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# KABUL CITY INITIATIVE

January 2012 Resident Survey

REPORT OF RESULTS

**April 4, 2012**

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January 2012 Resident Survey

REPORT OF RESULTS

## **DISCLAIMER**

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for the International Development or the United States Government.

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# EXECUTIVE SUMMARY

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, and is making progress. The USAID Kabul City Initiative is working as a partner in that progress.

The USAID Kabul City Initiative (KCI) 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 is planned for each year of the KCI. In January 2011, a baseline survey of 2,200 Kabul residents was implemented by trained and supervised native 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 resident service needs and willingness to pay for service upgrades. Results were used to concentrate improvement efforts in the areas of greatest need according to the opinions of Kabul residents themselves and will be used, over time, to test whether or the extent to which improvement efforts have addressed resident needs and improved resident opinion about the city.

In January 2012, 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 that may have influenced findings.

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 interview 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 and January 2012, 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 between the two years of implementation for the entire city, a difference of 3 percentage points or more would be considered statistically significant. When comparing differences between years for a given district, a difference of 14 percentage points or more would be considered statistically significant. When comparing genders for a district between 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.

This year's survey, in large part, echoed the findings from the previous year. Broadly, though not true for every service, residents in districts 8, 13, 14, 18, 19 and 22 tended to give lower ratings to quality of life issues, city services and public trust. Residents in districts 1-12 (including district 8) generally gave more favorable ratings and were more willing to pay for service upgrades.

However, significant variances in demographics were observed, particularly in outlying districts such as Districts 8, 15, 21 and 22. In all of Kabul, the overall average household size increased from 7.5 people per household to 9.3, but from 5 to 10.5 in district 8, 6.9 to 10.4 in district 16, and 5.8 to 9.9 in district 22. Across the city, the overall average annual household income increased from 10,800 AFN in 2011 to 13,600 AFN in

2012; but more than doubled in districts 1, 8, 15, 21 and 22 while dropping in districts 13, 14, 18 and 19. More Pashtuns were interviewed in 2012 (29% of all interviews, compared to 17% in 2011) and fewer Tajiks were interviewed in 2012 (54% of all interviews, compared to 67% in 2011).

These changes, particularly in the less central districts (such as districts 8, 15 and 22) 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.”<sup>1</sup>

The significant swings within districts for certain questions may or may not be statistically significant at the district level. For example, there was a significant increase in the proportion of Kabul residents that thought Afghanistan was going in the right direction (48% in 2011 compared to 54% in 2012). In district 5 the proportion of residents that thought Afghanistan was going in the right direction increased from 58% in 2011 to 75% in 2012 and in district 16 the proportion increased from 36% to 46%. In district 5 this was a statistically significant change (greater than  $\pm 14\%$  difference) but in district 16 this would not be considered a reliable change as it did not meet the threshold to be considered statistically significant.

Comparisons of 2012 to 2011 results are presented in this report and often show changes of opinion or behavior between the two 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.

Another issue that may be affecting results in 2012 is the unusually harsh winter in Kabul where in 2012 the city received the heaviest snowfall it has seen in many years. The survey was conducted during the winter when road and drainage conditions were particularly adversely affected. This may help explain the decline in ratings of neighborhood ditch and road conditions, while the perception of conditions on major roads held steady from year to year.

Notable highlights from this year’s survey include:

- Residents reported meaningful improvement in city trash collection services;
- The percentage of citizens willing to pay more for door to door trash collection increased greatly; and a greater percentage are willing to pay for street cleaning. These increases could be viewed as further support for the perception that trash collection services have improved;
- There was a decline in ratings of neighborhood ditch and road conditions, while the perception of conditions on major roads held steady from year to year. These ratings may have been adversely affected by the unusually heavy snowfall;
- Many more residents admitted not always paying the Safayi in 2012 than did in 2011, up to 65% from 39%. As in 2011, in 2012 most said the barrier to payment was that they had never received a bill or that they lived in illegal housing without a Safayi payment book; government distrust or lack of appreciation that services were being delivered were rarely mentioned as reasons for not paying the Safayi.

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<sup>1</sup> 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.

- The same percentage in 2012 as in 2011 (almost 80%) thought that their monthly Safayi and fees for trash and night soil collection were fair, but fewer in 2012 than in 2011 felt that business license fees or business shop rental costs were fair;
- The need for improved city services remains strong;
- Fewer residents in 2012 felt that corruption was a major problem but more residents (8% more) in 2012 than 2011 felt that corruption was a major problem among their municipal authorities. This could be attributed to heightened media coverage of municipal corruption cases; and,
- Trust in city and national government remains strong; the approval rating of the Mayor remains strong.

## Quality of Life

### More Residents Think Country Going in the Right Direction but Economy Lags

In 2012 a majority of residents thought that Afghanistan was going in the right direction, up 6 percentage points from 2011 to 54%. At the same time, the average quality of life rating remained stable with more than half giving excellent or good ratings. While ratings of basic services – health care, access to clean water, electricity and ability to move safely in the neighborhood, and youth services as well as the need for parks, street amenities and ditch services held steady from 2011 to 2012, economic indicators, on average, declined. The aggregate index for number of job opportunities, number of businesses and quality and location of the market fell to an average level equivalent to “fair,” down some 9 points on the 100 point quality scale from 2011 to 2012. Overall, ratings of health care were 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 also in the 2011 survey, the vast majority of residents in 2012 felt that better parks, streets and trash removal were greatly needed in Kabul. New parks, renovated parks and areas for youth football, playground equipment and park lighting all were identified as important. Even stronger majorities recognized

great need for street leveling and sidewalk construction along major thoroughfares. Smaller majorities also saw great need for lights at intersections and beautification of streets with flowers and trees. Four in five saw a great need for weekly trash pickup, ditch cleaning, ditch covers and collection of night soil, while two-thirds of residents saw great need for improved trash collection at markets.

### Ratings of City Trash Collection Services Improved

For each of five aspects of city trash removal services, residents reported meaningful improvements since 2011. For removal of illegal dump sites, provision of legal dump sites, trash bins in residential and commercial areas and the frequency of trash collection, residents gave noticeably stronger quality ratings compared to their ratings one year before. For ratings of the affordability of trash collection services, average ratings remained about the same in 2011 as they were in 2012.

### Many Use Ad Hoc Trash Disposal While Satisfaction with Disposal Method Declines

In 2011 compared to 2012, fewer Kabul residents were using door to door trash collection, official dump sites or public trash containers to discard their garbage, and their satisfaction with their disposal methods declined as well. On average, the same percent – about half in 2011 and 2012 – 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.

### Percent That Would Pay More for Door to Door Trash Collection Increased Greatly 2011 to 2012

In 2012, far more residents than in 2011 indicated an interest in door to door trash collection. The percent of residents willing to pay for this weekly service increased greatly – from 56% in 2011 to 73% in 2012. At the same time, the average amount residents were willing to pay did not rise. While residents would pay more in their Safayi, when given the option, they would prefer a separate bill for the proposed door to door trash collection. Affordability was the major barrier to payment.

### More Residents Willing to Pay for Street Cleaning

Between 2011 and 2012 a growing number of Kabul residents were willing to pay to have trash removed from their streets each week. By 2012 almost two-thirds of residents were willing to pay an increase in their Safayi – up from 44% in 2011 – for weekly street trash removal. Still, the average amount residents would pay for weekly street cleaning did not rise. Again, affordability was the major barrier to payment.

### Private Latrine Waste Removal Services Show Strong Improvement

Most residents had dry latrines or latrines with septic tanks. The latrines, almost uniformly, were cleaned by private waste removal services. Ratings by most residents of quality and

affordability of current services showed big gains in 2012 compared to 2011. Ratings of timeliness, affordability and quality of latrine waste removal services jumped about twenty points on the 100 point scale, leaving all ratings as, on average, “good,” on the “excellent”, “good”, “fair”, “poor” scale.

### **Ditch Drainage near Homes Worse in 2012, but Rating of Ditch Repair and Construction Improved**

Nine in ten Kabul residents use some kind of open ditch as their vehicle for rain or waste water drainage. The ratings of ditch conditions near homes dropped significantly in 2012 compared to 2011, averaging only “fair” in 2012, while conditions of larger ditches throughout the city and repair and construction held steady across the two years – averaging about half way between “fair” and “good.” The rating for ditch cleaning services saw a modest gain, going from a 40 rating to 44 on the 100 point scale (with 24% giving a poor rating in 2012 compared to 32% in 2011).

### **Closest Streets Rated Worse in 2012 and Willingness to Pay for Upgrade Ebbs**

Most residents had dirt roads outside their homes. Ratings of the condition of the streets right outside the house declined noticeably in 2012 compared to 2011. Most streets nearest residents’ homes had no sidewalk or one composed of dirt and most residents felt as safe walking on those roads or sidewalks in 2012 as they had in 2011. Although, in 2012, residents still felt that improving streets would be worth some charge in their monthly

Safayi, the percent willing to pay more declined from 2011. The same was true for willingness to pay for a hard surface sidewalk. A far smaller majority in 2012 than 2011, though still almost two-thirds, were willing to pay for this upgrade.

### **If Choice Required, Streets Still Win Over Sidewalks**

As in 2011, in 2012, 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, three-quarters of Kabul residents preferred the road improvement to the sidewalk improvement.

### **Neighborhood Streets Rated Worse but Condition of Main Roads and Street Services Hold Steady**

The ratings of neighborhood streets declined, from 2011 to 2012, at the same time that ratings of main roads, street repair and street construction remained about the same. Less than a majority rated neighborhood streets excellent or good while sixty percent or more rated main roads, street repair and street construction at least “good.”

### **Parks Show Modest Signs of Greater Use and More Families Willing to Pay for a Neighborhood Park**

Though most Kabul families still have not visited a large city park such as Shar-e-Naw Park or Babur’s Garden, a higher percent in 2012 than 2011 did visit these parks and more residents reported knowing about teen, adult and children’s parks that were near their homes. Quality

ratings for these parks remained essentially unchanged from 2011 to 2012. Use of smaller parks rose for men and teenage boys as well as for young girls but use by women and teenage girls remained the same between the two survey years. The use of parks grew for sports and exercise among some groups and more Kabul residents were willing to pay for a new park in their neighborhood. The amount, on average, residents were willing to pay did not increase between the survey years.

### **Top Park Amenities: Still Women’s Area and Toilets**

As in 2011, among eight amenities that could be built into a new neighborhood park, a majority of residents thought each was essential. Rank ordering of preferred amenities remained the same from 2011 to 2012: from most essential to least essential were privacy areas for women, public toilets, benches, soccer fields or paths, playground equipment, picnic tables and skateboard areas.

### **Kabul City Government**

#### **Safayi Charge Still Considered Reasonable by Most though Fewer Think Business License and Shop Rental Fees Fair**

Residents were asked which taxes they thought were fair. The same percentage in 2012 as in 2011 thought that their monthly Safayi and fees for trash and night soil collection were fair, but fewer in 2012 than 2011 felt that business license fees or business shop rental costs were fair. Many more residents admitted not always paying the Safayi in 2012 than did in 2011, up to 65% from

39%. As in 2011, in 2012 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 Safayi payment book. Offering proof of payment to codify home ownership as incentive to pay the Safayi was embraced by more residents in 2012 than 2011. In 2012 more residents than in 2011 thought that fees went to the district manager rather than to the Kabul Municipality and far more residents in 2012 than 2011 thought that the Safayi pays for electricity.

### **Ratings of Kabul City Government and the Mayor Remain Positive**

Residents' overall rating of Kabul City government remained positive with almost 80% of those surveyed agreeing that the city does a very good, or somewhat good job. More residents knew who the mayor was in 2012, and the Mayor's negative rating remained quite low at 20%.

### **Residents Satisfied with City in Resolving Problems**

As in 2011, in 2012 most residents reported relying on the Wakhil-e-gozar (a neighborhood representative) to assist with city-related problems. The percent of residents that had contact with municipal government declined some from 2011 to 2012 but satisfaction with ease of contact, courtesy of the person contacted, promptness of dealing with the concern and the resolution of the problem remained at about the levels seen in 2011.

## **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 the respondents rose slightly in 2012. Compared to 2011, fewer residents believed that the city would fix a reported problem within a month and many more thought the request would be put on a long wait list.

### **Trust in City and National Government Remains Strong**

As in 2011, close to two-thirds of Kabul residents in 2012 had a great deal or some trust in their local and national governments. Trust of businesses in the market and donor agencies remained weaker but at the same level as seen in 2011.

### **Perception of Corruption Down Everywhere Except Among Municipal Employees**

Fewer residents in 2012 felt that corruption was a major problem in almost all areas of society – daily life, neighborhood, police, electric or water supply workers, and Afghanistan as a whole – but more residents in 2012 felt that corruption was a major problem among their municipal authorities. Still, corruption in “Afghanistan as a whole” remained the biggest problem.

### **Favors for Service More Prevalent**

Although fewer residents in 2012 than 2011 had contact with any government official in the 12 months prior to the survey, more

of those with contact had been asked to give cash, gifts or to perform a favor to receive a requested service. This was true for contacts with municipal officials, those in the customs office, the Afghan National Police, the Afghan Army, courts, electric supply, for job applications and to receive official documents. Fewer cases where enticements were sought occurred in contacts with schools and the public health service.

### **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 2011. Residents' fear remained largely unchanged since 2011 in relation to 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.

### **Kabul Residents Continue to Support Women's Place in Government**

Between 2011 and 2012, there was no change in the strong support reported for women having an equal opportunity to participate in government. Support remained at almost 9 in 10 among Kabul residents.

## Key Drivers of Ratings of Kabul City Government

A key driver/statistical analysis was 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. This means that when residents gave 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, they tended to give lower ratings to the city government overall.

The key drivers of the overall rating of how the municipal government was performing were:

- The quality of schools
- Access to clean water near your home
- Access to electricity at your home
- Your freedom of movement, the ability to move safely in your area or district
- How satisfied or dissatisfied are you with your current methods of trash disposal
- Provision of legal dumpsites
- Affordability of trash service
- The condition of drainage ditches near home
- The condition of the main city roads
- Street construction services

The analysis above was completed with the data from 2012. When data from both survey years are included, two additional key drivers are shown to be relevant:

- Access to healthcare (facilities and medicine)
- Condition of the neighborhood streets

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.

At the broadest level, residents in many of the less central districts, that is those with higher numbers (8 and then 13-22), had lower income, rents, education, larger households and higher levels of home ownership than elsewhere in Kabul. A general read of the conditions, behaviors and opinions of these residents shows them to have been different than those living in other areas of the city. Although this broad statement is not true for every issue or service, many residents in these districts, and especially those in districts 8, 13, 14, 18, 19 and 22 tended to give lower ratings to quality of life issues, city services and public trust. Residents in districts 1-12 (including district 8) generally gave more favorable ratings and were more willing to pay for service upgrades.

The demographic makeup of the survey respondents changed significantly from the 2011 to the 2012 Kabul City Survey; most dramatically in districts 8, 15 and 22.

- In all of Kabul, the overall average household size increased from 7.5 people per household to 9.3, but from 5 to 10.5 in district 8, 6.9 to 10.4 in district 16, and 5.8 to 9.9 in district 22.
- Across the city, the overall average annual household income increased from 10,800 AFN in 2011 to 13,600 AFN in 2012; but more than doubled in districts 1, 8, 15, 21 and 22 while dropping in districts 13, 14, 18 and 19.
- More Pashtuns were interviewed in 2012 (29% of all interviews, compared to 17% in 2011) and fewer Tajiks were interviewed in 2012 (54% of all interviews, compared to 67% in 2011).

These changes, particularly in the less central districts (such as districts 8, 15 and 22) 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.”<sup>2</sup>

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<sup>2</sup> 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.

# 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:

- Safayi tax (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. has 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 second annual survey with comparisons to the results of the baseline (first annual) survey.

The results of these surveys of resident perspectives and behaviors will be used to help set milestone targets for improvements in service delivery and measure gains. 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.

This scientific survey of residents in all 22 districts of Kabul was undertaken in January 2011 to establish a baseline of sentiment about key community qualities and service delivery. The survey was repeated in January 2012, and will be repeated again in approximately 12 months to determine whether, or to what extent, interventions are recognized and appreciated by the typical Kabul resident.

## **Methods**

In 2012, 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 they 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 2012), and not to recollect from prior years. For comparison, for the relevant questions, the 2012, 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.

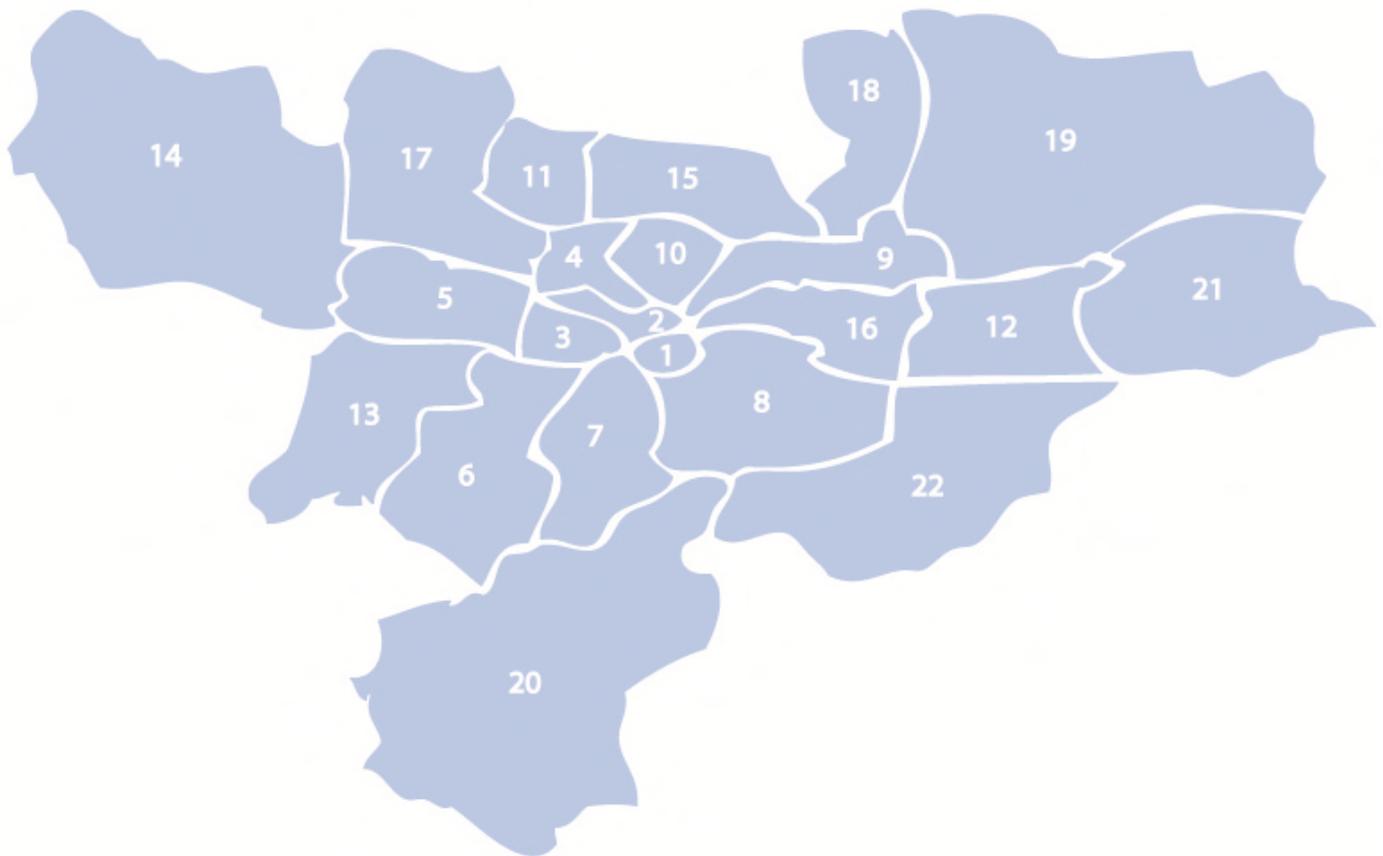
## **Confidence Intervals**

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 (2,226 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, 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 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 and 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

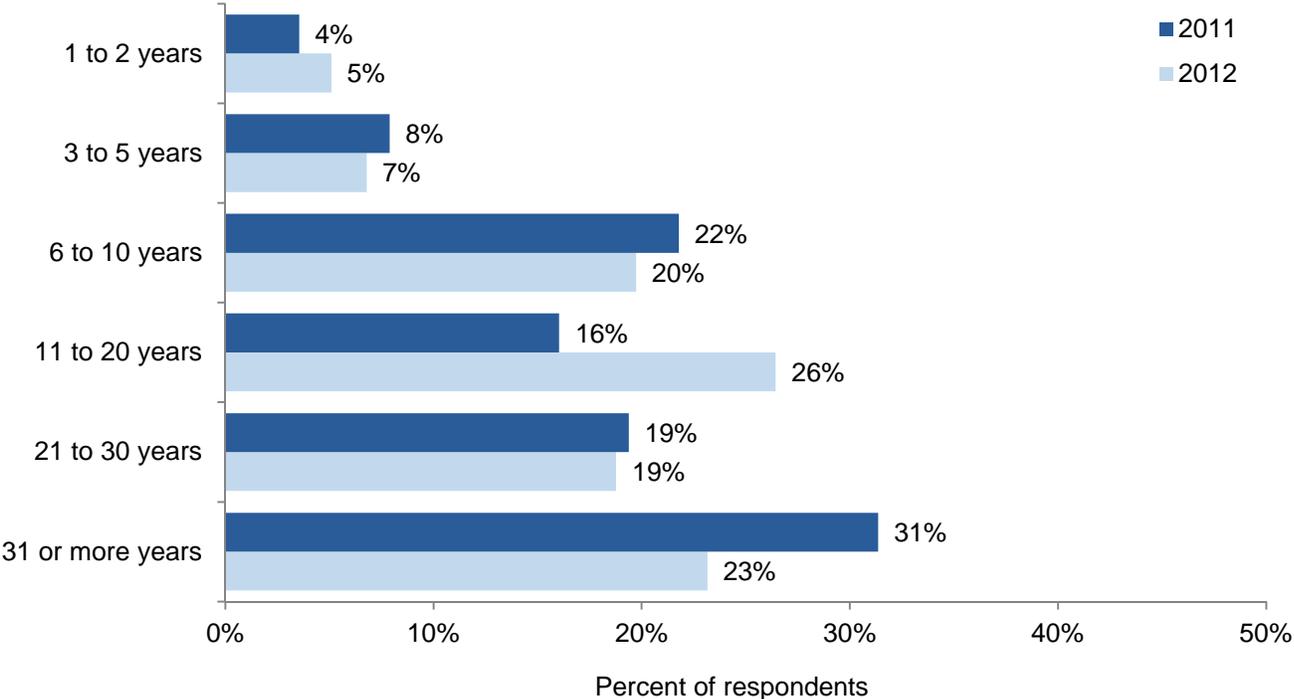
Since approximately 100 surveys were collected in each of Kabul's 22 districts, this report begins with a description of the demographics of those districts. The districts differed importantly on many of the dimensions examined. Some of the districts were much newer than others, had much younger residents, 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 2012 was 22 years, down slightly from an average of 25 years in 2011. The average ranged from 32 years in district 18 to 13 years in district 13.

