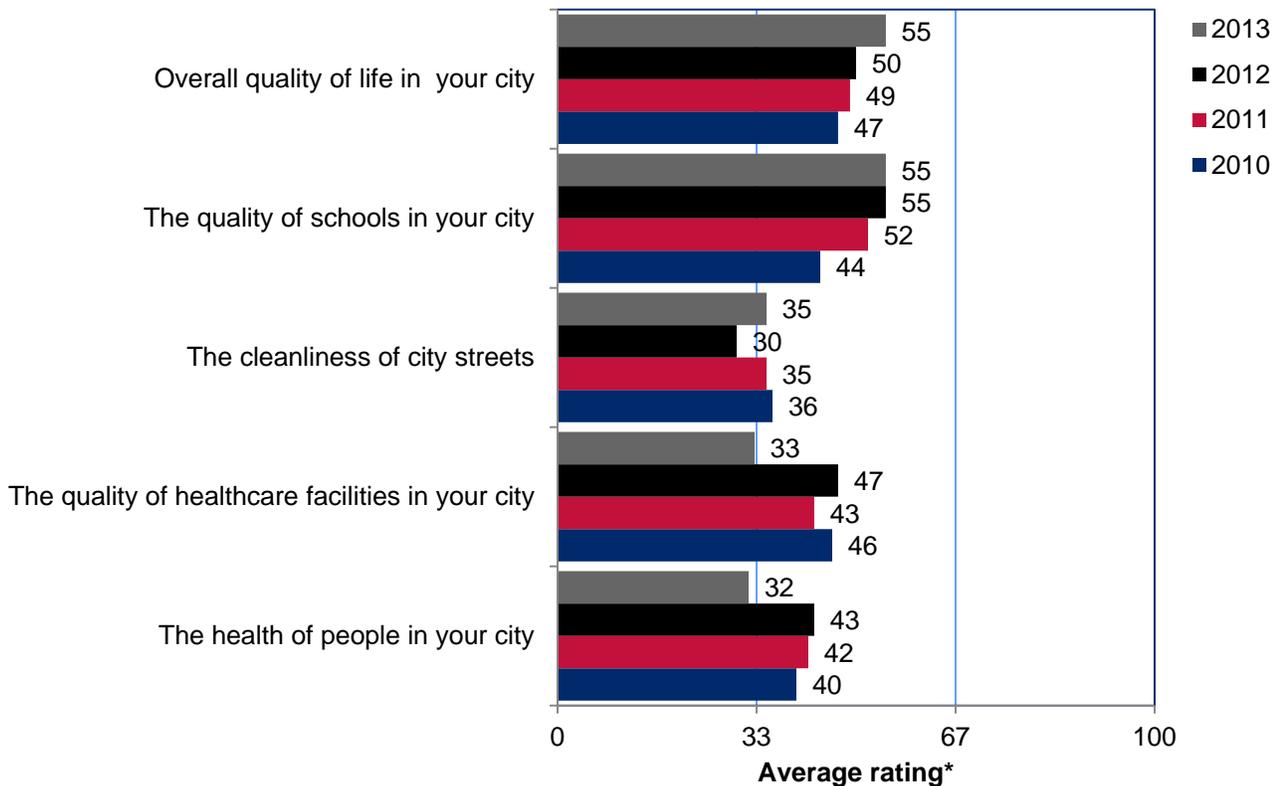
About two-thirds of the residents in Charikar rated their quality of life in the city as excellent or good (67%), but 30% thought it was fair. Only 4% thought it was poor. This rating increased from 2010 to 2013, as did the rating for quality of schools in the city. The rating for the cleanliness of city streets was low and stable from 2010 to 2013. Ratings for health of people in the city and quality of healthcare facilities both decreased from 2012 to 2013 and were thought to be fair or poor by most residents in 2013.

FIGURE 75: QUALITY OF LIFE IN CHARIKAR, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	1%	66%	30%	4%	55
The quality of schools in your city	2%	64%	30%	3%	55
The cleanliness of city streets	0%	31%	43%	26%	35
The quality of healthcare facilities in your city	0%	23%	52%	25%	33
The health of people in your city	0%	20%	56%	24%	32

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

FIGURE 76: QUALITY OF LIFE IN CHARIKAR COMPARED BY YEAR



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

EMPLOYMENT

Ratings of the number of job opportunities in Charikar decreased in 2013 from 2012 and are down sharply from 2010. Charikar residents gave low ratings to the number of job opportunities in their city (24% fair and 67% poor).

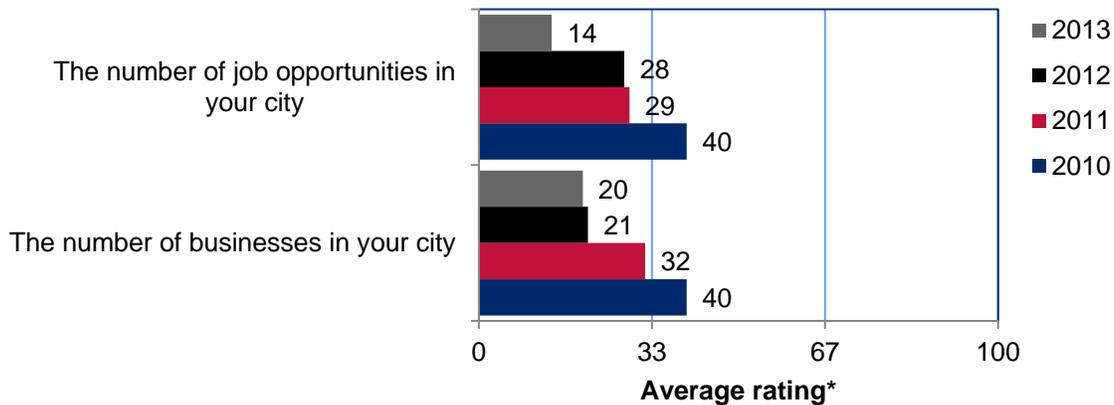
Residents also gave low ratings for the number of businesses in their city; 42% thought the number of businesses was fair and 49% thought it was poor. This was similar to 2012, though sharply down from 2010.

FIGURE 77: QUALITY OF EMPLOYMENT IN CHARIKAR, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	1%	8%	24%	67%	14
The number of businesses in your city	0%	9%	42%	49%	20

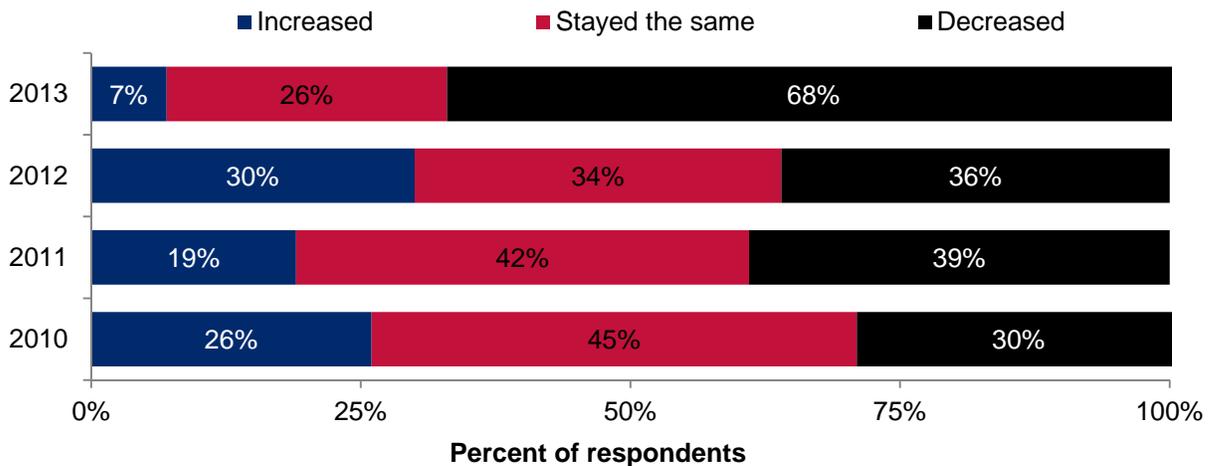
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 78: JOB OPPORTUNITIES IN CHARIKAR COMPARED BY YEAR



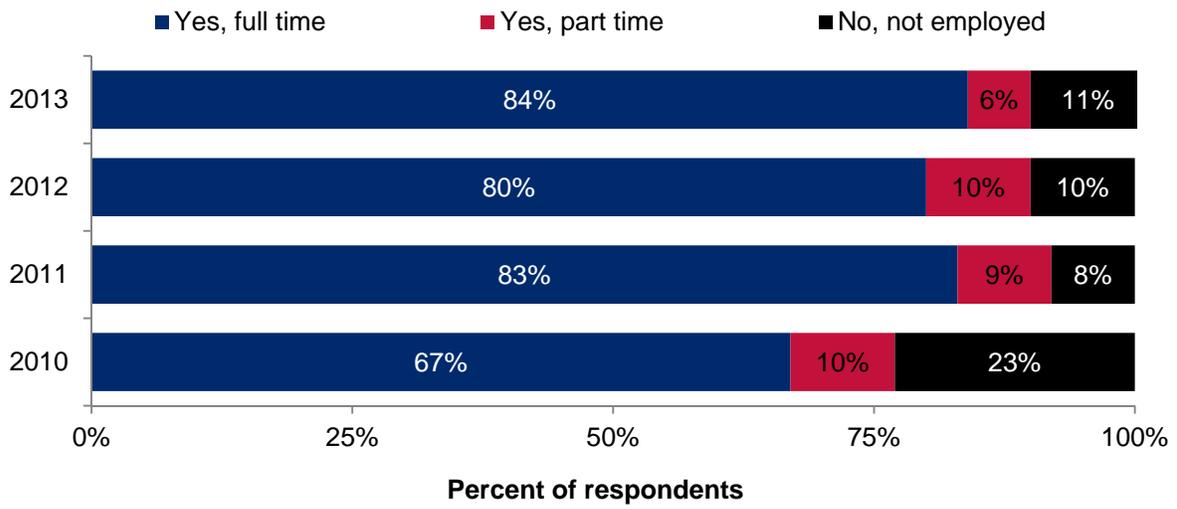
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



Employment levels among heads of households improved from 2010 to 2011 and remained stable in 2012 and 2013.

FIGURE 80: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

In 2013, the Charikar municipality provided waste water and sanitation, but not water or power. They also began providing unscheduled road maintenance and continued providing parks and latrine maintenance and collecting trash from the streets.

Most residents thought the municipal government was doing a somewhat (62%) or very (28%) good job of providing services. While at least 80% of residents in all survey years said the municipal government was doing somewhat or very good job, in 2013 more than in the past said they were doing a very good job.

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?

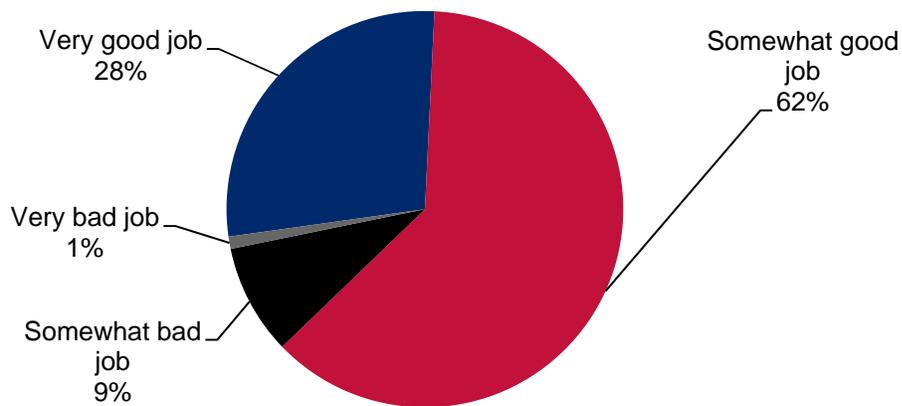
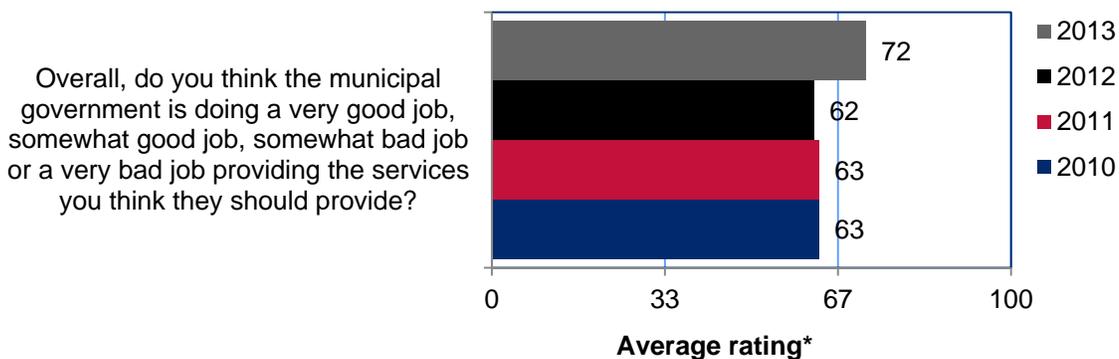


FIGURE 82: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR

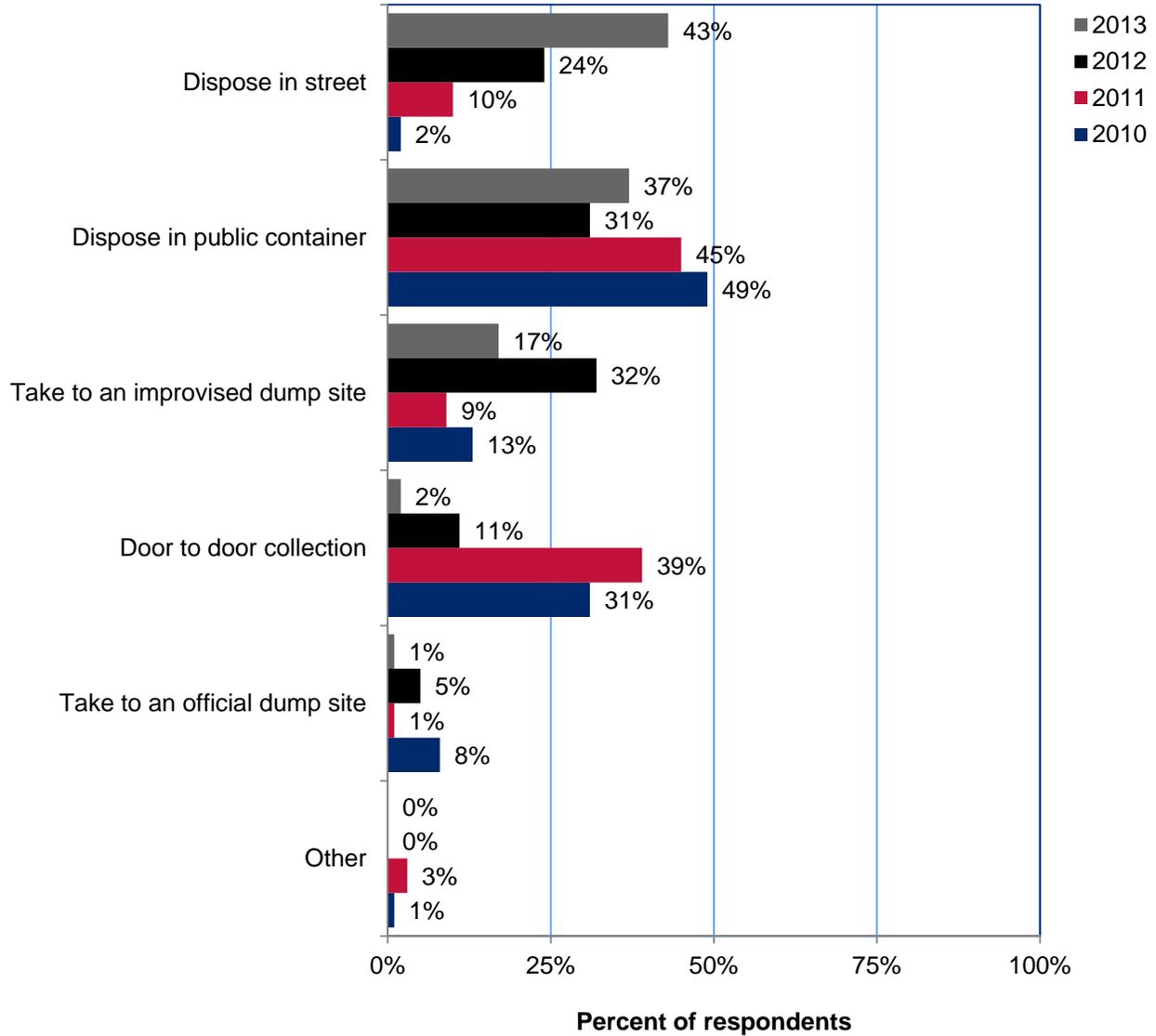


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

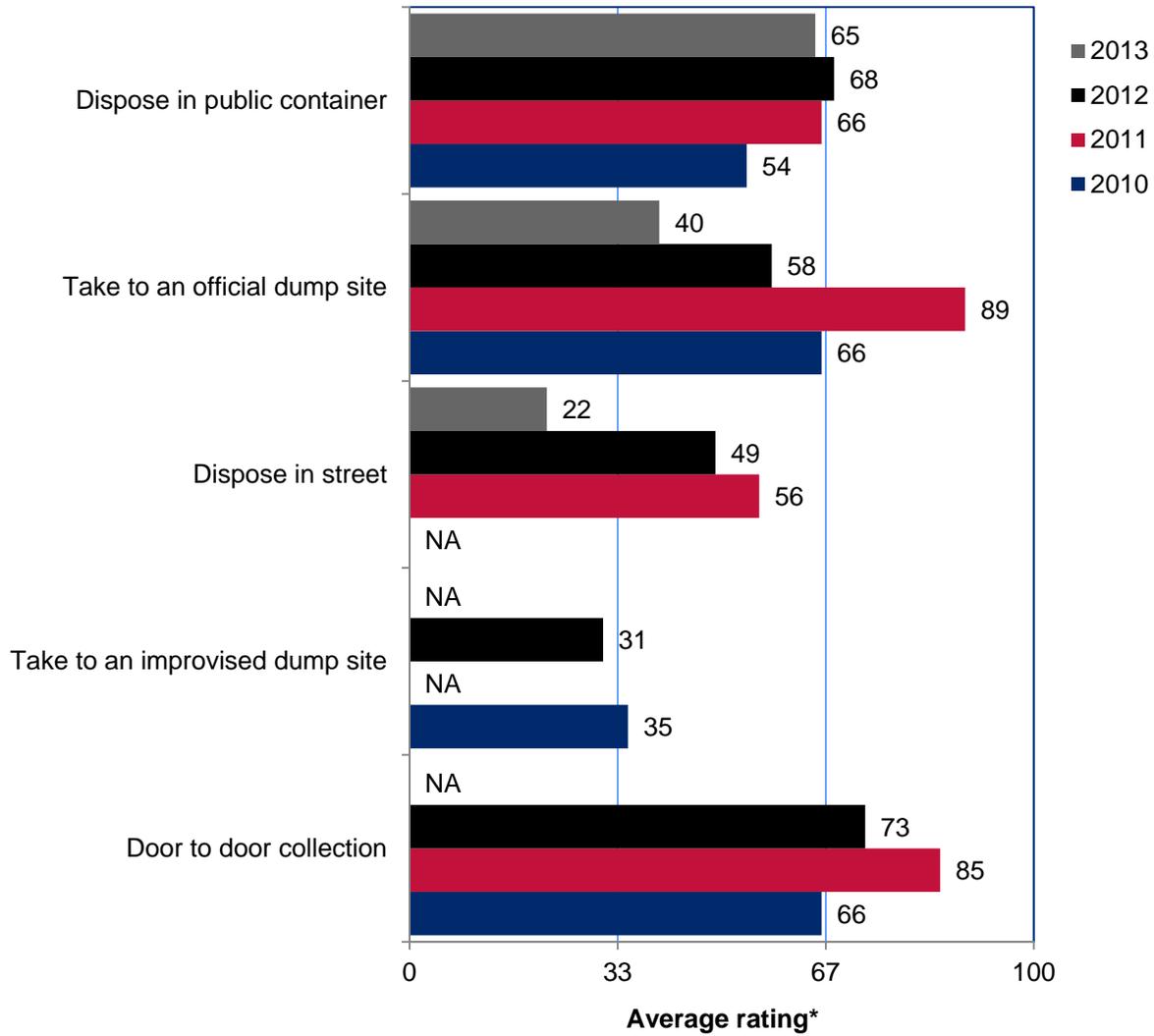
In 2012 and 2013 residents generally disposed of trash in the street or an improvised dumpsite, while about one-third used public containers. This was a marked difference from 2010 and 2011 when most residents disposed of trash in public containers or had a door to door trash collection service.

FIGURE 83: TRASH DISPOSAL METHOD COMPARED BY YEAR



Those residents who had used public containers were more satisfied than others with their trash collection method. Least satisfied were residents disposing of trash in the street.

FIGURE 84: SATISFACTION WITH TRASH DISPOSAL METHOD COMPATED BY YEAR



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

In 2013, about one-third of residents indicated trash was removed from the street once every two or three weeks and one third said it was once a week or more; an increase from 2012. While in all survey years, no one said they paid a specific fee for trash service, the percent of respondents who thought it was covered by the Safayi fees/taxes increased in 2013 and fewer respondents indicated they did not pay anyone for the service.

