USAID | AFGHANISTAN

FROM THE AMERICAN PEOPLE

KABUL CITY INITIATIVE

2013 Resident Survey

REPORT OF RESULTS

April 15, 2013

This publication was produced for review by the United States Aid Agency or International Development. It was prepared by National Research Center, Inc. under contract to Tetra Tech ARD.

KABUL CITY INITIATIVE

2013 Resident Survey

REPORT OF RESULTS

CONTENTS

EXECUTIVE SUMMARY

Kabul, with an estimated population of five million has expanded at a rapid and unplanned pace in recent years. Most residents live in informal or unplanned settlements that lack basic infrastructure or access to utilities such as water, electricity, drainage, roads, and sidewalks. The Municipality faces significant service delivery challenges, and is making progress. The USAID Kabul City Initiative (KCI) is working as a partner in that progress.

The USAID Kabul City Initiative provides technical and material support to Kabul Municipality to improve the capacity of Kabul officials, managers, and technicians to perform their core municipal management responsibilities, to improve service delivery in the municipality and to improve the collection and management of municipal revenues.

To help identify service needs and track KCI progress, an annual survey of residents has been implemented in each of the three years of the KCI. In January 2011, a baseline survey of 2,200 Kabul residents was implemented by trained and supervised Afghan interviewers who administered the approximate hour long survey door to door. The questionnaire was constructed to elicit resident perspectives about the quality of life and services, level of trust of government in Kabul, and service needs and willingness to pay for service upgrades. Results have been used to concentrate improvement efforts in the areas of greatest need according to the opinions of Kabul residents themselves. Another objective of the survey has been to test the extent to which improvement efforts have addressed resident needs and improved resident opinion about the city. With significant cuts to the KCI budget in the first year of the project, KCI has not been able to implement the magnitude of programming that might positively affect public opinion and be reflected in public opinion surveys.

In January 2012 and January 2013, this survey effort was repeated using the same survey instrument, sampling and implementation methodologies, though conditions on the ground sometimes required modifications to the planned methods and these may have influenced findings. This third survey showed significant decreases in public opinion of the municipality and city service delivery. This is likely due to the variances in demographics in Kabul, a city in flux, with individuals and families moving in response to changing security issues within the city and the movement of displaced persons, and to changes in how the questions were asked. Additionally, the household selection methodology changed for the January 2013 survey. In previous years the enumerators went to specific districts and asked questions in one or two neighborhoods. In January 2013, surveyors visited four to five neighborhoods in each district. This led to a wider sampling area and perhaps, more accurate representation of the broader district. In several cases, residents giving the lowest ratings reported below average levels of income and employment. Comparisons of January 2013 to January 2012 and January 2011 results are presented in this report and often show changes of opinion or behavior among the years. Both the changes in its demographic composition and changes in Kabul City policies, programs and services were likely influences on changes in residents' attitudes and behaviors. The extent of each influence cannot be quantified.

This report gives an overview of the results of the third annual (and final) survey with comparisons to the results of the baseline (January 2011) and second annual (January 2012) survey.

This January 2013 survey echoed the findings from the previous years, in that the City of Kabul and many of its districts continued to be in a state of change. In the City overall, significant variances in demographics were observed, particularly in outlying districts such as Districts 11, 13, 18, 20, 21 and 22, but also in 1 and 9. In all of Kabul, the overall average household size increased from 7 people per household in January 2011 to 10 in January 2013, a rather dramatic increase. The average age dropped from 36 in January 2011 to 34 in January 2012 and 33 in January 2013. The average length of residency in Kabul dropped from 25 years in January 2011 to 22 in January 2012 and 20 in January 2013.

Across the city, the overall average annual household income fell from 13,600 AFN in January 2012 to 12,400 in January 2013, but remained above the January 211 level of 10,800. Average incomes fell by 20% of more from January 2011 to January 2013 in Districts 2, 14 and 18, but rose by more than 50% in Districts 8, 13, 15, 21 and 22. Fewer women with education were interviewed in January 2013; 56% had no schooling compared to 46% in January 2011. Fewer Pashtuns were interviewed in January 2013 (24% of all interviews, compared to 29% in January 2012) and fewer Hazara (10%, compared to 15%) and more Tajiks were interviewed (64%, compared to 67%). In the January 2013 survey, the proportion of Tajiks grew in Districts 2, 6, 7, 14, 18, 19 and 20 and fell in districts 8 and 9.

These changes, particularly in the less central districts (such as districts 11, 13, 18, 20, 21 and 22, but also in 1 and 9) reflect a Kabul population in flux, families moving in response to changing security issues within the city and the movement of displaced persons. The United Nations High Commissioner for Refugees "conducted an assessment in 2011, to gauge the level of reintegration achieved by the returnees. The survey, which covered both urban and rural areas, has shown that more than 40 per cent of returnees have not reintegrated into their home communities. The first half of 2011 [saw] a rapid increase in conflict-induced internal displacement in Afghanistan, creating nearly 100,000 new internally displaced persons (IDPs) and bringing the total IDP population to approximately 500,000 people."[1]

The large swings within districts for certain questions may or may not be statistically significant at the district level. For example, there was a significant decrease in the proportion of Kabul residents that thought Afghanistan was going in the right direction (54% in January 2012 compared to 44% in January 2013). In district 5 the proportion of residents that thought Afghanistan was going in the right direction decreased from 75% in January 2012 to 48% in January 2013 and in district 16 the proportion increased from 46% to 56%. In district 5 this was a statistically significant change (a difference of ±14% or more) but in district 16 this would not be considered a reliable change as it did not meet the threshold to be considered statistically significant.

The sample was stratified such that 50 households were selected on a random walk in each of the twenty-two city districts and a male and female adult were identified for interviews in each household using a KISH grid. Within a margin of error of less than 2.1 percentage points from percentage measures (or 1.2 points on a 0-100 scale of average results), results are intended to represent the sentiments and activities of all adult Kabul residents living in households in January 2011, January 2012 and January 2013, the periods of data collection. Results for individual districts have margins of error of approximately 10 percentage points from any percentage measure and 6 points on a 0-100 scale of average results.

For comparisons among the three years of implementation for the entire city, a difference of 3 percentage points or more would be considered statistically significant. When comparing differences among years for a given district, a difference of 14 percentage points or more would be considered statistically significant. When comparing genders for a district among years (e.g., district 11 males between 2011 and 2012) the margin of error increases even more. A difference of 20 percentage points or more would be considered statistically significant.

[1] *United Nations High Commissioner for Refugees, 2012 UNHCR country operations profile – Afghanistan: Working environment, http://www.unhcr.org/cgi-bin/texis/vtx/page?page=49e486eb6&submit=GO, accessed March 7, 2012.*

Quality of Life

Fewer Residents Think Country Going in the Right Direction but Economy Holds Steady

In January 2013, 44% of Kabul residents felt that the country was going in the right direction, down 10% from January 2011. The average quality of life rating also declined with about half giving excellent or good ratings. On average, ratings of basic quality of life aspects – access to health care, clean water, electricity and ability to move safely in the neighborhood – declined 9 points on a 100-point scale from January 2011 to January 2013, but still remained at a level between "good" and "fair." Youth services lost 7 points on the 100-point scale and was rated on average "fair". The index of economic indicators held steady from January 2012 but fell relative to January 2011. Overall, ratings of health care remained higher than ratings of youth services with lowest ratings given to economic indicators.

City Services

Great Need Still Reported for Better Parks, Streets and Trash Removal

As seen in preceding surveys, residents expressed a high need for better parks, streets and trash removal services in Kabul. New parks, renovated parks and areas for youth football and playground equipment all were identified as important by almost three out of four respondents. A similar number recognized great need for street leveling and sidewalk construction. Nearly four in five saw a great need for weekly trash pickup, ditch cleaning, ditch covers, collection of night soil and improved trash collection at markets. About two-thirds of respondents felt park lighting, street lights and beautification of streets was greatly needed.

Ratings of City Trash Collection Services Declined

For each of five aspects of city trash removal services (removal of illegal dump sites, provision of legal dump sites, trash bins in residential and commercial areas and the frequency of trash collection and affordability of trash collection services), residents reported improvements January 2011 to January 2012, but then a decline in January 2013.

Fewer Use Sanctioned Trash Disposal and Satisfaction with Disposal Method Declines

In January 2013 compared to January 2011, more residents were using public containers for trash but fewer Kabul residents were using sanctioned methods such as official dump sites or door to door trash collection to discard their garbage. Satisfaction with disposal methods continued to decline. On average, the same percent – about half in all years – of Kabul residents disposed of their trash in drainage ditches, canals, streets, their own yards or trash heaps in their neighborhoods or at unofficial dump sites.

Willingness to Pay More for Door to Door Trash Collection Stays High

In January 2013, three-quarters of residents continued to indicate an interest in door-to-door trash collection. At the same time, the average amount residents were willing to pay declined slightly from about 180 AFN per month in January 2011 to 130 AFN per month in January 2013. Residents preferred a separate bill for the proposed door to door trash collection. Affordability was the major barrier to payment.

Continued Increase in Number of Residents Willing to Pay for Street Cleaning

The number of Kabul residents willing to pay to have trash removed from their streets each week continued to grow in January 2013. By 2012 seven of ten residents were willing to pay an increase in their Safay'i – up in January 2012 and from 65% in January 2011 – for weekly street trash removal. Similar to trash removal, the average amount residents would pay for weekly street cleaning declined slightly and affordability was the major barrier to payment.

Private Latrine Waste Removal Continued to be Used

Most residents had dry latrines or latrines with septic tanks. The latrines, almost uniformly, were cleaned by private waste removal services. In January 2013, ratings of the quality and affordability of current services returned to 2011 lows after gains made in the intervening year. However they were rated by fewer respondents, as 59% of services users refused to rate the service in January 2013.

Ratings for Ditch Services and Conditions Decline

Nine in ten Kabul residents used some kind of open ditch as their vehicle for rain or waste water drainage. The ratings of ditch conditions near homes continued to drop in January 2013, averaging only "fair." In the period between January and January 2013, the condition of ditches throughout the city, ditch repair, cleaning and construction services joined the decline, achieving only "fair" ratings overall.

Local Street Conditions Rated Worse in January 2013, Willingness to Improve Roads Holds Steady and Walking is Less Safe

Most residents had dirt roads outside their homes. Ratings of the condition of the streets outside of homes continued to fall in January 2013 to the level of "fair." Most streets nearest residents' homes had dirt sidewalks or none at all and residents felt much less safe (an average score of "somewhat unsafe") walking along local roads in January 2013 than they did in January 2012. Although two-thirds of residents still felt that improving streets would be worth paying for, the amount people were willing to pay dropped. A majority of residents were willing to pay for a hard surface sidewalk, but the proportion that were willing decreased for a second year.

Streets Still a Priority over Sidewalks

As in earlier years, when asked to choose between a hypothetical city-provided hard surface sidewalk or a road upgrade from dirt to gravel or gravel to hard surface, about three-quarters of Kabul residents preferred the road improvement to the sidewalk improvement.

Road Services and Conditions on Neighborhood Streets and Main Roads Drop to "Fair" Rating

The ratings of neighborhood streets continued to drop between January 2011 and January 2013, while the condition of main roads, street repair and construction fell starting in January 2013. All road condition and services were rated at the "fair" level.

Parks Continue Modest Gains in Use and Amount Residents are Willing to Pay for a Neighborhood Park

Though most Kabul families still have not visited a large city park, the proportion who had increased in January 2013 for the second year in a row. Conversely, fewer residents than in January 2012 were aware of parks and playgrounds near their homes. Quality ratings of all park types declined in January 2013. Use of smaller parks stayed the same or rose slightly compared to the previous year. The number of Kabul residents willing to pay for a new park in their neighborhood held steady, but the amount, on average, residents were willing to pay increased.

Top Park Amenities: Still Soccer fields and Toilets

As in 2011, among eight amenities that could be built into a new neighborhood park, a majority of residents thought all but picnic tables or skateboard areas were essential. Rank ordering of preferred amenities changed only slightly in January 2013; from most essential to least essential, priorities were: soccer fields, public toilets, benches, privacy areas for women, walking paths, playground equipment, skateboard areas and picnic tables. When asked to pick just the top two amenities, 57% chose privacy areas for women, 50% chose soccer fields and 35% chose public toilets.

Kabul City Government

As Cost of Safay'i Steadily Grows It is Still Considered Reasonable by Most , but Fewer Pay

Residents were asked which tax they thought was most fair. A majority of Kabul residents chose the monthly Safay'i fees followed by fees for trash collection, night soil disposal, business licensing and business shop rentals. More residents admitted not always paying the Safay'i than before; 73% in January 2013, up from 65% in January 2012. The average amount paid grew for the second year to 1,620 AFN per month. In all years, most said the barrier to payment was that they had never received a bill indicating the amount owed or that they lived in illegal housing without a Safay'i payment book. Offering proof of payment to codify home ownership as incentive to pay the Safay'i was embraced by even more residents in January 2013 than in January 2012. In January 2013 more residents than in January 2012 thought that fees went to the district manager rather than to the Kabul Municipality and more than in the baseline year (January 2011) but fewer residents than in January 2012 thought that the Safay'i pays for electricity.

Ratings of Kabul City Government and the Mayor Decline

Residents' overall rating of the Kabul City government was modest with 47% of those surveyed agreeing that the city does a very good, or somewhat good job. Slightly more residents knew who the mayor was in January 2013 compared to January 2011, and the Mayor's rating fell to 45, or midway between "fair" and "good" on the 100-point scale.

Residents Dissatisfied with City Government Interactions

As in previous years, most residents reported relying on the Wakhil-e-gozar (a neighborhood representative) to assist with city-related problems in January 2013. The percent of residents that had contact with municipal government in January 2013 (14%) was similar to January 2012 but resident ratings of interactions with the Municipal government dropped to 33 on a 100-point scale, or "somewhat dissatisfied," including ease of contact, promptness, problem resolution and courtesy of the person contacted.

Public Trust

Majority Believe that Government Working to Serve their Interests

The percent of residents who believed that government officials were always or sometimes working to serve people like them fell in January 2013 to slightly less than a majority. Compared to 2011, many fewer residents believed that the city would fix a reported problem within a month and as before, most thought the request would be put on a long wait list.

Trust in City and National Government Wanes

Around half of Kabul residents in January 2013 had a great deal or some trust in their local and national governments, but this level was weaker than in January 2012. Trust of businesses in the market and donor agencies was lower than for City and Afghan governments, but only declined slightly.

Perception of Corruption Up Among Municipal Employees, Down for the Afghan Government

Most residents in each year thought corruption was at least a minor problem in almost all areas of society – daily life, neighborhood, police, electric or water supply workers, and Afghanistan as a whole. Slightly more residents in January 2013 felt that corruption was a major problem among their municipal authorities and fewer felt this way about corruption in the country as a whole, although it remained the biggest problem. When asked about how the level of corruption had changed in the past year, around four in ten felt it had increased in the past 12 months.

Favors for Service Fall

About 81% of residents in January 2013, more than in January 2012, had contact with at least one government official in the 12 months prior to the survey. Although there were more contacts, the proportion of those that had been asked to give cash, gifts or to perform a favor declined. This was true for contacts with municipal officials, those in the customs office, the Afghan National Police, the Afghan Army, courts, electric supply, public health service, for job applications, schools and to receive official documents.

Residents Feel No Less Empowered and No Less Safe to Express Opinions

The majority of Kabul residents continue to feel at least somewhat empowered to influence municipal government although that influence rarely came from attending public meetings which remained at the same low level as in January 2012. Residents' fear rose somewhat since January 2012 in relation to participate in five activities: resolving problems in their community, attending a public meeting, encountering Afghan National Police, peaceful demonstrations, and running for public office. The greatest fear continued to be associated with peaceful demonstrations, as well as encountering ANP officers and running for public office. Nearly nine in ten Kabul residents felt safer, or as safe as before in expressing their opinions.

Kabul Residents Continue to Support Women's Place in Government

Between January and January 2013, strong support for women having an equal opportunity to participate in government fell somewhat, but 85% agreed at least somewhat with this sentiment.

Key Drivers of Ratings of Kabul City Government

Two key driver statistical analyses were used to explore how resident responses to survey questions were related to their overall evaluation of how well the municipal government was performing.

Key drivers are those ratings or behaviors that were meaningfully correlated with residents' overall rating of the job that the municipal government was doing. Key drivers could be positively or negatively correlated with the job that the municipal government was doing. Positively correlated means that when residents gave characteristics or services better evaluations or participated, they tended to give better evaluations to the overall job the government was doing. Conversely, negatively correlated means that when residents gave characteristics or services better evaluations or participated, they tended to give worse evaluations to the overall job the government was doing.

The first key driver analysis assessed how residents' ratings of government characteristics and services were correlated to ratings of the overall rating of the job that the municipal government was doing. Residents' socio-demographic status (income, gender, tenure, age, education, employment and marital status) were included in this analysis, but not found to be significantly correlated. Living in districts 8 or 18 was found to be negatively correlated with ratings for the job that the municipal government was doing. The positively correlated key drivers fell into 6 categories:

- School quality
- Access to clean water/ health resources
- Access to electricity
- Freedom of movement
- Quality of trash services
- Quality of streets and street services
- Quality of drainage and ditch services

Additionally, a key driver analysis was conducted to assess how resident behavior, knowledge and socio-economic status correlated with perceptions of government performance. Several; positive and several negative key drivers were found. The positive key drivers were:

- Better trash habits/services
- Engagement with the City
- Was currently working (not unemployed, retired, student or housewife)
- Was older than 30 years of age
- Was female
- Lived in District 2

Several negative key drivers were also found:

- Was married
- Owned their home
- Lived in District 18

A further discussion of this analysis can be found in the section: Key Drivers of Kabul City Government Quality Ratings.

Results Varied by District

For most of the questions posed, resident sentiments were not uniform across districts and knowing how residents in each district viewed the same issues will be of particular help in aiming limited resources at the places with the highest need. The specific district results are reported in the full text, emphasized in the reporting of each question, and are considered a critical part of this report, but a high level synthesis of general trends across the districts appears here.

- Income was highest in Districts 3, 4, 5, 8, 9, 10, 12 and 15 and income was lowest in 1, 6, 7, 14, 18, 20, 21 and 22
- In January 2013, the average income across the city decreased to about 12,400 AFN from 13,600 AFN in January 2012, but remained above the 10,800 AFN reported in January 2011. Income declined by about 20% in Districts 2, 14 and 18 and increased by more than 50% in Districts 8, 13, 15, 21 and 22 from January 2011 to January 2013.
- One-third or more of men and 80% or more of women in Districts 1, 12, 14, 18, 20 and 22 had no schooling. Whereas 80% or more of men had at least primary schooling in Districts 2, 3, 4, 6, 7, 9, 10, 11, 15, 16 and 19 as well as half or more of women in Districts 2, 6, 10, 11 and 15.
- Kabul residents overall were 33 years on average, which was similar January 2012 (34) and lower than January 2011 (36). Those in Districts 3, 4, 8, 10, 14 and 19 had an average age of 35 or older and those in Districts 9, 11, 17, 21, and 22 had an average age of 31 or younger.
- The overall average household size increased from 7 people in January 2011 to 9 people in January 2011 to 10 people per household in January 2013. Those in Districts 2 and 6 had only 8 people per household on average compared to 11 people per household in Districts 5, 12 and 16.
- The average number of years spent living in Kabul decreased from 25 to 22 to 20 from January 2011 to January 2012 to January 2013. With those in Districts 9 and 15 averaging the longest (25 and 24 years on average) and those in Districts 6, 11, 12, 13, 16 and 17 averaging 13 to 17 years in the city.
- Fewer Pashtuns were interviewed in January 2013 (24% of all interviews, compared to 29% in January 2012) and fewer Hazarah (10%, compared to 15%) and more Tajiks were interviewed (64%, compared to 67%). In the January 2013 survey, the proportion of Tajiks grew in Districts 2, 6, 7, 14, 18, 19 and 20 and fell in districts 8 and 9.
- Asked whether the country was going the right or wrong direction, residents in Districts 4, 7, 16 and 17 were more positive and those in Districts 8 and 9 were most negative.
- The most positive ratings for overall quality of life came from residents in Districts 2, 10, 14, 15 and 17 while Districts 6 and 18 gave the lowest ratings.
- Districts 2, 4, 6 10 and 11 gave the highest ratings to trash services and districts 12, 18, 19 and 21 gave the lowest.
- Ratings for the condition of ditches and for ditch services were highest in Districts 2, 10 and 11 and lowest in Districts 12, 18, 19 and 21.
- Ratings for the condition of road and for road services were best in Districts 1, 2 and 11 and worst in Districts 12, 13, 18, 19 and 21.
- Trust in government and institutions was highest in Districts 1, 2, 10 and 17 and lowest in Districts 3, 5, 8, 12, 18, 19 and 21.

SURVEY BACKGROUND

Kabul City Initiative

The USAID funded Kabul City Initiative (KCI) works in close partnership with Kabul's Mayor and municipal staff to provide technical and material support to:

- Increase the capacity of city officials to manage the city's resources, improve the level of services, enable the participation of Kabul citizens in the determination of services to be provided, and to communicate with citizens
- Assist the city staff to markedly improve the level and quality of services provided through the development of infrastructure
- Increase the ability of the city to generate its own revenues to fund the increased level of services that new management capacity makes possible

About Kabul Municipality

Kabul Municipality is headed by the Mayor of Kabul who is appointed by the President of the Government of the Islamic Republic of Afghanistan. The current mayor was appointed by the President in January 2010.

Kabul Municipality employs 6,900 staff in the central offices and 22 district offices that are overseen by the Mayor or a Deputy Mayor as detailed below:

- **Mayor:** Mayor's Office, Human Resources, Policy and Coordination, Publications, Internal Control /Audit
- **Deputy Mayor**: Urban Planning, Land Acquisition, Construction Control, Street Maintenance
- **Deputy Mayor**: Administration, Revenue, Land Disposal/Distribution
- **Deputy Mayor**: Sanitation, Greenery, Cultural Services, Markets

The Municipality is responsible for urban planning, construction and maintenance of the roads and drainage system, management of markets and parks, and the provision of trash and other sanitation services. Sources of revenue for the Kabul Municipality include:

- Safay'i fee (a service charge and property tax)
- Market rental
- Business licenses
- One percent on profits of traders and business establishments
- Sale of municipal property
- Fines
- Document fees
- Income from cinemas and public bathrooms

Kabul's estimated footprint is 1,023 square kilometers, three times larger than the planned area in the 1978 Master Plan which is currently being updated. The population of Kabul (estimated at five million) has expanded at a rapid and unplanned pace in recent years. Most residents live in informal or unplanned settlements that lack basic infrastructure such as water, electricity, drainage, roads, and sidewalks. The Municipality faces significant service delivery challenges, but is working toward improvement. The USAID Kabul City Initiative is working as a partner in that progress.

A Survey of Residents

National Research Center Inc. partnered with Tetra Tech ARD to complete an annual survey of residents to determine how the residents of Kabul perceive their municipal government, how satisfied they are with their services, their priorities in municipal service delivery and their willingness to pay for services. This report gives an overview of the results of the third annual (and final) survey with comparisons to the results of the baseline (January 2011) and second annual (January 2012) survey.

The results of these surveys of resident perspectives and behaviors were used to help set milestone targets for improvements in service delivery. The survey brings the voice of Kabul residents themselves, to assess the effectiveness of Kabul Municipality's improvements in responsiveness, transparency, accountability, and capacity to deliver quality services to residents.

Methods

In January 2013, 2,201 in-person interviews were conducted with a target of 100 interviews in each of Kabul's 22 districts. Half the interviews were conducted with male residents by male enumerators and half were conducted with female residents by female enumerators. The residents were randomly chosen to participate in the interviews using a stratified random sampling plan that is further described in Appendix A: Methodology.

"Don't Know" and "Refusals"

In the survey interview, a respondent could indicate that she/he did not know the answer to the question or that she/he did not want to answer the question. However, this rarely happened. In this report, these few "Don't Know" and "Refused" responses are not included in the results, unless at least 3% indicated they did not know or would not answer the question. In other words, the tables and graphs in this report display the responses from the respondents who had an opinion about a specific item.

The "Don't Know" and "Refused" responses are included in individual district reports under separate cover, which show the results of each survey question for each district and for Kabul as a whole in tabular form.

Retrospective Quality Questions

In the 2011 survey, respondents were asked to rate several services as they currently were (in January 2011) and also to rate them in recollection of two years prior (to January 2011). In 2012, they were only asked to rate the services as they were currently (in January and January 2013), and not to recollect from prior years. For comparison, for the relevant questions, the January 2013, January 2012, January 2011 and 2009 ratings are included in this report, but it is noted that the 2009 ratings derive only from resident memory at the time of the 2011 survey and not from a prior survey.

Confidence Intervals

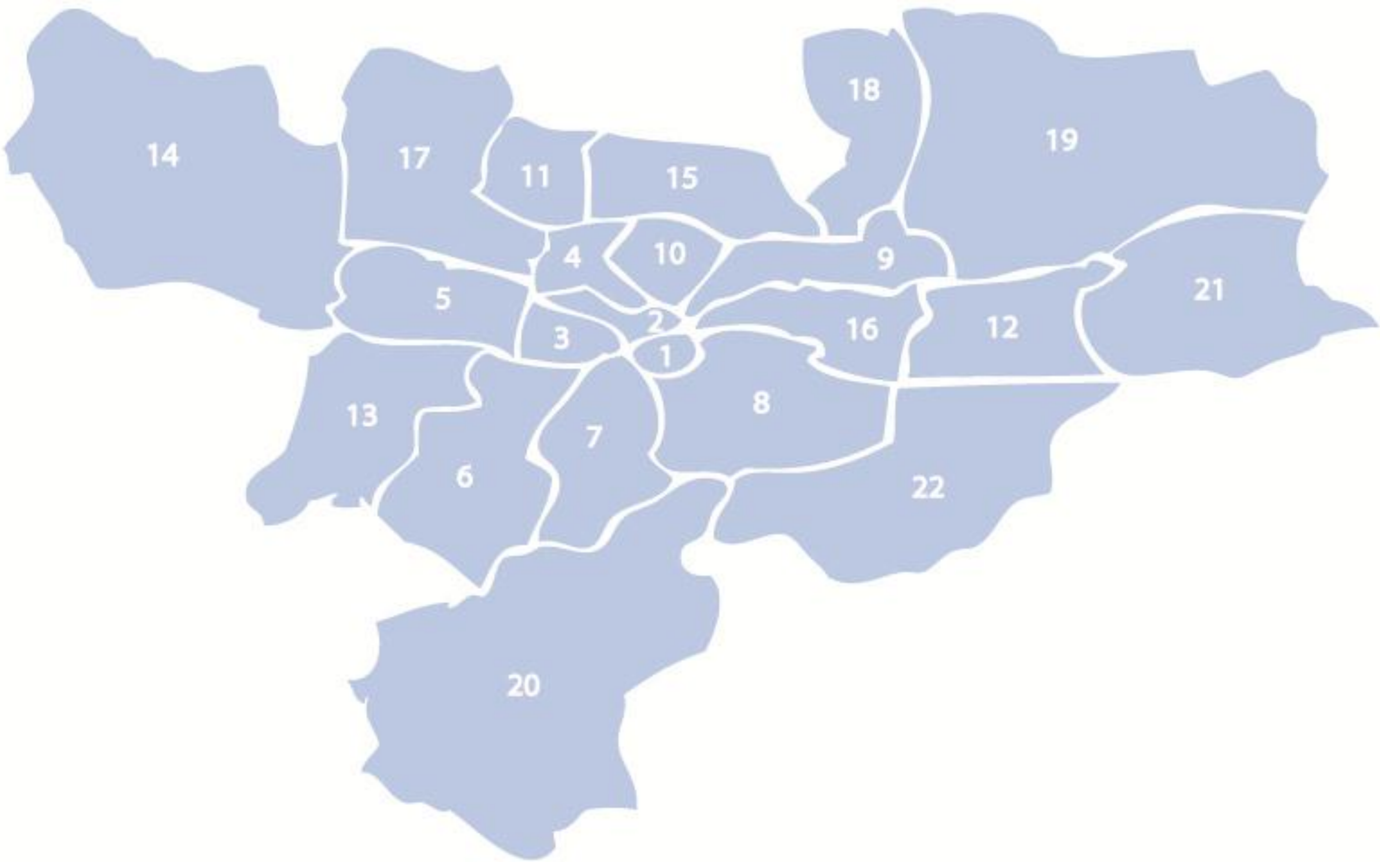
It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus 2.1% around any given percent and 1.2 points on a 100-point scale for the entire Kabul sample (2,201 completed interviews). At the district level, the margin of error is no greater than plus or minus 9.8% around any given percent and 5.9 points on a 100-point scale (about 100 completed interviews).

When comparing results from two districts (e.g. district 1 compared to district 12), a difference of at least 14% would have to be observed to say that the difference is statistically significant, or greater than 8 on a 100-point scale. When comparing between two years, for the whole sample of 2,200, a difference of at least 3% would have to be observed to say that the difference is statistically significant. When comparing between two years for a given district, a difference of at least 14% would have to be observed to say that the difference is statistically significant.

KABUL'S DISTRICTS

Since approximately 100 surveys were collected in each of Kabul's 22 districts, this report begins with a description of the demographics of those districts. The districts differed importantly on many of the dimensions examined. Some of the districts were much newer than others, had much younger residents, larger households, more home ownership, etc. Understanding these differences gives a useful context to the survey findings.

FIGURE 1: KABUL DISTRICT MAP



The average length of residency among the Kabul adults interviewed in January 2013 was 20 years, down from an average of 22 years in January 2012 and 25 years in January 2011. The average ranged from 25 years in District 9 to 13 years in District 17.

FIGURE 2: NUMBER OF YEARS LIVED IN KABUL BY YEAR

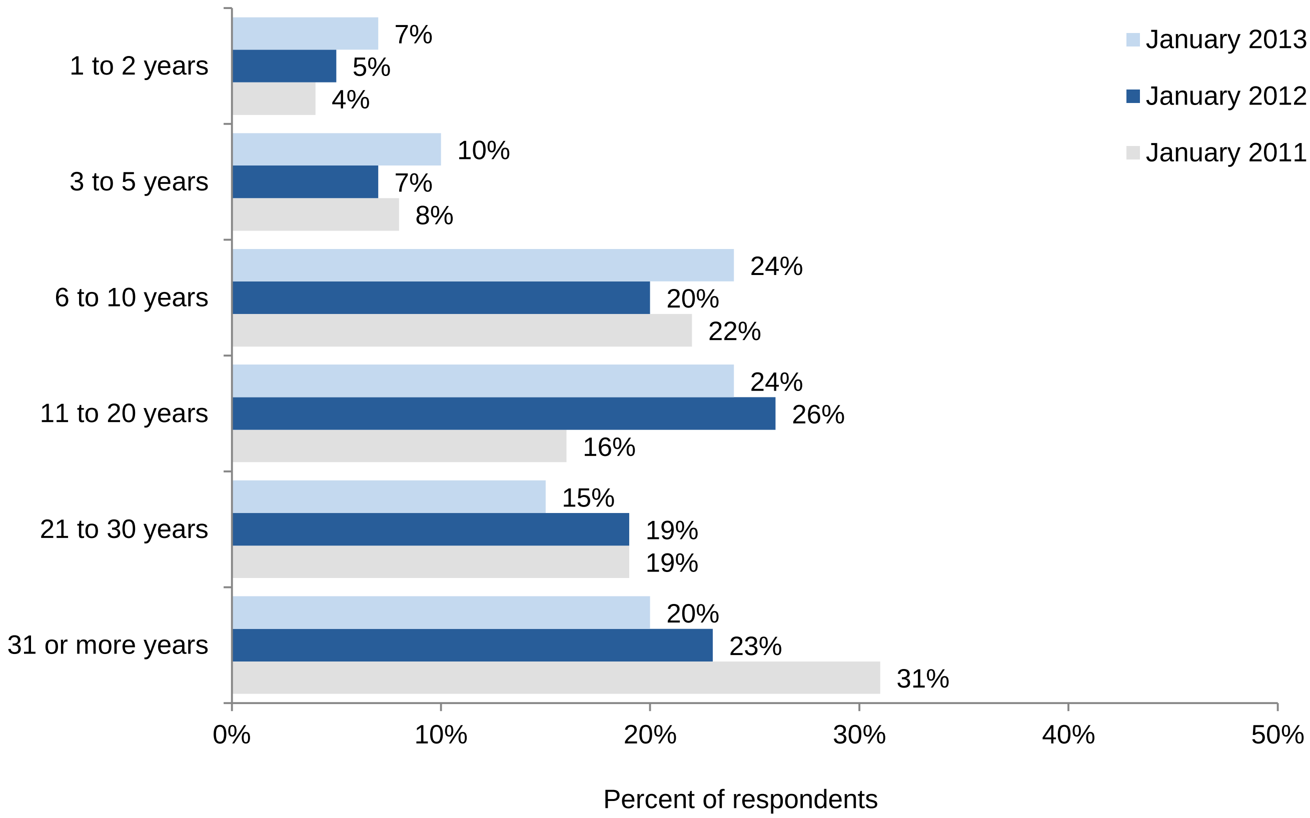
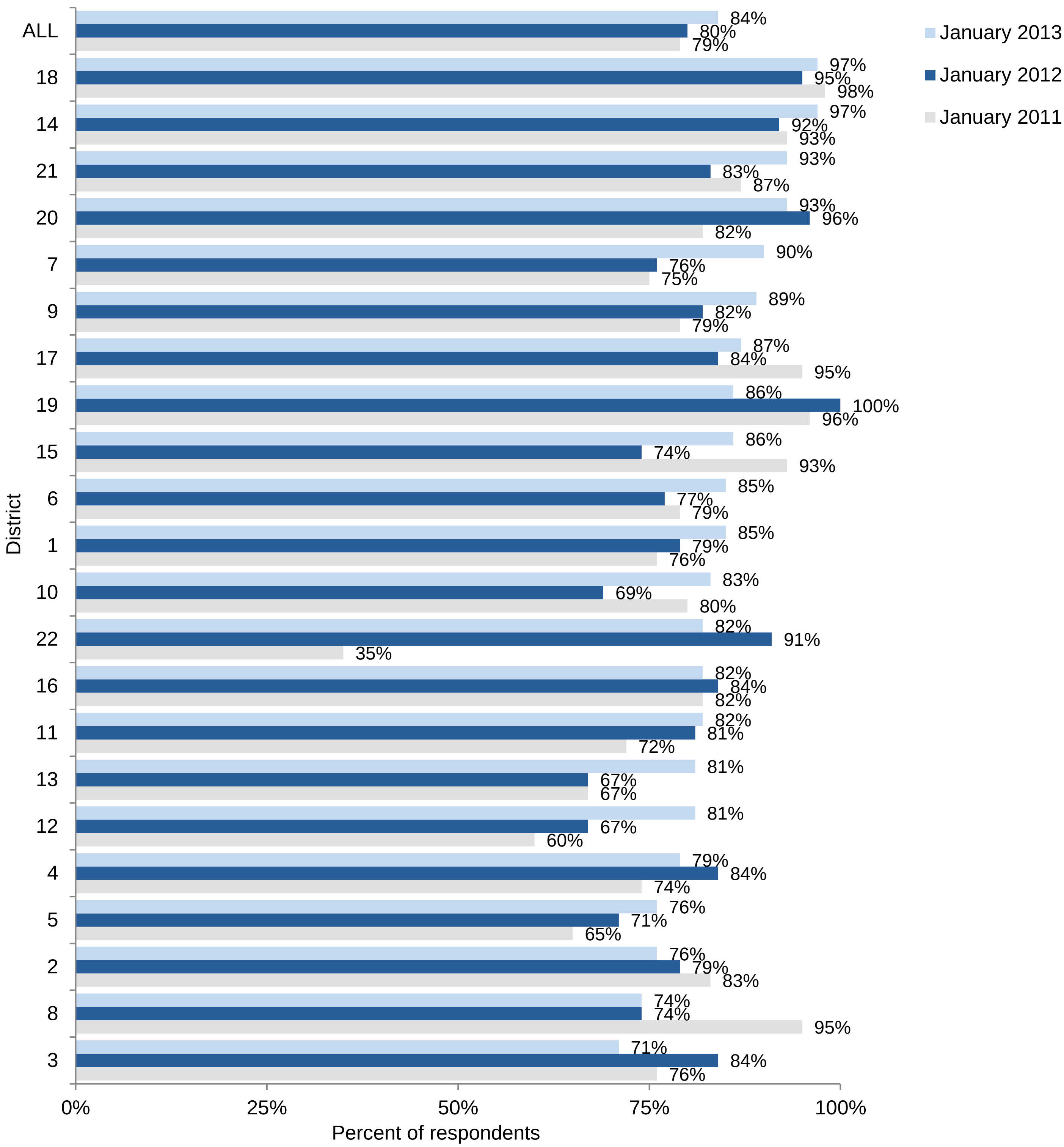


TABLE 1: NUMBER OF YEARS LIVED IN KABUL BY DISTRICT

District	January 2013						Average number of years in Kabul		
	1 to 2 years	3 to 5 years	6 to 10 years	11 to 20 years	21 to 30 years	31 or more years	January 2013	January 2012	January 2011
ALL	7%	10%	24%	24%	15%	20%	20	22	25
9	4%	4%	21%	24%	16%	31%	25	20	22
15	2%	9%	8%	24%	31%	26%	24	20	24
1	7%	9%	10%	28%	23%	23%	22	26	20
2	8%	8%	20%	20%	26%	18%	22	24	28
4	6%	7%	21%	26%	17%	23%	22	25	25
19	4%	6%	28%	21%	14%	27%	22	19	19
20	2%	7%	21%	38%	12%	20%	22	25	20
21	7%	12%	17%	29%	10%	25%	21	25	26
5	6%	13%	24%	16%	16%	25%	20	17	25
7	7%	7%	24%	27%	15%	20%	20	23	25
10	8%	9%	26%	26%	12%	19%	20	21	30
14	2%	8%	30%	32%	9%	19%	20	22	25
18	9%	13%	19%	26%	14%	19%	20	32	38
3	6%	17%	23%	19%	15%	20%	19	27	26
8	6%	12%	31%	17%	11%	23%	19	23	23
22	7%	9%	24%	28%	21%	11%	18	25	28
6	10%	9%	31%	22%	11%	17%	17	25	27
12	11%	20%	25%	12%	13%	19%	17	14	14
16	8%	7%	33%	29%	11%	12%	16	20	29
11	14%	10%	29%	27%	9%	11%	15	23	27
13	5%	15%	39%	21%	9%	11%	14	13	12
17	11%	19%	29%	26%	7%	8%	13	22	24

Home ownership predominated across the city. In districts with the lowest levels of home ownership, about one-third to one-fourth of the homes were rented. Four districts saw significant changes in the number of sampled households whose members owned their home; home ownership increased in Districts 7, 10 12 and 13 and decreased in 19. (Note: For a difference between years for a given district to be considered statistically significant it must be ±14% or more.)

FIGURE 3: HOME OWNERSHIP BY YEAR AND DISTRICT



Most households had between five and nine residents with Districts 5, 12 and 16 having the highest number of residents per household – around 11 people per household on average. The overall the average household size grew from 7 people per household in January 2011 to 10 people per household in January 2013.

FIGURE 4: HOUSEHOLD SIZE BY YEAR

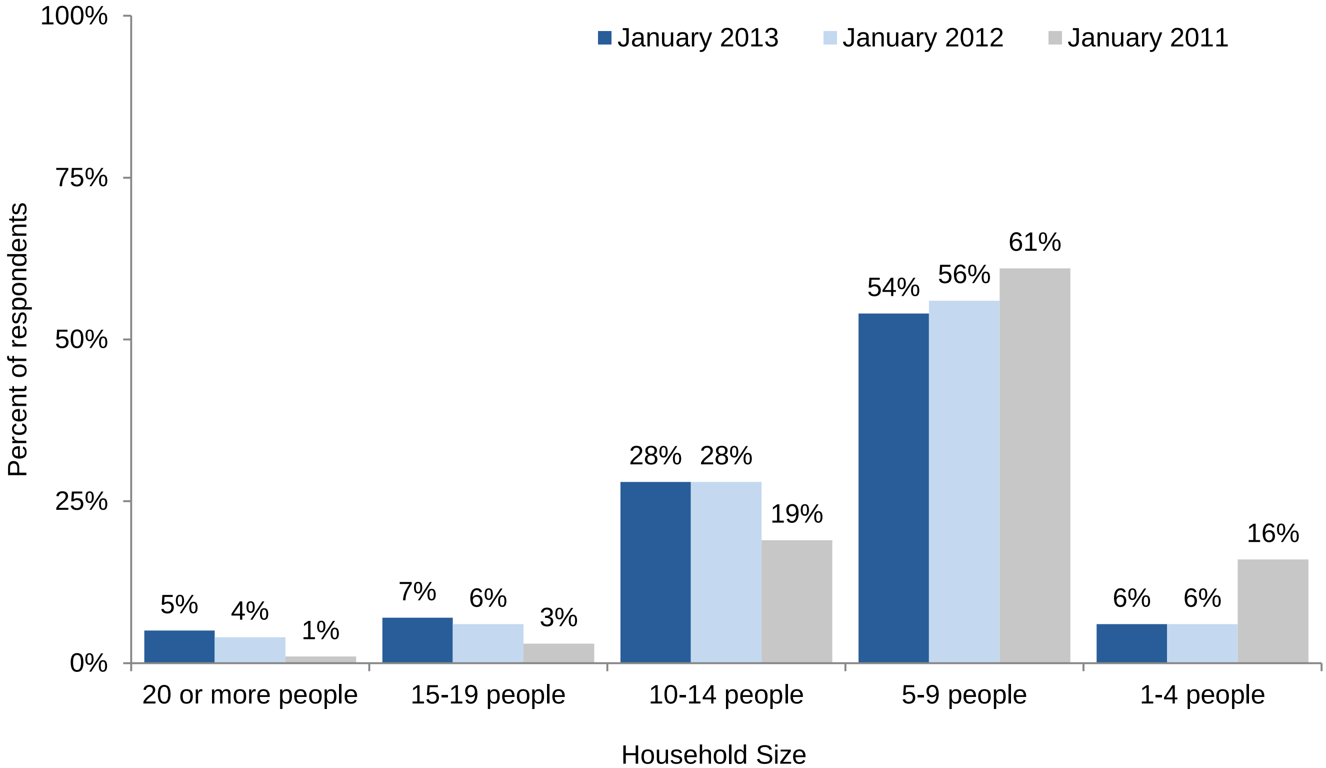


TABLE 2: HOUSEHOLD SIZE BY DISTRICT

District	January 2013					Average number of people in household		
	1-4 people	5-9 people	10-14 people	15-19 people	20 or more people	January 2013	January 2012	January 2011
ALL	6%	54%	28%	7%	5%	10	9	7
5	0%	52%	29%	11%	8%	11	9	8
12	4%	48%	32%	8%	8%	11	10	9
16	7%	45%	25%	14%	9%	11	10	7
4	5%	54%	29%	5%	7%	10	9	8
7	6%	51%	26%	9%	8%	10	9	8
8	6%	52%	27%	11%	4%	10	11	5
9	4%	52%	30%	7%	7%	10	8	8
10	7%	51%	32%	4%	6%	10	8	7
14	5%	54%	32%	7%	2%	10	9	9
18	9%	51%	26%	10%	4%	10	12	10
19	3%	56%	31%	7%	3%	10	10	8
20	7%	53%	24%	11%	5%	10	11	9
22	8%	53%	26%	6%	7%	10	10	6
1	11%	55%	28%	2%	4%	9	9	8
3	8%	64%	17%	4%	7%	9	10	7
11	6%	52%	34%	5%	3%	9	9	8
13	15%	50%	29%	4%	2%	9	9	6
15	5%	58%	30%	6%	1%	9	9	7
17	4%	51%	28%	17%	0%	9	10	7
21	4%	53%	38%	2%	3%	9	9	6
2	10%	57%	29%	3%	1%	8	9	8
6	8%	63%	22%	7%	0%	8	9	8

In January 2013, the average income across the city decreased to about 12,400 AFN from 13,600 AFN in January 2012, but remained above the 10,800 AFN reported in January 2011. In January 2012, the majority (55%) had incomes of more than 10,000 AFN per month. In January 2013 the majority of Kabul households had incomes less than 10,000 AFN per month (approximately 193 USD).

Districts 5, 9 and 15 had the highest incomes. Districts 2, 14 and 18 had the largest decline in income between the January 2011 and January 2013 surveys (about 20%). Household income increased by more than 50% in Districts 8, 13, 15, 21 and 22 from January 2011 to January 2013.

FIGURE 5: HOUSEHOLD INCOME LEVEL BY YEAR

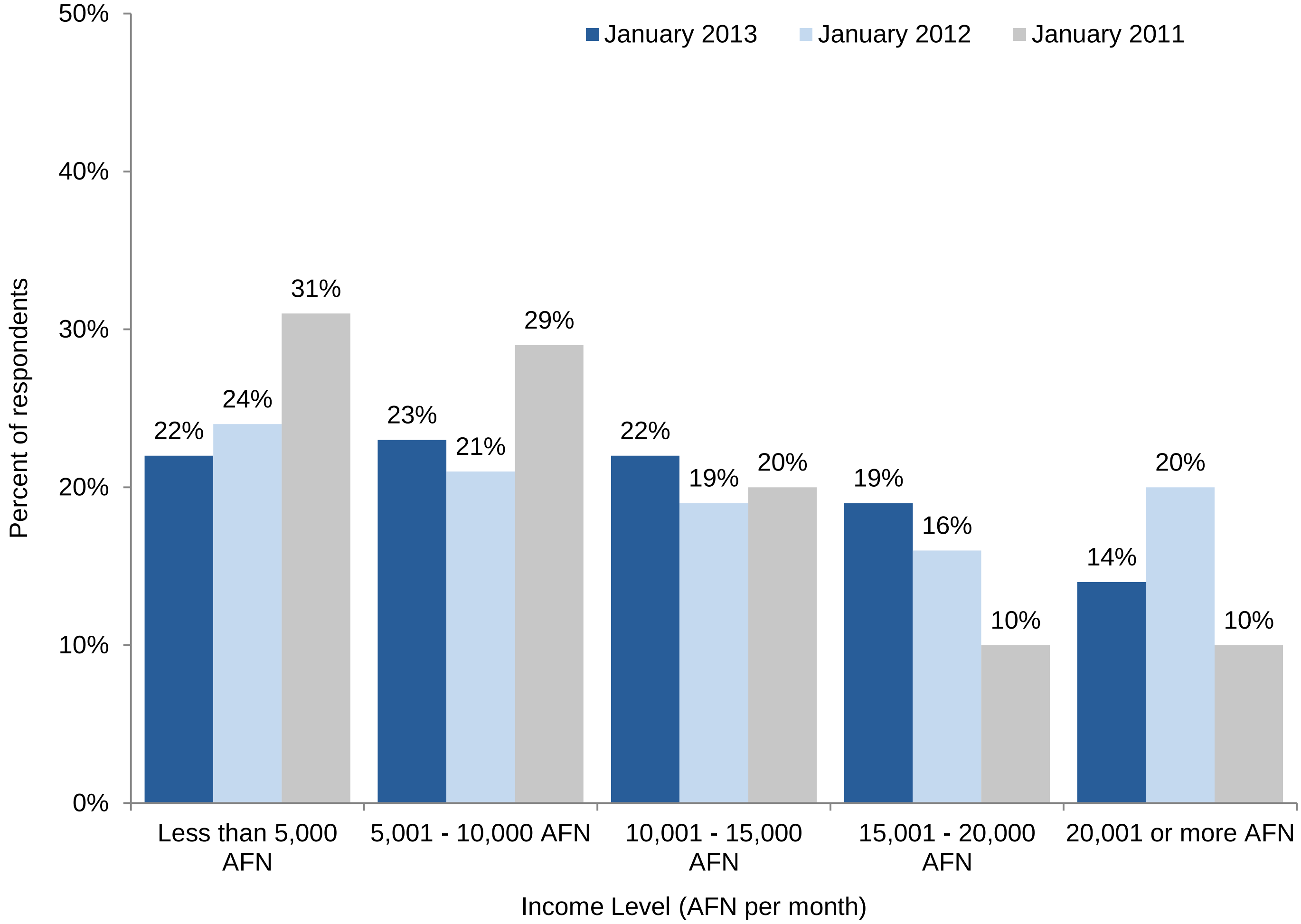


TABLE 3: HOUSEHOLD INCOME LEVEL BY DISTRICT (AFN PER MONTH)

District	January 2013					*Average income		
	Less than 5,000	5,001 - 10,000	10,001 - 15,000	15,001 - 20,000	20,001 or more	January 2013	January 2012	January 2011
ALL	22%	23%	22%	19%	14%	12,429	13,583	10,786
15	12%	10%	22%	24%	31%	16,980	16,208	7,104
5	15%	19%	25%	16%	25%	14,805	16,293	13,927
9	16%	15%	23%	23%	22%	14,530	19,157	14,701
3	17%	20%	22%	19%	20%	14,255	14,845	13,928
10	12%	31%	17%	22%	18%	14,105	13,725	12,948
8	17%	18%	22%	20%	22%	14,066	12,828	4,548
12	23%	12%	25%	22%	18%	13,670	13,071	10,876
4	18%	26%	20%	19%	17%	13,620	13,670	14,085
16	17%	20%	28%	20%	15%	13,325	12,290	11,165
11	16%	24%	23%	24%	13%	12,935	18,800	13,582
13	24%	22%	20%	14%	20%	12,555	7,984	8,206
2	26%	21%	21%	21%	11%	12,215	12,332	15,782
19	23%	25%	20%	23%	9%	11,430	9,620	12,106
17	20%	22%	34%	19%	5%	11,370	12,697	12,279
7	19%	34%	25%	17%	5%	10,670	13,051	11,995
18	31%	21%	22%	16%	10%	10,400	9,670	12,703
6	30%	27%	20%	17%	6%	9,990	13,570	9,356
22	32%	25%	22%	17%	4%	9,690	11,674	4,885
14	32%	25%	25%	10%	8%	9,600	9,727	11,851
1	31%	32%	17%	9%	10%	9,561	12,825	11,296
20	35%	26%	21%	12%	5%	8,884	12,465	10,284
21	38%	22%	23%	13%	4%	8,710	12,900	5,333

**Average of the midpoints of the ranges from a categorical question , where “Less than 2,000 AFN”=1,000 AFN, “2,001-3,000 AFN”= 2,000 AFN, “3,001-5,000 AFN”= 4,000 AFN, “5,001-10,000 AFN”= 7,500 AFN, “10,001-15,000 AFN”= 12,500 AFN, “15,001-20,000 AFN”= 17,500 AFN, “20,001-25,000 AFN”= 22,500 AFN, “25,001-40,000 AFN”= 32,500 AFN, and “more than 40,000 AFN”= 50,000 AFN.*

In January 2013, the proportion of men who were working full time was similar to January 2012, but lower than in January 2011. Two districts increased in the number of employed men interviewed, while one district saw a decline; the others were statistically similar between years.

In January 2012 and January 2013 more women identified themselves as housewives than had in January 2011 and fewer said they were retired.

FIGURE 6: RESPONDENT EMPLOYMENT STATUS BY GENDER AND YEAR

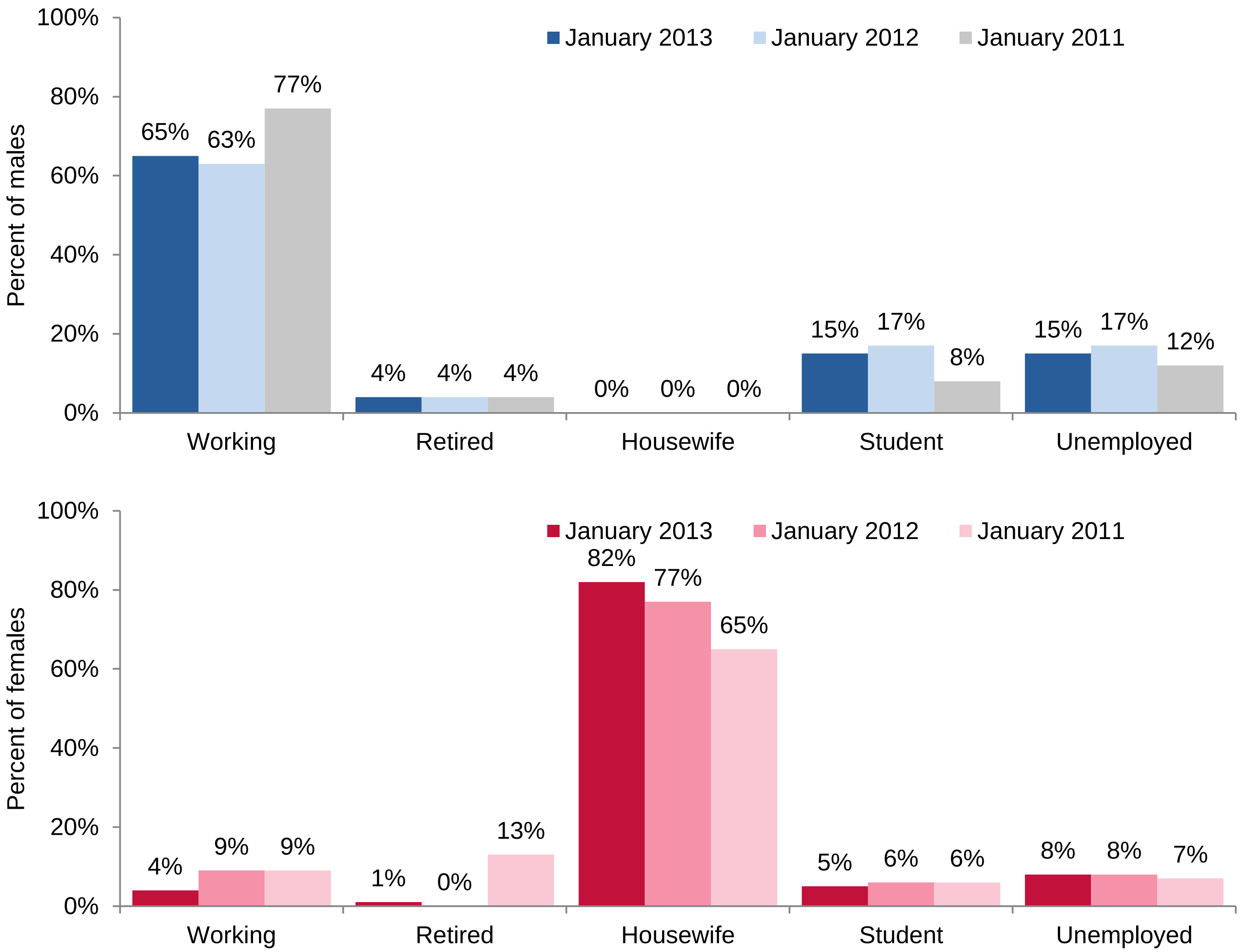


TABLE 4: MALE RESPONDENT EMPLOYMENT STATUS BY YEAR AND DISTRICT

District	January 2013				January 2012				January 2011			
	Working	Unemployed	Student	Retired	Working	Unemployed	Student	Retired	Working	Unemployed	Student	Retired
ALL	65%	15%	15%	4%	63%	17%	17%	4%	77%	12%	8%	4%
1	78%	10%	6%	6%	66%	14%	14%	6%	62%	15%	17%	6%
13	73%	8%	14%	6%	58%	30%	10%	2%	58%	31%	4%	8%
10	71%	4%	18%	8%	66%	16%	18%	0%	76%	12%	10%	2%
18	71%	24%	2%	2%	40%	42%	12%	6%	64%	22%	12%	2%
12	70%	18%	12%	0%	72%	10%	12%	6%	92%	2%	4%	2%
15	70%	6%	18%	6%	66%	2%	22%	10%	74%	12%	10%	4%
20	70%	14%	16%	0%	66%	22%	12%	0%	92%	6%	2%	0%
9	69%	14%	18%	0%	60%	18%	20%	2%	69%	8%	12%	12%
3	68%	12%	12%	8%	72%	8%	14%	6%	52%	27%	15%	6%
11	67%	20%	14%	0%	84%	8%	8%	0%	75%	10%	16%	0%
2	66%	10%	18%	6%	58%	14%	22%	6%	69%	17%	10%	4%
21	66%	16%	10%	8%	60%	8%	28%	4%	78%	16%	2%	4%
17	65%	18%	18%	0%	62%	22%	16%	0%	69%	13%	11%	7%
19	65%	14%	14%	6%	58%	32%	10%	0%	80%	10%	8%	2%
6	63%	18%	16%	2%	54%	16%	24%	6%	77%	12%	6%	6%
7	62%	18%	16%	4%	62%	10%	20%	8%	78%	16%	2%	4%
22	62%	18%	16%	4%	48%	24%	24%	4%	100%	0%	0%	0%
4	60%	18%	20%	2%	74%	12%	8%	6%	74%	15%	11%	0%
8	60%	20%	12%	8%	70%	16%	10%	4%	100%	0%	0%	0%
16	58%	12%	24%	6%	60%	16%	14%	10%	79%	10%	4%	8%
5	51%	27%	14%	8%	60%	16%	20%	4%	81%	2%	11%	6%
14	46%	18%	36%	0%	50%	32%	14%	4%	72%	22%	5%	0%

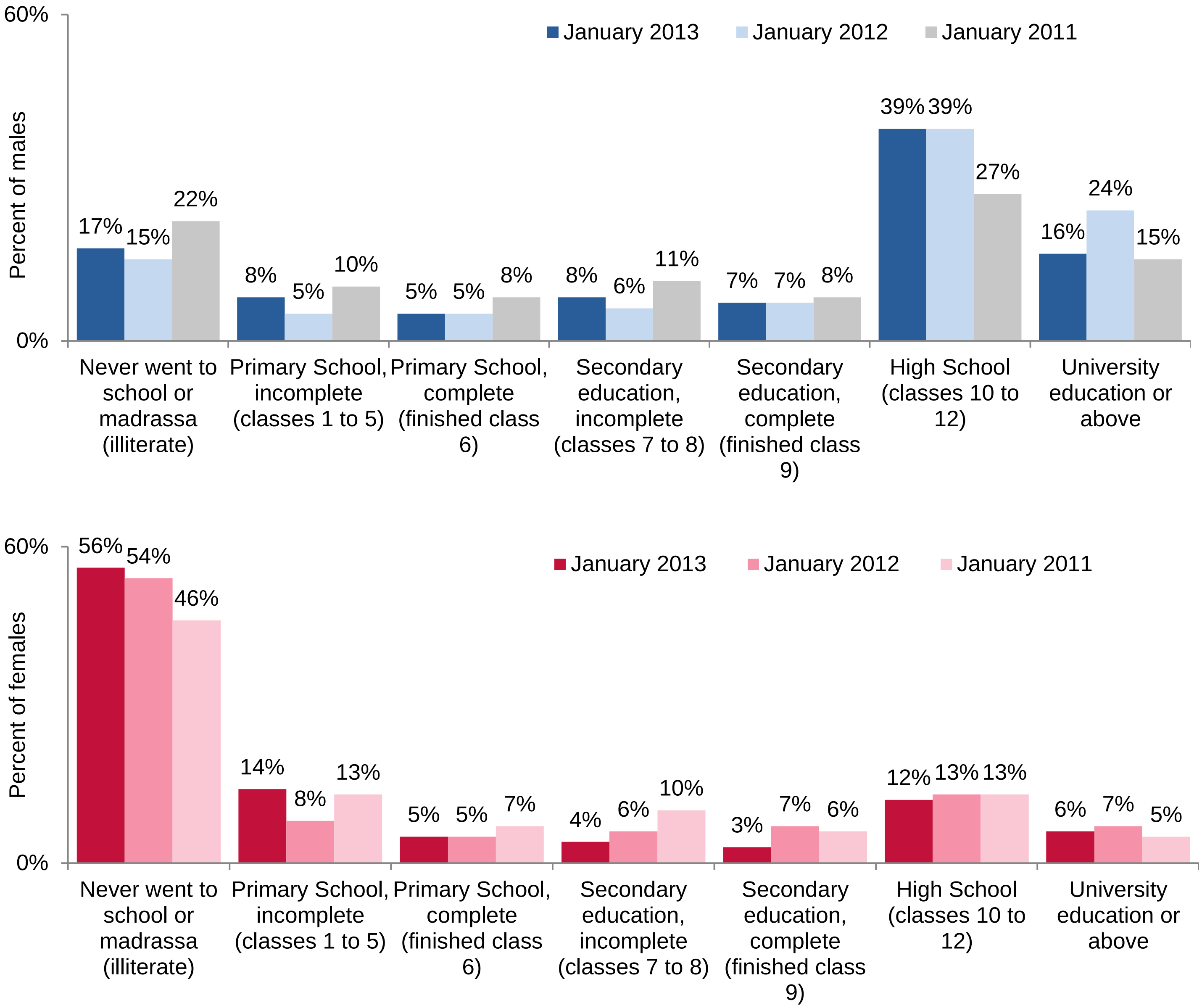
TABLE 5: FEMALE RESPONDENT EMPLOYMENT STATUS BY YEAR AND DISTRICT

District	January 2013					January 2012					January 2011				
	Housewife	Working	Unem-ployed	Student	Retired	Housewife	Working	Unem-ployed	Student	Retired	Housewife	Working	Unem-ployed	Student	Retired
ALL	82%	4%	8%	5%	1%	77%	9%	8%	6%	0%	65%	9%	7%	6%	13%
21	98%	0%	2%	0%	0%	76%	8%	10%	6%	0%	30%	6%	2%	0%	62%
1	92%	2%	4%	2%	0%	74%	6%	6%	14%	0%	70%	12%	16%	0%	2%
5	92%	4%	2%	2%	0%	86%	6%	0%	8%	0%	69%	4%	4%	24%	0%
18	92%	4%	4%	0%	0%	94%	0%	6%	0%	0%	84%	6%	10%	0%	0%
19	92%	2%	0%	2%	4%	78%	0%	14%	6%	2%	50%	10%	4%	8%	29%
20	92%	0%	4%	4%	0%	74%	4%	20%	2%	0%	87%	2%	0%	6%	6%
12	90%	4%	0%	6%	0%	88%	0%	12%	0%	0%	78%	2%	6%	14%	0%
17	90%	0%	8%	2%	0%	92%	2%	0%	6%	0%	76%	18%	6%	0%	0%
14	88%	2%	6%	4%	0%	90%	8%	0%	2%	0%	75%	13%	0%	10%	2%
3	86%	6%	2%	6%	0%	62%	26%	4%	6%	2%	71%	17%	8%	4%	0%
4	84%	4%	4%	8%	0%	64%	16%	16%	4%	0%	61%	6%	22%	10%	2%
8	84%	4%	10%	2%	0%	76%	14%	6%	4%	0%	98%	2%	0%	0%	0%
9	84%	4%	8%	4%	0%	60%	16%	12%	12%	0%	54%	18%	24%	4%	0%
22	84%	0%	16%	0%	0%	94%	2%	0%	4%	0%	19%	0%	2%	2%	77%
10	80%	10%	4%	6%	0%	78%	18%	0%	4%	0%	70%	12%	4%	12%	2%
13	80%	4%	12%	2%	2%	92%	0%	4%	4%	0%	50%	23%	6%	4%	17%
2	76%	4%	12%	4%	4%	76%	6%	10%	8%	0%	62%	8%	23%	6%	2%
15	76%	10%	10%	4%	0%	74%	8%	10%	8%	0%	31%	8%	2%	4%	56%
6	72%	2%	12%	14%	0%	72%	6%	12%	8%	2%	85%	2%	2%	12%	0%
16	72%	4%	14%	10%	0%	76%	6%	14%	4%	0%	88%	0%	8%	2%	2%
7	68%	4%	16%	10%	2%	84%	8%	4%	4%	0%	76%	14%	10%	0%	0%
11	63%	12%	12%	12%	0%	58%	20%	14%	8%	0%	64%	16%	12%	8%	0%

The level of respondent education varied widely between and within genders. Most men had attended school and most women had not. More than half the women interviewed in Districts 2, 10, 11 and 15 had at least some schooling. The districts where the fewest men and women had been to school were Districts 1, 14, 18 and 22.

The proportion of women interviewed that had received any education (i.e., at least primary school) declined from January 2011 (54%) to January 2013 (44%).

FIGURE 7: RESPONDENT EDUCATION LEVEL BY YEAR



"Primary School, incomplete"=classes 1 to 5; "Primary School, complete"=finished class 6; "Secondary education, incomplete"=classes 7 to 8; "Secondary education, complete"=finished class 9; "High School"=classes 10 to 12.

TABLE 6: MALE RESPONDENT EDUCATION LEVEL BY YEAR AND DISTRICT

District	January 2013					January 2012					January 2011				
	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above
ALL	21%	6%	8%	46%	19%	17%	5%	8%	44%	27%	28%	10%	10%	34%	19%
10	2%	10%	5%	43%	40%	4%	7%	4%	52%	33%	19%	2%	23%	30%	26%
4	9%	7%	5%	47%	33%	10%	0%	4%	54%	31%	10%	5%	10%	46%	29%
15	9%	4%	4%	43%	39%	6%	0%	10%	45%	39%	47%	6%	4%	37%	6%
6	12%	7%	7%	43%	31%	7%	9%	16%	39%	30%	31%	7%	10%	40%	12%
3	13%	2%	2%	47%	36%	9%	2%	9%	43%	38%	17%	2%	11%	47%	23%
11	15%	2%	5%	49%	29%	6%	2%	11%	36%	45%	9%	5%	14%	52%	20%
16	16%	2%	4%	40%	38%	9%	4%	9%	49%	29%	31%	7%	10%	40%	12%
2	17%	5%	15%	54%	10%	7%	7%	7%	66%	14%	14%	2%	2%	50%	32%
7	20%	7%	7%	54%	13%	6%	2%	2%	67%	23%	24%	7%	5%	37%	27%
19	20%	5%	13%	53%	10%	72%	9%	7%	7%	5%	58%	6%	15%	17%	4%
9	21%	5%	5%	53%	16%	7%	2%	2%	44%	44%	6%	2%	6%	43%	43%
8	23%	14%	14%	42%	7%	12%	9%	16%	30%	33%	0%	94%	0%	0%	6%
21	23%	10%	18%	48%	3%	16%	2%	11%	38%	33%	52%	19%	3%	23%	3%
17	28%	2%	5%	44%	21%	41%	9%	4%	28%	17%	13%	18%	11%	37%	21%
13	30%	10%	15%	40%	5%	51%	11%	11%	19%	8%	53%	14%	12%	16%	5%
5	31%	0%	5%	54%	10%	7%	5%	2%	59%	27%	2%	8%	12%	35%	43%
1	33%	9%	12%	42%	5%	26%	9%	11%	39%	15%	15%	17%	5%	49%	15%
20	36%	9%	5%	45%	5%	34%	5%	12%	34%	15%	46%	7%	17%	22%	7%
12	39%	5%	5%	46%	5%	6%	2%	6%	63%	22%	35%	7%	7%	33%	20%
14	41%	3%	8%	30%	19%	7%	7%	10%	60%	15%	49%	7%	7%	33%	4%
22	44%	5%	15%	33%	3%	20%	9%	7%	53%	11%	53%	5%	5%	21%	16%
18	46%	8%	8%	32%	5%	48%	11%	2%	36%	2%	57%	20%	7%	16%	0%

TABLE 7: FEMALE RESPONDENT EDUCATION LEVEL BY YEAR AND DISTRICT

District	January 2013					January 2012					January 2011				
	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above	Never went to school or madrassa	Primary School	Secondary education, complete	High School	University education or above
ALL	56%	19%	6%	12%	6%	54%	13%	13%	13%	7%	46%	20%	16%	13%	5%
10	74%	14%	6%	6%	0%	32%	16%	28%	22%	2%	54%	10%	28%	4%	4%
4	32%	32%	12%	22%	2%	26%	20%	26%	22%	6%	37%	15%	19%	27%	2%
15	60%	12%	4%	14%	10%	26%	22%	16%	18%	18%	42%	12%	12%	25%	10%
6	54%	28%	2%	12%	4%	32%	16%	16%	20%	16%	37%	21%	15%	21%	6%
3	63%	20%	6%	4%	8%	44%	12%	16%	18%	10%	25%	16%	22%	29%	8%
11	38%	22%	12%	24%	4%	38%	22%	24%	10%	6%	31%	37%	19%	13%	0%
16	48%	20%	6%	24%	2%	56%	14%	10%	14%	6%	62%	11%	6%	11%	11%
2	62%	16%	10%	4%	8%	60%	12%	6%	14%	8%	10%	31%	58%	0%	2%
7	71%	8%	6%	4%	10%	34%	8%	26%	20%	12%	23%	13%	10%	35%	19%
19	37%	22%	10%	22%	8%	46%	10%	18%	10%	16%	40%	12%	10%	26%	12%
9	37%	20%	10%	12%	20%	26%	20%	18%	26%	10%	33%	14%	22%	16%	14%
8	71%	15%	2%	6%	6%	72%	8%	8%	8%	4%	33%	33%	24%	10%	0%
21	61%	22%	8%	6%	2%	94%	4%	2%	0%	0%	79%	10%	10%	0%	2%
17	80%	12%	4%	2%	2%	62%	16%	10%	6%	6%	63%	10%	15%	10%	2%
13	40%	20%	6%	18%	16%	50%	14%	4%	18%	14%	77%	10%	6%	4%	4%
5	68%	14%	2%	8%	8%	76%	6%	4%	12%	2%	57%	14%	18%	12%	0%
1	61%	18%	12%	8%	0%	72%	14%	0%	12%	2%	26%	22%	48%	2%	2%
20	77%	17%	0%	6%	0%	94%	2%	4%	0%	0%	84%	0%	16%	0%	0%
12	63%	12%	2%	22%	2%	82%	10%	6%	2%	0%	60%	23%	13%	4%	0%
14	68%	24%	2%	6%	0%	78%	8%	8%	6%	0%	73%	13%	6%	8%	0%
22	74%	14%	8%	4%	0%	54%	12%	20%	12%	2%	52%	44%	0%	4%	0%
18	72%	18%	4%	6%	0%	72%	10%	10%	6%	2%	33%	65%	2%	0%	0%

More respondents were married than single and this was similar across survey iterations. This was not statistically significantly different for the districts between years, except in District 11 where fewer married individuals completed the January 2013 survey.

FIGURE 8: RESPONDENT MARITAL STATUS

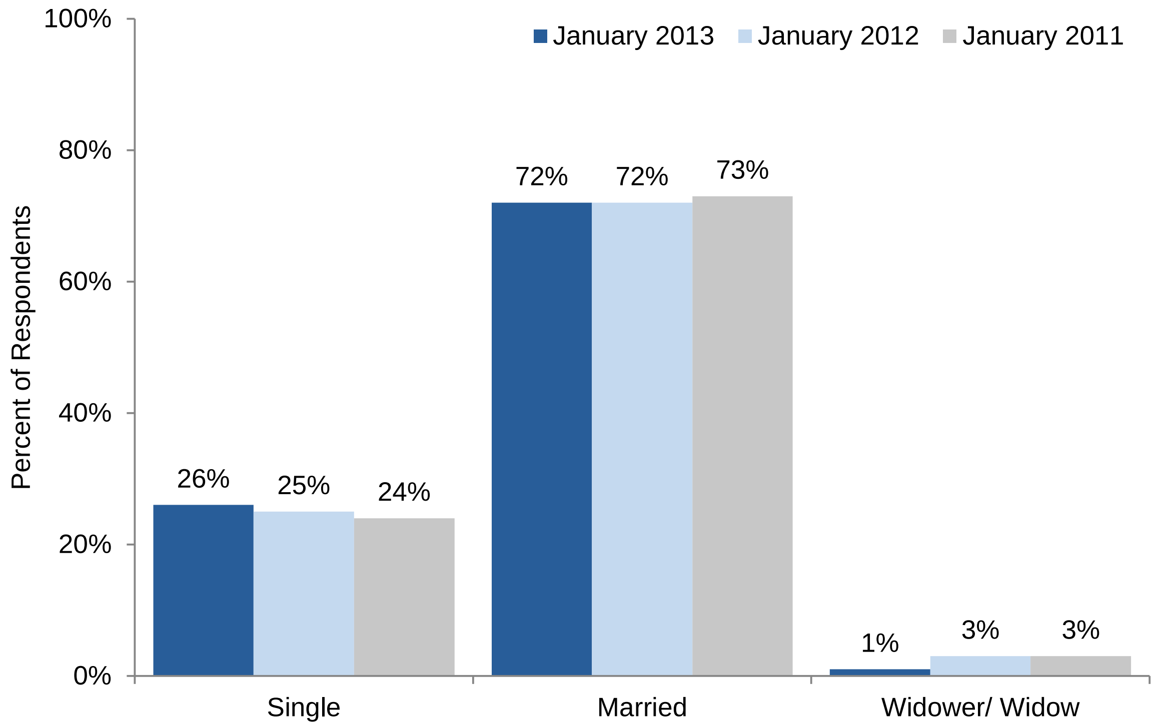


TABLE 8: RESPONDENT MARITAL STATUS BY DISTRICT (JANUARY 2013)

District	Married	Single	Widower/ Widow
ALL	72%	26%	1%
18	83%	17%	0%
19	81%	18%	1%
5	79%	20%	1%
12	78%	18%	4%
13	77%	22%	1%
20	77%	23%	0%
17	76%	23%	1%
22	76%	24%	0%
3	75%	22%	3%
8	75%	22%	3%
10	74%	26%	0%
4	72%	25%	3%
6	72%	28%	0%
21	72%	26%	2%
14	71%	25%	4%
1	69%	31%	0%
7	69%	30%	1%
15	69%	30%	1%
2	68%	30%	2%
16	66%	32%	2%
9	61%	38%	1%
11	59%	39%	2%

The majority of respondents were younger than 35 in the January 2012 and January 2013 surveys, but 51% of January 2011 respondents were 35 or older. The average age was 33 in January 2013 and it ranged from a low of 30 in Districts 17 and 22 to a high of 36 in District 4.The average age was 34 in January 2012 and 36 in January 2011.

