



RAMP UP EAST

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



Computer training for female youth in Mehterlam

NOVEMBER, 2011

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CITY OF MEHTERLAM

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ACRONYMS

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

INTRODUCTION

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

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

To assess the success of the programs in these municipalities an annual survey of residents of 13 of these cities is being conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff are conducting an annual survey of municipal employees to assess the internal capacity of these local governments. This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2011 in Mehterlam. The internal survey interviews with staff were conducted in September and November of 2011 and the external survey interviews with residents were conducted from September 13 to 25, 2011. A total of 199 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 Mehterlam generally had manual filing systems. They had computers, mostly shared office space and furnishings and were generally lacking computer 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 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 and a copy of the Provincial Development Plan (PDP).

The municipality had an unelected council with 54 men and 6 women who met on monthly basis. The municipality communicated with the IDLG through weekly reporting via e-mail. Within the city, there were business associations as well as private sector interest in buying/leasing municipal assets. The Department of Public Works had written planning, schedules and service inspection reports for at least one department. The department did not have an operations and maintenance facility and did not perform regular maintenance for vehicles, tools and equipment.

The City collected Safayi taxes and business license fees and had specific crews, equipment and a line in the budget for road maintenance. The city was involved in the provision of waste water and sanitation services, but did not provide electricity or water services.

In 2011, about 40% of residents rated their quality of life as excellent or good. However, most thought the number of jobs and businesses in the community were either fair or poor. Most residents rated overall city services as somewhat or very good.

Trash disposal methods in Mehterlam were similar in 2010 and 2011; most residents disposed of trash in the street or used an improvised dump site. Satisfaction with trash disposal methods remained low for most residents in 2011. The city did not provide water services and most residents used wells for drinking water. A larger proportion of residents who had a well had issues with waterborne illnesses in 2011 than had in 2010. The city was not involved in electricity provision, but ratings for the number of days and hours per day that electricity was supplied increased in 2011.

The City of Mehterlam provided drainage services and quality ratings for these services remained mostly stable between 2010 and 2011. Ratings of City roads and road services were mixed in 2011 with high quality ratings for the condition of main city roads and highways but lower ratings for neighborhood streets and street repair services. Access to some types of food (meat, fruit, vegetables, sugar, tea and cereal) decreased from 2010 to 2011 for Mehterlam residents. Access to local parks generally remained stable.

When asked about priorities for the services cities could provide, most Mehterlam residents wanted the city to provide clean drinking water and public trash containers.

The proportion of residents who could identify the mayor decreased from 2010 to 2011. In addition, levels of trust in government to conduct activities to benefit people decreased. Fewer respondents thought they could influence the local government decision making, almost all thought corruption was a major problem and most thought corruption increased from 2010 to 2011.

CITY DEMOGRAPHICS

Mehterlam is a smaller than average sized city, compared to others in the RUE program. It had higher per capita expenses and revenue than most other RUE cities. It also had more educational institutes, health centers and municipal employees per capita than most RUE cities.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land Size (km ²)	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 ²)	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 Mehterlam, like most other RUE municipalities, had a physical master plan, a map of the city that was completed within the last 50 years. Also, like all other cities in RUE, Mehterlam'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 master plan was prepared in 1960 and covered 2 Naiyas. 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
Mehterlam	No	Yes	No	No
All cities	0%	62%	38%	0%

FIGURE 4: MUNICIPAL PROFILE, 2011

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

As in all other cities evaluated by RUE, Mehterlam had an economic profile. However, it was not all languages.

In 2011, the City of Mehterlam had copies of 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 quarterly timeframe. The City did not have a copy of the IDLG terms of reference for the municipality/ Subnational Governance Policy (SNGP), the Provincial Development Plan (PDP) 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
Mehterlam	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
Mehterlam	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
Mehterlam	No	Yes	No	No
All cities	0%	92%	8%	0%

FIGURE 9: MUNICIPAL GOVERNMENT DOCUMENTS

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

The City of Mehterlam was similar to other RUE cities in that it had a functioning unelected administrative municipal council, but had did not keep council meeting minutes or have a list of council members. The Mehterlam municipal council met on a monthly basis.

Mehterlam's municipal council was made up of 54 men, six women and two neighborhood representatives. Both the Tashkeel and contract positions in Mehterlam were filled by only 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	Yes	No	0%
An elected council	NA	No	0%

FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

	Weekly	Monthly	Quarterly	Annually
Mehterlam	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	9	60	24	86	1	80
Filled by men	9	54	24	79	1	80
Filled by women	0	6	0	0	0	0
Unfilled			0	7	0	0
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA	2				

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

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

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

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

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

The City of Mehterlam communicated via e-mail with IDLG/DMA on a weekly basis. The City coordinated with all Provincial Line Ministry Directorates in 2011.

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

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

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

	Mehterlam	Percent of all Cities
Phone	No	46%
Email	Yes	46%
Quarterly reporting	No	85%

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

Provincial Line Ministry Directorate	Mehterlam	Percent of all Cities
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	Yes	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	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 Mehterlam was involved in providing waste water and sanitation systems but not involved in water and power provision.

FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES

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

PUBLIC WORKS CAPACITY

The Department of Public Works in Mehterlam had developed written planning documents for at least one department or service area on a daily and/or weekly basis. The department also had written maintenance schedules on a weekly/monthly basis for at least one department or service area. Service inspection reports were also maintained in writing for at least one department or area.

Unlike the majority of other RUE cities, Mehterlam had a service delivery project maintenance document which included a schedule for a crew to complete maintenance that was included in the budget.

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
Mehterlam	No	No	Yes	No
All cities	15%	38%	38%	8%

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

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

FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011

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

FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011

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

Unlike most other RUE cities, the City of Mehterlam conducted regular road maintenance and had a specific crew, equipment and a line item in the budget for road maintenance. The City did not, however, conduct maintenance of public parks or regular latrine maintenance.

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

FIGURE 23: CONDUCTED REGULAR ROAD MAINTENANCE, 2011

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

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

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

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

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

The City of Mehterlam has two designated dumpsites and they were located in the municipal coverage area; at least one of these sites was a landfill.

The City's trash collection plan indicated that a crew has been hired, equipment was purchased, service was scheduled and the budget included a line item for trash collection. Approximately 300 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

FIGURE 26: DESIGNATED DUMP SITE

	2010	2011	Percent of all Cities in 2011
Designated dump site in City	No	Yes	100%
At least one dumpsite was a landfill	No	Yes	85%

FIGURE 27: TRASH COLLECTION PLAN, 2011

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

The City of Mehterlam had a similar amount of physical assets in 2011 as in 2010, but the condition these assets were slightly better than in 2010. The City did not have an operations and maintenance facility and did not conduct regularly scheduled maintenance for vehicles, tools and equipment. In Mehterlam, Taj Mohamad was responsible for the maintenance of vehicles, tools and equipment.

FIGURE 28: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Double Tractor	1	Waste Management	Yes	Good	Yes
Car/Corrolla/Saracha Taxi	2	Staff Transport	Yes	Excellent	Yes
Dump truck / Large Mazda	2	Waste Management	Yes	Good	Yes
Water Tanker	2	Construction	Yes	Good	Yes
Large Truck/Trash Truck	3	Waste Management	Yes	Good	Yes
Motor Cycle/Bike	3	Staff Transport	Yes	Excellent	Yes

FIGURE 29: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Excavator	1	Waste Management	No	Poor	Yes
Jeep/Truck/Pickup	1		Yes	Good	Yes
Large Truck/Trash Truck	1		Yes	Good	Yes
Generator	1				
Car/Corrolla/Saracha Taxi	2		Yes	Good	Yes
Motor Cycle/Bike	2		Yes	Good	Yes
Water Tankers	2		Yes	Good	Yes
Dump Truck	3	Waste Management	No	Poor	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
Mehterlam	Yes	No	No	No
All cities	31%	69%	0%	0%

FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011

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

The Department of Public Works had two filled Tashkeel positions, 5 unfilled Tashkeel positions and five filled contract positions. The department had a systematic filing system, which, unlike most other RUE cities, consisted of an organized book, file folder, or box where source documents were filed.

The Department of Public Works in Mehterlam had a network of computers and two computers that were connected to the internet. The department generally had eight hours of electricity per day. In Mehterlam, the Department of Public Works shared office space, furnishings and computer hardware, but was lacking computer software.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	4	7	1	5
Filled by men	4	2	NA	5
Filled by women	0	0	NA	0
Unfilled	0	5	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
Mehterlam	No	No	Yes	No
All cities	0%	62%	38%	0%

FIGURE 34: FILING SYSTEM TYPE, 2011

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

FIGURE 35: COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Mehterlam	Yes	2	8
All cities	100%	1.2	11.6

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

	Mehterlam			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	8%	77%	15%
Furnishings	No	Yes	No	8%	69%	23%
Information Technology – Hardware	No	Yes	No	77%	15%	8%
Information Technology – Software	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. Mehterlam had a systematic filing system for financial management that was filed and organized, but not stored. The filing system was entirely manual while the accounting/budget system for financial management computerized.

Mehterlam had eight years of prior budgets, their budget history started in 2004 (1383). For the 2011 (1390) budget year, it took 50 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 an automated correspondence book and M20 to record revenues.

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

FIGURE 37: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT, 2011

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

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

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

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

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

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

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

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

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

	Mehterlam	Percent of all Cities
Have you had an external audit conducted?	Yes	92%
Do you conduct any type of internal audit?	Yes	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 in Mehterlam consisted of three Tashkeel positions and no contract positions. All three employees were male.

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

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

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

FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Mehterlam	Yes	1	4
All cities	100%	1	9

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

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

REVENUE ENHANCEMENT CAPACITY

The City of Mehterlam had a manual revenue system and no standard written procedure for recording revenue. The City did have a systematic filing system that was also manual and documents in this system were filed and organized but were not stored.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

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

FIGURE 47: STANDARD WRITTEN PROCEDURES FOR RECORDING REVENUES, 2011

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Mehterlam	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
Mehterlam	No	No	Yes	No
All cities	0%	31%	69%	0%

FIGURE 49: FILING SYSTEM TYPE, 2011

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

The City of Mehterlam collected Safayi taxes and business license fees on a monthly basis, but did not collect property registration fees. In 2011, the city had 2,500 active business licenses and expected to collect 110,000 AFN in license fees. This would represent an increase from 2010 when 70,716 AFN was collected. The 2011 fee per active license was projected to be approximately 45 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 almost 5,400,000 AFN in Safayi taxes in 2011, or 138 AFN per resident. This was higher than the average projected Safayi tax per resident across all 13 cities (53 AFN).

Mehterlam 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	Yes	50%
Quarterly	No	No	8%
Biannually	No	No	17%
Annually	No	No	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	39,254	39,254	103,087
Safayi taxes in 2010 (AFN)	500,000	3,601,507	1,623,358
Safayi taxes projected for 2011 (AFN)	NA	5,400,000	5,149,726
Number of active business licenses	1,499	2,500	1,656
Business license fees in 2010 (AFN)	100,000	70,716	378,012
Business license fees for 2011 (AFN)	NA	110,000	500,448

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

	Mehterlam	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 Mehterlam maintained a list of municipal owned property with very detailed organized records and most/all properties listed. The City recorded revenues and their sources in a Revenue Book and 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 which consisted of a Safayi book with all properties and valuations that included manual and automated business listings 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
Mehterlam	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
Mehterlam	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
Mehterlam	No	No	Yes	No	No
All cities	0%	31%	69%	0%	0%

All four positions in the Department of Revenue Enhancement were filled by men. The department did not have any contract positions.

The department had a single computer with access to the internet and a network that connected all office computers. On average, electricity was available four hours a day. As in most other cities, the Department of Revenue Enhancement in Mehterlam shared office space and furnishings and did not have sufficient computer hardware and software.

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	4	0	0
Filled by men	3	4	NA	0
Filled by women	0	0	NA	0
Unfilled	0	0	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)
Mehterlam	Yes	1	4
All cities	100%	1	9

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

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

RESIDENT SURVEY

QUALITY OF LIFE

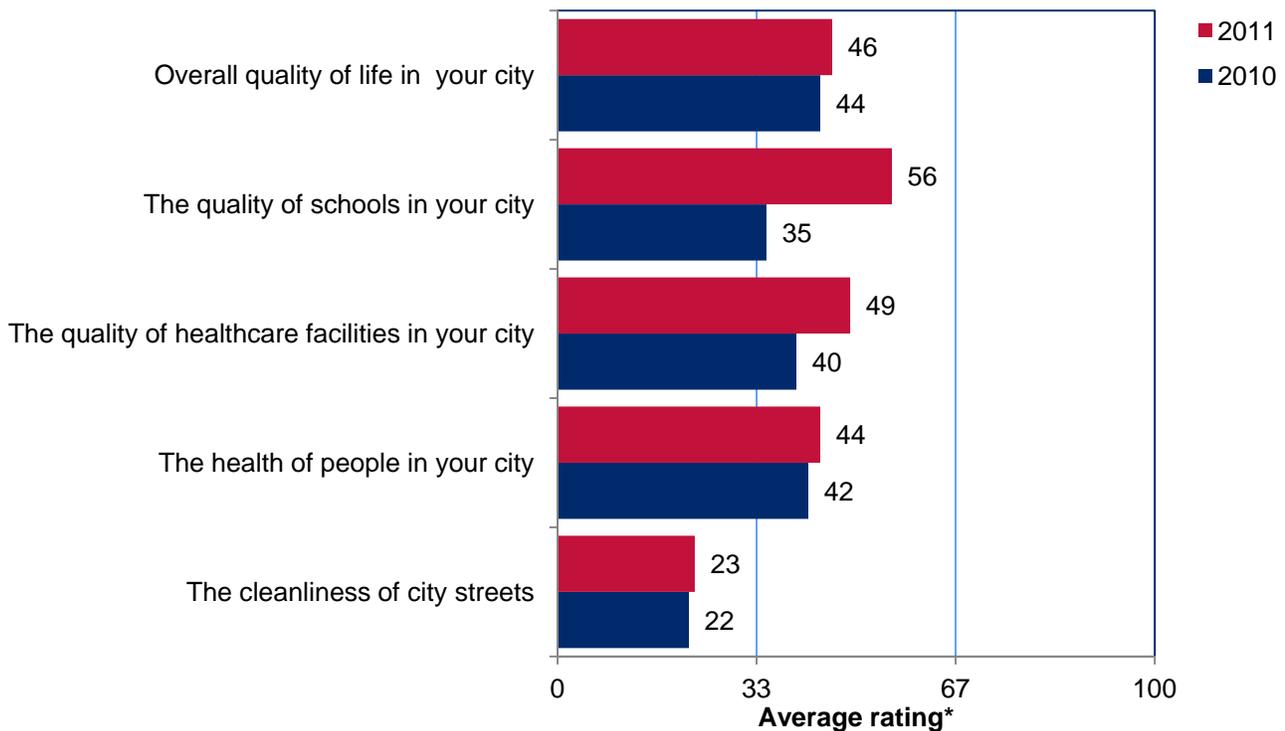
Most City of Mehterlam residents rated the quality of schools (68%) and healthcare facilities (54%) in their city as either excellent or good. These two areas showed improved ratings in 2011 while other areas remained stable. As in 2010, the cleanliness of Mehterlam’s streets received the lowest ratings.

FIGURE 60: QUALITY OF LIFE IN MEHTERLAM, 2011

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	5%	37%	48%	9%	46
The quality of schools in your city	5%	63%	27%	5%	56
The quality of healthcare facilities in your city	3%	51%	36%	10%	49
The health of people in your city	1%	42%	47%	11%	44
The cleanliness of city streets	0%	17%	36%	47%	23

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

FIGURE 61: QUALITY OF LIFE IN MEHTERLAM COMPARED BY YEAR



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

EMPLOYMENT

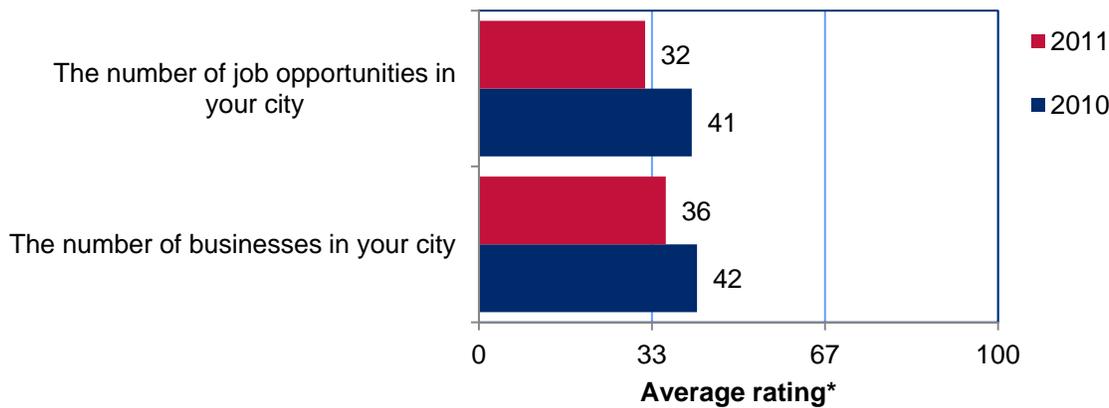
Ratings for the number of job opportunities and businesses in Mehterlam decreased from 2010 to 2011. In 2011, 75% or more respondents rated the number of job opportunities and businesses in Mehterlam as either fair or poor. As in 2010, however, half of Mehterlam residents indicated that they thought job opportunities had increased in the year prior to the survey.

