



RAMP UP EAST

2011 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF Bamyan



Handover ceremony of the mosaic sidewalk project in the municipality of Bamyan

NOVEMBER, 2011

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ACRONYMS

COA	Ministry of Finance - Municipal Chart of Accounts
CDC	Community Development Council
DAI	Development Associates International
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy

INTRODUCTION

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

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Great care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S., Afghan and other partners - to improve quality of life, general municipal capacity, public works capacity, financial management capacity, capacity to enhance revenues, governance and the role of women in society.

To assess the success of the programs in these municipalities an annual survey of residents of 13 of these cities is being conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff are conducting an annual survey of municipal employees to assess the internal capacity of these local governments. This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2011 in Bamyan. The internal survey interviews with staff were conducted in September and November of 2011 and the external survey interviews with residents were conducted from September 19 to October 2, 2011. A total of 265 residents were interviewed.

This is the second in a series of three planned soundings of resident opinion about the outcomes of the RUE work and it is the first full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2011 surveys are compared to the results from the 2010 surveys.

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

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

Changes observed across the 13 municipalities of RUE are not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

OVERVIEW

In 2011, the municipal government in Bamyan had filing systems that were strictly manual but its accounting, budgeting and revenue systems had some computerized components. They had computers, but employees shared office space and furnishings and were lacking hardware and software resources. They had a simple master plan and an economic profile. The municipality had written job descriptions and work plans for employees and most necessary government documents but like most RUE cities they were missing the Independent Directorate of Local Governance (IDLG) terms of reference for the municipality and the terms of reference for municipal departments.

The municipality had an unelected council with 80 members who met monthly; five council members were women. The municipality communicated with the IDLG regularly through phone calls and emails and also participated in quarterly reporting. Within the city, there were business associations but not a Chamber of Commerce and Industry.

The Department of Public Works had written activity plans, but scheduling was done orally. The department had a small garage which was used as an operation and maintenance facility but did not schedule maintenance of equipment. Instead they maintained equipment as needed. The department had specific crews for latrine and parks maintenance, trash collection and street cleaning. They did not provide street maintenance.

The City of Bamyan collected Safayi taxes and business license fees. The city was involved in providing waste water and sanitation services, road cleaning and parks and latrine maintenance, but not in providing water, or power services or road repair and maintenance. Most residents used an open source or well for water and solar power for electricity and gave poor ratings for the condition of their neighborhood streets.

In 2011, most residents thought the City was doing a somewhat (43%) or very (33%) good job of providing services. This was a significant improvement from 2010. Ratings for trash, road and drainage services tended to be fair or poor, but had also improved significantly from 2010. Residents indicated that the city was less frequent in its street trash collection, but most residents had also switched from disposing of trash in unofficial dumpsites (80% in 2010) to using public containers, official dumpsites and door-to-door collection in 2011. More residents (but still only 21%) also used parks in 2011 compared to 2010. Most of these visits were to a women's park.

When asked what three services they would like the municipal government to prioritize, like 2010, in 2011 residents said: providing clean drinking water, providing electricity, and street repair.

Residents in Bamyan did not have much contact with the municipal government, few knew who the mayor was and few paid their Safayi taxes. However, their trust in their government improved from 2010 to 2011 as did their rating of the quality of life in the city.

CITY DEMOGRAPHICS

Bamyan had an average sized population but a larger land base compared to others in the RUE program. Both per capita revenues and expenses were lower than the average for the 13 RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land Size (km2)	Total Education Institutions	Total Health Centers	Total Revenue (million AFN)	Total Expenses (million AFN)	Total Tashkeel Employ	Total Contract Employ
Maidan Shar	5,804	345	27	61	22	14	23	38
Panjshir	15,593	191	11	5	17	10	12	18
Mehterlam	39,254	N/A	63	64	40	25	86	80
Charikar	50,140	273	56	16	61	5	26	58
Sharana	54,416	20	15	4	9	6	17	17
Mahmud Raqi	60,400	120	45	37	7	6	13	21
Gardez	76,858	750	67	38	34	19	30	56
Bamyan	78,000	14,175	48	14	32	3	32	15
Asadabad	90,000	899	29	4	24	16	21	34
Puli Alam	100,000	30	74	29	41	16	26	49
Ghazni	154,618	3,698	98	70	39	16	50	121
Khost	158,546	4,152	50	57	114	41	61	104
Jalalabad	456,500	7,616	51	22	216	N/A	139	341

FIGURE 2: PER CAPITA DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Per Capita Land Size (people per km2)	Education Institutions (people per institution)	Health Centers (people per center)	Per Capita Revenue (AFN per person)	Per Capita Expenses (AFN per person)	Tashkeel Employees (people per employee)	Contract Employees (people per employee)
Maidan Shar	17	215	95	3,754	2,443	252	153
Panjshir	82	1,418	3,119	1,106	656	1,299	866
Mehterlam	N/A	623	613	1,023	648	456	491
Charikar	184	895	3,134	1,218	98	1,928	864
Sharana	2,721	3,628	13,604	171	111	3,201	3,201
Mahmud Raqi	503	1,342	1,632	118	97	4,646	2,876
Gardez	102	1,147	2,023	440	246	2,562	1,372
Bamyan	6	1,625	5,571	408	33	2,438	5,200
Asadabad	100	3,103	22,500	267	173	4,286	2,647
Puli Alam	3,333	1,351	3,448	407	163	3,846	2,041
Ghazni	42	1,578	2,209	252	105	3,092	1,278
Khost	38	3,171	2,782	722	261	2,599	1,524
Jalalabad	60	8,951	20,750	473	N/A	3,284	1,339

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The Bamyan government had planning documents that were not comprehensive, but had been updated more recently than many RUE cities. The City master plan was a physical plan, a map of the city completed in 2005 covering 6 Naiyas. The municipal profile, prepared with assistance from RUE, included economic information, but not social or political information. The municipal organization chart was prepared in 2011 with assistance from RUE. While all the RUE cities had organizational charts, none were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

FIGURE 3: CITY MASTER PLAN, 2011

	None	Physical Plan - Map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included Strategic Municipal Plan
Bamyan	No	No	Yes	No
All cities	0%	62%	38%	0%

FIGURE 4: MUNICIPAL PROFILE, 2011

	None	Economic Profile	Economic and Social Profile	Economic, Social and Political profile
Bamyan	No	Yes	No	No
All cities	0%	100%	0%	0%

FIGURE 5: MUNICIPAL ORGANIZATION CHART, 2011

	None	Organizational chart was not functionally oriented or approved by government	Organizational chart was functionally oriented and approved by government
Bamyan	No	Yes	No
All cities	0%	100%	0%

Like most municipalities, Bamyan had performed a situational analysis of social, economic and political circumstances and created a Municipal Economic Profile. Unlike other municipalities, the Municipal Economic Profile was available in both Dari and Pashto. The process of creating an economic development plan was at an early stage; all that existed was a Municipal Economic Profile.

The municipal government in Bamyan had a copy of the current Municipal Law, a copy of the Provincial Development Plan (PDP), written job description for all municipal staff members and work plans for different municipal functional areas. These work plans had a weekly timeframe. The Bamyan municipality did not have terms of reference for each municipal department or a copy of the IDLG terms of reference for the municipality Subnational Governance Policy (SNGP).

There were 62 completed PDP projects and 5 ongoing PDP projects within the city boundaries.

FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011

	None	Had, but not in all languages	Had in Dari and Pashto
Bamyan	No	No	Yes
All cities	0%	92%	8%

FIGURE 7: LOCAL ECONOMIC DEVELOPMENT PLAN, 2011

	None	Had an economic profile	Economic profile had been analyzed with stakeholders	Created an economic development committee	Developed economic development plan with intervention strategies and potential projects
Bamyan	No	Yes	No	No	No
All cities	0%	100%	0%	0%	0%

FIGURE 8: WRITTEN STATEMENT OF MUNICIPAL VISION, MISSION AND GOALS, 2011

	None	Performed a situational analysis of social, economic and political situation	Developed mission and vision	Developed goals and objectives
Bamyan	No	Yes	No	No
All cities	0%	92%	8%	0%

FIGURE 9: MUNICIPAL GOVERNMENT DOCUMENTS

	2010	2011	Percent of all Cities in 2011
The IDLG terms of reference for municipality/ Subnational Governance Policy (SNGP)	No	No	8%
A copy of the Provincial Development Plan (PDP)	Yes	Yes	77%
A copy of the current Municipal Law	Yes	Yes	100%
Terms of reference for each municipal department	Not asked (NA)	No	8%
Written job description for all municipal staff members	No	Yes	62%
Work plans for different municipal functional areas	No	Yes	62%

Bamyan had a functioning administrative municipal council with 80 members that met monthly, 5 of these council members were women. The city did not have a list of those council members and minutes of their meetings were not kept. As in all the RUE cities, the council was not elected.

In 2011, Bamyan had 47 municipal employees. There were 32 Tashkeel positions available with 23 filled. This was an increase from 2010 when there were 14 Tashkeel positions available and 9 filled. In 2011, there were 15 contract positions (all filled), which was up from 13 in 2010. None of the Tashkeel or contract positions were filled by women.

FIGURE 10: MUNICIPAL COUNCIL

	2010	2011	Percent of all Cities in 2011
A functioning administrative municipal council	Yes	Yes	92%
Meeting minutes for the council	No	No	0%
List of council members	No	No	0%
An elected council	NA	No	0%

FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

	Weekly	Monthly	Quarterly	Annually
Bamyan	No	Yes	No	No
All cities	58%	42%	0%	0%

FIGURE 12: NUMBER OF MUNICIPAL EMPLOYEES

	Council		Tashkeel positions		Contract positions	
	2010	2011	2010	2011	2010	2011
Total	0	80	14	32	13	15
Filled by men	0	75	9	23	13	15
Filled by women	0	5	0	0	0	0
Unfilled			5	9	0	0
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA					

While Bamyan businesses were represented by business associations they did not have a Chamber of Commerce and Industry and the municipal government did not have a list of business associations. While the municipality did not have a list of donors that had assisted them, they could identify all the donors as there were less than five.

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

	Bamyan	Percent of all Cities
Any business associations in the municipal boundaries	Yes	69%
A list of business associations and contact person	No	23%
A Chamber of Commerce and Industry	No	46%
A list of Chamber members and contact numbers	No	8%
Chamber of Commerce and Industry minutes of meetings	No	0%
Private sector interest in buying/leasing municipal assets	No	23%
A letter of interest received from private sector	No	0%

FIGURE 14: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY, 2011

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Bamyan	No	Yes	No
All cities	54%	38%	8%

The Bamyan municipality communicated with the IDLG monthly by phone, email and through the quarterly reporting system. They also coordinated with all the Provincial Line Ministry Directorates except Emergency Response.

FIGURE 15: FREQUENCY OF COMMUNICATION WITH IDLG/DMA, 2011

	Weekly	Monthly	Quarterly
Bamyan	No	Yes	No
All cities	31%	38%	31%

FIGURE 16: MODE OF COMMUNICATION WITH IDLG/DMA, 2011

Mode	Bamyan	Percent of all Cities
Phone	Yes	46%
Email	Yes	46%
Quarterly reporting	Yes	85%

FIGURE 17: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES

Provincial Line Ministry Directorate	Bamyan	Percent of all Cities
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	Yes	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	No	77%
Environmental Protection	Yes	85%
Finance	Yes	85%
Governor	Yes	92%
Information and Culture	Yes	92%
Labor and Social Affairs	Yes	92%
National Security	Yes	92%
Police	Yes	92%
Power	Yes	92%
Provincial Council	Yes	85%
Public Health	Yes	92%
Public Works	Yes	92%
Rural Rehabilitation	Yes	92%
Sectoral Services	Yes	92%
Sports	Yes	92%
State Judiciary	Yes	77%
Statistics	Yes	85%
Urban Planning and Development	Yes	100%
Water Supply	Yes	77%
Women's Affairs	Yes	92%

The Bamyan municipality was involved in providing waste water and sanitation systems to residents, but not in providing water and power systems. This was a change from 2010 when they indicated they were involved in providing power.

FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES

Type of Service	2010	2011	Percent of all Cities in 2011
Water	NA	No	31%
Power	Yes	No	15%
Waste water system	NA	Yes	54%
Sanitation system	NA	Yes	92%

PUBLIC WORKS CAPACITY

The Public Works Department in Bamyan was in possession of some planning and scheduling documents. The department had written plans for at least one department or service area which planned work on a daily and/or weekly basis, but the department scheduled maintenance and inspection of latrine, park, and other services orally and did not maintain written documents. .

The Service Delivery Project Maintenance Document had an estimate of the project maintenance as part of the initial project scoping, but did not outline specific crew members for maintaining the projects.

FIGURE 19: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT, 2011

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least 1 department or service area	Written plans were weekly/monthly for all departments
Bamyan	No	No	Yes	No
All cities	15%	38%	38%	8%

FIGURE 20: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT, 2011

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least 1 department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Bamyan	No	Yes	No	No	No
All cities	31%	38%	23%	8%	0%

FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011

	None	Service inspections were done orally with mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Bamyan	No	Yes	No	No
All cities	31%	46%	15%	8%

FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Bamyan	No	Yes	No	No
All cities	23%	62%	8%	8%

The Bamyan public works department conducted road cleaning, not repair or construction, and the cleaning was not scheduled. The municipality did have specific crews and equipment for park and latrine maintenance.

Like most cities, Bamyan had been contacted by the Afghan National Environmental Protection Agency (NEPA) about a municipal project in the past.

FIGURE 23: CONDUCTED REGULAR ROAD MAINTENANCE, 2011

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Bamyan	No	Yes	No	No
All cities	38%	54%	0%	8%

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Bamyan	No	No	Yes	No
All cities	23%	31%	46%	0%

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Bamyan	No	No	Yes	No
All cities	31%	31%	38%	0%

The City of Bamyan has 78 designated dumpsites and they were located in the municipal coverage area. At least one of the dumpsites was a landfill.

In the City's trash collection plan, staff indicated that they had hired a crew, purchased equipment and scheduled service. Approximately 230 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

FIGURE 26: DESIGNATED DUMP SITE

	2010	2011	Percent of all Cities in 2011
Designated dump site in City	Yes	Yes	100%
At least one dumpsite was a landfill	Yes	Yes	85%

FIGURE 27: TRASH COLLECTION PLAN, 2011

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Bamyan	No	No	Yes	No
All cities	15%	8%	69%	8%

The City of Bamyan had several vehicles to use in their work (car, tractor, trucks, tankers and bikes). The inventory list included about the same number of assets in 2011 as in 2010, except that no hand baskets were listed in 2011. The condition of the city's coach/van was downgraded from excellent in 2010 to poor in 2011.

The City did not do regularly scheduled maintenance of its vehicles, tools and equipment, but they had a small garage or work space that functioned as an operation and maintenance facility. "Engineering Solid Waste" was responsible for the maintenance of vehicles, tools and equipment.

FIGURE 28: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Coach/Van	1	Staff transport	No	Poor	No
Grader	1	Road maintenance	Yes	Excellent	Yes
Dump truck / Large Mazda	2	Waste management	Yes	Excellent	Yes
Land Cruiser / Fardo	2	Staff transport	Yes	Excellent	Yes
Generator	3	Office	Yes	Excellent	No
Motor Cycle/Bike	3	Staff transport	Yes	Good	Yes
Pick Axe	15	Waste management	Yes	Good	No

FIGURE 29: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Coach/Van	1	Staff Transport	Yes	Excellent	Yes
Grader	1	Road maintenance	Yes	Good	Yes
Dump Truck	1	Waste Management	Yes	Good	Yes
Jeep/Truck/Pickup	1	Staff Transport	Yes	Excellent	No
Car/Corolla/Saracha Taxi	3	Staff Transport	Yes	Excellent	Yes
Glider	3	Road maintenance	Yes	Excellent	Yes
Pick Axe	3	Unknown	Yes	Good	No
Hand Basket	40	Waste Management	Yes	Good	No

FIGURE 30: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT, 2011

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/weekly basis and also included in budget
Bamyan	No	Yes	No	No
All cities	31%	69%	0%	0%

FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Bamyan	No	Yes	No
All cities	54%	46%	0%

The Public Works Department had three available Tashkeel positions in 2011 (up from 1 position in 2010); two of the three positions were filled, both by men. The department also had 9 contract positions in 2011, all were filled by men.

The department employed a systematic filing system using a book, file folder, or box with organization so that specific items were easily found. Like most RUE cities, the filing system was manual. The department had a networking system for its computers and one of the computers had internet access. Electricity was available to the office for an average of 8 hours each day. Like most RUE cities, the office provided shared space and furnishings for employees, but had no public works related computer hardware or software.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	1	3	8	9
Filled by men	1	2	NA	9
Filled by women	0	0	NA	0
Unfilled	0	1	NA	0

FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Bamyan	No	No	Yes	No
All cities	0%	62%	38%	0%

FIGURE 34: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Bamyan	Yes	No	No
All cities	82%	18%	0%

FIGURE 35: COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Bamyan	Yes	1	8
All cities	100%	1.2	11.6

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

	Bamyan			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	8%	77%	15%
Furnishings	No	Yes	No	8%	69%	23%
Information Technology – Hardware	Yes	No	No	77%	15%	8%
Information Technology – Software	Yes	No	No	92%	0%	8%

FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had a budget for the current year as well as an operations budget and a program development budget. Bamyan had a systematic filing system for financial management where documents were filed and organized, but not stored. The filing system was manual and did not have computerized components. The accounting/budget system for financial management did have both manual and computerized components.

Bamyan had 2 years of prior budgets, but did not say when their budget history started. For the 2011 (1390) budget year, it took 60 days from submitting the budget to receiving final approval. While they did not have written procedures to disburse cash (including recording the disbursement) they did use an automated correspondence book to record payments and an M20 to record revenues.

A note about accounting in Afghan municipalities: The goal for accounting is to use a general journal and ledger system (standard accounting practice in which all transactions are recorded as balanced debit/credit entries to a general journal and then posted to sub-ledger accounts) but most Afghan cities used a sub-ledger system called an M20. The M20 is a large book with a separate page for each expense account (from the Ministry of Finance Municipal Chart of Accounts (COA)). When a cash payment is made, the amount of the payment is recorded in the M20 book. The Afghan COA does not include a cash account and without a cash account having a general journal and ledger is not possible. Municipal governments record one-sided accounting entries and do not record the outgoing cash to offset the expense account (i.e., not using balanced double entry accounting). However, Afghan cities do keep incoming and outgoing Correspondence Books. Requests for payments from municipal finance departments begin with a formal letter to the mayor, which goes to the governor for approval, signature, and an "official stamp". These letters are recorded in the Correspondence Books.

FIGURE 37: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT, 2011

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Bamyan	No	No	Yes	No
All cities	0%	15%	69%	15%

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

	Manual	Computerized	Both
Bamyan	Yes	No	No
All cities	77%	0%	23%

FIGURE 39: ACCOUNTING/BUDGET SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

	Manual	Computerized	Both
Bamyan	No	No	Yes
All cities	31%	23%	46%

FIGURE 40: USE OF GENERAL LEDGER, 2011

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Bamyan	No	No	Yes	No	No
All cities	0%	46%	38%	15%	0%

FIGURE 41: WRITTEN PROCEDURES TO DISBURSE CASH INCLUDING RECORDING DISBURSEMENT, 2011

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Bamyan	Yes	No	No	No
All cities	100%	0%	0%	0%

An external audit of the Financial Management Department was conducted, but the year was not known and a copy of the external audit was not provided. The department had not been subject to an internal audit. The department did use the COA to record expenditures but did not use it to record revenues.

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

	Bamyan	Percent of all Cities
Have you had an external audit conducted?	Yes	92%
Do you conduct any type of internal audit?	No	15%
Do you use Ministry of Finance - Municipal Chart of Accounts (COA) for expenditures?	Yes	100%
Do you use Ministry of Finance - Municipal COA for revenue?	No	62%

The Financial Management Department was staffed by four Tashkeel positions and had no contract employees. All positions were filled by men, and one of the positions that had been unfilled in 2010 was filled in 2011. The office had a network system to connect computers and one computer with internet access. Electricity was available for 24 hours each day. The Financial Management office had shared space and furniture for its employees, but was lacking both computer hardware and software.