**FIGURE 2: NUMBER OF YEARS LIVED IN KABUL BY YEAR**

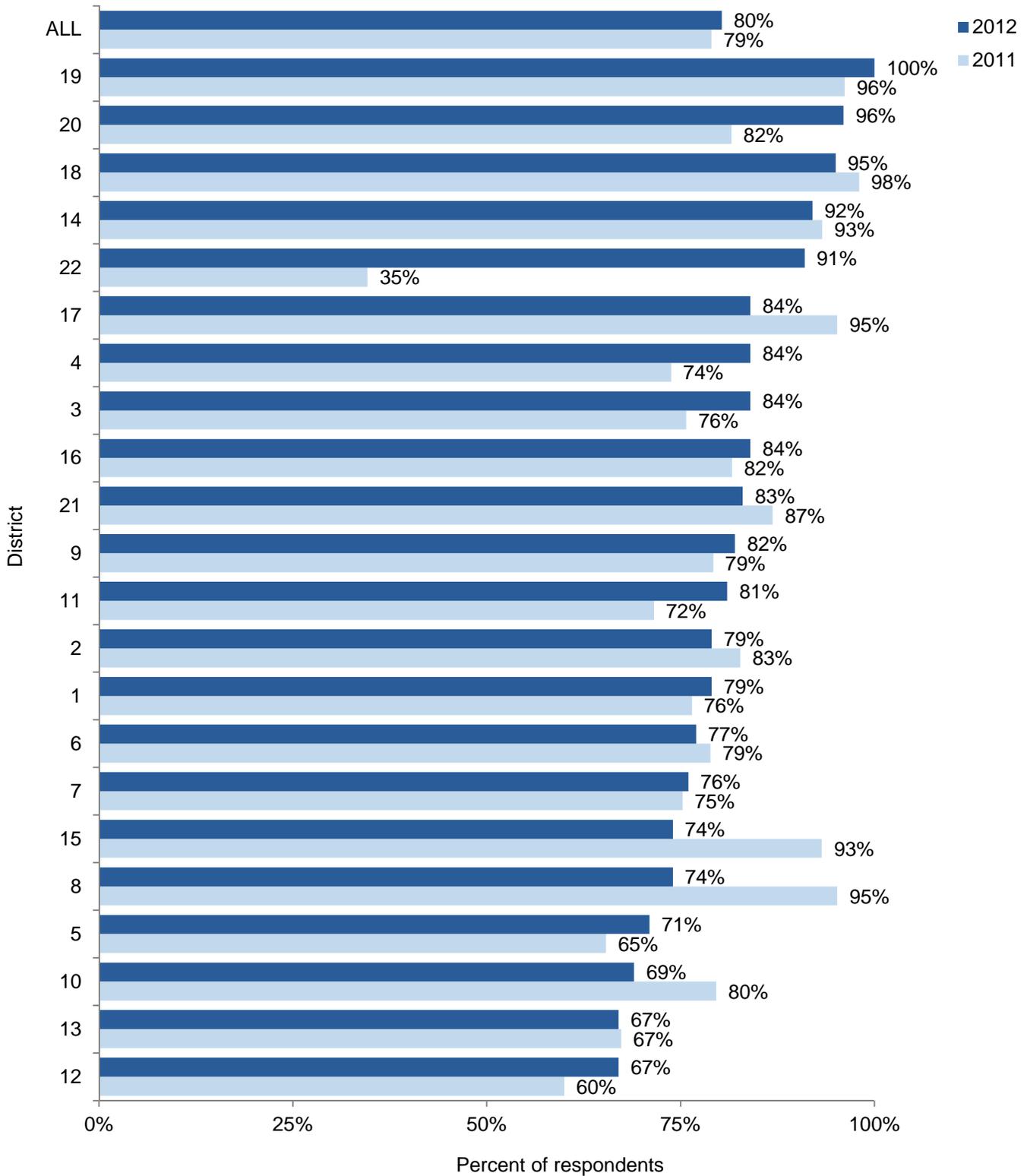


**TABLE 1: NUMBER OF YEARS LIVED IN KABUL BY DISTRICT**

| District   | 2012         |              |               |                |                |                  | 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 | 2012                             | 2011 |
| <b>ALL</b> | 5%           | 7%           | 20%           | 26%            | 19%            | 23%              | 22                               | 25   |
| <b>1</b>   | 4%           | 7%           | 16%           | 21%            | 19%            | 33%              | 26                               | 20   |
| <b>2</b>   | 1%           | 5%           | 12%           | 38%            | 20%            | 24%              | 24                               | 28   |
| <b>3</b>   | 3%           | 7%           | 19%           | 21%            | 18%            | 32%              | 27                               | 26   |
| <b>4</b>   | 0%           | 6%           | 19%           | 28%            | 17%            | 30%              | 25                               | 25   |
| <b>5</b>   | 8%           | 14%          | 27%           | 23%            | 12%            | 16%              | 17                               | 25   |
| <b>6</b>   | 3%           | 5%           | 21%           | 20%            | 22%            | 29%              | 25                               | 27   |
| <b>7</b>   | 6%           | 4%           | 23%           | 30%            | 19%            | 18%              | 23                               | 25   |
| <b>8</b>   | 11%          | 8%           | 20%           | 17%            | 13%            | 31%              | 23                               | 23   |
| <b>9</b>   | 2%           | 9%           | 31%           | 21%            | 15%            | 22%              | 20                               | 22   |
| <b>10</b>  | 7%           | 5%           | 17%           | 30%            | 21%            | 20%              | 21                               | 30   |
| <b>11</b>  | 2%           | 4%           | 17%           | 29%            | 29%            | 19%              | 23                               | 27   |
| <b>12</b>  | 15%          | 15%          | 29%           | 17%            | 15%            | 9%               | 14                               | 14   |
| <b>13</b>  | 18%          | 15%          | 28%           | 18%            | 10%            | 11%              | 13                               | 12   |
| <b>14</b>  | 5%           | 5%           | 29%           | 22%            | 17%            | 22%              | 22                               | 25   |
| <b>15</b>  | 6%           | 6%           | 13%           | 40%            | 24%            | 11%              | 20                               | 24   |
| <b>16</b>  | 4%           | 6%           | 31%           | 21%            | 19%            | 19%              | 20                               | 29   |
| <b>17</b>  | 9%           | 9%           | 22%           | 16%            | 18%            | 26%              | 22                               | 24   |
| <b>18</b>  | 2%           | 8%           | 7%            | 13%            | 23%            | 47%              | 32                               | 38   |
| <b>19</b>  | 2%           | 8%           | 22%           | 38%            | 14%            | 16%              | 19                               | 19   |
| <b>20</b>  | 1%           | 0%           | 13%           | 36%            | 25%            | 25%              | 25                               | 20   |
| <b>21</b>  | 3%           | 7%           | 14%           | 31%            | 17%            | 28%              | 25                               | 26   |
| <b>22</b>  | 5%           | 4%           | 17%           | 28%            | 19%            | 27%              | 25                               | 28   |

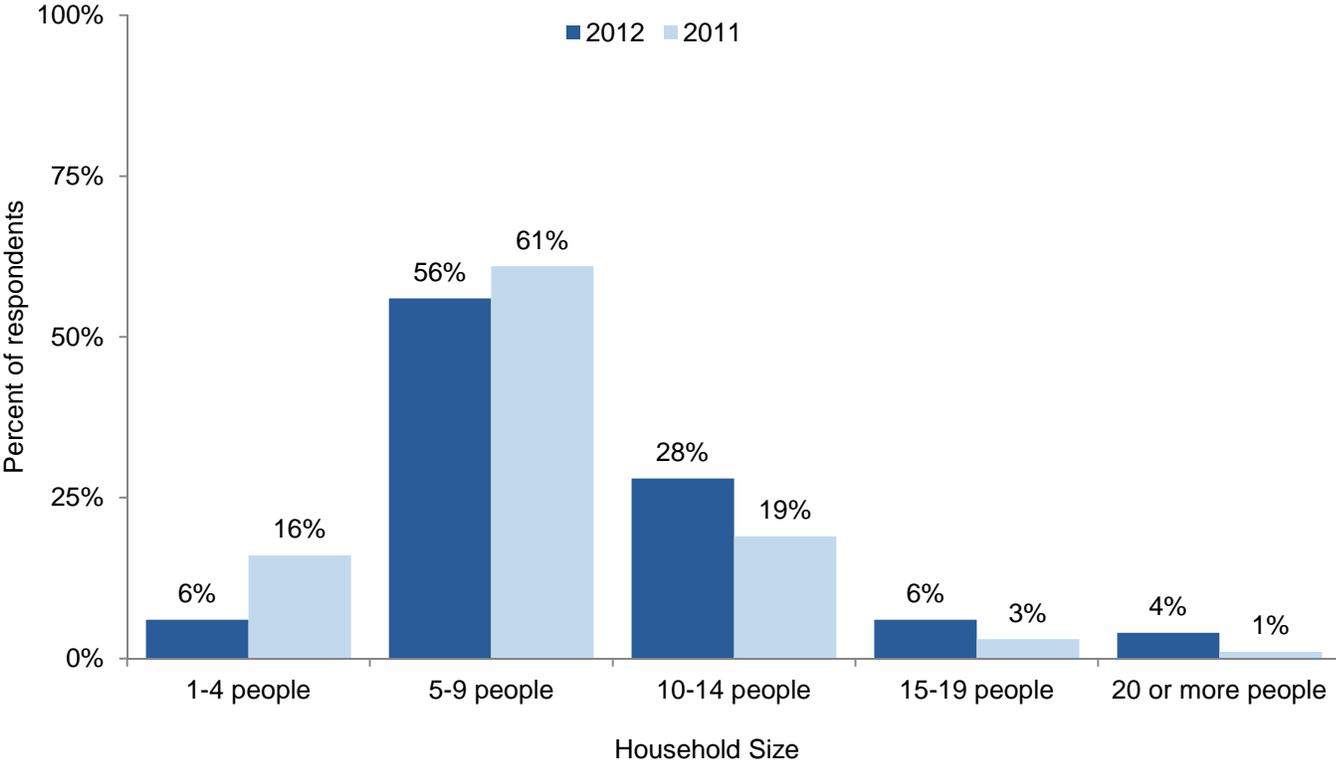
Home ownership predominated across the city. In districts with the lowest levels of home ownership, about one-third of the homes were rented. Three districts saw significant changes in the number of sampled households whose members owned their home; districts 8, 15 and 22. (Note: For a difference between years for a given district to be considered statistically significant it must be greater than  $\pm 14\%$ .)

**FIGURE 3: HOME OWNERSHIP BY YEAR AND DISTRICT**



Most households had between five and nine residents with districts 18 and 20 having the highest number of residents per household – more than 11 people per household on average. Districts 8, 15 and 22 showed the greatest change in average household size, highlighting a possible issue with the sampling implementation.

**FIGURE 4: HOUSEHOLD SIZE BY YEAR**



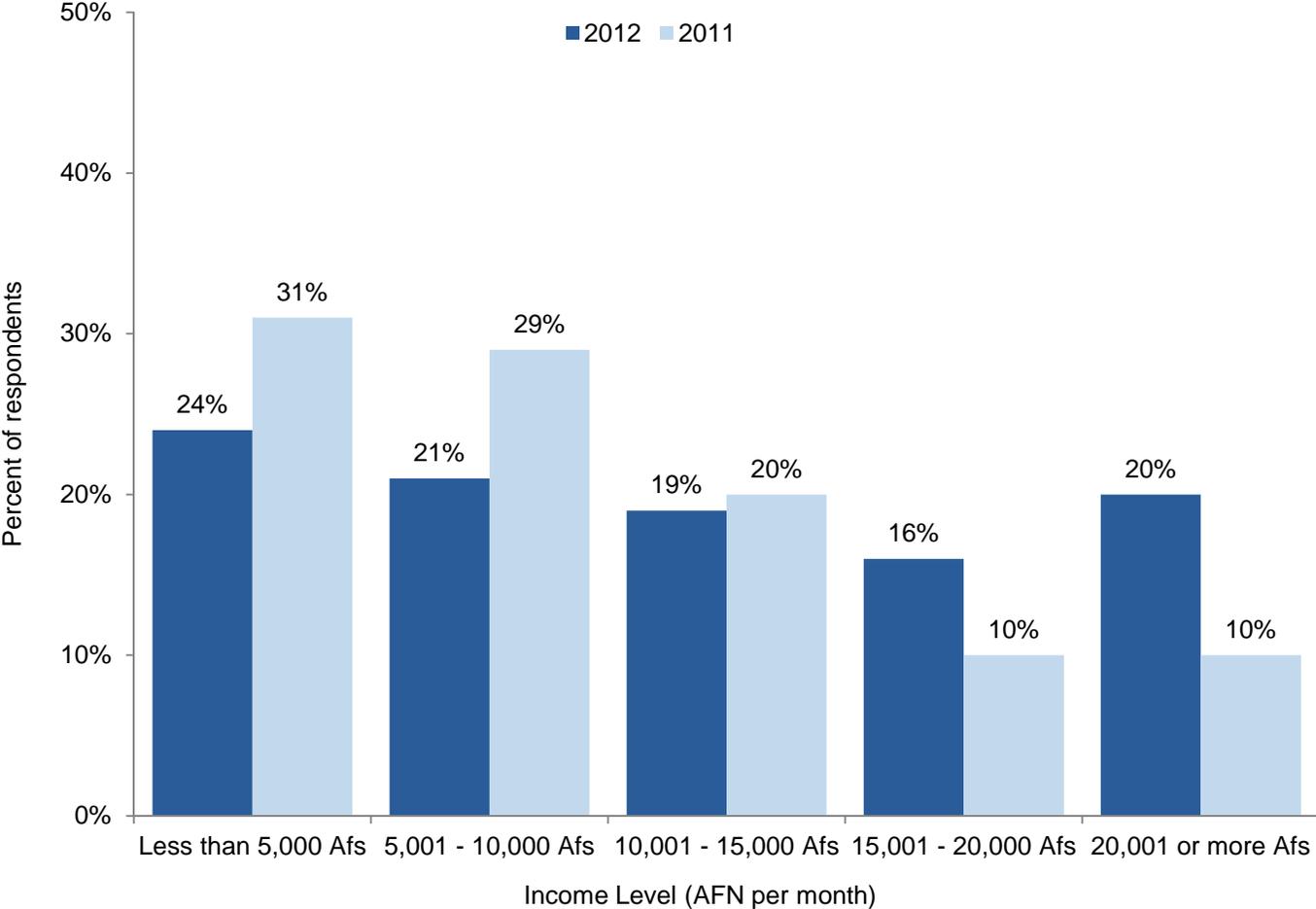
**TABLE 2: HOUSEHOLD SIZE BY DISTRICT**

| District   | 2012       |            |              |              |                   | Average number of people in household |      |
|------------|------------|------------|--------------|--------------|-------------------|---------------------------------------|------|
|            | 1-4 people | 5-9 people | 10-14 people | 15-19 people | 20 or more people | 2012                                  | 2011 |
| <b>ALL</b> | 6%         | 56%        | 28%          | 6%           | 4%                | 9.3                                   | 7.5  |
| <b>18</b>  | 5%         | 39%        | 31%          | 12%          | 13%               | 11.6                                  | 10.4 |
| <b>20</b>  | 2%         | 48%        | 34%          | 7%           | 9%                | 11.3                                  | 8.5  |
| <b>8</b>   | 4%         | 42%        | 39%          | 6%           | 9%                | 10.5                                  | 5.0  |
| <b>16</b>  | 8%         | 46%        | 31%          | 8%           | 7%                | 10.4                                  | 6.9  |
| <b>12</b>  | 6%         | 51%        | 24%          | 11%          | 8%                | 10.4                                  | 8.7  |
| <b>19</b>  | 5%         | 50%        | 32%          | 8%           | 5%                | 10.0                                  | 8.0  |
| <b>22</b>  | 3%         | 56%        | 29%          | 8%           | 4%                | 9.9                                   | 5.8  |
| <b>17</b>  | 3%         | 56%        | 34%          | 6%           | 1%                | 9.6                                   | 6.7  |
| <b>3</b>   | 3%         | 56%        | 31%          | 8%           | 2%                | 9.6                                   | 7.1  |
| <b>7</b>   | 3%         | 63%        | 27%          | 2%           | 5%                | 9.3                                   | 8.3  |
| <b>15</b>  | 5%         | 59%        | 27%          | 5%           | 4%                | 9.2                                   | 6.6  |
| <b>1</b>   | 11%        | 46%        | 31%          | 12%          | 0%                | 9.1                                   | 8.2  |
| <b>21</b>  | 11%        | 45%        | 35%          | 7%           | 2%                | 9.0                                   | 6.0  |
| <b>14</b>  | 10%        | 49%        | 36%          | 3%           | 2%                | 9.0                                   | 9.0  |
| <b>6</b>   | 10%        | 53%        | 27%          | 8%           | 2%                | 9.0                                   | 7.9  |
| <b>13</b>  | 4%         | 60%        | 29%          | 6%           | 1%                | 8.8                                   | 6.4  |
| <b>4</b>   | 3%         | 69%        | 23%          | 2%           | 3%                | 8.8                                   | 8.3  |
| <b>2</b>   | 8%         | 62%        | 25%          | 2%           | 3%                | 8.7                                   | 8.4  |
| <b>5</b>   | 5%         | 63%        | 27%          | 4%           | 1%                | 8.7                                   | 7.8  |
| <b>11</b>  | 7%         | 62%        | 24%          | 6%           | 1%                | 8.5                                   | 8.1  |
| <b>10</b>  | 9%         | 62%        | 26%          | 3%           | 0%                | 8.3                                   | 7.4  |
| <b>9</b>   | 5%         | 74%        | 17%          | 4%           | 0%                | 8.0                                   | 7.5  |

In 2011 the majority of Kabul households had incomes less than 10,000 AFN per month (approximately 2,320 USD). In 2012 the majority (55%) had incomes of more than 10,000 AFN per month. Income levels continued to be widespread, but more households were in the top income brackets in 2012 than in 2011 and average income rose to about \$13,500 USD from \$10,800 USD.

Districts 5, 9 and 11 continued to have the highest incomes. Districts 8, 15, 21 and 22, had the largest disparities between years.

**FIGURE 5: HOUSEHOLD INCOME LEVEL BY YEAR**



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

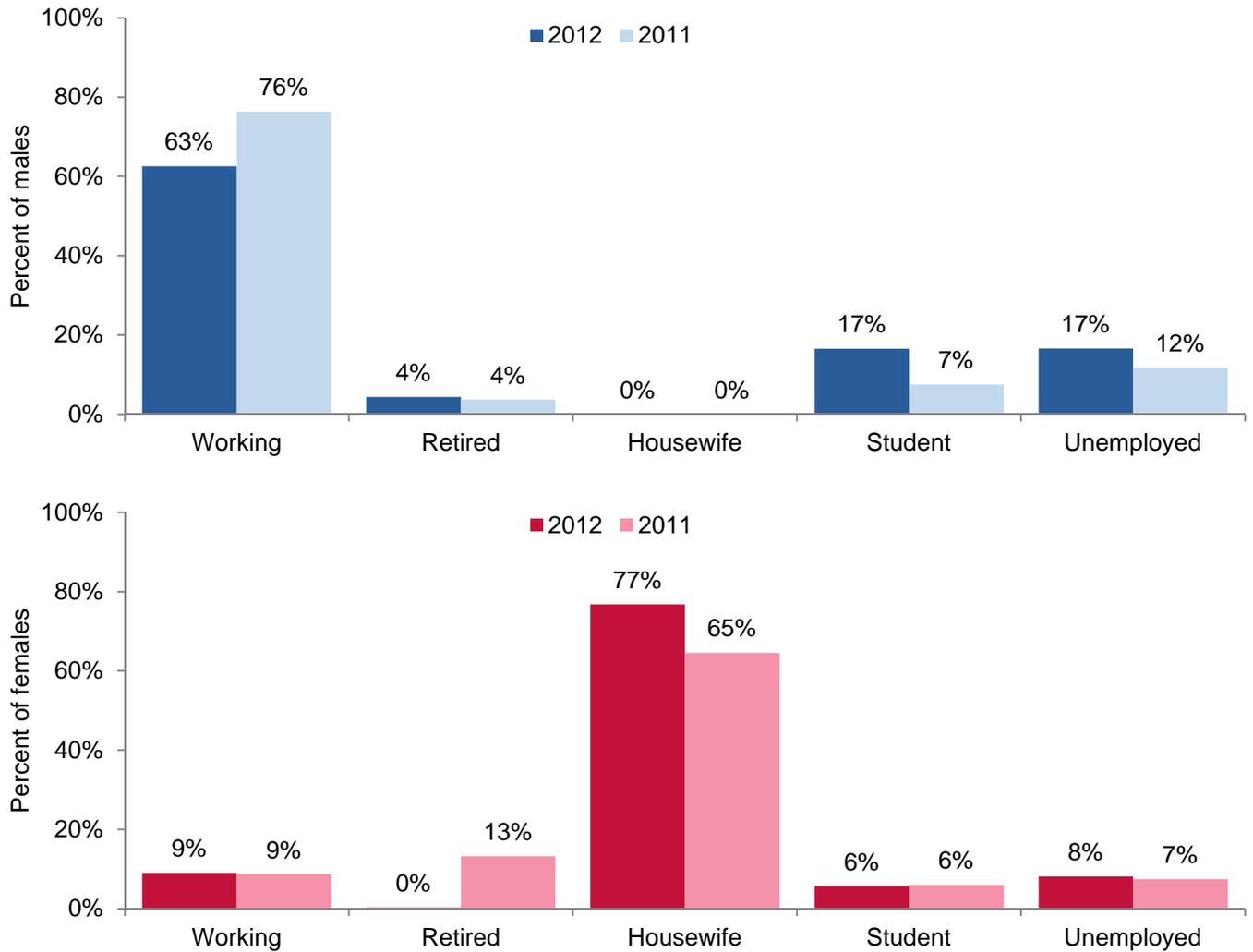
| District | 2012            |                |                 |                 |                | *Average income |        |
|----------|-----------------|----------------|-----------------|-----------------|----------------|-----------------|--------|
|          | Less than 5,000 | 5,001 - 10,000 | 10,001 - 15,000 | 15,001 - 20,000 | 20,001 or more | 2012            | 2011   |
| ALL      | 24%             | 21%            | 19%             | 16%             | 20%            | 13,583          | 10,786 |
| 9        | 8%              | 13%            | 18%             | 25%             | 35%            | 19,157          | 14,701 |
| 11       | 4%              | 9%             | 28%             | 24%             | 35%            | 18,800          | 13,582 |
| 5        | 17%             | 23%            | 23%             | 12%             | 24%            | 16,293          | 13,927 |
| 15       | 14%             | 24%            | 15%             | 24%             | 24%            | 16,208          | 7,104  |
| 3        | 17%             | 19%            | 20%             | 17%             | 27%            | 14,845          | 13,928 |
| 10       | 25%             | 22%            | 22%             | 10%             | 21%            | 13,725          | 12,948 |
| 4        | 19%             | 20%            | 19%             | 26%             | 16%            | 13,670          | 14,085 |
| 6        | 23%             | 19%            | 23%             | 14%             | 21%            | 13,570          | 9,356  |
| 12       | 19%             | 30%            | 13%             | 17%             | 20%            | 13,071          | 10,876 |
| 7        | 26%             | 21%            | 17%             | 15%             | 20%            | 13,051          | 11,995 |
| 21       | 28%             | 13%            | 27%             | 14%             | 18%            | 12,900          | 5,333  |
| 8        | 28%             | 21%            | 18%             | 16%             | 16%            | 12,828          | 4,548  |
| 1        | 34%             | 21%            | 16%             | 5%              | 24%            | 12,825          | 11,296 |
| 17       | 22%             | 29%            | 19%             | 13%             | 16%            | 12,697          | 12,279 |
| 20       | 27%             | 27%            | 15%             | 13%             | 17%            | 12,465          | 10,284 |
| 2        | 29%             | 17%            | 20%             | 17%             | 17%            | 12,332          | 15,782 |
| 16       | 25%             | 21%            | 29%             | 14%             | 11%            | 12,290          | 11,165 |
| 22       | 29%             | 24%            | 18%             | 14%             | 15%            | 11,674          | 4,885  |
| 14       | 34%             | 26%            | 25%             | 8%              | 7%             | 9,727           | 11,851 |
| 18       | 32%             | 29%            | 18%             | 10%             | 11%            | 9,670           | 12,703 |
| 19       | 49%             | 22%            | 7%              | 8%              | 14%            | 9,620           | 12,106 |
| 13       | 47%             | 26%            | 15%             | 7%              | 5%             | 7,984           | 8,206  |

\*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 2012, fewer employed men were interviewed; more unemployed men and male students completed the surveys. Twelve of the districts saw a drop in the number of men interviewed who were employed; the others were statistically similar between years. This may be due to the timing of interviews, as employed people will be at home less.

In 2012, compared to 2011, more of the women interviewed identified themselves as housewives rather than retired. These changes were mostly led by changes in districts 15, 21 and 22. In both years, 9% of women said they were working, 6% were students and about 8% were unemployed.

**FIGURE 6: RESPONDENT EMPLOYMENT STATUS BY GENDER AND YEAR**



**TABLE 4: MALE RESPONDENT EMPLOYMENT STATUS BY YEAR AND DISTRICT**

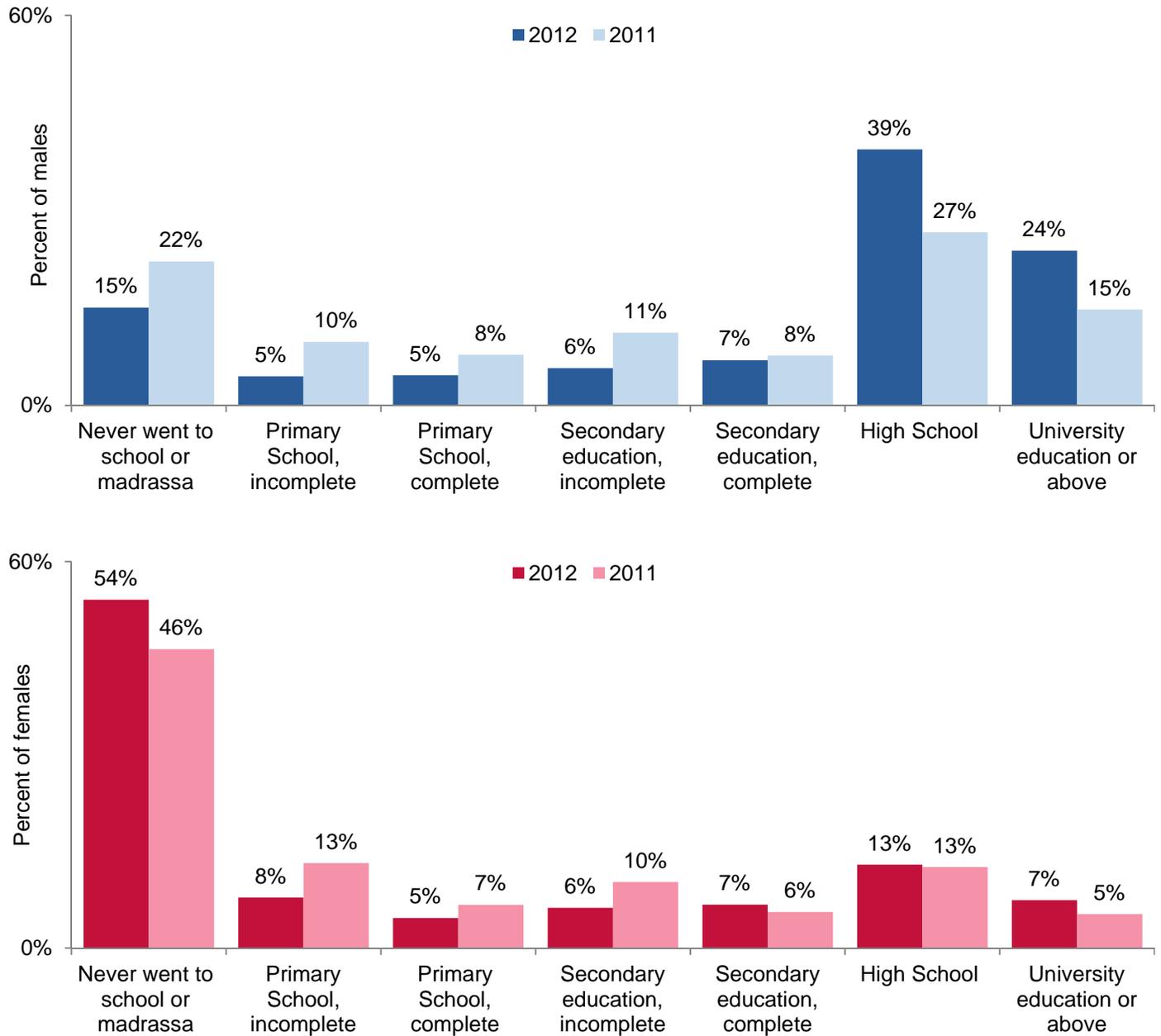
| District   | 2012    |            |         |         | 2011    |            |         |         |
|------------|---------|------------|---------|---------|---------|------------|---------|---------|
|            | Working | Unemployed | Student | Retired | Working | Unemployed | Student | Retired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

**TABLE 5: FEMALE RESPONDENT EMPLOYMENT STATUS BY YEAR AND DISTRICT**

| District   | 2012      |         |            |         |         | 2011      |         |            |         |         |
|------------|-----------|---------|------------|---------|---------|-----------|---------|------------|---------|---------|
|            | Housewife | Working | Unemployed | Student | Retired | Housewife | Working | Unemployed | Student | Retired |
| <b>ALL</b> | 77%       | 9%      | 8%         | 6%      | 0%      | 65%       | 9%      | 7%         | 6%      | 13%     |
| <b>18</b>  | 94%       | 0%      | 6%         | 0%      | 0%      | 84%       | 6%      | 10%        | 0%      | 0%      |
| <b>22</b>  | 94%       | 2%      | 0%         | 4%      | 0%      | 19%       | 0%      | 2%         | 2%      | 77%     |
| <b>13</b>  | 92%       | 0%      | 4%         | 4%      | 0%      | 50%       | 23%     | 6%         | 4%      | 17%     |
| <b>17</b>  | 92%       | 2%      | 0%         | 6%      | 0%      | 76%       | 18%     | 6%         | 0%      | 0%      |
| <b>14</b>  | 90%       | 8%      | 0%         | 2%      | 0%      | 75%       | 13%     | 0%         | 10%     | 2%      |
| <b>12</b>  | 88%       | 0%      | 12%        | 0%      | 0%      | 78%       | 2%      | 6%         | 14%     | 0%      |
| <b>5</b>   | 86%       | 6%      | 0%         | 8%      | 0%      | 69%       | 4%      | 4%         | 24%     | 0%      |
| <b>7</b>   | 84%       | 8%      | 4%         | 4%      | 0%      | 76%       | 14%     | 10%        | 0%      | 0%      |
| <b>19</b>  | 78%       | 0%      | 14%        | 6%      | 2%      | 50%       | 10%     | 4%         | 8%      | 29%     |
| <b>10</b>  | 78%       | 18%     | 0%         | 4%      | 0%      | 70%       | 12%     | 4%         | 12%     | 2%      |
| <b>2</b>   | 76%       | 6%      | 10%        | 8%      | 0%      | 62%       | 8%      | 23%        | 6%      | 2%      |
| <b>16</b>  | 76%       | 6%      | 14%        | 4%      | 0%      | 88%       | 0%      | 8%         | 2%      | 2%      |
| <b>21</b>  | 76%       | 8%      | 10%        | 6%      | 0%      | 30%       | 6%      | 2%         | 0%      | 62%     |
| <b>8</b>   | 76%       | 14%     | 6%         | 4%      | 0%      | 98%       | 2%      | 0%         | 0%      | 0%      |
| <b>20</b>  | 74%       | 4%      | 20%        | 2%      | 0%      | 87%       | 2%      | 0%         | 6%      | 6%      |
| <b>1</b>   | 74%       | 6%      | 6%         | 14%     | 0%      | 70%       | 12%     | 16%        | 0%      | 2%      |
| <b>15</b>  | 74%       | 8%      | 10%        | 8%      | 0%      | 31%       | 8%      | 2%         | 4%      | 56%     |
| <b>6</b>   | 72%       | 6%      | 12%        | 8%      | 2%      | 85%       | 2%      | 2%         | 12%     | 0%      |
| <b>4</b>   | 64%       | 16%     | 16%        | 4%      | 0%      | 61%       | 6%      | 22%        | 10%     | 2%      |
| <b>3</b>   | 62%       | 26%     | 4%         | 6%      | 2%      | 71%       | 17%     | 8%         | 4%      | 0%      |
| <b>9</b>   | 60%       | 16%     | 12%        | 12%     | 0%      | 54%       | 18%     | 24%        | 4%      | 0%      |
| <b>11</b>  | 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 1, 2, 3, 4, 9 and 11 had at least some schooling. The districts where the fewest men and women who were interviewed had been to school were districts 13, 18 and 19.

