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

## MUNICIPAL BASELINE SURVEY REPORT MAIDAN SHAR 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 MAIDAN SHAR CITY (2010)

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

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## 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, Mehmud Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyān, 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 MAIDAN SHAR CITY



October 2010

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## 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, Mehmud 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 Maidan Shar. In-person interviews were conducted with 150 residents from August 15, 2010 to August 26, 2010.

## DEMOGRAPHICS

Enumerators visited 150 houses in Maidan Shar and interviewed one representative in each home. Of those interviewed, 88% were men, 84% were married and 59% had never attended school. Respondents spanned a wide age range, 36% were 30 years old or younger, 24% were 31 to 40 and 40% were over 40. Many households were smaller; 59% had 10 or fewer people and 41% had more than 10 people. Most households (79%) owned their homes and had a Qabala or other way of proving their tenure.

## OVERVIEW

Most residents rated the quality of life and the health of the people in Maidan Shar as poor. About 20% of the heads of households were not employed most residents rated the number of employment opportunities in the city as poor.

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

- Maidan Shar residents generally disposed of trash in the street or at an improvised dumpsite and they were very dissatisfied with these disposal methods. The City did not remove trash from streets and the cleanliness of streets were rated as poor. City trash services also received poor ratings, with the exception of the provision of garbage bins in commercial areas.
- Most residents got their drinking water from wells or public standpipes, but their electricity came from government power plants or solar energy. They were generally satisfied with the government electricity service.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. The condition of drainage canals near their home 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 by 95% of respondents. Street repair and construction services were also rated as poor by most.
- Almost no residents had access to a park nearby, but a few thought there were some further away.
- When asked to prioritize services, the top three priorities for residents were street repair, providing clean drinking water and electricity service.

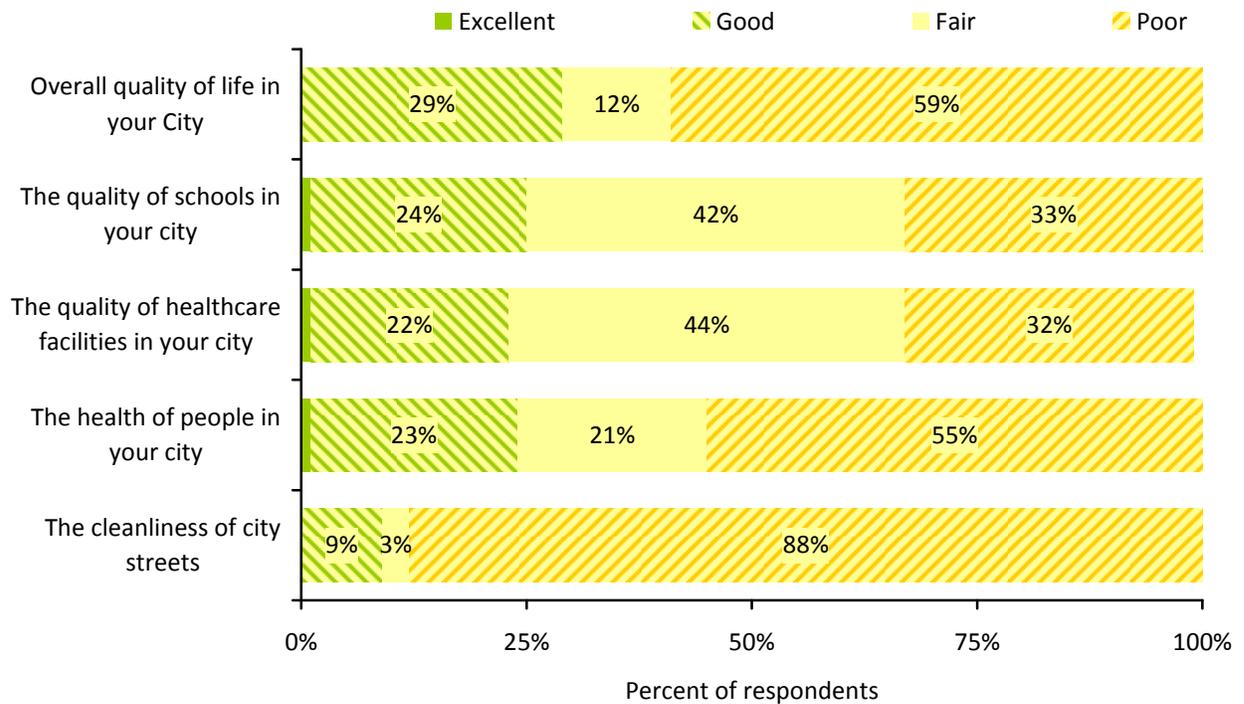
Only 3% of residents knew who their mayor was but about half had contacted the municipality to request a service or get help with a problem. Residents were divided in how much confidence they had in their government.

- About half thought their local government was sometimes or almost always working to serve people like them but 42% thought they could have a lot or at least a little influence on local government decision-making.
- Only three in ten had at least some or a great deal of trust that local government was conducting activities for their benefit, while about half 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 businessmen were conducting activities for their benefit, but most thought local religious leaders were.
- Only 18% 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, 82% 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 people in Maidan Shar were strongly (56%) or somewhat (21%) supportive of women having equal access to education, but only half strongly (36%) or somewhat (15%) supported women's participation in government. Women and men had similar opinions.

## QUALITY OF LIFE

Most residents (59%) rated the quality of life in Maidan Shar as poor; only 29% thought it was good and 12% conceded it was fair. Residents also gave low ratings for the health of the people in their city and the cleanliness of the streets.

**Figure 1: Quality of Life in Maidan Shar**



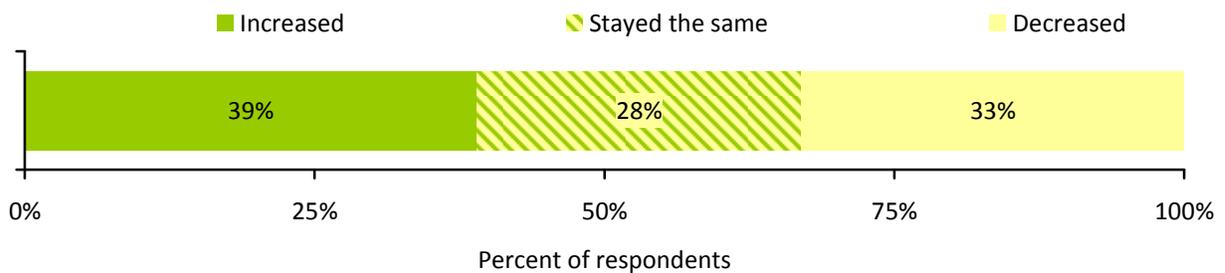
## EMPLOYMENT

Four out of five heads of households were employed full or part time and one out of five was unemployed. Residents were very concerned about the number of job opportunities and businesses in the city; 69% rated the number of job opportunities as poor and 65% rated the businesses as poor. They were somewhat split as to whether the number of job opportunities had increased (39%), stayed the same (28%) or decreased (33%) in the past year.

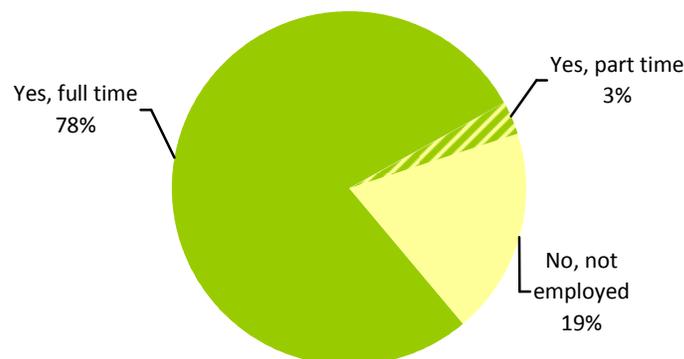
**Figure 2: Job Opportunities in Maidan Shar**



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



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

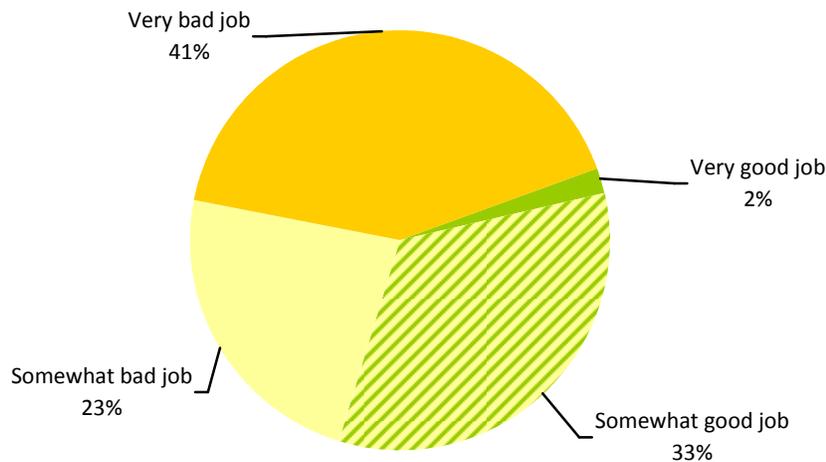


## SERVICES

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.

Maidan Shar got poor ratings for providing services to their residents, 41% thought they were doing a very bad job and 23% thought they were doing a somewhat bad job. About one-third of residents thought they were doing at least a somewhat good job.

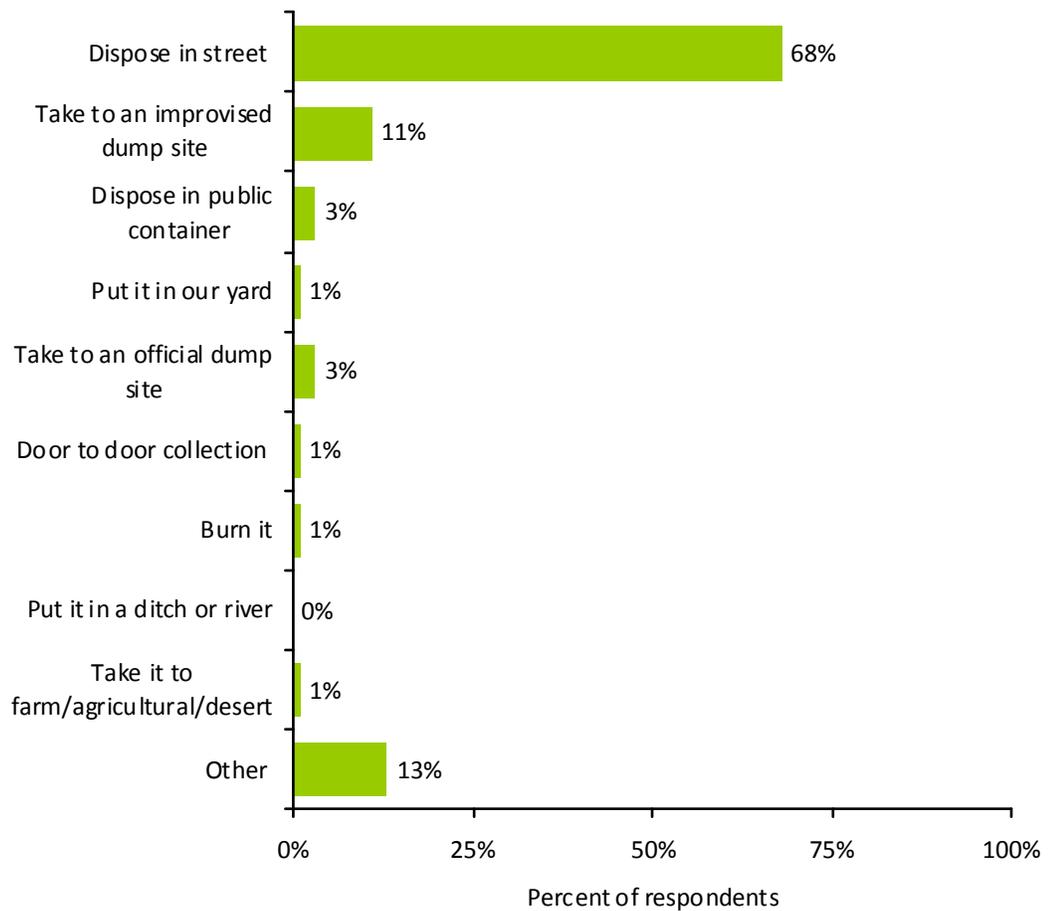
**Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?**