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	4	0	0
Filled by men	2	4	NA	0
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Bamyan	Yes	1	24
All cities	100%	1	9

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

	Bamyan			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	0%	77%	23%
Furnishings	No	Yes	No	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	8%	8%
Information Technology – Software	Yes	No	No	85%	8%	8%

REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Department had a revenue system with both manual and computerized aspects. Like most other RUE cities, it did not have a standard written procedure for recording revenue. However, it did have a systematic filing system in which documents were filed and organized, but not stored. This filing system was manual, without computerized components.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

	Manual	Computerized	Both
Bamyan	No	No	Yes
All cities	62%	0%	38%

FIGURE 47: STANDARD WRITTEN PROCEDURES FOR RECORDING REVENUES, 2011

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Bamyan	Yes	No	No	No
All cities	92%	8%	0%	0%

FIGURE 48: SYSTEMATIC FILING SYSTEM, 2011

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Bamyan	No	No	Yes	No
All cities	0%	31%	69%	0%

FIGURE 49: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Bamyan	Yes	No	No
All cities	85%	0%	15%

Revenues in Bamyan were collected quarterly in 2011, which was more frequent than the annual collection schedule of 2010. Revenues included Safayi taxes and business license fees. In 2011, the city had 600 active business licenses and expected to collect 150,000 AFN in license fees. This would be an increase from 2010 when 123,050 AFN was collected. The 2011 fee was projected to be about 250 AFN per active license, which was lower than the 309 AFN average per active license for all thirteen RUE cities.

The municipality expected to collect 300,000 AFN in Safayi taxes in 2011, or 4 AFN per resident. This was low compared to the average of 53 AFN per resident for all 13 cities.

Bamyan did accept cash payments for tax and revenue bills. Staff deposited this cash in the bank and issued receipts for the cash. Cash was deposited in the bank weekly. None of the cities had standard written procedures for collecting revenues.

FIGURE 50: FREQUENCY OF REVENUE COLLECTION

	2010	2011	Percent of all Cities in 2011
Weekly	No	No	8%
Monthly	No	No	50%
Quarterly	No	Yes	8%
Biannually	No	No	17%
Annually	Yes	No	17%

FIGURE 51: TYPE OF FEES AND TAXES COLLECTED

	2010	2011	Percent of all Cities in 2011
Collect Property Registration Fees	No	No	0%
Collect Safayi taxes	Yes	Yes	77%
Collect business license fees	Yes	Yes	100%

FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED

	2010	2011	Average of all Cities in 2011
Estimated number of residents	78,000	78,000	103,087
Safayi taxes in 2010 (AFN)	152,250	215,350	1,697,324
Safayi taxes projected for 2011 (AFN)	.	300,000	5,482,634
Number of active business licenses	.	600	1,656
Business license fees in 2010 (AFN)	1,895,000	123,050	377,519
Business license fees for 2011 (AFN)	.	150,000	512,405

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

	Bamyan	Percent of all Cities
Accept cash payment for tax and revenue bills	Yes	46%
Deposit received cash in the bank	Yes	46%
Issue a receipt for cash received by the municipality	Yes	100%

The Revenue Enhancement Department had a list of municipal owned property with very detailed organized records and most or all properties listed. The city also had a list of revenue sources, recorded manually in Revenue Book with separate page for each revenue type.

The city had a revenue forecasting report; a Safayi book with all properties and valuations, allowing forecasting calculations to be completed.

FIGURE 54: LIST OF MUNICIPAL OWNED PROPERTY, 2011

	None	Manual Property Book with some property history, but not well organized and not all properties	Manual Property Book with very detailed organized records and most/all properties listed	Manual Property Book converting to automated register	Property register completely automated
Bamyan	No	No	Yes	No	No
All cities	8%	15%	69%	8%	0%

FIGURE 55: LISTING OF REVENUE SOURCES AND HOW MUCH HAS BEEN COLLECTED, 2011

	None	Revenues recorded in Revenue Book with separate page for each revenue type	Revenues recorded in Revenue Book but also electronic file for each type with summary of total collected for each source	All revenue and cash receipt recorded in electronic (Excel) system with summary of each source
Bamyan	No	Yes	No	No
All cities	0%	31%	69%	0%

FIGURE 56: FORECASTING REPORT OR EXAMPLE, 2011

	None	Safayi book with all properties and valuation allowing forecasting calculation to be done	Safayi book with all properties and valuation also included manual/auto business listing allowing forecasting	Excel based forecast report showing calculations for Safayi and Business License revenue	Excel based forecast report showing calculations for all revenue sources
Bamyan	No	No	Yes	No	No
All cities	0%	31%	69%	0%	0%

The Revenue Enhancement Department had two of three possible Tashkeel positions filled and had no contract employees. Both positions were filled by men, and the third position remained unfilled from 2010 through 2011.

The office had a network system to connect computers and one computer with internet access. Electricity was available for 24 hours each day. The Financial Management office employees shared space and furniture and were lacking both computer hardware and software.

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	3	0	0
Filled by men	2	2	NA	0
Filled by women	0	0	NA	0
Unfilled	1	1	NA	0

FIGURE 58: REVENUE ENHANCEMENT COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Bamyan	Yes	1	24
All cities	100%	1	9

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

	Bamyan			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	0%	92%	8%
Furnishings	No	Yes	No	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	15%	0%
Information Technology – Software	Yes	No	No	85%	15%	0%

RESIDENT SURVEY

QUALITY OF LIFE

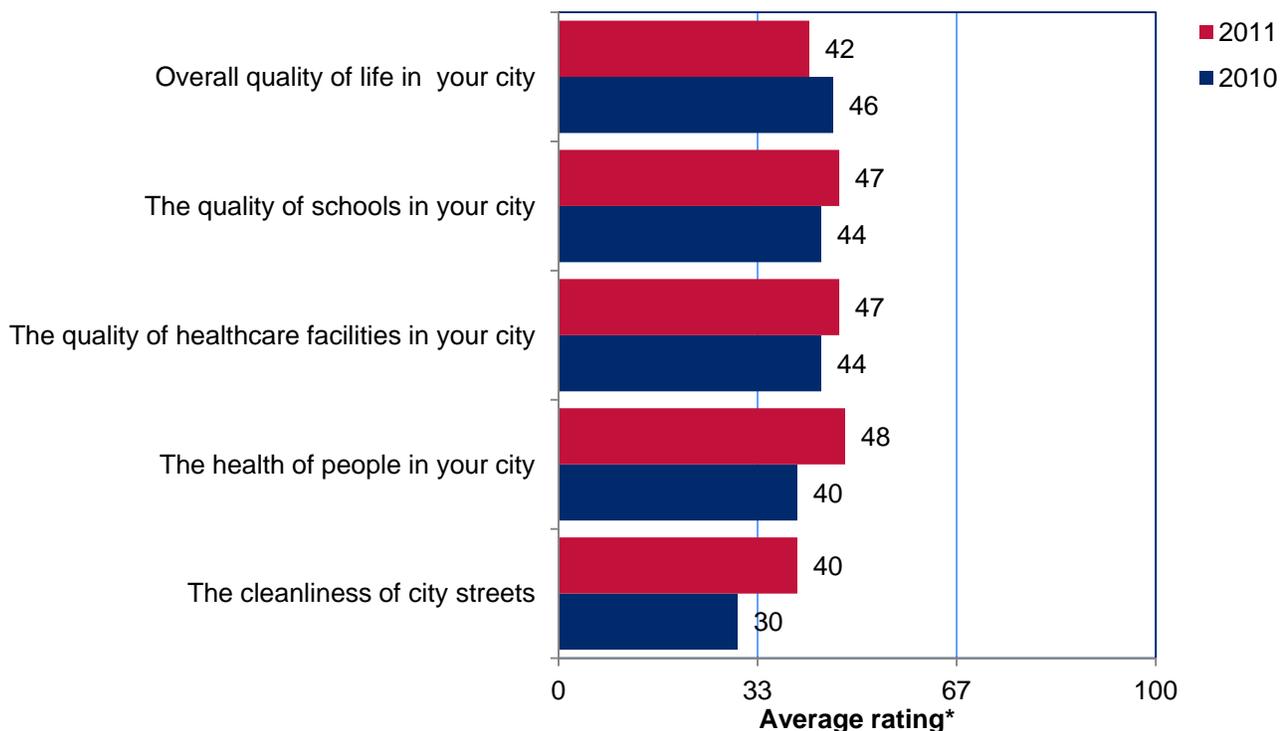
Four in ten residents of Bamyan rated the quality of life in the city as excellent or good, but 42% thought it was fair and 18% thought it was poor. This was similar to ratings from 2010. Ratings for the cleanliness of city streets and the health of people in the city improved from 2010 to 2011, while other ratings were similar between years.

FIGURE 60: QUALITY OF LIFE IN BAMYAN, 2011

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	3%	37%	42%	18%	42
The quality of schools in your city	4%	52%	24%	19%	47
The quality of healthcare facilities in your city	10%	42%	28%	21%	47
The health of people in your city	7%	44%	33%	16%	48
The cleanliness of city streets	7%	38%	24%	31%	40

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

FIGURE 61: QUALITY OF LIFE IN BAMYAN COMPARED BY YEAR



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

EMPLOYMENT

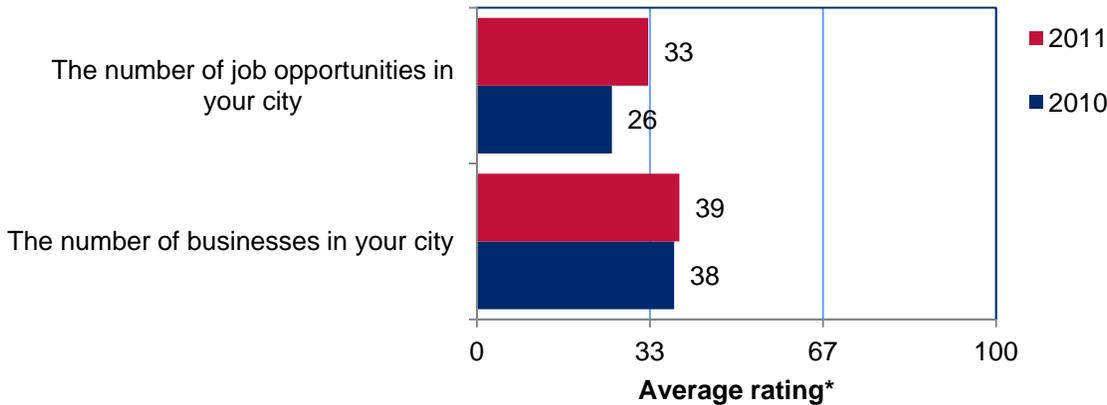
In 2011, Bamyan residents gave low ratings to the number of job opportunities in their city (34% fair and 34% poor) but this rating was an improvement from 2010. While the same proportion of residents, in 2011 as in 2010, said the number of job opportunities had decreased, more residents in 2011 (39%), than 2010 (27%) thought the number of job opportunities had increased. In both years, residents gave similarly low ratings for the number of businesses in their city; 49% thought the number of businesses was fair and 19% thought it was poor.

FIGURE 62: QUALITY OF EMPLOYMENT IN BAMYAN, 2011

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	3%	26%	37%	34%	33
The number of businesses in your city	4%	28%	49%	19%	39

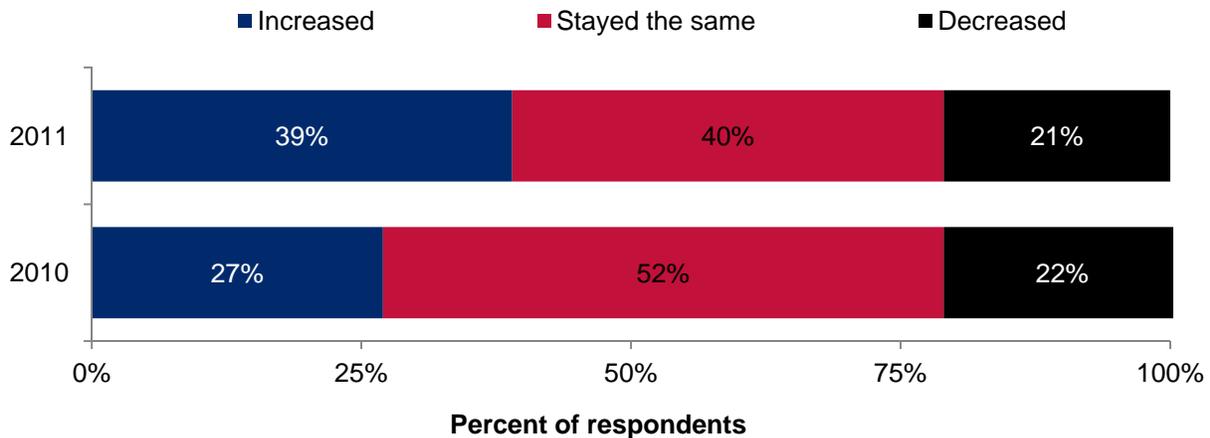
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 63: JOB OPPORTUNITIES IN BAMYAN COMPARED BY YEAR



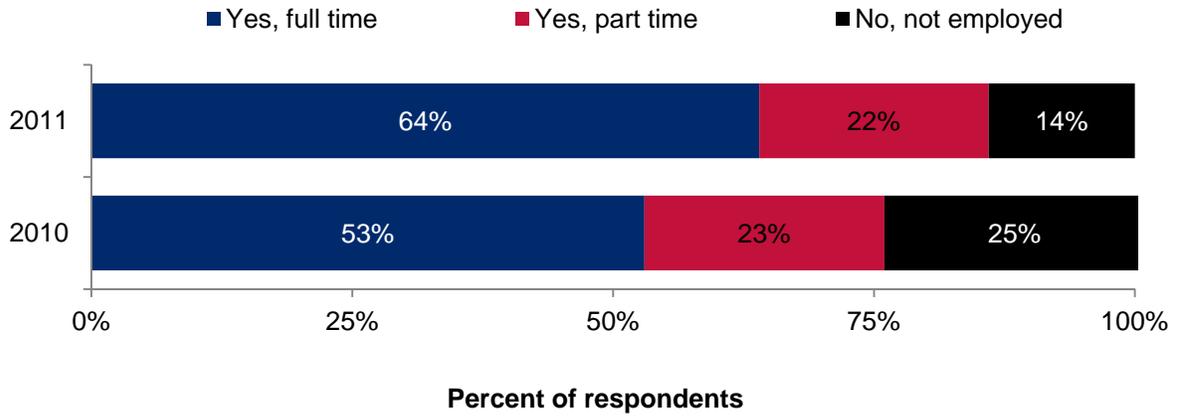
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 64: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



Employment among heads of households improved from 2010 to 2011, with 86% being employed full or part time in 2011, compared to 76% in 2010.

FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

The City of Bamyan was involved in providing waste water and sanitation services, road cleaning and parks and latrine maintenance, but not in providing water, or power services or road repair and maintenance.

Most residents thought the city was doing a somewhat (43%) or very (33%) good job of providing services. This was a significant improvement from 2010.

FIGURE 66: JOB THE CITY DOES AT PROVIDING SERVICES, 2011

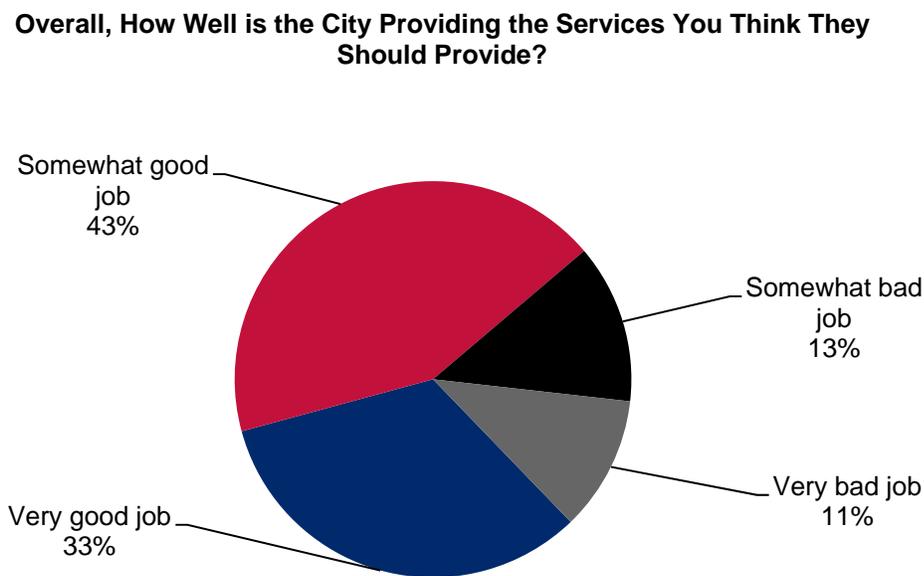
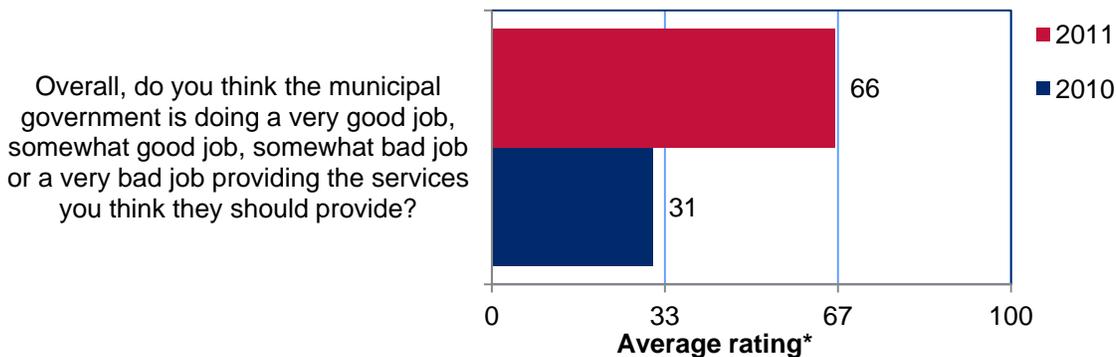


