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Iraq Governance Strengthening Project (GSP/Taqadum)

Citizen Satisfaction Survey (CSS) Final Report-
Year Two

November 27, 2013

IRAQ GOVERNANCE STRENGTHENING PROJECT

Citizen Satisfaction Survey Final Report – Year Two November 27, 2013

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CONTENTS

EXECUTIVE SUMMARY	2
SURVEY METHODOLOGY.....	16
QUALITY CONTROL	17
SURVEY DATA	18
GOVERNMENT SERVICES IN GENERAL.....	18
SECURITY SERVICES.....	21
EDUCATION SERVICES	22
SEWER SERVICES.....	25
TRASH PICKUP AND CLEANING SERVICES.....	29
ROADS SERVICES.....	31
ELECTRICITY SERVICES	35
HEALTH SERVICES	39
LOCAL GOVERNMENT PERFORMANCE WITH CITIZENS	41
PROVINCE-SPECIFIC HIGHLIGHTS / ESDO RESULTS	44
BAGHDAD	44
BABIL	46
DIYALA.....	49
ANBAR.....	51
MUTHANNA.....	53
KIRKUK	55
WASIT	58
SURVEY SIZE, PRIORITIES BY PROVINCE AND SURVEYOR COMMENT	60
BASRAH.....	60
MAYSAN.....	60
DIWANIYAH.....	60
NAJAF	60
KARBALA	60
SALAH AD DIN.....	60
NINAWA.....	61
DHI QAR.....	61
APPENDICES	62
APPENDIX 1: RESPONDENT DISTRIBUTION, URBAN/RURAL/PROVINCE.....	62
APPENDIX 2: LEGEND OF SURVEY CODES.....	63
APPENDIX 3: GSP SURVEY FORM-YEAR TWO	64
APPENDIX 4: SURVEY DATA.....	67
<i>Government Services and Procedures.....</i>	<i>67</i>
<i>Security.....</i>	<i>77</i>
<i>Education</i>	<i>79</i>
<i>Sewer Services.....</i>	<i>87</i>
<i>Trash Pickup and Cleaning Services</i>	<i>97</i>

Roads Services 104
Electricity Services 111
Health Services: 120
Local Government Performance 122
Survey Participation by Gender 129
Survey Participation by Age 130
Survey Participation by Group: 131
Survey Participation by Gender and Group..... 132
Missing Responses by Question and Province..... 134

ACRONYM LIST

CSS	Citizen Satisfaction Survey
ESDO	Essential Service Delivery Oversight
KRG	Kurdistan Regional Government
Taqadum	Governance Strengthening Project
USAID	U.S. Agency for International Development

EXECUTIVE SUMMARY

The Governance Strengthening Project (Taqadam) is a project funded by the U.S. Agency for International Development (USAID) to improve the performance of governance. The assistance objective targeted provincial and local governments to be more responsive to community needs. The project has been working in 15 Iraqi provinces, not incorporated into a region, and most recently in the Kurdistan Regional Government (KRG) to provide direct mentorship and training support to targeted local government in the two following components:

- Component 1: Institutional Strengthening - Targeted provincial and local governments institutionalize core authorities and responsibilities.
- Component 2: Executive Oversight - Targeted provincial and local elected officials hold executive ministries accountable for improved services.

To further the strategic objective of Taqadam, for targeted provincial and local governments to more effectively respond to community needs, a first national Citizen Satisfaction Survey (CSS) was conducted in 2012. This is the second CSS, and a third survey is anticipated in early 2014.

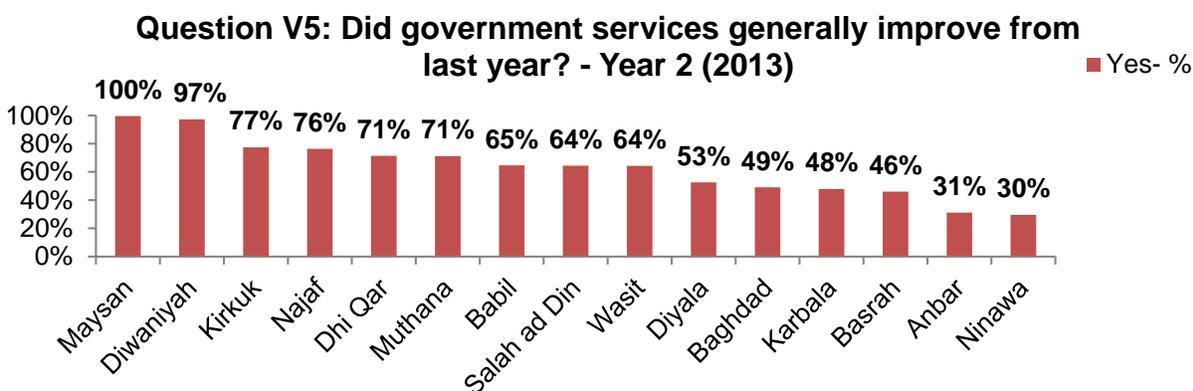
Iraq's estimated population of approximately 30 million is distributed over 15 provinces and the KRG. This survey covers only the 15 provinces but does not proportionally reflect the ethnic, religious, gender or geographical distribution of the population. Funding, time, data and security prohibit a traditional scientific survey. For similar reasons, Iraq has not been able to conduct a national census since 1997. However, the results of the CSS reported here provide provincial officials a valuable connection with the citizen and an accurate reflection of the attitudes and perceptions of the 15,250 citizens interviewed. This is an additional reference point, just as are public meetings and citizen comments that can guide public decision-making

The 2013 CSS team surveyed 15,250 people in fifteen provinces throughout Iraq. At least 780 people were surveyed in each province, with more surveyed in certain key provinces (For example, 2,892 people were surveyed in Baghdad, 1,436 people were surveyed in Ninawa and 1,434 people were surveyed in Basrah). The CSS 55-person team conducted the project interviews in July and August of 2013. Most respondents (82%) were from urban areas and only 18% were from rural areas because many provinces' rural areas were unsafe for survey teams to enter. Also, in terms of gender, nearly three-fourths (73%) of respondents were male. Respondents generally belonged to one of eight groups: 1) Student, 2) Education Employee, 3) Health Service Employee, 4) Private Sector Employee, 5) Civil Society Employee, 6) Home-maker, 7) Non-Military Government Employee and 8) Unemployed.

This year the CSS included more questions and was administered to more citizens than in the previous year in order to ascertain their perceptions of government service trends (*Are services better this year than last?*) and ratings of how governments provide services (*How do you rate the level of a service?*), as well as gauge citizen perceptions of how governments take into account the needs and input of citizens (*How do you rate the government in the area of responsiveness to citizen complaints?*). Respondents were asked about their perceptions of government services in the areas of education, electricity, security, sewer, solid waste disposal, roads, health and overall government services.

The survey results indicate that respondents overall believe that general services have improved in Iraq since the previous year. Over half (58.9%) of all respondents indicated such improvement. Ten provinces (two-thirds of provinces covered in this survey) found over 50% of respondents indicating general service improvement. These provinces include Babil, Diyala, Najaf, Muthana, Maysan, Diwaniyah, Kirkuk, Salah ad Din, Dhi Qar and Wasit. At the same time, survey results in five provinces indicated less than 50% of their citizens felt general services had improved. These provinces include Baghdad, Anbar, Karbala, Basrah and Ninawa.

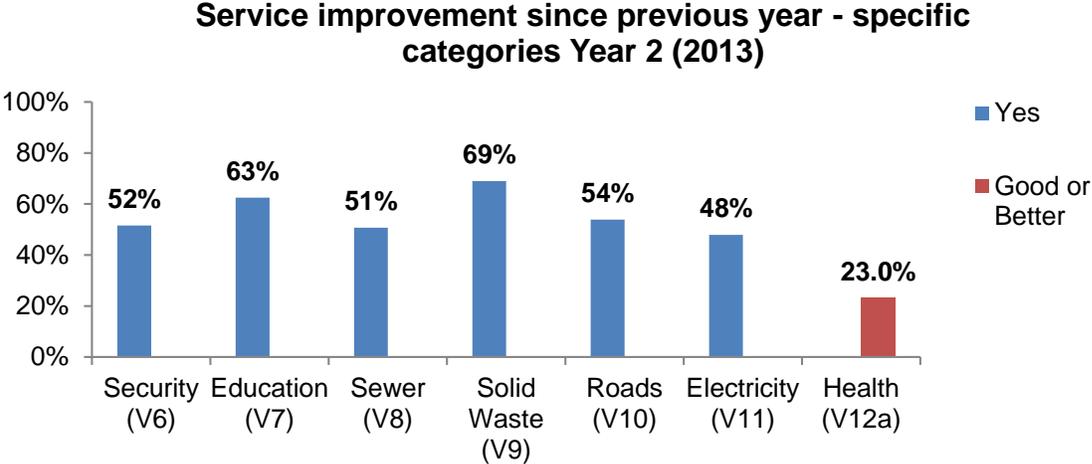
Figure1: General government services improvement – 2013 (N/A not included)



When asked about improvement in specific service categories since the previous year, over half of survey respondents reported improvement in security, education, sewer and solid waste services. The highest rated services are solid waste disposal at 69% and education at 62.5%. Roads registered a relatively poor score with only about one-third of respondents reporting improvement, but despite the low score, citizens did not list roads as a service priority area. Meanwhile, Iraq’s challenges providing electricity services are clear in the survey results; less than half of citizens throughout Iraq reported an improvement in electricity services. Survey results in every province except Ninawa indicated electricity services as one of citizens’ three most frequently noted service priorities. At the same time, citizens’ feedback on health services also indicated a need for improvement. When asked if government health services had improved as

far as quality of service provided, only 22.7% of respondents throughout Iraq rated this area as “good” or better. Four provinces (Babil, Anbar, Diwaniyah, and Dhi Qar) identified health services as one of its three top service priorities. These results could be indicative of the projects chosen for investment in recent years, with some prioritizing solid waste, and education, while other provinces put resources into electricity services.

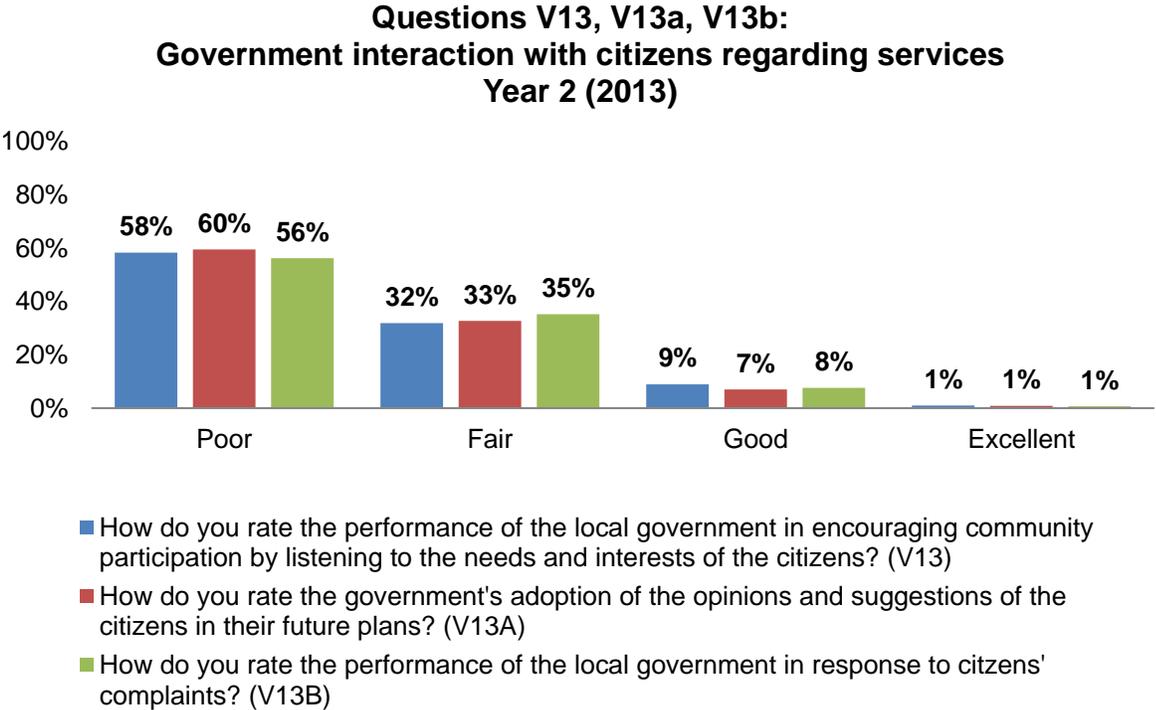
Figure 2: Service improvement areas – 2013 (N/A not included)



This year’s survey also shed light on how well governments interact with and seek input from citizens. Overwhelmingly, citizens throughout Iraq rated their governments’ performance in adopting citizens’ opinions and suggestions, as well as responding to citizens’ complaints as “poor.” Overall, respondents rated their governments’ ability to listen to citizens’ needs and interests as “fair.” The low positive scores (“good” and “excellent”) in these three areas support the need for government to more frequently involve citizens, use citizen input when making decisions and respond to citizen needs.

The fundamental activities of Taqadum are designed to increase the now approximately one-third of respondents indicating that government is listening to citizens, adopting suggestions and responding to complaints.

Figure 3: Government interaction with citizens – 2013 (N/A not included)



The 2013 Citizen Satisfaction Survey differed in key ways from that undertaken in 2012. Last year’s survey focused on five key services areas: security, health, electricity, water and education. The 2013 survey featured additional new service categories of sewer, solid waste and road services. In addition, the 2013 survey expanded the number of questions asked in each service areas to better gauge citizen satisfaction with existing services. This increase in data will hopefully provide more useful and targeted information to local governments in order to aid them in addressing these service concerns.

Please note that security and resource limitations make it impossible to collect a truly randomized sample that proportionally represents each province demographically and geographically. However, the surveys are compared to provide policy makers additional information on the perceptions of citizens. Taqadum is now training provincial staff to conduct future surveys of their own design with the belief that even non-scientific surveys of citizen perceptions can form the foundation for improved communication and teach survey skills that can later be applied in a more rigorous manner when security and resource barriers are overcome.

Comparing 2012 and 2013 survey data results sheds light on where governments have improved the delivery as well as where they should consider focusing more attention

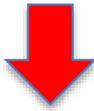
and resources. Service that report notable overall improvement in 2013 include education and general services with 63% and 59% rates of improvement, respectively. Service areas that did not fare as well were health and electricity with 23% and 48% improvement rates, respectively. Perennially a highly ranked public concern, security evidenced a relatively unchanged rate of improvement. In 2012, the perception of security improvement throughout Iraq received a score of 53% and 52% in 2013.

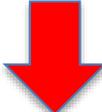
Both the 2012 and 2013 survey results indicate further support to Iraqi government is needed to improve services.

The series of tables presented demonstrate the comparison of service areas between 2012 and 2013. Comparisons are illustrative and should not be generalized with certainty or confidence for the reasons mentioned above. It must also be noted that the survey scoring mechanisms differ between 2012 and 2013. In 2012, questions were scored using a five-part scale consisting of “strongly disagree,” “disagree,” “neutral,” “agree,” and “strongly agree.” The 2013 surveys were rated using two different methods: 1) a four-part scale consisting of “poor,” “fair,” “good,” and “excellent;” as well as 2) “yes” or “no.” Thus, given the difference in scoring systems, direct comparisons should be made with caution. The response “neutral” used in the 2012 survey was removed in the results presented here, as the “neutral” response cannot be compared to a “yes” or “no” response in 2013.

2012-2013 Results Comparison by Service Area:

Figure 4: Results comparison by service area - 2012-2013 (N/A not included)

Service area	2013 results	2012 results	Assessment
<p>General services</p> <p>(2013: “Did government services generally improve from last year?”; 2012: “In general government services are better this year than last year.”)</p>	59% yes to improved	52% “agree” or “strongly agree” responses	<p>Improvement in general government services increased.</p> 
<p>Security</p> <p>(2013: “Did security services improve since last year?”; 2012: “Security services are better this year than last year.”)</p>	52% yes to improved	54% “agree” or “strongly agree” responses	<p>Improvement in security services decreased slightly.</p> 

<p>Education</p> <p>(2013: “Did education services improve in government schools in your region since last year?”; 2012: “Education services are better this year than last year.”)</p>	<p>63% “yes” to improved</p>	<p>41% “agree” or “strongly agree” responses</p>	<p>Improvement in education services continues.</p> 
<p>Health</p> <p>(2013: “Have the government health services (clinics and hospitals) improved since last year?”; 2012: “Health services are better this year than last year.”)</p>	<p>23% “good” or better response to improved quality to health care</p>	<p>43% agree” or “strongly agree” responses</p>	<p>Improvement in health services decreased.</p> 
<p>Electricity</p> <p>(2013: “Did electricity services improve since last year?”; 2012: “Electricity services are better this year than last year.”)</p>	<p>48% “yes” to improved</p>	<p>23% “agree” or “strongly agree” responses</p>	<p>Improvement in electricity services increased.</p> 

Collecting and disaggregating information at the provincial level was a critical aspect of the 2013 Citizen Satisfaction Survey. Below is a series of charts that demonstrates 2013 and 2012 comparisons by provinces in critical service areas. Please note that Niniwa was not included in the 2012 survey.

Provinces are not currently service delivery institutions, but rather are only responsible for monitoring and oversight. Law 21, the 2008 Iraq Law of Provinces Not Incorporated Into a Region, defines the power of provinces. The law was amended in August 2013 to expand provincial powers to include the responsibility for the delivery of services currently provided by eight ministries along with their budgets, by August 2015.

2012-2013 Service Area Results Comparison by Province - General Services

The chart below compares the percent of respondents reporting that services have improved in 2012 and 2013. In 13 of 15 provinces an increasing percentage of citizens interviewed in 2013 perceived that general services continued to improve. In contrast, only two provinces reported a reduced rate of improvement. In 2013, over one-half of the respondents in 10 provinces believed that services had improved.

(2013: “Have government services in general improved from last year? What percentage?; 2012: “In general government services are better this year than last year.”)

Figure 5: General services results comparison by province - 2012-2013 (N/A not included)

Province	2013 Results	2012 Results	Assessment
Baghdad	49% “Yes”	47% “Agree” or better	Continued to improve 
Babil	65% “Yes”	64% “Agree” or better	Continued to improve 
Diyala	53% “Yes”	46% “Agree” or better	Continued to improve 
Anbar	31% “Yes”	58% “Agree” or better	Improvement slowed 
Karbala	48% “Yes”	41% “Agree” or better	Continued to improve 
Najaf	76% “Yes”	70% “Agree” or better	Continued to improve 
Muthana	71% “Yes”	56% “Agree” or better	Continued to improve 
Basrah	46% “Yes”	61% “Agree” or better	Improvement slowed 
Maysan	99.6% “Yes”	64% “Agree” or better	Continued to improve 
Diwaniyah	97% “Yes”	68% “Agree” or better	Continued to improve 
Kirkuk	77% “Yes”	54% “Agree” or better	Continued to improve 
Salah ad Din	64% “Yes”	47% “Agree” or better	Continued to improve 
Ninawa	30% “Yes”	23% “Agree” or better	Continued to improve 
Dhi Qar	71% “Yes”	31% “Agree” or better	Continued to improve 
Wasit	64% “Yes”	53% “Agree” or better	Continued to improve 

2012-2013 Service Area Results Comparison by Province – Security

While overall 2013 results were favorable compared to 2012, respondents in 2013 revealed that in eight provinces the improvement momentum has slowed. Six provinces viewed security services improvements in 2013 more positively than they did in 2012.

(2013: “Did security services generally improve from last year?”; 2012: “In general security services are better this year than last year.”)

Figure 6: Security services comparison by province - 2012-2013 (N/A not included)

Province	2013 Results	2012 Results	Assessment
Baghdad	37% “Yes”	47% “Agree” or better	Improvement slowed 
Babil	71% “Yes”	70% “Agree” or better	Continued to improve 
Diyala	35% “Yes”	42% “Agree” or better	Improvement slowed 
Anbar	33% “Yes”	54% “Agree” or better	Improvement slowed 
Karbala	43% “Yes”	48% “Agree” or better	Improvement slowed 
Najaf	78% “Yes”	78% “Agree” or better	Continued to improve 
Muthana	57% “Yes”	75% “Agree” or better	Improvement slowed 
Basrah	39% “Yes”	71% “Agree” or better	Improvement slowed 
Maysan	99% “Yes”	35% “Agree” or better	Continued to improve 
Diwaniyah	96% “Yes”	70% “Agree” or better	Continued to improve 
Kirkuk	82% “Yes”	11% “Agree” or better	Continued to improve 
Salah ad Din	36% “Yes”	53% “Agree” or better	Improvement slowed 
Ninawa	18% “Yes”	34% “Agree” or better	Improvement slowed 
Dhi Qar	66% “Yes”	51% “Agree” or better	Continued to improve 
Wasit	58% “Yes”	73% “Agree” or better	Improvement slowed 

2012-2013 Service Area Results Comparison by Province- Education

All provinces offered a more positive assessment of educational service improvements this year, making education the brightest sector of the survey. The transfer of the educational service delivery budget to provincial control is included in the most recent amendment to Law 21.

(2013: “Did education services improve in government schools in your region since last year?”; 2012: “Education services are better this year than last year.”)

Figure 7: Education services comparison by province - 2012-2013 (N/A not included)

Province	2013 Results	2012 Results	Assessment
Baghdad	46% “Yes”	33% “Agree” or better	Continued to improve 
Babil	68% “Yes”	46% “Agree” or better	Continued to improve 
Diyala	61% “Yes”	38% “Agree” or better	Continued to improve 
Anbar	46% “Yes”	46% “Agree” or better	Continued to improve 
Karbala	68% “Yes”	35% “Agree” or better	Continued to improve 
Najaf	50% “Yes”	42% “Agree” or better	Continued to improve 
Muthana	81% “Yes”	42% “Agree” or better	Continued to improve 
Basrah	51% “Yes”	32% “Agree” or better	Continued to improve 
Maysan	92% “Yes”	47% “Agree” or better	Continued to improve 
Diwaniyah	92% “Yes”	54% “Agree” or better	Continued to improve 
Kirkuk	82% “Yes”	65% “Agree” or better	Continued to improve 
Salah ad Din	71% “Yes”	43% “Agree” or better	Continued to improve 
Ninawa	59% “Yes”	40% “Agree” or better	Continued to improve 
Dhi Qar	69% “Yes”	24% “Agree” or better	Continued to improve 
Wasit	59% “Yes”	31% “Agree” or better“	Continued to improve 

2012-2013 Service Area Results Comparison by Province- Health

In a near mirror image to education services, all reporting provinces indicated a negative perception of continued health service improvements. Wasit, Kirkuk, and Diwaniyah noted a marked decrease. Also like education, health services are identified in the amendments to Law 21 to be moved under provincial control.

(2013: “Have the government health services (clinics and hospitals) improved since last year?”; 2012: “Health services are better this year than last year.”)

Figure 8: Health services comparison by province - 2012-2013 (N/A not included)

Province	2013 Results	2012 Results	Assessment
Baghdad	15% “good” or better	40% “Agree” or better	Improvement slowed ↓
Babil	20% “good” or better	36% “Agree” or better	Improvement slowed ↓
Diyala	28% “good” or better	38% “Agree” or better	Improvement slowed ↓
Anbar	31% “good” or better	45% “Agree” or better	Improvement slowed ↓
Karbala	18% “good” or better	43% “Agree” or better	Improvement slowed ↓
Najaf	43% “good” or better	55% “Agree” or better	Improvement slowed ↓
Muthana	38% “good” or better	55% “Agree” or better	Improvement slowed ↓
Basrah	21% “good” or better	46% “Agree” or better	Improvement slowed ↓
Maysan	18% “good” or better	39% “Agree” or better	Improvement slowed ↓
Diwaniyah	38% “good” or better	52% “Agree” or better	Improvement slowed ↓
Kirkuk	7% “good” or better	59% “Agree” or better	Improvement slowed ↓
Salah ad Din	21% “good” or better	28% “Agree” or better	Improvement slowed ↓
Ninawa	28% “good” or better	32% “Agree” or better	Improvement slowed ↓
Dhi Qar	25% “good” or better	34% “Agree” or better	Improvement slowed ↓
Wasit	13% “good” or better	45% “Agree” or better	Improvement slowed ↓

2012-2013 Service Area Results Comparison by Province- Electricity

While electricity services are the top priority in most provinces, 13 of the 15 provinces surveyed noted continued improvements with larger favorable ratings in 2013. Only Anbar reported that the improvement momentum was slowed. Electricity remains under firm central ministry control in the most recent amendments to Law 21. However, but monitoring and oversight is extended to the provinces.

(2013: “Did electricity services improve since last year?”; 2012: “Electricity services are better this year than last year.”)

Figure 9: Electricity services comparison by province - 2012-2013 (N/A not included)

Province	2013 Results	2012 Results	Assessment
Baghdad	28% “Yes”	15% “Agree” or better	Continued to improve 
Babil	58% “Yes”	7% “Agree” or better	Continued to improve 
Diyala	27% “Yes”	33% “Agree” or better	Continued to improve 
Anbar	12% “Yes”	38% “Agree” or better	Improvement slowed 
Karbala	46% “Yes”	22% “Agree” or better	Continued to improve 
Najaf	59% “Yes”	9% “Agree” or better	Continued to improve 
Muthana	44% “Yes”	15% “Agree” or better	Continued to improve 
Basrah	35% “Yes”	34% “Agree” or better	Continued to improve 
Maysan	99% “Yes”	34% “Agree” or better	Continued to improve 
Diwaniyah	94% “Yes”	42% “Agree” or better	Continued to improve 
Kirkuk	63% “Yes”	45% “Agree” or better	Continued to improve 
Salah ad Din	24% “Yes”	10% “Agree” or better	Continued to improve 
Ninawa	91% “Yes”	13% “Agree” or better	Continued to improve 
Dhi Qar	20% “Yes”	12% “Agree” or better	Continued to improve 
Wasit	44% “Yes”	19% “Agree” or better	Continued to improve 

2013 Service Area Results Comparison by Province- Select Services Improved

No comparison between 2012 and 2013 can be made for water and sewage, roads, and solid waste because comparable questions were not included in 2012. However, the 2013 results are summarized in the table below.

(Question V8: “Did the sewer services improve since last year?”; Question V9: “Did trash pickup and cleaning services improve since last year?”; Question V10: “Have the roads improved from last year?”)

Figure 10: 2013 Service Area Result by Province for Select Services (“Yes” results) 2013 (N/A not included)

Province	Sewage	Solid Waste	Road Improvements
Baghdad	48% “Yes”	60% “Yes”	29% “Yes”
Babil	36% “Yes”	82% “Yes”	18% “Yes”
Diyala	40% “Yes”	75% “Yes”	30% “Yes”
Anbar	23% “Yes”	77% “Yes”	0.4% “Yes”
Karbala	48% “Yes”	78% “Yes”	28% “Yes”
Najaf	55% “Yes”	68% “Yes”	35% “Yes”
Muthana	64% “Yes”	79% “Yes”	14% “Yes”
Basrah	45% “Yes”	61% “Yes”	21% “Yes”
Maysan	99% “Yes”	99% “Yes”	81% “Yes”
Diwaniyah	90% “Yes”	96% “Yes”	88% “Yes”
Kirkuk	75% “Yes”	72% “Yes”	56% “Yes”
Salah ad Din	32% “Yes”	80% “Yes”	38% “Yes”
Mosul	23% “Yes”	32% “Yes”	8% “Yes”
Dhi Qar	68% “Yes”	77% “Yes”	56% “Yes”
Wasit	47% “Yes”	59% “Yes”	43% “Yes”

Top Three Service Priority Areas by Province

Asking for the top service priorities in each province revealed the extreme importance of electricity, which was the first priority in nine provinces, and security, which was first in six provinces. Both electricity and security services are currently provided and overseen by the central government. Provincial councils have authority to review and approve the security plans now, and with the Law 21 amendments the councils will approve provincial curfews. The governor has an oversight authority over the police and intelligence services who provide security now. With the amendments to Law 21, the governor is granted similar authority over the army. Until now, all electric services have been the responsibility of the federal ministry, with some project funding from provinces. The amendment to Law 21 grants monitoring authority to the provincial council and oversight to the governor.

(2013: “What should be the top three service priorities for local government?”)

Figure 11: Top three service priorities by province – 2013 (N/A not included)

Province	First Priority	Second Priority	Third Priority
Anbar	Electricity (31%)	Security (21%)	Health (12%)
Babil	Electricity (40%)	Security (36%)	Health (5%)
Baghdad	Security (44%)	Electricity (24%)	Employment (8%)
Basrah	Electricity (44%)	Security (17%)	Water (14%)
Diyala	Electricity (45%)	Water (15%)	Sewer (7%)
Dhi Qar	Electricity (62%)	Security (10%)	Health (7%)
Diwaniyah	Electricity (36%)	Health (20%)	Security (14%)
Karbala	Electricity (30%)	Education (12%)	Employment (10%)
Kirkuk	Security (36%)	Employment (13%)	Electricity (11%)
Ninawa	Security (71%)	Employment (7%)	Water (5%)
Maysan	Security (45%)	Education (17%)	Electricity (16%)
Muthanna	Electricity (66%)	Security (6%)	Education (6%)
Najaf	Electricity (38%)	Security (25%)	Education (10%)
Salah ad Din	Security (45%)	Electricity (42%)	Education (3%)
Wasit	Security (34%)	Electricity (32%)	City/Municipal Services (14%)

Essential Service Delivery Oversight Target Neighborhoods

The 2013 Citizen Satisfaction Survey was also an opportunity to measure progress in the Taqadum Essential Service Delivery Oversight (ESDO) target neighborhoods within seven provinces (Baghdad, Babil, Diyala, Muthana, Anbar, Karbala and Wasit). ESDO target neighborhoods are selected because they generally fall below average in service delivery levels. Residents are usually poor and underserved.

Taqadum's ESDO activities in 2013 focused on water, sewage and solid waste services in these underserved neighborhoods. Working with provincial and ministry directorate officials, Taqadum provides technical assistance to working groups who identified neighborhoods, surveyed residents, identified service improvement opportunities, made improvements and measured results against adopted service delivery standards. Information on ESDO target areas from the 2013 CSS indicates that service levels in these previously neglected neighborhoods were brought up to the provincial average. For detailed information please see the report's "Province-Specific Descriptions" section.

Use of this Survey

Taqadum is currently training provincial staff members who were 'tag alongs' in the 2013 field survey to conduct their own future surveys, analyze the data and report the result. Very soon, these provincial staff members will be coached in presenting the 2013 CSS results to their local officials and will be consulted in the development of the 2014 CSS. Three provinces, Baghdad, Diwaniya and Diyala, have already established a dedicated survey staff as part of their adopted Citizen Participation Law.

The information contained in this survey provides necessary current information on citizen perceptions of government service delivery by province. This knowledge can be used to more understand conditions within the province, efficiently and effectively target service delivery improvement efforts, develop more relevant budgets and improve working relationships with the service delivery ministry directorates. Additionally, information found in this survey can be used to design non-capital projects to improve service delivery to citizens, such as anti-littering campaigns, and public education campaigns on proper disposal of rubbish, motor oil and other contaminants that should not be discharged in the sewers. By connecting the articulated service needs of citizens to elected policy makers, government effectiveness and responsiveness can be improved and provincial government legitimacy can be increased.

SURVEY METHODOLOGY

In July and August 2013, the Iraq Taqadam Citizen Satisfaction Survey was administered throughout fifteen Iraqi provinces to eight target groups: students, education employees, health service employees, private sector workers, civil society workers, home-makers, government workers (non-military/police) and the unemployed. This is the second year of the survey's implementation. The questions on this year's survey were adjusted from last year's questions in order to better generate accurate data on citizen satisfaction. Survey forms included a first section which gathered general information on the respondents' city of residence, district or neighborhood of survey, date of survey, gender, and age group. Additionally, the following section asked the respondent to identify their group, which is one of the eight target groups listed above. The main section of the survey included two question formats. The first format scored questions on a response of "Yes" or "No." The second question format scored the responses on a scale of 1 through 4, with 1 being scale based on 'poor, 2 being 'fair', 3 being 'good' and 4 being 'excellent.'. Survey participants also had the option of not answering questions. This provided some freedom when it came to questions perceived as sensitive in certain geographic areas or those that made the respondent uncomfortable.

The questions included in the main section focused on provision of government services and service delivery quality compared to the previous year, as well as citizens' perceptions regarding government delivery of services, ease of obtaining services, and whether the government is open to citizens' input. Service areas surveyed include: security services, education services, water services, electricity services, sewer services, solid waste disposal services, road services, and health services.

In every province, survey teams completed a minimum of 780 surveys. The geographic distribution concentrated in two areas of each province: the main city; or urban centers; and rural areas. In each province, efforts were made to distribute the survey numbers between urban and rural, but some deviations were made on a province by province basis.

QUALITY CONTROL

Citizens were not forced or coerced to participate in the survey. Personal identification of citizens was not required due to security concerns in Iraq. Quality control measures were completed in a two-step process, involving both survey team members and Senior Provincial Coordinators.

4points Group received and processed data collected by survey teams throughout Iraq. The Monitoring and Evaluation team received and verified incoming data from the survey teams on a daily basis. Data were entered into a custom designed Statistical Package for the Social Sciences (SPSS) database, which was used to assess and analyze results. All notes in the open-ended question field were recorded in a separate Excel sheet and analyzed accordingly.

