



**USAID** | **AFGHANISTAN**  
FROM THE AMERICAN PEOPLE

# RAMP UP EAST

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



Construction work on the 7,000-meter drainage ditch and 5,000-meter street rough grading project in Charikar

**NOVEMBER, 2011**

This publication was produced for review by the United States Agency for International Development. It was prepared by National Research Center, Inc. under sub contract to Development Associates International.

**Program Title:** Regional Afghan Municipalities Program for Urban Populations – Regional Command East

**Sponsoring USAID Office:** USAID/Afghanistan

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

**Contractor:** DAI

**Date of Publication:** November 30, 2011

**Author:** USAID/RAMP UP East



# RAMP UP EAST

2011 Municipal Internal Capacity and  
External Satisfaction Surveys

REPORT OF RESULTS:

CITY OF CHARIKAR

## **DISCLAIMER**

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



# CONTENTS

- Introduction ..... 1**
  - Overview ..... 2
  
- City Demographics ..... 3**
  
- Internal Capacity ..... 4**
  - General Municipal Capacity ..... 4
  - Public Works Capacity ..... 10
  - Financial Management Capacity ..... 14
  - Revenue Enhancement Capacity ..... 17
  
- Resident Survey ..... 21**
  - Quality of Life ..... 21
  - Services ..... 24
  - Governance ..... 44
  - Women in Society ..... 52
  
- Appendix A: Complete Set of Survey Frequencies, 2011 ..... 54**
  
- Appendix B: Complete Set of Survey Frequencies, External Survey 2010 ..... 83**
  
- Appendix C: Survey Methodology ..... 109**

# FIGURES

Figure 1: Demographic Outline for RAMP UP East Cities .....	3
Figure 2: Per Capita Demographic Outline for RAMP UP East Cities .....	3
Figure 3: City Master Plan, 2011 .....	4
Figure 4: Municipal Profile, 2011 .....	4
Figure 5: Municipal Organization Chart, 2011 .....	4
Figure 6: Municipal Economic Profile, 2011 .....	5
Figure 7: Local Economic Development Plan, 2011 .....	5
Figure 8: Written Statement of Municipal Vision, Mission and Goals, 2011 .....	5
Figure 9: Municipal Government Documents .....	5
Figure 10: Municipal Council .....	6
Figure 11: Frequency of Municipal Council Meetings, 2011 .....	6
Figure 12: Number of Municipal Employees .....	6
Figure 13: Municipality Business Partners, 2011 .....	7
Figure 14: List of Donors That Assisted the Municipality, 2011 .....	7
Figure 15: Frequency of Communication with IDLG/DMA, 2011 .....	8
Figure 16: Mode of Communication with IDLG/DMA, 2011 .....	8
Figure 17: Provincial Line Ministries Directorates with Which Municipality Coordinates, 2011 .....	8
Figure 18: Municipality Involved in Providing Services .....	9
Figure 19: Public Works Activity Planning Document, 2011 .....	10
Figure 20: Public Works Operations and Maintenance Scheduling Document, 2011 .....	10
Figure 21: Service Delivery Inspection Report, 2011 .....	10
Figure 22: Service Delivery Project Maintenance Document, 2011 .....	10
Figure 23: Conducted Regular Road Maintenance, 2011 .....	11
Figure 24: Conducted Regular Public Parks Maintenance, 2011 .....	11
Figure 25: Conducted Regular Latrine Maintenance, 2011 .....	11
Figure 26: Designated Dump Site .....	11
Figure 27: Trash Collection Plan, 2011 .....	11
Figure 28: Physical Assets, 2011 .....	12
Figure 29: Physical Assets, 2010 .....	12
Figure 30: Regular Maintenance Schedule for Vehicles, Tools and Equipment, 2011 .....	12
Figure 31: Operations and Maintenance Facility, 2011 .....	12
Figure 32: Number of Public Works Employees .....	13
Figure 33: Systematic Filing System for Public Works, 2011 .....	13
Figure 34: Filing System Type, 2011 .....	13
Figure 35: Computer Network and Access, 2011 .....	13
Figure 36: Office Infrastructure, 2011 .....	13
Figure 37: Systematic Filing System for Financial Management, 2011 .....	14
Figure 38: Filing System Type for Financial Management, 2011 .....	14
Figure 39: Accounting/Budget System Type for Financial Management, 2011 .....	14
Figure 40: Use of General Ledger, 2011 .....	14
Figure 41: Written Procedures to Disburse Cash Including Recording Disbursement, 2011 .....	15
Figure 42: Financial Audit and Procedures, 2011 .....	15
Figure 43: Number of Financial Management Employees .....	16
Figure 44: Financial Management Computer Network and Access, 2011 .....	16
Figure 45: Financial Management Office Infrastructure, 2011 .....	16

Figure 46: Revenue System Type, 2011 .....	17
Figure 47: Standard Written Procedures for Recording Revenues, 2011 .....	17
Figure 48: Systematic Filing System, 2011 .....	17
Figure 49: Filing System Type, 2011 .....	17
Figure 50: Frequency of Revenue Collection.....	18
Figure 51: Type of Fees and Taxes Collected .....	18
Figure 52: Amount of Fees and Taxes Collected.....	18
Figure 53: Cash Receipt Procedures, 2011 .....	18
Figure 54: List of Municipal Owned Property, 2011 .....	19
Figure 55: Listing of Revenue Sources and How Much has been Collected, 2011 .....	19
Figure 56: Forecasting Report or Example, 2011 .....	19
Figure 57: Number of Revenue Enhancement Employees.....	20
Figure 58: Revenue Enhancement Computer Network and Access, 2011.....	20
Figure 59: Revenue Enhancement Office Infrastructure, 2011.....	20
Figure 60: Quality of Life in Charikar, 2011 .....	21
Figure 61: Quality of Life in Charikar Compared by Year .....	21
Figure 62: Quality of Employment in Charikar, 2011 .....	22
Figure 63: Job Opportunities in Charikar Compared by Year .....	22
Figure 64: Change in Job Opportunities in Last Year Compared by Year .....	22
Figure 65: Head of Household Employment Status Compared by Year.....	23
Figure 66: Job the City Does at Providing Services, 2011.....	24
Figure 67: Job the City Does at Providing Services Compared by Year .....	24
Figure 68: Trash Disposal Method Compared by Year.....	25
Figure 69: Satisfaction with Trash Disposal Method.....	26
Figure 70: Frequency of Trash Removal from Street by City Compared by Year.....	27
Figure 71: Party Paid for Trash Removal Compared by Year .....	27
Figure 72: Quality of City Trash Services, 2011 .....	28
Figure 72: Quality of City Trash Services Compared by Year .....	28
Figure 73: Drinking Water Sources Compared by Year.....	29
Figure 74: Party Paid for Water Service Compared by Year .....	29
Figure 75: Monthly Amount Paid for Water Service Compared by Year.....	30
Figure 76: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source Compared by Year.....	31
Figure 77: Quality of City Water Services, 2011 .....	32
Figure 78: Quality of City Water Services Compared by Year .....	32
Figure 79: Electricity Sources Compared by Year .....	33
Figure 80: Party Paid for Electricity Compared by Year .....	33
Figure 81: Monthly Amount Paid for Electricity Compared by Year .....	34
Figure 82: Quality of Government Electricity Services, 2011.....	35
Figure 83: Quality of City Electricity Services Compared by Year .....	35
Figure 84: Type of Toilet in Home Compared by Year .....	36
Figure 85: Type of Drainage for Waste Water .....	36
Figure 86: Quality city drainage and drainage Services, 2011 .....	37
Figure 87: Quality of City Drainage and Drainage Services Compared by Year .....	37
Figure 88: Quality of City Roads and Road Services.....	38
Figure 89: Quality of city roads and road Services Compared by Year .....	38
Figure 90: Availability of City Parks Compared by Year .....	39
Figure 91: Quality of Parks, 2011 .....	39
Figure 92: Quality of Parks Compared by Year .....	39
Figure 93: Parks Visited, 2011 .....	40
Figure 94: Quality of City Market, 2011 .....	41

Figure 95: Quality of City Market Compared by Year .....	41
Figure 96: Family Can Afford Food at the Market Compared by Year .....	42
Figure 97: Municipal Service Priorities, 2011 .....	43
Figure 98: Municipal Service Priorities Compared by Year .....	43
Figure 99: Entity Sought in Case of a Problem Compared by Year .....	44
Figure 100: Identification of City Mayor Compared by Year .....	44
Figure 101: Contact with City Government Compared by Year .....	45
Figure 102: Monthly Safayi Paid Compared by Year .....	45
Figure 103: Perceived Length of Time for the City to Attend to a Request Compared by Year .....	46
Figure 104: Perceived Level of Influence in Government Decisions Compared by Year .....	47
Figure 105: Frequency Government Officials Work to Serve the People Compared by Year .....	47
Figure 106: Level of Trust in Representatives Conducting Activities to Benefit the People, 2011 .....	48
Figure 107: Level of Trust in Representatives Conducting Activities to Benefit the People Compared by Year .....	48
Figure 108: Level of Corruption, 2011 .....	49
Figure 109: Level of Corruption Compared by Year .....	49
Figure 110: Change in Level of Corruption Compared by Year .....	49
Figure 111: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials, 2011 .....	50
Figure 112: Frequency of Giving Cash, Gifts or Performing Favors when Contacting Government Officials Compared by Year .....	51
Figure 113: Awareness of Ministry of Women’s Affairs Compared by Year .....	52
Figure 114: Agreement that Women Should Have Equal Opportunities Like Men In Education and Government, 2011 .....	52
Figure 115: Female Respondents’ Agreement that Women Should Have Equal Opportunities as Men In Education and Government Compared by Year .....	53
Figure 116: Male Respondents’ Agreement that Women Should Have Equal Opportunities as Men In Education and Government Compared by Year .....	53

# ACRONYMS

COA	Ministry of Finance - Municipal Chart of Accounts
CDC	Community Development Council
DAI	Development Associates International
IDLG	Independent Directorate of Local Governance
MOF	Ministry of Finance
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 Charikar. 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 13 to September 26, 2011. A total of 352 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 Charikar had manual filing systems that included some computerized components. They had computers, shared office space and furnishings and some departments had sufficient computer hardware and software resources. They had a simple master plan (a map of the city completed in 2008) and an economic profile. They generally had written job descriptions and work plans for employees and they had a copy of the municipal law and the Provincial Development Plan (PDP). They were missing some other critical documents such as the terms of reference for each municipal department or a copy of the IDLG terms of reference for the municipality (Subnational Governance Policy).

The municipality had an unelected council with 21 members who met weekly. The city had 26 Tashkeel positions and 58 contract positions. They were seeking approval for 10 more Tashkeel positions and 4 contract positions. The municipality communicated with the IDLG weekly through phone or email contact. Within the city, there were business associations and a Chamber of Commerce and Industry. The Public Works Department in Charikar was not in possession of planning and scheduling documents for service delivery and inspections and did not have specific crews and equipment for projects. The department also did not have an operation and maintenance facility or a schedule for maintenance of equipment.

The city collected Safayi taxes and business license fees. The city was involved in the provision of waste water and sanitation services, but not water and electricity services. The City also did not conduct regular road, parks or latrine maintenance.

In 2011, most Charikar residents rated their quality of life as good or fair, as they had in 2010. Although most heads of households were employed full time, residents generally rated the number of job opportunities in the community as fair or poor and many thought the number of job opportunities was decreasing. Almost all residents thought the City was doing a somewhat or very good job providing their services.

From 2010 to 2011, trash disposal methods in Charikar changed significantly. The proportion of residents with door to door trash collection increased from 1% to 38%. Trash services generally received good ratings, which was an improvement from 2010. The city did not provide water and most residents got drinking water from a piped water source provided by another government agency. Significantly fewer Charikar families had issues with waterborne illnesses in 2011 than 2010. Almost all residents received electricity from a government agency, the city was not involved in this electricity provision.

The City of Charikar did not provide road and drainage services, and ratings for neighborhood drainage canals and streets were generally poor or fair. Few residents lived near parks or knew of parks that were in their city. Residents were happy with the food and other goods they could get at their market, but gave its location, size and layout lower marks.

When asked to rank the importance of the services the City did or could provide, the majority of residents ranked supplying clean drinking water as the most important task. The second and third ranked priorities were rated similarly in importance: providing a new dump site for trash and providing public containers for trash in residential and commercial areas.

The proportion of residents who could identify the mayor decreased from 2010 to 2011, but measures of trust in government increased. Most still thought corruption was a major problem and was increasing. Most residents, both male and female, strongly agreed that women should have equal opportunities to participate in education and government.

# CITY DEMOGRAPHICS

Compared to other municipalities in the RUE program, Charikar was a smaller sized city. It had lower per capita expenses and higher per capita revenues than other RUE cities. Like other smaller and small-sized cities, Charikar had more employees per capita than larger or medium sized cities.

**FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES**

	Population	Land Size (km <sup>2</sup> )	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 km <sup>2</sup> )	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 Charikar 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 2008 and covering 4 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
Charikar	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
Charikar	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
Charikar	No	Yes	No
All cities	0%	100%	0%

Like most municipalities, Charikar had performed a situational analysis of social, economic and political circumstances and created a Municipal Economic Profile that was not available in all languages. 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 Charikar 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 an annual timeframe. The Charikar 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 7 completed PDP projects and 6 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
Charikar	No	Yes	No
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
Charikar	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
Charikar	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)	Yes	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	Yes	Yes	62%
Work plans for different municipal functional areas	Yes	Yes	62%

Charikar had a functioning administrative municipal council with 21 members that met weekly, none of the council members were women. The council grew significantly from 2010, when it had 4 members. 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, the City of Charikar had 26 Tashkeel positions and staff were seeking approval for 10 more. All 26 of the current Tashkeel positions were filled. This was an increase from 2010 when there were 22 Tashkeel positions. In 2011, there were 58 contract positions (all filled), which was up from 46 in 2010. The city was seeking approval for 4 more contract positions. 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	Yes	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
Charikar	Yes	No	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	4	21	22	26	46	58
Filled by men	4	21	22	26	46	58
Filled by women	0	0	0	0	0	0
Unfilled			0	0	0	0
Seeking approval			NA	10	NA	4
Neighborhood representatives	NA	16				

Charikar businesses were represented in the city by business associations and a Chamber of Commerce and Industry. However, the city did not have lists of the business associations or contact information for the associations or the Chamber. City representatives did not know of any private sector interest in buying/leasing municipal assets. They were aware of donors working in the city, but did not keep a list as there were less than five to keep track of.

**FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011**

	<b>Charikar</b>	<b>Percent of all Cities</b>
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	Yes	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**

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

The Charikar municipality communicated with the IDLG weekly via phone, email and through the quarterly reporting system. They also coordinated with all the Provincial Line Ministry Directorates except the Department of Old City.

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

	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Charikar	Yes	No	No
All cities	31%	38%	31%

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

<b>Mode</b>	<b>Charikar</b>	<b>Percent of all Cities</b>
Phone	Yes	46%
Email	Yes	46%
Quarterly reporting	Yes	85%

**FIGURE 17: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2011**

<b>Provincial Line Ministry Directorate</b>	<b>Charikar</b>	<b>Percent of all Cities</b>
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	No	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	Yes	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 Charikar 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 but not waste water service.

**FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES**

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

# PUBLIC WORKS CAPACITY

The Public Works Department in Charikar was not in possession of planning and scheduling documents for service delivery and inspections.

**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
Charikar	Yes	No	No	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
Charikar	Yes	No	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
Charikar	Yes	No	No	No
All cities	31%	46%	15%	8%

**FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011**

	None	Estimated project maintenance and 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
Charikar	Yes	No	No	No
All cities	23%	62%	8%	8%

The Public Works Department also did not conduct regular road, parks or latrine maintenance.

**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
Charikar	Yes	No	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
Charikar	Yes	No	No	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
Charikar	Yes	No	No	No
All cities	31%	31%	38%	0%

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

The City of Charikar did have 181 designated dumpsites located in the municipal coverage area and at least one was a landfill. They did not have a trash collection plan, but approximately 700 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
Charikar	Yes	No	No	No
All cities	15%	8%	69%	8%

The Public Works Department did have some physical assets to assist waste management but they did not have a garage or workspace designated as an operation and maintenance facility, nor did they have plans for regular maintenance schedule for vehicles, tools and equipment. The Public Works department was responsible for the maintenance of vehicles, tools and equipment.

**FIGURE 28: PHYSICAL ASSETS, 2011**

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha Taxi	1	Staff Transport	Yes	Good	Yes
Generator	1	Office	Yes	Poor	Yes
Jeep/Truck/Pickup	1	Waste Management	Yes	Poor	Yes
Large Truck/Trash Truck	1	Waste Management	Yes	Poor	Yes
Septic	1	Waste Management	Yes	Good	Yes
Motor Cycle/Bike	3	Waste Management	Yes	Good	Yes
Pick Axe	5	Waste Management	Yes	Good	Yes
Dump truck / Large Mazda	6	Waste Management	Yes	Poor	Yes

**FIGURE 29: PHYSICAL ASSETS, 2010**

	Number	Primary use	Operational	Condition	Has operator
Loader	2	Road Maintenance	Yes	Good	Yes
Dump Truck	2	Park Maintenance	Yes	Good	Yes
Water Tankers	3	Park Maintenance	Yes	Good	Yes
Pick Axe	15				

**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
Charikar	Yes	No	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
Charikar	Yes	No	No
All cities	54%	46%	0%

The Charikar Public Works Department lost many employees from 2011 to 2010. In 2010 they had 14 filled Tashkeel positions and 46 contract positions in 2011 they had 2 filled Tashkeel positions and 27 contract positions. These positions may have been lost or organized under a different department.

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 unlike most other cities, it did have sufficient computer software.

**FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	22	2	46	27
Filled by men	14	2	NA	27
Filled by women	0	0	NA	0
Unfilled	8	2	NA	5

**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
Charikar	No	No	Yes	No
All cities	0%	62%	38%	0%

**FIGURE 34: FILING SYSTEM TYPE, 2011**

	Manual	Computerized	Both
Charikar	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)
Charikar	Yes	1	8
All cities	100%	1.2	11.6

**FIGURE 36: OFFICE INFRASTRUCTURE, 2011**

	Charikar			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	No	Yes	No	77%	15%	8%
Information Technology – Software	No	No	Yes	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. Charikar 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.

Charikar had 5 years of prior budgets. 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
Charikar	No	No	Yes	No
All cities	0%	15%	69%	15%

**FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011**

	Manual	Computerized	Both
Charikar	Yes	0%	0%
All cities	77%	0%	23%

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

	Manual	Computerized	Both
Charikar	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
Charikar	No	No	Yes	No	No
All cities	0%	46%	38%	15%	0%

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

	<b>None</b>	<b>Manual written procedures</b>	<b>Automated Procedures</b>	<b>Automated and Flow Chart</b>
Charikar	Yes	No	No	No
All cities	100%	0%	0%	0%

An external audit of the Financial Management Department was conducted in 2010 and a copy of the external audit was provided. The document showed that there was more than one audit by the Ministry of Finance (MOF), IDLG or other source on an annual basis.

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 expenditures.

**FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011**

	<b>Charikar</b>	<b>Percent of all Cities</b>
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 one Tashkeel position and a second Tashkeel position remained unfilled. The department had no contract employees. The Tashkeel position was filled by a man. 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 enough office space, but had shared furniture for its employees. It was lacking both computer hardware and software.

**FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	2	0	0
Filled by men	2	1	NA	0
Filled by women	0	0	NA	0
Unfilled	0	1	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)
Charikar	Yes	1	24
All cities	100%	1	9

**FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011**

	Charikar			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	No	Yes	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
Charikar	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
Charikar	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
Charikar	No	No	Yes	No
All cities	0%	31%	69%	0%

**FIGURE 49: FILING SYSTEM TYPE, 2011**

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

The frequency for revenue collection in 2011 was not known, but in 2010 revenues were collected monthly.

Revenues included Safayi taxes and business license fees. In 2011, the city had 1,200 active business licenses and expected to collect 80,841 AFN in license fees. This would be an increase from 2010 when 6,878 AFN was collected. The 2011 fee was projected to be about 67 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 one million AFN in Safayi taxes in 2011, or 20 AFN per resident. This was low compared to the average of 53 AFN per capita for all 13 cities.

Charikar did not accept cash payments for tax and revenue bill but did issue receipts for cash received by the municipality. 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	NA	8%
Monthly	Yes	NA	50%
Quarterly	No	NA	8%
Biannually	No	NA	17%
Annually	No	NA	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		50,140	103,087
Safayi taxes in 2010 (AFN)	150,000	642,653	1,697,324
Safayi taxes projected for 2011 (AFN)		1,000,000	5,482,634
Number of active business licenses	50	1,200	1,656
Business license fees in 2010 (AFN)	0	6,878	377,519
Business license fees for 2011 (AFN)		80,841	512,405

**FIGURE 53: CASH RECEIPT PROCEDURES, 2011**

	Charikar	Percent of all Cities
Accept cash payment for tax and revenue bills	No	46%
Deposit received cash in the bank	No	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/all properties listed. The city also had a list of revenue sources, recorded both electronically and 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 valuation allowing forecasting calculation to be done.

