



**USAID**  
FROM THE AMERICAN PEOPLE

# REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

## MUNICIPAL BASELINE SURVEY REPORT GARDEZ CITY (2010)

**OCTOBER 2010**

This publication was produced for review by the United States Agency for International Development. It was prepared by DAI.

# *REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST*

## **MUNICIPAL BASELINE SURVEY REPORT GARDEZ CITY (2010)**

**Program Title:** Regional Afghan Municipalities Program for Urban Populations  
Regional Command – East (RAMP UP East)

**Sponsoring USAID Office:** USAID/Afghanistan

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

**Contractor:** DAI

**Date of Publication:** November 14, 2010

The authors' views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

# CONTENTS

- CONTENTS ..... 4**
- RAMP UP EAST BACKGROUND ..... 5**
- PART ONE: EXTERNAL SURVEY GARDEZ CITY ..... 6**
- TABLE OF FIGURES..... 7**
- INTRODUCTION..... 8**
- DEMOGRAPHICS..... 8**
- OVERVIEW ..... 9**
- QUALITY OF LIFE .....11**
- EMPLOYMENT .....12**
- SERVICES .....13**
- SOLID WASTE ..... 14*
- WATER..... 18*
- ELECTRICITY .....20*
- ROADS, DRAINAGE AND SANITATION .....22*
- GREEN AREAS AND PARKS.....24*
- MARKET.....25*
- SERVICE PRIORITIES .....27*
- GOVERNANCE.....28**
- WOMEN IN SOCIETY .....34**
- APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES ..... 35**
- APPENDIX B: SURVEY METHODOLOGY ..... 55**
- PART TWO: INTERNAL SURVEY GARDEZ CITY ..... 58**
- INDEX OF TABLES.....59**
- PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY .....60**
- METHODOLOGY .....61**
- A. GENERAL INFORMATION.....62**
- B. FINANCIAL MANAGEMENT .....65**
- C. PLANNING AND ECONOMIC DEVELOPMENT .....67**
- D. REVENUE ENHANCEMENT .....67**
- E. PUBLIC WORKS .....70**

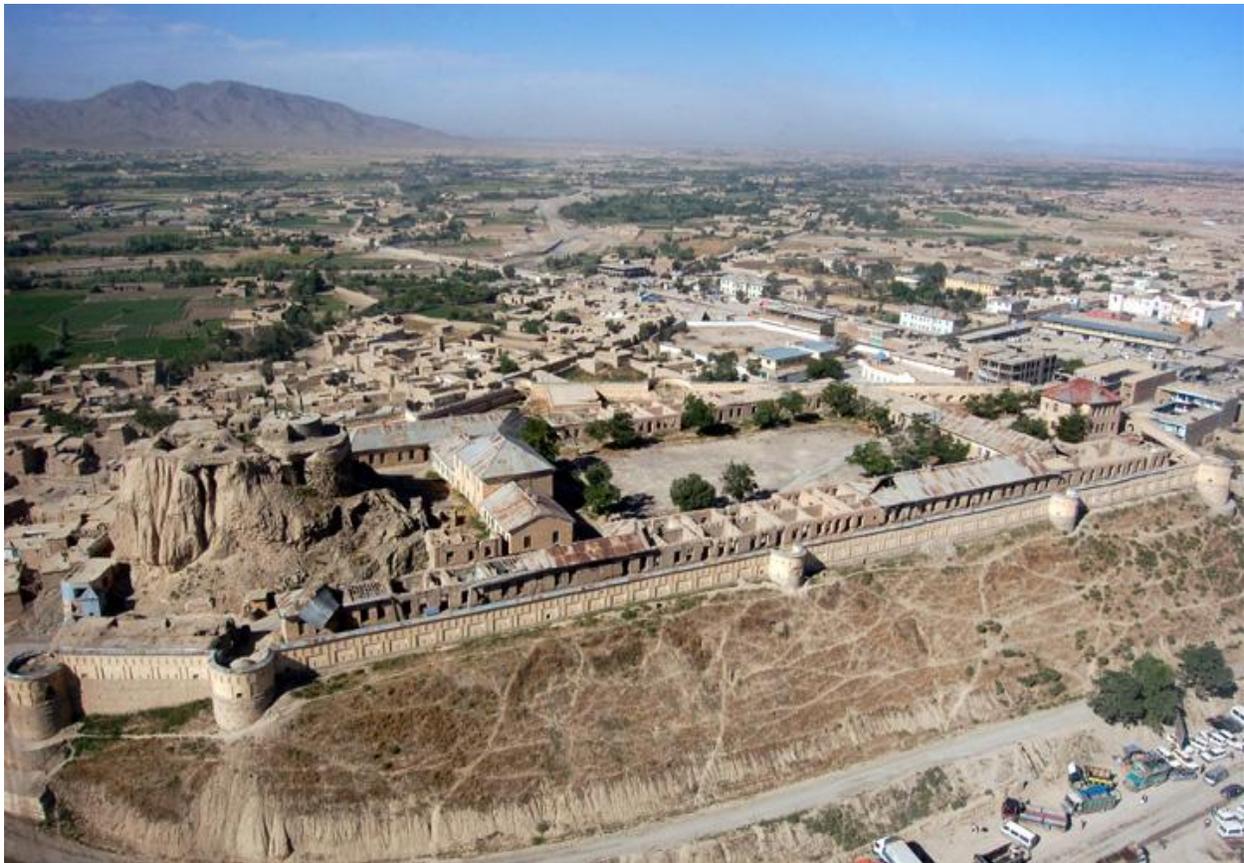
## RAMP UP EAST BACKGROUND

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mehmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- **CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level:** All activities under CLIN 1 will directly contribute to enhancing the capacity of municipal officials, managers and technicians to perform their core municipal management responsibilities. Based on an empirical understanding of the skills, capabilities, and knowledge of municipal staff, RAMP UP East provides a combination of on-the-job mentorship, training, and advising to enable more visible, responsive, and accountable governance at the municipal level.
- **CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs:** Activities carried out under CLIN 2 support municipalities in delivering visible, tangible, and desirable services to citizens in the form of municipal service delivery projects (Municipal Projects). These projects simultaneously fill two purposes: (1) municipal projects provide citizens with marked improvements in daily life, helping them gain satisfaction with and confidence in their municipal government; and (2) in executing projects hand-in-hand with municipal officials, RAMP UP builds capacity with a clear learning-by-doing approach, solidifying the GIRoA's capacity to sustainably deliver services to citizens in the long term.
- **CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level:** Activities implemented under this CLIN directly support the growth of local economic development and strengthening of revenue generation, and thereby the municipality's ability to finance its service offerings and operating costs. As RAMP UP activities under CLINs 1 and 2 strengthen municipal capacity and service delivery, activities under CLIN 3 use the capacity, service improvements, and infrastructure to facilitate business growth and job creation.

# PART ONE: EXTERNAL SURVEY GARDEZ CITY



---

October 2010

## TABLE OF FIGURES

FIGURE 1: QUALITY OF LIFE IN GARDEZ.....	11
FIGURE 2: JOB OPPORTUNITIES IN GARDEZ.....	12
FIGURE 3: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR.....	12
FIGURE 4: HEAD OF HOUSEHOLD EMPLOYMENT STATUS.....	12
FIGURE 5: OVERALL, HOW WELL IS THE CITY PROVIDING THE SERVICES YOU THINK THEY SHOULD PROVIDE? .....	13
FIGURE 6: TRASH DISPOSAL METHOD.....	14
FIGURE 7: SATISFACTION WITH TRASH DISPOSAL METHOD.....	15
FIGURE 8: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY .....	16
FIGURE 9: WHO DO YOU PAY FOR TRASH SERVICE?.....	16
FIGURE 10: QUALITY OF CITY TRASH SERVICES.....	17
FIGURE 11: DRINKING WATER SOURCES.....	18
FIGURE 12: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE .....	18
FIGURE 13: WHO DO YOU PAY FOR WATER SERVICE? .....	19
FIGURE 14: IF YOU PAY FOR WATER SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	19
FIGURE 15: ELECTRICITY SOURCES .....	20
FIGURE 16: WHO DO YOU PAY FOR ELECTRICITY SERVICE? .....	20
FIGURE 17: IF YOU PAY FOR ELECTRICITY SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	21
FIGURE 18: QUALITY OF CITY ELECTRICITY SERVICES.....	21
FIGURE 19: TYPE OF TOILET IN HOME .....	22
FIGURE 20: TYPE OF DRAINAGE FOR WASTE WATER.....	22
FIGURE 21: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES .....	23
FIGURE 22: QUALITY OF CITY ROADS AND ROAD SERVICES.....	23
FIGURE 23: AVAILABILITY OF CITY PARKS .....	24
FIGURE 24: QUALITY OF CITY PARKS .....	24
FIGURE 25: QUALITY OF CITY MARKET .....	25
FIGURE 26: FAMILY CAN AFFORD FOOD AT THE MARKET.....	26
FIGURE 27: MUNICIPAL SERVICE PRIORITIES.....	27
FIGURE 28: IF YOU HAVE A PROBLEM WITH SOMETHING RELATED TO THE CITY, WHO WOULD YOU CONTACT? .....	28
FIGURE 29: WHO IS YOUR MAYOR? .....	28
FIGURE 30: CONTACT WITH CITY GOVERNMENT.....	28
FIGURE 31: IF YOU PAY SAFAYI, HOW MUCH DO YOU PAY PER MONTH? .....	29
FIGURE 32: IF YOU ASKED YOUR MUNICIPAL GOVERNMENT TO FIX YOUR STREET, WHAT DO YOU THINK WOULD HAPPEN? .....	29
FIGURE 33: HOW OFTEN DO YOU THINK LOCAL GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU?.....	30
FIGURE 34: HOW MUCH INFLUENCE DO YOU THINK SOMEONE LIKE YOU CAN HAVE OVER GOVERNMENT DECISIONS? .....	30
FIGURE 35: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE IN YOUR CITY?.....	31
FIGURE 36: LEVEL OF CORRUPTION.....	32
FIGURE 37: CHANGE IN LEVEL OF CORRUPTION IN LAST YEAR .....	32
FIGURE 38: WHEN YOU WERE IN CONTACT WITH GOVERNMENT OFFICIALS IN THE PAST YEAR, HAVE YOU HAD TO GIVE CASH, A GIFT OR PERFORM A FAVOR FOR AN OFFICIAL? .....	33
FIGURE 39: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS .....	34
FIGURE 40: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION .....	34
FIGURE 41: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN GOVERNMENT .....	34

## INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services.

This report outlines the results for the baseline survey conducted in Gardez. In-person interviews were conducted with 313 residents from August 15, 2010 to August 31, 2010.

## DEMOGRAPHICS

Enumerators visited 313 houses in Gardez and interviewed one representative in each home. Of those interviewed, 16% were women, 74% were married and 36% had never attended school. Half the respondents were 30 years old or younger. Most households (74%) had 10 or more people. About one-third of the households leased their homes and two-thirds owned their homes. Most owners had a Qabala or other proof of tenure.

## OVERVIEW

Most residents rated the quality of life in Gardez as good or fair. Almost all the heads of households were employed full time and many residents thought that employment opportunities had increased in the past year.

The job their city government was doing providing services was rated as somewhat bad or very bad by most residents.

- Gardez residents generally disposed of trash in the street or their yards. The City did not remove trash from streets and the cleanliness of streets were rated as poor. City trash services also received poor ratings.
- Most residents got their drinking water from wells or public standpipes, but their electricity came from government generators. They were satisfied with the number of days they received electricity but many said the hours per day it was available and the price were poor.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. The condition of drainage canals and the services to clean, repair and construct the ditches were most often rated as poor.
- Highways and main city roads were generally in better condition than neighborhood streets, which received poor ratings. Ratings for street repair and construction services were divided with many saying they were good and many saying they were poor.
- Almost no residents had access a park either nearby or further away.
- When asked to prioritize services, the top three priorities for residents were providing a new dump site for trash disposal, provision of public trash containers and ditch cleaning.

Most residents did not know who their mayor was but 66% had contacted the municipality to request a service or get help with a problem. Residents were divided in how much confidence they had in their government.

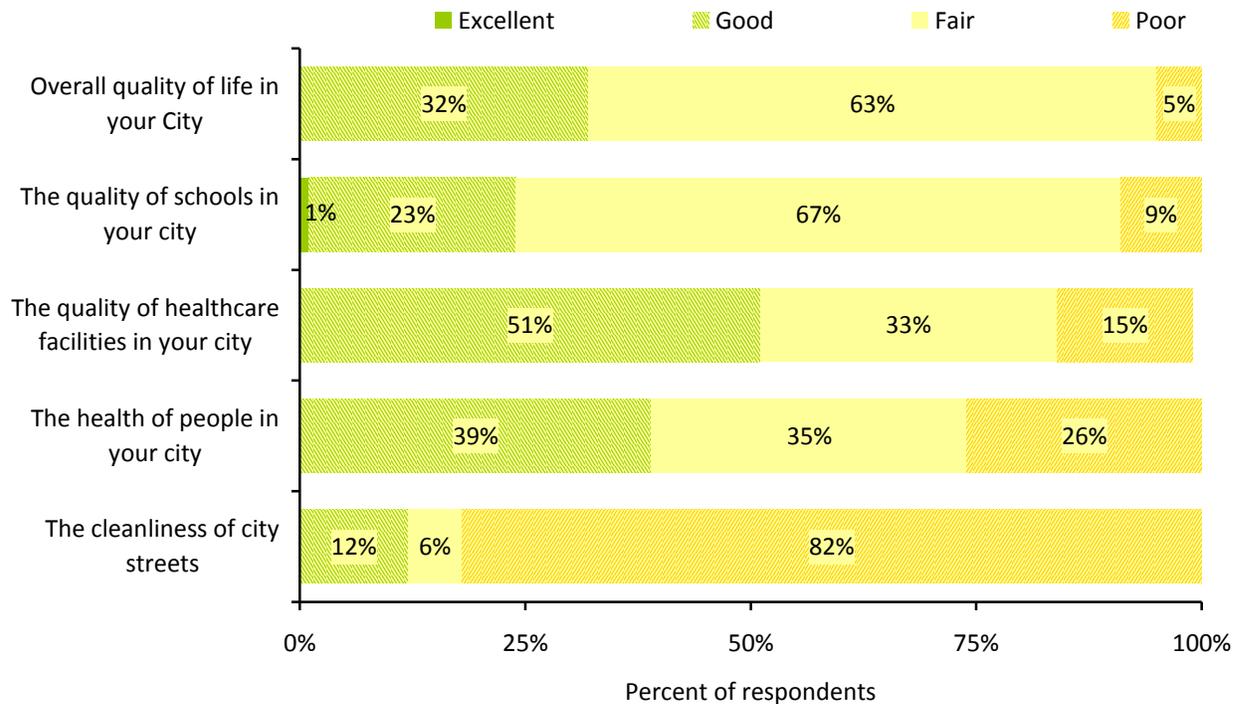
- Only four in ten thought their local government was sometimes or almost always working to serve people like them but 57% thought they could have a lot or a least a little influence on local government decision-making.
- Only about one-quarter had at least some or a great deal of trust that local government was conducting activities for their benefit, while about 40% had at least some or a great deal of trust that the provincial and national governments were. About half the residents said they had no trust that local religious leaders were conducting activities for their benefit.
- Most residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials, four in ten said they were never asked or only in isolated cases.
- Like other cities, almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.

