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RAMP UP EAST

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



Construction of landfill site in Panjshir

NOVEMBER, 2011

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CITY OF PANJSHIR

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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 Panjshir. The internal survey interviews with staff were conducted in September and November of 2011 and the external survey interviews with residents were conducted from January 10th to September 29th, 2011. A total of 300 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 Panjshir had filing systems which were generally only manual in nature. They had computers, shared office space and furnishings but were lacking hardware and software resources. The City did not have a master plan but did have an economic profile. The City had copies of the Provincial Development Plan (PDP) and written job descriptions for all municipal staff members. City officials missing some other critical documents such as The Independent Directorate of Local Governance (IDLG) terms of reference for the municipality, the municipal law and work plans for employees.

The municipality had an unelected council that met weekly. The municipality communicated with the IDLG on a monthly basis using telephone communications. The City did not have a Chamber of Commerce and Industry or any business partners. The Department of Public Works had written plans for at least one department on a daily and/or weekly basis. The Department conducted most maintenance scheduling and service inspections orally. The Department did not have an operations and maintenance facility and repaired vehicles only when necessary.

The City collected business license fees, performed unscheduled road maintenance, had specific crews and equipment for park and latrine maintenance, and provided waste water, water, power (electricity) and trash collection services (sanitation).

In 2011, over half of Panjshir residents rated their quality of life, city schools and the health of people in Panjshir as either excellent or good. However, most thought the number of jobs and businesses in the community were fair or poor. Most residents rated overall city services as somewhat or very good.

Trash disposal methods in Panjshir shifted in 2011. The proportion of residents who either disposed of trash in the street or used an official dump site decreased while the proportion who disposed of trash using some other method increased from 0% to 65%. The city provided water and most residents used a public standpipe or a river, canal or other open source. Overall, similar proportions of residents had issues with waterborne illnesses in 2011 as in 2010. The city was involved in electricity provision, and quality ratings for electricity services were primarily poor.

The City of Panjshir provided drainage services and ratings for aspects of drainage services remained stable or increased between 2010 and 2011. Similarly, ratings of city roads and road services remained mostly stable or increased in 2011. Access to most types of food remained the same for Panjshir residents. Most residents indicated they did not have access to a local park.

When asked about priorities for the services the city could provide, most Panjshir residents wanted the city to focus on providing electricity services, a new area for a market and clean drinking water. All three were priorities for a higher proportion of residents in 2011 than 2010.

The proportion of residents who could identify the mayor decreased in 2011. Trust in donor agencies increased while trust in businesses, religious leaders, and the provincial and national governments all decreased compared to 2010. In addition, a smaller percentage of residents thought they could influence the government and almost all thought corruption was a major problem. However, smaller percentages of respondents thought that corruption had increased in both the provincial government and in Afghanistan as a whole. A bright spot for the municipal government was that it, and all other areas of government, continued to be an unlikely place for a resident to be asked for cash, a gift or a favor in return for service.

CITY DEMOGRAPHICS

Panjshir is a small sized city, compared to others in the RUE program with relatively high per capita revenue and expenses.

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 |
| Mahmud Raqi | 60,400 | 120 | 45 | 37 | 7 | 6 | 13 | 21 |
| Gardez | 76,858 | 750 | 67 | 38 | 34 | 19 | 30 | 56 |
| Bamyan | 78,000 | 14,175 | 48 | 14 | 32 | 3 | 32 | 15 |
| Asadabad | 90,000 | 899 | 29 | 4 | 24 | 16 | 21 | 34 |
| Puli Alam | 100,000 | 30 | 74 | 29 | 41 | 16 | 26 | 49 |
| Ghazni | 154,618 | 3,698 | 98 | 70 | 39 | 16 | 50 | 121 |
| Khost | 158,546 | 4,152 | 50 | 57 | 114 | 41 | 61 | 104 |
| Jalalabad | 456,500 | 7,616 | 51 | 22 | 216 | N/A | 139 | 341 |

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

| | Per Capita Land Size (people per km 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 |
| Mahmud Raqi | 503 | 1,342 | 1,632 | 118 | 97 | 4,646 | 2,876 |
| Gardez | 102 | 1,147 | 2,023 | 440 | 246 | 2,562 | 1,372 |
| Bamyan | 6 | 1,625 | 5,571 | 408 | 33 | 2,438 | 5,200 |
| Asadabad | 100 | 3,103 | 22,500 | 267 | 173 | 4,286 | 2,647 |
| Puli Alam | 3,333 | 1,351 | 3,448 | 407 | 163 | 3,846 | 2,041 |
| Ghazni | 42 | 1,578 | 2,209 | 252 | 105 | 3,092 | 1,278 |
| Khost | 38 | 3,171 | 2,782 | 722 | 261 | 2,599 | 1,524 |
| Jalalabad | 60 | 8,951 | 20,750 | 473 | N/A | 3,284 | 1,339 |

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The City of Panjshir had a physical master plan – a map of the city completed in 2009 covering 3 Naiyas . Like all other cities in RUE, Panjshir’s municipal profile had an economic profile but neither a social nor political profile. While all cities had organizational charts, they were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

The municipal profile was prepared with assistance from RUE. The municipal organization chart was prepared in 2010 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 |
|------------|------|---|---|---|
| Panjshir | No | Yes | Yes | No |
| All cities | 0% | 62% | 38% | 0% |

FIGURE 4: MUNICIPAL PROFILE, 2011

| | None | Economic Profile | Economic and Social Profile | Economic, Social and Political profile |
|------------|------|------------------|-----------------------------|--|
| Panjshir | 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 |
|------------|------|--|---|
| Panjshir | No | Yes | No |
| All cities | 0% | 100% | 0% |

As in all other cities evaluated by RUE, Panjshir had an economic profile. However, it was not translated to all languages. As in most other cities, Panjshir had performed a situational analysis of its social, economic and political circumstances but had not developed a municipal vision, mission or goals.

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

There was 1 completed PDP project and 1 ongoing PDP project within the city boundaries.

FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011

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

FIGURE 9: MUNICIPAL GOVERNMENT DOCUMENTS

| | 2010 | 2011 | Percent of all Cities in 2011 |
|--|----------------|------|-------------------------------|
| The IDLG terms of reference for municipality/ Subnational Governance Policy (SNGP) | Yes | No | 8% |
| A copy of the Provincial Development Plan (PDP) | Yes | Yes | 77% |
| A copy of the current Municipal Law | Yes | No | 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 | No | 62% |

While the City indicated that it did not have a functioning administrative municipal council that was currently meeting, they indicated there were 20 council members, 19 men and 1 woman.

FIGURE 10: MUNICIPAL COUNCIL

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

XX NO DATA FOR THIS TABLE FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

| | Weekly | Monthly | Quarterly | Annually |
|------------|--------|---------|-----------|----------|
| Panjshir | | | | |
| 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 | 20 | 30 | 12 | 18 | 18 |
| Filled by men | 9 | 19 | 25 | 12 | 17 | 18 |
| Filled by women | 0 | 1 | 0 | 0 | 0 | 0 |
| Unfilled | | | 5 | 0 | 1 | 0 |
| Seeking approval | | | NA | 1 | NA | 0 |
| Neighborhood representatives | NA | 0 | | | | |

The City of Panjshir did not have any business partners or donors in 2011.

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

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

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

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

The City of Panjshir communicated with IDLG/DMA on a monthly basis via phone. The City communicated with most Provincial Line Ministry Directorates in 2011.

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

| | Weekly | Monthly | Quarterly |
|------------|---------------|----------------|------------------|
| Panjshir | No | Yes | No |
| All cities | 31% | 38% | 31% |

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

| | Panjshir | Percent of all Cities |
|---------------------|-----------------|------------------------------|
| Phone | Yes | 46% |
| Email | No | 46% |
| Quarterly reporting | Yes | 85% |

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

| Provincial Line Ministry Directorate | Panjshir | 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 | No | 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 | No | 85% |
| Public Health | Yes | 92% |
| Public Works | Yes | 92% |
| Rural Rehabilitation | Yes | 92% |
| Sectoral Services | Yes | 92% |
| Sports | Yes | 92% |
| State Judiciary | No | 77% |
| Statistics | Yes | 85% |
| Urban Planning and Development | Yes | 100% |
| Water Supply | No | 77% |
| Women's Affairs | Yes | 92% |

In 2011, the City of Panjshir was involved in providing water, power, waste water and sanitation services.

FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES

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

PUBLIC WORKS CAPACITY

The Department of Public Works in Panjshir had written plans for at least one department or service area. The Department did most maintenance scheduling and service inspections orally but had some written plans. The Department did have a service delivery project maintenance document that estimated project maintenance as part of the initial project scoping.

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 |
|------------|------|---|--|---|
| Panjshir | 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 |
|------------|------|--|---|---|---|
| Panjshir | No | Yes | No | No | No |
| All cities | 31% | 38% | 23% | 8% | 0% |

FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011

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

FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011

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

Like the majority of other RUE cities, the City of Panjshir conducted regular road maintenance that included only unscheduled road cleaning. The City had a specific crew and equipment for park and latrine maintenance.

Like most cities, Panjshir 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 |
|------------|-------------|--|--|--|
| Panjshir | No | Yes | No | No |
| All cities | 38% | 54% | 0% | 8% |

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

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

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

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

The City of Panjshir had 32 designated dumpsites and they were located in the municipal coverage area.

The City's trash collection plan indicated that a crew had been hired, equipment was purchased, and service was scheduled, although there was currently no line item for trash collection in the budget. Approximately 80 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

FIGURE 26: DESIGNATED DUMP SITE

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

FIGURE 27: TRASH COLLECTION PLAN, 2011

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

The City of Panjshir had more physical assets in 2011 than in 2010. The City performed repairs to vehicles when necessary but did not have an operations and maintenance facility. The "Project - Engineering, Vehicles - Technical Officer" was responsible for the maintenance of vehicles, tools and equipment.

FIGURE 28: PHYSICAL ASSETS, 2011

| | Number | Primary use | Operational | Condition | Has operator |
|--------------------------|--------|-----------------|-------------|-----------|--------------|
| Jeep/Truck/Pickup | 1 | Staff Transport | Yes | Good | No |
| Car/Corolla/Saracha Taxi | 2 | Staff Transport | Yes | Excellent | Yes |
| Generator | 2 | Office | Yes | Good | No |
| Large Truck/Trash Truck | 2 | Construction | Yes | Excellent | Yes |
| Septic | 2 | Rental Income | Yes | Excellent | Yes |
| Motor Cycle/Bike | 3 | Staff Transport | Yes | Excellent | Yes |
| Water Tanker | 3 | Watering | Yes | Excellent | Yes |
| Pick Axe | 20 | Construction | Yes | Good | Yes |

FIGURE 29: PHYSICAL ASSETS, 2010

| | Number | Primary use | Operational | Condition | Has operator |
|---------------|--------|------------------|-------------|-----------|--------------|
| Dump Truck | 2 | Waste Management | Yes | Excellent | Yes |
| Water Tankers | 3 | Park Maintenance | Yes | Good | Yes |
| Pick Axe | 10 | | | | |

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 |
|------------|------|-------------------------------|---|---|
| Panjshir | No | Yes | No | No |
| All cities | 31% | 69% | 0% | 0% |

FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011

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

In 2011, the Department of Public Works in Panjshir was not fully staffed. There was one unfilled Tashkeel position. Like most other RUE cities, Panjshir had a manual filing system for public works that consisted of an unorganized filing folder or box.

The Department of Public Works had a computer network and a single computer with access to the internet. The department shared office space and furnishings but was lacking computer hardware and software.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

| | Tashkeel positions | | Contract positions | |
|-----------------|--------------------|------|--------------------|------|
| | 2010 | 2011 | 2010 | 2011 |
| Total | 5 | 6 | 12 | 2 |
| Filled by men | 3 | 6 | NA | 9 |
| Filled by women | 0 | 0 | NA | 9 |
| Unfilled | 2 | 1 | NA | 0 |

FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011

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

FIGURE 34: FILING SYSTEM TYPE, 2011

| | Manual | Computerized | Both |
|------------|--------|--------------|------|
| Panjshir | 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) |
|------------|---|---|---------------------------------------|
| Panjshir | Yes | 1 | 8 |
| All cities | 100% | 1.2 | 11.6 |

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

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

FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had a budget for the current year as well as an operations budget and a program development budget. Panjshir's filing system for financial management consisted of both manual and computerized elements and was organized but not stored. The accounting/budget system for financial management had both manual and computerized elements.

Panjshir had 7 years of prior budgets. Its budget history started in 2004. For the 2011 (1390) budget year, it took 60 days from submitting the budget to receiving final approval. While the City did not have written procedures to disburse cash (including recording the disbursement) it did have an automated correspondence book and M20 (see below).

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 |
|------------|------|-------------------------|---------------------|-----------------------------|
| Panjshir | No | No | Yes | No |
| All cities | 0% | 15% | 69% | 15% |

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

| | Manual | Computerized | Both |
|------------|--------|--------------|------|
| Panjshir | No | No | Yes |
| All cities | 77% | 0% | 23% |

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

| | Manual | Computerized | Both |
|------------|--------|--------------|------|
| Panjshir | No | No | Yes |
| All cities | 31% | 23% | 46% |

FIGURE 40: USE OF GENERAL LEDGER, 2011

| | None | Correspondence Book and M20 - Manual | Correspondence Book and M20 – Automated | Cash Account and M20 | Automated General Journal and Ledger |
|------------|------|--------------------------------------|---|----------------------|--------------------------------------|
| Panjshir | 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 |
|------------|-------------|----------------------------------|-----------------------------|---------------------------------|
| Panjshir | Yes | No | No | No |
| All cities | 100% | 0% | 0% | 0% |

An external audit was conducted in 1390 and a copy of the external audit was provided. The document showed that there was one audit by the Ministry of Finance (MOF) or IDLG on an annual basis.

The Department of Financial management used the Ministry of Finance - Municipal Chart of Accounts (COA) for expenditures and revenues.

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

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

The Department of Financial Management consisted of a one Tashkeel employee and one contract employee. The Department also had one unfilled Tashkeel position.

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

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

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

FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011

| | Networking system that connected office computers | Number of computers with access to the Internet | Hours per day with power (on average) |
|------------|---|---|---------------------------------------|
| Panjshir | Yes | 1 | 8 |
| All cities | 100% | 1 | 9 |

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

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

REVENUE ENHANCEMENT CAPACITY

The Department of Revenue Enhancement in Panjshir had a revenue system with manual elements. The Department did not have standard written procedures for recovering revenues. The department's filing system was organized but not stored and contained only manual elements.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

| | Manual | Computerized | Both |
|------------|--------|--------------|------|
| Panjshir | 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 |
|------------|------|---------------------------|----------------------|--------------------------|
| Panjshir | 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 |
|------------|------|-------------------------|-------------------------------------|-----------------------------|
| Panjshir | No | No | Yes | No |
| All cities | 0% | 31% | 69% | 0% |

FIGURE 49: FILING SYSTEM TYPE, 2011

| | Manual | Computerized | Both |
|------------|--------|--------------|------|
| Panjshir | Yes | No | No |
| All cities | 85% | 0% | 15% |

The City of Panjshir collected business license fees annually, but did not collect Safayi taxes or property registration fees

The City of Panjshir accepted cash payments for tax and revenue bills. Cash was deposited in the bank weekly. None of the cities had standard written procedures for collecting revenues.

FIGURE 50: FREQUENCY OF REVENUE COLLECTION

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

FIGURE 51: TYPE OF FEES AND TAXES COLLECTED

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

FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED

| | 2010 | 2011 | Average of all Cities in 2011 |
|---------------------------------------|------|--------|-------------------------------|
| Estimated number of residents | | 15,593 | 103,087 |
| Safayi taxes in 2010 (AFN) | No | NA | 1,697,324 |
| Safayi taxes projected for 2011 (AFN) | NA | NA | 5,482,634 |
| Number of active business licenses | No | NA | 1,656 |
| Business license fees in 2010 (AFN) | No | NA | 377,519 |
| Business license fees for 2011 (AFN) | NA | NA | 512,405 |

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

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

The Department of Revenue Enhancement did not have a list of municipal owned property. The City recorded revenues in a Revenue Book with a separate page for each revenue type.

The City had a revenue forecasting report; a Safayi book with all properties and valuations that 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 |
|------------|------|--|--|---|--|
| Panjshir | Yes | No | No | 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 |
|------------|------|--|--|--|
| Panjshir | No | Yes | No | No |
| All cities | 0% | 31% | 69% | 0% |

FIGURE 56: FORECASTING REPORT OR EXAMPLE, 2011

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

The Department of Revenue Enhancement employed three men in Tashkeel positions and had no contract employees.

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

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

| | Tashkeel positions | | Contract positions | |
|-----------------|--------------------|------|--------------------|------|
| | 2010 | 2011 | 2010 | 2011 |
| Total | 2 | 3 | 3 | 0 |
| Filled by men | 2 | 3 | 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) |
|------------|---|---|---------------------------------------|
| Panjshir | Yes | 1 | 8 |
| All cities | 100% | 1 | 9 |

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

| | Panjshir | | | 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

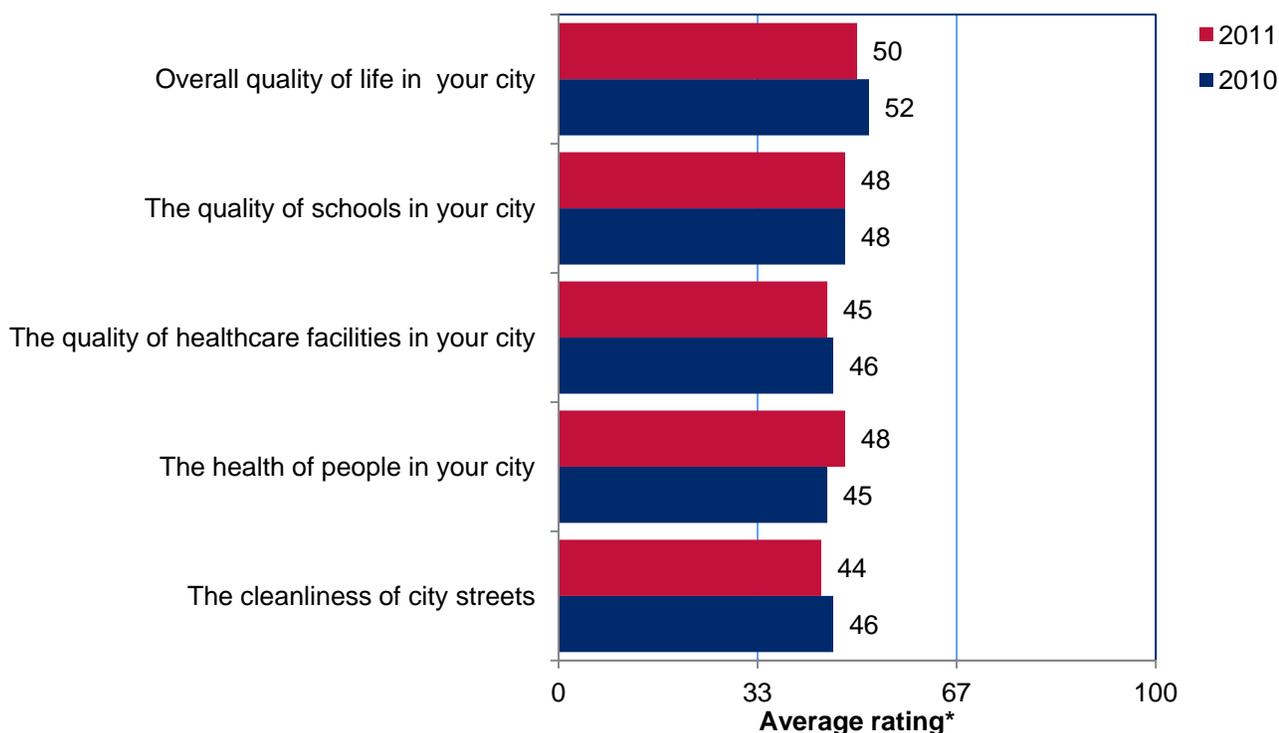
Quality of life ratings remained stable among Panjshir residents in 2011 compared to 2010. Most respondents indicated that overall quality of life (55%), quality of the city's schools (56%) and the health of residents (51%) were either excellent or good in 2011.