**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**

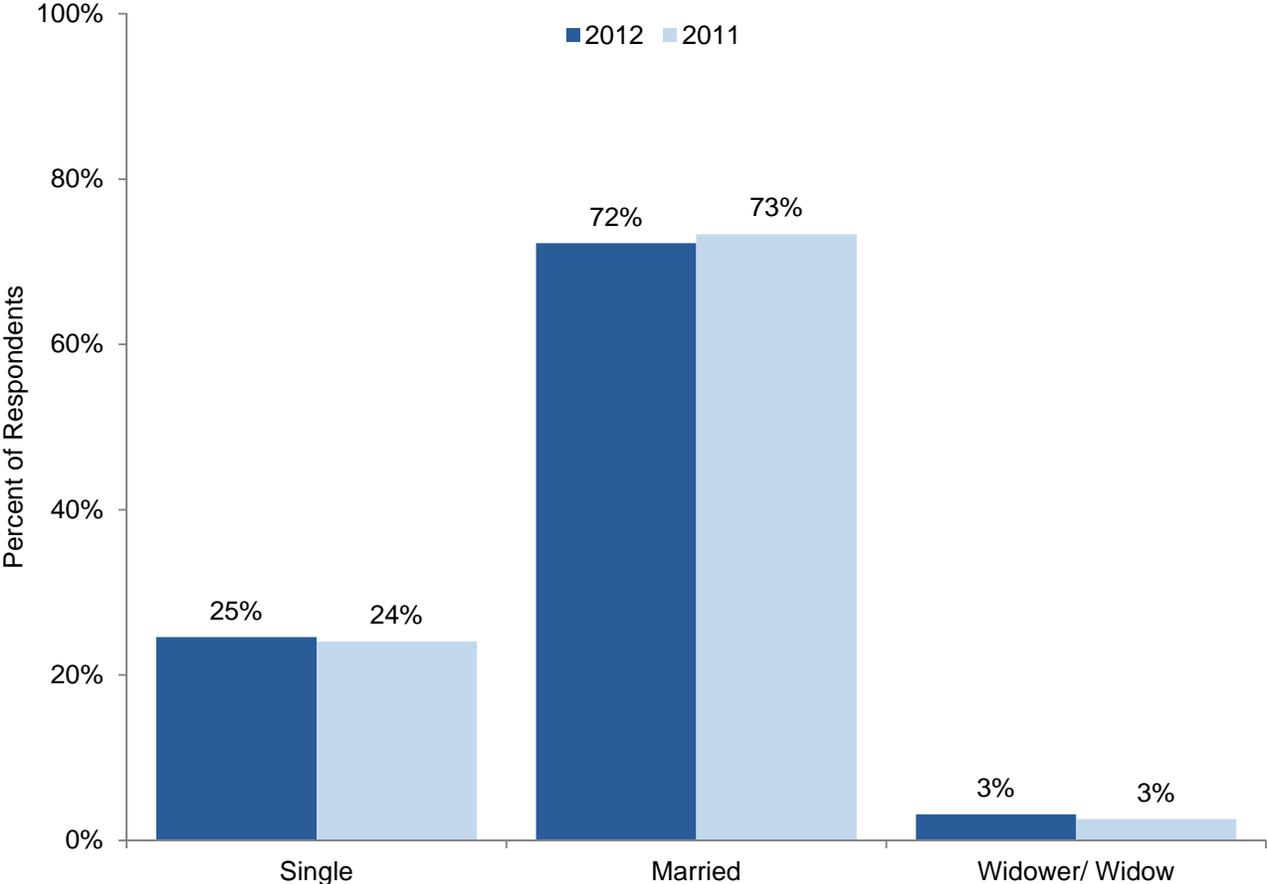
| District   | 2012                             |                |                               |             |                               | 2011                             |                |                               |             |                               |
|------------|----------------------------------|----------------|-------------------------------|-------------|-------------------------------|----------------------------------|----------------|-------------------------------|-------------|-------------------------------|
|            | 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 |
| <b>ALL</b> | 17%                              | 5%             | 8%                            | 44%         | 27%                           | 28%                              | 10%            | 10%                           | 34%         | 19%                           |
| <b>10</b>  | 4%                               | 7%             | 4%                            | 52%         | 33%                           | 19%                              | 2%             | 23%                           | 30%         | 26%                           |
| <b>11</b>  | 6%                               | 2%             | 11%                           | 36%         | 45%                           | 9%                               | 5%             | 14%                           | 52%         | 20%                           |
| <b>15</b>  | 6%                               | 0%             | 10%                           | 45%         | 39%                           | 47%                              | 6%             | 4%                            | 37%         | 6%                            |
| <b>7</b>   | 6%                               | 2%             | 2%                            | 67%         | 23%                           | 24%                              | 7%             | 5%                            | 37%         | 27%                           |
| <b>12</b>  | 6%                               | 2%             | 6%                            | 63%         | 22%                           | 35%                              | 7%             | 7%                            | 33%         | 20%                           |
| <b>9</b>   | 7%                               | 2%             | 2%                            | 44%         | 44%                           | 6%                               | 2%             | 6%                            | 43%         | 43%                           |
| <b>6</b>   | 7%                               | 9%             | 16%                           | 39%         | 30%                           | 31%                              | 7%             | 10%                           | 40%         | 12%                           |
| <b>5</b>   | 7%                               | 5%             | 2%                            | 59%         | 27%                           | 2%                               | 8%             | 12%                           | 35%         | 43%                           |
| <b>14</b>  | 7%                               | 7%             | 10%                           | 60%         | 15%                           | 49%                              | 7%             | 7%                            | 33%         | 4%                            |
| <b>2</b>   | 7%                               | 7%             | 7%                            | 66%         | 14%                           | 14%                              | 2%             | 2%                            | 50%         | 32%                           |
| <b>3</b>   | 9%                               | 2%             | 9%                            | 43%         | 38%                           | 17%                              | 2%             | 11%                           | 47%         | 23%                           |
| <b>16</b>  | 9%                               | 4%             | 9%                            | 49%         | 29%                           | 31%                              | 7%             | 10%                           | 40%         | 12%                           |
| <b>4</b>   | 10%                              | 0%             | 4%                            | 54%         | 31%                           | 10%                              | 5%             | 10%                           | 46%         | 29%                           |
| <b>8</b>   | 12%                              | 9%             | 16%                           | 30%         | 33%                           | 0%                               | 94%            | 0%                            | 0%          | 6%                            |
| <b>21</b>  | 16%                              | 2%             | 11%                           | 38%         | 33%                           | 52%                              | 19%            | 3%                            | 23%         | 3%                            |
| <b>22</b>  | 20%                              | 9%             | 7%                            | 53%         | 11%                           | 53%                              | 5%             | 5%                            | 21%         | 16%                           |
| <b>1</b>   | 26%                              | 9%             | 11%                           | 39%         | 15%                           | 15%                              | 17%            | 5%                            | 49%         | 15%                           |
| <b>20</b>  | 34%                              | 5%             | 12%                           | 34%         | 15%                           | 46%                              | 7%             | 17%                           | 22%         | 7%                            |
| <b>17</b>  | 41%                              | 9%             | 4%                            | 28%         | 17%                           | 13%                              | 18%            | 11%                           | 37%         | 21%                           |
| <b>18</b>  | 48%                              | 11%            | 2%                            | 36%         | 2%                            | 57%                              | 20%            | 7%                            | 16%         | 0%                            |
| <b>13</b>  | 51%                              | 11%            | 11%                           | 19%         | 8%                            | 53%                              | 14%            | 12%                           | 16%         | 5%                            |
| <b>19</b>  | 72%                              | 9%             | 7%                            | 7%          | 5%                            | 58%                              | 6%             | 15%                           | 17%         | 4%                            |

**TABLE 7: FEMALE RESPONDENT EDUCATION LEVEL BY YEAR AND DISTRICT**

| District   | 2012                             |                |                               |             |                               | 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 |
| <b>ALL</b> | 63%                              | 5%             | 8%                            | 15%         | 9%                            | 61%                              | 9%             | 7%                            | 16%         | 7%                            |
| <b>11</b>  | 33%                              | 10%            | 10%                           | 33%         | 13%                           | 40%                              | 5%             | 17%                           | 20%         | 17%                           |
| <b>3</b>   | 36%                              | 11%            | 3%                            | 25%         | 25%                           | 49%                              | 4%             | 7%                            | 29%         | 11%                           |
| <b>9</b>   | 36%                              | 9%             | 21%                           | 21%         | 13%                           | 27%                              | 9%             | 2%                            | 40%         | 22%                           |
| <b>4</b>   | 39%                              | 7%             | 10%                           | 24%         | 20%                           | 49%                              | 8%             | 8%                            | 28%         | 8%                            |
| <b>2</b>   | 39%                              | 6%             | 12%                           | 33%         | 9%                            | 41%                              | 13%            | 13%                           | 30%         | 2%                            |
| <b>1</b>   | 44%                              | 8%             | 14%                           | 31%         | 3%                            | 73%                              | 3%             | 14%                           | 5%          | 5%                            |
| <b>5</b>   | 52%                              | 5%             | 10%                           | 21%         | 12%                           | 32%                              | 5%             | 15%                           | 37%         | 10%                           |
| <b>10</b>  | 53%                              | 7%             | 9%                            | 12%         | 19%                           | 48%                              | 5%             | 2%                            | 31%         | 14%                           |
| <b>15</b>  | 53%                              | 9%             | 4%                            | 19%         | 15%                           | 87%                              | 2%             | 2%                            | 4%          | 4%                            |
| <b>6</b>   | 53%                              | 6%             | 19%                           | 14%         | 8%                            | 38%                              | 26%            | 19%                           | 17%         | 0%                            |
| <b>21</b>  | 64%                              | 7%             | 12%                           | 14%         | 2%                            | 93%                              | 0%             | 0%                            | 7%          | 0%                            |
| <b>8</b>   | 68%                              | 5%             | 2%                            | 16%         | 9%                            | 26%                              | 68%            | 0%                            | 0%          | 5%                            |
| <b>7</b>   | 68%                              | 0%             | 7%                            | 17%         | 7%                            | 69%                              | 5%             | 2%                            | 12%         | 12%                           |
| <b>14</b>  | 74%                              | 10%            | 2%                            | 7%          | 7%                            | 79%                              | 0%             | 7%                            | 12%         | 2%                            |
| <b>22</b>  | 78%                              | 4%             | 9%                            | 7%          | 2%                            | 89%                              | 11%            | 0%                            | 0%          | 0%                            |
| <b>16</b>  | 79%                              | 4%             | 2%                            | 13%         | 2%                            | 73%                              | 3%             | 10%                           | 15%         | 0%                            |
| <b>17</b>  | 80%                              | 4%             | 0%                            | 13%         | 2%                            | 52%                              | 40%            | 0%                            | 4%          | 4%                            |
| <b>12</b>  | 82%                              | 5%             | 0%                            | 9%          | 5%                            | 44%                              | 11%            | 31%                           | 14%         | 0%                            |
| <b>20</b>  | 84%                              | 2%             | 7%                            | 7%          | 0%                            | 84%                              | 7%             | 0%                            | 9%          | 0%                            |
| <b>19</b>  | 87%                              | 6%             | 4%                            | 2%          | 0%                            | 78%                              | 3%             | 15%                           | 5%          | 0%                            |
| <b>13</b>  | 98%                              | 2%             | 0%                            | 0%          | 0%                            | 91%                              | 4%             | 2%                            | 0%          | 2%                            |
| <b>18</b>  | 100%                             | 0%             | 0%                            | 0%          | 0%                            | 91%                              | 0%             | 9%                            | 0%          | 0%                            |

More respondents were married than single and this was similar across years. This was not statistically significantly different for the districts between years. In 2012, more non-married respondents were interviewed in districts 6, 9, 15 and 21.

**FIGURE 8: RESPONDENT MARITAL STATUS**

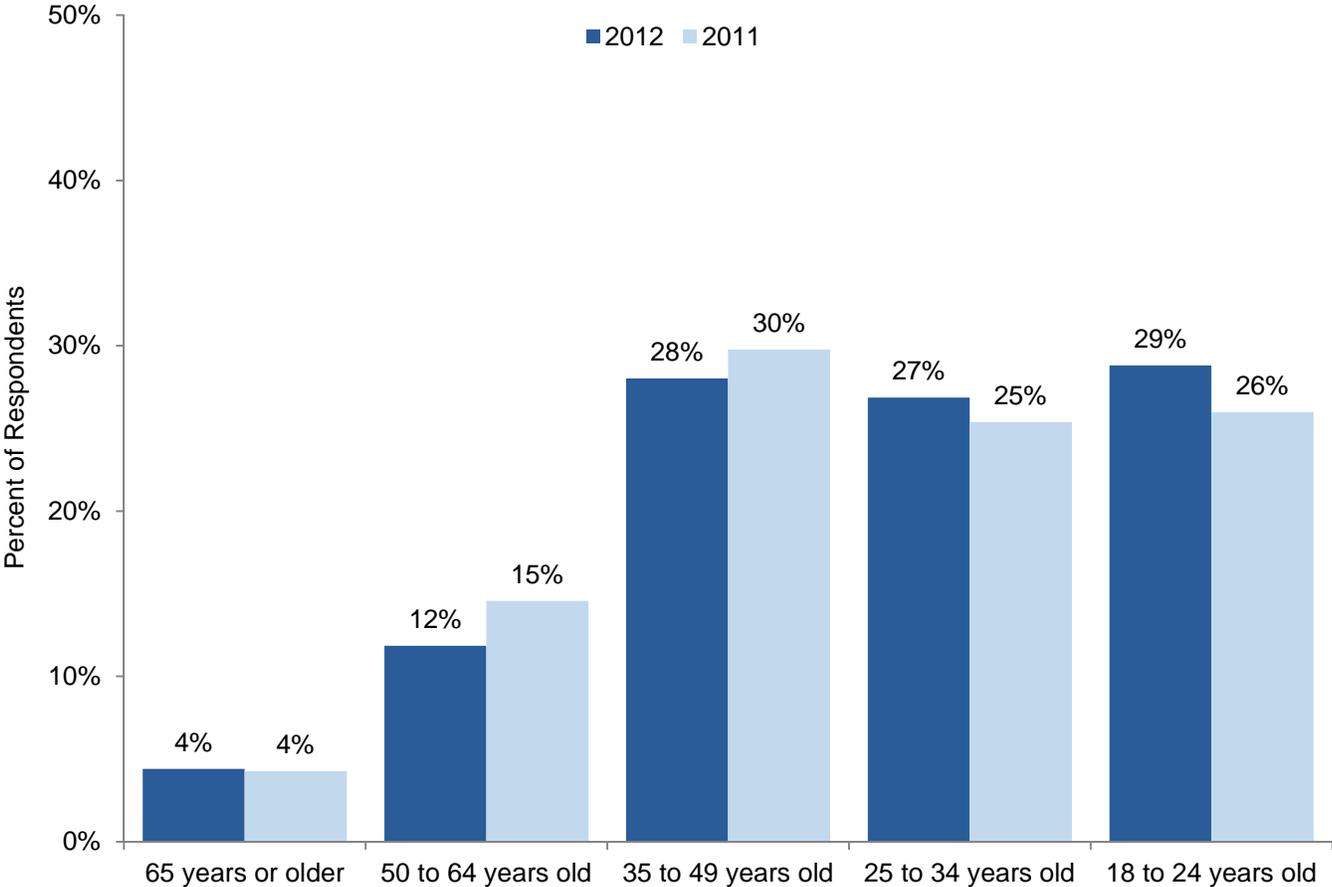


**TABLE 8: RESPONDENT MARITAL STATUS BY DISTRICT (2012)**

| <b>District</b> | <b>Married</b> | <b>Single</b> | <b>Widower/ Widow</b> |
|-----------------|----------------|---------------|-----------------------|
| <b>ALL</b>      | 72%            | 25%           | 3%                    |
| <b>20</b>       | 81%            | 18%           | 1%                    |
| <b>13</b>       | 81%            | 18%           | 1%                    |
| <b>11</b>       | 77%            | 22%           | 1%                    |
| <b>18</b>       | 77%            | 21%           | 2%                    |
| <b>19</b>       | 77%            | 18%           | 5%                    |
| <b>1</b>        | 76%            | 23%           | 1%                    |
| <b>14</b>       | 75%            | 22%           | 3%                    |
| <b>8</b>        | 75%            | 21%           | 4%                    |
| <b>12</b>       | 74%            | 23%           | 3%                    |
| <b>3</b>        | 74%            | 21%           | 5%                    |
| <b>22</b>       | 74%            | 17%           | 9%                    |
| <b>17</b>       | 74%            | 20%           | 6%                    |
| <b>7</b>        | 73%            | 25%           | 2%                    |
| <b>5</b>        | 73%            | 26%           | 1%                    |
| <b>16</b>       | 73%            | 23%           | 4%                    |
| <b>10</b>       | 72%            | 23%           | 5%                    |
| <b>2</b>        | 71%            | 29%           | 0%                    |
| <b>4</b>        | 70%            | 26%           | 4%                    |
| <b>21</b>       | 67%            | 30%           | 3%                    |
| <b>9</b>        | 67%            | 31%           | 2%                    |
| <b>15</b>       | 66%            | 30%           | 4%                    |
| <b>6</b>        | 59%            | 38%           | 3%                    |

The majority of respondents were younger than 35, this was similar between years. The average age was 34 in 2012 and it ranged from a low of 31 in district 6 to a high of 38 in district 8. The average age was 36 in 2011.

**FIGURE 9: RESPONDENT AGE**

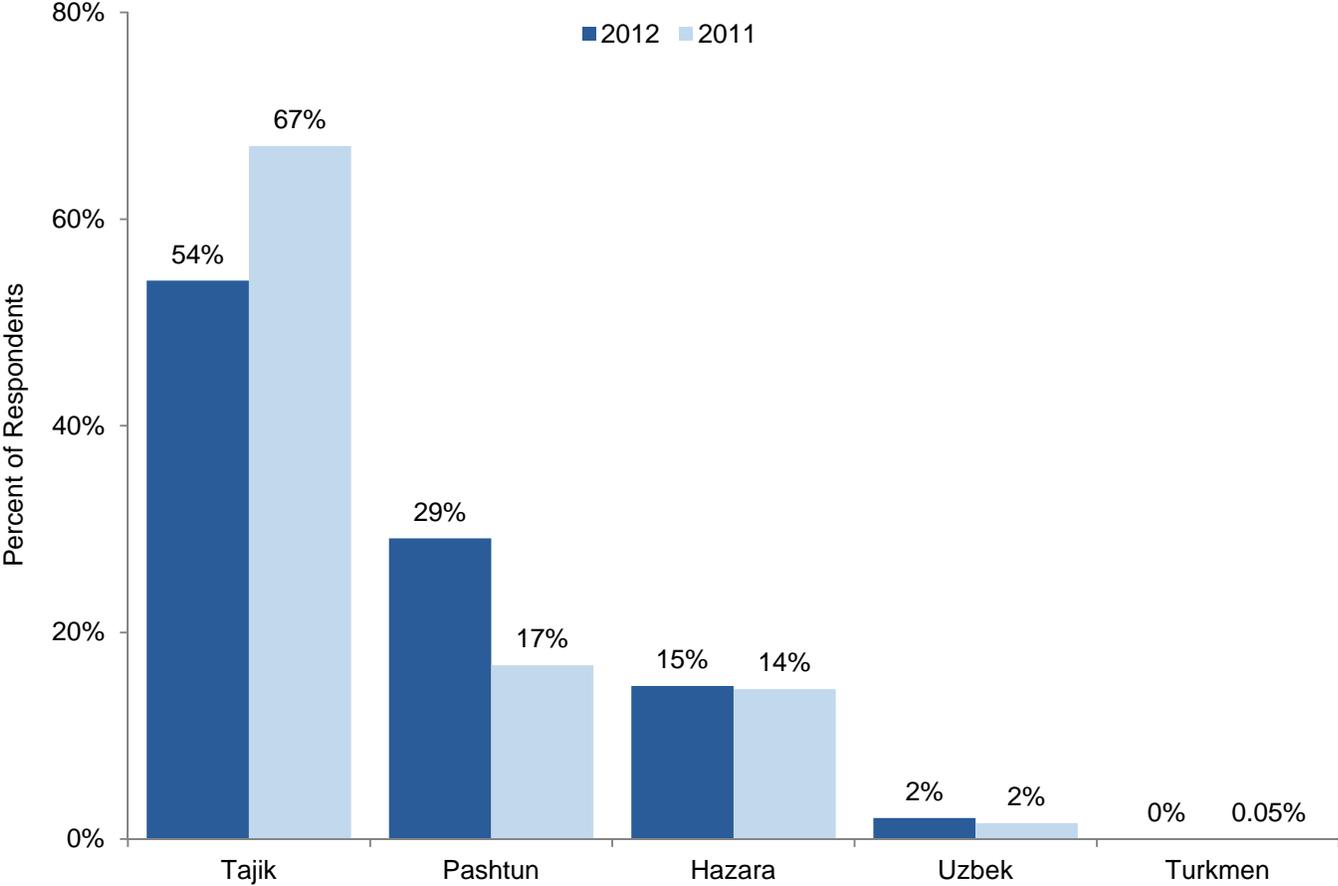


**TABLE 9: RESPONDENT AGE BY DISTRICT**

| District   | 2012               |                    |                    |                    |                   | 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 | 2012                      | 2011 |
| <b>ALL</b> | 29%                | 27%                | 28%                | 12%                | 4%                | 34                        | 36   |
| <b>8</b>   | 21%                | 25%                | 28%                | 18%                | 8%                | 38                        | 34   |
| <b>13</b>  | 20%                | 28%                | 27%                | 18%                | 7%                | 38                        | 37   |
| <b>17</b>  | 24%                | 24%                | 32%                | 11%                | 9%                | 37                        | 35   |
| <b>19</b>  | 24%                | 24%                | 33%                | 16%                | 3%                | 36                        | 35   |
| <b>12</b>  | 28%                | 24%                | 25%                | 18%                | 5%                | 36                        | 32   |
| <b>3</b>   | 27%                | 21%                | 35%                | 11%                | 6%                | 36                        | 38   |
| <b>18</b>  | 26%                | 29%                | 25%                | 13%                | 7%                | 36                        | 39   |
| <b>4</b>   | 31%                | 22%                | 31%                | 11%                | 5%                | 35                        | 34   |
| <b>14</b>  | 28%                | 28%                | 27%                | 11%                | 6%                | 35                        | 36   |
| <b>22</b>  | 29%                | 26%                | 27%                | 12%                | 6%                | 35                        | 34   |
| <b>11</b>  | 21%                | 28%                | 35%                | 13%                | 3%                | 35                        | 37   |
| <b>9</b>   | 29%                | 25%                | 30%                | 11%                | 5%                | 35                        | 36   |
| <b>20</b>  | 25%                | 25%                | 32%                | 15%                | 3%                | 35                        | 36   |
| <b>7</b>   | 33%                | 21%                | 31%                | 11%                | 4%                | 34                        | 36   |
| <b>16</b>  | 30%                | 33%                | 20%                | 9%                 | 8%                | 34                        | 36   |
| <b>1</b>   | 27%                | 30%                | 28%                | 10%                | 5%                | 34                        | 36   |
| <b>15</b>  | 38%                | 21%                | 24%                | 15%                | 2%                | 33                        | 34   |
| <b>2</b>   | 38%                | 20%                | 29%                | 8%                 | 5%                | 33                        | 37   |
| <b>5</b>   | 35%                | 29%                | 21%                | 11%                | 4%                | 33                        | 35   |
| <b>21</b>  | 34%                | 29%                | 26%                | 9%                 | 2%                | 32                        | 36   |
| <b>10</b>  | 25%                | 41%                | 26%                | 6%                 | 2%                | 32                        | 36   |
| <b>6</b>   | 33%                | 32%                | 26%                | 7%                 | 2%                | 31                        | 37   |

Most of the survey respondents were Tajiks, although fewer Tajiks and more Pashtuns were interviewed in 2012 than 2011. The largest changes in the ethnicity of the interviewee were in districts 8, 12, 16, 19 and 21.

