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RAMP UP EAST

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

NOVEMBER, 2013

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ACRONYMS

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

INTRODUCTION

RAMP UP EAST

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

EVALUATION EFFORTS

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

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2013 in Gardez. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 312 residents were interviewed in Gardez. 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 planned 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 GARDEZ RESULTS

The municipality could not fill all staff positions.

In 2013, Gardez had 1.4 staff positions per 1,000 people in the city; this was slightly above the average for RUE cities (1.3). However, only about half of available permanent positions were filled and 85% of contract positions were filled, for a total of 27 unfilled positions. This shortage of staff was present in all survey years (2010-2013).

Municipal planning improved.

Gardez had a master plan that was a physical map initially prepared in 1973 and updated within the past 10 years. The master plan did not include development strategies. With the help of RUE, the municipal government created a municipal organization chart in 2011 and updated it in 2013. The municipal government had a five year municipal development plan that was not updated annually. In 2013 the municipal government analyzed its economic profile with stakeholders and created an economic development committee. The municipal government still did not have a municipal procedure manual, but in 2013 staff created written statements of vision, mission, and goals and written objectives, responsibilities and timelines for achieving municipal goals and had a description of the responsibilities for each municipal office and written job descriptions for all municipal staff members.

There were avenues for public input.

The municipal government had a functioning municipal council that met monthly and kept minutes and a forum for citizens' input that met monthly. The forum helped the municipal government prioritize and monitor services; monitor and evaluate budgets; resolve conflicts; and plan and conduct public events. The municipal government presented the budget at this forum. There was no anonymous way to deal with citizens' complaints (a complaint or suggestion box), but residents could call into the municipal office and in 2013, the Mayor allowed residents to talk with him in his office.

Public Works planning was generally ad hoc.

As in 2012, in 2013 the Public Works Office began doing some written planning for its activities and for scheduling services, but oral planning was still used for at least part of these efforts. The Office began to conduct ad hoc service inspections, but parks and latrine cleaning continued to be unscheduled. The municipal government did not have a designated space for maintaining vehicles and equipment and completed this work on an as-needed basis.

Finance and Revenue procedures made gains and had losses.

The Public Finance Office formed a budget committee for the 2013 budget preparation and had presented the budget in the Citizens' Forum. It also improved its filing system in 2012 and in 2013 upgraded its financial accounting system to include use of a Cash Account and M20.

In 2013, the Revenue Office created department or staff level work plans for the first time and introduced standard written procedures for collecting property Safayi fees and money from other revenue sources. However, while in 2012 Gardez began to use a cash ledger and revenue sub-ledger based in Microsoft Excel, in 2013 staff reverted to recording revenue receipts in a manual revenue journal.

Computing capacity remained low.

The Public Works Office had one computer shared among six employees and the computer had no internet access. The Public Finance Office indicated it had no computers, although some accounting was completed by computer. The Revenue Enhancement Office had two employees and two computers; neither of the computers had internet access.

Quality of life was fair.

In 2013, most residents of Gardez said that quality of life in the city was fair (55%) or good (39%), only 6% thought it was poor and no one thought it was excellent. There ratings were similar to 2010, but slightly lower than in 2011 and 2012.

Employment was still a concern.

When asked about the number of job opportunities in their city, most Gardez residents said it was fair (55%) or poor (25%), and only 20% said the number was good. This was similar to 2011 and 2012 and worse than 2010. Residents were split on whether they thought the number of job opportunities had stayed the same (34%), increased (30%) or decreased (37%) in the year prior to the 2013 survey. Most heads of households were employed in each of the survey years, but the proportion employed full time was lower in 2013 (77%) than it had been in 2010 (95%).

Gardez provided few services, but had good ratings.

The Gardez municipality was involved in providing waste water and sanitation systems, but not water and power systems. The municipal government provided unscheduled latrine cleaning, but was not involved in latrine maintenance. The municipal government also did not provide cleaning or maintenance for roads and parks. The municipal government did hire a crew, purchase equipment and begin to schedule trash collection service in 2012. In 2013, about 6 in 10 residents thought the municipal government was doing at least a somewhat good job providing services. The 2013 rating was

lower than in 2012, but better than in 2010 and 2011.

Trash collection services were better.

Residents' ratings of the cleanliness of their streets improved from poor in 2010 to fair in 2012 and remained at this level in 2013. Compared to 2010, in 2013, fewer residents were disposing of trash in the street or improvised dumpsites and more were using public containers. However, most were still using an unofficial trash disposal method (59%) and most residents continued to be generally dissatisfied with how trash was disposed of. While trash cleaning from the street remained infrequent (generally once a month or less often) fewer residents said it occurred only once a year. Ratings for the quality of municipal government trash services (such as provision of bins and dumpsites and cleaning streets) improved each year from 2010 to 2013. In 2013, most residents said these services were fair or good, where almost all said they were poor in 2010.

Wells were the primary source for drinking water.

In all survey years, about 7 in 10 residents used a private well for drinking water. While in 2011, 59% of households reported using government supplied water piped to their homes, only 22% used this source in 2012 and 2013. The cost of this government supplied water increased in each survey year. Those using the government supplied piped water source gave higher ratings for the frequency of supply and overall water quality in 2013 than had in 2010; while

ratings for the amount supplied were similar.

The government electricity system was used by most and got good ratings.

While the municipal government of Gardez was not involved in the provision of electricity, most residents each year were receiving electricity from a government source. In 2010, 2012 and 2013, most identified this as a public generator and in 2011 most identified the source as a government supply that was not a public generator. In 2010, 82% said they used a government sources, which was slightly higher than 2013 (72%). In 2013, those without this government supply most often used solar energy for electricity. Prices for this electricity were relatively stable, with a slight drop in 2013, after a slight rise in 2012. Ratings for the price, quality, frequency and amount of supply fluctuated somewhat between years, but overall trended upward from 2010 to 2013.

Residents switched from ditches to septic systems for gray water drainage.

In 2013, 87% of respondents said they used a septic system for drainage of gray water from their homes, while in past survey years most had used open ditches or canals. A majority of residents thought the condition of drainage ditches near their homes was either fair (54%) or poor (32%), but this was an improvement from 2010. The condition of large ditches and canals throughout the city was rated as fair, on average and was similar in all survey years. Ditch cleaning, repair and construction services were mostly thought to be fair or poor, but for

ditch cleaning this was an improvement from 2010.

Neighborhood streets needed maintenance.

Gardez did not provide road maintenance or cleaning services and a majority of residents thought the condition of their neighborhood streets was either fair (69%) or poor (16%) in 2013. Street repair and construction services were also generally rated as fair or poor, but more residents (about 36%) said these services were poor.

Parks were few but improving.

In 2010, 10% of residents knew of a teen/adult park in Gardez, 1% knew of a children's playground and no one knew of any parks for women; in 2013 this had increased to 20%, 18% and 15%, respectively. Park visitation also increased, with 17% of respondents saying a family member had visited a park in 2013, compared to 6% in 2012.

A new dump site remained a service priority in 2013.

When asked which three services were the most important for the municipal government to provide, most important in 2010, 2011 and 2012, and second most important in 2013, was a new dump site for trash to prevent leaching into water and the spread of disease. In 2013, most important was ditch cleaning, repair and construction (57% named this service in the top three), followed by a new dump site (42%) and the provision of public containers for trash in residential and commercial areas (38%).

Few residents had a connection to the municipality.

In 2013, 38% of Gardez residents knew who the mayor was; up from 25% in 2010. . Most had never seen or read a municipal newsletter (88%) and most did not pay Safayi (81%). Few (35%) said they had ever asked someone in the municipality for help to solve a problem or get a service, and about 26% had contact with a municipal official in the past year.

Trust in the municipality continued to grow.

When asked what would happen if they asked their municipal government to fix their street, most residents thought the request would be put on a long wait list, but more each year (31% in 2013) thought it would be fixed within a year. More respondents in 2013, than prior survey years also thought that local government officials were sometimes or almost always working to serve people like them and that they could have at least a little influence on government decisions. Trust that the local government would conduct its activities to benefit the people of Gardez also improved from 2010, with most residents saying they had a great deal or at least a little trust in 2013.

Women had some representation.

There were no women on the municipal staff. In 2013, Gardez reduced the number of people on the municipal council from 27 to 15, and eliminated the three positions held by women. However, they added one more woman to the Citizens' Forum (for a total of four in 2013) and in the 2012 and 2013 resident surveys half the people interviewed were women.

Awareness of the Ministry of Women's Affairs increased over the survey years, from 49% of respondents in 2010 to 82% in 2013. Women were stronger than men in their convictions that women should have equal opportunities like men in education and participating in government. Men remained supportive of women having equal opportunities in education and government, but fewer men than women expressed strong support. Support for women in government was also not as strong as support for women in education; 41% of men and 10% of women disagreed with women participating in government.

CITY DEMOGRAPHICS

The city of Gardez had a larger-sized population and population density compared to other cities in the RUE program.

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

In 2013, the municipality had 78 filled staff positions, including both permanent and contract positions. None of the posts were filled by women. The municipal government staff was larger in 2013 than in previous years but the number of staff members per capita was still low at 0.4 staff members per 1,000 people, which was well below the RUE municipal government average of 0.9 staff members per 1,000 people.

FIGURE 3: TOTAL STAFF POSITIONS (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
Asadabad	0.7	0.5	0.5	0.6
Bamyan	0.3	0.6	0.5	0.5
Bazarak	3.1	1.9	2.2	2.2
Charikar	0.6	0.8	1.0	1.2
Gardez	0.4	0.4	0.4	0.4
Ghazni	0.3	1.1	1.2	1.4
Jalalabad	NA	0.8	1.1	1.1
Khost	0.5	0.6	0.8	0.8
Mahmood Raqi	0.8	0.6	1.3	0.8
Maidan Shar	NA	1.5	1.1	2.1
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
All cities average	NA	0.8	0.9	0.9

Nearly three-quarters of all staff positions in Gardez were contract positions; there were 75 contract positions and 30 permanent positions. Of the permanent positions, 53% were unfilled. In contrast, fewer contract positions were not filled (15%). The number of permanent positions stayed similar over time, while the number of contract positions grew between 2012 and 2013.

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%

By staff size, the Public Works Office was the largest office in the municipality, having 78% of total positions. This pattern was typical of RUE Cities, although the Public Works Office in Gardez was even larger than on average.

FIGURE 7: PERCENT OF TOTAL POSITIONS IN EACH OFFICE IN RAMP UP EAST CITIES COMPARED BY YEAR

	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. All the cities had a copy of this law. Staff in Gardez referred to it as the Taliban Law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR

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

The municipal government of Gardez had a master plan, originally created in 1973 and updated within the last 10 years. It was a physical plan and covered five Naiyas. All RUE cities had municipal organization charts. With assistance from RUE, Gardez had created a municipal organization chart in 2011 and updated it in 2013.

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 included strategic municipal plan
Gardez 2010		✓		
Gardez 2011		✓		
Gardez 2012		✓	✓	
Gardez 2013		✓	✓	
All cities 2013	0%	100%	62%	31%

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

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

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

	Gardez 2011	Gardez 2012	Gardez 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

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

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART

	Gardez 2011	Gardez 2012	Gardez 2013	All cities 2013
IDLG				23%
IDLG\GDMA				8%
RUE	✓	✓	✓	69%

As was the case for 12 of the 13 RUE cities, Gardez had a municipal development plan. In Gardez, the time horizon for the plan was five years and the municipal government had already implemented 40% of the plan. It was not updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

		Gardez 2012	Gardez 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%
Percentage of the Municipal Development Plan already implemented	25%	✓		50%
	40%		✓	17%
	50%			33%
Updated annually	No	✓	✓	33%
	Yes			67%

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

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

		Gardez 2011	Gardez 2012	Gardez 2013	All cities 2013
Number of projects within the city boundaries of PDP that are completed	3				31%
	4				8%
	5				8%
	7		✓		8%
	8				15%
	10			✓	15%
	12	✓			0%
	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%
	7		✓		0%
	8				8%

The municipality had an economic profile and in 2013 it analyzed this plan with stakeholders and created an economic development committee; however the plan did not yet have intervention strategies nor did it outline potential projects. The municipal government lacked a municipal procedures manual. In contrast, Gardez had all nine municipal government documents listed in the survey, including written statements of vision, mission and goals, written job descriptions for all staff members and established written objectives, responsibilities and timelines for achieving municipal goals.

FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR

	None	Have an economic profile	Economic profile has been analyzed with stakeholders	Economic development committee was created	Economic development plan with intervention strategies and potential projects
Gardez 2011		✓			
Gardez 2012		✓			
Gardez 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
Gardez 2012	✓			
Gardez 2013	✓			
All cities 2013	31%	77%	52%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Gardez 2010	Gardez 2011	Gardez 2012	Gardez 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	✓	NA	✓	✓	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%

Gardez had a functioning municipal council in all of the years of the survey. It met on a monthly basis and kept meeting minutes. The council had 15 members in 2013, where in 2010 it had 50 members. It did not include any female members in 2013, but had included three in 2012. Of the 13 RUE cities, nine had functioning municipal councils.

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

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

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Gardez 2010	50	50	0
Gardez 2011	Unknown	Unknown	Unknown
Gardez 2012	30	27	3
Gardez 2013	15	15	0
All cities 2013 average	14.3	13.7	0.6

The municipal government of Gardez provided several avenues for citizens to be heard. In 2013, it became possible for citizens to bring their complaints directly to the mayor, but the municipal government had yet to make a complaint or suggestion box available for anonymous input. As did all RUE cities, Gardez had a Citizen Forum that met on a monthly basis. The Citizens' Forum in Gardez was formal and had 34 members. Its members included women, local business, religious, youth, culture and other representatives. The Forum was involved in a variety of activities, including prioritization, delivery and monitoring and evaluation of municipal services. It was also involved in monitoring and evaluating municipal projects and budget execution, annual budget preparation, conflict resolution and planning and conducting public events.

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

FIGURE 22: CITIZEN FORUM COMPARED BY YEAR

		Gardez 2012	Gardez 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%
	30	✓		0%
	34		✓	8%
	35		✓	8%
Frequency forum meets	46			8%
	48			8%
	Monthly	✓	✓	100%

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

	Gardez 2012	Gardez 2013	All cities 2013 average
Women	3	4	2.7
Local business	11	12	7.2
Religious	4	4	1.9
Youth	5	5	3.3
Culture	4	3	2.5
Other	3	6	6.9
Total	30	34	24.5

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

	Gardez 2012	Gardez 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%

In 2013, the municipal government of Gardez had fewer than five donors and did not keep a list of donor contacts.

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

Compared to 2011, when the municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) annually, in 2012 and 2013 it communicated with these agencies on a weekly basis. Communication was through reports, legal documents and official letters, rather than telephone calls and emails. Of the 41 Provincial Line Ministry Directorates, Gardez communicated with about half.

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

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

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

	Gardez 2011	Gardez 2012	Gardez 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	Gardez 2012	Gardez 2013	All cities 2013
Agriculture Directorate	✓	✓	100%
Border and Tribal Affairs Directorate			31%
Communication Directorate	✓	✓	77%
Commerce Directorate	✓	✓	77%
Counter Narcotics Directorate			69%
Central Statistics Directorate			85%
Education Directorate			85%
Economy Directorate	✓	✓	100%
Finance Directorate	✓	✓	85%
Foreign Affairs Directorate			8%
Hajj and Pilgrimage Directorate			77%
Information and Culture Directorate		✓	100%
Department of Youth		✓	100%
Law and Justice Department		✓	85%
Directorate of Mines and Industries			46%
Public Health Directorate	✓	✓	100%
Public Work Directorate	✓	✓	85%
Rural Rehabilitation & Development Directorate			69%
Refugees and Repatriation Directorate		✓	85%
Social Affairs Directorate			92%
Transportation Directorate	✓	✓	92%
Urban Development Directorate	✓	✓	77%
Women's Affairs Directorate	✓	✓	100%
Department of Petroleum			23%
Local University			62%
Environmental Protection Directorate	✓	✓	100%
Canal Directorate			46%
Electricity Directorate	✓	✓	92%
Lamentation Directorate			15%
Custom Directorate	✓	✓	23%
Security			0%
National Police	✓		85%
Border Army			23%
National Intelligence Directorate			85%
Judiciary			46%
Appellate Court			77%
Urban Primary Court			77%
General Military Attorney			46%
Attorney General		✓	54%
Red Crescent		✓	92%
Da Afghanistan Bank	✓	✓	69%

PUBLIC WORKS CAPACITY

The municipal government of Gardez was involved in providing waste water and sanitation systems to its residents, but not water or power. All 13 RUE cities had a legal instrument that governed the delivery of Public Works service. In 2012, public works activity planning progressed from verbal planning to written plans on a daily or weekly basis for at least one department or service area. In 2012, Gardez began to create operations and maintenance schedules for latrines, parks and other services and started the process of service delivery inspections. These planning improvements were maintained in 2013.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

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

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
Gardez 2011		✓		
Gardez 2012		✓	✓	
Gardez 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
Gardez 2011	✓				
Gardez 2012		✓			
Gardez 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 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Gardez 2011	✓			
Gardez 2012		✓		
Gardez 2013		✓		
All cities 2013	0%	100%	77%	46%

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

FIGURE 33: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS

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

The municipality included project maintenance as part of the initial project scoping, but did not have dedicated crew members or equipment for project maintenance. No regular road or parks cleaning or maintenance was conducted by the municipal government of Gardez and latrine maintenance included only occasional, unscheduled cleaning.

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

FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Gardez 2011	✓			
Gardez 2012	✓			
Gardez 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
Gardez 2011		✓		
Gardez 2012	✓			
Gardez 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
Gardez 2011		✓		
Gardez 2012		✓		
Gardez 2013		✓		
All cities 2013	15%	85%	61%	46%

By 2013, all RUE cities had landfills. In addition to its landfill, Gardez had 87 formal dumpsites and 36 informal dumpsites. Of the 1,560 cubic meters of solid waste generated each month, 1,244 were collected in 2013 and both amounts had increased compared to 2012. Municipal trash collection involved 32 laborers and five trucks, which was also more than in 2012. Starting in 2012, the municipal government had a trash collection plan that included having crews and equipment to provide scheduled service, but not a line item in the budget.

FIGURE 38: WASTE MANAGEMENT COMPARED BY YEAR

	Gardez 2010	Gardez 2011	Gardez 2012	Gardez 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	✓	100%
Number of formal dumpsites	NA	88	87	87	105
number of informal dumpsites	NA	NA	36	36	76
Cubic meters of solid waste are generated each month	NA	NA	1,196	1,560	1,156
Cubic meters of solid waste are collected each month	NA	464	780	1,244	945
Number of trucks involved in municipal trash collection	NA	NA	3	5	6
Number of laborers involved in municipal trash collection	NA	NA	24	32	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
Gardez 2011		✓		
Gardez 2012		✓	✓	
Gardez 2013		✓	✓	
All cities 2013	0%	100%	100%	69%

The Public Works Office in Gardez had a variety of vehicles and equipment for use in their work. In 2013, they had more physical assets than in past survey years and reported that most were in excellent or good condition.

FIGURE 40: PHYSICAL ASSETS, 2013

Assets	Number	Primary Use	Operable	Condition	Has operator
Car/Corrolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Compactor	1	Waste management	Yes	Excellent	Yes
Double tractor	1	Waste management	Yes	Good	Yes
Dump truck/large Mazda	5	Waste management	Yes	Good	Yes
Excavator	1	Construction and waste management	Yes	Good	Yes
Glider	1	Construction and waste management	Yes	Good	Yes
Loader	1	Waste management	Yes	Excellent	Yes
Motorcycle/bike	2	Rental income	Yes	Good	Yes
Pick axe	20	Waste management	Yes	Excellent	Yes
Tricycle	2	Waste management	Yes	Poor	Yes

FIGURE 41: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Car/Corrolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Double tractor	1	Waste management	Yes	Good	Yes
Dump truck/large Mazda	3	Waste management	Yes	Good	Yes
Glider	1	Waste management	Yes	Good	Yes
Motorcycle/bike	2	Rental Income	Yes	Excellent	Yes
Other super custom	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
Double tractor	1	Waste management	Yes	Good	Yes
Generator	1	Watering	Yes	Good	Yes
Grader	1	Road maintenance	Yes	Good	Yes
Motorcycle/bike	1	Staff transport	Yes	Good	Yes
Other super custom	1	Staff transport	Yes	Good	Yes
Tricycle	2	Construction/waste management/parks maintenance	Yes	Good	Yes
Dump truck / large Mazda	3	Waste management	Yes	Good	Yes
Pick axe	4	Construction	Yes	Good	Yes

FIGURE 43: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Grader	1	Waste management	Yes	Good	Yes
Water tankers	1	Watering	Yes	Good	Yes
Jeep/truck/pickup	2	Waste management	Yes	Good	Yes
Tricycle/3- wheeler/Zaranj	2	Waste management	Yes	Good	Yes
Pick axe	6	NA	NA	NA	NA

Maintenance of vehicles, tools and equipment was the responsibility of the Operations and Maintenance manager. Vehicles, tools and equipment did not have a regular maintenance schedule, but vehicles were repaired as needed. The municipality did not have a space for performing vehicle and equipment maintenance. Neither the community nor the private sector was involved with the delivery of Public Works services.

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

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

	Gardez 2012		Gardez 2013		All cities 2013	
	Community	Private Sector	Community	Private Sector	Community	Private Sector
Any Public Works services					54%	46%
House-to-house collection of solid waste					15%	8%
Transport of solid waste to the dumpsite/landfill					33%	8%
Operation and maintenance of dumpsite/landfill					8%	0%
Collection of solid waste management fee					8%	8%
Materials recovery					15%	0%
Composting					23%	0%
Selling of compost					8%	0%
Operation and maintenance of public latrines					0%	25%
Collection of public latrine user fees					17%	38%
Operation and maintenance of public parks					8%	25%
Collection of public parks entrance fees					0%	0%
House-to-house collection and disposal of raw sewage					15%	8%

The Gardez Public Works Office had sufficient office space by 2013 and its own furnishings. Starting in 2012, Public Works documents were organized and filed, but not given specific storage. Electricity for the office was provided by RUE and the municipality, but neither provided internet. The office had one computer and it was shared by six people. The office had access to Microsoft Office and CAD software.

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

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Gardez 2011		✓		
Gardez 2012		✓	✓	
Gardez 2013		✓	✓	
All cities 2013	0%	100%	100%	77%

FIGURE 48: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

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

FIGURE 49: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR

	Gardez 2012	Gardez 2013	All cities 2013 average
Number of computers	1	1	5
Number of people who share these computers	6	6	7
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	1

FIGURE 50: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 51: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

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

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All RUE cities had an approved budget for the current year that was created using Microsoft Excel. In Gardez it took 75 days from submitting the budget to receiving final approval in 2013, compared to 68 days for RUE cities on average. Budget preparation in Gardez included forming a budget committee. The municipal government presented the budget in the Citizen's Forum, but did not publish it in the municipal newsletter. Planning activities included developing department or staff level work plans and updating the plans annually. Documents in the Public Finance Office of Gardez were filed, organized and stored. Starting in 2013, accounting was accomplished using a Cash Account and M20.

FIGURE 52: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Gardez 2012	Gardez 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	54 days	75 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 current budget preparation	✓	✓	100%
Municipality developed department level or staff level work plans	✓	✓	69%

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

	No plans	Weekly	Monthly	Quarterly	Annually
Gardez 2012					✓
Gardez 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
Gardez 2011		✓	✓	
Gardez 2012		✓	✓	✓
Gardez 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
Gardez 2011		✓			
Gardez 2012		✓	✓		
Gardez 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.

Gardez had a procurement system with only manual components and a system for recording expenses that had both manual and computer-based components.

All RUE Cities had been audited at least once in 2013 and two RUE Cities had been audited twice. The Office of Administrative Affairs (OAA) conducted one financial audit in Gardez. The Gardez audit by the OAA was completed in five days, where audits by the OAA had taken up to 80 days to complete in other Cities.

FIGURE 56: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

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

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

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

FIGURE 58: FINANCIAL AUDITS, 2013

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

FIGURE 59: FINANCIAL AUDITS, 2012

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

Starting in 2012, the Public Finance Office reported having adequate office space and furnishings. Both RUE and the municipality supplied electricity for the office. The Office reported having no computers.

FIGURE 60: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Gardez			All cities		
		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

	Gardez 2012	Gardez 2013	All cities 2013 average
Number of computers	0	0	2
Number of people who share these computers	0	0	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

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

FIGURE 63: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

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

REVENUE ENHANCEMENT CAPACITY

In 2013, the Revenue Enhancement Office began creating department or staff level work plans and introduced standard written procedures for collecting property Safayi fees and money from other revenue sources. The Office had a list of municipal owned property and revenue sources and had forecast revenue from the Revenue Improvement Action Plan (RIAP). For recording revenue, the municipality used the GDMA Municipal COA.

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

	Gardez 2011	Gardez 2012	Gardez 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%

The Gardez revenue system had both manual and computer-based components, but the business registration and licensing system was fully computer-based. The property Safayi system was maintained in a manual form with no computer components. Department or staff level work plans in the Revenue Enhancement Office were updated on an annual basis.

In 2012, the revenue system had been upgraded such that revenue was recorded in both a cash ledger and revenue sub-ledger in Excel. This improvement was not maintained in 2013 and all revenue receipts were recorded in a manual revenue journal. Revenue Office documents were filed and organized but not stored.

FIGURE 65: REVENUE SYSTEM TYPES COMPARED BY YEAR

	Gardez 2011		Gardez 2012		Gardez 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 66: FREQUENCY DEPARTMENT/STAFF LEVEL WORK PLANS UPDATED COMPARED BY YEAR

	Gardez 2013	All cities 2013
No plans		0%
Weekly		8%
Monthly		33%
Quarterly		8%
Annually	✓	50%

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

The municipal government had contact with business representatives in a few ways. The municipality kept a list of business guilds, and tracked contracts with the private sector. The municipal government identified 18 business guilds in the municipality in 2012 and 75 in 2013. Further, there was a representative of Chamber of Commerce and Industry in the municipality. The municipal government had 2,357 businesses registered in 2013, more than in 2011 or 2012. In contrast, no properties were registered in the property Safayi fee system.

Gardez collected commercial truck fees. In the previous year, 1391 (2012), 15,950,001 AFN had been collected and 15,950,000 AFN was forecasted for the current year 1392 (2013).

FIGURE 69: BUSINESS REPRESENTATIVES IN MUNICIPAL GOVERNMENT COMPARED BY YEAR

	Gardez 2012	Gardez 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

	Gardez 2011	Gardez 2012	Gardez 2013	All cities 2013 average
Businesses registered in the business registration system	1,096	2,160	2,357	2,906
Properties registered in the property Safayi fee system	NA	0	0	3,523
Business guilds in the municipality	NA	18	75	42

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

	Gardez 2012	Gardez 2013	All cities 2013 average
Amount collected in prior year (AFN)	21,913,844	15,950,001	10,290,505
Amount forecasted for current year (AFN)	22,000,000	15,950,000	16,527,688
Amount collected for 1st quarter of current year (AFN)	6,325,000	5,146,300	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 has used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2012. In April, 2012, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2012 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a nine month budget year (March 21, 2012 to December 20, 2012). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 are due to varying opinions among RUE municipalities as to how this new policy will impact their budgets.

The Revenue Enhancement Office shared office space in 2013 and had sufficient desks and chairs, but lacked cabinets. As with other municipal government Offices, both the municipal government and RUE supplied electricity. The office had two computers and these were used by two people, but neither of these computers had internet service.

