



## RAMP UP EAST

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



Survey of business establishments in Ghazni.

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# ACRONYMS

COA	Ministry of Finance - Municipal Chart of Accounts
CDC	Community Development Council
DAI	Development Associates International
IDLG	Independent Directorate of Local Governance
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 Ghazni. The internal survey interviews with staff were conducted in September and November of 2011 and the external survey interviews with residents were conducted from August 21 to October 26, 2011. A total of 295 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 Ghazni generally had filing systems that included manual and computerized components. They had computers, shared office space and furnishings but were lacking hardware and software resources. They had a simple master plan (a map that was completed within the last 50 years) and an economic profile. The City had copies of the Provincial Development Plan (PDP), the municipal law, written job descriptions for all municipal staff members and work plans for employees. They were missing some other critical documents such as The Independent Directorate of Local Governance (IDLG) terms of reference for the municipality.

The municipality had an unelected council with 40 members who met monthly. The municipality communicated with the IDLG through monthly reporting via e-mail. Within the City, there were business associations as well as private sector interest in buying or leasing municipal assets. The Department of Public Works had written plans for all departments, schedules and inspection reports for its work, as well as a standard form for procedures performed by most or all areas. The Department also had a small garage or work location where vehicles were repaired on an as needed basis.

The City collected Safayi taxes and business license fees, completed maintenance for roads and parks and provided land fill and trash collection services (sanitation). The city was involved in the provision of waste water services and sanitation services, but not electricity or water services.

In 2011, most Ghazni residents rated their quality of life as excellent or good. However, they thought the number of jobs and businesses in the community were fair or poor. Most residents rated overall city services as somewhat or very good.

Trash disposal methods in Ghazni shifted since 2010. The proportion of residents who used an official dump site or a public container decreased while the proportion who disposed of trash in the street increased. Similarly, satisfaction levels dropped for all disposal methods. The city did not provide water and most residents used wells for drinking water. Generally fewer residents had issues with waterborne illnesses in 2011. The city was not involved in electricity provision, and ratings for the number of days and hours per day of supply improved from 2010. However, ratings for the price of electricity decreased.

While the City of Ghazni provided drainage services, ratings for all aspects of drainage services decreased between 2010 and 2011. Similarly, ratings of city roads and road services did not improve in 2011. Access to some types of food (meat, fruit and vegetables) decreased for Ghazni residents. More residents also said they did not have access to a local park.

When asked about priorities for the services cities could provide, most Ghazni residents wanted the city to focus on clean drinking water and street repair.

While the proportion of residents who could identify the mayor remained stable in 2011, measures of trust in government increased. More residents thought they could influence the government, almost all still thought corruption was a major problem and most thought corruption increased. A bright spot for the municipal government was that it continued to be an unlikely place for a resident to be asked for cash, a gift or a favor in return for service.

# CITY DEMOGRAPHICS

Ghazni is a larger than average sized city when compared to others in the RUE program.

**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
Mahmood 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
Mahmood 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 City of Ghazni, like most other municipalities, had a physical master plan which consisted of a map of the city prepared in 1934 which covered 3 Naiyas. Also, like all other cities in RUE, Ghazni's municipal profile had an economic profile but neither a social or political profile. While all cities had organizational charts, they were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

The municipal profile was prepared with assistance from RUE. The municipal organization chart was prepared in 2011 with assistance from RUE.

**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
Ghazni	No	Yes	No	No
All cities	8%	62%	31%	0%

**FIGURE 4: MUNICIPAL PROFILE, 2011**

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

As in all other cities evaluated by RUE, Ghazni had an economic profile. However, it was not translated to all languages. Unlike most other cities, Ghazni had developed a municipal mission and vision but had not developed goals and objectives.

In 2011, the City of Ghazni had copies of the Provincial Development Plan (PDP), the current Municipal Law, a written job description for all municipal staff members and work plans for different municipal functional areas. The work plans for different municipal functional areas had a monthly timeframe. The City did not have a copy of the IDLG terms of reference for municipality/Subnational Governance Policy (SNGP) or the terms of reference for each municipal department.

There were no completed PDP projects and no 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
Ghazni	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
Ghazni	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
Ghazni	No	No	Yes	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)	No	Yes	77%
A copy of the current Municipal Law	No	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	No	Yes	62%

Ghazni was similar to other RUE cities in that they had a functioning administrative municipal council, but did not have meeting minutes, a list of council members nor an elected council. The municipal council met on a monthly basis in Ghazni.

Ghazni's municipal council was made up of 35 men and five women. Both the Tashkeel and contract positions were entirely filled by men.

**FIGURE 10: MUNICIPAL COUNCIL**

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

**FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011**

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

**FIGURE 12: NUMBER OF MUNICIPAL EMPLOYEES**

	Council		Tashkeel positions		Contract positions	
	2010	2011	2010	2011	2010	2011
Total	0	40	40	50	14	121
Filled by men	0	35	40	50	14	121
Filled by women	0	5	0	0	0	0
Unfilled			0	0	0	0
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA	0				

As in most other cities, Ghazni had business associations within its boundaries. In addition, and unlike most other RUE cities, the City had private sector interest in buying or leasing municipal assets. Furthermore, the City has a list of less than five donors that assisted the municipality in 2011. The City did not have, however, a letter of interest from the private sector.

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

	<b>Ghazni</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	No	46%
A list of Chamber members and contact numbers	No	8%
Chamber of Commerce and Industry minutes of meetings	No	0%
Private sector interest in buying/leasing municipal assets	Yes	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>
Ghazni	No	Yes	No
All cities	54%	38%	8%

The City of Ghazni communicated via e-mail with IDLG/DMA on a monthly basis. The City did coordinate with all Provincial Line Ministry Directorates.

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

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

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

	<b>Ghazni</b>	<b>Percent of all Cities</b>
Phone	No	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>Ghazni</b>	<b>Percent of all Cities</b>
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	Yes	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	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%

In 2011, the City of Ghazni was involved in providing waste water and sanitation systems.

**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	NA	No	15%
Waste water system	NA	Yes	54%
Sanitation system	Yes	Yes	92%

# PUBLIC WORKS CAPACITY

Unlike the majority of other cities in RUE, the City of Ghazni had written public works planning documents and written schedules for all departments on either a weekly or monthly basis. The City also had a standard form for service delivery inspection with procedures performed by most or all of the departments or areas. The City's service delivery project maintenance document estimated project maintenance and part of the initial project scope.

**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
Ghazni	No	No	No	Yes
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
Ghazni	No	No	No	Yes	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
Ghazni	No	No	No	Yes
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
Ghazni	No	Yes	No	No
All cities	23%	62%	8%	8%

Like the majority of other RUE cities, the City of Ghazni conducted regular road maintenance that included only road cleaning and was not scheduled. Regular maintenance of public parks was also conducted but only included occasional park cleaning and was not scheduled. The City did not conduct regular latrine maintenance.

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

**FIGURE 23: CONDUCTED REGULAR ROAD MAINTENANCE, 2011**

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

**FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011**

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

**FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011**

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

The City of Ghazni had 322 designated dumpsites and they were located in the municipal coverage area.

The City's trash collection plan indicates that a crew had been hired, equipment was purchased, and service was scheduled. However, there was currently no line item for trash collection in the budget. Approximately 45 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

**FIGURE 26: DESIGNATED DUMP SITE**

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

**FIGURE 27: TRASH COLLECTION PLAN, 2011**

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

In 2011, the City of Ghazni had a larger inventory of physical assets than in 2010. The condition of all of these assets was also better in 2011. The City had an operations and maintenance facility and a regular maintenance schedule for vehicles, tools and equipment, but only repaired vehicles when needed. The Public Works Manager was responsible for the maintenance of vehicles, tools and equipment.

**FIGURE 28: PHYSICAL ASSETS, 2011**

	Number	Primary use	Operational	Condition	Has operator
Glider	1	Road Maintenance/ Watering	Yes	Excellent	Yes
Grader	1	Road Maintenance/ Waste Management	Yes	Excellent	Yes
Grass cutting machine	1				
Land Cruiser/Fardo	1	Staff Transport	Yes	Excellent	Yes
Coach/Van	2	Waste Management	Yes	Excellent	Yes
Cutting machine	2	Park Maintenance	Yes	Excellent	Yes
Dump Truck/Large Mazda	2	Waste Management	Yes	Excellent	Yes
Excavator	2	Road Maintenance	Yes	Excellent	Yes
Car/Corrola/Saracha Taxi	4	Staff Transport	Yes	Excellent	Yes
Generator	6	Park Maintenance	Yes	Excellent	Yes
Motor Cycle/Bike	6	Staff Transport	Yes	Excellent	Yes

**FIGURE 29: PHYSICAL ASSETS, 2010**

	Number	Primary use	Operational	Condition	Has operator
Loader	1	Waste Management	Yes	Good	No
Jeep/Truck/Pickup	1	Waste Management	Yes	Poor	Yes
Large Truck/Trash Truck	1	Waste Management	Yes	Poor	Yes
Water Tankers	2	Park Maintenance	Yes	Poor	Yes
Cutting Machine	2				
Dump Truck	3	Waste Management	Yes	Poor	Yes
Tricycle/3 wheeler/Zaranj	6	Waste Management	Yes	Good	Yes

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

**FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011**

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

In 2011, the City of Ghazni had only two Tashkeel positions as well as two contract positions. All positions were filled by men. Like most other cities, Ghazni had a systematic filing system for public works that consisted of an unorganized filing folder or box. Unlike most other cities, the filing system was computerized. The Department of Public Works had one computer with access to the Internet and had an average of eight hours of electricity a day.

Unlike other cities, Ghazni had enough office space and furnishings. As in other cities, the Department of Public works in Ghazni did not have information technology for either hardware or software.

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

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	42	2	105	2
Filled by men	41	2	NA	2
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

**FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011**

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

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

	Manual	Computerized	Both
Ghazni	No	Yes	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)
Ghazni	Yes	1	8
All cities	100%	1.2	11.6

**FIGURE 36: OFFICE INFRASTRUCTURE, 2011**

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

# FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had a budget for the current year as well as an operations budget and a program development budget. Ghazni had a systematic filing system for financial management that was filed, organized and stored. The filing system had both manual and computerized elements. The accounting/budget system for financial management, however, was only computerized.

Ghazni had 11 years of prior budgets, their budget history started in 2001 (1380). For the 2011 (1390) budget year, it took 60 days from submitting the budget to receiving final approval. While the City did not have written procedures to disburse cash (including recording the disbursement) they did have a cash account and an M20 (see below) 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
Ghazni	No	No	No	Yes
All cities	0%	15%	69%	15%

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

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

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

	Manual	Computerized	Both
Ghazni	No	Yes	No
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
Ghazni	No	No	No	Yes	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>
Ghazni	Yes	No	No	No
All cities	100%	0%	0%	0%

An external audit was conducted in 2009 (1388) 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. In addition, the City of Ghazni used the COA for both expenditures and revenue.

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

	<b>Ghazni</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?	Yes	62%

The Department of Financial Management had two filled and one unfilled Tashkeel positions along with one filled contract position.

As in all other cities, the Department of Financial Management had a networking system. The Department also had one computer with access to the Internet and an average of six hours of power per day. The Department shared office space and furnishings but did not have computer hardware or software.

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

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	3	0	1
Filled by men	3	2	NA	1
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)
Ghazni	Yes	1	6
All cities	100%	1	9

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

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

# REVENUE ENHANCEMENT CAPACITY

The City of Ghazni had both a manual and computerized revenue system but no standard written procedure for recording revenue. There was a systematic filing system that consisted of both manual and computerized elements, but documents in this system were not organized.

**FIGURE 46: REVENUE SYSTEM TYPE, 2011**

	Manual	Computerized	Both
Ghazni	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
Ghazni	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
Ghazni	No	Yes	No	No
All cities	0%	31%	69%	0%

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

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

The City of Ghazni collected Safayi taxes and business license fees, but not property registration fees, on an annual basis. In 2011, the city had 5,500 active business licenses and expected to collect 1,200,000 AFN in license fees. This would represent a decrease from 2010 when 1,494,002 AFN was collected. The 2011 fee per active license was projected to be approximately 220 AFN. This is lower than the average projected fee per active license across all RUE cities (302 AFN).

In addition, the municipality expected to collect over 940,000 AFN in Safayi taxes in 2011, or 6 AFN per resident. This was lower than the average projected Safayi tax per resident across all 13 cities (50 AFN).

Ghazni did not accept cash payments for tax and revenue bills and did not deposit any cash received in the bank. Staff did, however, issue receipts for any other 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	Yes	No	8%
Monthly	No	No	50%
Quarterly	No	No	8%
Biannually	No	No	17%
Annually	No	Yes	17%

**FIGURE 51: TYPE OF FEES AND TAXES COLLECTED**

	2010	2011	Percent of all Cities in 2011
Collect Property Registration Fees	Yes	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	NA	154,618	103,087
Safayi taxes in 2010 (AFN)	718,702	341,896	1,623,358
Safayi taxes projected for 2011 (AFN)	NA	944,183	5,149,726
Number of active business licenses	3,370	5,500	1,656
Business license fees in 2010 (AFN)	1,105,442	1,494,002	378,012
Business license fees for 2011 (AFN)	NA	1,200,000	500,448

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

	Ghazni	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 Department of Revenue Enhancement in Ghazni maintained a list of municipal owned property with very detailed organized records and most/all properties listed. The City also recorded revenues and their sources in a Revenue Book but also in an electronic file. Data were recorded for each type of revenue with a summary of total revenue collected for each source.

The City had a revenue forecasting report; a Safayi book with all properties and valuations that also included manual/auto business listing and allowed for forecasting.

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

The Department of Revenue Enhancement employed 11 men in Tashkeel positions and four in contract positions. Two Tashkeel positions were unfilled, and no women were employed by the Department. The office had a single computer with access to the Internet and a network that connected all office computers. On average, electricity was available for six hours a day. As in most other cities, the Department of Revenue Enhancement shared office space and furnishings and did not have computer hardware and software.

**FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	4	13	0	4
Filled by men	3	11	NA	4
Filled by women	0	0	NA	0
Unfilled	1	2	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)
Ghazni	Yes	1	6
All cities	100%	1	9

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

	Ghazni			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

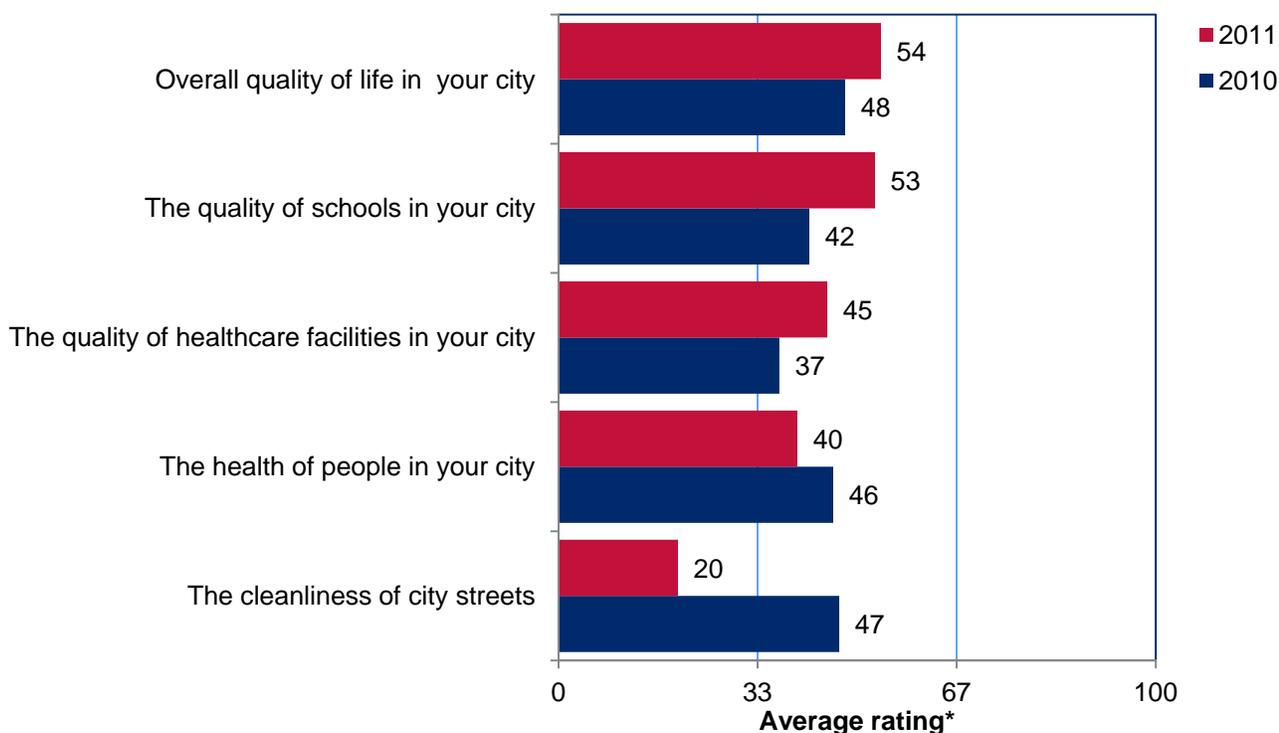
A majority of residents of the City of Ghazni rated overall quality of life (59%) and the quality of schools (57%) as either excellent or good. The overall quality of life, the quality of schools and the quality of healthcare facilities in Ghazni all showed modest improvements since 2010. The cleanliness of city streets, on the other hand, decreased since 2010. About four-fifths of residents (81%) rated the cleanliness of Ghazni's streets as either fair or poor.

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

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	14%	45%	29%	12%	54
The quality of schools in your city	10%	47%	34%	9%	53
The quality of healthcare facilities in your city	8%	34%	44%	15%	45
The health of people in your city	4%	34%	42%	20%	40
The cleanliness of city streets	1%	18%	20%	61%	20

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

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



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

# EMPLOYMENT

Residents gave low ratings to the number of job opportunities and to the number of businesses in Ghazni. A majority of residents rated both categories as either fair or poor. In addition, ratings of the number of job opportunities in Ghazni decreased in 2011.

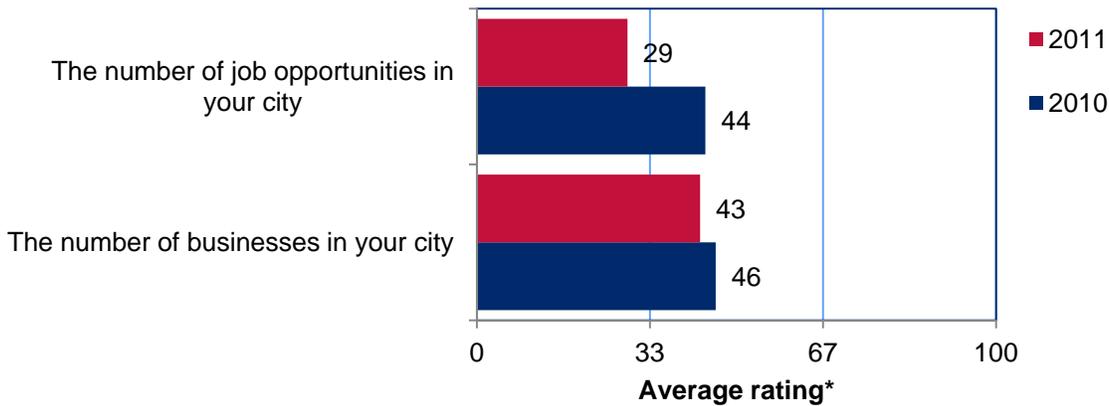
As in 2010, similar percentages of respondents indicated that job opportunities had increased (30%) or decreased (35%). Both of these categories grew in 2011.

