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RAMP UP EAST

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



United States Assistant Ambassador Richard Olson (seated, second from right) is briefed on USAID / RAMP UP East activities in Sharana

NOVEMBER, 2011

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

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

Sponsoring USAID Office: USAID/Afghanistan

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

Contractor: DAI

Date of Publication: November 30, 2011

Author: USAID/RAMP UP East

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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 Sharana. The internal survey interviews with staff were conducted between September 15 and October 15, 2011 and the external survey interviews with residents were conducted from September 15 to 22, 2011. A total of 140 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

The Sharana government, like most RUE municipalities, had planning documents that were not comprehensive and often were old. Office space was often shared among departments and few had access to computer hardware or software. Electricity was available at least 8 hours per day.

Sharana had a functioning administrative municipal council, but because no list of council members existed, the number of members was unknown. The council met weekly. Sharana had 34 municipal employees (17 Tashkeel positions and 17 filled contract positions). None of the positions were filled by women and no positions remained unfilled at the time of the survey. The Sharana municipality was involved in providing sanitation systems to residents, but not in providing power, water or waste water systems.

Sharana had a list of Chamber of Commerce members and contact numbers, but no other written information about the businesses in the municipality. Revenues in Sharana were collected biannually through business license fees and Safayi taxes. In 2011, the city expected to collect 231,000 AFN in license fees and about 1,446,890 AFN in Safayi taxes.

Overall, the ratings for various aspects of quality of life improved from 2010. Half of the residents in Sharana rated the quality of life in the city as excellent or good, and the other half thought it was fair and most of the residents of Sharana felt positively about the number of jobs in the city.

Most residents thought the city was doing a somewhat or very good job of providing services, an increase over ratings in 2010. Much has been accomplished in clearing the streets of trash – all residents now dispose of their trash in public containers and trash removal generally occurs at least weekly. All respondents in Sharana reported getting their water from wells, either on their property or shared with neighbors and few had experienced water-borne illnesses in the past year. Generally, drainage and drainage services were seen as fair or poor, but still an improvement over ratings received in 2010. Ratings for city roads and road services generally improved in the last year, as well; the condition of main city roads and highways received good ratings. Most residents in Sharana thought the variety of foods and the availability of goods besides food at their markets as excellent or good. Residents were least satisfied with the size and layout of their markets.

Residents ranked providing electricity as the most important service the City of Sharana could provide, supplying clean drinking water was the second biggest priority and a new dump site for trash to reduce leaching into water and the spread of disease was the third.

Few residents knew who the mayor was, but most likely would turn to their Mayor if they had a problem related to the City. In 2010, about 70% of the respondents thought they could have a lot or a little influence on government. This increased to 100% in 2011. About 8 in 10 the respondents also said they thought the government kept people like them in mind at least sometimes when making decisions.

CITY DEMOGRAPHICS

Sharana is a smaller-than-average sized city, compared to others in the RUE program, but one of the most densely populated cities in the program.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land Size (km ²)	Total Education Institutions	Total Health Centers	Total Revenue (million AFN)	Total Expenses (million AFN)	Total Tashkeel Employ	Total Contract Employ
Maidan Shar	5,804	345	27	61	22	14	23	38
Panjshir	15,593	191	11	5	17	10	12	18
Mehterlam	39,254	N/A	63	64	40	25	86	80
Charikar	50,140	273	56	16	61	5	26	58
Sharana	54,416	20	15	4	9	6	17	17
Mahmood Raqi	60,400	120	45	37	7	6	13	21
Gardez	76,858	750	67	38	34	19	30	56
Bamyan	78,000	14,175	48	14	32	3	32	15
Asadabad	90,000	899	29	4	24	16	21	34
Puli Alam	100,000	30	74	29	41	16	26	49
Ghazni	154,618	3,698	98	70	39	16	50	121
Khost	158,546	4,152	50	57	114	41	61	104
Jalalabad	456,500	7,616	51	22	216	N/A	139	341

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

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

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The Sharana government, like most RUE municipalities, had planning documents that were not comprehensive and often were old. The City master plan was a physical plan, a map of the city completed within the past 10 years. The municipal profile, prepared with assistance from RUE, included economic information, but not social or political information. While all the cities had organizational charts, they were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

The master plan was prepared in 2006 and covered two Naiyas. The municipal organization chart was prepared in 2011 with assistance from RUE.

FIGURE 3: CITY MASTER PLAN, 2011

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

FIGURE 4: MUNICIPAL PROFILE, 2011

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

Like most municipalities, Sharana had performed a situational analysis of social, economic and political circumstances and created a Municipal Economic Profile, but the profile was not translated to all languages. The process of creating an economic development plan was at an early stage; all that existed was a Municipal Economic Profile.

The municipal government in Sharana had a copy of the current Municipal Law but not work plans or timeframes for different municipal functional areas. The Sharana municipality did not have terms of reference for each municipal department or written job descriptions for all staff members. The municipality also did not have a copy of the IDLG terms of reference for the municipality Subnational Governance Policy (SNGP), but did have a copy of the Provincial Development Plan (PDP). There were six completed PDP projects and four ongoing PDP projects within the city boundaries.

FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011

	None	Had, but not in all languages	Had in Dari and Pashto
Sharana	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
Sharana	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
Sharana	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)	No	Yes	77%
A copy of the current Municipal Law	Yes	Yes	100%
Terms of reference for each municipal department	Not asked (NA)	No	8%
Written job description for all municipal staff members	Yes	No	62%
Work plans for different municipal functional areas	Yes	No	62%

Sharana had a functioning administrative municipal council, but because no list of council members existed, the number of members was unknown. The council met weekly.

In 2011, Sharana had 34 municipal employees. There were 17 filled Tashkeel positions, down from 23 in 2010, and 17 filled contract positions, up from zero in 2010. None of the positions were filled by women and no positions remained unfilled at the time of the survey.

FIGURE 10: MUNICIPAL COUNCIL

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

FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

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

FIGURE 12: NUMBER OF MUNICIPAL EMPLOYEES

	Council		Tashkeel positions		Contract positions	
	2010	2011	2010	2011	2010	2011
Total	8	0	23	17	0	17
Filled by men	8	0	23	17	0	17
Filled by women	0	0	0	0	0	0
Unfilled			0	0	0	0
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA	0				

Sharana had a list of Chamber members and contact numbers, but no other written information about the businesses in the municipality. Donors that had assisted the municipality were known because there were less than five donors.

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

	Sharana	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	Yes	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
Sharana	No	Yes	No
All cities	54%	38%	8%

The Sharana municipality communicated with the IDLG weekly. They used phone and email for contacting the IDLG and did participate in quarterly reporting. They did coordinate with most of the Provincial Line Ministry Directorates.

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

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

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

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

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

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

The Sharana municipality was involved in providing sanitation systems to residents, but not in providing power, water or waste water systems.

FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES

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

PUBLIC WORKS CAPACITY

The Public Works Department in Sharana did not possess any planning or scheduling documents.

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

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

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

FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011

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

FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011

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

The Sharana public works department did not conduct regular road maintenance, park cleaning or latrine cleaning.

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
Sharana	Yes	No	No	No
All cities	38%	54%	0%	8%

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

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

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

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

The City of Sharana had 70 designated dumpsites and they were located in the municipal coverage area. Approximately 350 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
Sharana	Yes	No	No	No
All cities	15%	8%	69%	8%

The City of Sharana had several vehicles to use in their work (car, tractor, trucks and bikes). The inventory list included more assets in 2011 than in 2010. The City did not perform regularly scheduled maintenance of its vehicles, tools and equipment, but the City did have small garage or work space available. The Mayor was responsible for the maintenance of vehicles, tools and equipment.

FIGURE 28: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha Taxi	1	Staff Transport	Yes	Good	Yes
Generator	1		No	Poor	No
Jeep/Truck/Pickup	1	Staff Transport	Yes	Good	Yes
Dump truck/Large Mazda	2	Waste Management	Yes	Good	Yes
Motor Cycle/Bike	2	Staff Transport	Yes	Good	Yes
Double Tractor	3	Road Maintenance/ Construction	Yes	Good	Yes
Pick Axe	10	Construction		Good	Yes

FIGURE 29: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Motor Cycle/Bike	2	Staff Transport	Yes	Poor	Yes
Dump Truck	2	Waste Management	Yes	Poor	Yes
Flat Bed Truck	2	Waste Management	Yes	Poor	Yes
Water Tankers	2	Watering	Yes	Poor	Yes
Pick Axe	3				

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
Sharana	Yes	No	No	No
All cities	31%	69%	0%	0%

FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011

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

The public works department had no Tashkeel positions in 2011 (down from 16 in 2010), but had five contract positions in 2011 (up from zero in 2010). All positions were filled by men. The department stored documents in a book, file folder or box so that items could be easily found but documents were not stored in a cabinet. The department had a networking system for its computers and one of the computers had internet access. The office lacked space and furnishings, as well as computer other hardware and software.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	16	0	0	5
Filled by men	16	0	NA	5
Filled by women	0	0	NA	0
Unfilled	0	0	NA	0

FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011

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

FIGURE 34: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Sharana	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)
Sharana	Yes	1	24
All cities	100%	1.2	11.6

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

	Sharana			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	Yes	No	No	8%	77%	15%
Furnishings	Yes	No	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. Sharana had a systematic filing system for financial management where documents were kept but not organized. The filing system had only manual components (no computerized components) as did the accounting/budget system for financial management.

The city of Sharana had six years of prior budgets, their budget history started in 2006 (1385). For the 2011 (1390) budget year, it took 90 days from submitting the budget to receiving final approval. While they did not have written procedures to disburse cash (including recording the disbursement) they did use a manual correspondence book to record payments and an M20 to record revenues.

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

FIGURE 37: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT, 2011

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

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

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

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

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

FIGURE 40: USE OF GENERAL LEDGER, 2011

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

The Financial Management Department had an external audit but no internal audit. The City was not able to specify the year of the audit or provide a copy of the audit report. It used the COA to record expenditures, but not revenue.

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

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

The Financial Management Department was staffed by one Tashkeel positions and had no contract employees. The office had a network system to connect computers and one computer with internet access. Electricity was available for eight hours per day on average. The Financial Management office shared space and furniture and had sufficient computer hardware and software.

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

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

FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011

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

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

	Sharana			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	No	No	Yes	85%	8%	8%
Information Technology – Software	No	No	Yes	85%	8%	8%

REVENUE ENHANCEMENT CAPACITY

The revenue Enhancement Department had a manual revenue system. Like most other RUE cities, it did not have a standard written procedure for recording revenue. The department did not have a systematic filing system; items were filed manually but not organized.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

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

FIGURE 49: FILING SYSTEM TYPE, 2011

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

Revenues in Sharana were collected biannually through business license fees and Safayi taxes. In 2011, the city had 1,700 active business licenses and expected to collect 231,000 AFN in license fees. This would be an increase from 2010 when 121,550 AFN was collected. The 2011 fee was projected to be about 136 AFN per active license, which was lower than the 309 AFN average per active license for all thirteen RUE cities. The city expected to collect 1,446,890 AFN in Safayi taxes in 2011.

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

FIGURE 50: FREQUENCY OF REVENUE COLLECTION

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

FIGURE 51: TYPE OF FEES AND TAXES COLLECTED

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

FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED

	2010	2011	Average of all Cities in 2011
Estimated number of residents		54,416	103,087
Safayi taxes in 2010 (AFN)	800,000	253,110	1,697,324
Safayi taxes projected for 2011 (AFN)	NA	1,446,890	5,482,634
Number of active business licenses	150,000	1,700	1,656
Business license fees in 2010 (AFN)	800,000	121,550	377,519
Business license fees for 2011 (AFN)	NA	231,000	512,405

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

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

The Revenue Enhancement Department had a list of municipal owned property with some property history, but the list was not well organized and did not have all properties. The city also had a list of revenue sources, recorded in a Revenue Book. Data were recorded for each type of revenue in a revenue book.

The city had a revenue forecasting report; Safayi book with all properties and valuation.

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
Sharana	No	Yes	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
Sharana	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
Sharana	No	Yes	No	No	No
All cities	0%	31%	69%	0%	0%

The Revenue Enhancement Department was staffed by two Tashkeel positions and had no contract employees. Both positions were filled by men. The office had a network system to connect computers and one computer with internet access. Electricity was available for eight hours per day. The Revenue Enhancement office shared space and furniture and was lacking both computer hardware and software.

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

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

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

	Sharana			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

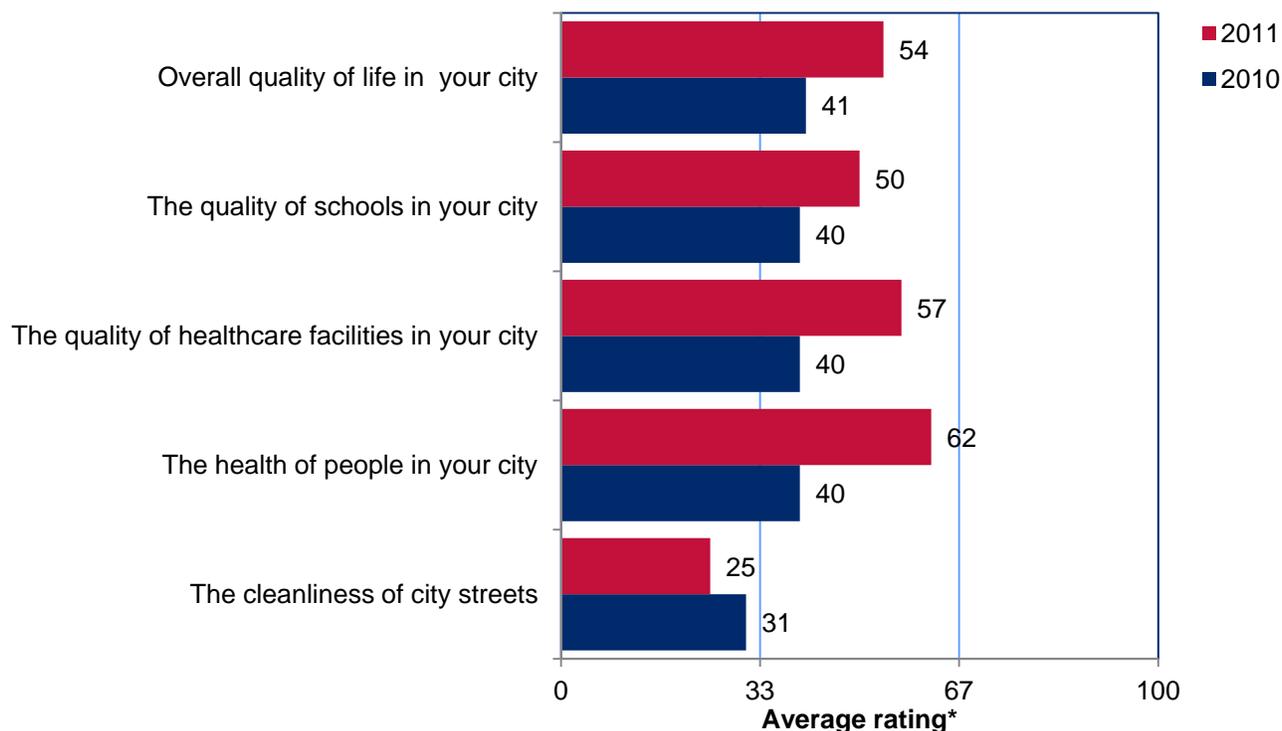
Half of the residents in Sharana rated the quality of life in the city as excellent or good, and the other half thought it was fair. This was an improvement over the ratings given in 2010. Ratings for the cleanliness of streets declined from 2010 to 2011 while ratings for other aspects of quality of life (e.g., quality of schools, healthcare facilities and health of the people) were higher in 2011 than in 2010.