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

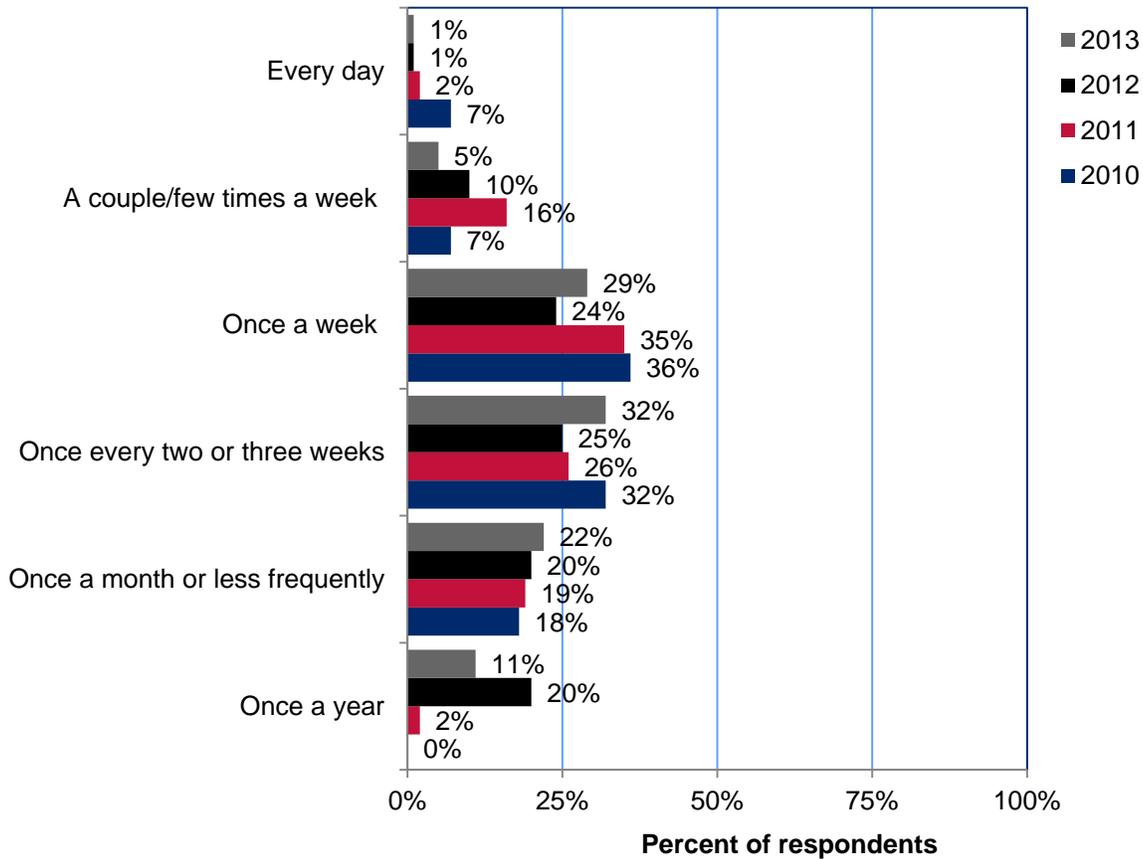
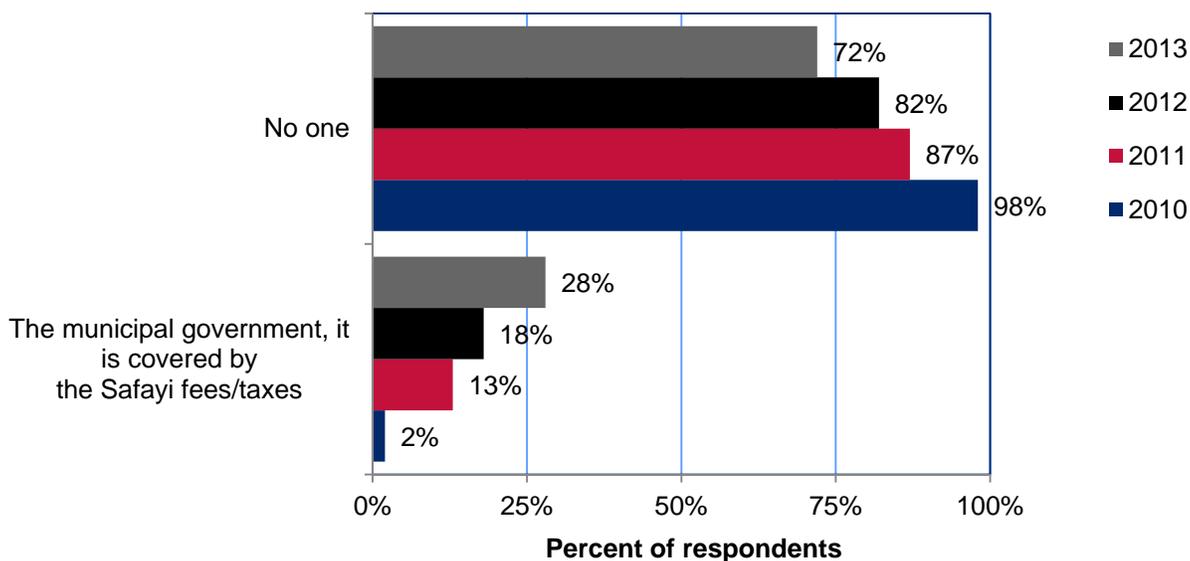


FIGURE 86: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



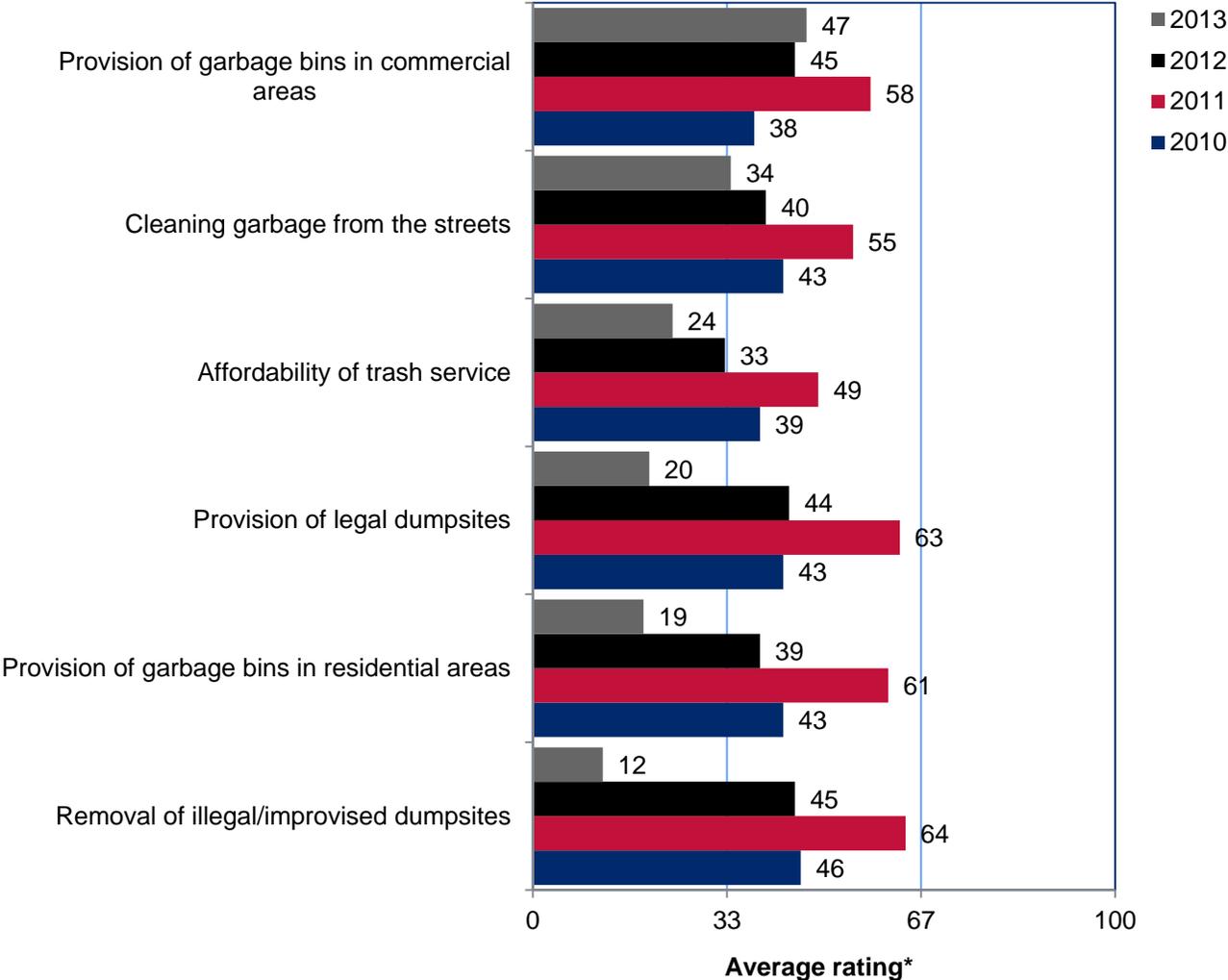
In 2013, average ratings for the quality of municipal government trash services decreased in all areas except the provision of garbage bins in commercial areas, which had ratings similar to 2012, lower than 2011 and higher than 2010. A majority of respondents rated the provision of legal dumpsites (53%), the provision of garbage bins in residential areas (59%) and the removal of illegal/improvised dumpsites (73%) as poor and many thought the same of the affordability of trash service (41%). While ratings for the municipal government cleaning garbage from the streets were lower in 2013 than other years, most rated this service as fair (55%).

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Provision of garbage bins in commercial areas	1%	43%	54%	3%	47
Cleaning garbage from the streets	0%	24%	55%	21%	34
Affordability of trash service	0%	14%	45%	41%	24
Provision of legal dumpsites	0%	13%	34%	53%	20
Provision of garbage bins in residential areas	1%	13%	26%	59%	19
Removal of illegal/improvised dumpsites	0%	8%	19%	73%	12

* 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

In 2013, 68% of respondents said they received their drinking water from a provincial government-provided supply piped to their home, up from 64% in 2012. Others were likely to get water from an open source (such as a river or canal), to purchase water, or to use a public standpipe. Those who were paying for water said they made payments to the provincial government's City water supply department.

FIGURE 89: DRINKING WATER SOURCES COMPARED BY YEAR

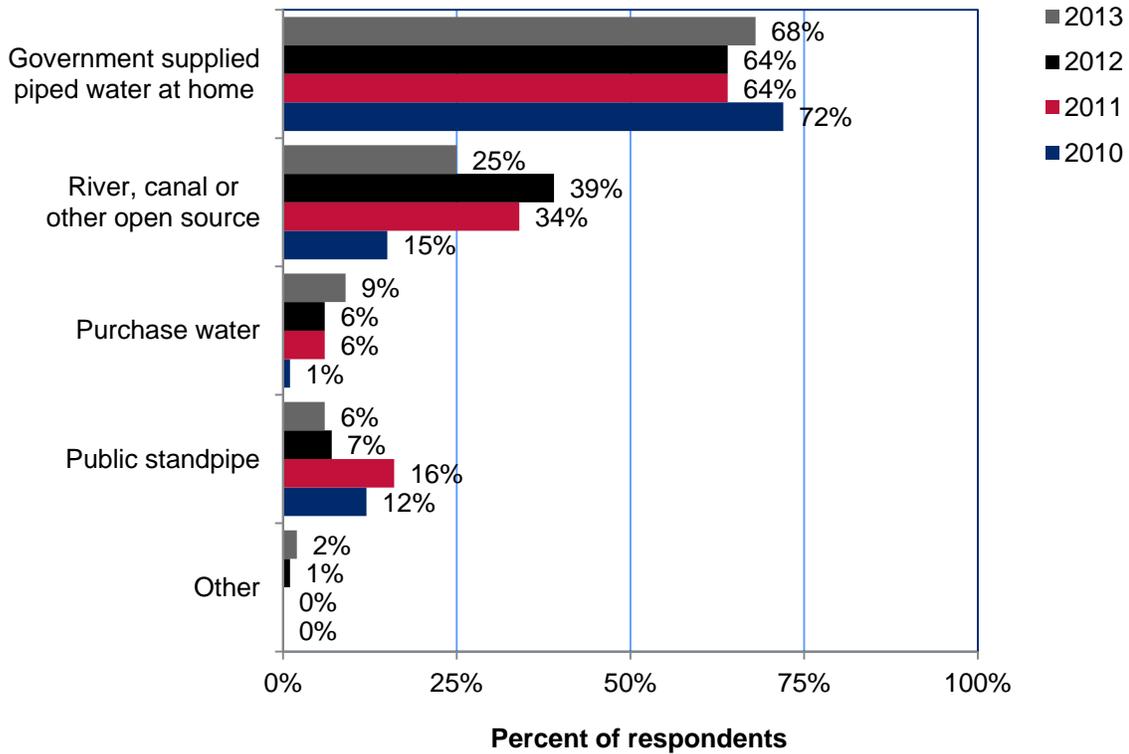
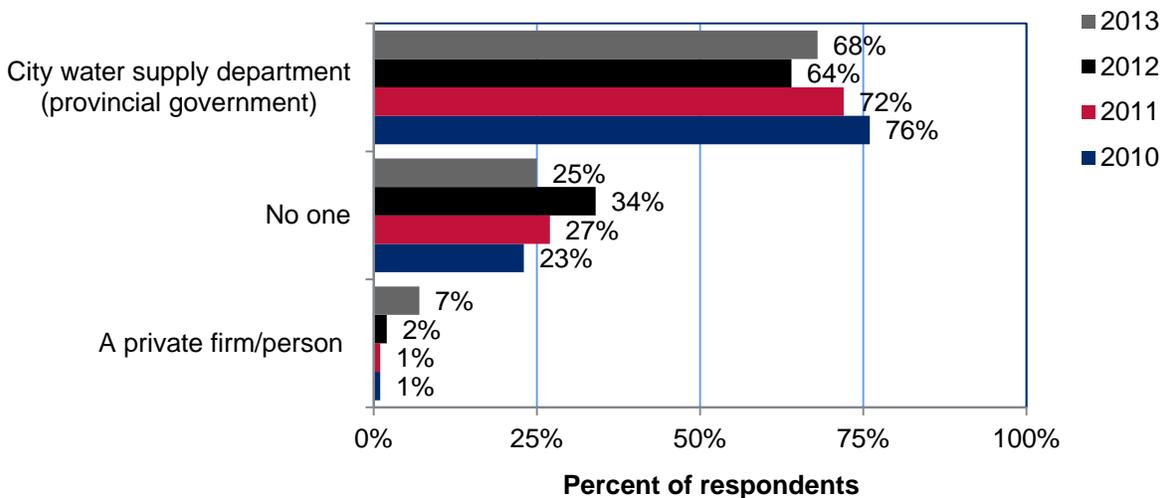
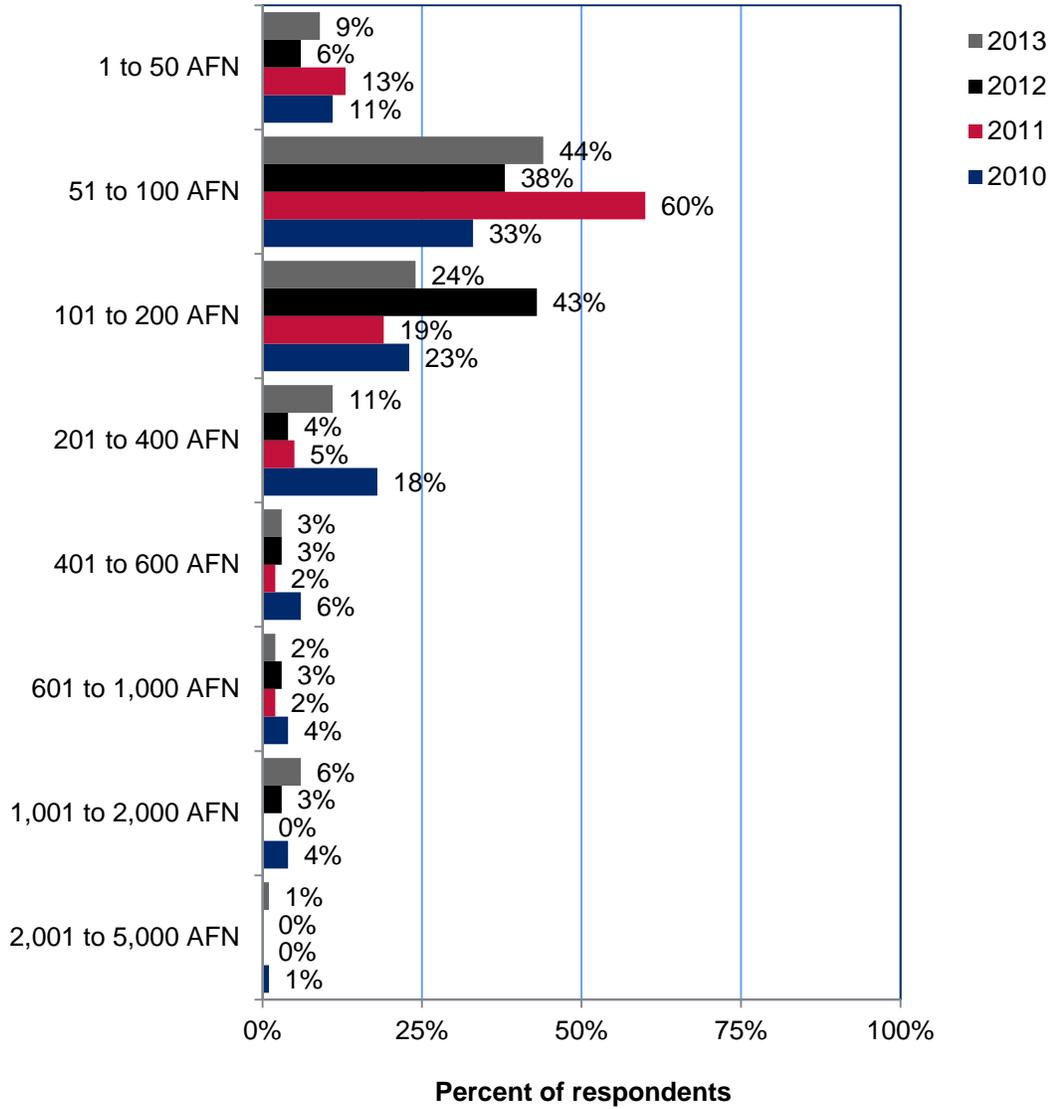


FIGURE 90: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR



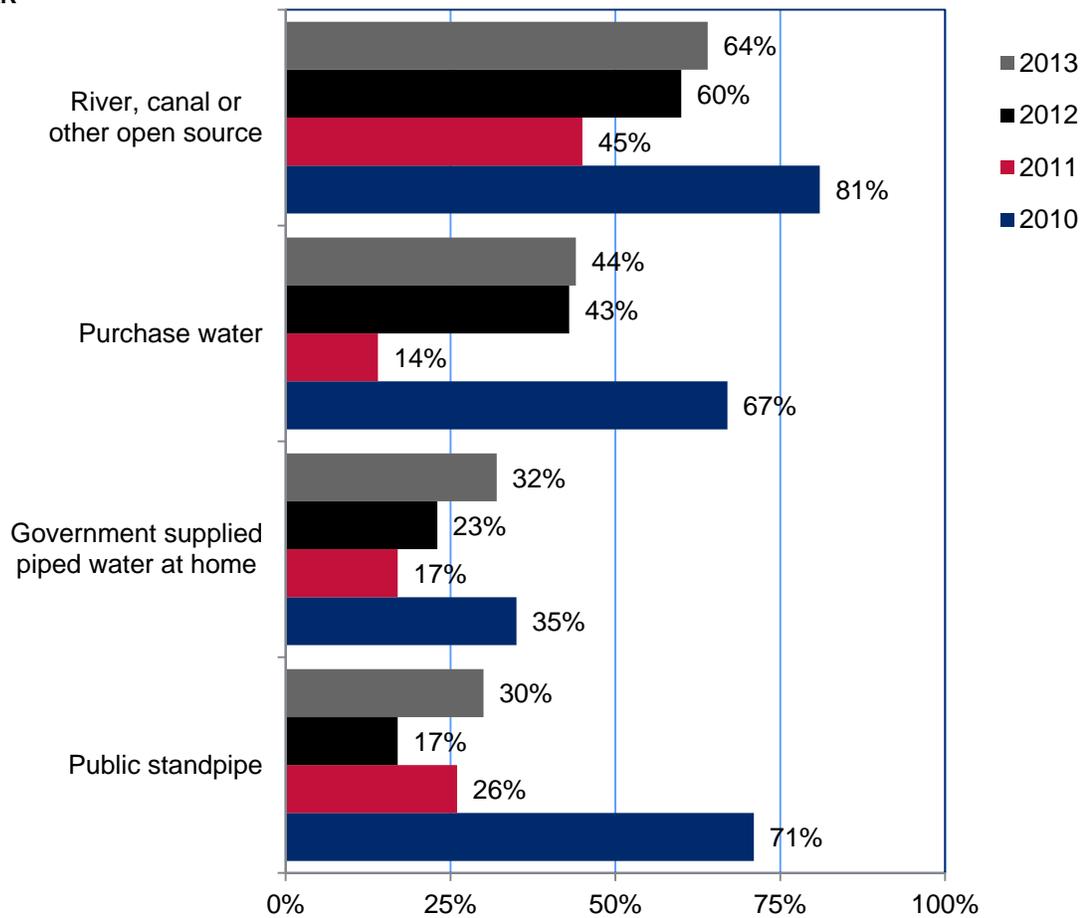
In 2013, residents paid varying amounts for water services. The largest proportion of residents (44%) paid between 51 and 100 AFN, a proportion that increased from 2012. Twenty-four percent of respondents paid between 101 and 200 AFN, a share which decreased from 2012. Those who paid 201 AFN or more (21% of 2013 respondents) increased from 2012 (13%).

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



Residents were asked if anyone in their family had experienced a waterborne illness in the year prior to the survey. Those who got their water from a river, canal or other open source were most likely to have had an waterborne illness and those using a public standpipe or government supplied piped water at home were least likely.

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



Percent of respondents whose family experienced dysentery/cholera/severe diarrhea

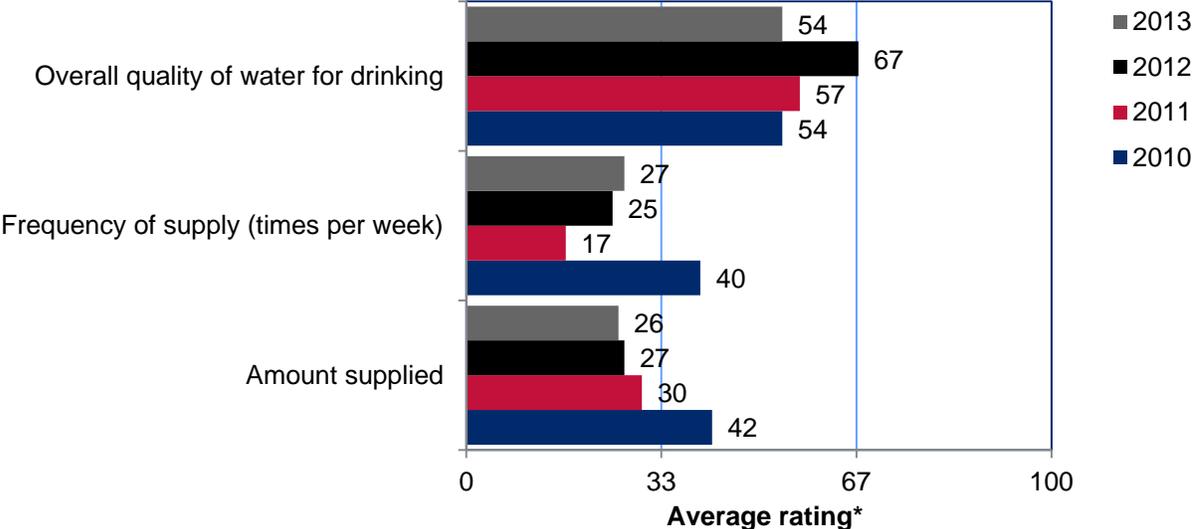
While residents were generally satisfied with the quality of the drinking water provided by the provincial government, 42% of them said the frequency of supply was poor and 40% said the amount of water supplied was poor. Ratings for the overall quality of water decreased from 2012 to 2013, but were similar to other years.

FIGURE 93: QUALITY OF CITY WATER SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of water for drinking	10%	51%	31%	8%	54
Frequency of supply (times per week)	1%	21%	36%	42%	27
Amount supplied	0%	19%	41%	40%	26

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

FIGURE 94: QUALITY OF CITY WATER SERVICES COMPARED BY YEAR



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

ELECTRICITY

All residents in Charikar had electricity and it was supplied by a government agency. Most residents said they paid the provincial government's City electricity department for their electricity. How much they paid ranged widely, but more than half paid 601 AFN per month or more.