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

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	1%	24%	39%	37%	29
The number of businesses in your city	5%	29%	57%	10%	43

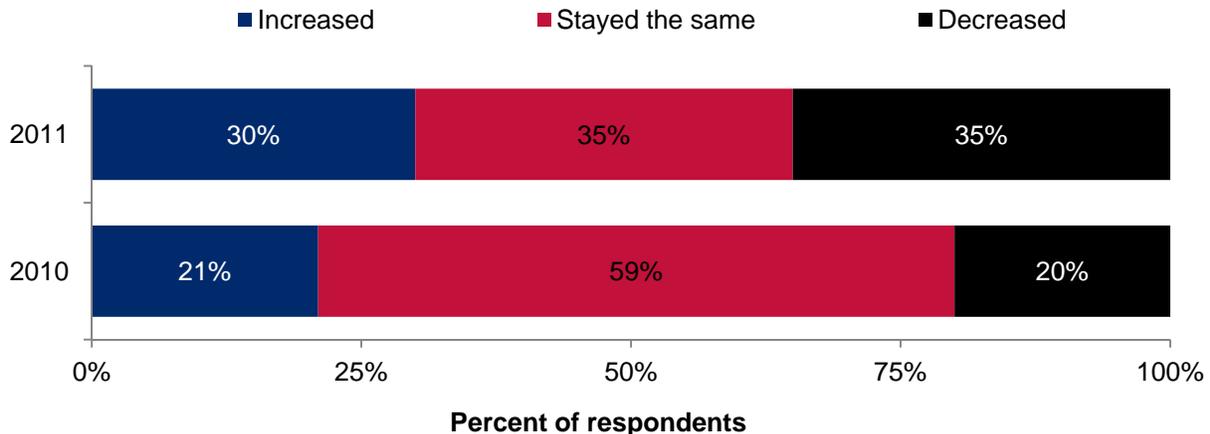
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



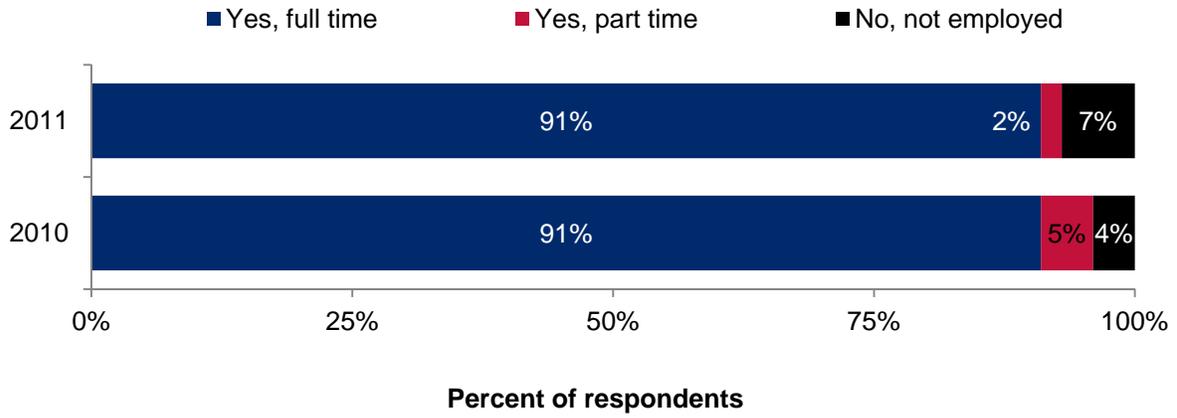
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



In 2011, the same percentage of heads of households in Ghazni indicated that they were employed full time as did in 2010.

FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



# SERVICES

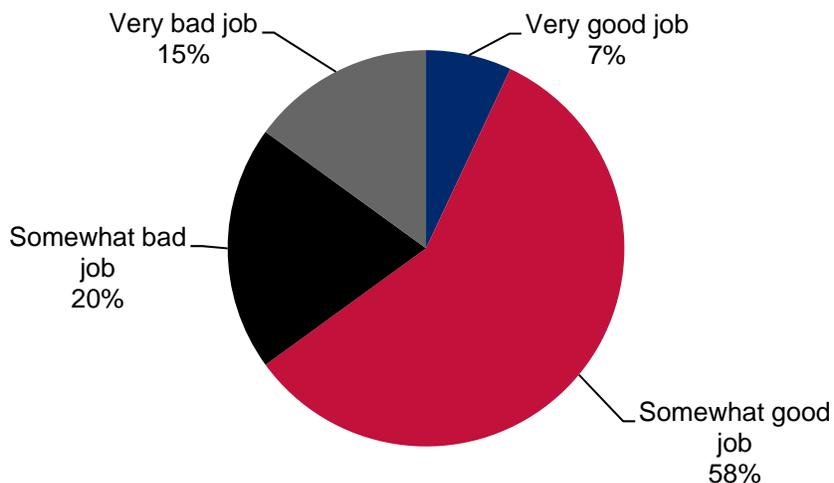
Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, and some that may not exist in the city at all. These included solid waste, water, electricity,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

The City of Ghazni was involved in providing waste water and sanitation services, and road and parks maintenance, but not in providing water and power (electricity) services and latrine maintenance.

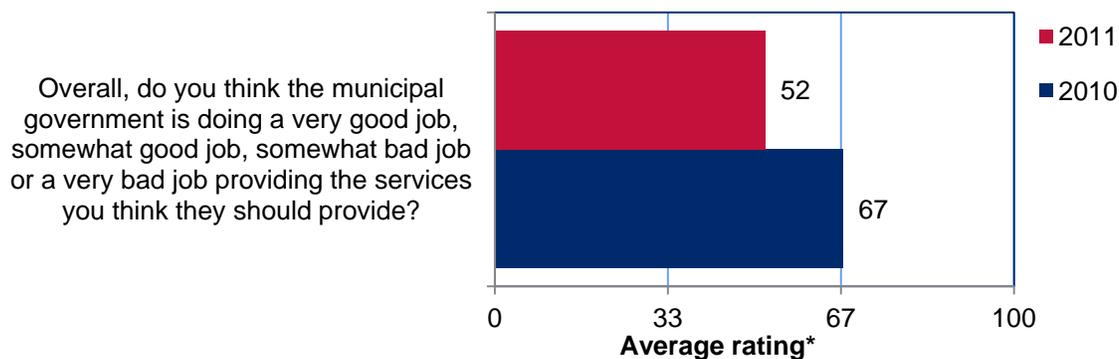
Over half of respondents indicated that they think the city does a somewhat or very good job providing the services they should provide. Ratings of the City decreased in 2011.

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

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



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

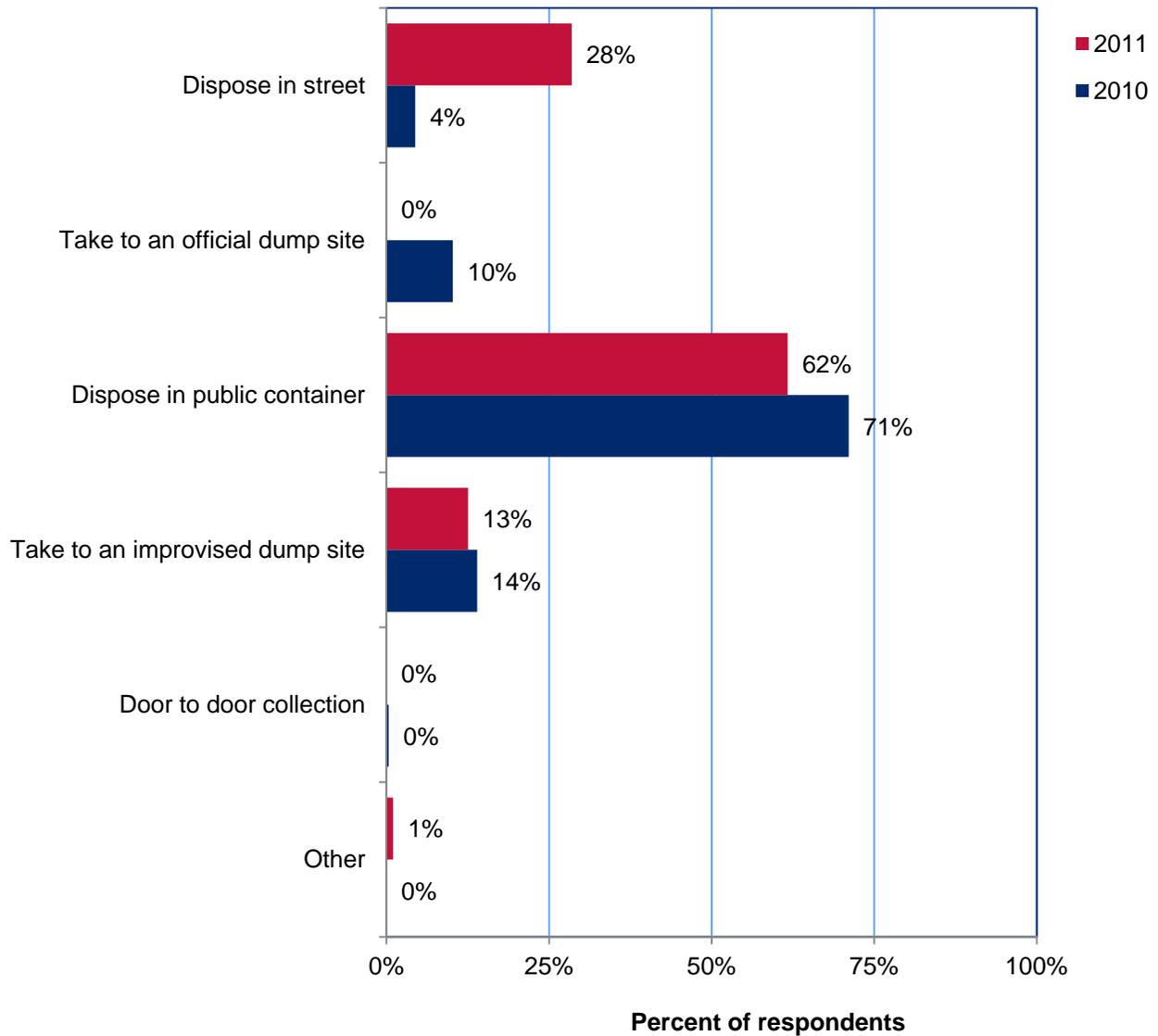


\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

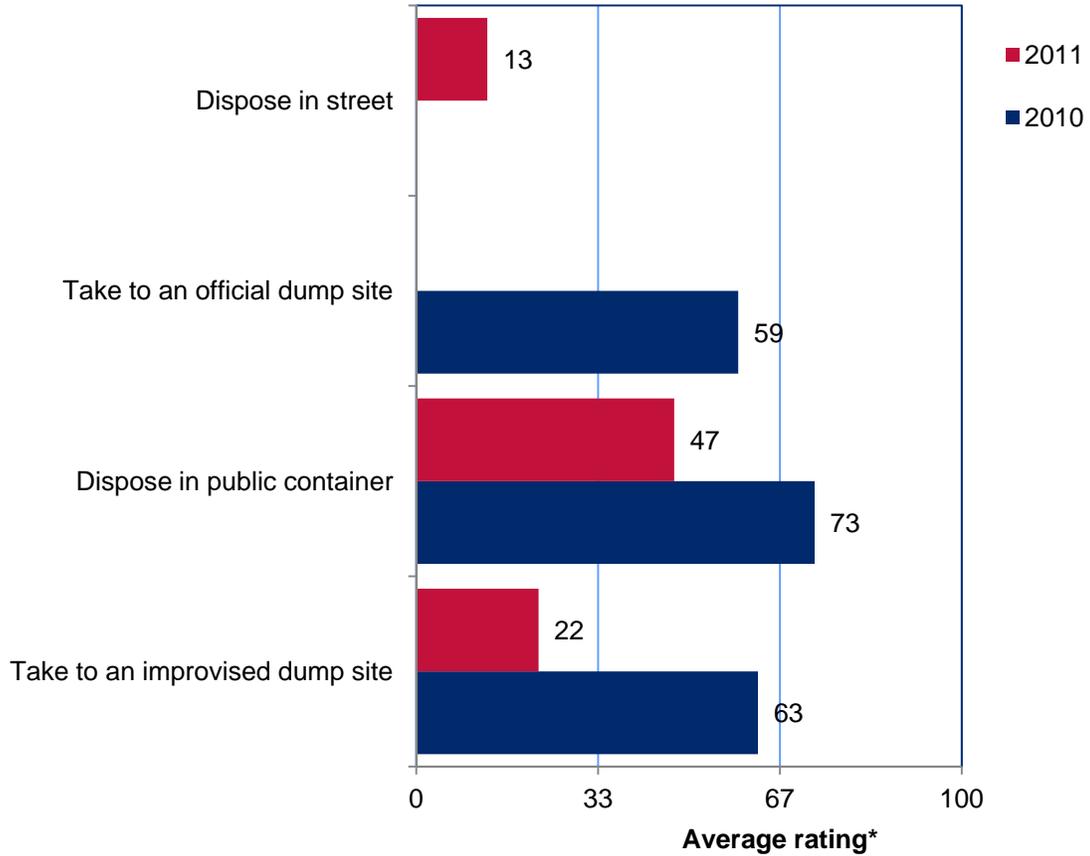
In 2011, most Ghazni residents dispose of trash in a public container while about one-in-four dispose of trash in the street. The percentage of respondents who use a public container decreased in 2011 while the percentage of those who dispose of trash in the street increased.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Satisfaction ratings of trash disposal methods in the City of Ghazni decreased in 2011. Note that no residents indicated they took trash to an official dumpsite in 2011 or disposed of trash in the street in 2010.

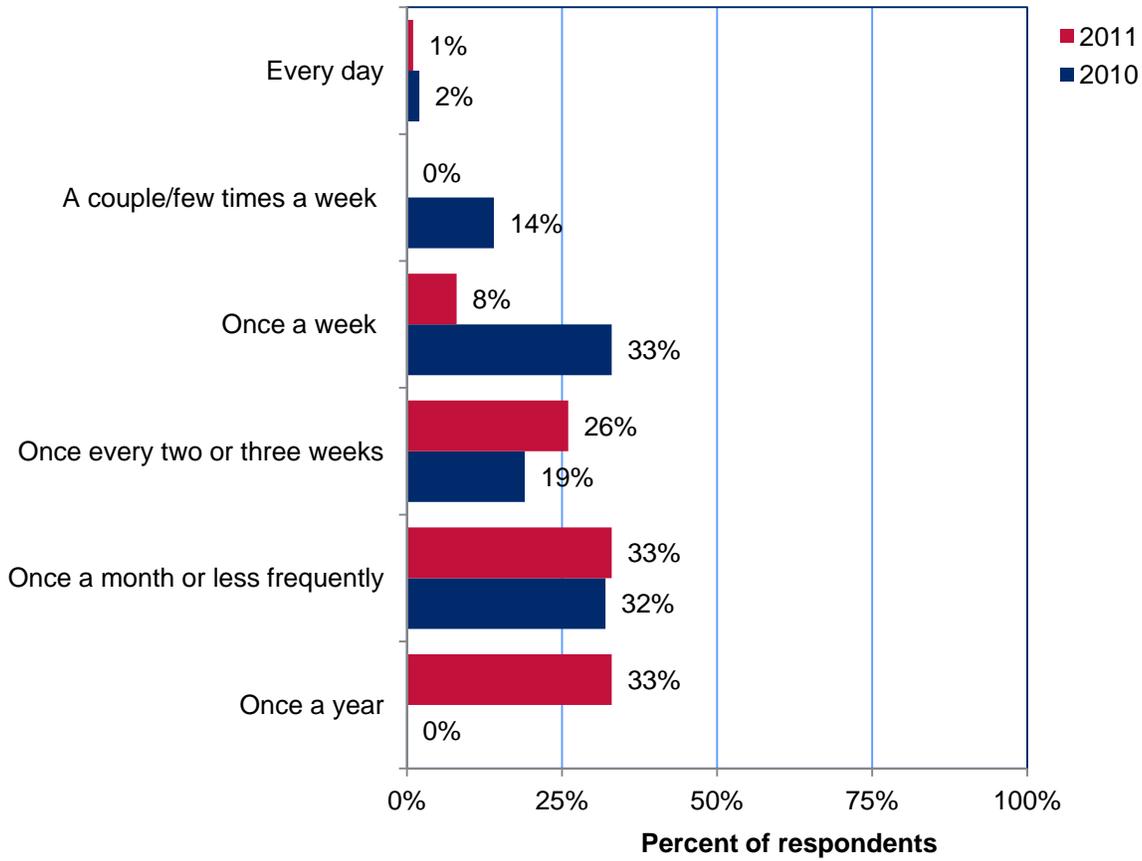
**FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD**



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

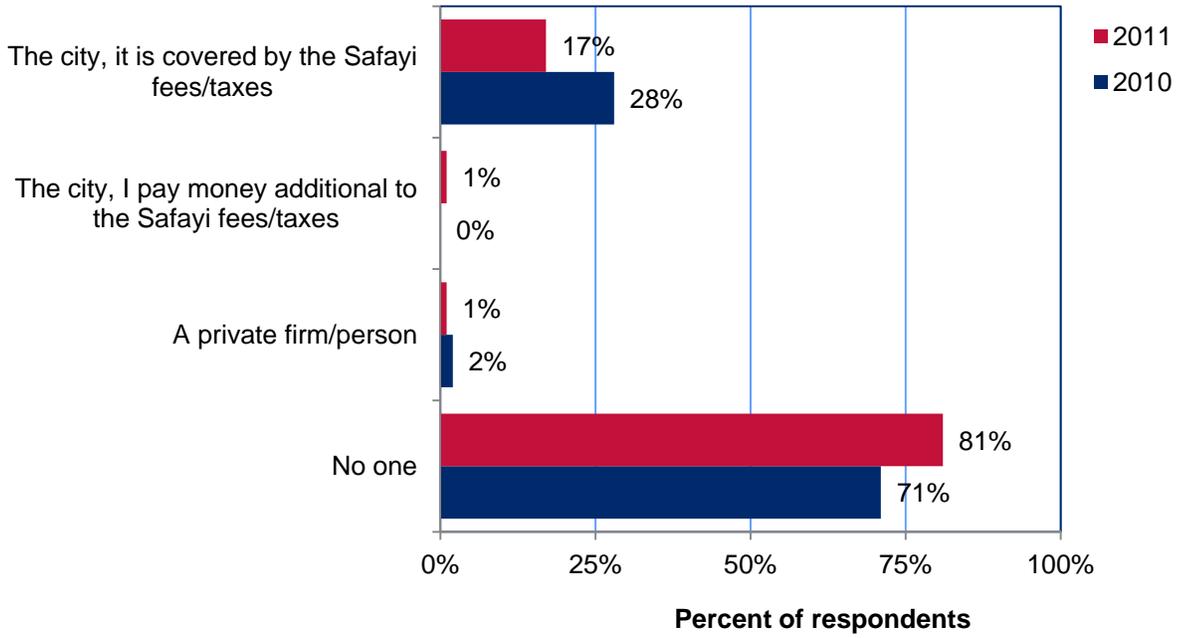
Trash removal in the City of Ghazni became less frequent in 2011. One-third of residents indicated that the City removed trash once a year, while another third indicated the City removed trash monthly or less frequently. The percentage of respondents who indicated weekly pickup or multiple times a week decreased in 2011.

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



The majority of respondents did not pay for trash removal, but some thought it was included in their Safayi.

**FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



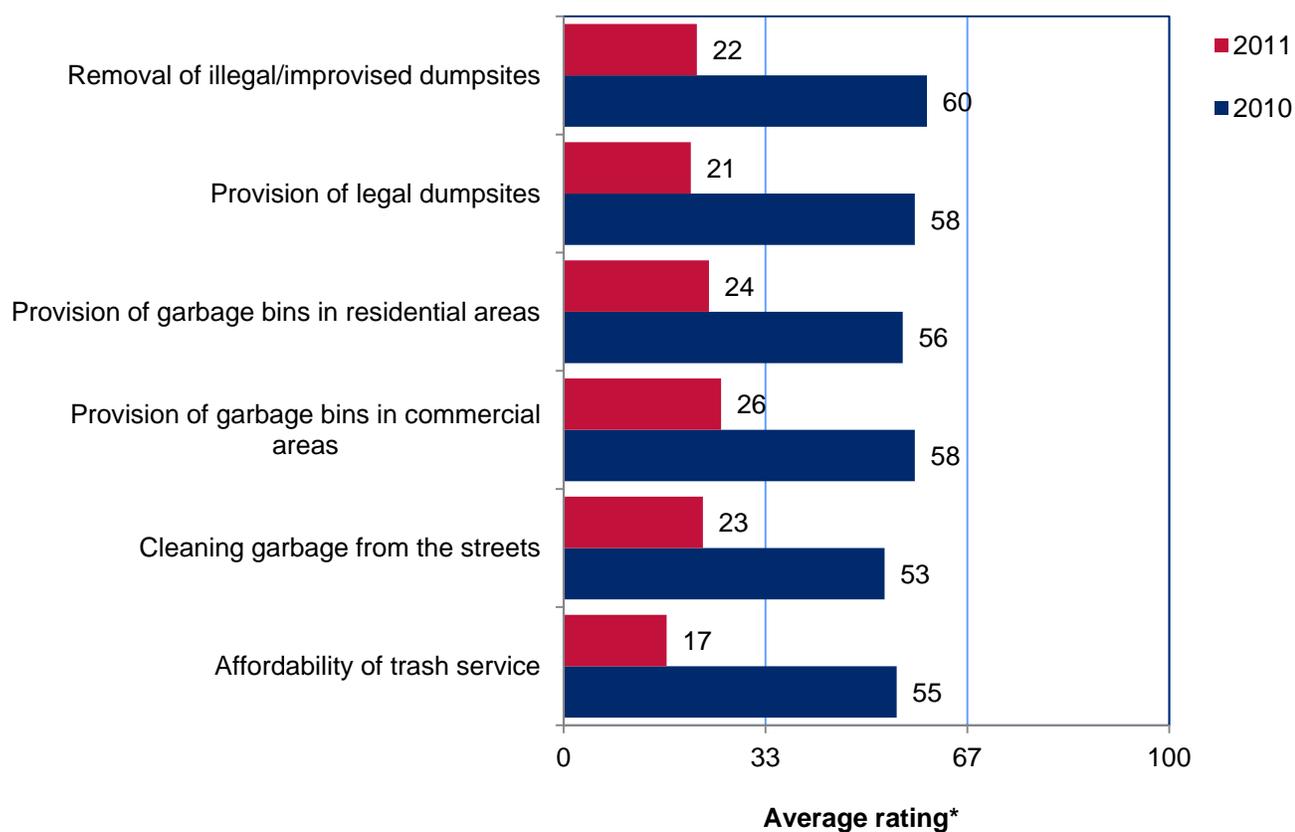
Residents of Ghazni rated all aspects of city trash services poorly in 2011 and at levels much lower than in 2010. Over 75% of respondents rated every aspect of trash services as either fair or poor.

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

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	1%	20%	22%	57%	22
Provision of legal dumpsites	1%	16%	28%	55%	21
Provision of garbage bins in residential areas	1%	20%	31%	48%	24
Provision of garbage bins in commercial areas	2%	20%	33%	45%	26
Cleaning garbage from the streets	0%	17%	33%	50%	23
Affordability of trash service	1%	7%	35%	57%	17

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

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

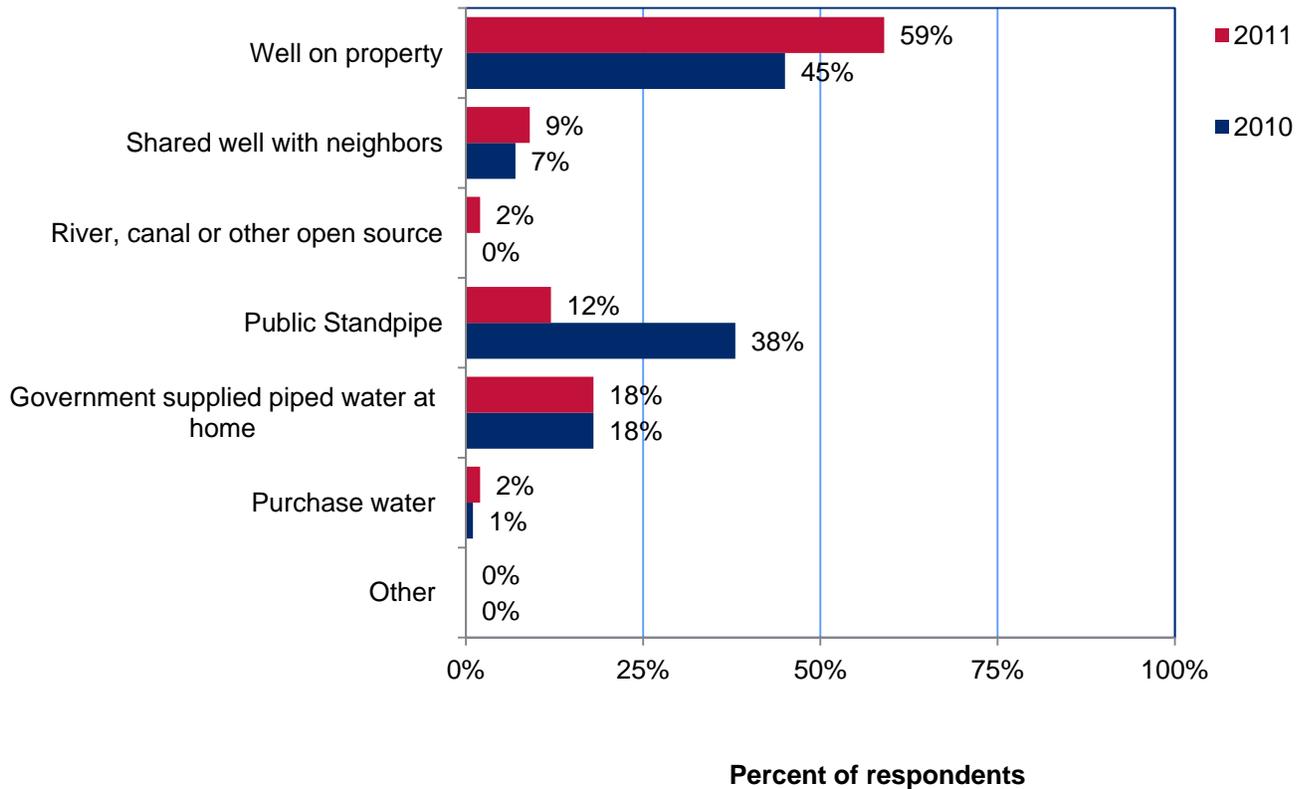


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

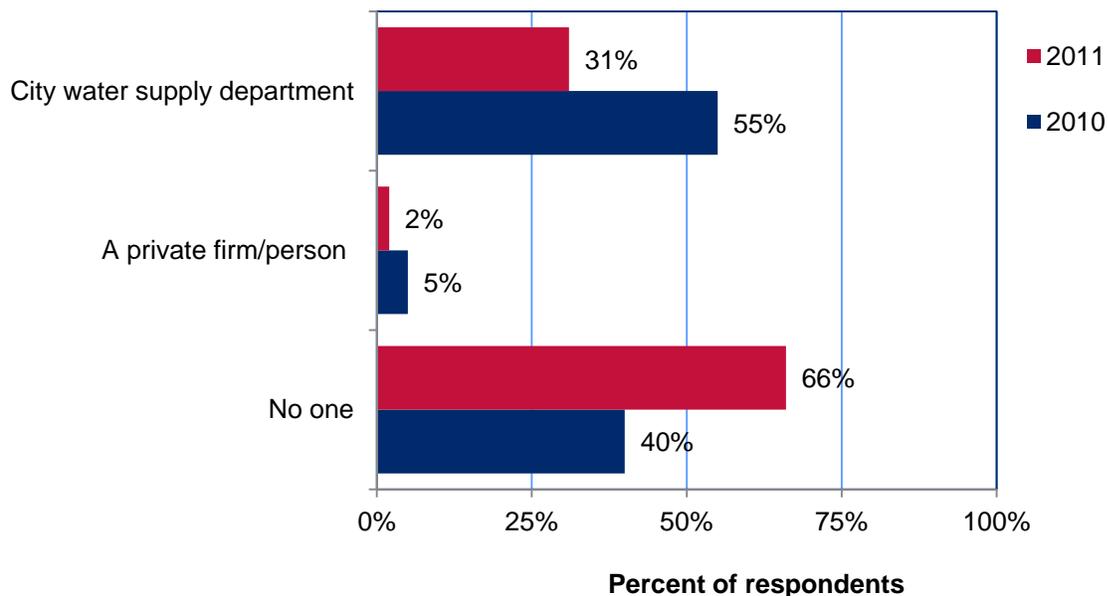
# WATER

Over half of Ghazni respondents indicated they receive their drinking water from a well on their property, a larger percentage than in 2010. The proportion of respondents who receive their drinking water from a public standpipe decreased in 2011. Less than one-third of respondents paid the city water supply department for water service while two-thirds did not pay for water service.

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

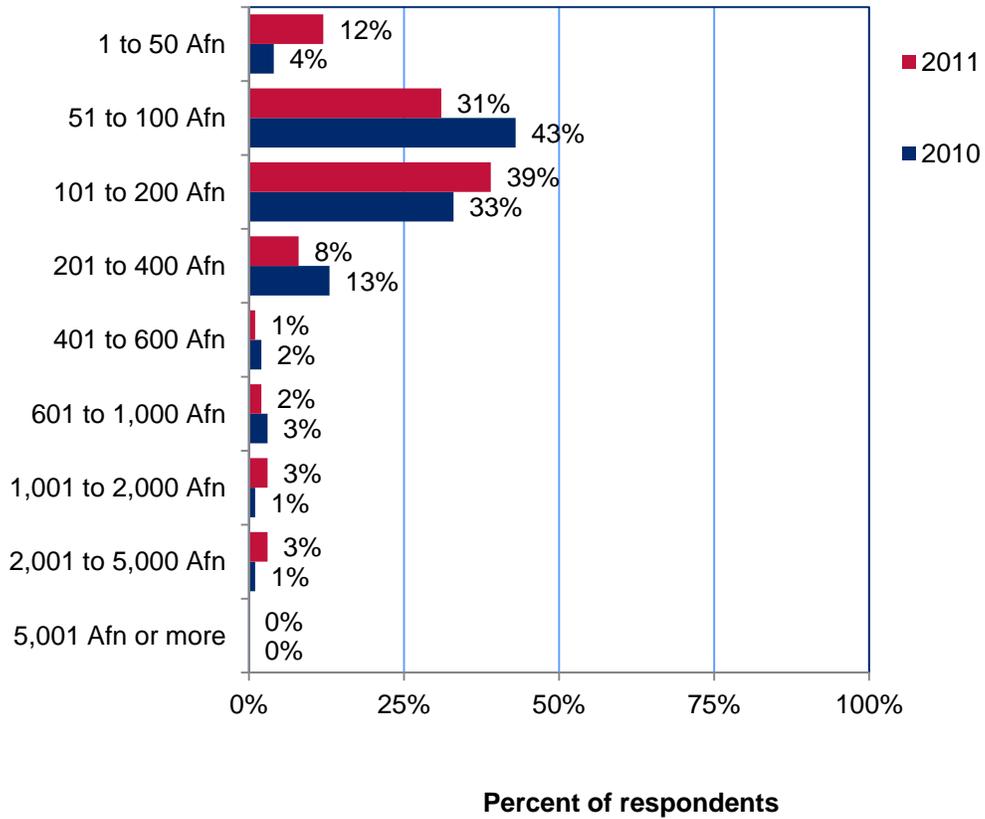


**FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



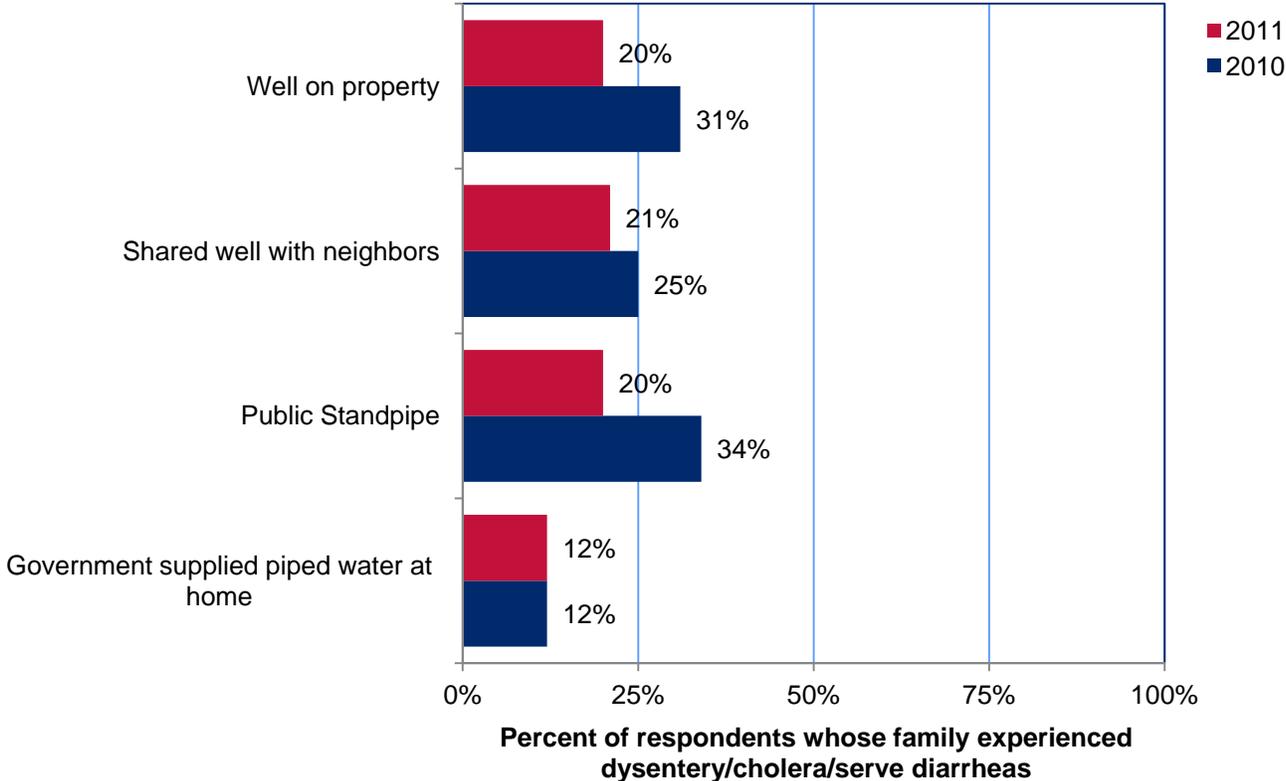
Most of those respondents who pay for water service pay between 51 and 200 AFN a month.

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



In 2011, a minority of respondents' families experienced dysentery, cholera or severe diarrhea regardless of drinking water source type. Approximately one-in-five families experienced dysentery, cholera or severe diarrhea by drinking water from a shared well, a private well, or a public standpipe. Decreases in occurrence of dysentery, cholera or severe diarrhea were seen in families who used a private well or a public standpipe.

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



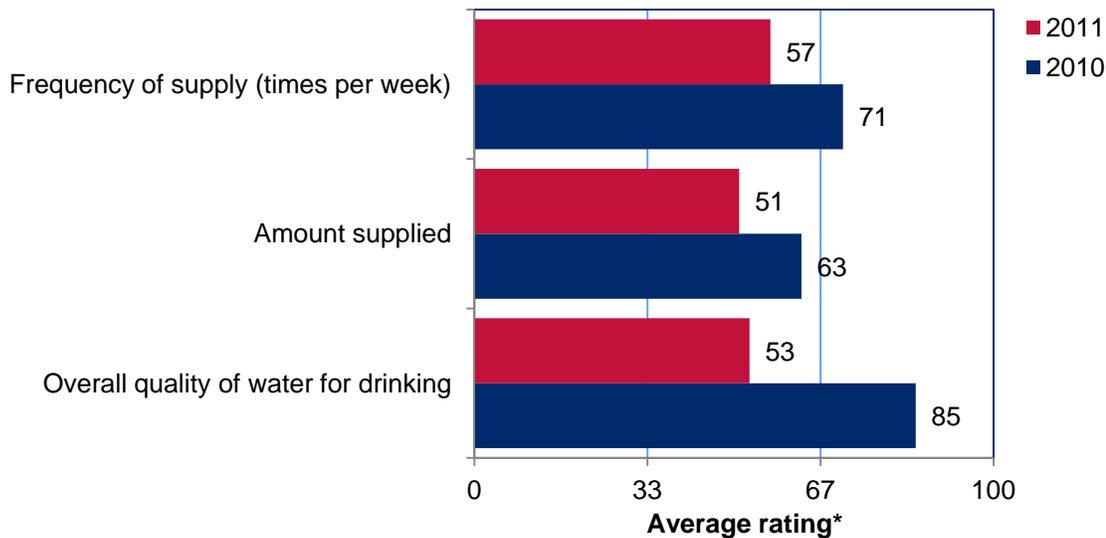
A majority of those residents who use city water services rated the frequency of supply (67%), amount (59%) and overall quality (63%) of drinking water as either excellent or good. Despite these positive ratings, all three categories saw decreases in 2011.

