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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT JALALABAD CITY (2010)

OCTOBER 2010

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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

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CONTENTS

- CONTENTS4**
- RAMP UP EAST BACKGROUND.....5**
- PART ONE: EXTERNAL SURVEY JALALABAD CITY6**
- TABLE OF FIGURES7**
- INTRODUCTION8**
- DEMOGRAPHICS8**
- OVERVIEW9**
- QUALITY OF LIFE11**
- EMPLOYMENT.....12**
- SERVICES14**
 - Solid Waste15
 - Water19
 - ELECTRICITY.....22
 - Roads, Drainage and Sanitation.....25
 - Green Areas and Parks.....28
 - Market.....29
 - Service Priorities31
- GOVERNANCE32**
- WOMEN IN SOCIETY38**
- APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES39**
- APPENDIX B: SURVEY METHODOLOGY60**
- PART TWO: INTERNAL SURVEY JALALABAD CITY.....63**
- INDEX OF TABLES64**
- PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY65**
- METHODOLOGY66**
- A. GENERAL INFORMATION67**
- B. FINANCIAL MANAGEMENT70**
- C. PLANNING AND ECONOMIC DEVELOPMENT72**
- D. REVENUE ENHANCEMENT72**
- E. PUBLIC WORKS.....75**

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, 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:** 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 JALALABAD CITY



October 2010

TABLE OF FIGURES

FIGURE 1: QUALITY OF LIFE IN JALALABAD	11
FIGURE 2: JOB OPPORTUNITIES IN JALALABAD	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?	14
FIGURE 6: TRASH DISPOSAL METHOD.....	15
FIGURE 7: SATISFACTION WITH TRASH DISPOSAL METHOD	16
FIGURE 8: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY	17
FIGURE 9: WHO DO YOU PAY FOR TRASH SERVICE?.....	17
FIGURE 10: QUALITY OF CITY TRASH SERVICES.....	18
FIGURE 11: DRINKING WATER SOURCES	19
FIGURE 12: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE	19
FIGURE 13: WHO DO YOU PAY FOR WATER SERVICE?	20
FIGURE 14: IF YOU PAY FOR WATER SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	20
FIGURE 15: QUALITY OF CITY WATER SERVICES.....	20
FIGURE 16: ELECTRICITY SOURCES	22
FIGURE 17: WHO DO YOU PAY FOR ELECTRICITY SERVICE?	22
FIGURE 18: IF YOU PAY FOR ELECTRICITY SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	23
FIGURE 19: QUALITY OF CITY ELECTRICITY SERVICES.....	23
FIGURE 20: TYPE OF TOILET IN HOME	25
FIGURE 21: TYPE OF DRAINAGE FOR WASTE WATER	25
FIGURE 22: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES	26
FIGURE 23: QUALITY OF CITY ROADS AND ROAD SERVICES	27
FIGURE 24: AVAILABILITY OF CITY PARKS	28
FIGURE 25: QUALITY OF CITY PARKS	28
FIGURE 26: QUALITY OF CITY MARKET	29
FIGURE 27: FAMILY CAN AFFORD FOOD AT THE MARKET	30
FIGURE 28: MUNICIPAL SERVICE PRIORITIES	31
FIGURE 29: IF YOU HAVE A PROBLEM WITH SOMETHING RELATED TO THE CITY, WHO WOULD YOU CONTACT?	32
FIGURE 30: WHO IS YOUR MAYOR?	32
FIGURE 31: CONTACT WITH CITY GOVERNMENT.....	33
FIGURE 32: IF YOU PAY SAFAYI, HOW MUCH DO YOU PAY PER MONTH?	33
FIGURE 33: IF YOU ASKED YOUR MUNICIPAL GOVERNMENT TO FIX YOUR STREET, WHAT DO YOU THINK WOULD HAPPEN?	33
FIGURE 34: HOW OFTEN DO YOU THINK LOCAL GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU?.....	34
FIGURE 35: HOW MUCH INFLUENCE DO YOU THINK SOMEONE LIKE YOU CAN HAVE OVER GOVERNMENT DECISIONS?	35
FIGURE 36: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE IN YOUR CITY?.....	35
FIGURE 37: LEVEL OF CORRUPTION.....	36
FIGURE 38: CHANGE IN LEVEL OF CORRUPTION IN LAST YEAR	36
FIGURE 39: 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?	37
FIGURE 40: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS	38
FIGURE 41: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION	38
FIGURE 42: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN GOVERNMENT	38

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 Jalalabad. In-person interviews were conducted with 371 residents from August 16, 2010 to August 31, 2010.

DEMOGRAPHICS

Enumerators visited 371 houses in Jalalabad and interviewed one representative in each home. Of those interviewed, 50% were women, 72% were married and 39% had never attended school. Respondents tended to be younger – 56% were 30 years old or younger, 28% were 31 to 40 and 17% were over 40. A majority of households had more than 10 people. Two-thirds of households (64%) owned their homes and almost all of these had a Qabala or other way of showing their tenure.

OVERVIEW

Six in ten residents thought the quality of life in Jalalabad was good or fair. Only two-thirds of the heads of households were employed full time and residents were divided in their views of employment opportunities in the city. A third thought the number of opportunities was good but about 2 in 5 thought it was poor. Four in ten thought it had increased in the past year while 21% thought it had decreased.

The job their city government was doing providing services was rated as somewhat or very good by a majority of residents.

- Most Jalalabad residents either disposed of trash in the street or took it to improvised dumpsites and they were dissatisfied with these disposal methods. City trash services were rated as poor by nearly half of residents.
- Most residents got their drinking water from a well, but 28% received water piped to their homes by a government supplier. About half rated the frequency of supply as poor, but most thought the quality of the water was good or fair.
- Electricity was almost always supplied from a generator, whether private, shared or government supplied. The government service received poor ratings by about half the customers for both the frequency and quality of the supply.
- About half the residents had indoor plumbing for their toilets and others had dry latrines or latrines with septic. Almost all had open drainage canals for their wastewater. Half or more residents rated the condition of drainage canals and the services to clean, repair and construct the ditches as poor.
- Highways and main city roads were generally in better condition than neighborhood streets. Residents were divided in rating the condition of their neighborhood streets; equal numbers rated them as good and as poor. Street repair and construction services were rated as poor by a majority of residents.
- About one-third of residents in Jalalabad lived near a park for teens/adults or children and others had access to parks further away. Parks for teens/adults were thought to be of fair or good quality by two-thirds, while parks for women were rated less favorably.
- When asked to prioritize services, 82% named supplying electricity as the first priority. This was followed in importance by supplying clean drinking water and a new dumpsite for trash disposal.

About 4 in 10 residents knew who their mayor was and four in ten had had contact with the municipality to request a service or help with a problem. Residents were divided in how much confidence they had in their government.

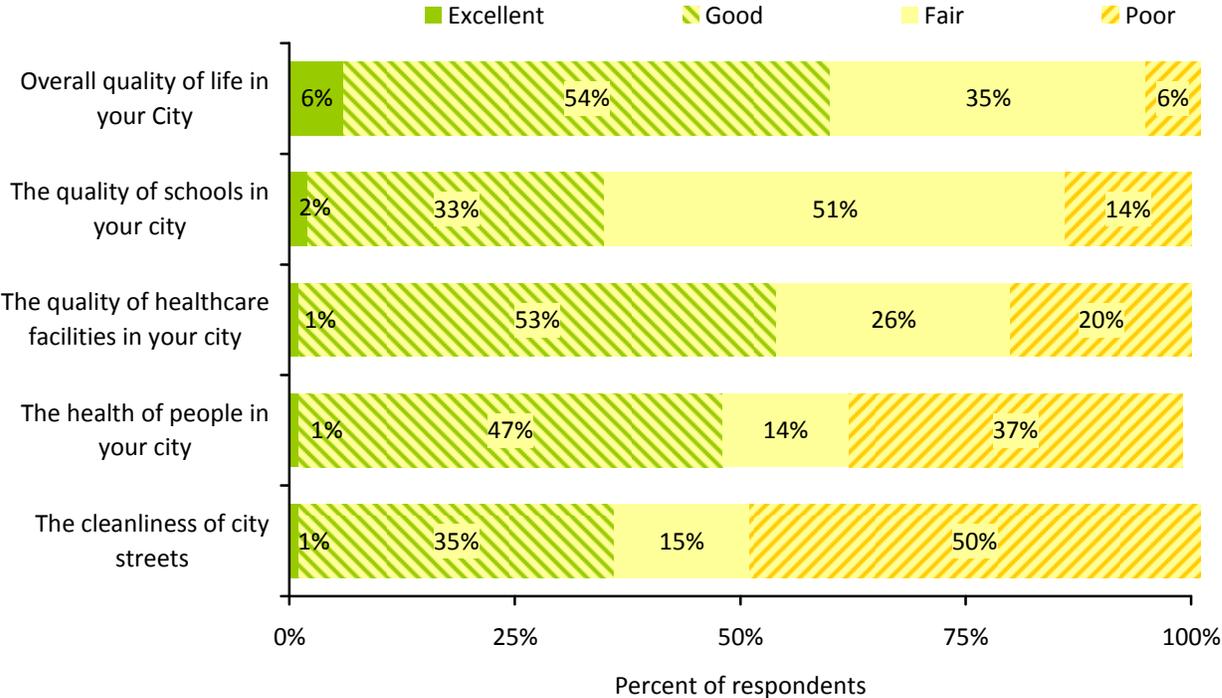
- About half thought that their local government was sometimes or almost always working to serve people like them and 68% thought they could have a lot or a least a little influence on local government decision-making.
- About 6 in 10 residents had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels. Seven in ten had this same level of trust in donor agencies.

- Thirty-five percent of 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; 66% 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 women in Jalalabad were strongly supportive of women having equal access to education and participation in government. Men's support was not as strong, although a majority of men were somewhat or strongly supportive of women having equal access to education and participation in government. Both genders were less supportive of women in government than women in education.

QUALITY OF LIFE

More than half the residents of Jalalabad rated the overall quality of life in their city as excellent or good. They generally thought the quality of schools and healthcare facilities were fair or good. They were more concerned with the health of the people in their city, with 37% reporting that it was poor, and the cleanliness of the streets with half saying it was poor.

Figure 1: Quality of Life in Jalalabad



EMPLOYMENT

There is concern about employment levels in Jalalabad; 66% of households were employed full time and 23% were employed part time. Forty-four percent of the respondents rated the number of job opportunities in the city as poor, and most thought the number of jobs had stayed the same (40%) or decreased (40%) in the past year.

Figure 2: Job Opportunities in Jalalabad

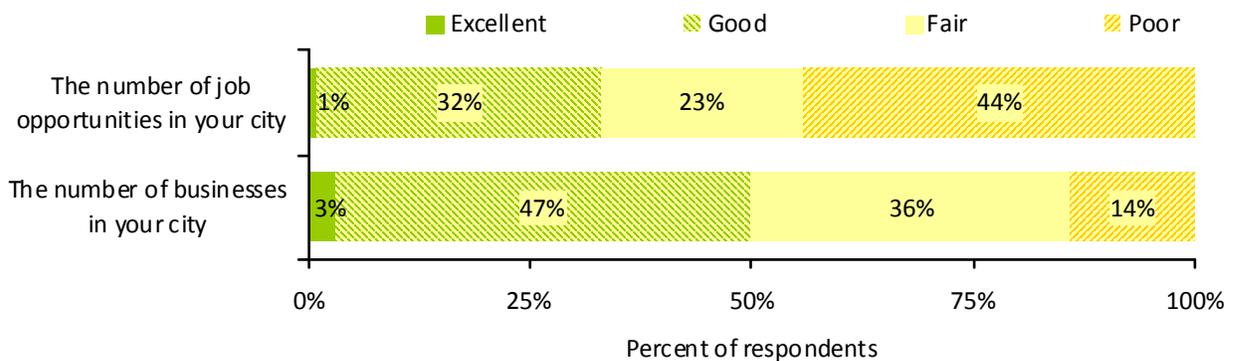


Figure 3: Change in Job Opportunities in Last Year

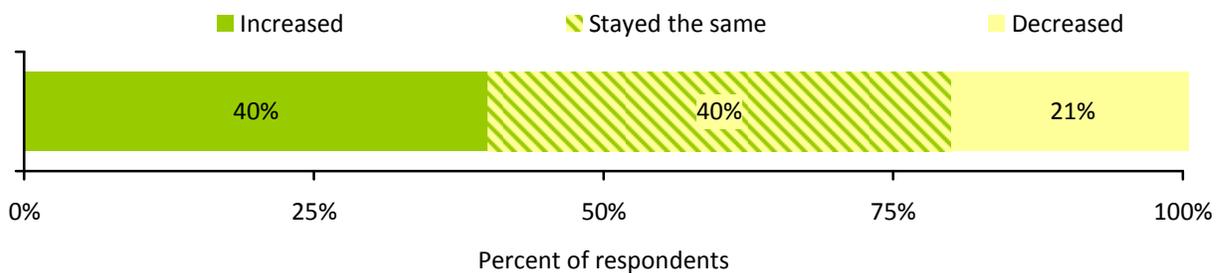
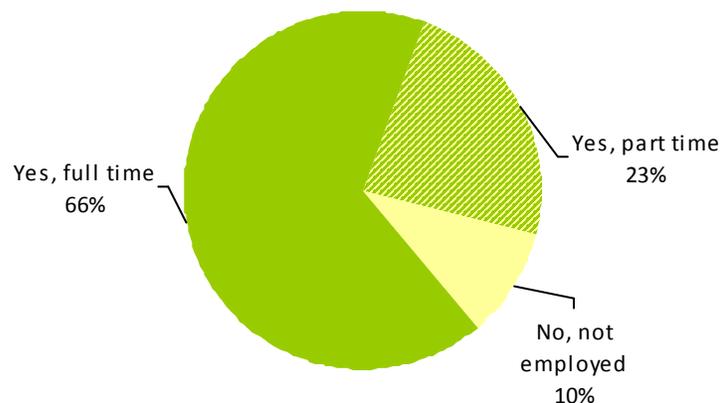


