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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT PANJSHIR CITY (2010)

OCTOBER 2010

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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND 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 PANJSHIR 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, Mehmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

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

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- 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 Panjshir. In-person interviews were conducted with 300 residents from August 2, 2010 to September 1, 2010.

DEMOGRAPHICS

Enumerators visited 300 houses in Panjshir and interviewed one representative in each home. Of those interviewed, 48% were women, 91% were married and 46% had never attended school. Respondents tended to be older, 15% were 30 years old or younger, 33% were 31 to 40 and 51% were over 40. Many households were smaller; 76% had 10 or fewer people and 24% had more than 10 people. Most households (99%) owned their homes and 29% had a Qabala or other way of proving their tenure.

OVERVIEW

Most residents thought the quality of life in Panjshir was fair or good. Only 68% of the heads of households were employed full time and 9% were employed part time; 23% were not employed. Residents were divided in their views of employment opportunities in the city – 34% thought the number of job opportunities was good but 37% thought it was poor.

The job their city government was doing providing services was rated as somewhat good by 74% of residents and very good by 15%.

- Panjshir residents put their trash in their yard, the street, took it to an improvised dumpsite or burned it. They were dissatisfied with these disposal methods. City trash services were rated as poor by about four in ten residents.
- Most residents got their drinking water from a river, canal or other open source and some got their water from a public standpipe.
- Electricity in Panjshir was most often generated from Micro Hydro Power (MHP), others used a personal generator.
- Almost all residents used dry latrines for their toilets and open drainage canals for their wastewater. Residents were divided in their rating of the condition drainage canals and the services to clean, repair and construct the ditches; many said they were poor and many said they were good.
- Highways and main city roads were generally in better condition than neighborhood streets, but the condition of their neighborhood streets and street repair and construction services were rated as good or fair by most residents.
- Almost no residents had access to a nearby park and very few had access to parks further away.
- When asked to prioritize services, the three services most commonly named in the top three were providing electricity service, providing green areas and parks and providing a new area for a market.

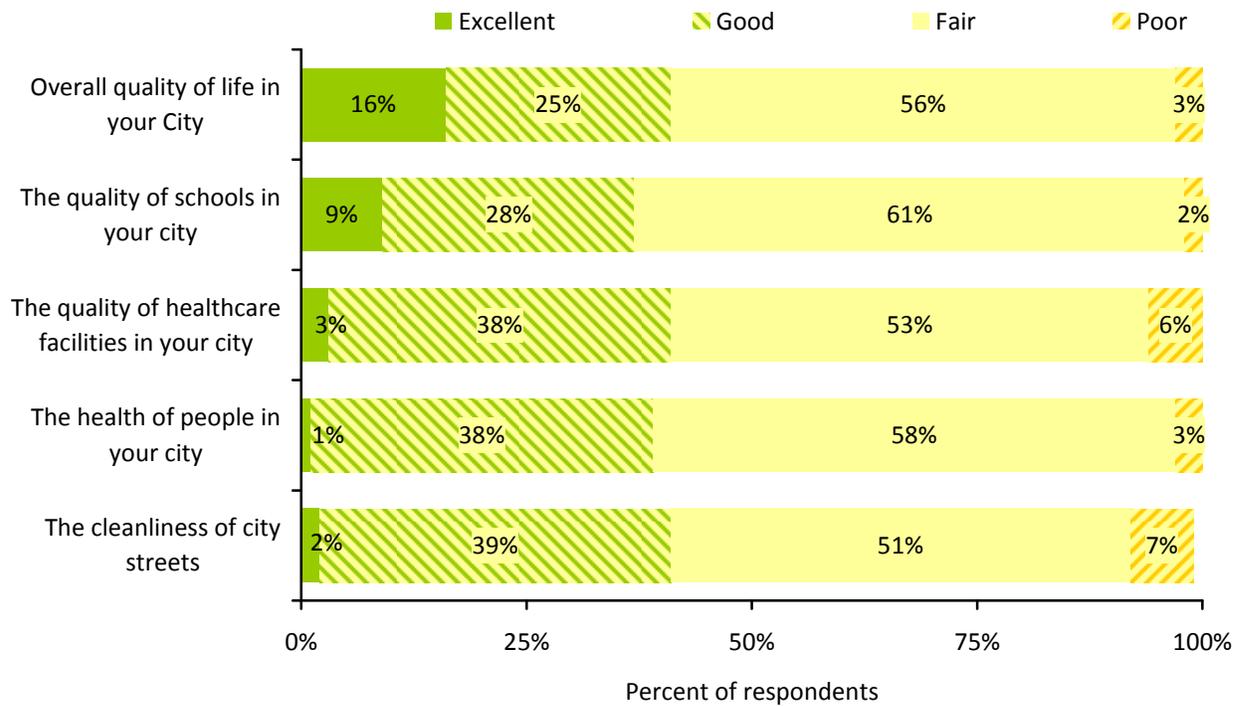
About one-third of residents in Panjshir knew who their mayor was and 44% had contacted the municipality to request a service or get help with a problem. Residents were divided in how confident they were in their government.

- Sixty percent thought their local government was sometimes or almost always working to serve people like them and 50% thought they could have a lot or at least a little influence on local government decision-making.
- About half of residents had at least some or a great deal of trust that government was conducting activities for their benefit at the local and provincial level. More than half trusted local religious leaders and local businessmen.
- Almost no 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, 5% said they were asked only in isolated cases and 93% said they were never asked.
- 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 Panjshir 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 strong in their support for women in government than women in education.

QUALITY OF LIFE

Most residents of Panjshir rated the quality of life in the city as fair (56%), but 41% thought it was excellent or good. Only 3% thought it was poor. Less than half of residents rated the health of the people in their city (41%) and the quality of their schools (37%) as excellent or good, most though they were fair.

Figure 1: Quality of Life in Panjshir



EMPLOYMENT

There is concern about employment levels in Panjshir; 68% of households were employed full time, 9% were employed part time and 23% were unemployed. Thirty-seven 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 (50%) or decreased (35%) in the past year.

Figure 2: Job Opportunities in Panjshir



Figure 3: Change in Job Opportunities in Last Year

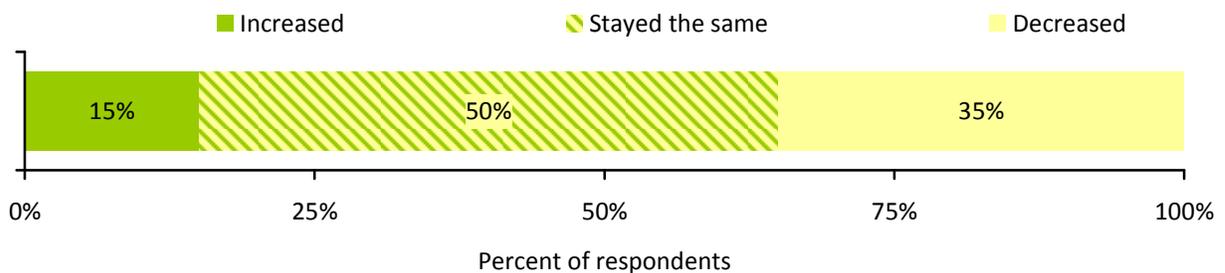
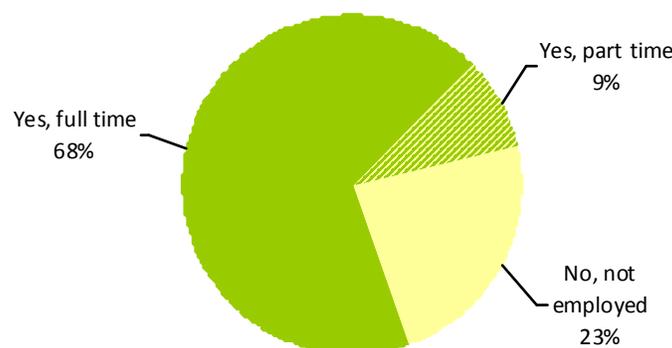


Figure 4: Head of Household Employment Status

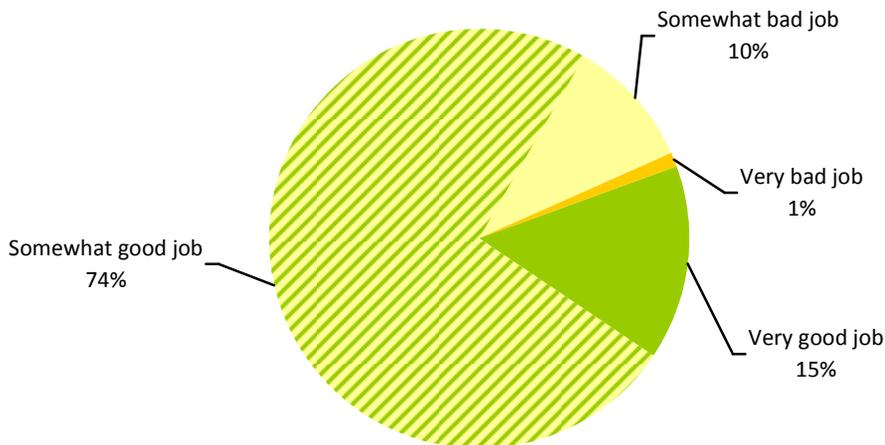


SERVICES

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.

Panjshir residents generally thought that their local government was doing a somewhat good job (74%) or very good job (15%) in providing services.

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



SOLID WASTE

Residents in Panjshir used a wide variety of methods for disposing of their trash. Half the residents just put it in their yard, 13% burned it, 9% disposed of it in the street, 8% used an improvised dump site and 7% put it in a ditch or river. Only 9% used an official dumpsite and 1% used public containers.

Most residents were somewhat to very dissatisfied with their trash disposal method. Those burning trash were, on average, neither satisfied nor dissatisfied and those using a public container were, on average, somewhat satisfied.