FIGURE 72: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Gardez			All cities		
		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

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

FIGURE 74: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR

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

RESIDENT SURVEY

QUALITY OF LIFE

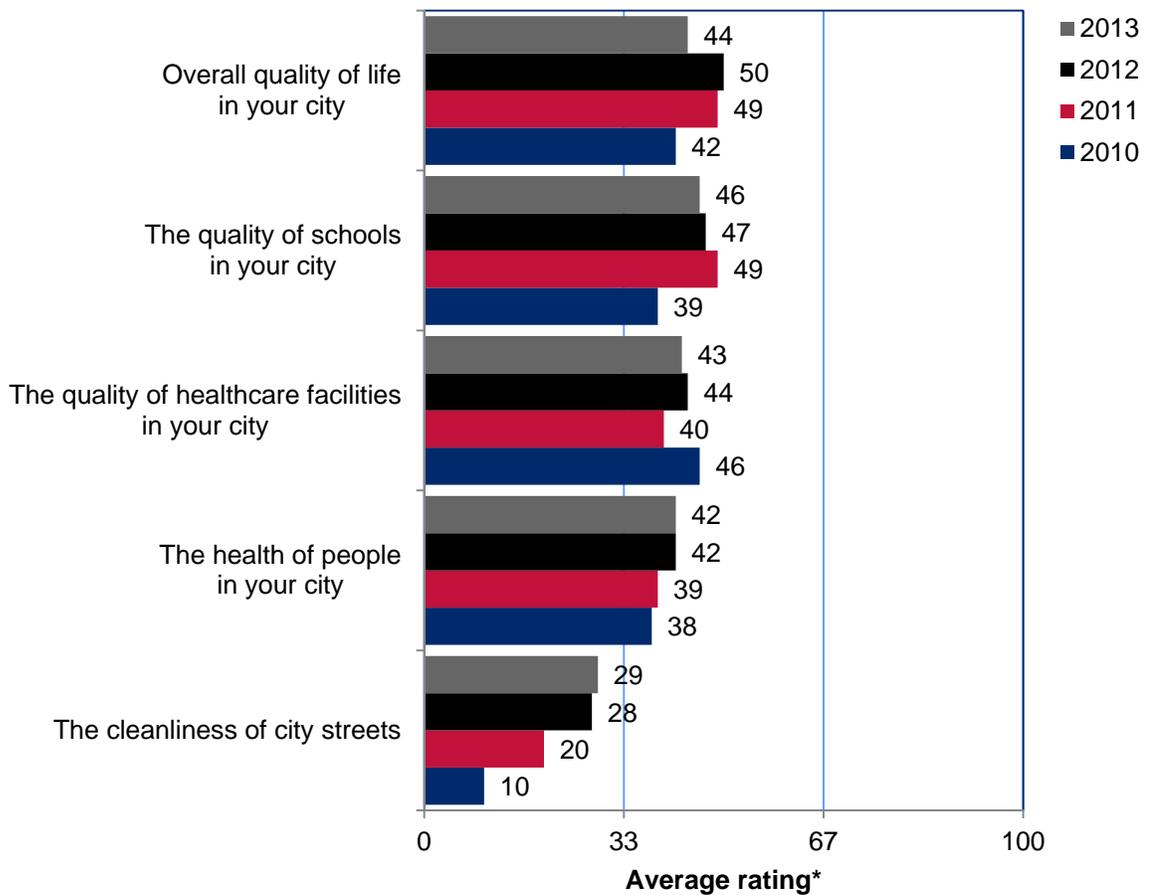
In 2013, 55% of Gardez residents rated the overall quality of life as fair, while 39% thought it was good. This was similar to ratings in 2010, but lower than ratings in 2011 and 2012. Average ratings for quality of schools, the health of people in Gardez and the cleanliness of city streets showed improvement from 2010 to 2013. Ratings for the quality of healthcare facilities remained stable.

FIGURE 75: QUALITY OF LIFE IN GARDEZ, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	0%	39%	55%	6%	44
The quality of schools in your city	0%	44%	48%	8%	46
The quality of healthcare facilities in your city	0%	35%	58%	6%	43
The health of people in your city	0%	33%	59%	8%	42
The cleanliness of city streets	0%	19%	50%	32%	29

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

FIGURE 76: QUALITY OF LIFE IN GARDEZ COMPARED BY YEAR



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

EMPLOYMENT

The number of job opportunities and businesses saw similar ratings from 2011 to 2013; but they were lower than what was reported in 2010. In 2013, most residents rated the number of job opportunities in Gardez as fair (55%) or poor (25%) and a similar number said the number of businesses in the city was fair (60%) or poor (21%).

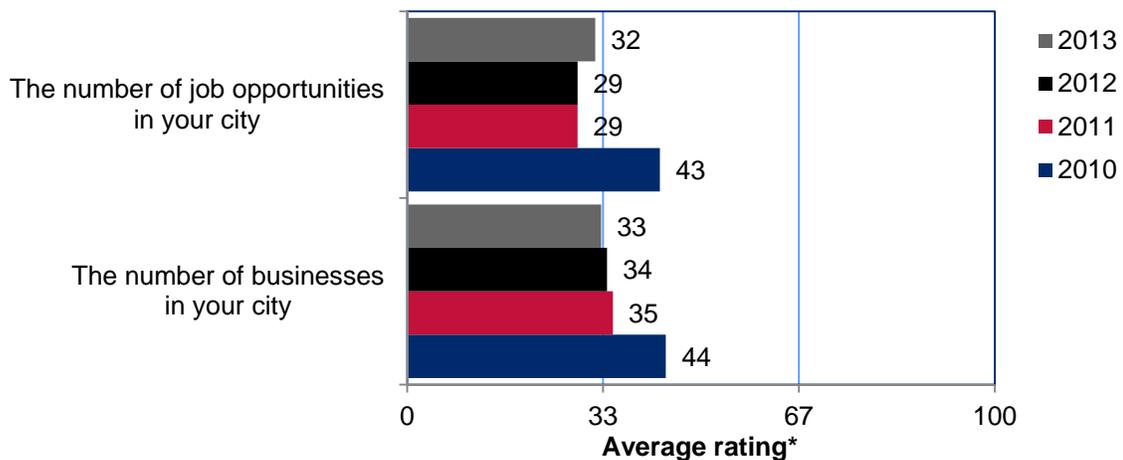
When asked to compare the current number of job opportunities to the number from a year before the 2013 survey, residents were split on how the number had changed; 30% thought it had increased, 34% thought it had stayed the same and 37% thought there had been a decrease in job opportunities.

FIGURE 77: QUALITY OF EMPLOYMENT IN GARDEZ, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	20%	55%	25%	32
The number of businesses in your city	0%	19%	60%	21%	33

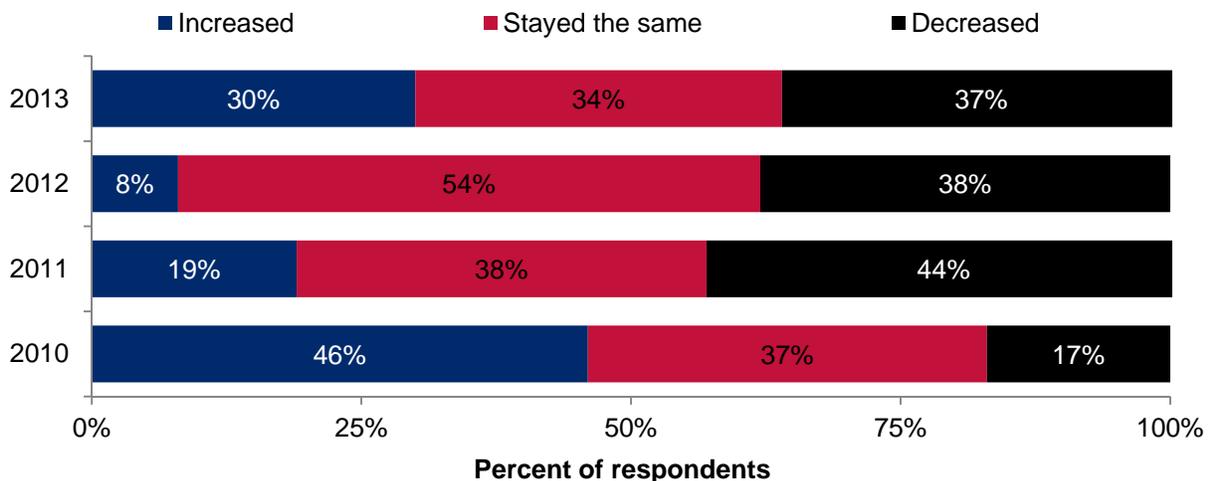
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 78: JOB OPPORTUNITIES IN GARDEZ COMPARED BY YEAR



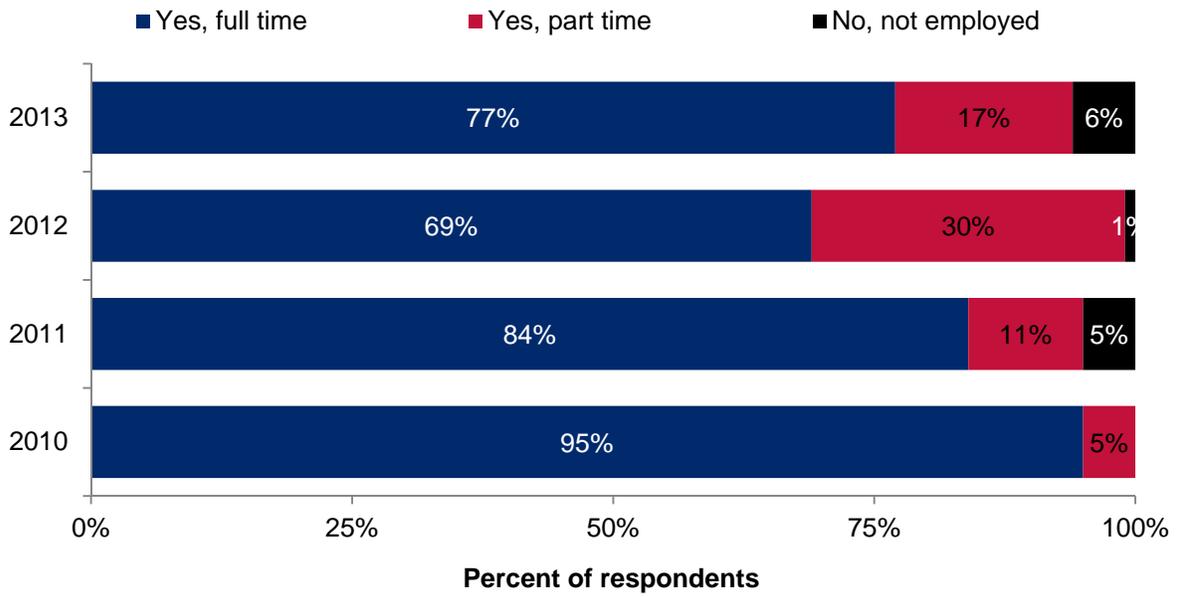
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

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



Few heads of households were unemployed in Gardez, but more had part time employment in 2012 and 2013 than had in 2010 or 2011.

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 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.

The municipal government of Gardez was involved in providing waste water, sanitation services, trash collection and latrine cleaning, but not in providing water and electricity services or parks, latrine and road maintenance.

In 2013, most residents thought the municipal government was doing either a somewhat (56%) or very (2%) good job of providing services. While this was better than ratings from 2010 and 2011, it was lower than ratings received in 2012.

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?

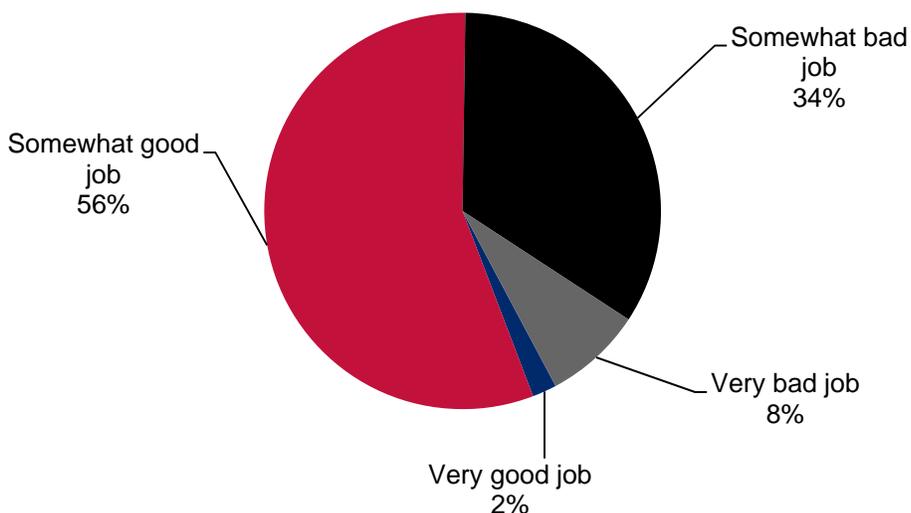
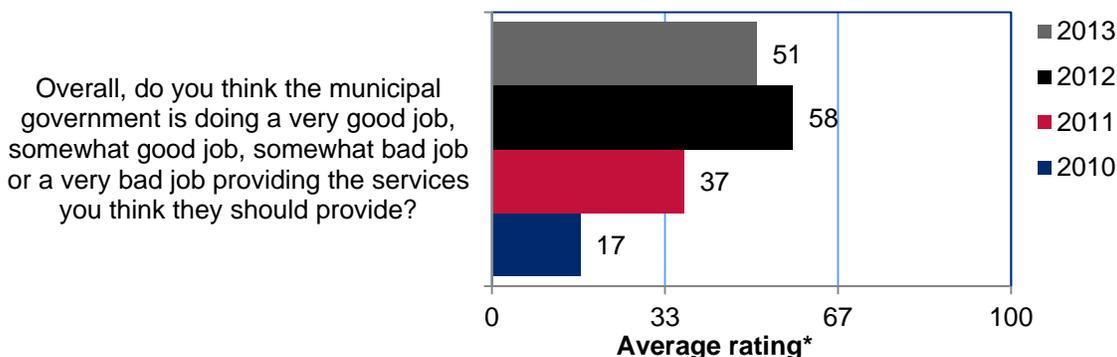


FIGURE 82: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR

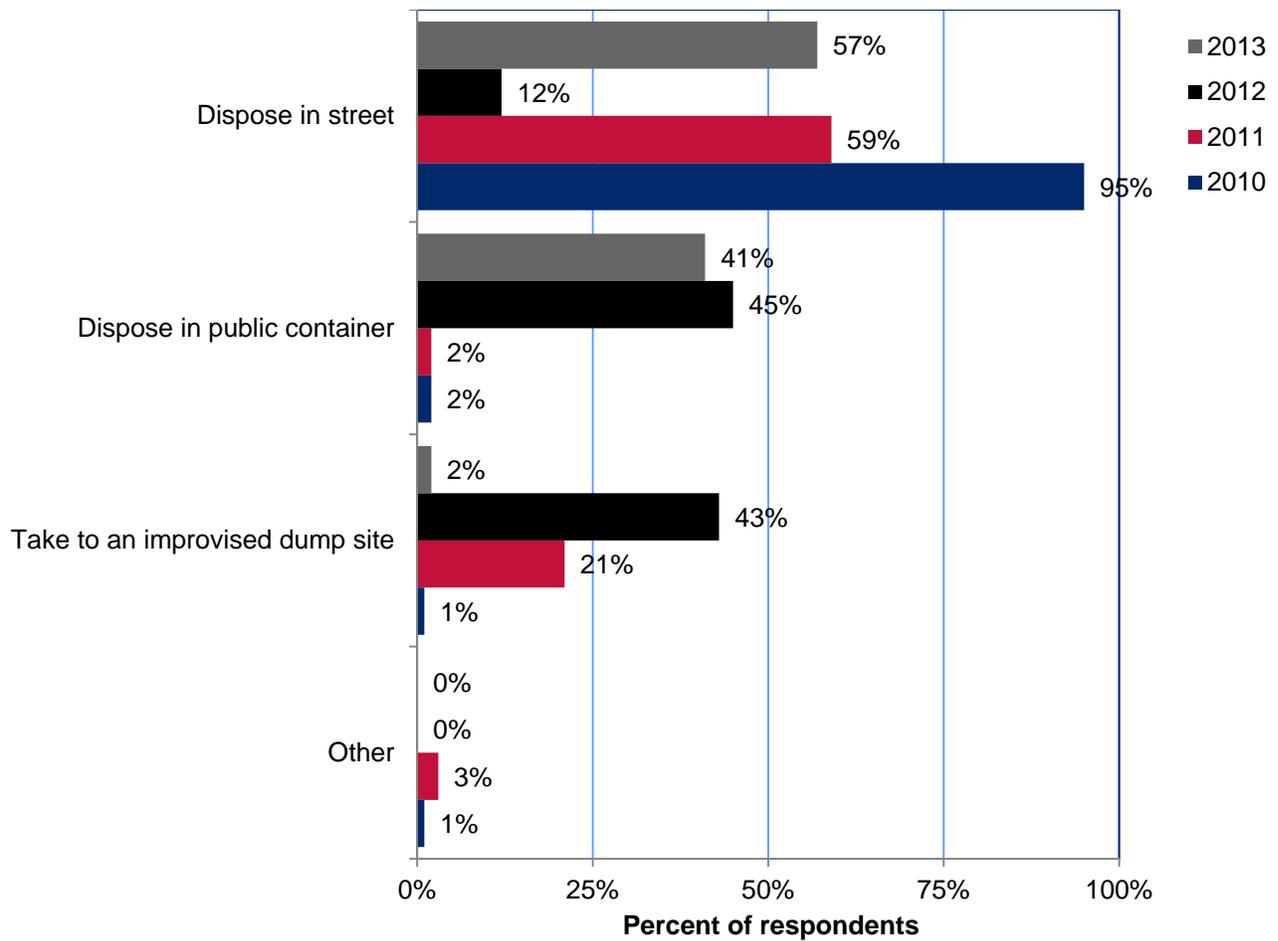


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

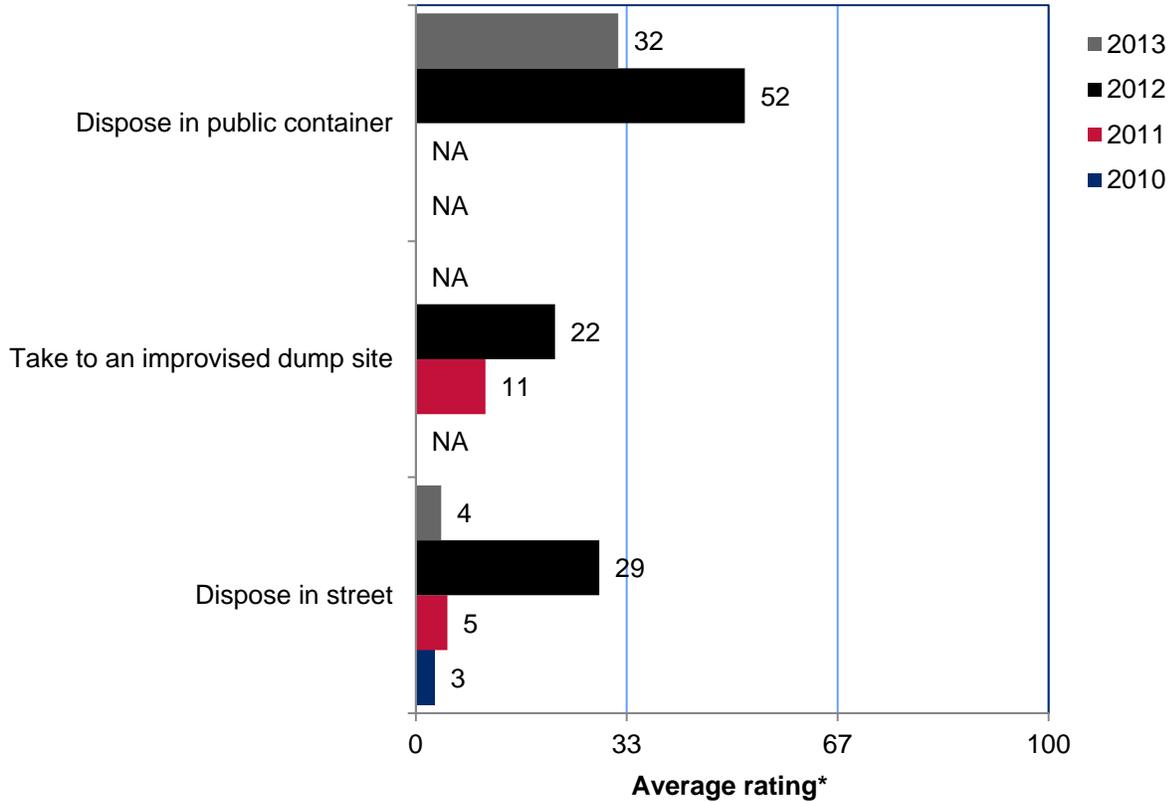
Use of “unofficial” trash disposal methods (disposing of trash in the street improvised dumpsites) decreased from 2010 (96% of households) to 2013 (59%) and use of public containers for trash increased (from 2% in 2010 to 41% in 2013).

FIGURE 83: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents continued to be generally dissatisfied with their trash disposal methods. Satisfaction was somewhat higher for use of public containers than other methods, but in 2013 residents were somewhat dissatisfied, on average, with this method.

FIGURE 84: SATISFACTION WITH TRASH DISPOSAL METHOD COMPARED BY YEAR



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

Trash collection improved slightly, but remained infrequent. In 2013, 80% of Gardez residents said that removal of trash from the street by the municipal government occurred once a month or less frequently. In 2013, residents were more likely to say this collection was once a month or less frequently (rather than only once a year) than they had been in 2011 or 2012.

Most residents said they did not pay for street cleaning, but about one in five thought it was included in their Safayi.

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

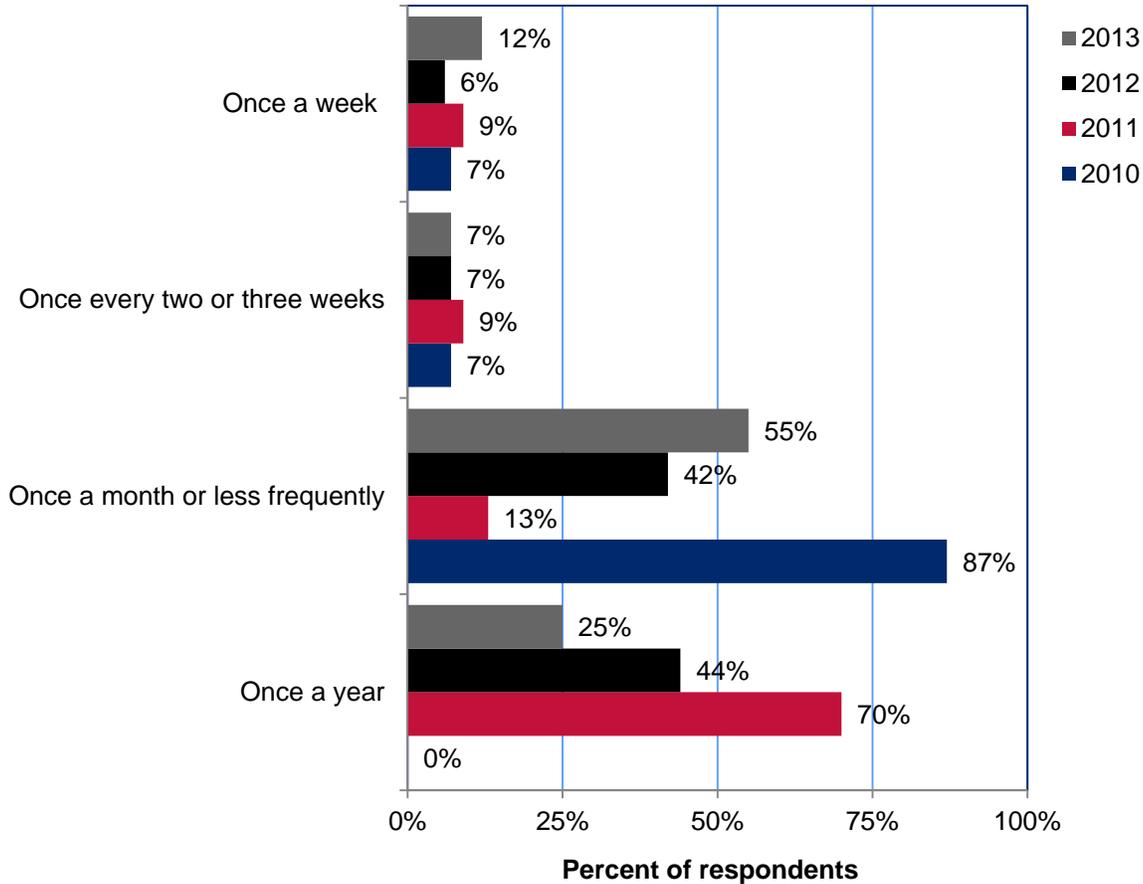
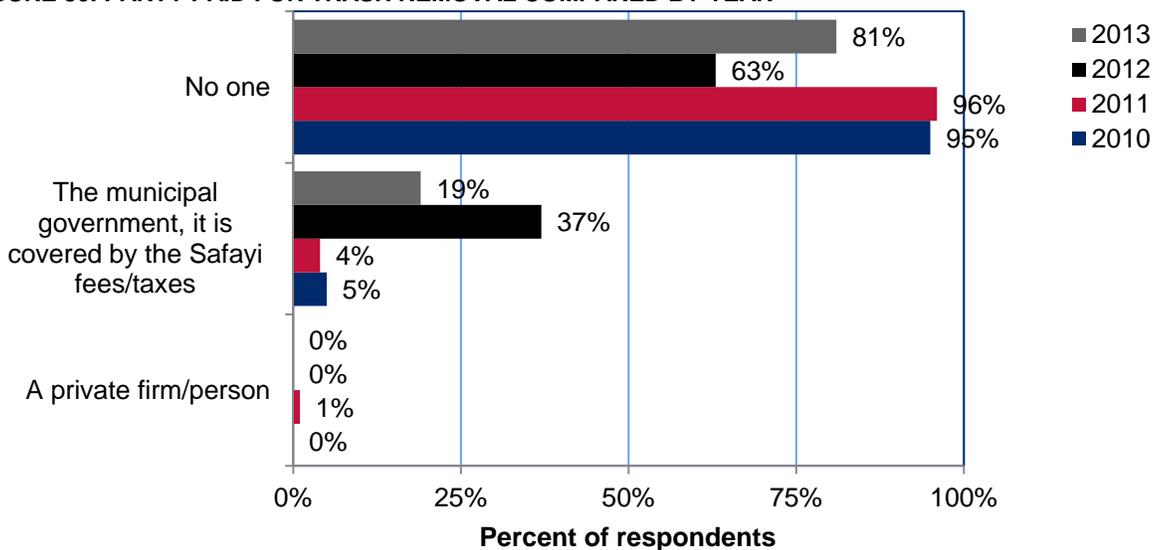


FIGURE 86: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



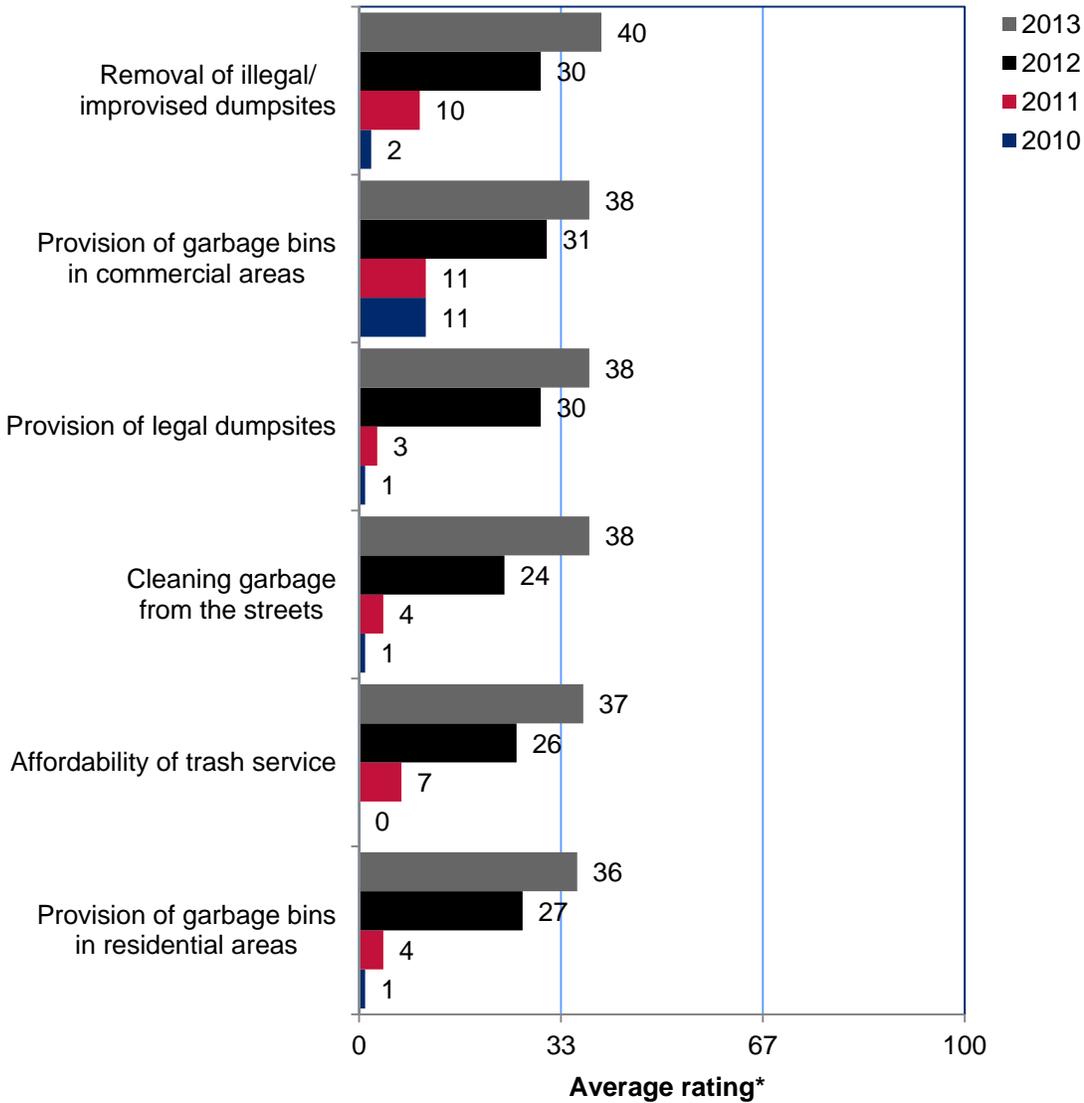
Most residents of Gardez (about 7 in 10) rated each aspect of municipal government trash services as fair or good in 2013. These ratings improved significantly in each survey year.