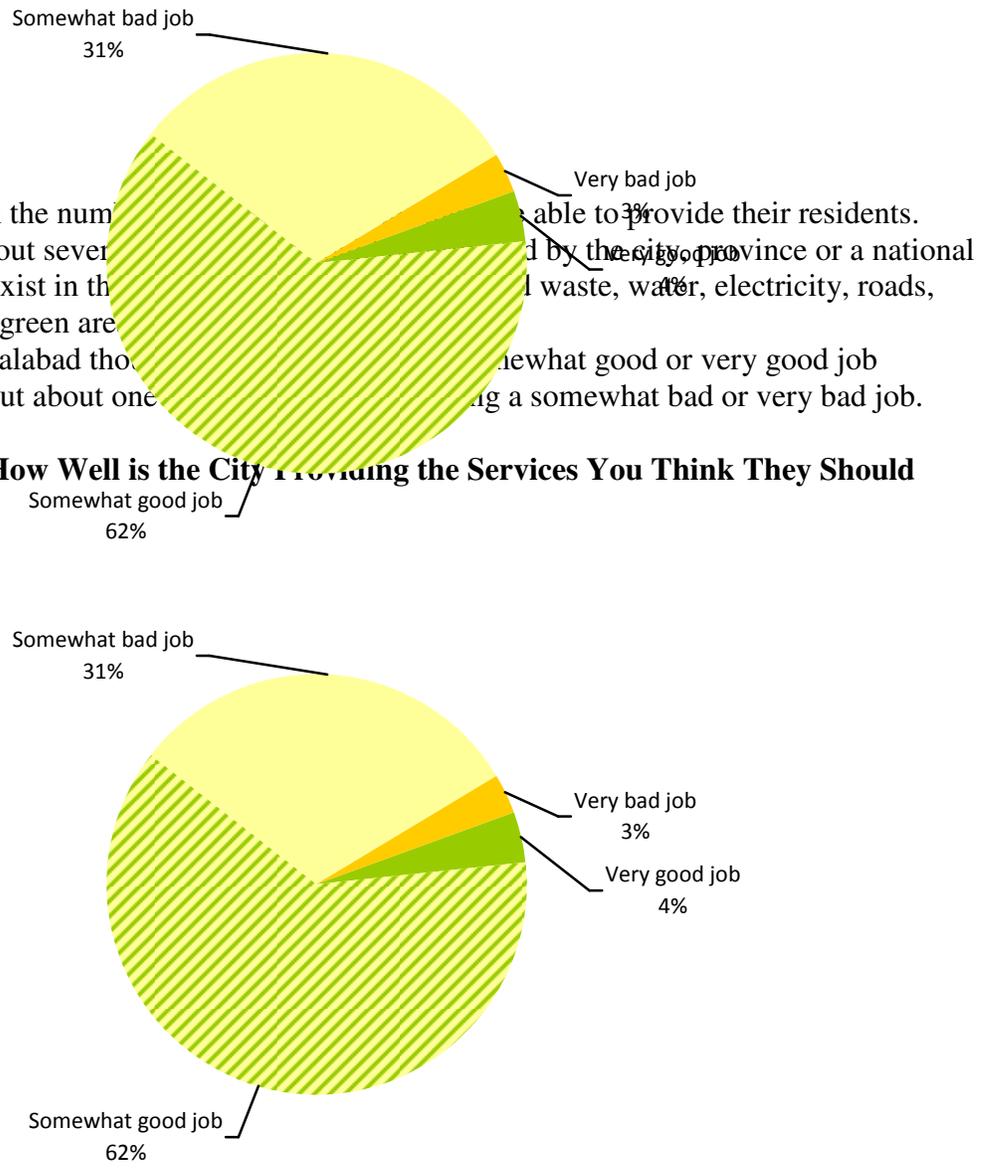
Figure 4: Head of Household Employment Status



SERVICES

Afghan cities vary in the number of services they are able to provide their residents. The survey asked about several services that may be provided by the city, province or a national agency, or may not exist in the area. These services include waste, water, electricity, roads, drainage, sanitation, green areas, and health services. Most residents of Jalalabad thought the city was doing a somewhat good or very good job providing services, but about one-third thought the city was doing a somewhat bad or very bad job.

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



SOLID WASTE

Residents were not using official containers or dumpsites for their trash. Most were disposing of trash in the streets and others were using an improvised dumpsite. Residents were dissatisfied with these disposal methods.

Figure 6: Trash Disposal Method

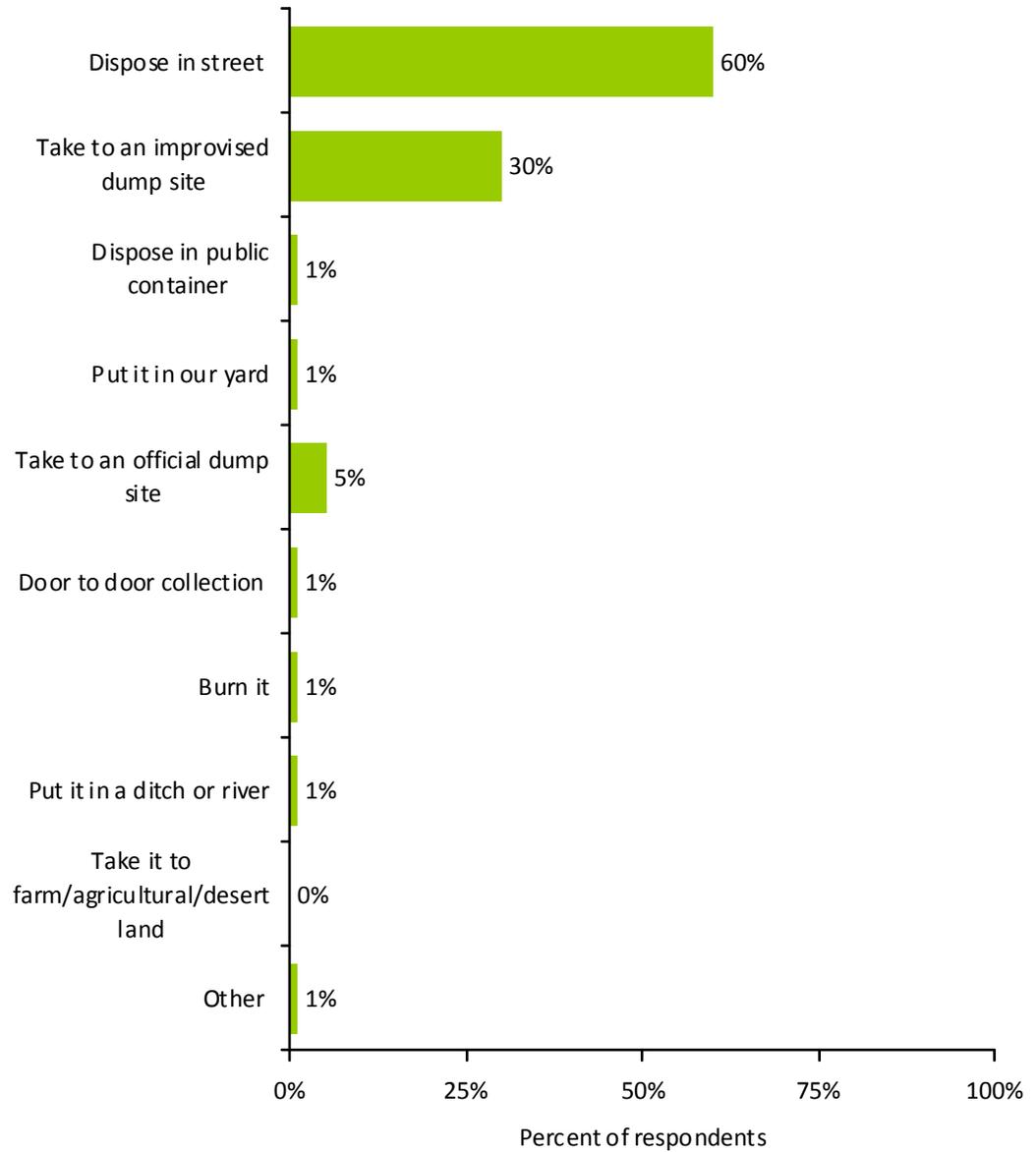
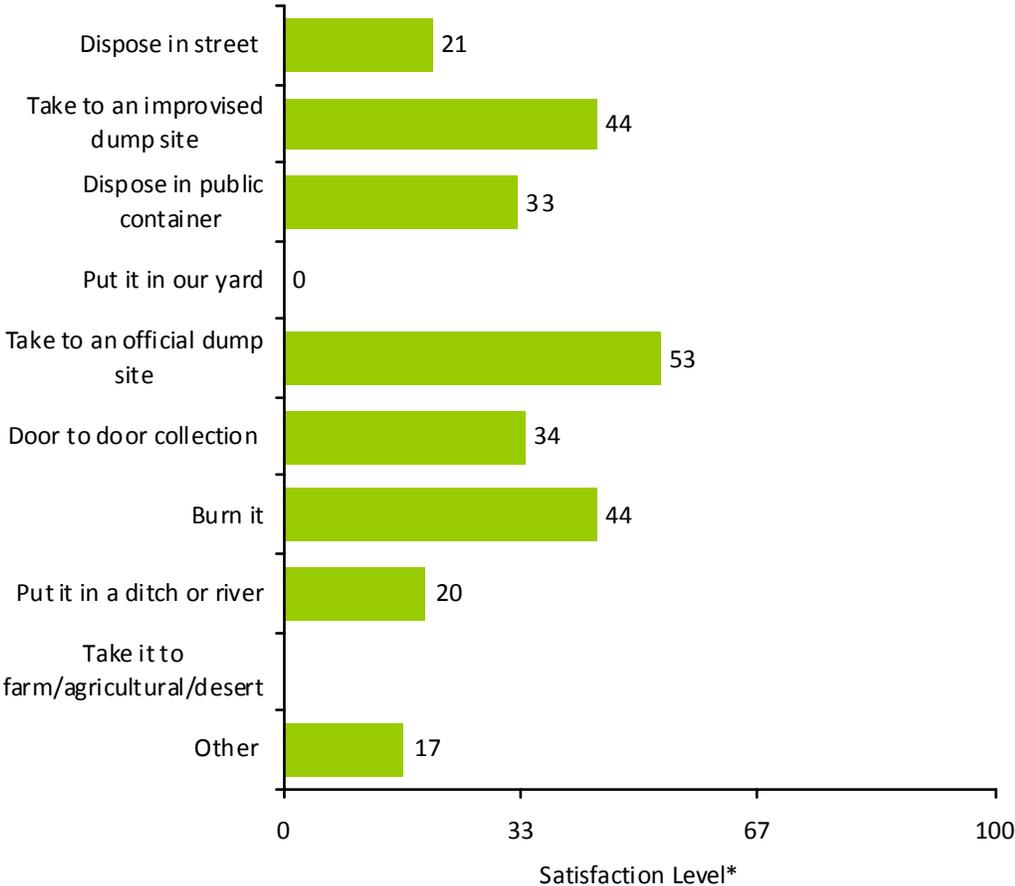


Figure 7: Satisfaction with Trash Disposal Method



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

Although residents were disposing of trash in the streets, the city was only providing trash removal once a month or less frequently. Most residents thought this service was covered by the Safayi or that they did not have to pay for it.

Figure 8: Frequency of Trash Removal from Street by City

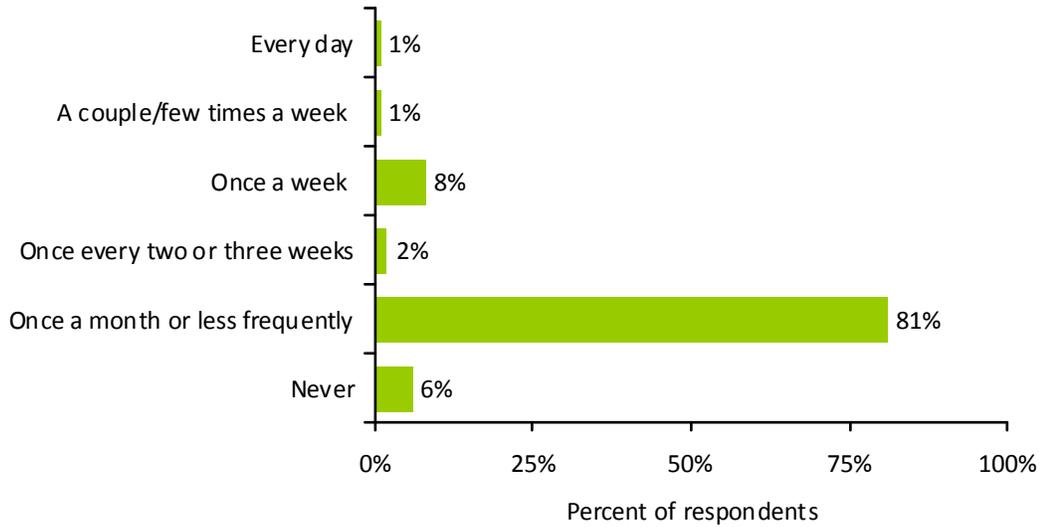
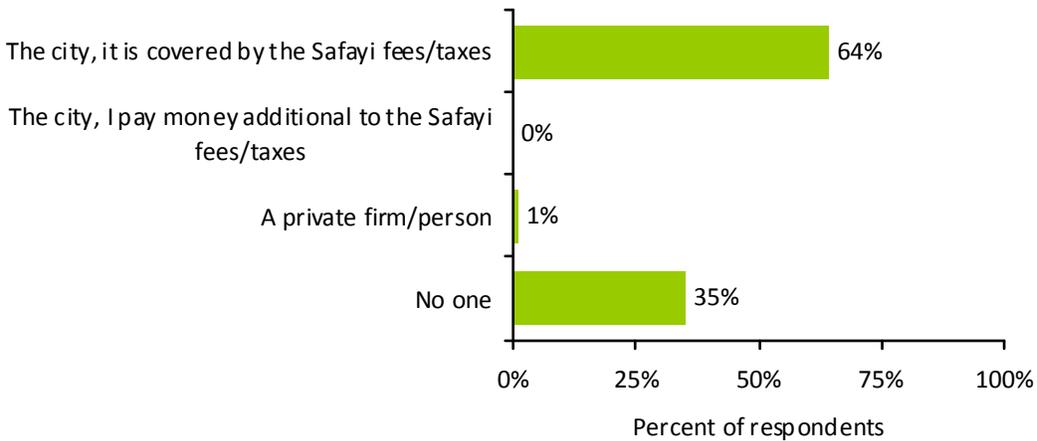
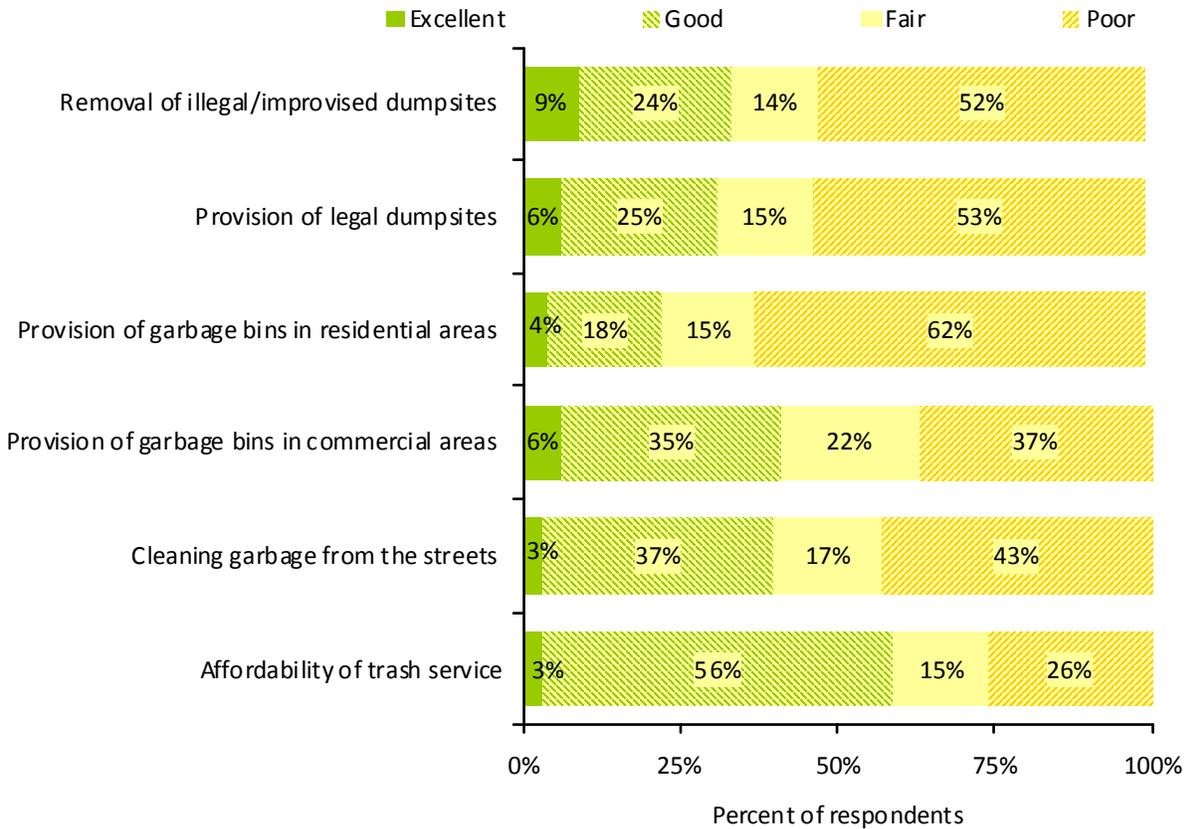


