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RAMP UP EAST

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

NOVEMBER, 2013

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

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

Sponsoring USAID Office: USAID/Afghanistan

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

Contractor: DAI

Date of Publication: November 1, 2013

Author: USAID/RAMP UP East

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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 Mehterlam. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 200 residents were interviewed in Mehterlam. For all cities but Parun (which was only included in resident survey in 2012 and 2013, and never the internal capacity survey, due to security concerns), this was the fourth in a series planned soundings of resident opinion about the outcomes of the RUE work and the third assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2013 surveys were compared to the results from the 2010, 2011 and 2012 surveys.

MEASURING CHANGE

Even the most exuberant interventions – extensive capital improvements, innovative program delivery, enhanced personnel training or additional staff – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that response times have shortened, that bridges have been repaired or that community leaders are operating in the interest of the public more often. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents gave particular ratings.

Changes observed across the 13 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW OF MEHTERLAM RESULTS

Mehterlam had fewer staff than other RUE Cities.

Mehterlam had 92 filled staff positions in 2013 and 4 that remained unfilled. This was similar to 2012, higher than in 2010 and lower than in 2011. The ratio of the number of staff per resident was lower than in most other RUE cities. Only 32% of the Mehterlam staff were in the Public Works Office, which was almost half the overall average for RUE Cities (58%).

Planning was progressing, but work remained.

Mehterlam had not updated its master plan map since 1965 and had not created strategic development or municipal plans. The municipal organization chart was updated annually with assistance from RUE. The city did have a Municipal Development Plan with a 15 year horizon that was not updated annually. In 2012 and 2013, the municipal government had an economic development profile and appointed an economic development committee. In 2013 they created a municipal procedures manual in paper format and maintained a written statement of the vision, mission and goals of the municipality and written job descriptions for all municipal staff. They did not have written objectives, responsibilities and timelines for achieving municipal goals.

The municipality maintained avenues for input.

Mehterlam had a functioning municipal council that had started with nine members in 2010, grew to 60 in 2011 but lessened to 20 in 2012 and 2013. This reduction in members meant a loss of the six women who were on the council in 2011. Mehterlam also had a Citizen Forum with 15 members, three of which were women. Like the council, the forum met monthly to help the municipality set priorities for municipal projects and services, monitor municipal projects and budget execution, plan public events and resolve conflicts. In 2013, the municipal government also made a complaint or suggestion box available for residents. The municipal government presented its budget at this forum. The municipality communicated weekly with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) through official reports, letters and documents and telephone, but they did not email with them regularly.

Municipal service planning improved slightly.

The Mehterlam municipality was involved in providing sanitation and waste water systems, but not in providing water or power. In 2013, the Public Works Office had written plans for the activities, and written schedules for the operations and maintenance, for all its departments. Like 2012, in 2013 the Municipality hired specific maintenance crews and purchased equipment for general, road, park and latrine

maintenance and had specific schedules and a line item in the budget for this maintenance. Trash collection was completed monthly and the municipal government had a specific crew and equipment for this; it was also a line item in the budget. The Public Works Office was able to provide electricity and internet access through the municipal budget, rather than through a donor agency.

Improvements in finance and revenue practices were maintained.

Mehterlam developed department level work plans, formed a budget committee and presented the budget in the Citizen's Forum. In 2012 they moved from using a Correspondence Book and M20 to using a Cash Account and M20 for financial accounting and they continued to use this system in 2013. They also continued to have a manual (not computerized) procurement system. Mehterlam was audited twice in both 2012 and 2013. They upgraded to a computerized system for business registration and licensing in 2012 and in 2013 added a computer component to their formerly manual system for Property Safayi fees. In 2012, they began using a Microsoft Excel based revenue sub-ledger, rather than a manual one and created specific storage for their files.

Quality of life improved each year.

In 2013, 74% of Mehterlam residents said their quality of life in the city was good. This rating improved each year and was a large improvement from 2010 when 48% said quality of life in the city was good or better. There was also improvement from 2010 to 2013 in the ratings of peoples' health, quality of healthcare facilities and schools in the city and the cleanliness of streets.

There was some optimism about the number of employment opportunities.

When asked to rate the number of job opportunities in Mehterlam, the average rating in each of the years was "fair" or slightly above. However, in each survey year half or more respondents said they thought the number of job opportunities had increased in the year prior to that survey. In each of the four survey years, most heads of households were employed. In 2013, 91% were employed full time and 7% were employed part time.

Mehterlam was not meeting residents' expectations for services.

Between 2010 and 2013, Mehterlam increased its capacity to provide services and began more regular maintenance of parks and latrines. However, in 2013, only 48% of residents said the municipal government was doing a somewhat or very good job of providing the services residents think they should provide, compared to 85% of residents in 2010.

Streets were not clean, but efforts were improving.

Cleanliness' of Mehterlam streets was rated as poor (37%) or fair (27%) by most residents in 2013; while this was a low rating it was an improvement over past survey years. Residents continued to use unofficial methods for trash disposal, and most either threw their trash in the streets or took trash to an improvised dumpsite (75% in 2012 and 2013, 90% or more in 2010 and 2011). In 2012 and 2013, 25% used public containers for trash disposal. While those who used public containers were generally satisfied with the method, those using unofficial methods were very dissatisfied.

Efforts to clean the streets had improved. The municipal government began using dedicated crews and equipment and the residents reported seeing their streets being cleaned more frequently each survey year. Resident ratings for municipal government trash services were also better in 2013 than in past years, with the exception of a drop in the rating from 2012 to 2013 for provision of garbage bins in commercial areas and the affordability of trash service. While all trash service ratings were better in 2013 than 2010, a majority of residents still rated these services as poor. Residents generally said they did not pay for trash service, but 23% thought it was covered by the Safayi.

Residents would like a new source for drinking water.

In all survey years, most residents said they got their drinking water from a well on their property or a well shared with neighbors. Compared to past survey years, more respondents said their family had experienced a waterborne illness in 2013. When asked which three services they thought were the most important for the municipal government to provide, 66% of respondents named supplying clean drinking water in this top three.

Most residents used, and were content with, government supplied electricity.

In 2013, 99% of Mehterlam residents got their electricity from a non-municipal government source. This was a sharp rise in usage after several years of decline (87% in 2010, 74% in 2011 and 58% in 2012). The cost of electricity from the government source increased each year from 2010 to 2012, but dropped in 2013. Ratings for the amount, quality and price of electricity increased sharply in 2013. As the use of, and satisfaction with, this service rose, the need for it was mostly sated and in 2013 only 18% named electricity provision as one of the three services they thought were the most important for the municipal government to provide (compared to 67% in 2012).

Sanitation systems needed improvement.

Most residents had dry latrines and used open ditches or canals for gray water (non-toilet waste water), but some residents had septic systems for latrines and drainage. While, in 2013, most residents rated the condition of larger drainage ditches throughout the city as fair or good, a majority gave a rating of poor to the condition of drainage ditches near their home and to ditch construction, repair and cleaning services. In 2013, ditch cleaning, repair and construction was named by the most residents (32%) as the most important service for the municipal government to provide and by 56% of respondents as one of the three services they thought were the most important for the municipal government to provide.

Residents felt the condition of neighborhood streets needed improvement.

In 2013, the condition of main city roads and highways were rated as excellent or good by a majority of Mehterlam residents, but just over half said the condition of neighborhood streets and quality of street construction and repair services were poor. 2013 ratings were generally similar or lower than in past survey years. Street repair was named as a top three priority for municipal services by 49% of respondents.

Parks were rare.

In each survey year, fewer residents claimed to be aware of parks in Mehterlam (either near their homes or further away). In 2013, only 16% said a family member had visited a park. Residents were more positive about the markets in their city. Provision of parks or green areas was the fourth most mentioned service, when residents were asked to name the three most important services for the municipality to provide (38% named it in the top three).

Markets were in good shape.

Ratings for the location, size and layout, the amount, variety and quality of food and the availability of non-food goods all improved from 2010 to 2013 and in 2013 most said these were excellent or good.

Residents had more contact with the municipal government.

Just under half of Mehterlam residents knew who their mayor was and in 2013, 40% said they would contact him if they had a problem with something related to the city. This was an increase from 3% in 2012 while the proportion that would contact their Malik or Wakil-e-Gozar dropped from 67% to 42%. In 2013, about one in four residents said they had ever asked someone in the municipal government to help solve a problem or provide a service and the same proportion indicated they had contacted a municipal government official in the past year. About one-quarter also paid Safayi taxes (up from 0% in 2012) but only 7% had seen a newsletter (down from 13% in 2011).

Trust in the government was high and continued to grow.

In 2013, 42% of residents said they thought their street would be fixed within the year if they requested the repair from the municipality. In 2012, only 6% thought this would happen. In 2013, 85% of respondents said they thought they could have a lot of influence over government decisions in Mehterlam and the proportion who felt that government officials worked to serve people like them almost always increased from 22% in 2012 to 76% in 2013. Residents also had significantly more trust in local government to conduct its activities to benefit the people in the city; in 2013 44% had a great deal of trust and 47% had some trust, compared to 15% and 65% in 2012.

Women had support in Mehterlam.

Half the interviews of residents conducted in Mehterlam were with women and Mehterlam hired one woman to a permanent staff position in 2012 and maintained this position in 2013. While they had no women on their municipal council in 2013 there had been six on the council in 2011 and there were three on the Citizens' Forum. Most men and women in Mehterlam strongly agreed that women should have equal opportunities like men in education and in participating in government.

CITY DEMOGRAPHICS

Mehterlam had a near average-sized population but higher population density compared to others cities in the RUE program. It had more educational institutes and health centers per capita than most RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

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

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

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

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

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

Mehterlam had more staff in 2013 than it had in 2012. The ratio of staff members per 1,000 residents was 0.9 in 2013 as it was in 2012 and this similar to the average of the 13 RUE Cities. As the figures show, staffing had fluctuated greatly over the four years.

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

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

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

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

Mehterlam staff reported that about the same number of permanent positions were available in 2013 as in 2012. Few permanent positions and no contract positions remained unfilled in 2013. Still, in 2013 the number of positions available and filled was greater than it had been in 2010.

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%

Unlike most other RUE cities, in Mehterlam most of municipal employees were in the Administration Office, rather than the Public Works Office.

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

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

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

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR

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

The Mehterlam master plan was prepared in 1965 and covered one Naiya. It consisted of a physical plan (map) that had not been updated since it was first conceived.

All of the RUE cities had municipal organization charts; Mehterlam's was updated each of the past three years with assistance from RUE.

FIGURE 9: MUNICIPAL GOVERNMENT MASTER PLAN COMPARED BY YEAR

	None	Physical Plan - map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included Strategic Municipal Plan
Mehterlam 2010		✓		
Mehterlam 2011		✓		
Mehterlam 2012		✓		
Mehterlam 2013		✓		
All cities 2013	0%	100%	62%	31%

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

	Mehterlam 2011	Mehterlam 2012	Mehterlam 2013	All cities 2013
1960/1339	✓			0%
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

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

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED COMPARED BY YEAR

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

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

	Mehterlam 2010	Mehterlam 2011	Mehterlam 2012	Mehterlam 2013	All cities 2013
IDLG					23%
IDLG/GDMA					8%
RUE		✓	✓	✓	69%

The city did have a Municipal Development Plan. The time horizon for the plan was 15 years, and 40% of the plan had already been implemented. The Municipal Development Plan was not updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

		Mehterlam 2012	Mehterlam 2013	All cities 2013
Municipal Development Plan	Yes	✓	✓	92%
Time horizon of the Municipal Development Plan (years)	1			8%
	3			8%
	5			67%
	15	✓	✓	17%
Percentage of the Municipal Development Plan that has already been implemented	25%	✓		50%
	40%		✓	17%
	50%			33%
Plan updated annually	No	✓	✓	33%
	Yes			67%

There were three completed PDP projects and three ongoing PDP projects within the city boundaries.

FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN MUNICIPAL BOUNDARIES, 2012

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

In 2013, Mehterlam had an economic development profile and appointed an economic development committee. Municipal staff had not created a procedure manual by 2012 but had one by 2013. The municipal government continued to have written job descriptions for all municipal staff, a description of the responsibilities for each of your municipal departments and a written statement of the vision, mission and goals of the municipality but still had not created 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
Mehterlam 2011		✓			
Mehterlam 2012		✓	✓	✓	
Mehterlam 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
Mehterlam 2012	✓			
Mehterlam 2013		✓		
All cities 2013	31%	77%	52%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

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

Mehterlam did have a functioning municipal council. The council met monthly and minutes were kept at these meetings. As in 2012, in 2013 there were 20 council members in Mehterlam, down from 60 in 2011, but none of the council members were women. Of the 13 RUE cities, nine had functioning councils; four met weekly and nine met monthly. All kept minutes at their meetings.

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

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

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Mehterlam 2010	9	9	0
Mehterlam 2011	60	54	6
Mehterlam 2012	20	20	0
Mehterlam 2013	20	20	0
All cities 2013 average	14.3	13.7	0.6

In 2013, in addition to the mechanism for dealing with a complaint that included talking directly to staff of the Mayor's office, a suggestion box was available for resident feedback.

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

Mehterlam reported having a forum for citizens' consultation and participation. The forum, which met monthly, was ad hoc rather than formal and had 15 members. Of the 15 forum members, three were women and others represented local businesses, religious groups, youth, and culture. The forum set priorities for municipal projects and services as well as monitored them. It also helped resolve conflicts, evaluate municipal services and the budget and plan public events.

FIGURE 22: CITIZEN FORUM COMPARED BY YEAR

		Mehterlam 2012	Mehterlam 2013	All cities 2013
Have a forum for citizens' consultation and participation	Yes	✓	✓	100%
Forum is formal or ad hoc	Ad hoc	✓	✓	62%
	Formal			38%
Number of forum members	10			8%
	15	✓	✓	8%
	20			23%
	22			8%
	24			8%
	25			8%
	34			8%
	35			8%
	46			8%
48			8%	
Frequency forum meets	Monthly	✓	✓	100%

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

	Mehterlam 2012	Mehterlam 2013	All cities 2013 average
Women	3	3	2.7
Local business	4	4	7.2
Religious	2	2	1.9
Youth	2	2	3.3
Culture	2	2	2.5
Other	2	2	6.9
Total	15	15	24.5

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

	Mehterlam 2012	Mehterlam 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%

Mehterlam had five or fewer donors, so a list of donors was not kept.

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

The Mehterlam municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) weekly. Communication was through official documents and by telephone but not email or in-person conferences. The municipality also coordinated with most of the Provincial Line Ministry Directorates.

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

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

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

	Mehterlam 2011	Mehterlam 2012	Mehterlam 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	Mehterlam 2012	Mehterlam 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 Mehterlam municipality was involved in providing sanitation and a waste water system for residents, but not in providing power or water.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Mehterlam 2010	Mehterlam 2011	Mehterlam 2012	Mehterlam 2013	All cities 2013
Water	NA				31%
Power	✓				0%
Waste water system	✓	✓	✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	✓	100%

All of the 13 RUE cities had a legal instrument that governs the delivery of Public Works service. In 2013, Mehterlam updated activity plans weekly or monthly for all departments and also began to create written weekly or monthly schedules for operations and maintenance in all departments.

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 1 department or service area	Written plans were weekly/ monthly for all departments
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	✓
Mehterlam 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
Mehterlam 2011		✓	✓		
Mehterlam 2012		✓	✓		
Mehterlam 2013		✓	✓	✓	
All cities 2013	0%	100%	84%	69%	23%

Service delivery inspection reports continued to be done in writing for at least one department on a regular basis.

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
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	
Mehterlam 2013		✓	✓	
All cities 2013	0%	100%	77%	46%

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

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

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

Mehterlam had included, in its 2011 budget, a schedule for crew to complete service delivery project maintenance, but in 2013 the city did not have this schedule. Instead the city hired crew members for maintaining projects. Maintenance for roads, parks and latrines was scheduled and planned for in the budget in Mehterlam with specific crew members hired and equipment purchased to maintain these projects.

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

FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

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

Like all RUE cities, Mehterlam had a designated landfill. The city also had 100 designated dumpsites and four informal dumpsites. Approximately 1,120 cubic meters of solid waste were generated and 820 cubic meters were collected each month. This collection was accomplished with four trucks and 37 laborers. The city had a trash collection budget that in 2011, 2012 and 2013 included the hiring of crew, purchasing of equipment and scheduling of service.

FIGURE 38: WASTE MANAGEMENT COMPARED BY YEAR

	Mehterlam 2011	Mehterlam 2012	Mehterlam 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	100%
Number of formal dumpsites	2	140	100	105
Number of informal dumpsites	NA	2	4	76
Cubic meters of solid waste produced/generated each month	NA	660	1,120	1,156
Cubic meters of solid waste collected each month	300	165	820	945
Number of trucks involved in municipal trash collection	NA	2	4	6
Number of laborers are involved in municipal trash collection	NA	12	37	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
Mehterlam 2011		✓	✓	✓
Mehterlam 2012		✓	✓	✓
Mehterlam 2013		✓	✓	✓
All cities 2013	0%	100%	100%	69%

The municipal government of Mehterlam had fewer vehicles in its inventory list in 2013 than in 2012, but all were thought to be in good condition.

FIGURE 40: PHYSICAL ASSETS, 2013

	Number	Primary use	Operational	Condition	Has operator
Pick axe	12	Construction	Yes	Good	Yes
Large truck/trash truck	5	Waste management	Yes	Good	Yes
Car/Corrola/Saracha Taxi	3	Staff transport	Yes	Good	Yes
Generator	2		Yes	Good	Yes
Water tanker	2	Watering	Yes	Good	Yes
Double tractor	1	Waste management	Yes	Good	Yes
Excavator	1	Construction	Yes	Good	Yes
Loader	1	Construction	Yes	Good	Yes
Septic	1	Waste management	Yes	Good	Yes
Compactor	1	Construction	Yes	Good	Yes

FIGURE 41: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Pick axe	10	Construction	Yes	Poor	Yes
Shovel	10	Staff transport	Yes	Good	Yes
Coach/van	5	Waste management	Yes	Good	Yes
Motorcycle/bike	5	Staff transport	Yes	Good	Yes
Generator	4	Staff transport	Yes	Good	Yes
Car/Corrola/Saracha taxi	3	Staff transport	Yes	Good	Yes
Dump truck/large Mazda	2	Waste management	Yes	Good	Yes
Water tanker	2	Watering	Yes	Poor	Yes
Excavator	1	Construction	Yes	Good	Yes
Other super custom	1	Construction	Yes	Good	Yes
Septic	1	Staff transport	Yes	Good	Yes

FIGURE 42: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Pick Axe	25	Waste management	Yes	Good	Yes
Cutting machine	6	Park maintenance	Both	Fair	Yes
Generator	6	Watering/waste management	Yes	Fair	Yes
Glider	2	Road maintenance	Yes	Good	Yes
Motorcycle/bike	2	Staff transport		Poor	Yes
Coach/van	1	Staff transport	Yes	Good	Yes
Coaster	1	Staff transport	Yes	Good	Yes
Crane	1	Road maintenance/ construction	Yes	Good	Yes
Dump truck/large Mazda	1	Construction/ waste management	Yes	Good	Yes
Excavator	1	Construction	Yes	Good	Yes
Jeep/truck/pickup	1	Staff transport	Yes	Good	Yes
Land Cruiser/Fardo	1	Staff transport	Yes	Good	Yes
Loader	1	Construction		Poor	Yes
Septic	1	Waste management	Yes	Good	Yes
Volater	1	Road maintenance	Yes	Good	Yes
Water tanker	1	Watering	Yes	Good	Yes

FIGURE 43: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Water tankers	2		Yes		Yes
Coach/van	1	Staff transport	Yes		Yes
Crane	1		Yes		Yes
Grader	1	Road maintenance	Yes		Yes
Loader	1				
Excavator	1	Road maintenance	Yes		Yes
Jeep/Truck/Pickup	1	Staff transport	Yes		Yes
Land Cruiser	1	Staff transport	Yes		Yes
Flatbed truck	1	Waste management	Yes		Yes
Septic	1	Waste management	Yes		Yes

In 2013, Mehterlam had a written checklist for vehicle maintenance and scheduled the work. It completed this operations and maintenance work at a small garage or work space designated for this activity. 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
Mehterlam 2011	✓			
Mehterlam 2012		✓	✓	
Mehterlam 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
Mehterlam 2011	✓		
Mehterlam 2012		✓	
Mehterlam 2013		✓	
All cities 2013	8%	62%	31%

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

	Mehterlam 2012		Mehterlam 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 Mehterlam Public Works Office had enough office space, furniture and cabinets and enough filing space where source documents were placed in easily retrievable files in cabinets or on shelves. The Office had one computer with Microsoft Office software and internet access. The electricity and internet access was maintained by the municipality, rather than provided by a donor.

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

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

FIGURE 48: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

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

FIGURE 49: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR

	Mehterlam 2012	Mehterlam 2013	All cities 2013 average
Number of computers	1	1	5
Number of people who share these computers	4	1	7
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	1	0
Number of computers with internet provided by another donor	1	0	1

FIGURE 50: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 51: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

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

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current budget year, 1392 (2013). In the 1392 (2013) budget year, it took Mehterlam 67 days from submitting the budget to receiving final approval. The budget was created using computer software – Microsoft Excel. All 13 RUE cities used Microsoft Excel to create their budget and it took an average of 68 days for final approval.

Mehterlam had developed department level work plans, formed a budget committee and presented the budget in the Citizen's Forum.

FIGURE 52: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Mehterlam 2012	Mehterlam 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	47 days	67 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
Mehterlam 2012					✓
Mehterlam 2013					✓
All cities 2013	0%	0%	44%	11%	44%

The municipal government had a systematic filing system for financial management where documents were kept and organized but not safely stored. The accounting/budget system had only manual components for financial management.

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

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

Mehterlam began using a cash account and M20 to record revenues in 2012 and maintained this system in 2013.

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
Mehterlam 2011		✓	✓		
Mehterlam 2012		✓	✓	✓	
Mehterlam 2013		✓	✓	✓	
All cities 2013	0%	100%	100%	92%	15%

A note about accounting in Afghan municipalities: The goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal finance offices begin with a formal letter to the mayor, which goes to the governor for approval, signature and an "official stamp". These letters are recorded in the Correspondence Books.

All of the RUE cities had Cash Disbursement (Expense) systems with both manual and computerized components and all cities used GDMA- Municipal COA for expenditures. The procurement tracking system in Mehterlam was manual, without a computer component.

FIGURE 56: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

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

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

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

Mehterlam had two governmental audits conducted in 1392 (2013) and two in 1391 (2012). In 1392 (2013), the audit conducted by the IDLG was over a 45 day period and the other, conducted by the Control and Audit Office (CAO), took 60 days. Of the 13 RUE cities, all were audited at least once and two Cities had two audits.

FIGURE 58: FINANCIAL AUDITS, 2013

	Mehterlam 2013		All cities 2013			
	Audited by	Number of Days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			2	89	87	90
IDLG	✓	45	8	33	12	90
OAA			3	32	5	80
Second Audit						
CAO	✓	60	1	60	60	60
OAA			1	60	60	60

FIGURE 59: FINANCIAL AUDITS, 2012

	Mehterlam		All cities			
	Audited by	Number of Days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			3	31	6	76
IDLG	✓	60	6	32	10	60
OAA		0	3	32	6	45
Second Audit						
OAA	✓		4	30	5	90

By 2013, Mehterlam reported having enough cabinets and furnishings but shared office space for its Public Finance Office. The Office had two computers with Internet access provided by the municipality and electricity also provided by the municipality. The Office had Microsoft Office but no accounting software.

FIGURE 60: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Mehterlam			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

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

FIGURE 62: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 63: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

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

REVENUE ENHANCEMENT CAPACITY

Neither in 2012 nor 2013 did the Revenue Enhancement Office report having a list of municipal owned property, which was said to exist in 2011. However in 2013, the Office did still have written procedures for collecting Safayi fees and other revenues, staff level work plans, standard written procedures for revenue collections and revenue forecasts from the RIAP. The department or staff level work plans were updated annually.

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

	Mehterlam 2011	Mehterlam 2012	Mehterlam 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%
Municipal uses of the GDMA Municipal COA for revenue	NA	✓	✓	100%

FIGURE 65: FREQUENCY OF WORK PLAN UPDATES COMPARED BY YEAR

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

The business licensing system was computerized in 2012 and the property Safayi system was computerized in 2013. Revenue receipts were recorded in Excel spreadsheets and logged in the cash ledger in 2013 as in 2012. The files were not stored in 2013 though they were stored in 2012.

FIGURE 66: REVENUE SYSTEM TYPES COMPARED BY YEAR

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

FIGURE 67: REVENUE MONITORING SYSTEM COMPARED BY YEAR

	None	All revenue receipts are recorded in a manual revenue journal	All revenue receipts are recorded in an Excel-based revenue sub-ledger	All revenue is recorded in both a cash ledger and an Excel-based revenue sub-ledger	All transactions are recorded in an electronic General Journal and posted to a sub-ledger
Mehterlam 2011		✓			
Mehterlam 2012		✓	✓		
Mehterlam 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
Mehterlam 2011		✓	✓	
Mehterlam 2012		✓	✓	✓
Mehterlam 2013		✓	✓	
All cities 2013	0%	100%	84%	15%

The city had no business guilds or representatives of Chamber of Commerce and Industry within its boundaries, but the city had contracts between the municipality and the private sector and provided a list of these contracts. There were 2,345 registered businesses and 4,519 registered properties in the municipal registry system.