FIGURE 60: QUALITY OF LIFE IN SHARANA, 2011

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	11%	39%	49%	0%	54
The quality of schools in your city	11%	29%	60%	0%	50
The quality of healthcare facilities in your city	26%	22%	51%	1%	57
The health of people in your city	3%	83%	13%	1%	62
The cleanliness of city streets	7%	23%	7%	63%	25

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

FIGURE 61: QUALITY OF LIFE IN SHARANA COMPARED BY YEAR



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

EMPLOYMENT

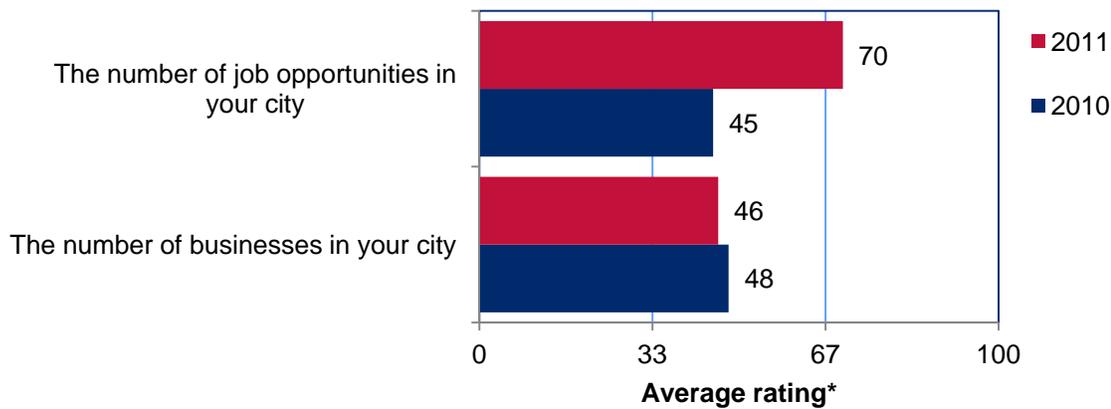
Most of the residents of Sharana felt positively about the number of jobs in the city (an increase over the 2010 ratings). However, this positive sentiment was not felt toward the number of businesses in the city; most residents rated this as fair.

FIGURE 62: QUALITY OF EMPLOYMENT IN SHARANA, 2011

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	19%	76%	1%	4%	70
The number of businesses in your city	12%	19%	64%	4%	46

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

FIGURE 63: JOB OPPORTUNITIES IN SHARANA COMPARED BY YEAR



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

Few residents felt that the number of job opportunities had decreased in the past year and most of the heads of households were employed full-time.

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

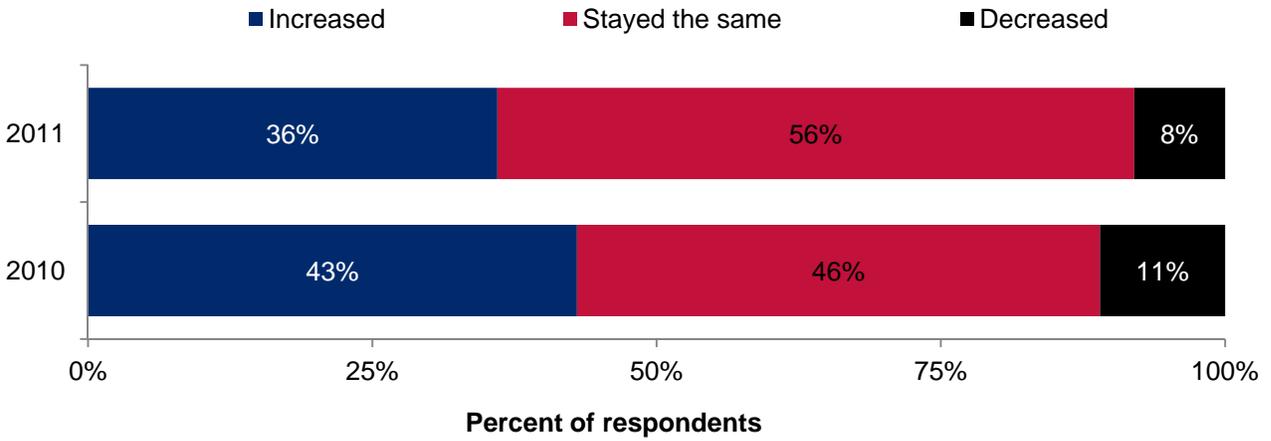
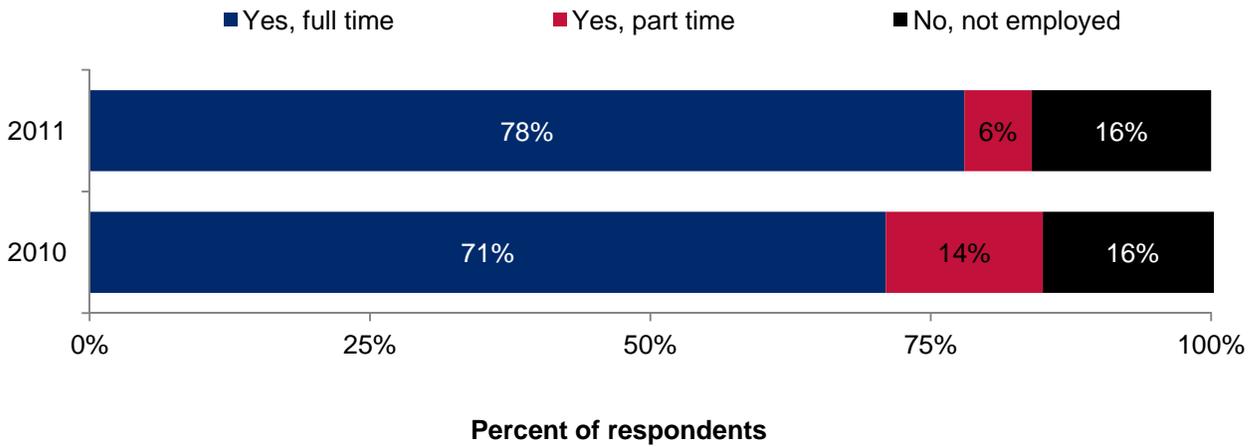


FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

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

Most residents thought the city was doing a somewhat (79%) or very (13%) good job of providing services. This was higher than the rating in 2010.

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

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

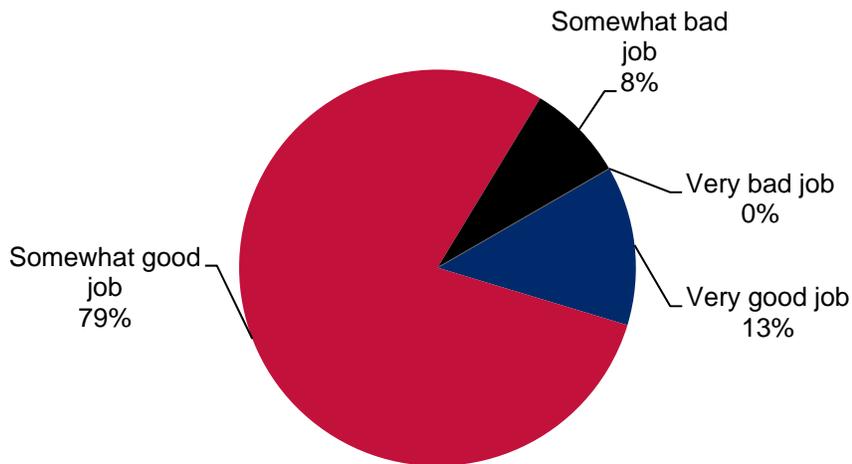
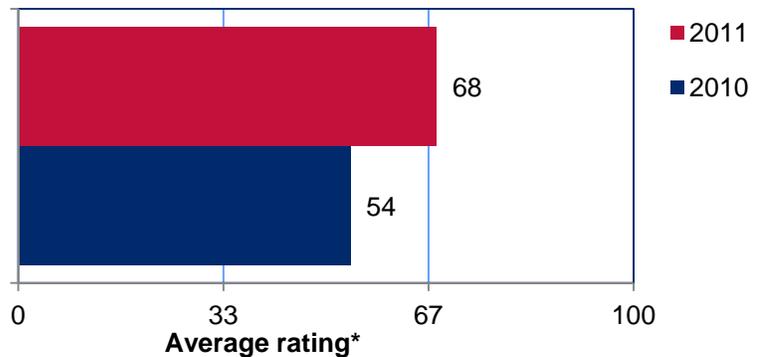


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

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?

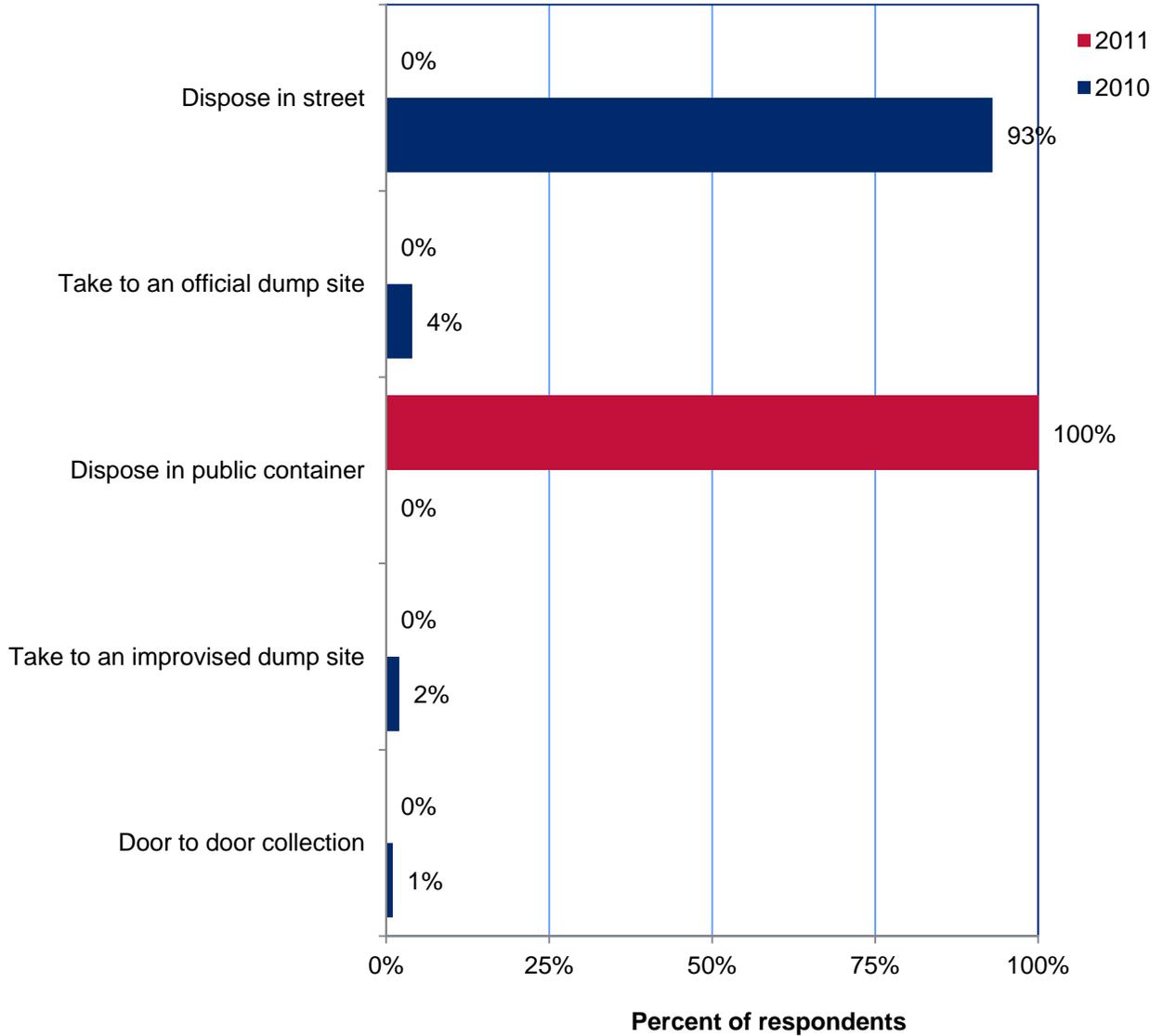


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

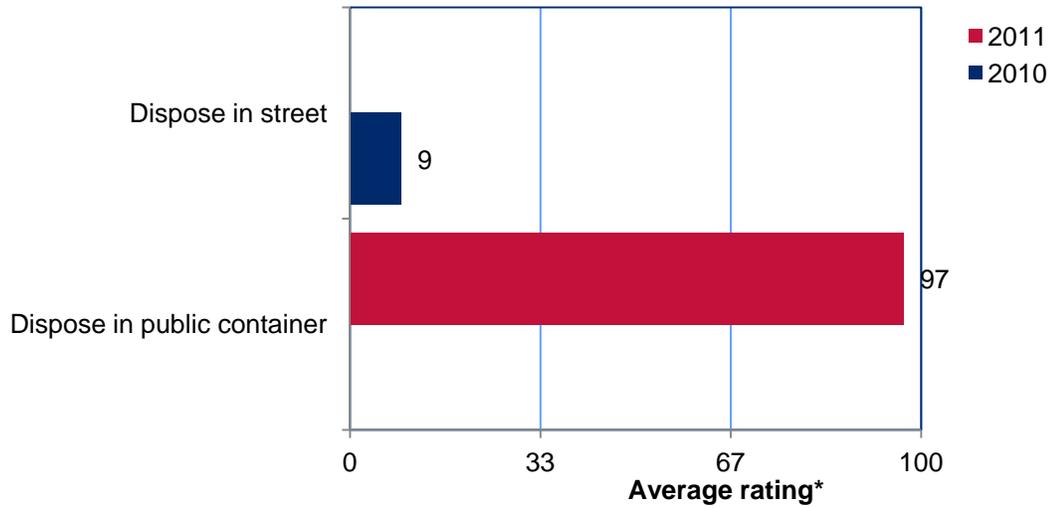
All residents in Sharana disposed of their trash in a public container in 2011 compared to 2010 when almost all residents disposed of their trash in the streets.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents were very satisfied with disposing their trash in public containers.

FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



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

The City of Sharana had frequent trash removal service (once a week or more frequently) for most residents. This service was not paid for by residents. Frequency of service had increased between the survey years.

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

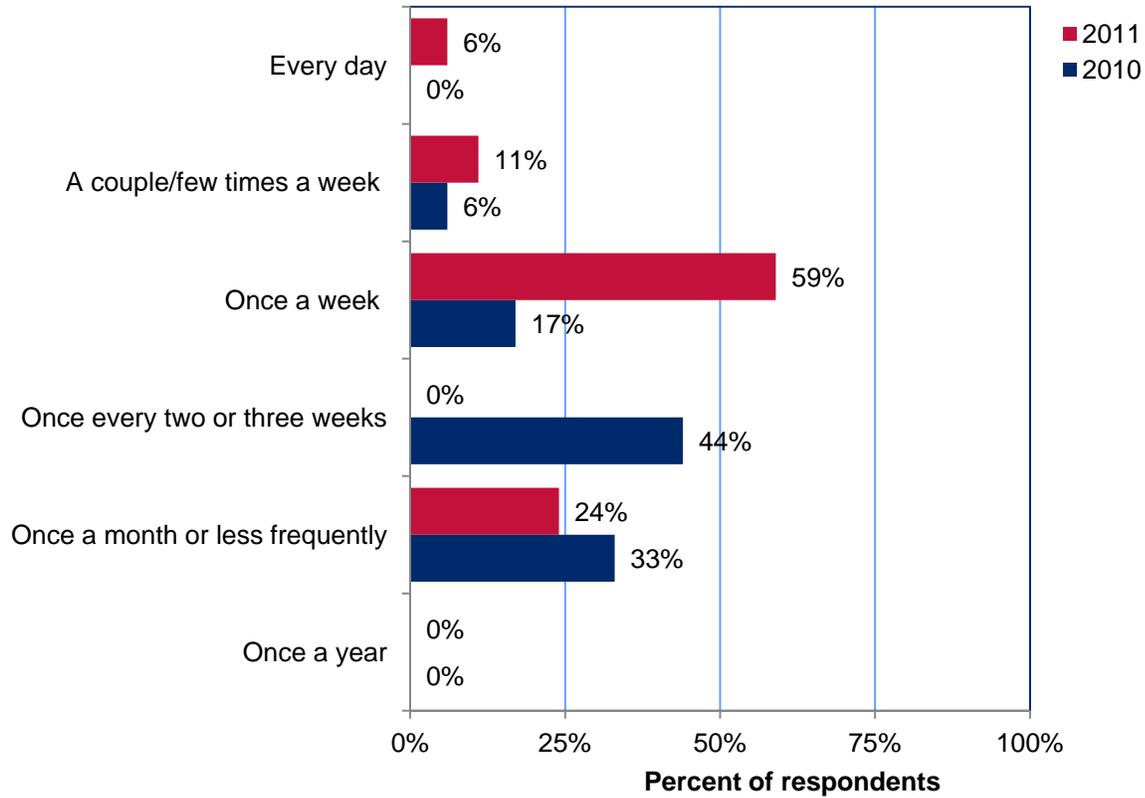
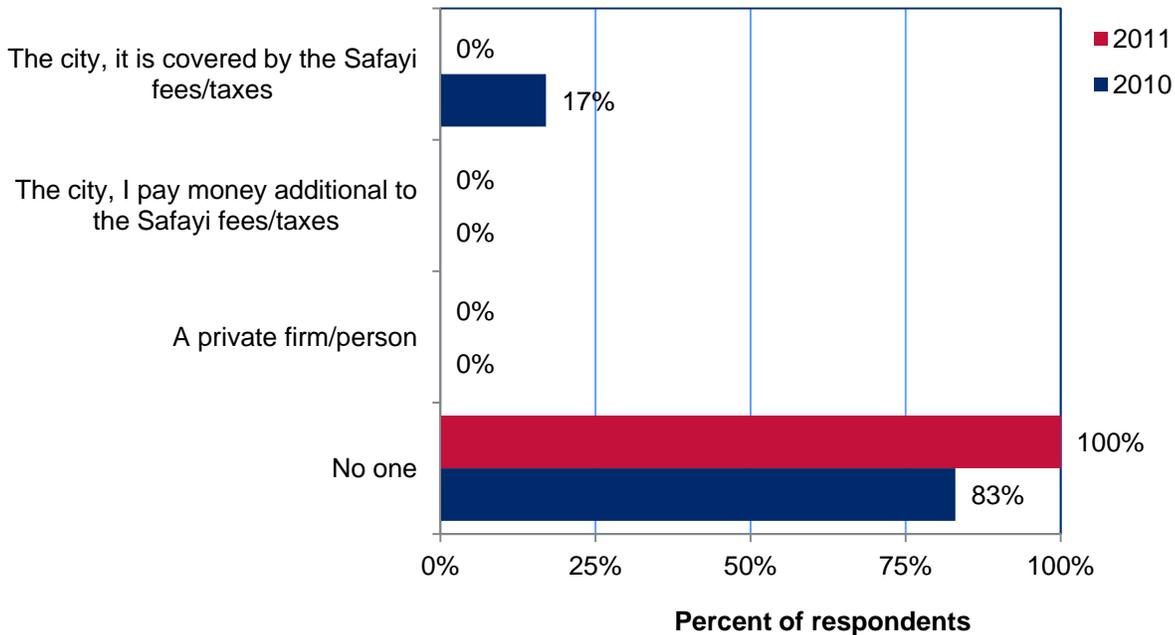