FIGURE 62: QUALITY OF EMPLOYMENT IN MEHTERLAM, 2011

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	23%	49%	28%	32
The number of businesses in your city	0%	25%	57%	18%	36

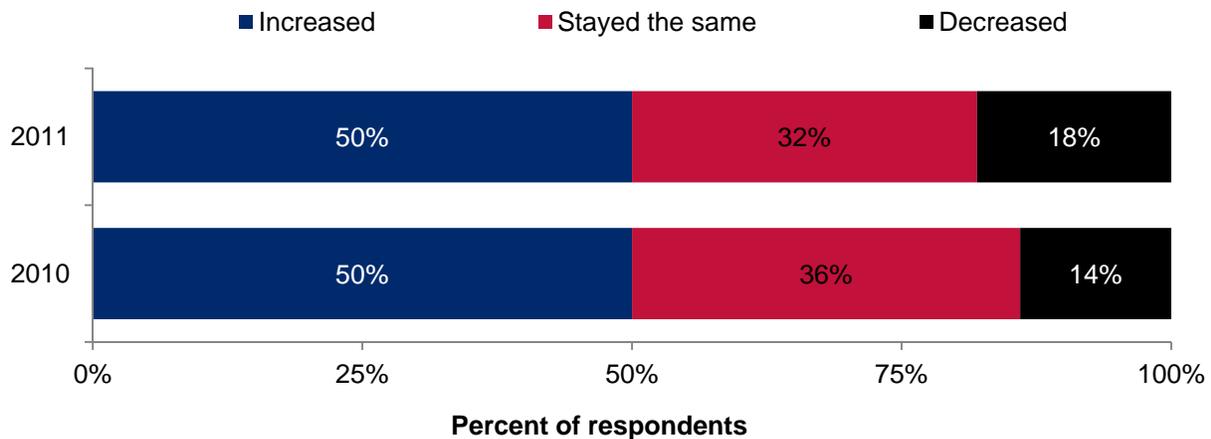
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 63: JOB OPPORTUNITIES IN MEHTERLAM COMPARED BY YEAR



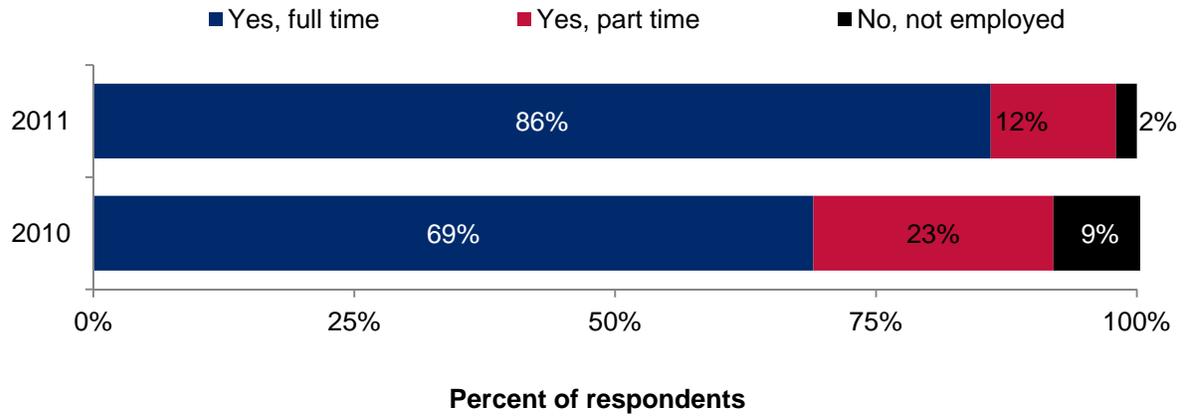
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



A higher percentage of heads of households in Mehterlam reported they were employed on a full time basis in 2011 compared to 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 Mehterlam was involved in providing waste water and sanitation services, as well as road maintenance. The City was not involved in providing water or power (electricity) services, or parks and latrine maintenance.

Most residents (60%) thought the City did either a somewhat or very good job at providing services. These ratings were lower than in 2010.

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

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

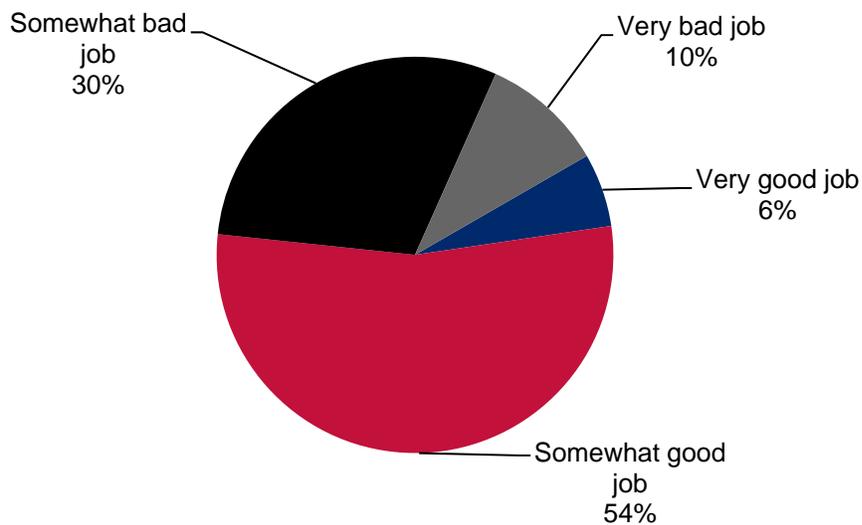
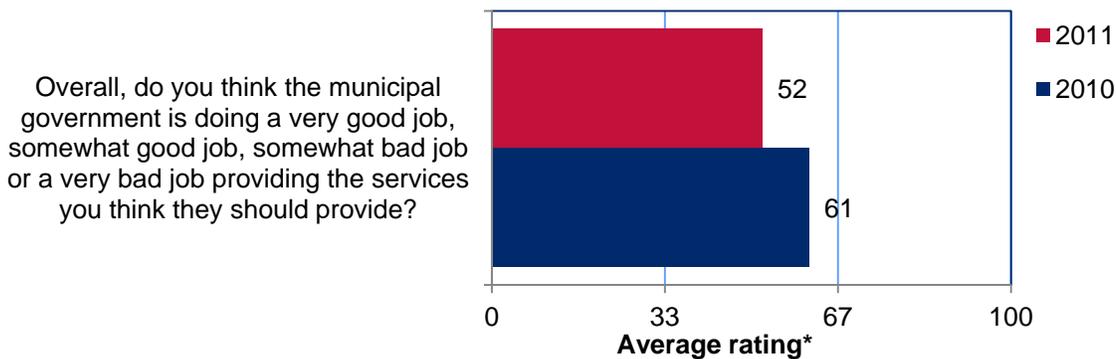


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR



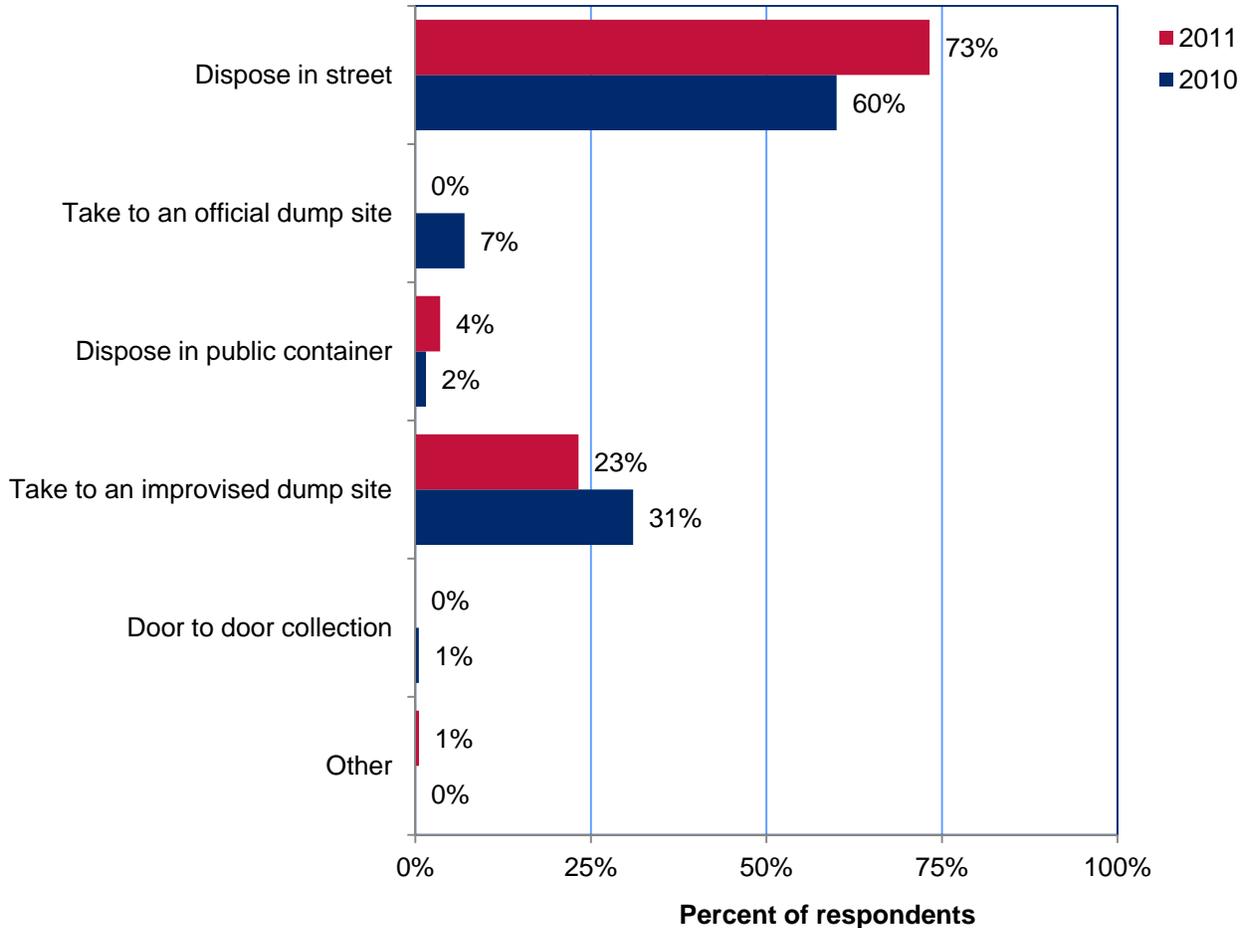
* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

A larger percentage of Mehterlam residents disposed of their trash in the street in 2011 than had in 2010. This was the most common method of trash disposal for respondents. In addition, in 2011 a smaller proportion of residents reported taking their trash to an improvised dump site than did in 2010. Almost no one had door to door collection, or used official dumpsites or containers.

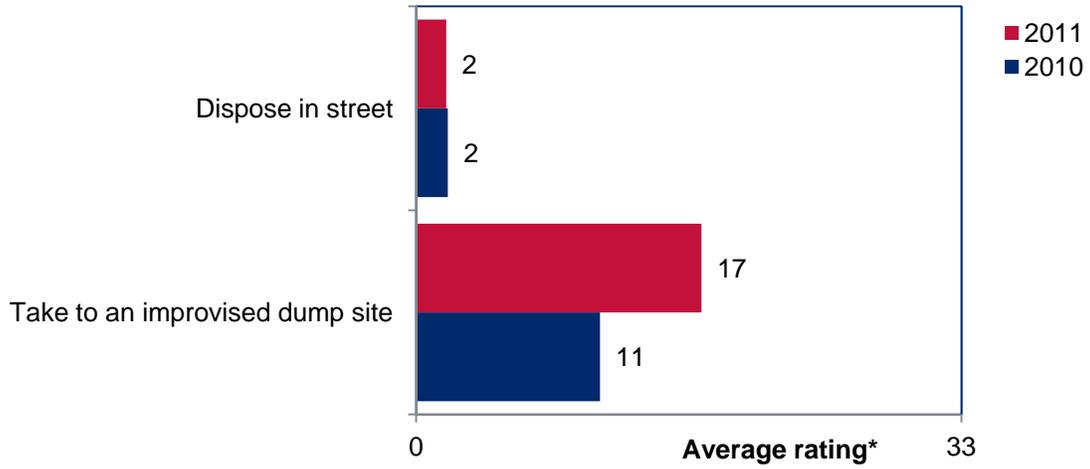
In 2010, 1% of residents said their trash was collected at their door, although this service did not exist in the city, this was likely an error in the description, or understanding, of the services.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents who disposed of trash in the street were very dissatisfied with the method in both 2010 and 2011. Residents using improvised dumpsites were very, or at best somewhat, dissatisfied as well.

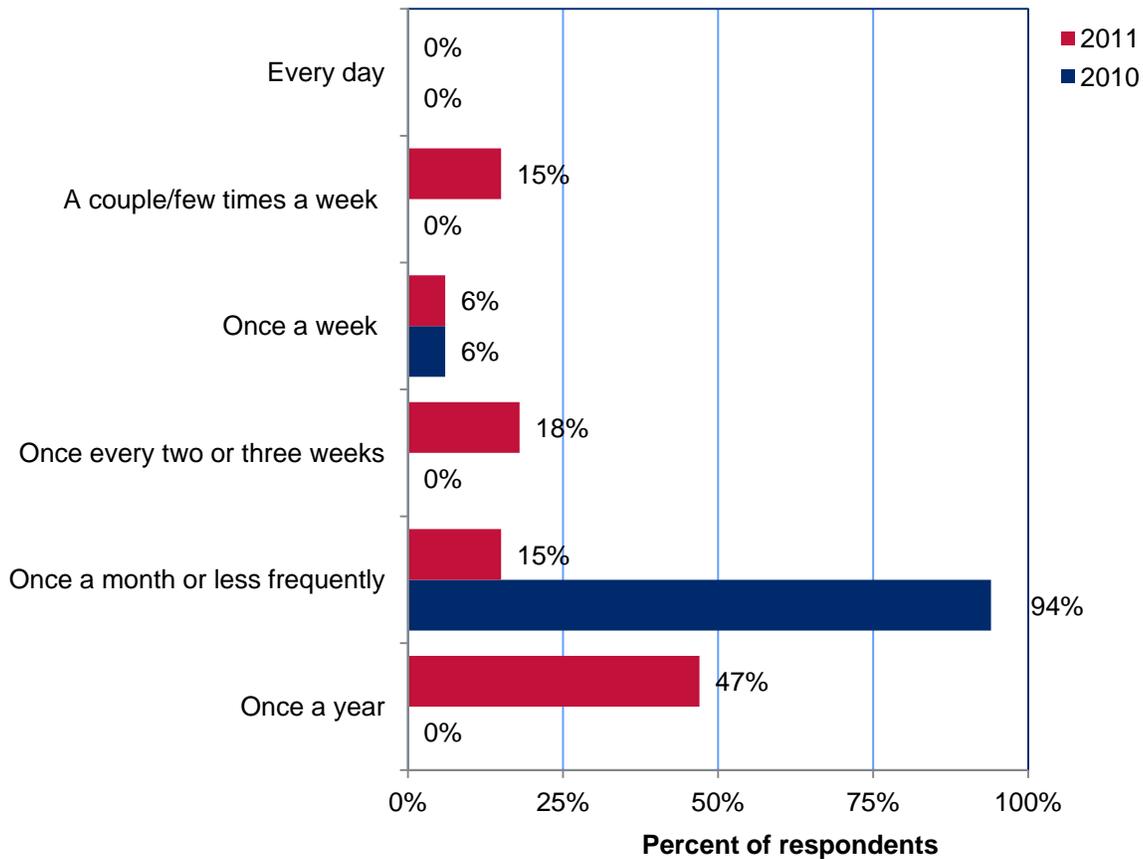
FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



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

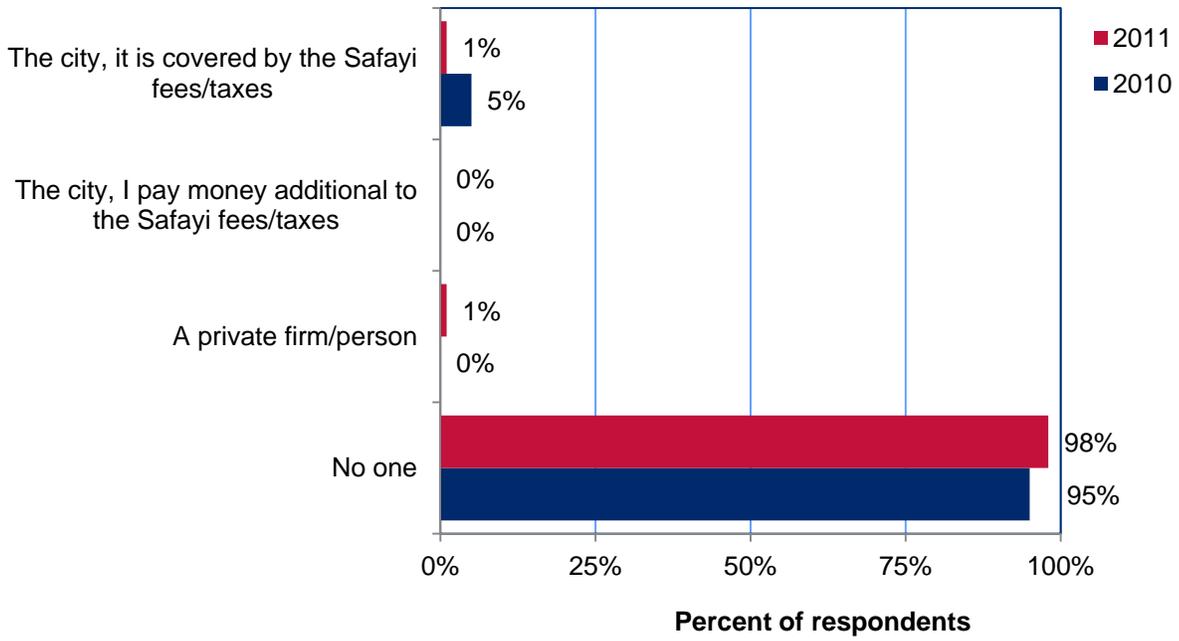
Unlike 2010, in 2011 residents had varying opinions about the frequency of trash removal from city streets. In 2011, almost half of respondents thought that trash removal occurred only once a year, 15% of respondents believed trash removal occurred multiple times a week, 18% said once every two or three weeks and 15% thought once a month or more frequently.