FIGURE 69: BUSINESS REPRESENTATIVES IN CITY COMPARED BY YEAR

	Mehterlam 2012	Mehterlam 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

	Mehterlam 2011	Mehterlam 2012	Mehterlam 2013	All cities 2013 average
Businesses registered in the business registration system	2,500	2,200	2,345	2,906
Properties registered in the property Safayi fee system	NA	1,300	4,519	3,523
Business guilds in the municipality	NA	0	0	42

In 1392 (2013), all 13 RUE Cities collect commercial truck fees. Mehterlam collected 401,800 AFN in 1391 and projected collections of 400,000 in 1392 (2013).

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

	Mehterlam 2012	Mehterlam 2013	All cities 2013 average
Amount collected in prior year (AFN)	9,812,095	401,800	10,290,505
Amount forecasted for current year (AFN)	7,000,000	400,000	16,527,688
Amount collected for 1st quarter of current year (AFN)	2,497,755	102,300	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 had used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2012. In April, 2012, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2012 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a 9 month budget year (March 21, 2012 to December 20, 2012). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 were due to varying opinions among RUE municipalities as to how this new policy would impact their budgets.

In 2013, the Revenue Enhancement Department had no office space, furniture or storage where in the past this was shared or plentiful. It had two computers, both with Internet provided by RUE. Electricity was provided by the municipality.

FIGURE 72: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

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

FIGURE 73: REVENUE ENHANCEMENT COMPUTERS AVAILABLE COMPARED BY YEAR

	Mehterlam 2012	Mehterlam 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	1	2	1
Number of computers with internet provided by municipality	0	0	0

FIGURE 74: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR

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

RESIDENT SURVEY

QUALITY OF LIFE

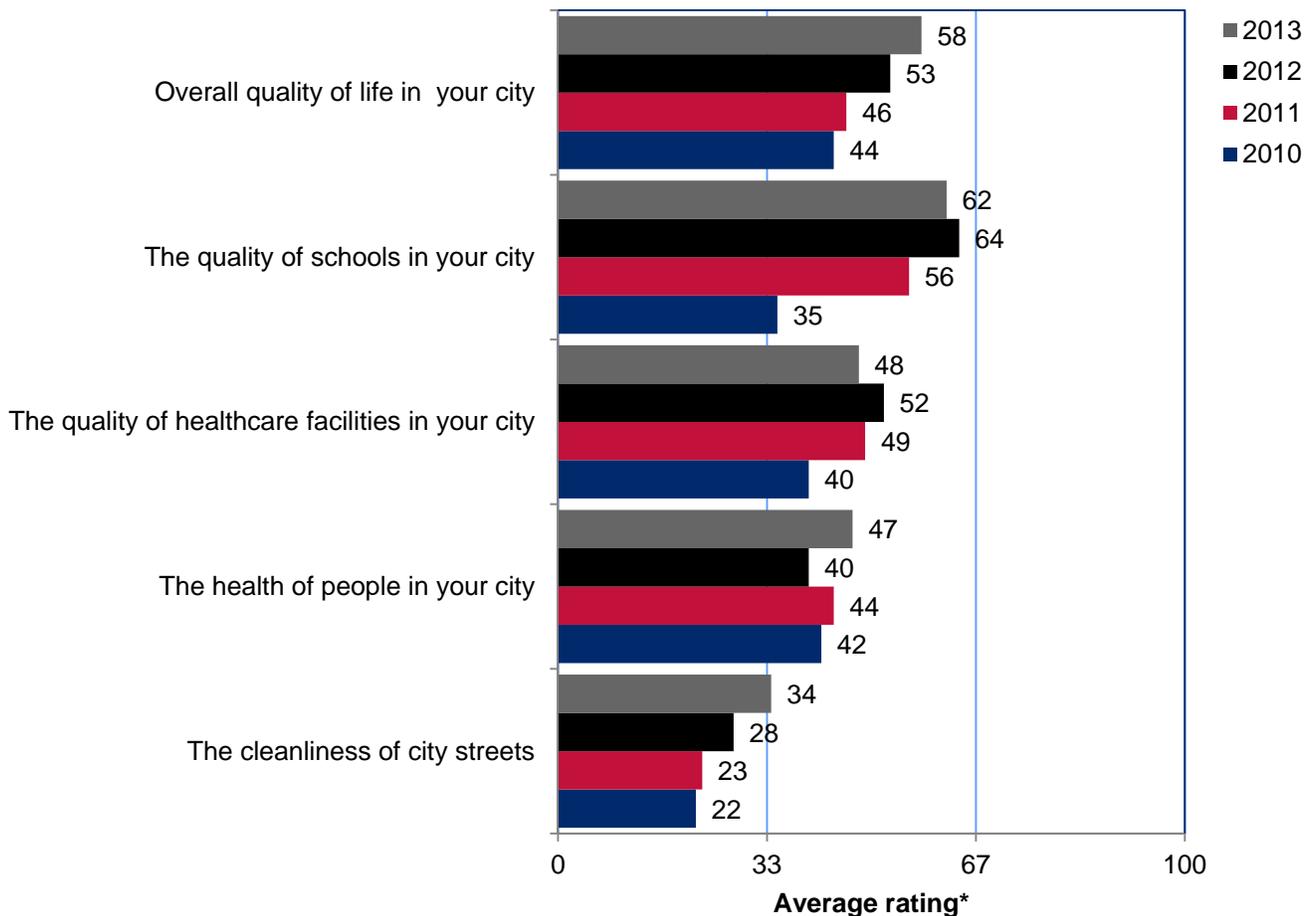
All aspects of quality of life in the city of Mehterlam improved between 2010 and 2013. As in all previous years, the cleanliness of Mehterlam’s streets received the lowest ratings.

FIGURE 75: QUALITY OF LIFE IN MEHTERLAM, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	0%	74%	26%	1%	58
The quality of schools in your city	2%	84%	12%	3%	62
The quality of healthcare facilities in your city	2%	55%	28%	15%	48
The health of people in your city	4%	44%	42%	11%	47
The cleanliness of city streets	3%	34%	27%	37%	34

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

FIGURE 76: QUALITY OF LIFE IN MEHTERLAM COMPARED BY YEAR



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

EMPLOYMENT

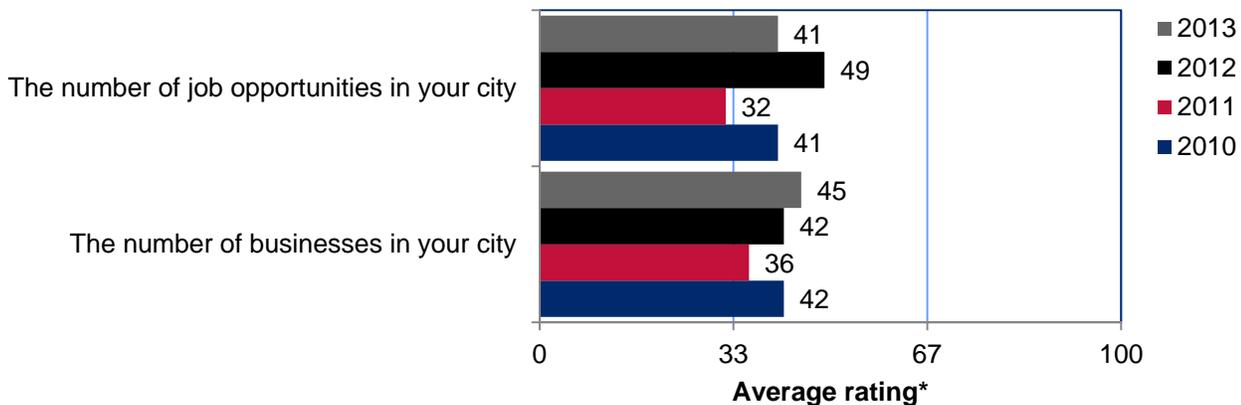
Ratings for the number of job opportunities declined slightly and ratings for the number of businesses held steady in Mehterlam from 2012 to 2013. While most rated the number of job opportunities as fair (48%) or poor (17%) in 2013, a majority of respondents thought the number of job opportunities had increased in the year prior to the survey.

FIGURE 77: QUALITY OF EMPLOYMENT IN MEHTERLAM, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	3%	33%	48%	17%	41
The number of businesses in your city	2%	37%	55%	6%	45

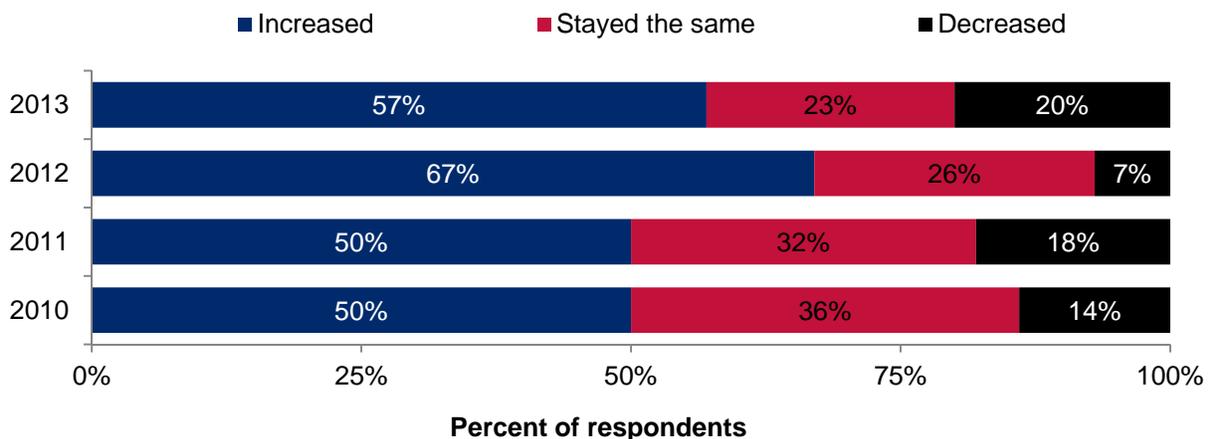
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 78: JOB OPPORTUNITIES IN MEHTERLAM COMPARED BY YEAR



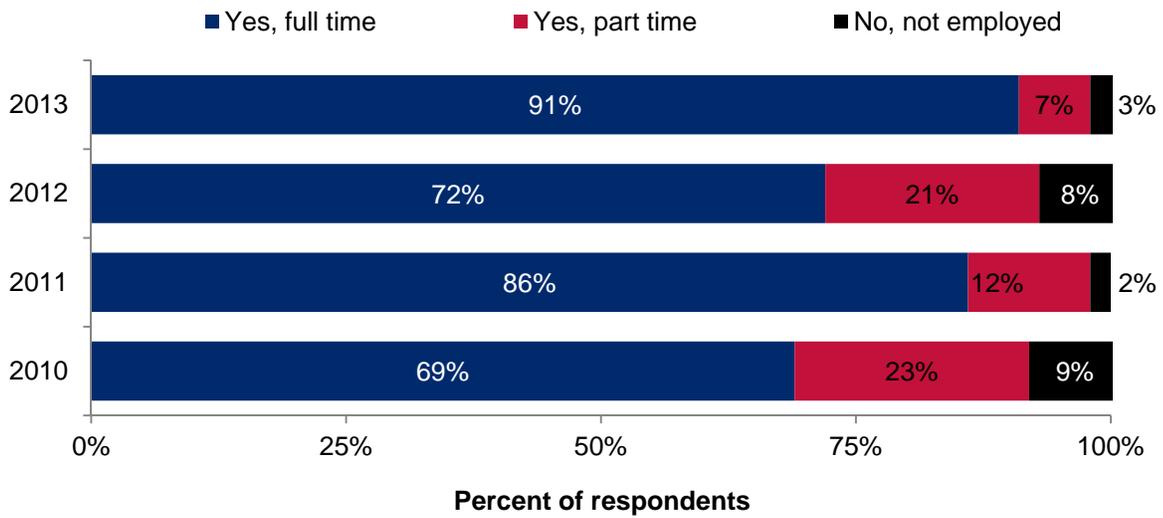
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



A larger percentage of heads of households in Mehterlam reported they were employed on a full time basis in 2013 compared to all past survey years.

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 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 Mehterlam municipality was involved in providing sanitation and waste water services to residents, but not in providing water or power. The municipal government also had specific crews for road, parks and latrine maintenance and trash collection.

Almost half of Mehterlam residents (49%) thought the municipal government did either a somewhat or very good job at providing services. These ratings were slightly lower than in 2012.

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

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

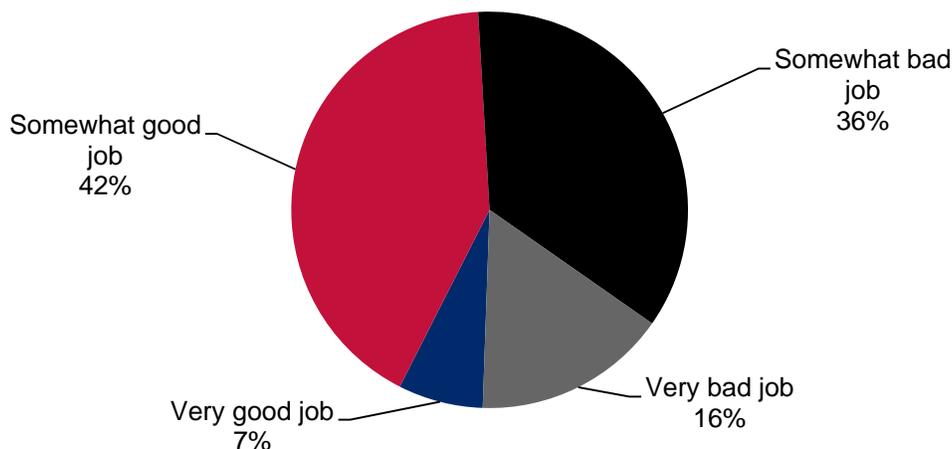
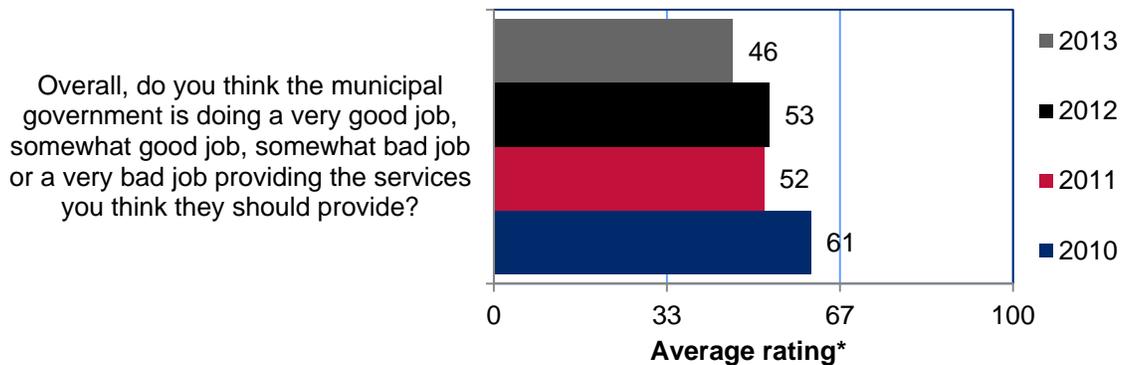


FIGURE 82: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR

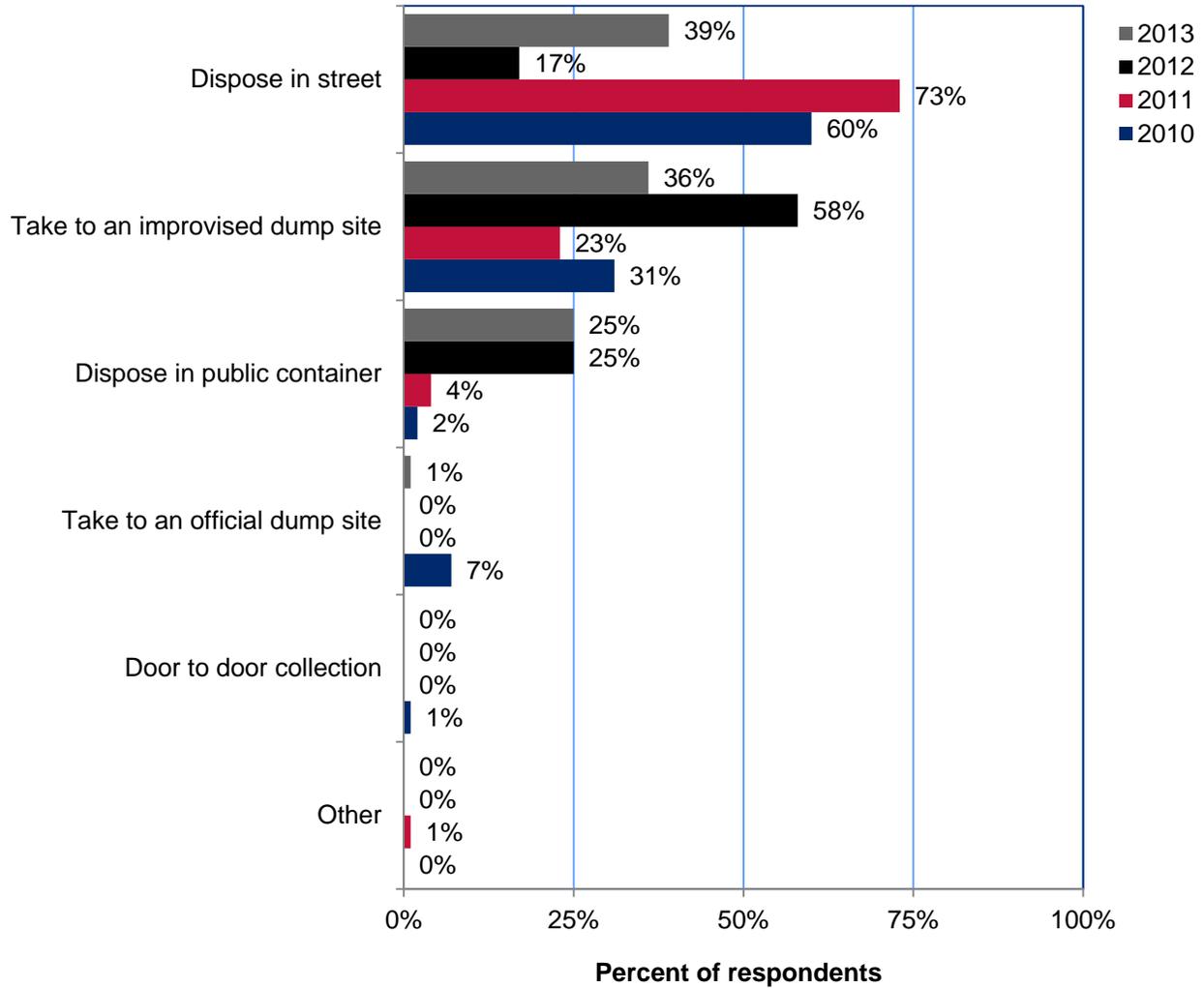


* Average rating where 0=very bad job, 33= somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

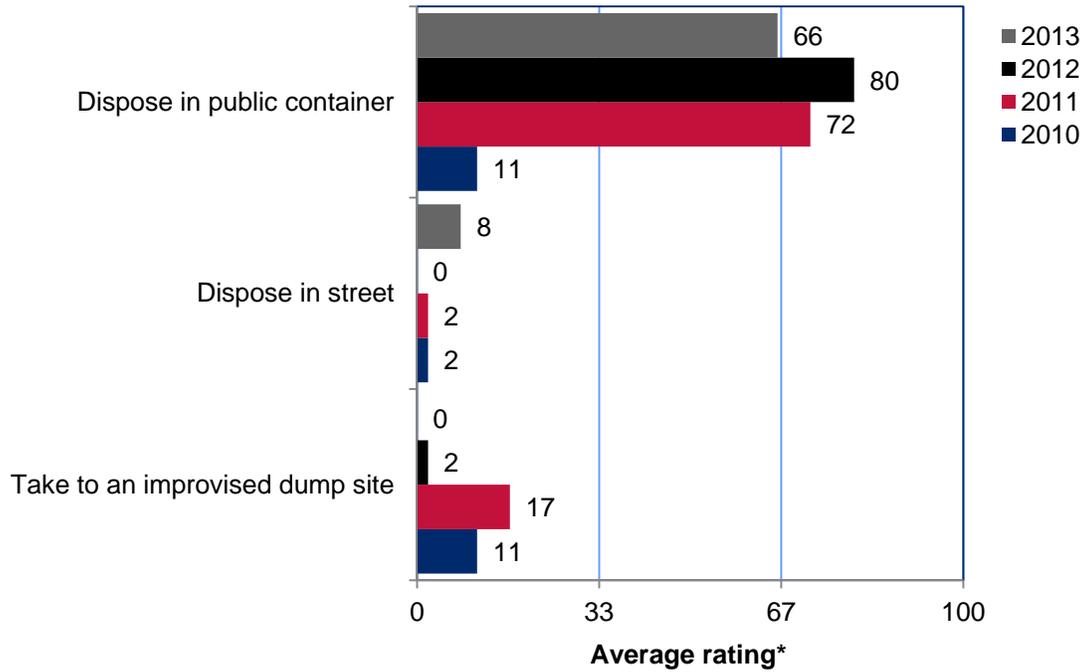
A larger percentage of Mehterlam residents disposed of their trash in the street in 2013 compared to 2012. This was the most common method of trash disposal for respondents in 2013. By 2013, almost no one had door to door collection or used official dumpsites.

FIGURE 83: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents who disposed of trash in the street remained very dissatisfied with the method in all years of surveying. Residents using improvised dumpsites were very dissatisfied as well. Disposal in public containers was satisfactory for the one in four residents who used this method.

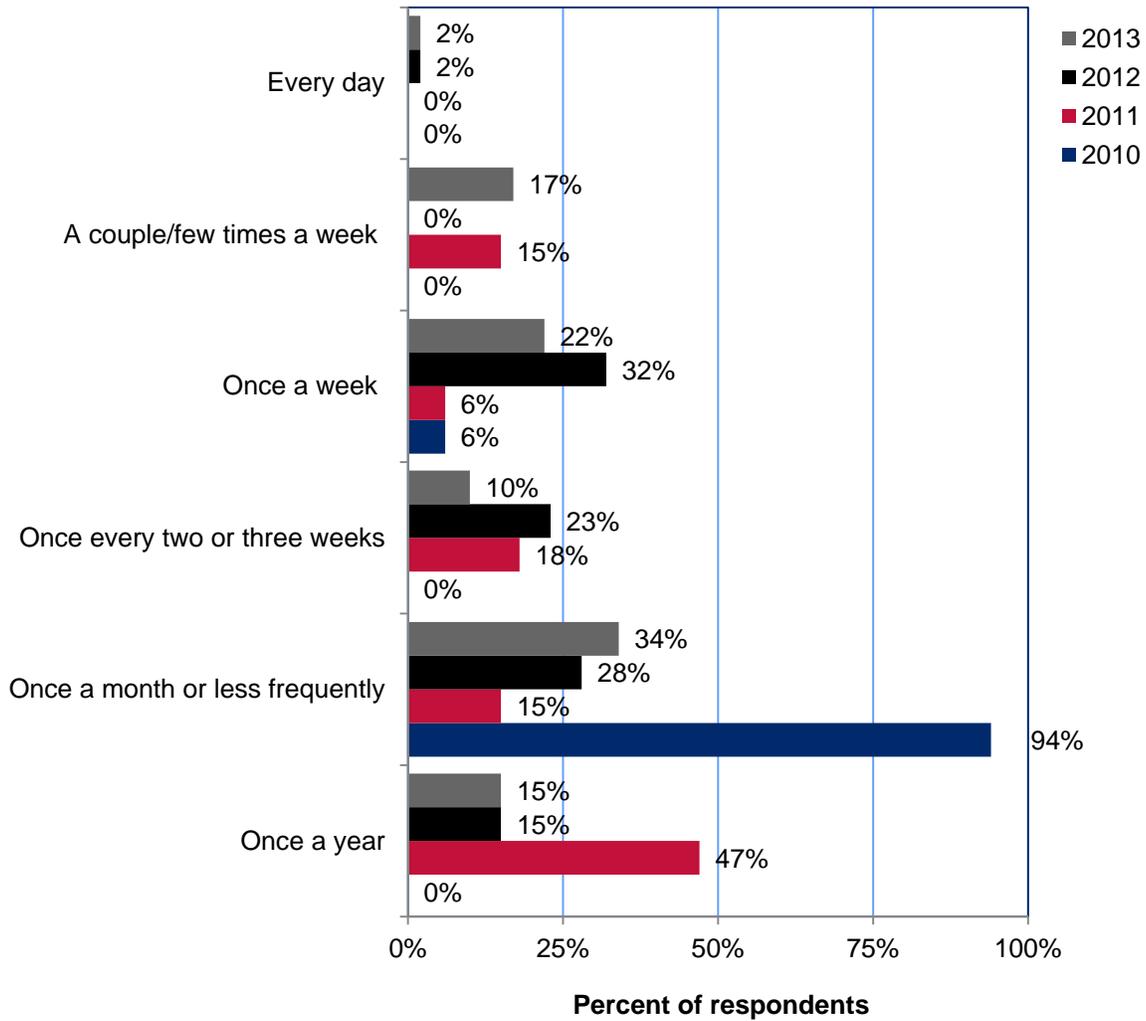
FIGURE 84: SATISFACTION WITH TRASH DISPOSAL METHOD



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

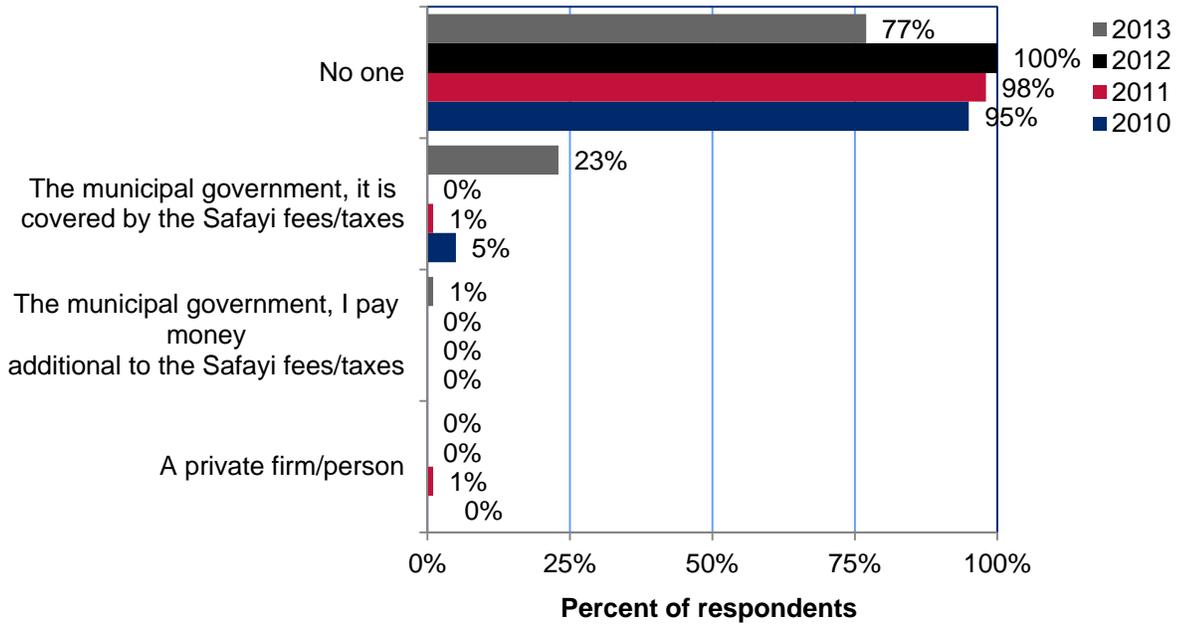
In 2013, 41% of residents reported that trash removal from streets occurred once a week or more often. This was an improvement from 32% in 2012, 21% in 2011 and 6% in 2010.