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



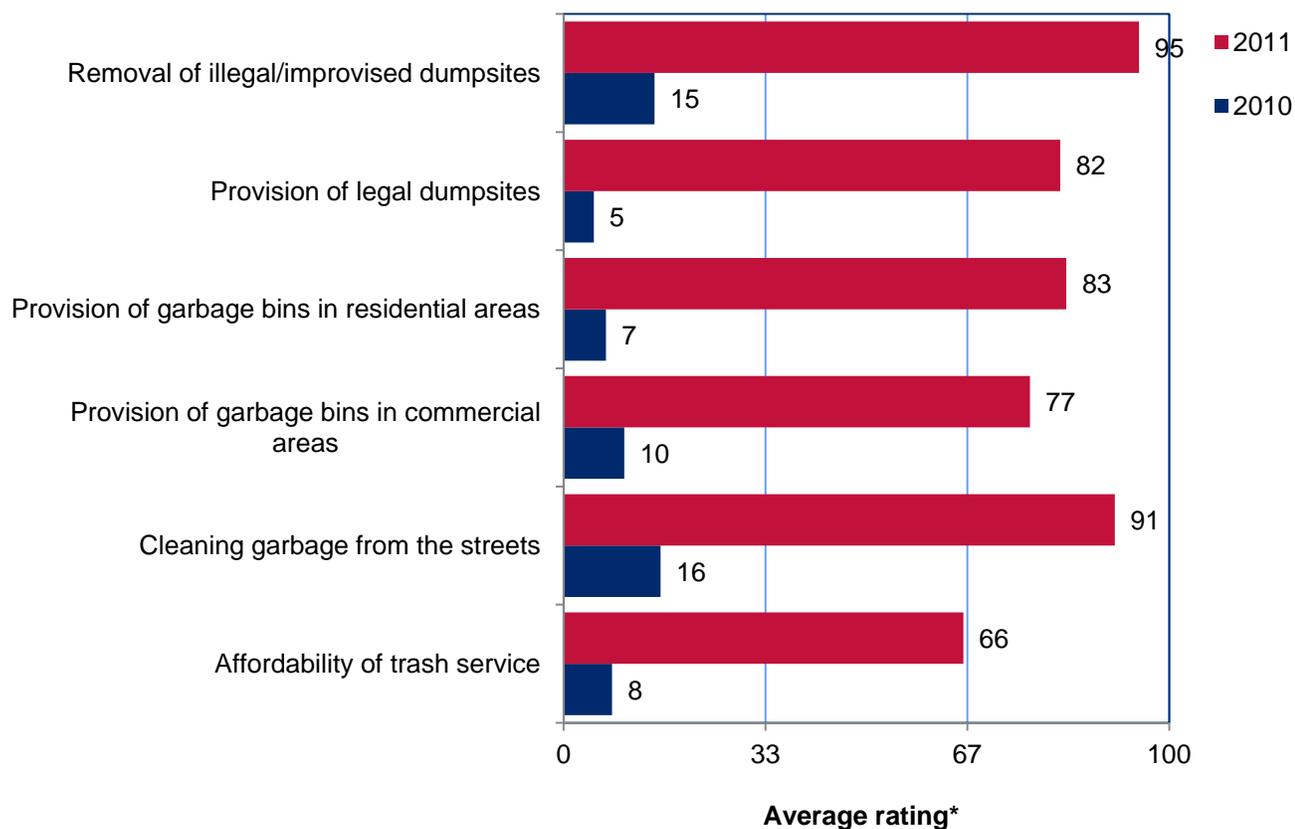
A majority of Sharana residents gave excellent ratings to the city trash service for the removal of illegal dumpsites, the provision of garbage bins in residential areas and cleaning garbage from the streets. All ratings increased from 2010 to 2011.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	89%	9%	1%	1%	95
Provision of legal dumpsites	47%	51%	2%	0%	82
Provision of garbage bins in residential areas	64%	21%	15%	0%	83
Provision of garbage bins in commercial areas	34%	63%	1%	1%	77
Cleaning garbage from the streets	76%	21%	2%	1%	91
Affordability of trash service	21%	58%	20%	1%	66

*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

Most residents in Sharana got their water from wells, either on their property or shared with neighbors. The government did not supply water and no one paid a private firm for water. This water was generally clean, as most families had not experienced water-borne illnesses in the past year; the incidence of waterborne illnesses had decreased from 2010 to 2011.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR

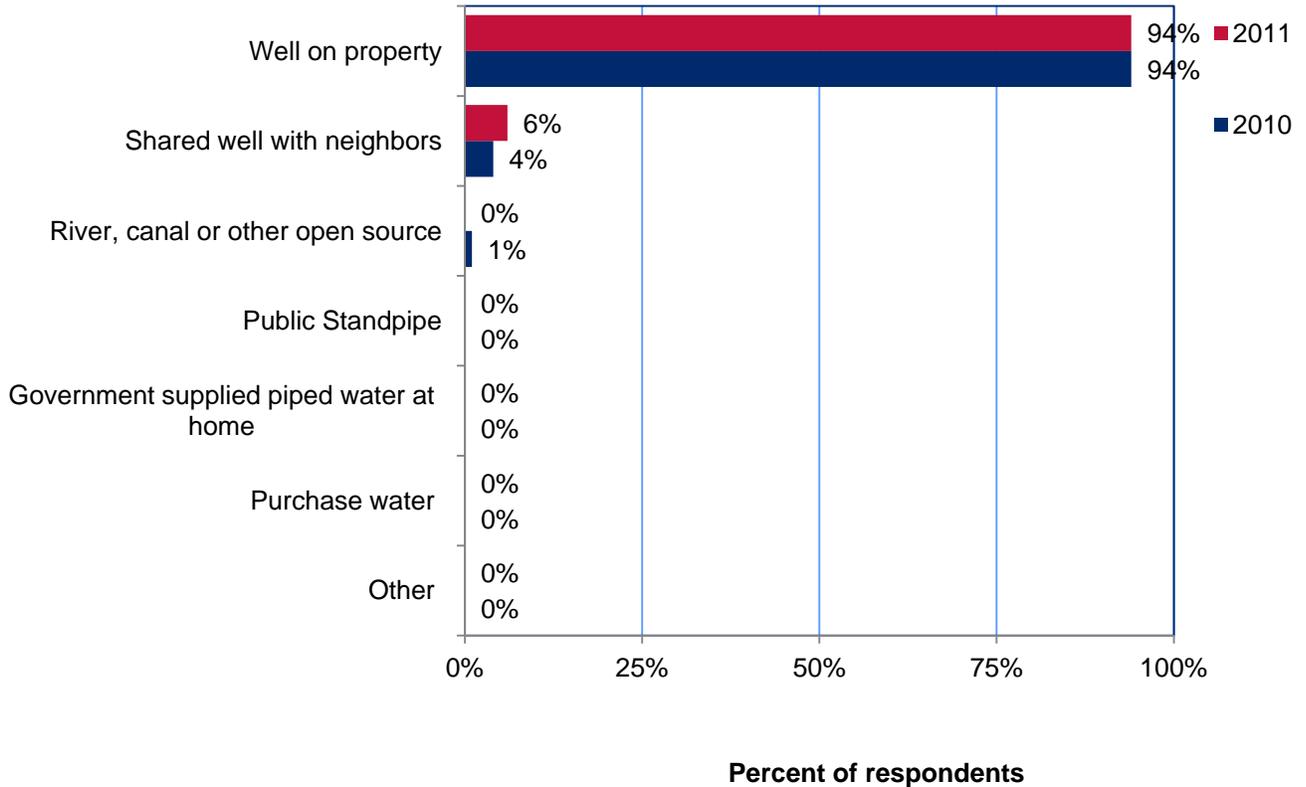


FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

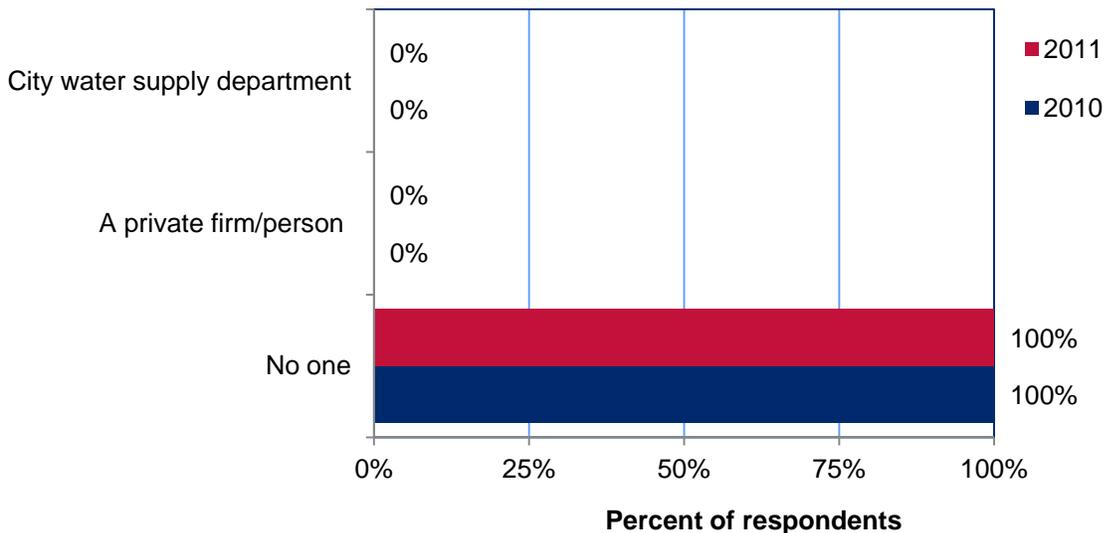
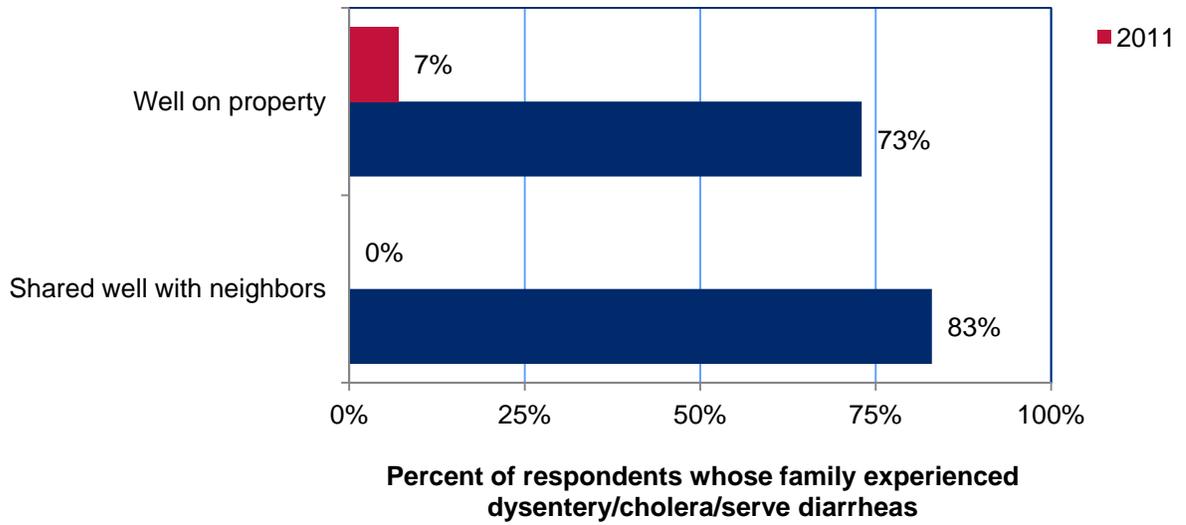


FIGURE 76: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

Most residents of Sharana received solar energy, an increase in 2011 over 2010, and no one paid for their electric service. Residents were not asked how much electricity they received.