**FIGURE 10: RESPONDENT ETHNICITY**



**TABLE 10: RESPONDENT ETHNICITY BY DISTRICT (2012)**

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

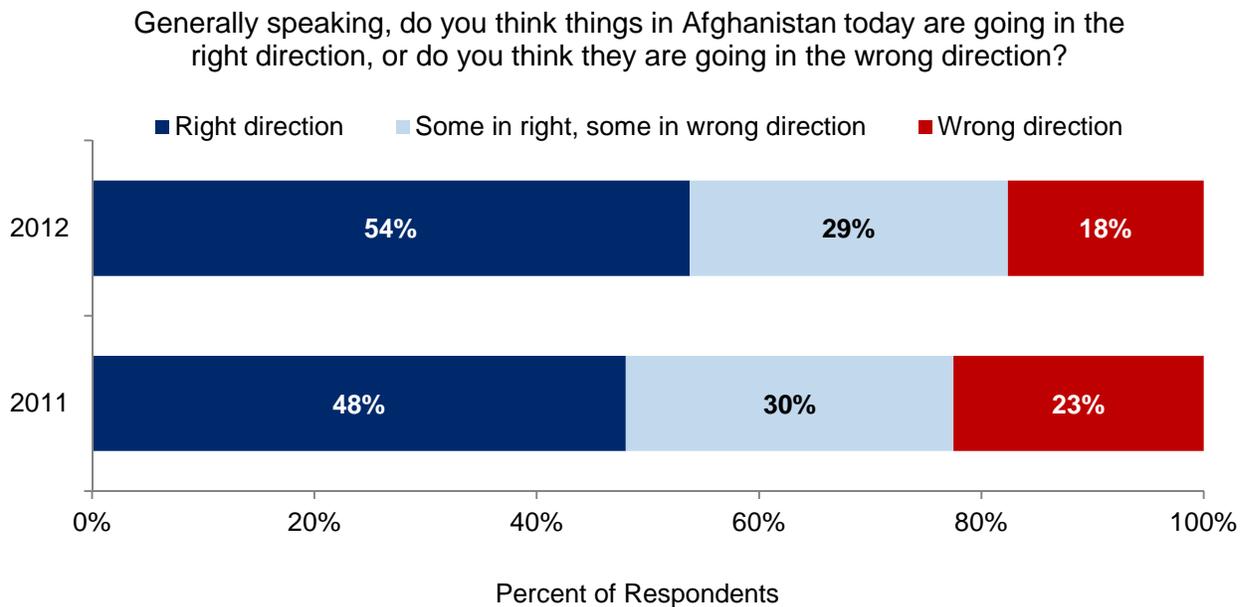
# QUALITY OF LIFE IN KABUL

A majority of Kabul residents (54%) felt that the country was going in the right direction at the time the survey was conducted and just 18% felt the country was going in the wrong direction. This was an improvement from 2011, when only 48% thought the country was going in the right direction and 23% felt it was going in the wrong direction.

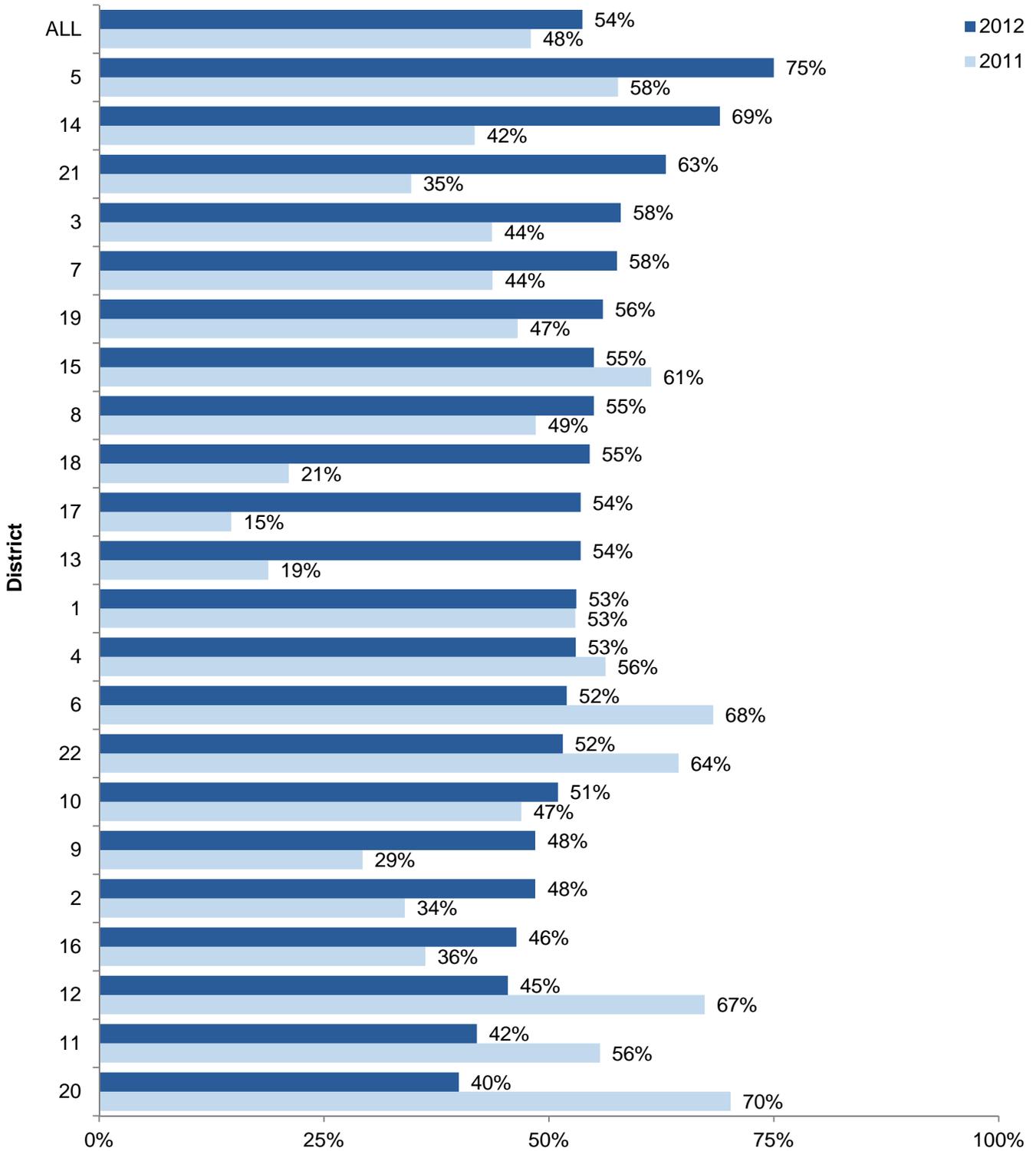
Residents in districts 13, 17 and 18 gave the lowest rating for the country's direction in 2011 and saw the greatest improvement in this metric in 2012. While residents in districts 12 and 20 had among the highest ratings in 2011 and saw their ratings drop to the bottom among all districts.

(Reminder: For a difference between years for a given district to be considered statistically significant it must be greater than  $\pm 14\%$  and for the whole city it must be more than  $\pm 2\%$ .)

**FIGURE 11: AFGHANISTAN TODAY**



**FIGURE 12: AFGHANISTAN IS GOING IN RIGHT DIRECTION BY DISTRICT**



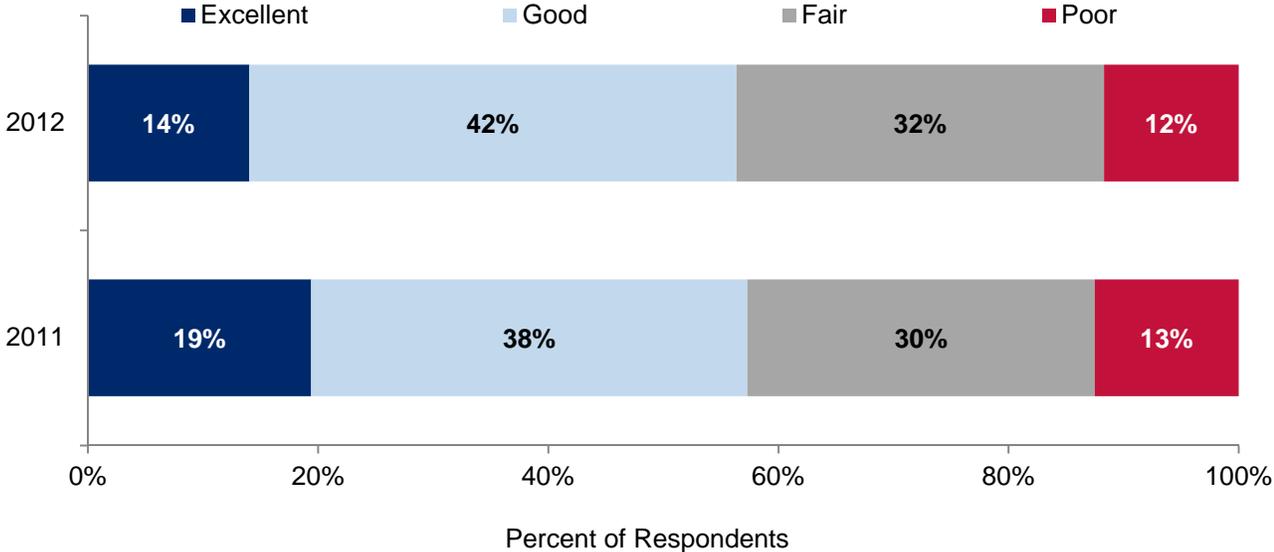
Percent of respondents who think Afghanistan is going in the right direction

Over half of Kabul adults rated their overall quality of life as excellent or good in 2012, but there was a drop in the proportion who rated it as excellent.

The most positive ratings of overall quality of life came from residents in districts 6, 14 and 12.

Residents in districts 8, 13 and 17 gave the lowest ratings to the overall quality of life compared to residents in other districts with 29% of residents in district 13 giving a poor rating to their overall quality of life. District 13 had the highest percent of Hazara residents and had lower than average income, employment and education levels.

**FIGURE 13: OVERALL QUALITY OF LIFE IN KABUL BY YEAR**



**TABLE 11: OVERALL QUALITY OF LIFE IN KABUL BY DISTRICT**

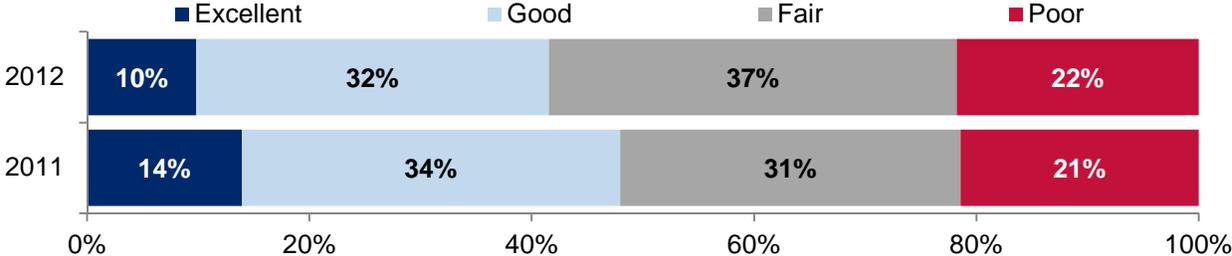
| District | 2012      |      |      |      | Average rating* |      |
|----------|-----------|------|------|------|-----------------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 |
| ALL      | 14%       | 42%  | 32%  | 12%  | 53              | 55   |
| 6        | 19%       | 56%  | 19%  | 6%   | 63              | 64   |
| 14       | 25%       | 42%  | 29%  | 4%   | 63              | 60   |
| 12       | 17%       | 51%  | 27%  | 5%   | 60              | 60   |
| 7        | 14%       | 56%  | 21%  | 9%   | 58              | 57   |
| 21       | 21%       | 41%  | 28%  | 9%   | 58              | 60   |
| 2        | 20%       | 40%  | 33%  | 7%   | 58              | 60   |
| 10       | 19%       | 44%  | 25%  | 12%  | 57              | 67   |
| 4        | 10%       | 53%  | 29%  | 8%   | 55              | 53   |
| 15       | 10%       | 52%  | 31%  | 7%   | 55              | 47   |
| 5        | 17%       | 38%  | 34%  | 10%  | 54              | 60   |
| 9        | 13%       | 44%  | 35%  | 8%   | 54              | 53   |
| 20       | 16%       | 40%  | 32%  | 11%  | 54              | 62   |
| 1        | 12%       | 46%  | 31%  | 11%  | 53              | 53   |
| 11       | 10%       | 42%  | 44%  | 4%   | 53              | 57   |
| 3        | 13%       | 39%  | 37%  | 11%  | 51              | 64   |
| 18       | 20%       | 27%  | 35%  | 18%  | 50              | 23   |
| 16       | 5%        | 42%  | 43%  | 9%   | 48              | 56   |
| 22       | 14%       | 32%  | 37%  | 17%  | 48              | 61   |
| 19       | 15%       | 36%  | 25%  | 24%  | 47              | 44   |
| 8        | 12%       | 28%  | 43%  | 17%  | 45              | 50   |
| 17       | 6%        | 35%  | 40%  | 19%  | 43              | 45   |
| 13       | 5%        | 26%  | 40%  | 29%  | 36              | 44   |

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

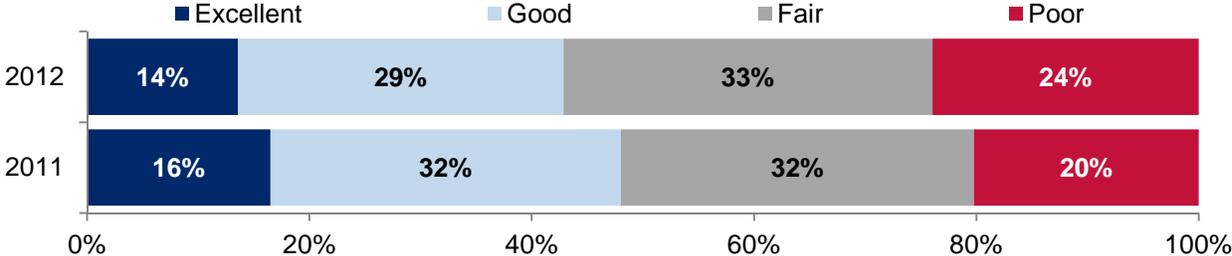
Questions about various aspects of the quality of life in Kabul were divided into themes for reporting that cover personal safety and health (described generally as “quality of life”), economic indicators and youth indicators. Broadly, in both 2011 and 2012 the general characteristics of quality of life relating to health, health care, water, electricity and freedom of movement received higher ratings than those for the economy or youth.

The most positive rating among those tested in the quality of life arena was feeling safe to move freely within your district (see Figure 18). In 2012, 81% of Kabul residents gave this characteristic of city life an excellent or good rating, up from 76% in 2011. Among these quality of life questions, lowest ratings were given to access to healthcare (Figure 15) and the health of the people (Figure 14), though even here close to half of residents across the city gave excellent or good ratings. Ratings for these two items decreased from 2011 to 2012.

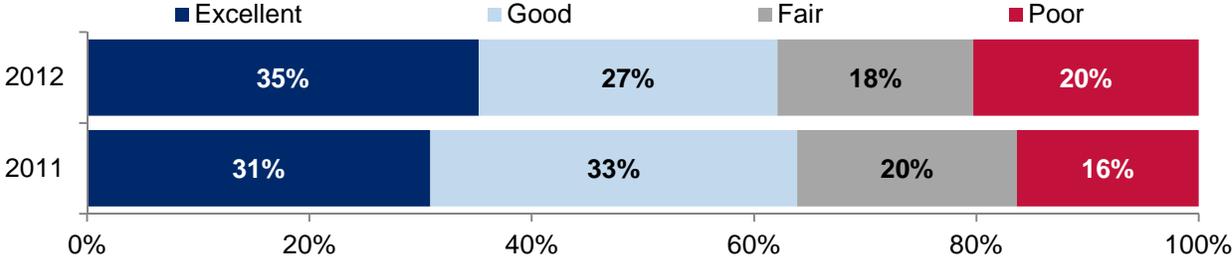
**FIGURE 14: HEALTH OF THE PEOPLE IN KABUL BY YEAR**



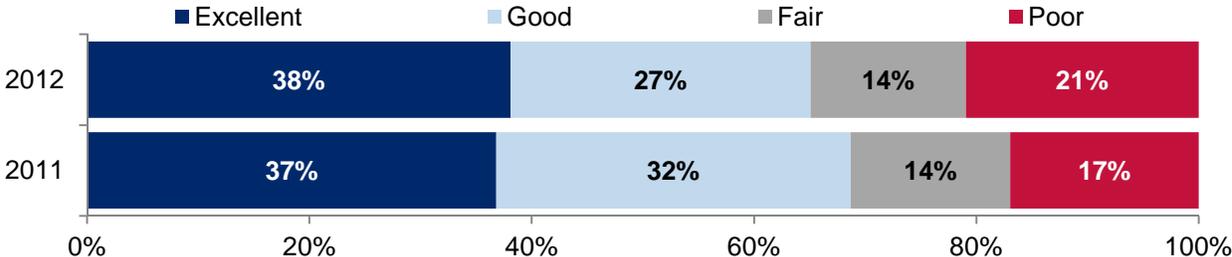
**FIGURE 15: ACCESS TO HEALTHCARE (FACILITIES AND MEDICINE) IN KABUL BY YEAR**



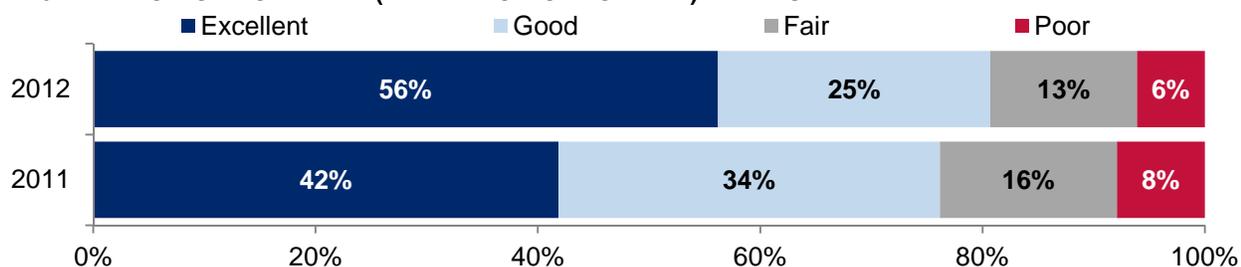
**FIGURE 16: ACCESS TO CLEAN WATER IN KABUL BY YEAR**



**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 quality of life, residents in districts 9, 11 and 12 gave the highest rating and those living in districts 18, 19 and 22 gave the lowest ratings. Districts 18, 19 and 22 had more Pashtun residents than on average and lower levels of employment, income and education.

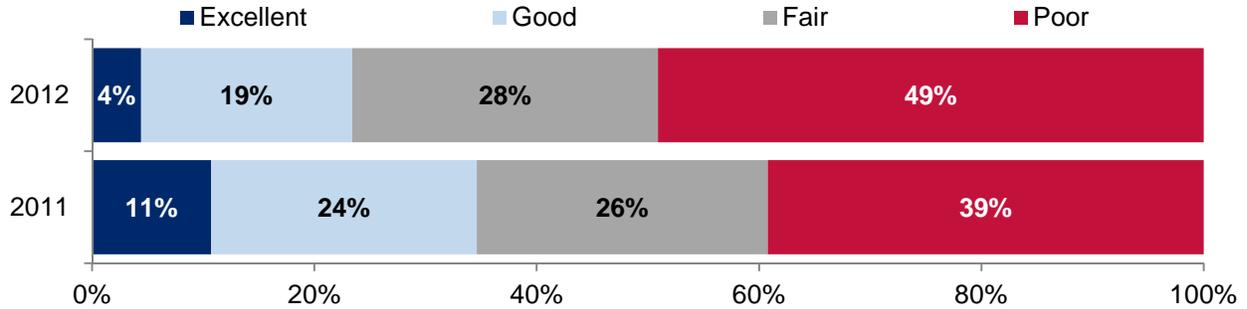
**TABLE 12: AVERAGE RATING OF ASPECTS OF QUALITY OF LIFE BY DISTRICT**

| District | 2012                 |                      |                                      |                                    |                                 | 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 | 2012  | 2011 |
| ALL      | 43                   | 44                   | 59                                   | 61                                 | 77                              | 57  | 57   |
| 11       | 57                   | 58                   | 81                                   | 76                                 | 78                              | 70  | 72   |
| 9        | 59                   | 56                   | 72                                   | 71                                 | 81                              | 68  | 59   |
| 12       | 55                   | 52                   | 58                                   | 83                                 | 82                              | 66  | 59   |
| 10       | 47                   | 52                   | 63                                   | 76                                 | 78                              | 63  | 68   |
| 6        | 57                   | 56                   | 63                                   | 68                                 | 72                              | 63  | 61   |
| 2        | 55                   | 58                   | 67                                   | 68                                 | 66                              | 63  | 67   |
| 8        | 33                   | 35                   | 64                                   | 92                                 | 89                              | 63  | 55   |
| 14       | 44                   | 42                   | 61                                   | 79                                 | 84                              | 62  | 57   |
| 21       | 55                   | 43                   | 72                                   | 68                                 | 71                              | 62  | 52   |
| 3        | 48                   | 49                   | 65                                   | 70                                 | 77                              | 62  | 68   |
| 15       | 44                   | 46                   | 53                                   | 76                                 | 87                              | 61  | 56   |
| 5        | 40                   | 45                   | 58                                   | 75                                 | 79                              | 60  | 63   |
| 16       | 42                   | 43                   | 64                                   | 65                                 | 82                              | 59  | 63   |
| 4        | 41                   | 50                   | 56                                   | 69                                 | 70                              | 57  | 56   |
| 1        | 46                   | 50                   | 54                                   | 63                                 | 62                              | 55  | 63   |
| 7        | 43                   | 38                   | 48                                   | 63                                 | 74                              | 54  | 70   |
| 20       | 42                   | 47                   | 66                                   | 30                                 | 64                              | 51  | 50   |
| 17       | 35                   | 32                   | 64                                   | 35                                 | 85                              | 50  | 56   |
| 13       | 26                   | 32                   | 67                                   | 36                                 | 89                              | 49  | 42   |
| 22       | 30                   | 26                   | 40                                   | 19                                 | 77                              | 39  | 56   |
| 18       | 23                   | 34                   | 34                                   | 4                                  | 83                              | 36  | 24   |
| 19       | 30                   | 23                   | 37                                   | 17                                 | 60                              | 34  | 35   |

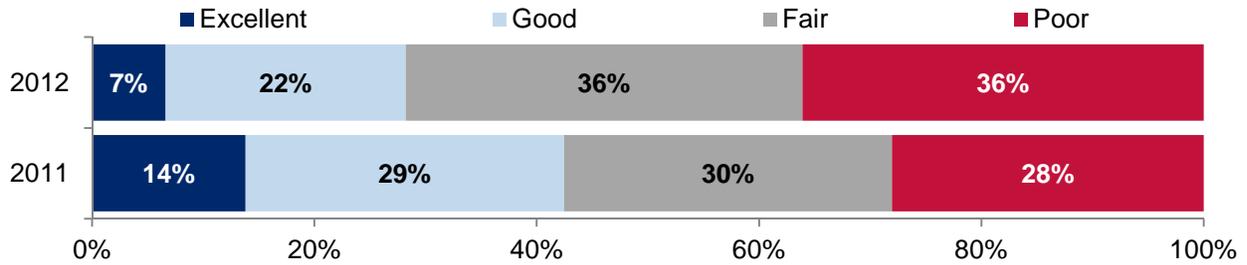
Average rating where 100=excellent, 67=good, 33=fair and 0=poor.

Ratings for all four questions related to the economy dropped from 2011 to 2012 and the worst rating of the four continued to be for job opportunities. Half of residents gave this a poor rating, up from 39% in 2011. Market quality received better ratings on average than did the number of businesses. The location of the market was given the best ratings, but fewer than half of residents gave any of these items ratings of excellent or good.

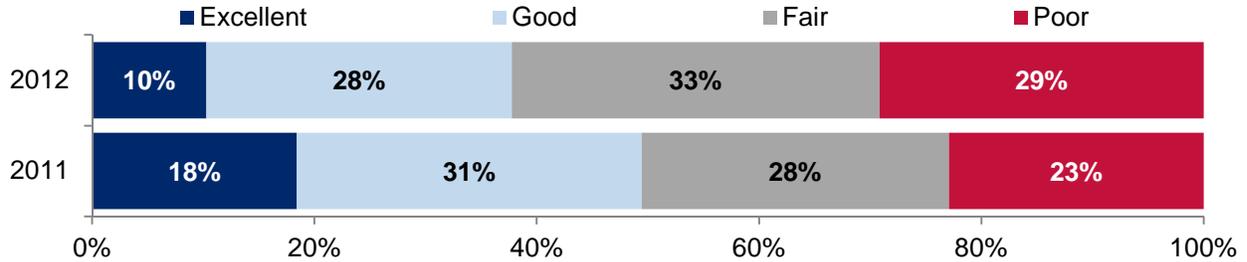
**FIGURE 19: NUMBER OF JOB OPPORTUNITIES IN KABUL BY YEAR**



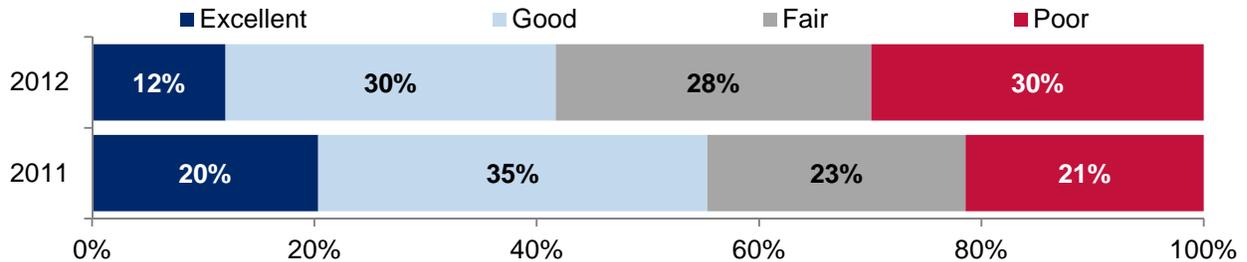
**FIGURE 20: NUMBER OF BUSINESSES IN KABUL BY YEAR**



**FIGURE 21: QUALITY OF MARKETS IN KABUL BY YEAR**



**FIGURE 22: LOCATION OF MARKETS IN KABUL BY YEAR**



Districts 1, 2, 3, 6 and 10 gave the best ratings to the set of economic indicators and districts 13, 17, 18, 19 and 22 gave the lowest. As mentioned above, districts 18, 19 and 22 had more Pashtun residents, than on average, and lower levels of employment, income and education. District 13 also had lower levels of employment, income and education, but was prominently Hazara. District 17 had average levels of employment and income and the lowest levels of education for males and females, but was prominently Tajik.