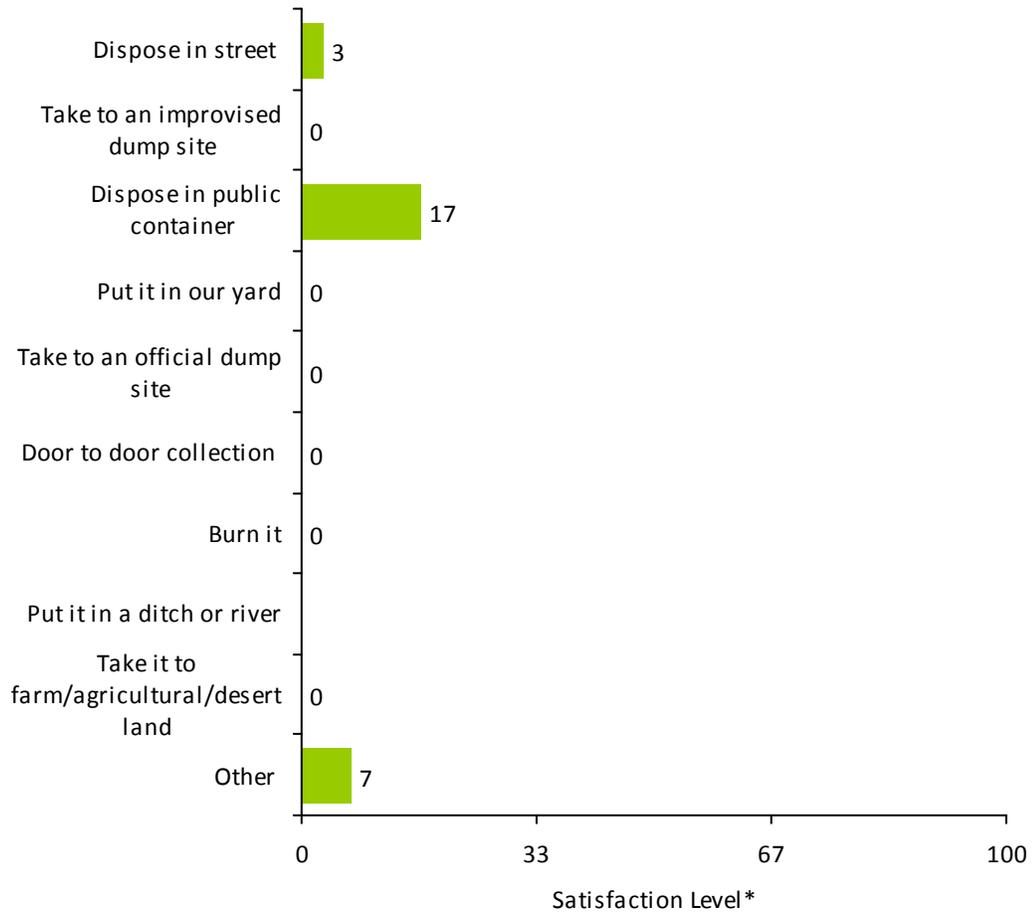
## SOLID WASTE

Poor ratings for the cleanliness of the streets in Maidan Shar are likely related to the fact the most residents dispose of their trash in the street. A few residents said they took trash to an improvised dump site (11%). Most did not use public containers or official dumps. No matter which they chose, residents were very dissatisfied with the disposal method.

**Figure 6: Trash Disposal Method**



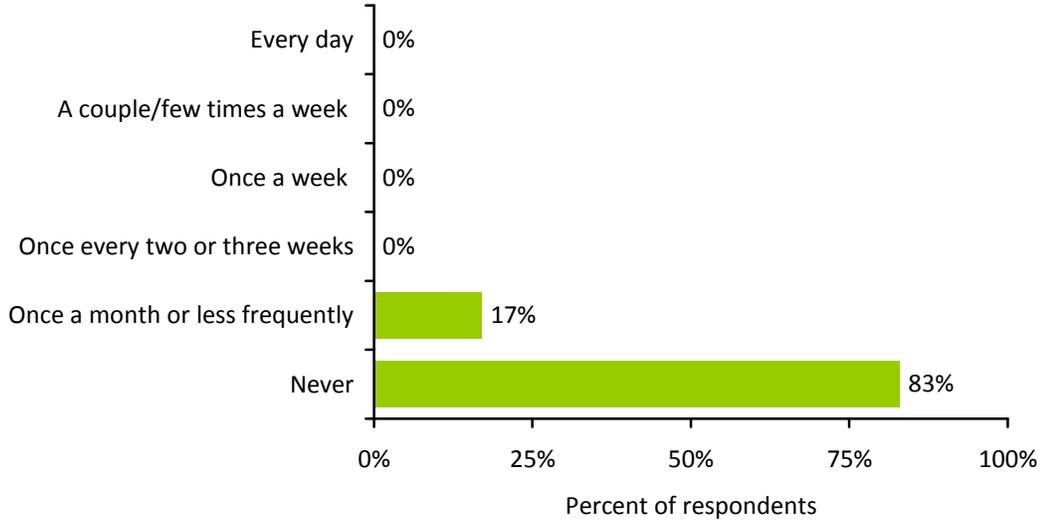
**Figure 7: Satisfaction with Trash Disposal Method**



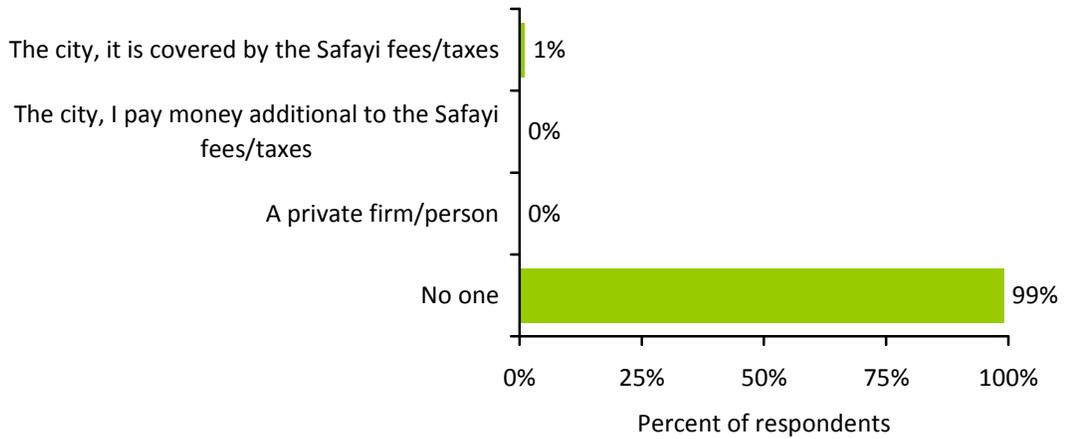
*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

Most residents thought that the City of Maidan Shar never provided trash removal services and residents did not pay for such a service.

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

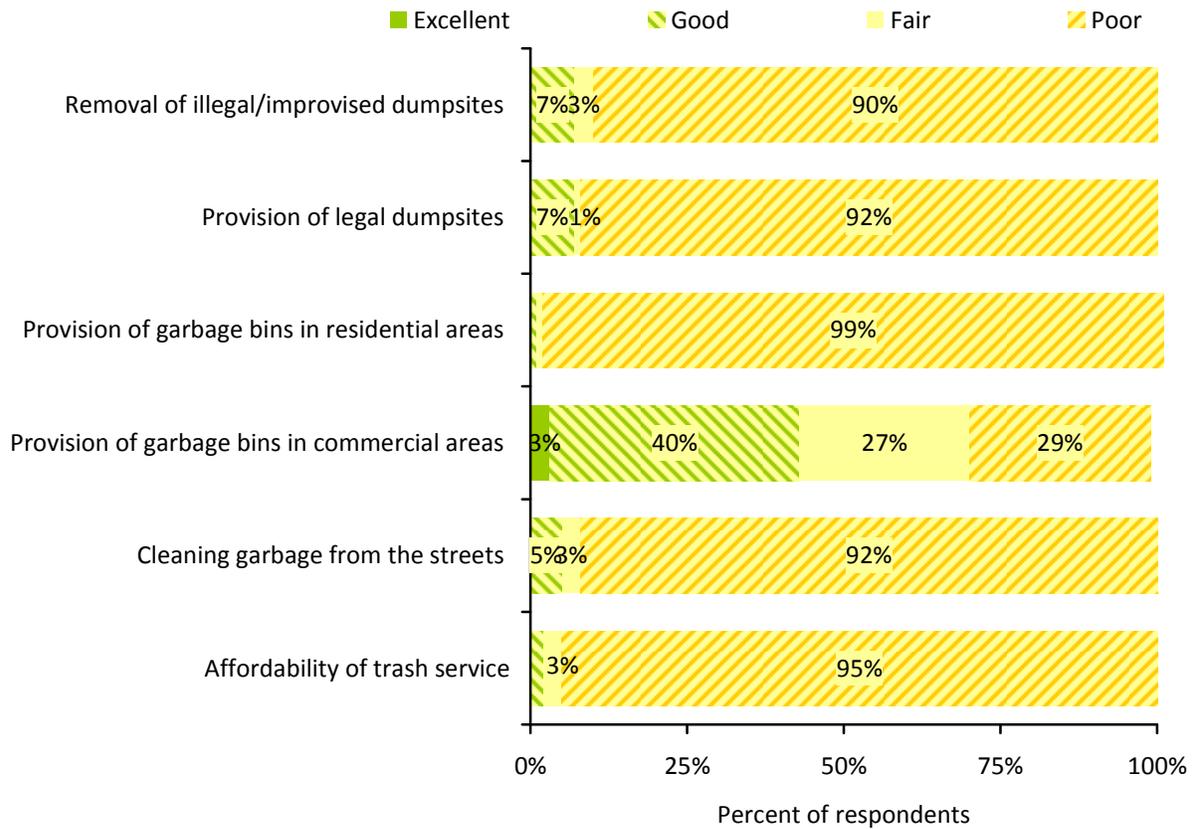


**Figure 9: Who Do You Pay for Trash Service?**



With such low frequency of service, it is understandable that residents thought most aspects of trash service were poor. However, the city was providing garbage bins in commercial areas, and this was rated higher than other aspects of trash service.

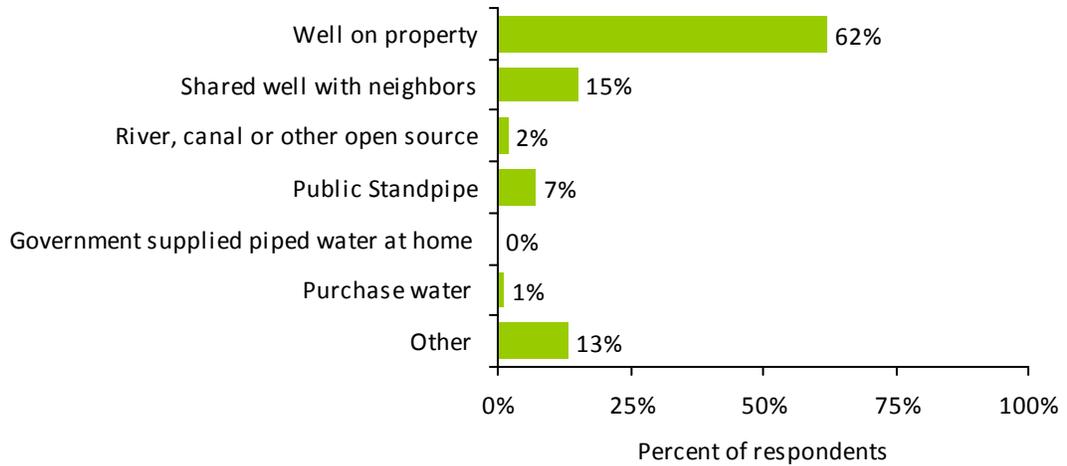
**Figure 10: Quality of City Trash Services**



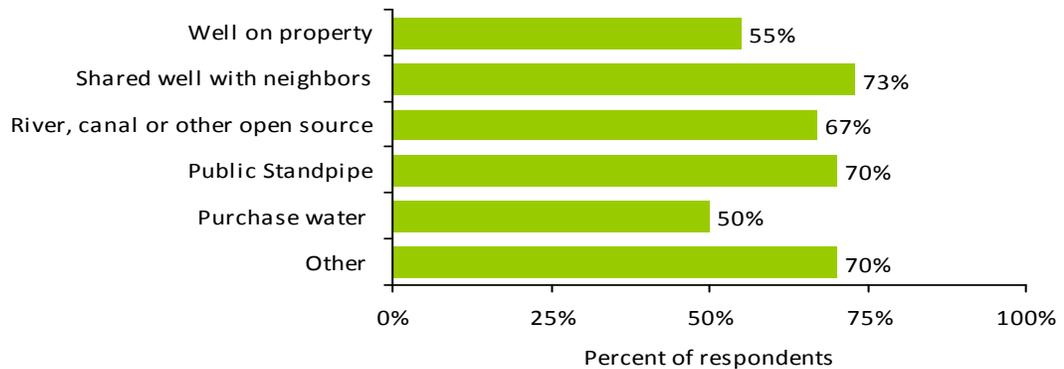
## WATER

Most residents got their water from a well, either on their property (62%) or shared with a neighbor (15%). Regardless of their water source, most families had experienced a waterborne illness in the past year. Almost residents paid for their water service.