**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
Charikar	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
Charikar	0%	No	Yes	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
Charikar	0%	Yes	No	No	No
All cities	0%	31%	69%	0%	0%

The Revenue Enhancement Department had one of two possible Tashkeel positions filled and had no contract employees. There were fewer Tashkeel positions in 2011 than in 2010.

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	2	0	0
Filled by men	3	1	NA	0
Filled by women	0	0	NA	0
Unfilled	0	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)
Charikar	Yes	1	24
All cities	100%	1	9

**FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011**

	Charikar			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

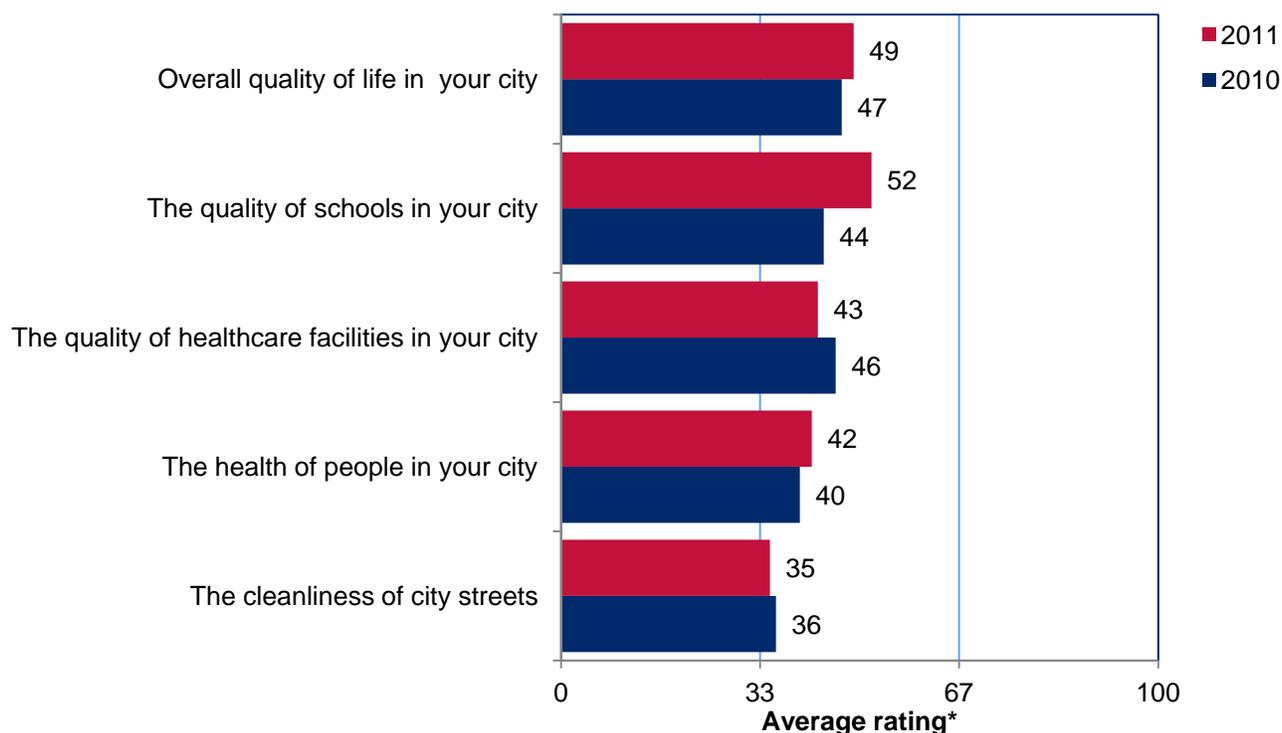
Most residents of Charikar rated the quality of life in the city as good (55%), but 34% thought it was fair. Only 10% thought it was poor. This was similar to 2010. Ratings for the quality of schools improved from 2010 to 2011, but other ratings were similar.

**FIGURE 60: QUALITY OF LIFE IN CHARIKAR, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	1%	55%	34%	10%	49
The quality of schools in your city	1%	64%	27%	8%	52
The quality of healthcare facilities in your city	1%	44%	35%	19%	43
The health of people in your city	1%	38%	48%	14%	42
The cleanliness of city streets	1%	33%	37%	29%	35

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

**FIGURE 61: QUALITY OF LIFE IN CHARIKAR COMPARED BY YEAR**



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

# EMPLOYMENT

In 2011, Charikar residents gave low ratings to the number of job opportunities in their city (35% fair and 40% poor). This rating was down from 2010. More residents, in 2011 than in 2010, said the number of job opportunities in their city had decreased, but most in both years thought the number of opportunities were staying the same or increasing.

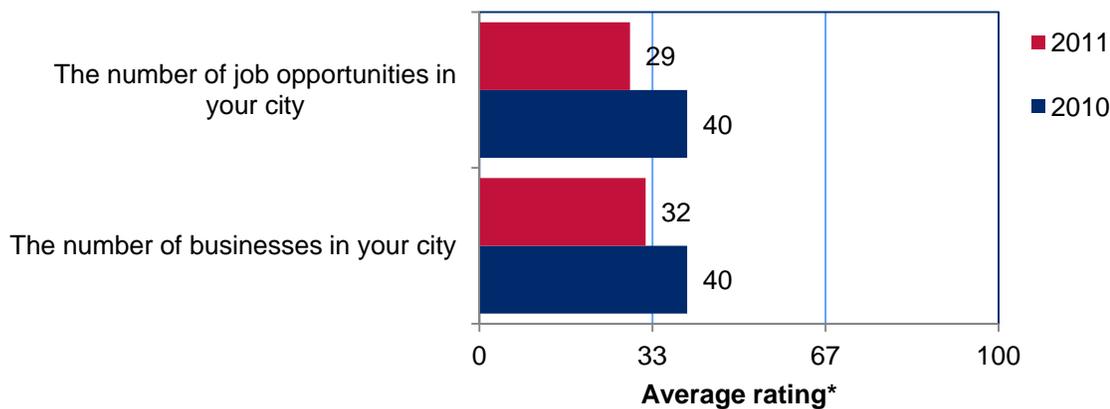
Residents gave low ratings for the number of businesses in their city; 31% thought the number of businesses was fair and 37% thought it was poor.

**FIGURE 62: QUALITY OF EMPLOYMENT IN CHARIKAR, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	25%	35%	40%	29
The number of businesses in your city	1%	32%	31%	37%	32

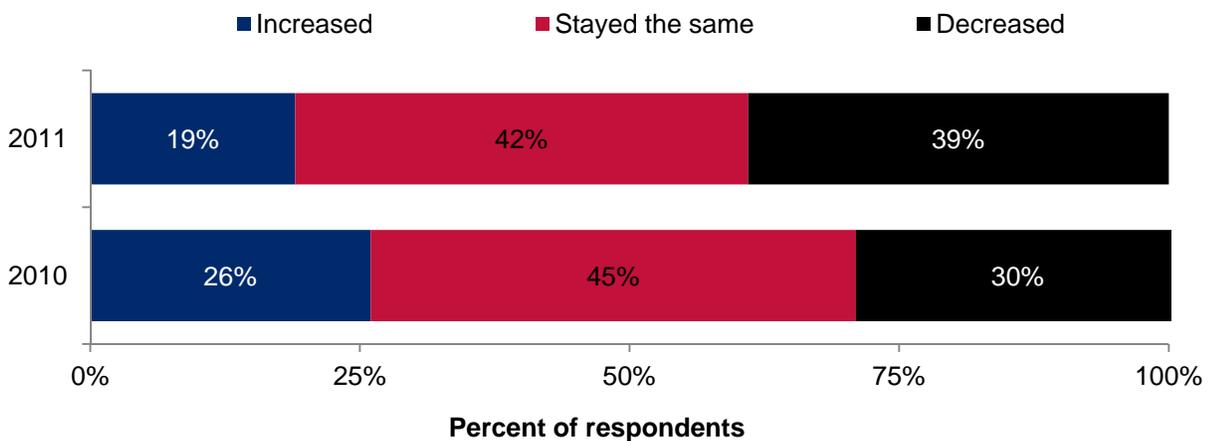
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 63: JOB OPPORTUNITIES IN CHARIKAR COMPARED BY YEAR**



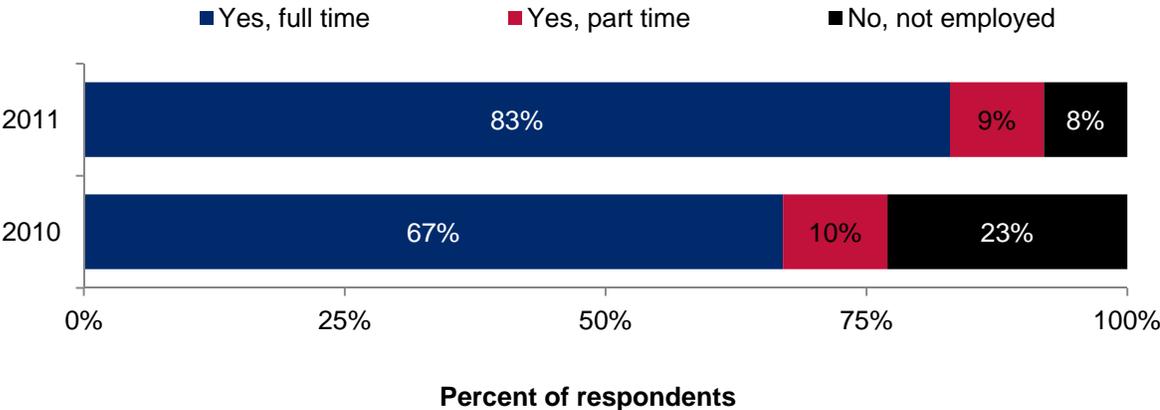
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



Employment among heads of households improved from 2010 to 2011, with 92% being employed full or part time in 2011, compared to 77% in 2010.

**FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR**



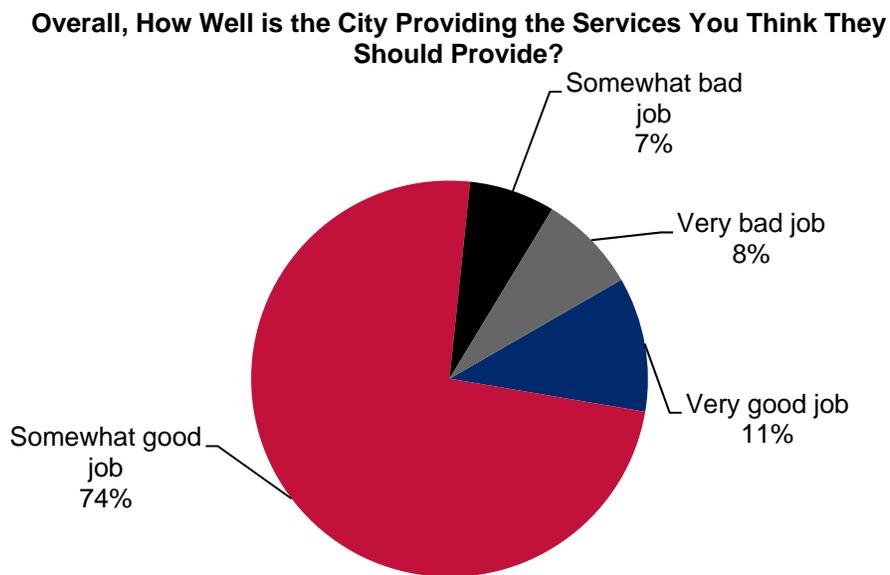
# SERVICES

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 exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

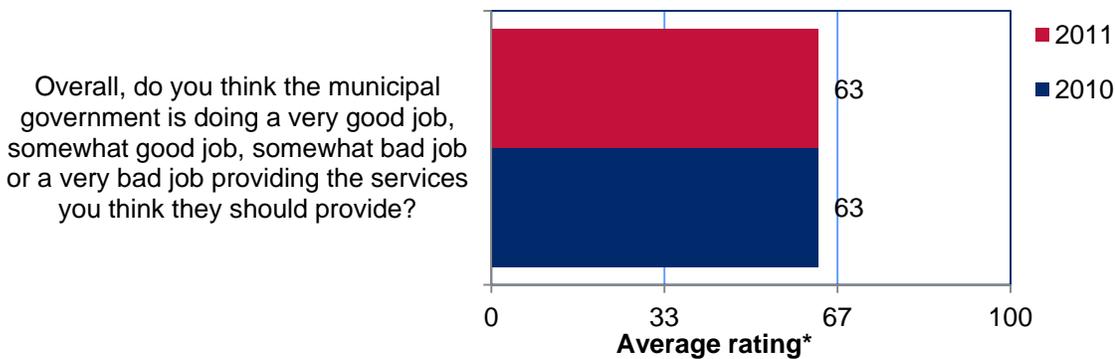
The City of Charikar was involved in providing waste water and sanitation services but did not provide drinking water or power services or regular road, parks and latrine maintenance.

Most residents thought the city was doing a somewhat (74%) or very (11%) good job of providing services. This was similar to 2010.

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



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

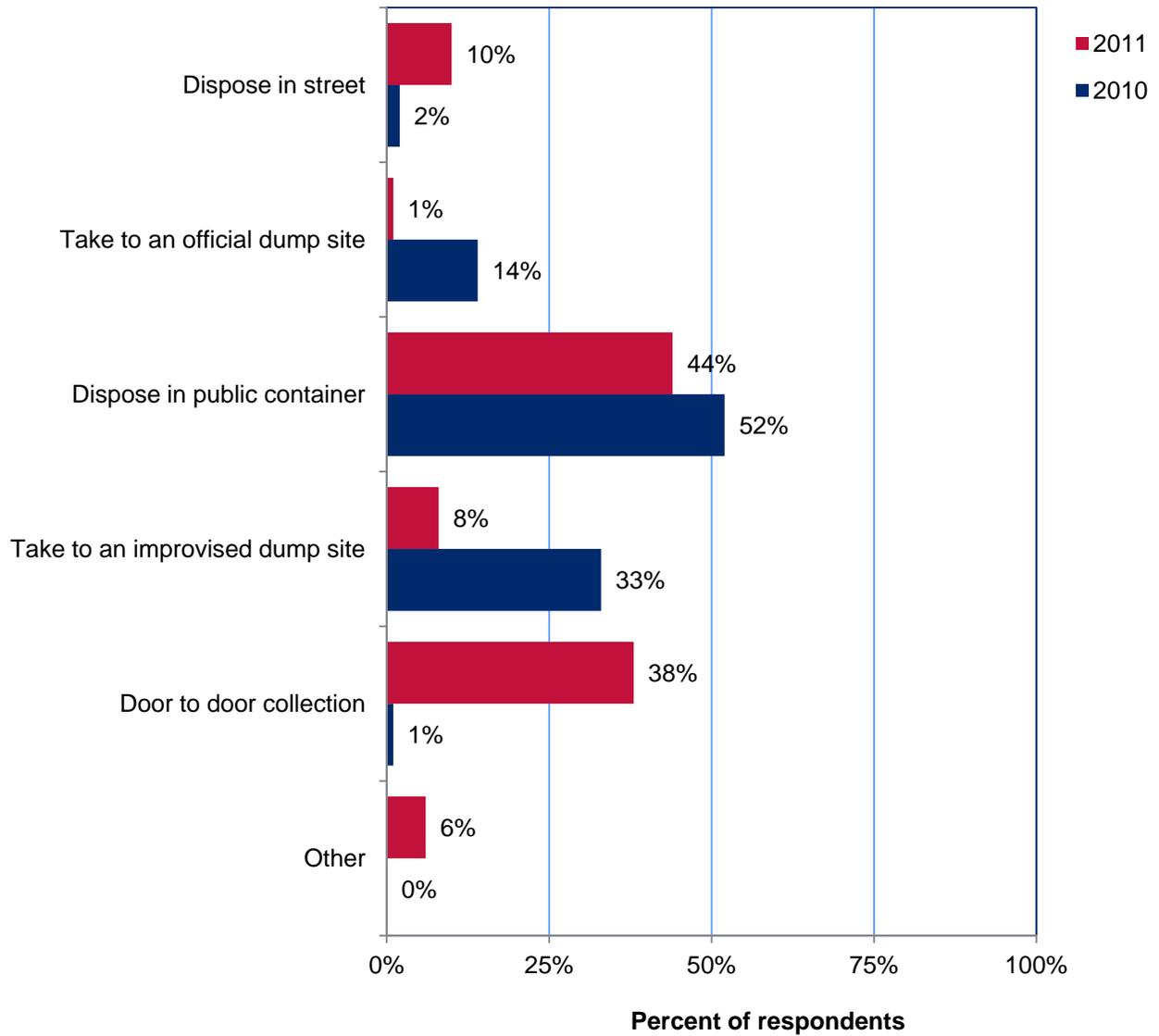


\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

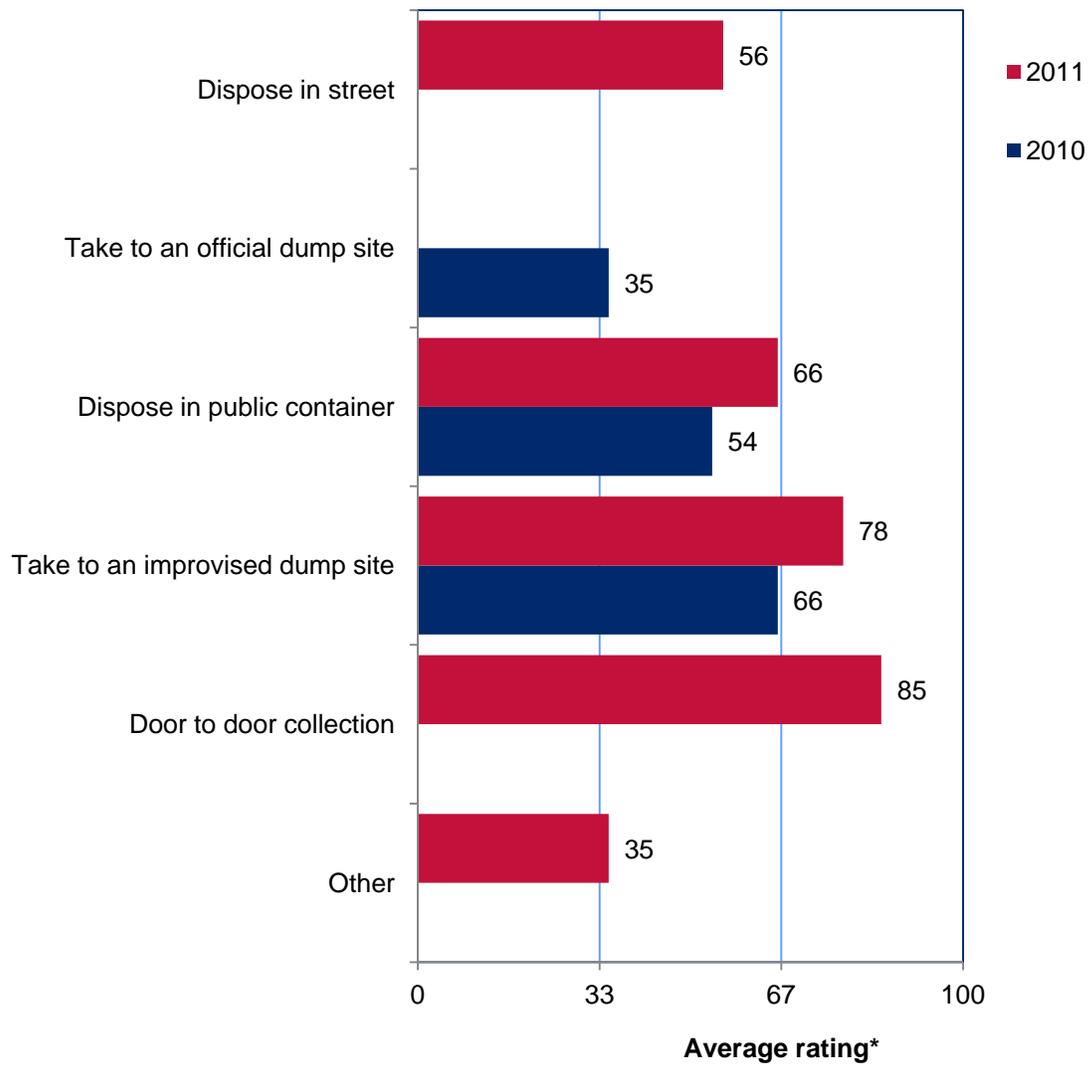
The most common trash disposal method used by residents of Charikar in both 2010 and 2011 was via public container. In 2011, fewer residents used improvised dumpsites and more used door to door collection for their trash.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Those residents who had door to door collection were more satisfied than others with their trash collection method. Least satisfied were residents disposing of trash in streets or using unlisted methods.

**FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD**



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

A similar number of residents, in 2011 and 2010, reported having trash cleaned from their streets by the City at least once a week (about half). Only 13% reported paying for this service, they thought it was part of their Safayi.

Figure 70: Frequency of Trash Removal from Street by City Compared by Year

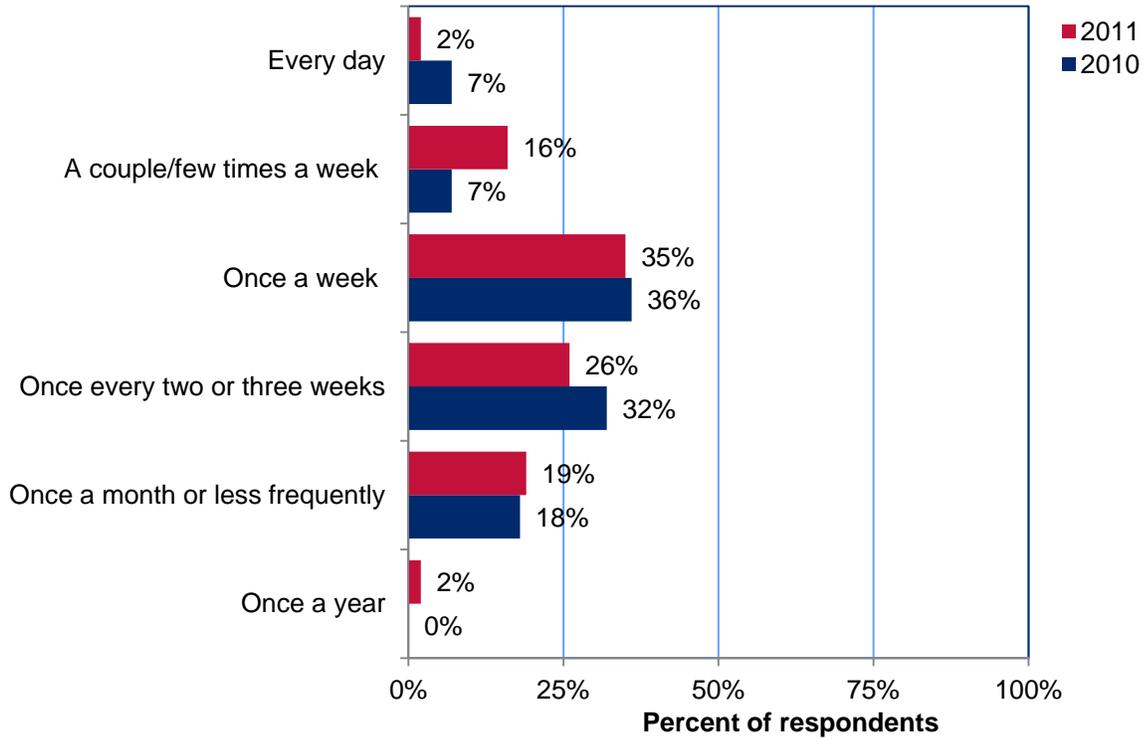
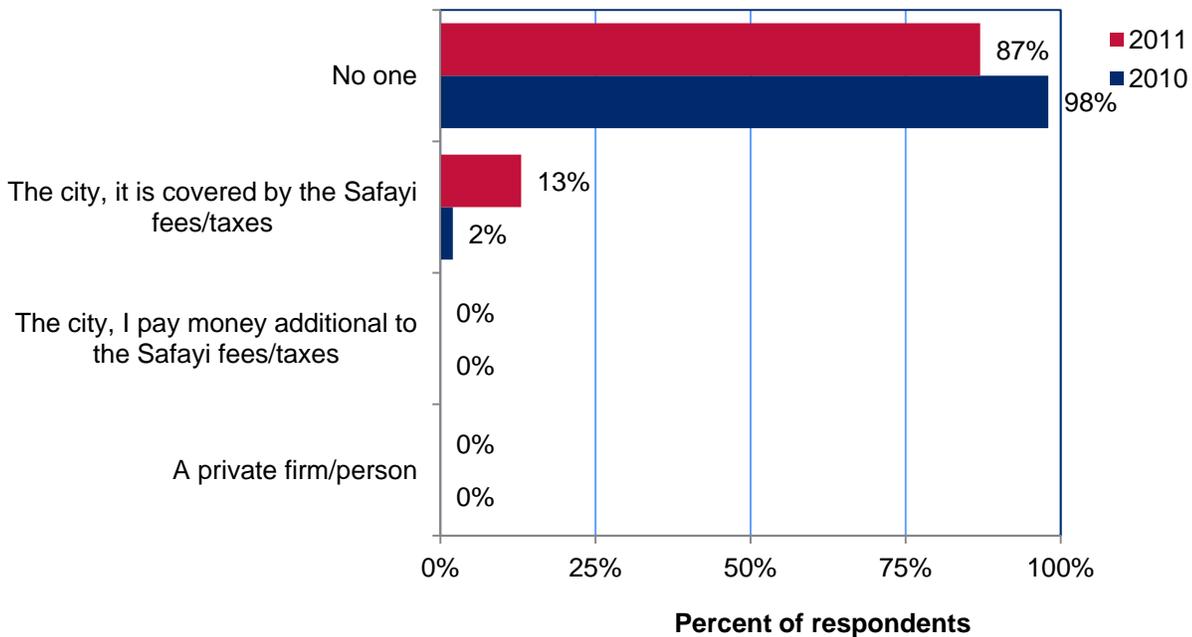


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



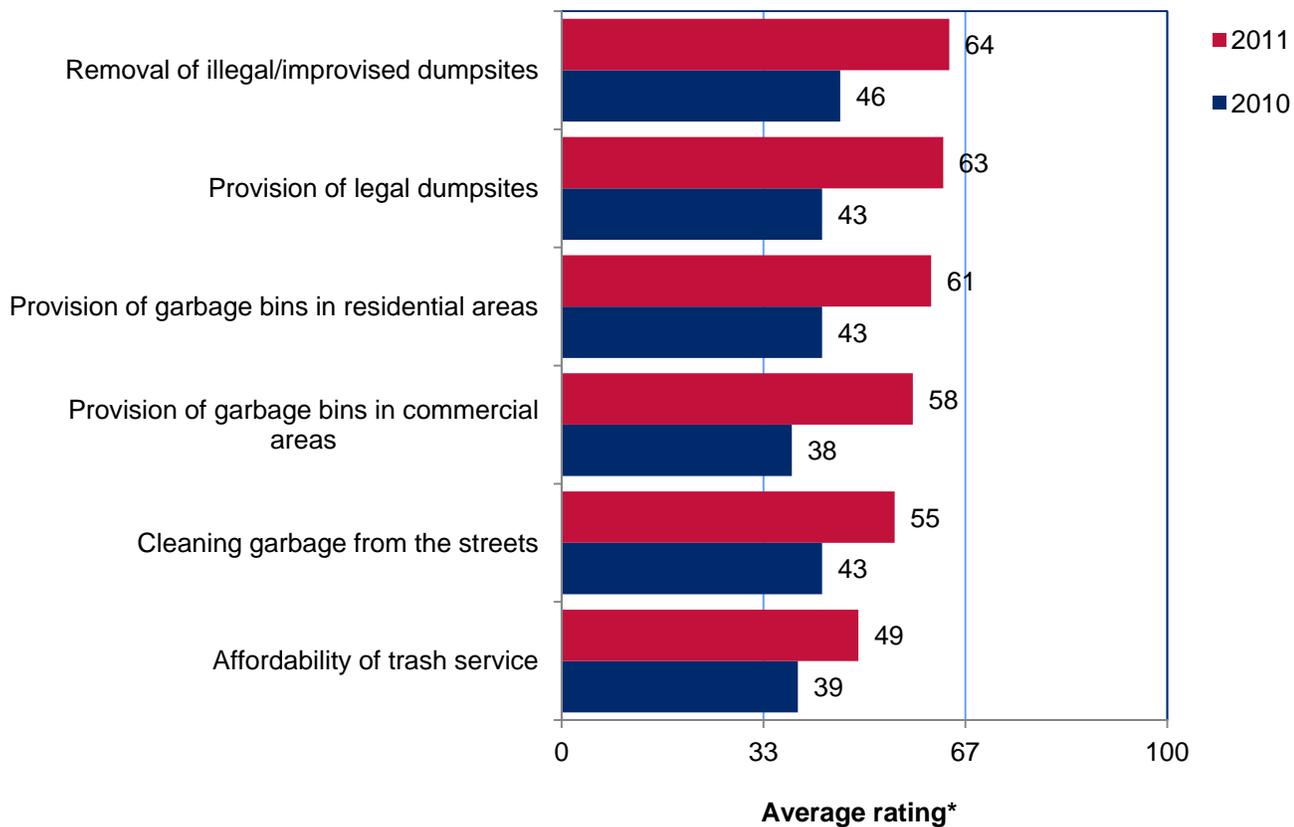
Ratings for City trash services improved from 2010 to 2011. In 2011, 70% of respondents rated the removal of illegal/improvised dumpsites as excellent or good and about 60% rated cleaning garbage from the streets and the provision of legal dumpsites and garbage bins in commercial and residential areas as excellent or good.

**FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	27%	43%	22%	7%	64
Provision of legal dumpsites	27%	37%	35%	2%	63
Provision of garbage bins in residential areas	23%	40%	34%	3%	61
Provision of garbage bins in commercial areas	18%	41%	39%	2%	58
Cleaning garbage from the streets	17%	43%	29%	11%	55
Affordability of trash service	8%	45%	32%	15%	49

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

**FIGURE 73: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR**

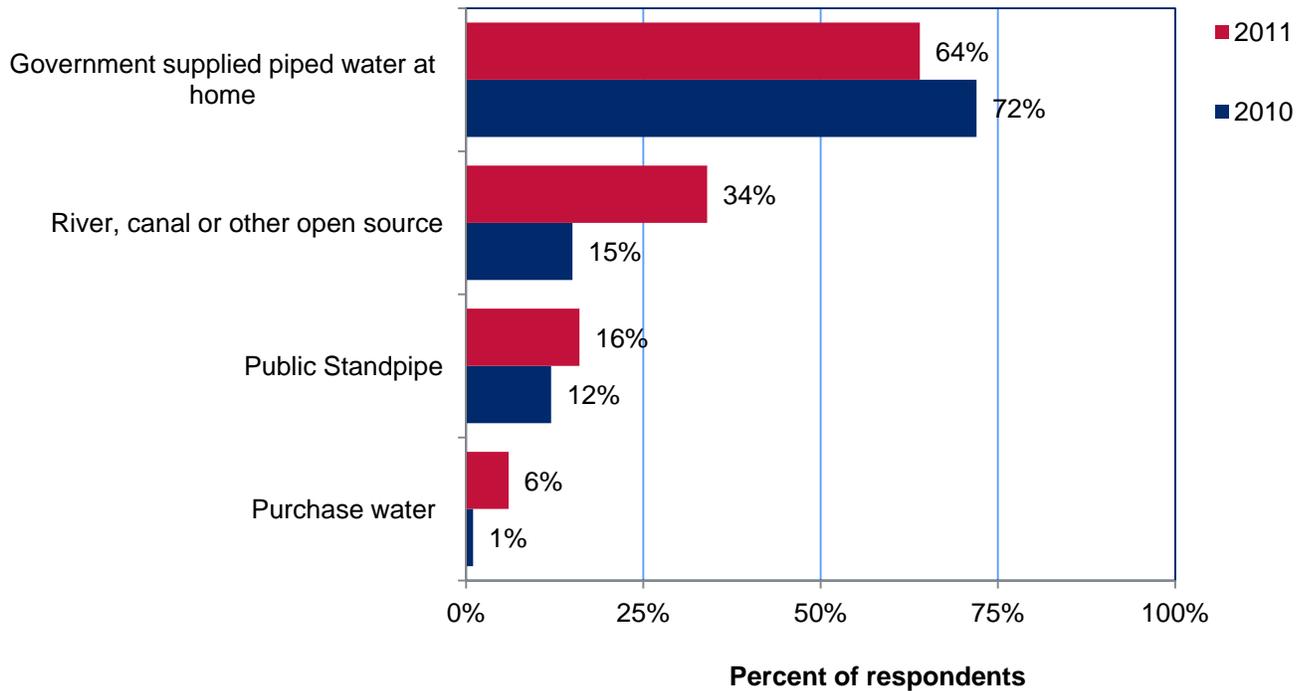


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

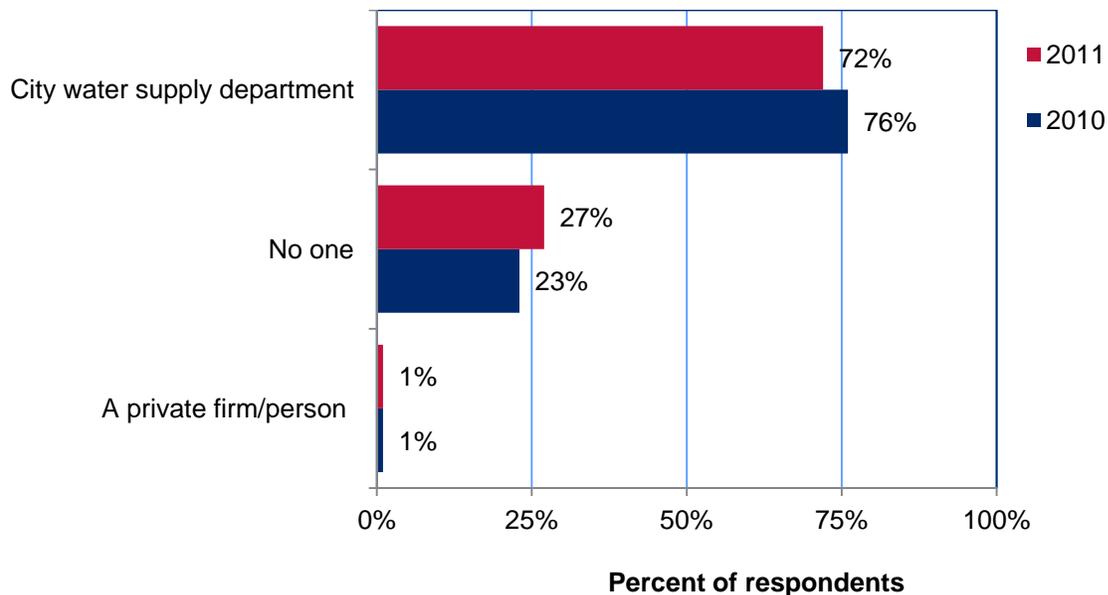
# WATER

In 2011, 64% of respondents said they received their drinking water from a government-provided supply piped to their home, down slightly from 72% in 2010. Others were likely to get water from an open source (such as a river or canal) or to use a public standpipe. Those who were paying for water, said they made payments to the city water department, although the city was not involved in water provision. It is likely that they were paying another government department.

**FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR**

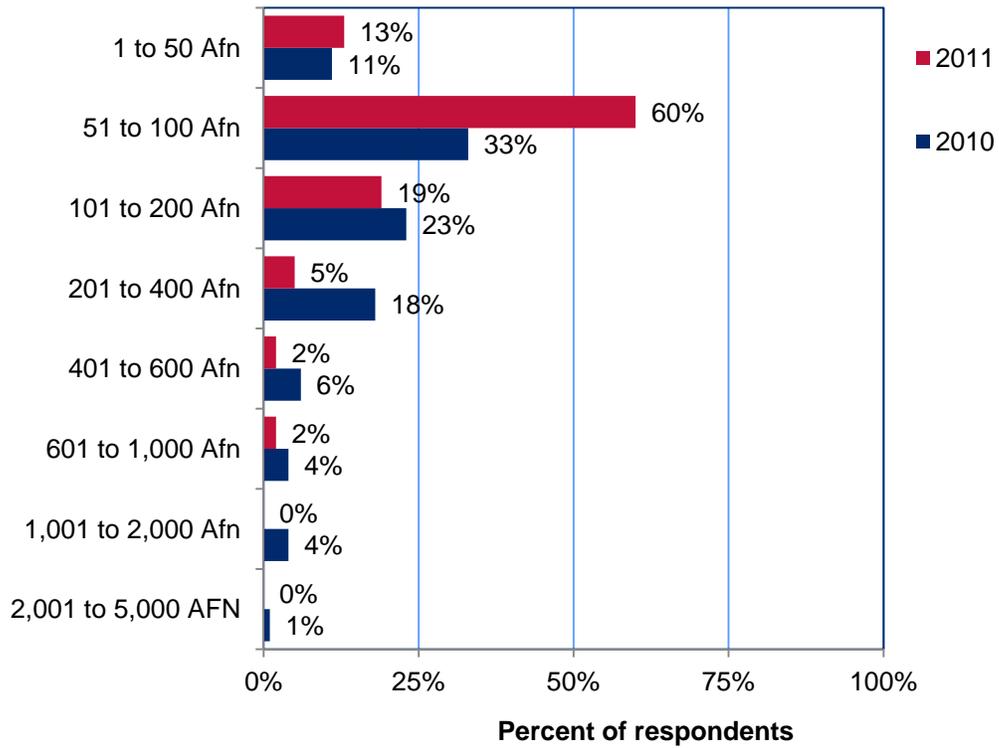


**FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



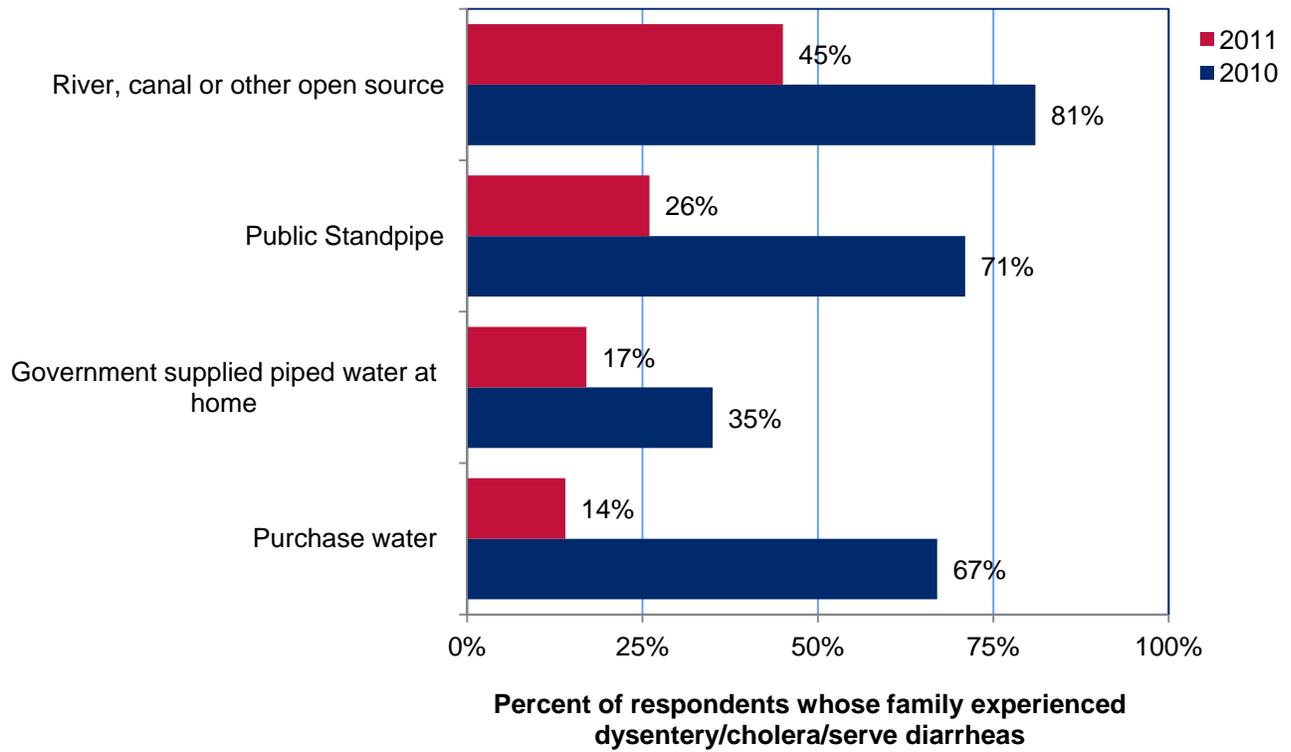
In 2011, payments were generally between 51 and 100 AFN per month for water service. This was a drop from 2010 payment levels, but the amount of water delivered for these prices was not determined by the survey, and it may be the amount delivered also dropped.

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



The incidence of waterborne illness decreased drastically from 2010 to 2011 and those purchasing water or using the piped government supply were least likely to experience the illnesses.