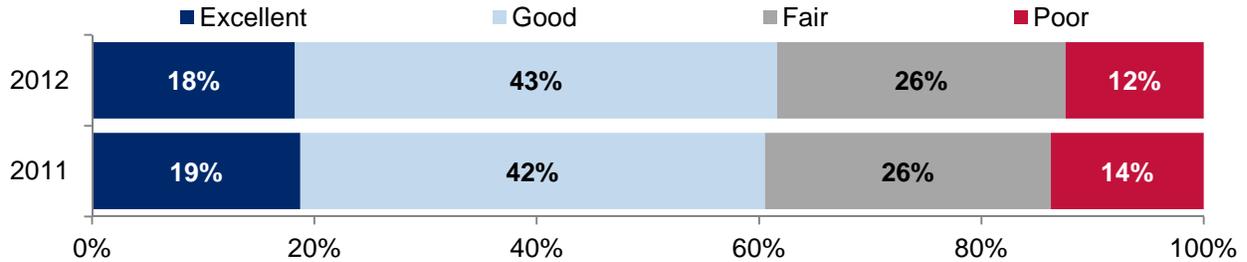
**TABLE 13: AVERAGE RATING OF ECONOMIC INDICATORS RATED BY DISTRICT**

| District   | 2012                            |                          |                                       |  | 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 | 2012                                       | 2011 |
| <b>ALL</b> | 26                              | 33                       | 40                                    | 41                                     | 35   | 44   |
| <b>3</b>   | 35                              | 39                       | 63                                    | 68                                     | 52   | 52   |
| <b>10</b>  | 37                              | 47                       | 55                                    | 49                                     | 47   | 59   |
| <b>1</b>   | 35                              | 42                       | 53                                    | 51                                     | 45   | 47   |
| <b>2</b>   | 30                              | 36                       | 51                                    | 59                                     | 44   | 52   |
| <b>6</b>   | 32                              | 41                       | 52                                    | 55                                     | 44   | 48   |
| <b>5</b>   | 24                              | 40                       | 54                                    | 55                                     | 43   | 48   |
| <b>9</b>   | 35                              | 37                       | 45                                    | 53                                     | 43   | 48   |
| <b>11</b>  | 30                              | 35                       | 48                                    | 56                                     | 42   | 59   |
| <b>12</b>  | 35                              | 35                       | 45                                    | 40                                     | 39   | 54   |
| <b>15</b>  | 35                              | 36                       | 45                                    | 39                                     | 39   | 41   |
| <b>4</b>   | 28                              | 40                       | 42                                    | 48                                     | 38   | 42   |
| <b>14</b>  | 31                              | 32                       | 42                                    | 44                                     | 37   | 30   |
| <b>21</b>  | 33                              | 36                       | 40                                    | 43                                     | 37   | 34   |
| <b>7</b>   | 28                              | 35                       | 36                                    | 42                                     | 35   | 53   |
| <b>16</b>  | 33                              | 31                       | 38                                    | 33                                     | 34   | 46   |
| <b>8</b>   | 18                              | 28                       | 29                                    | 32                                     | 27   | 42   |
| <b>20</b>  | 17                              | 19                       | 29                                    | 28                                     | 24   | 43   |
| <b>13</b>  | 13                              | 21                       | 25                                    | 26                                     | 21   | 34   |
| <b>22</b>  | 11                              | 18                       | 21                                    | 30                                     | 20   | 48   |
| <b>19</b>  | 20                              | 21                       | 21                                    | 15                                     | 19   | 17   |
| <b>17</b>  | 7                               | 11                       | 17                                    | 18                                     | 13   | 31   |
| <b>18</b>  | 4                               | 9                        | 7                                     | 6                                      | 6  | 13   |

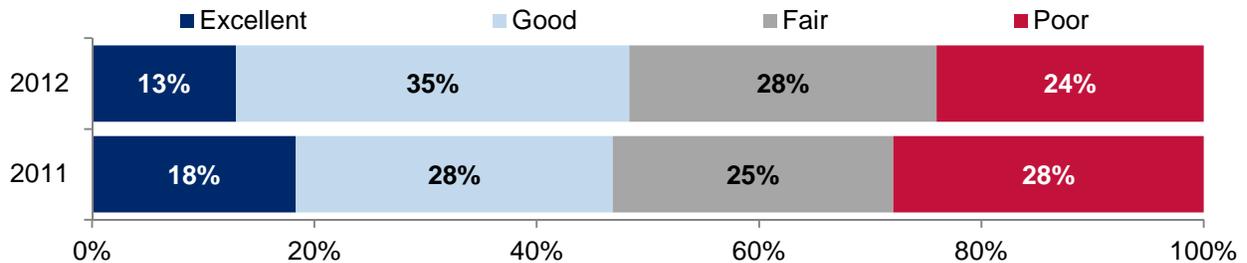
*Average rating where 100=excellent, 67=good, 33=fair and 0=poor.*

Youth indicators showed that school quality was appreciated by the majority of Kabul residents while almost a majority of residents felt that facilities for youth activities were poor. Availability of youth programs received middling ratings. Generally these ratings were similar across survey years, but fewer residents gave poor ratings to the availability of positive youth activities and the number of youth facilities in 2012 than had in 2011.

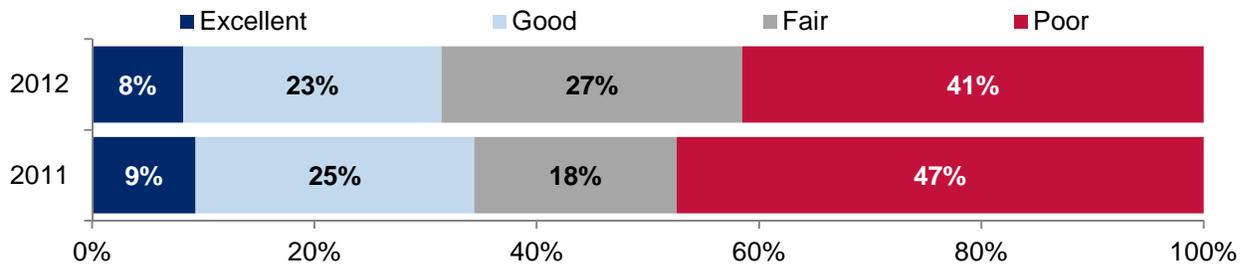
**FIGURE 23: QUALITY OF SCHOOLS IN KABUL BY YEAR**



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



**FIGURE 25: NUMBER OF YOUTH FACILITIES IN KABUL BY YEAR**



In 2012 residents in districts 13, 17, 18 and 19 (all with respondents with lower than average levels of education) gave the lowest overall ratings to the quality of schools, availability of youth programs and number of facilities for youth. There was a drop in ratings from 2011 for districts 13 and 17, but an improvement for district 19. Improvements in ratings were also seen in districts 9, and 14. The best ratings (on average half way between fair and good) were given by districts 3, 6, 9 and 11. These were districts with higher levels of education for both male and female respondents.

**TABLE 14: AVERAGE RATING OF YOUTH INDICATORS BY DISTRICT**

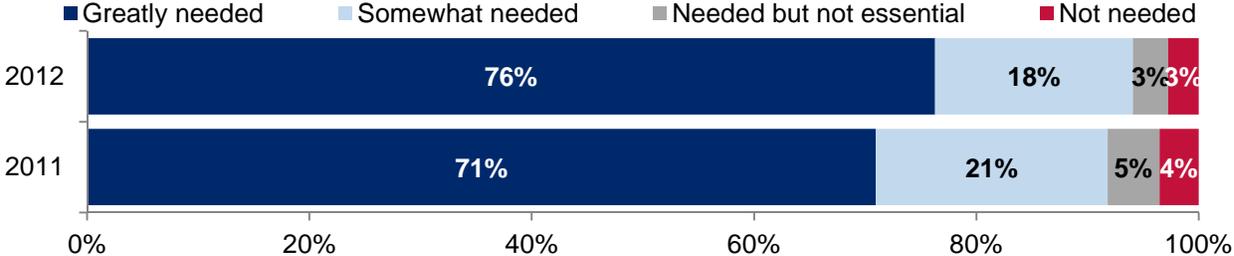
| District   | 2012                   |   |                                    | Average of 3 youth indicator categories |      |
|------------|------------------------|---|------------------------------------|---|------|
|            | The quality of schools | Availability of positive activities for youth | The number of facilities for youth | 2012                                    | 2011 |
| <b>ALL</b> | 56                     | 46  | 33                                 | 45                                      | 45   |
| <b>11</b>  | 66                     | 62  | 55                                 | 61                                      | 54   |
| <b>9</b>   | 63                     | 67  | 47                                 | 59                                      | 47   |
| <b>6</b>   | 63                     | 52  | 48                                 | 54                                      | 56   |
| <b>3</b>   | 65                     | 52  | 44                                 | 54                                      | 50   |
| <b>2</b>   | 66                     | 46  | 37                                 | 50                                      | 54   |
| <b>10</b>  | 63                     | 50  | 39                                 | 50                                      | 51   |
| <b>7</b>   | 56                     | 50  | 34                                 | 48                                      | 47   |
| <b>1</b>   | 56                     | 47  | 40                                 | 48                                      | 45   |
| <b>21</b>  | 60                     | 48  | 32                                 | 47                                      | 42   |
| <b>12</b>  | 64                     | 43  | 29                                 | 46                                      | 57   |
| <b>4</b>   | 61                     | 47  | 30                                 | 46                                      | 39   |
| <b>5</b>   | 56                     | 48  | 31                                 | 44                                      | 53   |
| <b>15</b>  | 58                     | 46  | 29                                 | 44                                      | 37   |
| <b>20</b>  | 58                     | 42  | 30                                 | 43                                      | 56   |
| <b>14</b>  | 52                     | 44  | 33                                 | 43                                      | 33   |
| <b>16</b>  | 64                     | 38  | 25                                 | 42                                      | 46   |
| <b>22</b>  | 48                     | 41  | 18                                 | 37                                      | 51   |
| <b>8</b>   | 50                     | 34  | 27                                 | 37                                      | 37   |
| <b>17</b>  | 47                     | 33  | 18                                 | 32                                      | 40   |
| <b>19</b>  | 31                     | 33  | 30                                 | 31                                      | 23   |
| <b>13</b>  | 43                     | 29  | 15                                 | 30                                      | 38   |
| <b>18</b>  | 36                     | 25  | 6                                  | 22                                      | 22   |

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

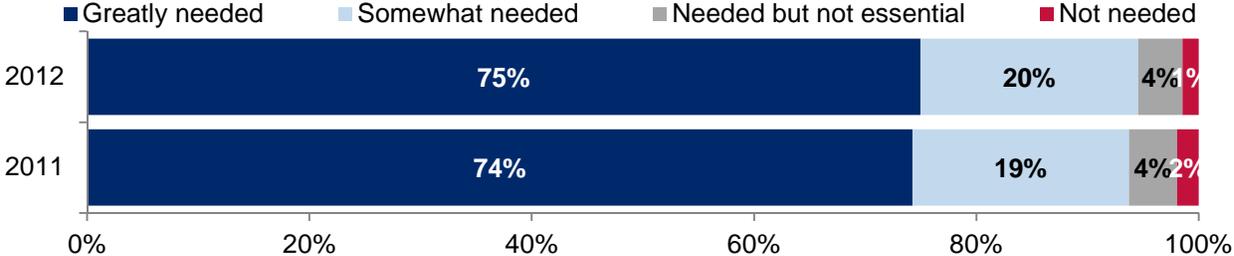
To identify pressing needs, residents were asked their opinions about needs for parks amenities, streets and trash and ditch services. In both survey years, a significant majority of Kabul residents concluded that every service or facility tested was greatly needed, though the needs for improved streets and regular trash collection continued to be considered greatly needed by the most residents.

Providing new parks or renovating current parks were higher priorities than youth football fields, playgrounds and park lightings although all items were considered to be of great need by more than half of respondents.

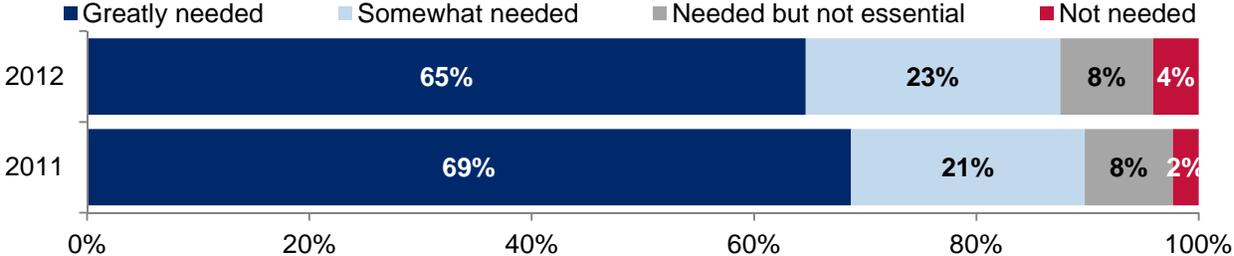
**FIGURE 26: LEVEL OF NEED FOR PARKS RENOVATION IN NEIGHBORHOOD BY YEAR**



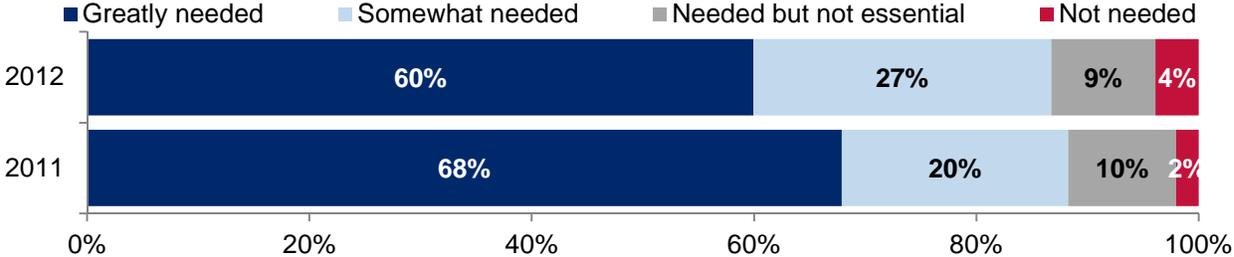
**FIGURE 27: LEVEL OF NEED FOR NEW PARKS IN NEIGHBORHOOD BY YEAR**



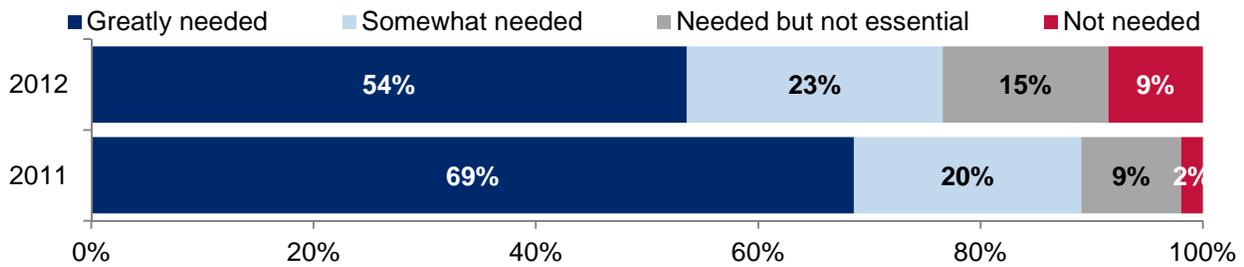
**FIGURE 28: LEVEL OF NEED FOR YOUTH FOOTBALL FIELDS IN NEIGHBORHOOD BY YEAR**



**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 71 on a scale of 100, or a rating of “somewhat needed,” given by respondents in district 18. Districts 1, 2 and 3 gave an average rating of need of 91.

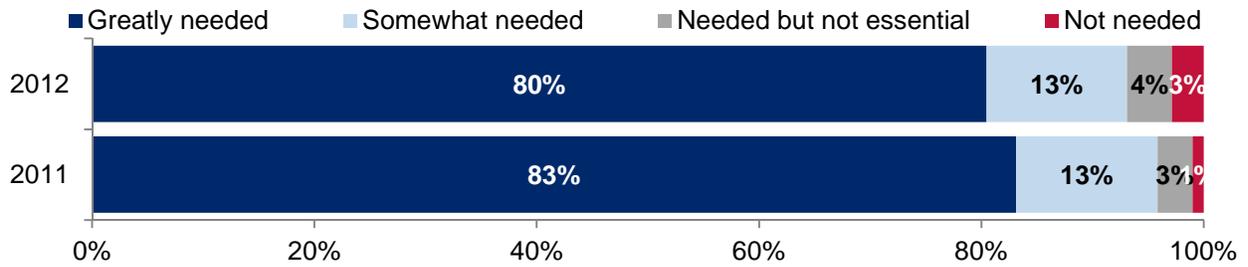
**TABLE 15: AVERAGE LEVEL OF NEED FOR PARKS AMENITIES BY DISTRICT**

| District | 2012      |                  |                      |                       |               | Average of 5 parks categories |      |
|----------|-----------|------------------|----------------------|-----------------------|---------------|-------------------------------|------|
|          | New Parks | Parks Renovation | Playground Equipment | Youth Football Fields | Park Lighting | 2012                          | 2011 |
| ALL      | 89        | 89               | 81                   | 83                    | 74            | 83                            | 86   |
| 3        | 93        | 95               | 88                   | 89                    | 89            | 91                            | 87   |
| 2        | 94        | 91               | 89                   | 92                    | 88            | 91                            | 86   |
| 1        | 93        | 92               | 88                   | 90                    | 90            | 91                            | 85   |
| 9        | 93        | 90               | 92                   | 89                    | 85            | 90                            | 85   |
| 15       | 96        | 98               | 87                   | 89                    | 75            | 89                            | 93   |
| 11       | 92        | 90               | 88                   | 90                    | 83            | 89                            | 91   |
| 12       | 94        | 97               | 85                   | 87                    | 70            | 87                            | 88   |
| 21       | 89        | 90               | 85                   | 86                    | 87            | 87                            | 83   |
| 10       | 90        | 93               | 81                   | 88                    | 76            | 86                            | 82   |
| 16       | 93        | 95               | 86                   | 88                    | 66            | 86                            | 73   |
| 20       | 95        | 88               | 77                   | 76                    | 89            | 85                            | 85   |
| 4        | 91        | 87               | 84                   | 84                    | 74            | 84                            | 91   |
| 6        | 86        | 93               | 78                   | 80                    | 81            | 84                            | 85   |
| 7        | 95        | 95               | 75                   | 77                    | 71            | 83                            | 84   |
| 17       | 92        | 82               | 84                   | 82                    | 63            | 80                            | 86   |
| 19       | 82        | 79               | 79                   | 84                    | 68            | 78                            | 94   |
| 22       | 87        | 90               | 77                   | 82                    | 55            | 78                            | 90   |
| 8        | 83        | 85               | 75                   | 76                    | 61            | 76                            | 91   |
| 5        | 84        | 83               | 69                   | 75                    | 69            | 76                            | 81   |
| 13       | 82        | 81               | 79                   | 74                    | 63            | 76                            | 80   |
| 14       | 79        | 79               | 79                   | 77                    | 56            | 74                            | 81   |
| 18       | 81        | 78               | 72                   | 75                    | 51            | 71                            | 80   |

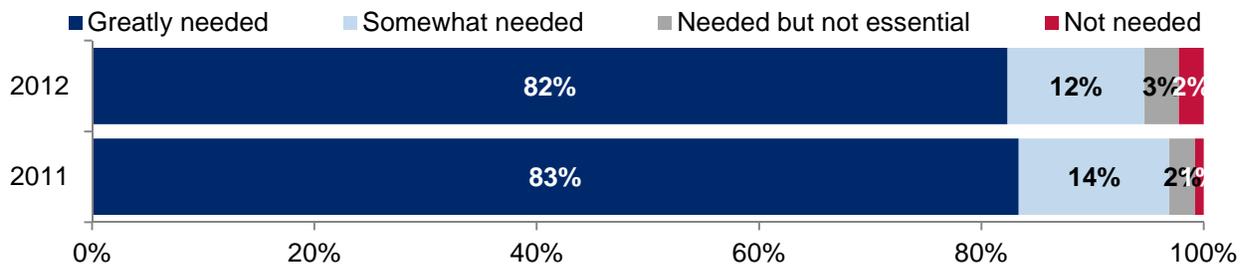
Average rating where 100=greatly needed, 67=somewhat needed, 33=needed but not essential and 0=not needed.

Street leveling/graveling and sidewalk construction or clearing were thought to be the greatest needs among the four street amenities tested – seen by 4 in 5 residents as greatly needed. Fewer residents, though still a majority, felt that street lighting and tree or flower planting were greatly needed.

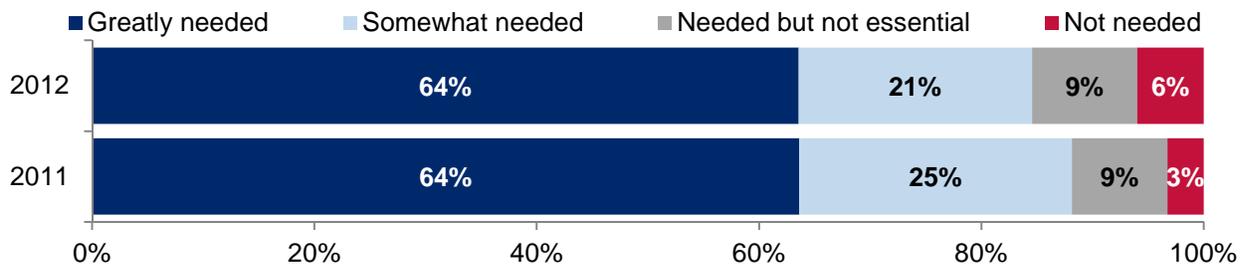
**FIGURE 31: LEVEL OF NEED FOR STREET LEVELING OR GRAVELLING IN NEIGHBORHOOD BY YEAR**



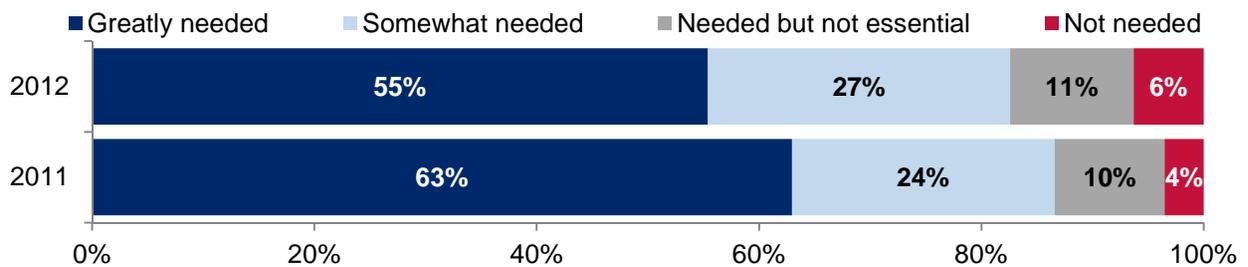
**FIGURE 32: LEVEL OF NEED FOR SIDEWALKS BUILT OR CLEARED ALONG MAJOR ROADS IN NEIGHBORHOOD BY YEAR**



**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 /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 8, 13, 14, 18 and 22 saw the least need.

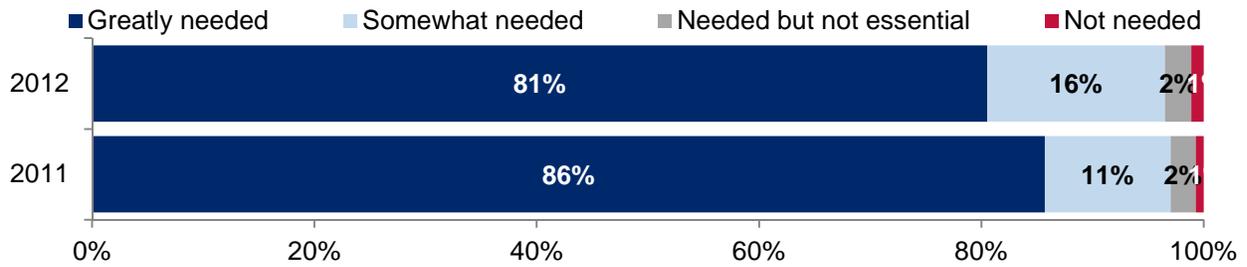
**TABLE 16: AVERAGE LEVEL OF NEED FOR STREET AMENITIES BY DISTRICT**

| District   | 2012                         |  |                                |                              | Average of 4 street categories |      |
|------------|------------------------------|--|--------------------------------|------------------------------|--------------------------------|------|
|            | Street leveling or graveling | Sidewalks built or cleared along major roads | Street lights at intersections | Street side flowers or trees | 2012                           | 2011 |
| <b>ALL</b> | 90                           | 92   | 81                             | 77                           | 85                             | 88   |
| <b>11</b>  | 91                           | 95   | 92                             | 90                           | 92                             | 94   |
| <b>9</b>   | 95                           | 92   | 93                             | 90                           | 92                             | 92   |
| <b>3</b>   | 92                           | 94   | 91                             | 90                           | 92                             | 84   |
| <b>10</b>  | 93                           | 94   | 91                             | 86                           | 91                             | 82   |
| <b>1</b>   | 93                           | 93   | 90                             | 86                           | 91                             | 89   |
| <b>21</b>  | 94                           | 95   | 86                             | 82                           | 89                             | 79   |
| <b>2</b>   | 85                           | 91   | 92                             | 87                           | 89                             | 90   |
| <b>16</b>  | 93                           | 93   | 85                             | 79                           | 88                             | 87   |
| <b>12</b>  | 93                           | 93   | 86                             | 80                           | 88                             | 88   |
| <b>20</b>  | 84                           | 91   | 91                             | 81                           | 87                             | 88   |
| <b>15</b>  | 93                           | 91   | 86                             | 78                           | 87                             | 89   |
| <b>4</b>   | 83                           | 89   | 89                             | 87                           | 87                             | 87   |
| <b>19</b>  | 94                           | 91   | 86                             | 72                           | 86                             | 91   |
| <b>6</b>   | 88                           | 89   | 83                             | 81                           | 85                             | 89   |
| <b>5</b>   | 95                           | 98   | 72                             | 75                           | 85                             | 84   |
| <b>17</b>  | 90                           | 90   | 67                             | 68                           | 79                             | 94   |
| <b>13</b>  | 95                           | 92   | 65                             | 63                           | 79                             | 86   |
| <b>7</b>   | 85                           | 84   | 72                             | 76                           | 79                             | 87   |
| <b>14</b>  | 94                           | 94   | 63                             | 52                           | 76                             | 78   |
| <b>22</b>  | 87                           | 92   | 65                             | 57                           | 75                             | 91   |
| <b>18</b>  | 97                           | 99   | 53                             | 53                           | 75                             | 89   |
| <b>8</b>   | 84                           | 86   | 67                             | 63                           | 74                             | 86   |

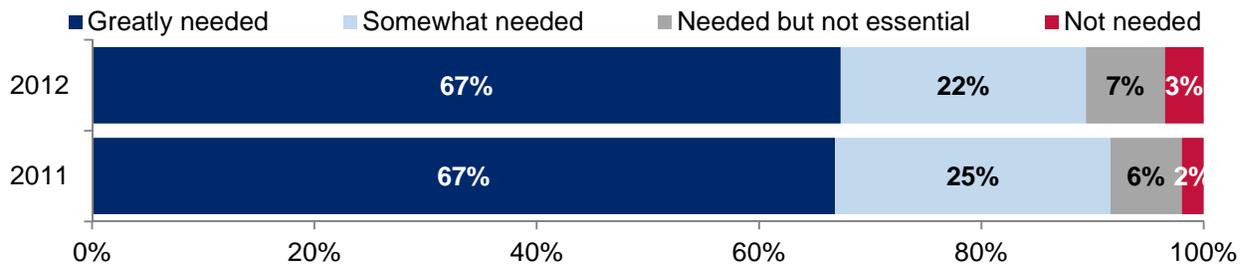
*Average rating where 100=greatly needed, 67=somewhat needed, 33=needed but not essential and 0=not needed.*

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.