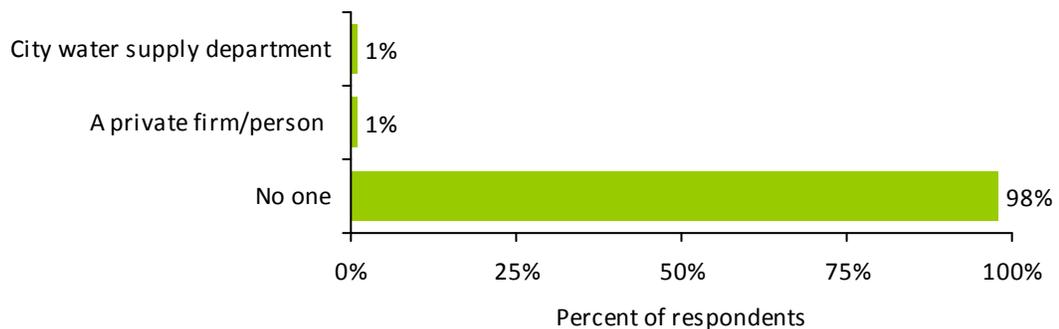
**Figure 11: Drinking Water Sources**



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



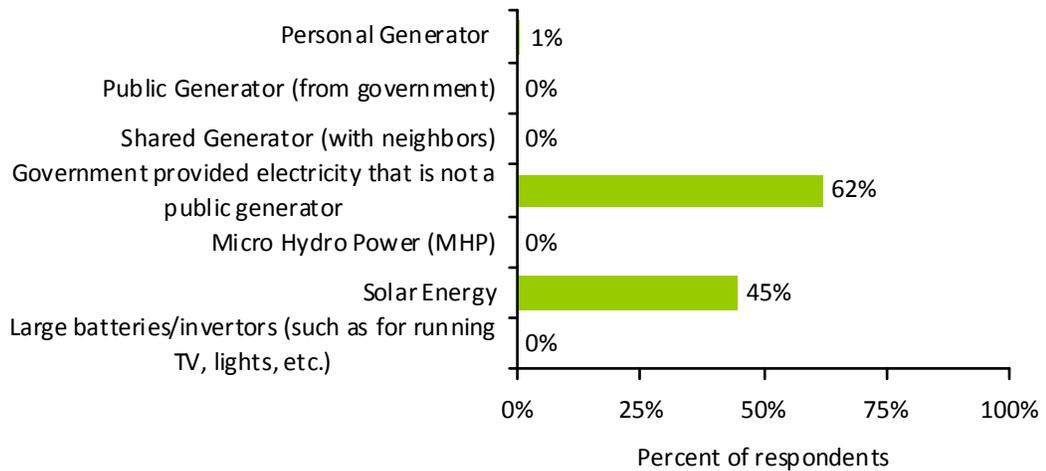
**Figure 13: Who Do You Pay for Water Service?**



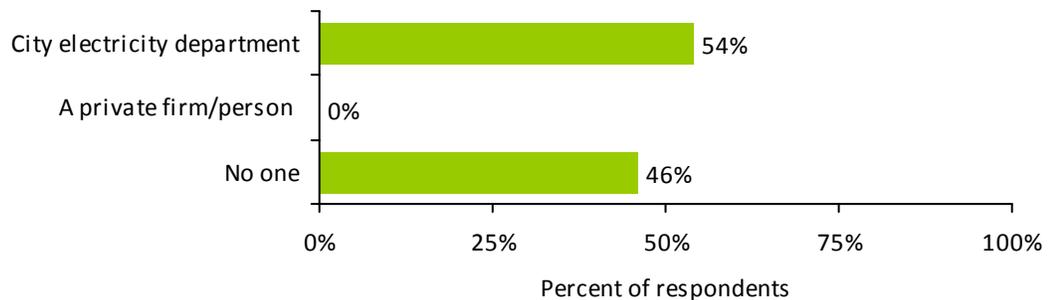
## ELECTRICITY

Residents of Maidan Shar had two primary sources for electricity, a government power plant (62%) and/or a solar energy system (45%). Most of the households using the government supplied energy paid the City between 101 and 400 Afn per month for the service.

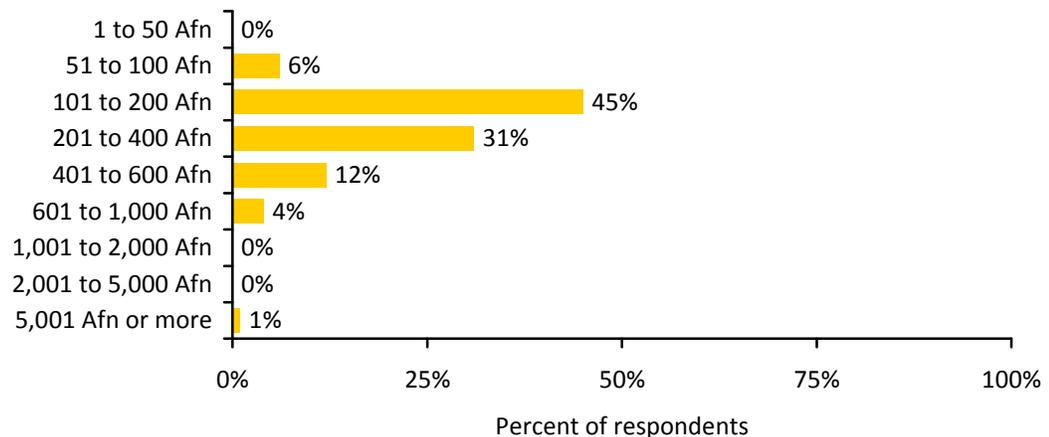
**Figure 14: Electricity Sources**



**Figure 15: Who Do You Pay for Electricity Service?**

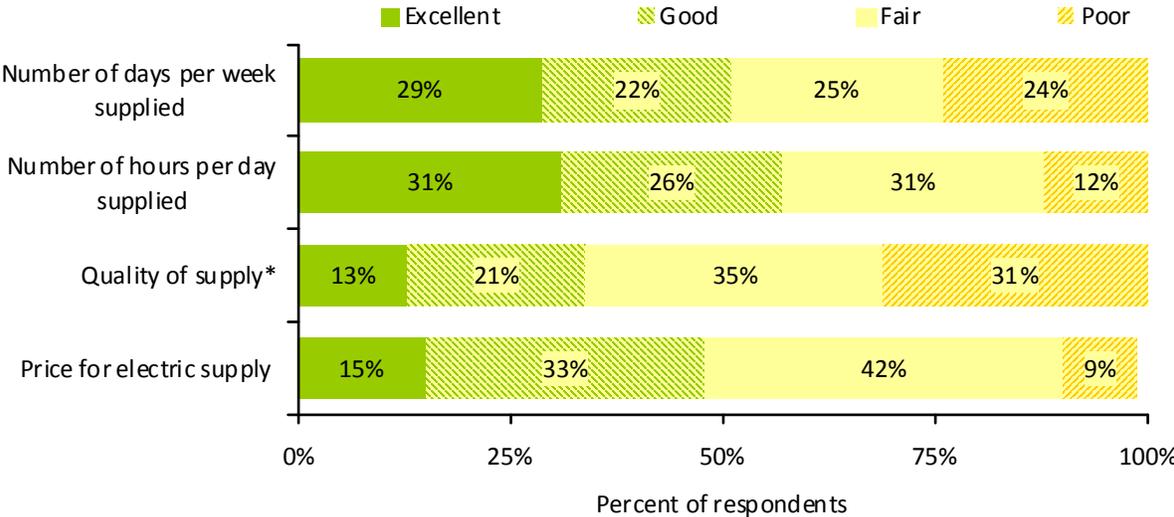


**Figure 16: If You Pay for Electricity Service, How Much Do You Pay Per Month?**



Residents were generally content with the frequency that electricity was supplied; 51% thought the number of days was excellent or good and 57% thought the number of hours per day was excellent or good. They were most concerned about the quality of the supply – the level of power transmitted and the number of cut outs during transmission.

**Figure 17: Quality of City Electricity Services**

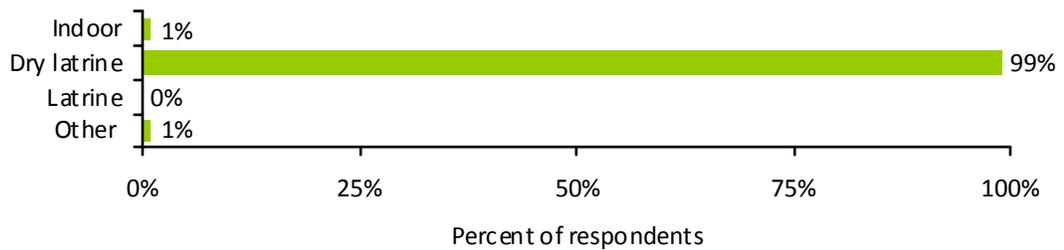


*\*Electricity power and cut outs during service hours.*

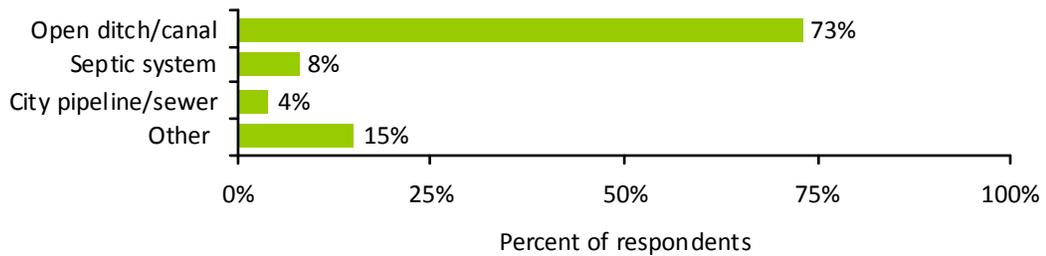
## ROADS, DRAINAGE AND SANITATION

Almost all residents used a dry latrine for their toilet, only a few had indoor plumbing (1%) and none had a latrine with a septic system. Most households drained their wastewater via an open ditch or canal, but some had a septic system (8%) or were attached to a city sewer line (4%). When asked to rate the condition of the ditches near their house as well as the quality of ditch cleaning, repair and construction services provided by the city, most residents rated them as poor. Large ditches throughout the city were thought to be in better condition.