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



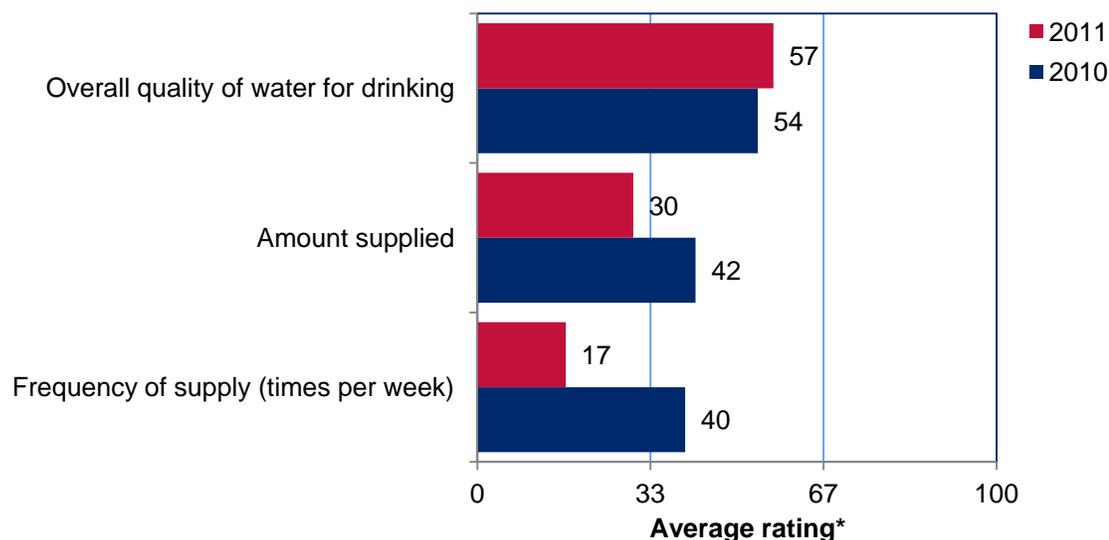
While residents were generally satisfied with the quality of the drinking water provided by the government, 65% of them said the frequency of supply was poor and 37% said the amount of water supplied was poor. Ratings for the quality of water were similar between years, but ratings for the frequency and amount of supply dropped from 2010 to 2011.

**FIGURE 78: QUALITY OF CITY WATER SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of water for drinking	18%	48%	20%	14%	57
Amount supplied	2%	24%	37%	37%	30
Frequency of supply (times per week)	2%	13%	19%	65%	17

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

**FIGURE 79: QUALITY OF CITY WATER SERVICES COMPARED BY YEAR**



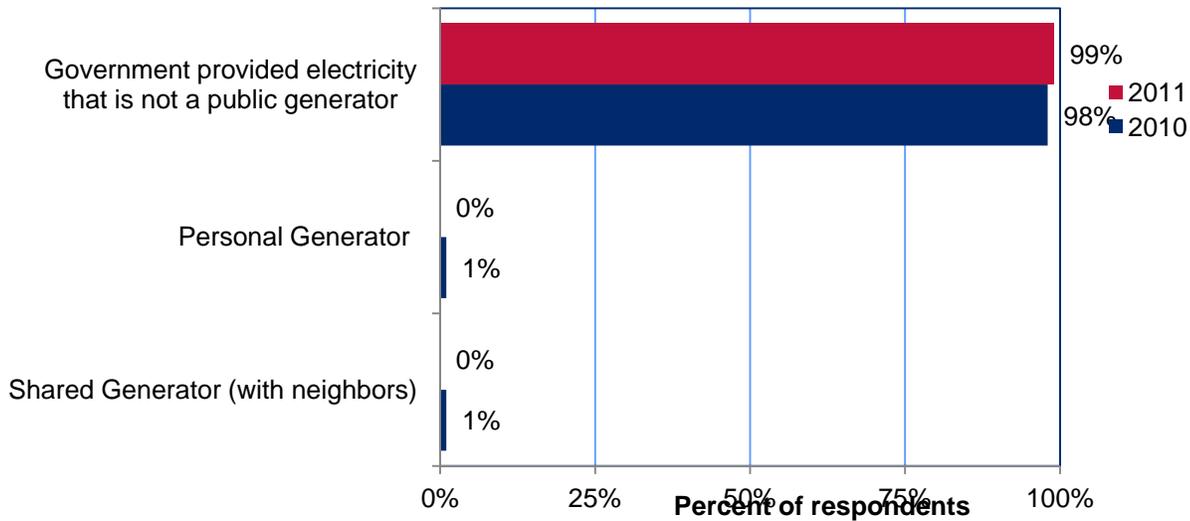
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# ELECTRICITY

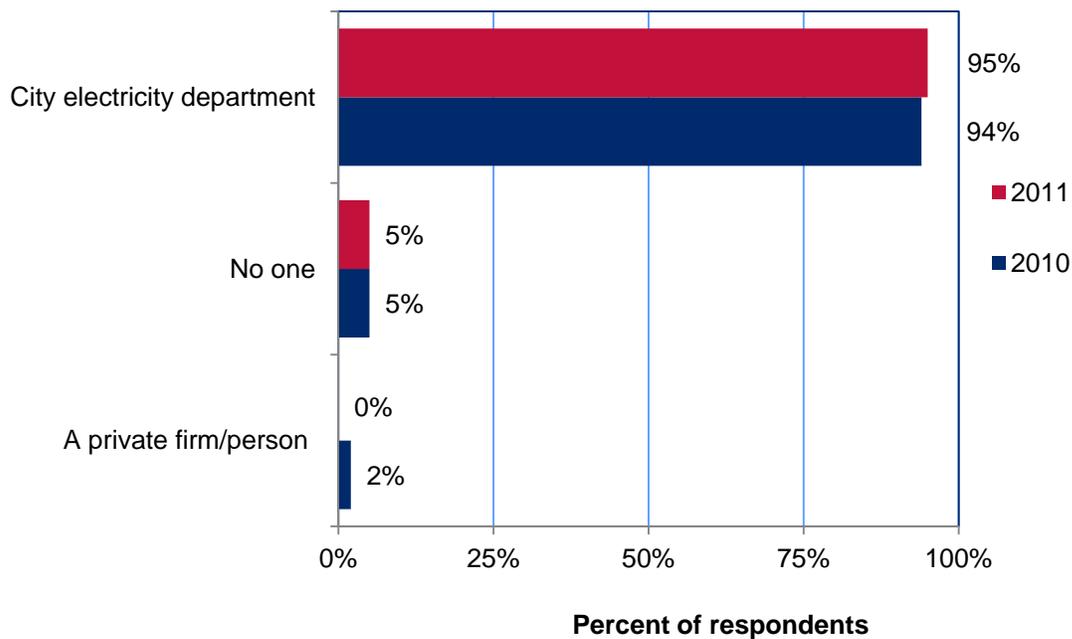
Almost all residents in Charikar had electricity and it was supplied by a government agency. The city was not involved in the provision of electricity, but most residents said they paid the city electricity department for their electricity. It is likely they were paying another government agency.

How much they paid ranged widely; a quarter of the residents paid between 201 and 400 AFN per month, a quarter paid between 401 and 600 AFN per month and one-third paid 601 AFN per month or more.

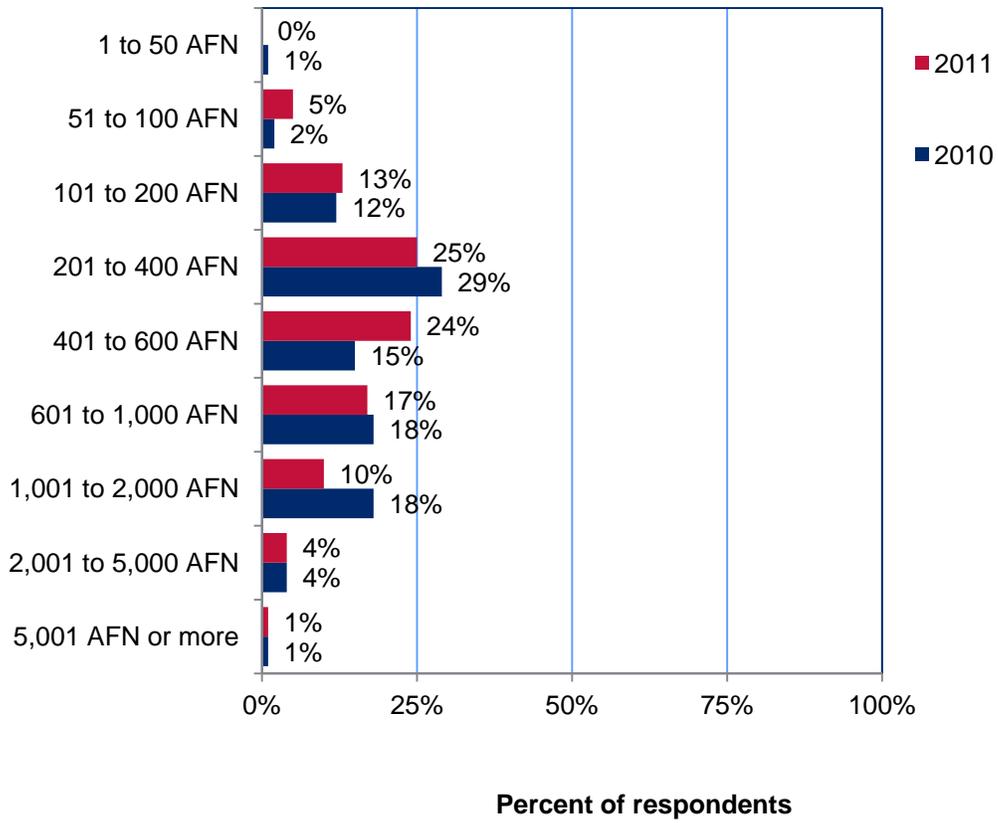
**FIGURE 80: ELECTRICITY SOURCES COMPARED BY YEAR**



**FIGURE 81: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



**FIGURE 82: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR**



Just over half of the Charikar residents rated the quality of their electricity supply as excellent or good; 60% for the number of days supplied, 58% for the number of hours supplied, and 52% for the quality and price of service. This was similar in 2011 and 2010.

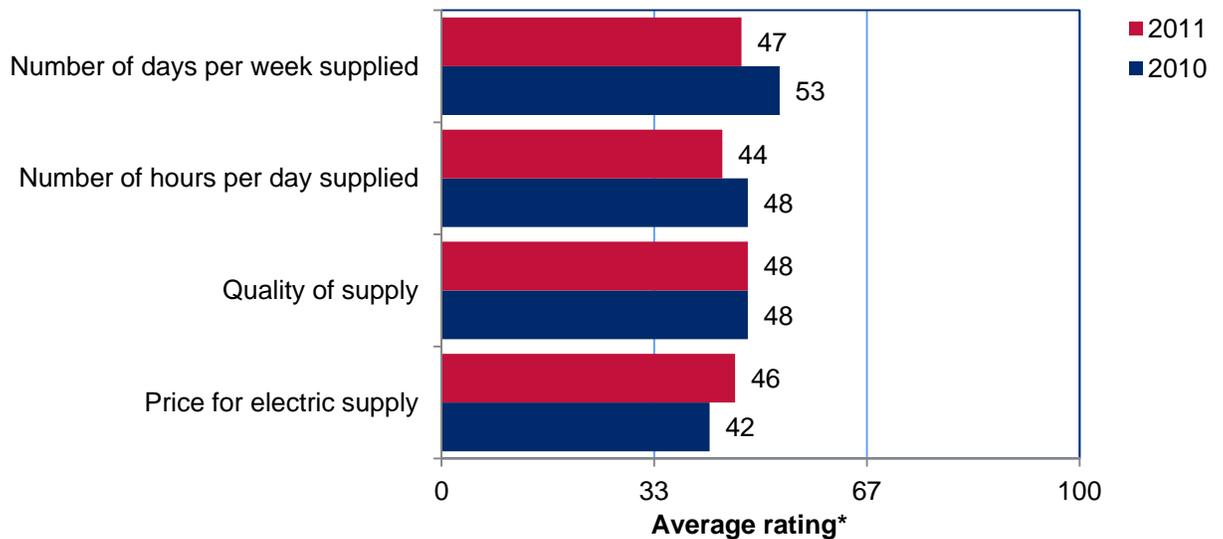
**FIGURE 83: QUALITY OF GOVERNMENT ELECTRICITY SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	9%	51%	12%	28%	47
Number of hours per day supplied	2%	54%	18%	26%	44
Quality of supply*	8%	46%	26%	20%	48
Price for electric supply	5%	47%	29%	19%	46

\*Electricity power and cut outs during service hours.

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

**FIGURE 84: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR**



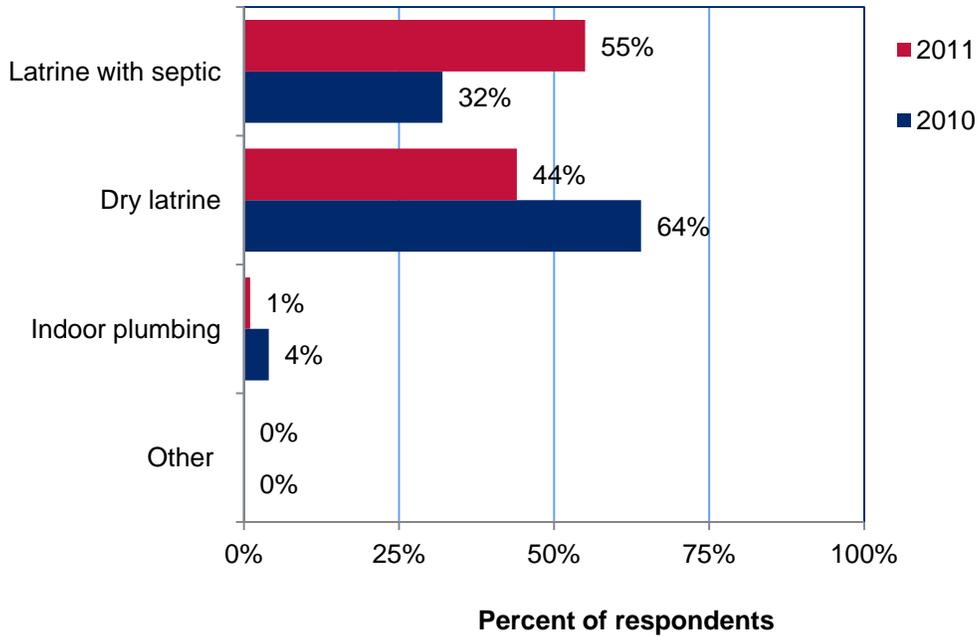
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

# ROADS, DRAINAGE AND SANITATION

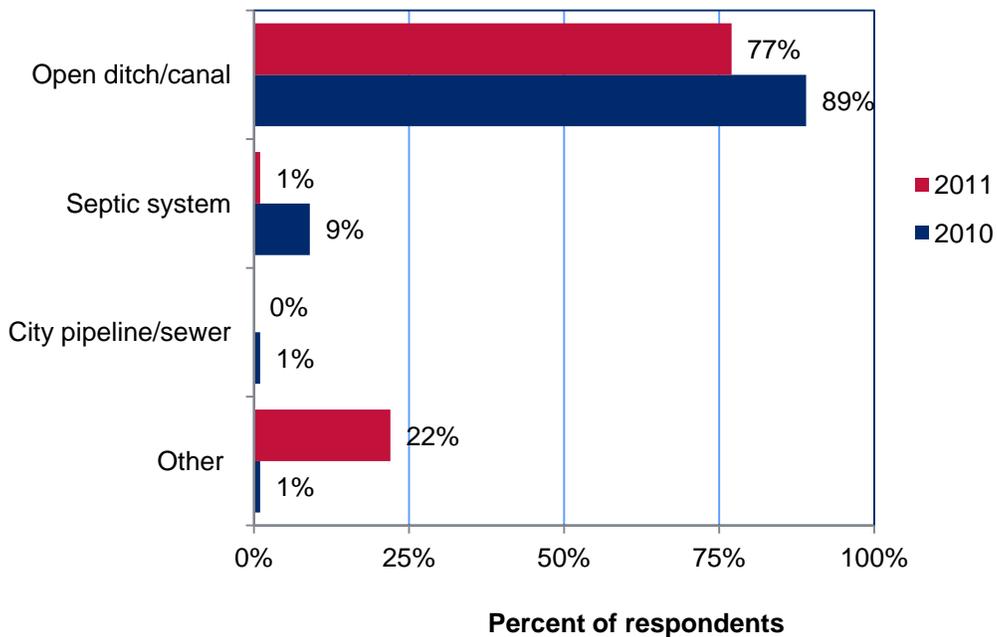
The number of residents of Charikar who said they had latrines with septic in their homes increased from 2010 to 2011 and the number draining waste water (from sinks) decreased slightly (from 89% to 77%).

In 2010, 1% 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 85: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 86: TYPE OF DRAINAGE FOR WASTE WATER**



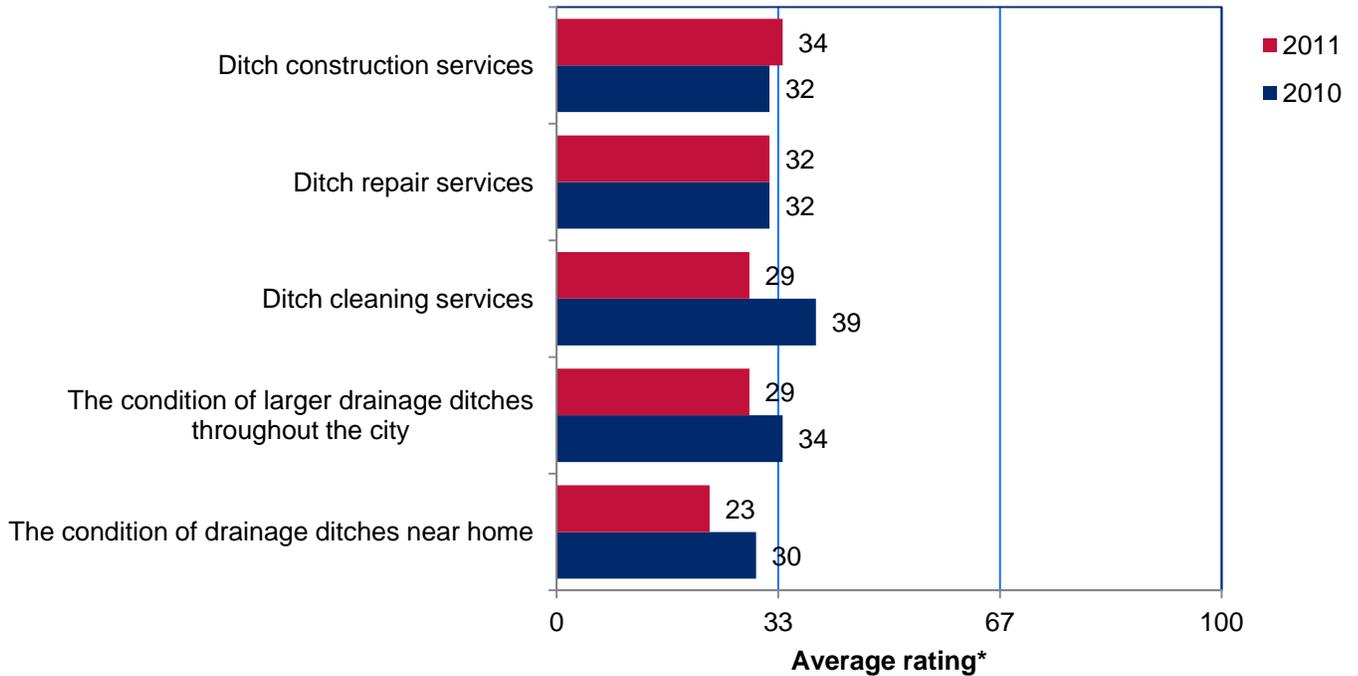
Ratings for the condition of drainage ditches and canals and ditch cleaning, repair and construction services were generally poor or fair. This was similar between years.

**FIGURE 87: QUALITY CITY DRAINAGE AND DRAINAGE SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	1%	22%	21%	56%	23
The condition of larger drainage ditches throughout the city	0%	21%	45%	34%	29
Ditch cleaning services	1%	22%	43%	34%	29
Ditch repair services	0%	25%	46%	30%	32
Ditch construction services	1%	30%	42%	28%	34

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

**FIGURE 88: 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 roads and road services were similar in 2010 and 2011; they remained low. Most residents thought the condition of neighborhood streets were poor (37%) or fair (34%). Conditions for main city streets and highways garnered higher ratings but most also rated these as fair or poor.