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

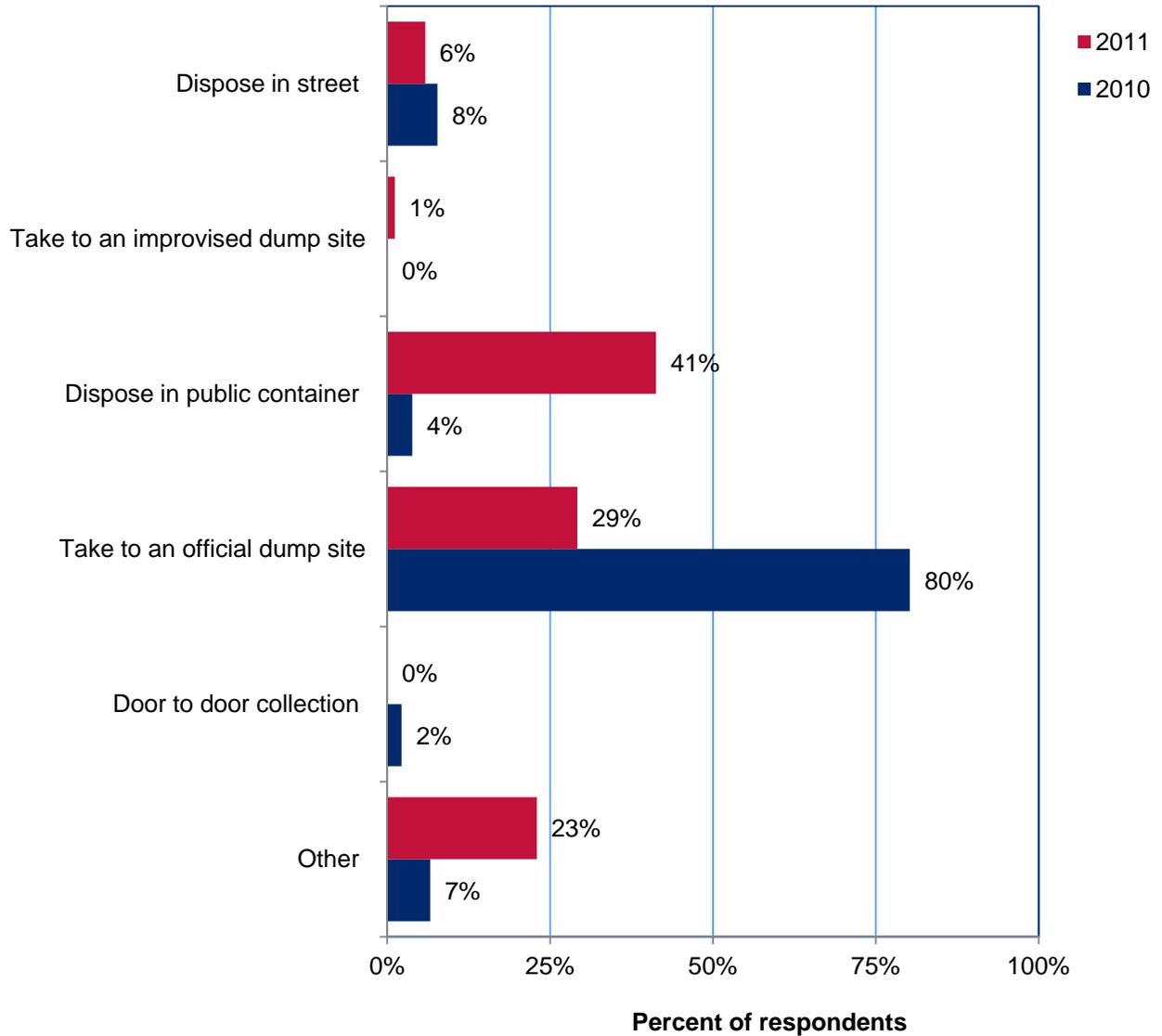


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

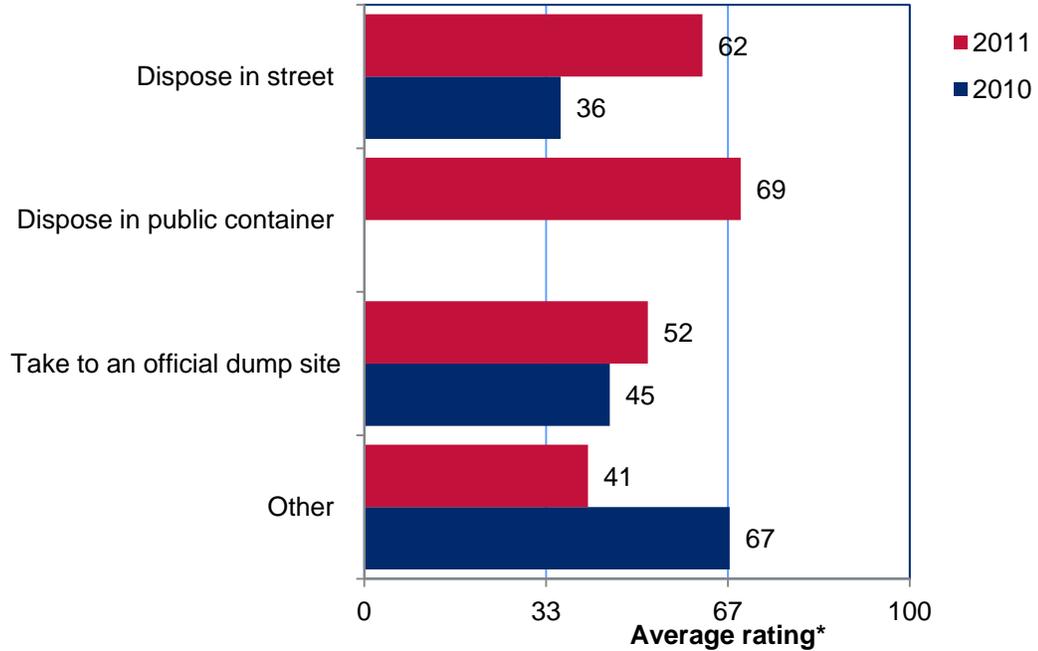
Methods for trash disposal in Bamyan changed from 2010 to 2011. In 2010 most residents used official dumpsites (80%), while in 2011 many more used public containers (41%), many continued to use official dumpsites (29%) and others used “other” types of trash disposal methods.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents' were much more likely to be satisfied with their disposal methods in 2011 than in 2010. They had the highest satisfaction with public containers.

FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



**Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied, ratings were not included if less than 5% of the residents used the method.*

Trash removal from streets in Bamyan was less consistent in 2011 than it was in 2010. In 2010, 70% of residents said trash was removed weekly. In 2011, 32% saw weekly service, 22% saw trash removal a couple times each month and 46% had trash removed from streets once a month or less frequently. With more people using official trash disposal methods in 2011, the city may have been able to reduce this service.

Most residents said they did not pay for this service, although a few (17%) thought it was included in their Safayi taxes.

FIGURE 70: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR

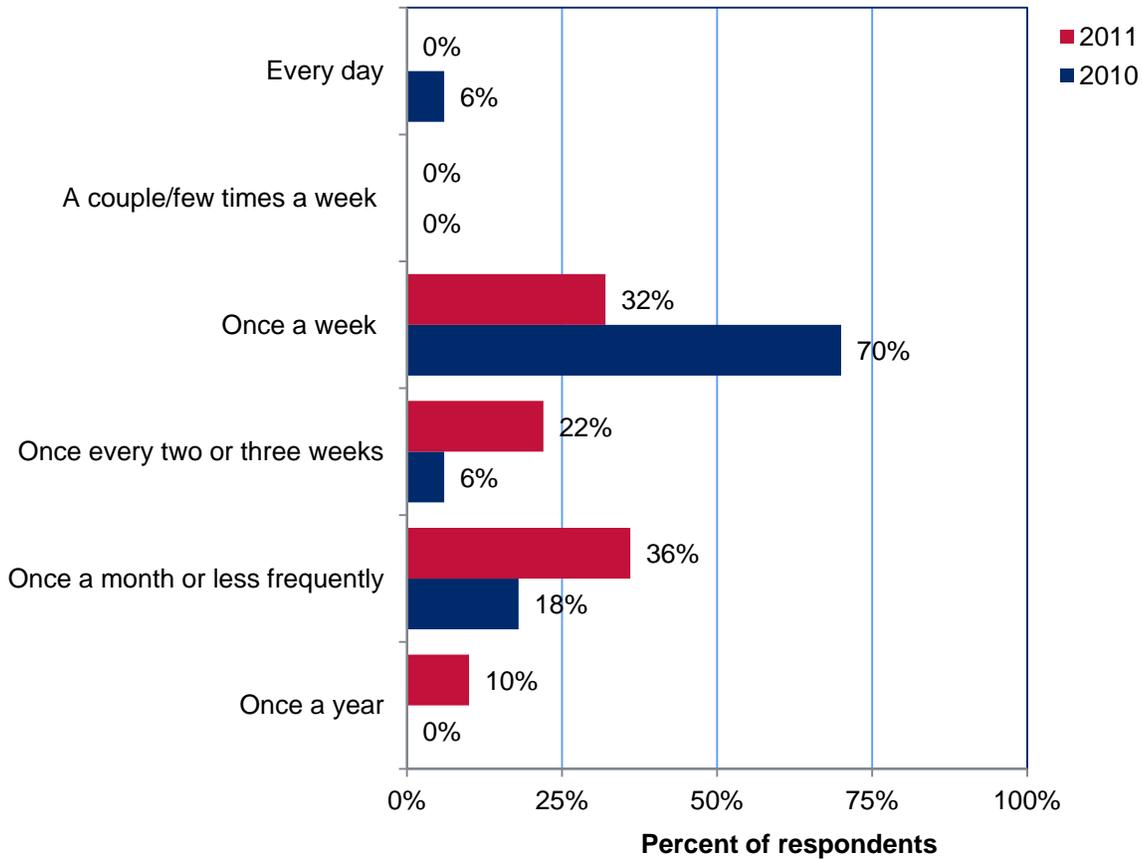
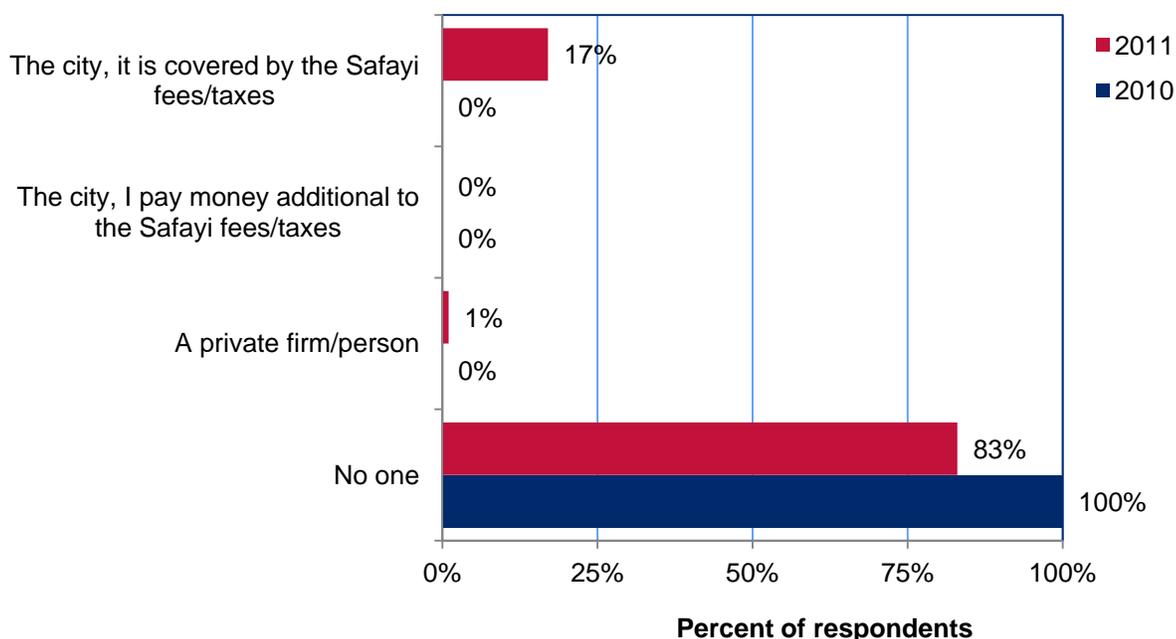


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



A majority of Bamyan residents gave fair or poor ratings to the city trash service for the provision of garbage bins in residential areas (71%), the provision of legal dumpsites (71%), cleaning garbage from the streets (59%) and the removal of illegal/improvised dumpsites (65%). About half gave fair or poor ratings to the provision of garbage bins in commercial areas and the affordability of trash service.

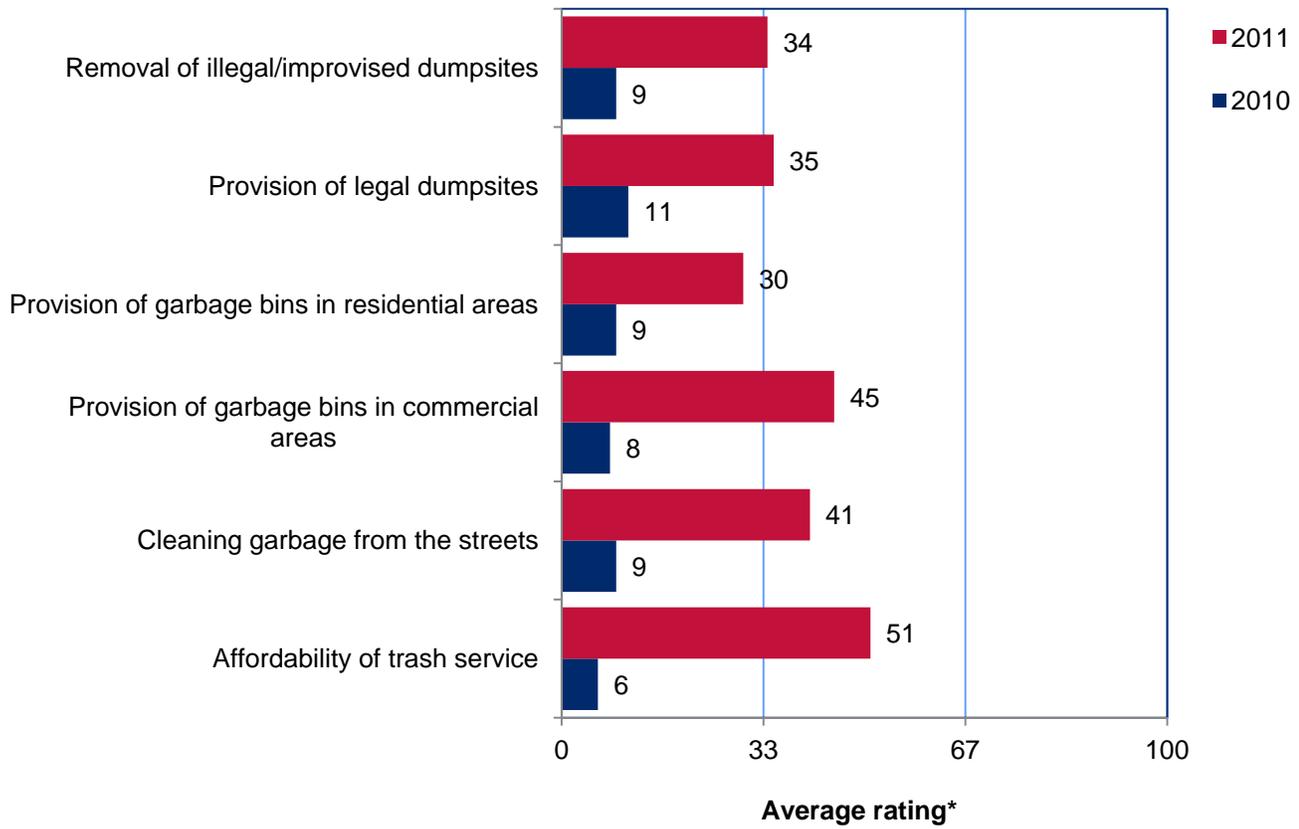
While these ratings were low, they did represent a significant improvement from 2010.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	4%	30%	27%	38%	34
Provision of legal dumpsites	12%	17%	37%	34%	35
Provision of garbage bins in residential areas	9%	20%	24%	47%	30
Provision of garbage bins in commercial areas	8%	40%	32%	20%	45
Cleaning garbage from the streets	6%	35%	33%	26%	41
Affordability of trash service	8%	43%	43%	6%	51

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

FIGURE 73: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR

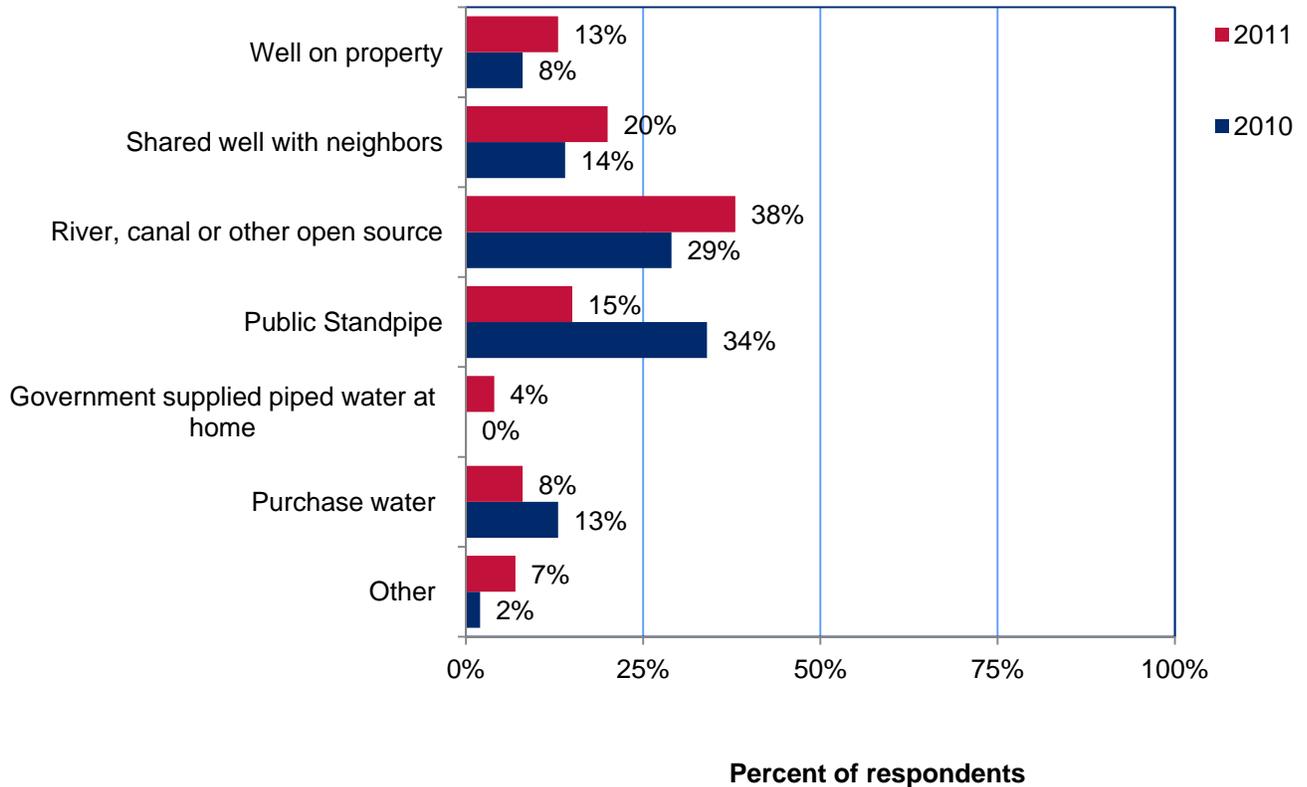


* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

WATER

Residents in Bamyan got their water from a variety of sources; 38% from open sources (such as rivers or canals), 20% from a shared well, 15% from a public stand pipe and 13% from their own well. Those who said they received water from a public standpipe, the government or purchased water were likely supplied by the National Solidarity Program (or a similar program) where residents pay a fixed amount of money to a skilled person who is assigned to maintain a water pipe system.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR



Most residents were using wells or open sources, and so were not paying anyone for their water. The amount paid monthly for water, by those who did pay, varied widely, but all paid at least 101 AFN per month.

FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

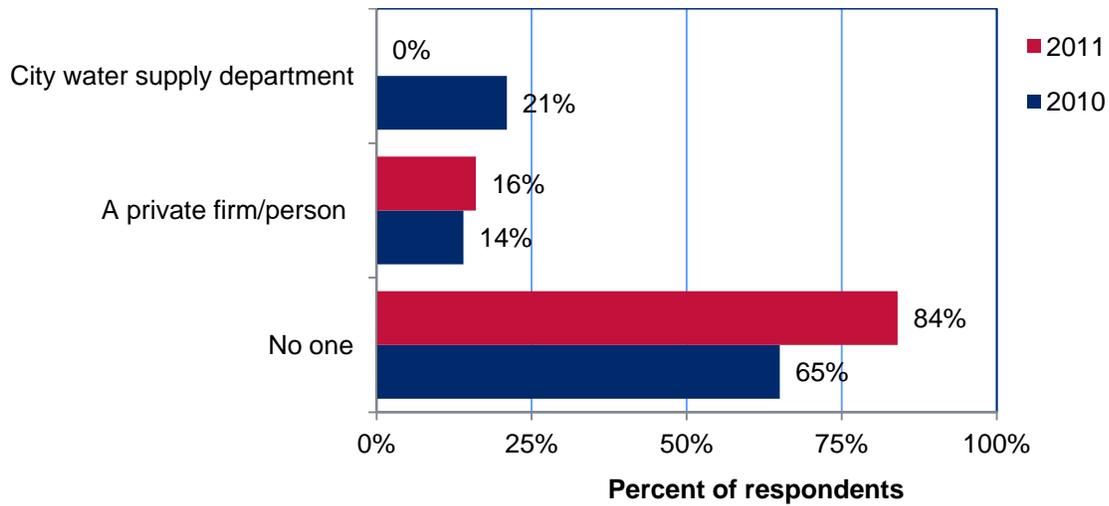
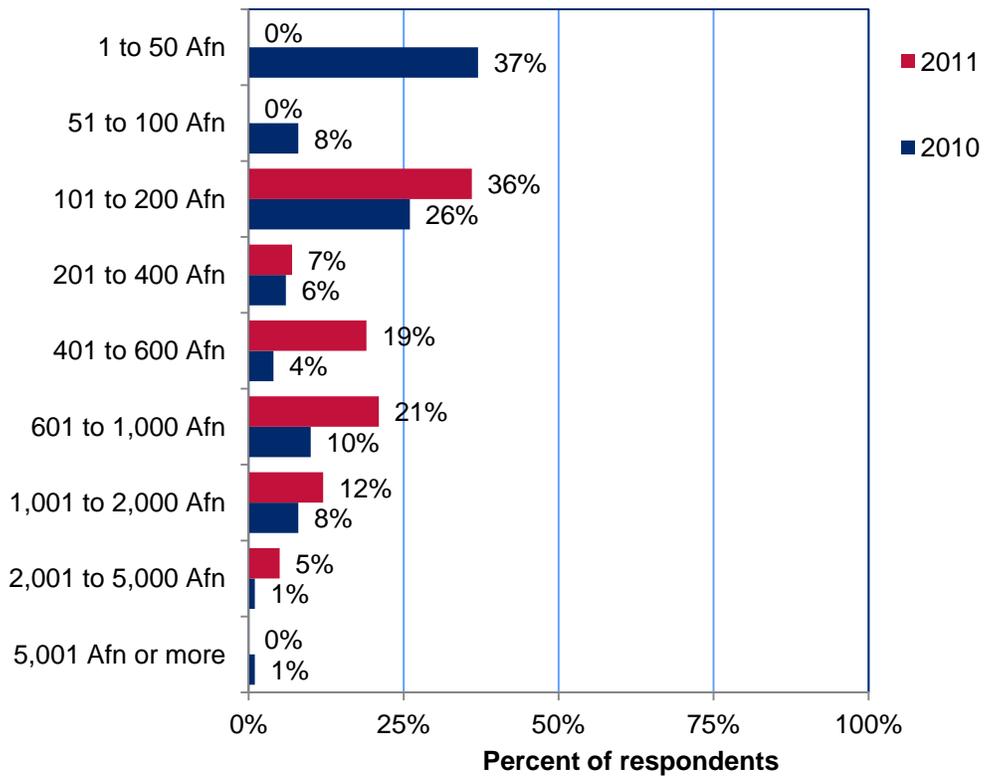
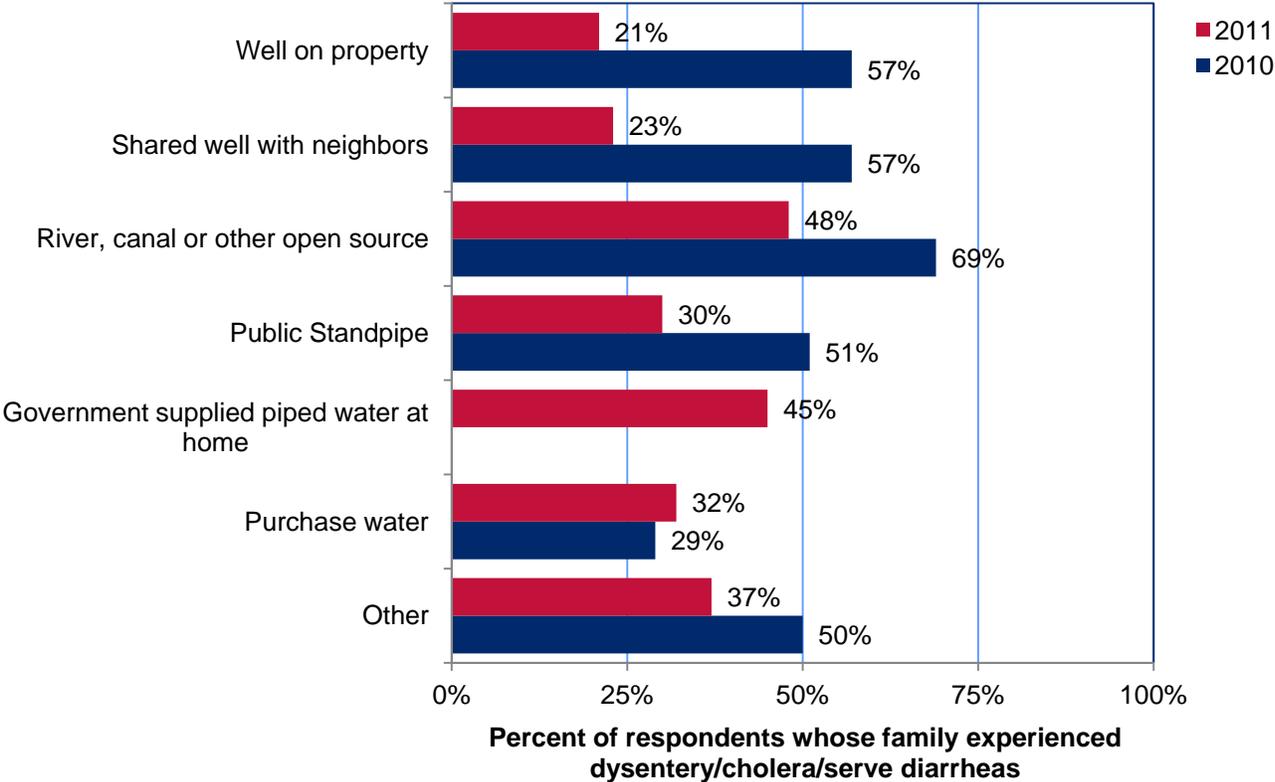


FIGURE 76: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR



The incidence of dysentery/cholera and severe diarrhea decreased significantly from 2010 to 2011, but those who got water from an open source, continued to be most likely to experience a waterborne illness.

FIGURE 77: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

Solar energy was the chosen electricity source for most households in Bamyan. The proportion of households with solar increased from 35% to 82% from 2010 to 2011. Only 14% of residents said they were paying someone for their electricity. How much they paid ranged from 51 to 1,000 AFN per month, with most residents paying 101 to 600 AFN per month.

FIGURE 78: ELECTRICITY SOURCES COMPARED BY YEAR

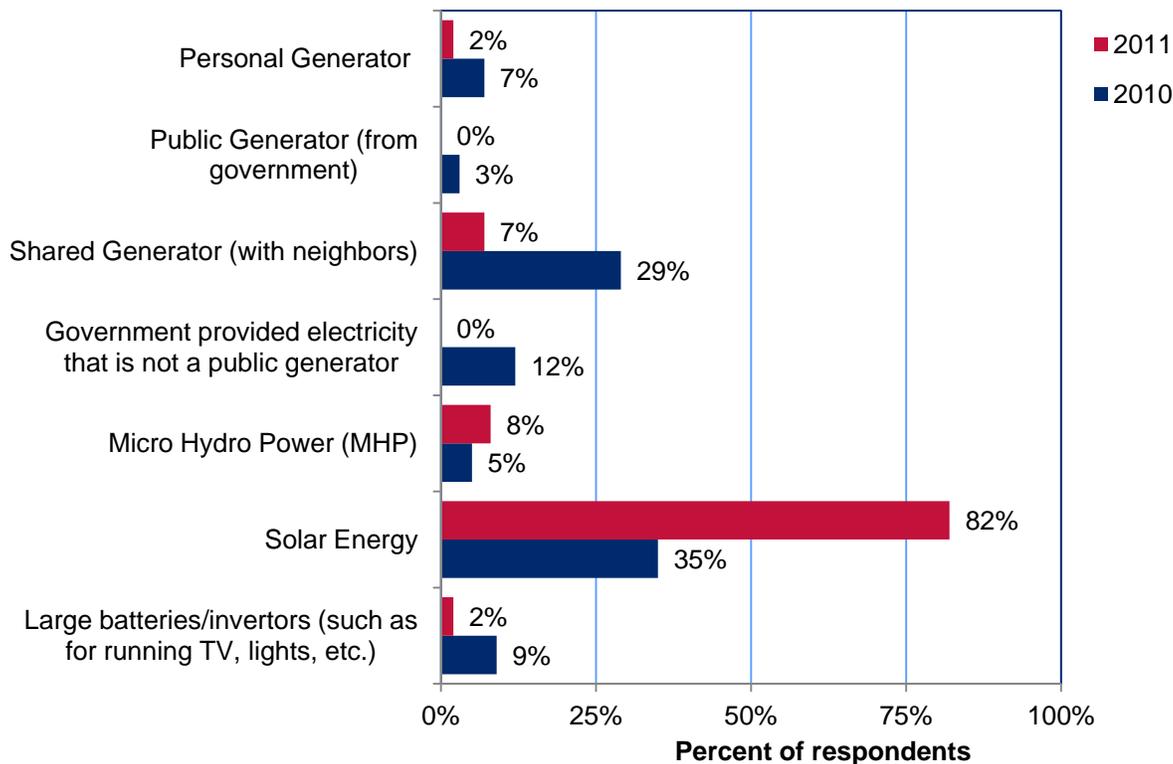


FIGURE 79: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

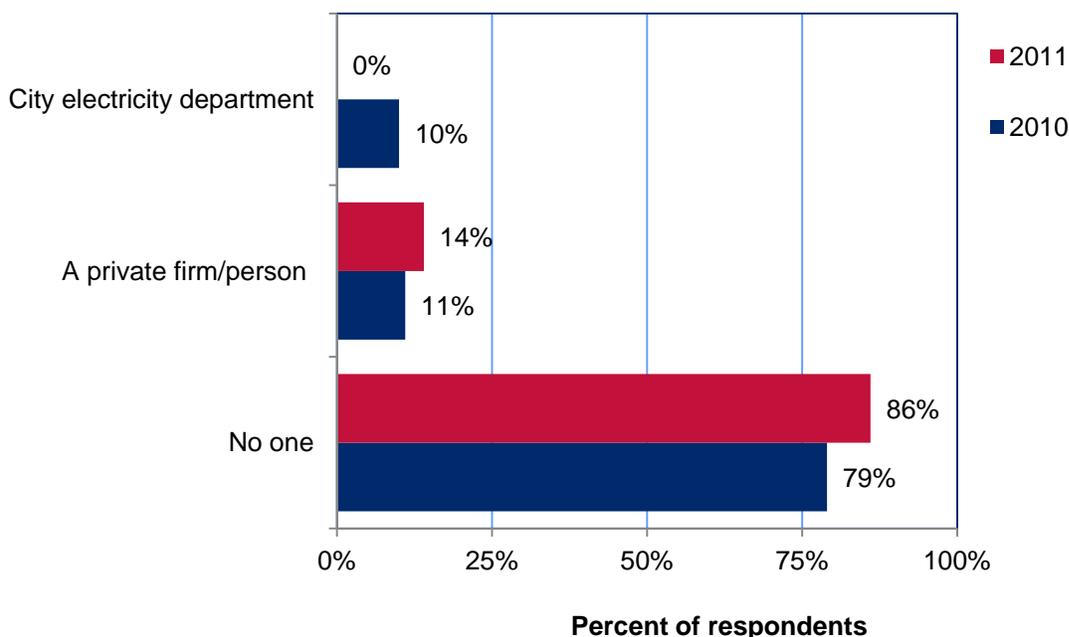
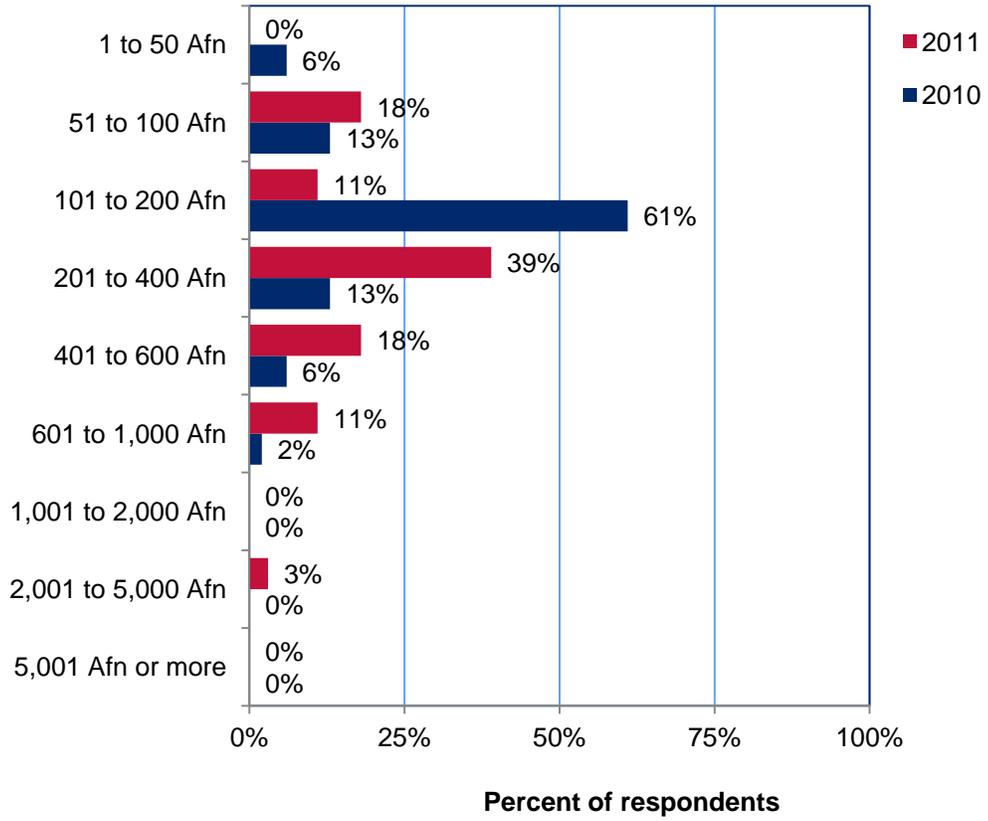


FIGURE 80: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

Most residents had dry latrines at their homes. Drainage of waste water (rain and water from home sinks, but not toilets) was generally into an open ditch or canal (75%) but some homes had a septic system. The proportion of households with latrine septic systems increased from 2010 to 2011.

In 2010, 59% of residents thought their water was drained through a city pipeline, although a pipeline did not exist in the city, this was likely an error in the description, or understanding, of what a city pipeline is. This description (or understanding) was improved in 2011.

FIGURE 81: TYPE OF TOILET IN HOME COMPARED BY YEAR

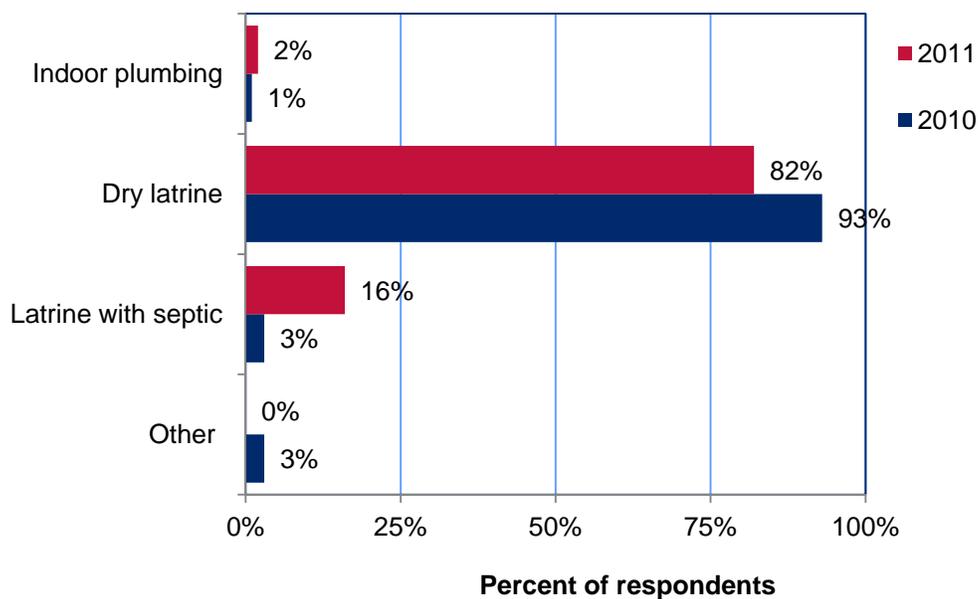
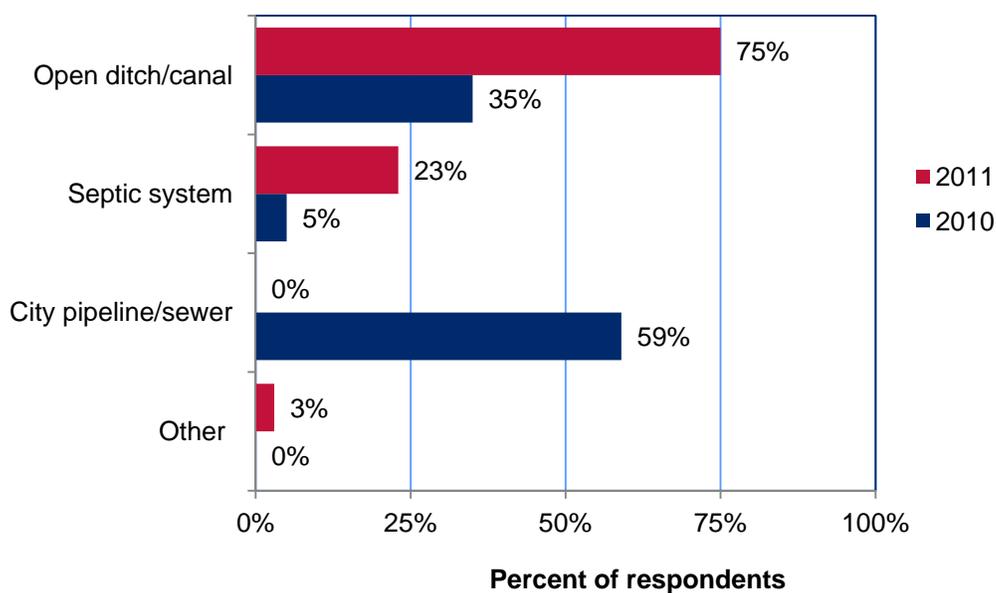


FIGURE 82: TYPE OF DRAINAGE FOR WASTE WATER



Most Bamyan residents used open ditches or canals for wastewater drainage and most gave these ditches low quality ratings. In 2011, 41% said the condition of drainage ditches near their home was poor and 22% thought it was fair. They also gave low ratings for the quality of ditch cleaning, repair and construction services; cleaning received the best ratings of these three. Half of respondents thought the condition of larger drainage ditches throughout the city was only fair or poor.

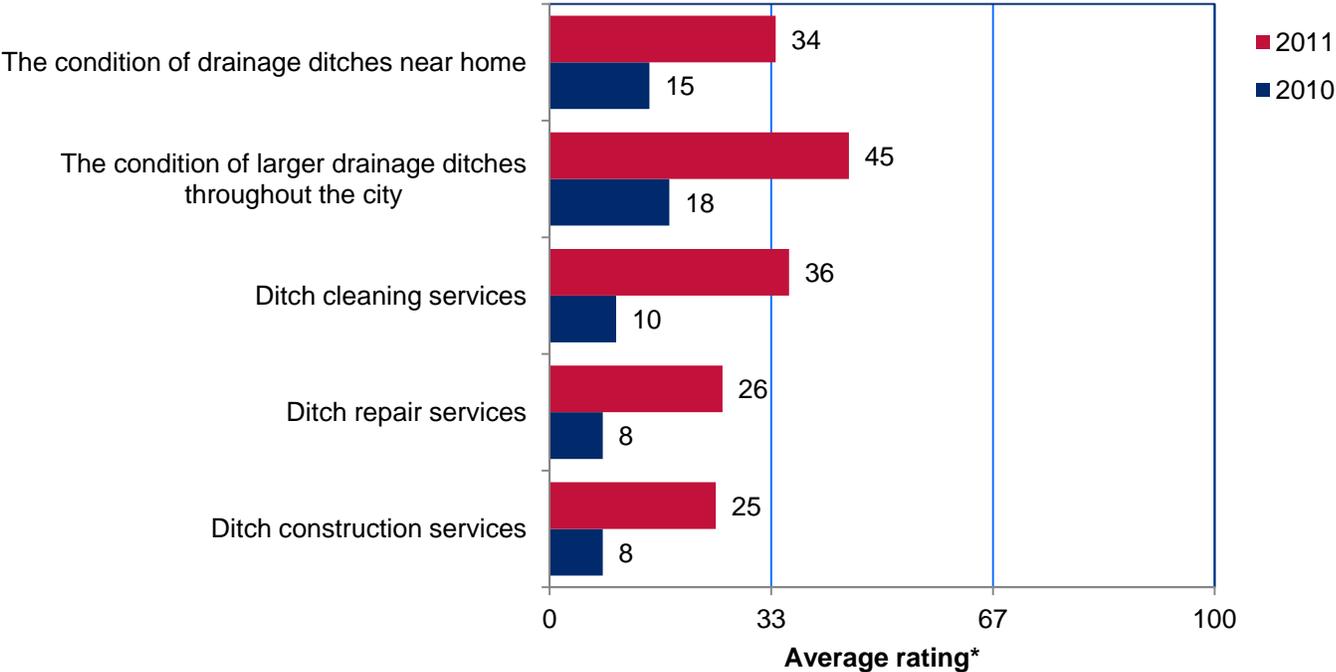
However, while the ratings were generally low, they were much improved compared to 2010.