Figure 6: Trash Disposal Method

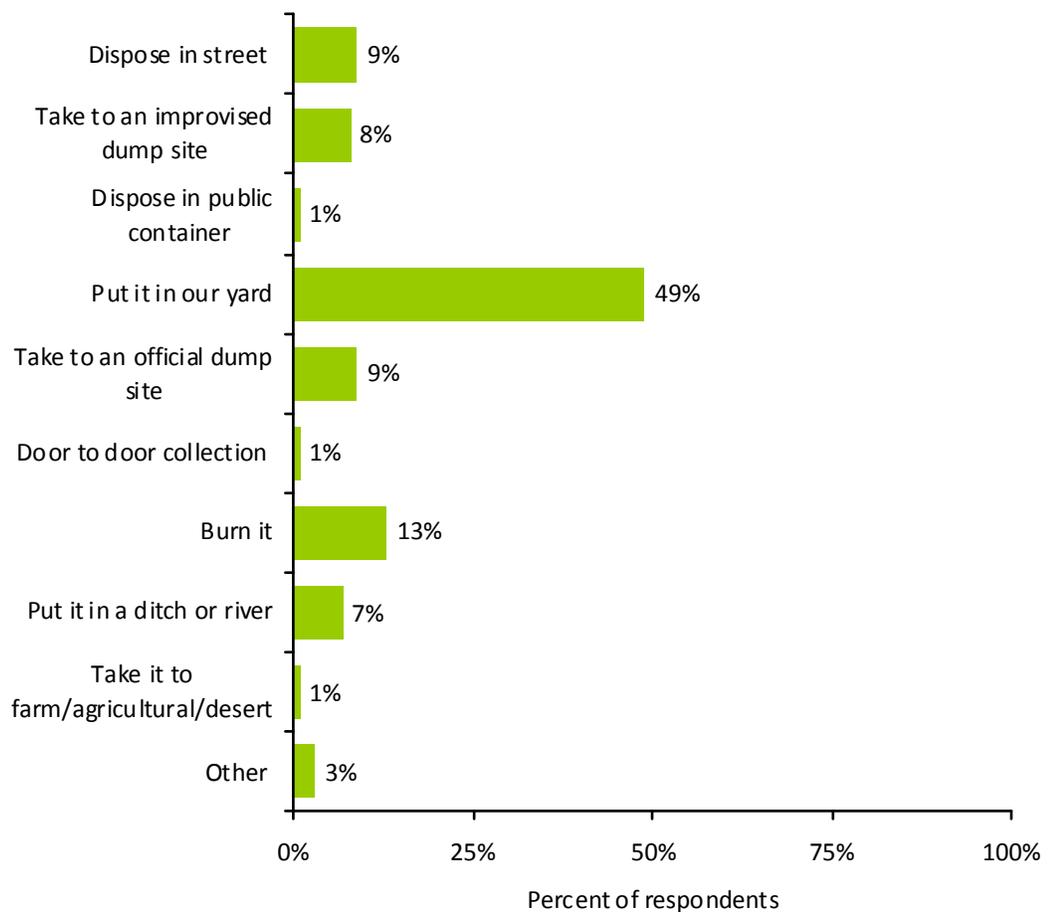
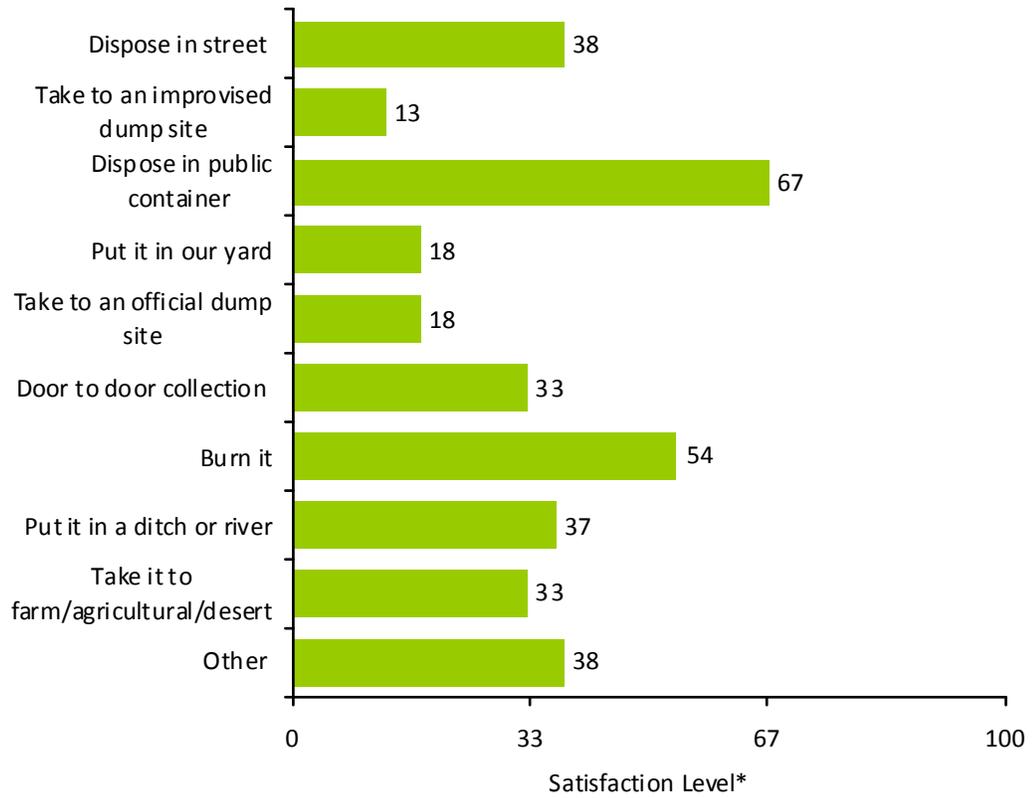


Figure 7: Satisfaction with Trash Disposal Method



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

While all agreed that they did not pay anything for trash service, there were varying opinions about how frequently the city cleaned trash from the street. Seven percent thought the city never removed trash, 27% thought it was once a month or less, 10% thought it was a couple or few times a week and most (54%) thought it was once a week or more frequently.

Figure 8: Frequency of Trash Removal from Street by City

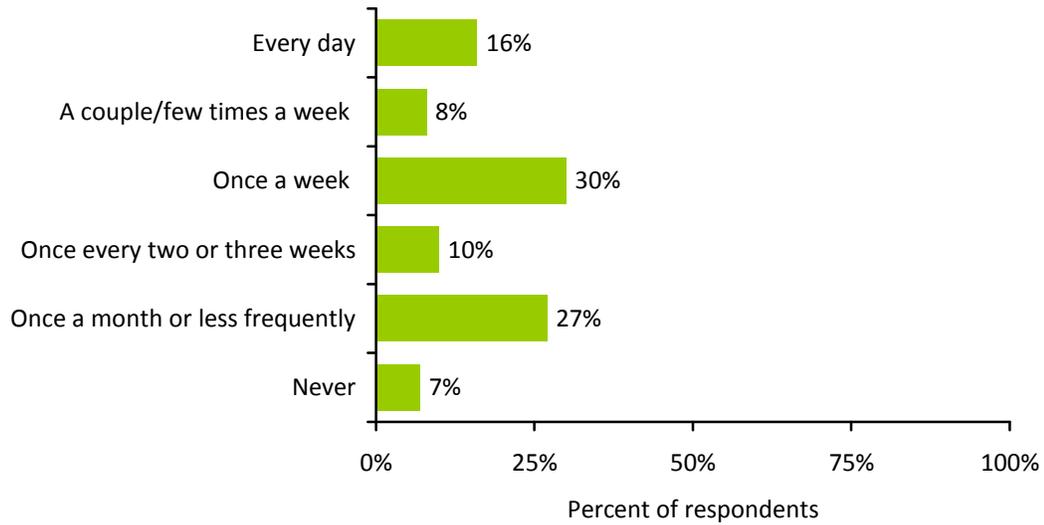
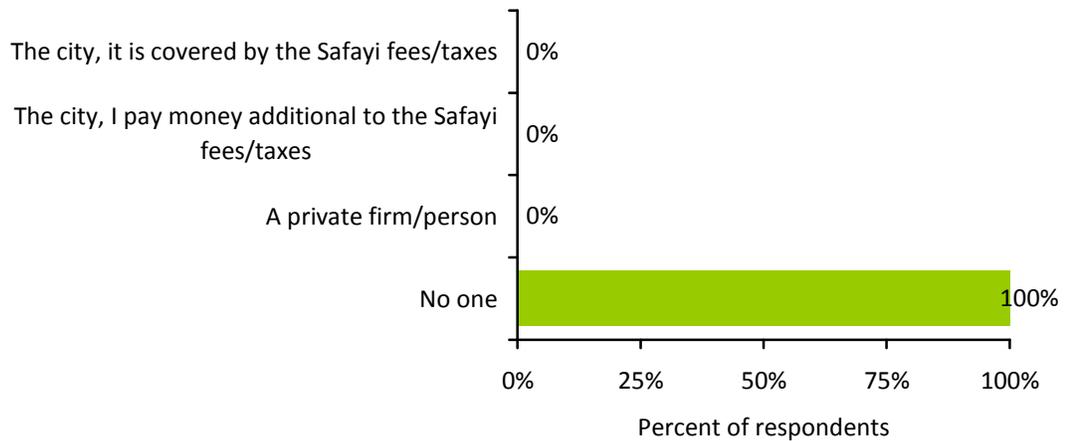
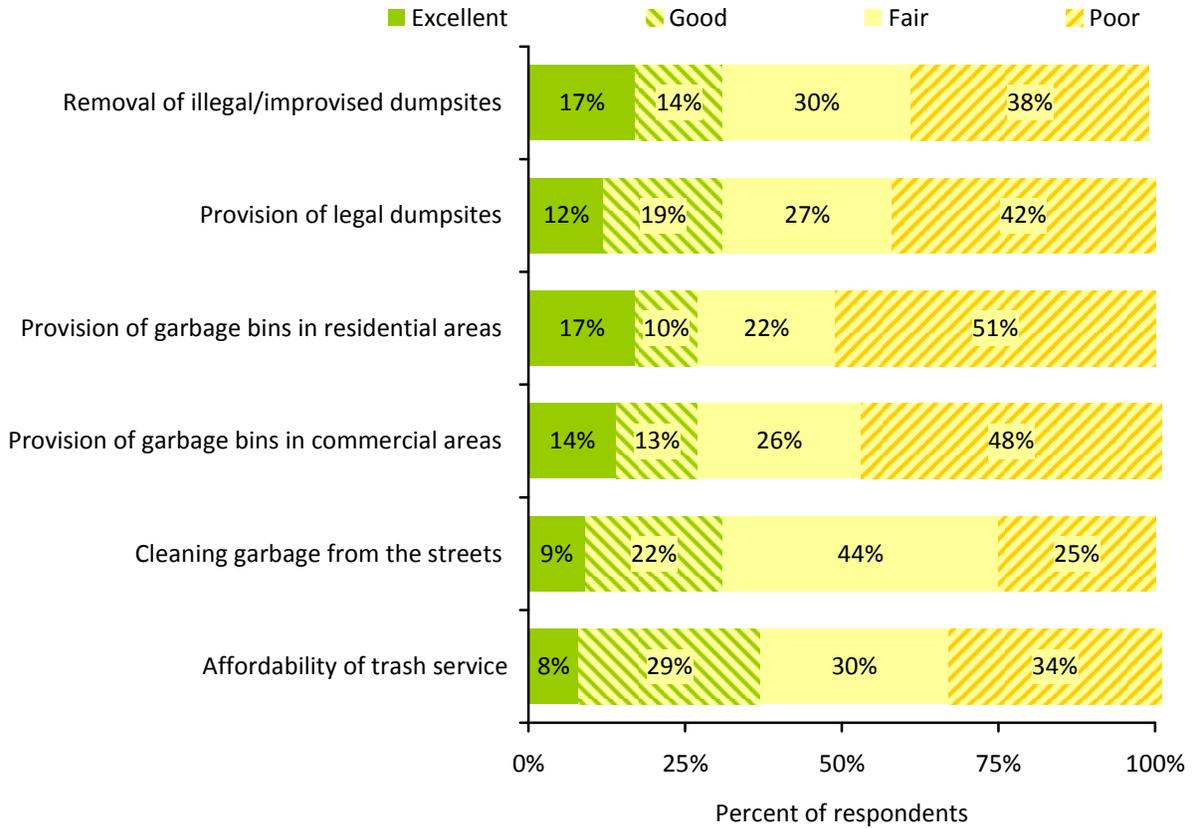


Figure 9: Who Do You Pay for Trash Service?



Given the varied opinion about how frequently the city was cleaning garbage from the streets, it is understandable that the rating for the quality of this service also varied; 25% rated it as poor, 44% thought it was fair and 31% thought it was excellent or good. Trash service ratings were lowest for the provision of garbage bins in residential and commercial areas, with about half rating this as poor.

Figure 10: Quality of City Trash Services



WATER

Most residents got drinking water from a river, canal or other open source (66%), but 21% used a public standpipe. Ten percent said they used an “other” source, which was either a private standpipe (10%) or a ditch (2%). No one was purchasing water from a private or government source.

Most families in Panjshir had experienced a waterborne illness in the previous year, but those households using a public standpipe for drinking water were the least likely to have experienced dysentery, Cholera or severe diarrhea in the past year.

