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RAMP UP EAST

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

NOVEMBER, 2013

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ACRONYMS

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

INTRODUCTION

RAMP UP EAST

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

EVALUATION EFFORTS

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

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2013 in Puli Alam. 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 Puli Alam. 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 of planned resident opinion surveys about the outcomes of the RUE work and the third full assessment of measures of internal capacity (some limited data was gathered in 2010). When available, the results from the 2013 surveys were compared to the results from the 2010, 2011 and 2012 surveys.

MEASURING CHANGE

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

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

Changes observed across the 14 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW OF PULI ALAM RESULTS

Staffing was improving.

In 2013, Puli Alam had 90 staff positions, of which 87 were filled. This was an increase from 2010 when there were 63 staff positions (all filled).

Overall municipal planning improved.

In 2012, Puli Alam improved many of its procedures and in 2013 it sustained these improvements. The municipal government upgraded the master plan from an old map (created in 1973) to a Comprehensive Development Plan that included a strategic municipal plan in. They updated their municipal chart annually. The municipal government had a Municipal Development Plan and had formed an economic development committee. They had an economic profile but had not yet developed an economic development plan. The municipal government had written statements of vision, mission and goals and written job descriptions for all municipal staff members but had not established written objectives, responsibilities and timelines for achieving municipal goals. The Public Finance Office developed department level or staff level work plans and formed a budget committee for budget preparation. The Puli Alam municipal council met weekly and municipal staff communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis.

The public was consulted.

Residents were welcome to meet directly with the mayor about concerns, but an anonymous suggestion or complaint box was not available. Puli Alam had a formal Citizens' Forum to help the municipal government prioritize municipal projects and services; set tariffs for municipal taxes, charges and fees; monitor and evaluate municipal projects and resolve conflicts. In 2013 the size of this forum increased with the addition of two female representatives, a religious representative and additional culture and business representatives. The municipality presented the 1392 (2013) budget in the Citizens' Forum and published it in its newsletter.

Services ratings were improving.

Staff levels increased each year from 2010 to 2013, adding more contract positions which were generally in the Public Works Office. Puli Alam was involved in providing waste water and sanitation system service and road, parks and latrine maintenance. While ratings for how well the municipal government provided services overall slipped in each year from 2010 to 2012, in 2013 they rebounded and most residents said the municipal government was doing a somewhat (69%) or very (19%) good job.

Service delivery planning and capacity continued to improve.

The Puli Alam Public Works Office made many improvements to their planning processes in 2012 and in 2013 they continued to do so. In 2013 they began to have written schedules for operations and maintenance in all departments and included these tasks in the budget. In 2013 they also began to use a written checklist for vehicle, tools and equipment maintenance on daily or weekly basis. They continued writing activity plans and schedules on a weekly to monthly basis for all departments and dedicating specific crews and equipment to roads, parks and latrine maintenance, scheduling these tasks and including them as line items in the budget. The municipal government also had a trash collection plan which included a specific crew, equipment, a schedule and a line item in the budget. In both 2012 and 2013 they had sufficient office space, furnishings and computers for their employees.

Finance and revenue accounting continued to improve.

In 2012 Puli Alam began using a cash account (instead of a manual correspondence book) along with their automated M20 sub ledger for financial accounting and in 2013 they moved to the use of an automated general journal and ledger. The revenue system evolved from a manual system which was used in 2011, to a computer-based system in 2012 and 2013. In 2012, the Revenue Office began using an electronic general journal with sub-ledgers

to record its transactions. In 2013 more businesses registered in the business registration system and more guilds were known to be in the municipality than had been in previous years. The Revenue Office also obtained an additional computer with internet access in 2013.

Quality of life in Puli Alam continued to improve.

More than 8 in 10 Puli Alam residents rated their quality of life as excellent or good in 2013; a slight increase from past year when about three-quarters of residents said quality of life was good or better. Ratings for the quality of schools and healthcare facilities, cleanliness of streets and the health of people in the city also improved in 2013.

Job opportunities were still of concern.

In 2013, the number of job opportunities in the city was rated as excellent or good by half of respondents and fair or poor by the other half; which was an improvement from 2010. The number of heads of households that were employed full time also increased in these years. However, while in 2010 most residents thought the number of jobs was increasing (54%) and in 2012 most residents thought the number of jobs was holding steady (67%), in 2013 most thought it was decreasing (53%).

Trash removal service was improving and residents' ratings of these services were following.

Ratings for the cleanliness of streets in Puli Alam improved in 2013, even though most residents still disposed of trash at

improvised dumpsites (24%) or in their street (45%) and fewer were using public containers in 2013 than 2012. The municipal government began scheduling trash services in 2012 and by 2013 close to half of respondents said they saw trash being removed from the streets on a weekly basis. Residents' ratings for trash services (providing garbage bins and dumpsites, cleaning streets and removing illegal dumpsites) saw great increases from 2010 to 2011 and 2012 to 2013.

Water and wastewater services were good, but had room for improvement.

Most residents in Puli Alam got their water from wells, either on their property or shared with neighbors and about one-third of families had incidences of waterborne illnesses in 2013. Use of septic systems for both latrines and other waste water increased from 2010 to 2012; but then dropped in 2013. About 20% of residents had a septic system in 2013 compared to about 5% in 2010. Quality ratings for ditch cleaning, repair and constructions services were generally good and had rebounded to 2010 levels after falling in 2011. Ratings for the condition of drainage ditches improved from 2010 to 2013, but the "condition of drainage ditches near home" were still rated as poor by 43% of respondents.

Electricity service ratings improved.

Most residents received electricity from a non-municipal government source; in 2012 about half of residents said they used a government supplied power system that did not use

generators and in 2013. 8 in 10 said they used public generators. About one in six used solar energy. In 2013, ratings for the government supplied electricity service were "good", on average; up from being closer to "fair" in 2012.

Most roads were in good shape.

As in past years, in 2013, roads were generally thought to be in good condition. More than half of residents rated the condition of neighborhood roads main city roads and highways as excellent or good. However, local roads were more likely than larger roads to be rated as fair or poor.

More residents had heard of parks, but few visited.

In 2013, almost all residents said they were aware of parks for teens, adults, women and children in Puli Alam, but most said these parks were not near their homes. These parks were thought to be in fair or poor condition by a majority of respondents. Very few residents had visited a park in 2012 (8%) or 2013 (6%).

As needs were met, priorities shifted.

In 2012 residents identified the provision of electricity as a top priority for municipal services, in 2013 most switched to using a government supplied power source and electricity dropped on list of priorities. A new dump for trash to reduce leaching into water and the spread of disease moved to the top of the priority list in 2013. Ditch cleaning, repair and construction was second in 2013 and street repair was third.

Most residents did not have contact with the municipal government.

In 2010 and 2012 most residents were able to identify who the mayor of Puli Alam was; in 2012 and 2013 most either did not know or identified the wrong person. About one-quarter of residents said they had contacted the city for assistance in solving a problem or receiving a service at some time and 16% had contact in the past year. About one-third had read the municipal government newsletter in 2013. No one was paying Safayi as it was not collected in Puli Alam.

Trust in the municipal government was strong and growing.

Residents generally trusted their local government; over 80% thought they could have a lot or a little of influence on government and that the government kept people like them in mind sometimes or almost always when making decisions. Over 80% also had some or a great deal of trust that government officials were conducting activities to benefit the people of Puli Alam.

Only 16% of respondents had contact with a municipal official in 2013 and 97% these said they had not been asked to give cash, a gift or perform a favor for an official; 3% were asked in isolated cases.

Women made some gains in participation.

In Puli Alam, there were no women on the municipal staff or the municipal council in any of the survey years, but two women joined the Citizens' Forum in 2013 and the proportion of survey interviews conducted with women increased from 3% in 2010 to 36% in 2013. In 2013 there was mostly strong support for women having equal opportunities like men in education and more moderate support for women participating in government. About 70% of men and women strongly agreed and about 25% somewhat agreed that women should have equal opportunities like men in education. Whereas just over 40% strongly agreed and just over 40% somewhat agreed that women should have equal opportunities like men to participate in government.

CITY DEMOGRAPHICS

Among cities in the RUE program, Puli Alam had a medium-sized population and population density.

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

Puli Alam had 90 available positions for staff members in 2013 and 87 were filled; this was up from previous years. Puli Alam had 0.9 staff members per 1,000 residents. This figure the same as the average across the 13 RUE cities, but was higher than previous 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

Most of the municipal government staff in Puli Alam were contract staff; 31 of 90 positions were permanent staff and 59 were contract staff. There were two unfilled permanent positions at the municipal government and one unfilled contract position. Both the number of permanent and contract staff increased relative to 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%

The majority of municipal government staff positions in Puli Alam were in the Public Works Office, which was the norm among RUE cities, but Puli Alam had more than the average proportion of staff in its Administration Office.

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

	Total number of filled 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 governed 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 cities had a copy of this law. In 2013, Puli Alam referred it as the Municipal Law, a change from 2012 when it was referred to as the Taliban Law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR

	Municipal Law	Taliban Law
Puli Alam 2012		✓
Puli Alam 2013	✓	
All cities 2013	50%	50%

The Puli Alam master plan was first prepared in 1973 and covered eight Naiyas. The plan was updated in 2012 to a Comprehensive Development Plan that included strategic municipal plan.

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

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

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

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

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

The municipal organization chart was prepared in 2010 with assistance from RUE and was updated in 2011, 2012 and 2013. All of the RUE cities had municipal organization charts in 2013.

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED COMPARED BY YEAR

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

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

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

The municipal government had a Municipal Development Plan. The time horizon for the plan was five years and 50% of the plan had been implemented by 2013. The Municipal Development Plan was updated annually.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR

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

In 2013, there were four completed Provincial Development Plan (PDP) projects and four ongoing PDP projects within the city boundaries.

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

		Puli Alam 2011	Puli Alam 2012	Puli Alam 2013	All cities 2013
Number of projects within the municipal boundaries of PDP that are completed	3		✓		31%
	4			✓	8%
	5	✓			8%
	7				8%
	8				15%
	10				15%
	20				8%
	37				8%
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%
	9	✓			0%

Puli Alam also had an economic profile and had created an economic development committee in 2012; however, it had not yet established an economic development plan. The municipal government had written statements of vision, mission and goals and written job descriptions for all municipal staff members. The municipal government had not established written objectives, responsibilities and timelines for achieving municipal goals.

FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR

	None	Have an economic profile	Economic profile has been analyzed with stakeholders	Economic development committee was created	Have economic development plan with intervention strategies and potential projects
Puli Alam 2011		✓			
Puli Alam 2012		✓	✓	✓	
Puli Alam 2013		✓	✓	✓	
All cities 2013	8%	92%	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
Puli Alam 2012		✓	✓	✓
Puli Alam 2013		✓	✓	✓
All cities 2013	31%	77%	52%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Puli Alam 2010	Puli Alam 2011	Puli Alam 2012	Puli Alam 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 descriptions 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%

Puli Alam had a functioning municipal council. The council met weekly and minutes were kept at these meetings. Of the 13 RUE cities, nine had functioning councils, three met weekly, six met monthly and all nine kept minutes at their meetings.

FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR

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

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Puli Alam 2010	45	45	0
Puli Alam 2011	15	15	0
Puli Alam 2012	17	17	0
Puli Alam 2013	17	17	0
2013 All cities average	14.3	13.7	0.6

In 2012, it became possible for citizens to meet directly with the mayor about their concerns, although no suggestion box was available.

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

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

Puli Alam had a forum for citizens' consultation and participation. The forum was ad hoc rather than formal and had 20 members. This was an increase from 15 members in 2012 and the increase included the addition of two women. The forum met monthly and included representatives from the business, cultural and youth communities, as well as women and religious representatives. The forum was used to help the municipal government prioritize municipal projects and services; deliver services; set tariffs for municipal taxes, charges and fees; monitor and evaluate budget executions; and resolve conflicts.

FIGURE 22: CITIZEN FORUM COMPARED BY YEAR

		Puli Alam 2012	Puli Alam 2013	All cities 2013
Have a forum for citizens' consultation and participation	No			0%
	Yes	✓	✓	100%
Forum is formal or ad hoc	Ad hoc	✓	✓	62%
	Formal			38%
Number of forum members	Not known			8%
	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

	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Women	0	2	2.7
Local business	8	9	7.2
Religious	0	1	1.9
Youth	4	4	3.3
Culture	1	2	2.5
Other	2	2	6.9
Total	15	20	24.5

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

	Puli Alam 2012	Puli Alam 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%

Puli Alam had five or fewer donors that assisted the municipality, so it did not keep a formal list.

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
Puli Alam 2011	✓		
Puli Alam 2012		✓	
Puli Alam 2013		✓	
All cities 2013	0%	100%	31%

Starting in 2012, the Puli Alam municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis. Their communication was primarily by telephone or in written form, through reports, legal documents, official letters and email. They coordinated with about three-quarters of the Provincial Line Ministry Directorates.

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

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

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

	Puli Alam 2011	Puli Alam 2012	Puli Alam 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	Puli Alam 2012	Puli Alam 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 Puli Alam municipality reported that they maintained a sanitation system for residents in all four survey years and starting in 2012 they were also involved in providing waste water services. They were not involved in the provision of water or electricity.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

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

All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service. In 2012, Puli Alam graduated from having only some verbal Public Works activity plans to writing plans on a weekly to monthly basis for all departments. Scheduling also improved from having most scheduling done verbally in 2011 to having written schedules for all departments and operations/maintenance included in the budget in 2013. Similarly, service inspections improved starting in 2012 to include standard forms and procedures for most or 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 one department or service area	Written plans were weekly/monthly for all departments
Puli Alam 2011		✓		
Puli Alam 2012		✓	✓	✓
Puli Alam 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
Puli Alam 2011		✓			
Puli Alam 2012		✓	✓	✓	
Puli Alam 2013		✓	✓	✓	✓
All cities 2013	0%	100%	84%	69%	23%

FIGURE 32: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with Mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Puli Alam 2011		✓		
Puli Alam 2012		✓	✓	✓
Puli Alam 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

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

By 2012, the municipal government of Puli Alam moved to scheduled project maintenance and included it in the budget. The municipal government also budgeted for crews, equipment and scheduled maintenance for roads, parks and latrines, where previously these services were provided on an unscheduled basis.

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
Puli Alam 2011		✓		
Puli Alam 2012		✓	✓	✓
Puli Alam 2013		✓	✓	✓
All cities 2013	0%	100%	69%	38%

FIGURE 35: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

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

By 2013, all 13 RUE cities had landfills. The city of Puli Alam had 55 designated dumpsites and 65 informal dumpsites. Approximately 320 cubic meters of solid waste were generated and 280 cubic meters were collected each month. This collection was accomplished with two trucks and 12 laborers. The municipal government had a trash collection plan; they hired and equipped a trash collection crew, scheduled collection and paid for it with a line item in the budget.

FIGURE 38: WASTE MANAGEMENT COMPARED BY YEAR

	Puli Alam 2010	Puli Alam 2011	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Had a designated landfill site	✓	✓	✓	✓	100%
Formal dumpsites		133	55	55	105
Informal dumpsites			65	65	76
Cubic meters of solid waste produced/generated each month			330	320	1,156
Cubic meters of solid waste collected each month		350	310	280	945
Trucks involved in municipal trash collection			2	2	6
Laborers are involved in municipal trash collection			17	12	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
Puli Alam 2011		✓	✓	
Puli Alam 2012		✓	✓	✓
Puli Alam 2013		✓	✓	✓
All cities 2013	0%	100%	100%	69%

The municipal government of Puli Alam had several vehicles to use in their work (car, tractor, trucks and bikes). The inventory list included more assets in 2013 than in 2010, and these were generally thought to be in good condition.

FIGURE 40: PHYSICAL ASSETS, 2013

	Number	Primary use	Operational	Condition	Has operator
Car/Corrolla/Saracha taxi	2	Staff transport	✓	Good	✓
Crane	1	Construction	✓	Good	✓
Double tractor	1	Construction, watering and waste management	✓	Good	✓
Flatbed truck/small Mazda	1	Construction and waste management	✓	Good	✓
Generator	2	Watering	✓	Good	✓
Hand Basket/wheelbarrow	20	Waste management	✓	Good	✓
Land Cruiser/Fardo	1	Staff transport	✓	Good	✓
Large truck/trash truck	5	Waste management	✓	Good	✓
Loader	2	Construction and waste management	✓	Good	✓
Motorcycle/bike	7	Staff transport	✓	Good	✓
Pick axe	50	Construction and waste management	✓	Good	✓
Water tanker	4	Watering	✓	Good	✓

FIGURE 41: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Car/Corrolla/Saracha taxi	1	Staff transport	✓	Good	✓
Crane	1	Construction	✓	Poor	✓
Double tractor	1	Waste management	✓	Good	✓
Generator	2	Waste management	✓	Poor	✓
Land cruiser/Fardo	1	Staff transport	✓	Poor	✓
Large Hino truck	1	Waste management	✓	Good	✓
Large truck/trash truck	2	Waste management	✓	Good	✓
Loader	1	Construction	✓	Good	✓
Motorcycle/bike	12	Staff transport	✓	Good	✓
Pick axe	50	Construction	✓	Good	✓
Small Mazda	1	Construction and waste management	✓	Good	✓
Water tanker	4	Watering	✓	Excellent	✓

FIGURE 42: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	1	Staff transport	✓	Good	✓
Crane	1	Construction	✓	Good	✓
Cutting machine	1	Construction		Poor	✓
Double tractor	1	Construction, waste management	✓	Good	✓
Dump truck/large Mazda	4	Watering, waste management	✓	Good	✓
Flatbed truck/small Mazda	1	Staff transport	✓	Good	✓
Generator	1	Office	✓	Good	✓
Jeep/truck/pickup	1	Construction	✓	Good	✓
Land Cruiser/Fardo	1	Staff transport		Poor	
Loader	1	Construction	✓	Good	✓
Motorcycle/bike	14	Staff transport	✓	Good	✓
Water tanker	4	Watering	✓	Good	✓

FIGURE 43: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	NA	NA	✓	NA	NA
Dump truck	NA	NA	✓	NA	NA
Jeep/truck/pickup	NA	NA	✓	NA	NA
Land Cruiser	NA	NA		NA	NA
Motorcycle/bike	NA	NA	✓	NA	NA
Water tankers	NA	NA	✓	NA	NA

The Services Department was responsible for the maintenance of vehicles, tools and equipment. The municipal government used a written checklist for vehicle maintenance on daily or weekly basis but did not yet include that work in the budget. In 2011 the municipal government had a small work space for repairs, but they acquired a larger space for this work in 2012.

A limited number of Public Works services involved the community, but none were shared with the private sector. The community was involved in waste transport and the maintenance and operation of public latrines.

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
Puli Alam 2011		✓		
Puli Alam 2012		✓		
Puli Alam 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
Puli Alam 2011		✓	
Puli Alam 2012			✓
Puli Alam 2013			✓
All cities 2013	8%	62%	31%

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

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

In 2012, the Puli Alam Public Works Office acquired sufficient office space, desks and chairs for their employees, while storage was still shared. Prior to 2012, Public Works documents had not been organized, but in 2012 and 2013 the documents were filed, organized and stored for easy retrieval. The Public Works Office had eight computers for its eight employees. Microsoft Office and computer aided design (CAD) software were available, but the computers did not have internet access. The municipal government and RUE supplied electricity for the office.

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

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

FIGURE 48: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

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

FIGURE 49: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR

	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Number of computers	5	8	5
Number of people who share these computers	5	8	7
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	1

FIGURE 50: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 51: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR

	Puli Alam 2012	Puli Alam 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 2013 fiscal year and all used Microsoft Excel to create their budget; budgets took an average of 68 days for final approval. In Puli Alam, for the 2013 budget year, it took 79 days from submitting the budget to receiving final approval.

The municipal government had department or staff level work plans that were updated quarterly. The Public Finance Office had formed a budget committee, and the budget had been presented in both the Citizens' Forum and in the municipal newsletter.

FIGURE 52: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR

	Puli Alam 2012	Puli Alam 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	44 days	79 days	68 days
Municipality presented the current budget in the Citizens' Forum	✓	✓	69%
Municipality published the current budget 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
Puli Alam 2012				✓	
Puli Alam 2013				✓	
All cities 2013	0%	0%	44%	11%	44%

Puli Alam's Public Finance Office had a systematic filing system for financial management where documents were filed, organized and stored.

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

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

Puli Alam used a cash account and an automated general journal and ledger to keep their accounts in 2013, while in 2011 they had used a manual correspondence book.

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
Puli Alam 2011		✓			
Puli Alam 2012		✓	✓	✓	
Puli Alam 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 manual and computerized components. Puli Alam had one governmental audit conducted in 1392 (2013) by the IDLG, which took 12 days to complete.

FIGURE 56: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR

	Manual	Computerized
Puli Alam 2012	✓	✓
Puli Alam 2013	✓	✓
All cities 2013	100%	62%

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

	Manual	Computerized
Puli Alam 2012	✓	✓
Puli Alam 2013	✓	✓
All cities 2013	100%	100%

FIGURE 58: FINANCIAL AUDITS, 2013

	Puli Alam 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	✓	12	8	33	12	90
OAA			3	32	5	80
Second Audit						
CAO			1	60	60	60
OAA			1	60	60	60

FIGURE 59: FINANCIAL AUDITS, 2012

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

Unlike in 2010 and 2011, in 2012 and 2013 the Public Finance Office of Puli Alam had sufficient office space and furnishings. There was one employee in the office with access to one computer. The office had access to Microsoft Office and CAD software, but no internet. RUE and the municipal government provided electricity for this office.

FIGURE 60: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Puli Alam			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

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

FIGURE 62: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR

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

FIGURE 63: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR

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

REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Office had a list of municipal government owned property and their values and used the GDMA Municipal COA for revenue accounting. They had written procedures for collecting business license fees, property Safayi fees and other sources of revenue. The office also created revenue forecasts from the Revenue Improvement Action Plan (RIAP) including frequency of collection for each source and listing of revenue sources and actual collections. The office had department or staff level work plans and updated these monthly.

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

	Puli Alam 2011	Puli Alam 2012	Puli Alam 2013	All cities 2013
List of Municipal owned property and their values	✓	✓	✓	92%
Listing of revenue sources and actual collections	✓	✓	✓	100%
Revenue forecast from the RIAP including frequency of collection for each source.	✓	✓	✓	92%
Department level or staff level work plans	NA	✓	✓	92%
Standard written procedures for collecting business license fees	NA	✓	✓	100%
Standard written procedures for collecting property Safayi fees	NA	✓	✓	92%
Standard written procedures for collecting other sources of revenue	NA	✓	✓	92%
Municipality uses the GDMA Municipal COA for revenue	NA	✓	✓	100%

The property Safayi fee system was manual, while the business registration and licensing systems were computerized. The revenue system had both manual and computer elements. In 2012, the Revenue Office began using an electronic general journal with sub-ledgers to record its transactions, they continued with this system in 2013.

FIGURE 65: REVENUE SYSTEM TYPES COMPARED BY YEAR

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

FIGURE 66: FREQUENCY DEPARTMENT/STAFF LEVEL WORK PLANS UPDATED COMPARED BY YEAR

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

FIGURE 67: REVENUE MONITORING SYSTEM COMPARED BY YEAR

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

Starting in 2012, the Revenue Office began using a systematic filing system; documents were previously not organized. The Puli Alam Revenue Office had a list of business guilds within the city, but there were no Chamber of Commerce and Industry representatives in the municipality. While most of the RUE cities had a list of guilds (69%), few had Chamber representatives (23%). Puli Alam staff indicated that there were 22 guilds within the city in 2013, an increase from 14 in 2012.

The Revenue Office could provide a list of contracts between the municipal government and private sector and had 2,025 businesses in their registration system as well as 49 properties.

FIGURE 68: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

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

FIGURE 69: BUSINESS REPRESENTATIVES IN CITY COMPARED BY YEAR

	Puli Alam 2012	Puli Alam 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

	Puli Alam 2011	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Businesses registered in the business registration system	600	1,500	2,025	2,906
Properties registered in the property Safayi fee system	NA	49	49	3,523
Business guilds in the municipality	NA	14	22	42

In 1391 (2012), 12 out of 13 RUE Cities collect municipal government service fees. Puli Alam collected 1,721,916 AFN in 1391 (2012) and expected 2,176,592 AFN in fees for 13912 (2013).

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

	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Amount collected in prior year (AFN)	1,983,900	1,721,916	10,290,505
Amount forecasted for current year (AFN)	1,800,000	2,176,592	16,527,688
Amount collected for 1st quarter of current year (AFN)	392,031	225,600	5,791,314

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

The Revenue Enhancement Office had sufficient office space and furnishings. There were four computers in the office that were shared by four employees. All of the computers had internet connections provided by RUE or the municipality. Power for this Office was supplied both by RUE and the municipal government.