- A majority of residents in Gardez, regardless of gender, were strongly or somewhat supportive of women having equal access to education and participation in government.

## QUALITY OF LIFE

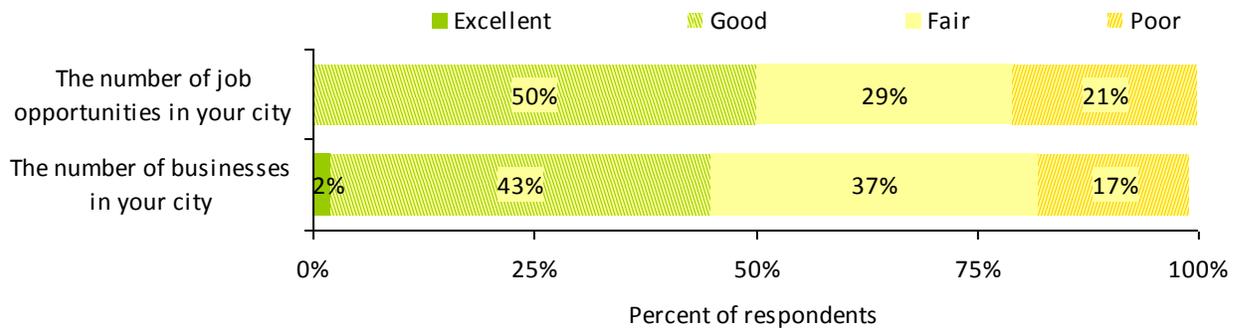
Residents of Gardez were most likely to rate the quality of life in their city as fair, but 32% thought it was good and 5% thought it was poor. Most residents (82%) rated the cleanliness of city streets as poor. While 26% thought the health of people in the city was poor, 38% thought it was good. Additionally, 51% thought healthcare facilities were good.

**Figure 1: Quality of Life in Gardez**



## EMPLOYMENT

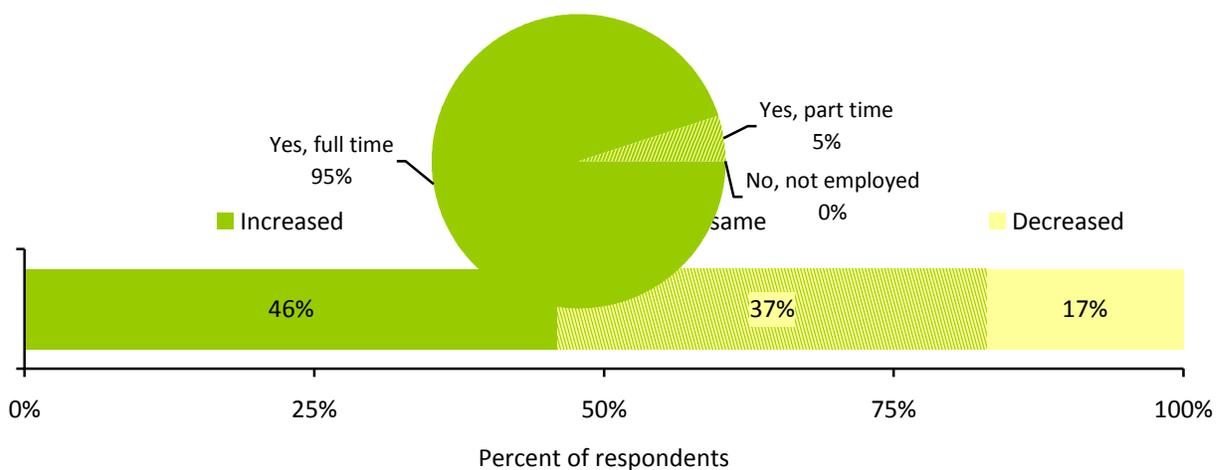
Every head of household at the homes interviewed was employed; 95% full time and 5% part time and half of the residents rated the number of job opportunities in the city as good. Many (46%) were also optimistic that the number of jobs had increased in the past year.



**Figure 2: Job Opportunities in Gardez**

**Figure 3: Change in Job Opportunities in Last Year**

**Figure 4: Head of Household Employment Status**

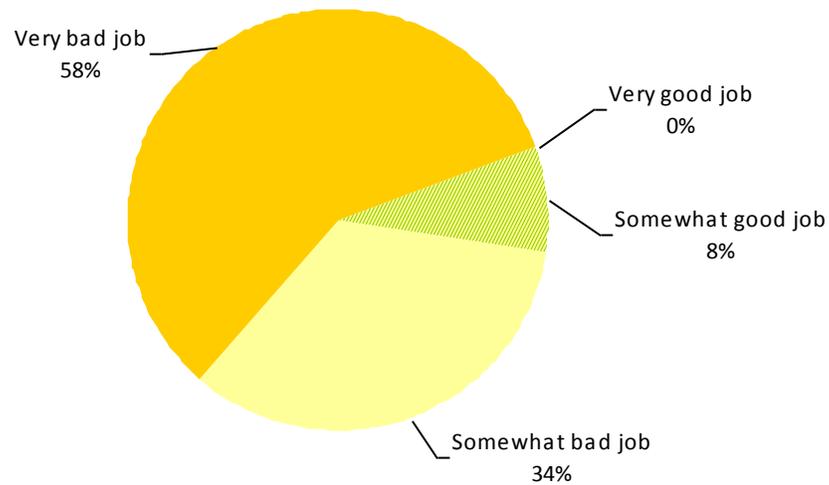


## SERVICES

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

Residents of Gardez gave the municipality low marks for service delivery; 58% said they were doing a very bad job providing services and 34% thought they were doing a somewhat bad job.

**Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?**

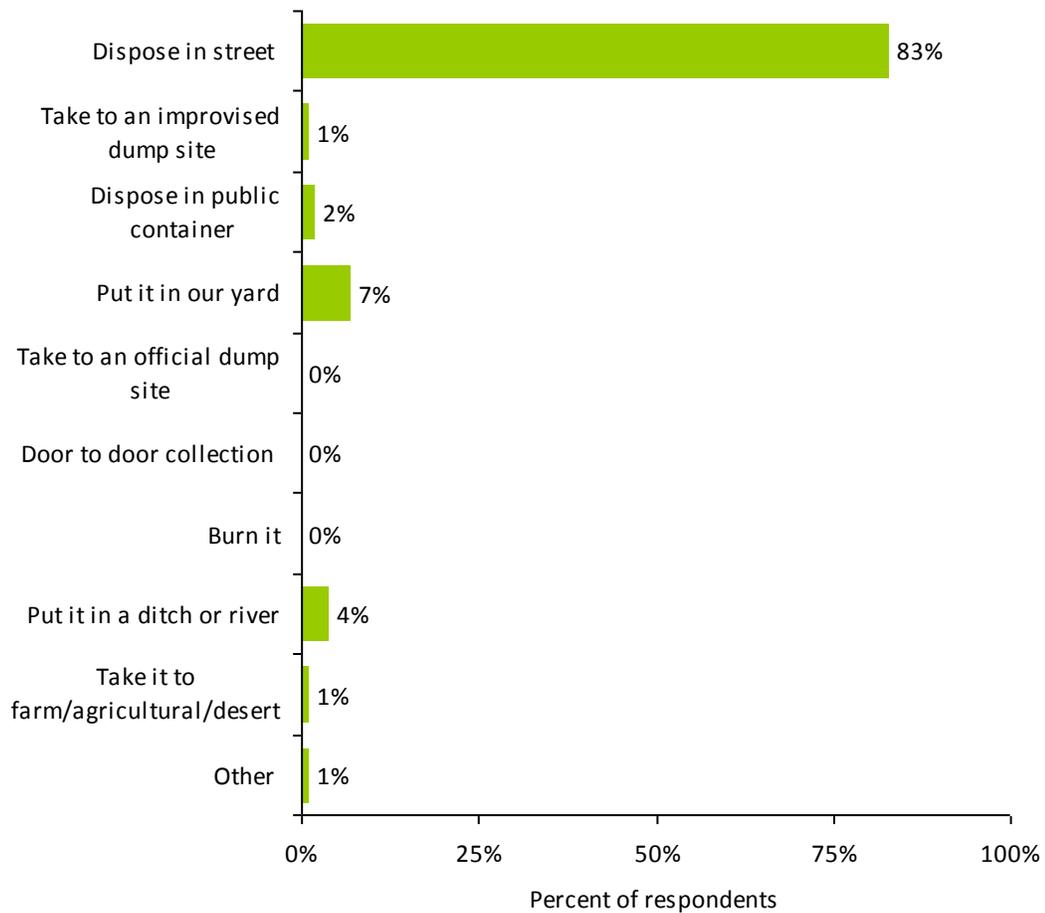


## SOLID WASTE

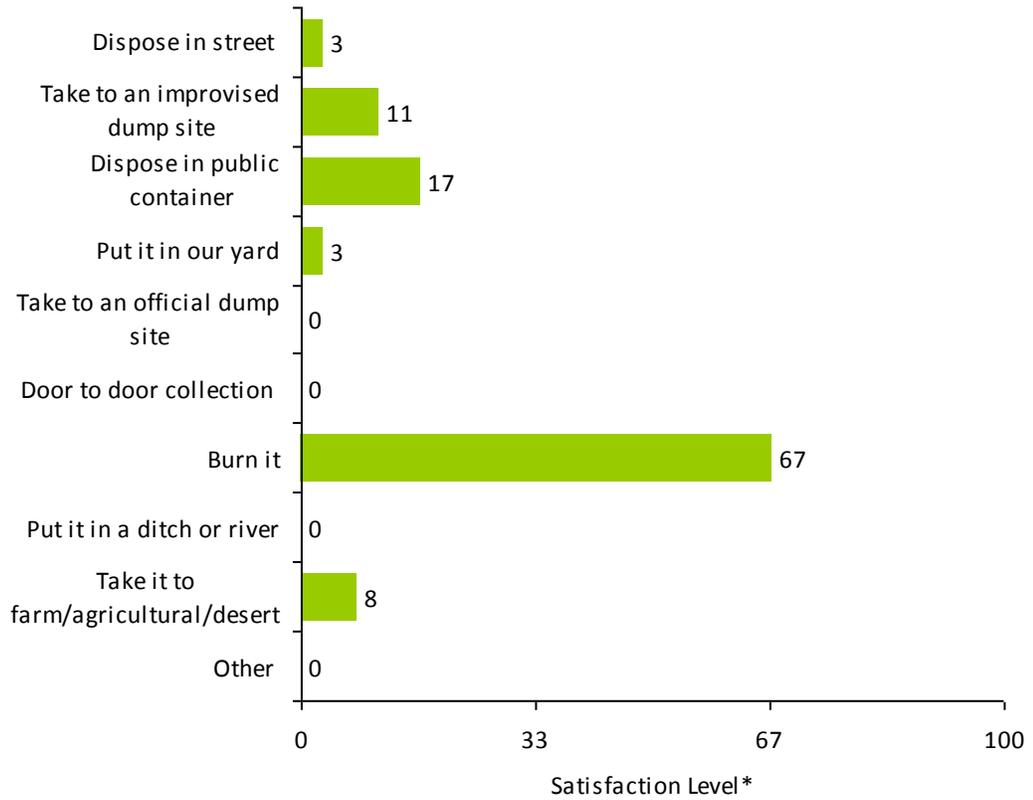
Poor ratings for street cleanliness were understandable given that 83% of residents dispose of their trash in the streets, and others put it in their yards or a ditch or river. Almost no one uses an official dump or public container.

Residents were generally very dissatisfied with the way they are disposing of trash, only the less than 1% who are burning their trash were somewhat satisfied with the method.

**Figure 6: Trash Disposal Method**



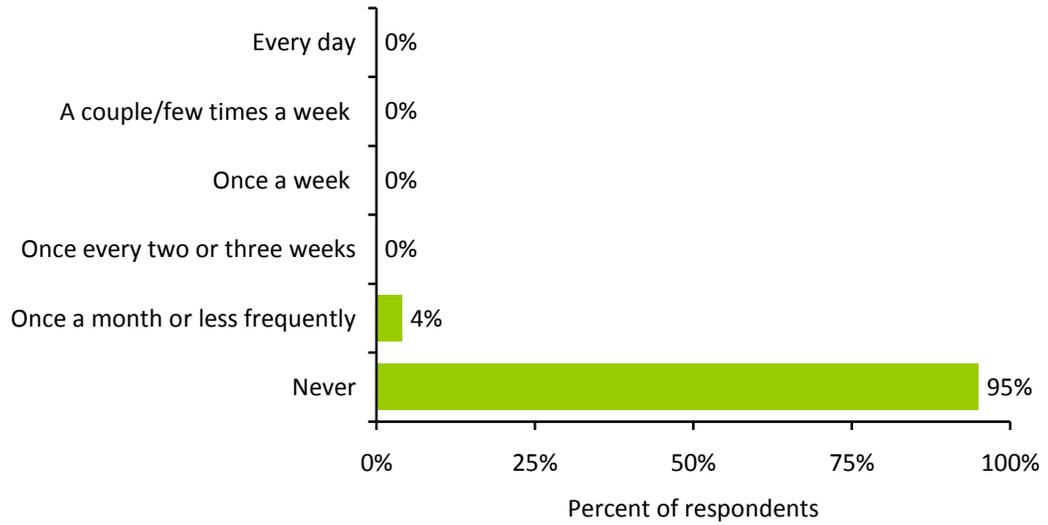
**Figure 7: Satisfaction with Trash Disposal Method**



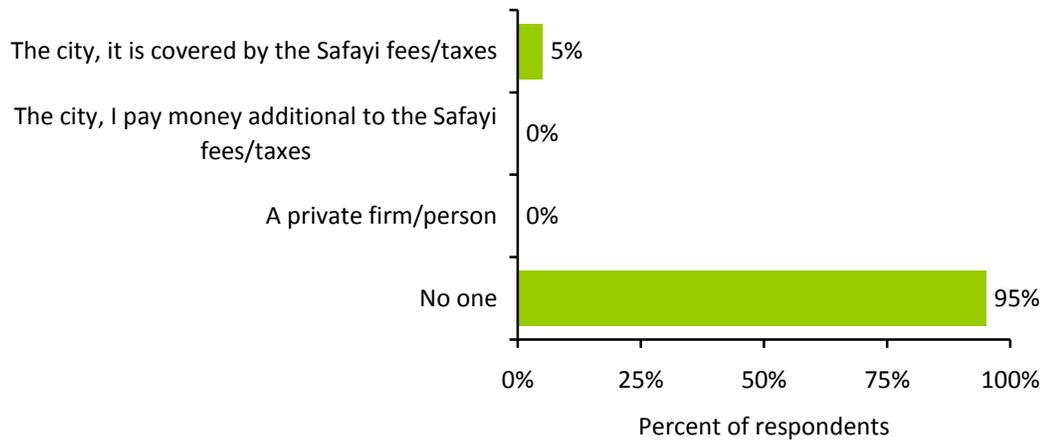
*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

Most residents said the city did not remove trash from the streets. However, a few residents (4%) thought trash was removed once a month or less frequently. When asked if they paid the city for this service, those who had some service, said they thought it was covered by the Safayi tax or fee.