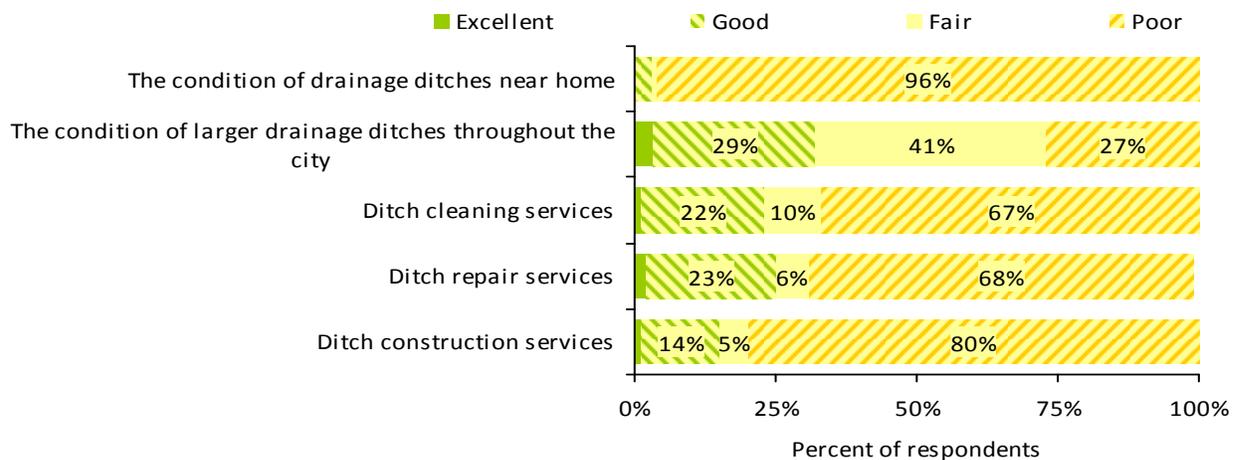
**Figure 18: Type of Toilet in Home**



**Figure 19: Type of Drainage for Waste Water**

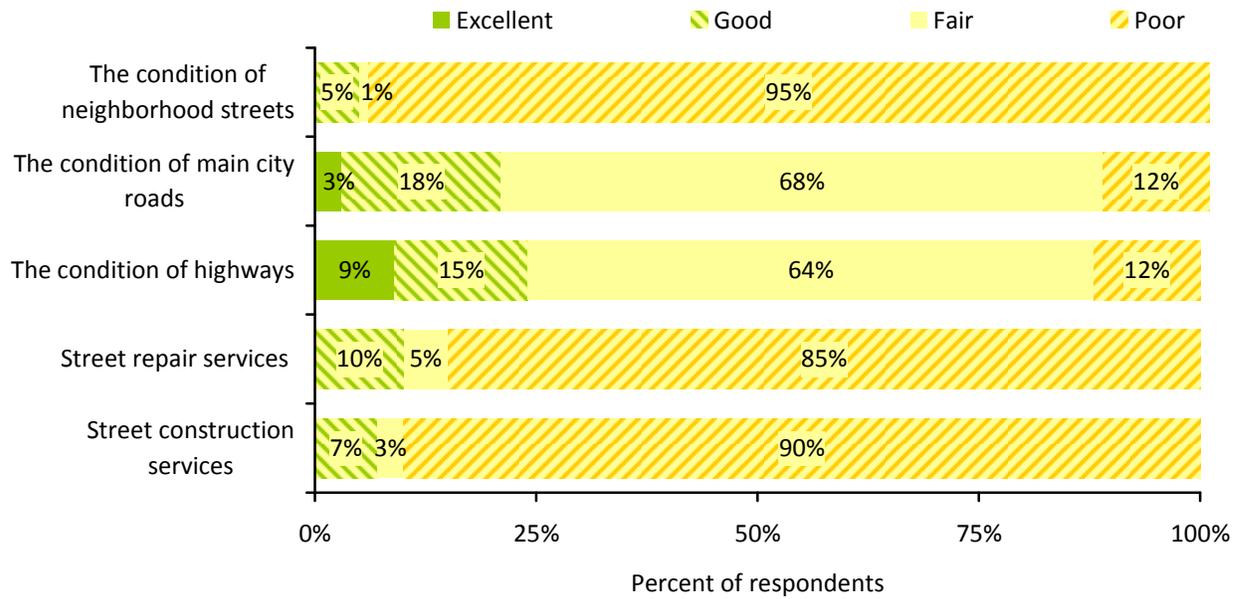


**Figure 20: Quality of City Drainage and Drainage Services**



Residents thought the main city roads and the highways were in fair condition, but neighborhood streets were rated as poor. Street repair and construction services were also thought to be poor.

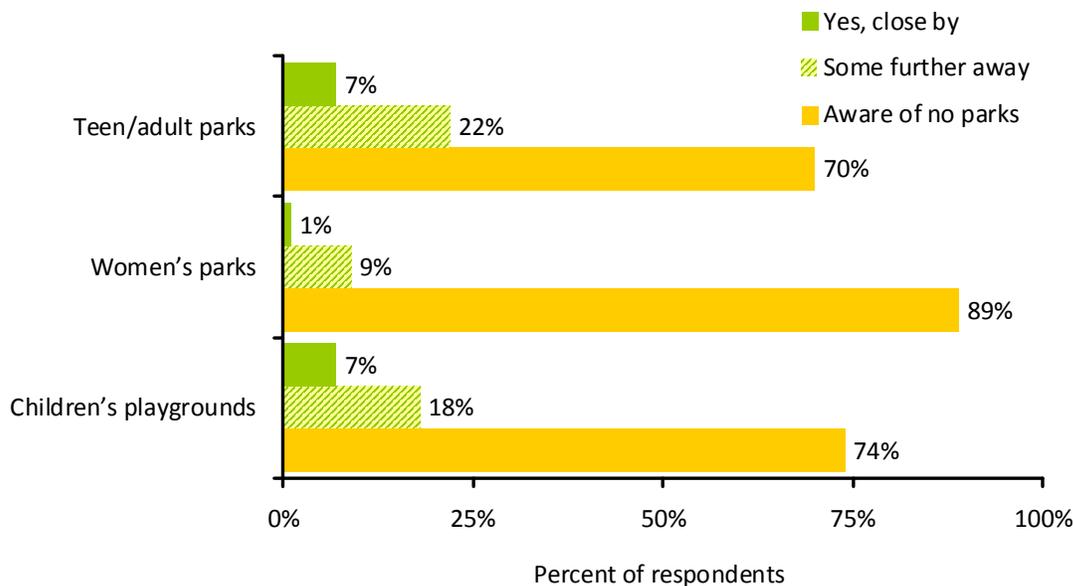
**Figure 21: Quality of City Roads and Road Services**



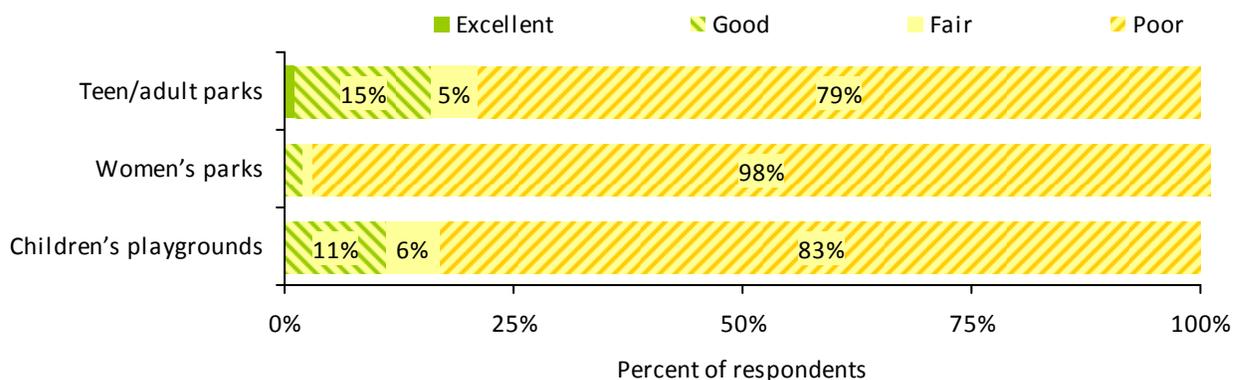
## GREEN AREAS AND PARKS

Most residents were not aware of any parks in Maidan Shar, although a few said there was a nearby adult park or children’s park. About one in five respondents thought there were adult and children’s parks further away and on in ten thought there was a women’s park further away. Those who were aware of these parks generally rated their quality as poor.

**Figure 22: Availability of City Parks**



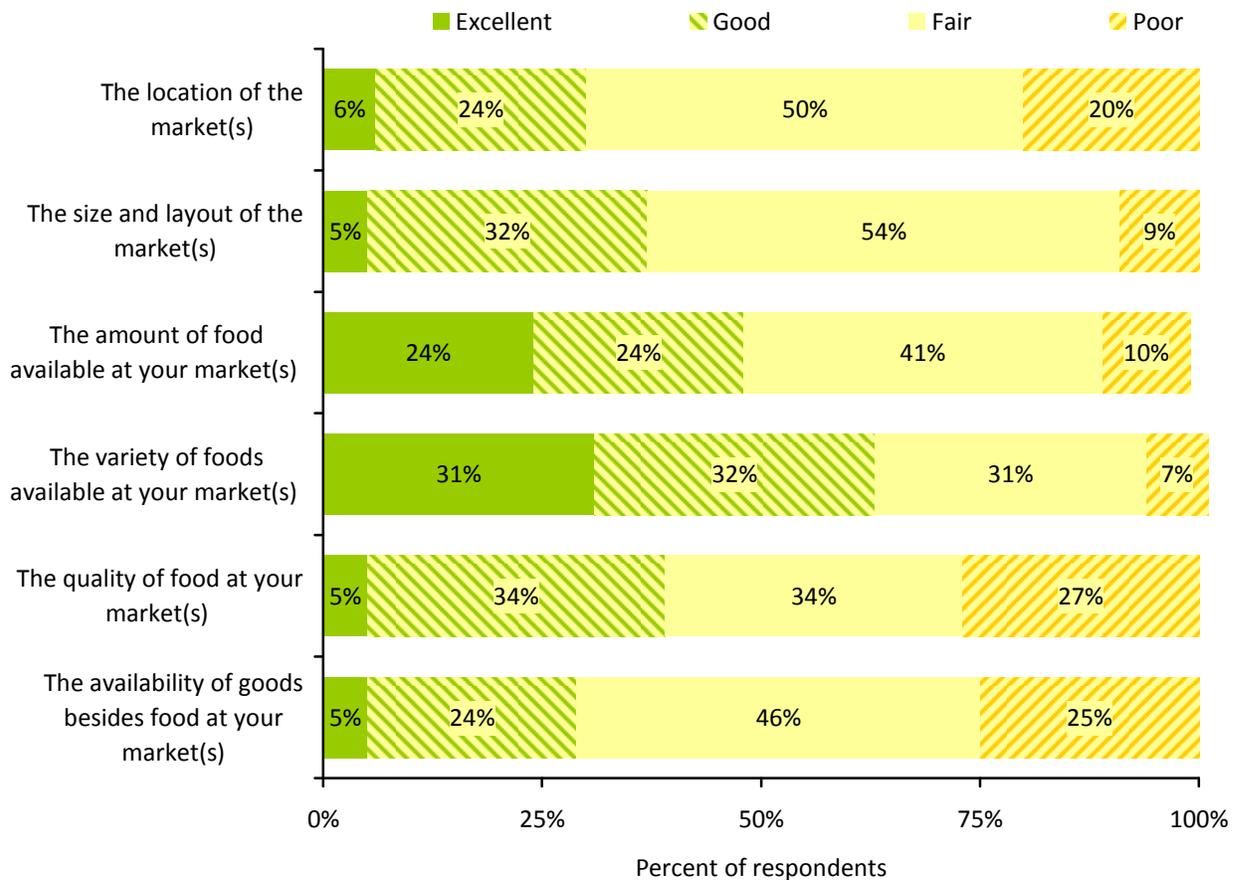
**Figure 23: Quality of City Parks**



## MARKET

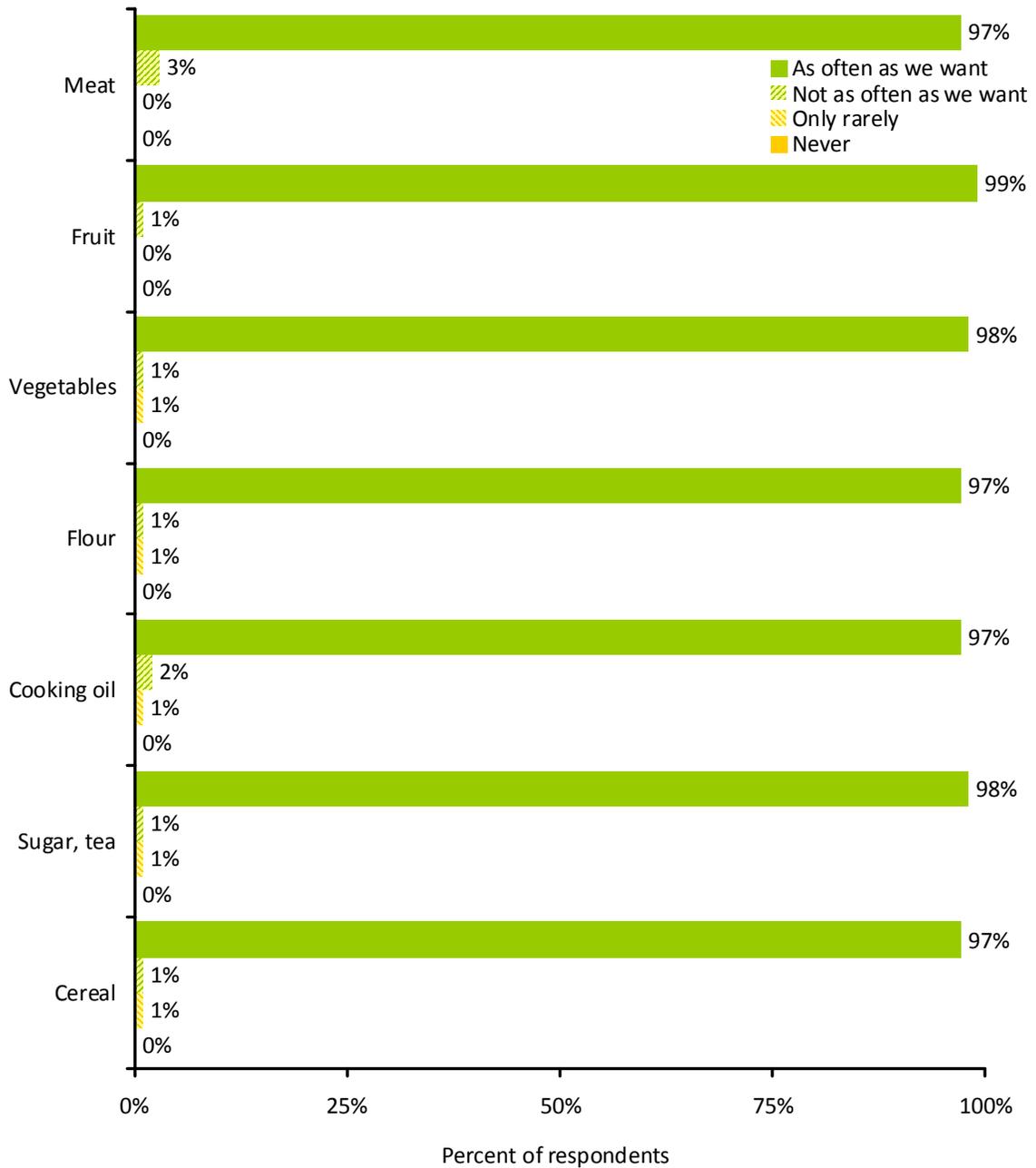
Maidan Shar residents were generally content with their market. About half thought the amount, and variety of food was excellent or good, and only about one in ten said they were poor. Of greater concern were the quality of the food at the market and the availability of the non-food goods.