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	3%	39%	31%	27%	40
Provision of garbage bins in commercial areas	1%	38%	34%	27%	38
Provision of legal dumpsites	3%	39%	28%	31%	38
Cleaning garbage from the streets	4%	34%	34%	28%	38
Affordability of trash service	1%	34%	40%	25%	37
Provision of garbage bins in residential areas	0%	38%	33%	29%	36

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

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

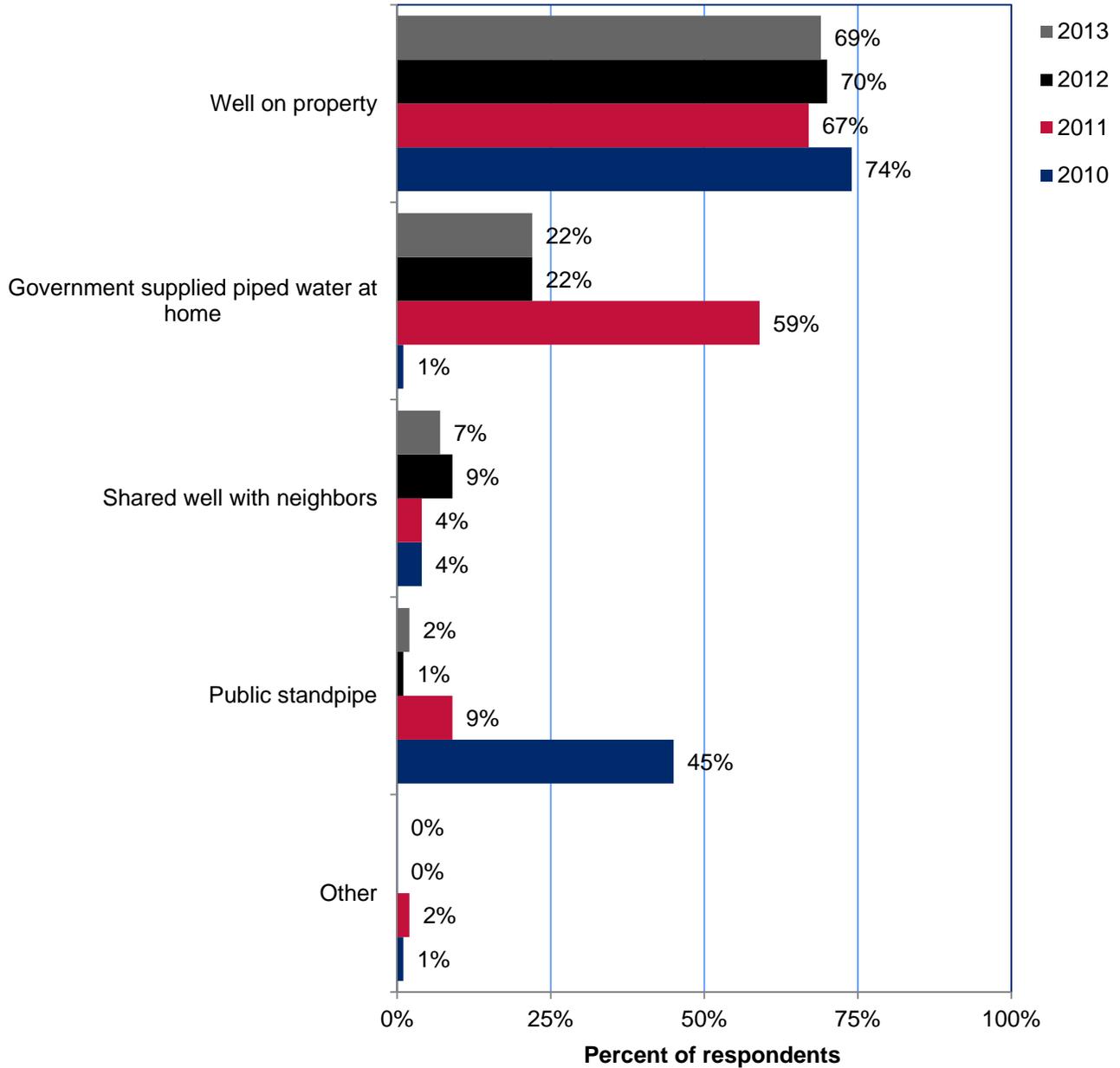


* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

WATER

The two most common sources of residential drinking water in the city of Gardez were private wells and provincial government supplied piped water at home. Levels of use were consistent between 2012 and 2013.

FIGURE 89: DRINKING WATER SOURCES COMPARED BY YEAR



Those with piped water reported that they paid the provincial government’s City water supply department for their drinking water, while the remainder reported paying no one. Respondents in 2013 reported paying more for their water services than they had in 2011 or 2012, with more than half paying 201 AFN per month or more in 2013.

FIGURE 90: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

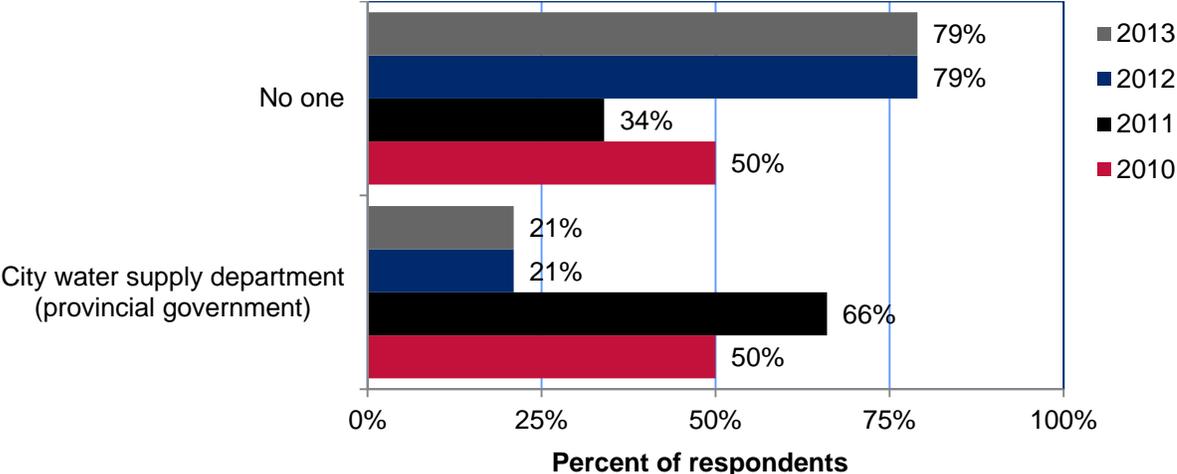
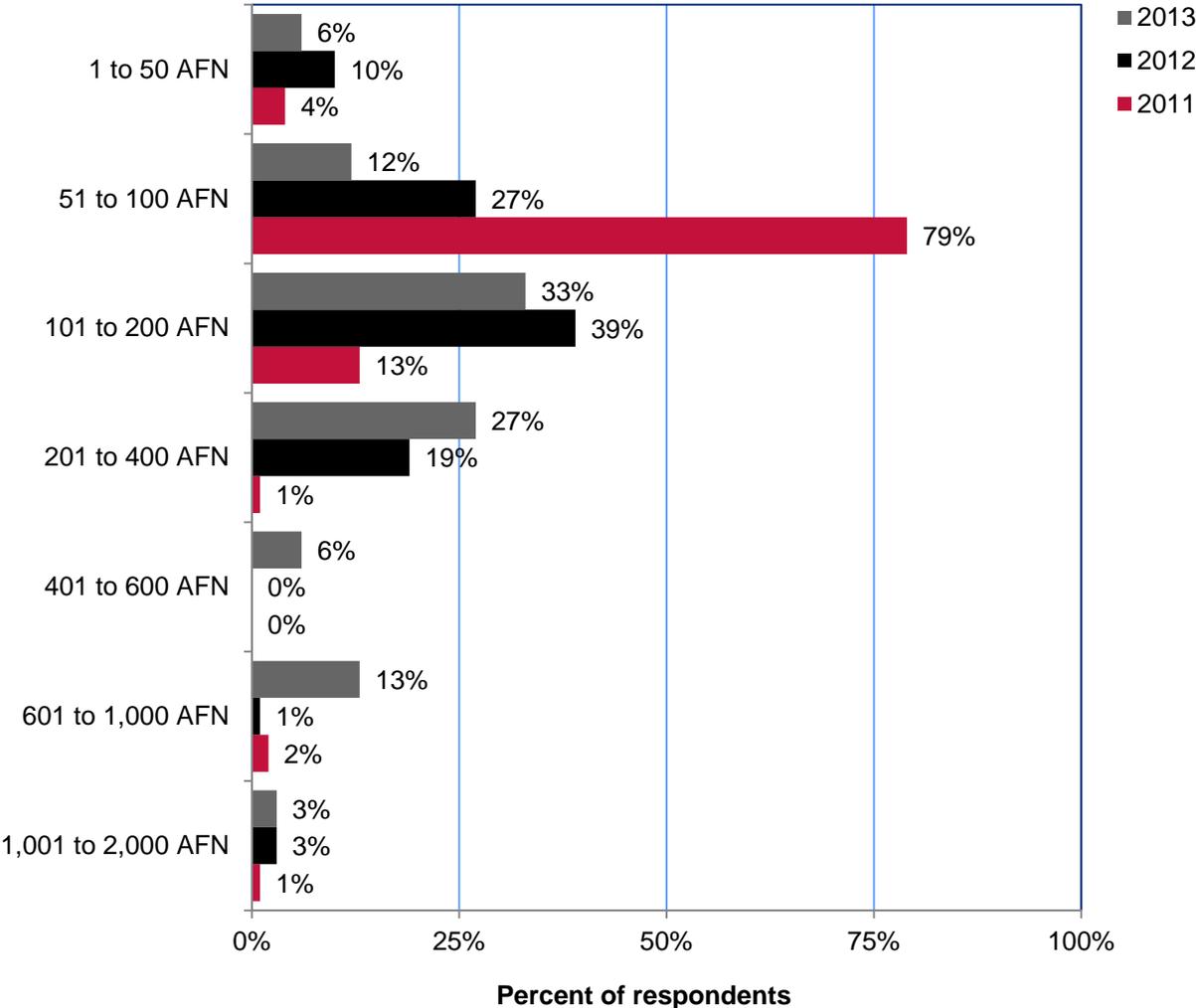


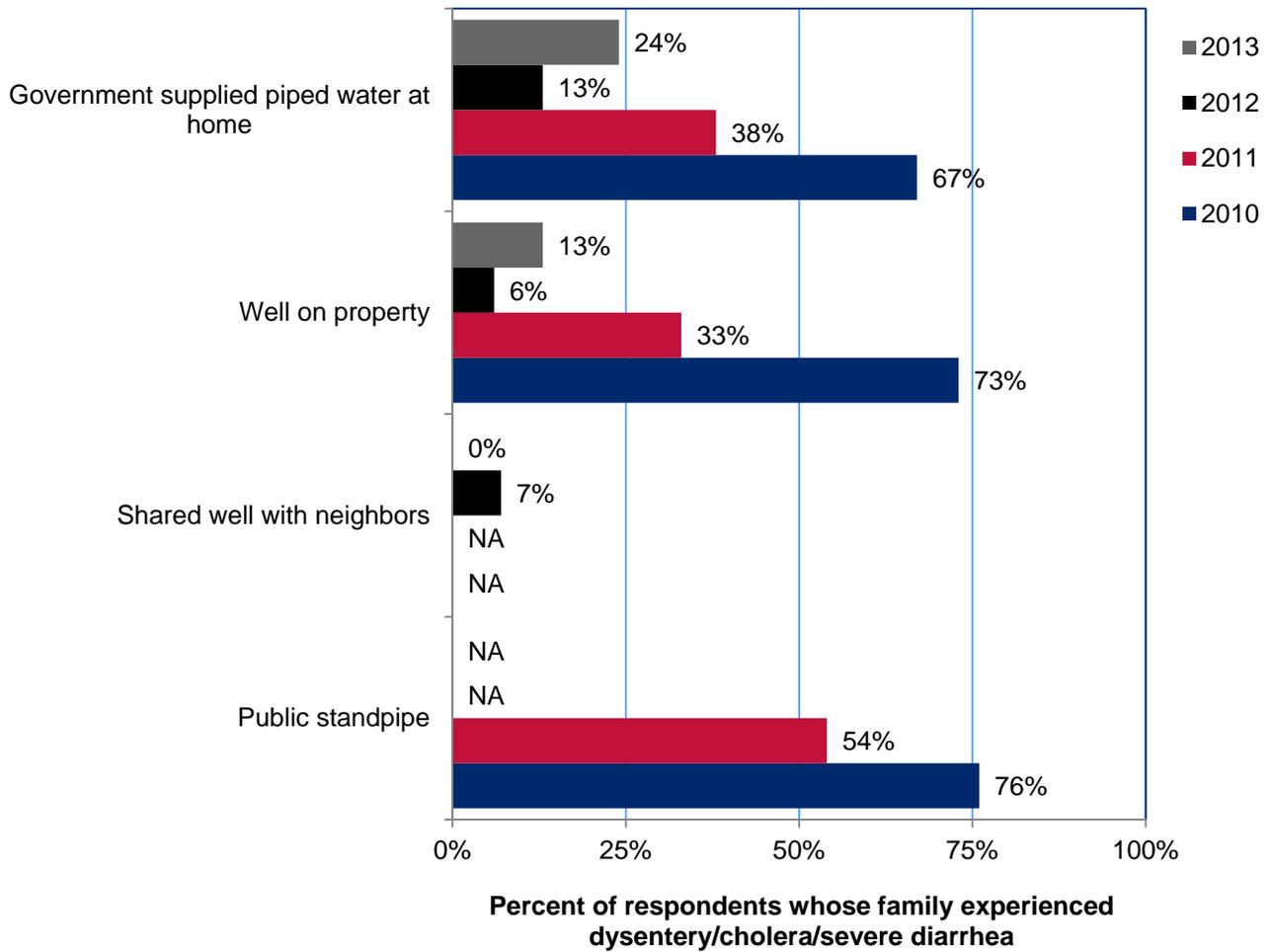
FIGURE 91: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR



2010 data is not included as only 1% of the respondents had water services for which they had to make payments.

The incidence of family members experiencing dysentery, cholera or severe diarrhea for each type of drinking water source decreased from 2010 to 2012, but was slightly higher in 2013 than in 2012.

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



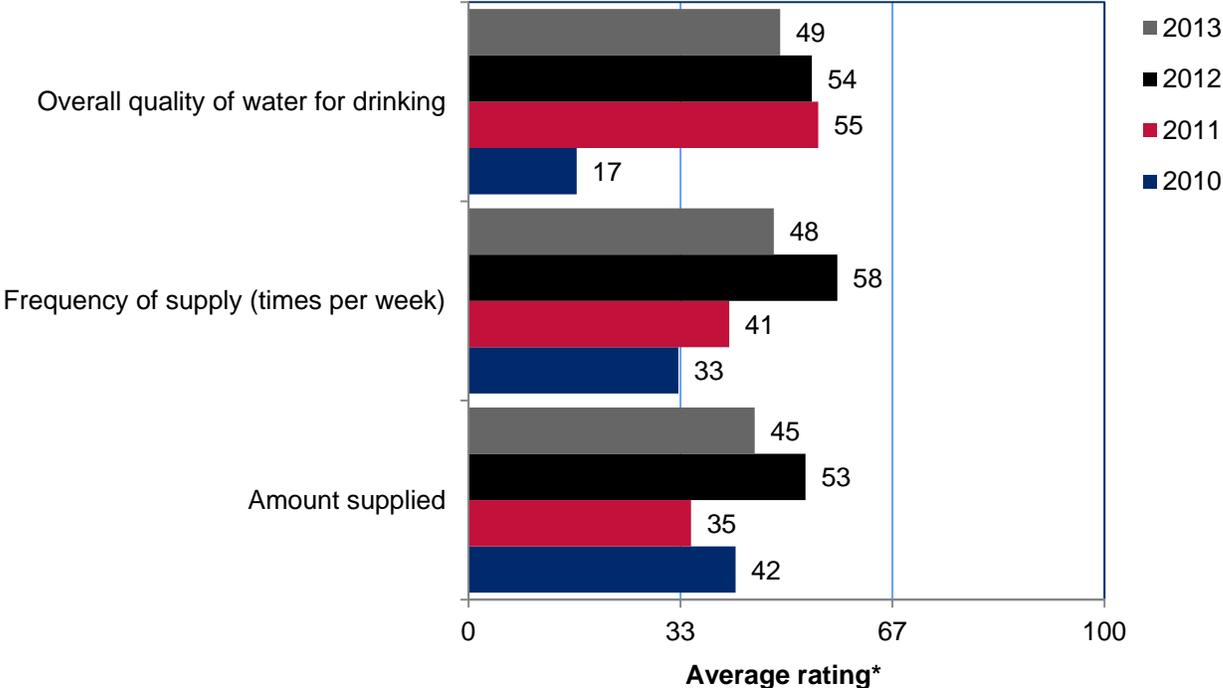
Compared to 2010, 2013 ratings for the overall quality and frequency of delivery of provincial government supplied drinking water were better and the rating of the amount supplied was similar. In 2013, the overall quality and the frequency and amount supplied were thought to be good or fair by most users.

FIGURE 93: QUALITY OF CITY WATER SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of water for drinking	0%	57%	33%	10%	49
Frequency of supply (times per week)	0%	51%	42%	7%	48
Amount supplied	1%	43%	45%	10%	45

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

FIGURE 94: QUALITY OF CITY WATER SERVICES COMPARED BY YEAR

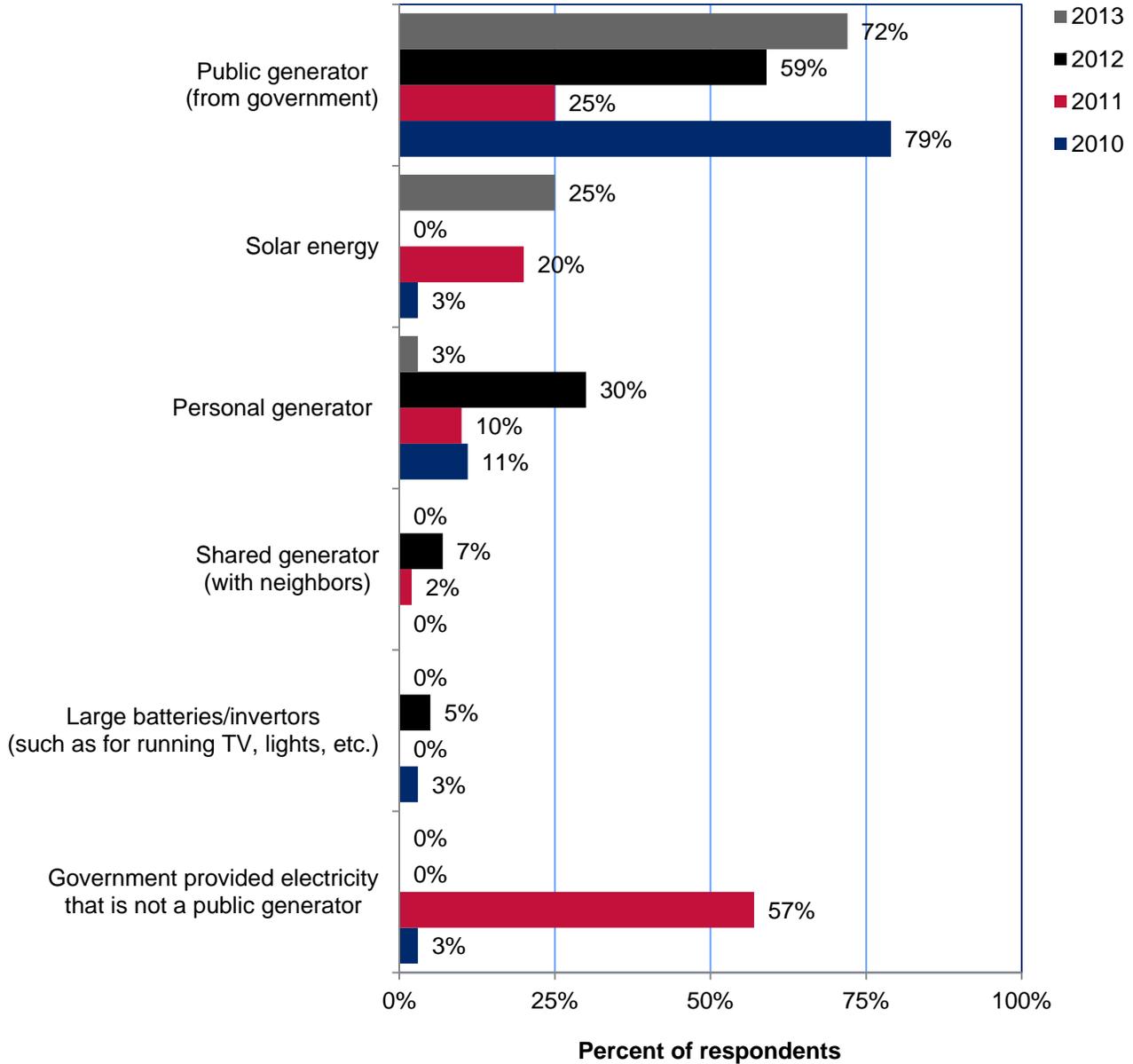


* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

ELECTRICITY

In 2013, most residents in the city of Gardez received their electricity from public generators (72%) and most others relied on solar energy (25%). This represented a slight decrease in the proportion that received electricity from the provincial government in 2010 (82%).

FIGURE 95: ELECTRICITY SOURCES COMPARED BY YEAR



Those using a government electricity supply paid the provincial government's City electricity department for this service. The amount paid for government supplied electricity in the City of Gardez increased slightly from 2010 to 2012 and dropped slightly in 2013.