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



Very few Mehterlam residents paid for trash removal or thought it was covered by their Safayi.

FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



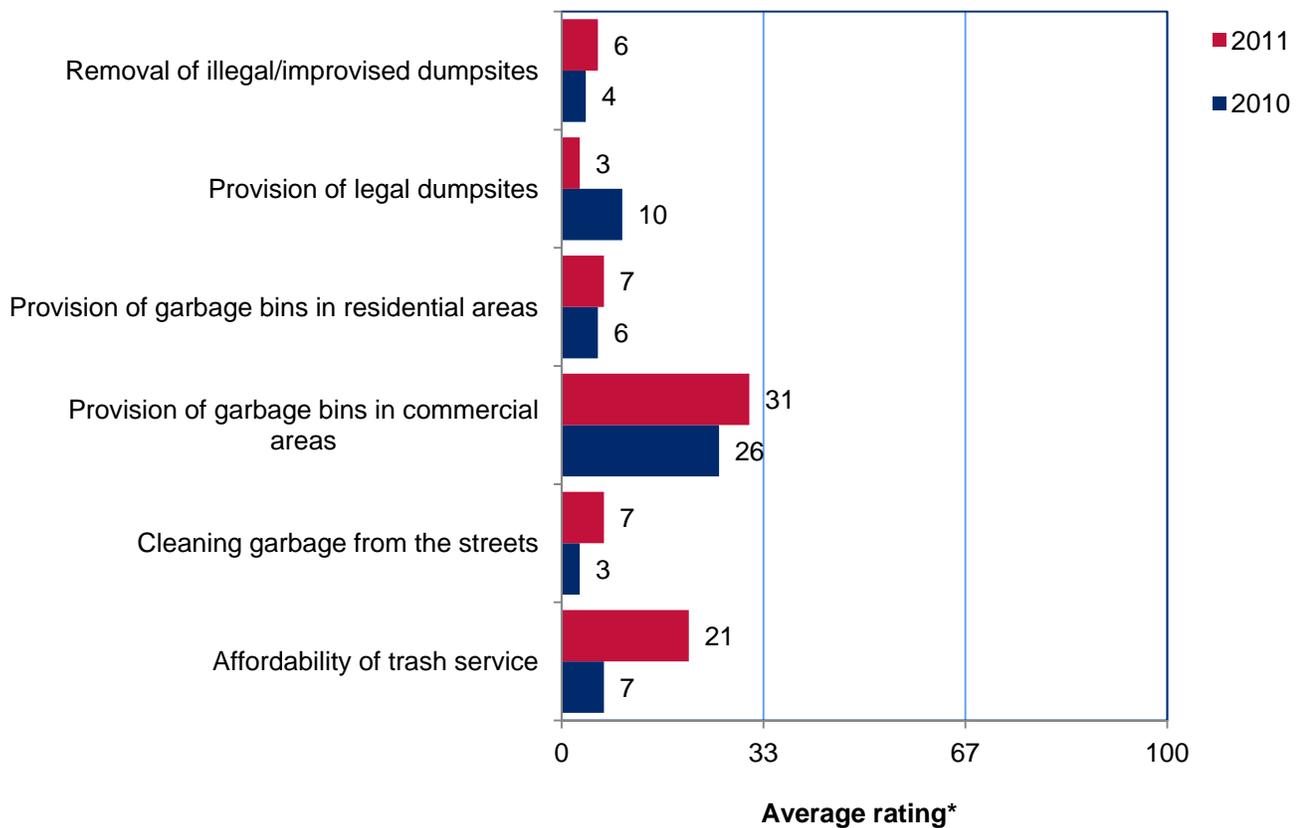
As in 2010, in 2011 residents of the City of Mehterlam gave poor quality ratings to all aspects of city trash services. While a majority of respondents rated the affordability of trash services in Mehterlam as either fair or poor in 2011, ratings were more positive than they were in 2010.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	0%	4%	10%	86%	6
Provision of legal dumpsites	1%	0%	8%	92%	3
Provision of garbage bins in residential areas	0%	5%	11%	84%	7
Provision of garbage bins in commercial areas	2%	15%	60%	24%	31
Cleaning garbage from the streets	0%	3%	15%	83%	7
Affordability of trash service	0%	6%	51%	43%	21

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

FIGURE 73: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR



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

WATER

In 2011, the most common source of drinking water for residents of the City of Mehterlam was a well on their property. A minority of residents received their drinking water from a shared well or a public standpipe. Furthermore, almost all respondents indicated that they do not pay anyone for drinking water.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR

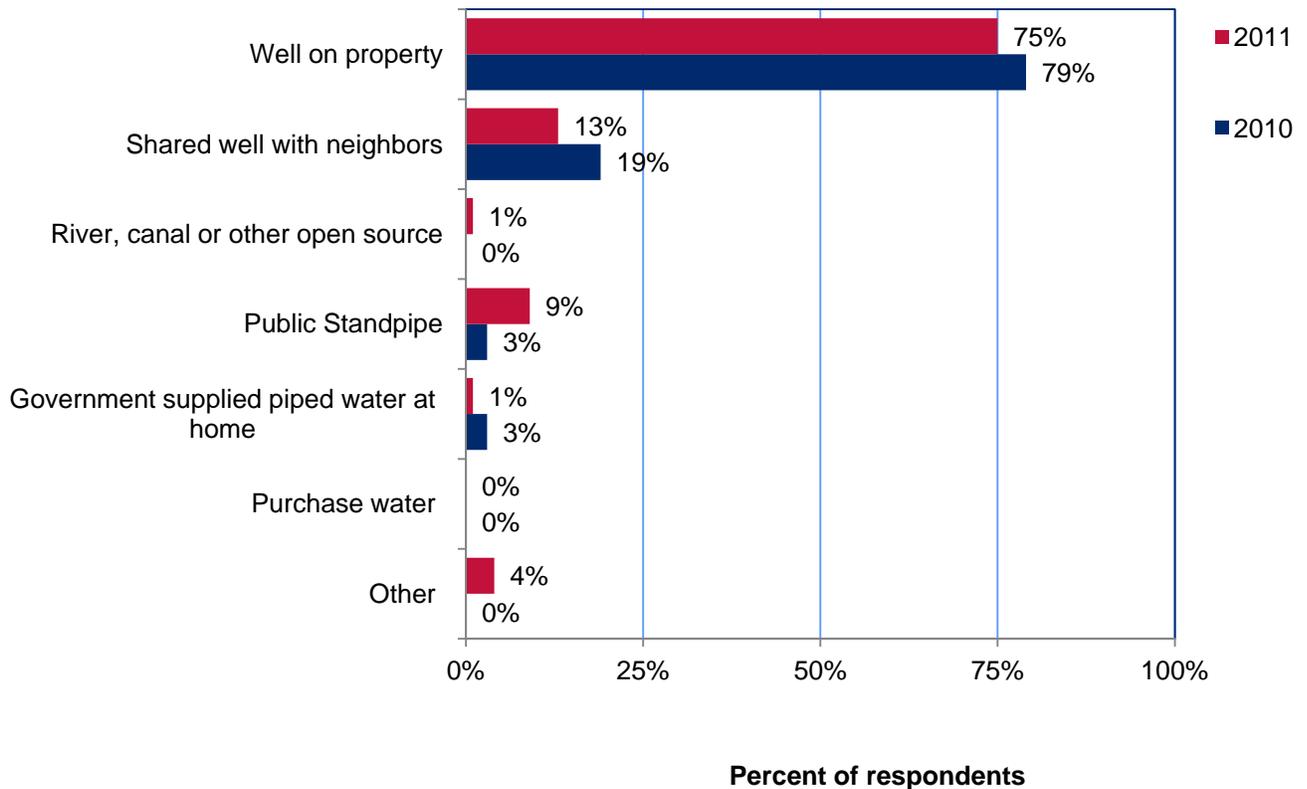
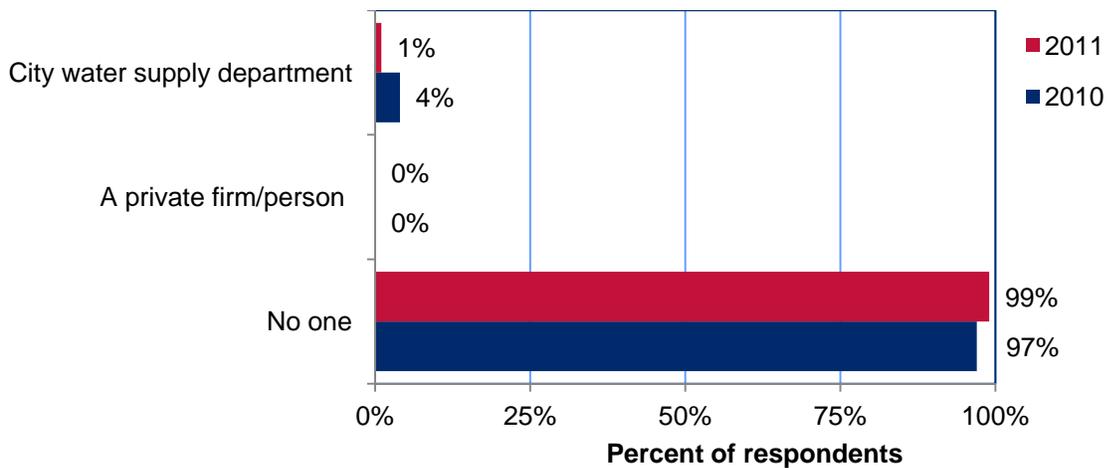
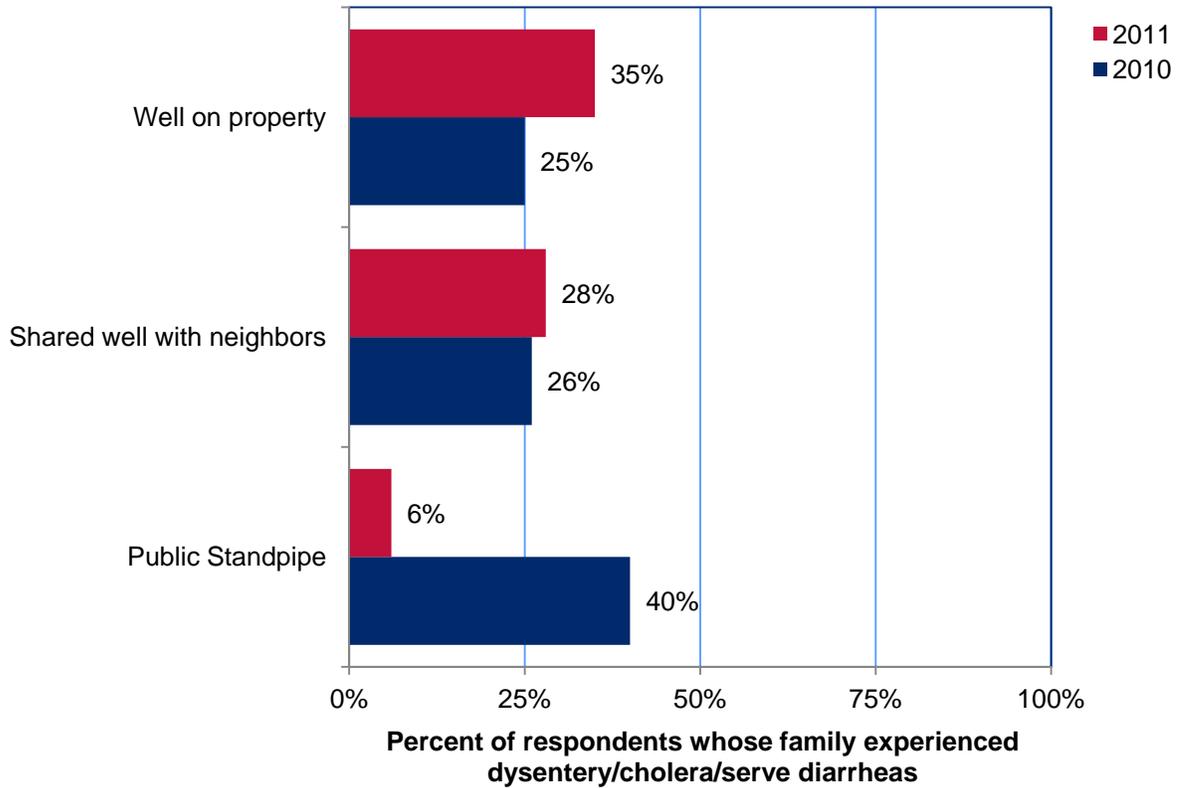


FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR



In 2011, over one-third of respondents' families who received their drinking water from private well experienced dysentery, cholera and/or severe diarrhea. This was a higher percentage than in 2010. Those using a public standpipe were least likely to have experienced dysentery, cholera and/or severe diarrhea.

FIGURE 76: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

While a majority of respondents indicated that the government provided their electricity, this percentage was lower in 2011 than in 2010. There were slight increases in the proportion of Mehterlam residents who used shared generators or solar power in 2011. This trend was paralleled in the proportion of residents who paid the city for their electricity.

FIGURE 77: ELECTRICITY SOURCES COMPARED BY YEAR

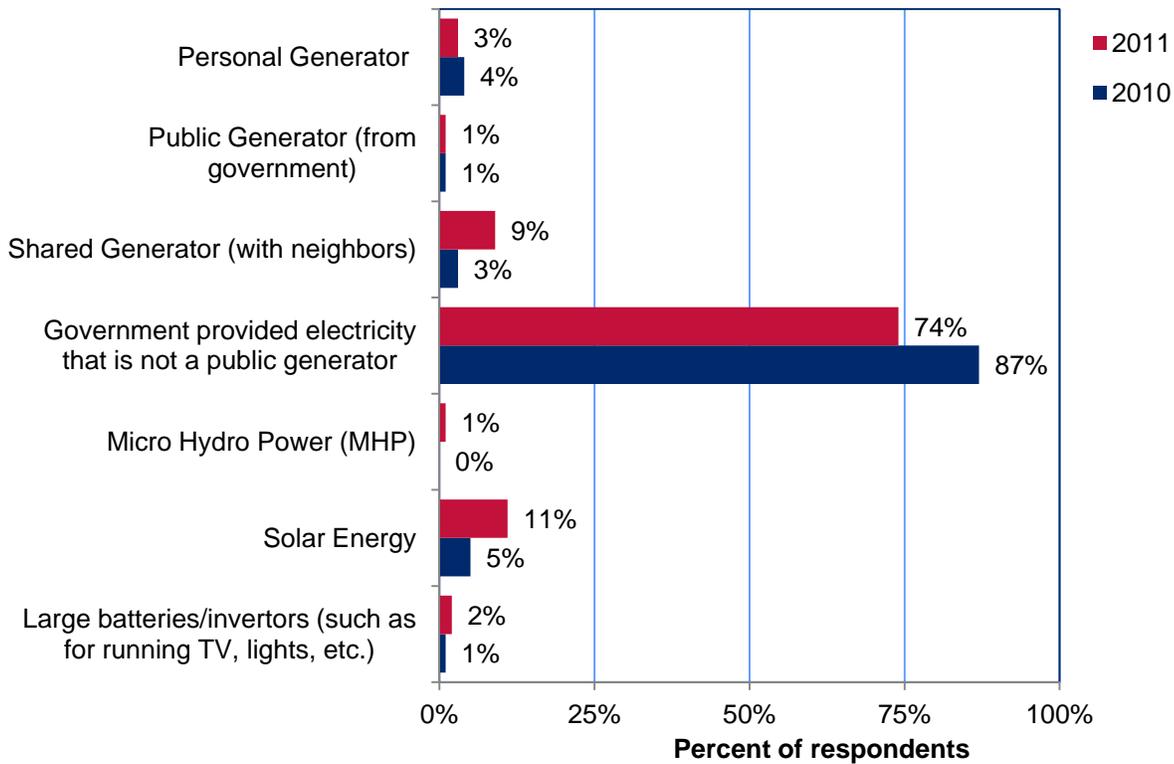
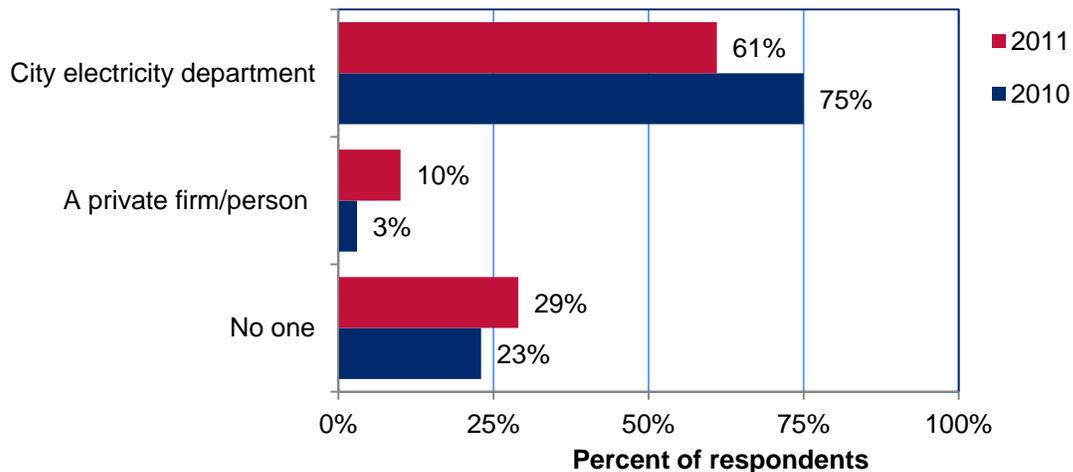
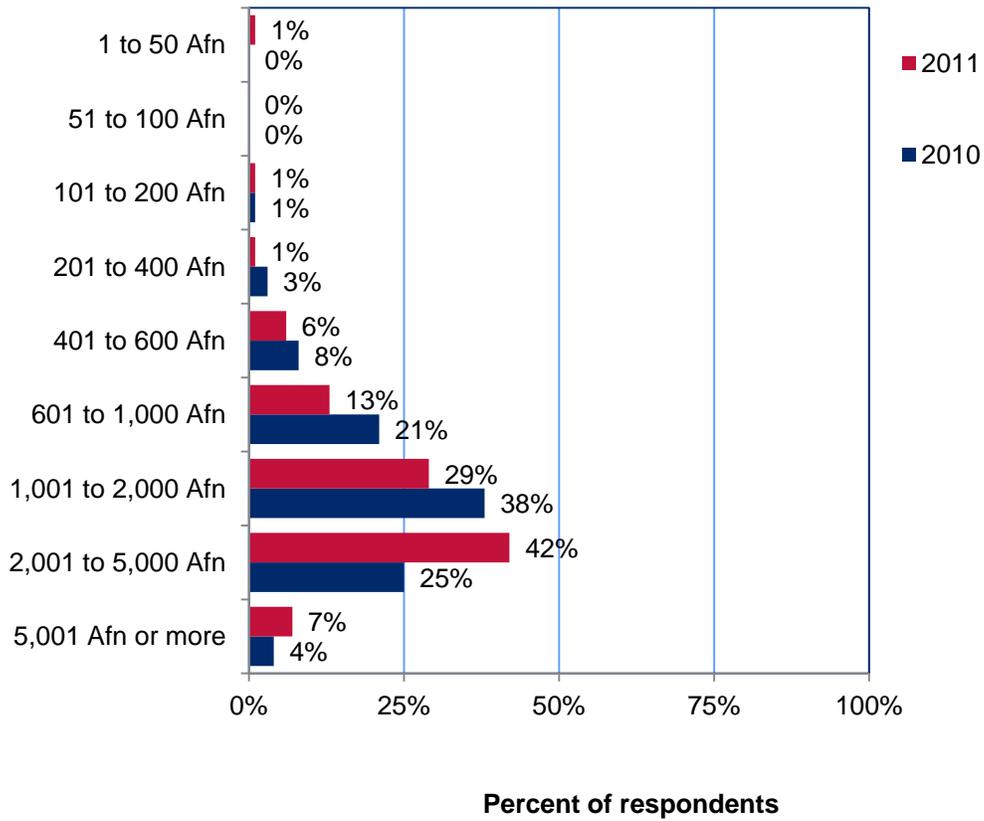


FIGURE 78: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



Mehterlam residents who paid for their electricity, paid more in 2011. Residents commonly paid between 2,001 and 5,000 AFN per month for electricity. The amount of electricity they received was not known.