**Figure 8: Frequency of Trash Removal from Street by City**

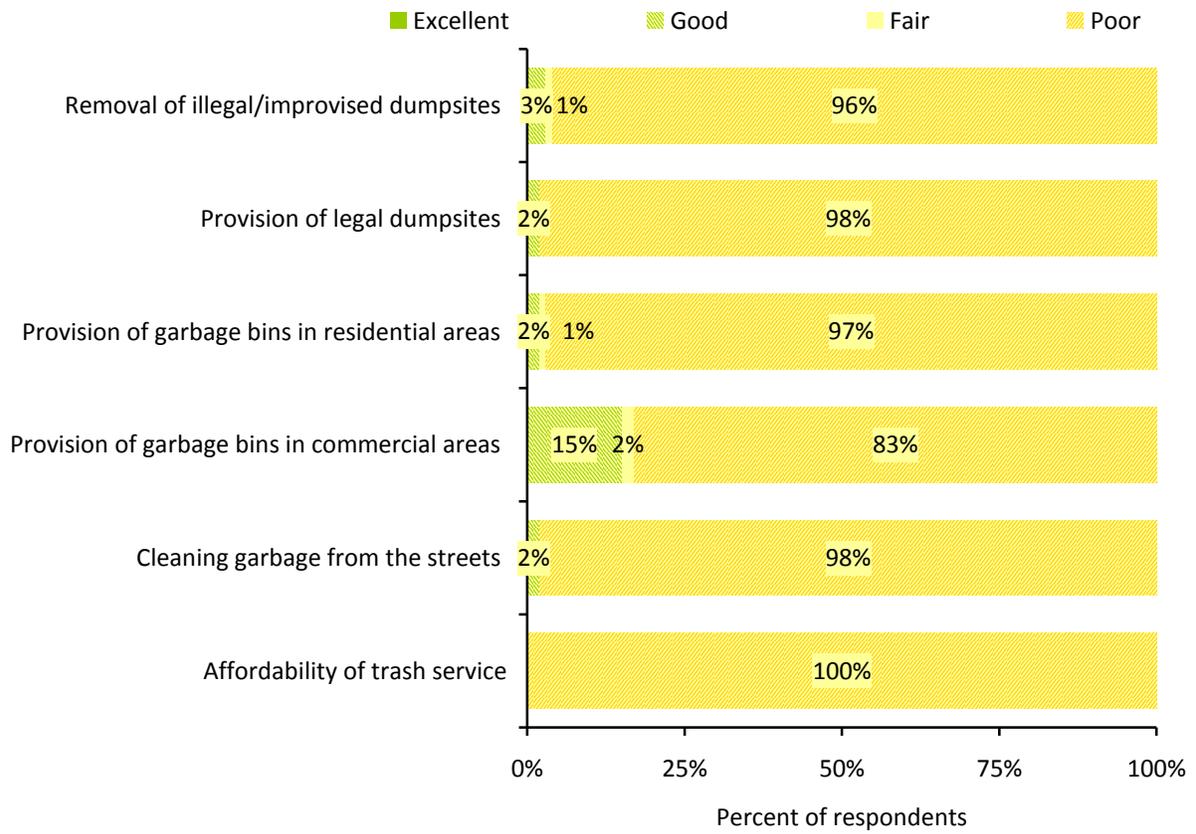


**Figure 9: Who Do You Pay for Trash Service?**



Trash service was infrequent and unpaid for and residents gave it poor ratings.

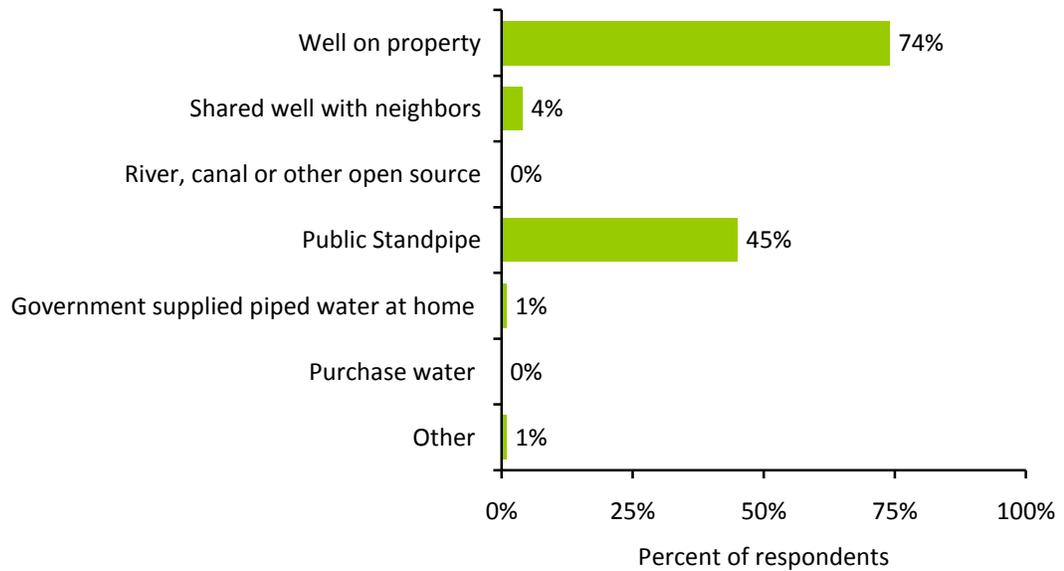
**Figure 10: Quality of City Trash Services**



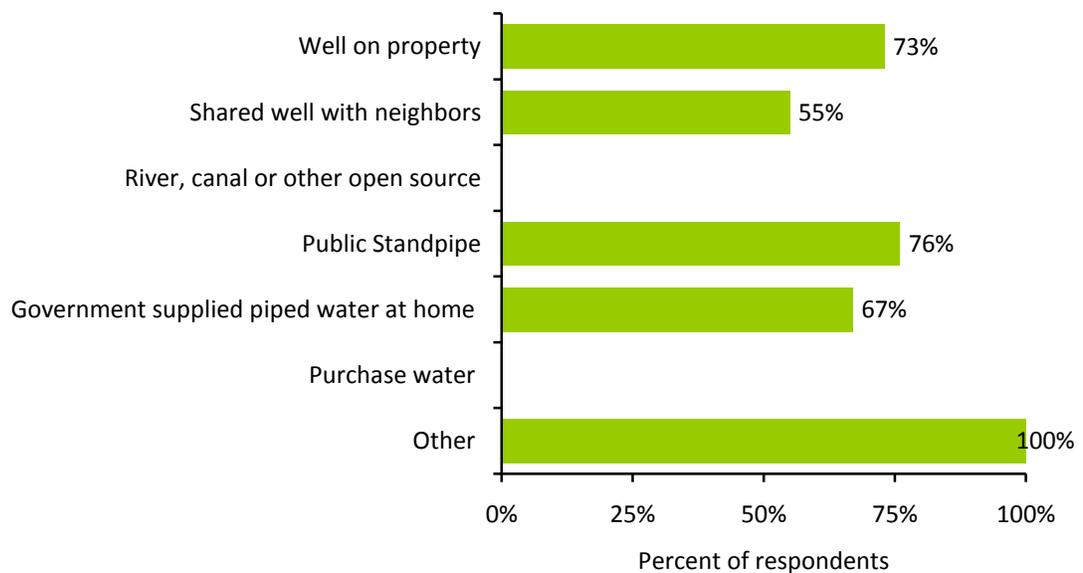
## WATER

Households in Gardez generally had a well for drinking water on their property, but many also used a public standpipe for water. About 1% of families said they received piped water from the government, but this service was not provided. Most families in Gardez had experienced a waterborne illness in the prior year, regardless of their water source.

**Figure 11: Drinking Water Sources**

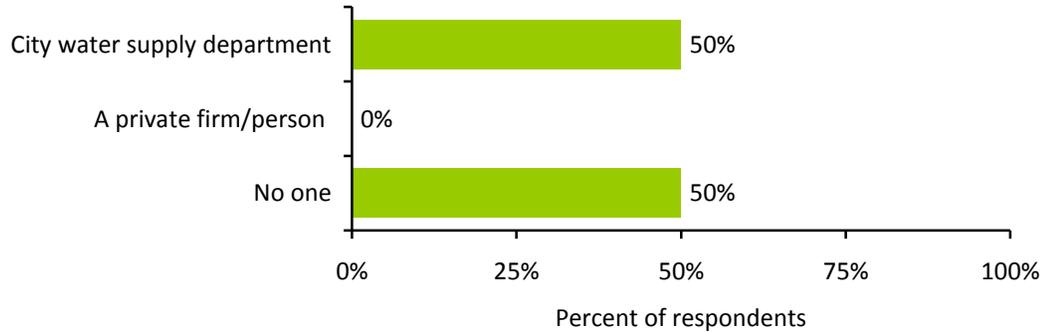


**Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source**

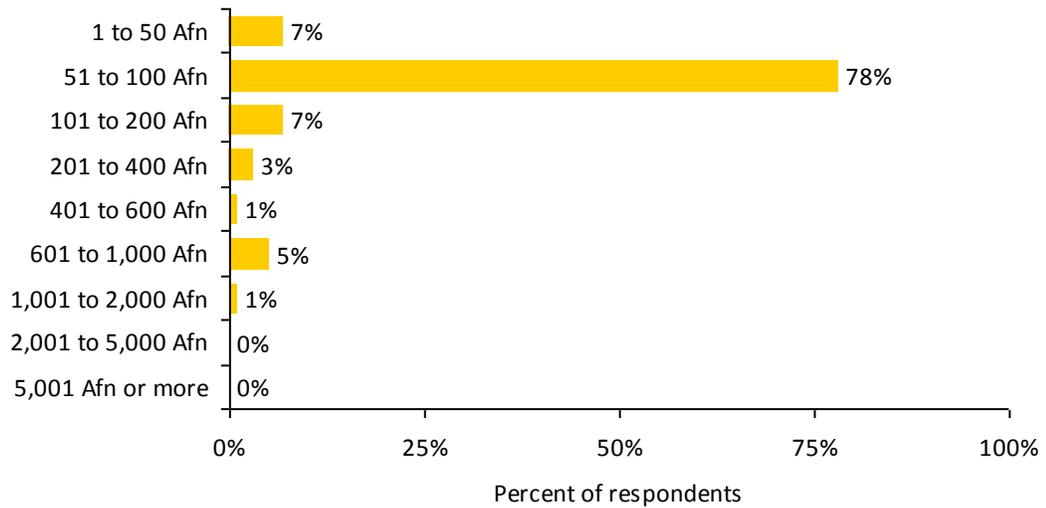


Those who used the public standpipe indicated that they paid the city for that water. Most paid 51 to 100 Afn per month.

**Figure 13: Who Do You Pay for Water Service?**



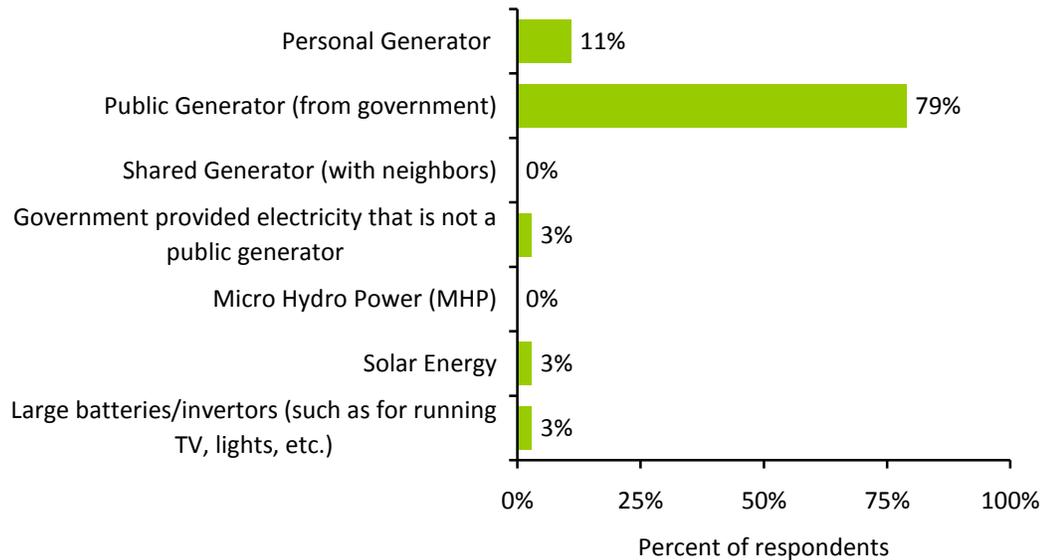
**Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?**



## ELECTRICITY

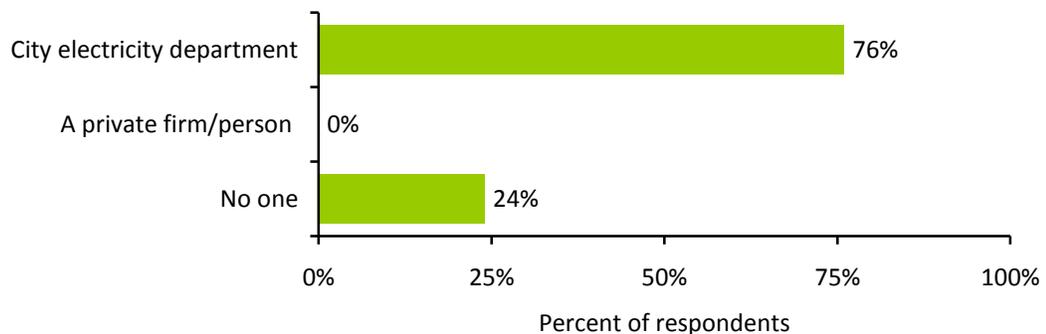
For most households in Gardez, electricity is supplied through a generator; for 79% it is from a public generator and for 11% it is from a personal generator.

**Figure 15: Electricity Sources**

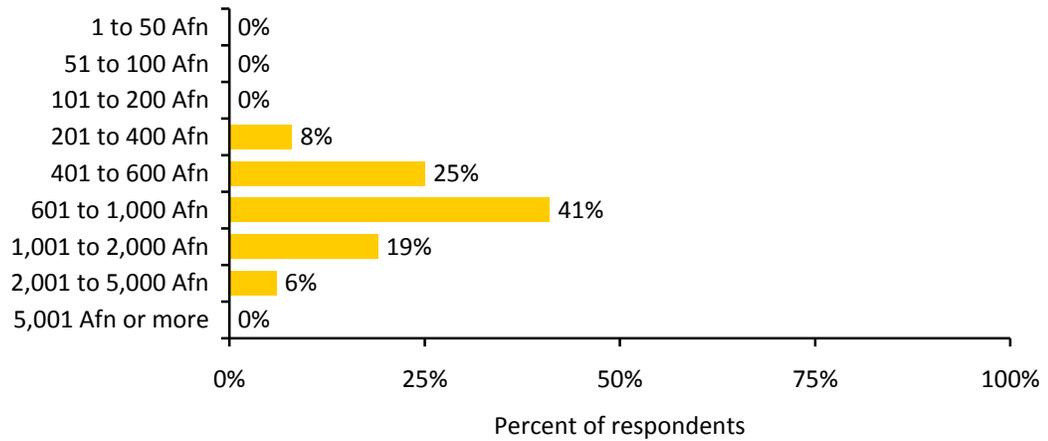


Respondents using government supplied electricity paid for this service. How much they paid ranged from 200 to 5,000 Afn per month. The amount of electricity they were paying for is not known.