Figure 9: Who Do You Pay for Trash Service?



Residents were split about the quality of the city’s trash services. About 40% thought they did an excellent or good job cleaning garbage from the streets and providing garbage bins in commercial areas, but about 40% thought these services were poor. Most thought the city was doing a poor job providing garbage bins in residential areas (62%), providing legal dumpsites (53%) and removing illegal dumpsites (52%).

Figure 10: Quality of City Trash Services



WATER

The primary source of drinking water for most Jalalabad residents was a well on their property or a well shared with neighbors, but 28% received piped water from a government source. About 2 in 5 families had experienced dysentery, Cholera or severe diarrhea in the past year, regardless of their source of water.

Figure 11: Drinking Water Sources

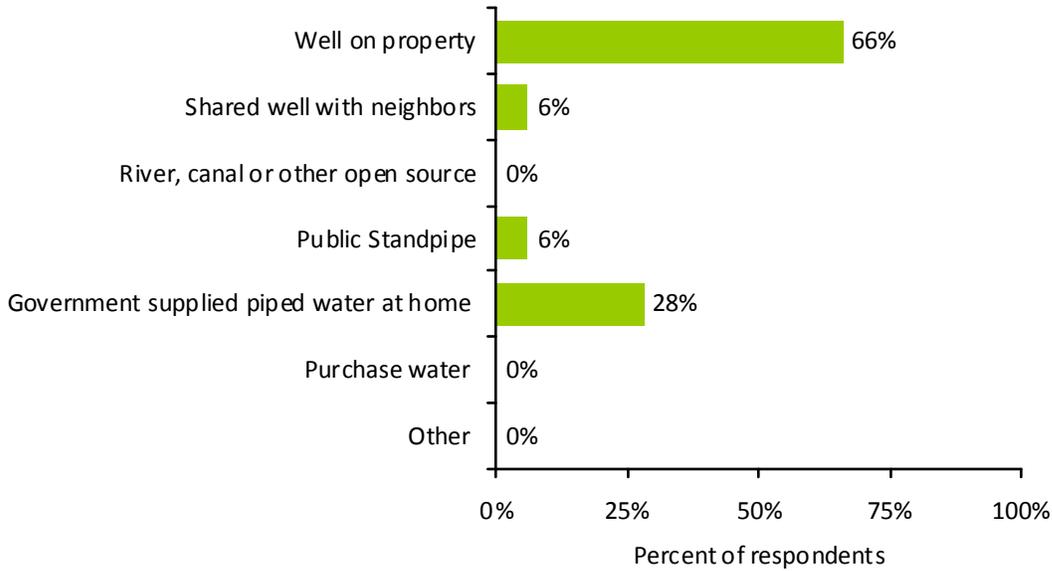
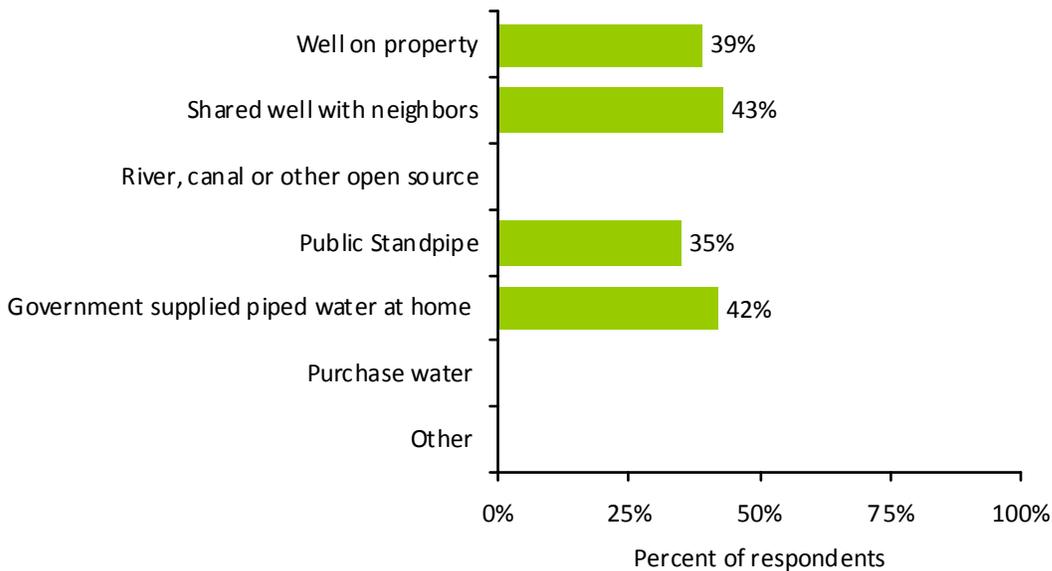


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



Those who were receiving water piped by the government were paying the city for this service. They were generally paying between 50 and 100 Afn per month. Most residents gave positive ratings for the overall quality of the drinking water, but about half thought the frequency and amount supplied was poor.

Figure 13: Who Do You Pay for Water Service?

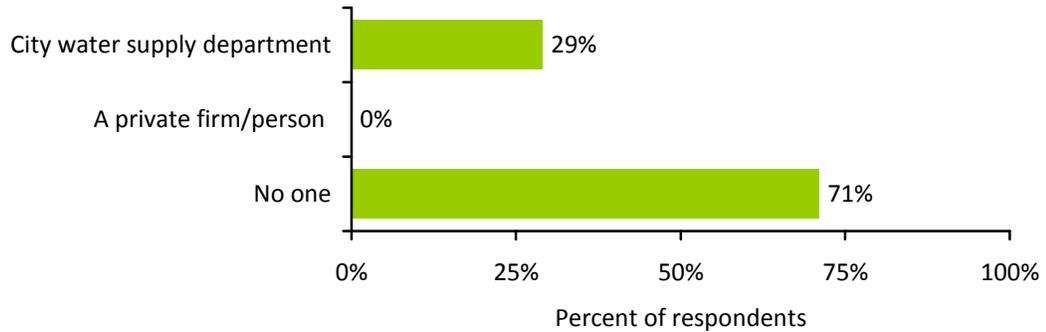


Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?

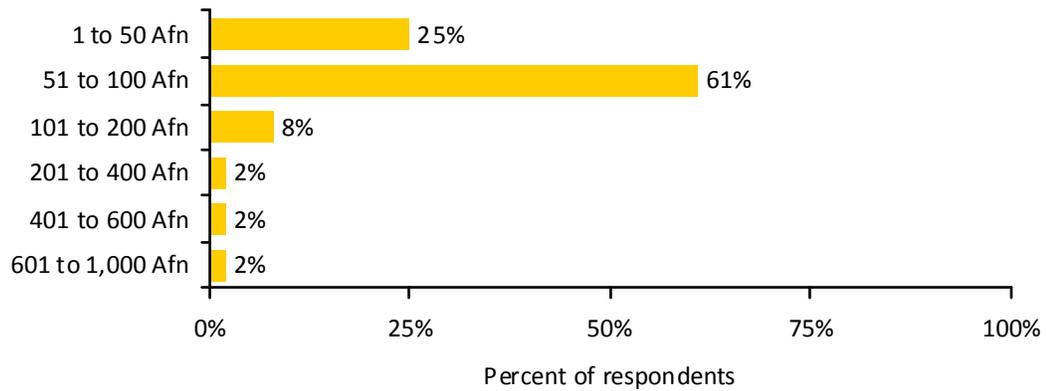
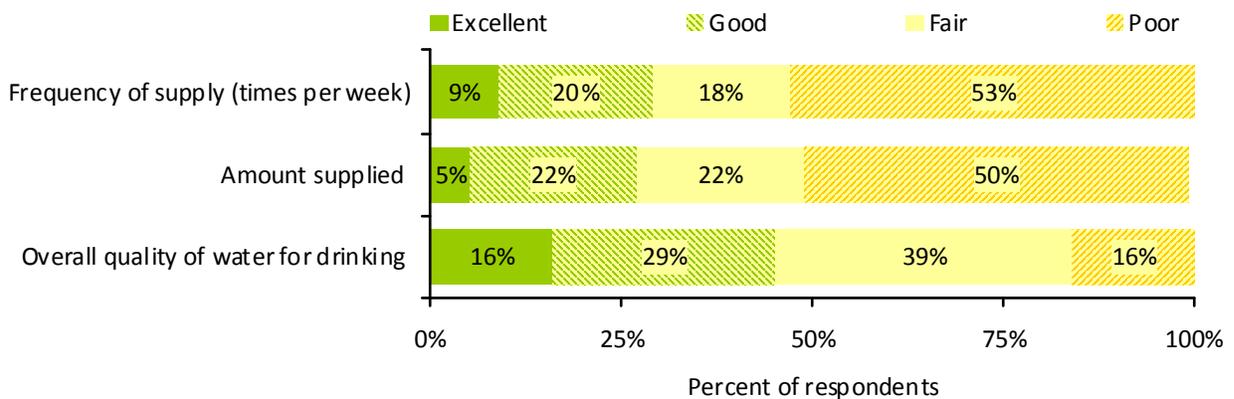


Figure 15: Quality of City Water Services



ELECTRICITY

Residents generally got their electricity from a personal generator or one that they shared with their neighbors, but 25% received electricity from the city. Those who shared generators with neighbors paid a private source for the power supply and those who got electricity from the city, paid the city. Households usually paid between 1,000 and 5,000 Afn per month for this electricity.

Those who received city supplied electricity were most concerned about the amount and frequency of supply (about half rated these as poor) and were most satisfied with the price (about half thought it was excellent or good).

Figure 16: Electricity Sources

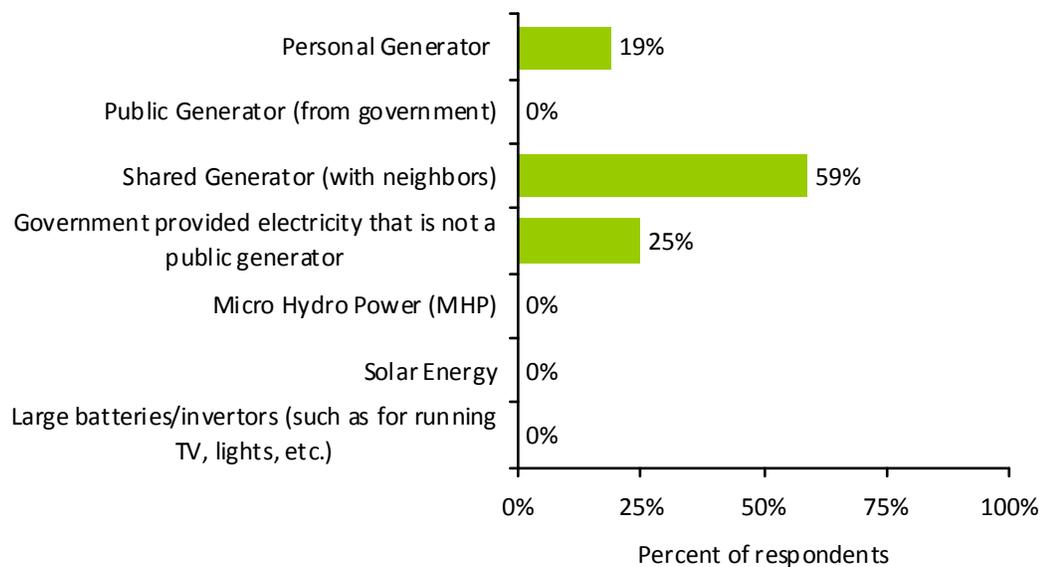


Figure 17: Who Do You Pay for Electricity Service?