FIGURE 83: QUALITY OF CITY ROADS AND ROAD SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	7%	31%	22%	41%	34
The condition of larger drainage ditches throughout the city	7%	42%	30%	21%	45
Ditch cleaning services	2%	33%	34%	30%	36
Ditch repair services	1%	21%	34%	44%	26
Ditch construction services	0%	18%	38%	43%	25

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

FIGURE 84: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

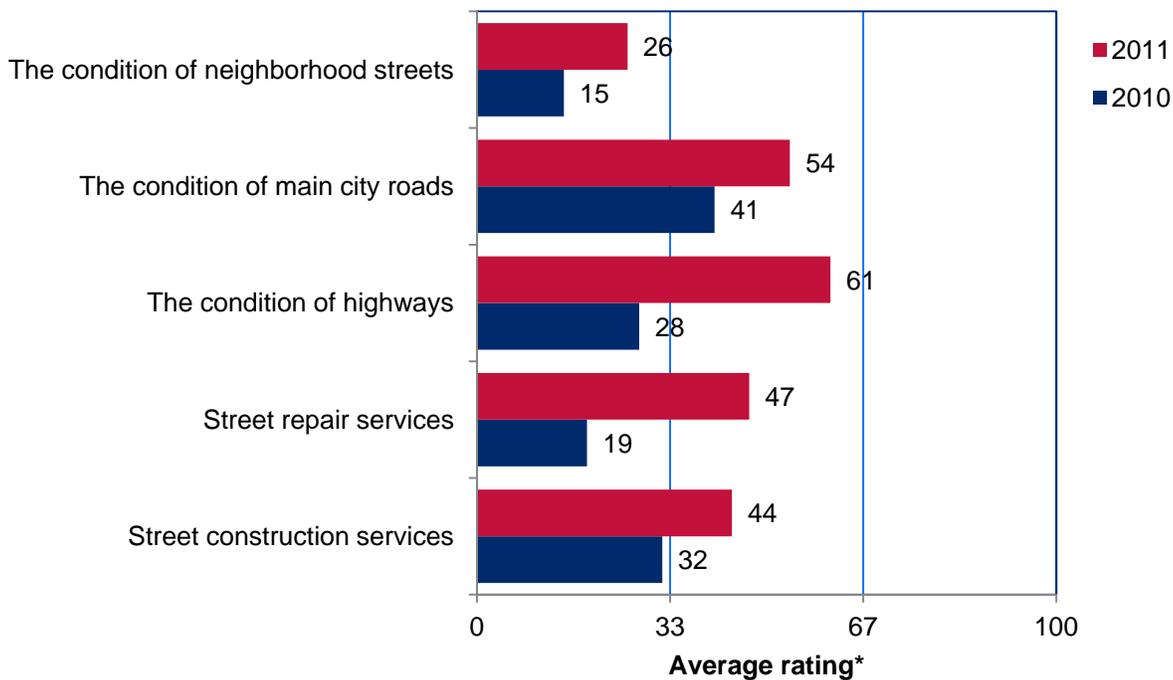
Ratings for the condition of local roads and for road services improved from 2010 to 2011, but ratings remained low. Most residents thought the condition of neighborhood streets were poor (53%) or fair (18%). Conditions for main city streets and highways garnered higher ratings and also showed improvement over 2010.

FIGURE 85: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	2%	27%	18%	53%	26
The condition of main city roads	13%	51%	22%	14%	54
The condition of highways	25%	46%	19%	11%	61
Street repair services	8%	44%	30%	18%	47
Street construction services	5%	42%	35%	18%	44

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

FIGURE 86: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

As in 2010, in 2011 very few residents were aware of parks or green spaces near their homes. More residents in 2011, than in 2010, said they knew of parks further from their homes. About half knew of a women's park, one-quarter knew of a park for adults/teens and 18% were aware of a children's playground in the city.

Women's parks received the best ratings of the three park types; 45% said they were good and 47% said fair. About one-third of those aware of parks thought children's playgrounds were good, and one-third thought they were fair. Adult parks were rated excellent or good by 29% and fair by 50% of respondents. Comparisons to 2010 should not be made as so few were aware of a park and therefore asked to rate a park in 2010.

FIGURE 87: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

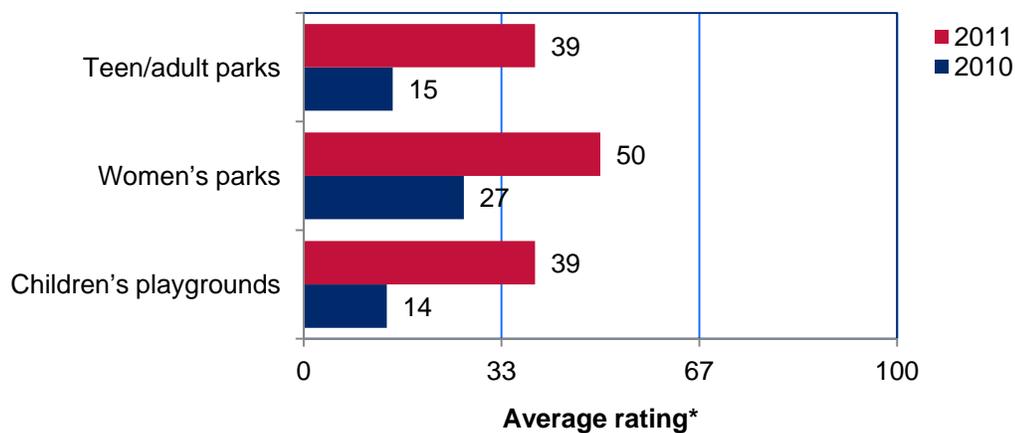
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	1%	2%
	Some further away	2%	24%
	Aware of no parks	97%	74%
Women's parks	Yes, close by	0%	2%
	Some further away	15%	49%
	Aware of no parks	84%	49%
Children's playgrounds	Yes, close by	1%	4%
	Some further away	0%	14%
	Aware of no parks	98%	82%

FIGURE 88: QUALITY OF PARKS, 2011

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	9%	20%	50%	20%	39
Women's parks	4%	45%	47%	4%	50
Children's playgrounds	7%	32%	32%	29%	39

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

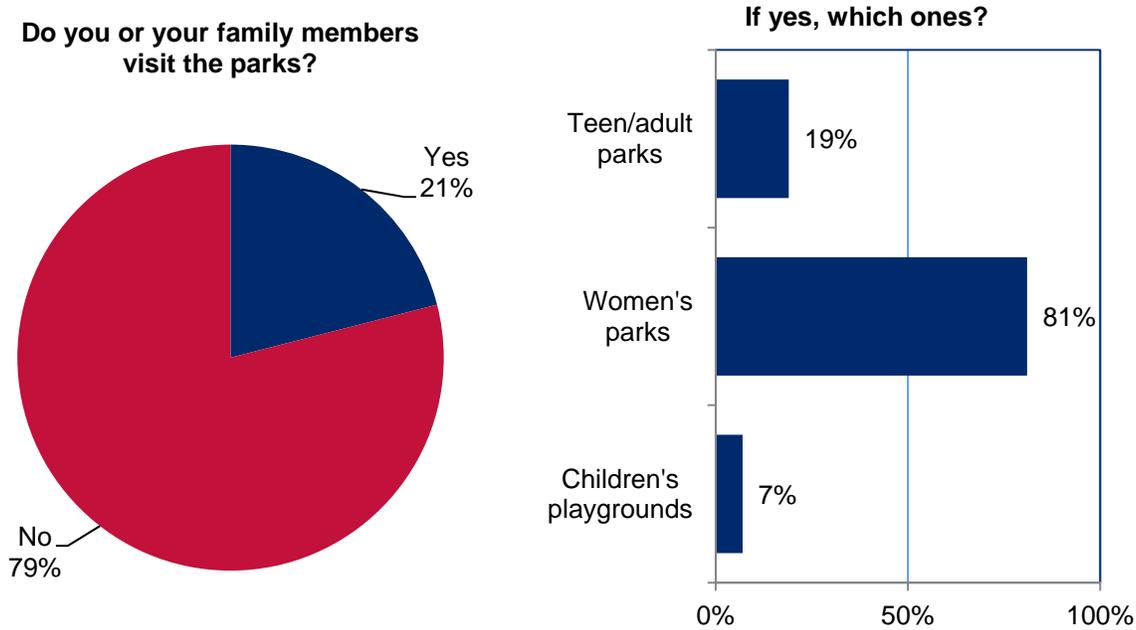
FIGURE 89: QUALITY OF PARKS COMPARED BY YEAR



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

Twenty-one percent of respondents had visited a park in Bamyan; and almost all among those who had visited a park went to a women’s park (81%). Some (19%) had visited a park for adults and 7% had also visited a park with children’s playground facilities.

FIGURE 90: PARKS VISITED, 2011



MARKET

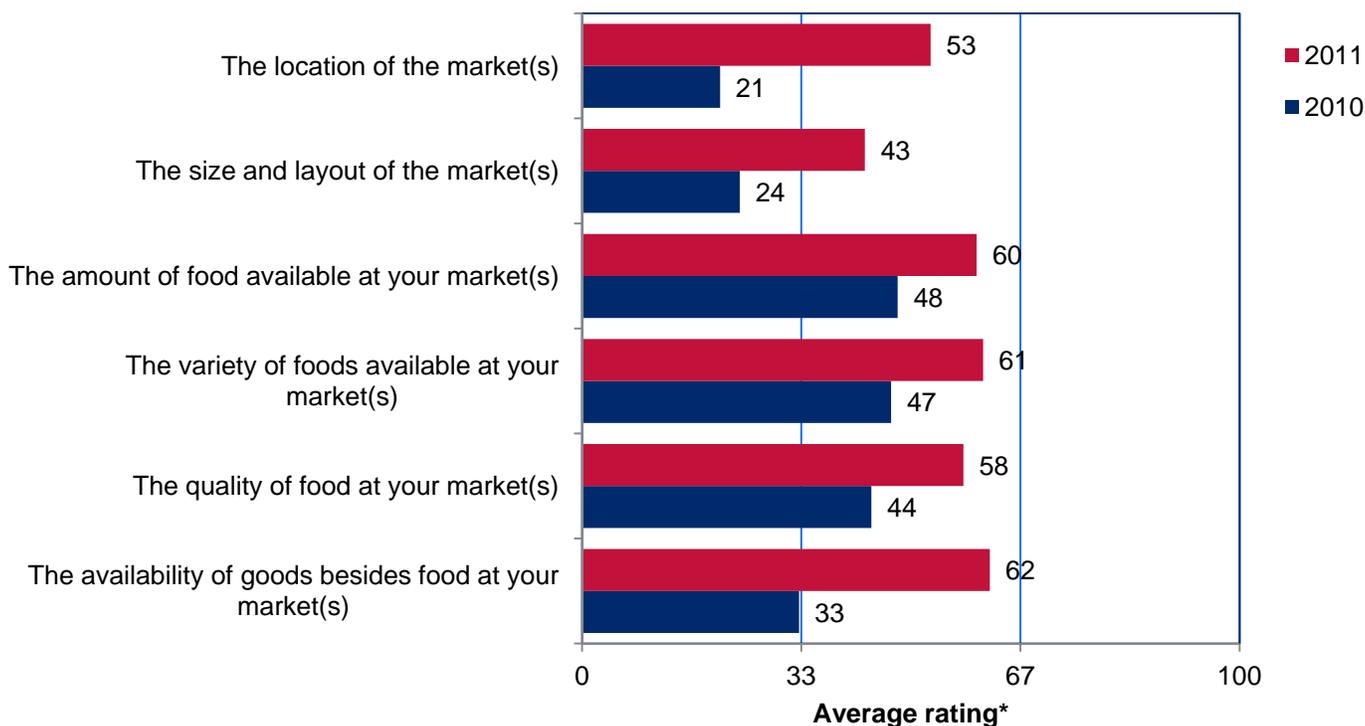
Most residents in Bamyan thought the amount, quality and variety of food at their market was excellent or good. They also were generally content with the location of the market and the availability of goods besides food. However, more than half gave a rating of fair (35%) or poor (21%) to the size and layout of the market. All of these ratings showed an improvement over those given the year before.

FIGURE 91: QUALITY OF CITY MARKET, 2011

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	10%	51%	28%	11%	53
The size and layout of the market(s)	5%	39%	35%	21%	43
The amount of food available at your market(s)	17%	49%	30%	3%	60
The variety of foods available at your market(s)	16%	54%	25%	5%	61
The quality of food at your market(s)	13%	53%	28%	6%	58
The availability of goods besides food at your market(s)	19%	52%	24%	4%	62

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

FIGURE 92: QUALITY OF CITY MARKET COMPARED BY YEAR



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

When asked about purchasing different types of food at the market, almost all residents said they could afford flour, cooking oil, sugar, and tea whenever they wanted. However, only 32% could afford fruit, 48% could afford cereal, 32% could afford vegetables and 27% could afford meat whenever they wanted. This was an improvement from 2010.

FIGURE 93: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011
Meat	As often as we want	10%	27%
	Not as often as we want	35%	35%
	Only rarely	47%	34%
	Never	8%	4%
Fruit	As often as we want	12%	32%
	Not as often as we want	36%	35%
	Only rarely	43%	29%
	Never	8%	4%
Vegetables	As often as we want	23%	32%
	Not as often as we want	31%	40%
	Only rarely	36%	22%
	Never	10%	6%
Flour	As often as we want	95%	90%
	Not as often as we want	2%	6%
	Only rarely	2%	1%
	Never	1%	3%
Cooking oil	As often as we want	95%	98%
	Not as often as we want	3%	2%
	Only rarely	2%	0%
	Never	0%	0%
Sugar, tea	As often as we want	87%	92%
	Not as often as we want	8%	7%
	Only rarely	5%	1%
	Never	0%	0%
Cereal	As often as we want	31%	48%
	Not as often as we want	25%	42%
	Only rarely	35%	8%
	Never	10%	2%

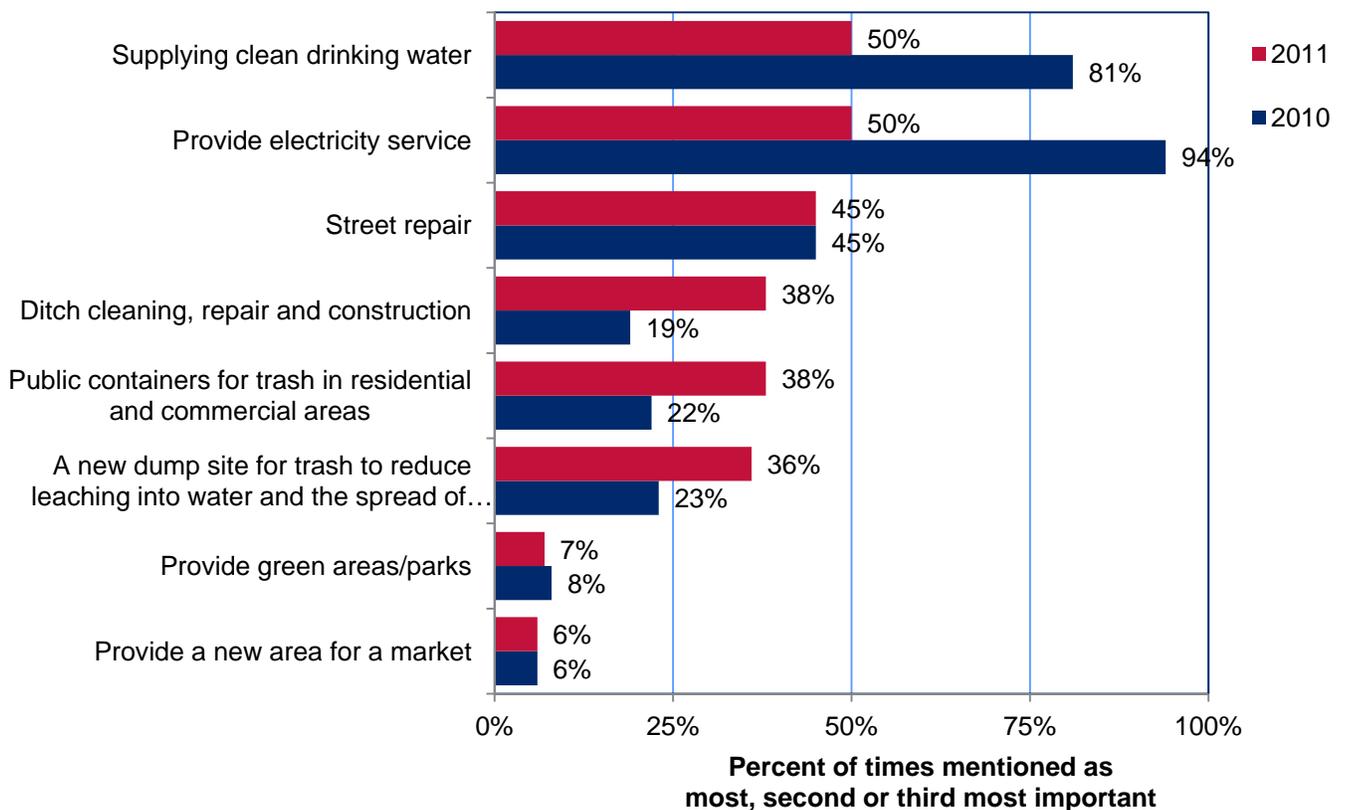
SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked providing clean drinking water as the most important, electricity as the second biggest priority and providing street repair as the third. These were the top three priorities expressed in 2010 as well.

FIGURE 94: MUNICIPAL SERVICE PRIORITIES, 2011

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	20%	24%	6%	50%
Provide electricity service	13%	19%	18%	50%
Street repair	20%	9%	15%	55%
Public containers for trash in residential and commercial areas	27%	8%	2%	62%
Ditch cleaning, repair and construction	7%	3%	28%	62%
A new dump site for trash to reduce leaching into water and the spread of disease	9%	21%	6%	64%
Provide green areas/parks	1%	3%	3%	93%
Provide a new area for a market	0%	3%	2%	94%

FIGURE 95: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

In 2010, residents reported they most likely would turn to their Shura, CDC (community development council) or Jurga if they had a problem related to the City. In 2011, they were more likely, than 2010, to turn to the mayor or a Malik.

In 2011, about two in ten residents knew who the mayor was, this was similar to 2010.