Figure 11: Drinking Water Sources

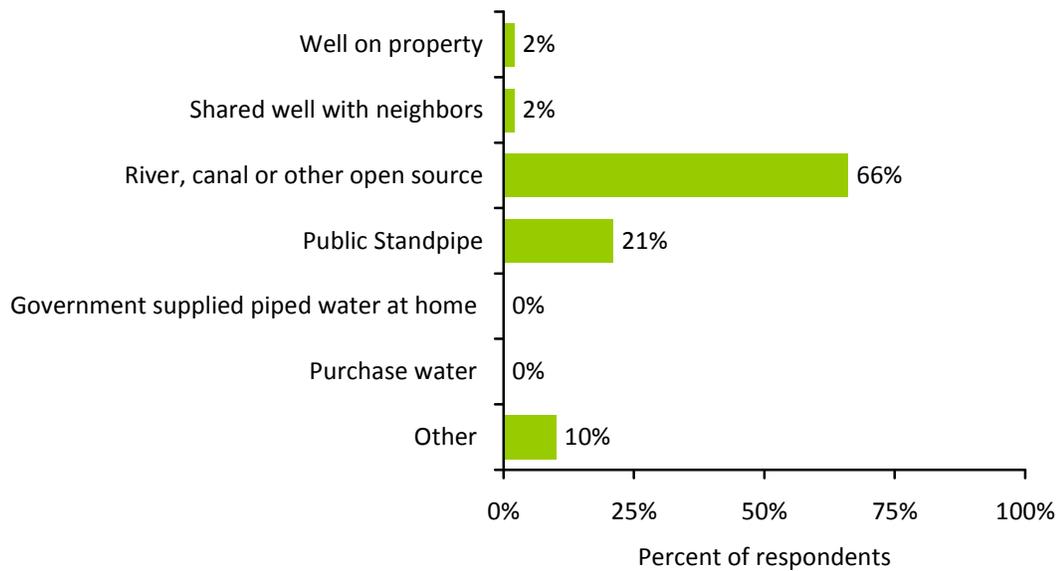
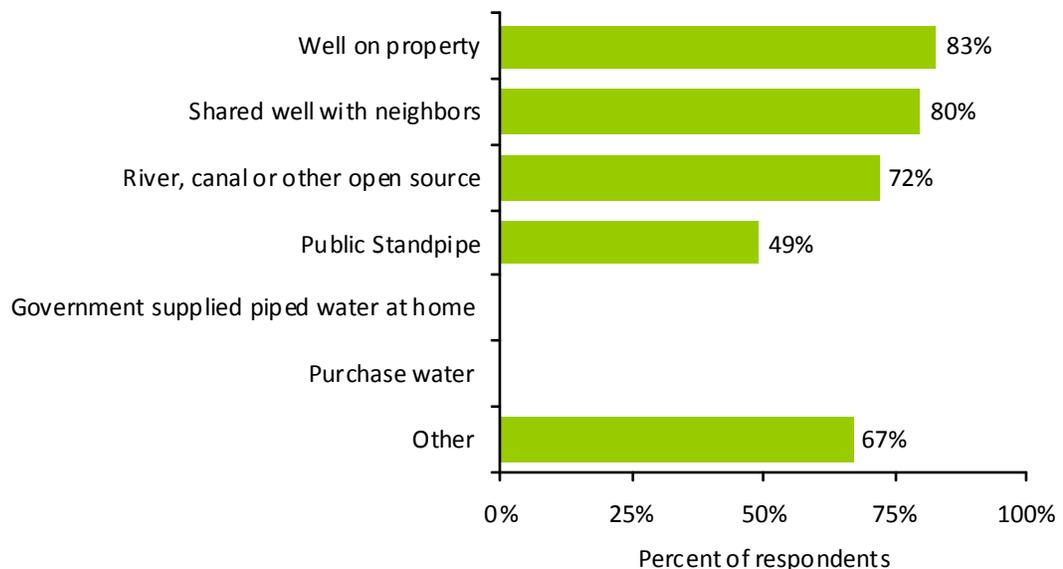


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



ELECTRICITY

Residents in Panjshir were most likely to generate electricity from Micro Hydro Power (MHP) systems (78%) or a personal generator (20%). As such they did not pay government agencies or private firms for their electricity.

Figure 13: Electricity Sources

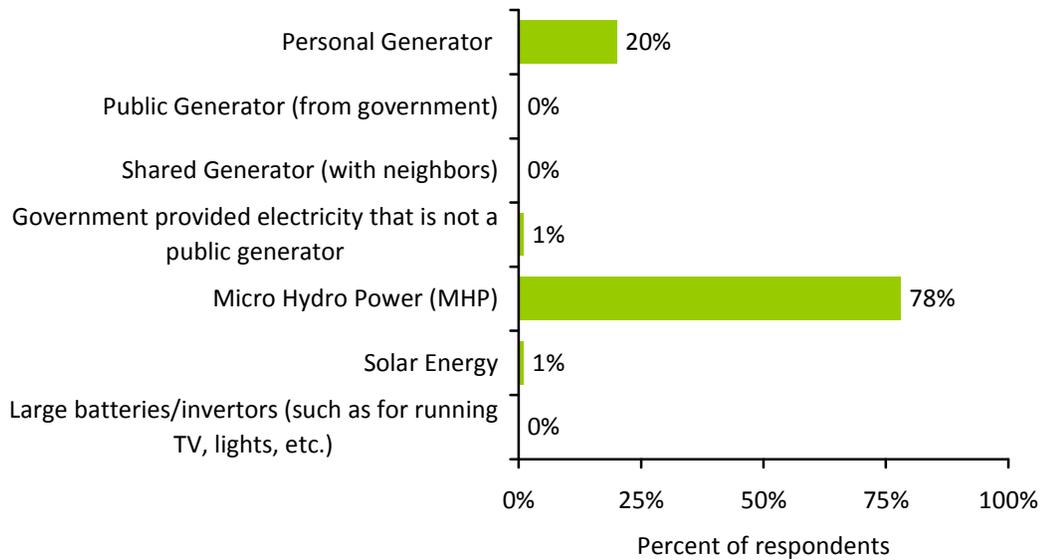
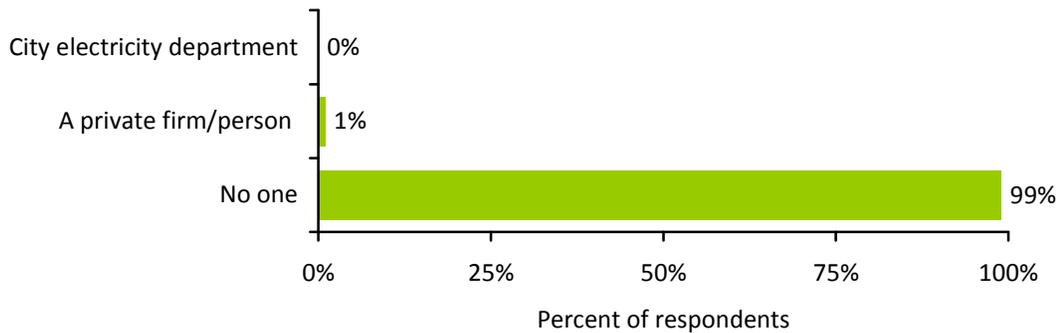


Figure 14: Who Do You Pay for Electricity Service?



ROADS, DRAINAGE AND SANITATION

Almost all residents in Panjshir have dry latrines at their homes and drain their waste water in an open ditch or canal. Over half of the residents (58%) rated the condition of larger ditches and canals throughout the city as excellent or good, but they were divided about the condition of drainage ditches near their homes. One-third thought nearby ditches were in poor condition, 36% thought they were in fair condition and 29% thought the condition was excellent or good. Residents were also split in their ratings of City’s ditch cleaning, repair and construction services, but ditch construction services received the lowest marks.

Figure 15: Type of Toilet in Home

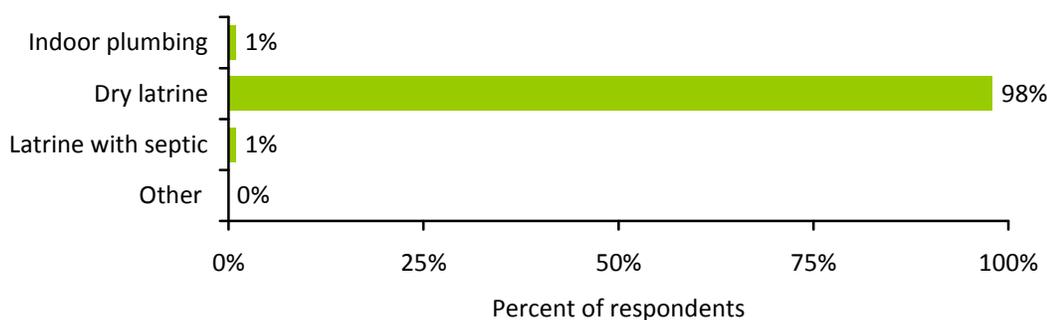


Figure 16: Type of Drainage for Waste Water

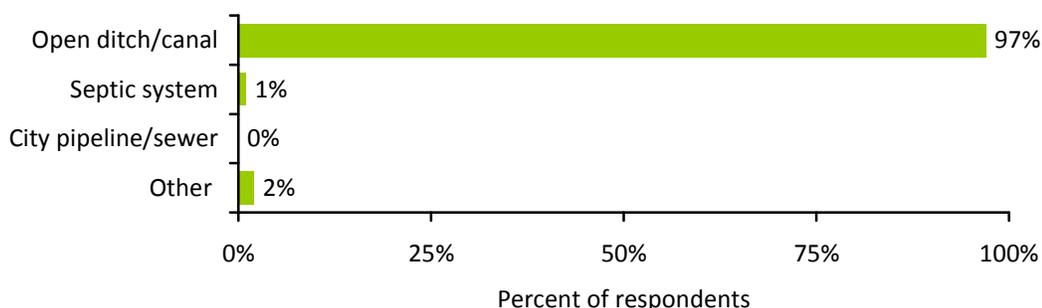
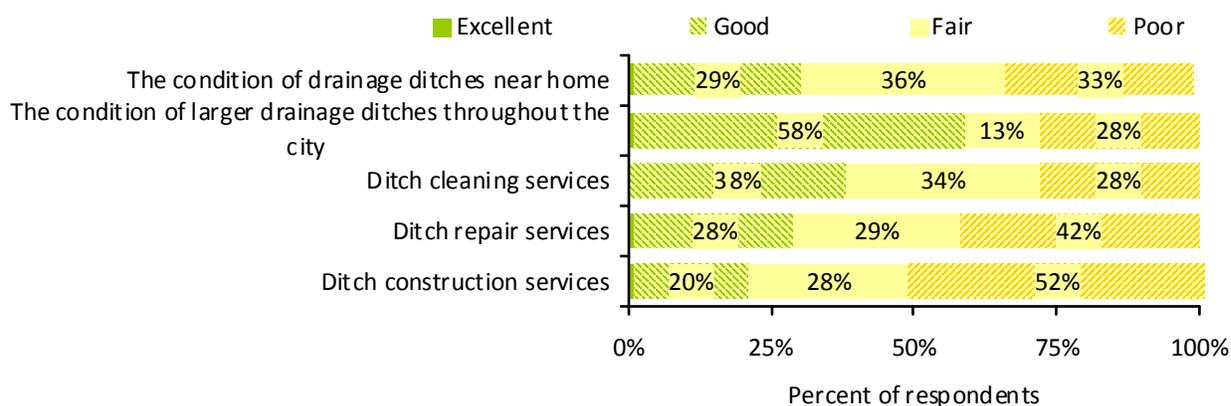
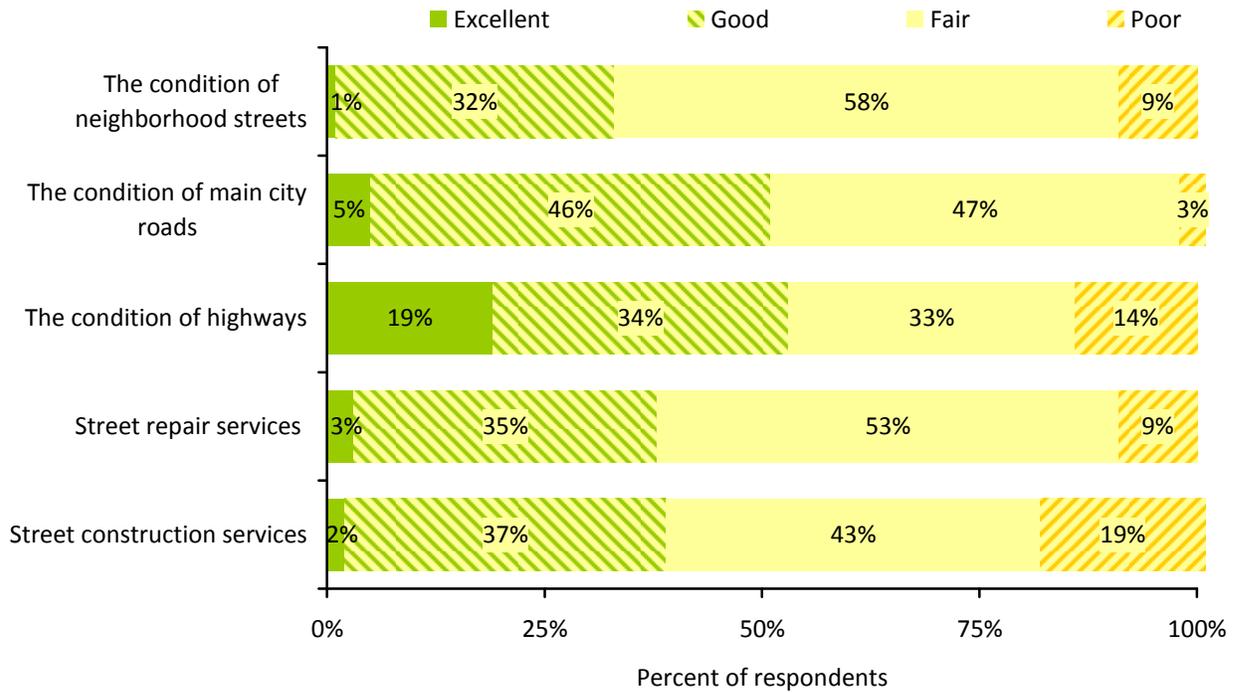