**Figure 24: Quality of City Market**



Almost every household could afford any food products (meat, vegetables, fruit, cereal etc.) as often as they wanted.

**Figure 25: 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. Four services were named in the top three by at least half of the respondents: street repair, supplying clean drinking water, a new dump site for trash and providing electricity service. Street repair was most often named as the first priority, followed by providing electricity and providing clean drinking water.

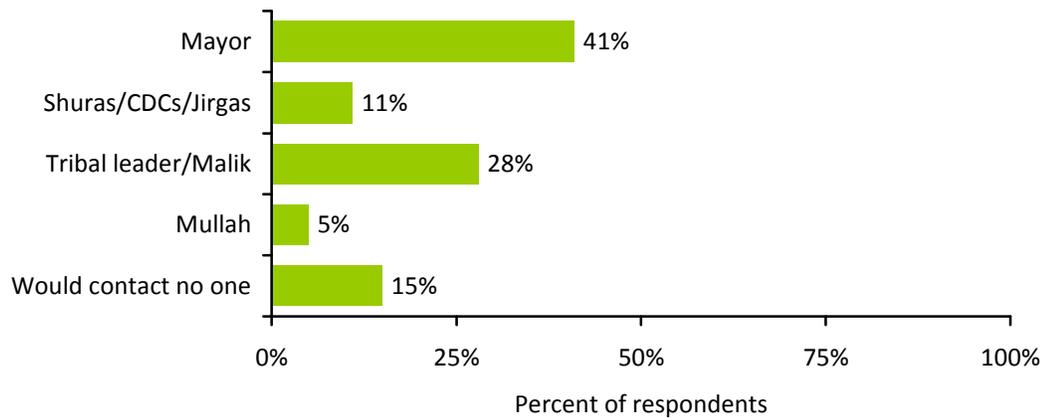
**Figure 26: Municipal Service Priorities**

	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
Street repair	29%	21%	18%	33%
Supplying clean drinking water	21%	25%	21%	33%
A new dump site for trash to reduce leaching into water and the spread of disease	13%	12%	31%	43%
Provide electricity service	22%	20%	13%	45%
Ditch cleaning, repair and construction	13%	14%	7%	67%
Provide green areas/parks	1%	7%	6%	86%
Public containers for trash in residential and commercial areas	1%	1%	2%	97%
Provide a new area for a market	1%	1%	1%	97%

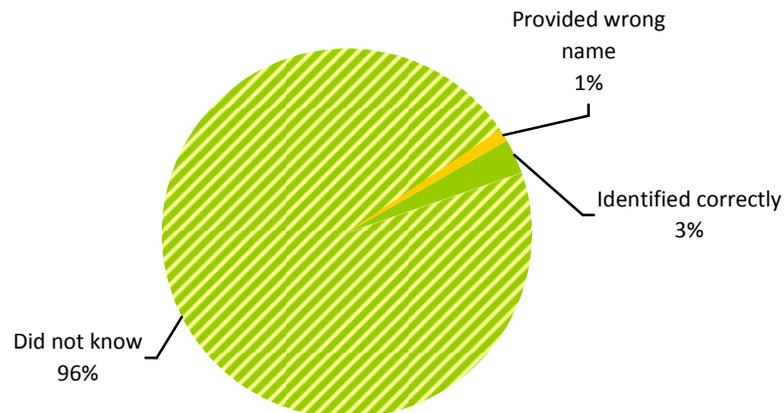
## GOVERNANCE

When asked who they would contact if they had a problem related to the city, residents of Maidan Shar said they would contact their mayor (41%), even though almost no one knew who he was. Others would contact a tribal leader or Malik (28%), the Shura, CDC (Community Development Council) or Jirga (11%), a Mullah (5%) or no one (15%).

**Figure 27: If You Have a Problem with Something Related to the City, Who Would You Contact?**

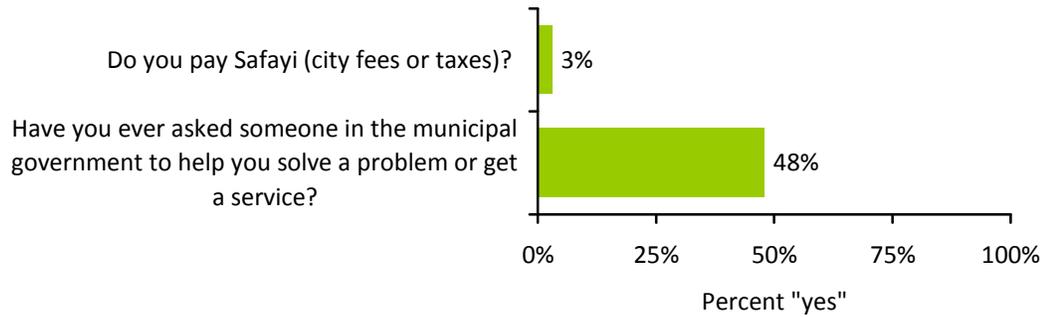


**Figure 28: Who Is Your Mayor?**

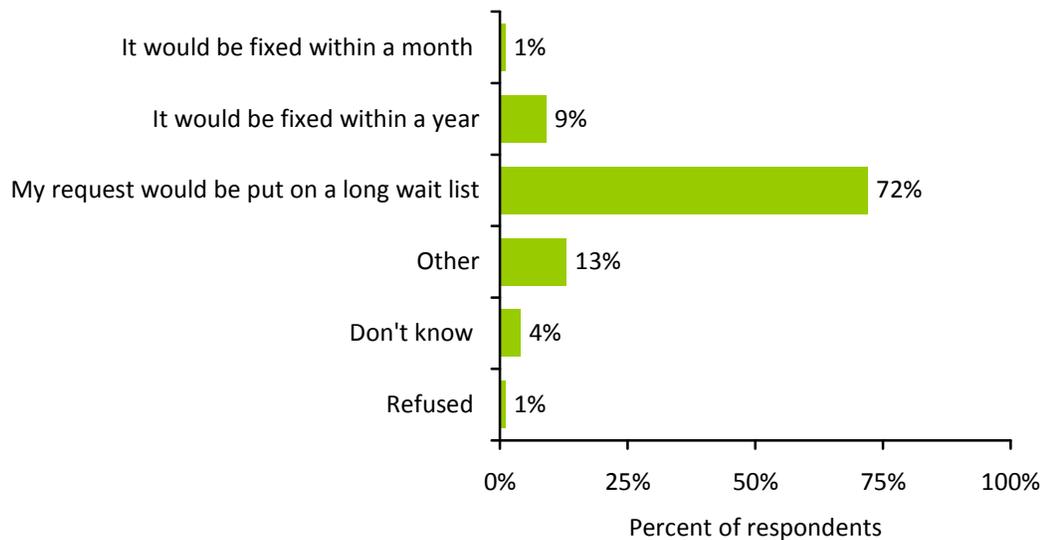


Almost no one indicated that they paid Safayi, but many (48%) had contacted the municipal government in the past either ask someone to help them solve a problem or to get a service. When asked what they thought would happen if they did ask the municipal government to fix their street, most (72%) thought the request would be put on a long wait list.

**Figure 29: Contact with City Government**

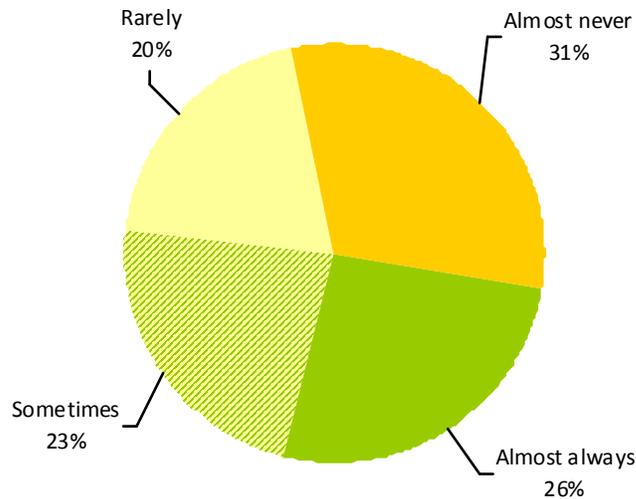


**Figure 30: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?**

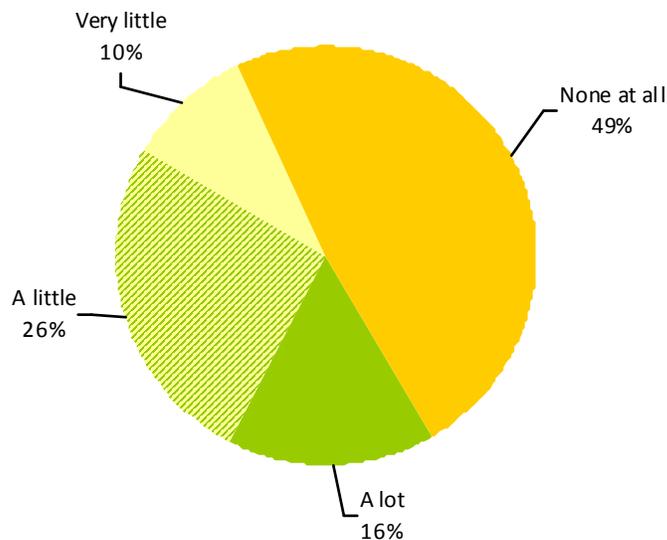


Residents in Maidan Shar were split about how much their local government is working for them; 51% thought never or rarely and 49% thought sometimes or always. They were also split about how much influence they could have on the government; again, 58% thought none at all or very little influence and 42% thought at least a little or a lot.