FIGURE 95: ELECTRICITY SOURCES COMPARED BY YEAR

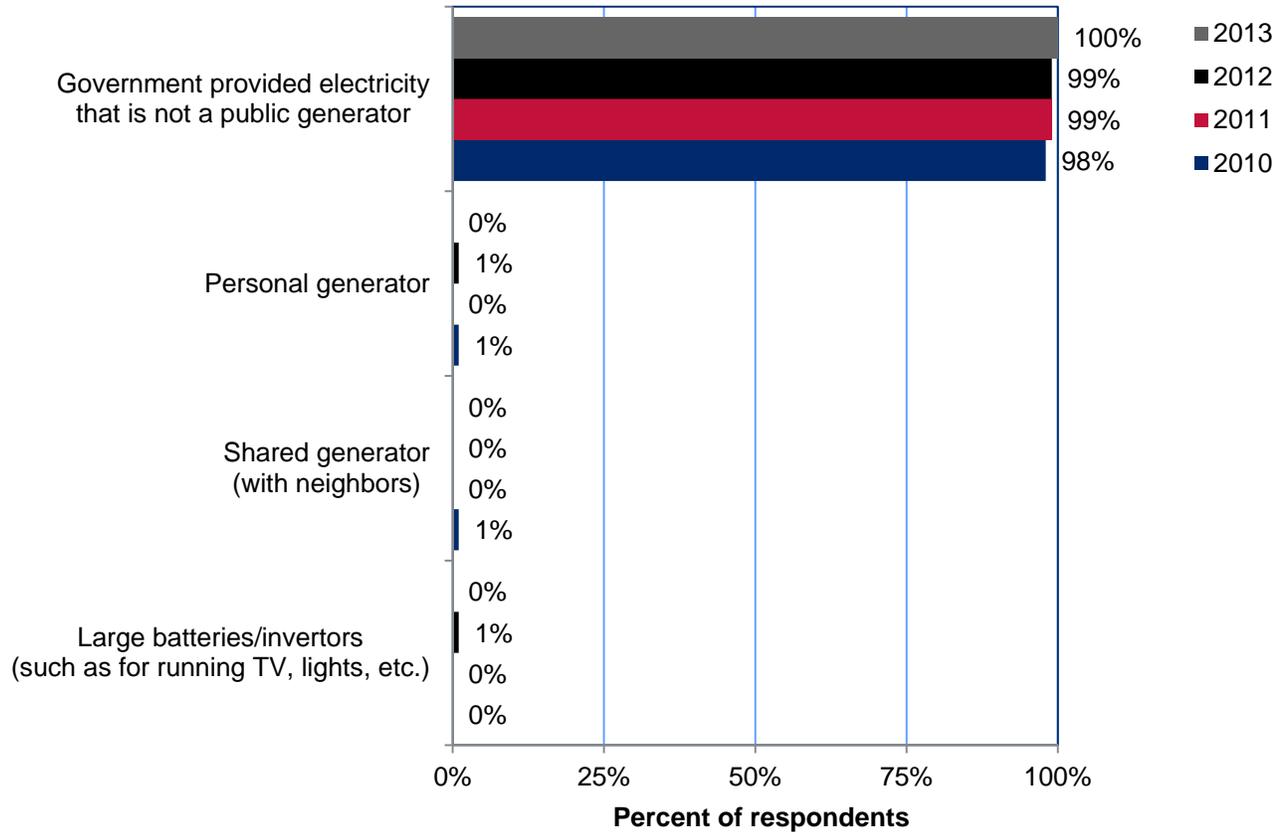


FIGURE 96: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

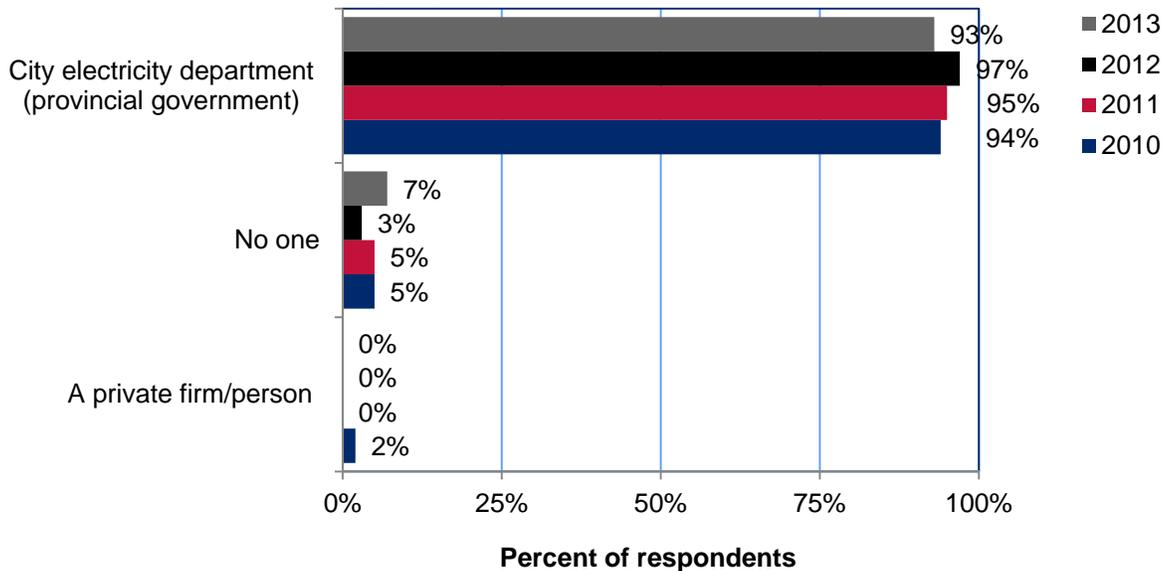
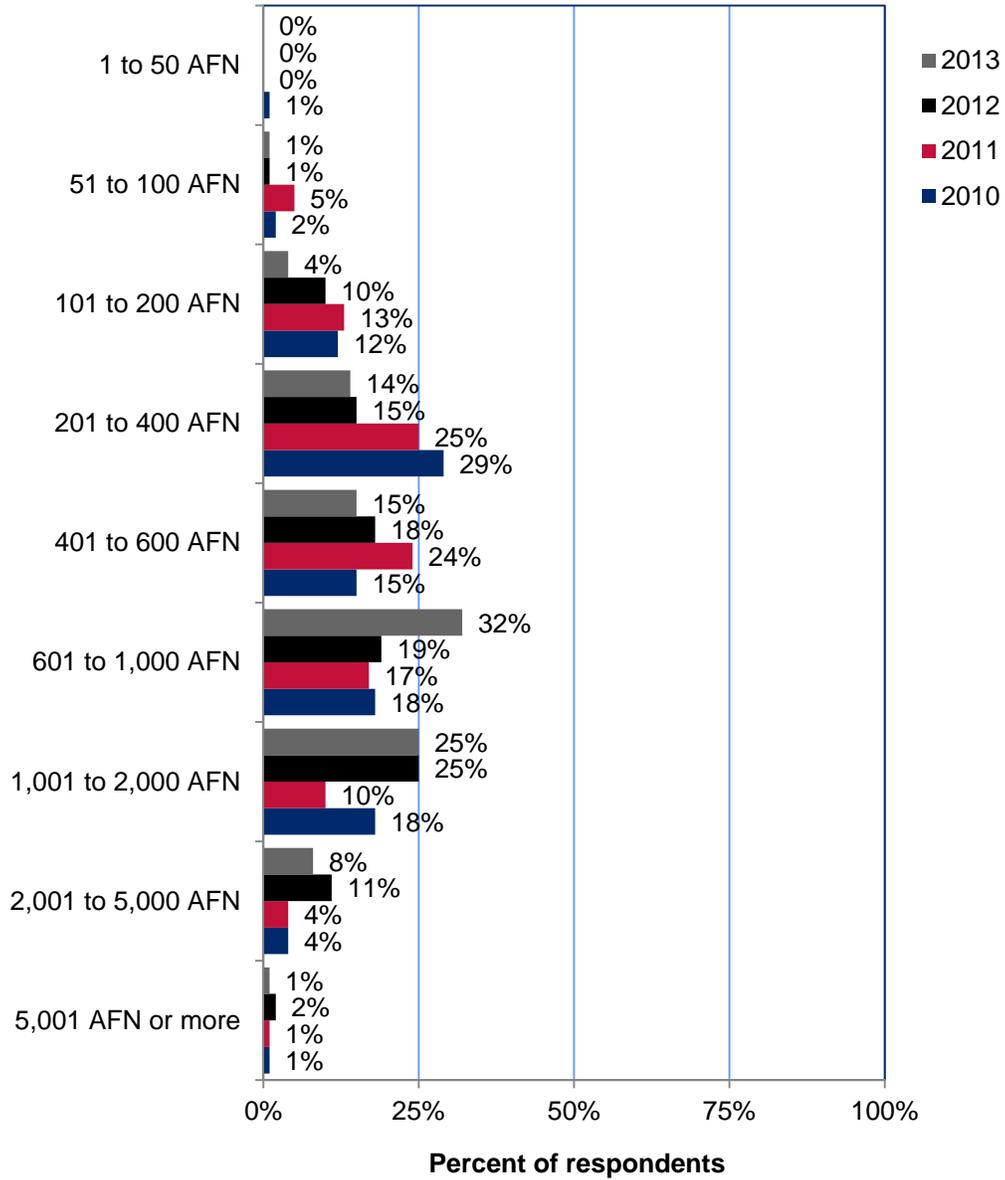


FIGURE 97: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



Most Charikar residents (85%) rated the quality of their electricity supply as excellent or good; 93% felt this way about the number of days electricity was supplied, 89% for the number of hours supplied. However, only 19% felt this way for the price of service. All ratings, except for the price of service, had increased from 2012.

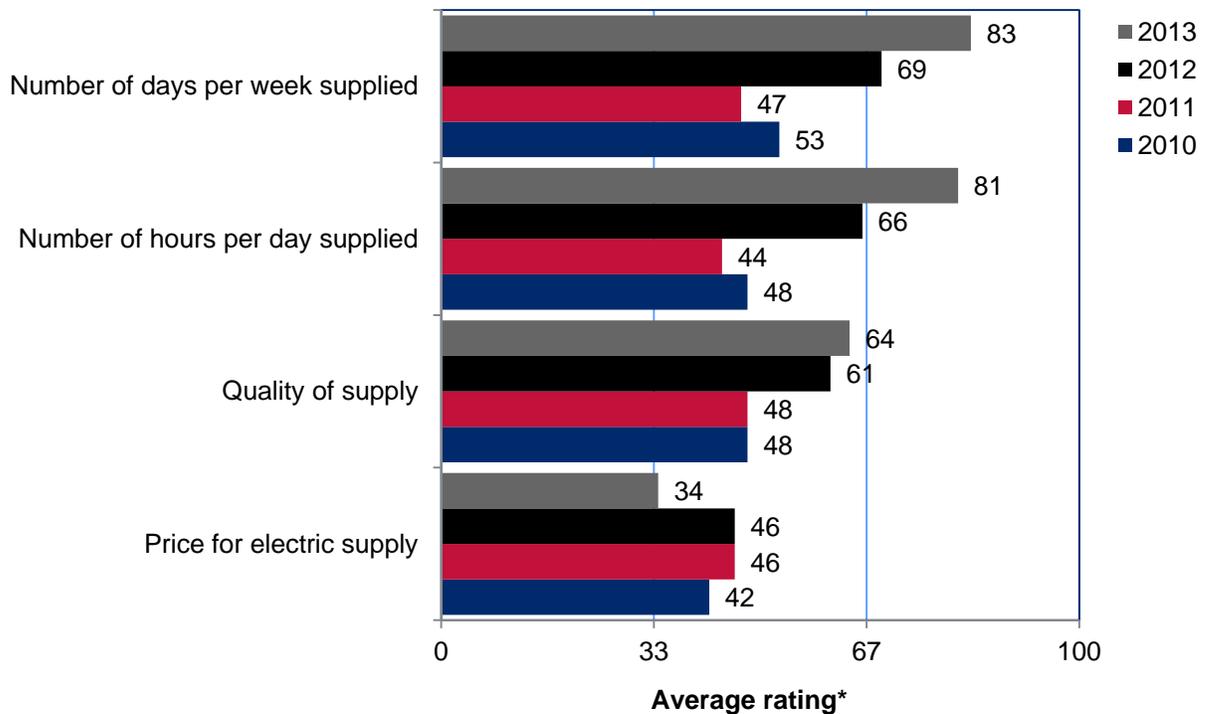
FIGURE 98: QUALITY OF GOVERNMENT ELECTRICITY SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	61%	32%	4%	3%	83
Number of hours per day supplied	56%	33%	9%	2%	81
Quality of supply*	11%	74%	11%	5%	64
Price for electric supply	1%	18%	64%	18%	34

*Electricity power and cut outs during service hours.

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

FIGURE 99: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



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

ROADS, DRAINAGE AND SANITATION

The number of residents of Charikar who said they had latrines with septic in their homes increased from 2012 to 2013, and the share of those with a dry latrine decreased. Most households drained their waste water into an open ditch or canal.

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 100: TYPE OF TOILET IN HOME COMPARED BY YEAR

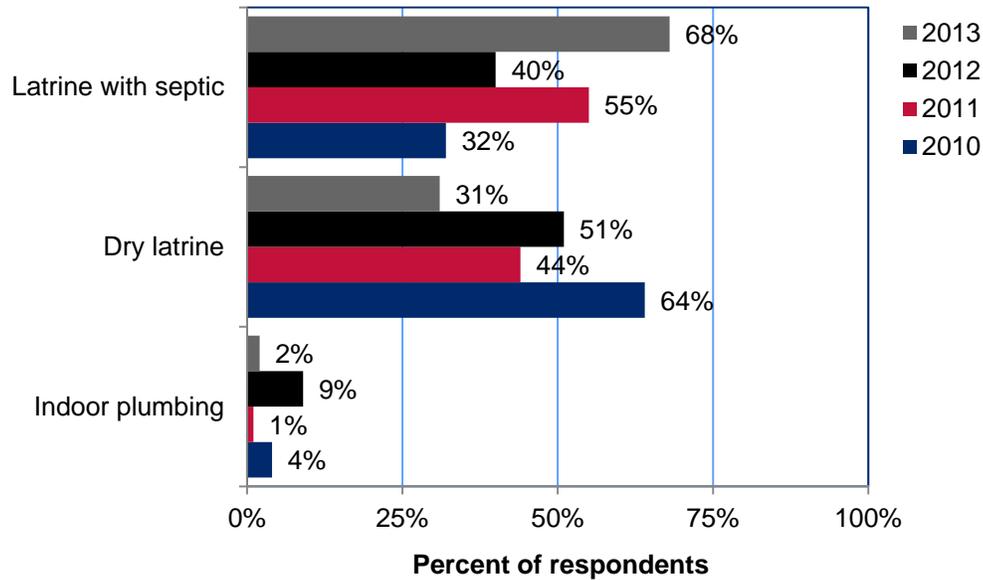
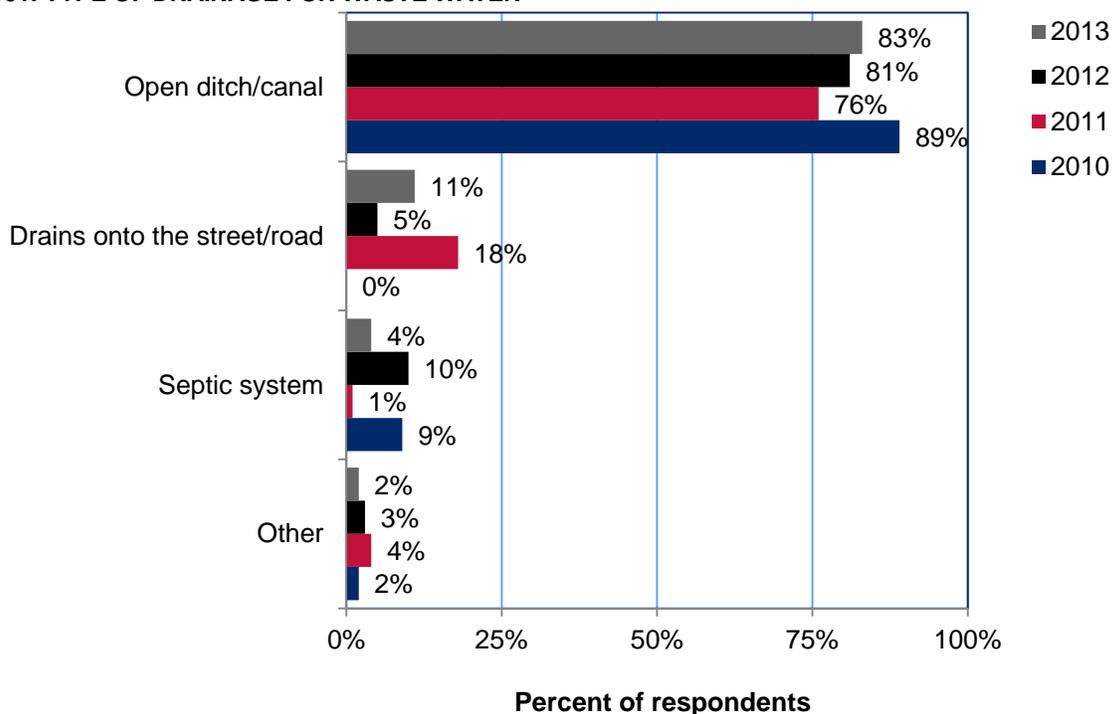


FIGURE 101: TYPE OF DRAINAGE FOR WASTE WATER



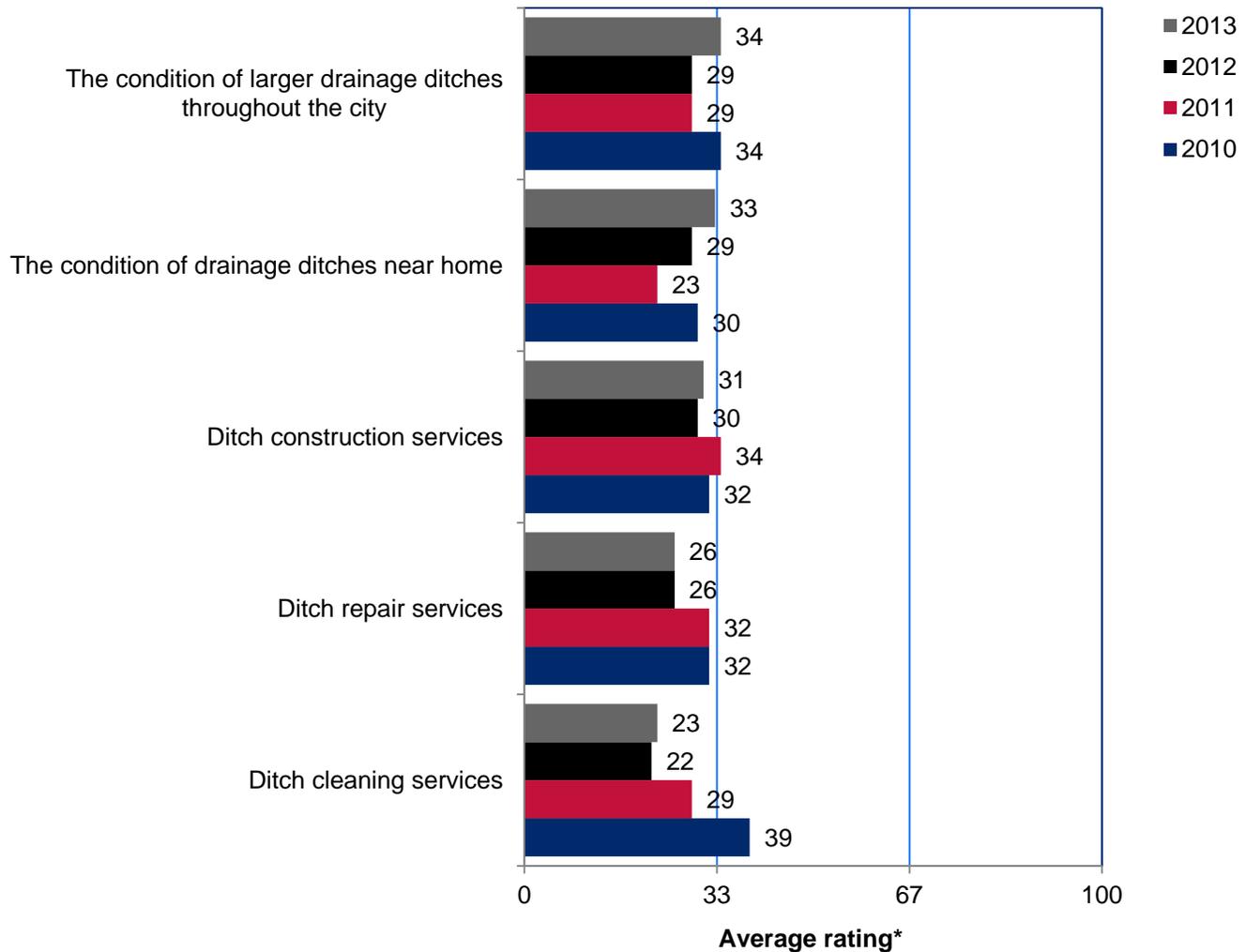
Ratings for the condition of drainage ditches and canals and ditch cleaning, repair and construction services were generally poor or fair. This was similar across all survey years.

FIGURE 102: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of larger drainage ditches throughout the city	1%	25%	52%	23%	34
The condition of drainage ditches near home	1%	38%	20%	41%	33
Ditch construction services	1%	27%	34%	38%	31
Ditch repair services	1%	20%	33%	45%	26
Ditch cleaning services	0%	12%	44%	44%	23

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

FIGURE 103: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

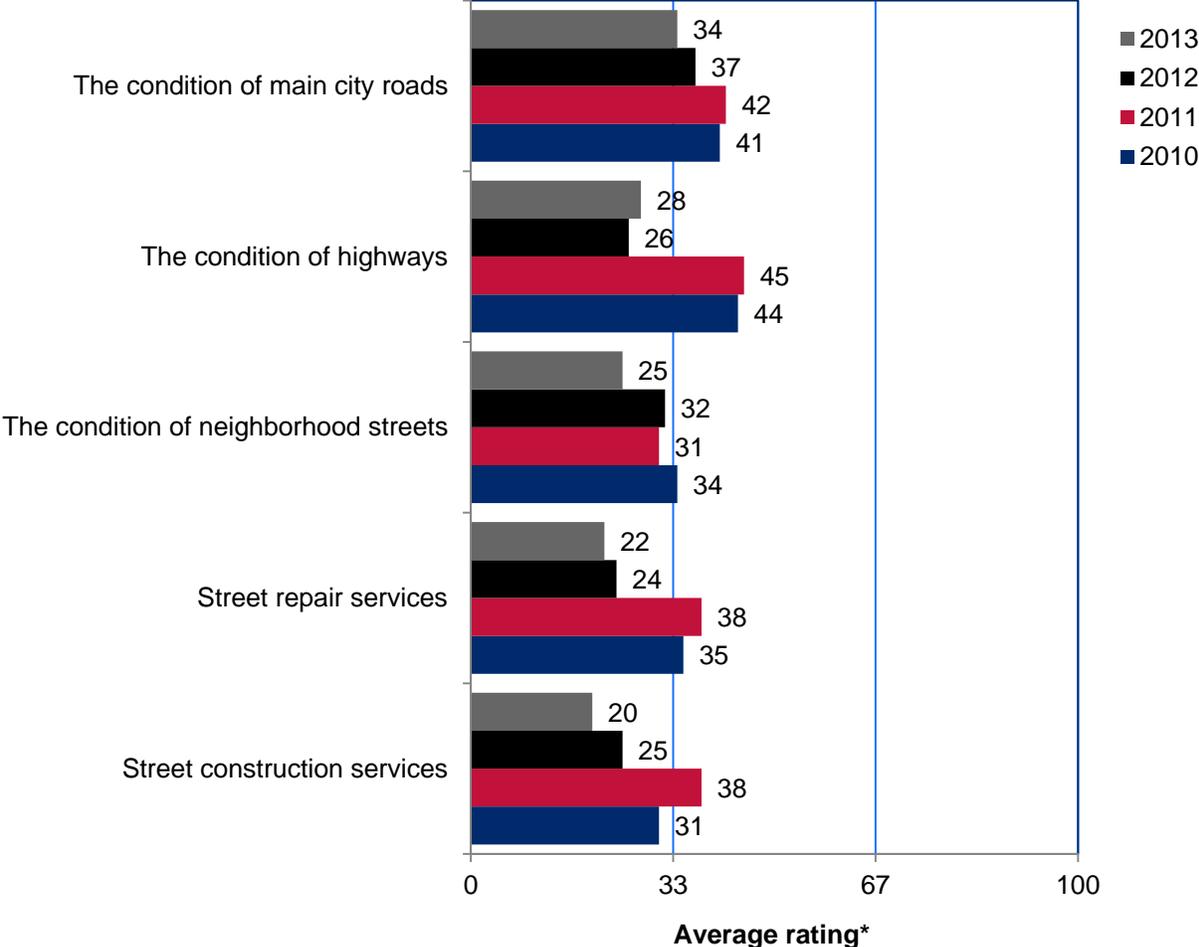
While ratings for the condition of roads and road services were generally similar in 2012 and 2013, these tended to be lower than ratings given in 2010 and 2011. While the condition of main city streets and highways garnered the highest ratings, most rated these as fair or poor. In 2013, about half of residents thought the condition of neighborhood streets (53%) and street repair (48%) and construction (54%) services were poor.