FIGURE 96: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

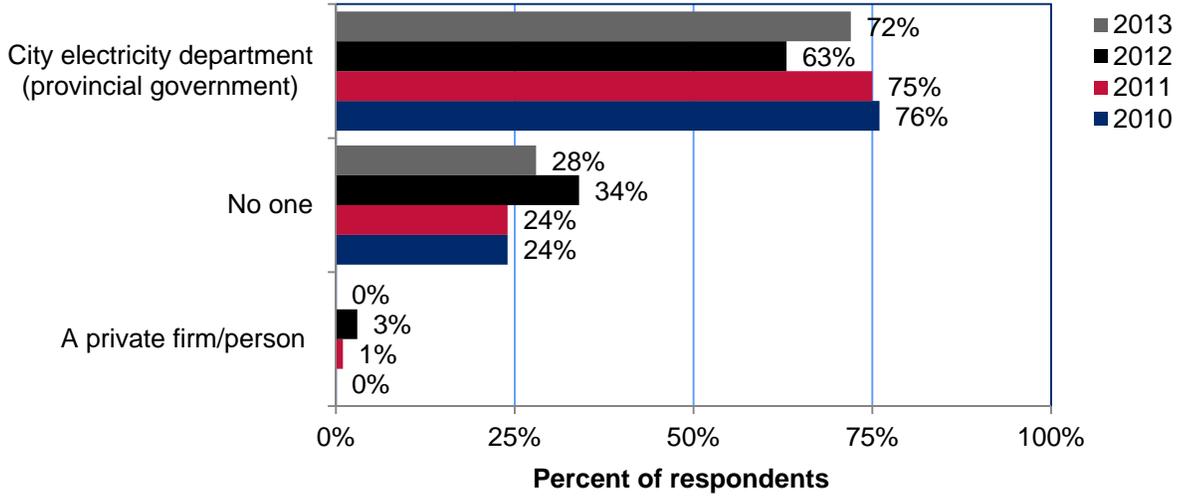
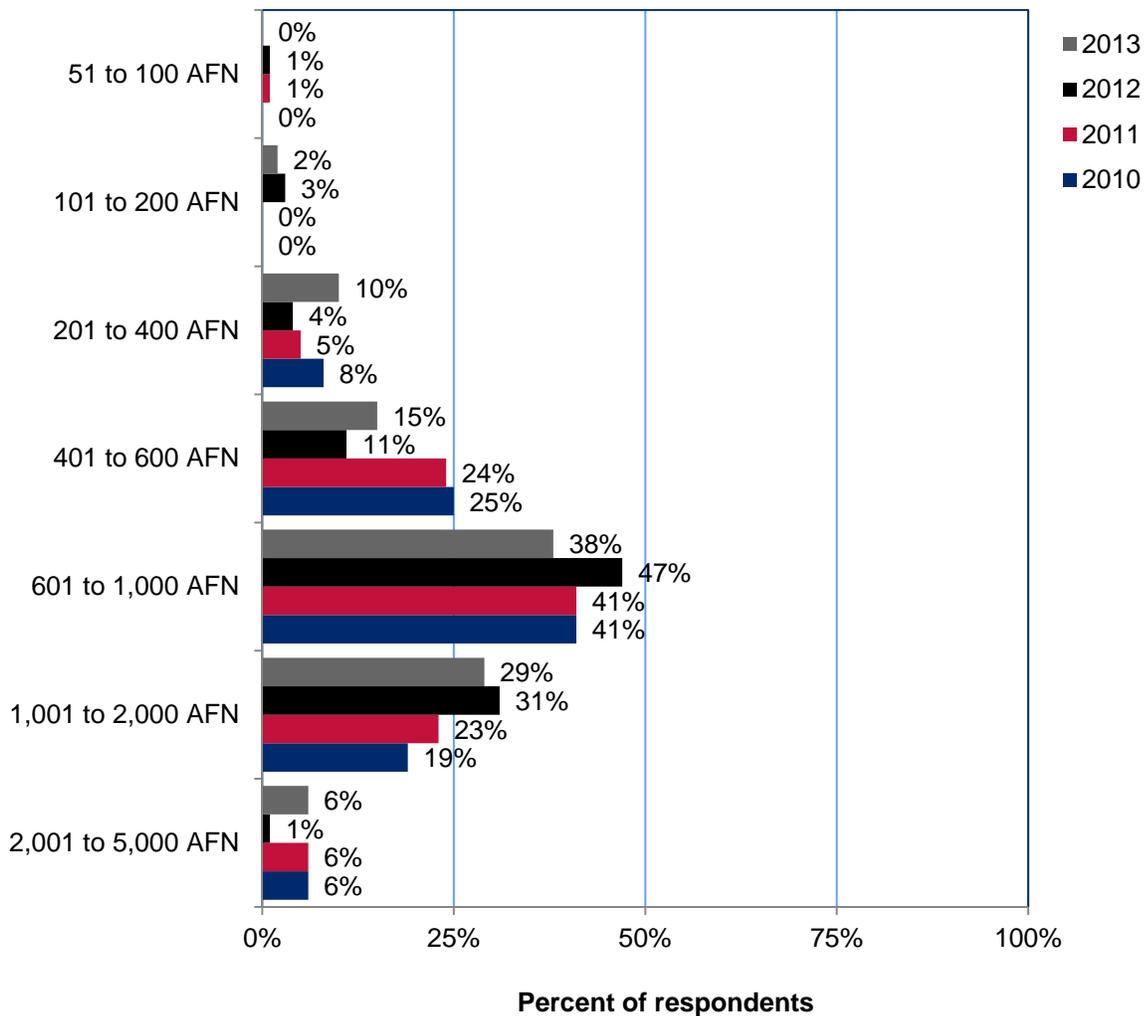


FIGURE 97: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



Gardez residents rated the quality of electricity services as good or fair in 2013. About 5 in 10 electricity service users rated the number of days per week supplied and the quality of supply as good and about 4 in 10 rated the price of the supply and the number of hours per day of supply as good; most others said these characteristics were fair and few rated them as poor. This represents an increase from 2010 to 2013 ratings for all but the quality of supply, which was similar between these years.

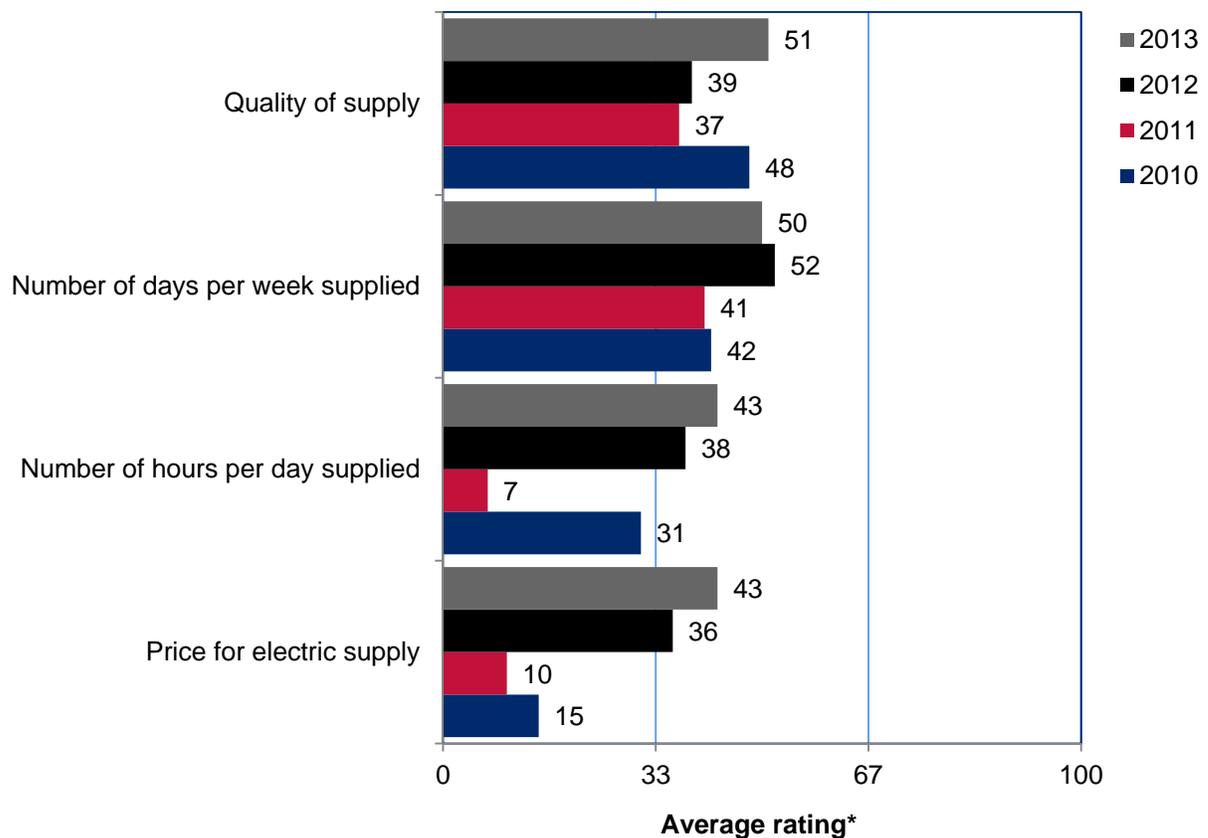
FIGURE 98: QUALITY OF CITY ELECTRICITY SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating**
Quality of supply*	0%	53%	45%	2%	51
Number of days per week supplied	2%	48%	48%	2%	50
Number of hours per day supplied	1%	38%	50%	11%	43
Price for electric supply	0%	39%	50%	11%	43

*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

As in previous years, almost all residents of the city of Gardez reported having a dry latrine in their home. However, unlike previous years, in 2013 most residents said they used a septic systems use for drainage of waste water, rather than open ditches or canals which were the dominant drainage system from 2010 to 2012. 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

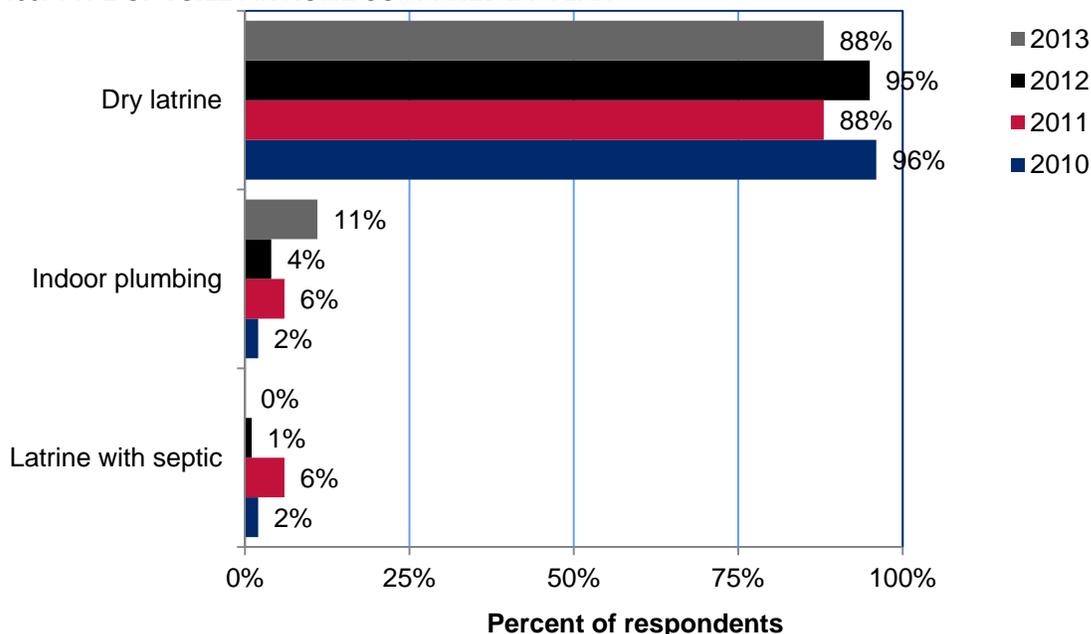
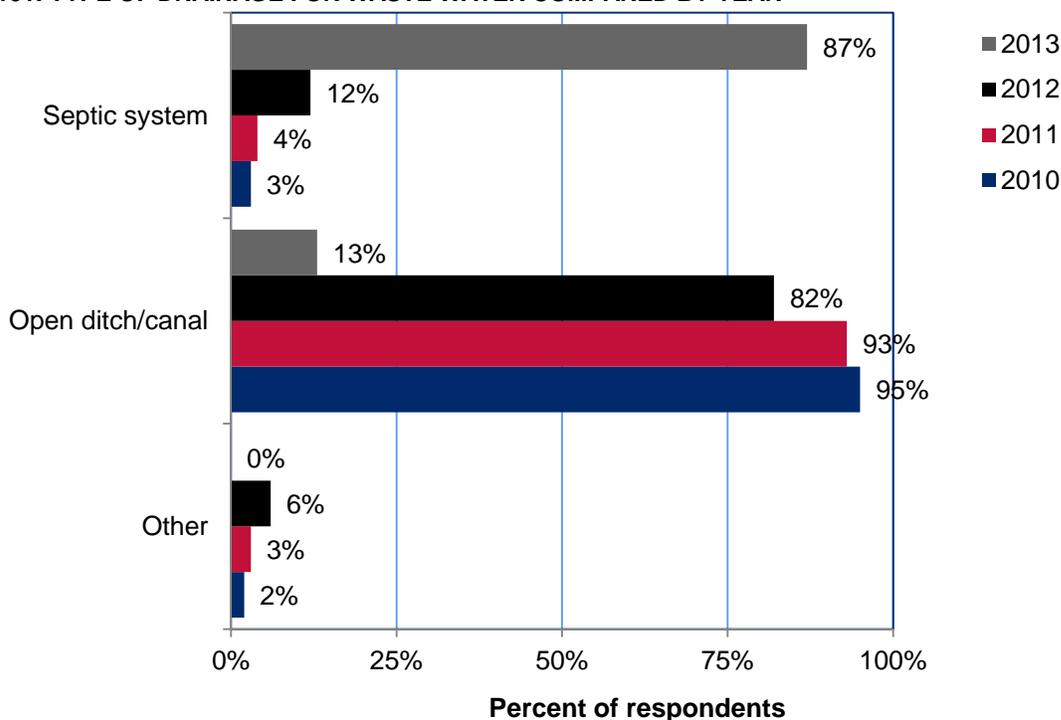


FIGURE 101: TYPE OF DRAINAGE FOR WASTE WATER COMPARED BY YEAR



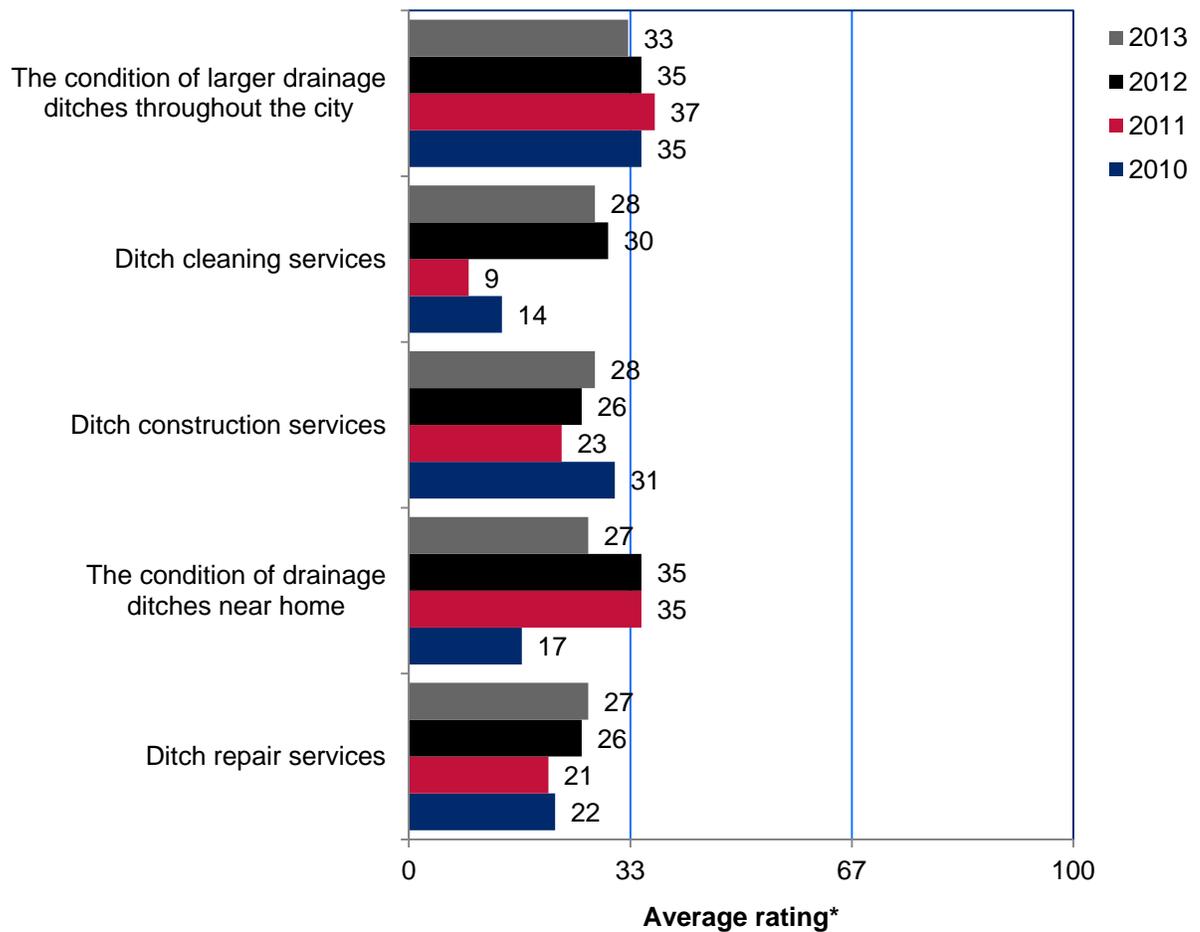
While ratings for the condition of municipal government drainage infrastructure and services remained low, ditch cleaning services and the condition of drainage ditches near residents' homes saw an increase in quality ratings from 2010 to 2013. Still, a majority of residents (86%) thought the condition of drainage ditches near residents' homes was either fair or poor.

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%	23%	50%	27%	33
Ditch cleaning services	1%	16%	48%	35%	28
Ditch construction services	1%	21%	41%	37%	28
The condition of drainage ditches near home	1%	13%	54%	32%	27
Ditch repair services	1%	18%	41%	40%	27

* 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

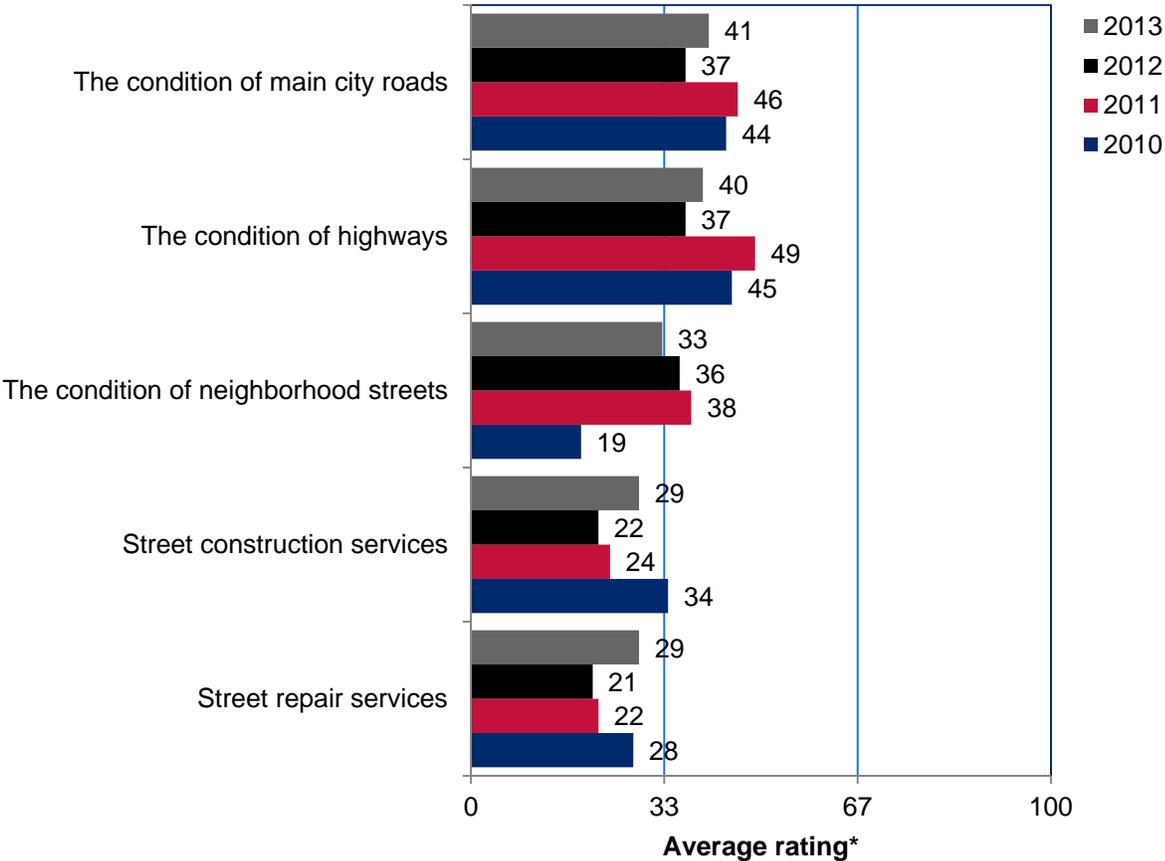
Ratings for city roads and road services remained low in 2013. Most ratings were similar or slightly lower in 2013 than 2010, but the condition of neighborhood streets was rated higher in 2013 than 2010.

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

	Excellent	Good	Fair	Poor	Average rating*
The condition of main city roads	2%	30%	56%	12%	41
The condition of highways	2%	27%	59%	12%	40
The condition of neighborhood streets	0%	15%	69%	16%	33
Street construction services	1%	22%	41%	37%	29
Street repair services	1%	21%	43%	36%	29

* 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

While most residents were not aware of parks for teen/adults, women or children in Gardez in any of the survey year, the proportion was higher in 2013 than in past years. In 2013, about 1 in 10 respondents said that there were parks for each type of user near their homes and few more knew of parks further away. Those that were aware of parks were asked to rate their quality, and these ratings increased each year along with awareness.

FIGURE 106: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

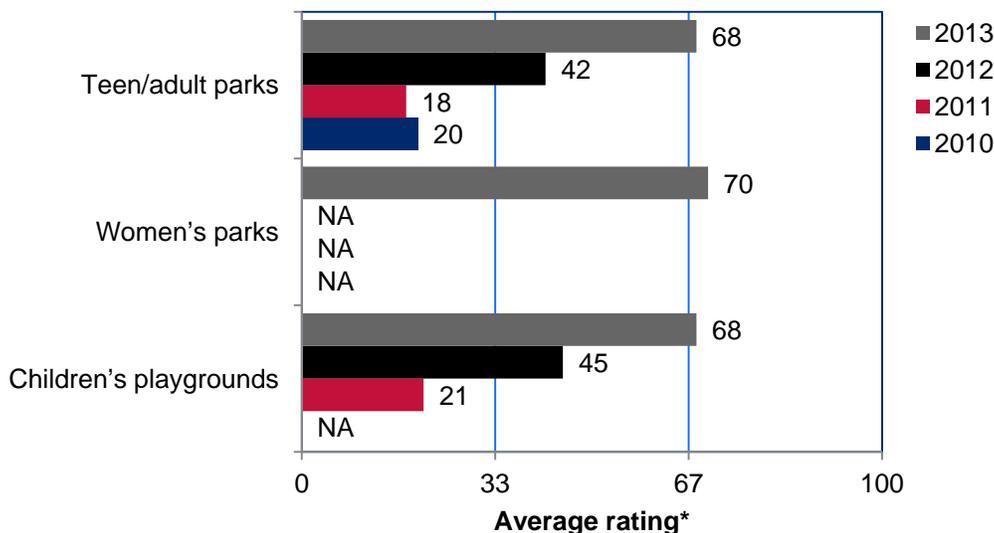
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012	2013
Teen/adult parks	Yes close	8%	6%	7%	13%
	None close but some further away	2%	5%	23%	7%
	Aware of no parks	90%	88%	70%	80%
Women's parks	Yes close	0%	0%	0%	11%
	None close but some further away	0%	1%	1%	4%
	Aware of no parks	100%	99%	99%	85%
Children's playgrounds	Yes close	0%	4%	7%	11%
	None close but some further away	1%	2%	11%	7%
	Aware of no parks	99%	94%	81%	82%

FIGURE 107: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	34%	40%	21%	5%	68
Women's parks	43%	28%	22%	7%	70
Children's playgrounds	35%	39%	21%	5%	68

* 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.

While most residents still did not know about any parks in their city, parks visitation increased from 6% in 2012 to 17% in 2013. All who said a family member had been to a park in 2013, said that someone in their household had been to a teen/adult park (100%), while 29% said someone in their household had been to a children's playground and 20% said someone in their household had been to a park for women.

FIGURE 109: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR

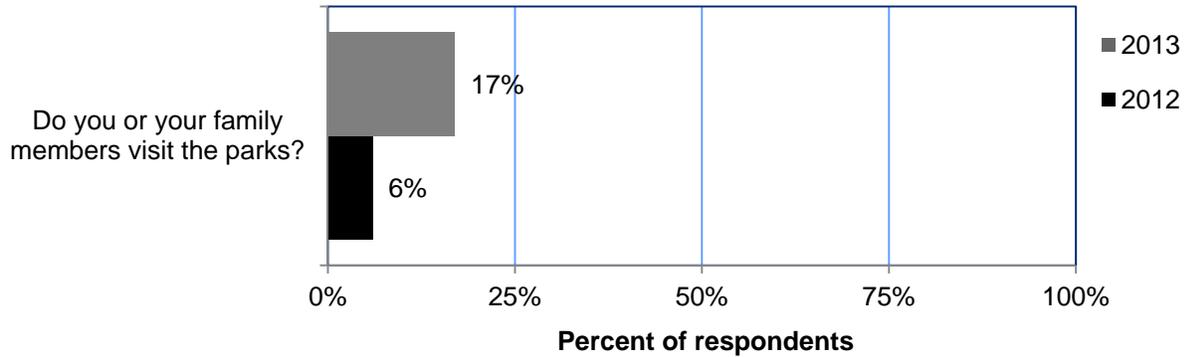
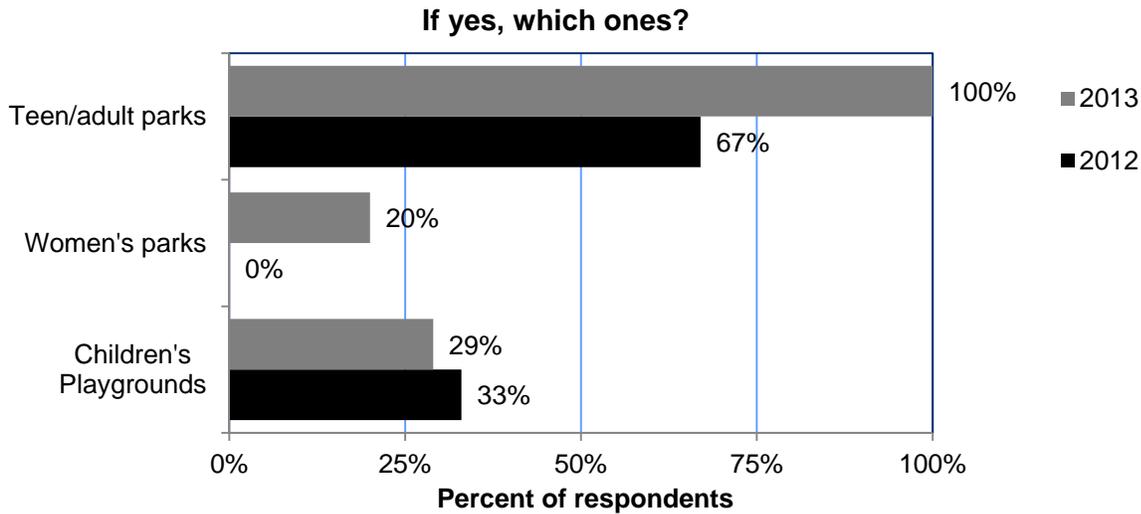


FIGURE 110: TYPE OF PARKS VISITED COMPARED BY YEAR



Asked only of those who had visited a park.