FIGURE 60: QUALITY OF LIFE IN PANJSHIR, 2011

| | Excellent | Good | Fair | Poor | Average rating* |
|---|-----------|------|------|------|-----------------|
| Overall quality of life in your City | 1% | 54% | 39% | 7% | 50 |
| The quality of schools in your city | 1% | 55% | 31% | 13% | 48 |
| The quality of healthcare facilities in your city | 1% | 42% | 45% | 11% | 45 |
| The health of people in your city | 0% | 51% | 40% | 8% | 48 |
| The cleanliness of city streets | 0% | 45% | 40% | 14% | 44 |

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

FIGURE 61: QUALITY OF LIFE IN PANJSHIR COMPARED BY YEAR



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

EMPLOYMENT

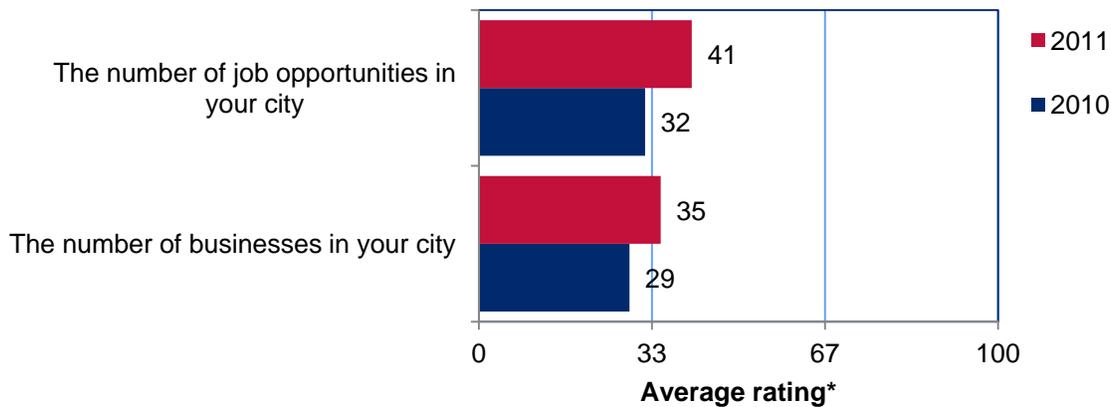
In 2011, almost half (49%) of residents thought that the number of job opportunities in Panjshir were good though none thought they were excellent. Similarly, about one-third of residents thought the number of businesses in Panjshir was good and none thought this was excellent. Still the average ratings for job opportunities and businesses had improved over the year. And in 2011, compared to 2010, a greater proportion of residents thought that job opportunities had increased over the prior year.

FIGURE 62: QUALITY OF EMPLOYMENT IN PANJSHIR, 2011

| | Excellent | Good | Fair | Poor | Average rating* |
|--|-----------|------|------|------|-----------------|
| The number of job opportunities in your city | 0% | 49% | 24% | 27% | 41 |
| The number of businesses in your city | 0% | 36% | 34% | 30% | 35 |

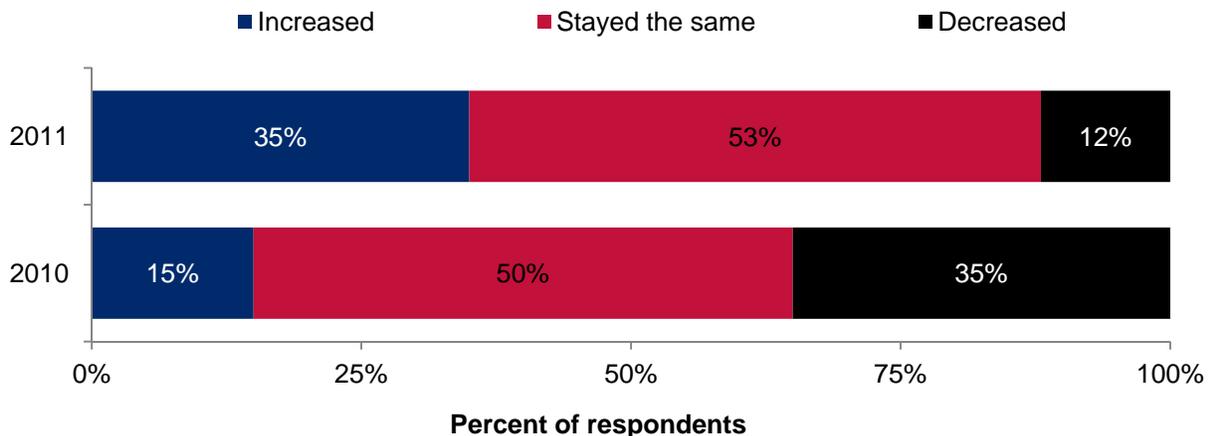
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 63: JOB OPPORTUNITIES IN PANJSHIR COMPARED BY YEAR



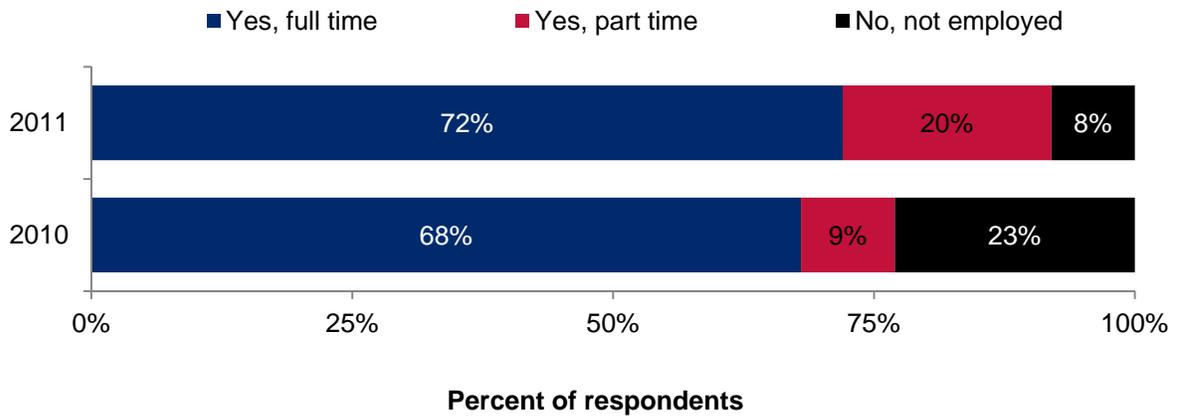
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

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



As in 2010, over two-thirds of heads of households in Panjshir were employed on a full time basis. In addition, the proportion that was not employed decreased in 2011 due to more part time work.

FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

The City of Panjshir was involved in providing waste water, water, power (electricity) and sanitation services, and road, parks and latrine maintenance.

While ratings of the services the City provided in 2011 were lower than in 2010, most residents still thought the City did either a somewhat or very good job.

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

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

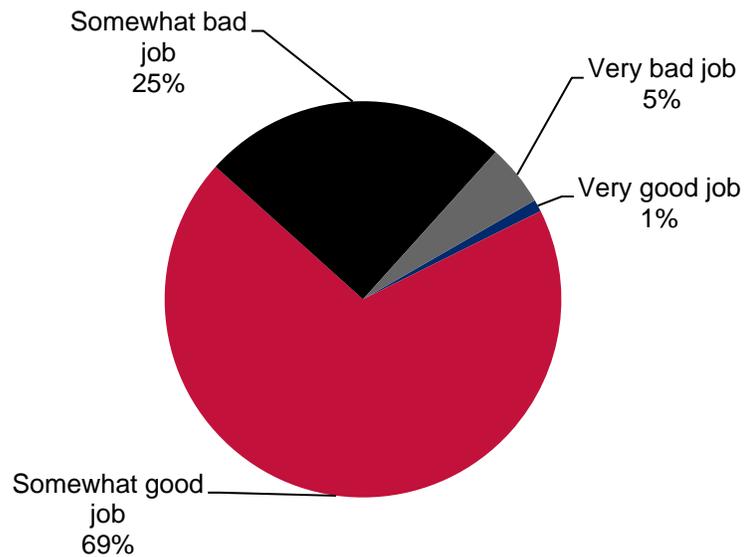
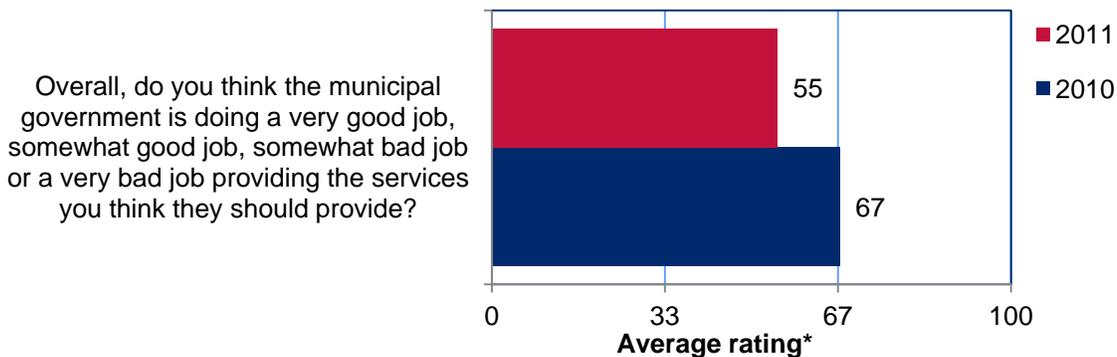


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR



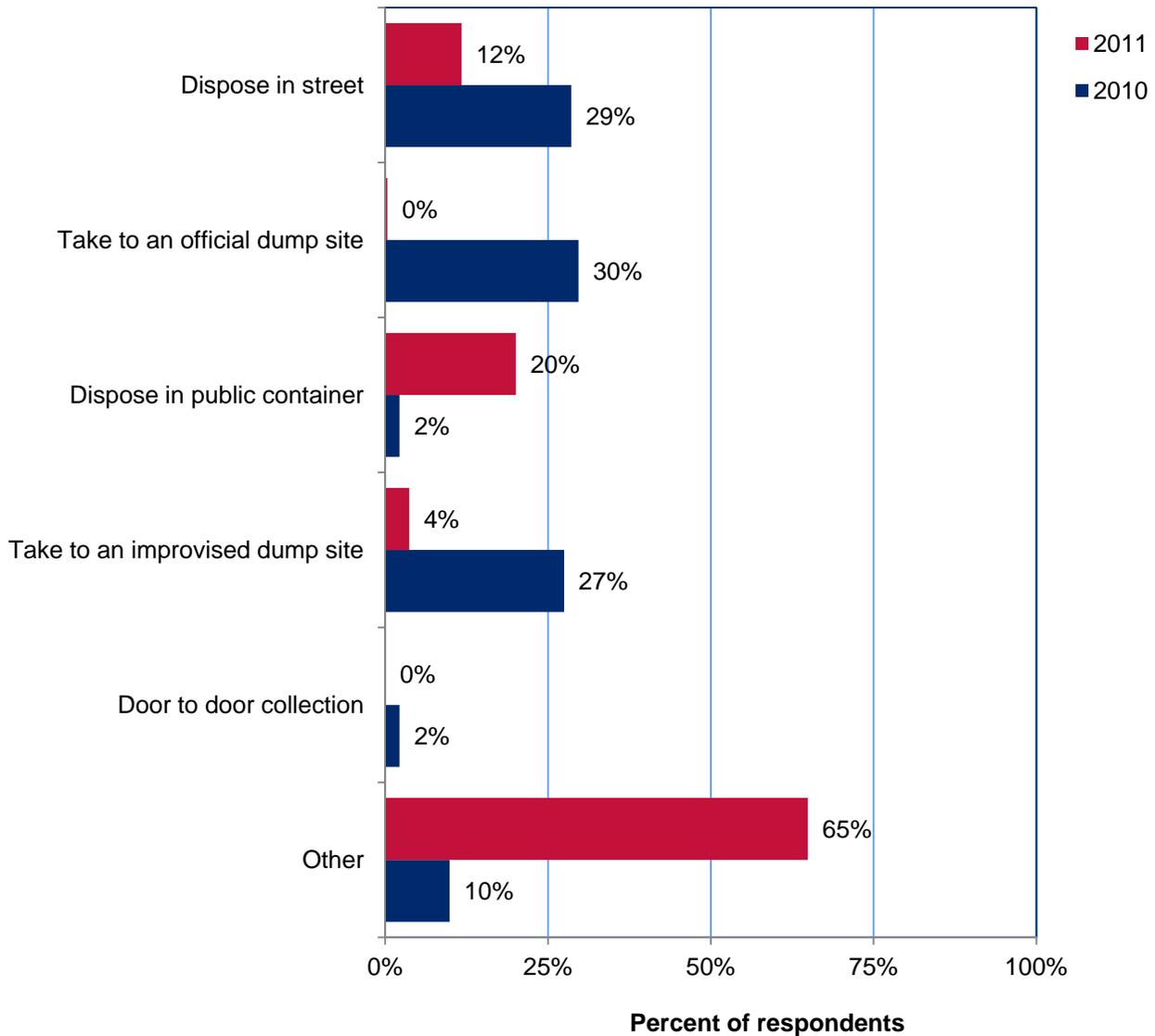
* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

The proportion of Panjshir residents who disposed of trash in the street, at an official or improvised dumpsite decreased since 2010. In 2011, most residents disposed of their trash in some other way than the choices listed below.

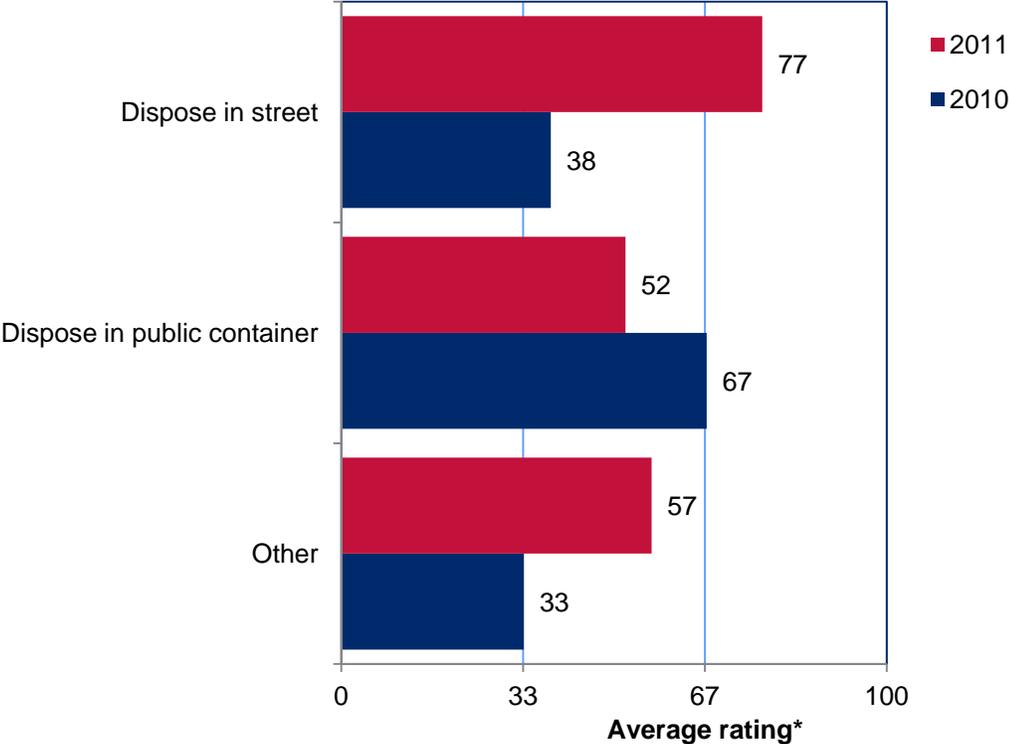
In 2010, 2% of residents said their trash was collected at their door, although this service did not exist in the city, this was likely an error in the description, or understanding, of the services.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



While the proportion of residents who disposed of their trash in the street declined from 2010, satisfaction ratings for this method increased in 2011. Residents who disposed of their trash using some other method were generally satisfied with that method.

FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



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

The frequency of trash removal by the City remained mostly stable in 2011. Most respondents (59%) indicated that the City removed trash from the street at least once a week. In addition, residents did not pay the City for their trash removal.

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

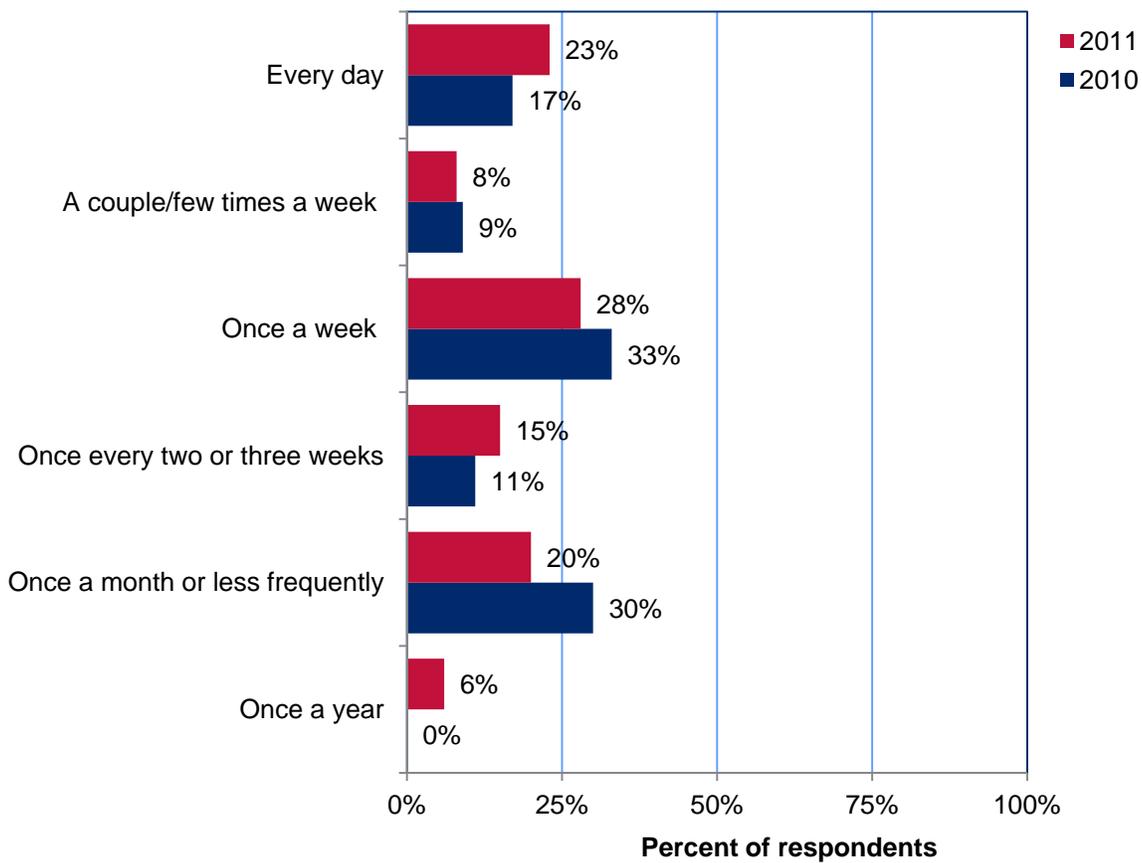
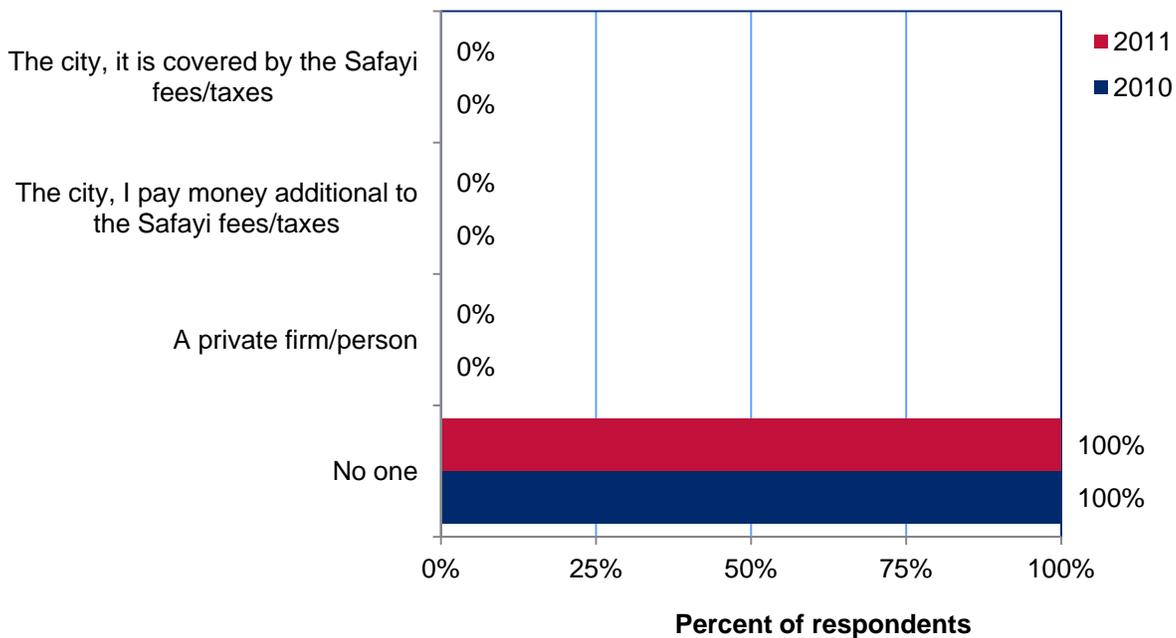