Additionally, survey team members were required to travel as a two-person team at all times to avoid falsification of data. Senior coordinators in each province were required to check-in with their team daily, and also accompany them three times per week on their survey visits. The visits with the Senior Coordinators were unannounced to maintain control and allow for monitoring of the survey team. 4points Monitoring and Evaluation Specialist also performed regular follow up with the survey team members and the Senior Coordinators to cross-check dates and neighborhoods visited once hard copy surveys were received in the Baghdad headquarters. Provincial Senior Coordinators were required to submit hard copy survey forms 2-3 times per week in a sealed envelope, which was prepared and signed by the Senior Coordinator himself in order to avoid multiple transfers of documents. Survey delivery was scheduled 2-3 times per week to ensure timely data entry and avoid survey forms remaining with survey teams for long periods of time. All possible measures were taken to ensure quality and accurate data.

SURVEY DATA

Government Services in General

Question V5 attempted to gauge citizen perception of whether government services in general have improved since the previous year. Across all provinces, nearly 59% of citizens responded government services are better this year than last year, while 41% did not believe government services had improved. The opinions of the survey teams are that the high levels seen in Maysan and Diwaniyah are attributed to the strong engagement of the governor in each of these provinces.

The response options in Year 2 were altered slightly to “yes” or “no”, while in Year 1 the responses were “strongly agree/agree/disagree/strongly disagree”, the results are not directly comparable; however, it should be noted that in both years the majority of responses are positive.

Figure 12: Comparison of government services in general – Years 1 & 2 (N/A not included)

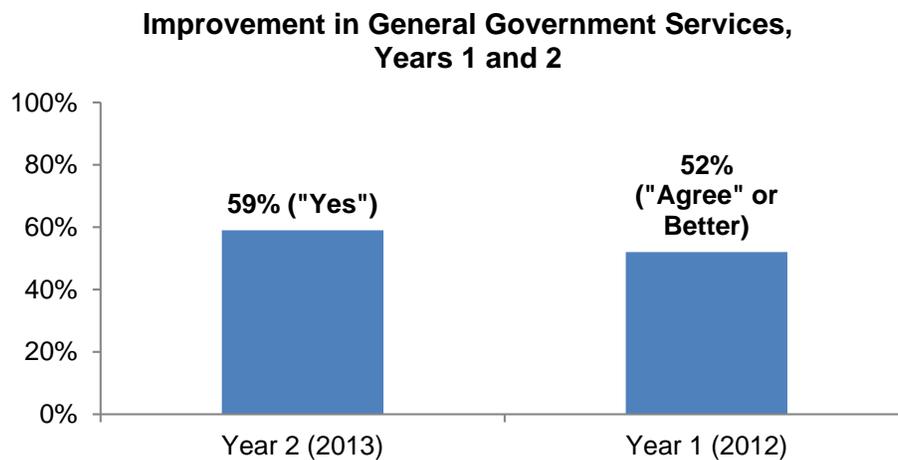
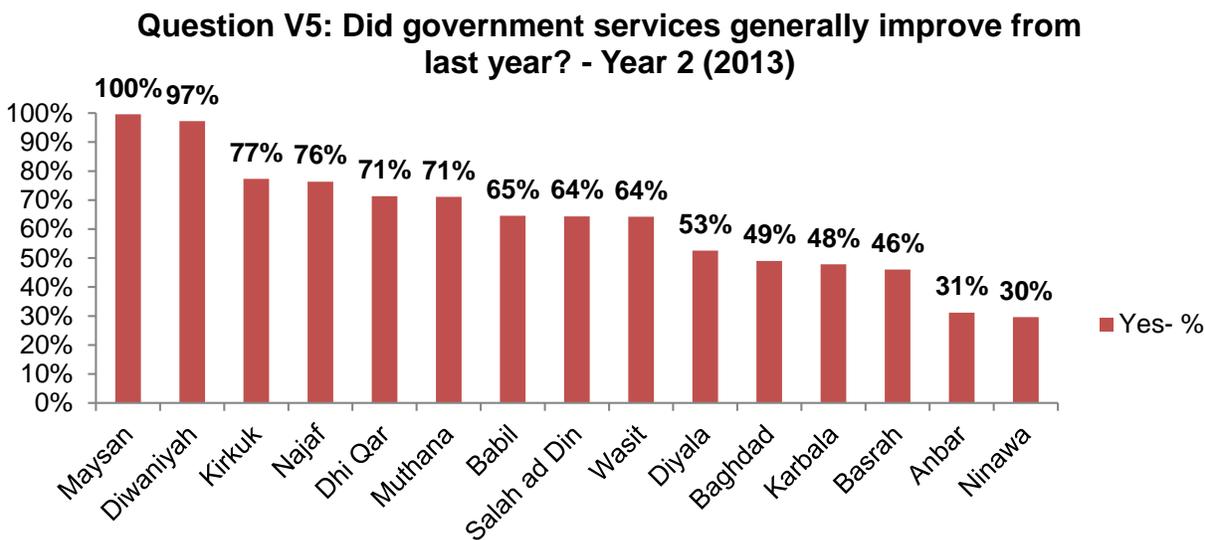


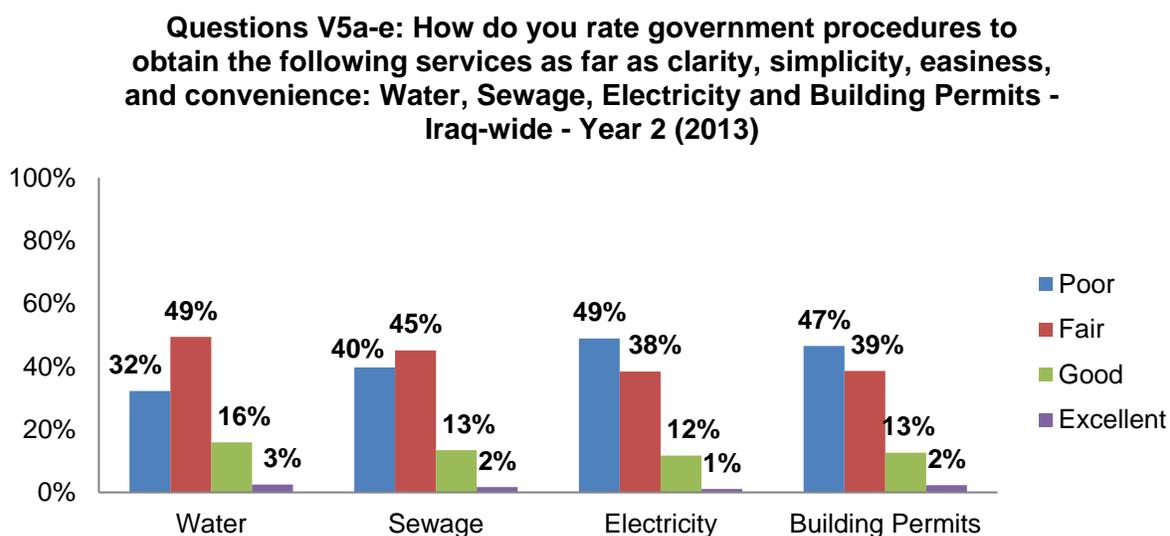
Figure 13: Government services improvement comparison by province – 2013 (N/A not included)



Please see “Appendix 4: Government Services and Procedures” for a demographic break-down of responses to general government services improvement by gender and respondent group.

Unlike in the previous year’s survey, this year’s survey teams also investigated citizens’ ratings of government procedures to obtain services including water, sewage, electricity and building permits, all in terms of clarity, simplicity, ease and convenience. The questions were rated on a scale of poor, fair, good, and excellent.

Figure 14: Rating of government procedures: clarity, simplicity, ease and convenience – 2013 (N/A not included)



Throughout Iraq, within these categories, frustration appeared most evident with electricity, followed by building permits. Nearly 48% of those surveyed noted the poor clarity, ease and convenience when obtaining electrical services, while only 11.4% felt the procedure of obtaining electrical services is “good. See “Appendix 4: Government Services and Procedures” for demographic break-down of responses rating these service procedures by gender and age group.

At the same time, 41% of respondents also felt services for obtaining building permits were “poor”, with only 11.1% indicating these services are “good.” Provinces with the highest scores in the “poor” category (provinces with the worst service in this area) include Anbar at 69.5%, Diyala at 57.2%, Dhi Qar at 57.1% and Ninawa at 49.9%. Provinces with the highest “good” scores include Muthanna at 22.6%, Maysan at 19.6% and Baghdad at 14.2%. See “Appendix 4: Government Services and Procedures” for demographic break-down of responses rating service procedures for obtaining building permits by gender and respondent group.

Water and sewage fared slightly better, as 31.6% noted water services as poor, while the largest concentration of respondents (48.8%) noted water services as being “fair.” Provinces with the highest scores in the “poor” category included Ninawa at 54.1%, Anbar at 44.5%, and Baghdad at 40.7%. The highest concentration of responses was in the “fair” category, most notably Diwaniyah at 70.3%, Kirkuk at 67.5% and Maysan at 65.3%. Dhi Qar, Muthanna and Diyala had the highest concentration of “good” responses at 28%, 27.6% and 27.3%, respectively. See “Appendix 4: Government Services and Procedures” for a demographic break-down of responses rating service procedures for obtaining water by gender and age group.

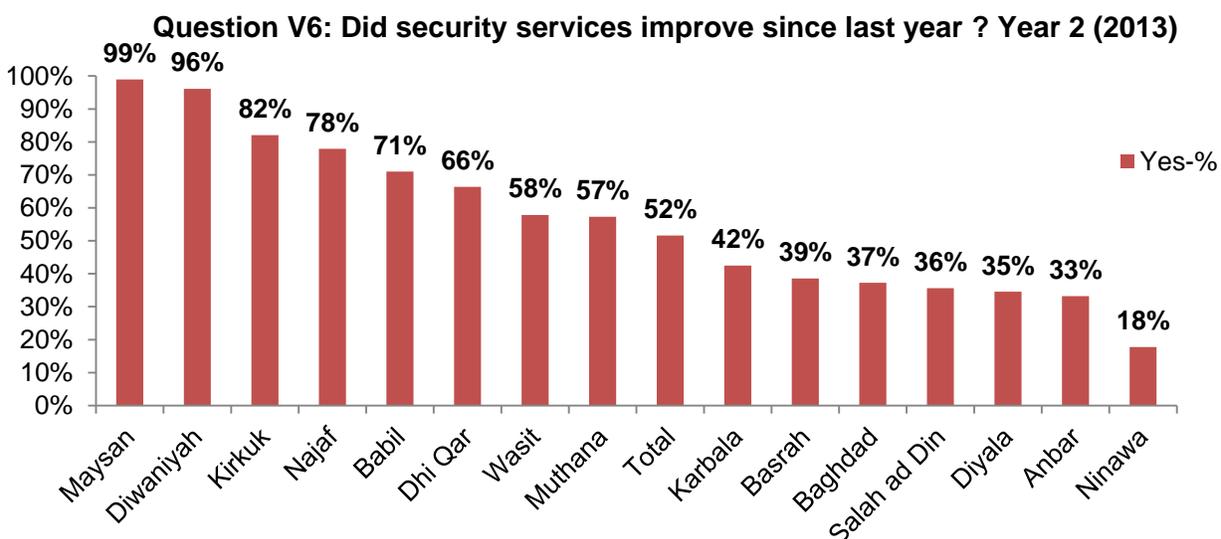
Meanwhile, 47.7% of respondents throughout Iraq felt procedures for obtaining sewage services were “poor,” and 43.2% found them to be “fair.” Provinces with the highest concentration of “poor” responses include Anbar at 67.2%, Ninawa at 66.8% and Najaf at 52.2%. The highest scores in the “good” category included Diwaniyah at 25%, Maysan at 21.9% and Muthanna at 21%. See “Appendix 4: Government Services and Procedures” for demographic break-down of responses rating service procedures for obtaining sewage services by gender, age and respondent group.

Security Services

Citizen Satisfaction Survey results in 2013 indicate that a slight majority of Iraqis surveyed (51.6%) believe the security situation has improved since the previous year, while 48.4% of those surveyed do not believe the situation has improved. Last year’s survey results were similar, with 52.5% either “agreed” or “strongly agreed” that the security situation in 2012 was better than in the previous year.

The 2013 survey results’ breakdown by province indicates a variance of perceptions regarding security services in Iraq.

Figure 15: Security services by province – 2013 (N/A not included)



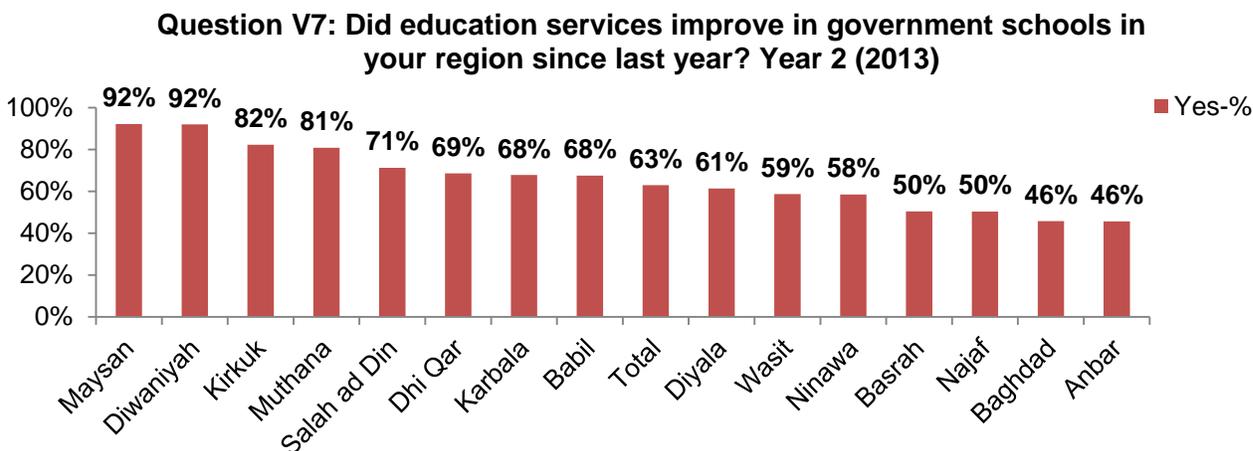
See “Appendix 4: Security” for a demographic break-down of responses to security service improvement by gender, age group and respondent group.

Education Services

The 2013 Citizen Satisfaction Survey shows some improvement in public perception regarding improvement in education throughout Iraq. In 2013, well over half of those surveyed (62.5%) indicated that education services had improved since the previous year, while 37.5% believed it had not improved. By contrast, in 2012, only 40.6% of respondents either “agreed” or “strongly agreed” that education services had improved since the previous year, while 27.7% indicated they had not improved.

The 2013 survey’s breakdown by province sheds more light on where education services have improved. Over 50% of respondents in twelve provinces noted improvement in government schools since the previous year.

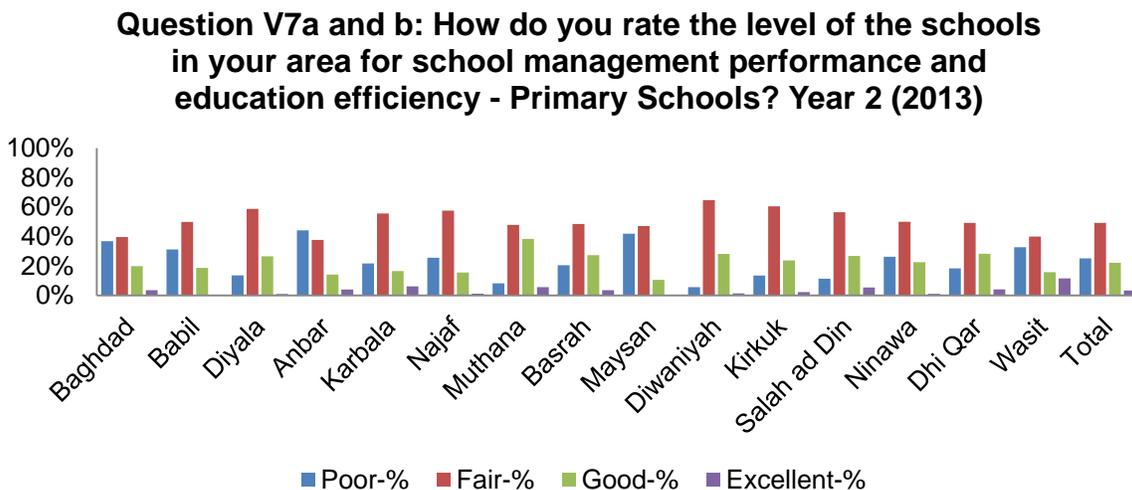
Figure16 : Education services improvement by province – 2013 (N/A not included)



See “Appendix 4: Education” for a demographic break-down of responses to education service improvement by gender and respondent group.

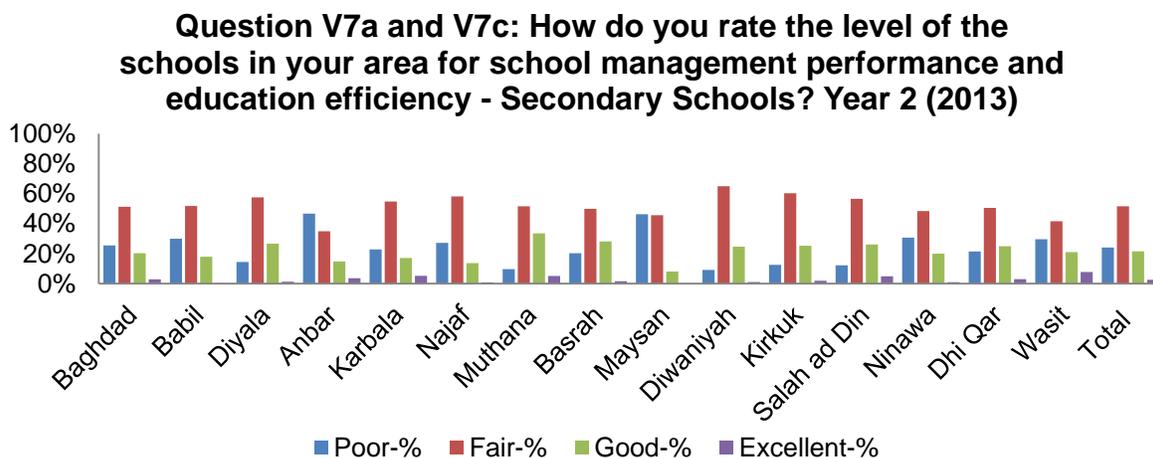
Surveyors also asked respondents how they rate their respective areas’ elementary, secondary and high schools and the results are seen in the figure below.

Figure 17: School management performance and education efficiency of primary schools – 2013 (N/A not included)



As for secondary schools, most respondents (between 34% and 65%) believed their provinces' secondary school services were "fair."

Figure 18: School management performance and education efficiency of secondary schools – 2013 (N/A not included)



Finally, In terms of high schools, the highest concentration of high schools' school ratings fell in the "fair category," of which between 30% and 63% of respondents rated their areas' schools. Respondents also had an opportunity to rate the teachers in their respective areas' schools. The majority of respondents (between 32% and 59.7%, depending on the province) rated their schools' teachers as "fair."

Figure 19: School management performance and education efficiency of high schools – 2013 (N/A not included)

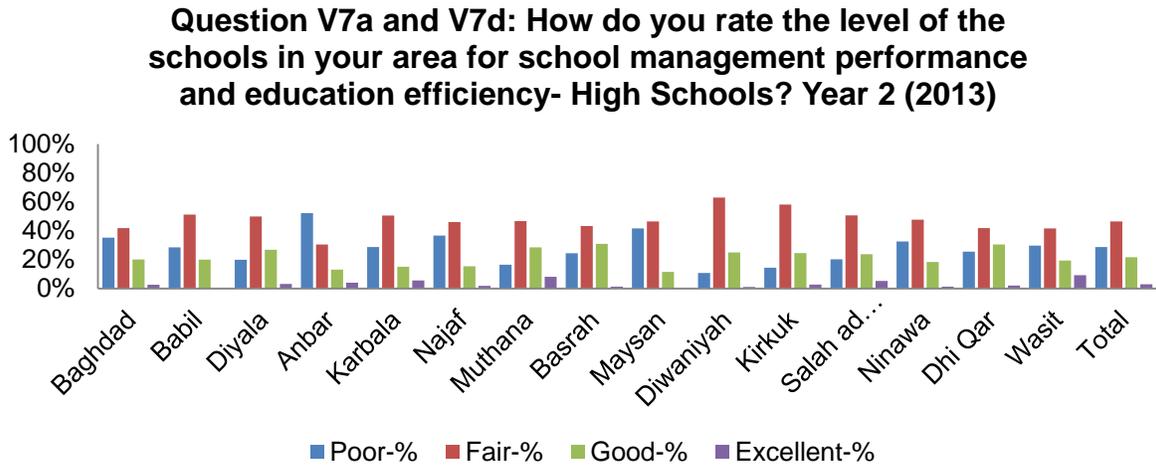
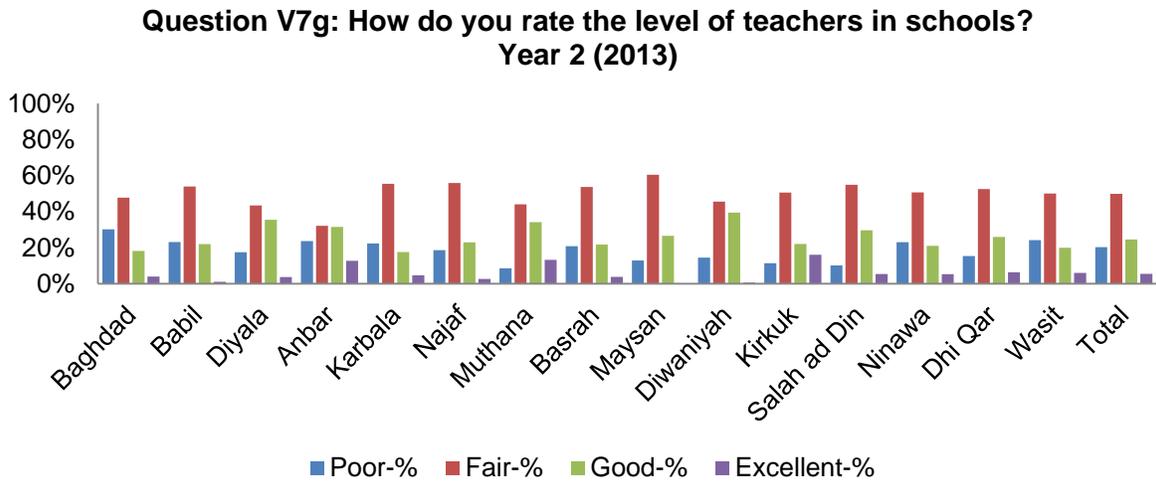


Figure 20: Rating of level of teachers by province – 2013 (N/A not included)

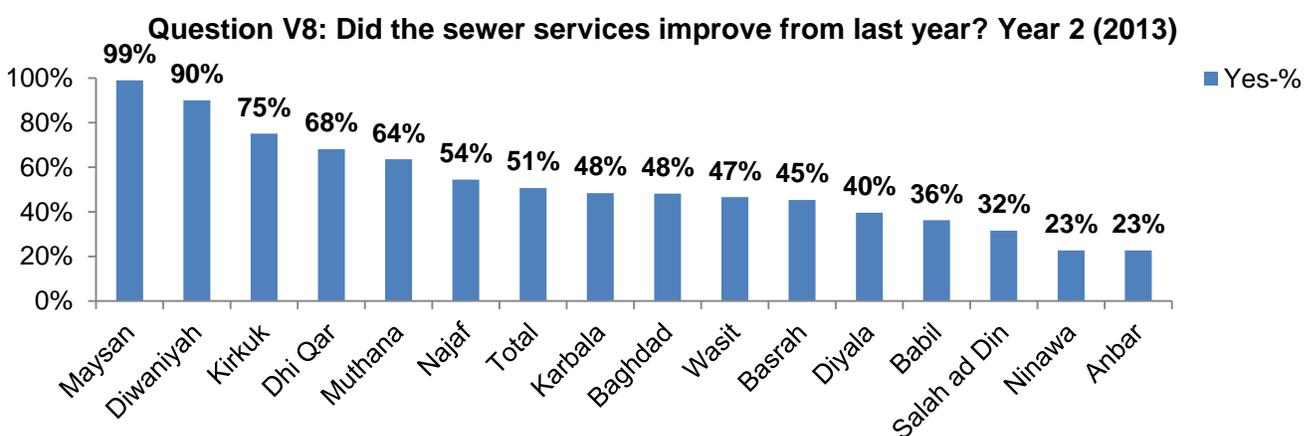


Sewer Services

In 2013, the Citizen Satisfaction Survey team added questions on sewer services in order to better gauge citizens' attitudes towards this component of sanitation services. Sewer services were not specifically covered in the 2012 survey. Overall, 50.7% of respondents throughout Iraq indicated that their sewer services improved from the previous year. At the same time, a close 49.3% indicated their sewage services had not improved.

The provincial breakdown of survey results indicate in which areas citizens have or have not seen improvement.

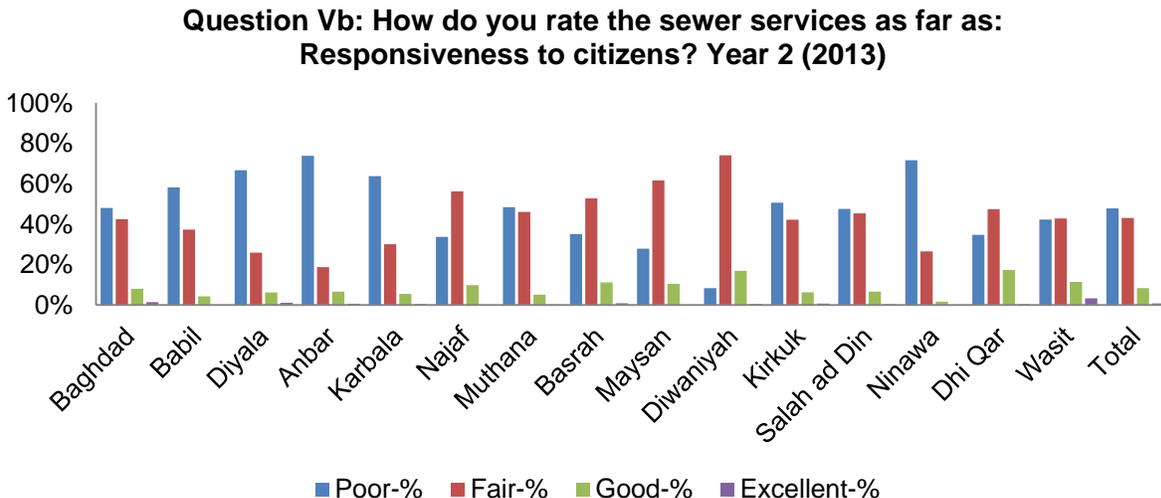
Figure 21: Sewer services improvement by province – 2013 (N/A not included)



See “Appendix 4: Sewer Services” for a demographic break-down of responses to sewer service improvement by gender, age and respondent groups.

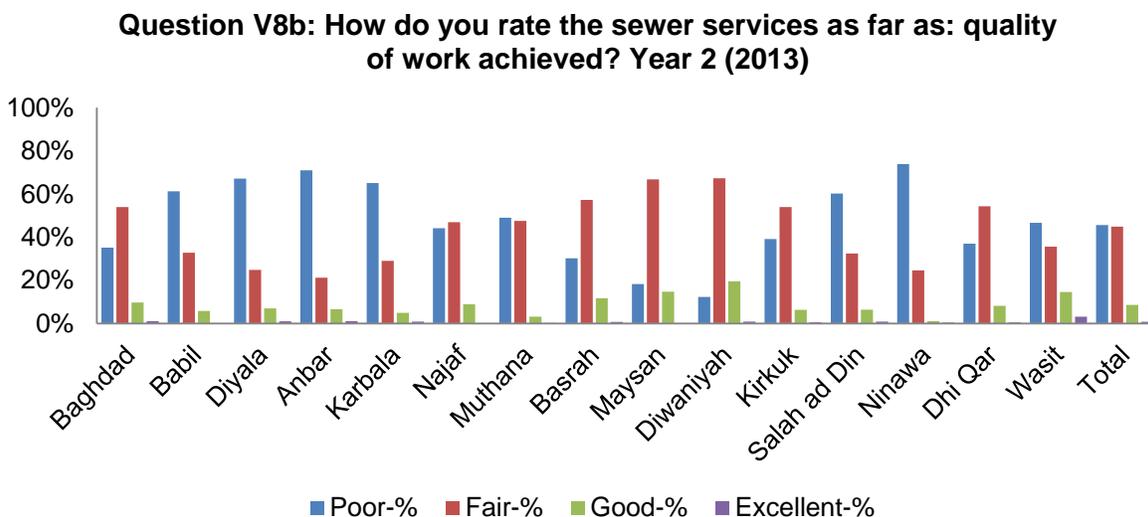
The 2013 survey delved into several areas of sewer services in order to best gauge citizen satisfaction with current services. The first of these areas was responsiveness to citizens. Overall, scores in the “good” and “excellent” categories were low.

Figure 22: Sewer services responsiveness to citizens by province – 2013 (N/A not included)



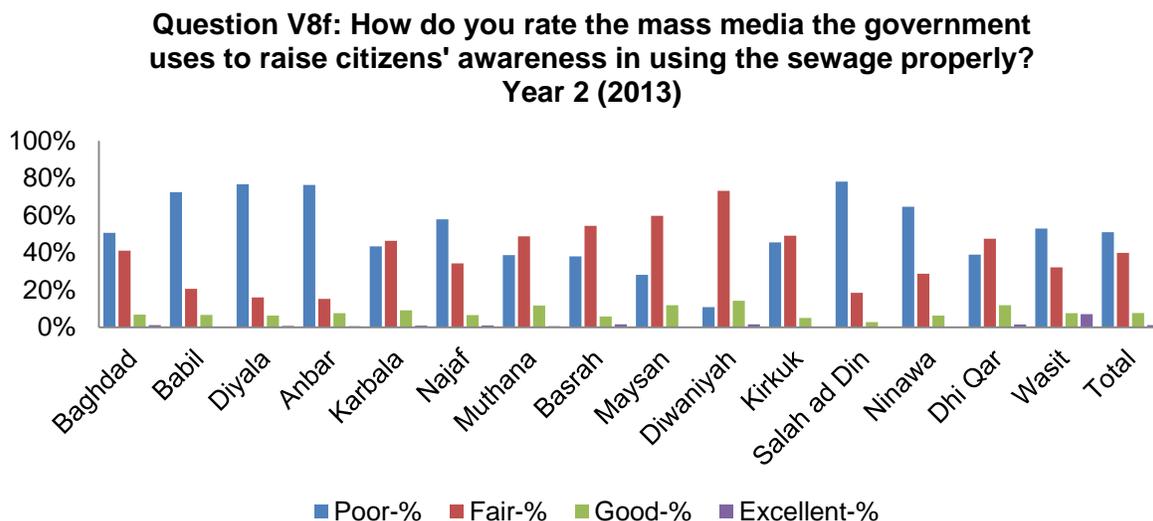
The second area covered by sewer service survey questions was the perceived quality of work achieved. Several provinces indicated a high rate of “poor” quality of work achieved. Once again, overall scores in the “good” and “excellent” categories were low.

Figure 23: Sewer services quality of work by province – 2013 (N/A not included)



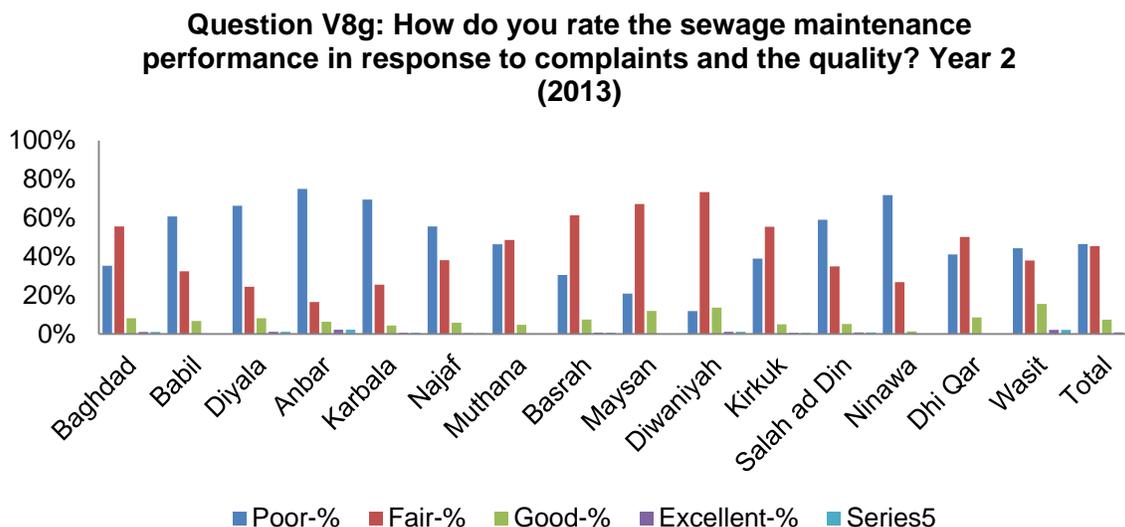
The survey also asked participants how they rate the mass media the government uses to raise citizens’ awareness in properly using the sewage systems. Overall, 48.9% of respondents throughout Iraq indicated a “poor” rating for government mass media, while 38.3% gave a “fair” rating. Only 8.5% gave a “good” or better rating.