MARKET

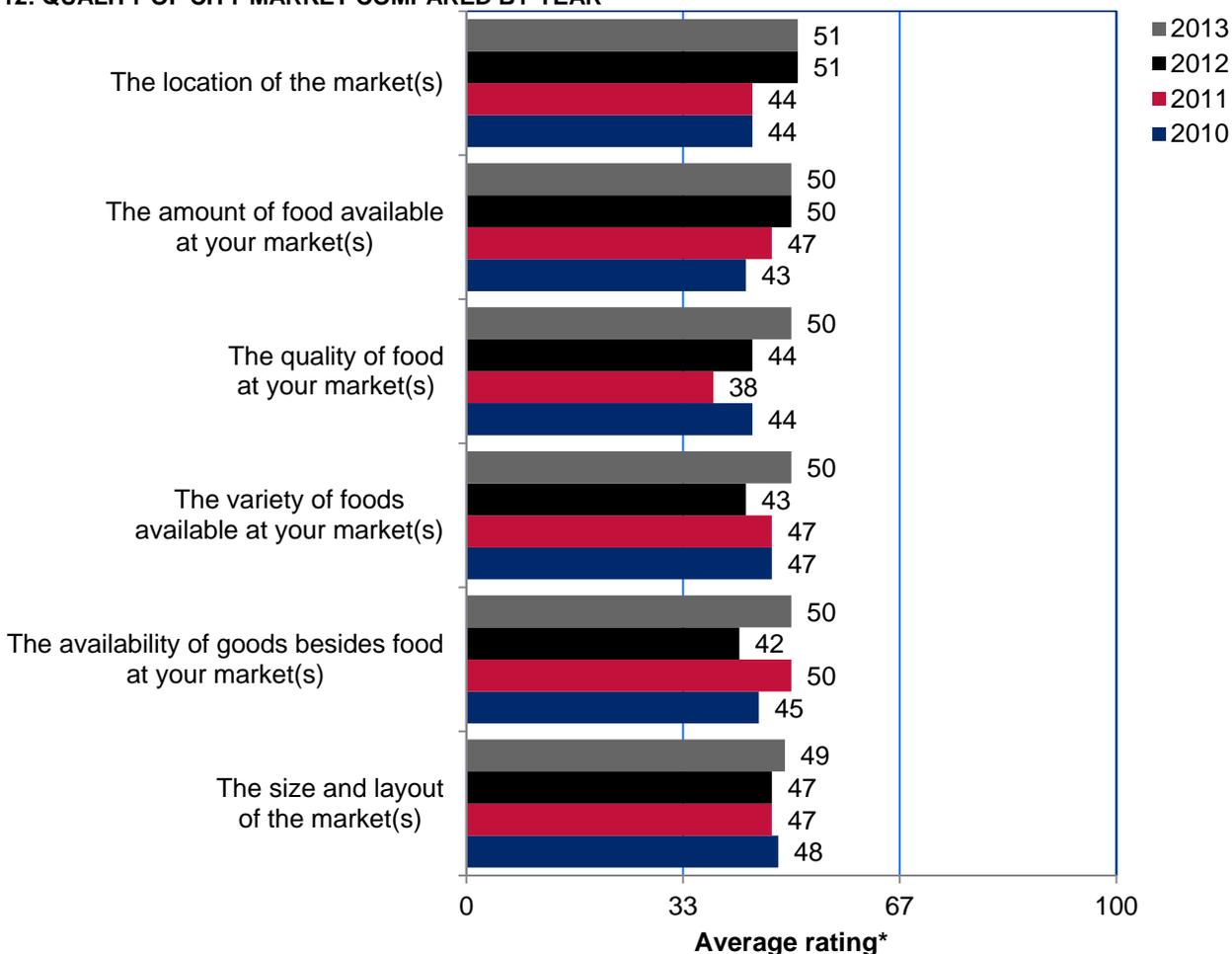
In 2013, just over half of residents rated each aspect of the City of Gardez's market(s) as good or better and these ratings were generally similar or better than ratings received in 2010. Ratings did not vary much by characteristic, and residents seemed content with the location, size and layout, amount, variety and quality of food and availability of non-food goods.

FIGURE 111: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	3%	54%	37%	7%	51
The amount of food available at your market(s)	2%	53%	38%	8%	50
The quality of food at your market(s)	2%	54%	36%	8%	50
The variety of foods available at your market(s)	2%	52%	38%	8%	50
The availability of goods besides food at your market(s)	2%	52%	38%	8%	50
The size and layout of the market(s)	3%	50%	39%	9%	49

* 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

The affordability of meat, fruit and cereal improved from 2012 to 2013, but meat and fruit were still only affordable to a minority of Gardez residents as often as they wanted, which was a sharp decrease from 2010. Flour, cooking oil, sugar and tea, cereal and vegetables were affordable for most Gardez residents in all survey years.

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
Cooking oil	As often as we want	95%	97%	99%	99%
	Not as often as we want	5%	3%	1%	1%
	Only rarely	1%	0%	0%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	92%	97%	99%	99%
	Not as often as we want	8%	2%	1%	1%
	Only rarely	1%	0%	0%	0%
	Never	0%	0%	0%	0%
Flour	As often as we want	95%	99%	99%	98%
	Not as often as we want	5%	1%	1%	2%
	Only rarely	1%	0%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	80%	28%	72%	96%
	Not as often as we want	18%	53%	27%	3%
	Only rarely	2%	19%	1%	0%
	Never	0%	0%	0%	0%
Vegetables	As often as we want	71%	48%	92%	74%
	Not as often as we want	28%	46%	8%	22%
	Only rarely	1%	6%	0%	4%
	Never	0%	0%	0%	0%
Fruit	As often as we want	73%	23%	6%	25%
	Not as often as we want	25%	53%	84%	50%
	Only rarely	2%	23%	10%	25%
	Never	0%	0%	1%	0%
Meat	As often as we want	87%	16%	4%	20%
	Not as often as we want	12%	58%	85%	50%
	Only rarely	2%	27%	12%	30%
	Never	0%	0%	0%	0%

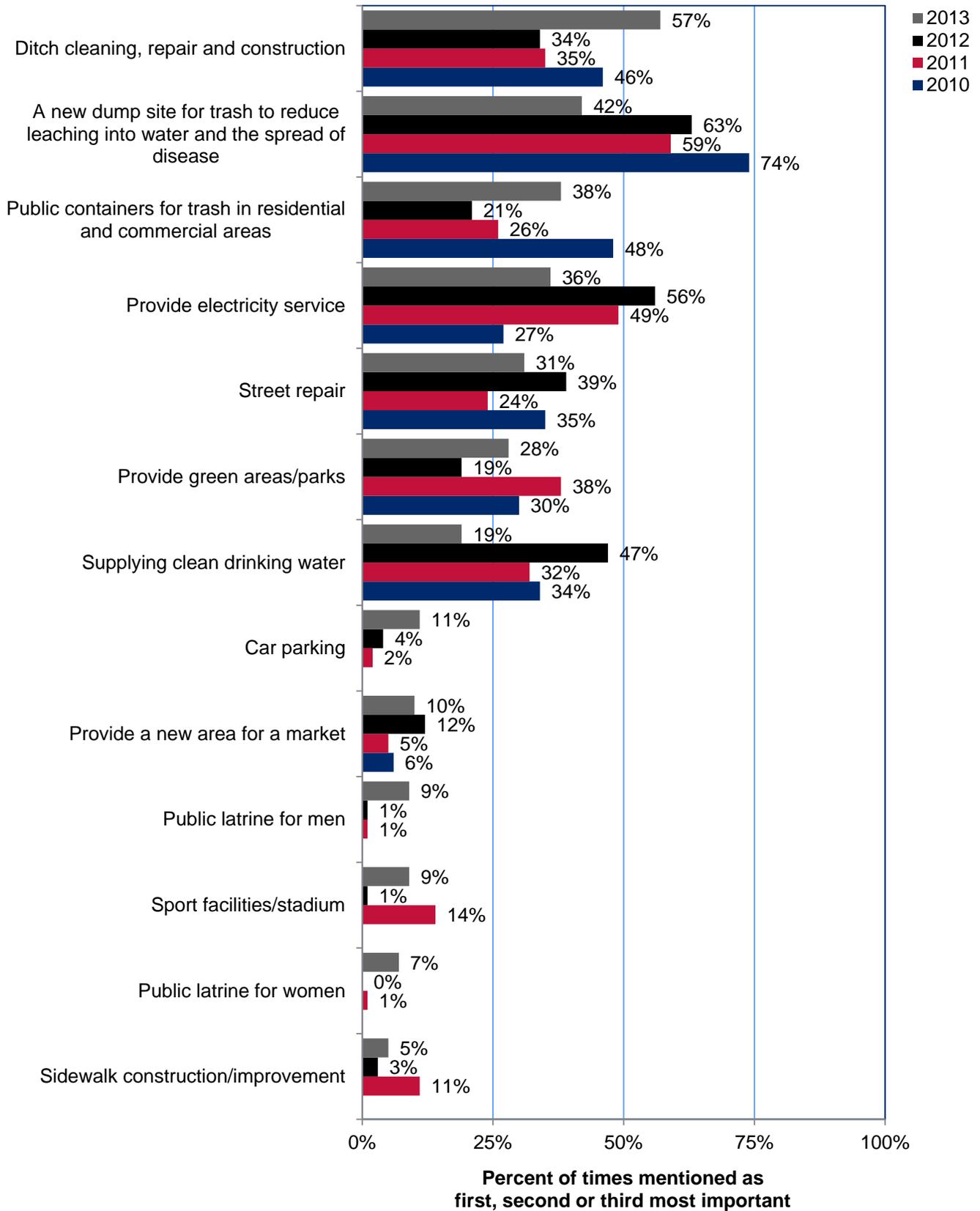
SERVICE PRIORITIES

Residents were asked to pick and rank the three most important services for the municipal government to provide from a list of 12 potential services. A new dump site for trash to reduce leaching into water and the spread of disease was at or near the top of the list in all survey years (first priority in 2010, 2011 and 2012 and second priority in 2013). The ratings for other services fluctuated more in their relative importance to residents. In 2013, the top three were ditch cleaning, repair and construction (57% named this service in the top three), a new dump site (42%) and the provision of public containers for trash in residential and commercial areas (38%). In 2011 and 2012, providing electricity was the second most important service. Supplying clean drinking water was third in 2012 and providing green areas/parks was third in 2011.

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
Ditch cleaning, repair and construction	13%	16%	28%	43%
A new dump site for trash to reduce leaching into water and the spread of disease	7%	25%	9%	58%
Public containers for trash in residential and commercial areas	28%	5%	5%	62%
Provide electricity service	14%	10%	12%	64%
Street repair	12%	13%	5%	69%
Provide green areas/parks	7%	8%	13%	72%
Supplying clean drinking water	4%	7%	8%	81%
Car parking	4%	3%	4%	89%
Provide a new area for a market	3%	4%	4%	90%
Sport facilities/stadium	3%	2%	4%	91%
Public latrine for men	2%	5%	1%	91%
Public latrine for women	1%	1%	5%	93%
Sidewalk construction/improvement	2%	0%	3%	95%

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

In 2013, 45% of Gardez residents said that if they had a problem with something related to the municipal government, they would contact the mayor to try to resolve it. This increased each year from 2011 to 2013 after a drop from 2010 to 2011. Those who would not contact the mayor were likely to contact their Shura (21%), Malik (13%) or Mullah (13%).

While most residents in Gardez did not know who the mayor was, the proportion increased from 25% in 2010 to 38% in 2013.

FIGURE 116: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

If you have a problem with something related to the municipal government, who would you contact?

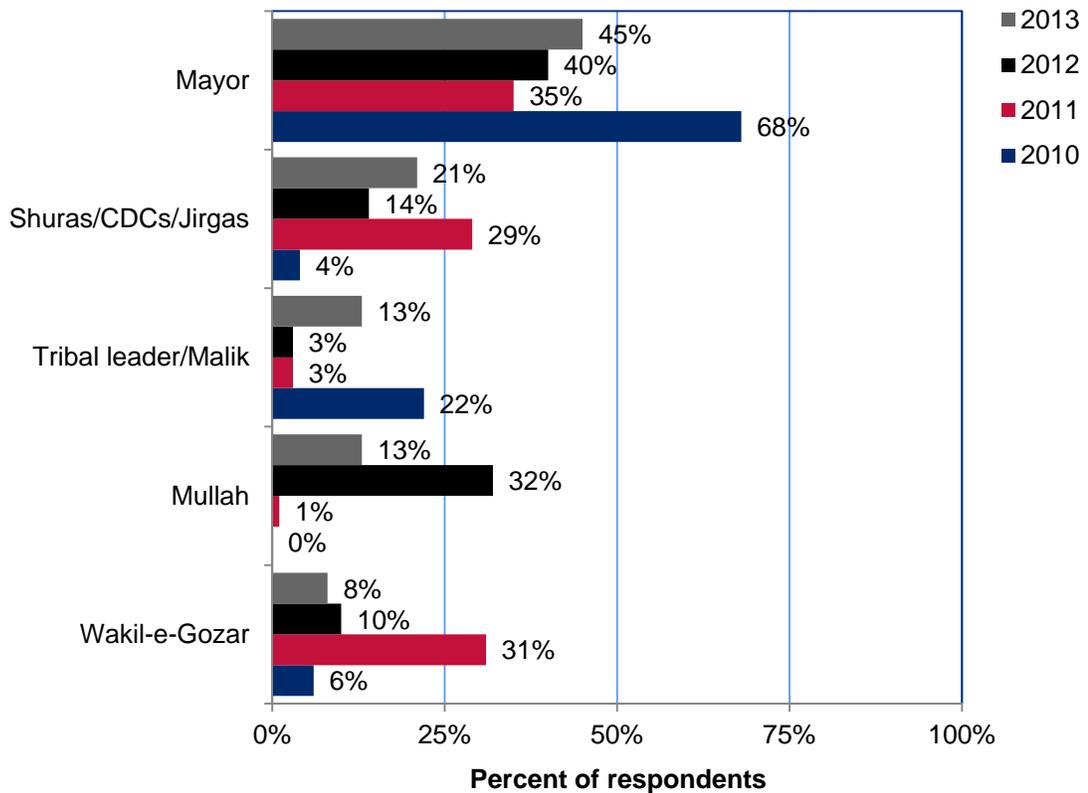
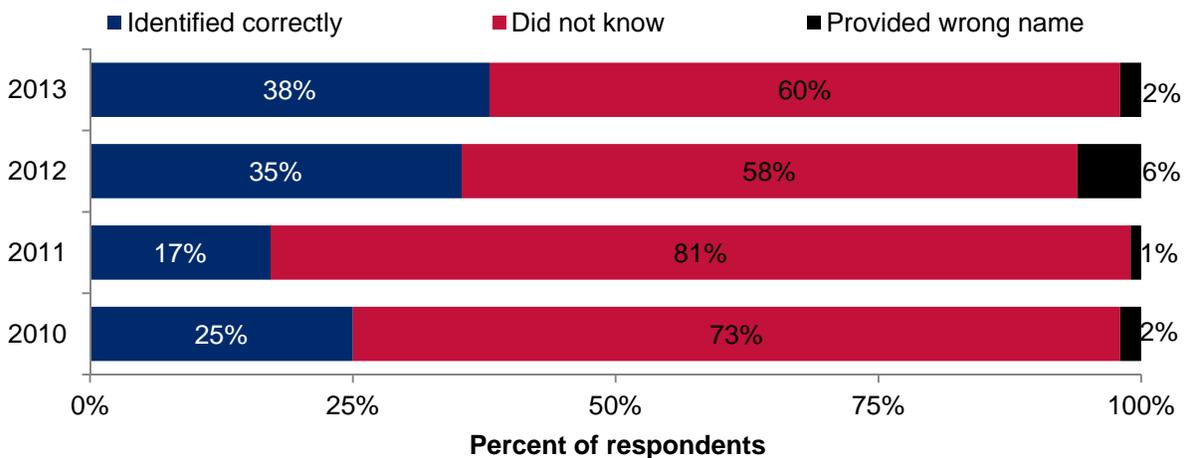


FIGURE 117: IDENTIFICATION OF MAYOR COMPARED BY YEAR



Most residents did not pay Safayi in any of the survey years; 36% said they paid in 2012, but this dropped to 19% in 2013. Similarly, the proportion who said they had seen or read the municipal newsletter fell from 40% in 2012 to 12% in 2013 and the proportion who said they had ever asked someone in the municipal government to help solve a problem or get a service dropped from 50% to 35%.

Of those residents who did pay Safayi in 2013, a majority paid between 101 and 400 AFN a month.

FIGURE 118: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR

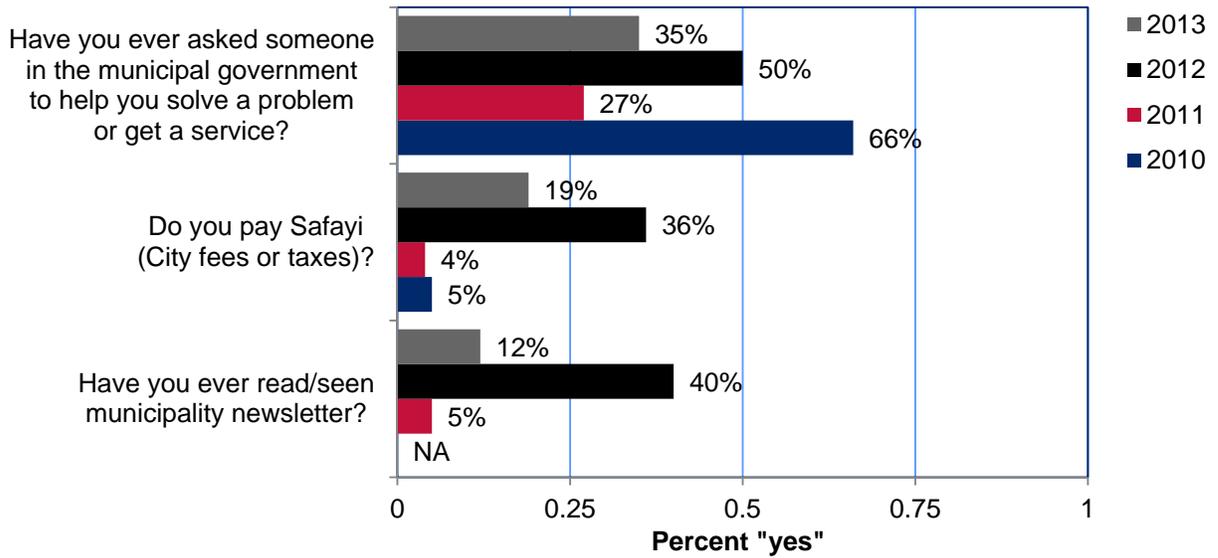
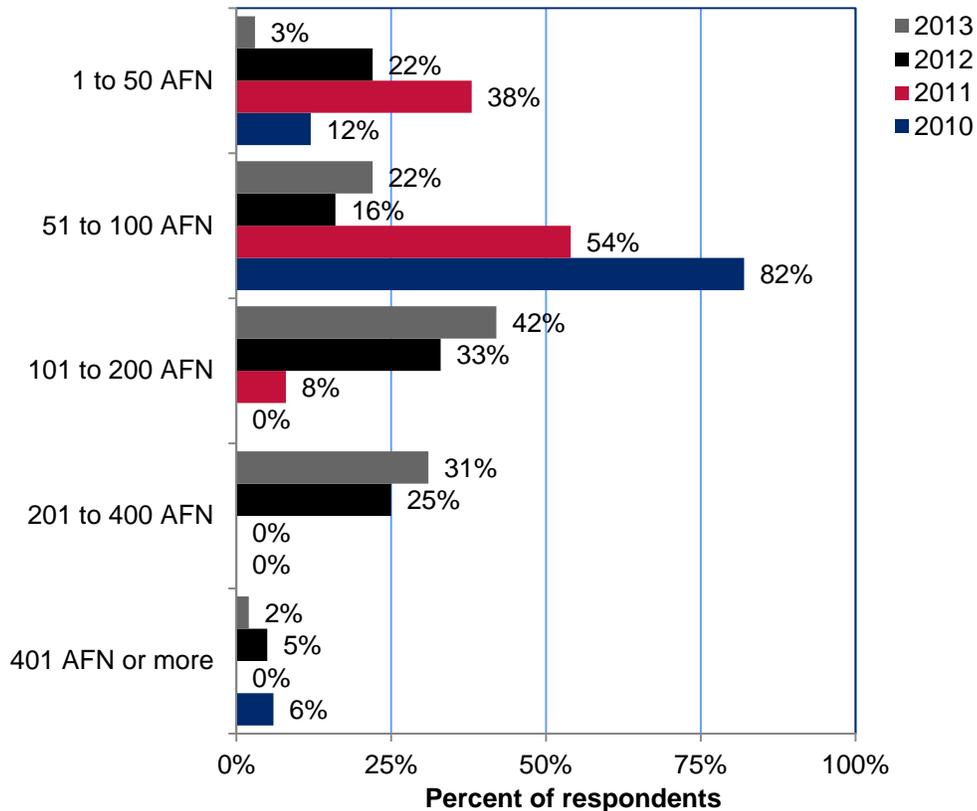


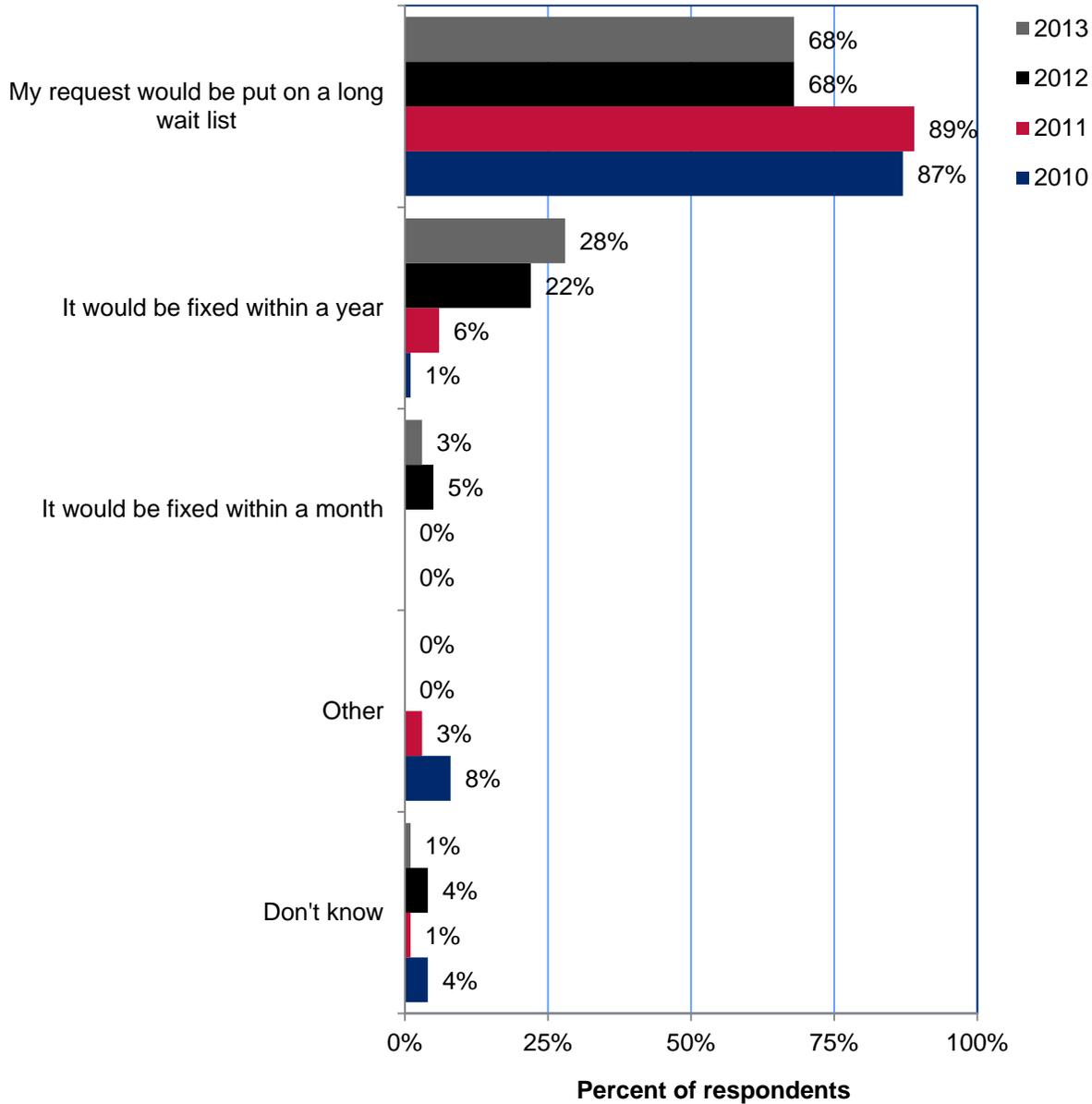
FIGURE 119: MONTHLY SAFAYI PAID COMPARED BY YEAR



In 2013, like other years, most residents thought a request for their municipal government to fix their street would be put on a long wait list. However, 31% of respondents thought their street would be fixed within a year or a month, a significant increase from 2010.

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, about the same proportion of residents as in 2011 thought they could have a lot or a little influence over government decisions, but more of these said they could have “a lot” rather than “a little.” As such, this was an improvement over all past survey years.

More residents in 2013, than all other survey years, thought that local government officials were working to serve people like them either sometimes or almost always.