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



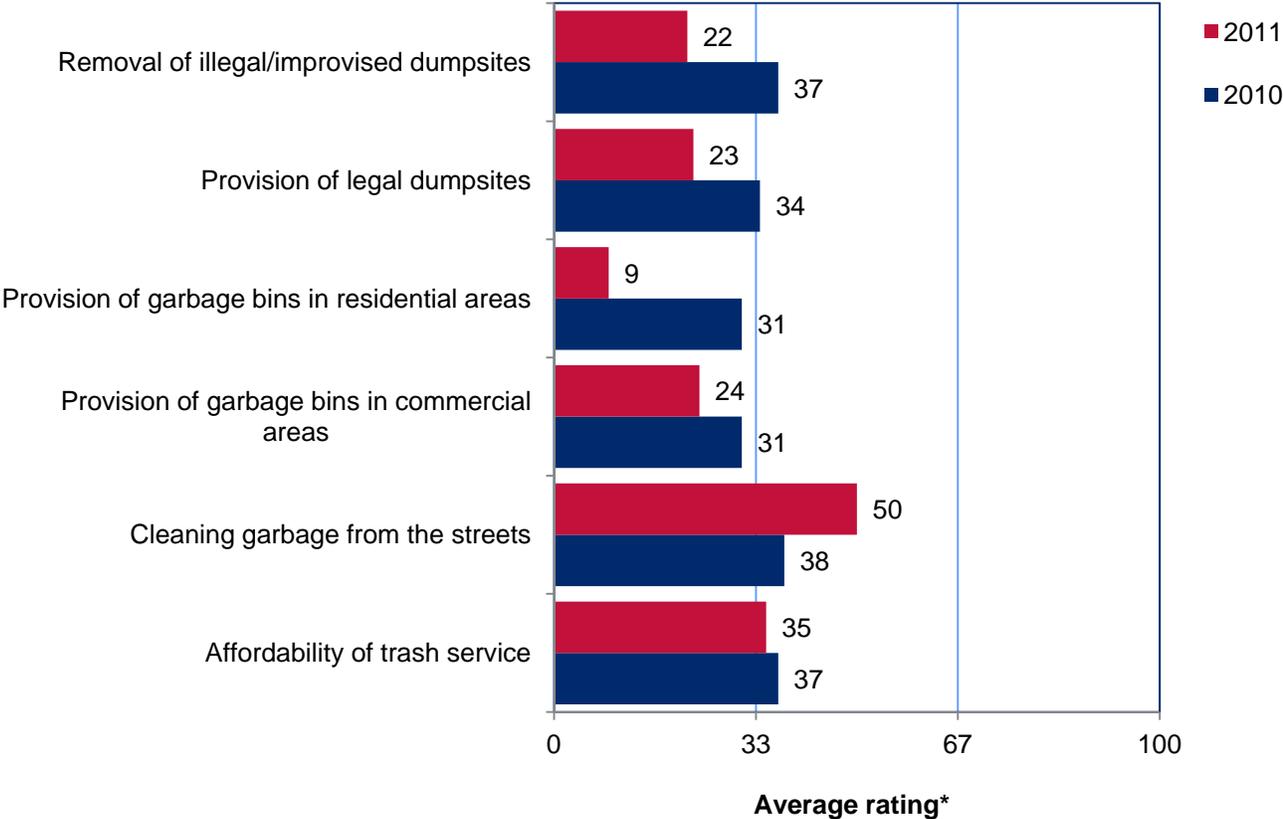
Quality ratings of city trash services in Panjshir were mixed in 2011. Most areas, except for cleaning garbage from city streets, were rated poorly. Removal of illegal/improvised dumpsites, the provision of legal dumpsites and the provision of garbage bins in residential areas were all rated more poorly in 2011. On a positive note, most residents indicated that the City cleaned garbage from the streets in a good or excellent manner. This was an improvement over 2010.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

| | Excellent | Good | Fair | Poor | Average rating* |
|--|-----------|------|------|------|-----------------|
| Removal of illegal/improvised dumpsites | 0% | 27% | 12% | 62% | 22 |
| Provision of legal dumpsites | 0% | 28% | 12% | 59% | 23 |
| Provision of garbage bins in residential areas | 0% | 5% | 17% | 78% | 9 |
| Provision of garbage bins in commercial areas | 1% | 22% | 24% | 53% | 24 |
| Cleaning garbage from the streets | 4% | 59% | 19% | 18% | 50 |
| Affordability of trash service | 2% | 32% | 35% | 31% | 35 |

* 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

Almost all residents in the City of Panjshir received their drinking water from a public standpipe or a river, canal or other open source. A much higher number of Panjshir residents took their drinking water from a stand pipe in 2011 compared to 2010. In addition, most residents did not pay for their drinking water.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR

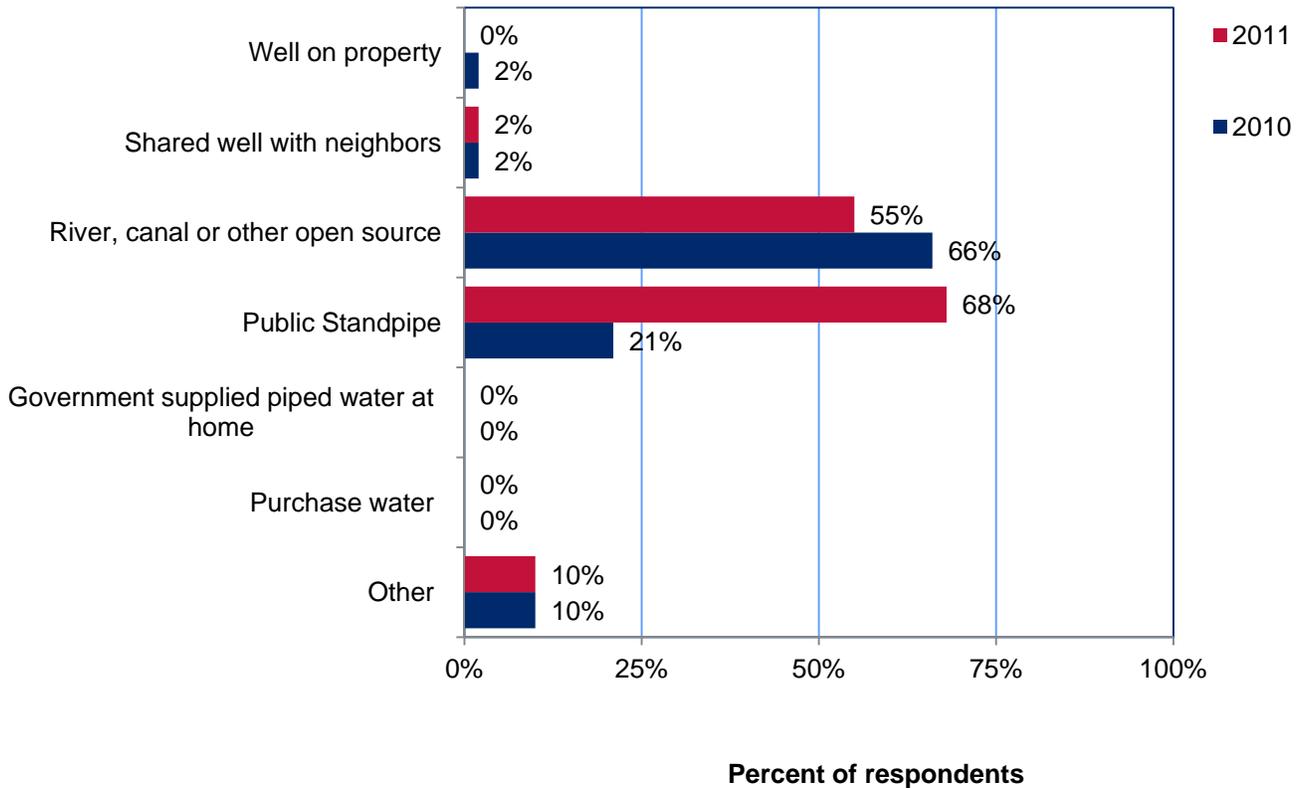
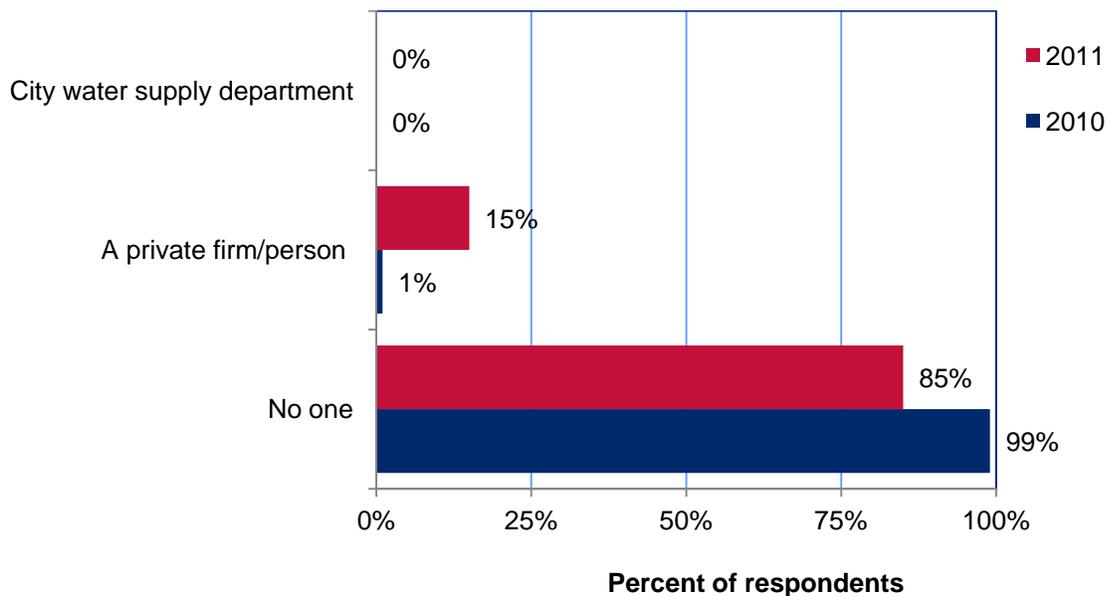
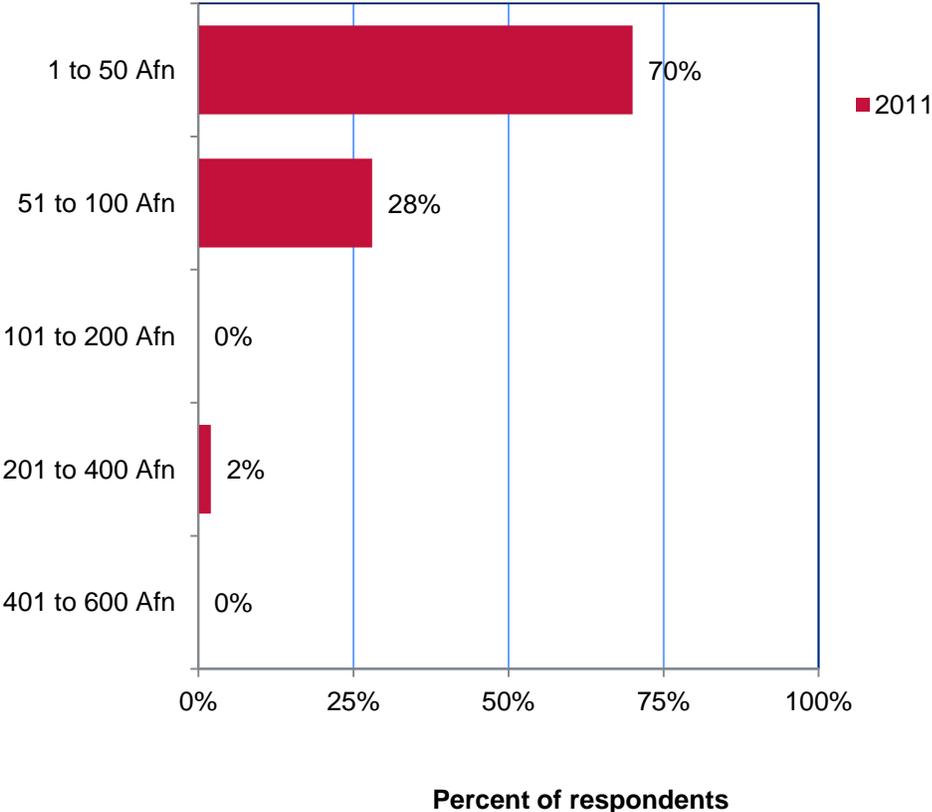


FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR



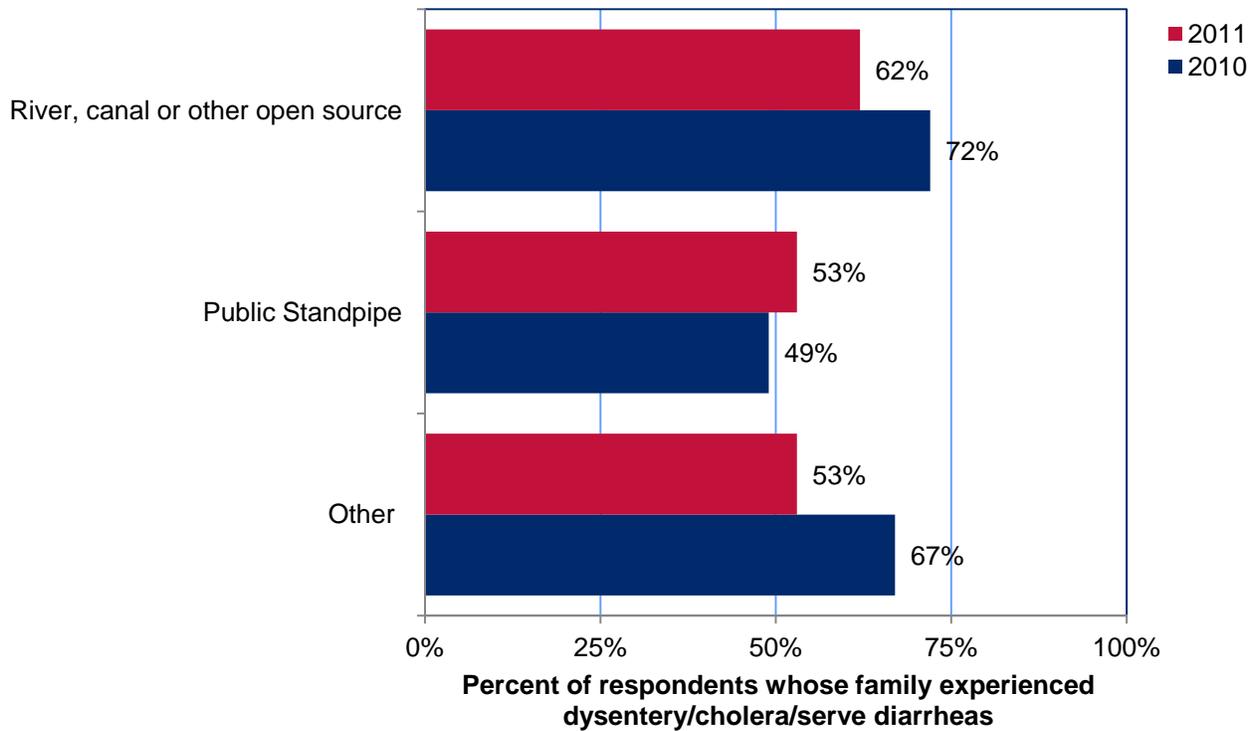
Of those residents who paid a private firm or person for their water, most paid between 1 and 50 AFN a month.

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



Waterborne illnesses were still an issue for most residents of Panjshir regardless of their source of drinking water. These illnesses were most common among residents who used a river, canal or other open source.

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



ELECTRICITY

Micro Hydro Power (MHP) was the most common source of electricity for residents of Panjshir in 2011. About one-in-four residents used a personal generator for electricity. Both of these areas saw increased use among residents in 2011. Unlike 2010, two-thirds of respondents indicated that they paid a private firm or person for their electricity.

FIGURE 78: ELECTRICITY SOURCES COMPARED BY YEAR

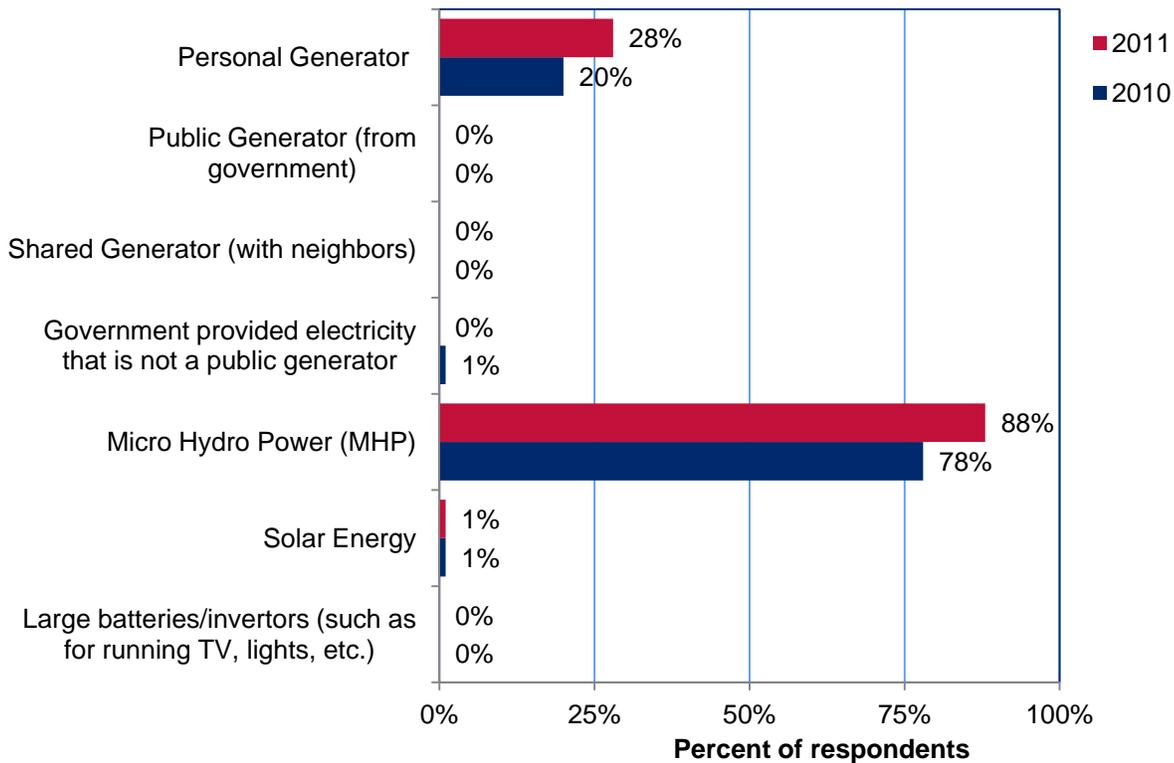
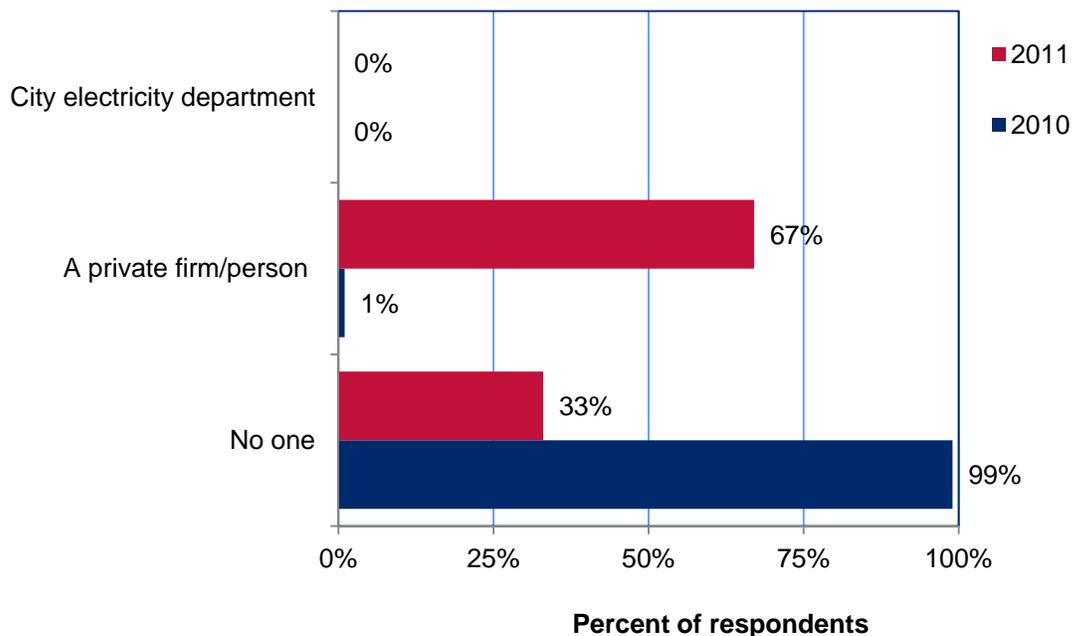
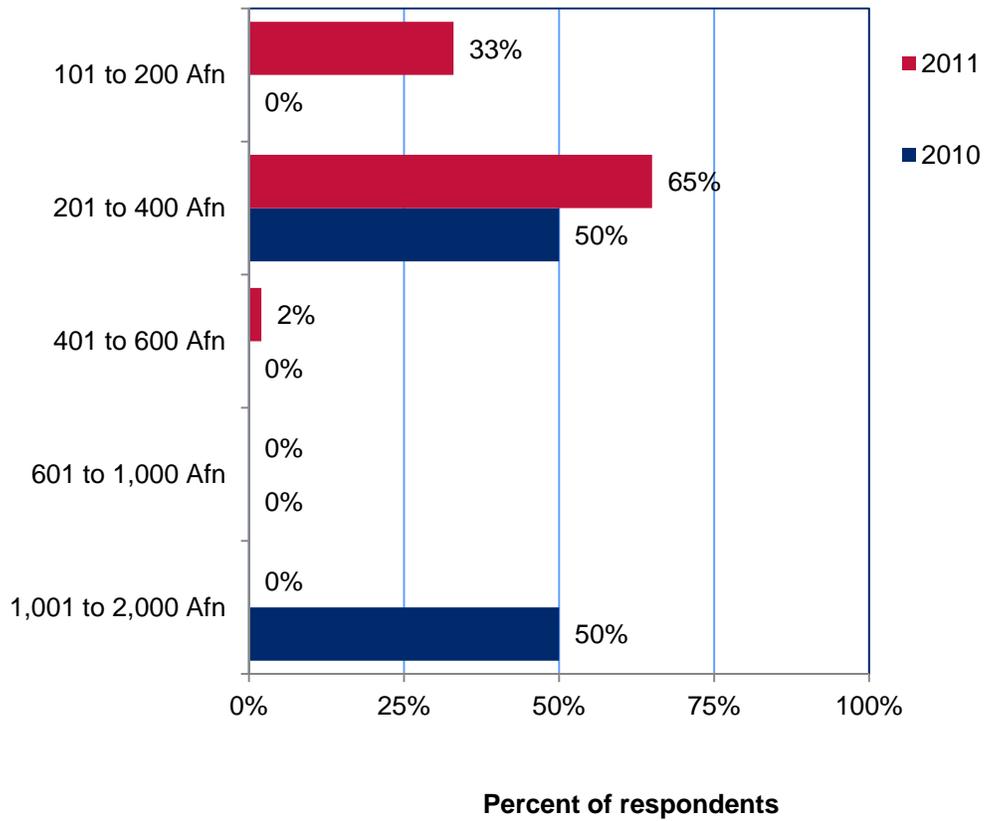