Figure 24: Rating of mass media use by government on sewer awareness by province – 2013 (N/A not included)



The survey also asked participants how they rate sewage maintenance performance in response to complaints and the quality. Overall, 44.2% of respondents throughout Iraq indicated a “poor” rating for government sewage maintenance performance, while 43.2% gave a “fair” rating. Only 7.7% gave a “good” or better rating.

Figure 25: Rating of sewage maintenance performance of complaints and quality – 2013 (N/A not included)



Additionally, surveyors asked respondents their perceptions regarding other people’s use of the sewer system in their communities. Throughout Iraq, 69.7% of respondents indicated they believed people throw chemical materials, fats and other objects into the sewer system. The provinces reporting the highest rate of this perception were

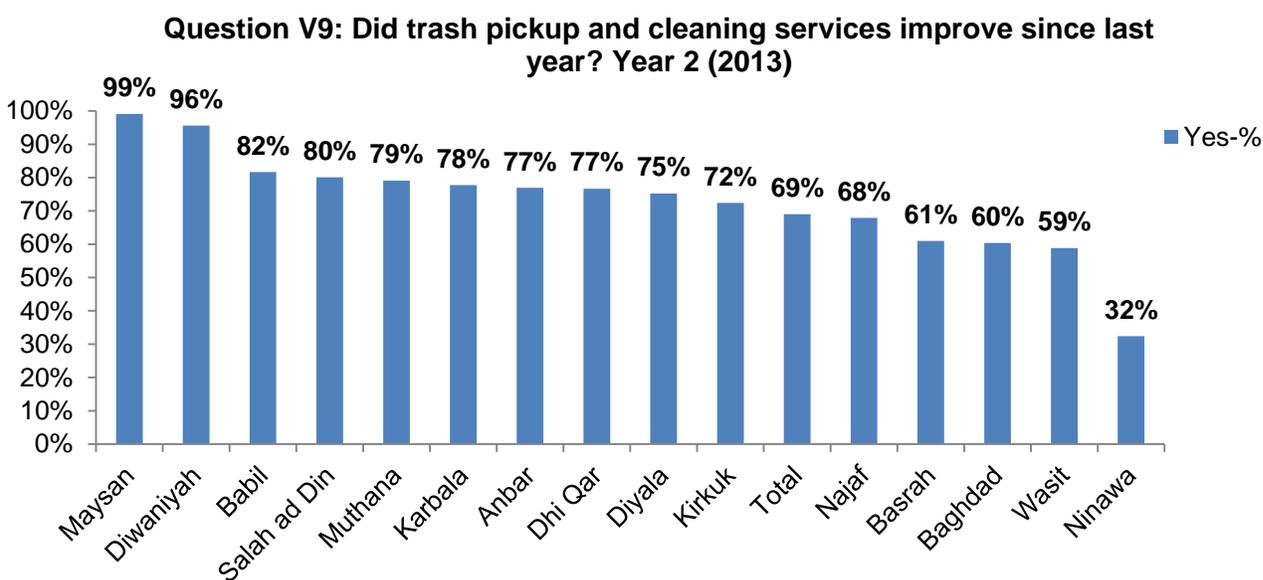
Diwaniyah at 95.3%, Kirkuk at 89.1%, Babil at 84.3% and Ninawa at 82%. In fact, survey results indicate that over half of respondents in all provinces believe people are throwing these materials into the sewer system.

Meanwhile, the survey also gauged citizens' perceptions of whether people follow official procedures when linking their homes' sewer systems to the main line. Throughout Iraq, 53.8% of respondents believed people in their community followed official procedures, while 46.2% did not. Provinces in which the highest number of respondents reported a perception of compliance were Maysan (97.9%), Diwaniyah (83.6%), and Dhi Qar (70.8%). Six other provinces' survey results also indicated over 50% of perceived compliance with official procedures- Baghdad, Babil, Anbar, Najaf, Muthanna and Ninawa. Notable provinces in which survey respondents reported they did not believe people followed official sewer procedures include Kirkuk (80.2%), Salah ad Din (78.2%) and Basrah (61.8%).

Trash Pickup and Cleaning Services

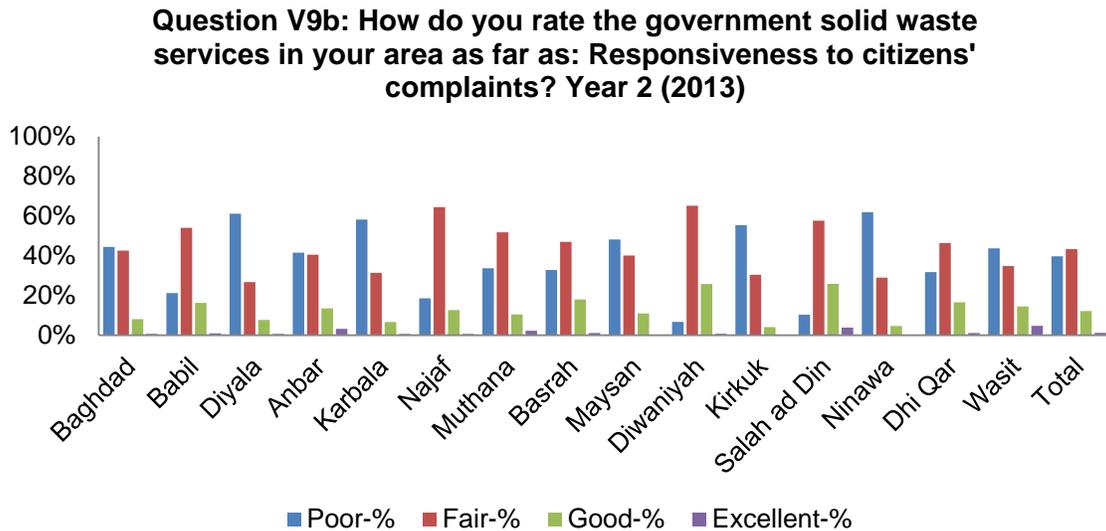
In 2013, the Citizen Satisfaction Survey team added questions on solid waste disposal in order to better gauge citizens' attitudes towards this important component of sanitation services. Solid waste services were not specifically covered in the 2012 survey. Overall, 69% of respondents throughout Iraq indicated they believed that trash pickup and cleaning services in their communities had improved from the previous year. At the same time, 31% indicated they believe these services had not improved.

Figure 26: Trash and cleaning improvement by province – 2013 (N/A not included)



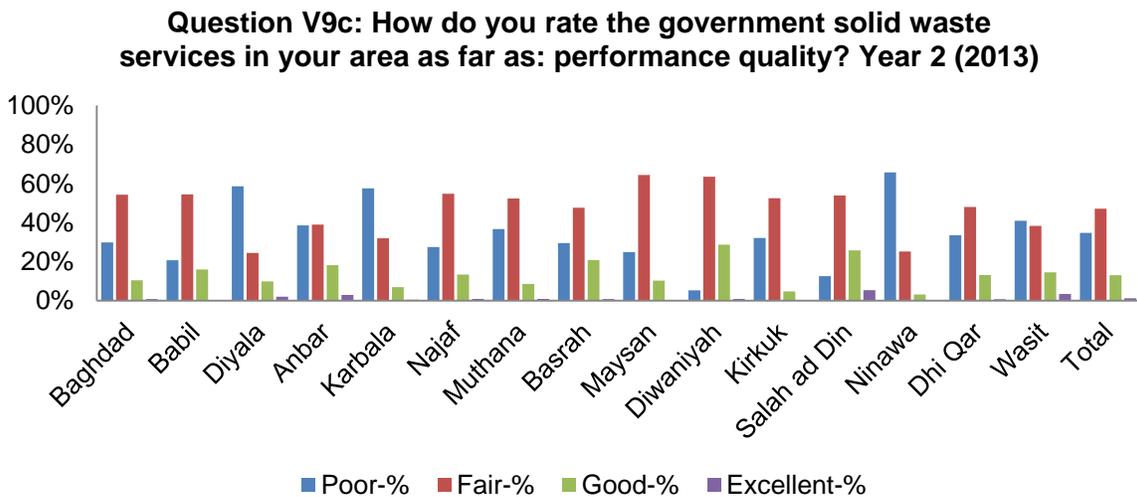
See “Appendix 4: Trash Pickup and Cleaning Services” for a demographic break-down of responses to trash pickup and cleaning service improvement by gender, age and respondent groups. The 2013 survey furthermore delved into several areas of solid waste services in order to best gauge citizen satisfaction with current services. The first of these areas was responsiveness to citizens’ complaints. Several provinces indicated a high rate of “poor” government responsiveness to citizens. Overall, scores in the “good” and “excellent” categories were significantly lower.

Figure 27: Rating of solid waste services responsiveness to citizens by province – 2013 (N/A not included)



The survey also asked participants how they rate solid waste services in response to performance quality. Overall, 47.1% of respondents throughout Iraq indicated a “fair” rating for solid waste performance quality, while 34.7% gave a “poor” rating. Only 14.2% gave a “good” or better rating.

Figure 28: Rating of solid waste services performance quality by province – 2013 (N/A not included)

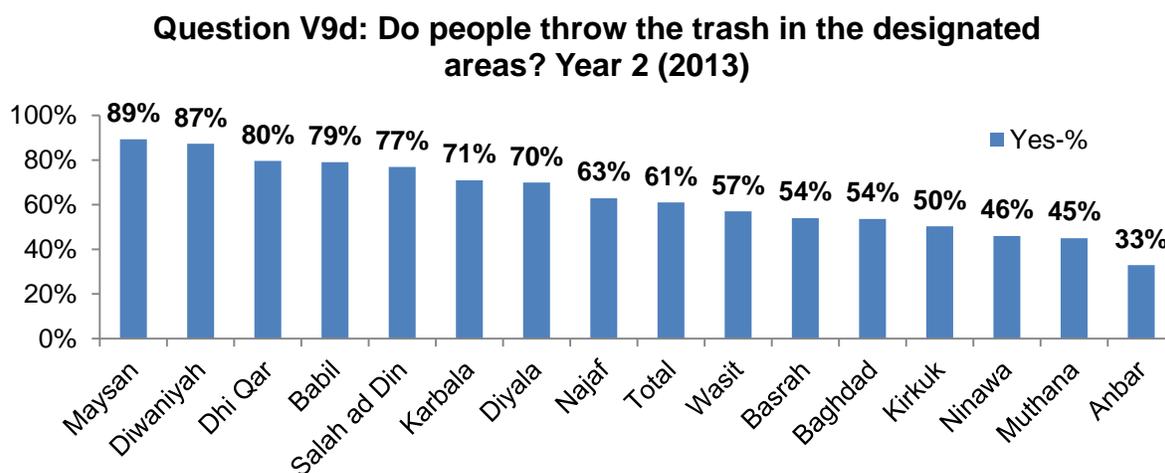


The survey then gauged whether citizens believed the government provided a sufficient number of trash receptacles, for both homes and in public places. Throughout Iraq, 60.7% of respondents believed the government did provide a sufficient number of home trash cans, while 39.3% disagreed. Provinces demonstrating the highest rates of satisfaction include Maysan (87.9%), Diwaniyah (87.4%) and Diyala (79.8%). Provinces

indicating the lowest rates of satisfaction were Ninawa (79.2%), Muthanna (66.9%) and Kirkuk (53.3%). In terms of satisfaction with government-provided trash receptacles in public places, 62% of those surveyed throughout Iraq felt the number was sufficient, with satisfaction rates highest in Diwaniyah (92.2%), Maysan (87.4%) and Dhi Qar (79.9%). Citizens in Ninawa and Basrah were the least satisfied; 67.1% and 59.9% of respondents, respectively, did not believe there were enough trash receptacles in public places. At the same time, citizens also provided feedback on the number of government trash pick-up trucks. Throughout Iraq, 62.9% of surveyed citizens felt the government provided enough trash pickup trucks; the highest rates of satisfaction were in Diwaniyah (89.3%), Maysan (85.4%) and Dhi Qar (78.6%). Meanwhile, 57.5% of citizens in Basrah and 58.8% of citizens surveyed in Basrah did not provide enough trash pick-up trucks.

Finally, the survey’s solid waste questions also gauged citizen’s perceptions of the neighbors’ behavior in terms of solid waste disposal. Overall, 61% of those surveyed throughout Iraq believed people in their communities dispose of trash in designated areas, while 39% disagreed. Survey results in 12 provinces indicate that over half of those surveyed believe their neighbors are disposing their garbage in designated areas.

Figure 29: Do people throw trash in designated areas by province – 2013 (N/A not included)

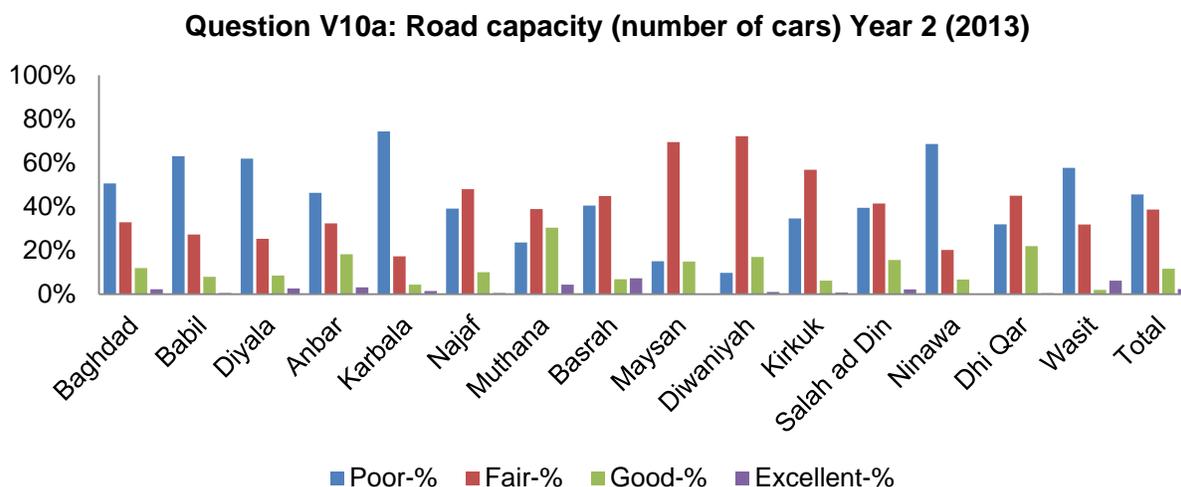


Roads Services

In 2013, the Citizen Satisfaction Survey team added questions regarding roads and related services in order to better gauge citizens’ attitudes towards this important local government service. Road services were not specifically covered in the 2012 survey. Overall, only 33.5% of respondents throughout Iraq indicated they believed that roads and related services in their communities had improved from the previous year. At the same time, 28.7% indicated they believe these services had not improved. Meanwhile nearly 38% of respondents did not answer the question.

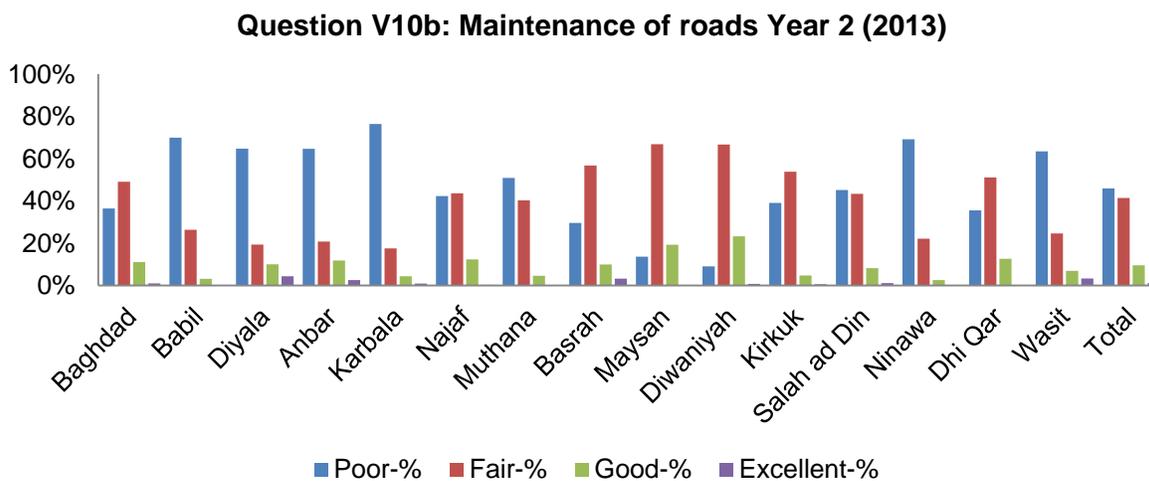
The 2013 survey furthermore delved into several areas of roads-related services in order to best gauge citizen satisfaction with the current situation. The first of these areas was road capacity. Overall, 45.5% of surveyed Iraqis rated road capacity as “poor,” 38.7% rated road capacity as “fair” and 13.9% of citizens rated road capacity as “good” or better.

Figure 30: Road capacity (number of cars) improvement by province – 2013 (N/A not included)



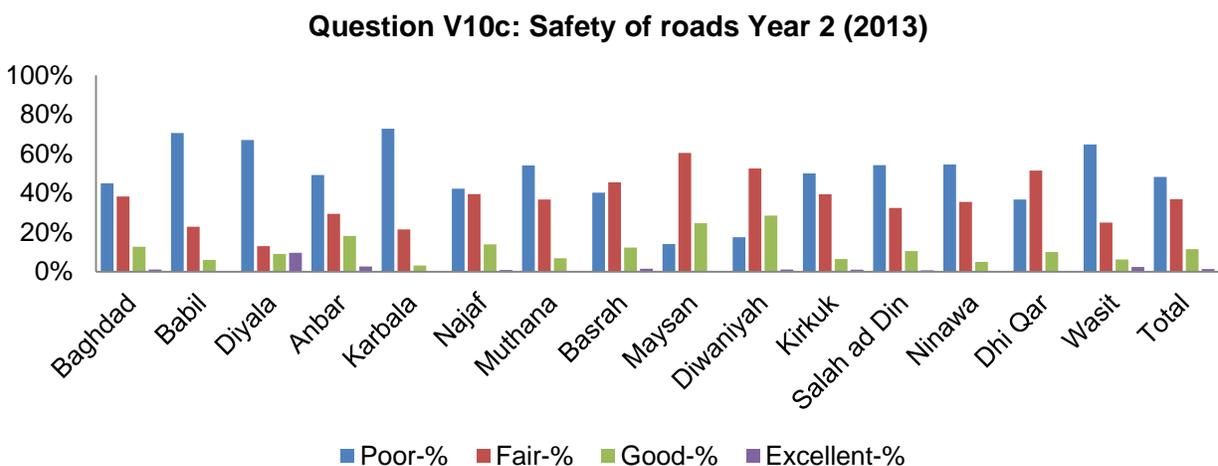
A second surveyed area of road safety was maintenance of roads. Overall, 45.9% of surveyed Iraqis rated road maintenance as “poor,” 41.4% rated road capacity as “fair” and only 10.7% of citizens rated road capacity as “good” or better. Overall, scores in the “good” and “excellent” categories were significantly lower.

Figure 31: Maintenance of roads improvement by province – 2013 (N/A not included)



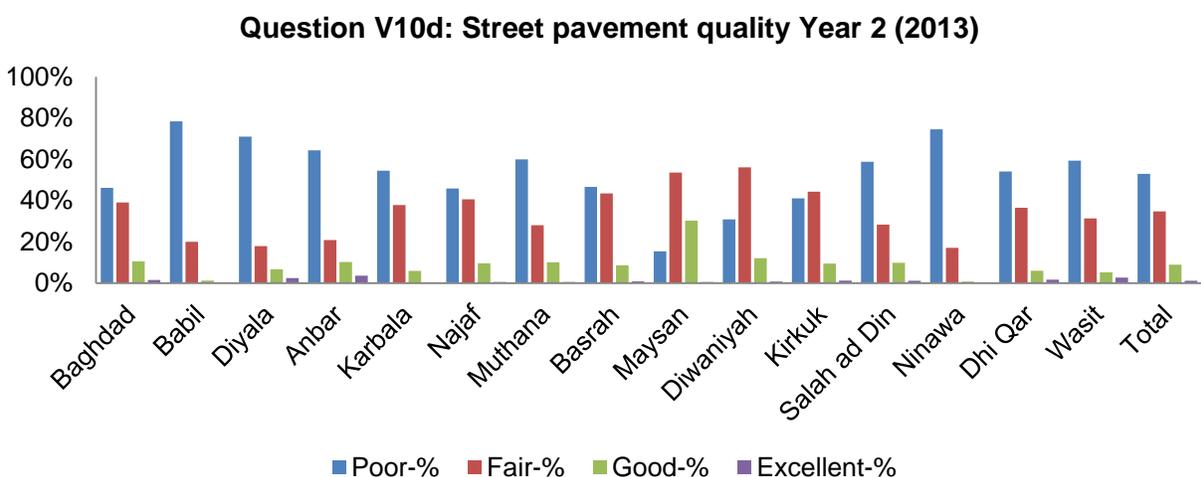
A third surveyed area of road services was safety of roads. Overall, 48.2% of surveyed Iraqis rated road maintenance as “poor,” 36.9% rated road safety as “fair” and only 12.9% of citizens rated road safety as “good” or better. Overall, scores in the “good” and “excellent” categories were significantly lower.

Figure 32: Safety of roads improvement by province – 2013 (N/A not included)



A fourth surveyed area of road services was street pavement quality. Overall, 53% of surveyed Iraqis rated street pavement quality as “poor,” 34.7% rated street pavement quality as “fair” and only 10.1% of citizens rated street pavement quality as “good” or better. Overall, scores in the “good” and “excellent” categories were significantly lower.

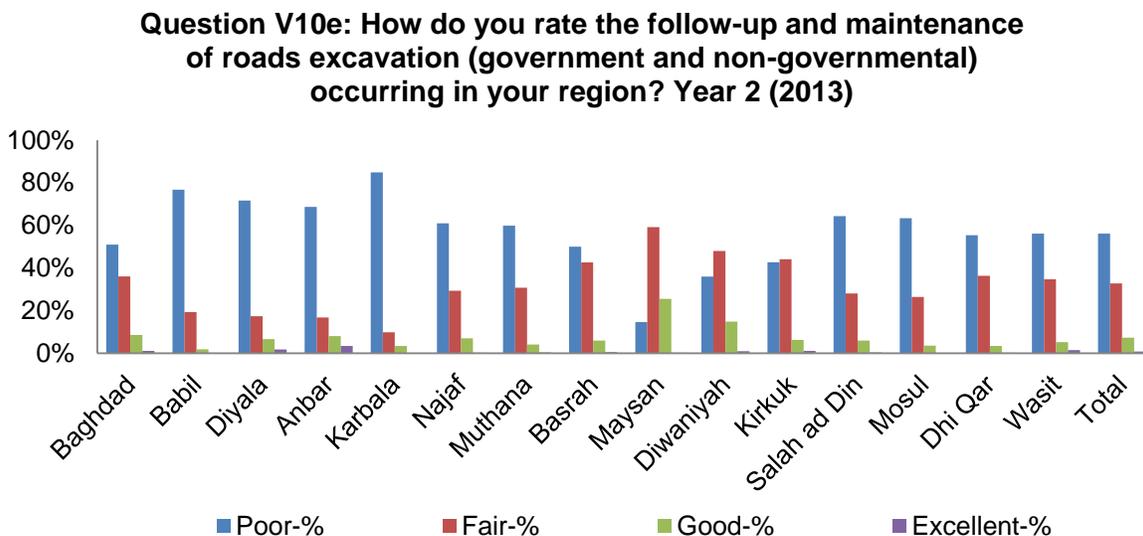
Figure 33: Street pavement quality improvements - 2013 (N/A not included)



The 2013 survey’s road services questions also gauged citizen’s perceptions of follow-up and maintenance of road excavation in the region. Overall, 56.2% of surveyed Iraqis follow-up and maintenance as “poor,” 32.8% rated follow-up and maintenance as “fair”

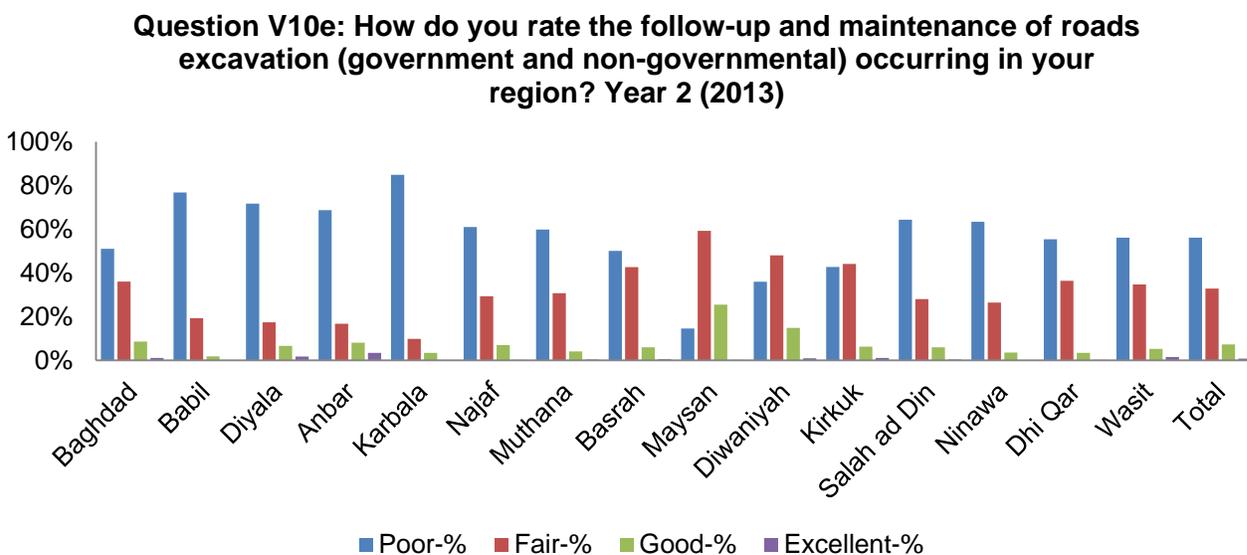
and only 8.1% of citizens rated follow-up and maintenance as “good” or better. Scores in the “good” and “excellent” categories were significantly lower.

Figure 34: Rating of follow-up and maintenance of roads excavation by province – 2013 (N/A not included)



Finally, the 2013 survey also covered citizens’ perceptions of road safety based on the number and clarity of traffic lights in their regions. Overall, 46.6% of surveyed Iraqis rated safety resulting from traffic lights as “poor,” 34.9% rated this area as “fair” and 14.3% of citizens gave a “good” or better rating.

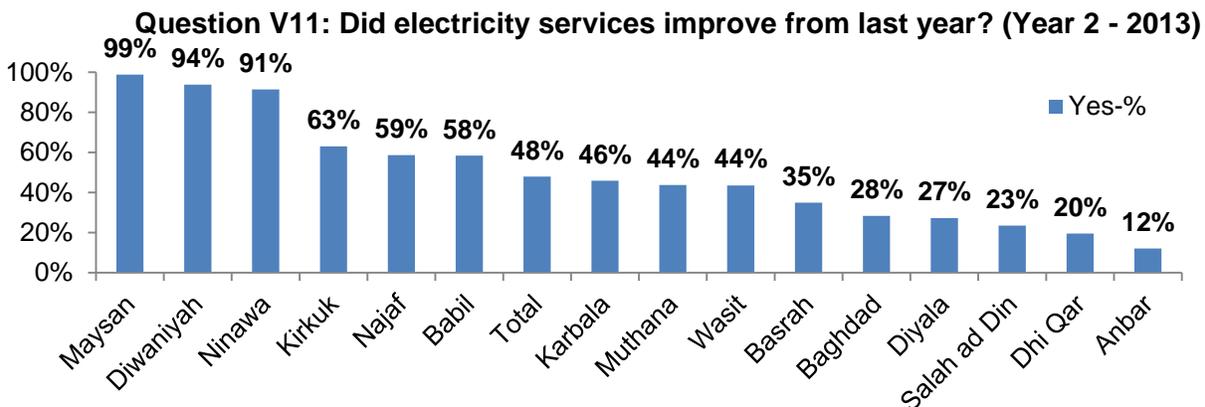
Figure 35: Rating of safety on the roads (traffic lights) by province – 2013 (N/A not included)



Electricity Services

2013 Citizen Satisfaction Survey responses indicated that overall, 47.9% of Iraqis felt electricity had improved from the previous year. Meanwhile, 52.1% felt that electricity services had not improved.

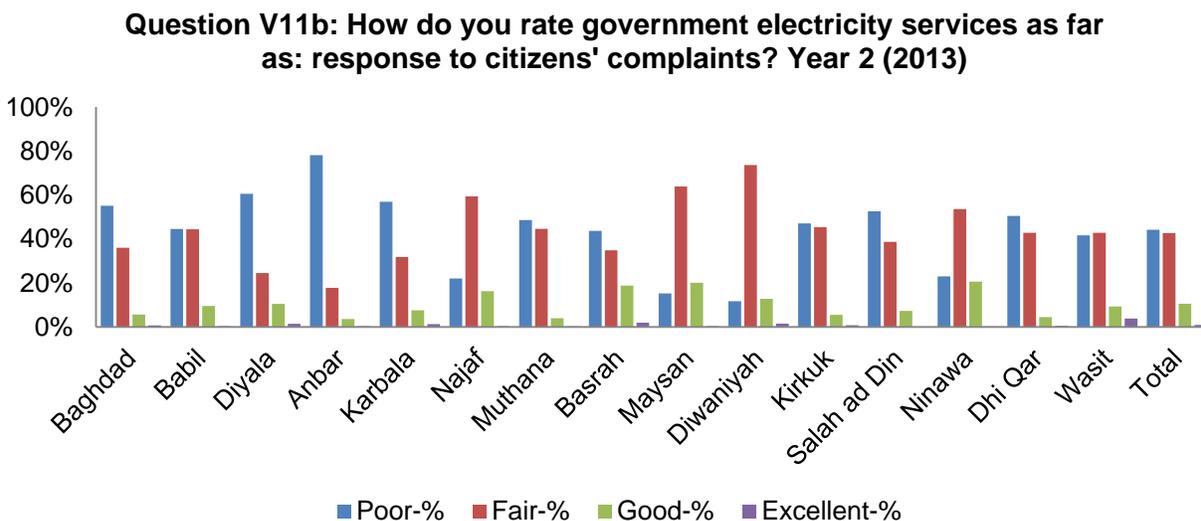
Figure 36: Electricity services improvement by province – 2013 (N/A not included)



The 2013 survey’s responses in this category appear to fare better than those from the previous year. In 2012, only 22.9% of survey respondents throughout Iraq indicated they agreed with the statement “electricity services are better this year than last year.” Furthermore, 33% of survey respondents in 2012 agreed with the statement “electricity services will be better next year than this year,” indicating a widespread pessimism regarding Iraq’s electricity services.

2013’s survey delved deeper into the electricity area with further questions targeting citizen satisfaction with this type of service. When asked about government response to citizens’ complaints regarding electricity, only 11.4% of survey respondents throughout Iraq indicated “good” or better. The highest rate of responses (44.2%) fell into the “poor” category, while 42.6% felt government response to be “fair.”

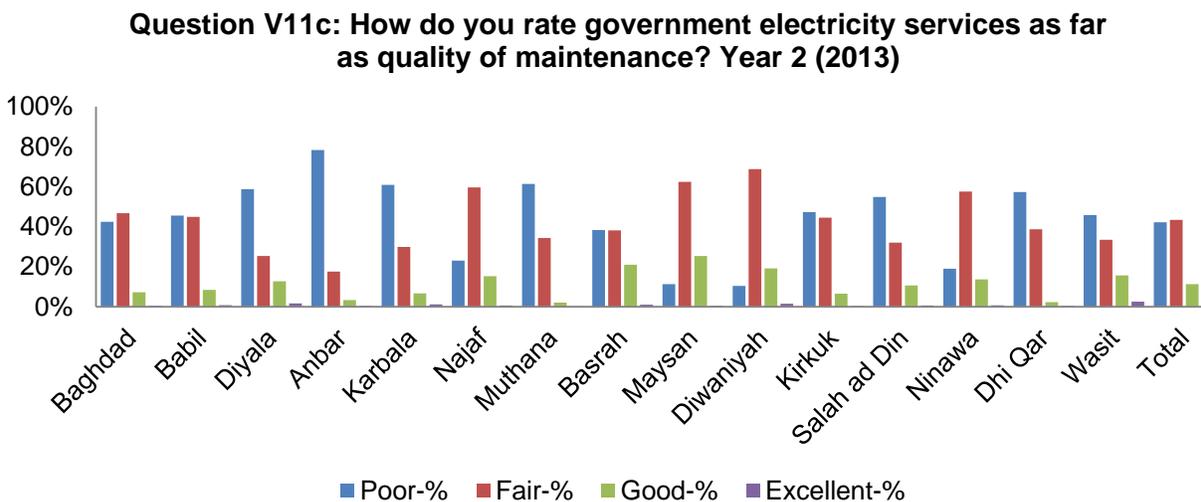
Figure 37: Rate of government electricity services as far as citizens' complaints- 2013 (N/A not included)



See “Appendix 4: Electricity Services” for a demographic break-down of responses to electricity services by gender and age groups.