FIGURE 79: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



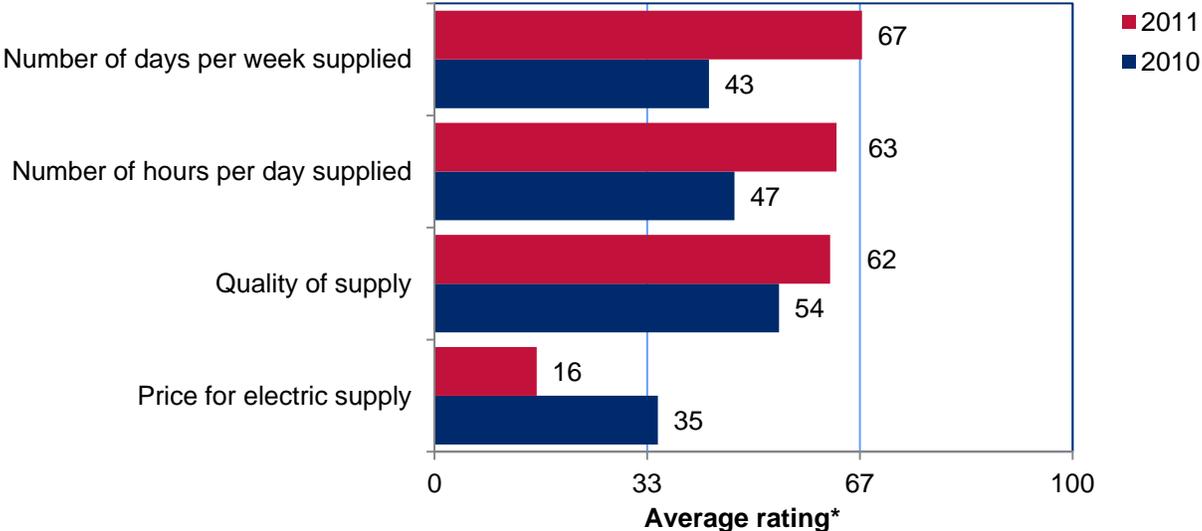
Most aspects of the City of Mehterlam’s electricity services were rated more positively in 2011 than 2010. A majority of respondents rated the number of days per week (79%), the number of hours per day (77%) and the quality of electricity supply (76%) as either excellent or good. The price of electricity was rated more poorly in 2011 with a majority of respondents (87%) rating price as either fair or poor.

FIGURE 80: QUALITY OF CITY ELECTRICITY SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	24%	55%	19%	2%	67
Number of hours per day supplied	15%	62%	20%	2%	63
Quality of supply*	18%	58%	16%	8%	62
Price for electric supply	0%	13%	21%	66%	16

*Electricity power and cut outs during service hours.
 ** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 81: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



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

ROADS, DRAINAGE AND SANITATION

The type of toilet in the homes of Mehterlam residents remained stable in 2011. Almost all residents have a dry latrine in their home, while less than ten percent have indoor plumbing or a latrine with a septic system. The prevalence of septic systems decreased in 2011 with virtually all respondents reporting that an open ditch/canal was used for drainage of waste water.

In 2010, 1% of residents thought their water was drained through a city pipeline, although a pipeline did not exist in the city, this was likely an error in the description, or understanding, of what a city pipeline is. This description (or understanding) was improved in 2011.

FIGURE 82: TYPE OF TOILET IN HOME COMPARED BY YEAR

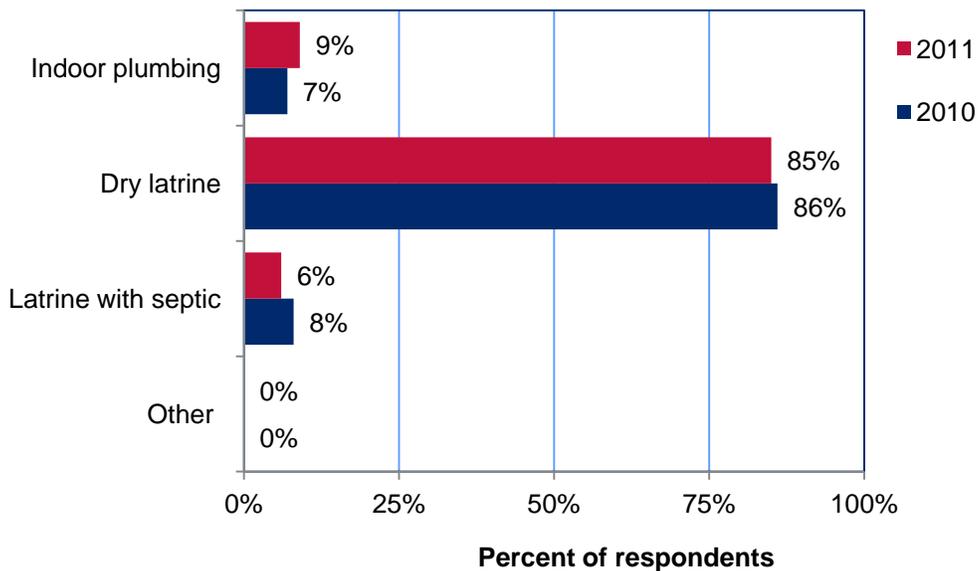
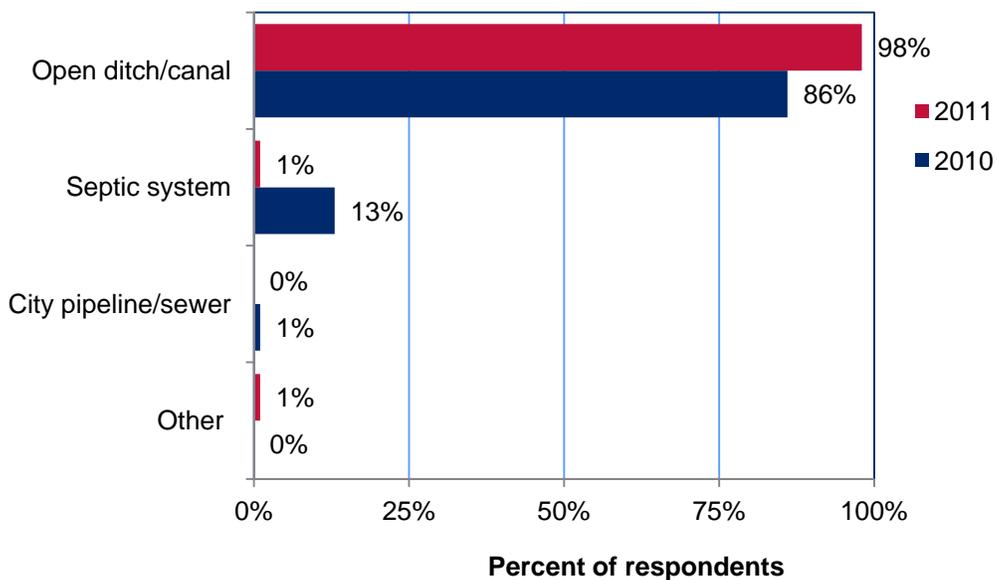


FIGURE 83: TYPE OF DRAINAGE FOR WASTE WATER



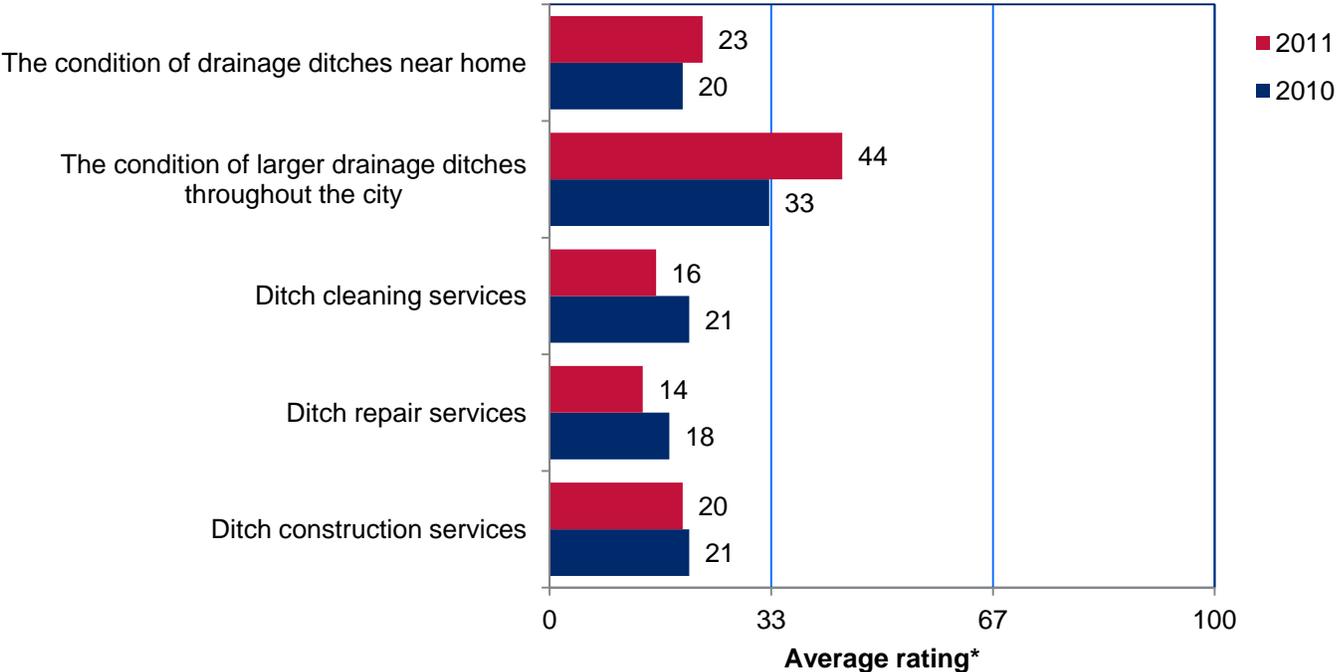
Most residents in Mehterlam rated the quality of all aspects of city drainage and drainage services as either fair or poor. The condition of larger drainage ditches throughout the city, however, showed higher ratings in 2011 than 2010.

FIGURE 84: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	1%	19%	29%	51%	23
The condition of larger drainage ditches throughout the city	1%	42%	47%	10%	44
Ditch cleaning services	0%	6%	37%	57%	16
Ditch repair services	0%	11%	22%	68%	14
Ditch construction services	1%	16%	26%	57%	20

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

FIGURE 85: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

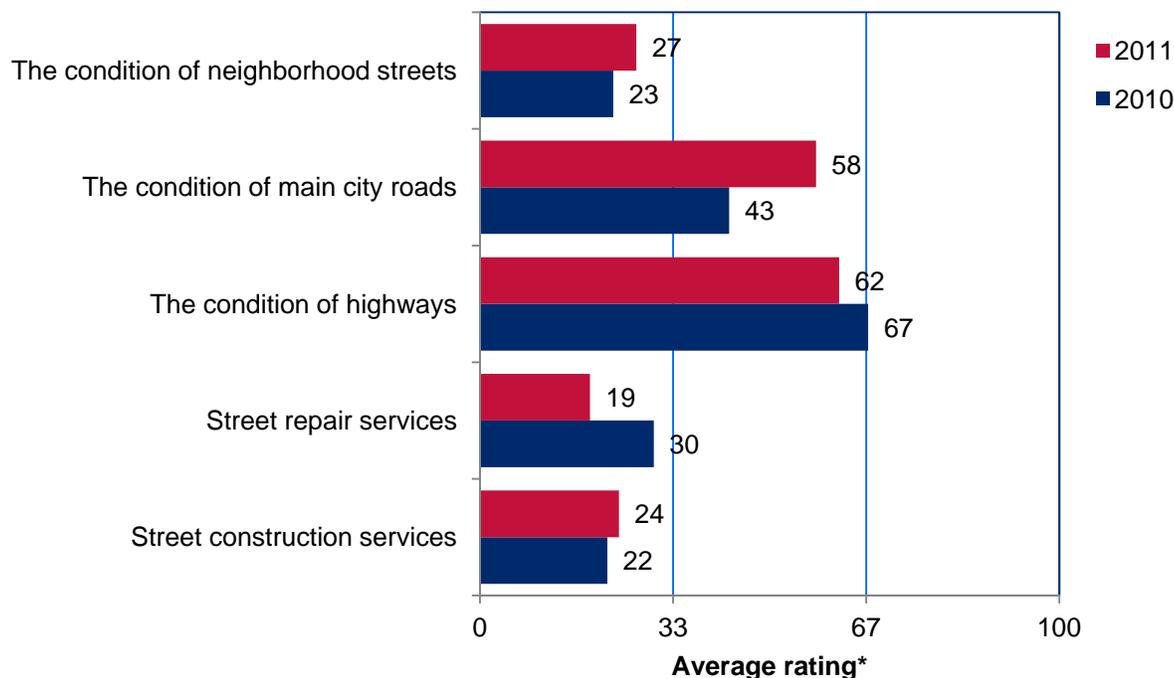
Ratings of the condition of city roads and quality of road services in Mehterlam were mixed in 2011. The condition of main city roads was rated as either of excellent or good by 69% of respondents in 2011 (an improvement from 2010). Similarly, over three quarters of respondents thought the condition of Mehterlam's highways were of excellent or good quality. On the other hand, only a minority of residents thought that the condition of neighborhood streets, street repair services and street construction services were of excellent or good quality. Furthermore, ratings for the quality of street repair services decreased from 2010 to 2011.

FIGURE 86: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	1%	22%	34%	43%	27
The condition of main city roads	7%	62%	30%	2%	58
The condition of highways	10%	68%	19%	3%	62
Street repair services	0%	15%	29%	56%	19
Street construction services	0%	18%	35%	47%	24

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

FIGURE 87: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

As in 2010, in 2011 a minority of Mehterlam residents indicated that any of the three types of parks were close to their home. In addition, ratings of parks in Mehterlam were generally low. A majority of respondents rated all three types of parks as either of fair or poor quality. Ratings of teen/adult parks and women's parks decreased from 2010 to 2011.