FIGURE 79: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



Almost all residents who paid for their electricity (98%) paid between 101 and 400 AFN a month.

FIGURE 80: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

In Panjshir in 2011, almost all residents had a dry latrine in their home. Most, but a smaller proportion than in 2010, used an open ditch or canal for the drainage of waste water.

FIGURE 81: TYPE OF TOILET IN HOME COMPARED BY YEAR

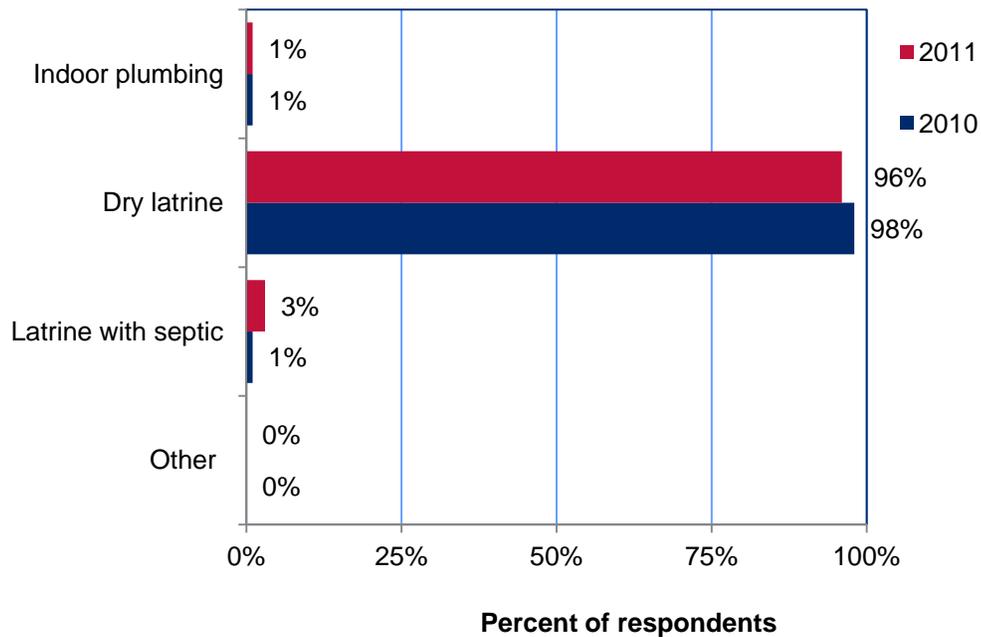
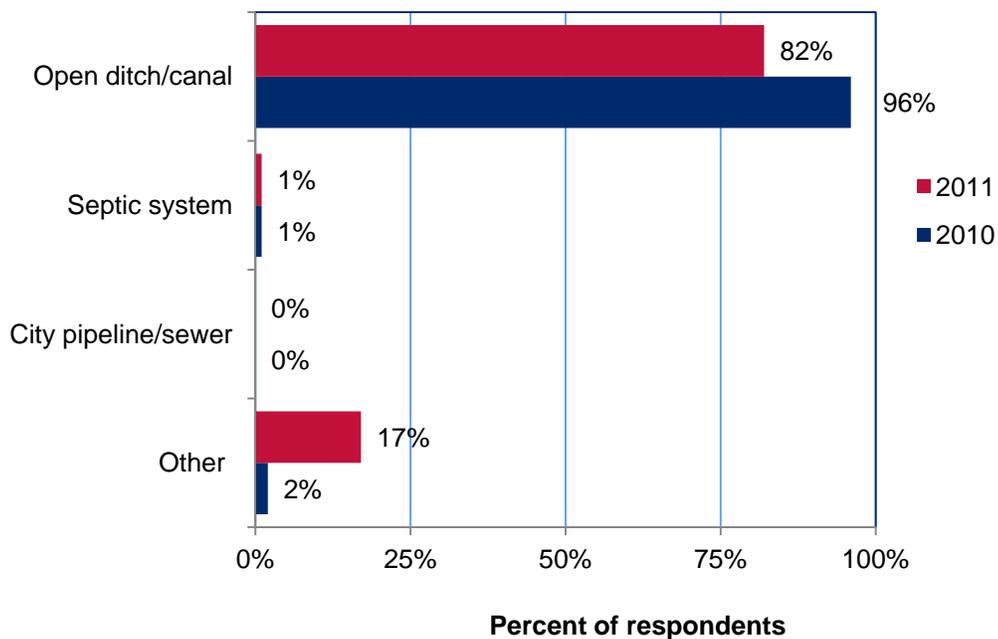


FIGURE 82: TYPE OF DRAINAGE FOR WASTE WATER



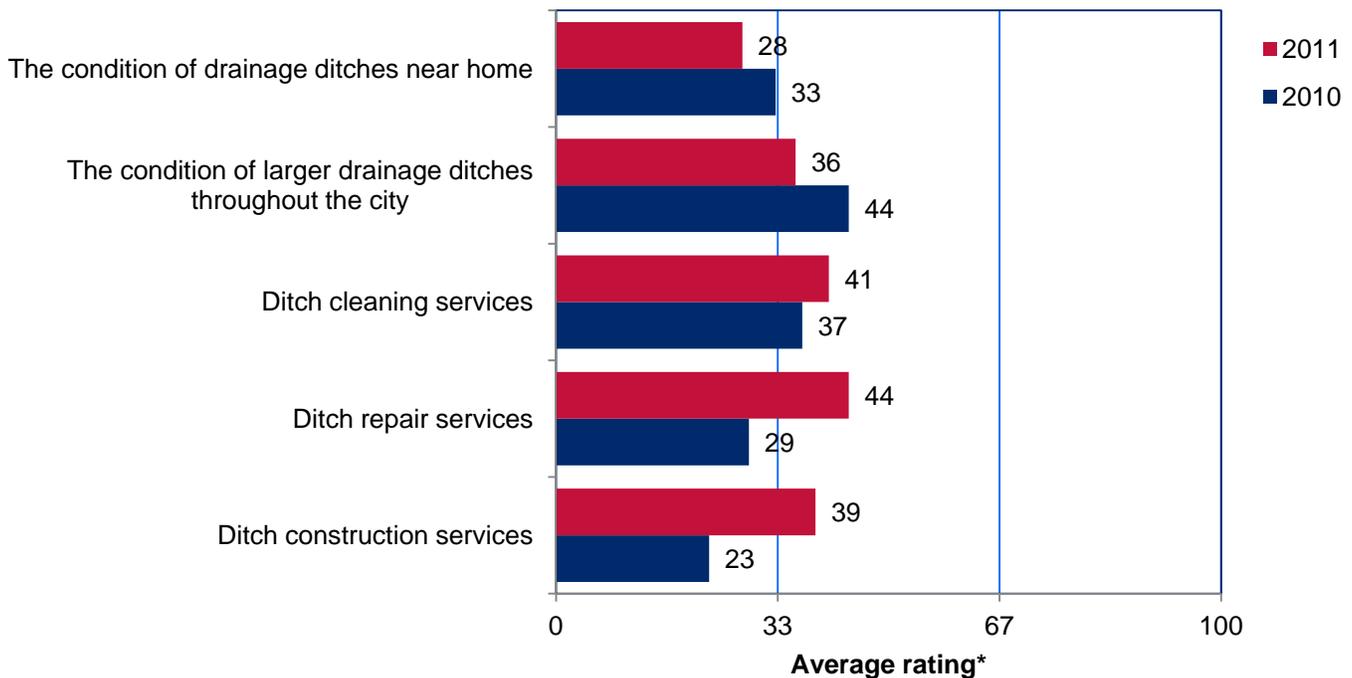
Ditch repair and construction services saw improved quality ratings among Panjshir residents in 2011. However, most residents rated each category as either fair or poor. In fact, several categories were not rated “excellent” by any respondents.

FIGURE 83: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2011

| | Excellent | Good | Fair | Poor | Average rating* |
|--|-----------|------|------|------|-----------------|
| The condition of drainage ditches near home | 0% | 37% | 9% | 54% | 28 |
| The condition of larger drainage ditches throughout the city | 0% | 39% | 30% | 31% | 36 |
| Ditch cleaning services | 0% | 44% | 35% | 21% | 41 |
| Ditch repair services | 0% | 49% | 33% | 18% | 44 |
| Ditch construction services | 1% | 43% | 30% | 27% | 39 |

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

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



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

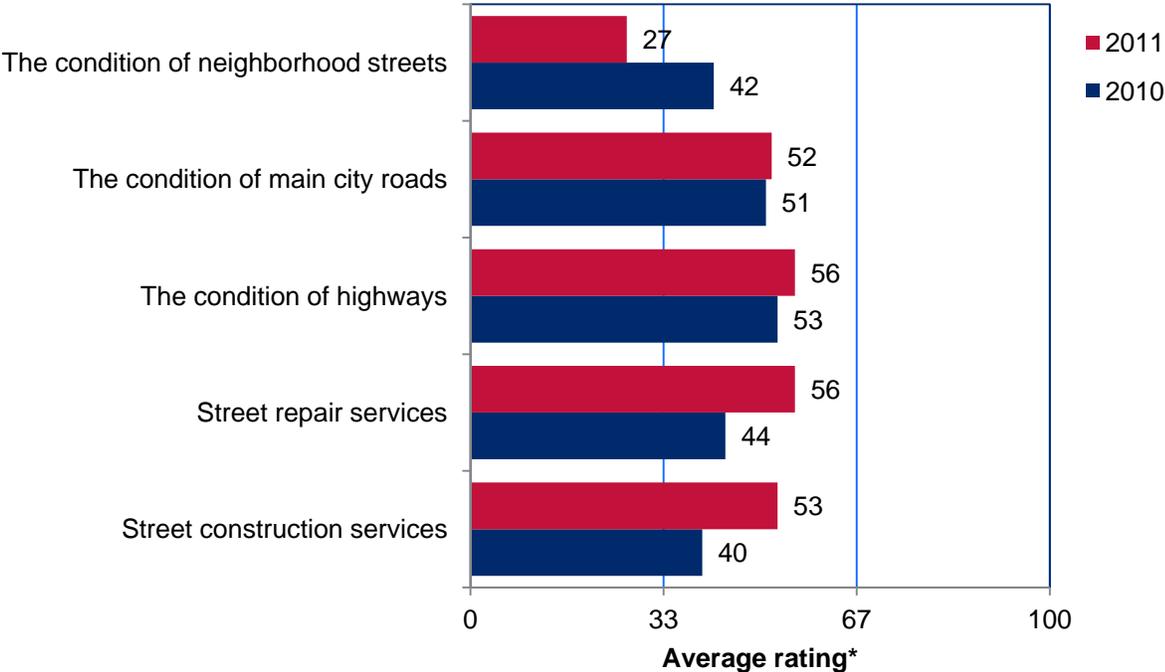
Most residents in Panjshir thought positively about city roads and road services. For example, most residents indicated that city roads and highways were in either excellent or good condition. In addition, ratings of street repair and construction services improved in 2011. The condition of neighborhood streets, however, declined in 2011. Only 21% of respondents indicated that their neighborhood streets were in good condition and no one thought they were in excellent condition.

FIGURE 85: QUALITY OF CITY ROADS AND ROAD SERVICES

| | Excellent | Good | Fair | Poor | Average rating* |
|---------------------------------------|-----------|------|------|------|-----------------|
| The condition of neighborhood streets | 0% | 21% | 38% | 40% | 27 |
| The condition of main city roads | 1% | 62% | 32% | 6% | 52 |
| The condition of highways | 20% | 50% | 10% | 20% | 56 |
| Street repair services | 8% | 58% | 28% | 6% | 56 |
| Street construction services | 14% | 50% | 17% | 19% | 53 |

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

FIGURE 86: 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

Very few residents were aware of any parks in Panjshir; this was true in 2010 and 2011. As so few knew of any parks, ratings of these parks were not given.

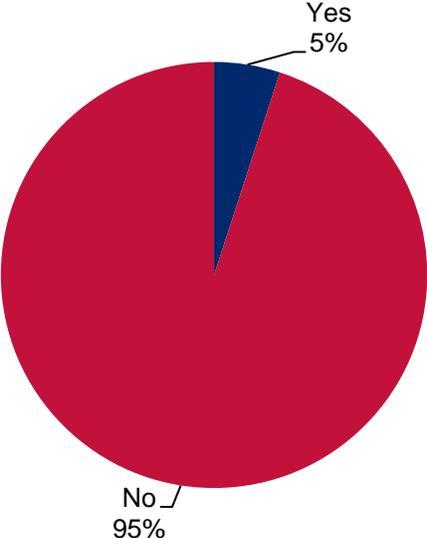
FIGURE 87: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

| Are there any green areas/parks in close to, or farther from, your home to be used for the following? | | 2010 | 2011 |
|--|-------------------|-------------|-------------|
| Teen/adult parks | Yes, close by | 2% | 3% |
| | Some further away | 9% | 6% |
| | Aware of no parks | 88% | 90% |
| Women's parks | Yes, close by | 0% | 0% |
| | Some further away | 5% | 5% |
| | Aware of no parks | 95% | 95% |
| Children's playgrounds | Yes, close by | 3% | 1% |
| | Some further away | 7% | 13% |
| | Aware of no parks | 89% | 86% |

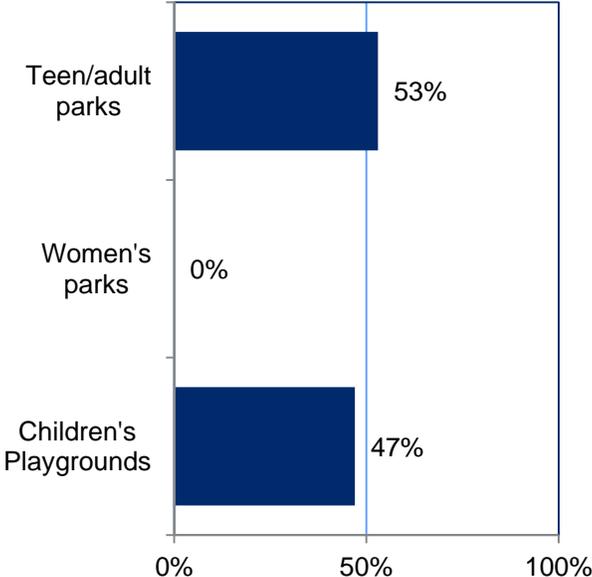
Almost all (95%) respondents had not visited a park in Panjshir. Those that had were almost equally likely to have visited a teen/adult park or a children's playground.

FIGURE 88: PARKS VISITED, 2011

Do you or your family members visit the parks?



If yes, which ones?



MARKET

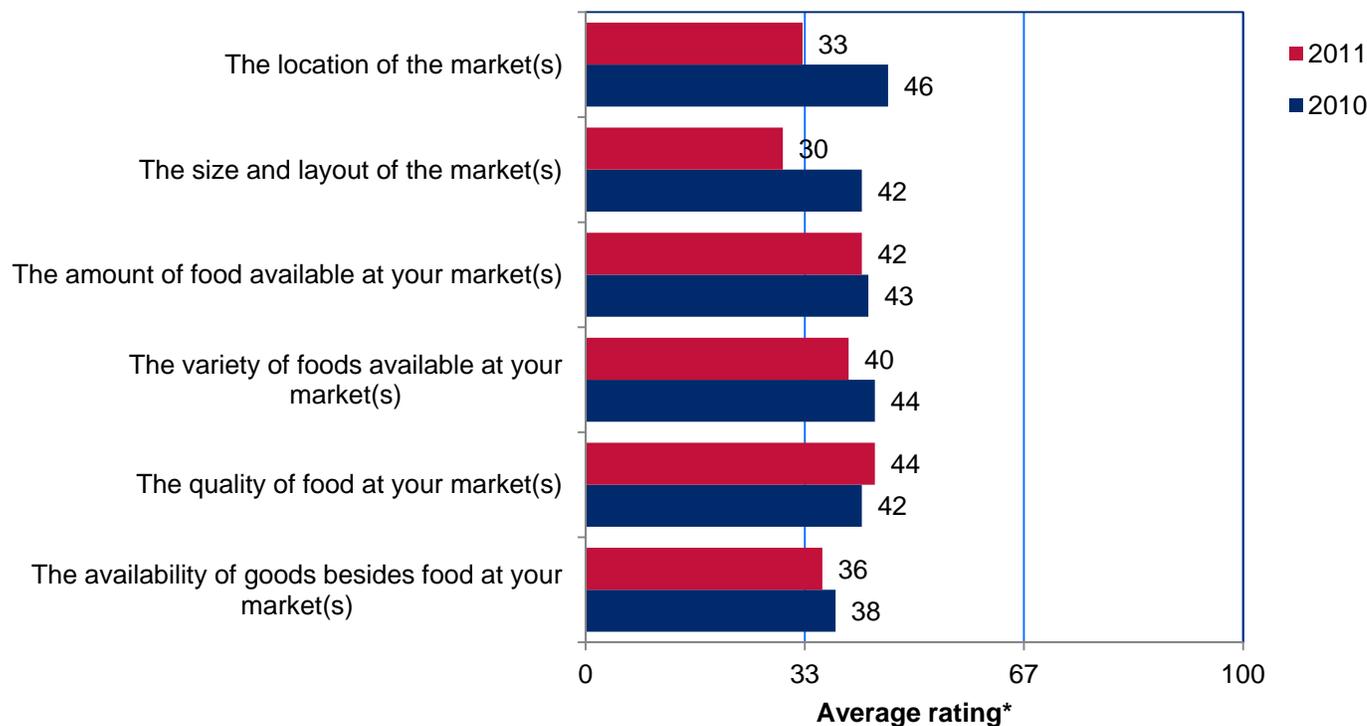
Quality ratings of Panjshir's market(s) were generally poor in 2011. A majority of respondents indicated that each area of the city market(s) was either fair or poor. In addition, ratings for the location, size and layout of the market(s) decreased from 2010.