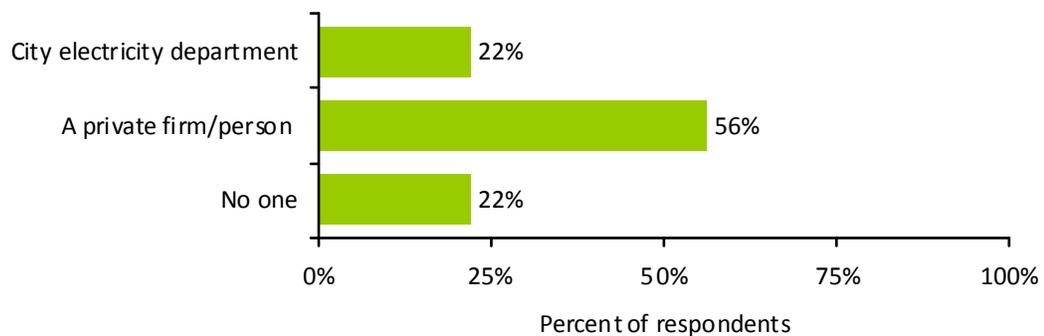


Figure 18: If You Pay for Electricity Service, How Much Do You Pay Per Month?

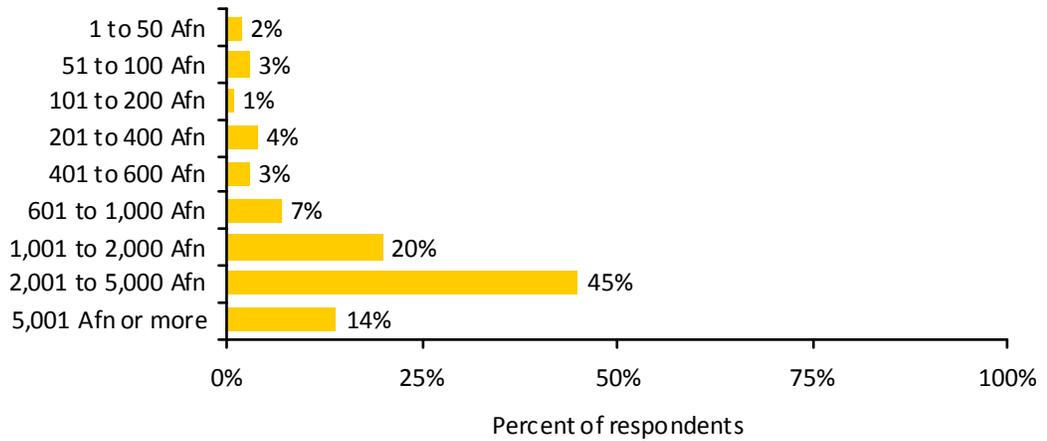
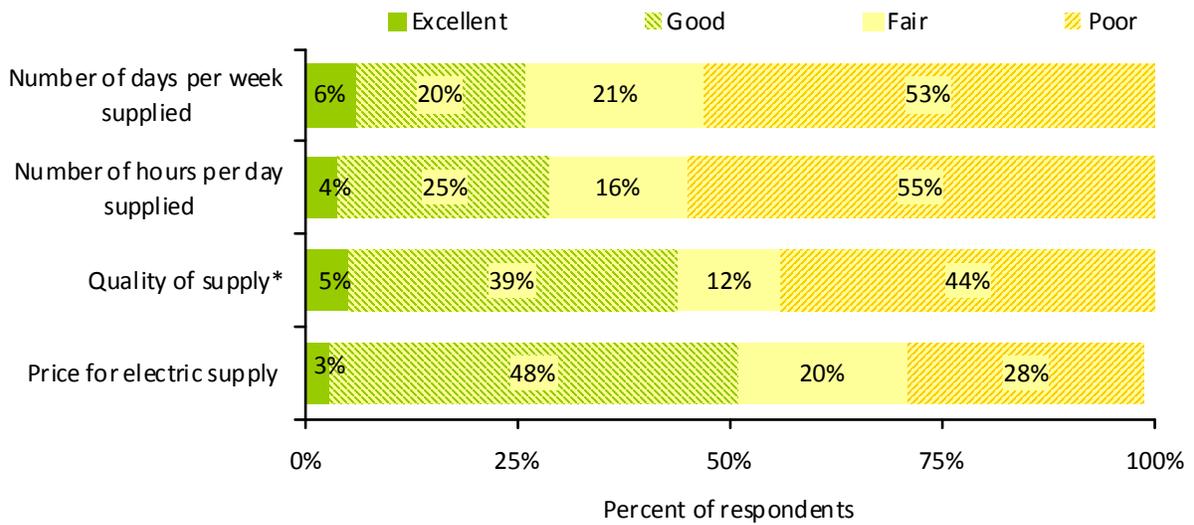


Figure 19: Quality of City Electricity Services



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

ROADS, DRAINAGE AND SANITATION

Just over half of residents in Jalalabad had indoor plumbing, but 15% relied on a septic system for their toilet and 33% used a dry latrine. Almost all disposed of wastewater through an open ditch or canal.

The condition of these ditches (both those near their house and large ones throughout the city) was thought to be poor by half the residents and excellent or good by one-third of residents. Ditch cleaning services provided by the city were rated similarly. Ditch construction and repair were rated as poor by most (about 60%) of residents.

Figure 20: Type of Toilet in Home

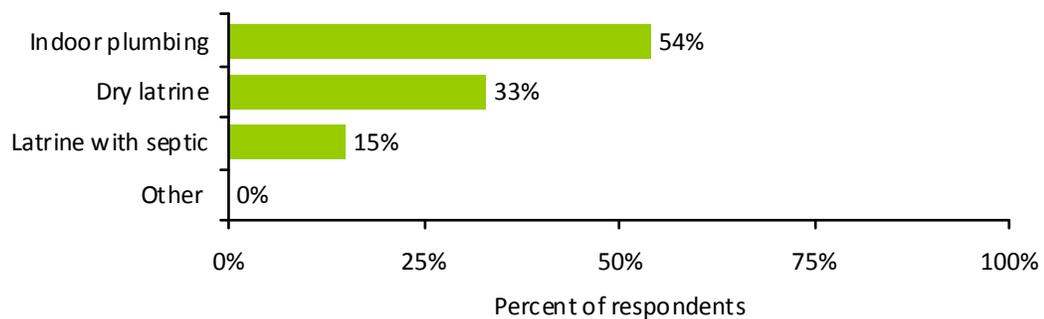


Figure 21: Type of Drainage for Waste Water

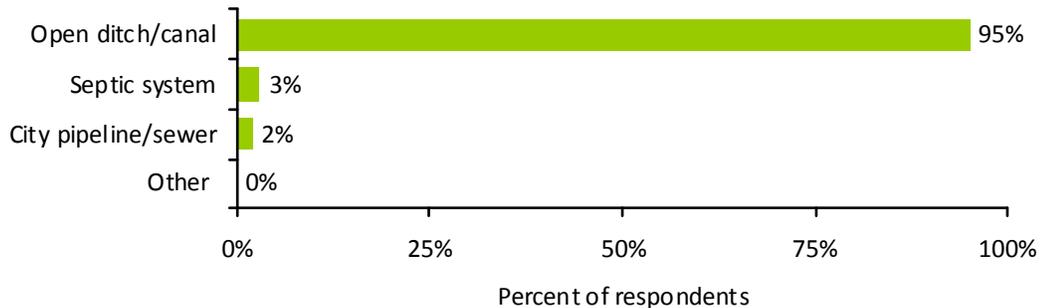
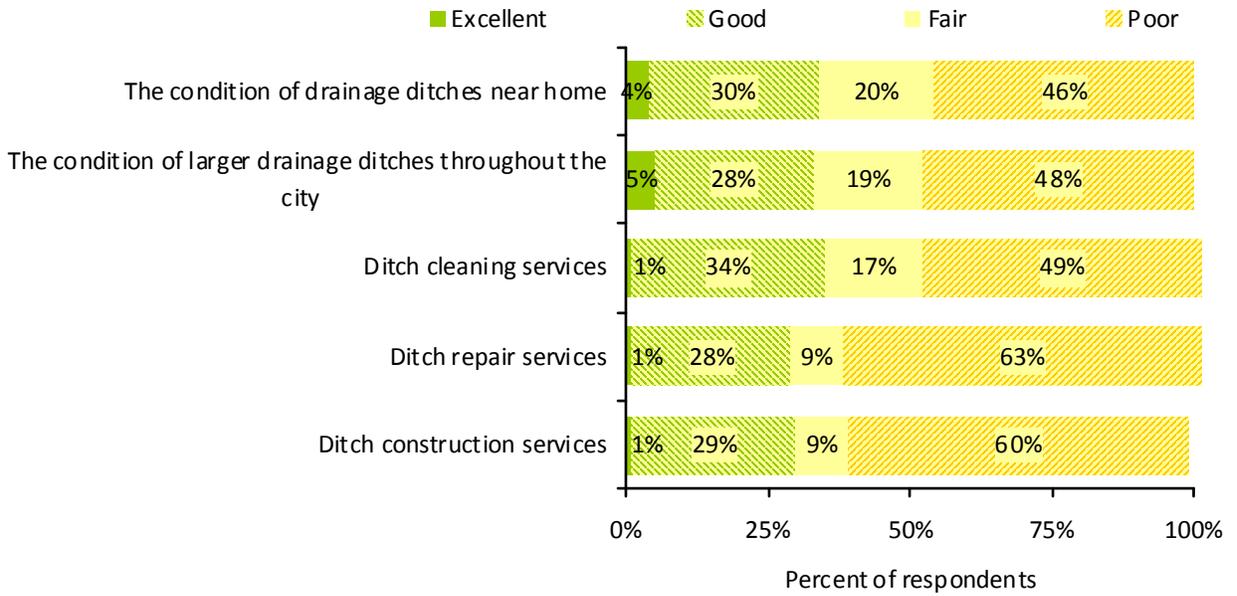


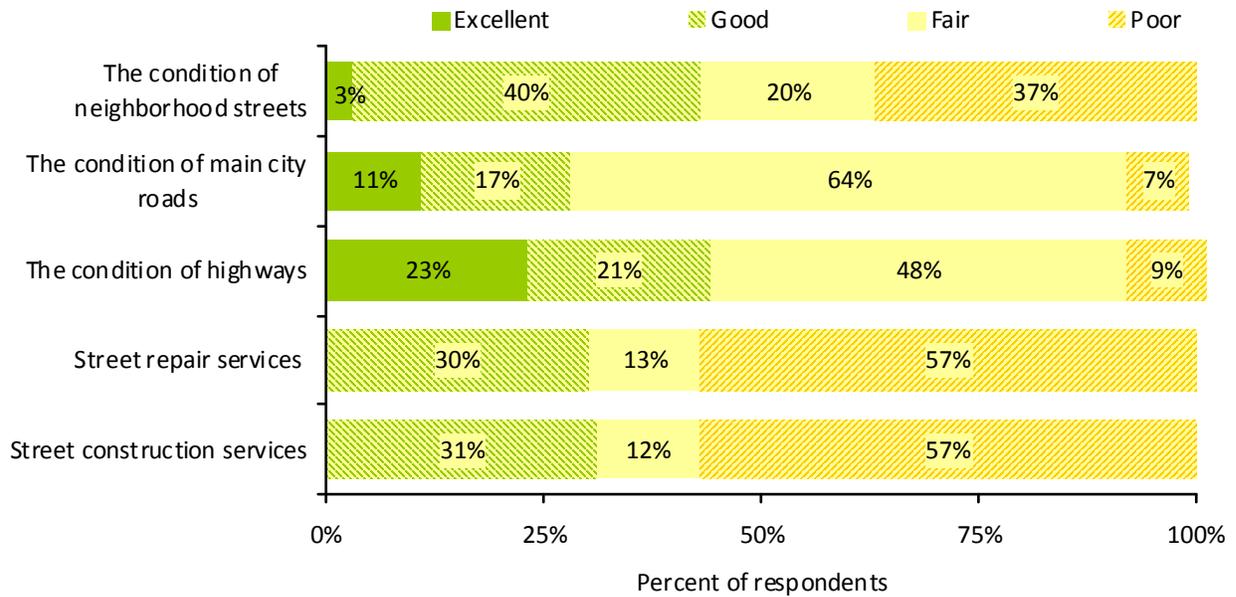
Figure 22: Quality of City Drainage and Drainage Services



Ratings of the condition of neighborhood streets varied by neighbor. Thirty-seven percent said their streets were in poor condition, 43% said their streets were excellent or good and 20% thought they were in fair condition. Most (64%) thought main roads were in fair condition, and 44% thought highways were in excellent or good condition.

Residents were more concerned about street repair and construction services, with 57% rating these as poor.

Figure 23: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

About one-third of Jalalabad residents lived near an adult or children’s park, but few were near a park for women. Women’s parks were farther away and most likely to be rated as poor in quality.