FIGURE 96: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

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

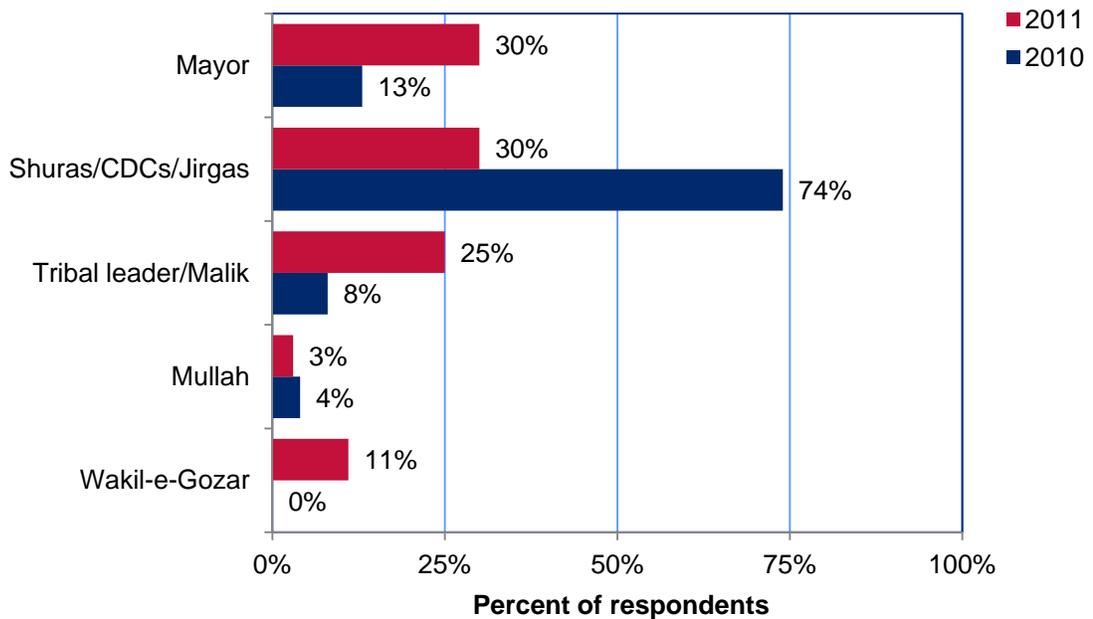
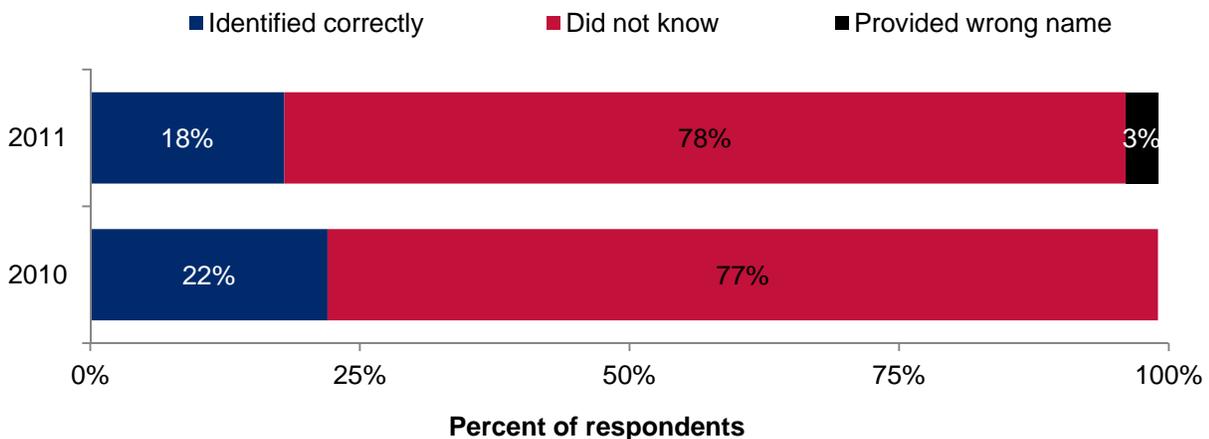


FIGURE 97: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



In 2011, only 12% of respondents said they had ever contacted the city government to solve a problem or request a service, which was similar to 2010. More in 2011 (but still only 18%) said they paid a Safayi tax. Only one in six had ever seen or read the municipality newsletter (this was not asked in 2010).

Those who had paid a Safayi tax generally paid between 1 and 50 AFN per month.

FIGURE 98: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR

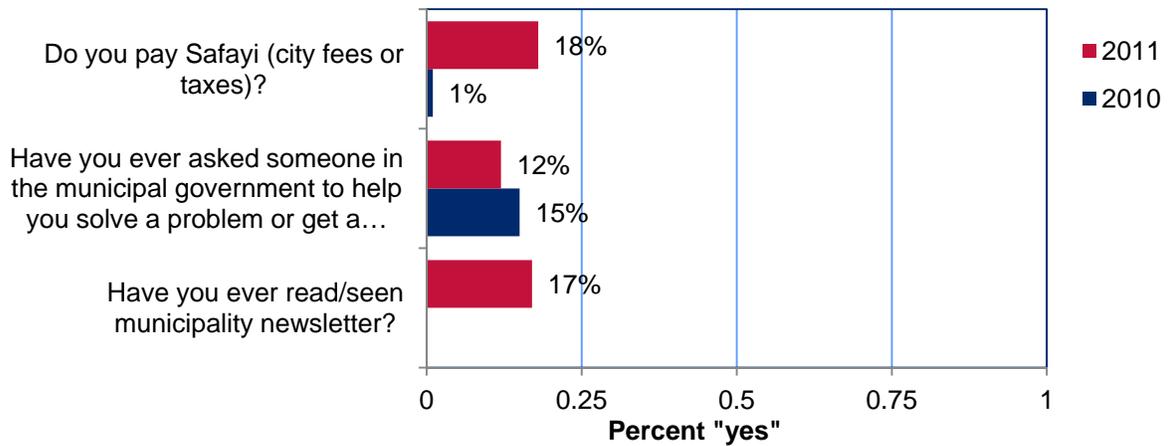
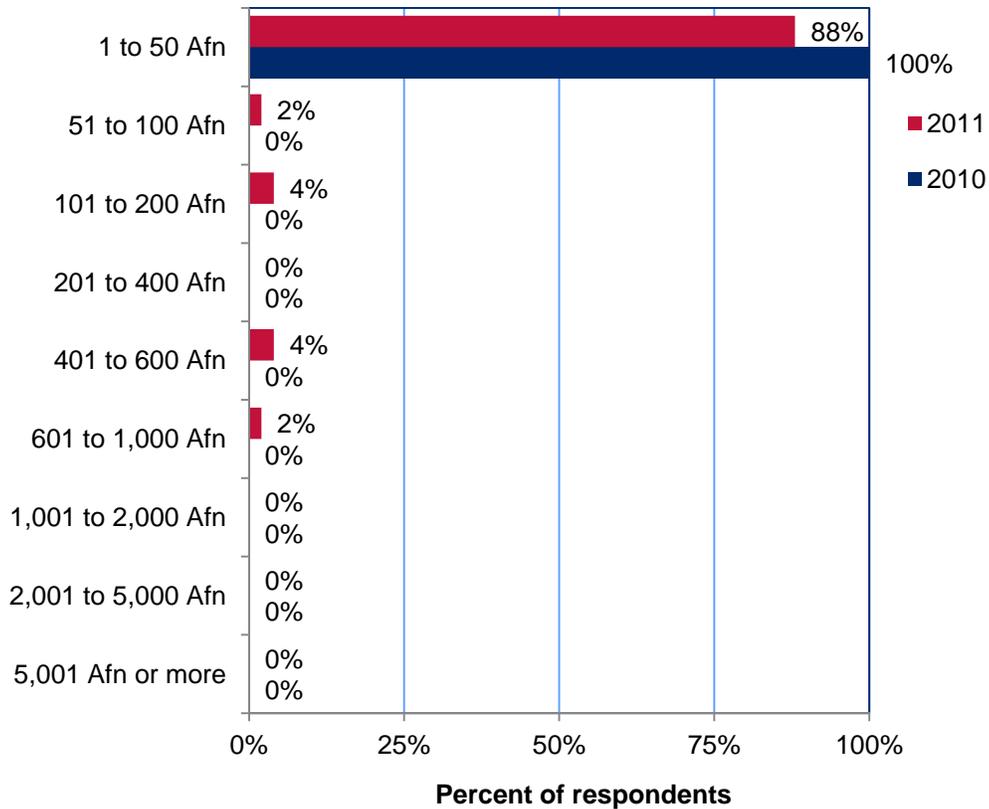
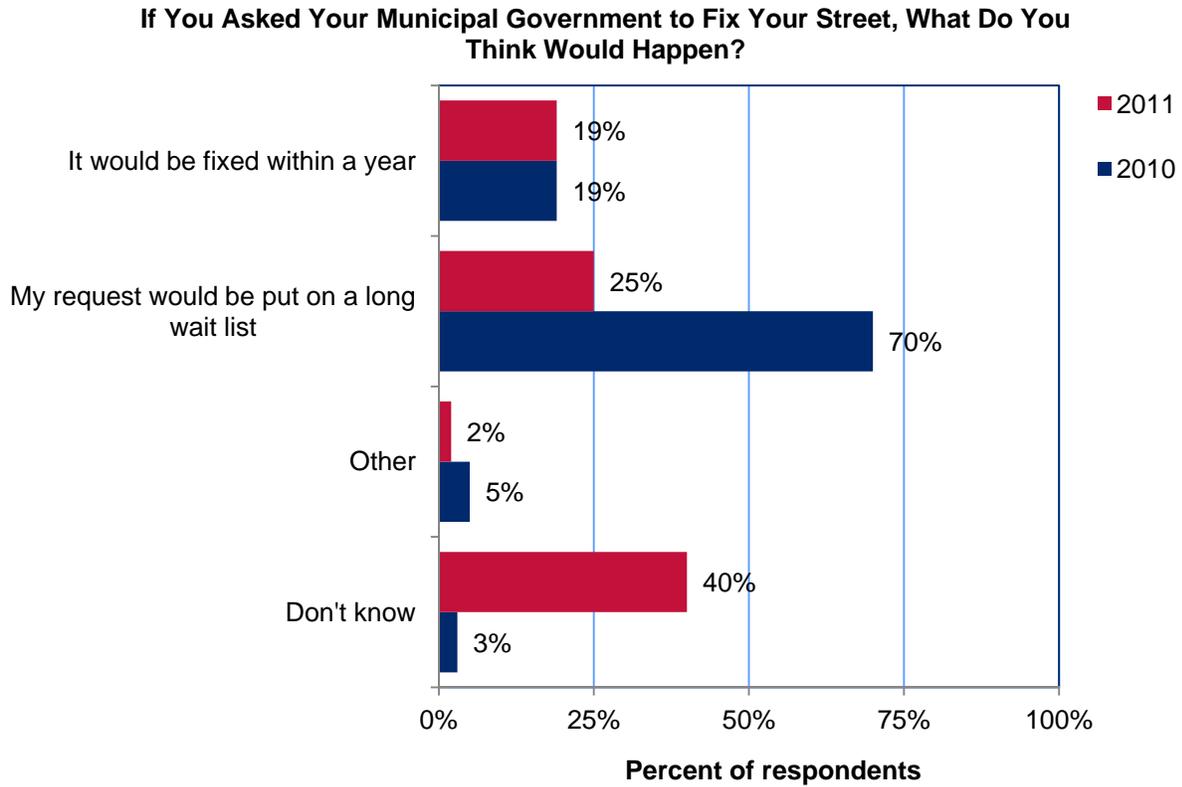


FIGURE 99: MONTHLY SAFAYI PAID COMPARED BY YEAR



When asked what they thought would happen if they contacted the City to have their street fixed, most said they didn't know (40%) or that thought they would be put on a long wait list (25%). About 2 in 10 thought the street would be fixed within a year.

FIGURE 100: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR



Residents' trust in local government was on the rise. In 2011, over half the respondents thought they could have a lot (44%) or at least a little (18%) influence on government and over half the respondents thought the government kept people like them in mind at least sometimes when making decisions. Much fewer, than in 2010, thought they had very little or no influence or that the government kept people like them in mind only rarely or never.

FIGURE 101: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

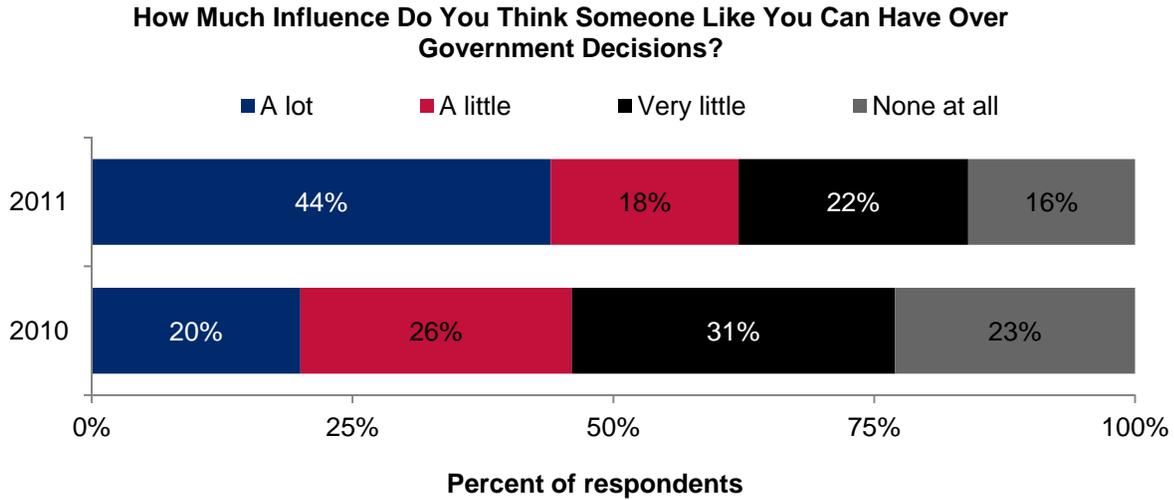
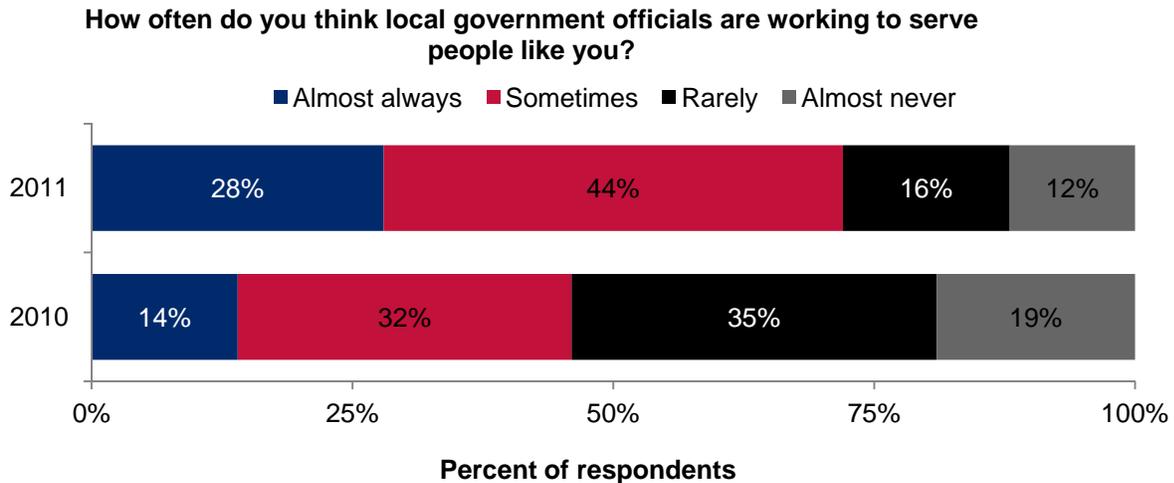


FIGURE 102: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Trust in religious leaders in Bamyan was high and remained so through 2010 and 2011. Trust in businesses in the local market was relatively high in 2010, but decreased somewhat in 2011.

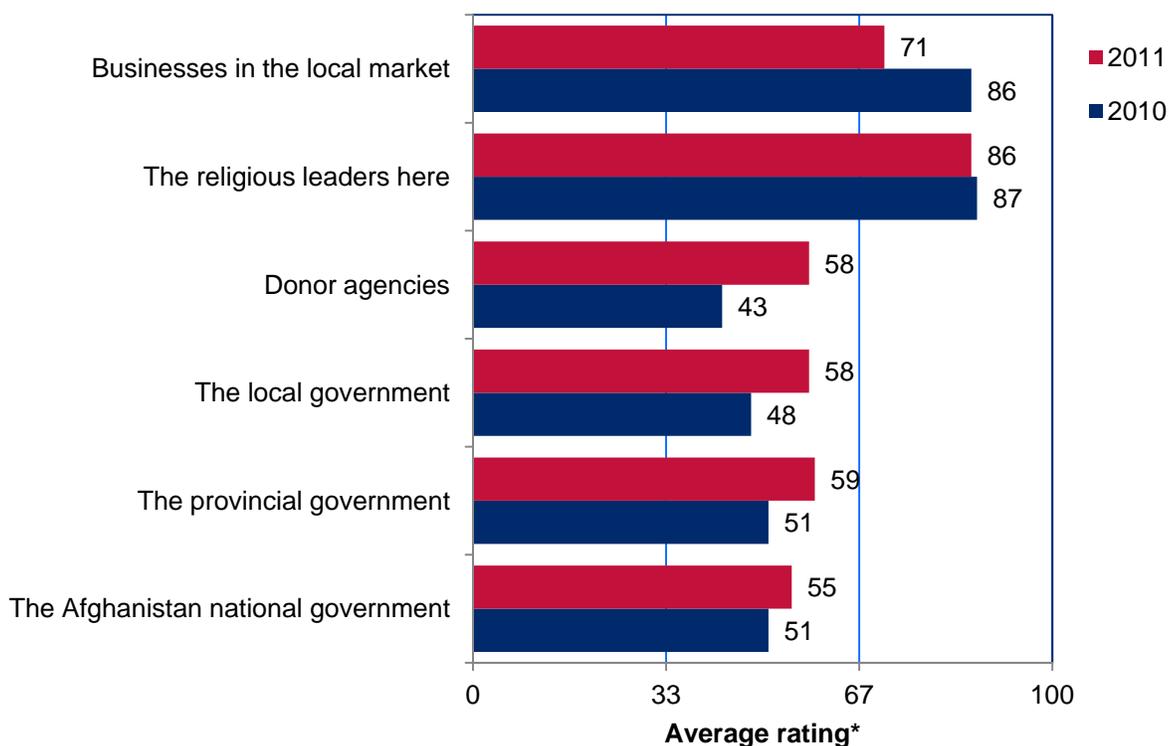
Most residents expressed a great deal (30%) or at least some (31%) trust that government officials were conducting activities to benefit the people of Bamyan and had a similar level of trust in the provincial and national government and donor agencies. Trust in these institutions had improved from 2010 to 2011.

FIGURE 103: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2011

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	44%	30%	20%	5%	71
The religious leaders here	73%	17%	6%	4%	86
Donor agencies	29%	35%	20%	17%	58
The local government	30%	31%	23%	16%	58
The provincial government	33%	24%	29%	13%	59
The Afghanistan national government	33%	20%	24%	22%	55

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

FIGURE 104: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



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

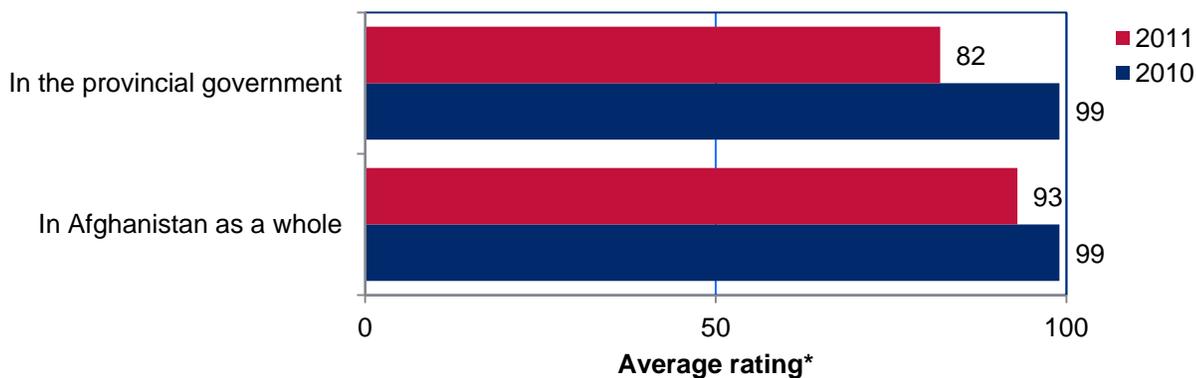
Even though they had some trust in the provincial and national government, most thought corruption in the provincial government and Afghanistan as a whole was a major problem. While few thought corruption was decreasing, fewer thought it was on the increase in 2011 than in 2010.

FIGURE 105: LEVEL OF CORRUPTION, 2011

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	71%	22%	7%	82
In Afghanistan as a whole	90%	7%	3%	93

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

FIGURE 106: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 107: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011
In Afghanistan as a whole	Increased	77%	69%
	Stayed the same	13%	21%
	Decreased	10%	11%
In the provincial government	Increased	75%	52%
	Stayed the same	15%	33%
	Decreased	10%	15%

Residents were asked if they ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency. For those who had contacted a municipal official, in 2011, 59% said they were never asked to give cash, gift or a favor, 23% said only in isolated cases and 18% said in all cases. This was a decrease from 2010.