FIGURE 89: QUALITY OF CITY MARKET, 2011

| | Excellent | Good | Fair | Poor | Average rating* |
|--|-----------|------|------|------|-----------------|
| The location of the market(s) | 0% | 30% | 39% | 30% | 33 |
| The size and layout of the market(s) | 0% | 26% | 37% | 37% | 30 |
| The amount of food available at your market(s) | 0% | 39% | 47% | 14% | 42 |
| The variety of foods available at your market(s) | 0% | 37% | 45% | 17% | 40 |
| The quality of food at your market(s) | 0% | 46% | 38% | 16% | 44 |
| The availability of goods besides food at your market(s) | 1% | 34% | 37% | 28% | 36 |

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

FIGURE 90: QUALITY OF CITY MARKET COMPARED BY YEAR



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

Most foods available at Panjshir's markets remained as affordable as they had been in 2010. All respondents indicated that they could afford flour, cooking oil, sugar and tea as often as they want. While a minority of respondents indicated that they could buy meat, fruit and vegetables as often as they wanted, vegetables were more affordable for a larger proportion of respondents in 2011.

FIGURE 91: 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 | 7% | 8% |
| | Not as often as we want | 76% | 82% |
| | Only rarely | 16% | 10% |
| | Never | 2% | 0% |
| Fruit | As often as we want | 23% | 24% |
| | Not as often as we want | 70% | 75% |
| | Only rarely | 5% | 1% |
| | Never | 1% | 0% |
| Vegetables | As often as we want | 7% | 27% |
| | Not as often as we want | 66% | 70% |
| | Only rarely | 25% | 2% |
| | Never | 2% | 0% |
| Flour | As often as we want | 93% | 100% |
| | Not as often as we want | 6% | 0% |
| | Only rarely | 0% | 0% |
| | Never | 0% | 0% |
| Cooking oil | As often as we want | 93% | 100% |
| | Not as often as we want | 7% | 0% |
| | Only rarely | 1% | 0% |
| | Never | 0% | 0% |
| Sugar, tea | As often as we want | 93% | 100% |
| | Not as often as we want | 7% | 0% |
| | Only rarely | 0% | 0% |
| | Never | 0% | 0% |
| Cereal | As often as we want | 92% | 87% |
| | Not as often as we want | 7% | 13% |
| | Only rarely | 1% | 0% |
| | Never | 0% | 0% |

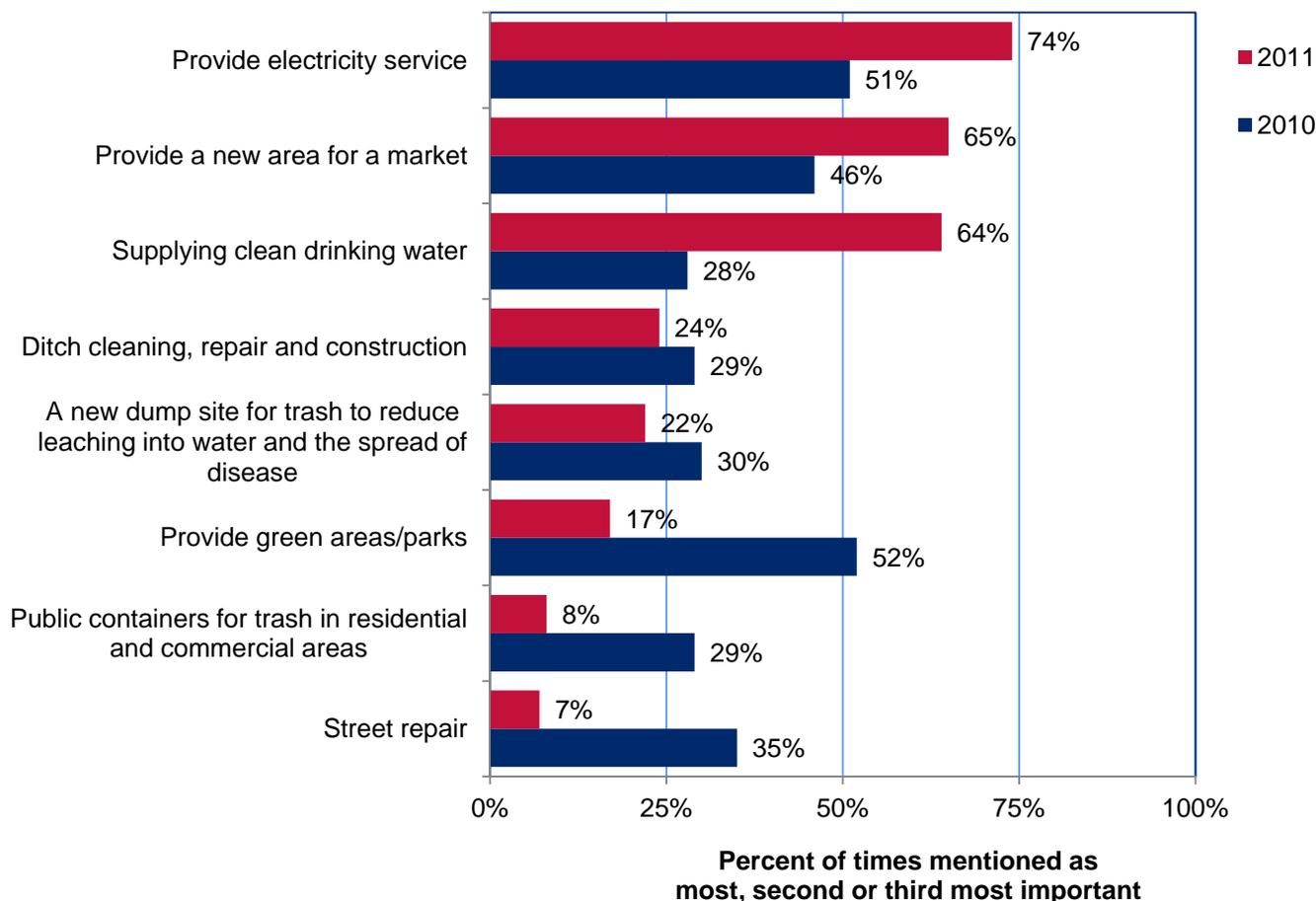
SERVICE PRIORITIES

The provision of electricity, a new area for a market and a supply of clean drinking water were the three most common priorities for residents of Panjshir in 2011. Each of these was also a priority for a larger proportion of residents than in 2010. On the other hand, providing green areas/parks, public containers for trash and street repair decreased in priorities in 2011.

FIGURE 92: MUNICIPAL SERVICE PRIORITIES, 2011

| | Most important | Second most important | Third most important | Not in top three |
|---|----------------|-----------------------|----------------------|------------------|
| Provide electricity service | 50% | 12% | 13% | 26% |
| Provide a new area for a market | 8% | 29% | 28% | 35% |
| Supplying clean drinking water | 19% | 29% | 16% | 36% |
| Ditch cleaning, repair and construction | 6% | 10% | 9% | 76% |
| A new dump site for trash to reduce leaching into water and the spread of disease | 6% | 6% | 11% | 78% |
| Provide green areas/parks | 2% | 4% | 10% | 83% |
| Public containers for trash in residential and commercial areas | 6% | 1% | 1% | 92% |
| Street repair | 2% | 3% | 2% | 93% |

FIGURE 93: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

The proportion of respondents who would contact Shuras, CDCs or Jirgas if they had a problem with the city increased in 2011. Conversely, there were decreases in the proportions who would contact the mayor or a tribal leader/Malik. A smaller proportion of respondents correctly identified Panjshir's mayor in 2011 than in 2010.

FIGURE 94: 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?

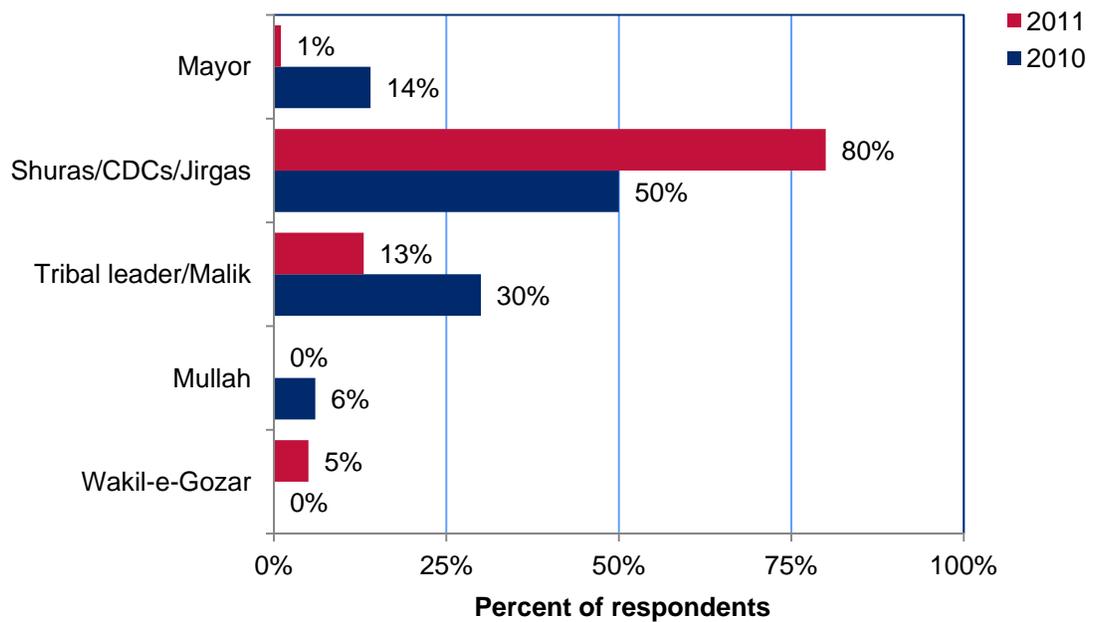
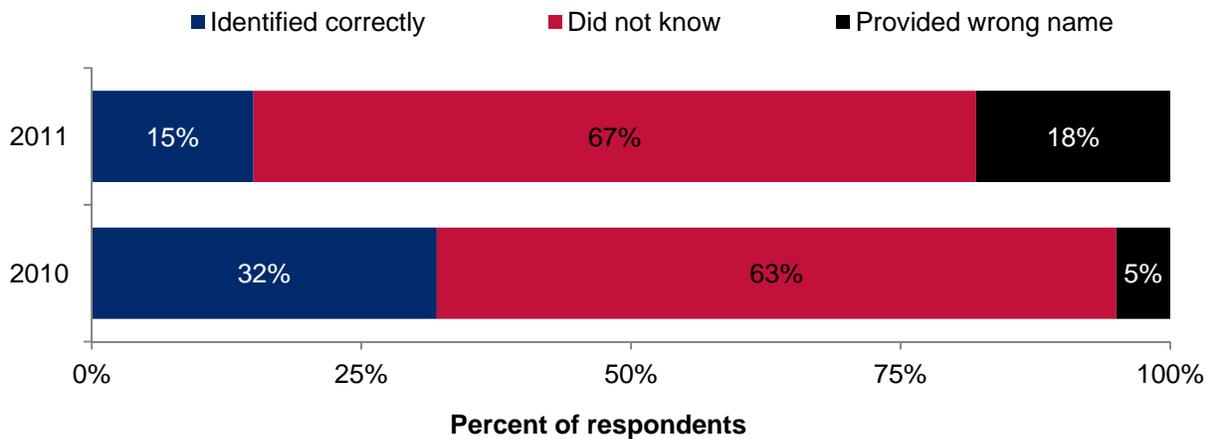
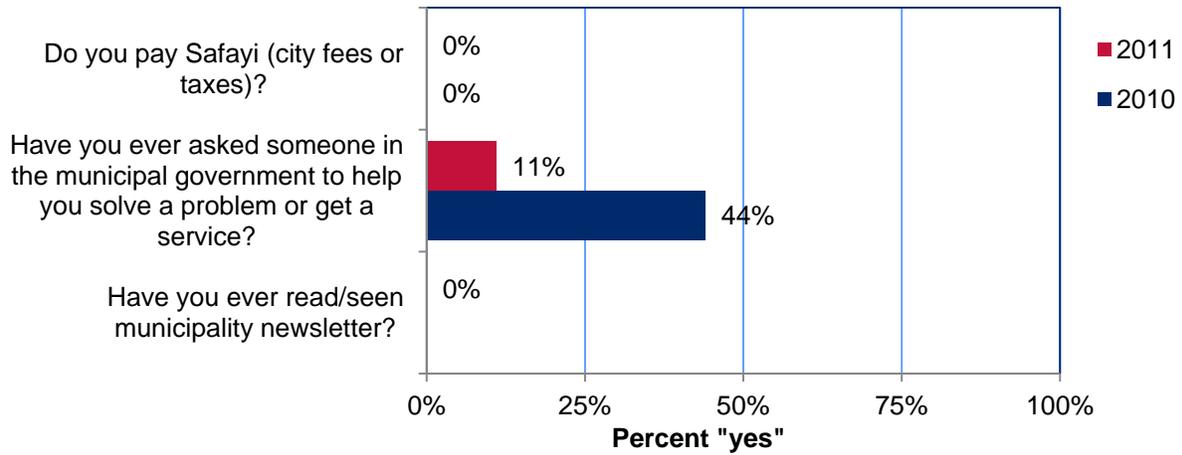


FIGURE 95: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



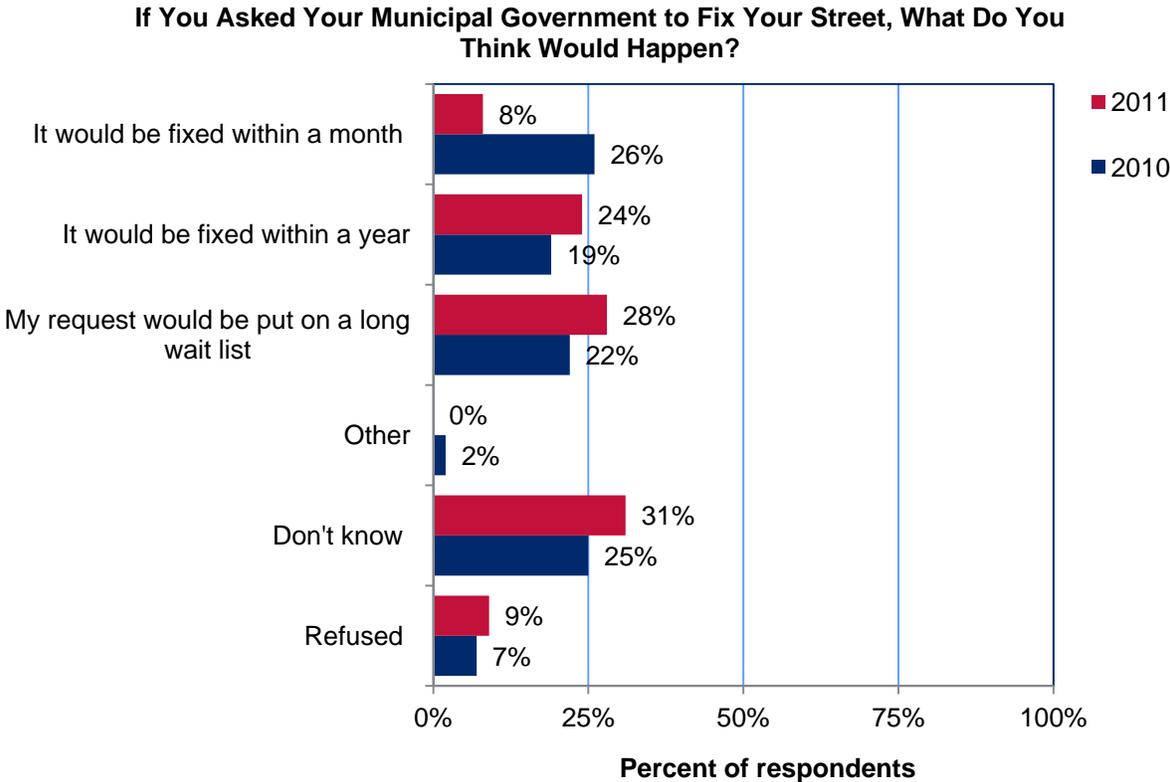
As in 2010, no respondents indicated that they paid Safayi taxes in Panjshir. In addition, a smaller proportion of respondents indicated that they had asked someone in the municipal government for help or to get a service in 2011. No one had ever seen or read a municipal newsletter.

FIGURE 96: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



In 2011, a smaller proportion of respondents believed that if they asked the municipal government to fix their street it would be fixed within a month. Similar proportions of respondents thought that it would either be fixed within a year, put on a long wait list or they did not know what would happen.

FIGURE 97: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR



A smaller proportion of respondents thought they could have at least a little influence over local government decisions in 2011. Over half, however, thought the local government worked to serve people like them.

FIGURE 98: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

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

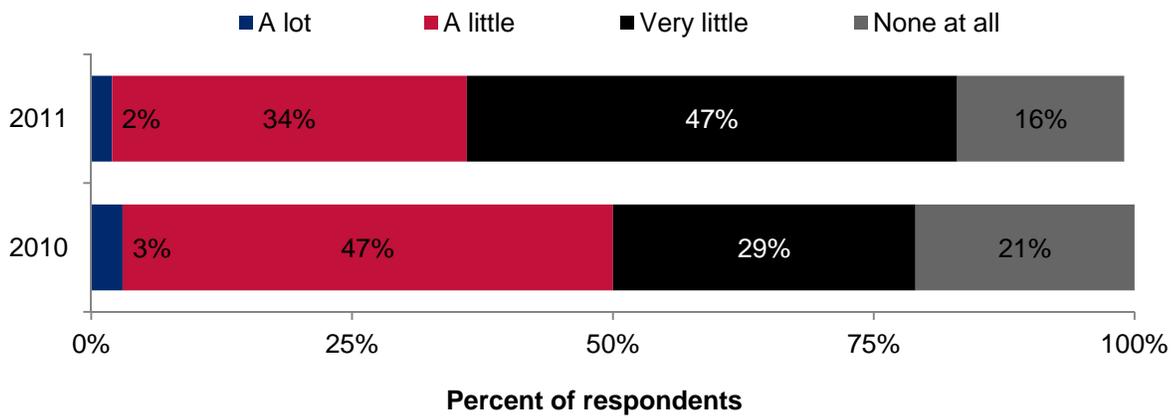
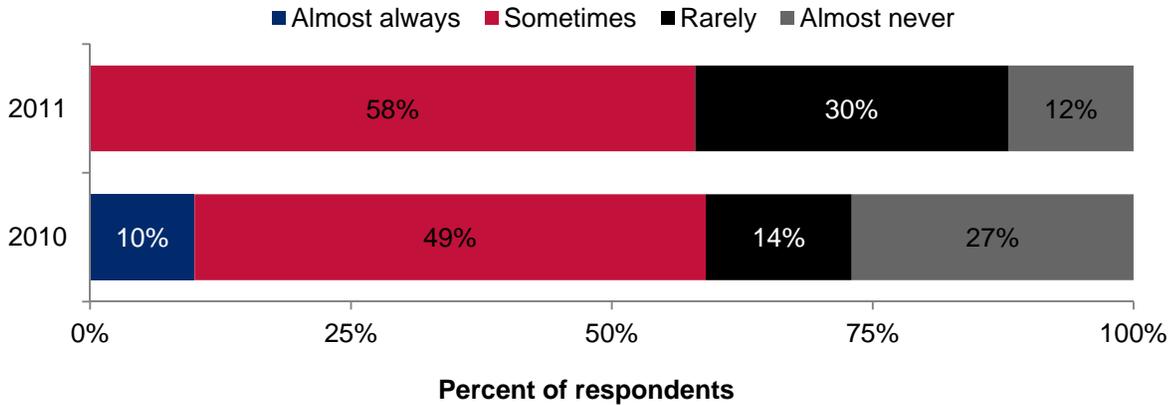


FIGURE 99: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR

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



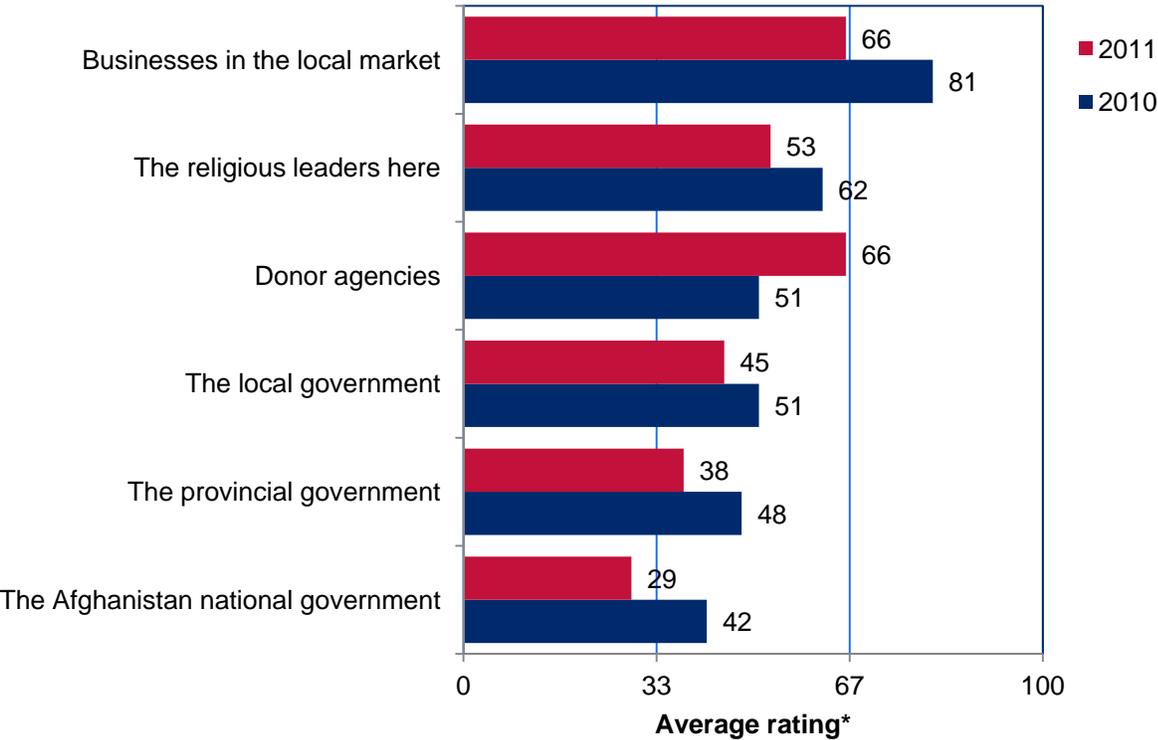
Businesses in the local market and donor agencies were the most trusted groups among residents of Panjshir in 2011. In fact, trust in donor agencies increased since 2010. Unfortunately, trust in local businesses, in addition to religious leaders, and the provincial and national governments, decreased since 2010.