FIGURE 88: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

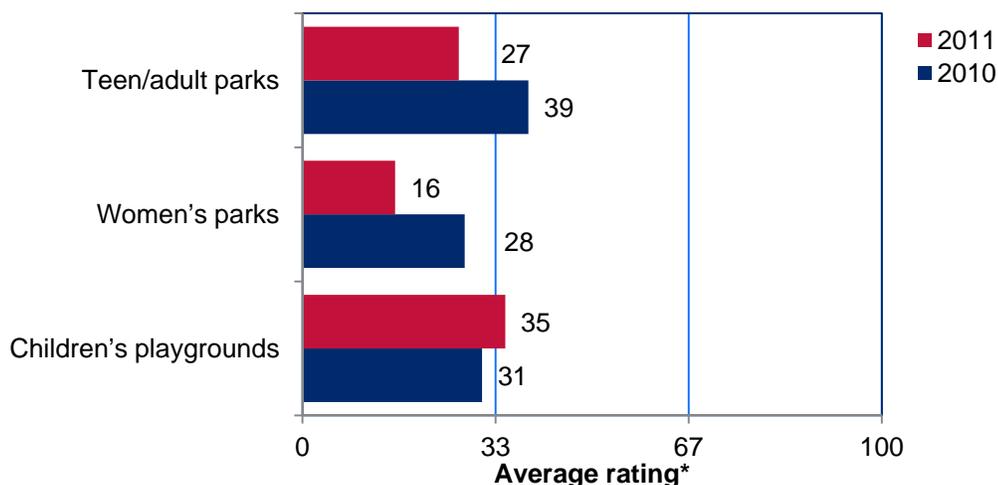
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	14%	16%
	Some further away	54%	42%
	Aware of no parks	32%	43%
Women's parks	Yes, close by	12%	16%
	Some further away	30%	39%
	Aware of no parks	58%	45%
Children's playgrounds	Yes, close by	12%	14%
	Some further away	40%	23%
	Aware of no parks	48%	62%

FIGURE 89: QUALITY OF PARKS, 2011

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	4%	25%	19%	52%	27
Women's parks	0%	15%	19%	66%	16
Children's playgrounds	3%	29%	39%	29%	35

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

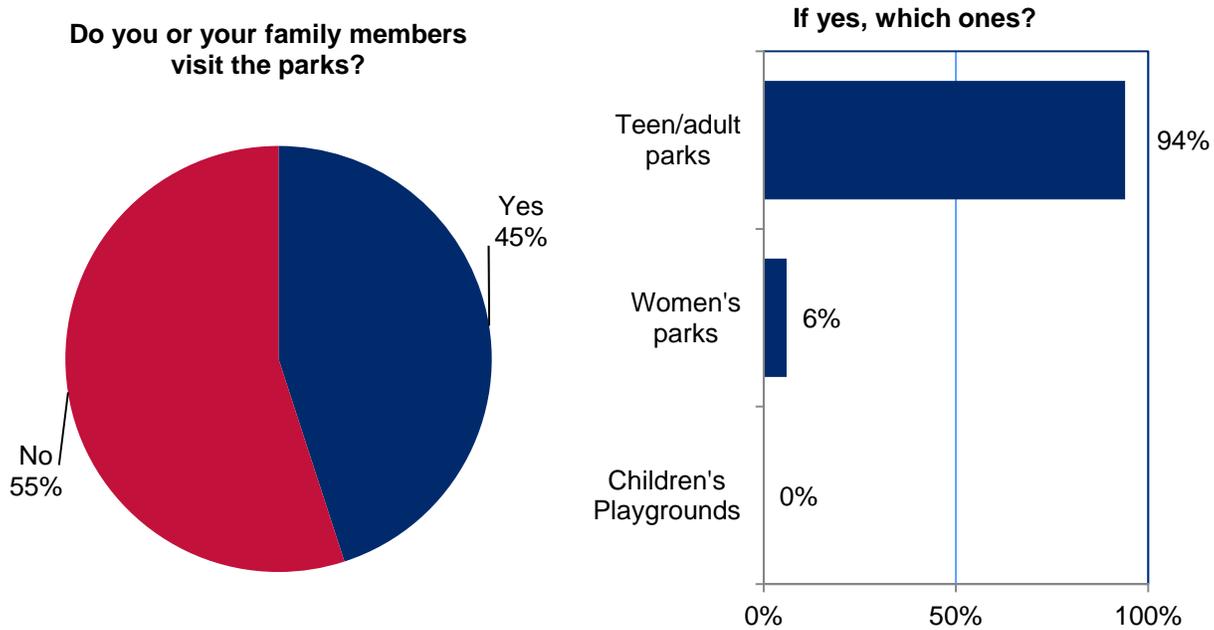
FIGURE 90: QUALITY OF PARKS COMPARED BY YEAR



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

Forty-five percent of respondents had visited a park in Mehterlam. Among those residents who had visited a park, almost all had visited a park for adults while no respondents had visited a park with children's playground facilities.

FIGURE 91: PARKS VISITED, 2011



MARKET

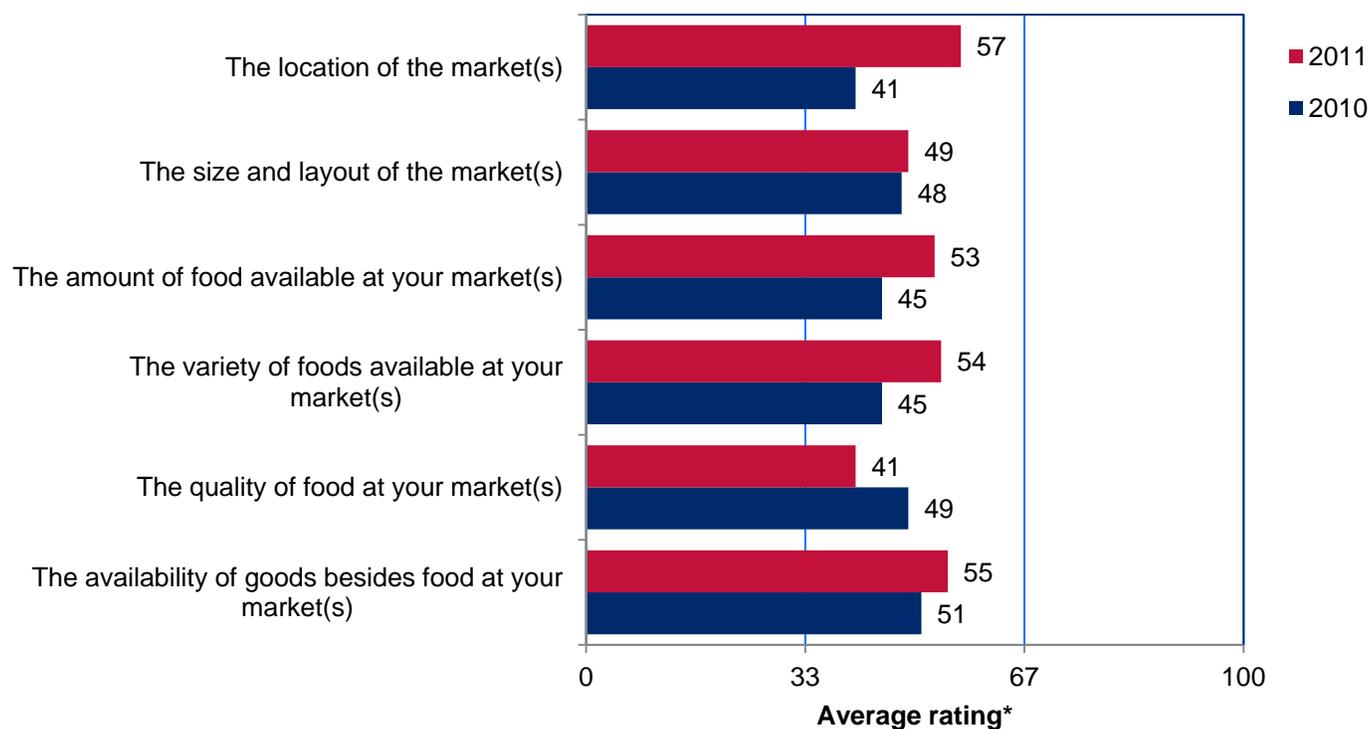
Quality ratings of the city market(s) were generally positive with some areas showing improved ratings in 2011. The location of city markets received the highest ratings and was rated higher than in 2010. The food at Mehterlam's market(s) was rated as of excellent or good quality by less than half (36%) of respondents.

FIGURE 92: QUALITY OF CITY MARKET, 2011

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	4%	68%	22%	6%	57
The size and layout of the market(s)	2%	49%	43%	6%	49
The amount of food available at your market(s)	3%	56%	41%	1%	53
The variety of foods available at your market(s)	1%	61%	38%	1%	54
The quality of food at your market(s)	1%	35%	52%	12%	41
The availability of goods besides food at your market(s)	1%	64%	34%	1%	55

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

FIGURE 93: QUALITY OF CITY MARKET COMPARED BY YEAR



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

Fewer residents of the City of Mehterlam indicated that they could afford meat, fruit, vegetables, sugar, tea and cereal as often as they wanted in 2011 than had in 2010. Flour and cooking oil, on the other hand, remained affordable for a majority of Mehterlam's residents.

FIGURE 94: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011
Meat	As often as we want	55%	11%
	Not as often as we want	27%	55%
	Only rarely	19%	34%
	Never	0%	0%
Fruit	As often as we want	49%	13%
	Not as often as we want	31%	55%
	Only rarely	20%	32%
	Never	1%	0%
Vegetables	As often as we want	87%	67%
	Not as often as we want	13%	32%
	Only rarely	1%	1%
	Never	0%	0%
Flour	As often as we want	91%	85%
	Not as often as we want	7%	11%
	Only rarely	3%	5%
	Never	0%	0%
Cooking oil	As often as we want	79%	85%
	Not as often as we want	18%	11%
	Only rarely	4%	4%
	Never	0%	0%
Sugar, tea	As often as we want	96%	85%
	Not as often as we want	4%	13%
	Only rarely	1%	2%
	Never	0%	0%
Cereal	As often as we want	92%	77%
	Not as often as we want	7%	13%
	Only rarely	1%	10%
	Never	0%	0%

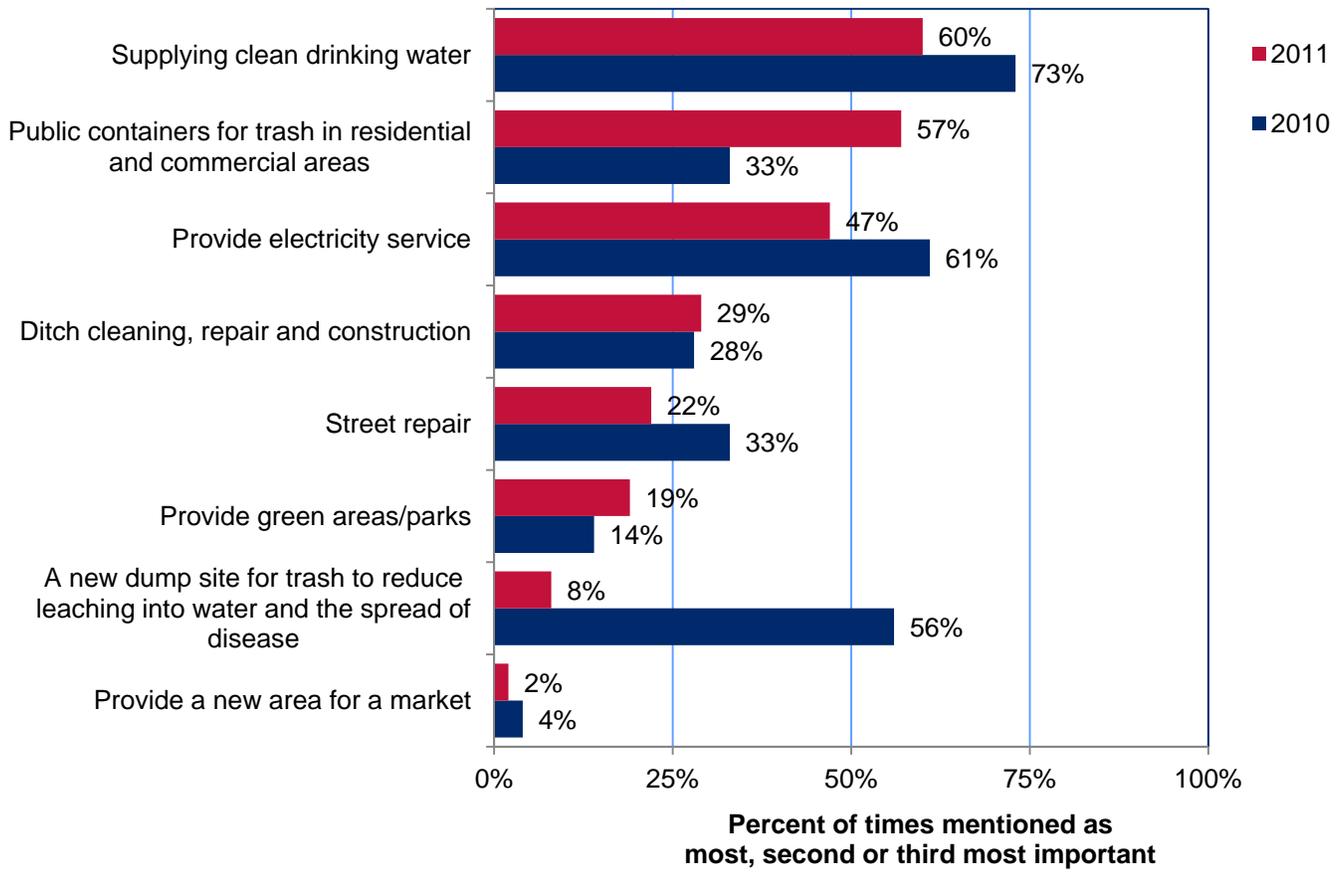
SERVICE PRIORITIES

Supplying clean drinking water was a top priority for the majority of Mehterlam residents in both 2010 and 2011, but not for as large a proportion in 2011 as in 2010. Providing public containers for trash in residential and commercial areas and providing electricity service were the second and third ranked priorities in 2011. The level of importance for providing electricity service and providing a new dump site dropped from 2010 to 2011.

FIGURE 95: MUNICIPAL SERVICE PRIORITIES, 2011

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	27%	18%	15%	40%
Public containers for trash in residential and commercial areas	25%	15%	18%	43%
Provide electricity service	15%	20%	12%	53%
Ditch cleaning, repair and construction	7%	11%	12%	71%
Street repair	4%	9%	9%	78%
Provide green areas/parks	2%	8%	10%	81%
A new dump site for trash to reduce leaching into water and the spread of disease	3%	2%	3%	92%
Provide a new area for a market	0%	0%	2%	98%

FIGURE 96: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

As in 2010, in 2011 most residents of the City of Mehterlam said they would contact their tribal leader/Malik if they had a problem with something related to the city. In addition, a larger percentage of respondents stated they would contact Wakil-e-Gozar while a smaller percentage said they could contact Shuras, CDCs or Jirgas.

A smaller percentage of residents correctly identified the Mehterlam city mayor in 2011 than had in 2010.

FIGURE 97: 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?

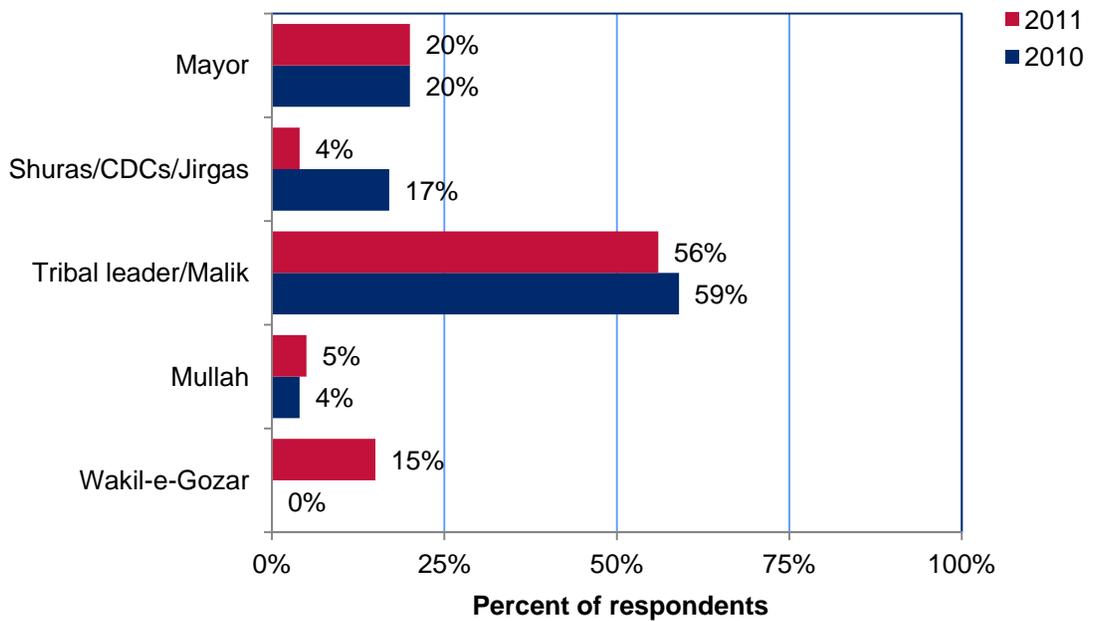
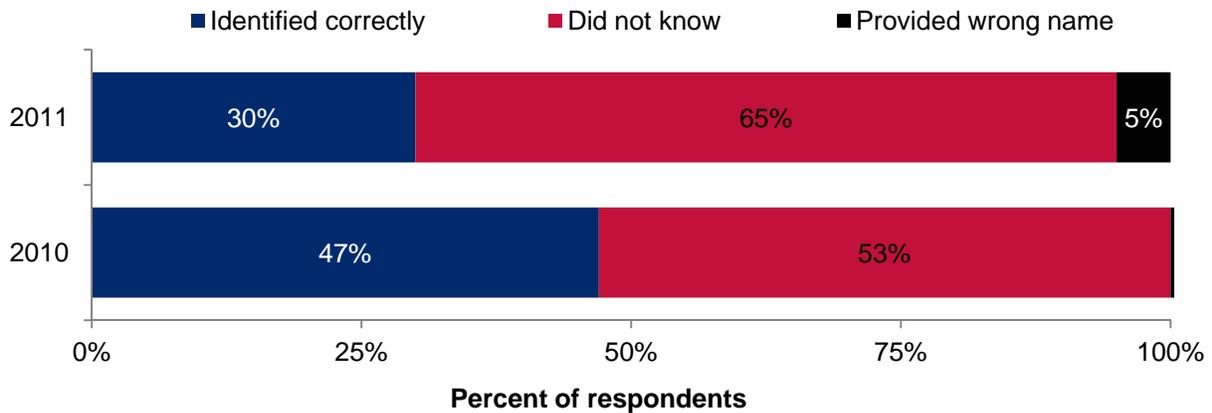
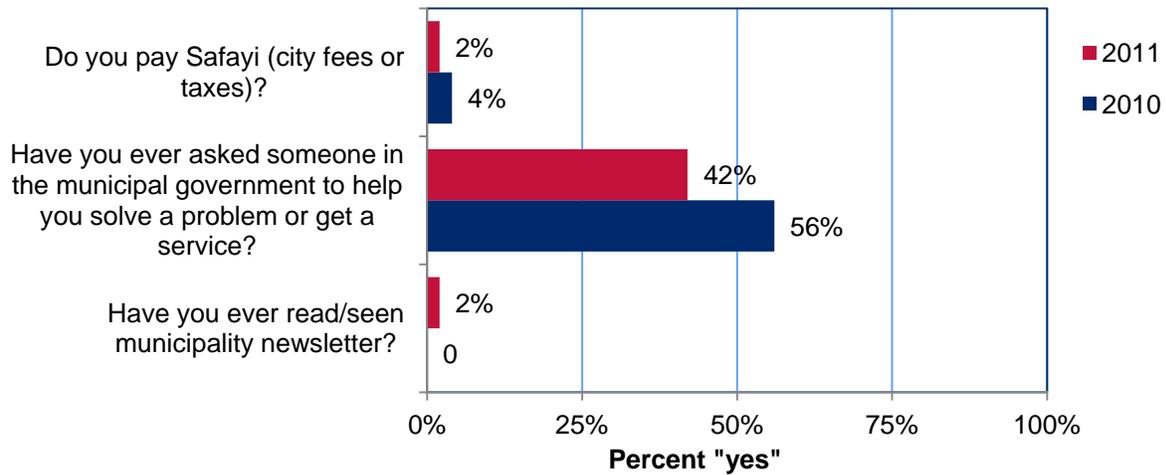