FIGURE 104: QUALITY OF CITY ROADS AND ROAD SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of main city roads	1%	29%	43%	28%	34
The condition of highways	0%	22%	42%	36%	28
The condition of neighborhood streets	1%	26%	20%	53%	25
Street repair services	0%	13%	38%	48%	22
Street construction services	0%	14%	32%	54%	20

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

FIGURE 105: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

As in previous years, in 2013, very few residents were aware of parks or green spaces near their homes. About 3 in 10 knew of parks in the city, near or further away from their home. Those who knew of a park in the city generally gave them low ratings.

FIGURE 106: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

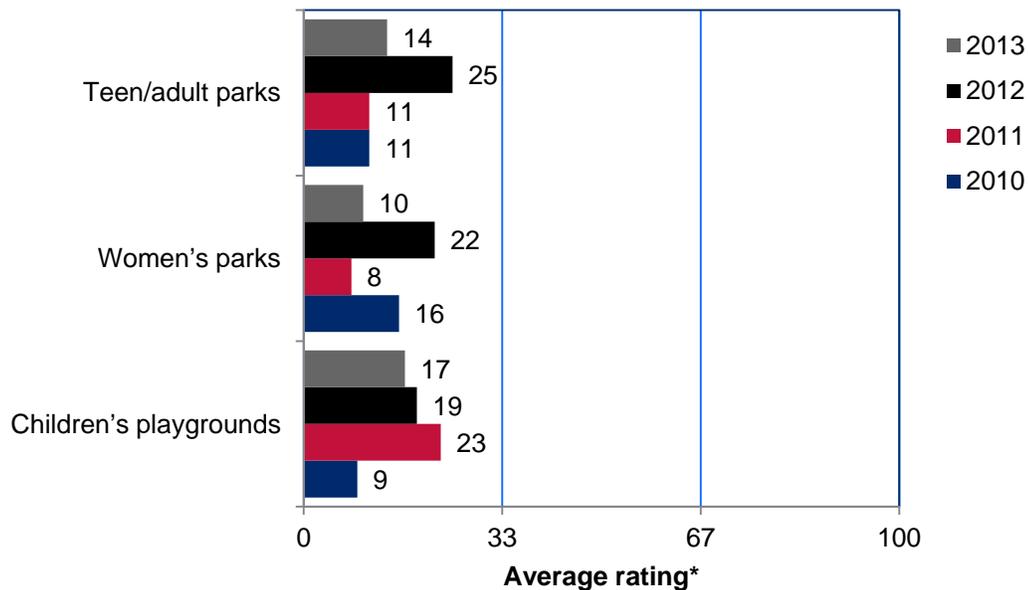
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012	2013
Teen/adult parks	Yes close	3%	2%	7%	9%
	None close but some further away	19%	17%	24%	19%
	Aware of no parks	77%	81%	70%	72%
Women's parks	Yes close	3%	2%	5%	8%
	None close but some further away	31%	8%	24%	21%
	Aware of no parks	66%	91%	71%	71%
Children's playgrounds	Yes close	4%	5%	12%	11%
	None close but some further away	17%	5%	21%	18%
	Aware of no parks	80%	90%	67%	71%

FIGURE 107: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	9%	23%	67%	14
Women's parks	0%	5%	19%	76%	10
Children's playgrounds	0%	10%	30%	60%	17

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

FIGURE 108: QUALITY OF PARKS COMPARED BY YEAR



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

Despite low ratings for parks in 2013, respondents indicated increased visits to all parks.

FIGURE 109: PARKS VISITED COMPARED BY YEAR

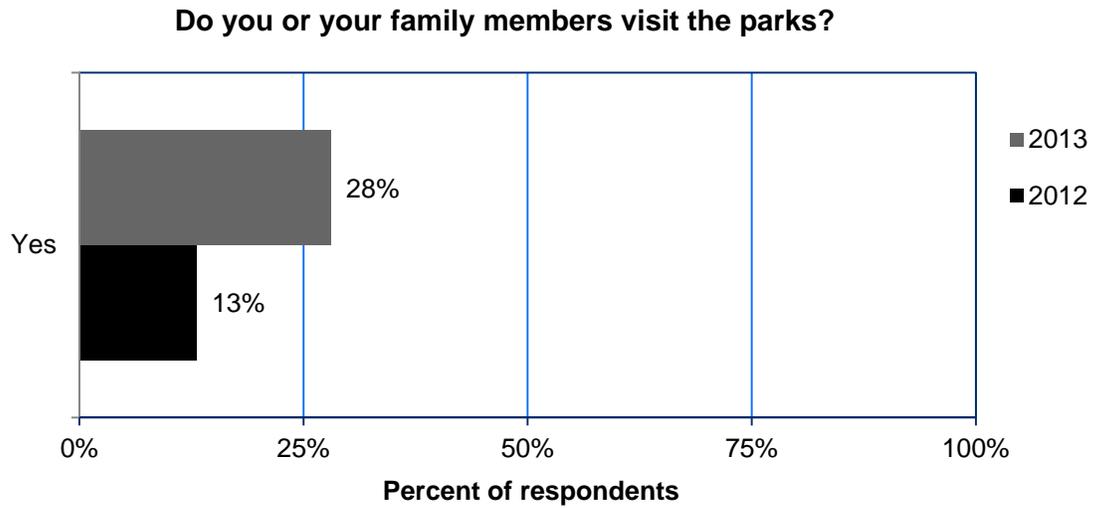
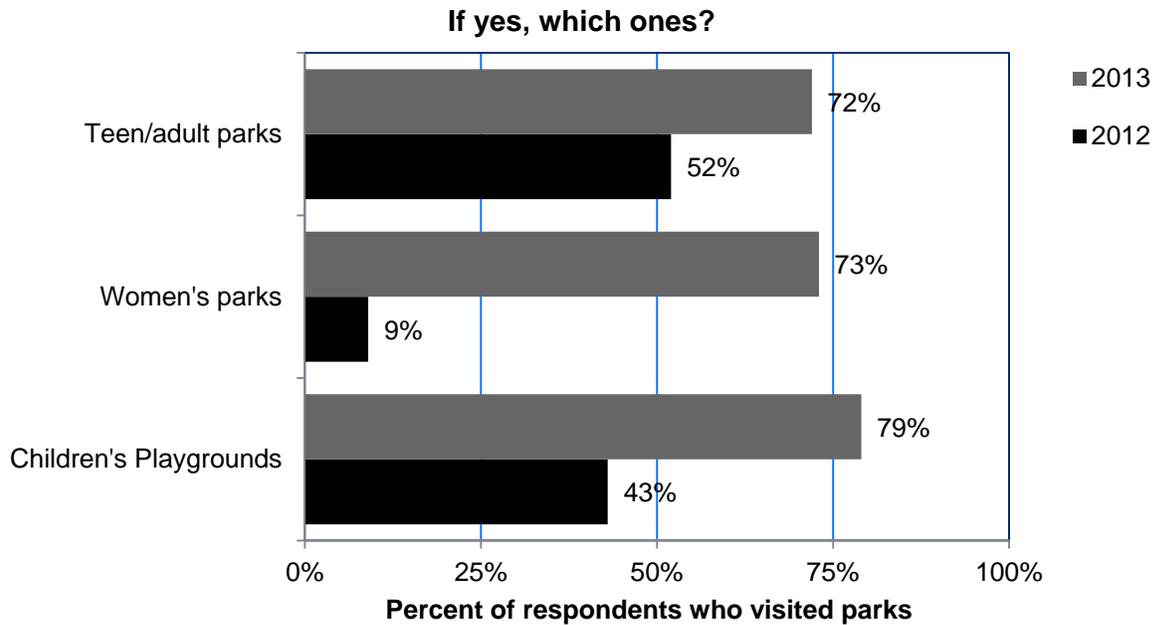


FIGURE 110: TYPE OF PARKS VISITED COMPARED BY YEAR



MARKET

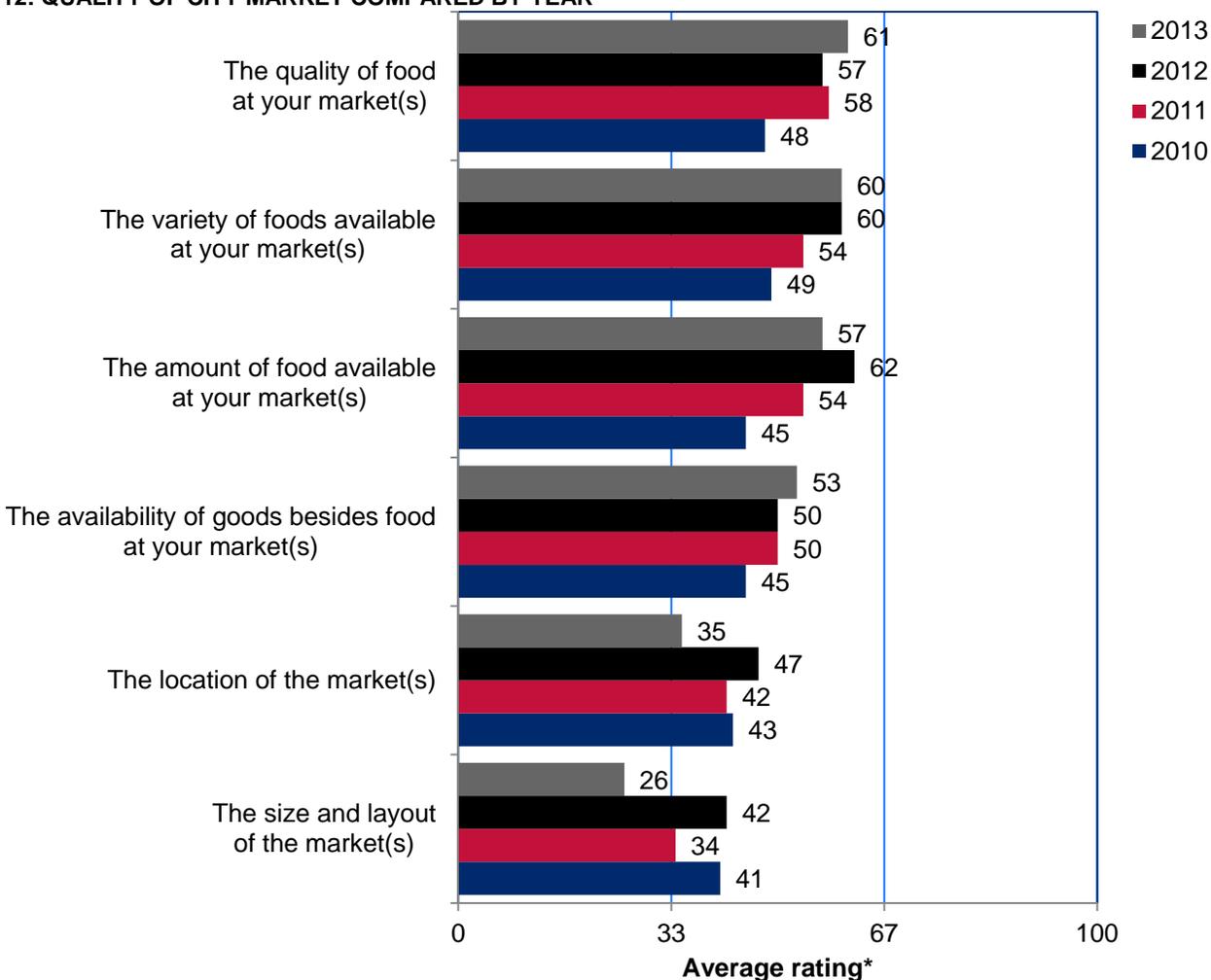
Most residents in Charikar thought the amount, variety, quality and availability of food at their market was excellent or good. However, most gave a rating of fair (48%) or poor (38%) to the size and layout of the market and about two-thirds gave the location of the market a rating of fair (36%) or poor (30%). Ratings for location, size and layout and the amount of food decreased from 2012 to 2013, and all other ratings either improved or remained the same from 2012 to 2013.

FIGURE 111: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The quality of food at your market(s)	3%	78%	17%	1%	61
The variety of foods available at your market(s)	3%	76%	21%	1%	60
The amount of food available at your market(s)	3%	66%	31%	0%	57
The availability of goods besides food at your market(s)	0%	60%	38%	2%	53
The location of the market(s)	1%	34%	36%	30%	35
The size and layout of the market(s)	1%	13%	48%	38%	26

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

FIGURE 112: QUALITY OF CITY MARKET COMPARED BY YEAR



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

When asked about purchasing different types of food at the market, almost all the respondents said they could afford flour, cooking oil, sugar, and tea whenever they wanted. In 2013, more residents could afford vegetables whenever they wanted, though fewer could afford cereal whenever they wanted. Only 12% could afford fruit and 4% could afford meat whenever they wanted, percentages which were down from 2012.

FIGURE 113: 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	92%	99%	99%	99%
	Not as often as we want	6%	1%	1%	1%
	Only rarely	2%	0%	0%	0%
	Never	0%	0%	0%	0%
Cooking oil	As often as we want	94%	99%	99%	99%
	Not as often as we want	5%	1%	1%	1%
	Only rarely	1%	0%	0%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	93%	99%	99%	99%
	Not as often as we want	7%	1%	1%	1%
	Only rarely	1%	0%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	76%	69%	84%	75%
	Not as often as we want	14%	28%	11%	23%
	Only rarely	9%	3%	5%	1%
	Never	1%	0%	0%	0%
Vegetables	As often as we want	47%	54%	61%	70%
	Not as often as we want	39%	40%	30%	26%
	Only rarely	13%	7%	9%	4%
	Never	2%	0%	0%	0%
Fruit	As often as we want	32%	24%	30%	12%
	Not as often as we want	48%	64%	51%	73%
	Only rarely	19%	12%	19%	14%
	Never	1%	0%	0%	1%
Meat	As often as we want	28%	22%	22%	4%
	Not as often as we want	54%	65%	57%	68%
	Only rarely	17%	13%	20%	28%
	Never	1%	0%	0%	1%

SERVICE PRIORITIES

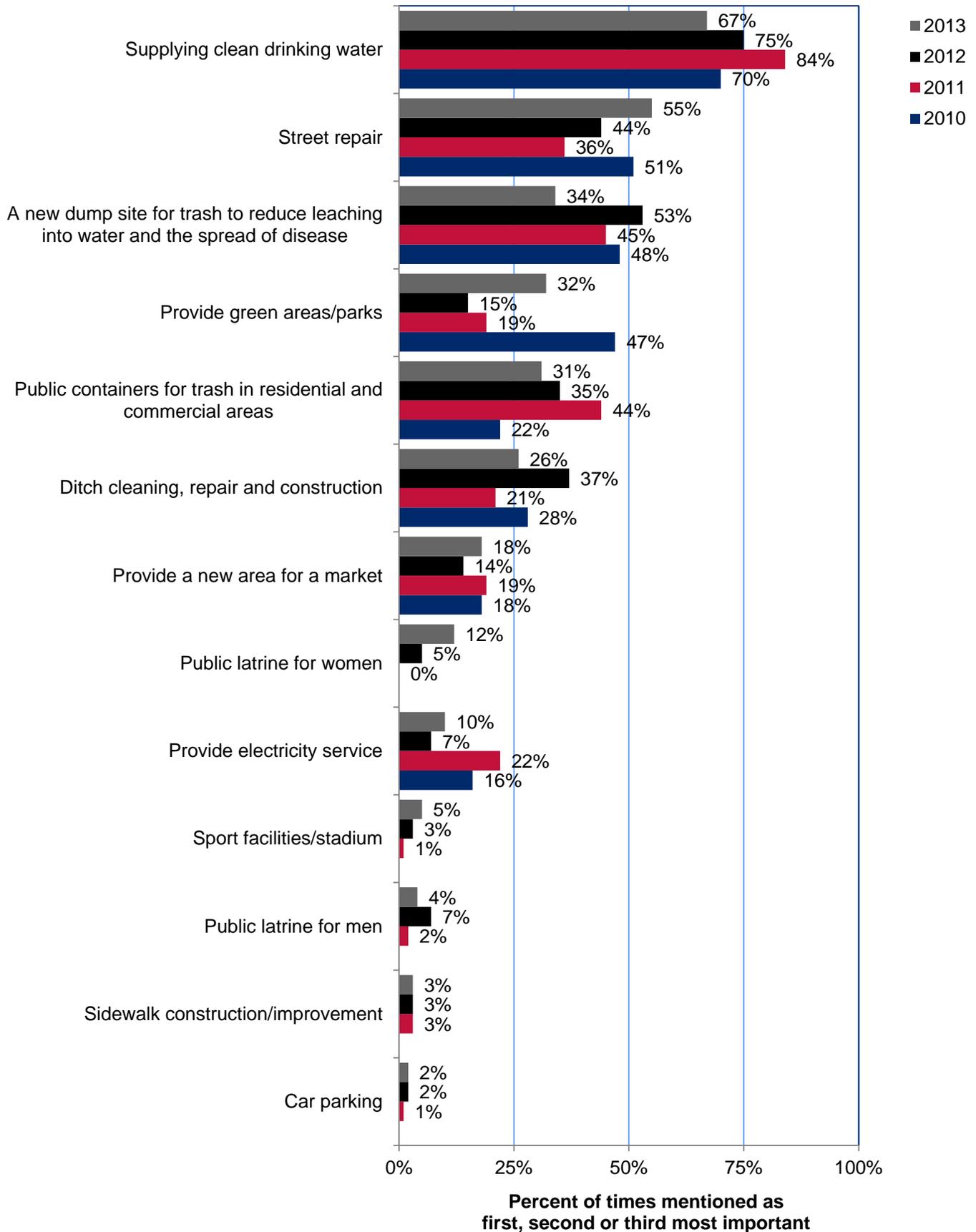
When asked to rank the importance of the services the municipal government did or could provide, a majority of residents ranked supplying clean drinking water (67%) and street repair (55%) as one of the top three most important tasks. About 3 in 10 respondents put a new dump site, parks or public containers for trash in residential and commercial areas in their top three. Supplying clean drinking water was also named the highest priority in past years.

FIGURE 114: 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
Supplying clean drinking water	39%	18%	10%	33%
Street repair	26%	19%	10%	45%
A new dump site for trash to reduce leaching into water and the spread of disease	8%	15%	11%	66%
Provide green areas/parks	4%	10%	18%	68%
Public containers for trash in residential and commercial areas	11%	11%	9%	69%
Ditch cleaning, repair and construction	4%	10%	12%	74%
Provide a new area for a market	2%	7%	9%	82%
Public latrine for women	0%	3%	9%	88%
Provide electricity service	3%	3%	4%	90%
Sport facilities/stadium	1%	1%	2%	95%
Public latrine for men	0%	1%	3%	96%
Sidewalk construction/improvement	1%	1%	2%	97%
Car parking	0%	1%	1%	98%

FIGURE 115: 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

Up from 2012, in 2013, more than two-thirds of residents said they most likely would turn to their Wakil-e-Gozar if they had a problem related to the city. Similar to 2012, about 3 in 10 would contact their mayor. More residents knew who the mayor was in 2013 (66%) compared to 2012 (55%). More residents knew who the mayor was in 2013 (66%) compared to 2012 (55%).

FIGURE 116: 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?

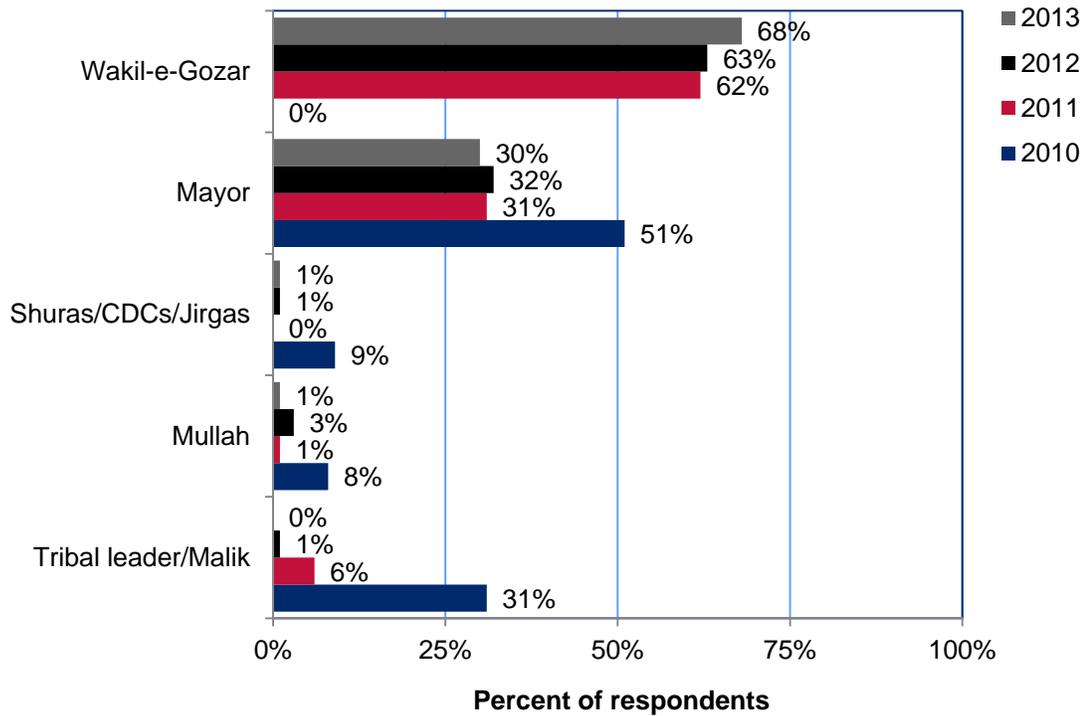
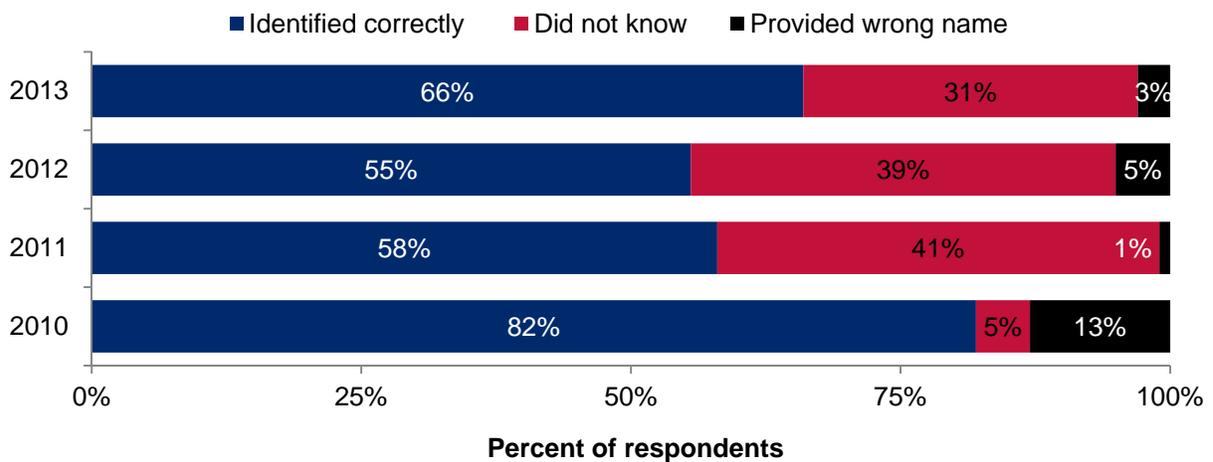
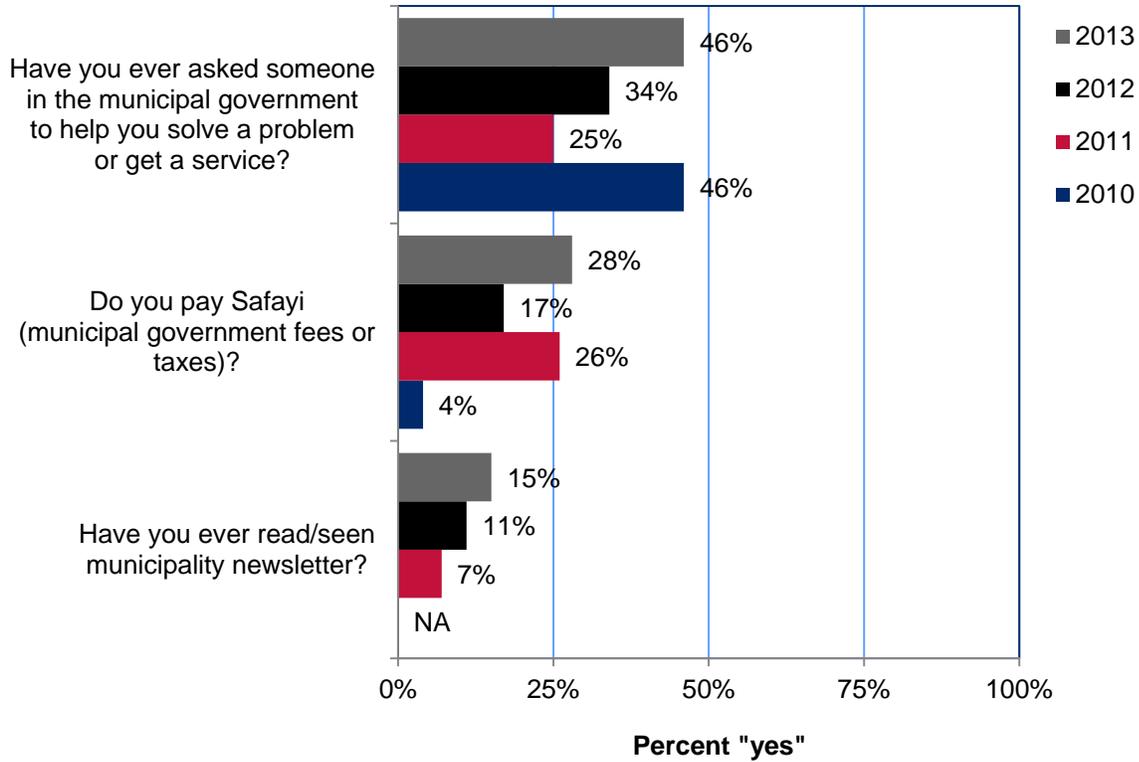