Figure 17: Quality of City Drainage and Drainage Services



Residents were satisfied with the conditions of their roads and street repair and construction services. The main roads in the in the city and the highways were thought to be in the best condition (about half said they were excellent or good).

Figure 18: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

Very few people in Panjshir had access to parks or green areas, either close to their homes or further away. Those few who had access to the parks rated the quality of children’s playgrounds the highest (51% said they were excellent or good, 38% fair), the quality teen/adult parks a bit worse (19% said they were good, 44% fair) and the quality women’s parks as the worst (71% said they were poor).

Figure 19: Availability of City Parks

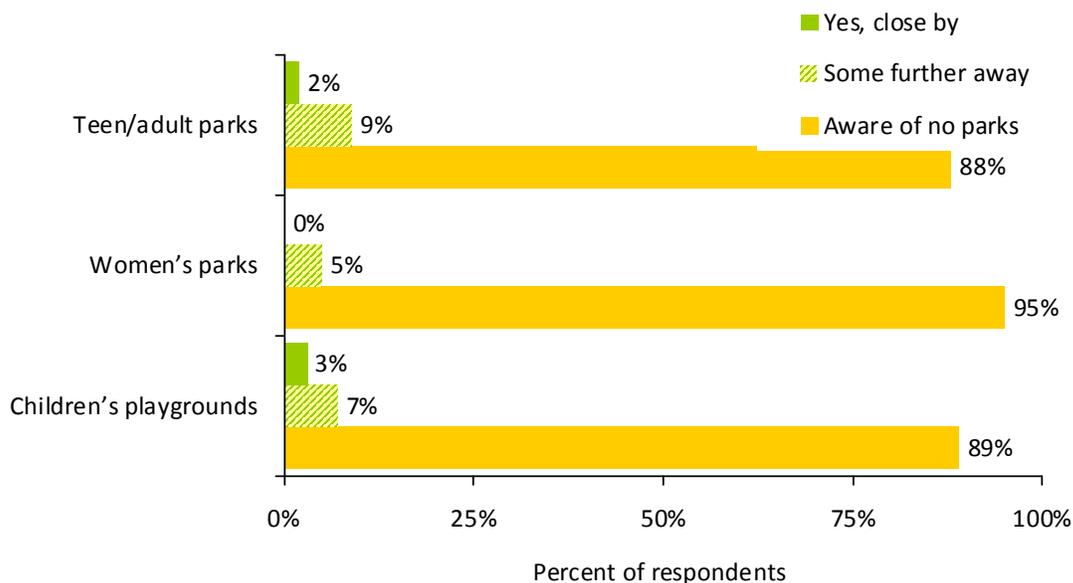
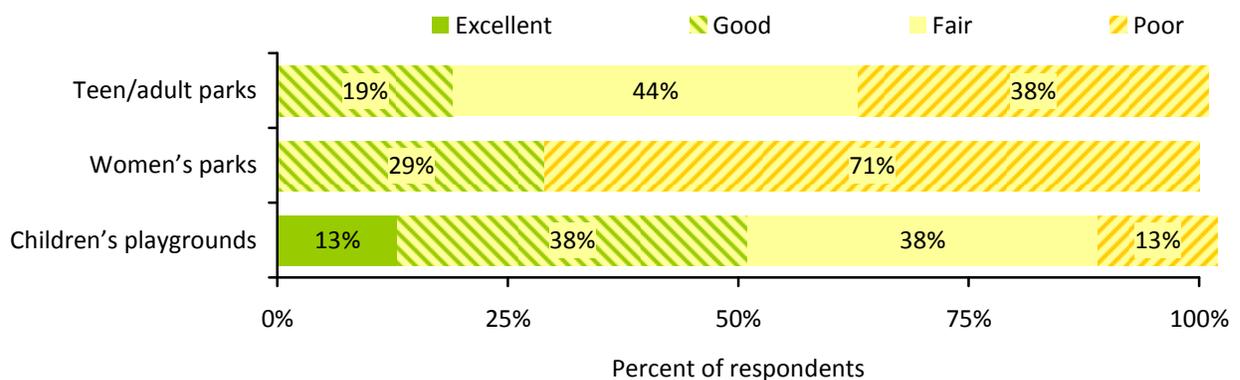