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



Three in four Mehterlam residents in 2013 did not pay for trash removal and one in four thought it was covered by their Safayi.

FIGURE 86: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



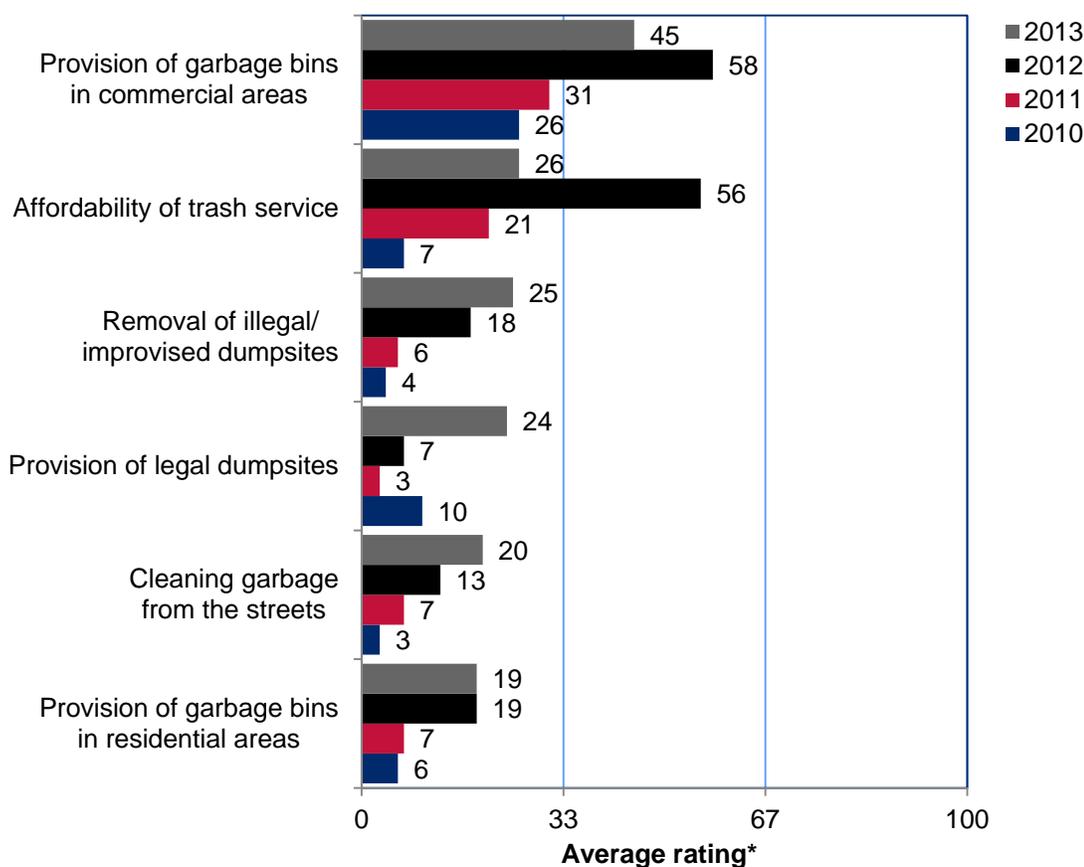
By 2013, ratings of the provision of garbage bins in commercial areas and affordability of trash collection remained first and second in quality ratings. Still, evaluations for all trash services, except provision of bins in commercial areas, were poor by the standards of most Mehterlam residents.

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Provision of garbage bins in commercial areas	1%	51%	30%	19%	45
Affordability of trash service	1%	26%	23%	50%	26
Removal of illegal/improvised dumpsites	1%	28%	16%	56%	25
Provision of legal dumpsites	2%	24%	18%	56%	24
Cleaning garbage from the streets	2%	19%	17%	63%	20
Provision of garbage bins in residential areas	1%	17%	22%	61%	19

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

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



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

WATER

In 2013, the most common source of drinking water for residents of Mehterlam remained a well on their property. Few residents received their drinking water from a shared well or government supplied pipe at home. The government supplied pipe at home was used by a small percent of residents in 2013 (4%). Almost all respondents indicated that they did not pay anyone for drinking water.

FIGURE 89: DRINKING WATER SOURCES COMPARED BY YEAR

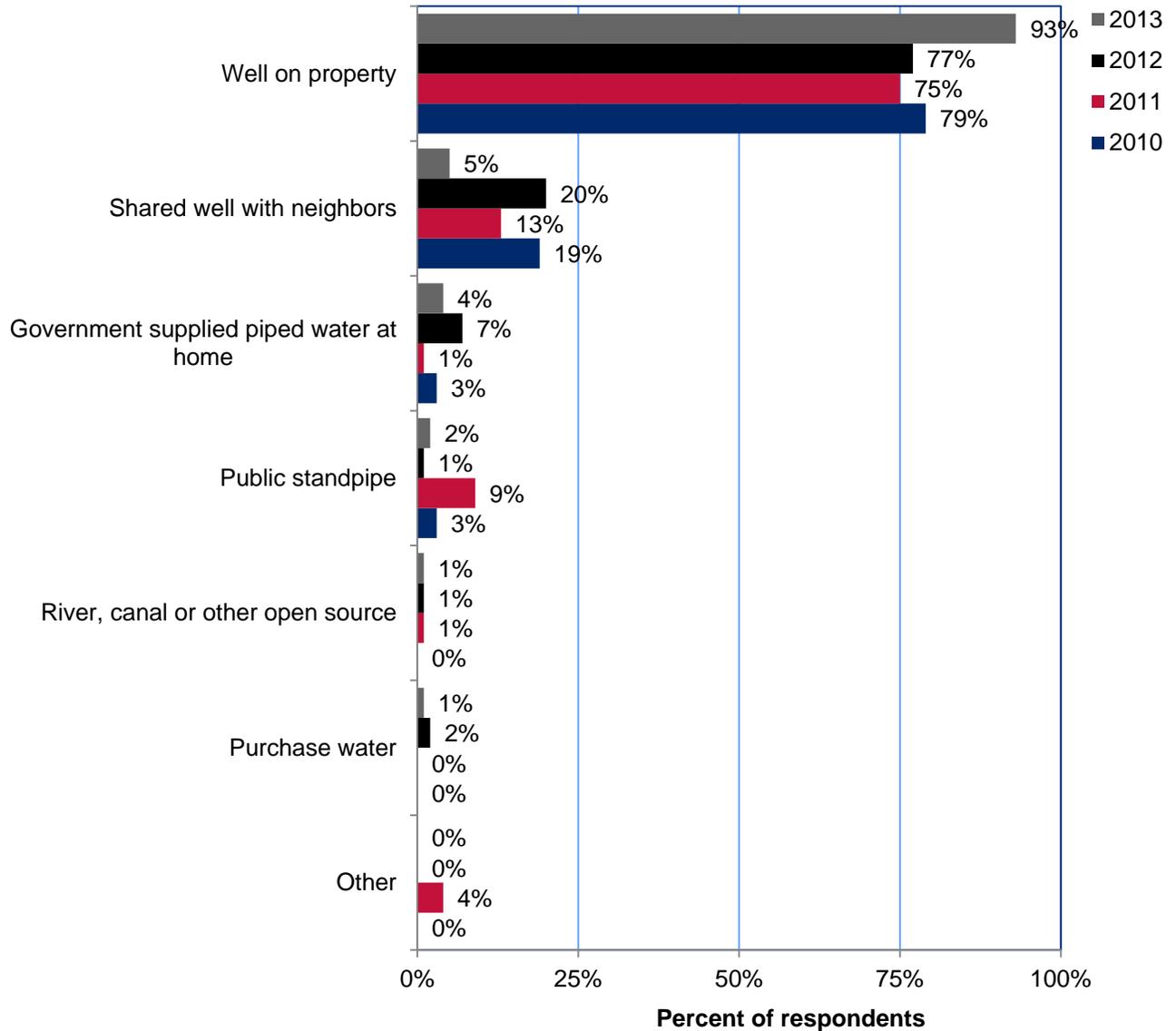
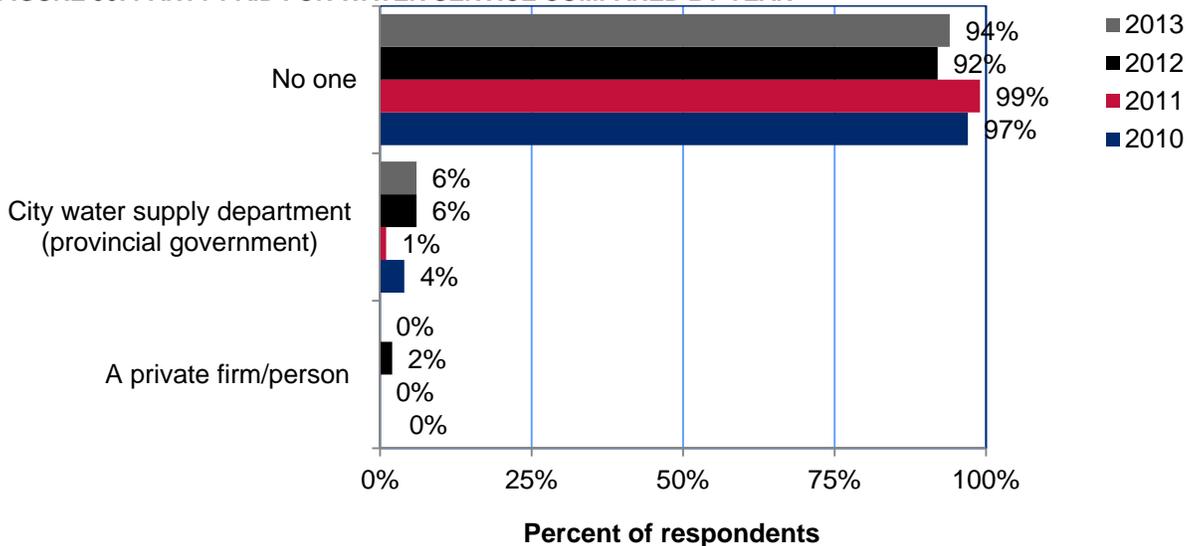
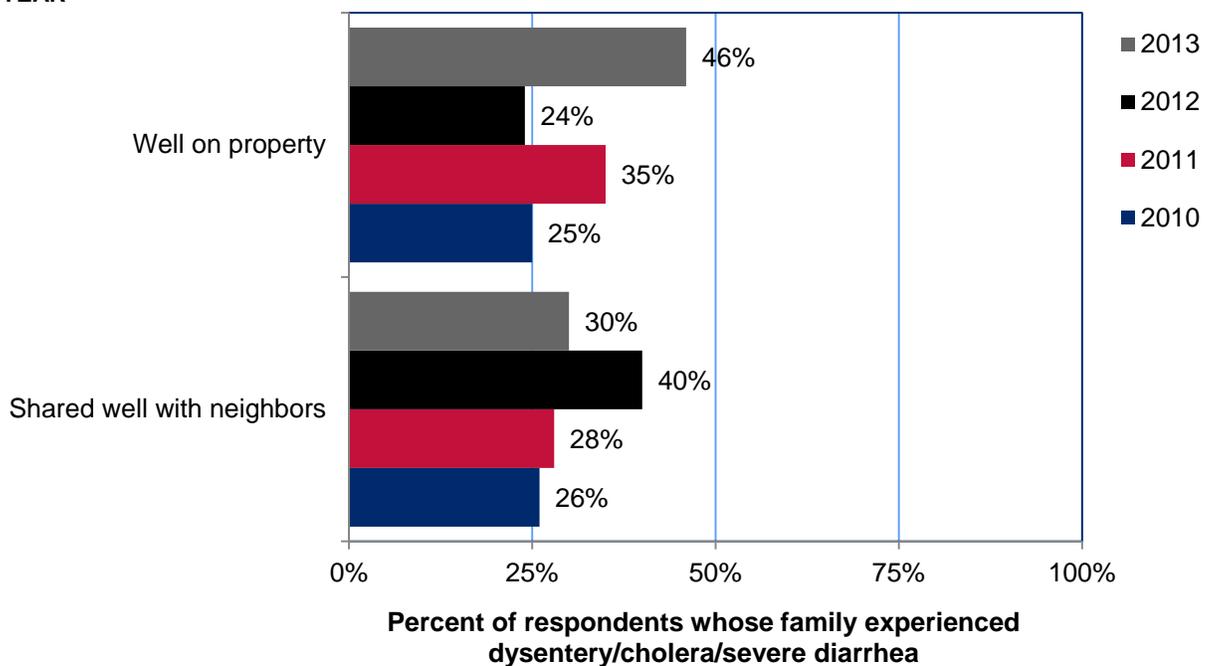


FIGURE 90: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR



In 2013, among residents who received their drinking water from a well, more experienced dysentery, cholera and/or severe diarrhea than in 2012, with about one in two suffering from these illnesses. Given the small number of residents using a shared well in 2013, the incidence of waterborne illness was not significantly different from past years or from those using a well on their property.

FIGURE 91: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



Shown only if at least 5% used the water source.

ELECTRICITY

Almost all respondents indicated that the government provided their electricity, a percentage that was greater in 2013 than in 2012. This trend was paralleled in the rising percent of residents who paid the provincial government’s City electricity department for their electricity.

FIGURE 92: ELECTRICITY SOURCES COMPARED BY YEAR

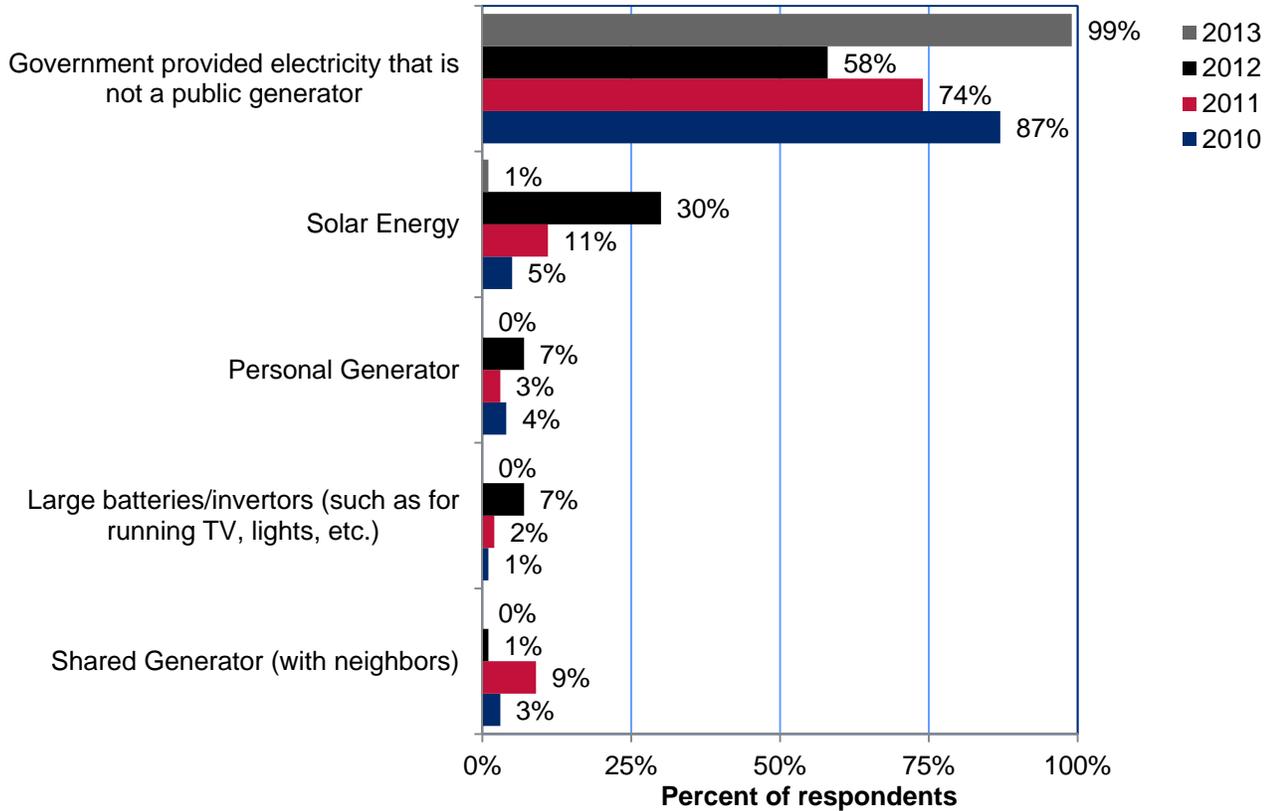
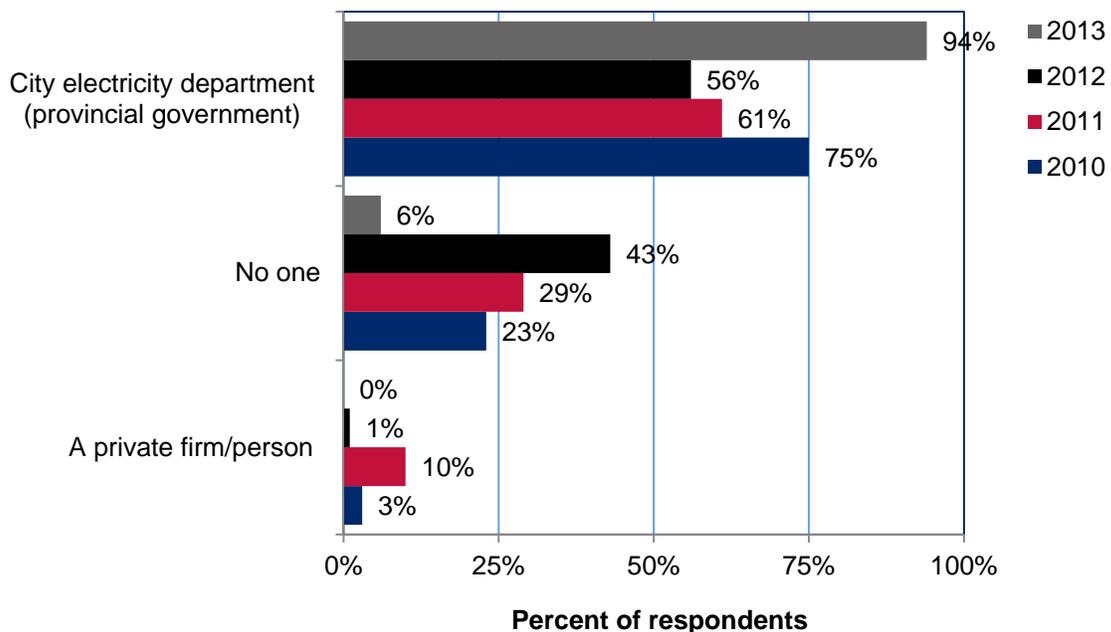
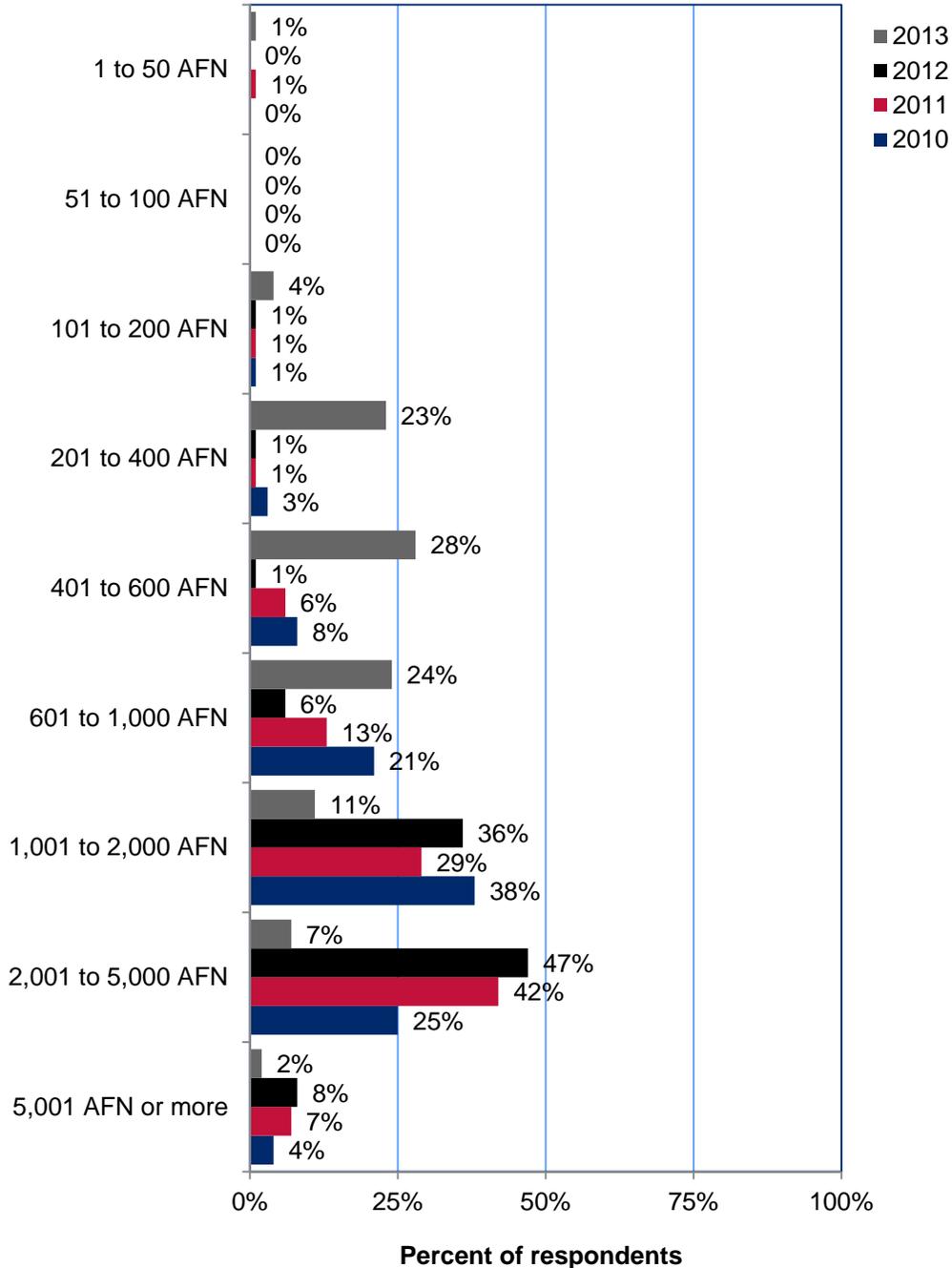


FIGURE 93: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



The Mehterlam residents who paid for their electricity paid less in 2013 than 2012. Residents commonly paid between 101 and 1,000 AFN per month for electricity. The amount of electricity they received for this fee was not known.