**Figure 16: Who Do You Pay for Electricity Service?**

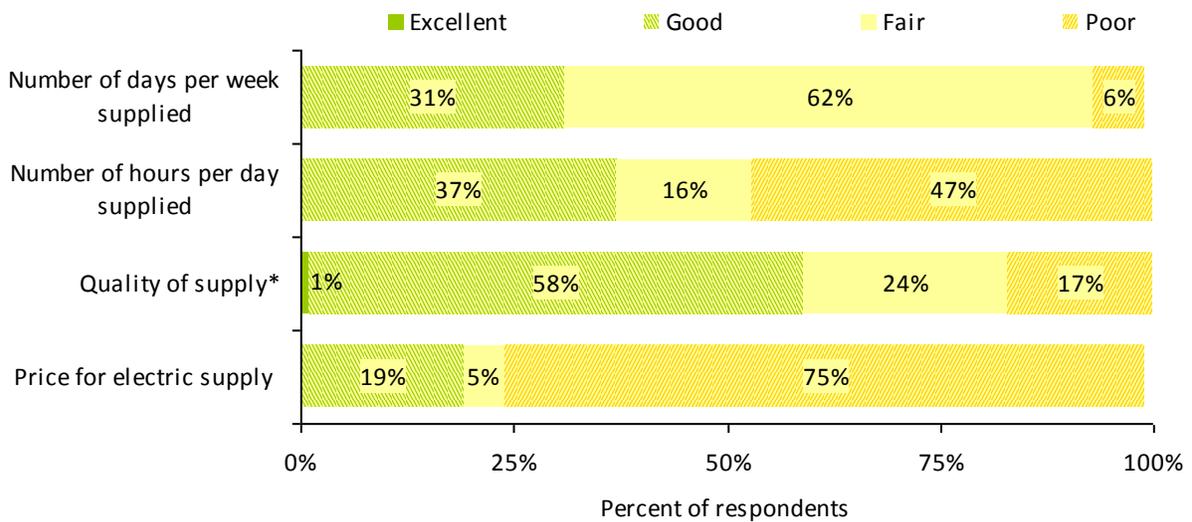


**Figure 17: If You Pay for Electricity Service, How Much Do You Pay Per Month?**



Most of those who received electricity from the government were happy with the quality of the transmission but many would like to have electricity for more hours on the days of service and most would like to see lower prices.

**Figure 18: Quality of City Electricity Services**

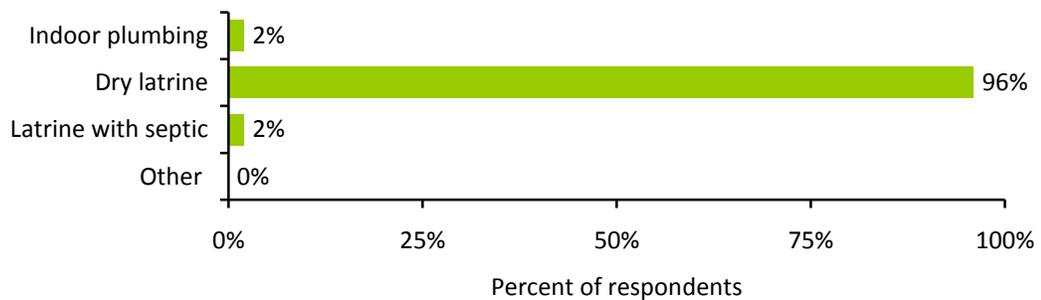


*\*Electricity power and cut outs during service hours.*

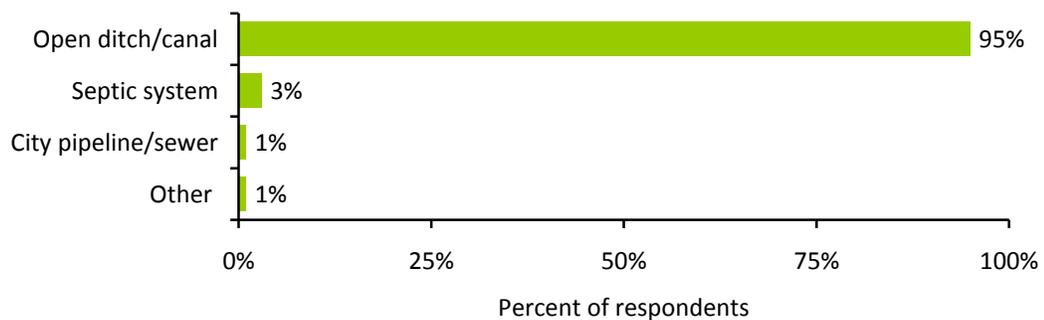
## ROADS, DRAINAGE AND SANITATION

Almost all homes in Gardez had a dry latrine for their toilet and they drained wastewater to an open ditch or canal. Residents gave poor ratings to the condition of the drainage ditches as well as ditch cleaning and repair services. Residents were split in their ratings of the condition of larger ditches and canals and ditch construction services, many gave them a good rating and many gave them a poor rating.

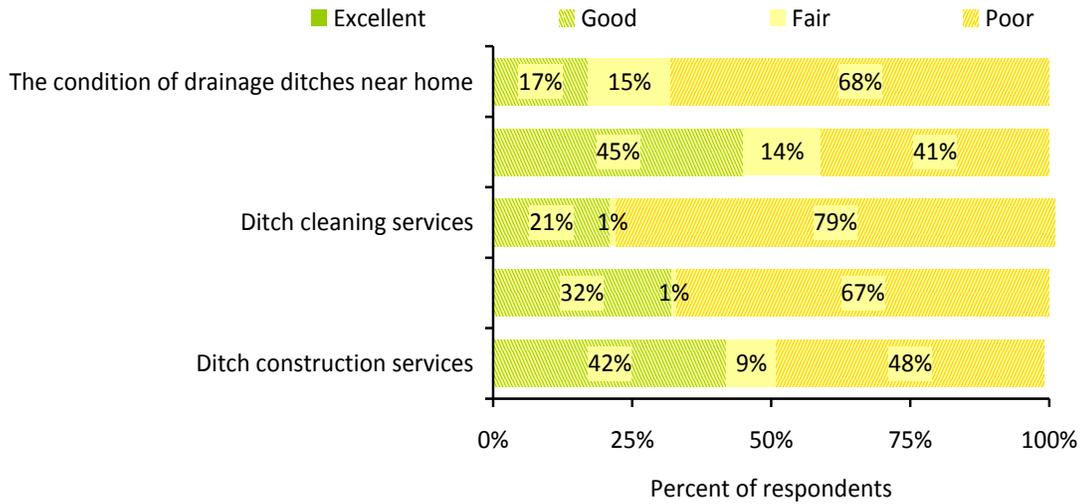
**Figure 19: Type of Toilet in Home**



**Figure 20: Type of Drainage for Waste Water**

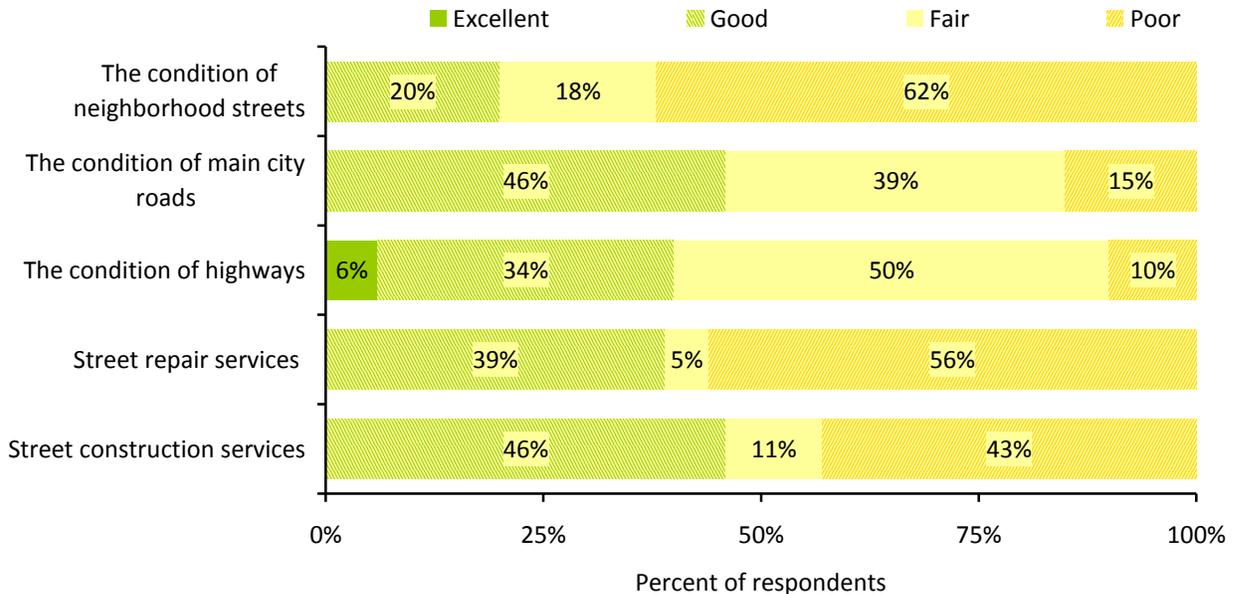


**Figure 21: Quality of City Drainage and Drainage Services**



Residents of Gardez thought main roads and highways were in much better condition than their neighborhood streets. While 56% rated street repair services as poor and 43% rated street construction services as poor, many others thought these services were good.

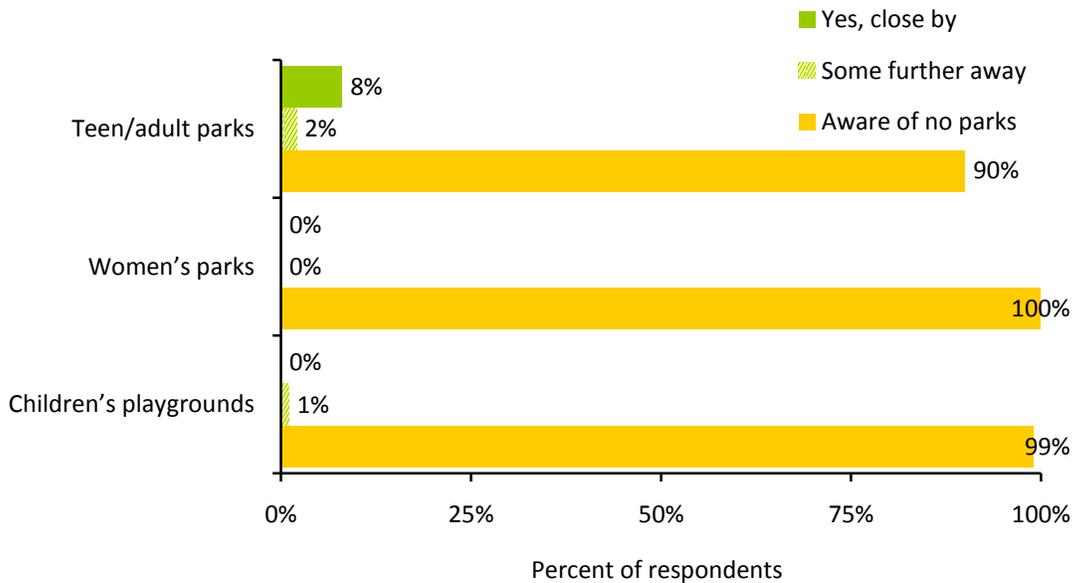
**Figure 22: Quality of City Roads and Road Services**



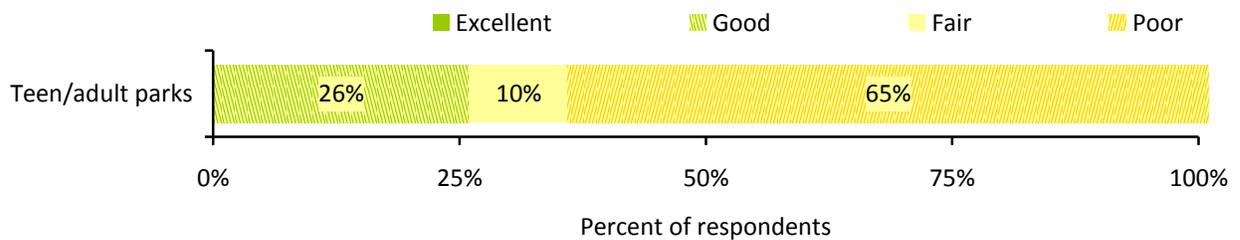
## GREEN AREAS AND PARKS

Only 8% of Gardez residents had parks nearby and none of these were for women or children. Most of those who had access to a park rated it as poor.