Figure 24: Availability of City Parks

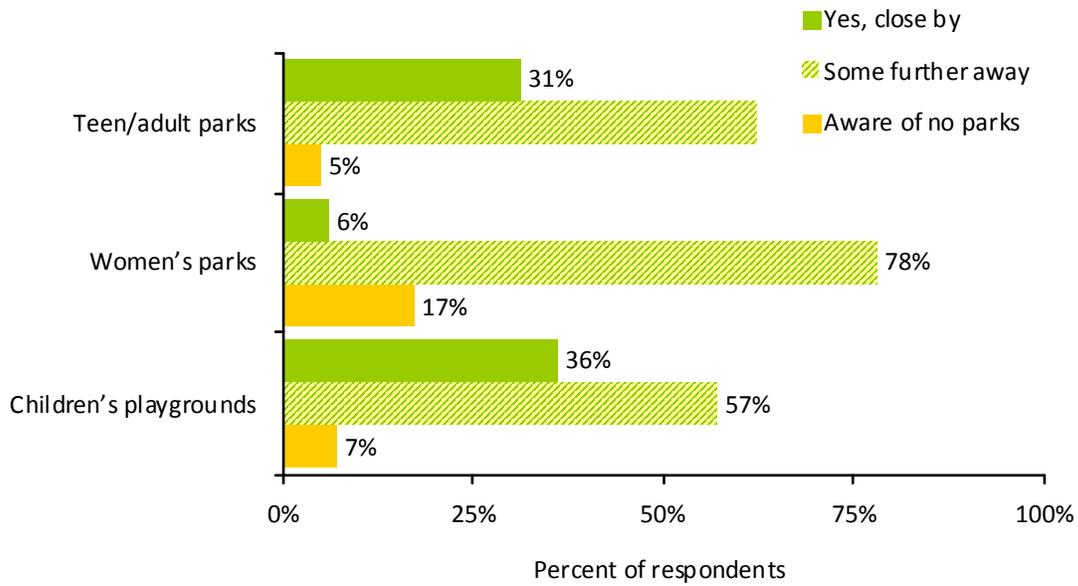
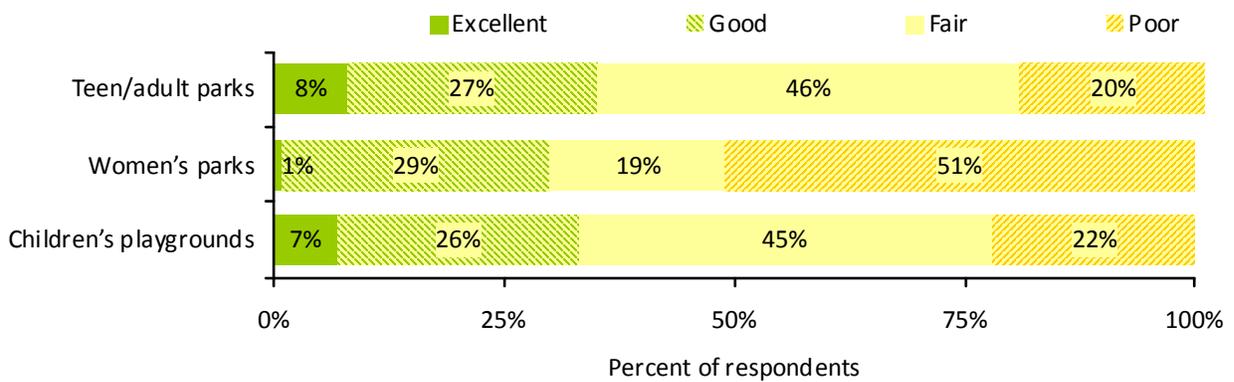


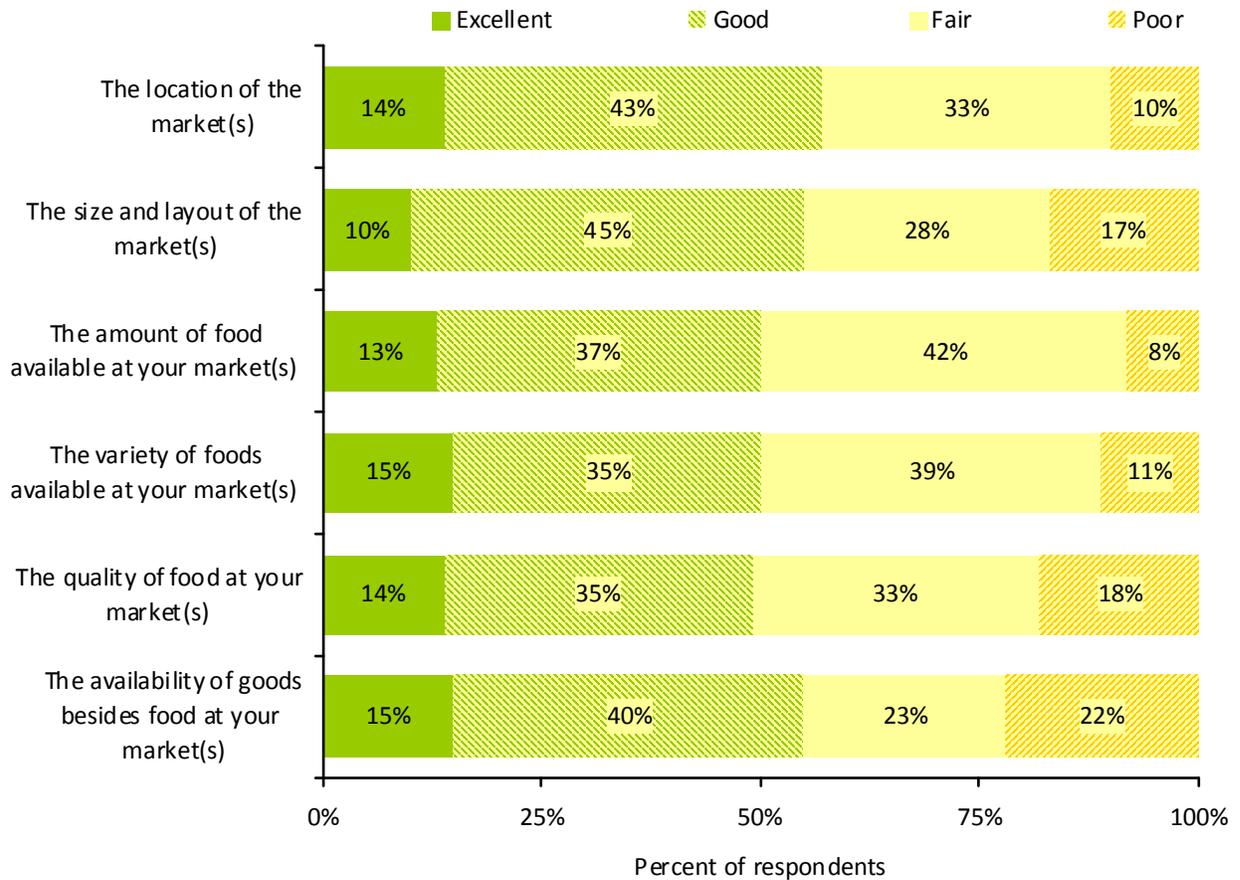
Figure 25: Quality of City Parks



MARKET

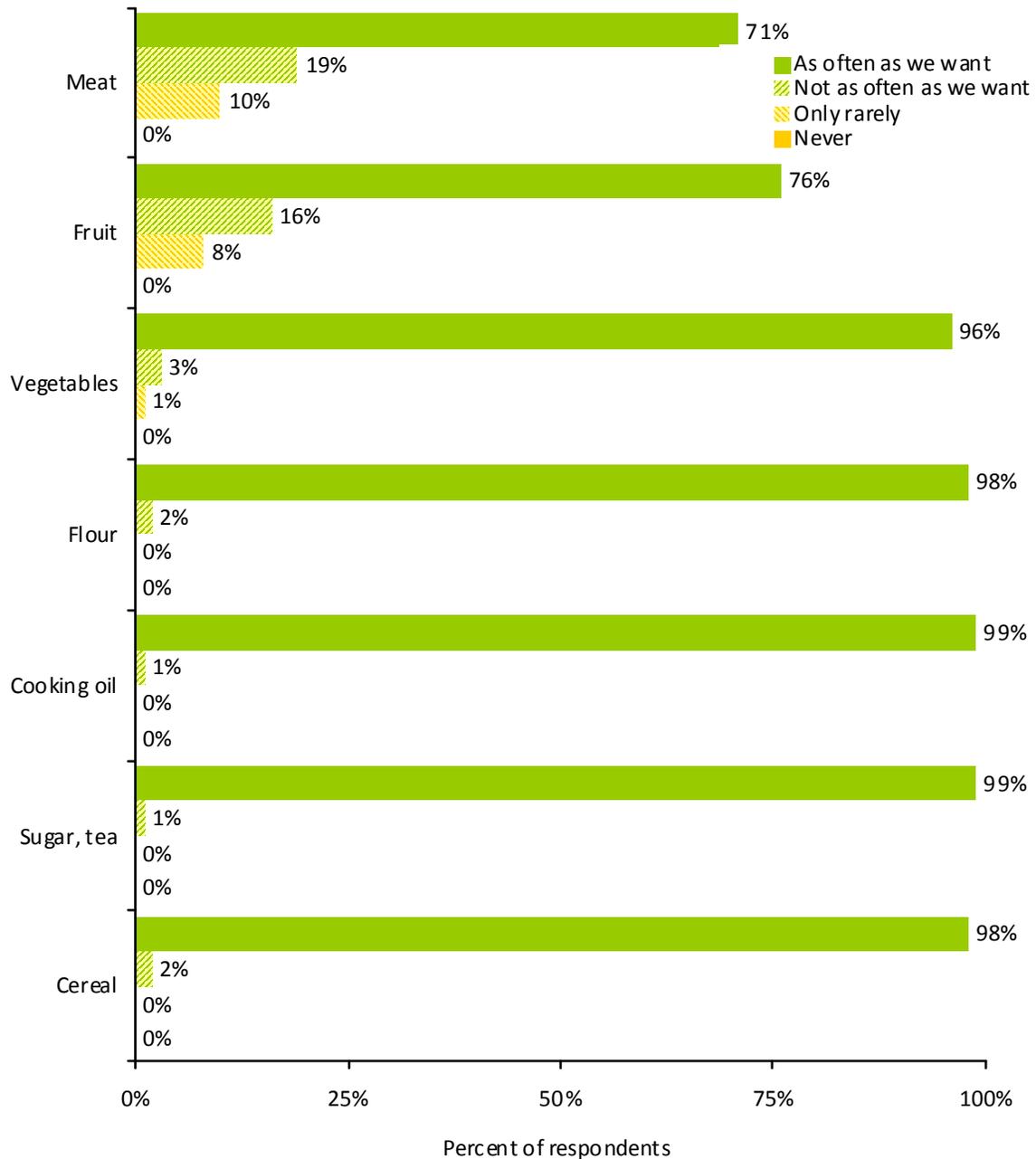
The market in Jalalabad received good ratings by half the residents and fair ratings by most others. Of most concern was the availability of non-food goods (22% rated this as poor), the quality of food (18% rated this as poor) and the size and layout of the market (17% rated this as poor).

Figure 26: Quality of City Market



Almost all residents said that they could afford flour, cooking oil, sugar, tea, cereals and vegetables whenever they wanted. Meat and fruit were a little harder to come by. While most said they could afford meat and fruit whenever they wanted, about 1 in 10 households could only rarely afford them.

Figure 27: Family Can Afford Food at the Market



SERVICE PRIORITIES

Residents were asked what the top three service priorities should be for the municipal government amongst eight possible services and their clear first priority was the provision of electricity. The second priority was providing clean drinking water and the third was a new dump site for trash.

Figure 28: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	82%	4%	8%	5%
Supplying clean drinking water	4%	57%	10%	29%
A new dump site for trash to reduce leaching into water and the spread of disease	7%	15%	38%	39%
Ditch cleaning, repair and construction	1%	6%	20%	72%
Provide green areas/parks	1%	7%	12%	81%
Street repair	1%	9%	4%	86%
Public containers for trash in residential and commercial areas	4%	1%	5%	90%
Provide a new area for a market	0%	2%	1%	97%

GOVERNANCE

When asked who they would contact if they had a problem related to the city, residents of Jalalabad were most likely to contact their Shura, CDC (Community Development Council) or Jirga (39%) or a tribal leader or Malik (26%). Others would contact the mayor (15%), a Mullah (8%) or no one (11%).

Thirty-nine percent knew who the mayor was.

Figure 29: If You Have a Problem with Something Related to the City, Who Would You Contact?

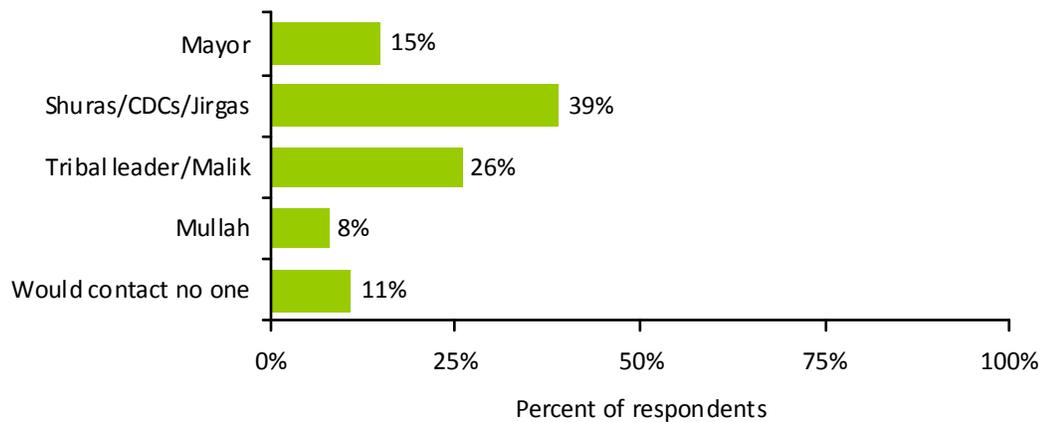
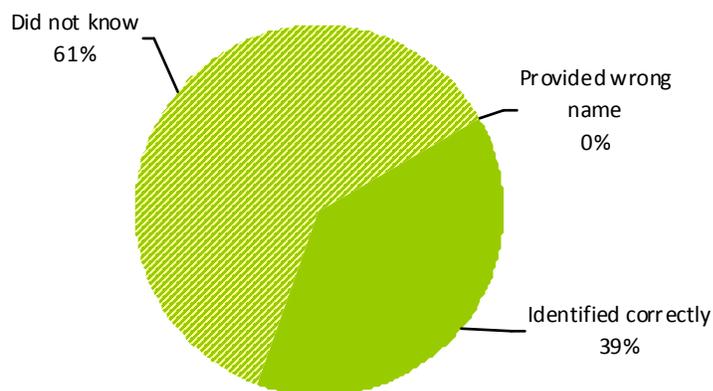


Figure 30: Who Is Your Mayor?



Most residents (66%) were paying Safayi taxes of fees and they generally paid between 50 and 100 Afn per month. About 2 in 5 had contacted someone in the city government at some point in the past for help solving a problem or getting a service. When asked what they thought would happen if they did ask the municipal government to fix their street, almost all (93%) thought the request would be put on a long wait list.