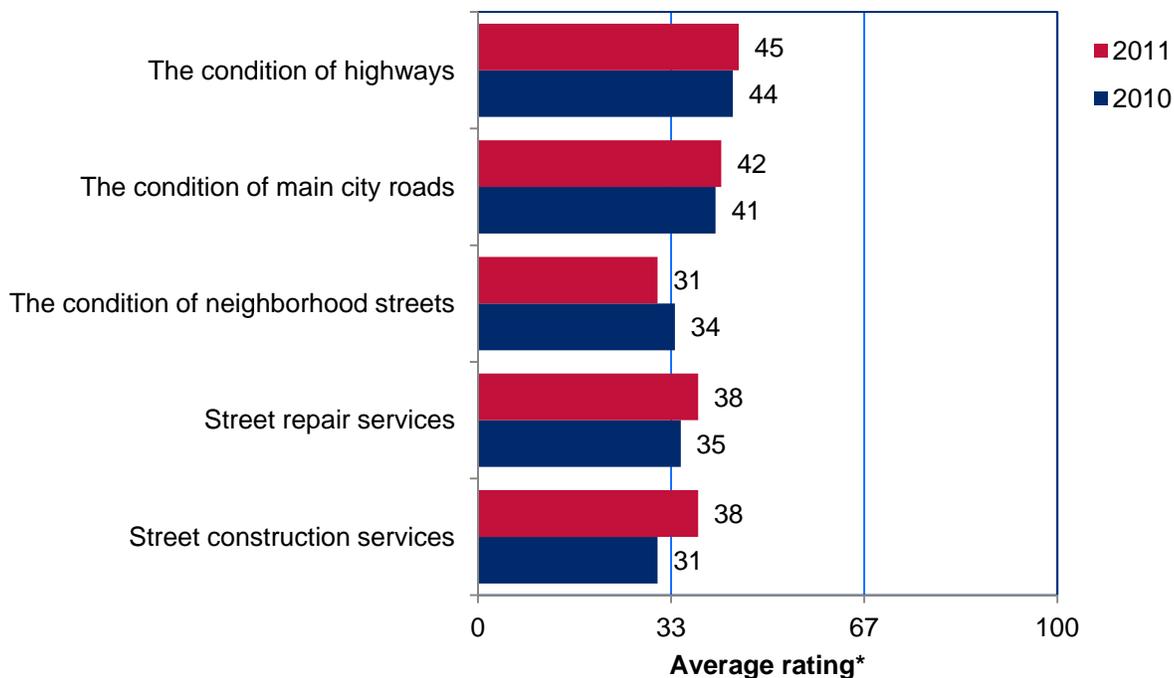
Street repair and construction services received low ratings, which likely reflects that the city did not conduct regular road maintenance.

**FIGURE 89: QUALITY OF CITY ROADS AND ROAD SERVICES**

	Excellent	Good	Fair	Poor	Average rating*
The condition of highways	1%	49%	36%	15%	45
The condition of main city roads	0%	38%	50%	12%	42
The condition of neighborhood streets	1%	28%	34%	37%	31
Street repair services	0%	28%	57%	15%	38
Street construction services	1%	30%	51%	18%	38

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

**FIGURE 90: QUALITY OF CITY ROADS AND ROAD 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. About one in five knew of a park for adults/teens further away but very few knew of a children’s playground or women’s park in the city. Those who knew of a park in the city generally gave them poor ratings. This was similar in 2011 and 2010.

**FIGURE 91: AVAILABILITY OF CITY PARKS COMPARED BY YEAR**

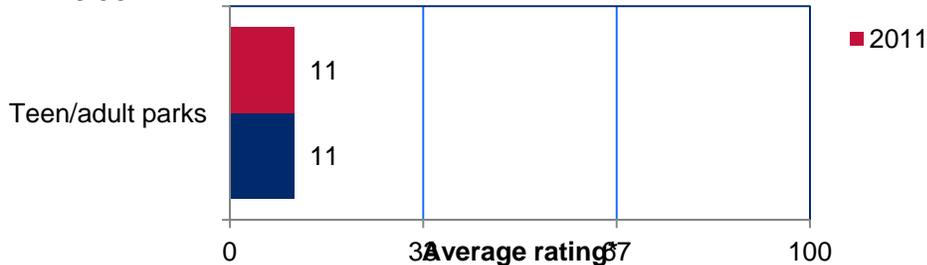
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	3%	2%
	Some further away	19%	17%
	Aware of no parks	77%	81%
Women’s parks	Yes, close by	3%	2%
	Some further away	31%	8%
	Aware of no parks	66%	91%
Children’s playgrounds	Yes, close by	4%	5%
	Some further away	17%	5%
	Aware of no parks	80%	90%

**FIGURE 92: QUALITY OF PARKS, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	8%	15%	77%	11
Women’s parks	0%	0%	24%	76%	8
Children’s playgrounds	6%	16%	19%	59%	23

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

**FIGURE 93: QUALITY OF PARKS COMPARED BY YEAR**

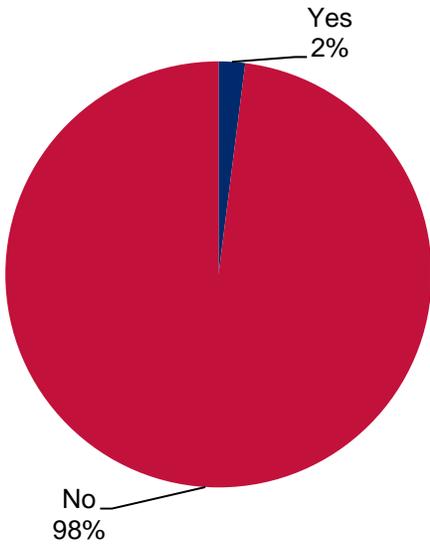


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

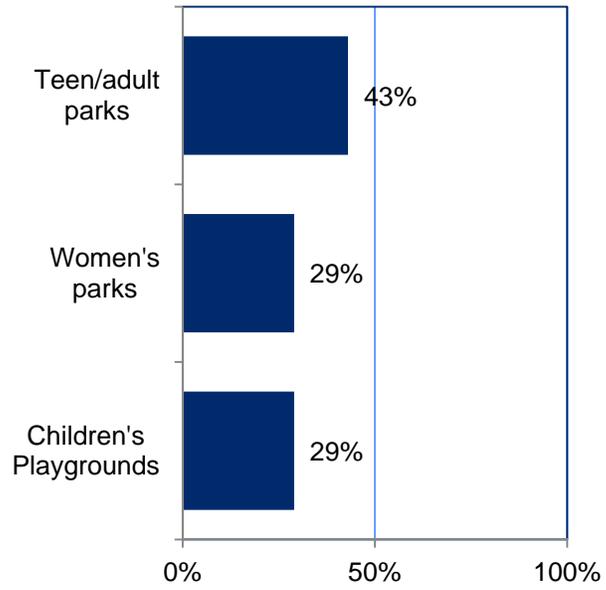
Being that few residents were aware of any parks in the city, it was not surprising that very few (2%) residents had visited a park.

**FIGURE 94: PARKS VISITED, 2011**

**Do you or your family members visit the parks?**



**If yes, which ones?**



# MARKET

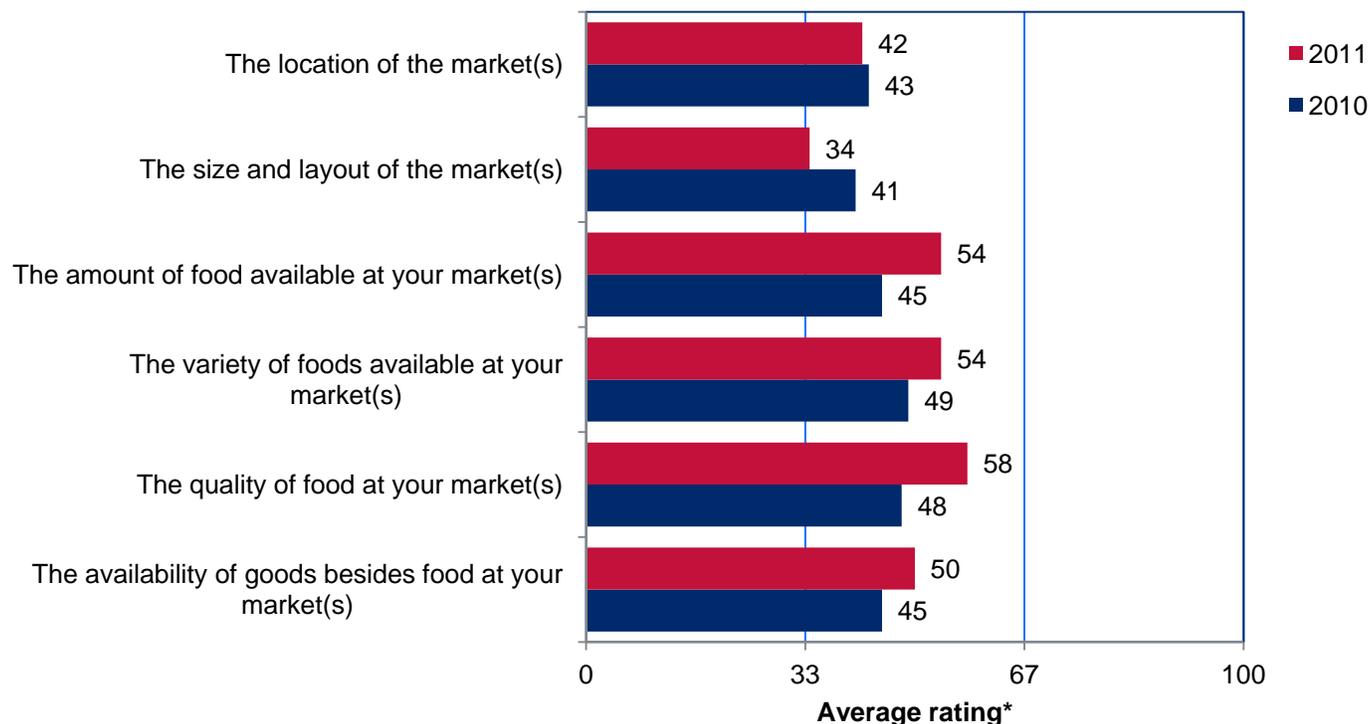
Most residents in Charikar thought the amount, quality and variety of food at their market was excellent or good. They were also generally content with the availability of goods besides food. However, more than half gave a rating of fair (24%) or poor (32%) to the size and layout of the market and about half gave the location of the market a rating of fair (14%) or poor (32%).

**FIGURE 95: QUALITY OF CITY MARKET, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	3%	51%	14%	32%	42
The size and layout of the market(s)	1%	37%	24%	38%	34
The amount of food available at your market(s)	6%	54%	36%	5%	54
The variety of foods available at your market(s)	3%	61%	32%	5%	54
The quality of food at your market(s)	11%	54%	32%	3%	58
The availability of goods besides food at your market(s)	4%	50%	38%	8%	50

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

**FIGURE 96: 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 24% could afford fruit and 22% could afford meat whenever they wanted. More, but not all, could afford cereal (69%) and vegetables (54%) whenever they wanted.

**FIGURE 97: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR**

<b>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?</b>		<b>2010</b>	<b>2011</b>
Meat	As often as we want	28%	22%
	Not as often as we want	54%	65%
	Only rarely	17%	13%
	Never	1%	0%
Fruit	As often as we want	32%	24%
	Not as often as we want	48%	64%
	Only rarely	19%	12%
	Never	1%	0%
Vegetables	As often as we want	47%	54%
	Not as often as we want	39%	40%
	Only rarely	13%	7%
	Never	2%	0%
Flour	As often as we want	92%	99%
	Not as often as we want	6%	1%
	Only rarely	2%	0%
	Never	0%	0%
Cooking oil	As often as we want	94%	99%
	Not as often as we want	5%	1%
	Only rarely	1%	0%
	Never	0%	0%
Sugar, tea	As often as we want	93%	99%
	Not as often as we want	7%	1%
	Only rarely	1%	0%
	Never	0%	0%
Cereal	As often as we want	76%	69%
	Not as often as we want	14%	28%
	Only rarely	9%	3%
	Never	1%	0%

## SERVICE PRIORITIES

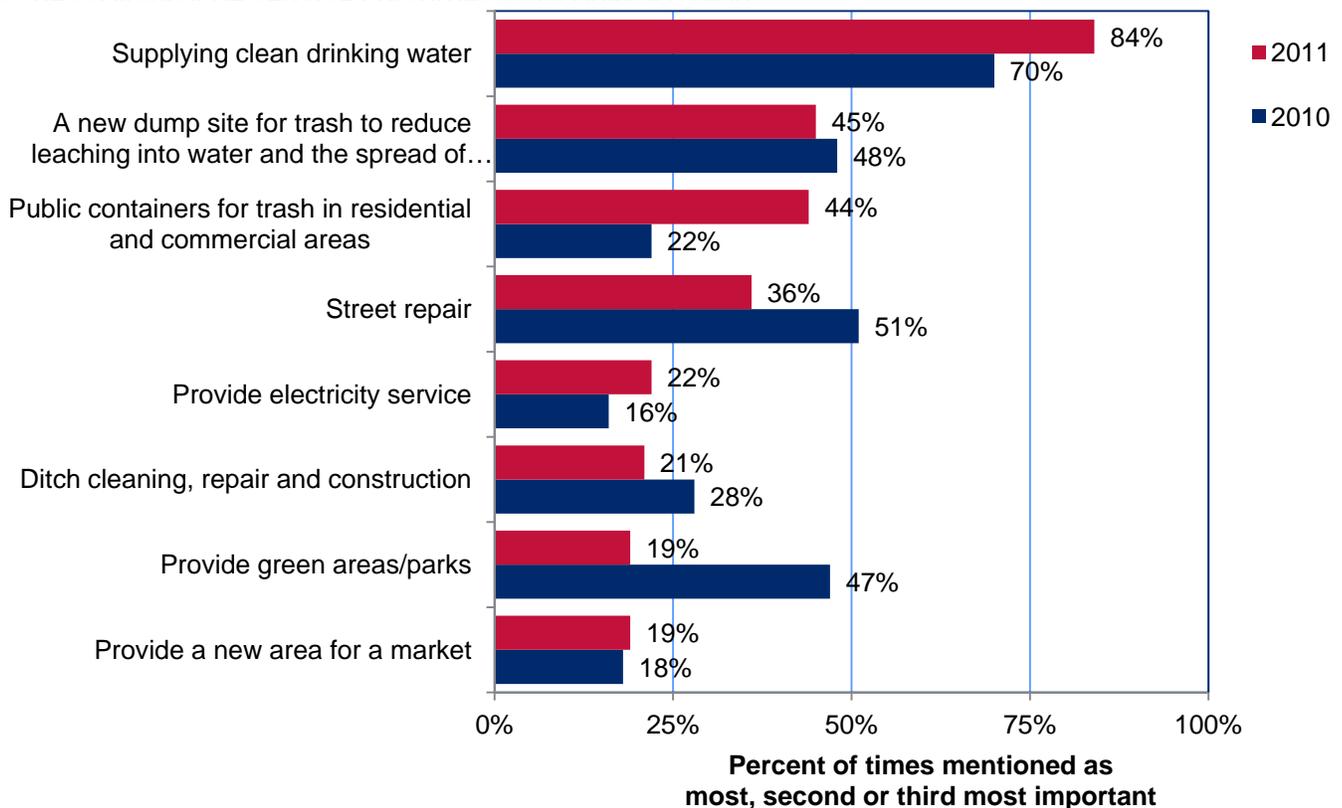
When asked to rank the importance of the services the City did or could provide, the majority of residents ranked supplying clean drinking water as the most important task. The second and third ranked priorities were rated similarly in importance: providing a new dump site for trash to reduce leaching into water and the spread of disease and providing public containers for trash in residential and commercial areas.

Supplying clean drinking water was also named the highest priority in 2010, but street repair and providing green parks were thought to be more important in that year than in 2011.

**FIGURE 98: MUNICIPAL SERVICE PRIORITIES, 2011**

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	54%	19%	11%	16%
A new dump site for trash to reduce leaching into water and the spread of disease	11%	18%	15%	55%
Public containers for trash in residential and commercial areas	11%	15%	18%	56%
Street repair	11%	15%	10%	64%
Provide electricity service	4%	7%	11%	78%
Ditch cleaning, repair and construction	2%	10%	9%	79%
Provide a new area for a market	3%	7%	9%	81%
Provide green areas/parks	1%	7%	11%	81%

**FIGURE 99: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**



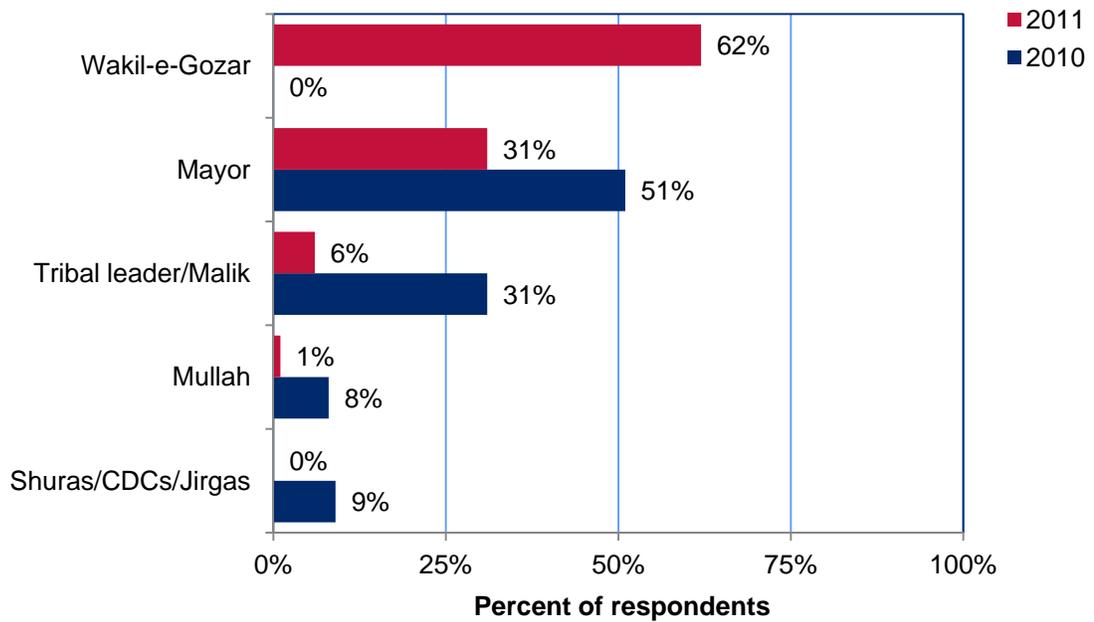
# GOVERNANCE

In 2010, residents reported they most likely would turn to their mayor or Malik if they had a problem related to the City. In 2011, they were more likely, than 2010, to turn to their Wakil-e-Gozar.

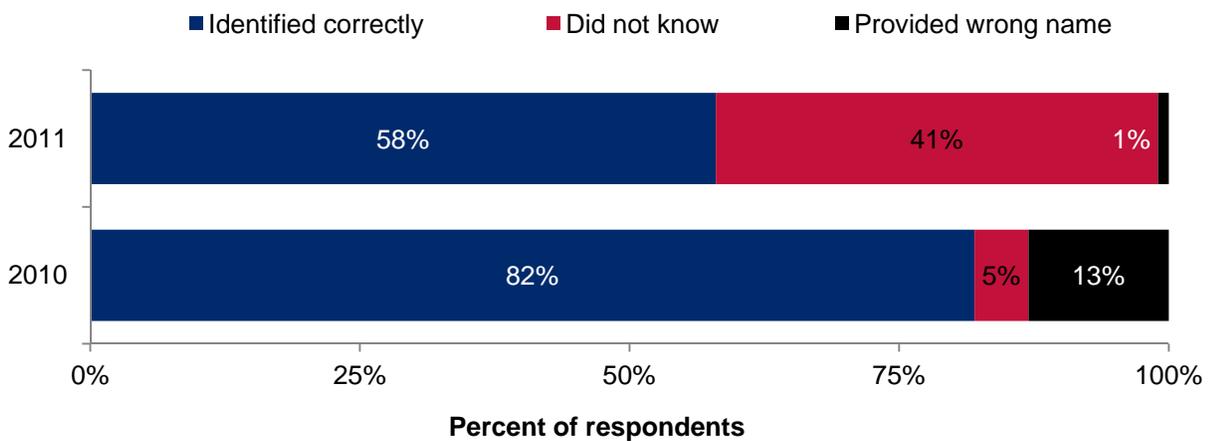
About six in ten residents knew who the mayor was in 2011, compared to eight in ten in 2010.