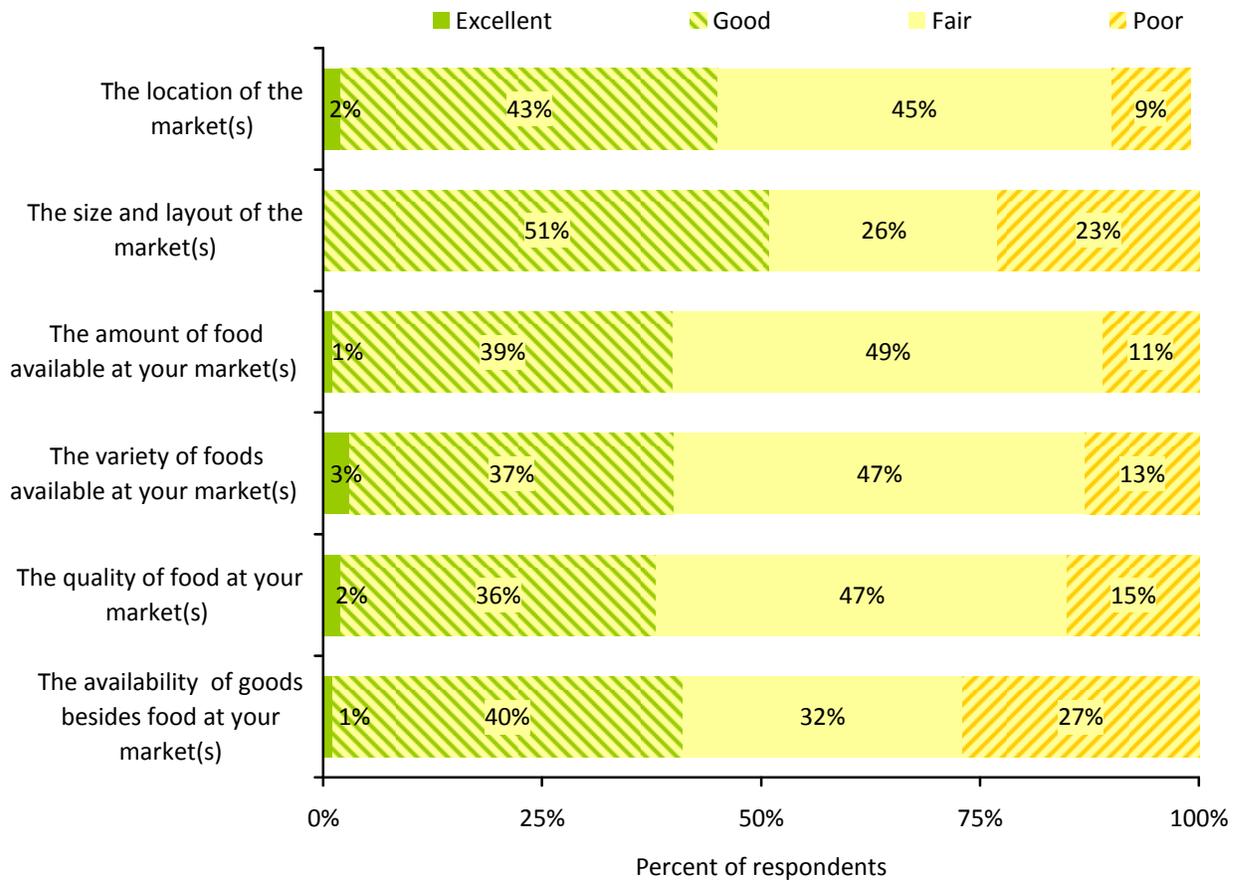
Figure 20: Quality of City Parks



MARKET

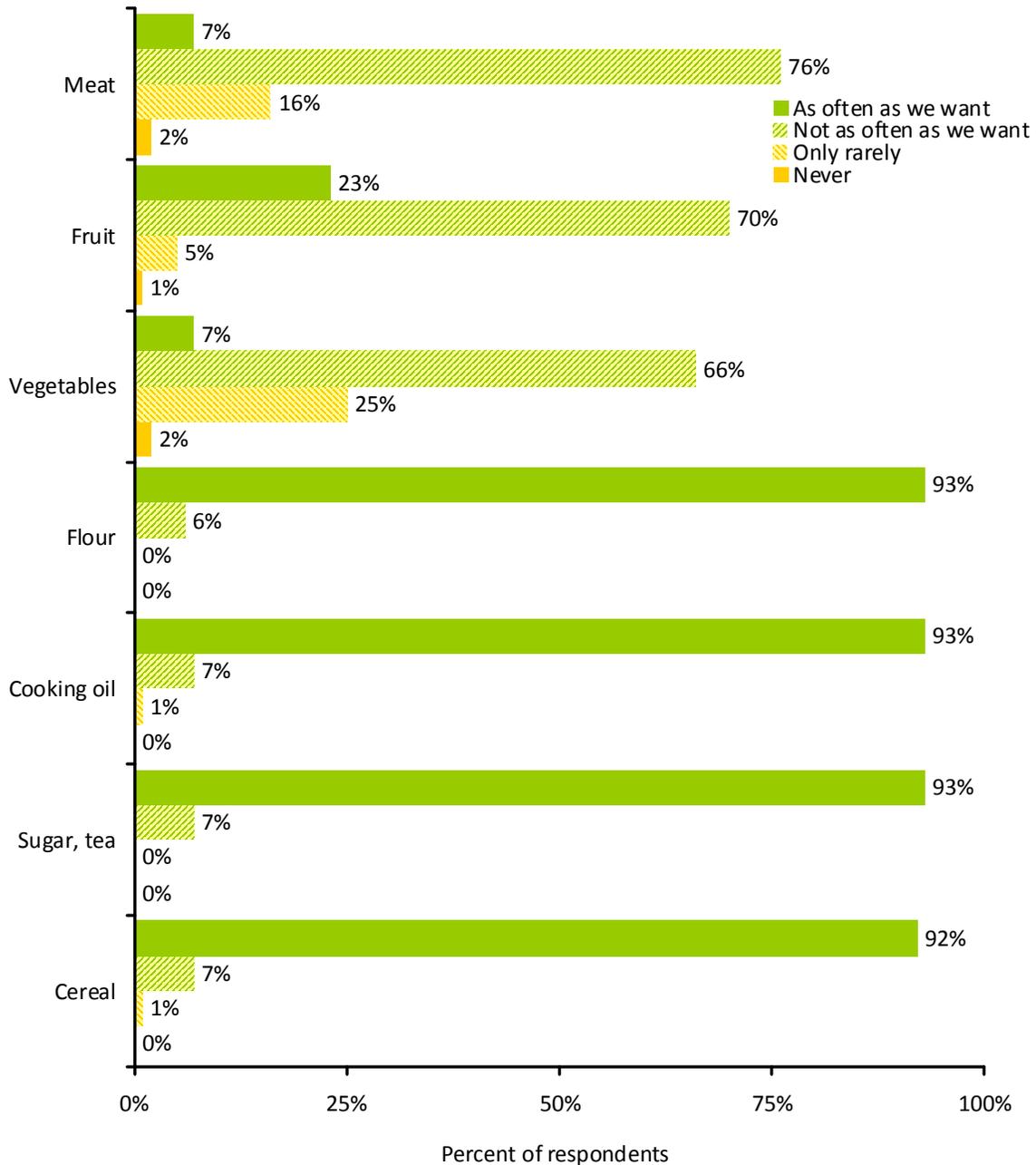
The market in Panjshir received good ratings by about 40% to 50% the residents and fair ratings by most others. Of most concern was the availability of non-food goods (27% rated this as poor), and the size and layout of the market (23% rated this as poor).

Figure 21: Quality of City Market



When asked about the purchasing different types of food at the market, almost all residents said they could afford flour, cooking oil, sugar, tea and cereal whenever they wanted, but most could not afford meat, fruit and cereals whenever they wanted. About one-quarter of families could rarely or never afford vegetables and 18% could rarely or never afford meat.

Figure 22: 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. Three services were named in the top three by about half of the respondents: providing electricity service, providing green areas or parks and providing a new area for a market. Providing electricity was most often named as the first priority.

Figure 23: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	38%	4%	9%	49%
Provide green areas/parks	10%	13%	28%	48%
Provide a new area for a market	10%	21%	15%	54%
Street repair	5%	18%	13%	65%
A new dump site for trash to reduce leaching into water and the spread of disease	11%	13%	5%	70%
Public containers for trash in residential and commercial areas	13%	10%	6%	71%
Ditch cleaning, repair and construction	6%	10%	13%	71%
Supplying clean drinking water	7%	11%	10%	72%

GOVERNANCE

When asked who they would contact if they had a problem related to the city, residents of Panjshir were most likely to contact their Shura, CDC (Community Development Council) or Jirga (50%) or a tribal leader or Malik (30%). Others would contact the mayor (14%) or a Mullah (6%). About one-third of the residents knew who the mayor was.

Figure 24: If You Have a Problem with Something Related to the City, Who Would You Contact?

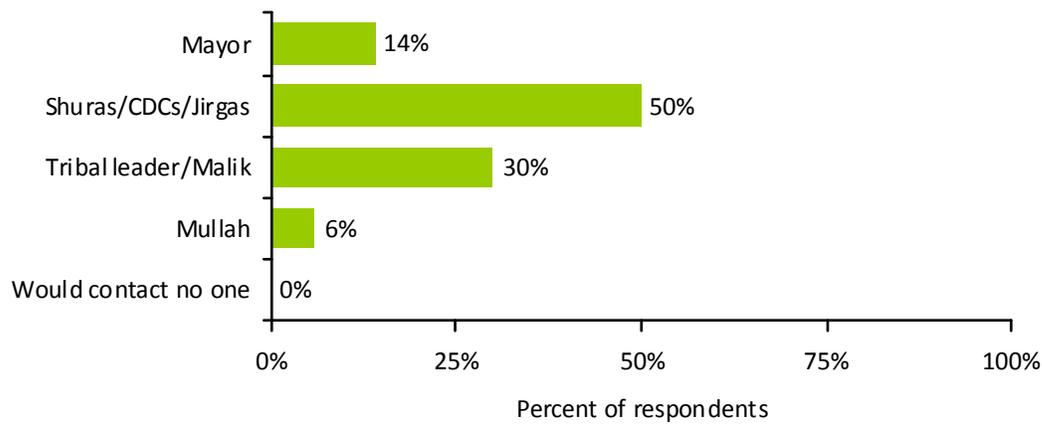
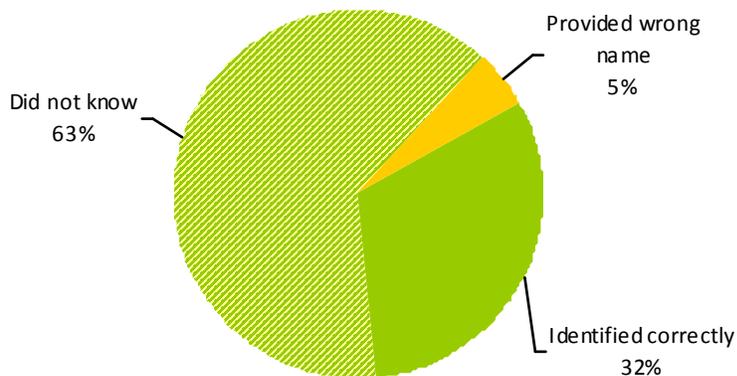


Figure 25: Who Is Your Mayor?



Forty-four percent of respondents had contacted the city government to solve a problem or request a service at some point in the past, but none paid Safayi taxes or fees, When asked what they thought would happen if they contacted the City to have their street fixed, 25% didn't know, 22% thought they would be put on a long wait list, 19% thought it would be fixed within a year and 26% thought it would take a month to be fixed.

Figure 26: Contact with City Government

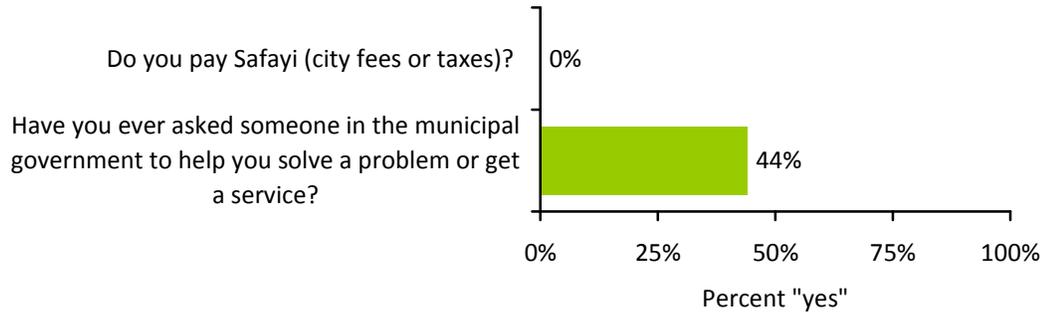
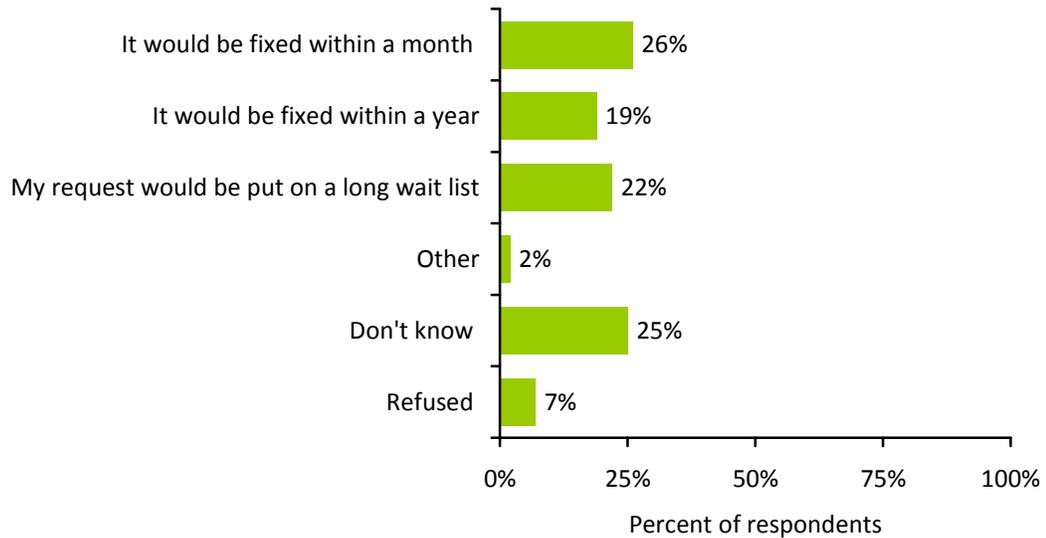


Figure 27: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



Residents in Panjshir were split about how much their local government is working for them; 41% thought almost never or rarely and 59% thought sometimes or always. They were also split over about how much influence they could have on the government; 50% thought they could have a lot or at least a little influence and 50% thought they could have very little or none at all.