FIGURE 77: ELECTRICITY SOURCES COMPARED BY YEAR

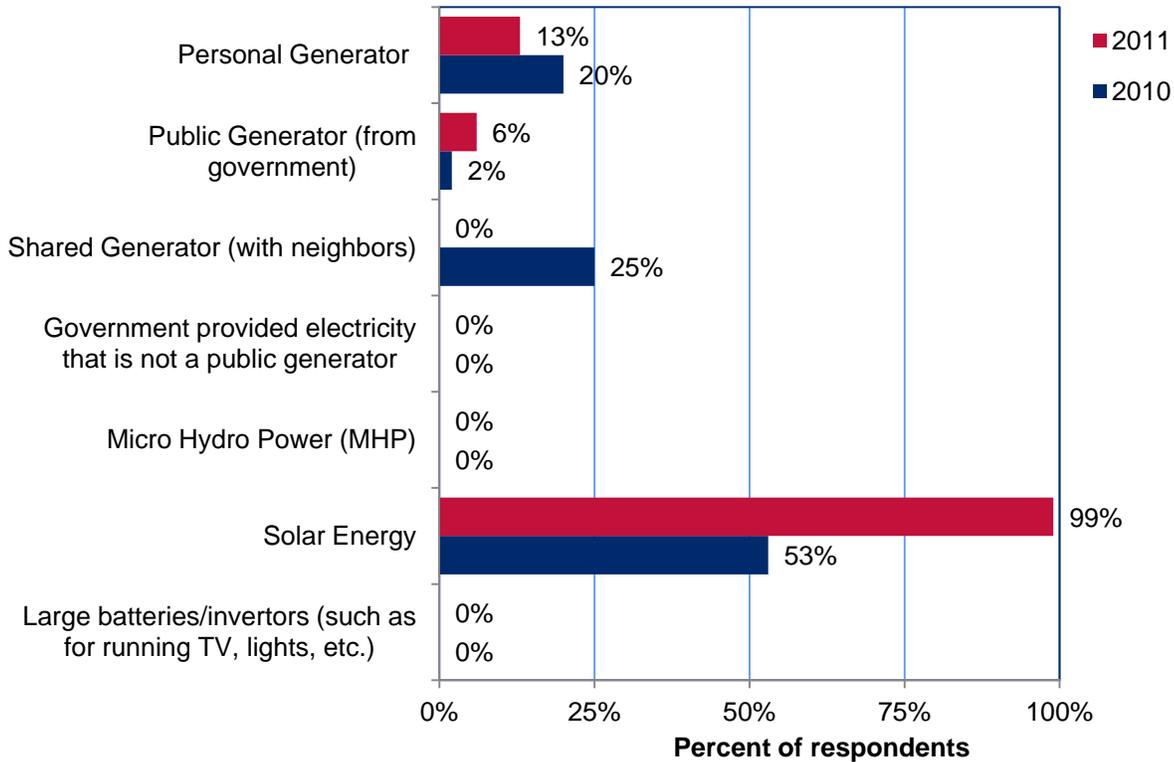
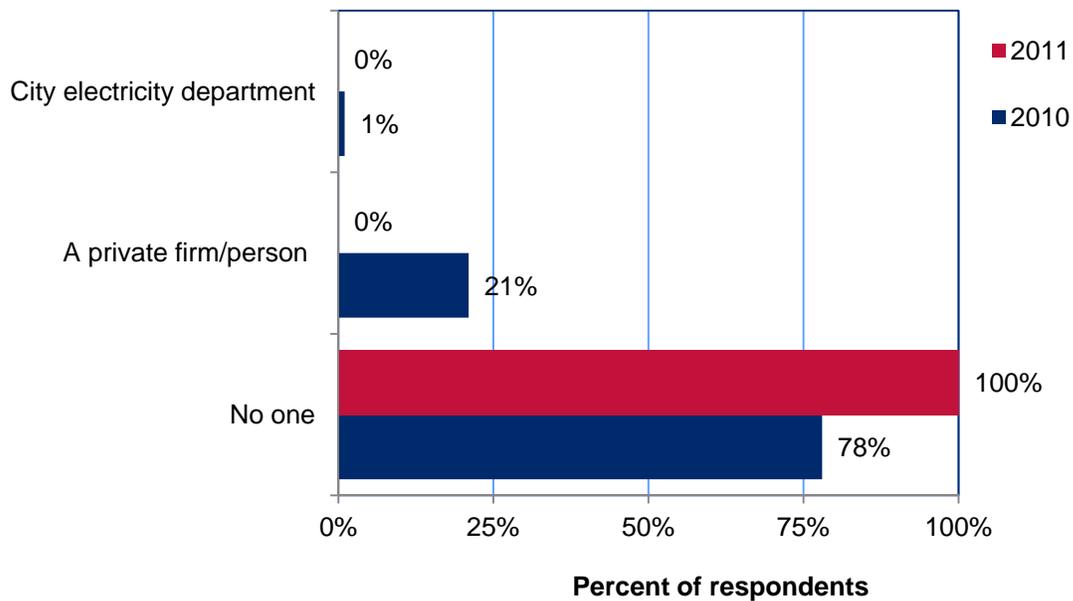


FIGURE 78: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

All residents had dry latrines at their homes and all drained their waste water (from rain and home sinks, but not toilets) in an open ditch or canal.

FIGURE 79: TYPE OF TOILET IN HOME COMPARED BY YEAR

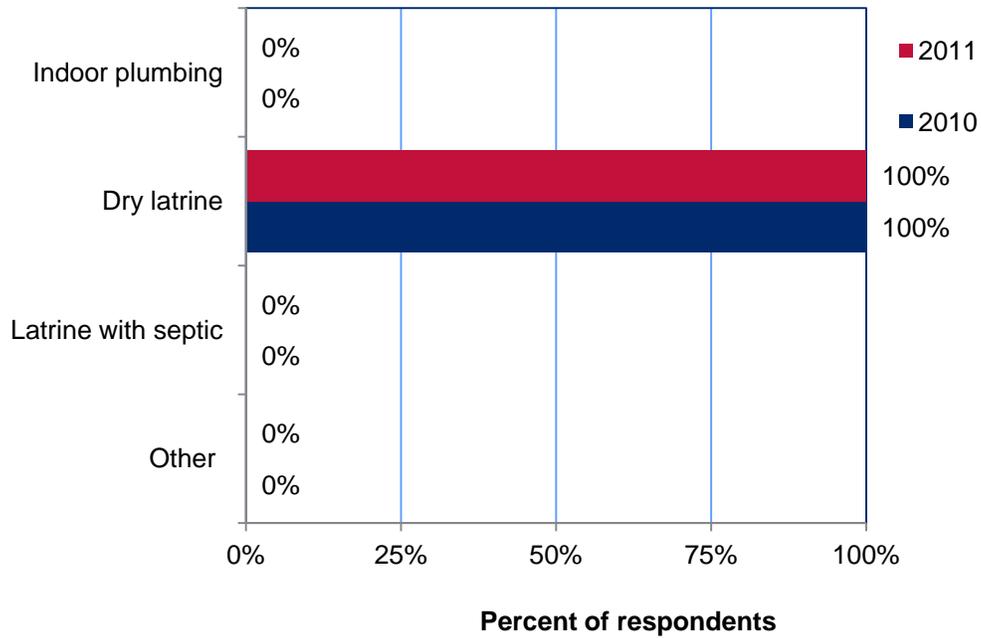
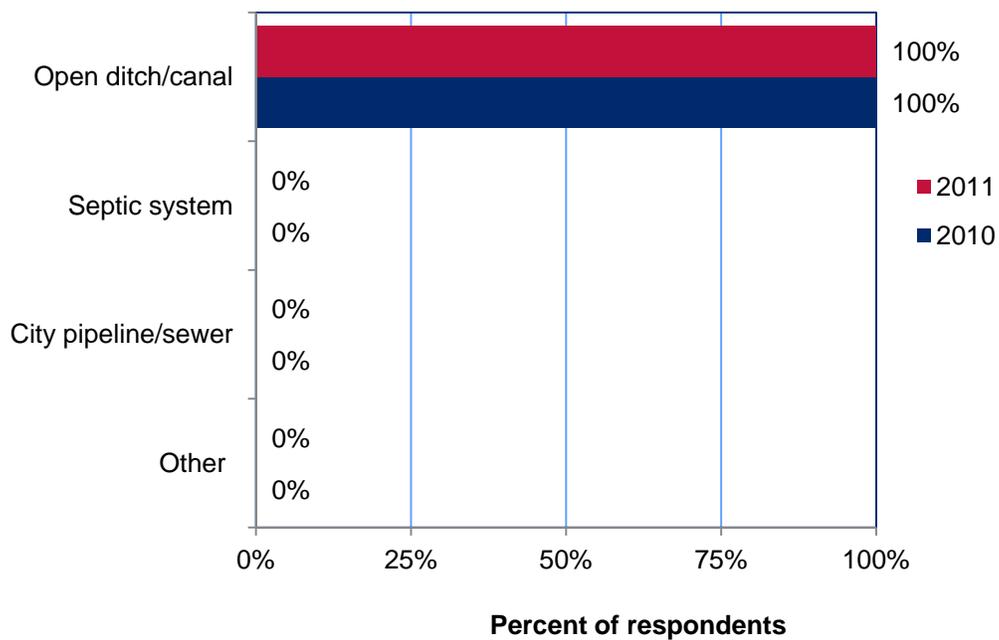


FIGURE 80: TYPE OF DRAINAGE FOR WASTE WATER



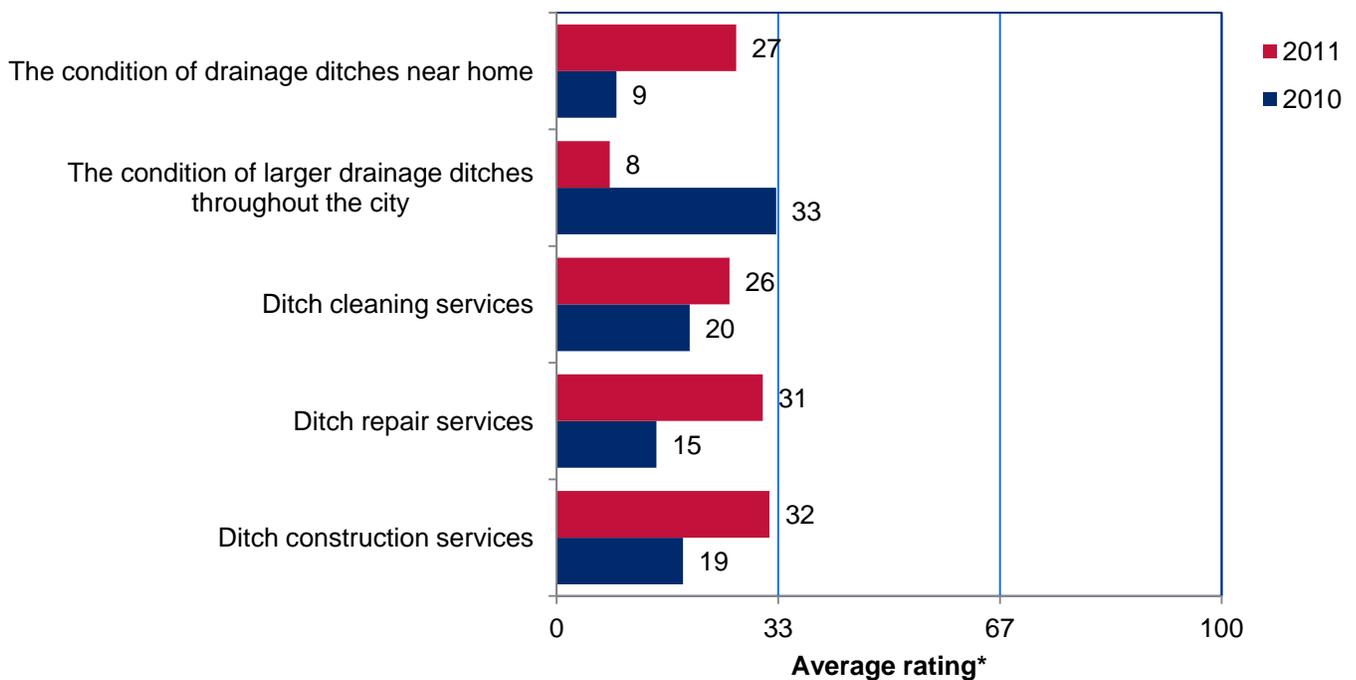
Half or more of residents rated the condition of larger drainage ditches throughout the city and near their homes as poor. Ditch cleaning, repair and construction services were seen as fair or poor. Despite these low ratings, most ratings for drainage and drainage services had increased in 2011 when compared to 2010.

FIGURE 81: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	0%	33%	14%	53%	27
The condition of larger drainage ditches throughout the city	0%	11%	0%	89%	8
Ditch cleaning services	0%	17%	43%	40%	26
Ditch repair services	0%	29%	36%	35%	31
Ditch construction services	6%	29%	21%	44%	32

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

FIGURE 82: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

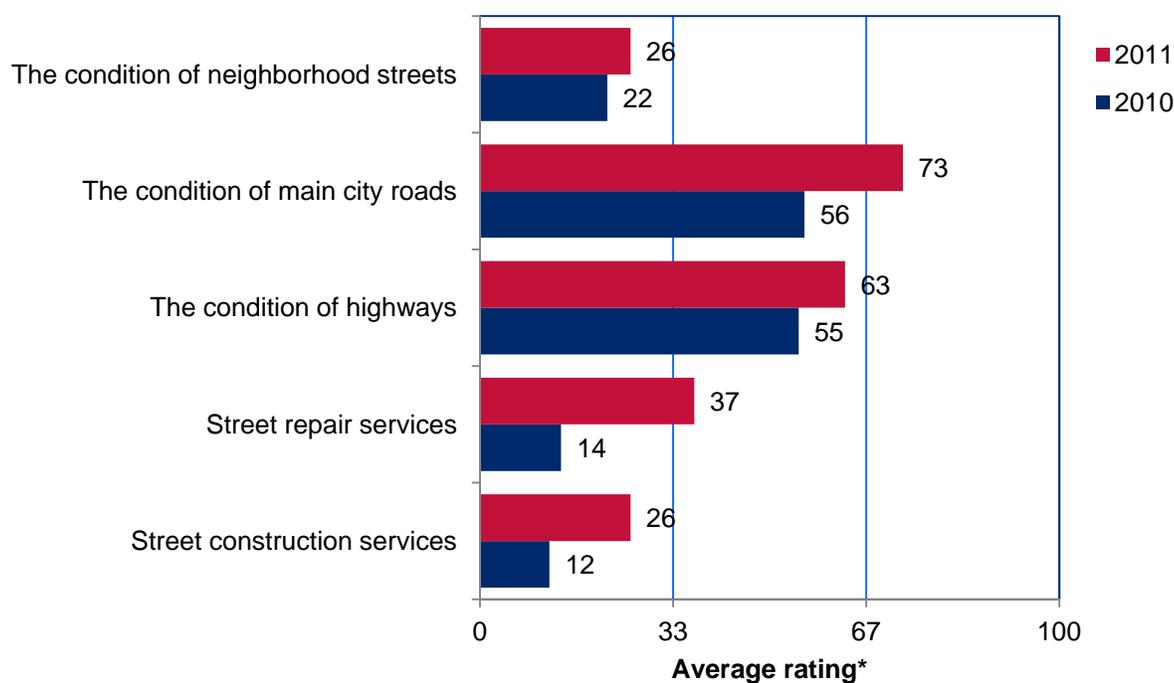
Ratings for city roads and road services generally improved from 2010 to 2011. The condition of main city roads and highways received good ratings while street repair services, conditions of neighborhood streets and street construction received fair ratings.

FIGURE 83: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	0%	28%	24%	49%	26
The condition of main city roads	60%	12%	15%	13%	73
The condition of highways	18%	54%	29%	0%	63
Street repair services	6%	27%	39%	29%	37
Street construction services	0%	23%	34%	44%	26

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

FIGURE 84: 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

No residents in Sharana were aware of any nearby women’s parks or children’s playground. About one-third were aware of teen/adult parks, and they rated these parks as poor.

FIGURE 85: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

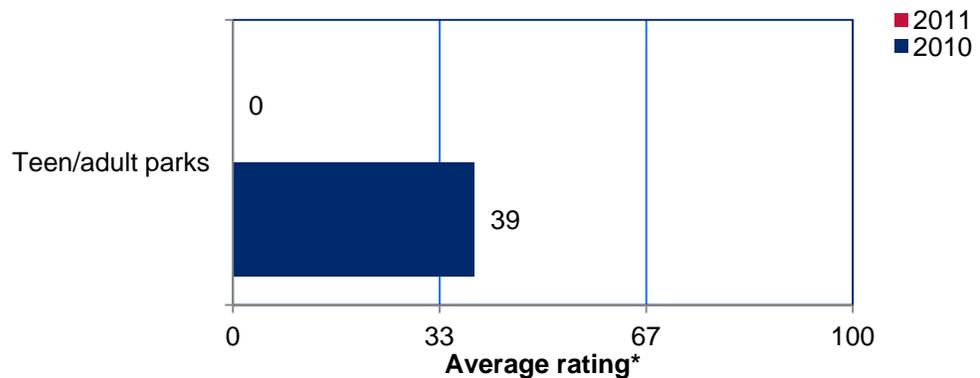
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	29%	34%
	Some further away	28%	66%
	Aware of no parks	44%	0%
Women’s parks	Yes, close by	0%	0%
	Some further away	3%	0%
	Aware of no parks	97%	100%
Children’s playgrounds	Yes, close by	28%	0%
	Some further away	29%	0%
	Aware of no parks	44%	100%

FIGURE 86: QUALITY OF PARKS, 2011

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	0%	0%	100%	0

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

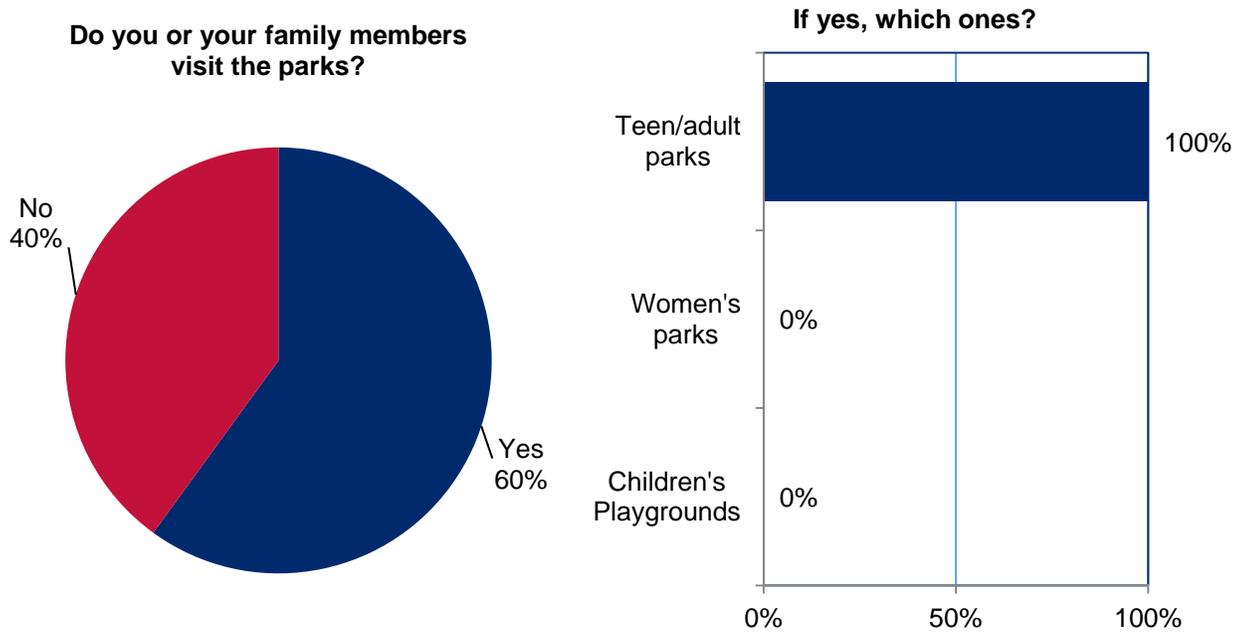
FIGURE 87: QUALITY OF PARKS COMPARED BY YEAR



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

Sixty percent of respondents had visited a park in Sharana; of those, all had visited a park for teens and adults.