**FIGURE 100: 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?**



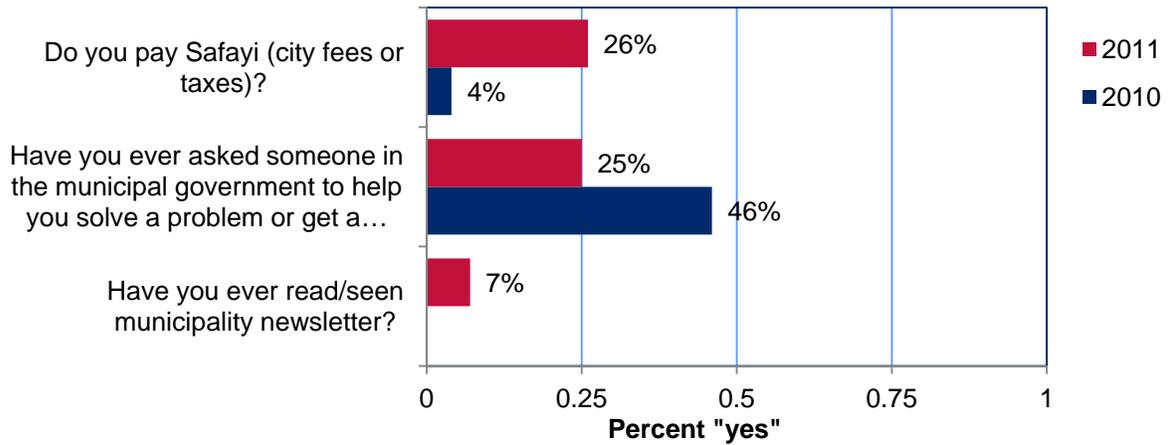
**FIGURE 101: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**



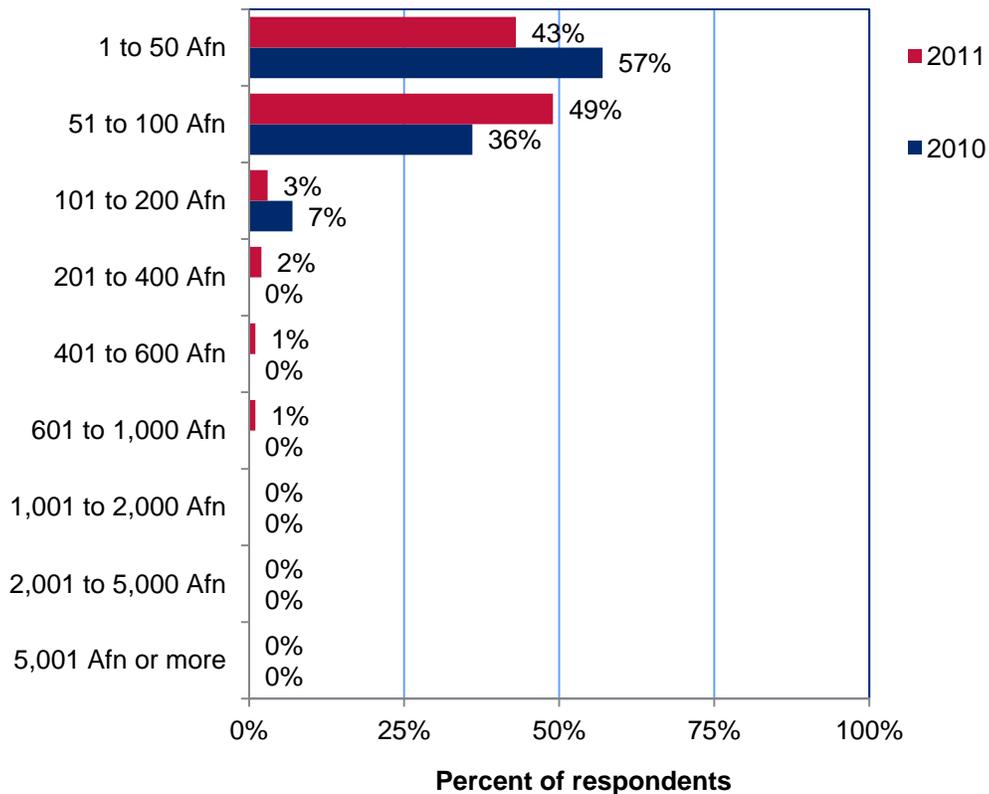
In 2011, only 25% of respondents said they had ever contacted the city government to solve a problem or request a service, down from 2010. More in 2011 (but still only 26%) said they paid a Safayi tax. Only 7% had ever read the municipality newsletter (this was not asked in 2010).

Those who had paid a Safayi tax, generally paid between 1 and 100 AFN per month.

**FIGURE 102: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR**

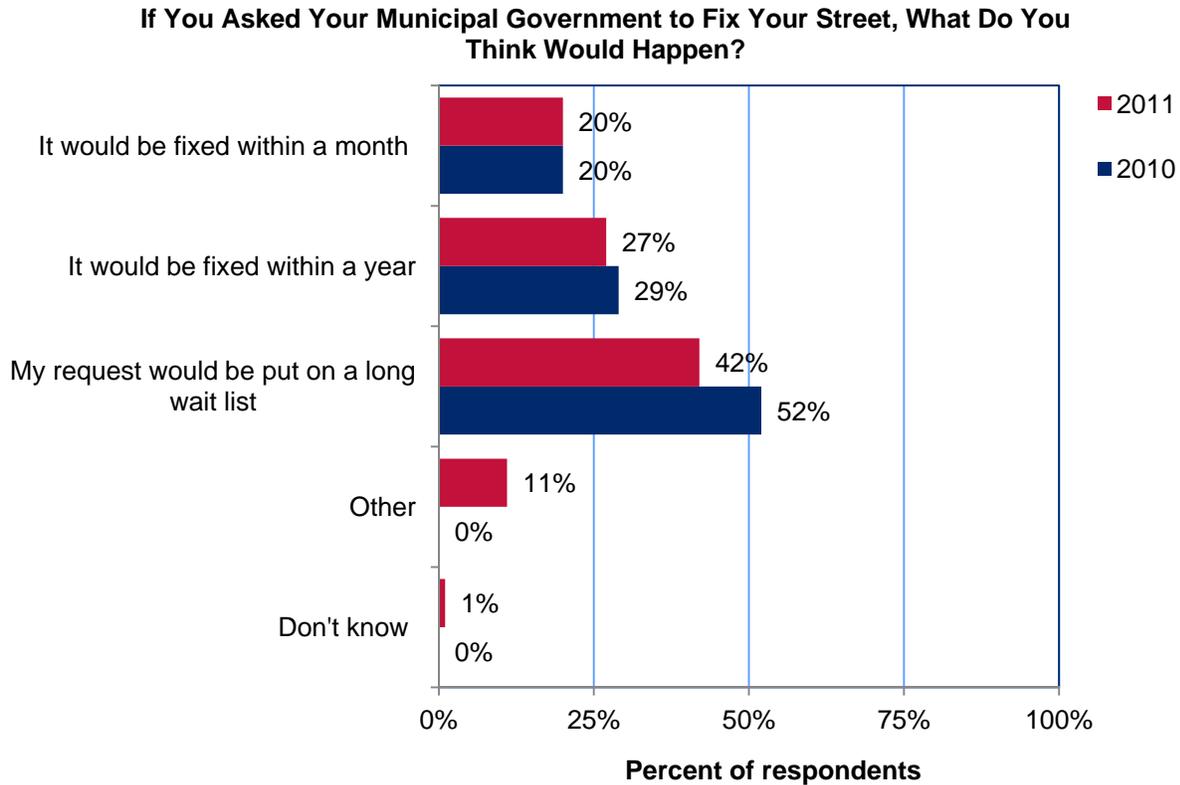


**FIGURE 103: MONTHLY SAFAYI PAID COMPARED BY YEAR**



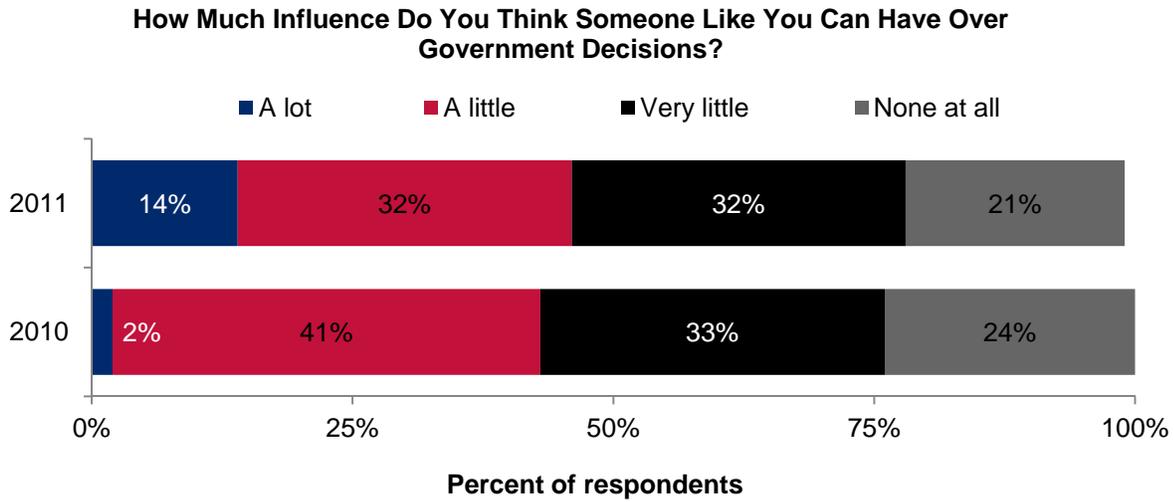
When asked what they thought would happen if they contacted the City to have their street fixed, most thought the street would be fixed within a year (47%). But many thought they would be put on a long wait list (42%).

**FIGURE 104: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR**

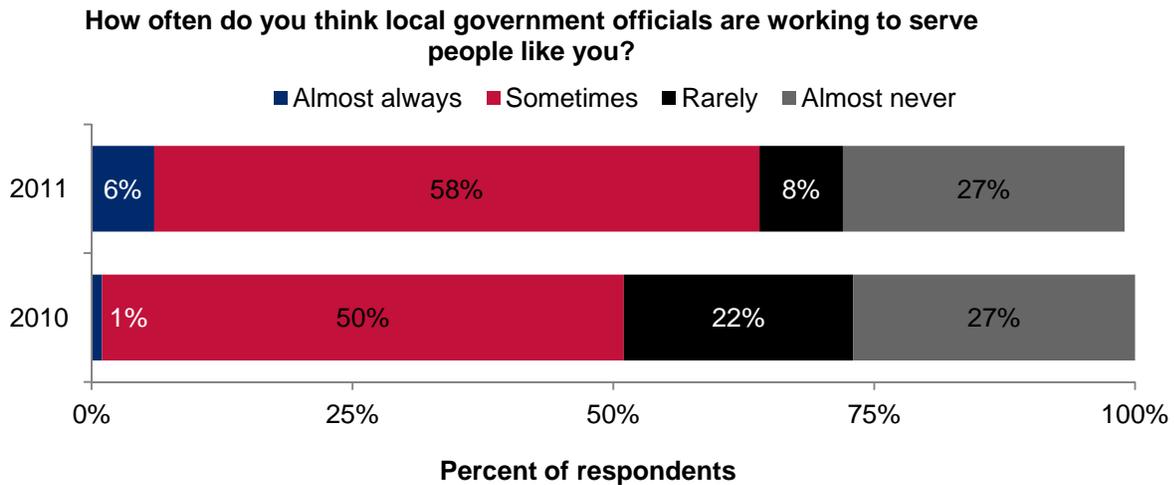


Residents trust in local government was on the rise. In 2011, close to half the respondents thought they could have a lot (14%) or at least a little (32%) influence on government and over half the respondents (64%) thought the government kept people like them in mind at least sometimes when making decisions.

**FIGURE 105: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 106: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



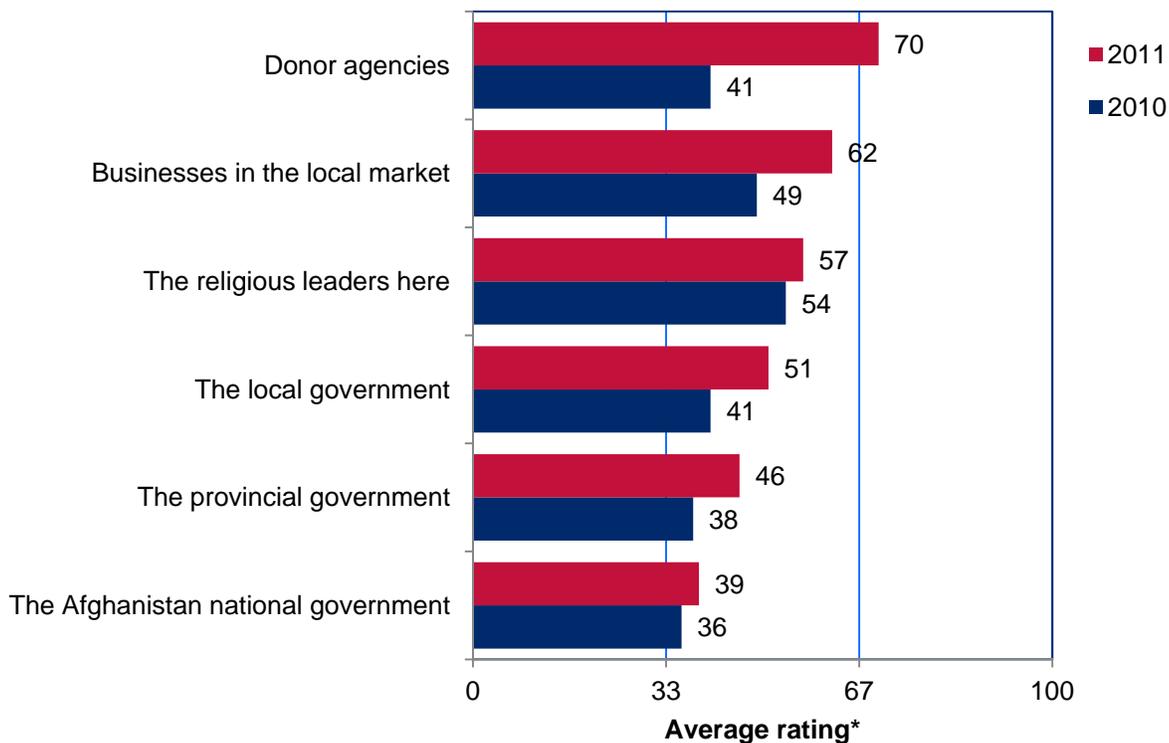
When asked how much they trusted different groups to conduct their activities to benefit the people in their city, the greatest trust was shown for donor agencies, businesses in the local market and local religious leaders. Trust for all levels of government received lower ratings. Trust for most institutions increased from 2010 to 2011.

**FIGURE 107: 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	26%	42%	25%	7%	62
The religious leaders here	26%	27%	40%	8%	57
Donor agencies	36%	45%	13%	7%	70
The local government	9%	44%	38%	9%	51
The provincial government	8%	38%	37%	17%	46
The Afghanistan national government	7%	29%	39%	25%	39

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

**FIGURE 108: 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

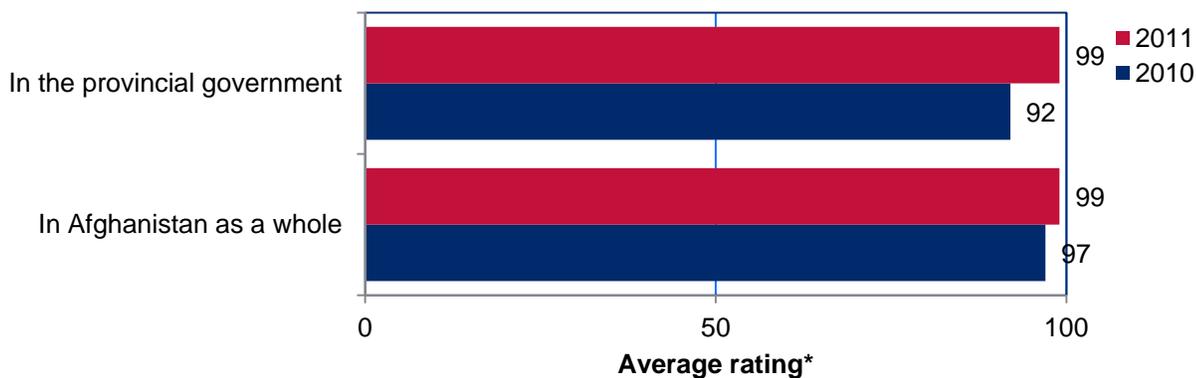
Corruption was thought to be a major problem in the provincial and national governments in 2010 and 2011. Most residents continue to think corruption is increasing.

**FIGURE 109: LEVEL OF CORRUPTION, 2011**

<b>Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.</b>	<b>Major Problem</b>	<b>Minor Problem</b>	<b>Not a Problem</b>	<b>Average rating*</b>
In the provincial government	97%	2%	0%	99
In Afghanistan as a whole	98%	1%	0%	99

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

**FIGURE 110: LEVEL OF CORRUPTION COMPARED BY YEAR**



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

**FIGURE 111: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR**

<b>Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?</b>		<b>2010</b>	<b>2011</b>
In Afghanistan as a whole	Increased	72%	73%
	Stayed the same	23%	24%
	Decreased	5%	3%
In the provincial government	Increased	61%	72%
	Stayed the same	34%	24%
	Decreased	6%	4%

Residents were asked if they had ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency. For those who had contacted a municipal official, in 2011, 65% said they were never asked to give cash, gift or a favor, 22% said only in isolated cases and 14% said in most or all cases. This was a decrease from 2010.

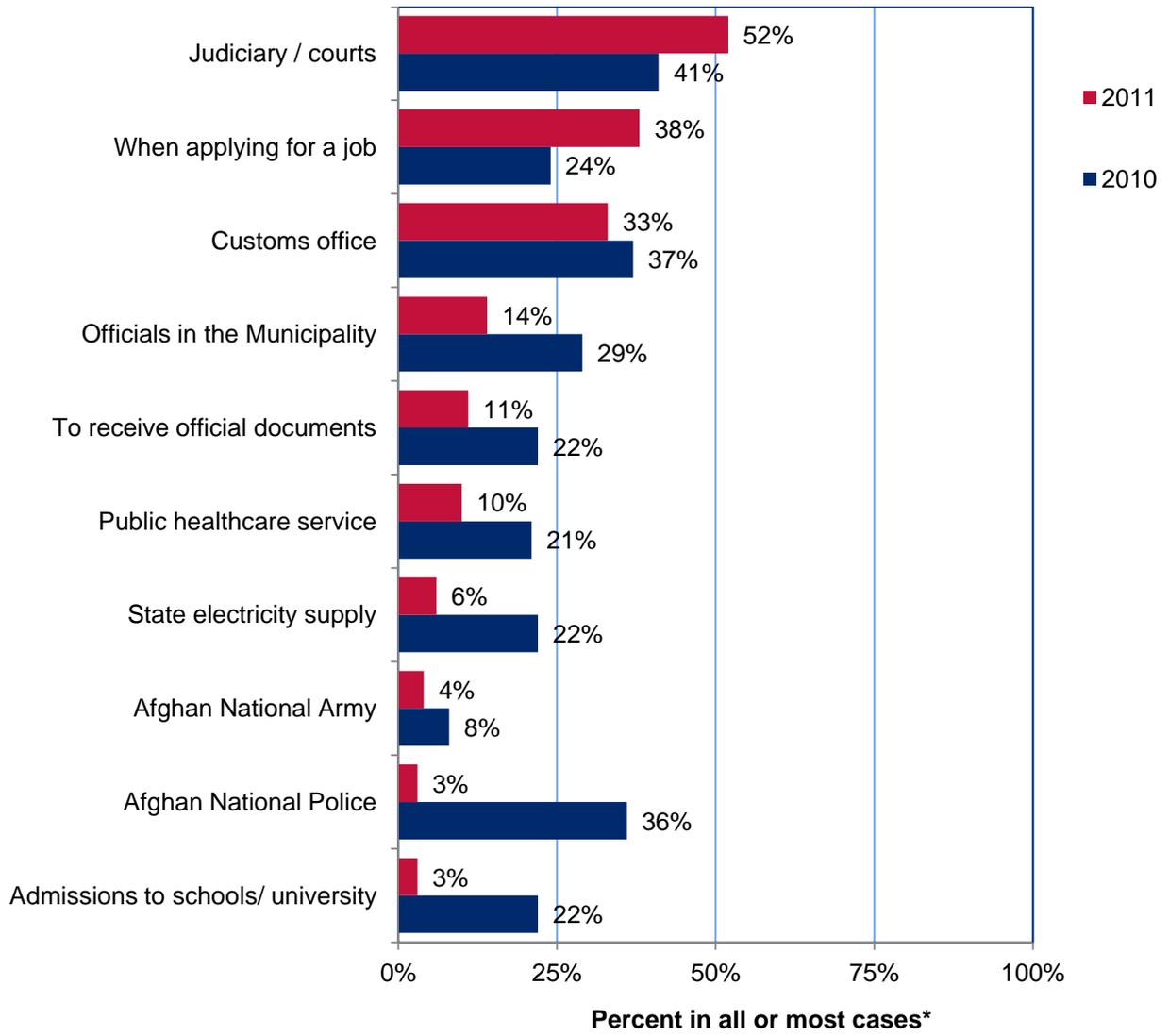
The contacts that most commonly required cash, gift or a favor were the judiciary and officials contacted when applying for a job.