**Figure 23: Availability of City Parks**



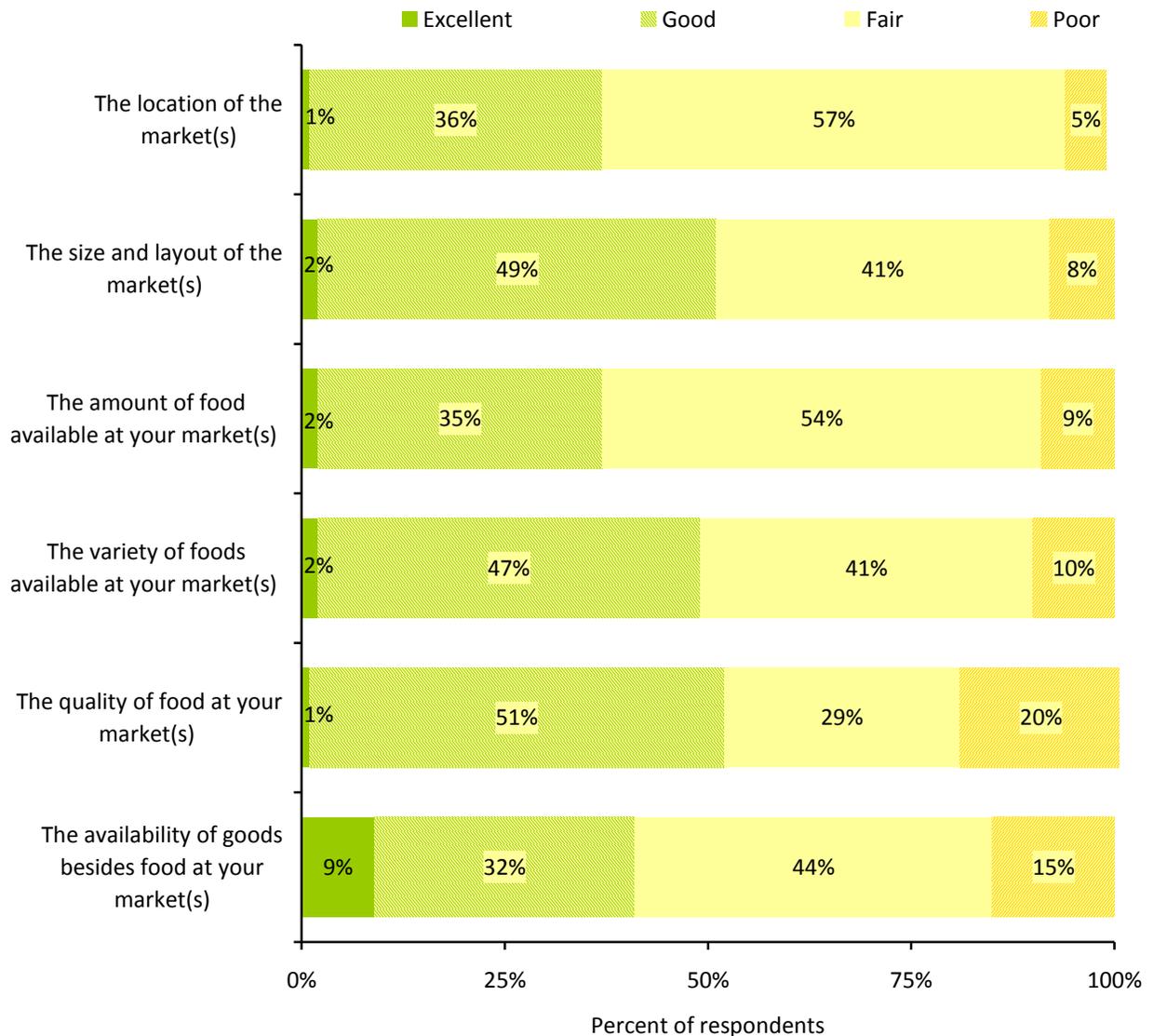
**Figure 24: Quality of City Parks**



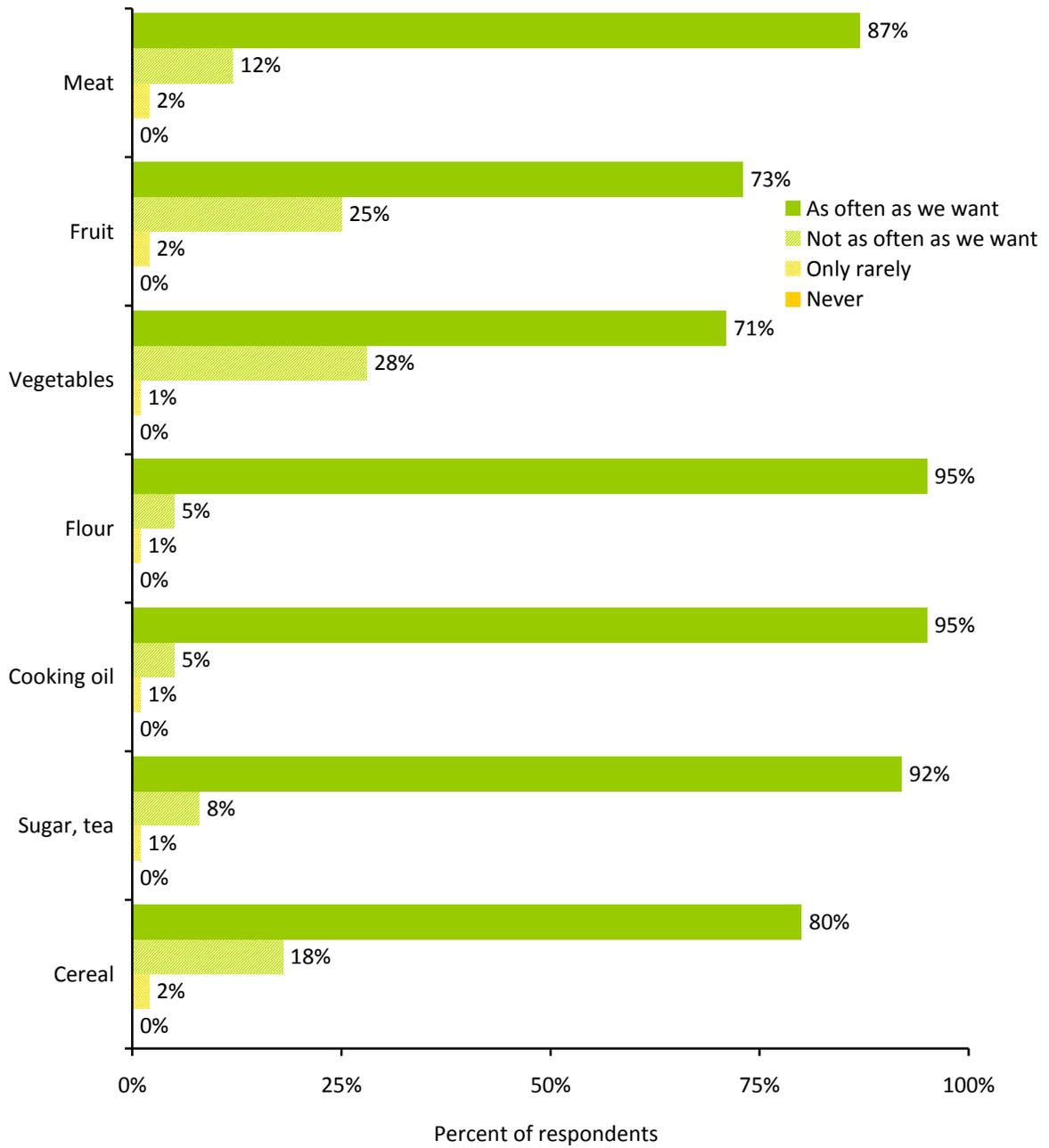
## MARKET

Residents of Gardez were generally content with their market, rating most aspects as at least fair, but 20% thought the quality of the food at the market was poor. Unlike many other cities, most residents were able to afford meat, fruit and vegetables whenever they wanted.

**Figure 25: Quality of City Market**



**Figure 26: Family Can Afford Food at the Market**



## SERVICE PRIORITIES

As Gardez residents' lowest service ratings were for trash services and most currently dispose of their trash in the streets, it is not surprising that their top priority for municipal services is a new dump site and the second priority is public containers for trash in residential and commercial areas.

Ditch cleaning, repair and construction and street repair were also named in the top three priorities by about one third of residents.

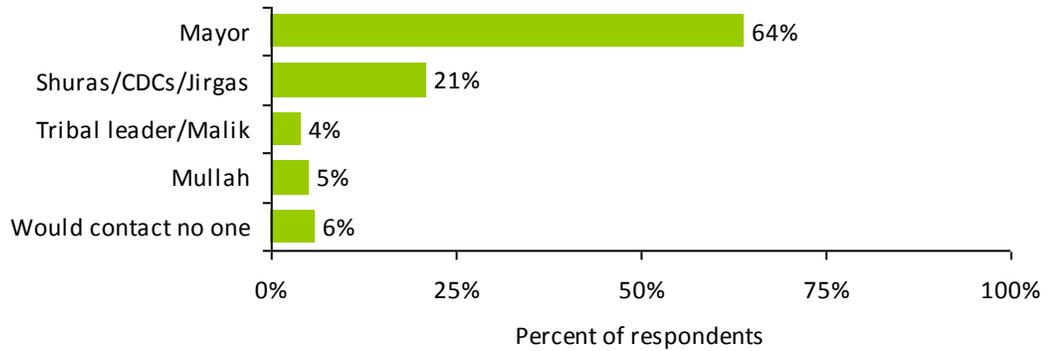
**Figure 27: Municipal Service Priorities**

	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
A new dump site for trash to reduce leaching into water and the spread of disease	39%	17%	18%	26%
Public containers for trash in residential and commercial areas	21%	13%	14%	52%
Ditch cleaning, repair and construction	6%	24%	15%	54%
Street repair	16%	10%	10%	65%
Supplying clean drinking water	4%	13%	16%	66%
Provide green areas/parks	3%	13%	15%	70%
Provide electricity service	9%	7%	10%	73%
Provide a new area for a market	2%	3%	2%	94%

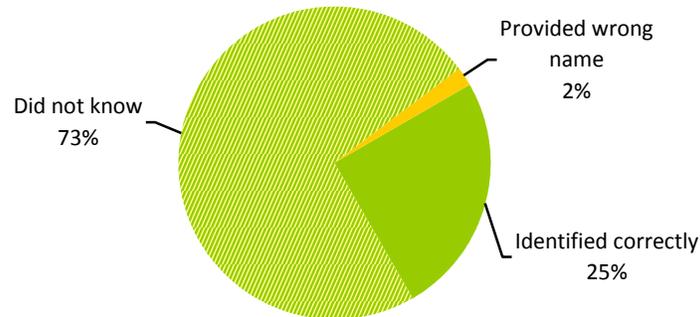
## GOVERNANCE

While only 25% of residents could correctly identify the mayor, 64% said they would seek the mayor out if they had a problem related to the City. Most residents (66%) had contacted the municipal government at sometime in the past to solve a problem or get a service.

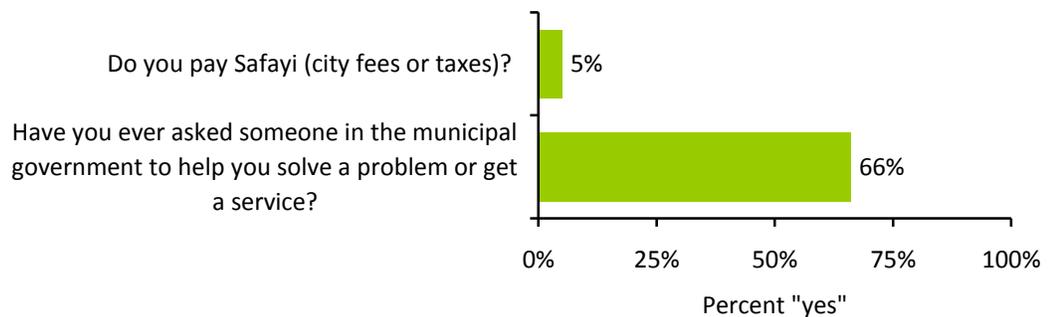
**Figure 28: If You Have a Problem with Something Related to the City, Who Would You Contact?**



**Figure 29: Who Is Your Mayor?**

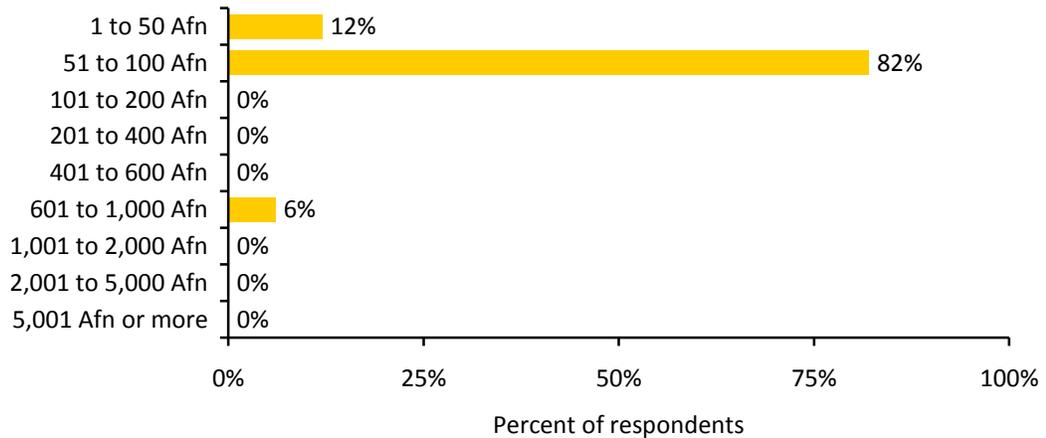


**Figure 30: Contact with City Government**

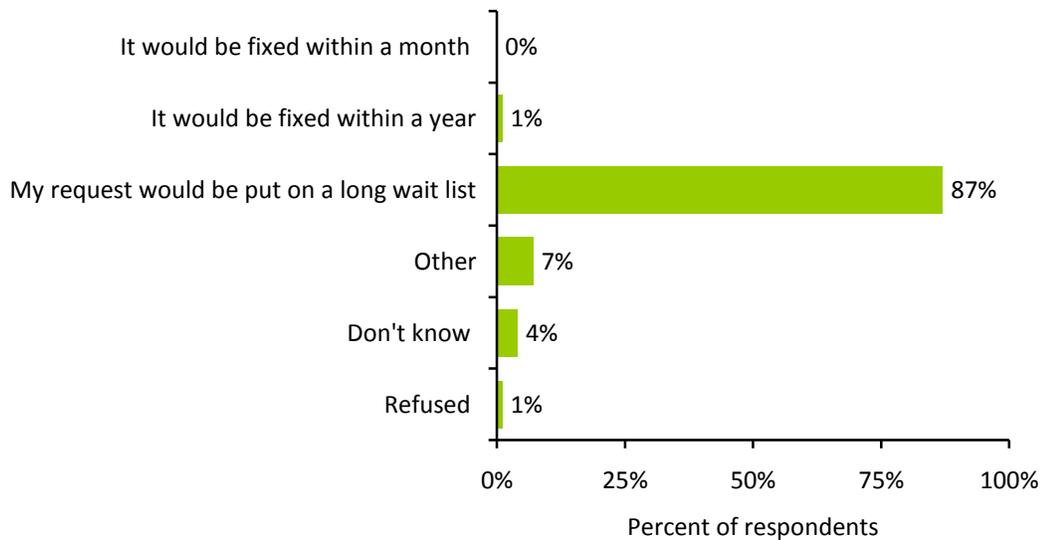


Only 5% of residents said they paid Safayi taxes or fees and most paid under 100 Afn per month. When asked what they thought would happen if they contacted the City to have their street fixed, only 1% thought it would be fixed within the year, most others thought it would be added to a long wait list.