FIGURE 88: PARKS VISITED, 2011



MARKET

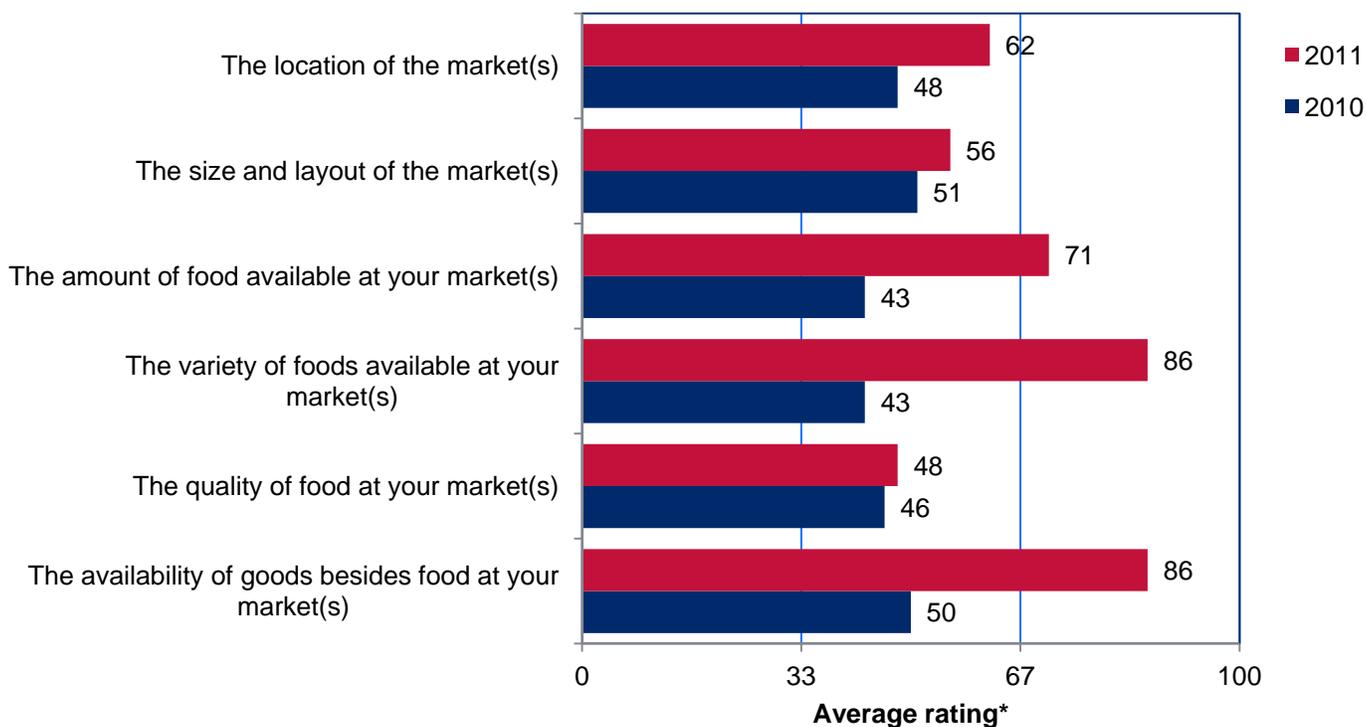
Most residents in Sharana thought the variety of foods available at the market and the availability of goods besides food at the market was excellent or good. Residents were least satisfied with the size and layout of their markets; they felt these aspects of the market were fair or good. Ratings of the market increased between 2010 and 2011.

FIGURE 89: QUALITY OF CITY MARKET, 2011

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	28%	31%	41%	0%	62
The size and layout of the market(s)	18%	40%	34%	9%	56
The amount of food available at your market(s)	23%	67%	10%	0%	71
The variety of foods available at your market(s)	71%	16%	13%	0%	86
The quality of food at your market(s)	13%	42%	22%	23%	48
The availability of goods besides food at your market(s)	70%	19%	11%	0%	86

* 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.

When asked about purchasing different types of food at the market, all residents said they could afford flour, cooking oil, sugar and tea whenever they wanted. About half could afford fruit (down from two-thirds in 2010), three-quarters could afford vegetables (similar to 2010) and very few (6%) could afford meat whenever they wanted (down from 68% in 2010).

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	68%	6%
	Not as often as we want	11%	94%
	Only rarely	20%	0%
	Never	1%	0%
Fruit	As often as we want	67%	54%
	Not as often as we want	23%	46%
	Only rarely	10%	0%
	Never	0%	0%
Vegetables	As often as we want	73%	74%
	Not as often as we want	27%	21%
	Only rarely	0%	5%
	Never	0%	0%
Flour	As often as we want	91%	100%
	Not as often as we want	9%	0%
	Only rarely	0%	0%
	Never	0%	0%
Cooking oil	As often as we want	92%	100%
	Not as often as we want	8%	0%
	Only rarely	0%	0%
	Never	0%	0%
Sugar, tea	As often as we want	97%	100%
	Not as often as we want	3%	0%
	Only rarely	0%	0%
	Never	0%	0%
Cereal	As often as we want	89%	46%
	Not as often as we want	10%	54%
	Only rarely	1%	0%
	Never	0%	0%

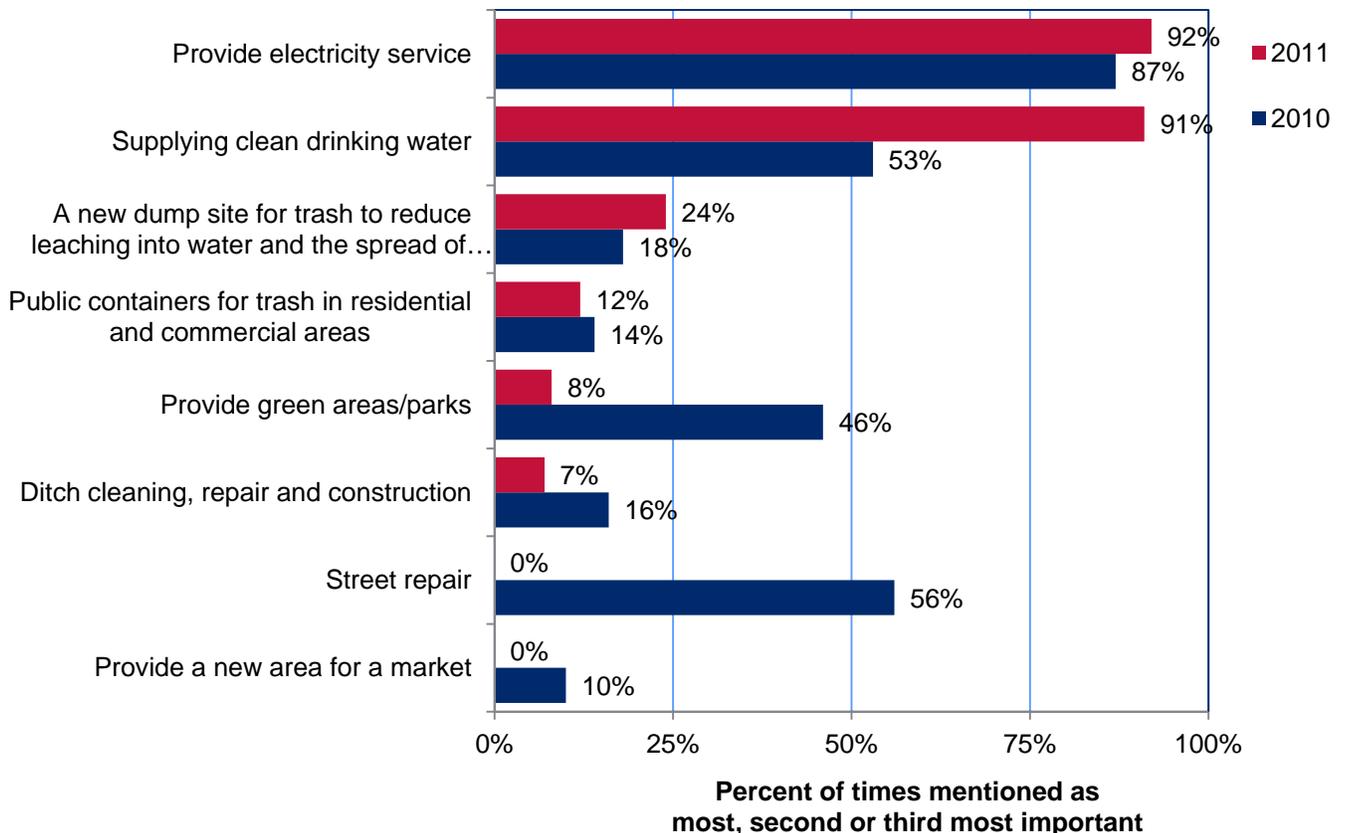
SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked providing electricity as the most important, supplying clean drinking water as the second biggest priority and a new dump site for trash to reduce leaching into water and the spread of disease the third. Supplying drinking water and providing electricity were among the top priorities expressed in 2010.

FIGURE 92: MUNICIPAL SERVICE PRIORITIES, 2011

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	54%	13%	26%	8%
Supplying clean drinking water	18%	70%	3%	9%
A new dump site for trash to reduce leaching into water and the spread of disease	3%	5%	16%	76%
Public containers for trash in residential and commercial areas	12%	0%	0%	88%
Provide green areas/parks	0%	0%	8%	92%
Ditch cleaning, repair and construction	0%	7%	0%	93%
Street repair	0%	0%	0%	100%
Provide a new area for a market	0%	0%	0%	100%

FIGURE 93: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

As in 2010, in 2011 residents reported they most likely would turn to their Mayor if they had a problem related to the City. About one-quarter would contact Shuras, CDCs or Jirgas and about 1 in 10 would contact their tribal leader/Malik. As in 2010, few knew who the mayor was.

FIGURE 94: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

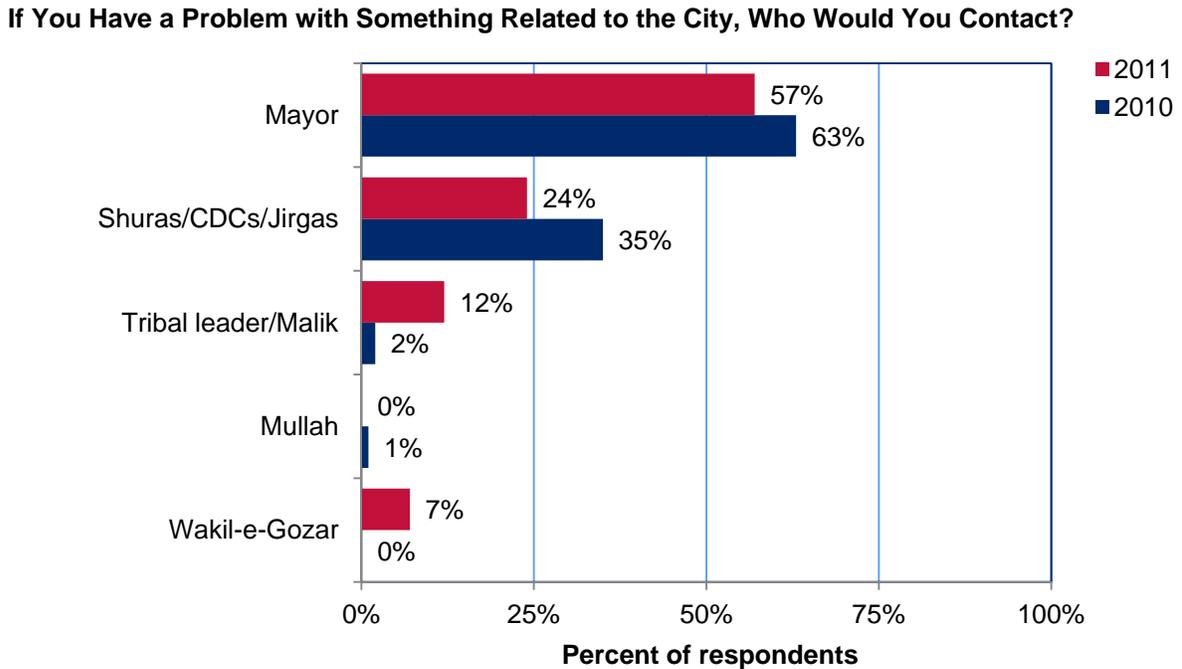
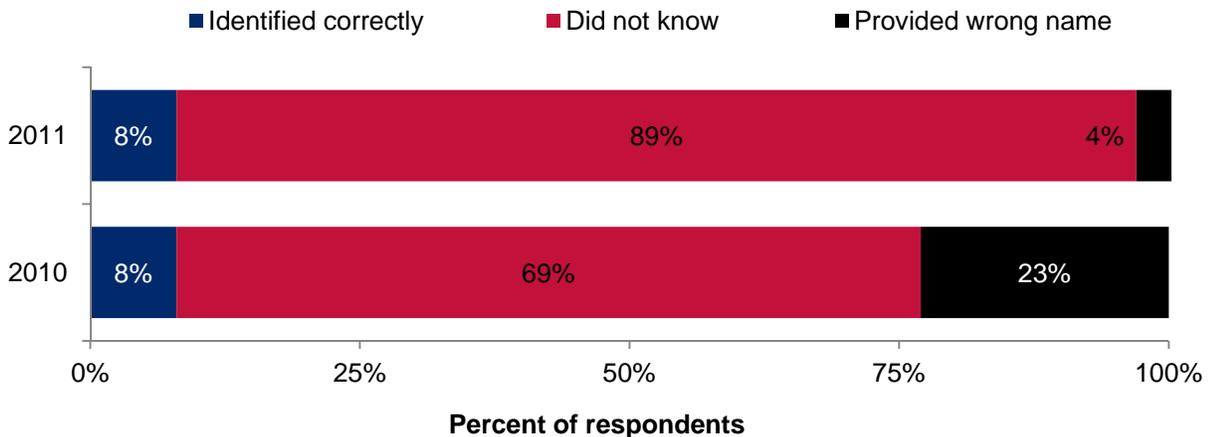
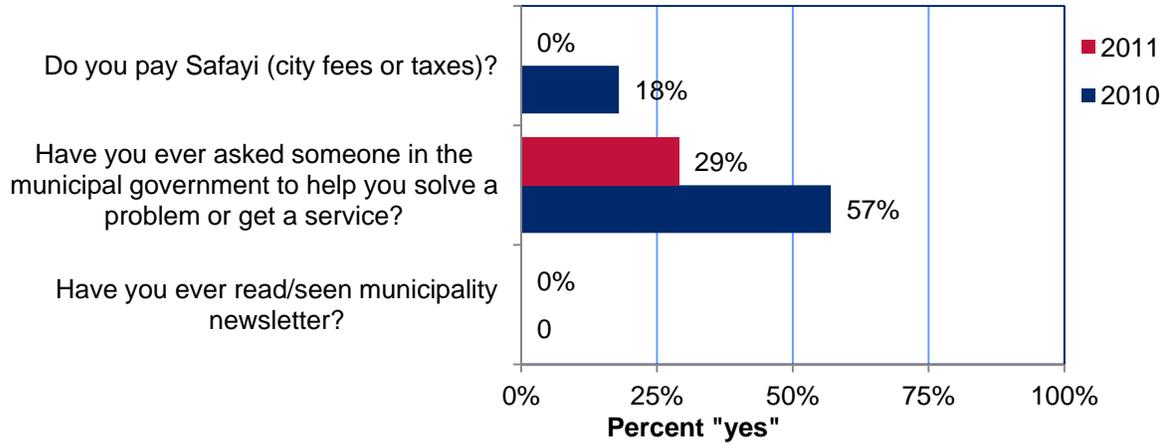