FIGURE 9: RESPONDENT AGE

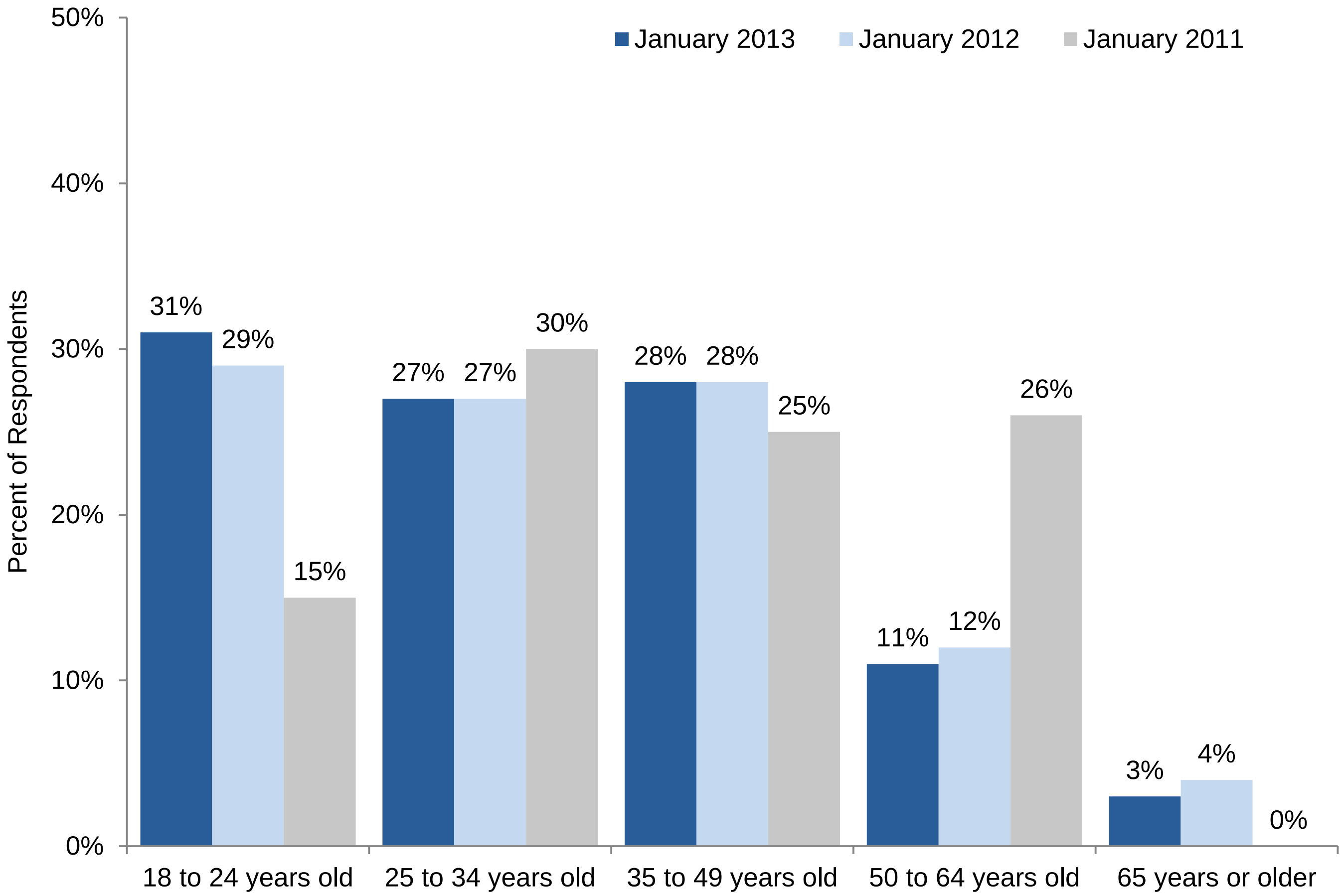


TABLE 9: RESPONDENT AGE BY DISTRICT

District	January 2013					Average age of respondent		
	18 to 24 years old	25 to 34 years old	35 to 49 years old	50 to 64 years old	65 years or older	January 2013	January 2012	January 2011
ALL	31%	27%	28%	11%	3%	33	34	36
4	25%	26%	28%	17%	4%	36	35	34
3	25%	25%	36%	14%	0%	35	36	38
8	30%	30%	20%	13%	7%	35	38	34
10	29%	24%	29%	13%	5%	35	32	36
14	27%	26%	30%	12%	5%	35	35	36
19	26%	20%	39%	12%	3%	35	36	35
5	26%	33%	25%	14%	2%	34	33	35
7	31%	26%	26%	14%	3%	34	34	36
12	27%	36%	23%	10%	4%	34	36	32
13	29%	31%	28%	8%	4%	34	38	37
15	27%	29%	33%	8%	3%	34	33	34
2	39%	24%	20%	14%	3%	33	33	37
16	29%	32%	23%	13%	3%	33	34	36
18	22%	35%	32%	10%	1%	33	36	39
20	36%	24%	25%	12%	3%	33	35	36
1	29%	32%	30%	8%	1%	32	34	36
6	32%	25%	34%	7%	2%	32	31	37
9	42%	17%	32%	7%	2%	31	35	36
11	39%	25%	23%	13%	0%	31	35	37
21	40%	22%	28%	9%	1%	31	32	36
17	37%	38%	16%	8%	1%	30	37	35
22	40%	30%	21%	7%	2%	30	35	34

Most of the survey respondents were Tajiks. More Tajiks were interviewed in the January 2013 survey (64%) than in January 2012 (67%), but this was fewer than in the baseline year (67%). The largest changes in the ethnicity of the interviewees were in Districts 10, 20, 14 and 6, where there was an increase in Tajiks of 33 percentage points or greater.

FIGURE 10: RESPONDENT ETHNICITY

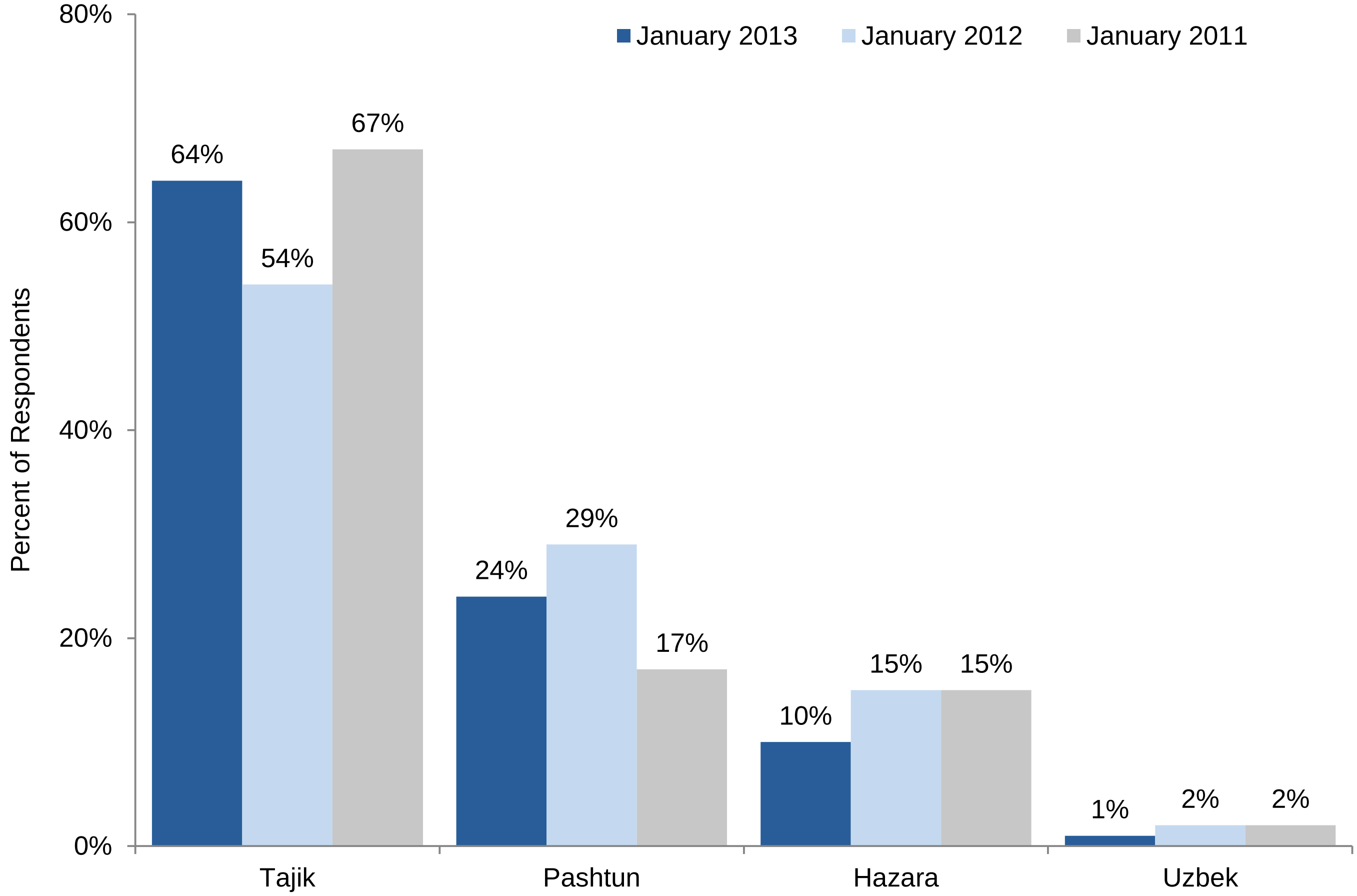


TABLE 10: RESPONDENT ETHNICITY BY DISTRICT (JANUARY 2013)

District	January 2013				January 2012				January 2011			
	Tajik	Pashtun	Hazara	Uzbek	Tajik	Pashtun	Hazara	Uzbek	Tajik	Pashtun	Hazara	Uzbek
ALL	64%	24%	10%	1%	54%	29%	15%	2%	67%	17%	15%	2%
1	70%	2%	25%	3%	84%	10%	3%	3%	73%	9%	10%	9%
2	95%	4%	1%	0%	80%	12%	4%	4%	87%	11%	2%	0%
3	59%	17%	21%	2%	55%	13%	28%	4%	63%	12%	24%	0%
4	63%	9%	27%	1%	70%	19%	11%	0%	71%	17%	8%	4%
5	59%	38%	1%	2%	53%	33%	13%	1%	65%	15%	18%	1%
6	51%	11%	37%	1%	18%	7%	70%	5%	23%	6%	71%	0%
7	75%	19%	4%	2%	58%	27%	12%	3%	68%	14%	15%	4%
8	46%	54%	0%	0%	65%	32%	2%	1%	90%	9%	1%	0%
9	45%	53%	1%	1%	60%	38%	1%	1%	68%	27%	3%	2%
10	77%	6%	17%	0%	63%	9%	24%	4%	70%	18%	10%	2%
11	92%	5%	3%	0%	84%	12%	1%	3%	88%	10%	0%	2%
12	24%	76%	0%	0%	33%	64%	3%	0%	53%	44%	3%	0%
13	28%	6%	65%	1%	19%	2%	79%	0%	14%	0%	84%	2%
14	80%	15%	3%	1%	47%	49%	2%	1%	62%	37%	0%	1%
15	84%	15%	0%	1%	80%	16%	2%	2%	82%	7%	11%	1%
16	46%	52%	1%	1%	60%	39%	0%	1%	79%	18%	0%	3%
17	94%	5%	0%	1%	81%	19%	0%	0%	92%	7%	0%	1%
18	37%	62%	1%	0%	22%	78%	0%	0%	43%	56%	0%	1%
19	74%	23%	1%	2%	0%	100%	0%	0%	79%	19%	2%	0%
20	86%	11%	3%	0%	32%	64%	2%	2%	55%	41%	2%	2%
21	73%	27%	0%	0%	62%	19%	13%	6%	90%	10%	0%	0%
22	52%	47%	0%	1%	66%	34%	0%	0%	75%	25%	0%	0%

QUALITY OF LIFE IN KABUL

Just under half of Kabul residents (44%) felt that the country was going in the right direction at the time the January 2013 survey was conducted but just 24% felt the country was going in the wrong direction. This was a slight decline from January 2011, when 48% thought the country was going in the right direction and 23% felt it was going in the wrong direction.

Residents in Districts 8 and 9 gave the lowest rating for the country's direction in January 2013, while residents in Districts 4, 7, 16 and 17 had the highest ratings. Several districts had ratings that were lower in January 2013 than in January 2011 (Districts 1, 5, 6, 8, 12, 20 and 22) and a few had higher ratings (Districts 2, 13, 16 and 18).

(As a reminder, for a given district the difference between years must be ±14% or more to be considered statistically significant; for the whole city it must be more than ±3% or more.)

FIGURE 11: AFGHANISTAN TODAY

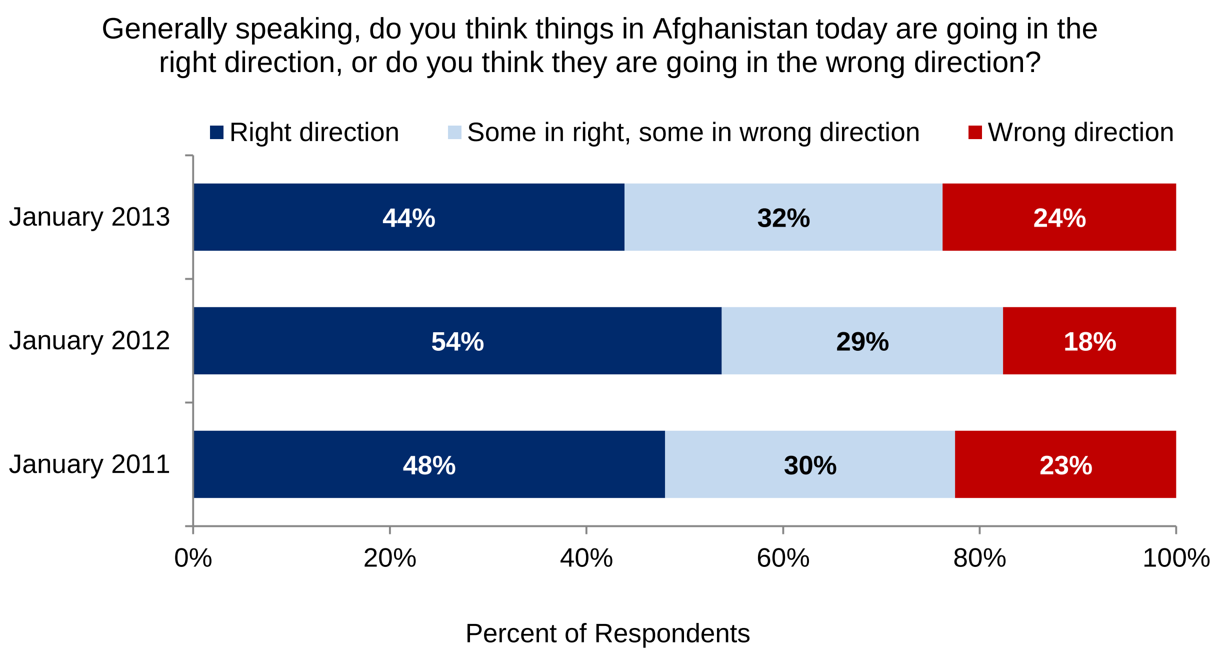
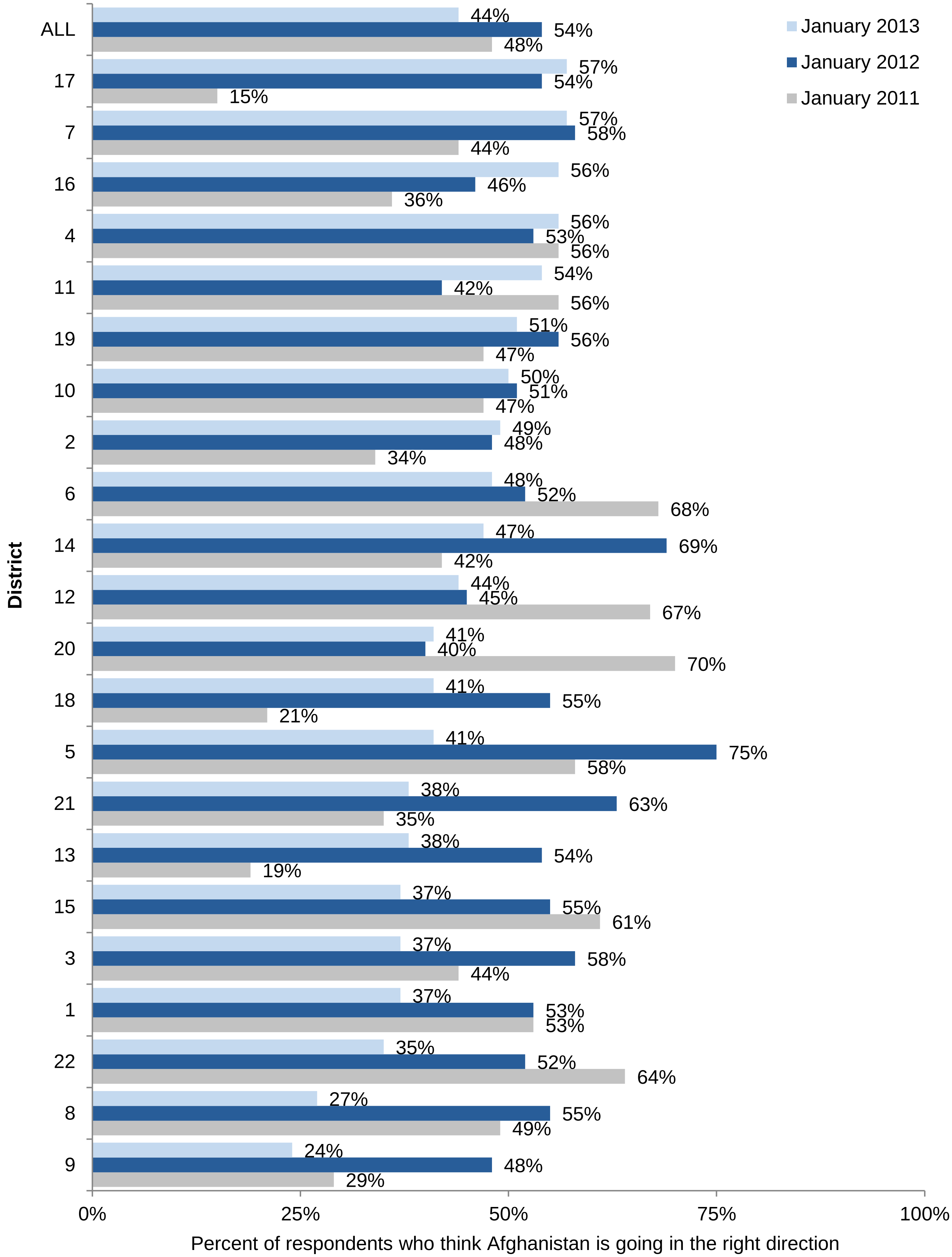


FIGURE 12: AFGHANISTAN IS GOING IN RIGHT DIRECTION BY DISTRICT



Nearly half of Kabul adults rated their overall quality of life as excellent or good in January 2013, but there was a drop each year in the proportion who rated it as excellent.

The most positive ratings of overall quality of life came from residents in Districts 2, 10, 14, 15 and 17. Residents in Districts 6 and 18 gave the lowest ratings to the overall quality of life compared to residents in other districts. Residents of both of these districts reported below average levels of income and employment. Most districts saw a decrease in these ratings from January 2011 to January 2013, but ratings remained steady in Districts 1,4, 8, 9,13, 15, and 19 and increased in Districts 17 and 18.

FIGURE 13: OVERALL QUALITY OF LIFE IN KABUL BY YEAR

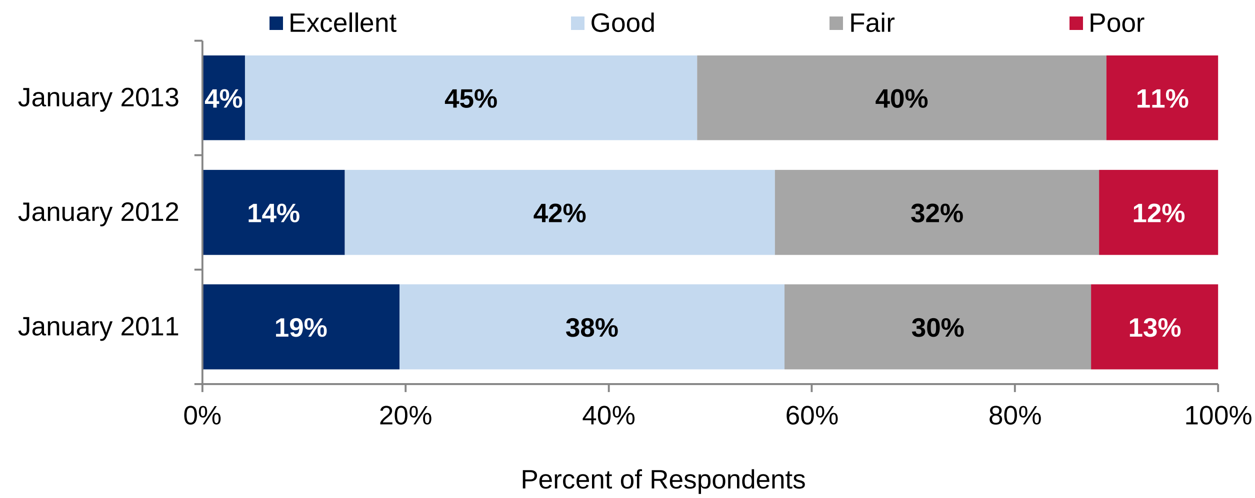


TABLE 11: OVERALL QUALITY OF LIFE IN KABUL BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	4%	44%	40%	11%	47	53	55
17	5%	63%	28%	4%	56	43	45
2	8%	54%	25%	13%	52	58	60
10	7%	47%	37%	9%	51	57	67
14	7%	50%	31%	12%	51	63	60
15	4%	53%	36%	7%	51	55	47
11	7%	47%	33%	13%	49	53	57
12	2%	48%	45%	5%	49	60	60
13	2%	53%	36%	9%	49	36	44
19	4%	48%	40%	8%	49	47	44
22	3%	49%	40%	8%	49	48	61
3	1%	49%	42%	8%	48	51	64
21	9%	34%	48%	9%	48	58	60
1	6%	40%	44%	10%	47	53	53
5	1%	47%	45%	7%	47	54	60
9	5%	34%	57%	4%	47	54	53
16	5%	41%	43%	11%	47	48	56
4	5%	43%	38%	14%	46	55	53
7	4%	49%	27%	20%	46	58	57
20	6%	38%	42%	14%	45	54	62
8	2%	37%	51%	10%	44	45	50
6	3%	40%	38%	19%	42	63	64
18	0%	31%	55%	14%	39	50	23

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

Questions about various aspects of the quality of life in Kabul were divided into three themes: personal safety and health, economic indicators and youth indicators. Broadly speaking, characteristics of personal safety and health (health, health care, water, electricity and freedom of movement) received higher ratings than characteristics of the economy or youth services. This was true in all three survey years. The most positive rating in the quality of life arena was feeling safe to move freely within your district (see Figure 18). In January 2013, 68% of Kabul residents gave this characteristic of city life an excellent or good rating, down from 76% in January 2011.

Among these personal safety and health questions, lowest ratings were given to access to healthcare (Figure 15) and the health of the people (Figure 14), though even here close to two of five residents across the city gave excellent or good ratings. Ratings for all five items decreased from January 2011 to January 2013.

FIGURE 14: HEALTH OF THE PEOPLE IN KABUL BY YEAR

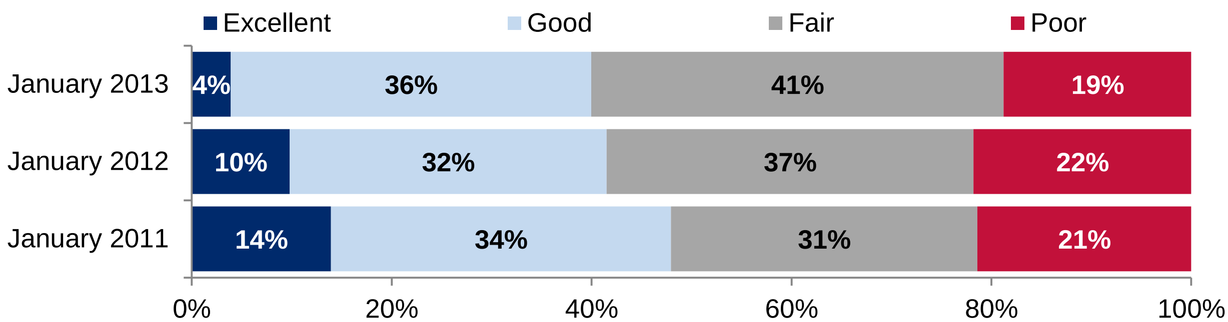


FIGURE 15: ACCESS TO HEALTHCARE (FACILITIES AND MEDICINE) IN KABUL BY YEAR

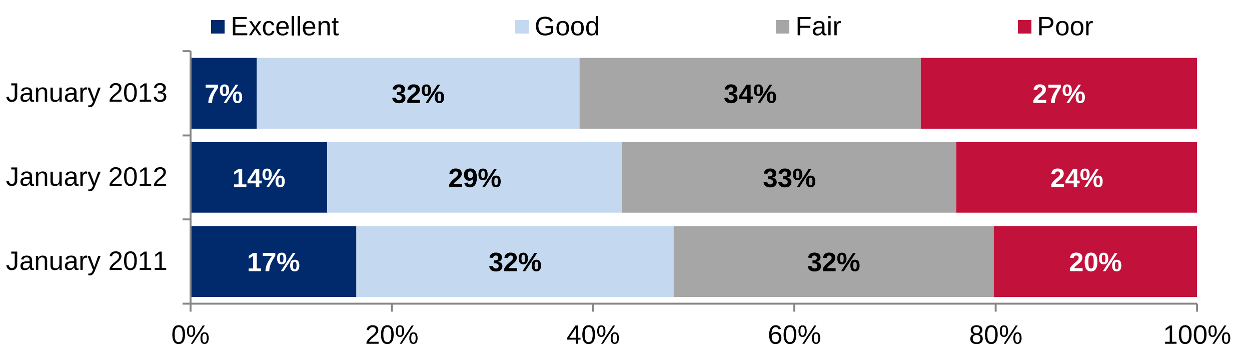


FIGURE 16: ACCESS TO CLEAN WATER IN KABUL BY YEAR

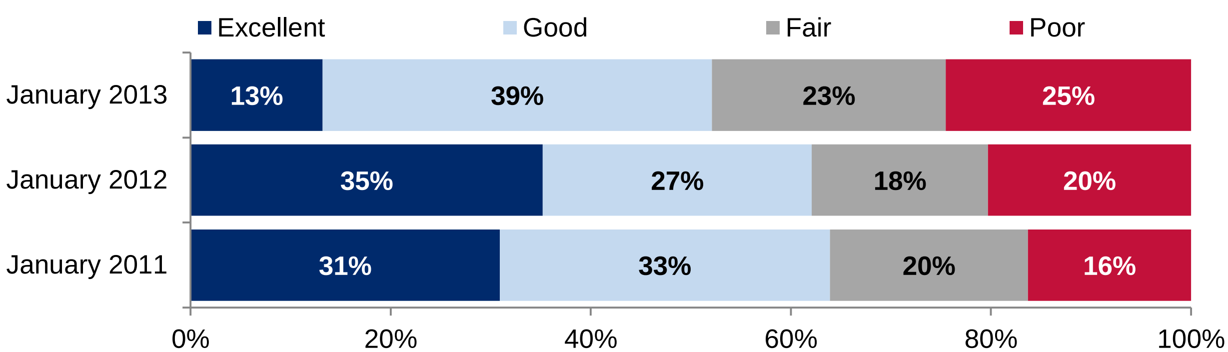


FIGURE 17: ACCESS TO ELECTRICITY AT HOME IN KABUL BY YEAR

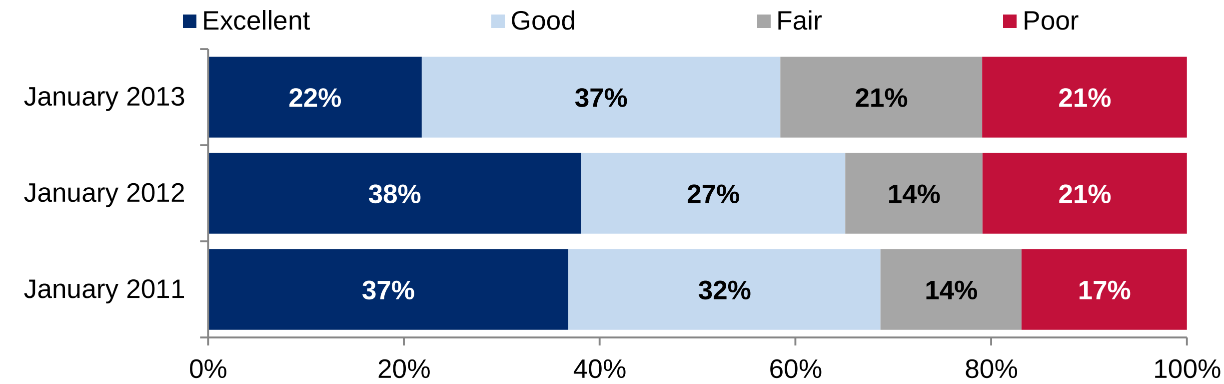
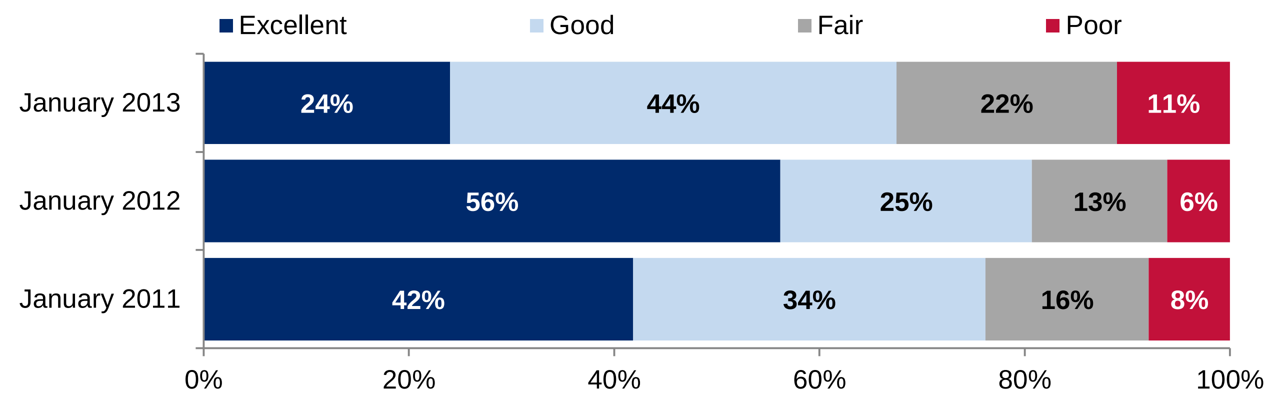


FIGURE 18: FREEDOM OF MOVEMENT (ABILITY TO MOVE SAFELY) IN KABUL BY YEAR



On average, across the five measures of personal safety and health, residents in Districts 1, 2, 15 and 17 gave the highest rating and those living in Districts 18, 19, 20 and 22 gave the lowest ratings. The latter districts had below average household incomes and tended to have lower employment and education levels and more Pashtun residents than on average.

Most districts saw a decrease in ratings between January 2011 and January 2013 while Districts 15, 17, 18 and 21 held steady and ratings in Districts 13 and 19 improved.

TABLE 12: AVERAGE RATING OF ASPECTS OF PERSONAL HEALTH AND SAFETY BY DISTRICT

District	January 2013					Average of 5 quality of life indicator categories		
	The health of people	Access to healthcare	Access to clean water near your home	Access to electricity at your home	Your freedom of movement/ safety	January 2013	January 2012	January 2011
ALL	42	39	47	53	60	48	57	57
15	44	49	53	74	75	59	61	56
2	52	53	62	63	62	58	63	67
1	38	44	60	71	64	55	55	63
17	53	47	47	67	60	55	50	56
3	40	43	50	59	75	53	62	68
10	50	44	49	61	58	53	63	68
11	52	45	50	62	56	53	70	72
13	38	43	53	65	61	52	49	42
7	50	42	47	55	63	51	54	70
12	39	34	47	59	66	49	66	59
9	37	38	50	50	65	48	68	59
5	38	37	48	56	64	48	60	63
16	49	38	43	56	53	48	59	63
21	36	34	45	57	61	46	62	52
14	44	40	47	50	50	46	62	57
8	35	36	39	54	60	45	63	55
6	41	35	47	50	54	45	63	61
4	42	39	39	54	53	45	57	56
19	36	33	47	37	65	44	34	35
22	44	35	46	36	55	43	39	56
20	40	35	39	34	52	40	51	50
18	19	24	38	7	49	27	36	24

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

Among the quality of life questions related to the economy, the worst ratings were for job opportunities and number of businesses. Over a third of residents gave these a poor rating. For job opportunities, it was similar to the 39% who rated this poor in January 2011. For the number of businesses, it was more than the 28% who rated this poor in January 2011. Market quality and location were given the best ratings, but fewer than half of residents gave any of these items ratings of excellent or good. These ratings were worse than in January 2011.

FIGURE 19: NUMBER OF JOB OPPORTUNITIES IN KABUL BY YEAR

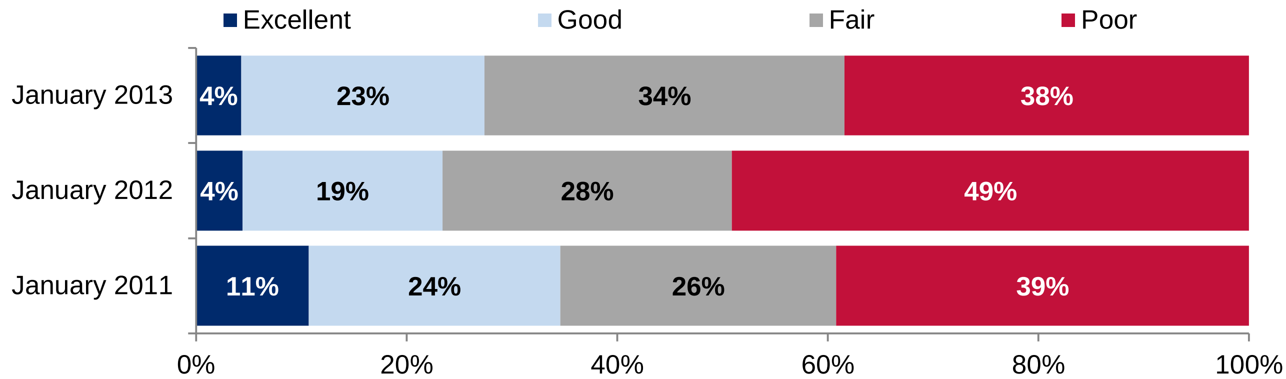


FIGURE 20: NUMBER OF BUSINESSES IN KABUL BY YEAR

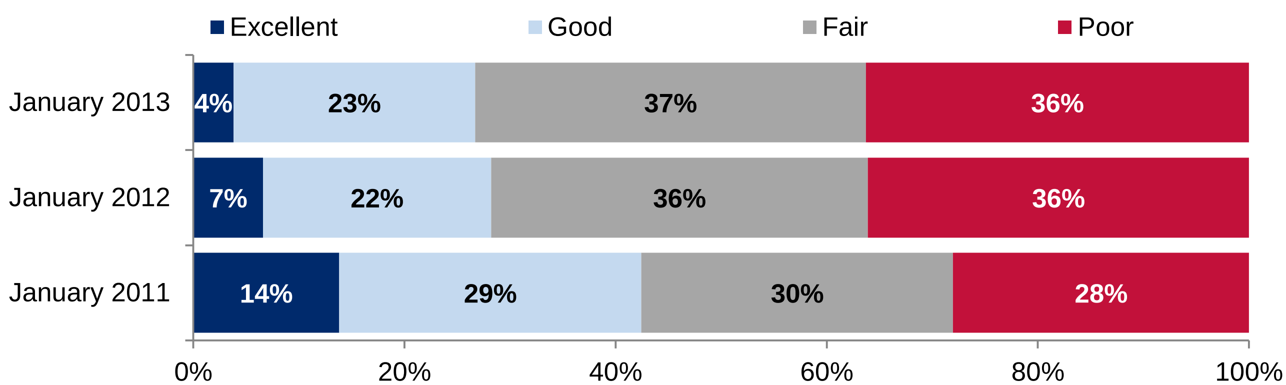


FIGURE 21: QUALITY OF MARKETS IN KABUL BY YEAR

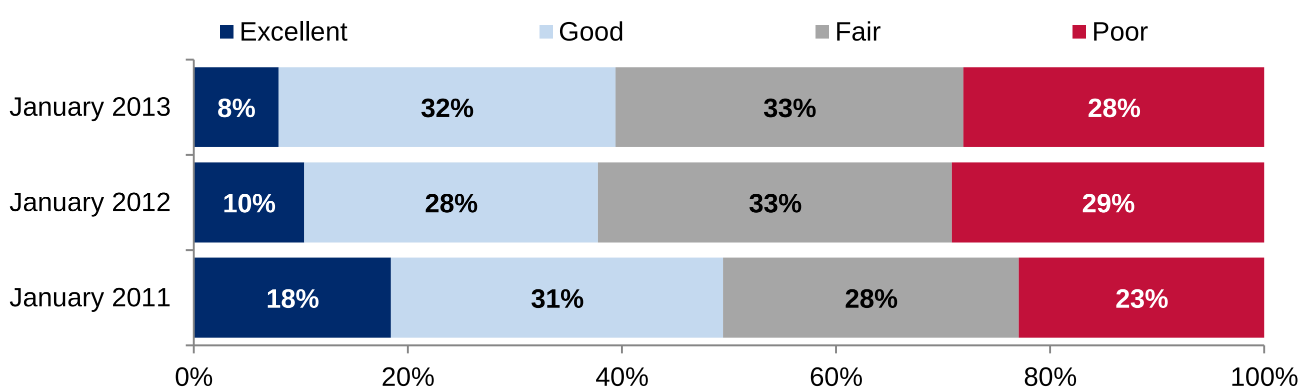
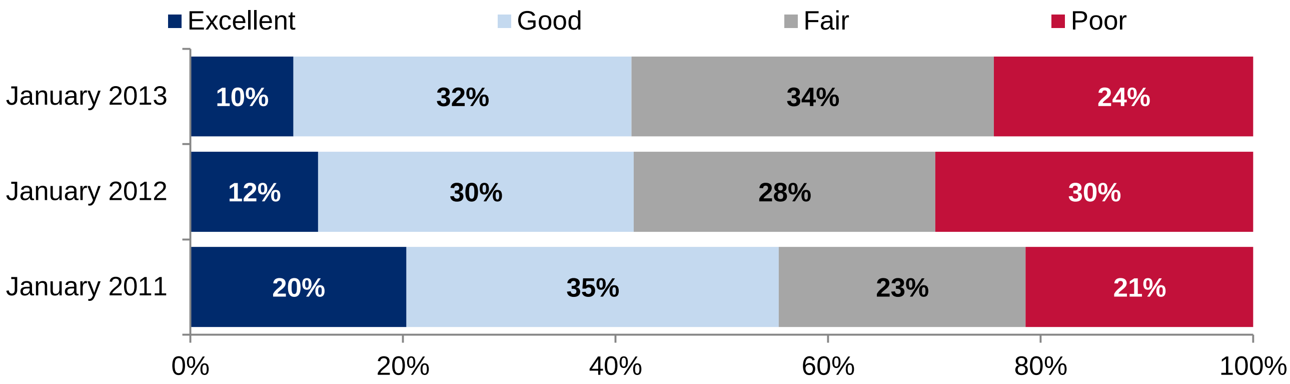


FIGURE 22: LOCATION OF MARKETS IN KABUL BY YEAR



Districts 2, 10, 11 and 17 gave the best ratings to the set of economic indicators and Districts 8, 12, 18, 19 and 21 gave the lowest. The districts with the lower ratings tended to have lower levels of employment and education and more Pashtun residents than average, as mentioned above.

Half the districts saw a decrease in ratings from January 2011 to January 2013 and nine districts remained similar but Districts 14 and 17 saw an improvement.

TABLE 13: AVERAGE RATING OF ECONOMIC INDICATORS RATED BY DISTRICT

District	January 2013				Average of 4 economic indicator categories		
	The number of job opportunities	The number of businesses	The quality of the market you shop at	The location of the market you shop at	January 2013	January 2012	January 2011
ALL	31	31	40	42	36	35	44
17	48	46	58	60	53	13	31
10	44	48	54	53	50	47	59
2	40	41	55	56	48	44	52
11	42	41	51	54	47	42	59
7	42	41	49	50	46	35	53
16	40	44	47	47	45	34	46
4	36	39	44	49	42	38	42
14	41	40	41	44	42	37	30
1	29	32	49	53	41	45	47
15	32	29	46	54	40	39	41
6	34	35	43	44	39	44	48
13	30	34	40	43	37	21	34
22	30	31	35	35	33	20	48
5	26	24	37	42	32	43	48
20	34	31	29	34	32	24	43
3	21	28	35	39	31	52	52
9	24	23	37	40	31	43	48
12	25	21	32	34	28	39	54
8	25	18	31	34	27	27	42
21	19	21	25	25	22	37	34
19	16	14	23	20	19	19	17
18	7	10	10	12	10	6	13

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

The majority of Kabul residents (53%) rated school quality as excellent or good, while most felt that the number of youth facilities and availability of positive youth activities in the city were fair or poor. Overall these ratings were lower than in previous survey years.

FIGURE 23: QUALITY OF SCHOOLS IN KABUL BY YEAR

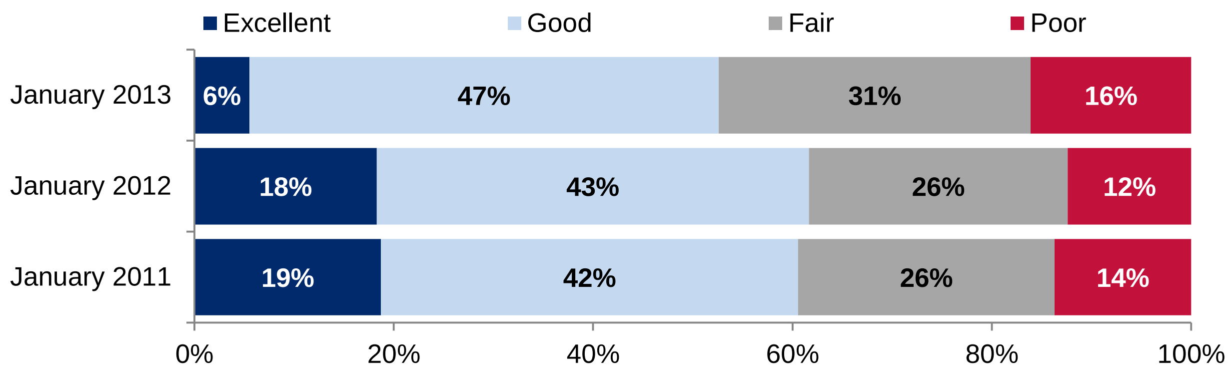


FIGURE 24: AVAILABILITY OF POSITIVE ACTIVITIES FOR YOUTH IN KABUL BY YEAR

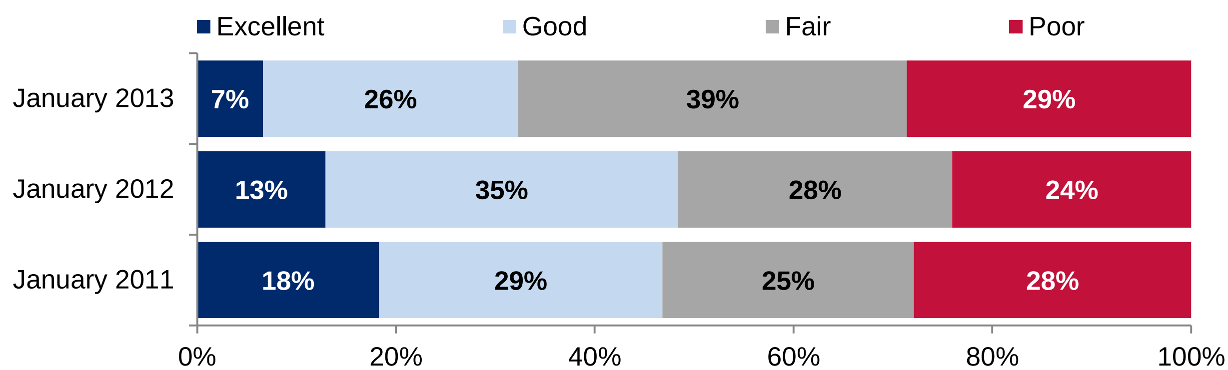
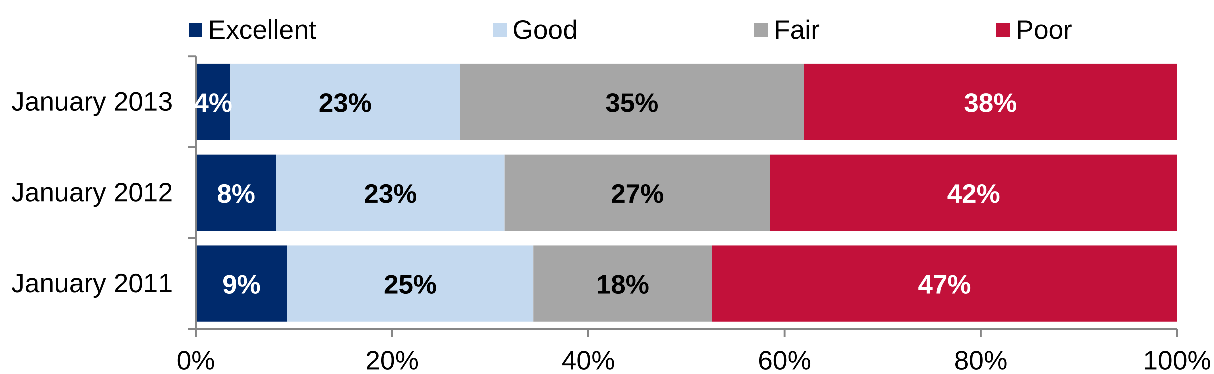


FIGURE 25: NUMBER OF YOUTH FACILITIES IN KABUL BY YEAR



Of all respondents in January 2013, those in Districts 18, 19 and 21 (which tended to have respondents with lower than average levels of income and education) gave the lowest overall ratings to the quality of schools, availability of youth programs and number of facilities for youth. The best ratings (between fair and good on average) were given by Districts 1, 2 and 17. Ten districts experienced lower ratings in January 2013 than in January 2011 and ten had similar ratings, but scores in Districts 17 and 19 improved.

TABLE 14: AVERAGE RATING OF YOUTH INDICATORS BY DISTRICT

District	January 2013			Average of 3 youth indicator categories		
	The quality of schools	Availability of positive activities for youth	The number of facilities for youth	January 2013	January 2012	January 2011
ALL	47	37	31	38	45	45
2	59	48	45	51	50	54
17	52	51	46	50	32	40
1	57	40	34	44	48	45
11	51	39	41	44	61	54
16	53	42	38	44	42	46
10	47	42	41	43	50	51
15	57	39	31	43	44	37
4	51	38	38	42	46	39
13	49	44	33	42	30	38
7	46	42	35	41	48	47
14	41	37	38	39	43	33
20	38	36	36	37	43	56
22	44	34	34	37	37	51
3	52	32	24	36	54	50
8	51	35	23	36	37	37
9	47	37	24	36	59	47
6	40	34	32	35	54	56
5	46	34	22	34	44	53
12	47	35	21	34	46	57
21	46	30	24	33	47	42
19	46	28	19	31	31	23
18	29	18	6	18	22	22

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

To identify pressing needs, residents were asked their opinions about needs for parks amenities, streets and trash and ditch services. In all three survey years most Kabul residents concluded that every service or facility tested was greatly needed.

Renovating current parks and providing new parks and youth football fields were the highest priorities. The need for park lighting was somewhat lower than the others although all items were considered to be of great need by nearly three of four respondents.

FIGURE 26: LEVEL OF NEED FOR PARKS RENOVATION IN NEIGHBORHOOD BY YEAR

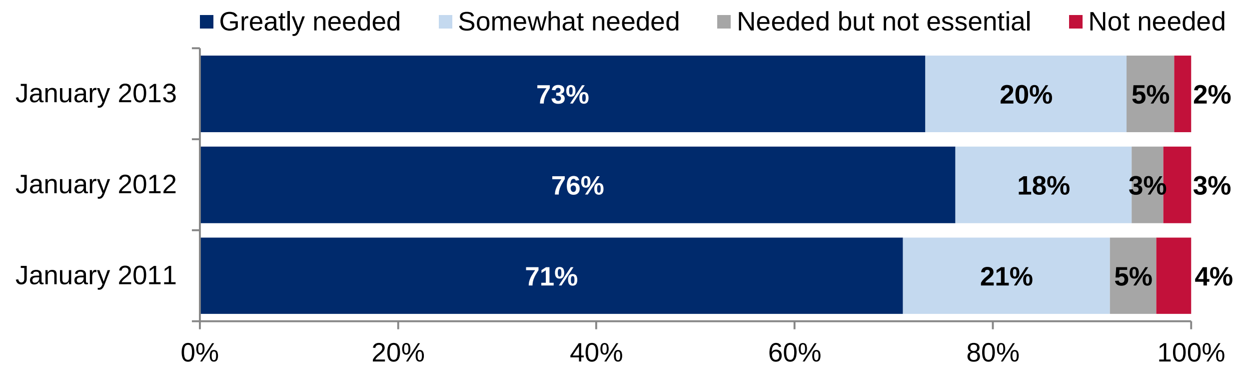


FIGURE 27: LEVEL OF NEED FOR NEW PARKS IN NEIGHBORHOOD BY YEAR

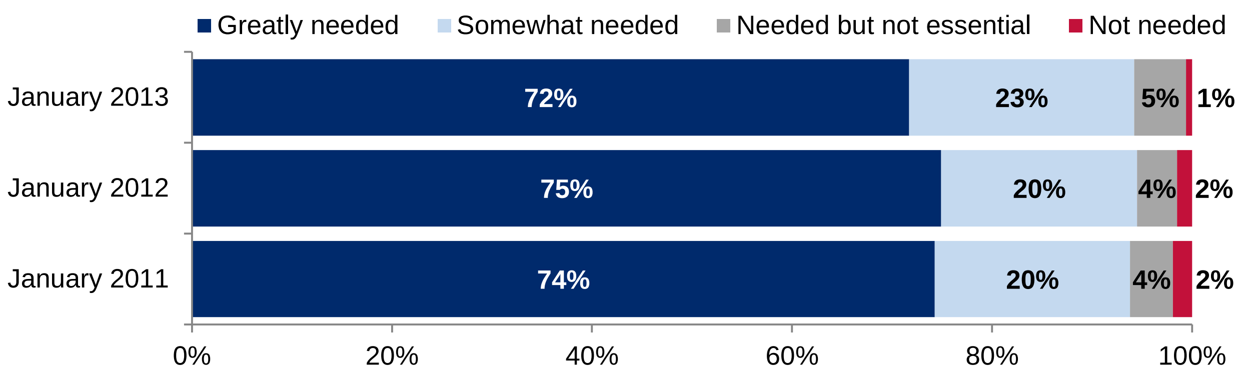


FIGURE 28: LEVEL OF NEED FOR YOUTH FOOTBALL FIELDS IN NEIGHBORHOOD BY YEAR

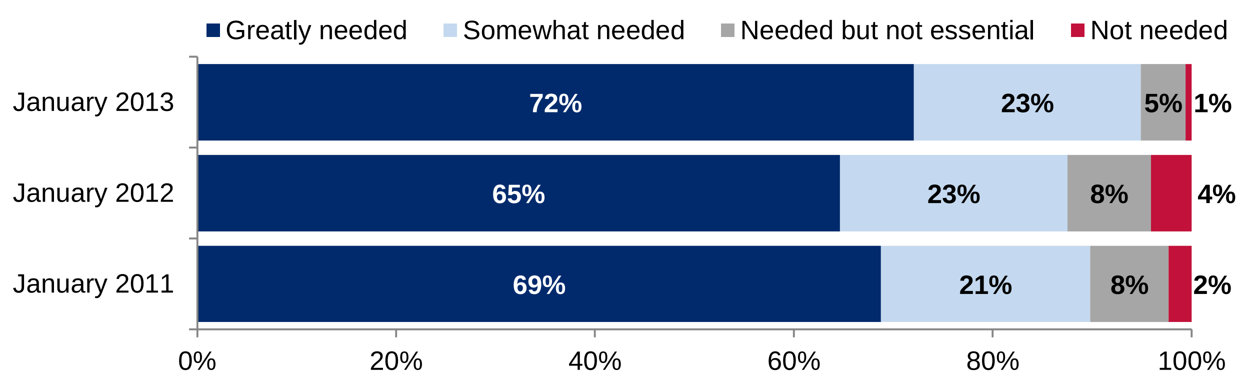


FIGURE 29: LEVEL OF NEED FOR PLAYGROUND EQUIPMENT IN NEIGHBORHOOD BY YEAR

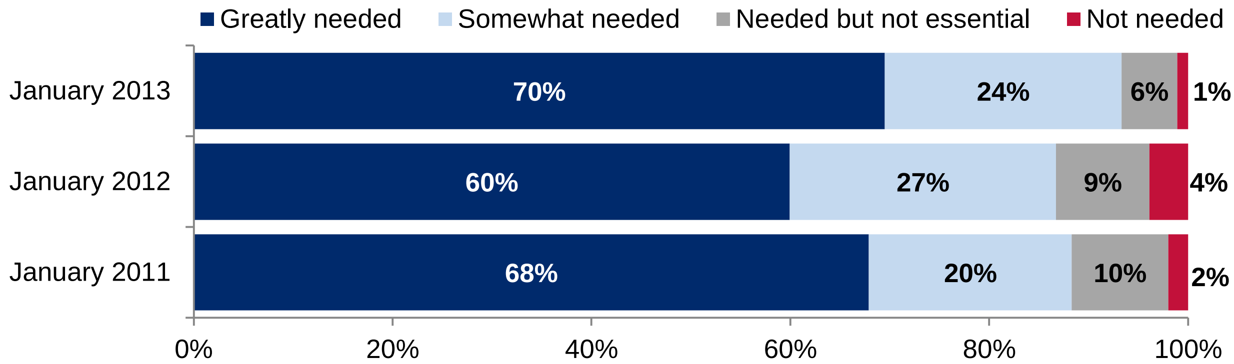
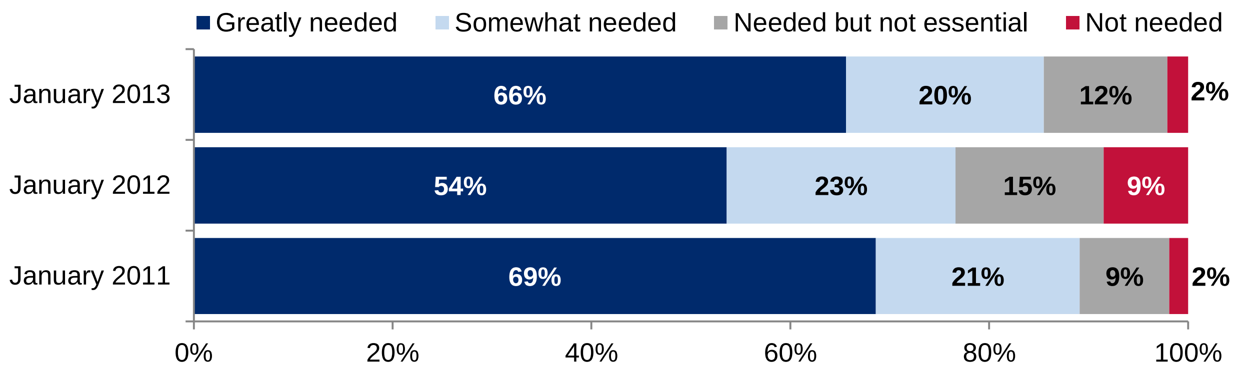


FIGURE 30: LEVEL OF NEED FOR PARK LIGHTING IN NEIGHBORHOOD BY YEAR



The lowest average rating of need across the five parks categories was 77 on a scale of 100, or a rating of "somewhat needed," given by respondents in District 1. Districts 3, 8 and 9 gave an average rating of need of 94, which was highest among all districts.

TABLE 15: AVERAGE LEVEL OF NEED FOR PARKS AMENITIES BY DISTRICT

District	January 2013					Average of 5 parks categories		
	New Parks	Parks Renovation	Playground Equipment	Youth Football Fields	Park Lighting	January 2013	January 2012	January 2011
ALL	83	87	89	88	88	87	83	86
3	92	94	95	95	96	94	91	87
8	95	95	95	95	93	94	76	91
9	96	92	93	94	94	94	90	85
5	93	91	93	93	93	93	76	81
12	94	91	95	93	92	93	87	88
13	91	91	90	89	88	90	76	80
15	91	92	89	89	90	90	89	93
19	90	86	90	93	93	90	78	94
21	88	86	90	90	92	89	87	83
18	87	82	90	89	92	88	71	80
11	74	87	89	89	87	85	89	91
4	71	85	88	87	89	84	84	91
6	72	89	88	87	84	84	84	85
7	75	86	88	87	86	84	83	84
10	72	89	88	85	85	84	86	82
22	85	82	84	83	85	84	78	90
14	78	83	88	82	83	83	74	81
20	84	82	84	86	81	83	85	85
16	70	83	85	87	86	82	86	73
2	79	84	80	79	85	81	91	86
17	70	78	83	84	77	78	80	86
1	81	68	77	76	82	77	91	85

Average rating where 100=greatly needed, 67=somewhat needed, 33=needed but not essential and 0=not needed.

Clearing and construction of sidewalks along with street leveling or gravelling were thought to be the greatest needs among the four street amenities tested; three in four residents saw these as greatly needed. Fewer residents, though still a majority, felt that street lighting and tree or flower planting were greatly needed.

FIGURE 31: LEVEL OF NEED FOR STREET LEVELING OR GRAVELLING IN NEIGHBORHOOD BY YEAR

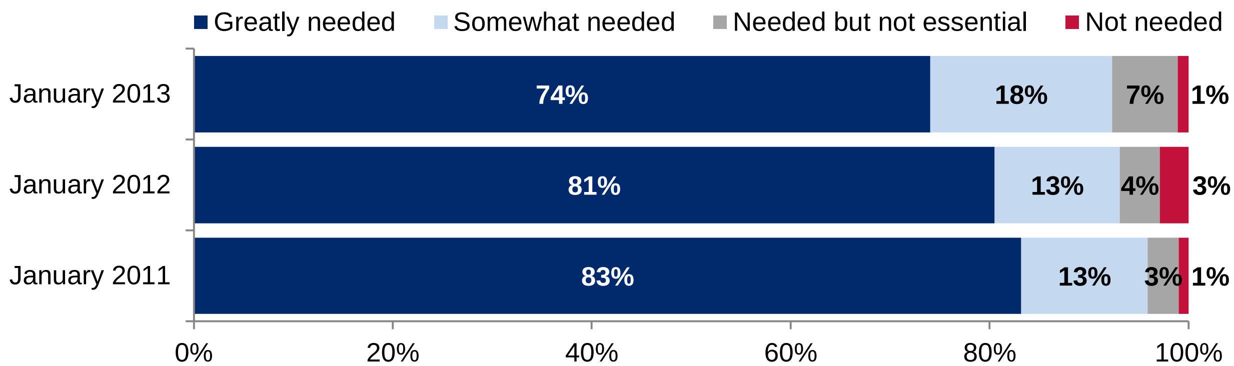


FIGURE 32: LEVEL OF NEED FOR SIDEWALKS BUILT OR CLEARED ALONG MAJOR ROADS IN NEIGHBORHOOD BY YEAR

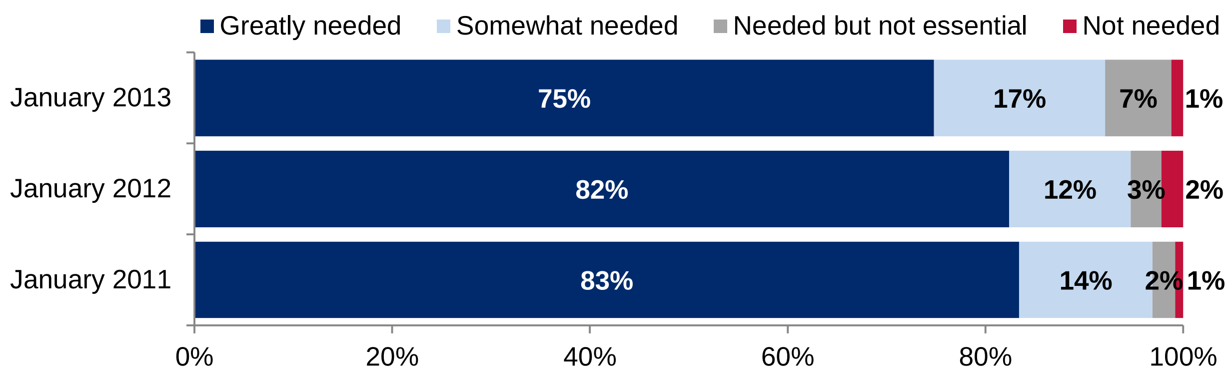


FIGURE 33: LEVEL OF NEED FOR STREET LIGHTS AT INTERSECTIONS IN NEIGHBORHOOD BY YEAR

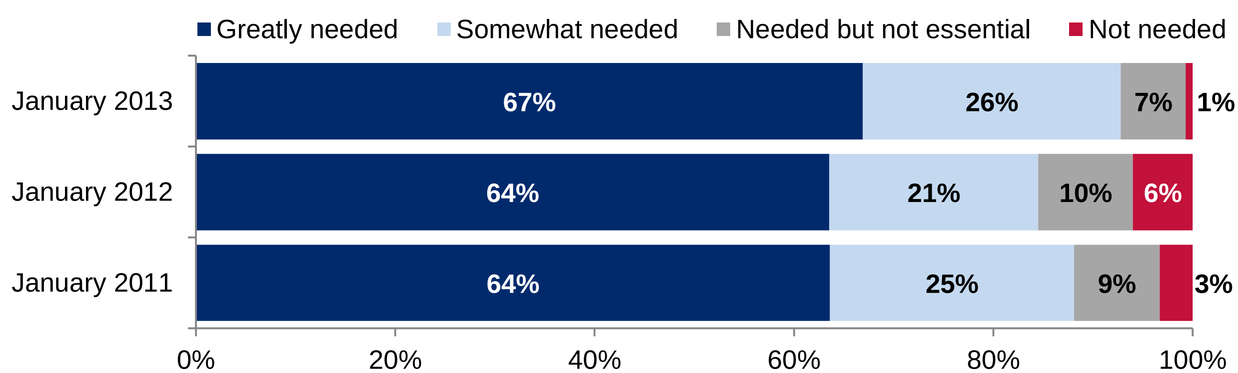
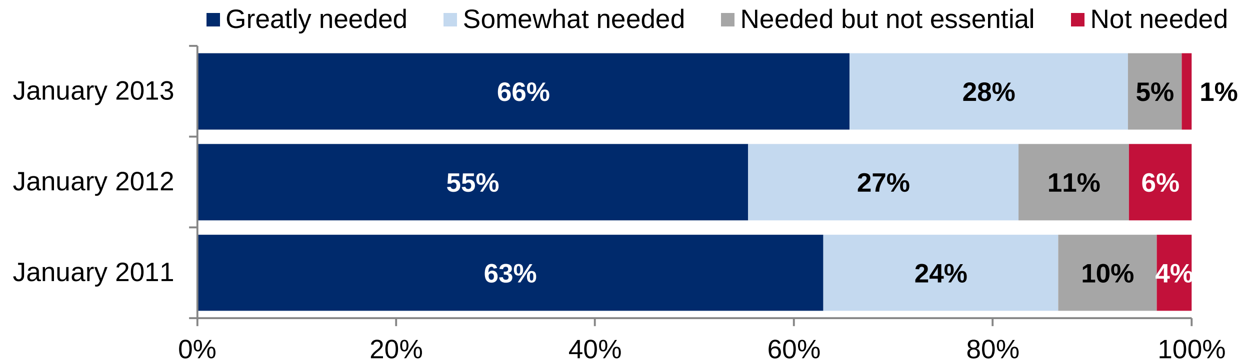


FIGURE 34: LEVEL OF NEED FOR STREET SIDE FLOWERS OR TREES IN NEIGHBORHOOD BY YEAR



Differences of perspectives among districts about street leveling or graveling and sidewalk construction or clearing, by and large, were small. Almost all respondents thought these amenities were in great need. When it came to street lights at intersections and street flowers or trees there was more variation in opinion; residents of Districts 1, 2, 20, and 22 saw the least need.

TABLE 16: AVERAGE LEVEL OF NEED FOR STREET AMENITIES BY DISTRICT

District	January 2013				Average of 4 street categories		
	Street leveling or graveling	Sidewalks built or cleared along major roads	Streetlights at intersections	Street side flowers or trees	January 2013	January 2012	January 2011
ALL	88	89	86	86	87	85	88
8	96	96	95	95	96	74	86
3	93	96	93	90	93	92	84
9	95	94	92	92	93	92	92
12	93	94	91	92	93	88	88
5	93	94	91	91	92	85	84
13	91	92	91	93	92	79	86
15	92	92	87	93	91	87	89
7	91	91	88	85	89	79	87
6	86	87	87	86	87	85	89
19	89	90	84	84	87	86	91
21	89	87	86	84	87	89	79
4	86	86	87	84	86	87	87
10	87	86	86	85	86	91	82
14	83	89	84	78	84	76	78
16	85	87	82	80	84	88	87
18	87	86	80	84	84	75	89
11	80	80	87	84	83	92	94
17	85	86	79	80	82	79	94
20	85	86	78	77	82	87	88
22	84	84	77	79	81	75	91
2	79	78	80	79	79	89	90
1	78	78	73	73	75	91	89

Average rating where 100=greatly needed, 67=somewhat needed, 33=needed but not essential and 0=not needed.

Regular weekly trash collection, ditch cleaning and covering and sewage collection were all identified as a great need by about 80% of all residents of Kabul. Improved trash collection at markets was thought to be a great need by two-thirds of residents.

FIGURE 35: LEVEL OF NEED FOR WEEKLY REGULAR TRASH COLLECTION IN NEIGHBORHOOD BY YEAR

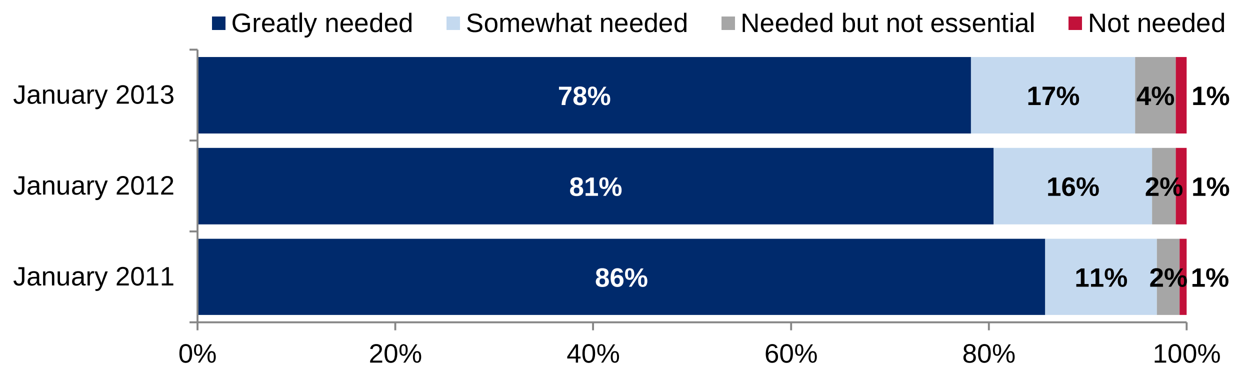


FIGURE 36: LEVEL OF NEED FOR IMPROVED TRASH COLLECTION AT MARKETS IN NEIGHBORHOOD BY YEAR

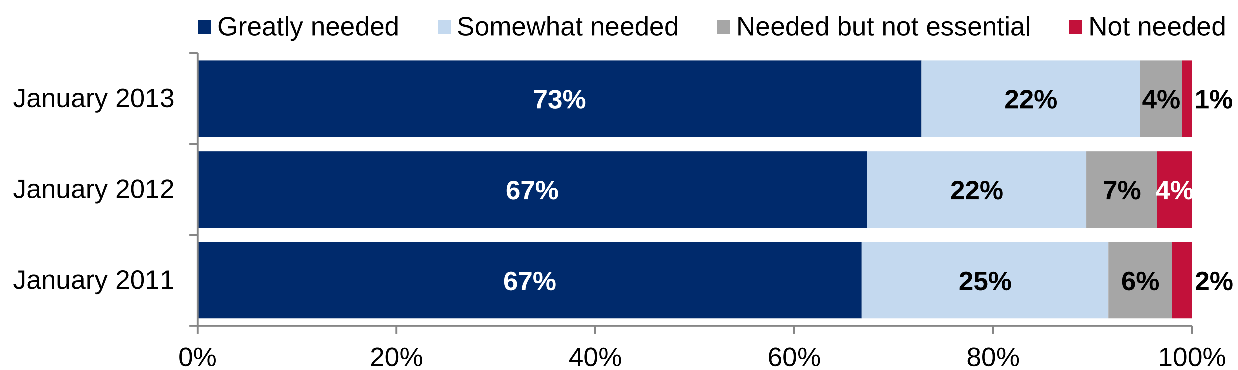


FIGURE 37: LEVEL OF NEED FOR DITCH CLEANING IN NEIGHBORHOOD BY YEAR

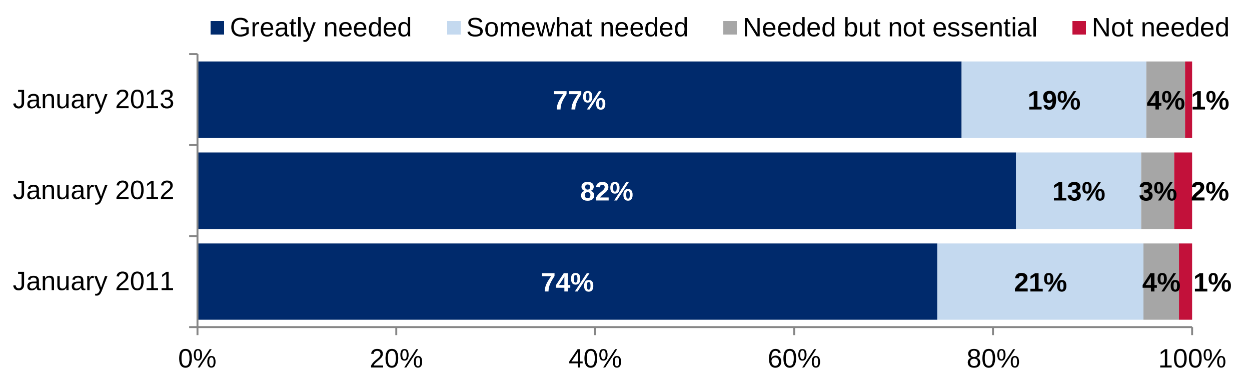


FIGURE 38: LEVEL OF NEED FOR DITCH COVERS OR GRATES IN NEIGHBORHOOD BY YEAR

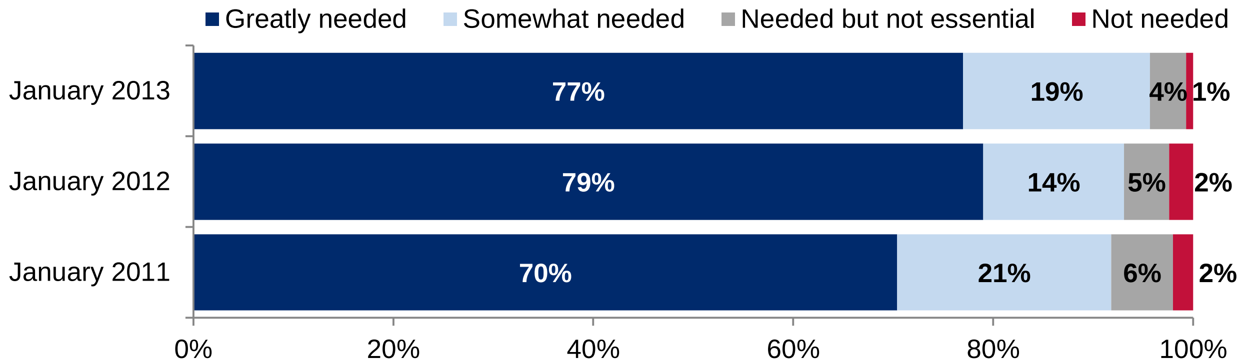
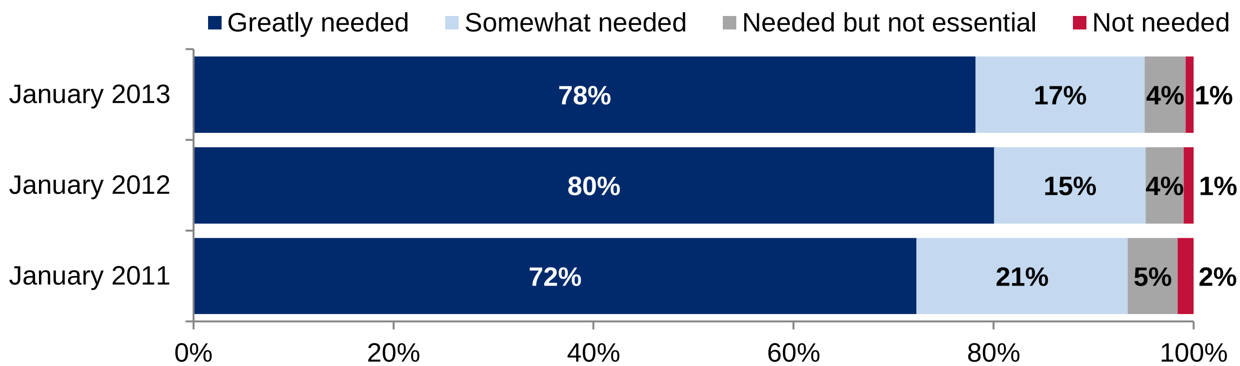


FIGURE 39: LEVEL OF NEED FOR SEWAGE OR NIGHT SOIL COLLECTION IN NEIGHBORHOOD BY YEAR



Ratings of trash and ditch services across the 22 districts varied slightly, but nearly all residents in each district felt there was great need for improvement in all ditch and trash related services.