FIGURE 94: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



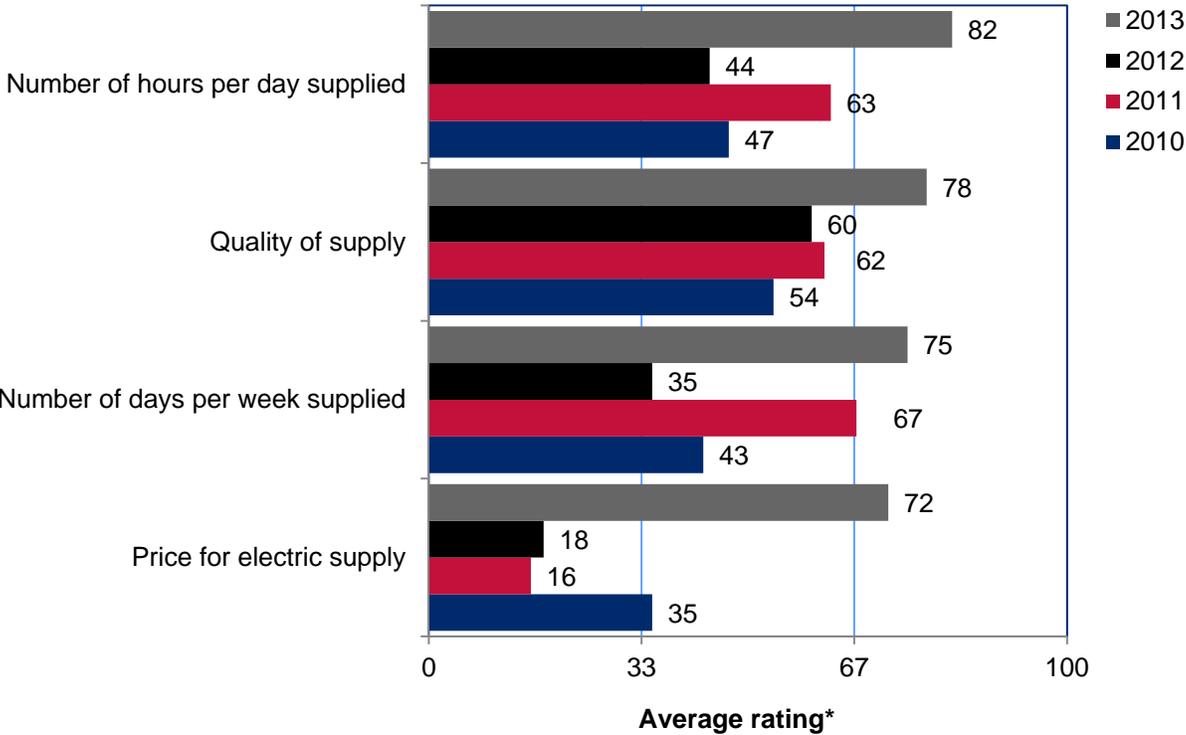
All ratings of electricity service quality improved greatly in 2013, with most saying the amount, quality and price of electricity was excellent or good.

FIGURE 95: QUALITY OF CITY ELECTRICITY SERVICES PROVIDED BY PROVINCIAL GOVERNMENT, 2013

	Excellent	Good	Fair	Poor	Average rating**
Number of hours per day supplied	49%	49%	2%	0%	82
Quality of supply*	47%	41%	11%	1%	78
Number of days per week supplied	28%	69%	3%	0%	75
Price for electric supply	33%	49%	17%	0%	72

*Electricity power and cut outs during service hours.
 ** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 96: QUALITY OF CITY ELECTRICITY SERVICES PROVIDED BY PROVINCIAL GOVERNMENT COMPARED BY YEAR



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

ROADS, DRAINAGE AND SANITATION

Most homes in Mehterlam had a dry latrine for a toilet (76% in 2013), while indoor plumbing remained somewhat rare (8%) and use of septic systems slightly more prevalent (17%). The use of an open ditch/canal for drainage of waste water remained widely prevalent, with about 80% of residents using that method for drainage. 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 97: TYPE OF TOILET IN HOME COMPARED BY YEAR

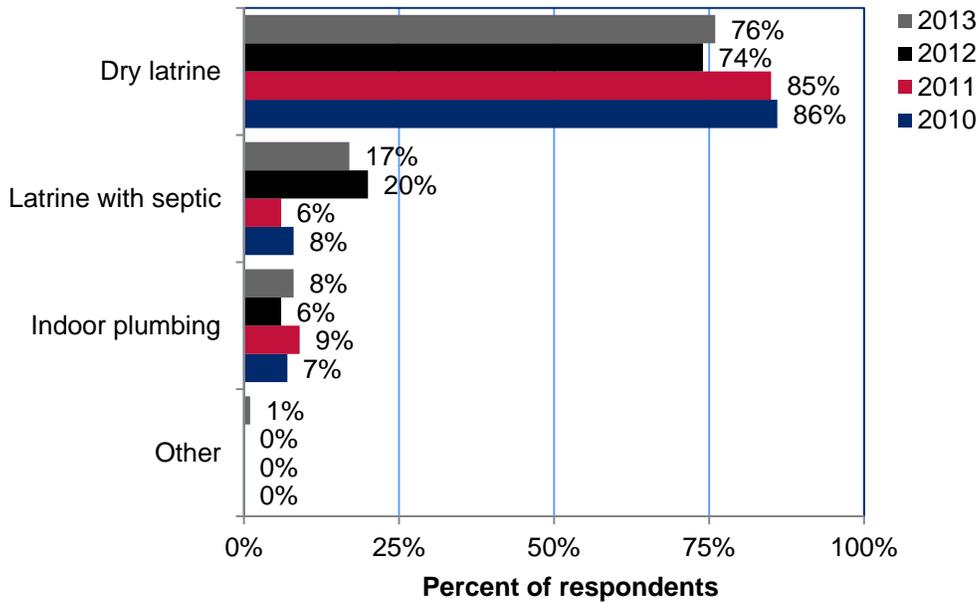
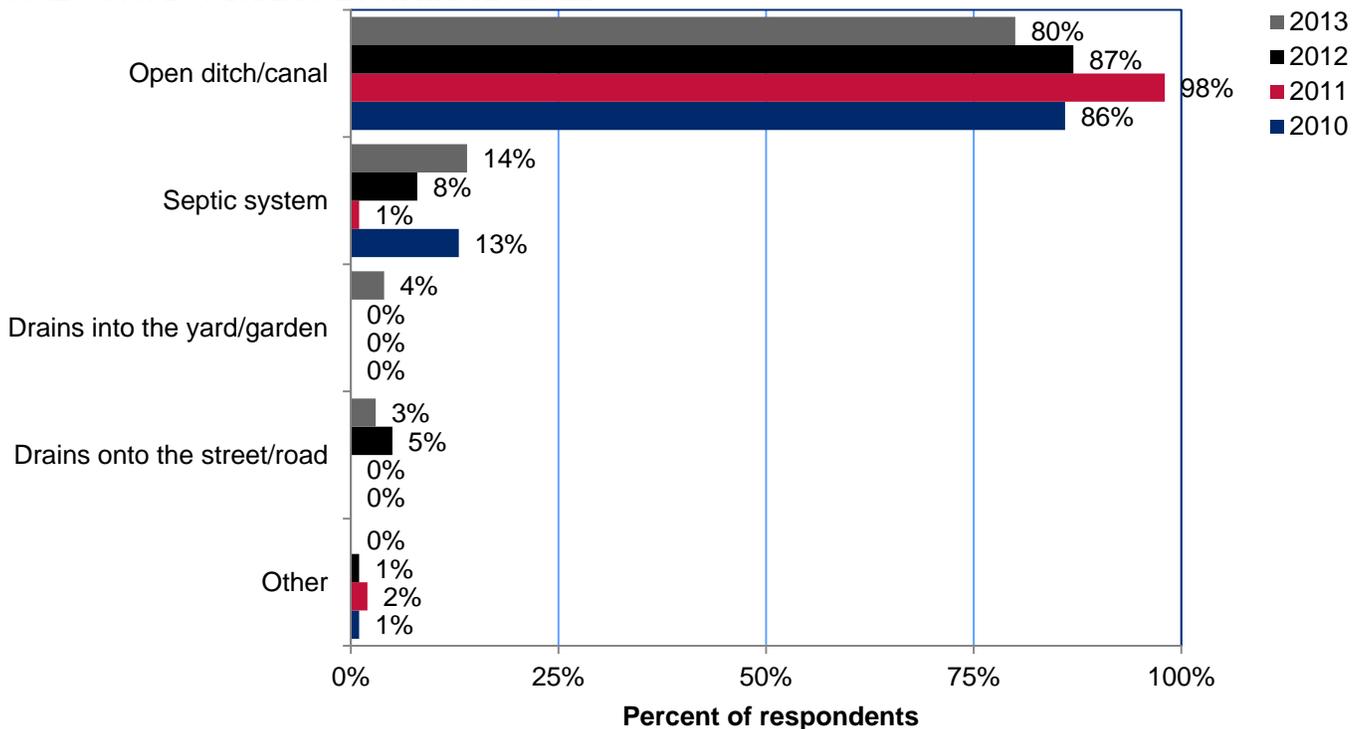


FIGURE 98: TYPE OF DRAINAGE FOR WASTE WATER



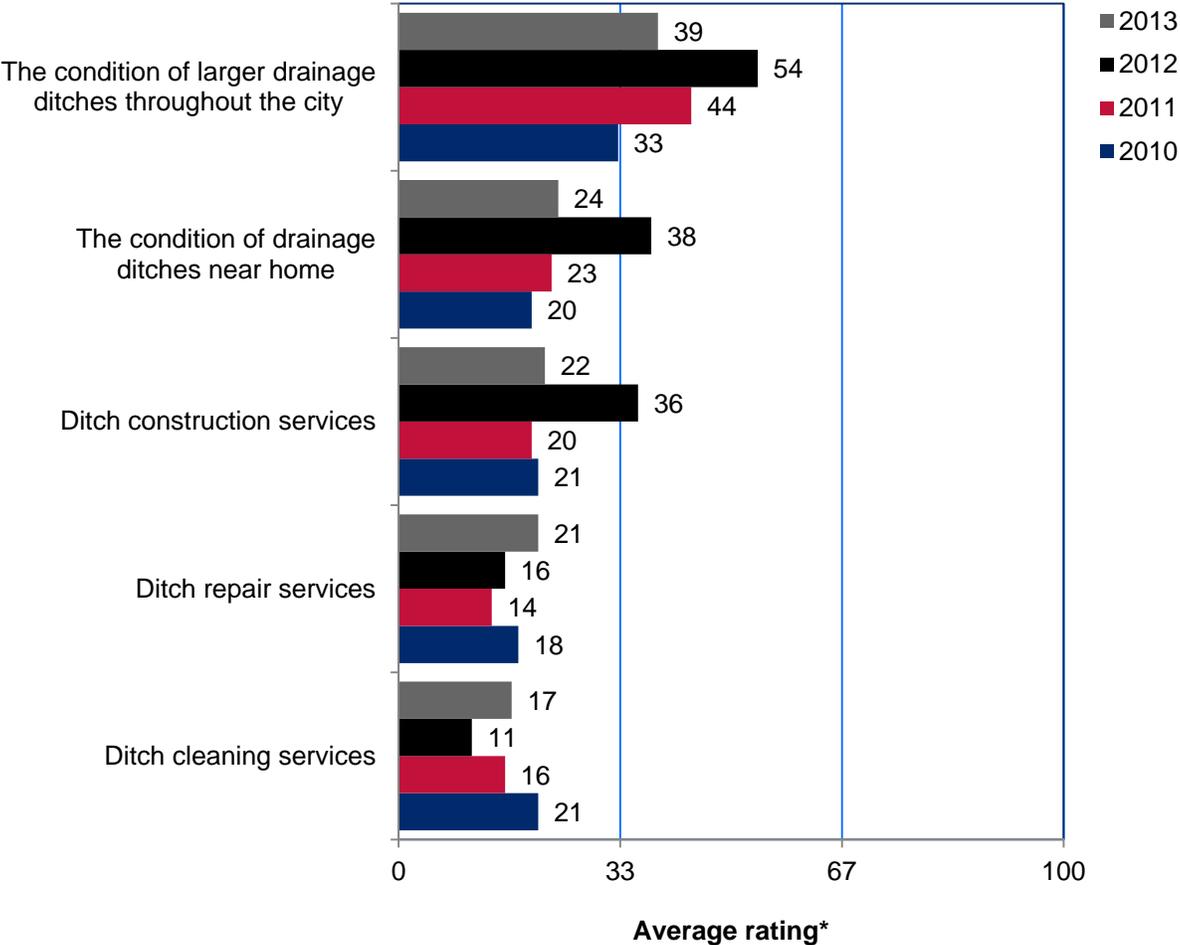
Most residents in Mehterlam continued to rate the quality of all aspects of city drainage and municipal government drainage services as either fair or poor. The condition of larger drainage ditches throughout the city continued to be rated higher than ratings for other drainage services. With the exception of 2012, these ratings were generally similar across survey years.

FIGURE 99: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of larger drainage ditches throughout the city	1%	34%	46%	20%	39
The condition of drainage ditches near home	4%	26%	11%	60%	24
Ditch construction services	3%	24%	12%	63%	22
Ditch repair services	2%	24%	12%	63%	21
Ditch cleaning services	1%	17%	14%	69%	17

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

FIGURE 100: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

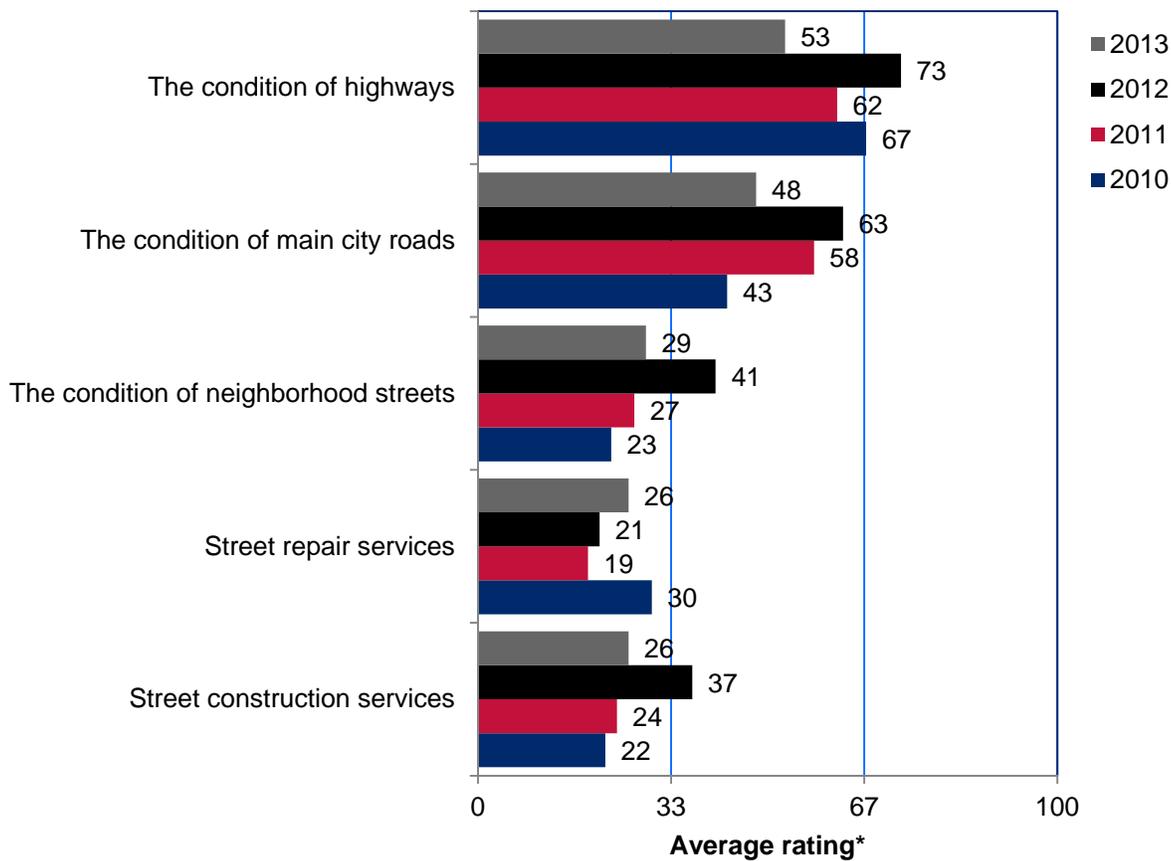
Only street repair services showed ratings in 2013 that were higher than in 2012 but those ratings remained similar to the ratings given in 2010. All other service ratings of roads declined from 2012 to 2013 and remained similar to 2010 ratings.

FIGURE 101: QUALITY OF CITY ROADS AND ROAD SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of highways	6%	60%	23%	12%	53
The condition of main city roads	3%	51%	35%	12%	48
The condition of neighborhood streets	3%	35%	10%	54%	29
Street repair services	1%	30%	14%	55%	26
Street construction services	2%	30%	14%	55%	26

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

FIGURE 102: 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

Parks continued to be seen as a rare amenity in Mehterlam and fewer people in each survey year said they were aware of them. While ratings for parks, given by the few Mehterlam residents who did notice them, looked to be on the upswing, there were too few residents rating them for this difference to be considered statistically different.

FIGURE 103: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

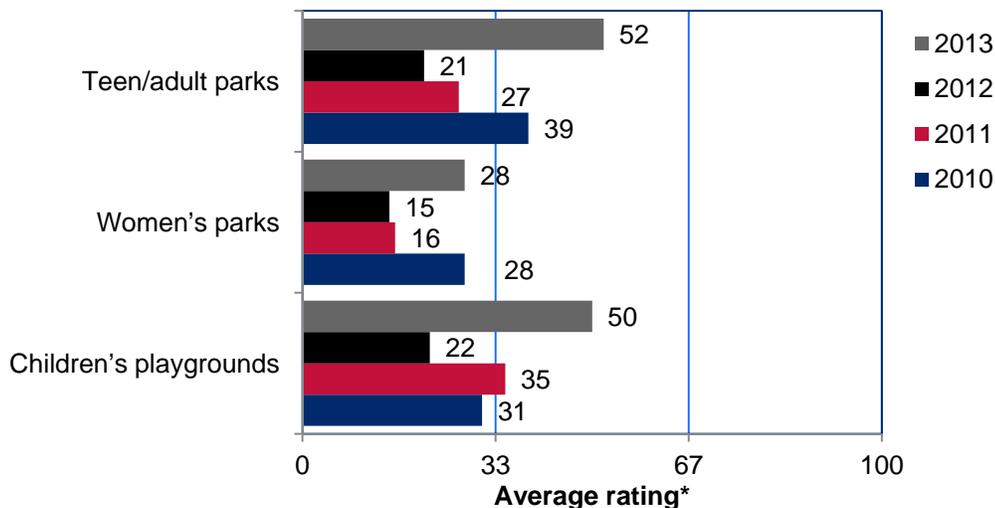
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012	2013
Teen/adult parks	Yes close	14%	16%	11%	4%
	None close but some further away	54%	42%	29%	13%
	Aware of no parks	32%	43%	60%	83%
Women's parks	Yes close	12%	16%	5%	1%
	None close but some further away	30%	39%	22%	4%
	Aware of no parks	58%	45%	73%	94%
Children's playgrounds	Yes close	12%	14%	10%	3%
	None close but some further away	40%	23%	28%	6%
	Aware of no parks	48%	62%	61%	91%

FIGURE 104: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	64%	29%	7%	52
Women's parks	0%	25%	33%	42%	28
Children's playgrounds	7%	50%	29%	14%	50

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

FIGURE 105: QUALITY OF PARKS COMPARED BY YEAR



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

Only 16% of respondents had visited a park in Mehterlam in 2013, down from 30% in 2012. Among those residents who had visited a park, almost all had visited a park for adults or teens.

FIGURE 106: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR

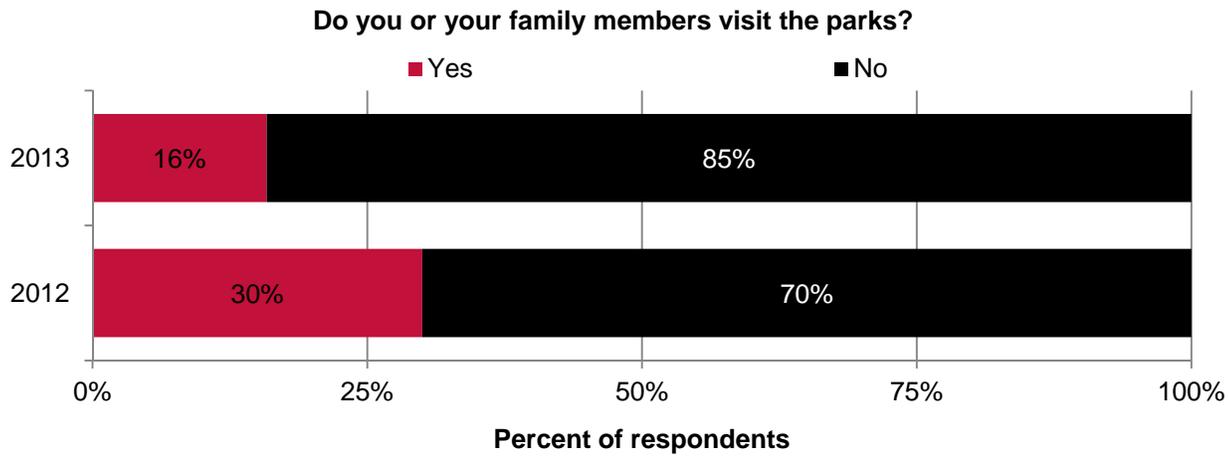
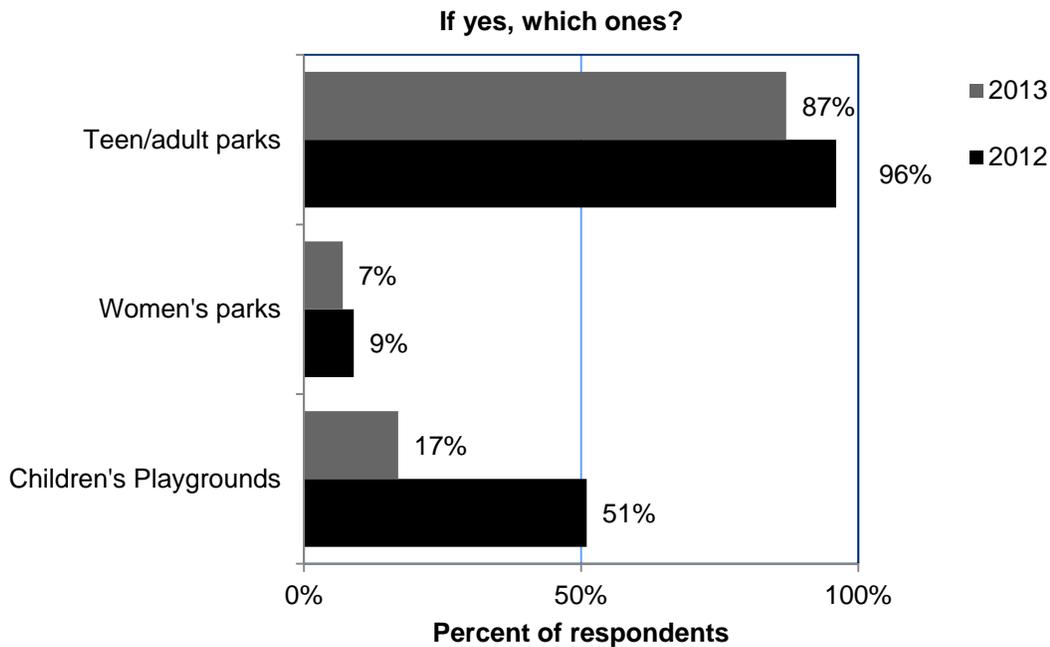


FIGURE 107: TYPE OF PARKS VISITED COMPARED BY YEAR



Asked only of those who had visited a park.