**Figure 31: How Often Do You Think Local Government Officials Are Working to Serve People Like You?**

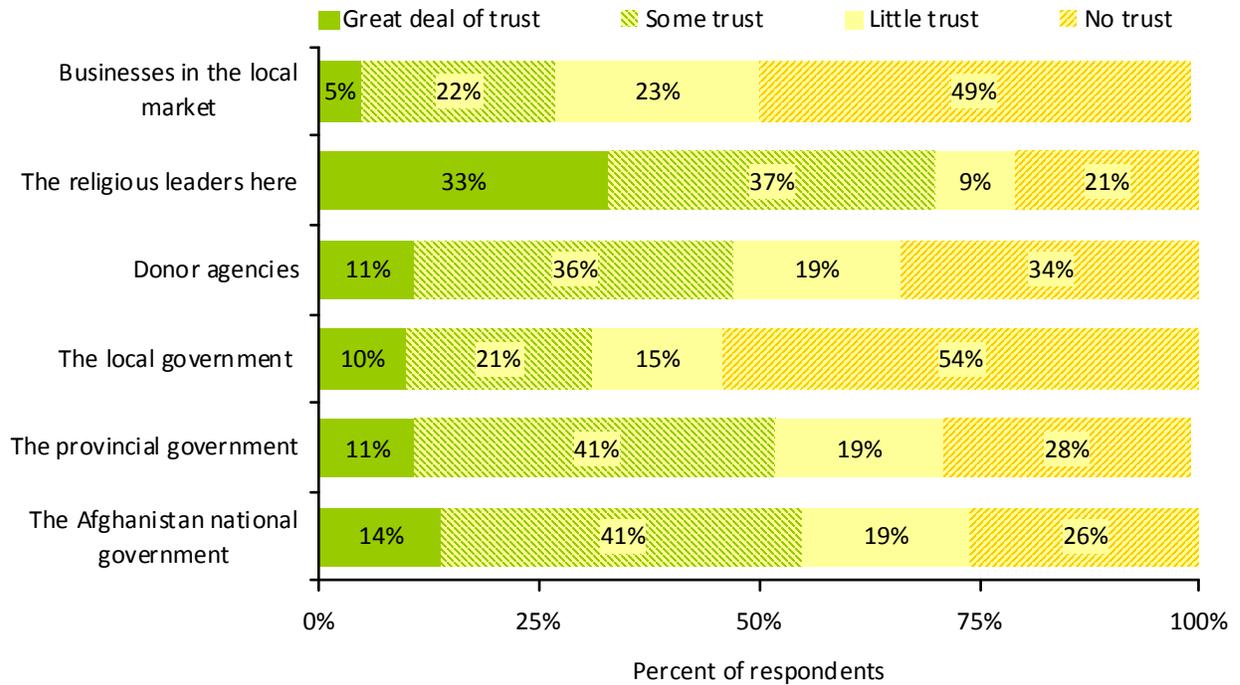


**Figure 32: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?**



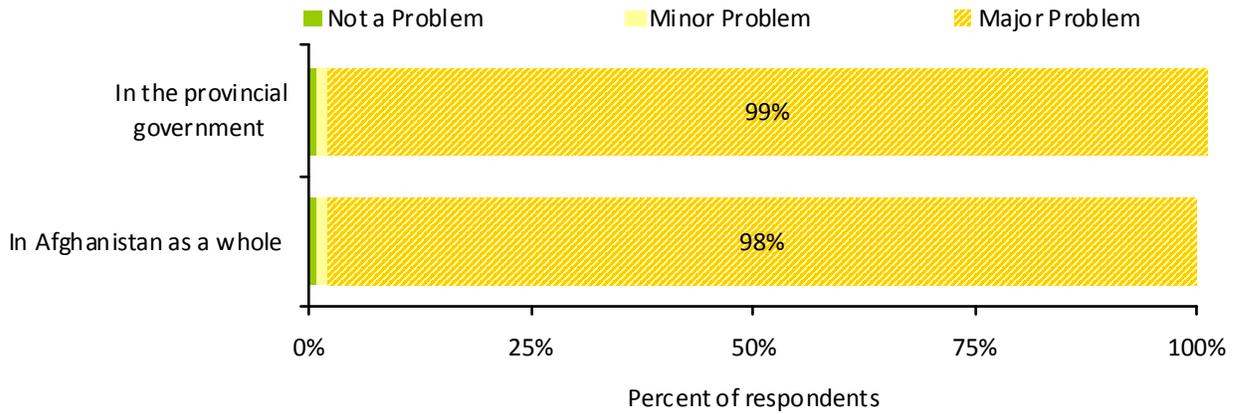
When asked how much trust they had that representatives of various institutions were conducting activities to benefit the people in their city, Maidan Shar residents indicated the most trust for local religious leaders and the least trust for local government and businesses in the local market.

**Figure 33: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?**

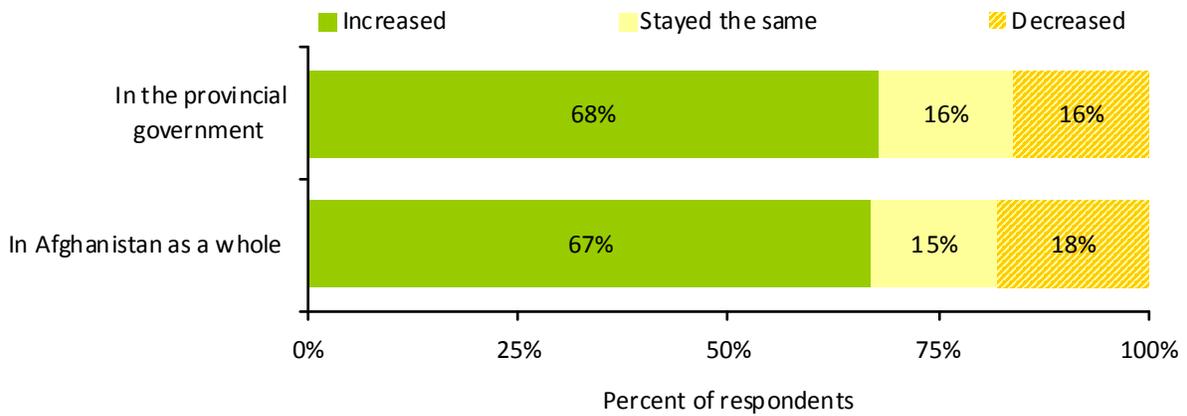


Residents thought that corruption was a major problem in the provincial government and throughout Afghanistan, and that corruption had increased in the past year.

**Figure 34: Level of Corruption**

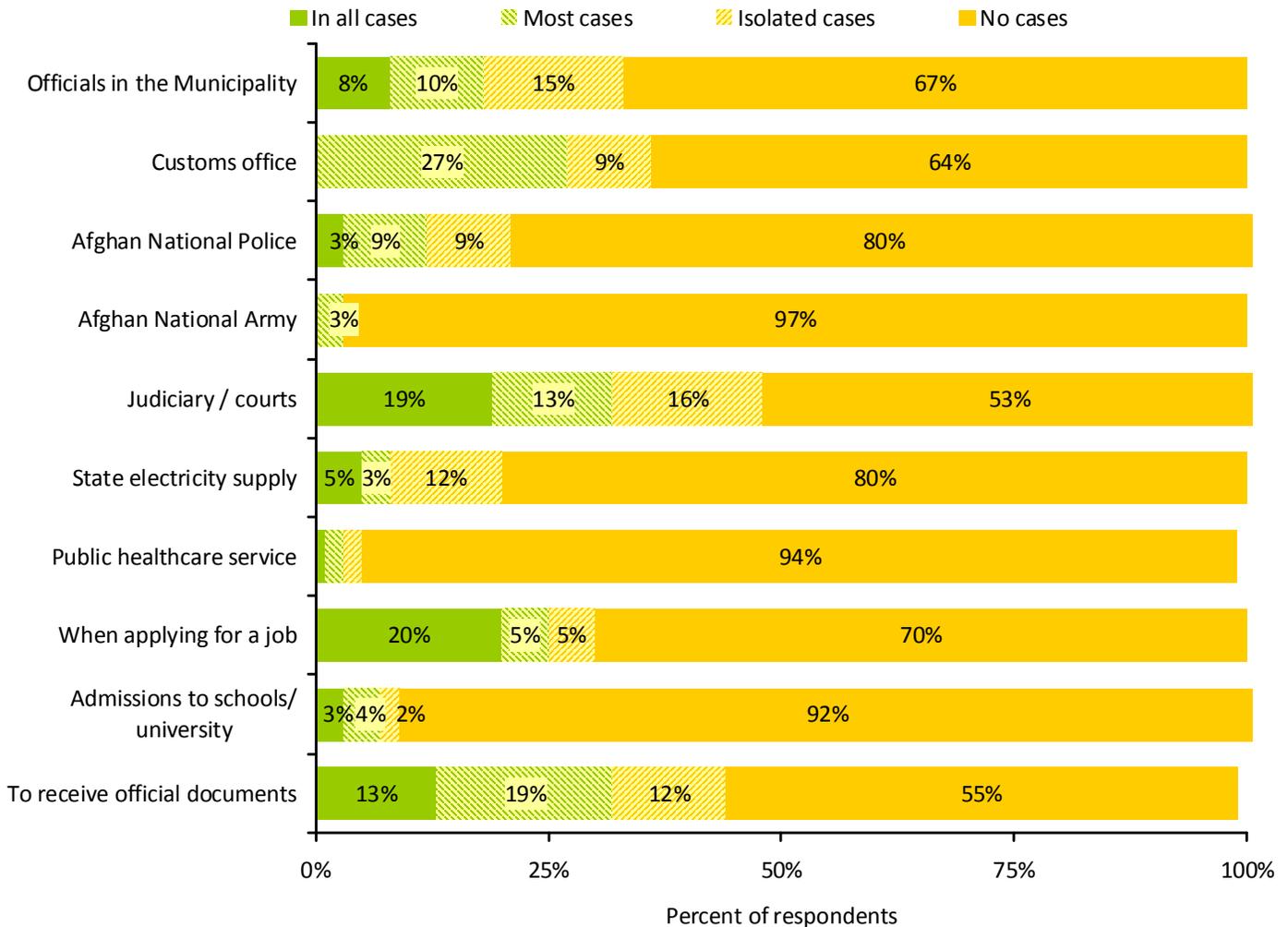


**Figure 35: Change in Level of Corruption in Last Year**



When asked if they had been asked to give cash, gifts or a favor when they were in contact with various government officials, most residents said they had not been asked. The officials who were most likely to have asked for cash, gift or a favor were the judiciary or court, those providing official documents, the customs office and the municipality.

**Figure 36: 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?**

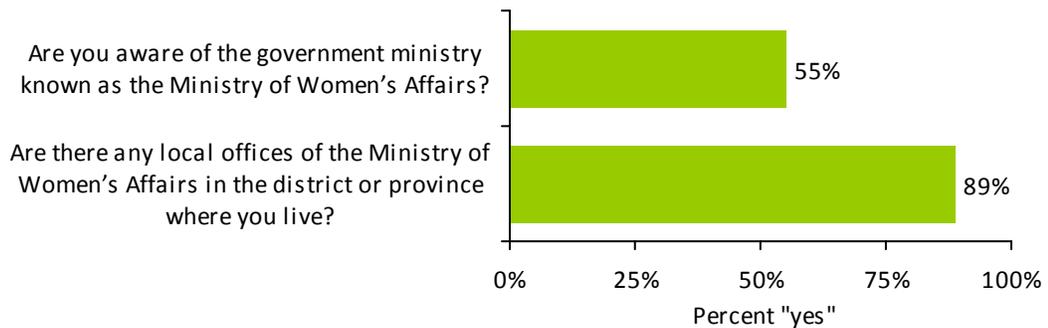


*Note: Only for those who had contact with Government Official*

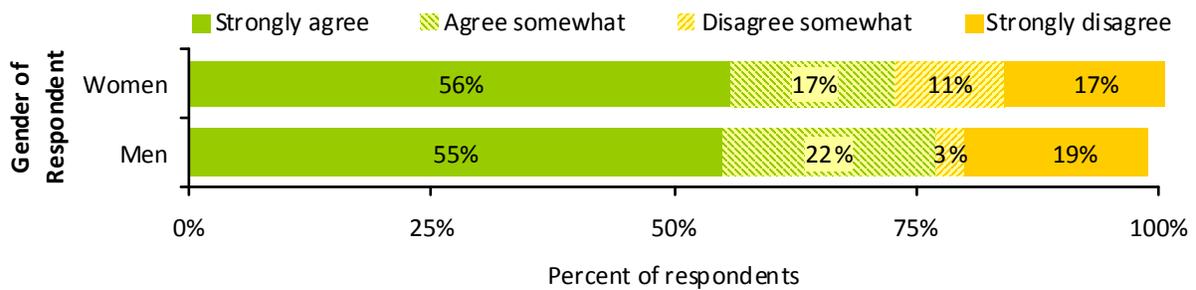
## WOMEN IN SOCIETY

Only about half of the residents, 88% of whom were male, were aware of the Ministry of Women’s Affairs but almost all of these knew about the local office in the district. About three-quarters of respondents were at least somewhat supportive of women having equal opportunities in education, but only half were at least somewhat supportive of women having equal opportunities to participate in government. Women were less strongly supportive than men of having women in government.