FIGURE 72: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

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

FIGURE 73: REVENUE ENHANCEMENT COMPUTERS AVAILABLE COMPARED BY YEAR

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

FIGURE 74: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR

	Puli Alam 2012	Puli Alam 2013	All cities 2013 average
Electricity provided by RUE	✓	✓	69%
Electricity provided by the municipality	✓	✓	69%

RESIDENT SURVEY

QUALITY OF LIFE

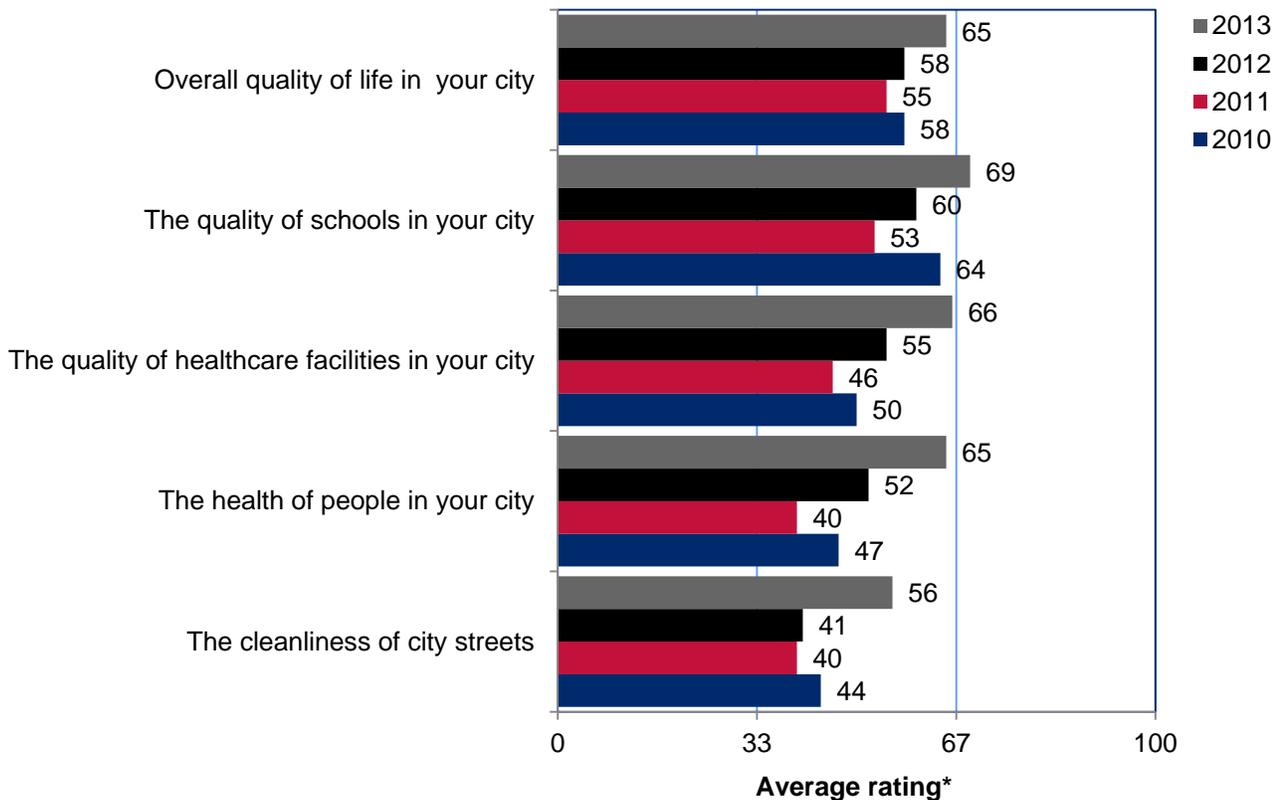
In 2013, most residents of Puli Alam rated their quality of life in the city as excellent or good (83%). This was higher than previous years. When asked about specific aspects of quality of life most of the ratings increased between 2010 and 2013. Cleanliness of city streets and the health of people in the city showed the greatest improvements since the baseline survey of 2010.

FIGURE 75: QUALITY OF LIFE IN PULI ALAM, 2013

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	16%	67%	14%	3%	65
The quality of schools in your city	20%	67%	14%	0%	69
The quality of healthcare facilities in your city	22%	55%	23%	0%	66
The health of people in your city	17%	61%	22%	1%	65
The cleanliness of city streets	10%	53%	34%	5%	56

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

FIGURE 76: QUALITY OF LIFE IN PULI ALAM COMPARED BY YEAR



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

EMPLOYMENT

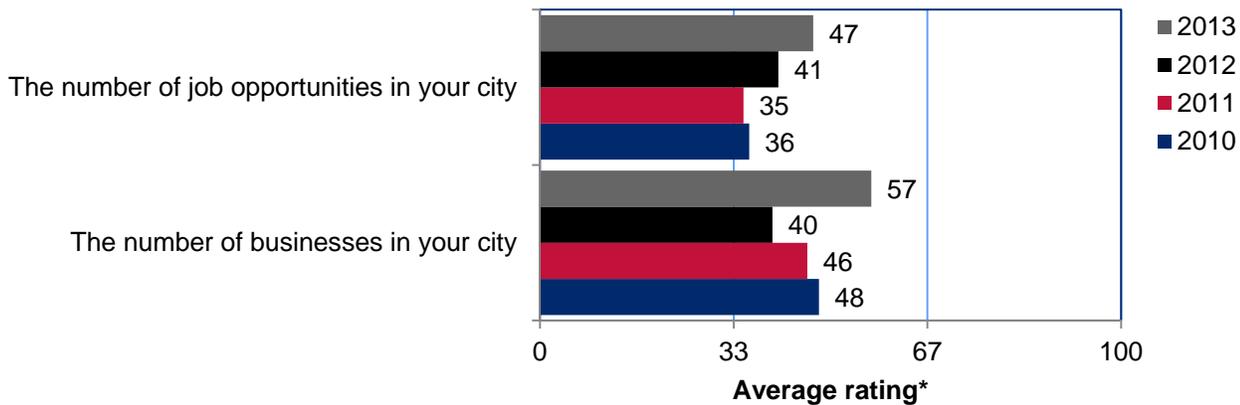
Puli Alam residents gave modest ratings to the number of job opportunities in their city (10% excellent and 40% good). Residents gave fair to middling ratings for the number of businesses in their city; 34% thought the number of businesses was fair and 45% thought it was good. Ratings for both the number of jobs and businesses increased from 2010 to 2013. Opinions about whether the number of job opportunities in the city were increasing, decreasing or staying the same, fluctuated throughout the survey years. In 2010 and 2012, about one-quarter of respondents thought the number of opportunities had decreased in the year prior to the survey, while in 2011 and 2013 about one half of respondents thought the number of opportunities had decreased in the year prior to the survey.

FIGURE 77: QUALITY OF EMPLOYMENT IN PULI ALAM, 2013

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	10%	40%	34%	18%	47
The number of businesses in your city	16%	45%	34%	6%	57

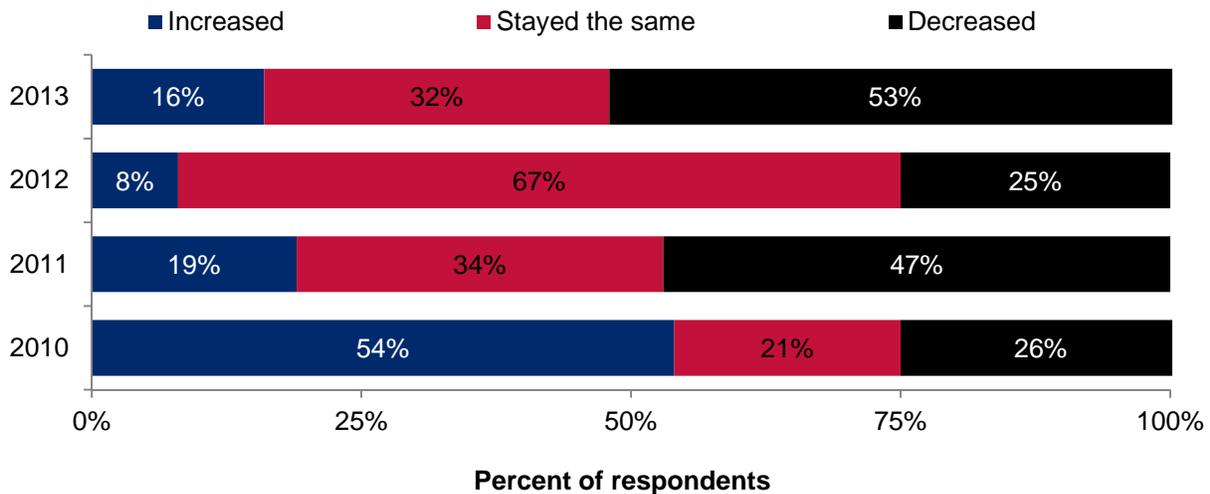
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

FIGURE 78: JOB OPPORTUNITIES IN PULI ALAM COMPARED BY YEAR



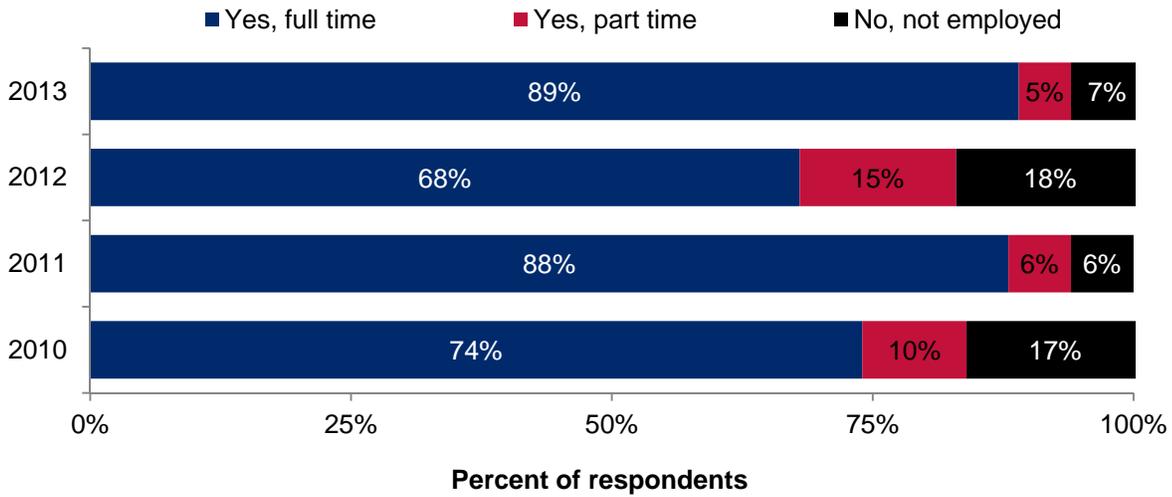
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

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



Most heads of households were employed full time and fewer were unemployed or employed only part time in 2013 than had been in the prior year.

FIGURE 80: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

The municipal government of Puli Alam was involved in providing waste water and sanitation services as well as road, parks and latrine maintenance. They did not provide water or electricity to residents.

Most residents thought the municipal government was doing a somewhat (69%) or very (19%) good job of providing services. This rating declined steadily between 2010 and 2012, but increased in 2013.

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

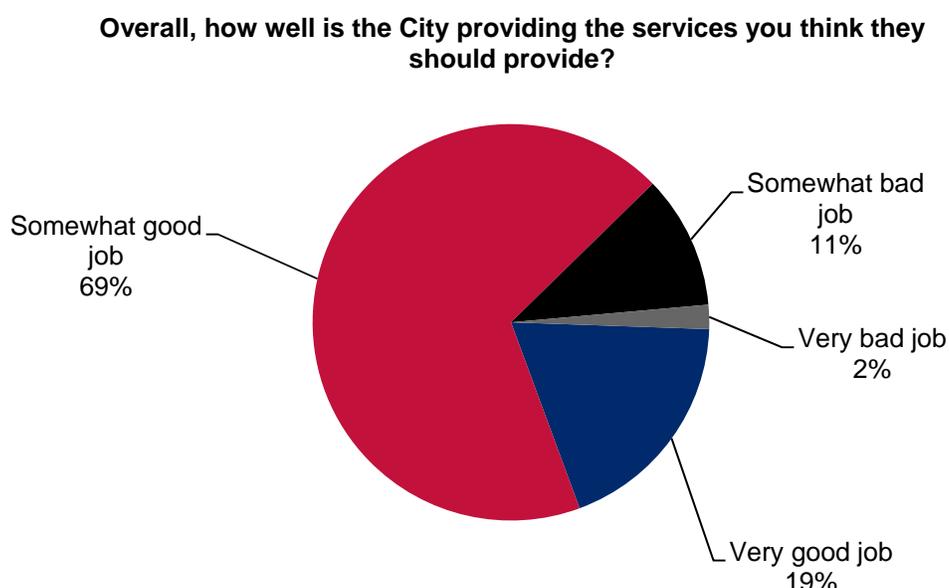
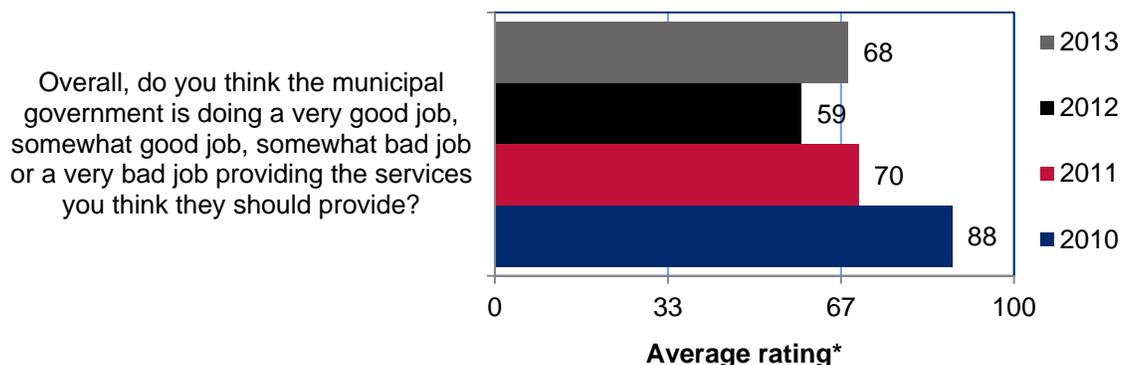


FIGURE 82: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR



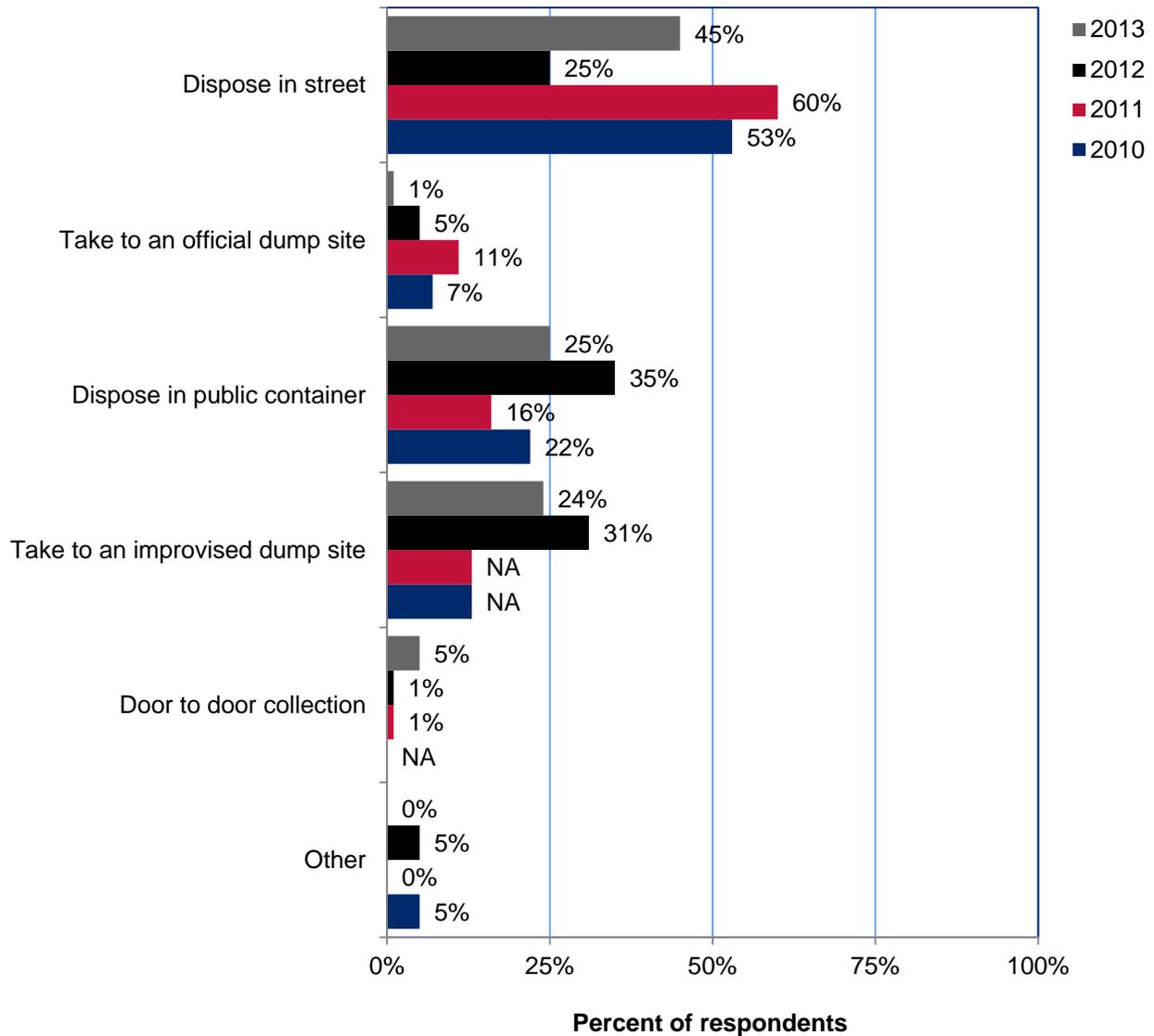
* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

Most residents in Puli Alam either disposed of their waste in the street (45%), in a public container (25%) or took it to an improvised dumpsite (24%). The disposal of waste in the street was significantly higher in 2013 compared to 2012, marking its return as the predominant method of waste disposal.

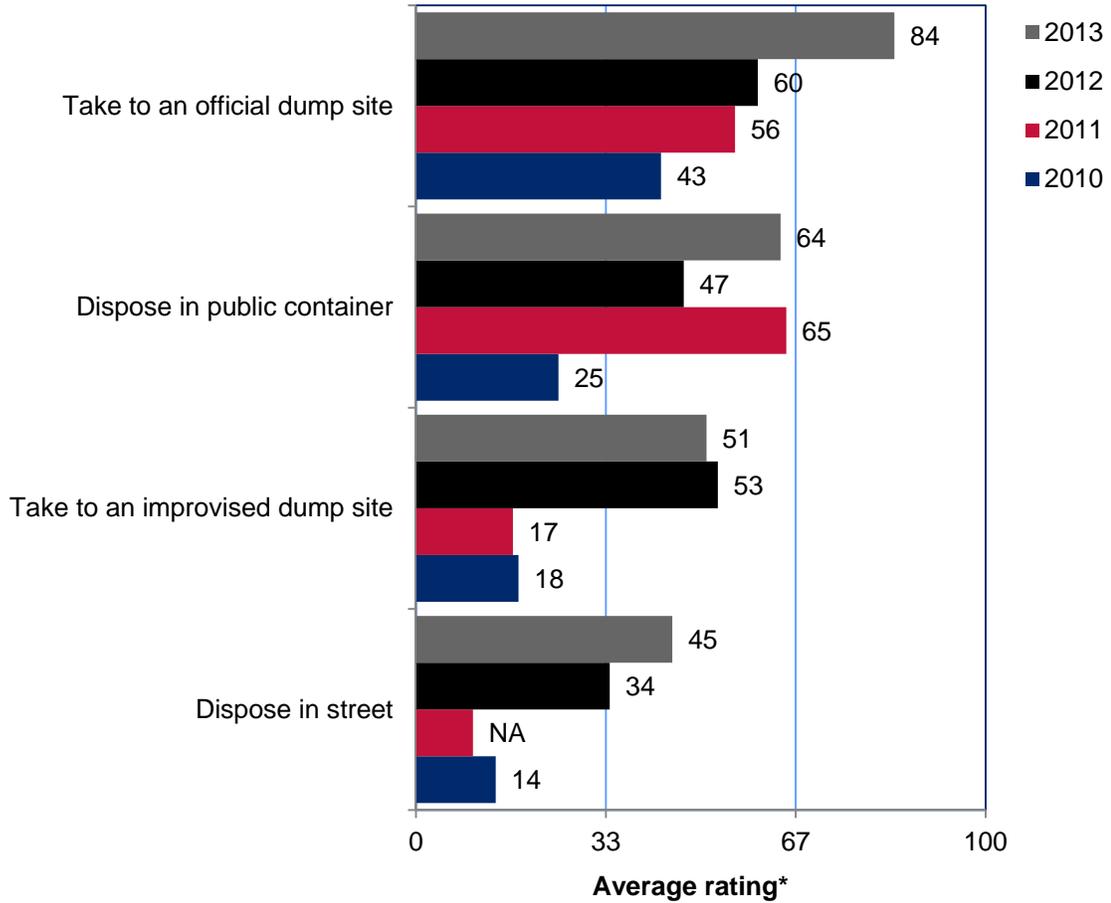
Since 2011, 5% or fewer residents said their trash was collected at their door, although this service did not exist in the city. This was likely an error in the description or understanding of the services.

FIGURE 83: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents were most satisfied with taking their trash to an official dump site and were moderately satisfied with using public containers or improvised dumpsites to dispose of their waste. Satisfaction with all identified methods of disposing improved between 2010 and 2013.

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, most Puli Alam respondents said they saw the municipal government remove trash from the streets once every two or three weeks or less frequently; but 44% saw trash removal once a week or more frequently. Frequency of service improved from 2012 to 2013. Residents were aware that this service was funded through Safayi fees or taxes.