MARKET

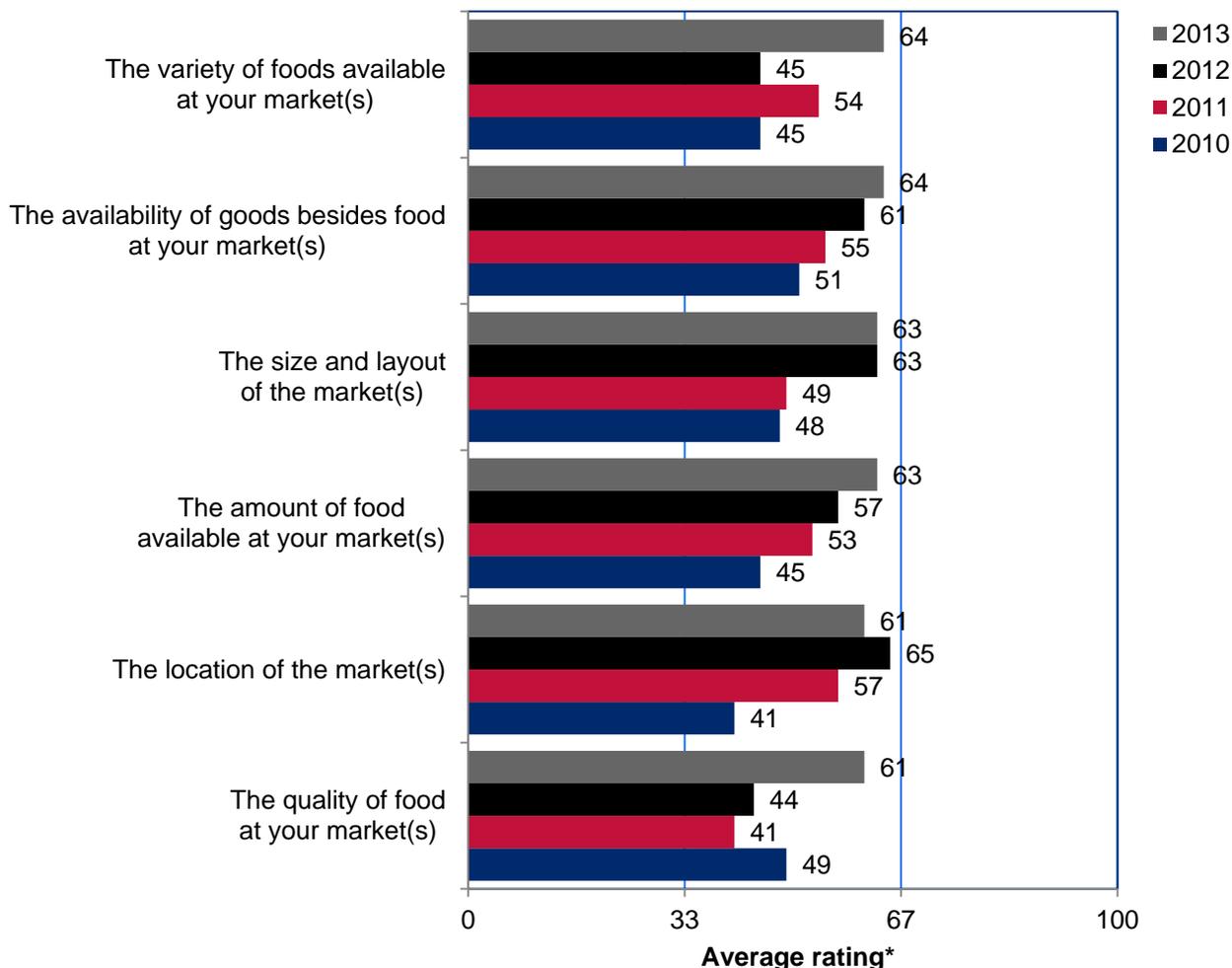
In 2013, quality ratings of the city market(s) were generally positive. Ratings for the location and size of city markets held steady, variety of food and quality of food items improved. The quality and variety of food at Mehterlam’s market(s) were rated as excellent or good by about three in four respondents. All market ratings were much better in 2013 than in 2010.

FIGURE 108: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The variety of foods available at your market(s)	17%	61%	22%	1%	64
The availability of goods besides food at your market(s)	19%	56%	24%	2%	64
The size and layout of the market(s)	9%	75%	14%	3%	63
The amount of food available at your market(s)	16%	59%	25%	1%	63
The location of the market(s)	7%	74%	14%	5%	61
The quality of food at your market(s)	17%	52%	28%	4%	61

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

FIGURE 109: QUALITY OF CITY MARKET COMPARED BY YEAR



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

Vegetables, flour, sugar, tea, cereals and cooking oil were considered to be affordable by almost all Mehterlam residents in 2012 and 2013. However, meat and fruits were considered less affordable.

FIGURE 110: 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
Sugar, tea	As often as we want	96%	85%	98%	99%
	Not as often as we want	4%	13%	2%	2%
	Only rarely	1%	2%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	92%	77%	94%	99%
	Not as often as we want	7%	13%	6%	2%
	Only rarely	1%	10%	1%	0%
	Never	0%	0%	0%	0%
Vegetables	As often as we want	87%	67%	94%	99%
	Not as often as we want	13%	32%	6%	2%
	Only rarely	1%	1%	0%	0%
	Never	0%	0%	0%	0%
Cooking oil	As often as we want	79%	85%	97%	98%
	Not as often as we want	18%	11%	3%	2%
	Only rarely	4%	4%	1%	0%
	Never	0%	0%	0%	0%
Flour	As often as we want	91%	85%	98%	97%
	Not as often as we want	7%	11%	2%	3%
	Only rarely	3%	5%	1%	0%
	Never	0%	0%	0%	0%
Fruit	As often as we want	49%	13%	33%	33%
	Not as often as we want	31%	55%	56%	65%
	Only rarely	20%	32%	10%	3%
	Never	1%	0%	1%	0%
Meat	As often as we want	55%	11%	28%	14%
	Not as often as we want	27%	55%	61%	79%
	Only rarely	19%	34%	12%	7%
	Never	0%	0%	0%	0%

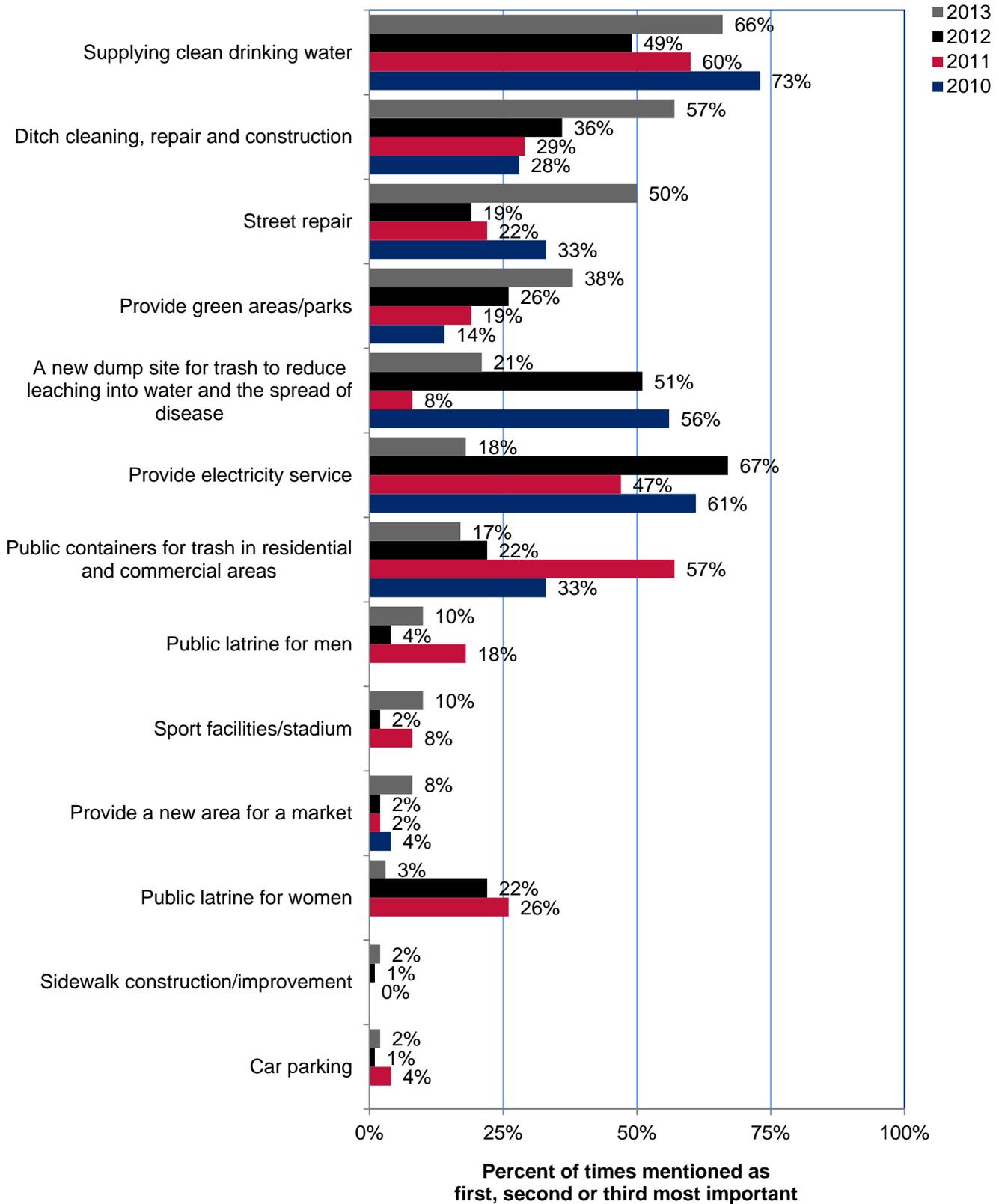
SERVICE PRIORITIES

In 2013, supplying clean drinking water replaced providing electricity as Mehterlam residents' top priority for municipal services. Ditch cleaning, street repair and parks have become the second, third and fourth highest priorities for residents of Mehterlam.

FIGURE 111: MUNICIPAL SERVICE PRIORITIES, 2013

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	11%	32%	23%	34%
Ditch cleaning, repair and construction	32%	14%	11%	44%
Street repair	14%	25%	11%	51%
Provide green areas/parks	10%	10%	19%	62%
A new dump site for trash to reduce leaching into water and the spread of disease	14%	3%	4%	79%
Public containers for trash in residential and commercial areas	12%	1%	5%	83%
Provide electricity service	2%	4%	12%	83%
Sport facilities/stadium	0%	6%	5%	90%
Public latrine for men	3%	1%	7%	90%
Provide a new area for a market	1%	4%	3%	93%
Sidewalk construction/improvement	0%	1%	1%	98%
Public latrine for women	1%	1%	2%	98%
Car parking	0%	1%	1%	99%

FIGURE 112: 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, about as many Mehterlam residents said they would contact their mayor as said they would contact their tribal leader/Malik if they had a problem with something related to the city. Almost no one would rely on Shuras, CDCs or Jirgas. Though more residents indicated that they would contact the mayor if a problem arose, the same number as in 2012 reported knowing who the mayor was (45%).

FIGURE 113: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

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

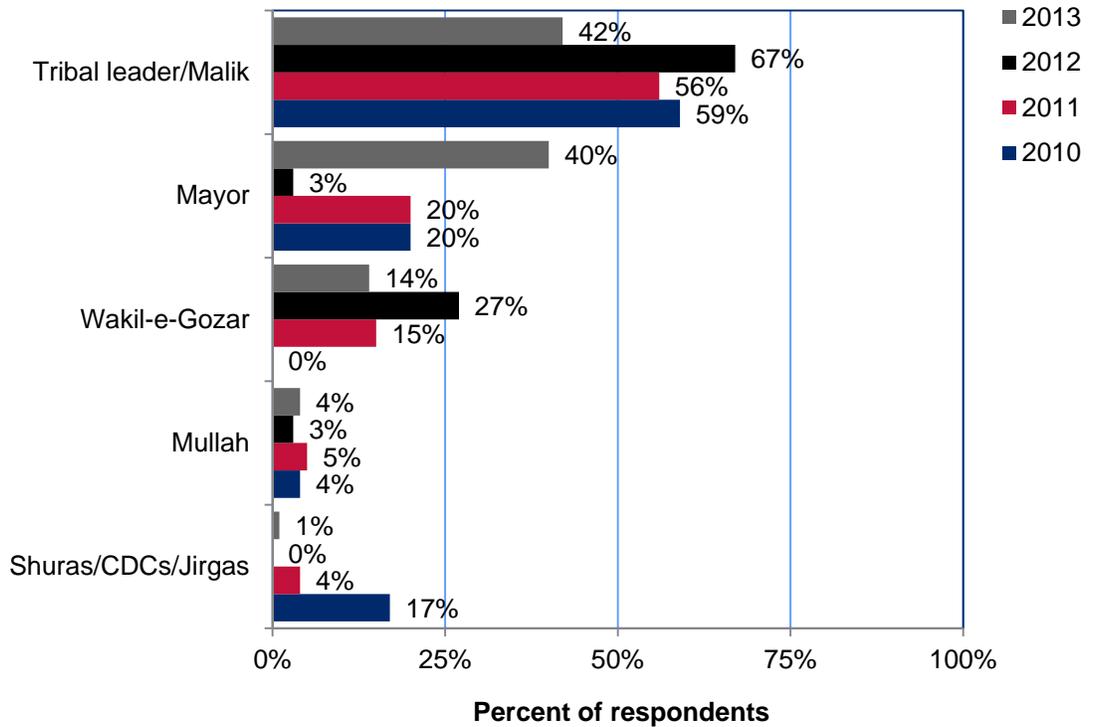
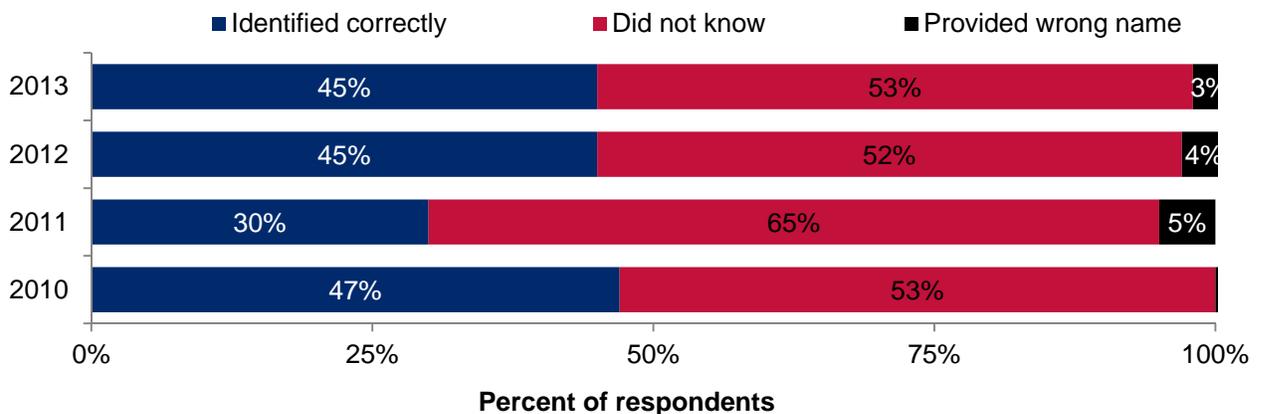


FIGURE 114: IDENTIFICATION OF MAYOR COMPARED BY YEAR



About the same number of respondents as last year in Mehterlam indicated that they had ever asked someone in the municipal government to help solve a problem or get a service. Fewer residents in 2013 than in 2012 reported reading the municipal newsletter. Up from past years, about one in four respondents paid Safayi and most paid 101 to 200 AFN per month.

FIGURE 115: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR

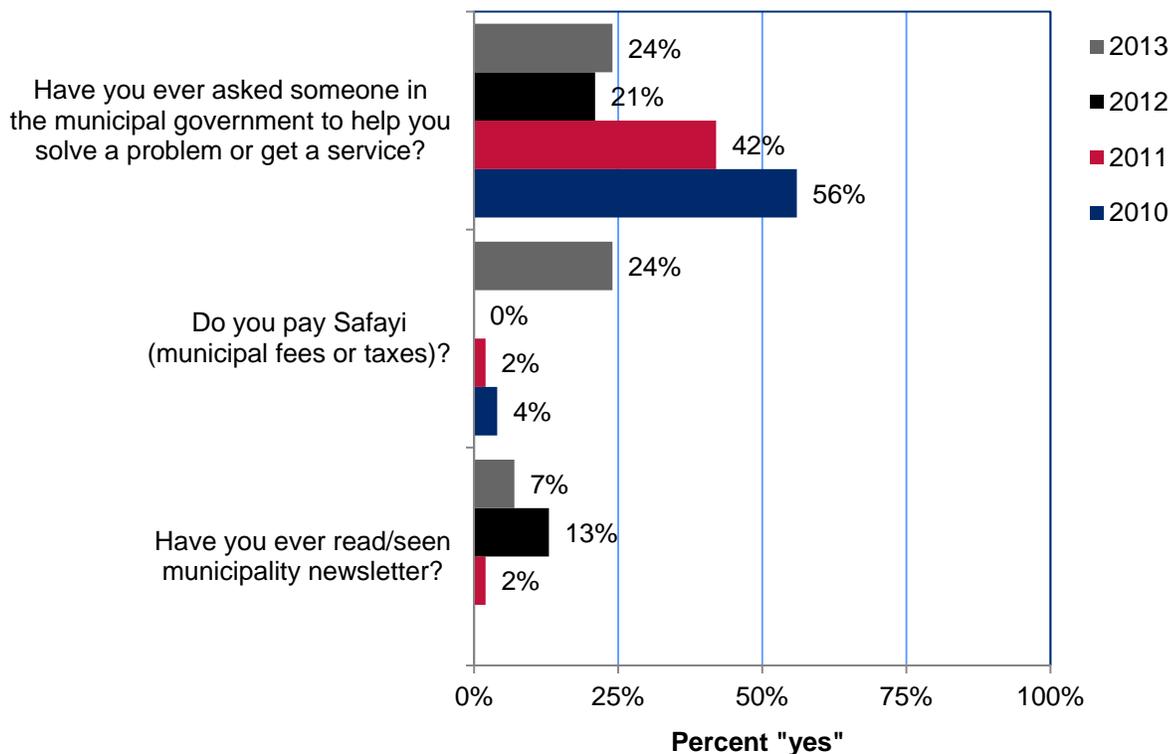


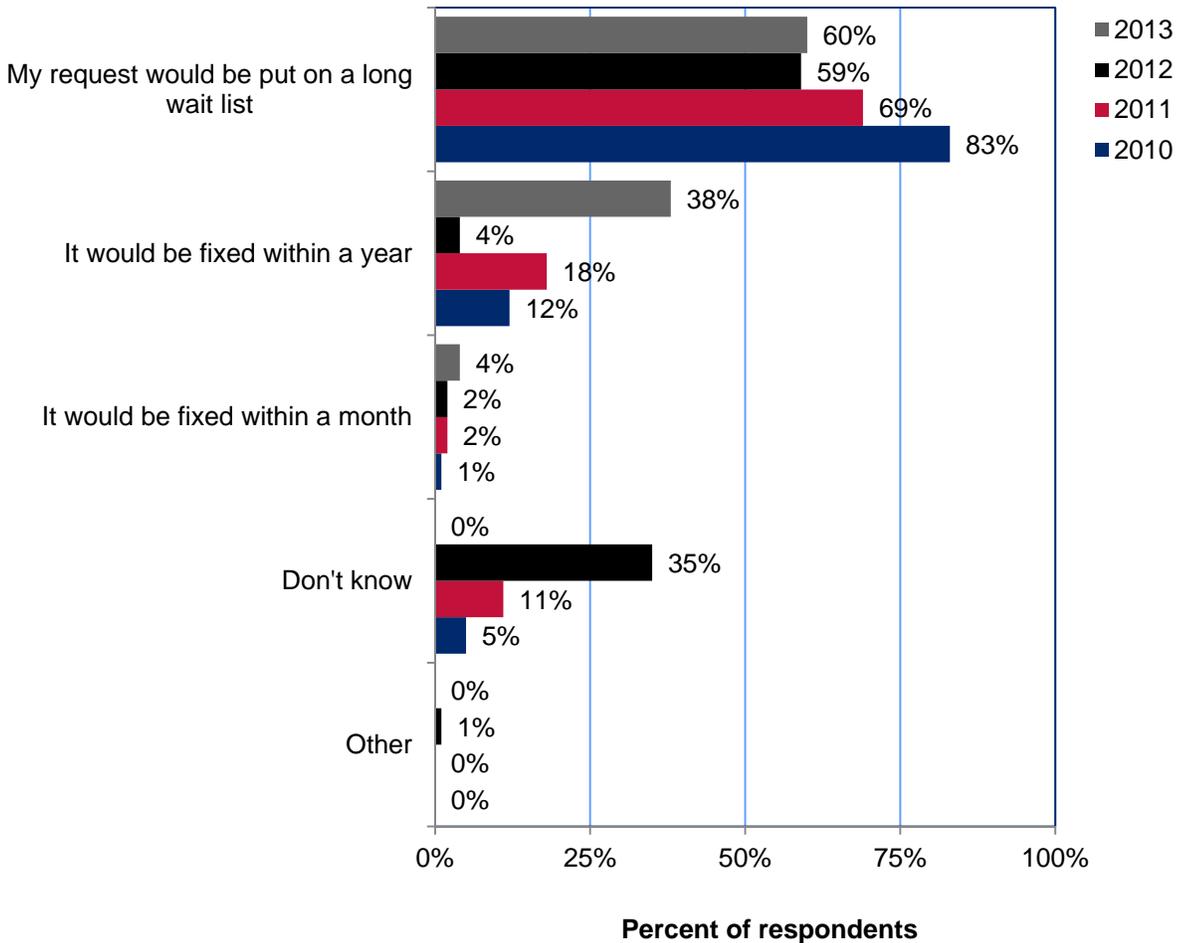
FIGURE 116: MONTHLY SAFAYI PAID COMPARED BY YEAR

	2010	2011	2012	2013
5,001 AFN or more	0%	0%	NA	0%
2,001 to 5,000 AFN	0%	0%	NA	0%
1,001 to 2,000 AFN	11%	0%	NA	0%
601 to 1,000 AFN	11%	0%	NA	0%
401 to 600 AFN	11%	0%	NA	0%
201 to 400 AFN	0%	0%	NA	15%
101 to 200 AFN	11%	0%	NA	52%
51 to 100 AFN	44%	33%	NA	15%
1 to 50 AFN	11%	67%	NA	19%

In 2013, 60% of Mehterlam residents indicated that a request to fix streets would be put on a long wait list, but 42% thought the street would be fixed within a month or year. This was a great improvement from 2012 when only 6% thought it would be fixed within a month or year.

FIGURE 117: 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, as in 2012, a large percent of respondents thought that they could have a lot of influence over government decisions in Mehterlam. In 2013, many more than ever recorded in the past felt that government officials almost always worked to serve people like them.