**Figure 31: If You Pay Safayi, How Much Do You Pay Per Month?**

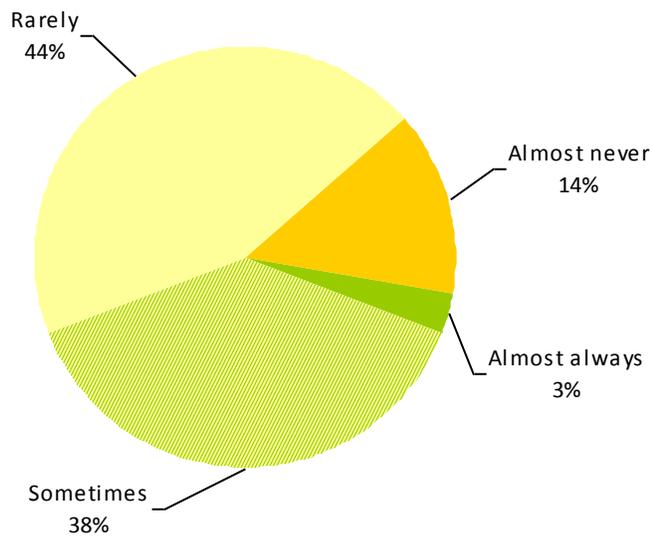


**Figure 32: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?**

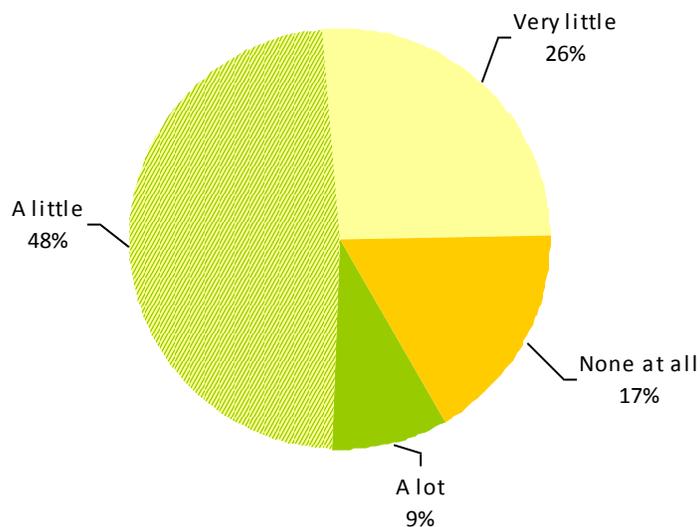


Residents were split over how much their needs were considered by local government officials. About 60% thought the local government officials rarely or never worked on their behalf and 43% thought they could have very little or no influence on government decision making. While about 40% were more optimistic, saying they thought local government officials sometimes or always worked on their behalf and 57% thought they could have at least a little influence on government decision making.

**Figure 33: How Often Do You Think Local Government Officials Are Working to Serve People Like You?**

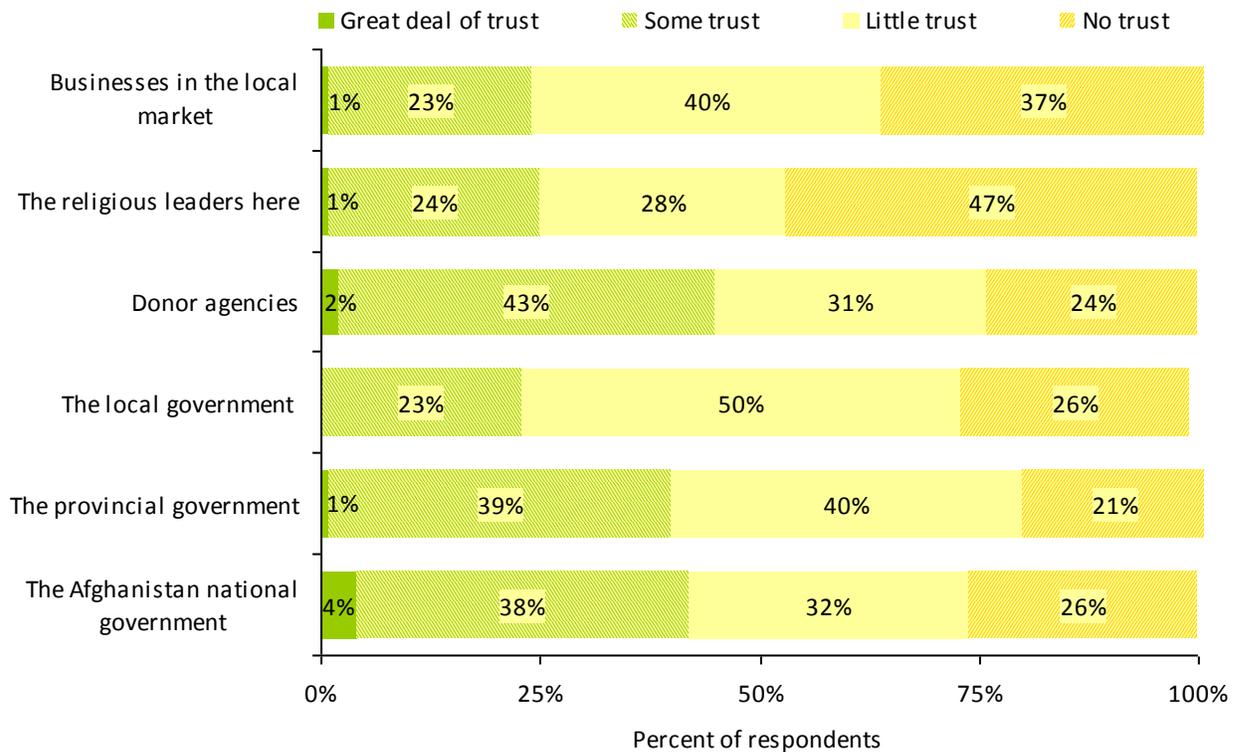


**Figure 34: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?**



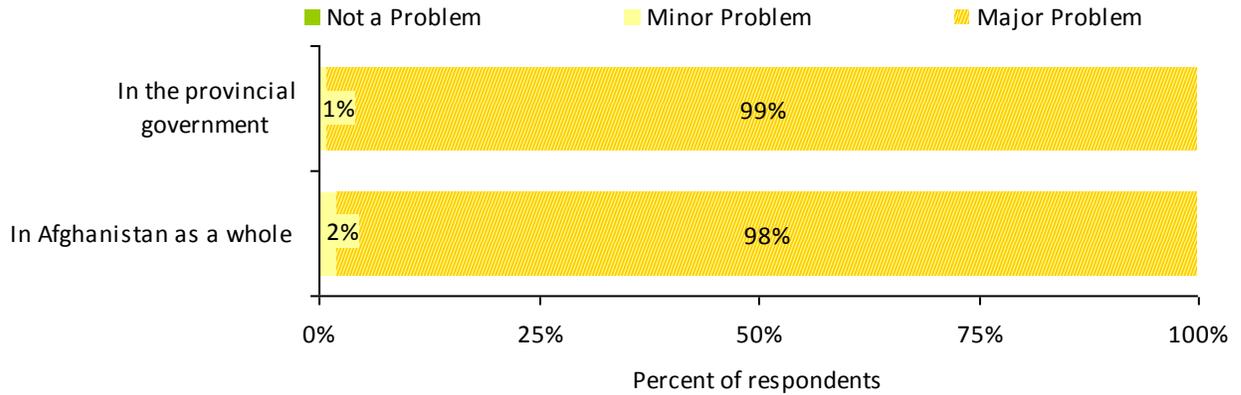
Trust that representatives were conducting activities to benefit the people was higher for representatives who were further away. Forty-five percent of residents had at least some trust in donor agencies and about 40% had at least some trust in the provincial and national government but only 23% had at least some trust in local government. Almost half of the residents had no trust that local religious leaders were conducting activities to benefit the people.

**Figure 35: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?**

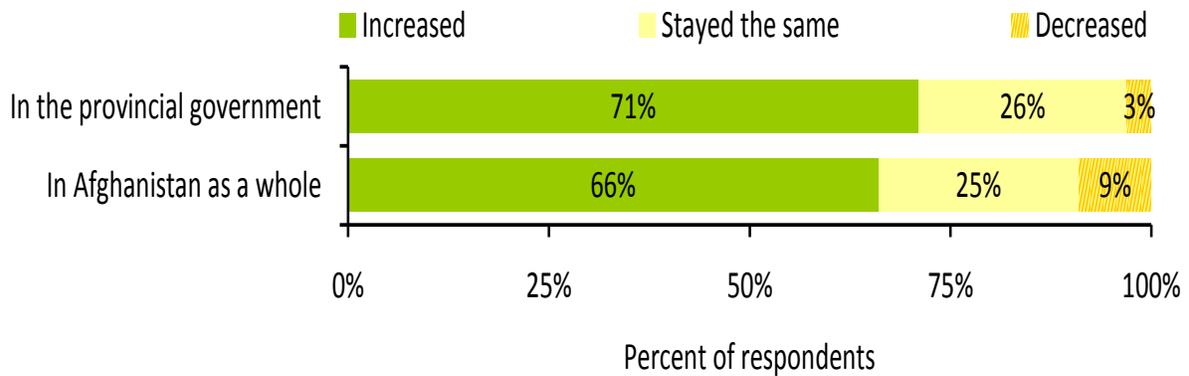


While many residents had some trust in the provincial and national government, almost every resident thought corruption was a major problem in the provincial government and Afghanistan as a whole and that the corruption had increased in the past year.

**Figure 36: Level of Corruption**

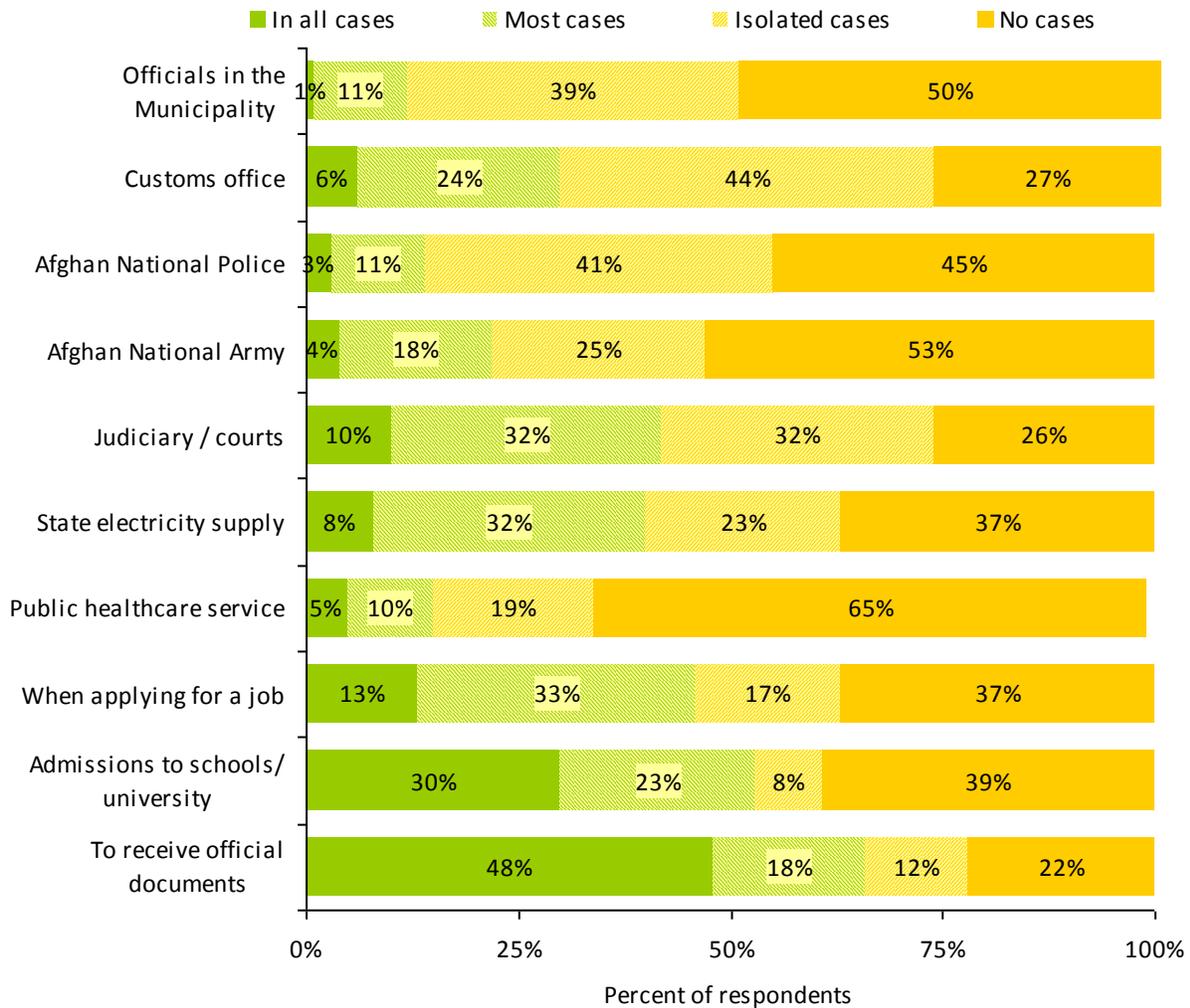


**Figure 37: Change in Level of Corruption in Last Year**



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, 63% said they were asked to give cash, gift or a favor in most or all cases. About 4 in 10 residents dealing with the Afghan national police or the judiciary or court were also asked to give cash, gift or a favor in most or all cases.

**Figure 38: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?**

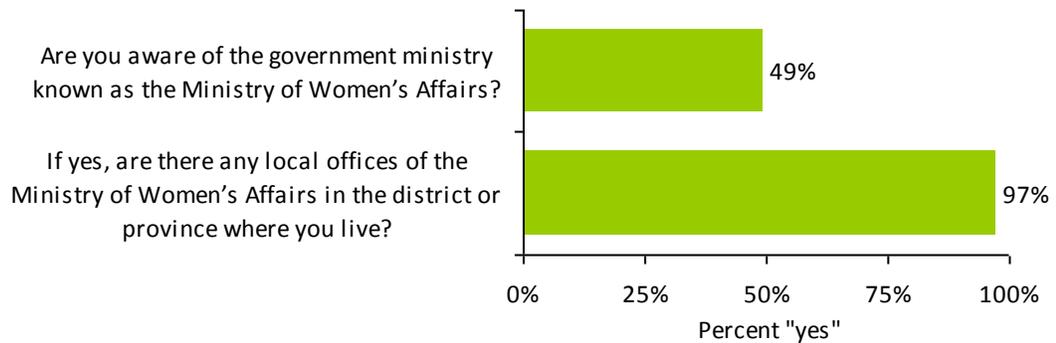


*Note: Only for those who had contact with Government Official*

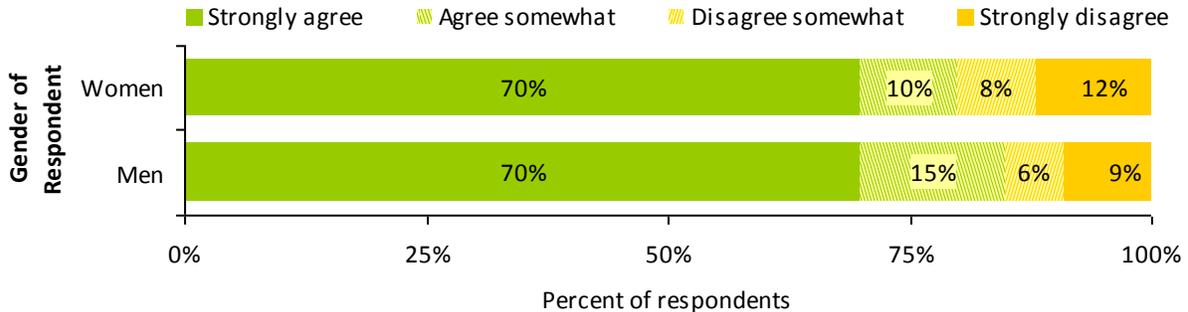
## WOMEN IN SOCIETY

About half the residents had heard of the Ministry of Women’s Affairs and all of these people thought there was an office in their district or province. Most residents thought that women should be given equal opportunities in education and to participate in government.