FIGURE 95: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



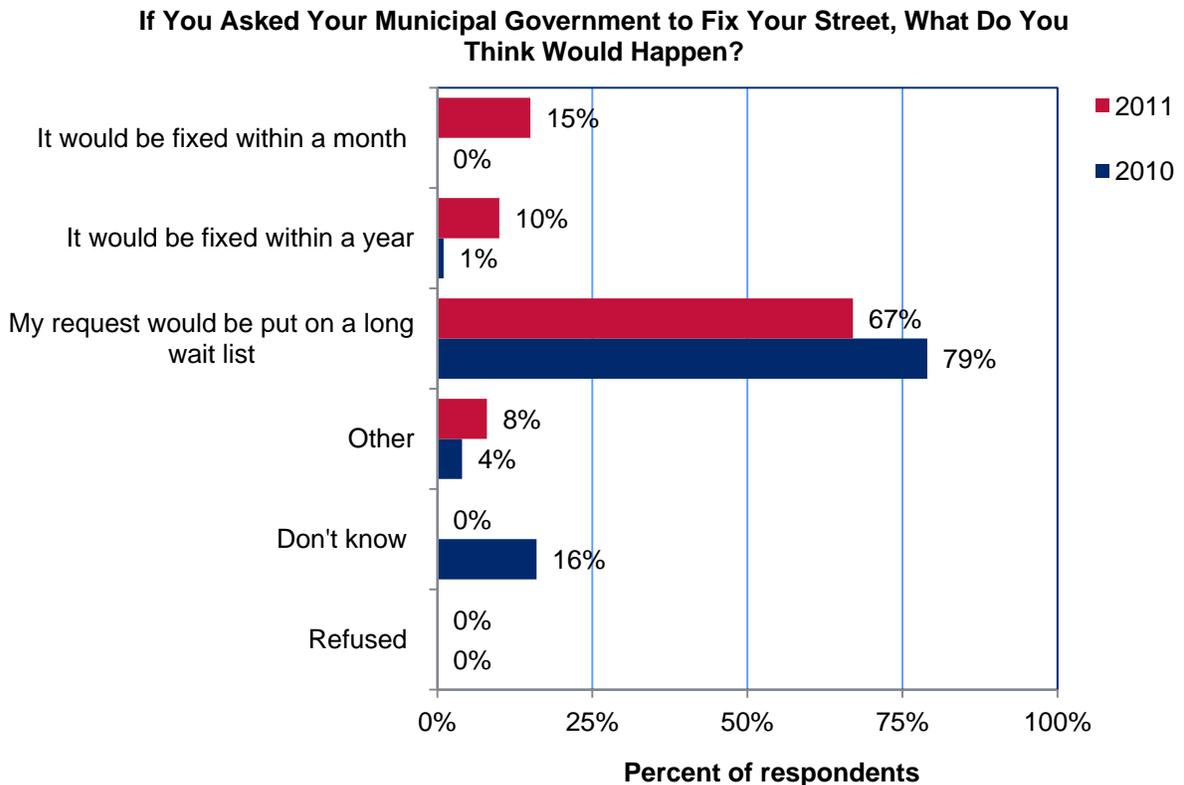
In 2011, 29% of respondents said they had ever contacted the city government to solve a problem or request a service, compared to 57% in 2010. No one said they paid their Safayi tax, compared to about 18% in 2010.

FIGURE 96: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



When asked what they thought would happen if they contacted the City to have their street fixed, about two-thirds of respondents thought the request would be put on a long wait list, down from 79% in 2010. One-quarter said that they thought it would be fixed between a month and a year.

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



In 2010, about 70% of the respondents thought they could have a lot or a little influence on government. This increased to 100% in 2011. About 8 in 10 the respondents also said they thought the government kept people like them in mind at least sometimes when making decisions.

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

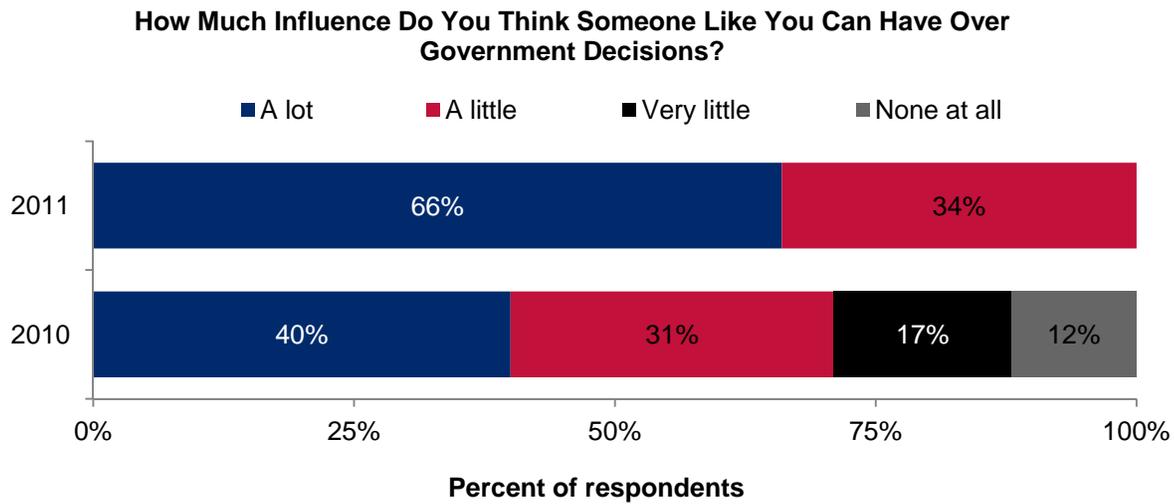
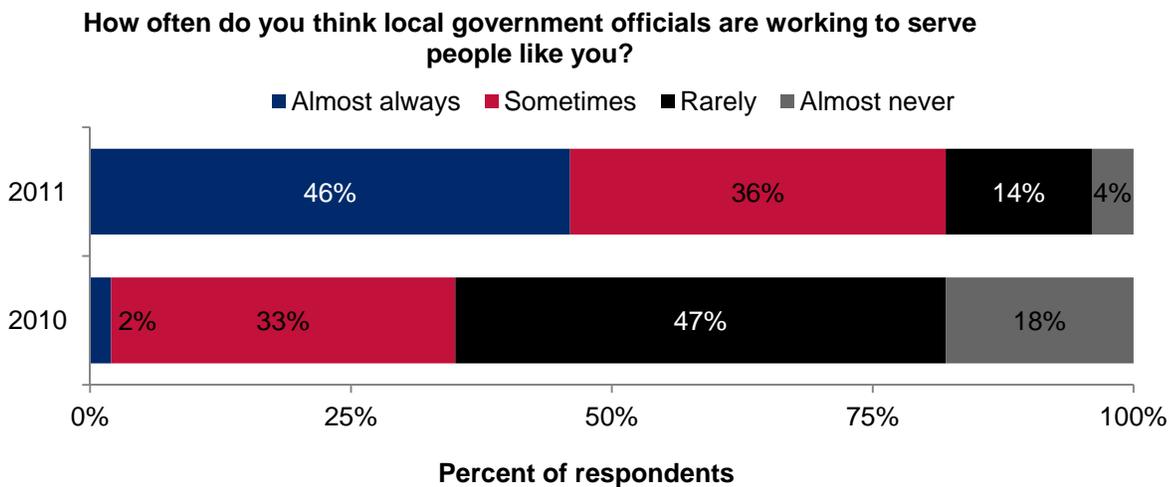


FIGURE 99: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



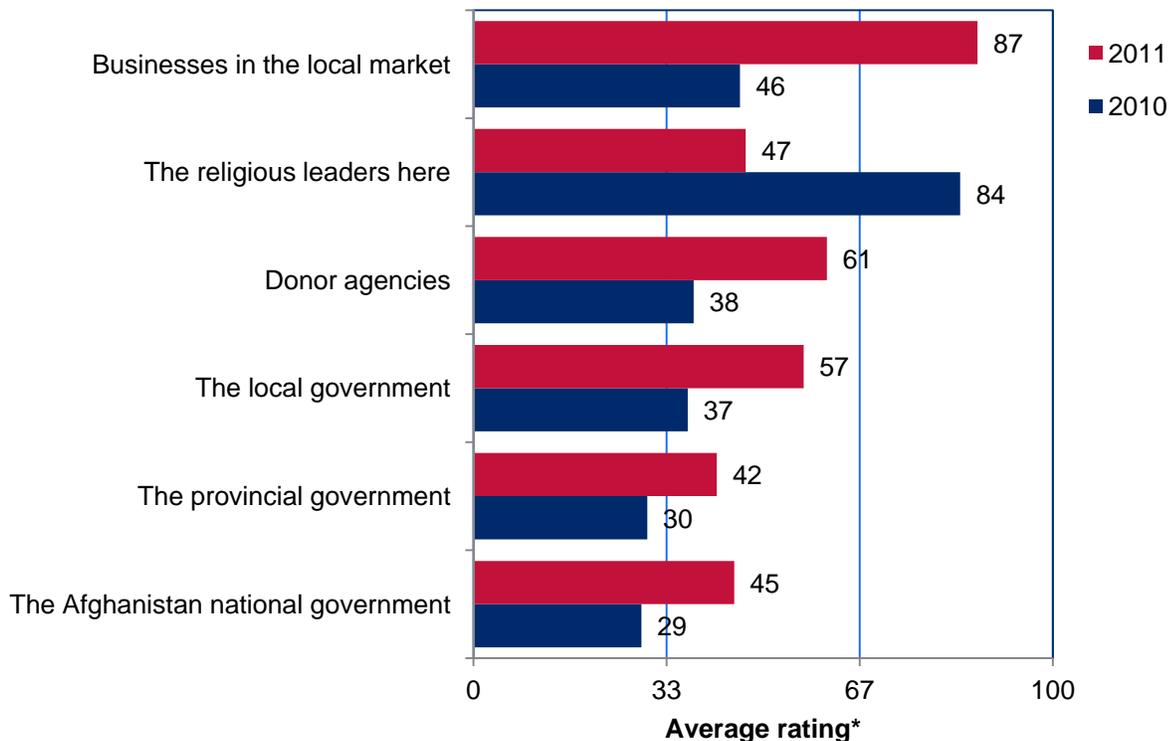
Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Sharana. They had the most trust in businesses at the local market, donor agencies and the local government. Generally, trust in various representatives increased from 2010 to 2011 except for religious leaders; trust in religious leaders decreased over the two years.

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	77%	12%	6%	5%	87
The religious leaders here	3%	53%	26%	19%	47
Donor agencies	36%	23%	28%	13%	61
The local government	9%	59%	28%	5%	57
The provincial government	0%	42%	41%	16%	42
The Afghanistan national government	14%	29%	34%	22%	45

* 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

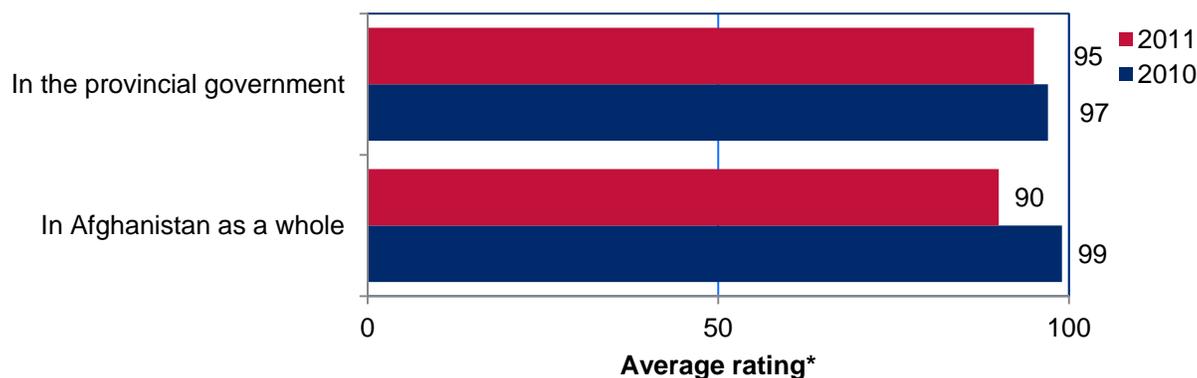
Even though they had some trust in the provincial and national government, most thought corruption in the provincial government and Afghanistan as a whole was a major problem. About half of the respondents thought corruption had increased from 2010 to 2011, while about 40% thought it had decreased and the remaining thought corruption had not changed.

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	90%	10%	0%	95
In Afghanistan as a whole	79%	21%	0%	90

* 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%	51%
	Stayed the same	21%	11%
	Decreased	4%	38%
In the provincial government	Increased	64%	56%
	Stayed the same	33%	3%
	Decreased	4%	41%

Residents were asked if they had ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency.

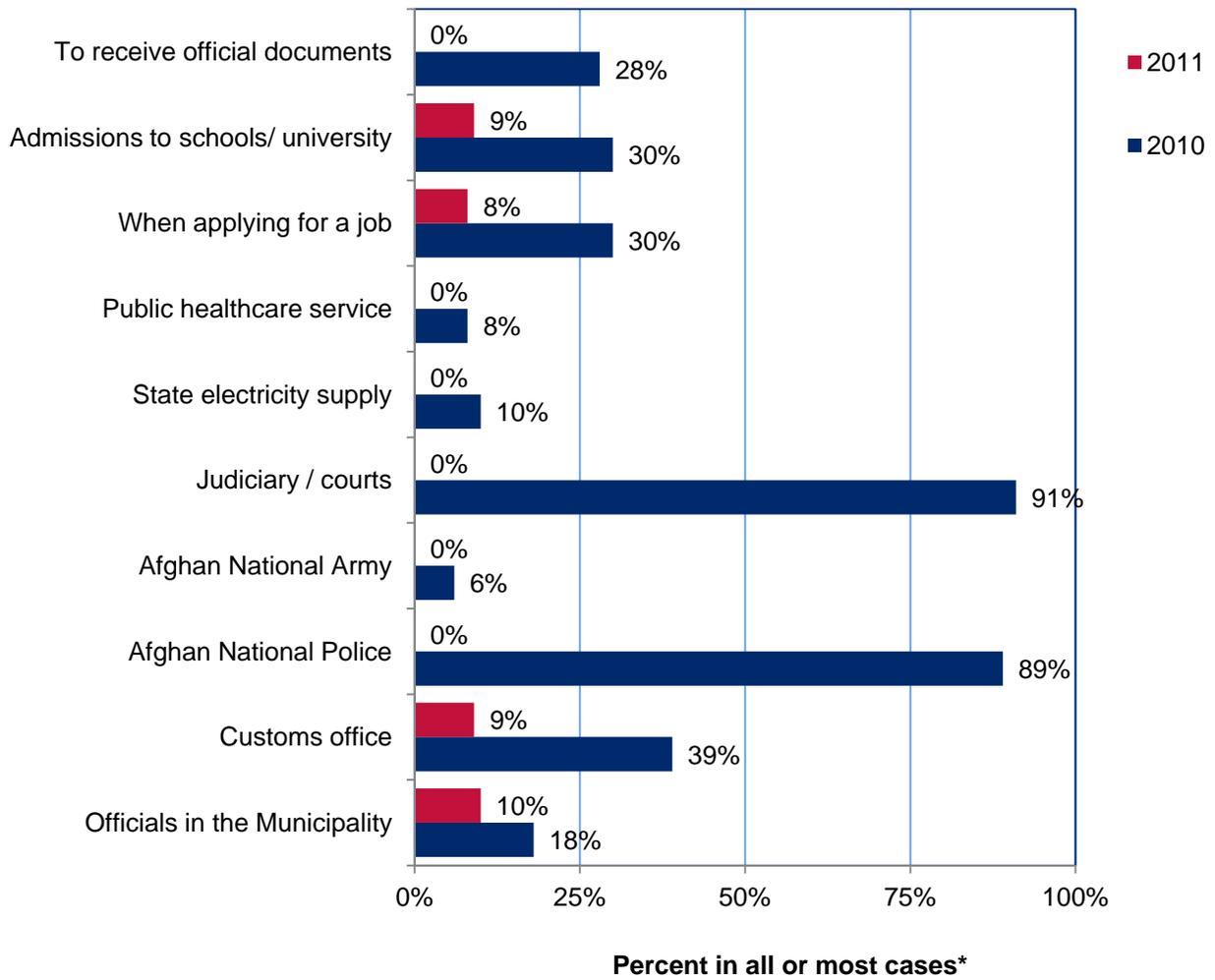
For those who had contacted a municipal official, at least half said they were never asked to give cash, gift or a favor. The contacts that most commonly required cash, gift or a favor were when a resident was requesting an official document or applying for a job. Overall, the frequency of giving cash, gifts or performing favors had decreased since 2010.