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

	Excellent	Good	Fair	Poor	Average rating*
Frequency of supply (times per week)	18%	49%	21%	12%	57
Amount supplied	12%	47%	24%	17%	51
Overall quality of water for drinking	13%	50%	18%	19%	53

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

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

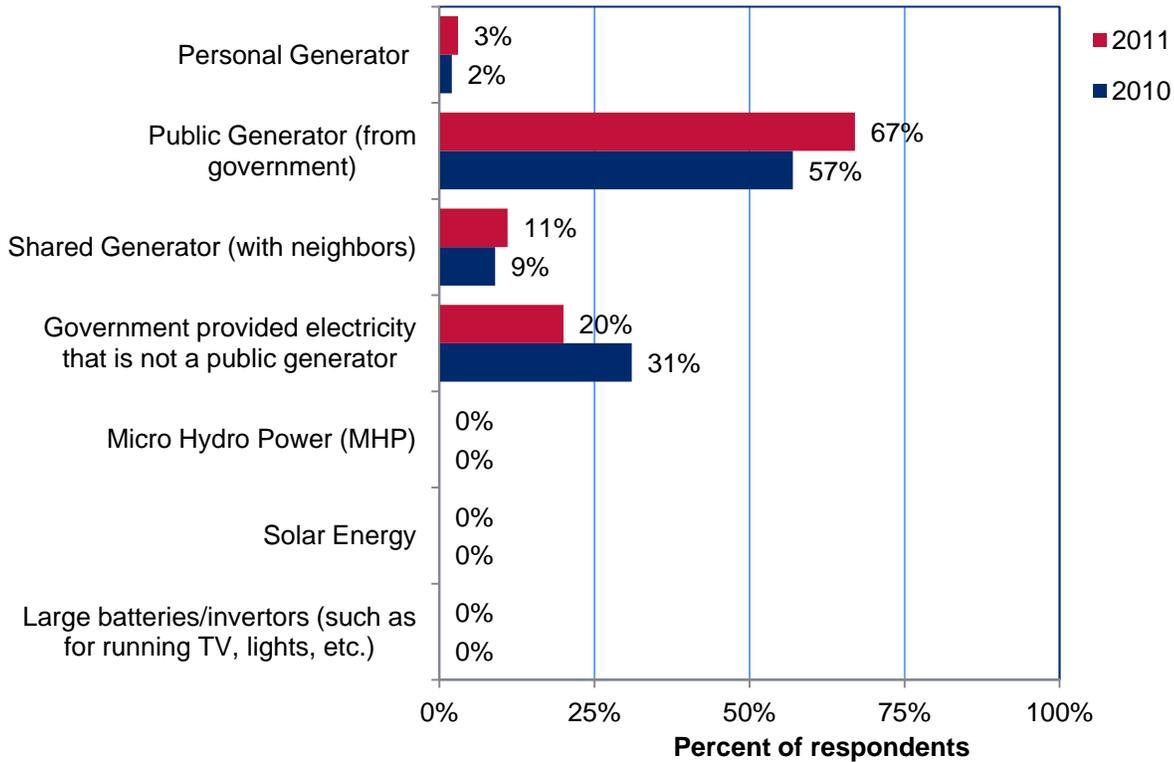


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

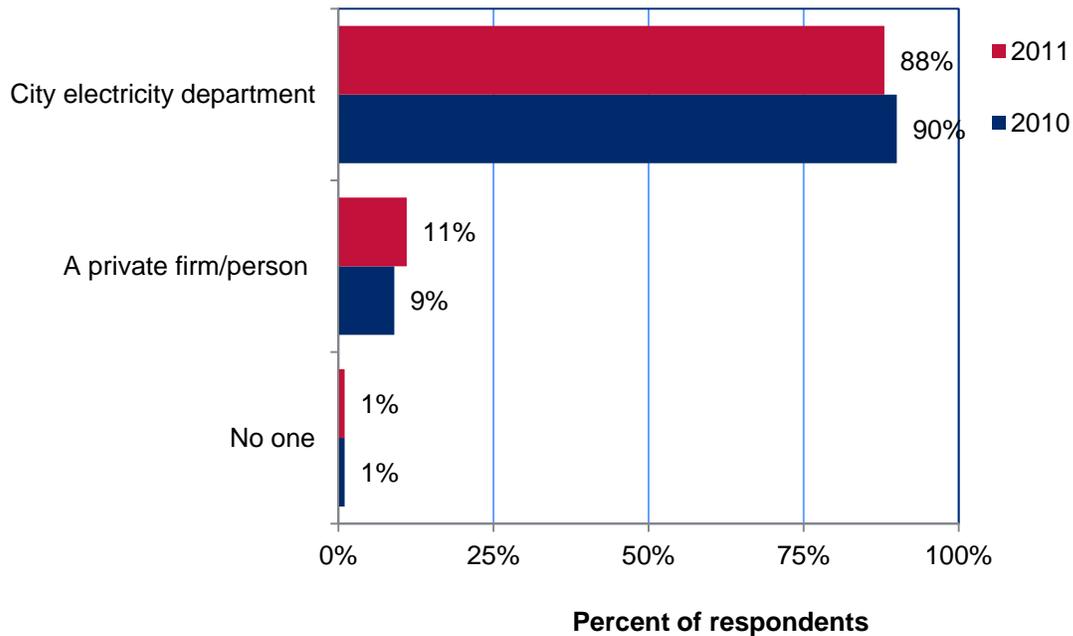
# ELECTRICITY

Almost all residents in the City of Ghazni receive their electricity from the government (87%). Two-thirds of residents use a public generator (67%) while an additional 20% use government provided electricity that is not from a public generator. As expected, most residents pay the city electricity department for their electricity.

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

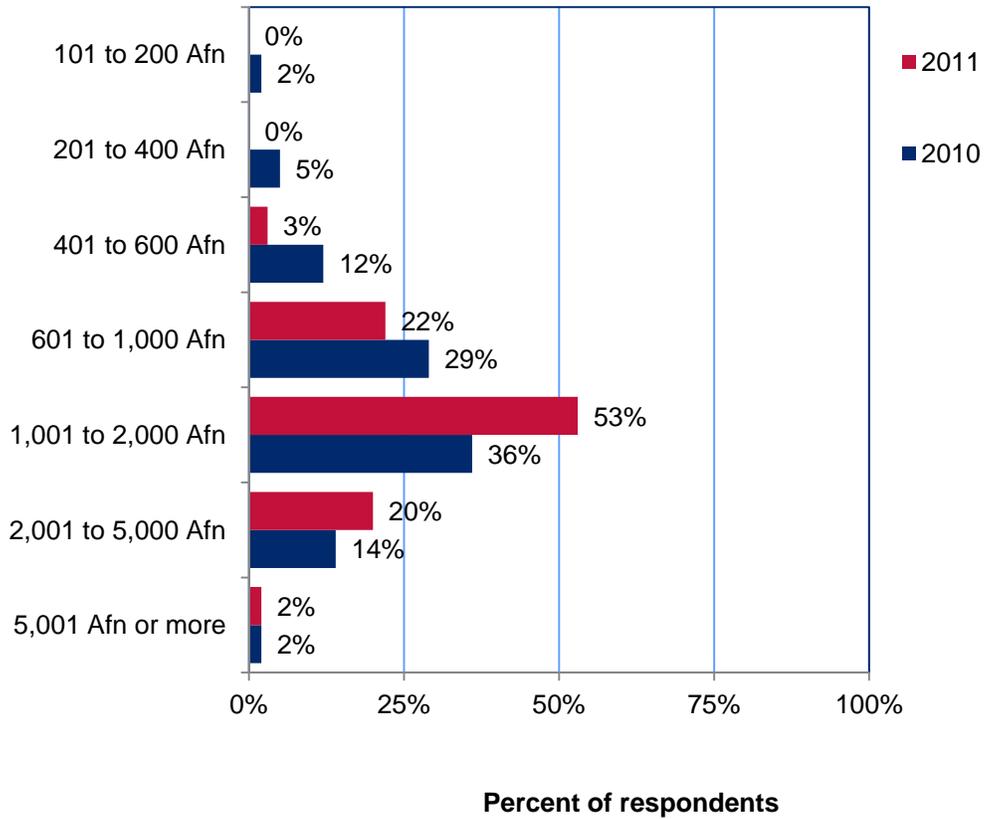


**FIGURE 81: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



About half of respondents who pay for their electricity pay between 1,001 and 2,000 AFN a month.

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



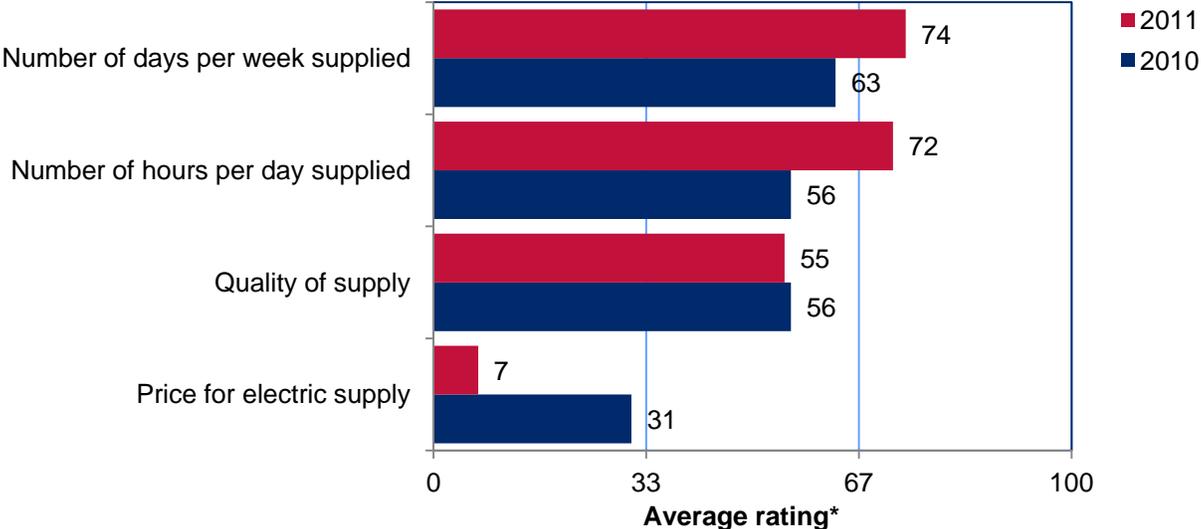
Ghazni residents rated the quality of electricity services mostly positively in 2011. Most respondents rated the number of days per week supplied (87%), the hours per day supplied (84%) and the quality of supply (54%) as either excellent or good. The number of days per week and the hours per day that electricity is supplied were rated more positively in 2011 while the quality of the supply remained stable. Ratings for the price of electricity dropped in 2011 with almost all respondents (98%) rating the price as either fair or poor.

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

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	37%	50%	12%	1%	74
Number of hours per day supplied	30%	54%	15%	0%	72
Quality of supply*	14%	40%	44%	2%	55
Price for electric supply	0%	3%	16%	82%	7

\*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

Almost all residents in the City of Ghazni had a dry latrine in their home and an open ditch/canal for the drainage of waste water. These percentages were similar to those in 2010.

FIGURE 85: TYPE OF TOILET IN HOME COMPARED BY YEAR

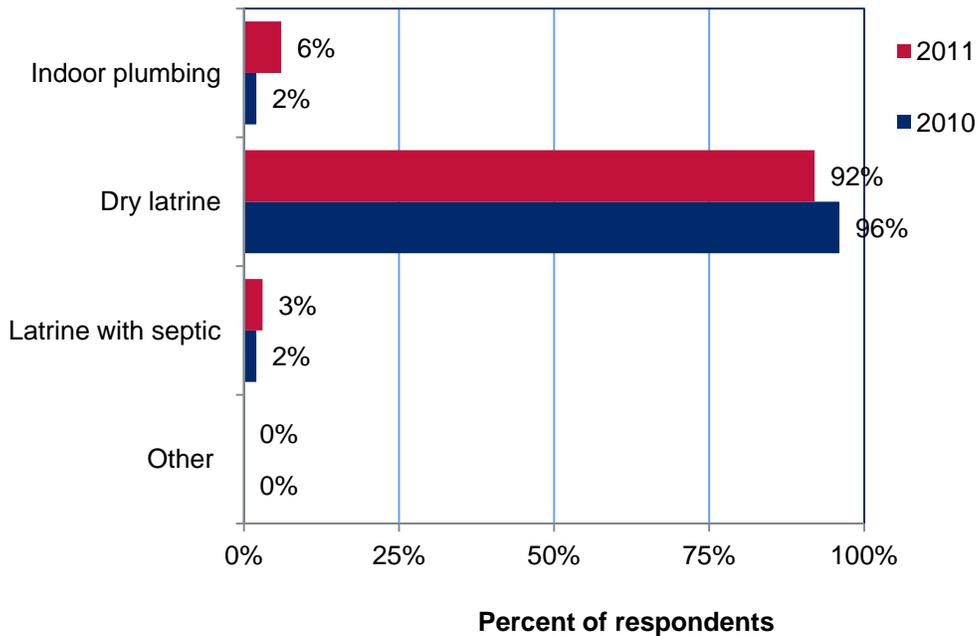
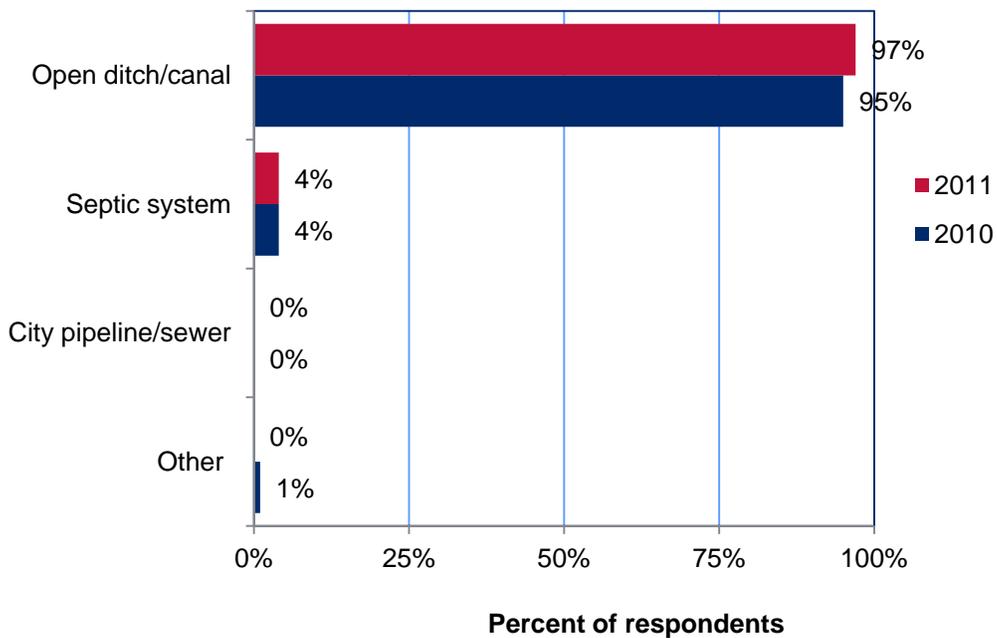


FIGURE 86: TYPE OF DRAINAGE FOR WASTE WATER



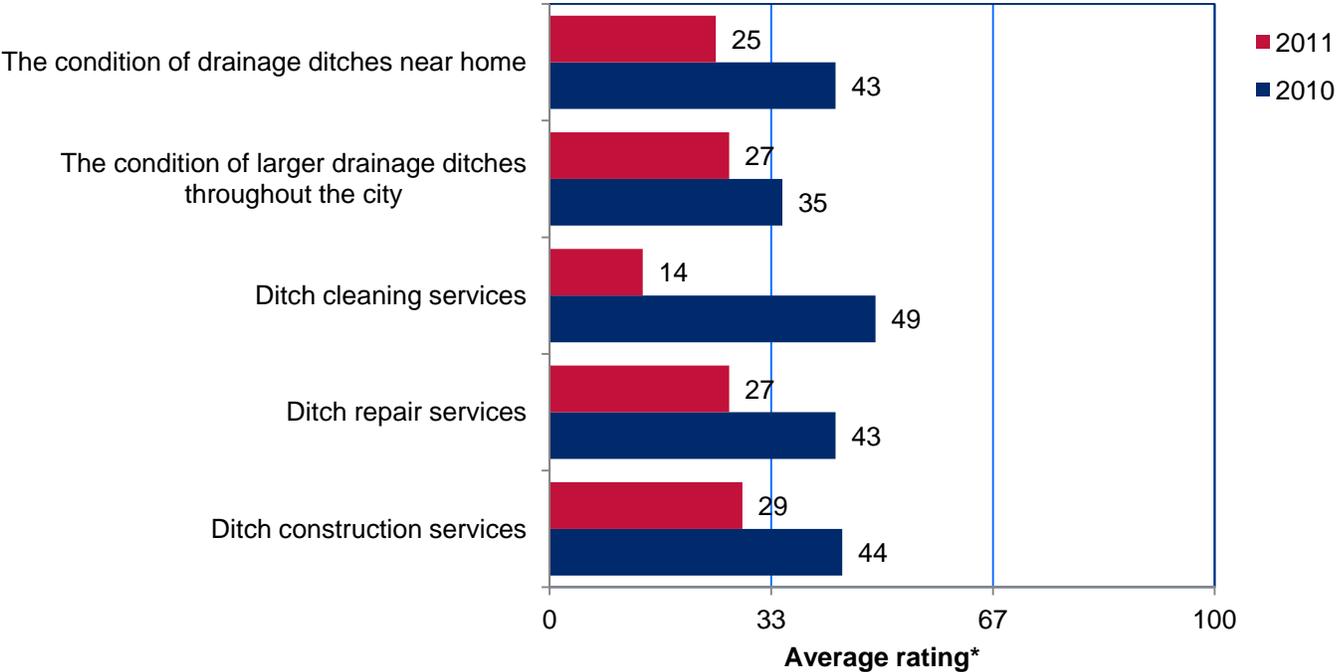
All aspects of city drainage and drainage services in Ghazni were rated less positively in 2011. Ditch cleaning services received the lowest ratings with 91% of respondents rating this as either fair or poor. The condition of drainage ditches near home received the most positive ratings, but three-fourths of respondents still rated this aspect as either fair or poor.

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

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	3%	22%	22%	53%	25
The condition of larger drainage ditches throughout the city	1%	21%	37%	41%	27
Ditch cleaning services	0%	8%	24%	67%	14
Ditch repair services	0%	15%	49%	36%	27
Ditch construction services	0%	22%	42%	35%	29

\* 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.

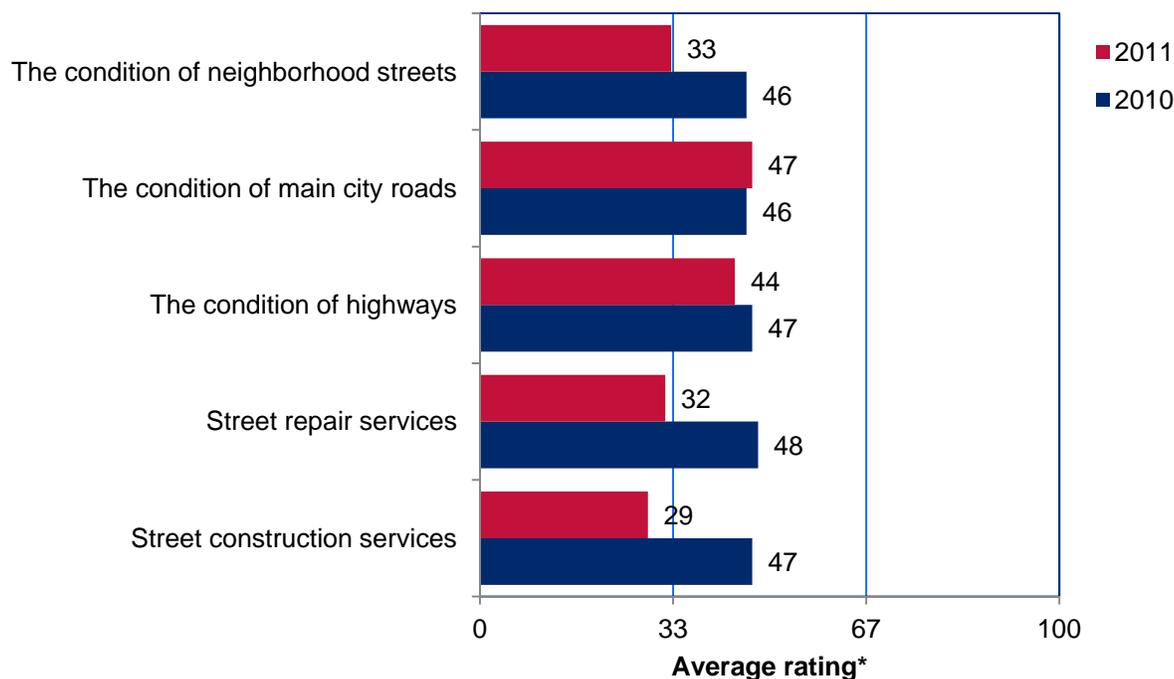
Most Ghazni residents rated all aspects of city roads and road services as either fair or poor. The condition of main city roads and the condition of highways received the most positive ratings and these were similar to ratings in 2010. The condition of neighborhood streets and the quality of street repair and construction services were all rated lower in 2011.

**FIGURE 89: QUALITY OF CITY ROADS AND ROAD SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	3%	29%	32%	36%	33
The condition of main city roads	4%	38%	53%	5%	47
The condition of highways	9%	28%	47%	16%	44
Street repair services	3%	19%	48%	30%	32
Street construction services	2%	18%	44%	36%	29

\* 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

Quality ratings for teen/adult parks and children's playgrounds in the City of Ghazni decreased in 2011. The majority of respondents rated these parks as either fair or poor. Women's parks were rated similarly which was consistent with ratings in 2010.