FIGURE 118: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

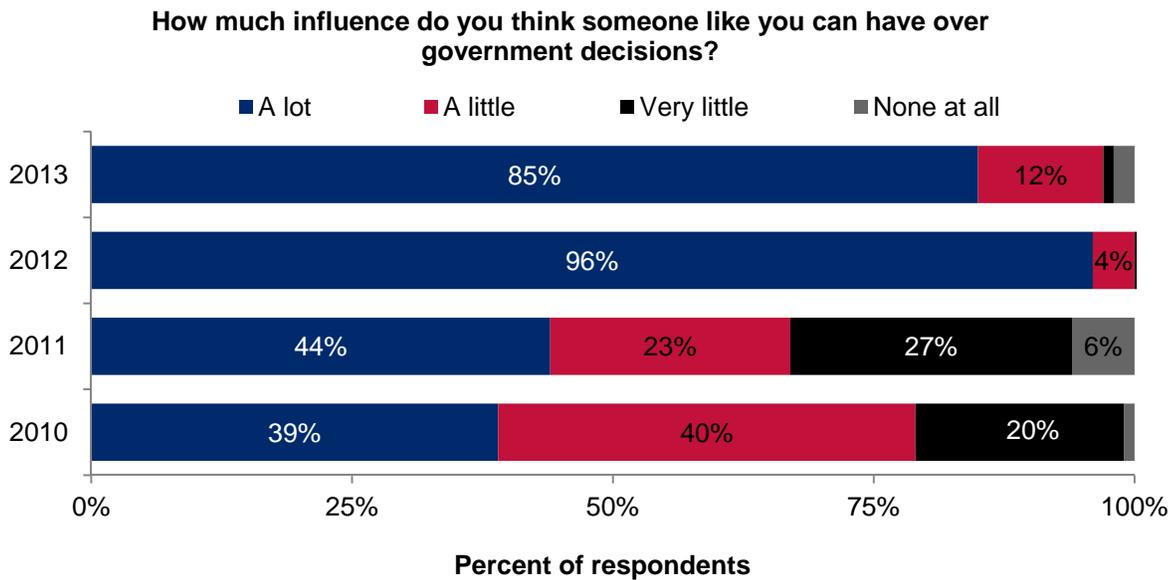
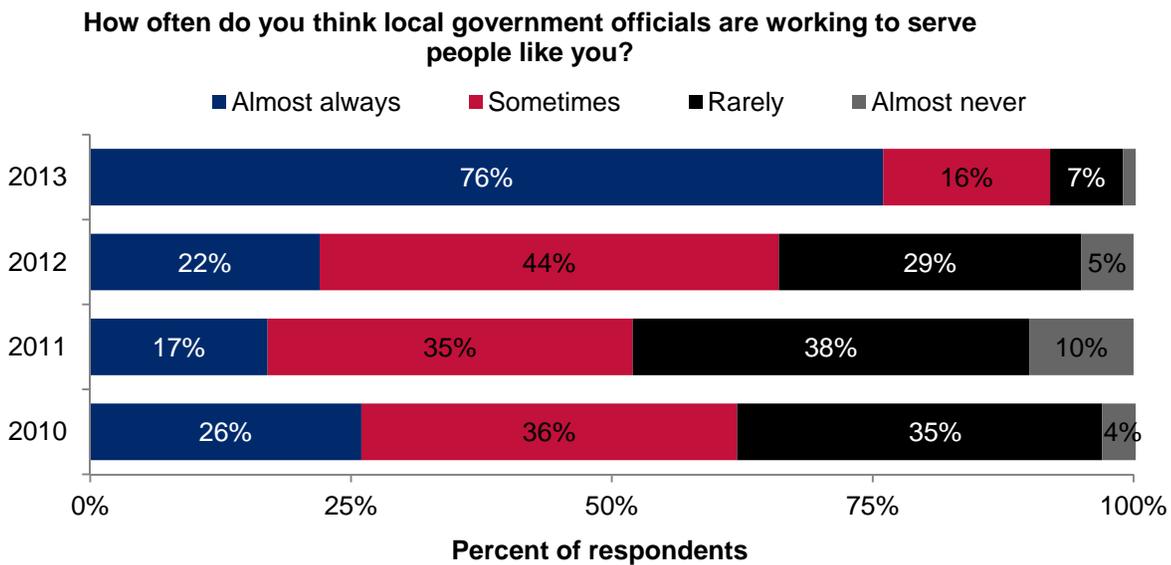


FIGURE 119: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



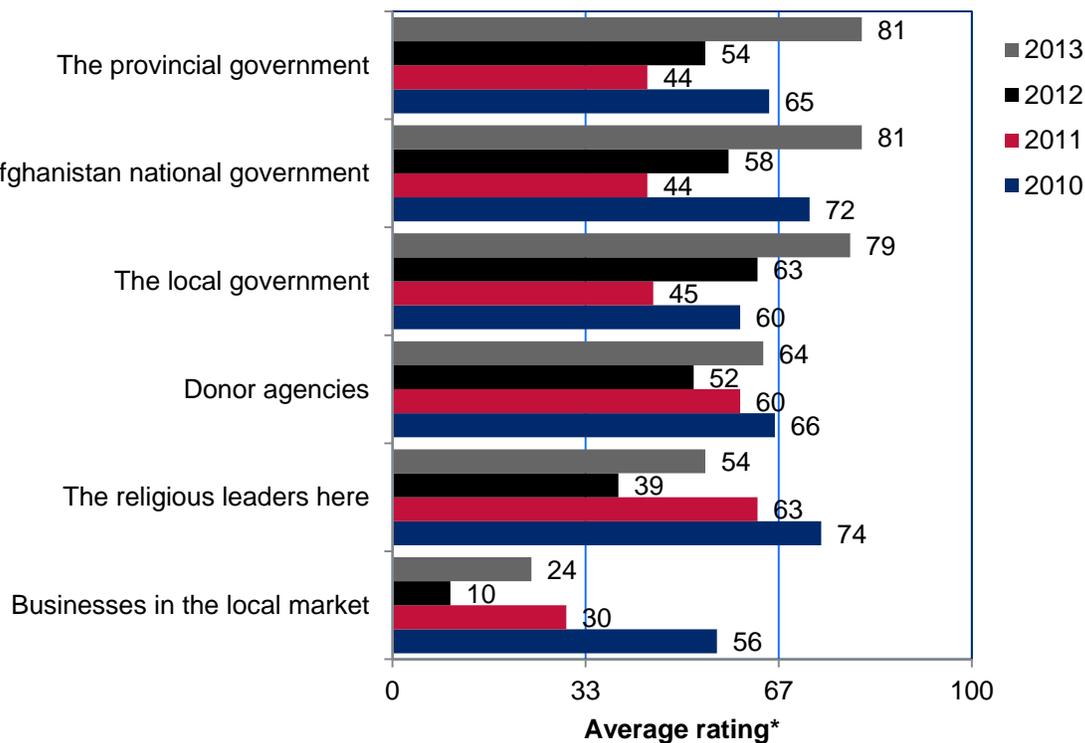
For residents of Mehterlam, trust in businesses, religious leaders and donor agencies continued to be the lowest among all institutions tested. Trust in local, provincial and national governments saw an increase in 2013 to the highest level of all survey years.

FIGURE 120: 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 provincial government	47%	50%	3%	0%	81
The Afghanistan national government	48%	47%	5%	1%	81
The local government	44%	49%	7%	1%	79
Donor agencies	21%	56%	16%	7%	64
The religious leaders here	26%	26%	32%	16%	54
Businesses in the local market	3%	29%	8%	61%	24

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

FIGURE 121: 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

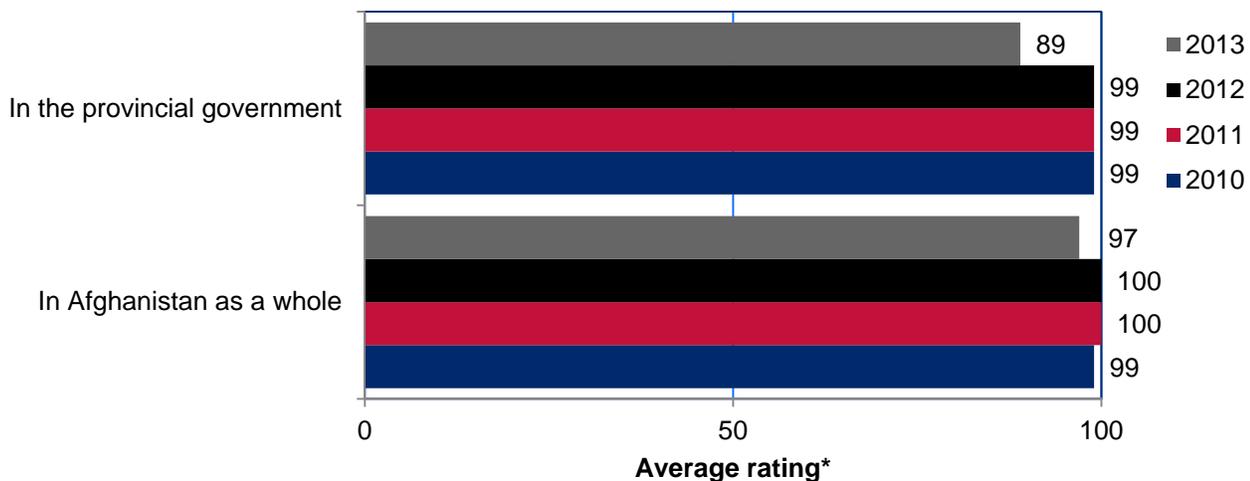
In 2013, as in years past, almost all respondents from Mehterlam indicated that corruption was a major problem in both the provincial government and in Afghanistan as a whole.

FIGURE 122: 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	78%	23%	0%	89
In Afghanistan as a whole	94%	7%	0%	97

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

FIGURE 123: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 124: 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	46%	73%	89%	81%
	Stayed the same	38%	17%	7%	7%
	Decreased	17%	9%	4%	13%
In the provincial government	Increased	44%	74%	89%	64%
	Stayed the same	28%	20%	7%	22%
	Decreased	29%	6%	4%	14%

In 2013, about three-quarters of respondents had contact with public healthcare service officials and about one-half had contact with state electricity supply officials, while other types of officials were contacted by fewer than half of respondents.

In 2013, most Mehterlam residents who had contact with the government officials listed had not been asked for cash, a gift or a favor. While only 2% of respondents had contact with a customs officer, most of these people said they were asked to give cash, a gift or perform a favor in all or most cases. About one-quarter of the 20% of respondents who had contact with the judiciary/courts and 49% of respondents who had contact with the state electricity supply said they were asked to give cash, a gift or perform a favor in all or most cases. Other types of officials were very unlikely to ask for cash, a gift or a favor.

FIGURE 125: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

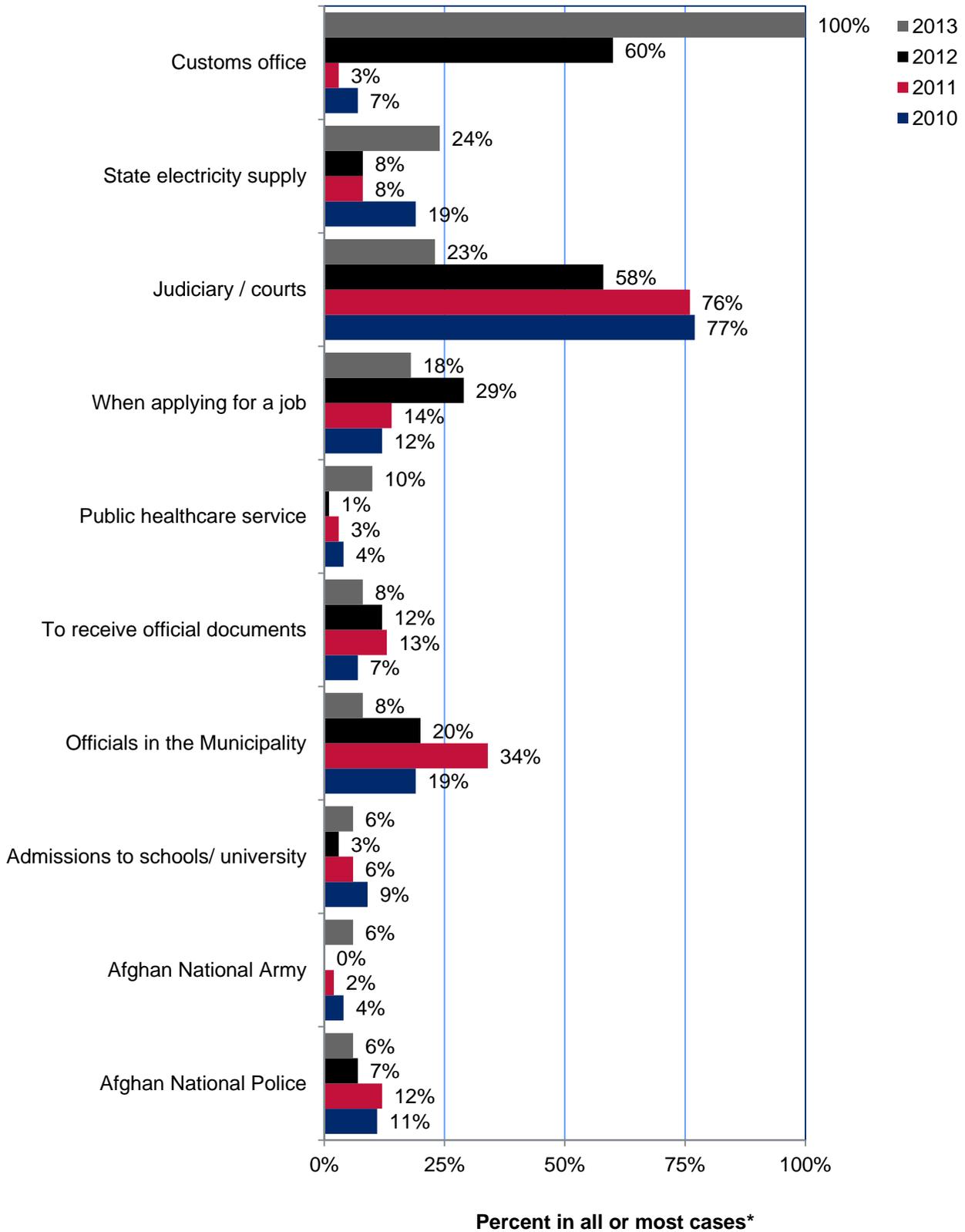
	2010	2011	2012	2013
Public healthcare service	62%	72%	71%	73%
State electricity supply	62%	56%	18%	49%
Admissions to schools/ university	59%	70%	33%	40%
To receive official documents	59%	71%	26%	38%
When applying for a job	56%	67%	26%	37%
Afghan National Army	65%	60%	12%	27%
Afghan National Police	72%	62%	15%	26%
Officials in the Municipality	77%	48%	22%	24%
Judiciary / courts	67%	60%	13%	20%
Customs office	45%	20%	5%	2%

FIGURE 126: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2013

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
Customs office	33%	67%	0%	0%
Judiciary/courts	8%	15%	33%	44%
State electricity supply	3%	21%	9%	66%
When applying for a job	1%	16%	7%	75%
To receive official documents	0%	8%	11%	82%
Officials in the Municipality	0%	8%	6%	85%
Public healthcare service	1%	9%	3%	87%
Afghan National Police	0%	6%	8%	87%
Admissions to schools/university	0%	6%	5%	89%
Afghan National Army	2%	4%	2%	92%

* Only for those who had contact with Government Official

FIGURE 127: 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

Almost all Mehterlam residents were aware of the Ministry of Women's Affairs and were aware of the local Ministry office in their district or province.

Throughout the four years of surveying, most women and men in the city of Mehterlam continued to agree that women should have equal opportunities in education and government. Support from both genders for women having equal opportunities in education and government remained as strong in 2013 as in 2012.

FIGURE 128: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

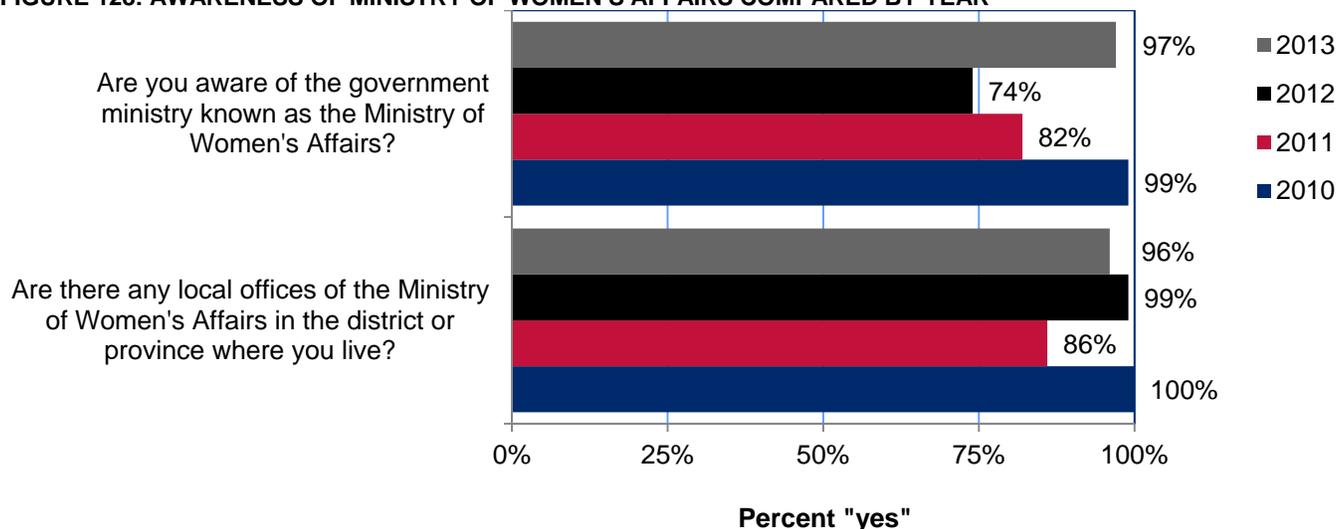
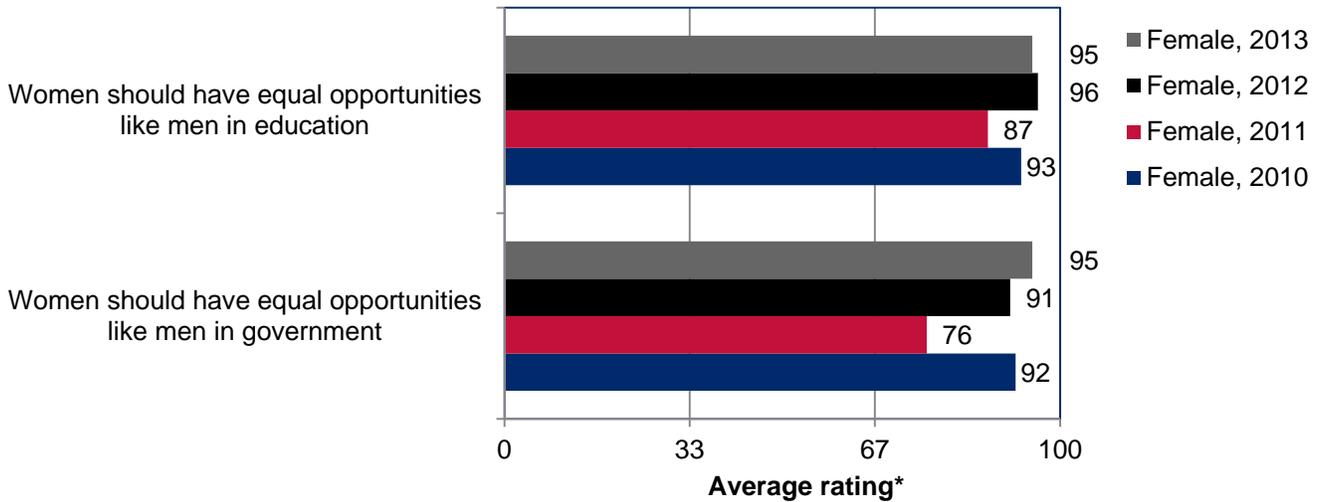


FIGURE 129: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2013

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	92%	87%
	Agree somewhat	3%	12%
	Disagree somewhat	1%	1%
	Strongly disagree	4%	0%
	Average rating*	94	95
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	77%	87%
	Agree somewhat	12%	11%
	Disagree somewhat	1%	1%
	Strongly disagree	10%	1%
	Average rating*	85	95

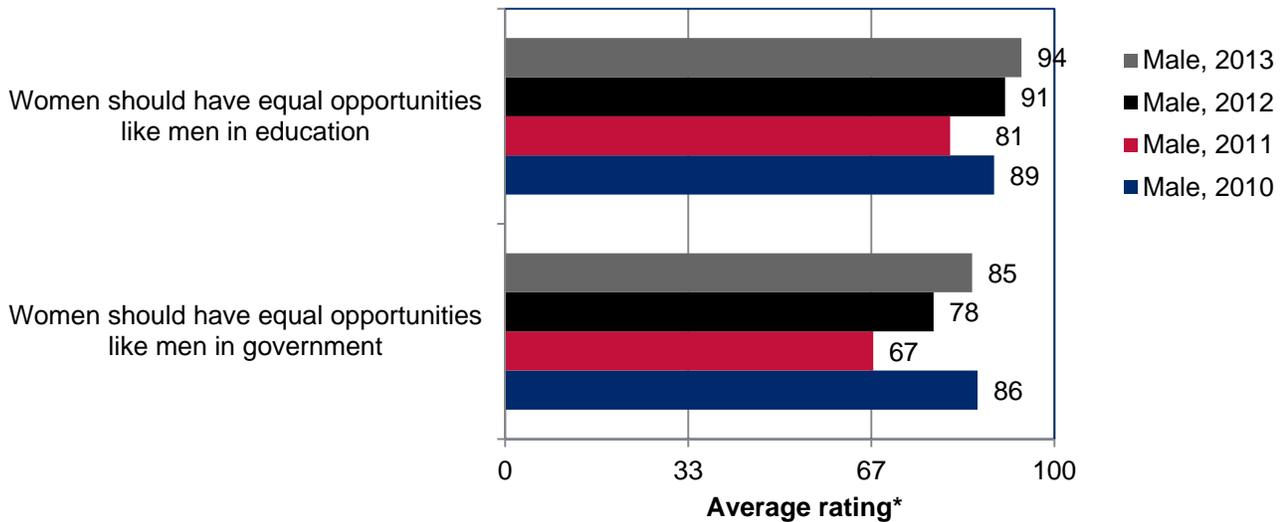
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 130: 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 131: 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

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

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	84	42%
6-10 years	46	23%
11-20 years	38	19%
21-40 years	31	16%
41 or more years	1	1%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Mehterlam	11

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 Mehterlam	0	0%	147	74%	51	26%	2	1%	0	0%	0	0%	200	100%
The quality of schools in your city	3	2%	168	84%	24	12%	5	3%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	3	2%	110	55%	57	28%	30	15%	0	0%	0	0%	200	100%
The health of people in your city	7	4%	87	44%	84	42%	22	11%	0	0%	0	0%	200	100%
The cleanliness of city streets	5	3%	67	34%	54	27%	74	37%	0	0%	0	0%	200	100%
The number of job opportunities in your city	6	3%	65	33%	96	48%	33	17%	0	0%	0	0%	200	100%
The number of businesses in your city	4	2%	74	37%	110	55%	12	6%	0	0%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.7
The quality of schools in your city	2.8
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.0
The number of job opportunities in your city	2.2
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	181	91%
Yes, part time	14	7%
No, not employed	5	3%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?		
	Number	Percent
Increased	115	57%
Stayed the same	45	23%
Decreased	40	20%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	48	24%
No	152	76%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	9	19%
51 to 100 AFN	7	15%
101 to 200 AFN	25	52%
201 to 400 AFN	7	15%
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	74	37%
Dispose in public container	48	24%
Take to an official dump site	1	1%
Take to an improvised dump site	68	34%
Door to door collection	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	7	4%
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	34	71%
On the next street	9	19%
Several streets away	3	6%
Further than several streets away	2	4%
Total	48	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	12	6%
Somewhat satisfied	33	17%
Somewhat dissatisfied	18	9%
Very dissatisfied	137	69%
Refused	0	0%
Don't know	0	0%
Total	200	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)	1.6

**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	1%
A couple/few times a week	10	5%
Once a week	13	7%
Once every two or three weeks	6	3%
Once a month or less frequently	20	10%
Once a year	9	5%
Never	141	71%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	46	23%
The municipal government, I pay money additional to the Safayi fees/taxes	1	1%
A private firm/person	0	0%
No one	153	77%
Total	200	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	2	1%	55	28%	31	16%	112	56%	0	0%	0	0%	200	100%
Provision of legal dumpsites	4	2%	48	24%	35	18%	113	56%	0	0%	0	0%	200	100%
Provision of garbage bins in residential areas	1	1%	33	17%	43	22%	122	61%	0	0%	1	1%	200	100%
Provision of garbage bins in commercial areas	2	1%	101	51%	59	30%	38	19%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	4	2%	38	19%	33	17%	125	63%	0	0%	0	0%	200	100%
Affordability of trash service	1	1%	36	18%	32	16%	68	34%	0	0%	63	32%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.7
Provision of legal dumpsites	1.7
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.3
Cleaning garbage from the streets	1.6
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	185	93%
Shared well with neighbors	10	5%
River, canal or other open source	1	1%
Public standpipe	3	2%
Government supplied piped water at home	8	4%
Purchase water	1	1%
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	12	6%
A private firm/person	0	0%
No one	188	94%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	2	17%
51 to 100 AFN	6	50%
101 to 200 AFN	2	17%
201 to 400 AFN	1	8%
401 to 600 AFN	1	8%
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	12	100%

Q13 Quality of Government Water Services, if Connected

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	3	25%	7	58%	1	8%	1	8%	0	0%	0	0%	12	100%
Amount supplied	2	17%	7	58%	2	17%	1	8%	0	0%	0	0%	12	100%
Overall quality of water for drinking	7	58%	4	33%	1	8%	0	0%	0	0%	0	0%	12	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	3.0
Amount supplied	2.8
Overall quality of water for drinking	3.5

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

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

	Number	Percent
Yes	91	46%
No	109	55%
Total	200	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	188	94%
No electricity	11	6%
Solar Energy	2	1%
Personal Generator	0	0%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	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	188	94%
No one	12	6%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	1	1%
51 to 100 AFN	0	0%
101 to 200 AFN	8	4%
201 to 400 AFN	44	23%
401 to 600 AFN	53	28%
601 to 1,000 AFN	45	24%
1,001 to 2,000 AFN	20	11%
2,001 to 5,000 AFN	14	7%
5,001 AFN or more	3	2%
Total	188	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	53	28%	129	69%	5	3%	0	0%	0	0%	0	0%	187	100%
Number of hours per day supplied	91	49%	92	49%	4	2%	0	0%	0	0%	0	0%	187	100%
Quality of supply*	88	47%	77	41%	21	11%	1	1%	0	0%	0	0%	187	100%
Price for electric supply	62	33%	92	49%	32	17%	0	0%	0	0%	1	1%	187	100%

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

	Average rating*
Number of days per week supplied	3.3
Number of hours per day supplied	3.5
Quality of supply*	3.3
Price for electric supply	3.2

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

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

	Number	Percent
Indoor plumbing	15	8%
Dry latrine	151	76%
Latrine with septic	33	17%
Other	1	1%
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	159	80%
Septic system	29	14%
Drains into the yard/garden	7	4%
Drains onto the street/road	5	3%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	7	4%	51	26%	22	11%	120	60%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	2	1%	68	34%	91	46%	39	20%	0	0%	0	0%	200	100%
Ditch cleaning services	2	1%	33	17%	27	14%	137	69%	0	0%	1	1%	200	100%
Ditch repair services	3	2%	47	24%	24	12%	126	63%	0	0%	0	0%	200	100%
Ditch construction services	5	3%	47	24%	23	12%	125	63%	0	0%	0	0%	200	100%

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

	Average rating*
The condition of drainage ditches near home	1.7
The condition of larger drainage ditches throughout the city	2.2
Ditch cleaning services	1.5
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	3%	69	35%	19	10%	107	54%	0	0%	0	0%	200	100%
The condition of main city roads	5	3%	102	51%	69	35%	24	12%	0	0%	0	0%	200	100%
The condition of highways	11	6%	119	60%	46	23%	24	12%	0	0%	0	0%	200	100%
Street repair services	2	1%	59	30%	29	14%	110	55%	0	0%	0	0%	200	100%
Street construction services	3	2%	59	30%	29	14%	109	55%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.9
The condition of main city roads	2.4
The condition of highways	2.6
Street repair services	1.8
Street construction services	1.8

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	8	4%	24	12%	160	80%	0	0%	8	4%	200	100%
Women's parks	2	1%	8	4%	169	85%	1	1%	20	10%	200	100%
Children's playgrounds	6	3%	10	5%	161	81%	2	1%	21	11%	200	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%	18	9%	8	4%	2	1%	1	1%	171	86%	200	100%
Women's parks	0	0%	3	2%	4	2%	5	3%	1	1%	187	94%	200	100%
Children's playgrounds	1	1%	7	4%	4	2%	2	1%	2	1%	184	92%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.6
Women's parks	1.8
Children's playgrounds	2.5

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

Q24A Do you or your family members visit the parks?