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	0%	0%	45%	55%
Admissions to schools/ university	0%	9%	3%	88%
When applying for a job	0%	8%	38%	54%
Public healthcare service	0%	0%	22%	78%
State electricity supply	0%	0%	0%	100%
Judiciary / courts	0%	0%	28%	72%
Afghan National Army	0%	0%	15%	85%
Afghan National Police	0%	0%	25%	75%
Customs office	0%	9%	3%	87%
Officials in the Municipality	10%	0%	7%	83%

**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

All respondents in Sharana had heard of the Ministry of Women’s Affairs and most knew that there was a local office where they lived. Residents were strongly supportive of women pursuing an education and somewhat supportive of women participating in government. Support for women having opportunities in education and government increased in 2011 from 2010. Comparisons of these ratings by gender were not available as only men were surveyed in Sharana in 2011.

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

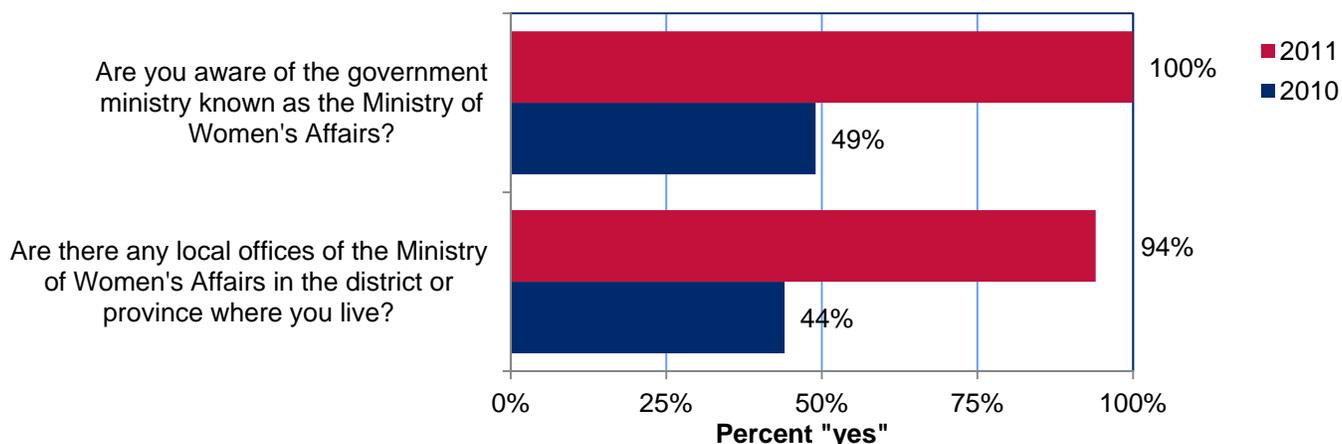
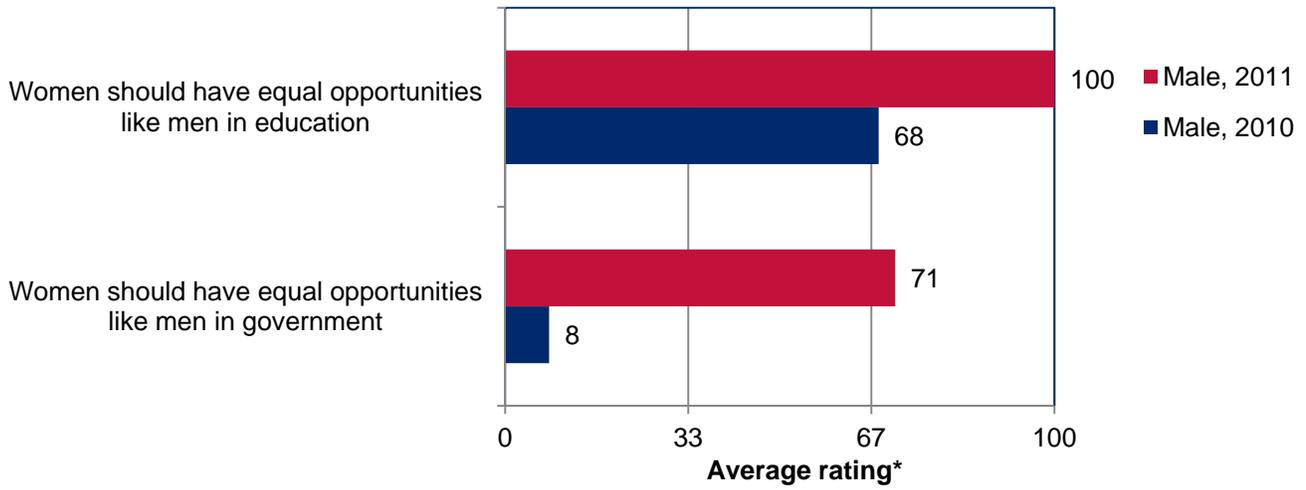


FIGURE 108: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

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	100%	0%
	Agree somewhat	0%	0%
	Disagree somewhat	0%	0%
	Strongly disagree	0%	0%
	Average rating*	100	NA
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	52%	0%
	Agree somewhat	9%	0%
	Disagree somewhat	39%	0%
	Strongly disagree	0%	0%
	Average rating*	71	NA

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

FIGURE 109: 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	97	69%
6-10 years	22	16%
11-20 years	14	10%
21-40 years	7	5%
41 or more years	0	0%
Total	140	100%

Q1 Average Number of Years Lived in this City

Average years in Sharana	6
--------------------------	---

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 Sharana	16	11%	55	39%	69	49%	0	0%	0	0%	0	0%	140	100%
The quality of schools in your city	15	11%	41	29%	84	60%	0	0%	0	0%	0	0%	140	100%
The quality of healthcare facilities in your city	36	26%	31	22%	71	51%	2	1%	0	0%	0	0%	140	100%
The health of people in your city	4	3%	116	83%	18	13%	2	1%	0	0%	0	0%	140	100%
The cleanliness of city streets	10	7%	32	23%	10	7%	88	63%	0	0%	0	0%	140	100%
The number of job opportunities in your city	26	19%	107	76%	2	1%	5	4%	0	0%	0	0%	140	100%
The number of businesses in your city	17	12%	27	19%	90	64%	6	4%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Sharana	2.6
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.7
The health of people in your city	2.9
The cleanliness of city streets	1.7
The number of job opportunities in your city	3.1
The number of businesses in your city	2.4

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	109	78%
Yes, part time	8	6%
No, not employed	23	16%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	51	36%
Stayed the same	78	56%
Decreased	11	8%
Refused	0	0%
Don't know	0	0%
Total	140	100%

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

	Number	Percent
Yes	0	0%
No	140	100%
Total	140	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	0	0%
Dispose in public container	140	100%
Where is this container?	0	0%
Take to an official dump site	0	0%
Take to an improvised dump site	0	0%
Door to door collection	0	0%
Other	0	0%
Don't know	0	0%

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

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	133	95%
On the next street	5	4%
Several streets away	2	1%
Total	140	100%

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

	Number	Percent
Very satisfied	129	92%
Somewhat satisfied	11	8%
Somewhat dissatisfied	0	0%
Very dissatisfied	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.9

**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	8	6%
A couple/few times a week	16	11%
Once a week	83	59%
Once every two or three weeks	0	0%
Once a month or less frequently	33	24%
Once a year	0	0%
Never	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	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	140	100%
Total	140	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	125	89%	12	9%	2	1%	1	1%	0	0%	0	0%	140	100%
Provision of legal dumpsites	66	47%	71	51%	3	2%	0	0%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	89	64%	30	21%	21	15%	0	0%	0	0%	0	0%	140	100%
Provision of garbage bins in commercial areas	48	34%	88	63%	2	1%	2	1%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	107	76%	29	21%	3	2%	1	1%	0	0%	0	0%	140	100%
Affordability of trash service	25	18%	69	49%	24	17%	1	1%	21	15%	0	0%	140	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	3.9
Provision of legal dumpsites	3.5
Provision of garbage bins in residential areas	3.5
Provision of garbage bins in commercial areas	3.3
Cleaning garbage from the streets	3.7
Affordability of trash service	3.0

*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	131	94%
Shared well with neighbors	8	6%
River, canal or other open source	0	0%
Public Standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	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%

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

	Number	Percent
Yes	10	7%
No	130	93%
Total	140	100%

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

	Number	Percent
Solar Energy	139	99%
Personal Generator	18	13%
Public Generator (from government)	9	6%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
No electricity	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
No one	140	100%
Total	140	100%

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

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	139	100%
Latrine with septic	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Open ditch/canal	139	100%
Septic system	0	0%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	46	33%	20	14%	74	53%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	0	0%	16	11%	0	0%	124	89%	0	0%	0	0%	140	100%
Ditch cleaning services	0	0%	24	17%	60	43%	56	40%	0	0%	0	0%	140	100%
Ditch repair services	0	0%	40	29%	51	36%	49	35%	0	0%	0	0%	140	100%
Ditch construction services	9	6%	40	29%	29	21%	62	44%	0	0%	0	0%	140	100%

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

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	1.2
Ditch cleaning services	1.8
Ditch repair services	1.9
Ditch construction services	2.0

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	39	28%	33	24%	68	49%	0	0%	0	0%	140	100%
The condition of main city roads	84	60%	17	12%	21	15%	18	13%	0	0%	0	0%	140	100%
The condition of highways	25	18%	75	54%	40	29%	0	0%	0	0%	0	0%	140	100%
Street repair services	8	6%	38	27%	54	39%	40	29%	0	0%	0	0%	140	100%
Street construction services	0	0%	32	23%	47	34%	61	44%	0	0%	0	0%	140	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	3.2
The condition of highways	2.9
Street repair services	2.1
Street construction services	1.8

*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	34	24%	66	47%	0	0%	40	29%	0	0%	140	100%
Women's parks	0	0%	0	0%	40	29%	100	71%	0	0%	140	100%
Children's playgrounds	0	0%	0	0%	40	29%	100	71%	0	0%	140	100%

Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	0	0%	0	0%	100	71%	40	29%	0	0%	140	100%
Women's parks	0	0%	0	0%	0	0%	0	0%	100	71%	40	29%	140	100%
Children's playgrounds	0	0%	0	0%	0	0%	0	0%	99	71%	41	29%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.0
Women's parks	.
Children's playgrounds	.

*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)	39	28%	43	31%	58	41%	0	0%	0	0%	0	0%	140	100%
The size and layout of the market(s)	25	18%	56	40%	47	34%	12	9%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	32	23%	94	67%	14	10%	0	0%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	99	71%	23	16%	18	13%	0	0%	0	0%	0	0%	140	100%
The quality of food at your market(s)	18	13%	59	42%	31	22%	32	23%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	98	70%	27	19%	15	11%	0	0%	0	0%	0	0%	140	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.9
The size and layout of the market(s)	2.7
The amount of food available at your market(s)	3.1
The variety of foods available at your market(s)	3.6
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	3.6

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	8	6%	132	94%	0	0%	0	0%	0	0%	0	0%	140	100%
Fruit	75	54%	65	46%	0	0%	0	0%	0	0%	0	0%	140	100%
Vegetables	104	74%	29	21%	7	5%	0	0%	0	0%	0	0%	140	100%
Flour	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Cooking oil	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	140	100%	0	0%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	65	46%	75	54%	0	0%	0	0%	0	0%	0	0%	140	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	17	12%	0	0%	0	0%	123	88%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	4	3%	7	5%	23	16%	106	76%	140	100%
Ditch cleaning, repair and construction	0	0%	10	7%	0	0%	130	93%	140	100%
Street repair	0	0%	0	0%	0	0%	140	100%	140	100%
Supplying clean drinking water	25	18%	98	70%	4	3%	13	9%	140	100%
Provide a new area for a market	0	0%	0	0%	0	0%	140	100%	140	100%
Provide green areas/parks	0	0%	0	0%	11	8%	129	92%	140	100%
Provide electricity service	75	54%	18	13%	36	26%	11	8%	140	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	80	57%
Shuras/CDCs/Jirgas	33	24%
Tribal leader/Malik	17	12%
Mullah	0	0%
Wakil-e-Gozar	10	7%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

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

	Number	Percent
Yes	40	29%
No	100	71%
Don't know	0	0%
Refused	0	0%
Total	140	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	21	15%
It would be fixed within a year	14	10%
My request would be put on a long wait list	94	67%
Other	11	8%
Don't know	0	0%
Refused	0	0%

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

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

	Number	Percent
Very good job	18	13%
Somewhat good job	111	79%
Somewhat bad job	11	8%
Very bad job	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

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

	Number	Percent
Almost always	64	46%
Sometimes	51	36%
Rarely	19	14%
Almost never	6	4%
Refused	0	0%
Don't know	0	0%
Total	140	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	85	61%
A little	44	31%
Very little	0	0%
None at all	0	0%
Don't know	11	8%
Refused	0	0%
Total	140	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	108	77%	17	12%	8	6%	7	5%	0	0%	0	0%	140	100%
The religious leaders here	4	3%	74	53%	36	26%	26	19%	0	0%	0	0%	140	100%
Donor agencies	51	36%	32	23%	39	28%	18	13%	0	0%	0	0%	140	100%
The local government	12	9%	82	59%	39	28%	7	5%	0	0%	0	0%	140	100%
The provincial government	0	0%	59	42%	58	41%	23	16%	0	0%	0	0%	140	100%
The Afghanistan national government	20	14%	41	29%	48	34%	31	22%	0	0%	0	0%	140	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	11	8%
Did not know	124	89%
Provided wrong name	5	4%
Total	140	100%

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

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	120	86%	14	10%	0	0%	0	0%	6	4%	140	100%
In Afghanistan as a whole	106	76%	28	20%	0	0%	6	4%	0	0%	140	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	79	56%	4	3%	57	41%	0	0%	0	0%	140	100%
In Afghanistan as a whole	72	51%	15	11%	53	38%	0	0%	0	0%	140	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	11	8%	0	0%	8	6%	91	65%	30	21%	0	0%	0	0%	140	100%
Customs office	0	0%	11	8%	4	3%	102	73%	23	16%	0	0%	0	0%	140	100%
Afghan National Police	0	0%	0	0%	29	21%	88	63%	23	16%	0	0%	0	0%	140	100%
Afghan National Army	0	0%	0	0%	17	12%	100	71%	23	16%	0	0%	0	0%	140	100%
Judiciary / courts	0	0%	0	0%	38	27%	98	70%	4	3%	0	0%	0	0%	140	100%
State electricity supply	0	0%	0	0%	0	0%	117	84%	23	16%	0	0%	0	0%	140	100%
Public healthcare service	0	0%	0	0%	30	21%	106	76%	4	3%	0	0%	0	0%	140	100%
When applying for a job	0	0%	11	8%	53	38%	76	54%	0	0%	0	0%	0	0%	140	100%
Admissions to schools/ university	0	0%	11	8%	4	3%	106	76%	19	14%	0	0%	0	0%	140	100%
To receive official documents	0	0%	0	0%	60	45%	74	55%	0	0%	0	0%	0	0%	134	100%

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

	Number	Percent
1	47	34%
3	93	66%
Total	140	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	68	49%
No	4	3%
Don't know	68	49%
Refused	0	0%
Total	140	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	140	100%
Agree somewhat	0	0%
Disagree somewhat	0	0%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	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	73	52%
Agree somewhat	12	9%
Disagree somewhat	55	39%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	140	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	17	12%
18-30 years old	99	71%
31-40 years old	20	14%
41-50 years old	4	3%
51-60 years old	0	0%
61 or more years old	0	0%
Total	140	100%

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

	Number	Percent of households
Working	140	100%
Retired	0	0%
Housewife	0	0%
Student	0	0%
Unemployed	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	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	26	19%
Primary School, incomplete (classes 1 to 5)	23	16%
Primary School, complete (finished class 6)	7	5%
Secondary education, incomplete (classes 7 to 8)	20	14%
Secondary education, complete (finished class 9)	29	21%
High School (classes 10 to 12)	35	25%
University education or above	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q45 Are you married or single?