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

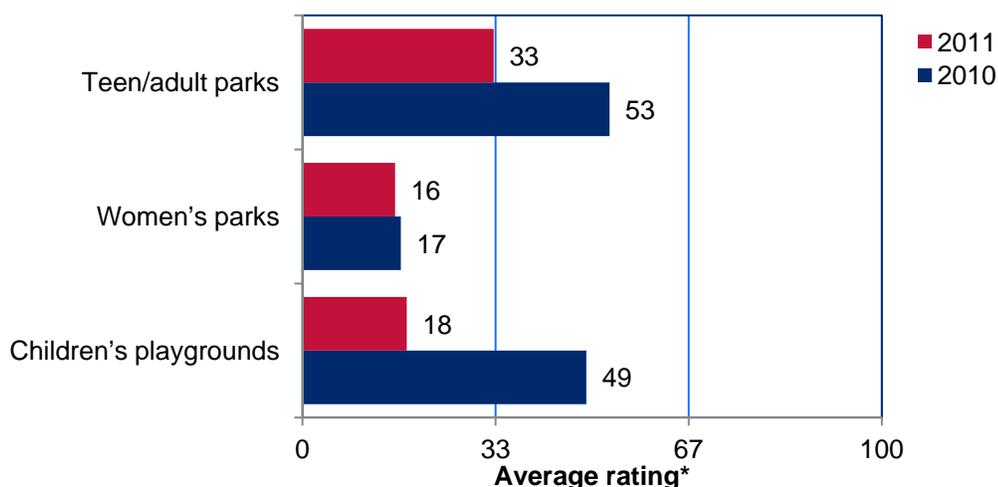
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	15%	17%
	Some further away	76%	58%
	Aware of no parks	8%	25%
Women's parks	Yes, close by	0%	3%
	Some further away	23%	38%
	Aware of no parks	77%	59%
Children's playgrounds	Yes, close by	20%	15%
	Some further away	62%	44%
	Aware of no parks	18%	41%

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

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	1%	40%	16%	43%	33
Women's parks	2%	4%	35%	59%	16
Children's playgrounds	0%	15%	24%	61%	18

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

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

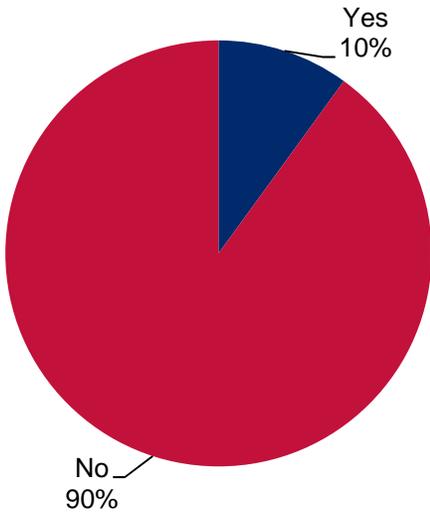


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

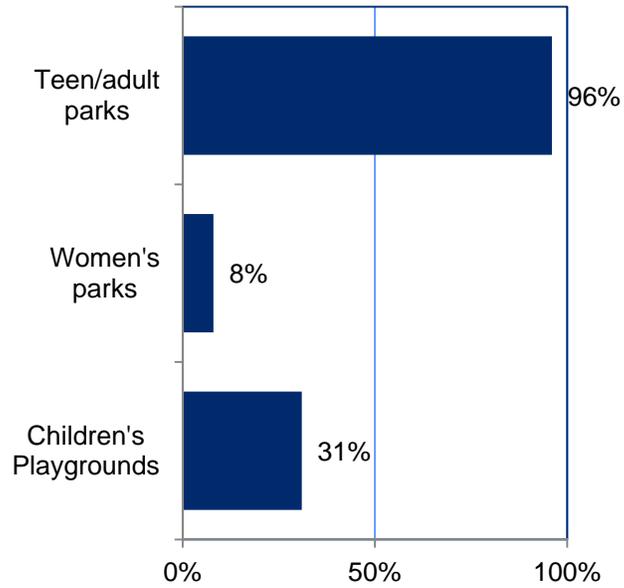
Ten percent of respondents had visited a park in Ghazni; almost all among those who had visited a park went to a park for teens/adults while 31% had also visited a park with children's playground facilities.

**FIGURE 94: PARKS VISITED, 2011**

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



**If yes, which ones?**



# MARKET

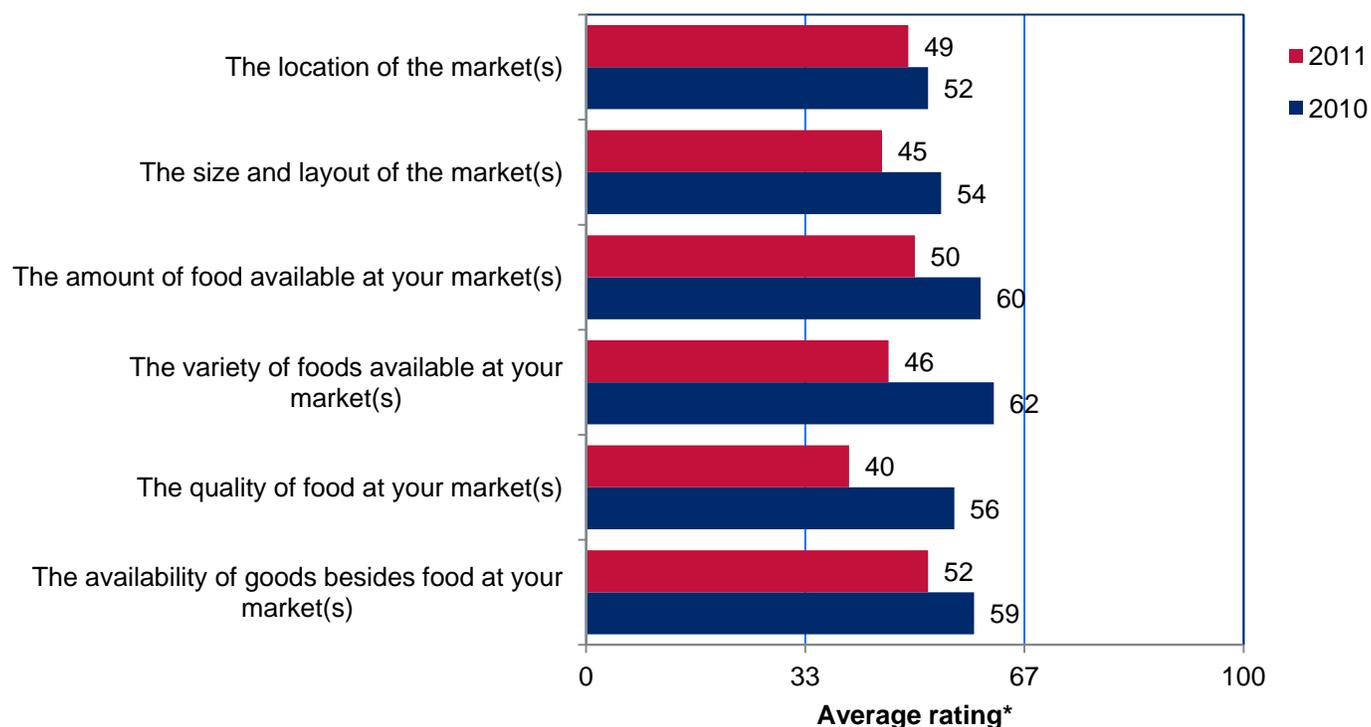
Quality ratings for the city market(s) in Ghazni were mostly down in 2011. While a majority of respondents rated the location of the market(s) (55%), the amount of food available (51%) and the availability of goods besides food (51%) as either excellent or good, all aspects of the city market(s) were rated lower in 2011. The quality of food at the market(s) saw the largest decrease with only 37% of respondents rating the quality as either excellent or good.

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

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	3%	52%	33%	11%	49
The size and layout of the market(s)	3%	44%	39%	14%	45
The amount of food available at your market(s)	5%	46%	44%	5%	50
The variety of foods available at your market(s)	2%	41%	51%	6%	46
The quality of food at your market(s)	4%	33%	44%	20%	40
The availability of goods besides food at your market(s)	13%	38%	42%	7%	52

\* 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.

Meat, fruit and vegetables were all rated as less affordable in Ghazni in 2011. In 2010, a majority of respondents stated they could afford all of the food types below as often as they wanted. In 2011, less than half of respondents stated they could afford meat (36%) or fruit (40%) as often as they wanted. The affordability of flour, cooking oil, sugar, tea and cereal remained mostly unchanged.

**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	77%	36%
	Not as often as we want	19%	56%
	Only rarely	2%	8%
	Never	2%	0%
Fruit	As often as we want	79%	40%
	Not as often as we want	18%	55%
	Only rarely	2%	5%
	Never	1%	0%
Vegetables	As often as we want	87%	57%
	Not as often as we want	11%	39%
	Only rarely	2%	4%
	Never	0%	0%
Flour	As often as we want	95%	88%
	Not as often as we want	4%	12%
	Only rarely	1%	0%
	Never	0%	0%
Cooking oil	As often as we want	95%	90%
	Not as often as we want	5%	10%
	Only rarely	1%	0%
	Never	0%	0%
Sugar, tea	As often as we want	95%	93%
	Not as often as we want	4%	7%
	Only rarely	1%	0%
	Never	0%	0%
Cereal	As often as we want	87%	90%
	Not as often as we want	11%	10%
	Only rarely	2%	0%
	Never	0%	0%

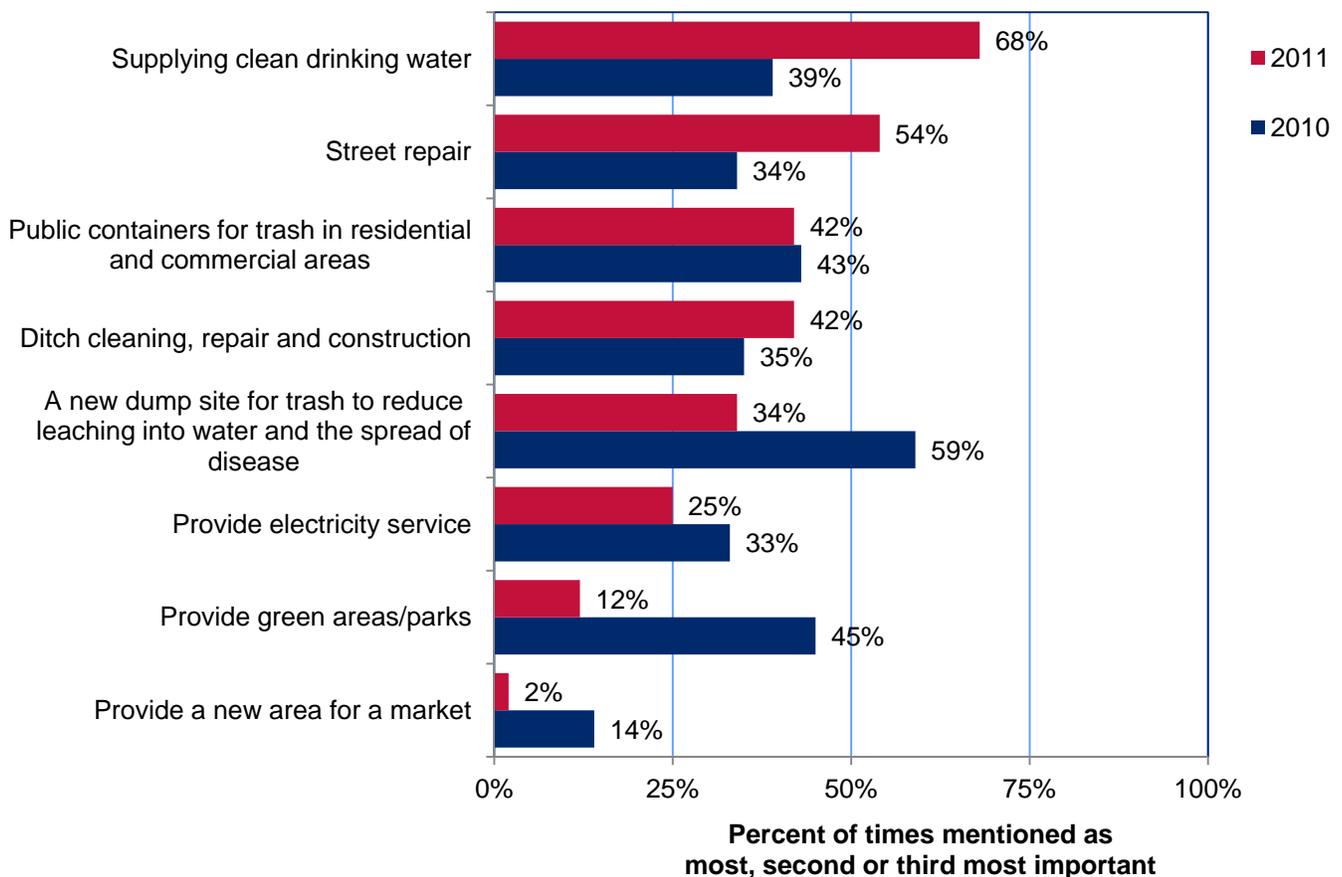
## SERVICE PRIORITIES

Many municipal service priorities shifted for residents of Ghazni in 2011. The supply of clean drinking water and street repair were top priorities for a majority of Ghazni residents which was more than in 2010. The percentage of residents who thought a new dump site for trash, providing electricity, providing green areas/parks and providing a new area for a market all decrease in 2011.

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

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	31%	21%	16%	32%
Street repair	17%	21%	16%	46%
Public containers for trash in residential and commercial areas	22%	8%	12%	58%
Ditch cleaning, repair and construction	8%	17%	18%	58%
A new dump site for trash to reduce leaching into water and the spread of disease	14%	13%	8%	66%
Provide electricity service	4%	11%	10%	75%
Provide green areas/parks	2%	4%	6%	88%
Provide a new area for a market	0%	1%	1%	98%

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

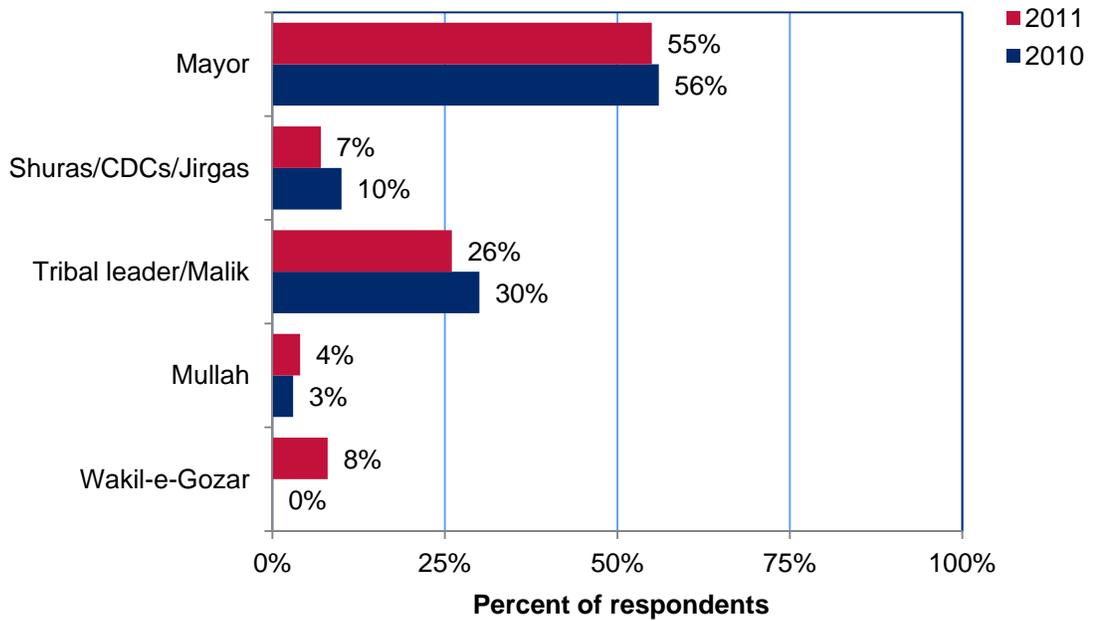


# GOVERNANCE

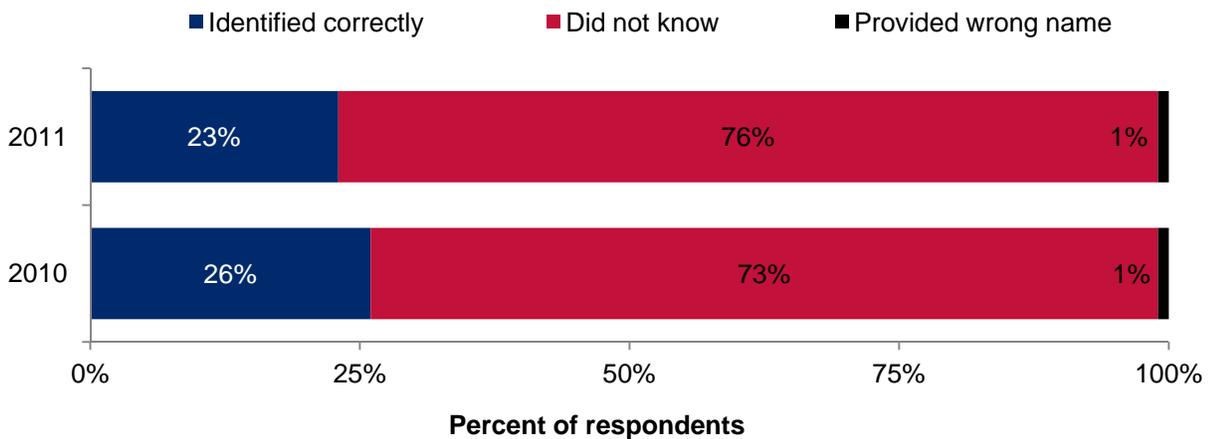
As in 2010, a majority of Ghazni residents would contact the mayor if they had a problem related to the city. In addition, and also as in 2010, approximately one-in-four residents correctly identified the city mayor.