FIGURE 117: IDENTIFICATION OF MAYOR COMPARED BY YEAR



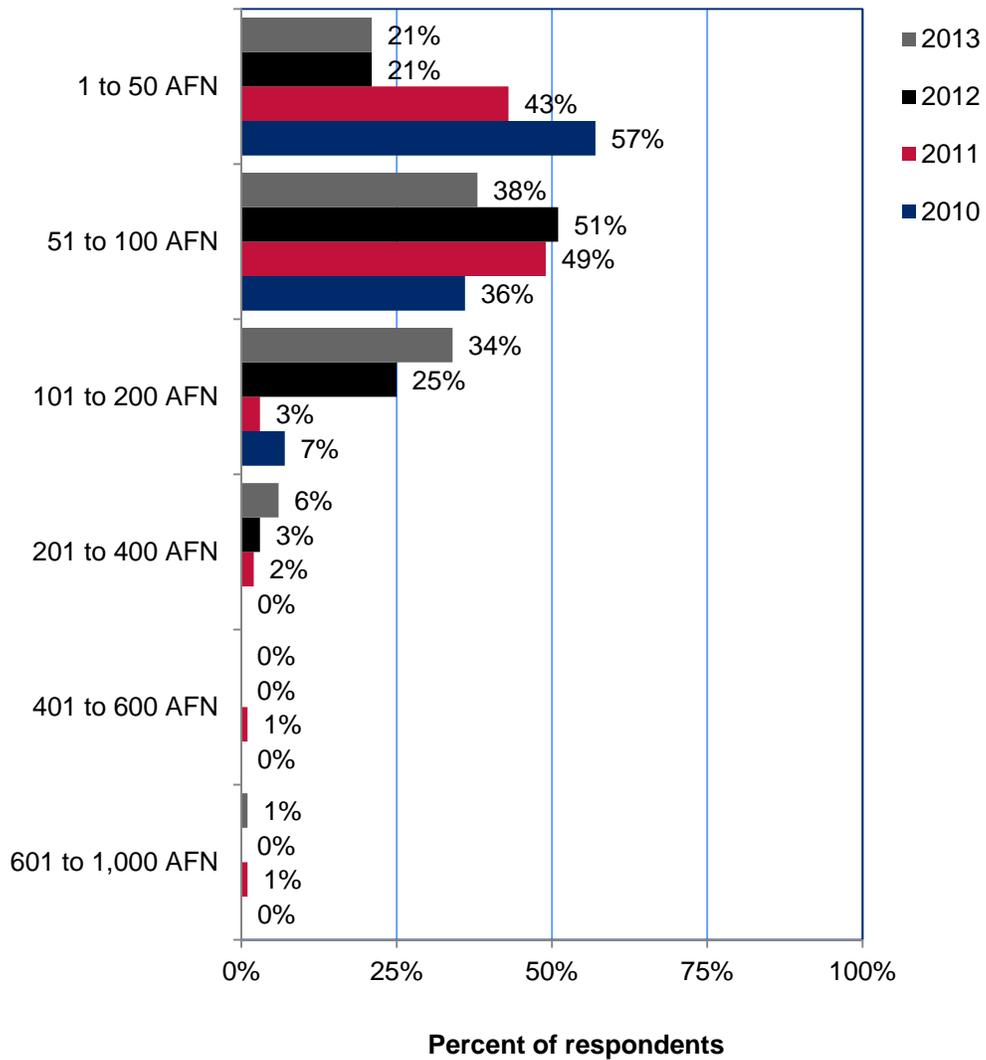
In 2013, almost half of respondents said they had contacted the municipal government to solve a problem or request a service at some time in the past; an increase from 2012 and 2011 but similar to 2010 ratings. Twenty-eight percent of Charikar residents said they paid a Safayi tax in 2013, an increase from 2012. Only 15% had ever read the municipality newsletter, though this result was part of an upward trend since 2011.

FIGURE 118: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR



For the 28% that paid Safayi fees, most paid between 51 AFN and 200 AFN per month. This was similar to past years.

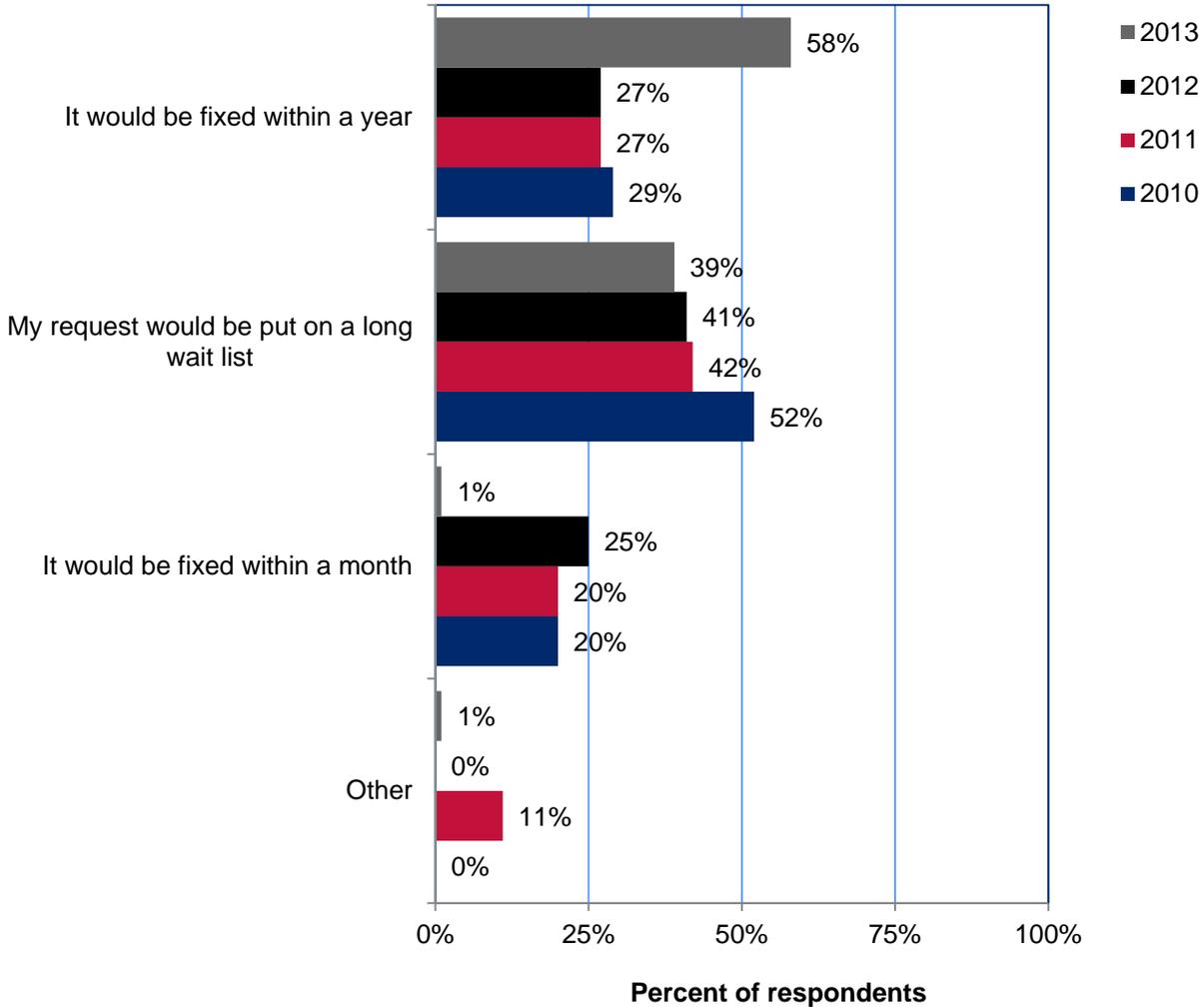
FIGURE 119: MONTHLY SAFAYI PAID COMPARED BY YEAR



When asked what they thought would happen if they contacted the municipal government to have their street fixed, more than half thought the street would be fixed within a year (58%), but many thought they would be put on a long wait list (39%). In previous years more residents had been optimistic that repairs would be made within the month.

FIGURE 120: 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?



In 2013, residents felt they had less influence over government decisions than in 2012. However, 67% of respondents felt that local government officials were working to serve them, and increase from 2012.

FIGURE 121: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

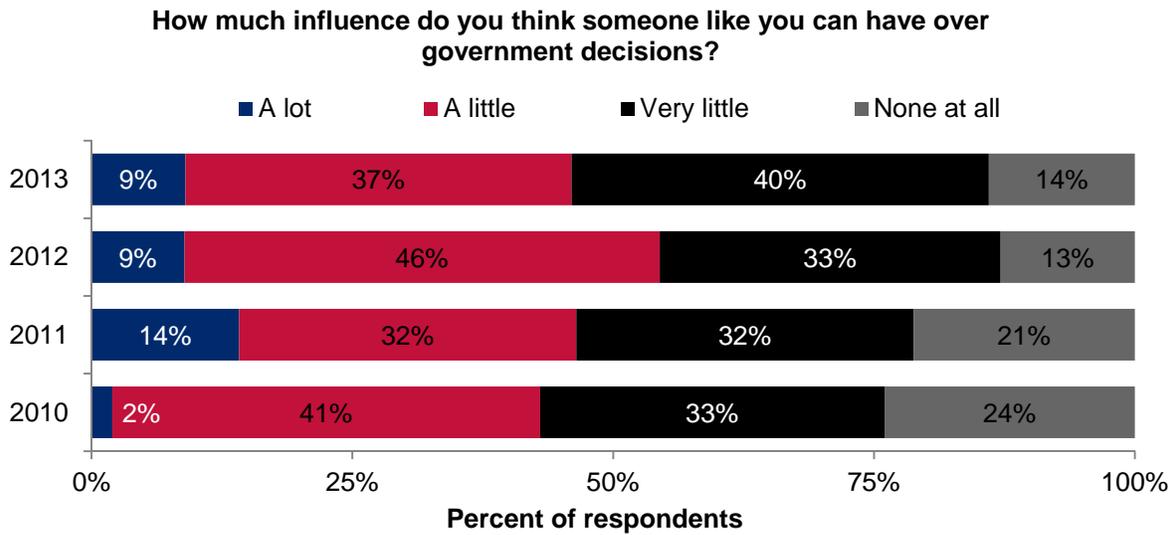
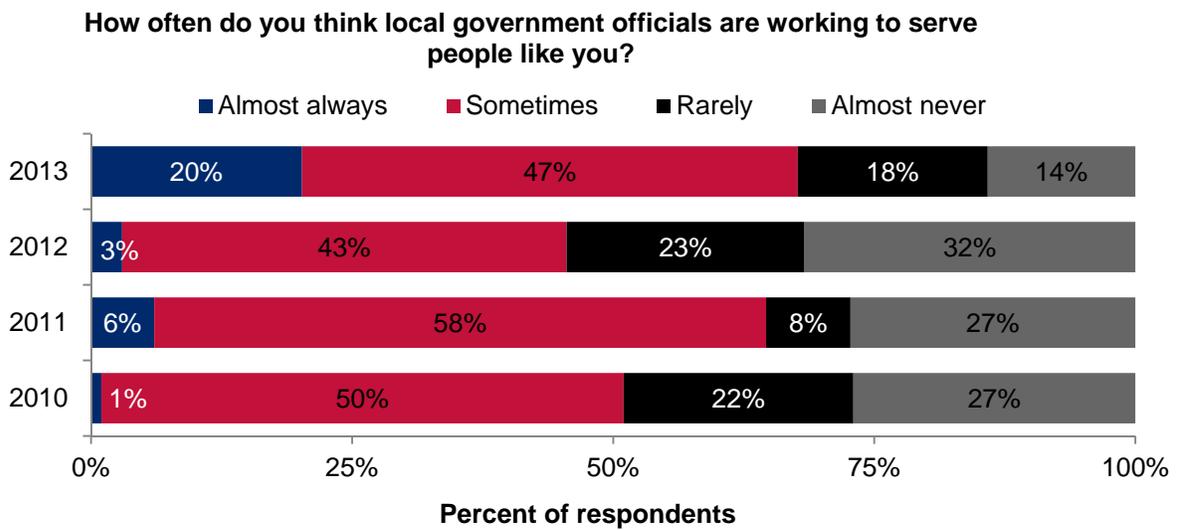


FIGURE 122: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



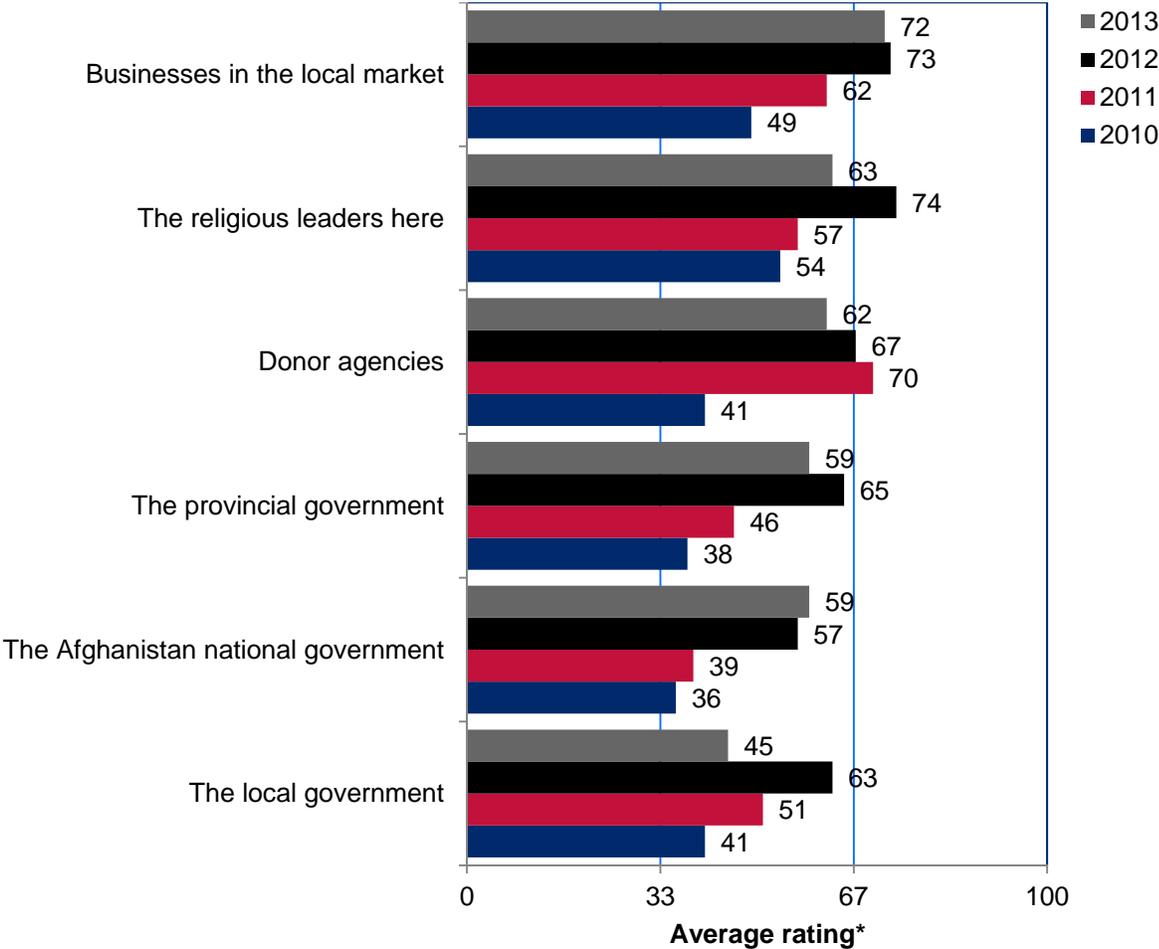
When asked how much they trusted different groups to conduct their activities to benefit the people in their city, the greatest trust was shown for businesses in the local market, local religious leaders and donor agencies. Trust ratings fell in 2013 for the local and provincial government, where confidence in the national government remained similar to 2012.

FIGURE 123: 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*
Businesses in the local market	38%	46%	11%	5%	72
The religious leaders here	32%	32%	28%	7%	63
Donor agencies	26%	45%	21%	9%	62
The local government	15%	29%	33%	23%	45
The provincial government	22%	42%	25%	11%	59
The Afghanistan national government	24%	40%	24%	12%	59

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

FIGURE 124: 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

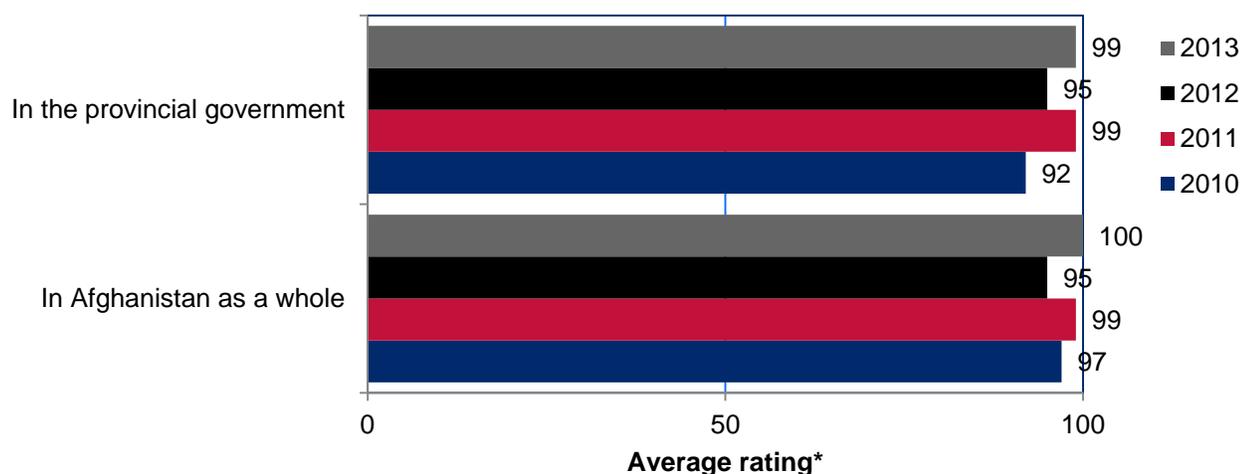
Most respondents thought corruption in the provincial government and in Afghanistan as a whole was a major problem. About three-quarters of the respondents thought corruption had increased from 2012 to 2013, while about 18% thought it had remained the same. Very few thought it had decreased.

FIGURE 125: 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	99%	1%	0%	99
In Afghanistan as a whole	99%	1%	0%	100

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

FIGURE 126: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 127: 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	72%	73%	54%	76%
	Stayed the same	23%	24%	32%	18%
	Decreased	5%	3%	14%	6%
In the provincial government	Increased	61%	72%	49%	76%
	Stayed the same	34%	24%	35%	18%
	Decreased	6%	4%	16%	6%

Most respondents (58%) said they had contact with an official of the municipality in the year prior to the 2013 survey. Most also had contact with officials from the state electricity supply (72%), the public healthcare service (71%) and the judiciary/courts (54%).

If they had contact with a government agency, residents were asked if they had ever been asked to give cash, a gift or perform a favor for an official. For those who had contacted a municipal official in 2013, 79% said they were never asked to give cash, gift or a favor, 19% said only in isolated cases and only 2% said in most but not all cases. The contacts that most commonly required cash, gift or a favor were the judiciary and the customs office.

Being asked to give cash, gifts or perform favors when contacting government officials occurred, in general, less often in 2013 than in 2012, except for contacts in the judiciary and the customs office (see Figure 130).