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

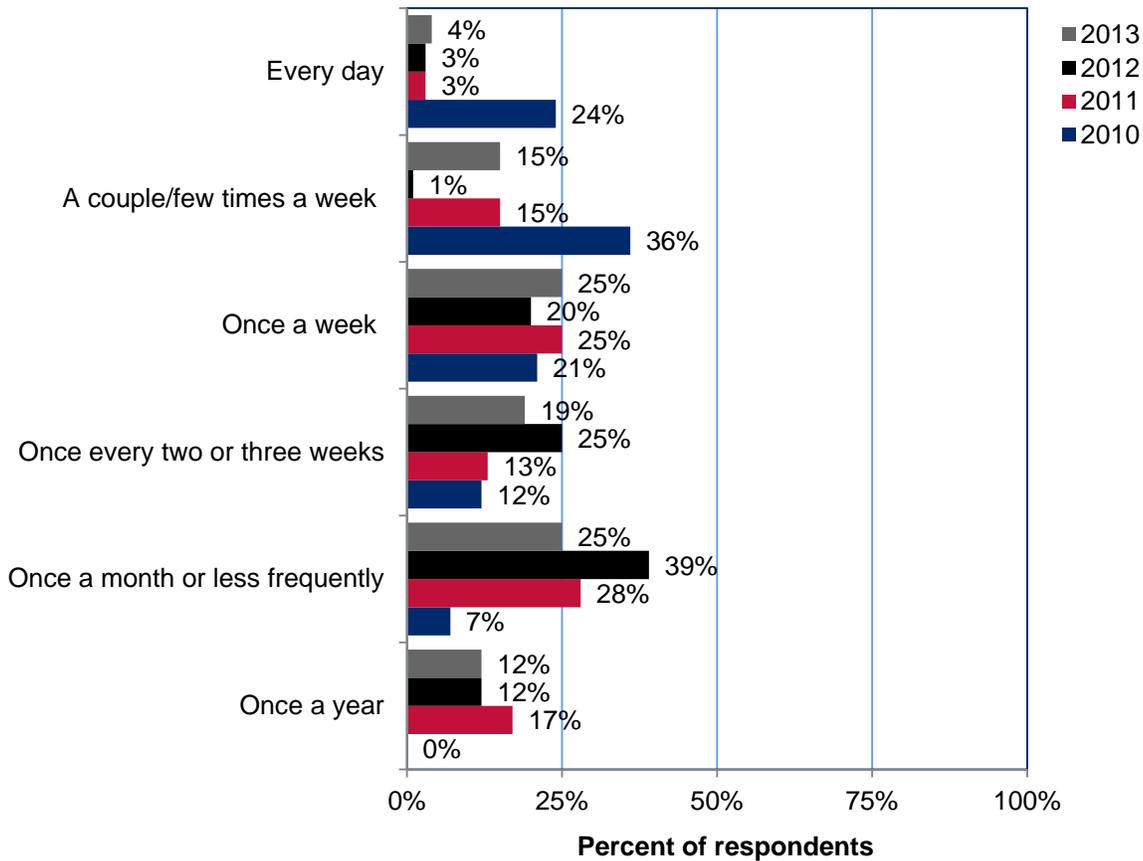
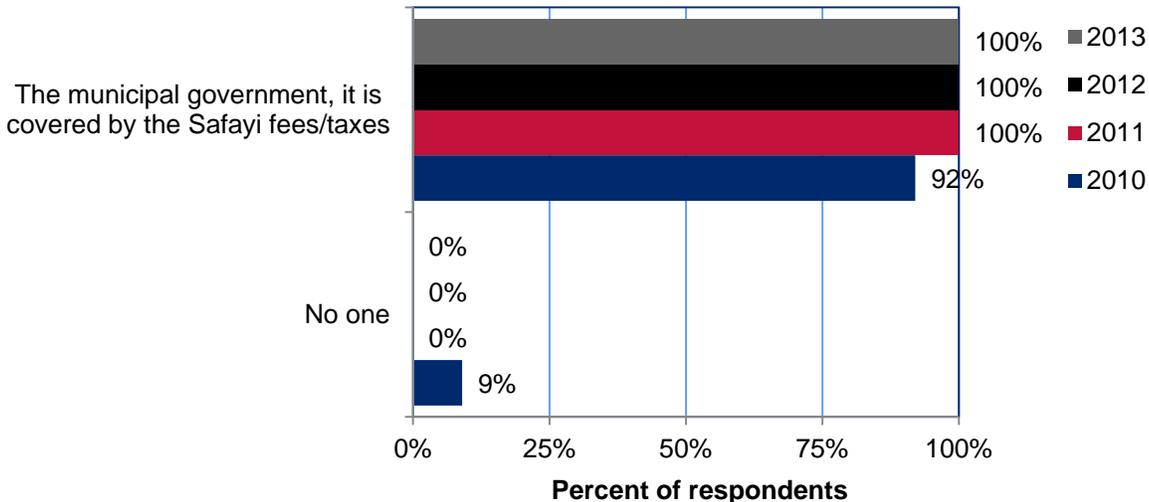


FIGURE 86: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



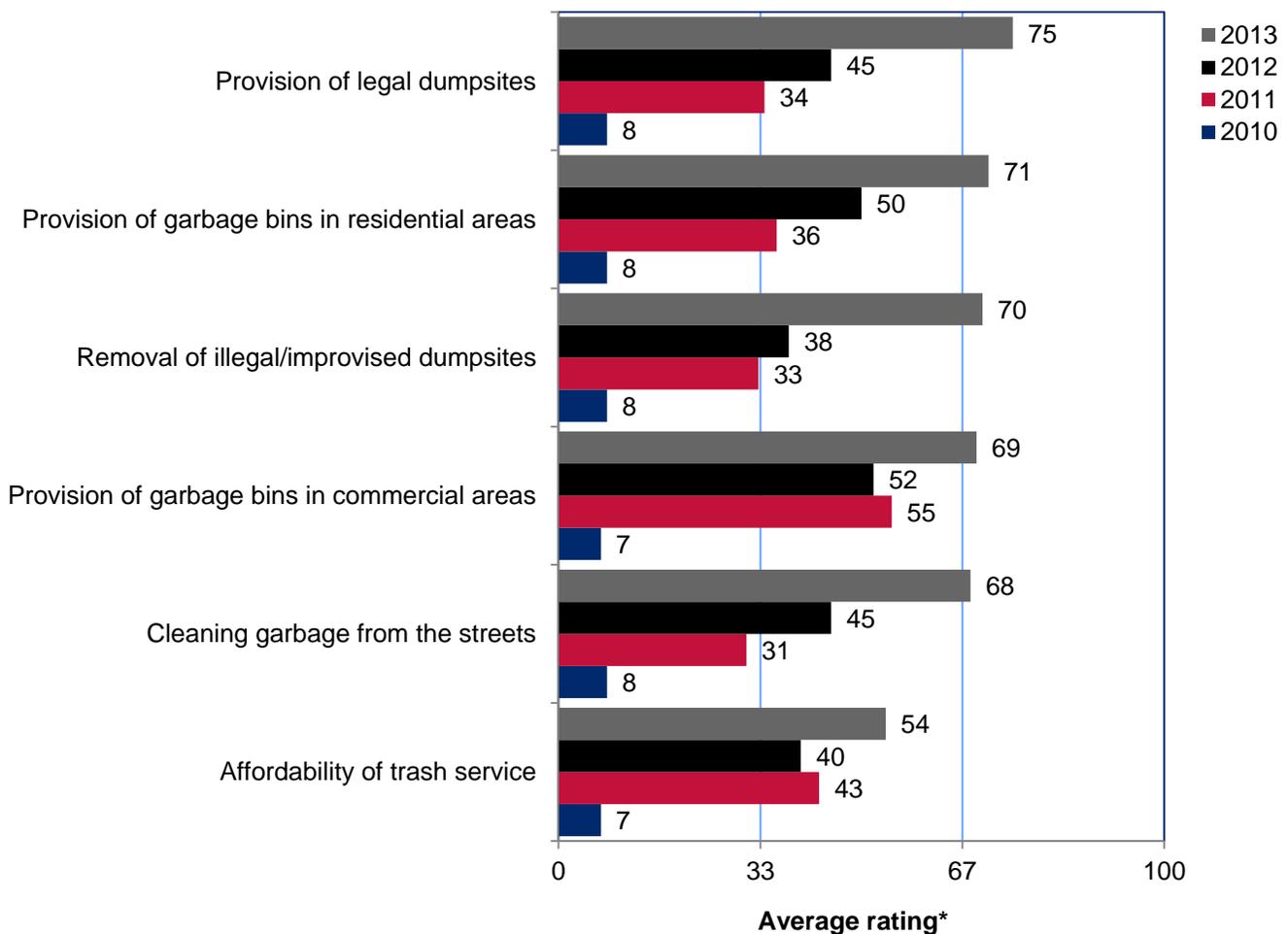
A majority of Puli Alam residents gave good or excellent ratings to the municipal government trash service for the removal of illegal/improvised dumpsites, the provision of legal dumpsites and garbage bins in residential and commercial areas. Ratings of all types of trash service increased significantly between 2012 and 2013.

FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
Provision of legal dumpsites	46%	34%	18%	2%	75
Provision of garbage bins in residential areas	42%	35%	20%	5%	71
Removal of illegal/improvised dumpsites	39%	39%	14%	8%	70
Provision of garbage bins in commercial areas	31%	48%	20%	2%	69
Cleaning garbage from the streets	30%	48%	22%	2%	68
Affordability of trash service	12%	44%	39%	6%	54

* 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

Most residents in Puli Alam got their water from wells, either on their property or shared with neighbors. The government did not supply water and no one paid a private firm for water. The incidence of waterborne illnesses among well-users declined between 2010 and 2011, increased in 2012 and returned to 2010 levels in 2013. Approximately one-third of families had experienced water-borne illnesses in the past year while using their own or a shared well.

FIGURE 89: DRINKING WATER SOURCES COMPARED BY YEAR

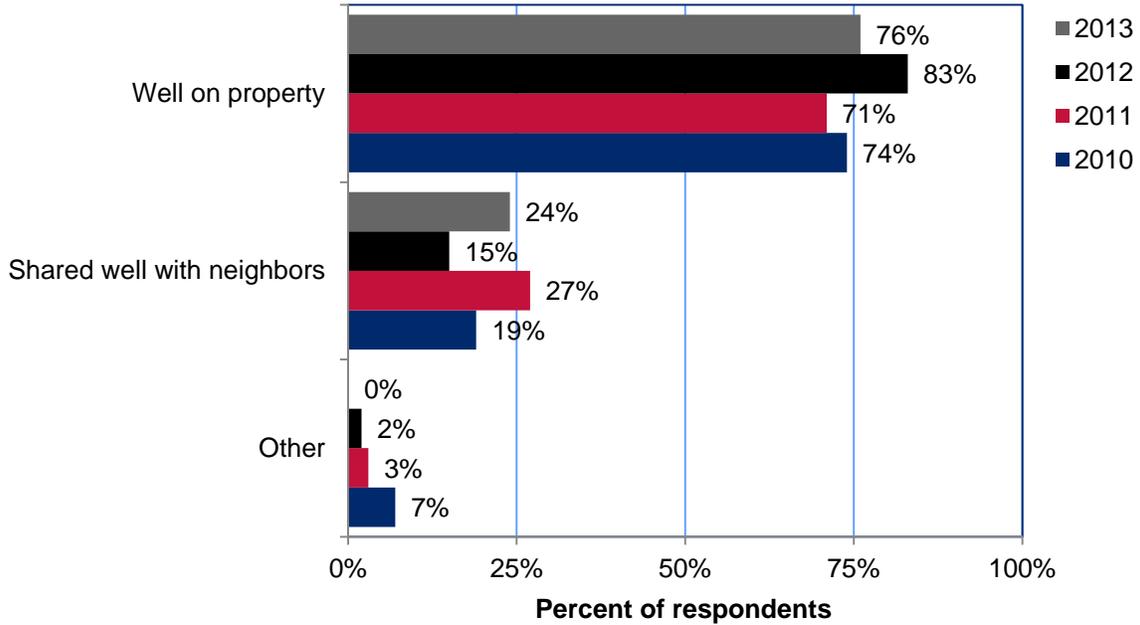
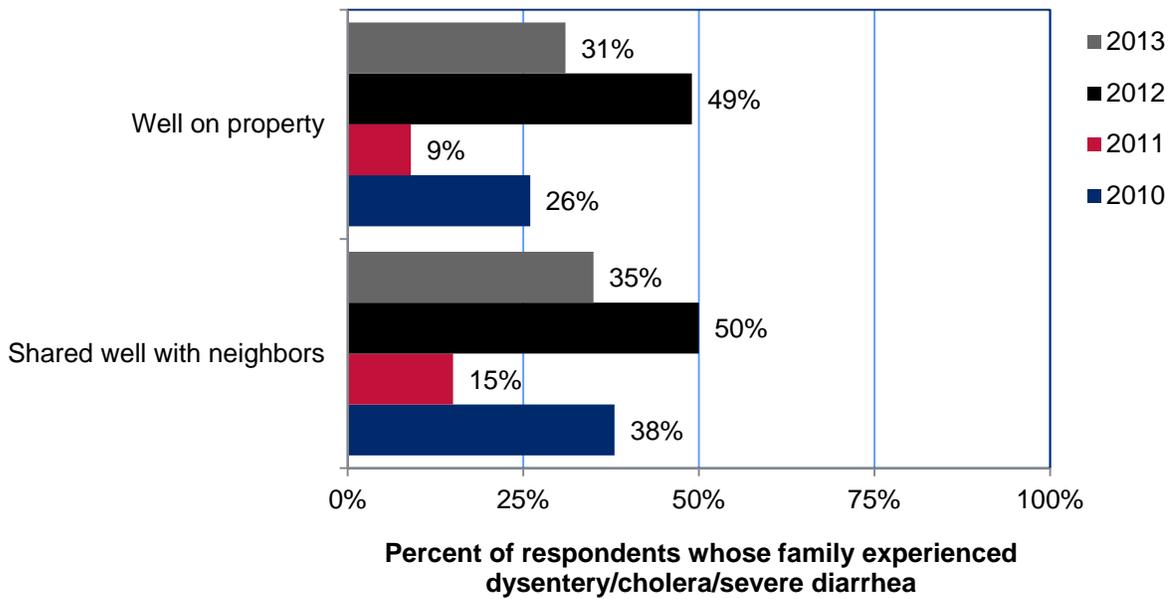


FIGURE 90: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

In 2013, most residents of Puli Alam switched their electricity to a public generator (provided by the government) from various other sources. They paid the provincial government’s City electricity department for this electricity. About one in six households continued to use solar power. Very few were using “other” sources such as large batteries/invertors (such as for running TV, lights, etc.), Micro Hydro Power (MHP), shared generators (with neighbors) or personal generators.

FIGURE 91: ELECTRICITY SOURCES COMPARED BY YEAR

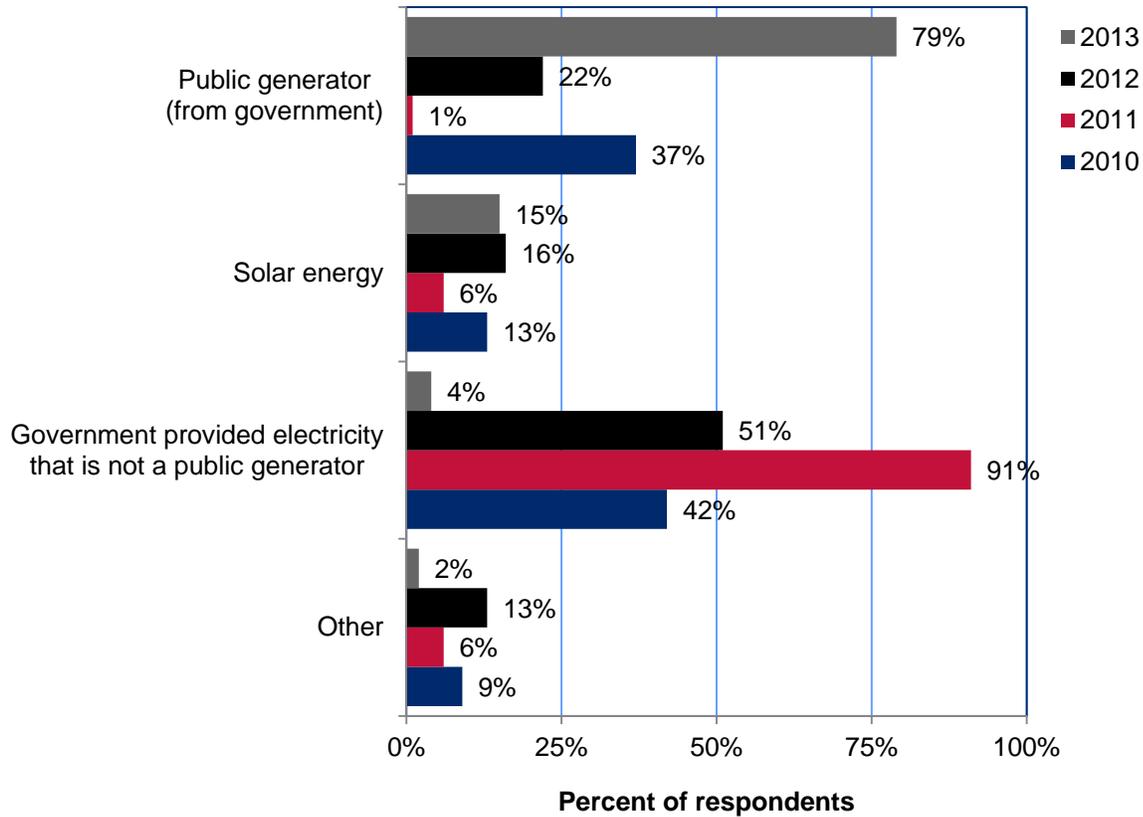
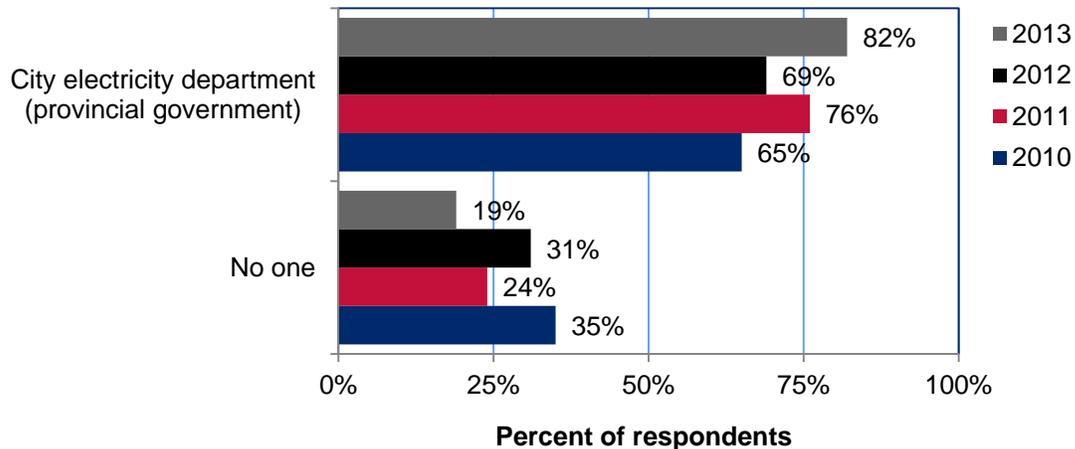
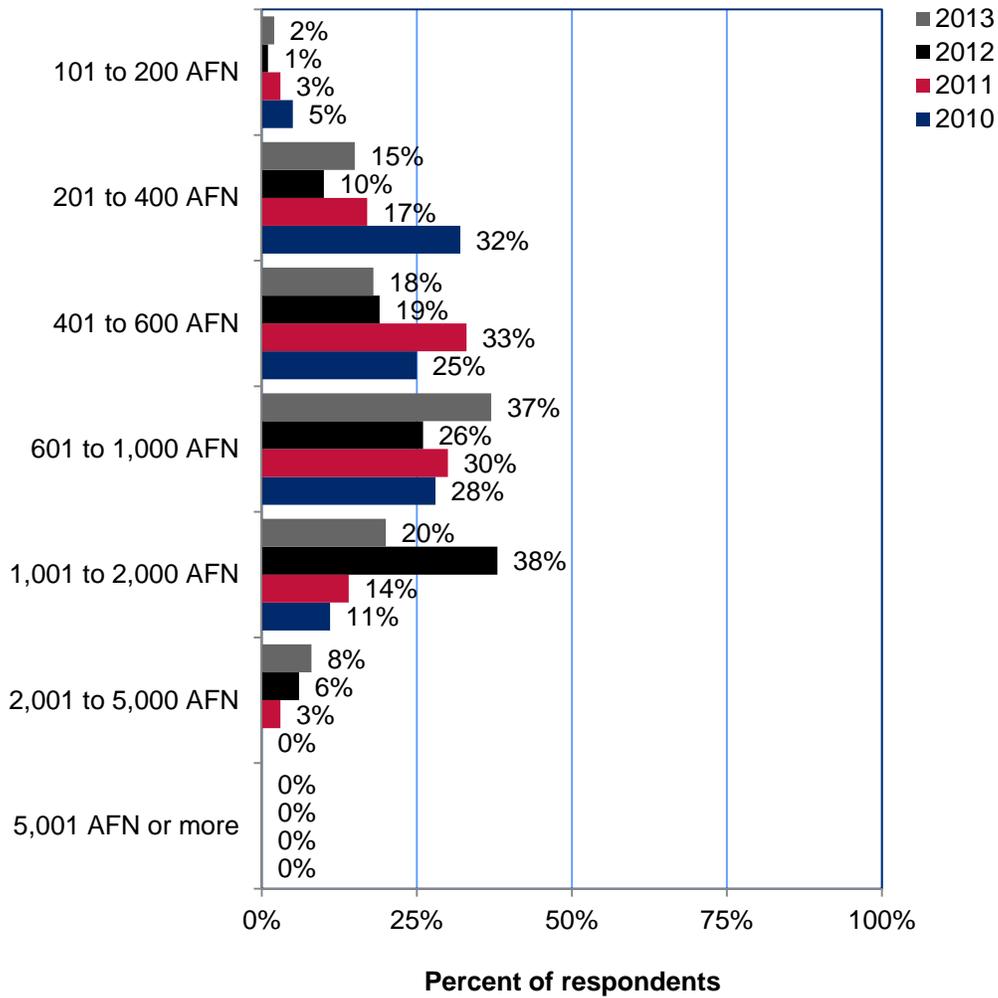


FIGURE 92: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



How much residents paid for electricity from the provincial government ranged from 50 to 5,000 AFN per month, with most residents paying 601 to 1,000 AFN per month. The average amount paid for electricity dropped between 2012 and 2013, but remained higher than 2010. Residents were not asked how much electricity they received for these payments.

FIGURE 93: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



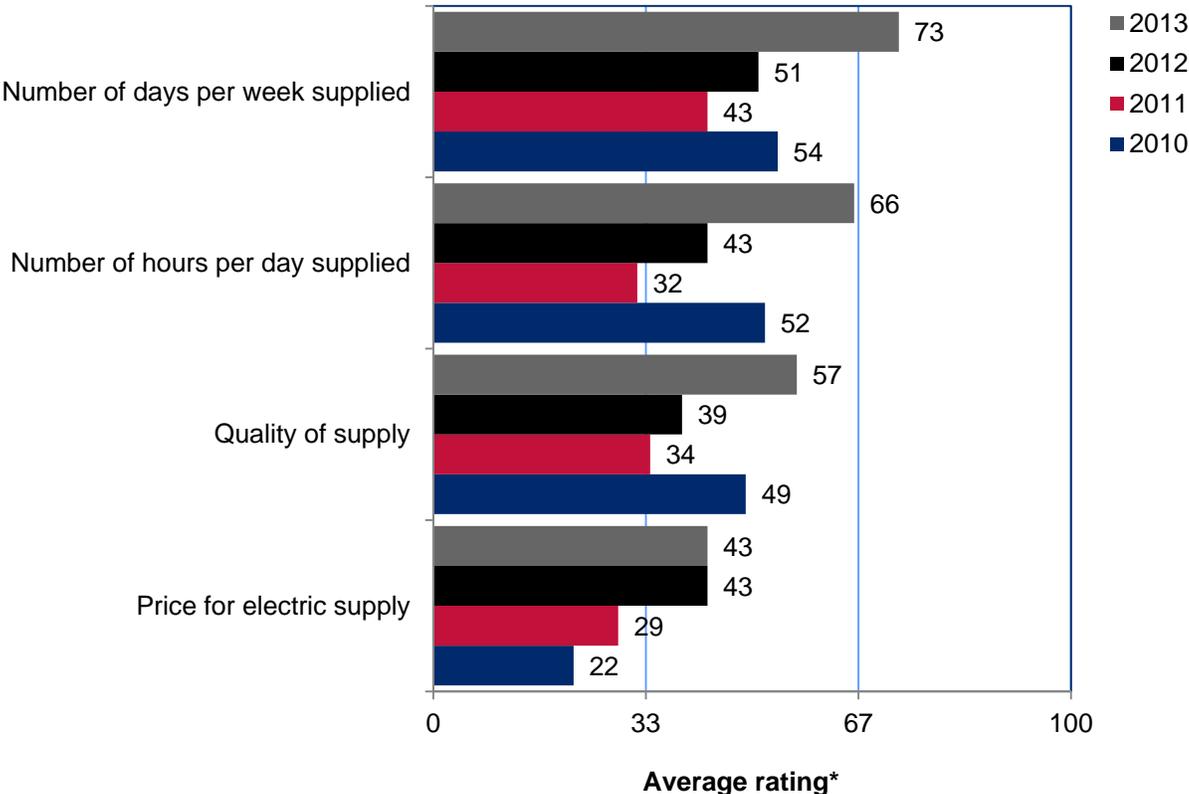
Most residents felt that the quality (strength of power and number of cut outs during service), hours per day and number of days per week that electricity was supplied were excellent or good; the price for electricity supply was viewed less favorably. Overall, the quality ratings of most aspects of electrical services were higher in 2013 than in previous years.

FIGURE 94: QUALITY OF CITY ELECTRICITY SERVICES PROVIDED BY PROVINCIAL GOVERNMENT, 2013

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	25%	69%	6%	1%	73
Number of hours per day supplied	25%	49%	26%	1%	66
Quality of supply*	17%	40%	41%	2%	57
Price for electric supply	7%	28%	51%	13%	43

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

FIGURE 95: 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

Residents generally had dry latrines at their homes and most drained their waste water in an open ditch or canal. The use of septic systems decreased between 2012 and 2013, but was still an increase over 2010. While the survey question did not specify that the waste water was gray water (rain water and water from sinks, but not toilets), it is presumed that this was understood by the respondents, as it is generally known and accepted that open ditches and canals are not used for toilet waste water.