Figure 28: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

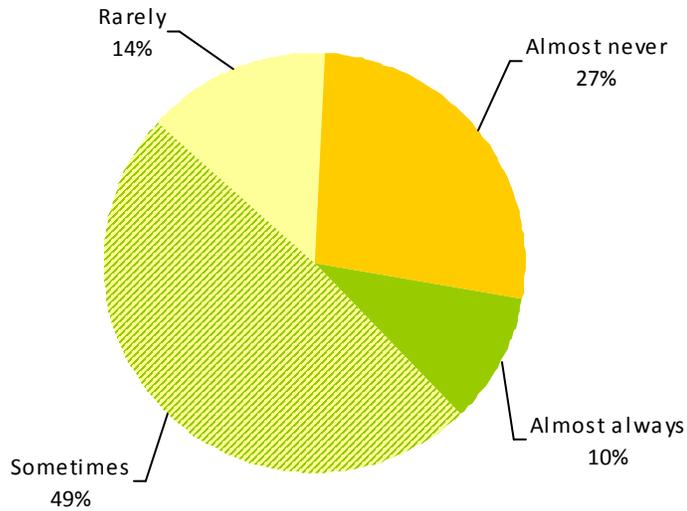
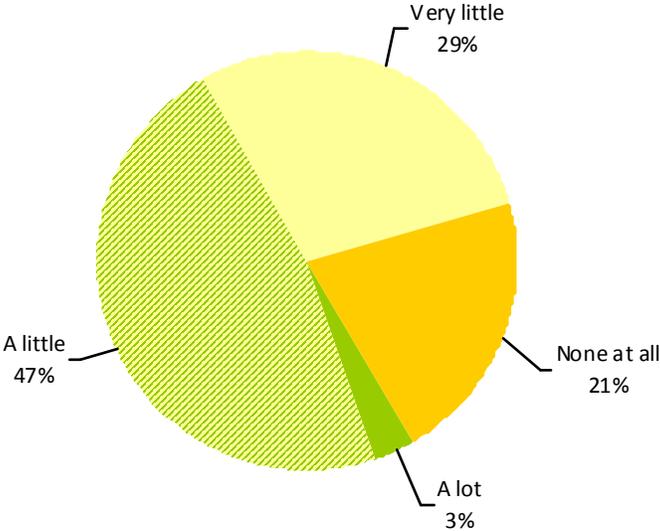
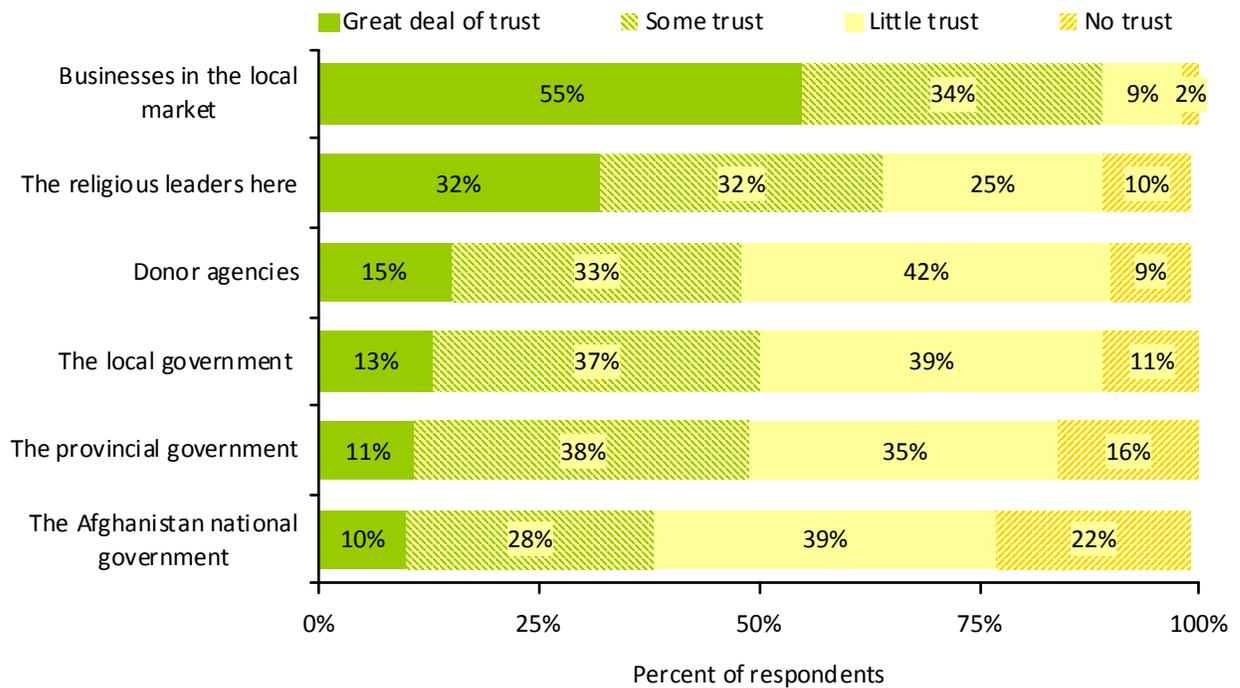


Figure 29: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Most residents in Panjshir had a great deal of trust (55%) or at least some trust (34%) that local businessmen were conducting activities for the benefit of people in the city. Most residents also trusted local religious leaders (32% had a great deal of trust and 32% had at least some trust). Residents were split about trusting government and donor agencies. About half had a great deal or at least some trust in donor agencies, the local government and the provincial government, but the other half had little or no trust. Thirty-eight percent had a great deal or at least some trust in the national government, but 61% had little or no trust.

Figure 30: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?



Most residents in Panjshir thought corruption was a major problem in the provincial government and Afghanistan as a whole, and that it had increase in the past year.

Figure 31: Level of Corruption

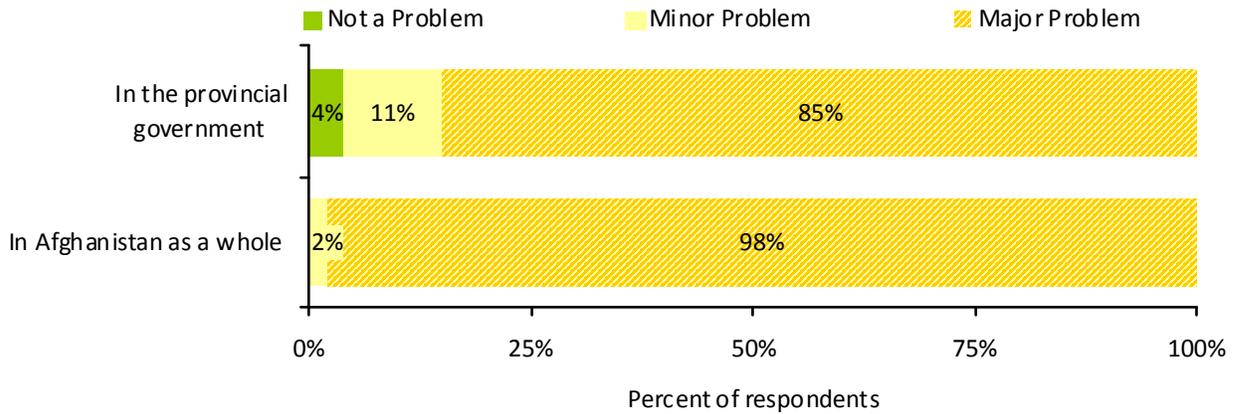
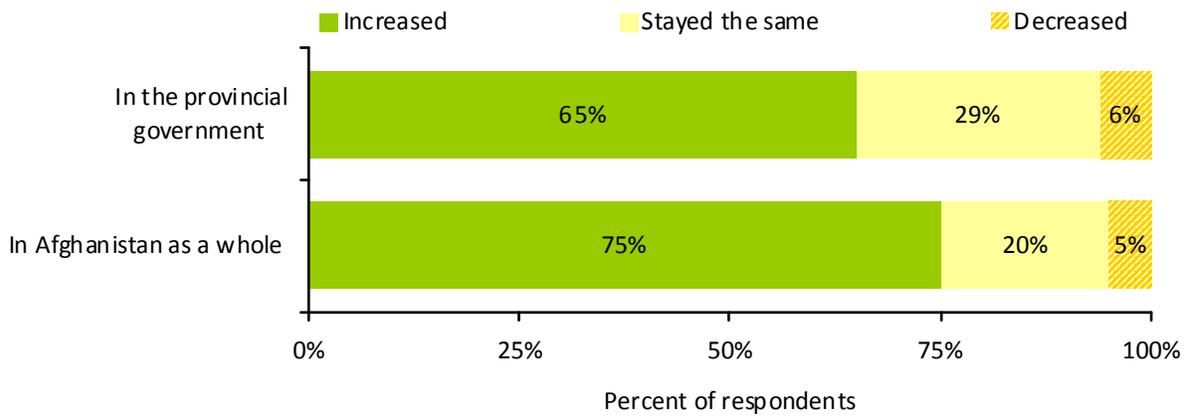
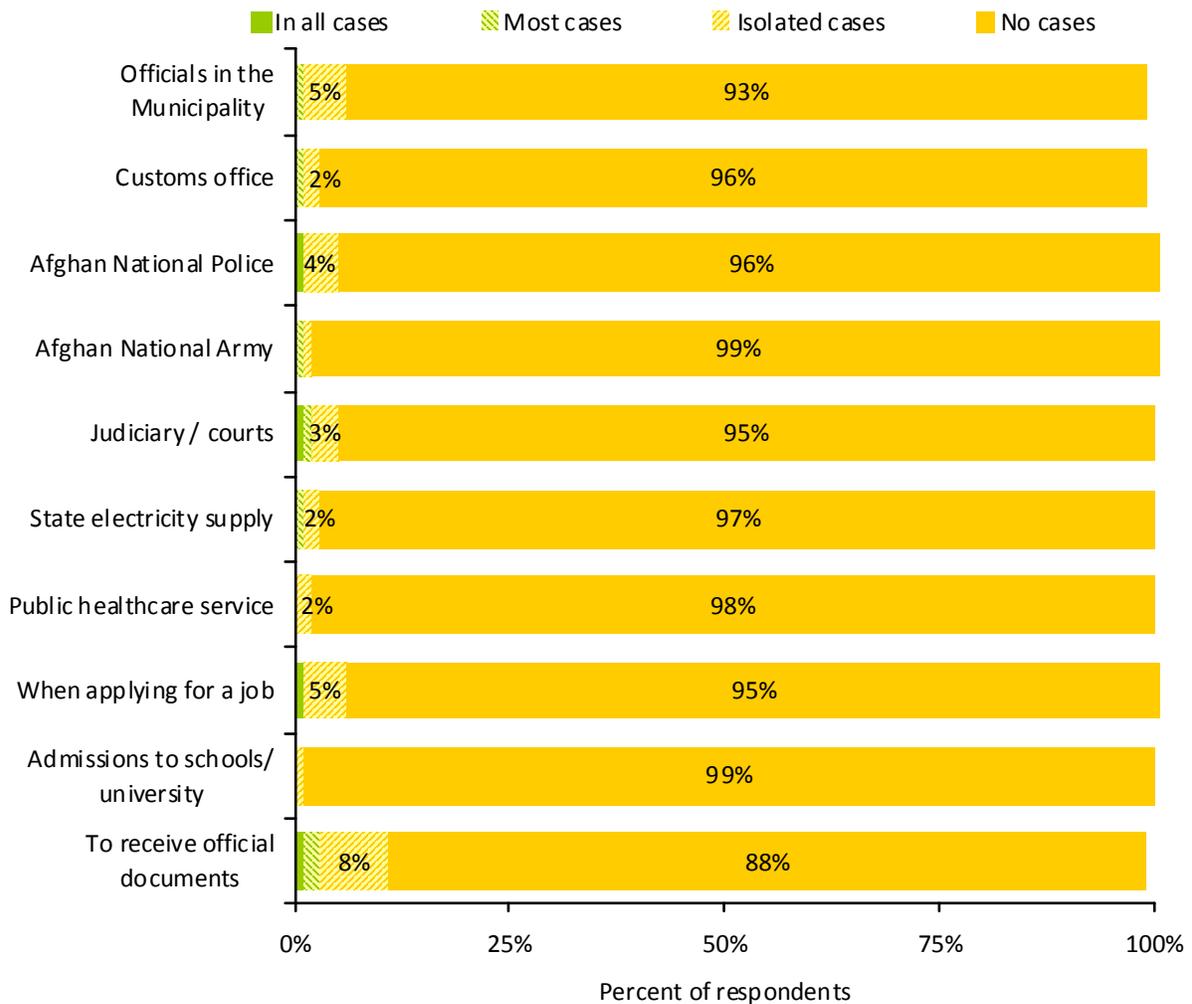


Figure 32: Change in Level of Corruption in Last Year



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.

Figure 33: 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

Most residents (69%) had heard of the Ministry of Women’s Affairs and almost all of these people thought there was an office in their district or province. When asked whether they thought women should be given equal opportunities in education and to participate in government, a majority of women strongly agreed and about half the men strongly agreed. Overall, most of both genders at least somewhat agreed.