FIGURE 98: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



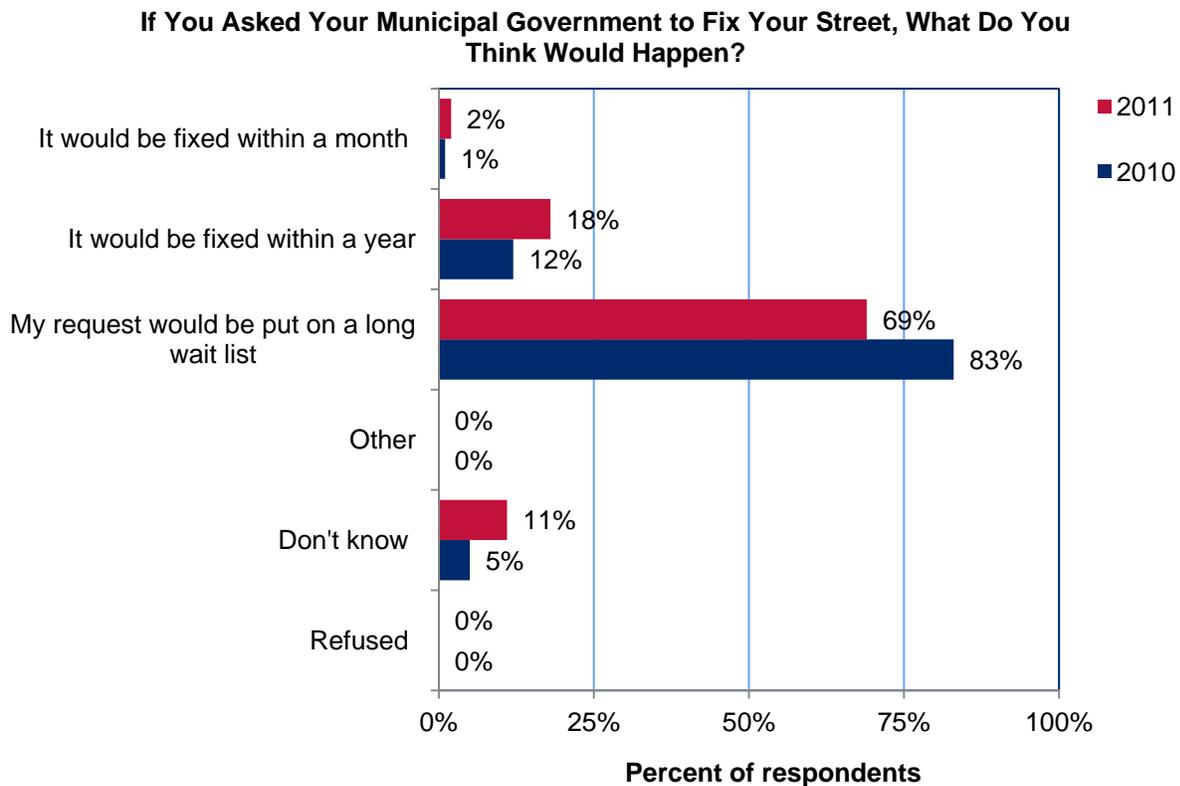
In 2011, less than half of respondents in Mehterlam indicated that they had ever asked someone in the municipal government to help solve a problem or get a service. This was a lower proportion than in 2010. As in 2010, however, very few respondents pay Safayi or have ever seen or read a municipality newsletter.

FIGURE 99: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



As in 2010, in 2011 the majority of respondents in Mehterlam indicated that a request to fix streets would be put on a long wait list.

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



In 2011, 67% of respondents thought that they could have a lot or a little influence over government decisions in Mehterlam, down from 79% of respondents in 2010. About half of respondents thought local officials sometimes or always worked to served people like them, down from 62% in 2010.

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

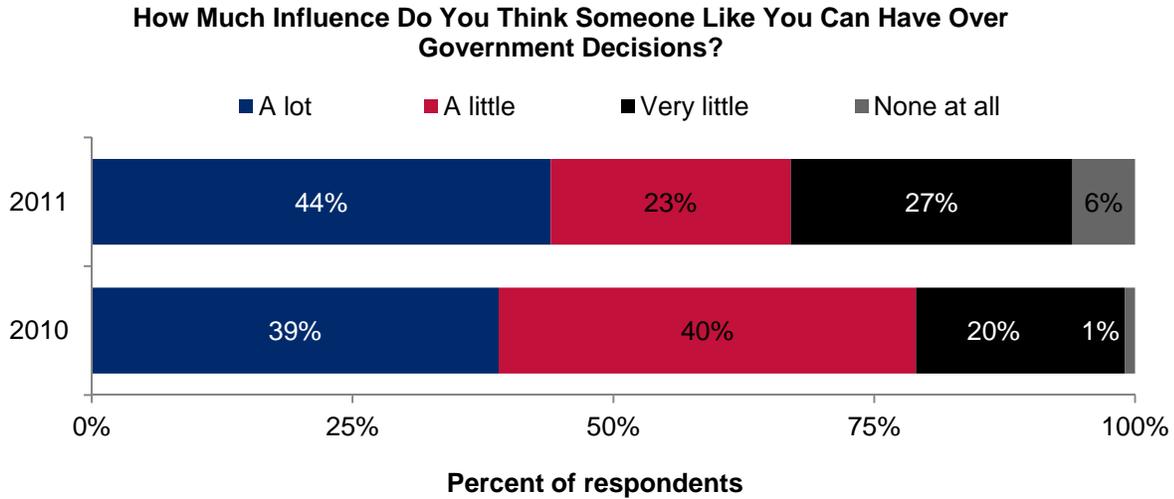
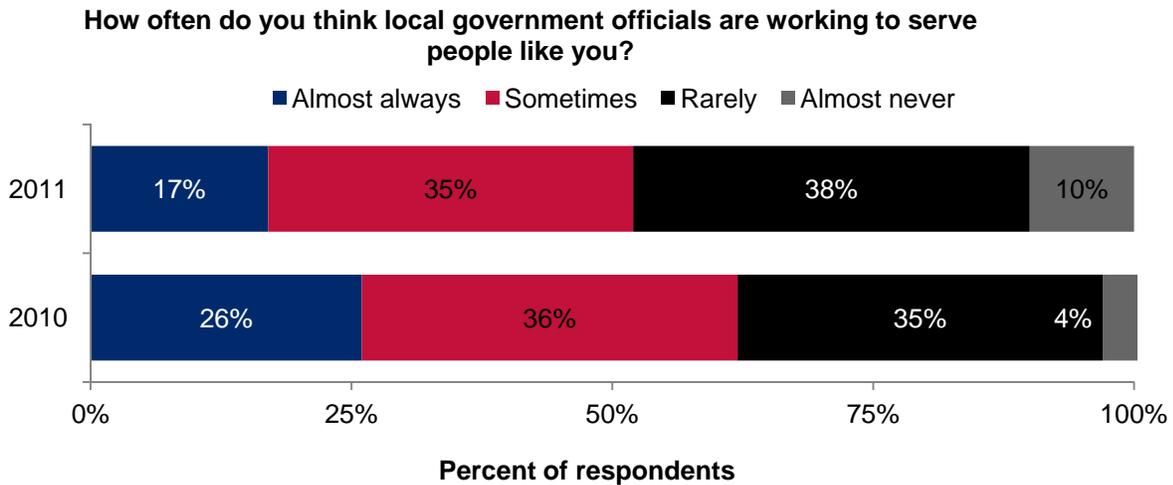


FIGURE 102: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



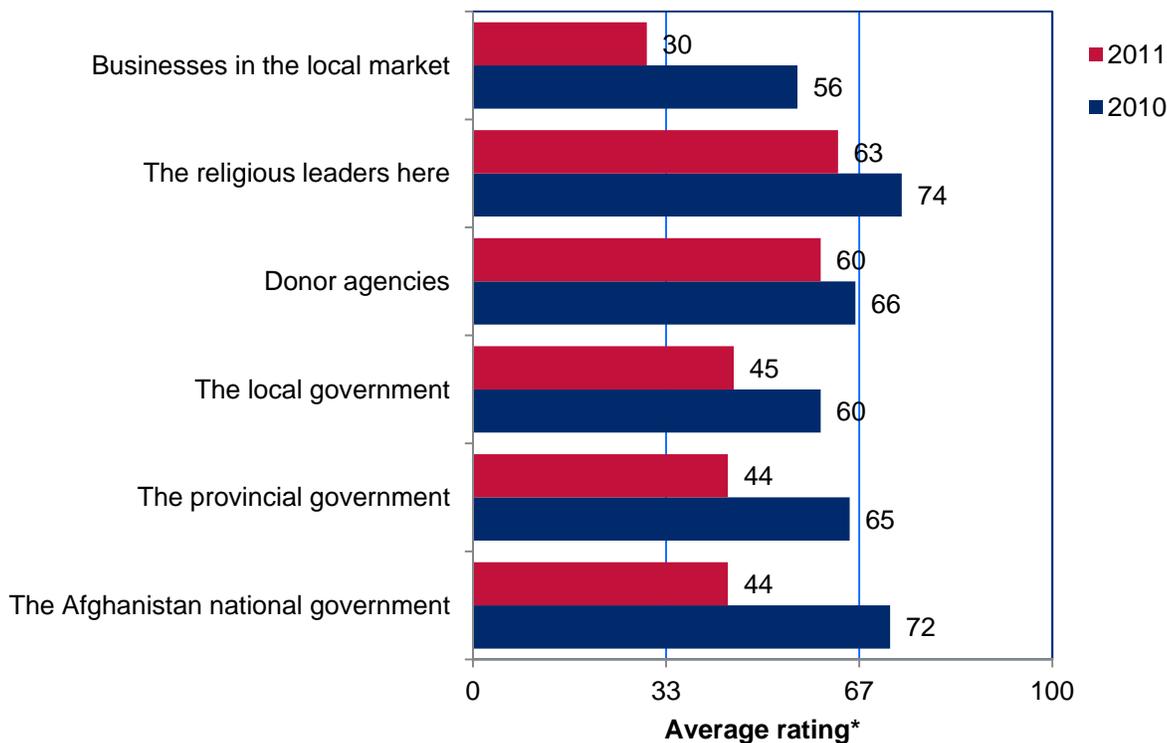
For residents of Mehterlam, trust in all types of representatives decreased from 2010 to 2011. Trust in businesses in the local market received the lowest ratings in 2011 with 71% of respondents indicating they had little or no trust. A majority of respondents did indicate that they had at least some trust in donor agencies (71%) and local religious leaders (73%).

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

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	1%	29%	30%	41%	30
The religious leaders here	24%	49%	21%	7%	63
Donor agencies	15%	56%	24%	6%	60
The local government	3%	38%	50%	10%	45
The provincial government	3%	39%	46%	12%	44
The Afghanistan national government	4%	35%	49%	12%	44

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

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



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

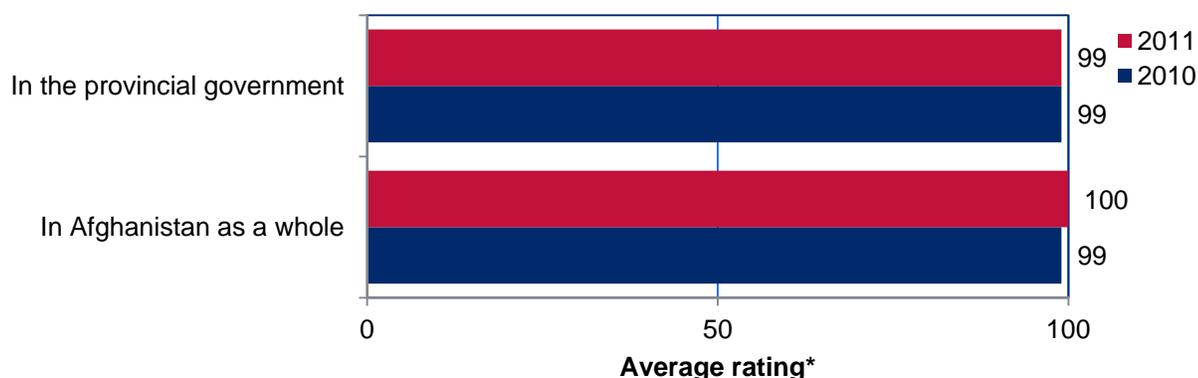
As in 2010, in 2011 almost all respondents from Mehterlam indicated that corruption was a major problem in both the provincial government and in Afghanistan as a whole. Furthermore, increased percentages of respondents indicated that corruption had increased in 2011.

FIGURE 105: LEVEL OF CORRUPTION, 2011

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	97%	3%	0%	99
In Afghanistan as a whole	99%	1%	0%	100

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

FIGURE 106: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 107: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?	2010	2011	
In Afghanistan as a whole	Increased	46%	73%
	Stayed the same	38%	17%
	Decreased	17%	9%
In the provincial government	Increased	44%	74%
	Stayed the same	28%	20%
	Decreased	29%	6%

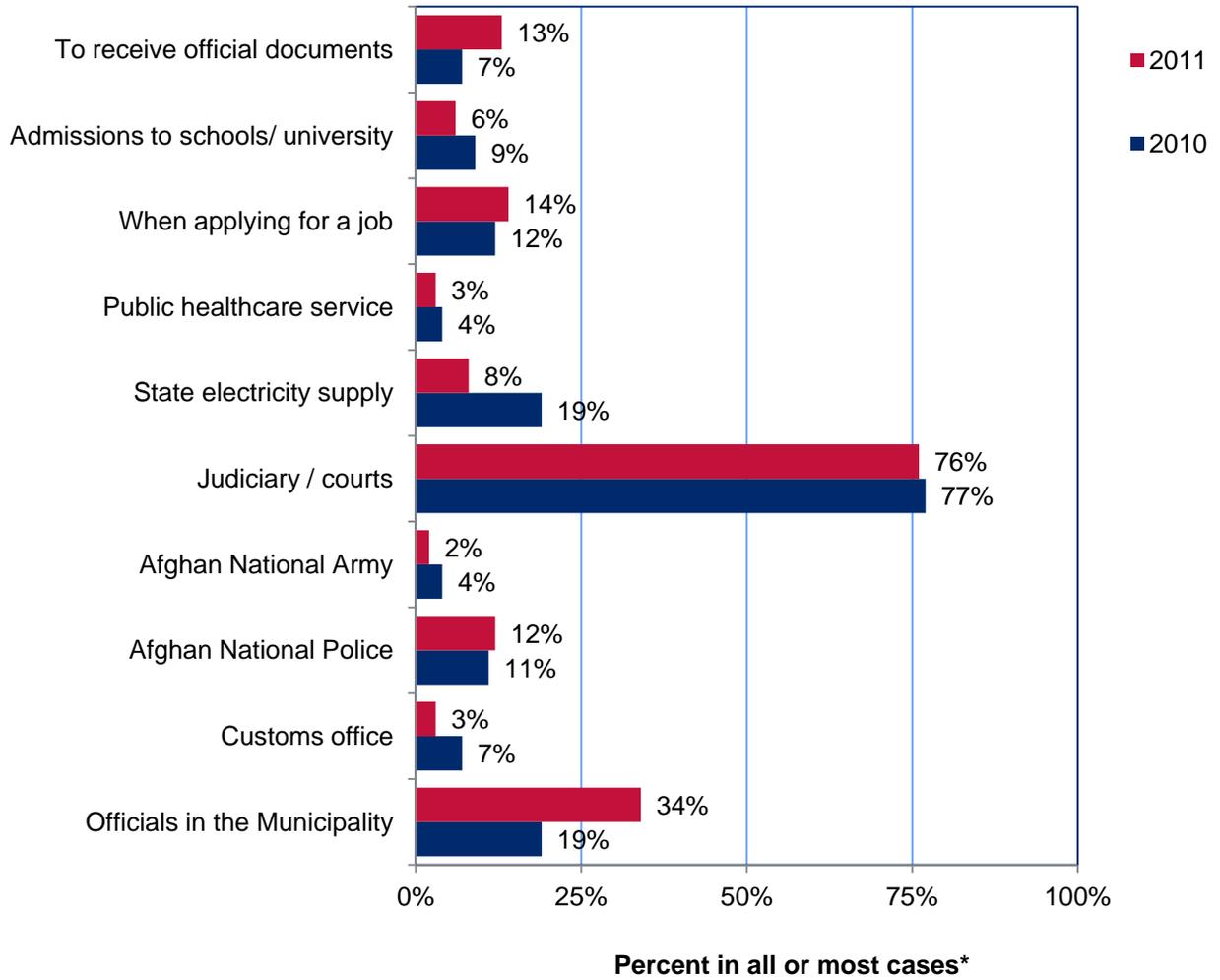
Most Mehterlam residents who had contact with the government officials listed below had not been asked for cash, a gift or a favor. The judiciary/courts were the exception to this trend. Three-quarters of Mehterlam residents who had contact with the judiciary/courts were asked for cash, a gift or a favor in all or most cases. This was a similar proportion to those residents who responded to the 2010 survey.