FIGURE 128: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

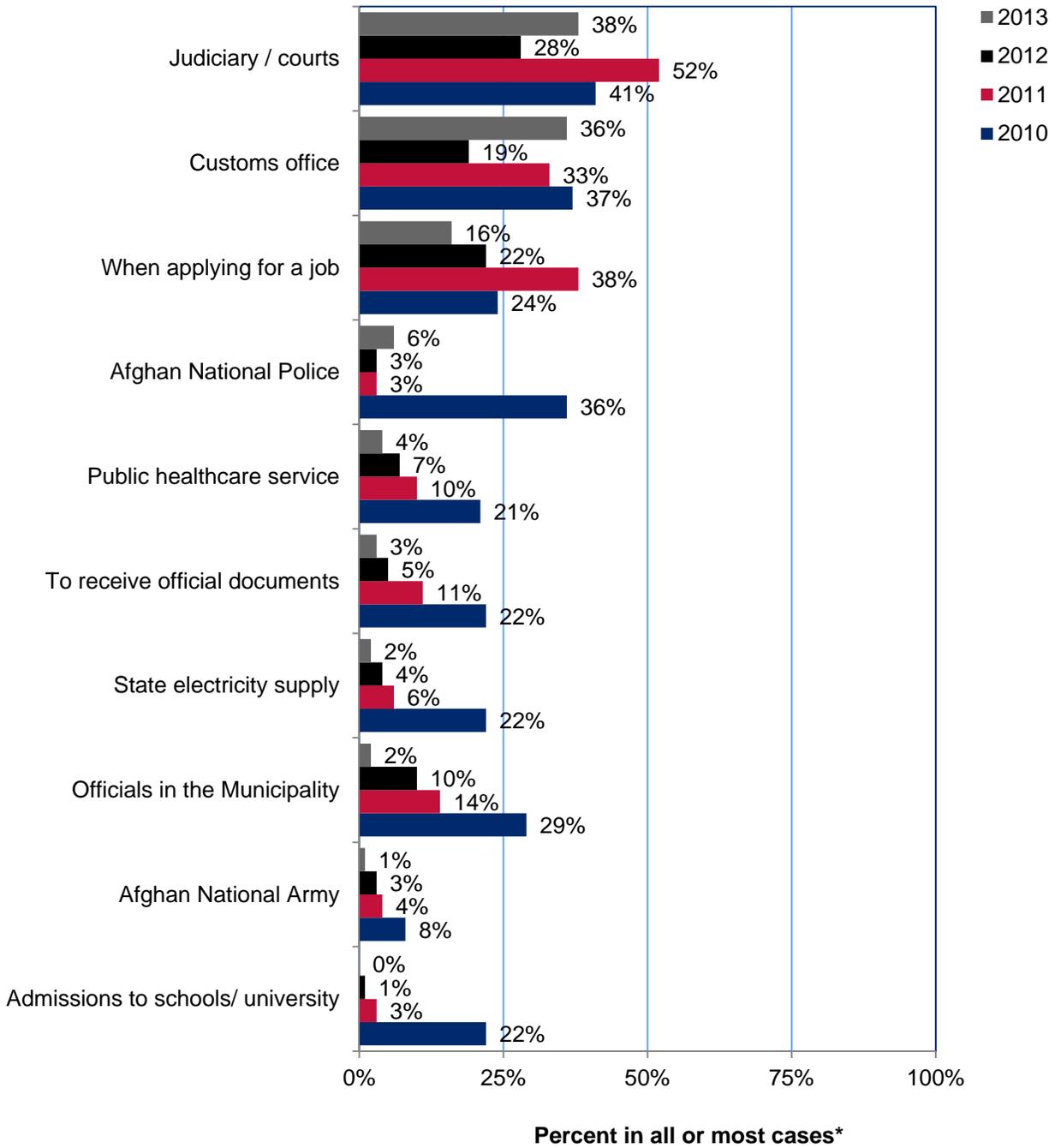
	2010	2011	2012	2013
Afghan National Army	88%	14%	32%	23%
To receive official documents	89%	15%	37%	27%
Customs office	72%	14%	37%	28%
Afghan National Police	95%	17%	37%	31%
When applying for a job	93%	23%	41%	34%
Admissions to schools/ university	90%	20%	41%	37%
Judiciary / courts	95%	28%	46%	54%
Officials in the Municipality	95%	26%	72%	58%
Public healthcare service	97%	33%	55%	71%
State electricity supply	97%	36%	56%	72%

FIGURE 129: 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
Customs office	22%	13%	29%	36%
Judiciary / courts	19%	19%	21%	41%
When applying for a job	8%	8%	17%	67%
Officials in the Municipality	0%	2%	19%	79%
Afghan National Police	3%	4%	14%	80%
Public healthcare service	1%	3%	14%	82%
State electricity supply	0%	2%	11%	87%
To receive official documents	1%	2%	6%	90%
Admissions to schools/ university	0%	0%	8%	92%
Afghan National Army	0%	1%	5%	94%

* Only for those who had contact with Government Official

FIGURE 130: 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

Over two-thirds residents interviewed in 2013 had heard of the Ministry of Women’s Affairs, a lower proportion than in 2012. Of those that had heard of the Ministry of Women’s Affairs, 69% knew there was a local office where they lived, a share similar to 2012.

Regardless of gender, residents were supportive of women pursuing an education and participating in government. Support from women was similar in all years of the survey and support from men increased from 2010 to 2013.

FIGURE 131: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR

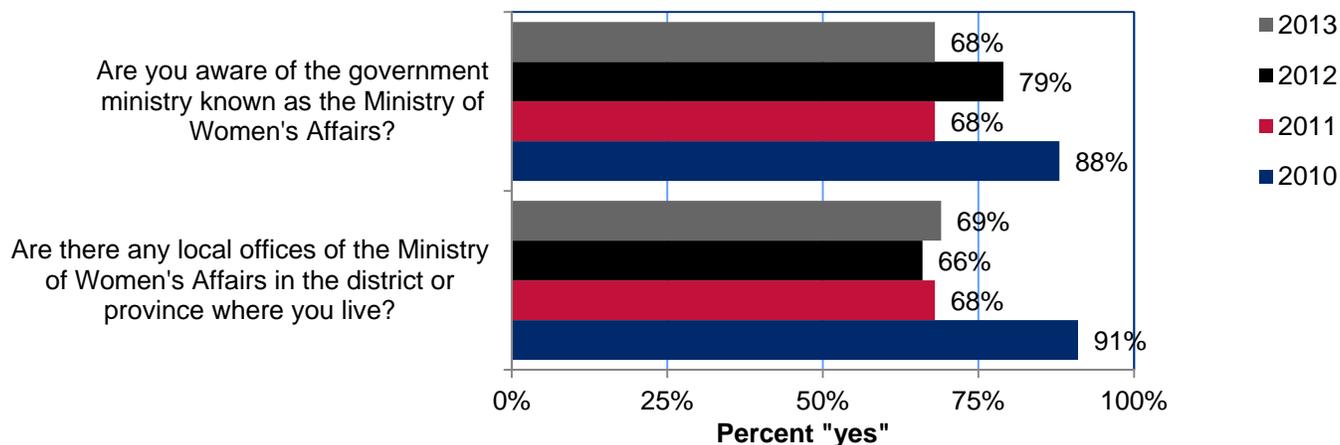
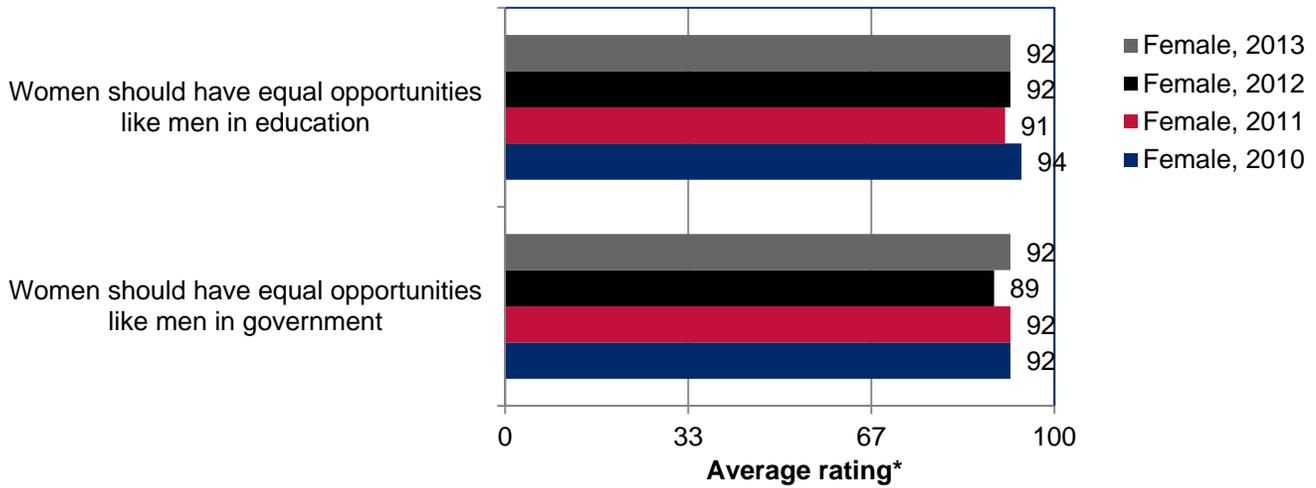


FIGURE 132: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	80%	83%
	Agree somewhat	13%	12%
	Disagree somewhat	5%	2%
	Strongly disagree	3%	3%
	Average rating*	90	92
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	68%	82%
	Agree somewhat	21%	14%
	Disagree somewhat	8%	1%
	Strongly disagree	3%	3%
	Average rating*	85	92

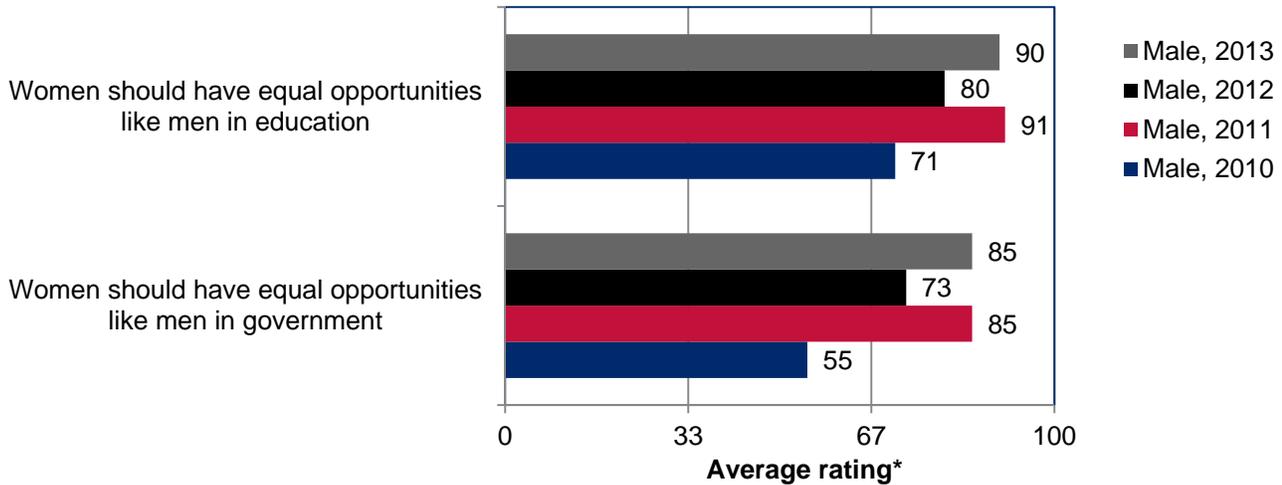
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 133: 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 134: 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	51	14%
6-10 years	53	15%
11-20 years	127	36%
21-40 years	109	31%
41 or more years	12	3%
Total	352	100%

Q1 Average Number of Years Lived in this City	
Average years in Charikar	19

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Charikar	3	1%	232	66%	104	30%	13	4%	0	0%	0	0%	352	100%
The quality of schools in your city	8	2%	227	64%	105	30%	12	3%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	1	0%	80	23%	182	52%	89	25%	0	0%	0	0%	352	100%
The health of people in your city	0	0%	69	20%	198	56%	85	24%	0	0%	0	0%	352	100%
The cleanliness of city streets	0	0%	109	31%	151	43%	92	26%	0	0%	0	0%	352	100%
The number of job opportunities in your city	2	1%	27	8%	86	24%	237	67%	0	0%	0	0%	352	100%
The number of businesses in your city	0	0%	32	9%	148	42%	171	49%	0	0%	1	0%	352	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.6
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.0
The health of people in your city	2.0
The cleanliness of city streets	2.0
The number of job opportunities in your city	1.4
The number of businesses in your city	1.6

*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	295	84%
Yes, part time	20	6%
No, not employed	37	11%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?		
	Number	Percent
Increased	24	7%
Stayed the same	90	26%
Decreased	238	68%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	100	28%
No	252	72%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	21	21%
51 to 100 AFN	38	38%
101 to 200 AFN	34	34%
201 to 400 AFN	6	6%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	1%
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	148	43%
Dispose in public container	128	37%
Take to an official dump site	5	1%
Take to an improvised dump site	57	16%
Door to door collection	7	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	2	1%
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	75	54%
On the next street	24	17%
Several streets away	29	21%
Further than several streets away	12	9%
Total	140	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	37	11%
Somewhat satisfied	102	29%
Somewhat dissatisfied	100	28%
Very dissatisfied	113	32%
Refused	0	0%
Don't know	0	0%
Total	352	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)	2.2

**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	3	1%
A couple/few times a week	17	5%
Once a week	93	26%
Once every two or three weeks	105	30%
Once a month or less frequently	72	20%
Once a year	35	10%
Never	27	8%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	100	28%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	252	72%
Total	352	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Removal of illegal/improvised dumpsites	1	0%	27	8%	68	19%	256	73%	0	0%	0	0%	352	100%
Provision of legal dumpsites	0	0%	46	13%	121	34%	185	53%	0	0%	0	0%	352	100%
Provision of garbage bins in residential areas	5	1%	46	13%	92	26%	209	59%	0	0%	0	0%	352	100%
Provision of garbage bins in commercial areas	3	1%	150	43%	189	54%	10	3%	0	0%	0	0%	352	100%
Cleaning garbage from the streets	0	0%	84	24%	194	55%	74	21%	0	0%	0	0%	352	100%
Affordability of trash service	0	0%	45	13%	149	42%	137	39%	0	0%	21	6%	352	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.4
Provision of legal dumpsites	1.6
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.4
Cleaning garbage from the streets	2.0
Affordability of trash service	1.7

*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	2	1%
Shared well with neighbors	2	1%
River, canal or other open source	89	25%
Public standpipe	20	6%
Government supplied piped water at home	239	68%
Purchase water	32	9%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	239	68%
A private firm/person	24	7%
No one	89	25%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	24	9%
51 to 100 AFN	116	44%
101 to 200 AFN	64	24%
201 to 400 AFN	28	11%
401 to 600 AFN	8	3%
601 to 1,000 AFN	5	2%
1,001 to 2,000 AFN	15	6%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	262	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)	3	1%	51	21%	86	36%	100	42%	0	0%	0	0%	240	100%
Amount supplied	0	0%	45	19%	99	41%	96	40%	0	0%	0	0%	240	100%
Overall quality of water for drinking	23	10%	122	51%	75	31%	20	8%	0	0%	0	0%	240	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.8
Amount supplied	1.8
Overall quality of water for drinking	2.6

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

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

	Number	Percent
Yes	139	40%
No	210	60%
Total	349	100%

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

	Number	Percent
Government provided electricity that is not a public generator	330	94%
No electricity	22	6%
Micro Hydro Power (MHP)	1	0%
Personal Generator	0	0%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	329	93%
No one	23	7%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	1%
101 to 200 AFN	14	4%
201 to 400 AFN	45	14%
401 to 600 AFN	50	15%
601 to 1,000 AFN	106	32%
1,001 to 2,000 AFN	83	25%
2,001 to 5,000 AFN	26	8%
5,001 AFN or more	3	1%
Total	329	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	200	61%	106	32%	14	4%	10	3%	0	0%	0	0%	330	100%
Number of hours per day supplied	185	56%	108	33%	29	9%	8	2%	0	0%	0	0%	330	100%
Quality of supply*	35	11%	245	74%	35	11%	15	5%	0	0%	0	0%	330	100%
Price for electric supply	3	1%	58	18%	211	64%	58	18%	0	0%	0	0%	330	100%

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

	Average rating*
Number of days per week supplied	3.5
Number of hours per day supplied	3.4
Quality of supply*	2.9
Price for electric supply	2.0

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

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

	Number	Percent
Indoor plumbing	6	2%
Dry latrine	108	31%
Latrine with septic	238	68%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	292	83%
Drains onto the street/road	39	11%
Septic system	13	4%
Drains into the yard/garden	7	2%
City pipeline/sewer	0	0%
Other	0	0%
Refused	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	3	1%	132	38%	72	20%	145	41%	0	0%	0	0%	352	100%
The condition of larger drainage ditches throughout the city	2	1%	88	25%	182	52%	80	23%	0	0%	0	0%	352	100%
Ditch cleaning services	0	0%	42	12%	155	44%	155	44%	0	0%	0	0%	352	100%
Ditch repair services	5	1%	72	20%	117	33%	158	45%	0	0%	0	0%	352	100%
Ditch construction services	5	1%	95	27%	118	34%	134	38%	0	0%	0	0%	352	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	2.0
Ditch cleaning services	1.7
Ditch repair services	1.8
Ditch construction services	1.9

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	5	1%	91	26%	71	20%	185	53%	0	0%	0	0%	352	100%
The condition of main city roads	3	1%	101	29%	151	43%	97	28%	0	0%	0	0%	352	100%
The condition of highways	0	0%	76	22%	147	42%	128	36%	0	0%	1	0%	352	100%
Street repair services	0	0%	47	13%	135	38%	170	48%	0	0%	0	0%	352	100%
Street construction services	0	0%	49	14%	112	32%	191	54%	0	0%	0	0%	352	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	2.0
The condition of highways	1.9
Street repair services	1.7
Street construction services	1.6

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	32	9%	67	19%	251	71%	0	0%	2	1%	352	100%
Women's parks	29	8%	73	21%	248	70%	0	0%	2	1%	352	100%
Children's playgrounds	38	11%	64	18%	250	71%	0	0%	0	0%	352	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%	9	3%	23	7%	66	19%	1	0%	253	72%	352	100%
Women's parks	0	0%	5	1%	19	5%	77	22%	1	0%	250	71%	352	100%
Children's playgrounds	0	0%	10	3%	30	9%	61	17%	0	0%	251	71%	352	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.4
Women's parks	1.3
Children's playgrounds	1.5

*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	254	72%
Yes	98	28%

Q24B If yes, which ones?

	Number	Percent
Children's Playgrounds	77	79%
Women's parks	72	73%
Teen/adult parks	71	72%

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)	2	1%	121	34%	125	36%	104	30%	0	0%	0	0%	352	100%
The size and layout of the market(s)	4	1%	45	13%	170	48%	133	38%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	11	3%	231	66%	109	31%	1	0%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	10	3%	267	76%	73	21%	2	1%	0	0%	0	0%	352	100%
The quality of food at your market(s)	12	3%	274	78%	61	17%	5	1%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	0	0%	210	60%	135	38%	7	2%	0	0%	0	0%	352	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.1
The size and layout of the market(s)	1.8
The amount of food available at your market(s)	2.7
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	2.6

*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	14	4%	238	68%	97	28%	3	1%	0	0%	0	0%	352	100%
Fruit	43	12%	257	73%	50	14%	2	1%	0	0%	0	0%	352	100%
Vegetables	246	70%	92	26%	14	4%	0	0%	0	0%	0	0%	352	100%
Flour	348	99%	3	1%	1	0%	0	0%	0	0%	0	0%	352	100%
Cooking oil	350	99%	2	1%	0	0%	0	0%	0	0%	0	0%	352	100%
Sugar, tea	350	99%	2	1%	0	0%	0	0%	0	0%	0	0%	352	100%
Cereal	265	75%	82	23%	5	1%	0	0%	0	0%	0	0%	352	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	40	11%	40	11%	30	9%	242	69%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	8%	54	15%	39	11%	232	66%	352	100%
Ditch cleaning, repair and construction	14	4%	36	10%	43	12%	259	74%	352	100%
Street repair	90	26%	67	19%	35	10%	160	45%	352	100%
Supplying clean drinking water	137	39%	64	18%	36	10%	115	33%	352	100%
Provide a new area for a market	8	2%	23	7%	33	9%	288	82%	352	100%
Provide green areas/parks	14	4%	35	10%	63	18%	240	68%	352	100%
Provide electricity service	12	3%	10	3%	14	4%	316	90%	352	100%
Car parking	1	0%	2	1%	3	1%	346	98%	352	100%
Sidewalk construction/improvement	3	1%	2	1%	7	2%	340	97%	352	100%
Sport facilities/stadium	5	1%	4	1%	7	2%	336	95%	352	100%
Public latrine for men	1	0%	4	1%	10	3%	337	96%	352	100%
Public latrine for women	1	0%	10	3%	32	9%	309	88%	352	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	102	29%
Shuras/CDCs/Jirgas	2	1%
Tribal leader/Malik	1	0%
Mullah	3	1%
Wakil-e-Gozar	231	66%
Others	0	0%
Would contact no one	13	4%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent
Yes	162	46%
No	189	54%
Don't know	0	0%
Refused	0	0%
Total	351	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	2	1%
It would be fixed within a year	205	58%
My request would be put on a long wait list	136	39%
Other	0	0%
Don't know	6	2%
Refused	3	1%
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	98	28%
Somewhat good job	215	61%
Somewhat bad job	30	9%
Very bad job	4	1%
Refused	0	0%
Don't know	5	1%
Total	352	100%

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

	Number	Percent
Almost always	72	20%
Sometimes	166	47%
Rarely	63	18%
Almost never	51	14%
Refused	0	0%
Don't know	0	0%
Total	352	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	30	9%
A little	130	37%
Very little	142	40%
None at all	50	14%
Don't know	0	0%
Refused	0	0%
Total	352	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	133	38%	162	46%	39	11%	18	5%	0	0%	0	0%	352	100%
The religious leaders here	114	32%	113	32%	100	28%	25	7%	0	0%	0	0%	352	100%
Donor agencies	90	26%	157	45%	74	21%	31	9%	0	0%	0	0%	352	100%
The local government	53	15%	102	29%	116	33%	81	23%	0	0%	0	0%	352	100%
The provincial government	79	22%	148	42%	88	25%	37	11%	0	0%	0	0%	352	100%
The Afghanistan national government	85	24%	141	40%	84	24%	42	12%	0	0%	0	0%	352	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	231	66%
Did not know	110	31%
Provided wrong name	11	3%
Total	352	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	349	99%	2	1%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	349	99%	3	1%	0	0%	0	0%	0	0%	352	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	268	76%	62	18%	22	6%	0	0%	0	0%	352	100%
In Afghanistan as a whole	266	76%	64	18%	22	6%	0	0%	0	0%	352	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%	5	1%	38	11%	160	45%	148	42%	0	0%	1	0%	352	100%
Customs office	22	6%	13	4%	28	8%	35	10%	253	72%	0	0%	1	0%	352	100%
Afghan National Police	3	1%	4	1%	15	4%	87	25%	242	69%	0	0%	1	0%	352	100%
Afghan National Army	0	0%	1	0%	4	1%	75	21%	271	77%	0	0%	1	0%	352	100%
Judiciary / courts	36	10%	37	11%	39	11%	78	22%	161	46%	0	0%	1	0%	352	100%
State electricity supply	0	0%	4	1%	29	8%	221	63%	97	28%	0	0%	1	0%	352	100%
Public healthcare service	2	1%	7	2%	35	10%	205	58%	102	29%	0	0%	1	0%	352	100%
When applying for a job	9	3%	10	3%	20	6%	79	22%	233	66%	0	0%	1	0%	352	100%
Admissions to schools/ university	0	0%	0	0%	10	3%	120	34%	221	63%	0	0%	1	0%	352	100%
To receive official documents	1	0%	2	1%	6	2%	85	24%	257	73%	0	0%	1	0%	352	100%

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

	Number	Percent
Yes	239	68%
No	113	32%
Don't know	0	0%
Refused	0	0%
Total	352	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	241	68%
No	109	31%
Don't know	2	1%
Refused	0	0%
Total	352	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	288	82%
Agree somewhat	44	13%
Disagree somewhat	11	3%
Strongly disagree	9	3%
Don't know	0	0%
Refused	0	0%
Total	352	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	267	76%
Agree somewhat	61	17%
Disagree somewhat	14	4%
Strongly disagree	10	3%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q43 Have you ever read/seen municipality newsletter?		
	Number	Percent
Yes	53	15%
No	299	85%
Total	352	100%

Q44 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	3	1%
18-30 years old	154	44%
31-40 years old	102	29%
41-50 years old	46	13%
51-60 years old	24	7%
61 or more years old	20	6%
Total	349	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	141	40%
Retired	6	2%
Housewife	157	45%
Student	20	6%
Unemployed	28	8%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	352	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	135	38%
Primary School, incomplete (classes 1 to 5)	19	5%
Primary School, complete (finished class 6)	16	5%
Secondary education, incomplete (classes 7 to 8)	22	6%
Secondary education, complete (finished class 9)	25	7%
High School (classes 10 to 12)	96	27%
University education or above	39	11%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q47 Are you married or single?