FIGURE 96: TYPE OF TOILET IN HOME COMPARED BY YEAR

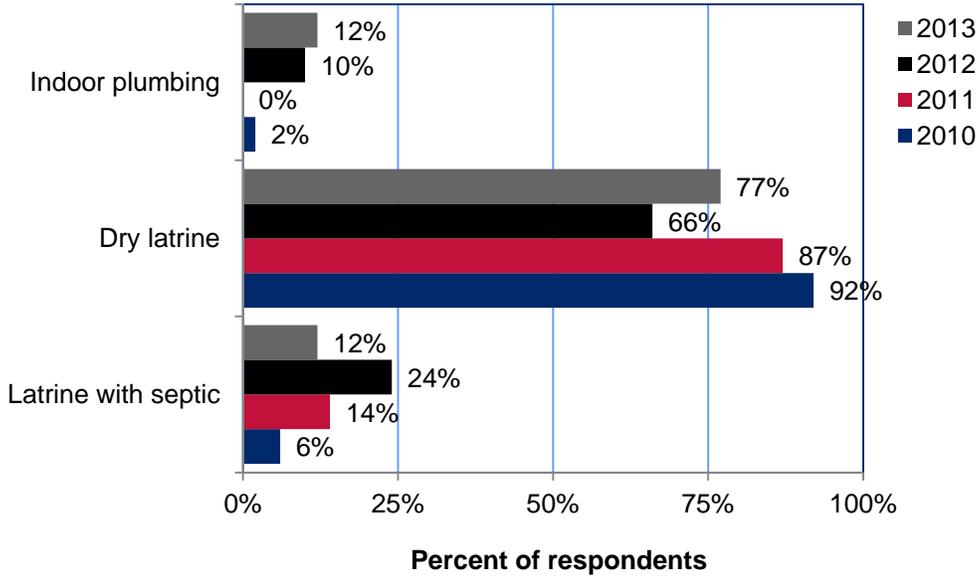
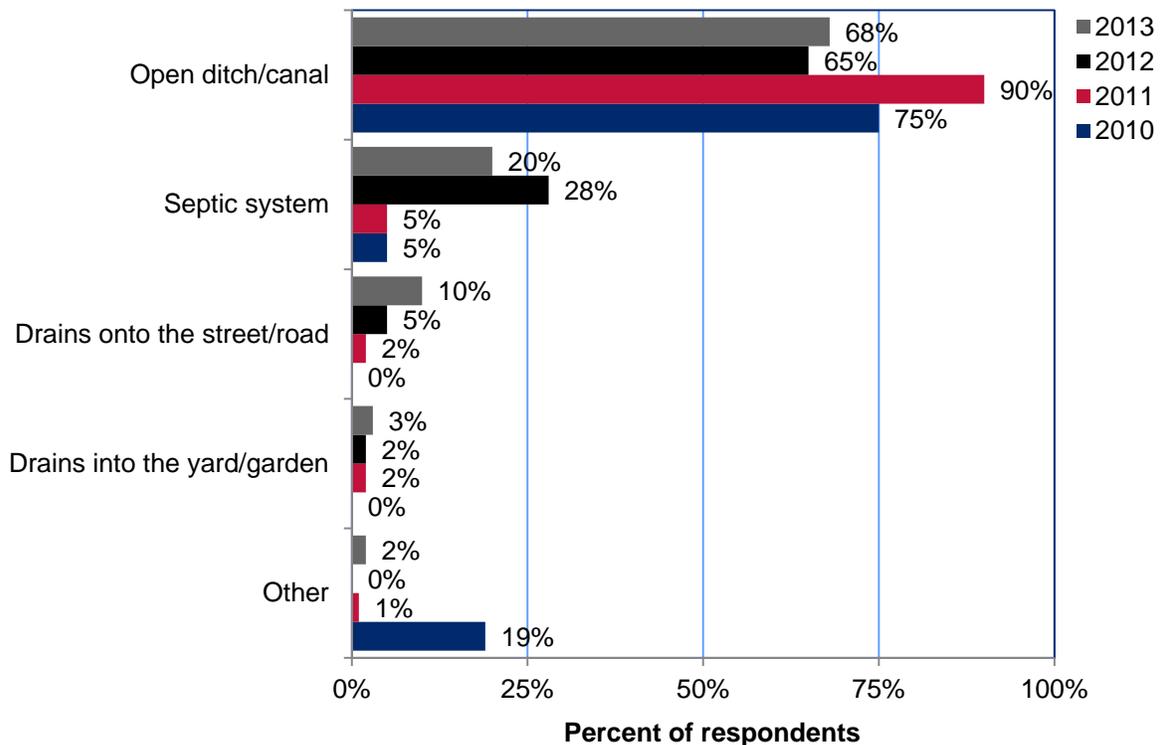


FIGURE 97: TYPE OF DRAINAGE FOR WASTE WATER



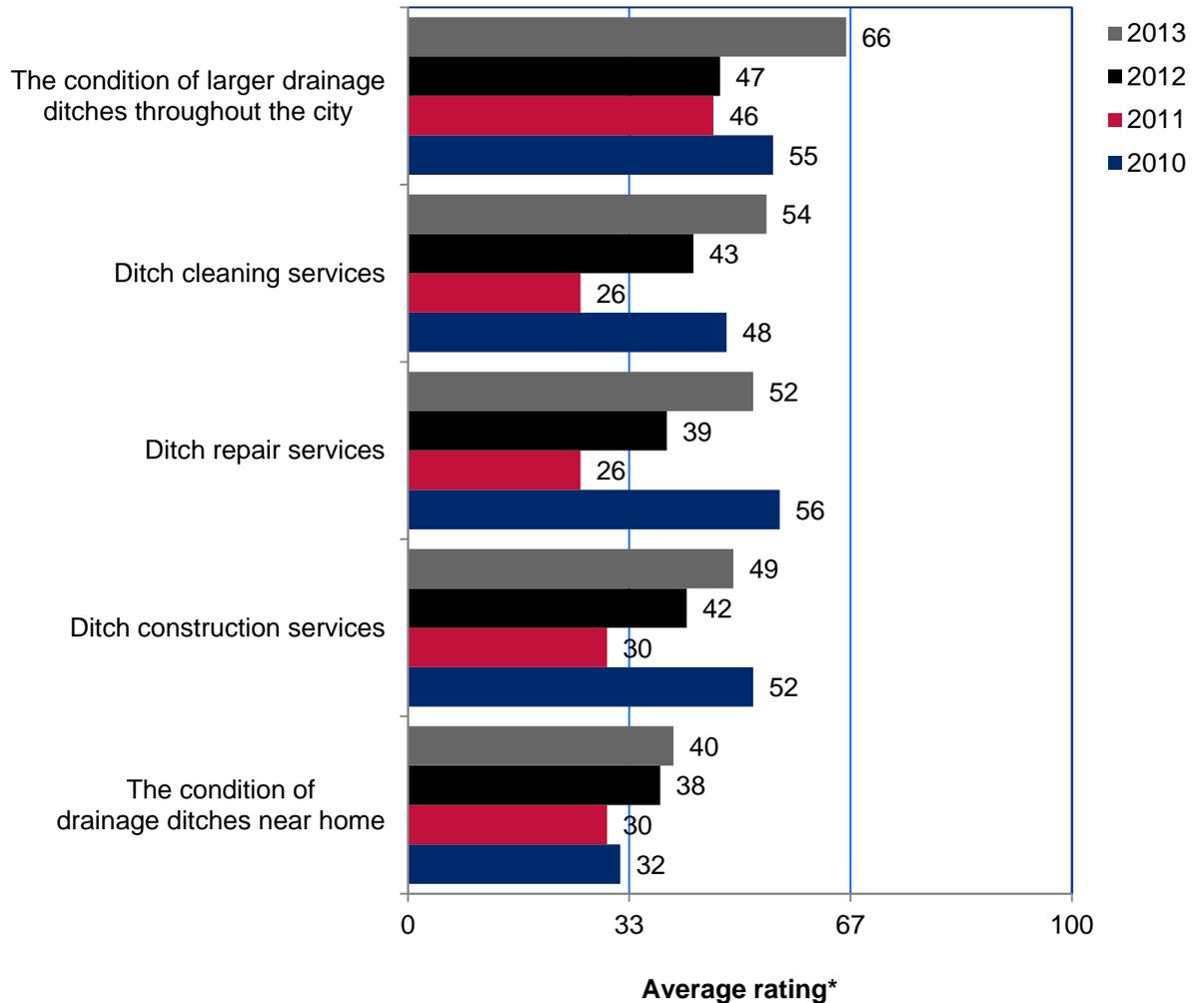
In 2013, a majority of Puli Alam residents rated the condition of larger drainage ditches throughout the city as excellent or good; however, most residents rated the condition of drainage ditches near home as fair or poor. Quality ratings of most drainage and drainage services dropped between 2010 and 2011, but have generally returned to or exceeded 2010 ratings in this most recent survey.

FIGURE 98: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013

	Excellent	Good	Fair	Poor	Average rating*
The condition of larger drainage ditches throughout the city	22%	57%	19%	3%	66
Ditch cleaning services	14%	45%	32%	10%	54
Ditch repair services	9%	51%	30%	12%	52
Ditch construction services	7%	49%	32%	14%	49
The condition of drainage ditches near home	17%	30%	11%	43%	40

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

FIGURE 99: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

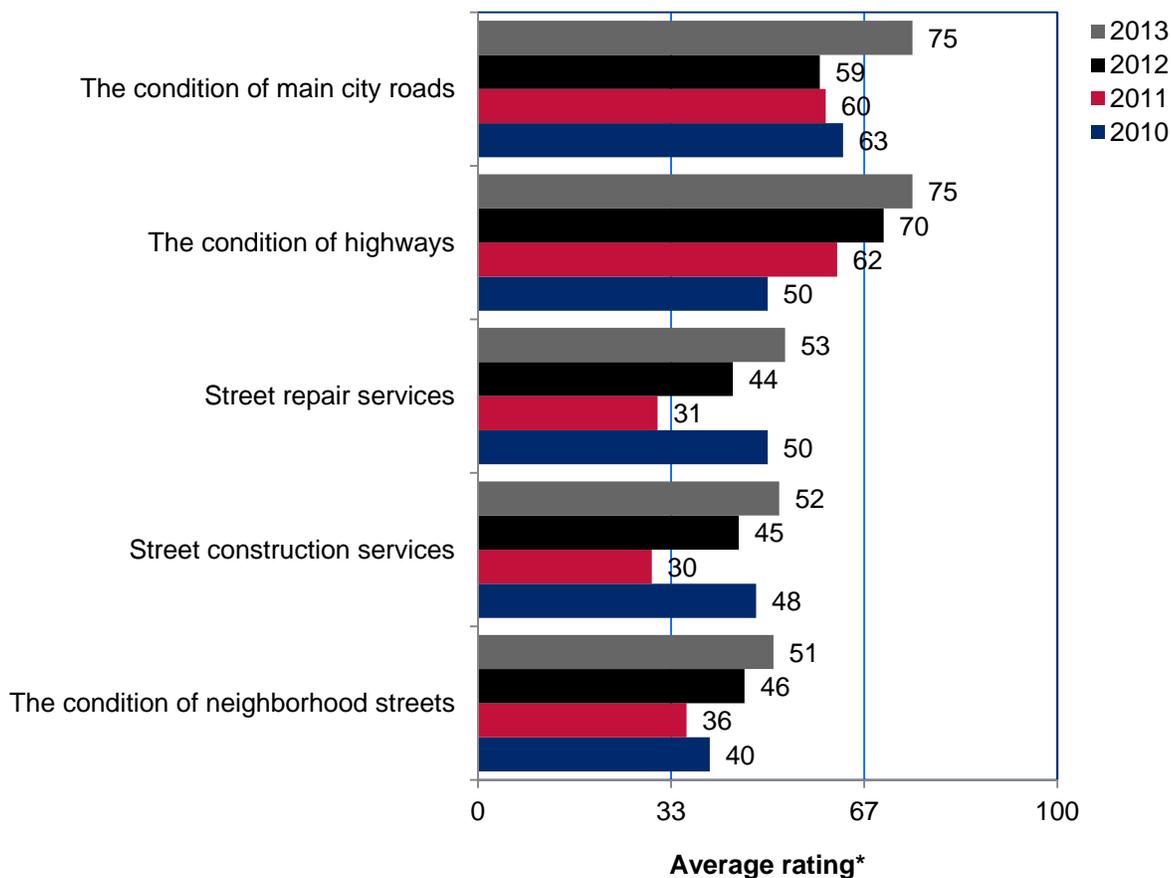
Ratings of the quality of street repair and construction services dropped from 2010 to 2011 and then improved in 2012 and 2013, returning to levels similar to 2010. Resident ratings of the condition of highways, main city roads, and neighborhood streets improved from 2010 to 2013. However, while highways (91%) main city roads (90%) and neighborhood streets (59%) were thought to be in excellent or good condition by most residents, 26% said their neighborhood streets were poor and 16% said they were in fair condition.

FIGURE 100: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of highways	34%	57%	9%	1%	75
The condition of main city roads	34%	56%	10%	0%	75
Street repair services	7%	55%	30%	9%	53
Street construction services	5%	59%	26%	11%	52
The condition of neighborhood streets	19%	40%	16%	26%	51

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

FIGURE 101: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

The proportion of residents who said they knew of adult or teen parks increased from 2010 to 2013. In 2013, almost one in six residents indicated that they lived near each of these types of parks and most residents knew of parks that were further away. Puli Alam residents generally rated the quality of these parks as fair or poor, but ratings improved steadily between 2010 and 2013.

FIGURE 102: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

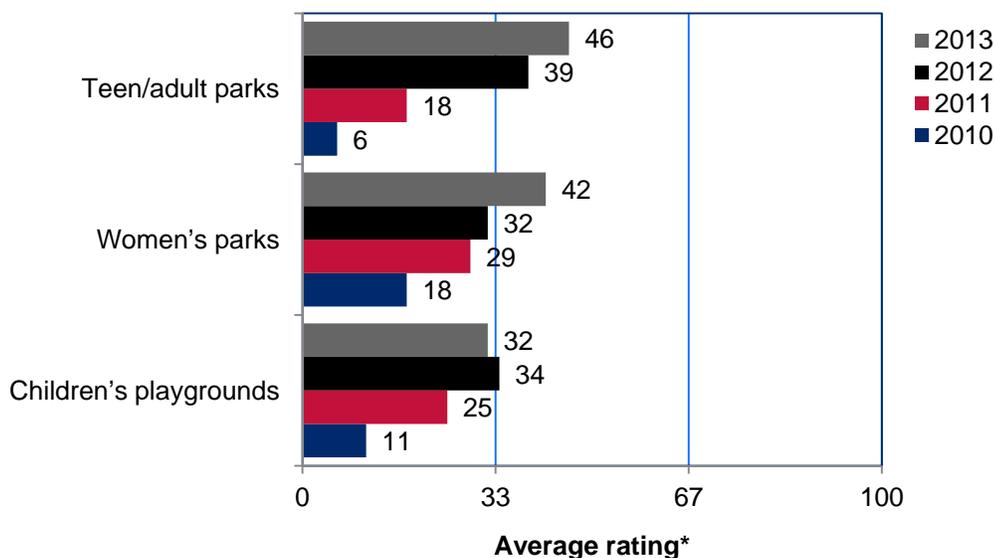
Are there any green areas/parks in close to, or farther from, your home to be used for the following?	2010	2011	2012	2013	
Teen/adult parks	Yes close	8%	17%	3%	18%
	None close but some further away	19%	59%	58%	77%
	Aware of no parks	74%	24%	39%	6%
Women's parks	Yes close	1%	7%	9%	16%
	None close but some further away	40%	72%	69%	79%
	Aware of no parks	59%	22%	22%	6%
Children's playgrounds	Yes close	11%	12%	5%	16%
	None close but some further away	28%	63%	74%	81%
	Aware of no parks	61%	26%	21%	4%

FIGURE 103: QUALITY OF PARKS, 2013

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	17%	26%	34%	22%	46
Women's parks	10%	29%	39%	23%	42
Children's playgrounds	8%	11%	48%	33%	32

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

FIGURE 104: QUALITY OF PARKS COMPARED BY YEAR



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

Six percent of respondents said a household member had visited a park in Puli Alam in 2013; less than half of those who had visited a park went to a park with playgrounds for children, more than half had visited a park for adults or teens and no one had visited a women’s park.

FIGURE 105: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR

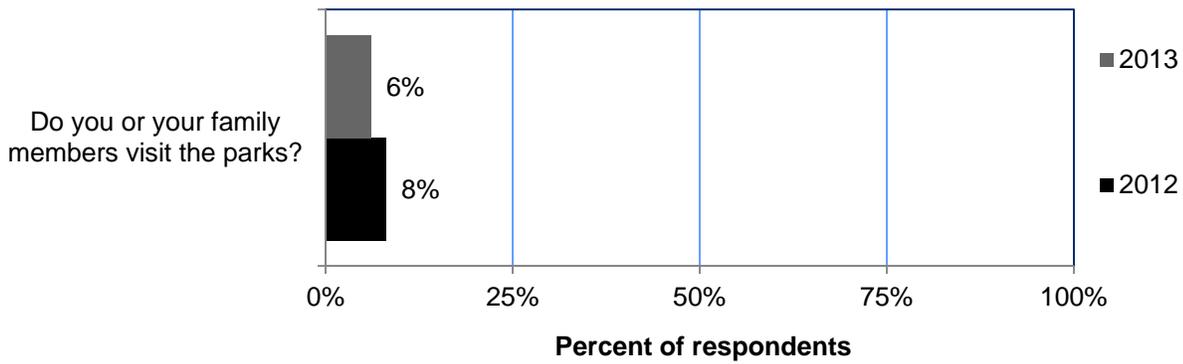
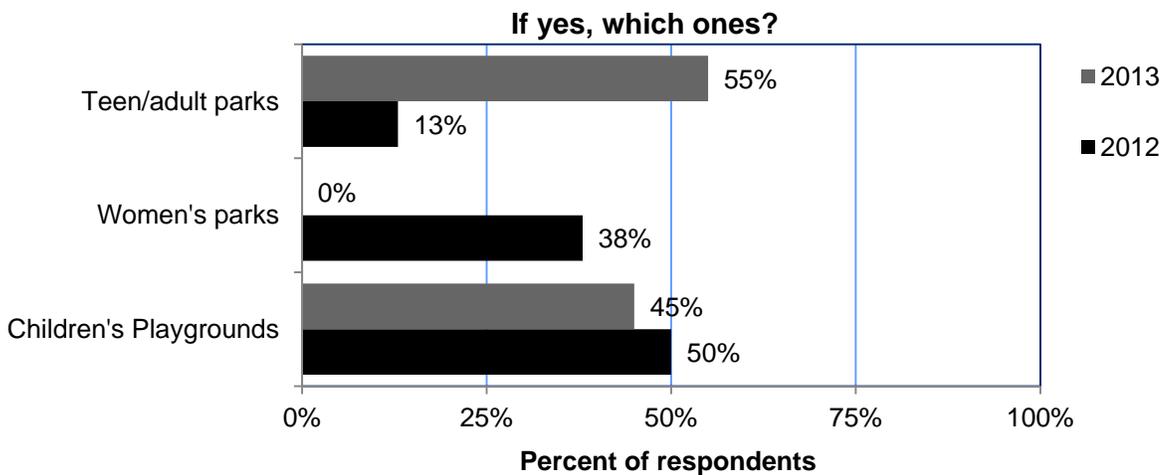


FIGURE 106: TYPE OF PARKS VISITED COMPARED BY YEAR



Asked only of those who had visited a park.

MARKET

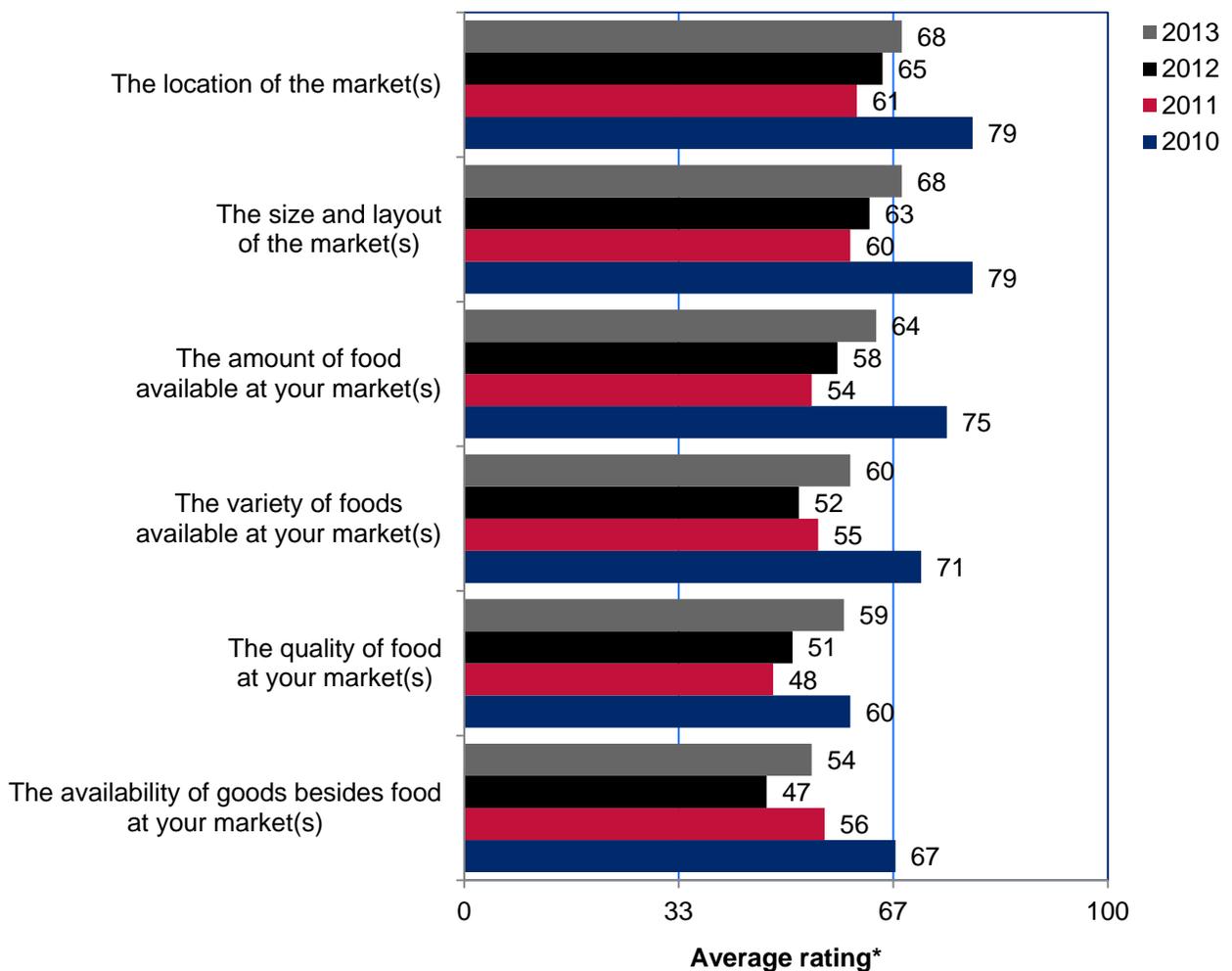
Most residents in Puli Alam thought the location, size and layout of their markets and the amount and variety of food there was excellent or good. About half rated the availability of non-food goods as excellent or good. Ratings for the market declined from 2010 to 2011 but ratings in 2012 and 2013 suggested an upward trend from this initial decline.

FIGURE 107: QUALITY OF CITY MARKET, 2013

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	23%	60%	16%	2%	68
The size and layout of the market(s)	22%	62%	17%	0%	68
The amount of food available at your market(s)	21%	50%	30%	0%	64
The variety of foods available at your market(s)	18%	46%	37%	0%	60
The quality of food at your market(s)	14%	47%	39%	0%	59
The availability of goods besides food at your market(s)	10%	43%	46%	2%	54

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

FIGURE 108: QUALITY OF CITY MARKET COMPARED BY YEAR



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

When asked about purchasing different types of food at the market, almost all residents said they could afford cooking oil and sugar and tea whenever they wanted; these levels were unchanged from previous years. More residents in 2013 were able to purchase flour and vegetables whenever they wanted compared to 2012. About one quarter could afford cereal, and 10% or less could afford fruit or meat whenever they wanted.