**FIGURE 112: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2011**

<b>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?*</b>	<b>In all cases</b>	<b>Most cases</b>	<b>Isolated cases</b>	<b>No cases</b>
To receive official documents	6%	6%	15%	74%
Admissions to schools/ university	1%	1%	16%	81%
When applying for a job	21%	17%	28%	33%
Public healthcare service	2%	9%	27%	62%
State electricity supply	2%	5%	31%	62%
Judiciary / courts	24%	28%	35%	13%
Afghan National Army	2%	2%	2%	94%
Afghan National Police	2%	2%	27%	69%
Customs office	8%	24%	20%	47%
Officials in the Municipality	5%	9%	22%	65%

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

**FIGURE 113: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



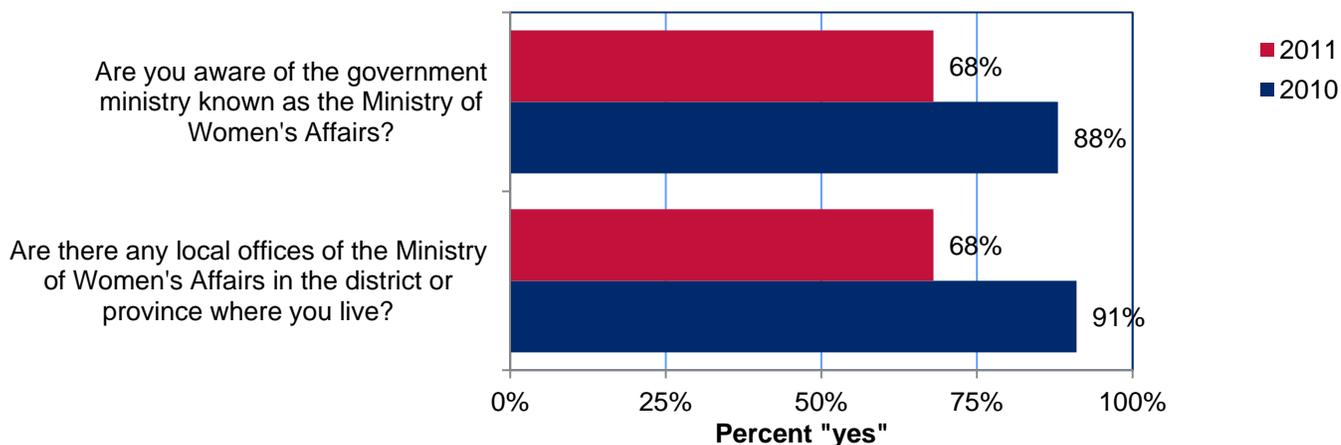
*\* Only for those who had contact with Government Official*

# WOMEN IN SOCIETY

Most residents interviewed in 2011 (68%) had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. This was down from about 90% 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 114: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR**

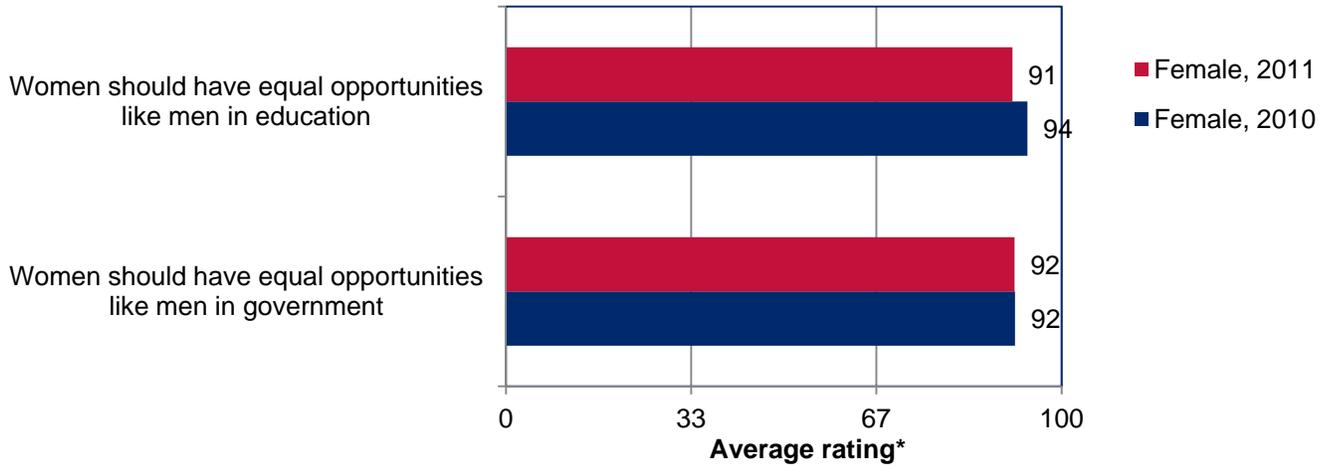


**FIGURE 115: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011**

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	81%	83%
	Agree somewhat	15%	10%
	Disagree somewhat	2%	2%
	Strongly disagree	3%	4%
	Average rating*	91	91
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	69%	83%
	Agree somewhat	22%	11%
	Disagree somewhat	4%	2%
	Strongly disagree	5%	3%
	Average rating*	85	92

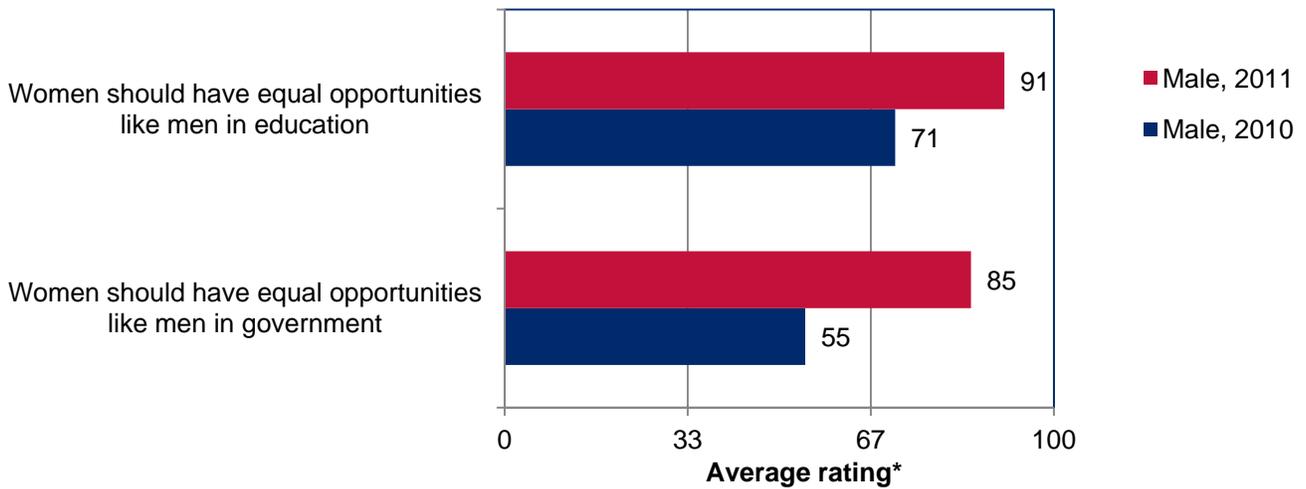
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 116: 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 117: 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

\* 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.

<b>Q1 Can you tell me how many years you have lived in this City?</b>		
	Number	Percent of households
1-5 years	78	22%
6-10 years	62	18%
11-20 years	92	26%
21-40 years	90	26%
41 or more years	30	9%
Total	352	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Charikar	19

## 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 Charikar	2	1%	194	55%	121	34%	35	10%	0	0%	0	0%	352	100%
The quality of schools in your city	2	1%	226	64%	96	27%	28	8%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	5	1%	156	44%	124	35%	67	19%	0	0%	0	0%	352	100%
The health of people in your city	3	1%	133	38%	168	48%	48	14%	0	0%	0	0%	352	100%
The cleanliness of city streets	2	1%	117	33%	129	37%	103	29%	1	0%	0	0%	352	100%
The number of job opportunities in your city	0	0%	89	25%	123	35%	140	40%	0	0%	0	0%	352	100%
The number of businesses in your city	2	1%	112	32%	108	31%	129	37%	0	0%	0	0%	351	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Charikar	2.5
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.3
The cleanliness of city streets	2.1
The number of job opportunities in your city	1.9
The number of businesses in your city	2.0

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

<b>Q3 Is the head of your household currently employed?</b>		
	Number	Percent
Yes, full time	293	83%
Yes, part time	32	9%
No, not employed	27	8%
Refused	0	0%
Don't know	0	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?</b>		
	Number	Percent
Increased	68	19%
Stayed the same	148	42%
Decreased	136	39%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	Number	Percent
Yes	92	26%
No	259	74%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	40	43%
51 to 100 AFN	45	49%
101 to 200 AFN	3	3%
201 to 400 AFN	2	2%
401 to 600 AFN	1	1%
601 to 1,000 AFN	1	1%
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
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Put it in our yard	0	0%
Dispose in street	35	10%
Dispose in public container	154	44%
Take to an official dump site	88	25%
Take to an improvised dump site	3	1%
Door to door collection	29	8%
Other	132	38%
Refused	21	6%
Don't know	0	0%

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

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

<b>Q6 Which OTHER way do you dispose of your household trash?</b>		
	Number	Percent
back to the door	1	0%
backside of the shop	2	1%
ground	1	0%
in the ground	1	0%
in the well	2	1%
Into the park	1	0%
lands near to their homes	1	0%
near to the grave	1	0%
No response	332	94%
on the back of the gate	1	0%
on the back street	1	0%
on the ground	4	1%
On the ground	1	0%
one the ground	1	0%
The Municipality has been move it out	1	0%
The municipality move it	1	0%

<b>Q6a Where is this container?</b>		
	Number	Percent
0	317	90%
1	35	10%
Total	352	100%

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

	Number	Percent
Very satisfied	134	38%
Somewhat satisfied	149	43%
Somewhat dissatisfied	40	11%
Very dissatisfied	27	8%
Refused	0	0%
Don't know	0	0%
Total	350	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)	3.1

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

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

	Number	Percent
Every day	5	1%
A couple/few times a week	51	15%
Once a week	108	31%
Once every two or three weeks	82	23%
Once a month or less frequently	59	17%
Once a year	7	2%
Never	37	11%
Refused	0	0%
Don't know	0	0%
Total	349	100%

<b>Q9 Who do you pay for this trash service?</b>		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	46	13%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	303	87%
Total	349	100%

<b>Q9 If you pay, how much do you pay per month?</b>		
	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	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%
Total	0	0%

### 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	95	27%	152	43%	78	22%	25	7%	0	0%	0	0%	350	100%
Provision of legal dumpsites	93	27%	130	37%	121	35%	6	2%	0	0%	0	0%	350	100%
Provision of garbage bins in residential areas	80	23%	139	40%	120	34%	11	3%	0	0%	0	0%	350	100%
Provision of garbage bins in commercial areas	64	18%	142	41%	135	39%	8	2%	1	0%	0	0%	350	100%
Cleaning garbage from the streets	60	17%	150	43%	100	29%	40	11%	0	0%	0	0%	350	100%
Affordability of trash service	27	8%	157	45%	113	32%	52	15%	0	0%	0	0%	349	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.9
Provision of legal dumpsites	2.9
Provision of garbage bins in residential areas	2.8
Provision of garbage bins in commercial areas	2.8
Cleaning garbage from the streets	2.7
Affordability of trash service	2.5

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

<b>Q11 Which of the following sources do you use for drinking water?</b>		
	Number	Percent
Well on property	0	0%
Shared well with neighbors	0	0%
River, canal or other open source	120	34%
Public Standpipe	57	16%
Government supplied piped water at home	222	64%
Purchase water	21	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

<b>Q11 Which OTHER sources do you use for drinking water?</b>		
	Number	Percent
No response	352	100%

<b>Q12 Who do you pay for this water service?</b>		
	Number	Percent
0	2	1%
City water supply department	251	71%
A private firm/person	4	1%
No one	95	27%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	33	13%
51 to 100 AFN	150	60%
101 to 200 AFN	47	19%
201 to 400 AFN	12	5%
401 to 600 AFN	4	2%
601 to 1,000 AFN	5	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	251	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: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	6	2%	41	13%	59	19%	198	65%	0	0%	0	0%	304	100%
Amount supplied	6	2%	72	24%	113	37%	113	37%	0	0%	0	0%	304	100%
Overall quality of water for drinking	56	18%	145	48%	61	20%	42	14%	0	0%	0	0%	304	100%

**Q13 Average Rating of Satisfaction with Water Services**

	Average rating*
Frequency of supply (times per week)	1.5
Amount supplied	1.9
Overall quality of water for drinking	2.7

\*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	84	24%
No	264	76%
Total	348	100%

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

	Number	Percent
Government provided electricity that is not a public generator	333	95%
No electricity	15	4%
Personal Generator	1	0%
Shared Generator (with neighbors)	1	0%
Public Generator (from government)	0	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City electricity department	334	95%
A private firm/person	1	0%
No one	16	5%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	1	0%
51 to 100 AFN	17	5%
101 to 200 AFN	45	13%
201 to 400 AFN	84	25%
401 to 600 AFN	80	24%
601 to 1,000 AFN	57	17%
1,001 to 2,000 AFN	32	10%
2,001 to 5,000 AFN	15	4%
5,001 AFN or more	4	1%
Total	335	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	
Number of days per week supplied	30	9%	174	51%	41	12%	97	28%	0	0%	0	0%	342	100%
Number of hours per day supplied	6	2%	183	54%	63	18%	90	26%	0	0%	0	0%	342	100%
Quality of supply*	29	8%	156	46%	89	26%	68	20%	0	0%	0	0%	342	100%
Price for electric supply	17	5%	162	47%	99	29%	64	19%	0	0%	0	0%	342	100%

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

	Average rating*
Number of days per week supplied	2.4
Number of hours per day supplied	2.3
Quality of supply*	2.4
Price for electric supply	2.4

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

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

	Number	Percent
Indoor plumbing	5	1%
Dry latrine	155	44%
Latrine with septic	193	55%
Other	0	0%
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	352	100%

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

	Number	Percent
Open ditch/canal	269	77%
Other	77	22%
Septic system	4	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	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
at home on the yard/homeland	1	0%
at home we put on the yard	1	0%
back street	1	0%
In sub and open streets	1	0%
in the home on the yard	1	0%
in the open streets	1	0%
In the open streets	1	0%
in the streets	2	1%
in the yard	3	1%
inside the home on the land	1	0%
No response	273	78%
On Open Roads	1	0%
on the open roads	1	0%
On the Open roads	1	0%
On the open street	1	0%
On The Open Street	1	0%
On the open Streets	1	0%
on the road	7	2%
On the road	1	0%
On the Road	1	0%
On The road	1	0%
On The Road	2	1%
on the roads	2	1%
on The roads	1	0%
On the roads	1	0%
on the street	1	0%
on the streets	1	0%
one the road	1	0%
open road	3	1%
Open Road	1	0%
open roads	1	0%
Open Roads	2	1%

<b>Q19 Which OTHER type of drainage do you have for your waste water?</b>		
Open Roads and streets	1	0%
Open Roads and Sub Streets	1	0%
open Streets	1	0%
Open streets	1	0%
Open Streets	1	0%
Open Sub streets	1	0%
out in the street	1	0%
Out side the home	1	0%
outside of the home	1	0%
outside the home	7	2%
Outside the home	3	1%
outside the home land/yard	1	0%
put it inside the ground	1	0%
store in gutters and than through in Open streets	1	0%
street	1	0%
Street	3	1%
streets	1	0%
Streets	2	1%
There is no passage for water	1	0%
there is no way for the water to go out through it	1	0%
There no passage for it	1	0%
we made a small well inside the home for the black wate at home	1	0%
well	1	0%

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

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	4	1%	76	22%	75	21%	196	56%	0	0%	0	0%	351	100%
The condition of larger drainage ditches throughout the city	1	0%	72	21%	159	45%	119	34%	0	0%	0	0%	351	100%
Ditch cleaning services	2	1%	76	22%	152	43%	121	34%	0	0%	0	0%	351	100%
Ditch repair services	0	0%	86	25%	160	46%	105	30%	0	0%	0	0%	351	100%
Ditch construction services	2	1%	104	30%	147	42%	98	28%	0	0%	0	0%	351	100%

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

	Average rating*
The condition of drainage ditches near home	1.7
The condition of larger drainage ditches throughout the city	1.9
Ditch cleaning services	1.9
Ditch repair services	1.9
Ditch construction services	2.0

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

\*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	2	1%	100	28%	119	34%	131	37%	0	0%	0	0%	352	100%
The condition of main city roads	1	0%	132	38%	177	50%	42	12%	0	0%	0	0%	352	100%
The condition of highways	2	1%	171	49%	126	36%	53	15%	0	0%	0	0%	352	100%
Street repair services	1	0%	97	28%	201	57%	53	15%	0	0%	0	0%	352	100%
Street construction services	4	1%	105	30%	181	51%	62	18%	0	0%	0	0%	352	100%

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

	Average rating*
The condition of neighborhood streets	1.9
The condition of main city roads	2.3
The condition of highways	2.3
Street repair services	2.1
Street construction services	2.1

\*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	8	2%	60	17%	283	80%	0	0%	1	0%	352	100%
Women's parks	6	2%	26	7%	311	88%	7	2%	2	1%	352	100%
Children's playgrounds	16	5%	18	5%	310	88%	7	2%	1	0%	352	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%	5	1%	9	3%	46	13%	24	7%	268	76%	352	100%
Women's parks	0	0%	0	0%	7	2%	22	6%	26	7%	297	84%	352	100%
Children's playgrounds	2	1%	5	1%	6	2%	19	5%	26	7%	294	84%	352	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.3
Women's parks	1.2
Children's playgrounds	1.7

\*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)	10	3%	181	51%	48	14%	113	32%	0	0%	0	0%	352	100%
The size and layout of the market(s)	3	1%	130	37%	86	24%	133	38%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	21	6%	189	54%	125	36%	17	5%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	9	3%	213	61%	114	32%	16	5%	0	0%	0	0%	352	100%
The quality of food at your market(s)	39	11%	190	54%	113	32%	10	3%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	15	4%	176	50%	134	38%	27	8%	0	0%	0	0%	352	100%

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

	Average rating*
The location of the market(s)	2.3
The size and layout of the market(s)	2.0
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.5

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	77	22%	228	65%	46	13%	0	0%	0	0%	0	0%	351	100%
Fruit	84	24%	224	64%	43	12%	0	0%	0	0%	0	0%	351	100%
Vegetables	188	54%	140	40%	23	7%	0	0%	0	0%	0	0%	351	100%
Flour	346	99%	5	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Cooking oil	348	99%	3	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Sugar, tea	348	99%	3	1%	0	0%	0	0%	0	0%	0	0%	351	100%
Cereal	241	69%	100	28%	10	3%	0	0%	0	0%	0	0%	351	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Public containers for trash in residential and commercial areas	39	11%	53	15%	64	18%	196	56%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	39	11%	64	18%	54	15%	195	55%	352	100%
Ditch cleaning, repair and construction	8	2%	36	10%	30	9%	278	79%	352	100%
Street repair	39	11%	53	15%	36	10%	224	64%	352	100%
Supplying clean drinking water	191	54%	66	19%	39	11%	56	16%	352	100%
Provide a new area for a market	9	3%	26	7%	33	9%	284	81%	352	100%
Provide green areas/parks	4	1%	25	7%	38	11%	285	81%	352	100%
Provide electricity service	15	4%	23	7%	40	11%	274	78%	352	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	85	24%
Shuras/CDCs/Jirgas	1	0%
Tribal leader/Malik	16	5%
Mullah	2	1%
Wakil-e-Gozar	170	49%
Others	7	2%
Would contact no one	67	19%
Don't know	2	1%
Refused	0	0%
Total	350	100%

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

	Number	Percent
Yes	86	25%
No	259	75%
Don't know	1	0%
Refused	0	0%
Total	346	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	69	20%
It would be fixed within a year	95	27%
My request would be put on a long wait list	148	42%
Other	39	11%
Don't know	2	1%
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	40	11%
Somewhat good job	260	74%
Somewhat bad job	23	7%
Very bad job	28	8%
Refused	0	0%
Don't know	0	0%
Total	351	100%