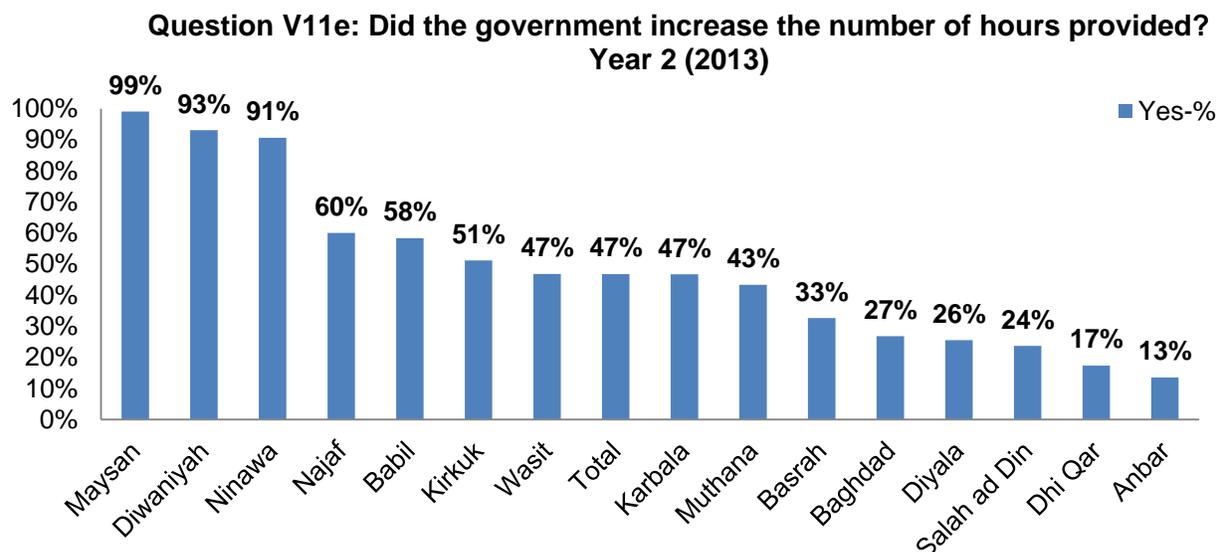
As for quality of maintenance of electricity services, a low 12.1% of survey respondents throughout Iraq indicated “good” or better. The highest rate of responses (43.4%) fell into the “fair” category, while 42.2% felt this area to be “poor.”

Figure38 : Rate of government electricity services as far as quality of maintenance – 2013 (N/A not included)



When asked if the government had increased the number of hours of electricity provided, 53.2% of respondents throughout Iraq indicated no increase, while 46.8% indicated an increase had occurred.

Figure39 : Did the government increases of number of hours provided - 2013 (N/A not included)



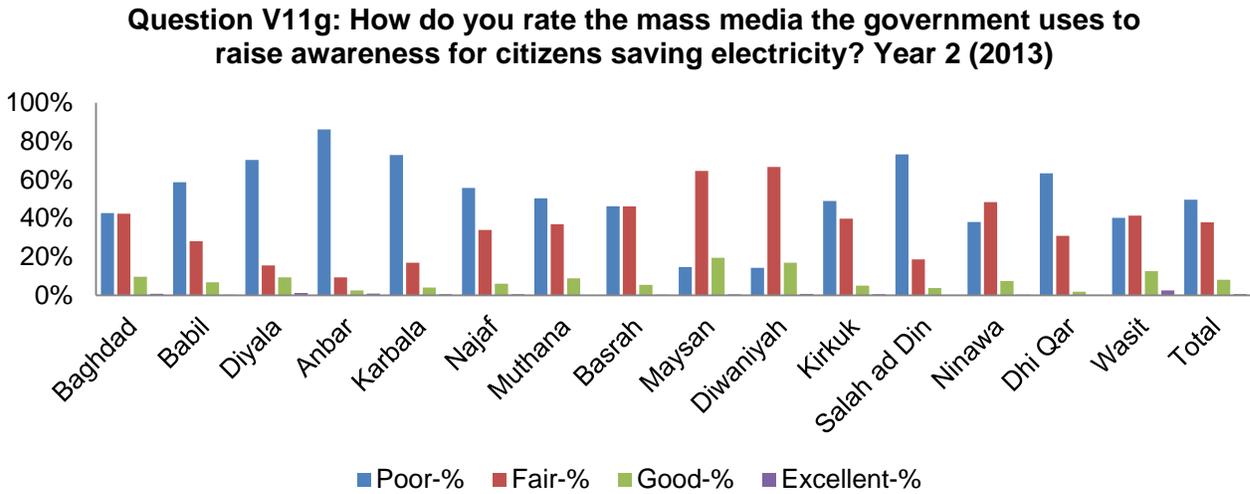
Furthermore, when asked to rate government follow-up on non-governmental electricity providers (NEP), 40% of respondents throughout Iraq provided a “fair” response, while 39.4% rated this performance as “poor.” Only 17.9% of surveyed citizens indicated government follow-up in this area to be “good” or better. The lowest rates of satisfaction (the highest “poor” scores) are reported in Diyala (61.4%), Karbala (52.7%) and Baghdad (47.6%). Respondents in Diwaniyah and Maysan gave the highest “fair” scores at 71.9% and 62.2%, respectively. Provinces notably reporting the highest “good” scores include Najaf at 51.4%, Anbar at 24.7% and Muthanna at 22.3%. The highest “excellent” score was seen in Wasit at 9.4%.

The survey also sought to gauge citizens’ perceptions of how other people in their community conserve electricity usage. Throughout Iraq, 51.8% of respondents rated this area as “poor”, 31.6% as “fair,” 9.5% as “good” and 1.3% and excellent. Provinces recording the highest “poor” ratings of electricity conservation in their communities are Salah ad Din (74.9%), Diyala (74.5%), and Dhi Qar (73.1%). Provinces reporting high “fair” scores include Diwaniyah (67.2%) and Maysan (55.3%). Maysan also reported the highest “good” rating of citizens’ electricity conservation at 27.1%. Baghdad respondents indicated the highest “excellent” rating at 3.5%.

As a follow-up, citizens also had the opportunity to rate how governments are raising awareness on electricity conservation. Throughout Iraq, 49.6% of respondents rated

governments” performance in this area as “poor,” while 37.9% rated it as fair. Only 8.8% of respondents throughout Iraq rated government performance in this area as “good” or better.

Figure40 : Government use of mass media to raise awareness of saving electricity – 2013 (N/A not included)

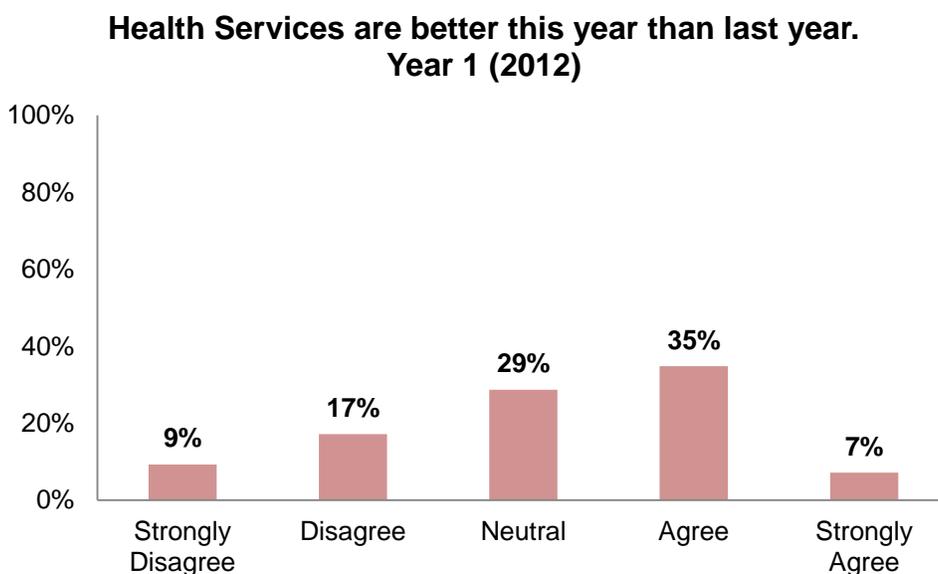


Along with the relatively low citizen ratings for electricity services in the survey, citizens in all provinces except Ninawa indicated that electricity is among their three top service priorities.

Health Services

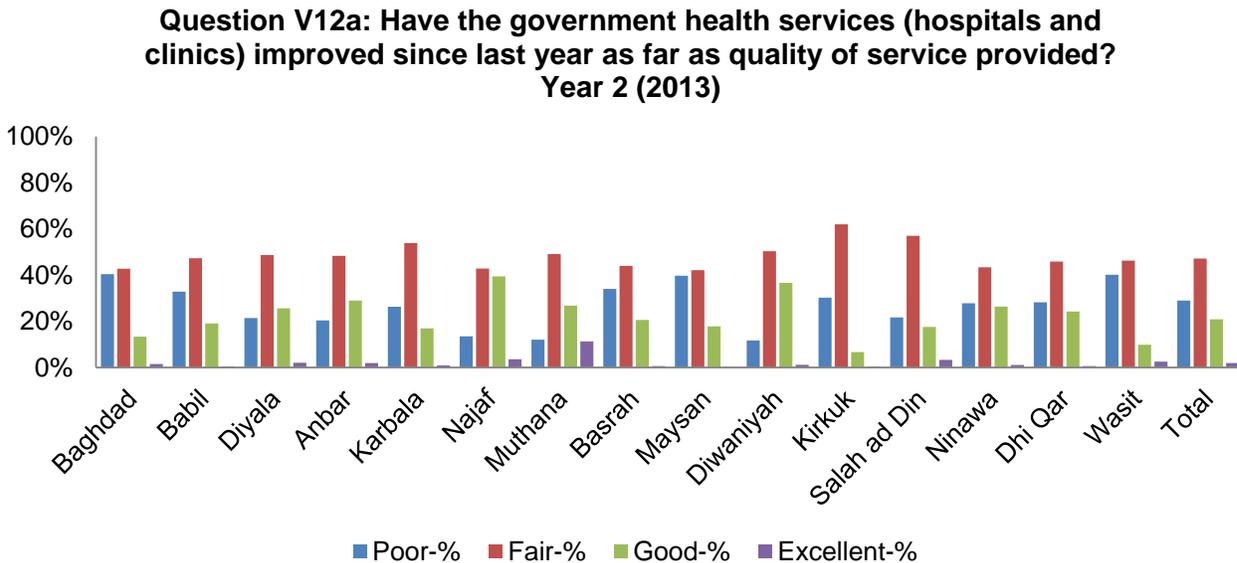
In 2013, overall 22.7% and 19% of respondents throughout Iraq provided “good” or better ratings for improvement of health services in terms of quality of service and speed of response, respectively. These citizen’s perceptions of improvements in health services in 2013 lag behind the previous year’s survey results in this area. In 2012, although answering a differently-worded question, 42% of surveyed citizens gave a positive response regarding improvement in health services since the previous year, while nearly 45% of respondents agreed that health services will improve over the subsequent year.

Figure 41: Health service improvements - 2013 (N/A not included)



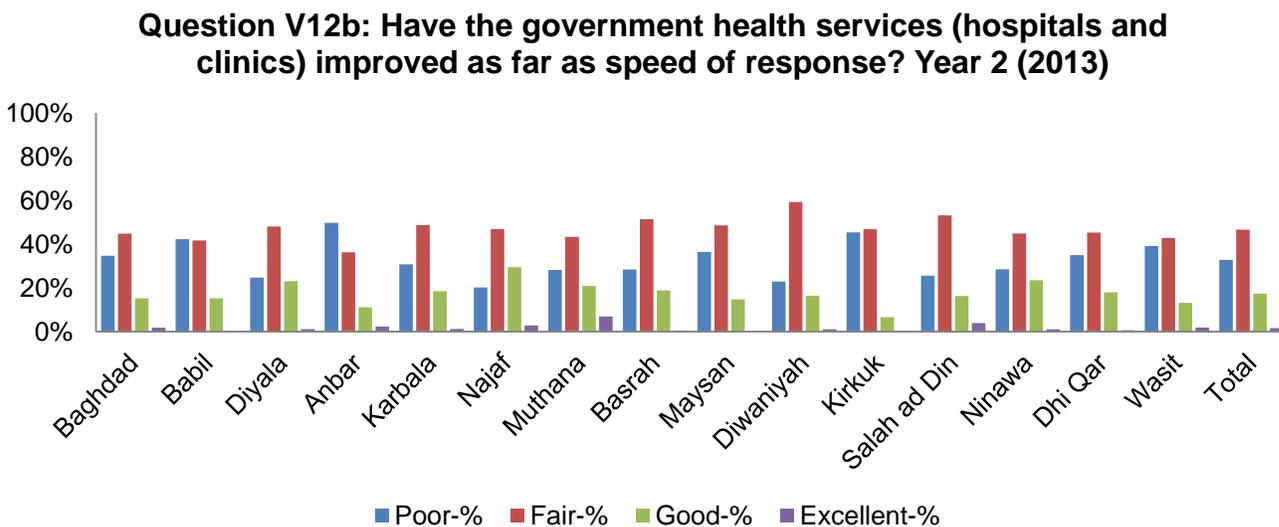
In 2013, overall 22.7% of respondents throughout Iraq provided “good” or better ratings for improvement of health services in terms of quality of service. Meanwhile, the highest concentration of responses fell into the “fair” category at 47.2%, and 29% of respondents rated quality of health services as “poor.”

Figure 42: Improvement of health services quality – 2013 (N/A not included)



At the same time, in 2013, only 19% of respondents throughout Iraq indicated improvement in health services regarding speed of response was “good” or better. The highest concentration of responses (46.7%) once again fell into the “fair” category, and 32.8% of respondents rated health service speed of response as “poor.”

Figure 43: Government health services improvements as far as speed of response-2013 (N/A not included)



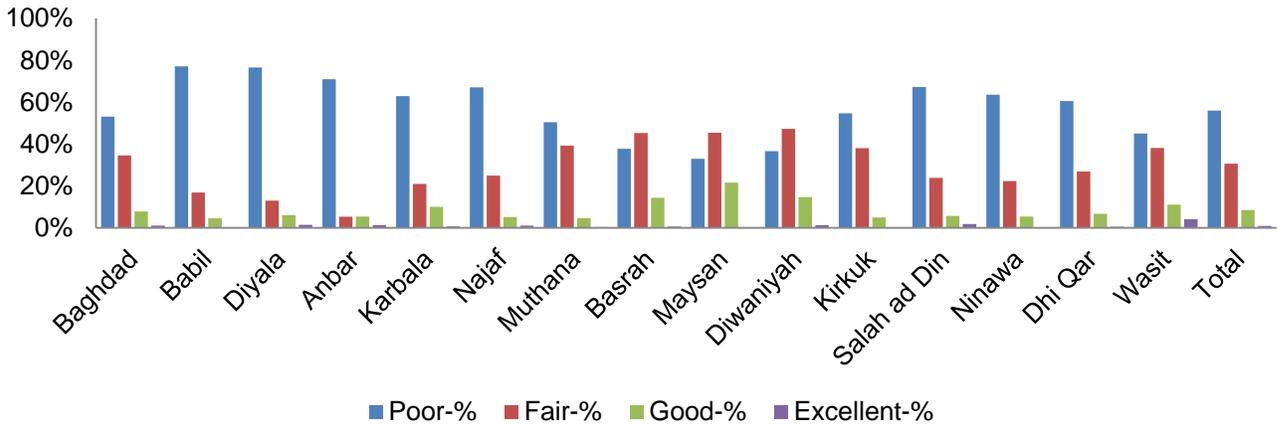
Local Government Performance with Citizens

The 2013 Citizen Satisfaction Survey featured an additional component gauging citizens’ perceptions of how their local governments encourage community participation, adopt citizens’ opinions and suggestions and respond to citizens’ complaints. Citizens generally gave “poor” ratings to their governments in these three areas.

Regarding the performance of local governments in encouraging community participation by listening to the needs and interests of citizens, 55.9% of those surveyed throughout Iraq noted their local governments’ “poor” performance.

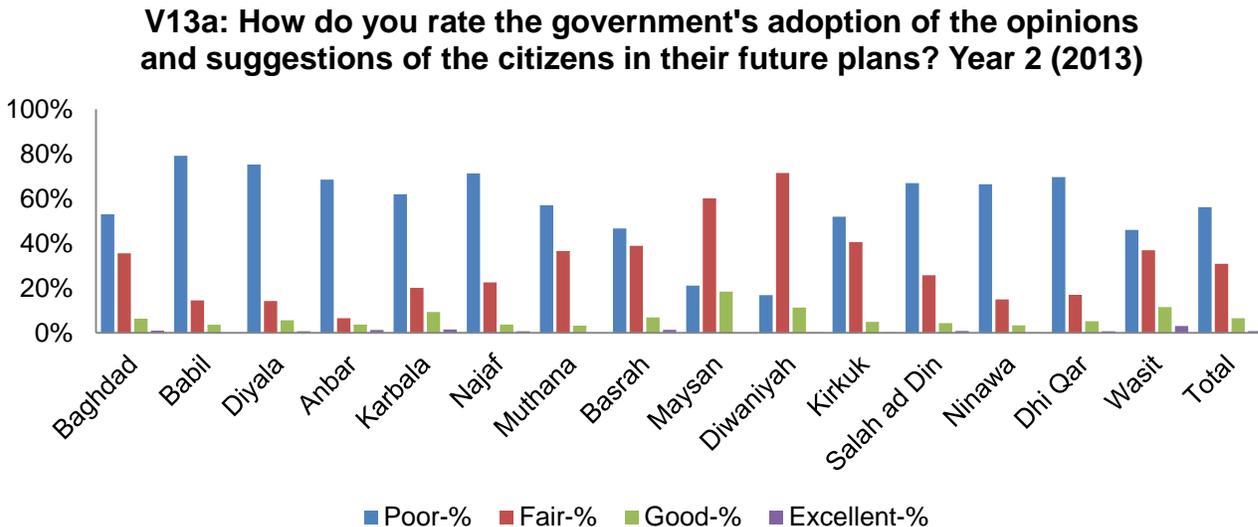
Figure 44: Local government encouragement of community participation - 2013 (N/A not included)

Question V13: How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens? Year 2 (2013)



See “Appendix 4: Local Government Performance” for a demographic break-down of responses to government encouragement of encouraging community participation by gender and age groups. As for adopting the citizens’ opinions and suggestions in planning, 56.2% of citizens surveyed throughout Iraq indicated their local government’s performance in the area was “poor.”

Figure 45: Government’s adoption of citizens’ suggestions in future plans- 2013 (N/A not included)

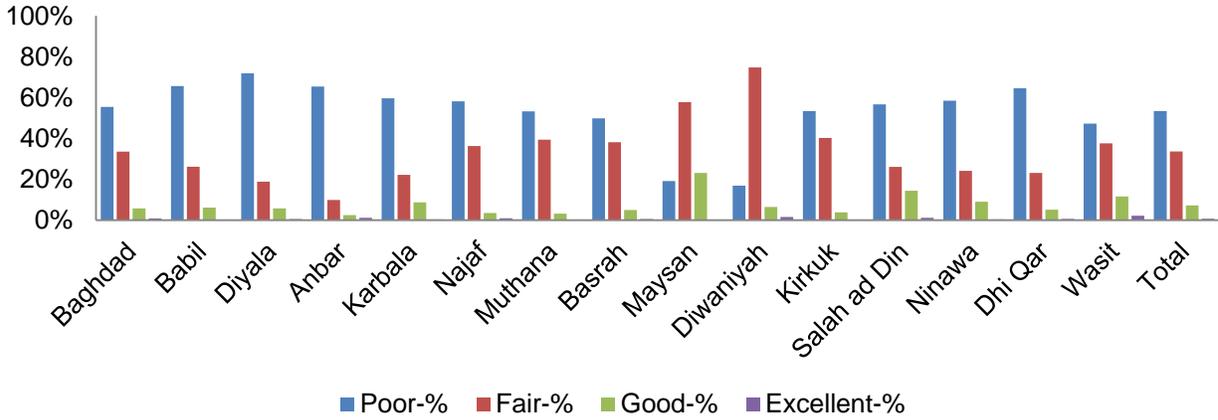


See “Appendix 4: Local Government Performance” for a demographic break-down of perceptions regarding government responses to citizens’ complaints by gender and age groups.

Regarding the performance of local governments in responding to citizens’ complaints, 53.4% of those surveyed throughout Iraq noted their local governments’ “poor” performance.

Figure 46: Local government performance in response to citizens' complaints – 2013 (N/A not included)

Question V13b: How do you rate the performance of the local government in response to the citizens' complaints? Year 2 (2013)



See "Appendix 4: Local Government Performance" for a demographic break-down of responses to government adoption of citizens' opinions and suggestions by gender and respondent groups.

PROVINCE-SPECIFIC HIGHLIGHTS / ESDO RESULTS

Baghdad

The team in Baghdad surveyed 2,892 citizens. Security (43.8%), electricity (24.3%), and employment services (8.3%) were most frequently identified by Baghdad survey participants as the top service priorities for Baghdad's local governments.

Two neighborhoods in Baghdad, Al-Nedhal and Al-Riyadh, were Taqadam ESDO target areas. The service sectors with the most challenges in these areas included solid waste services, water services, and sewage services. The survey results of these neighborhoods are compared to the Baghdad-wide results below. Al Nedhal appears to lag behind the rest of Baghdad in terms of general services improvement, citizen sewer linkage compliance and government trash can allotment. However, the neighborhood survey results outperformed the Baghdad-wide results in the areas of citizen sewage disposal compliance. Meanwhile, Al Riyadh's survey results indicated a lag behind the Baghdad-wide results in the areas of processes to obtain sewage procedures, but presented higher scores for general improvement of government services.

The positive responses are bolded in the table below for easier comparisons.

Table 1: Baghdad ESDO Data Comparison

Question/ Service Area	Baghdad-wide	Al Nedhal	Al Riyadh
Did the government services generally improve from last year?	49.4% "Yes" (50.6% "No")	32.4% "Yes" (67.6% "No")	52.7% "Yes" (47.3% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience - Water	17.2% "good" or better (41.4% "fair"; 41.4% "poor")	11.8% "good" or better (50% "fair", 38.2% "poor")	Al Riyadh did not receive ESDO services in water
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience - Sewage	16.85% "good" or better (50.55% "fair"; 32.6% "poor")	16.4% "good" or better (43.3% "fair"; 40.3% "poor")	7.3% "good" or better (40% "fair"; 52.7% "poor")
Did the sewer services improve from last year?	48% "Yes" (52% "No")	36.8% "Yes" (63.2% "No")	61.1% "Yes" (38.9% "No")
How do you rate the sewer services as far as-responsiveness to citizens?	9.5% "good" or better (42.3% "fair"; 48.2% "poor")	7.6% "good" or better (33.3% "fair"; 59.1% "poor")	5.7% "good" or better (54.7% "fair"; 39.6% "poor")
How do you rate the sewer services as far as-quality of work achieved?	10.9% "good" or better (53.9% "fair"; 35.2% "poor")	10.6% "good" or better (48.5% "fair"; 40.9% "poor")	7.55% "good" or better (56.6% "fair"; 35.85% "poor")
Do the people throw chemical materials, fats and other objects in the sewage?	57.3% "Yes" (42.7% "No")	38.8% "Yes" (61.2% "No")	74.1% "Yes" (25.9% "No")

Question/ Service Area	Baghdad-wide	Al Nedhal	Al Riyadh
Do the people follow the official procedures of linking their home sewage to the main one?	52% "Yes" (48% "No")	42.6% "Yes" (57.4% "No")	70.9% "Yes" (29.1% "No")
How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly?	8.2% "good" or better (41.2% "fair"; 50.6% "poor")	4.55% "good" or better (43.9% "fair"; 51.55% "poor")	3.8% "good" or better (42.6% "fair"; 53.7% "poor")
How do you rate the sewage maintenance performance in response to complaints and the quality?	9.3% "good" or better (55.5% "fair"; 35.3% "poor")	6.2% "good" or better (61.5% "fair"; 32.3% "poor")	5.6% "good" or better (59.3% "fair"; 35.2% "poor")
Did trash pickup and cleaning services improve since last year?	60.5% "Yes" (39.5% "No")	53.7% "Yes" (46.3% "No")	Al Riyadh did not receive EDSO services in solid waste
How do you rate the government solid waste services in your area as far as- responsiveness to citizens' complaints?	9.2% "good" or better (44.7% "fair"; 46.1% "poor")	7.7% "good" or better (33.8% "fair"; 58.5% "poor")	Al Riyadh did not receive EDSO services in solid waste
How do you rate the government solid waste services in your area as far as- performance quality (general performance)?	11.8% "good" or better (57.2% "fair"; 31.1% "poor")	14.1% "good" or better (46.9% "fair"; 39.1% "poor")	Al Riyadh did not receive EDSO services in solid waste
Do the people throw the trash in the designated areas?	54.1% "Yes" (45.9% "No")	30.9% "Yes" (69.1% "No")	Al Riyadh did not receive EDSO services in solid waste
Does the government provide a sufficient number of home trash cans?	55.2% "Yes" (44.8% "No")	38.2% "Yes" (61.8% "No")	Al Riyadh did not receive EDSO services in solid waste
Does the government provide a sufficient number of trash cans in public places?	53.6% "Yes" (46.4% "No")	25.4% "Yes" (74.6% "No")	Al Riyadh did not receive EDSO services in solid waste
Does the government provide a sufficient number of trash pickup trucks?	53.8% "Yes" (46.2% "No")	26.9% "Yes" (73.1% "No")	Al Riyadh did not receive EDSO services in solid waste
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	9.2% "good" or better (35.9% "fair"; 54.9% "poor")	7.4% "good" or better (38.2% "fair"; 54.4% "poor")	9.6% "good" or better (28.8% "fair"; 61.5% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	7.8% "good" or better (37.3% "fair"; 54.9% "poor")	5.9% "good" or better (32.4% "fair"; 61.8% "poor")	3.8% "good" or better (22.6% "fair"; 73.6% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	6.9% "good" or better (35.2% "fair"; 57.8% "fair")	4.4% "good" or better (38.2 "fair"; 57.4% "poor")	1.9% "good" or better (28.8% "fair"; 69.2% "poor")

Babil

The Babil team surveyed 797 citizens. Electricity (40%), security (35.9%) and health services (5.2%) were most frequently identified by Babil survey participants as the top service priority areas for Babil's local governments.

Four neighborhoods in Babil (Al-Akrameen, Al-Askary, Al-Hashmiya and Al-Mahaweel) were Taqadum ESDO target areas. The service sectors with the most challenges in these areas included solid waste services, water services, and sewage services. The survey results of these neighborhoods are compared to the Babil-wide results below. Al Akrameen appears to lag behind the rest of Babil in the areas of general services improvement and sewer services improvement, while outperforming the rest of the province in the areas of citizen compliance with sewage disposal and government interaction with citizens. Meanwhile, Al Askary lagged behind the province wide scores in the areas of general services improvement, solid waste services and government interaction with citizens. Al Hashiyah outperformed the province-wide results in the areas of government services general improvement, and Al Mahaweel lagged behind Babil-wide results in the areas of general improvement of government services, solid waste services improvement and government trash-can allotment.

Table 2: Babil ESDO Data

Question / Service Area	Babil-Wide	Al Akrameen	Al Askary	Al Hashimiyah	Al Mahaweel
Did the government services generally improve from last year?	65.9% "Yes" (34.1% "No")	43.5% "Yes" (56.5% "No")	57.1% "Yes" (42.9% No)	81.5% "Yes" (18.5% No)	51.7% "Yes" (42.9% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience- Water	10.8% "good" or better (47.4% "fair"; 41.7% "poor")	25% "good" or better (50% "fair"; 25% "poor")	11.4% "good" or better (45.7% "fair"; 42.9% poor")	3.7% "good" or better (39.5% "fair"; 56.8% "poor")	11.5% "good" or better (42.3% "fair"; 46.2% "poor")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience- Sewage	4.5% "good" or better (37.7% "fair"; 57.8% "poor")	9.7% "good" or better (38.7% "fair"; 51.6% "poor")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
Did the sewer services improve from last year?	36.8% "Yes" (63.2% "No")	26.7% "Yes" (73.3% "No")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
How do you rate the sewer services as far as responsiveness to citizens?	4.4% "good" or better (36.9% "fair"; 58.6% "poor")	4.3% "good" or better (47.8% "fair"; 47.8% "poor")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services

Question/ Service Area	Babil-Wide	Al Akrameen	Al Askary	Al Hashimiyah	Al Mahaweel
How do you rate the sewer services as far as-quality of work achieved?	5.7% "good" or better (32.5% "fair"; 61.8% "poor")	13.6% "good" or better (40.9% "fair"; 45.5% "poor")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
Do the people throw chemical materials, fats and other objects in the sewage?	86.1% "Yes" (13.9% "No")	54.3% "Yes" (45.7% "No")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
Do the people follow the official procedures of linking their home sewage to the main one?	52.7% "Yes" (47.3% "No")	37% "Yes" (63% "No")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly?	6.9% "good" or better (20.4% "good"; 72.7% "poor")	4.3% "good" or better (30.4% "fair"; 65.3% "poor")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
How do you rate the sewage maintenance performance in response to complaints and the quality?	7% "good" or better (31.7% "fair"; 61.4% "poor")	5% "good" or better (55% "fair"; 40% "poor")	Al Askary did not receive sewer ESDO services	Al Hashimiyah did not receive sewer ESDO services	Al Mahaweel did not receive sewer ESDO services
Did trash pickup and cleaning services improve since last year?	82.1% "Yes" (17.9% "No")	Al Akrameen did not receive solid waste ESDO services	71.4% "Yes" (28.6% "No")	Al Hashimiyah did not receive solid waste ESDO services	80.8% "Yes" (19.2% "No")
How do you rate the government solid waste services in your area as far as-responsiveness to citizens' complaints?	19% "good" or better (58.4% "fair"; 22.6% "poor")	Al Akrameen did not receive solid waste ESDO services	11.8% "good" or better (58.8% "fair"; 29.4% "poor")	Al Hashimiyah did not receive solid waste ESDO services	4.8% "good" or better (52.4% "fair"; 42.9% "poor")
How do you rate the government solid waste services in your area as far as-performance quality (general performance)?	17.8% "good" or better (60.3% "fair"; 21.9% "poor")	Al Akrameen did not receive solid waste ESDO services	17.6% "good" or better (44.1% "fair"; 38.2% "poor")	Al Hashimiyah did not receive solid waste ESDO services	0% "good" or better (33.3% "fair"; 66.7% "poor")
Do the people throw the trash in the designated areas?	79.4% "Yes" (20.6% "No")	Al Akrameen did not receive solid waste ESDO services	71.4% "Yes" (28.6% "No")	Al Hashimiyah did not receive solid waste ESDO services	92.3% "Yes" (7.7% "No")
Does the government provide a sufficient number of home trash cans?	76.1% "Yes" (23.9% "No")	Al Akrameen did not receive solid waste ESDO services	65.7% "Yes" (34.3% "No")	Al Hashimiyah did not receive solid waste ESDO services	80.8% "Yes" (19.2% "No")

Question/ Service Area	Babil-Wide	Al Akrameen	Al Askary	Al Hashimiyah	Al Mahaweel
Does the government provide a sufficient number of trash cans in public places?	73.4% "Yes" (26.6% "No")	Al Akrameen did not receive solid waste ESDO services	77.1% "Yes" (22.9% "No")	Al Hashimiyah did not receive solid waste ESDO services	46.2% "Yes" (53.8% "No")
Does the government provide a sufficient number of trash pickup trucks?	73.4% "Yes" (26.6% "No")	Al Akrameen did not receive solid waste ESDO services	80% "Yes" (20% "No")	Al Hashimiyah did not receive solid waste ESDO services	57.7% "Yes" (42.3% "No")
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	3.2% "good" or better (16.8% "fair"; 80% "fair")	26.7% "good" or better (22.2% "fair"; 51.1% "poor")	0% "good" or better (14.3% "fair"; 85.7% "poor")	0% "good" or better (3.8% "fair"; 96.3% "poor")	0% "good" or better (68% "fair"; 32% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	3.6% "good" or better (14.8% "fair"; 81.7% "fair")	6.8% "good" (18.2% "fair"; 75% "poor")	0% "good" or better (14.3% "fair"; 85.7% "poor")	0% "good" or better (3.8% "fair"; 96.3% "poor")	0% "good" or better (16% "fair"; 84% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	6.3% "good" or better (26.1% "fair"; 67.6% "poor")	6.8% "good" or better (36.4% "fair"; 56.8% "poor")	0% "good" or better (31.4% "fair"; 68.6% "poor")	1.3% "good" or better (17.5% "fair"; 81.3% "poor")	0% "good" or better (28% "fair"; 72% "poor")

Diyala

The Diyala team surveyed 780 citizens. Electricity (45.2%), water (14.6%) and sewer services (7.1%) were most frequently identified by Babil survey participants as the top service priority areas for Diyala's local governments.

Two neighborhoods in Diyala, Al Tahreer (Baquba) and Al Dewaser (Boherz), were GSP ESDO target areas. The service sectors with the most challenges in these areas included solid waste services, water services and sewage services. The survey results of these neighborhoods are compared to the Diyala-wide results below. Al Tahreer appears to lag behind the rest of Diyala in terms of general services improvement, the process of obtaining water services, the process of obtaining sewer services, improvement in solid waste services and trash can allotment. However, the neighborhood survey results exhibited similar scores to Diyala-wide results in the area of government interaction with citizens but surpassed province-wide results in the area of procedures for obtaining water services.