**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?**

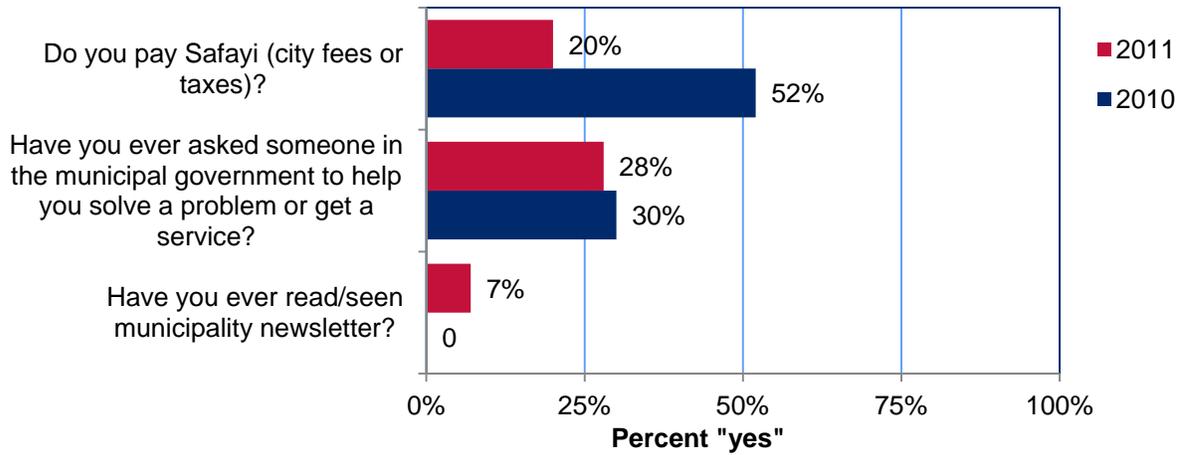


**FIGURE 101: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**

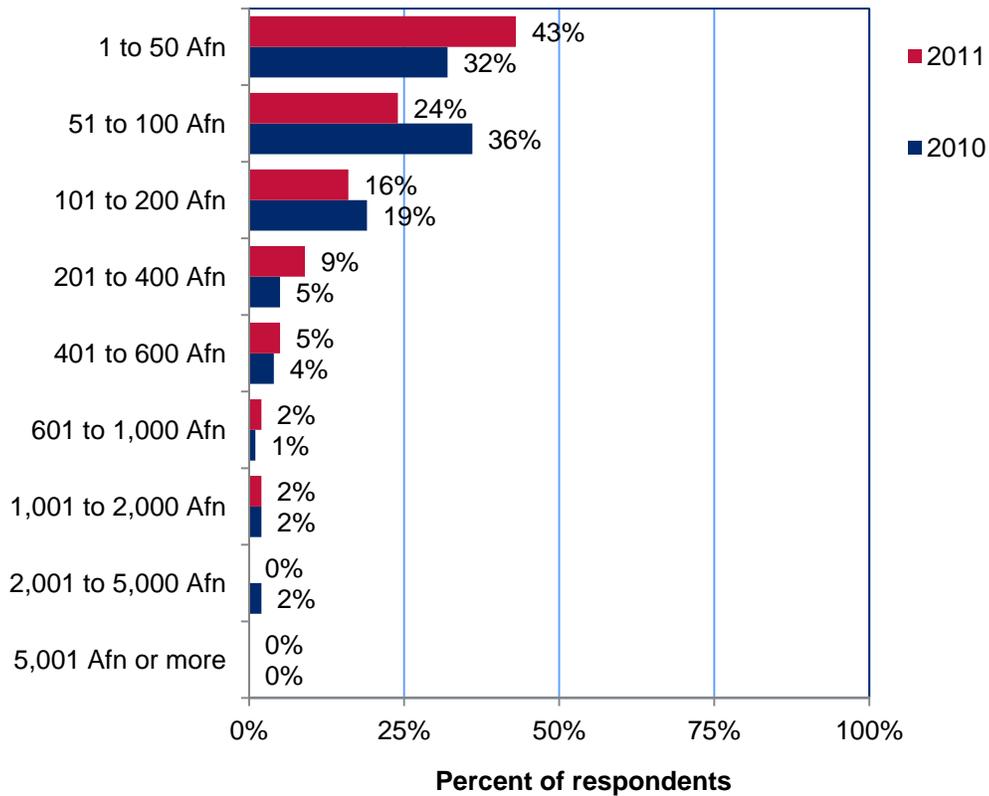


Less than one-quarter of Ghazni residents pay Safayi, which is a lower percentage than in 2010. Of those that pay Safayi, two thirds pay 100 AFN or less per month.

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

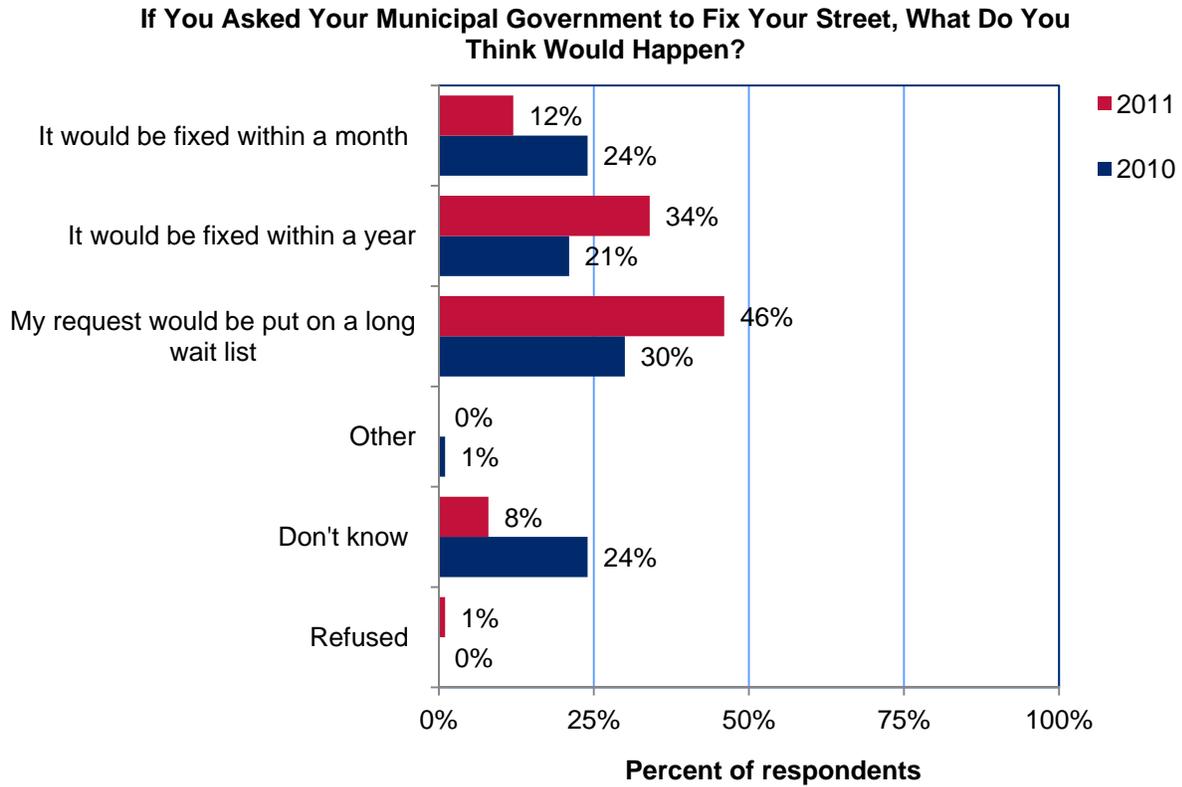


**FIGURE 103: MONTHLY SAFAYI PAID COMPARED BY YEAR**



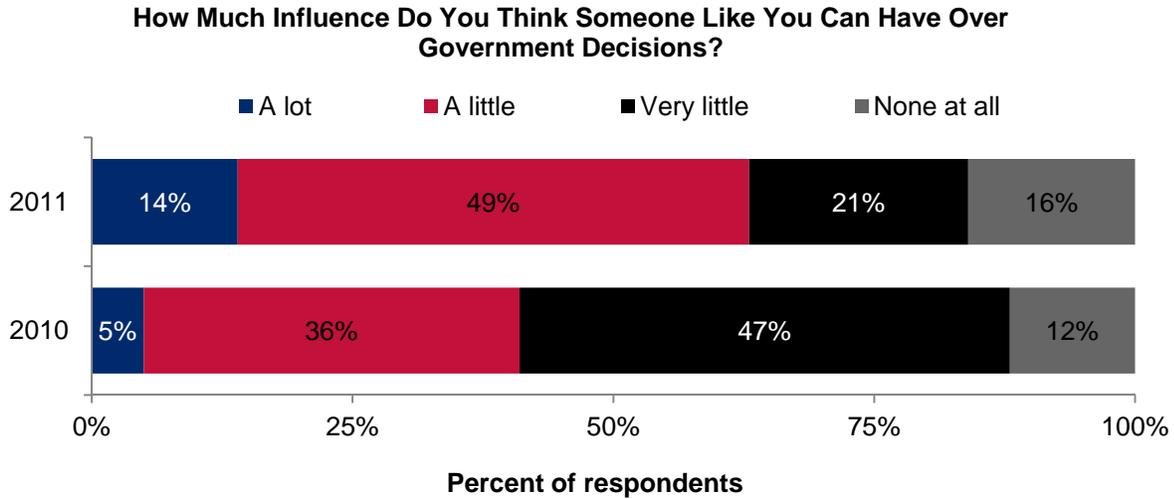
In 2011, fewer Ghazni residents thought that the municipal government would fix their street if asked within one month. More residents, however, thought that the municipal government would fix their street within a year or that their request would be put on a long wait list.

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

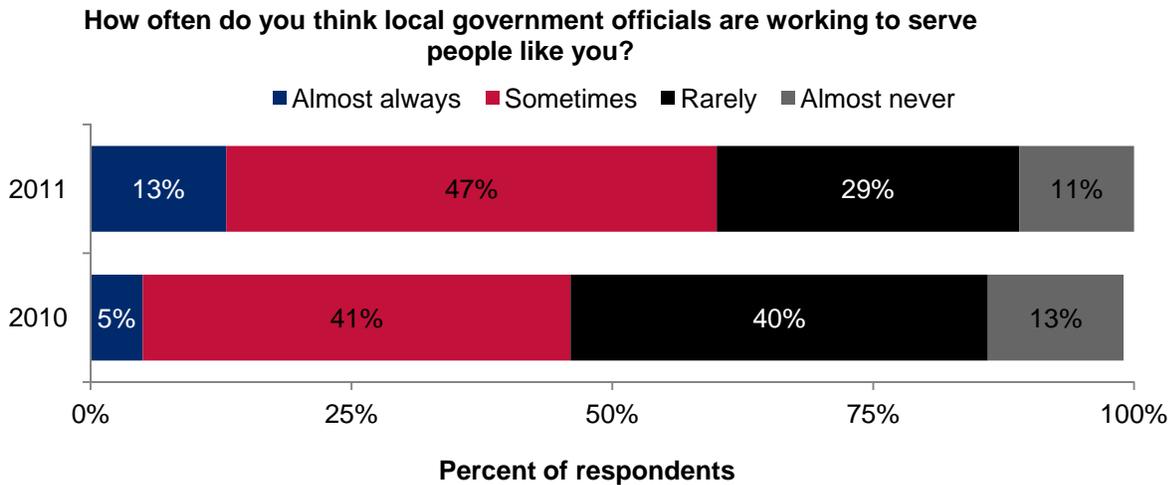


A majority of Ghazni residents thought that they could have a little or a lot of influence over government decisions (63%) and that local government officials were working to serve people like them (60%). Both of these represented a larger percentage of respondents than in 2010.

**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**



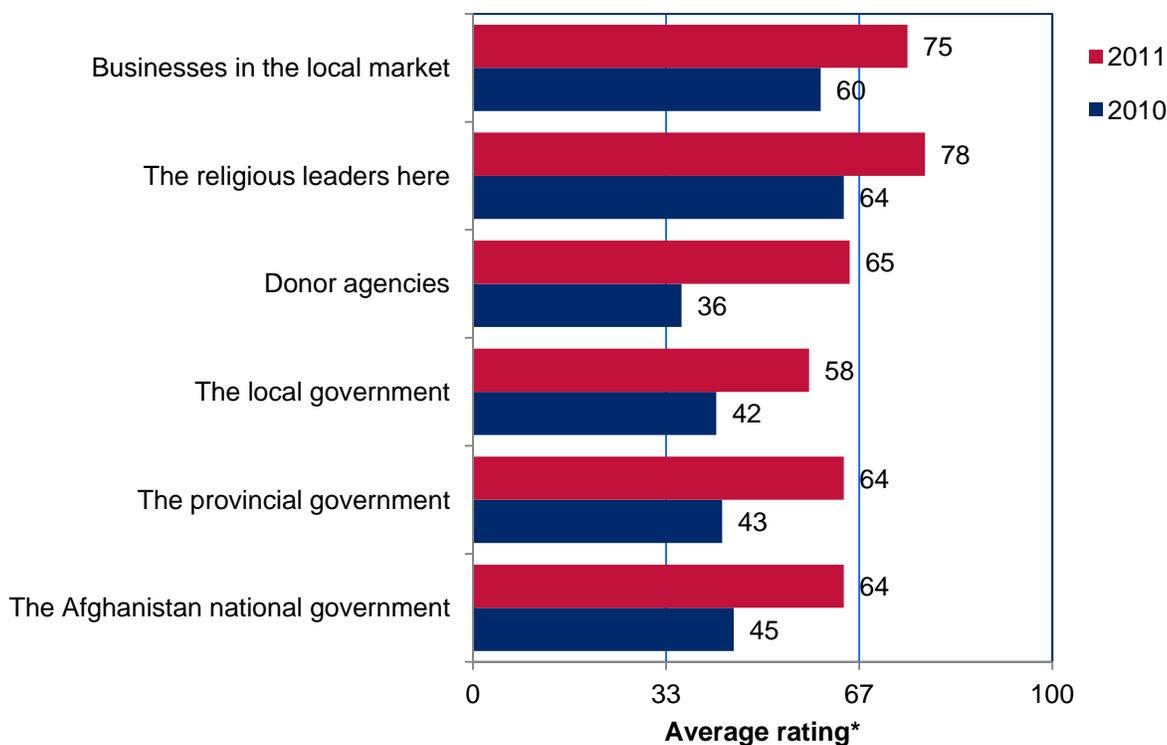
A majority of Ghazni residents have at least some trust in all types of representatives who conduct activities to benefit the people. Local religious leaders were the most trusted, followed by businesses in the local market. Figure 109, below, suggests that all types of representatives earned higher levels trust from the residents of Ghazni.

**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	37%	54%	8%	1%	75
The religious leaders here	48%	38%	13%	1%	78
Donor agencies	34%	36%	19%	10%	65
The local government	15%	52%	26%	7%	58
The provincial government	23%	50%	25%	3%	64
The Afghanistan national government	25%	46%	25%	5%	64

\* 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

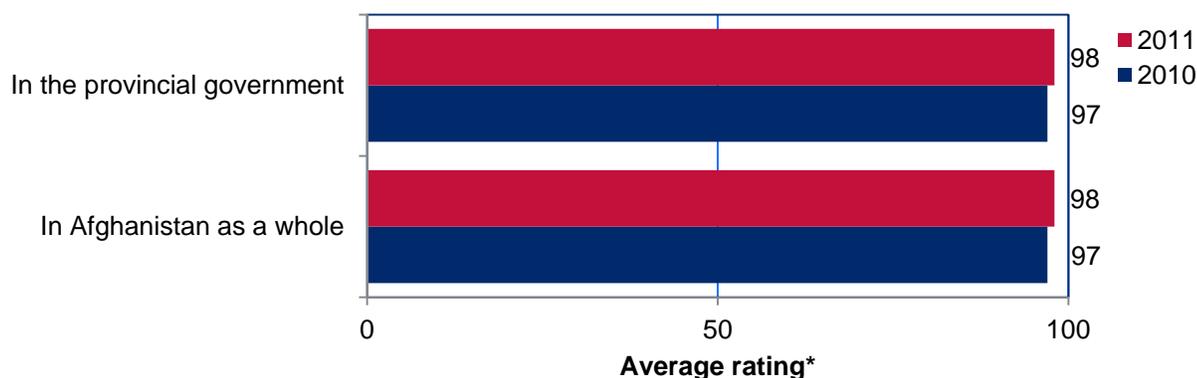
As in 2010, almost all residents of the City of Ghazni indicated that corruption was a major problem in the provincial government and in Afghanistan as a whole. In addition, larger percentages of Ghazni respondents indicated that corruption increased in both the provincial government and in Afghanistan as a whole in 2011.

**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	98%	1%	1%	98
In Afghanistan as a whole	97%	2%	1%	98

\* 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	58%	69%
	Stayed the same	38%	26%
	Decreased	4%	4%
In the provincial government	Increased	57%	66%
	Stayed the same	38%	29%
	Decreased	4%	5%

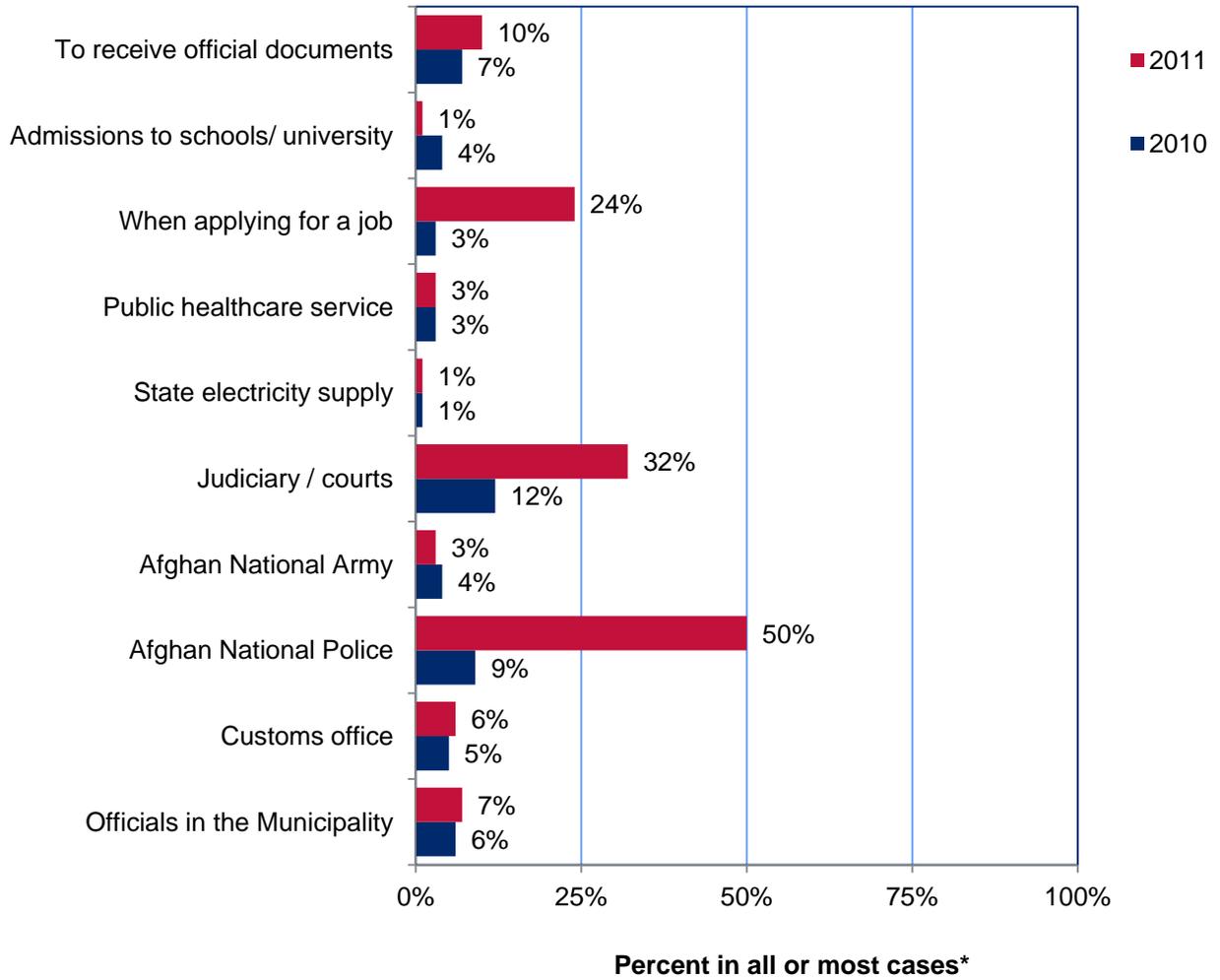
Most Ghazni residents who had contact with the government officials below were not asked for cash, a gift or a favor. The Afghan National Police were the exception to this trend. Half of Ghazni residents who had contact with the Afghan National Police were asked for cash, a gift or a favor in all or most cases. Increases in these types of requests were noted by respondents who had contact with the Afghan National Police, the judiciary/courts and when respondents applied for a job since 2010.