FIGURE 100: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2011

| To what extent do you trust each of the following to conduct its activities to benefit the people in your city? | Great deal of trust | Some trust | Little trust | No trust | Average rating* |
|---|---------------------|------------|--------------|----------|-----------------|
| Businesses in the local market | 26% | 47% | 25% | 1% | 66 |
| The religious leaders here | 15% | 39% | 36% | 10% | 53 |
| Donor agencies | 20% | 63% | 14% | 4% | 66 |
| The local government | 3% | 37% | 53% | 8% | 45 |
| The provincial government | 1% | 28% | 56% | 15% | 38 |
| The Afghanistan national government | 0% | 17% | 52% | 30% | 29 |

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

FIGURE 101: 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

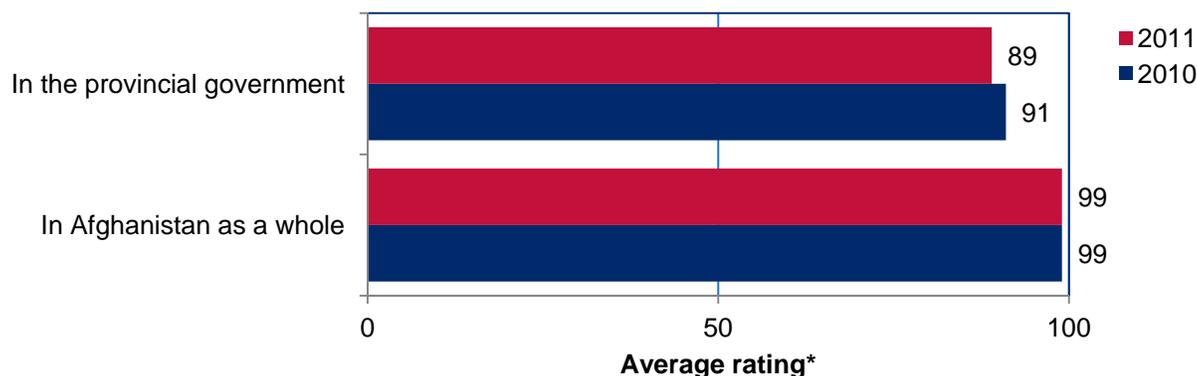
Most respondents from Panjshir indicated that corruption in the provincial government was a major problem while almost all thought it was a major problem in Afghanistan as a whole. However, smaller proportions of respondents thought that corruption increased in these areas in 2011 than in 2010.

FIGURE 102: 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 | 81% | 16% | 3% | 89 |
| In Afghanistan as a whole | 99% | 1% | 0% | 99 |

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

FIGURE 103: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 104: 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 | 75% | 57% |
| | Stayed the same | 20% | 38% |
| | Decreased | 5% | 5% |
| In the provincial government | Increased | 65% | 38% |
| | Stayed the same | 29% | 47% |
| | Decreased | 6% | 15% |

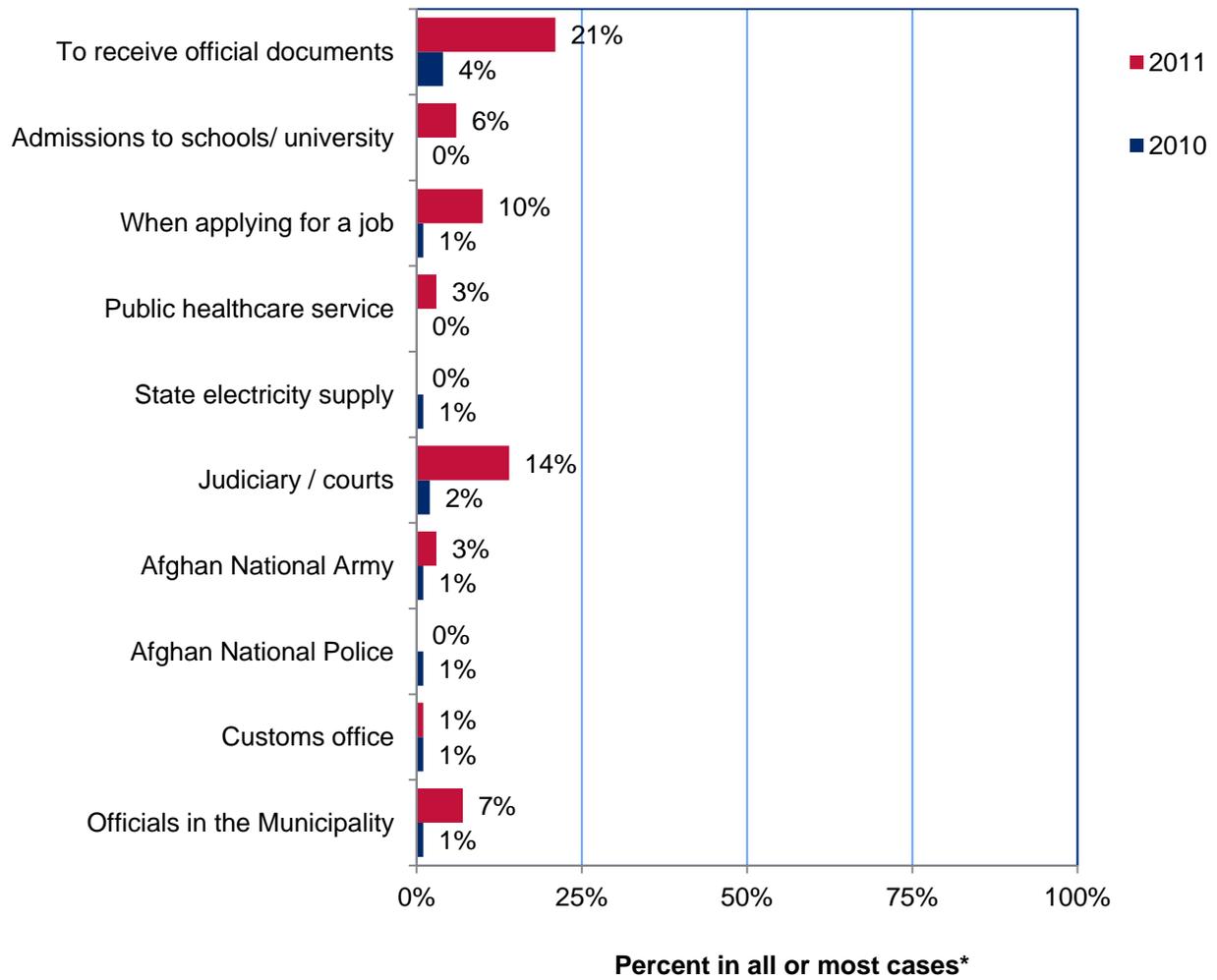
Requests for cash, gifts or favors in Panjshir continued to be rare for residents who have contacted government officials. Most respondents indicated that they were not asked for a bribe regardless of the type of official that they contacted. While still rare, requests for gifts, cash or a favor increased for respondents who had contacted a government official to receive official documents and for those who had contact with the judiciary/courts.

FIGURE 105: 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 | 7% | 14% | 20% | 60% |
| Admissions to schools/ university | 2% | 4% | 23% | 71% |
| When applying for a job | 0% | 10% | 30% | 59% |
| Public healthcare service | 0% | 3% | 23% | 74% |
| State electricity supply | 0% | 0% | 5% | 95% |
| Judiciary / courts | 0% | 14% | 28% | 58% |
| Afghan National Army | 0% | 3% | 27% | 70% |
| Afghan National Police | 0% | 0% | 23% | 77% |
| Customs office | 0% | 1% | 19% | 80% |
| Officials in the Municipality | 0% | 7% | 33% | 60% |

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

FIGURE 106: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



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

WOMEN IN SOCIETY

Most respondents were aware of the Ministry of Women’s Affairs and believed there was a local office in their district or province. Awareness of the Ministry improved in 2011.

In 2011, most men and women in the City agreed that women should have equal opportunities in education and government. While ratings for women’s opportunities in both education and government remained stable for men, women’s ratings increased in 2011.

FIGURE 107: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR

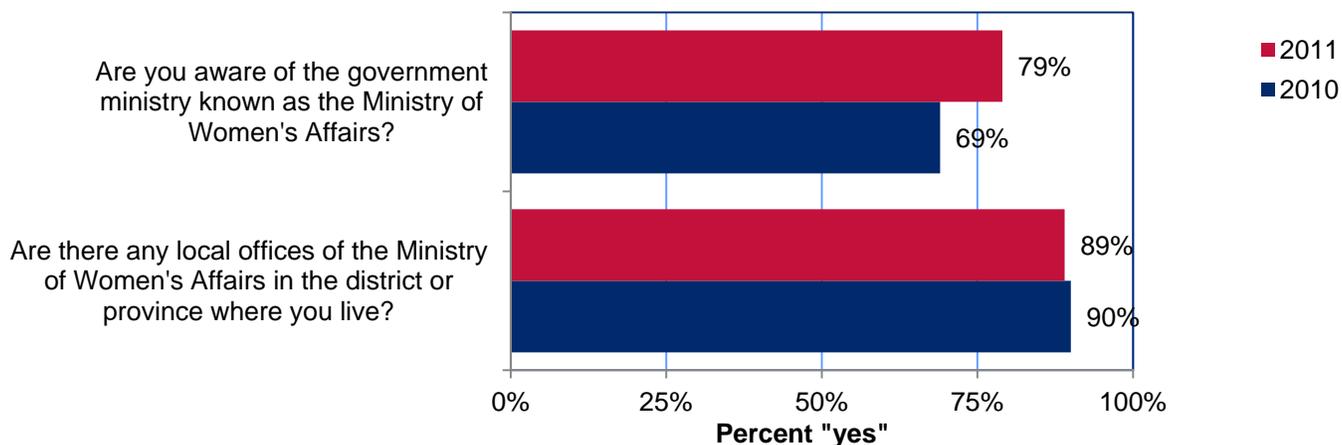
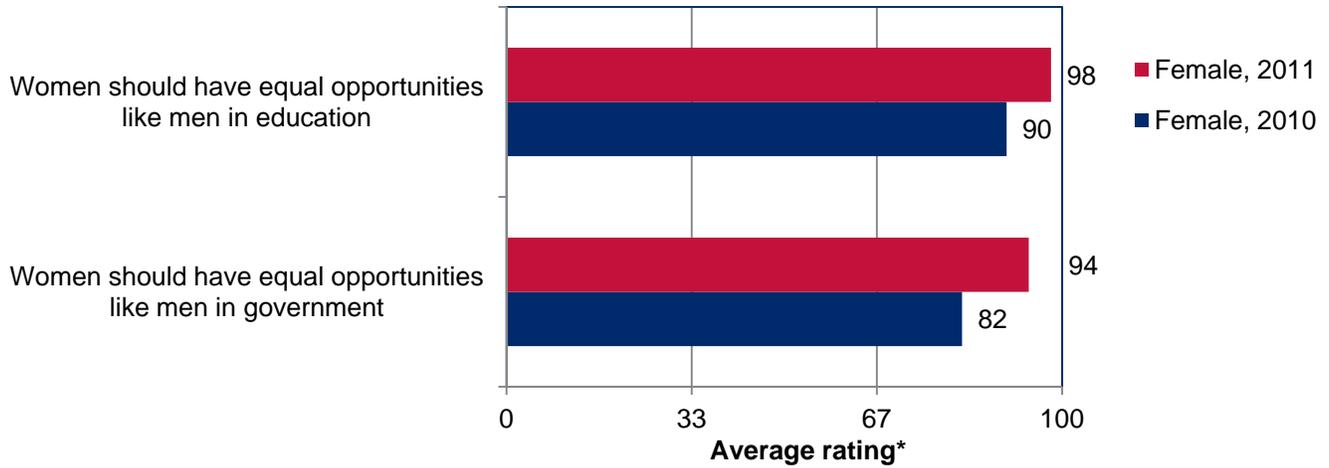


FIGURE 108: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

| 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 | 54% | 93% |
| | Agree somewhat | 41% | 7% |
| | Disagree somewhat | 4% | 0% |
| | Strongly disagree | 1% | 0% |
| | Average rating* | 83 | 98 |
| Some people say that women should have equal opportunities like men in participating in government. | Strongly agree | 36% | 83% |
| | Agree somewhat | 49% | 16% |
| | Disagree somewhat | 8% | 1% |
| | Strongly disagree | 7% | 0% |
| | Average rating* | 72 | 94 |

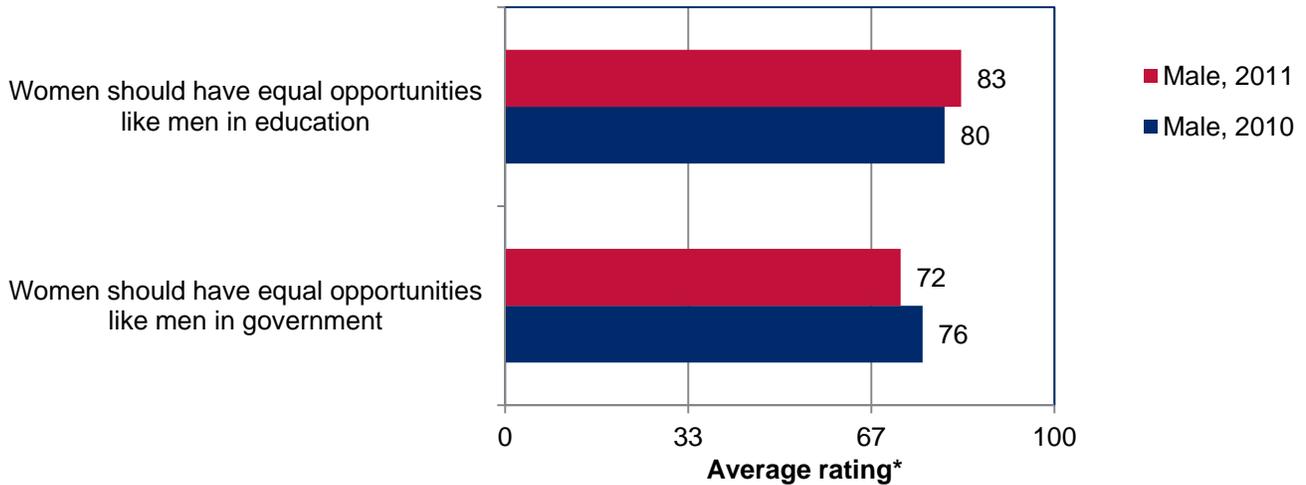
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 109: 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 110: 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 | 11 | 4% |
| 6-10 years | 57 | 19% |
| 11-20 years | 134 | 45% |
| 21-40 years | 83 | 28% |
| 41 or more years | 15 | 5% |
| Total | 300 | 100% |

| Q1 Average Number of Years Lived in this City | |
|--|----|
| Average years in Panjshir | 20 |

Q2 Quality of Life in City

| How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| Overall quality of life in Panjshir | 2 | 1% | 162 | 54% | 116 | 39% | 20 | 7% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of schools in your city | 2 | 1% | 166 | 55% | 92 | 31% | 40 | 13% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of healthcare facilities in your city | 4 | 1% | 127 | 42% | 135 | 45% | 34 | 11% | 0 | 0% | 0 | 0% | 300 | 100% |
| The health of people in your city | 0 | 0% | 154 | 51% | 121 | 40% | 25 | 8% | 0 | 0% | 0 | 0% | 300 | 100% |
| The cleanliness of city streets | 1 | 0% | 136 | 45% | 121 | 40% | 42 | 14% | 0 | 0% | 0 | 0% | 300 | 100% |
| The number of job opportunities in your city | 0 | 0% | 145 | 48% | 71 | 24% | 79 | 26% | 5 | 2% | 0 | 0% | 300 | 100% |
| The number of businesses in your city | 0 | 0% | 98 | 33% | 94 | 31% | 83 | 28% | 25 | 8% | 0 | 0% | 300 | 100% |

Q2 Average Rating of Quality of Life in City

| | Average rating* |
|---|-----------------|
| Overall quality of life in Panjshir | 2.5 |
| The quality of schools in your city | 2.4 |
| The quality of healthcare facilities in your city | 2.3 |
| The health of people in your city | 2.4 |
| The cleanliness of city streets | 2.3 |
| The number of job opportunities in your city | 2.2 |
| 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 | 214 | 71% |
| Yes, part time | 61 | 20% |
| No, not employed | 24 | 8% |
| Refused | 1 | 0% |
| Don't know | 0 | 0% |

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

| | Number | Percent |
|-----------------|--------|---------|
| Increased | 98 | 33% |
| Stayed the same | 147 | 49% |
| Decreased | 33 | 11% |
| Refused | 12 | 4% |
| Don't know | 10 | 3% |
| Total | 300 | 100% |

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

| | Number | Percent |
|-------|--------|---------|
| Yes | 0 | 0% |
| No | 300 | 100% |
| Total | 300 | 100% |

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

| | Number | Percent |
|--------------------|--------|---------|
| 1 to 50 AFN | 0 | 0% |
| 51 to 100 AFN | 0 | 0% |
| 101 to 200 AFN | 0 | 0% |
| 201 to 400 AFN | 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 | 35 | 12% |
| Dispose in public container | 60 | 20% |
| Take to an official dump site | 1 | 0% |
| Take to an improvised dump site | 11 | 4% |
| Door to door collection | 0 | 0% |
| Other | 194 | 65% |
| 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 |
|--------------------------|--------|---------|
| Beside of River | 53 | 18% |
| Burn those | 17 | 6% |
| Dispose in the Yard | 67 | 22% |
| Disposed in the Hillside | 58 | 19% |
| No response | 105 | 35% |

Q6a Where is this container?

| | Number | Percent |
|-----------------------------------|--------|---------|
| On my street/close to my house | 57 | 93% |
| On the next street | 1 | 2% |
| Several streets away | 1 | 2% |
| Further than several streets away | 2 | 3% |
| Total | 61 | 100% |

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

| | Number | Percent |
|-----------------------|--------|---------|
| Very satisfied | 79 | 26% |
| Somewhat satisfied | 98 | 33% |
| Somewhat dissatisfied | 93 | 31% |
| Very dissatisfied | 30 | 10% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 300 | 100% |

Q7 Average Rating of Satisfaction with Trash Disposal Method

| | Average rating* |
|---|-----------------|
| How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one) | 2.8 |

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

Q8 How often does the city clean trash from streets?