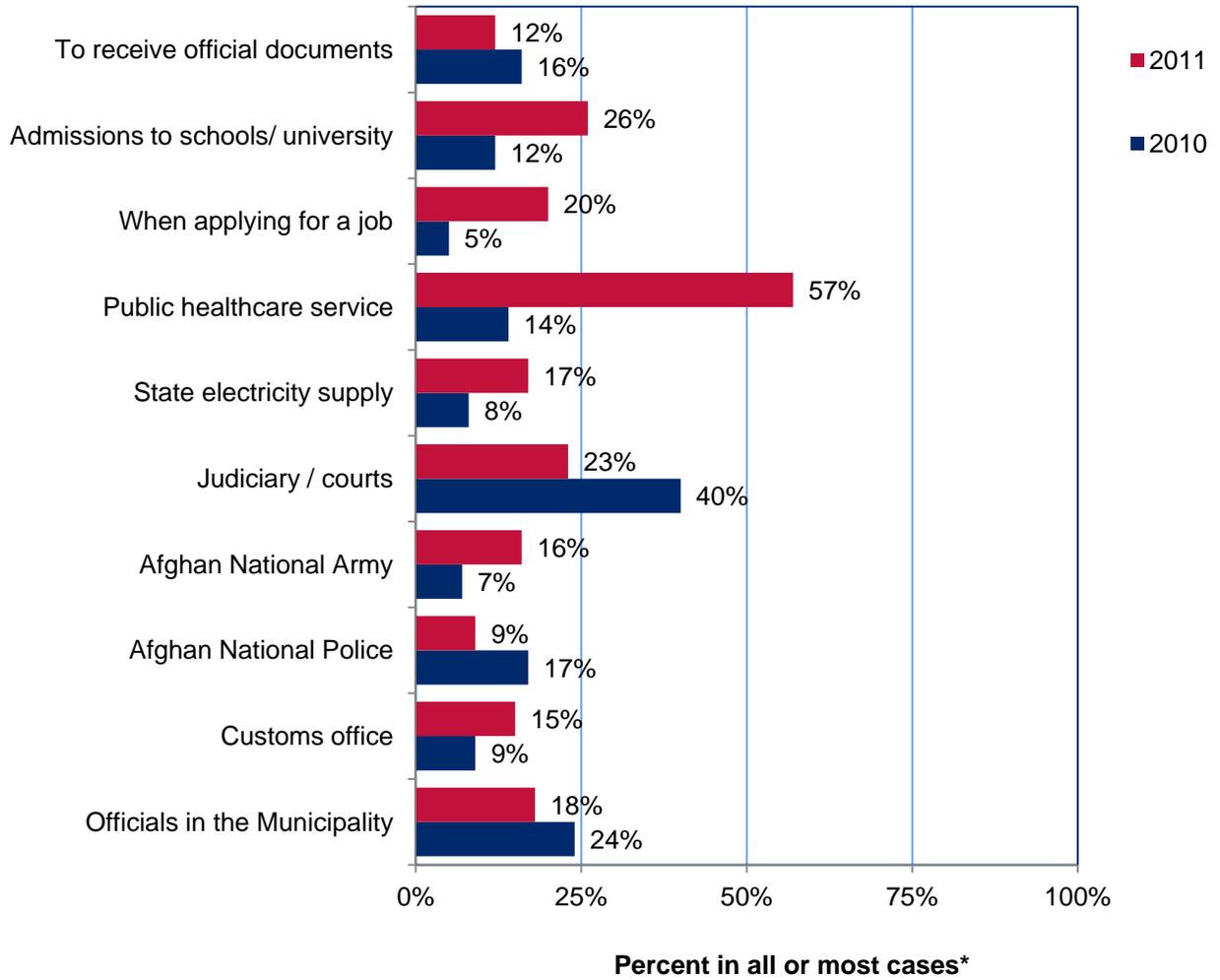
The contacts that most commonly required cash, gift or a favor were the public healthcare service and the judiciary.

FIGURE 108: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2011

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
To receive official documents	2%	9%	12%	77%
Admissions to schools/ university	15%	10%	3%	72%
When applying for a job	6%	14%	18%	61%
Public healthcare service	36%	22%	13%	30%
State electricity supply	13%	4%	17%	65%
Judiciary / courts	23%	0%	18%	59%
Afghan National Army	12%	4%	16%	68%
Afghan National Police	9%	0%	16%	75%
Customs office	15%	0%	0%	85%
Officials in the Municipality	18%	0%	23%	59%

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

FIGURE 109: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

Most residents interviewed in 2011 had not heard of the Ministry of Women's Affairs and fewer knew that there was a local office where they lived. This was down from about half of respondents being aware of the ministry the year before.

Regardless of gender, residents were strongly supportive of women pursuing an education and participating in government. Support from women was similar in both years of the survey but support from men increased from 2010 to 2011.

FIGURE 110: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

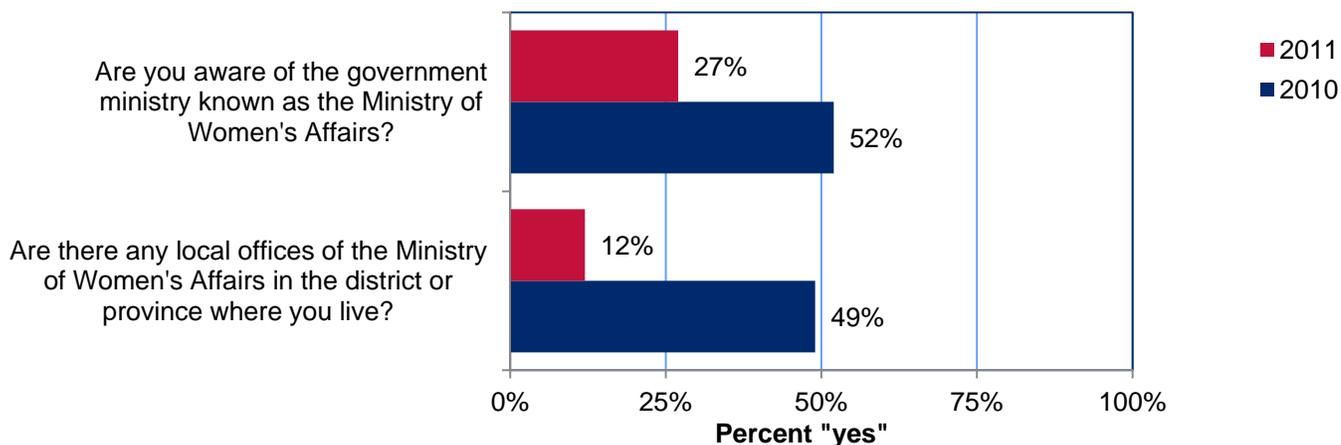
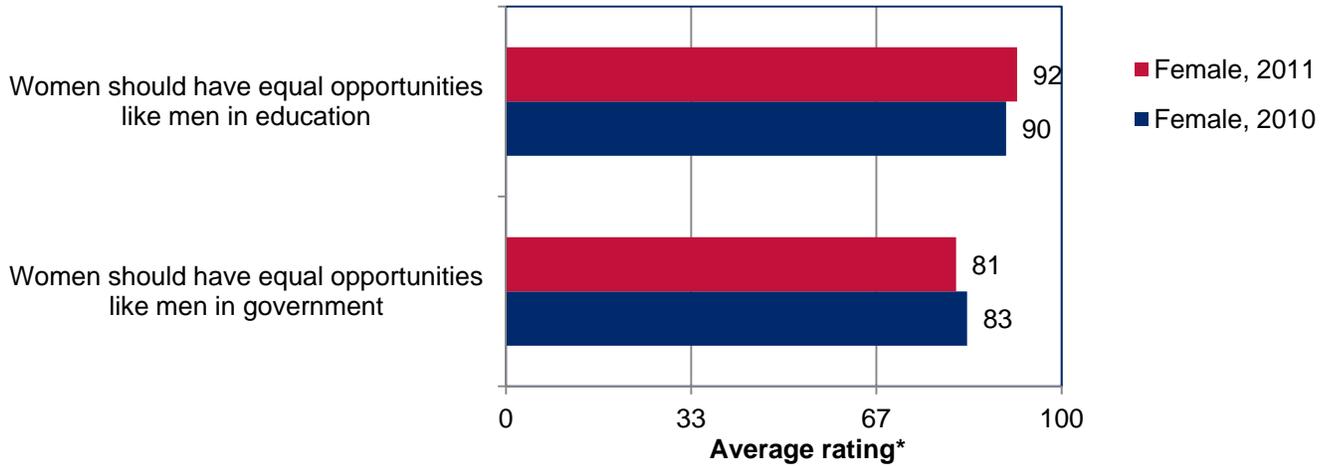


FIGURE 111: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	83%
	Agree somewhat	14%
	Disagree somewhat	4%
	Strongly disagree	3%
	Average rating*	92
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	69%
	Agree somewhat	13%
	Disagree somewhat	10%
	Strongly disagree	8%
	Average rating*	81

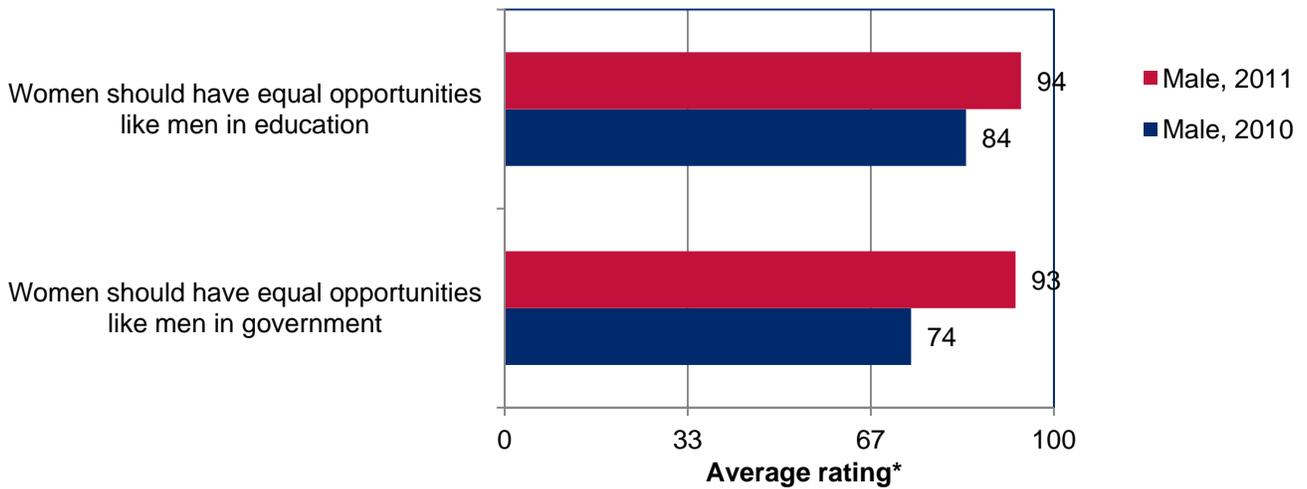
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 112: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

FIGURE 113: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES, 2011

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	90	34%
6-10 years	74	28%
11-20 years	30	11%
21-40 years	38	14%
41 or more years	33	12%
Total	265	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	16

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 Bamyán	9	3%	97	37%	111	42%	48	18%	0	0%	0	0%	265
The quality of schools in your city	11	4%	132	50%	60	23%	49	18%	0	0%	13	5%	265	100%
The quality of healthcare facilities in your city	25	9%	108	41%	72	27%	55	21%	0	0%	5	2%	265	100%
The health of people in your city	18	7%	117	44%	87	33%	41	15%	0	0%	2	1%	265	100%
The cleanliness of city streets	19	7%	99	37%	63	24%	83	31%	0	0%	1	0%	265	100%
The number of job opportunities in your city	9	3%	66	25%	95	36%	88	33%	0	0%	6	2%	264	100%
The number of businesses in your city	8	3%	61	23%	106	40%	42	16%	16	6%	32	12%	265	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.3
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	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.2

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	170	64%
Yes, part time	58	22%
No, not employed	37	14%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	102	38%
Stayed the same	105	40%
Decreased	54	20%
Refused	0	0%
Don't know	4	2%
Total	265	100%

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

	Number	Percent
Yes	49	18%
No	216	82%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	43	88%
51 to 100 AFN	1	2%
101 to 200 AFN	2	4%
201 to 400 AFN	0	0%
401 to 600 AFN	2	4%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	15	6%
Dispose in public container	106	41%
Take to an official dump site	3	1%
Take to an improvised dump site	75	29%
Door to door collection	0	0%
Other	59	23%
Refused	0	0%
Don't know	4	2%

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

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

	Number	Percent
No response	202	76%
We Burn it	63	24%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	41	39%
On the next street	27	25%
Several streets away	11	10%
Further than several streets away	27	25%
Total	41	39%

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

	Number	Percent
Very satisfied	85	32%
Somewhat satisfied	75	28%
Somewhat dissatisfied	45	17%
Very dissatisfied	60	23%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.7

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

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	65	25%
Once every two or three weeks	45	17%
Once a month or less frequently	74	28%
Once a year	20	8%
Never	58	22%
Refused	0	0%
Don't know	3	1%
Total	265	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	44	17%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	2	1%
No one	219	83%
Total	265	100%

Q9 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	50%
401 to 600 AFN	1	50%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	2	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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	9	3%	64	24%	58	22%	80	30%	3	1%	51	19%	265	100%
Provision of legal dumpsites	25	9%	37	14%	80	30%	74	28%	2	1%	47	18%	265	100%
Provision of garbage bins in residential areas	19	7%	45	17%	52	20%	104	39%	2	1%	43	16%	265	100%
Provision of garbage bins in commercial areas	15	6%	80	30%	64	24%	40	15%	4	2%	62	23%	265	100%
Cleaning garbage from the streets	15	6%	88	33%	81	31%	64	24%	2	1%	14	5%	264	100%
Affordability of trash service	22	8%	115	43%	113	43%	15	6%	0	0%	0	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.1
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	2.4
Cleaning garbage from the streets	2.2
Affordability of trash service	2.5

*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	34	13%
Shared well with neighbors	52	20%
River, canal or other open source	102	38%
Public Standpipe	40	15%
Government supplied piped water at home	11	4%
Purchase water	22	8%
Other	19	7%
Refused	1	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	246	93%
Spring	19	7%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	42	16%
No one	223	84%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	15	36%
201 to 400 AFN	3	7%
401 to 600 AFN	8	19%
601 to 1,000 AFN	9	21%
1,001 to 2,000 AFN	5	12%
2,001 to 5,000 AFN	2	5%
5,001 AFN or more	0	0%
Total	42	100%

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

	Number	Percent
Yes	95	36%
No	169	64%
Total	264	100%

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

	Number	Percent
Solar Energy	197	74%
No electricity	27	10%
Micro Hydro Power (MHP)	18	7%
Shared Generator (with neighbors)	17	6%
Personal Generator	5	2%
Large batteries/invertors (such as for running TV, lights, etc.)	5	2%
Public Generator (from government)	1	0%
Government provided electricity that is not a public generator	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	38	14%
No one	227	86%
Total	265	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	7	18%
101 to 200 AFN	4	11%
201 to 400 AFN	15	39%
401 to 600 AFN	7	18%
601 to 1,000 AFN	4	11%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	3%
5,001 AFN or more	0	0%
Total	38	100%

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

	Number	Percent
Indoor plumbing	6	2%
Dry latrine	215	82%
Latrine with septic	43	16%
Other	1	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	196	74%
Septic system	60	23%
Other	8	3%
Don't know	1	0%
City pipeline/sewer	0	0%
Refused	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

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

	Number	Percent
Dessert	8	3%
No response	257	97%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	17	6%	80	30%	56	21%	105	40%	0	0%	7	3%	265	100%
The condition of larger drainage ditches throughout the city	17	6%	105	40%	76	29%	52	20%	0	0%	15	6%	265	100%
Ditch cleaning services	6	2%	81	31%	84	32%	74	28%	2	1%	17	6%	264	100%
Ditch repair services	2	1%	51	19%	82	31%	104	39%	2	1%	24	9%	265	100%
Ditch construction services	1	0%	44	17%	92	35%	103	39%	2	1%	23	9%	265	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	1.8
Ditch construction services	1.8

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	6	2%	70	26%	47	18%	139	52%	0	0%	3	1%	265	100%
The condition of main city roads	35	13%	133	50%	57	22%	38	14%	0	0%	2	1%	265	100%
The condition of highways	60	23%	112	42%	46	17%	26	10%	2	1%	18	7%	264	100%
Street repair services	20	8%	115	43%	77	29%	48	18%	0	0%	5	2%	265	100%
Street construction services	12	5%	112	42%	92	35%	48	18%	0	0%	1	0%	265	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.6
The condition of highways	2.8
Street repair services	2.4
Street construction services	2.3

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	5	2%	55	21%	174	66%	0	0%	31	12%	265	100%
Women's parks	5	2%	126	48%	126	48%	0	0%	8	3%	265	100%
Children's playgrounds	9	3%	30	11%	182	69%	0	0%	44	17%	265	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	4	2%	9	3%	22	8%	9	3%	0	0%	221	83%	265	100%
Women's parks	4	2%	48	18%	50	19%	4	2%	0	0%	159	60%	265	100%
Children's playgrounds	2	1%	9	3%	9	3%	8	3%	0	0%	237	89%	265	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	2.5
Children's playgrounds	2.2

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	27	10%	133	50%	73	28%	30	11%	0	0%	2	1%	265	100%
The size and layout of the market(s)	14	5%	100	38%	88	33%	53	20%	0	0%	10	4%	265	100%
The amount of food available at your market(s)	45	17%	131	49%	80	30%	9	3%	0	0%	0	0%	265	100%
The variety of foods available at your market(s)	43	16%	142	54%	65	25%	13	5%	0	0%	2	1%	265	100%
The quality of food at your market(s)	35	13%	139	52%	73	28%	16	6%	0	0%	2	1%	265	100%
The availability of goods besides food at your market(s)	51	19%	136	51%	64	24%	11	4%	0	0%	3	1%	265	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.9

*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	71	27%	93	35%	91	34%	10	4%	0	0%	0	0%	265	100%
Fruit	85	32%	92	35%	78	29%	10	4%	0	0%	0	0%	265	100%
Vegetables	85	32%	107	40%	57	22%	16	6%	0	0%	0	0%	265	100%
Flour	238	90%	16	6%	3	1%	8	3%	0	0%	0	0%	265	100%
Cooking oil	259	98%	6	2%	0	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	244	92%	18	7%	2	1%	1	0%	0	0%	0	0%	265	100%
Cereal	126	48%	111	42%	22	8%	5	2%	0	0%	0	0%	264	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Public containers for trash in residential and commercial areas	72	27%	22	8%	6	2%	165	62%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	25	9%	55	21%	15	6%	170	64%	265	100%
Ditch cleaning, repair and construction	19	7%	8	3%	75	28%	163	62%	265	100%
Street repair	54	20%	25	9%	39	15%	147	55%	265	100%
Supplying clean drinking water	53	20%	64	24%	16	6%	132	50%	265	100%
Provide a new area for a market	1	0%	9	3%	5	2%	250	94%	265	100%
Provide green areas/parks	2	1%	9	3%	8	3%	246	93%	265	100%
Provide electricity service	34	13%	50	19%	48	18%	133	50%	265	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	72	27%
Shuras/CDCs/Jirgas	72	27%
Tribal leader/Malik	60	23%
Mullah	7	3%
Wakil-e-Gozar	26	10%
Others	0	0%
Would contact no one	24	9%
Don't know	3	1%
Refused	1	0%
Total	265	100%

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

	Number	Percent
Yes	32	12%
No	230	87%
Don't know	3	1%
Refused	0	0%
Total	265	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	36	14%
It would be fixed within a year	51	19%
My request would be put on a long wait list	65	25%
Other	5	2%
Don't know	105	40%
Refused	3	1%

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

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

	Number	Percent
Very good job	84	32%
Somewhat good job	109	41%
Somewhat bad job	33	12%
Very bad job	29	11%
Refused	3	1%
Don't know	7	3%
Total	265	100%

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

	Number	Percent
Almost always	71	27%
Sometimes	110	42%
Rarely	41	15%
Almost never	30	11%
Refused	0	0%
Don't know	13	5%
Total	265	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	113	43%
A little	46	17%
Very little	55	21%
None at all	40	15%
Don't know	11	4%
Refused	0	0%
Total	265	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	107	40%	73	28%	48	18%	13	5%	0	0%	24	9%	265	100%
The religious leaders here	189	71%	45	17%	15	6%	11	4%	0	0%	5	2%	265	100%
Donor agencies	75	28%	91	34%	52	20%	44	17%	0	0%	3	1%	265	100%
The local government	77	29%	80	31%	59	23%	42	16%	3	1%	1	0%	262	100%
The provincial government	85	32%	62	24%	74	28%	34	13%	3	1%	4	2%	262	100%
The Afghanistan national government	84	32%	52	20%	62	23%	56	21%	0	0%	11	4%	265	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	49	18%
Did not know	207	78%
Provided wrong name	9	3%
Total	265	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	173	65%	54	20%	16	6%	0	0%	22	8%	265	100%
In Afghanistan as a whole	216	82%	18	7%	7	3%	0	0%	24	9%	265	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	130	49%	82	31%	37	14%	1	0%	15	6%	265	100%
In Afghanistan as a whole	168	63%	51	19%	26	10%	1	0%	19	7%	265	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	4	2%	0	0%	5	2%	13	5%	240	91%	3	1%	0	0%	265	100%
Customs office	3	1%	0	0%	0	0%	17	6%	242	91%	3	1%	0	0%	265	100%
Afghan National Police	3	1%	0	0%	5	2%	24	9%	230	87%	3	1%	0	0%	265	100%
Afghan National Army	3	1%	1	0%	4	2%	17	6%	236	89%	3	1%	0	0%	264	100%
Judiciary / courts	5	2%	0	0%	4	2%	13	5%	240	91%	3	1%	0	0%	265	100%
State electricity supply	3	1%	1	0%	4	2%	15	6%	239	90%	3	1%	0	0%	265	100%
Public healthcare service	31	12%	19	7%	11	4%	26	10%	175	66%	3	1%	0	0%	265	100%
When applying for a job	3	1%	7	3%	9	3%	30	11%	213	80%	3	1%	0	0%	265	100%
Admissions to schools/ university	6	2%	4	2%	1	0%	28	11%	219	84%	3	1%	1	0%	262	100%
To receive official documents	1	0%	4	2%	5	2%	33	12%	215	81%	3	1%	4	2%	265	100%

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

	Number	Percent
1	68	26%
2	180	68%
3	17	6%
Total	265	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	30	11%
No	218	82%
Don't know	17	6%
Refused	0	0%
Total	265	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	214	81%
Agree somewhat	36	14%
Disagree somewhat	9	3%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Strongly agree	190	72%
Agree somewhat	29	11%
Disagree somewhat	24	9%
Strongly disagree	22	8%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	28	11%
18-30 years old	120	45%
31-40 years old	46	17%
41-50 years old	34	13%
51-60 years old	15	6%
61 or more years old	21	8%
Total	264	100%

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

	Number	Percent of households
Working	113	43%
Retired	8	3%
Housewife	81	31%
Student	55	21%
Unemployed	38	14%
Other	9	3%
Refused	0	0%
Don't know	0	0%
Total	264	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	131	49%
Primary School, incomplete (classes 1 to 5)	13	5%
Primary School, complete (finished class 6)	6	2%
Secondary education, incomplete (classes 7 to 8)	25	9%
Secondary education, complete (finished class 9)	19	7%
High School (classes 10 to 12)	52	20%
University education or above	19	7%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q45 Are you married or single?