TABLE 17: AVERAGE LEVEL OF NEED FOR TRASH AND DITCH SERVICES IN NEIGHBORHOOD BY DISTRICT

District	January 2013					Average of 5 ditch/trash services		
	Weekly regular trash collection	Improved trash collection at markets	Ditch cleaning	Ditch covers or grates	Sewage or night soil collection	January 2013	January 2012	January 2011
ALL	91	89	91	91	91	90	90	89
3	95	93	96	97	96	96	95	90
8	97	96	96	96	97	96	89	89
9	96	94	97	97	95	96	94	90
5	96	91	95	97	96	95	88	81
12	96	93	95	95	94	95	90	87
13	92	93	93	92	92	93	89	89
6	92	89	93	92	92	92	89	87
7	92	91	91	91	93	92	89	90
15	91	90	94	92	92	92	91	91
4	92	89	89	91	92	91	91	86
10	90	91	91	92	91	91	93	86
11	86	91	89	89	90	89	94	93
21	89	85	87	88	88	88	92	86
14	88	88	86	86	85	87	87	87
16	89	84	86	87	90	87	92	92
19	90	85	87	87	88	87	77	91
18	87	84	86	85	87	86	88	85
20	85	83	85	86	86	85	83	89
22	87	85	86	86	84	85	90	89
17	83	83	86	85	83	84	91	94
1	83	78	84	79	82	81	93	90
2	83	79	81	83	81	81	93	91

Average rating where 100=greatly needed, 67=somewhat needed, 33=needed but not essential and 0=not needed.

KABUL CITY SERVICES

Residents were asked about their use and opinion of various city services to help determine the areas of greatest need. Survey questions explored aspects of trash and human waste disposal, drainage, roads, sidewalks and parks services.

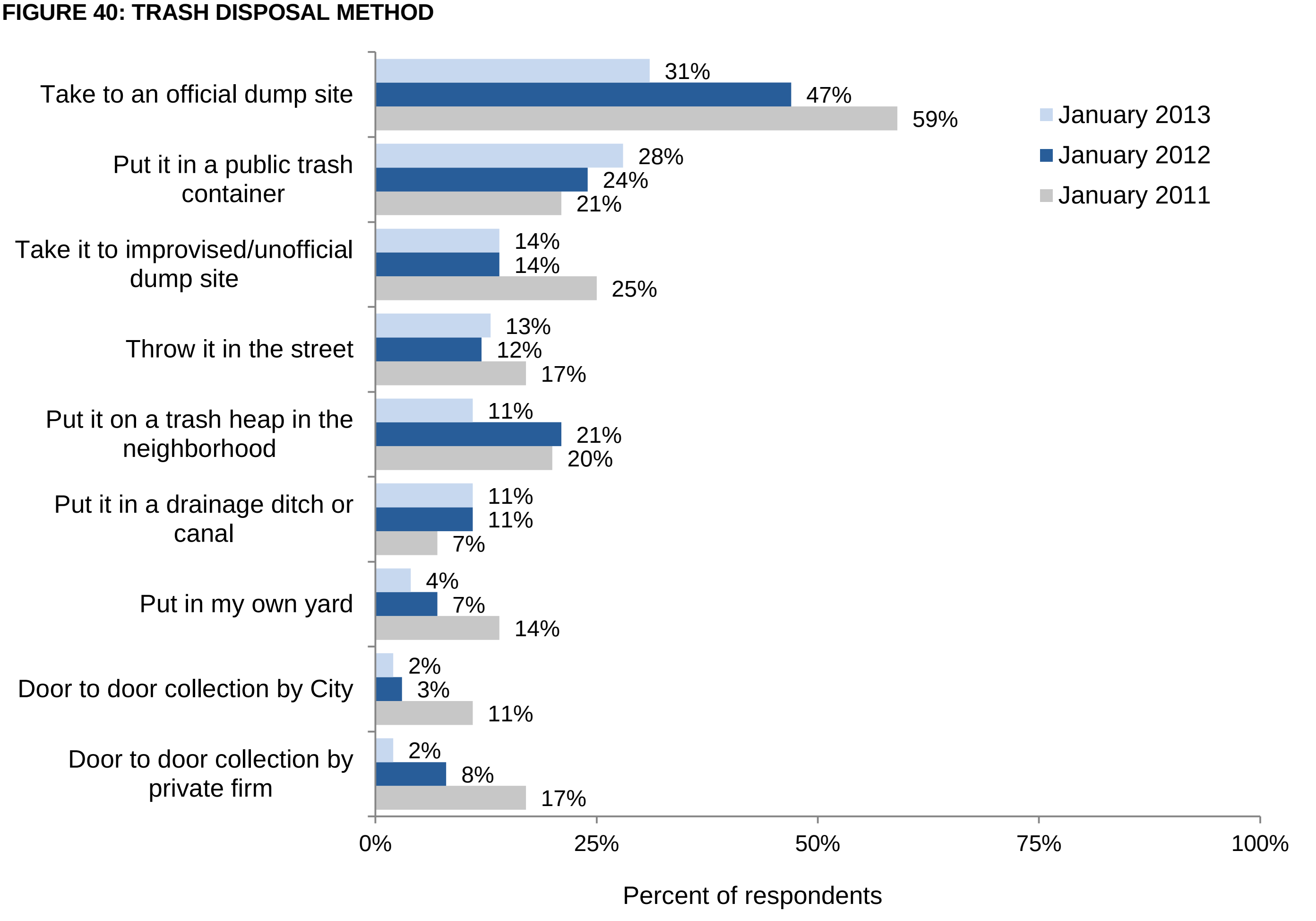
Trash

Survey respondents were asked about the methods they used to dispose of trash. Because they could indicate more than one method that they used, percentages add to more than 100%. Overall percentages may vary by year if residents used more or fewer methods.

Figure 40 shows that the decline in the use of official dump sites to dispose of trash continued in the January 2013 survey, although this remained the most popular disposal method. Use of neighborhood trash heaps, private yards and door to door collection by private firms also declined in January 2013 relative to the January 2012 survey. During the same time period, public trash container use increased and this was the second most common method of trash disposal among city residents.

In addition to official dump sites, a meaningful minority of residents relied on unofficial dump sites for trash disposal as well as neighborhood trash heaps, others simply discarded trash somewhere on the street.

FIGURE 40: TRASH DISPOSAL METHOD



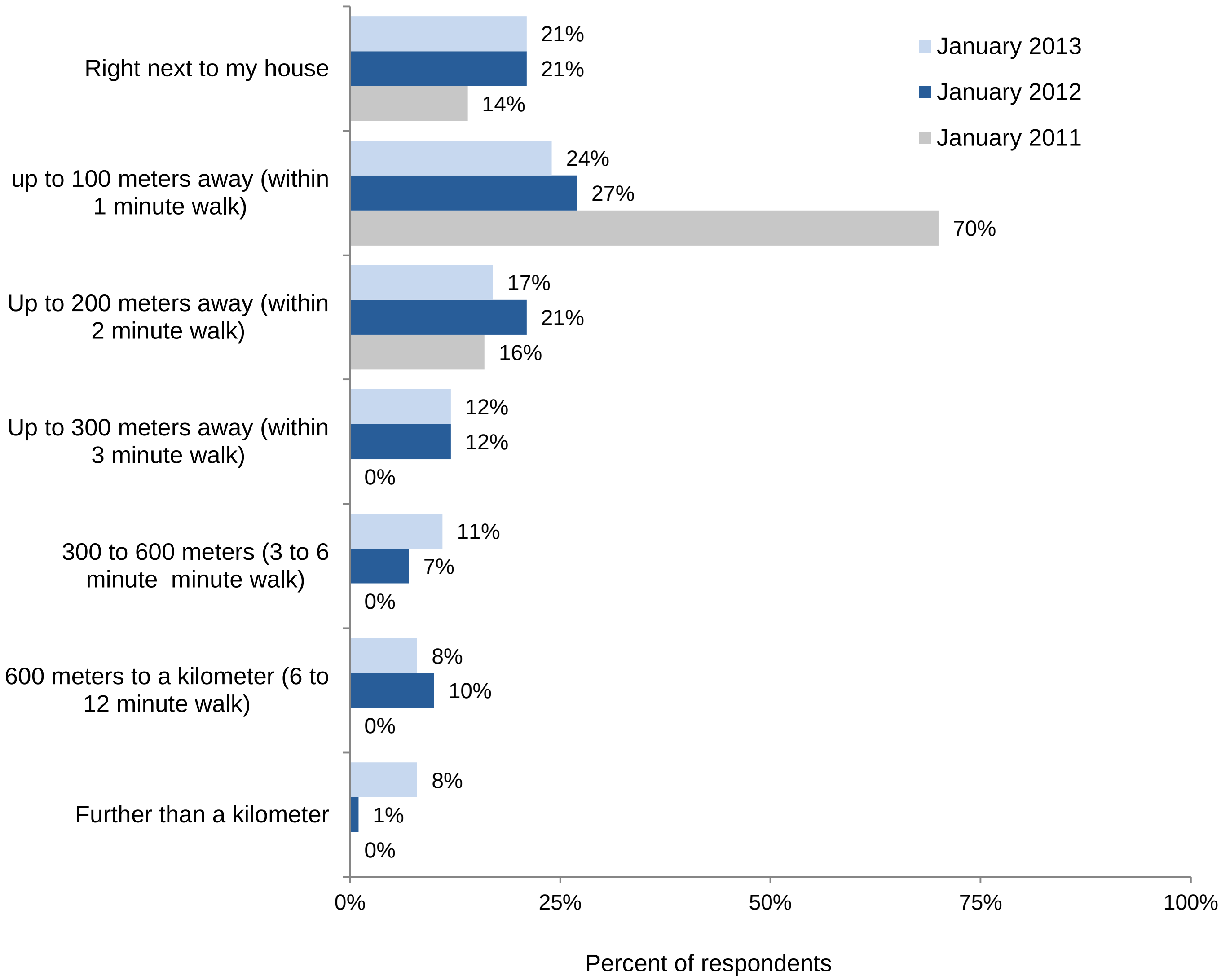
Overall, more than half of residents used official dump sites and public trash containers (52%), while nearly as many used unofficial disposal methods (neighborhood trash heaps, ditches, etc.; 46%). Of the official methods, residents were least likely to use door to door collection (4%). Respondents from Districts 14, 18, 20, 21 and 22 were least likely to use official methods such as public containers, door to door service or official dumpsites.

TABLE 18: TRASH DISPOSAL METHOD BY DISTRICT

District	Door to door collection by private firm or City			Put in drainage ditch or canal, street, own yard, trash heap in neighborhood or unofficial dump site			Put in public trash container or official dump site		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	4%	9%	19%	46%	50%	52%	52%	57%	65%
22	3%	7%	77%	71%	80%	80%	33%	16%	23%
21	1%	0%	51%	67%	72%	98%	31%	39%	12%
20	1%	0%	17%	59%	70%	47%	35%	31%	65%
19	1%	0%	36%	59%	87%	75%	38%	22%	30%
18	0%	2%	0%	75%	89%	68%	25%	11%	34%
17	5%	15%	6%	55%	52%	54%	44%	31%	65%
16	1%	1%	3%	45%	66%	88%	60%	46%	40%
15	0%	3%	45%	16%	47%	65%	84%	68%	47%
14	3%	6%	2%	61%	74%	81%	34%	38%	41%
13	19%	4%	13%	28%	90%	57%	53%	21%	68%
12	0%	0%	21%	63%	65%	30%	37%	51%	83%
11	2%	9%	13%	38%	15%	34%	64%	83%	86%
10	15%	13%	1%	42%	41%	40%	47%	63%	80%
9	0%	13%	31%	51%	28%	48%	50%	86%	78%
8	1%	32%	0%	47%	49%	38%	54%	42%	71%
7	2%	4%	17%	45%	53%	59%	46%	71%	70%
6	2%	16%	11%	61%	16%	39%	47%	82%	84%
5	3%	18%	17%	30%	41%	37%	68%	59%	80%
4	1%	8%	3%	36%	33%	15%	70%	92%	93%
3	9%	13%	10%	20%	18%	37%	71%	83%	85%
2	17%	17%	13%	33%	26%	34%	64%	78%	89%
1	8%	6%	16%	34%	42%	49%	64%	86%	83%

Convenience is one the best predictors of how trash will be discarded when official sites or door to door collection is not available, however close proximity to trash cans pose a health risk, therefore residents were asked to indicate how far they walked to throw out their trash. In January 2013, about half of residents indicated that they walked further than one minute or 100 meters away to dispose of their trash.

FIGURE 41: DISTANCE FOR TRASH DISPOSAL, IF NOT COLLECTED AT DOOR



Residents in Districts 18 and 19, among the districts that were least likely to use official disposal methods, were most likely to throw trash out right next to their homes. Residents who used unofficial methods were more likely report that these were as close as next to their house, whereas those who used a public container or official site were more likely to go farther than 100 meters to access that container or site.

TABLE 19: DISTANCE FOR TRASH DISPOSAL BY DISTRICT, IF NOT COLLECTED AT DOOR (JANUARY 2013)

District	Right next to my house	Up to 100 meters away (within 1 minute walk)	Up to 200 meters away (within 2 minute walk)	Up to 300 meters away (within 3 minute walk)	300 to 600 meters (3 to 6 minute walk)	600 meters to a kilometer (6 to 12 minute walk)	Further than a kilometer
ALL	19%	41%	18%	8%	6%	6%	3%
18	57%	19%	10%	5%	4%	4%	0%
19	42%	40%	9%	4%	3%	1%	1%
20	28%	40%	17%	4%	7%	2%	2%
12	24%	36%	18%	9%	6%	7%	1%
13	24%	40%	17%	7%	5%	4%	3%
1	23%	41%	14%	9%	6%	7%	0%
17	21%	39%	22%	5%	5%	5%	3%
21	21%	49%	14%	4%	5%	4%	2%
14	20%	48%	16%	6%	6%	3%	3%
8	18%	45%	21%	7%	4%	4%	1%
11	17%	40%	17%	11%	7%	6%	3%
22	17%	50%	16%	5%	4%	7%	1%
5	16%	36%	19%	11%	9%	4%	5%
3	15%	47%	19%	9%	4%	3%	2%
7	14%	31%	20%	10%	9%	11%	5%
10	14%	43%	19%	5%	6%	8%	7%
4	13%	43%	19%	9%	5%	8%	3%
9	13%	43%	24%	7%	4%	5%	3%
6	12%	38%	18%	13%	5%	7%	6%
15	11%	44%	16%	12%	8%	9%	1%
16	10%	44%	23%	7%	7%	6%	4%
2	5%	46%	21%	10%	11%	2%	4%

If not collected at door

TABLE 20: DISTANCE FOR TRASH DISPOSAL BY METHOD (JANUARY 2013)

	Right next to my house	Up to 100 meters away (within 1 minute walk)	Further
Put in drainage ditch or canal, street, own yard, trash heap in neighborhood or unofficial dump site	27%	21%	52%
Put in public trash container or official dump site	14%	27%	59%

In January 2013, about a third of residents said they were at least somewhat satisfied with the methods of trash disposal they were using (down from 45% of residents in January 2012). This decrease in satisfaction could be seen in most districts (see Figure 43).

Residents in Districts 8, 9, 18 and 21 were least satisfied with their method of disposal. Districts 18 and 21 were also among those most likely to discard their trash in a drainage ditch or canal, street, own yard, a trash heap in the neighborhood or an unofficial dump site.

FIGURE 42: SATISFACTION WITH TRASH DISPOSAL METHOD

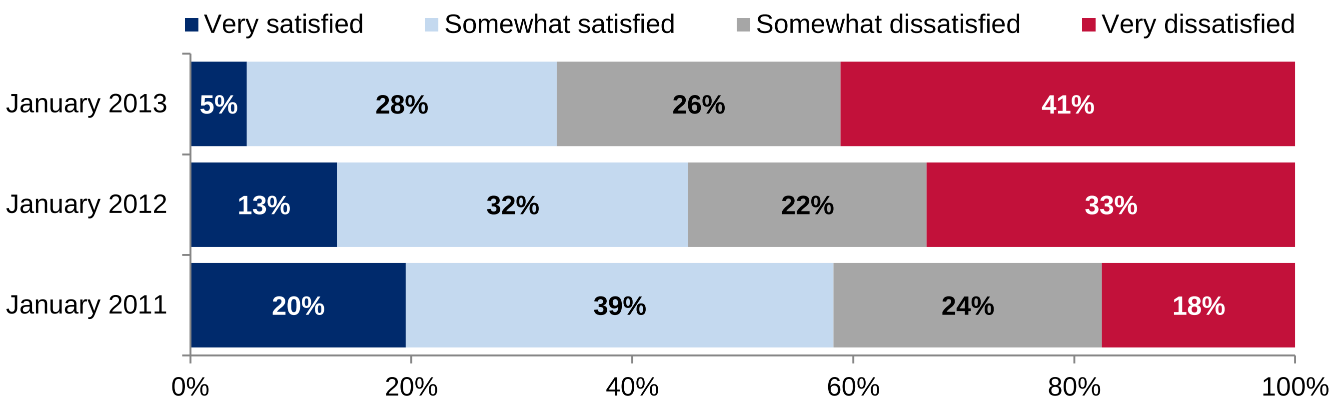
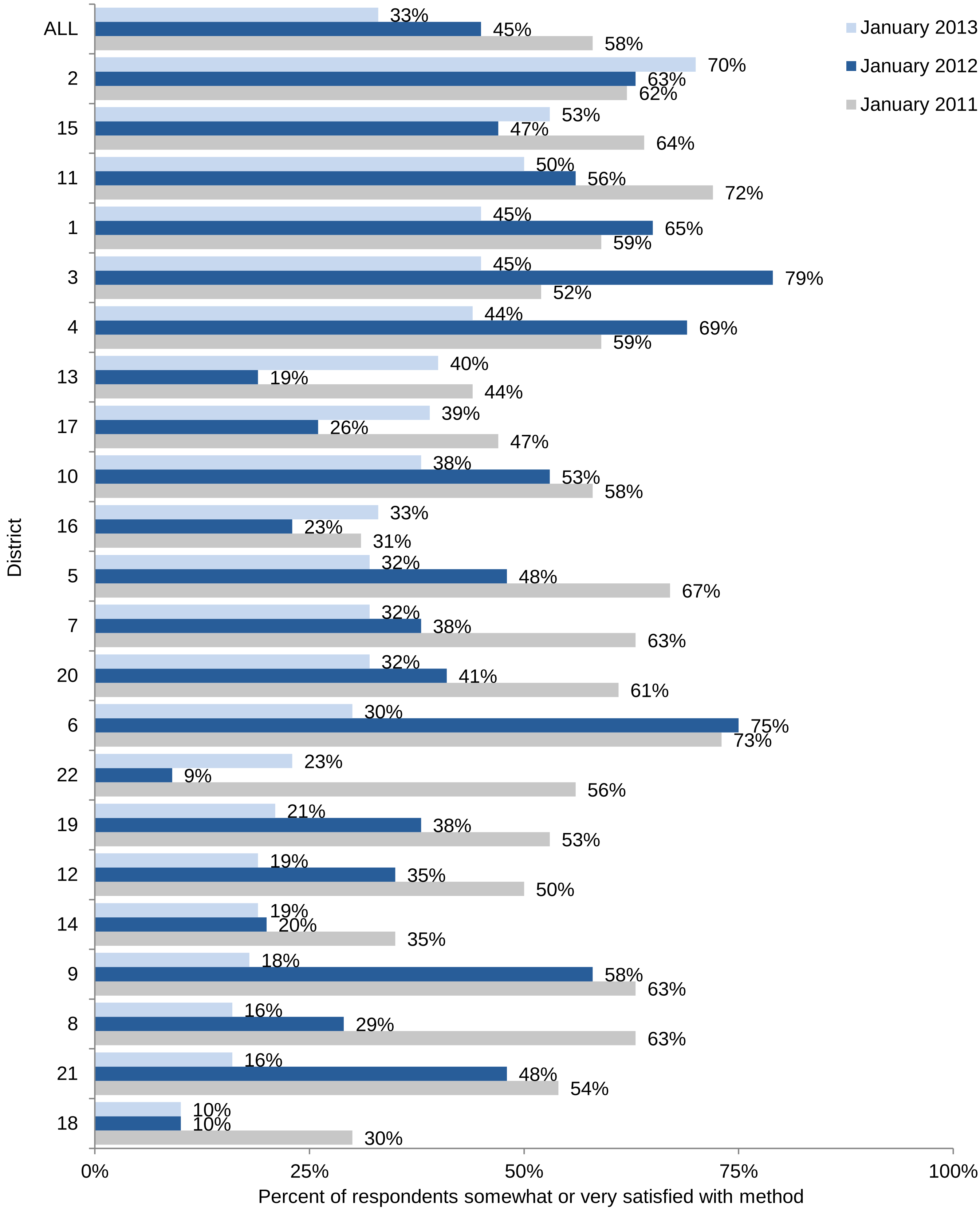


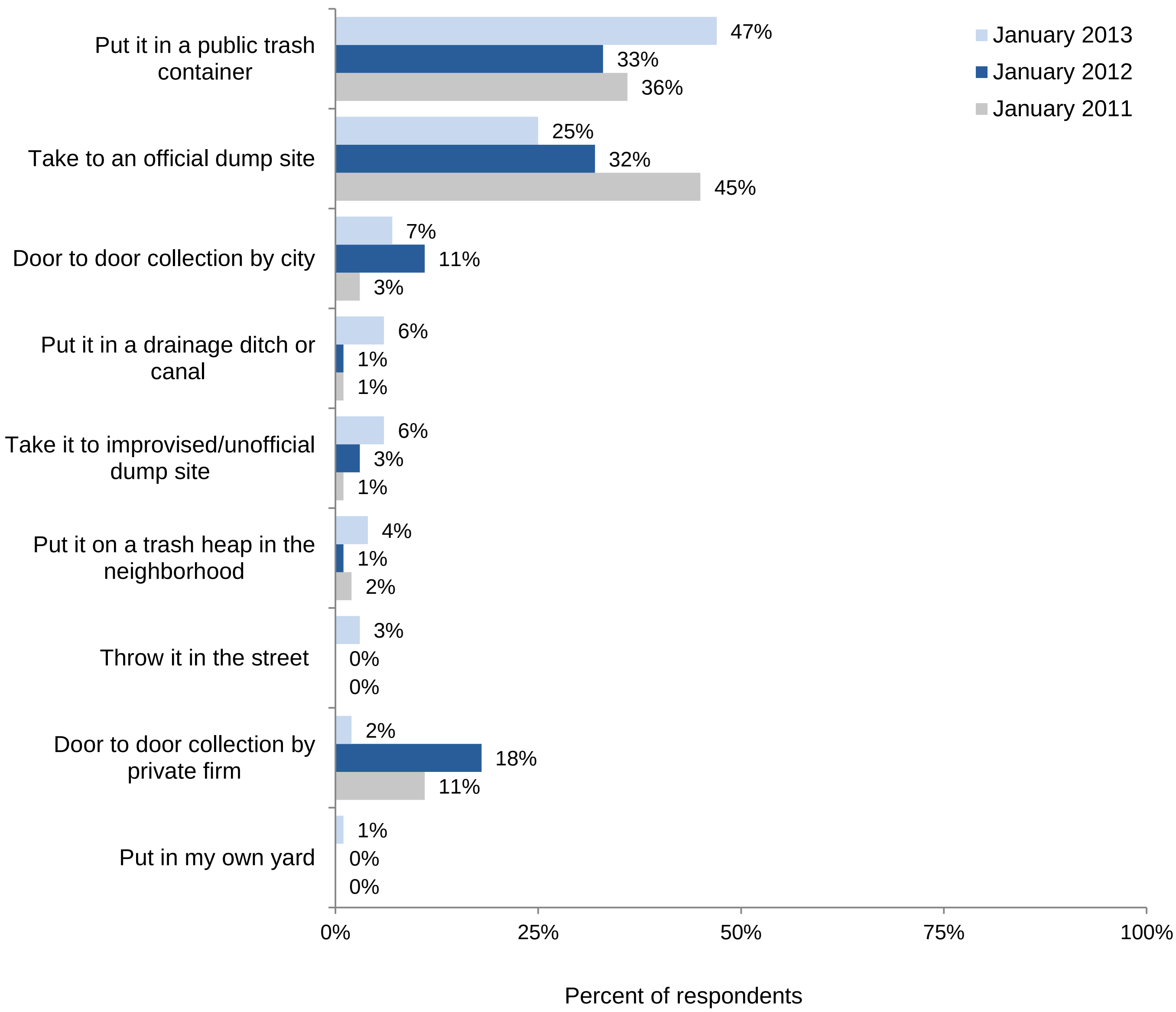
FIGURE 43: SATISFACTION WITH TRASH DISPOSAL METHOD BY DISTRICT



Given a single option about how they would prefer to dispose of their trash, most residents chose putting trash in a public trash container or taking their trash to an official dump site. Although these were preferred methods, as reported earlier (Figure 40) residents travelled farther to use these methods and in January 2013 only 52% used these methods (down from 57% in January 2012 and 65% in January 2011) (Table 18). Around half of Kabul residents disposed of their trash via methods preferred by almost no one – neighborhood trash heaps, ditches or canals or unofficial dump sites.

Resident preferences were low for door to door trash collection (9% by city or private firm), and had decreased from 29% in January 2012 and from the 14% in the baseline year. The preference for public trash containers increased in the January 2013 survey, while the preference for official dump sites decreased. Preferences for using ditches, unofficial sites, trash heaps and putting trash in the street also increased, but remained quite low.

FIGURE 44: PREFERRED TRASH DISPOSAL METHOD



Enthusiasm for door to door collection (expressed as the proportion of residents with this preference, whether offered by the municipality or a private firm) declined between the January and January 2013 surveys, but the willingness of residents to pay for such services increased from the January 2011 survey and was similar to the January 2012 survey.

Among the five districts that were least willing to pay (18, 19, 20, 21 and 22), all had respondents with lower than average household incomes. The predominant reason given for being unwilling to pay for the service was that it would be unaffordable (see Table 22).

FIGURE 45: WILLINGNESS TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION

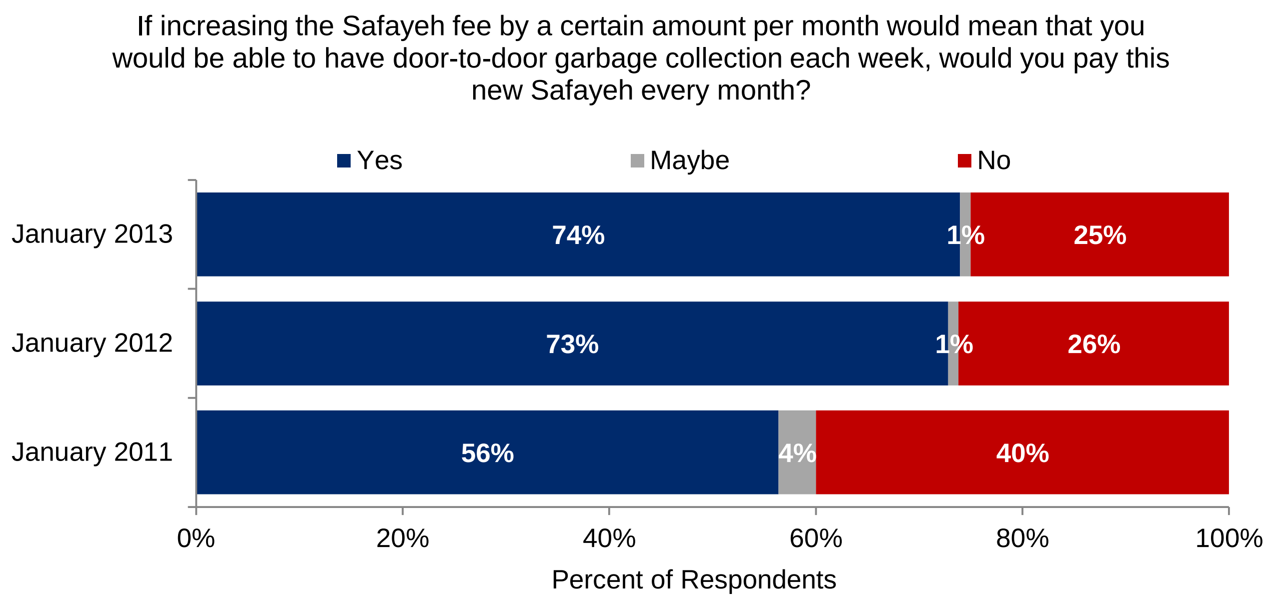
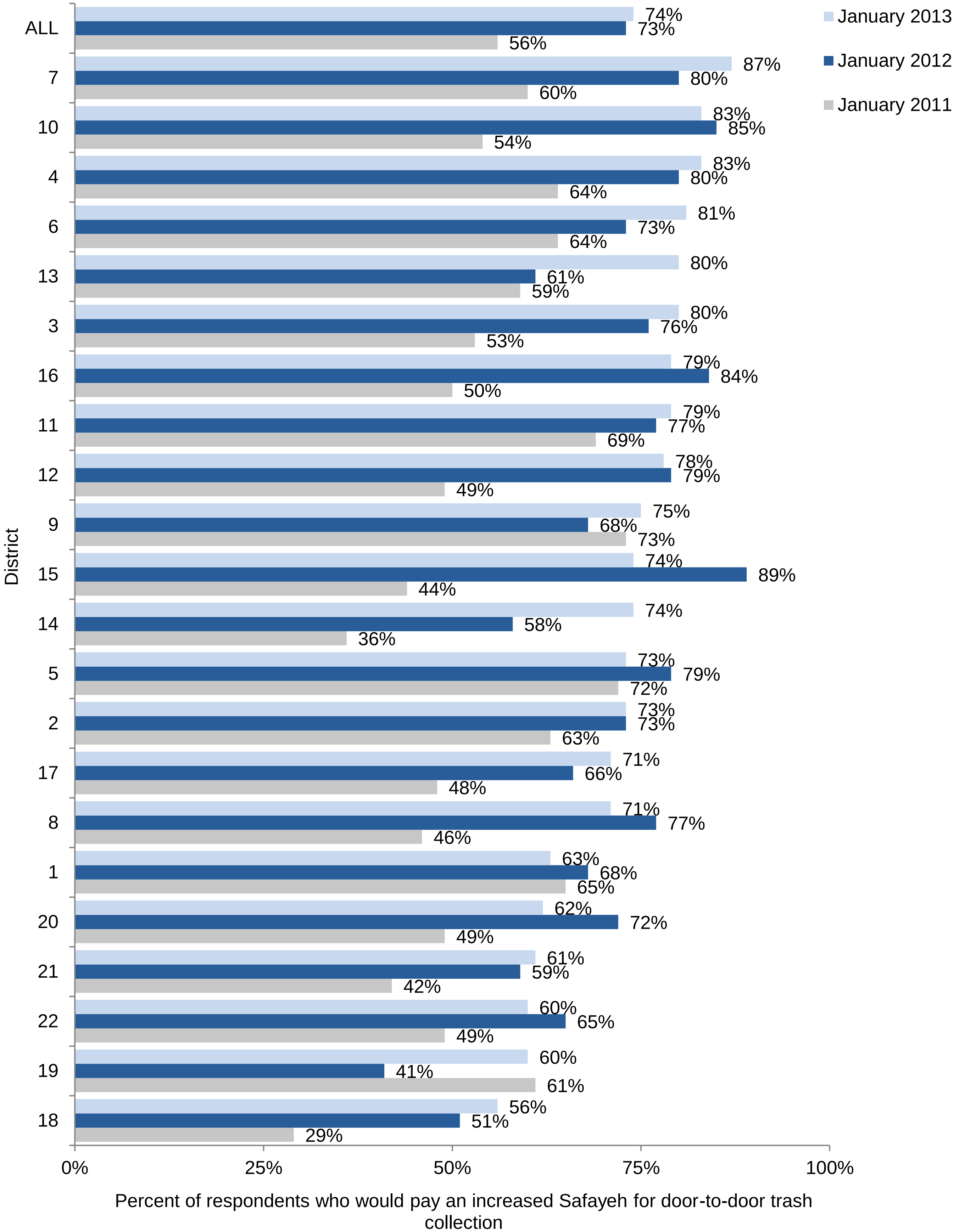


FIGURE 46: WILLINGNESS TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION BY DISTRICT



The 75% (see Figure 45) of respondents who were willing, or possibly willing, to pay something for door to door service, were asked how much they would pay. Across all districts, the average maximum amount they were willing to pay was about 130 AFN/month (among those who were willing). There was modest variation between districts. The average ranged from a low of 89 AFN in District 4 to a high of 251 AFN in District 15. The average amount that residents would be willing to pay would be meaningfully less in each district if those who were not willing to pay for the service were included. If a charge were to be levied for door to door service, most residents preferred it be in a separate fee rather than part of the Safay'i (see Figure 48).

FIGURE 47: MAXIMUM WILLINGNESS TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION

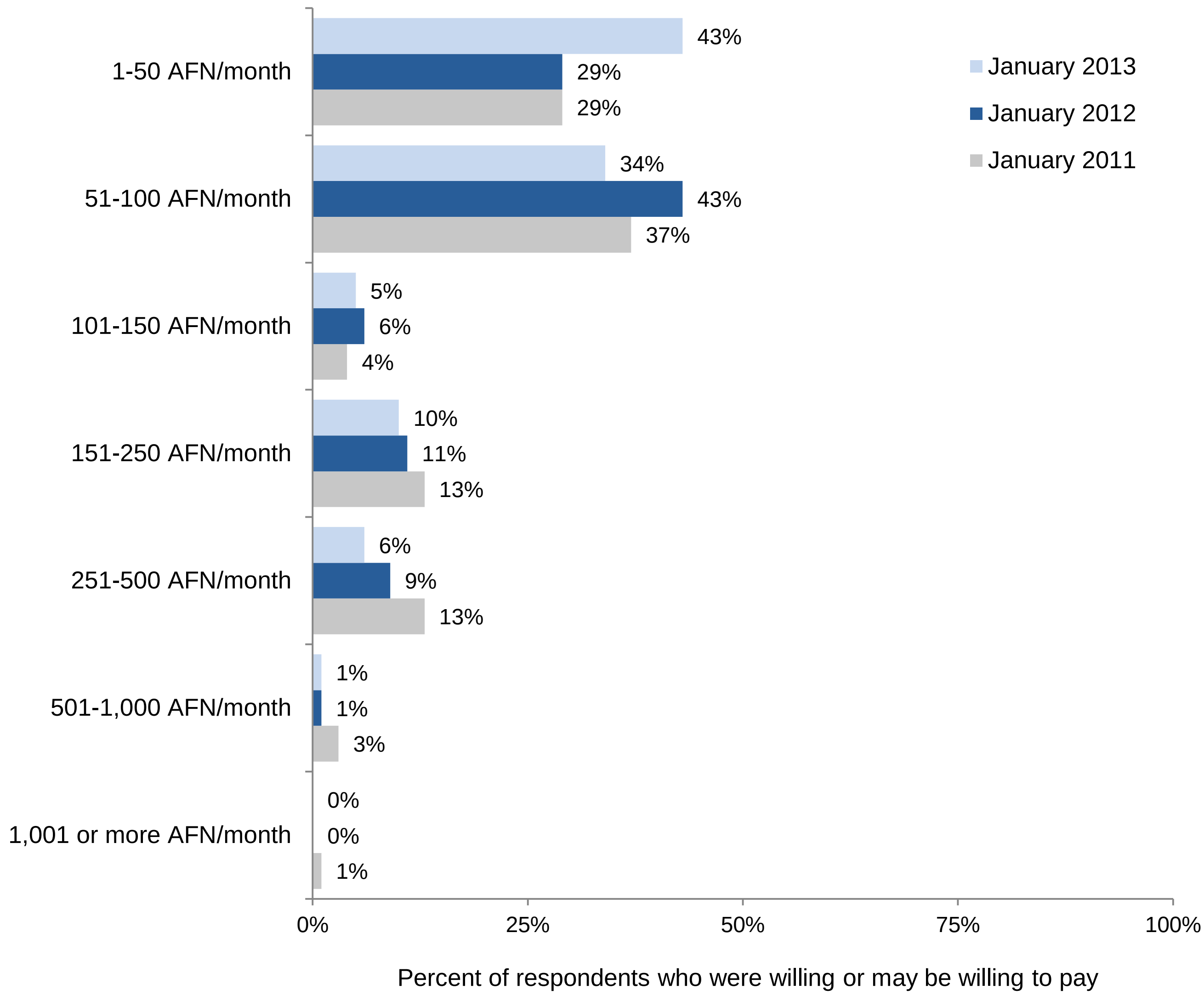


TABLE 21: MAXIMUM WILLINGNESS TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION BY DISTRICT (AVERAGE AFN/MONTH)

District	January 2013	January 2012	January 2011
ALL	129	134	182
15	251	110	142
22	250	101	151
2	224	177	216
1	180	260	122
11	157	138	129
16	140	83	70
21	140	141	115
12	134	107	145
14	128	124	141
13	123	72	119
18	118	118	217
10	115	138	209
20	112	175	146
9	109	148	339
17	107	83	235
5	101	196	369
3	99	161	194
6	96	153	158
7	94	122	140
8	92	94	152
19	90	87	134
4	89	153	154

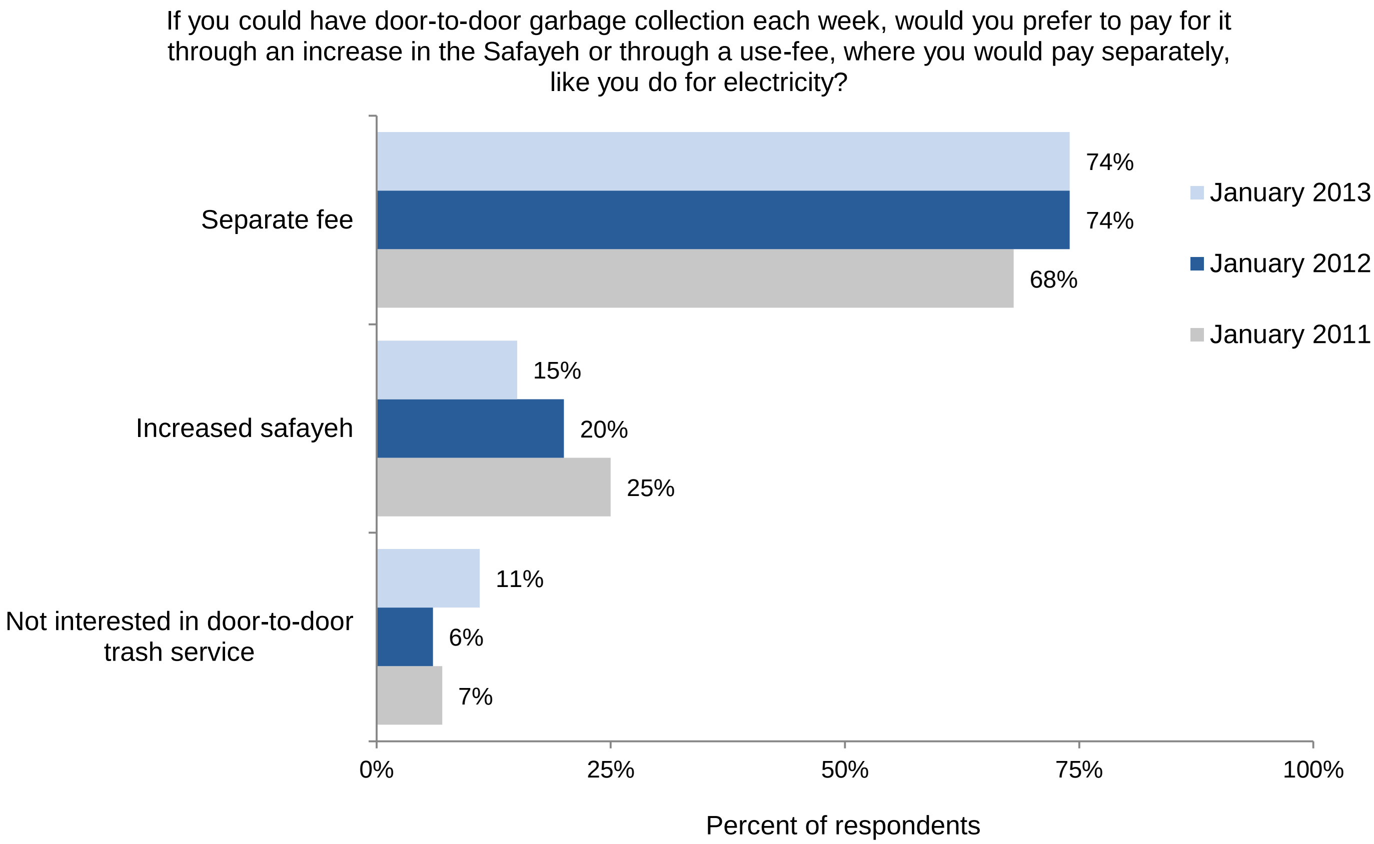
If respondent said "yes" (for all districts: 73% in 2012 and 56% in 2011) or "maybe" (1% in 2012 and 4% in 2011) to paying an increased Safay'i for door to door trash collection.

TABLE 22: REASON NOT WILLING TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION BY DISTRICT (JANUARY 2013)

District	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need door-to-door trash service
ALL	82%	11%	1%	3%	3%
1	86%	8%	0%	3%	3%
2	88%	0%	0%	12%	0%
3	70%	25%	0%	0%	5%
4	93%	7%	0%	0%	0%
5	63%	30%	4%	0%	4%
6	100%	0%	0%	0%	0%
7	91%	0%	0%	0%	9%
8	76%	10%	3%	7%	3%
9	88%	12%	0%	0%	0%
10	87%	7%	0%	7%	0%
11	53%	16%	5%	11%	16%
12	90%	5%	0%	5%	0%
13	80%	10%	5%	0%	5%
14	92%	4%	0%	0%	4%
15	81%	8%	0%	0%	12%
16	95%	5%	0%	0%	0%
17	74%	19%	7%	0%	0%
18	89%	9%	2%	0%	0%
19	85%	8%	0%	8%	0%
20	84%	16%	0%	0%	0%
21	89%	9%	0%	3%	0%
22	75%	18%	3%	5%	0%

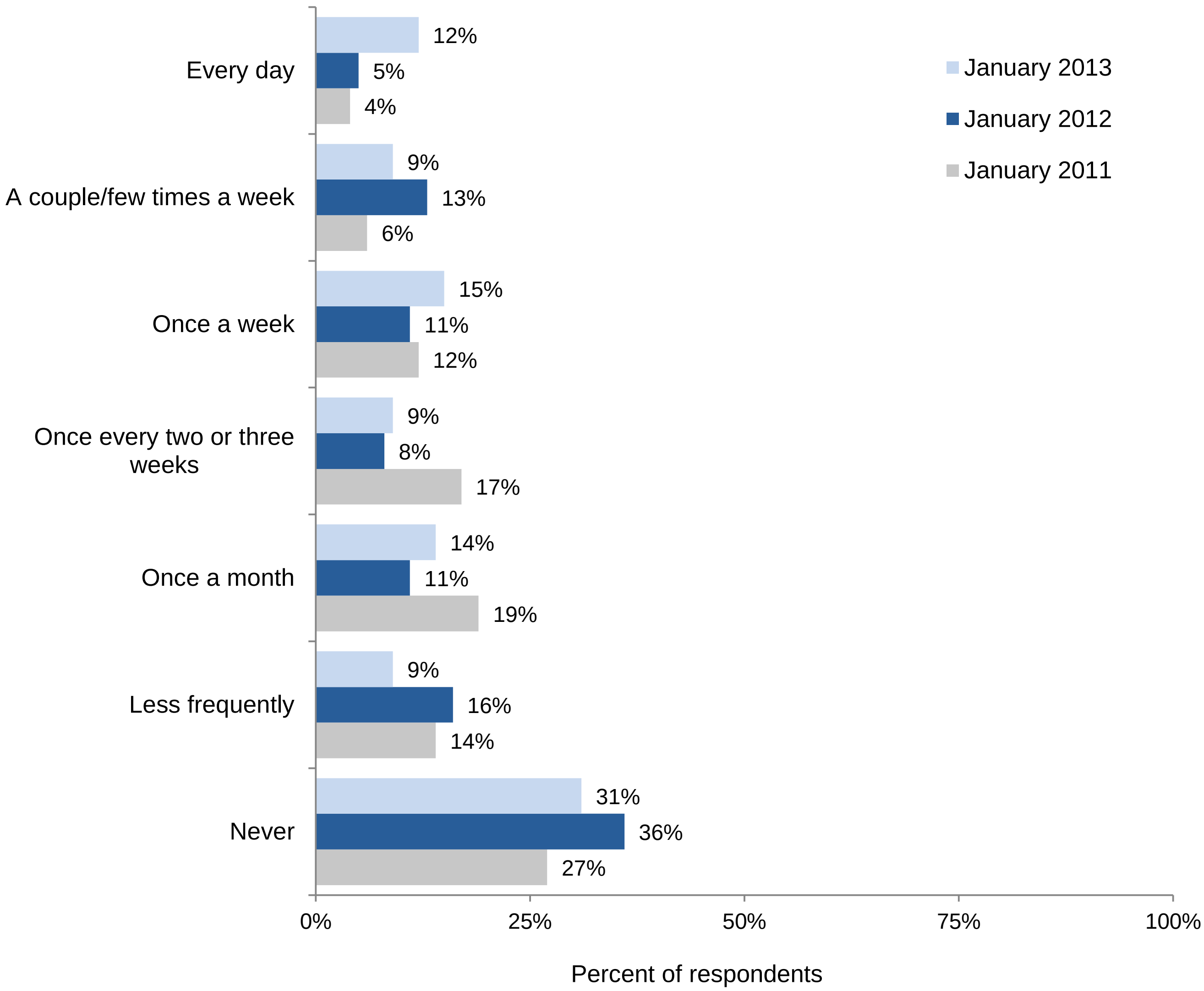
If respondent said "no" to paying an increased Safay'i for door-to-door trash collection, total may exceed 100% as respondent could choose more than one reason.

FIGURE 48: PREFERRED PAYMENT METHOD FOR DOOR-TO-DOOR TRASH COLLECTION



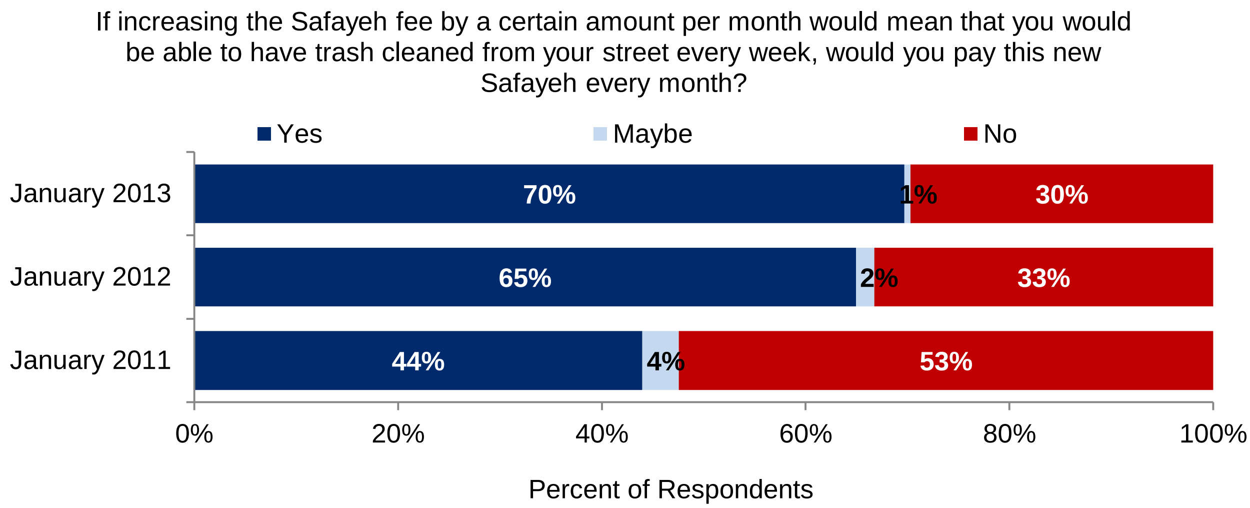
For about half of Kabul residents, neighborhood trash was collected by the city once a month or less (see Figure 49).

FIGURE 49: FREQUENCY OF CITY TRASH COLLECTION IN YOUR NEIGHBORHOOD



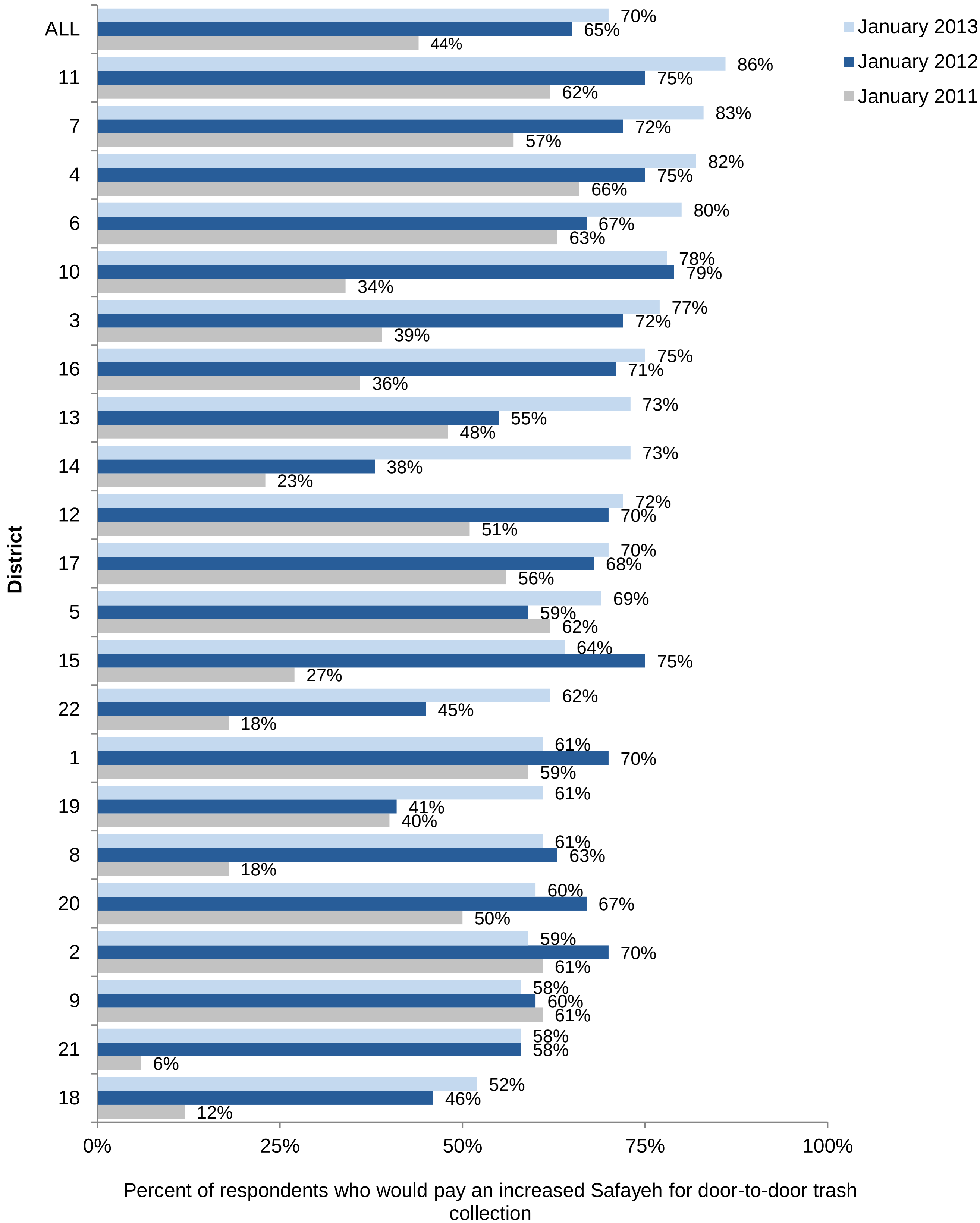
Most residents in January 2013 (70%) said they were willing to pay to get weekly trash cleaning by the city through an increased monthly Safay'i than had in previous years.

FIGURE 50: WILLINGNESS TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK



The districts in which residents were most amenable to some added payment were 4, 6, 7 and 11. Least amenable were Districts 2, 9, 18, 21 and 20.

FIGURE 51: WILLINGNESS TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK BY DISTRICT



One-third of respondents were not willing to pay to have trash cleaned from their streets. Figure 52 shows that of the two-thirds who were willing to pay something, most were willing to pay 100 AFN per month or less to have trash cleaned from their streets.

These amounts varied by district and, on average, ranged between 77 and 301 AFN per month (see Table 23). These averages did not include those who were not willing to pay for this service. The most common reason residents were unwilling to pay for the service was not being able to afford the increased fee.

FIGURE 52: MAXIMUM WILLINGNESS TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK

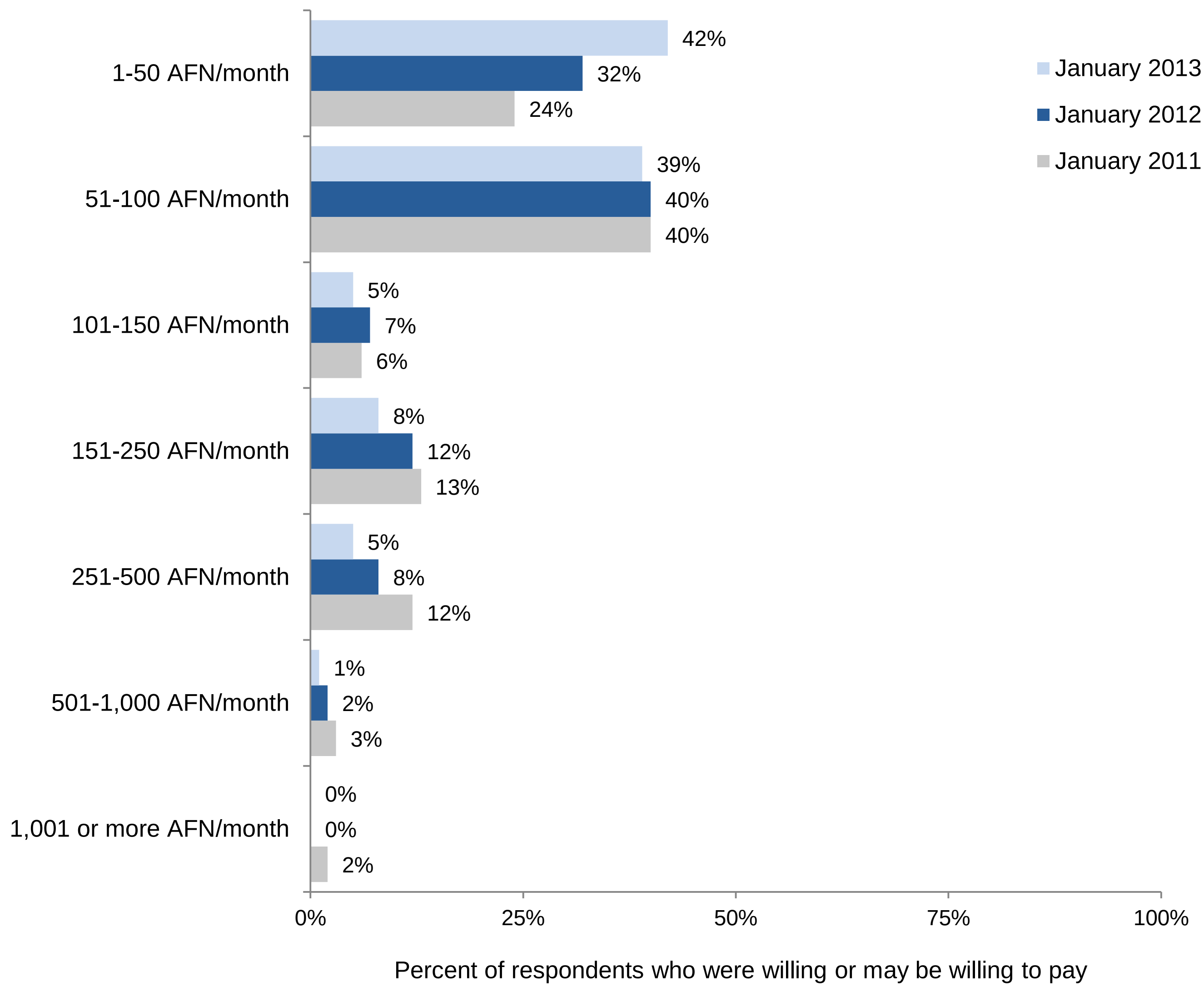


TABLE 23: MAXIMUM WILLINGNESS TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	116	136	192
22	301	110	203
2	253	142	178
1	154	305	123
11	140	119	152
12	140	242	170
17	131	69	230
20	123	180	143
13	118	78	117
16	114	80	105
5	110	211	313
15	110	119	111
18	110	86	169
19	108	98	156
3	106	172	175
9	106	115	423
10	105	127	188
21	103	141	120
14	99	103	91
8	92	78	121
4	86	137	161
6	80	184	196
7	77	139	157

If respondent said "yes" (for all districts: 65% in 2012 and 44% in 2011) or "maybe" (2% in 2012 and 4% in 2011) to paying an increased Safay'i to have trash cleaned from their street every week.

TABLE 24: REASON NOT WILLING TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK BY DISTRICT (JANUARY 2013)

	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need to have trash cleaned from your street
ALL	80%	13%	2%	4%	2%
1	88%	7%	2%	2%	0%
2	68%	15%	5%	12%	0%
3	78%	4%	4%	13%	0%
4	69%	0%	13%	19%	0%
5	71%	26%	3%	0%	0%
6	100%	0%	0%	0%	0%
7	82%	12%	0%	0%	6%
8	79%	13%	0%	5%	3%
9	84%	14%	0%	2%	0%
10	95%	0%	0%	5%	0%
11	62%	23%	0%	8%	8%
12	89%	7%	0%	4%	0%
13	78%	15%	0%	4%	4%
14	92%	4%	0%	0%	4%
15	65%	19%	5%	3%	8%
16	96%	4%	0%	0%	0%
17	73%	17%	10%	0%	0%
18	85%	10%	0%	4%	0%
19	87%	10%	0%	3%	0%
20	88%	10%	3%	0%	0%
21	76%	22%	0%	2%	0%
22	76%	18%	0%	5%	0%

If respondent said "no" to paying an increased Safay'i to have trash cleaned from their street every week. Since respondents could check more than one reason, total sums to more than 100%.

For each of the six aspects of city trash collection that were tested – removal of illegal dumpsites, provision of legal dump sites or garbage bins in residential or commercial areas, frequency of trash collection and affordability of trash collection – residents gave lower ratings in January 2013 than January 2012, despite gains made in previous years.

In January 2013, around half of Kabul residents gave excellent or good ratings to each aspect of city trash service. For ease of comparison, an index rating (average rating of the six aspects of City trash services) was created and is shown in Table 25. The districts with the lowest ratings for the five services in January 2013 were 12, 18, 19 and 21. Districts 2, 4, 6 10 and 11 gave the highest ratings to trash services.

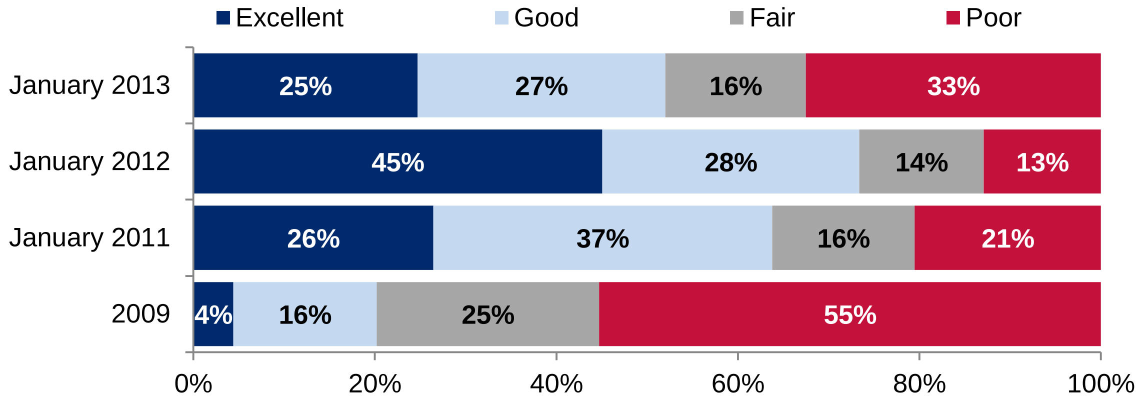
Charts and tables on the following pages show more detailed ratings for each of the six aspects of City trash services

TABLE 25: INDEX RATING OF CITY TRASH SERVICES BY DISTRICT

	January 2013	January 2012	January 2011	2009*
ALL	45	65	57	25
2	63	74	71	29
11	62	67	66	25
10	58	66	70	26
4	57	75	63	26
6	56	73	70	24
14	54	60	28	13
17	54	62	44	33
7	53	68	65	19
16	52	42	29	16
20	50	76	56	13
15	48	54	53	27
22	45	71	56	27
1	42	64	67	20
3	38	73	72	28
5	38	64	69	24
8	35	66	42	51
9	33	68	62	28
13	33	58	53	24
12	32	53	64	19
21	28	61	41	21
18	27	60	29	10
19	27	51	29	18

The index rating of City trash services is an average of the ratings for six components of trash service (removal of illegal/improvised dumpsites, provision of legal dumpsites, provision of garbage bins in residential areas, provision of garbage bins in commercial areas, frequency of collecting trash and affordability of trash service).
Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor
**Ratings for 2009 come exclusively from the 2011 survey; respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).*

FIGURE 53: RATING OF CITY REMOVAL OF ILLEGAL/IMPROVISED DUMPSITES BY YEAR



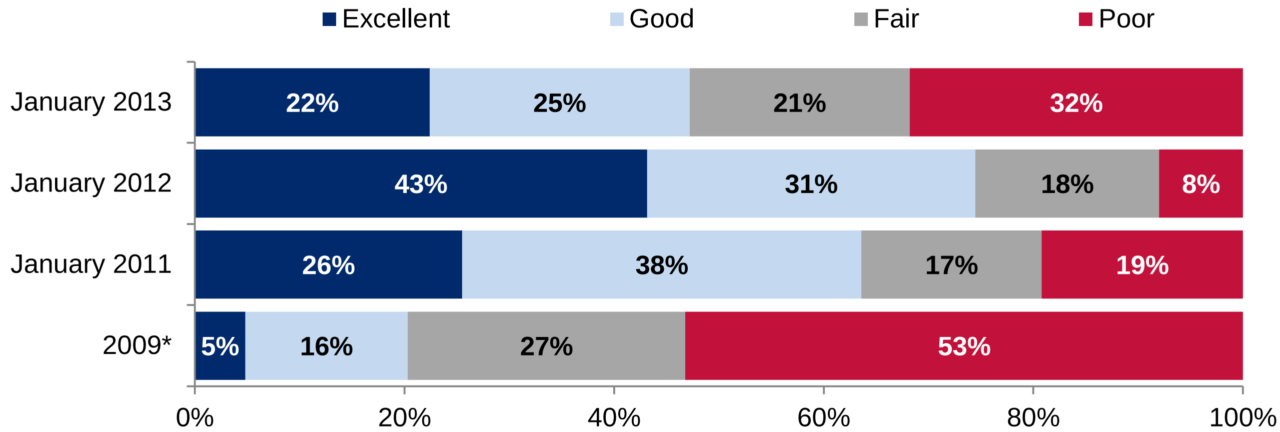
**Ratings for 2009 come exclusively from the 2011 survey; respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).*

TABLE 26: RATING OF CITY REMOVAL OF ILLEGAL/IMPROVISED DUMPSITES BY DISTRICT

District	2012				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	25%	27%	16%	33%	48	69	57	23
2	29%	55%	10%	6%	69	65	76	32
6	41%	26%	19%	13%	65	80	75	25
4	40%	32%	10%	18%	65	79	64	27
11	30%	47%	10%	13%	65	68	67	27
10	27%	40%	25%	8%	62	60	74	23
7	36%	31%	10%	23%	60	72	67	18
17	17%	48%	23%	12%	57	72	39	42
14	26%	33%	23%	18%	56	70	32	14
16	17%	38%	28%	17%	52	34	29	14
15	21%	35%	19%	24%	51	45	50	16
20	16%	38%	30%	16%	51	82	64	11
22	13%	39%	21%	27%	46	82	49	11
1	15%	27%	32%	27%	44	72	71	20
5	19%	21%	12%	48%	37	74	70	23
3	21%	12%	17%	50%	35	81	78	27
8	20%	15%	12%	52%	35	80	28	65
13	19%	14%	17%	50%	34	68	57	26
9	17%	18%	10%	55%	32	70	69	29
18	21%	10%	5%	64%	30	74	30	12
12	18%	11%	15%	56%	30	42	70	18
21	23%	5%	7%	65%	29	62	29	6
19	22%	7%	7%	64%	29	55	18	3

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 54: RATING OF CITY PROVISION OF LEGAL DUMPSITES BY YEAR



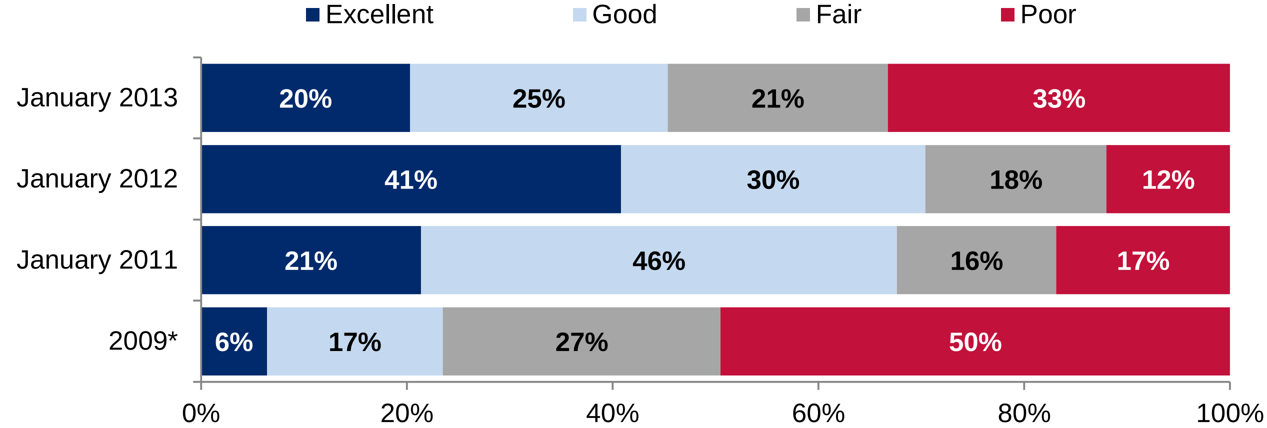
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 27: RATING OF PROVISION OF LEGAL DUMPSITES BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	22%	25%	21%	32%	46	70	57	24
2	31%	42%	20%	7%	66	80	70	27
11	30%	41%	23%	6%	65	65	63	26
10	24%	40%	29%	7%	60	68	75	24
4	31%	31%	20%	18%	58	83	73	28
6	31%	25%	20%	23%	55	76	74	27
17	18%	38%	33%	11%	54	72	42	39
14	24%	30%	25%	21%	52	68	29	12
16	17%	39%	26%	18%	52	44	26	15
7	30%	24%	15%	31%	51	74	69	20
15	27%	18%	34%	21%	50	59	52	18
20	14%	38%	31%	17%	50	85	58	13
22	10%	43%	17%	30%	44	83	52	14
1	9%	35%	29%	27%	42	69	71	19
5	18%	26%	17%	39%	41	71	73	25
3	22%	11%	26%	41%	38	78	76	30
8	20%	13%	16%	51%	34	73	25	67
13	17%	14%	21%	48%	33	67	58	26
12	18%	13%	15%	54%	32	48	65	21
9	17%	10%	24%	49%	32	68	61	30
19	19%	10%	11%	60%	30	56	17	4
18	22%	5%	8%	65%	28	70	32	9
21	19%	10%	8%	63%	28	59	31	9

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 55: RATING OF CITY PROVISION OF GARBAGE BINS IN RESIDENTIAL AREAS BY YEAR



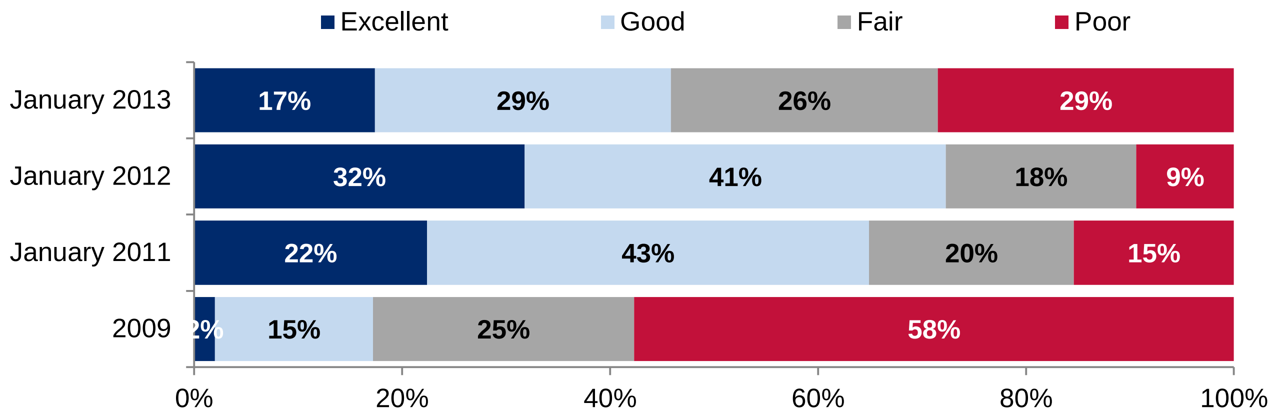
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

TABLE 28: RATING OF CITY PROVISION OF GARBAGE BINS IN RESIDENTIAL AREAS BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	20%	25%	21%	33%	44	66	57	27
11	26%	44%	21%	9%	62	64	66	23
2	25%	48%	15%	12%	62	76	67	27
4	26%	32%	22%	20%	55	76	62	25
17	14%	48%	27%	11%	55	66	35	38
10	20%	36%	28%	16%	53	68	73	28
6	28%	28%	15%	28%	52	74	69	25
14	20%	38%	19%	23%	52	65	20	11
7	24%	34%	10%	32%	50	69	65	19
16	17%	37%	26%	20%	50	48	20	14
15	27%	17%	33%	23%	49	60	63	41
20	14%	36%	33%	17%	49	78	53	13
1	15%	25%	36%	24%	44	65	70	19
22	9%	41%	19%	31%	43	77	62	27
5	17%	20%	31%	32%	41	63	70	22
3	12%	20%	32%	36%	36	68	74	29
8	20%	9%	20%	50%	33	70	32	66
9	18%	10%	21%	51%	32	64	63	28
12	17%	12%	22%	49%	32	55	65	21
13	16%	13%	20%	51%	32	59	51	22
18	22%	5%	7%	66%	28	69	29	10
19	19%	8%	12%	61%	28	56	38	18
21	17%	7%	11%	65%	26	56	49	24

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 56: RATING OF CITY PROVISION OF GARBAGE BINS IN COMMERCIAL AREAS BY YEAR



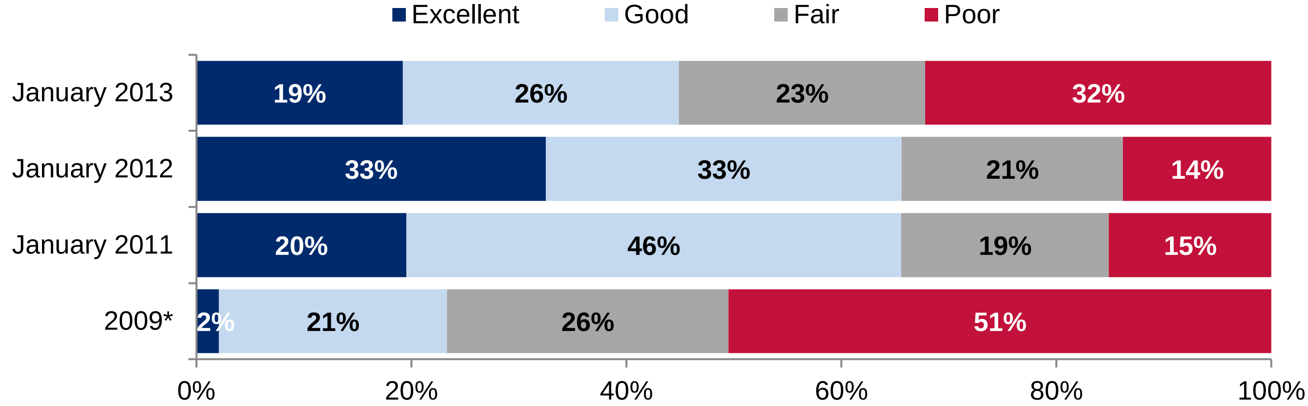
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 29: RATING OF PROVISION OF GARBAGE BINS IN COMMERCIAL AREAS BY DISTRICT

District	2012				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	17%	28%	26%	28%	45	65	57	21
2	24%	49%	15%	11%	62	75	73	26
11	22%	47%	20%	11%	60	72	66	27
4	27%	32%	19%	22%	55	71	63	25
14	23%	37%	21%	19%	55	60	32	19
6	30%	25%	20%	24%	54	68	67	25
17	12%	45%	34%	9%	53	58	41	23
10	14%	40%	35%	11%	52	68	68	28
16	17%	43%	19%	21%	52	43	30	17
7	24%	32%	18%	26%	51	65	65	19
20	11%	39%	30%	20%	47	72	57	11
22	7%	46%	28%	19%	47	71	63	6
15	18%	23%	34%	25%	45	56	53	9
1	11%	31%	30%	28%	42	66	63	17
3	13%	23%	32%	31%	39	73	73	31
5	15%	20%	31%	33%	39	66	71	25
8	19%	18%	25%	39%	39	67	35	35
9	19%	13%	26%	42%	36	67	59	25
12	15%	16%	23%	45%	34	55	61	18
13	11%	19%	26%	44%	33	62	56	21
21	10%	17%	30%	43%	32	65	53	10
18	12%	16%	15%	57%	28	57	27	8
19	9%	13%	29%	48%	28	53	39	17

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 57: RATING OF CITY FREQUENCY OF COLLECTING TRASH BY YEAR



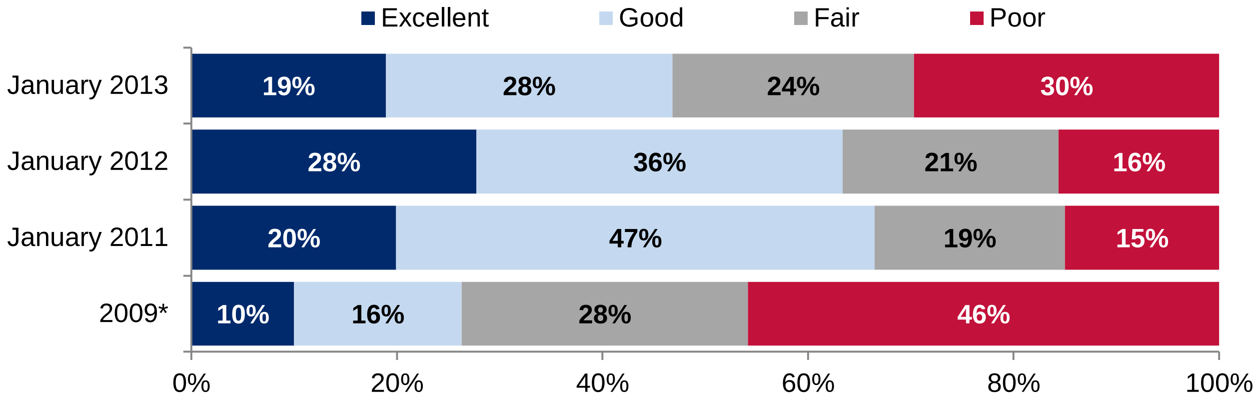
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 30: RATING OF CITY FREQUENCY OF COLLECTING TRASH BY DISTRICT

District	2012				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	19%	26%	23%	32%	44	61	57	25
11	22%	49%	18%	11%	61	66	65	24
10	15%	49%	34%	2%	59	64	65	28
2	15%	47%	29%	9%	56	76	68	27
6	33%	21%	19%	26%	54	69	67	22
4	25%	30%	26%	19%	54	73	59	23
16	22%	36%	24%	18%	54	40	40	21
7	26%	34%	12%	28%	53	69	62	21
14	19%	42%	16%	23%	52	53	25	15
17	12%	46%	29%	13%	52	58	53	26
20	15%	39%	25%	21%	49	74	50	13
15	22%	13%	43%	22%	45	48	50	33
22	9%	42%	22%	27%	44	67	61	35
1	10%	29%	36%	24%	42	57	62	21
3	16%	23%	22%	39%	39	70	67	23
5	15%	17%	26%	42%	35	58	64	23
13	18%	12%	24%	45%	34	49	50	21
8	18%	10%	18%	54%	31	56	68	44
9	17%	9%	22%	52%	31	67	59	27
12	19%	9%	14%	58%	30	60	61	17
21	18%	9%	13%	60%	29	58	47	24
19	16%	9%	15%	60%	27	44	35	18
18	16%	9%	7%	68%	25	58	23	9

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the 2011 survey; respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).