FIGURE 109: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011	2012	2013
Flour	As often as we want	97%	97%	88%	100%
	Not as often as we want	4%	3%	10%	1%
	Only rarely	0%	0%	3%	0%
	Never	0%	0%	0%	0%
Cooking oil	As often as we want	96%	98%	90%	100%
	Not as often as we want	4%	3%	9%	0%
	Only rarely	0%	0%	2%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	95%	97%	89%	100%
	Not as often as we want	5%	3%	10%	0%
	Only rarely	0%	0%	1%	0%
	Never	0%	0%	0%	0%
Vegetables	As often as we want	80%	70%	10%	50%
	Not as often as we want	20%	30%	72%	40%
	Only rarely	1%	1%	18%	11%
	Never	0%	0%	1%	0%
Cereal	As often as we want	61%	67%	23%	23%
	Not as often as we want	36%	33%	52%	55%
	Only rarely	4%	1%	24%	19%
	Never	0%	0%	2%	4%
Fruit	As often as we want	34%	53%	6%	7%
	Not as often as we want	59%	43%	63%	90%
	Only rarely	8%	5%	30%	3%
	Never	0%	0%	2%	1%
Meat	As often as we want	25%	53%	7%	2%
	Not as often as we want	62%	35%	47%	86%
	Only rarely	13%	13%	43%	12%
	Never	0%	0%	3%	1%

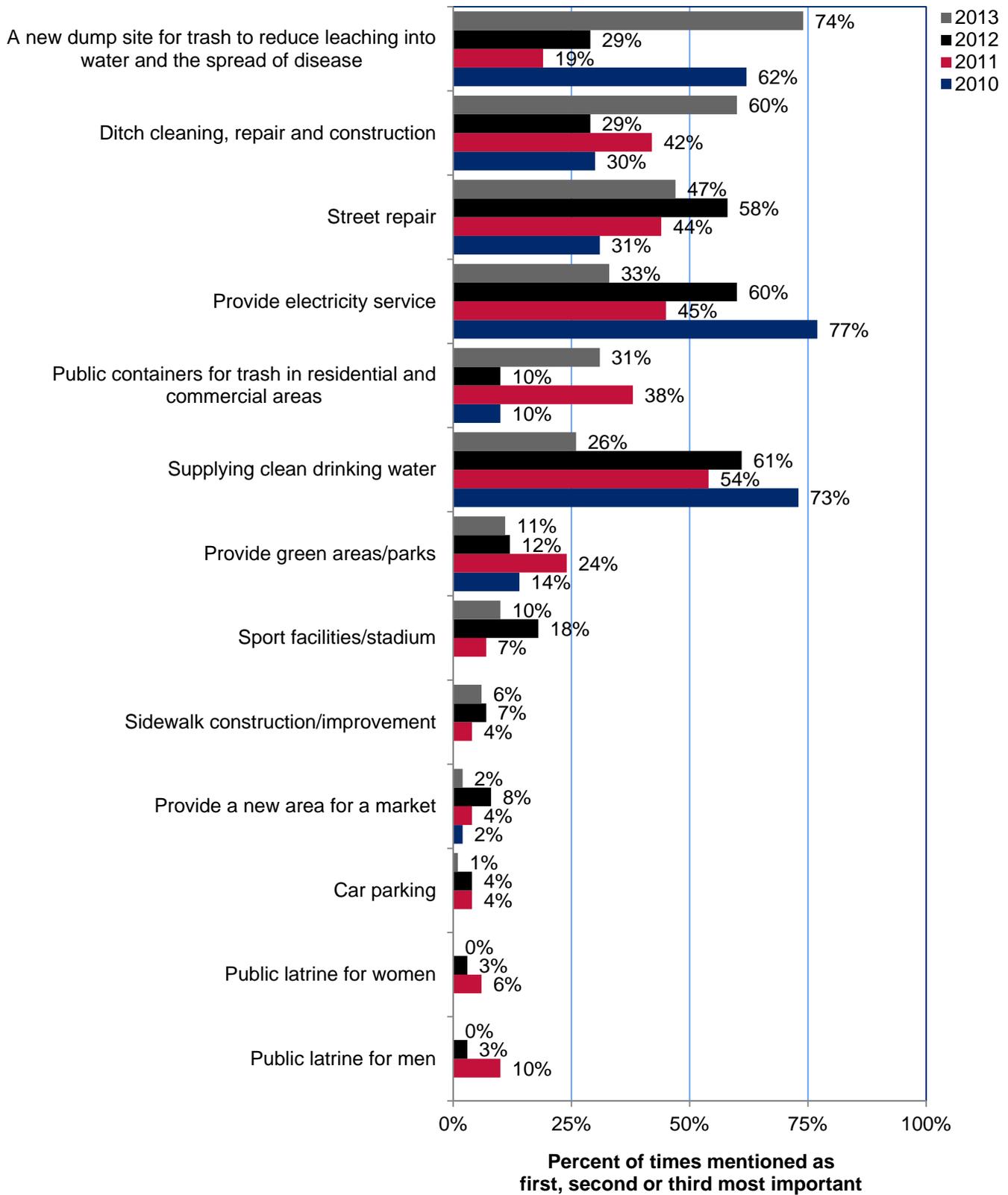
SERVICE PRIORITIES

When asked to rank the importance of current or potential municipal government services, residents ranked a new dump site for trash to reduce leaching into water and the spread of disease as the most important, followed by ditch cleaning, repair and construction and then street repair. For the most part, these priorities represent a shift in residents' thinking; in prior years residents tended to prioritize water and electricity. Recent improvements in water and electricity service by the municipal government may have caused of this shift.

FIGURE 110: 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
A new dump site for trash to reduce leaching into water and the spread of disease	43%	18%	13%	27%
Ditch cleaning, repair and construction	8%	35%	18%	40%
Street repair	18%	18%	12%	54%
Provide electricity service	6%	6%	22%	67%
Public containers for trash in residential and commercial areas	16%	10%	6%	69%
Supplying clean drinking water	5%	9%	12%	75%
Provide green areas/parks	3%	3%	6%	89%
Sport facilities/stadium	2%	1%	8%	90%
Sidewalk construction/improvement	0%	1%	5%	95%
Provide a new area for a market	1%	1%	0%	99%
Car parking	1%	0%	1%	99%
Public latrine for men	0%	0%	0%	100%
Public latrine for women	0%	0%	0%	100%

FIGURE 111: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

In 2013, residents reported they most likely would turn to their mayor if they had a problem related to the municipal government. However, fewer said they would go to the mayor and more would go to Shuras, CDCs or Jirgas in 2013 than in 2012. Only 19% knew who the mayor was.

FIGURE 112: 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?

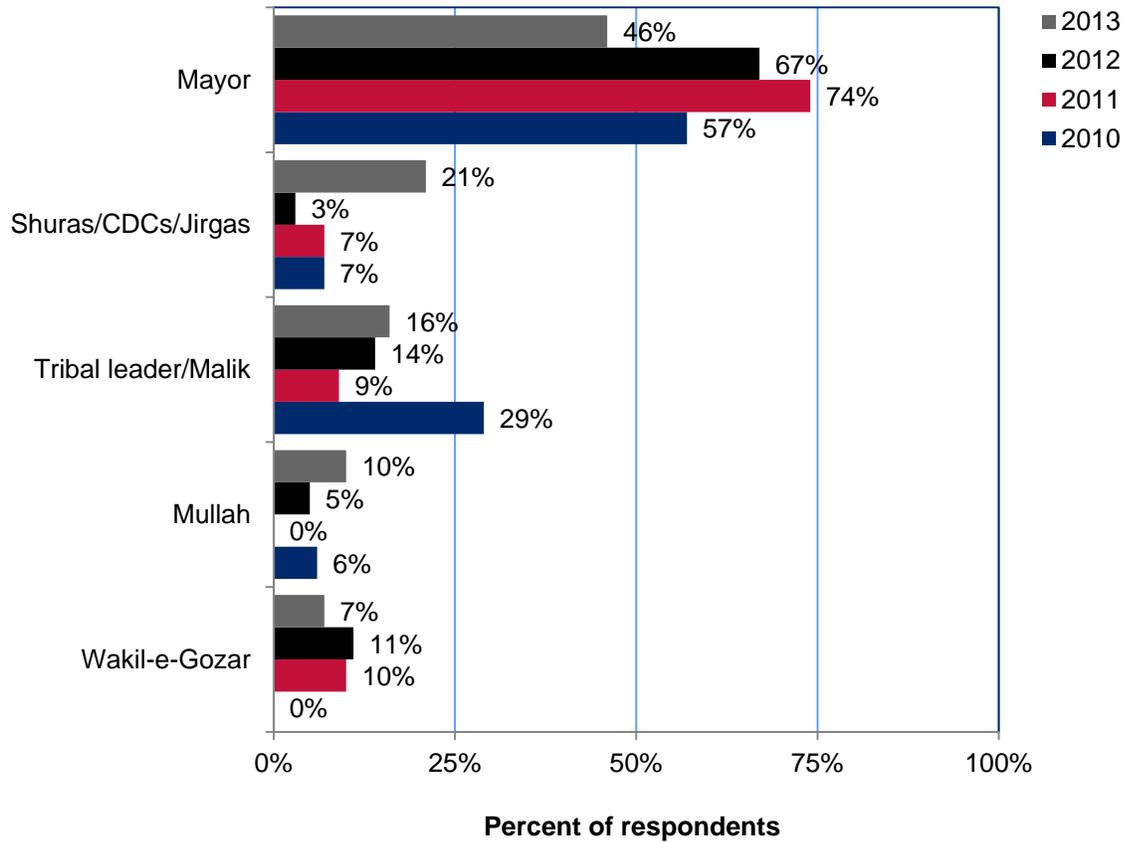
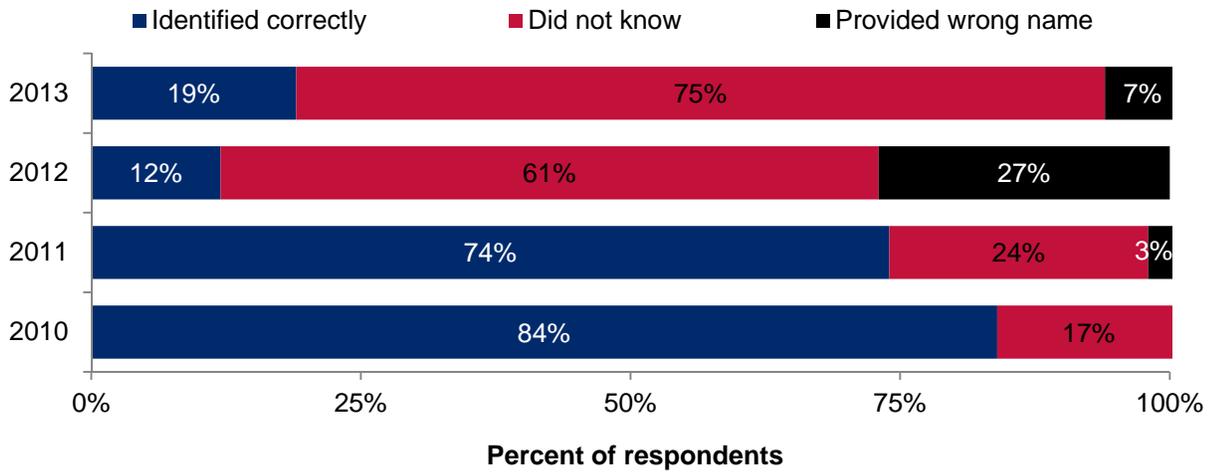
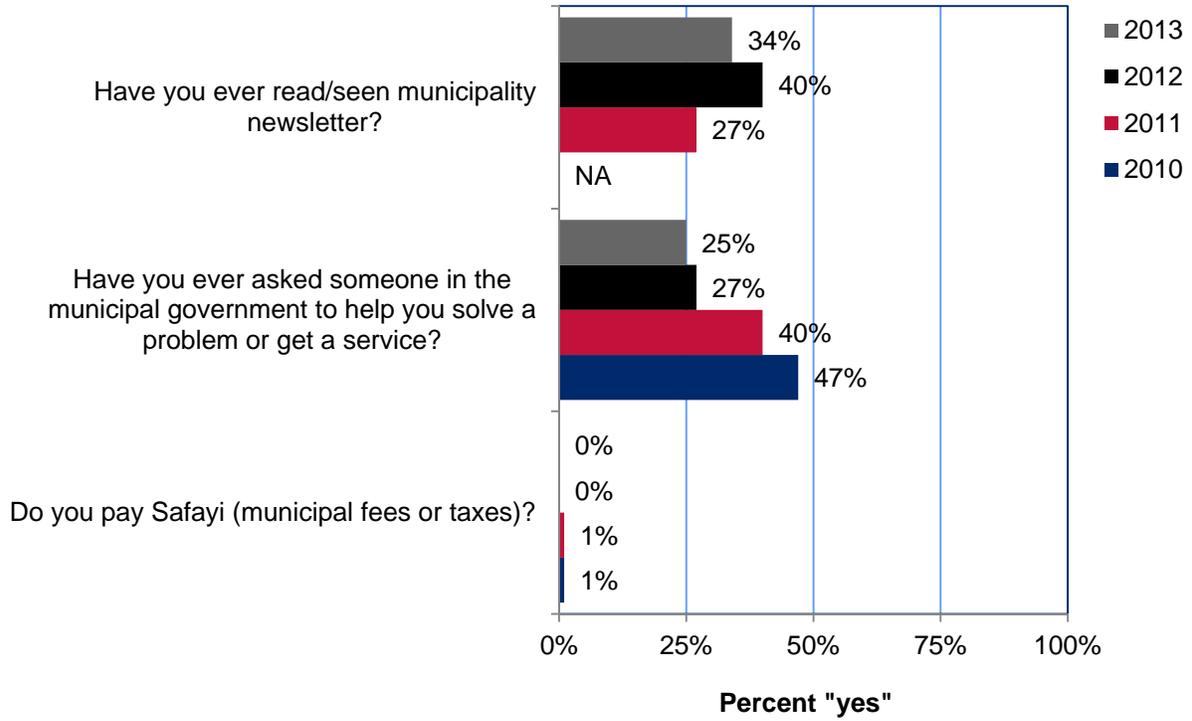


FIGURE 113: IDENTIFICATION OF MAYOR COMPARED BY YEAR



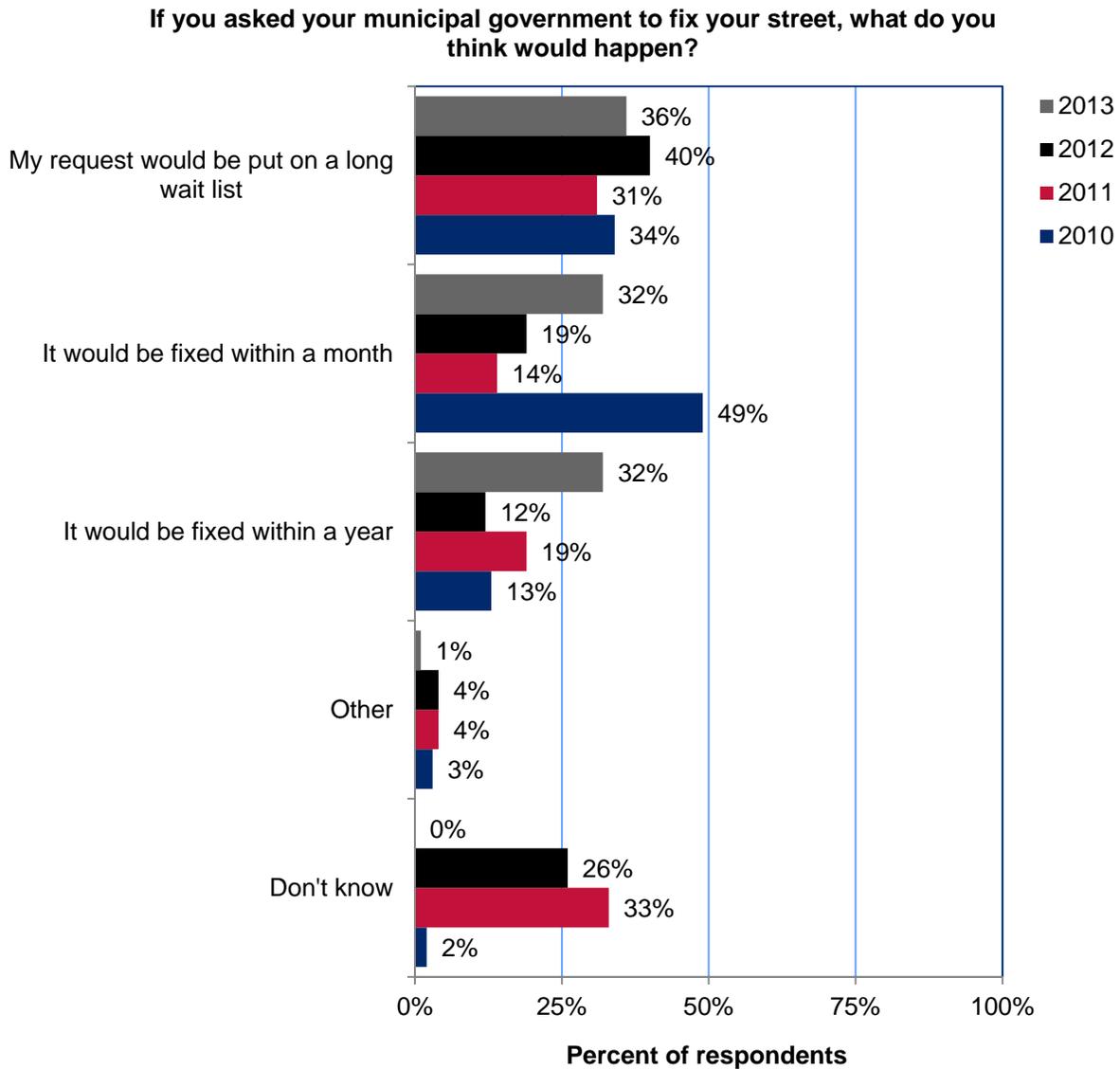
Similar to 2012, in 2013, about one quarter of respondents said they had ever contacted the municipal government to solve a problem or request a service, compared to 40% in 2011 and 47% in 2010. Almost no one said they paid Safayi tax (the municipality said that they do not collect this type of tax). Readership of the City newsletter in 2013 was similar to 2012.

FIGURE 114: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR



When asked what they thought would happen if they contacted the municipal government to have their street fixed, 36% of respondents thought they would be put on a long wait list, which was similar to 2010. Two-thirds said that it would be fixed within a month or a year. More people in 2013 thought the street would be fixed than had in 2012.

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



The proportion of residents who thought they could have a lot or a little of influence on government increased each year from 2010 to 2013. A strong majority of respondents also said they thought the government kept people like them in mind at least sometimes when making decisions. This attitude toward the government has been steadily improving since an initial decline in 2011.

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

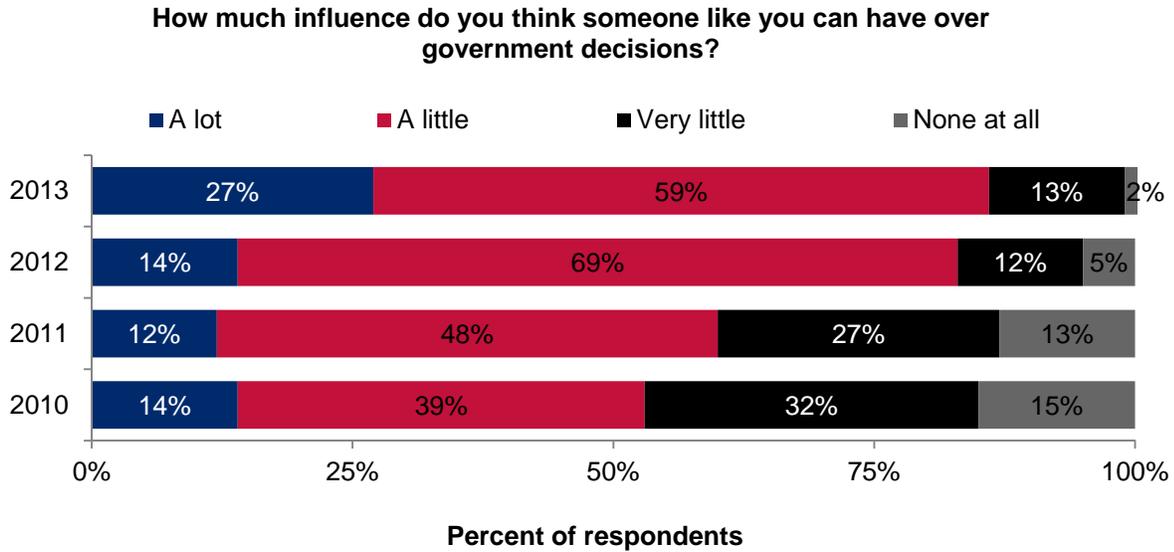
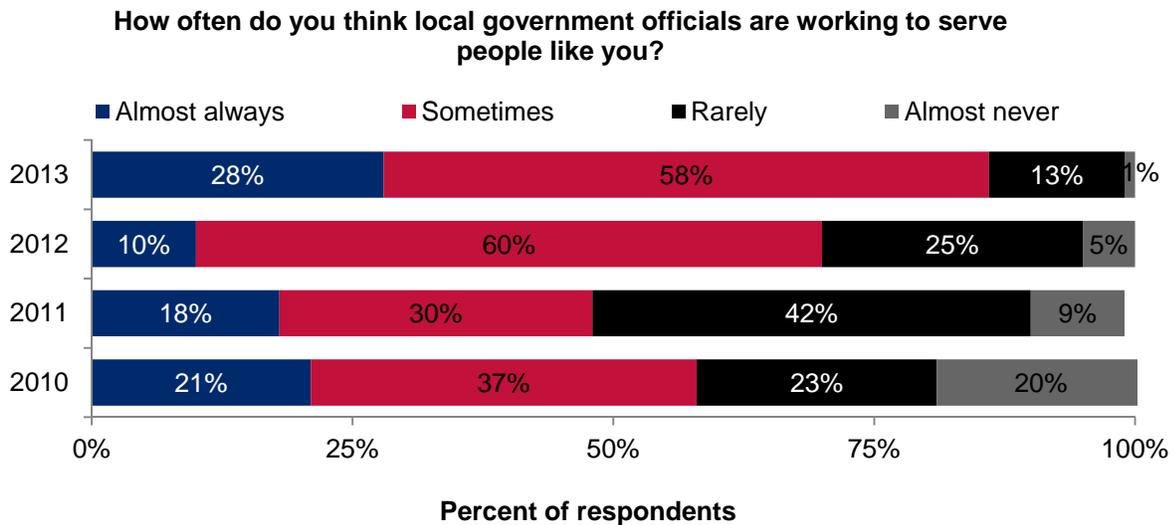


FIGURE 117: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



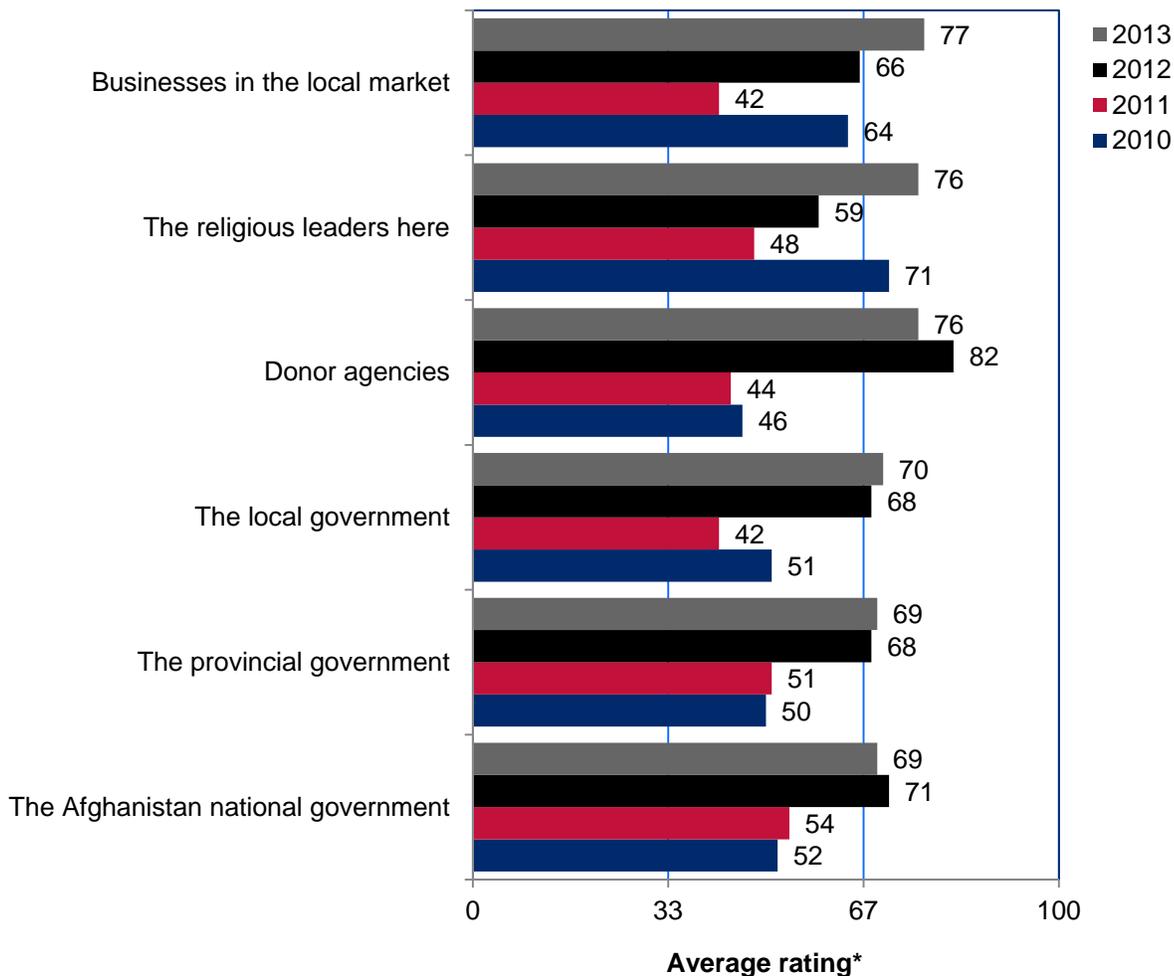
Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Puli Alam. Residents had the most trust in businesses in the local market, religious leader and donor agencies, followed by the local and provincial governments. About four in five residents had at least some trust in local government. Overall, trust in public representatives rose between 2010 and 2013.