Figure 31: Contact with City Government

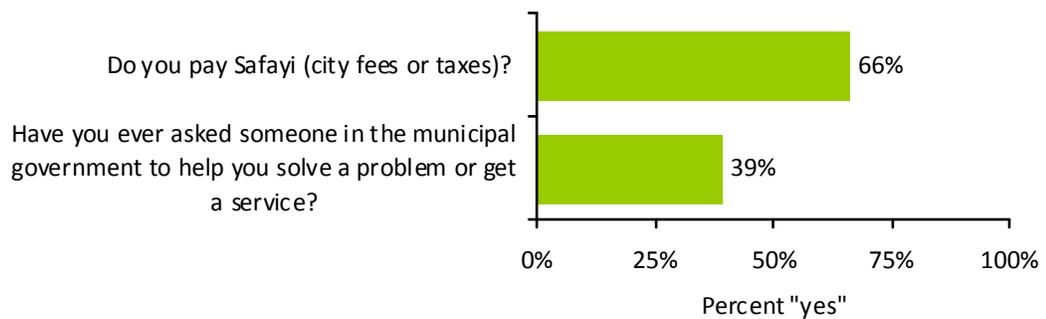


Figure 32: If You Pay Safayi, How Much Do You Pay Per Month?

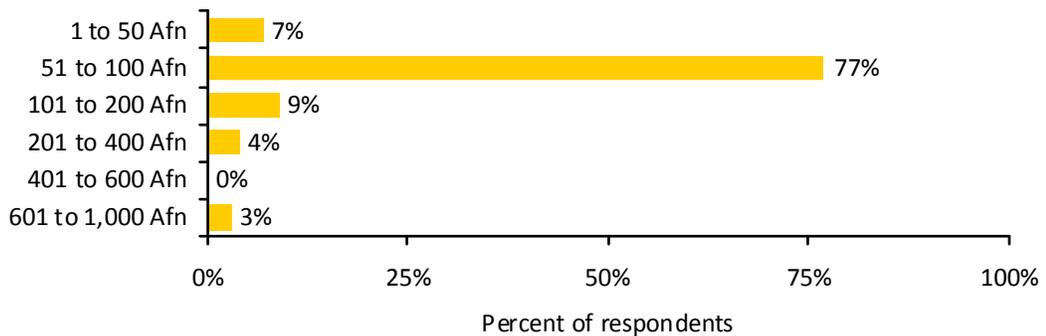
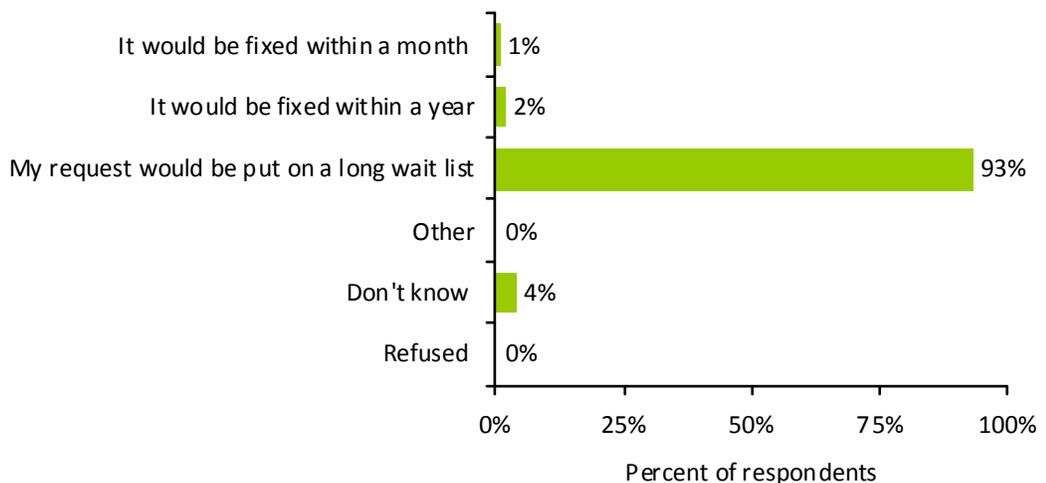


Figure 33: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



Residents in Jalalabad were split about how much their local government is working for them; 51% thought almost never or rarely and 49% thought sometimes or always. They were more optimistic about how much influence they could have on the government; again, 37% thought they could have a lot of influence, 31% thought they could have a little, 29% thought very little and 3% said none.

Figure 34: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

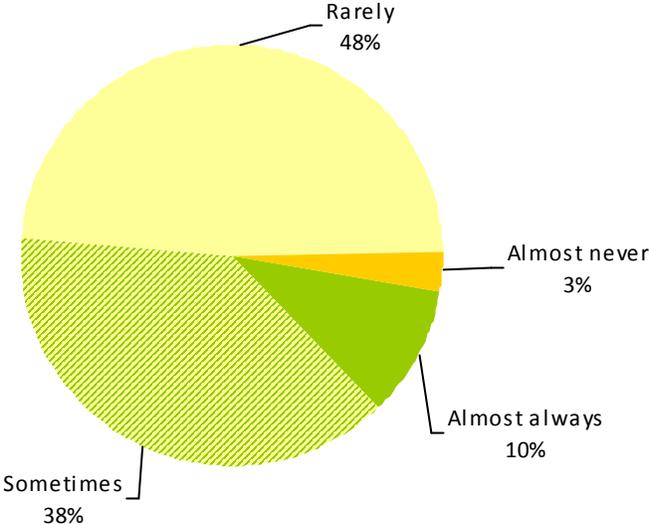
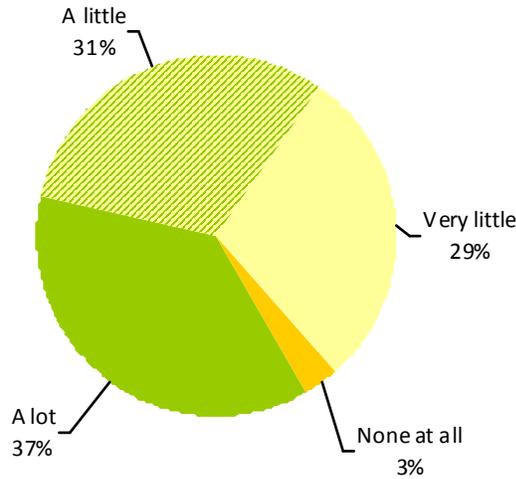


Figure 35: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Over half of the residents in Jalalabad expressed at least some trust that the people who had leadership roles related to their community were working on their behalf. They expressed a great deal (43%) or some (29%) trust in donor agencies.

Most also had at least some trust in the provincial (58%) and national government (61%) even though almost all residents thought corruption was a major, and increasing, problem in the provincial government and Afghanistan as a whole.

Figure 36: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?

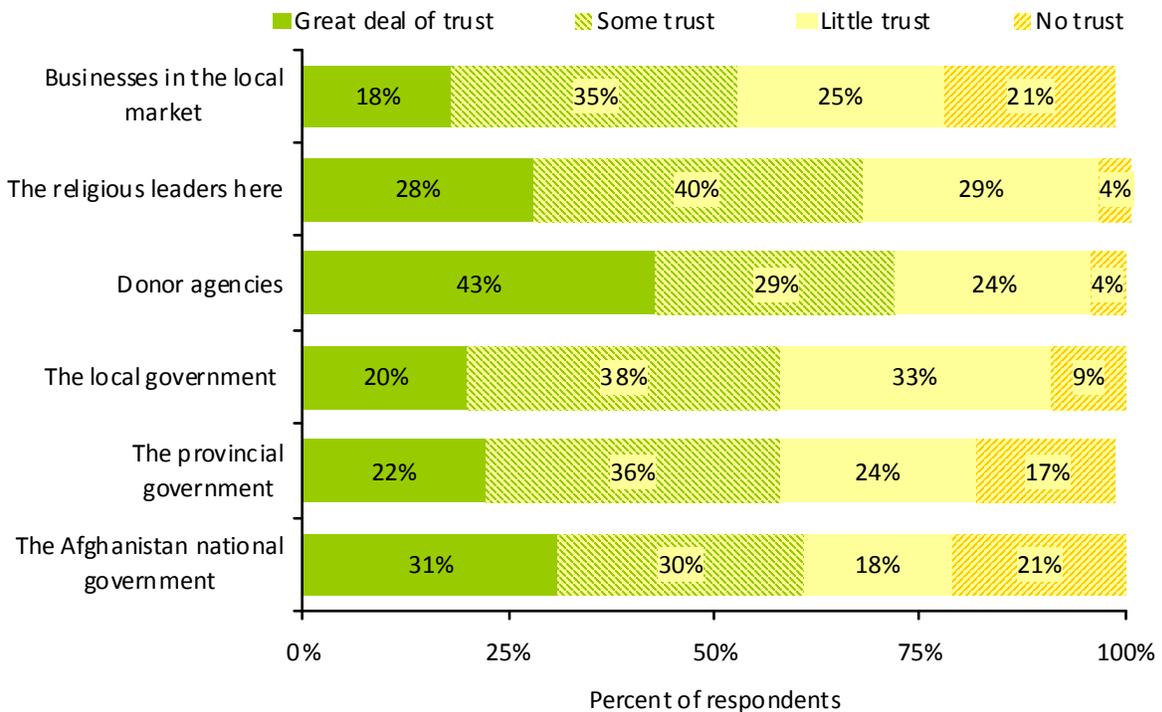


Figure 37: Level of Corruption

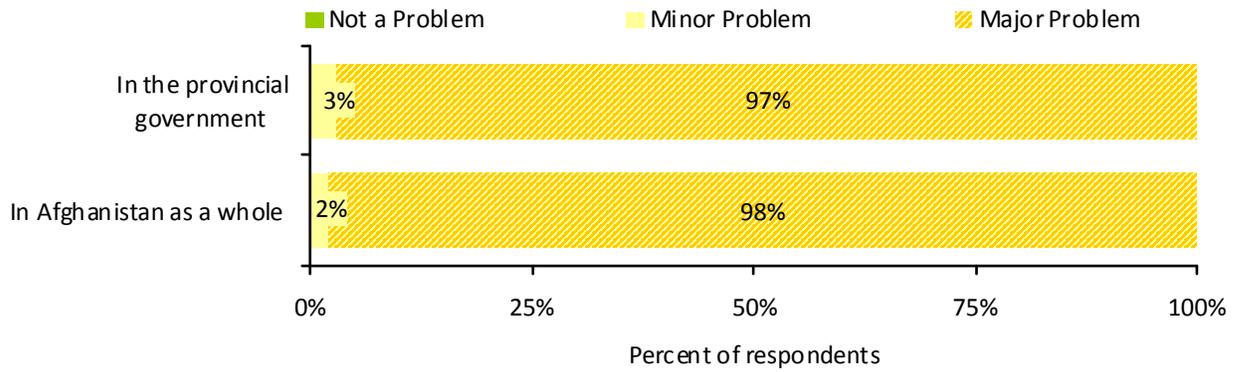
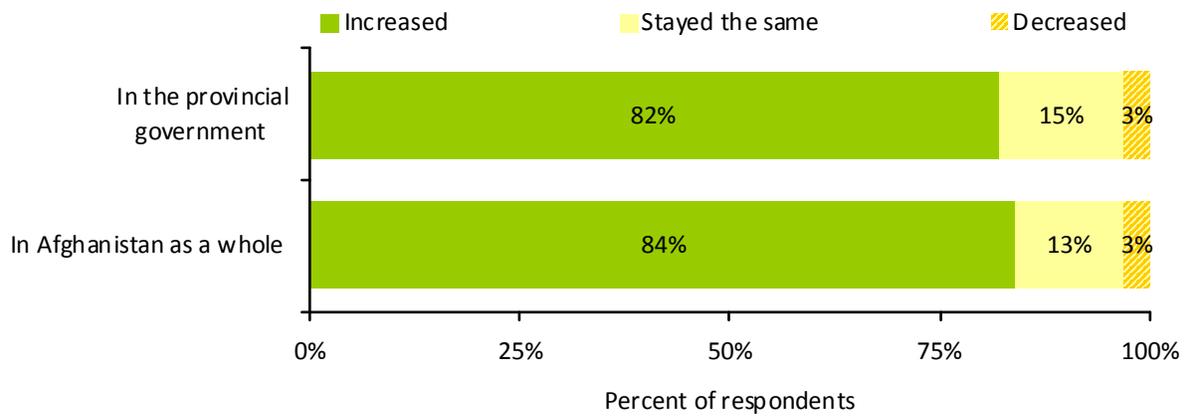
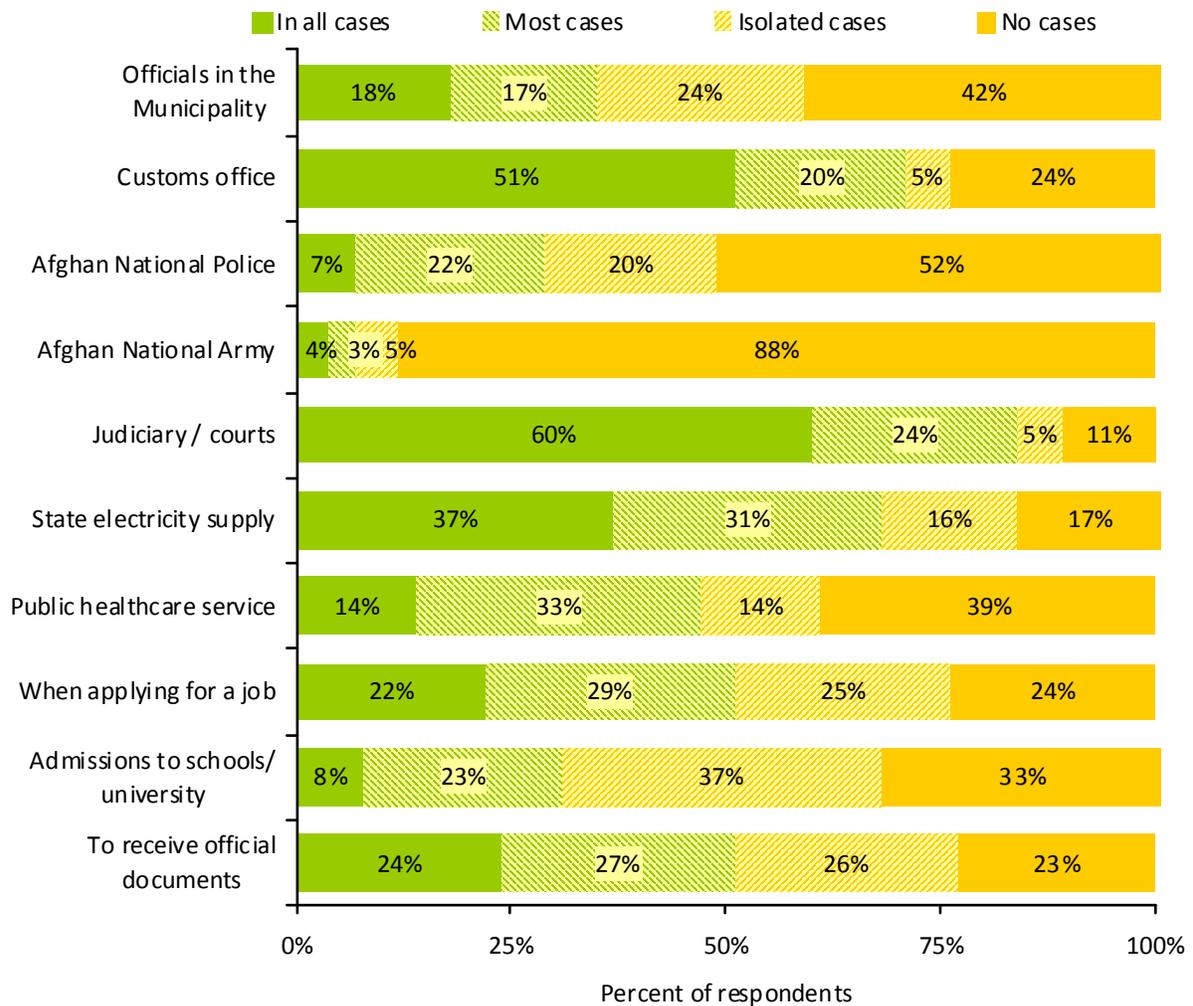


Figure 38: Change in Level of Corruption in Last Year



When asked if they had been asked to give cash, gifts or a favor when they were in contact with various government officials, many residents said they had. The officials who were most likely to have asked for cash, gift or a favor were the judiciary or court, the customs office, or the state electricity supply.