| | Number | Percent |
|---------------------------------|--------|---------|
| Every day | 38 | 13% |
| A couple/few times a week | 13 | 4% |
| Once a week | 46 | 15% |
| Once every two or three weeks | 25 | 8% |
| Once a month or less frequently | 32 | 11% |
| Once a year | 9 | 3% |
| Never | 135 | 45% |
| Refused | 1 | 0% |
| Don't know | 1 | 0% |
| Total | 300 | 100% |

Q9 Who do you pay for this trash service?

| | Number | Percent |
|---|--------|---------|
| The city, it is covered by the Safayi fees/taxes | 0 | 0% |
| The city, I pay money additional to the Safayi fees/taxes | 0 | 0% |
| A private firm/person | 0 | 0% |
| No one | 300 | 100% |
| Total | 300 | 100% |

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

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

Q10 Quality of Trash Services

| How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|--|-----------|----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| Removal of illegal/improvised dumpsites | 0 | 0% | 79 | 26% | 35 | 12% | 184 | 61% | 1 | 0% | 1 | 0% | 300 | 100% |
| Provision of legal dumpsites | 1 | 0% | 85 | 28% | 37 | 12% | 177 | 59% | 0 | 0% | 0 | 0% | 300 | 100% |
| Provision of garbage bins in residential areas | 0 | 0% | 15 | 5% | 47 | 16% | 219 | 73% | 18 | 6% | 1 | 0% | 300 | 100% |
| Provision of garbage bins in commercial areas | 3 | 1% | 62 | 21% | 67 | 22% | 150 | 50% | 18 | 6% | 0 | 0% | 300 | 100% |
| Cleaning garbage from the streets | 13 | 4% | 172 | 57% | 54 | 18% | 52 | 17% | 9 | 3% | 0 | 0% | 300 | 100% |
| Affordability of trash service | 6 | 2% | 97 | 32% | 105 | 35% | 92 | 31% | 0 | 0% | 0 | 0% | 300 | 100% |

Q10 Average Rating of Satisfaction with Trash Services

| | Average rating* |
|--|-----------------|
| Removal of illegal/improvised dumpsites | 1.6 |
| Provision of legal dumpsites | 1.7 |
| Provision of garbage bins in residential areas | 1.3 |
| Provision of garbage bins in commercial areas | 1.7 |
| Cleaning garbage from the streets | 2.5 |
| Affordability of trash service | 2.1 |

*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 | 0 | 0% |
| Shared well with neighbors | 5 | 2% |
| River, canal or other open source | 166 | 55% |
| Public Standpipe | 204 | 68% |
| Government supplied piped water at home | 0 | 0% |
| Purchase water | 0 | 0% |
| Other | 30 | 10% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |

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

Q11 Which OTHER sources do you use for drinking water?

| | Number | Percent |
|-------------|--------|---------|
| No response | 270 | 90% |
| Spring | 24 | 8% |
| well | 3 | 1% |
| Well | 3 | 1% |

Q12 Who do you pay for this water service?

| | Number | Percent |
|------------------------------|--------|---------|
| City water supply department | 0 | 0% |
| A private firm/person | 46 | 15% |
| No one | 254 | 85% |
| Total | 300 | 100% |

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

| | Number | Percent |
|--------------------|--------|---------|
| 1 to 50 AFN | 32 | 70% |
| 51 to 100 AFN | 13 | 28% |
| 101 to 200 AFN | 0 | 0% |
| 201 to 400 AFN | 1 | 2% |
| 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 | 46 | 100% |

Q13 Quality of Government Water Services, if Connected

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

Q13 Average Rating of Satisfaction with Water Services

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

*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 | 161 | 54% |
| No | 139 | 46% |
| Total | 300 | 100% |

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

| | Number | Percent |
|--|--------|---------|
| Micro Hydro Power (MHP) | 238 | 80% |
| Personal Generator | 76 | 25% |
| No electricity | 33 | 11% |
| Solar Energy | 4 | 1% |
| Public Generator (from government) | 0 | 0% |
| Shared Generator (with neighbors) | 0 | 0% |
| Government provided electricity that is not a public generator | 0 | 0% |
| Large batteries/invertors (such as for running TV, lights, etc.) | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |

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

Q16 Who do you pay for this electricity service?

| | Number | Percent |
|-----------------------|--------|---------|
| A private firm/person | 202 | 67% |
| No one | 98 | 33% |
| Total | 300 | 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 | 66 | 33% |
| 201 to 400 AFN | 131 | 65% |
| 401 to 600 AFN | 5 | 2% |
| 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 | 202 | 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 | |
|--|-----------|----|------|----|------|----|------|----|---------|----|------------|----|-------|----|
| | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of days per week supplied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of hours per day supplied | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Quality of supply* | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Price for electric supply | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

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

| | Average rating* |
|----------------------------------|-----------------|
| Number of days per week supplied | . |
| Number of hours per day supplied | . |
| Quality of supply* | . |
| Price for electric supply | . |

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

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

| | Number | Percent |
|---------------------|--------|---------|
| Indoor plumbing | 3 | 1% |
| Dry latrine | 288 | 96% |
| Latrine with septic | 9 | 3% |
| Other | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |

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

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

| | Number | Percent |
|-------------|--------|---------|
| No response | 300 | 100% |

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

| | Number | Percent |
|-----------------------------|--------|---------|
| Open ditch/canal | 246 | 82% |
| Other | 51 | 17% |
| Septic system | 3 | 1% |
| City pipeline/sewer | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Drains onto the street/road | 0 | 0% |
| Drains into the yard/garden | 0 | 0% |

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

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

| | Number | Percent |
|-------------------|--------|---------|
| Behind the Wall | 16 | 5% |
| in the Garden | 3 | 1% |
| in the yard | 6 | 2% |
| In the Yard | 15 | 5% |
| No response | 249 | 83% |
| put on the street | 10 | 3% |
| Spring | 1 | 0% |

Q20 Condition of Drainage and Quality of Drainage Services in City

| Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|--|-----------|---------|-------|---------|-------|---------|-------|---------|---------|---------|------------|---------|-------|---------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| The condition of drainage ditches near home | 0 | 0% | 110 | 37% | 28 | 9% | 162 | 54% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of larger drainage ditches throughout the city | 0 | 0% | 116 | 39% | 90 | 30% | 94 | 31% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch cleaning services | 0 | 0% | 132 | 44% | 104 | 35% | 64 | 21% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch repair services | 1 | 0% | 148 | 49% | 98 | 33% | 53 | 18% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch construction services | 2 | 1% | 128 | 43% | 89 | 30% | 81 | 27% | 0 | 0% | 0 | 0% | 300 | 100% |

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

| | Average rating* |
|--|-----------------|
| The condition of drainage ditches near home | 1.8 |
| The condition of larger drainage ditches throughout the city | 2.1 |
| Ditch cleaning services | 2.2 |
| Ditch repair services | 2.3 |
| Ditch construction services | 2.2 |

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

Q21 Quality of Roads and Road Services

| Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|-----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| The condition of neighborhood streets | 1 | 0% | 63 | 21% | 115 | 38% | 121 | 40% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of main city roads | 2 | 1% | 185 | 62% | 95 | 32% | 18 | 6% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of highways | 59 | 20% | 150 | 50% | 30 | 10% | 61 | 20% | 0 | 0% | 0 | 0% | 300 | 100% |
| Street repair services | 23 | 8% | 175 | 58% | 83 | 28% | 19 | 6% | 0 | 0% | 0 | 0% | 300 | 100% |
| Street construction services | 41 | 14% | 151 | 50% | 50 | 17% | 58 | 19% | 0 | 0% | 0 | 0% | 300 | 100% |

Q21 Average Rating of Quality of Roads and Road Services

| | Average rating* |
|---------------------------------------|-----------------|
| The condition of neighborhood streets | 1.8 |
| The condition of main city roads | 2.6 |
| The condition of highways | 2.7 |
| Street repair services | 2.7 |
| Street construction services | 2.6 |

*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 | 10 | 3% | 19 | 6% | 270 | 90% | 1 | 0% | 0 | 0% | 300 | 100% |
| Women's parks | 0 | 0% | 16 | 5% | 282 | 94% | 1 | 0% | 1 | 0% | 300 | 100% |
| Children's playgrounds | 3 | 1% | 39 | 13% | 256 | 85% | 1 | 0% | 1 | 0% | 300 | 100% |

Q23 Quality of Parks

| Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|----|------|----|------|----|------|----|---------|----|------------|-----|-------|------|
| | | | | | | | | | | | | | | |
| Teen/adult parks | 4 | 1% | 0 | 0% | 8 | 3% | 3 | 1% | 6 | 2% | 275 | 93% | 296 | 100% |
| Women's parks | 0 | 0% | 0 | 0% | 1 | 0% | 0 | 0% | 5 | 2% | 290 | 98% | 296 | 100% |
| Children's playgrounds | 0 | 0% | 3 | 1% | 6 | 2% | 15 | 5% | 3 | 1% | 269 | 91% | 296 | 100% |

Q23 Average Rating of Quality of Parks

| | Average rating* |
|------------------------|-----------------|
| Teen/adult parks | 2.3 |
| Women's parks | 2.0 |
| Children's playgrounds | 1.5 |

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

Q24 Quality of City's Market

| How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|--|-----------|----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| The location of the market(s) | 1 | 0% | 90 | 30% | 118 | 39% | 91 | 30% | 0 | 0% | 0 | 0% | 300 | 100% |
| The size and layout of the market(s) | 0 | 0% | 78 | 26% | 112 | 37% | 110 | 37% | 0 | 0% | 0 | 0% | 300 | 100% |
| The amount of food available at your market(s) | 1 | 0% | 117 | 39% | 141 | 47% | 41 | 14% | 0 | 0% | 0 | 0% | 300 | 100% |
| The variety of foods available at your market(s) | 1 | 0% | 112 | 37% | 135 | 45% | 52 | 17% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of food at your market(s) | 1 | 0% | 138 | 46% | 114 | 38% | 47 | 16% | 0 | 0% | 0 | 0% | 300 | 100% |
| The availability of goods besides food at your market(s) | 3 | 1% | 103 | 34% | 111 | 37% | 83 | 28% | 0 | 0% | 0 | 0% | 300 | 100% |

Q24 Average Rating of Quality of City's Market

| | Average rating* |
|--|-----------------|
| The location of the market(s) | 2.0 |
| The size and layout of the market(s) | 1.9 |
| The amount of food available at your market(s) | 2.3 |
| The variety of foods available at your market(s) | 2.2 |
| The quality of food at your market(s) | 2.3 |
| The availability of goods besides food at your market(s) | 2.1 |

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

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

| | As often as we want | | Not as often as we want | | Only rarely | | Never | | Refused | | Don't know | | Total | |
|-------------|---------------------|------|-------------------------|-----|-------------|-----|-------|----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| Meat | 23 | 8% | 246 | 82% | 31 | 10% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Fruit | 72 | 24% | 225 | 75% | 3 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Vegetables | 82 | 27% | 211 | 70% | 7 | 2% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Flour | 300 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Cooking oil | 300 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Sugar, tea | 300 | 100% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Cereal | 261 | 87% | 38 | 13% | 1 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 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 | 18 | 6% | 3 | 1% | 3 | 1% | 276 | 92% | 300 | 100% |
| A new dump site for trash to reduce leaching into water and the spread of disease | 18 | 6% | 17 | 6% | 32 | 11% | 233 | 78% | 300 | 100% |
| Ditch cleaning, repair and construction | 17 | 6% | 29 | 10% | 27 | 9% | 227 | 76% | 300 | 100% |
| Street repair | 6 | 2% | 9 | 3% | 7 | 2% | 278 | 93% | 300 | 100% |
| Supplying clean drinking water | 57 | 19% | 87 | 29% | 47 | 16% | 109 | 36% | 300 | 100% |
| Provide a new area for a market | 23 | 8% | 87 | 29% | 85 | 28% | 105 | 35% | 300 | 100% |
| Provide green areas/parks | 7 | 2% | 13 | 4% | 31 | 10% | 249 | 83% | 300 | 100% |
| Provide electricity service | 150 | 50% | 35 | 12% | 38 | 13% | 77 | 26% | 300 | 100% |

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

| | Number | Percent |
|----------------------|--------|---------|
| Mayor | 2 | 1% |
| Shuras/CDCs/Jirgas | 241 | 80% |
| Tribal leader/Malik | 40 | 13% |
| Mullah | 1 | 0% |
| Wakil-e-Gozar | 16 | 5% |
| Others | 0 | 0% |
| Would contact no one | 0 | 0% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

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

| | Number | Percent |
|------------|--------|---------|
| Yes | 30 | 10% |
| No | 250 | 84% |
| Don't know | 18 | 6% |
| Refused | 1 | 0% |
| Total | 299 | 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 | 23 | 8% |
| It would be fixed within a year | 73 | 24% |
| My request would be put on a long wait list | 85 | 28% |
| Other | 1 | 0% |
| Don't know | 92 | 31% |
| Refused | 26 | 9% |

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 | 3 | 1% |
| Somewhat good job | 205 | 68% |
| Somewhat bad job | 74 | 25% |
| Very bad job | 16 | 5% |
| Refused | 0 | 0% |
| Don't know | 2 | 1% |
| Total | 300 | 100% |

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

| | Number | Percent |
|---------------|--------|---------|
| Almost always | 1 | 0% |
| Sometimes | 164 | 55% |
| Rarely | 85 | 28% |
| Almost never | 34 | 11% |
| Refused | 13 | 4% |
| Don't know | 3 | 1% |
| Total | 300 | 100% |

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

| | Number | Percent |
|-------------|--------|---------|
| A lot | 7 | 2% |
| A little | 101 | 34% |
| Very little | 140 | 47% |
| None at all | 48 | 16% |
| Don't know | 1 | 0% |
| Refused | 3 | 1% |
| Total | 300 | 100% |

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

| | Great deal of trust | | Some trust | | Little trust | | No trust | | Refused | | Don't know | | Total | |
|-------------------------------------|---------------------|---------|------------|---------|--------------|---------|----------|---------|---------|---------|------------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Businesses in the local market | 78 | 26% | 140 | 47% | 75 | 25% | 4 | 1% | 3 | 1% | 0 | 0% | 300 | 100% |
| The religious leaders here | 46 | 15% | 117 | 39% | 107 | 36% | 29 | 10% | 1 | 0% | 0 | 0% | 300 | 100% |
| Donor agencies | 60 | 20% | 188 | 63% | 41 | 14% | 11 | 4% | 0 | 0% | 0 | 0% | 300 | 100% |
| The local government | 9 | 3% | 110 | 37% | 158 | 53% | 23 | 8% | 0 | 0% | 0 | 0% | 300 | 100% |
| The provincial government | 2 | 1% | 85 | 28% | 167 | 56% | 46 | 15% | 0 | 0% | 0 | 0% | 300 | 100% |
| The Afghanistan national government | 1 | 0% | 50 | 17% | 155 | 52% | 90 | 30% | 4 | 1% | 0 | 0% | 300 | 100% |

Q34 Who is your mayor?

| | Number | Percent |
|----------------------|--------|---------|
| Identified correctly | 44 | 15% |
| Did not know | 201 | 67% |
| Provided wrong name | 55 | 18% |
| Total | 300 | 100% |

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

| | Major Problem | | Minor Problem | | Not a Problem | | Refused | | Don't know | | Total | |
|------------------------------|---------------|---------|---------------|---------|---------------|---------|---------|---------|------------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| In the provincial government | 244 | 81% | 47 | 16% | 9 | 3% | 0 | 0% | 0 | 0% | 300 | 100% |
| In Afghanistan as a whole | 296 | 99% | 4 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

| | Increased | | Stayed the same | | Decreased | | Refused | | Don't know | | Total | |
|------------------------------|-----------|---------|-----------------|---------|-----------|---------|---------|---------|------------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| In the provincial government | 97 | 32% | 120 | 40% | 37 | 12% | 46 | 15% | 0 | 0% | 300 | 100% |
| In Afghanistan as a whole | 146 | 49% | 96 | 32% | 12 | 4% | 46 | 15% | 0 | 0% | 300 | 100% |

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

| | In all cases | | Most cases | | Isolated cases | | No cases | | Had no contact | | Refused | | Don't know | | Total | |
|-----------------------------------|--------------|----|------------|----|----------------|-----|----------|-----|----------------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | | | |
| Officials in the Municipality | 0 | 0% | 11 | 4% | 53 | 18% | 97 | 32% | 128 | 43% | 11 | 4% | 0 | 0% | 300 | 100% |
| Customs office | 0 | 0% | 1 | 0% | 17 | 6% | 70 | 23% | 202 | 67% | 9 | 3% | 1 | 0% | 300 | 100% |
| Afghan National Police | 0 | 0% | 0 | 0% | 28 | 9% | 93 | 31% | 167 | 56% | 11 | 4% | 1 | 0% | 300 | 100% |
| Afghan National Army | 0 | 0% | 3 | 1% | 26 | 9% | 69 | 23% | 190 | 63% | 11 | 4% | 1 | 0% | 300 | 100% |
| Judiciary / courts | 0 | 0% | 17 | 6% | 33 | 11% | 69 | 23% | 170 | 57% | 11 | 4% | 0 | 0% | 300 | 100% |
| State electricity supply | 0 | 0% | 0 | 0% | 4 | 1% | 74 | 25% | 210 | 70% | 12 | 4% | 0 | 0% | 300 | 100% |
| Public healthcare service | 0 | 0% | 3 | 1% | 27 | 9% | 86 | 29% | 172 | 57% | 12 | 4% | 0 | 0% | 300 | 100% |
| When applying for a job | 0 | 0% | 13 | 4% | 38 | 13% | 74 | 25% | 162 | 54% | 13 | 4% | 0 | 0% | 300 | 100% |
| Admissions to schools/ university | 2 | 1% | 5 | 2% | 27 | 9% | 84 | 28% | 169 | 56% | 13 | 4% | 0 | 0% | 300 | 100% |
| To receive official documents | 8 | 3% | 16 | 5% | 23 | 8% | 70 | 23% | 169 | 56% | 14 | 5% | 0 | 0% | 300 | 100% |

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

| | Number | Percent |
|-------|--------|---------|
| 1 | 229 | 76% |
| 2 | 62 | 21% |
| 3 | 9 | 3% |
| Total | 300 | 100% |

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

| | Number | Percent |
|------------|--------|---------|
| Yes | 265 | 88% |
| No | 33 | 11% |
| Don't know | 2 | 1% |
| Refused | 0 | 0% |
| Total | 300 | 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 | 220 | 73% |
| Agree somewhat | 73 | 24% |
| Disagree somewhat | 6 | 2% |
| Strongly disagree | 1 | 0% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

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

| | Number | Percent |
|-------------------|--------|---------|
| Strongly agree | 179 | 60% |
| Agree somewhat | 98 | 33% |
| Disagree somewhat | 13 | 4% |
| Strongly disagree | 10 | 3% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

Q42 How old were you on your last birthday?

| | Number | Percent of households |
|----------------------|--------|-----------------------|
| 13-17 years old | 1 | 0% |
| 18-30 years old | 65 | 22% |
| 31-40 years old | 97 | 32% |
| 41-50 years old | 76 | 25% |
| 51-60 years old | 38 | 13% |
| 61 or more years old | 22 | 7% |
| Total | 299 | 100% |

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

| | Number | Percent of households |
|------------|--------|-----------------------|
| Working | 141 | 47% |
| Retired | 4 | 1% |
| Housewife | 120 | 40% |
| Student | 7 | 2% |
| Unemployed | 27 | 9% |
| Other | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 1 | 0% |
| Total | 299 | 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 | 90 | 30% |
| Primary School, incomplete (classes 1 to 5) | 30 | 10% |
| Primary School, complete (finished class 6) | 25 | 8% |
| Secondary education, incomplete (classes 7 to 8) | 36 | 12% |
| Secondary education, complete (finished class 9) | 43 | 14% |
| High School (classes 10 to 12) | 70 | 23% |
| University education or above | 6 | 2% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 300 | 100% |

Q45 Are you married or single?

| | Number | Percent of households |
|----------------|--------|-----------------------|
| Single | 26 | 9% |
| Married | 253 | 84% |
| Widower/ Widow | 21 | 7% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 300 | 100% |

Q46 How many people live here in this house?

| | Number | Percent of households |
|-------------------|--------|-----------------------|
| No people | 0 | 0% |
| 1-5 people | 50 | 17% |
| 6-10 people | 196 | 65% |
| 10-20 people | 53 | 18% |
| 21 or more people | 1 | 0% |
| Total | 300 | 100% |

Q47 Does your family lease or own this house?

| | Number | Percent of households |
|------------|--------|-----------------------|
| Lease | 1 | 0% |
| Own | 298 | 99% |
| Don't know | 0 | 0% |
| Refused | 1 | 0% |
| Total | 300 | 100% |

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

| | Number | Percent of households |
|-------|--------|-----------------------|
| 1 | 67 | 22% |
| 2 | 226 | 75% |
| 3 | 7 | 2% |
| Total | 300 | 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 | 0 | 0% |
| 1,001-2,000 AFN per month | 0 | 0% |
| 2,001-3,000 AFN per month | 0 | 0% |
| 3,001-4,000 AFN per month | 1 | 100% |
| 4,001-5,000 AFN per month | 0 | 0% |
| 5,001-7,500 AFN per month | 0 | 0% |
| 7,501 or more AFN per month | 0 | 0% |
| Total | 1 | 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 | 6 | 2% |
| 2,001 - 3,000 AFN | 16 | 5% |
| 3,001 - 5,000 AFN | 57 | 19% |
| 5,001 - 10,000 AFN | 113 | 38% |
| 10,001 - 15,000 AFN | 71 | 24% |
| 15,001 - 20,000 AFN | 23 | 8% |
| 20,001 - 25,000 AFN | 3 | 1% |
| 25,001 - 40,000 AFN | 5 | 2% |
| more then 40,000 AFN | 0 | 0% |
| Refused | 5 | 2% |
| Don't know | 1 | 0% |
| Total | 300 | 100% |

Q51 Gender

| | Number | Percent of households |
|--------|--------|-----------------------|
| Male | 150 | 50% |
| Female | 150 | 50% |
| Total | 300 | 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 | 18 | 6% |
| 6-10 years | 32 | 11% |
| 11-20 years | 71 | 24% |
| 21-40 years | 111 | 37% |
| 41 or more years | 65 | 22% |
| Total | 297 | 100% |

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

Q2 Quality of Life in City

| How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question) | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|-----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| Overall quality of life in Panjshir | 49 | 16% | 74 | 25% | 169 | 56% | 8 | 3% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of schools in your city | 27 | 9% | 83 | 28% | 183 | 61% | 7 | 2% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of healthcare facilities in your city | 9 | 3% | 114 | 38% | 157 | 52% | 19 | 6% | 1 | 0% | 0 | 0% | 300 | 100% |
| The health of people in your city | 3 | 1% | 113 | 38% | 174 | 58% | 10 | 3% | 0 | 0% | 0 | 0% | 300 | 100% |
| The cleanliness of city streets | 7 | 2% | 118 | 39% | 153 | 51% | 21 | 7% | 1 | 0% | 0 | 0% | 300 | 100% |
| The number of job opportunities in your city | 1 | 0% | 101 | 34% | 84 | 28% | 111 | 37% | 3 | 1% | 0 | 0% | 300 | 100% |
| The number of businesses in your city | 0 | 0% | 90 | 30% | 80 | 27% | 127 | 42% | 3 | 1% | 0 | 0% | 300 | 100% |

Q2 Average Rating of Quality of Life in City

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

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

Q3 Is the head of your household currently employed?

| | Number | Percent |
|------------------|--------|---------|
| Yes, full time | 205 | 68% |
| Yes, part time | 26 | 9% |
| No, not employed | 69 | 23% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |

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

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

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

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

Q6 How do you dispose of your household trash?