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

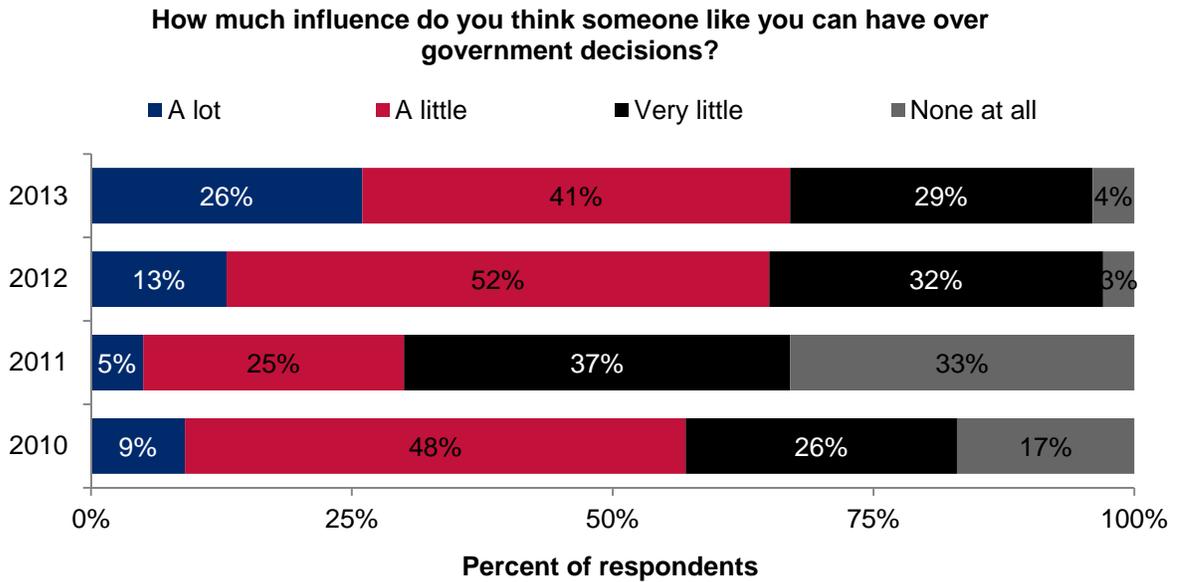
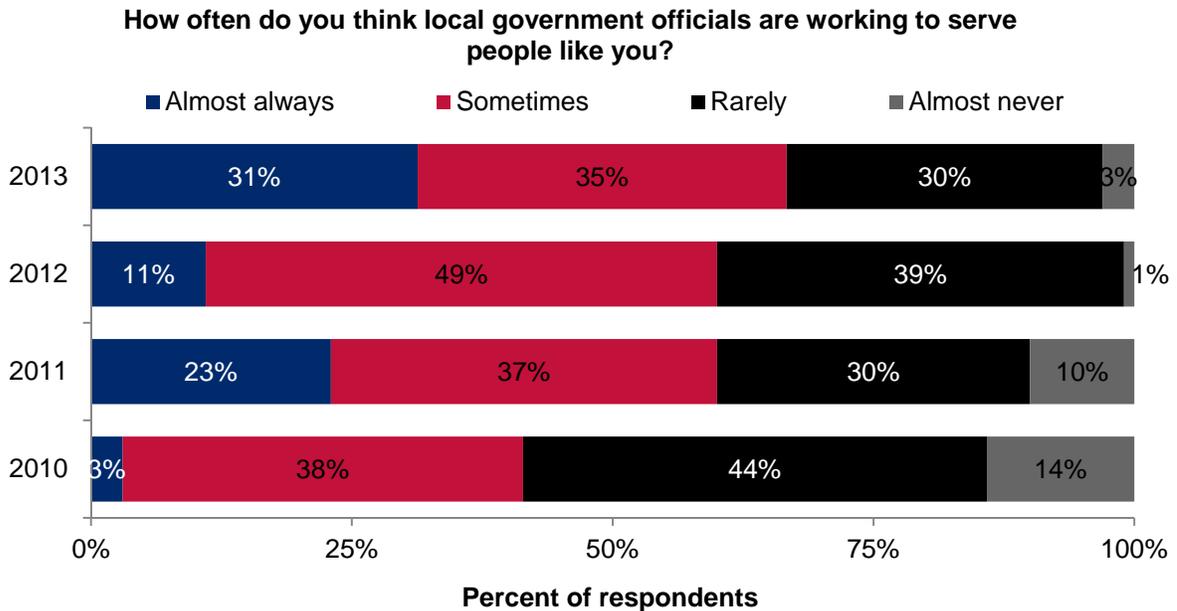


FIGURE 122: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



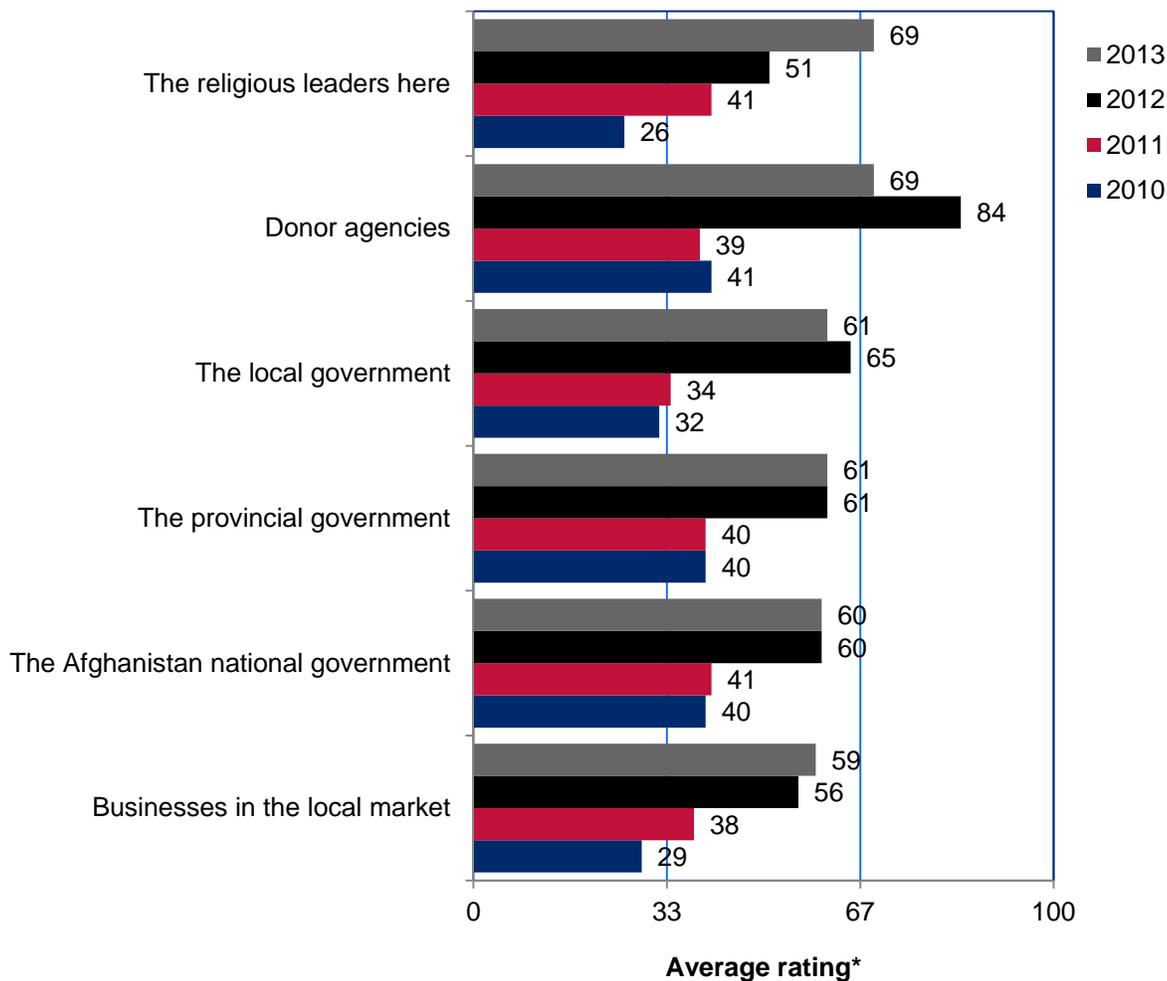
Levels of trust in representatives of government, donor agencies, religious leaders and businesses in the local market were all significantly higher in 2013 than they had been in 2010. Well more than half of respondents expressed at least some trust in each type of representative.

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*
The religious leaders here	34%	45%	17%	4%	69
Donor agencies	31%	49%	16%	4%	69
The local government	11%	67%	18%	4%	61
The provincial government	10%	69%	17%	4%	61
The Afghanistan national government	9%	67%	20%	4%	60
Businesses in the local market	17%	50%	27%	6%	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

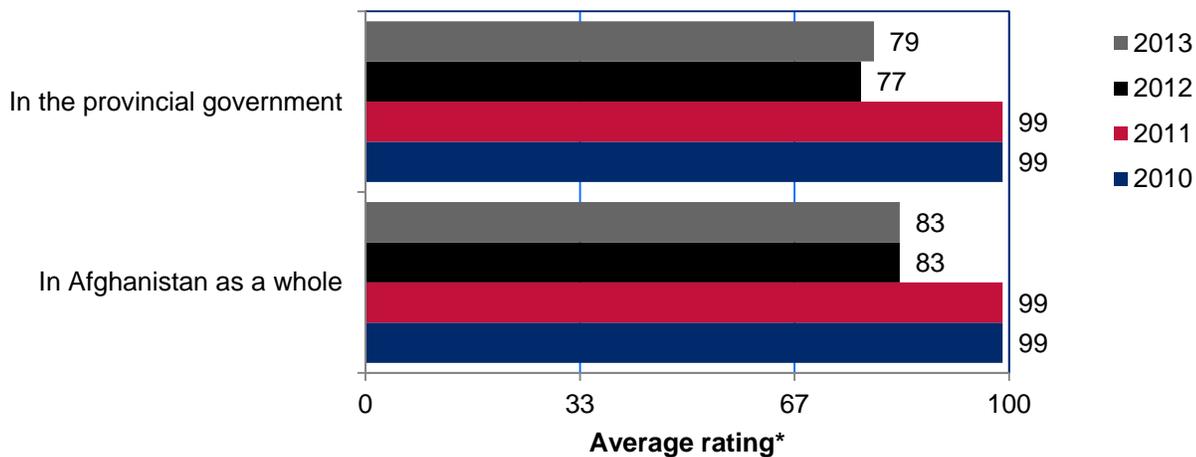
As in 2010 and 2011, almost all residents in the city of Gardez thought that corruption was a major problem in both the provincial government and in the nation as a whole. Residents believed that corruption was a problem to a slightly lesser extent in 2012 and 2013 than in prior years. About half of Gardez residents thought that the amount of corruption at both levels had increased in the 12 months prior to the 2013 survey, but this was fewer than had said corruption was increasing in past years.

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	62%	33%	5%	79
In Afghanistan as a whole	69%	29%	2%	83

* 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	66%	82%	64%	55%
	Stayed the same	25%	14%	30%	43%
	Decreased	9%	4%	6%	2%
In the provincial government	Increased	71%	82%	56%	51%
	Stayed the same	26%	16%	38%	46%
	Decreased	3%	3%	6%	3%

Most Gardez residents (74%) had not had contact with an official from the municipality in the year prior to the 2013 survey and most had also not had contact with the other types of officials listed in Figure 128.

Of the 26% of Gardez residents who had contact with a municipal official, 27% said they had been asked for cash, a gift or a favor in most or all cases. Requests for cash, gifts or other favors by municipal officials had decreased markedly from 63% in 2010 to 9% in 2012, but rebounded to 27% in 2013.

Contacts made with the judiciary/courts, Afghan National Police and when applying for jobs were most likely to involve requests for cash, gifts or other favors.

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

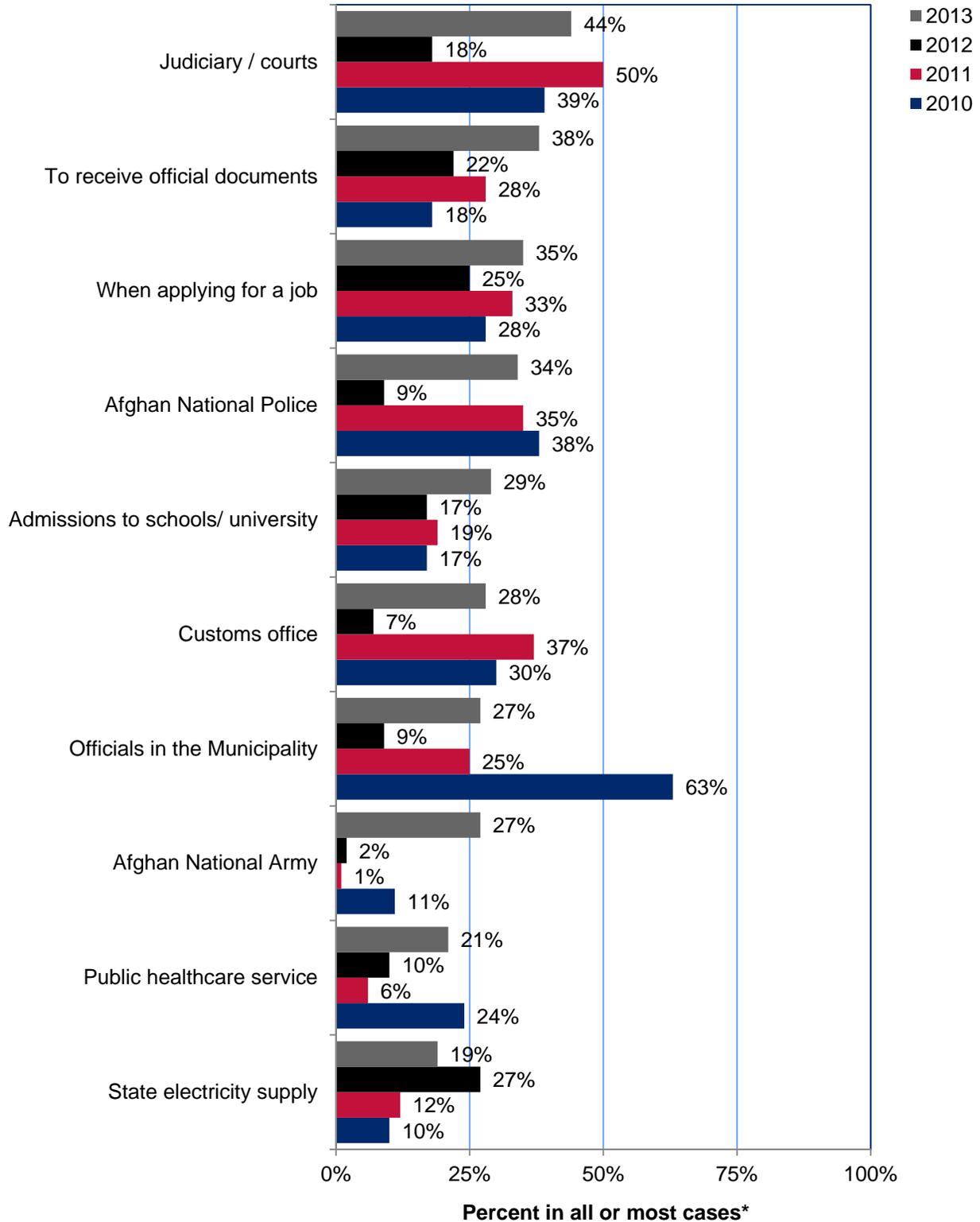
	2010	2011	2012	2013
Officials in the Municipality	72%	52%	26%	26%
To receive official documents	23%	35%	33%	25%
Admissions to schools/ university	17%	39%	33%	25%
When applying for a job	27%	40%	35%	25%
Afghan National Police	53%	46%	31%	25%
Customs office	32%	37%	28%	25%
Judiciary / courts	41%	47%	31%	23%
Public healthcare service	47%	65%	31%	22%
Afghan National Army	23%	39%	29%	21%
State electricity supply	40%	63%	31%	20%

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
Judiciary/courts	22%	22%	29%	27%
Afghan National Police	8%	27%	41%	25%
When applying for a job	8%	27%	40%	26%
Customs office	4%	24%	45%	27%
To receive official documents	1%	36%	34%	29%
Officials in the Municipality	4%	23%	41%	32%
Admissions to schools/university	3%	27%	39%	32%
Public healthcare service	0%	21%	43%	36%
State electricity supply	2%	17%	44%	37%
Afghan National Army	6%	20%	28%	45%

**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

Awareness of the Ministry of Women's Affairs fluctuated between survey years, but most respondents in 2011, 2012 and 2013 said that they were aware of this ministry. Most residents who knew about the Ministry of Women's Affairs reported that there was a local office in their district or province.

In all survey years, the majority of Gardez residents agreed that women should have equal opportunities as men in education and government. While this support increased from 2010 to 2013 for female survey respondents, it fell slightly with men. Additionally, male respondents were less likely than female respondents to strongly agree (rather than somewhat agree or disagree) that women should have equal opportunities and support for women in government was not as strong as support for women in education.

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

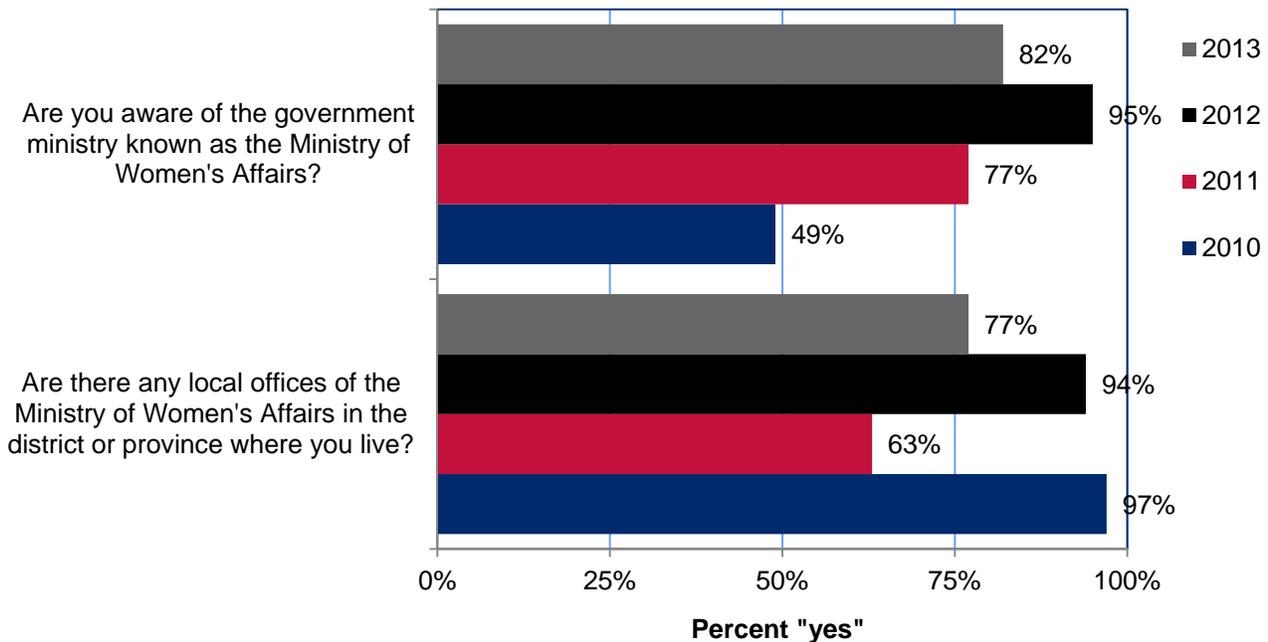
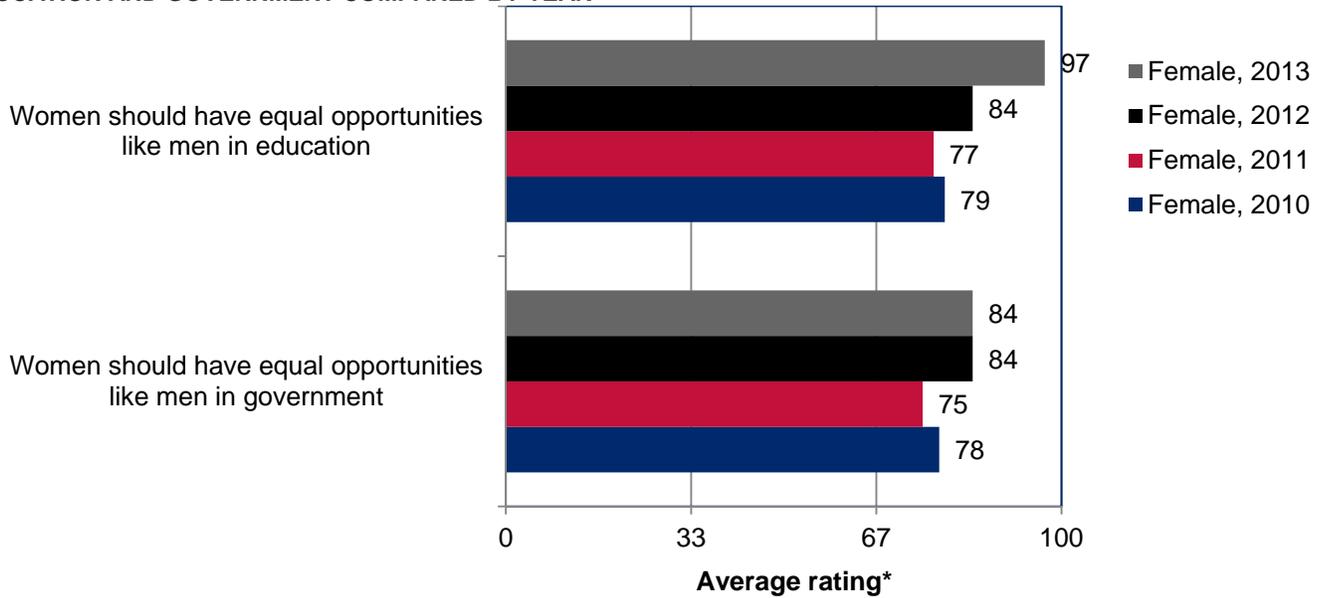


FIGURE 132: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2013

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	51%	94%
	Agree somewhat	24%	4%
	Disagree somewhat	21%	2%
	Strongly disagree	4%	0%
	Average rating*	74	97
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	50%	61%
	Agree somewhat	10%	29%
	Disagree somewhat	17%	9%
	Strongly disagree	24%	1%
	Average rating*	62	84

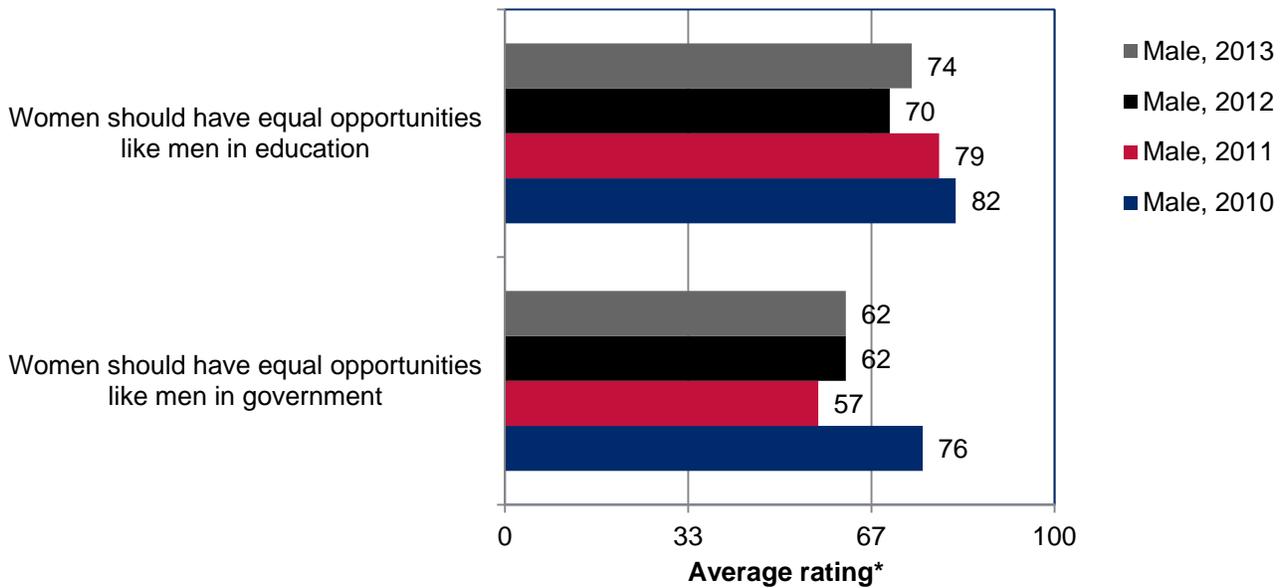
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

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	91	29%
6-10 years	82	26%
11-20 years	79	25%
21-40 years	54	17%
41 or more years	6	2%
Total	312	100%

Q1 Average Number of Years Lived in this City

Average years in Gardez	13
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Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Gardez	0	0%	121	39%	173	55%	18	6%	0	0%	0	0%	312	100%
The quality of schools in your city	1	0%	137	44%	149	48%	25	8%	0	0%	0	0%	312	100%
The quality of healthcare facilities in your city	0	0%	110	35%	182	58%	20	6%	0	0%	0	0%	312	100%
The health of people in your city	0	0%	103	33%	185	59%	24	8%	0	0%	0	0%	312	100%
The cleanliness of city streets	0	0%	58	19%	155	50%	99	32%	0	0%	0	0%	312	100%
The number of job opportunities in your city	0	0%	62	20%	172	55%	78	25%	0	0%	0	0%	312	100%
The number of businesses in your city	0	0%	59	19%	188	60%	65	21%	0	0%	0	0%	312	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.3
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.3
The cleanliness of city streets	1.9
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	239	77%
Yes, part time	53	17%
No, not employed	20	6%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	93	30%
Stayed the same	105	34%
Decreased	114	37%
Refused	0	0%
Don't know	0	0%
Total	312	100%

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

	Number	Percent
Yes	59	19%
No	253	81%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	2	3%
51 to 100 AFN	13	22%
101 to 200 AFN	25	42%
201 to 400 AFN	18	31%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	1	2%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	179	57%
Dispose in public container	127	41%
Take to an official dump site	0	0%
Take to an improvised dump site	6	2%
Door to door collection	1	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Bury it	0	0%

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	12	9%
On the next street	41	32%
Several streets away	38	30%
Further than several streets away	36	28%
Total	127	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	2	1%
Somewhat satisfied	47	15%
Somewhat dissatisfied	51	16%
Very dissatisfied	212	68%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.5

**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	0	0%
A couple/few times a week	0	0%
Once a week	20	6%
Once every two or three weeks	11	4%
Once a month or less frequently	89	29%
Once a year	41	13%
Never	151	48%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	59	19%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	253	81%
Total	312	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	9	3%	123	39%	97	31%	83	27%	0	0%	0	0%	312	100%
Provision of legal dumpsites	8	3%	121	39%	87	28%	96	31%	0	0%	0	0%	312	100%
Provision of garbage bins in residential areas	1	0%	117	38%	104	33%	90	29%	0	0%	0	0%	312	100%
Provision of garbage bins in commercial areas	2	1%	119	38%	107	34%	83	27%	0	0%	1	0%	312	100%
Cleaning garbage from the streets	12	4%	107	34%	107	34%	86	28%	0	0%	0	0%	312	100%
Affordability of trash service	2	1%	107	34%	125	40%	78	25%	0	0%	0	0%	312	100%

Q10 Average Rating of Satisfaction with Trash Services

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

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

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

	Number	Percent
Well on property	215	69%
Shared well with neighbors	21	7%
River, canal or other open source	1	0%
Public standpipe	7	2%
Government supplied piped water at home	70	22%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	67	21%
A private firm/person	0	0%
No one	245	79%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	4	6%
51 to 100 AFN	8	12%
101 to 200 AFN	22	33%
201 to 400 AFN	18	27%
401 to 600 AFN	4	6%
601 to 1,000 AFN	9	13%
1,001 to 2,000 AFN	2	3%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	67	100%

Q13 Quality of Government Water Services, if Connected

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	34	51%	28	42%	5	7%	0	0%	0	0%	67	100%
Amount supplied	1	1%	29	43%	30	45%	7	10%	0	0%	0	0%	67	100%
Overall quality of water for drinking	0	0%	38	57%	22	33%	7	10%	0	0%	0	0%	67	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.4
Amount supplied	2.4
Overall quality of water for drinking	2.5

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

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

	Number	Percent
Yes	44	14%
No	268	86%
Total	312	100%

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

	Number	Percent
Public Generator (from government)	224	72%
Solar Energy	76	24%
Personal Generator	8	3%
No electricity	3	1%
Shared Generator (with neighbors)	1	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	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	224	72%
No one	88	28%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	4	2%
201 to 400 AFN	22	10%
401 to 600 AFN	34	15%
601 to 1,000 AFN	85	38%
1,001 to 2,000 AFN	66	29%
2,001 to 5,000 AFN	13	6%
5,001 AFN or more	0	0%
Total	224	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	5	2%	108	48%	106	48%	4	2%	0	0%	0	0%	223	100%
Number of hours per day supplied	2	1%	84	38%	112	50%	25	11%	0	0%	0	0%	223	100%
Quality of supply*	1	0%	118	53%	100	45%	4	2%	0	0%	0	0%	223	100%
Price for electric supply	1	0%	86	39%	112	50%	24	11%	0	0%	0	0%	223	100%

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

	Average rating*
Number of days per week supplied	2.5
Number of hours per day supplied	2.3
Quality of supply*	2.5
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	35	11%
Dry latrine	276	88%
Latrine with septic	1	0%
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
Septic system	271	87%
Open ditch/canal	41	13%
City pipeline/sewer	0	0%
Other	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%
Don't know	0	0%

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

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%	41	13%	168	54%	101	32%	0	0%	0	0%	312	100%
The condition of larger drainage ditches throughout the city	3	1%	71	23%	154	49%	83	27%	0	0%	1	0%	312	100%
Ditch cleaning services	2	1%	51	16%	151	48%	108	35%	0	0%	0	0%	312	100%
Ditch repair services	2	1%	57	18%	127	41%	124	40%	0	0%	2	1%	312	100%
Ditch construction services	2	1%	65	21%	128	41%	115	37%	0	0%	2	1%	312	100%