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

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	38%	55%	7%	1%	77
The religious leaders here	47%	38%	13%	3%	76
Donor agencies	42%	45%	13%	1%	76
The local government	27%	56%	18%	0%	70
The provincial government	26%	56%	17%	1%	69
The Afghanistan national government	25%	56%	18%	1%	69

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

FIGURE 119: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



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

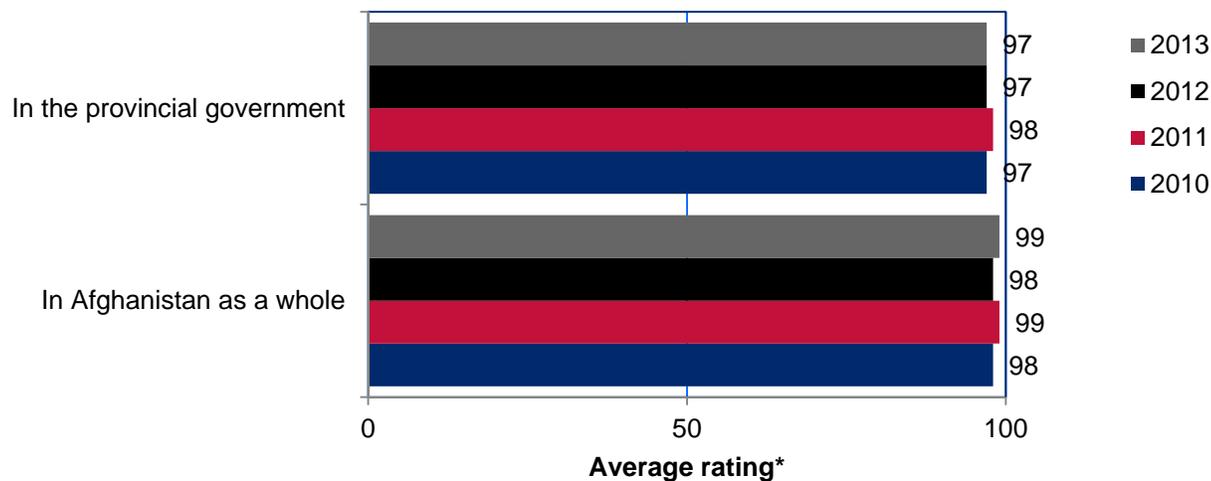
Even though residents trusted the provincial and national government, nearly all thought corruption in the provincial government and Afghanistan as a whole was a major problem. A majority of respondents thought corruption had increased from 2012 to 2013.

FIGURE 120: LEVEL OF CORRUPTION, 2013

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	95%	6%	0%	97
In Afghanistan as a whole	98%	3%	0%	99

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

FIGURE 121: LEVEL OF CORRUPTION COMPARED BY YEAR



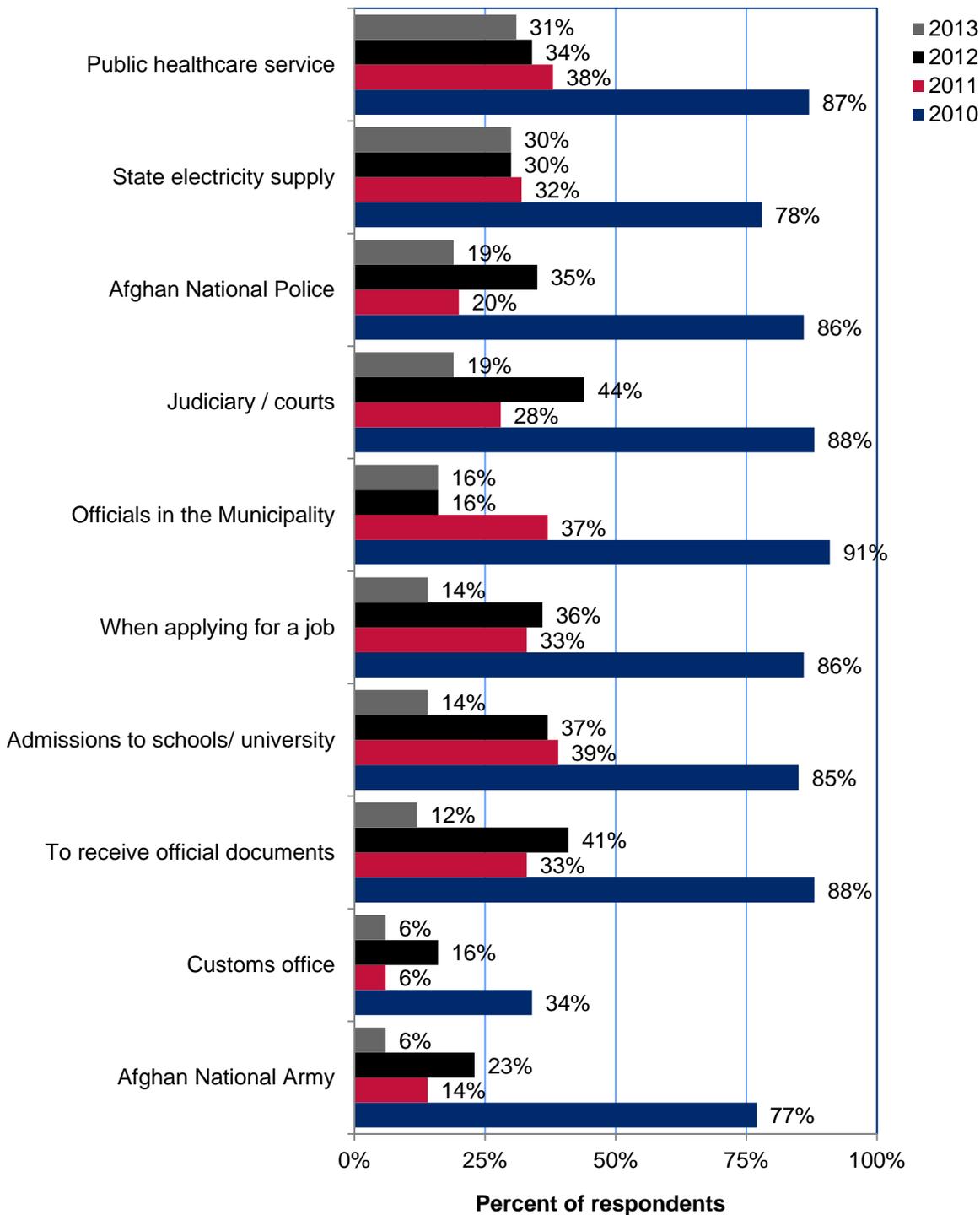
* Average rating where 0=no problem, 50=a minor problem and 100=a major problem

FIGURE 122: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?	2010	2011	2012	2013	
In Afghanistan as a whole	Increased	80%	62%	57%	62%
	Stayed the same	15%	29%	41%	28%
	Decreased	5%	9%	3%	10%
In the provincial government	Increased	79%	62%	56%	59%
	Stayed the same	14%	30%	41%	32%
	Decreased	7%	9%	3%	9%

In 2010, most respondents said they had contact with almost all types of government officials. Whereas in other survey years fewer than half of respondents said they had contact in the year prior to the survey with each type of official. It may be that in 2010 respondents were noting if they had “ever” had contact with each type of official rather than contact in the year prior to the 2010 survey. From 2011 to 2013 the officials that were most frequently contacted by residents worked for the public healthcare service (31%), the State electricity supply (30%), the Afghan National Police (19%) or the judiciary/courts (19%).

FIGURE 123: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR



Residents were asked if they had ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency.

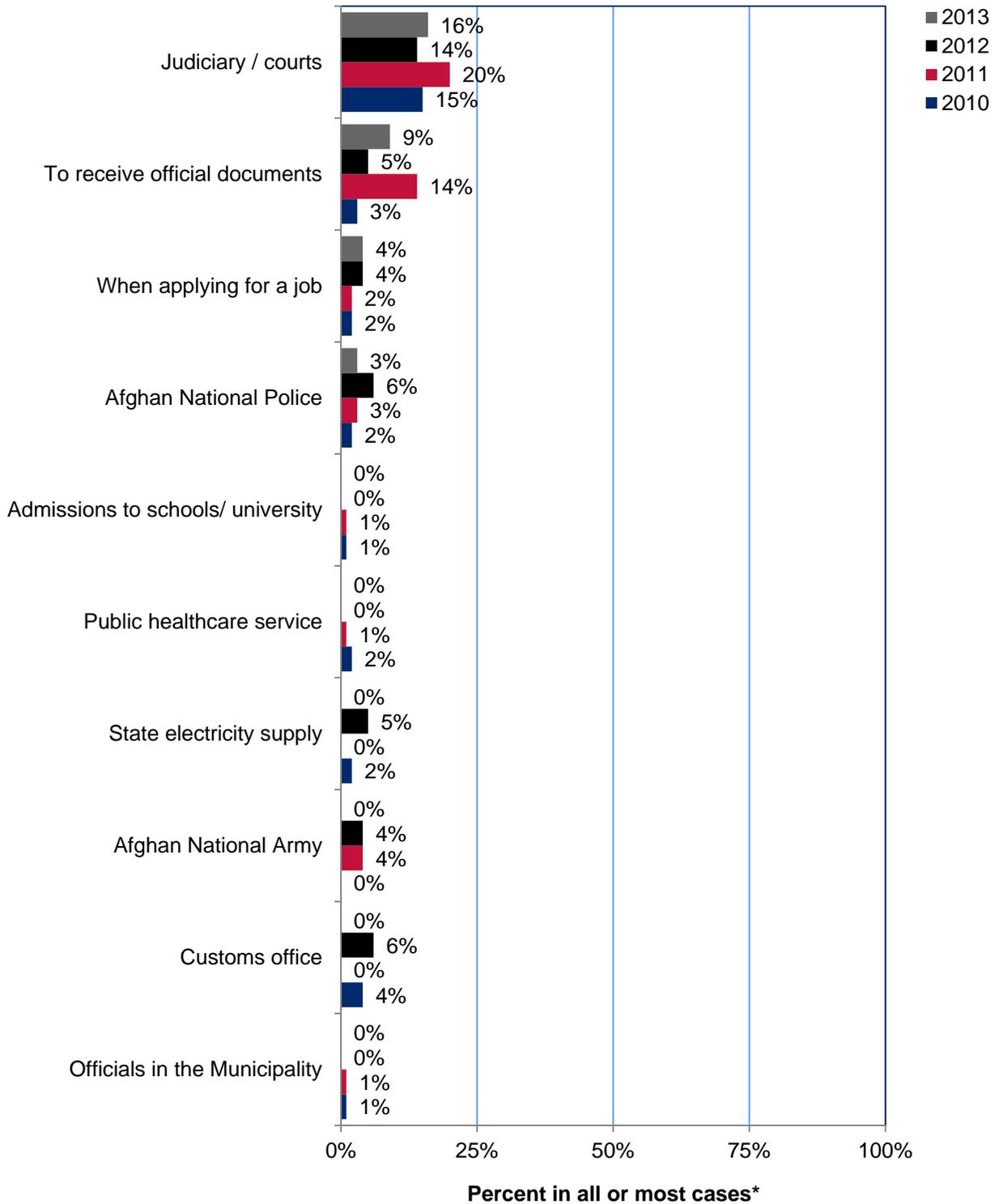
For those who had contacted a municipal official, at least three quarters of respondents said they were never asked to give cash, gift or a favor, depending on the type of contact. Contacts with the judiciary or courts most commonly required cash, gift or a favor.

FIGURE 124: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2013

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
Judiciary / courts	16%	0%	8%	76%
To receive official documents	9%	0%	0%	91%
When applying for a job	4%	0%	4%	93%
Afghan National Police	3%	0%	3%	95%
Afghan National Army	0%	0%	25%	75%
State electricity supply	0%	0%	2%	98%
Officials in the Municipality	0%	0%	3%	97%
Admissions to schools/ university	0%	0%	0%	100%
Public healthcare service	0%	0%	0%	100%
Customs office	0%	0%	0%	100%

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

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



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

Most residents in Puli Alam had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. Regardless of gender, residents were supportive of women pursuing an education and of women participating in government.

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

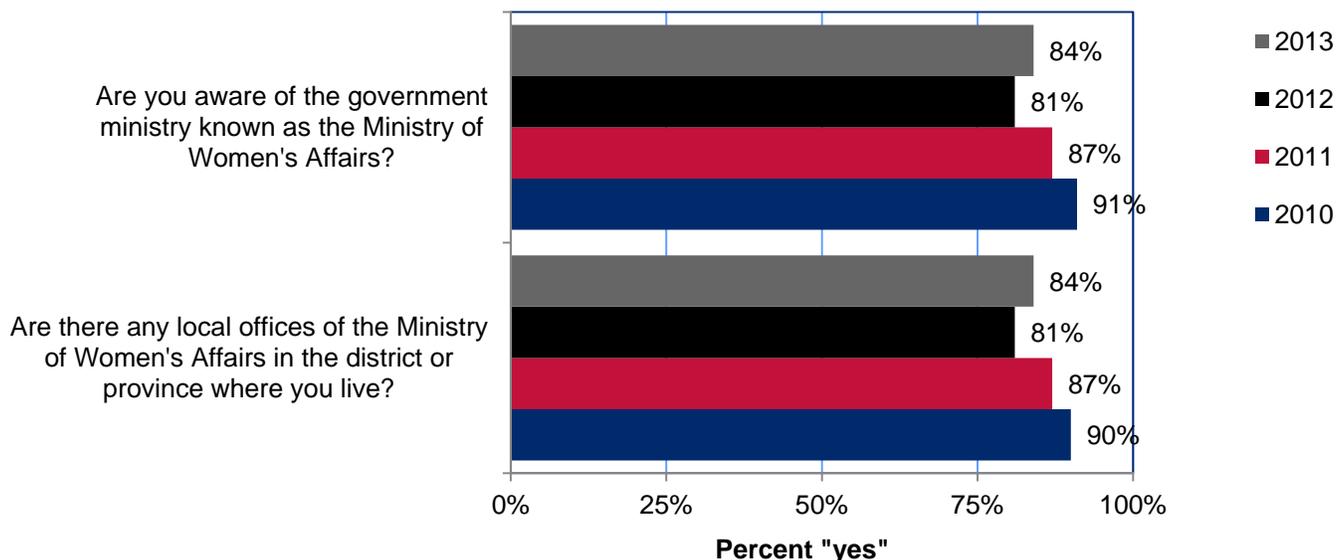


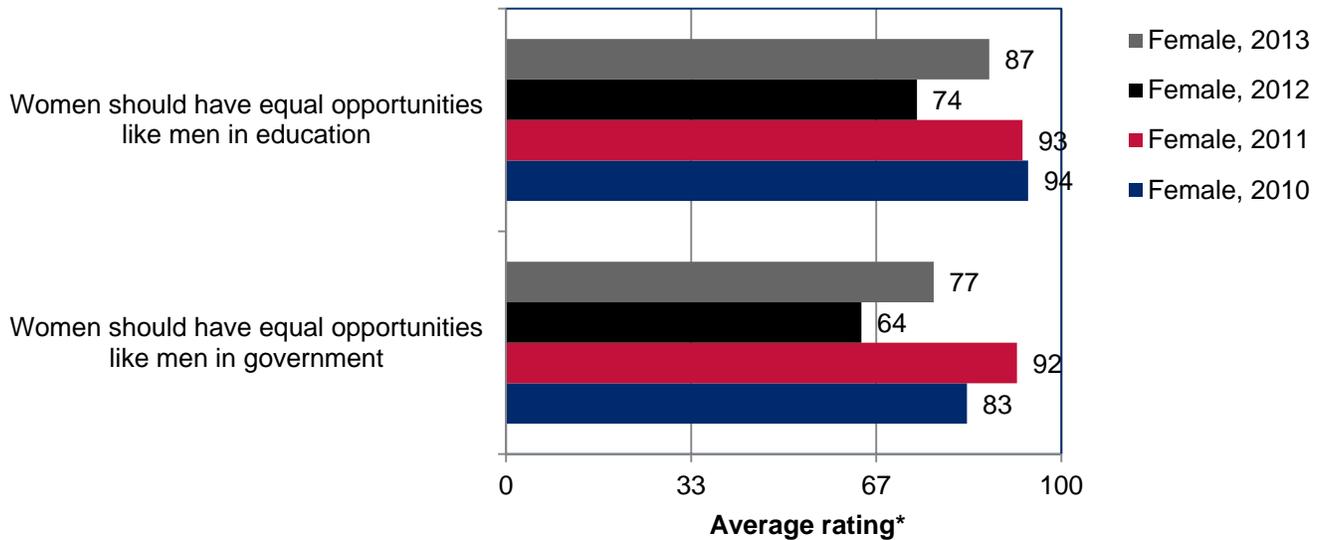
FIGURE 127: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2013

Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	67%
	Agree somewhat	28%
	Disagree somewhat	4%
	Strongly disagree	1%
	Average rating*	87
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	42%
	Agree somewhat	51%
	Disagree somewhat	3%
	Strongly disagree	4%
	Average rating*	77

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

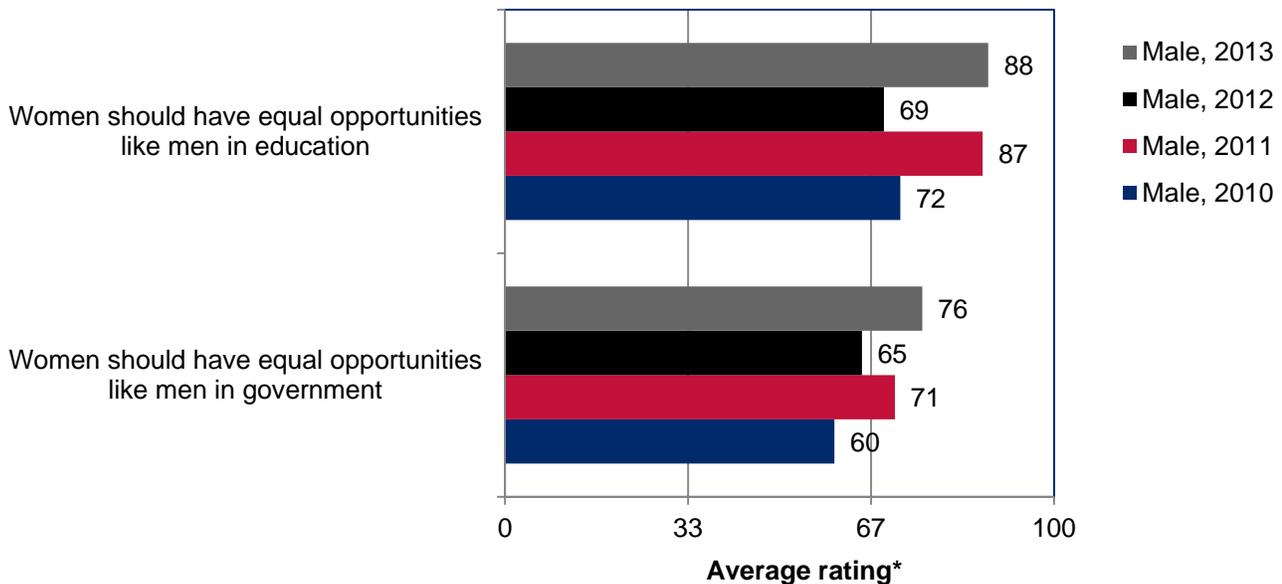
Men's support for women in education increased between 2012 and 2013. Because so few women were interviewed in 2010 (6), 2011 (20) and 2012 (14), the changes in levels of support shown by women are not statistically different. That more women were interviewed in 2013 (72) may reflect increased support for women's participation.

FIGURE 128: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

FIGURE 129: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

APPENDIX A: COMPLETE SET OF FREQUENCIES, 2013 RESIDENT SURVEY

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

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	104	52%
6-10 years	40	20%
11-20 years	32	16%
21-40 years	18	9%
41 or more years	6	3%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Puli Alam	10

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 Puli Alam	32	16%	133	67%	29	14%	6	3%	0	0%	0	0%	200	100%
The quality of schools in your city	40	20%	133	67%	27	14%	0	0%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	44	22%	110	55%	46	23%	0	0%	0	0%	0	0%	200	100%
The health of people in your city	33	17%	122	61%	44	22%	1	1%	0	0%	0	0%	200	100%
The cleanliness of city streets	19	10%	105	53%	67	34%	9	5%	0	0%	0	0%	200	100%
The number of job opportunities in your city	19	10%	79	40%	67	34%	35	18%	0	0%	0	0%	200	100%
The number of businesses in your city	32	16%	89	45%	67	34%	12	6%	0	0%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	3.0
The quality of schools in your city	3.1
The quality of healthcare facilities in your city	3.0
The health of people in your city	2.9
The cleanliness of city streets	2.7
The number of job opportunities in your city	2.4
The number of businesses in your city	2.7

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	177	89%
Yes, part time	10	5%
No, not employed	13	7%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	31	16%
Stayed the same	63	32%
Decreased	105	53%
Refused	0	0%
Don't know	1	1%
Total	200	100%

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

	Number	Percent
Yes	0	0%
No	199	100%
Total	199	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	89	45%
Dispose in public container	50	25%
Take to an official dump site	2	1%
Take to an improvised dump site	47	24%
Door to door collection	9	5%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	0	0%
Put it in a ditch or river	2	1%
Take it to farm/agricultural/desert land	0	0%
Bury it	1	1%

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	24	48%
On the next street	6	12%
Several streets away	14	28%
Further than several streets away	6	12%
Total	50	100%

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

	Number	Percent
Very satisfied	26	13%
Somewhat satisfied	91	46%
Somewhat dissatisfied	49	25%
Very dissatisfied	34	17%
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)	2.5

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

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

	Number	Percent
Every day	6	3%
A couple/few times a week	23	12%
Once a week	39	20%
Once every two or three weeks	29	14%
Once a month or less frequently	38	19%
Once a year	19	10%
Never	46	23%
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	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%

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	78	39%	78	39%	29	14%	15	8%	0	0%	0	0%	200	100%
Provision of legal dumpsites	92	46%	68	34%	36	18%	4	2%	0	0%	0	0%	200	100%
Provision of garbage bins in residential areas	83	42%	69	35%	39	20%	9	5%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	62	31%	95	48%	40	20%	3	2%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	59	30%	95	48%	43	22%	3	2%	0	0%	0	0%	200	100%
Affordability of trash service	23	12%	88	44%	78	39%	11	6%	0	0%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	3.1
Provision of legal dumpsites	3.2
Provision of garbage bins in residential areas	3.1
Provision of garbage bins in commercial areas	3.1
Cleaning garbage from the streets	3.0
Affordability of trash service	2.6

*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	152	76%
Shared well with neighbors	48	24%
River, canal or other open source	0	0%
Public standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

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

	Number	Percent
Yes	64	32%
No	136	68%
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
Public Generator (from government)	154	77%
Solar Energy	30	15%
Government provided electricity that is not a public generator	7	4%
No electricity	6	3%
Personal Generator	2	1%
Shared Generator (with neighbors)	2	1%
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	163	82%
No one	37	19%
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	3	2%
201 to 400 AFN	25	15%
401 to 600 AFN	29	18%
601 to 1,000 AFN	60	37%
1,001 to 2,000 AFN	33	20%
2,001 to 5,000 AFN	13	8%
5,001 AFN or more	0	0%
Total	163	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	40	25%	113	69%	9	6%	1	1%	0	0%	0	0%	163	100%
Number of hours per day supplied	40	25%	80	49%	42	26%	1	1%	0	0%	0	0%	163	100%
Quality of supply*	27	17%	65	40%	67	41%	4	2%	0	0%	0	0%	163	100%
Price for electric supply	12	7%	46	28%	83	51%	22	13%	0	0%	0	0%	163	100%

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

	Average rating*
Number of days per week supplied	3.2
Number of hours per day supplied	3.0
Quality of supply*	2.7
Price for electric supply	2.3

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

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

	Number	Percent
Indoor plumbing	23	12%
Dry latrine	154	77%
Latrine with septic	23	12%
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	135	68%
Septic system	40	20%
Drains onto the street/road	20	10%
Drains into the yard/garden	5	3%
Other	3	2%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
No response	197	99%
Stand in the yard	3	2%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	33	17%	60	30%	22	11%	85	43%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	44	22%	114	57%	37	19%	5	3%	0	0%	0	0%	200	100%
Ditch cleaning services	27	14%	90	45%	63	32%	20	10%	0	0%	0	0%	200	100%
Ditch repair services	17	9%	101	51%	59	30%	23	12%	0	0%	0	0%	200	100%
Ditch construction services	13	7%	97	49%	63	32%	27	14%	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	2.2
The condition of larger drainage ditches throughout the city	3.0
Ditch cleaning services	2.6
Ditch repair services	2.6
Ditch construction services	2.5

*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	38	19%	80	40%	31	16%	51	26%	0	0%	0	0%	200	100%
The condition of main city roads	68	34%	112	56%	20	10%	0	0%	0	0%	0	0%	200	100%
The condition of highways	67	34%	114	57%	18	9%	1	1%	0	0%	0	0%	200	100%
Street repair services	14	7%	109	55%	60	30%	17	9%	0	0%	0	0%	200	100%
Street construction services	9	5%	118	59%	51	26%	22	11%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.5
The condition of main city roads	3.2
The condition of highways	3.2
Street repair services	2.6
Street construction services	2.6

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	35	18%	153	77%	12	6%	0	0%	0	0%	200	100%
Women's parks	32	16%	157	79%	11	6%	0	0%	0	0%	200	100%
Children's playgrounds	31	16%	161	81%	8	4%	0	0%	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? (Circle one answer for each)

	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	33	17%	50	25%	64	32%	42	21%	0	0%	11	6%	200	100%
Women's parks	18	9%	54	27%	73	37%	43	22%	0	0%	11	6%	199	100%
Children's playgrounds	16	8%	21	11%	93	47%	63	32%	0	0%	7	4%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.4
Women's parks	2.2
Children's playgrounds	1.9

*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	188	94%
Yes	11	6%

Q24B If yes, which ones?