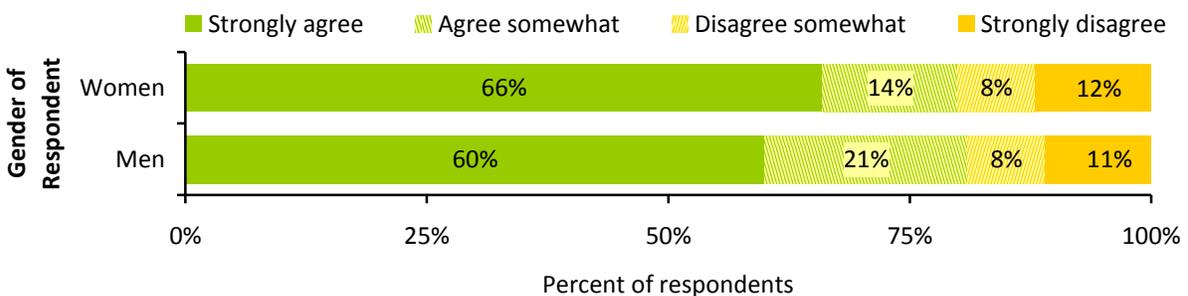
**Figure 39: Awareness of Ministry of Women’s Affairs**



**Figure 40: Agreement that Women Should Have Equal Opportunities Like Men In Education**



**Figure 41: Agreement that Women Should Have Equal Opportunities Like Men In**



## Government

# APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

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

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	120	38%
6-10 years	63	20%
11-20 years	92	29%
21-40 years	36	12%
41 or more years	2	1%
Total	313	100%

Q1 Average Number of Years Lived in City	
Average years in Gardez	11

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Overall quality of life in Gardez	0	0%	101	32%	197	63%	15	5%	0	0%	0	0%	313
The quality of schools in your city	3	1%	72	23%	210	67%	28	9%	0	0%	0	0%	313	100%
The quality of healthcare facilities in your city	1	0%	160	51%	104	33%	47	15%	0	0%	0	0%	312	100%
The health of people in your city	0	0%	121	39%	111	35%	81	26%	0	0%	0	0%	313	100%
The cleanliness of city streets	1	0%	37	12%	19	6%	255	81%	1	0%	0	0%	313	100%
The number of job opportunities in your city	0	0%	156	50%	90	29%	66	21%	1	0%	0	0%	313	100%

**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	
The number of businesses in your city	7	2%	135	43%	116	37%	53	17%	1	0%	1	0%	313	100%

**Q2 Average Rating of Quality of Life in City**

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

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

**Q3 Is the head of your household currently employed?**

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

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

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

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	<b>Number</b>	<b>Percent</b>
Yes	17	5%
No	296	95%
Total	313	100%

<b>Q5 If you pay, how much do you pay per month?</b>		
	<b>Number</b>	<b>Percent</b>
1 to 50 Afn	2	12%
51 to 100 Afn	14	82%
101 to 200 Afn	0	0%
201 to 400 Afn	0	0%
401 to 600 Afn	0	0%
601 to 1,000 Afn	1	6%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%

<b>Q6 How do you dispose of your household trash?</b>		
	<b>Number</b>	<b>Percent</b>
Burn it	1	0%
Put it in a ditch or river	13	4%
Take it to farm/agricultural/desert land	4	1%
Dispose in street	261	83%
Dispose in public container	6	2%
Take to an official dump site	1	0%
Take to an improvised dump site	3	1%
Door to door collection	1	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	21	7%

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

<b>Q6 Which OTHER way do you dispose of your household trash?</b>		
	<b>Number</b>	<b>Percent</b>
Collect it in a specified place then carry it far away	1	0%
Dispose it behind School	1	0%
No response	311	99%

**Q6a Where is this container?**

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

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

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

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

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

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

**Q8 How often does the city clean trash from streets?**

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

**Q9 Who do you pay for this trash service?**

	<b>Number</b>	<b>Percent</b>
The city, it is covered by the Safayi fees/taxes	15	5%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	298	95%
<b>Total</b>	<b>313</b>	<b>100%</b>

**Q10 Quality of Trash Services**

<b>How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
Removal of illegal/improvised dumpsites	0	0%	10	3%	3	1%	300	96%	0	0%	0	0%	313	100%
Provision of legal dumpsites	0	0%	6	2%	1	0%	306	98%	0	0%	0	0%	313	100%
Provision of garbage bins in residential areas	0	0%	6	2%	2	1%	305	97%	0	0%	0	0%	313	100%
Provision of garbage bins in commercial areas	0	0%	47	15%	7	2%	257	82%	0	0%	2	1%	313	100%
Cleaning garbage from the streets	0	0%	5	2%	1	0%	307	98%	0	0%	0	0%	313	100%
Affordability of trash service	0	0%	1	0%	0	0%	312	100%	0	0%	0	0%	313	100%

**Q10 Average Rating of Satisfaction with Trash Services**

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

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

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

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

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

**Q11 Which OTHER sources do you use for drinking water?**

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

**Q12 Who do you pay for this water service?**

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

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

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

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

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

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

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

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

**Q16 Who do you pay for this electricity service?**

	Number	Percent
City electricity department	237	76%
No one	76	24%
Total	313	100%

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

	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	1	0%
101 to 200 Afn	0	0%
201 to 400 Afn	19	8%
401 to 600 Afn	60	25%
601 to 1,000 Afn	96	41%
1,001 to 2,000 Afn	46	19%
2,001 to 5,000 Afn	13	6%
5,001 Afn or more	1	0%
Total	236	100%

**Q17 Quality of Government Electricity Services, If Connected**

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	1	0%	73	31%	147	62%	15	6%	0	0%	0	0%	236	100%
Number of days per week supplied	1	0%	73	31%	147	62%	15	6%	0	0%	0	0%	236	100%
Number of hours per day supplied	1	0%	88	37%	37	16%	110	47%	0	0%	0	0%	236	100%
Quality of supply (Electricity power & its cut out during service hours)	2	1%	138	58%	56	24%	40	17%	0	0%	0	0%	236	100%
Price for electric supply	1	0%	46	19%	12	5%	177	75%	0	0%	0	0%	236	100%

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

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

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

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

	Number	Percent
Indoor plumbing	5	2%
Dry latrine	301	96%
Latrine with septic	7	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	278	90%
Drains onto the street/road	12	4%
Septic system	9	3%
Drains into the yard/garden	5	2%
Other	3	1%
City pipeline/sewer	2	1%
Refused	1	0%
Don't know	0	0%

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

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

	Number	Percent
No response	310	99%
there is no any a canal close to my home	1	0%
To the big Stream	1	0%
To the Stream near our House	1	0%

**Q20 Condition of Drainage and Quality of Drainage Services in City**

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	1	0%												
The condition of drainage ditches near home	1	0%	53	17%	47	15%	212	68%	0	0%	0	0%	313	100%
The condition of larger drainage ditches throughout the city	1	0%	139	44%	43	14%	129	41%	0	0%	1	0%	313	100%
Ditch cleaning services	0	0%	65	21%	2	1%	245	79%	0	0%	0	0%	312	100%
Ditch repair services	0	0%	100	32%	4	1%	208	67%	0	0%	0	0%	312	100%
Ditch construction services	0	0%	133	42%	29	9%	151	48%	0	0%	0	0%	313	100%

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

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

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

**Q21 Quality of Roads and Road Services**

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

**Q21 Average Rating of Quality of Roads and Road Services**

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

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

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

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

**Q23 Quality of Parks**

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Teen/adult parks	0	0%	8	3%	3	1%	20	6%	0	0%	282	90%	313

**Q23 Average Rating of Quality of Parks**

	Average rating*													
Teen/adult parks	1.6													

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

**Q24 Quality of City's Market**

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	The location of the market(s)	4	1%	113	36%	178	57%	17	5%	0	0%	1	0%	313
The size and layout of the market(s)	5	2%	153	49%	128	41%	25	8%	0	0%	2	1%	313	100%
The amount of food available at your market(s)	6	2%	109	35%	169	54%	29	9%	0	0%	0	0%	313	100%
The variety of foods available at your market(s)	6	2%	146	47%	129	41%	32	10%	0	0%	0	0%	313	100%
The quality of food at your market(s)	2	1%	158	51%	90	29%	62	20%	0	0%	0	0%	312	100%
The availability of goods besides food at your market(s)	29	9%	99	32%	139	44%	46	15%	0	0%	0	0%	313	100%

**Q24 Average Rating of Quality of City's Market**

	Average rating*													

### Q24 Average Rating of Quality of City's Market

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

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	271	87%	37	12%	5	2%	0	0%	0	0%	0	0%	313	100%
Fruit	230	73%	78	25%	5	2%	0	0%	0	0%	0	0%	313	100%
Vegetables	221	71%	89	28%	3	1%	0	0%	0	0%	0	0%	313	100%
Flour	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Cooking oil	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Sugar, tea	287	92%	24	8%	2	1%	0	0%	0	0%	0	0%	313	100%
Cereal	250	80%	55	18%	7	2%	1	0%	0	0%	0	0%	313	100%

### Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
	Public containers for trash in residential and commercial areas	67	21%	40	13%	44	14%	162	52%	313
A new dump site for trash to reduce leaching into water and the spread of disease	123	39%	54	17%	56	18%	80	26%	313	100%
Ditch cleaning, repair and construction	20	6%	75	24%	48	15%	170	54%	313	100%
Street repair	49	16%	32	10%	30	10%	202	65%	313	100%
Supplying clean drinking water	14	4%	40	13%	51	16%	208	66%	313	100%
Provide a new area for a market	5	2%	9	3%	5	2%	294	94%	313	100%
Provide green areas/parks	8	3%	40	13%	46	15%	219	70%	313	100%
Provide electricity service	29	9%	23	7%	31	10%	230	73%	313	100%

### Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

	Number	Percent
--	--------	---------

**Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?**

	Number	Percent
Mayor	197	63%
Shuras/CDCs/Jirgas	65	21%
Tribal leader/Malik	12	4%
Mullah	16	5%
Would contact no one	20	6%
Don't know	3	1%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Yes	204	65%
No	107	34%
Don't know	2	1%
Refused	0	0%
Total	313	100%

**Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?**

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	4	1%
My request would be put on a long wait list	270	87%
Other	22	7%
Don't know	13	4%
Refused	3	1%

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

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

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

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

	Number	Percent
--	--------	---------

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

	Number	Percent
Almost always	10	3%
Sometimes	120	38%
Rarely	138	44%
Almost never	44	14%
Refused	0	0%
Don't know	1	0%
Total	313	100%

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

	Number	Percent
A lot	28	9%
A little	150	48%
Very little	82	26%
None at all	52	17%
Don't know	1	0%
Refused	0	0%
Total	313	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	2	1%	71	23%	124	40%	115	37%	0	0%	1	0%	313	100%
The religious leaders here	4	1%	74	24%	86	27%	148	47%	0	0%	1	0%	313	100%
Donor agencies	6	2%	133	42%	98	31%	75	24%	0	0%	1	0%	313	100%
The local government	1	0%	72	23%	157	50%	82	26%	0	0%	1	0%	313	100%
The provincial government	2	1%	121	39%	125	40%	65	21%	0	0%	0	0%	313	100%
The Afghanistan national government	13	4%	119	38%	98	31%	81	26%	0	0%	2	1%	313	100%

**Q34 Who is your mayor?**

	<b>Number</b>	<b>Percent</b>
Identified correctly	79	25%
Did not know	228	73%
Provided wrong name	6	2%
<b>Total</b>	<b>313</b>	<b>100%</b>

**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.**

	<b>Major Problem</b>		<b>Minor Problem</b>		<b>Not a Problem</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
In the provincial government	304	97%	4	1%	0	0%	0	0%	5	2%	313	100%
In Afghanistan as a whole	292	93%	5	2%	0	0%	0	0%	16	5%	313	100%

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

	<b>Increased</b>		<b>Stayed the same</b>		<b>Decreased</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
In the provincial government	205	65%	76	24%	9	3%	0	0%	23	7%	313	100%
In Afghanistan as a whole	174	56%	66	21%	25	8%	0	0%	48	15%	313	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	31	10%	111	35%	64	20%	20	6%	87	28%	0	0%	0	0%	313	100%
Customs office	10	3%	20	6%	38	12%	31	10%	214	68%	0	0%	0	0%	313	100%
Afghan National Police	10	3%	53	17%	66	21%	36	12%	148	47%	0	0%	0	0%	313	100%
Afghan National Army	0	0%	8	3%	8	3%	57	18%	239	76%	1	0%	0	0%	313	100%
Judiciary / courts	10	3%	40	13%	55	18%	23	7%	184	59%	1	0%	0	0%	313	100%
State electricity supply	4	1%	9	3%	52	17%	60	19%	188	60%	0	0%	0	0%	313	100%
Public healthcare service	4	1%	32	10%	63	20%	49	16%	164	52%	1	0%	0	0%	313	100%
When applying for a job	5	2%	19	6%	25	8%	37	12%	226	72%	1	0%	0	0%	313	100%
Admissions to schools/ university	0	0%	9	3%	11	4%	34	11%	258	82%	1	0%	0	0%	313	100%
To receive official documents	1	0%	12	4%	23	7%	35	11%	241	77%	1	0%	0	0%	313	100%

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

	Number	Percent
Yes	146	47%
No	154	49%
Don't know	13	4%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Yes	141	97%
No	4	3%
Don't know	1	1%
Refused	0	0%
Total	146	100%

**Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	Number	Percent
Strongly agree	219	70%
Agree somewhat	45	14%
Disagree somewhat	20	6%
Strongly disagree	29	9%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

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

**Q42 How old were you on your last birthday?**

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

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

	<b>Number</b>	<b>Percent of households</b>
Working	194	62%
Retired	10	3%
Housewife	48	15%
Student	44	14%
Unemployed	16	5%
Other	1	0%
Refused	1	0%
Don't know	0	0%
Total	313	100%

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

#### **Q44 What is the highest level of school or madrassa you completed?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	113	36%
Primary School, incomplete (classes 1 to 5)	16	5%
Primary School, complete (finished class 6)	14	4%
Secondary education, incomplete (classes 7 to 8)	36	12%
Secondary education, complete (finished class 9)	42	13%
High School (classes 10 to 12)	62	20%
University education or above	30	10%
Refused	0	0%
Don't know	0	0%
Total	313	100%

#### **Q45 Are you married or single?**

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

**Q46 How many people live here in this house?**

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

**Q47 Does your family lease or own this house?**

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

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

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

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

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	213	68%
1,000 Afn or less per month	2	1%
1,001-2,000 Afn per month	2	1%
2,001-3,000 Afn per month	12	4%
3,001-4,000 Afn per month	25	8%
4,001-5,000 Afn per month	30	10%
5,001-7,500 Afn per month	20	6%
7,501 or more Afn per month	8	3%
Total	312	100%

**Q50 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 Afs	1	0%
2,001 - 3,000 Afs	4	1%
3,001 - 5,000 Afs	23	7%
5,001 - 10,000 Afs	49	16%
10,001 - 15,000 Afs	80	26%
15,001 - 20,000 Afs	48	15%
20,001 - 25,000 Afs	55	18%
25,001 - 40,000 Afs	24	8%
more then 40,000 Afs	26	8%
Refused	0	0%
Don't know	3	1%
<b>Total</b>	<b>313</b>	<b>100%</b>

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	263	84%
Female	50	16%
<b>Total</b>	<b>313</b>	<b>100%</b>

# APPENDIX B: SURVEY METHODOLOGY

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.