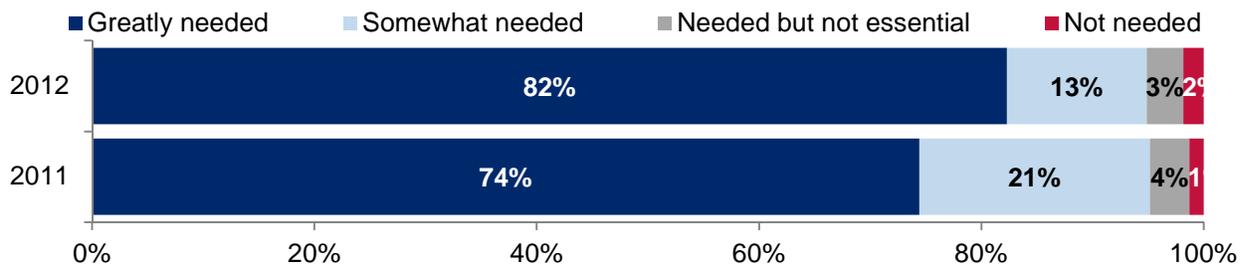
**FIGURE 35: LEVEL OF NEED FOR WEEKLY REGULAR TRASH COLLECTION IN NEIGHBORHOOD BY YEAR**



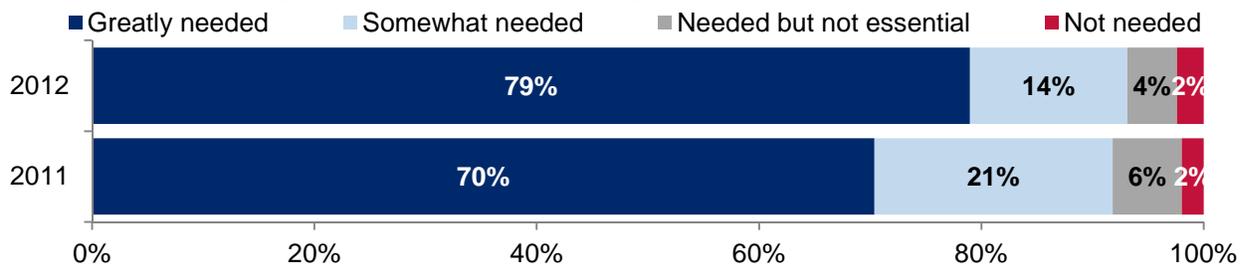
**FIGURE 36: LEVEL OF NEED FOR IMPROVED TRASH COLLECTION AT MARKETS IN NEIGHBORHOOD BY YEAR**



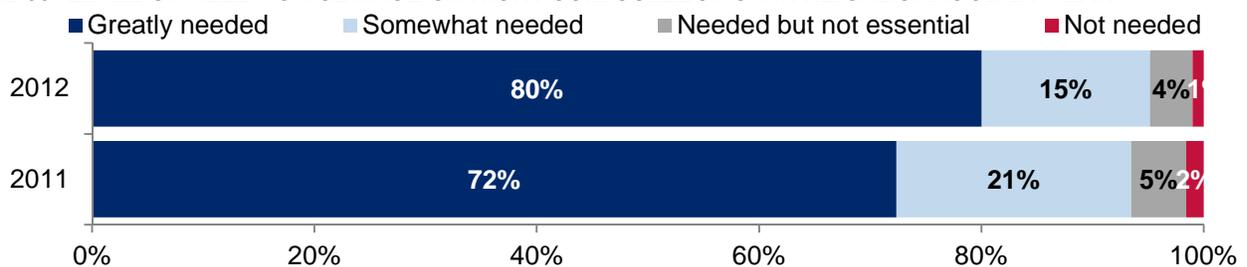
**FIGURE 37: LEVEL OF NEED FOR DITCH CLEANING IN NEIGHBORHOOD BY YEAR**



**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 across the 22 districts varied slightly, but a strong majority 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 | 2012                            |                                      |                |                        |                                 | 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 | 2012                              | 2011 |
| ALL      | 93                              | 85                                   | 91             | 88                     | 90                              | 90                                | 89   |
| 3        | 96                              | 90                                   | 93             | 91                     | 92                              | 95                                | 90   |
| 9        | 94                              | 89                                   | 92             | 91                     | 91                              | 94                                | 90   |
| 11       | 96                              | 93                                   | 94             | 92                     | 93                              | 94                                | 93   |
| 1        | 95                              | 91                                   | 93             | 88                     | 92                              | 93                                | 90   |
| 2        | 94                              | 90                                   | 93             | 91                     | 90                              | 93                                | 91   |
| 10       | 95                              | 83                                   | 90             | 89                     | 91                              | 93                                | 86   |
| 16       | 95                              | 87                                   | 93             | 92                     | 92                              | 92                                | 92   |
| 21       | 93                              | 86                                   | 89             | 89                     | 88                              | 92                                | 86   |
| 4        | 93                              | 85                                   | 91             | 87                     | 88                              | 91                                | 86   |
| 15       | 91                              | 88                                   | 92             | 91                     | 92                              | 91                                | 91   |
| 17       | 94                              | 85                                   | 95             | 95                     | 95                              | 91                                | 94   |
| 12       | 91                              | 82                                   | 92             | 90                     | 90                              | 90                                | 87   |
| 22       | 95                              | 87                                   | 90             | 87                     | 90                              | 90                                | 89   |
| 6        | 91                              | 84                                   | 90             | 86                     | 88                              | 89                                | 87   |
| 7        | 94                              | 87                                   | 91             | 86                     | 93                              | 89                                | 90   |
| 8        | 93                              | 79                                   | 94             | 91                     | 90                              | 89                                | 89   |
| 13       | 95                              | 81                                   | 91             | 91                     | 89                              | 89                                | 89   |
| 5        | 93                              | 80                                   | 86             | 79                     | 85                              | 88                                | 81   |
| 18       | 91                              | 76                                   | 91             | 90                     | 87                              | 88                                | 85   |
| 14       | 92                              | 77                                   | 90             | 89                     | 88                              | 87                                | 87   |
| 20       | 90                              | 85                                   | 83             | 83                     | 88                              | 83                                | 89   |
| 19       | 87                              | 83                                   | 85             | 83                     | 83                              | 77                                | 91   |

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

# KABUL CITY SERVICES

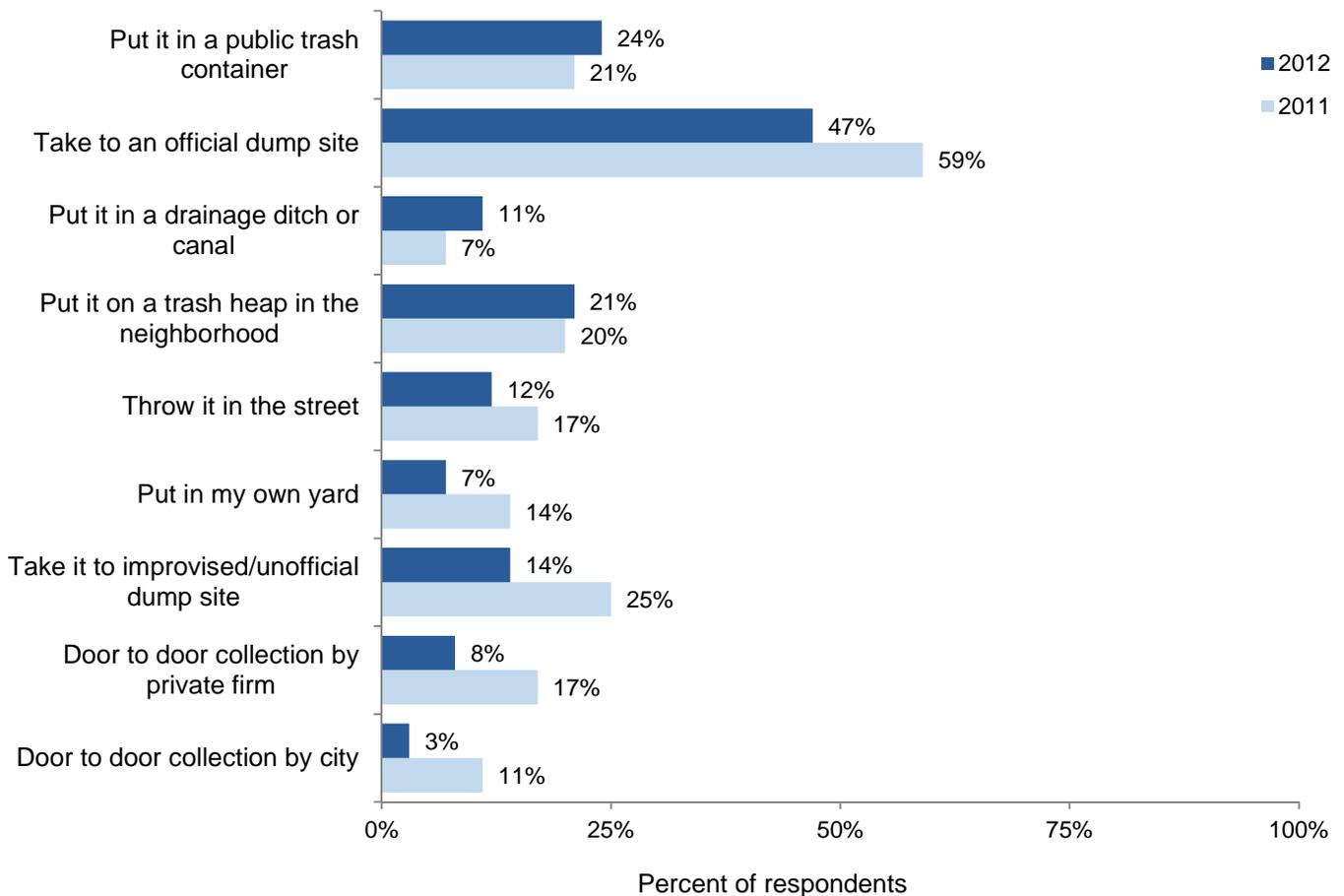
Residents were asked about their use and evaluation of various city services to determine the areas of greatest need. Survey questions explored aspects of trash and human waste disposal, drainage, roads, sidewalks and parks services.

## Trash

Figure 40 shows that many fewer residents used an official dump site to dispose of their trash in 2012 than in 2011, but a few more used a public container. Because respondents were asked to indicate all of the disposal options they used, each could name more than one, so percents add to more than 100. In 2012, residents were less likely to name more than one method, so proportions are lower across most methods. In 2012, 1 in 12 households had at least some of their trash collected by a private firm at their house; down from 1 in 6 in 2011.

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

**FIGURE 40: TRASH DISPOSAL METHOD**



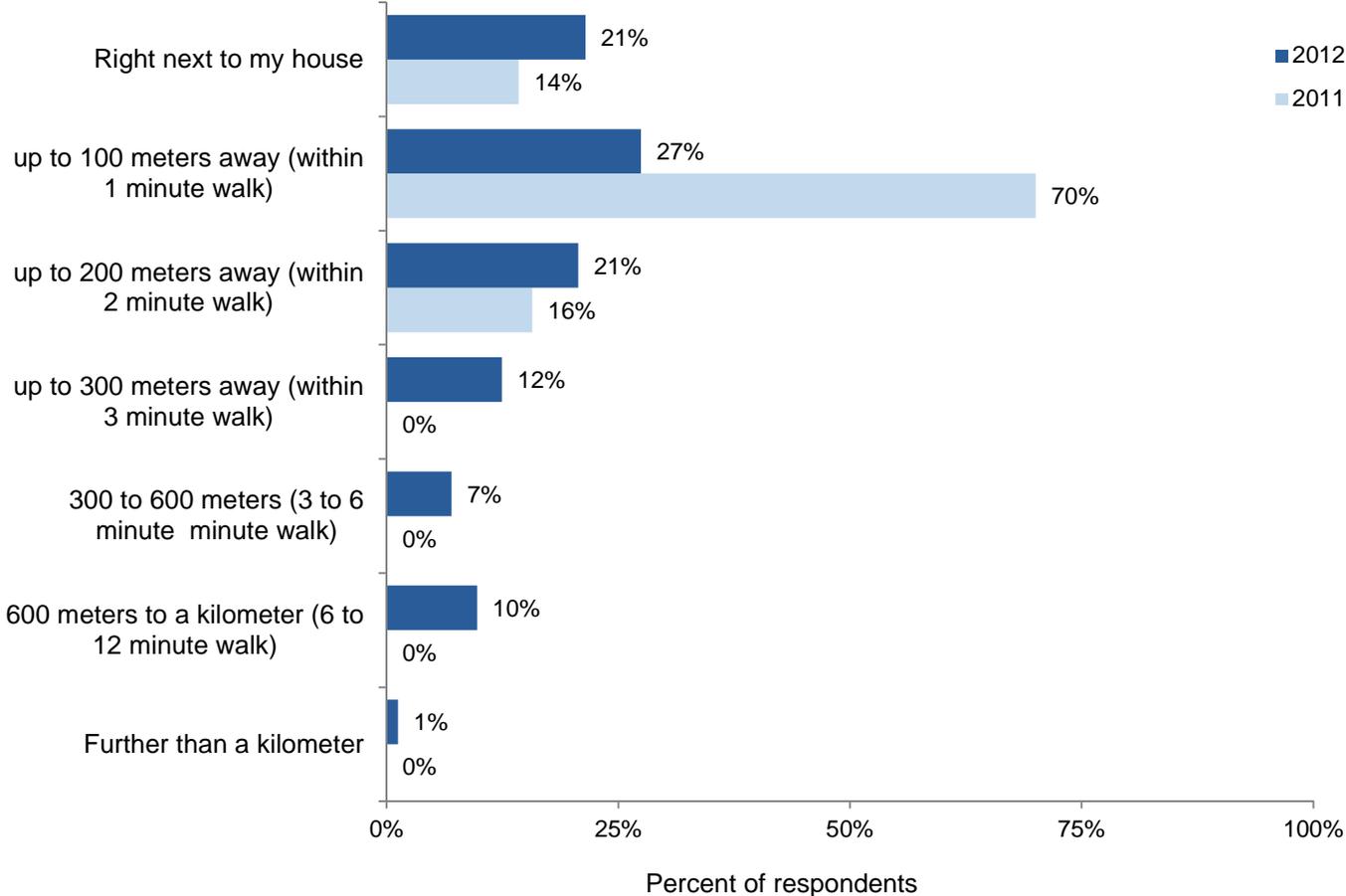
Overall, about half of respondents, roughly the same percent as in 2011, put at least some of their trash in a drainage ditch or canal, the street, their own yard, a trash heap in neighborhood or unofficial dump site. Respondents from districts 13, 18, 19 and 22 were least likely to use public containers, door to door service or official dumpsites.

**TABLE 18: TRASH DISPOSAL METHOD BY DISTRICT**

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

Since convenience is one the best predictors of how trash will be discarded when official sites or door to door collection is not available, and because proximity of trash can pose a health risk, residents were asked to indicate how far they walked to throw out their trash. While in 2011, most said they walked no more than a minute, or about 100 meters to discard their trash. In 2012, about half of residents indicated that they walked further.

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



Residents in districts 18 and 19 who were least likely to use official disposal methods, were most likely to throw trash out right next to their homes. Those who used a public container or official site were more likely to go farther to access that container or site.

**TABLE 19: DISTANCE FOR TRASH DISPOSAL BY DISTRICT, IF NOT COLLECTED AT DOOR (2012)**

| 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      | 18%                    | 49%  | 18%  | 6%   | 3%                                     | 5%  | 1%                       |
| 18       | 62%                    | 24%  | 10%  | 0%   | 1%                                     | 3%  | 0%                       |
| 19       | 41%                    | 50%  | 6%   | 1%   | 1%                                     | 0%  | 1%                       |
| 20       | 33%                    | 44%  | 16%  | 2%   | 4%                                     | 1%  | 0%                       |
| 1        | 26%                    | 43%  | 14%  | 7%   | 3%                                     | 5%  | 0%                       |
| 13       | 23%                    | 49%  | 19%  | 5%   | 2%                                     | 4%  | 0%                       |
| 12       | 20%                    | 39%  | 21%  | 7%   | 5%                                     | 7%  | 0%                       |
| 17       | 20%                    | 45%  | 25%  | 4%   | 3%                                     | 4%  | 0%                       |
| 14       | 18%                    | 59%  | 14%  | 4%   | 3%                                     | 2%  | 0%                       |
| 5        | 18%                    | 43%  | 19%  | 9%   | 8%                                     | 3%  | 0%                       |
| 11       | 18%                    | 48%  | 15%  | 8%   | 5%                                     | 6%  | 1%                       |
| 7        | 16%                    | 34%  | 21%  | 10%  | 8%                                     | 10%   | 0%                       |
| 22       | 16%                    | 61%  | 15%  | 4%   | 1%                                     | 4%  | 0%                       |
| 10       | 14%                    | 51%  | 21%  | 3%   | 3%                                     | 7%  | 1%                       |
| 4        | 12%                    | 52%  | 21%  | 5%   | 2%                                     | 5%  | 1%                       |
| 8        | 12%                    | 60%  | 19%  | 5%   | 1%                                     | 4%  | 0%                       |
| 15       | 11%                    | 51%  | 13%  | 12%  | 3%                                     | 9%  | 0%                       |
| 6        | 10%                    | 49%  | 21%  | 8%   | 4%                                     | 5%  | 3%                       |
| 3        | 9%                     | 58%  | 20%  | 7%   | 3%                                     | 1%  | 3%                       |
| 16       | 9%                     | 50%  | 23%  | 8%   | 5%                                     | 5%  | 0%                       |
| 21       | 9%                     | 69%  | 17%  | 4%   | 1%                                     | 0%  | 2%                       |
| 9        | 6%                     | 53%  | 28%  | 7%   | 2%                                     | 4%  | 0%                       |
| 2        | 5%                     | 62%  | 16%  | 6%   | 6%                                     | 2%  | 3%                       |

*If not collected at door*

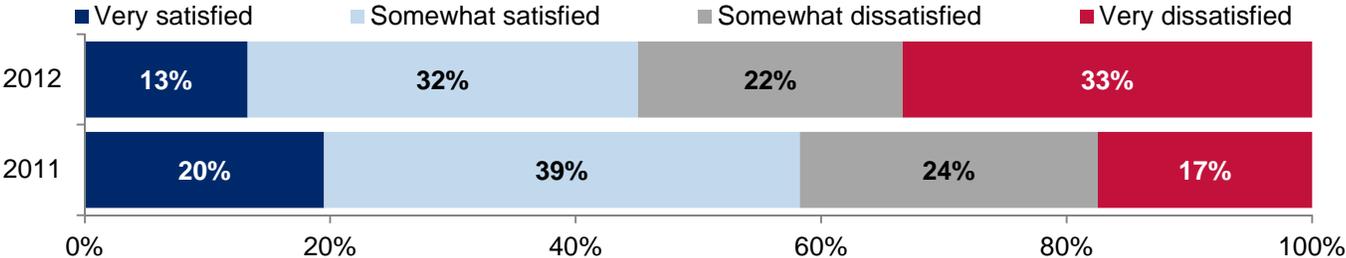
**TABLE 20: DISTANCE FOR TRASH DISPOSAL BY METHOD (2012)**

|  | 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 | 32%                    | 28%  | 40%     |
| Put in public trash container or official dump site  | 11%                    | 29%  | 59%     |

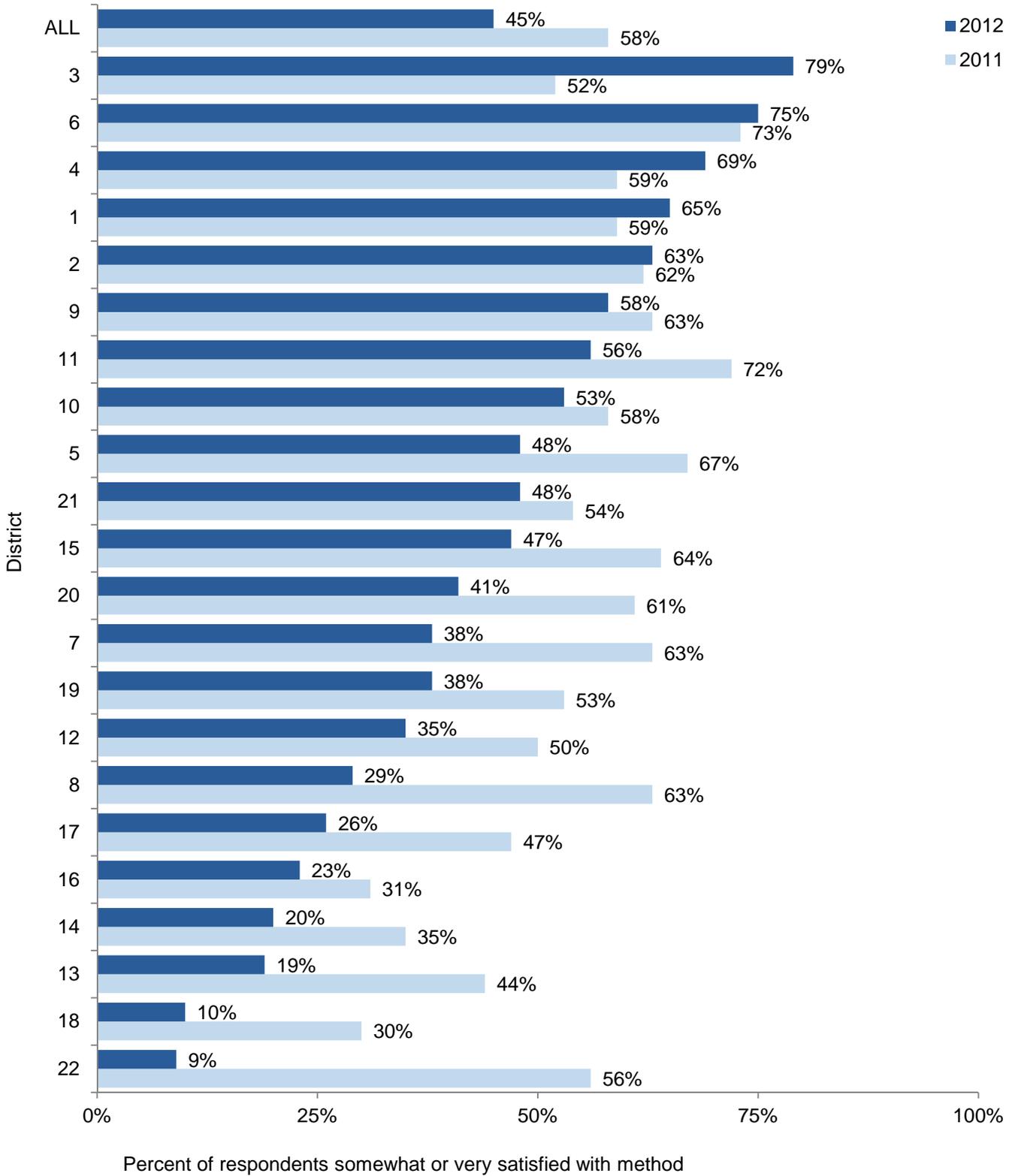
In 2012, less than half of residents (45%) said they were at least somewhat satisfied with the methods of trash disposal they were using (down from 59% of residents in 2011). This decrease in satisfaction could be seen in most districts (see Figure 43).

Residents in districts 13, 14, 18 and 22 were least satisfied with their method of disposal. These five districts were also the most likely to discard their trash in a drainage ditch or canal, street, own yard, trash heap in neighborhood or unofficial dump site.

**FIGURE 42: SATISFACTION WITH TRASH DISPOSAL METHOD**



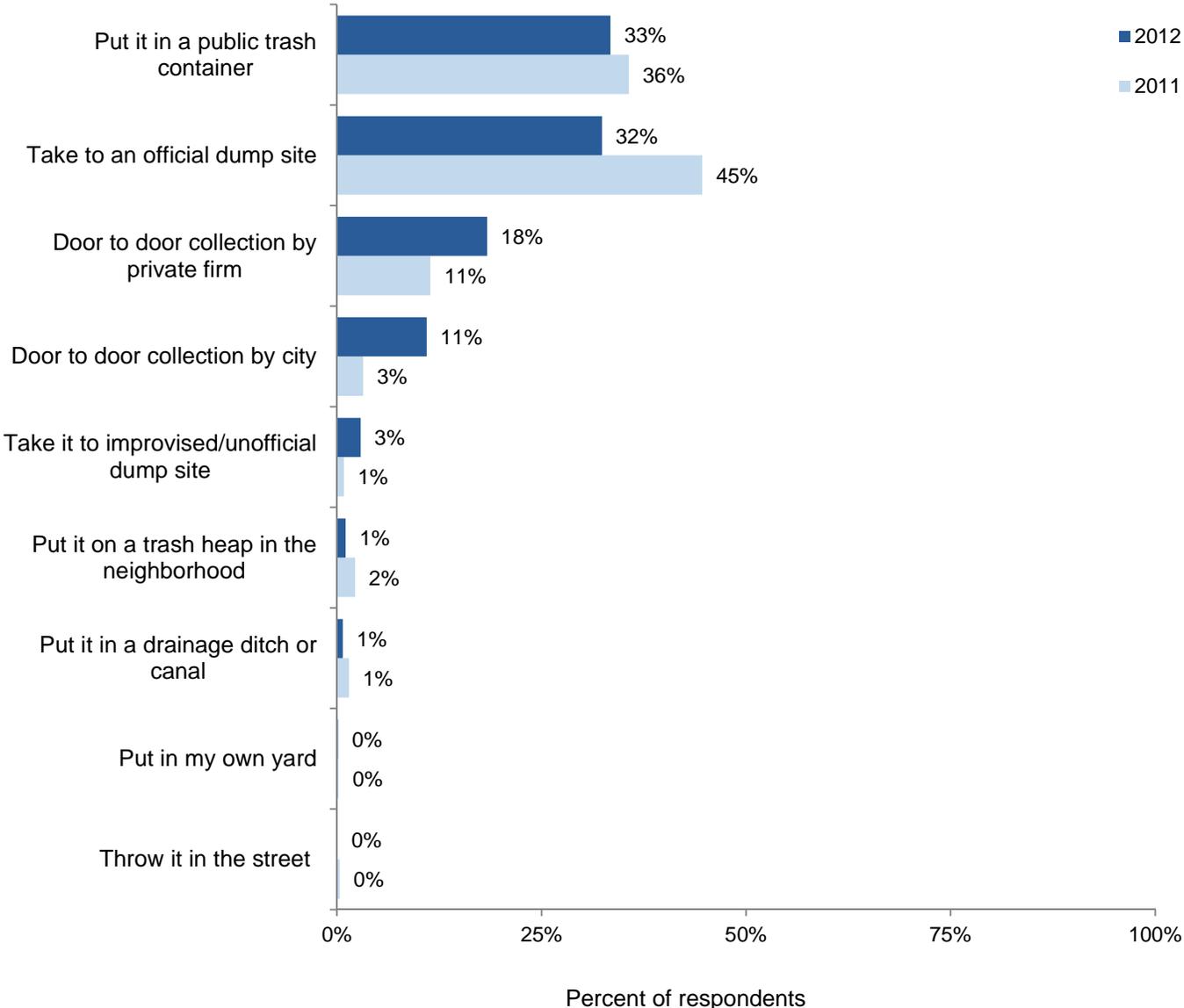
**FIGURE 43: SATISFACTION WITH TRASH DISPOSAL METHOD BY DISTRICT**



When asked how they would prefer their trash to be disposed (given a single option for the most preferred method), most residents chose putting trash in a public trash container or taking their trash to an official dump site. Figure 40 showed that about half of residents disposed of their trash at an official dump site, but many other ad hoc methods supplemented this predominant disposal method. Meaningful numbers 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 (29% by city or private firm), but increasing (up from 14% in 2011).