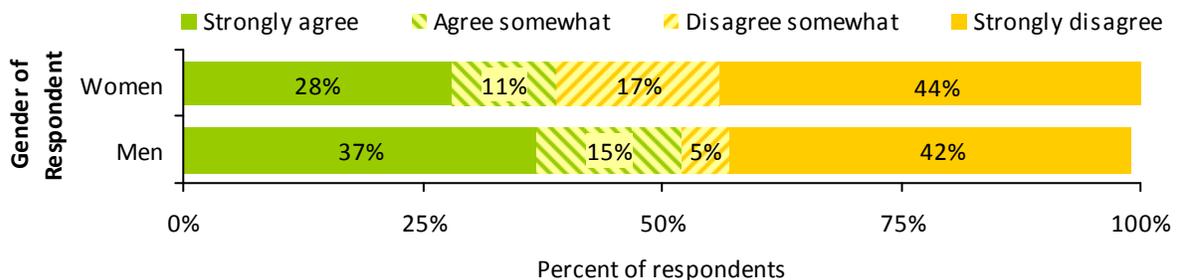
**Figure 37: Awareness of Ministry of Women’s Affairs**



**Figure 38: Agreement that Women Should Have Equal Opportunities Like Men In Education**



**Figure 39: 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	48	32%
6-10 years	27	18%
11-20 years	44	29%
21-40 years	24	16%
41 or more years	7	5%
Total	150	100%

Q1 Average Number of Years Lived in City	
Average years in Maidan Shar	15

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Overall quality of life in Maidan Shar	0	0%	43	29%	18	12%	88	59%	0	0%	1	1%	150
The quality of schools in your city	2	1%	36	24%	63	42%	49	33%	0	0%	0	0%	150	100%
The quality of healthcare facilities in your city	2	1%	33	22%	66	44%	48	32%	0	0%	1	1%	150	100%
The health of people in	1	1%	35	23%	32	21%	82	55%	0	0%	0	0%	150	100%

**Q2 Quality of Life in City**

<b>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)</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
your city														
The cleanliness of city streets	0	0%	13	9%	5	3%	132	88%	0	0%	0	0%	150	100%
The number of job opportunities in your city	0	0%	30	20%	16	11%	103	69%	1	1%	0	0%	150	100%
The number of businesses in your city	0	0%	36	24%	15	10%	96	64%	0	0%	3	2%	150	100%

<b>Q2 Average Rating of Quality of Life in City</b>	
	<b>Average rating*</b>
Overall quality of life in Maidan Shar	1.7
The quality of schools in your city	1.9
The quality of healthcare facilities in your city	1.9
The health of people in your city	1.7
The cleanliness of city streets	1.2
The number of job opportunities in your city	1.5
The number of businesses in your city	1.6

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

<b>Q3 Is the head of your household currently employed?</b>		
	<b>Number</b>	<b>Percent</b>
Yes, full time	117	78%
Yes, part time	5	3%
No, not employed	28	19%
Refused	0	0%
Don't know	0	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Maidan Shar have increased, stayed the same or decreased?</b>		
	<b>Number</b>	<b>Percent</b>
Increased	58	39%
Stayed the same	42	28%
Decreased	49	33%
Refused	0	0%
Don't know	1	1%
Total	150	100%

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	<b>Number</b>	<b>Percent</b>
Yes	5	3%
No	145	97%
Total	150	100%

<b>Q6 How do you dispose of your household trash?</b>		
	<b>Number</b>	<b>Percent</b>
Burn it	1	1%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	1	1%
Dispose in street	102	68%
Dispose in public container	4	3%
Take to an official dump site	4	3%
Take to an improvised dump site	17	11%
Door to door collection	1	1%
Other	19	13%
Refused	0	0%
Don't know	0	0%
Put it in our yard	1	1%
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>
dig hole in our yard for it	1	1%
brought out from home and drop in place	1	1%
drop in specific garbage	1	1%
drop in specific garbage place	1	1%
collect it back of home	1	1%
No response	143	95%
Out from home and drop	1	1%

<b>Q6a Where is this container?</b>		
	<b>Number</b>	<b>Percent</b>
On my street/close to my house	3	75%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	1	25%
Total	4	100%

<b>Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?</b>		
	<b>Number</b>	<b>Percent</b>
Very satisfied	2	1%
Somewhat satisfied	1	1%
Somewhat dissatisfied	7	5%
Very dissatisfied	139	93%
Refused	0	0%
Don't know	1	1%
Total	150	100%

<b>Q7 Average Rating of Satisfaction with Trash Disposal Method</b>	
	<b>Average rating*</b>
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	

<b>Q8 How often does the city clean trash from streets?</b>		
	<b>Number</b>	<b>Percent</b>
Every day	0	0%
A couple/few times a week	0	0%
Once a week	0	0%
Once every two or three weeks	0	0%
Once a month or less frequently	4	3%
Never	146	97%
Refused	0	0%
Don't know	0	0%
Total	150	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	1	1%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	149	99%
<b>Total</b>	<b>150</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?</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	7%	4	3%	133	89%	0	0%	3	2%	150	100%
Provision of legal dumpsites	0	0%	10	7%	2	1%	137	91%	0	0%	1	1%	150	100%
Provision of garbage bins in residential areas	0	0%	1	1%	1	1%	148	99%	0	0%	0	0%	150	100%
Provision of garbage bins in commercial areas	5	3%	57	38%	39	26%	42	28%	0	0%	7	5%	150	100%
Cleaning garbage from the streets	0	0%	7	5%	5	3%	137	91%	0	0%	1	1%	150	100%
Affordability of trash service	0	0%	1	1%	2	1%	60	40%	3	2%	84	56%	150	100%

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

	<b>Average rating*</b>
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.0
Provision of garbage bins in commercial areas	2.2

<b>Q10 Average Rating of Satisfaction with Trash Services</b>	
	<b>Average rating*</b>
Cleaning garbage from the streets	1.1
Affordability of trash service	1.1
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

<b>Q11 Which of the following sources do you use for drinking water?</b>		
	<b>Number</b>	<b>Percent</b>
Well on property	93	62%
Shared well with neighbors	22	15%
River, canal or other open source	3	2%
Public Standpipe	10	7%
Government supplied piped water at home	0	0%
Purchase water	2	1%
Other	20	13%
Refused	0	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

<b>Q12 Who do you pay for this water service?</b>		
	<b>Number</b>	<b>Percent</b>
City water supply department	1	1%
A private firm/person	2	1%
No one	147	98%
Total	150	100%

<b>Q12 If you pay, how much do you pay per month?</b>		
	<b>Number</b>	<b>Percent</b>
1 to 50 Afn	0	0%
51 to 100 Afn	0	0%
101 to 200 Afn	0	0%
201 to 400 Afn	0	0%
401 to 600 Afn	1	50%
601 to 1,000 Afn	0	0%
1,001 to 2,000 Afn	0	0%

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

	Number	Percent
2,001 to 5,000 Afn	1	50%
5,001 Afn or more	0	0%
Total	2	100%

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

	Number	Percent
Yes	91	61%
No	59	39%
Total	150	100%

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

	Number	Percent
Government provided electricity that is not a public generator	65	43%
Solar Energy	47	31%
No electricity	46	31%
Personal Generator	1	1%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City electricity department	67	54%
No one	58	46%
Total	125	100%

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

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

	<b>Number</b>	<b>Percent</b>
1 to 50 Afn	0	0%
51 to 100 Afn	4	6%
101 to 200 Afn	30	45%
201 to 400 Afn	21	31%
401 to 600 Afn	8	12%
601 to 1,000 Afn	3	4%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	1	1%
Total	67	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	20	29%	15	22%	17	25%	16	24%	0	0%	0	0%	68
Number of hours per day supplied	21	31%	18	26%	21	31%	8	12%	0	0%	0	0%	68	100%
Quality of supply (Electricity power & its cut out during service hours)	9	13%	14	21%	24	35%	21	31%	0	0%	0	0%	68	100%
Price for electric supply	10	15%	22	33%	28	42%	6	9%	0	0%	1	1%	67	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.8
Quality of supply (Electricity power & its cut out during service hours)	2.2
Price for electric supply	2.5

\*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	1	1%
Dry latrine	149	99%
Latrine with septic	0	0%
Other	1	1%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Drains onto the street/road	62	41%
Open ditch/canal	53	35%
Drains into the yard/garden	16	11%
Other	11	7%
Septic system	6	4%
City pipeline/sewer	3	2%
Don't know	1	1%
Refused	0	0%

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

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

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	5	3%	1	1%	144	96%	0	0%	0	0%	150	100%
The condition of larger drainage ditches throughout the city	4	3%	41	27%	59	39%	39	26%	0	0%	7	5%	150	100%
Ditch cleaning services	1	1%	32	21%	15	10%	98	65%	0	0%	4	3%	150	100%
Ditch repair services	3	2%	34	23%	9	6%	100	67%	0	0%	4	3%	150	100%
Ditch construction services	1	1%	21	14%	7	5%	117	78%	0	0%	4	3%	150	100%

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

	Average rating*
The condition of drainage ditches near home	1.1
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.6

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

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	<b>Average rating*</b>
Ditch repair services	1.6
Ditch construction services	1.4

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

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Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	The condition of neighborhood streets	0	0%	7	5%	1	1%	142	95%	0	0%	0	0%	150
The condition of main city roads	4	3%	26	17%	100	67%	17	11%	0	0%	3	2%	150	100%
The condition of highways	14	9%	22	15%	95	63%	18	12%	0	0%	1	1%	150	100%
Street repair services	0	0%	15	10%	8	5%	127	85%	0	0%	0	0%	150	100%
Street construction services	0	0%	11	7%	4	3%	134	90%	0	0%	0	0%	149	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.1
The condition of main city roads	2.1
The condition of highways	2.2
Street repair services	1.3
Street construction services	1.2

\*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	11	7%	33	22%	105	70%	0	0%	1	1%	150
Women's parks	2	1%	14	9%	133	89%	0	0%	1	1%	150	100%
Children's playgrounds	11	7%	27	18%	111	74%	0	0%	1	1%	150	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	19	13%	7	5%	101	67%	0	0%	22	15%	150	100%
Women's parks	0	0%	2	1%	1	1%	120	80%	0	0%	27	18%	150	100%
Children's playgrounds	0	0%	14	9%	8	5%	104	69%	0	0%	24	16%	150	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.4
Women's parks	1.0
Children's playgrounds	1.3

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	9	6%	34	23%	72	48%	28	19%	0	0%	7	5%	150	100%
The size and layout of the market(s)	7	5%	46	31%	79	53%	13	9%	0	0%	5	3%	150	100%
The amount of food available at your market(s)	35	23%	36	24%	61	41%	15	10%	0	0%	3	2%	150	100%
The variety of foods available at your market(s)	45	30%	47	31%	45	30%	10	7%	0	0%	3	2%	150	100%
The quality of food at your market(s)	8	5%	49	33%	49	33%	40	27%	0	0%	4	3%	150	100%

**Q24 Quality of City's Market**

<b>How would you rate the following aspects of your city's market(s)?</b> <b>For each item I list please tell me if you think it is excellent, good, fair or poor?</b>	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The availability of goods besides food at your market(s)	7	5%	35	23%	67	45%	37	25%	0	0%	4	3%	150	100%

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

	<b>Average rating*</b>
The location of the market(s)	2.2
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.9
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.1

\*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	145	97%	4	3%	0	0%	0	0%	0	0%	1	1%	150	100%
Fruit	148	99%	1	1%	0	0%	0	0%	0	0%	1	1%	150	100%
Vegetables	146	97%	2	1%	1	1%	0	0%	0	0%	1	1%	150	100%
Flour	145	97%	2	1%	2	1%	0	0%	0	0%	1	1%	150	100%
Cooking oil	144	96%	3	2%	2	1%	0	0%	0	0%	1	1%	150	100%
Sugar, tea	146	97%	2	1%	1	1%	0	0%	0	0%	1	1%	150	100%
Cereal	145	97%	2	1%	2	1%	0	0%	0	0%	0	0%	149	100%

**Q26 Municipal Service Priorities**

<p><b>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.</b></p>	Most important		Second most important		Third most important		Not in top three		Total	
	Public containers for trash in residential and commercial areas	1	1%	1	1%	3	2%	145	97%	150
A new dump site for trash to reduce leaching into water and the spread of disease	20	13%	18	12%	47	31%	65	43%	150	100%
Ditch cleaning, repair and construction	19	13%	21	14%	10	7%	100	67%	150	100%
Street repair	43	29%	31	21%	27	18%	49	33%	150	100%
Supplying clean drinking water	32	21%	38	25%	31	21%	49	33%	150	100%
Provide a new area for a market	1	1%	1	1%	2	1%	146	97%	150	100%
Provide green areas/parks	1	1%	11	7%	9	6%	129	86%	150	100%
Provide electricity service	33	22%	30	20%	20	13%	67	45%	150	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	60	40%
Shuras/CDCs/Jirgas	17	11%
Tribal leader/Malik	42	28%
Mullah	7	5%
Would contact no one	22	15%
Don't know	2	1%
Refused	0	0%
Total	150	100%

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

	Number	Percent
Yes	70	47%

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

	<b>Number</b>	<b>Percent</b>
No	76	51%
Don't know	4	3%
Refused	0	0%
Total	150	100%

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

	<b>Number</b>	<b>Percent</b>
It would be fixed within a month	2	1%
It would be fixed within a year	13	9%
My request would be put on a long wait list	108	72%
Other	19	13%
Don't know	6	4%
Refused	2	1%