FIGURE 58: RATING OF AFFORDABILITY OF TRASH SERVICE BY YEAR



**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 31: RATING OF AFFORDABILITY OF TRASH SERVICE BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	19%	28%	23%	30%	45	58	57	30
10	23%	46%	26%	5%	62	69	67	28
11	24%	49%	16%	11%	62	68	66	26
2	21%	49%	22%	8%	61	73	72	34
6	31%	25%	23%	20%	56	69	67	23
14	22%	42%	17%	19%	56	41	30	14
4	23%	35%	22%	20%	54	68	60	26
16	19%	39%	26%	16%	54	43	33	19
7	27%	29%	17%	27%	52	62	64	19
17	14%	37%	40%	9%	52	46	55	29
20	16%	38%	31%	15%	52	60	55	13
15	25%	21%	34%	20%	50	55	53	42
22	8%	41%	25%	26%	44	44	50	68
1	11%	32%	31%	27%	43	58	64	21
3	15%	23%	25%	37%	39	68	69	30
5	14%	18%	32%	36%	37	51	64	25
8	20%	12%	24%	43%	36	49	66	30
9	17%	13%	26%	44%	34	72	61	30
13	14%	18%	23%	45%	34	43	54	33
12	15%	18%	19%	48%	33	59	62	18
21	13%	16%	15%	57%	28	64	40	50
19	9%	16%	15%	60%	25	48	31	40
18	8%	17%	8%	67%	22	36	24	10

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

Given that much trash is disposed in ditches and drainage canals, the survey sought to reveal whether residents understood that such behavior was not approved by the city. Although they commonly used these unsanctioned methods, virtually all residents across all districts understood that throwing trash in these places is not officially sanctioned.

FIGURE 59: TRASH IN DITCHES AND DRAINAGE CANALS

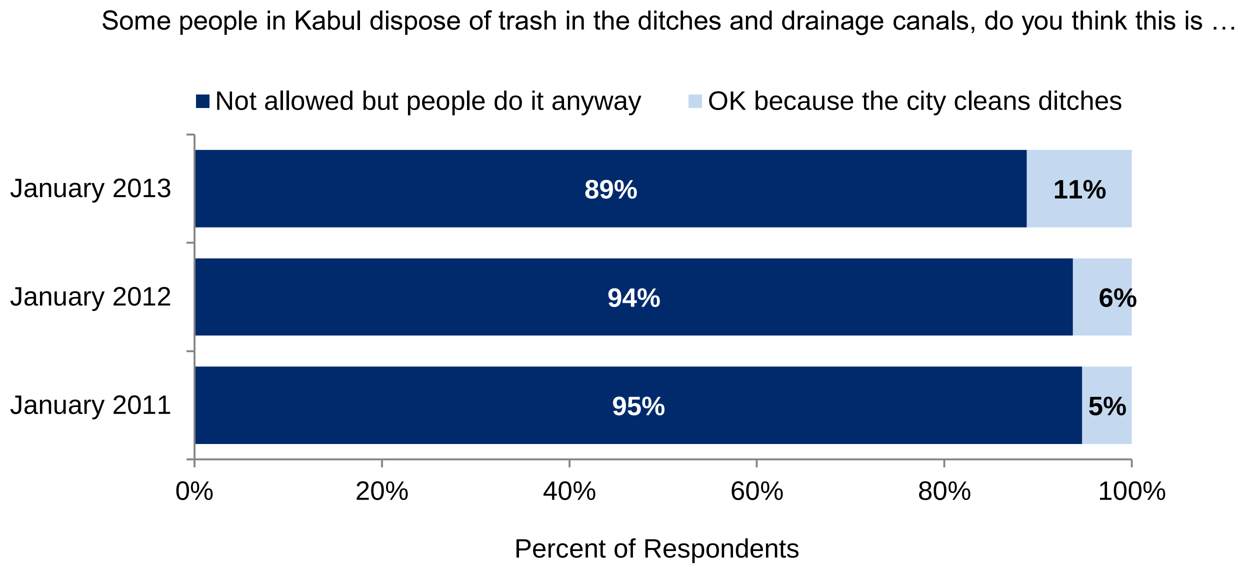
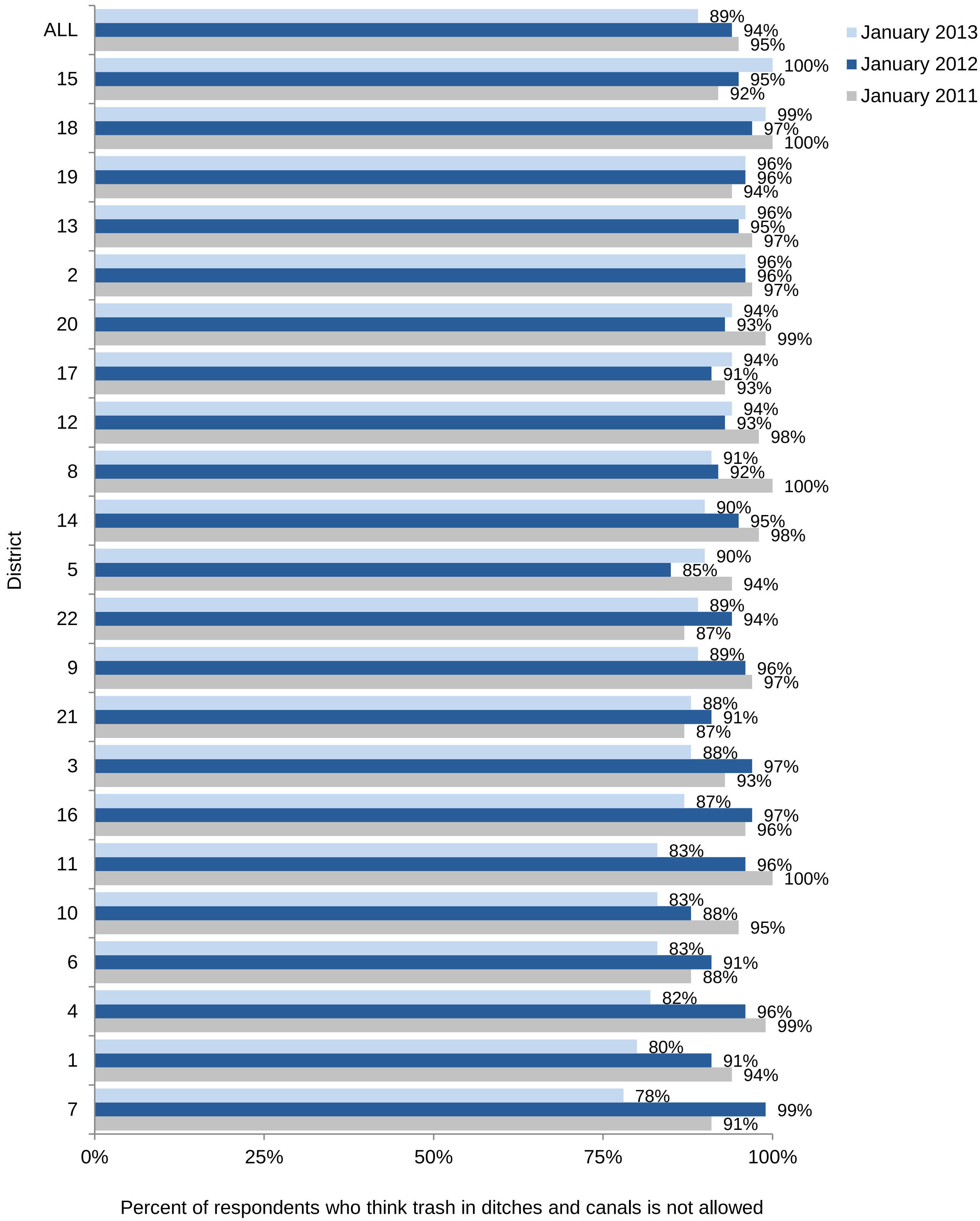


FIGURE 60: TRASH IN DITCHES AND DRAINAGE CANALS IS NOT ALLOWED BY DISTRICT

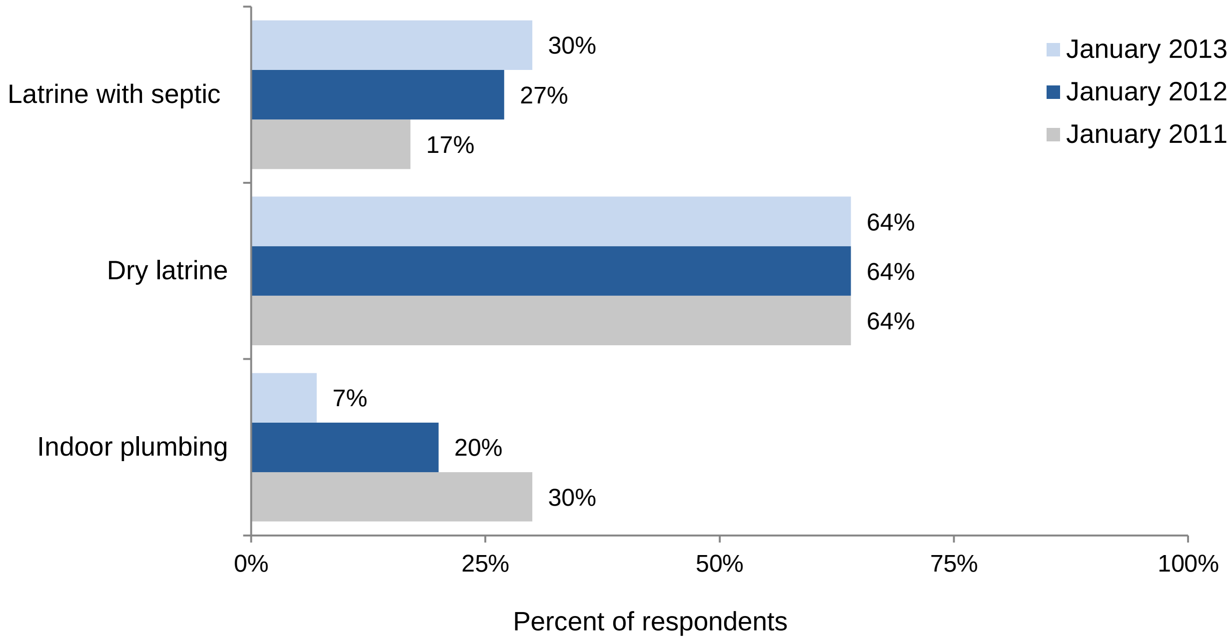


Human Waste

To understand further the use and need for city services, several questions were asked about the disposal of human waste. Most residents used a dry latrine and this was unchanged from previous years. In January 2013 residents were asked to report their primary toilet type, while in previous surveys they were asked to report all types in their home. The drop in the percent with indoor plumbing in January 2013 may be attributed to the change in how the question was asked.

No, or almost no, residents in Districts 13, 14, 16, 18, 19, 20 or 22 had indoor plumbing, while 29% of District 15 and 19% of District 9 had indoor plumbing.

FIGURE 61: TYPE OF TOILET IN HOME



In January 2011 and January 2012 this may add to more than 100% as more than one type could be selected. In January 2013, respondents were asked for the primary type.

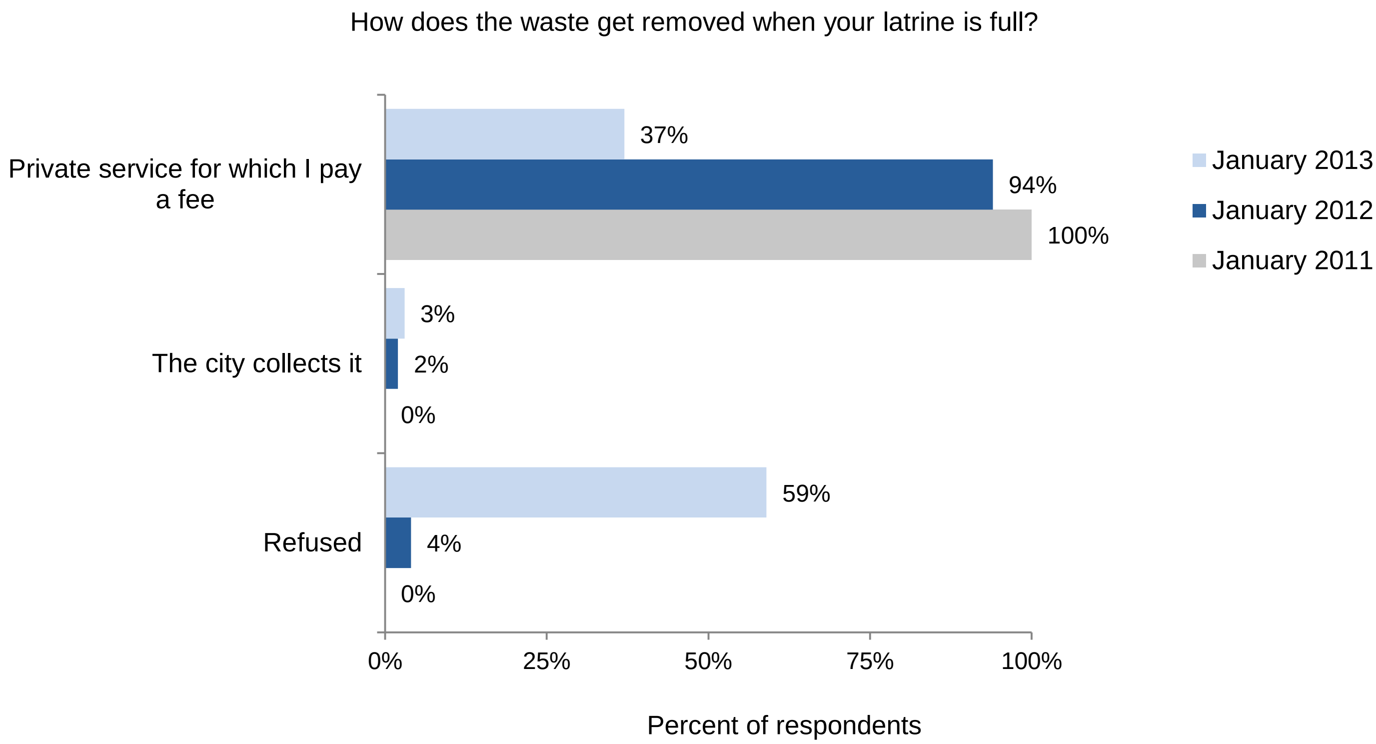
TABLE 32: TYPE OF TOILET IN HOME BY DISTRICT (JANUARY 2013)

District	Dry latrine	Indoor plumbing	Latrine with septic
ALL	64%	7%	30%
1	76%	4%	20%
2	55%	17%	28%
3	62%	5%	33%
4	52%	10%	38%
5	60%	2%	38%
6	50%	10%	40%
7	77%	2%	21%
8	80%	5%	15%
9	60%	19%	21%
10	48%	3%	49%
11	45%	3%	52%
12	66%	5%	29%
13	48%	1%	51%
14	87%	0%	13%
15	20%	29%	51%
16	56%	0%	44%
17	32%	13%	55%
18	99%	0%	1%
19	87%	0%	13%
20	97%	1%	2%
21	97%	2%	1%
22	89%	1%	10%

May add to more than 100% as more than one type of toilet could be in home.

Almost all residents with latrines, who were willing to provide a response, said they relied on private (non-city) latrine waste removal services. About 6 in 10 declined to answer this question in the latest iteration of the survey.

FIGURE 62: LATRINE WASTE REMOVAL SERVICE



All three aspects of latrine waste removal, quality, timeliness and affordability, declined from January to January 2013. Around 40% of residents rated each of these areas as poor in January 2013. For ease of comparison, an index rating (average rating of the three aspects of latrine waste removal services) was created and is shown in Table 33.

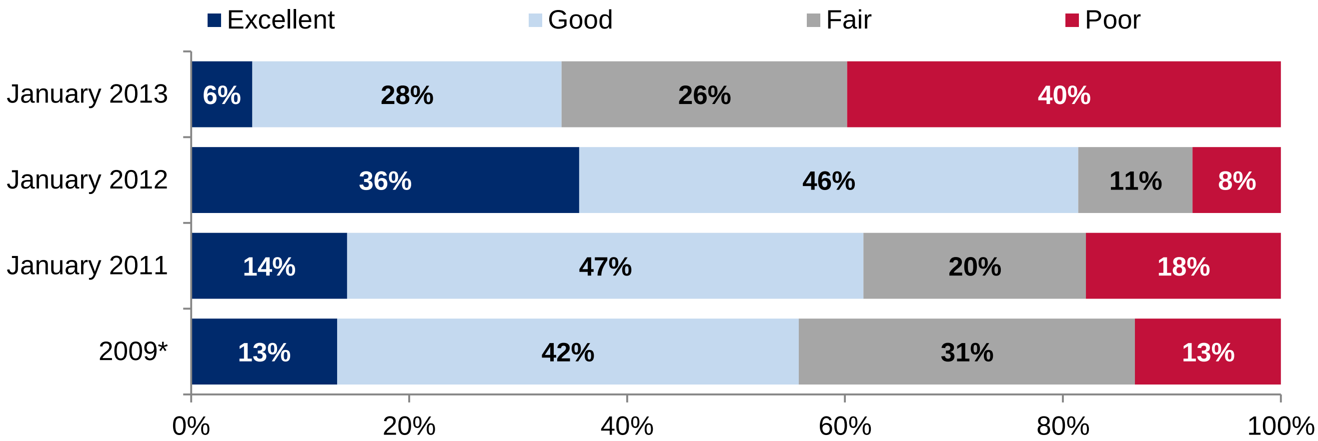
Ratings of latrine waste removal services were lowest in Districts 3, 5, 13 and 18 and best in District 2. The following pages show detailed ratings for each aspect of private latrine waste services.

TABLE 33: INDEX RATING OF LATRINE WASTE REMOVAL BY DISTRICT

District	January 2013	January 2012	January 2011	2009*
ALL	33	61	39	49
2	52	66	39	53
21	42	59	35	46
15	41	63	42	51
4	40	65	39	48
7	39	64	37	56
17	39	54	44	44
14	38	63	28	43
22	37	60	43	48
8	36	65	50	47
1	35	56	35	52
10	35	71	41	52
19	33	68	33	44
11	31	53	41	56
16	31	58	32	42
12	30	68	32	49
6	29	62	38	54
9	28	48	42	53
20	28	54	31	57
3	25	68	56	19
18	25	64	31	58
5	24	60	53	16
13	24	51	41	51

The index rating of latrine waste removal is an average of the ratings for three components of service (timeliness of service (response time), quality of service (how well they do the job), and affordability of service (cost)).
Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 63: RATING OF LATRINE WASTE REMOVAL TIMELINESS OF SERVICE BY YEAR



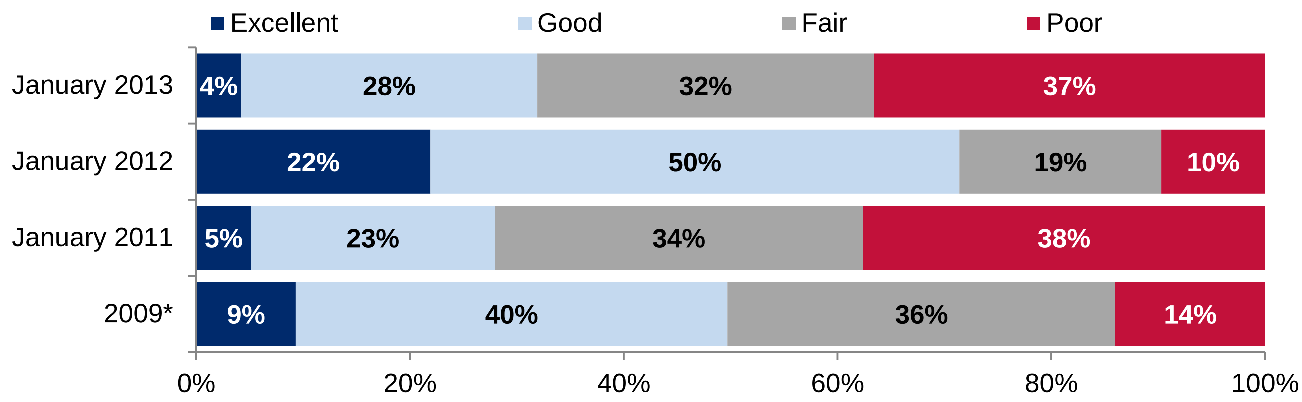
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 34: RATING OF LATRINE WASTE REMOVAL TIMELINESS OF SERVICE BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	6%	28%	26%	40%	33	70	53	52
2	16%	42%	33%	9%	55	75	63	61
4	23%	29%	8%	40%	45	77	55	53
15	20%	15%	40%	25%	43	67	49	55
21	7%	35%	39%	19%	43	65	45	48
7	6%	43%	17%	34%	41	69	58	57
17	12%	22%	41%	25%	41	69	62	46
1	3%	29%	45%	23%	37	62	55	54
14	6%	32%	30%	32%	37	74	26	49
10	0%	37%	27%	35%	34	74	63	57
16	5%	29%	29%	38%	34	65	36	44
19	5%	33%	22%	41%	34	74	35	46
11	2%	33%	27%	38%	33	59	69	59
8	9%	22%	26%	44%	32	78	75	52
22	4%	26%	31%	38%	32	73	61	49
12	8%	21%	21%	50%	29	75	58	54
6	0%	34%	16%	50%	28	72	62	60
20	1%	27%	24%	48%	27	63	51	59
18	5%	22%	17%	56%	26	75	24	60
5	3%	22%	22%	53%	25	68	67	14
9	0%	22%	32%	47%	25	50	38	61
13	2%	15%	40%	44%	25	65	47	59
3	2%	10%	48%	40%	24	76	66	23

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 64: RATING OF LATRINE WASTE REMOVAL QUALITY OF SERVICE BY YEAR



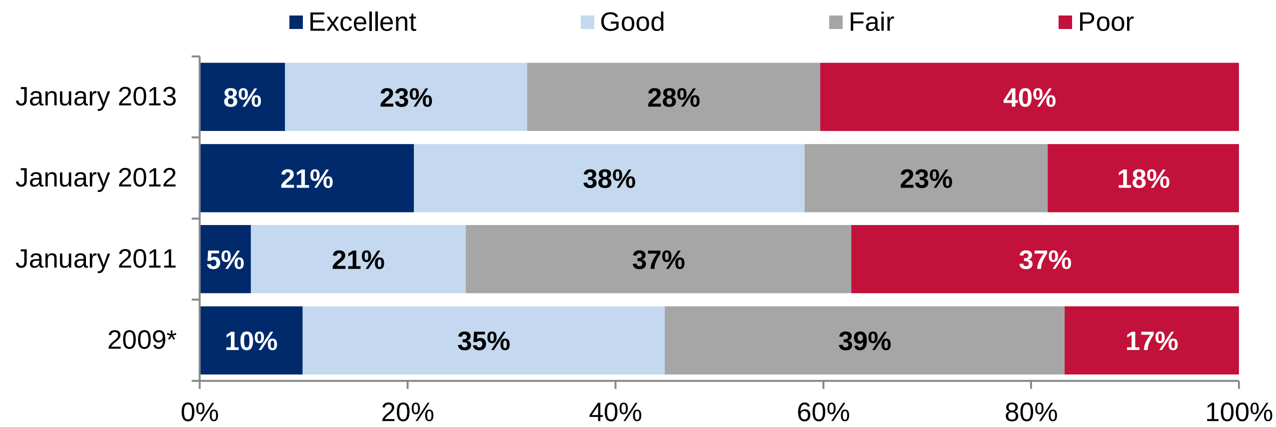
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 35: RATING OF LATRINE WASTE REMOVAL QUALITY OF SERVICE BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	4%	28%	32%	37%	33	61	32	48
2	7%	44%	38%	11%	49	64	28	57
15	15%	20%	50%	15%	45	66	40	51
21	4%	30%	47%	19%	40	56	29	46
10	0%	33%	46%	21%	38	72	30	50
17	12%	22%	31%	34%	38	54	32	43
22	6%	30%	37%	27%	38	59	29	46
4	6%	37%	19%	38%	37	65	35	43
7	8%	34%	19%	39%	37	66	27	56
1	4%	23%	49%	24%	36	57	24	50
14	3%	29%	39%	29%	36	65	31	42
8	9%	22%	36%	33%	35	67	31	49
11	2%	27%	36%	36%	32	51	25	56
16	7%	27%	21%	45%	32	59	32	42
19	1%	31%	30%	37%	32	69	31	43
20	1%	28%	31%	40%	30	49	19	56
6	0%	32%	24%	44%	29	60	27	53
9	0%	25%	38%	37%	29	45	44	56
12	5%	26%	23%	47%	29	64	19	47
3	0%	21%	44%	35%	28	66	51	18
18	5%	21%	16%	58%	25	66	40	54
5	3%	22%	18%	57%	24	61	46	18
13	2%	15%	35%	48%	24	52	38	55

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 65: RATING OF LATRINE WASTE REMOVAL AFFORDABILITY OF SERVICE BY YEAR



**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

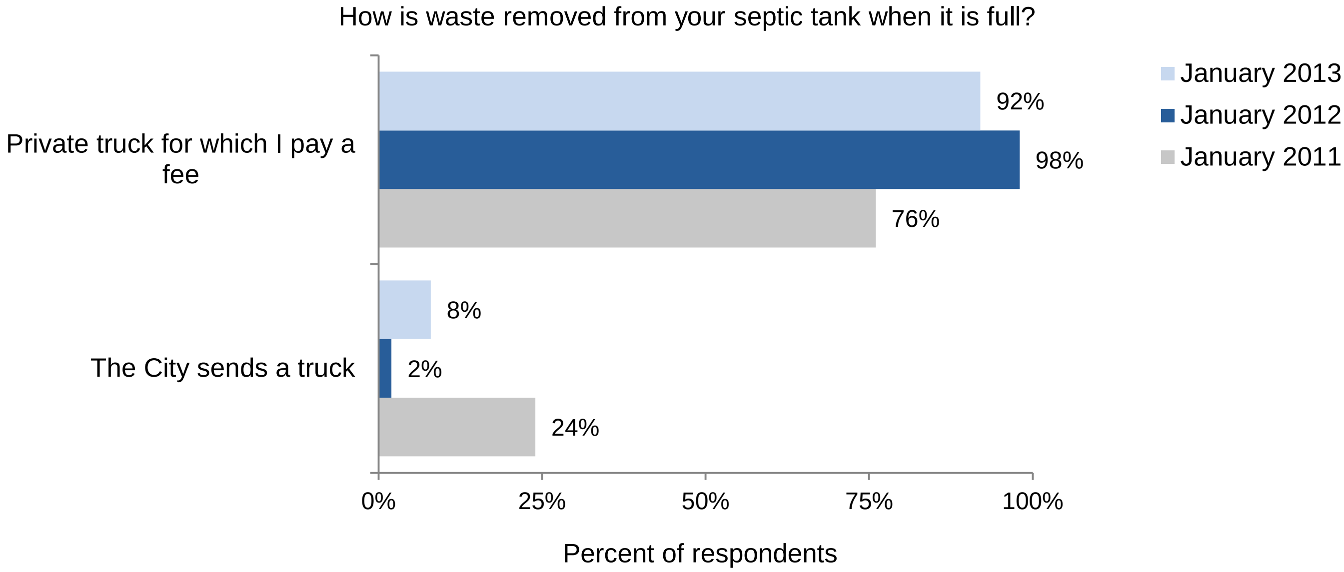
TABLE 36: RATING OF LATRINE WASTE REMOVAL AFFORDABILITY OF SERVICE BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	8%	23%	28%	40%	33	53	31	46
2	15%	36%	35%	15%	50	59	26	42
21	9%	33%	40%	18%	44	55	30	43
14	11%	25%	38%	25%	41	47	27	38
8	17%	26%	19%	38%	40	49	31	44
17	9%	19%	53%	19%	40	39	29	44
22	8%	31%	35%	26%	40	49	30	48
7	10%	34%	16%	40%	38	58	28	54
4	21%	12%	25%	42%	37	54	27	48
10	4%	25%	42%	29%	35	67	26	50
19	7%	24%	33%	36%	34	64	32	42
12	17%	15%	18%	50%	33	66	20	46
15	0%	25%	50%	25%	33	57	37	47
1	1%	28%	34%	36%	32	49	25	52
6	12%	18%	16%	54%	29	55	25	49
9	10%	15%	28%	47%	29	50	42	43
11	2%	27%	27%	44%	29	49	29	52
20	1%	25%	31%	43%	28	52	20	56
16	4%	18%	34%	45%	27	52	28	41
18	8%	15%	22%	55%	26	50	41	63
3	2%	16%	29%	53%	22	63	50	17
13	10%	4%	27%	58%	22	37	36	40
5	0%	20%	22%	58%	21	52	45	16

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

Among the residents with septic tanks (30% in January 2013), very few said they relied on the city for waste removal (8%) and this was up from 2% of septic tank owners who said the city removed their waste in January 2012.

FIGURE 66: SEPTIC TANK WASTE REMOVAL SERVICE



Asked of the 17% of respondents in 2011 and 27% of respondents in 2012 that had a septic tank.

Ratings for septic tank services were given only if the resident had these services, and therefore were given by 30% of the respondents. Although improvements were made in ratings for all aspects of septic waste removal in January 2012, ratings declined in January 2013. A majority of users rated the timeliness, quality and affordability of services for removing septic tank waste as fair or poor.

TABLE 37: INDEX RATING OF SEPTIC TANK WASTE REMOVAL BY DISTRICT

District	January 2013	January 2012	January 2011	2009*
ALL	42	68	45	25
2	57	70	41	24
1	56	56	54	17
19	52	81	41	30
5	49	70	39	16
13	49	62	34	22
3	48	72	41	23
17	46	56	33	19
15	44	67	42	28
16	43	72	41	11
10	42	64	45	23
8	41	63	49	18
14	41	70	51	24
4	39	69	41	20
20	39	74	59	35
6	38	70	57	32
7	37	75	50	31
12	37	80	57	29
11	36	64	36	21
9	35	56	41	33
18	33	NA	NA	NA
22	27	63	NA	NA
21	0	75	56	11

The index rating of Septic Tank waste removal is an average of the ratings for three components of septic tank wste removal services (timeliness of service (response time), quality of service (how well they do the job), and affordability of service (cost)).
Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 67: RATING OF SEPTIC TANK WASTE REMOVAL TIMELINESS OF SERVICE BY YEAR

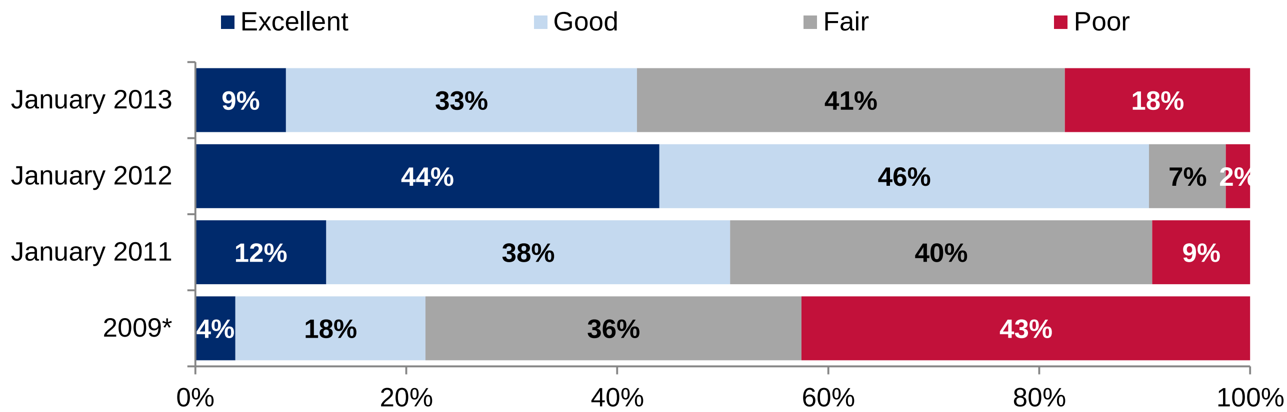


FIGURE 68: RATING OF SEPTIC TANK WASTE REMOVAL QUALITY OF SERVICE BY YEAR

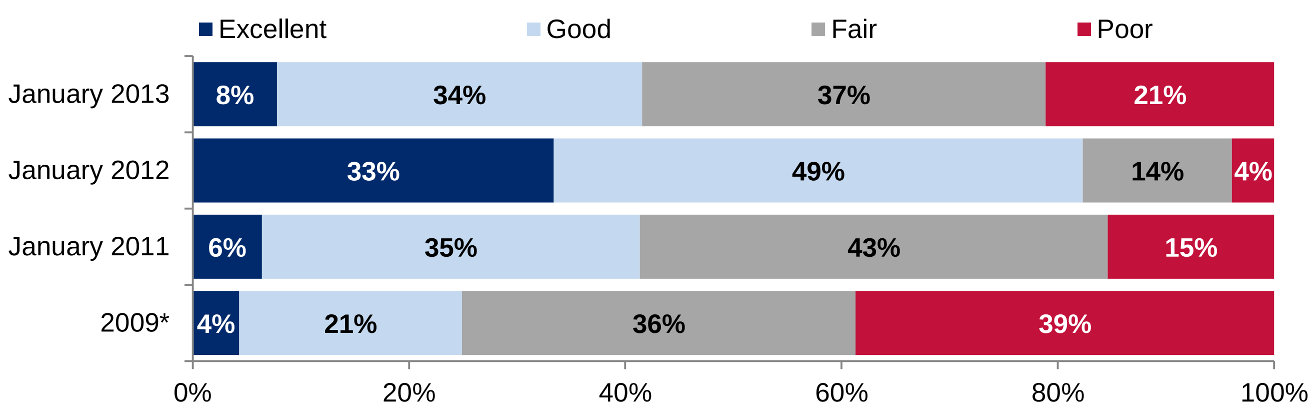
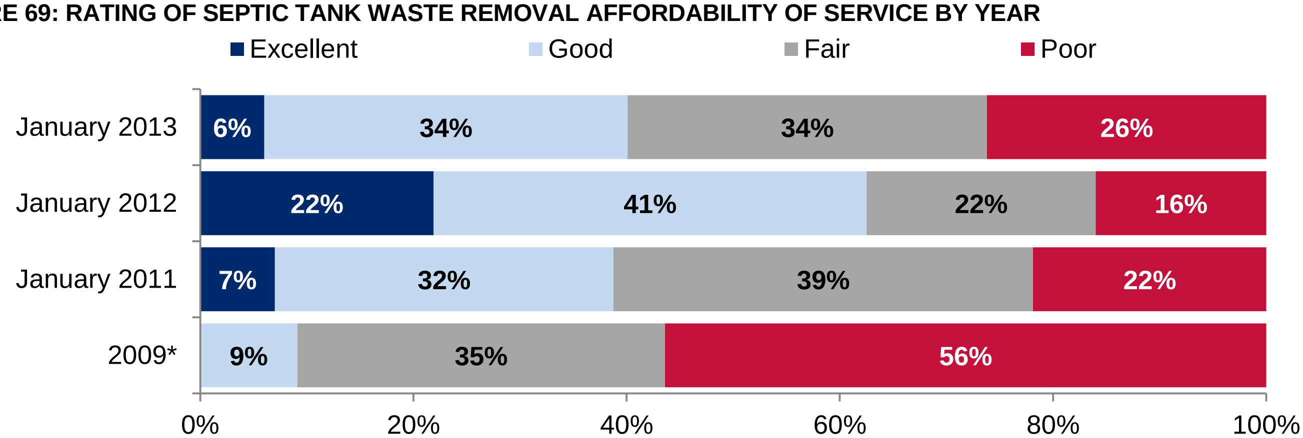


FIGURE 69: RATING OF SEPTIC TANK WASTE REMOVAL AFFORDABILITY OF SERVICE BY YEAR

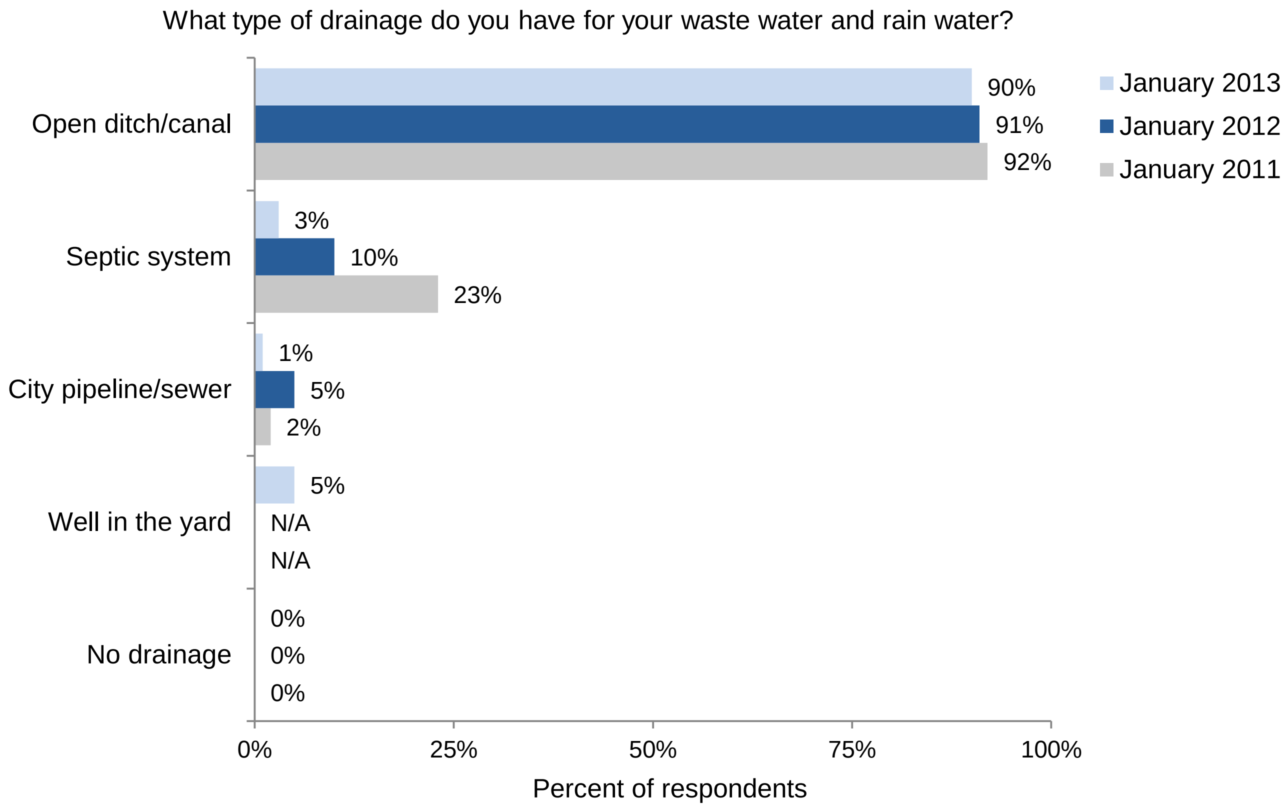


**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

Drainage

Poor drainage can cause risk to property and health. Almost all Kabul residents used an open ditch or canal for drainage of their household non-toilet waste water (90%). In January 2013 residents were asked to report their primary drainage type, while in previous surveys they were asked to report all types in their home. While residents rarely had a septic system or city sewer pipe for drainage, the drop in the percent with these types of drainage in January 2013 may be attributed to the change in how the question was asked.

FIGURE 70: WATER DRAINAGE TYPE



In January 2011 and January 2012 this may add to more than 100% as more than one type could be selected. In January 2013, respondents were asked for the primary type.

Ratings for ditch services, overall, were lower in January 2013 than in previous surveys. Each area experienced this decline, including the condition of neighborhood ditches and larger ditches throughout the city and ditch cleaning, repair and construction services. About three-fourths of residents rated each area as fair or poor.

Ratings were lowest in Districts 12, 18, 19 and 21 and best in Districts 2, 10 and 11.

TABLE 38: INDEX RATING OF DITCH CONDITION AND SERVICES BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	24	43	44
2	39	53	52
11	36	47	46
10	35	45	39
1	30	47	42
4	28	50	36
15	27	48	42
17	26	32	43
7	25	46	47
14	24	42	22
22	24	28	53
6	23	56	57
16	23	39	17
20	23	41	38
3	22	56	47
9	21	51	42
5	20	38	55
8	20	31	67
13	20	26	33
19	15	43	31
21	15	46	46
12	14	46	47
18	11	23	18

The index rating of City trash services is an average of the ratings for five components of ditch conditions and services (the condition of drainage ditches near home. the condition of larger drainage ditches throughout the city, ditch cleaning services, ditch repair services, and ditch construction services).
Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor

FIGURE 71: RATING OF THE CONDITION OF DRAINAGE DITCHES NEAR HOME BY YEAR

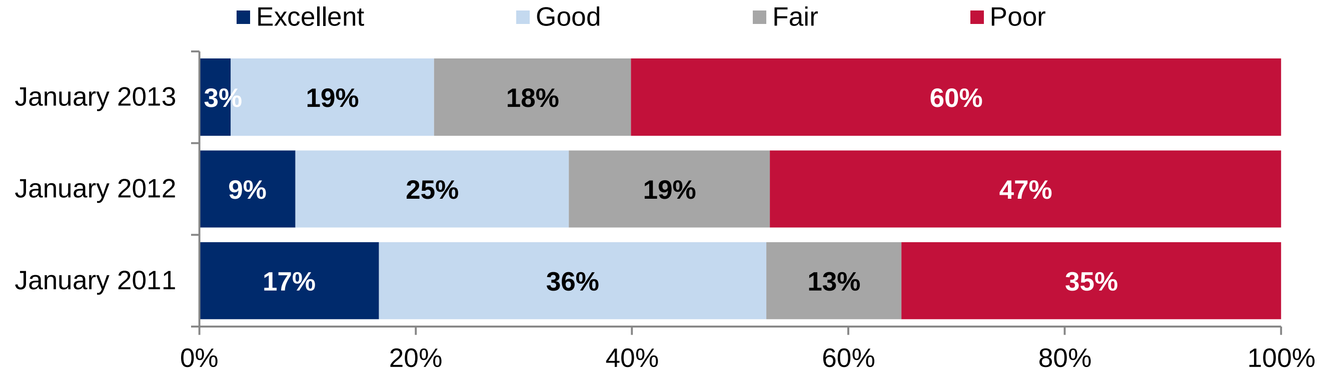


TABLE 39: RATING OF THE CONDITION OF DRAINAGE DITCHES NEAR HOME BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	3%	19%	18%	60%	21	32	45
2	2%	51%	19%	28%	42	45	44
10	10%	19%	37%	34%	35	30	41
11	8%	28%	25%	39%	35	32	51
4	8%	22%	14%	56%	27	49	33
17	0%	28%	23%	49%	26	19	48
15	4%	20%	24%	52%	25	36	42
7	1%	27%	15%	57%	24	21	48
22	1%	28%	13%	58%	24	26	53
13	2%	21%	19%	58%	22	12	24
1	1%	20%	18%	61%	20	37	38
20	2%	16%	22%	60%	20	32	39
6	1%	19%	16%	64%	19	66	59
16	1%	20%	10%	69%	18	23	9
3	1%	14%	20%	65%	17	57	45
14	0%	19%	12%	69%	17	37	15
5	1%	13%	16%	70%	15	33	61
9	3%	12%	12%	73%	15	28	37
8	0%	14%	15%	71%	14	23	89
19	3%	8%	11%	78%	12	18	31
21	0%	5%	21%	73%	11	34	49
12	0%	11%	9%	80%	10	28	40
18	1%	7%	8%	84%	8	10	15

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

FIGURE 72: RATING OF THE CONDITION OF LARGER DRAINAGE DITCHES THROUGHOUT THE CITY BY YEAR

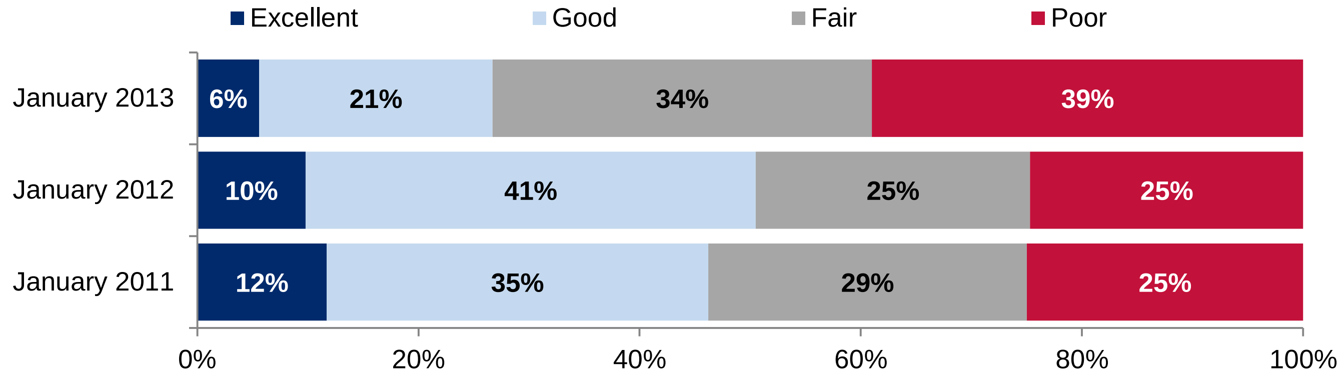


TABLE 40: RATING OF THE CONDITION OF LARGER DRAINAGE DITCHES THROUGHOUT THE CITY BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	6%	21%	34%	39%	31	45	44
10	17%	18%	40%	25%	42	48	40
11	15%	24%	34%	27%	42	47	48
1	3%	25%	52%	21%	37	49	41
2	5%	36%	25%	34%	37	43	49
4	8%	25%	32%	35%	35	46	30
3	3%	24%	42%	31%	33	53	48
15	5%	26%	33%	36%	33	48	38
7	8%	23%	27%	42%	32	53	50
14	10%	19%	29%	42%	32	43	26
5	1%	23%	42%	33%	31	37	51
8	0%	21%	51%	28%	31	40	66
17	6%	20%	36%	38%	31	42	41
9	4%	22%	32%	42%	30	49	44
16	9%	20%	24%	47%	30	44	28
22	1%	25%	35%	38%	30	33	50
6	9%	16%	27%	48%	29	52	56
13	1%	18%	39%	41%	26	36	32
20	3%	21%	25%	51%	25	39	42
21	0%	15%	38%	46%	23	48	48
12	0%	15%	37%	48%	22	55	51
19	1%	14%	33%	52%	21	55	39
18	2%	12%	24%	62%	18	32	31

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

FIGURE 73: RATING OF DITCH CLEANING SERVICES BY YEAR

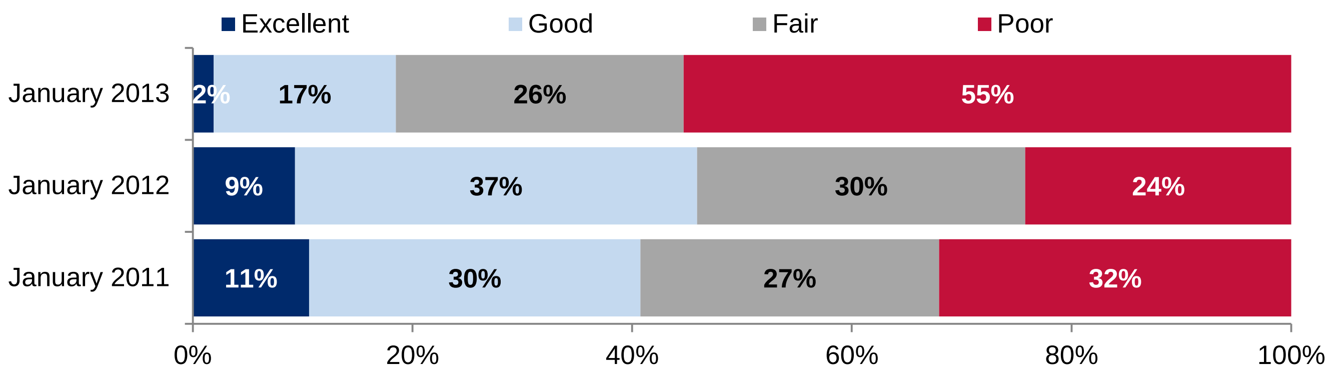


TABLE 41: RATING OF DITCH CLEANING SERVICES BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	2%	17%	26%	55%	22	44	40
2	4%	29%	30%	37%	33	55	46
10	7%	18%	41%	34%	33	46	35
11	8%	26%	24%	42%	33	48	44
1	2%	27%	28%	43%	30	49	40
4	1%	23%	31%	45%	27	46	33
17	1%	23%	25%	51%	25	37	36
15	3%	12%	37%	47%	24	51	38
14	2%	20%	24%	54%	23	41	20
20	2%	18%	27%	53%	23	37	30
6	2%	21%	18%	59%	22	52	48
7	0%	24%	19%	57%	22	48	47
22	0%	23%	21%	56%	22	31	50
16	1%	21%	18%	60%	21	43	16
9	2%	12%	29%	57%	20	54	38
3	0%	16%	25%	59%	19	58	42
8	0%	11%	28%	61%	17	31	63
13	1%	9%	29%	61%	17	31	28
5	0%	9%	24%	67%	14	36	51
19	1%	9%	20%	69%	14	42	27
21	0%	10%	22%	67%	14	49	43
12	1%	6%	24%	69%	13	53	43
18	1%	3%	18%	78%	9	25	16

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

FIGURE 74: RATING OF DITCH REPAIR SERVICES BY YEAR

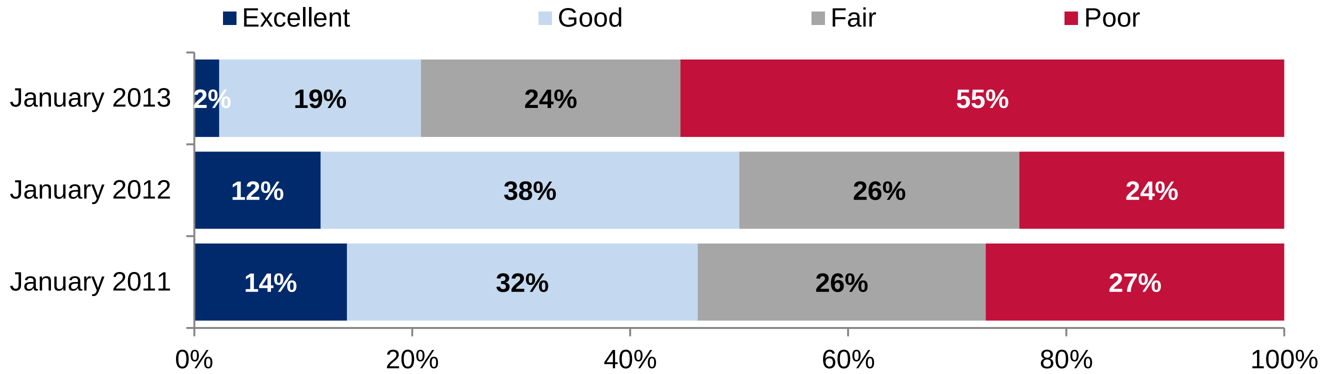


TABLE 42: RATING OF DITCH REPAIR SERVICES BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	2%	19%	24%	55%	23	46	44
2	6%	37%	24%	33%	39	59	58
11	7%	31%	23%	39%	35	51	45
10	7%	20%	37%	36%	33	46	40
1	5%	23%	28%	44%	30	51	46
15	2%	20%	32%	45%	26	52	45
17	1%	23%	26%	50%	25	30	44
4	2%	22%	22%	54%	24	54	44
14	3%	23%	18%	56%	24	44	23
7	0%	29%	12%	59%	23	55	43
16	2%	24%	15%	59%	23	43	17
22	3%	18%	25%	54%	23	28	55
3	0%	20%	26%	54%	22	56	49
6	3%	20%	16%	61%	22	55	61
20	1%	16%	29%	54%	21	45	40
5	0%	21%	18%	61%	20	40	53
9	3%	14%	24%	59%	20	59	43
8	0%	12%	29%	59%	18	32	58
13	1%	9%	29%	61%	17	26	39
19	1%	7%	24%	67%	14	46	29
21	0%	8%	23%	69%	13	49	44
12	1%	6%	22%	71%	12	49	51
18	2%	1%	17%	80%	8	26	14

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

FIGURE 75: RATING OF DITCH CONSTRUCTION SERVICES BY YEAR

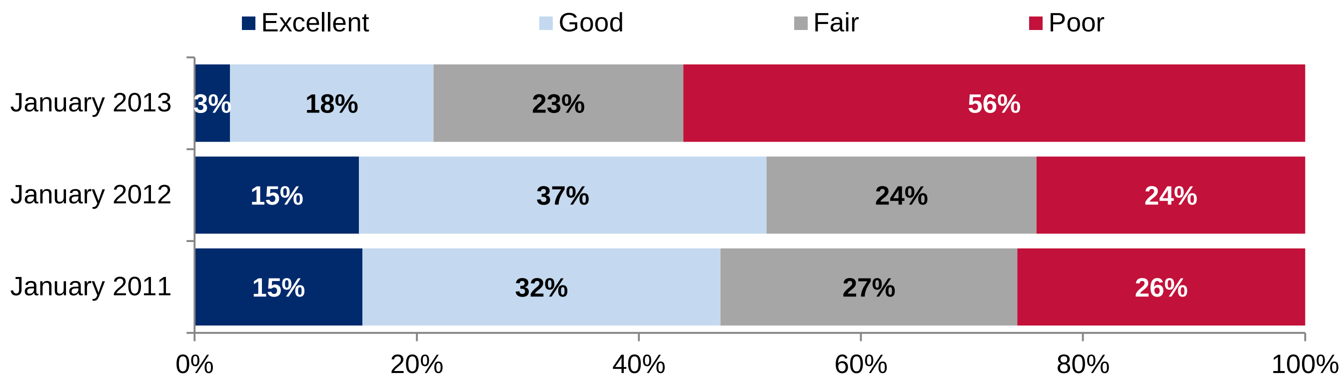


TABLE 43: RATING OF DITCH CONSTRUCTION SERVICES BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	3%	18%	22%	56%	23	47	46
2	8%	37%	25%	30%	41	62	61
1	9%	31%	16%	44%	35	51	45
11	9%	29%	21%	41%	35	55	42
10	7%	19%	35%	39%	31	53	40
4	4%	24%	23%	49%	28	57	41
20	6%	18%	23%	53%	26	50	37
17	1%	25%	21%	53%	25	29	45
15	2%	18%	29%	51%	24	53	47
16	5%	23%	12%	60%	24	44	17
7	2%	23%	14%	61%	22	54	47
3	1%	18%	24%	57%	21	54	53
6	4%	19%	14%	63%	21	53	61
9	4%	12%	27%	57%	21	63	47
14	1%	22%	16%	61%	21	44	25
22	1%	19%	21%	59%	21	23	58
5	1%	15%	23%	61%	19	46	59
8	0%	11%	33%	56%	19	27	58
13	1%	17%	21%	61%	19	25	42
19	2%	8%	21%	68%	15	50	30
21	0%	11%	21%	68%	14	51	46
12	2%	6%	17%	75%	12	48	52
18	1%	7%	15%	77%	11	26	13

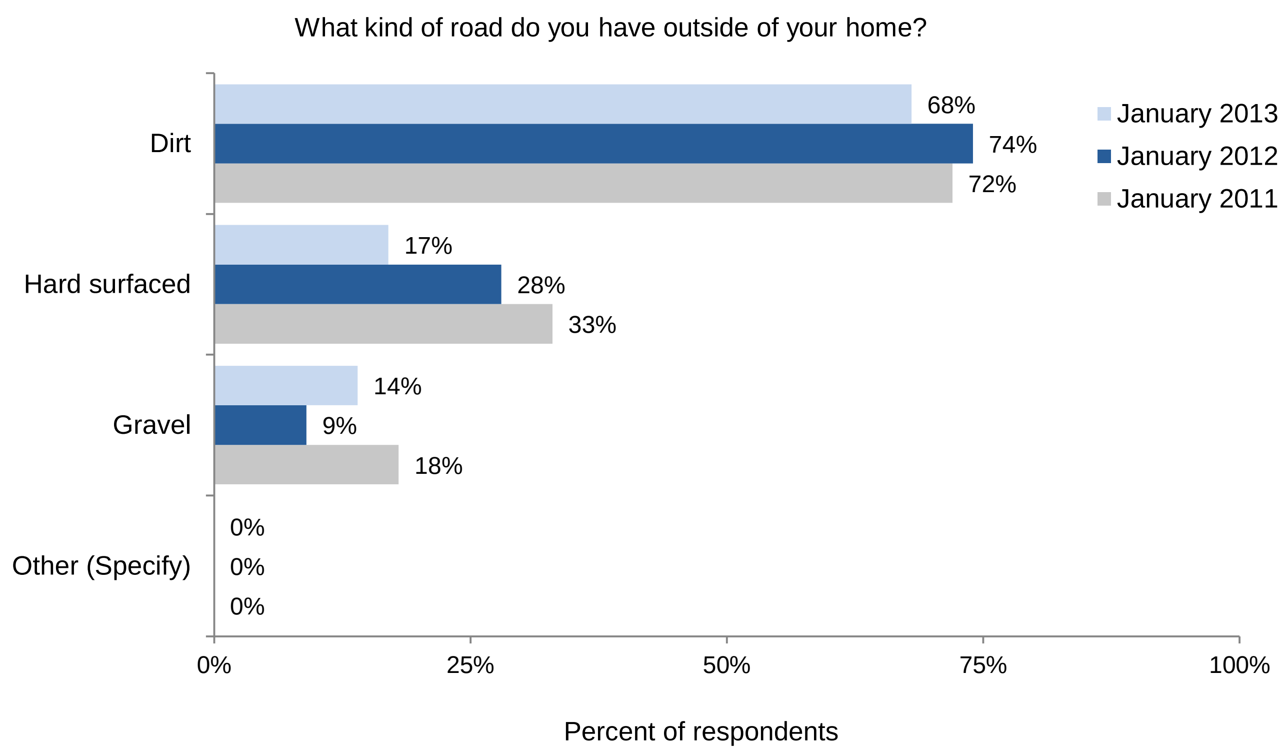
**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*

Roads and Sidewalks

Most Kabul residents lived in neighborhoods with dirt roads (58%), but many also had nearby hard surface (17%) or gravel (14%) roads.

In January 2013 residents were asked to report their primary road type, while in previous surveys they were asked to report all types near their home. While few residents had nearby hard surface roads, the drop in the percentage with this type of road in January 2013 may be attributed to the change in how the question was asked, and to the change in methodology in the January 2013 survey. In January 2013 interviewers visited four or five neighborhoods in each district, whereas in previous years they had visited only one or two neighborhoods. This wider sampling area may have led to a change in road types, reducing the comparability to previous year's survey results.

FIGURE 76: LOCAL ROAD TYPE



In January 2011 and January 2012 this may add to more than 100% as more than one type could be selected. In January 2013, respondents were asked for the primary type.

More than half of respondents from District 2 said they had hard surfaced roads near their homes, while no one or almost no one in Districts 7, 19, 19, 20 or 21 had the same.

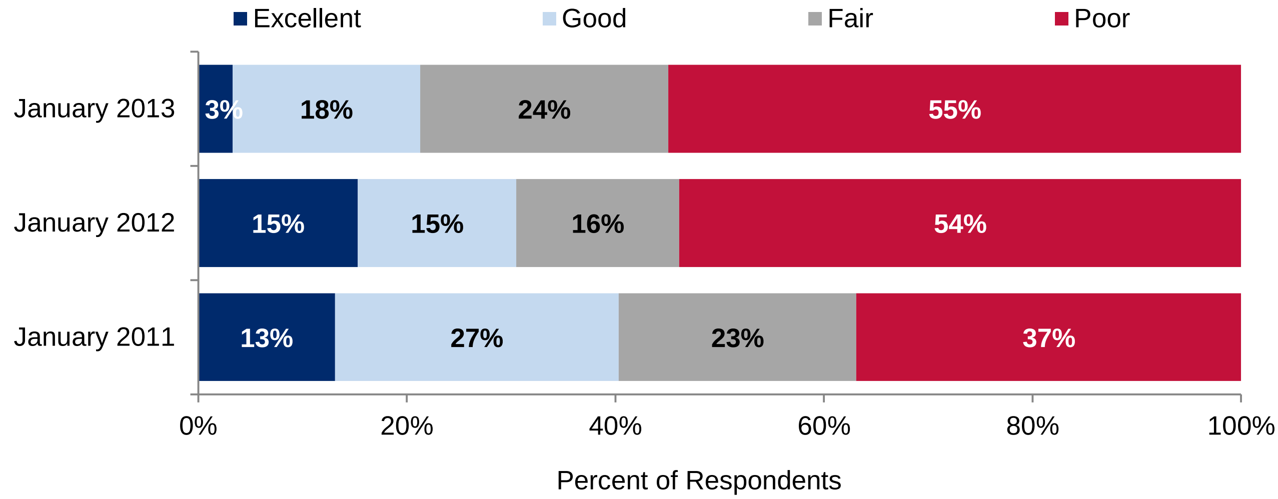
TABLE 44: LOCAL ROAD TYPE BY DISTRICT

District	Dirt			Gravel			Hard surfaced		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	68%	74%	72%	14%	9%	18%	17%	28%	33%
1	75%	90%	72%	7%	14%	10%	18%	6%	30%
2	35%	42%	43%	6%	5%	8%	59%	65%	54%
3	48%	41%	40%	23%	14%	3%	29%	54%	63%
4	73%	61%	72%	11%	17%	27%	16%	38%	12%
5	56%	89%	73%	11%	14%	7%	33%	15%	30%
6	65%	32%	39%	10%	11%	10%	25%	66%	63%
7	89%	87%	61%	11%	17%	19%	0%	14%	34%
8	78%	79%	80%	5%	0%	0%	11%	26%	55%
9	49%	53%	42%	16%	3%	4%	35%	57%	59%
10	35%	75%	65%	31%	12%	23%	34%	26%	30%
11	65%	66%	61%	8%	2%	13%	27%	44%	36%
12	87%	82%	85%	7%	10%	13%	6%	14%	3%
13	58%	85%	83%	23%	1%	10%	19%	17%	21%
14	71%	73%	94%	5%	16%	12%	24%	13%	9%
15	70%	94%	80%	20%	10%	42%	10%	6%	42%
16	55%	96%	99%	23%	10%	4%	22%	4%	2%
17	55%	64%	90%	38%	0%	1%	7%	32%	27%
18	73%	99%	88%	25%	3%	29%	2%	1%	8%
19	84%	100%	95%	16%	14%	36%	0%	0%	35%
20	94%	86%	86%	6%	16%	3%	0%	18%	13%
21	97%	77%	99%	3%	5%	54%	0%	25%	17%
22	78%	56%	100%	7%	9%	34%	15%	50%	13%

Total exceeds 100% as respondent may choose more than one type of road.

Ratings of the condition of local roads decreased from January 2011 to January 2013, with significantly fewer residents saying their local road was in excellent or condition.

FIGURE 77: RATING OF CONDITION OF LOCAL STREET BY YEAR



Residents in Districts 2, 10, 11 and 17, which (except for 17) were among those most likely to have hard surfaced roads, gave the highest ratings to their roads. In most districts at least half the residents (and up to 82%) rated their roads as poor. In districts with the lowest ratings, residents were very likely to have dirt roads.

TABLE 45: RATING OF CONDITION OF LOCAL STREET BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	3%	18%	24%	55%	23	31	39
2	20%	39%	27%	14%	55	63	54
17	2%	34%	24%	40%	33	21	33
10	5%	23%	34%	38%	32	35	37
11	11%	13%	36%	39%	32	36	50
1	2%	33%	21%	44%	31	27	34
9	7%	22%	21%	50%	29	39	42
3	0%	22%	39%	39%	28	56	42
15	5%	21%	26%	48%	28	17	33
16	5%	22%	24%	49%	28	13	6
5	5%	22%	20%	53%	26	27	40
22	0%	27%	20%	53%	25	31	51
8	8%	10%	23%	59%	23	23	76
14	2%	17%	24%	57%	21	32	7
4	0%	18%	25%	57%	20	51	33
20	0%	23%	15%	62%	20	34	38
13	0%	6%	45%	49%	19	13	23
6	0%	14%	25%	61%	18	71	58
19	0%	14%	19%	67%	16	7	21
7	1%	13%	11%	75%	13	14	36
12	1%	6%	22%	71%	12	27	42
18	0%	7%	17%	76%	10	10	12
21	0%	10%	8%	82%	10	27	32

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

More residents said they had a sidewalk outside of their home in the January 2013 survey than in previous years; more had dirt or hard surfaced sidewalks. One-third of respondents (33%) indicated that they did not have a sidewalk on the road outside their home (down from 45% in January 2011).

The type of local sidewalks varied greatly by district. In Districts 1, 14, 18, 20, 21 and 22 about half of all residents had no sidewalk, compared to Districts 4, 8, 10, 11 and 13 where about one quarter or fewer were without sidewalks. For some districts this also varied a fair amount by year, which may mean the interpretation of “near” changed or this may be attributed the change in methodology in the January 2013 survey. In January 2013 interviewers visited four or five neighborhoods in each district, whereas in previous years they had visited only one or two neighborhoods. This wider sampling area may have led to a change in sidewalk type, reducing the comparability to previous year’s survey results.

Districts 3, 10, and 11 were most likely to have a gravel or hard surfaced sidewalk on the road outside their home.