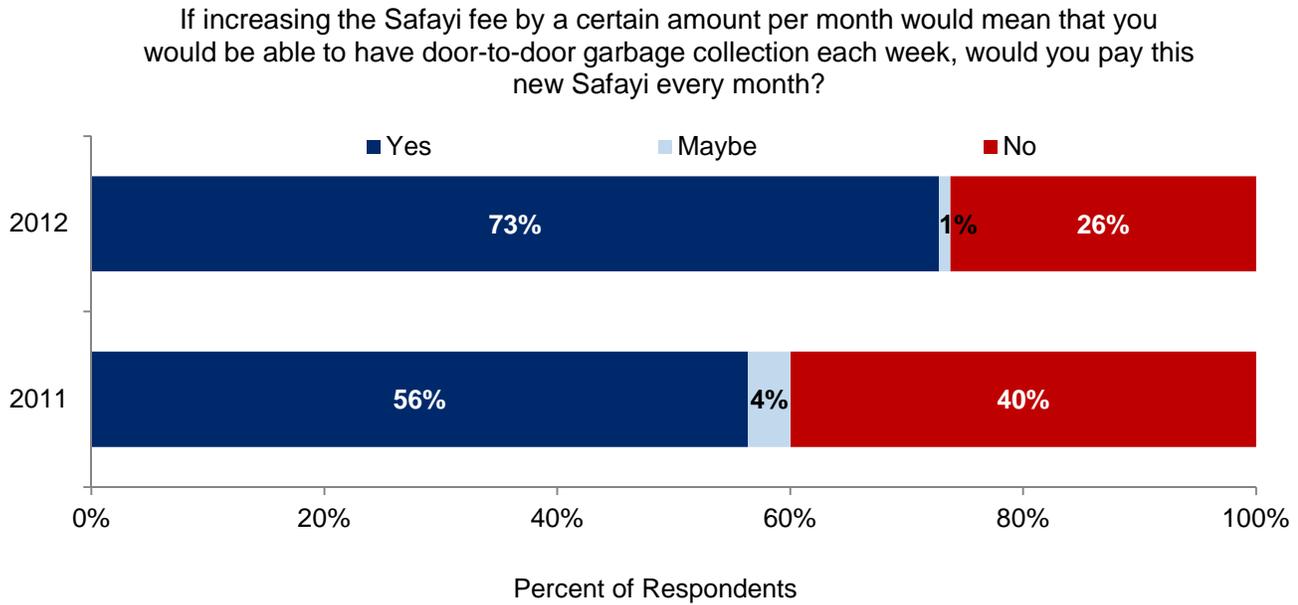
**FIGURE 44: PREFERRED TRASH DISPOSAL METHOD**



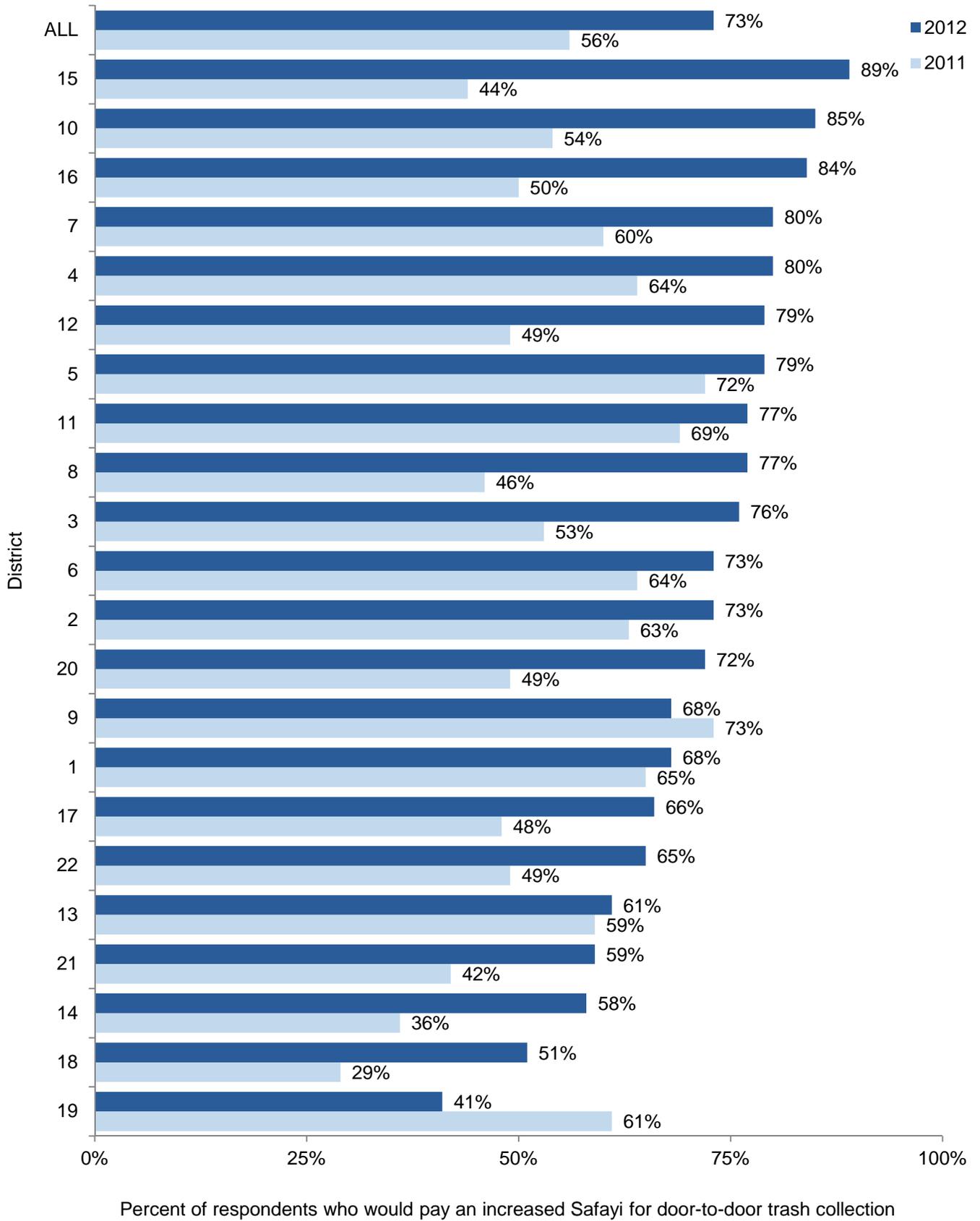
Enthusiasm for door to door collection (expressed as the number of people with this preference, whether offered by the municipality or a private firm) increased from 14% in 2011 to 29% in 2012. An increased majority of residents also indicated that they would pay something for such a service.

Among the five districts least willing to pay (13, 14, 18, 19 and 21), four were among the districts with the highest percent of low income households. The reason given for being unwilling to pay for the service predominantly was that it would be unaffordable (see Table 22).

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

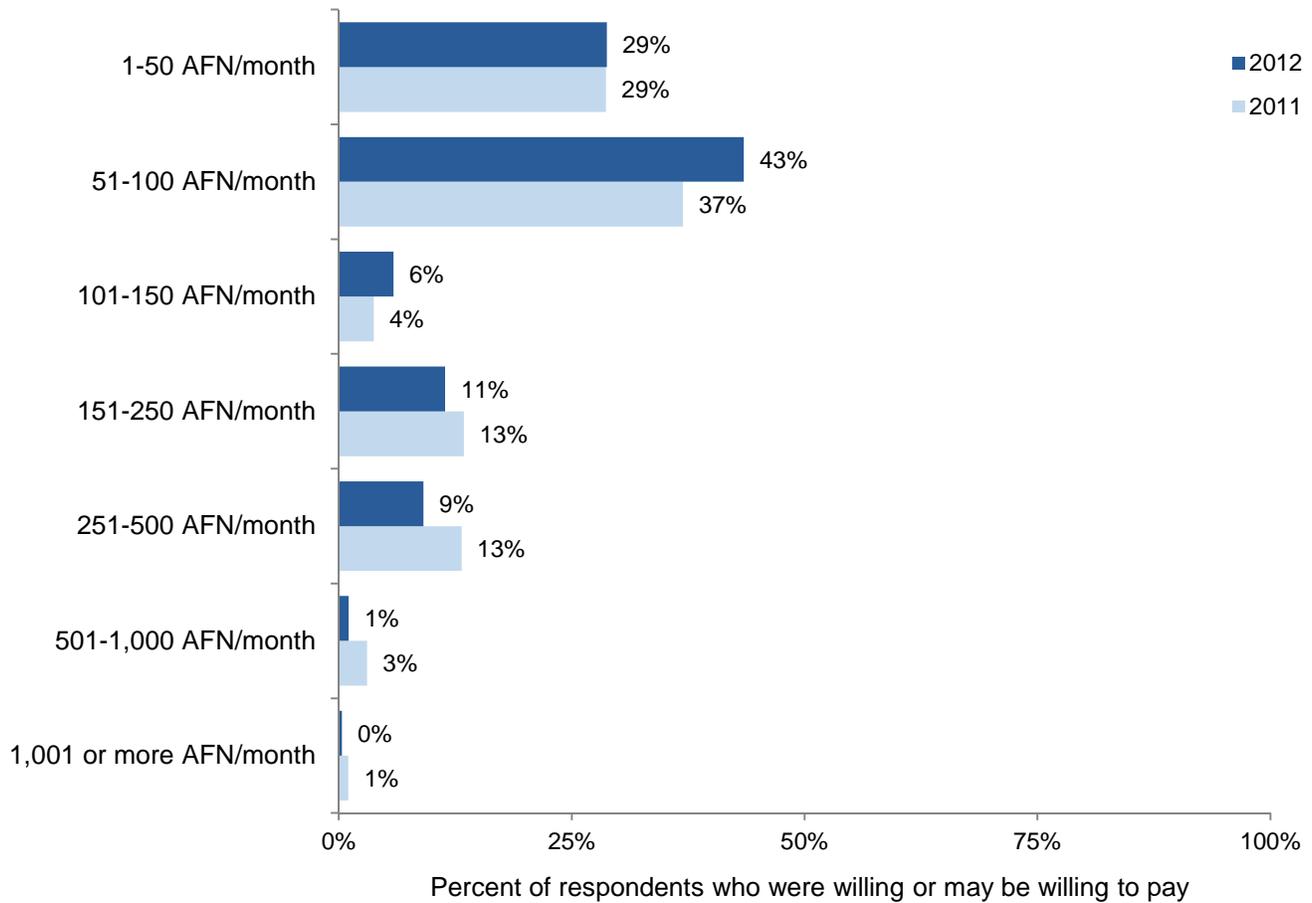


**FIGURE 46: WILLINGNESS TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION BY DISTRICT**



The 74% (60% in 2011, see Figure 45) of respondents who were willing to pay or might be willing to pay something for door to door service, were asked how much they would pay. Across all districts, the median amount was about 100 AFN (approximately 2 USD) among those willing to pay. There was not much variation in the median among districts. The average ranged from a low of 72 AFN in district 13 to a high of 260 AFN in district 1. If those who were not willing to pay for the service were included at 0 AFN, the average amount that residents would be willing to pay would be meaningfully less in each district than the amount shown. If a charge were to be levied for door to door service, the majority of residents preferred it be in a separate fee rather than part of the Safayi (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 | 2012 | 2011 |
|----------|------|------|
| ALL      | 134  | 182  |
| 1        | 260  | 122  |
| 5        | 196  | 369  |
| 2        | 177  | 216  |
| 20       | 175  | 146  |
| 3        | 161  | 194  |
| 4        | 153  | 154  |
| 6        | 153  | 158  |
| 9        | 148  | 339  |
| 21       | 141  | 115  |
| 10       | 138  | 209  |
| 11       | 138  | 129  |
| 14       | 124  | 141  |
| 7        | 122  | 140  |
| 18       | 118  | 218  |
| 15       | 110  | 142  |
| 12       | 108  | 145  |
| 22       | 101  | 151  |
| 8        | 94   | 152  |
| 19       | 87   | 134  |
| 16       | 83   | 70   |
| 17       | 83   | 235  |
| 13       | 72   | 119  |

*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 Safayi for door to door trash collection.*

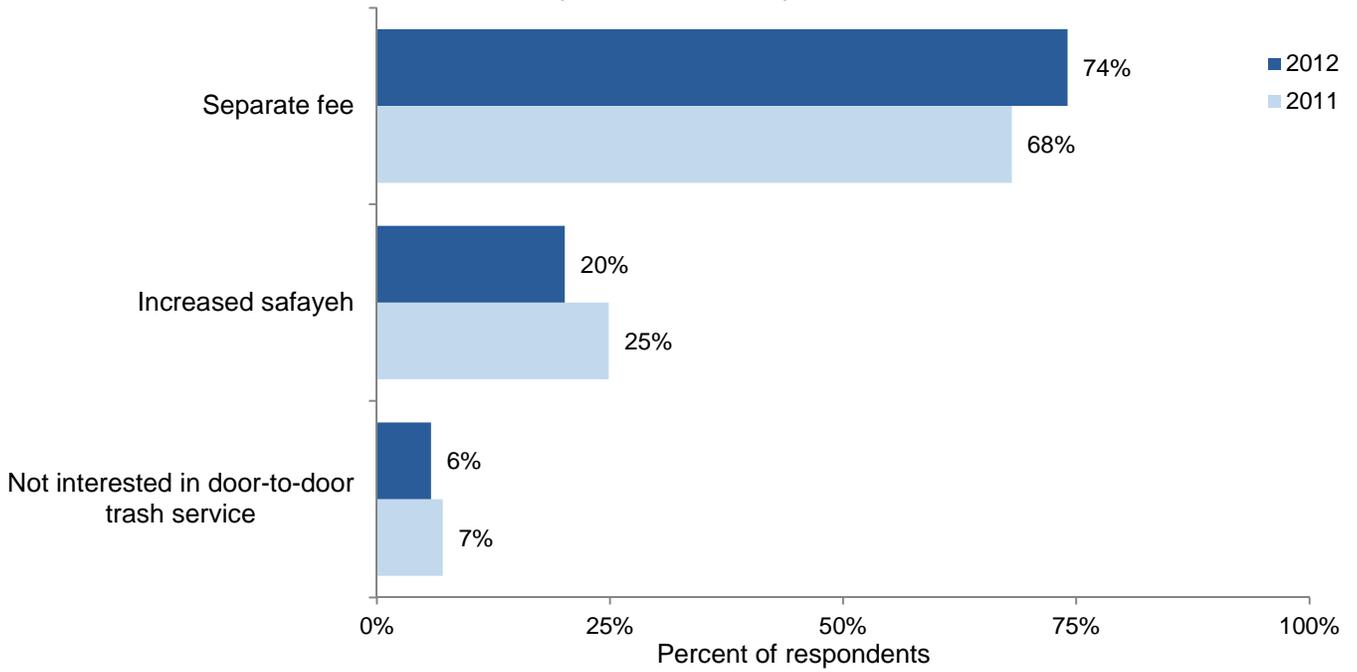
**TABLE 22: REASON NOT WILLING TO PAY FOR DOOR-TO-DOOR TRASH COLLECTION BY DISTRICT (2012)**

| 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 | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|---------------------------------------|---------------------------|
| <b>ALL</b> | 90%                  | 11%                   | 6%  | 10%                        | 5%                                    | 2%                        |
| <b>1</b>   | 90%                  | 32%                   | 6%  | 3%                         | 6%                                    | 0%                        |
| <b>2</b>   | 96%                  | 12%                   | 8%  | 12%                        | 0%                                    | 0%                        |
| <b>3</b>   | 91%                  | 18%                   | 5%  | 14%                        | 5%                                    | 0%                        |
| <b>4</b>   | 89%                  | 16%                   | 5%  | 5%                         | 0%                                    | 0%                        |
| <b>5</b>   | 95%                  | 5%                    | 0%  | 5%                         | 0%                                    | 5%                        |
| <b>6</b>   | 93%                  | 7%                    | 11%   | 19%                        | 4%                                    | 0%                        |
| <b>7</b>   | 89%                  | 11%                   | 11%   | 11%                        | 0%                                    | 0%                        |
| <b>8</b>   | 86%                  | 5%                    | 10%   | 5%                         | 0%                                    | 10%                       |
| <b>9</b>   | 97%                  | 0%                    | 3%  | 9%                         | 0%                                    | 0%                        |
| <b>10</b>  | 87%                  | 7%                    | 0%  | 7%                         | 13%                                   | 0%                        |
| <b>11</b>  | 83%                  | 0%                    | 0%  | 4%                         | 17%                                   | 0%                        |
| <b>12</b>  | 95%                  | 0%                    | 10%   | 10%                        | 0%                                    | 0%                        |
| <b>13</b>  | 82%                  | 12%                   | 3%  | 0%                         | 3%                                    | 9%                        |
| <b>14</b>  | 72%                  | 18%                   | 13%   | 21%                        | 15%                                   | 3%                        |
| <b>15</b>  | 100%                 | 0%                    | 0%  | 9%                         | 0%                                    | 0%                        |
| <b>16</b>  | 87%                  | 0%                    | 0%  | 7%                         | 0%                                    | 7%                        |
| <b>17</b>  | 91%                  | 12%                   | 3%  | 3%                         | 0%                                    | 6%                        |
| <b>18</b>  | 89%                  | 16%                   | 2%  | 4%                         | 13%                                   | 2%                        |
| <b>19</b>  | 86%                  | 7%                    | 7%  | 19%                        | 16%                                   | 0%                        |
| <b>20</b>  | 93%                  | 21%                   | 0%  | 0%                         | 4%                                    | 4%                        |
| <b>21</b>  | 95%                  | 13%                   | 3%  | 26%                        | 0%                                    | 3%                        |
| <b>22</b>  | 94%                  | 31%                   | 25%   | 9%                         | 3%                                    | 0%                        |

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

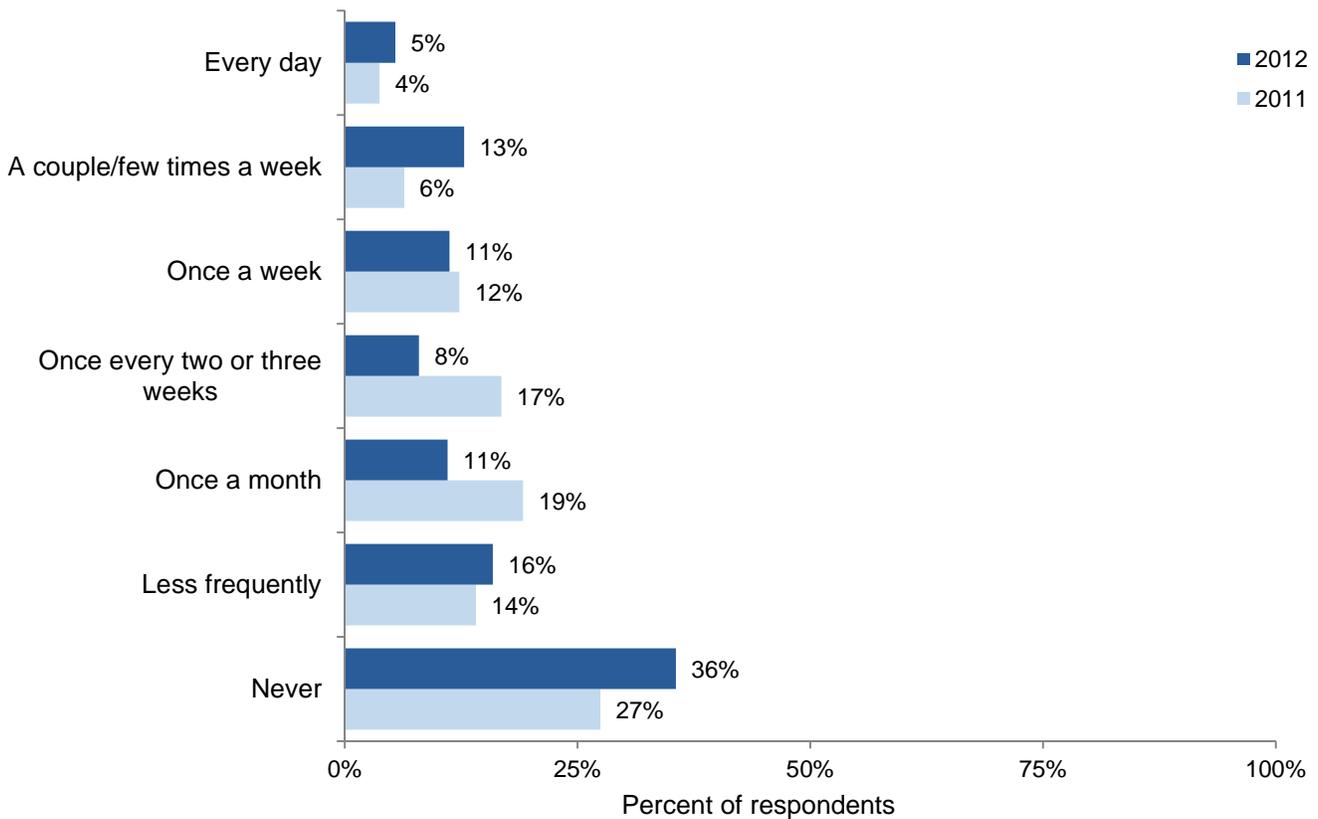
**FIGURE 48: PREFERRED PAYMENT METHOD FOR DOOR-TO-DOOR TRASH COLLECTION**

If you could have door-to-door garbage collection each week, would you prefer to pay for it through an increase in the Safayi or through a use-fee, where you would pay separately, like you do for electricity?



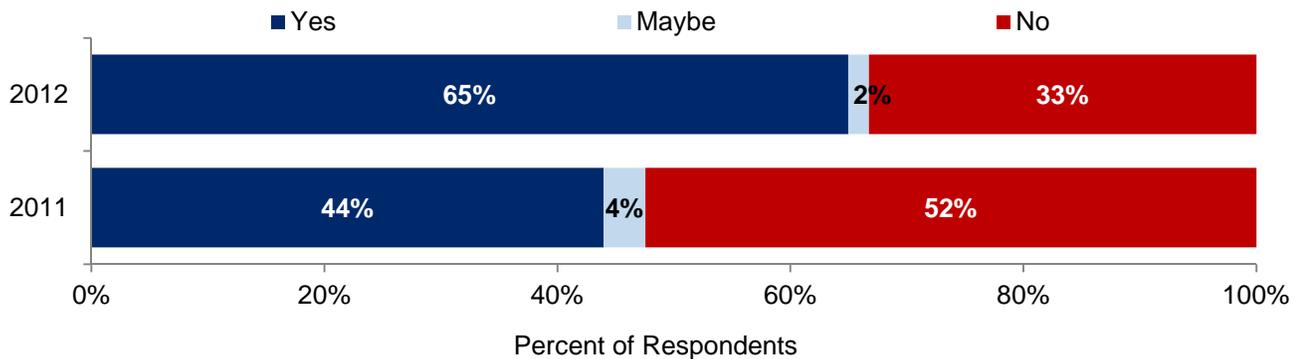
For about 6 in 10 Kabul residents, neighborhood trash was collected by the city once a month or less often (see Figure 49) in 2011 and 2012. Most residents in 2012 (65%) said they were willing to pay to get weekly trash cleaning by the city through an increased monthly Safayi.