	Number	Percent
No	169	85%
Yes	31	16%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	26	87%
Children's Playgrounds	5	17%
Women's parks	2	7%

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)	14	7%	148	74%	29	14%	9	5%	0	0%	0	0%	200	100%
The size and layout of the market(s)	17	9%	149	75%	29	14%	5	3%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	31	16%	118	59%	49	25%	2	1%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	33	17%	121	61%	43	22%	2	1%	0	0%	1	1%	200	100%
The quality of food at your market(s)	33	17%	104	52%	56	28%	7	4%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	37	19%	112	56%	47	24%	3	2%	0	0%	1	1%	200	100%

Q25 Average Rating of Quality of City's Market

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

*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	29	14%	158	79%	13	7%	0	0%	0	0%	0	0%	200	100%
Fruit	65	33%	130	65%	5	3%	0	0%	0	0%	0	0%	200	100%
Vegetables	197	99%	3	2%	0	0%	0	0%	0	0%	0	0%	200	100%
Flour	194	97%	6	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	196	98%	4	2%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	197	99%	3	2%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	197	99%	3	2%	0	0%	0	0%	0	0%	0	0%	200	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	24	12%	2	1%	9	5%	165	83%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	29	14%	5	3%	8	4%	158	79%	200	100%
Ditch cleaning, repair and construction	64	32%	28	14%	21	11%	87	44%	200	100%
Street repair	28	14%	49	25%	22	11%	101	51%	200	100%
Supplying clean drinking water	22	11%	64	32%	46	23%	68	34%	200	100%
Provide a new area for a market	2	1%	8	4%	5	3%	185	93%	200	100%
Provide green areas/parks	20	10%	20	10%	37	19%	123	62%	200	100%
Provide electricity service	4	2%	8	4%	23	12%	165	83%	200	100%
Car parking	0	0%	1	1%	2	1%	197	99%	200	100%
Sidewalk construction/improvement	0	0%	2	1%	2	1%	196	98%	200	100%
Sport facilities/stadium	0	0%	11	6%	9	5%	180	90%	200	100%
Public latrine for men	5	3%	2	1%	13	7%	180	90%	200	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 latrine for women	1	1%	1	1%	3	2%	195	98%	200	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	80	40%
Shuras/CDCs/Jirgas	1	1%
Tribal leader/Malik	84	42%
Mullah	7	4%
Wakil-e-Gozar	27	14%
Others	0	0%
Would contact no one	1	1%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	47	24%
No	153	77%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
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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	7	4%
It would be fixed within a year	76	38%
My request would be put on a long wait list	119	60%
Other	0	0%
Don't know	0	0%
Refused	0	0%
Nothing will happen	0	0%

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

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

	Number	Percent
Very good job	13	7%
Somewhat good job	84	42%
Somewhat bad job	71	36%
Very bad job	32	16%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

	Number	Percent
Almost always	152	76%
Sometimes	31	16%
Rarely	14	7%
Almost never	3	2%
Refused	0	0%
Don't know	0	0%
Total	200	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	170	85%
A little	24	12%
Very little	2	1%
None at all	3	2%
Don't know	1	1%
Refused	0	0%
Total	200	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Businesses in the local market	5	3%	57	28%	15	8%	122	61%	1	1%	0	0%	200	100%
The religious leaders here	51	26%	51	26%	63	32%	31	16%	1	1%	3	2%	200	100%
Donor agencies	42	21%	111	56%	32	16%	14	7%	1	1%	0	0%	200	100%
The local government	88	44%	97	49%	13	7%	1	1%	1	1%	0	0%	200	100%
The provincial government	94	47%	99	50%	6	3%	0	0%	1	1%	0	0%	200	100%
The Afghanistan national government	95	48%	93	47%	10	5%	1	1%	1	1%	0	0%	200	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	89	45%
Did not know	105	53%
Provided wrong name	6	3%
Total	200	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In the provincial government	155	78%	45	23%	0	0%	0	0%	0	0%	200	100%
In Afghanistan as a whole	187	94%	13	7%	0	0%	0	0%	0	0%	200	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	128	64%	43	22%	29	14%	0	0%	0	0%	200	100%
In Afghanistan as a whole	161	81%	13	7%	26	13%	0	0%	0	0%	200	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	4	2%	3	2%	41	21%	152	76%	0	0%	0	0%	200	100%
Customs office	1	1%	2	1%	0	0%	0	0%	197	99%	0	0%	0	0%	200	100%
Afghan National Police	0	0%	3	2%	4	2%	45	23%	148	74%	0	0%	0	0%	200	100%
Afghan National Army	1	1%	2	1%	1	1%	49	25%	147	74%	0	0%	0	0%	200	100%
Judiciary / courts	3	2%	6	3%	13	7%	17	9%	161	81%	0	0%	0	0%	200	100%
State electricity supply	3	2%	21	11%	9	5%	65	33%	102	51%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	13	7%	5	3%	128	64%	53	27%	0	0%	0	0%	200	100%
When applying for a job	1	1%	12	6%	5	3%	55	28%	127	64%	0	0%	0	0%	200	100%
Admissions to schools/ university	0	0%	5	3%	4	2%	72	36%	119	60%	0	0%	0	0%	200	100%
To receive official documents	0	0%	6	3%	8	4%	62	31%	124	62%	0	0%	0	0%	200	100%

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

	Number	Percent
Yes	195	98%
No	5	3%
Don't know	0	0%
Refused	0	0%
Total	200	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	191	96%
No	9	5%
Don't know	0	0%
Refused	0	0%
Total	200	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	179	90%
Agree somewhat	15	8%
Disagree somewhat	2	1%
Strongly disagree	4	2%
Don't know	0	0%
Refused	0	0%
Total	200	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	164	82%
Agree somewhat	23	12%
Disagree somewhat	2	1%
Strongly disagree	11	6%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q43 Have you ever read/seen municipality newsletter?		
	Number	Percent
Yes	14	7%
No	186	93%
Total	200	100%

Q44 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	4	2%
18-30 years old	94	47%
31-40 years old	54	27%
41-50 years old	30	15%
51-60 years old	9	5%
61 or more years old	8	4%
Total	199	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	73	37%
Retired	1	1%
Housewife	89	45%
Student	23	12%
Unemployed	10	5%
Other	1	1%
Refused	1	1%
Don't know	0	0%
Total	197	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	98	49%
Primary School, incomplete (classes 1 to 5)	4	2%
Primary School, complete (finished class 6)	2	1%
Secondary education, incomplete (classes 7 to 8)	8	4%
Secondary education, complete (finished class 9)	3	2%
High School (classes 10 to 12)	50	25%
University education or above	35	18%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q47 Are you married or single?

	Number	Percent of households
Single	41	21%
Married	158	79%
Widower/ Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	18	9%
6-10 people	104	52%
10-20 people	68	34%
21 or more people	10	5%
Total	200	100%

Q49 Does your family lease or own this house?		
	Number	Percent of households
Lease	35	18%
Own	165	83%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	166	83%
No	34	17%
Don't know	0	0%
Refused	0	0%
Total	200	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	9%
1,001-2,000 AFN per month	6	17%
2,001-3,000 AFN per month	5	14%
3,001-4,000 AFN per month	3	9%
4,001-5,000 AFN per month	7	20%
5,001-7,500 AFN per month	3	9%
7,501 or more AFN per month	8	23%
Total	35	100%

Q52 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	4	2%
3,001 - 5,000 AFN	14	7%
5,001 - 10,000 AFN	47	24%
10,001 - 15,000 AFN	61	31%
15,001 - 20,000 AFN	27	14%
20,001 - 25,000 AFN	29	14%
25,001 - 40,000 AFN	13	7%
More than 40,000 AFN	5	3%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q53 Gender		
	Number	Percent of households
Male	100	50%
Female	100	50%
Total	200	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	79	40%
6-10 years	37	19%
11-20 years	53	27%
21-40 years	27	14%
41 or more years	4	2%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Mehterlam	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 Mehterlam	8	4%	108	54%	77	39%	7	4%	0	0%	0	0%	200	100%
The quality of schools in your city	9	5%	168	84%	20	10%	3	2%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	7	4%	106	53%	77	39%	10	5%	0	0%	0	0%	200	100%
The health of people in your city	2	1%	49	25%	135	68%	14	7%	0	0%	0	0%	200	100%
The cleanliness of city streets	2	1%	43	22%	74	37%	81	41%	0	0%	0	0%	200	100%
The number of job opportunities in your city	4	2%	115	58%	53	27%	28	14%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	65	33%	119	60%	15	8%	1	1%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.6
The quality of schools in your city	2.9
The quality of healthcare facilities in your city	2.6
The health of people in your city	2.2
The cleanliness of city streets	1.8
The number of job opportunities in your city	2.5
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	143	72%
Yes, part time	41	21%
No, not employed	16	8%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	131	66%
Stayed the same	50	25%
Decreased	14	7%
Refused	0	0%
Don't know	5	3%
Total	200	100%

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

	Number	Percent
Yes	0	0%
No	200	100%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	33	17%
Dispose in public container	47	24%
Take to an official dump site	0	0%
Take to an improvised dump site	111	55%
Door to door collection	0	0%
Other	9	4%
Refused	0	0%
Don't know	0	0%

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

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	33	17%
Dispose in public container	47	24%
Take to an official dump site	0	0%
Take to an improvised dump site	111	56%
Door to door collection	0	0%
Refused	0	0%
Don't know	0	0%
Other: Put it in a ditch or river	9	5%

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	30	64%
On the next street	13	28%
Several streets away	3	6%
Further than several streets away	1	2%
Total	47	100%

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

	Number	Percent
Very satisfied	24	12%
Somewhat satisfied	19	10%
Somewhat dissatisfied	8	4%
Very dissatisfied	149	75%
Refused	0	0%
Don't know	0	0%
Total	200	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)	1.6

**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	1%
A couple/few times a week	0	0%
Once a week	15	8%
Once every two or three weeks	11	6%
Once a month or less frequently	13	7%
Once a year	7	4%
Never	148	74%
Refused	0	0%
Don't know	5	3%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	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	5%	34	17%	10	5%	147	74%	0	0%	0	0%	200	100%
Provision of legal dumpsites	2	1%	13	7%	9	5%	175	88%	0	0%	1	1%	200	100%
Provision of garbage bins in residential areas	6	3%	41	21%	15	8%	138	69%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	4	2%	149	75%	39	20%	7	4%	0	0%	1	1%	200	100%
Cleaning garbage from the streets	9	5%	15	8%	24	12%	152	76%	0	0%	0	0%	200	100%
Affordability of trash service	11	6%	91	46%	33	17%	13	7%	3	2%	49	25%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.5
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.8
Cleaning garbage from the streets	1.4
Affordability of trash service	2.7

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

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

	Number	Percent
Well on property	154	77%
Shared well with neighbors	40	20%
River, canal or other open source	2	1%
Public standpipe	1	1%
Government supplied piped water at home	13	7%
Purchase water	4	2%
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	12	6%
A private firm/person	4	2%
No one	184	92%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	3	19%
101 to 200 AFN	1	6%
201 to 400 AFN	0	0%
401 to 600 AFN	3	19%
601 to 1,000 AFN	3	19%
1,001 to 2,000 AFN	2	13%
2,001 to 5,000 AFN	4	25%
5,001 AFN or more	0	0%
Total	16	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%	3	23%	2	15%	8	62%	0	0%	0	0%	13	100%
Amount supplied	1	8%	2	23%	2	15%	7	54%	0	0%	0	0%	12	100%
Overall quality of water for drinking	0	0%	11	85%	0	0%	2	15%	0	0%	0	0%	13	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.6
Amount supplied	1.8
Overall quality of water for drinking	2.7

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

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

	Number	Percent
Yes	55	28%
No	145	73%
Total	200	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	106	53%
Solar Energy	55	28%
No electricity	18	9%
Personal Generator	12	6%
Large batteries/invertors (such as for running TV, lights, etc.)	12	6%
Shared Generator (with neighbors)	1	1%
Public Generator (from government)	0	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	105	56%
A private firm/person	1	1%
No one	81	43%
Total	187	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	1	1%
201 to 400 AFN	1	1%
401 to 600 AFN	1	1%
601 to 1,000 AFN	6	6%
1,001 to 2,000 AFN	38	36%
2,001 to 5,000 AFN	50	47%
5,001 AFN or more	9	8%
Total	106	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	3	3%	23	22%	56	53%	24	23%	0	0%	0	0%	106	100%
Number of hours per day supplied	2	2%	42	40%	49	46%	13	12%	0	0%	0	0%	106	100%
Quality of supply*	6	6%	77	73%	19	18%	4	4%	0	0%	0	0%	106	100%
Price for electric supply	0	0%	11	10%	36	34%	59	56%	0	0%	0	0%	106	100%

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

	Average rating*
Number of days per week supplied	2.0
Number of hours per day supplied	2.3
Quality of supply*	2.8
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	12	6%
Dry latrine	148	74%
Latrine with septic	40	20%
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	172	87%
Septic system	15	8%
Drains onto the street/road	10	5%
Don't know	1	1%
City pipeline/sewer	0	0%
Other	0	0%
Drains into the yard/garden	0	0%
Refused	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	10	5%	94	47%	11	6%	85	43%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	3	2%	141	71%	31	16%	22	11%	0	0%	3	2%	200	100%
Ditch cleaning services	1	1%	9	5%	43	22%	145	73%	0	0%	2	1%	200	100%
Ditch repair services	3	2%	17	9%	48	24%	127	64%	2	1%	3	2%	200	100%
Ditch construction services	3	2%	96	48%	14	7%	84	42%	1	1%	2	1%	200	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	2.6
Ditch cleaning services	1.3
Ditch repair services	1.5
Ditch construction services	2.1

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	12	6%	100	50%	10	5%	78	39%	0	0%	0	0%	200	100%
The condition of main city roads	22	11%	137	69%	35	18%	5	3%	1	1%	0	0%	200	100%
The condition of highways	47	24%	145	73%	3	2%	4	2%	1	1%	0	0%	200	100%
Street repair services	3	2%	35	18%	46	23%	116	58%	0	0%	0	0%	200	100%
Street construction services	8	4%	90	45%	17	9%	85	43%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.2
The condition of main city roads	2.9
The condition of highways	3.2
Street repair services	1.6
Street construction services	2.1

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	20	10%	54	27%	113	57%	0	0%	13	7%	200	100%
Women's parks	8	4%	37	19%	120	60%	0	0%	35	18%	200	100%
Children's playgrounds	19	10%	53	27%	115	58%	0	0%	13	7%	200	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	13	13%	12	12%	40	39%	0	0%	37	36%	103	100%
Women's parks	0	0%	6	6%	4	4%	25	24%	0	0%	68	66%	103	100%
Children's playgrounds	1	1%	12	12%	16	16%	35	34%	0	0%	39	38%	103	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.6
Women's parks	1.5
Children's playgrounds	1.7

*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	127	70%
Yes	55	30%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	53	96%
Children's Playgrounds	28	51%
Women's parks	5	9%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	17	9%	160	80%	20	10%	3	2%	0	0%	0	0%	200	100%
The size and layout of the market(s)	10	5%	159	80%	29	15%	2	1%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	4	2%	133	67%	63	32%	0	0%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	1	1%	74	37%	120	60%	5	3%	0	0%	0	0%	200	100%
The quality of food at your market(s)	0	0%	71	36%	123	62%	6	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	1	1%	163	82%	35	18%	1	1%	0	0%	0	0%	200	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	3.0
The size and layout of the market(s)	2.9
The amount of food available at your market(s)	2.7
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)	2.8

*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	55	28%	121	61%	24	12%	0	0%	0	0%	0	0%	200	100%
Fruit	66	33%	113	57%	20	10%	1	1%	0	0%	0	0%	200	100%
Vegetables	188	94%	12	6%	0	0%	0	0%	0	0%	0	0%	200	100%
Flour	195	98%	4	2%	1	1%	0	0%	0	0%	0	0%	200	100%
Cooking oil	194	97%	5	3%	1	1%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	196	98%	4	2%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	187	94%	12	6%	1	1%	0	0%	0	0%	0	0%	200	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	16	8%	16	8%	12	6%	156	78%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	14%	27	14%	48	24%	98	49%	200	100%
Ditch cleaning, repair and construction	23	12%	28	14%	21	11%	128	64%	200	100%
Street repair	14	7%	15	8%	9	5%	162	81%	200	100%
Supplying clean drinking water	30	15%	48	24%	19	10%	103	52%	200	100%
Provide a new area for a market	1	1%	1	1%	1	1%	197	99%	200	100%
Provide green areas/parks	4	2%	15	8%	32	16%	149	75%	200	100%
Provide electricity service	67	34%	36	18%	31	16%	66	33%	200	100%
Car parking	0	0%	1	1%	1	1%	198	99%	200	100%
Sidewalk construction/improvement	1	1%	0	0%	0	0%	199	100%	200	100%
Sport facilities/stadium	0	0%	0	0%	5	3%	195	98%	200	100%
Public latrine for men	2	1%	3	2%	2	1%	193	97%	200	100%
Public latrine for women	15	8%	10	5%	19	10%	156	78%	200	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	3	2%
Shuras/CDCs/Jirgas	0	0%
Tribal leader/Malik	72	36%
Mullah	3	2%
Wakil-e-Gozar	29	15%
Others	0	0%
Would contact no one	92	46%
Don't know	1	1%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	41	21%
No	159	80%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q30 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	4	2%
It would be fixed within a year	7	4%
My request would be put on a long wait list	117	59%
Other	2	1%
Don't know	70	35%
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	3	2%
Somewhat good job	136	68%
Somewhat bad job	35	18%
Very bad job	25	13%
Refused	0	0%
Don't know	1	1%
Total	200	100%

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

	Number	Percent
Almost always	44	22%
Sometimes	87	44%
Rarely	58	29%
Almost never	10	5%
Refused	0	0%
Don't know	1	1%
Total	200	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	191	96%
A little	8	4%
Very little	1	1%
None at all	0	0%
Don't know	0	0%
Refused	0	0%
Total	200	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	6	3%	9	5%	26	13%	156	78%	2	1%	1	1%	200	100%
The religious leaders here	22	11%	46	23%	76	38%	54	27%	1	1%	1	1%	200	100%
Donor agencies	14	7%	105	53%	55	28%	24	12%	1	1%	1	1%	200	100%
The local government	30	15%	130	65%	24	12%	15	8%	1	1%	0	0%	200	100%
The provincial government	25	13%	102	51%	45	23%	27	14%	1	1%	0	0%	200	100%
The Afghanistan national government	33	17%	92	46%	61	31%	13	7%	1	1%	0	0%	200	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	90	45%
Did not know	103	52%
Provided wrong name	7	4%
Total	200	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	190	95%	2	1%	1	1%	0	0%	7	4%	200	100%
In Afghanistan as a whole	193	97%	0	0%	0	0%	0	0%	7	4%	200	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	168	84%	13	7%	8	4%	0	0%	11	6%	200	100%
In Afghanistan as a whole	169	85%	13	7%	7	4%	0	0%	11	6%	200	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	4	2%	5	3%	13	7%	22	11%	156	78%	0	0%	0	0%	200	100%
Customs office	3	2%	3	2%	0	0%	4	2%	190	95%	0	0%	0	0%	200	100%
Afghan National Police	1	1%	1	1%	7	4%	20	10%	171	86%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	0	0%	23	12%	177	89%	0	0%	0	0%	200	100%
Judiciary/courts	6	3%	9	5%	7	4%	4	2%	174	87%	0	0%	0	0%	200	100%
State electricity supply	1	1%	2	1%	5	3%	28	14%	164	82%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	0	0%	14	7%	127	64%	58	29%	0	0%	0	0%	200	100%
When applying for a job	5	3%	10	5%	6	3%	31	16%	148	74%	0	0%	0	0%	200	100%
Admissions to schools/university	0	0%	2	1%	7	4%	57	29%	134	67%	0	0%	0	0%	200	100%
To receive official documents	1	1%	5	3%	5	3%	40	20%	149	75%	0	0%	0	0%	200	100%

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

	Number	Percent
Yes	144	72%
No	51	26%
Don't know	5	3%
Refused	0	0%
Total	200	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	194	97%
No	2	1%
Don't know	4	2%
Refused	0	0%
Total	200	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	178	89%
Agree somewhat	11	6%
Disagree somewhat	6	3%
Strongly disagree	5	3%
Don't know	0	0%
Refused	0	0%
Total	200	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	151	76%
Agree somewhat	19	10%
Disagree somewhat	13	7%
Strongly disagree	16	8%
Don't know	1	1%
Refused	0	0%
Total	200	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	26	13%
No	174	87%
Total	200	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	4	2%
18-30 years old	84	42%
31-40 years old	64	32%
41-50 years old	34	17%
51-60 years old	7	4%
61 or more years old	7	4%
Total	200	100%

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

	Number	Percent of households
Working	78	39%
Retired	3	2%
Housewife	83	42%
Student	15	8%
Unemployed	20	10%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total	200	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	96	48%
Primary School, incomplete (classes 1 to 5)	17	9%
Primary School, complete (finished class 6)	5	3%
Secondary education, incomplete (classes 7 to 8)	1	1%
Secondary education, complete (finished class 9)	7	4%
High School (classes 10 to 12)	47	24%
University education or above	27	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q47 Are you married or single?