Table 3: Diyala ESDO Data

Question / Service Area	Diyala-wide	Al-Tahreer	Al-Dewaser
Did the government services generally improve from last year?	52.6% "Yes" (47.4% "No")	29% "Yes" (71% "No")	43.5% "Yes" (56.5% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Water	32.7% "good" or better (40.9% "fair"; 26.4% "poor")	12.9% "good" or better (25.8% "fair"; 61.3% "poor")	82.6% "good" or better (17.4% "fair")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Sewage	17.2% "good" or better (44.5% "fair"; 38.3% "poor")	9.7% "good" or better (22.6% "fair"; 67.7% "poor")	Al Dewaser did not receive sewer ESDO services
Did the sewer services improve from last year?	59.9% "Yes" (40.1% "No")	30% "Yes" (70% "No")	Al Dewaser did not receive sewer ESDO services
How do you rate the sewer services as far as responsiveness to citizens?	7.1% "good" or better (26.1% "fair"; 66.9% "poor")	14.8% "good" or better (22.2% "fair"; 63% "poor")	Al Dewaser did not receive sewer ESDO services
How do you rate the sewer services as far as-quality of work achieved?	7.8% "good" or better (24.5% "fair"; 67.7% "poor")	14.3% "good" or better (32.1% "fair"; 53.6% "poor")	Al Dewaser did not receive sewer ESDO services
Do the people throw chemical materials, fats and other objects in the sewage?	62.6% "Yes" (37.4% "No")	55.6% "Yes" (44.4% "No")	Al Dewaser did not receive sewer ESDO services

Question / Service Area	Diyala-wide	Al-Tahreer	Al-Dewaser
Do the people follow the official procedures of linking their home sewage to the main one?	53.4% "Yes" (46.6% "No")	51.9% "Yes" (48.1% "No")	Al Dewaser did not receive sewer ESDO services
How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly?	7.1% "good" or better (16.5% "fair"; 76.4% "poor")	10% "good" or better (7% "fair"; 83% "poor")	Al Dewaser did not receive sewer ESDO services
How do you rate the sewage maintenance performance in response to complaints and the quality?	9.4% "good" or better (24.7% "fair"; 65.9% "poor")	7.1% "good" or better (17.9% "fair"; 75% "poor")	Al Dewaser did not receive sewer ESDO services
Did trash pickup and cleaning services improve since last year?	76.2% "Yes" (23.8% "No")	51.6% "Yes" (48.4% "No")	Al Dewaser did not receive solid waste ESDO services
How do you rate the government solid waste services in your area as far as- responsiveness to citizens' complaints?	8.5% "good" or better (28.1% "fair"; 63.4% "poor")	13.8% "good" or better (20.7% "fair"; 65.5% "poor")	Al Dewaser did not receive solid waste ESDO services
How do you rate the government solid waste services in your area as far as- performance quality (general performance)?	12.3% "good" or better (26.1% "fair"; 61.5% "poor")	17.2% "good" or better (17.2% "fair"; 65.5% "poor")	Al Dewaser did not receive solid waste ESDO services
Do the people throw the trash in the designated areas?	70.7% "Yes" (29.3% "No")	51.6% "Yes" (48.4% "No")	Al Dewaser did not receive solid waste ESDO services
Does the government provide a sufficient number of home trash cans?	81.7% "Yes" (18.3% "No")	32.3% "Yes" (67.7% "No")	Al Dewaser did not receive solid waste ESDO services
Does the government provide a sufficient number of trash cans in public places?	69.8% "Yes" (30.2% "No")	51.6% "Yes" (48.4% "No")	Al Dewaser did not receive solid waste ESDO services
Does the government provide a sufficient number of trash pickup trucks?	73.7% "Yes" (26.3% "No")	38.7% "Yes" (61.3% "No")	Al Dewaser did not receive solid waste ESDO services
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	7.3% "good" or better (13.8% "fair"; 79% "poor")	17.2% "good" or better (3.4 "fair"; 79.3% "poor")	0% "good" or better (4.3% "fair"; 95.7% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	6.9% "good" or better (14.9% "fair"; 78.2% "poor")	0% "good" or better (13.8% "fair"; 86.2% "poor")	0% "good" or better (100% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	6.5% "good" or better (19.4% "fair"; 74.1% "poor")	6.9% "good" or better (20.7% "fair"; 72.4% "poor")	0% "good" or better (100% "poor")

Anbar

The Anbar team surveyed 780 citizens. Anbar survey participants identified electricity (31.3%), security (21.2%) and health (12.4%) as the top services priority areas for Anbar's local governments. This year's survey results indicate Anbar was consistently one of the lowest-scoring provinces in citizen satisfaction regarding services.

Furthermore, two neighborhoods in Anbar [Al-Andalus (Ramidi) and Al-Qadisiyah (Ramidi)] were Taqadam ESDO target areas. The service sectors targeted in these areas included solid waste services and water services. The survey results of these neighborhoods are compared to the Anbar-wide results below. Al Qadisiyah appears to be far behind the rest of Anbar in terms of general services improvement and government interaction with citizens. However, the neighborhood survey results exhibited similar scores to Anbar-wide results in the areas of obtaining water services and various aspects of solid waste services. Meanwhile, Al Andalus performed behind the rest of Anbar in the area of solid waste services' responsiveness to citizens' complaints, performance quality and government trash-can allotment.

Table 4: Anbar ESDO Data

Question/ Service Area	Anbar-Wide	Al Qadisiyah	Al Andalus
Did the government services generally improve from last year?	31.2% "Yes" (68.8% "No")	8.6% "Yes" (91.4% "No")	35.3% "Yes" (64.7% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Water	13.7% "good" or better (41.8% "fair"; 44.5% "poor")	17.1% "good" or better (34.3% "fair"; 48.6% "poor")	14.7% "good" or better (47.1% "fair"; 38.2% "poor")
Did trash pickup and cleaning services improve since last year?	76.9% "Yes" (23.1% "No")	77.1% "Yes" (22.9% "No")	73.5% "Yes" (26.5% "No")
How do you rate the government solid waste services in your area as far as responsiveness to citizens' complaints?	17.5% "good" or better (41.1% "fair"; 41.4% "poor")	11.8% "good" or better (61.8% "fair"; 26.5% "poor")	5.8% "good" or better (38.2% "fair"; 55.9% "poor")
How do you rate the government solid waste services in your area as far as performance quality (general performance)?	21.9% "good" or better (39.5% "fair"; 38.6% "poor")	23.5% "good" or better (52.9% "fair"; 23.5% "poor")	11.7% "good" or better (38.2% "fair"; 50% "poor")
Do the people throw the trash in the designated areas?	32.9% "Yes" (67.1% "No")	37.1% "Yes" (62.9% "No")	50% "Yes" (50% "No")
Does the government provide a sufficient number of home trash cans?	78.5% "Yes" (21.5% "No")	82.9% "Yes" (17.1% "No")	66.7% "Yes" (33.3% "No")

Question/ Service Area	Anbar-Wide	Al Qadisiyah	Al Andalus
Does the government provide a sufficient number of trash cans in public places?	77.3% "Yes" (22.7% "No")	82.9% "Yes" (17.1% "No")	62.5% "Yes" (37.5% "No")
Does the government provide a sufficient number of trash pickup trucks?	76.7% "Yes" (23.1% "No")	82.9% "Yes" (17.1% "No")	65.6% "Yes" (34.4% "No")
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	8.3% "good" or better (6% "fair"; 85.7% "poor")	3.1% "good" or better (6.3% "fair"; 90.6% "poor")	3.2% "good" or better (12.9% "fair"; 83.9% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	6.6% "good" or better (7.9% "fair"; 85.5% "poor")	0% "good" or better (15.6% "fair"; 84.4% "poor")	0% "good" or better (12.9% "fair"; 87.1% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	4.8% "good" or better (12.2% "fair"; 83% "poor")	0% "good" or better (13% "fair"; 87% "poor")	0% "good" or better (19.4% "fair"; 80.6% "poor")

Muthanna

The Muthanna team surveyed 780 citizens. Muthanna survey participants identified electricity (66.3%), security (6.4%) and education (6.3%) as the top service priority areas for Muthanna's local governments.

Two neighborhoods in Muthanna, Al Mualmeen (Samawa) and Al Hakem (Samawa), were Taqadum ESDO target areas. The service sectors with the most challenges in these areas included solid waste services. The survey results of these neighborhoods are compared to the Muthanna-wide results below. Al Mualmeen appears to perform slightly behind the rest of Muthanna in terms of general services improvement and process for obtaining water services. However, the neighborhood survey results exhibited similar scores to Muthanna-wide results in the areas of government interaction with citizens (though these scores are very low, signaling local governments in Muthanna have much work to be done in this area.) Meanwhile, Al Hakem reported behind the rest of Muthanna in the area of solid waste services' performance quality, citizens' trash disposal habits and government trash can allotment. However, Al Hakem out performed Muthanna-wide results in the areas of general government services improvement and solid waste services improvement.

Table 5: Muthanna ESDO Data

Question / Service Area	Muthanna-wide	Al Mualmeen	Al Hakem
Did the government services generally improve from last year?	72.1% "Yes" (27.9% "No")	60% "Yes" (40% "No")	82.9% "Yes" (17.1% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Water	32.9% "good" or better (37.3% "fair"; 29.8% "poor")	26.2% "good" or better (56.9% "fair"; 16.9% "poor")	Al Hakem did not receive ESDO water services
Did trash pickup and cleaning services improve since last year?	78.9% "Yes" (21.1% "No")	Al Mualmeen did not receive ESDO solid waste services	82.9% "Yes" (17.1% "No")
How do you rate the government solid waste services in your area as far as responsiveness to citizens' complaints?	13.1% "good" or better (53.3% "fair"; 33.6% "poor")	Al Mualmeen did not receive ESDO solid waste services	12.2% "good" or better (41.5% "fair"; 46.3% "poor")
How do you rate the government solid waste services in your area as far as performance quality (general performance)?	10.1% "good" or better (53% "fair"; 37% "poor")	Al Mualmeen did not receive ESDO solid waste services	2.4% "good" or better (56.1% "fair"; 41.5% "poor")
Do the people throw the trash in the designated areas?	46.5% "Yes" (53.5% "No")	Al Mualmeen did not receive ESDO solid waste services	17.1% "Yes" (82.9% "No")
Does the government provide a sufficient number of home trash cans?	33.1% "Yes" (66.9% "No")	Al Mualmeen did not receive ESDO solid waste services	19.5% "Yes" (80.5% "No")

Question / Service Area	Muthana-wide	Al Mualmeen	Al Hakem
Does the government provide a sufficient number of trash cans in public places?	76% "Yes" (24% "No")	Al Mualmeen did not receive ESDO solid waste services	75.6% "Yes" (24.4% "No")
Does the government provide a sufficient number of trash pickup trucks?	71.9% "Yes" (28.1% "No")	Al Mualmeen did not receive ESDO solid waste services	73.2% "Yes" (26.8% "No")
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	5.2% "good" or better (40.9% "fair"; 53.9% "poor")	6.4% "good" or better (47.6% "fair"; 46% "poor")	6.4% "good" or better (47.6% "fair"; 46% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	3.3% "good" or better (37.2% "fair"; 59.4% "poor")	3.1% "good" or better (43.1% "fair"; 53.8% "poor")	2.6% "good" or better (39.5% "fair"; 57.9% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	3.6% "good" or better (41.2% "fair"; 55.1% "poor")	1.6% "good" or better (39.1% "fair"; 59.4% "poor")	5.3% "good" or better (52.6% "fair"; 42.1% "poor")

Kirkuk

The Kirkuk team surveyed 873 citizens, despite challenges the survey team reported, including the local curfew, public holidays and Ramadan, which limited access to citizens. Kirkuk survey participants identified security (35.6%), employment services (13.3%) and electricity services (11.4%) as the top service priority areas for Kirkuk's local governments.

Four neighborhoods in Kirkuk (Al-Askary, Esraa Al Hauqudin, Al Domiz and Al Needa) were Taqadum ESDO target areas. Some of the service sectors targeted included solid waste services, water services, and sewage services. The survey results of these neighborhoods are compared to the Kirkuk-wide results below. Al Askary appears to perform slightly behind the rest of Kirkuk in most categories, which are general services improvement and sewer services improvement, while outperforming the rest of the province in the areas of trash can allotment and trash pickup services. Esraa Al Mauqudin's results are behind the province-wide scores in the areas of general services improvement, but slightly outperform the Kirkuk averages in the areas of procedures to obtain water services and government interaction with citizens. Al Domiz' citizens' satisfaction with general service improvement, sewage service improvement and trash services improvement surpasses the province-wide average services and government interaction with citizens. Finally, Al Needa also outperformed the province-wide results in the areas of government services general improvement, as well as sewer and trash service improvement.

Table 6: Kirkuk ESDO Data

Question/ Service Area	Kirkuk-wide	Al Askary	Esraa Al Mauqudin	Al Domiz	Al Needa
Did the government services generally improve from last year?	77.3% "Yes" (22.7% "No")	64.8% "Yes" (35.2% "No")	31.2% "Yes" (68.8% "No")	87.5% "Yes" (12.5% "No")	84.6% "Yes" (15.4% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Water	17.2% "good" or better (68% "fair"; 14.8% "poor")	13.9% "good" or better (63% "fair"; 23.1% "poor")	25% "good" or better (75% "fair")	25% "good" or better (63% "fair"; 12% "poor")	15.4% "good" or better (38.5% "fair"; 46.2% "poor")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Sewage	10.4% "good" or better (62.3% "fair"; 27.3% "poor")	4.2% "good" or better (54.2% "fair"; 41.7% "poor")	7.1% "good" or better (28.6% "fair"; 64.3% "poor")	25% "good" or better (75% "fair")	16.7% "good" or better (50% "fair"; 33.3% "poor")
Did the sewer services improve from last year?	75% "Yes" (25% "No")	59% "Yes" (41% "No")	33.3% "Yes" (66.7% "No")	87.5% "Yes" (12.5% "No")	92.3% "Yes" (7.7% "No")

Question/ Service Area	Kirkuk-wide	Al Askary	Esraa Al Mauqudin	Al Domiz	Al Needa
How do you rate the sewer services as far as- responsiveness to citizens?	7% "good" or better (42% "fair"; 51% "poor")	3.1% "good" or better (22.7% "fair"; 74.2% "poor")	12.5% "good" or better (18.8% "fair"; 68.8% "poor")	12.5% "good" or better (50% "fair"; 37.5% "poor")	15.4% "good" or better (53.8% "fair"; 30.8% "poor")
How do you rate the sewer services as far as-quality of work achieved?	7% "good" or better (53.5% "fair"; 39.5% "poor")	3.2% "good or better (32.3% "fair"; 64.5% "poor")	13.3% "good" or better (20% "fair"; 66.7% "poor")	0% "good" or better (87.5% "fair"; 12.5% "poor")	7.7% "good" or better (69.2% "fair"; 23.1% "poor")
Do the people throw chemical materials, fats and other objects in the sewage?	89.1% "Yes" (10.9% "No")	91.6% "Yes" (8.4% "No")	6.3% "Yes" (93.7% "No")	87.5% "Yes" (12.5% "No")	92.3% "Yes" (7.7% "No")
Do the people follow the official procedures of linking their home sewage to the main one?	19.6% "Yes" (80.4% "No")	13.1% "Yes" (86.9% "No")	12.5% "Yes" (87.5% "No")	50% "Yes" (50% "No")	53.8% "Yes" (46.2% "No")
How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly?	5.2% "good" or better (48.9% "fair" 45.9% "poor")	1.9% "good" or better (34.6% "fair"; 63.5% "poor")	6.3% "good" or better (18.8% "fair"; 75% "poor")	0% "good" or better (62.5% "fair"; 37.5% "poor")	7.7% "good" or better (46.2% "fair"; 46.2% "fair")
How do you rate the sewage maintenance performance in response to complaints about the quality?	5.5% "good" or better (55.3% "fair"; 39.2% "poor")	2% "good" or better (36.9% "fair"; 61.2% "poor")	12.5% "good" or better (18.8% "fair"; 68.8% "poor")	12.5% "good" or better (75% "fair"; 12.5% "poor")	7.7% "good" or better (61.5% "fair"; 30.8% "poor")
Did trash pickup and cleaning services improve since last year?	72.3% "Yes" (27.7% "No")	60.7% "Yes" (39.3% "No")	81.3% "Yes" (18.8% "No")	87.5% "Yes" (12.5% "No")	91.7% "Yes" (8.3% "No")
How do you rate the government solid waste services in your area as far as- responsiveness to citizens' complaints?	4.9% "good" or better (33.6% "fair"; 61.6% "poor")	3.1% "good" or better (20.6% "fair"; 76.3% "poor")	0% "good" or better (18.8% "fair"; 81.2% "poor")	0% "good" or better (50% "fair"; 50% "poor")	8.3% "good" or better (50% "fair"; 41.7% "fair")
How do you rate the government solid waste services in your area as far as- performance quality (general performance)?	5.6% "good" or better (58.5% "fair"; 36% "poor")	3.2% "good" or better (44.2% "fair"; 52.6% "poor")	0% "good" or better (21.4% "fair"; 78.6% "good")	0% "good" or better (60% "fair"; 40% "poor")	7.7% "good" or better (61.5% "fair"; 30.8% "poor")
Do the people throw the trash in the designated areas?	50.3% "Yes" (49.7% "No")	47.2% "Yes" (52.8% "No")	18.8% "Yes" (81.2% "No")	37.5% "Yes" (62.5% "No")	69.2% "Yes" (30.8% "No")
Does the government provide a sufficient number of home trash cans?	46.6% "Yes" (53.4% "No")	55.6% "Yes" (44.4% "No")	25% "Yes" (75% "No")	62.5% "Yes" (37.5% "No")	61.5% "Yes" (38.5% "No")

Question/ Service Area	Kirkuk-wide	Al Askary	Esraa Al Mauqudin	Al Domiz	Al Needa
Does the government provide a sufficient number of trash cans in public places?	52.4% "Yes" (47.6% "No")	59.3% "Yes" (40.7% "No")	37.5% "Yes" (62.5% "No")	62.5% "Yes" (37.5% "No")	61.5% "Yes" (38.5% "No")
Does the government provide a sufficient number of trash pickup trucks?	53.8% "Yes" (46.2% "No")	60.2% "Yes" (39.8% "No")	25% "Yes" (75% "No")	62.5% "Yes" (37.5% "No")	69.2% "Yes" (30.8% "No")
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	5.3% "good" or better (38.6% "fair"; 56.1% "poor")	4.7% "good" or better (16% "fair"; 79.2% "poor")	6.7% "good" or better (6.7% "fair"; 86.7% "poor")	0% "good" or better (62.5% "fair"; 37.5% "poor")	15.4% "good" or better (61.5% "fair"; 23.1% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	5.3% "good" or better (41.3% "fair"; 53.4% "poor")	4.7% "good" or better (18.7% "fair"; 76.6% "poor")	6.7% "good" or better (13.3% "fair"; 80% "poor")	12.5% "good" or better (62.5% "fair"; 25% "poor")	15.4% "good" or better (61.5% "fair"; 23.1% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	4% "good" or better (41.1% "fair"; 54.9% "poor")	1.9% "good" or better (18.7% "fair"; 79.4% "poor")	6.7% "good" or better (13.3% "fair"; 80% "poor")	14.3% "good" or better (42.9% "fair"; 42.9% "poor")	15.4% "good" or better (61.5% "fair"; 23.1% "poor")

Wasit

The Wasit team surveyed 780 citizens. Wasit survey participants identified security (33.6%), electricity (31.5%) and city/municipal services (14.2%) as the top service priority areas for Wasit’s local governments.

Two neighborhoods in Wasit (Al-Dhubat and Al Hawraa, both in Kut) were Taqadam ESDO target areas. The service sectors with the most challenges in these areas included solid waste services and water services. The survey results of these neighborhoods are compared to the Wasit-wide results below. Al Dhubat appears to lag slightly behind the rest of Wasit in terms of general services improvement and government allotment of trash cans. However, Al Dhubat outperforms the Wasit-wide results in the areas of solid waste services improvement and performance quality of solid waste services. Meanwhile, Al Hawraa was slightly behind the rest of Wasit in the area of government services general improvement, solid waste services’ performance quality, citizens’ trash disposal habits and government trash can allotment. However, Al Hawraa outperformed in the areas of process for obtaining water services and government interaction with citizens.

Table 7: Wasit ESDO Data

Question/ Service Area	Wasit-Wide	Al Dhubat	Al Hawraa
Did the government services generally improve from last year?	64.2% "Yes" (35.8% "No")	56.6% "Yes" (43.4% "No")	59% "Yes" (41% "No")
How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience-Water	20.7% "good" or better (40.9% "fair"; 38.5% "poor")	Al Dhubat did not receive ESDO water services	48.7% "good" or better (41% "fair"; 10.3% "poor")
Did trash pickup and cleaning services improve since last year?	58.8% "Yes" (41.2% "No")	83% "Yes" (17% "No")	Al Hawraa did not receive ESDO solid waste services
How do you rate the government solid waste services in your area as far as- responsiveness to citizens' complaints?	19.3% "good" or better (33.7% "fair"; 47.1% "poor")	25% "good" or better (63.5% "fair"; 11.5% "poor")	Al Hawraa did not receive ESDO solid waste services
How do you rate the government solid waste services in your area as far as- performance quality (general performance)?	17.6% "good" or better (38.4% "fair"; 44% "poor")	28.3% "good" or better (54.7% "fair"; 17% "poor")	Al Hawraa did not receive ESDO solid waste services
Do the people throw the trash in the designated areas?	56.9% "Yes" (43.1% "No")	56.6% "Yes" (43.3% "No")	Al Hawraa did not receive ESDO solid waste services
Does the government provide a sufficient number of home trash cans?	72.2% "Yes" (27.8% "No")	73.6% "Yes" (26.4% "No")	Al Hawraa did not receive ESDO solid waste services

Question/ Service Area	Wasit-Wide	Al Dhubat	Al Hawraa
Does the government provide a sufficient number of trash cans in public places?	64.8% "Yes" (35.2% "No")	45.3% "Yes" (54.7% "No")	Al Hawraa did not receive ESDO solid waste services
Does the government provide a sufficient number of trash pickup trucks?	61.5% "Yes" (38.5% "No")	50.9% "Yes" (49.1% "No")	Al Hawraa did not receive ESDO solid waste services
How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?	15.4% "good" or better (38.9% "fair"; 45.7% "poor")	17.3% "good" or better (36.5% "fair"; 46.2% "poor")	20.5% "good" or better (28.2% "fair"; 51.3% "poor")
How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?	14.9% "good" or better (38.9% "fair"; 46.2% "poor")	15.4% "good" or better (25% "fair"; 59.6% "poor")	25.6% "good" or better (17.9% "fair"; 56.4% "poor")
How do you rate the performance of the local government in response to the citizen's complaints?	14.1% "good" or better (38.9% "fair"; 47.1% "poor")	11.8% "good" or better (29.4% "fair"; 58.8% "poor")	15.4% "good" or better (43.6% "fair"; 41% "poor")

Survey Size, Priorities by Province and Surveyor Comment

Basrah

The Basrah team surveyed 1,434 citizens. Basrah survey participants identified electricity (43.6%), security (17%) and water (14.4%) as the top service priority areas for Basrah's local governments.

Maysan

The Maysan team surveyed 780 citizens. Maysan survey participants identified security (44.9%), education (17.4%) and electricity (16.2%) as the top service priority areas for Maysan's local governments. City/Municipal services were a close fourth at 15.4%.

Maysan survey results indicated consistently high positive scores for improvement in several specific service areas. This success is likely due to its active governors and administrative leadership. Thus, Maysan could potentially provide a variety of best practices for service improvement throughout Iraq.

Diwaniyah

The Diwaniyah team surveyed 795 citizens. Diwaniyah survey participants identified electricity (36.2%), health services (19.5%) and security (14.4%) as the top service priority areas for Diwaniyah's local governments.

Diwaniyah survey results indicated consistently high positive scores for improvement in several specific service areas. This success is likely due to its active governors and administrative leadership. Thus, Diwaniyah could potentially provide a variety of best practices for service improvement throughout Iraq.

Najaf

The Najaf team surveyed 780 citizens. Najaf survey participants identified electricity (38.3%), security (24.6%) and education (10.1%) as the top service priority areas for Najaf's local governments.

Karbala

The Karbala team surveyed 780 citizens. Karbala survey participants identified electricity (29.8%), education (11.5%) and employment services (10.1%) as the top service priority areas for Karbala's local governments.

Salah ad Din

The Salah ad Din team surveyed 780 citizens. Salah ad Din survey participants identified security (45.3%), electricity (42.2%) and education (2.8%) as the top service priority areas for the province.

Ninawa

The Ninawa team surveyed 1,436 citizens. Ninawa survey participants identified security (70.5%), employment services (6.5%) and water (5.2%) as the top service priority areas for Ninawa's local governments.

This year's survey results indicate Ninawa was consistently one of the lowest-scoring provinces in citizen satisfaction regarding services. Moving forward, it is worth investigating and addressing the factors behind this phenomenon.

Dhi Qar

The Dhi Qar team surveyed 783 citizens. Dhi Qar survey participants identified electricity (61.6%), security (9.6%) and health services (7.1%) as the top service priority areas for Dhi Qar's local governments.

APPENDICES**Appendix 1: Respondent Distribution, Urban/Rural/Province**

Province	Rural	Rural-%	Urban	Urban-%	Total
Anbar	57	7.3%	723	92.7%	780
Baghdad	221	7.6%	2671	92.4%	2892
Basrah	222	15.5%	1212	84.5%	1434
Babil	360	45.2%	437	54.8%	797
Dayala'a	198	25.4%	582	74.6%	780
Dhi-Qar	79	10.1%	704	89.9%	783
Karbala'a	109	14.0%	671	86.0%	780
Kirkuk	232	26.6%	641	73.4%	873
Muthana'a	153	19.6%	627	80.4%	780
Mayssan	338	43.3%	442	56.7%	780
Mosul	198	13.8%	1238	86.2%	1436
Najaf	49	6.3%	731	93.7%	780
Diwaniyah	159	20.0%	636	80.0%	795
Tikrit	21	2.7%	759	97.3%	780
Wasit	433	55.5%	347	44.5%	780
Total	2829	18.6%	12421	81.4%	15250

Appendix 2: Legend of Survey Codes

Variables and categories in the survey document were constructed and coded, and are defined below.

<u>Code</u>	<u>Definition / Explanation</u>
V1	Province (Province Codes listed below)
City	City of Residence of Respondent
District	Neighborhood of Respondent
Date	Date of Survey Completion
V2	Gender, Male or Female
V3	Age Group, 18-30; 31-50; 51-70; 70+
Group	Respondents' Groups: Student (1); Education Employee (2); Health Service Employee (3); Private Sector (4); Civil Society (5) Homemaker (6); Government (Non-military/Police); Unemployed (8);
V5 – V13b	See Survey Tool: Tool 1- Strongly Disagree (1); Disagree (2); Neutral (3); Agree (4); Strongly Agree (5); Not Applicable/No Answer (6); Tool 2- Yes; No; % of Perceived Improvement
X1, X2, X3	What should be the top three service priorities for local government? (Open-ended answer)

Appendix 3: GSP Survey Form-Year Two

Surveyor ID#		Date	DD / MM / YY
Province		Gender	M F
City	Age Group	18-30	
District		31-50	
		51-70	
		70+	



On a scale of one to four, with 1 being poor and 4 being excellent, please rate the following statements:

Questions				Score
V5	Have government services in general improved from last year? What percentage?	Y	N %	
V5a	How do you rate government procedures to obtain the following services as far as clarity, simplicity, easiness, and convenience:			
V5b	Water,			
V5c	Sewer,			
V5d	Electricity,			
V5e	Building permits			
V6	Have overall security services improved from last year? What percentage?	Y	N %	
V7	Did education services improve in government schools in your area since last year? What percentage?	Y	N %	
V7a	How do you rate the level of the schools in your area for school management performance and education efficiency?			
V7b	Elementary schools?			
V7c	Secondary schools?			
V7d	High schools?			
V7e	How do you rate your contributions in parent-teacher meetings (PTA)?			
V7f	How do you rate the assistance of your family with your children in doing their homework?			
V7g	How do you rate the level of teachers in schools?			
V8	Have the sewer services improved from last year? What percentage?	Y	N %	
V8a	How do you rate the sewer services as far as:			
V8b	Responsiveness to citizens?			
V8c	Quality of work achieved?			
V8d	Are people dumping chemicals, oil, and other objects into the sewer system?	Y	N %	
V8e	Are people using legal procedures for connecting house sewer into main sewer line?	Y	N %	
V8f	How do you rate the government provided education (through media, posters, SMS, etc.) on the proper use of sewer system?			
V8g	How do you rate the government maintenance of the sewer system in response to complaints and quality?			

V9	Have trash pickup and cleanup services improved since last year? What percentage?	Y	N	%	
V9a	How do you rate the government solid waste services in your area as far as:				
V9b	Responsiveness to citizens' complaints?				
V9c	Performance quality (general performance)?				
V9d	Do people throw their trash in the designated areas?	Y	N	%	
V9e	Does the government provide a sufficient number of home trash cans?	Y	N	%	
V9f	Does the government provide a sufficient number of trash cans in public places?	Y	N	%	
V9g	Does the government provide a sufficient number of trash pickup trucks?	Y	N	%	
V10	Have the government roads improved from last year? What percentage?	Y	N	%	
V10a	Capacity (number of cars)?				
V10b	Maintenance?				
V10c	Safety?				
V10d	Street pavement quality?				
V10e	How do you rate the follow up and maintenance of roads excavation (governmental and non-governmental) occurring in your region?				
V10f	How do rate the safety on the roads from the number and clarity of traffic lights?				
V11	Have government electricity services improved from last year? What percentage?	Y	N	%	
V11a	How do you rate government electricity services as far as:				
V11b	Responsiveness to citizens' complaints?				
V11c	The quality of maintenance?				
V11d	Do people conserve their electricity usage?				
V11e	Did the government increase the number of hours provided?	Y	N	%	
V11f	How do you rate the government follow up on the non-governmental electricity providers (NEP)?				
V11g	How do you rate the government education services on the proper use of electricity and ways to conserve electricity?				
V12	Have the government health services (hospital and clinic) improved from last year as far as:				
V12a	Quality of service?				
V12b	Speed of response?				
V13	How do you rate the performance of your local government in encouraging community participation by listening to the needs and interests of citizens?				
V13a	How do you rate the local government's adoption of the opinions and suggestions of the citizens in their future plans?				
V13b	How do you rate the responsiveness of the local government with citizen complaints?				

What should be the top three service priorities for local government?

X1	
X2	
X3	

Respondent Group (Circle One)								
V4	Student (1)	Education Employee (2)	Health Service Employee (3)	Private Sector (4)	Civil Society (5)	Home-maker (6)	Government (Non- Military / Police) (7)	Unemployed (8)

Appendix 4: Survey Data**Government Services and Procedures**

For the following tables, many cross-tabulations do not equal the overall number surveyed: 15,250 citizens. Cross-tabulations compare answers among the variables listed in the columns to those in the row headers. If there were non-responses in the column variables, they have reduced the total number of responses in the cross tables, thus reducing the overall total number.