FIGURE 78: LOCAL STREET SIDEWALK TYPE

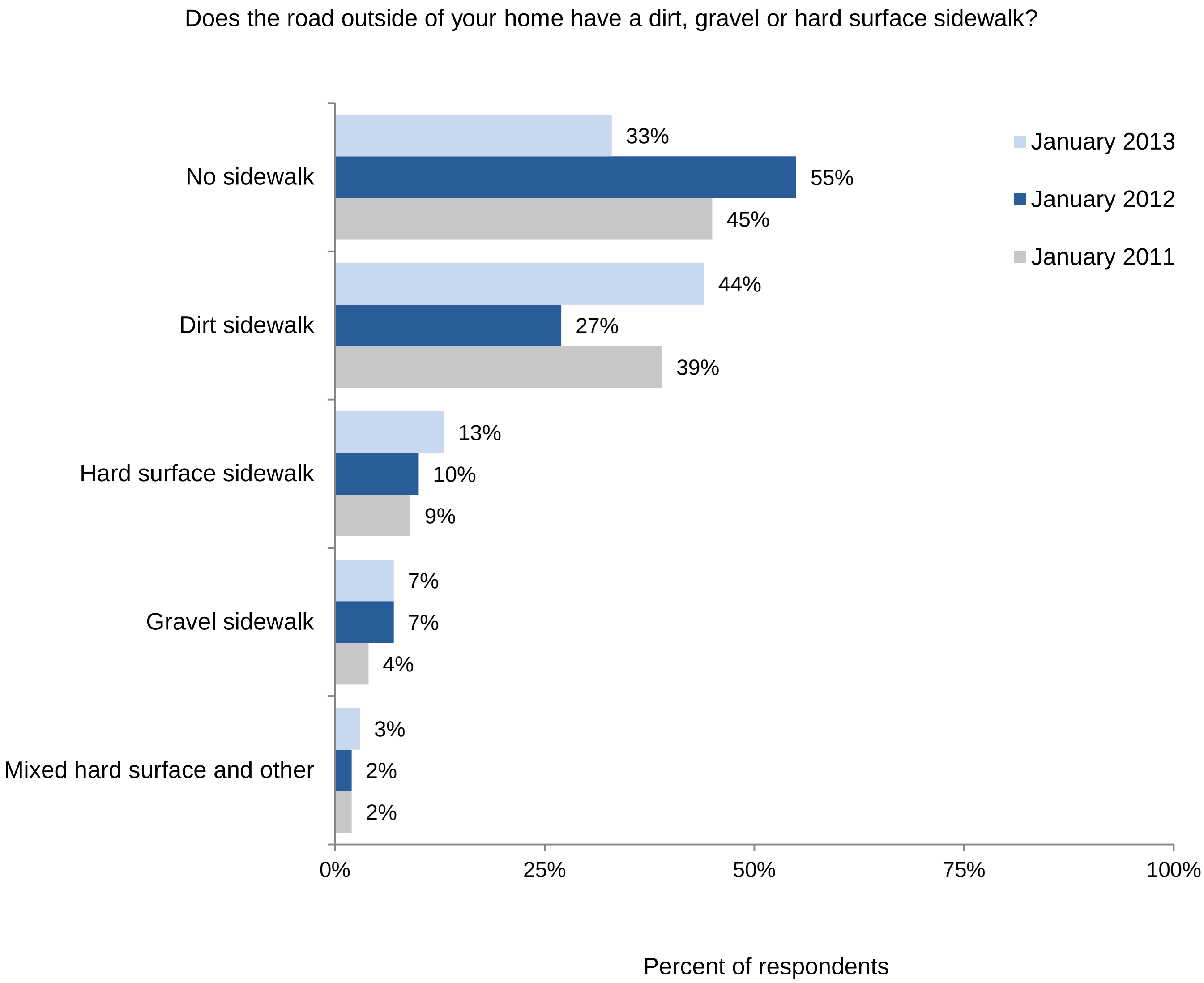


TABLE 46: LOCAL STREET SIDEWALK TYPE BY DISTRICT

District	January 2013			January 2012			January 2011		
	No sidewalk	Dirt sidewalk	Gravel/ hard surface sidewalk	No sidewalk	Dirt sidewalk	Gravel/ hard surface sidewalk	No sidewalk	Dirt sidewalk	Gravel/ hard surface sidewalk
ALL	33%	44%	23%	55%	27%	19%	45%	40%	16%
1	45%	25%	30%	66%	28%	6%	34%	50%	16%
2	42%	28%	30%	32%	25%	43%	38%	23%	38%
3	34%	26%	40%	36%	30%	34%	43%	40%	16%
4	19%	63%	18%	30%	39%	31%	33%	46%	21%
5	29%	36%	35%	59%	33%	8%	32%	46%	22%
6	30%	47%	23%	52%	15%	33%	38%	25%	37%
7	42%	53%	5%	58%	36%	6%	19%	64%	18%
8	20%	51%	29%	62%	19%	19%	42%	56%	2%
9	28%	41%	31%	35%	17%	48%	52%	17%	31%
10	24%	37%	39%	44%	35%	21%	20%	42%	37%
11	11%	49%	40%	11%	40%	49%	15%	61%	25%
12	38%	50%	12%	55%	40%	5%	29%	67%	4%
13	26%	38%	36%	80%	12%	8%	69%	11%	20%
14	46%	47%	7%	72%	27%	1%	39%	59%	2%
15	30%	47%	23%	50%	40%	10%	73%	25%	2%
16	35%	45%	20%	64%	20%	16%	56%	44%	0%
17	39%	47%	14%	60%	17%	23%	60%	38%	2%
18	47%	41%	12%	91%	9%	0%	58%	37%	5%
19	42%	39%	19%	60%	40%	0%	57%	41%	2%
20	52%	46%	2%	85%	15%	0%	40%	59%	1%
21	54%	38%	8%	49%	25%	26%	78%	21%	1%
22	48%	46%	6%	84%	12%	4%	77%	23%	0%

Total exceeds 100% as respondent may choose more than one type of road.

Feelings of safety walking on the local road or sidewalk decreased from January 2012 to January 2013. Regression analysis (in both January 2012 and in January 2013) showed that residents with hard surface roads, those who rated the conditions of the local road higher and those with hard surface sidewalks felt the most safe. Those without sidewalks felt least safe.

FIGURE 79: RATING OF HOW SAFE YOU FEEL WALKING ON LOCAL ROAD (OR SIDEWALK) BY YEAR

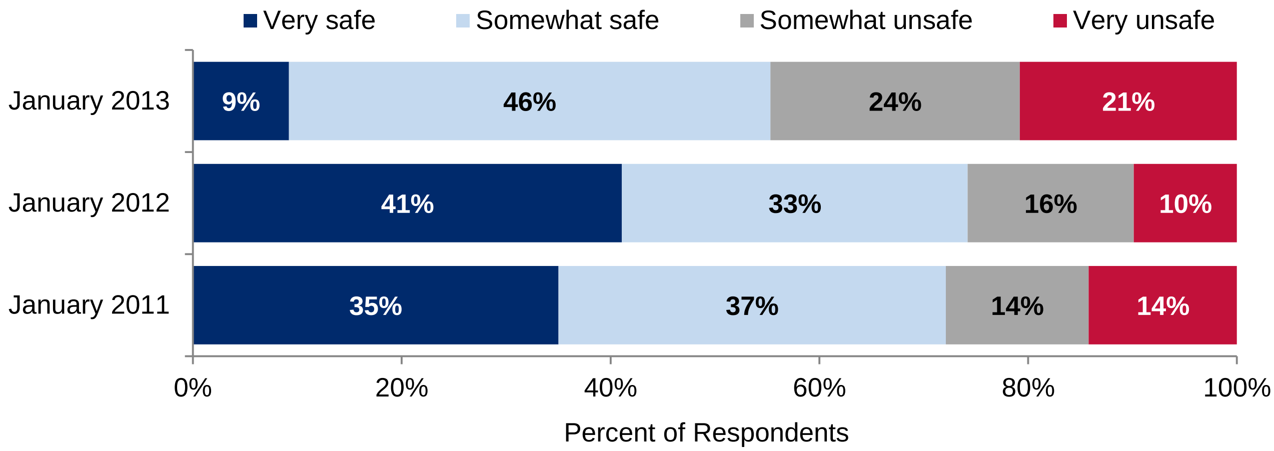


TABLE 47: RATING OF HOW SAFE YOU FEEL WALKING ON LOCAL ROAD (OR SIDEWALK) BY DISTRICT

District	January 2013				Average rating*		
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	January 2013	January 2012	January 2011
ALL	9%	46%	24%	21%	32	68	64
11	13%	45%	31%	10%	48	76	60
8	19%	36%	27%	17%	42	74	73
2	34%	48%	12%	5%	41	69	76
13	10%	56%	23%	11%	40	71	56
15	14%	50%	26%	10%	39	56	72
3	12%	59%	17%	12%	38	80	70
10	9%	50%	21%	20%	38	66	66
5	7%	58%	18%	17%	37	71	63
9	14%	40%	28%	18%	36	76	72
1	11%	74%	4%	11%	34	63	61
4	2%	43%	28%	26%	33	67	65
12	6%	52%	26%	16%	31	62	55
6	6%	43%	23%	29%	29	82	80
16	2%	55%	18%	25%	29	53	52
19	9%	47%	28%	17%	28	72	66
17	10%	36%	25%	30%	26	73	58
18	2%	51%	23%	25%	23	70	37
21	20%	28%	33%	20%	23	68	65
7	0%	41%	17%	41%	19	61	64
22	2%	38%	29%	31%	19	60	66
14	0%	41%	19%	41%	18	79	58
20	0%	33%	27%	40%	15	62	51

**Average rating, where 100=very safe, 67=somewhat safe, 33=somewhat unsafe, and 0=very unsafe.*

Nearly two-thirds of the residents were willing to pay an increased Safay'i fee if it meant their road would be upgraded from dirt to gravel. Relative to January 2012, the proportion willing to pay dropped very slightly, and a greater drop was seen from January 2011, when support for upgraded roads was very strong. Those in districts with lower incomes or employment (5, 8, 18 and 22) were least likely to be willing to pay for this type of upgrade.

FIGURE 80: WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL

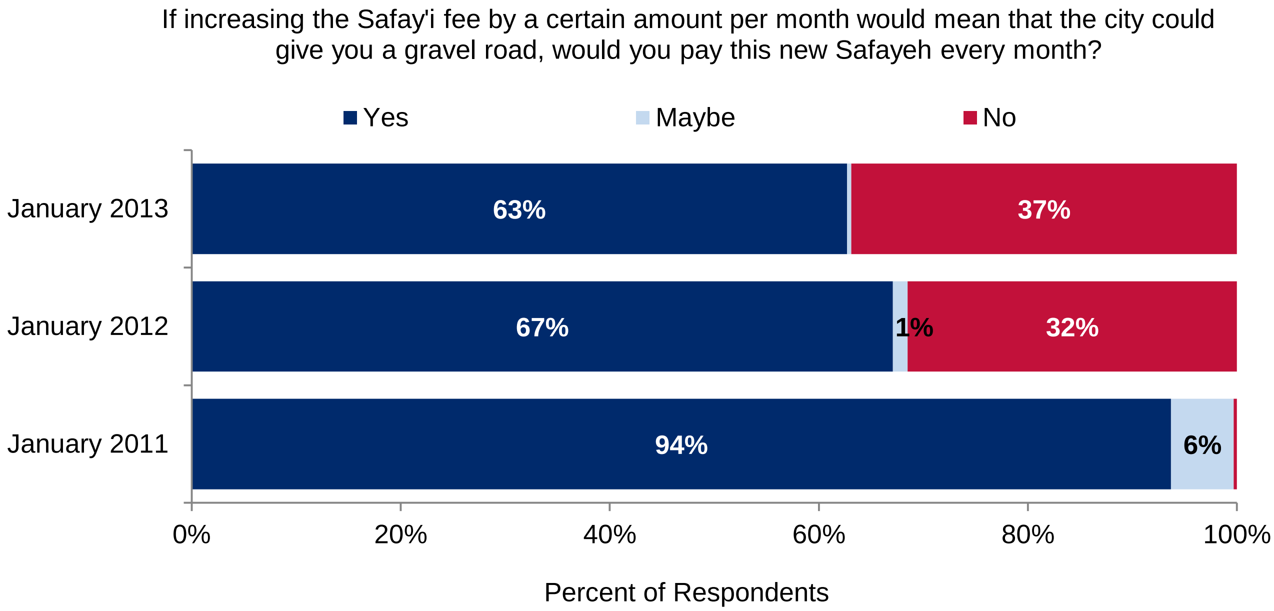
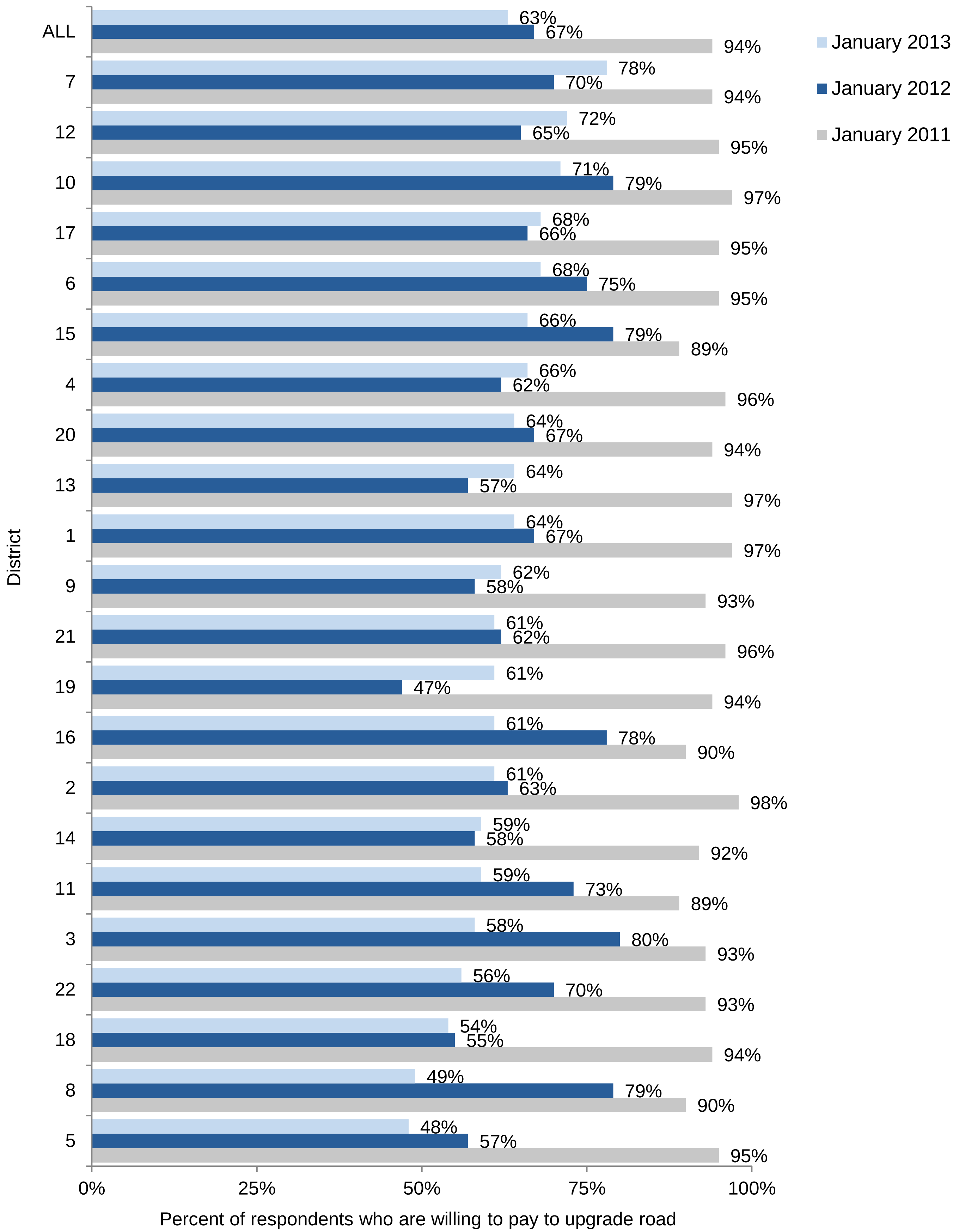


FIGURE 81: WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL BY DISTRICT



Among residents who were willing to pay to upgrade roads from dirt to gravel, one-third were willing to pay between 1 and 50 AFN per month and another third were willing to pay between 51 and 100 AFN/month at most, but the remainder came in as high as 1,000 AFN per month. Kabul residents who were willing to pay for this type of road upgrade were willing to pay much less in January 2013 than in the previous survey; 185 AFN per month on average, compared to 319 AFN per month.

How much a resident was willing to pay to upgrade the road varied markedly by district. Residents in Districts 1, 2, 12 and 22 were willing to pay the most (320 AFN per month or more on average) and in Districts 4, 7, 8 and 14 they were willing to pay the least (126 AFN per month or less on average). This average amount did not include the “zero amounts” for those who were unwilling to pay.

As with other services, the major reason given for being unwilling to pay was inability to afford the fee.

How much a resident was willing to pay for this improvement was most strongly related to household income. Those who already had a hard surface and gave higher ratings for the current condition of their roads were willing to pay more than those who did not have hard surface or gravel roads or those who rated their roads as poor.

FIGURE 82: MAXIMUM WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL

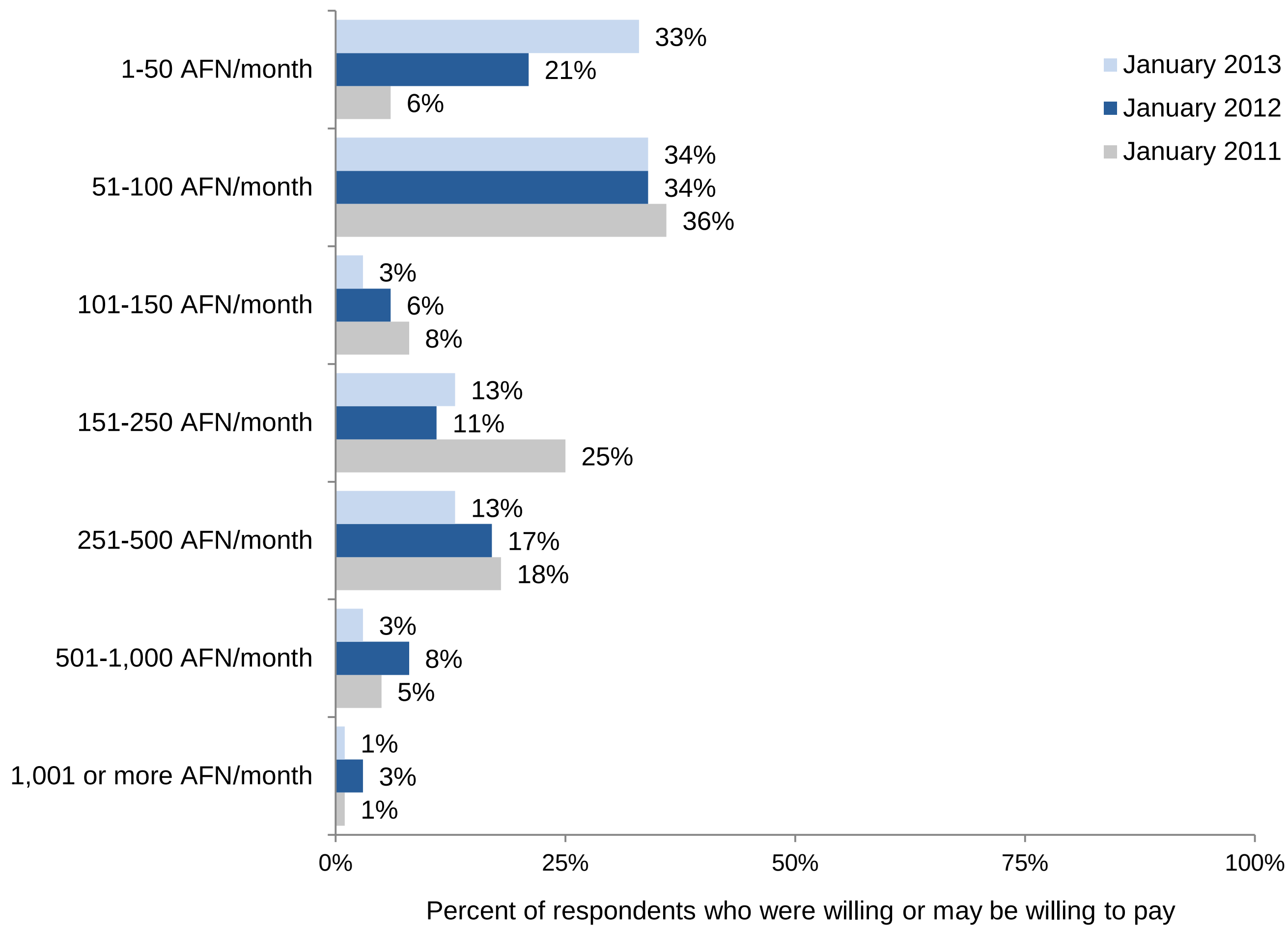


TABLE 48: MAXIMUM WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL (AVERAGE AFN/MONTH)

District	January 2013	January 2012	January 2011
ALL	185	319	243
1	392	440	185
22	385	232	303
12	320	360	216
2	318	780	198
15	304	404	286
17	229	81	216
21	204	351	240
3	186	255	223
9	178	294	298
19	178	137	249
13	175	118	194
18	160	140	342
11	156	535	260
6	151	503	312
10	149	236	239
20	148	228	216
16	145	460	183
5	144	430	269
7	126	332	210
4	114	378	238
8	110	232	143
14	110	184	223

If respondent said “yes” or “maybe” to paying an increased Safayi’ to upgrade road from dirt to gravel. In 2012, 67% said yes and 1% said maybe and in 2011, 94% said yes and 6% said maybe.

TABLE 49: REASONS UNWILLING TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL

District	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need a gravel road
ALL	72%	12%	4%	3%	9%
1	84%	11%	5%	0%	0%
2	53%	31%	11%	6%	0%
3	29%	38%	24%	10%	0%
4	53%	29%	12%	6%	0%
5	56%	8%	4%	2%	31%
6	88%	3%	0%	0%	9%
7	100%	0%	0%	0%	0%
8	83%	11%	0%	2%	4%
9	86%	8%	3%	3%	0%
10	55%	10%	3%	0%	31%
11	47%	7%	2%	0%	42%
12	84%	8%	8%	0%	0%
13	85%	9%	0%	3%	3%
14	71%	5%	2%	0%	22%
15	78%	19%	3%	0%	0%
16	56%	5%	8%	8%	23%
17	72%	22%	0%	6%	0%
18	81%	13%	4%	2%	0%
19	73%	14%	5%	8%	0%
20	86%	8%	3%	3%	0%
21	90%	8%	3%	0%	0%
22	82%	5%	0%	7%	7%

A similar number of respondents were interested in upgrading their roads from to hard surface as from dirt to gravel. The proportion was similar to responses in January 2012 and much lower than in January 2011. The districts that were least likely to be willing to pay anything tended to have below-average income and employment among their respondents.

FIGURE 83: WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT OR GRAVEL TO HARD SURFACE

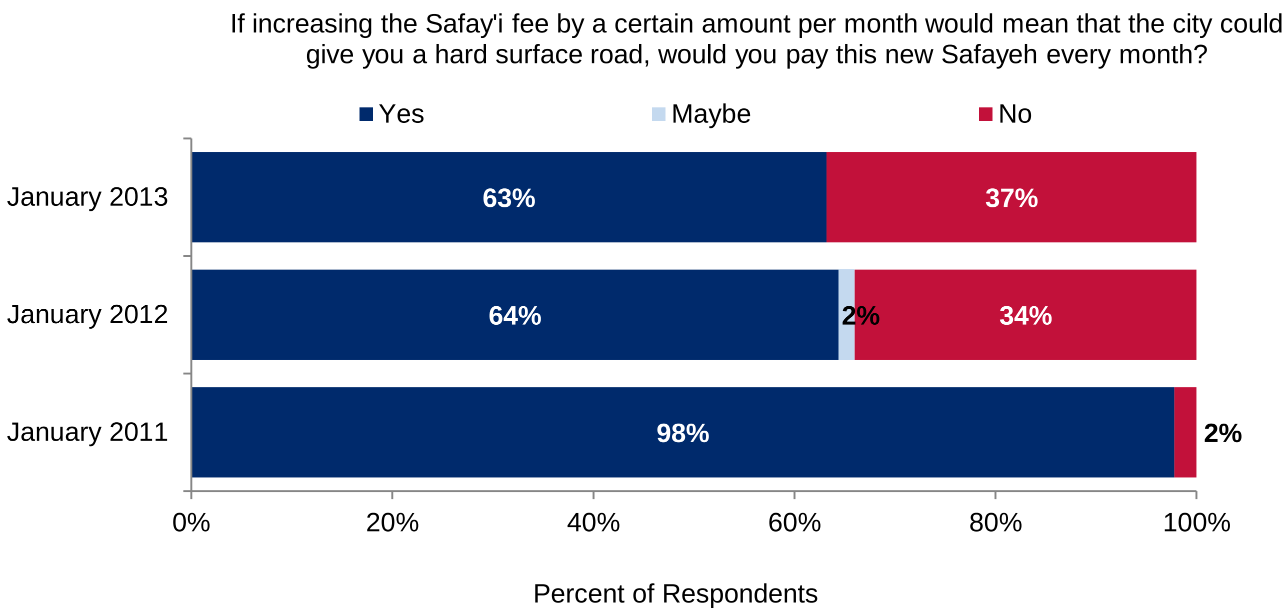
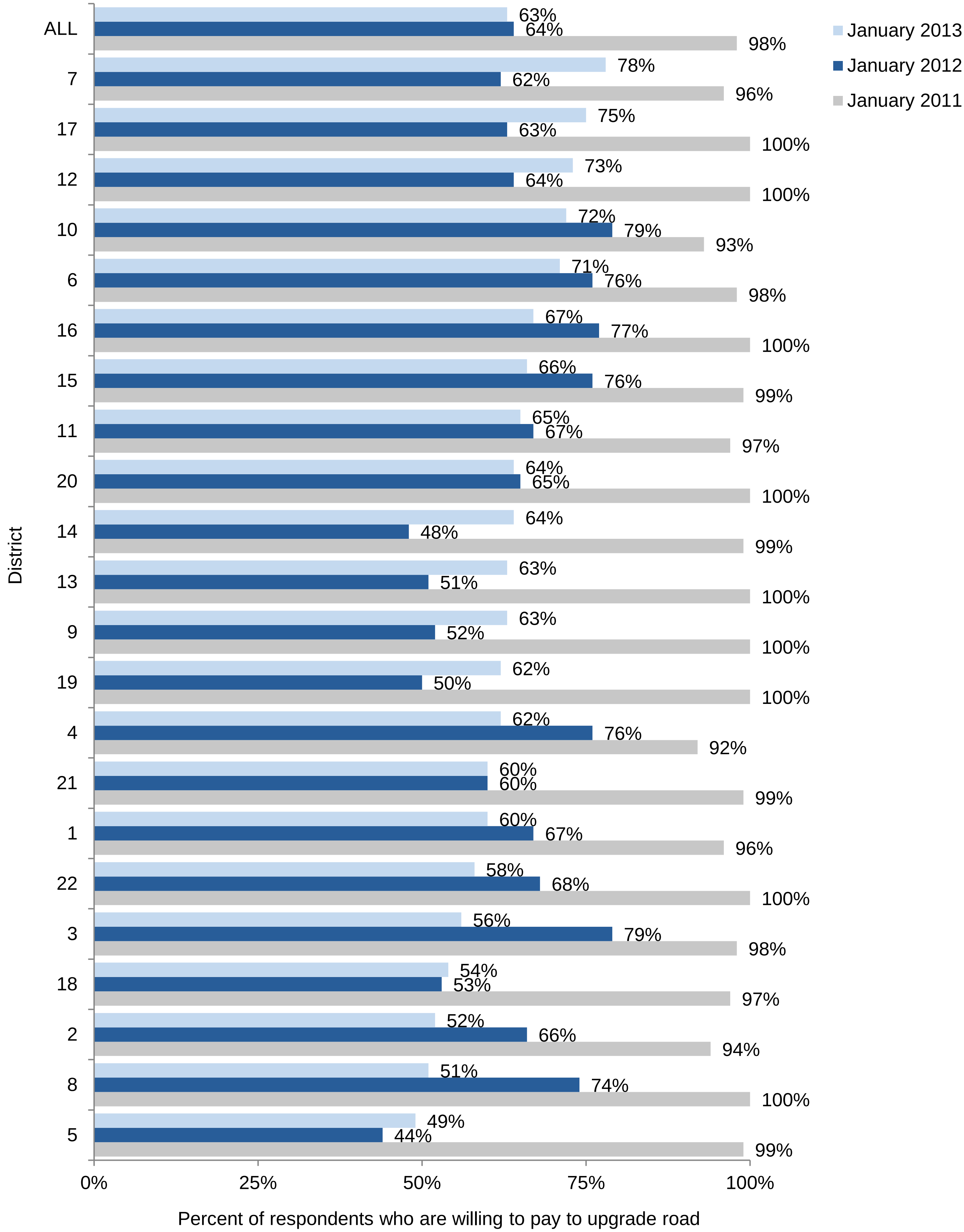


FIGURE 84: WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT OR GRAVEL TO HARD SURFACE BY DISTRICT



In January 2013 residents who were willing to pay for upgrades to hard surface roads were generally not willing to pay as much to upgrade their road to a hard surface as in previous years (169 AFN per month). The average amount they were willing to pay was similar for upgrades to gravel (185 AFN per month).

Like the upgrade to gravel, the amount residents were willing to pay to upgrade to a hard surface road varied substantially by district. Those in Districts 1, 2, and 22 would pay the most (334 AFN per month or more) and those in Districts 4, 7, 10 and 14 would pay the least (119 AFN per month or less).

Again, how much a resident was willing to pay for this improvement was most strongly related to household income. Those who already had a hard surface road and gave higher ratings for the current conditions of their roads were willing to pay more for new hard surface roads than those who did not have hard surface roads or who rated their roads as poor.

FIGURE 85: MAXIMUM WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT OR GRAVEL TO HARD SURFACE

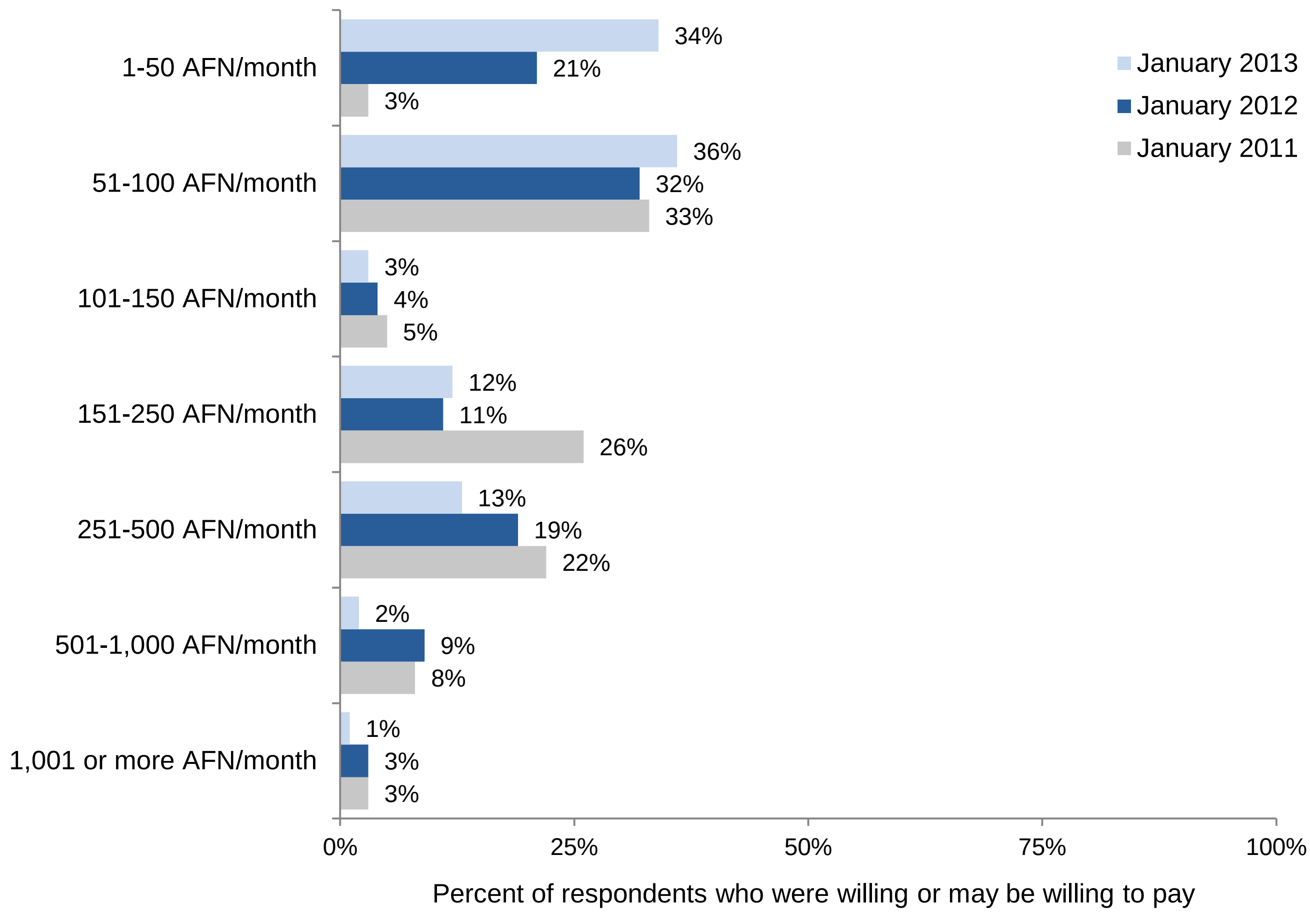


TABLE 50: MAXIMUM WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT OR GRAVEL TO HARD SURFACE BY DISTRICT (AVERAGE AFN/MONTH)

District	January 2013	January 2012	January 2011
ALL	169	305	327
1	405	386	221
2	361	712	271
22	334	271	385
12	263	354	256
15	211	424	320
17	202	87	366
18	187	189	359
13	183	147	211
19	181	175	336
5	172	336	332
21	172	331	241
16	167	478	196
9	154	334	407
6	142	316	264
11	141	298	332
3	139	327	227
20	130	242	546
8	129	183	486
4	119	427	395
7	114	252	209
10	114	271	295
14	113	192	218

If respondent said "yes" or "maybe" to paying an increased Safaiy'i' to upgrade road from dirt or gravel to *hard surface. In 2012, 64% said yes and 2% said maybe and in 2011, 98% said yes and 0% said maybe.*

TABLE 51: REASONS UNWILLING TO PAY TO UPGRADE ROAD FROM DIRT OR GRAVEL TO HARD SURFACE

District	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need a hard surface road
ALL	77%	11%	1%	3%	9%
1	75%	20%	3%	0%	3%
2	69%	9%	9%	13%	0%
3	65%	20%	0%	0%	15%
4	63%	11%	0%	0%	26%
5	51%	21%	2%	2%	23%
6	83%	7%	0%	7%	3%
7	90%	5%	0%	5%	0%
8	77%	16%	0%	5%	2%
9	86%	3%	0%	5%	5%
10	100%	0%	0%	0%	0%
11	49%	6%	0%	0%	46%
12	87%	4%	0%	4%	4%
13	91%	3%	0%	6%	0%
14	94%	3%	0%	0%	3%
15	82%	18%	0%	0%	0%
16	66%	3%	0%	0%	31%
17	88%	4%	4%	4%	0%
18	87%	9%	0%	2%	2%
19	76%	18%	0%	5%	0%
20	92%	6%	0%	0%	3%
21	83%	15%	0%	3%	0%
22	74%	10%	2%	5%	10%

Most residents (56%) also indicated that they would pay an increased Safaiy'i fee to have hard surface sidewalks, but again this proportion was a decline from January 2012 (when 63% said they would pay) and January 2011 (96% of respondents were willing to pay).

This varied widely by district; 71% of District 16 respondents were willing to pay compared to only 45% of respondents in District 18.

FIGURE 86: WILLINGNESS TO PAY TO GET A HARD SURFACE SIDEWALK

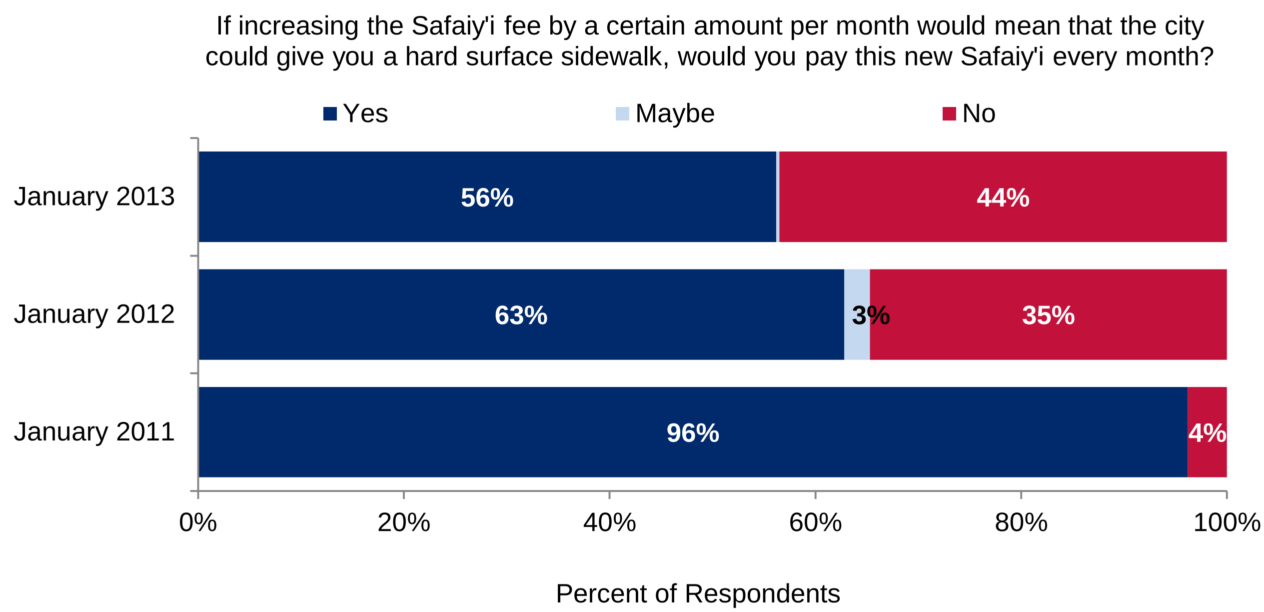
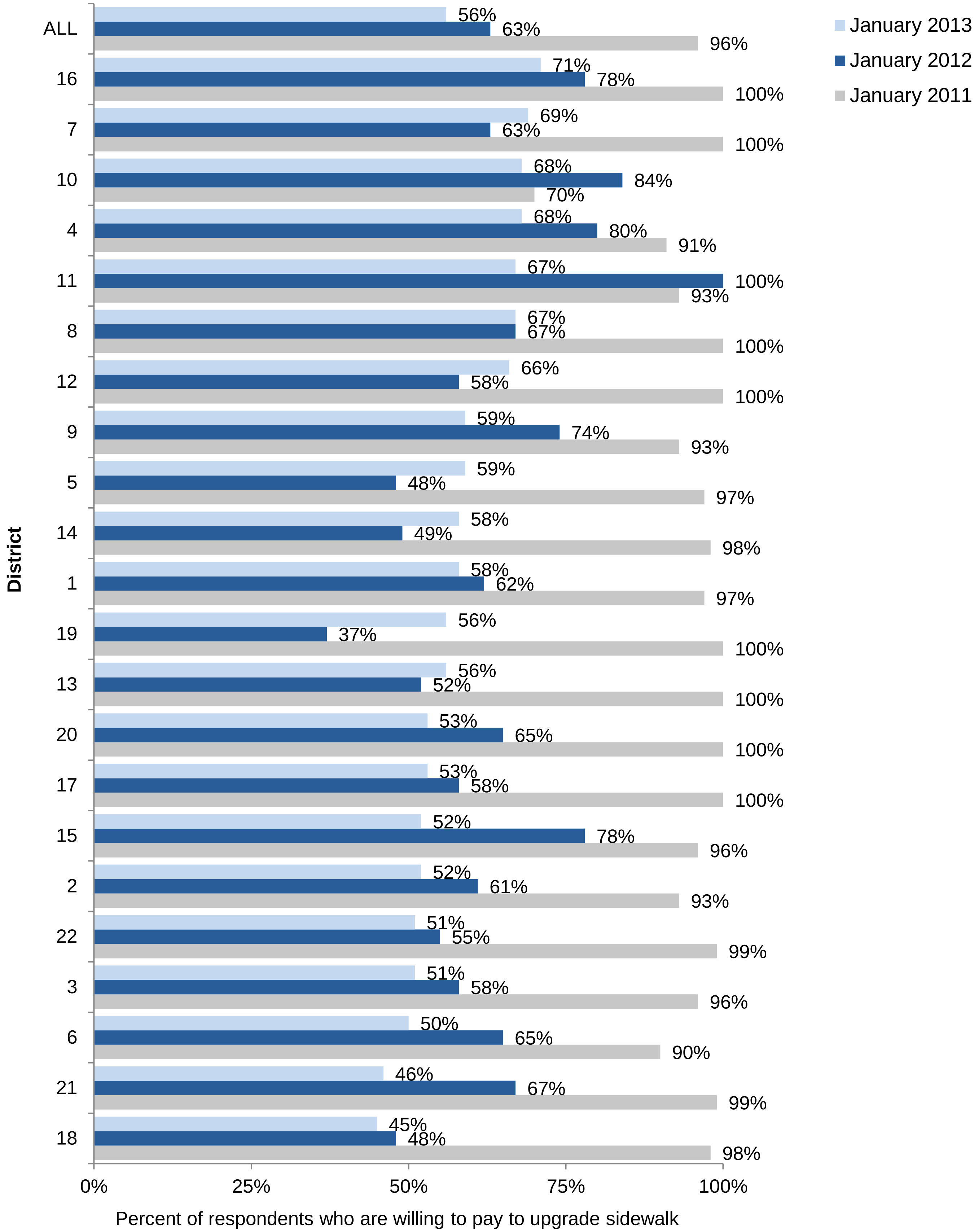


FIGURE 87: WILLINGNESS TO PAY TO GET A HARD SURFACE SIDEWALK BY DISTRICT



Residents who would pay for sidewalks were willing to pay less for sidewalks than they were for roads. On average, residents would pay 144 AFN per month on average for a sidewalk compared to about 169 or 185 AFN per month for a road.

Residents in Districts 6, 8 and 14 were willing to pay the least (93 AFN per month or less) and those in Districts 1, 2 and 172 were willing to pay the most (283 AFN per month or more).

How much a resident was willing to pay for a sidewalk was related strongly to household income. Those that did not have a sidewalk or who had a dirt sidewalk were willing to pay more than those that already had a hard surface sidewalk.

FIGURE 88: MAXIMUM WILLINGNESS TO PAY TO GET A HARD SURFACE SIDEWALK

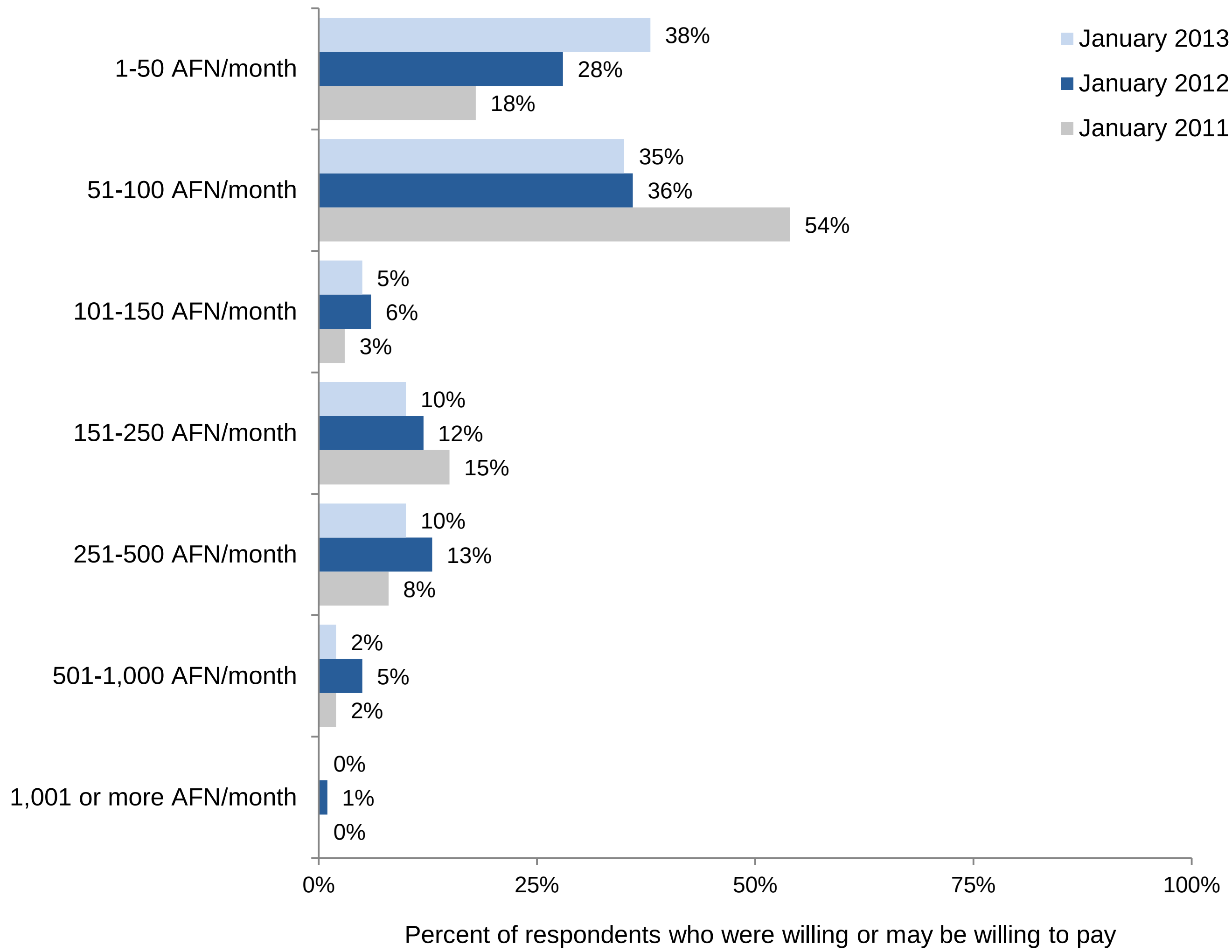


TABLE 52: MAXIMUM WILLINGNESS TO PAY TO GET A HARD SURFACE SIDEWALK BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	144	203	148
2	308	295	198
17	308	75	169
1	283	226	158
12	231	394	150
22	221	154	142
19	174	103	146
16	162	138	231
21	152	170	125
11	150	282	123
15	147	180	125
4	142	326	150
20	134	269	116
9	131	176	165
18	131	114	147
3	127	231	151
13	114	113	130
5	103	329	160
7	103	205	168
10	97	167	243
6	93	299	186
14	90	184	107
8	60	217	96

If respondent said “yes” or “maybe” to paying an increased Safaiy’i to get a hard surface sidewalk. In 2012, 63% said yes and 3% said maybe and in 2011, 96% said yes and 0% said maybe.

TABLE 53: REASON NOT WILLING TO PAY TO GET A HARD SURFACE SIDEWALK BY DISTRICT (JANUARY 2013)

District	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need a hard surface sidewalk
ALL	89%	7%	1%	1%	2%
1	76%	11%	0%	0%	14%
2	79%	8%	13%	0%	0%
3	68%	8%	0%	0%	24%
4	100%	0%	0%	0%	0%
5	100%	0%	0%	0%	0%
6	93%	0%	7%	0%	0%
7	100%	0%	0%	0%	0%
8	93%	0%	0%	7%	0%
9	82%	8%	0%	3%	8%
10	100%	0%	0%	0%	0%
11	100%	0%	0%	0%	0%
12	96%	0%	4%	0%	0%
13	95%	3%	0%	3%	0%
14	100%	0%	0%	0%	0%
15	87%	9%	0%	3%	0%
16	100%	0%	0%	0%	0%
17	90%	10%	0%	0%	0%
18	91%	9%	0%	0%	0%
19	90%	7%	0%	2%	0%
20	93%	7%	0%	0%	0%
21	88%	12%	0%	0%	0%
22	81%	15%	0%	4%	0%

If respondent said "no" to paying an increased Safay'i to get a hard surface sidewalk.

When given a choice of the two, most residents would rather upgrade their roads than build sidewalks, but the extent to which this was true varied by district. In Districts 12, 18 and 20, about 9 in 10 preferred road improvements, but in Districts 1, 3, 7, 9, 11 this was true for only about 6 in 10 residents (see Table 54).

FIGURE 89: PREFERENCE FOR ROAD OR SIDEWALK

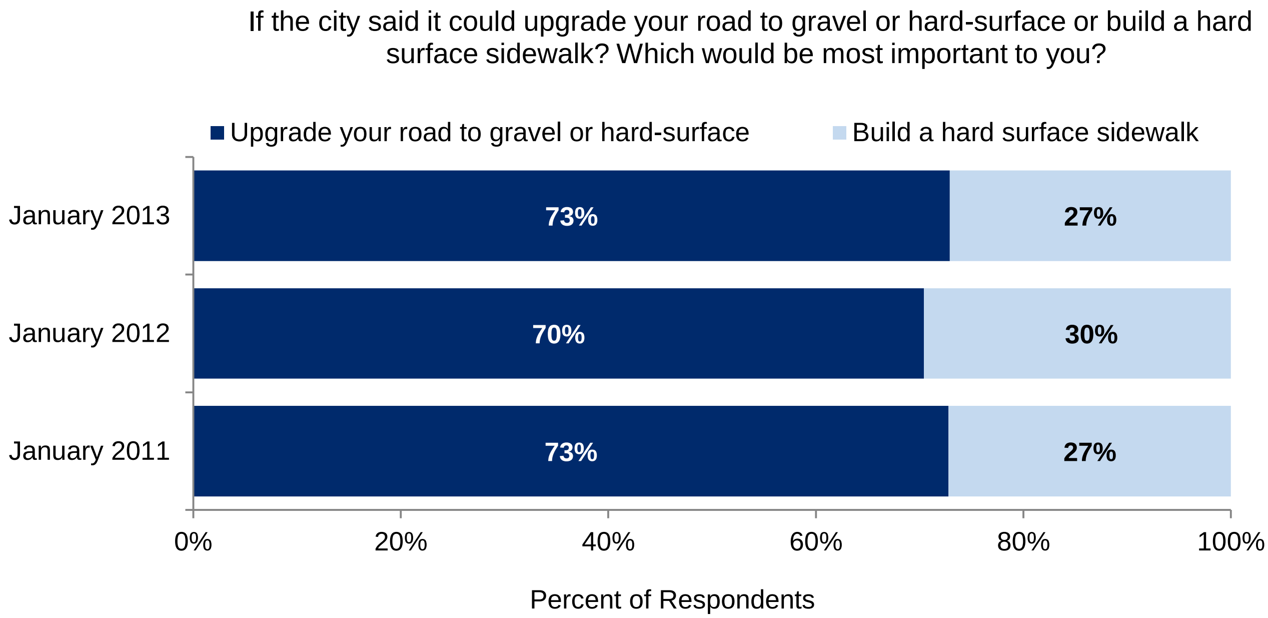


TABLE 54: PREFERENCE FOR ROAD OR SIDEWALK BY DISTRICT

District	January 2013		January 2012		January 2011	
	Upgrade your road to gravel or hard-surface	Build a hard surface sidewalk	Upgrade your road to gravel or hard-surface	Build a hard surface sidewalk	Upgrade your road to gravel or hard-surface	Build a hard surface sidewalk
ALL	73%	27%	70%	30%	73%	27%
1	59%	41%	77%	23%	58%	42%
2	72%	28%	64%	36%	52%	48%
3	63%	37%	66%	34%	73%	27%
4	76%	24%	75%	25%	78%	22%
5	84%	16%	64%	36%	74%	26%
6	69%	31%	71%	29%	66%	34%
7	54%	46%	67%	33%	72%	28%
8	74%	26%	59%	41%	73%	27%
9	62%	38%	71%	29%	67%	33%
10	66%	34%	68%	32%	57%	43%
11	60%	40%	64%	36%	68%	32%
12	90%	10%	60%	40%	91%	9%
13	85%	15%	84%	16%	79%	21%
14	71%	29%	58%	42%	53%	47%
15	75%	25%	68%	32%	78%	22%
16	74%	26%	74%	26%	67%	33%
17	74%	26%	78%	22%	66%	34%
18	94%	6%	81%	19%	83%	17%
19	82%	18%	90%	10%	83%	17%
20	89%	11%	73%	27%	81%	19%
21	70%	30%	80%	20%	91%	9%
22	79%	21%	53%	47%	78%	22%

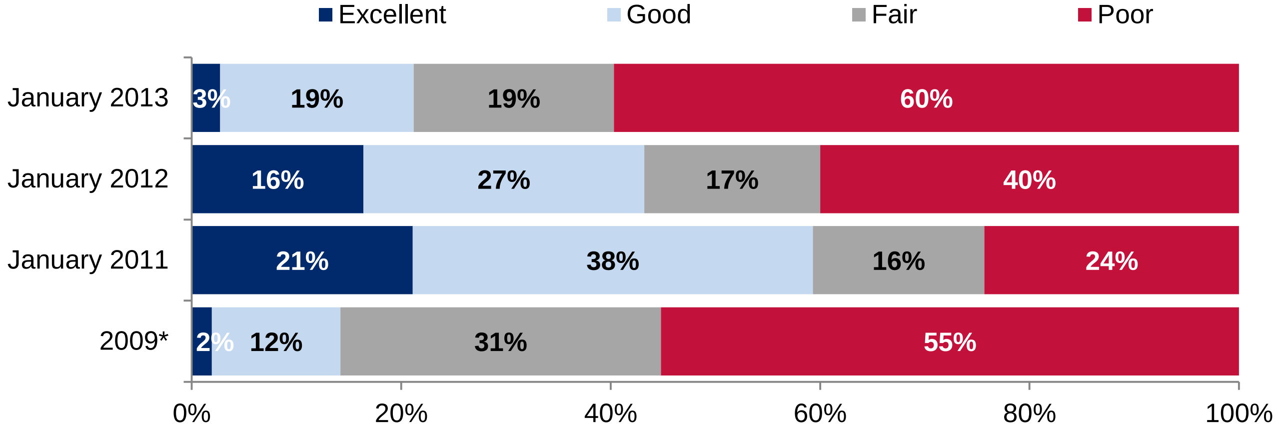
In the 2012 surveys, residents were asked to rate the current condition of roads and quality of road services and in 2011 they were also asked to recollect the condition of roads and quality of services two years prior (2009). In January 2013, average resident ratings of existing road conditions and quality of road services had a mean score of 26 (between fair and poor), which was considerably lower than the ratings they gave in January 2012 (mean score of 51, between good and fair). This decline occurred in each area of street conditions and services and is likely due in part to the change in sampling methodology in January 2013 (more non-adjacent neighborhoods in each district were visited in January 2013 than had been in previous survey years) . Furthermore, a harsh winter in 2012 brought extensive snowfall and flooding And most of the roads in the city were damaged or destroyed. The Kabul Municipality could not repair all of these roads because of limited budgets and plans already in place to asphalt specific roads in Kabul.

TABLE 55: INDEX RATING OF ROAD CONDITIONS AND SERVICES BY DISTRICT

District	January 2013	January 2012	January 2011	2009*
ALL	26	51	56	22
2	52	65	72	26
1	40	51	66	21
11	40	60	65	25
10	36	56	65	27
5	33	51	67	17
17	31	34	61	17
16	30	33	37	21
14	29	45	46	21
3	27	66	78	33
9	27	63	61	25
15	27	48	44	28
4	25	61	61	21
8	25	40	72	23
6	24	65	66	20
22	23	41	38	26
7	21	57	62	20
20	21	46	56	13
13	20	29	44	16
12	18	53	57	14
19	18	49	29	20
21	15	55	38	22
18	11	31	28	9

The index rating of City trash services is an average of the ratings for four components of road conditions and services service (the condition of the neighborhood streets, the condition of the main city roads, street repair services (repaving, fixing holes), and street construction services).
Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor
**Ratings for 2009 come exclusively from the 2011 survey; respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).*

FIGURE 90: RATING OF THE CONDITION OF THE NEIGHBORHOOD STREETS BY YEAR



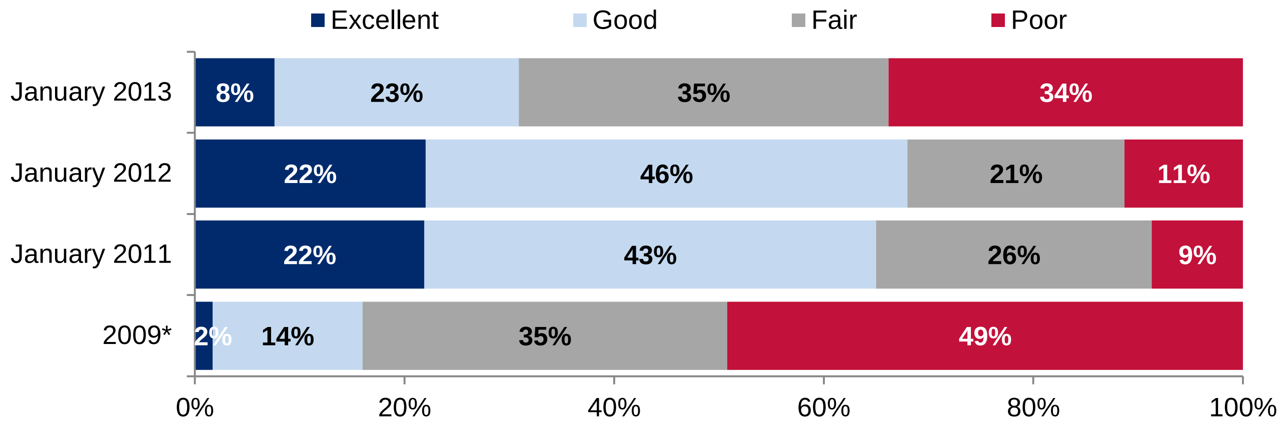
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 56: RATING OF THE CONDITION OF THE NEIGHBORHOOD STREETS BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	3%	19%	19%	60%	21	40	52	20
2	16%	50%	24%	10%	57	63	69	22
11	11%	21%	31%	37%	35	42	65	26
1	5%	32%	16%	47%	32	41	52	20
10	3%	25%	36%	36%	32	37	60	27
17	1%	32%	23%	44%	30	20	52	16
5	4%	25%	12%	59%	25	48	62	16
14	6%	18%	19%	57%	24	39	22	12
15	3%	21%	20%	56%	24	32	44	26
22	1%	21%	23%	55%	23	37	32	23
16	5%	18%	13%	64%	21	13	18	7
9	5%	12%	22%	61%	20	48	57	31
4	0%	17%	22%	61%	19	62	53	19
6	1%	17%	18%	64%	18	73	68	26
8	3%	17%	10%	70%	18	31	76	21
20	0%	16%	21%	63%	18	45	51	7
13	1%	9%	29%	61%	17	13	35	10
3	1%	10%	24%	65%	16	68	74	33
7	0%	19%	11%	70%	16	35	50	23
19	0%	12%	15%	73%	13	20	17	16
21	2%	11%	8%	79%	12	38	27	19
12	0%	11%	9%	80%	10	31	54	11
18	0%	8%	5%	87%	7	18	16	5

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the 2011 survey; respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).

FIGURE 91: RATING OF THE CONDITION OF THE MAIN CITY ROADS BY YEAR



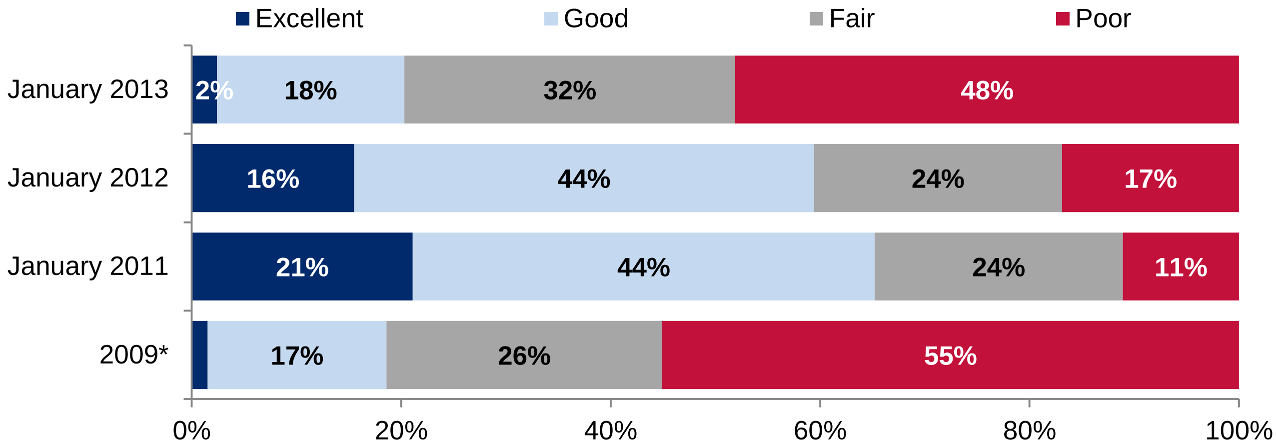
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 57: RATING OF THE CONDITION OF THE MAIN CITY ROADS BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	8%	23%	35%	34%	35	60	59	23
1	11%	52%	28%	9%	55	58	68	23
2	14%	45%	34%	7%	55	65	67	22
5	18%	34%	38%	10%	53	57	66	16
11	20%	20%	44%	16%	48	72	65	25
3	11%	39%	30%	20%	47	70	76	33
10	17%	21%	36%	26%	43	66	67	28
16	13%	20%	37%	30%	39	38	54	35
14	15%	18%	34%	33%	38	58	66	28
4	6%	27%	35%	32%	36	61	62	23
9	6%	19%	51%	24%	36	73	62	25
17	7%	27%	33%	33%	36	49	65	17
8	3%	29%	36%	32%	34	55	71	25
15	7%	19%	41%	33%	33	51	48	28
22	0%	34%	25%	41%	31	52	39	26
7	9%	14%	34%	43%	30	64	68	25
6	5%	18%	33%	44%	28	68	64	18
12	1%	23%	36%	40%	28	66	60	14
13	0%	17%	39%	44%	24	45	47	17
19	0%	23%	27%	50%	24	72	41	23
20	2%	18%	27%	53%	23	47	60	15
18	1%	15%	31%	53%	22	41	46	11
21	1%	15%	32%	52%	22	69	44	22

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 92: RATING OF STREET REPAIR SERVICES (REPAVING, FIXING HOLES) BY YEAR



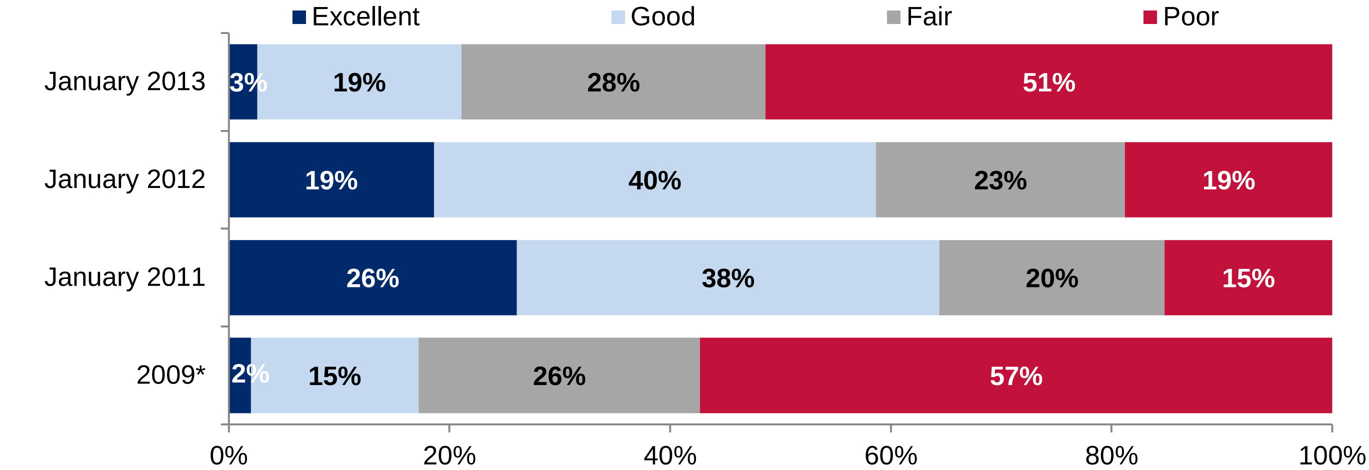
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 58: RATING OF STREET REPAIR SERVICES (REPAVING, FIXING HOLES) BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	2%	18%	32%	48%	25	53	58	22
2	11%	37%	39%	13%	49	65	71	29
1	6%	27%	47%	19%	40	52	69	21
11	9%	27%	38%	26%	40	59	65	26
10	4%	29%	35%	32%	35	58	66	28
17	1%	29%	29%	41%	30	38	65	18
5	2%	24%	33%	41%	29	49	67	18
16	5%	23%	25%	47%	29	40	40	20
9	6%	11%	37%	46%	26	61	63	24
14	5%	21%	22%	52%	26	44	48	22
6	2%	20%	28%	50%	25	62	64	17
15	2%	10%	48%	40%	25	54	48	29
3	1%	17%	35%	47%	24	61	80	33
8	2%	15%	35%	48%	24	41	72	25
4	0%	20%	25%	55%	22	63	62	21
13	0%	11%	42%	46%	22	33	50	21
20	2%	19%	21%	58%	22	44	55	15
22	0%	18%	20%	62%	19	38	54	29
7	0%	17%	21%	62%	18	65	62	13
19	0%	11%	30%	59%	17	49	27	17
12	1%	4%	38%	57%	16	58	58	16
21	1%	8%	25%	66%	15	56	44	25
18	0%	3%	23%	74%	10	36	34	8

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 93: RATING OF STREET CONSTRUCTION SERVICES BY YEAR



**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 59: RATING OF STREET CONSTRUCTION SERVICES BY DISTRICT

District	January 2013				Average rating*			
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011	2009
ALL	3%	18%	28%	51%	24	53	58	21
2	5%	44%	37%	14%	47	66	81	31
11	12%	20%	39%	29%	38	67	67	23
1	3%	23%	42%	32%	33	52	73	21
10	4%	26%	35%	35%	33	62	67	28
16	8%	25%	19%	48%	31	42	35	22
17	0%	29%	25%	46%	28	31	63	17
5	1%	25%	25%	49%	26	49	71	19
14	7%	16%	26%	51%	26	40	49	25
4	0%	23%	28%	49%	25	59	66	24
6	2%	22%	26%	50%	25	59	68	21
9	7%	13%	29%	51%	25	70	61	21
15	3%	13%	40%	43%	25	57	41	19
3	0%	18%	30%	52%	22	64	83	34
8	2%	17%	26%	55%	22	31	69	21
20	2%	19%	23%	56%	22	48	57	15
22	2%	19%	19%	60%	21	34	37	17
7	0%	21%	17%	62%	20	65	69	19
19	0%	13%	29%	58%	18	54	25	16
13	0%	9%	30%	61%	16	27	55	19
12	2%	6%	28%	64%	15	55	56	16
21	1%	5%	20%	74%	11	54	35	11
18	0%	2%	16%	82%	7	31	27	9

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

Parks

The proportion of families in Kabul who visited a larger park increased from 21% in January 2011 to 41% in January 2013. Almost two-thirds of these visitors went only a few times a year.

In Districts 9, 18, 21 and 22, about 1 in 6 or fewer ever went to Kabul's larger parks, compared to about 60% or more of residents in Districts 2, 7, 10, 11, 14 and 16, which tended to be more central.

FIGURE 94: FREQUENCY OF USE OF LARGER PARKS BY FAMILY

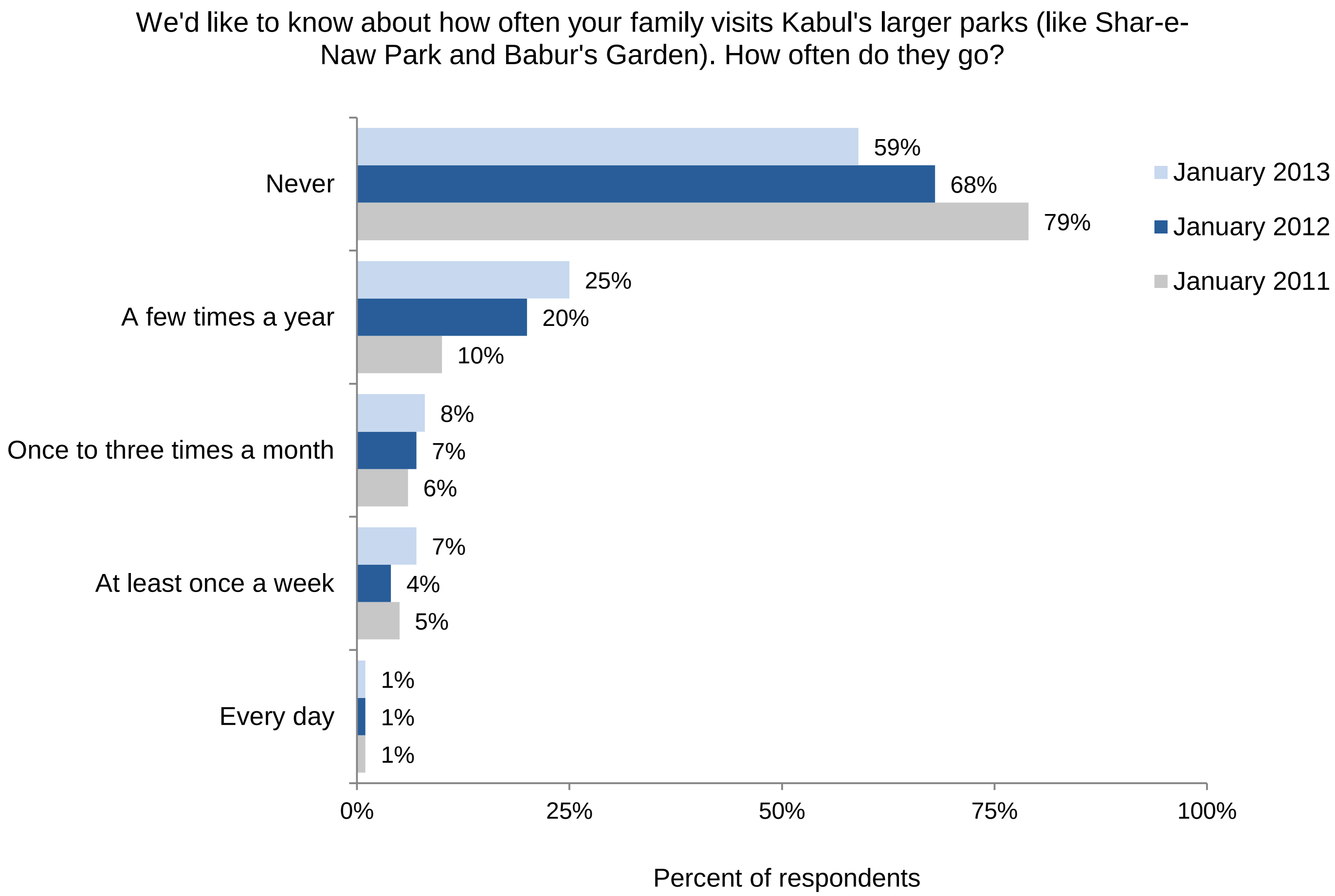


TABLE 60: FREQUENCY OF USE OF LARGER PARKS BY DISTRICT (JANUARY 2013)

District	Never	A few times a year	Once to three times a month	At least once a week	Every day
ALL	59%	25%	8%	7%	1%
18	90%	8%	1%	1%	0%
21	86%	9%	2%	3%	0%
9	83%	9%	6%	2%	0%
22	83%	12%	5%	0%	0%
5	82%	14%	1%	3%	0%
12	81%	17%	2%	0%	0%
19	77%	16%	5%	2%	0%
3	76%	20%	3%	1%	0%
8	74%	13%	5%	8%	0%
13	74%	18%	7%	1%	0%
15	61%	26%	7%	6%	0%
20	56%	23%	9%	6%	6%
1	48%	14%	19%	13%	6%
6	47%	33%	12%	8%	0%
4	45%	37%	7%	11%	0%
17	43%	27%	19%	11%	0%
16	40%	36%	14%	9%	1%
7	36%	41%	10%	13%	0%
14	36%	28%	22%	14%	0%
11	32%	37%	13%	17%	1%
10	29%	45%	14%	11%	1%
2	25%	34%	23%	14%	4%

Fewer residents were aware of a nearby adult or teen park in January 2013 (11%) than had been in January 2012. This number was similar to January 2011.

In Districts 1, 2 and 14, almost a third of residents (29% or more) had access to parks for teens or adults. Residents of Districts 3, 5, 9, 13, 18, 21 and 22 reported having none or virtually no access to any type of parks. Access to parks for women was highest in District 14, but even here, only 19% knew of such parks. For children's parks, in Districts 2 and 14, 22% or more of residents knew of nearby playgrounds.