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

	Number	Percent
Almost always	21	6%
Sometimes	205	58%
Rarely	29	8%
Almost never	96	27%
Refused	0	0%
Don't know	0	0%
Total	351	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	48	14%
A little	114	32%
Very little	114	32%
None at all	75	21%
Don't know	0	0%
Refused	0	0%
Total	351	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Businesses in the local market	91	26%	149	42%	87	25%	25	7%	0	0%	0	0%	352	100%
The religious leaders here	90	26%	95	27%	140	40%	27	8%	0	0%	0	0%	352	100%
Donor agencies	127	36%	158	45%	44	13%	23	7%	0	0%	0	0%	352	100%
The local government	33	9%	154	44%	134	38%	31	9%	0	0%	0	0%	352	100%
The provincial government	28	8%	133	38%	131	37%	60	17%	0	0%	0	0%	352	100%
The Afghanistan national government	23	7%	103	29%	137	39%	89	25%	0	0%	0	0%	352	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	204	58%
Did not know	143	41%
Provided wrong name	5	1%
Total	352	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In the provincial government	343	97%	8	2%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	346	98%	5	1%	1	0%	0	0%	0	0%	352	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
In the provincial government	254	72%	83	24%	15	4%	0	0%	0	0%	352	100%
In Afghanistan as a whole	256	73%	86	24%	10	3%	0	0%	0	0%	352	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	5	1%	8	2%	20	6%	60	17%	259	74%	0	0%	0	0%	352	100%
Customs office	4	1%	12	3%	10	3%	23	7%	303	86%	0	0%	0	0%	352	100%
Afghan National Police	1	0%	1	0%	16	5%	41	12%	293	83%	0	0%	0	0%	352	100%
Afghan National Army	1	0%	1	0%	1	0%	45	13%	304	86%	0	0%	0	0%	352	100%
Judiciary / courts	24	7%	27	8%	34	10%	13	4%	254	72%	0	0%	0	0%	352	100%
State electricity supply	2	1%	6	2%	39	11%	78	22%	226	64%	0	0%	0	0%	351	100%
Public healthcare service	2	1%	10	3%	32	9%	73	21%	235	67%	0	0%	0	0%	352	100%
When applying for a job	17	5%	14	4%	23	7%	27	8%	270	77%	0	0%	1	0%	352	100%
Admissions to schools/ university	1	0%	1	0%	11	3%	56	16%	283	80%	0	0%	0	0%	352	100%
To receive official documents	3	1%	3	1%	8	2%	39	11%	299	85%	0	0%	0	0%	352	100%

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

	Number	Percent
1	229	65%
2	109	31%
3	14	4%
Total	352	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	229	65%
No	110	31%
Don't know	13	4%
Refused	0	0%
Total	352	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	288	82%
Agree somewhat	44	13%
Disagree somewhat	7	2%
Strongly disagree	12	3%
Don't know	0	0%
Refused	0	0%
Total	351	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	268	76%
Agree somewhat	58	17%
Disagree somewhat	10	3%
Strongly disagree	15	4%
Don't know	0	0%
Refused	0	0%
Total	351	100%

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

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	174	50%
31-40 years old	82	24%
41-50 years old	49	14%
51-60 years old	27	8%
61 or more years old	14	4%
Total	346	100%

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

	Number	Percent of households
Working	141	40%
Retired	3	1%
Housewife	154	44%
Student	34	10%
Unemployed	27	8%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Total	352	100%

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

<b>Q44 What is the highest level of school or madrassa you completed?</b>		
	Number	Percent of households
Never went to school	141	40%
Primary School, incomplete (classes 1 to 5)	32	9%
Primary School, complete (finished class 6)	17	5%
Secondary education, incomplete (classes 7 to 8)	28	8%
Secondary education, complete (finished class 9)	20	6%
High School (classes 10 to 12)	84	24%
University education or above	30	9%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q45 Are you married or single?</b>		
	Number	Percent of households
Single	80	23%
Married	264	75%
Widower/ Widow	8	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q46 How many people live here in this house?</b>		
	Number	Percent of households
No people	0	0%
1-5 people	49	15%
6-10 people	212	63%
10-20 people	68	20%
21 or more people	7	2%
Total	336	100%

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

	Number	Percent of households
Lease	77	22%
Own	275	78%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
1	274	78%
2	76	22%
3	1	0%
Total	351	100%

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

	Number	Percent of households
Pay nothing	2	3%
1,000 AFN or less per month	19	26%
1,001-2,000 AFN per month	14	19%
2,001-3,000 AFN per month	8	11%
3,001-4,000 AFN per month	7	9%
4,001-5,000 AFN per month	10	14%
5,001-7,500 AFN per month	11	15%
7,501 or more AFN per month	3	4%
Total	74	100%

<b>Q50 Income Level</b>		
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 AFN	0	0%
2,001 - 3,000 AFN	29	8%
3,001 - 5,000 AFN	20	6%
5,001 - 10,000 AFN	98	28%
10,001 - 15,000 AFN	123	35%
15,001 - 20,000 AFN	52	15%
20,001 - 25,000 AFN	10	3%
25,001 - 40,000 AFN	14	4%
more than 40,000 AFN	6	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q51 Gender</b>		
	Number	Percent of households
Male	170	48%
Female	182	52%
Total	352	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.

<b>Q1 Can you tell me how many years you have lived in the city?</b>		
	Number	Percent of households
1-5 years	33	9%
6-10 years	79	23%
11-20 years	93	26%
21-40 years	105	30%
41 or more years	41	12%
Total	351	100%

<b>Q1 Average Number of Years Lived in City</b>	
Average years in Charikar	22

## Q2 Quality of Life in the 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 Charikar	45	13%	121	34%	121	34%	65	18%	0	0%	0	0%	352	100%
The quality of schools in your city	11	3%	146	41%	144	41%	51	14%	0	0%	0	0%	352	100%
The quality of healthcare facilities in your city	5	1%	177	50%	116	33%	54	15%	0	0%	0	0%	352	100%
The health of people in your city	2	1%	153	43%	107	30%	89	25%	0	0%	1	0%	352	100%
The cleanliness of city streets	3	1%	152	43%	70	20%	127	36%	0	0%	0	0%	352	100%
The number of job opportunities in your city	2	1%	172	49%	76	22%	102	29%	0	0%	0	0%	352	100%
The number of businesses in your city	17	5%	136	39%	96	27%	103	29%	0	0%	0	0%	352	100%

## Q2 Average Rating of Quality of Life in City

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

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

<b>Q3 Is the head of your household currently employed?</b>		
	Number	Percent
Yes, full time	237	67%
Yes, part time	34	10%
No, not employed	81	23%
Refused	0	0%
Don't know	0	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?</b>		
	Number	Percent
Increased	90	26%
Stayed the same	158	45%
Decreased	104	30%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	Number	Percent
Yes	14	4%
No	337	96%
Total	351	100%

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

	Number	Percent
1 to 50 AFN	8	57%
51 to 100 AFN	5	36%
101 to 200 AFN	1	7%
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
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	6	2%
Dispose in public container	171	49%
Take to an official dump site	27	8%
Take to an improvised dump site	46	13%
Door to door collection	108	31%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

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
Far from the house in a garden	1	0%
No response	350	99%
Take to a very big deep place	1	0%

**Q6a Where is this container?**

	Number	Percent
On my street/close to my house	145	85%
On the next street	5	3%
Several streets away	18	11%
Further than several streets away	3	2%
Total	171	100%

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

	Number	Percent
Very satisfied	70	20%
Somewhat satisfied	142	40%
Somewhat dissatisfied	98	28%
Very dissatisfied	42	12%
Refused	0	0%
Don't know	0	0%
Total	352	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*

<b>Q8 How often does the city clean trash from streets?</b>		
	Number	Percent
Every day	20	6%
A couple/few times a week	20	6%
Once a week	110	31%
Once every two or three weeks	97	28%
Once a month or less frequently	55	16%
Never	50	14%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q9 Who do you pay for this trash service?</b>		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	7	2%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	0%
No one	344	98%
Total	352	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	34	10%	133	38%	116	33%	69	20%	0	0%	0	0%	352	100%
Provision of legal dumpsites	27	8%	85	24%	199	57%	41	12%	0	0%	0	0%	352	100%
Provision of garbage bins in residential areas	27	8%	119	34%	137	39%	69	20%	0	0%	0	0%	352	100%
Provision of garbage bins in commercial areas	28	8%	88	25%	144	41%	92	26%	0	0%	0	0%	352	100%
Cleaning garbage from the streets	18	5%	143	41%	114	32%	76	22%	1	0%	0	0%	352	100%
Affordability of trash service	8	2%	128	36%	132	38%	84	24%	0	0%	0	0%	352	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.4
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.3
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.3
Affordability of trash service	2.2

\*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	1	0%
Shared well with neighbors	0	0%
River, canal or other open source	54	15%
Public Standpipe	43	12%
Government supplied piped water at home	253	72%
Purchase water	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City water supply department	268	76%
A private firm/person	4	1%
No one	80	23%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	30	11%
51 to 100 AFN	90	33%
101 to 200 AFN	62	23%
201 to 400 AFN	49	18%
401 to 600 AFN	17	6%
601 to 1,000 AFN	12	4%
1,001 to 2,000 AFN	10	4%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	272	100%

### Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	26	7%	132	38%	84	24%	110	31%	0	0%	0	0%	352	100%
Amount supplied	16	5%	131	37%	131	37%	74	21%	0	0%	0	0%	352	100%
Overall quality of water for drinking	118	34%	44	13%	126	36%	64	18%	0	0%	0	0%	352	100%

### Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.2
Amount supplied	2.3
Overall quality of water for drinking	2.6

\*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	165	47%
No	186	53%
Total	351	100%

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

	Number	Percent
Government provided electricity that is not a public generator	333	95%
No electricity	11	3%
Shared Generator (with neighbors)	5	1%
Personal Generator	4	1%
Public Generator (from government)	1	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City electricity department	330	94%
A private firm/person	6	2%
No one	16	5%
Total	352	100%

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

	Number	Percent
1 to 50 AFN	3	1%
51 to 100 AFN	6	2%
101 to 200 AFN	40	12%
201 to 400 AFN	98	29%
401 to 600 AFN	51	15%
601 to 1,000 AFN	61	18%
1,001 to 2,000 AFN	60	18%
2,001 to 5,000 AFN	13	4%
5,001 AFN or more	4	1%
Total	336	100%

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

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	68	19%	94	27%	167	47%	23	7%	0	0%	0	0%	352	100%
Number of hours per day supplied	40	11%	98	28%	188	53%	26	7%	0	0%	0	0%	352	100%
Quality of supply (Electricity power & its cut out during service hours)	26	7%	138	39%	155	44%	33	9%	0	0%	0	0%	352	100%
Price for electric supply	26	7%	81	23%	203	58%	40	11%	0	0%	0	0%	350	100%

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

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	2.3

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

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

	Number	Percent
Indoor plumbing	15	4%
Dry latrine	225	64%
Latrine with septic	113	32%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

<b>Q19 What type of drainage do you have for your waste water?</b>		
	Number	Percent
Open ditch/canal	308	88%
Septic system	31	9%
Drains onto the street/road	6	2%
Other	4	1%
City pipeline/sewer	2	1%
Drains into the yard/garden	1	0%
Refused	0	0%
Don't know	0	0%

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

<b>Q19 Which OTHER type of drainage do you have for your waste water?</b>		
	Number	Percent
flows to a specified place	1	0%
Flows to a specified place	1	0%
flows to specified place	1	0%
No response	348	99%
Specified portion	1	0%

<b>Q20 Condition of Drainage and Quality of Drainage Services in City</b>														
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	The condition of drainage ditches near home	3	1%	139	39%	33	9%	177	50%	0	0%	0	0%	352
The condition of larger drainage ditches throughout the city	3	1%	130	37%	85	24%	134	38%	0	0%	0	0%	352	100%
Ditch cleaning services	4	1%	149	42%	99	28%	100	28%	0	0%	0	0%	352	100%
Ditch repair services	1	0%	123	35%	94	27%	134	38%	0	0%	0	0%	352	100%
Ditch construction services	2	1%	121	34%	91	26%	138	39%	0	0%	0	0%	352	100%

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

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	2.2
Ditch repair services	2.0
Ditch construction services	2.0

\*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	3	1%	155	44%	36	10%	158	45%	0	0%	0	0%	352	100%
The condition of main city roads	2	1%	160	45%	105	30%	85	24%	0	0%	0	0%	352	100%
The condition of highways	6	2%	163	46%	118	34%	65	18%	0	0%	0	0%	352	100%
Street repair services	2	1%	131	37%	99	28%	120	34%	0	0%	0	0%	352	100%
Street construction services	1	0%	116	33%	91	26%	144	41%	0	0%	0	0%	352	100%

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

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.2
The condition of highways	2.3
Street repair services	2.0
Street construction services	1.9

\*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	12	3%	68	19%	272	77%	0	0%	0	0%	352	100%
Women's parks	11	3%	108	31%	233	66%	0	0%	0	0%	352	100%
Children's playgrounds	13	4%	59	17%	280	80%	0	0%	0	0%	352	100%

**Q23 Quality of Parks**

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	51	14%	12	3%	288	82%	0	0%	1	0%	352	100%
Women's parks	1	0%	79	22%	11	3%	260	74%	0	0%	1	0%	352	100%
Children's playgrounds	0	0%	41	12%	10	3%	300	85%	0	0%	1	0%	352	100%

**Q23 Average Rating of Quality of Parks**

	Average rating*
Teen/adult parks	1.3
Women's parks	1.5
Children's playgrounds	1.3

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	12	3%	159	45%	105	30%	76	22%	0	0%	0	0%	352	100%
The size and layout of the market(s)	8	2%	158	45%	91	26%	95	27%	0	0%	0	0%	352	100%
The amount of food available at your market(s)	20	6%	107	30%	202	57%	23	7%	0	0%	0	0%	352	100%
The variety of foods available at your market(s)	25	7%	133	38%	173	49%	21	6%	0	0%	0	0%	352	100%
The quality of food at your market(s)	48	14%	84	24%	200	57%	20	6%	0	0%	0	0%	352	100%
The availability of goods besides food at your market(s)	29	8%	94	27%	199	57%	30	9%	0	0%	0	0%	352	100%

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

	Average rating*
The location of the market(s)	2.3
The size and layout of the market(s)	2.2
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.3

\*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	98	28%	191	54%	60	17%	3	1%	0	0%	0	0%	352	100%
Fruit	114	32%	168	48%	66	19%	4	1%	0	0%	0	0%	352	100%
Vegetables	166	47%	136	39%	44	13%	6	2%	0	0%	0	0%	352	100%
Flour	324	92%	21	6%	6	2%	1	0%	0	0%	0	0%	352	100%
Cooking oil	330	94%	17	5%	5	1%	0	0%	0	0%	0	0%	352	100%
Sugar, tea	327	93%	23	7%	2	1%	0	0%	0	0%	0	0%	352	100%
Cereal	266	76%	49	14%	32	9%	5	1%	0	0%	0	0%	352	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	50	14%	8	2%	18	5%	276	78%	352	100%
A new dump site for trash to reduce leaching into water and the spread of disease	95	27%	35	10%	38	11%	184	52%	352	100%
Ditch cleaning, repair and construction	10	3%	65	18%	23	7%	254	72%	352	100%
Street repair	78	22%	52	15%	51	14%	171	49%	352	100%
Supplying clean drinking water	85	24%	121	34%	39	11%	107	30%	352	100%
Provide a new area for a market	3	1%	20	6%	42	12%	287	82%	352	100%
Provide green areas/parks	17	5%	34	10%	114	32%	187	53%	352	100%
Provide electricity service	14	4%	17	5%	27	8%	294	84%	352	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	143	41%
Shuras/CDCs/Jirgas	25	7%
Tribal leader/Malik	87	25%
Mullah	23	7%
Would contact no one	74	21%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent
Yes	160	46%
No	189	54%
Don't know	1	0%
Refused	0	0%
Total	350	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	69	20%
It would be fixed within a year	101	29%
My request would be put on a long wait list	182	52%
Other	0	0%
Don't know	0	0%
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	58	16%
Somewhat good job	221	63%
Somewhat bad job	45	13%
Very bad job	28	8%
Refused	0	0%
Don't know	0	0%
Total	352	100%

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

	Number	Percent
Almost always	4	1%
Sometimes	177	50%
Rarely	77	22%
Almost never	94	27%
Refused	0	0%
Don't know	0	0%
Total	352	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	8	2%
A little	144	41%
Very little	115	33%
None at all	85	24%
Don't know	0	0%
Refused	0	0%
Total	352	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	27	8%	139	39%	160	45%	26	7%	0	0%	0	0%	352	100%
The religious leaders here	72	20%	117	33%	120	34%	43	12%	0	0%	0	0%	352	100%
Donor agencies	11	3%	129	37%	147	42%	65	18%	0	0%	0	0%	352	100%
The local government	13	4%	114	32%	161	46%	64	18%	0	0%	0	0%	352	100%
The provincial government	8	2%	112	32%	151	43%	81	23%	0	0%	0	0%	352	100%
The Afghanistan national government	7	2%	106	30%	143	41%	96	27%	0	0%	0	0%	352	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	289	82%
Did not know	19	5%
Provided wrong name	44	13%
Total	352	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	295	84%	56	16%	1	0%	0	0%	0	0%	352	100%
In Afghanistan as a whole	334	95%	14	4%	4	1%	0	0%	0	0%	352	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	213	61%	118	34%	21	6%	0	0%	0	0%	352	100%
In Afghanistan as a whole	254	72%	81	23%	17	5%	0	0%	0	0%	352	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	75	21%	23	7%	87	25%	148	42%	19	5%	0	0%	0	0%	352	100%
Customs office	60	17%	35	10%	63	18%	97	28%	97	28%	0	0%	0	0%	352	100%
Afghan National Police	56	16%	63	18%	92	26%	123	35%	18	5%	0	0%	0	0%	352	100%
Afghan National Army	5	1%	20	6%	57	16%	227	64%	43	12%	0	0%	0	0%	352	100%
Judiciary / courts	86	24%	51	14%	94	27%	102	29%	19	5%	0	0%	0	0%	352	100%
State electricity supply	32	9%	44	13%	87	25%	177	50%	12	3%	0	0%	0	0%	352	100%
Public healthcare service	20	6%	52	15%	132	38%	137	39%	11	3%	0	0%	0	0%	352	100%
When applying for a job	25	7%	55	16%	92	26%	155	44%	25	7%	0	0%	0	0%	352	100%
Admissions to schools/ university	22	6%	49	14%	69	20%	177	50%	35	10%	0	0%	0	0%	352	100%
To receive official documents	27	8%	42	12%	63	18%	181	51%	39	11%	0	0%	0	0%	352	100%

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

	Number	Percent
Yes	309	88%
No	42	12%
Don't know	1	0%
Refused	0	0%
Total	352	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	320	91%
No	31	9%
Don't know	1	0%
Refused	0	0%
Total	352	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	59%
Agree somewhat	112	32%
Disagree somewhat	22	6%
Strongly disagree	9	3%
Don't know	0	0%
Refused	0	0%
Total	352	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	177	50%
Agree somewhat	100	28%
Disagree somewhat	45	13%
Strongly disagree	30	9%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
13-17 years old	4	1%
18-30 years old	143	41%
31-40 years old	106	30%
41-50 years old	51	14%
51-60 years old	28	8%
61 or more years old	20	6%
Total	352	100%

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

	Number	Percent of households
Working	132	38%
Retired	2	1%
Housewife	154	44%
Student	20	6%
Unemployed	43	12%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	352	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	182	52%
Primary School, incomplete (classes 1 to 5)	28	8%
Primary School, complete (finished class 6)	20	6%
Secondary education, incomplete (classes 7 to 8)	23	7%
Secondary education, complete (finished class 9)	25	7%
High School (classes 10 to 12)	54	15%
University education or above	20	6%
Refused	0	0%
Don't know	0	0%
Total	352	100%

**Q45 Are you married or single?**

	Number	Percent of households
Single	53	15%
Married	293	83%
Widower/ Widow	6	2%
Refused	0	0%
Don't know	0	0%
Total	352	100%

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

	Number	Percent of households
No people	0	0%
1-5 people	30	9%
6-10 people	218	62%
10-20 people	98	28%
21 or more people	6	2%
Total	352	100%

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

	Number	Percent of households
Lease	102	29%
Own	250	71%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
Yes	247	70%
No	105	30%
Don't know	0	0%
Refused	0	0%
Total	352	100%

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

	Number	Percent of households
Pay nothing	250	71%
1,000 AFN or less per month	19	5%
1,001-2,000 AFN per month	44	13%
2,001-3,000 AFN per month	15	4%
3,001-4,000 AFN per month	10	3%
4,001-5,000 AFN per month	8	2%
5,001-7,500 AFN per month	5	1%
7,501 or more AFN per month	1	0%
Total	352	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 AFN	12	3%
2,001 - 3,000 AFN	27	8%
3,001 - 5,000 AFN	61	17%
5,001 - 10,000 AFN	102	29%
10,001 - 15,000 AFN	71	20%
15,001 - 20,000 AFN	44	13%
20,001 - 25,000 AFN	22	6%
25,001 - 40,000 AFN	9	3%
more than 40,000 AFN	4	1%
Refused	0	0%
Don't know	0	0%
Total	352	100%

<b>Q51 Gender</b>		
	<b>Number</b>	<b>Percent of households</b>
Male	173	49%
Female	179	51%
Total	352	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 <sup>1</sup>	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- <sup>2</sup>
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

<sup>1</sup> The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

<sup>2</sup> Due to safety concerns it was not possible to interview residents in Parun in 2010 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 6<sup>th</sup> house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.



**U.S. Agency for International Development/Afghanistan**

U.S. Embassy Cafe Compound

Great Masood Road

Kabul, Afghanistan

Tel: 202.216.6288

**<http://afghanistan.usaid.gov>**