	Number	Percent of households
Single	72	27%
Married	182	69%
Widower/ Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	43	16%
6-10 people	157	60%
10-20 people	56	21%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	26	10%
Own	239	90%
Don't know	0	0%
Refused	0	0%
Total	265	100%

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

	Number	Percent of households
1	238	90%
2	26	10%
3	1	0%
Total	265	100%

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

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	5	19%
1,001-2,000 AFN per month	5	19%
2,001-3,000 AFN per month	9	35%
3,001-4,000 AFN per month	4	15%
4,001-5,000 AFN per month	2	8%
5,001-7,500 AFN per month	1	4%
7,501 or more AFN per month	0	0%
Total	26	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	0	0%
2,001 - 3,000 Afs	58	22%
3,001 - 5,000 Afs	94	35%
5,001 - 10,000 Afs	57	22%
10,001 - 15,000 Afs	19	7%
15,001 - 20,000 Afs	8	3%
20,001 - 25,000 Afs	11	4%
25,001 - 40,000 Afs	5	2%
more than 40,000 Afs	4	2%
Refused	5	2%
Don't know	4	2%
Total	265	100%

Q51 Gender

	Number	Percent of households
Male	147	55%
Female	118	45%
Total	265	100%

APPENDIX B: COMPLETE SET OF SURVEY FREQUENCIES, EXTERNAL SURVEY 2010

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	36	14%
6-10 years	29	11%
11-20 years	34	13%
21-40 years	95	36%
41 or more years	70	27%
Total	264	100%

Q1 Average Number of Years Lived in City

Average years in Bamyan	30
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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	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Overall quality of life in Bamyan	4	2%	136	52%	77	29%	47	18%	0	0%	0	0%	264	100%
The quality of schools in your city	23	9%	77	29%	121	46%	40	15%	0	0%	3	1%	264	100%
The quality of healthcare facilities in your city	25	10%	83	32%	99	38%	52	20%	0	0%	4	2%	263	100%
The health of people in your city	18	7%	86	33%	87	33%	72	27%	0	0%	1	0%	264	100%
The cleanliness of city streets	2	1%	81	31%	69	26%	111	42%	0	0%	0	0%	263	100%
The number of job opportunities in your city	2	1%	79	30%	41	16%	140	53%	0	0%	1	0%	263	100%
The number of businesses in your city	7	3%	98	37%	80	30%	74	28%	0	0%	5	2%	264	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.9
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

*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	139	53%
Yes, part time	60	23%
No, not employed	65	25%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	70	27%
Stayed the same	135	51%
Decreased	57	22%
Refused	0	0%
Don't know	2	1%
Total	264	100%

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

	Number	Percent
Yes	2	1%
No	262	99%
Total	264	100%

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

	Number	Percent
1 to 50 AFN	1	100%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	14	5%
Dispose in public container	7	3%
Take to an official dump site	0	0%
Take to an improvised dump site	146	55%
Door to door collection	4	2%
Other	11	4%
Refused	0	0%
Don't know	0	0%
Other: Put it in our yard	0	0%
Other: Burn it	68	26%
Other: Put it in a ditch or river	9	3%
Other: Take it to farm/agricultural/desert land	6	2%

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

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

	Number	Percent
Bury	1	0%
inter the trash	1	0%
inter the trash	2	1%
inter the trash	1	0%
No response	253	96%
We	1	0%
we inter the trash	4	2%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	5	71%
On the next street	0	0%
Several streets away	2	29%
Further than several streets away	0	0%
Total	7	100%

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

	Number	Percent
Very satisfied	57	22%
Somewhat satisfied	56	21%
Somewhat dissatisfied	78	30%
Very dissatisfied	72	27%
Refused	0	0%
Don't know	0	0%
Total	263	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?	2.4

*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	9	3%
A couple/few times a week	0	0%
Once a week	97	37%
Once every two or three weeks	8	3%
Once a month or less frequently	25	10%
Never	121	46%
Refused	0	0%
Don't know	3	1%
Total	263	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	1	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	262	100%
Total	263	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	1	0%	25	10%	16	6%	203	77%	0	0%	17	6%	262	100%
Provision of legal dumpsites	2	1%	33	13%	8	3%	198	76%	0	0%	21	8%	262	100%
Provision of garbage bins in residential areas	0	0%	24	9%	12	5%	199	76%	0	0%	27	10%	262	100%
Provision of garbage bins in commercial areas	1	0%	18	7%	15	6%	206	79%	0	0%	22	8%	262	100%
Cleaning garbage from the streets	3	1%	20	8%	14	5%	204	78%	0	0%	21	8%	262	100%
Affordability of trash service	1	0%	18	7%	7	3%	212	81%	0	0%	24	9%	262	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.2
Cleaning garbage from the streets	1.3
Affordability of trash service	1.2

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

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

	Number	Percent
Well on property	21	8%
Shared well with neighbors	37	14%
River, canal or other open source	76	29%
Public Standpipe	90	34%
Government supplied piped water at home	1	0%
Purchase water	34	13%
Other	4	2%
Refused	0	0%
Don't know	2	1%

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

Q11 Which OTHER sources do you use for drinking water?

	Number	Percent
bring the water from a long distance	1	0%
No response	260	98%
use the water from ditch	2	1%
use the water of ditch	1	0%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	55	21%
A private firm/person	36	14%
No one	172	65%
Total	263	100%

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

	Number	Percent
1 to 50 AFN	33	37%
51 to 100 AFN	7	8%
101 to 200 AFN	23	26%
201 to 400 AFN	5	6%
401 to 600 AFN	4	4%
601 to 1,000 AFN	9	10%
1,001 to 2,000 AFN	7	8%
2,001 to 5,000 AFN	1	1%
5,001 AFN or more	1	1%
Total	90	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	7	9%	20	24%	21	26%	10	12%	0	0%	24	29%	82	100%
Frequency of supply (times per week)	7	9%	20	24%	21	26%	10	12%	0	0%	24	29%	82	100%
Amount supplied	7	9%	23	28%	22	27%	10	12%	0	0%	20	24%	82	100%
Overall quality of water for drinking	7	9%	5	6%	46	56%	4	5%	0	0%	20	24%	82	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.4
Amount supplied	2.4
Overall quality of water for drinking	2.2

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

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

	Number	Percent
Yes	142	55%
No	118	45%
Total	260	100%

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

	Number	Percent
No electricity	147	56%
Solar Energy	41	16%
Shared Generator (with neighbors)	34	13%
Government provided electricity that is not a public generator	14	5%
Large batteries/invertors (such as for running TV, lights, etc.)	10	4%
Personal Generator	8	3%
Micro Hydro Power (MHP)	6	2%
Public Generator (from government)	4	2%
Refused	1	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	26	10%
A private firm/person	29	11%
No one	206	79%
Total	261	100%

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

	Number	Percent
1 to 50 AFN	3	6%
51 to 100 AFN	7	13%
101 to 200 AFN	33	61%
201 to 400 AFN	7	13%
401 to 600 AFN	3	6%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	54	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	0	0%	7	14%	15	29%	16	31%	0	0%	13	25%	51	100%
Number of hours per day supplied	0	0%	5	10%	9	18%	23	45%	0	0%	14	27%	51	100%
Quality of supply (Electricity power & its cut out during service hours)	0	0%	7	14%	12	24%	19	37%	0	0%	13	25%	51	100%
Price for electric supply	2	4%	8	16%	11	22%	17	33%	0	0%	13	25%	51	100%

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

	Average rating*
Number of days per week supplied	1.8
Number of hours per day supplied	1.5
Quality of supply (Electricity power & its cut out during service hours)	1.7
Price for electric supply	1.9

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

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

	Number	Percent
Indoor plumbing	3	1%
Dry latrine	244	93%
Latrine with septic	7	3%
Other	9	3%
Refused	0	0%
Don't know	0	0%

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

Q18 Which OTHER type of toilet do you have at your home?

	Number	Percent
No response	255	97%
don't have latrine	1	0%
goes to the desert	1	0%
goes to the ruin places	1	0%
have neither of them	1	0%
into the ruin	1	0%
use ruin	1	0%
use the ruin	1	0%
use the ruins	1	0%
we do not have only latrine	1	0%

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

	Number	Percent
City pipeline/sewer	142	54%
Open ditch/canal	84	32%
Drains onto the street/road	19	7%
Septic system	12	5%
Refused	2	1%
Drains into the yard/garden	2	1%
Other	1	0%
Don't know	1	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
don't have	1	0%
No response	263	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	
The condition of drainage ditches near home	0	0%	45	17%	18	7%	175	67%	0	0%	25	10%	263	100%
The condition of larger drainage ditches throughout the city	0	0%	60	23%	15	6%	169	64%	0	0%	20	8%	264	100%
Ditch cleaning services	1	0%	30	11%	9	3%	208	79%	0	0%	16	6%	264	100%
Ditch repair services	1	0%	23	9%	7	3%	217	82%	0	0%	16	6%	264	100%
Ditch construction services	0	0%	24	9%	8	3%	212	81%	0	0%	18	7%	262	100%

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

	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	1.6
Ditch cleaning services	1.3
Ditch repair services	1.2
Ditch construction services	1.2

*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	2	1%	44	17%	24	9%	191	72%	0	0%	3	1%	264	100%
The condition of main city roads	2	1%	134	51%	47	18%	78	30%	0	0%	3	1%	264	100%
The condition of highways	2	1%	83	32%	40	15%	124	47%	1	0%	13	5%	263	100%
Street repair services	0	0%	64	24%	16	6%	179	68%	0	0%	5	2%	264	100%
Street construction services	3	1%	93	35%	51	19%	111	42%	0	0%	6	2%	264	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.5
The condition of main city roads	2.2
The condition of highways	1.9
Street repair services	1.6
Street construction services	2.0

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

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	2	1%	5	2%	256	97%	0	0%	1	0%	264	100%
Women's parks	1	0%	40	15%	221	84%	0	0%	2	1%	264	100%
Children's playgrounds	3	1%	1	0%	258	98%	1	0%	1	0%	264	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Teen/adult parks	0	0%	2	1%	1	0%	8	3%	2	1%	249	95%	262
Women's parks	0	0%	4	2%	6	2%	7	3%	2	1%	243	93%	262	100%
Children's playgrounds	0	0%	1	0%	3	1%	8	3%	3	1%	247	94%	262	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	1.5
Women's parks	1.8
Children's playgrounds	1.4

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The location of the market(s)	1	0%	69	26%	19	7%	171	65%	0	0%	4	2%	264	100%
The size and layout of the market(s)	1	0%	86	33%	12	5%	161	61%	0	0%	4	2%	264	100%
The amount of food available at your market(s)	2	1%	137	52%	95	36%	27	10%	0	0%	3	1%	264	100%
The variety of foods available at your market(s)	1	0%	132	50%	106	40%	23	9%	0	0%	2	1%	264	100%
The quality of food at your market(s)	1	0%	124	47%	91	34%	46	17%	0	0%	2	1%	264	100%
The availability of goods besides food at your market(s)	0	0%	106	40%	45	17%	110	42%	0	0%	3	1%	264	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	1.6
The size and layout of the market(s)	1.7
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.0

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Meat	27	10%	91	35%	124	47%	21	8%	0	0%	0	0%	263	100%
Fruit	32	12%	96	36%	114	43%	22	8%	0	0%	0	0%	264	100%
Vegetables	60	23%	82	31%	95	36%	27	10%	0	0%	0	0%	264	100%
Flour	250	95%	6	2%	6	2%	2	1%	0	0%	0	0%	264	100%
Cooking oil	250	95%	8	3%	5	2%	1	0%	0	0%	0	0%	264	100%
Sugar, tea	229	87%	22	8%	12	5%	1	0%	0	0%	0	0%	264	100%
Cereal	81	31%	65	25%	92	35%	26	10%	0	0%	0	0%	264	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	1	0%	8	3%	50	19%	205	78%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	2%	10	4%	46	17%	202	77%	264	100%
Ditch cleaning, repair and construction	8	3%	5	2%	37	14%	214	81%	264	100%
Street repair	12	5%	42	16%	66	25%	144	55%	264	100%
Supplying clean drinking water	98	37%	95	36%	21	8%	50	19%	264	100%
Provide a new area for a market	0	0%	5	2%	12	5%	247	94%	264	100%
Provide green areas/parks	0	0%	3	1%	17	6%	244	92%	264	100%
Provide electricity service	140	53%	94	36%	15	6%	15	6%	264	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	34	13%
Shuras/CDCs/Jirgas	187	71%
Tribal leader/Malik	21	8%
Mullah	10	4%
Would contact no one	11	4%
Don't know	1	0%
Refused	0	0%
Total	264	100%

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

	Number	Percent
Yes	40	15%
No	222	84%
Don't know	1	0%
Refused	0	0%
Total	263	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	9	3%
It would be fixed within a year	50	19%
My request would be put on a long wait list	184	70%
Other	12	5%
Don't know	9	3%
Refused	0	0%

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

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

	Number	Percent
Very good job	11	4%
Somewhat good job	71	27%
Somewhat bad job	63	24%
Very bad job	110	42%
Refused	0	0%
Don't know	9	3%
Total	264	100%

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

	Number	Percent
Almost always	35	13%
Sometimes	84	32%
Rarely	91	35%
Almost never	49	19%
Refused	0	0%
Don't know	4	2%
Total	263	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	52	20%
A little	68	26%
Very little	81	31%
None at all	60	23%
Don't know	2	1%
Refused	0	0%
Total	263	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	180	68%	58	22%	15	6%	6	2%	0	0%	5	2%	264	100%
The religious leaders here	183	69%	58	22%	13	5%	6	2%	0	0%	4	2%	264	100%
Donor agencies	27	10%	88	33%	79	30%	64	24%	0	0%	6	2%	264	100%
The local government	29	11%	102	39%	80	30%	46	17%	0	0%	7	3%	264	100%
The provincial government	31	12%	114	43%	72	27%	42	16%	0	0%	5	2%	264	100%
The Afghanistan national government	33	13%	115	44%	64	24%	45	17%	0	0%	7	3%	264	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	59	22%
Did not know	204	77%
Provided wrong name	1	0%
Total	264	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	257	97%	2	1%	2	1%	0	0%	3	1%	264	100%
In Afghanistan as a whole	257	97%	0	0%	2	1%	0	0%	5	2%	264	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	188	71%	38	14%	24	9%	0	0%	14	5%	264	100%
In Afghanistan as a whole	192	73%	32	12%	25	9%	1	0%	14	5%	264	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	2	1%	10	4%	21	8%	18	7%	209	79%	0	0%	4	2%	264	100%
Customs office	0	0%	2	1%	2	1%	18	7%	238	90%	0	0%	4	2%	264	100%
Afghan National Police	1	0%	5	2%	14	5%	15	6%	225	85%	0	0%	4	2%	264	100%
Afghan National Army	1	0%	1	0%	3	1%	22	8%	234	89%	0	0%	3	1%	264	100%
Judiciary / courts	3	1%	13	5%	5	2%	19	7%	222	84%	0	0%	2	1%	264	100%
State electricity supply	0	0%	2	1%	4	2%	20	8%	235	89%	0	0%	3	1%	264	100%
Public healthcare service	2	1%	9	3%	39	15%	27	10%	185	70%	0	0%	2	1%	264	100%
When applying for a job	0	0%	2	1%	7	3%	30	11%	222	84%	0	0%	3	1%	264	100%
Admissions to schools/ university	1	0%	3	1%	3	1%	27	10%	228	86%	0	0%	2	1%	264	100%
To receive official documents	1	0%	4	2%	2	1%	24	9%	231	88%	0	0%	2	1%	264	100%

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

	Number	Percent
Yes	132	50%
No	121	46%
Don't know	11	4%
Refused	0	0%
Total	264	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	114	47%
No	121	50%
Don't know	9	4%
Refused	0	0%
Total	244	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	209	79%
Agree somewhat	33	13%
Disagree somewhat	16	6%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	264	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	192	73%
Agree somewhat	38	14%
Disagree somewhat	16	6%
Strongly disagree	18	7%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	11	4%
18-30 years old	87	34%
31-40 years old	73	29%
41-50 years old	44	17%
51-60 years old	25	10%
61 or more years old	16	6%
Total	256	100%

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

	Number	Percent of households
Working	80	30%
Retired	0	0%
Housewife	115	44%
Student	18	7%
Unemployed	51	19%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	264	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	158	60%
Primary School, incomplete (classes 1 to 5)	35	13%
Primary School, complete (finished class 6)	13	5%
Secondary education, incomplete (classes 7 to 8)	10	4%
Secondary education, complete (finished class 9)	7	3%
High School (classes 10 to 12)	26	10%
University education or above	12	5%
Refused	2	1%
Don't know	0	0%
Total	263	100%

Q45 Are you married or single?

	Number	Percent of households
Single	39	15%
Married	207	78%
Widower/ Widow	18	7%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	62	24%
6-10 people	141	54%
10-20 people	53	20%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	30	11%
Own	234	89%
Don't know	0	0%
Refused	0	0%
Total	264	100%

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

	Number	Percent of households
Yes	177	67%
No	87	33%
Don't know	0	0%
Refused	0	0%
Total	264	100%

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

	Number	Percent of households
Pay nothing	224	89%
1,000 AFN or less per month	14	6%
1,001-2,000 AFN per month	9	4%
2,001-3,000 AFN per month	2	1%
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%
7,501 or more AFN per month	1	0%
Total	251	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	102	39%
2,001 - 3,000 Afs	50	19%
3,001 - 5,000 Afs	72	27%
5,001 - 10,000 Afs	22	8%
10,001 - 15,000 Afs	6	2%
15,001 - 20,000 Afs	3	1%
20,001 - 25,000 Afs	3	1%
25,001 - 40,000 Afs	1	0%
more than 40,000 Afs	1	0%
Refused	1	0%
Don't know	3	1%
Total	264	100%

Q51 Gender

	Number	Percent of households
Male	121	46%
Female	143	54%
Total	264	100%

APPENDIX C: 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. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script.

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

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

The same sampling plan was used for the 2010 and 2011 iteration.

Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150
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 and 2011

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.



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