FIGURE 95: PROXIMITY OF PARKS FOR TEENS AND ADULTS

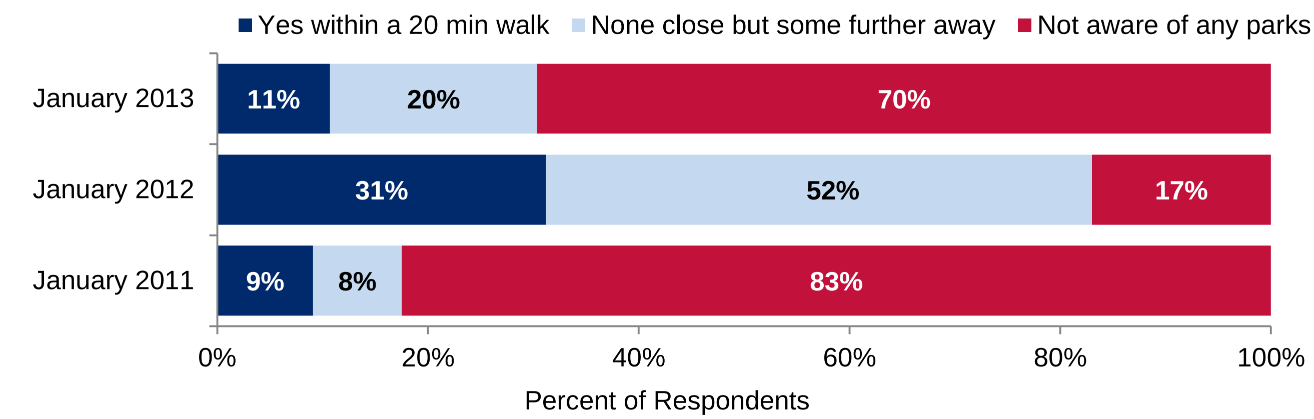


FIGURE 96: PROXIMITY OF PARKS FOR WOMEN

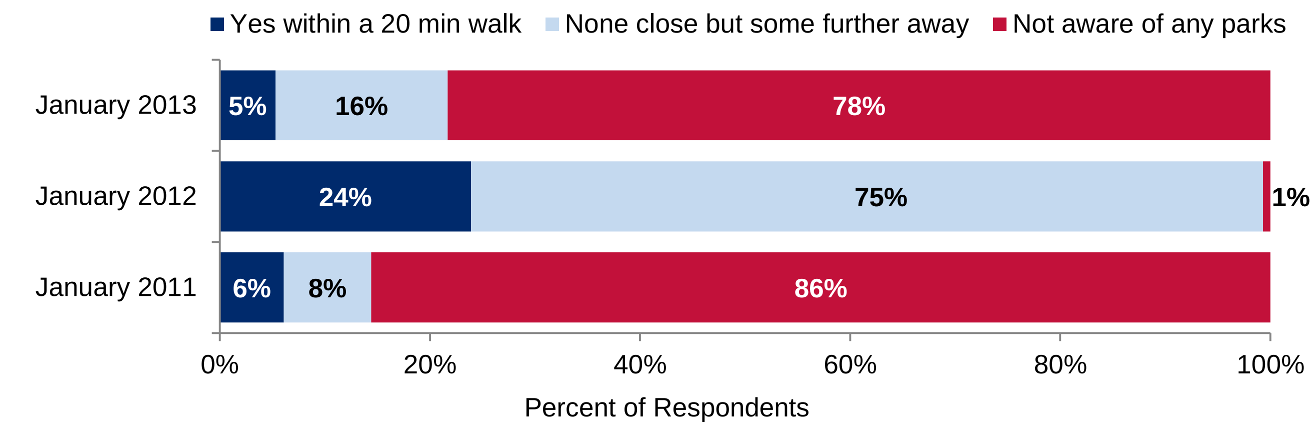


FIGURE 97: PROXIMITY OF PARKS WITH A CHILDREN'S PLAYGROUND

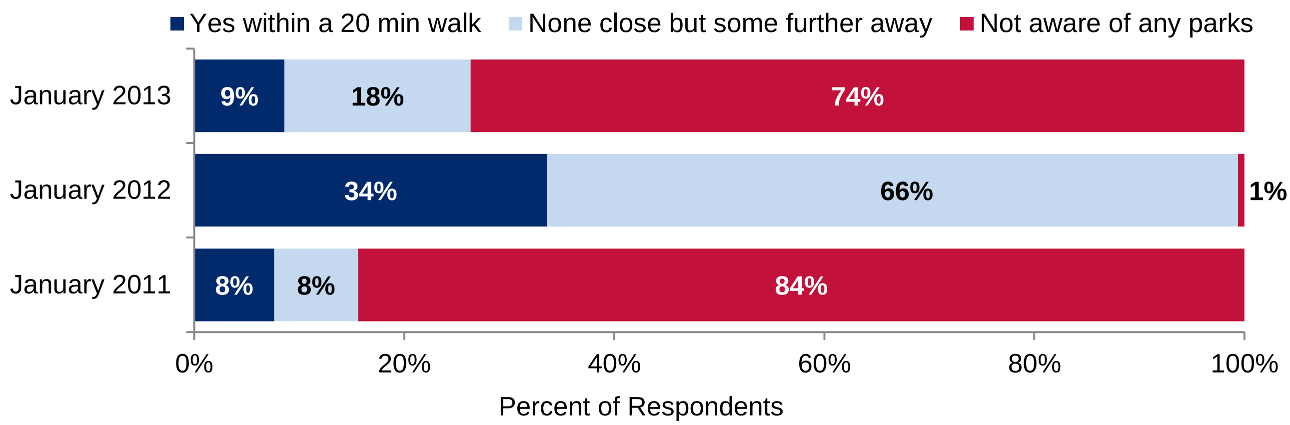
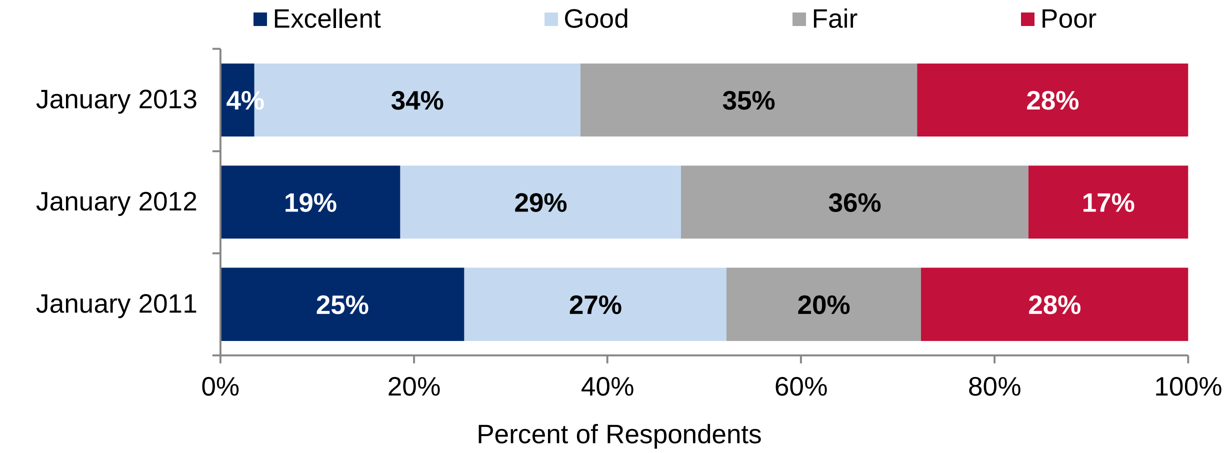


TABLE 61: GREEN AREAS OR PARKS WITHIN 20 MINUTE WALK BY DISTRICT

District	Teen/adult parks			Women's parks			Children's playgrounds		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	11%	31%	9%	5%	10%	5%	9%	14%	6%
1	31%	43%	12%	6%	10%	0%	12%	14%	1%
2	29%	46%	39%	10%	11%	20%	22%	12%	18%
3	2%	46%	4%	2%	14%	0%	3%	20%	15%
4	16%	45%	11%	3%	9%	0%	10%	13%	2%
5	2%	27%	8%	1%	6%	5%	2%	15%	5%
6	10%	28%	9%	1%	2%	4%	10%	12%	6%
7	14%	22%	9%	13%	10%	2%	14%	10%	3%
8	10%	27%	0%	6%	7%	0%	9%	10%	0%
9	1%	44%	8%	1%	31%	8%	1%	34%	7%
10	17%	26%	6%	9%	5%	4%	16%	13%	6%
11	25%	48%	43%	2%	27%	39%	13%	34%	40%
12	11%	10%	9%	8%	6%	7%	10%	5%	8%
13	0%	9%	0%	0%	0%	2%	0%	0%	1%
14	31%	25%	16%	19%	18%	10%	26%	15%	11%
15	16%	17%	2%	8%	11%	0%	13%	10%	0%
16	12%	30%	14%	12%	6%	13%	12%	7%	14%
17	11%	23%	6%	11%	4%	5%	11%	11%	4%
18	0%	25%	0%	0%	0%	0%	0%	4%	0%
19	10%	30%	0%	11%	0%	0%	10%	17%	0%
20	13%	8%	1%	9%	3%	1%	9%	2%	3%
21	0%	43%	0%	0%	24%	0%	0%	22%	0%
22	0%	28%	0%	0%	9%	0%	0%	11%	2%

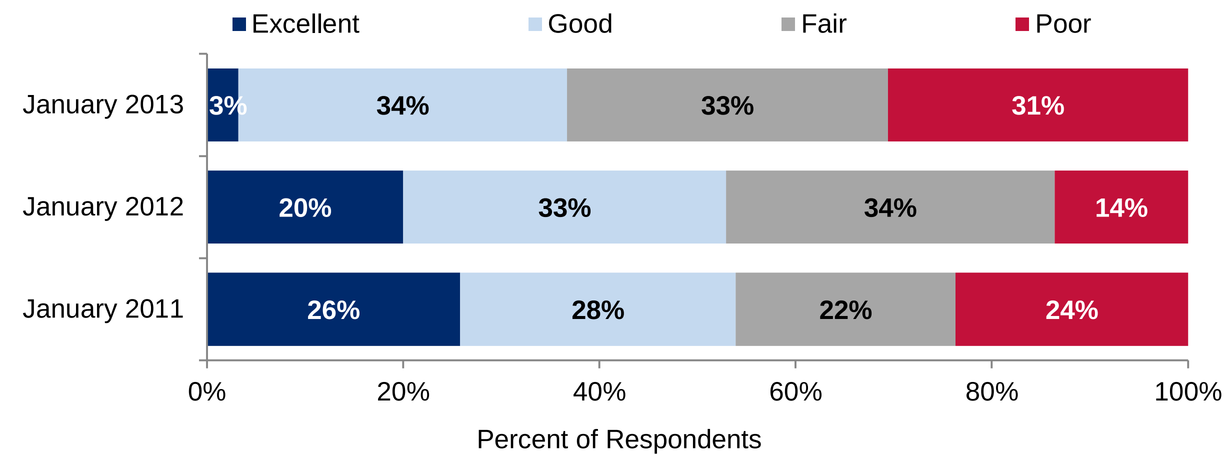
The few residents who had a smaller local park within 20 minutes of their home or were aware of one further away, were asked to rate the quality of that park. The majority of residents rated their local park as fair or poor, whether they were playgrounds or parks for adults and teens or women. Ratings were lower than in January 2012.

FIGURE 98: QUALITY OF ADULT/TEEN PARK CLOSEST TO YOU BY YEAR



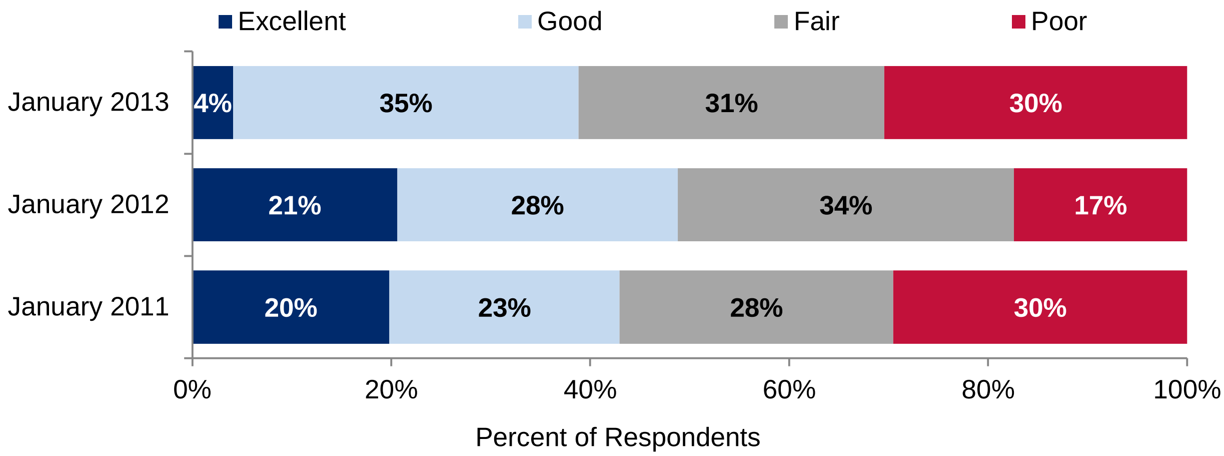
Asked if respondent was aware of a park within a 20-minute walk or further away (43% of respondents in 2012 and 14% of respondents in 2011).

FIGURE 99: QUALITY OF WOMEN'S PARK CLOSEST TO YOU BY YEAR



Asked if respondent was aware of a park within a 20-minute walk or further away (34% of respondents in 2012 and 12% of respondents in 2011)

FIGURE 100: QUALITY OF CHILDREN'S PLAYGROUND CLOSEST TO YOU BY YEAR



Asked if respondent was aware of a park within a 20-minute walk or further away (39% of respondents in 2012 and 12% of respondents in 2011)

In January 2013 male adults and teens were more likely to use smaller parks than teens or children, whereas in January 2012, all males, plus female children were more likely to use smaller parks. While, overall, in all years, most family members never used these parks, more respondents in January 2013 said adult family members used parks than had in January 2012.

TABLE 62: FREQUENCY OF USE OF SMALLER PARKS (JANUARY 2013)

	Never	Less than once a month	1-3 times a month	Once or more each week	Every day
Male adults	62%	20%	9%	4%	4%
Female adults	79%	13%	4%	2%	1%
Male teens	66%	17%	10%	4%	2%
Female teens	78%	13%	5%	2%	1%
Male children	74%	14%	6%	4%	1%
Female children	77%	13%	6%	3%	2%

TABLE 63: FREQUENCY OF USE OF SMALLER PARKS (JANUARY 2012)

	Never	Less than once a month	1-3 times a month	Once or more each week	Every day
Male adults	71%	15%	7%	5%	2%
Female adults	82%	10%	5%	3%	0%
Male teens	64%	9%	8%	11%	7%
Female teens	82%	9%	4%	4%	1%
Male children	70%	9%	5%	8%	8%
Female children	77%	8%	5%	4%	6%

TABLE 64: FREQUENCY OF USE OF SMALLER PARKS (JANUARY 2011)

	Never	Less than once a month	1-3 times a month	Once or more each week	Every day
Male adults	76%	4%	13%	5%	2%
Female adults	80%	14%	4%	2%	1%
Male teens	84%	5%	3%	4%	4%
Female teens	86%	4%	5%	3%	1%
Male children	85%	4%	3%	4%	4%
Female children	87%	4%	3%	4%	2%

In District 2, between 43% and 76% of each type of family member used small parks while in District 21, 9% or less did.

TABLE 65: PERCENT WHO EVER USE SMALLER PARKS BY DISTRICT (JANUARY 2013)

District	Male adults	Female adults	Male teens	Female teens	Male children	Female children
ALL	37%	21%	33%	21%	25%	23%
1	47%	30%	50%	33%	47%	41%
2	74%	50%	76%	43%	70%	56%
3	16%	10%	16%	12%	7%	7%
4	52%	27%	44%	37%	36%	35%
5	17%	13%	17%	13%	16%	14%
6	51%	20%	40%	20%	26%	26%
7	54%	29%	42%	27%	28%	28%
8	17%	7%	15%	4%	12%	5%
9	13%	7%	14%	7%	7%	6%
10	68%	39%	57%	41%	48%	46%
11	60%	39%	59%	40%	40%	42%
12	20%	6%	21%	9%	12%	9%
13	20%	12%	21%	11%	18%	14%
14	60%	40%	55%	36%	41%	38%
15	33%	18%	28%	18%	23%	17%
16	55%	26%	45%	23%	34%	32%
17	58%	35%	54%	36%	34%	32%
18	14%	5%	9%	6%	8%	6%
19	15%	7%	15%	8%	9%	6%
20	45%	33%	44%	34%	42%	36%
21	9%	5%	7%	3%	5%	4%
22	33%	19%	34%	23%	24%	20%

Adults and female teens that used small local parks were most likely to use them for socializing. Male teens were most likely to use them for sports and children for exercise. Children were most likely to use the children's playground.

TABLE 66: TYPES OF USE OF PARKS BY FAMILY MEMBERS WHO USE PARKS (JANUARY 2013)

	Male adults	Female adults	Male teens	Female teens	Male children	Female children
Never use any parks/green spaces	85%	88%	93%	96%	94%	96%
Use for socializing (meeting friends)	58%	49%	31%	30%	44%	35%
Use for sports	25%	25%	54%	22%	39%	30%
Use for exercise	36%	33%	38%	26%	53%	48%
Children's playground	34%	30%	21%	6%	48%	43%

TABLE 67: TYPES OF USE OF PARKS BY FAMILY MEMBERS WHO USE PARKS (JANUARY 2012)

	Male adults	Female adults	Male teens	Female teens	Male children	Female children
Never use any parks/green spaces	82%	95%	75%	96%	82%	90%
Use for socializing (meeting friends)	75%	46%	22%	27%	7%	5%
Use for sports	10%	8%	77%	12%	33%	20%
Use for exercise	25%	14%	46%	28%	19%	11%
Children's playground	1%	1%	5%	9%	87%	75%

TABLE 68: TYPES OF USE OF PARKS BY FAMILY MEMBERS WHO USE PARKS (JANUARY 2011)

	Male adults	Female adults	Male teens	Female teens	Male children	Female children
Never use any parks/green spaces	75%	94%	80%	94%	89%	92%
Use for socializing (meeting friends)	55%	46%	29%	46%	29%	28%
Use for sports	47%	18%	64%	20%	23%	18%
Use for exercise	48%	12%	50%	15%	24%	19%
Children's playground	36%	24%	30%	19%	70%	67%

In January 2013 61% of residents said they would pay an increased Safay'ifee to fund the building of a new local park, similar to January 2012.

The ratings varied substantially by district. Around three-quarters of residents in Districts 7 and 11 would pay for a new park, but less than half of residents in District 18 would pay. Residents who already used larger parks and those who lived farther away from parks were more likely to pay for a small park.

FIGURE 101: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD

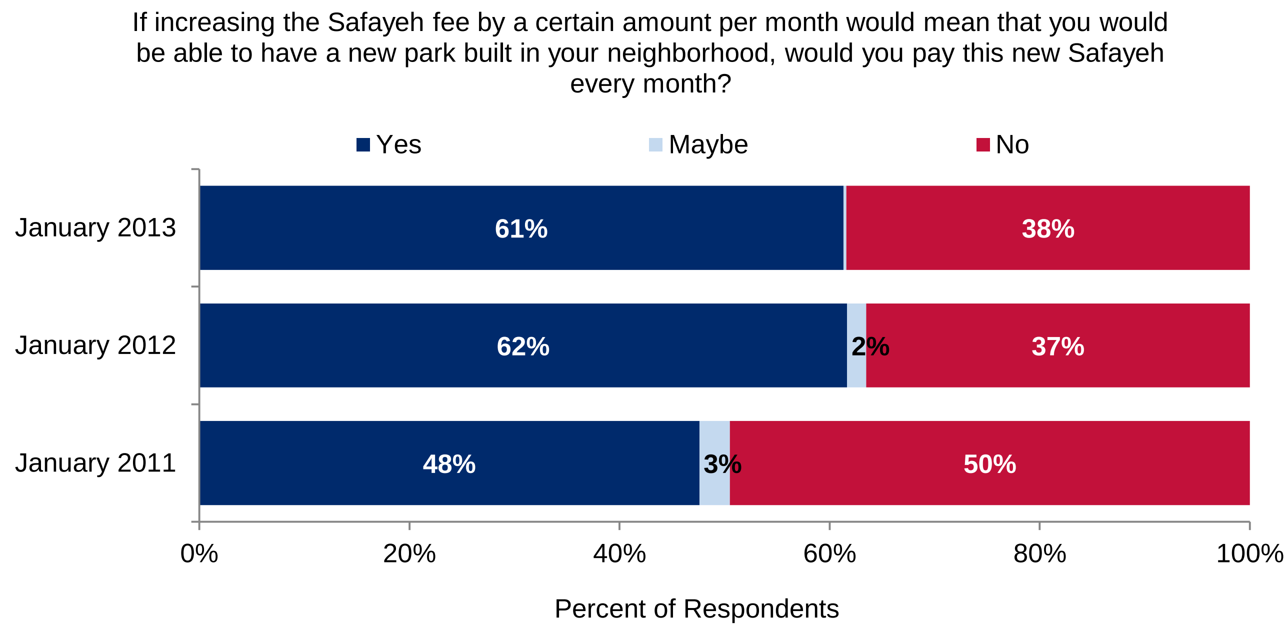


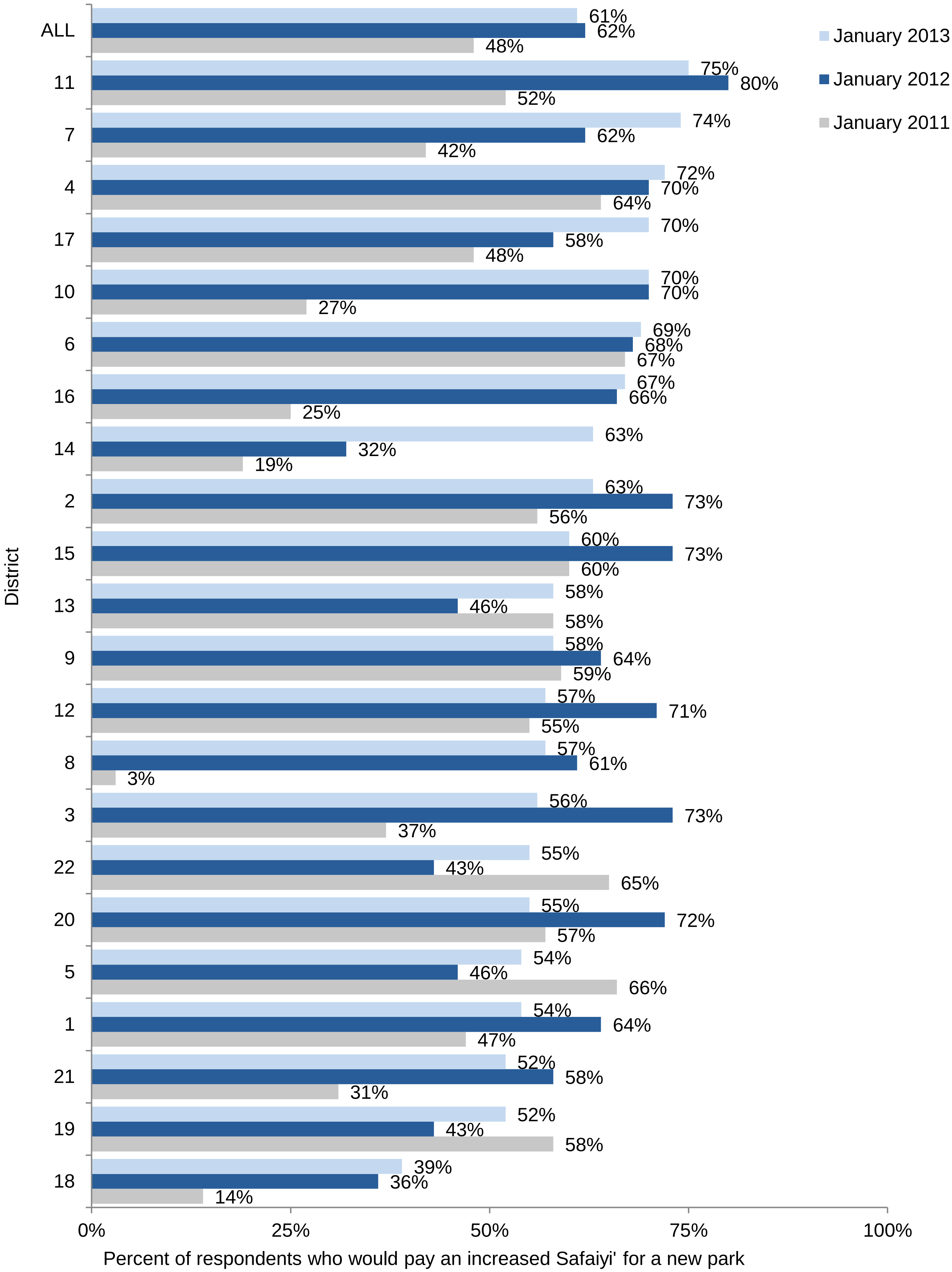
TABLE 69: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY USE OF PARKS (JANUARY 2013)

About how often does your family visit Kabul's larger parks (like har-e-Naw Park and Babur's Garden)?	If increasing the Safaiy'i fee by a certain amount per month would mean that you would be able to have a new park built in your neighborhood (district?), would you pay this new Safay'i every month?			
	Yes	Maybe	No	Total
Every day	97%	0%	3%	100%
At least once a week	82%	1%	17%	100%
Once to three times a month	66%	0%	34%	100%
A few times a year	72%	0%	27%	100%
Never	53%	0%	47%	100%

TABLE 70: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY PROXIMITY OF CURRENT PARKS (JANUARY 2013)

Proximity of teen, adult or women's park or children's playground	If increasing the Safay'i fee by a certain amount per month would mean that you would be able to have a new park built in your neighborhood (district?), would you pay this new Safay'i every month?			
	Yes	Maybe	No	Total
A park within a 20 minute walk	61%	0%	38%	100%
A park, but further away	69%	0%	31%	100%
No park	59%	0%	40%	100%

FIGURE 102: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY DISTRICT



The most common reason throughout the different districts for unwillingness to pay for new park construction was related to affordability.

TABLE 71: REASON NOT WILLING TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY DISTRICT (JANUARY 2013)

District	Cannot afford to pay	Don't know how to pay	It is too difficult to go to the payment office	Don't trust the government	Don't need a new park built in your neighborhood
ALL	85%	8%	1%	2%	4%
1	84%	9%	0%	0%	7%
2	72%	8%	8%	11%	0%
3	88%	10%	0%	2%	0%
4	100%	0%	0%	0%	0%
5	77%	14%	0%	0%	9%
6	97%	0%	0%	0%	3%
7	92%	0%	0%	0%	8%
8	91%	7%	0%	0%	2%
9	85%	8%	0%	5%	3%
10	97%	0%	0%	3%	0%
11	80%	12%	0%	4%	4%
12	76%	8%	0%	3%	13%
13	85%	7%	0%	0%	7%
14	76%	3%	3%	0%	19%
15	86%	11%	0%	0%	3%
16	81%	3%	0%	0%	16%
17	73%	13%	7%	0%	7%
18	85%	10%	0%	3%	2%
19	70%	13%	0%	13%	4%
20	77%	11%	5%	0%	7%
21	89%	11%	0%	0%	0%
22	78%	18%	0%	4%	0%

If respondent said “no” to paying an increased Safaiy’i to build a new park.

For those willing to pay an increased Safay'i for a new park, most would pay 100 AFN per month or less. On average those willing to pay would pay 377 AFN per month. This was up from 237 AFN per month on average in January 2012.

The amount they were willing to pay varied widely by district. In Districts 3, 8 and 21, the average amount was no more than 142 AFN per month, whereas in Districts 6 and 7, residents would pay upwards of 835 AFN per month on average.

Residents with higher incomes were willing to pay more than those with lower incomes. Additionally, female respondents and home owners would pay more than males and renters. Those who had a nearby park would not pay as much as those without current access.

FIGURE 103: MAXIMUM WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD

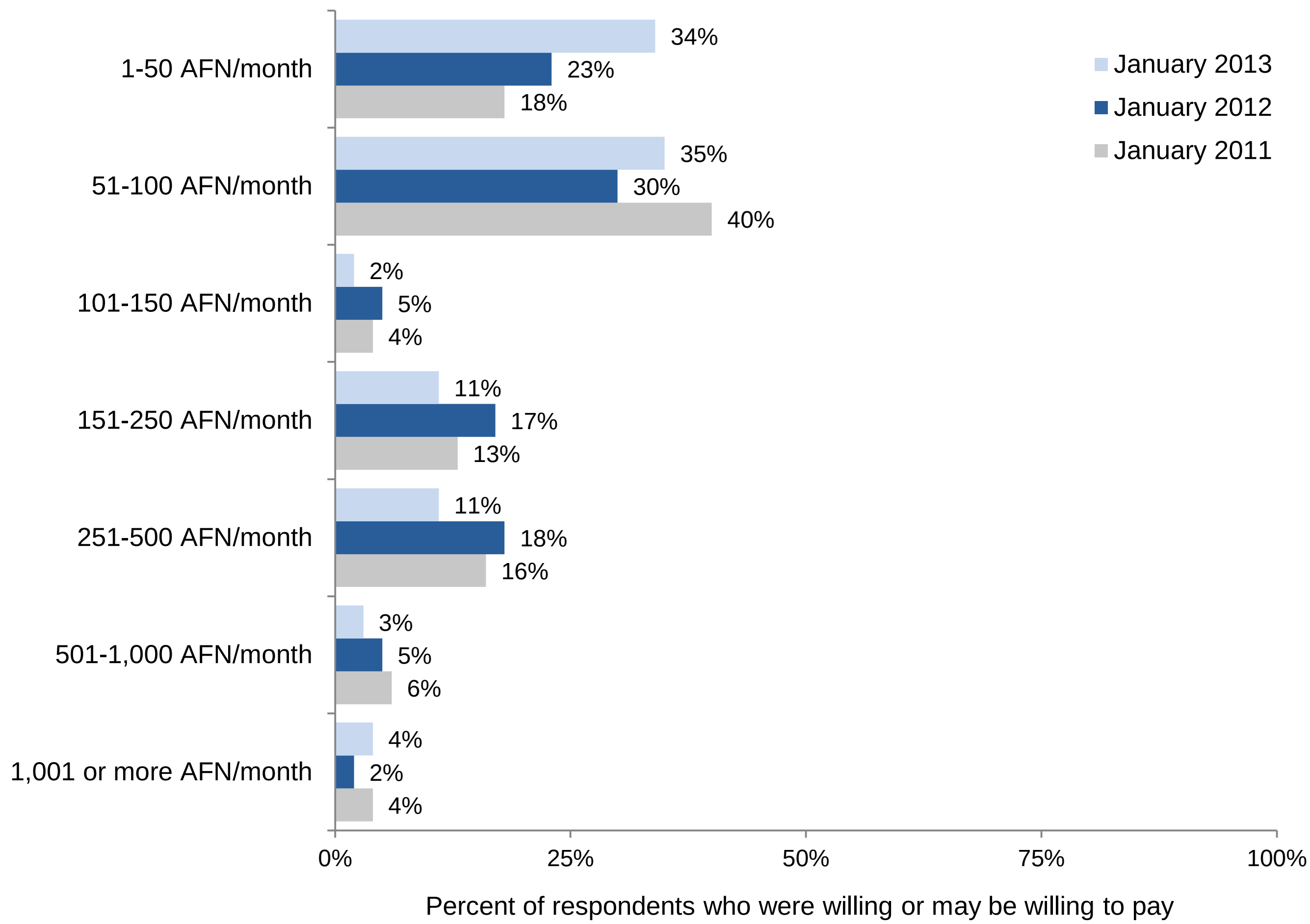


TABLE 72: MAXIMUM WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY DISTRICT (AVERAGE AFN/MONTH)

District	January 2013	January 2012	January 2011
ALL	377	237	311
6	1,079	482	367
7	835	181	174
22	513	118	178
10	478	240	198
4	337	255	299
2	336	273	290
11	303	225	230
14	278	207	101
16	252	174	84
17	252	139	347
1	251	273	198
15	230	209	258
12	205	184	303
5	196	480	480
13	179	82	252
9	176	279	627
18	163	88	710
20	159	231	551
19	156	140	272
21	142	251	223
3	139	222	122
8	126	132	88

If respondent said "yes" or "maybe" to paying an increased Safay'i to have a new park built. In 2012, 62% said yes and 3% said maybe and in 2011, 48% said yes and 3% said maybe.

When asked to rate the importance of several amenities that could be included in a park, all of the amenities, except a skateboard area and picnic tables, were rated as essential by a majority of respondents.

When asked to pick the two most important amenities to include in a park, a privacy area for women was mentioned by 57% of residents, followed by soccer fields (50%) and public toilets (35%).

Districts had different priorities for the inclusion of amenities in newly built parks. A privacy area for women was least important to residents in Districts 4, 5, 6, 7, 9, 10, 11 and 14 (where 60% ranked it as one of the two most important amenities) and least important in Districts 1, 8, 18 and 21 (where less than 50% thought it was most important). Soccer fields were most important to residents in Districts 8, 8, 9 and 18. Residents in Districts 2 and 10 were most likely to want to include public toilets.

The importance of amenities also varied by use of parks and gender. A privacy area for women was more important to women and to people whose families were not currently using parks. Soccer fields were more important to men and to current park users.

FIGURE 104: IMPORTANCE OF AMENITIES IF NEW PARK BUILT (JANUARY 2013)

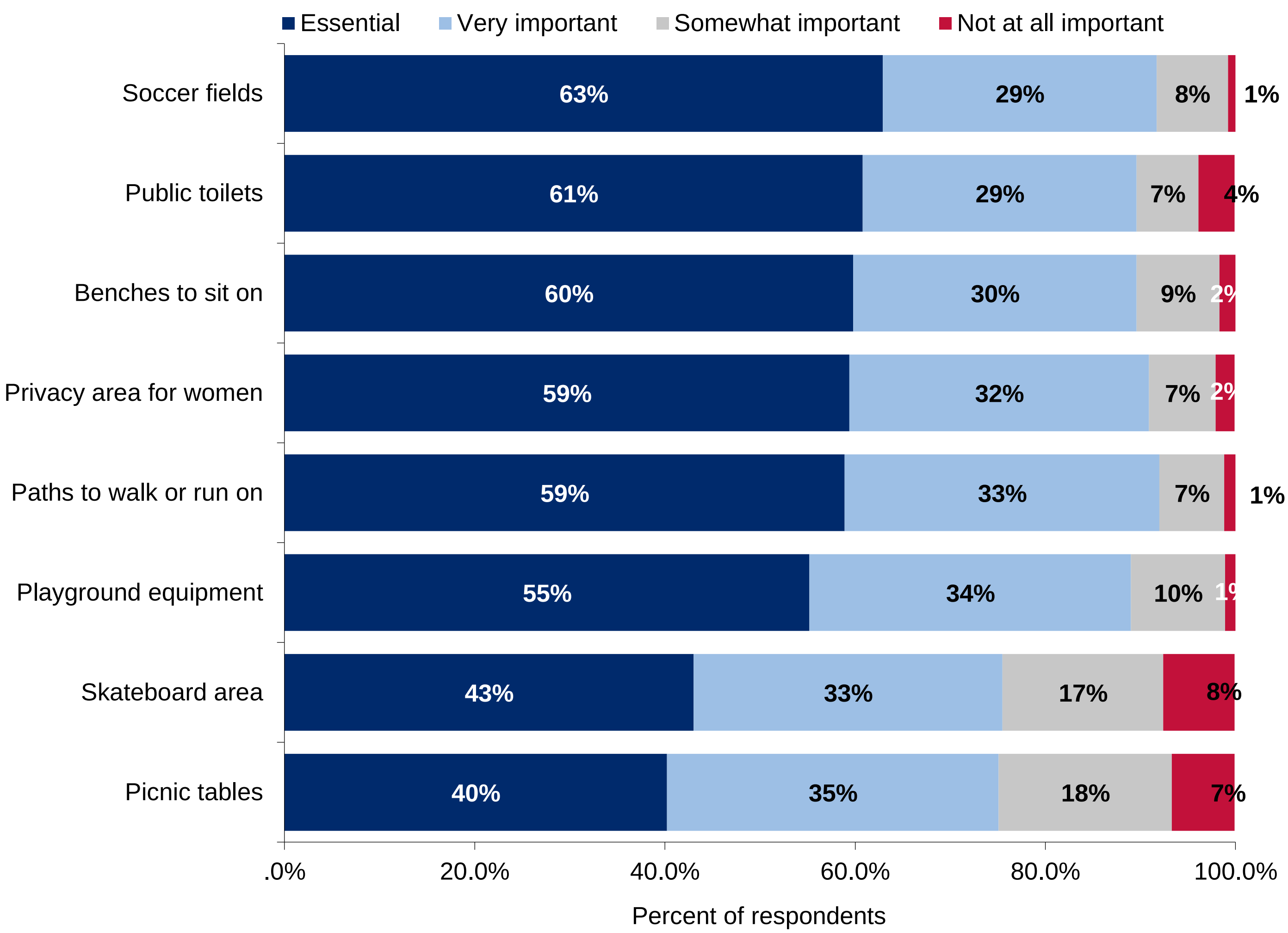


TABLE 73: TWO MOST IMPORTANT AMENITIES IF NEW PARK BUILT BY DISTRICT (JANUARY 2013)

	Soccer fields	Playground equipment	Picnic tables	Benches to sit on	Public toilets	Skateboard area	Paths to walk or run on	Privacy area for women
ALL	50%	15%	6%	12%	35%	4%	21%	57%
1	50%	17%	8%	11%	46%	1%	17%	47%
2	26%	11%	13%	25%	42%	5%	23%	53%
3	63%	14%	3%	4%	42%	1%	15%	56%
4	46%	12%	8%	7%	34%	8%	20%	64%
5	58%	14%	3%	9%	33%	0%	21%	62%
6	42%	15%	5%	9%	32%	8%	29%	60%
7	42%	15%	8%	15%	24%	3%	33%	60%
8	63%	12%	2%	14%	45%	3%	11%	49%
9	69%	10%	1%	8%	37%	1%	11%	62%
10	35%	15%	9%	17%	28%	4%	30%	60%
11	40%	13%	4%	10%	32%	8%	29%	64%
12	55%	16%	8%	12%	35%	2%	22%	50%
13	54%	29%	1%	12%	36%	3%	7%	53%
14	41%	14%	3%	13%	28%	6%	30%	64%
15	56%	16%	3%	13%	35%	1%	20%	56%
16	40%	13%	12%	13%	29%	5%	28%	58%
17	45%	17%	8%	11%	40%	5%	13%	58%
18	61%	20%	3%	7%	27%	0%	19%	45%
19	50%	12%	6%	10%	43%	1%	20%	57%
20	46%	18%	9%	15%	33%	5%	17%	57%
21	56%	14%	8%	12%	42%	2%	17%	48%
22	49%	12%	9%	16%	38%	9%	14%	53%

TABLE 74: TWO MOST IMPORTANT AMENITIES IF NEW PARK BUILT BY YEAR

	Soccer fields	Playground equipment	Picnic tables	Benches to sit on	Public toilets	Skateboard area	Paths to walk or run on	Privacy area for women
January 2013	50%	15%	6%	12%	35%	4%	21%	57%
January 2012	27%	16%	11%	20%	42%	3%	13%	69%
January 2011	39%	14%	12%	24%	41%	9%	13%	48%

KABUL CITY GOVERNMENT

This section of the report discusses responses to questions about taxation and fees, public trust and participation in city government and the frequency of use of public information for news. A government that is trusted, where residents trust that their fees and taxes are being used to improve conditions will be more effective than a government where there is great suspicion about the use of funds.

Taxation and Fees

The survey noted that municipalities are supported by taxes and asked respondents to identify which of the following taxes they thought were fair: Safay'i fees, fees paid for services and business license fees and business shop rental fees. This was meant to be asked as a question where the respondent chooses all the taxes they thought were fair, and it was asked as such in the January 2011 and 2012 surveys. However, in the January 2013 survey respondents only chose the tax they thought was the most fair of the four.

In January 2013, respondents thought that Safay'i was most fair, followed by service fees, business license fees and business shop rental fees. This echoed the order from the January 2011 and 2012 surveys. Respondents living in Districts 15 and 21 tended to think about Safay'i most positively, while those residing in Districts 5, 8, 14 and 20 were least likely to think these taxes were fairest.

FIGURE 105: WHICH FEE DO YOU THINK IS MOST FAIR? (JANUARY 2013)

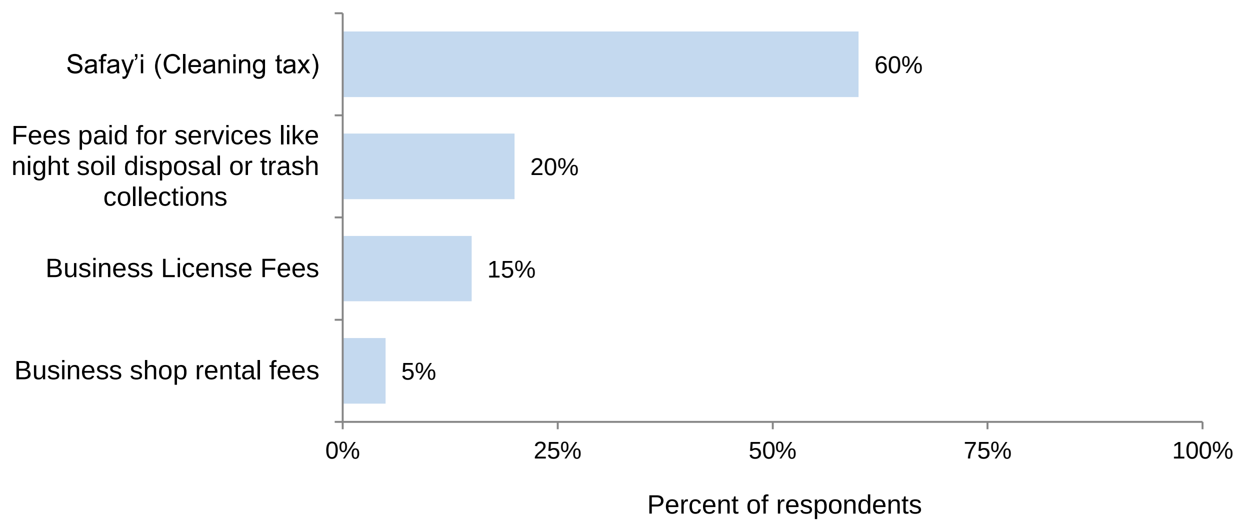


FIGURE 106: WHICH FEES DO YOU THINK ARE FAIR?

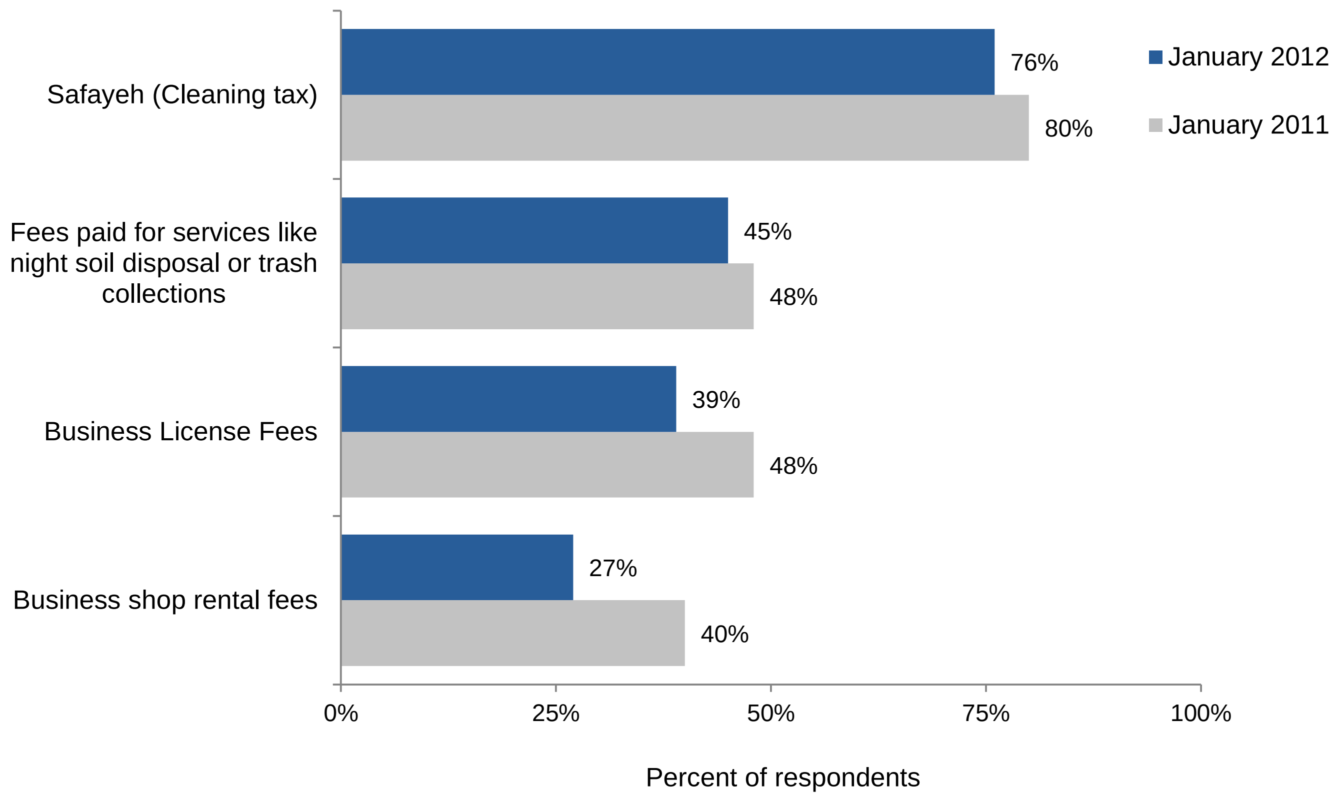


TABLE 75: WHICH TAX DO YOU THINK IS MOST FAIR BY DISTRICT? (JANUARY 2013)

District	Safay'i (cleaning fee)	Fees paid for services like night soil disposal or trash collection	Business license fees	Business shop rental fees
ALL	60%	15%	20%	5%
1	61%	15%	13%	11%
2	70%	15%	12%	3%
3	52%	8%	36%	4%
4	59%	18%	16%	7%
5	49%	13%	33%	5%
6	56%	19%	18%	7%
7	55%	22%	18%	5%
8	49%	5%	36%	10%
9	58%	15%	25%	2%
10	60%	17%	20%	2%
11	67%	13%	18%	2%
12	60%	9%	25%	6%
13	61%	14%	24%	1%
14	50%	19%	27%	4%
15	82%	7%	9%	2%
16	60%	18%	18%	4%
17	57%	20%	17%	6%
18	56%	19%	20%	5%
19	65%	19%	14%	2%
20	50%	21%	23%	6%
21	75%	15%	7%	3%
22	65%	17%	13%	5%

In January 2013, when asked to indicate how often their household pays a Safay'i fee, 27% reported that their household always paid the fee. This was a decrease from January 2012, when 35% said they always paid the fee. In fact, more than half (60%) said they never paid Safay'i.

In January 2013, there were only three districts where 50% or more of respondents said they always paid the Safay'i (Districts 1, 2 and 15). In Districts 5, 8, 14, 18, 19, 20, 21and 22, 80% or more of respondents said they never pay the Safay'i fee.

FIGURE 107: FREQUENCY HOUSEHOLD PAYS SAFAY'I FEE BY YEAR

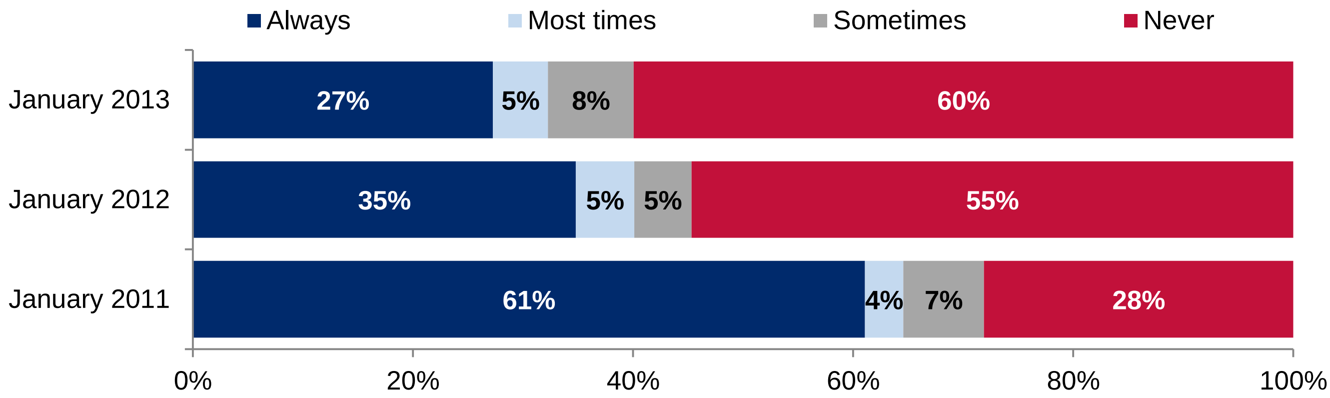


TABLE 76: FREQUENCY HOUSEHOLD PAYS SAFAY'I FEE BY DISTRICT

District	January 2013				Average rating*		
	Always	Most times	Sometimes	Never	January 2013	January 2012	January 2011
ALL	27%	5%	8%	60%	30	37	64
15	66%	1%	5%	28%	68	52	78
1	52%	12%	9%	27%	56	43	57
2	51%	6%	10%	33%	54	67	64
4	45%	0%	13%	42%	49	45	66
11	42%	10%	16%	32%	48	65	65
3	42%	0%	3%	55%	43	66	64
16	37%	11%	14%	39%	42	48	46
10	35%	11%	14%	41%	40	56	61
9	35%	7%	4%	54%	37	53	64
13	34%	12%	2%	51%	36	21	59
12	27%	4%	0%	69%	27	44	51
6	21%	7%	12%	60%	25	51	67
7	16%	8%	10%	66%	20	44	44
17	14%	4%	10%	72%	18	17	80
22	11%	1%	8%	80%	14	11	88
5	11%	2%	2%	85%	12	16	65
8	11%	2%	1%	86%	12	30	93
14	10%	2%	6%	82%	12	10	25
20	9%	1%	8%	82%	12	1	36
19	9%	1%	3%	86%	10	4	67
21	7%	3%	9%	81%	10	31	55
18	3%	2%	1%	93%	4	2	59

**Average rating, where 100=always, 67=most times, 33=sometimes and 0=never.*

Among those respondents who reported paying a Safay'i fee at least sometimes (40% of all Kabul respondents), the rates that were actually paid varied. About 33% paid between 1 and 300 AFN per year, about 20% paid between 301 and 900 AFN per year, about 20% paid between 901 and 1,500 AFN per year and 28% paid more than 1,500 AFN per year. Among those who said they paid, this was similar to rates from the previous year – an average rate of 1,620 AFN in January 2013 compared to 1,569 AFN in January 2012.

Respondents reporting the highest average Safay'i fees lived in Districts 3, 9, 10 and 12, and paid (on average) 2,000 AFN to 3,300 AFN annually. Those reporting the lowest average annual fee resided in Districts 17, 20 and 22, and reported paying 390 AFN per year or less, on average. It should be noted that in Districts 5, 8, 14, 18, 19, 20, 21and 22, 20% or fewer residents paid Safay'i.

FIGURE 108: SAFAY'I FEE AMOUNT

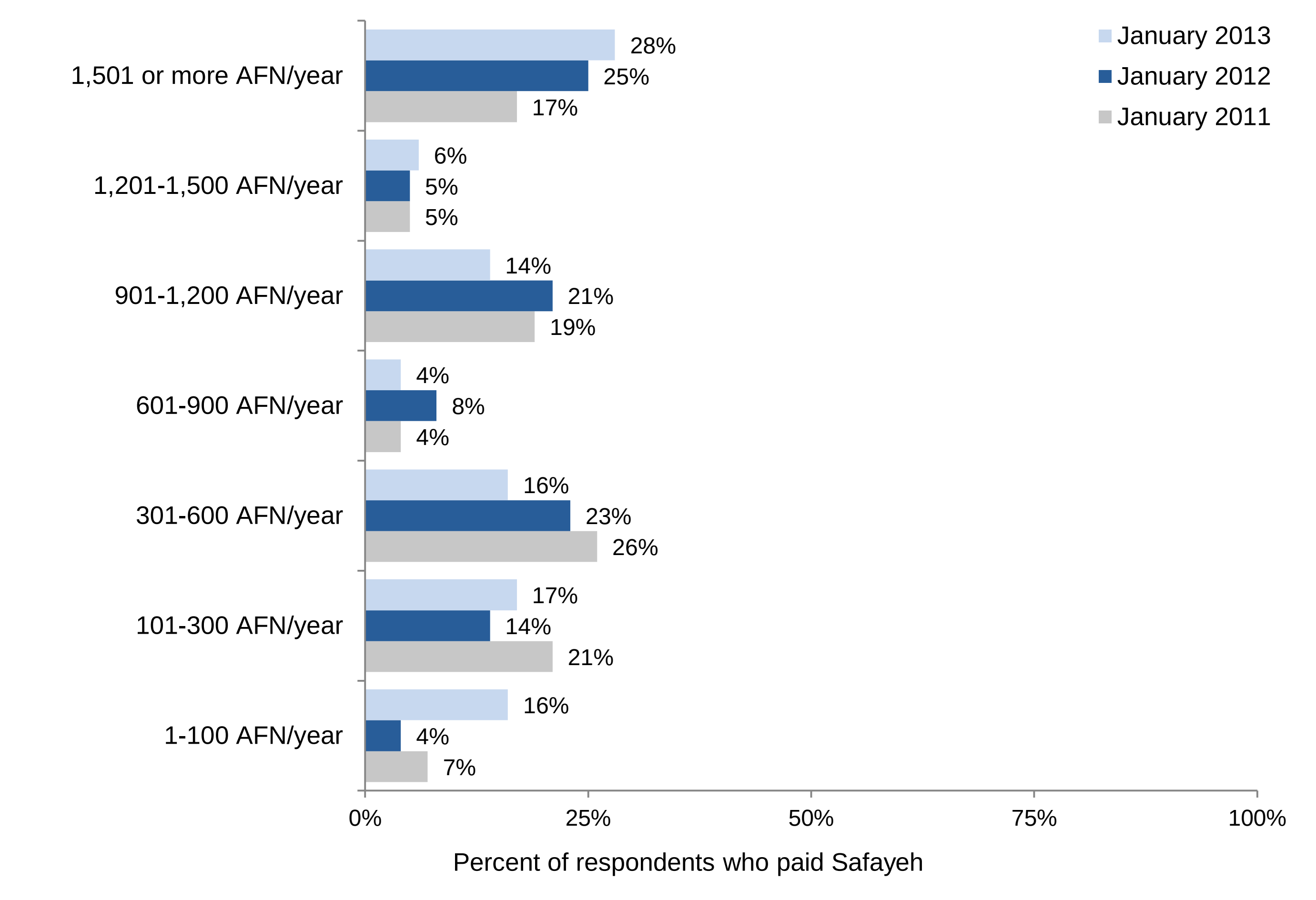


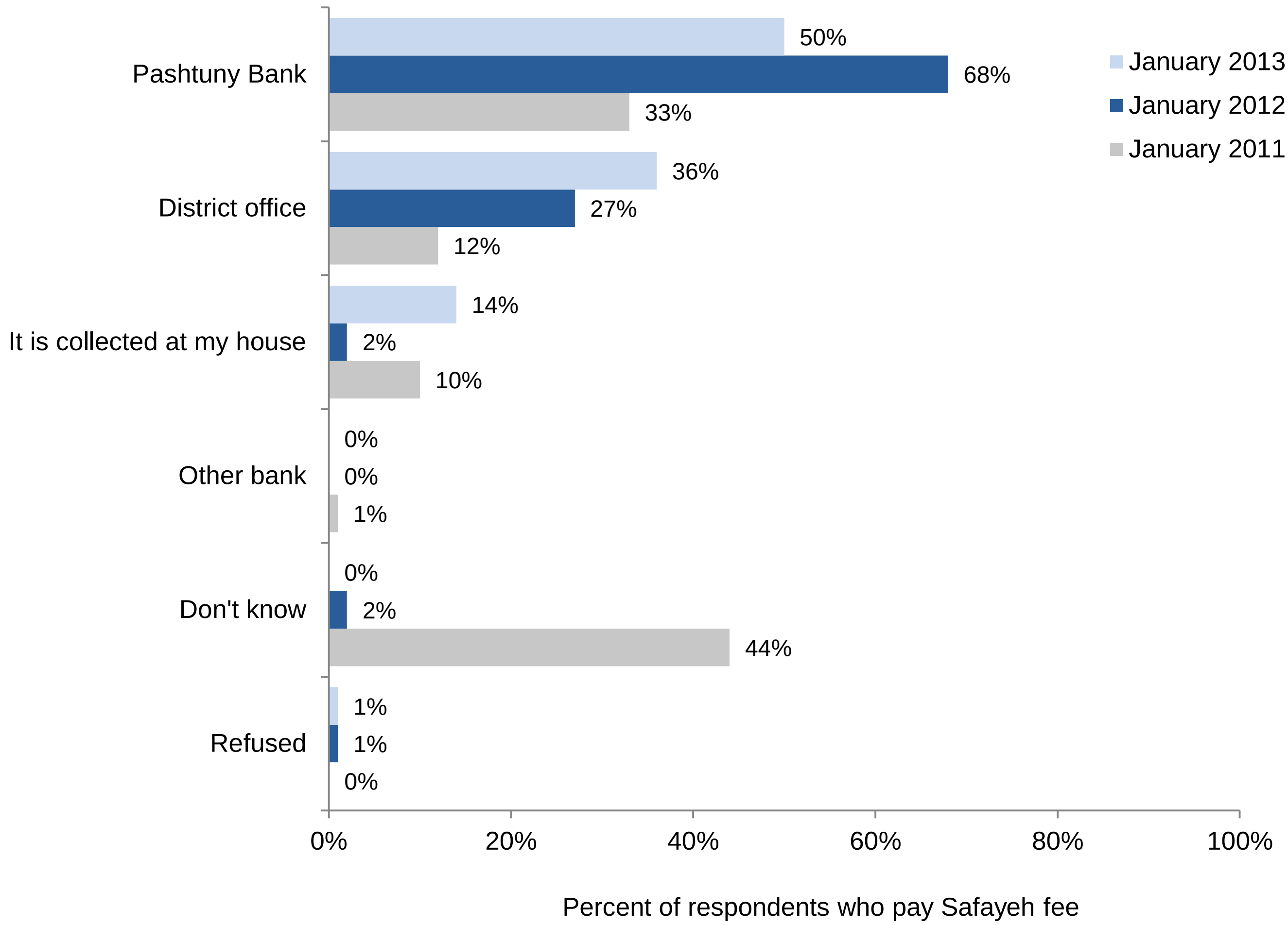
TABLE 77: SAFAY'I FEE AMOUNT (AVERAGE AFN/YEAR)

	January 2013	January 2012	January 2011
ALL	1,620	1,579	1,468
9	3,350	1,619	1,327
10	2,481	1,747	1,955
3	2,070	1,252	2,632
12	2,059	1,418	816
1	1,956	1,013	925
15	1,864	1,507	1,071
7	1,806	1,267	1,239
18	1,800	2,800	2,755
4	1,622	1,018	1,464
13	1,586	1,309	1,562
5	1,570	4,618	2,410
16	1,522	1,506	779
21	1,281	1,014	1,185
2	1,114	1,370	1,568
11	1,067	1,651	1,110
6	776	974	1,081
8	715	3,219	1,396
19	696	1,286	771
14	604	2,941	1,168
20	390	2,000	510
17	336	1,076	1,153
22	291	2,148	2,216

Half of respondents who reported paying a Safay'i fee said they paid this fee to a Pashtuny Bank, and most others (36%) reported paying it to the district office. A minority (14%) said it was collected at their house. This was a shift from January 2011, when one-third said they paid at the Pashtuny Bank.

In January 2011, 28% of respondents said they never paid Safay'i, compared to 55% in January 2012 and 60% in January 2013. It is likely that the 44% of January 2011 who said they paid the Safay'i, but didn't know where they paid it had not paid the Safay'i but did not want to report this to the interviewer.

FIGURE 109: METHODS OF SAFAY'I FEE PAYMENT



Respondents who reported never paying a Safay'i fee were asked to identify reasons for not paying the fee. The most common response was that they never received a bill or statement that said how much should be paid. Other common responses were that they did not have a Safay'i payment book because the house is illegal, or that they did not know how to pay the tax. Affordability, government distrust and lack of appreciation that services were being delivered were less commonly mentioned by residents as reasons for not paying the Safay'i.

TABLE 78: REASON FOR UNPAID SAFAY'I FEE BY DISTRICT (JANUARY 2013)

		Reason							
	Percent that never pay	**Never received a bill or statement that says how much we should pay**	**Don't have a Safay'i payment book because my house is illegal**	**Cannot afford to pay**	**Don't know how to pay**	**It is too difficult to go to the payment office**	**Don't trust the government**	**Don't see what we would be paying for (no services)**	**Renters not required to pay**
ALL	60%	59%	18%	6%	11%	3%	8%	7%	3%
1	27%	45%	24%	6%	27%	15%	9%	0%	15%
2	33%	39%	24%	12%	9%	0%	6%	9%	21%
3	55%	58%	19%	2%	11%	0%	11%	0%	13%
4	42%	59%	8%	5%	26%	8%	3%	15%	5%
5	85%	74%	22%	3%	12%	1%	10%	4%	3%
6	60%	50%	33%	10%	17%	9%	10%	17%	2%
7	66%	47%	27%	7%	8%	2%	8%	8%	0%
8	86%	80%	11%	3%	7%	1%	9%	8%	1%
9	54%	55%	10%	2%	2%	0%	10%	14%	12%
10	41%	46%	38%	5%	5%	0%	3%	5%	0%
11	32%	57%	13%	17%	17%	10%	7%	0%	3%
12	69%	60%	9%	1%	6%	0%	7%	12%	9%
13	51%	70%	5%	7%	5%	2%	7%	5%	0%
14	82%	41%	35%	6%	10%	6%	7%	23%	0%
15	28%	58%	0%	12%	4%	0%	15%	4%	8%
16	39%	35%	35%	0%	5%	0%	8%	22%	3%
17	72%	58%	24%	6%	12%	2%	3%	12%	0%
18	93%	67%	14%	0%	13%	0%	9%	7%	0%
19	86%	76%	6%	0%	1%	1%	10%	6%	0%
20	82%	46%	20%	19%	26%	7%	3%	7%	0%
21	81%	62%	19%	3%	10%	1%	11%	0%	1%
22	80%	53%	16%	7%	20%	7%	4%	4%	4%

Total may exceed 100% as respondent could provide more than one reason.

All respondents were asked to choose which of two statements (read aloud during the interview) best described what happens with the various fees that Kabul residents pay. In January 2013, about half of all respondents thought that the money went to the district manager to provide services in the district and about half said the money went to the Kabul Municipality to provide services throughout the city. The proportion that thought the money went to the district manager increased in each survey iteration.

Residents of District 2 were most likely to believe that the fees were used by the Kabul Municipality to provide services. In Districts 3, 6 and 7, almost 60% thought it went to the district manager.

FIGURE 110: PERCEPTION OF HOW FEES ARE USED

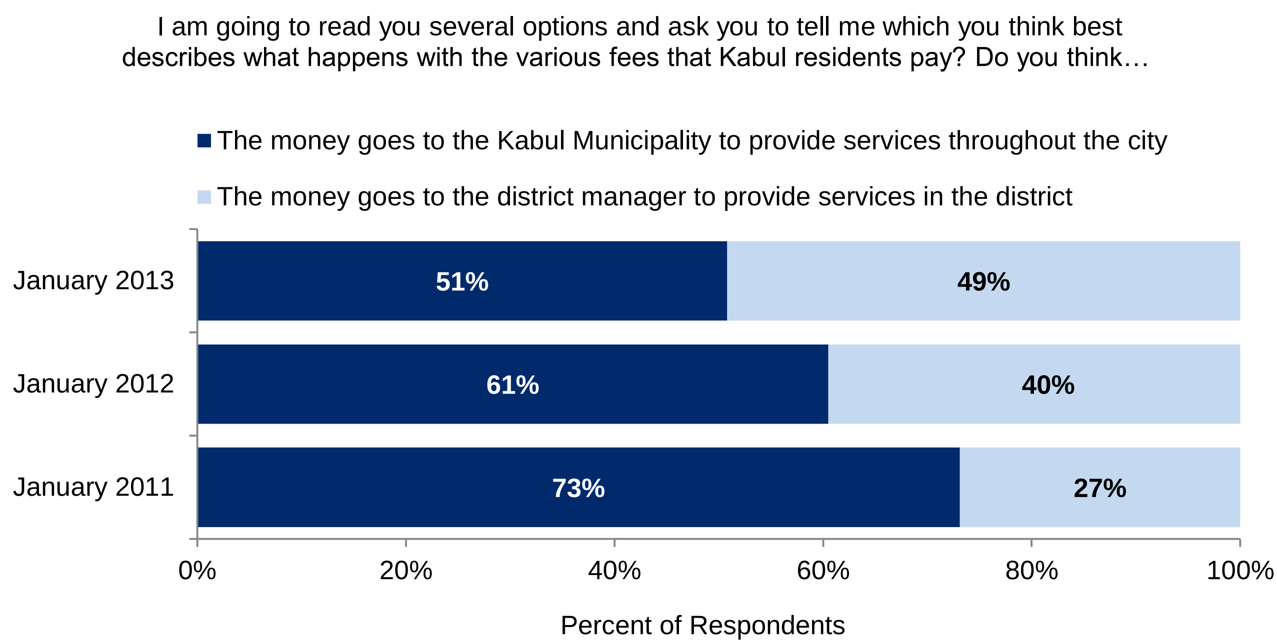
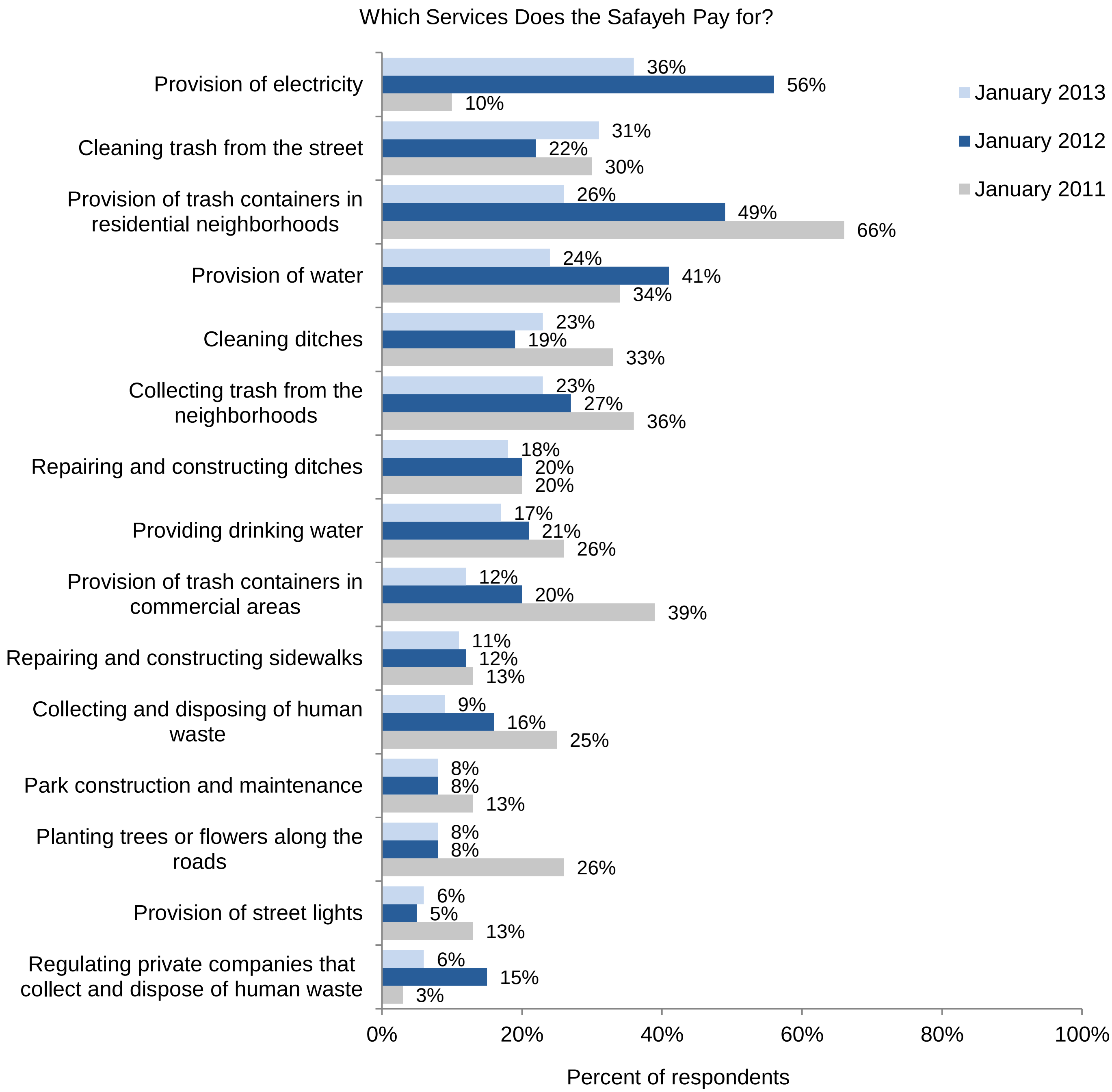


TABLE 79: PERCEPTION OF HOW FEES ARE USED BY DISTRICT

District	The money goes to the Kabul Municipality to provide services throughout the city			The money goes to the district manager to provide services in the district		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	51%	61%	73%	49%	39%	27%
2	72%	66%	67%	28%	34%	33%
17	65%	49%	86%	35%	51%	14%
22	63%	54%	88%	37%	46%	12%
14	62%	50%	62%	38%	50%	37%
20	58%	71%	50%	42%	29%	50%
16	57%	63%	64%	43%	37%	36%
11	54%	63%	72%	46%	37%	28%
8	53%	39%	96%	47%	61%	4%
5	52%	58%	61%	48%	42%	39%
15	51%	72%	86%	49%	28%	14%
21	51%	72%	73%	49%	28%	27%
10	50%	61%	79%	50%	39%	21%
18	50%	45%	52%	50%	55%	48%
19	50%	58%	81%	50%	42%	19%
12	49%	61%	69%	51%	39%	31%
9	48%	66%	68%	52%	34%	32%
4	47%	75%	72%	53%	25%	28%
1	46%	61%	70%	54%	39%	30%
13	46%	46%	85%	54%	54%	15%
6	43%	60%	57%	57%	40%	43%
3	42%	63%	87%	58%	37%	13%
7	42%	62%	72%	58%	38%	28%

Respondents were read a list of potential services and asked which they thought their Safay'i fee was paying for. Responses to this question changed significantly from January 2011 to January 2013. Response frequency tended to be the same or lower in January 2013 compared to January 2012, and lower in January 2013 compared to January 2011. However, more residents thought the Safay'i fee covered electricity in January 2013 compared to January 2011.

FIGURE 111: PERCEIVED ALLOCATION OF THE SAFAY'I FEE



Another question on the survey asked respondents if their family had a Qabala (property or mortgage deed) or other way of demonstrating proof of tenure; in both survey years about four in five reported having proof and approximately one in five did not. Households in Districts 1, 2, 3 and 8 were least likely to have proof of tenure, although at least two-thirds in these districts had proof.

FIGURE 112: PROOF OF TENURE

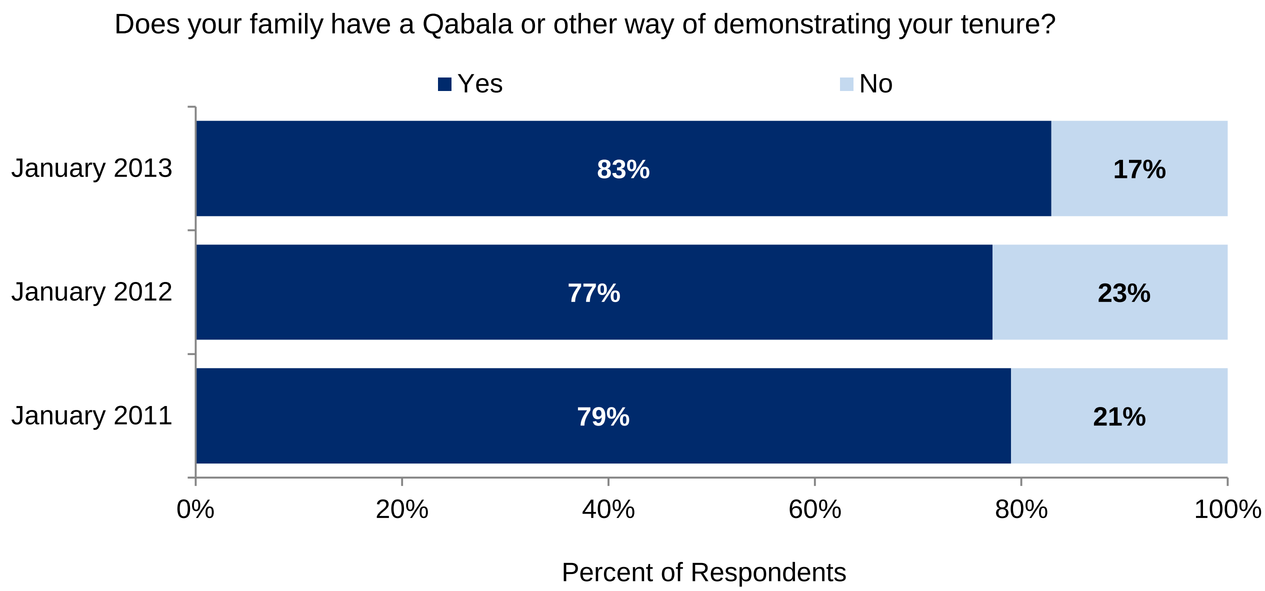


TABLE 80: PROOF OF TENURE BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	83%	77%	79%
7	93%	77%	75%
18	92%	79%	98%
14	90%	92%	93%
11	88%	81%	72%
15	88%	74%	93%
19	88%	89%	96%
10	87%	69%	80%
21	87%	81%	87%
9	85%	81%	79%
13	83%	69%	67%
16	83%	81%	82%
20	83%	88%	82%
4	82%	83%	74%
6	82%	73%	79%
12	81%	68%	60%
17	81%	75%	95%
22	81%	86%	35%
5	74%	67%	65%
8	70%	71%	95%
1	69%	77%	76%
3	69%	82%	76%
2	65%	74%	83%

When asked if they would be more likely to pay fees if having proof that they consistently pay Safay'i fees would help prove their tenure (home ownership), more said they would be more likely to pay.

Most said they would be more likely to pay (58%) or were already paying (29%), while a minority would not be more likely to pay (12%). In past years, responses were more evenly split between the options.

Residents of Districts 6, 7, 14, 16 and 21 most commonly said they would be more likely to pay each month if proof of payment helped prove housing tenure (66% or more), whereas less than half of District 3, 9 and 22 residents were of this mind.