**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	2%	8%	14%	76%
Admissions to schools/ university	0%	1%	4%	95%
When applying for a job	5%	19%	7%	69%
Public healthcare service	0%	3%	27%	70%
State electricity supply	0%	1%	11%	88%
Judiciary / courts	9%	23%	12%	56%
Afghan National Army	0%	3%	18%	80%
Afghan National Police	25%	25%	7%	43%
Customs office	5%	1%	6%	87%
Officials in the Municipality	1%	5%	23%	70%

*\*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**



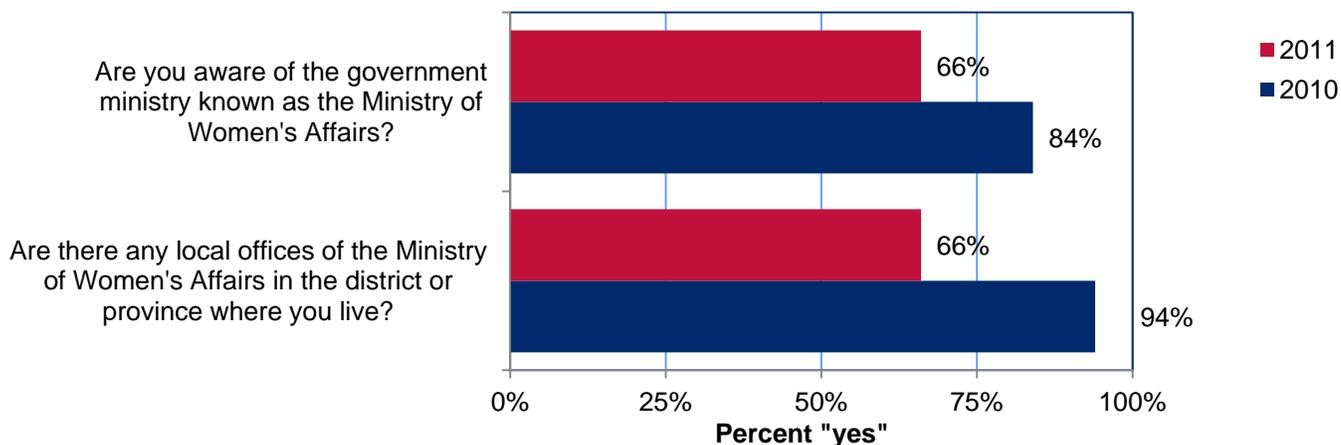
\* Only for those who had contact with Government Official

# WOMEN IN SOCIETY

Awareness of the Ministry of Women's Affairs decreased among Ghazni residents in 2011. Two-thirds of respondents were aware of the Ministry of Women's Affairs and knew of a local office in the district or province in which they lived.

In 2011, almost all women, and most men, in the City of Ghazni agreed that women should have equal opportunities in education and government. Ratings for opportunities in both government and education were higher in 2011 for both men and women.

**FIGURE 114: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR**

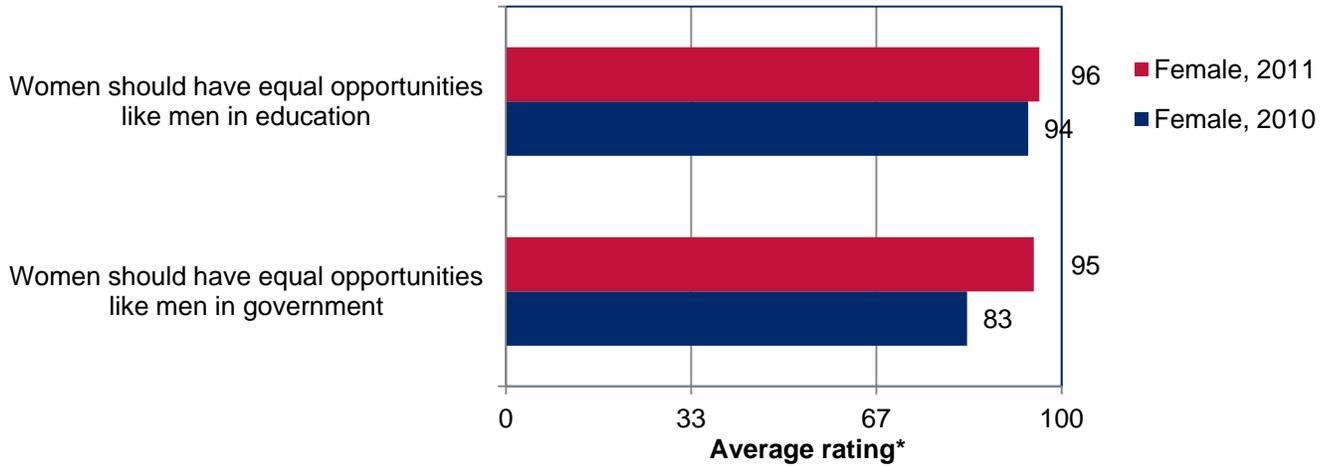


**FIGURE 115: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011**

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	76%	90%
	Agree somewhat	16%	10%
	Disagree somewhat	8%	0%
	Strongly disagree	0%	1%
	Average rating*	90	96
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	61%	87%
	Agree somewhat	24%	12%
	Disagree somewhat	14%	0%
	Strongly disagree	1%	1%
	Average rating*	82	95

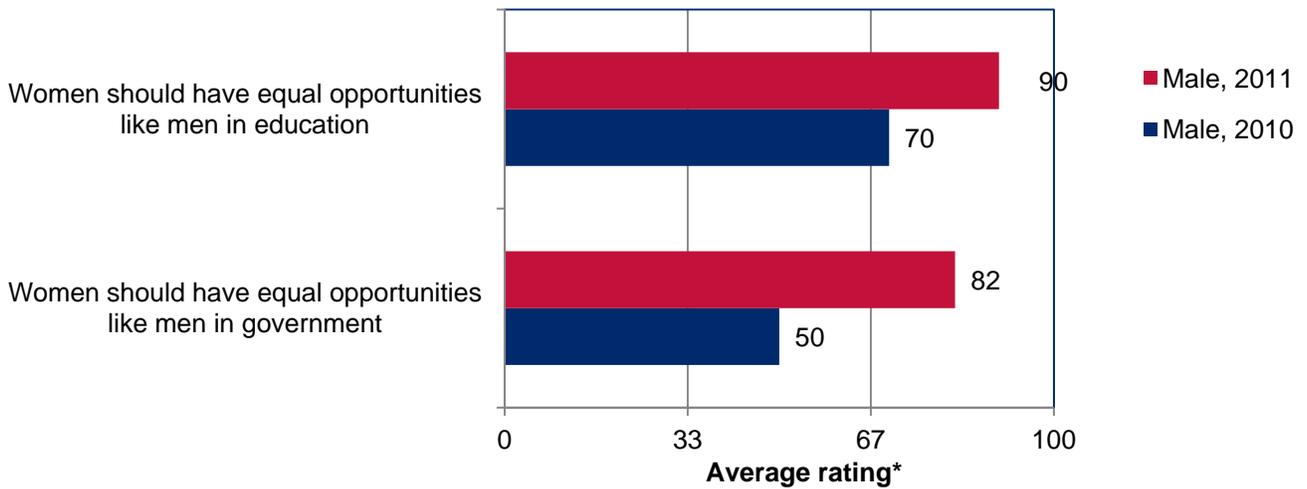
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**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

# 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	45	15%
6-10 years	42	14%
11-20 years	97	33%
21-40 years	86	29%
41 or more years	25	8%
Total	295	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Ghazni	21

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Ghazni	41	14%	133	45%	87	29%	34	12%	0	0%	0	0%	295	100%
The quality of schools in your city	28	9%	139	47%	101	34%	25	8%	0	0%	2	1%	295	100%
The quality of healthcare facilities in your city	23	8%	99	34%	129	44%	44	15%	0	0%	0	0%	295	100%
The health of people in your city	11	4%	98	33%	123	42%	58	20%	0	0%	5	2%	295	100%
The cleanliness of city streets	2	1%	54	18%	60	20%	178	60%	0	0%	1	0%	295	100%
The number of job opportunities in your city	2	1%	69	23%	113	38%	108	37%	0	0%	3	1%	295	100%
The number of businesses in your city	13	4%	82	28%	164	56%	28	9%	1	0%	7	2%	295	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Ghazni	2.6
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	2.2
The cleanliness of city streets	1.6
The number of job opportunities in your city	1.9
The number of businesses in your city	2.3

\*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	268	91%
Yes, part time	7	2%
No, not employed	20	7%
Refused	0	0%
Don't know	0	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Ghazni have increased, stayed the same or decreased?</b>		
	Number	Percent
Increased	86	29%
Stayed the same	101	34%
Decreased	100	34%
Refused	2	1%
Don't know	6	2%
Total	295	100%

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	Number	Percent
Yes	59	20%
No	236	80%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	25	43%
51 to 100 AFN	14	24%
101 to 200 AFN	9	16%
201 to 400 AFN	5	9%
401 to 600 AFN	3	5%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	1	2%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

**Q6 How do you dispose of your household trash?**

	Number	Percent
Dispose in street	84	28%
Dispose in public container	182	62%
Take to an official dump site	0	0%
Take to an improvised dump site	37	13%
Door to door collection	0	0%
Other	3	1%
Don't know	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
In the River	3	1%
No response	292	99%

<b>Q6a Where is this container?</b>		
	Number	Percent
On my street/close to my house	69	38%
On the next street	65	36%
Several streets away	32	18%
Further than several streets away	16	9%
Total	182	100%

<b>Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?</b>		
	Number	Percent
Very satisfied	19	6%
Somewhat satisfied	81	27%
Somewhat dissatisfied	95	32%
Very dissatisfied	100	34%
Refused	0	0%
Don't know	0	0%
Total	295	100%

<b>Q7 Average Rating of Satisfaction with Trash Disposal Method</b>	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.1

*\*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	2	1%
A couple/few times a week	0	0%
Once a week	21	7%
Once every two or three weeks	65	22%
Once a month or less frequently	82	28%
Once a year	82	28%
Never	38	13%
Refused	1	0%
Don't know	4	1%
Total	295	100%

**Q9 Who do you pay for this trash service?**

	Number	Percent
The city, it is covered by the Safayi fees/taxes	49	17%
The city, I pay money additional to the Safayi fees/taxes	3	1%
A private firm/person	4	1%
No one	239	81%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	14%
101 to 200 AFN	3	43%
201 to 400 AFN	0	0%
401 to 600 AFN	1	14%
601 to 1,000 AFN	1	14%
1,001 to 2,000 AFN	1	14%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	7	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	4	1%	57	19%	65	22%	164	56%	5	2%	0	0%	295	100%
Provision of legal dumpsites	3	1%	42	14%	72	24%	141	48%	10	3%	27	9%	295	100%
Provision of garbage bins in residential areas	2	1%	51	17%	79	27%	123	42%	18	6%	22	7%	295	100%
Provision of garbage bins in commercial areas	4	1%	53	18%	86	29%	117	40%	17	6%	18	6%	295	100%
Cleaning garbage from the streets	1	0%	49	17%	97	33%	145	49%	3	1%	0	0%	295	100%
Affordability of trash service	2	1%	21	7%	102	35%	164	56%	1	0%	5	2%	295	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.7
Provision of legal dumpsites	1.6
Provision of garbage bins in residential areas	1.7
Provision of garbage bins in commercial areas	1.8
Cleaning garbage from the streets	1.7
Affordability of trash service	1.5

\*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	173	59%
Shared well with neighbors	28	9%
River, canal or other open source	5	2%
Public Standpipe	35	12%
Government supplied piped water at home	52	18%
Purchase water	7	2%
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	295	100%

<b>Q12 Who do you pay for this water service?</b>		
	Number	Percent
City water supply department	92	31%
A private firm/person	7	2%
No one	194	66%
Total	293	100%

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

	Number	Percent
1 to 50 AFN	12	12%
51 to 100 AFN	31	31%
101 to 200 AFN	39	39%
201 to 400 AFN	8	8%
401 to 600 AFN	1	1%
601 to 1,000 AFN	2	2%
1,001 to 2,000 AFN	3	3%
2,001 to 5,000 AFN	3	3%
5,001 AFN or more	0	0%
Total	99	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)	16	18%	44	49%	19	21%	11	12%	0	0%	0	0%	90	100%
Amount supplied	11	12%	42	47%	22	24%	15	17%	0	0%	0	0%	90	100%
Overall quality of water for drinking	12	13%	45	50%	16	18%	17	19%	0	0%	0	0%	90	100%

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

	Average rating*
Frequency of supply (times per week)	2.7
Amount supplied	2.5
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	54	18%
No	241	82%
Total	295	100%

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

	Number	Percent
Public Generator (from government)	199	67%
Government provided electricity that is not a public generator	59	20%
Shared Generator (with neighbors)	31	11%
Personal Generator	8	3%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	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	260	88%
A private firm/person	31	11%
No one	4	1%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	0%
401 to 600 AFN	9	3%
601 to 1,000 AFN	64	22%
1,001 to 2,000 AFN	155	53%
2,001 to 5,000 AFN	57	20%
5,001 AFN or more	5	2%
Total	291	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	96	37%	130	50%	30	12%	3	1%	1	0%	0	0%	260	100%
Number of hours per day supplied	79	30%	141	54%	39	15%	1	0%	0	0%	0	0%	260	100%
Quality of supply*	36	14%	104	40%	113	43%	6	2%	1	0%	0	0%	260	100%
Price for electric supply	0	0%	7	3%	41	16%	212	82%	0	0%	0	0%	260	100%

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

	Average rating*
Number of days per week supplied	3.2
Number of hours per day supplied	3.1
Quality of supply*	2.7
Price for electric supply	1.2

\*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	18	6%
Dry latrine	271	92%
Latrine with septic	8	3%
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	295	100%

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

	Number	Percent
Open ditch/canal	283	97%
Septic system	13	4%
City pipeline/sewer	0	0%
Other	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
No response	295	100%

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

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	8	3%	66	22%	66	22%	155	53%	0	0%	0	0%	295	100%
The condition of larger drainage ditches throughout the city	2	1%	57	19%	98	33%	111	38%	8	3%	19	6%	295	100%
Ditch cleaning services	1	0%	25	8%	70	24%	199	67%	0	0%	0	0%	295	100%
Ditch repair services	1	0%	45	15%	144	49%	105	36%	0	0%	0	0%	295	100%
Ditch construction services	1	0%	66	22%	123	42%	104	35%	0	0%	0	0%	294	100%

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

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	1.8
Ditch cleaning services	1.4
Ditch repair services	1.8
Ditch construction services	1.9

\*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	9	3%	85	29%	95	32%	106	36%	0	0%	0	0%	295	100%
The condition of main city roads	13	4%	111	38%	155	53%	14	5%	1	0%	1	0%	295	100%
The condition of highways	27	9%	81	27%	137	46%	46	16%	1	0%	3	1%	295	100%
Street repair services	9	3%	55	19%	141	48%	89	30%	0	0%	1	0%	295	100%
Street construction services	7	2%	54	18%	128	43%	105	36%	0	0%	1	0%	295	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	2.4
The condition of highways	2.3
Street repair services	1.9
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	49	17%	171	58%	74	25%	0	0%	1	0%	295	100%
Women's parks	8	3%	104	35%	162	55%	1	0%	20	7%	295	100%
Children's playgrounds	43	15%	127	43%	119	40%	1	0%	5	2%	295	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	2	1%	64	22%	25	8%	68	23%	30	10%	106	36%	295	100%
Women's parks	1	0%	2	1%	17	6%	29	10%	36	12%	210	71%	295	100%
Children's playgrounds	0	0%	18	6%	28	9%	73	25%	29	10%	147	50%	295	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.0
Women's parks	1.5
Children's playgrounds	1.5

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	9	3%	149	51%	96	33%	33	11%	2	1%	6	2%	295	100%
The size and layout of the market(s)	8	3%	124	42%	112	38%	41	14%	4	1%	6	2%	295	100%
The amount of food available at your market(s)	13	4%	133	45%	126	43%	15	5%	2	1%	6	2%	295	100%
The variety of foods available at your market(s)	6	2%	117	40%	146	49%	18	6%	2	1%	6	2%	295	100%
The quality of food at your market(s)	11	4%	94	32%	126	43%	56	19%	2	1%	6	2%	295	100%
The availability of goods besides food at your market(s)	38	13%	108	37%	120	41%	20	7%	2	1%	7	2%	295	100%

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

	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.2
The availability of goods besides food at your market(s)	2.6

\*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	106	36%	165	56%	24	8%	0	0%	0	0%	0	0%	295	100%
Fruit	118	40%	161	55%	15	5%	1	0%	0	0%	0	0%	295	100%
Vegetables	169	57%	114	39%	12	4%	0	0%	0	0%	0	0%	295	100%
Flour	261	88%	34	12%	0	0%	0	0%	0	0%	0	0%	295	100%
Cooking oil	266	90%	29	10%	0	0%	0	0%	0	0%	0	0%	295	100%
Sugar, tea	273	93%	22	7%	0	0%	0	0%	0	0%	0	0%	295	100%
Cereal	266	90%	29	10%	0	0%	0	0%	0	0%	0	0%	295	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	64	22%	23	8%	36	12%	172	58%	295	100%
A new dump site for trash to reduce leaching into water and the spread of disease	40	14%	37	13%	23	8%	195	66%	295	100%
Ditch cleaning, repair and construction	23	8%	49	17%	52	18%	171	58%	295	100%
Street repair	51	17%	63	21%	46	16%	135	46%	295	100%
Supplying clean drinking water	92	31%	61	21%	47	16%	95	32%	295	100%
Provide a new area for a market	1	0%	2	1%	4	1%	288	98%	295	100%
Provide green areas/parks	6	2%	11	4%	18	6%	260	88%	295	100%
Provide electricity service	12	4%	31	11%	30	10%	222	75%	295	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	160	54%
Shuras/CDCs/Jirgas	20	7%
Tribal leader/Malik	74	25%
Mullah	13	4%
Wakil-e-Gozar	22	7%
Others	0	0%
Would contact no one	2	1%
Don't know	4	1%
Refused	0	0%
Total	295	100%

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

	Number	Percent
Yes	79	27%
No	207	70%
Don't know	9	3%
Refused	0	0%
Total	295	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	34	12%
It would be fixed within a year	99	34%
My request would be put on a long wait list	136	46%
Other	0	0%
Don't know	23	8%
Refused	3	1%

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

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

	Number	Percent
Very good job	21	7%
Somewhat good job	167	57%
Somewhat bad job	59	20%
Very bad job	43	15%
Refused	0	0%
Don't know	5	2%
Total	295	100%

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

	Number	Percent
Almost always	37	13%
Sometimes	138	47%
Rarely	86	29%
Almost never	33	11%
Refused	0	0%
Don't know	1	0%
Total	295	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	40	14%
A little	144	49%
Very little	60	20%
None at all	48	16%
Don't know	3	1%
Refused	0	0%
Total	295	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	108	37%	160	54%	23	8%	4	1%	0	0%	0	0%	295	100%
The religious leaders here	141	48%	111	38%	38	13%	3	1%	0	0%	2	1%	295	100%
Donor agencies	101	34%	107	36%	56	19%	30	10%	0	0%	1	0%	295	100%
The local government	44	15%	152	52%	76	26%	20	7%	0	0%	3	1%	295	100%
The provincial government	66	22%	147	50%	72	24%	8	3%	0	0%	2	1%	295	100%
The Afghanistan national government	73	25%	133	45%	72	24%	14	5%	0	0%	3	1%	295	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	69	23%
Did not know	223	76%
Provided wrong name	3	1%
Total	295	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	281	95%	4	1%	3	1%	1	0%	6	2%	295	100%
In Afghanistan as a whole	279	95%	6	2%	3	1%	1	0%	6	2%	295	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	179	61%	78	26%	14	5%	2	1%	22	7%	295	100%
In Afghanistan as a whole	189	64%	71	24%	12	4%	2	1%	21	7%	295	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	2	1%	7	2%	32	11%	97	33%	151	51%	0	0%	6	2%	295	100%
Customs office	4	1%	1	0%	5	2%	69	23%	211	72%	0	0%	5	2%	295	100%
Afghan National Police	33	11%	34	12%	9	3%	58	20%	159	54%	0	0%	2	1%	295	100%
Afghan National Army	0	0%	3	1%	19	6%	86	29%	180	61%	0	0%	7	2%	295	100%
Judiciary / courts	11	4%	27	9%	14	5%	65	22%	170	58%	1	0%	7	2%	295	100%
State electricity supply	0	0%	1	0%	12	4%	98	33%	177	60%	0	0%	7	2%	295	100%
Public healthcare service	0	0%	4	1%	39	13%	100	34%	148	50%	0	0%	4	1%	295	100%
When applying for a job	7	2%	25	8%	9	3%	93	32%	157	53%	1	0%	3	1%	295	100%
Admissions to schools/ university	0	0%	1	0%	4	1%	95	32%	186	63%	1	0%	8	3%	295	100%
To receive official documents	2	1%	7	2%	13	4%	71	24%	187	63%	1	0%	14	5%	295	100%