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

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

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

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

Q6a Where is this container?

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

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

| | Number | Percent |
|-----------------------|--------|---------|
| Very satisfied | 15 | 5% |
| Somewhat satisfied | 55 | 18% |
| Somewhat dissatisfied | 81 | 27% |
| Very dissatisfied | 146 | 49% |
| Refused | 2 | 1% |
| Don't know | 1 | 0% |
| Total | 300 | 100% |

Q7 Average Rating of Satisfaction with Trash Disposal Method

| | Average rating* |
|---|-----------------|
| How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one) | 1.8 |

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

Q8 How often does the city clean trash from streets?

| | Number | Percent |
|---------------------------------|--------|---------|
| Every day | 47 | 16% |
| A couple/few times a week | 25 | 8% |
| Once a week | 89 | 30% |
| Once every two or three weeks | 30 | 10% |
| Once a month or less frequently | 82 | 27% |
| Never | 21 | 7% |
| Refused | 1 | 0% |
| Don't know | 5 | 2% |
| Total | 300 | 100% |

Q9 Who do you pay for this trash service?

| | Number | Percent |
|---|--------|---------|
| The city, it is covered by the Safayi fees/taxes | 0 | 0% |
| The city, I pay money additional to the Safayi fees/taxes | 0 | 0% |
| A private firm/person | 0 | 0% |
| No one | 299 | 100% |
| Total | 299 | 100% |

Q10 Quality of Trash Services

| How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|-----|------|-----|------|-----|------|-----|---------|----|------------|-----|-------|------|
| Removal of illegal/improvised dumpsites | 49 | 16% | 40 | 13% | 84 | 28% | 108 | 36% | 0 | 0% | 19 | 6% | 300 | 100% |
| Provision of legal dumpsites | 35 | 12% | 52 | 17% | 76 | 25% | 118 | 39% | 0 | 0% | 19 | 6% | 300 | 100% |
| Provision of garbage bins in residential areas | 45 | 15% | 27 | 9% | 59 | 20% | 139 | 46% | 1 | 0% | 29 | 10% | 300 | 100% |
| Provision of garbage bins in commercial areas | 37 | 12% | 34 | 11% | 69 | 23% | 129 | 43% | 3 | 1% | 28 | 9% | 300 | 100% |
| Cleaning garbage from the streets | 26 | 9% | 65 | 22% | 128 | 43% | 73 | 24% | 0 | 0% | 8 | 3% | 300 | 100% |
| Affordability of trash service | 22 | 7% | 84 | 28% | 87 | 29% | 99 | 33% | 0 | 0% | 8 | 3% | 300 | 100% |

Q10 Average Rating of Satisfaction with Trash Services

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

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

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

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

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

Q11 Which OTHER sources do you use for drinking water?

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

Q12 Who do you pay for this water service?

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

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

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

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

| | Number | Percent |
|--|--------|---------|
| Micro Hydro Power (MHP) | 209 | 70% |
| Personal Generator | 55 | 18% |
| No electricity | 29 | 10% |
| Government provided electricity that is not a public generator | 2 | 1% |
| Solar Energy | 2 | 1% |
| Shared Generator (with neighbors) | 1 | 0% |
| Public Generator (from government) | 0 | 0% |
| Large batteries/invertors (such as for running TV, lights, etc.) | 0 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |

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

Q16 Who do you pay for this electricity service?

| | Number | Percent |
|-----------------------|--------|---------|
| A private firm/person | 2 | 1% |
| No one | 297 | 99% |
| Total | 299 | 100% |

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

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

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

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

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

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

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

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

Q20 Condition of Drainage and Quality of Drainage Services in City

| Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|---|-----------|---------|-------|---------|-------|---------|-------|---------|---------|---------|------------|---------|-------|---------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| The condition of drainage ditches near home | 3 | 1% | 88 | 29% | 109 | 36% | 100 | 33% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of larger drainage ditches throughout the city | 4 | 1% | 173 | 58% | 40 | 13% | 83 | 28% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch cleaning services | 1 | 0% | 113 | 38% | 102 | 34% | 84 | 28% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch repair services | 2 | 1% | 83 | 28% | 88 | 29% | 127 | 42% | 0 | 0% | 0 | 0% | 300 | 100% |
| Ditch construction services | 2 | 1% | 59 | 20% | 84 | 28% | 155 | 52% | 0 | 0% | 0 | 0% | 300 | 100% |

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

| | Average rating* |
|--|-----------------|
| The condition of drainage ditches near home | 2.0 |
| The condition of larger drainage ditches throughout the city | 2.3 |
| Ditch cleaning services | 2.1 |
| Ditch repair services | 1.9 |
| Ditch construction services | 1.7 |

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

Q21 Quality of Roads and Road Services

| Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|--|-----------|-----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| The condition of neighborhood streets | 4 | 1% | 97 | 32% | 173 | 58% | 26 | 9% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of main city roads | 14 | 5% | 137 | 46% | 141 | 47% | 8 | 3% | 0 | 0% | 0 | 0% | 300 | 100% |
| The condition of highways | 57 | 19% | 102 | 34% | 99 | 33% | 42 | 14% | 0 | 0% | 0 | 0% | 300 | 100% |
| Street repair services | 8 | 3% | 106 | 35% | 160 | 53% | 26 | 9% | 0 | 0% | 0 | 0% | 300 | 100% |
| Street construction services | 5 | 2% | 110 | 37% | 128 | 43% | 57 | 19% | 0 | 0% | 0 | 0% | 300 | 100% |

Q21 Average Rating of Quality of Roads and Road Services

| | Average rating* |
|---------------------------------------|-----------------|
| The condition of neighborhood streets | 2.3 |
| The condition of main city roads | 2.5 |
| The condition of highways | 2.6 |
| Street repair services | 2.3 |
| Street construction services | 2.2 |

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

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

| | Yes close | | None close but some further away | | Aware of no parks | | Refused | | Don't know | | Total | |
|------------------------|-----------|----|----------------------------------|----|-------------------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | |
| Teen/adult parks | 7 | 2% | 28 | 9% | 261 | 87% | 0 | 0% | 4 | 1% | 300 | 100% |
| Women's parks | 1 | 0% | 14 | 5% | 280 | 93% | 0 | 0% | 5 | 2% | 300 | 100% |
| Children's playgrounds | 10 | 3% | 22 | 7% | 265 | 88% | 1 | 0% | 2 | 1% | 300 | 100% |

Q23 Quality of Parks

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

Q23 Average Rating of Quality of Parks

| | Average rating* |
|------------------------|-----------------|
| Teen/adult parks | 1.8 |
| Women's parks | 1.6 |
| Children's playgrounds | 2.5 |

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

Q24 Quality of City's Market

| How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? | Excellent | | Good | | Fair | | Poor | | Refused | | Don't know | | Total | |
|--|-----------|----|------|-----|------|-----|------|-----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| The location of the market(s) | 6 | 2% | 130 | 43% | 136 | 45% | 28 | 9% | 0 | 0% | 0 | 0% | 300 | 100% |
| The size and layout of the market(s) | 0 | 0% | 152 | 51% | 78 | 26% | 70 | 23% | 0 | 0% | 0 | 0% | 300 | 100% |
| The amount of food available at your market(s) | 2 | 1% | 117 | 39% | 148 | 49% | 33 | 11% | 0 | 0% | 0 | 0% | 300 | 100% |
| The variety of foods available at your market(s) | 10 | 3% | 112 | 37% | 140 | 47% | 38 | 13% | 0 | 0% | 0 | 0% | 300 | 100% |
| The quality of food at your market(s) | 7 | 2% | 107 | 36% | 142 | 47% | 44 | 15% | 0 | 0% | 0 | 0% | 300 | 100% |
| The availability of goods besides food at your market(s) | 2 | 1% | 120 | 40% | 96 | 32% | 82 | 27% | 0 | 0% | 0 | 0% | 300 | 100% |

Q24 Average Rating of Quality of City's Market

| | Average rating* |
|--|-----------------|
| The location of the market(s) | 2.4 |
| The size and layout of the market(s) | 2.3 |
| The amount of food available at your market(s) | 2.3 |
| The variety of foods available at your market(s) | 2.3 |
| The quality of food at your market(s) | 2.3 |
| The availability of goods besides food at your market(s) | 2.1 |

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

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

| | As often as we want | | Not as often as we want | | Only rarely | | Never | | Refused | | Don't know | | Total | |
|-------------|---------------------|-----|-------------------------|-----|-------------|-----|-------|----|---------|----|------------|----|-------|------|
| | | | | | | | | | | | | | | |
| Meat | 20 | 7% | 228 | 76% | 47 | 16% | 5 | 2% | 0 | 0% | 0 | 0% | 300 | 100% |
| Fruit | 70 | 23% | 211 | 70% | 15 | 5% | 4 | 1% | 0 | 0% | 0 | 0% | 300 | 100% |
| Vegetables | 21 | 7% | 199 | 66% | 75 | 25% | 5 | 2% | 0 | 0% | 0 | 0% | 300 | 100% |
| Flour | 279 | 93% | 19 | 6% | 1 | 0% | 1 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Cooking oil | 278 | 93% | 20 | 7% | 2 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Sugar, tea | 279 | 93% | 21 | 7% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |
| Cereal | 277 | 92% | 21 | 7% | 2 | 1% | 0 | 0% | 0 | 0% | 0 | 0% | 300 | 100% |

Q26 Municipal Service Priorities

| 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 | 40 | 13% | 31 | 10% | 17 | 6% | 212 | 71% | 300 | 100% |
| A new dump site for trash to reduce leaching into water and the spread of disease | 34 | 11% | 40 | 13% | 16 | 5% | 210 | 70% | 300 | 100% |
| Ditch cleaning, repair and construction | 18 | 6% | 30 | 10% | 40 | 13% | 212 | 71% | 300 | 100% |
| Street repair | 15 | 5% | 53 | 18% | 38 | 13% | 194 | 65% | 300 | 100% |
| Supplying clean drinking water | 20 | 7% | 33 | 11% | 31 | 10% | 216 | 72% | 300 | 100% |
| Provide a new area for a market | 30 | 10% | 62 | 21% | 45 | 15% | 163 | 54% | 300 | 100% |
| Provide green areas/parks | 31 | 10% | 40 | 13% | 85 | 28% | 144 | 48% | 300 | 100% |
| Provide electricity service | 115 | 38% | 13 | 4% | 26 | 9% | 146 | 49% | 300 | 100% |

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?

| | Number | Percent |
|----------------------|--------|---------|
| Mayor | 43 | 14% |
| Shuras/CDCs/Jirgas | 148 | 49% |
| Tribal leader/Malik | 88 | 29% |
| Mullah | 18 | 6% |
| Would contact no one | 1 | 0% |
| Don't know | 1 | 0% |
| Refused | 1 | 0% |
| Total | 300 | 100% |

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

| | Number | Percent |
|------------|--------|---------|
| Yes | 128 | 43% |
| No | 164 | 55% |
| Don't know | 8 | 3% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

| | Number | Percent |
|---|--------|---------|
| It would be fixed within a month | 77 | 26% |
| It would be fixed within a year | 56 | 19% |
| My request would be put on a long wait list | 67 | 22% |
| Other | 5 | 2% |
| Don't know | 75 | 25% |
| Refused | 20 | 7% |

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

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

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

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

| | Number | Percent |
|---------------|--------|---------|
| Almost always | 29 | 10% |
| Sometimes | 143 | 48% |
| Rarely | 41 | 14% |
| Almost never | 78 | 26% |
| Refused | 5 | 2% |
| Don't know | 4 | 1% |
| Total | 300 | 100% |

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

| | Number | Percent |
|-------------|--------|---------|
| A lot | 10 | 3% |
| A little | 140 | 47% |
| Very little | 87 | 29% |
| None at all | 63 | 21% |
| Don't know | 0 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

| | Great deal of trust | | Some trust | | Little trust | | No trust | | Refused | | Don't know | | Total | |
|-------------------------------------|---------------------|---------|------------|---------|--------------|---------|----------|---------|---------|---------|------------|---------|--------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Businesses in the local market | 165 | 55% | 102 | 34% | 27 | 9% | 5 | 2% | 0 | 0% | 0 | 0% | 299 | 100% |
| The religious leaders here | 97 | 32% | 95 | 32% | 76 | 25% | 31 | 10% | 0 | 0% | 0 | 0% | 299 | 100% |
| Donor agencies | 45 | 15% | 100 | 33% | 126 | 42% | 28 | 9% | 0 | 0% | 0 | 0% | 299 | 100% |
| The local government | 38 | 13% | 111 | 37% | 117 | 39% | 33 | 11% | 0 | 0% | 0 | 0% | 299 | 100% |
| The provincial government | 32 | 11% | 115 | 38% | 104 | 35% | 48 | 16% | 0 | 0% | 0 | 0% | 299 | 100% |
| The Afghanistan national government | 30 | 10% | 84 | 28% | 117 | 39% | 67 | 22% | 0 | 0% | 0 | 0% | 298 | 100% |

Q34 Who is your mayor?

| | Number | Percent |
|----------------------|--------|---------|
| Identified correctly | 95 | 32% |
| Did not know | 190 | 63% |
| Provided wrong name | 15 | 5% |
| Total | 300 | 100% |

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

| | Major Problem | | Minor Problem | | Not a Problem | | Refused | | Don't know | | Total | |
|------------------------------|---------------|-----|---------------|-----|---------------|----|---------|----|------------|----|-------|------|
| In the provincial government | 254 | 85% | 34 | 11% | 11 | 4% | 1 | 0% | 0 | 0% | 300 | 100% |
| In Afghanistan as a whole | 292 | 98% | 6 | 2% | 1 | 0% | 0 | 0% | 0 | 0% | 299 | 100% |

Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...

| | Increased | | Stayed the same | | Decreased | | Refused | | Don't know | | Total | |
|------------------------------|-----------|-----|-----------------|-----|-----------|----|---------|----|------------|----|-------|------|
| In the provincial government | 192 | 64% | 86 | 29% | 17 | 6% | 0 | 0% | 5 | 2% | 300 | 100% |
| In Afghanistan as a whole | 221 | 74% | 60 | 20% | 14 | 5% | 0 | 0% | 5 | 2% | 300 | 100% |

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

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

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

| | Number | Percent |
|------------|--------|---------|
| Yes | 205 | 68% |
| No | 92 | 31% |
| Don't know | 2 | 1% |
| Refused | 1 | 0% |
| Total | 300 | 100% |

Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? Q39 (If answered 'Yes' in Q38)?

| | Number | Percent |
|------------|--------|---------|
| Yes | 184 | 89% |
| No | 21 | 10% |
| Don't know | 0 | 0% |
| Refused | 1 | 0% |
| Total | 206 | 100% |

Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

| | Number | Percent |
|-------------------|--------|---------|
| Strongly agree | 191 | 64% |
| Agree somewhat | 83 | 28% |
| Disagree somewhat | 21 | 7% |
| Strongly disagree | 4 | 1% |
| Don't know | 1 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

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

| | Number | Percent |
|-------------------|--------|---------|
| Strongly agree | 164 | 55% |
| Agree somewhat | 89 | 30% |
| Disagree somewhat | 38 | 13% |
| Strongly disagree | 8 | 3% |
| Don't know | 1 | 0% |
| Refused | 0 | 0% |
| Total | 300 | 100% |

Q42 How old were you on your last birthday?

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

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

| | Number | Percent of households |
|------------|--------|-----------------------|
| Working | 91 | 30% |
| Retired | 2 | 1% |
| Housewife | 127 | 42% |
| Student | 5 | 2% |
| Unemployed | 74 | 25% |
| Other | 1 | 0% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 300 | 100% |

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

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

| | Number | Percent of households |
|--|--------|-----------------------|
| Never went to school | 137 | 46% |
| Primary School, incomplete (classes 1 to 5) | 32 | 11% |
| Primary School, complete (finished class 6) | 27 | 9% |
| Secondary education, incomplete (classes 7 to 8) | 21 | 7% |
| Secondary education, complete (finished class 9) | 24 | 8% |
| High School (classes 10 to 12) | 49 | 16% |
| University education or above | 10 | 3% |
| Refused | 0 | 0% |
| Don't know | 0 | 0% |
| Total | 300 | 100% |

Q45 Are you married or single?

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

Q46 How many people live here in this house?

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

Q47 Does your family lease or own this house?

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

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

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

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

| | Number | Percent of households |
|-----------------------------|--------|-----------------------|
| Pay nothing | 296 | 99% |
| 1,000 AFN or less per month | 0 | 0% |
| 1,001-2,000 AFN per month | 2 | 1% |
| 2,001-3,000 AFN per month | 1 | 0% |
| 3,001-4,000 AFN per month | 1 | 0% |
| 4,001-5,000 AFN per month | 0 | 0% |
| 5,001-7,500 AFN per month | 0 | 0% |
| 7,501 or more AFN per month | 0 | 0% |
| Total | 300 | 100% |

Q50 Income Level

| Will you please tell me which of the following categories best represents your average total family monthly income? | Number | Percent of households |
|---|--------|-----------------------|
| Less than 2,000 AFN | 60 | 20% |
| 2,001 - 3,000 AFN | 55 | 18% |
| 3,001 - 5,000 AFN | 51 | 17% |
| 5,001 - 10,000 AFN | 55 | 18% |
| 10,001 - 15,000 AFN | 35 | 12% |
| 15,001 - 20,000 AFN | 18 | 6% |
| 20,001 - 25,000 AFN | 7 | 2% |
| 25,001 - 40,000 AFN | 5 | 2% |
| more then 40,000 AFN | 1 | 0% |
| Refused | 12 | 4% |
| Don't know | 1 | 0% |
| Total | 300 | 100% |

Q51 Gender

| | Number | Percent of households |
|--------|--------|-----------------------|
| Male | 157 | 52% |
| Female | 143 | 48% |
| Total | 300 | 100% |

APPENDIX 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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