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

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
To receive official documents	4%	10%	23%	64%
Admissions to schools/ university	3%	3%	9%	85%
When applying for a job	3%	11%	23%	62%
Public healthcare service	1%	3%	8%	89%
State electricity supply	4%	5%	15%	77%
Judiciary / courts	37%	39%	16%	8%
Afghan National Army	0%	2%	3%	96%
Afghan National Police	6%	7%	24%	64%
Customs office	0%	3%	0%	97%
Officials in the Municipality	22%	12%	17%	49%

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

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



* Only for those who had contact with Government Official

WOMEN IN SOCIETY

Fewer, but still majorities, of Mehterlam residents were aware of the Ministry of Women’s Affairs and knew of a local Ministry office in their district or province.

In 2011, most women and men in the City of Mehterlam agreed that women should have equal opportunities in education and government. Support from both men and women for women’s having equal opportunities in education and government decreased from 2010 to 2011.

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

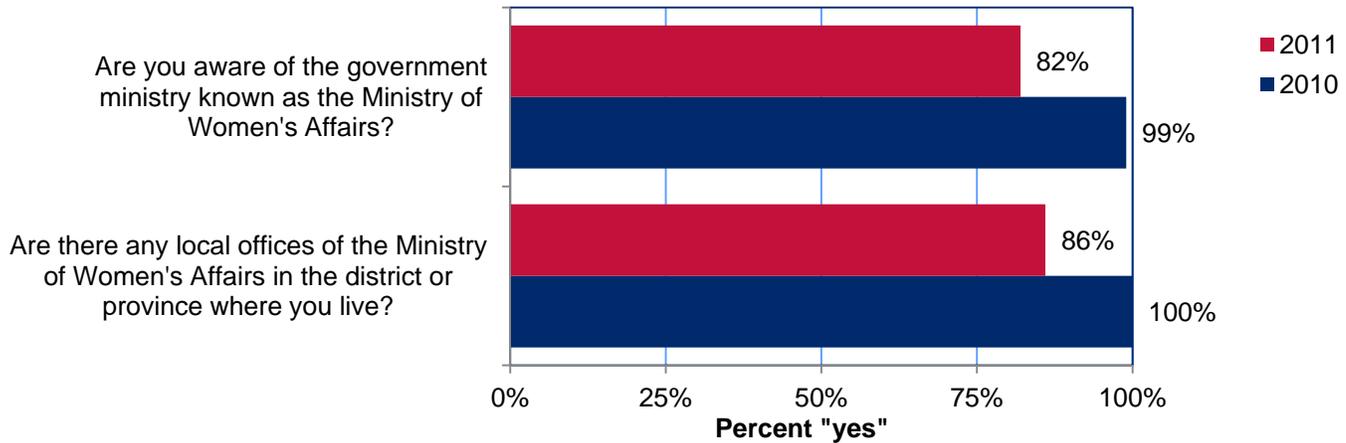
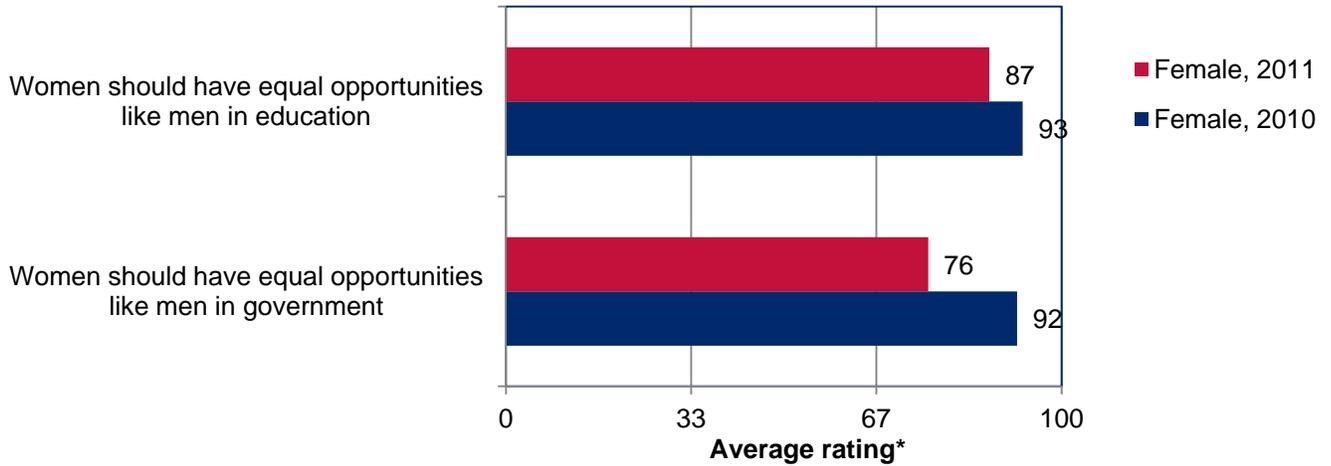


FIGURE 111: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	62%	66%
	Agree somewhat	25%	29%
	Disagree somewhat	6%	5%
	Strongly disagree	7%	0%
	Average rating*	81	87
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	39%	43%
	Agree somewhat	39%	43%
	Disagree somewhat	8%	12%
	Strongly disagree	14%	2%
	Average rating*	67	76

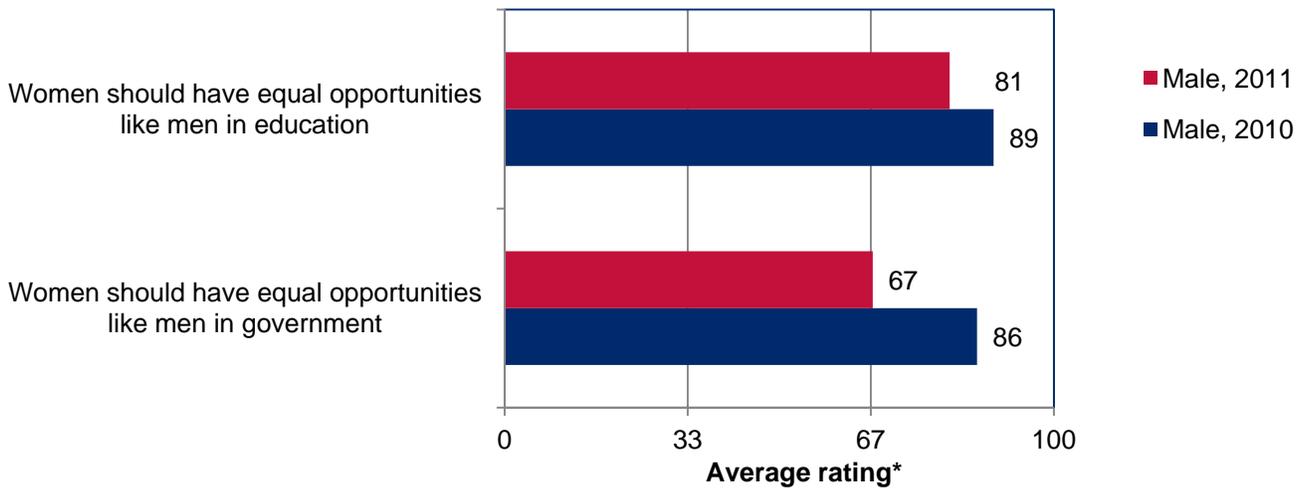
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

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



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

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



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

APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES, 2011

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

Q1 Can you tell me how many years you have lived in this City?		
	Number	Percent of households
1-5 years	63	32%
6-10 years	28	14%
11-20 years	36	18%
21-40 years	60	30%
41 or more years	11	6%
Total	198	100%

Q1 Average Number of Years Lived in this City	
Average years in Mehterlam	17

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 Mehterlam	10	5%	74	37%	96	48%	18	9%	0	0%	0	0%	198	100%
The quality of schools in your city	9	5%	126	63%	54	27%	10	5%	0	0%	0	0%	199	100%
The quality of healthcare facilities in your city	5	3%	102	51%	72	36%	20	10%	0	0%	0	0%	199	100%
The health of people in your city	1	1%	83	42%	93	47%	22	11%	0	0%	0	0%	199	100%
The cleanliness of city streets	0	0%	34	17%	72	36%	93	47%	0	0%	0	0%	199	100%
The number of job opportunities in your city	0	0%	45	23%	97	49%	55	28%	0	0%	1	1%	198	100%
The number of businesses in your city	0	0%	47	24%	106	53%	34	17%	0	0%	12	6%	199	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.4
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.3
The cleanliness of city streets	1.7
The number of job opportunities in your city	1.9
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	172	86%
Yes, part time	23	12%
No, not employed	4	2%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mehterlam have increased, stayed the same or decreased?		
	Number	Percent
Increased	100	50%
Stayed the same	64	32%
Decreased	35	18%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	4	2%
No	195	98%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	2	67%
51 to 100 AFN	1	33%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	145	73%
Dispose in public container	7	4%
Take to an official dump site	0	0%
Take to an improvised dump site	46	23%
Door to door collection	0	0%
Other	1	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
Near to home	1	1%
No response	197	99%
We trush them near to home	1	1%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	4	50%
On the next street	3	38%
Several streets away	1	13%
Further than several streets away	5	8%
Total	13	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	4	2%
Somewhat satisfied	16	8%
Somewhat dissatisfied	3	2%
Very dissatisfied	176	88%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

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

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	5	3%
Once a week	2	1%
Once every two or three weeks	6	3%
Once a month or less frequently	5	3%
Once a year	16	8%
Never	165	83%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	2	1%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	1	1%
No one	196	98%
Total	199	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	100%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	1	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	0	0%	8	4%	20	10%	171	86%	0	0%	0	0%	199	100%
Provision of legal dumpsites	1	1%	0	0%	10	5%	121	61%	1	1%	66	33%	199	100%
Provision of garbage bins in residential areas	0	0%	10	5%	21	11%	166	83%	0	0%	2	1%	199	100%
Provision of garbage bins in commercial areas	3	2%	28	14%	116	59%	46	23%	0	0%	5	3%	198	100%
Cleaning garbage from the streets	0	0%	5	3%	29	15%	163	82%	1	1%	1	1%	199	100%
Affordability of trash service	0	0%	2	1%	18	9%	15	8%	1	1%	163	82%	199	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	1.2
Affordability of trash service	1.6

*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	148	75%
Shared well with neighbors	25	13%
River, canal or other open source	2	1%
Public Standpipe	17	9%
Government supplied piped water at home	1	1%
Purchase water	0	0%
Other	7	4%
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 Masjid	1	1%
From school	1	1%
ICRC Office	1	1%
Masjid	1	1%
No response	191	96%
On street	1	1%
Well on School	1	1%
well on street	1	1%
Well on street	1	1%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	1	1%
A private firm/person	0	0%
No one	197	99%
Total	199	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	1.0
Amount supplied	1.0
Overall quality of water for drinking	1.0

*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	66	34%
No	131	66%
Total	197	100%

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

	Number	Percent
Government provided electricity that is not a public generator	125	63%
No electricity	29	15%
Solar Energy	18	9%
Shared Generator (with neighbors)	16	8%
Personal Generator	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	4	2%
Public Generator (from government)	2	1%
Micro Hydro Power (MHP)	1	1%
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	121	61%
A private firm/person	20	10%
No one	58	29%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	1	1%
51 to 100 AFN	0	0%
101 to 200 AFN	2	1%
201 to 400 AFN	1	1%
401 to 600 AFN	9	6%
601 to 1,000 AFN	18	13%
1,001 to 2,000 AFN	40	29%
2,001 to 5,000 AFN	59	42%
5,001 AFN or more	10	7%
Total	140	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	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Number of days per week supplied	29	24%	68	55%	23	19%	3	2%	0	0%	0	0%	123	100%
Number of hours per day supplied	19	15%	76	62%	25	20%	3	2%	0	0%	0	0%	123	100%
Quality of supply*	22	18%	71	58%	20	16%	10	8%	0	0%	0	0%	123	100%
Price for electric supply	0	0%	16	13%	26	21%	81	66%	0	0%	0	0%	123	100%

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

	Average rating*
Number of days per week supplied	3.0
Number of hours per day supplied	2.9
Quality of supply*	2.9
Price for electric supply	1.5

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

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

	Number	Percent
Indoor plumbing	18	9%
Dry latrine	169	85%
Latrine with septic	12	6%
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	193	98%
Other	2	1%
Septic system	1	1%
Refused	1	1%
City pipeline/sewer	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
In home	1	1%
Inside of home	1	1%
No response	197	99%

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	2	1%	37	19%	58	29%	102	51%	0	0%	0	0%	199	100%
The condition of larger drainage ditches throughout the city	1	1%	84	42%	93	47%	20	10%	0	0%	1	1%	199	100%
Ditch cleaning services	0	0%	12	6%	73	37%	114	57%	0	0%	0	0%	199	100%
Ditch repair services	0	0%	21	11%	43	22%	135	68%	0	0%	0	0%	199	100%
Ditch construction services	1	1%	32	16%	52	26%	114	57%	0	0%	0	0%	199	100%

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

	Average rating*
The condition of drainage ditches near home	1.7
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	1.5
Ditch repair services	1.4
Ditch construction services	1.6

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	2	1%	44	22%	67	34%	86	43%	0	0%	0	0%	199	100%
The condition of main city roads	13	7%	123	62%	59	30%	3	2%	0	0%	1	1%	199	100%
The condition of highways	20	10%	135	68%	38	19%	6	3%	0	0%	0	0%	199	100%
Street repair services	0	0%	29	15%	58	29%	112	56%	0	0%	0	0%	199	100%
Street construction services	0	0%	36	18%	69	35%	94	47%	0	0%	0	0%	199	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.7
The condition of highways	2.8
Street repair services	1.6
Street construction services	1.7

*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	31	16%	83	42%	85	43%	0	0%	0	0%	199	100%
Women's parks	31	16%	77	39%	89	45%	0	0%	2	1%	199	100%
Children's playgrounds	27	14%	44	22%	118	59%	2	1%	8	4%	199	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	5	3%	28	14%	22	11%	59	30%	0	0%	84	42%	198	100%
Women's parks	0	0%	16	8%	21	11%	72	36%	0	0%	89	45%	198	100%
Children's playgrounds	2	1%	21	11%	28	14%	21	11%	0	0%	126	64%	198	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.8
Women's parks	1.5
Children's playgrounds	2.1

*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)	8	4%	133	67%	43	22%	12	6%	0	0%	2	1%	198	100%
The size and layout of the market(s)	4	2%	97	49%	84	42%	11	6%	0	0%	2	1%	198	100%
The amount of food available at your market(s)	5	3%	109	55%	80	40%	2	1%	0	0%	2	1%	198	100%
The variety of foods available at your market(s)	1	1%	119	60%	75	38%	1	1%	0	0%	2	1%	198	100%
The quality of food at your market(s)	1	1%	68	34%	102	52%	24	12%	0	0%	3	2%	198	100%
The availability of goods besides food at your market(s)	2	1%	125	63%	67	34%	2	1%	0	0%	2	1%	198	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.7
The size and layout of the market(s)	2.5
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.2
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	21	11%	109	55%	68	34%	0	0%	0	0%	0	0%	198	100%
Fruit	25	13%	109	55%	64	32%	0	0%	0	0%	0	0%	198	100%
Vegetables	133	67%	63	32%	2	1%	0	0%	0	0%	0	0%	198	100%
Flour	168	85%	21	11%	9	5%	0	0%	0	0%	0	0%	198	100%
Cooking oil	168	85%	22	11%	8	4%	0	0%	0	0%	0	0%	198	100%
Sugar, tea	169	85%	25	13%	4	2%	0	0%	0	0%	0	0%	198	100%
Cereal	153	77%	25	13%	20	10%	0	0%	0	0%	0	0%	198	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	50	25%	29	15%	35	18%	85	43%	199	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	3%	4	2%	6	3%	183	92%	199	100%
Ditch cleaning, repair and construction	13	7%	22	11%	23	12%	141	71%	199	100%
Street repair	7	4%	18	9%	18	9%	156	78%	199	100%
Supplying clean drinking water	54	27%	36	18%	30	15%	79	40%	199	100%
Provide a new area for a market	0	0%	0	0%	4	2%	195	98%	199	100%
Provide green areas/parks	3	2%	15	8%	19	10%	162	81%	199	100%
Provide electricity service	30	15%	40	20%	24	12%	105	53%	199	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	39	20%
Shuras/CDCs/Jirgas	8	4%
Tribal leader/Malik	108	54%
Mullah	9	5%
Wakil-e-Gozar	28	14%
Others	0	0%
Would contact no one	7	4%
Don't know	0	0%
Refused	0	0%
Total	199	100%

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

	Number	Percent
Yes	83	42%
No	113	57%
Don't know	3	2%
Refused	0	0%
Total	199	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	4	2%
It would be fixed within a year	36	18%
My request would be put on a long wait list	135	69%
Other	0	0%
Don't know	22	11%
Refused	0	0%

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

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

	Number	Percent
Very good job	12	6%
Somewhat good job	104	52%
Somewhat bad job	57	29%
Very bad job	20	10%
Refused	0	0%
Don't know	6	3%
Total	199	100%