Figure 34: Awareness of Ministry of Women’s Affairs

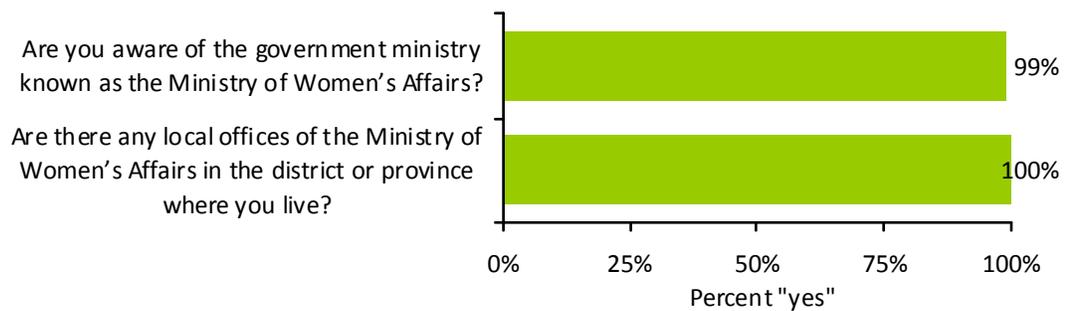


Figure 35: Agreement that Women Should Have Equal Opportunities Like Men In Education

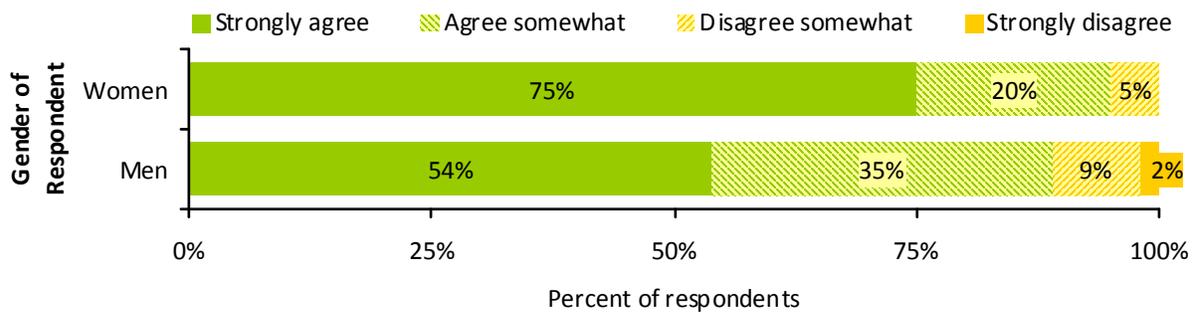
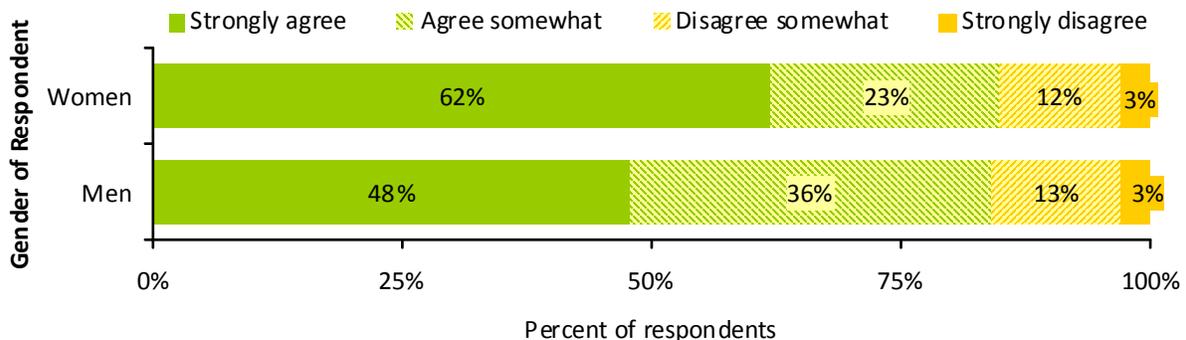


Figure 36: Agreement that Women Should Have Equal Opportunities Like Men In Government



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	18	6%
6-10 years	32	11%
11-20 years	71	24%
21-40 years	111	37%
41 or more years	65	22%
Total	297	100%

Q1 Average Number of Years Lived in City	
Average years in Panjshir	30

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 Panjshir	49	16%	74	25%	169	56%	8	3%	0	0%	0	0%	300
The quality of schools in your city	27	9%	83	28%	183	61%	7	2%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	9	3%	114	38%	157	52%	19	6%	1	0%	0	0%	300	100%

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The health of people in your city	3	1%	113	38%	174	58%	10	3%	0	0%	0	0%	300	100%
The cleanliness of city streets	7	2%	118	39%	153	51%	21	7%	1	0%	0	0%	300	100%
The number of job opportunities in your city	1	0%	101	34%	84	28%	111	37%	3	1%	0	0%	300	100%
The number of businesses in your city	0	0%	90	30%	80	27%	127	42%	3	1%	0	0%	300	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Panjshir	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.4
The number of job opportunities in your city	2.0
The number of businesses in your city	1.9

*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	205	68%
Yes, part time	26	9%
No, not employed	69	23%
Refused	0	0%

Q3 Is the head of your household currently employed?

	Number	Percent
Don't know	0	0%

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

	Number	Percent
Increased	44	15%
Stayed the same	149	50%
Decreased	103	34%
Refused	2	1%
Don't know	2	1%
Total	300	100%

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

	Number	Percent
Yes	1	0%
No	298	100%
Total	299	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	38	13%
Put it in a ditch or river	22	7%
Take it to farm/agricultural/desert land	2	1%
Dispose in street	26	9%
Dispose in public container	2	1%
Take to an official dump site	27	9%
Take to an improvised dump site	25	8%
Door to door collection	2	1%
Other	8	3%
Refused	0	0%
Don't know	1	0%
Put it in our yard	147	49%

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
Dispose by mayor	1	0%
Far for home	1	0%
Inter it	1	0%
Near to playground	2	1%
No response	293	98%
Use to feed the animals	1	0%

Q6a Where is this container?

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

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	15	5%
Somewhat satisfied	55	18%
Somewhat dissatisfied	81	27%
Very dissatisfied	146	49%
Refused	2	1%
Don't know	1	0%
Total	300	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)	1.8
*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	47	16%
A couple/few times a week	25	8%
Once a week	89	30%
Once every two or three weeks	30	10%
Once a month or less frequently	82	27%
Never	21	7%
Refused	1	0%
Don't know	5	2%
Total	300	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	299	100%

Q9 Who do you pay for this trash service?

	Number	Percent
Total	299	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	49	16%	40	13%	84	28%	108	36%	0	0%	19	6%	300	100%
Provision of legal dumpsites	35	12%	52	17%	76	25%	118	39%	0	0%	19	6%	300	100%
Provision of garbage bins in residential areas	45	15%	27	9%	59	20%	139	46%	1	0%	29	10%	300	100%
Provision of garbage bins in commercial areas	37	12%	34	11%	69	23%	129	43%	3	1%	28	9%	300	100%
Cleaning garbage from the streets	26	9%	65	22%	128	43%	73	24%	0	0%	8	3%	300	100%
Affordability of trash service	22	7%	84	28%	87	29%	99	33%	0	0%	8	3%	300	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	2.2
Affordability of trash service	2.1

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
--	------------------------

*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	6	2%
Shared well with neighbors	5	2%
River, canal or other open source	198	66%
Public Standpipe	62	21%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	30	10%
Refused	0	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
No response	272	91%
Ditch	5	2%
Private standpipe	23	8%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	1	0%
A private firm/person	2	1%
No one	297	99%
Total	300	100%

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

	Number	Percent
Yes	201	67%
No	98	33%
Total	299	100%

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

	Number	Percent
Micro Hydro Power (MHP)	209	70%
Personal Generator	55	18%
No electricity	29	10%
Government provided electricity that is not a public generator	2	1%
Solar Energy	2	1%
Shared Generator (with neighbors)	1	0%
Public Generator (from government)	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
A private firm/person	2	1%
No one	297	99%
Total	299	100%

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

	Number	Percent
Indoor plumbing	4	1%
Dry latrine	293	98%
Latrine with septic	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	236	79%
Drains into the yard/garden	50	17%
Other	5	2%
Drains onto the street/road	5	2%
Septic system	3	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Fountain	1	0%
In River	1	0%
No response	297	99%
River	1	0%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	3	1%	88	29%	109	36%	100	33%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	4	1%	173	58%	40	13%	83	28%	0	0%	0	0%	300	100%
Ditch cleaning services	1	0%	113	38%	102	34%	84	28%	0	0%	0	0%	300	100%

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	
Ditch repair services	2	1%	83	28%	88	29%	127	42%	0	0%	0	0%	300	100%
Ditch construction services	2	1%	59	20%	84	28%	155	52%	0	0%	0	0%	300	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City	
	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.1
Ditch repair services	1.9
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	4	1%	97	32%	173	58%	26	9%	0	0%	0	0%	300
The condition of main city roads	14	5%	137	46%	141	47%	8	3%	0	0%	0	0%	300	100%
The condition of highways	57	19%	102	34%	99	33%	42	14%	0	0%	0	0%	300	100%
Street repair services	8	3%	106	35%	160	53%	26	9%	0	0%	0	0%	300	100%
Street construction services	5	2%	110	37%	128	43%	57	19%	0	0%	0	0%	300	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	2.3
The condition of main city roads	2.5
The condition of highways	2.6
Street repair services	2.3
Street construction services	2.2

*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	7	2%	28	9%	261	87%	0	0%	4	1%	300	100%
Women's parks	1	0%	14	5%	280	93%	0	0%	5	2%	300	100%
Children's playgrounds	10	3%	22	7%	265	88%	1	0%	2	1%	300	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Teen/adult parks	0	0%	3	1%	7	2%	6	2%	1	0%	283	94%	300
Women's parks	0	0%	2	1%	0	0%	5	2%	0	0%	293	98%	300	100%
Children's playgrounds	1	0%	3	1%	3	1%	1	0%	0	0%	292	97%	300	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	1.8
Women's parks	1.6
Children's playgrounds	2.5

*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)	6	2%	130	43%	136	45%	28	9%	0	0%	0	0%	300
The size and layout of the market(s)	0	0%	152	51%	78	26%	70	23%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	2	1%	117	39%	148	49%	33	11%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	10	3%	112	37%	140	47%	38	13%	0	0%	0	0%	300	100%
The quality of food at your market(s)	7	2%	107	36%	142	47%	44	15%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	2	1%	120	40%	96	32%	82	27%	0	0%	0	0%	300	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.3
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	20	7%	228	76%	47	16%	5	2%	0	0%	0	0%	300	100%
Fruit	70	23%	211	70%	15	5%	4	1%	0	0%	0	0%	300	100%
Vegetables	21	7%	199	66%	75	25%	5	2%	0	0%	0	0%	300	100%
Flour	279	93%	19	6%	1	0%	1	0%	0	0%	0	0%	300	100%
Cooking oil	278	93%	20	7%	2	1%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	279	93%	21	7%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	277	92%	21	7%	2	1%	0	0%	0	0%	0	0%	300	100%

Q26 Municipal Service Priorities

<p>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.</p>	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	40	13%	31	10%	17	6%	212	71%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	34	11%	40	13%	16	5%	210	70%	300	100%
Ditch cleaning, repair and construction	18	6%	30	10%	40	13%	212	71%	300	100%
Street repair	15	5%	53	18%	38	13%	194	65%	300	100%
Supplying clean drinking water	20	7%	33	11%	31	10%	216	72%	300	100%
Provide a new area for a market	30	10%	62	21%	45	15%	163	54%	300	100%
Provide green areas/parks	31	10%	40	13%	85	28%	144	48%	300	100%
Provide electricity service	115	38%	13	4%	26	9%	146	49%	300	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	43	14%
Shuras/CDCs/Jirgas	148	49%
Tribal leader/Malik	88	29%
Mullah	18	6%
Would contact no one	1	0%
Don't know	1	0%
Refused	1	0%
Total	300	100%

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

	Number	Percent
Yes	128	43%
No	164	55%
Don't know	8	3%
Refused	0	0%
Total	300	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	77	26%
It would be fixed within a year	56	19%
My request would be put on a long wait list	67	22%
Other	5	2%
Don't know	75	25%
Refused	20	7%