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

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.8
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	1	0%	47	15%	214	69%	50	16%	0	0%	0	0%	312	100%
The condition of main city roads	6	2%	94	30%	174	56%	38	12%	0	0%	0	0%	312	100%
The condition of highways	6	2%	84	27%	185	59%	37	12%	0	0%	0	0%	312	100%
Street repair services	2	1%	65	21%	134	43%	111	36%	0	0%	0	0%	312	100%
Street construction services	2	1%	68	22%	127	41%	115	37%	0	0%	0	0%	312	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	2.2
Street repair services	1.9
Street construction services	1.9

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	39	13%	23	7%	250	80%	0	0%	0	0%	312	100%
Women's parks	33	11%	13	4%	266	85%	0	0%	0	0%	312	100%
Children's playgrounds	35	11%	22	7%	255	82%	0	0%	0	0%	312	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	21	7%	25	8%	13	4%	3	1%	0	0%	250	80%	312	100%
Women's parks	20	6%	13	4%	10	3%	3	1%	0	0%	266	85%	312	100%
Children's playgrounds	20	6%	22	7%	12	4%	3	1%	0	0%	255	82%	312	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	3.0
Women's parks	3.1
Children's playgrounds	3.0

*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	260	83%
Yes	52	17%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	51	100%
Children's Playgrounds	15	29%
Women's parks	10	20%

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)	9	3%	167	54%	114	37%	22	7%	0	0%	0	0%	312	100%
The size and layout of the market(s)	9	3%	155	50%	121	39%	27	9%	0	0%	0	0%	312	100%
The amount of food available at your market(s)	6	2%	165	53%	117	38%	24	8%	0	0%	0	0%	312	100%
The variety of foods available at your market(s)	7	2%	163	52%	118	38%	24	8%	0	0%	0	0%	312	100%
The quality of food at your market(s)	7	2%	168	54%	113	36%	24	8%	0	0%	0	0%	312	100%
The availability of goods besides food at your market(s)	7	2%	163	52%	118	38%	24	8%	0	0%	0	0%	312	100%

Q25 Average Rating of Quality of City's Market

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

*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	63	20%	156	50%	93	30%	0	0%	0	0%	0	0%	312	100%
Fruit	77	25%	156	50%	79	25%	0	0%	0	0%	0	0%	312	100%
Vegetables	232	74%	68	22%	12	4%	0	0%	0	0%	0	0%	312	100%
Flour	307	98%	5	2%	0	0%	0	0%	0	0%	0	0%	312	100%
Cooking oil	308	99%	4	1%	0	0%	0	0%	0	0%	0	0%	312	100%
Sugar, tea	308	99%	4	1%	0	0%	0	0%	0	0%	0	0%	312	100%
Cereal	301	96%	10	3%	1	0%	0	0%	0	0%	0	0%	312	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	88	28%	15	5%	15	5%	194	62%	312	100%
A new dump site for trash to reduce leaching into water and the spread of disease	23	7%	78	25%	29	9%	182	58%	312	100%
Ditch cleaning, repair and construction	40	13%	50	16%	88	28%	134	43%	312	100%
Street repair	38	12%	42	13%	16	5%	216	69%	312	100%
Supplying clean drinking water	12	4%	22	7%	25	8%	253	81%	312	100%
Provide a new area for a market	8	3%	12	4%	12	4%	280	90%	312	100%
Provide green areas/parks	21	7%	24	8%	41	13%	226	72%	312	100%
Provide electricity service	44	14%	30	10%	37	12%	201	64%	312	100%
Car parking	14	4%	10	3%	11	4%	277	89%	312	100%
Sidewalk construction/improvement	6	2%	1	0%	8	3%	297	95%	312	100%
Sport facilities/stadium	10	3%	6	2%	11	4%	285	91%	312	100%
Public latrine for men	6	2%	17	5%	4	1%	285	91%	312	100%
Public latrine for women	3	1%	4	1%	15	5%	290	93%	312	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	138	44%
Shuras/CDCs/Jirgas	39	13%
Tribal leader/Malik	64	21%
Mullah	26	8%
Wakil-e-Gozar	40	13%
Others	0	0%
Would contact no one	5	2%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent
Yes	110	35%
No	202	65%
Don't know	0	0%
Refused	0	0%
Total	312	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	9	3%
It would be fixed within a year	86	28%
My request would be put on a long wait list	211	68%
Other	0	0%
Don't know	4	1%
Refused	0	0%
Nothing will happen	0	0%

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

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

	Number	Percent
Very good job	5	2%
Somewhat good job	176	56%
Somewhat bad job	106	34%
Very bad job	25	8%
Refused	0	0%
Don't know	0	0%
Total	312	100%

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

	Number	Percent
Almost always	97	31%
Sometimes	110	35%
Rarely	95	30%
Almost never	10	3%
Refused	0	0%
Don't know	0	0%
Total	312	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	80	26%
A little	127	41%
Very little	91	29%
None at all	13	4%
Don't know	1	0%
Refused	0	0%
Total	312	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	53	17%	156	50%	85	27%	18	6%	0	0%	0	0%	312	100%
The religious leaders here	106	34%	140	45%	52	17%	14	4%	0	0%	0	0%	312	100%
Donor agencies	98	31%	153	49%	49	16%	12	4%	0	0%	0	0%	312	100%
The local government	33	11%	209	67%	57	18%	13	4%	0	0%	0	0%	312	100%
The provincial government	31	10%	214	69%	54	17%	13	4%	0	0%	0	0%	312	100%
The Afghanistan national government	29	9%	209	67%	61	20%	13	4%	0	0%	0	0%	312	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	119	38%
Did not know	188	60%
Provided wrong name	5	2%
Total	312	100%

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

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	193	62%	104	33%	14	4%	0	0%	1	0%	312	100%
In Afghanistan as a whole	214	69%	90	29%	7	2%	0	0%	1	0%	312	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	160	51%	143	46%	8	3%	0	0%	1	0%	312	100%
In Afghanistan as a whole	172	55%	134	43%	5	2%	0	0%	1	0%	312	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	3	1%	19	6%	33	11%	26	8%	231	74%	0	0%	0	0%	312	100%
Customs office	3	1%	19	6%	35	11%	21	7%	234	75%	0	0%	0	0%	312	100%
Afghan National Police	6	2%	21	7%	32	10%	20	6%	233	75%	0	0%	0	0%	312	100%
Afghan National Army	4	1%	13	4%	18	6%	29	9%	248	79%	0	0%	0	0%	312	100%
Judiciary / courts	16	5%	16	5%	21	7%	20	6%	239	77%	0	0%	0	0%	312	100%
State electricity supply	1	0%	11	4%	28	9%	23	7%	249	80%	0	0%	0	0%	312	100%
Public healthcare service	0	0%	15	5%	30	10%	25	8%	242	78%	0	0%	0	0%	312	100%
When applying for a job	6	2%	21	7%	31	10%	20	6%	234	75%	0	0%	0	0%	312	100%
Admissions to schools/ university	2	1%	21	7%	31	10%	25	8%	233	75%	0	0%	0	0%	312	100%
To receive official documents	1	0%	28	9%	26	8%	22	7%	235	75%	0	0%	0	0%	312	100%

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

	Number	Percent
Yes	240	77%
No	54	17%
Don't know	18	6%
Refused	0	0%
Total	312	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	228	73%
No	68	22%
Don't know	16	5%
Refused	0	0%
Total	312	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	226	72%
Agree somewhat	44	14%
Disagree somewhat	36	12%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	312	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	173	55%
Agree somewhat	61	20%
Disagree somewhat	40	13%
Strongly disagree	38	12%
Don't know	0	0%
Refused	0	0%
Total	312	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	37	12%
No	275	88%
Total	312	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	125	40%
31-40 years old	104	33%
41-50 years old	74	24%
51-60 years old	7	2%
61 or more years old	2	1%
Total	312	100%

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

	Number	Percent of households
Working	154	49%
Retired	1	0%
Housewife	137	44%
Student	9	3%
Unemployed	11	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	312	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	130	42%
Primary School, incomplete (classes 1 to 5)	2	1%
Primary School, complete (finished class 6)	0	0%
Secondary education, incomplete (classes 7 to 8)	22	7%
Secondary education, complete (finished class 9)	41	13%
High School (classes 10 to 12)	69	22%
University education or above	48	15%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q47 Are you married or single?

	Number	Percent of households
Single	24	8%
Married	267	86%
Widower/ Widow	21	7%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	12	4%
6-10 people	86	28%
10-20 people	174	56%
21 or more people	40	13%
Total	312	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	84	27%
Own	228	73%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent of households
Yes	227	73%
No	85	27%
Don't know	0	0%
Refused	0	0%
Total	312	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	8	10%
1,001-2,000 AFN per month	3	4%
2,001-3,000 AFN per month	12	14%
3,001-4,000 AFN per month	4	5%
4,001-5,000 AFN per month	17	20%
5,001-7,500 AFN per month	19	23%
7,501 or more AFN per month	21	25%
Total	84	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	0	0%
3,001 - 5,000 AFN	3	1%
5,001 - 10,000 AFN	20	6%
10,001 - 15,000 AFN	52	17%
15,001 - 20,000 AFN	81	26%
20,001 - 25,000 AFN	80	26%
25,001 - 40,000 AFN	60	19%
More than 40,000 AFN	16	5%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q53 Gender

	Number	Percent of households
Male	156	50%
Female	156	50%
Total	312	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	80	26%
6-10 years	101	32%
11-20 years	94	30%
21-40 years	31	10%
41 or more years	6	2%
Total	312	100%

Q1 Average Number of Years Lived in this City	
Average years in Gardez	12

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 Gardez	8	3%	146	47%	153	49%	5	2%	0	0%	0	0%	312	100%
The quality of schools in your city	13	4%	121	39%	156	50%	22	7%	0	0%	0	0%	312	100%
The quality of healthcare facilities in your city	5	2%	104	33%	188	60%	15	5%	0	0%	0	0%	312	100%
The health of people in your city	9	3%	88	28%	187	60%	28	9%	0	0%	0	0%	312	100%
The cleanliness of city streets	4	1%	52	17%	150	48%	106	34%	0	0%	0	0%	312	100%
The number of job opportunities in your city	4	1%	53	17%	155	50%	100	32%	0	0%	0	0%	312	100%
The number of businesses in your city	7	2%	56	18%	183	59%	65	21%	0	0%	1	0%	312	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.9
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	214	69%
Yes, part time	95	30%
No, not employed	3	1%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Gardez have increased, stayed the same or decreased?		
	Number	Percent
Increased	26	8%
Stayed the same	169	54%
Decreased	117	38%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	113	36%
No	199	64%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	25	22%
51 to 100 AFN	18	16%
101 to 200 AFN	37	33%
201 to 400 AFN	28	25%
401 to 600 AFN	3	3%
601 to 1,000 AFN	1	1%
1,001 to 2,000 AFN	1	1%
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	37	12%
Dispose in public container	141	45%
Take to an official dump site	0	0%
Take to an improvised dump site	134	43%
Door to door collection	1	0%
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	112	81%
On the next street	11	8%
Several streets away	13	9%
Further than several streets away	3	2%
Total	139	100%

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

	Number	Percent
Very satisfied	9	3%
Somewhat satisfied	106	34%
Somewhat dissatisfied	101	32%
Very dissatisfied	96	31%
Refused	0	0%
Don't know	0	0%
Total	312	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)	2.1

**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	1	0%
A couple/few times a week	1	0%
Once a week	14	4%
Once every two or three weeks	15	5%
Once a month or less frequently	94	30%
Once a year	97	31%
Never	72	23%
Refused	0	0%
Don't know	18	6%
Total	312	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	113	37%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	199	63%
Total	312	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	7	2%	60	19%	138	44%	106	34%	0	0%	0	0%	311	100%
Provision of legal dumpsites	2	1%	55	18%	128	41%	85	27%	0	0%	42	13%	312	100%
Provision of garbage bins in residential areas	9	3%	48	15%	124	40%	122	39%	0	0%	9	3%	312	100%
Provision of garbage bins in commercial areas	4	1%	59	19%	127	41%	89	29%	0	0%	33	11%	312	100%
Cleaning garbage from the streets	7	2%	38	12%	130	42%	137	44%	0	0%	0	0%	312	100%
Affordability of trash service	4	1%	36	12%	119	38%	103	33%	2	1%	48	15%	312	100%

Q10 Average Rating of Satisfaction with Trash Services

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

*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	217	70%
Shared well with neighbors	29	9%
River, canal or other open source	0	0%
Public standpipe	2	1%
Government supplied piped water at home	68	22%
Purchase water	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.

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	67	21%
A private firm/person	0	0%
No one	245	79%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	7	10%
51 to 100 AFN	18	27%
101 to 200 AFN	26	39%
201 to 400 AFN	13	19%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	1%
1,001 to 2,000 AFN	2	3%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	67	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	50	75%	17	25%	0	0%	0	0%	0	0%	67	100%
Amount supplied	2	3%	35	52%	30	45%	0	0%	0	0%	0	0%	67	100%
Overall quality of water for drinking	0	0%	42	63%	24	36%	1	1%	0	0%	0	0%	67	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.7
Amount supplied	2.6
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	25	8%
No	287	92%
Total	312	100%

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

	Number	Percent
Public Generator (from government)	182	58%
Personal Generator	92	29%
Shared Generator (with neighbors)	23	7%
Large batteries/invertors (such as for running TV, lights, etc.)	14	4%
Government provided electricity that is not a public generator	1	0%
No electricity	1	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	196	63%
A private firm/person	9	3%
No one	107	34%
Total	312	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	6	3%
201 to 400 AFN	9	4%
401 to 600 AFN	23	11%
601 to 1,000 AFN	97	47%
1,001 to 2,000 AFN	63	31%
2,001 to 5,000 AFN	3	1%
5,001 AFN or more	1	0%
Total	205	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	5	3%	111	56%	71	36%	11	6%	0	0%	0	0%	198	100%
Number of hours per day supplied	7	4%	51	26%	100	51%	39	20%	0	0%	1	1%	198	100%
Quality of supply*	0	0%	65	33%	102	52%	30	15%	0	0%	1	1%	198	100%
Price for electric supply	10	5%	36	18%	111	56%	41	21%	0	0%	0	0%	198	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	2.1
Quality of supply*	2.2
Price for electric supply	2.1

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

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

	Number	Percent
Indoor plumbing	12	4%
Dry latrine	296	95%
Latrine with septic	4	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	254	81%
Septic system	38	13%
Don't know	8	3%
Other	9	3%
Refused	1	0%
City pipeline/sewer	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	303	97%
flows to the street	9	3%

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	5	2%	87	28%	139	45%	81	26%	0	0%	0	0%	312	100%
The condition of larger drainage ditches throughout the city	7	2%	57	18%	195	63%	53	17%	0	0%	0	0%	312	100%
Ditch cleaning services	4	1%	62	20%	143	46%	103	33%	0	0%	0	0%	312	100%
Ditch repair services	7	2%	31	10%	156	50%	118	38%	0	0%	0	0%	312	100%
Ditch construction services	5	2%	41	13%	150	48%	116	37%	0	0%	0	0%	312	100%

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

	Average rating*
The condition of drainage ditches near home	2.1
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.9
Ditch repair services	1.8
Ditch construction services	1.8

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	66	21%	201	64%	43	14%	0	0%	0	0%	312	100%
The condition of main city roads	5	2%	59	19%	213	68%	35	11%	0	0%	0	0%	312	100%
The condition of highways	2	1%	65	21%	215	69%	30	10%	0	0%	0	0%	312	100%
Street repair services	3	1%	33	11%	120	38%	156	50%	0	0%	0	0%	312	100%
Street construction services	2	1%	36	12%	125	40%	149	48%	0	0%	0	0%	312	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.1
The condition of highways	2.1
Street repair services	1.6
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	7	2%	22	7%	68	22%	0	0%	215	69%	312	100%
Women's parks	0	0%	1	0%	77	25%	0	0%	234	75%	312	100%
Children's playgrounds	6	2%	9	3%	66	21%	0	0%	231	74%	312	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	3	1%	6	2%	14	4%	5	2%	0	0%	284	91%	312	100%
Women's parks	0	0%	0	0%	0	0%	1	0%	0	0%	311	100%	312	100%
Children's playgrounds	3	1%	3	1%	4	1%	4	1%	0	0%	298	96%	312	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.3
Women's parks	1.0
Children's playgrounds	2.4

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

Q24A Do you or your family members visit the parks?

	Number	Percent
No	293	94%
Yes	19	6%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	12	67%
Children's Playgrounds	6	33%
Women's parks	0	0%

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)	10	3%	151	48%	149	48%	2	1%	0	0%	0	0%	312	100%
The size and layout of the market(s)	7	2%	128	41%	165	53%	12	4%	0	0%	0	0%	312	100%
The amount of food available at your market(s)	15	5%	132	42%	159	51%	6	2%	0	0%	0	0%	312	100%
The variety of foods available at your market(s)	3	1%	103	33%	190	61%	16	5%	0	0%	0	0%	312	100%
The quality of food at your market(s)	9	3%	94	30%	199	64%	10	3%	0	0%	0	0%	312	100%
The availability of goods besides food at your market(s)	7	2%	91	29%	192	62%	22	7%	0	0%	0	0%	312	100%

Q25 Average Rating of Quality of City's Market

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

*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	11	4%	264	85%	36	12%	0	0%	1	0%	0	0%	312	100%
Fruit	19	6%	260	83%	30	10%	2	1%	1	0%	0	0%	312	100%
Vegetables	285	91%	25	8%	1	0%	0	0%	1	0%	0	0%	312	100%
Flour	307	98%	3	1%	1	0%	0	0%	1	0%	0	0%	312	100%
Cooking oil	307	98%	3	1%	1	0%	0	0%	1	0%	0	0%	312	100%
Sugar, tea	307	98%	3	1%	1	0%	0	0%	1	0%	0	0%	312	100%
Cereal	223	71%	84	27%	4	1%	0	0%	1	0%	0	0%	312	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	26	8%	15	5%	23	7%	248	79%	312	100%
A new dump site for trash to reduce leaching into water and the spread of disease	46	15%	72	23%	79	25%	115	37%	312	100%
Ditch cleaning, repair and construction	33	11%	40	13%	32	10%	207	66%	312	100%
Street repair	37	12%	37	12%	48	15%	190	61%	312	100%
Supplying clean drinking water	34	11%	69	22%	45	14%	164	53%	312	100%
Provide a new area for a market	8	3%	21	7%	9	3%	274	88%	312	100%
Provide green areas/parks	17	5%	18	6%	25	8%	252	81%	312	100%
Provide electricity service	108	35%	32	10%	34	11%	138	44%	312	100%
Car parking	0	0%	4	1%	3	1%	305	98%	312	100%
Sidewalk construction/improvement	9	3%	11	4%	15	5%	277	89%	312	100%
Sport facilities/stadium	4	1%	17	5%	23	7%	268	86%	312	100%
Public latrine for men	3	1%	0	0%	1	0%	308	99%	312	100%
Public latrine for women	0	0%	1	0%	2	1%	309	99%	312	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	125	40%
Shuras/CDCs/Jirgas	9	3%
Tribal leader/Malik	45	14%
Mullah	31	10%
Wakil-e-Gozar	101	32%
Others	0	0%
Would contact no one	1	0%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent
Yes	154	49%
No	157	50%
Don't know	1	0%
Refused	0	0%
Total	312	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	15	5%
It would be fixed within a year	70	22%
My request would be put on a long wait list	212	68%
Other	1	0%
Don't know	14	4%
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	10	3%
Somewhat good job	213	68%
Somewhat bad job	76	24%
Very bad job	6	2%
Refused	0	0%
Don't know	7	2%
Total	312	100%

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

	Number	Percent
Almost always	33	11%
Sometimes	153	49%
Rarely	122	39%
Almost never	4	1%
Refused	0	0%
Don't know	0	0%
Total	312	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	42	13%
A little	161	52%
Very little	100	32%
None at all	9	3%
Don't know	0	0%
Refused	0	0%
Total	312	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	32	10%	177	57%	75	24%	28	9%	0	0%	0	0%	312	100%
The religious leaders here	17	5%	181	58%	64	21%	50	16%	0	0%	0	0%	312	100%
Donor agencies	186	60%	110	35%	12	4%	4	1%	0	0%	0	0%	312	100%
The local government	82	26%	155	50%	49	16%	26	8%	0	0%	0	0%	312	100%
The provincial government	59	19%	171	55%	56	18%	26	8%	0	0%	0	0%	312	100%
The Afghanistan national government	51	16%	177	57%	59	19%	25	8%	0	0%	0	0%	312	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	110	35%
Did not know	182	58%
Provided wrong name	20	6%
Total	312	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	185	59%	110	35%	17	5%	0	0%	0	0%	312	100%
In Afghanistan as a whole	224	72%	73	23%	15	5%	0	0%	0	0%	312	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	174	56%	119	38%	19	6%	0	0%	0	0%	312	100%
In Afghanistan as a whole	199	64%	94	30%	19	6%	0	0%	0	0%	312	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	1	0%	6	2%	17	5%	58	19%	230	74%	0	0%	0	0%	312	100%
Customs office	1	0%	5	2%	16	5%	65	21%	225	72%	0	0%	0	0%	312	100%
Afghan National Police	0	0%	9	3%	21	7%	67	22%	214	69%	0	0%	0	0%	311	100%
Afghan National Army	1	0%	1	0%	8	3%	80	26%	222	71%	0	0%	0	0%	312	100%
Judiciary/courts	8	3%	10	3%	13	4%	67	21%	214	69%	0	0%	0	0%	312	100%
State electricity supply	11	4%	15	5%	14	4%	57	18%	215	69%	0	0%	0	0%	312	100%
Public healthcare service	7	2%	3	1%	17	5%	71	23%	214	69%	0	0%	0	0%	312	100%
When applying for a job	5	2%	22	7%	15	5%	66	21%	204	65%	0	0%	0	0%	312	100%
Admissions to schools/university	1	0%	17	5%	19	6%	66	21%	209	67%	0	0%	0	0%	312	100%
To receive official documents	3	1%	20	6%	18	6%	62	20%	209	67%	0	0%	0	0%	312	100%

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

	Number	Percent
Yes	286	92%
No	16	5%
Don't know	9	3%
Refused	1	0%
Total	312	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	284	91%
No	19	6%
Don't know	9	3%
Refused	0	0%
Total	312	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	144	46%
Agree somewhat	127	41%
Disagree somewhat	34	11%
Strongly disagree	7	2%
Don't know	0	0%
Refused	0	0%
Total	312	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	137	44%
Agree somewhat	111	36%
Disagree somewhat	48	15%
Strongly disagree	16	5%
Don't know	0	0%
Refused	0	0%
Total	312	100%

Q43 Have you ever read/seen municipality newsletter?		
	Number	Percent
Yes	126	40%
No	186	60%
Total	312	100%

Q44 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	2	1%
18-30 years old	154	50%
31-40 years old	99	32%
41-50 years old	46	15%
51-60 years old	8	3%
61 or more years old	1	0%
Total	310	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	165	53%
Retired	0	0%
Housewife	94	30%
Student	38	12%
Unemployed	14	5%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	311	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	95	30%
Primary School, incomplete (classes 1 to 5)	7	2%
Primary School, complete (finished class 6)	11	4%
Secondary education, incomplete (classes 7 to 8)	22	7%
Secondary education, complete (finished class 9)	49	16%
High School (classes 10 to 12)	103	33%
University education or above	24	8%
Refused	0	0%
Don't know	1	0%
Total	312	100%

Q47 Are you married or single?

	Number	Percent of households
Single	65	21%
Married	239	77%
Widower/Widow	8	3%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	32	10%
6-10 people	147	47%
10-20 people	115	37%
21 or more people	18	6%
Total	312	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	106	34%
Own	206	66%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent of households
Yes	202	65%
No	110	35%
Don't know	0	0%
Refused	0	0%
Total	312	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	3	3%
1,001-2,000 AFN per month	7	7%
2,001-3,000 AFN per month	16	15%
3,001-4,000 AFN per month	8	8%
4,001-5,000 AFN per month	26	25%
5,001-7,500 AFN per month	28	27%
7,501 or more AFN per month	16	15%
Total	104	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	0%
2,001 - 3,000 AFN	1	0%
3,001 - 5,000 AFN	7	2%
5,001 - 10,000 AFN	22	7%
10,001 - 15,000 AFN	55	18%
15,001 - 20,000 AFN	78	25%
20,001 - 25,000 AFN	65	21%
25,001 - 40,000 AFN	56	18%
More than 40,000 AFN	13	4%
Refused	11	4%
Don't know	3	1%
Total	312	100%

Q53 Gender

	Number	Percent of households
Male	155	50%
Female	156	50%
Total	311	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	104	33%
6-10 years	74	24%
11-20 years	86	28%
21-40 years	43	14%
41 or more years	5	2%
Total	312	100%

Q1 Average Number of Years Lived in this City	
Average years in Gardez	12

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 Gardez	2	1%	159	51%	130	42%	20	6%	0	0%	1	0%	312	100%
The quality of schools in your city	2	1%	159	51%	130	42%	21	7%	0	0%	0	0%	312	100%
The quality of healthcare facilities in your city	1	0%	110	35%	151	48%	50	16%	0	0%	0	0%	312	100%
The health of people in your city	2	1%	122	39%	119	38%	69	22%	0	0%	0	0%	312	100%
The cleanliness of city streets	1	0%	39	13%	106	34%	166	53%	0	0%	0	0%	312	100%
The number of job opportunities in your city	0	0%	76	24%	124	40%	112	36%	0	0%	0	0%	312	100%
The number of businesses in your city	2	1%	109	35%	105	34%	94	30%	0	0%	2	1%	312	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.5
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.6
The number of job opportunities in your city	1.9
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	261	84%
Yes, part time	33	11%
No, not employed	17	5%
Refused	0	0%
Don't know	1	0%

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

	Number	Percent
Increased	58	19%
Stayed the same	118	38%
Decreased	136	44%
Refused	0	0%
Don't know	0	0%
Total	312	100%

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

	Number	Percent
Yes	13	4%
No	298	96%
Total	311	100%

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

	Number	Percent
1 to 50 AFN	5	38%
51 to 100 AFN	7	54%
101 to 200 AFN	1	8%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	180	59%
Dispose in public container	5	2%
Take to an official dump site	6	2%
Take to an improvised dump site	64	21%
Door to door collection	2	1%
Other	57	19%
Refused	0	0%
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	256	82%
Agriculture Land	29	9%
River	27	9%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	2	40%
Several streets away	3	60%
Total	5	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	7	2%
Somewhat satisfied	15	5%
Somewhat dissatisfied	8	3%
Very dissatisfied	281	90%
Refused	0	0%
Don't know	1	0%
Total	312	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

**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	0	0%
A couple/few times a week	0	0%
Once a week	2	1%
Once every two or three weeks	2	1%
Once a month or less frequently	3	1%
Once a year	16	5%
Never	288	92%
Refused	0	0%
Don't know	1	0%
Total	312	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	12	4%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	2	1%
No one	298	96%
Total	312	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	1	50%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	50%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	2	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	
Removal of illegal/improvised dumpsites	4	1%	6	2%	68	22%	233	75%	1	0%	0	0%	312	100%
Provision of legal dumpsites	1	0%	4	1%	16	5%	281	90%	1	0%	9	3%	312	100%
Provision of garbage bins in residential areas	4	1%	2	1%	20	6%	283	91%	1	0%	2	1%	312	100%
Provision of garbage bins in commercial areas	5	2%	22	7%	41	13%	242	78%	1	0%	1	0%	312	100%
Cleaning garbage from the streets	1	0%	7	2%	23	7%	279	89%	1	0%	1	0%	312	100%
Affordability of trash service	2	1%	10	3%	37	12%	263	84%	0	0%	0	0%	312	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.1
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.1
Affordability of trash service	1.2