FIGURE 113: WOULD YOU PAY FEES IF IT HELPED PROVE TENURE

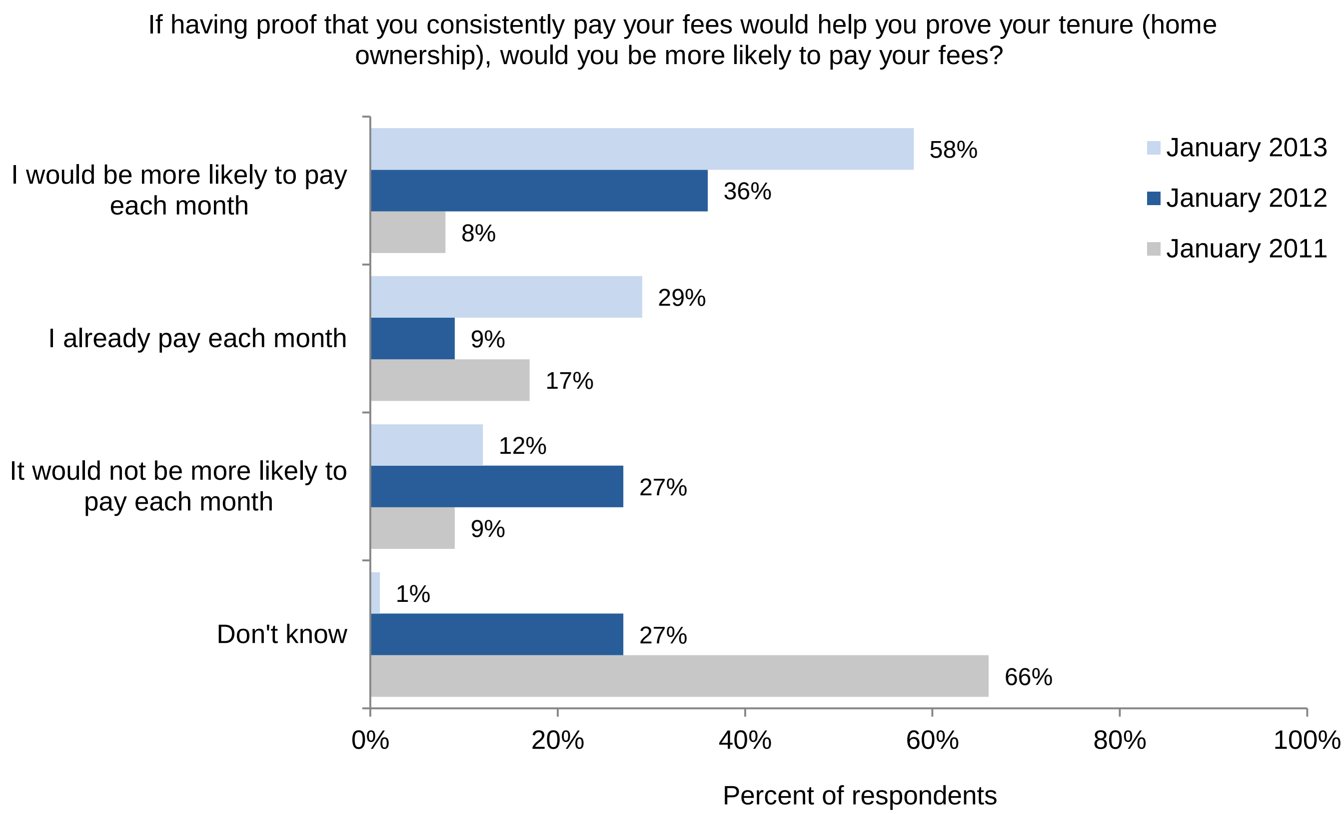


TABLE 81: WOULD YOU PAY FEES IF IT HELPED PROVE TENURE BY DISTRICT (JANUARY 2013)

District	I would be more likely to pay each month	It would not be more likely to pay each month	Don't know	I already pay each month
ALL	58%	12%	1%	29%
6	70%	6%	0%	24%
14	69%	6%	0%	25%
16	68%	13%	0%	19%
21	67%	14%	1%	17%
7	66%	5%	0%	29%
18	65%	29%	0%	6%
5	64%	14%	4%	19%
12	64%	11%	0%	25%
8	63%	13%	2%	22%
20	62%	14%	0%	24%
4	61%	9%	0%	30%
17	61%	11%	0%	28%
1	58%	17%	1%	24%
19	57%	7%	1%	35%
2	55%	6%	0%	38%
10	55%	8%	0%	37%
13	54%	11%	0%	35%
11	51%	9%	0%	40%
15	51%	8%	0%	41%
9	46%	23%	0%	31%
3	42%	13%	3%	42%
22	40%	28%	0%	33%

The survey informed respondents that paying various fees is one important way of contributing to building and maintaining the infrastructure in the city or neighborhood, but acknowledged that sometimes residents do other things to maintain their neighborhoods. Respondents were asked to report how often they pooled money with neighbors to hire a private company to pave the road or helped load the trash truck on Friday as part of Hashar (communal labor in one's neighborhood which is offered without charge). Compared to previous survey years, in January 2013 more said they pooled money with neighbors for road paving or participated in Hashar. While more participated at least once, fewer of these were participating regularly.

Residents living in Districts 1, 14, 18 and 21 were least likely to have contributed money to pay a firm to pave the road and those residing in Districts 1, 4, 12, 13, 14, 15, 18, 19 and 21 were least likely to have helped load the trash truck. Residents living in Districts 5, 10 and 11 were most likely to have contributed money to pay a firm to pave the road and to have helped load the trash truck.

FIGURE 114: FREQUENCY OF POOLING MONEY WITH NEIGHBORS TO HIRE A PRIVATE COMPANY TO PAVE THE ROAD

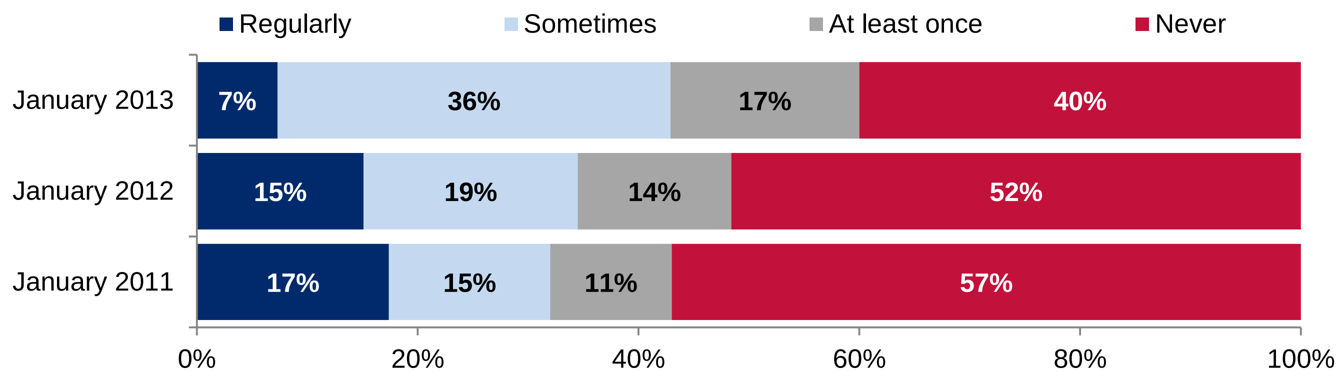


FIGURE 115: FREQUENCY OF HELPING LOAD THE TRASH TRUCK ON FRIDAY AS PART OF THE HASHAR

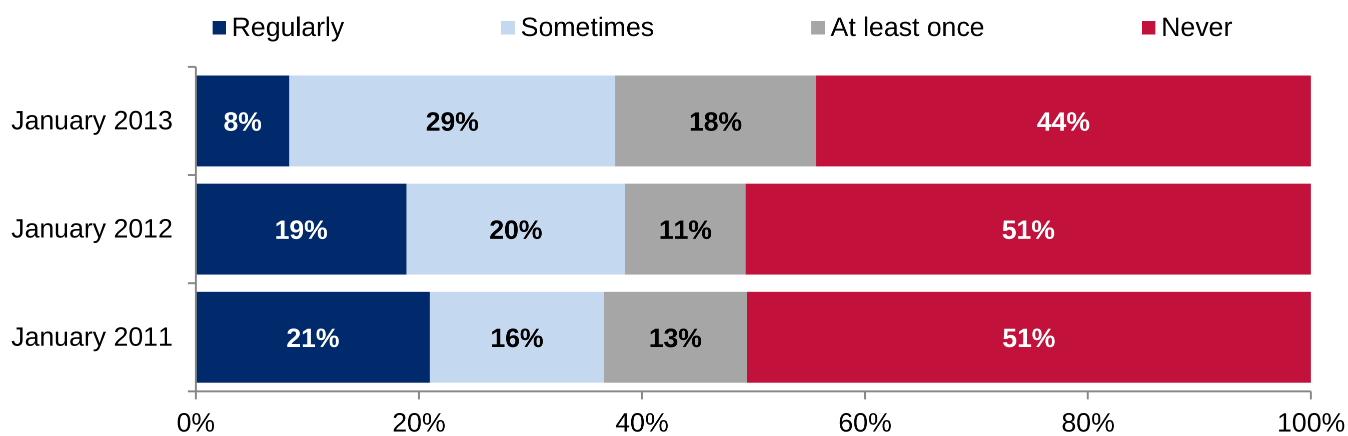


TABLE 82: FREQUENCY OF DOING OTHER THINGS TO MAINTAIN NEIGHBORHOOD BY DISTRICT

District	Pooled money with neighbors to hire a private company to pave the road			Helped load the trash truck on Friday as part of the Hashar		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	60%	48%	43%	56%	49%	49%
1	52%	61%	59%	51%	57%	62%
2	55%	62%	69%	58%	73%	71%
3	63%	65%	59%	55%	53%	72%
4	61%	54%	49%	52%	56%	49%
5	72%	62%	26%	66%	67%	55%
6	63%	55%	38%	60%	49%	47%
7	63%	46%	71%	56%	50%	73%
8	60%	41%	1%	60%	36%	3%
9	53%	38%	75%	54%	36%	75%
10	71%	54%	61%	65%	60%	72%
11	67%	60%	50%	66%	53%	55%
12	58%	40%	21%	44%	43%	40%
13	56%	33%	53%	50%	38%	65%
14	51%	57%	53%	49%	66%	85%
15	62%	44%	33%	49%	44%	22%
16	60%	55%	55%	59%	51%	67%
17	55%	40%	27%	52%	33%	29%
18	49%	51%	55%	45%	54%	63%
19	55%	28%	28%	49%	41%	35%
20	59%	49%	25%	57%	55%	41%
21	44%	29%	41%	47%	29%	38%
22	58%	51%	5%	53%	53%	13%

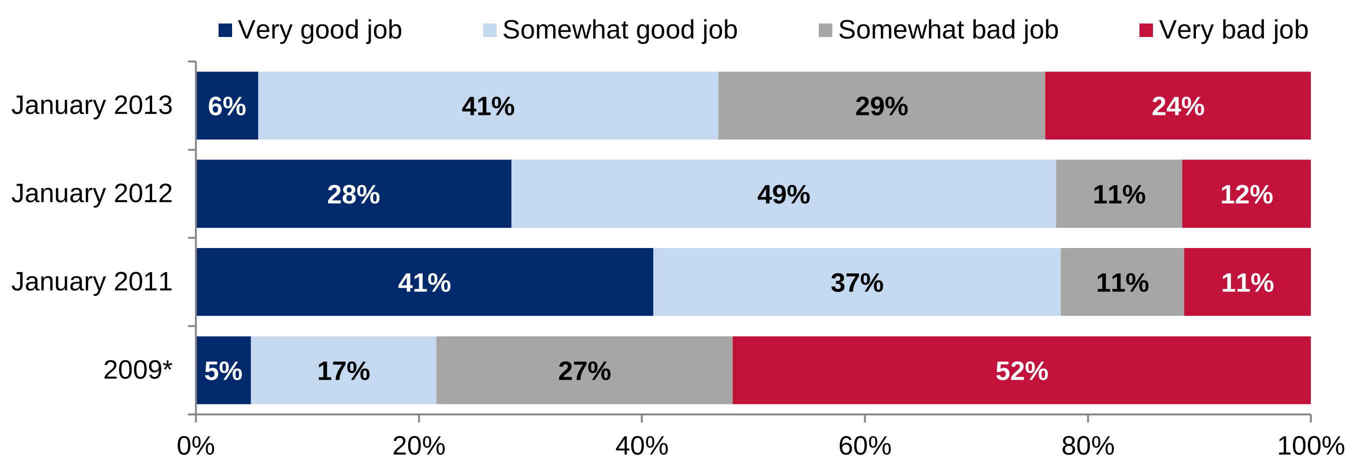
Public Trust

Survey respondents were asked to rate the overall performance of the municipal government. In January 2013 ratings dropped compared to January 2012. A majority (53%) rated the overall job of the municipal government as somewhat or very bad. Only 6% rated the overall job that the municipal government was doing as very good, compared to 28% in January 2012.

When converted to a 100-point scale where 100 represents a very good job, 67 equals a somewhat good job, 33 is representative of a somewhat bad job and 0 is equal to a very bad job, the overall average rating in January 2013 was 43; in January 2012 it was 65, in January 2011 it was 69 and in residents' recollection of 2009 the overall average rating was 25.

Average ratings for overall government performance in Districts 1, 2 and 11 were near or approaching the “somewhat good job” mark; the lowest ratings were given in Districts 12, 18 and 19 at the somewhat bad level.

FIGURE 116: OVERALL RATING OF MUNICIPAL GOVERNMENT BY YEAR



**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 83: OVERALL RATING OF MUNICIPAL GOVERNMENT BY DISTRICT

District	January 2013				Average rating*			
	Very good job	Somewhat good job	Somewhat bad job	Very bad job	January 2013	January 2012	January 2011	2009
ALL	6%	41%	29%	24%	43	65	69	25
2	19%	62%	13%	6%	65	73	78	26
1	8%	56%	25%	11%	54	69	65	27
11	8%	55%	28%	9%	54	73	74	26
10	6%	53%	28%	13%	51	67	83	39
17	15%	38%	24%	23%	48	60	68	21
13	6%	46%	31%	17%	47	48	61	21
16	7%	49%	23%	21%	47	59	57	21
21	11%	42%	22%	24%	47	78	45	16
15	2%	52%	25%	21%	45	71	67	28
4	1%	51%	28%	20%	44	71	73	31
22	6%	46%	20%	28%	43	51	67	26
3	3%	40%	36%	21%	42	76	82	31
7	8%	38%	22%	32%	41	70	67	26
20	2%	40%	34%	24%	40	55	71	25
6	5%	35%	32%	27%	39	73	77	21
8	7%	30%	32%	31%	38	50	75	29
14	4%	35%	33%	28%	38	47	60	21
5	4%	22%	56%	18%	37	66	82	21
9	2%	30%	43%	25%	36	74	74	22
12	4%	28%	38%	30%	35	69	78	24
19	4%	32%	25%	39%	34	53	57	16
18	3%	25%	21%	51%	27	40	34	11

** Average rating where 100=very good, 67=somewhat good, 33=somewhat bad and 0=very bad.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

A majority of Kabul residents did not know who their mayor was and an additional 24% incorrectly identified the mayor. More Kabul residents knew who their mayor was in January 2013 (34%) than did in January 2011 (26%) but a few more also provided the wrong name.

About half of respondents in Districts 2, 4, 7, 10 and 11 correctly identified their mayor while one-fifth or less of those living in Districts 5, 9, 12, 18, 19, 21 and 22 correctly identified their mayor.

Men remained more likely to identify their mayor correctly (38%) than women (29%), see Table 85, but the gap narrowed from January 2012 (33% and 18%, respectively).

FIGURE 117: WHO IS YOUR MAYOR?

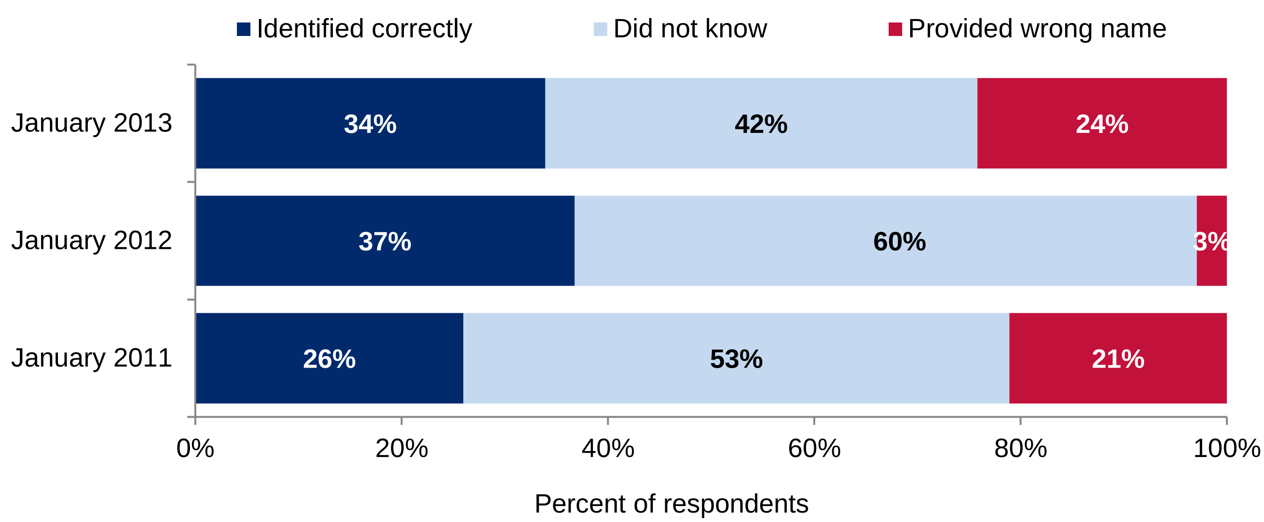


TABLE 84: IDENTIFICATION OF MAYOR BY DISTRICT

District	Identified correctly			Did not know			Provided wrong name		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	34%	37%	26%	42%	60%	53%	24%	3%	21%
10	52%	47%	35%	32%	46%	62%	16%	7%	3%
11	51%	41%	23%	37%	57%	62%	12%	2%	16%
4	48%	56%	31%	41%	43%	65%	11%	1%	4%
2	46%	52%	22%	23%	48%	76%	31%	0%	2%
7	46%	42%	32%	38%	57%	55%	16%	1%	13%
6	44%	32%	47%	38%	64%	49%	18%	4%	4%
17	40%	21%	25%	41%	79%	27%	19%	0%	48%
16	39%	36%	16%	40%	63%	78%	21%	1%	7%
1	38%	35%	19%	43%	60%	71%	19%	5%	10%
3	37%	44%	43%	36%	54%	54%	27%	2%	3%
14	35%	44%	16%	50%	51%	74%	15%	5%	10%
15	33%	42%	23%	43%	57%	44%	24%	1%	33%
20	32%	22%	33%	43%	76%	63%	25%	2%	5%
13	28%	22%	13%	46%	78%	71%	26%	0%	15%
8	26%	45%	2%	41%	55%	9%	33%	0%	89%
5	21%	43%	63%	44%	50%	31%	35%	7%	6%
9	21%	33%	19%	48%	65%	72%	31%	2%	9%
18	20%	20%	15%	50%	75%	80%	30%	5%	5%
22	20%	37%	9%	61%	58%	19%	19%	5%	72%
12	19%	33%	45%	48%	65%	52%	33%	2%	3%
19	16%	15%	16%	40%	76%	49%	44%	9%	35%
21	12%	27%	4%	50%	71%	44%	38%	2%	52%

TABLE 85: IDENTIFICATION OF MAYOR BY GENDER

Gender	Identified correctly			Did not know			Provided wrong name		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	34%	37%	26%	42%	60%	53%	24%	3%	21%
Female	29%	19%	18%	54%	78%	60%	17%	2%	22%
Male	38%	54%	33%	30%	42%	46%	32%	4%	20%

More residents knew who their mayor was in January 2013 (34%) and January 2012 (37%) than in January 2011 (26%). Those who knew the mayor were asked to rate the job he was doing. Of these, about half (53%) gave a fair or poor rating, and half (47%) gave an excellent or good rating. These constituted a considerable drop in the average rating, from 76 on a 100 point scale in January 2011 to 45 in January 2013.

Generally, in the districts where more residents could identify the mayor (Districts 2, 7, 10 and 11), respondents who identified the mayor gave him better rating than those in districts where fewer people knew who he was (Districts 5, 9, 12, 18 and 19).

FIGURE 118: RATING OF THE JOB THE MAYOR IS DOING BY DISTRICT (FROM ONLY THOSE WHO KNEW MAYOR'S NAME)

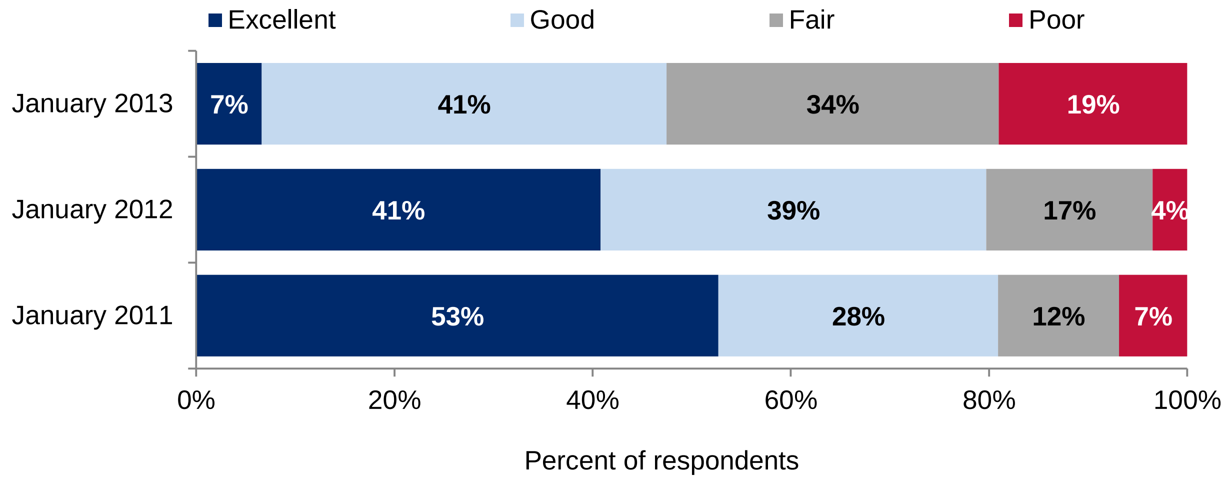


TABLE 86: RATING OF THE JOB THE MAYOR IS DOING BY DISTRICT (FROM ONLY THOSE WHO KNEW MAYOR'S NAME) BY DISTRICT

District	January 2013				Average rating*		
	Excellent	Good	Fair	Poor	January 2013	January 2012	January 2011
ALL	7%	41%	34%	19%	45	72	76
1	11%	66%	18%	5%	61	79	75
2	13%	63%	15%	9%	60	73	77
10	13%	52%	29%	6%	58	70	90
21	8%	67%	17%	8%	58	80	33
11	6%	61%	24%	10%	54	82	68
7	9%	50%	28%	13%	51	69	80
16	15%	33%	36%	15%	50	70	85
17	5%	50%	35%	10%	50	62	63
14	6%	49%	31%	14%	49	53	60
20	3%	47%	31%	19%	45	80	89
13	7%	29%	50%	14%	43	65	40
15	3%	42%	36%	18%	43	74	51
4	6%	35%	33%	25%	41	70	74
22	5%	30%	45%	20%	40	55	63
8	8%	27%	31%	35%	36	71	100
5	0%	33%	38%	29%	35	72	74
6	2%	27%	43%	27%	35	86	82
3	0%	24%	54%	22%	34	79	93
19	6%	25%	31%	38%	33	67	31
9	5%	24%	33%	38%	32	82	73
12	0%	26%	42%	32%	32	76	89
18	0%	0%	50%	50%	17	50	67

**Average rating, where 100=excellent, 67=good, 33=fair and 0=poor. In 2012, 37% knew who the mayor was, in 2011 26% knew who the mayor was.*

When asked to identify who they would most likely contact if they had a city-related problem, an increasing majority of respondents (78% in January 2013 and 72% in January 2012 and 68% in January 2011) said they would contact Wakil-e-gozars. In January 2013, 9% said they would contact no one, 5% would see a Mullah and 5% would go to a Shura, Jirga or the Community Development Council (CDC), 2% would go to the district manager, and only 1% would contact the mayor.

Respondents in Districts 8, 9 and 18 were most likely to contact no one (15% or more). Those in Districts 18, 19 and 21 were most likely to go to a Shura, a Jirga or the CDC and those in Districts 14, 20 and 22 were most likely to contact a mullah. A majority in each district would contact their Wakil-e-gozars.

Figure **119**: Who Would You Contact about Problems Related to the City?

TABLE 87: WHO WOULD YOU CONTACT ABOUT PROBLEMS RELATED TO THE CITY BY DISTRICT (JANUARY 2013)

	Wakil-e-gozars	Mullah	Shuras/CDCs/ Jirgas	District manager	Mayor	Would contact no one
ALL	78%	5%	5%	2%	1%	9%
1	71%	5%	8%	5%	1%	9%
2	80%	4%	1%	8%	5%	2%
3	84%	1%	1%	1%	1%	12%
4	76%	3%	5%	4%	2%	10%
5	81%	3%	1%	1%	0%	13%
6	90%	0%	1%	2%	0%	7%
7	91%	4%	0%	0%	0%	5%
8	75%	2%	7%	0%	1%	15%
9	67%	10%	1%	0%	0%	21%
10	82%	5%	0%	2%	4%	7%
11	85%	1%	2%	1%	4%	7%
12	79%	0%	5%	1%	1%	14%
13	69%	5%	7%	7%	1%	10%
14	75%	13%	7%	3%	1%	1%
15	76%	1%	4%	6%	2%	11%
16	85%	2%	0%	8%	4%	1%
17	79%	7%	3%	4%	3%	4%
18	62%	6%	16%	1%	0%	15%
19	72%	2%	14%	1%	1%	9%
20	86%	12%	1%	0%	0%	1%
21	63%	8%	21%	1%	0%	7%
22	77%	16%	3%	1%	2%	1%

In January 2013, 14% of respondents reported having contacted someone in the Kabul Municipality to help solve a problem or to get a service, this was similar to 13% in January 2012.

About one-third of respondents in Districts 2 and 3 had contacted someone in the Kabul Municipality while only 4% in Districts 12, 13 and 18 had ever asked for help from someone in the Kabul Municipality.

FIGURE 120: CONTACT WITH KABUL MUNICIPALITY

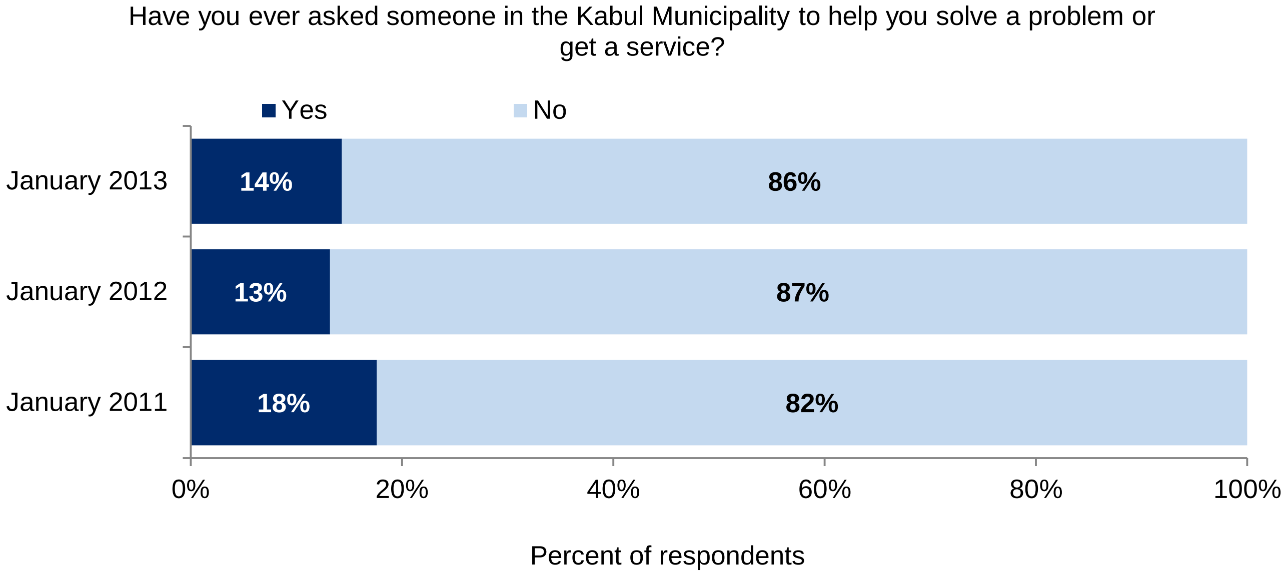


TABLE 88: CONTACT WITH KABUL MUNICIPALITY BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	14%	13%	17%
2	32%	17%	53%
3	32%	19%	25%
20	28%	2%	9%
1	24%	14%	23%
16	23%	16%	15%
22	20%	10%	0%
10	18%	14%	21%
11	18%	17%	21%
5	17%	24%	22%
7	13%	18%	15%
17	12%	8%	30%
19	12%	5%	19%
8	11%	6%	1%
14	11%	10%	37%
21	11%	7%	7%
4	10%	26%	26%
9	10%	14%	38%
6	9%	14%	13%
15	8%	13%	14%
12	4%	20%	5%
13	4%	4%	5%
18	4%	6%	10%

Percent "yes"

Those who reported having interactions with the municipal government (14% of respondents) were asked to rate this interaction. On average they were somewhat dissatisfied with the ease of getting in touch with someone, the timeliness and courteousness of the staff and the resolution of the problem or request. These ratings were lower than in prior survey years, when residents said they were somewhat satisfied, on average, with the interaction.

Ease of contact (38% were very or somewhat satisfied) and courteousness (35%) were rated slightly more highly than promptness (31%) and resolution of requests (28%).

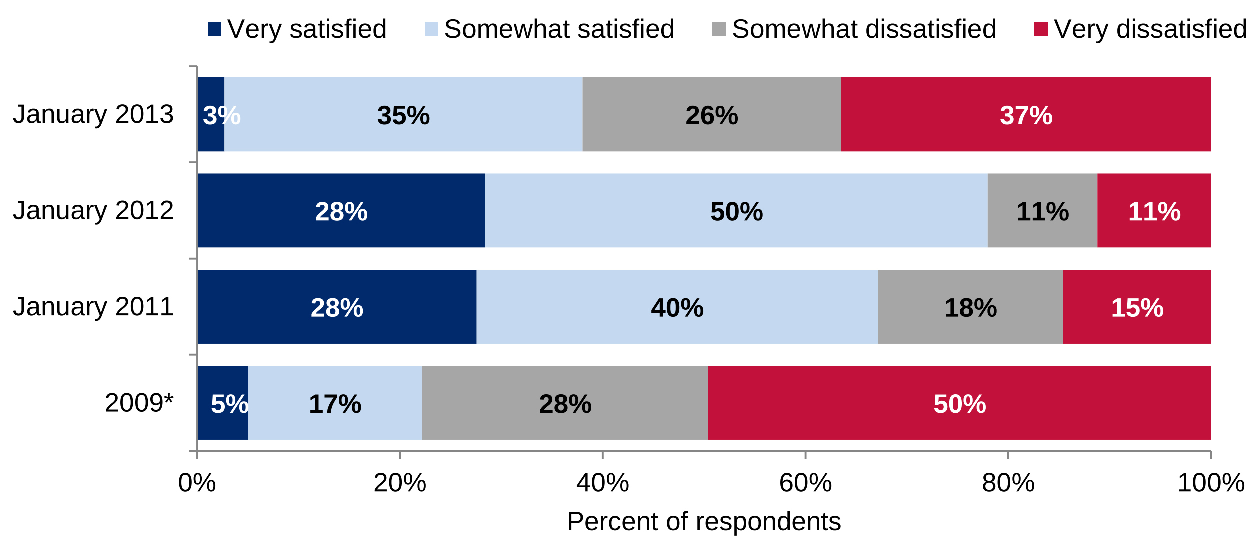
Results by district are not reported here as so few respondents in each district had contact with the municipal government and therefore too few rated it.

TABLE 89: AVERAGE RATING OF CONTACT WITH THE MUNICIPAL GOVERNMENT BY YEAR

	January 2013	January 2012	January 2011	2009*
Index rating of interaction with the municipal government	33	60	56	27
How easy was it to contact them	35	65	60	26
How promptly they dealt with your concern	32	54	53	24
The resolution to the problem or request	30	52	50	24
How courteous the staff was	34	70	60	32

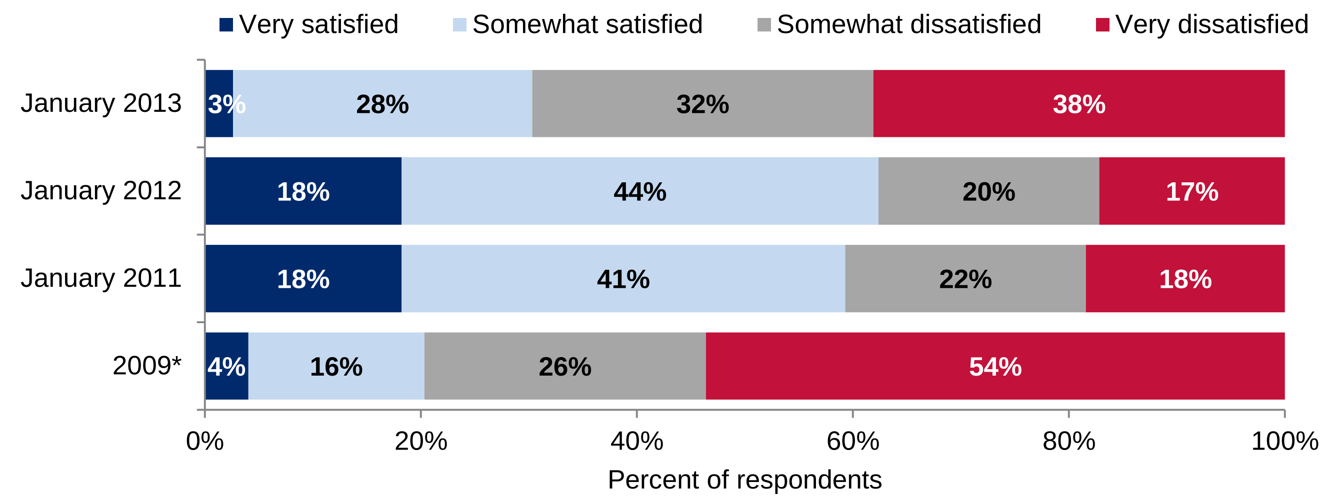
Average rating where 100=very satisfied, 67=somewhat satisfied, 33=somewhat dissatisfied and 0=very dissatisfied.
**Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (14% of all respondents in January 2013, 13% in January 2012 and 17% in January 2011).*
**The index rating of the interaction with the municipal government is an average of the ratings for four components (how easy it was to contact them, how promptly they dealt with the concern, the resolution to the problem or request, and courteousness of the staff).*
**Ratings for 2009 come exclusively from the 2011 survey, respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).*

FIGURE 121: RATING OF HOW EASY IT WAS TO CONTACT THE MUNICIPAL GOVERNMENT BY YEAR



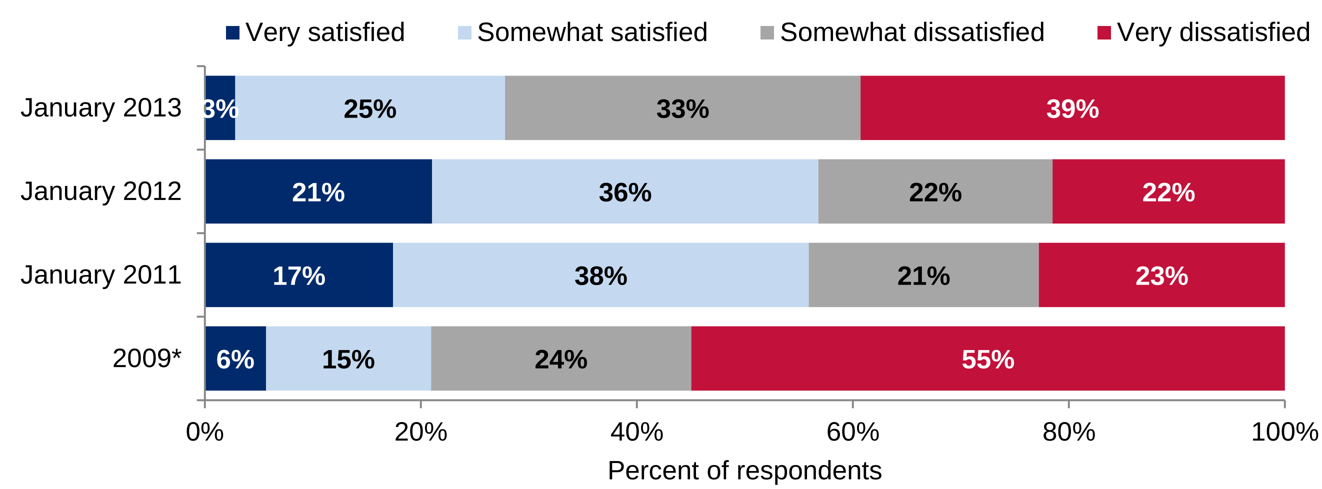
Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (14% of all respondents in January 2013, 13% in January 2012 and 17% in January 2011).
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 122: RATING OF HOW PROMPTLY THEY DEALT WITH THE CONCERN BY YEAR



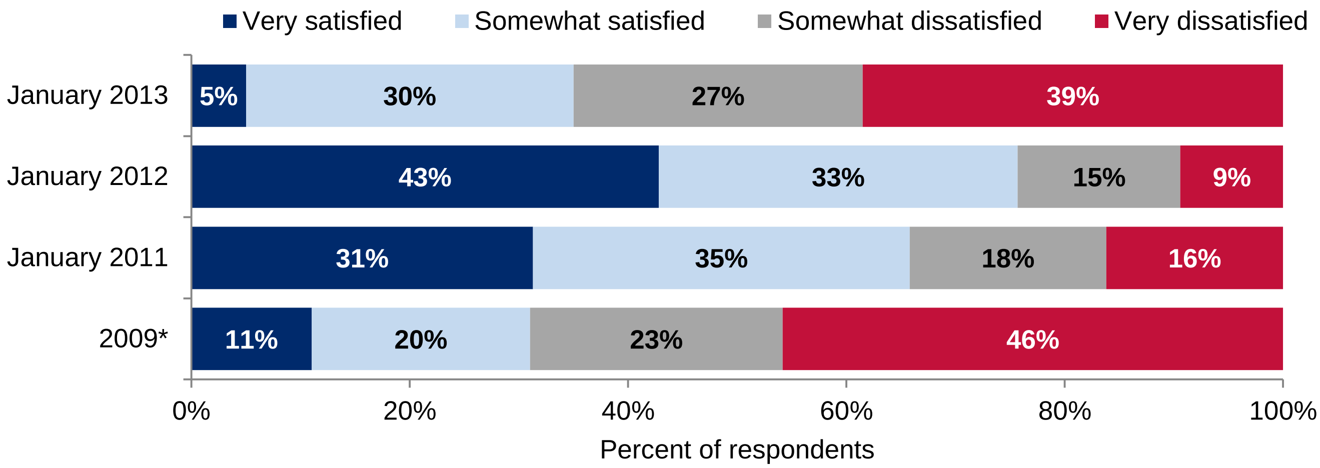
Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (14% of all respondents in January 2013, 13% in January 2012 and 17% in January 2011).
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 123: RATING OF THE RESOLUTION TO THE PROBLEM OR REQUEST BY YEAR



Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (14% of all respondents in January 2013, 13% in January 2012 and 17% in January 2011).
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 124: RATING OF COURTEOUSNESS OF THE STAFF BY YEAR



Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (14% of all respondents in January 2013, 13% in January 2012 and 17% in January 2011).
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

When asked what they thought would happen if they asked someone from the municipal government to do something, like fix a street, most respondents (69%) thought their request would be put on a long wait list. Almost a third thought that it would be fixed within a month or year (31%) and 11% expected that cash or a favor would be requested.

Almost one-quarter of respondents in Districts 6 and 14 thought they would have to give cash, a gift or perform a favor in order to get assistance from the municipal government. District 1 respondents were most optimistic about the problem getting resolved within one month (13% thought it was possible). District 21 respondents were least optimistic (only 8% thought it could be fixed within the year).

FIGURE 125: PERCEPTION OF MUNICIPAL GOVERNMENT RESPONSIVENESS

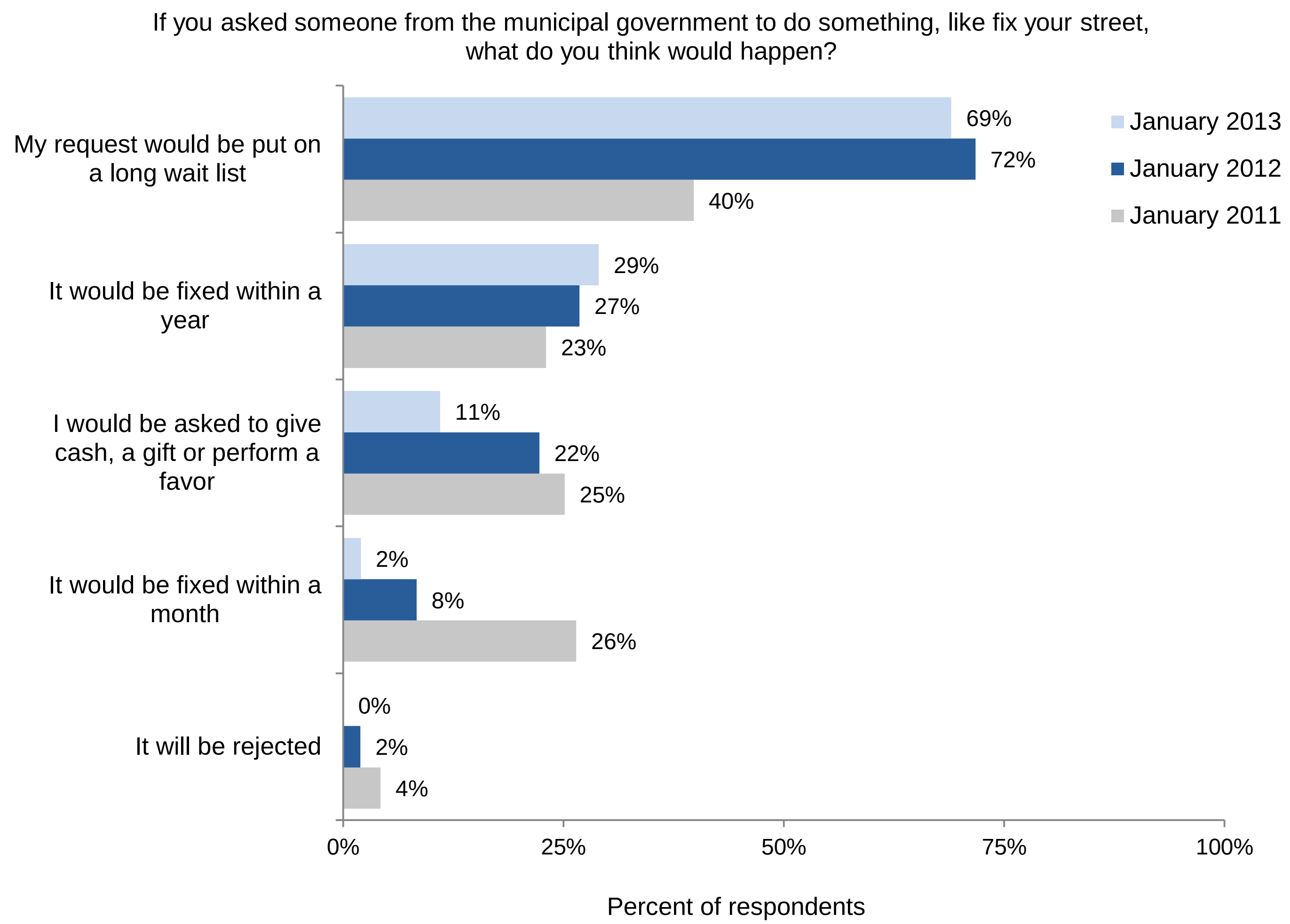


TABLE 90: PERCEPTION OF MUNICIPAL GOVERNMENT RESPONSIVENESS BY DISTRICT (JANUARY 2013)

District	My request would be put on a long wait list	I would be asked to give cash, a gift or perform a favor	It would be fixed within a year	It would be fixed within a month
ALL	69%	11%	29%	2%
1	60%	5%	42%	13%
2	55%	8%	42%	7%
3	69%	2%	32%	0%
4	65%	12%	38%	2%
5	76%	3%	20%	6%
6	74%	23%	42%	2%
7	60%	17%	32%	0%
8	84%	8%	14%	2%
9	80%	7%	18%	1%
10	63%	9%	41%	0%
11	66%	14%	38%	1%
12	80%	8%	12%	1%
13	75%	9%	17%	0%
14	54%	24%	36%	1%
15	74%	5%	21%	2%
16	57%	15%	39%	3%
17	58%	17%	37%	1%
18	78%	3%	20%	2%
19	73%	8%	18%	1%
20	58%	10%	36%	5%
21	84%	10%	8%	0%
22	63%	13%	27%	6%

When asked to give opinions about how often local government officials work to serve people in their city, just over half (45%) said sometimes or almost always, 32% said rarely and 23% said almost never. In each survey year, most respondents said sometimes or rarely.

About half or more of respondents in nine districts thought that government officials sometimes or always work to serve people in their city. However, about three-quarters or more of respondents residing in Districts 18 and 19 reported that local government officials rarely or almost never work to serve the people in their city.

FIGURE 126: HOW OFTEN GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU

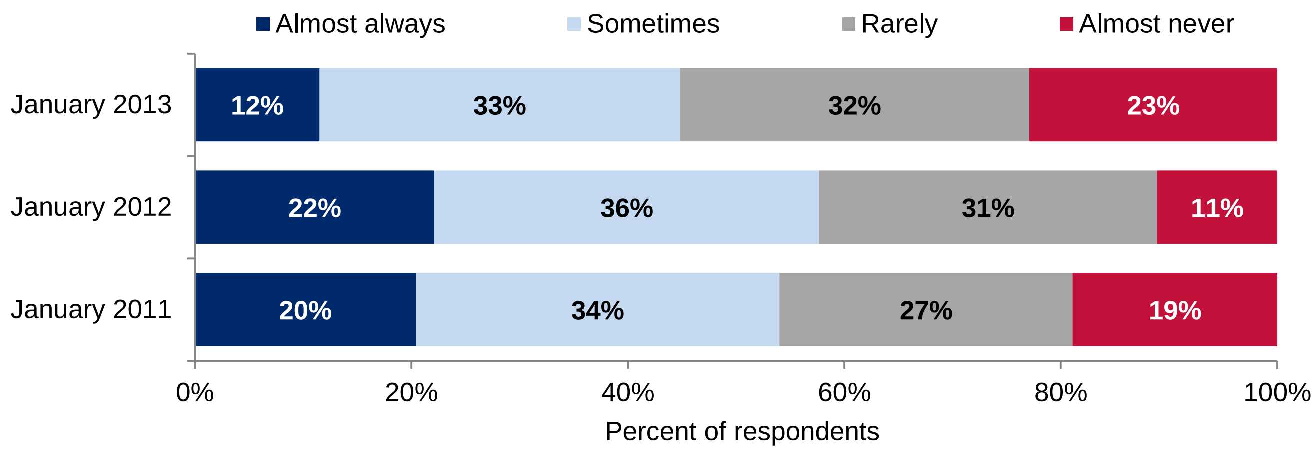


TABLE 91: HOW OFTEN GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU BY DISTRICT

District	January 2013				Average rating*		
	Almost always	Sometimes	Rarely	Almost Never	January 2013	January 2012	January 2011
ALL	12%	33%	32%	23%	45	57	52
2	27%	46%	20%	7%	65	69	66
10	14%	53%	24%	9%	58	57	64
15	8%	55%	27%	10%	54	77	40
4	22%	32%	29%	17%	53	62	51
1	15%	40%	30%	15%	52	59	48
3	18%	33%	33%	15%	52	56	67
7	13%	43%	20%	24%	49	67	57
16	20%	28%	30%	22%	49	68	54
11	14%	33%	36%	17%	48	59	58
13	6%	34%	50%	10%	46	39	34
5	12%	27%	38%	22%	43	49	59
6	10%	36%	27%	27%	43	60	63
8	11%	28%	37%	24%	42	42	53
17	14%	21%	41%	24%	42	43	57
14	7%	34%	32%	27%	41	47	55
9	10%	22%	41%	26%	39	64	54
21	8%	28%	33%	30%	38	62	42
20	12%	22%	29%	37%	37	48	61
12	2%	28%	40%	31%	34	66	56
22	6%	26%	26%	42%	32	53	45
19	3%	22%	35%	39%	30	48	46
18	1%	9%	51%	39%	24	35	11

**Average rating, where 100=almost always 67=sometimes, 33=rarely and 0=never.*

When asked to indicate the extent to which they trust various leaders to conduct activities to benefit the people in their city, around half or more of January 2013 respondents said they had at least some trust in the Kabul City government, the Afghan national government and businesses in the local market. Fewer than half reported some or a great deal of trust in donor agencies. Responses were slightly less optimistic on average than those in January 2011 and January 2012.

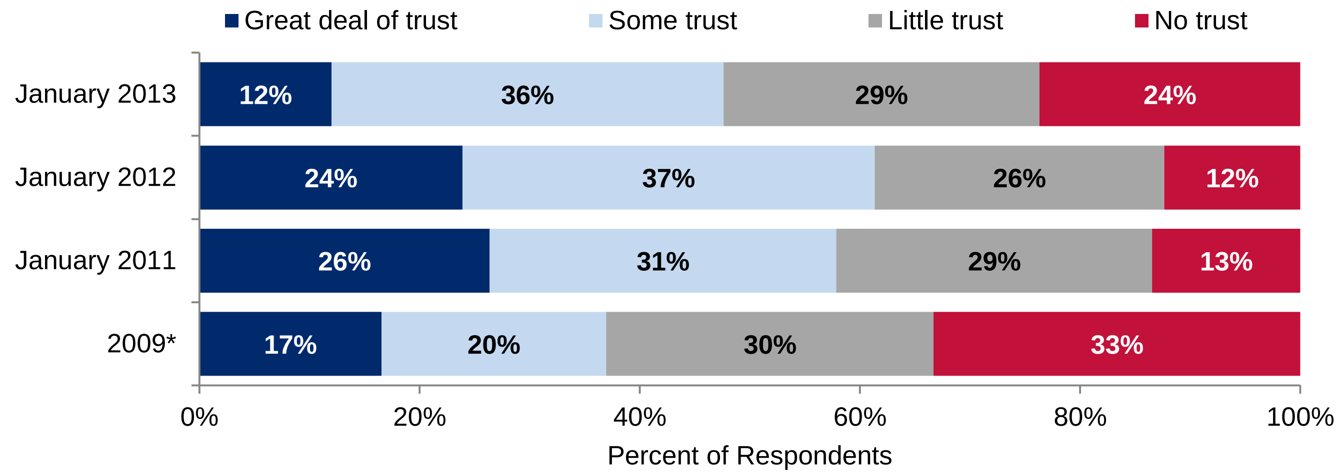
A trust index rating was created by averaging the ratings of trust in the four institutions. The overall level of trust (trust index) varied, but not widely, among districts. The highest ratings was in District 2 (64 on a 100 point scale where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust) and the lowest was in District 18 (36).

TABLE 92: INDEX RATING OF LEVEL OF TRUST BY DISTRICT

District	January 2013	January 2012	January 2011	2009*
ALL	46	53	54	37
2	64	47	55	30
1	55	56	63	39
10	53	58	55	38
17	53	59	34	42
20	52	53	55	22
11	51	59	63	39
15	51	55	65	55
4	50	53	49	25
16	50	50	40	29
7	47	46	58	34
14	45	61	45	34
22	45	49	70	56
6	44	54	60	29
9	44	59	52	27
13	44	49	43	33
12	43	56	54	23
8	42	52	30	59
5	41	53	56	27
21	40	51	56	42
19	39	48	51	40
3	38	58	64	37
18	36	49	36	23

The index rating of trust is an average of the ratings for trust in four institutions (businesses in the local market, donor agencies, Kabul City government and the Afghan national government).
Each rating is on a 100 point scale where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust.
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

FIGURE 127: RATING OF TRUST IN KABUL CITY GOVERNMENT BY YEAR



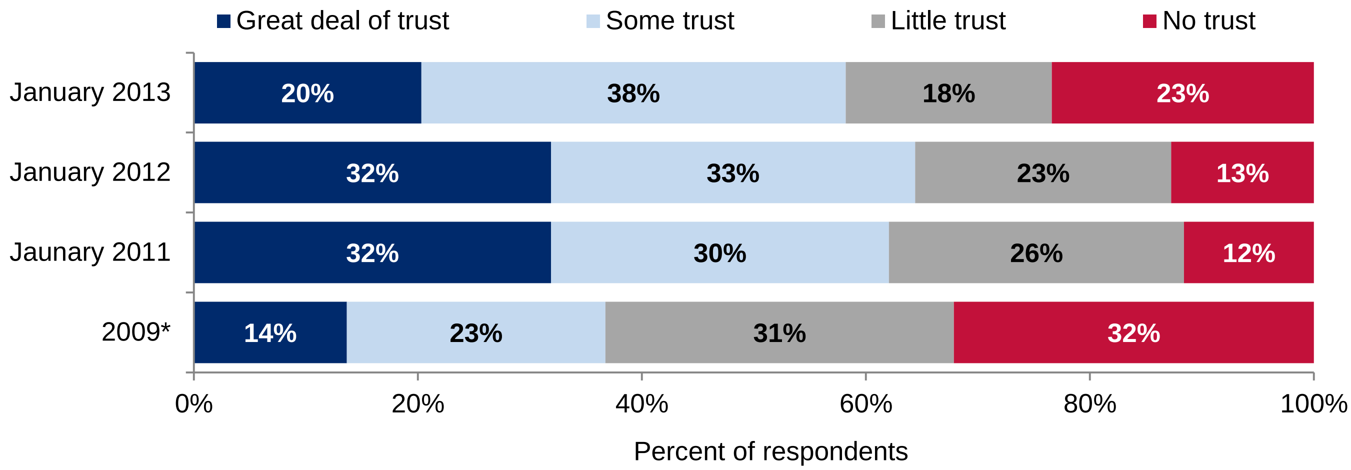
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 93: RATING OF TRUST IN KABUL CITY GOVERNMENT BY DISTRICT

District	January 2013				Average rating*			
	A great deal of trust	Some trust	Little trust	No trust	January 2013	January 2012	January 2011	2009
ALL	12%	36%	29%	24%	45	58	57	40
2	30%	56%	8%	6%	70	49	59	34
1	30%	35%	27%	8%	62	57	67	42
4	15%	42%	27%	16%	52	59	50	25
15	18%	37%	27%	18%	52	60	72	63
17	13%	49%	20%	18%	52	66	33	45
11	16%	40%	24%	20%	51	62	66	37
10	17%	31%	38%	14%	50	61	64	46
16	8%	52%	21%	19%	50	56	44	34
20	11%	49%	18%	22%	50	58	60	24
7	10%	42%	24%	24%	46	48	63	36
14	6%	43%	32%	19%	45	65	54	42
22	10%	38%	30%	22%	45	60	67	58
13	14%	29%	32%	25%	44	58	40	33
6	11%	35%	27%	27%	43	54	63	33
9	13%	28%	31%	28%	42	62	54	28
8	7%	32%	35%	26%	40	65	30	68
21	4%	36%	34%	26%	40	56	56	39
12	8%	25%	45%	23%	39	62	59	28
5	7%	24%	40%	29%	37	54	60	31
3	5%	29%	31%	35%	35	59	70	44
19	7%	28%	27%	38%	35	54	58	43
18	4%	20%	31%	45%	28	54	43	28

**Average rating, where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 128: RATING OF TRUST IN THE AFGHAN NATIONAL GOVERNMENT BY YEAR



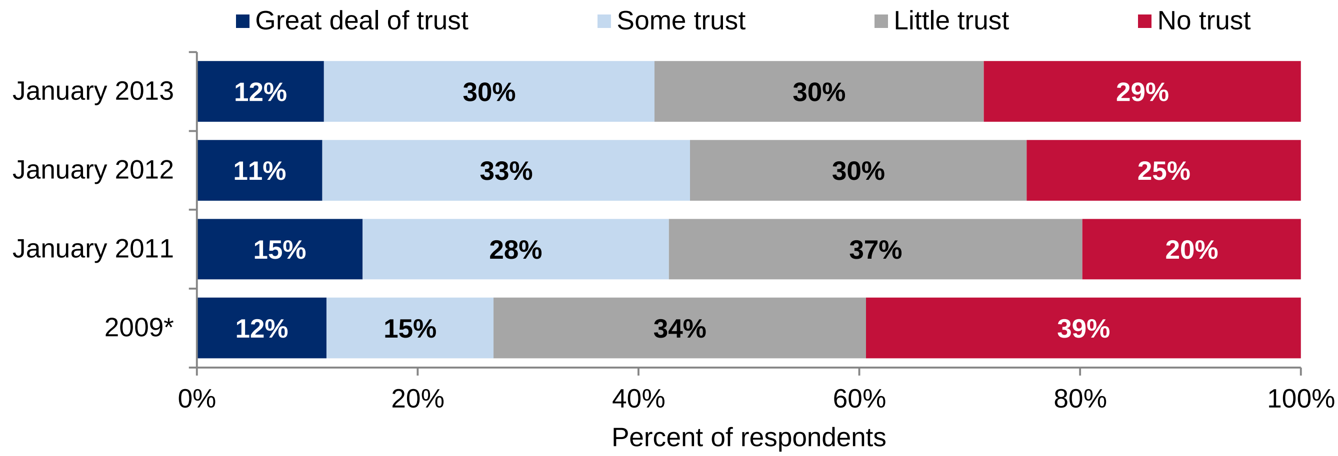
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

TABLE 94: RATING OF TRUST IN THE AFGHAN NATIONAL GOVERNMENT BY DISTRICT

District	January 2013				Average rating*			
	A great deal of trust	Some trust	Little trust	No trust	January 2013	January 2012	January 2011	2009
ALL	20%	38%	18%	23%	52	61	61	39
2	36%	37%	16%	11%	66	52	62	37
10	22%	47%	21%	10%	60	64	69	50
1	27%	38%	16%	19%	58	60	73	50
15	25%	38%	18%	19%	56	70	76	55
17	19%	47%	18%	16%	56	72	35	30
20	20%	49%	10%	21%	56	64	58	25
9	30%	25%	24%	21%	55	61	52	30
12	30%	22%	31%	18%	55	64	58	26
11	21%	44%	11%	24%	54	60	69	43
5	31%	22%	20%	27%	52	59	58	30
8	24%	31%	22%	23%	52	68	40	38
14	12%	48%	23%	17%	52	72	55	44
16	11%	54%	11%	24%	51	60	49	33
3	22%	31%	21%	26%	50	63	73	50
22	14%	45%	18%	23%	50	62	73	51
13	19%	35%	18%	28%	49	57	48	42
4	13%	41%	23%	23%	48	62	57	32
6	13%	42%	20%	25%	48	56	64	32
7	11%	45%	18%	26%	47	60	65	40
19	20%	32%	17%	31%	47	54	61	41
21	21%	30%	15%	34%	46	56	67	41
18	19%	24%	19%	38%	41	59	46	33

**Average rating, where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 129: RATING OF TRUST IN DONOR AGENCIES BY YEAR



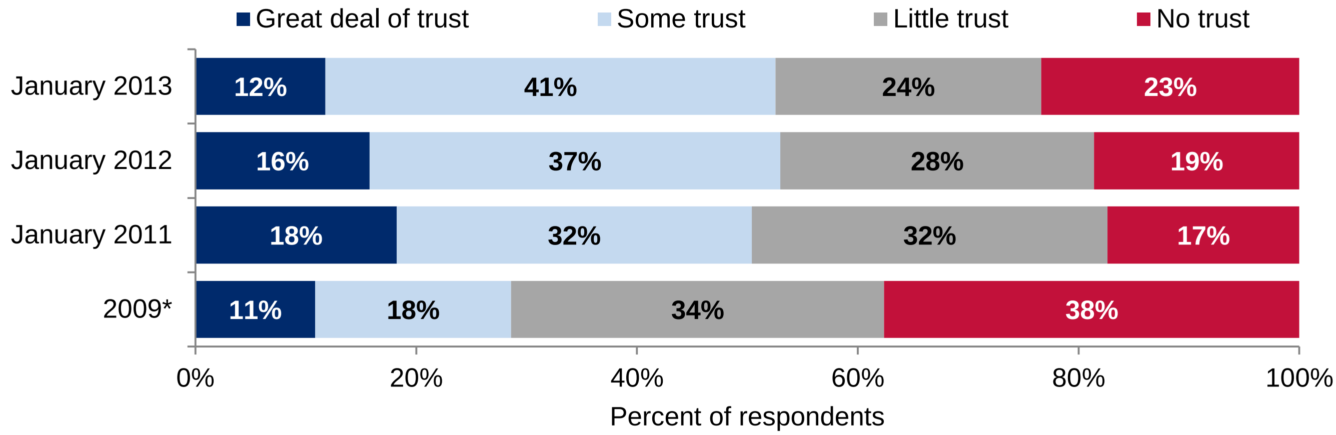
**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 95: RATING OF TRUST IN DONOR AGENCIES BY DISTRICT

District	January 2013				Average rating*			
	A great deal of trust	Some trust	Little trust	No trust	January 2013	January 2012	January 2011	2009
ALL	12%	30%	30%	29%	41	44	46	33
2	17%	44%	28%	11%	56	40	43	21
16	13%	48%	16%	23%	50	41	30	21
17	8%	48%	27%	17%	49	50	28	45
20	11%	41%	33%	15%	49	44	48	17
4	12%	42%	23%	23%	48	41	42	24
10	15%	28%	39%	18%	47	49	37	25
11	16%	32%	29%	23%	47	54	55	35
7	16%	28%	31%	25%	45	32	49	28
1	6%	39%	32%	23%	43	52	52	28
15	12%	33%	24%	30%	43	44	58	56
22	8%	34%	35%	23%	42	38	68	55
6	12%	23%	37%	28%	40	48	57	23
13	13%	26%	30%	32%	40	43	38	29
12	13%	18%	38%	31%	38	51	45	18
14	4%	34%	33%	29%	38	53	31	24
19	8%	33%	22%	37%	37	39	44	40
9	14%	22%	21%	42%	36	53	44	24
5	9%	19%	38%	33%	35	46	50	22
8	5%	27%	30%	37%	34	38	23	69
21	10%	21%	29%	40%	34	37	54	47
3	9%	15%	35%	41%	31	51	47	24
18	6%	22%	26%	46%	30	37	26	8

**Average rating, where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

FIGURE 130: RATING OF TRUST IN BUSINESSES IN THE LOCAL MARKET BY YEAR



**Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).*

TABLE 96: RATING OF TRUST IN BUSINESSES IN THE LOCAL MARKET BY DISTRICT

District	January 2013				Average rating*			
	A great deal of trust	Some trust	Little trust	No trust	January 2013	January 2012	January 2011	2009
ALL	12%	41%	24%	23%	47	50	50	34
2	26%	49%	16%	9%	64	47	57	27
1	21%	39%	24%	15%	56	55	59	31
10	18%	44%	25%	13%	56	58	49	31
17	13%	52%	21%	14%	55	48	39	50
15	18%	38%	26%	19%	52	47	53	46
20	14%	44%	26%	16%	52	47	54	19
4	13%	47%	19%	20%	51	48	46	21
11	13%	47%	21%	19%	51	59	62	38
7	17%	41%	16%	26%	50	42	54	32
16	6%	55%	15%	24%	48	43	37	27
13	12%	34%	35%	19%	46	38	45	29
6	13%	38%	21%	28%	45	60	58	26
14	6%	47%	22%	25%	45	57	38	25
18	10%	36%	28%	27%	43	47	24	10
22	7%	44%	19%	30%	43	45	72	60
9	6%	40%	27%	26%	42	60	56	29
12	9%	31%	36%	23%	42	49	52	22
8	3%	42%	28%	26%	41	39	27	66
5	2%	37%	39%	22%	40	56	57	26
21	14%	32%	15%	39%	40	52	47	41
19	8%	32%	23%	37%	37	45	40	34
3	2%	35%	30%	33%	35	58	62	28

**Average rating, where 100=a great deal of trust, 67=some trust, 33=little trust and 0=no trust.*
Ratings for 2009 come exclusively from the January 2011 survey,respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the January 2011 survey (2009).

Survey participants were asked to indicate the extent to which corruption was a problem in a variety of areas of Afghan life. A majority of all respondents thought that corruption was a major or minor problem in each area listed in Table 97. The proportion of residents who said corruption was not a problem increased from January 2011 to January 2013 for the following areas: daily life, your neighborhood, police, electric and water supply workers and in Afghanistan as a whole. However, the proportion of residents who said corruption of municipal authorities was not a problem decreased from January 2011 to January 2013.

In general, respondents in Districts 3, 12, 13 and 15 were less likely to think corruption was a problem than were other respondents and those residing in Districts 4 and 20 were more likely to think corruption was a problem when compared with other respondents.

TABLE 97: AVERAGE RATING OF CORRUPTION BY DISTRICT

District	January 2013							Index rating of corruption		
	In your daily life	In your neighborhood	Your municipal authorities	Police	Electric workers	Water supply workers	Afghanistan as a whole	January 2013	January 2012	January 2011
ALL	49	50	59	50	50	51	66	52	52	59
4	69	67	73	61	56	63	80	67	60	69
20	60	60	66	57	63	56	72	62	58	69
10	58	58	64	57	54	54	70	59	53	59
22	53	59	70	56	55	50	70	59	54	47
2	61	54	62	54	59	51	66	58	56	58
1	55	56	48	61	54	51	70	56	68	55
7	56	60	65	50	44	47	69	56	52	48
16	52	58	60	51	44	47	67	54	43	62
17	61	59	62	49	40	48	62	54	53	46
6	54	57	62	47	45	41	64	53	53	51
11	56	54	63	49	43	41	65	53	52	57
14	48	58	63	47	38	41	68	52	46	56
19	49	42	55	46	54	52	62	50	39	70
9	35	43	61	47	49	50	67	49	49	59
21	49	47	49	44	49	57	53	49	44	57
8	34	41	59	48	51	58	63	47	48	43
5	33	36	55	44	47	53	68	46	48	67
18	41	36	56	43	64	56	60	46	55	57
15	40	37	47	39	43	54	59	44	51	67
3	31	36	46	45	45	47	66	43	61	65
13	42	33	47	48	48	51	54	43	48	68
12	33	32	49	40	40	44	63	42	45	57

Each rating is on a 100 point scale where 100=major problem, 50=minor problem and 0=not a problem
The index rating for the level of corruption is an average of the ratings for seven areas of potiential corruption (in your daily life, in your neighborhood, inyour municipal authorities, police, electric (Breshna) workers, water supply workers and in Afghanistan as a whole).

FIGURE 131: LEVEL OF CORRUPTION IN YOUR DAILY LIFE

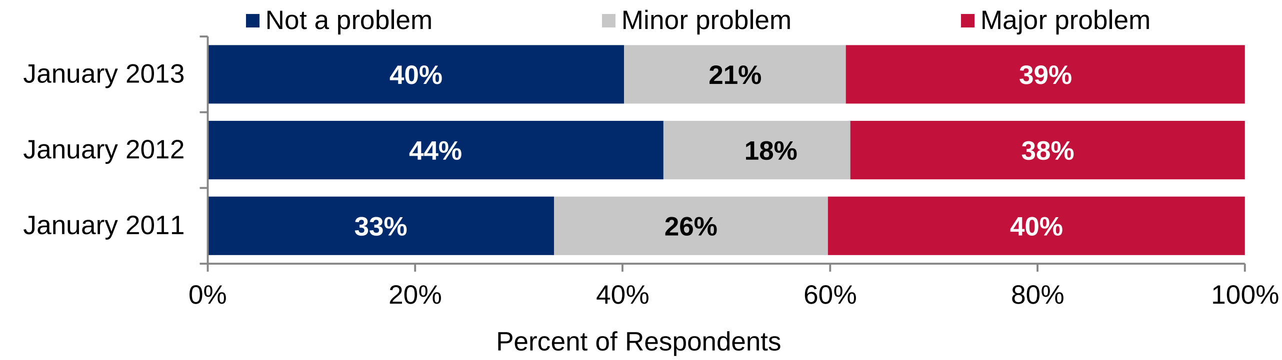


FIGURE 132: LEVEL OF CORRUPTION IN YOUR NEIGHBORHOOD

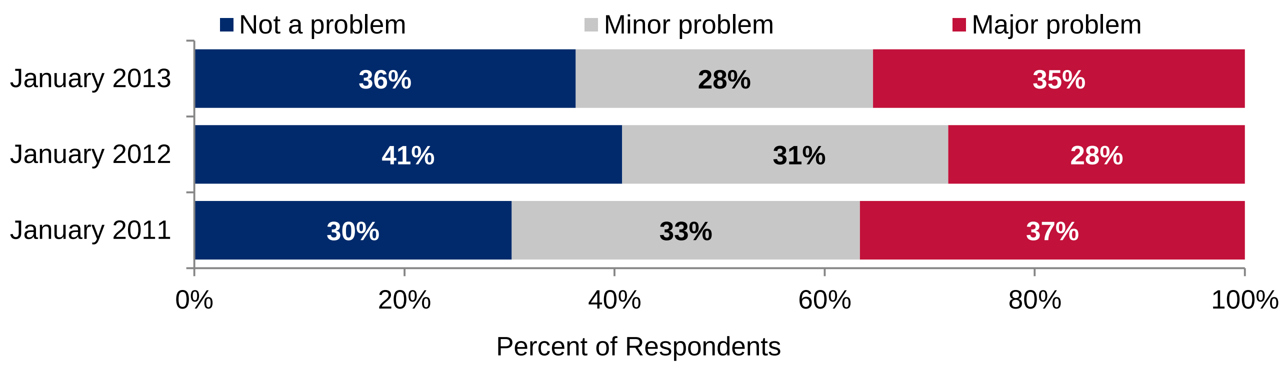


FIGURE 133: LEVEL OF CORRUPTION OF MUNICIPAL AUTHORITIES

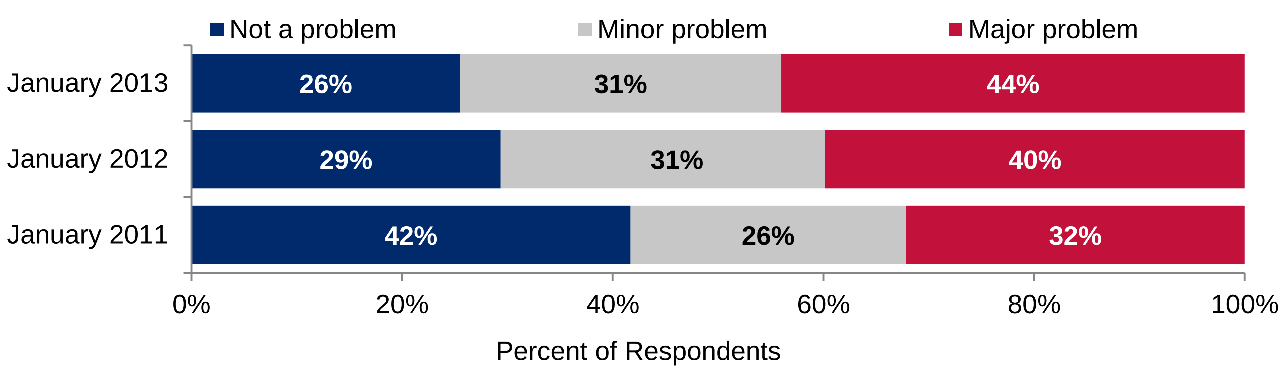


FIGURE 134: LEVEL OF CORRUPTION OF POLICE

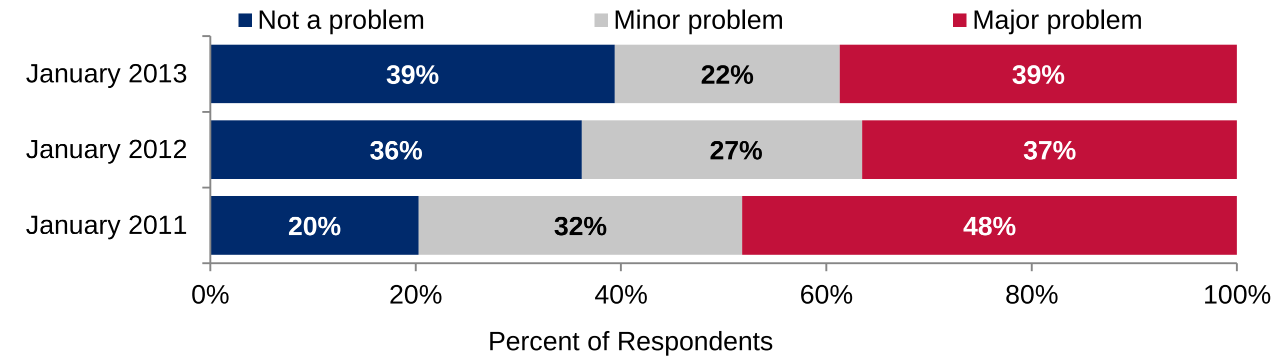


FIGURE 135: LEVEL OF CORRUPTION OF ELECTRIC (BRESHNA) WORKERS

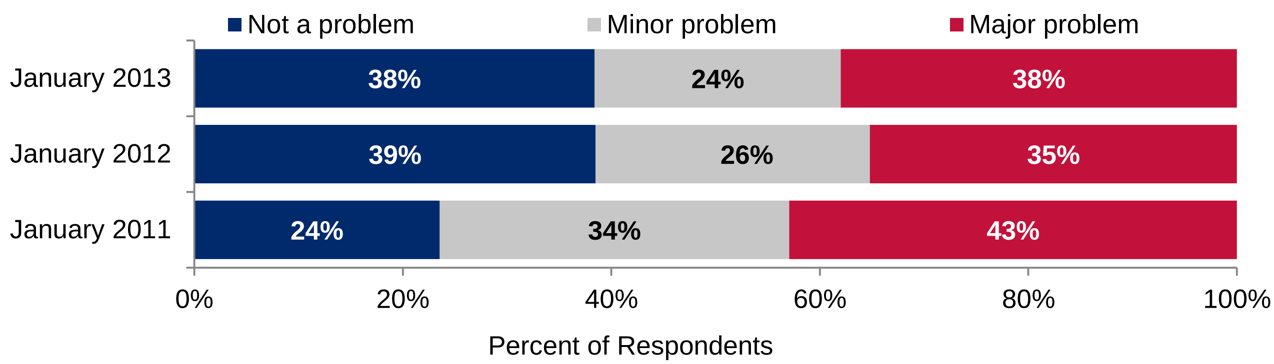


FIGURE 136: LEVEL OF CORRUPTION OF WATER SUPPLY WORKERS

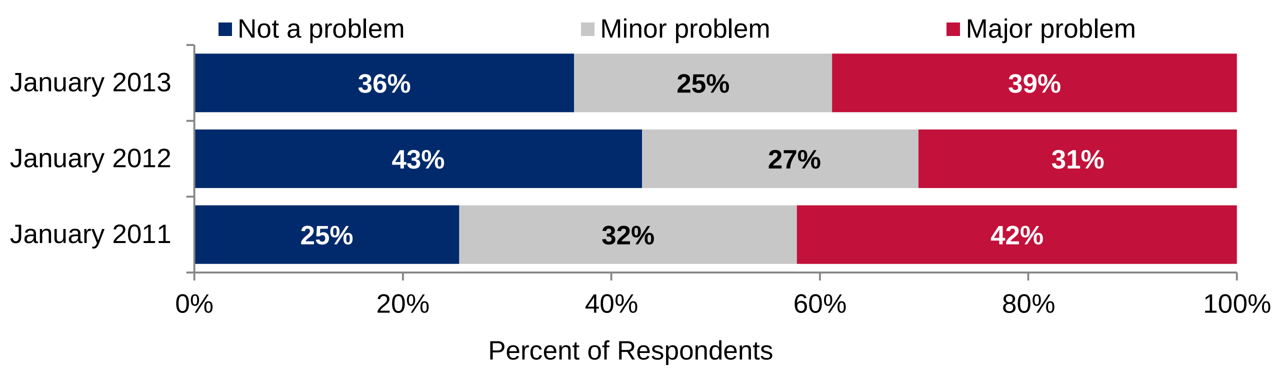
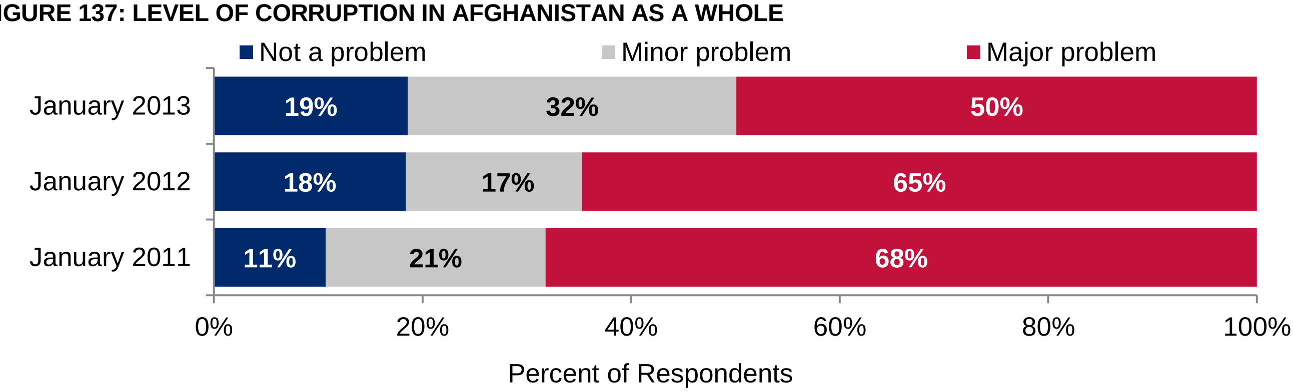


FIGURE 137: LEVEL OF CORRUPTION IN AFGHANISTAN AS A WHOLE



When asked if the level of corruption had changed compared to 12 months prior, respondents were relatively evenly divided as to whether it had increased, decreased or stayed the same in most of the areas listed on the survey. In Afghanistan as a whole 44% of respondents thought the level of corruption had increased from 12 months before and 37% thought it had increased among municipal authorities. Forty percent of Kabul residents thought that the level of corruption in their daily lives had decreased.