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	44	15%
Somewhat good job	218	73%
Somewhat bad job	31	10%
Very bad job	3	1%
Refused	1	0%
Don't know	3	1%
Total	300	100%

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

	Number	Percent
Almost always	29	10%
Sometimes	143	48%
Rarely	41	14%
Almost never	78	26%
Refused	5	2%
Don't know	4	1%
Total	300	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	10	3%
A little	140	47%
Very little	87	29%
None at all	63	21%
Don't know	0	0%
Refused	0	0%
Total	300	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	165	55%	102	34%	27	9%	5	2%	0	0%	0	0%	299	100%
The religious leaders here	97	32%	95	32%	76	25%	31	10%	0	0%	0	0%	299	100%
Donor agencies	45	15%	100	33%	126	42%	28	9%	0	0%	0	0%	299	100%
The local government	38	13%	111	37%	117	39%	33	11%	0	0%	0	0%	299	100%
The provincial government	32	11%	115	38%	104	35%	48	16%	0	0%	0	0%	299	100%
The Afghanistan national government	30	10%	84	28%	117	39%	67	22%	0	0%	0	0%	298	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	95	32%
Did not know	190	63%
Provided wrong name	15	5%
Total	300	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	254	85%	34	11%	11	4%	1	0%	0	0%	300	100%
In Afghanistan as a whole	292	98%	6	2%	1	0%	0	0%	0	0%	299	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	192	64%	86	29%	17	6%	0	0%	5	2%	300	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	
government												
In Afghanistan as a whole	221	74%	60	20%	14	5%	0	0%	5	2%	300	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	1	0%	2	1%	11	4%	188	63%	98	33%	0	0%	0	0%	300	100%
Customs office	0	0%	2	1%	4	1%	156	52%	138	46%	0	0%	0	0%	300	100%
Afghan National Police	1	0%	0	0%	7	2%	175	58%	117	39%	0	0%	0	0%	300	100%
Afghan National Army	0	0%	1	0%	1	0%	161	54%	137	46%	0	0%	0	0%	300	100%
Judiciary / courts	2	1%	1	0%	5	2%	153	51%	139	46%	0	0%	0	0%	300	100%
State electricity supply	0	0%	1	0%	3	1%	144	48%	152	51%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	0	0%	4	1%	158	53%	138	46%	0	0%	0	0%	300	100%
When applying for a job	1	0%	0	0%	8	3%	156	52%	135	45%	0	0%	0	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	1	0%	163	54%	136	45%	0	0%	0	0%	300	100%
To receive official documents	2	1%	4	1%	14	5%	149	50%	131	44%	0	0%	0	0%	300	100%

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

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

	Number	Percent
Yes	205	68%
No	92	31%
Don't know	2	1%
Refused	1	0%
Total	300	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	184	89%
No	21	10%
Don't know	0	0%
Refused	1	0%
Total	206	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	191	64%
Agree somewhat	83	28%
Disagree somewhat	21	7%
Strongly disagree	4	1%
Don't know	1	0%
Refused	0	0%
Total	300	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	164	55%
Agree somewhat	89	30%
Disagree somewhat	38	13%
Strongly disagree	8	3%
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	300	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	2	1%
18-30 years old	42	14%
31-40 years old	99	33%
41-50 years old	82	27%
51-60 years old	43	14%
61 or more years old	31	10%
Total	299	100%

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

	Number	Percent of households
Working	91	30%
Retired	2	1%
Housewife	127	42%
Student	5	2%
Unemployed	74	25%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	300	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	137	46%
Primary School, incomplete (classes 1 to 5)	32	11%
Primary School, complete (finished class 6)	27	9%
Secondary education, incomplete (classes 7 to 8)	21	7%
Secondary education, complete (finished class 9)	24	8%
High School (classes 10 to 12)	49	16%
University education or above	10	3%
Refused	0	0%
Don't know	0	0%
Total	300	100%

Q45 Are you married or single?

	Number	Percent of households
Single	8	3%
Married	273	91%
Widower/ Widow	19	6%
Refused	0	0%
Don't know	0	0%
Total	300	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	2	1%
1-5 people	53	18%
6-10 people	171	57%
10-20 people	73	24%
21 or more people	1	0%
Total	300	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	4	1%
Own	296	99%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent of households
Yes	86	29%
No	213	71%
Don't know	1	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent of households
Pay nothing	296	99%
1,000 Afn or less per month	0	0%
1,001-2,000 Afn per month	2	1%
2,001-3,000 Afn per month	1	0%
3,001-4,000 Afn per month	1	0%
4,001-5,000 Afn per month	0	0%
5,001-7,500 Afn per month	0	0%

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

	Number	Percent of households
7,501 or more Afn per month	0	0%
Total	300	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	60	20%
2,001 - 3,000 Afs	55	18%
3,001 - 5,000 Afs	51	17%
5,001 - 10,000 Afs	55	18%
10,001 - 15,000 Afs	35	12%
15,001 - 20,000 Afs	18	6%
20,001 - 25,000 Afs	7	2%
25,001 - 40,000 Afs	5	2%
more then 40,000 Afs	1	0%
Refused	12	4%
Don't know	1	0%
Total	300	100%

Q51 Gender		
	Number	Percent of households
Male	157	52%
Female	143	48%
Total	300	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages.

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

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

2010 Sample Sizes			
City	Approximate number of households¹	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.

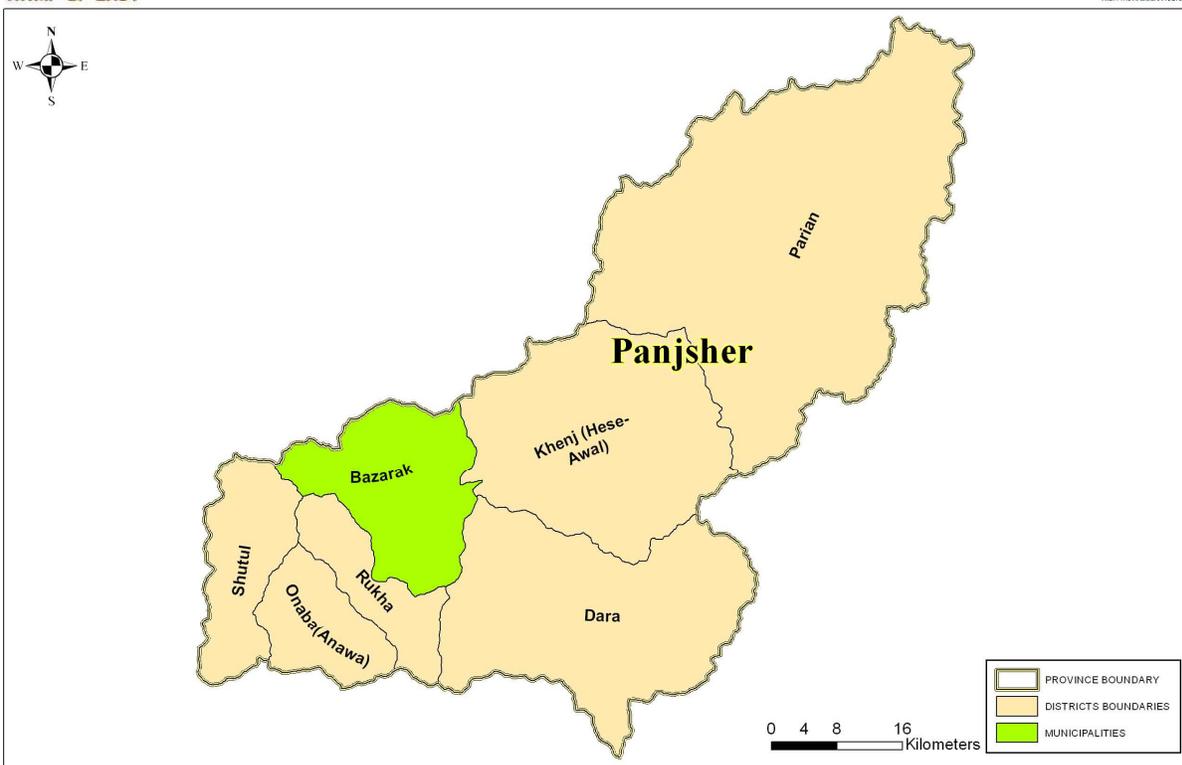
Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

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 PANJSHIR CITY



September 7, 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 Panjshir in September 2010 to assess the capacity of the municipality. The internal survey team was lead by the Panjshir 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	Khalilullah Rahmani	Abdul Khabir Bakhshi	Mayor	September 7, 2010
Financial Management	Ahmad Jan Ahmadi	Dilawar	Head of the Financial Management Department	September 7, 2010
Planning and Economic Development	Sadullah Popalzai	Abdul Khabir Bakhshi	Mayor	September 7, 2010
Revenue Enhancement	Ahmad Jan Ahmadi	Said Sharafudin	Head of the Revenue Enhancement Department	September 7, 2010
Public Works	Eng. Kamal Ahmad Safi	Wazir Khan	Director of Public Work Department	September 7, 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?	No	No
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, but only for two position	Yes
Do you have work plans for different municipal functional areas?	Yes	Yes
Do you have a copy of the Provincial Development Plan (PDP)?	Yes	Yes
Do you have a list of donors that have assisted your municipality?	Yes	Yes
Do you have a list of city council members?	Yes	Yes
If it is meeting, are council meeting minutes being kept?	Yes	No
Do you have a copy of the Current Municipal Law?	Yes	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	Yes	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	30	25	0	5
As reported on Employee	12	8	0	4**
Reported Contract position	18	17	0	1
Council members*	9	9	0	

*Council members are neighborhood representatives (Naheya).

** : Municipality Administration Manager is not filled.

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 do you submit your work plans for functional areas?				X
How frequently does the City Council meet?	X	X		
How frequently do you communicate with IDLG/DMA?			X	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)
Governor Office	Yes	Meeting
Provincial Council	Yes	Meeting
PD of Rural Rehabilitation and Development Ministry	Yes	Meeting
PD of Environmental Protection	Yes	Meeting
PD of Public Works	Yes	Meeting
PD of Sports	Yes	Meeting
PD of Public Health	Yes	Meeting
PD of Women Affairs	Yes	Meeting
PD of Agriculture and live stock	Yes	Meeting

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

Table 6: Public Services Provided by Municipality

Service type	Yes, all	Yes, some	Not provided by municipality
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

- Through electronic and print media (TV, radio, and newspapers)
- Collect complaints through Shura members for different Naheya

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?	Yes	Yes
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	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	1	0	1
Contract position	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	8 hours		

C. PLANNING AND ECONOMIC DEVELOPMENT

There is no Planning or Economic Department in Panjshir Municipality.

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	No
Do you have a list of revenue sources and how much is collected in each?	Yes	Yes
Are you forecasting revenues?	Yes	No
Do you have standard written procedures for collecting revenues?	Yes	No
Do you have standard written procedures for Safeguarding all revenues collected?	Yes	No
Do you have a procedure manual for revenue collection?	Yes	No
Do you have a list of Municipal owned property (buildings & land)?	Yes	No

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	No	No
Revenue system	Yes	No

Table 14: Revenue Enhancement Department Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	2	2	0	0
Contract position	3	2	0	1

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	X	X

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

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	No				
Safayi taxes	No				
Business license Fees	No				

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	8 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.)	Yes	No
Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	Yes	No
Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	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.)	Yes	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	Yes
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	17		0	0
Tashkeel/ employee	5	3	0	2
Contract position	12	12	0	0

Table 21: Public Works Activities and Resources

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

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

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/ driver
Dump truck	2	Park/Solid waste	In City	Yes	Excellent	Yes
Water Tankers	3	Public use	In City	Yes	Good	Yes
Shovels	15					
Wheelbarrows	10					
Pick axes	10					

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		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	8 hours		