This survey is 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.

**2010 Sample Sizes**

City	Approximate number of households <sup>1</sup>	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150

### 2010 Sample Sizes

City	Approximate number of households <sup>1</sup>	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- <sup>2</sup>
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

<sup>1</sup> *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.*

<sup>2</sup> *Due to safety concerns it was not possible to interview residents in Parun in 2010*

To randomly choose households in each city, random route sampling was applied. 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 6<sup>th</sup> 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, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

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.

# PART TWO: INTERNAL SURVEY GARDEZ CITY



September 15, 2010

# INDEX OF TABLES

TABLE 1: ASSESSMENT AREAS, INTERVIEWERS AND INTERVIEWEES ..... 61

TABLE 2: MUNICIPAL REFERENCE AND PLANNING DOCUMENTS..... 62

TABLE 3: MUNICIPAL EMPLOYEES ..... 63

TABLE 4: FREQUENCY OF EVENTS..... 63

TABLE 5: PROVINCIAL PARTNERS ..... 63

TABLE 6: PUBLIC SERVICES PROVIDED BY MUNICIPALITY ..... 64

TABLE 7: METHODS FOR RECEIVING AND HANDLING COMPLAINTS..... 64

TABLE 8: FINANCIAL MANAGEMENT DOCUMENTS ..... 65

TABLE 9: FINANCIAL MANAGEMENT SYSTEMS..... 65

TABLE 10: FINANCIAL MANAGEMENT EMPLOYEES ..... 65

TABLE 11: FINANCIAL MANAGEMENT OFFICE: PHYSICAL RESOURCES ..... 66

TABLE 12: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS ..... 67

TABLE 13: REVENUE ENHANCEMENT DEPARTMENT SYSTEMS..... 67

TABLE 14: REVENUE ENHANCEMENT DEPARTMENT EMPLOYEES..... 68

TABLE 15: REVENUE COLLECTION FREQUENCY AND METHOD ..... 68

TABLE 16: REVENUE COLLECTION SOURCES..... 68

TABLE 17: REVENUE ENHANCEMENT OFFICE: PHYSICAL RESOURCES ..... 69

TABLE 18: PUBLIC WORKS MANAGEMENT AND DOCUMENTATION ..... 70

TABLE 19: PUBLIC WORKS INFORMATION SYSTEMS ..... 71

TABLE 20: PUBLIC WORKS EMPLOYEES..... 71

TABLE 21: PUBLIC WORKS ACTIVITIES AND RESOURCES ..... 71

TABLE 22: PUBLIC WORKS INVENTORY ..... 71

TABLE 23: PUBLIC WORKS OFFICE: PHYSICAL RESOURCES ..... 72

Annexes:

- Survey Instruments
- Samples

## PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY

The purpose of the internal survey is to establish a simplified baseline measurement of the performance of municipal administrations, focusing on the four municipal management functions: financial management, planning and development (including economic development), public works, and revenue enhancement. The internal survey results included below serve to capture the *current status* of municipal operations, which can then be used to document and measure progress, as well as identify priority areas require technical and/or material assistance.

The internal survey results are not intended to provide detailed, granular analysis or narrative detail on *how* municipalities currently operate; rather, it is a starting point to identify priority areas requiring interventions, and determining the main entry points for technical assistance.

As RAMP UP continues in its development of Municipal Improvement Plans, RAMP UP, through its municipal team leaders and embedded staff, will use the survey results to delve deeper into the specific capacities of municipal personnel and to diagnose structural reforms and changes in core practices required to improve the delivery of essential services. The survey results will contribute to:

- Defining the training and capacity-building needs of municipal staff in the four target functions, which will be incorporated into the municipal improvement plans (MIPs).
- Identifying existing capacities and gaps related to providing services in accordance with municipal mandates
- Developing recommendations for restructuring municipal departments and systems to be incorporated into the Service Delivery Improvement Plan.
- Provide data on a municipality's current assets (basic inventory)
- Explain existing practices related to revenue generation, revenue collections and public expenditure management.

The survey was conducted by municipal department heads supported by their respective Embedded Advisors. Embedded Advisors, in turn, were supported by subject area experts from the RAMP UP main office in Kabul.

## METHODOLOGY

In August, 2010, RAMP UP East staff developed the first draft of the internal assessment instrument, as well as a timeline for its deployment. The instrument was vetted with IDLG and USAID, and then field tested in Charikar. Following the field test, RAMP UP staff, including embedded advisors, were trained on how to use the instrument.

A team of interviewers from RAMP UP east visited Gardez in September 2010 to assess the capacity of the municipality. The internal survey team was headed by the municipal team leader and supported by public finance, economic development and public works embedded advisors.

The internal survey team was introduced to municipality staff by the provincial team leader in presence of RAMP UP staff. The objectives of baseline survey were then explained to the interviewees.

The internal survey team leader interviewed the mayor/deputy mayor while embedded advisors grouped with their relevant counterparts within municipal departments, following a brief introduction of the survey.

The completed questionnaires, along with all attachments, were taken back to Kabul for final data entry and analysis.

**Table 1: Assessment Areas, Interviewers and Interviewees**

Assessment Area	Interviewer	Name of person interviewed	Title of person interviewed	Date of interview
General	Obaidullah Arif	Agha Mohammad Saeedi	Mayor	Sep, 15, 2010
Financial Management	Noor shah Zaland	Abdul Saboor	Head of Finance department	Sep, 15, 2010
Planning and Economic Development	Noor Shah Zaland	Gul Agha	Head of Planning department	Sep, 16, 2010
Revenue Enhancement	Noor Shah Zaland	Assadullah	Head of Revenue department	Sep, 16, 2010
Public Works	Hamidullah	Abdul Rahman Haji Abdul Baqi Hazartuddin Gul Agha	Head sanitation department Head of Procurement department Head of Engineering department Head of planning department	Sep, 16, 2010

This report outlines the municipality's current capacities in each of the four functional areas (Financial Management, Planning and Economic Development, Revenue Enhancement, and Public Works), as well as providing an overview of municipal capacity as of September, 2010.

For each functional area, an inventory of reference documents, staff and infrastructure were taken. The detailed results are presented below.

## A. GENERAL INFORMATION

The following table reflects responses questions asked to mayor and deputy mayor related to basic, overarching topics of municipal administration and management.

**Table 2: Municipal Reference and Planning Documents**

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have the IDLG terms of reference for your municipality?	Yes	No
Do you have a City Master Plan?	Yes	No
Do you have a Municipal profile?	No	No
Do you have a Municipal organization chart?	Yes	No
Do all municipal staff members have a written job description?	Yes	Yes
Do you have work plans for different municipal functional areas?	Yes	No
Do you have a copy of the Provincial Development Plan (PDP)?	No	No
Do you have a list of donors that have assisted your municipality?	No	No
Do you have a list of city council members?	No	No
If it is meeting, are council meeting minutes being kept?	No	No
Do you have a copy of the Current Municipal Law?	Yes	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	Yes	Yes

The below table reflects the self-reported numbers of municipal employees, in conjunction with the IDLG-approved staffing list (*Tashkeel*).

**Table 3: Municipal Employees**

Type	Total Number	Filled by men	Filled by women	Not filled
As reported on Tashkeel	30	30	0	17
Reported Contract position	56	56	0	16
Council members*	50	50	0	0

\*Council members are neighborhood representatives (Naheya).

The below table contains the municipality's response to the question(s) related to how frequently each type of communication or meeting occurs.

**Table 4: Frequency of Events**

Type	Weekly	Monthly	Quarterly	Annually
How frequently does the City Council meet?	X			

Contact with IDLG/DMA is based on need

The below table provides the municipality's responses to the open ended question: "With which other provincial line ministry directorates do you coordinate your activities? Please list them and the activities that you coordinate with them:"

**Table 5: Provincial Partners**

Provincial line ministry directorate	Municipality coordinates with?	Type of activities (as reported by municipality)
PD of Power	Yes	Coordination with municipality whenever there is power-related issues such as installing power poles, land use issues etc.
PD of Water supply	Yes	Whenever excavation is undertaken in the city, it's always coordinated with the Water Supply DP to prevent water pipe damages.
PD of Agriculture	Yes	Whenever it comes to planting trees, flowers, bushes it's coordinated with the Agriculture DP. There have been frequent land disputes between the municipality and the PD of Agriculture.
PD of Economy	Yes	All economic related issues are shared with the Economy DP. The PDC meetings are organized and coordinated by the Economy DP. Private companies and NGO's registered at the Economy DP.
PD of Public Works	Yes	Since the Municipality bound to work within city perimeter, when it comes to outside city perimeter it's always discussed with the Public Works DP.

PD of Public Health	Yes	The collection and burial of unclaimed bodies as well as hazardous waste such as that produced by hospitals are collected by the sanitation department of Gardez Municipality, and it is done in collaboration with PD of Public Health.
PD of Environmental protection	Yes	The Provincial Department of Environment Protection is there to make sure Environment Protection is observed while services are being delivered by the municipalities and other entities. Environment related concerns are discussed at the monthly PDC and weekly Administrative meetings on regular basis.

The following table illustrates responses to the following question: “Is the municipality involved in providing the following public services?”

**Table 6: Public Services Provided by Municipality**

Service type	Yes, all	Yes, some	Not provided by municipality
Waste water / sanitation		X	

The below indicates responses to the question: “Do you have a mechanism to receive and handle complaints from citizens? If yes, how do you receive and handle complaints?”

**Table 7: Methods for Receiving and Handling Complaints**

- There is no system in place

## B. FINANCIAL MANAGEMENT

The below tables (8 and 9) summarize the municipality's responses to basic questions regarding financial management and budgeting.

**Table 8: Financial Management Documents**

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a budget for the current year?	Yes	Yes
Does the municipality have a copy of actual revenues and expenditures for the past two years?	No	No
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	Yes

**Table 9: Financial Management Systems**

Type of Document	Manual	Computerized
Is your accounting/budget system manual or computerized?	Yes	No
Do you have a systematic filing system? If so, is it manual or computerized?	No	No

**Table 10: Financial Management Employees**

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	2	1	0	1
Contract position	0	0	0	0

**Table 11: Financial Management Office: Physical Resources**

<b>Physical Resource</b>	<b>None</b>	<b>Shared/ not enough</b>	<b>Enough for all who need</b>
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	0 hours		

## C. PLANNING AND ECONOMIC DEVELOPMENT

There is a Planning and Economic Department in Gardez Municipality. But there is no Economic Development Department or Local Economic Development Office **separate from** the Planning Department.

## D. REVENUE ENHANCEMENT

The below tables (12 and 13) summarize the municipality's responses to basic questions regarding revenue enhancement and economic development.

**Table 12: Revenue Enhancement Department Documents**

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a list of Municipal owned property (buildings & land)?	Yes	Copy attached to RAMP UP – East Internal Survey
Do you have a list of revenue sources and how much is collected in each?	Yes	Copy attached to Internal Survey
Are you forecasting revenues?	Yes	They couldn't provide a copy
Do you have standard written procedures for collecting revenues?	Yes	They couldn't provide a copy
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	They couldn't provide a copy
Do you have a procedure manual for revenue collection?	No	They couldn't provide a copy

The below table indicates the municipality's response to the questions: "Do you have a systematic filing system?" and if so, is it "Manual or Computerized?"

**Table 13: Revenue Enhancement Department Systems**

Type of Document	Manual	Computerized
Systematic filing system	Yes	No
Revenue system	Yes	No

**Table 14: Revenue Enhancement Department Employees**

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	2	1	0	
Contract position				

The below table provides responses to the question: “How often do you collect revenues?”

**Table 15: Revenue Collection Frequency and Method**

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection*			X		

*\* We do not have any standardized way of collecting the revenues; the related revenue officer visits each revenue site and collects the revenues from them on an ad hoc basis.*

The below table summarizes the municipality’s reported collections by revenue source/type:

**Table 16: Revenue Collection Sources**

Physical Resource	Collected?	Copy of revenue statement	Number of registered licenses	Annual amount (Afs)	Municipal Estimate of Potential Revenues (Afs)
Property Registration Fees	Yes	Yes		36,000,000	36,000,000
Safayi taxes	Yes	Yes		500,000	500,000
Business license Fees	Yes	Yes	147230	310,000	310,000

**Table 17: Revenue Enhancement Office: Physical Resources**

<b>Physical Resource</b>	<b>None</b>	<b>Shared/ not enough</b>	<b>Enough for all who need</b>
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	No electricity		

## E. PUBLIC WORKS

The below table summarizes the municipality’s responses to questions related to public works and service delivery.

**Table 18: Public Works Management and Documentation**

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do Public Works activities include “Planning” ?– determining future projects and accompanying costs. (If yes, please share a copy of a planning document.)	Yes	Yes
Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	No
Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	Yes	Yes
Do Public Works activities include “Maintenance”? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	No	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	Yes	Yes
Do you have a trash collection plan? (if so, please share)	No	No
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	No	No
Do you have a regular maintenance schedule for vehicles, tools and equipment?	No	Not Applicable

**Table 19: Public Works Information Systems**

Type of Document	Manual	Computerized
Systematic filing system	Yes	No

**Table 20: Public Works Employees**

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	86	43	0	43
Tashkeel	86	43	0	43
Contract position	56	40	0	16

**Table 21: Public Works Activities and Resources**

	Yes/No
Do you conduct regular road maintenance?	No
Do you conduct regular public parks maintenance	No
Does an operations and maintenance facility exist?	No
Do you have a designated dump site?	Yes
If you have a dumpsite, is it a landfill?	Yes

The below table includes responses to the following question: “What Public Works assets does the municipality have?”

**Table 22: Public Works Inventory**

	No	Use	Location	Operable	Condition	Operator/ driver
Water Tanker		Watering roadside flowers	Municipal warehouse	Yes	Good	Yes
Zeksi MF Tractor		Trash collection	Municipal warehouse	Yes	Good	Yes
Mazda		Trash collection	Municipal warehouse	Yes	Good	Yes
Small Mazda		Trash collection	Municipal warehouse	Yes	Good	Yes
Tricycle		Trash collection	Municipal	Yes	Good	Yes

			warehouse			
Tricycle		Trash collection	Municipal warehouse	Yes	Good	Yes
Grader		Trash collection	Municipal warehouse	Yes	Good	Yes
Pickaxe	6					
Shovels	40					
Wheelbarrows	20					

**Table 23: Public Works Office: Physical Resources**

<b>Physical Resource</b>	<b>None</b>	<b>Shared/ not enough</b>	<b>Enough for all who need</b>
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	0 hours		