	Number	Percent of households
Single	41	21%
Married	158	79%
Widower/Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	9	5%
6-10 people	107	54%
10-20 people	70	35%
21 or more people	14	7%
Total	200	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	32	16%
Own	168	84%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Yes	164	82%
No	35	18%
Don't know	1	1%
Refused	0	0%
Total	200	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	25%
1,001-2,000 AFN per month	7	22%
2,001-3,000 AFN per month	5	16%
3,001-4,000 AFN per month	5	16%
4,001-5,000 AFN per month	3	9%
5,001-7,500 AFN per month	3	9%
7,501 or more AFN per month	1	3%
Total	32	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	2	1%
3,001 - 5,000 AFN	7	4%
5,001 - 10,000 AFN	32	16%
10,001 - 15,000 AFN	72	36%
15,001 - 20,000 AFN	34	17%
20,001 - 25,000 AFN	29	15%
25,001 - 40,000 AFN	8	4%
More than 40,000 AFN	14	7%
Refused	2	1%
Don't know	0	0%
Total	200	100%

Q53 Gender

	Number	Percent of households
Male	100	50%
Female	100	50%
Total	200	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	63	32%
6-10 years	28	14%
11-20 years	36	18%
21-40 years	60	30%
41 or more years	11	6%
Total	198	100%

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

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mehterlam	10	5%	74	37%	96	48%	18	9%	0	0%	0	0%	198	100%
The quality of schools in your city	9	5%	126	63%	54	27%	10	5%	0	0%	0	0%	199	100%
The quality of healthcare facilities in your city	5	3%	102	51%	72	36%	20	10%	0	0%	0	0%	199	100%
The health of people in your city	1	1%	83	42%	93	47%	22	11%	0	0%	0	0%	199	100%
The cleanliness of city streets	0	0%	34	17%	72	36%	93	47%	0	0%	0	0%	199	100%
The number of job opportunities in your city	0	0%	45	23%	97	49%	55	28%	0	0%	1	1%	198	100%
The number of businesses in your city	0	0%	47	24%	106	53%	34	17%	0	0%	12	6%	199	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.4
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.3
The cleanliness of city streets	1.7
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	172	86%
Yes, part time	23	12%
No, not employed	4	2%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	100	50%
Stayed the same	64	32%
Decreased	35	18%
Refused	0	0%
Don't know	0	0%
Total	199	100%

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

	Number	Percent
Yes	4	2%
No	195	98%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	2	67%
51 to 100 AFN	1	33%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	145	73%
Dispose in public container	7	4%
Take to an official dump site	0	0%
Take to an improvised dump site	46	23%
Door to door collection	0	0%
Other	1	1%
Don't know	0	0%

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

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

	Number	Percent
Near to home	1	1%
No response	197	99%
We trash them near to home	1	1%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	4	50%
On the next street	3	38%
Several streets away	1	13%
Further than several streets away	5	8%
Total	13	100%

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

	Number	Percent
Very satisfied	4	2%
Somewhat satisfied	16	8%
Somewhat dissatisfied	3	2%
Very dissatisfied	176	88%
Refused	0	0%
Don't know	0	0%
Total	199	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	5	3%
Once a week	2	1%
Once every two or three weeks	6	3%
Once a month or less frequently	5	3%
Once a year	16	8%
Never	165	83%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	2	1%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	1%
No one	196	98%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	100%
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	1	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	0	0%	8	4%	20	10%	171	86%	0	0%	0	0%	199	100%
Provision of legal dumpsites	1	1%	0	0%	10	5%	121	61%	1	1%	66	33%	199	100%
Provision of garbage bins in residential areas	0	0%	10	5%	21	11%	166	83%	0	0%	2	1%	199	100%
Provision of garbage bins in commercial areas	3	2%	28	14%	116	59%	46	23%	0	0%	5	3%	198	100%
Cleaning garbage from the streets	0	0%	5	3%	29	15%	163	82%	1	1%	1	1%	199	100%
Affordability of trash service	0	0%	2	1%	18	9%	15	8%	1	1%	163	82%	199	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	1.2
Affordability of trash service	1.6

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

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

	Number	Percent
Well on property	148	75%
Shared well with neighbors	25	13%
River, canal or other open source	2	1%
Public Standpipe	17	9%
Government supplied piped water at home	1	1%
Purchase water	0	0%
Other	7	4%
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
From Masjid	1	1%
From school	1	1%
ICRC Office	1	1%
Masjid	1	1%
No response	191	96%
On street	1	1%
Well on School	1	1%
well on street	1	1%
Well on street	1	1%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	1	1%
A private firm/person	0	0%
No one	197	99%
Total	199	100%

Q13 Average Rating of Satisfaction with Water Services

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

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

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

	Number	Percent
Yes	66	34%
No	131	66%
Total	197	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	125	63%
No electricity	29	15%
Solar Energy	18	9%
Shared Generator (with neighbors)	16	8%
Personal Generator	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	4	2%
Public Generator (from government)	2	1%
Micro Hydro Power (MHP)	1	1%
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	121	61%
A private firm/person	20	10%
No one	58	29%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	1	1%
51 to 100 AFN	0	0%
101 to 200 AFN	2	1%
201 to 400 AFN	1	1%
401 to 600 AFN	9	6%
601 to 1,000 AFN	18	13%
1,001 to 2,000 AFN	40	29%
2,001 to 5,000 AFN	59	42%
5,001 AFN or more	10	7%
Total	140	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	29	24%	68	55%	23	19%	3	2%	0	0%	0	0%	123	100%
Number of hours per day supplied	19	15%	76	62%	25	20%	3	2%	0	0%	0	0%	123	100%
Quality of supply*	22	18%	71	58%	20	16%	10	8%	0	0%	0	0%	123	100%
Price for electric supply	0	0%	16	13%	26	21%	81	66%	0	0%	0	0%	123	100%

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

	Average rating*
Number of days per week supplied	3.0
Number of hours per day supplied	2.9
Quality of supply*	2.9
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	18	9%
Dry latrine	169	85%
Latrine with septic	12	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	193	98%
Other	2	1%
Septic system	1	1%
Refused	1	1%
City pipeline/sewer	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
In home	1	1%
Inside of home	1	1%
No response	197	99%

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%	37	19%	58	29%	102	51%	0	0%	0	0%	199	100%
The condition of larger drainage ditches throughout the city	1	1%	84	42%	93	47%	20	10%	0	0%	1	1%	199	100%
Ditch cleaning services	0	0%	12	6%	73	37%	114	57%	0	0%	0	0%	199	100%
Ditch repair services	0	0%	21	11%	43	22%	135	68%	0	0%	0	0%	199	100%
Ditch construction services	1	1%	32	16%	52	26%	114	57%	0	0%	0	0%	199	100%

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

	Average rating*
The condition of drainage ditches near home	1.7
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	1.5
Ditch repair services	1.4
Ditch construction services	1.6

*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%	44	22%	67	34%	86	43%	0	0%	0	0%	199	100%
The condition of main city roads	13	7%	123	62%	59	30%	3	2%	0	0%	1	1%	199	100%
The condition of highways	20	10%	135	68%	38	19%	6	3%	0	0%	0	0%	199	100%
Street repair services	0	0%	29	15%	58	29%	112	56%	0	0%	0	0%	199	100%
Street construction services	0	0%	36	18%	69	35%	94	47%	0	0%	0	0%	199	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.7
The condition of highways	2.8
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	31	16%	83	42%	85	43%	0	0%	0	0%	199	100%
Women's parks	31	16%	77	39%	89	45%	0	0%	2	1%	199	100%
Children's playgrounds	27	14%	44	22%	118	59%	2	1%	8	4%	199	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	5	3%	28	14%	22	11%	59	30%	0	0%	84	42%	198	100%
Women's parks	0	0%	16	8%	21	11%	72	36%	0	0%	89	45%	198	100%
Children's playgrounds	2	1%	21	11%	28	14%	21	11%	0	0%	126	64%	198	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.8
Women's parks	1.5
Children's playgrounds	2.1

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	8	4%	133	67%	43	22%	12	6%	0	0%	2	1%	198	100%
The size and layout of the market(s)	4	2%	97	49%	84	42%	11	6%	0	0%	2	1%	198	100%
The amount of food available at your market(s)	5	3%	109	55%	80	40%	2	1%	0	0%	2	1%	198	100%
The variety of foods available at your market(s)	1	1%	119	60%	75	38%	1	1%	0	0%	2	1%	198	100%
The quality of food at your market(s)	1	1%	68	34%	102	52%	24	12%	0	0%	3	2%	198	100%
The availability of goods besides food at your market(s)	2	1%	125	63%	67	34%	2	1%	0	0%	2	1%	198	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.7
The size and layout of the market(s)	2.5
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.6

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

Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	21	11%	109	55%	68	34%	0	0%	0	0%	0	0%	198	100%
Fruit	25	13%	109	55%	64	32%	0	0%	0	0%	0	0%	198	100%
Vegetables	133	67%	63	32%	2	1%	0	0%	0	0%	0	0%	198	100%
Flour	168	85%	21	11%	9	5%	0	0%	0	0%	0	0%	198	100%
Cooking oil	168	85%	22	11%	8	4%	0	0%	0	0%	0	0%	198	100%
Sugar, tea	169	85%	25	13%	4	2%	0	0%	0	0%	0	0%	198	100%
Cereal	153	77%	25	13%	20	10%	0	0%	0	0%	0	0%	198	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the municipal government to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	50	25%	29	15%	35	18%	85	43%	199	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	3%	4	2%	6	3%	183	92%	199	100%
Ditch cleaning, repair and construction	13	7%	22	11%	23	12%	141	71%	199	100%
Street repair	7	4%	18	9%	18	9%	156	78%	199	100%
Supplying clean drinking water	54	27%	36	18%	30	15%	79	40%	199	100%
Provide a new area for a market	0	0%	0	0%	4	2%	195	98%	199	100%
Provide green areas/parks	3	2%	15	8%	19	10%	162	81%	199	100%
Provide electricity service	30	15%	40	20%	24	12%	105	53%	199	100%
Car parking	0	0%	2	1%	5	3%	192	96%	199	100%
Sidewalk construction/improvement	0	0%	0	0%	0	0%	199	100%	199	100%
Sport facilities/stadium	2	1%	4	2%	9	5%	184	92%	199	100%
Public latrine for men	8	4%	14	7%	14	7%	163	82%	199	100%
Public latrine for women	28	14%	10	5%	14	7%	147	74%	199	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	39	20%
Shuras/CDCs/Jirgas	8	4%
Tribal leader/Malik	108	54%
Mullah	9	5%
Wakil-e-Gozar	28	14%
Others	0	0%
Would contact no one	7	4%
Don't know	0	0%
Refused	0	0%
Total	199	100%

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

	Number	Percent
Yes	83	42%
No	113	57%
Don't know	3	2%
Refused	0	0%
Total	199	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	4	2%
It would be fixed within a year	36	18%
My request would be put on a long wait list	135	69%
Other	0	0%
Don't know	22	11%
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	12	6%
Somewhat good job	104	52%
Somewhat bad job	57	29%
Very bad job	20	10%
Refused	0	0%
Don't know	6	3%
Total	199	100%

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

	Number	Percent
Almost always	34	17%
Sometimes	68	34%
Rarely	74	37%
Almost never	20	10%
Refused	0	0%
Don't know	2	1%
Total	198	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	87	44%
A little	46	23%
Very little	53	27%
None at all	12	6%
Don't know	0	0%
Refused	0	0%
Total	198	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	1	1%	58	29%	59	30%	81	41%	0	0%	0	0%	199	100%
The religious leaders here	48	24%	97	49%	41	21%	13	7%	0	0%	0	0%	199	100%
Donor agencies	29	15%	111	56%	48	24%	11	6%	0	0%	0	0%	199	100%
The local government	5	3%	76	38%	99	50%	19	10%	0	0%	0	0%	199	100%
The provincial government	6	3%	78	39%	91	46%	24	12%	0	0%	0	0%	199	100%
The Afghanistan national government	8	4%	68	34%	96	48%	24	12%	0	0%	3	2%	199	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	60	30%
Did not know	130	65%
Provided wrong name	9	5%
Total	199	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	190	95%	5	3%	0	0%	0	0%	4	2%	199	100%
In Afghanistan as a whole	194	97%	1	1%	0	0%	0	0%	4	2%	199	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	147	74%	39	20%	12	6%	0	0%	1	1%	199	100%
In Afghanistan as a whole	143	72%	34	17%	18	9%	0	0%	4	2%	199	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	21	11%	11	6%	16	8%	47	24%	104	52%	0	0%	0	0%	199	100%
Customs office	0	0%	1	1%	0	0%	38	19%	159	80%	0	0%	1	1%	199	100%
Afghan National Police	7	4%	8	4%	29	15%	79	40%	76	38%	0	0%	0	0%	199	100%
Afghan National Army	0	0%	2	1%	3	2%	114	57%	80	40%	0	0%	0	0%	199	100%
Judiciary/courts	44	22%	46	23%	19	10%	10	5%	80	40%	0	0%	0	0%	199	100%
State electricity supply	4	2%	5	3%	17	9%	85	43%	88	44%	0	0%	0	0%	199	100%
Public healthcare service	1	1%	4	2%	11	6%	128	64%	55	28%	0	0%	0	0%	199	100%
When applying for a job	4	2%	15	8%	31	16%	83	42%	66	33%	0	0%	0	0%	199	100%
Admissions to schools/university	4	2%	4	2%	13	7%	119	60%	59	30%	0	0%	0	0%	199	100%
To receive official documents	5	3%	14	7%	32	16%	90	45%	58	29%	0	0%	0	0%	199	100%

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

	Number	Percent
Yes	160	81%
No	36	18%
Don't know	2	1%
Total	198	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	166	83%
No	26	13%
Don't know	7	4%
Refused	0	0%
Total	199	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	126	63%
Agree somewhat	53	27%
Disagree somewhat	11	6%
Strongly disagree	9	5%
Don't know	0	0%
Refused	0	0%
Total	199	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	80	40%
Agree somewhat	80	40%
Disagree somewhat	19	10%
Strongly disagree	20	10%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	112	57%
31-40 years old	42	21%
41-50 years old	26	13%
51-60 years old	14	7%
61 or more years old	4	2%
Total	198	100%

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

	Number	Percent of households
Working	91	46%
Retired	2	1%
Housewife	62	31%
Student	39	20%
Unemployed	4	2%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total	199	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	44%
Primary School, incomplete (classes 1 to 5)	14	7%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	5	3%
Secondary education, complete (finished class 9)	12	6%
High School (classes 10 to 12)	54	27%
University education or above	11	6%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q45 Are you married or single?

	Number	Percent of households
Single	48	24%
Married	147	74%
Widower/Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	198	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	13	7%
6-10 people	91	46%
10-20 people	82	41%
21 or more people	12	6%
Total	198	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	40	20%
Own	159	80%
Don't know	0	0%
Refused	0	0%
Total	199	100%

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

	Number	Percent of households
Yes	155	78%
No	44	22%
Total	199	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	3	8%
1,001-2,000 AFN per month	11	31%
2,001-3,000 AFN per month	10	28%
3,001-4,000 AFN per month	5	14%
4,001-5,000 AFN per month	5	14%
5,001-7,500 AFN per month	2	6%
7,501 or more AFN per month	0	0%
Total	36	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	1%
2,001 - 3,000 AFN	3	2%
3,001 - 5,000 AFN	19	10%
5,001 - 10,000 AFN	65	33%
10,001 - 15,000 AFN	47	24%
15,001 - 20,000 AFN	21	11%
20,001 - 25,000 AFN	21	11%
25,001 - 40,000 AFN	13	7%
More than 40,000 AFN	9	5%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q51 Gender

	Number	Percent of households
Male	134	67%
Female	65	33%
Total	199	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	67	34%
6-10 years	33	17%
11-20 years	37	19%
21-40 years	50	25%
41 or more years	12	6%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Mehterlam	17

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Mehterlam	3	2%	92	46%	68	34%	37	19%	0	0%	0	0%	200	100%
The quality of schools in your city	2	1%	45	23%	115	58%	38	19%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	2	1%	71	36%	90	45%	37	19%	0	0%	0	0%	200	100%
The health of people in your city	0	0%	102	51%	46	23%	52	26%	0	0%	0	0%	200	100%
The cleanliness of city streets	0	0%	53	27%	25	13%	122	61%	0	0%	0	0%	200	100%
The number of job opportunities in your city	1	1%	111	56%	22	11%	66	33%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	107	54%	37	19%	53	27%	1	1%	2	1%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.3
The quality of schools in your city	2.1
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.7
The number of job opportunities in your city	2.2
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	137	69%
Yes, part time	45	23%
No, not employed	18	9%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	99	50%
Stayed the same	71	36%
Decreased	28	14%
Refused	1	1%
Don't know	1	1%
Total	200	100%

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

	Number	Percent
Yes	9	5%
No	191	96%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	1	11%
51 to 100 AFN	4	44%
101 to 200 AFN	1	11%
201 to 400 AFN	0	0%
401 to 600 AFN	1	11%
601 to 1,000 AFN	1	11%
1,001 to 2,000 AFN	1	11%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	120	60%
Dispose in public container	3	2%
Take to an official dump site	14	7%
Take to an improvised dump site	62	31%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	2	67%
On the next street	1	33%
Several streets away	0	0%
Further than several streets away	0	0%
Total	3	100%

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

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	6	3%
Somewhat dissatisfied	20	10%
Very dissatisfied	174	87%
Refused	0	0%
Don't know	0	0%
Total	200	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	1	1%
Once every two or three weeks	0	0%
Once a month or less frequently	16	8%
Never	183	92%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	10	5%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	189	95%
Total	199	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	0	0%	10	5%	4	2%	185	93%	1	1%	0	0%	200	100%
Provision of legal dumpsites	0	0%	29	15%	3	2%	167	84%	0	0%	1	1%	200	100%
Provision of garbage bins in residential areas	0	0%	17	9%	1	1%	182	91%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	0	0%	71	36%	11	6%	118	59%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	0	0%	10	5%	0	0%	189	95%	0	0%	0	0%	199	100%
Affordability of trash service	0	0%	15	8%	6	3%	150	75%	2	1%	27	14%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.8
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	157	79%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	5	3%
Government supplied piped water at home	6	3%
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	7	4%
A private firm/person	0	0%
No one	193	97%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	29%
101 to 200 AFN	2	29%
201 to 400 AFN	0	0%
401 to 600 AFN	3	43%
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	7	100%

Q13 Quality of Government Water Services, if Connected

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

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	3	43%	1	14%	3	43%	0	0%	0	0%	7	100%
Amount supplied	0	0%	4	57%	1	14%	2	29%	0	0%	0	0%	7	100%
Overall quality of water for drinking	0	0%	1	14%	1	14%	5	71%	0	0%	0	0%	7	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	2.3
Overall quality of water for drinking	1.4

*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	51	26%
No	149	75%
Total	200	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	148	74%
No electricity	29	15%
Solar Energy	8	4%
Personal Generator	7	4%
Shared Generator (with neighbors)	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	2	1%
Public Generator (from government)	1	1%
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	149	75%
A private firm/person	5	3%
No one	46	23%
Total	200	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	2	1%
201 to 400 AFN	4	3%
401 to 600 AFN	12	8%
601 to 1,000 AFN	33	21%
1,001 to 2,000 AFN	59	38%
2,001 to 5,000 AFN	38	25%
5,001 AFN or more	6	4%
Total	154	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	13	9%	25	17%	104	69%	8	5%	0	0%	0	0%	150	100%
Number of hours per day supplied	11	7%	48	32%	82	55%	9	6%	0	0%	0	0%	150	100%
Quality of supply (Electricity power & its cut out during service hours)	34	23%	39	26%	62	41%	15	10%	0	0%	0	0%	150	100%
Price for electric supply	5	3%	50	33%	44	29%	51	34%	0	0%	0	0%	150	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	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.6
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	13	7%
Dry latrine	171	86%
Latrine with septic	16	8%
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	171	86%
Septic system	26	13%
City pipeline/sewer	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	1	1%	49	25%	16	8%	134	67%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	0	0%	73	37%	51	26%	76	38%	0	0%	0	0%	200	100%
Ditch cleaning services	0	0%	62	31%	3	2%	135	68%	0	0%	0	0%	200	100%
Ditch repair services	0	0%	47	24%	13	7%	140	70%	0	0%	0	0%	200	100%
Ditch construction services	0	0%	57	29%	12	6%	131	66%	0	0%	0	0%	200	100%

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

	Average rating*
The condition of drainage ditches near home	1.6
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6

*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	8	4%	31	16%	50	25%	111	56%	0	0%	0	0%	200	100%
The condition of main city roads	15	8%	44	22%	127	64%	14	7%	0	0%	0	0%	200	100%
The condition of highways	78	39%	51	26%	63	32%	7	4%	0	0%	0	0%	199	100%
Street repair services	1	1%	65	33%	45	23%	89	45%	0	0%	0	0%	200	100%
Street construction services	1	1%	45	23%	39	20%	115	58%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.3
The condition of highways	3.0
Street repair services	1.9
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	27	14%	108	54%	64	32%	0	0%	1	1%	200	100%
Women's parks	23	12%	60	30%	115	58%	0	0%	2	1%	200	100%
Children's playgrounds	23	12%	79	40%	95	48%	3	2%	0	0%	200	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	1	1%	66	33%	22	11%	46	23%	0	0%	65	33%	200	100%
Women's parks	0	0%	33	17%	4	2%	47	24%	0	0%	116	58%	200	100%
Children's playgrounds	0	0%	47	24%	4	2%	53	27%	1	1%	95	48%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.8
Children's playgrounds	1.9

*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)	2	1%	73	37%	92	46%	32	16%	0	0%	0	0%	199	100%
The size and layout of the market(s)	1	1%	104	52%	74	37%	21	11%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	6	3%	77	39%	98	49%	19	10%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	6	3%	70	35%	110	55%	14	7%	0	0%	0	0%	200	100%
The quality of food at your market(s)	9	5%	80	40%	106	53%	5	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	6	3%	99	50%	87	44%	7	4%	0	0%	1	1%	200	100%

Q24 Average Rating of Quality of City's Market

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

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	109	55%	53	27%	38	19%	0	0%	0	0%	0	0%	200	100%
Fruit	97	49%	62	31%	40	20%	1	1%	0	0%	0	0%	200	100%
Vegetables	174	87%	25	13%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	181	91%	13	7%	6	3%	0	0%	0	0%	0	0%	200	100%
Cooking oil	158	79%	35	18%	7	4%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	192	96%	7	4%	1	1%	0	0%	0	0%	0	0%	200	100%
Cereal	184	92%	14	7%	2	1%	0	0%	0	0%	0	0%	200	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	37	19%	14	7%	14	7%	135	68%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	43	22%	26	13%	44	22%	87	44%	200	100%
Ditch cleaning, repair and construction	11	6%	25	13%	19	10%	145	73%	200	100%
Street repair	21	11%	26	13%	18	9%	135	68%	200	100%
Supplying clean drinking water	36	18%	74	37%	35	18%	55	28%	200	100%
Provide a new area for a market	1	1%	5	3%	2	1%	192	96%	200	100%
Provide green areas/parks	4	2%	6	3%	17	9%	173	87%	200	100%
Provide electricity service	49	25%	23	12%	50	25%	78	39%	200	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	30	15%
Shuras/CDCs/Jirgas	26	13%
Tribal leader/Malik	91	46%
Mullah	6	3%
Would contact no one	46	23%
Don't know	1	1%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	110	55%
No	88	44%
Don't know	1	1%
Refused	0	0%
Total	199	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	1	1%
It would be fixed within a year	24	12%
My request would be put on a long wait list	166	83%
Other	0	0%
Don't know	9	5%
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	1	1%
Somewhat good job	168	84%
Somewhat bad job	25	13%
Very bad job	6	3%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

	Number	Percent
Almost always	51	26%
Sometimes	72	36%
Rarely	70	35%
Almost never	7	4%
Refused	0	0%
Don't know	0	0%
Total	200	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	78	39%
A little	80	40%
Very little	40	20%
None at all	2	1%
Don't know	0	0%
Refused	0	0%
Total	200	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	16	8%	119	60%	49	25%	14	7%	1	1%	1	1%	200	100%
The religious leaders here	81	41%	88	44%	27	14%	4	2%	0	0%	0	0%	200	100%
Donor agencies	45	23%	113	57%	34	17%	7	4%	0	0%	1	1%	200	100%
The local government	45	23%	93	47%	41	21%	21	11%	0	0%	0	0%	200	100%
The provincial government	79	40%	53	27%	48	24%	20	10%	0	0%	0	0%	200	100%
The Afghanistan national government	86	43%	77	39%	21	11%	16	8%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	93	47%
Did not know	105	53%
Provided wrong name	2	1%
Total	200	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	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	197	99%	2	1%	1	1%	0	0%	0	0%	200	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	87	44%	55	28%	58	29%	0	0%	0	0%	200	100%
In Afghanistan as a whole	91	46%	76	38%	33	17%	0	0%	0	0%	200	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	12	6%	17	9%	27	14%	98	49%	46	23%	0	0%	0	0%	200	100%
Customs office	1	1%	5	3%	6	3%	79	40%	109	55%	0	0%	0	0%	200	100%
Afghan National Police	5	3%	11	6%	11	6%	117	59%	56	28%	0	0%	0	0%	200	100%
Afghan National Army	1	1%	4	2%	0	0%	125	63%	70	35%	0	0%	0	0%	200	100%
Judiciary/courts	75	38%	28	14%	5	3%	25	13%	67	34%	0	0%	0	0%	200	100%
State electricity supply	11	6%	12	6%	13	7%	88	44%	76	38%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	4	2%	4	2%	114	57%	77	39%	0	0%	0	0%	200	100%
When applying for a job	6	3%	7	4%	9	5%	91	46%	87	44%	0	0%	0	0%	200	100%
Admissions to schools/university	2	1%	8	4%	17	9%	90	45%	83	42%	0	0%	0	0%	200	100%
To receive official documents	4	2%	4	2%	5	3%	104	52%	83	42%	0	0%	0	0%	200	100%

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

	Number	Percent
Yes	195	98%
No	1	1%
Don't know	4	2%
Refused	0	0%
Total	200	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	99%
No	0	0%
Don't know	2	1%
Refused	0	0%
Total	195	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	154	77%
Agree somewhat	39	20%
Disagree somewhat	3	2%
Strongly disagree	4	2%
Don't know	0	0%
Refused	0	0%
Total	200	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	147	74%
Agree somewhat	40	20%
Disagree somewhat	5	3%
Strongly disagree	8	4%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	84	42%
31-40 years old	54	27%
41-50 years old	29	15%
51-60 years old	22	11%
61 or more years old	9	5%
Total	199	100%

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

	Number	Percent of households
Working	110	55%
Retired	1	1%
Housewife	56	28%
Student	28	14%
Unemployed	7	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	200	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	69	35%
Primary School, incomplete (classes 1 to 5)	4	2%
Primary School, complete (finished class 6)	6	3%
Secondary education, incomplete (classes 7 to 8)	10	5%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	68	34%
University education or above	28	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	39	20%
Married	158	79%
Widower/Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	1%
1-5 people	7	4%
6-10 people	89	45%
10-20 people	94	47%
21 or more people	9	5%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	31	16%
Own	169	85%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Yes	166	83%
No	29	15%
Don't know	4	2%
Refused	1	1%
Total	200	100%

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

	Number	Percent of households
Pay nothing	168	84%
1,000 AFN or less per month	5	3%
1,001-2,000 AFN per month	9	5%
2,001-3,000 AFN per month	6	3%
3,001-4,000 AFN per month	5	3%
4,001-5,000 AFN per month	4	2%
5,001-7,500 AFN per month	1	1%
7,501 or more AFN per month	1	1%
Total	199	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	1%
3,001 - 5,000 AFN	22	11%
5,001 - 10,000 AFN	64	32%
10,001 - 15,000 AFN	56	28%
15,001 - 20,000 AFN	35	18%
20,001 - 25,000 AFN	13	7%
25,001 - 40,000 AFN	6	3%
More than 40,000 AFN	1	1%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q51 Gender

	Number	Percent of households
Male	144	72%
Female	56	28%
Total	200	100%

APPENDIX E: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

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

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

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

RESIDENT SURVEY

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

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

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

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

Sample Sizes

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

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

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

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

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

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



U.S. Agency for International Development/Afghanistan

U.S. Embassy Cafe Compound

Great Masood Road

Kabul, Afghanistan

Tel: 202.216.6288

<http://afghanistan.usaid.gov>