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

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

	Number	Percent
Well on property	209	67%
Shared well with neighbors	13	4%
River, canal or other open source	1	0%
Public Standpipe	28	9%
Government supplied piped water at home	185	59%
Purchase water	0	0%
Other	5	2%
Refused	0	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
No response	307	98%
Bringing Water From School	2	1%
Masjid Well	3	1%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	205	66%
A private firm/person	0	0%
No one	107	34%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	9	4%
51 to 100 AFN	161	79%
101 to 200 AFN	26	13%
201 to 400 AFN	3	1%
401 to 600 AFN	0	0%
601 to 1,000 AFN	4	2%
1,001 to 2,000 AFN	2	1%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	205	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	3%	61	29%	113	54%	28	13%	0	0%	0	0%	208	100%
Amount supplied	2	1%	44	21%	122	59%	40	19%	0	0%	0	0%	208	100%
Overall quality of water for drinking	26	13%	116	56%	33	16%	33	16%	0	0%	0	0%	208	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.2
Amount supplied	2.0
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	111	36%
No	199	64%
Total	310	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	173	56%
Public Generator (from government)	77	25%
Solar Energy	60	19%
Personal Generator	29	9%
Shared Generator (with neighbors)	7	2%
No electricity	7	2%
Large batteries/invertors (such as for running TV, lights, etc.)	1	0%
Micro Hydro Power (MHP)	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	234	75%
A private firm/person	2	1%
No one	76	24%
Total	312	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	0	0%
201 to 400 AFN	12	5%
401 to 600 AFN	57	24%
601 to 1,000 AFN	97	41%
1,001 to 2,000 AFN	55	23%
2,001 to 5,000 AFN	13	6%
5,001 AFN or more	0	0%
Total	236	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	5	2%	73	31%	127	54%	29	12%	0	0%	0	0%	234	100%
Number of hours per day supplied	2	1%	6	3%	32	14%	194	83%	0	0%	0	0%	234	100%
Quality of supply*	10	4%	65	28%	100	43%	59	25%	0	0%	0	0%	234	100%
Price for electric supply	1	0%	8	3%	53	23%	171	73%	0	0%	0	0%	233	100%

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

	Average rating*
Number of days per week supplied	2.2
Number of hours per day supplied	1.2
Quality of supply*	2.1
Price for electric supply	1.3

*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	20	6%
Dry latrine	273	88%
Latrine with septic	17	6%
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	286	93%
Septic system	13	4%
Other	6	2%
City pipeline/sewer	4	1%
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	306	98%
On the Street	3	1%
Outside of home	3	1%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	2	1%	91	29%	141	45%	77	25%	0	0%	0	0%	311	100%
The condition of larger drainage ditches throughout the city	5	2%	107	34%	117	38%	82	26%	0	0%	0	0%	311	100%
Ditch cleaning services	2	1%	11	4%	55	18%	243	78%	0	0%	0	0%	311	100%
Ditch repair services	2	1%	29	9%	128	41%	152	49%	0	0%	0	0%	311	100%
Ditch construction services	0	0%	49	16%	117	38%	145	47%	0	0%	0	0%	311	100%

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

	Average rating*
The condition of drainage ditches near home	2.1
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.3
Ditch repair services	1.6
Ditch construction services	1.7

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	5	2%	96	31%	145	47%	65	21%	0	0%	0	0%	311	100%
The condition of main city roads	6	2%	135	43%	140	45%	30	10%	0	0%	0	0%	311	100%
The condition of highways	18	6%	149	48%	103	33%	41	13%	0	0%	0	0%	311	100%
Street repair services	2	1%	29	9%	138	44%	142	46%	0	0%	0	0%	311	100%
Street construction services	3	1%	44	14%	123	40%	140	45%	1	0%	0	0%	311	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.4
The condition of highways	2.5
Street repair services	1.6
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	19	6%	17	5%	275	88%	0	0%	0	0%	311	100%
Women's parks	0	0%	2	1%	307	99%	0	0%	2	1%	311	100%
Children's playgrounds	13	4%	6	2%	292	94%	0	0%	0	0%	311	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%	1	0%	16	5%	17	5%	5	2%	272	87%	311	100%
Women's parks	0	0%	0	0%	1	0%	6	2%	4	1%	300	96%	311	100%
Children's playgrounds	0	0%	0	0%	12	4%	7	2%	5	2%	287	92%	311	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.1
Children's playgrounds	1.6

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	5	2%	125	40%	148	47%	34	11%	0	0%	0	0%	312	100%
The size and layout of the market(s)	5	2%	152	49%	122	39%	33	11%	0	0%	0	0%	312	100%
The amount of food available at your market(s)	2	1%	162	52%	113	36%	35	11%	0	0%	0	0%	312	100%
The variety of foods available at your market(s)	4	1%	159	51%	113	36%	36	12%	0	0%	0	0%	312	100%
The quality of food at your market(s)	3	1%	93	30%	160	51%	55	18%	0	0%	0	0%	311	100%
The availability of goods besides food at your market(s)	6	2%	178	57%	94	30%	34	11%	0	0%	0	0%	312	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)	2.4
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.1
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	49	16%	180	58%	83	27%	0	0%	0	0%	0	0%	312	100%
Fruit	73	23%	165	53%	73	23%	1	0%	0	0%	0	0%	312	100%
Vegetables	149	48%	144	46%	19	6%	0	0%	0	0%	0	0%	312	100%
Flour	309	99%	2	1%	1	0%	0	0%	0	0%	0	0%	312	100%
Cooking oil	303	97%	8	3%	1	0%	0	0%	0	0%	0	0%	312	100%
Sugar, tea	304	97%	7	2%	1	0%	0	0%	0	0%	0	0%	312	100%
Cereal	86	28%	166	53%	59	19%	1	0%	0	0%	0	0%	312	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	43	14%	19	6%	20	6%	230	74%	312	100%
A new dump site for trash to reduce leaching into water and the spread of disease	85	27%	34	11%	65	21%	128	41%	312	100%
Ditch cleaning, repair and construction	31	10%	38	12%	40	13%	203	65%	312	100%
Street repair	27	9%	22	7%	27	9%	236	76%	312	100%
Supplying clean drinking water	41	13%	41	13%	19	6%	211	68%	312	100%
Provide a new area for a market	4	1%	5	2%	8	3%	295	95%	312	100%
Provide green areas/parks	19	6%	52	17%	49	16%	192	62%	312	100%
Provide electricity service	47	15%	67	21%	39	13%	159	51%	312	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	53	17%
Shuras/CDCs/Jirgas	5	2%
Tribal leader/Malik	44	14%
Mullah	47	15%
Wakil-e-Gozar	2	1%
Others	1	0%
Would contact no one	154	49%
Don't know	6	2%
Refused	0	0%
Total	312	100%

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

	Number	Percent
Yes	82	26%
No	225	72%
Don't know	4	1%
Refused	0	0%
Total	311	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	0	0%
It would be fixed within a year	19	6%
My request would be put on a long wait list	279	89%
Other	10	3%
Don't know	4	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	2	1%
Somewhat good job	94	30%
Somewhat bad job	149	48%
Very bad job	61	20%
Refused	0	0%
Don't know	6	2%
Total	312	100%

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

	Number	Percent
Almost always	72	23%
Sometimes	114	37%
Rarely	92	29%
Almost never	31	10%
Refused	0	0%
Don't know	3	1%
Total	312	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	15	5%
A little	76	24%
Very little	115	37%
None at all	102	33%
Don't know	4	1%
Refused	0	0%
Total	312	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	4	1%	116	37%	112	36%	79	25%	0	0%	1	0%	312	100%
The religious leaders here	52	17%	71	23%	82	26%	107	34%	0	0%	0	0%	312	100%
Donor agencies	9	3%	111	36%	116	37%	76	24%	0	0%	0	0%	312	100%
The local government	2	1%	69	22%	176	56%	65	21%	0	0%	0	0%	312	100%
The provincial government	7	2%	102	33%	150	48%	53	17%	0	0%	0	0%	312	100%
The Afghanistan national government	13	4%	105	34%	138	44%	56	18%	0	0%	0	0%	312	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	54	17%
Did not know	254	81%
Provided wrong name	4	1%
Total	312	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	307	98%	4	1%	0	0%	0	0%	1	0%	312	100%
In Afghanistan as a whole	308	99%	4	1%	0	0%	0	0%	0	0%	312	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	253	81%	49	16%	8	3%	0	0%	2	1%	312	100%
In Afghanistan as a whole	255	82%	44	14%	11	4%	0	0%	2	1%	312	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	6	2%	34	11%	47	15%	76	24%	149	48%	0	0%	0	0%	312	100%
Customs office	8	3%	35	11%	33	11%	41	13%	194	62%	1	0%	0	0%	312	100%
Afghan National Police	11	4%	39	13%	32	10%	62	20%	168	54%	0	0%	0	0%	312	100%
Afghan National Army	0	0%	1	0%	4	1%	116	37%	191	61%	0	0%	0	0%	312	100%
Judiciary / courts	16	5%	57	18%	28	9%	45	14%	165	53%	0	0%	1	0%	312	100%
State electricity supply	7	2%	16	5%	41	13%	132	42%	114	37%	1	0%	0	0%	311	100%
Public healthcare service	3	1%	10	3%	39	13%	151	48%	109	35%	0	0%	0	0%	312	100%
When applying for a job	16	5%	25	8%	20	6%	63	20%	188	60%	0	0%	0	0%	312	100%
Admissions to schools/ university	9	3%	14	4%	16	5%	82	26%	191	61%	0	0%	0	0%	312	100%
To receive official documents	9	3%	21	7%	16	5%	62	20%	204	65%	0	0%	0	0%	312	100%

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

	Number	Percent
Yes	223	71%
No	67	21%
Don't know	22	7%
Total	312	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	193	62%
No	111	36%
Don't know	8	3%
Refused	0	0%
Total	312	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	210	67%
Agree somewhat	39	13%
Disagree somewhat	25	8%
Strongly disagree	38	12%
Don't know	0	0%
Refused	0	0%
Total	312	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	127	41%
Agree somewhat	70	22%
Disagree somewhat	46	15%
Strongly disagree	69	22%
Don't know	0	0%
Refused	0	0%
Total	312	100%

Q42 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	11	4%
18-30 years old	157	51%
31-40 years old	69	22%
41-50 years old	34	11%
51-60 years old	22	7%
61 or more years old	15	5%
Total	308	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	158	51%
Retired	3	1%
Housewife	44	14%
Student	75	24%
Unemployed	31	10%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	312	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	87	28%
Primary School, incomplete (classes 1 to 5)	24	8%
Primary School, complete (finished class 6)	18	6%
Secondary education, incomplete (classes 7 to 8)	21	7%
Secondary education, complete (finished class 9)	39	13%
High School (classes 10 to 12)	87	28%
University education or above	36	12%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q45 Are you married or single?

	Number	Percent of households
Single	89	29%
Married	219	70%
Widower/ Widow	4	1%
Refused	0	0%
Don't know	0	0%
Total	312	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	2	1%
6-10 people	76	25%
10-20 people	169	55%
21 or more people	63	20%
Total	310	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	87	28%
Own	225	72%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent of households
Yes	226	72%
No	83	27%
Don't know	3	1%
Total	312	100%

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

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	2	2%
1,001-2,000 AFN per month	2	2%
2,001-3,000 AFN per month	9	11%
3,001-4,000 AFN per month	16	19%
4,001-5,000 AFN per month	16	19%
5,001-7,500 AFN per month	27	32%
7,501 or more AFN per month	13	15%
Total	85	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	1	0%
3,001 - 5,000 AFN	7	2%
5,001 - 10,000 AFN	32	10%
10,001 - 15,000 AFN	66	21%
15,001 - 20,000 AFN	60	19%
20,001 - 25,000 AFN	67	21%
25,001 - 40,000 AFN	33	11%
More than 40,000 AFN	12	4%
Refused	0	0%
Don't know	34	11%
Total	312	100%

Q51 Gender		
	Number	Percent of households
Male	254	81%
Female	58	19%
Total	312	100%

APPENDIX D: COMPLETE SET OF FREQUENCIES, 2010 RESIDENT SURVEY

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

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

	Number	Percent of households
1-5 years	120	38%
6-10 years	63	20%
11-20 years	92	29%
21-40 years	36	12%
41 or more years	2	1%
Total	313	100%

Q1 Average Number of Years Lived in City

Average years in Gardez	11
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Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Gardez	0	0%	101	32%	197	63%	15	5%	0	0%	0	0%	313	100%
The quality of schools in your city	3	1%	72	23%	210	67%	28	9%	0	0%	0	0%	313	100%
The quality of healthcare facilities in your city	1	0%	160	51%	104	33%	47	15%	0	0%	0	0%	312	100%
The health of people in your city	0	0%	121	39%	111	35%	81	26%	0	0%	0	0%	313	100%
The cleanliness of city streets	1	0%	37	12%	19	6%	255	81%	1	0%	0	0%	313	100%
The number of job opportunities in your city	0	0%	156	50%	90	29%	66	21%	1	0%	0	0%	313	100%
The number of businesses in your city	7	2%	135	43%	116	37%	53	17%	1	0%	1	0%	313	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.3
The quality of schools in your city	2.2
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.1
The cleanliness of city streets	1.3
The number of job opportunities in your city	2.3
The number of businesses in your city	2.3

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	296	95%
Yes, part time	17	5%
No, not employed	0	0%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	143	46%
Stayed the same	116	37%
Decreased	54	17%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent
Yes	17	5%
No	296	95%
Total	313	100%

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

	Number	Percent
1 to 50 AFN	2	12%
51 to 100 AFN	14	82%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	6%
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	1	0%
Put it in a ditch or river	13	4%
Take it to farm/agricultural/desert land	4	1%
Dispose in street	261	83%
Dispose in public container	6	2%
Take to an official dump site	1	0%
Take to an improvised dump site	3	1%
Door to door collection	1	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	21	7%

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	311	99%
Collect it in a specified place then carry it far away	1	0%
Dispose it behind School	1	0%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	2	40%
On the next street	0	0%
Several streets away	2	40%
Further than several streets away	1	20%
Total	5	100%

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

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	5	2%
Somewhat dissatisfied	22	7%
Very dissatisfied	286	91%
Refused	0	0%
Don't know	0	0%
Total	313	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.1

**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	0	0%
A couple/few times a week	0	0%
Once a week	1	0%
Once every two or three weeks	1	0%
Once a month or less frequently	13	4%
Never	298	95%
Refused	0	0%
Don't know	0	0%
Total	313	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	15	5%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	298	95%
Total	313	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	
Removal of illegal/improvised dumpsites	0	0%	10	3%	3	1%	300	96%	0	0%	0	0%	313	100%
Provision of legal dumpsites	0	0%	6	2%	1	0%	306	98%	0	0%	0	0%	313	100%
Provision of garbage bins in residential areas	0	0%	6	2%	2	1%	305	97%	0	0%	0	0%	313	100%
Provision of garbage bins in commercial areas	0	0%	47	15%	7	2%	257	82%	0	0%	2	1%	313	100%
Cleaning garbage from the streets	0	0%	5	2%	1	0%	307	98%	0	0%	0	0%	313	100%
Affordability of trash service	0	0%	1	0%	0	0%	312	100%	0	0%	0	0%	313	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.0
Provision of garbage bins in residential areas	1.0
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.0
Affordability of trash service	1.0

*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	233	74%
Shared well with neighbors	11	4%
River, canal or other open source	1	0%
Public Standpipe	142	45%
Government supplied piped water at home	3	1%
Purchase water	0	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
No response	311	99%
from Mosque well close to my home	1	0%
From the Mosque 's Well	1	0%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	155	50%
A private firm/person	0	0%
No one	157	50%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	10	7%
51 to 100 AFN	118	78%
101 to 200 AFN	10	7%
201 to 400 AFN	5	3%
401 to 600 AFN	1	1%
601 to 1,000 AFN	7	5%
1,001 to 2,000 AFN	1	1%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	152	100%

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

	Number	Percent
Yes	231	74%
No	81	26%
Total	312	100%

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

	Number	Percent
Public Generator (from government)	226	72%
Personal Generator	32	10%
No electricity	26	8%
Government provided electricity that is not a public generator	10	3%
Solar Energy	10	3%
Large batteries/invertors (such as for running TV, lights, etc.)	8	3%
Shared Generator (with neighbors)	1	0%
Micro Hydro Power (MHP)	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	237	76%
No one	76	24%
Total	313	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	0%
101 to 200 AFN	0	0%
201 to 400 AFN	19	8%
401 to 600 AFN	60	25%
601 to 1,000 AFN	96	41%
1,001 to 2,000 AFN	46	19%
2,001 to 5,000 AFN	13	6%
5,001 AFN or more	1	0%
Total	236	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	1	0%	73	31%	147	62%	15	6%	0	0%	0	0%	236	100%
Number of hours per day supplied	1	0%	88	37%	37	16%	110	47%	0	0%	0	0%	236	100%
Quality of supply (Electricity power & its cut out during service hours)	2	1%	138	58%	56	24%	40	17%	0	0%	0	0%	236	100%
Price for electric supply	1	0%	46	19%	12	5%	177	75%	0	0%	0	0%	236	100%

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

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	1.9
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	1.5

*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	2%
Dry latrine	301	96%
Latrine with septic	7	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	278	90%
Drains onto the street/road	12	4%
Septic system	9	3%
Drains into the yard/garden	5	2%
Other	3	1%
City pipeline/sewer	2	1%
Refused	1	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	310	99%
there is no any a canal close to my home	1	0%
To the big Stream	1	0%
To the Stream near our House	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	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	1	0%	53	17%	47	15%	212	68%	0	0%	0	0%	313	100%
The condition of larger drainage ditches throughout the city	1	0%	139	44%	43	14%	129	41%	0	0%	1	0%	313	100%
Ditch cleaning services	0	0%	65	21%	2	1%	245	79%	0	0%	0	0%	312	100%
Ditch repair services	0	0%	100	32%	4	1%	208	67%	0	0%	0	0%	312	100%
Ditch construction services	0	0%	133	42%	29	9%	151	48%	0	0%	0	0%	313	100%

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

	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.4
Ditch repair services	1.7
Ditch construction services	1.9

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

Q21 Quality of Roads and Road Services

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	63	20%	56	18%	194	62%	0	0%	0	0%	313	100%
The condition of main city roads	0	0%	144	46%	122	39%	47	15%	0	0%	0	0%	313	100%
The condition of highways	20	6%	105	34%	155	50%	32	10%	0	0%	0	0%	312	100%
Street repair services	1	0%	122	39%	15	5%	175	56%	0	0%	0	0%	313	100%
Street construction services	0	0%	143	46%	34	11%	135	43%	0	0%	1	0%	313	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.6
The condition of main city roads	2.3
The condition of highways	2.4
Street repair services	1.8
Street construction services	2.0

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	25	8%	7	2%	280	89%	0	0%	1	0%	313	100%
Women's parks	0	0%	0	0%	295	94%	0	0%	18	6%	313	100%
Children's playgrounds	1	0%	2	1%	293	94%	0	0%	17	5%	313	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%	8	3%	3	1%	20	6%	0	0%	282	90%	313	100%

Q23 Average Rating of Quality of Parks

	Average rating*													
Teen/adult parks	1.6													

*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)	4	1%	113	36%	178	57%	17	5%	0	0%	1	0%	313	100%
The size and layout of the market(s)	5	2%	153	49%	128	41%	25	8%	0	0%	2	1%	313	100%
The amount of food available at your market(s)	6	2%	109	35%	169	54%	29	9%	0	0%	0	0%	313	100%
The variety of foods available at your market(s)	6	2%	146	47%	129	41%	32	10%	0	0%	0	0%	313	100%
The quality of food at your market(s)	2	1%	158	51%	90	29%	62	20%	0	0%	0	0%	312	100%
The availability of goods besides food at your market(s)	29	9%	99	32%	139	44%	46	15%	0	0%	0	0%	313	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)	2.4
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.4

*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	271	87%	37	12%	5	2%	0	0%	0	0%	0	0%	313	100%
Fruit	230	73%	78	25%	5	2%	0	0%	0	0%	0	0%	313	100%
Vegetables	221	71%	89	28%	3	1%	0	0%	0	0%	0	0%	313	100%
Flour	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Cooking oil	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Sugar, tea	287	92%	24	8%	2	1%	0	0%	0	0%	0	0%	313	100%
Cereal	250	80%	55	18%	7	2%	1	0%	0	0%	0	0%	313	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	67	21%	40	13%	44	14%	162	52%	313	100%
A new dump site for trash to reduce leaching into water and the spread of disease	123	39%	54	17%	56	18%	80	26%	313	100%
Ditch cleaning, repair and construction	20	6%	75	24%	48	15%	170	54%	313	100%
Street repair	49	16%	32	10%	30	10%	202	65%	313	100%
Supplying clean drinking water	14	4%	40	13%	51	16%	208	66%	313	100%
Provide a new area for a market	5	2%	9	3%	5	2%	294	94%	313	100%
Provide green areas/parks	8	3%	40	13%	46	15%	219	70%	313	100%
Provide electricity service	29	9%	23	7%	31	10%	230	73%	313	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	197	63%
Shuras/CDCs/Jirgas	65	21%
Tribal leader/Malik	12	4%
Mullah	16	5%
Would contact no one	20	6%
Don't know	3	1%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Yes	204	65%
No	107	34%
Don't know	2	1%
Refused	0	0%
Total	313	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	0	0%
It would be fixed within a year	4	1%
My request would be put on a long wait list	270	87%
Other	22	7%
Don't know	13	4%
Refused	3	1%

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

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

	Number	Percent
Very good job	1	0%
Somewhat good job	26	8%
Somewhat bad job	106	34%
Very bad job	180	58%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent
Almost always	10	3%
Sometimes	120	38%
Rarely	138	44%
Almost never	44	14%
Refused	0	0%
Don't know	1	0%
Total	313	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	28	9%
A little	150	48%
Very little	82	26%
None at all	52	17%
Don't know	1	0%
Refused	0	0%
Total	313	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	2	1%	71	23%	124	40%	115	37%	0	0%	1	0%	313	100%
The religious leaders here	4	1%	74	24%	86	27%	148	47%	0	0%	1	0%	313	100%
Donor agencies	6	2%	133	42%	98	31%	75	24%	0	0%	1	0%	313	100%
The local government	1	0%	72	23%	157	50%	82	26%	0	0%	1	0%	313	100%
The provincial government	2	1%	121	39%	125	40%	65	21%	0	0%	0	0%	313	100%
The Afghanistan national government	13	4%	119	38%	98	31%	81	26%	0	0%	2	1%	313	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	79	25%
Did not know	228	73%
Provided wrong name	6	2%
Total	313	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	304	97%	4	1%	0	0%	0	0%	5	2%	313	100%
In Afghanistan as a whole	292	93%	5	2%	0	0%	0	0%	16	5%	313	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	205	65%	76	24%	9	3%	0	0%	23	7%	313	100%
In Afghanistan as a whole	174	56%	66	21%	25	8%	0	0%	48	15%	313	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	31	10%	111	35%	64	20%	20	6%	87	28%	0	0%	0	0%	313	100%
Customs office	10	3%	20	6%	38	12%	31	10%	214	68%	0	0%	0	0%	313	100%
Afghan National Police	10	3%	53	17%	66	21%	36	12%	148	47%	0	0%	0	0%	313	100%
Afghan National Army	0	0%	8	3%	8	3%	57	18%	239	76%	1	0%	0	0%	313	100%
Judiciary / courts	10	3%	40	13%	55	18%	23	7%	184	59%	1	0%	0	0%	313	100%
State electricity supply	4	1%	9	3%	52	17%	60	19%	188	60%	0	0%	0	0%	313	100%
Public healthcare service	4	1%	32	10%	63	20%	49	16%	164	52%	1	0%	0	0%	313	100%
When applying for a job	5	2%	19	6%	25	8%	37	12%	226	72%	1	0%	0	0%	313	100%
Admissions to schools/ university	0	0%	9	3%	11	4%	34	11%	258	82%	1	0%	0	0%	313	100%
To receive official documents	1	0%	12	4%	23	7%	35	11%	241	77%	1	0%	0	0%	313	100%

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

	Number	Percent
Yes	146	47%
No	154	49%
Don't know	13	4%
Refused	0	0%
Total	313	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	141	97%
No	4	3%
Don't know	1	1%
Refused	0	0%
Total	146	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	219	70%
Agree somewhat	45	14%
Disagree somewhat	20	6%
Strongly disagree	29	9%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Strongly agree	190	61%
Agree somewhat	61	19%
Disagree somewhat	26	8%
Strongly disagree	36	12%
Don't know	0	0%
Refused	0	0%
Total	313	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	153	49%
31-40 years old	59	19%
41-50 years old	48	15%
51-60 years old	28	9%
61 or more years old	23	7%
Total	311	100%

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

	Number	Percent of households
Working	194	62%
Retired	10	3%
Housewife	48	15%
Student	44	14%
Unemployed	16	5%
Other	1	0%
Refused	1	0%
Don't know	0	0%
Total	313	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	113	36%
Primary School, incomplete (classes 1 to 5)	16	5%
Primary School, complete (finished class 6)	14	4%
Secondary education, incomplete (classes 7 to 8)	36	12%
Secondary education, complete (finished class 9)	42	13%
High School (classes 10 to 12)	62	20%
University education or above	30	10%
Refused	0	0%
Don't know	0	0%
Total	313	100%

Q45 Are you married or single?

	Number	Percent of households
Single	77	25%
Married	231	74%
Widower/ Widow	5	2%
Refused	0	0%
Don't know	0	0%
Total	313	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	0%
1-5 people	6	2%
6-10 people	74	24%
10-20 people	144	46%
21 or more people	88	28%
Total	313	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	99	32%
Own	214	68%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

	Number	Percent of households
Yes	205	65%
No	107	34%
Don't know	0	0%
Refused	1	0%
Total	313	100%

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

	Number	Percent of households
Pay nothing	213	68%
1,000 AFN or less per month	2	1%
1,001-2,000 AFN per month	2	1%
2,001-3,000 AFN per month	12	4%
3,001-4,000 AFN per month	25	8%
4,001-5,000 AFN per month	30	10%
5,001-7,500 AFN per month	20	6%
7,501 or more AFN per month	8	3%
Total	312	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	1	0%
2,001 - 3,000 AFN	4	1%
3,001 - 5,000 AFN	23	7%
5,001 - 10,000 AFN	49	16%
10,001 - 15,000 AFN	80	26%
15,001 - 20,000 AFN	48	15%
20,001 - 25,000 AFN	55	18%
25,001 - 40,000 AFN	24	8%
More than 40,000 AFN	26	8%
Refused	0	0%
Don't know	3	1%
Total	313	100%

Q51 Gender

	Number	Percent of households
Male	263	84%
Female	50	16%
Total	313	100%

APPENDIX E: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

In 2010, NRC worked with RUE staff to create a data collection instrument to assess basic government capacity. In 2011, the instrument was significantly revised to capture more elements in each of four municipal government areas: general administration, financial management, revenue enhancement and Public Works. This instrument was further refined in 2012 to clarify question intent, collect additional information and eliminate some unnecessary questions. No revisions were made to the internal data collection instrument in 2013.

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

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

RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. Several items were added to the 2012 survey but there were no changes made before implementing the 2013 survey.

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

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

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

Sample Sizes

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

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

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

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

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

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



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