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

	Number	Percent
Almost always	34	17%
Sometimes	68	34%
Rarely	74	37%
Almost never	20	10%
Refused	0	0%
Don't know	2	1%
Total	198	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	87	44%
A little	46	23%
Very little	53	27%
None at all	12	6%
Don't know	0	0%
Refused	0	0%
Total	198	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	1	1%	58	29%	59	30%	81	41%	0	0%	0	0%	199	100%
The religious leaders here	48	24%	97	49%	41	21%	13	7%	0	0%	0	0%	199	100%
Donor agencies	29	15%	111	56%	48	24%	11	6%	0	0%	0	0%	199	100%
The local government	5	3%	76	38%	99	50%	19	10%	0	0%	0	0%	199	100%
The provincial government	6	3%	78	39%	91	46%	24	12%	0	0%	0	0%	199	100%
The Afghanistan national government	8	4%	68	34%	96	48%	24	12%	0	0%	3	2%	199	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	60	30%
Did not know	130	65%
Provided wrong name	9	5%
Total	199	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	190	95%	5	3%	0	0%	0	0%	4	2%	199	100%
In Afghanistan as a whole	194	97%	1	1%	0	0%	0	0%	4	2%	199	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	147	74%	39	20%	12	6%	0	0%	1	1%	199	100%
In Afghanistan as a whole	143	72%	34	17%	18	9%	0	0%	4	2%	199	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	21	11%	11	6%	16	8%	47	24%	104	52%	0	0%	0	0%	199	100%
Customs office	0	0%	1	1%	0	0%	38	19%	159	80%	0	0%	1	1%	199	100%
Afghan National Police	7	4%	8	4%	29	15%	79	40%	76	38%	0	0%	0	0%	199	100%
Afghan National Army	0	0%	2	1%	3	2%	114	57%	80	40%	0	0%	0	0%	199	100%
Judiciary / courts	44	22%	46	23%	19	10%	10	5%	80	40%	0	0%	0	0%	199	100%
State electricity supply	4	2%	5	3%	17	9%	85	43%	88	44%	0	0%	0	0%	199	100%
Public healthcare service	1	1%	4	2%	11	6%	128	64%	55	28%	0	0%	0	0%	199	100%
When applying for a job	4	2%	15	8%	31	16%	83	42%	66	33%	0	0%	0	0%	199	100%
Admissions to schools/ university	4	2%	4	2%	13	7%	119	60%	59	30%	0	0%	0	0%	199	100%
To receive official documents	5	3%	14	7%	32	16%	90	45%	58	29%	0	0%	0	0%	199	100%

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

	Number	Percent
1	160	81%
2	36	18%
3	2	1%
Total	198	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	166	83%
No	26	13%
Don't know	7	4%
Refused	0	0%
Total	199	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	126	63%
Agree somewhat	53	27%
Disagree somewhat	11	6%
Strongly disagree	9	5%
Don't know	0	0%
Refused	0	0%
Total	199	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	80	40%
Agree somewhat	80	40%
Disagree somewhat	19	10%
Strongly disagree	20	10%
Don't know	0	0%
Refused	0	0%
Total	199	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	112	57%
31-40 years old	42	21%
41-50 years old	26	13%
51-60 years old	14	7%
61 or more years old	4	2%
Total	198	100%

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

	Number	Percent of households
Working	91	46%
Retired	2	1%
Housewife	62	31%
Student	39	20%
Unemployed	4	2%
Other	1	1%
Refused	0	0%
Don't know	0	0%
Total	199	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	87	44%
Primary School, incomplete (classes 1 to 5)	14	7%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	5	3%
Secondary education, complete (finished class 9)	12	6%
High School (classes 10 to 12)	54	27%
University education or above	11	6%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	48	24%
Married	147	74%
Widower/ Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	198	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	0	0%
1-5 people	13	7%
6-10 people	91	46%
10-20 people	82	41%
21 or more people	12	6%
Total	198	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	40	20%
Own	159	80%
Don't know	0	0%
Refused	0	0%
Total	199	100%

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

	Number	Percent of households
1	155	78%
2	44	22%
Total	199	100%

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

	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	3	8%
1,001-2,000 AFN per month	11	31%
2,001-3,000 AFN per month	10	28%
3,001-4,000 AFN per month	5	14%
4,001-5,000 AFN per month	5	14%
5,001-7,500 AFN per month	2	6%
7,501 or more AFN per month	0	0%
Total	36	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	1%
2,001 - 3,000 AFN	3	2%
3,001 - 5,000 AFN	19	10%
5,001 - 10,000 AFN	65	33%
10,001 - 15,000 AFN	47	24%
15,001 - 20,000 AFN	21	11%
20,001 - 25,000 AFN	21	11%
25,001 - 40,000 AFN	13	7%
more than 40,000 AFN	9	5%
Refused	0	0%
Don't know	0	0%
Total	199	100%

Q51 Gender		
	Number	Percent of households
Male	134	67%
Female	65	33%
Total	199	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	67	34%
6-10 years	33	17%
11-20 years	37	19%
21-40 years	50	25%
41 or more years	12	6%
Total	199	100%

Q1 Average Number of Years Lived in City	
Average years in Mehterlam	17

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 Mehterlam	3	2%	92	46%	68	34%	37	19%	0	0%	0	0%	200	100%
The quality of schools in your city	2	1%	45	23%	115	58%	38	19%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	2	1%	71	36%	90	45%	37	19%	0	0%	0	0%	200	100%
The health of people in your city	0	0%	102	51%	46	23%	52	26%	0	0%	0	0%	200	100%
The cleanliness of city streets	0	0%	53	27%	25	13%	122	61%	0	0%	0	0%	200	100%
The number of job opportunities in your city	1	1%	111	56%	22	11%	66	33%	0	0%	0	0%	200	100%
The number of businesses in your city	0	0%	107	54%	37	19%	53	27%	1	1%	2	1%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Mehterlam	2.3
The quality of schools in your city	2.1
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.7
The number of job opportunities in your city	2.2
The number of businesses in your city	2.3

*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	137	69%
Yes, part time	45	23%
No, not employed	18	9%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	99	50%
Stayed the same	71	36%
Decreased	28	14%
Refused	1	1%
Don't know	1	1%
Total	200	100%

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

	Number	Percent
Yes	9	5%
No	191	96%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	1	11%
51 to 100 AFN	4	44%
101 to 200 AFN	1	11%
201 to 400 AFN	0	0%
401 to 600 AFN	1	11%
601 to 1,000 AFN	1	11%
1,001 to 2,000 AFN	1	11%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	120	60%
Dispose in public container	3	2%
Take to an official dump site	14	7%
Take to an improvised dump site	62	31%
Door to door collection	1	1%
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.

Q6a Where is this container?

	Number	Percent
On my street/close to my house	2	67%
On the next street	1	33%
Several streets away	0	0%
Further than several streets away	0	0%
Total	3	100%

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

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	6	3%
Somewhat dissatisfied	20	10%
Very dissatisfied	174	87%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

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

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	1	1%
Once every two or three weeks	0	0%
Once a month or less frequently	16	8%
Never	183	92%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	10	5%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	189	95%
Total	199	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	0	0%	10	5%	4	2%	185	93%	1	1%	0	0%	200	100%
Provision of legal dumpsites	0	0%	29	15%	3	2%	167	84%	0	0%	1	1%	200	100%
Provision of garbage bins in residential areas	0	0%	17	9%	1	1%	182	91%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	0	0%	71	36%	11	6%	118	59%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	0	0%	10	5%	0	0%	189	95%	0	0%	0	0%	199	100%
Affordability of trash service	0	0%	15	8%	6	3%	150	75%	2	1%	27	14%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.8
Cleaning garbage from the streets	1.1
Affordability of trash service	1.2

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

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

	Number	Percent
Well on property	157	79%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	5	3%
Government supplied piped water at home	6	3%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	7	4%
A private firm/person	0	0%
No one	193	97%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	29%
101 to 200 AFN	2	29%
201 to 400 AFN	0	0%
401 to 600 AFN	3	43%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	7	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	0	0%	3	43%	1	14%	3	43%	0	0%	0	0%	7	100%
Amount supplied	0	0%	4	57%	1	14%	2	29%	0	0%	0	0%	7	100%
Overall quality of water for drinking	0	0%	1	14%	1	14%	5	71%	0	0%	0	0%	7	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	2.3
Overall quality of water for drinking	1.4

*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	51	26%
No	149	75%
Total	200	100%

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

	Number	Percent
Government provided electricity that is not a public generator	148	74%
No electricity	29	15%
Solar Energy	8	4%
Personal Generator	7	4%
Shared Generator (with neighbors)	5	3%
Large batteries/invertors (such as for running TV, lights, etc.)	2	1%
Public Generator (from government)	1	1%
Micro Hydro Power (MHP)	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	149	75%
A private firm/person	5	3%
No one	46	23%
Total	200	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	2	1%
201 to 400 AFN	4	3%
401 to 600 AFN	12	8%
601 to 1,000 AFN	33	21%
1,001 to 2,000 AFN	59	38%
2,001 to 5,000 AFN	38	25%
5,001 AFN or more	6	4%
Total	154	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	13	9%	25	17%	104	69%	8	5%	0	0%	0	0%	150	100%
Number of hours per day supplied	11	7%	48	32%	82	55%	9	6%	0	0%	0	0%	150	100%
Quality of supply (Electricity power & its cut out during service hours)	34	23%	39	26%	62	41%	15	10%	0	0%	0	0%	150	100%
Price for electric supply	5	3%	50	33%	44	29%	51	34%	0	0%	0	0%	150	100%

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

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.6
Price for electric supply	2.1

*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	13	7%
Dry latrine	171	86%
Latrine with septic	16	8%
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	171	86%
Septic system	26	13%
City pipeline/sewer	1	1%
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.

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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
The condition of drainage ditches near home	1	1%	49	25%	16	8%	134	67%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	0	0%	73	37%	51	26%	76	38%	0	0%	0	0%	200	100%
Ditch cleaning services	0	0%	62	31%	3	2%	135	68%	0	0%	0	0%	200	100%
Ditch repair services	0	0%	47	24%	13	7%	140	70%	0	0%	0	0%	200	100%
Ditch construction services	0	0%	57	29%	12	6%	131	66%	0	0%	0	0%	200	100%

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

	Average rating*
The condition of drainage ditches near home	1.6
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6

*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	8	4%	31	16%	50	25%	111	56%	0	0%	0	0%	200	100%
The condition of main city roads	15	8%	44	22%	127	64%	14	7%	0	0%	0	0%	200	100%
The condition of highways	78	39%	51	26%	63	32%	7	4%	0	0%	0	0%	199	100%
Street repair services	1	1%	65	33%	45	23%	89	45%	0	0%	0	0%	200	100%
Street construction services	1	1%	45	23%	39	20%	115	58%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.3
The condition of highways	3.0
Street repair services	1.9
Street construction services	1.7

*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	27	14%	108	54%	64	32%	0	0%	1	1%	200	100%
Women's parks	23	12%	60	30%	115	58%	0	0%	2	1%	200	100%
Children's playgrounds	23	12%	79	40%	95	48%	3	2%	0	0%	200	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	1	1%	66	33%	22	11%	46	23%	0	0%	65	33%	200	100%
Women's parks	0	0%	33	17%	4	2%	47	24%	0	0%	116	58%	200	100%
Children's playgrounds	0	0%	47	24%	4	2%	53	27%	1	1%	95	48%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.8
Children's playgrounds	1.9

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	2	1%	73	37%	92	46%	32	16%	0	0%	0	0%	199	100%
The size and layout of the market(s)	1	1%	104	52%	74	37%	21	11%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	6	3%	77	39%	98	49%	19	10%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	6	3%	70	35%	110	55%	14	7%	0	0%	0	0%	200	100%
The quality of food at your market(s)	9	5%	80	40%	106	53%	5	3%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	6	3%	99	50%	87	44%	7	4%	0	0%	1	1%	200	100%

Q24 Average Rating of Quality of City's Market

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

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	109	55%	53	27%	38	19%	0	0%	0	0%	0	0%	200	100%
Fruit	97	49%	62	31%	40	20%	1	1%	0	0%	0	0%	200	100%
Vegetables	174	87%	25	13%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	181	91%	13	7%	6	3%	0	0%	0	0%	0	0%	200	100%
Cooking oil	158	79%	35	18%	7	4%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	192	96%	7	4%	1	1%	0	0%	0	0%	0	0%	200	100%
Cereal	184	92%	14	7%	2	1%	0	0%	0	0%	0	0%	200	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	37	19%	14	7%	14	7%	135	68%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	43	22%	26	13%	44	22%	87	44%	200	100%
Ditch cleaning, repair and construction	11	6%	25	13%	19	10%	145	73%	200	100%
Street repair	21	11%	26	13%	18	9%	135	68%	200	100%
Supplying clean drinking water	36	18%	74	37%	35	18%	55	28%	200	100%
Provide a new area for a market	1	1%	5	3%	2	1%	192	96%	200	100%
Provide green areas/parks	4	2%	6	3%	17	9%	173	87%	200	100%
Provide electricity service	49	25%	23	12%	50	25%	78	39%	200	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	30	15%
Shuras/CDCs/Jirgas	26	13%
Tribal leader/Malik	91	46%
Mullah	6	3%
Would contact no one	46	23%
Don't know	1	1%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	110	55%
No	88	44%
Don't know	1	1%
Refused	0	0%
Total	199	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	1	1%
It would be fixed within a year	24	12%
My request would be put on a long wait list	166	83%
Other	0	0%
Don't know	9	5%
Refused	0	0%

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

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

	Number	Percent
Very good job	1	1%
Somewhat good job	168	84%
Somewhat bad job	25	13%
Very bad job	6	3%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

	Number	Percent
Almost always	51	26%
Sometimes	72	36%
Rarely	70	35%
Almost never	7	4%
Refused	0	0%
Don't know	0	0%
Total	200	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	78	39%
A little	80	40%
Very little	40	20%
None at all	2	1%
Don't know	0	0%
Refused	0	0%
Total	200	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	16	8%	119	60%	49	25%	14	7%	1	1%	1	1%	200	100%
The religious leaders here	81	41%	88	44%	27	14%	4	2%	0	0%	0	0%	200	100%
Donor agencies	45	23%	113	57%	34	17%	7	4%	0	0%	1	1%	200	100%
The local government	45	23%	93	47%	41	21%	21	11%	0	0%	0	0%	200	100%
The provincial government	79	40%	53	27%	48	24%	20	10%	0	0%	0	0%	200	100%
The Afghanistan national government	86	43%	77	39%	21	11%	16	8%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	93	47%
Did not know	105	53%
Provided wrong name	2	1%
Total	200	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	197	99%	2	1%	1	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	197	99%	2	1%	1	1%	0	0%	0	0%	200	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	87	44%	55	28%	58	29%	0	0%	0	0%	200	100%
In Afghanistan as a whole	91	46%	76	38%	33	17%	0	0%	0	0%	200	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	12	6%	17	9%	27	14%	98	49%	46	23%	0	0%	0	0%	200	100%
Customs office	1	1%	5	3%	6	3%	79	40%	109	55%	0	0%	0	0%	200	100%
Afghan National Police	5	3%	11	6%	11	6%	117	59%	56	28%	0	0%	0	0%	200	100%
Afghan National Army	1	1%	4	2%	0	0%	125	63%	70	35%	0	0%	0	0%	200	100%
Judiciary / courts	75	38%	28	14%	5	3%	25	13%	67	34%	0	0%	0	0%	200	100%
State electricity supply	11	6%	12	6%	13	7%	88	44%	76	38%	0	0%	0	0%	200	100%
Public healthcare service	1	1%	4	2%	4	2%	114	57%	77	39%	0	0%	0	0%	200	100%
When applying for a job	6	3%	7	4%	9	5%	91	46%	87	44%	0	0%	0	0%	200	100%
Admissions to schools/ university	2	1%	8	4%	17	9%	90	45%	83	42%	0	0%	0	0%	200	100%
To receive official documents	4	2%	4	2%	5	3%	104	52%	83	42%	0	0%	0	0%	200	100%

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

	Number	Percent
Yes	195	98%
No	1	1%
Don't know	4	2%
Refused	0	0%
Total	200	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	193	99%
No	0	0%
Don't know	2	1%
Refused	0	0%
Total	195	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	154	77%
Agree somewhat	39	20%
Disagree somewhat	3	2%
Strongly disagree	4	2%
Don't know	0	0%
Refused	0	0%
Total	200	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	147	74%
Agree somewhat	40	20%
Disagree somewhat	5	3%
Strongly disagree	8	4%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	84	42%
31-40 years old	54	27%
41-50 years old	29	15%
51-60 years old	22	11%
61 or more years old	9	5%
Total	199	100%

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

	Number	Percent of households
Working	110	55%
Retired	1	1%
Housewife	56	28%
Student	28	14%
Unemployed	7	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

Q44 What is the highest level of school or madrasa you completed?

	Number	Percent of households
Never went to school	69	35%
Primary School, incomplete (classes 1 to 5)	4	2%
Primary School, complete (finished class 6)	6	3%
Secondary education, incomplete (classes 7 to 8)	10	5%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	68	34%
University education or above	28	14%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	39	20%
Married	158	79%
Widower/ Widow	3	2%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	1%
1-5 people	7	4%
6-10 people	89	45%
10-20 people	94	47%
21 or more people	9	5%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	31	16%
Own	169	85%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Yes	166	83%
No	29	15%
Don't know	4	2%
Refused	1	1%
Total	200	100%

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

	Number	Percent of households
Pay nothing	168	84%
1,000 AFN or less per month	5	3%
1,001-2,000 AFN per month	9	5%
2,001-3,000 AFN per month	6	3%
3,001-4,000 AFN per month	5	3%
4,001-5,000 AFN per month	4	2%
5,001-7,500 AFN per month	1	1%
7,501 or more AFN per month	1	1%
Total	199	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	1%
3,001 - 5,000 AFN	22	11%
5,001 - 10,000 AFN	64	32%
10,001 - 15,000 AFN	56	28%
15,001 - 20,000 AFN	35	18%
20,001 - 25,000 AFN	13	7%
25,001 - 40,000 AFN	6	3%
more then 40,000 AFN	1	1%
Refused	1	1%
Don't know	1	1%
Total	200	100%

Q51 Gender

	Number	Percent of households
Male	144	72%
Female	56	28%
Total	200	100%

APPENDIX C: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script.

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

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

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

Sample Sizes			
City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

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

² Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011

To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

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

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



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