Question V5: Did the government services generally improve from last year?- by Province

		Did the government services generally improve from last year?				Total
		Yes- Count	Yes- %	No- Count	No- %	
Province	Baghdad	1412	49.0%	1469	51.0%	2881
	Babil	512	64.6%	281	35.4%	793
	Diyala	410	52.6%	370	47.4%	780
	Anbar	243	31.2%	537	68.8%	780
	Karbala	372	47.8%	406	52.2%	778
	Najaf	594	76.3%	184	23.7%	778
	Muthanna	554	71.1%	225	28.9%	779
	Basrah	660	46.0%	774	54.0%	1434
	Maysan	777	99.6%	3	0.4%	780
	Diwaniyah	773	97.2%	22	2.8%	795
	Kirkuk	672	77.3%	197	22.7%	869
	Salah ad Din	502	64.4%	278	35.6%	780
	Ninawa	425	29.6%	1011	70.4%	1436
	Dhi Qar	558	71.4%	224	28.6%	782
	Wasit	501	64.2%	279	35.8%	780
Total		8965	58.9%	6260	41.1%	15225

Did the government services generally improve from last year?- by Gender

		Did the government services generally improve from last year?				Total
		Yes	Yes-%	No	No-%	
Gender	Male	6456	59.0%	4487	41.0%	10943
	Female	2426	58.8%	1702	41.2%	4128
Total		8882	58.9%	6189	41.1%	15071

Did the government services generally improve from last year? – by Respondent Group

Count

		Did the government services generally improve from last year?				Total
		Yes	Yes-%	No	No-%	
Respondent Group	Student	1823	62.8%	1078	37.2%	2901
	Education Employee	1078	61.7%	669	38.3%	1747
	Health Service Employee	733	59.2%	506	40.8%	1239
	Private Sector	1215	55.7%	968	44.3%	2183
	Civil Society Employee	534	66.1%	274	33.9%	808
	Homemaker	1004	59.4%	687	40.6%	1691
	Government (Non-military)	1136	59.4%	775	40.6%	1911
	Unemployed	1330	52.9%	1184	47.1%	2514
Total		8853	59.0%	6141	41.0%	14994

Question V5a and V5b: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Water – by Province

Province	Water								Excellent- %	Total
	No response	Poor-Count	Poor- %	Fair-Count	Fair-%	Good	Good- %	Excellent		
Baghdad	48	1177	40.7%	1183	40.9%	410	14.2%	74	2.6%	2892
Babil	40	310	38.9%	360	45.2%	86	10.8%	1	0.1%	797
Diyala	13	213	27.3%	309	39.6%	213	27.3%	32	4.1%	780
Anbar	0	347	44.5%	326	41.8%	102	13.1%	5	0.6%	780
Karbala	53	196	25.1%	406	52.1%	107	13.7%	18	2.3%	780
Najaf	32	224	28.7%	428	54.9%	89	11.4%	7	0.9%	780
Muthanna	26	216	27.7%	294	37.7%	215	27.6%	29	3.7%	780
Basrah	4	372	25.9%	761	53.1%	209	14.6%	88	6.1%	1434
Maysan	2	121	15.5%	509	65.3%	148	19.0%	0	0.0%	780
Diwaniyah	1	89	11.2%	559	70.3%	139	17.5%	7	0.9%	795
Kirkuk	4	129	14.8%	589	67.5%	146	16.7%	5	0.6%	873
Salah ad Din	16	167	21.4%	458	58.7%	109	14.0%	30	3.8%	780
Ninawa	50	777	54.1%	524	36.5%	79	5.5%	6	0.4%	1436
Dhi Qar	4	190	24.3%	367	46.9%	219	28.0%	3	0.4%	783
Wasit	14	284	36.4%	313	40.1%	98	12.6%	71	9.1%	780
Total	307	4812	31.6%	7386	48.4%	2369	15.5%	376	2.5%	15250

Question V5a and V5b: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Water – by Gender

Gender	Water								Total	
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent		Excellent-%
Male	180	3446	31.5%	5327	48.6%	1720	15.7%	282	2.6%	10955
Female	122	1316	31.8%	1995	48.2%	620	15.0%	88	2.1%	4141
Total	302	4762	31.5%	7322	48.5%	2340	15.5%	370	2.5%	15096

Question V5a and V5b: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Water – by Age

Age	Water									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	147	2236	33.3%	3212	47.9%	951	14.2%	164	2.4%	6710
31-50	118	2141	30.0%	3516	49.2%	1200	16.8%	170	2.4%	7145
51-70	28	296	32.8%	430	47.6%	138	15.3%	11	1.2%	903
above 70	7	43	32.1%	49	36.6%	23	17.2%	12	9.0%	134
Total	300	4716	31.7%	7207	48.4%	2312	15.5%	357	2.4%	14892

Question V5a and V5b: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Water – by Respondent Group

Count

		Water									Total
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Respondent Group	Student	70	1014	34.9%	1358	46.7%	385	13.2%	79	2.7%	2906
	Education Employee	29	498	28.5%	873	50.0%	295	16.9%	52	3.0%	1747
	Health Service Employee	31	378	30.4%	602	48.5%	203	16.3%	28	2.3%	1242
	Private Sector	43	711	32.5%	1005	46.0%	370	16.9%	56	2.6%	2185
	Civil Society Employee	10	206	25.5%	406	50.2%	146	18.1%	40	5.0%	808
	Homemaker	42	491	29.0%	879	51.9%	251	14.8%	31	1.8%	1694
	Government (Non-military)	35	553	28.9%	927	48.5%	365	19.1%	33	1.7%	1913
	Unemployed	44	881	35.0%	1217	48.3%	329	13.1%	48	1.9%	2519
Total		304	4732	31.5%	7267	48.4%	2344	15.6%	367	2.4%	15014

Question V5a and V5c: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Sewage – by Province

Province	Sewage									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	89	925	32.0%	1411	48.8%	392	13.6%	75	2.6%	2892
Babil	105	398	49.9%	261	32.7%	32	4.0%	1	0.1%	797
Diyala	63	284	36.4%	312	40.0%	113	14.5%	8	1.0%	780
Anbar	4	524	67.2%	178	22.8%	69	8.8%	5	0.6%	780
Karbala	63	318	40.8%	294	37.7%	88	11.3%	17	2.2%	780
Najaf	61	407	52.2%	261	33.5%	47	6.0%	4	0.5%	780
Muthanna	41	250	32.1%	322	41.3%	164	21.0%	3	0.4%	780
Basrah	4	291	20.3%	795	55.4%	278	19.4%	66	4.6%	1434
Maysan	2	95	12.2%	512	65.6%	171	21.9%	0	0.0%	780
Diwaniyah	1	143	18.0%	446	56.1%	199	25.0%	6	0.8%	795
Kirkuk	36	227	26.0%	522	59.8%	85	9.7%	3	0.3%	873
Salah ad Din	97	347	44.5%	257	32.9%	59	7.6%	20	2.6%	780
Ninawa	66	959	66.8%	380	26.5%	25	1.7%	6	0.4%	1436
Dhi Qar	6	261	33.3%	348	44.4%	160	20.4%	8	1.0%	783
Wasit	18	368	47.2%	289	37.1%	79	10.1%	26	3.3%	780
Total	656	5797	38.0%	6588	43.2%	1961	12.9%	248	1.6%	15250

Question V5a and V5c: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Sewage – by Gender

Gender	Sewage									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Male	435	4258	38.9%	4648	42.4%	1433	13.1%	181	1.7%	10955
Female	213	1475	35.6%	1875	45.3%	514	12.4%	64	1.5%	4141
Total	648	5733	38.0%	6523	43.2%	1947	12.9%	245	1.6%	15096

Question V5a and V5c: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Sewage – by Age

Age	Sewage									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	294	2539	37.8%	2930	43.7%	822	12.3%	125	1.9%	6710
31-50	290	2722	38.1%	3071	43.0%	974	13.6%	88	1.2%	7145
51-70	51	369	40.9%	368	40.8%	103	11.4%	12	1.3%	903
above 70	6	51	38.1%	50	37.3%	17	12.7%	10	7.5%	134
Total	641	5681	38.1%	6419	43.1%	1916	12.9%	235	1.6%	14892

Question V5a and V5c: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Sewage – by Respondent Group

Count

Respondent Group	Sewage									
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	Total
Student	125	984	33.9%	1360	46.8%	379	13.0%	58	2.0%	2906
Education Employee	86	627	35.9%	743	42.5%	254	14.5%	37	2.1%	1747
Health Service Employee	67	534	43.0%	471	37.9%	150	12.1%	20	1.6%	1242
Private Sector	115	902	41.3%	863	39.5%	285	13.0%	20	0.9%	2185
Civil Society Employee	16	272	33.7%	381	47.2%	118	14.6%	21	2.6%	808
Homemaker	85	623	36.8%	756	44.6%	203	12.0%	27	1.6%	1694
Government (Non-military)	69	725	37.9%	832	43.5%	267	14.0%	20	1.0%	1913
Unemployed	86	1034	41.0%	1078	42.8%	282	11.2%	39	1.5%	2519
Total	649	5701	38.0%	6484	43.2%	1938	12.9%	242	1.6%	15014

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Electricity – by Province

Province	Electricity									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	103	1607	55.6%	924	32.0%	235	8.1%	23	0.8%	2892
Babil	21	414	51.9%	312	39.1%	49	6.1%	1	0.1%	797
Diyala	19	546	70.0%	107	13.7%	69	8.8%	39	5.0%	780
Anbar	4	557	71.4%	171	21.9%	47	6.0%	1	0.1%	780
Karbala	52	487	62.4%	171	21.9%	63	8.1%	7	0.9%	780
Najaf	17	366	46.9%	326	41.8%	71	9.1%	0	0.0%	780
Muthanna	17	436	55.9%	247	31.7%	79	10.1%	1	0.1%	780
Basrah	14	606	42.3%	631	44.0%	174	12.1%	9	0.6%	1434
Maysan	2	118	15.1%	448	57.4%	212	27.2%	0	0.0%	780
Diwaniyah	2	130	16.4%	521	65.5%	133	16.7%	9	1.1%	795
Kirkuk	3	299	34.2%	438	50.2%	119	13.6%	14	1.6%	873
Salah ad Din	35	402	51.5%	273	35.0%	57	7.3%	13	1.7%	780
Ninawa	55	328	22.8%	749	52.2%	290	20.2%	14	1.0%	1436
Dhi Qar	7	600	76.6%	122	15.6%	48	6.1%	6	0.8%	783
Wasit	11	377	48.3%	275	35.3%	93	11.9%	24	3.1%	780
Total	362	7273	47.7%	5715	37.5%	1739	11.4%	161	1.1%	15250

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Electricity – by Gender

Gender	Electricity									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Male	208	5206	47.5%	4150	37.9%	1291	11.8%	100	0.9%	10955
Female	150	1990	48.1%	1506	36.4%	436	10.5%	59	1.4%	4141
Total	358	7196	47.7%	5656	37.5%	1727	11.4%	159	1.1%	15096

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Electricity – by Age

Age	Electricity									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	179	3339	49.8%	2441	36.4%	681	10.1%	70	1.0%	6710
31-50	142	3340	46.7%	2730	38.2%	858	12.0%	75	1.0%	7145
51-70	24	357	39.5%	372	41.2%	139	15.4%	11	1.2%	903
above 70	6	58	43.3%	52	38.8%	17	12.7%	1	0.7%	134
	351	7094	47.6%	5595	37.6%	1695	11.4%	157	1.1%	14892

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Electricity – by Respondent Group

		Electricity									Total
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Respondent Group	Student	83	1434	49.3%	1080	37.2%	272	9.4%	37	1.3%	2906
	Education Employee	51	768	44.0%	675	38.6%	231	13.2%	22	1.3%	1747
	Health Service Employee	27	596	48.0%	445	35.8%	161	13.0%	13	1.0%	1242
	Private Sector	51	987	45.2%	869	39.8%	256	11.7%	22	1.0%	2185
	Civil Society Employee	14	348	43.1%	337	41.7%	95	11.8%	14	1.7%	808
	Homemaker	40	792	46.8%	635	37.5%	203	12.0%	24	1.4%	1694
	Government (Non-military)	29	939	49.1%	697	36.4%	239	12.5%	9	0.5%	1913
	Unemployed	56	1286	51.1%	899	35.7%	259	10.3%	19	0.8%	2519
Total		351	7150	47.6%	5637	37.5%	1716	11.4%	160	1.1%	15014

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Construction License – by Province

Province	Construction license									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	289	1075	37.2%	1032	35.7%	411	14.2%	85	2.9%	2892
Babil	113	357	44.8%	225	28.2%	101	12.7%	1	0.1%	797
Diyala	72	446	57.2%	137	17.6%	91	11.7%	34	4.4%	780
Anbar	13	542	69.5%	150	19.2%	65	8.3%	10	1.3%	780
Karbala	135	362	46.4%	212	27.2%	68	8.7%	3	0.4%	780
Najaf	159	381	48.8%	185	23.7%	54	6.9%	1	0.1%	780
Muthanna	123	160	20.5%	287	36.8%	176	22.6%	34	4.4%	780
Basrah	89	475	33.1%	621	43.3%	191	13.3%	58	4.0%	1434
Maysan	4	185	23.7%	436	55.9%	153	19.6%	2	0.3%	780
Diwaniyah	43	222	27.9%	446	56.1%	79	9.9%	5	0.6%	795
Kirkuk	43	374	42.8%	368	42.2%	81	9.3%	7	0.8%	873
Salah ad Din	179	189	24.2%	279	35.8%	110	14.1%	23	2.9%	780
Ninawa	421	717	49.9%	260	18.1%	35	2.4%	3	0.2%	1436
Dhi Qar	97	447	57.1%	208	26.6%	21	2.7%	10	1.3%	783
Wasit	36	320	41.0%	337	43.2%	56	7.2%	31	4.0%	780
Total	1816	6252	41.0%	5183	34.0%	1692	11.1%	307	2.0%	15250

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Construction License – by Gender

Gender	Construction license									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Male	1206	4538	41.4%	3742	34.2%	1257	11.5%	212	1.9%	10955
Female	598	1651	39.9%	1381	33.3%	419	10.1%	92	2.2%	4141
Total	1804	6189	41.0%	5123	33.9%	1676	11.1%	304	2.0%	15096

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Construction License – by Age

Age	Construction license									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	896	2720	40.5%	2263	33.7%	711	10.6%	120	1.8%	6710
31-50	753	2947	41.2%	2499	35.0%	800	11.2%	146	2.0%	7145
51-70	114	384	42.5%	261	28.9%	123	13.6%	21	2.3%	903
above 70	18	59	44.0%	28	20.9%	15	11.2%	14	10.4%	134
Total	1781	6110	41.0%	5051	33.9%	1649	11.1%	301	2.0%	14892

Question V5a and V5d: How do you rate government procedures to obtain the following services as far as clarity, simplicity, ease and convenience: Construction License – by Respondent Group

Count

		Construction license								Total	
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent		Excellent-%
Respondent Group	Student	419	1127	38.8%	1018	35.0%	284	9.8%	58	2.0%	2906
	Education Employee	205	685	39.2%	591	33.8%	219	12.5%	47	2.7%	1747
	Health Service Employee	168	535	43.1%	384	30.9%	129	10.4%	26	2.1%	1242
	Private Sector	237	942	43.1%	682	31.2%	275	12.6%	49	2.2%	2185
	Civil Society Employee	70	318	39.4%	310	38.4%	92	11.4%	18	2.2%	808
	Homemaker	247	662	39.1%	570	33.6%	189	11.2%	26	1.5%	1694
	Government (Non-military)	189	751	39.3%	701	36.6%	237	12.4%	35	1.8%	1913
	Unemployed	266	1138	45.2%	824	32.7%	247	9.8%	44	1.7%	2519
Total		1801	6158	41.0%	5080	33.8%	1672	11.1%	303	2.0%	15014

Security**Question V6: Did security services improve since last year?- by Province**

		Have overall security services improved since last year?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1071	37.3%	1804	62.7%	2875
	Babil	566	71.0%	231	29.0%	797
	Diyala	268	34.5%	508	65.5%	776
	Anbar	259	33.2%	521	66.8%	780
	Karbala	330	42.5%	447	57.5%	777
	Najaf	607	77.9%	172	22.1%	779
	Muthanna	447	57.3%	333	42.7%	780
	Basrah	552	38.5%	880	61.5%	1432
	Maysan	772	99.0%	8	1.0%	780
	Diwaniyah	764	96.1%	31	3.9%	795
	Kirkuk	709	82.1%	155	17.9%	864
	Salah ad Din	277	35.6%	501	64.4%	778
	Ninawa	255	17.8%	1181	82.2%	1436
	Dhi Qar	519	66.4%	263	33.6%	782
	Wasit	451	57.8%	329	42.2%	780
Total		7847	51.6%	7364	48.4%	15211

Question V6: Did the security services improve since last year? – by Gender

		Did the security services improve since last year?				Total
		Yes	Yes-%	No	Yes-%	
Gender	Male	5680	52.0%	5247	48.0%	10927
	Female	2091	50.6%	2039	49.4%	4130
Total		7771	51.6%	7286	48.4%	15057

Question V6: Did the security services improve since last year? – by Age

		Did the security services improve since last year?				Total
		Yes	Yes-%	No	No-%	
Age	18-30	3340	49.9%	3355	50.1%	6695
	31-50	3782	53.1%	3346	46.9%	7128
	51-70	463	51.5%	436	48.5%	899
	above 70	60	45.1%	73	54.9%	133
Total		7645	51.5%	7210	48.5%	14855

Question V6: Did the security services improve since last year? – by Respondent Group

Count

		Did the security services improve since last year?				Total
		Yes	Yes-%	No	No-%	
Respondent Group	Student	1577	54.4%	1324	45.6%	2901
	Education Employee	903	51.8%	840	48.2%	1743
	Health Service Employee	575	46.4%	665	53.6%	1240
	Private Sector	1095	50.3%	1083	49.7%	2178
	Civil Society Employee	473	58.5%	335	41.5%	808
	Homemaker	900	53.3%	788	46.7%	1688
	Government (Non-military)	927	48.6%	981	51.4%	1908
	Unemployed	1292	51.4%	1220	48.6%	2512
Total		7742	51.7%	7236	48.3%	14978

Education

Question V7: Did education services improve in government schools in your area since last year? – by Province

		Did education services improve in government schools in your area since last year?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1306	45.8%	1545	54.2%	2851
	Babil	528	67.5%	254	32.5%	782
	Diyala	474	61.4%	298	38.6%	772
	Anbar	356	45.6%	424	54.4%	780
	Karbala	521	67.8%	247	32.2%	768
	Najaf	388	50.3%	383	49.7%	771
	Muthanna	630	80.9%	149	19.1%	779
	Basrah	722	50.5%	709	49.5%	1431
	Maysan	716	92.1%	61	7.9%	777
	Diwaniyah	728	92.0%	63	8.0%	791
	Kirkuk	712	82.3%	153	17.7%	865
	Salah ad Din	551	71.3%	222	28.7%	773
	Ninawa	838	58.5%	595	41.5%	1433
	Dhi Qar	531	68.6%	243	31.4%	774
	Wasit	457	58.7%	321	41.3%	778
Total		9458	62.5%	5667	37.5%	15125

Question V7: Did education services improve in government schools of your region than from last year? – by Gender

		Did education services improve in government schools of your region than from last year?				Total
		Yes	Yes-%	No	No-%	
Gender	Male	6892	63.5%	3967	36.5%	10859
	Female	2470	60.0%	1645	40.0%	4115
Total		9362	62.5%	5612	37.5%	14974

Question V7: Did education services improve in government schools of your region than from last year? – by Respondent Group

Count

		Did education services improve in government schools of your region than from last year?				Total
		Yes	Yes-%	No	No-%	
Respondent Group	Student	1721	59.6%	1166	40.4%	2887
	Education Employee	1193	68.7%	543	31.3%	1736
	Health Service Employee	775	63.1%	454	36.9%	1229
	Private Sector	1369	63.3%	794	36.7%	2163
	Civil Society Employee	573	71.2%	232	28.8%	805
	Homemaker	1047	62.2%	637	37.8%	1684
	Government (Non-military)	1167	61.7%	724	38.3%	1891
	Unemployed	1502	60.1%	997	39.9%	2499
Total		9347	62.8%	5547	37.2%	14894

Question V7a and V7b: How do you rate the level of schools in your area for school management performance and education efficiency?- Elementary Schools – by Province

Province	Primary school									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Baghdad	45	1049	36.3%	1128	39.0%	567	19.6%	103	3.6%	2892
Babil	7	247	31.0%	394	49.4%	148	18.6%	1	0.1%	797
Diyala	4	106	13.6%	456	58.5%	206	26.4%	8	1.0%	780
Anbar	1	344	44.1%	294	37.7%	110	14.1%	31	4.0%	780
Karbala	30	163	20.9%	417	53.5%	124	15.9%	46	5.9%	780
Najaf	11	197	25.3%	443	56.8%	120	15.4%	9	1.2%	780
Muthanna	2	64	8.2%	372	47.7%	298	38.2%	44	5.6%	780
Basrah	6	293	20.4%	693	48.3%	391	27.3%	51	3.6%	1434
Maysan	0	327	41.9%	367	47.1%	83	10.6%	3	0.4%	780
Diwaniyah	1	45	5.7%	514	64.7%	224	28.2%	11	1.4%	795
Kirkuk	5	117	13.4%	525	60.1%	206	23.6%	20	2.3%	873
Salah ad Din	6	88	11.3%	437	56.0%	207	26.5%	42	5.4%	780
Ninawa	5	376	26.2%	716	49.9%	323	22.5%	16	1.1%	1436
Dhi Qar	5	143	18.3%	383	48.9%	220	28.1%	32	4.1%	783
Wasit	11	252	32.3%	307	39.4%	121	15.5%	89	11.4%	780
Total	139	3811	25.0%	7446	48.8%	3348	22.0%	506	3.3%	15250

Question V7a and V7c: How do you rate the level of schools in your area for school management performance and education efficiency?- Secondary Schools – by Province

Province	Secondary schools									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	63	722	25.0%	1451	50.2%	573	19.8%	83	2.9%	2892
Babil	13	235	29.5%	406	50.9%	141	17.7%	2	0.3%	797
Diyala	5	112	14.4%	446	57.2%	207	26.5%	10	1.3%	780
Anbar	1	364	46.7%	272	34.9%	115	14.7%	28	3.6%	780
Karbala	52	166	21.3%	399	51.2%	125	16.0%	38	4.9%	780
Najaf	14	208	26.7%	446	57.2%	105	13.5%	7	0.9%	780
Muthanna	3	75	9.6%	401	51.4%	261	33.5%	40	5.1%	780
Basrah	3	290	20.2%	714	49.8%	403	28.1%	24	1.7%	1434
Maysan	0	361	46.3%	356	45.6%	63	8.1%	0	0.0%	780
Diwaniyah	1	73	9.2%	516	64.9%	196	24.7%	9	1.1%	795
Kirkuk	2	109	12.5%	525	60.1%	220	25.2%	17	1.9%	873
Salah ad Din	5	95	12.2%	439	56.3%	203	26.0%	38	4.9%	780
Ninawa	14	436	30.4%	688	47.9%	284	19.8%	14	1.0%	1436
Dhi Qar	14	165	21.1%	389	49.7%	192	24.5%	23	2.9%	783
Wasit	18	226	29.0%	317	40.6%	160	20.5%	59	7.6%	780
Total	208	3637	23.8%	7765	239.1%	3248	21.3%	392	2.6%	15250

Question V7a and V7d: How do you rate the level of schools in your area for school management performance and education efficiency?- High Schools – by Province

Province	High school									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	84	989	34.2%	1177	40.7%	566	19.6%	76	2.6%	2892
Babil	11	224	28.1%	403	50.6%	158	19.8%	1	0.1%	797
Diyala	9	154	19.7%	385	49.4%	207	26.5%	25	3.2%	780
Anbar	3	406	52.1%	237	30.4%	102	13.1%	32	4.1%	780
Karbala	119	190	24.4%	334	42.8%	100	12.8%	37	4.7%	780
Najaf	27	276	35.4%	347	44.5%	116	14.9%	14	1.8%	780
Muthanna	8	128	16.4%	361	46.3%	220	28.2%	63	8.1%	780
Basrah	8	349	24.3%	617	43.0%	441	30.8%	19	1.3%	1434
Maysan	0	325	41.7%	363	46.5%	90	11.5%	2	0.3%	780
Diwaniyah	1	86	10.8%	500	62.9%	199	25.0%	9	1.1%	795
Kirkuk	3	126	14.4%	506	58.0%	214	24.5%	24	2.7%	873
Salah ad Din	4	157	20.1%	393	50.4%	185	23.7%	41	5.3%	780
Ninawa	20	462	32.2%	675	47.0%	260	18.1%	19	1.3%	1436
Dhi Qar	25	194	24.8%	317	40.5%	231	29.5%	16	2.0%	783
Wasit	11	229	29.4%	320	41.0%	149	19.1%	71	9.1%	780
Total	333	4295	28.2%	6935	45.5%	3238	21.2%	449	2.9%	15250

How do you rate your contributions in parent-teacher meetings (PTA)? – by Province

Province	How do you rate your contributions in parent-teacher meetings (PTA)?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	404	721	24.9%	1013	35.0%	572	19.8%	182	6.3%	2892
Babil	104	92	11.5%	224	28.1%	312	39.1%	65	8.2%	797
Diyala	84	55	7.1%	265	34.0%	276	35.4%	100	12.8%	780
Anbar	336	103	13.2%	110	14.1%	173	22.2%	58	7.4%	780
Karbala	185	81	10.4%	305	39.1%	157	20.1%	52	6.7%	780
Najaf	30	87	11.2%	213	27.3%	401	51.4%	49	6.3%	780
Muthanna	127	72	9.2%	157	20.1%	298	38.2%	126	16.2%	780
Basrah	115	270	18.8%	567	39.5%	411	28.7%	71	5.0%	1434
Maysan	0	105	13.5%	451	57.8%	222	28.5%	2	0.3%	780
Diwaniyah	9	96	12.1%	469	59.0%	200	25.2%	21	2.6%	795
Kirkuk	11	59	6.8%	386	44.2%	283	32.4%	134	15.3%	873
Salah ad Din	74	62	7.9%	280	35.9%	242	31.0%	122	15.6%	780
Ninawa	282	146	10.2%	491	34.2%	380	26.5%	137	9.5%	1436
Dhi Qar	124	117	14.9%	273	34.9%	226	28.9%	43	5.5%	783
Wasit	19	175	22.4%	363	46.5%	160	20.5%	63	8.1%	780
Total	1904	2241	14.7%	5567	36.5%	4313	28.3%	1225	8.0%	15250

How do you rate the assistance of your family with your children in doing their homework? – by Province

	How do you rate the assistance of your family with your children in doing their homework?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	315	597	20.6%	1025	35.4%	615	21.3%	340	11.8%	2892
Babil	33	35	4.4%	163	20.5%	316	39.6%	250	31.4%	797
Diyala	83	56	7.2%	173	22.2%	343	44.0%	125	16.0%	780
Anbar	280	49	6.3%	125	16.0%	207	26.5%	119	15.3%	780
Karbala	210	58	7.4%	276	35.4%	149	19.1%	87	11.2%	780
Najaf	22	62	7.9%	164	21.0%	438	56.2%	94	12.1%	780
Muthanna	52	25	3.2%	146	18.7%	318	40.8%	239	30.6%	780
Basrah	128	236	16.5%	456	31.8%	470	32.8%	144	10.0%	1434
Maysan	0	96	12.3%	399	51.2%	283	36.3%	2	0.3%	780
Diwaniyah	3	108	13.6%	407	51.2%	253	31.8%	24	3.0%	795
Kirkuk	9	41	4.7%	360	41.2%	256	29.3%	207	23.7%	873
Salah ad Din	57	36	4.6%	245	31.4%	281	36.0%	161	20.6%	780
Ninawa	214	142	9.9%	427	29.7%	443	30.8%	210	14.6%	1436
Dhi Qar	119	63	8.0%	281	35.9%	247	31.5%	73	9.3%	783
Wasit	14	150	19.2%	361	46.3%	174	22.3%	81	10.4%	780
Total	1539	1754	11.5%	5008	32.8%	4793	31.4%	2156	14.1%	15250

How do you rate the level of teachers in schools? – by Province

Province	How do you rate the level of teachers in schools?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	161	825	28.5%	1304	45.1%	495	17.1%	107	3.7%	2892
Babil	35	176	22.1%	411	51.6%	167	21.0%	8	1.0%	797
Diyala	24	132	16.9%	328	42.1%	268	34.4%	28	3.6%	780
Anbar	2	184	23.6%	250	32.1%	245	31.4%	99	12.7%	780
Karbala	73	158	20.3%	392	50.3%	124	15.9%	33	4.2%	780
Najaf	21	141	18.1%	424	54.4%	174	22.3%	20	2.6%	780
Muthanna	22	65	8.3%	334	42.8%	259	33.2%	100	12.8%	780
Basrah	48	289	20.2%	744	51.9%	301	21.0%	52	3.6%	1434
Maysan	9	99	12.7%	466	59.7%	205	26.3%	1	0.1%	780
Diwaniyah	6	114	14.3%	359	45.2%	311	39.1%	5	0.6%	795
Kirkuk	26	96	11.0%	428	49.0%	187	21.4%	136	15.6%	873
Salah ad Din	18	77	9.9%	418	53.6%	226	29.0%	41	5.3%	780
Ninawa	51	319	22.2%	702	48.9%	291	20.3%	73	5.1%	1436
Dhi Qar	84	107	13.7%	367	46.9%	181	23.1%	44	5.6%	783
Wasit	22	183	23.5%	379	48.6%	151	19.4%	45	5.8%	780
Total	602	2965	19.4%	7306	47.9%	3585	23.5%	792	5.2%	15250

Sewer Services**Question V8: Did the sewer services improve from last year? – by Province**

		Did the sewer services improve from last year?				Total
		Yes-Count	Yes-%	No-Count	No-%	
Province	Baghdad	1369	48.2%	1471	51.8%	2840
	Babil	283	36.2%	498	63.8%	781
	Diyala	287	39.6%	437	60.4%	724
	Anbar	176	22.7%	600	77.3%	776
	Karbala	372	48.4%	396	51.6%	768
	Najaf	419	54.5%	350	45.5%	769
	Muthanna	494	63.6%	283	36.4%	777
	Basrah	646	45.3%	779	54.7%	1425
	Maysan	769	99.0%	8	1.0%	777
	Diwaniyah	713	90.0%	79	10.0%	792
	Kirkuk	636	75.1%	211	24.9%	847
	Salah ad Din	245	31.5%	532	68.5%	777
	Ninawa	324	22.7%	1102	77.3%	1426
	Dhi Qar	521	68.1%	244	31.9%	765
	Wasit	360	46.6%	412	53.4%	772
Total		7614	50.7%	7402	49.3%	15016

Question V8: Did the sewer services improve from last year? – by Gender

		Did the sewer services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Gender	Male	5499	50.9%	5306	49.1%	10805
	Female	2045	50.3%	2020	49.7%	4065
Total		7544	50.7%	7326	49.3%	14870

Question V8: Did the sewer services improve from last year? – by Age

		Did the sewer services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Age	18-30	3276	49.6%	3333	50.4%	6609
	31-50	3664	52.0%	3376	48.0%	7040
	51-70	412	46.4%	475	53.6%	887
	above 70	68	51.5%	64	48.5%	132
Total		7420	50.6%	7248	49.4%	14668

Question V8: Did the sewer services improve from last year? – by Respondent Group

Count

		Did the sewer services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Respondent Group	Student	1500	52.4%	1360	47.6%	2860
	Education Employee	901	52.2%	825	47.8%	1726
	Health Service Employee	538	44.0%	684	56.0%	1222
	Private Sector	1012	47.2%	1133	52.8%	2145
	Civil Society Employee	471	58.9%	329	41.1%	800
	Homemaker	877	53.0%	779	47.0%	1656
	Government (Non-military)	937	49.4%	958	50.6%	1895
	Unemployed	1259	50.7%	1226	49.3%	2485
Total		7495	50.7%	7294	49.3%	14789

Question V8a: How do you rate the sewer services as far as: responsiveness to citizens? – by Province

	Responsiveness to citizens									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	155	1315	45.5%	1163	40.2%	220	7.6%	39	1.3%	2892
Babil	165	368	46.2%	236	29.6%	27	3.4%	1	0.1%	797
Diyala	89	461	59.1%	179	22.9%	43	5.5%	8	1.0%	780
Anbar	2	575	73.7%	146	18.7%	52	6.7%	5	0.6%	780
Karbala	43	470	60.3%	222	28.5%	41	5.3%	4	0.5%	780
Najaf	42	249	31.9%	415	53.2%	73	9.4%	1	0.1%	780
Muthanna	27	365	46.8%	347	44.5%	39	5.0%	2	0.3%	780
Basrah	10	500	34.9%	751	52.4%	160	11.2%	13	0.9%	1434
Maysan	16	213	27.3%	471	60.4%	80	10.3%	0	0.0%	780
Diwaniyah	22	65	8.2%	573	72.1%	131	16.5%	4	0.5%	795
Kirkuk	40	422	48.3%	352	40.3%	53	6.1%	6	0.7%	873
Salah ad Din	40	352	45.1%	336	43.1%	49	6.3%	3	0.4%	780
Ninawa	60	986	68.7%	366	25.5%	23	1.6%	1	0.1%	1436
Dhi Qar	24	264	33.7%	360	46.0%	132	16.9%	3	0.4%	783
Wasit	29	318	40.8%	322	41.3%	86	11.0%	25	3.2%	780
Total	764	6923	45.4%	6239	40.9%	1209	7.9%	115	0.8%	15250

Question V8b: How do you rate the sewer services as far as: the quality of work achieved? – by Province

Province	The quality of work achieved?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	178	955	33.0%	1464	50.6%	264	9.1%	31	1.1%	2892
Babil	160	390	48.9%	209	26.2%	37	4.6%	1	0.1%	797
Diyala	96	459	58.8%	170	21.8%	48	6.2%	7	0.9%	780
Anbar	2	552	70.8%	165	21.2%	52	6.7%	9	1.2%	780
Karbala	39	482	61.8%	215	27.6%	37	4.7%	7	0.9%	780
Najaf	32	330	42.3%	351	45.0%	67	8.6%	0	0.0%	780
Muthanna	25	370	47.4%	359	46.0%	24	3.1%	2	0.3%	780
Basrah	14	429	29.9%	813	56.7%	167	11.6%	11	0.8%	1434
Maysan	16	140	17.9%	510	65.4%	113	14.5%	1	0.1%	780
Diwaniyah	22	95	11.9%	520	65.4%	151	19.0%	7	0.9%	795
Kirkuk	53	321	36.8%	442	50.6%	52	6.0%	5	0.6%	873
Salah ad Din	37	447	57.3%	241	30.9%	48	6.2%	7	0.9%	780
Ninawa	123	969	67.5%	323	22.5%	15	1.0%	6	0.4%	1436
Dhi Qar	24	281	35.9%	412	52.6%	62	7.9%	4	0.5%	783
Wasit	32	349	44.7%	266	34.1%	109	14.0%	24	3.1%	780
Total	853	6569	43.1%	6460	42.4%	1246	8.2%	122	0.8%	15250

Question V8c: How do you rate the sewer services as far as: the quality of work achieved? – by Province