Figure 39: 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

Almost all the residents were aware of the Ministry of Women’s Affairs and its local office. Most men (61%) and women (85%) strongly supported women having equal opportunities in education and most women (84%) strongly supported women having equal opportunities to participate in government. Men were less supportive, but 29% strongly agreed and 43% somewhat agreed that women should have equal opportunity to participate in government.

Figure 40: Awareness of Ministry of Women’s Affairs

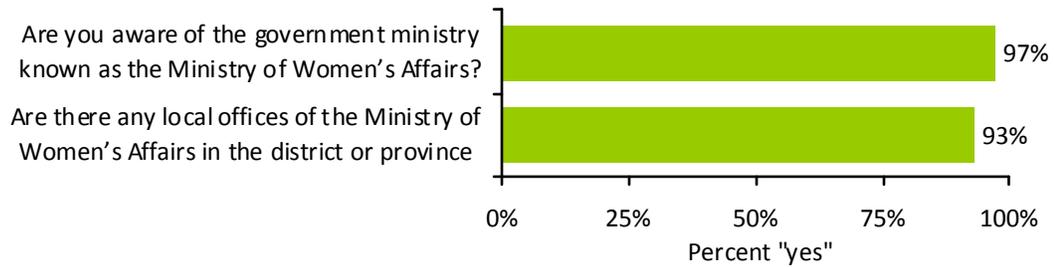


Figure 41: Agreement that Women Should Have Equal Opportunities Like Men In Education

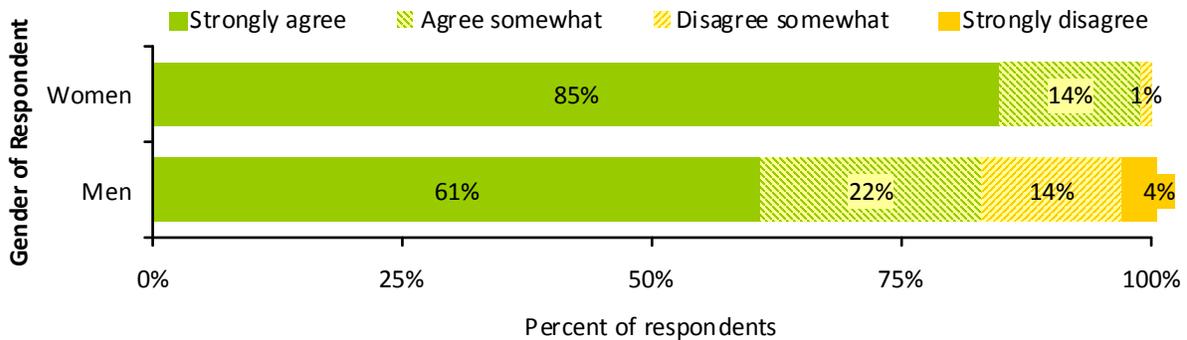
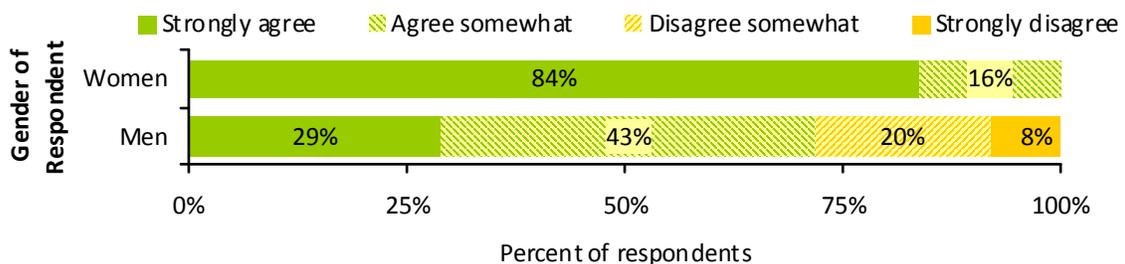


Figure 42: Agreement that Women Should Have Equal Opportunities Like Men In Government



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	38	10%
6-10 years	74	20%
11-20 years	112	30%
21-40 years	124	33%
41 or more years	23	6%
Total	371	100%

Q1 Average Number of Years Lived in City	
Average years in Jalalabad	21

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 Jalalabad	21	6%	200	54%	128	35%	22	6%	0	0%	0	0%	371	100%
The quality of schools in your city	7	2%	124	33%	188	51%	52	14%	0	0%	0	0%	371	100%
The quality of healthcare facilities in your city	4	1%	196	53%	97	26%	74	20%	0	0%	0	0%	371	100%
The health of people in your city	4	1%	176	47%	53	14%	138	37%	0	0%	0	0%	371	100%
The cleanliness of city streets	5	1%	128	35%	54	15%	184	50%	0	0%	0	0%	371	100%
The number of job opportunities in your city	4	1%	114	31%	84	23%	156	42%	0	0%	13	4%	371	100%
The number of businesses in your city	12	3%	171	46%	130	35%	51	14%	0	0%	7	2%	371	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Jalalabad	2.6
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	1.9
The number of job opportunities in your city	1.9
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	246	66%
Yes, part time	87	23%
No, not employed	38	10%

Q3 Is the head of your household currently employed?

	Number	Percent
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	143	39%
Stayed the same	142	38%
Decreased	74	20%
Refused	0	0%
Don't know	12	3%
Total	371	100%

Q5 Do you pay Safayi (city fees or taxes)?

	Number	Percent
Yes	243	66%
No	125	34%
Total	368	100%

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

	Number	Percent
1 to 50 Afn	18	7%
51 to 100 Afn	188	77%
101 to 200 Afn	21	9%
201 to 400 Afn	9	4%
401 to 600 Afn	1	0%
601 to 1,000 Afn	7	3%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	1	0%
5,001 Afn or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	3	1%
Put it in a ditch or river	5	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	221	60%
Dispose in public container	4	1%
Take to an official dump site	20	5%
Take to an improvised dump site	110	30%
Door to door collection	2	1%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	3	1%

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
Bury in the ground	2	1%
No response	369	99%

Q6a Where is this container?

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

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

	Number	Percent
Very satisfied	14	4%
Somewhat satisfied	94	25%
Somewhat dissatisfied	103	28%
Very dissatisfied	158	43%
Refused	0	0%
Don't know	0	0%
Total	369	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)	1.9
*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	3	1%
A couple/few times a week	4	1%
Once a week	30	8%
Once every two or three weeks	9	2%
Once a month or less frequently	301	81%
Never	23	6%
Refused	0	0%
Don't know	1	0%
Total	371	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	237	64%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	4	1%
No one	130	35%
Total	371	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	35	9%	90	24%	52	14%	192	52%	0	0%	2	1%	371	100%
Provision of legal dumpsites	23	6%	93	25%	55	15%	194	52%	0	0%	6	2%	371	100%
Provision of garbage bins in residential areas	16	4%	67	18%	55	15%	228	61%	1	0%	4	1%	371	100%
Provision of garbage bins in commercial areas	18	5%	108	29%	70	19%	116	31%	0	0%	59	16%	371	100%
Cleaning garbage from the streets	11	3%	135	36%	62	17%	159	43%	0	0%	4	1%	371	100%
Affordability of trash service	11	3%	195	53%	51	14%	89	24%	3	1%	22	6%	371	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.9
Provision of legal dumpsites	1.8
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.0
Affordability of trash service	2.4

*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	245	66%
Shared well with neighbors	23	6%
River, canal or other open source	1	0%
Public Standpipe	23	6%
Government supplied piped water at home	104	28%
Purchase water	0	0%
Other	1	0%
Refused	0	0%
Don't know	1	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 factory	1	0%
No response	370	100%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	105	29%
A private firm/person	1	0%
No one	260	71%
Total	366	100%

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

	Number	Percent
1 to 50 Afn	26	25%
51 to 100 Afn	65	61%
101 to 200 Afn	9	8%
201 to 400 Afn	2	2%
401 to 600 Afn	2	2%
601 to 1,000 Afn	2	2%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	106	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)	11	9%	23	20%	21	18%	61	53%	0	0%	0	0%	116	100%
Amount supplied	6	5%	26	22%	26	22%	58	50%	0	0%	0	0%	116	100%
Overall quality of water for drinking	18	16%	34	29%	45	39%	19	16%	0	0%	0	0%	116	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.9
Amount supplied	1.8

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Overall quality of water for drinking	2.4

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

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

	Number	Percent
Yes	146	39%
No	225	61%
Total	371	100%

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

	Number	Percent
Shared Generator (with neighbors)	201	54%
Government provided electricity that is not a public generator	86	23%
Personal Generator	65	18%
No electricity	33	9%
Public Generator (from government)	1	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	82	22%
A private firm/person	204	56%
No one	80	22%
Total	366	100%

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

	Number	Percent
1 to 50 Afn	5	2%
51 to 100 Afn	9	3%
101 to 200 Afn	4	1%
201 to 400 Afn	12	4%
401 to 600 Afn	9	3%
601 to 1,000 Afn	21	7%

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

	Number	Percent
1,001 to 2,000 Afn	58	20%
2,001 to 5,000 Afn	130	45%
5,001 Afn or more	39	14%
Total	287	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	6	6%	20	20%	21	21%	52	53%	0	0%	0	0%	99	100%
Number of hours per day supplied	4	4%	25	25%	16	16%	54	55%	0	0%	0	0%	99	100%
Quality of supply (Electricity power & its cut out during service hours)	5	5%	38	39%	12	12%	43	44%	0	0%	0	0%	98	100%
Price for electric supply	3	3%	48	48%	20	20%	28	28%	0	0%	0	0%	99	100%

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

	Average rating*
Number of days per week supplied	1.8
Number of hours per day supplied	1.8
Quality of supply (Electricity power & its cut out during service hours)	2.1
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	199	54%
Dry latrine	122	33%
Latrine with septic	56	15%
Other	0	0%
Refused	0	0%

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

	Number	Percent
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	349	95%
Septic system	12	3%
City pipeline/sewer	6	2%
Drains into the yard/garden	1	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	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	14	4%	113	30%	75	20%	169	46%	0	0%	0	0%	371	100%
The condition of larger drainage ditches throughout the city	19	5%	104	28%	69	19%	179	48%	0	0%	0	0%	371	100%
Ditch cleaning services	3	1%	125	34%	61	16%	180	49%	1	0%	1	0%	371	100%
Ditch repair services	2	1%	103	28%	33	9%	232	63%	0	0%	1	0%	371	100%
Ditch construction services	4	1%	109	29%	34	9%	224	60%	0	0%	0	0%	371	100%

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

Average rating*

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

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

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	10	3%	148	40%	75	20%	138	37%	0	0%	0	0%	371	100%
The condition of main city roads	42	11%	63	17%	239	64%	27	7%	0	0%	0	0%	371	100%
The condition of highways	84	23%	77	21%	177	48%	33	9%	0	0%	0	0%	371	100%
Street repair services	1	0%	110	30%	49	13%	211	57%	0	0%	0	0%	371	100%
Street construction services	1	0%	115	31%	45	12%	210	57%	0	0%	0	0%	371	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	2.3
The condition of highways	2.6
Street repair services	1.7
Street construction services	1.7

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	113	30%	240	65%	17	5%	0	0%	1	0%	371	100%
Women's parks	21	6%	287	77%	61	16%	1	0%	1	0%	371	100%
Children's playgrounds	131	35%	211	57%	27	7%	0	0%	2	1%	371	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	29	8%	98	26%	169	46%	72	19%	0	0%	3	1%	371	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	
Women's parks	4	1%	105	28%	71	19%	187	50%	0	0%	4	1%	371	100%
Children's playgrounds	26	7%	93	25%	165	44%	80	22%	1	0%	6	2%	371	100%

Q23 Average Rating of Quality of Parks

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

*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)	52	14%	160	43%	122	33%	36	10%	0	0%	1	0%	371	100%
The size and layout of the market(s)	36	10%	164	44%	103	28%	62	17%	0	0%	6	2%	371	100%
The amount of food available at your market(s)	46	12%	135	36%	154	42%	28	8%	0	0%	8	2%	371	100%
The variety of foods available at your market(s)	54	15%	125	34%	142	38%	41	11%	0	0%	9	2%	371	100%
The quality of food at your market(s)	51	14%	127	34%	118	32%	65	18%	0	0%	10	3%	371	100%
The availability of goods besides food at your market(s)	54	15%	143	39%	84	23%	81	22%	0	0%	9	2%	371	100%