	Number	Percent of households
Single	61	17%
Married	280	80%
Widower/ Widow	11	3%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	53	15%
6-10 people	220	63%
10-20 people	77	22%
21 or more people	2	1%
Total	352	100%

Q49 Does your family lease or own this house?		
	Number	Percent of households
Lease	81	23%
Own	271	77%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	268	77%
No	81	23%
Don't know	1	0%
Refused	0	0%
Total	350	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	5	6%
1,001-2,000 AFN per month	11	14%
2,001-3,000 AFN per month	16	20%
3,001-4,000 AFN per month	12	15%
4,001-5,000 AFN per month	17	21%
5,001-7,500 AFN per month	11	14%
7,501 or more AFN per month	9	11%
Total	81	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	0	0%
2,001 - 3,000 AFN	1	0%
3,001 - 5,000 AFN	11	3%
5,001 - 10,000 AFN	50	14%
10,001 - 15,000 AFN	121	34%
15,001 - 20,000 AFN	96	27%
20,001 - 25,000 AFN	40	11%
25,001 - 40,000 AFN	21	6%
More than 40,000 AFN	12	3%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q53 Gender		
	Number	Percent of households
Male	155	44%
Female	197	56%
Total	352	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	84	24%
6-10 years	42	12%
11-20 years	87	25%
21-40 years	114	32%
41 or more years	25	7%
Total	352	100%

Q1 Average Number of Years Lived in this City	
Average years in Charikar	19

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Overall quality of life in Charikar	1	0%	191	54%	138	39%	22	6%	0	0%	0	0%	352	100%
The quality of schools in your city	17	5%	211	60%	107	30%	17	5%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	6	2%	174	49%	133	38%	39	11%	0	0%	0	0%	352	100%
The health of people in your city	1	0%	136	39%	179	51%	36	10%	0	0%	0	0%	352	100%
The cleanliness of city streets	0	0%	83	24%	151	43%	118	34%	0	0%	0	0%	352	100%
The number of job opportunities in your city	0	0%	76	22%	143	41%	132	38%	1	0%	0	0%	352	100%
The number of businesses in your city	0	0%	54	15%	116	33%	181	51%	1	0%	0	0%	352	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.5
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.3
The cleanliness of city streets	1.9
The number of job opportunities in your city	1.8
The number of businesses in your city	1.6

*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	282	80%
Yes, part time	36	10%
No, not employed	34	10%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?		
	Number	Percent
Increased	104	30%
Stayed the same	119	34%
Decreased	128	36%
Refused	0	0%
Don't know	1	0%
Total	352	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	61	17%
No	291	83%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	13	21%
51 to 100 AFN	31	51%
101 to 200 AFN	15	25%
201 to 400 AFN	2	3%
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	83	24%
Dispose in public container	109	31%
Take to an official dump site	18	5%
Take to an improvised dump site	110	32%
Door to door collection	37	11%
Other	0	0%
Refused	0	0%
Don't know	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	60	55%
On the next street	28	25%
Several streets away	17	15%
Further than several streets away	5	5%
Total	110	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	33	9%
Somewhat satisfied	179	51%
Somewhat dissatisfied	88	25%
Very dissatisfied	52	15%
Refused	0	0%
Don't know	0	0%
Total	352	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)	2.5

**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	29	8%
Once a week	67	19%
Once every two or three weeks	69	20%
Once a month or less frequently	55	16%
Once a year	55	16%
Never	65	19%
Refused	0	0%
Don't know	10	3%
Total	352	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	62	18%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	290	82%
Total	352	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 municipal government, 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	51	14%	94	27%	136	39%	71	20%	0	0%	0	0%	352	100%
Provision of legal dumpsites	54	15%	88	25%	131	37%	79	22%	0	0%	0	0%	352	100%
Provision of garbage bins in residential areas	24	7%	119	34%	106	30%	103	29%	0	0%	0	0%	352	100%
Provision of garbage bins in commercial areas	35	10%	104	30%	161	46%	52	15%	0	0%	0	0%	352	100%
Cleaning garbage from the streets	32	9%	100	28%	125	36%	95	27%	0	0%	0	0%	352	100%
Affordability of trash service	1	0%	102	29%	143	41%	106	30%	0	0%	0	0%	352	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.4
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.2
Provision of garbage bins in commercial areas	2.3
Cleaning garbage from the streets	2.2
Affordability of trash service	2.0

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

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

	Number	Percent
Well on property	1	0%
Shared well with neighbors	2	1%
River, canal or other open source	137	39%
Public standpipe	24	7%
Government supplied piped water at home	223	64%
Purchase water	21	6%
Other: Spring	6	2%

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	227	64%
A private firm/person	7	2%
No one	118	34%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	14	6%
51 to 100 AFN	87	38%
101 to 200 AFN	99	43%
201 to 400 AFN	10	4%
401 to 600 AFN	7	3%
601 to 1,000 AFN	7	3%
1,001 to 2,000 AFN	7	3%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	231	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)	2	1%	55	24%	57	25%	113	50%	0	0%	0	0%	227	100%
Amount supplied	2	1%	53	23%	74	33%	98	43%	0	0%	0	0%	227	100%
Overall quality of water for drinking	54	24%	134	59%	23	10%	16	7%	0	0%	0	0%	227	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.8
Amount supplied	1.8
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	124	35%
No	228	65%
Total	352	100%

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

	Number	Percent
Government provided electricity that is not a public generator	342	97%
No electricity	5	1%
Personal Generator	3	1%
Large batteries/invertors (such as for running TV, lights, etc.)	2	1%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	341	97%
No one	11	3%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	3	1%
101 to 200 AFN	33	10%
201 to 400 AFN	51	15%
401 to 600 AFN	61	18%
601 to 1,000 AFN	65	19%
1,001 to 2,000 AFN	84	25%
2,001 to 5,000 AFN	37	11%
5,001 AFN or more	6	2%
Total	340	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Number of days per week supplied	109	32%	153	45%	73	21%	7	2%	0	0%	0	0%	342	100%
Number of hours per day supplied	84	25%	169	49%	85	25%	4	1%	0	0%	0	0%	342	100%
Quality of supply*	49	14%	195	57%	93	27%	5	1%	0	0%	0	0%	342	100%
Price for electric supply	14	4%	152	44%	122	36%	54	16%	0	0%	0	0%	342	100%

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

	Average rating*
Number of days per week supplied	3.1
Number of hours per day supplied	3.0
Quality of supply*	2.8
Price for electric supply	2.4

*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	33	9%
Dry latrine	178	51%
Latrine with septic	141	40%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	285	81%
Septic system	36	10%
Drains onto the street/road	18	5%
Drains into the yard/garden	12	3%
Other: Bury	1	0%
City pipeline/sewer	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	2	1%	111	32%	79	23%	159	45%	0	0%	0	0%	351	100%
The condition of larger drainage ditches throughout the city	1	0%	88	25%	125	36%	137	39%	0	0%	0	0%	351	100%
Ditch cleaning services	0	0%	72	21%	91	26%	188	54%	0	0%	0	0%	351	100%
Ditch repair services	6	2%	84	24%	89	25%	172	49%	0	0%	0	0%	351	100%
Ditch construction services	7	2%	96	27%	99	28%	149	42%	0	0%	0	0%	351	100%

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

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	1.9
Ditch cleaning services	1.7
Ditch repair services	1.8
Ditch construction services	1.9

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	103	29%	128	36%	119	34%	0	0%	0	0%	352	100%
The condition of main city roads	0	0%	120	34%	149	42%	83	24%	0	0%	0	0%	352	100%
The condition of highways	0	0%	73	21%	130	37%	149	42%	0	0%	0	0%	352	100%
Street repair services	0	0%	71	20%	114	32%	167	47%	0	0%	0	0%	352	100%
Street construction services	1	0%	75	21%	109	31%	166	47%	0	0%	0	0%	351	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.1
The condition of highways	1.8
Street repair services	1.7
Street construction services	1.7

*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	24	7%	83	24%	245	70%	0	0%	0	0%	352	100%
Women's parks	18	5%	84	24%	250	71%	0	0%	0	0%	352	100%
Children's playgrounds	41	12%	75	21%	236	67%	0	0%	0	0%	352	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%	12	9%	56	43%	39	30%	0	0%	24	18%	131	100%
Women's parks	0	0%	11	8%	46	35%	48	37%	0	0%	25	19%	130	100%
Children's playgrounds	0	0%	10	8%	47	37%	61	48%	0	0%	10	8%	128	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.7
Women's parks	1.6
Children's playgrounds	1.6

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

Q24 Do you or your family members visit the parks?

	Number	Percent
No	308	88%
Yes	44	13%

Q24A If yes, which ones?

	Number	Percent
Teen/adult parks	23	52%
Children's Playgrounds	19	43%
Women's parks	4	9%

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	1%	177	50%	134	38%	37	11%	0	0%	0	0%	352	100%
The size and layout of the market(s)	2	1%	147	42%	146	41%	57	16%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	28	8%	256	73%	59	17%	9	3%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	28	8%	245	70%	55	16%	24	7%	0	0%	0	0%	352	100%
The quality of food at your market(s)	48	14%	198	56%	60	17%	46	13%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	6	2%	218	62%	76	22%	51	14%	0	0%	1	0%	352	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.9
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)	2.5

*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	Meat	78	22%	201	57%	72	20%	1	0%	0	0%	0	352	100%
Fruit	Fruit	106	30%	178	51%	68	19%	0	0%	0	0%	0	352	100%
Vegetables	Vegetables	216	61%	105	30%	31	9%	0	0%	0	0%	0	352	100%
Flour	Flour	348	99%	4	1%	0	0%	0	0%	0	0%	0	352	100%
Cooking oil	Cooking oil	350	99%	2	1%	0	0%	0	0%	0	0%	0	352	100%
Sugar, tea	Sugar, tea	349	99%	3	1%	0	0%	0	0%	0	0%	0	352	100%
Cereal	Cereal	297	84%	39	11%	16	5%	0	0%	0	0%	0	352	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	48	14%	29	8%	46	13%	229	65%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	40	11%	77	22%	68	19%	167	47%	352	100%
Ditch cleaning, repair and construction	39	11%	57	16%	35	10%	221	63%	352	100%
Street repair	43	12%	77	22%	35	10%	197	56%	352	100%
Supplying clean drinking water	162	46%	53	15%	49	14%	88	25%	352	100%
Provide a new area for a market	2	1%	15	4%	32	9%	303	86%	352	100%
Provide green areas/parks	7	2%	21	6%	26	7%	298	85%	352	100%
Provide electricity service	4	1%	4	1%	17	5%	327	93%	352	100%
Car parking	1	0%	0	0%	5	1%	346	98%	352	100%
Sidewalk construction/improvement	0	0%	0	0%	11	3%	341	97%	352	100%
Sport facilities/stadium	2	1%	1	0%	7	2%	342	97%	352	100%
Public latrine for men	3	1%	9	3%	13	4%	327	93%	352	100%
Public latrine for women	1	0%	9	3%	9	3%	333	95%	352	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	103	29%
Shuras/CDCs/Jirgas	2	1%
Tribal leader/Malik	4	1%
Mullah	11	3%
Wakil-e-Gozar	205	58%
Others	0	0%
Would contact no one	27	8%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent
Yes	119	34%
No	232	66%
Don't know	1	0%
Refused	0	0%
Total	352	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	87	25%
It would be fixed within a year	96	27%
My request would be put on a long wait list	146	42%
Other	0	0%
Don't know	23	7%
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	31	9%
Somewhat good job	257	73%
Somewhat bad job	49	14%
Very bad job	15	4%
Refused	0	0%
Don't know	0	0%
Total	352	100%

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

	Number	Percent
Almost always	9	3%
Sometimes	150	43%
Rarely	80	23%
Almost never	111	32%
Refused	0	0%
Don't know	1	0%
Total	351	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	31	9%
A little	161	46%
Very little	116	33%
None at all	44	13%
Don't know	0	0%
Refused	0	0%
Total	352	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	148	42%	128	36%	66	19%	10	3%	0	0%	0	0%	352	100%
The religious leaders here	148	42%	142	40%	55	16%	7	2%	0	0%	0	0%	352	100%
Donor agencies	124	35%	118	34%	97	28%	13	4%	0	0%	0	0%	352	100%
The local government	81	23%	169	48%	80	23%	22	6%	0	0%	0	0%	352	100%
The provincial government	112	32%	136	39%	75	21%	29	8%	0	0%	0	0%	352	100%
The Afghanistan national government	82	23%	131	37%	99	28%	40	11%	0	0%	0	0%	352	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	194	55%
Did not know	139	39%
Provided wrong name	19	5%
Total	352	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	314	89%	37	11%	0	0%	0	0%	0	0%	351	100%
In Afghanistan as a whole	316	90%	33	9%	2	1%	0	0%	0	0%	351	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	315	89%	37	11%	0	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	317	90%	33	9%	2	1%	0	0%	0	0%	352	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	8	2%	17	5%	33	9%	197	56%	97	28%	0	0%	0	0%	352	100%
Customs office	11	3%	14	4%	16	5%	88	25%	223	63%	0	0%	0	0%	352	100%
Afghan National Police	0	0%	4	1%	23	7%	102	29%	223	63%	0	0%	0	0%	352	100%
Afghan National Army	1	0%	2	1%	8	2%	103	29%	238	68%	0	0%	0	0%	352	100%
Judiciary / courts	15	4%	30	9%	45	13%	72	20%	190	54%	0	0%	0	0%	352	100%
State electricity supply	0	0%	7	2%	34	10%	157	45%	154	44%	0	0%	0	0%	352	100%
Public healthcare service	0	0%	14	4%	52	15%	128	36%	158	45%	0	0%	0	0%	352	100%
When applying for a job	16	5%	15	4%	32	9%	81	23%	208	59%	0	0%	0	0%	352	100%
Admissions to schools/ university	0	0%	1	0%	17	5%	126	36%	208	59%	0	0%	0	0%	352	100%
To receive official documents	2	1%	4	1%	17	5%	107	30%	222	63%	0	0%	0	0%	352	100%

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

	Number	Percent
Yes	277	79%
No	74	21%
Don't know	1	0%
Refused	0	0%
Total	352	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	225	64%
No	116	33%
Don't know	11	3%
Refused	0	0%
Total	352	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	253	72%
Agree somewhat	68	19%
Disagree somewhat	22	6%
Strongly disagree	9	3%
Don't know	0	0%
Refused	0	0%
Total	352	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	235	67%
Agree somewhat	66	19%
Disagree somewhat	30	9%
Strongly disagree	21	6%
Don't know	0	0%
Refused	0	0%
Total	351	100%

Q43 Have you ever read/seen municipality newsletter?		
	Number	Percent
Yes	37	11%
No	315	89%
Total	352	100%

Q44 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	0	0%
18-30 years old	174	47%
31-40 years old	85	24%
41-50 years old	49	14%
51-60 years old	26	7%
61 or more years old	18	5%
Total	352	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	129	37%
Retired	2	1%
Housewife	175	50%
Student	25	7%
Unemployed	26	7%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	352	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	140	40%
Primary School, incomplete (classes 1 to 5)	19	5%
Primary School, complete (finished class 6)	13	4%
Secondary education, incomplete (classes 7 to 8)	30	9%
Secondary education, complete (finished class 9)	13	4%
High School (classes 10 to 12)	94	27%
University education or above	43	12%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q47 Are you married or single?

	Number	Percent of households
Single	65	18%
Married	271	77%
Widower/ Widow	16	5%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	69	20%
6-10 people	206	59%
10-20 people	77	22%
21 or more people	0	0%
Total	352	100%

Q49 Does your family lease or own this house?		
	Number	Percent of households
Lease	93	26%
Own	259	74%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	257	73%
No	95	27%
Don't know	0	0%
Refused	0	0%
Total	352	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	2	2%
1,001-2,000 AFN per month	23	25%
2,001-3,000 AFN per month	20	22%
3,001-4,000 AFN per month	12	13%
4,001-5,000 AFN per month	13	14%
5,001-7,500 AFN per month	17	18%
7,501 or more AFN per month	6	6%
Total	93	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	0	0%
2,001 - 3,000 AFN	2	1%
3,001 - 5,000 AFN	27	8%
5,001 - 10,000 AFN	126	36%
10,001 - 15,000 AFN	110	31%
15,001 - 20,000 AFN	62	18%
20,001 - 25,000 AFN	16	5%
25,001 - 40,000 AFN	6	2%
More than 40,000 AFN	3	1%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q53 Gender

	Number	Percent of households
Male	154	44%
Female	197	56%
Total	351	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	78	22%
6-10 years	62	18%
11-20 years	92	26%
21-40 years	90	26%
41 or more years	30	9%
Total	352	100%

Q1 Average Number of Years Lived in this City	
Average years in Charikar	19

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Charikar	2	1%	194	55%	121	34%	35	10%	0	0%	0	0%	352	100%
The quality of schools in your city	2	1%	226	64%	96	27%	28	8%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	5	1%	156	44%	124	35%	67	19%	0	0%	0	0%	352	100%
The health of people in your city	3	1%	133	38%	168	48%	48	14%	0	0%	0	0%	352	100%
The cleanliness of city streets	2	1%	117	33%	129	37%	103	29%	1	0%	0	0%	352	100%
The number of job opportunities in your city	0	0%	89	25%	123	35%	140	40%	0	0%	0	0%	352	100%
The number of businesses in your city	2	1%	112	32%	108	31%	129	37%	0	0%	0	0%	351	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.5
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	2.3
The cleanliness of city streets	2.1
The number of job opportunities in your city	1.9
The number of businesses in your city	2.0

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

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	293	83%
Yes, part time	32	9%
No, not employed	27	8%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?		
	Number	Percent
Increased	68	19%
Stayed the same	148	42%
Decreased	136	39%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	92	26%
No	259	74%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	40	43%
51 to 100 AFN	45	49%
101 to 200 AFN	3	3%
201 to 400 AFN	2	2%
401 to 600 AFN	1	1%
601 to 1,000 AFN	1	1%
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
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Put it in our yard	0	0%
Dispose in street	35	10%
Dispose in public container	154	44%
Take to an official dump site	88	25%
Take to an improvised dump site	3	1%
Door to door collection	29	8%
Other	132	38%
Refused	21	6%
Don't know	0	0%

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

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

	Number	Percent
No response	332	94%
back to the door	1	0%
backside of the shop	2	1%
ground	1	0%
in the ground	1	0%
in the well	2	1%
Into the park	1	0%
lands near to their homes	1	0%
near to the grave	1	0%
on the back of the gate	1	0%
on the back street	1	0%
on the ground	4	1%
On the ground	1	0%
one the ground	1	0%
The Municipality has been move it out	1	0%
The municipality move it	1	0%

Q6a Where is this container?

	Number	Percent
0	317	90%
1	35	10%
Total	352	100%

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

	Number	Percent
Very satisfied	134	38%
Somewhat satisfied	149	43%
Somewhat dissatisfied	40	11%
Very dissatisfied	27	8%
Refused	0	0%
Don't know	0	0%
Total	350	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)	3.1

**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	5	1%
A couple/few times a week	51	15%
Once a week	108	31%
Once every two or three weeks	82	23%
Once a month or less frequently	59	17%
Once a year	7	2%
Never	37	11%
Refused	0	0%
Don't know	0	0%
Total	349	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	46	13%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	303	87%
Total	349	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 municipal government, 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	95	27%	152	43%	78	22%	25	7%	0	0%	0	0%	350	100%
Provision of legal dumpsites	93	27%	130	37%	121	35%	6	2%	0	0%	0	0%	350	100%
Provision of garbage bins in residential areas	80	23%	139	40%	120	34%	11	3%	0	0%	0	0%	350	100%
Provision of garbage bins in commercial areas	64	18%	142	41%	135	39%	8	2%	1	0%	0	0%	350	100%
Cleaning garbage from the streets	60	17%	150	43%	100	29%	40	11%	0	0%	0	0%	350	100%
Affordability of trash service	27	8%	157	45%	113	32%	52	15%	0	0%	0	0%	349	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.9
Provision of legal dumpsites	2.9
Provision of garbage bins in residential areas	2.8
Provision of garbage bins in commercial areas	2.8
Cleaning garbage from the streets	2.7
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	0	0%
Shared well with neighbors	0	0%
River, canal or other open source	120	34%
Public Standpipe	57	16%
Government supplied piped water at home	222	64%
Purchase water	21	6%
Other	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
0	2	1%
City water supply department	251	71%
A private firm/person	4	1%
No one	95	27%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	33	13%
51 to 100 AFN	150	60%
101 to 200 AFN	47	19%
201 to 400 AFN	12	5%
401 to 600 AFN	4	2%
601 to 1,000 AFN	5	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	251	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)	6	2%	41	13%	59	19%	198	65%	0	0%	0	0%	304	100%
Amount supplied	6	2%	72	24%	113	37%	113	37%	0	0%	0	0%	304	100%
Overall quality of water for drinking	56	18%	145	48%	61	20%	42	14%	0	0%	0	0%	304	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.5
Amount supplied	1.9
Overall quality of water for drinking	2.7

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

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

	Number	Percent
Yes	84	24%
No	264	76%
Total	348	100%

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

	Number	Percent
Government provided electricity that is not a public generator	333	95%
No electricity	15	4%
Personal Generator	1	0%
Shared Generator (with neighbors)	1	0%
Public Generator (from government)	0	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	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
City electricity department	334	95%
A private firm/person	1	0%
No one	16	5%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	1	0%
51 to 100 AFN	17	5%
101 to 200 AFN	45	13%
201 to 400 AFN	84	25%
401 to 600 AFN	80	24%
601 to 1,000 AFN	57	17%
1,001 to 2,000 AFN	32	10%
2,001 to 5,000 AFN	15	4%
5,001 AFN or more	4	1%
Total	335	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	30	9%	174	51%	41	12%	97	28%	0	0%	0	0%	342	100%
Number of hours per day supplied	6	2%	183	54%	63	18%	90	26%	0	0%	0	0%	342	100%
Quality of supply*	29	8%	156	46%	89	26%	68	20%	0	0%	0	0%	342	100%
Price for electric supply	17	5%	162	47%	99	29%	64	19%	0	0%	0	0%	342	100%

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

	Average rating*
Number of days per week supplied	2.4
Number of hours per day supplied	2.3
Quality of supply*	2.4
Price for electric supply	2.4

*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	5	1%
Dry latrine	155	44%
Latrine with septic	193	55%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	269	77%
Other	77	22%
Septic system	4	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

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

	Number	Percent
No response	273	78%
at home on the yard/homeland	1	0%
at home we put on the yard	1	0%
back street	1	0%
In sub and open streets	1	0%
in the home on the yard	1	0%
in the open streets	1	0%
In the open streets	1	0%
in the streets	2	1%
in the yard	3	1%
inside the home on the land	1	0%
On Open Roads	1	0%
on the open roads	1	0%
On the Open roads	1	0%
On the open street	1	0%
On The Open Street	1	0%
On the open Streets	1	0%
on the road	7	2%
On the road	1	0%
On the Road	1	0%
On The road	1	0%
On The Road	2	1%
on the roads	2	1%
on The roads	1	0%
On the roads	1	0%
on the street	1	0%
on the streets	1	0%
one the road	1	0%
open road	3	1%
Open Road	1	0%
open roads	1	0%

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

	Number	Percent
Open Roads	2	1%
Open Roads and streets	1	0%
Open Roads and Sub Streets	1	0%
open Streets	1	0%
Open streets	1	0%
Open Streets	1	0%
Open Sub streets	1	0%
out in the street	1	0%
Out side the home	1	0%
outside of the home	1	0%
outside the home	7	2%
Outside the home	3	1%
outside the home land/yard	1	0%
put it inside the ground	1	0%
store in gutters and than through in Open streets	1	0%
street	1	0%
Street	3	1%
streets	1	0%
Streets	2	1%
There is no passage for water	1	0%
there is no way for the water to go out through it	1	0%
There no passage for it	1	0%
we made a small well inside the home for the black wate at home	1	0%
well	1	0%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	4	1%	76	22%	75	21%	196	56%	0	0%	0	0%	351	100%
The condition of larger drainage ditches throughout the city	1	0%	72	21%	159	45%	119	34%	0	0%	0	0%	351	100%
Ditch cleaning services	2	1%	76	22%	152	43%	121	34%	0	0%	0	0%	351	100%
Ditch repair services	0	0%	86	25%	160	46%	105	30%	0	0%	0	0%	351	100%
Ditch construction services	2	1%	104	30%	147	42%	98	28%	0	0%	0	0%	351	100%