	Number	Percent
Teen/adult parks	6	55%
Children's Playgrounds	5	45%
Women's parks	0	0%

Q25 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	45	23%	120	60%	31	16%	4	2%	0	0%	0	0%	200	100%
The size and layout of the market(s)	43	22%	124	62%	33	17%	0	0%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	41	21%	99	50%	60	30%	0	0%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	35	18%	91	46%	74	37%	0	0%	0	0%	0	0%	200	100%
The quality of food at your market(s)	29	14%	94	47%	77	39%	0	0%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	20	10%	85	43%	92	46%	3	2%	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)	3.0
The amount of food available at your market(s)	2.9
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	2.6

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

Q26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	4	2%	171	86%	24	12%	1	1%	0	0%	0	0%	200	100%
Fruit	14	7%	179	90%	6	3%	1	1%	0	0%	0	0%	200	100%
Vegetables	99	50%	80	40%	21	11%	0	0%	0	0%	0	0%	200	100%
Flour	199	100%	1	1%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	200	100%	0	0%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	200	100%	0	0%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	46	23%	110	55%	37	19%	7	4%	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	31	16%	19	10%	12	6%	138	69%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	86	43%	35	18%	26	13%	53	27%	200	100%
Ditch cleaning, repair and construction	15	8%	70	35%	35	18%	80	40%	200	100%
Street repair	35	18%	35	18%	23	12%	107	54%	200	100%
Supplying clean drinking water	9	5%	18	9%	24	12%	149	75%	200	100%
Provide a new area for a market	2	1%	1	1%	0	0%	197	99%	200	100%
Provide green areas/parks	6	3%	5	3%	11	6%	178	89%	200	100%
Provide electricity service	11	6%	12	6%	43	22%	134	67%	200	100%
Car parking	1	1%	0	0%	2	1%	197	99%	200	100%
Sidewalk construction/improvement	0	0%	2	1%	9	5%	189	95%	200	100%
Sport facilities/stadium	4	2%	2	1%	15	8%	179	90%	200	100%
Public latrine for men	0	0%	0	0%	0	0%	200	100%	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	0	0%	0	0%	0	0%	200	100%	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	71	36%
Shuras/CDCs/Jirgas	32	16%
Tribal leader/Malik	25	13%
Mullah	15	8%
Wakil-e-Gozar	10	5%
Others	1	1%
Would contact no one	46	23%
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	49	25%
No	151	76%
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	63	32%

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 year	64	32%
My request would be put on a long wait list	72	36%
Other	0	0%
Don't know	0	0%
Refused	1	1%
Nothing will happen	0	0%

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

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

	Number	Percent
Very good job	37	19%
Somewhat good job	137	69%
Somewhat bad job	22	11%
Very bad job	4	2%
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	57	28%
Sometimes	116	58%
Rarely	25	13%
Almost never	2	1%
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
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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	53	27%
A little	118	59%
Very little	26	13%
None at all	3	2%
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	76	38%	109	55%	13	7%	2	1%	0	0%	0	0%	200	100%
The religious leaders here	93	47%	76	38%	25	13%	6	3%	0	0%	0	0%	200	100%
Donor agencies	83	42%	90	45%	26	13%	1	1%	0	0%	0	0%	200	100%
The local government	53	27%	111	56%	36	18%	0	0%	0	0%	0	0%	200	100%
The provincial government	52	26%	113	56%	34	17%	1	1%	0	0%	0	0%	200	100%
The Afghanistan national government	50	25%	113	56%	35	18%	2	1%	0	0%	0	0%	200	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	37	19%
Did not know	149	75%
Provided wrong name	14	7%
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	189	95%	11	6%	0	0%	0	0%	0	0%	200	100%
In Afghanistan as a whole	195	98%	5	3%	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	118	59%	64	32%	18	9%	0	0%	0	0%	200	100%
In Afghanistan as a whole	124	62%	57	28%	19	10%	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%	0	0%	1	1%	30	15%	169	85%	0	0%	0	0%	200	100%
Customs office	0	0%	0	0%	0	0%	11	6%	189	95%	0	0%	0	0%	200	100%
Afghan National Police	1	1%	0	0%	1	1%	36	18%	162	81%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	3	2%	9	5%	188	94%	0	0%	0	0%	200	100%
Judiciary / courts	6	3%	0	0%	3	2%	28	14%	163	82%	0	0%	0	0%	200	100%
State electricity supply	0	0%	0	0%	1	1%	59	30%	140	70%	0	0%	0	0%	200	100%
Public healthcare service	0	0%	0	0%	0	0%	63	32%	137	69%	0	0%	0	0%	200	100%
When applying for a job	1	1%	0	0%	1	1%	26	13%	171	86%	0	0%	0	0%	199	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	27	14%	172	86%	0	0%	0	0%	199	100%
To receive official documents	2	1%	0	0%	0	0%	21	11%	176	88%	0	0%	0	0%	199	100%

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

	Number	Percent
Yes	167	84%
No	33	17%
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	167	84%
No	33	17%
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	137	69%
Agree somewhat	51	26%
Disagree somewhat	11	6%
Strongly disagree	1	1%
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	88	44%
Agree somewhat	90	45%
Disagree somewhat	14	7%
Strongly disagree	8	4%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	68	34%
No	130	66%
Total	198	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	94	47%
31-40 years old	49	25%
41-50 years old	28	14%
51-60 years old	22	11%
61 or more years old	5	3%
Total	198	100%

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

	Number	Percent of households
Working	100	50%
Retired	2	1%
Housewife	61	31%
Student	22	11%
Unemployed	15	8%
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.

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)	10	5%
Primary School, complete (finished class 6)	7	4%
Secondary education, incomplete (classes 7 to 8)	13	7%
Secondary education, complete (finished class 9)	4	2%
High School (classes 10 to 12)	46	23%
University education or above	22	11%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q47 Are you married or single?

	Number	Percent of households
Single	40	20%
Married	160	80%
Widower/ Widow	0	0%
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	28	14%
6-10 people	97	49%
10-20 people	62	31%
21 or more people	13	7%
Total	200	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	72	36%
Own	128	64%
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	127	64%
No	73	37%
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	2	3%
1,001-2,000 AFN per month	6	8%
2,001-3,000 AFN per month	7	10%
3,001-4,000 AFN per month	7	10%
4,001-5,000 AFN per month	10	14%
5,001-7,500 AFN per month	19	26%
7,501 or more AFN per month	21	29%
Total	72	100%

Q52 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	1%
3,001 - 5,000 AFN	13	7%
5,001 - 10,000 AFN	72	36%
10,001 - 15,000 AFN	51	26%
15,001 - 20,000 AFN	23	12%
20,001 - 25,000 AFN	18	9%
25,001 - 40,000 AFN	5	3%
More than 40,000 AFN	17	9%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q53 Gender

	Number	Percent of households
Male	128	64%
Female	72	36%
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	123	62%
6-10 years	34	17%
11-20 years	21	11%
21-40 years	15	8%
41 or more years	7	4%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Puli Alam	8

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 Puli Alam	10	5%	137	69%	46	23%	7	4%	0	0%	0	0%	200	100%
The quality of schools in your city	18	9%	127	64%	50	25%	5	3%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	23	12%	94	47%	75	38%	8	4%	0	0%	0	0%	200	100%
The health of people in your city	17	9%	88	44%	81	41%	13	7%	0	0%	1	1%	200	100%
The cleanliness of city streets	11	6%	53	27%	108	54%	28	14%	0	0%	0	0%	200	100%
The number of job opportunities in your city	8	4%	70	35%	84	42%	38	19%	0	0%	0	0%	200	100%
The number of businesses in your city	6	3%	63	32%	95	48%	35	18%	0	0%	1	1%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	2.8
The quality of schools in your city	2.8
The quality of healthcare facilities in your city	2.7
The health of people in your city	2.5
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.2
The number of businesses in your city	2.2

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	135	68%
Yes, part time	30	15%
No, not employed	35	18%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	16	8%
Stayed the same	131	66%
Decreased	49	25%
Refused	0	0%
Don't know	4	2%
Total	200	100%

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

	Number	Percent
Yes	0	0%
No	199	100%
Total	199	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	49	25%
Dispose in public container	70	35%
Take to an official dump site	10	5%
Take to an improvised dump site	61	31%
Door to door collection	1	1%
Refused	0	0%
Don't know	0	0%
Other	1	1%
Other: Burn it	6	3%
Other: Bury it	2	1%

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	26	38%
On the next street	17	25%
Several streets away	11	16%
Further than several streets away	15	22%
Total	69	100%

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

	Number	Percent
Very satisfied	7	4%
Somewhat satisfied	93	47%
Somewhat dissatisfied	65	33%
Very dissatisfied	35	18%
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)	2.4

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

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

	Number	Percent
Every day	5	3%
A couple/few times a week	2	1%
Once a week	30	15%
Once every two or three weeks	37	19%
Once a month or less frequently	58	29%
Once a year	18	9%
Never	45	23%
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%

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	14	7%	48	24%	90	45%	48	24%	0	0%	0	0%	200	100%
Provision of legal dumpsites	20	10%	60	30%	89	45%	31	16%	0	0%	0	0%	200	100%
Provision of garbage bins in residential areas	17	9%	93	47%	64	32%	26	13%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	18	9%	88	44%	80	40%	14	7%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	10	5%	74	37%	95	48%	21	11%	0	0%	0	0%	200	100%
Affordability of trash service	14	7%	53	27%	92	46%	41	21%	0	0%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.5
Provision of garbage bins in commercial areas	2.6
Cleaning garbage from the streets	2.4
Affordability of trash service	2.2

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

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

	Number	Percent
Well on property	166	83%
Shared well with neighbors	30	15%
River, canal or other open source	0	0%
Public standpipe	3	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	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

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

	Number	Percent
Yes	98	49%
No	102	51%
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	95	48%
Public Generator (from government)	41	21%
Solar Energy	30	15%
Personal Generator	18	9%
No electricity	14	7%
Micro Hydro Power (MHP)	3	2%
Large batteries/invertors (such as for running TV, lights, etc.)	1	1%
Shared Generator (with neighbors)	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	136	69%
No one	62	31%
Total	198	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	14	10%
401 to 600 AFN	26	19%
601 to 1,000 AFN	36	26%
1,001 to 2,000 AFN	51	38%
2,001 to 5,000 AFN	8	6%
5,001 AFN or more	0	0%
Total	136	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	8	6%	68	48%	57	40%	8	6%	0	0%	0	0%	141	100%
Number of hours per day supplied	2	1%	47	34%	79	56%	12	9%	0	0%	0	0%	140	100%
Quality of supply*	5	4%	46	33%	59	42%	31	22%	0	0%	0	0%	141	100%
Price for electric supply	2	1%	58	41%	62	44%	19	13%	0	0%	0	0%	141	100%

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

	Average rating*
Number of days per week supplied	2.5
Number of hours per day supplied	2.3
Quality of supply*	2.2
Price for electric supply	2.3

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

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

	Number	Percent
Indoor plumbing	20	10%
Dry latrine	130	66%
Latrine with septic	48	24%
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	129	65%
Septic system	57	29%
Drains onto the street/road	10	5%
Drains into the yard/garden	4	2%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	9	5%	71	36%	58	29%	62	31%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	13	7%	83	42%	78	39%	26	13%	0	0%	0	0%	200	100%
Ditch cleaning services	11	6%	62	31%	100	50%	27	14%	0	0%	0	0%	200	100%
Ditch repair services	4	2%	62	31%	100	50%	34	17%	0	0%	0	0%	200	100%
Ditch construction services	3	2%	71	36%	100	50%	26	13%	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	2.1
The condition of larger drainage ditches throughout the city	2.4
Ditch cleaning services	2.3
Ditch repair services	2.2
Ditch construction services	2.3

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	11	6%	97	49%	46	23%	46	23%	0	0%	0	0%	200	100%
The condition of main city roads	35	18%	96	48%	59	30%	10	5%	0	0%	0	0%	200	100%
The condition of highways	75	38%	73	37%	46	23%	5	3%	1	1%	0	0%	200	100%
Street repair services	10	5%	76	38%	83	42%	30	15%	1	1%	0	0%	200	100%
Street construction services	8	4%	77	39%	89	45%	25	13%	1	1%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.4
The condition of main city roads	2.8
The condition of highways	3.1
Street repair services	2.3
Street construction services	2.3

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	5	3%	115	58%	77	39%	1	1%	2	1%	200	100%
Women's parks	17	9%	138	69%	44	22%	0	0%	1	1%	200	100%
Children's playgrounds	10	5%	147	74%	42	21%	0	0%	1	1%	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%	32	18%	83	47%	11	6%	0	0%	49	28%	175	100%
Women's parks	5	3%	40	23%	58	33%	55	31%	0	0%	17	10%	175	100%
Children's playgrounds	0	0%	38	22%	88	50%	33	19%	0	0%	16	9%	175	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	2.0
Children's playgrounds	2.0

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

Q24 Do you or your family members visit the parks?

	Number	Percent
No	184	92%
Yes	16	8%

Q24A If yes, which ones?

	Number	Percent
Children's Playgrounds	8	50%
Women's parks	6	38%
Teen/adult parks	2	13%

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)	36	18%	123	62%	33	17%	8	4%	0	0%	0	0%	200	100%
The size and layout of the market(s)	39	20%	108	54%	45	23%	8	4%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	32	16%	89	45%	74	37%	5	3%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	12	6%	99	50%	79	40%	10	5%	0	0%	0	0%	200	100%
The quality of food at your market(s)	12	6%	95	48%	79	40%	14	7%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	10	5%	75	38%	99	50%	15	8%	0	0%	1	1%	200	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.9
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)	2.6
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.4

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

Q26 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	14	7%	94	47%	86	43%	5	3%	1	1%	0	0%	200	100%
Fruit	11	6%	125	63%	60	30%	3	2%	1	1%	0	0%	200	100%
Vegetables	20	10%	143	72%	36	18%	1	1%	0	0%	0	0%	200	100%
Flour	175	88%	19	10%	5	3%	0	0%	1	1%	0	0%	200	100%
Cooking oil	179	90%	17	9%	3	2%	0	0%	1	1%	0	0%	200	100%
Sugar, tea	178	89%	20	10%	1	1%	0	0%	1	1%	0	0%	200	100%
Cereal	46	23%	103	52%	47	24%	4	2%	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	3	2%	4	2%	12	6%	181	91%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	9	5%	29	15%	19	10%	143	72%	200	100%
Ditch cleaning, repair and construction	19	10%	20	10%	18	9%	143	72%	200	100%
Street repair	69	35%	23	12%	23	12%	85	43%	200	100%
Supplying clean drinking water	35	18%	55	28%	32	16%	78	39%	200	100%
Provide a new area for a market	3	2%	5	3%	9	5%	183	92%	200	100%
Provide green areas/parks	1	1%	10	5%	12	6%	177	89%	200	100%
Provide electricity service	48	24%	35	18%	37	19%	80	40%	200	100%
Car parking	1	1%	2	1%	5	3%	192	96%	200	100%
Sidewalk construction/improvement	2	1%	7	4%	5	3%	186	93%	200	100%
Sport facilities/stadium	8	4%	5	3%	23	12%	164	82%	200	100%
Public latrine for men	0	0%	1	1%	4	2%	195	98%	200	100%
Public latrine for women	2	1%	1	1%	2	1%	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	84	42%
Shuras/CDCs/Jirgas	4	2%
Tribal leader/Malik	17	9%
Mullah	6	3%
Wakil-e-Gozar	14	7%
Others	0	0%
Would contact no one	62	31%
Don't know	13	7%
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	53	27%
No	145	73%
Don't know	2	1%
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	38	19%
It would be fixed within a year	23	12%
My request would be put on a long wait list	78	40%
Other	0	0%
Don't know	51	26%
Refused	7	4%

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	121	61%
Somewhat bad job	28	14%
Very bad job	12	6%
Refused	0	0%
Don't know	26	13%
Total	200	100%

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

	Number	Percent
Almost always	20	10%
Sometimes	114	57%
Rarely	49	24%
Almost never	9	5%
Refused	1	1%
Don't know	7	4%
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	27	14%
A little	132	66%
Very little	23	12%
None at all	9	5%
Don't know	9	5%
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	50	25%	104	52%	38	19%	7	4%	0	0%	0	0%	199	100%
The religious leaders here	37	19%	92	46%	53	27%	16	8%	1	1%	0	0%	199	100%
Donor agencies	115	58%	63	32%	17	9%	4	2%	0	0%	0	0%	199	100%
The local government	42	21%	128	64%	22	11%	7	4%	0	0%	0	0%	199	100%
The provincial government	53	27%	106	53%	33	17%	7	4%	0	0%	0	0%	199	100%
The Afghanistan national government	79	40%	79	40%	31	16%	10	5%	0	0%	0	0%	199	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	23	12%
Did not know	123	61%
Provided wrong name	54	27%
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	188	94%	9	5%	2	1%	0	0%	0	0%	199	100%
In Afghanistan as a whole	193	97%	4	2%	2	1%	0	0%	0	0%	199	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	112	56%	81	41%	6	3%	0	0%	0	0%	199	100%
In Afghanistan as a whole	113	57%	81	41%	5	3%	0	0%	0	0%	199	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	0	0%	7	4%	24	12%	167	84%	1	1%	0	0%	199	100%
Customs office	0	0%	2	1%	6	3%	23	12%	167	84%	1	1%	0	0%	199	100%
Afghan National Police	1	1%	3	2%	37	19%	29	15%	128	64%	1	1%	0	0%	199	100%
Afghan National Army	0	0%	2	1%	10	5%	33	17%	153	77%	1	1%	0	0%	199	100%
Judiciary / courts	1	1%	11	6%	51	26%	25	13%	111	56%	0	0%	0	0%	199	100%
State electricity supply	1	1%	2	1%	15	8%	42	21%	138	69%	1	1%	0	0%	199	100%
Public healthcare service	0	0%	0	0%	9	5%	58	29%	131	66%	1	1%	0	0%	199	100%
When applying for a job	1	1%	2	1%	33	17%	35	18%	127	64%	1	1%	0	0%	199	100%
Admissions to schools/ university	0	0%	0	0%	26	13%	48	24%	124	62%	1	1%	0	0%	199	100%
To receive official documents	0	0%	4	2%	44	22%	33	17%	118	59%	0	0%	0	0%	199	100%

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

	Number	Percent
Yes	154	77%
No	36	18%
Don't know	8	4%
Refused	2	1%
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	152	76%
No	37	18%
Don't know	9	5%
Refused	2	1%
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	68	34%
Agree somewhat	89	45%
Disagree somewhat	22	11%
Strongly disagree	16	8%
Don't know	5	3%
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	63	32%
Agree somewhat	79	40%
Disagree somewhat	33	17%
Strongly disagree	20	10%
Don't know	5	3%
Refused	0	0%
Total	200	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	79	40%
No	121	60%
Total	200	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	5	3%
18-30 years old	65	33%
31-40 years old	59	30%
41-50 years old	35	18%
51-60 years old	18	9%
61 or more years old	16	8%
Total	198	100%

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

	Number	Percent of households
Working	151	77%
Retired	1	1%
Housewife	8	4%
Student	18	9%
Unemployed	19	10%
Other	0	0%
Refused	0	0%
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	45	23%
Primary School, incomplete (classes 1 to 5)	9	5%
Primary School, complete (finished class 6)	18	9%
Secondary education, incomplete (classes 7 to 8)	8	4%
Secondary education, complete (finished class 9)	14	7%
High School (classes 10 to 12)	76	38%
University education or above	29	15%
Refused	1	1%
Don't know	0	0%
Total	200	100%

Q47 Are you married or single?

	Number	Percent of households
Single	32	16%
Married	168	84%
Widower/ Widow	0	0%
Refused	0	0%
Don't know	0	0%
Total	200	100%

48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	16	8%
6-10 people	90	46%
10-20 people	75	38%
21 or more people	15	8%
Total	196	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	50	25%
Own	149	75%
Don't know	0	0%
Refused	1	1%
Total	200	100%

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

	Number	Percent of households
Yes	144	72%
No	51	26%
Don't know	3	2%
Refused	1	1%
Total	199	100%

Q51 What do you pay each month for your lease or mortgage?