	Number	Percent of households
Single	12	9%
Married	128	91%
Widower/ Widow	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	4	3%
6-10 people	32	23%
10-20 people	78	56%
21 or more people	26	19%
Total	140	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	4	3%
Own	136	97%
Don't know	0	0%
Refused	0	0%
Total	140	100%

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

	Number	Percent of households
1	132	94%
2	8	6%
Total	140	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	2	67%
2,001-3,000 AFN per month	1	33%
3,001-4,000 AFN per month	0	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	3	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	0	0%
3,001 - 5,000 AFN	56	40%
5,001 - 10,000 AFN	59	42%
10,001 - 15,000 AFN	21	15%
15,001 - 20,000 AFN	4	3%
20,001 - 25,000 AFN	0	0%
25,001 - 40,000 AFN	0	0%
more than 40,000 AFN	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q51 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	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	23	16%
6-10 years	40	29%
11-20 years	58	41%
21-40 years	12	9%
41 or more years	7	5%
Total	140	100%

Q1 Average Number of Years Lived in City

Average years in Sharana	14
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Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Sharana	2	1%	46	33%	72	51%	19	14%	0	0%	1	1%	140	100%
The quality of schools in your city	2	1%	34	24%	92	66%	10	7%	0	0%	2	1%	140	100%
The quality of healthcare facilities in your city	2	1%	38	27%	84	60%	16	11%	0	0%	0	0%	140	100%
The health of people in your city	0	0%	59	42%	52	37%	29	21%	0	0%	0	0%	140	100%
The cleanliness of city streets	1	1%	53	38%	20	14%	66	47%	0	0%	0	0%	140	100%
The number of job opportunities in your city	0	0%	73	52%	41	29%	25	18%	0	0%	1	1%	140	100%
The number of businesses in your city	3	2%	69	49%	54	39%	14	10%	0	0%	0	0%	140	100%

Q2 Average Rating of Quality of Life in City

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

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

Q3 Is the head of your household currently employed?

	Number	Percent
Yes, full time	99	71%
Yes, part time	19	14%
No, not employed	22	16%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	60	43%
Stayed the same	64	46%
Decreased	15	11%
Refused	0	0%
Don't know	1	1%
Total	140	100%

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

	Number	Percent
Yes	25	18%
No	115	82%
Total	140	100%

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

	Number	Percent
1 to 50 AFN	1	4%
51 to 100 AFN	10	40%
101 to 200 AFN	11	44%
201 to 400 AFN	1	4%
401 to 600 AFN	1	4%
601 to 1,000 AFN	1	4%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	2	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	129	92%
Dispose in public container	0	0%
Take to an official dump site	5	4%
Take to an improvised dump site	3	2%
Door to door collection	1	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

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

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

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	5	4%
Somewhat dissatisfied	38	27%
Very dissatisfied	97	69%
Refused	0	0%
Don't know	0	0%
Total	140	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)	1.3

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

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	7	5%
Once a week	20	14%
Once every two or three weeks	52	37%
Once a month or less frequently	39	28%
Never	0	0%
Refused	1	1%
Don't know	20	14%
Total	139	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	24	17%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	115	83%
Total	139	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	
	0	0%	30	21%	3	2%	107	76%	0	0%	0	0%	140	100%
Removal of illegal/improvised dumpsites	0	0%	30	21%	3	2%	107	76%	0	0%	0	0%	140	100%
Provision of legal dumpsites	0	0%	10	7%	3	2%	127	91%	0	0%	0	0%	140	100%
Provision of garbage bins in residential areas	0	0%	13	9%	4	3%	121	86%	0	0%	2	1%	140	100%
Provision of garbage bins in commercial areas	0	0%	20	14%	3	2%	117	84%	0	0%	0	0%	140	100%
Cleaning garbage from the streets	0	0%	30	21%	7	5%	102	73%	0	0%	1	1%	140	100%
Affordability of trash service	0	0%	13	9%	1	1%	106	76%	0	0%	20	14%	140	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.4
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.2
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.5
Affordability of trash service	1.2

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

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

	Number	Percent
Well on property	132	94%
Shared well with neighbors	6	4%
River, canal or other open source	2	1%
Public Standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	140	100%
Total	140	100%

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

	Number	Percent
Yes	103	74%
No	36	26%
Total	139	100%

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

	Number	Percent
Solar Energy	61	44%
Shared Generator (with neighbors)	29	21%
No electricity	25	18%
Personal Generator	23	16%
Public Generator (from government)	2	1%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	1	1%
A private firm/person	29	21%
No one	109	78%
Total	139	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	1	3%
201 to 400 AFN	16	53%
401 to 600 AFN	3	10%
601 to 1,000 AFN	5	17%
1,001 to 2,000 AFN	5	17%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	30	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%
Number of hours per day supplied	0	0%	1	20%	4	80%	0	0%	0	0%	0	0%	5	100%
Quality of supply (Electricity power & its cut out during service hours)	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%
Price for electric supply	0	0%	2	40%	3	60%	0	0%	0	0%	0	0%	5	100%

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

	Average rating*
Number of days per week supplied	2.4
Number of hours per day supplied	2.2
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	2.4

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

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

	Number	Percent
Indoor plumbing	0	0%
Dry latrine	139	99%
Latrine with septic	0	0%
Other	0	0%
Refused	0	0%
Don't know	1	1%

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	136	99%
Don't know	2	1%
Septic system	0	0%
City pipeline/sewer	0	0%
Other	0	0%
Refused	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

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	0	0%	16	11%	6	4%	118	84%	0	0%	0	0%	140	100%
The condition of larger drainage ditches throughout the city	8	6%	27	19%	59	42%	46	33%	0	0%	0	0%	140	100%
Ditch cleaning services	1	1%	27	19%	29	21%	83	59%	0	0%	0	0%	140	100%
Ditch repair services	0	0%	27	19%	11	8%	102	73%	0	0%	0	0%	140	100%
Ditch construction services	1	1%	34	24%	9	6%	96	69%	0	0%	0	0%	140	100%

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

	Average rating*
The condition of drainage ditches near home	1.3
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.6
Ditch repair services	1.5
Ditch construction services	1.6

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	1	1%	40	29%	8	6%	91	65%	0	0%	0	0%	140	100%
The condition of main city roads	40	29%	20	14%	75	54%	5	4%	0	0%	0	0%	140	100%
The condition of highways	40	29%	18	13%	75	54%	7	5%	0	0%	0	0%	140	100%
Street repair services	0	0%	28	20%	4	3%	108	77%	0	0%	0	0%	140	100%
Street construction services	2	1%	21	15%	2	1%	115	82%	0	0%	0	0%	140	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.7
The condition of main city roads	2.7
The condition of highways	2.7
Street repair services	1.4
Street construction services	1.4

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

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

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	36	26%	35	25%	55	39%	0	0%	14	10%	140	100%
Women's parks	0	0%	2	1%	64	46%	6	4%	68	49%	140	100%
Children's playgrounds	35	25%	36	26%	55	39%	0	0%	14	10%	140	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	14	10%	38	27%	35	25%	44	31%	7	5%	2	1%	140	100%
Women's parks	0	0%	1	1%	0	0%	37	26%	24	17%	78	56%	140	100%
Children's playgrounds	14	10%	41	29%	35	25%	39	28%	7	5%	4	3%	140	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.1
Children's playgrounds	2.2

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

Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	20	14%	26	19%	88	63%	6	4%	0	0%	0	0%	140	100%
The size and layout of the market(s)	27	19%	28	20%	77	55%	8	6%	0	0%	0	0%	140	100%
The amount of food available at your market(s)	2	1%	39	28%	98	70%	1	1%	0	0%	0	0%	140	100%
The variety of foods available at your market(s)	5	4%	40	29%	84	60%	11	8%	0	0%	0	0%	140	100%
The quality of food at your market(s)	2	1%	70	50%	48	34%	20	14%	0	0%	0	0%	140	100%
The availability of goods besides food at your market(s)	3	2%	70	50%	60	43%	7	5%	0	0%	0	0%	140	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)	2.5
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)	2.4
The availability of goods besides food at your market(s)	2.5

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	95	68%	16	11%	28	20%	1	1%	0	0%	0	0%	140	100%
Fruit	94	67%	32	23%	14	10%	0	0%	0	0%	0	0%	140	100%
Vegetables	102	73%	38	27%	0	0%	0	0%	0	0%	0	0%	140	100%
Flour	127	91%	13	9%	0	0%	0	0%	0	0%	0	0%	140	100%
Cooking oil	129	92%	11	8%	0	0%	0	0%	0	0%	0	0%	140	100%
Sugar, tea	136	97%	4	3%	0	0%	0	0%	0	0%	0	0%	140	100%
Cereal	124	89%	14	10%	2	1%	0	0%	0	0%	0	0%	140	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	3	2%	3	2%	13	9%	121	86%	140	100%
A new dump site for trash to reduce leaching into water and the spread of disease	1	1%	11	8%	13	9%	115	82%	140	100%
Ditch cleaning, repair and construction	12	9%	6	4%	5	4%	117	84%	140	100%
Street repair	22	16%	35	25%	22	16%	61	44%	140	100%
Supplying clean drinking water	23	16%	22	16%	29	21%	66	47%	140	100%
Provide a new area for a market	0	0%	5	4%	9	6%	126	90%	140	100%
Provide green areas/parks	12	9%	24	17%	28	20%	76	54%	140	100%
Provide electricity service	67	48%	36	26%	19	14%	18	13%	140	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	82	59%
Shuras/CDCs/Jirgas	45	32%
Tribal leader/Malik	2	1%
Mullah	1	1%
Would contact no one	8	6%
Don't know	2	1%
Refused	0	0%
Total	140	100%

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

	Number	Percent
Yes	80	57%
No	60	43%
Don't know	0	0%
Refused	0	0%
Total	140	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	0	0%
It would be fixed within a year	1	1%
My request would be put on a long wait list	110	79%
Other	6	4%
Don't know	23	16%
Refused	0	0%

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

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

	Number	Percent
Very good job	8	6%
Somewhat good job	78	56%
Somewhat bad job	44	31%
Very bad job	8	6%
Refused	0	0%
Don't know	2	1%
Total	140	100%

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

	Number	Percent
Almost always	2	1%
Sometimes	40	29%
Rarely	56	40%
Almost never	22	16%
Refused	7	5%
Don't know	13	9%
Total	140	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	51	36%
A little	39	28%
Very little	22	16%
None at all	15	11%
Don't know	13	9%
Refused	0	0%
Total	140	100%

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

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	27	19%	35	25%	44	31%	34	24%	0	0%	0	0%	140	100%
The religious leaders here	87	62%	43	31%	7	5%	3	2%	0	0%	0	0%	140	100%
Donor agencies	19	14%	34	24%	33	24%	54	39%	0	0%	0	0%	140	100%
The local government	12	9%	34	24%	52	37%	42	30%	0	0%	0	0%	140	100%
The provincial government	2	1%	34	24%	50	36%	54	39%	0	0%	0	0%	140	100%
The Afghanistan national government	2	1%	34	24%	46	33%	57	41%	0	0%	1	1%	140	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	11	8%
Did not know	97	69%
Provided wrong name	32	23%
Total	140	100%

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

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	131	94%	8	6%	0	0%	0	0%	1	1%	140	100%
In Afghanistan as a whole	137	98%	3	2%	0	0%	0	0%	0	0%	140	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	89	64%	46	33%	5	4%	0	0%	0	0%	140	100%
In Afghanistan as a whole	104	74%	29	21%	5	4%	0	0%	2	1%	140	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	3	2%	19	14%	29	21%	71	51%	17	12%	0	0%	1	1%	140	100%
Customs office	7	5%	37	26%	41	29%	29	21%	26	19%	0	0%	0	0%	140	100%
Afghan National Police	68	49%	51	36%	15	11%	0	0%	6	4%	0	0%	0	0%	140	100%
Afghan National Army	2	1%	4	3%	13	9%	82	59%	38	27%	0	0%	1	1%	140	100%
Judiciary / courts	107	76%	17	12%	7	5%	5	4%	4	3%	0	0%	0	0%	140	100%
State electricity supply	1	1%	8	6%	20	14%	57	41%	54	39%	0	0%	0	0%	140	100%
Public healthcare service	1	1%	9	6%	24	17%	97	69%	8	6%	1	1%	0	0%	140	100%
When applying for a job	1	1%	33	24%	32	23%	48	34%	26	19%	0	0%	0	0%	140	100%
Admissions to schools/ university	3	2%	37	26%	30	21%	62	44%	7	5%	0	0%	1	1%	140	100%
To receive official documents	7	5%	26	19%	32	23%	51	36%	24	17%	0	0%	0	0%	140	100%

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

	Number	Percent
Yes	67	48%
No	69	49%
Don't know	4	3%
Refused	0	0%
Total	140	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	56	40%
No	72	51%
Don't know	12	9%
Refused	0	0%
Total	140	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	45	32%
Agree somewhat	69	49%
Disagree somewhat	9	6%
Strongly disagree	15	11%
Don't know	1	1%
Refused	1	1%
Total	140	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	1	1%
Agree somewhat	0	0%
Disagree somewhat	31	22%
Strongly disagree	106	76%
Don't know	2	1%
Refused	0	0%
Total	140	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	74	53%
31-40 years old	41	29%
41-50 years old	14	10%
51-60 years old	6	4%
61 or more years old	5	4%
Total	140	100%

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

	Number	Percent of households
Working	133	95%
Retired	0	0%
Housewife	0	0%
Student	5	4%
Unemployed	2	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

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

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

	Number	Percent of households
Never went to school	13	9%
Primary School, incomplete (classes 1 to 5)	5	4%
Primary School, complete (finished class 6)	28	20%
Secondary education, incomplete (classes 7 to 8)	34	24%
Secondary education, complete (finished class 9)	41	29%
High School (classes 10 to 12)	19	14%
University education or above	0	0%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q45 Are you married or single?

	Number	Percent of households
Single	15	11%
Married	124	89%
Widower/ Widow	1	1%
Refused	0	0%
Don't know	0	0%
Total	140	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	0	0%
6-10 people	27	19%
10-20 people	68	49%
21 or more people	44	32%
Total	139	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	3	2%
Own	136	97%
Don't know	1	1%
Refused	0	0%
Total	140	100%

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

	Number	Percent of households
Yes	137	98%
No	3	2%
Don't know	0	0%
Refused	0	0%
Total	140	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	1	33%
2,001-3,000 AFN per month	1	33%
3,001-4,000 AFN per month	1	33%
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	3	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	7	5%
3,001 - 5,000 AFN	33	24%
5,001 - 10,000 AFN	47	34%
10,001 - 15,000 AFN	23	16%
15,001 - 20,000 AFN	11	8%
20,001 - 25,000 AFN	2	1%
25,001 - 40,000 AFN	1	1%
more then 40,000 AFN	0	0%
Refused	10	7%
Don't know	6	4%
Total	140	100%

Q51 Gender

	Number	Percent of households
Male	140	100%
Female	0	0%
Total	140	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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