Count

Province	The quality of work achieved?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	178	955	33.0%	1464	50.6%	264	9.1%	31	1.1%	2892
Babil	160	390	48.9%	209	26.2%	37	4.6%	1	0.1%	797
Diyala	96	459	58.8%	170	21.8%	48	6.2%	7	0.9%	780
Anbar	2	552	70.8%	165	21.2%	52	6.7%	9	1.2%	780
Karbala	39	482	61.8%	215	27.6%	37	4.7%	7	0.9%	780
Najaf	32	330	42.3%	351	45.0%	67	8.6%	0	0.0%	780
Muthanna	25	370	47.4%	359	46.0%	24	3.1%	2	0.3%	780
Basrah	14	429	29.9%	813	56.7%	167	11.6%	11	0.8%	1434
Maysan	16	140	17.9%	510	65.4%	113	14.5%	1	0.1%	780
Diwaniyah	22	95	11.9%	520	65.4%	151	19.0%	7	0.9%	795
Kirkuk	53	321	36.8%	442	50.6%	52	6.0%	5	0.6%	873
Salah ad Din	37	447	57.3%	241	30.9%	48	6.2%	7	0.9%	780
Ninawa	123	969	67.5%	323	22.5%	15	1.0%	6	0.4%	1436
Dhi Qar	24	281	35.9%	412	52.6%	62	7.9%	4	0.5%	783
Wasit	32	349	44.7%	266	34.1%	109	14.0%	24	3.1%	780
Total	853	6569	43.1%	6460	42.4%	1246	8.2%	122	0.8%	15250

Question V8d: Do the people throw chemical materials, fats and other objects in the sewage? – by Province

Count

		Do the people throw chemical materials, fats and other objects in the sewage?						Total
		0- Count	0-%	Yes-Count	Yes-%	No-Count	No-%	
Province	Baghdad	1	0.1%	1653	57.6%	1214	42.3%	2868
	Babil	0	0.0%	659	84.3%	123	15.7%	782
	Diyala	0	0.0%	452	62.3%	273	37.7%	725
	Anbar	0	0.0%	553	70.9%	227	29.1%	780
	Karbala	0	0.0%	566	73.1%	208	26.9%	774
	Najaf	0	0.0%	514	66.4%	260	33.6%	774
	Muthanna	0	0.0%	606	77.8%	173	22.2%	779
	Basrah	0	0.0%	1032	72.4%	393	27.6%	1425
	Maysan	0	0.0%	498	63.9%	281	36.1%	779
	Diwaniyah	0	0.0%	755	95.3%	37	4.7%	792
	Kirkuk	0	0.0%	775	89.1%	95	10.9%	870
	Salah ad Din	0	0.0%	402	51.7%	376	48.3%	778
	Ninawa	0	0.0%	1177	82.0%	258	18.0%	1435
	Dhi Qar	0	0.0%	418	53.6%	362	46.4%	780
	Wasit	0	0.0%	475	61.3%	300	38.7%	775
Total		1	0.0%	10535	69.7%	4580	30.3%	15116

V8e: Do the people follow the official procedures of linking their home sewage to the main one? – by Province

Count

		Do the people follow the official procedures of linking their home sewage to the main one?				Total
		Yes-Count	Yes-%	No-Count	No-%	
Province	Baghdad	1479	52.4%	1343	47.6%	2822
	Babil	399	51.8%	372	48.2%	771
	Diyala	332	46.8%	377	53.2%	709
	Anbar	421	54.1%	357	45.9%	778
	Karbala	362	47.3%	404	52.7%	766
	Najaf	407	53.6%	353	46.4%	760
	Muthanna	519	67.1%	255	32.9%	774
	Basrah	543	38.2%	877	61.8%	1420
	Maysan	762	97.9%	16	2.1%	778
	Diwaniyah	659	83.6%	129	16.4%	788
	Kirkuk	171	19.8%	693	80.2%	864
	Salah ad Din	168	21.8%	603	78.2%	771
	Ninawa	922	64.7%	502	35.3%	1424
	Dhi Qar	549	70.8%	226	29.2%	775
	Wasit	365	47.6%	402	52.4%	767
Total		8058	53.8%	6909	46.2%	14967

Question V8f: How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly? – by Province

Province	How do you rate the mass media the government uses to raise the awareness of the citizens in using the sewage properly?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	154	1388	48.0%	1128	39.0%	188	6.5%	34	1.2%	2892
Babil	121	490	61.5%	140	17.6%	45	5.6%	1	0.1%	797
Diyala	58	554	71.0%	116	14.9%	46	5.9%	6	0.8%	780
Anbar	8	590	75.6%	118	15.1%	59	7.6%	5	0.6%	780
Karbala	57	314	40.3%	336	43.1%	66	8.5%	7	0.9%	780
Najaf	37	431	55.3%	255	32.7%	49	6.3%	8	1.0%	780
Muthanna	27	292	37.4%	368	47.2%	88	11.3%	5	0.6%	780
Basrah	24	537	37.4%	768	53.6%	82	5.7%	23	1.6%	1434
Maysan	0	220	28.2%	467	59.9%	93	11.9%	0	0.0%	780
Diwaniyah	3	86	10.8%	580	73.0%	113	14.2%	13	1.6%	795
Kirkuk	27	386	44.2%	416	47.7%	43	4.9%	1	0.1%	873
Salah ad Din	37	581	74.5%	138	17.7%	21	2.7%	3	0.4%	780
Ninawa	72	883	61.5%	393	27.4%	87	6.1%	1	0.1%	1436
Dhi Qar	11	301	38.4%	367	46.9%	92	11.7%	12	1.5%	783
Wasit	7	410	52.6%	249	31.9%	59	7.6%	55	7.1%	780
Total	643	7463	48.9%	5839	38.3%	1131	7.4%	174	1.1%	15250

V8g: How do you rate the sewage maintenance performance in response to complaints and the quality? – by Province

Province	How do you rate the sewage maintenance performance in response to complaints and the quality?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	153	966	33.4%	1522	52.6%	222	7.7%	29	1.0%	2892
Babil	127	407	51.1%	217	27.2%	45	5.6%	1	0.1%	797
Diyala	92	456	58.5%	168	21.5%	56	7.2%	8	1.0%	780
Anbar	5	581	74.5%	128	16.4%	49	6.3%	17	2.2%	780
Karbala	46	510	65.4%	187	24.0%	32	4.1%	5	0.6%	780
Najaf	30	417	53.5%	286	36.7%	44	5.6%	3	0.4%	780
Muthanna	27	349	44.7%	366	46.9%	36	4.6%	2	0.3%	780
Basrah	17	432	30.1%	869	60.6%	106	7.4%	10	0.7%	1434
Maysan	0	163	20.9%	524	67.2%	93	11.9%	0	0.0%	780
Diwaniyah	10	93	11.7%	576	72.5%	107	13.5%	9	1.1%	795
Kirkuk	36	326	37.3%	464	53.2%	42	4.8%	5	0.6%	873
Salah ad Din	47	433	55.5%	256	32.8%	38	4.9%	6	0.8%	780
Ninawa	104	956	66.6%	357	24.9%	17	1.2%	2	0.1%	1436
Dhi Qar	20	314	40.1%	383	48.9%	65	8.3%	1	0.1%	783
Wasit	33	331	42.4%	284	36.4%	116	14.9%	16	2.1%	780
Total	747	6734	44.2%	6587	43.2%	1068	7.0%	114	0.7%	15250

Trash Pickup and Cleaning Services

Question V9: Did trash pickup and cleaning services improve since last year? – by Province

Count

		Did trash pickup and cleaning services improve since last year?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1732	60.4%	1136	39.6%	2868
	Babil	641	81.7%	144	18.3%	785
	Diyala	570	75.2%	188	24.8%	758
	Anbar	600	76.9%	180	23.1%	780
	Karbala	605	77.8%	173	22.2%	778
	Najaf	527	67.9%	249	32.1%	776
	Muthanna	617	79.1%	163	20.9%	780
	Basrah	874	61.0%	559	39.0%	1433
	Maysan	766	99.1%	7	0.9%	773
	Diwaniyah	760	95.6%	35	4.4%	795
	Kirkuk	629	72.4%	240	27.6%	869
	Salah ad Din	623	80.1%	155	19.9%	778
	Ninawa	465	32.4%	971	67.6%	1436
	Dhi Qar	598	76.7%	182	23.3%	780
	Wasit	459	58.8%	321	41.2%	780
Total		10466	69.0%	4703	31.0%	15169

Question V9: Did trash pickup and cleaning services improve since last year? – by Gender

Count

		Did trash pickup and cleaning services improve since last year?				Total
		Yes	Yes-%	No	No-%	
Gender	Male	7521	69.0%	3379	31.0%	10900
	Female	2841	69.0%	1274	31.0%	4115
Total		10362	69.0%	4653	31.0%	15015

Question V9: Did trash pickup and cleaning services improve since last year? – by Age

		Did trash pickup and cleaning services improve since last year?				Total
		Yes	Yes-%	No	No-%	
Age	18-30	4477	67.0%	2206	33.0%	6683
	31-50	5019	70.7%	2080	29.3%	7099
	51-70	628	69.8%	272	30.2%	900
	above 70	81	60.9%	52	39.1%	133
Total		10205	68.9%	4610	31.1%	14815

Question V9a and V9b: How do you rate the government solid waste services in your area as far as: responsiveness to citizens' complaints? – by Province

Province	Responsiveness to citizens' complaints?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	119	1286	44.5%	1233	42.6%	235	8.1%	19	0.7%	2892
Babil	59	169	21.2%	431	54.1%	130	16.3%	8	1.0%	797
Diyala	29	477	61.2%	209	26.8%	60	7.7%	5	0.6%	780
Anbar	9	324	41.5%	316	40.5%	106	13.6%	25	3.2%	780
Karbala	24	454	58.2%	245	31.4%	52	6.7%	5	0.6%	780
Najaf	28	145	18.6%	503	64.5%	99	12.7%	5	0.6%	780
Muthanna	13	263	33.7%	404	51.8%	82	10.5%	18	2.3%	780
Basrah	13	471	32.8%	674	47.0%	259	18.1%	17	1.2%	1434
Maysan	3	376	48.2%	313	40.1%	86	11.0%	2	0.3%	780
Diwaniyah	12	54	6.8%	518	65.2%	205	25.8%	6	0.8%	795
Kirkuk	85	484	55.4%	266	30.5%	36	4.1%	2	0.2%	873
Salah ad Din	17	81	10.4%	450	57.7%	202	25.9%	30	3.8%	780
Ninawa	62	889	61.9%	416	29.0%	67	4.7%	2	0.1%	1436
Dhi Qar	32	249	31.8%	363	46.4%	130	16.6%	9	1.1%	783
Wasit	17	341	43.7%	272	34.9%	113	14.5%	37	4.7%	780
Total	522	6063	39.8%	6613	43.4%	1862	12.2%	190	1.2%	15250

**Question V9a and V9c: How do you rate the government solid waste services in your area as far as:
performance quality (general performance)? – by Province**

Province	Performance quality (general performance)?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	135	863	29.8%	1569	54.3%	302	10.4%	23	0.8%	2892
Babil	68	165	20.7%	434	54.5%	127	15.9%	3	0.4%	797
Diyala	39	457	58.6%	191	24.5%	77	9.9%	16	2.1%	780
Anbar	10	301	38.6%	304	39.0%	142	18.2%	23	2.9%	780
Karbala	24	449	57.6%	249	31.9%	54	6.9%	4	0.5%	780
Najaf	28	214	27.4%	427	54.7%	104	13.3%	7	0.9%	780
Muthanna	12	286	36.7%	408	52.3%	67	8.6%	7	0.9%	780
Basrah	19	423	29.5%	682	47.6%	298	20.8%	12	0.8%	1434
Maysan	3	194	24.9%	502	64.4%	80	10.3%	1	0.1%	780
Diwaniyah	13	42	5.3%	505	63.5%	228	28.7%	7	0.9%	795
Kirkuk	92	280	32.1%	458	52.5%	41	4.7%	2	0.2%	873
Salah ad Din	19	98	12.6%	420	53.8%	201	25.8%	42	5.4%	780
Ninawa	84	943	65.7%	362	25.2%	46	3.2%	1	0.1%	1436
Dhi Qar	36	262	33.5%	376	48.0%	103	13.2%	6	0.8%	783
Wasit	22	319	40.9%	299	38.3%	113	14.5%	27	3.5%	780
Total	604	5296	34.7%	7186	47.1%	1983	13.0%	181	1.2%	15250

Question 9d: Do the people throw the trash in the designated areas? – by Province

Province	Do the people throw the trash in the designated areas?				Total
	Yes	Yes-%	No	No-%	
Baghdad	1540	53.6%	1333	46.4%	2873
Babil	626	79.0%	166	21.0%	792
Diyala	544	69.9%	234	30.1%	778
Anbar	257	32.9%	523	67.1%	780
Karbala	552	71.0%	226	29.0%	778
Najaf	489	62.9%	289	37.1%	778
Muthanna	351	45.0%	429	55.0%	780
Basrah	771	54.0%	658	46.0%	1429
Maysan	692	89.3%	83	10.7%	775
Diwaniyah	694	87.3%	101	12.7%	795
Kirkuk	438	50.3%	433	49.7%	871
Salah ad Din	600	76.9%	180	23.1%	780
Ninawa	659	46.0%	774	54.0%	1433
Dhi Qar	620	79.5%	159	20.4%	780
Wasit	444	57.0%	335	43.0%	779
Total	9277	61.0%	5923	39.0%	15201

Question V9e: Does the government provide a sufficient number of home trash cans? – by Province

Count

		Does the government provide a sufficient number of home trash cans?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1576	54.9%	1296	45.1%	2872
	Babil	598	75.6%	193	24.4%	791
	Diyala	619	79.8%	157	20.2%	776
	Anbar	606	78.0%	171	22.0%	777
	Karbala	600	77.5%	174	22.5%	774
	Najaf	486	62.5%	291	37.5%	777
	Muthanna	258	33.1%	522	66.9%	780
	Basrah	693	48.6%	734	51.4%	1427
	Maysan	681	87.9%	94	12.1%	775
	Diwaniyah	695	87.4%	100	12.6%	795
	Kirkuk	407	46.7%	464	53.3%	871
	Salah ad Din	550	70.7%	228	29.3%	778
	Ninawa	297	20.8%	1133	79.2%	1430
	Dhi Qar	583	74.7%	197	25.3%	780
	Wasit	564	72.4%	215	27.6%	779
Total		9213	60.7%	5969	39.3%	15182

Question V9f: Does the government provide a sufficient number of trash cans in public places? – by Province

Count

		Does the government provide a sufficient number of trash cans in public places?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1520	53.0%	1347	47.0%	2867
	Babil	583	73.6%	209	26.4%	792
	Diyala	536	69.1%	240	30.9%	776
	Anbar	595	76.7%	181	23.3%	776
	Karbala	586	75.6%	189	24.4%	775
	Najaf	483	62.1%	295	37.9%	778
	Muthanna	593	76.0%	187	24.0%	780
	Basrah	573	40.1%	856	59.9%	1429
	Maysan	677	87.4%	98	12.6%	775
	Diwaniyah	733	92.2%	62	7.8%	795
	Kirkuk	457	52.6%	412	47.4%	869
	Salah ad Din	583	74.7%	197	25.3%	780
	Ninawa	471	32.9%	959	67.1%	1430
	Dhi Qar	623	79.9%	157	20.1%	780
	Wasit	495	63.5%	284	36.5%	779
Total		9508	62.6%	5673	37.4%	15181

Question V9g: Does the government provide a sufficient number of trash pickup trucks? – by Province

Count

		Does the government provide a sufficient number of trash pickup trucks?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	1526	53.2%	1340	46.8%	2866
	Babil	600	75.9%	190	24.1%	790
	Diyala	561	72.3%	215	27.7%	776
	Anbar	593	76.4%	183	23.6%	776
	Karbala	576	74.6%	196	25.4%	772
	Najaf	402	51.8%	374	48.2%	776
	Muthanna	560	71.9%	219	28.1%	779
	Basrah	607	42.5%	821	57.5%	1428
	Maysan	659	85.4%	113	14.6%	772
	Diwaniyah	710	89.3%	85	10.7%	795
	Kirkuk	470	54.1%	399	45.9%	869
	Salah ad Din	592	76.4%	183	23.6%	775
	Ninawa	589	41.2%	839	58.8%	1428
	Dhi Qar	610	78.6%	166	21.4%	776
	Wasit	473	60.7%	306	39.3%	779
Total		9528	62.9%	5629	37.1%	15157

Roads Services**Question V10: Have the roads improved from last year? – by Province**

		Have the roads improved from last year:					Total
		No Response	Yes	Yes-%	No	No-%	
Province	Baghdad	1098	838	29.0%	956	33.1%	2892
	Babil	560	142	17.8%	95	11.9%	797
	Diyala	138	234	30.0%	408	52.3%	780
	Anbar	697	3	0.4%	80	10.3%	780
	Karbala	238	217	27.8%	325	41.7%	780
	Najaf	261	274	35.1%	245	31.4%	780
	Muthana	640	105	13.5%	35	4.5%	780
	Basrah	704	301	21.0%	429	29.9%	1434
	Maysan	54	628	80.5%	98	12.6%	780
	Diwaniyah	5	696	87.5%	94	11.8%	795
	Kirkuk	65	491	56.2%	317	36.3%	873
	Salah ad Din	260	299	38.3%	221	28.3%	780
	Ninawa	889	109	7.6%	438	30.5%	1436
	Dhi Qar	151	439	56.1%	193	24.6%	783
	Wasit	9	332	42.6%	439	56.3%	780
Total		5769	5108	33.5%	4373	28.7%	15250

Question V10a: Capacity (Number of cars on roads)? – by Province

Province	Capacity (Number of cars)?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	72	1462	50.6%	949	32.8%	344	11.9%	65	2.2%	2892
Babil	11	502	63.0%	217	27.2%	63	7.9%	4	0.5%	797
Diyala	14	483	61.9%	197	25.3%	66	8.5%	20	2.6%	780
Anbar	1	361	46.3%	252	32.3%	142	18.2%	24	3.1%	780
Karbala	20	580	74.4%	135	17.3%	34	4.4%	11	1.4%	780
Najaf	19	305	39.1%	374	47.9%	78	10.0%	4	0.5%	780
Muthanna	22	184	23.6%	303	38.8%	237	30.4%	34	4.4%	780
Basrah	9	580	40.4%	643	44.8%	98	6.8%	104	7.3%	1434
Maysan	5	117	15.0%	542	69.5%	116	14.9%	0	0.0%	780
Diwaniyah	1	77	9.7%	574	72.2%	135	17.0%	8	1.0%	795
Kirkuk	15	302	34.6%	496	56.8%	54	6.2%	6	0.7%	873
Salah ad Din	10	308	39.5%	323	41.4%	122	15.6%	17	2.2%	780
Ninawa	63	985	68.6%	290	20.2%	96	6.7%	2	0.1%	1436
Dhi Qar	6	250	31.9%	352	45.0%	172	22.0%	3	0.4%	783
Wasit	19	450	57.7%	248	31.8%	15	1.9%	48	6.2%	780
Total	287	6946	45.5%	5895	38.7%	1772	11.6%	350	2.3%	15250

Question V10b: Maintenance (of roads)? – by Province

Province	Maintenance?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	74	1053	36.4%	1418	49.0%	320	11.1%	27	0.9%	2892
Babil	3	557	69.9%	210	26.3%	25	3.1%	2	0.3%	797
Diyala	12	505	64.7%	151	19.4%	78	10.0%	34	4.4%	780
Anbar	2	504	64.6%	162	20.8%	92	11.8%	20	2.6%	780
Karbala	6	596	76.4%	137	17.6%	34	4.4%	7	0.9%	780
Najaf	12	330	42.3%	340	43.6%	96	12.3%	2	0.3%	780
Muthanna	32	397	50.9%	314	40.3%	36	4.6%	1	0.1%	780
Basrah	8	424	29.6%	814	56.8%	142	9.9%	46	3.2%	1434
Maysan	3	106	13.6%	521	66.8%	150	19.2%	0	0.0%	780
Diwaniyah	2	72	9.1%	530	66.7%	185	23.3%	6	0.8%	795
Kirkuk	16	341	39.1%	470	53.8%	41	4.7%	5	0.6%	873
Salah ad Din	17	352	45.1%	338	43.3%	64	8.2%	9	1.2%	780
Ninawa	88	993	69.2%	318	22.1%	37	2.6%	0	0.0%	1436
Dhi Qar	6	278	35.5%	400	51.1%	99	12.6%	0	0.0%	783
Wasit	13	495	63.5%	192	24.6%	54	6.9%	26	3.3%	780
Total	294	7003	45.9%	6315	41.4%	1453	9.5%	185	1.2%	15250

V10c: Safety (of roads)? – by Province

Province	Safety?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	81	1302	45.0%	1108	38.3%	368	12.7%	33	1.1%	2892
Babil	2	563	70.6%	183	23.0%	48	6.0%	1	0.1%	797
Diyala	9	523	67.1%	102	13.1%	71	9.1%	75	9.6%	780
Anbar	3	384	49.2%	230	29.5%	142	18.2%	21	2.7%	780
Karbala	17	568	72.8%	168	21.5%	25	3.2%	2	0.3%	780
Najaf	26	330	42.3%	308	39.5%	109	14.0%	7	0.9%	780
Muthanna	16	422	54.1%	287	36.8%	54	6.9%	1	0.1%	780
Basrah	5	577	40.2%	653	45.5%	177	12.3%	22	1.5%	1434
Maysan	3	110	14.1%	472	60.5%	193	24.7%	2	0.3%	780
Diwaniyah	1	140	17.6%	418	52.6%	227	28.6%	9	1.1%	795
Kirkuk	26	437	50.1%	344	39.4%	57	6.5%	9	1.0%	873
Salah ad Din	16	423	54.2%	253	32.4%	82	10.5%	6	0.8%	780
Ninawa	69	784	54.6%	510	35.5%	72	5.0%	1	0.1%	1436
Dhi Qar	10	288	36.8%	403	51.5%	79	10.1%	3	0.4%	783
Wasit	12	505	64.7%	195	25.0%	49	6.3%	19	2.4%	780
Total	296	7356	48.2%	5634	36.9%	1753	11.5%	211	1.4%	15250

Question V10d: Street pavement quality (of roads)? – by Province

Province	Street pavement quality?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	75	1335	46.2%	1131	39.1%	306	10.6%	45	1.6%	2892
Babil	2	625	78.4%	160	20.1%	10	1.3%	0	0.0%	797
Diyala	15	554	71.0%	140	17.9%	52	6.7%	19	2.4%	780
Anbar	7	502	64.4%	163	20.9%	80	10.3%	28	3.6%	780
Karbala	11	425	54.5%	295	37.8%	46	5.9%	3	0.4%	780
Najaf	26	358	45.9%	317	40.6%	75	9.6%	4	0.5%	780
Muthanna	10	468	60.0%	219	28.1%	79	10.1%	4	0.5%	780
Basrah	5	669	46.7%	624	43.5%	124	8.6%	12	0.8%	1434
Maysan	2	120	15.4%	418	53.6%	236	30.3%	4	0.5%	780
Diwaniyah	1	246	30.9%	446	56.1%	96	12.1%	6	0.8%	795
Kirkuk	33	359	41.1%	387	44.3%	83	9.5%	11	1.3%	873
Salah ad Din	14	459	58.8%	221	28.3%	77	9.9%	9	1.2%	780
Ninawa	107	1071	74.6%	246	17.1%	11	0.8%	1	0.1%	1436
Dhi Qar	13	424	54.2%	286	36.5%	47	6.0%	13	1.7%	783
Wasit	10	463	59.4%	245	31.4%	41	5.3%	21	2.7%	780
Total	331	8078	53.0%	5298	34.7%	1363	8.9%	180	1.2%	15250

Question V10e: How do you rate the follow-up and maintenance of roads excavation (governmental and non-governmental) occurring in your region? – by Province

Province	How do you rate the follow-up and maintenance of roads excavation (governmental and non-governmental) occurring in your region?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	92	1476	51.0%	1043	36.1%	249	8.6%	32	1.1%	2892
Babil	16	612	76.8%	154	19.3%	15	1.9%	0	0.0%	797
Diyala	19	559	71.7%	136	17.4%	52	6.7%	14	1.8%	780
Anbar	23	536	68.7%	131	16.8%	63	8.1%	27	3.5%	780
Karbala	13	662	84.9%	77	9.9%	27	3.5%	1	0.1%	780
Najaf	18	476	61.0%	229	29.4%	55	7.1%	2	0.3%	780
Muthanna	38	467	59.9%	240	30.8%	32	4.1%	3	0.4%	780
Basrah	10	718	50.1%	612	42.7%	86	6.0%	8	0.6%	1434
Maysan	3	114	14.6%	462	59.2%	199	25.5%	2	0.3%	780
Diwaniyah	1	286	36.0%	382	48.1%	118	14.8%	8	1.0%	795
Kirkuk	50	373	42.7%	385	44.1%	55	6.3%	10	1.1%	873
Salah ad Din	9	502	64.4%	219	28.1%	47	6.0%	3	0.4%	780
Ninawa	94	910	63.4%	380	26.5%	52	3.6%	0	0.0%	1436
Dhi Qar	35	434	55.4%	285	36.4%	27	3.4%	2	0.3%	783
Wasit	18	438	56.2%	271	34.7%	41	5.3%	12	1.5%	780
Total	439	8563	56.2%	5006	32.8%	1118	7.3%	124	0.8%	15250

**Question V10f: How do you rate the safety on the roads from the number and the clarity of traffic lights?
- by Province**

Province	How do you rate the safety on the roads from the number and the clarity of traffic lights?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	145	1295	44.8%	1093	37.8%	307	10.6%	52	1.8%	2892
Babil	21	381	47.8%	252	31.6%	137	17.2%	6	0.8%	797
Diyala	23	588	75.4%	77	9.9%	45	5.8%	47	6.0%	780
Anbar	23	452	57.9%	190	24.4%	88	11.3%	27	3.5%	780
Karbala	55	599	76.8%	106	13.6%	17	2.2%	3	0.4%	780
Najaf	30	400	51.3%	229	29.4%	107	13.7%	14	1.8%	780
Muthanna	53	328	42.1%	235	30.1%	111	14.2%	53	6.8%	780
Basrah	24	731	51.0%	588	41.0%	79	5.5%	12	0.8%	1434
Maysan	12	142	18.2%	459	58.8%	164	21.0%	3	0.4%	780
Diwaniyah	2	131	16.5%	298	37.5%	352	44.3%	12	1.5%	795
Kirkuk	70	402	46.0%	345	39.5%	45	5.2%	11	1.3%	873
Salah ad Din	31	477	61.2%	189	24.2%	71	9.1%	12	1.5%	780
Ninawa	87	441	30.7%	647	45.1%	258	18.0%	3	0.2%	1436
Dhi Qar	31	300	38.3%	345	44.1%	93	11.9%	14	1.8%	783
Wasit	22	436	55.9%	272	34.9%	38	4.9%	12	1.5%	780
Total	629	7103	46.6%	5325	34.9%	1912	12.5%	281	1.8%	15250

Electricity Services**Question V11: Did the electricity services improve from last year? – by Province**

		Did the electricity services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	805	28.3%	2037	71.7%	2842
	Babil	459	58.4%	327	41.6%	786
	Diyala	211	27.2%	564	72.8%	775
	Anbar	94	12.1%	682	87.9%	776
	Karbala	354	45.9%	416	54.0%	771
	Najaf	454	58.7%	320	41.3%	774
	Muthanna	341	43.7%	439	56.3%	780
	Basrah	500	34.9%	931	65.1%	1431
	Maysan	760	98.8%	9	1.2%	769
	Diwaniyah	742	93.8%	49	6.2%	791
	Kirkuk	546	63.0%	320	37.0%	866
	Salah ad Din	182	23.5%	593	76.5%	775
	Ninawa	1307	91.4%	123	8.6%	1430
	Dhi Qar	152	19.6%	625	80.4%	777
	Wasit	337	43.5%	437	56.5%	774
Total		7244	47.9%	7872	52.1%	15117

Question V11: Did the electricity services improve from last year? – by Gender

		Did the electricity services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Gender	Male	5385	49.5%	5494	50.5%	10880
	Female	1793	43.9%	2294	56.1%	4087
Total		7178	48.0%	7788	52.0%	14967

Question V11: Did the electricity services improve from last year? – by Age

		Did the electricity services improve from last year?				Total
		Yes	Yes-%	No	No-%	
Age	18-30	3018	45.4%	3632	54.6%	6650
	31-50	3516	49.6%	3566	50.3%	7083
	51-70	498	55.5%	400	44.5%	898
	above 70	56	42.1%	77	57.9%	133
Total		7088	48.0%	7675	52.0%	14764

V11a and V11b: How do you rate government electricity services as far as: response to citizen' complaints? – by Province

Province	Response to citizen' complaints?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	73	1593	55.1%	1042	36.0%	163	5.6%	21	0.7%	2892
Babil	9	355	44.5%	354	44.4%	76	9.5%	3	0.4%	797
Diyala	24	472	60.5%	191	24.5%	82	10.5%	11	1.4%	780
Anbar	1	609	78.1%	139	17.8%	28	3.6%	3	0.4%	780
Karbala	19	444	56.9%	248	31.8%	59	7.6%	10	1.3%	780
Najaf	15	172	22.1%	463	59.4%	127	16.3%	3	0.4%	780
Muthanna	20	379	48.6%	348	44.6%	31	4.0%	2	0.3%	780
Basrah	10	626	43.7%	500	34.9%	270	18.8%	28	2.0%	1434
Maysan	3	119	15.3%	498	63.8%	157	20.1%	3	0.4%	780
Diwaniyah	3	93	11.7%	585	73.6%	102	12.8%	12	1.5%	795
Kirkuk	11	411	47.1%	396	45.4%	48	5.5%	7	0.8%	873
Salah ad Din	10	410	52.6%	302	38.7%	57	7.3%	1	0.1%	780
Ninawa	38	330	23.0%	769	53.6%	296	20.6%	3	0.2%	1436
Dhi Qar	14	395	50.4%	335	42.8%	35	4.5%	4	0.5%	783
Wasit	18	325	41.7%	334	42.8%	73	9.4%	30	3.8%	780
Total	268	6733	44.2%	6504	42.6%	1604	10.5%	141	0.9%	15250

Question V11c: How do you rate government electricity services as far as: the quality of maintenance? – by Province

Province	The quality of maintenance?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	90	1227	42.4%	1352	46.7%	210	7.3%	13	0.4%	2892
Babil	3	363	45.5%	358	44.9%	67	8.4%	6	0.8%	797
Diyala	12	458	58.7%	198	25.4%	99	12.7%	13	1.7%	780
Anbar	3	611	78.3%	137	17.6%	26	3.3%	3	0.4%	780
Karbala	11	475	60.9%	233	29.9%	52	6.7%	9	1.2%	780
Najaf	11	180	23.1%	465	59.6%	119	15.3%	5	0.6%	780
Muthanna	16	479	61.4%	268	34.4%	16	2.1%	1	0.1%	780
Basrah	21	550	38.4%	547	38.1%	301	21.0%	15	1.0%	1434
Maysan	3	88	11.3%	487	62.4%	198	25.4%	4	0.5%	780
Diwaniyah	1	83	10.4%	547	68.8%	152	19.1%	12	1.5%	795
Kirkuk	11	413	47.3%	389	44.6%	57	6.5%	3	0.3%	873
Salah ad Din	14	428	54.9%	250	32.1%	83	10.6%	5	0.6%	780
Ninawa	130	273	19.0%	827	57.6%	196	13.6%	10	0.7%	1436
Dhi Qar	10	449	57.3%	303	38.7%	18	2.3%	3	0.4%	783
Wasit	20	357	45.8%	261	33.5%	122	15.6%	20	2.6%	780
Total	356	6434	42.2%	6622	43.4%	1716	11.3%	122	0.8%	15250

Question V11d: Do the people conserve their electricity usage? – by Province

Province	Do the people conserve their electricity usage?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	155	1403	48.5%	941	32.5%	292	10.1%	101	3.5%	2892
Babil	27	544	68.3%	194	24.3%	32	4.0%	0	0.0%	797
Diyala	24	581	74.5%	109	14.0%	52	6.7%	14	1.8%	780
Anbar	256	425	54.5%	77	9.9%	22	2.8%	0	0.0%	780
Karbala	25	453	58.1%	259	33.2%	36	4.6%	7	0.9%	780
Najaf	27	537	68.8%	177	22.7%	34	4.4%	5	0.6%	780
Muthanna	64	436	55.9%	209	26.8%	66	8.5%	5	0.6%	780
Basrah	25	719	50.1%	438	30.5%	230	16.0%	22	1.5%	1434
Maysan	9	127	16.3%	431	55.3%	211	27.1%	2	0.3%	780
Diwaniyah	7	124	15.6%	534	67.2%	122	15.3%	8	1.0%	795
Kirkuk	117	464	53.2%	262	30.0%	29	3.3%	1	0.1%	873
Salah ad Din	42	584	74.9%	115	14.7%	34	4.4%	5	0.6%	780
Ninawa	75	562	39.1%	618	43.0%	178	12.4%	3	0.2%	1436
Dhi Qar	22	572	73.1%	150	19.2%	35	4.5%	4	0.5%	783
Wasit	19	363	46.5%	311	39.9%	70	9.0%	17	2.2%	780
Total	894	7894	51.8%	4825	31.6%	1443	9.5%	194	1.3%	15250

Question V11e: Did the government increase the number of hours provided? – by Province