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	2	4%
1,001-2,000 AFN per month	2	4%
2,001-3,000 AFN per month	8	16%
3,001-4,000 AFN per month	11	22%
4,001-5,000 AFN per month	9	18%
5,001-7,500 AFN per month	7	14%
7,501 or more AFN per month	11	22%
Total	50	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	6	3%
3,001 - 5,000 AFN	13	7%
5,001 - 10,000 AFN	71	36%
10,001 - 15,000 AFN	65	33%
15,001 - 20,000 AFN	24	12%
20,001 - 25,000 AFN	9	5%
25,001 - 40,000 AFN	4	2%
More than 40,000 AFN	6	3%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q53 Gender

	Number	Percent of households
Male	186	93%
Female	13	7%
Total	199	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	83	42%
6-10 years	30	15%
11-20 years	43	22%
21-40 years	36	18%
41 or more years	8	4%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Puli Alam	13

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 Puli Alam	13	7%	113	56%	64	32%	8	4%	1	1%	1	1%	200	100%
The quality of schools in your city	7	4%	115	57%	64	32%	12	6%	1	1%	1	1%	200	100%
The quality of healthcare facilities in your city	6	3%	88	44%	79	40%	25	13%	1	1%	1	1%	200	100%
The health of people in your city	5	3%	59	30%	106	53%	28	14%	1	1%	1	1%	200	100%
The cleanliness of city streets	21	11%	56	28%	60	30%	61	31%	2	1%	0	0%	200	100%
The number of job opportunities in your city	3	2%	49	25%	95	48%	48	24%	3	2%	2	1%	200	100%
The number of businesses in your city	12	6%	73	37%	88	44%	22	11%	2	1%	2	1%	199	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	2.7
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.2
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.4

*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	176	88%
Yes, part time	12	6%
No, not employed	11	6%
Refused	1	1%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Puli Alam have increased, stayed the same or decreased?		
	Number	Percent
Increased	35	18%
Stayed the same	64	32%
Decreased	87	44%
Refused	1	1%
Don't know	13	7%
Total	200	100%

Q5 Do you pay Safayi (municipal government fees or taxes)?		
	Number	Percent
Yes	1	1%
No	199	100%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	118	59%
Dispose in public container	32	16%
Take to an official dump site	21	11%
Take to an improvised dump site	25	13%
Door to door collection	2	1%
Other	0	0%
Refused	2	1%
Don't know	0	0%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	6	19%
On the next street	9	28%
Several streets away	11	34%
Further than several streets away	6	19%
Total	32	100%

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

	Number	Percent
Very satisfied	14	7%
Somewhat satisfied	37	19%
Somewhat dissatisfied	33	17%
Very dissatisfied	115	57%
Refused	1	1%
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)	1.7

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

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

	Number	Percent
Every day	3	2%
A couple/few times a week	14	7%
Once a week	24	12%
Once every two or three weeks	12	6%
Once a month or less frequently	27	14%
Once a year	16	8%
Never	97	49%
Refused	1	1%
Don't know	6	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	15	8%	42	21%	64	32%	76	38%	1	1%	2	1%	200	100%
Provision of legal dumpsites	19	10%	50	25%	44	22%	85	43%	1	1%	1	1%	200	100%
Provision of garbage bins in residential areas	33	17%	36	18%	40	20%	89	45%	1	1%	1	1%	200	100%
Provision of garbage bins in commercial areas	25	13%	104	52%	45	23%	24	12%	1	1%	1	1%	200	100%
Cleaning garbage from the streets	16	8%	37	19%	62	31%	82	41%	1	1%	2	1%	200	100%
Affordability of trash service	21	11%	44	22%	93	47%	29	14%	13	7%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	2.1
Provision of garbage bins in commercial areas	2.7
Cleaning garbage from the streets	1.9
Affordability of trash service	2.3

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

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

	Number	Percent
Well on property	142	71%
Shared well with neighbors	53	27%
River, canal or other open source	3	2%
Public Standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	2	1%
Other	0	0%
Refused	0	0%
Don't know	1	1%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
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	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

Q13 Quality of Government Water Services, if Connected

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

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

Q13 Average Rating of Satisfaction with Water Services

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

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

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

	Number	Percent
Yes	20	10%
No	179	90%
Total	199	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	153	77%
No electricity	30	15%
Solar Energy	10	5%
Personal Generator	8	4%
Public Generator (from government)	1	1%
Shared Generator (with neighbors)	1	1%
Refused	1	1%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	152	76%
No one	47	24%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	1%
101 to 200 AFN	4	3%
201 to 400 AFN	26	17%
401 to 600 AFN	50	33%
601 to 1,000 AFN	46	30%
1,001 to 2,000 AFN	22	14%
2,001 to 5,000 AFN	4	3%
5,001 AFN or more	0	0%
Total	153	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	2	1%	60	39%	70	46%	21	14%	0	0%	0	0%	153	100%
Number of hours per day supplied	1	1%	37	24%	68	44%	47	31%	0	0%	0	0%	153	100%
Quality of supply*	1	1%	30	20%	94	61%	28	18%	0	0%	0	0%	153	100%
Price for electric supply	1	1%	14	9%	100	65%	38	25%	0	0%	0	0%	153	100%

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

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	1.9
Quality of supply*	2.0
Price for electric supply	1.9

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

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

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	172	87%
Latrine with septic	27	14%
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	178	90%
Septic system	9	5%
Other	9	5%
Refused	2	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
No response	191	96%
Through on the street	4	2%
through on the street_x000D_ the street	1	1%
Water stay in yard.	1	1%
water stay in yard	1	1%
Water stay in Yard	2	1%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	6	3%	60	30%	41	21%	93	47%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	13	7%	83	42%	72	36%	31	16%	0	0%	1	1%	200	100%
Ditch cleaning services	5	3%	35	18%	70	35%	88	44%	0	0%	2	1%	200	100%
Ditch repair services	6	3%	26	13%	85	43%	80	40%	0	0%	3	2%	200	100%
Ditch construction services	4	2%	45	23%	74	37%	74	37%	0	0%	3	2%	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	1.9
The condition of larger drainage ditches throughout the city	2.4
Ditch cleaning services	1.8
Ditch repair services	1.8
Ditch construction services	1.9

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	12	6%	60	30%	62	31%	66	33%	0	0%	0	0%	200	100%
The condition of main city roads	35	18%	106	53%	43	22%	16	8%	0	0%	0	0%	200	100%
The condition of highways	49	25%	94	47%	36	18%	19	10%	2	1%	0	0%	200	100%
Street repair services	4	2%	46	23%	84	42%	65	33%	0	0%	1	1%	200	100%
Street construction services	2	1%	50	25%	72	36%	75	38%	0	0%	1	1%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.8
The condition of highways	2.9
Street repair services	1.9
Street construction services	1.9

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	26	13%	89	45%	36	18%	2	1%	47	24%	200	100%
Women's parks	10	5%	109	55%	33	17%	3	2%	45	23%	200	100%
Children's playgrounds	18	9%	97	49%	40	20%	1	1%	44	22%	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%	11	6%	24	12%	49	25%	10	5%	106	53%	200	100%
Women's parks	4	2%	10	5%	42	21%	30	15%	13	7%	101	51%	200	100%
Children's playgrounds	3	2%	8	4%	43	22%	36	18%	12	6%	98	49%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.9
Children's playgrounds	1.8

*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)	23	12%	122	61%	49	25%	3	2%	0	0%	3	2%	200	100%
The size and layout of the market(s)	22	11%	117	59%	59	30%	0	0%	0	0%	2	1%	200	100%
The amount of food available at your market(s)	14	7%	98	49%	84	42%	4	2%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	14	7%	103	52%	79	40%	4	2%	0	0%	0	0%	200	100%
The quality of food at your market(s)	7	4%	78	39%	105	53%	7	4%	0	0%	3	2%	200	100%
The availability of goods besides food at your market(s)	9	5%	120	60%	62	31%	6	3%	0	0%	3	2%	200	100%

Q24 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)	2.8
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)	2.4
The availability of goods besides food at your market(s)	2.7

*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	106	53%	69	35%	25	13%	0	0%	0	0%	0	0%	200	100%
Fruit	105	53%	86	43%	9	5%	0	0%	0	0%	0	0%	200	100%
Vegetables	140	70%	59	30%	1	1%	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	195	98%	5	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	194	97%	6	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	133	67%	66	33%	1	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	42	21%	20	10%	15	8%	123	62%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	13	7%	12	6%	13	7%	162	81%	200	100%
Ditch cleaning, repair and construction	21	11%	29	14%	34	17%	116	58%	200	100%
Street repair	18	9%	47	24%	24	12%	111	56%	200	100%
Supplying clean drinking water	57	28%	28	14%	22	11%	93	47%	200	100%
Provide a new area for a market	0	0%	5	3%	4	2%	191	96%	200	100%
Provide green areas/parks	7	4%	14	7%	26	13%	153	76%	200	100%
Provide electricity service	39	20%	27	14%	24	12%	110	55%	200	100%
Car parking	2	1%	3	2%	3	2%	192	96%	200	100%
Sidewalk construction/improvement	0	0%	2	1%	5	3%	193	97%	200	100%
Sport facilities/stadium	0	0%	4	2%	10	5%	186	93%	200	100%
Public latrine for men	0	0%	6	3%	14	7%	180	90%	200	100%
Public latrine for women	2	1%	3	2%	6	3%	189	95%	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	141	71%
Shuras/CDCs/Jirgas	13	7%
Tribal leader/Malik	18	9%
Mullah	0	0%
Wakil-e-Gozar	19	10%
Others	0	0%
Would contact no one	5	3%
Don't know	3	2%
Refused	1	1%
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	78	39%
No	119	60%
Don't know	2	1%
Refused	1	1%
Total	200	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	29	14%
It would be fixed within a year	38	19%
My request would be put on a long wait list	61	31%
Other	0	0%
Don't know	66	33%
Refused	7	4%

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	55	28%
Somewhat good job	116	58%
Somewhat bad job	11	6%
Very bad job	12	6%
Refused	4	2%
Don't know	2	1%
Total	200	100%

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

	Number	Percent
Almost always	34	17%
Sometimes	56	28%
Rarely	78	39%
Almost never	16	8%
Refused	8	4%
Don't know	8	4%
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	19	10%
A little	79	40%
Very little	45	23%
None at all	21	11%
Don't know	33	17%
Refused	3	2%
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	25	13%	59	30%	33	17%	64	32%	1	1%	18	9%	200	100%
The religious leaders here	55	28%	32	16%	34	17%	62	31%	0	0%	17	9%	200	100%
Donor agencies	11	6%	87	44%	45	23%	49	25%	0	0%	8	4%	200	100%
The local government	10	5%	63	32%	81	41%	36	18%	0	0%	10	5%	200	100%
The provincial government	16	8%	94	47%	63	32%	21	11%	0	0%	6	3%	200	100%
The Afghanistan national government	18	9%	102	51%	52	26%	20	10%	0	0%	7	4%	199	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	147	74%
Did not know	47	24%
Provided wrong name	6	3%
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	177	89%	4	2%	1	1%	0	0%	18	9%	200	100%
In Afghanistan as a whole	178	89%	3	2%	1	1%	0	0%	18	9%	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	113	56%	54	27%	16	8%	0	0%	17	9%	200	100%
In Afghanistan as a whole	112	56%	53	27%	17	9%	0	0%	18	9%	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	0	0%	1	1%	2	1%	70	35%	125	63%	0	0%	2	1%	200	100%
Customs office	0	0%	0	0%	1	1%	10	5%	185	93%	0	0%	4	2%	200	100%
Afghan National Police	0	0%	1	1%	9	5%	29	14%	144	72%	0	0%	17	9%	200	100%
Afghan National Army	0	0%	1	1%	1	1%	24	12%	157	79%	0	0%	17	9%	200	100%
Judiciary / courts	2	1%	9	5%	16	8%	29	14%	132	66%	0	0%	12	6%	200	100%
State electricity supply	0	0%	0	0%	0	0%	63	32%	126	63%	0	0%	11	6%	200	100%
Public healthcare service	0	0%	1	1%	0	0%	75	38%	113	56%	0	0%	11	6%	200	100%
When applying for a job	1	1%	0	0%	4	2%	60	30%	123	62%	0	0%	12	6%	200	100%
Admissions to schools/ university	0	0%	1	1%	11	6%	66	33%	118	59%	0	0%	4	2%	200	100%
To receive official documents	0	0%	9	5%	10	5%	46	23%	133	67%	0	0%	2	1%	200	100%

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

	Number	Percent
Yes	131	66%
No	20	10%
Don't know	48	24%
Refused	1	1%
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	152	76%
No	23	12%
Don't know	25	13%
Refused	0	0%
Total	200	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	134	67%
Agree somewhat	61	31%
Disagree somewhat	2	1%
Strongly disagree	3	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	80	40%
Agree somewhat	94	47%
Disagree somewhat	13	7%
Strongly disagree	13	7%
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	0	0%
18-30 years old	48	24%
31-40 years old	54	27%
41-50 years old	56	28%
51-60 years old	24	12%
61 or more years old	17	9%
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	152	77%
Retired	2	1%
Housewife	17	9%
Student	11	6%
Unemployed	12	6%
Other	0	0%
Refused	3	2%
Don't know	0	0%
Total	197	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	83	42%
Primary School, incomplete (classes 1 to 5)	17	9%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	20	10%
Secondary education, complete (finished class 9)	9	5%
High School (classes 10 to 12)	45	23%
University education or above	10	5%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	24	12%
Married	172	86%
Widower/ Widow	4	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	0	0%
1-5 people	15	8%
6-10 people	100	50%
10-20 people	70	35%
21 or more people	15	8%
Total	200	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	69	35%
Own	131	66%
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
1	130	65%
2	69	35%
3	1	1%
Total	200	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	2	3%
1,001-2,000 AFN per month	8	12%
2,001-3,000 AFN per month	17	25%
3,001-4,000 AFN per month	14	21%
4,001-5,000 AFN per month	17	25%
5,001-7,500 AFN per month	6	9%
7,501 or more AFN per month	4	6%
Total	68	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	8	4%
5,001 - 10,000 AFN	58	29%
10,001 - 15,000 AFN	65	33%
15,001 - 20,000 AFN	20	10%
20,001 - 25,000 AFN	15	8%
25,001 - 40,000 AFN	4	2%
More than 40,000 AFN	3	2%
Refused	17	9%
Don't know	9	5%
Total	200	100%

Q51 Gender		
	Number	Percent of households
Male	180	90%
Female	20	10%
Total	200	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	65	33%
6-10 years	39	20%
11-20 years	48	24%
21-40 years	30	15%
41 or more years	17	9%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Puli Alam	15

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 Puli Alam	69	35%	40	20%	60	30%	31	16%	0	0%	0	0%	200	100%
The quality of schools in your city	81	41%	33	17%	73	37%	13	7%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	33	17%	57	29%	88	44%	22	11%	0	0%	0	0%	200	100%
The health of people in your city	26	13%	60	30%	87	44%	27	14%	0	0%	0	0%	200	100%
The cleanliness of city streets	47	24%	32	16%	59	30%	62	31%	0	0%	0	0%	200	100%
The number of job opportunities in your city	13	7%	59	30%	60	30%	68	34%	0	0%	0	0%	200	100%
The number of businesses in your city	13	7%	79	40%	90	45%	18	9%	0	0%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	2.7
The quality of schools in your city	2.9
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.4
The cleanliness of city streets	2.3
The number of job opportunities in your city	2.1
The number of businesses in your city	2.4

*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	147	74%
Yes, part time	20	10%
No, not employed	33	17%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	107	54%
Stayed the same	42	21%
Decreased	51	26%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

	Number	Percent
Yes	2	1%
No	198	99%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	1	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	89	45%
Dispose in public container	38	19%
Take to an official dump site	11	6%
Take to an improvised dump site	22	11%
Door to door collection	0	0%
Other	4	2%
Refused	0	0%
Don't know	0	0%
Put it in our yard	35	18%

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

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

	Number	Percent
No response	196	98%
They are not built in residential place	4	2%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	16	27%
On the next street	25	42%
Several streets away	9	15%
Further than several streets away	9	15%
Total	59	100%

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

	Number	Percent
Very satisfied	24	12%
Somewhat satisfied	22	11%
Somewhat dissatisfied	15	8%
Very dissatisfied	138	69%
Refused	1	1%
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)	1.7

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

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

	Number	Percent
Every day	16	8%
A couple/few times a week	24	12%
Once a week	14	7%
Once every two or three weeks	8	4%
Once a month or less frequently	5	3%
Never	130	65%
Refused	0	0%
Don't know	3	2%
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	17	9%
No one	183	92%
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	11	65%
601 to 1,000 AFN	6	35%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	17	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	10	5%	2	1%	14	7%	174	87%	0	0%	0	0%	200	100%
Provision of legal dumpsites	10	5%	4	2%	13	7%	173	87%	0	0%	0	0%	200	100%
Provision of garbage bins in residential areas	10	5%	2	1%	13	7%	175	88%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	5	3%	7	4%	14	7%	174	87%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	10	5%	4	2%	12	6%	174	87%	0	0%	0	0%	200	100%
Affordability of trash service	2	1%	11	6%	12	6%	175	88%	0	0%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.2
Cleaning garbage from the streets	1.2
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	148	74%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	12	6%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	1	1%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	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)	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3	100%
Amount supplied	0	0%	1	33%	0	0%	2	67%	0	0%	0	0%	3	100%
Overall quality of water for drinking	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	1.7
Overall quality of water for drinking	2.0

*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	56	28%
No	142	72%
Total	198	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	68	34%
Public Generator (from government)	61	31%
No electricity	36	18%
Solar Energy	21	11%
Personal Generator	11	6%
Shared Generator (with neighbors)	1	1%
Large batteries/invertors (such as for running TV, lights, etc.)	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	130	65%
A private firm/person	1	1%
No one	69	35%
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	6	5%
201 to 400 AFN	41	32%
401 to 600 AFN	32	25%
601 to 1,000 AFN	36	28%
1,001 to 2,000 AFN	14	11%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	129	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	33	25%	26	19%	68	51%	7	5%	0	0%	0	0%	134	100%
Number of hours per day supplied	13	10%	63	47%	43	32%	15	11%	0	0%	0	0%	134	100%
Quality of supply (Electricity power & its cut out during service hours)	22	16%	39	29%	50	37%	22	16%	0	0%	1	1%	134	100%
Price for electric supply	2	1%	38	28%	7	5%	87	65%	0	0%	0	0%	134	100%

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

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.6
Quality of supply (Electricity power & its cut out during service hours)	2.5
Price for electric supply	1.7

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

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

	Number	Percent
Indoor plumbing	3	2%
Dry latrine	184	92%
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	117	59%
Drains onto the street/road	31	16%
Other	29	15%
Drains into the yard/garden	14	7%
Septic system	7	4%
Refused	2	1%
City pipeline/sewer	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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	52	26%	10	5%	15	8%	123	62%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	70	35%	25	13%	69	35%	36	18%	0	0%	0	0%	200	100%
Ditch cleaning services	59	30%	29	15%	51	26%	61	31%	0	0%	0	0%	200	100%
Ditch repair services	73	37%	33	17%	51	26%	43	22%	0	0%	0	0%	200	100%
Ditch construction services	63	32%	33	17%	58	29%	45	23%	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	2.0
The condition of larger drainage ditches throughout the city	2.6
Ditch cleaning services	2.4
Ditch repair services	2.7
Ditch construction services	2.6

*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	65	33%	9	5%	29	15%	97	49%	0	0%	0	0%	200	100%
The condition of main city roads	98	49%	9	5%	65	33%	28	14%	0	0%	0	0%	200	100%
The condition of highways	50	25%	29	15%	94	47%	27	14%	0	0%	0	0%	200	100%
Street repair services	58	29%	30	15%	65	33%	47	24%	0	0%	0	0%	200	100%
Street construction services	54	27%	30	15%	64	32%	52	26%	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	2.5
Street repair services	2.5
Street construction services	2.4

*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	15	8%	37	19%	147	74%	0	0%	0	0%	199	100%
Women's parks	2	1%	78	39%	117	59%	1	1%	0	0%	198	100%
Children's playgrounds	22	11%	55	28%	121	61%	0	0%	0	0%	198	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	2	1%	10	5%	7	4%	181	91%	0	0%	0	0%	200	100%
Women's parks	6	3%	39	20%	13	7%	141	71%	1	1%	0	0%	200	100%
Children's playgrounds	2	1%	26	13%	5	3%	166	83%	1	1%	0	0%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.2
Women's parks	1.5
Children's playgrounds	1.3

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	134	67%	10	5%	51	26%	5	3%	0	0%	0	0%	200	100%
The size and layout of the market(s)	132	66%	12	6%	53	27%	3	2%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	116	58%	18	9%	64	32%	2	1%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	105	53%	17	9%	75	38%	3	2%	0	0%	0	0%	200	100%
The quality of food at your market(s)	74	37%	29	15%	82	41%	15	8%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	88	44%	30	15%	78	39%	4	2%	0	0%	0	0%	200	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	3.4
The size and layout of the market(s)	3.4
The amount of food available at your market(s)	3.2
The variety of foods available at your market(s)	3.1
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	3.0

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	50	25%	124	62%	26	13%	0	0%	0	0%	0	0%	200	100%
Fruit	67	34%	118	59%	15	8%	0	0%	0	0%	0	0%	200	100%
Vegetables	160	80%	39	20%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	193	97%	7	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	192	96%	8	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	190	95%	10	5%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	122	61%	71	36%	7	4%	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	17	9%	0	0%	4	2%	179	90%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	14%	27	14%	70	35%	76	38%	200	100%
Ditch cleaning, repair and construction	23	12%	21	11%	17	9%	139	70%	200	100%
Street repair	20	10%	32	16%	10	5%	138	69%	200	100%
Supplying clean drinking water	80	40%	54	27%	13	7%	53	27%	200	100%
Provide a new area for a market	1	1%	2	1%	0	0%	197	99%	200	100%
Provide green areas/parks	2	1%	10	5%	16	8%	172	86%	200	100%
Provide electricity service	31	16%	52	26%	70	35%	47	24%	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	107	54%
Shuras/CDCs/Jirgas	14	7%
Tribal leader/Malik	54	27%
Mullah	12	6%
Would contact no one	13	7%
Don't know	0	0%
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	94	47%
No	105	53%
Don't know	1	1%
Refused	0	0%
Total	200	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	97	49%
It would be fixed within a year	26	13%
My request would be put on a long wait list	68	34%
Other	4	2%
Don't know	4	2%
Refused	2	1%

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

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

	Number	Percent
Very good job	135	68%
Somewhat good job	57	29%
Somewhat bad job	4	2%
Very bad job	2	1%
Refused	0	0%
Don't know	1	1%
Total	199	100%

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

	Number	Percent
Almost always	41	21%
Sometimes	73	37%
Rarely	45	23%
Almost never	39	20%
Refused	0	0%
Don't know	1	1%
Total	199	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	28	14%
A little	78	39%
Very little	63	32%
None at all	30	15%
Don't know	0	0%
Refused	0	0%
Total	199	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	45	23%	108	54%	32	16%	15	8%	0	0%	0	0%	200	100%
The religious leaders here	69	35%	93	47%	32	16%	6	3%	0	0%	0	0%	200	100%
Donor agencies	20	10%	71	36%	74	37%	35	18%	0	0%	0	0%	200	100%
The local government	15	8%	96	48%	68	34%	21	11%	0	0%	0	0%	200	100%
The provincial government	15	8%	93	47%	69	35%	23	12%	0	0%	0	0%	200	100%
The Afghanistan national government	25	13%	84	42%	70	35%	21	11%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	167	84%
Did not know	33	17%
Provided wrong name	0	0%
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	189	95%	9	5%	2	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	193	97%	5	3%	1	1%	0	0%	0	0%	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	158	79%	28	14%	14	7%	0	0%	0	0%	200	100%
In Afghanistan as a whole	160	80%	30	15%	10	5%	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	1	1%	1	1%	11	6%	170	85%	17	9%	0	0%	0	0%	200	100%
Customs office	1	1%	2	1%	1	1%	65	33%	131	66%	0	0%	0	0%	200	100%
Afghan National Police	0	0%	3	2%	13	7%	156	78%	28	14%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	2	1%	152	76%	46	23%	0	0%	0	0%	200	100%
Judiciary / courts	4	2%	23	12%	21	11%	127	64%	25	13%	0	0%	0	0%	200	100%
State electricity supply	1	1%	2	1%	3	2%	150	75%	44	22%	0	0%	0	0%	200	100%
Public healthcare service	0	0%	3	2%	16	8%	155	78%	26	13%	0	0%	0	0%	200	100%
When applying for a job	0	0%	4	2%	14	7%	154	77%	27	14%	0	0%	0	0%	199	100%
Admissions to schools/ university	0	0%	2	1%	7	4%	160	80%	30	15%	0	0%	0	0%	199	100%
To receive official documents	1	1%	5	3%	12	6%	157	79%	24	12%	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	178	89%
No	17	9%
Don't know	5	3%
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	178	89%
No	20	10%
Don't know	2	1%
Refused	0	0%
Total	200	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	92	46%
Agree somewhat	75	38%
Disagree somewhat	12	6%
Strongly disagree	21	11%
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	62	31%
Agree somewhat	79	40%
Disagree somewhat	18	9%
Strongly disagree	41	21%
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	6	3%
18-30 years old	64	32%
31-40 years old	46	23%
41-50 years old	45	23%
51-60 years old	19	10%
61 or more years old	17	9%
Total	197	100%

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

	Number	Percent of households
Working	133	67%
Retired	8	4%
Housewife	13	7%
Student	16	8%
Unemployed	25	13%
Other	4	2%
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	64	32%
Primary School, incomplete (classes 1 to 5)	16	8%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	17	9%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	58	29%
University education or above	14	7%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	29	15%
Married	169	85%
Widower/ Widow	2	1%
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	10	5%
6-10 people	100	50%
10-20 people	76	38%
21 or more people	13	7%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	62	31%
Own	137	69%
Don't know	1	1%
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	139	70%
No	61	31%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Pay nothing	139	70%
1,000 AFN or less per month	2	1%
1,001-2,000 AFN per month	13	7%
2,001-3,000 AFN per month	13	7%
3,001-4,000 AFN per month	10	5%
4,001-5,000 AFN per month	9	5%
5,001-7,500 AFN per month	13	7%
7,501 or more AFN per month	1	1%
Total	200	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	17	9%
2,001 - 3,000 AFN	13	7%
3,001 - 5,000 AFN	34	17%
5,001 - 10,000 AFN	53	27%
10,001 - 15,000 AFN	46	23%
15,001 - 20,000 AFN	17	9%
20,001 - 25,000 AFN	13	7%
25,001 - 40,000 AFN	3	2%
More than 40,000 AFN	3	2%
Refused	0	0%
Don't know	1	1%
Total	200	100%

Q51 Gender

	Number	Percent of households
Male	194	97%
Female	6	3%
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.



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