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

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

	<b>Number</b>	<b>Percent</b>
Very good job	3	2%
Somewhat good job	49	33%
Somewhat bad job	34	23%
Very bad job	61	41%
Refused	0	0%
Don't know	2	1%
Total	149	100%

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

	<b>Number</b>	<b>Percent</b>
Almost always	36	24%
Sometimes	32	21%
Rarely	28	19%
Almost never	43	29%

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

	<b>Number</b>	<b>Percent</b>
Refused	0	0%
Don't know	10	7%
Total	149	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	21	14%
A little	34	23%
Very little	13	9%
None at all	65	44%
Don't know	16	11%
Refused	0	0%
Total	149	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	8	5%	33	22%	34	23%	72	48%	0	0%	3	2%	150	100%
The religious leaders here	50	33%	55	37%	13	9%	32	21%	0	0%	0	0%	150	100%
Donor agencies	17	11%	53	36%	28	19%	50	34%	0	0%	1	1%	149	100%
The local government	14	9%	31	21%	22	15%	79	53%	0	0%	4	3%	150	100%
The provincial government	17	11%	62	41%	29	19%	42	28%	0	0%	0	0%	150	100%
The Afghanistan national government	20	13%	61	41%	28	19%	38	26%	0	0%	2	1%	149	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	4	3%
Did not know	130	96%
Provided wrong name	1	1%
Total	135	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	141	94%	1	1%	1	1%	0	0%	7	5%	150	100%
In Afghanistan as a whole	140	93%	1	1%	2	1%	0	0%	7	5%	150	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	100	67%	23	15%	24	16%	0	0%	3	2%	150	100%
In Afghanistan as a whole	99	66%	22	15%	26	17%	0	0%	3	2%	150	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	5	3%	6	4%	9	6%	40	27%	90	60%	0	0%	0	0%	150	100%
Customs office	0	0%	3	2%	1	1%	7	5%	139	93%	0	0%	0	0%	150	100%
Afghan National Police	1	1%	3	2%	3	2%	28	19%	115	77%	0	0%	0	0%	150	100%
Afghan National Army	0	0%	1	1%	0	0%	29	19%	119	79%	0	0%	1	1%	150	100%
Judiciary / courts	6	4%	4	3%	5	3%	17	11%	118	79%	0	0%	0	0%	150	100%
State electricity supply	5	3%	3	2%	12	8%	78	52%	49	33%	0	0%	3	2%	150	100%
Public healthcare service	2	1%	3	2%	3	2%	130	87%	11	7%	0	0%	1	1%	150	100%
When applying for a job	13	9%	3	2%	3	2%	45	30%	84	56%	0	0%	2	1%	150	100%
Admissions to schools/ university	3	2%	4	3%	2	1%	104	69%	36	24%	0	0%	1	1%	150	100%
To receive official documents	14	9%	20	13%	13	9%	58	39%	43	29%	0	0%	1	1%	149	100%

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

	Number	Percent
Yes	77	51%
No	63	42%
Don't know	10	7%
Refused	0	0%
Total	150	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	73	83%
No	9	10%
Don't know	6	7%
Refused	0	0%
Total	88	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	83	55%
Agree somewhat	32	21%
Disagree somewhat	6	4%
Strongly disagree	28	19%
Don't know	1	1%
Refused	0	0%
Total	150	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	54	36%
Agree somewhat	22	15%
Disagree somewhat	10	7%
Strongly disagree	63	42%
Don't know	1	1%
Refused	0	0%
Total	150	100%

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

	Number	Percent of households
13-17 years old	6	4%
18-30 years old	47	32%
31-40 years old	36	24%

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

	Number	Percent of households
41-50 years old	29	20%
51-60 years old	19	13%
61 or more years old	11	7%
Total	148	100%

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

	Number	Percent of households
Working	82	55%
Retired	0	0%
Housewife	14	9%
Student	8	5%
Unemployed	40	27%
Other	7	5%
Refused	0	0%
Don't know	0	0%
Total	150	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	88	59%
Primary School, incomplete (classes 1 to 5)	8	5%
Primary School, complete (finished class 6)	8	5%
Secondary education, incomplete (classes 7 to 8)	14	9%
Secondary education, complete (finished class 9)	14	9%
High School (classes 10 to 12)	12	8%
University education or above	5	3%
Refused	1	1%
Don't know	0	0%
Total	150	100%

**Q45 Are you married or single?**

	Number	Percent of households
--	--------	-----------------------

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	21	14%
Married	126	84%
Widower/ Widow	1	1%
Refused	2	1%
Don't know	0	0%
Total	150	100%

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

	Number	Percent of households
No people	0	0%
1-5 people	18	12%
6-10 people	68	47%
10-20 people	45	31%
21 or more people	14	10%
Total	145	100%

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

	Number	Percent of households
Lease	32	21%
Own	118	79%
Don't know	0	0%
Refused	0	0%
Total	150	100%

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

	Number	Percent of households
Yes	119	81%
No	28	19%
Don't know	0	0%
Refused	0	0%
Total	147	100%

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

	Number	Percent of households
Pay nothing	1	3%
1,000 Afn or less per month	11	34%
1,001-2,000 Afn per month	9	28%
2,001-3,000 Afn per month	6	19%
3,001-4,000 Afn per month	2	6%
4,001-5,000 Afn per month	0	0%
5,001-7,500 Afn per month	3	9%

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

	<b>Number</b>	<b>Percent of households</b>
7,501 or more Afn per month	0	0%
Total	32	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	6	4%
2,001 - 3,000 Afs	13	9%
3,001 - 5,000 Afs	27	18%
5,001 - 10,000 Afs	51	34%
10,001 - 15,000 Afs	20	13%
15,001 - 20,000 Afs	11	7%
20,001 - 25,000 Afs	4	3%
25,001 - 40,000 Afs	5	3%
more then 40,000 Afs	1	1%
Refused	0	0%
Don't know	12	8%
Total	150	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	132	88%
Female	18	12%
Total	150	100%

# APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between DAI, NRC 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 <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*

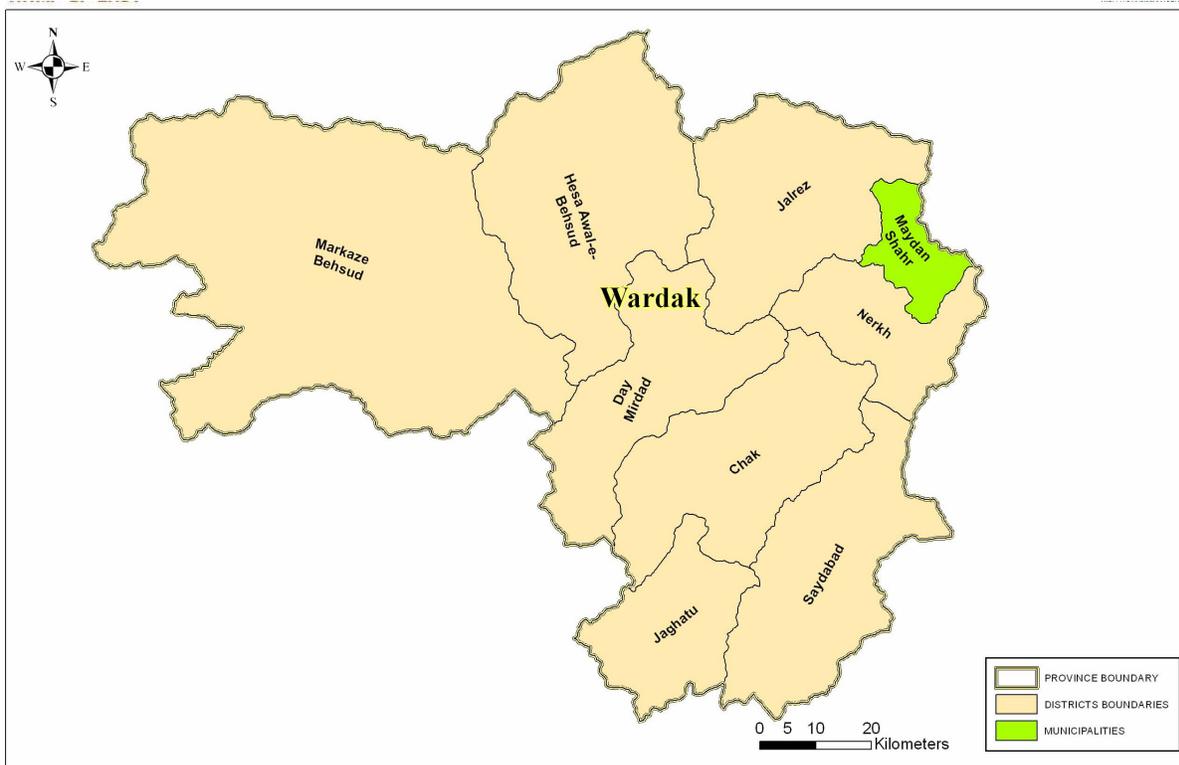
To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly 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 MAIDAN SHAR CITY



September 20, 2010

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### 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 then visited Maidan Shahr in September 2010 to assess the capacity of the municipality. The internal survey team was lead by the Maidan Shahr municipal team leader and public finance, economic development and public works embedded advisors.

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

The internal survey team leader interviewed the mayor / deputy mayor while embedded advisors worked with their relevant department heads and municipal staff, following a brief introduction of the survey. The surveyors then began asking questions and requesting relevant attachments and documents.

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	Jawed Shafiq	Noor Mohammad Sakhi & Khalilullah	Acting Mayor & Head of the administration department Property Registration officer	Sep, 19, 2010
Financial Management	Abdul Majid	Atullah	Head of the accounting department	Sep, 19, 2010
Planning and Economic Development	Abdul Basir Naimi	Ghulam Siddiq	Head of Construction department	Sep, 19, 2010
Revenue Enhancement	Abdul Majid	Noor Mohammad	Head of Revenue Department	Sep, 19, 2010
Public Works	Najibullah Zeerak	Assmatullah Mohammad Asif M. Muqim Ghulam Siddiq	Head of Sanitation department Head of Social Services Dept Head of Transport department Head of Construction Dept	Sep, 19, 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?	No	No
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?	No	No
Do you have work plans for different municipal functional areas?	No	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).	No	No

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	60	59	1	0
Reported Contract position <sup>1</sup>	0	0	0	0
Council members*	0	0	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	
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 Irrigation	Yes	Property records
PD of Public Health	Yes	Food health/safety inspections
PD of Police	Yes	Assistance in collection of revenue, peace & order, bus stations supervision
PD of Environmental Protection	Yes	Control of industries, checking of parks and city cleanness
PD of Sectoral Services	Yes	PDC meeting, Projects report

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

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**

<b>Service type</b>	<b>Yes, all</b>	<b>Yes, some</b>	<b>Not provided by municipality</b>
Water	x		
Power		x	
Waste water and 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**

- 
- Via direct contact
-

## 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?	No	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	2	2	0	0
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	5 hours		

## C. PLANNING AND ECONOMIC DEVELOPMENT

There is a Planning and Economic Department in Wardak Municipality, which assists other municipal departments in developing their work plans. However, the Economic Development Department or Local Economic Development Office **is not 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
Do you have standard written procedures for Safeguarding all revenues collected	Yes	Copy available

Invoice is given to shopkeeper to pay their rent. Letter is sent to government offices to pay services they have used to designated account.

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

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

**Table 14: Revenue Enhancement Department Employees**

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

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

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection			X	X	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		270,988	
Safayi taxes	Yes	Yes		153,722	2,000,000
Business license Fees	Yes	Yes	120	5,194	35,000

**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	5 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.)	No	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.)	No	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	No	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).	No	No
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	Yes	No

**Table 20: Public Works Employees**

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	5	5	0	0
Tashkeel	5	5	0	0
Contract position	0	Not applicable	Not applicable	Not applicable

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

	Yes/No
Do you conduct regular road maintenance?	No
Do you conduct regular public parks maintenance	Yes
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**

	Number	Use	Location	Operable	Condition	Operator/ driver
Flat bed truck		Solid waste		Yes		Yes
Loader		Not used		No		No
Excavator		Given on rent		Yes		Yes
Water tanker		Park/ drinking water		Yes		Yes
Crane		When required		Yes		Yes

Grader		Given on Rent		Yes		Yes
Septic		Liquid waste		Yes		Yes
Pick up		Transportation		Yes		Yes
Land Crosier		For staff		Yes		Yes
Flying Coach		For staff		Yes		Yes
Water Tanker				No		No
Shovels	10					
Wheelbarrows	5					

**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	
Public works software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	5 hours		