		Did the government increase the number of hours provided?				Total
		Yes	Yes-%	No	No-%	
Province	Baghdad	765	26.8%	2085	73.2%	2850
	Babil	458	58.3%	327	41.7%	785
	Diyala	198	25.5%	577	74.5%	775
	Anbar	105	13.5%	673	86.5%	778
	Karbala	362	46.7%	413	53.3%	775
	Najaf	466	60.1%	310	39.9%	776
	Muthanna	338	43.3%	442	56.7%	780
	Basrah	466	32.6%	962	67.4%	1428
	Maysan	766	99.1%	6	0.8%	773
	Diwaniyah	740	93.1%	55	6.9%	795
	Kirkuk	439	51.2%	419	48.8%	858
	Salah ad Din	184	23.7%	593	76.3%	777
	Ninawa	1297	90.6%	134	9.4%	1431
	Dhi Qar	135	17.4%	643	82.6%	778
	Wasit	364	46.8%	413	53.2%	777
Total		7083	46.8%	8052	53.2%	15136

Question V11f: How do you rate the government follow-up on the non-governmental electricity providers (NEP)? – by Province

Province	How do you rate the government follow-up on the non-governmental electricity providers (NEP)?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	91	1378	47.6%	902	31.2%	436	15.1%	85	2.9%	2892
Babil	28	348	43.7%	346	43.4%	66	8.3%	9	1.1%	797
Diyala	23	479	61.4%	204	26.2%	69	8.8%	5	0.6%	780
Anbar	6	356	45.6%	181	23.2%	193	24.7%	44	5.6%	780
Karbala	24	411	52.7%	268	34.4%	71	9.1%	6	0.8%	780
Najaf	9	127	16.3%	201	25.8%	401	51.4%	42	5.4%	780
Muthanna	23	275	35.3%	297	38.1%	174	22.3%	11	1.4%	780
Basrah	16	655	45.7%	640	44.6%	105	7.3%	18	1.3%	1434
Maysan	5	153	19.6%	485	62.2%	135	17.3%	2	0.3%	780
Diwaniyah	12	74	9.3%	572	71.9%	124	15.6%	13	1.6%	795
Kirkuk	30	198	22.7%	430	49.3%	171	19.6%	44	5.0%	873
Salah ad Din	23	359	46.0%	300	38.5%	79	10.1%	19	2.4%	780
Ninawa	79	600	41.8%	594	41.4%	156	10.9%	7	0.5%	1436
Dhi Qar	21	355	45.3%	351	44.8%	49	6.3%	7	0.9%	783
Wasit	14	239	30.6%	329	42.2%	125	16.0%	73	9.4%	780
Total	404	6007	39.4%	6100	40.0%	2354	15.4%	385	2.5%	15250

Question V11f: How do you rate the government follow-up on the non-governmental electricity providers (NEP)? – by Gender

Gender	How do you rate the government follow-up on the non-governmental electricity providers (NEP)?									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Male	259	4226	38.6%	4462	40.7%	1722	15.7%	286	2.6%	10955
Female	138	1714	41.4%	1578	38.1%	616	14.9%	95	2.3%	4141

Total	397	5940	39.3%	6040	40.0%	2338	15.5%	381	2.5%	15096
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Question V11g: How do you rate the mass media the government uses to raise the awareness for citizens in saving electricity? – by Province

Province	How do you rate the mass media the government uses to raise the awareness for citizens in saving electricity?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	124	1236	42.7%	1227	42.4%	281	9.7%	24	0.8%	2892
Babil	48	468	58.7%	224	28.1%	54	6.8%	3	0.4%	797
Diyala	28	548	70.3%	121	15.5%	73	9.4%	10	1.3%	780
Anbar	8	672	86.2%	73	9.4%	20	2.6%	7	0.9%	780
Karbala	43	568	72.8%	132	16.9%	32	4.1%	5	0.6%	780
Najaf	28	435	55.8%	265	34.0%	47	6.0%	5	0.6%	780
Muthanna	30	393	50.4%	288	36.9%	69	8.8%	0	0.0%	780
Basrah	25	664	46.3%	662	46.2%	78	5.4%	5	0.3%	1434
Maysan	5	115	14.7%	504	64.6%	152	19.5%	4	0.5%	780
Diwaniyah	10	114	14.3%	530	66.7%	135	17.0%	6	0.8%	795
Kirkuk	48	428	49.0%	348	39.9%	44	5.0%	5	0.6%	873
Salah ad Din	31	571	73.2%	146	18.7%	30	3.8%	2	0.3%	780
Ninawa	82	547	38.1%	695	48.4%	107	7.5%	5	0.3%	1436
Dhi Qar	28	496	63.3%	242	30.9%	15	1.9%	2	0.3%	783
Wasit	25	314	40.3%	323	41.4%	98	12.6%	20	2.6%	780
Total	563	7569	49.6%	5780	37.9%	1235	8.1%	103	0.7%	15250

Question V11g: How do you rate the mass media the government uses to raise the awareness for citizens in saving electricity? – by Respondent Group

Count

		How do you rate the mass media the government uses to raise the awareness for citizens in saving electricity?									Total
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Respondent Group	Student	88	1346	46.3%	1221	42.0%	231	7.9%	20	0.7%	2906
	Education Employee	56	882	50.5%	644	36.9%	154	8.8%	11	0.6%	1747
	Health Service Employee	47	700	56.4%	401	32.3%	83	6.7%	11	0.9%	1242
	Private Sector	103	1065	48.7%	843	38.6%	160	7.3%	14	0.6%	2185
	Civil Society Employee	29	406	50.2%	294	36.4%	74	9.2%	5	0.6%	808
	Homemaker	78	840	49.6%	632	37.3%	136	8.0%	8	0.5%	1694
	Government (Non-military)	54	947	49.5%	716	37.4%	179	9.4%	17	0.9%	1913
	Unemployed	95	1267	50.3%	936	37.2%	204	8.1%	17	0.7%	2519
Total		550	7453	49.6%	5687	37.9%	1221	8.1%	103	0.7%	15014

Health Services:

Question V12 and V12a: Have the government health services (hospital and clinic) improved from last year as far as: quality of service provided? – by Province

Province	Quality of service provided?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	56	1169	40.4%	1237	42.8%	386	13.3%	44	1.5%	2892
Babil	3	262	32.9%	377	47.3%	152	19.1%	3	0.4%	797
Diyala	17	167	21.4%	380	48.7%	200	25.6%	16	2.1%	780
Anbar	3	159	20.4%	377	48.3%	226	29.0%	15	1.9%	780
Karbala	16	205	26.3%	420	53.8%	132	16.9%	7	0.9%	780
Najaf	5	105	13.5%	334	42.8%	308	39.5%	28	3.6%	780
Muthanna	6	94	12.1%	383	49.1%	209	26.8%	88	11.3%	780
Basrah	11	488	34.0%	631	44.0%	295	20.6%	9	0.6%	1434
Maysan	1	310	39.7%	329	42.2%	139	17.8%	1	0.1%	780
Diwaniyah	2	93	11.7%	400	50.3%	291	36.6%	9	1.1%	795
Kirkuk	7	264	30.2%	541	62.0%	58	6.6%	3	0.3%	873
Salah ad Din	3	169	21.7%	445	57.1%	137	17.6%	26	3.3%	780
Ninawa	19	399	27.8%	623	43.4%	379	26.4%	16	1.1%	1436
Dhi Qar	8	221	28.2%	359	45.8%	190	24.3%	5	0.6%	783
Wasit	9	313	40.1%	361	46.3%	77	9.9%	20	2.6%	780
Total	166	4418	29.0%	7197	47.2%	3179	20.8%	290	1.9%	15250

Question V12 and V12b: Have the government health services (hospital and clinic) improved from last year as far as: speed of response? – by Province

Province	Speed of response?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	99	1004	34.7%	1296	44.8%	441	15.2%	52	1.8%	2892
Babil	4	337	42.3%	332	41.7%	122	15.3%	2	0.3%	797
Diyala	23	193	24.7%	375	48.1%	180	23.1%	9	1.2%	780
Anbar	4	388	49.7%	283	36.3%	87	11.2%	18	2.3%	780
Karbala	6	240	30.8%	380	48.7%	144	18.5%	10	1.3%	780
Najaf	4	158	20.3%	366	46.9%	230	29.5%	22	2.8%	780
Muthanna	5	220	28.2%	338	43.3%	163	20.9%	54	6.9%	780
Basrah	12	408	28.5%	737	51.4%	270	18.8%	7	0.5%	1434
Maysan	2	284	36.4%	379	48.6%	115	14.7%	0	0.0%	780
Diwaniyah	2	182	22.9%	471	59.2%	131	16.5%	9	1.1%	795
Kirkuk	9	396	45.4%	409	46.8%	58	6.6%	1	0.1%	873
Salah ad Din	7	200	25.6%	415	53.2%	127	16.3%	31	4.0%	780
Ninawa	29	409	28.5%	645	44.9%	337	23.5%	16	1.1%	1436
Dhi Qar	8	274	35.0%	355	45.3%	141	18.0%	5	0.6%	783
Wasit	23	305	39.1%	334	42.8%	103	13.2%	15	1.9%	780
Total	237	4998	32.8%	7115	46.7%	2649	17.4%	251	1.6%	15250

Local Government Performance

Question V13: How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens? – by Province

Province	How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	103	1535	53.1%	998	34.5%	226	7.8%	30	1.0%	2892
Babil	13	614	77.0%	134	16.8%	36	4.5%	0	0.0%	797
Diyala	24	597	76.5%	101	12.9%	47	6.0%	11	1.4%	780
Anbar	134	553	70.9%	41	5.3%	42	5.4%	10	1.3%	780
Karbala	44	490	62.8%	163	20.9%	78	10.0%	5	0.6%	780
Najaf	15	523	67.1%	194	24.9%	40	5.1%	8	1.0%	780
Muthanna	42	393	50.4%	306	39.2%	36	4.6%	3	0.4%	780
Basrah	31	541	37.7%	649	45.3%	205	14.3%	8	0.6%	1434
Maysan	1	257	32.9%	354	45.4%	168	21.5%	0	0.0%	780
Diwaniyah	3	291	36.6%	375	47.2%	116	14.6%	10	1.3%	795
Kirkuk	19	477	54.6%	332	38.0%	43	4.9%	2	0.2%	873
Salah ad Din	12	524	67.2%	186	23.8%	44	5.6%	14	1.8%	780
Ninawa	125	912	63.5%	320	22.3%	77	5.4%	2	0.1%	1436
Dhi Qar	43	474	60.5%	210	26.8%	52	6.6%	4	0.5%	783
Wasit	14	351	45.0%	297	38.1%	86	11.0%	32	4.1%	780
Total	623	8532	55.9%	4660	30.6%	1296	8.5%	139	0.9%	15250

Question V13: How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens? – by Gender

		How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?										Total
		No response	No Response-%	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Gender	Male	439	4.0%	6025	55.0%	3410	31.1%	978	8.9%	103	0.9%	10955
	Female	178	4.0%	2436	58.8%	1192	28.8%	299	7.2%	36	0.9%	4141
Total		617	4.3%	8461	56.0%	4602	30.5%	1277	8.5%	139	0.9%	15096

Question V13: How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens? – by Age

Age	How do you rate the performance of the local government in encouraging community participation by listening to the needs and interests of the citizens?									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	261	3771	56.2%	2062	30.7%	563	8.4%	53	0.8%	6710
31-50	299	4017	56.2%	2191	30.7%	569	8.0%	69	1.0%	7145
51-70	40	511	56.6%	240	26.6%	101	11.2%	11	1.2%	903
above 70	8	66	49.3%	40	29.9%	14	10.4%	6	4.5%	134
Total	608	8365	56.2%	4533	30.4%	1247	8.4%	139	0.9%	14892

Question V13a: How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans? – by Province

Province	how do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	116	1533	53.0%	1029	35.6%	184	6.4%	30	1.0%	2892
Babil	21	631	79.2%	116	14.6%	29	3.6%	0	0.0%	797
Diyala	32	587	75.3%	111	14.2%	44	5.6%	6	0.8%	780
Anbar	156	534	68.5%	51	6.5%	29	3.7%	10	1.3%	780
Karbala	55	483	61.9%	157	20.1%	73	9.4%	12	1.5%	780
Najaf	13	556	71.3%	176	22.6%	29	3.7%	6	0.8%	780
Muthanna	25	445	57.1%	285	36.5%	25	3.2%	0	0.0%	780
Basrah	88	669	46.7%	558	38.9%	99	6.9%	20	1.4%	1434
Maysan	1	165	21.2%	469	60.1%	144	18.5%	1	0.1%	780
Diwaniyah	1	134	16.9%	568	71.4%	90	11.3%	2	0.3%	795
Kirkuk	21	453	51.9%	354	40.5%	43	4.9%	2	0.2%	873
Salah ad Din	16	522	66.9%	201	25.8%	34	4.4%	7	0.9%	780
Ninawa	217	954	66.4%	215	15.0%	48	3.3%	2	0.1%	1436
Dhi Qar	58	545	69.6%	133	17.0%	41	5.2%	6	0.8%	783
Wasit	19	359	46.0%	288	36.9%	90	11.5%	24	3.1%	780
Total	839	8570	56.2%	4711	30.9%	1002	6.6%	128	0.8%	15250

Question V13a: How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans? – by Gender

		How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?										Total
		No response	No Response-%	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Gender	Male	561	5.1%	6125	55.9%	3417	31.2%	763	7.0%	89	0.8%	10955
	Female	272	6.6%	2357	56.9%	1240	29.9%	233	5.6%	39	0.9%	4141
Total		833	5.5%	8482	56.2%	4657	30.8%	996	6.6%	128	0.8%	15096

Question V13a: How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans? – by Age

Age	How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?									Total
	No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
18-30	341	3727	55.5%	2144	32.0%	442	6.6%	56	0.8%	6710
31-50	397	4068	56.9%	2171	30.4%	448	6.3%	61	0.9%	7145
51-70	72	519	57.5%	243	26.9%	61	6.8%	8	0.9%	903
above 70	13	61	45.5%	41	30.6%	17	12.7%	2	1.5%	134
Total	823	8375	56.2%	4599	30.9%	968	6.5%	127	0.9%	14892

Question V13a: How do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans? – by Respondent Group

Count

		how do you rate the government's adoption of the opinions and suggestions of the citizens in their future plans?									Total
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Respondent Group	Student	155	1525	52.5%	1009	34.7%	197	6.8%	20	0.7%	2906
	Education Employee	72	1026	58.7%	535	30.6%	101	5.8%	13	0.7%	1747
	Health Service Employee	69	788	63.4%	296	23.8%	74	6.0%	15	1.2%	1242
	Private Sector	145	1233	56.4%	641	29.3%	145	6.6%	21	1.0%	2185
	Civil Society Employee	34	435	53.8%	279	34.5%	46	5.7%	14	1.7%	808
	Homemaker	137	950	56.1%	506	29.9%	90	5.3%	11	0.6%	1694
	Government (Nonmilitary)	78	1087	56.8%	590	30.8%	145	7.6%	13	0.7%	1913
	Unemployed	136	1401	55.6%	789	31.3%	174	6.9%	19	0.8%	2519
	Total	826	8445	56.2%	4645	30.9%	972	6.5%	126	0.8%	15014

Question V13b: How do you rate the performance of the local government in response to the citizen's complaints? – by Province

Province	How do you rate the performance of the local government in response to the citizen's complaints?									Total
	No response	Poor-Count	Poor-%	Fair-Count	Fair-%	Good-Count	Good-%	Excellent-Count	Excellent-%	
Baghdad	132	1601	55.4%	969	33.5%	166	5.7%	24	0.8%	2892
Babil	16	523	65.6%	208	26.1%	49	6.1%	1	0.1%	797
Diyala	24	560	71.8%	147	18.8%	45	5.8%	4	0.5%	780
Anbar	165	510	65.4%	77	9.9%	19	2.4%	9	1.2%	780
Karbala	71	465	59.6%	173	22.2%	68	8.7%	3	0.4%	780
Najaf	10	453	58.1%	283	36.3%	27	3.5%	7	0.9%	780
Muthanna	32	415	53.2%	307	39.4%	25	3.2%	1	0.1%	780
Basrah	95	714	49.8%	546	38.1%	71	5.0%	8	0.6%	1434
Maysan	1	149	19.1%	450	57.7%	180	23.1%	0	0.0%	780
Diwaniyah	4	134	16.9%	594	74.7%	51	6.4%	12	1.5%	795
Kirkuk	22	466	53.4%	351	40.2%	33	3.8%	1	0.1%	873
Salah ad Din	14	442	56.7%	203	26.0%	112	14.4%	9	1.2%	780
Ninawa	117	839	58.4%	346	24.1%	129	9.0%	5	0.3%	1436
Dhi Qar	52	505	64.5%	181	23.1%	40	5.1%	5	0.6%	783
Wasit	12	368	47.2%	293	37.6%	90	11.5%	17	2.2%	780
Total	767	8144	53.4%	5128	33.6%	1105	7.2%	106	0.7%	15250

Question V13b: How do you rate the performance of the local government in response to the citizen's complaints? – by Gender

		How do you rate the performance of the local government in response to the citizen's complaints?										
		No response	No Response-%	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	Total
Gender	Male	523	4.8%	5766	52.6%	3766	34.4%	826	7.5%	74	0.7%	10955
	Female	239	5.8%	2298	55.5%	1301	31.4%	271	6.5%	32	0.8%	4141
Total		762	5.0%	8064	53.4%	5067	33.6%	1097	7.3%	106	0.7%	15096

Question V13b: How do you rate the performance of the local government in response to the citizen's complaints? – by Respondent Group

		How do you rate the performance of the local government in response to the citizen's complaints?									Total
		No response	Poor	Poor-%	Fair	Fair-%	Good	Good-%	Excellent	Excellent-%	
Respondent Group	Student	154	1471	50.6%	1039	35.8%	222	7.6%	20	0.7%	2906
	Education Employee	70	958	54.8%	568	32.5%	144	8.2%	7	0.4%	1747
	Health Service Employee	62	729	58.7%	358	28.8%	85	6.8%	8	0.6%	1242
	Private Sector	126	1175	53.8%	705	32.3%	164	7.5%	15	0.7%	2185
	Civil Society Employee	32	414	51.2%	290	35.9%	63	7.8%	9	1.1%	808
	Homemaker	96	915	54.0%	564	33.3%	106	6.3%	13	0.8%	1694
	Government (Non military)	85	1011	52.8%	657	34.3%	145	7.6%	15	0.8%	1913
	Unemployed	126	1350	53.6%	873	34.7%	153	6.1%	17	0.7%	2519
	Total	751	8023	53.4%	5054	33.7%	1082	7.2%	104	0.7%	15014

Survey Participation by Gender

		Gender				Total
		Male	Male-%	Female	Female-%	
Province	Baghdad	1773	62.4%	1070	37.6%	2843
	Babil	463	59.8%	311	40.2%	774
	Diyala	457	59.6%	310	40.4%	767
	Anbar	612	79.6%	157	20.4%	769
	Karbala	490	63.0%	288	37.0%	778
	Najaf	579	74.5%	198	25.5%	777
	Muthanna	617	79.2%	162	20.8%	779
	Basrah	1063	74.8%	358	25.2%	1421
	Maysan	669	86.2%	107	13.8%	776
	Diwaniyah	622	78.5%	170	21.5%	792
	Kirkuk	677	78.5%	185	21.5%	862
	Salah ad Din	627	80.8%	149	19.2%	776
	Ninawa	1088	75.9%	346	24.1%	1434
	Dhi Qar	564	72.8%	211	27.2%	775
	Wasit	654	84.6%	119	15.4%	773
Total		10955	72.6%	4141	27.4%	15096

Survey Participation by Age

Province	Age								Total
	18-30	%	31-50	%	51-70	%	above 70	%	
Baghdad	1483	52.6%	1053	37.4%	247	8.8%	35	1.2%	2818
Babil	272	34.6%	430	54.7%	80	10.2%	4	0.5%	786
Diyala	282	37.3%	418	55.3%	41	5.4%	15	2.0%	756
Anbar	277	35.9%	437	56.7%	56	7.3%	1	0.1%	771
Karbala	287	38.7%	386	52.0%	67	9.0%	2	0.3%	742
Najaf	310	40.2%	406	52.7%	54	7.0%	1	0.1%	771
Muthanna	281	36.5%	484	62.9%	0	0.0%	5	0.6%	770
Basrah	776	55.7%	556	39.9%	56	4.0%	5	0.4%	1393
Maysan	293	38.0%	468	60.7%	1	0.1%	9	1.2%	771
Diwaniyah	373	47.3%	368	46.6%	47	6.0%	1	0.1%	789
Kirkuk	266	32.5%	463	56.5%	88	10.7%	2	0.2%	819
Salah ad Din	422	54.9%	337	43.8%	9	1.2%	1	0.1%	769
Ninawa	651	45.7%	601	42.2%	157	11.0%	14	1.0%	1423
Dhi Qar	344	46.2%	394	52.9%	0	0.0%	7	0.9%	745
Wasit	393	51.1%	344	44.7%	0	0.0%	32	4.2%	769
Total	6710	45.1%	7145	48.0%	903	6.1%	134	0.9%	14892

Survey Participation by Group:

Province	Respondent Group								Total
	Student	Education Employee	Health Service Employee	Private Sector	Civil Society Employee	Home-maker	Government (Non-military)	Unemployed	
Baghdad	841	254	141	336	101	381	400	368	2822
Babil	83	108	85	135	54	111	117	98	791
Diyala	112	124	78	90	36	106	89	124	759
Anbar	134	99	149	149	44	71	84	44	774
Karbala	117	90	68	108	78	91	119	99	770
Najaf	137	118	118	112	52	73	113	57	780
Muthanna	122	110	80	109	66	70	113	109	779
Basrah	291	159	76	216	60	161	192	252	1407
Maysan	122	80	50	160	14	59	144	140	769
Diwaniyah	216	106	33	101	81	78	54	125	794
Kirkuk	65	46	28	150	47	123	63	328	850
Salah ad Din	121	129	99	117	48	67	109	88	778
Ninawa	210	190	152	256	66	140	157	233	1404
Dhi Qar	149	86	61	80	37	98	102	146	759
Wasit	186	48	24	66	24	65	57	308	778
Total	2906	1747	1242	2185	808	1694	1913	2519	15014

Survey Participation by Gender and Group

Gender			Respondent Group								Total
			Student	Education Employee	Health Service Employee	Private Sector	Civil Society Employee	Home-maker	Government (Non-military)	Unemployed	
Male	Province	Baghdad	531	156	104	266	81	22	290	305	1755
		Babil	44	56	57	115	28	3	74	81	458
		Diyala	67	65	47	75	16	6	64	112	452
		Anbar	115	83	110	147	34	1	77	43	610
		Karbala	71	47	46	96	51	5	86	79	481
		Najaf	102	84	88	110	40	3	96	56	579
		Muthanna	102	88	55	108	58	2	99	104	616
		Basrah	224	111	63	186	55	5	162	233	1039
		Maysan	107	66	40	157	12	1	138	137	658
		Diwaniyah	160	86	30	101	70	3	52	119	621
		Kirkuk	53	37	13	139	42	9	60	310	663
		Salah ad Din	103	104	82	113	43	3	97	81	626
		Ninawa	170	141	124	246	57	11	118	220	1087
		Dhi Qar	101	58	52	71	35	0	92	139	548
		Wasit	164	34	17	60	22	9	52	295	653
Total			2114	1216	928	1990	644	83	1557	2314	10846
Female	Province	Baghdad	305	96	31	61	20	352	102	55	1022
		Babil	36	51	27	14	25	107	37	13	310
		Diyala	42	57	29	14	20	99	22	12	295
		Anbar	17	14	37	2	10	68	5	0	153
		Karbala	46	43	22	11	27	86	33	20	288
		Najaf	35	33	30	2	12	69	16	1	198
		Muthanna	20	22	25	0	8	68	14	5	162
		Basrah	66	47	11	30	4	156	27	16	357
		Maysan	12	14	10	3	2	58	5	3	107
		Diwaniyah	55	20	3	0	10	75	2	5	170
		Kirkuk	11	8	15	8	3	114	3	15	177
		Salah ad Din	17	25	16	4	5	64	11	6	148
		Ninawa	39	49	28	10	9	129	38	13	315
		Dhi Qar	47	28	9	8	2	95	9	6	204
		Wasit	20	14	7	6	2	56	4	9	118
Total			768	521	300	173	159	1596	328	179	4024

Province * Respondent Group * Age Crosstabulation													
Count			Respondent Group								Total		
Age	Province		Student	Education Employee	Health Service Employee	Private Sector	Civil Society Employee	Homemaker	Government(Non military)	Unemployed	Total		
18-30	Province	Baghdad	780	85	49	155	29	86	133	148	1465		
		Babil	78	35	21	37	17	18	27	38	271		
		Diyala	104	34	28	14	11	22	19	38	270		
		Anbar	102	24	51	22	16	20	22	18	275		
		Karbala	112	17	9	24	25	10	33	56	286		
		Najaf	130	35	38	37	15	8	26	21	310		
		Muthana	114	24	18	19	27	8	27	43	280		
		Basrah	276	64	24	101	30	51	61	151	758		
		Maysan	118	9	14	32	6	13	34	67	293		
		Diwaniyah	203	39	12	19	24	21	10	45	373		
		Kirkuk	52	6	4	40	10	22	17	110	261		
		Salah ad Din	117	58	44	46	19	29	55	53	421		
		Mosul	203	54	63	67	14	50	41	133	625		
		Dhi Qar	140	25	21	31	7	24	20	71	339		
		Wasit	174	4	4	26	7	9	18	149	391		
Total			2703	513	400	670	257	391	543	1141	6618		
31-50	Province	Baghdad	46	144	77	145	65	205	218	123	1023		
		Babil	4	69	57	76	31	67	83	38	425		
		Diyala	7	84	42	65	21	59	63	69	410		
		Anbar	29	62	89	100	28	48	51	26	433		
		Karbala	1	62	50	62	50	55	64	38	382		
		Najaf	6	77	76	59	35	46	75	32	406		
		Muthana	8	84	60	87	39	55	85	66	484		
		Basrah	9	84	47	107	24	95	110	78	554		
		Maysan	4	71	35	121	8	42	109	69	459		
		Diwaniyah	11	66	19	72	51	54	38	56	367		
		Kirkuk	7	37	22	84	31	72	34	164	451		
		Salah ad Din	4	71	51	67	28	35	48	32	336		
		Mosul	4	105	78	155	37	50	92	76	597		
		Dhi Qar	3	59	39	44	30	65	77	60	377		
		Wasit	8	42	19	35	17	50	39	134	344		
Total			151	1117	761	1279	495	998	1186	1061	7048		
51-70	Province	Baghdad	2	21	11	26	5	67	42	71	245		
		Babil	0	2	4	18	4	25	6	21	80		
		Diyala	0	3	4	5	1	14	1	13	41		
		Anbar	1	12	5	26	0	3	9	0	56		
		Karbala	0	7	3	13	1	22	18	2	66		
		Najaf	1	6	4	15	1	18	7	2	54		
		Basrah	0	6	2	6	4	8	15	15	56		
		Maysan	0	0	0	0	0	1	0	0	1		
		Diwaniyah	2	1	2	8	5	1	4	24	47		
		Kirkuk	0	1	1	19	4	22	8	32	87		
		Salah ad Din	0	0	0	4	1	1	2	1	9		
		Mosul	0	29	11	27	15	32	22	19	155		
		Total			6	88	47	167	41	214	134	200	897
		above 70	Province	Baghdad	0	0	0	2	1	8	1	20	32
				Babil	0	0	0	2	1	1	0	0	4
Diyala	0			1	0	1	0	7	3	3	15		
Anbar	0			0	0	1	0	0	0	0	1		
Karbala	0			0	1	0	0	0	0	0	1		
Najaf	0			0	0	1	0	0	0	0	1		
Muthana	0			1	1	1	0	2	0	0	5		
Basrah	0			0	0	0	0	1	1	3	5		
Maysan	0			0	0	3	0	1	1	4	9		
Diwaniyah	0			0	0	1	0	0	0	0	1		
Kirkuk	0			0	0	0	0	0	1	1	2		
Salah ad Din	0			0	0	0	0	0	0	1	1		
Mosul	0			1	0	4	0	5	1	3	14		
Dhi Qar	0			0	0	2	0	0	1	4	7		
Wasit	1			2	1	5	0	4	0	19	32		
Total			1	5	3	23	2	29	9	58	130		

Missing Responses by Question and Province

Province	V5	V5B	V5C	V5D	V5E	V6	V7	V7B	V7C	V7D	V7E	V7F	V7G
Baghdad	11	48	89	103	289	17	41	45	63	84	404	315	161
Babil	4	40	105	21	113	0	15	7	13	11	104	33	35
Diyala	0	13	63	19	72	4	8	4	5	9	84	83	24
Anbar	0	0	4	4	13	0	0	1	1	3	336	280	2
Karbala	2	53	63	52	135	3	12	30	52	119	185	210	73
Najaf	2	32	61	17	159	1	9	11	14	27	30	22	21
Muthana	1	26	41	17	123	0	1	2	3	8	127	52	22
Basrah	0	4	4	14	89	2	3	6	3	8	115	128	48
Maysan	0	2	2	2	4	0	3	0	0	0	0	0	9
Diwaniyah	0	1	1	2	43	0	4	1	1	1	9	3	6
Kirkuk	4	4	36	3	43	9	8	5	2	3	11	9	26
Salah ad Din	0	16	97	35	179	2	7	6	5	4	74	57	18
Mosul	0	50	66	55	421	0	3	5	14	20	282	214	51
Dhi Qar	1	4	6	7	97	1	9	5	14	25	124	119	84
Wasit	0	14	18	11	36	0	2	11	18	11	19	14	22
Total %	0.16%	2.01%	4.30%	2.37%	11.91%	0.26%	0.82%	0.91%	1.36%	2.18%	12.49%	10.09%	3.95%

<u>Province</u>	<u>V8</u>	<u>V8B</u>	<u>V8C</u>	<u>V8D</u>	<u>V8E</u>	<u>V8F</u>	<u>V8G</u>	<u>V9</u>	<u>V9B</u>	<u>V9C</u>
Baghdad	52	155	178	25	70	154	153	24	119	135
Babil	16	165	160	15	26	121	127	12	59	68
Diyala	56	89	96	55	71	58	92	22	29	39
Anbar	4	2	2	0	2	8	5	0	9	10
Karbala	12	43	39	6	14	57	46	2	24	24
Najaf	11	42	32	6	20	37	30	4	28	28
Muthana	3	27	25	1	6	27	27	0	13	12
Basrah	9	10	14	9	14	24	17	1	13	19
Maysan	3	16	16	1	2	0	0	7	3	3
Diwaniyah	3	22	22	3	7	3	10	0	12	13
Kirkuk	26	40	53	3	9	27	36	4	85	92
Salah ad Din	3	40	37	2	9	37	47	2	17	19
Mosul	10	60	123	1	12	72	104	0	62	84
Dhi Qar	18	24	24	3	5	11	20	3	32	36
Wasit	8	29	32	5	13	7	33	0	17	22
Total %	1.53%	5.01%	5.59%	0.89%	1.84%	4.22%	4.90%	0.53%	3.42%	3.96%

Province	V9D	V9E	V9F	V9G	V10	V10A	V10B	V10C	V10D	V10E	V10F
Baghdad	19	20	25	26	1098	72	74	81	75	92	145
Babil	5	6	5	7	560	11	3	2	2	16	21
Diyala	2	4	4	4	138	14	12	9	15	19	23
Anbar	0	3	4	4	697	1	2	3	7	23	23
Karbala	2	6	5	8	238	20	6	17	11	13	55
Najaf	2	3	2	4	261	19	12	26	26	18	30
Muthana	0	0	0	1	640	22	32	16	10	38	53
Basrah	5	7	5	6	704	9	8	5	5	10	24
Maysan	5	5	5	8	54	5	3	3	2	3	12
Diwaniyah	0	0	0	0	5	1	2	1	1	1	2
Kirkuk	2	2	4	4	65	15	16	26	33	50	70
Salah ad Din	0	2	0	5	260	10	17	16	14	9	31
Mosul	3	6	6	8	889	63	88	69	107	94	87
Dhi Qar	4	3	3	7	151	6	6	10	13	35	31
Wasit	1	1	1	1	9	19	13	12	10	18	22
Total %	0.33%	0.45%	0.45%	0.61%	37.83%	1.88%	1.93%	1.94%	2.17%	2.88%	4.12%

Province	V11	V11B	V11C	V11D	V11E	V11F	V11G	V12A	V12B	V13	V13A	V13B
Baghdad	50	73	90	155	42	91	124	56	99	103	116	132
Babil	11	9	3	27	12	28	48	3	4	13	21	16
Diyala	5	24	12	24	5	23	28	17	23	24	32	24
Anbar	4	1	3	256	2	6	8	3	4	134	156	165
Karbala	9	19	11	25	5	24	43	16	6	44	55	71
Najaf	6	15	11	27	4	9	28	5	4	15	13	10
Muthana	0	20	16	64	0	23	30	6	5	42	25	32
Basrah	3	10	21	25	6	16	25	11	12	31	88	95
Maysan	11	3	3	9	7	5	5	1	2	1	1	1
Diwaniyah	4	3	1	7	0	12	10	2	2	3	1	4
Kirkuk	7	11	11	117	15	30	48	7	9	19	21	22
Salah ad Din	5	10	14	42	3	23	31	3	7	12	16	14
Mosul	6	38	130	75	5	79	82	19	29	125	217	117
Dhi Qar	6	14	10	22	5	21	28	8	8	43	58	52
Wasit	6	18	20	19	3	14	25	9	23	14	19	12
Total %	0.87%	1.76%	2.33%	5.86%	0.75%	2.65%	3.69%	1.09%	1.55%	4.09%	5.50%	5.03%