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

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

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

*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%	100	28%	119	34%	131	37%	0	0%	0	0%	352	100%
The condition of main city roads	1	0%	132	38%	177	50%	42	12%	0	0%	0	0%	352	100%
The condition of highways	2	1%	171	49%	126	36%	53	15%	0	0%	0	0%	352	100%
Street repair services	1	0%	97	28%	201	57%	53	15%	0	0%	0	0%	352	100%
Street construction services	4	1%	105	30%	181	51%	62	18%	0	0%	0	0%	352	100%

Q21 Average Rating of Quality of Roads and Road Services

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

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	8	2%	60	17%	283	80%	0	0%	1	0%	352	100%
Women's parks	6	2%	26	7%	311	88%	7	2%	2	1%	352	100%
Children's playgrounds	16	5%	18	5%	310	88%	7	2%	1	0%	352	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%	5	1%	9	3%	46	13%	24	7%	268	76%	352	100%
Women's parks	0	0%	0	0%	7	2%	22	6%	26	7%	297	84%	352	100%
Children's playgrounds	2	1%	5	1%	6	2%	19	5%	26	7%	294	84%	352	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.3
Women's parks	1.2
Children's playgrounds	1.7

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	10	3%	181	51%	48	14%	113	32%	0	0%	0	0%	352	100%
The size and layout of the market(s)	3	1%	130	37%	86	24%	133	38%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	21	6%	189	54%	125	36%	17	5%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	9	3%	213	61%	114	32%	16	5%	0	0%	0	0%	352	100%
The quality of food at your market(s)	39	11%	190	54%	113	32%	10	3%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	15	4%	176	50%	134	38%	27	8%	0	0%	0	0%	352	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.3
The size and layout of the market(s)	2.0
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.5

*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	77	22%	228	65%	46	13%	0	0%	0	0%	0	0%	351	100%
Fruit	84	24%	224	64%	43	12%	0	0%	0	0%	0	0%	351	100%
Vegetables	188	54%	140	40%	23	7%	0	0%	0	0%	0	0%	351	100%
Flour	346	99%	5	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Cooking oil	348	99%	3	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Sugar, tea	348	99%	3	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Cereal	241	69%	100	28%	10	3%	0	0%	0	0%	0	0%	351	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	39	11%	53	15%	64	18%	196	56%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	39	11%	64	18%	54	15%	195	55%	352	100%
Ditch cleaning, repair and construction	8	2%	36	10%	30	9%	278	79%	352	100%
Street repair	39	11%	53	15%	36	10%	224	64%	352	100%
Supplying clean drinking water	191	54%	66	19%	39	11%	56	16%	352	100%
Provide a new area for a market	9	3%	26	7%	33	9%	284	81%	352	100%
Provide green areas/parks	4	1%	25	7%	38	11%	285	81%	352	100%
Provide electricity service	15	4%	23	7%	40	11%	274	78%	352	100%
Car parking	1	0%	1	0%	1	0%	349	99%	352	100%
Sidewalk construction/improvement	0	0%	0	0%	11	3%	341	97%	352	100%
Sport facilities/stadium	1	0%	1	0%	3	1%	347	99%	352	100%
Public latrine for men	3	1%	3	1%	1	0%	345	98%	352	100%
Public latrine for women	0	0%	0	0%	0	0%	352	100%	352	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	85	24%
Shuras/CDCs/Jirgas	1	0%
Tribal leader/Malik	16	5%
Mullah	2	1%
Wakil-e-Gozar	170	49%
Others	7	2%
Would contact no one	67	19%

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
Don't know	2	1%
Refused	0	0%
Total	350	100%

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

	Number	Percent
Yes	86	25%
No	259	75%
Don't know	1	0%
Refused	0	0%
Total	346	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	69	20%
It would be fixed within a year	95	27%
My request would be put on a long wait list	148	42%
Other	39	11%
Don't know	2	1%
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	40	11%
Somewhat good job	260	74%
Somewhat bad job	23	7%
Very bad job	28	8%
Refused	0	0%
Don't know	0	0%
Total	351	100%

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

	Number	Percent
Almost always	21	6%
Sometimes	205	58%
Rarely	29	8%
Almost never	96	27%
Refused	0	0%
Don't know	0	0%
Total	351	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	48	14%
A little	114	32%
Very little	114	32%
None at all	75	21%
Don't know	0	0%
Refused	0	0%
Total	351	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	91	26%	149	42%	87	25%	25	7%	0	0%	0	0%	352	100%
The religious leaders here	90	26%	95	27%	140	40%	27	8%	0	0%	0	0%	352	100%
Donor agencies	127	36%	158	45%	44	13%	23	7%	0	0%	0	0%	352	100%
The local government	33	9%	154	44%	134	38%	31	9%	0	0%	0	0%	352	100%
The provincial government	28	8%	133	38%	131	37%	60	17%	0	0%	0	0%	352	100%
The Afghanistan national government	23	7%	103	29%	137	39%	89	25%	0	0%	0	0%	352	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	204	58%
Did not know	143	41%
Provided wrong name	5	1%
Total	352	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	343	97%	8	2%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	346	98%	5	1%	1	0%	0	0%	0	0%	352	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	254	72%	83	24%	15	4%	0	0%	0	0%	352	100%
In Afghanistan as a whole	256	73%	86	24%	10	3%	0	0%	0	0%	352	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	5	1%	8	2%	20	6%	60	17%	259	74%	0	0%	0	0%	352	100%
Customs office	4	1%	12	3%	10	3%	23	7%	303	86%	0	0%	0	0%	352	100%
Afghan National Police	1	0%	1	0%	16	5%	41	12%	293	83%	0	0%	0	0%	352	100%
Afghan National Army	1	0%	1	0%	1	0%	45	13%	304	86%	0	0%	0	0%	352	100%
Judiciary / courts	24	7%	27	8%	34	10%	13	4%	254	72%	0	0%	0	0%	352	100%
State electricity supply	2	1%	6	2%	39	11%	78	22%	226	64%	0	0%	0	0%	351	100%
Public healthcare service	2	1%	10	3%	32	9%	73	21%	235	67%	0	0%	0	0%	352	100%
When applying for a job	17	5%	14	4%	23	7%	27	8%	270	77%	0	0%	1	0%	352	100%
Admissions to schools/ university	1	0%	1	0%	11	3%	56	16%	283	80%	0	0%	0	0%	352	100%
To receive official documents	3	1%	3	1%	8	2%	39	11%	299	85%	0	0%	0	0%	352	100%

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

	Number	Percent
1	229	65%
2	109	31%
3	14	4%
Total	352	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	229	65%
No	110	31%
Don't know	13	4%
Refused	0	0%
Total	352	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	288	82%
Agree somewhat	44	13%
Disagree somewhat	7	2%
Strongly disagree	12	3%
Don't know	0	0%
Refused	0	0%
Total	351	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	268	76%
Agree somewhat	58	17%
Disagree somewhat	10	3%
Strongly disagree	15	4%
Don't know	0	0%
Refused	0	0%
Total	351	100%

Q42 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	0	0%
18-30 years old	174	50%
31-40 years old	82	24%
41-50 years old	49	14%
51-60 years old	27	8%
61 or more years old	14	4%
Total	346	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	141	40%
Retired	3	1%
Housewife	154	44%
Student	34	10%
Unemployed	27	8%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Total	352	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	141	40%
Primary School, incomplete (classes 1 to 5)	32	9%
Primary School, complete (finished class 6)	17	5%
Secondary education, incomplete (classes 7 to 8)	28	8%
Secondary education, complete (finished class 9)	20	6%
High School (classes 10 to 12)	84	24%
University education or above	30	9%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q45 Are you married or single?

	Number	Percent of households
Single	80	23%
Married	264	75%
Widower/ Widow	8	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	49	15%
6-10 people	212	63%
10-20 people	68	20%
21 or more people	7	2%
Total	336	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	77	22%
Own	275	78%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
1	274	78%
2	76	22%
3	1	0%
Total	351	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	2	3%
1,000 AFN or less per month	19	26%
1,001-2,000 AFN per month	14	19%
2,001-3,000 AFN per month	8	11%
3,001-4,000 AFN per month	7	9%
4,001-5,000 AFN per month	10	14%
5,001-7,500 AFN per month	11	15%
7,501 or more AFN per month	3	4%
Total	74	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	29	8%
3,001 - 5,000 AFN	20	6%
5,001 - 10,000 AFN	98	28%
10,001 - 15,000 AFN	123	35%
15,001 - 20,000 AFN	52	15%
20,001 - 25,000 AFN	10	3%
25,001 - 40,000 AFN	14	4%
more than 40,000 AFN	6	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q51 Gender		
	Number	Percent of households
Male	170	48%
Female	182	52%
Total	352	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 the city?		
	Number	Percent of households
1-5 years	33	9%
6-10 years	79	23%
11-20 years	93	26%
21-40 years	105	30%
41 or more years	41	12%
Total	351	100%

Q1 Average Number of Years Lived in City	
Average years in Charikar	22

Q2 Quality of Life in the 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 Charikar	45	13%	121	34%	121	34%	65	18%	0	0%	0	0%	352	100%
The quality of schools in your city	11	3%	146	41%	144	41%	51	14%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	5	1%	177	50%	116	33%	54	15%	0	0%	0	0%	352	100%
The health of people in your city	2	1%	153	43%	107	30%	89	25%	0	0%	1	0%	352	100%
The cleanliness of city streets	3	1%	152	43%	70	20%	127	36%	0	0%	0	0%	352	100%
The number of job opportunities in your city	2	1%	172	49%	76	22%	102	29%	0	0%	0	0%	352	100%
The number of businesses in your city	17	5%	136	39%	96	27%	103	29%	0	0%	0	0%	352	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.2
The cleanliness of city streets	2.1
The number of job opportunities in your city	2.2
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	237	67%
Yes, part time	34	10%
No, not employed	81	23%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?		
	Number	Percent
Increased	90	26%
Stayed the same	158	45%
Decreased	104	30%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	14	4%
No	337	96%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	8	57%
51 to 100 AFN	5	36%
101 to 200 AFN	1	7%
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
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	6	2%
Dispose in public container	171	49%
Take to an official dump site	27	8%
Take to an improvised dump site	46	13%
Door to door collection	108	31%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

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

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

	Number	Percent
No response	350	99%
Far from the house in a garden	1	0%
Take to a very big deep place	1	0%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	145	85%
On the next street	5	3%
Several streets away	18	11%
Further than several streets away	3	2%
Total	171	100%

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

	Number	Percent
Very satisfied	70	20%
Somewhat satisfied	142	40%
Somewhat dissatisfied	98	28%
Very dissatisfied	42	12%
Refused	0	0%
Don't know	0	0%
Total	352	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	20	6%
A couple/few times a week	20	6%
Once a week	110	31%
Once every two or three weeks	97	28%
Once a month or less frequently	55	16%
Never	50	14%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	7	2%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	0%
No one	344	98%
Total	352	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	34	10%	133	38%	116	33%	69	20%	0	0%	0	0%	352	100%
Provision of legal dumpsites	27	8%	85	24%	199	57%	41	12%	0	0%	0	0%	352	100%
Provision of garbage bins in residential areas	27	8%	119	34%	137	39%	69	20%	0	0%	0	0%	352	100%
Provision of garbage bins in commercial areas	28	8%	88	25%	144	41%	92	26%	0	0%	0	0%	352	100%
Cleaning garbage from the streets	18	5%	143	41%	114	32%	76	22%	1	0%	0	0%	352	100%
Affordability of trash service	8	2%	128	36%	132	38%	84	24%	0	0%	0	0%	352	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.4
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.3
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.3
Affordability of trash service	2.2

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

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

	Number	Percent
Well on property	1	0%
Shared well with neighbors	0	0%
River, canal or other open source	54	15%
Public Standpipe	43	12%
Government supplied piped water at home	253	72%
Purchase water	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	268	76%
A private firm/person	4	1%
No one	80	23%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	30	11%
51 to 100 AFN	90	33%
101 to 200 AFN	62	23%
201 to 400 AFN	49	18%
401 to 600 AFN	17	6%
601 to 1,000 AFN	12	4%
1,001 to 2,000 AFN	10	4%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	272	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)	26	7%	132	38%	84	24%	110	31%	0	0%	0	0%	352	100%
Amount supplied	16	5%	131	37%	131	37%	74	21%	0	0%	0	0%	352	100%
Overall quality of water for drinking	118	34%	44	13%	126	36%	64	18%	0	0%	0	0%	352	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.2
Amount supplied	2.3
Overall quality of water for drinking	2.6

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

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

	Number	Percent
Yes	165	47%
No	186	53%
Total	351	100%

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

	Number	Percent
Government provided electricity that is not a public generator	333	95%
No electricity	11	3%
Shared Generator (with neighbors)	5	1%
Personal Generator	4	1%
Public Generator (from government)	1	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	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
City electricity department	330	94%
A private firm/person	6	2%
No one	16	5%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	3	1%
51 to 100 AFN	6	2%
101 to 200 AFN	40	12%
201 to 400 AFN	98	29%
401 to 600 AFN	51	15%
601 to 1,000 AFN	61	18%
1,001 to 2,000 AFN	60	18%
2,001 to 5,000 AFN	13	4%
5,001 AFN or more	4	1%
Total	336	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	68	19%	94	27%	167	47%	23	7%	0	0%	0	0%	352	100%
Number of hours per day supplied	40	11%	98	28%	188	53%	26	7%	0	0%	0	0%	352	100%
Quality of supply (Electricity power & its cut out during service hours)	26	7%	138	39%	155	44%	33	9%	0	0%	0	0%	352	100%
Price for electric supply	26	7%	81	23%	203	58%	40	11%	0	0%	0	0%	350	100%

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

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	2.3

*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	15	4%
Dry latrine	225	64%
Latrine with septic	113	32%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q19 What type of drainage do you have for your waste water?		
	Number	Percent
Open ditch/canal	308	88%
Septic system	31	9%
Drains onto the street/road	6	2%
Other	4	1%
City pipeline/sewer	2	1%
Drains into the yard/garden	1	0%
Refused	0	0%
Don't know	0	0%

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

Q19 Which OTHER type of drainage do you have for your waste water?		
	Number	Percent
No response	348	99%
flows to a specified place	1	0%
Flows to a specified place	1	0%
flows to specified place	1	0%
Specified portion	1	0%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The condition of drainage ditches near home	3	1%	139	39%	33	9%	177	50%	0	0%	0	0%	352	100%
The condition of larger drainage ditches throughout the city	3	1%	130	37%	85	24%	134	38%	0	0%	0	0%	352	100%
Ditch cleaning services	4	1%	149	42%	99	28%	100	28%	0	0%	0	0%	352	100%
Ditch repair services	1	0%	123	35%	94	27%	134	38%	0	0%	0	0%	352	100%
Ditch construction services	2	1%	121	34%	91	26%	138	39%	0	0%	0	0%	352	100%

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

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	2.2
Ditch repair services	2.0
Ditch construction services	2.0

*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	3	1%	155	44%	36	10%	158	45%	0	0%	0	0%	352	100%
The condition of main city roads	2	1%	160	45%	105	30%	85	24%	0	0%	0	0%	352	100%
The condition of highways	6	2%	163	46%	118	34%	65	18%	0	0%	0	0%	352	100%
Street repair services	2	1%	131	37%	99	28%	120	34%	0	0%	0	0%	352	100%
Street construction services	1	0%	116	33%	91	26%	144	41%	0	0%	0	0%	352	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.2
The condition of highways	2.3
Street repair services	2.0
Street construction services	1.9

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	12	3%	68	19%	272	77%	0	0%	0	0%	352	100%
Women's parks	11	3%	108	31%	233	66%	0	0%	0	0%	352	100%
Children's playgrounds	13	4%	59	17%	280	80%	0	0%	0	0%	352	100%

Q23 Quality of Parks

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	51	14%	12	3%	288	82%	0	0%	1	0%	352	100%
Women's parks	1	0%	79	22%	11	3%	260	74%	0	0%	1	0%	352	100%
Children's playgrounds	0	0%	41	12%	10	3%	300	85%	0	0%	1	0%	352	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.3
Women's parks	1.5
Children's playgrounds	1.3

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	12	3%	159	45%	105	30%	76	22%	0	0%	0	0%	352	100%
The size and layout of the market(s)	8	2%	158	45%	91	26%	95	27%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	20	6%	107	30%	202	57%	23	7%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	25	7%	133	38%	173	49%	21	6%	0	0%	0	0%	352	100%
The quality of food at your market(s)	48	14%	84	24%	200	57%	20	6%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	29	8%	94	27%	199	57%	30	9%	0	0%	0	0%	352	100%

Q24 Average Rating of Quality of City's Market

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

*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	98	28%	191	54%	60	17%	3	1%	0	0%	0	0%	352	100%
Fruit	114	32%	168	48%	66	19%	4	1%	0	0%	0	0%	352	100%
Vegetables	166	47%	136	39%	44	13%	6	2%	0	0%	0	0%	352	100%
Flour	324	92%	21	6%	6	2%	1	0%	0	0%	0	0%	352	100%
Cooking oil	330	94%	17	5%	5	1%	0	0%	0	0%	0	0%	352	100%
Sugar, tea	327	93%	23	7%	2	1%	0	0%	0	0%	0	0%	352	100%
Cereal	266	76%	49	14%	32	9%	5	1%	0	0%	0	0%	352	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	50	14%	8	2%	18	5%	276	78%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	95	27%	35	10%	38	11%	184	52%	352	100%
Ditch cleaning, repair and construction	10	3%	65	18%	23	7%	254	72%	352	100%
Street repair	78	22%	52	15%	51	14%	171	49%	352	100%
Supplying clean drinking water	85	24%	121	34%	39	11%	107	30%	352	100%
Provide a new area for a market	3	1%	20	6%	42	12%	287	82%	352	100%
Provide green areas/parks	17	5%	34	10%	114	32%	187	53%	352	100%
Provide electricity service	14	4%	17	5%	27	8%	294	84%	352	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	143	41%
Shuras/CDCs/Jirgas	25	7%
Tribal leader/Malik	87	25%
Mullah	23	7%
Would contact no one	74	21%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent
Yes	160	46%
No	189	54%
Don't know	1	0%
Refused	0	0%
Total	350	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	69	20%
It would be fixed within a year	101	29%
My request would be put on a long wait list	182	52%
Other	0	0%
Don't know	0	0%
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	58	16%
Somewhat good job	221	63%
Somewhat bad job	45	13%
Very bad job	28	8%
Refused	0	0%
Don't know	0	0%
Total	352	100%

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

	Number	Percent
Almost always	4	1%
Sometimes	177	50%
Rarely	77	22%
Almost never	94	27%
Refused	0	0%
Don't know	0	0%
Total	352	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	8	2%
A little	144	41%
Very little	115	33%
None at all	85	24%
Don't know	0	0%
Refused	0	0%
Total	352	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	27	8%	139	39%	160	45%	26	7%	0	0%	0	0%	352	100%
The religious leaders here	72	20%	117	33%	120	34%	43	12%	0	0%	0	0%	352	100%
Donor agencies	11	3%	129	37%	147	42%	65	18%	0	0%	0	0%	352	100%
The local government	13	4%	114	32%	161	46%	64	18%	0	0%	0	0%	352	100%
The provincial government	8	2%	112	32%	151	43%	81	23%	0	0%	0	0%	352	100%
The Afghanistan national government	7	2%	106	30%	143	41%	96	27%	0	0%	0	0%	352	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	289	82%
Did not know	19	5%
Provided wrong name	44	13%
Total	352	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	295	84%	56	16%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	334	95%	14	4%	4	1%	0	0%	0	0%	352	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	213	61%	118	34%	21	6%	0	0%	0	0%	352	100%
In Afghanistan as a whole	254	72%	81	23%	17	5%	0	0%	0	0%	352	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	75	21%	23	7%	87	25%	148	42%	19	5%	0	0%	0	0%	352	100%
Customs office	60	17%	35	10%	63	18%	97	28%	97	28%	0	0%	0	0%	352	100%
Afghan National Police	56	16%	63	18%	92	26%	123	35%	18	5%	0	0%	0	0%	352	100%
Afghan National Army	5	1%	20	6%	57	16%	227	64%	43	12%	0	0%	0	0%	352	100%
Judiciary / courts	86	24%	51	14%	94	27%	102	29%	19	5%	0	0%	0	0%	352	100%
State electricity supply	32	9%	44	13%	87	25%	177	50%	12	3%	0	0%	0	0%	352	100%
Public healthcare service	20	6%	52	15%	132	38%	137	39%	11	3%	0	0%	0	0%	352	100%
When applying for a job	25	7%	55	16%	92	26%	155	44%	25	7%	0	0%	0	0%	352	100%
Admissions to schools/ university	22	6%	49	14%	69	20%	177	50%	35	10%	0	0%	0	0%	352	100%
To receive official documents	27	8%	42	12%	63	18%	181	51%	39	11%	0	0%	0	0%	352	100%

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

	Number	Percent
Yes	309	88%
No	42	12%
Don't know	1	0%
Refused	0	0%
Total	352	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	320	91%
No	31	9%
Don't know	1	0%
Refused	0	0%
Total	352	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	59%
Agree somewhat	112	32%
Disagree somewhat	22	6%
Strongly disagree	9	3%
Don't know	0	0%
Refused	0	0%
Total	352	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	177	50%
Agree somewhat	100	28%
Disagree somewhat	45	13%
Strongly disagree	30	9%
Don't know	0	0%
Refused	0	0%
Total	352	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	4	1%
18-30 years old	143	41%
31-40 years old	106	30%
41-50 years old	51	14%
51-60 years old	28	8%
61 or more years old	20	6%
Total	352	100%

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

	Number	Percent of households
Working	132	38%
Retired	2	1%
Housewife	154	44%
Student	20	6%
Unemployed	43	12%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	352	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	182	52%
Primary School, incomplete (classes 1 to 5)	28	8%
Primary School, complete (finished class 6)	20	6%
Secondary education, incomplete (classes 7 to 8)	23	7%
Secondary education, complete (finished class 9)	25	7%
High School (classes 10 to 12)	54	15%
University education or above	20	6%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q45 Are you married or single?

	Number	Percent of households
Single	53	15%
Married	293	83%
Widower/ Widow	6	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	30	9%
6-10 people	218	62%
10-20 people	98	28%
21 or more people	6	2%
Total	352	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	102	29%
Own	250	71%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
Yes	247	70%
No	105	30%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
Pay nothing	250	71%
1,000 AFN or less per month	19	5%
1,001-2,000 AFN per month	44	13%
2,001-3,000 AFN per month	15	4%
3,001-4,000 AFN per month	10	3%
4,001-5,000 AFN per month	8	2%
5,001-7,500 AFN per month	5	1%
7,501 or more AFN per month	1	0%
Total	352	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	12	3%
2,001 - 3,000 AFN	27	8%
3,001 - 5,000 AFN	61	17%
5,001 - 10,000 AFN	102	29%
10,001 - 15,000 AFN	71	20%
15,001 - 20,000 AFN	44	13%
20,001 - 25,000 AFN	22	6%
25,001 - 40,000 AFN	9	3%
more than 40,000 AFN	4	1%
Refused	0	0%
Don't know	0	0%
Total	352	100%

Q51 Gender		
	Number	Percent of households
Male	173	49%
Female	179	51%
Total	352	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 cities in each of these years, except for Parun which was only included in the 2012 and 2013 iteration. 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

Great Masood Road

Kabul, Afghanistan

Tel: 202.216.6288

<http://afghanistan.usaid.gov>