Q24 Average Rating of Quality of City's Market

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

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

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	264	71%	71	19%	36	10%	0	0%	0	0%	0	0%	371	100%
Fruit	281	76%	61	16%	29	8%	0	0%	0	0%	0	0%	371	100%
Vegetables	358	96%	11	3%	2	1%	0	0%	0	0%	0	0%	371	100%
Flour	365	98%	6	2%	0	0%	0	0%	0	0%	0	0%	371	100%
Cooking oil	366	99%	5	1%	0	0%	0	0%	0	0%	0	0%	371	100%
Sugar, tea	367	99%	4	1%	0	0%	0	0%	0	0%	0	0%	371	100%
Cereal	365	98%	6	2%	0	0%	0	0%	0	0%	0	0%	371	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	15	4%	4	1%	17	5%	335	90%	371
A new dump site for trash to reduce leaching into water and the spread of disease	27	7%	56	15%	142	38%	146	39%	371	100%
Ditch cleaning, repair and construction	5	1%	22	6%	76	20%	268	72%	371	100%
Street repair	4	1%	32	9%	16	4%	319	86%	371	100%
Supplying clean drinking water	14	4%	211	57%	38	10%	108	29%	371	100%
Provide a new area for a market	0	0%	6	2%	5	1%	360	97%	371	100%
Provide green areas/parks	3	1%	25	7%	44	12%	299	81%	371	100%
Provide electricity service	305	82%	15	4%	31	8%	20	5%	371	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	56	15%
Shuras/CDCs/Jirgas	143	39%
Tribal leader/Malik	95	26%
Mullah	30	8%
Would contact no one	39	11%
Don't know	7	2%
Refused	1	0%
Total	371	100%

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

	Number	Percent
Yes	145	39%
No	223	60%
Don't know	2	1%
Refused	0	0%
Total	370	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	3	1%
It would be fixed within a year	6	2%
My request would be put on a long wait list	346	93%
Other	0	0%
Don't know	16	4%
Refused	0	0%

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

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

	Number	Percent
Very good job	13	4%
Somewhat good job	228	61%
Somewhat bad job	115	31%
Very bad job	12	3%
Refused	0	0%
Don't know	3	1%
Total	371	100%

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

	Number	Percent
Almost always	38	10%
Sometimes	141	38%
Rarely	176	47%
Almost never	12	3%
Refused	0	0%
Don't know	4	1%
Total	371	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	133	36%
A little	111	30%
Very little	106	29%
None at all	10	3%
Don't know	11	3%
Refused	0	0%
Total	371	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	68	18%	128	35%	94	25%	79	21%	1	0%	1	0%	371	100%
The religious leaders here	103	28%	148	40%	106	29%	13	4%	0	0%	1	0%	371	100%
Donor agencies	158	43%	109	29%	87	23%	16	4%	0	0%	1	0%	371	100%
The local government	74	20%	140	38%	119	32%	33	9%	1	0%	4	1%	371	100%
The provincial government	82	22%	133	36%	88	24%	64	17%	0	0%	4	1%	371	100%
The Afghanistan national government	113	30%	109	29%	65	18%	78	21%	0	0%	6	2%	371	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	144	39%
Did not know	226	61%
Provided wrong name	1	0%
Total	371	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	359	97%	12	3%	0	0%	0	0%	0	0%	371	100%
In Afghanistan as a whole	363	98%	6	2%	0	0%	0	0%	0	0%	369	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	303	82%	56	15%	12	3%	0	0%	0	0%	371	100%
In Afghanistan as a whole	313	84%	47	13%	11	3%	0	0%	0	0%	371	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	51	14%	48	13%	70	19%	12	33%	8	22%	0	0%	0	0%	37	100%
Customs office	15	41%	59	16%	15	4%	72	19%	7	20%	0	0%	1	0%	37	100%
Afghan National Police	19	5%	63	17%	56	15%	14	40%	8	23%	0	0%	0	0%	37	100%
Afghan National Army	12	3%	8	2%	14	4%	25	69%	8	22%	0	0%	0	0%	37	100%
Judiciary / courts	20	54%	81	22%	16	4%	36	10%	3	10%	0	0%	0	0%	37	100%
State electricity supply	12	34%	10	29%	55	15%	57	15%	2	7%	0	0%	0	0%	37	100%
Public healthcare service	49	13%	11	31%	51	14%	13	37%	1	4%	0	0%	0	0%	37	100%
When applying for a job	68	18%	91	25%	78	21%	76	20%	4	12%	1	4%	1	0%	37	100%
Admissions to schools/ university	24	6%	69	19%	11	30%	98	26%	4	13%	2	5%	2	1%	37	100%
To receive official	75	20%	86	23%	81	22%	73	20%	4	11%	1	4%	1	0%	37	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
documents								

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

	Number	Percent
Yes	357	96%
No	12	3%
Don't know	2	1%
Refused	0	0%
Total	371	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	318	86%
No	25	7%
Don't know	28	8%
Refused	0	0%
Total	371	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	269	73%
Agree somewhat	67	18%
Disagree somewhat	27	7%
Strongly disagree	7	2%
Don't know	1	0%
Refused	0	0%
Total	371	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	208	56%
Agree somewhat	109	29%
Disagree somewhat	38	10%
Strongly disagree	15	4%
Don't know	1	0%

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
Refused	0	0%
Total	371	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	6	2%
18-30 years old	200	54%
31-40 years old	104	28%
41-50 years old	33	9%
51-60 years old	18	5%
61 or more years old	10	3%
Total	371	100%

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

	Number	Percent of households
Working	124	33%
Retired	2	1%
Housewife	159	43%
Student	70	19%
Unemployed	21	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	371	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	145	39%
Primary School, incomplete (classes 1 to 5)	19	5%
Primary School, complete (finished class 6)	10	3%
Secondary education, incomplete (classes 7 to 8)	17	5%
Secondary education, complete (finished class 9)	33	9%
High School (classes 10 to 12)	99	27%
University education or above	48	13%
Refused	0	0%
Don't know	0	0%
Total	371	100%

Q45 Are you married or single?

	Number	Percent of households
Single	100	27%
Married	267	72%
Widower/ Widow	4	1%
Refused	0	0%
Don't know	0	0%
Total	371	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	8	2%
6-10 people	99	27%
10-20 people	202	55%
21 or more people	61	16%
Total	370	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	131	35%
Own	239	64%
Don't know	0	0%
Refused	1	0%
Total	371	100%

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

	Number	Percent of households
Yes	240	65%
No	130	35%
Don't know	0	0%
Refused	1	0%
Total	371	100%

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

	Number	Percent of households
Pay nothing	198	61%
1,000 Afn or less per month	3	1%
1,001-2,000 Afn per month	9	3%
2,001-3,000 Afn per month	20	6%
3,001-4,000 Afn per month	17	5%

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

	Number	Percent of households
4,001-5,000 Afn per month	19	6%
5,001-7,500 Afn per month	25	8%
7,501 or more Afn per month	35	11%
Total	326	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 Afs	4	1%
2,001 - 3,000 Afs	18	5%
3,001 - 5,000 Afs	71	19%
5,001 - 10,000 Afs	85	23%
10,001 - 15,000 Afs	81	22%
15,001 - 20,000 Afs	56	15%
20,001 - 25,000 Afs	32	9%
25,001 - 40,000 Afs	15	4%
more then 40,000 Afs	8	2%
Refused	1	0%
Don't know	0	0%
Total	371	100%

Q51 Gender

	Number	Percent of households
Male	186	50%
Female	184	50%
Total	370	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, DAI and ICMA 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 ¹	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 ¹	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	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*

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 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, 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 JALALABAD CITY



September 20, 2010

INDEX OF TABLES

TABLE 1: ASSESSMENT AREAS, INTERVIEWERS AND INTERVIEWEES	66
TABLE 2: MUNICIPAL REFERENCE AND PLANNING DOCUMENTS.....	67
TABLE 3: MUNICIPAL EMPLOYEES	68
TABLE 4: FREQUENCY OF EVENTS.....	68
TABLE 5: PROVINCIAL PARTNERS	68
TABLE 6: MUNICIPAL INVOLVEMENT IN THE PROVISION OF PUBLIC SERVICES.....	69
TABLE 7: METHODS FOR RECEIVING AND HANDLING COMPLAINTS	69
TABLE 8: FINANCIAL MANAGEMENT DOCUMENTS	70
TABLE 9: FINANCIAL MANAGEMENT SYSTEMS.....	70
TABLE 10: FINANCIAL MANAGEMENT EMPLOYEES	70
TABLE 11: FINANCIAL MANAGEMENT OFFICE: PHYSICAL RESOURCES	71
TABLE 12: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS	72
TABLE 13: REVENUE ENHANCEMENT DEPARTMENT SYSTEMS.....	73
TABLE 14: REVENUE ENHANCEMENT DEPARTMENT EMPLOYEES.....	73
TABLE 15: REVENUE COLLECTION FREQUENCY AND METHOD	73
TABLE 16: REVENUE COLLECTION SOURCES.....	73
TABLE 17: REVENUE ENHANCEMENT OFFICE: PHYSICAL RESOURCES	74
TABLE 18: PUBLIC WORKS MANAGEMENT AND DOCUMENTATION	75
TABLE 19: PUBLIC WORKS INFORMATION SYSTEMS	76
TABLE 20: PUBLIC WORKS EMPLOYEES.....	76
TABLE 21: PUBLIC WORKS ACTIVITIES AND RESOURCES	76
TABLE 22: PUBLIC WORKS INVENTORY	76
TABLE 23: PUBLIC WORKS OFFICE: PHYSICAL RESOURCES	77

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.

In September, 2010, an assessment team from RAMP UP East visited Jalalabad to assess municipal capacities in accordance with the finalized internal assessment tool. The internal survey team was headed by the Jalalabad Municipal Team Leader, and included the embedded public finance, economic development and public works advisors.

The internal survey team was introduced to the staff of Jalalabad municipality by the provincial team leader. The Municipal Team Leader then explained the objectives of the baseline survey, and provided an overview of how the data would be collected to municipal staff. The internal survey team leader interviewed the mayor and/or deputy mayor while embedded advisors interviewed their relevant municipal staff counterparts. The RAMP UP staff provided a brief overview of the survey, and then proceeded to document staff responses and collect information in accordance with the instrument.

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	Hayat Noor	Eng. Hakimuddin	Deputy Mayor	Sep, 20, 2010
Financial Management	Samiullah Omerzai	Abdul Sallam	Head of the Finance Department	Sep, 20, 2010
Planning and Economic Development	Shams ul Rahman Zaland	Mohammad Haleem	Head of Planning Department	Sep, 20, 2010
Revenue Enhancement	Samiullah Omerzai	Haji Basir Ahmad	Head of Revenue Department	Sep, 20, 2010
Public Works	Eng. Tohfatullah	Eng. Noor Mohammad and Baryalai	Head of Construction and Sanitation Departments	Sep, 20, 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	Yes
Do you have a City Master Plan?	Yes	Yes
Do you have a Municipal profile?	No	No
Do you have a Municipal organization chart?	Yes	Yes
Do all municipal staff members have a written job description?	Yes	Yes
Do you have work plans for different municipal functional areas?	Yes (annual work plans)	Yes
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?	Yes	No
If it is meeting, are council meeting minutes being kept?	Yes	No
Do you have a copy of the Current Municipal Law?	No	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	135	135	0	
Reported Contract position ¹	0	0	0	
Council members*	80	80	0	

*The council is composed of neighborhood (Naheya) representatives.

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		
How frequently do you communicate with IDLG/DMA?		x		

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 police	Yes	To assist the municipality in collecting taxes and in managing citizens/businesses (for example, ensuring retailers are selling/operating in authorized locations)
PD of Environmental Protection	Yes	Maintenance of grass / tourist areas (for example, monitoring of maintenance and upkeep activities)
PD of Statistics	Yes	To provide the municipality with access to statistics of the city (population, revenue per capita etc.)

¹ The municipality reported having no contract positions on record, despite sub-departments reporting the existence of contract personnel.

PD of Public Works	Yes	Coordination to assist in keeping the roads and culverts well maintained (operations and maintenance), restricted to highways and primary roads.
PD of Public Health	Yes	Assistance in conducting health inspections of water, food supply companies, fruit and vegetable markets, and with extermination of feral animals.

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

Table 6: Municipal Involvement in the Provision of Public Services

Service type	Yes, all	Yes, some	Not provided by municipality
Water		x	
Power		x	
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

- Complaints box, direct Contact, and via local representative

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	No
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	No
Do you have a program or development budget?	Yes	No
Do you have a general ledger?	Yes	No

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?	Yes	No

Table 10: Financial Management Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	11	11	0	0
Contract position	0	0	0	0

Table 11: Financial Management Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
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	3 hours		

C. PLANNING AND ECONOMIC DEVELOPMENT

Jalalabad Municipality has two distinct departments, one for Planning and a separate department for Economic Department. The Planning Department assists other municipal departments in developing their work plans and budgets. The Economic Development Department is separate from the Planning Department, and it works to establish public private partnerships and coordination with private sector entities.

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	Copy attached to Internal Survey
Do you have standard written procedures for collecting revenues?	Yes	They are applying basic accounting procedures introduced by the MoF; the municipality has a specific rule-book for revenue collection in accordance with the law.
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	They have a ledger of generated revenues that they report as being shared with both IDLG & MoF. All revenues collected by the Municipality are kept in a bank.
Do you have a procedure manual for revenue collection?	Manual	

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	7	7	0	
Contract position	1	0	0	

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		

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		10,518,664	10,518,664
Safayi taxes	Yes	Yes		8,570,460	8,570,460
Business license Fees	Yes	Yes	6300	1,545,340	1,545,340

Table 17: Revenue Enhancement Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
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		3 hours	

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.)	No	No
Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	Yes
Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	Yes	No
Do Public Works activities include “Maintenance”? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	Yes	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	Yes	No
Do you have a trash collection plan? (if so, please share)	Yes	No
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	Yes	Yes
Do you have a regular maintenance schedule for vehicles, tools and equipment?	No	No

Table 19: Public Works Information Systems

Type of Document	Manual	Computerized
Systematic filing system	No	No

Table 20: Public Works Employees

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	16	16	0	0
Tashkeel	13	16	0	0
Contract position	3	3	0	Not Applicable

Table 21: Public Works Activities and Resources

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

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

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/driver
Flat bed truck	12		Municipal warehouse	Yes	Poor	Yes
Dump truck	11		Municipal warehouse	Yes	Good	Yes
Loader	3		Municipal warehouse	Yes	Good	Yes
Water Tankers	1		Municipal warehouse	Yes	Good	Yes

Grader	1		Municipal warehouse	Yes	Good	Yes
Steamroller	2		Municipal warehouse	Yes	Good	Yes
Shovels	20					
Wheelbarrows	12					
Pick axes	15					

Table 23: Public Works Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space			X
Desks and chairs		X	
Computers	X		
Public works software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	3 hours		