In Districts 4 and 10, half or more of respondents thought that corruption in their daily life had increased, whereas only 6% of District 3 residents thought that corruption had increased in their daily life.

FIGURE 138: CHANGE IN LEVEL OF CORRUPTION (COMPARED TO 12 MONTHS AGO) (JANUARY 2013)

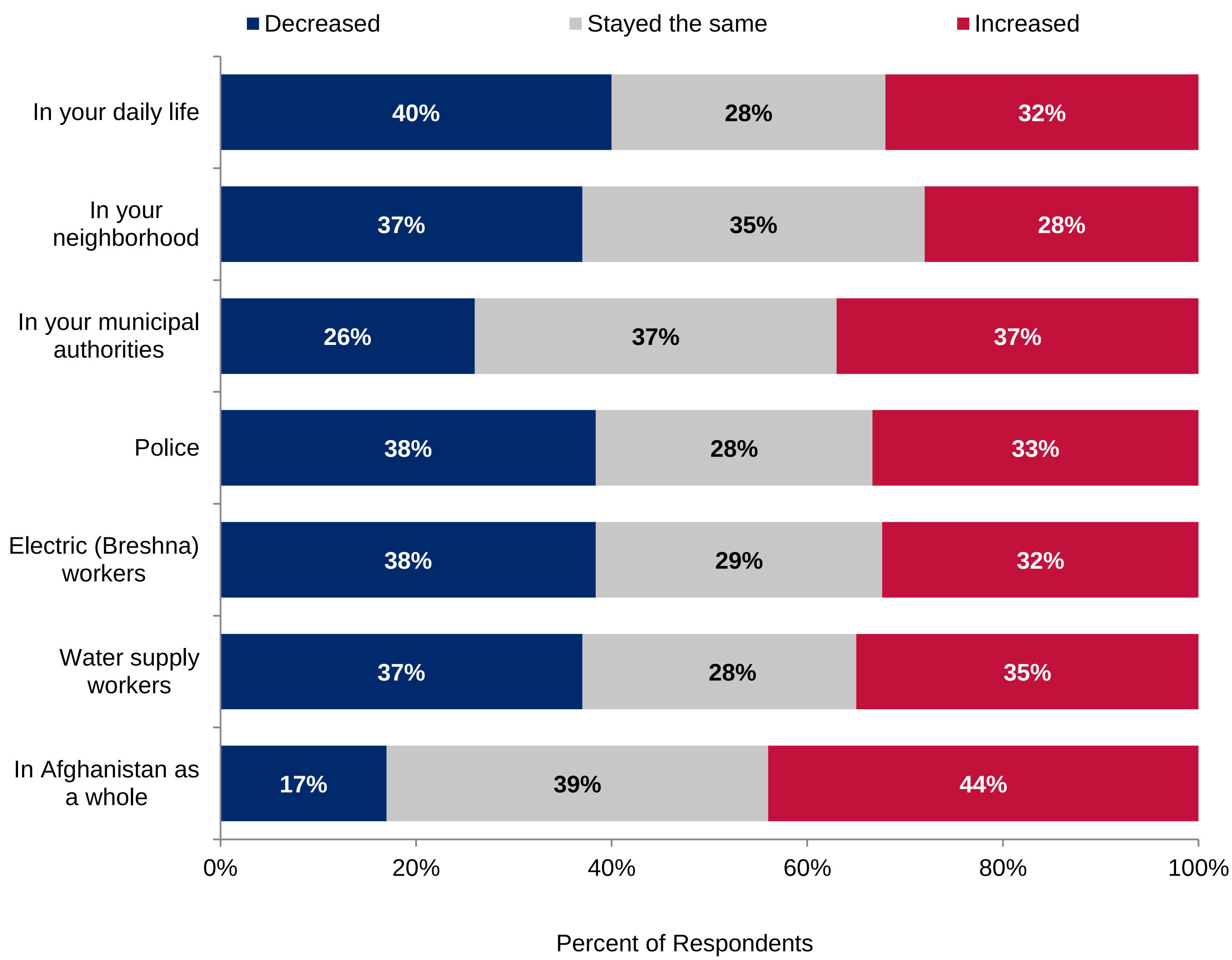
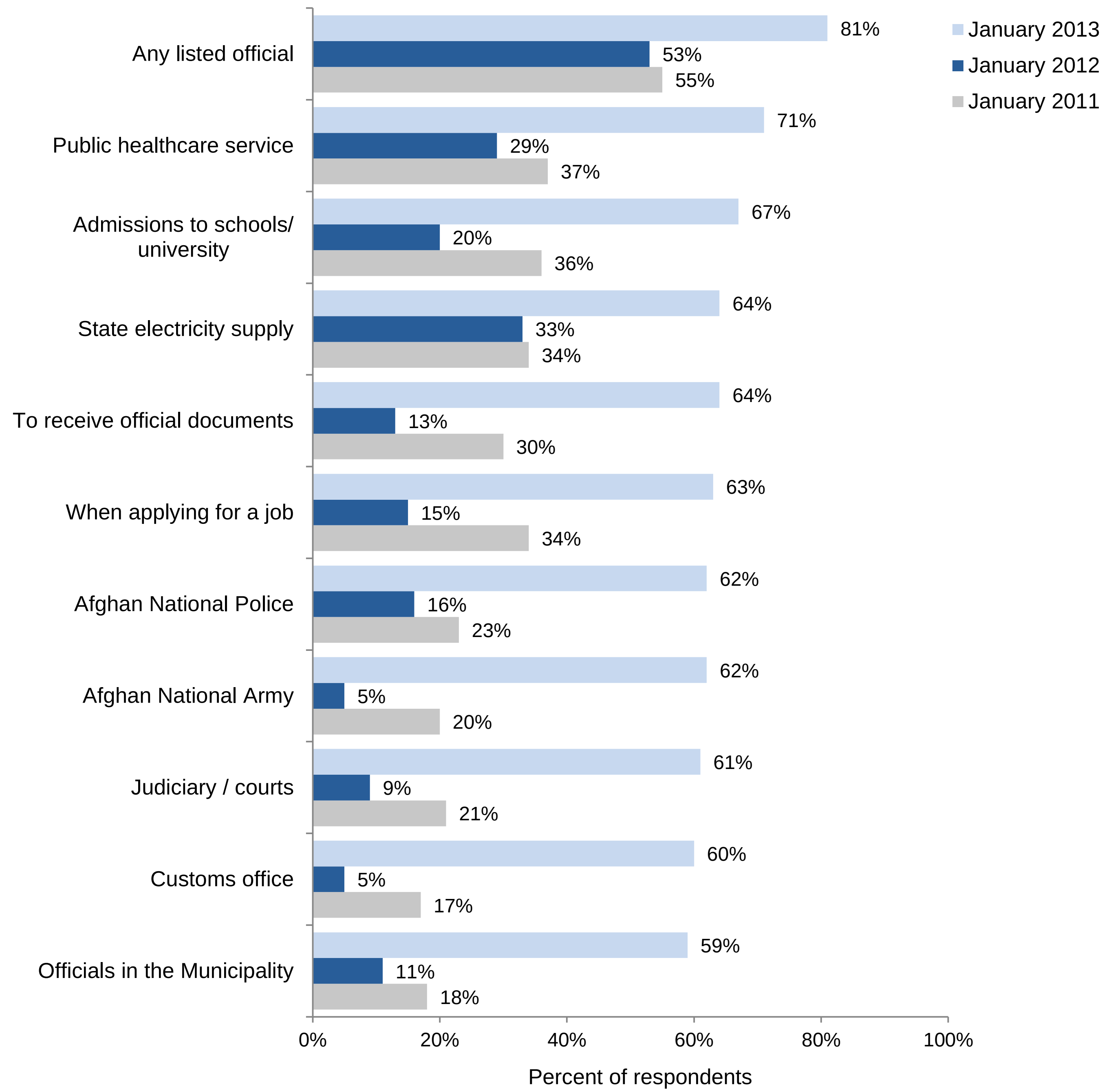


TABLE 98: PERCENT WHO SAID CORRUPTION INCREASED IN LAST 12 MONTHS BY DISTRICT (JANUARY 2013)

District	In your daily life	In your neighborhood	In your municipal authorities	Police	Electric (Breshna) workers	Water supply workers	In Afghanistan as a whole
ALL	32%	28%	37%	33%	32%	35%	44%
4	55%	47%	49%	49%	49%	55%	58%
10	51%	47%	50%	52%	44%	47%	57%
6	43%	40%	41%	33%	34%	34%	60%
11	41%	35%	45%	39%	38%	35%	56%
7	40%	39%	42%	37%	36%	39%	54%
13	36%	20%	32%	30%	31%	32%	32%
17	36%	31%	41%	33%	27%	35%	42%
19	34%	13%	23%	22%	31%	30%	38%
1	33%	23%	36%	39%	31%	30%	56%
22	33%	33%	46%	38%	40%	38%	46%
16	30%	37%	41%	37%	34%	36%	49%
21	29%	19%	21%	25%	20%	15%	22%
14	28%	35%	42%	34%	25%	27%	45%
20	28%	27%	49%	40%	38%	43%	52%
2	26%	23%	20%	21%	21%	18%	41%
9	26%	24%	37%	26%	24%	20%	41%
15	25%	21%	23%	25%	20%	37%	20%
18	22%	21%	33%	22%	49%	40%	32%
12	20%	18%	27%	29%	25%	37%	31%
8	17%	22%	36%	31%	29%	30%	41%
5	13%	9%	25%	20%	18%	30%	36%
3	6%	5%	17%	19%	13%	26%	32%

In all three survey iterations, a question was included that asked if the respondent had contact with specific government officials in the prior 12 months and if they had contact they were asked to asked to indicate how often, if ever, they were asked to give cash, a gift or perform a favor for that type of government official. In January 2013, this question was not always asked correctly. The data suggests that many January 2013 interviewers indicated that the respondent was asked "in no cases" to give cash, a gift or perform a favor when they should have indicated that the respondent had not had contact with a government official. This inflates the proportion who "had contact" in the year prior to the January 2013 survey.

FIGURE 139: CONTACT WITH A GOVERNMENT OFFICIAL IN PAST 12 MONTHS



The January 2013 data likely misrepresents the proportion that had contact with government officials (see the note at the top of this page).

As discussed above, the data suggests that many January 2013 interviewers indicated that the respondent was asked “in no cases” to give cash, a gift or perform a favor when they should have indicated that the respondent had not had contact with a government official. This inflates the proportion of January 2013 respondents who were asked “in no cases” to give cash, a gift or perform a favor.

These data are not reported by district, as the numbers of citizens answering this question in each district were too small to be informative.

FIGURE 140: IF HAD CONTACT WITH OFFICIALS IN THE MUNICIPALITY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

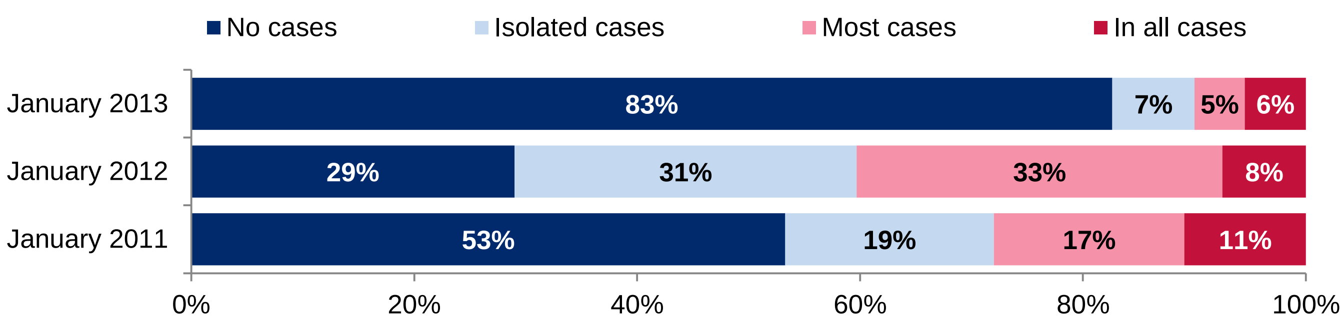


FIGURE 141: IF HAD CONTACT WITH CUSTOMS OFFICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

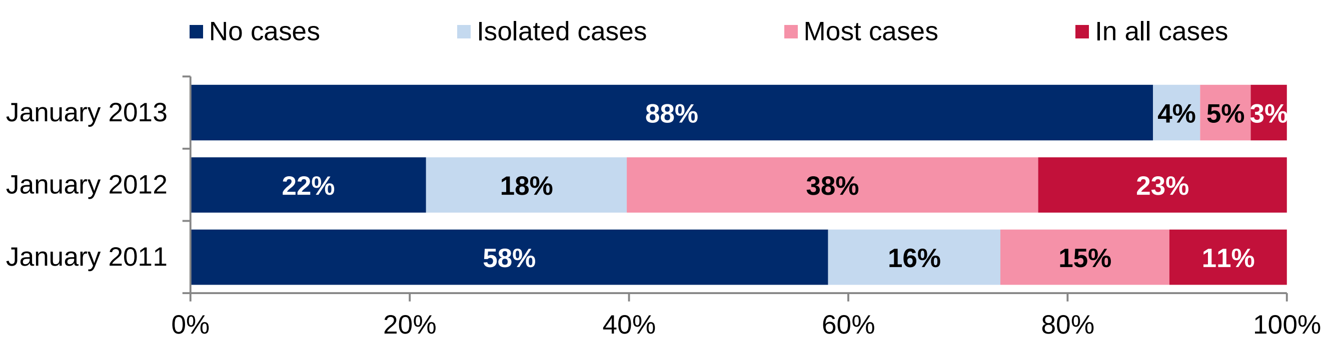


FIGURE 142: IF HAD CONTACT WITH AFGHAN NATIONAL POLICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

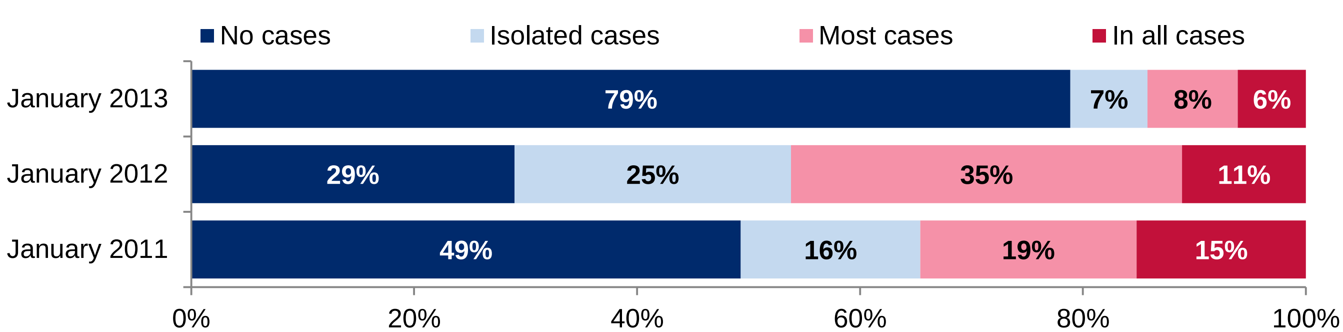


FIGURE 143: IF HAD CONTACT WITH AFGHAN NATIONAL ARMY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

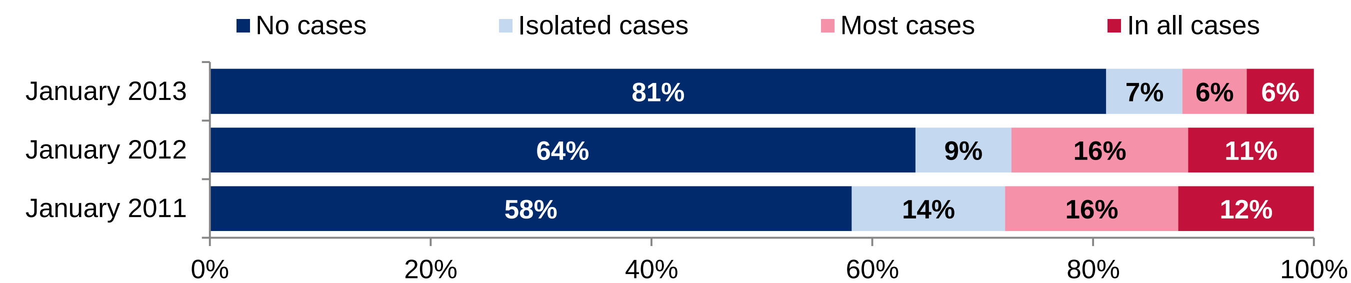


FIGURE 144: IF HAD CONTACT WITH JUDICIARY / COURTS, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

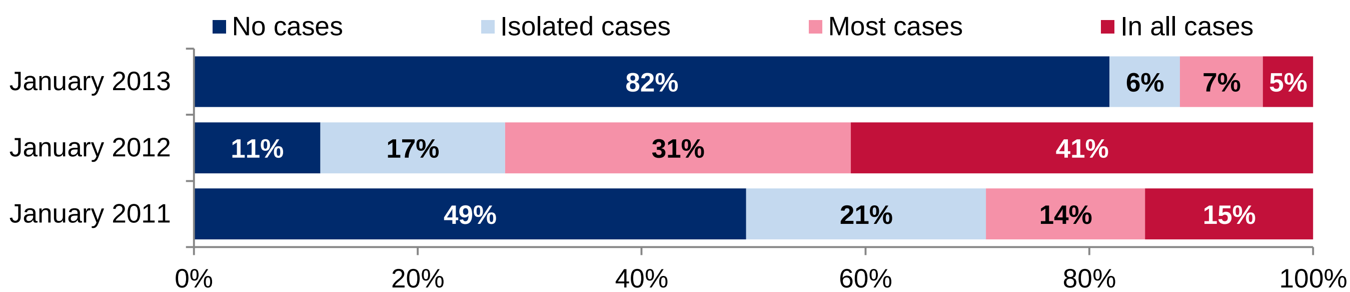


FIGURE 145: IF HAD CONTACT WITH STATE ELECTRICITY SUPPLY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

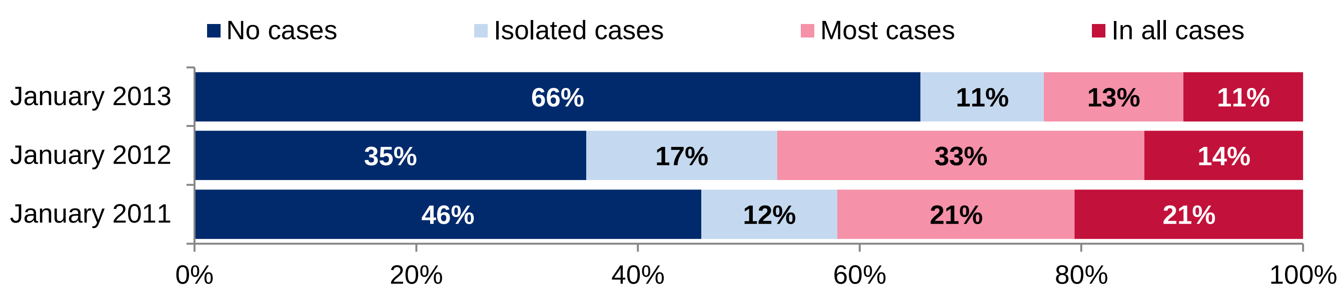


FIGURE 146: IF HAD CONTACT WITH PUBLIC HEALTHCARE SERVICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

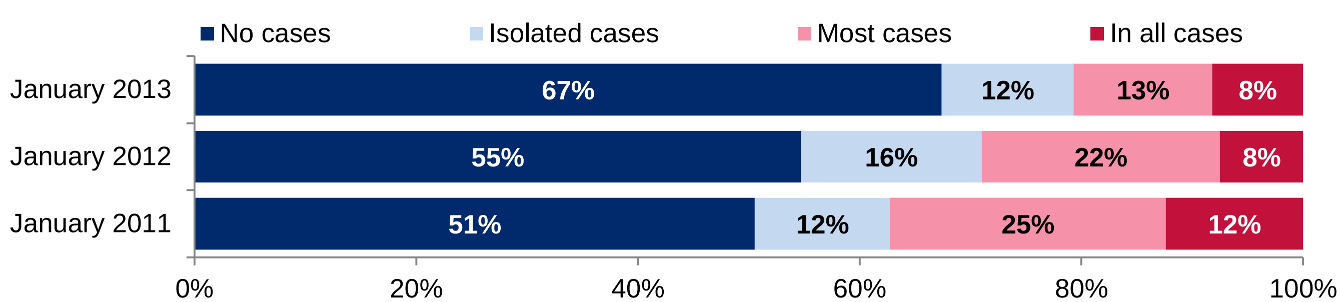


FIGURE 147: IF HAD CONTACT WHEN APPLYING FOR A JOB, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

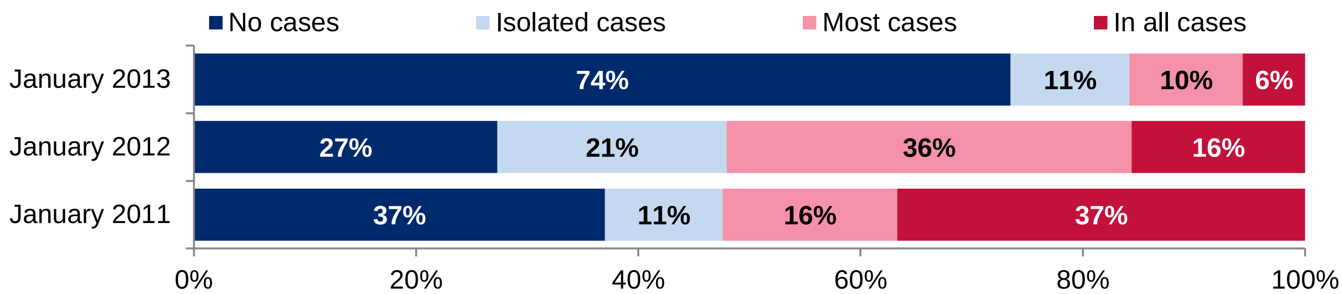


FIGURE 148: IF HAD CONTACT WITH ADMISSIONS TO SCHOOLS/ UNIVERSITY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR

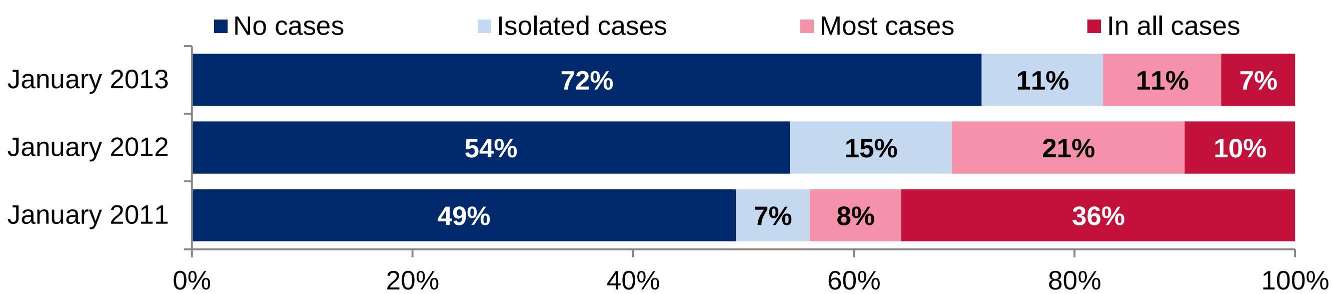
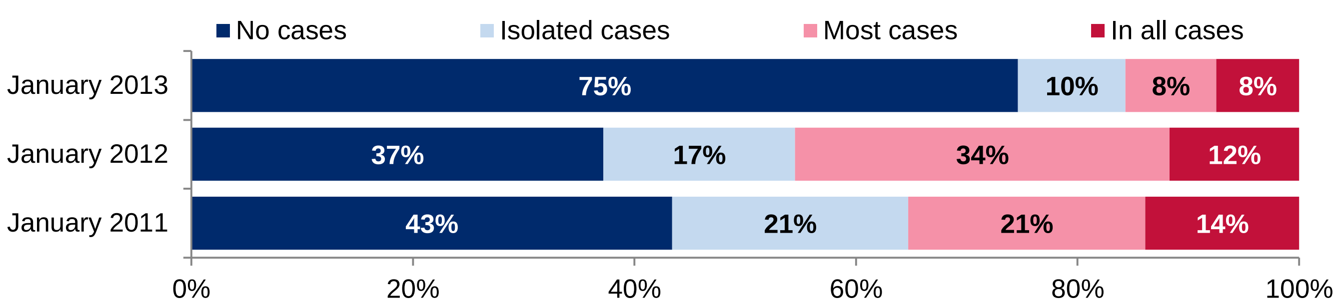


FIGURE 149: IF HAD CONTACT TO RECEIVE OFFICIAL DOCUMENTS, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR



Public Participation

Kabul respondents were asked to indicate how much influence they thought they could have over municipal government decisions. Overall, 18% felt they had a lot of influence on the municipal government and another 43% thought they had a little influence over government officials. Relative to January 2011 and January 2012, in January 2013 more residents thought they could have a little or very little influence and fewer thought they could have a lot or none at all.

District 2, 3, 7, 14 and 16 respondents were most optimistic about the influence they had over municipal government and District 18 and 19 residents were most likely to think they had no influence on government officials.

FIGURE 150: CITIZEN INFLUENCE ON MUNICIPAL GOVERNMENT

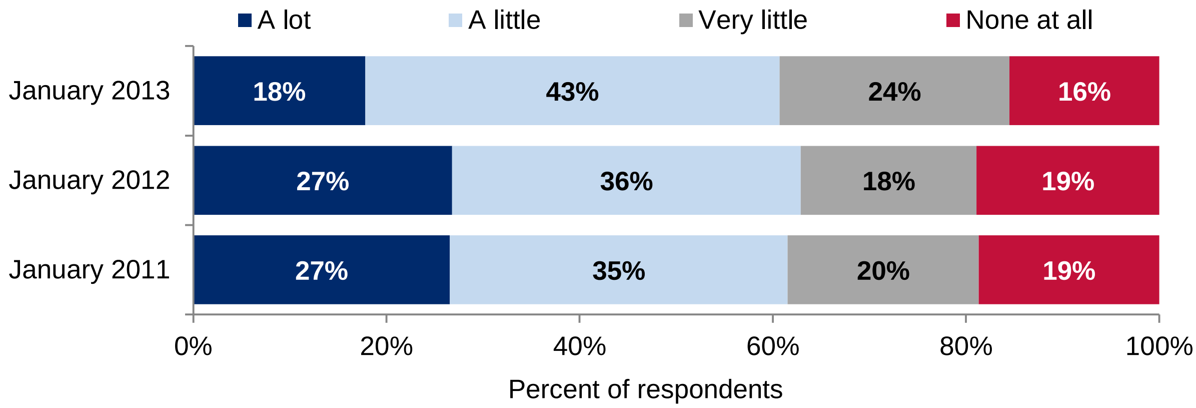


TABLE 99: CITIZEN INFLUENCE ON MUNICIPAL GOVERNMENT BY DISTRICT

District	January 2013				Average rating*		
	A lot	A little	Very little	None at all	January 2013	January 2012	January 2011
ALL	18%	43%	24%	15%	55	57	57
2	16%	70%	8%	6%	66	67	57
7	18%	60%	18%	3%	65	67	52
3	37%	28%	24%	11%	64	67	51
16	24%	52%	15%	9%	64	61	45
14	15%	63%	17%	5%	63	43	43
10	22%	44%	25%	8%	61	60	54
4	16%	54%	22%	8%	60	63	64
17	21%	49%	15%	15%	59	51	68
11	15%	45%	33%	7%	56	52	57
5	23%	32%	30%	15%	55	39	68
6	6%	61%	23%	9%	55	70	76
20	10%	55%	24%	11%	55	59	71
8	26%	31%	22%	21%	54	54	61
15	20%	34%	33%	13%	54	70	60
12	22%	34%	23%	22%	52	63	78
13	16%	37%	30%	16%	52	46	32
1	26%	29%	16%	29%	51	65	52
21	28%	26%	16%	30%	51	68	51
9	13%	41%	21%	24%	48	61	63
22	2%	58%	21%	19%	48	42	61
19	16%	20%	25%	39%	38	43	50
18	12%	20%	32%	37%	36	33	20

**Average rating, where 100=a lot, 67=a little, 33=very little and 0=none at all.*

Similar to the January 2012 survey, 6% of January 2013 respondents reported attending a public meeting or a hearing held by the municipal government in the 12 months prior to the survey. Respondents in Districts 9, 15, 18 and 21 reported rarely attending any meeting or hearing compared to 11% or more of respondents in Districts 5, 11, 16 and 20 in January 2013.

FIGURE 151: PUBLIC MEETING ATTENDANCE

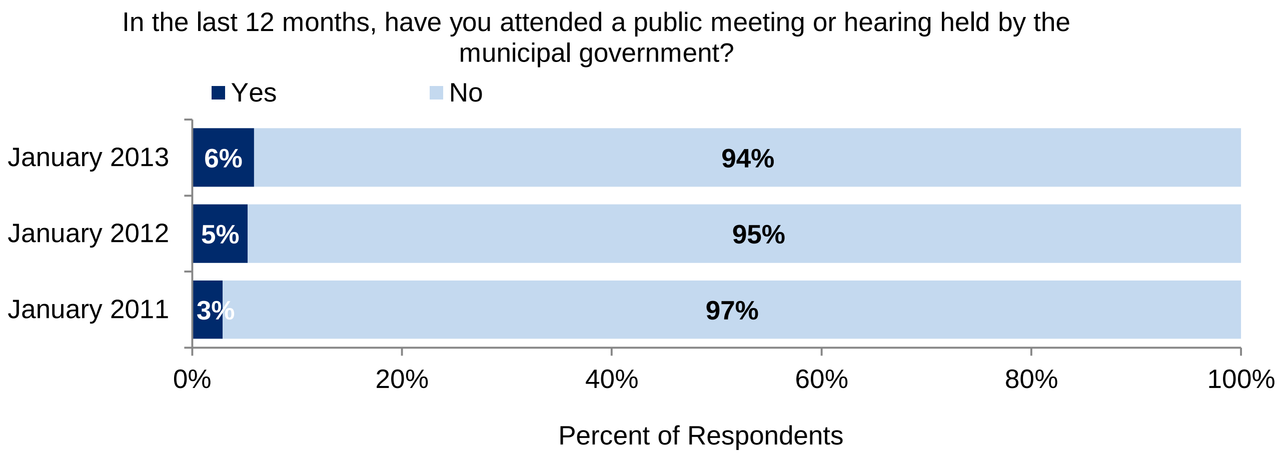
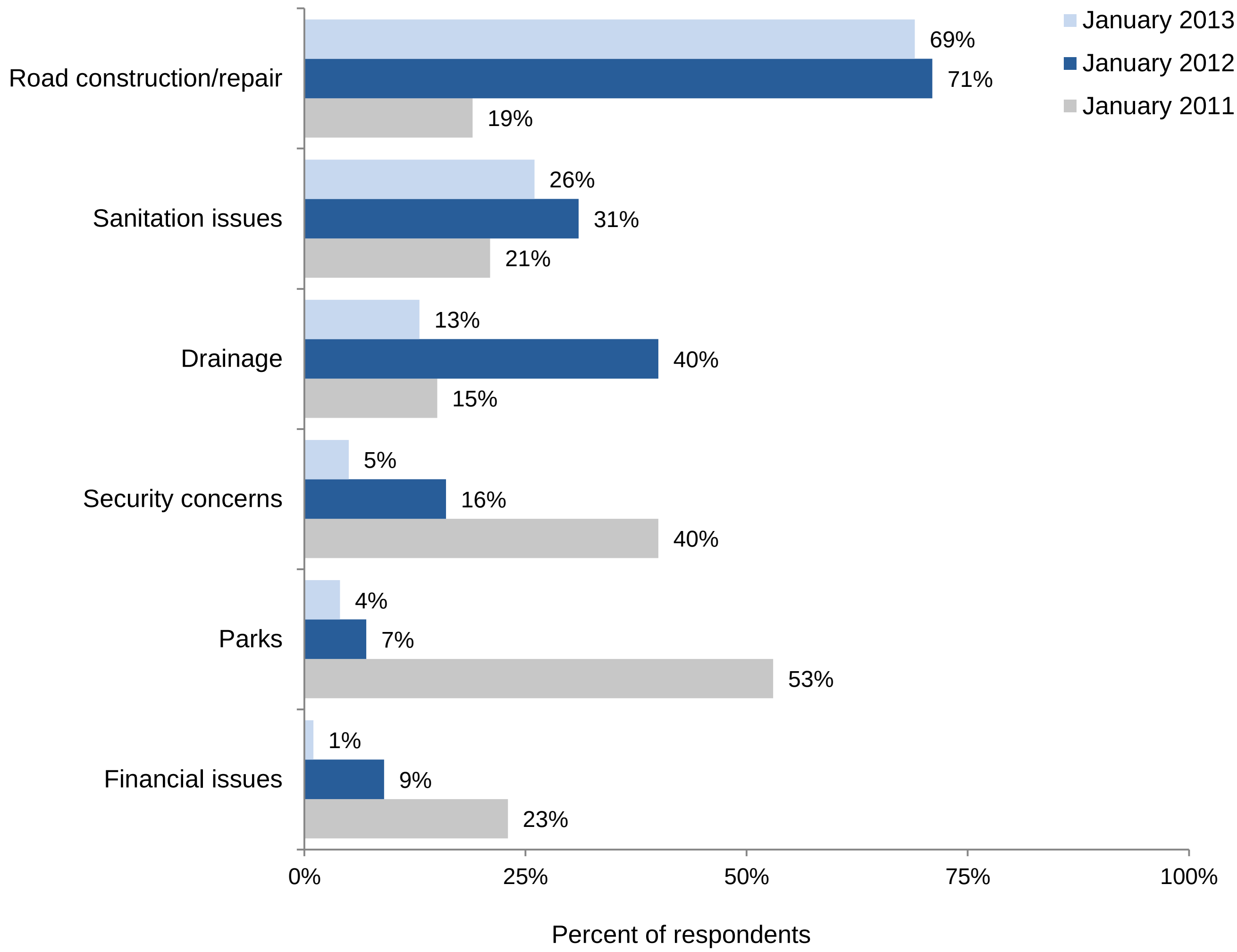


TABLE 100: PUBLIC MEETING ATTENDANCE BY DISTRICT

District	January 2013	January 2012	January 2011
ALL	6%	5%	3%
5	13%	4%	2%
11	12%	8%	2%
16	12%	10%	2%
20	11%	0%	0%
1	9%	2%	5%
3	9%	6%	1%
17	9%	4%	5%
10	8%	7%	4%
6	7%	2%	0%
7	6%	3%	5%
14	6%	6%	1%
22	6%	5%	0%
2	4%	1%	5%
12	4%	12%	1%
4	3%	11%	6%
8	3%	3%	0%
13	3%	4%	5%
19	3%	3%	2%
9	2%	6%	7%
15	2%	10%	2%
18	1%	3%	7%
21	1%	6%	1%

Of those few who reported attending a meeting in the last 12 months, 69% said the topic of the meeting was road construction or repair and 26% said it was about sanitation issues.

FIGURE 152: TOPIC OF PUBLIC MEETING ATTENDED



Asked if had attended meeting, total may add to more than 100% as could attend more than one meeting and each meeting may have more than one topic.

Survey participants were read five different activities that they could participate in and then asked to say whether they would participate in each with no fear, some fear or a lot of fear. In general, more than half of respondents reported no fear in participating in each activity. Respondents were most comfortable participating in resolving problems in their community; 58% said they would not fear participating in resolving problems in their community. About one-third had a lot of fear of participating in a peaceful demonstration, or encountering an ANP officer. The proportion of respondents who said they would have some or a lot of fear participating in each activity increased from January 2011 to January 2013.

FIGURE 153: LEVEL OF FEAR PARTICIPATING IN RESOLVING PROBLEMS IN YOUR COMMUNITY

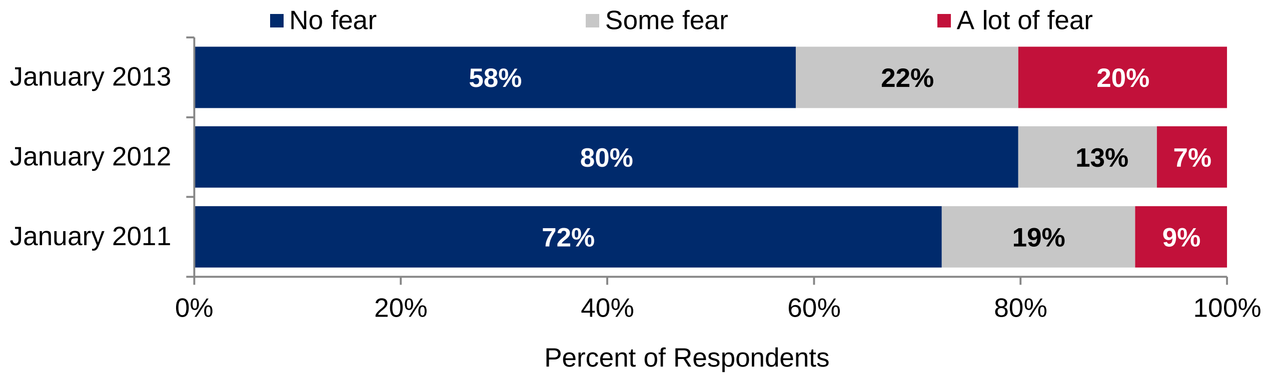


FIGURE 154: LEVEL OF FEAR ATTENDING A MUNICIPAL PUBLIC MEETING

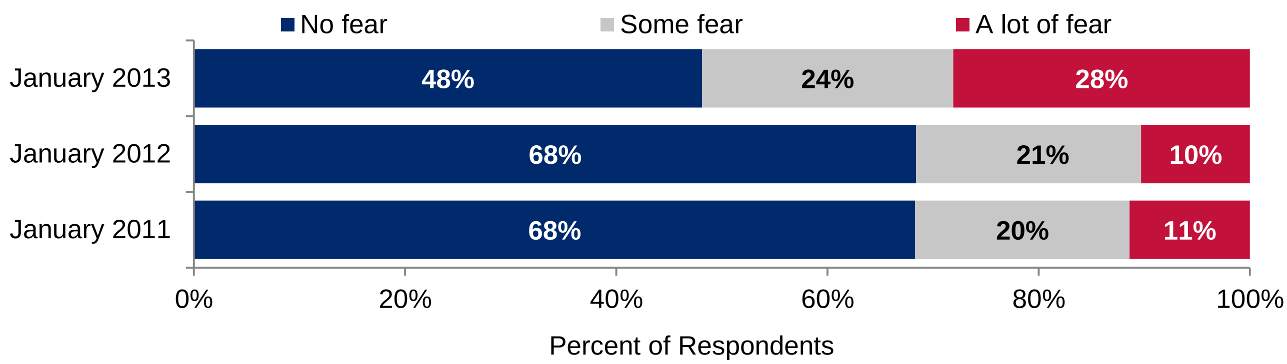


FIGURE 155: LEVEL OF FEAR PARTICIPATING IN A PEACEFUL DEMONSTRATION

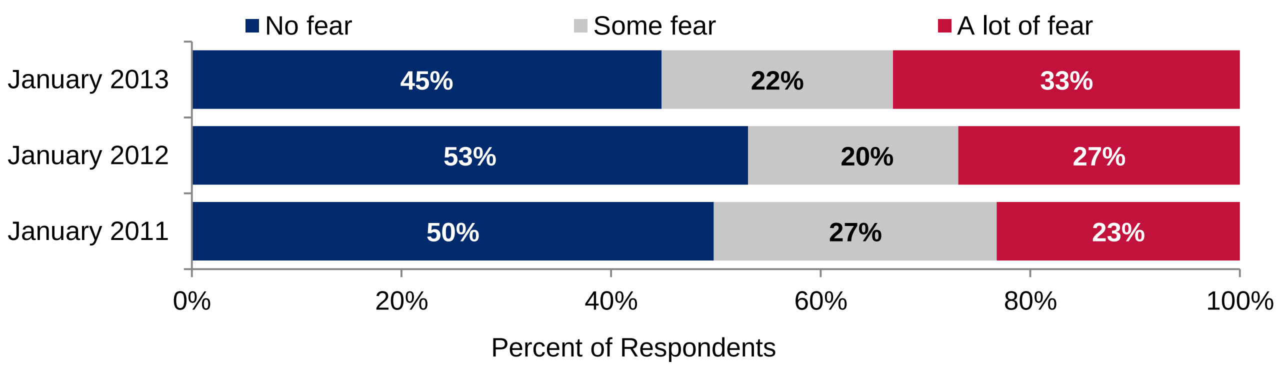


FIGURE 156: LEVEL OF FEAR RUNNING FOR A PUBLIC OFFICE

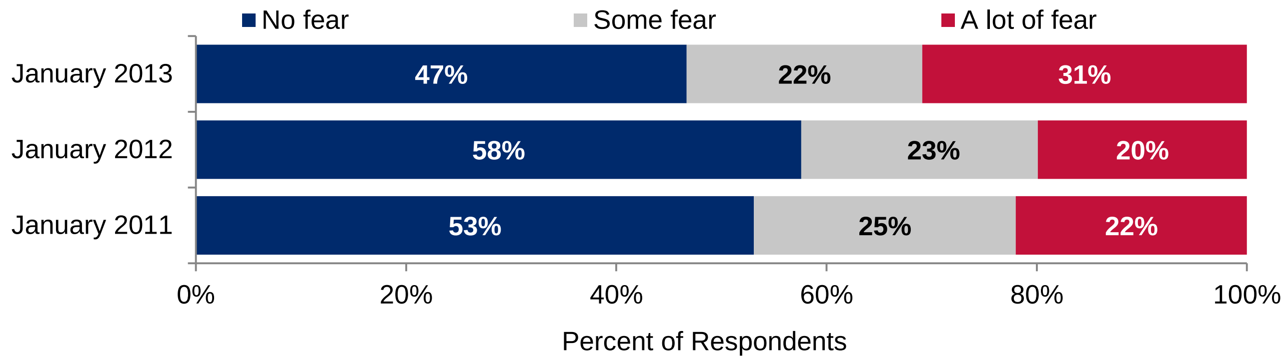
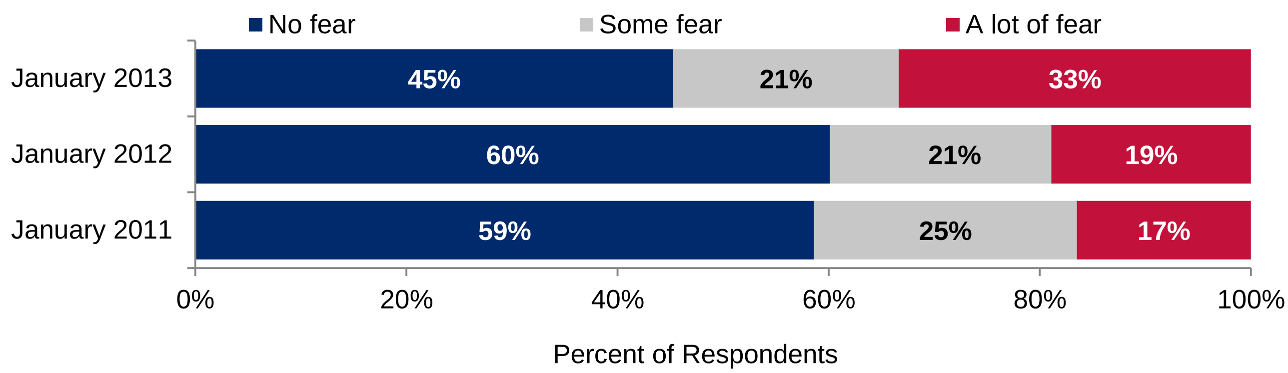


FIGURE 157: ENCOUNTERING ANP OFFICERS



Respondents living in Districts 3, 5 and 12 were less likely to be fearful of participating in activities and District 18 respondents were most likely to be fearful of participating in various public activities.

TABLE 101: LEVEL OF FEAR IN PARTICIPATING IN ACTIVITIES

District	January 2013					Index rating of fear of participating in public life		
	Participating in resolving problems in your community	Attending a municipal public meeting	Participating in a peaceful demonstration	Running for a public office	Encountering ANP officers	January 2013	January 2012	January 2011
ALL	69	60	56	58	56	59	73	70
3	75	67	64	63	65	67	88	73
5	76	66	59	61	62	65	62	76
12	77	68	64	67	62	65	75	83
2	76	65	55	65	54	63	76	72
17	68	65	60	62	59	63	64	74
11	70	63	61	62	57	62	84	87
1	79	64	56	55	54	61	79	77
8	70	62	58	58	59	61	58	59
9	70	64	58	62	60	61	84	80
15	71	61	58	61	58	61	77	61
22	70	68	52	59	57	61	61	38
7	68	54	55	60	61	60	79	80
16	62	61	59	61	58	60	73	49
21	77	63	52	57	53	60	84	41
4	68	59	57	57	54	59	75	77
13	72	57	54	58	57	58	59	73
14	64	57	58	57	55	58	64	58
19	69	58	56	53	56	58	67	59
6	64	57	54	53	49	55	78	84
10	64	53	52	56	49	55	75	68
20	62	60	53	49	50	55	79	88
18	60	51	47	49	52	50	47	70

Each rating is on a 100 point scale where 100=no fear, 50=some fear and 0=a lot of fear
The index rating for the level of fear is an average of the ratings for five areas of public participation (participating in resolving problems in your community, attending a municipal public meeting, participating in a peaceful demonstration, running for a public office, amd encountering ANP officers).

Survey respondents continued to see improvement in feeling safer to express their opinions compared to the year before. In January 2013, 43% reported feeling more safe, 45% felt as safe and 12% reported feeling less safe.

A large majority of respondents in each district reported feeling as safe as or safer in expressing their opinion than they had in the prior year.

FIGURE 158: CHANGE IN PERCEPTION OF SAFETY IN EXPRESSING OPINIONS

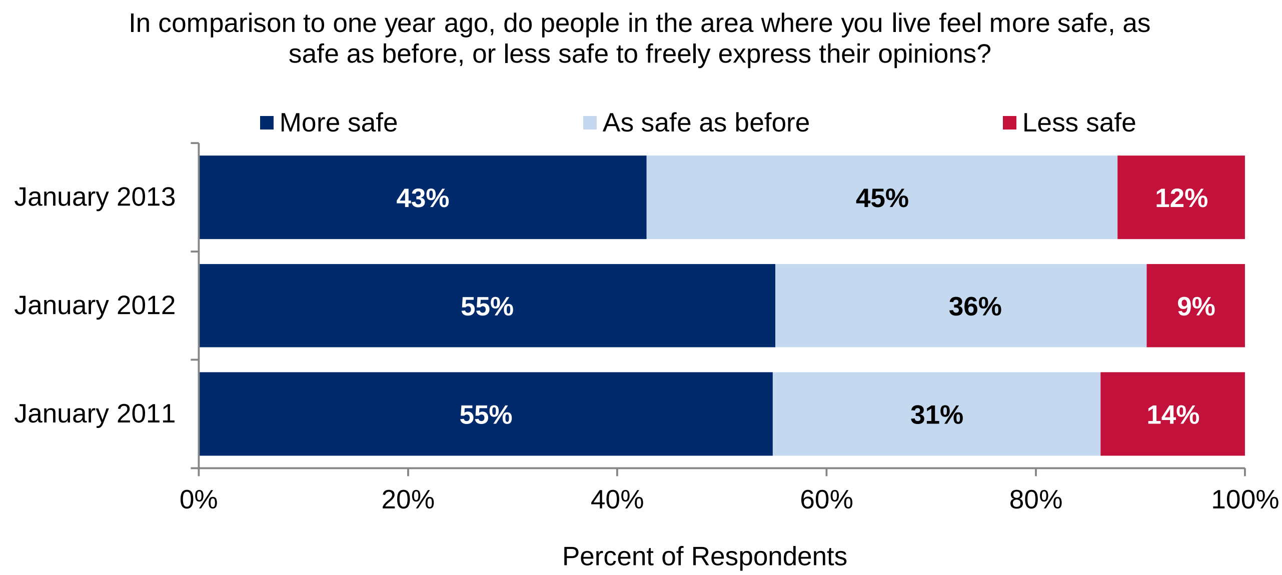


TABLE 102: CHANGE IN PERCEPTION OF SAFETY IN EXPRESSING OPINIONS BY DISTRICT

District	More safe			As safe as before			Less safe		
	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011	January 2013	January 2012	January 2011
ALL	43%	55%	55%	45%	36%	31%	12%	9%	14%
2	62%	57%	75%	33%	34%	13%	5%	9%	12%
12	54%	62%	39%	42%	35%	46%	4%	3%	16%
21	53%	63%	44%	34%	29%	27%	12%	8%	29%
3	49%	54%	77%	48%	38%	15%	3%	8%	8%
9	48%	40%	76%	42%	55%	17%	9%	5%	7%
4	46%	62%	53%	40%	24%	37%	13%	14%	11%
19	46%	32%	50%	41%	52%	32%	12%	16%	18%
22	46%	50%	32%	39%	37%	31%	15%	13%	37%
8	44%	65%	22%	49%	32%	72%	6%	3%	6%
15	44%	62%	64%	54%	32%	18%	2%	6%	19%
5	43%	54%	50%	53%	32%	26%	4%	14%	24%
7	43%	59%	77%	44%	29%	16%	13%	12%	7%
13	43%	66%	67%	53%	30%	23%	4%	4%	9%
17	41%	76%	52%	42%	22%	40%	17%	2%	8%
1	38%	45%	75%	51%	38%	16%	11%	17%	8%
20	38%	48%	41%	39%	34%	43%	22%	18%	15%
6	37%	49%	46%	43%	39%	43%	19%	12%	11%
16	37%	50%	32%	41%	35%	35%	22%	15%	34%
10	36%	66%	61%	45%	32%	32%	19%	2%	7%
11	36%	42%	78%	43%	52%	20%	21%	6%	2%
18	34%	55%	22%	55%	34%	49%	11%	11%	28%

Respondents were asked to indicate the extent to which they agreed or disagreed that women should have equal opportunities like men to participate in government; more than half of all respondents strongly agreed and another one-third somewhat agreed. On average, support for equal opportunities for women participating in government were only slightly lower than previous survey years.

When looking at responses by district, for the most part, a strong majority of respondents in every district thought that women should have equal opportunities like men to participate in government. However, respondents that strongly supported this idea were in the minority in Districts 6, 9, 12, 18, 20 and 22.

Men and respondents reporting lower income levels were less likely than women and those with higher incomes to agree that women should have equal opportunities with men in participating in government.

FIGURE 159: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN GOVERNMENT BY YEAR

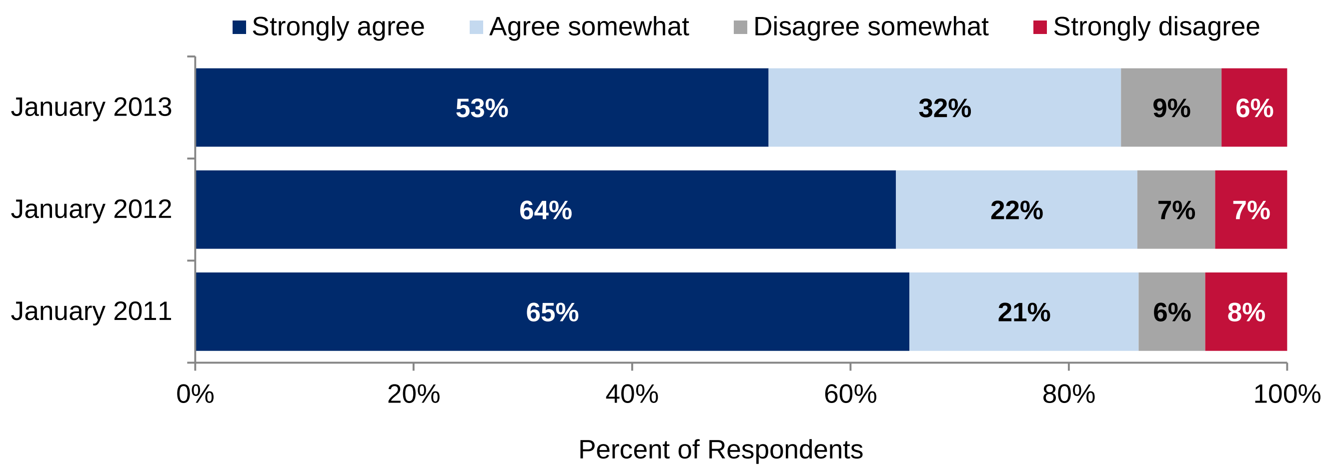


TABLE 103: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN GOVERNMENT BY DISTRICT

District	January 2013				Average rating*		
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	January 2013	January 2012	January 2011
ALL	52%	32%	9%	6%	77	81	82
13	63%	32%	4%	1%	86	77	84
10	63%	29%	6%	2%	85	85	93
1	64%	28%	5%	3%	84	91	84
3	68%	21%	6%	5%	84	89	92
4	62%	24%	10%	4%	82	86	86
15	59%	31%	7%	3%	82	83	72
8	54%	37%	5%	4%	81	82	79
17	54%	37%	5%	4%	81	80	78
2	51%	38%	7%	4%	79	85	92
14	54%	31%	11%	4%	79	64	78
7	51%	39%	3%	7%	78	81	89
11	51%	35%	10%	4%	78	92	95
19	61%	18%	14%	7%	78	63	68
5	51%	34%	9%	6%	77	76	90
9	42%	47%	7%	4%	76	91	96
6	48%	31%	17%	4%	75	92	93
16	52%	26%	15%	7%	75	84	85
21	51%	32%	8%	9%	75	96	64
12	49%	30%	15%	6%	74	77	85
18	37%	35%	15%	13%	66	48	26
20	36%	36%	13%	15%	65	77	75
22	37%	29%	17%	17%	62	73	70

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

Public Information

Survey participants were asked to note how often they used various sources for news or other information. Most respondents (83%) reported watching television daily, about 3 in 10 reported daily radio use and half used their Mosques as a source of information on a daily basis. More respondents to the January 2013 survey (30%), than the January 2012 survey (20%), said they got news and information on at least a weekly basis from their Wakil-e-gozar and fewer used newspapers or radio.

TABLE 104: FREQUENCY OF USE OF SOURCES FOR NEWS AND INFORMATION (JANUARY 2013)

	Daily	Weekly	Monthly	Less frequently	Never	Don't know
Television	83%	4%	1%	3%	9%	0%
Mosque/mullahs	50%	7%	5%	9%	29%	0%
Radio	29%	11%	8%	11%	40%	0%
Friends and family	16%	31%	20%	15%	18%	0%
Internet	9%	3%	4%	9%	75%	0%
Newspapers	8%	7%	7%	11%	67%	0%
Wakil-e-gozar	8%	22%	21%	16%	32%	0%

TABLE 105: FREQUENCY OF USE OF SOURCES FOR NEWS AND INFORMATION (JANUARY 2012)

	Daily	Weekly	Monthly	Less frequently	Never
Television	83%	2%	1%	6%	8%
Mosque/mullahs	45%	9%	4%	12%	30%
Radio	41%	13%	6%	23%	18%
Friends and family	25%	24%	24%	20%	8%
Newspapers	14%	9%	7%	13%	56%
Wakil-e-gozar	8%	12%	16%	34%	30%
Internet	6%	5%	4%	17%	69%

TABLE 106: FREQUENCY OF USE OF SOURCES FOR NEWS AND INFORMATION (JANUARY 2011)

	Daily	Weekly	Monthly	Less frequently	Refused	Don't know
Television	81%	6%	3%	6%	3%	1%
Radio	48%	16%	7%	23%	5%	2%
Mosque/mullahs	34%	6%	3%	47%	6%	4%
Friends and family	33%	19%	22%	21%	4%	1%
Wakil-e-gozar	15%	16%	18%	35%	9%	7%
Internet	12%	9%	8%	31%	17%	23%
Newspapers	3%	3%	1%	91%	1%	1%

KEY DRIVERS OF KABUL CITY GOVERNMENT QUALITY RATINGS

With so many possible improvements to consider, a key driver analysis helps to hone in on the services that may be most important to overall perceptions about city operations. A key driver/statistical analysis was performed with the data from all three survey years to identify the relationship of resident characteristics and resident perspectives about service quality with residents' overall evaluation of how well the municipal government was performing.

Ratings of 25 service or community characteristics were tested along with socio-demographic characteristics of respondents. The ratings of 14 service or community characteristics were meaningfully correlated with residents' overall rating of the job that the municipal government was doing. This means that when residents gave any of these characteristics or services better evaluations; they tended to give better evaluations to the overall job the government was doing. Conversely, if they gave lower ratings to these 14 characteristics, they tended to give lower ratings to the city government overall.[2] These 14 key drivers may be the most important in shaping what residents think about the quality of service that their municipality provides, overall, and should be seriously considered for continuing intervention.

- The quality of schools
- Access to healthcare facilities and medicine
- Access to clean water near your home
- Access to electricity at your home
- Freedom of movement, the ability to move safely in your area or district
- Trash services (satisfaction with current methods of trash disposal, provision of legal dumpsites and provision of garbage bins in residential areas)
- Drainage services (the condition of drainage ditches near home and ditch construction services)
- Street services (the condition of the neighborhood streets, the condition of the main city roads, street repair services and street construction services)

Additionally, living in districts 8 and 18 was found to be inversely related to residents' overall rating of the job that the municipal government was doing. Residents in these districts were more likely to say the municipal government was doing a poor job.

2 *This key driver analysis included variables representing respondent income, education, gender, ownership status and age. None of these socio-demographic variables were found to be significant. Correlations with ratings not strong enough to be considered key drivers but that were included in the analysis were removal of illegal/improvised dumpsites, provision of garbage bins in commercial areas, frequency of collecting trash, affordability of trash service, ditch cleaning services, ditch repair services, the condition of larger drainage ditches throughout the city, availability of positive activities for youth, the number of facilities for youth (sports fields, cinemas), the number of job opportunities and the number of businesses.*

A second key driver analysis was performed looking at how resident behavior, knowledge and socio-economic status correlated with perceptions of government performance. Results of this key driver analysis tell more about the kind of resident who is most likely to appreciate the overall job the municipality is doing compared to those less likely to appreciate municipality overall performance.

Using the data from all three survey years, several; positive and several negative key drivers were found. The positive key drivers (i.e. greater frequency led to better ratings of overall government performance) were[3]:

- Better trash habits/services (puts trash in public trash container or official dump site, has door to door trash collection by city and frequency city collects trash from neighborhood (7=everyday, 1=never))
- Engagement with the City (frequency pays Safay'i (4=always, 1=never), could identify the mayor, and had ever asked the Kabul Municipality to help solve problem or provide a service)
- Was currently working (not unemployed, retired, student or housewife)
- Was older than 30 years of age
- Was female
- Lived in District 2

For each of these, the greater the use or knowledge, the more likely would be the resident to give positive ratings to the municipal government's performance overall[4]. It may be that encouraging these behaviors could encourage more positive regard for local government performance

Several negative key drivers were also found (i.e., having these characteristics was associated with lower ratings of government performance).

- Was married
- Owned their home
- Lived in District 18

3 As with the first key driver analysis, it also may be true here that the correlated behaviors, attitudes or knowledge naturally co-vary with the overall performance rating without there being any causal connection.

4 Items included in the analysis that were not found to be significant were, income level, education level, at least one family member has used a small park, frequency of large park use (5=everyday, 1=never), and attended public meeting in past 12 months.

APPENDIX A: METHODOLOGY

Survey Development

To begin this process, NRC reviewed Afghan surveys completed for USAID's RAMP UP program as well as the Asia Foundation's annual survey of Afghan residents. Tetra Tech ARD's Kabul City initiative (KCI) staff in Kabul also provided a list of questions and topic areas of interest related to their potential programs and data needs. From these sources, NRC drafted a questionnaire to be used for in-person interviews in Kabul. This draft was reviewed by Tetra Tech ARD staff and successively revised to create a final survey instrument for translation and approval by Kabul Municipality staff.

Once translated, the questionnaire was reviewed by the interview team's management staff and some modifications were made to the question wording and response categories to better match local language.

In January 2013, minor modifications were made to January 2011 survey script to improve the consistency of the categorical numbering and clarity of questions. Minimizing changes to the instrument ensured comparability of results across the years.

Enumerator Firm Selection

In January 2011, proposals were elicited from local survey interview firms and after review of their proposal, in-person interviews and approval by USAID, Lapis was selected to conduct the survey. Having successfully implemented the January 2011 survey, Lapis was asked to revive their role for the January 2013 iteration.

In November 2012, proposals were again elicited from local survey interview firms and after review of their proposal, in-person interviews and approval by USAID, Jazb Consultancy was selected to conduct the January 2013 survey.

Training of Enumerators

Lapis hired a total of 40 enumerators to conduct the January 2011 survey, 20 females and 20 males. A two-day training of enumerators was conducted by the Lapis survey managers in Kabul in January 2012. Lapis trainers reviewed training materials provided by NRC and taught enumerators the proper sampling protocols, appropriate interview techniques and reviewed the question wording and meaning. Enumerators also conducted pilot interviews to get a better understanding of the logic and concept of the questions and to ensure proper interviewing techniques.

Jazb Consultancy used the same training material and many of the same interviewers as Lapis for the January 2013 iteration.

Sampling

The target population for the survey was all City of Kabul residents aged 18 or over in each of the City of Kabul's 22 districts. A total of 100 interviews were planned for each district, or 2,200 interviews overall.

The sample was drawn using a multi-stage random stratification process using the district level stratum as the primary sampling unit. Due to the local cultural traditions, the universe at the outset was divided into male and female sub-samples. Each district was allocated an equal number of male and female respondents, and a respectively equal number of sampling points. In the field, respondents were interviewed by an enumerator of his/her own gender.

The sampling was conducted in the following steps:

1. **Choosing settlements within districts:** Maps were used to identify the 22 districts and settlements (or neighborhoods within the districts) and settlements were randomly selected within districts. Ten interviews were conducted in each of 10 randomly chosen settlements within each district.

2. **Choosing a starting point:** Maps and other available information about the settlements were used to select a starting point for a random walk (an easily identifiable place like a mosque, school or market). Enumerators began at the starting point and were assigned a random direction to begin their walk. It was the intention that starting points for each year be the same, but in the first two years the GPS points were not accurate and starting points likely changed between year one and two and were certainly different in year three.

   Additionally, in the first two survey iterations the 10 randomly chosen settlements within each district were found in one or two neighborhood areas. In the final iteration, four or five neighborhoods were selected to better represent opinions across the district. As a result, changes in opinions across the years may be, at least in part, due to a change in this sampling methodology.

3. **Household selection:** From the given starting point, the enumerator headed in the assigned direction and stopped at the 2nd street/lane on the right hand side of his/her route and chose the first house on the right from the beginning of the street. Continuing the route, the enumerator chose every 3rd inhabitable house on the right side of the enumerator route. Where the enumerator encountered blocks of flats, he/she selected every 5th apartment. In large buildings, with more than one household, no more than two households were interviewed. Ten interviews were completed from each sampling point and then enumerators began again at another sampling point in a different settlement.

4. **Respondent selection:** After selecting a household, enumerators utilized a Kish grid for randomly selecting the target respondent within the household. Members of the household were listed with their names and age in descending order. The enumerator then consulted the Kish grid, which outlined random selection criteria to follow. The criteria were based on the number of households that had already been interviewed on that random walk and the number of inhabitants living in the household.

5. **Replacement of households:** Using the Kish Grid, under no circumstances were enumerators allowed to substitute an alternate member of a household for the selected respondent. If the respondent refused to participate or was not available after callbacks, the enumerator moved on to the next household according to the random walk. Typically enumerators were required to make one callback before replacing the designated respondent. In this survey, while the field force was able to complete callbacks, the majority of the interviews were completed on the first attempt (98.4%), 1.6% of the interviews were completed on the second attempt. This outcome was expected, as due to the

high rate of unemployment and given an appropriate time of day for interviewing, completion rates on the first attempt are common in Afghanistan.

INTERVIEW RESPONSE RATES (JANUARY 2013)

	Number	Percent
Non-contact		
No one at home after two visits	76	3.2%
No adults (18+) after two visits	47	2.0%
Sub-total (non-contact)	123	5.1%
Refusals		
Household refused interview	56	2.3%
Terminated mid-interview	7	0.3%
Sub-total (refusals)	63	2.6%
Completed interviews	2200	92.2%
Total contact attempts	2386	100%

INTERVIEW RESPONSE RATES (JANUARY 2012)

	Number	Percent
Non-contact		
No one at home after two visits	91	3.7%
No adults (18+) after two visits	65	2.7%
Sub-total (non-contact)	156	6.4%
Refusals		
Household refused interview	71	2.9%
Terminated mid-interview	11	0.5%
Sub-total (refusals)	82	3.4%
Completed interviews	2201	90.2%
Total contact attempts	2438	100%

Quality Control

After questionnaires were delivered from the field, Lapis or Jazb Consultancy staff reviewed most of the questionnaires to ensure proper administration.

In January 2012: Actual interviewing was monitored directly by survey managers in 2.2% of the sample. Additionally, 21.5% of the completed interviews were back-checked in person by survey managers. Another 16.3% of the interviews were back-checked by the central office. The back check verified that there was proper household and respondent selection, as well as correct recording of answers to three randomly selected questions from the main body of the questionnaire. As a result of the back-checks in January 2012, 10 questionnaires were rejected; the related enumerators were briefed on their mistakes and redid the interviews. Additionally, one interviewer was dismissed.

In January 2013: After the delivery of the questionnaires from field, most of the completed questionnaires were checked for proper administration as well as proper household and respondent selection. There were 4 supervisors that directly observed interviewer's work in the field. Each supervisor monitored the work of 5 interviewers in a day. The rate of direct supervision was 8.8 %. Additionally, supervisors selected 5% of households and completed called backs to back-check proper household and respondent selection, as well as the correct recording of answers to 3-4 randomly selected questions from the main body of the questionnaire. The Jazb central office in Kabul monitored the work of the supervisors and advised and guided them on issues and field challenges. As some research in Afghanistan has shown that the local communities can play an instrumental role in monitoring donor aid projects, Jazb also employed one local monitor per district and designed a process for them to check the work of research in the field. They provided each monitor with 5 randomly selected villages per district and 8 households to visit.

Data Entry

Data were entered in Kabul by Lapis or Jazb Consultancy staff, 10% of all surveys were re-entered and cross checked for accuracy. Additionally, data were checked for out-of-range values (i.e., an answer of 10, when the question scale was 1 to 5).

Weighting the Data

The sampling plan called for 100 completed interviews in each district of Kabul (to ensure results by district could be reported), but Kabul's districts do not hold equal numbers of people. As such the data was weighted to better reflect the overall population of Kabul when reporting at the City (rather than district) level.

An estimate of the population of 17 of Kabul's districts was provided by the city. Weighting was only completed among these 17 districts with estimated populations. Results of the weighing are shown in the weighting table on the following page.

WEIGHTING TABLE

District	Number of households*	District as percentage of households in Districts 1-17	Number of people surveyed (2 per household)	Households surveyed as percentage of total surveys in Districts 1-22 (unweighted)	Weighted households surveyed as percentage of total surveys in Districts 1-17	Weighted households surveyed as percentage of total surveys in Districts 1-22
ALL	481,165	100%	2,200	100%	100%	100%
1	13,300	2.8%	100	4.55%	2.8%	2.1%
2	15,600	3.2%	100	4.55%	3.2%	2.5%
3	19,000	3.9%	100	4.55%	3.9%	3.1%
4	38,600	8.0%	100	4.55%	8.0%	6.2%
5	37,200	7.7%	100	4.55%	7.7%	6.0%
6	43,000	8.9%	100	4.55%	8.9%	6.9%
7	49,900	10.4%	100	4.55%	10.4%	8.0%
8	38,000	7.9%	100	4.55%	7.9%	6.1%
9	34,100	7.1%	100	4.55%	7.1%	5.5%
10	44,100	9.2%	100	4.55%	9.2%	7.1%
11	33,100	6.9%	100	4.55%	6.9%	5.3%
12	5,900	1.2%	100	4.55%	1.2%	0.9%
13	29,300	6.1%	100	4.55%	6.1%	4.7%
14	3,065	0.6%	100	4.55%	.6%	0.5%
15	45,200	9.4%	100	4.55%	9.4%	7.3%
16	20,000	4.2%	100	4.55%	4.2%	3.2%
17	11,800	2.5%	100	4.55%	2.5%	1.9%
18	unknown	unknown	100	4.55%		4.6%
19	unknown	unknown	100	4.55%		4.6%
20	unknown	unknown	100	4.55%		4.6%
21	unknown	unknown	100	4.55%		4.6%
22	unknown	unknown	100	4.55%		4.6%

**Data from the City of Kabul*

U.S. Agency for International Development/Afghanistan
U.S. Embassy Cafe Compound
Great Masood Road
Kabul, Afghanistan
Tel: 202.216.6288
http://afghanistan.usaid.gov