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

	Number	Percent
1	193	65%
2	99	34%
3	3	1%
Total	295	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	191	65%
No	99	34%
Don't know	5	2%
Refused	0	0%
Total	295	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	245	83%
Agree somewhat	37	13%
Disagree somewhat	11	4%
Strongly disagree	1	0%
Don't know	1	0%
Refused	0	0%
Total	295	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	220	75%
Agree somewhat	51	17%
Disagree somewhat	20	7%
Strongly disagree	3	1%
Don't know	1	0%
Refused	0	0%
Total	295	100%

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

	Number	Percent of households
13-17 years old	2	1%
18-30 years old	136	48%
31-40 years old	78	27%
41-50 years old	37	13%
51-60 years old	15	5%
61 or more years old	18	6%
Total	286	100%

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

	Number	Percent of households
Working	125	42%
Retired	3	1%
Housewife	136	46%
Student	11	4%
Unemployed	20	7%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	295	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	125	42%
Primary School, incomplete (classes 1 to 5)	23	8%
Primary School, complete (finished class 6)	8	3%
Secondary education, incomplete (classes 7 to 8)	13	4%
Secondary education, complete (finished class 9)	18	6%
High School (classes 10 to 12)	72	24%
University education or above	36	12%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q45 Are you married or single?**

	Number	Percent of households
Single	48	16%
Married	243	82%
Widower/ Widow	4	1%
Refused	0	0%
Don't know	0	0%
Total	295	100%

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

	Number	Percent of households
No people	0	0%
1-5 people	16	6%
6-10 people	153	54%
10-20 people	95	34%
21 or more people	19	7%
Total	283	100%

<b>Q47 Does your family lease or own this house?</b>		
	Number	Percent of households
Lease	81	27%
Own	214	73%
Don't know	0	0%
Refused	0	0%
Total	295	100%

<b>Q48 Does your family have a Qabala or other way of demonstrating your tenure?</b>		
	Number	Percent of households
1	216	73%
2	77	26%
3	2	1%
Total	295	100%

<b>Q49 What do you pay each month for your lease or mortgage?</b>		
	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	4	5%
1,001-2,000 AFN per month	8	10%
2,001-3,000 AFN per month	9	12%
3,001-4,000 AFN per month	10	13%
4,001-5,000 AFN per month	10	13%
5,001-7,500 AFN per month	13	17%
7,501 or more AFN per month	24	31%
Total	78	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	3	1%
2,001 - 3,000 AFN	7	2%
3,001 - 5,000 AFN	35	12%
5,001 - 10,000 AFN	73	25%
10,001 - 15,000 AFN	77	26%
15,001 - 20,000 AFN	43	15%
20,001 - 25,000 AFN	38	13%
25,001 - 40,000 AFN	12	4%
more then 40,000 AFN	7	2%
Refused	0	0%
Don't know	0	0%
Total	295	100%

<b>Q51 Gender</b>		
	Number	Percent of households
Male	140	47%
Female	155	53%
Total	295	100%

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

These tables contain the percentage of respondents for each response category as well as the “N” or total number of respondents for each category, next to the percentage.

## Q1 Can you tell me how many years you have lived in this city?

	Number	Percent of households
1-5 years	26	10%
6-10 years	31	11%
11-20 years	43	16%
21-40 years	77	28%
41 or more years	94	35%
Total	271	100%

## Q1 Average Number of Years Lived in City

Average years in Ghazni	35
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## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Ghazni	40	14%	65	22%	173	59%	17	6%	0	0%	0	0%	295	100%
The quality of schools in your city	14	5%	70	24%	194	66%	17	6%	0	0%	0	0%	295	100%
The quality of healthcare facilities in your city	12	4%	75	25%	145	49%	63	21%	0	0%	0	0%	295	100%
The health of people in your city	16	5%	111	38%	133	45%	34	12%	1	0%	0	0%	295	100%
The cleanliness of city streets	25	8%	100	34%	142	48%	27	9%	1	0%	0	0%	295	100%
The number of job opportunities in your city	10	3%	116	39%	120	41%	46	16%	2	1%	1	0%	295	100%
The number of businesses in your city	15	5%	92	31%	169	57%	15	5%	0	0%	4	1%	295	100%

## Q2 Average Rating of Quality of Life in City

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

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

**Q3 Is the head of your household currently employed?**

	Number	Percent
Yes, full time	269	91%
Yes, part time	14	5%
No, not employed	12	4%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	59	20%
Stayed the same	167	57%
Decreased	58	20%
Refused	0	0%
Don't know	11	4%
Total	295	100%

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

	Number	Percent
Yes	154	52%
No	141	48%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	49	32%
51 to 100 AFN	55	36%
101 to 200 AFN	30	19%
201 to 400 AFN	7	5%
401 to 600 AFN	6	4%
601 to 1,000 AFN	1	1%
1,001 to 2,000 AFN	3	2%
2,001 to 5,000 AFN	3	2%
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	2	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	13	4%
Dispose in public container	209	71%
Take to an official dump site	30	10%
Take to an improvised dump site	41	14%
Door to door collection	1	0%
Other	0	0%
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.*

<b>Q6a Where is this container?</b>		
	Number	Percent
On my street/close to my house	43	21%
On the next street	66	32%
Several streets away	93	44%
Further than several streets away	7	3%
Total	209	100%

<b>Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?</b>		
	Number	Percent
Very satisfied	104	35%
Somewhat satisfied	139	47%
Somewhat dissatisfied	28	9%
Very dissatisfied	24	8%
Refused	0	0%
Don't know	0	0%
Total	295	100%

<b>Q7 Average Rating of Satisfaction with Trash Disposal Method</b>	
	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	7	2%
a couple/few times a week	40	14%
once a week	96	33%
once every two or three weeks	57	19%
once a month or less frequently	93	32%
never	2	1%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q9 Who do you pay for this trash service?**

	Number	Percent
The city, it is covered by the Safayi fees/taxes	82	28%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	5	2%
No one	208	71%
Total	295	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Removal of illegal/improvised dumpsites	98	33%	61	21%	111	38%	25	8%	0	0%	0	0%	295	100%
Provision of legal dumpsites	84	28%	76	26%	108	37%	27	9%	0	0%	0	0%	295	100%
Provision of garbage bins in residential areas	82	28%	77	26%	88	30%	46	16%	1	0%	0	0%	294	100%
Provision of garbage bins in commercial areas	86	29%	74	25%	105	36%	27	9%	1	0%	2	1%	295	100%
Cleaning garbage from the streets	55	19%	80	27%	140	47%	20	7%	0	0%	0	0%	295	100%
Affordability of trash service	54	18%	91	31%	95	32%	28	9%	2	1%	25	8%	295	100%

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

	Average rating*
Removal of illegal/improvised dumpsites	2.8
Provision of legal dumpsites	2.7
Provision of garbage bins in residential areas	2.7
Provision of garbage bins in commercial areas	2.7
Cleaning garbage from the streets	2.6
Affordability of trash service	2.6

\*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	134	45%
Shared well with neighbors	20	7%
River, canal or other open source	0	0%
Public Standpipe	111	38%
Government supplied piped water at home	52	18%
Purchase water	3	1%
Other	1	0%
Refused	0	0%
Don't know	0	0%

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

**Q11 Which OTHER sources do you use for drinking water?**

	Number	Percent
from well of Mosque	1	0%
No response	294	100%

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

	Number	Percent
City water supply department	162	55%
A private firm/person	14	5%
No one	119	40%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	7	4%
51 to 100 AFN	75	43%
101 to 200 AFN	58	33%
201 to 400 AFN	22	13%
401 to 600 AFN	4	2%
601 to 1,000 AFN	6	3%
1,001 to 2,000 AFN	2	1%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	176	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)	29	56%	2	4%	20	38%	1	2%	0	0%	0	0%	52	100%
Amount supplied	22	42%	5	10%	23	44%	2	4%	0	0%	0	0%	52	100%
Overall quality of water for drinking	37	71%	7	13%	7	13%	1	2%	0	0%	0	0%	52	100%

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

	Average rating*
Frequency of supply (times per week)	3.1
Amount supplied	2.9
Overall quality of water for drinking	3.5

\*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	79	27%
No	216	73%
Total	295	100%

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

	Number	Percent
Public Generator (from government)	169	57%
Government provided electricity that is not a public generator	92	31%
Shared Generator (with neighbors)	27	9%
Personal Generator	7	2%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	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	265	90%
A private firm/person	26	9%
No one	4	1%
Total	295	100%

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

	Number	Percent
1 to 50 AFN	1	0%
51 to 100 AFN	0	0%
101 to 200 AFN	6	2%
201 to 400 AFN	14	5%
401 to 600 AFN	34	12%
601 to 1,000 AFN	85	29%
1,001 to 2,000 AFN	105	36%
2,001 to 5,000 AFN	41	14%
5,001 AFN or more	5	2%
Total	291	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	107	41%	24	9%	125	48%	4	2%	0	0%	1	0%	261	100%
Number of hours per day supplied	71	27%	39	15%	145	56%	4	2%	1	0%	1	0%	261	100%
Quality of supply (Electricity power & its cut out during service hours)	66	25%	54	21%	134	51%	6	2%	0	0%	1	0%	261	100%
Price for electric supply	6	2%	83	32%	52	20%	113	43%	4	2%	2	1%	260	100%

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

	Average rating*
Number of days per week supplied	2.9
Number of hours per day supplied	2.7
Quality of supply (Electricity power & its cut out during service hours)	2.7
Price for electric supply	1.9

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

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

	Number	Percent
Indoor plumbing	7	2%
Dry latrine	284	96%
Latrine with septic	7	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	278	94%
Septic system	12	4%
Other	3	1%
Drains into the yard/garden	2	1%
City pipeline/sewer	1	0%
Drains onto the street/road	1	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
No response	292	99%
use septic well for trash	1	0%
well at home	2	1%

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

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	34	12%	68	23%	141	48%	49	17%	0	0%	3	1%	295	100%
The condition of larger drainage ditches throughout the city	11	4%	76	26%	112	38%	86	29%	8	3%	2	1%	295	100%
Ditch cleaning services	37	13%	89	30%	141	48%	25	8%	0	0%	3	1%	295	100%
Ditch repair services	12	4%	114	39%	111	38%	53	18%	1	0%	3	1%	294	100%
Ditch construction services	17	6%	113	38%	112	38%	50	17%	1	0%	2	1%	295	100%

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

	Average rating*
The condition of drainage ditches near home	2.3
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	2.5
Ditch repair services	2.3
Ditch construction services	2.3

\*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	19	6%	104	35%	136	46%	34	12%	2	1%	0	0%	295	100%
The condition of main city roads	22	7%	88	30%	162	55%	23	8%	0	0%	0	0%	295	100%
The condition of highways	25	8%	91	31%	147	50%	25	8%	1	0%	6	2%	295	100%
Street repair services	9	3%	155	53%	77	26%	45	15%	3	1%	6	2%	295	100%
Street construction services	8	3%	144	49%	94	32%	39	13%	3	1%	7	2%	295	100%

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

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

\*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	43	15%	218	74%	24	8%	5	2%	5	2%	295	100%
Women's parks	1	0%	61	21%	206	70%	13	4%	14	5%	295	100%
Children's playgrounds	55	19%	173	59%	49	17%	7	2%	11	4%	295	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	54	18%	82	28%	70	24%	43	15%	13	4%	33	11%	295	100%
Children's playgrounds	30	10%	82	28%	66	22%	41	14%	15	5%	61	21%	295	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.6
Children's playgrounds	2.5

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	72	24%	33	11%	159	54%	19	6%	2	1%	10	3%	295	100%
The size and layout of the market(s)	60	20%	75	25%	126	43%	21	7%	1	0%	12	4%	295	100%
The amount of food available at your market(s)	103	35%	38	13%	144	49%	10	3%	0	0%	0	0%	295	100%
The variety of foods available at your market(s)	111	38%	40	14%	136	46%	8	3%	0	0%	0	0%	295	100%
The quality of food at your market(s)	79	27%	58	20%	140	47%	17	6%	1	0%	0	0%	295	100%
The availability of goods besides food at your market(s)	97	33%	43	15%	143	48%	11	4%	1	0%	0	0%	295	100%

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

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

\*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	226	77%	56	19%	5	2%	7	2%	0	0%	1	0%	295	100%
Fruit	232	79%	54	18%	6	2%	3	1%	0	0%	0	0%	295	100%
Vegetables	257	87%	31	11%	7	2%	0	0%	0	0%	0	0%	295	100%
Flour	280	95%	11	4%	3	1%	1	0%	0	0%	0	0%	295	100%
Cooking oil	279	95%	14	5%	2	1%	0	0%	0	0%	0	0%	295	100%
Sugar, tea	281	95%	12	4%	2	1%	0	0%	0	0%	0	0%	295	100%
Cereal	256	87%	32	11%	7	2%	0	0%	0	0%	0	0%	295	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	109	37%	8	3%	10	3%	168	57%	295	100%
A new dump site for trash to reduce leaching into water and the spread of disease	69	23%	82	28%	23	8%	121	41%	295	100%
Ditch cleaning, repair and construction	13	4%	39	13%	51	17%	192	65%	295	100%
Street repair	31	11%	39	13%	29	10%	196	66%	295	100%
Supplying clean drinking water	39	13%	47	16%	28	9%	181	61%	295	100%
Provide a new area for a market	4	1%	23	8%	14	5%	254	86%	295	100%
Provide green areas/parks	19	6%	35	12%	78	26%	163	55%	295	100%
Provide electricity service	12	4%	22	7%	62	21%	199	67%	295	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	146	49%
Shuras/CDCs/Jirgas	27	9%
Tribal leader/Malik	77	26%
Mullah	9	3%
Would contact no one	15	5%
Don't know	21	7%
Refused	0	0%
Total	295	100%

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

	Number	Percent
Yes	78	26%
No	180	61%
Don't know	37	13%
Refused	0	0%
Total	295	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	71	24%
It would be fixed within a year	61	21%
My request would be put on a long wait list	89	30%
Other	2	1%
Don't know	71	24%
Refused	1	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	43	15%
Somewhat good job	208	71%
Somewhat bad job	31	11%
Very bad job	5	2%
Refused	1	0%
Don't know	7	2%
Total	295	100%

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

	Number	Percent
Almost always	15	5%
Sometimes	116	39%
Rarely	114	39%
Almost never	38	13%
Refused	1	0%
Don't know	11	4%
Total	295	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	13	4%
A little	101	34%
Very little	133	45%
None at all	35	12%
Don't know	12	4%
Refused	1	0%
Total	295	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	70	24%	127	43%	52	18%	36	12%	0	0%	10	3%	295	100%
The religious leaders here	86	29%	124	42%	57	19%	26	9%	0	0%	2	1%	295	100%
Donor agencies	16	5%	97	33%	80	27%	102	35%	0	0%	0	0%	295	100%
The local government	10	3%	101	34%	131	44%	46	16%	0	0%	7	2%	295	100%
The provincial government	11	4%	100	34%	140	47%	37	13%	0	0%	7	2%	295	100%
The Afghanistan national government	19	6%	100	34%	130	44%	38	13%	0	0%	8	3%	295	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	76	26%
Did not know	216	73%
Provided wrong name	3	1%
Total	295	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	275	93%	12	4%	3	1%	1	0%	4	1%	295	100%
In Afghanistan as a whole	276	94%	11	4%	2	1%	2	1%	4	1%	295	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	154	52%	103	35%	12	4%	1	0%	25	8%	295	100%
In Afghanistan as a whole	156	53%	101	34%	12	4%	1	0%	25	8%	295	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	1	0%	4	1%	9	3%	67	23%	178	60%	3	1%	33	11%	295	100%
Customs office	1	0%	2	1%	2	1%	50	17%	200	68%	3	1%	37	13%	295	100%
Afghan National Police	0	0%	5	2%	9	3%	44	15%	199	67%	4	1%	34	12%	295	100%
Afghan National Army	0	0%	2	1%	3	1%	51	17%	201	68%	3	1%	35	12%	295	100%
Judiciary / courts	4	1%	4	1%	10	3%	51	17%	193	65%	2	1%	31	11%	295	100%
State electricity supply	0	0%	1	0%	19	6%	95	32%	151	51%	2	1%	26	9%	294	100%
Public healthcare service	0	0%	3	1%	21	7%	84	28%	157	53%	2	1%	28	9%	295	100%
When applying for a job	0	0%	2	1%	5	2%	57	19%	191	65%	3	1%	37	13%	295	100%
Admissions to schools/ university	0	0%	3	1%	6	2%	67	23%	180	61%	3	1%	36	12%	295	100%
To receive official documents	0	0%	4	1%	6	2%	48	16%	198	67%	3	1%	36	12%	295	100%

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

	Number	Percent
Yes	231	78%
No	43	15%
Don't know	21	7%
Refused	0	0%
Total	295	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	218	94%
No	13	6%
Don't know	0	0%
Refused	0	0%
Total	231	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	210	71%
Agree somewhat	41	14%
Disagree somewhat	15	5%
Strongly disagree	29	10%
Don't know	0	0%
Refused	0	0%
Total	295	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	134	45%
Agree somewhat	68	23%
Disagree somewhat	49	17%
Strongly disagree	43	15%
Don't know	0	0%
Refused	1	0%
Total	295	100%

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

	Number	Percent of households
13-17 years old	9	3%
18-30 years old	72	25%
31-40 years old	95	32%
41-50 years old	56	19%
51-60 years old	34	12%
61 or more years old	27	9%
Total	293	100%

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

	Number	Percent of households
Working	113	38%
Retired	4	1%
Housewife	139	47%
Student	26	9%
Unemployed	17	6%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	295	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	119	40%
Primary School, incomplete (classes 1 to 5)	35	12%
Primary School, complete (finished class 6)	30	10%
Secondary education, incomplete (classes 7 to 8)	23	8%
Secondary education, complete (finished class 9)	11	4%
High School (classes 10 to 12)	53	18%
University education or above	24	8%
Refused	0	0%
Don't know	0	0%
Total	295	100%

**Q45 Are you married or single?**

	Number	Percent of households
Single	30	10%
Married	259	88%
Widower/ Widow	6	2%
Refused	0	0%
Don't know	0	0%
Total	295	100%

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

	Number	Percent of households
No people	0	0%
1-5 people	11	4%
6-10 people	112	38%
10-20 people	150	51%
21 or more people	22	7%
Total	295	100%

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

	Number	Percent of households
Lease	84	28%
Own	211	72%
Don't know	0	0%
Refused	0	0%
Total	295	100%

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

	Number	Percent of households
Yes	204	69%
No	89	30%
Don't know	2	1%
Refused	0	0%
Total	295	100%

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

	Number	Percent of households
Pay nothing	211	72%
1,000 AFN or less per month	9	3%
1,001-2,000 AFN per month	10	3%
2,001-3,000 AFN per month	9	3%
3,001-4,000 AFN per month	19	6%
4,001-5,000 AFN per month	15	5%
5,001-7,500 AFN per month	11	4%
7,501 or more AFN per month	11	4%
Total	295	100%

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**Q50 Income Level**

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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	44	15%
2,001 - 3,000 AFN	9	3%
3,001 - 5,000 AFN	40	14%
5,001 - 10,000 AFN	73	25%
10,001 - 15,000 AFN	50	17%
15,001 - 20,000 AFN	29	10%
20,001 - 25,000 AFN	15	5%
25,001 - 40,000 AFN	12	4%
more than 40,000 AFN	4	1%
Refused	10	3%
Don't know	9	3%
Total	295	100%

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**Q51 Gender**

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	Number	Percent of households
Male	149	51%
Female	145	49%
Total	294	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.



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