**FIGURE 49: FREQUENCY OF CITY TRASH COLLECTION IN YOUR NEIGHBORHOOD**



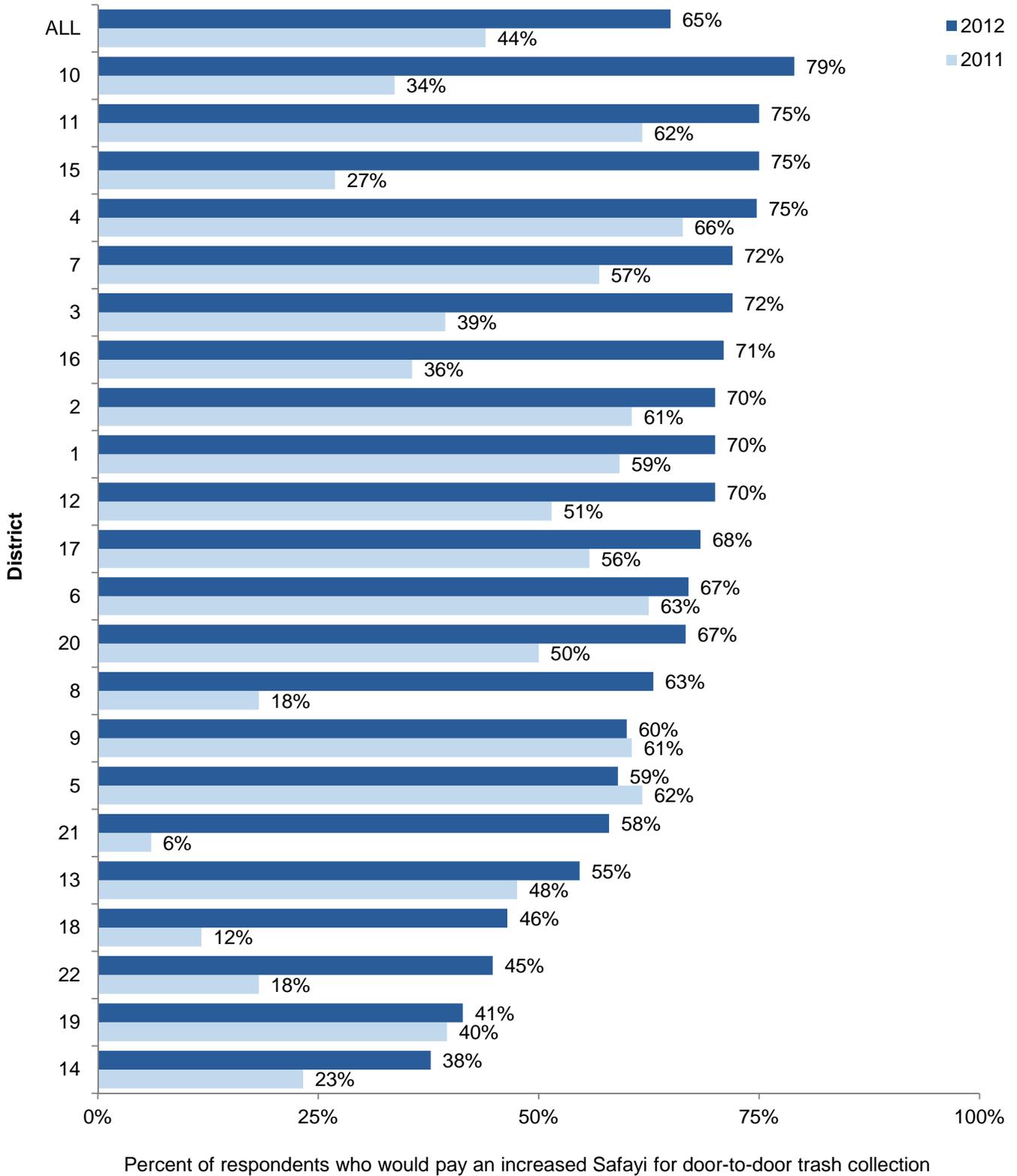
**FIGURE 50: WILLINGNESS TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK**

If increasing the Safayi fee by a certain amount per month would mean that you would be able to have trash cleaned from your street every week, would you pay this new Safayi every month?



The districts in which residents were most amenable to some added payment were 4, 7, 10, 11 and 15. Least amenable were districts 13, 14, 18, 19 and 22.

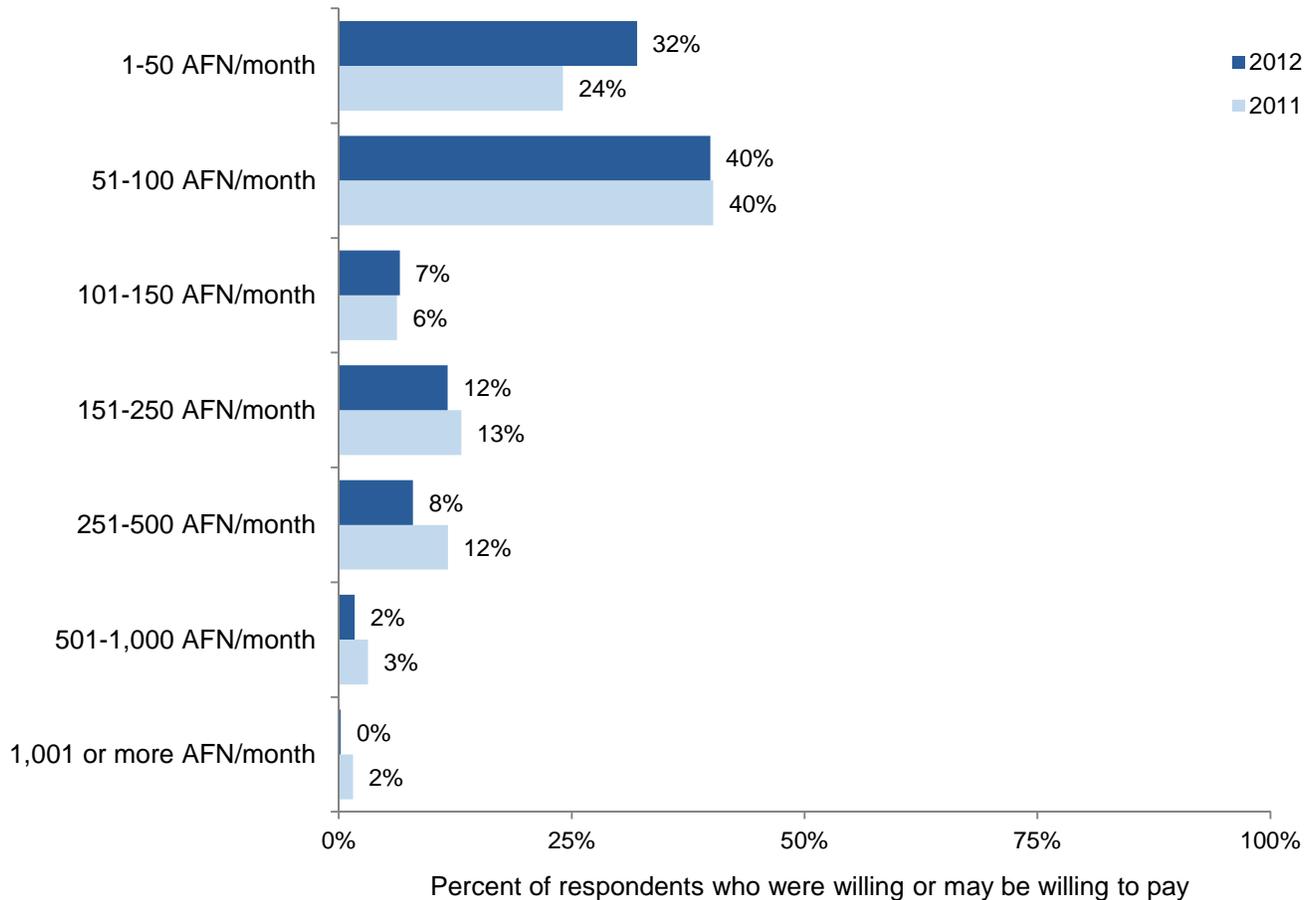
**FIGURE 51: WILLINGNESS TO PAY TO HAVE TRASH CLEANED FROM YOUR STREET EVERY WEEK BY DISTRICT**



One-third of respondents were willing to pay nothing 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 69 and 305 AFN per month (see Table 23). These averages did not include those who were not willing to pay anything. And, once again, not being able to afford the increased fee was the most common reason residents were unwilling to pay for the service.

**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 | 2012 | 2011 |
|----------|------|------|
| ALL      | 136  | 192  |
| 1        | 305  | 123  |
| 12       | 242  | 170  |
| 5        | 211  | 313  |
| 6        | 184  | 196  |
| 20       | 180  | 143  |
| 3        | 172  | 175  |
| 2        | 142  | 178  |
| 21       | 141  | 120  |
| 7        | 139  | 157  |
| 4        | 137  | 161  |
| 10       | 127  | 188  |
| 15       | 119  | 111  |
| 11       | 119  | 152  |
| 9        | 115  | 423  |
| 22       | 110  | 203  |
| 14       | 103  | 91   |
| 19       | 98   | 156  |
| 18       | 86   | 169  |
| 16       | 80   | 105  |
| 13       | 78   | 117  |
| 8        | 78   | 121  |
| 17       | 69   | 230  |

*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 Safayi 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**

| 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 to have trash cleaned from your street | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|---|---------------------------|
| <b>ALL</b> | 87%                  | 14%                   | 7%  | 12%                        | 3%  | 3%                        |
| <b>1</b>   | 93%                  | 27%                   | 3%  | 10%                        | 3%  | 0%                        |
| <b>2</b>   | 90%                  | 10%                   | 13%   | 10%                        | 3%  | 0%                        |
| <b>3</b>   | 79%                  | 36%                   | 7%  | 11%                        | 7%  | 0%                        |
| <b>4</b>   | 100%                 | 0%                    | 12%   | 16%                        | 0%  | 0%                        |
| <b>5</b>   | 80%                  | 15%                   | 0%  | 3%                         | 3%  | 13%                       |
| <b>6</b>   | 97%                  | 15%                   | 3%  | 15%                        | 3%  | 0%                        |
| <b>7</b>   | 82%                  | 11%                   | 7%  | 18%                        | 7%  | 0%                        |
| <b>8</b>   | 76%                  | 19%                   | 19%   | 8%                         | 0%  | 8%                        |
| <b>9</b>   | 85%                  | 13%                   | 0%  | 5%                         | 0%  | 0%                        |
| <b>10</b>  | 86%                  | 5%                    | 5%  | 5%                         | 10%   | 0%                        |
| <b>11</b>  | 100%                 | 0%                    | 0%  | 8%                         | 0%  | 0%                        |
| <b>12</b>  | 90%                  | 10%                   | 13%   | 10%                        | 0%  | 0%                        |
| <b>13</b>  | 86%                  | 20%                   | 9%  | 2%                         | 0%  | 7%                        |
| <b>14</b>  | 82%                  | 23%                   | 17%   | 32%                        | 3%  | 3%                        |
| <b>15</b>  | 80%                  | 12%                   | 0%  | 16%                        | 0%  | 0%                        |
| <b>16</b>  | 89%                  | 4%                    | 0%  | 4%                         | 4%  | 4%                        |
| <b>17</b>  | 90%                  | 13%                   | 3%  | 3%                         | 0%  | 6%                        |
| <b>18</b>  | 89%                  | 13%                   | 8%  | 9%                         | 0%  | 6%                        |
| <b>19</b>  | 93%                  | 9%                    | 12%   | 23%                        | 5%  | 0%                        |
| <b>20</b>  | 97%                  | 27%                   | 3%  | 3%                         | 3%  | 0%                        |
| <b>21</b>  | 90%                  | 14%                   | 0%  | 29%                        | 0%  | 5%                        |
| <b>22</b>  | 81%                  | 26%                   | 21%   | 19%                        | 6%  | 0%                        |

*If respondent said "no" to paying an increased Safayi 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 six aspects of city trash collection 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 reported meaningful improvement from 2011 to 2012, and 2011 showed an improvement over 2009.

In January 2012, the majority of Kabul residents gave excellent or good ratings to each aspect of city trash service, and fewer gave poor ratings than had in 2011. 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 of the five services in 2012 were 12, 15, 16 and 19, though districts 16 and 19 showed improvement over 2011. Districts 2, 3, 4, 6 and 20 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

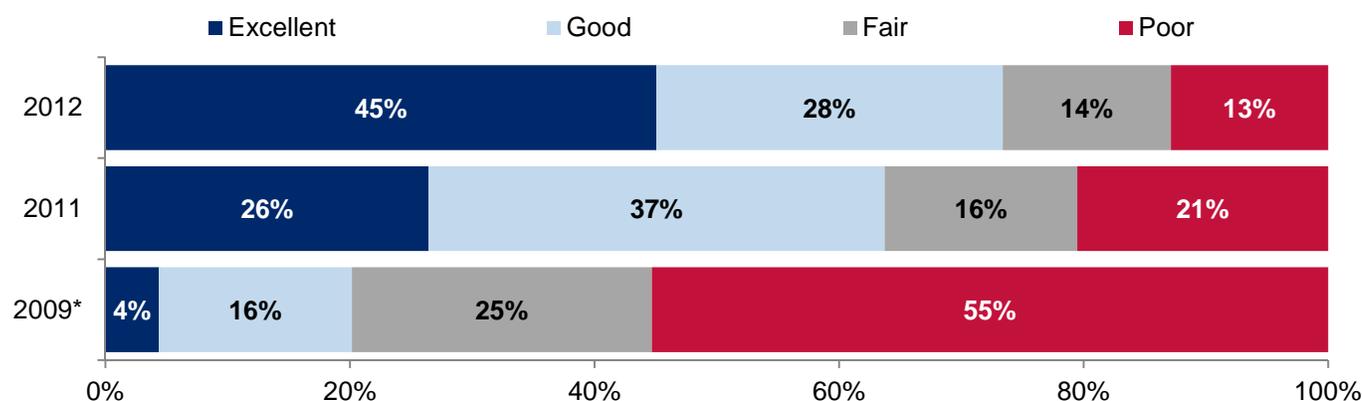
**TABLE 25: INDEX RATING OF CITY TRASH SERVICES BY DISTRICT**

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

*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).*

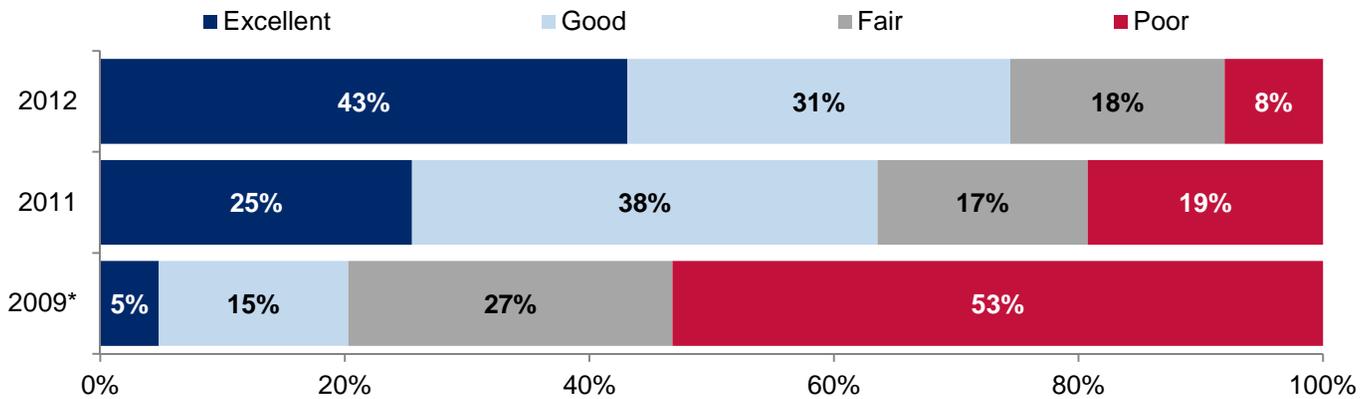
**TABLE 26: RATING OF CITY REMOVAL OF ILLEGAL/IMPROVISED DUMPSITES BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 45%       | 28%  | 14%  | 13%  | 69              | 57   | 23   |
| 20       | 54%       | 38%  | 8%   | 0%   | 82              | 64   | 11   |
| 22       | 65%       | 23%  | 4%   | 7%   | 82              | 49   | 11   |
| 3        | 53%       | 39%  | 6%   | 2%   | 81              | 78   | 27   |
| 6        | 48%       | 45%  | 5%   | 1%   | 80              | 75   | 25   |
| 8        | 64%       | 19%  | 10%  | 7%   | 80              | 28   | 65   |
| 4        | 59%       | 26%  | 9%   | 6%   | 79              | 64   | 27   |
| 5        | 54%       | 26%  | 9%   | 11%  | 74              | 70   | 23   |
| 18       | 58%       | 18%  | 11%  | 13%  | 74              | 30   | 12   |
| 1        | 43%       | 38%  | 10%  | 9%   | 72              | 71   | 20   |
| 7        | 42%       | 42%  | 6%   | 10%  | 72              | 67   | 18   |
| 17       | 61%       | 10%  | 13%  | 15%  | 72              | 39   | 42   |
| 9        | 41%       | 31%  | 24%  | 4%   | 70              | 69   | 29   |
| 14       | 44%       | 30%  | 19%  | 7%   | 70              | 32   | 14   |
| 11       | 32%       | 43%  | 21%  | 4%   | 68              | 67   | 27   |
| 13       | 57%       | 12%  | 8%   | 23%  | 68              | 57   | 26   |
| 2        | 40%       | 24%  | 27%  | 9%   | 65              | 76   | 32   |
| 21       | 33%       | 33%  | 19%  | 14%  | 62              | 29   | 6    |
| 10       | 37%       | 27%  | 15%  | 21%  | 60              | 74   | 23   |
| 19       | 36%       | 24%  | 8%   | 32%  | 55              | 18   | 3    |
| 15       | 21%       | 19%  | 33%  | 27%  | 45              | 50   | 16   |
| 12       | 17%       | 28%  | 19%  | 36%  | 42              | 70   | 18   |
| 16       | 18%       | 8%   | 31%  | 43%  | 34              | 29   | 14   |

*\*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 54: RATING OF CITY PROVISION OF LEGAL 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).

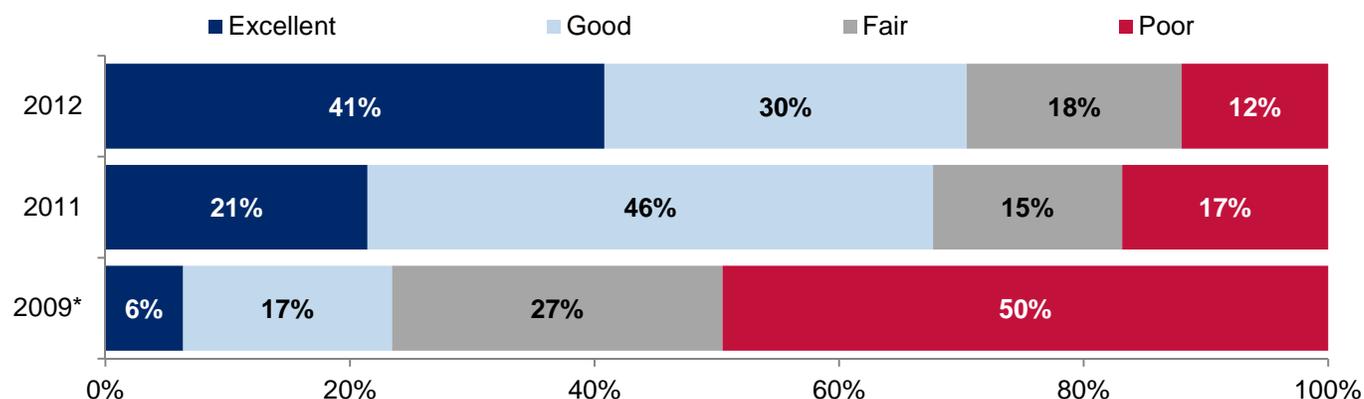
**TABLE 27: RATING OF PROVISION OF LEGAL DUMPSITES BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 43%       | 31%  | 18%  | 8%   | 70              | 57   | 24   |
| 20       | 68%       | 19%  | 13%  | 0%   | 85              | 58   | 13   |
| 4        | 61%       | 30%  | 7%   | 2%   | 83              | 73   | 28   |
| 22       | 66%       | 21%  | 10%  | 3%   | 83              | 52   | 14   |
| 2        | 61%       | 22%  | 13%  | 4%   | 80              | 70   | 27   |
| 3        | 51%       | 33%  | 14%  | 2%   | 78              | 76   | 30   |
| 6        | 43%       | 43%  | 12%  | 1%   | 76              | 74   | 27   |
| 7        | 44%       | 38%  | 13%  | 5%   | 74              | 69   | 20   |
| 8        | 55%       | 18%  | 18%  | 9%   | 73              | 25   | 67   |
| 17       | 59%       | 14%  | 9%   | 17%  | 72              | 42   | 39   |
| 5        | 47%       | 27%  | 19%  | 7%   | 71              | 73   | 25   |
| 18       | 52%       | 19%  | 15%  | 14%  | 70              | 32   | 9    |
| 1        | 35%       | 44%  | 13%  | 8%   | 69              | 71   | 19   |
| 9        | 30%       | 49%  | 15%  | 6%   | 68              | 61   | 30   |
| 10       | 44%       | 25%  | 21%  | 10%  | 68              | 75   | 24   |
| 14       | 42%       | 30%  | 18%  | 10%  | 68              | 29   | 12   |
| 13       | 49%       | 19%  | 17%  | 15%  | 67              | 58   | 26   |
| 11       | 22%       | 52%  | 24%  | 2%   | 65              | 63   | 26   |
| 15       | 22%       | 41%  | 28%  | 9%   | 59              | 52   | 18   |
| 21       | 24%       | 37%  | 30%  | 8%   | 59              | 31   | 9    |
| 19       | 32%       | 26%  | 19%  | 23%  | 56              | 17   | 4    |
| 12       | 21%       | 24%  | 32%  | 22%  | 48              | 65   | 21   |
| 16       | 17%       | 26%  | 30%  | 27%  | 44              | 26   | 15   |

\*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 55: RATING OF CITY PROVISION OF GARBAGE BINS IN RESIDENTIAL AREAS 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).

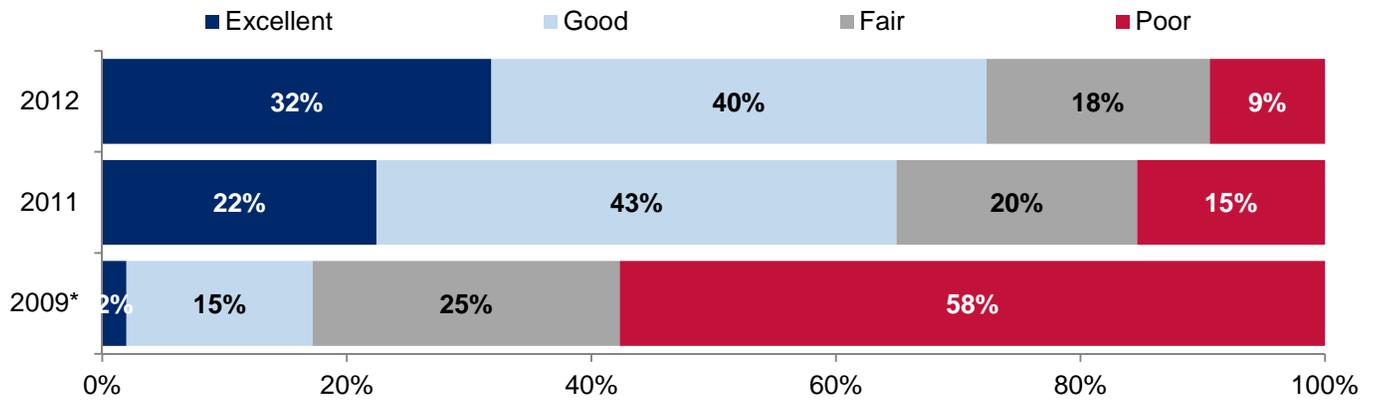
**TABLE 28: RATING OF CITY PROVISION OF GARBAGE BINS IN RESIDENTIAL AREAS BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 41%       | 30%  | 18%  | 12%  | 66              | 57   | 27   |
| 20       | 55%       | 29%  | 12%  | 4%   | 78              | 53   | 13   |
| 22       | 58%       | 26%  | 6%   | 10%  | 77              | 62   | 27   |
| 2        | 54%       | 27%  | 12%  | 7%   | 76              | 67   | 27   |
| 4        | 51%       | 32%  | 12%  | 5%   | 76              | 62   | 25   |
| 6        | 45%       | 36%  | 14%  | 4%   | 74              | 69   | 25   |
| 8        | 52%       | 20%  | 14%  | 14%  | 70              | 32   | 66   |
| 7        | 45%       | 27%  | 18%  | 10%  | 69              | 65   | 19   |
| 18       | 52%       | 17%  | 17%  | 14%  | 69              | 29   | 10   |
| 3        | 38%       | 37%  | 16%  | 9%   | 68              | 74   | 29   |
| 10       | 47%       | 22%  | 18%  | 13%  | 68              | 73   | 28   |
| 17       | 42%       | 26%  | 17%  | 14%  | 66              | 35   | 38   |
| 1        | 34%       | 41%  | 11%  | 14%  | 65              | 70   | 19   |
| 14       | 34%       | 35%  | 22%  | 9%   | 65              | 20   | 11   |
| 9        | 35%       | 32%  | 22%  | 11%  | 64              | 63   | 28   |
| 11       | 24%       | 51%  | 17%  | 8%   | 64              | 66   | 23   |
| 5        | 37%       | 28%  | 22%  | 13%  | 63              | 70   | 22   |
| 15       | 23%       | 43%  | 24%  | 10%  | 60              | 63   | 41   |
| 13       | 43%       | 14%  | 20%  | 23%  | 59              | 51   | 22   |
| 19       | 36%       | 21%  | 18%  | 26%  | 56              | 38   | 18   |
| 21       | 26%       | 36%  | 19%  | 19%  | 56              | 49   | 24   |
| 12       | 33%       | 20%  | 27%  | 20%  | 55              | 65   | 21   |
| 16       | 19%       | 26%  | 35%  | 20%  | 48              | 20   | 14   |

\*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 56: RATING OF CITY PROVISION OF GARBAGE BINS IN COMMERCIAL AREAS 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).

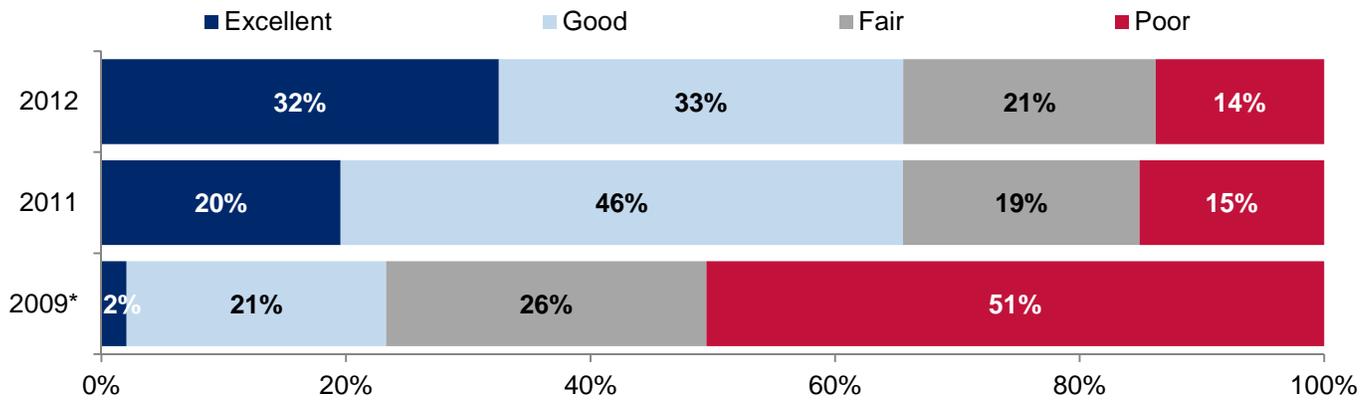
**TABLE 29: RATING OF PROVISION OF GARBAGE BINS IN COMMERCIAL AREAS BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 32%       | 40%  | 18%  | 9%   | 65              | 57   | 21   |
| 2        | 52%       | 27%  | 15%  | 6%   | 75              | 73   | 26   |
| 3        | 41%       | 41%  | 13%  | 4%   | 73              | 73   | 31   |
| 11       | 32%       | 51%  | 17%  | 0%   | 72              | 66   | 27   |
| 20       | 44%       | 34%  | 18%  | 4%   | 72              | 57   | 11   |
| 4        | 45%       | 30%  | 15%  | 9%   | 71              | 63   | 25   |
| 22       | 46%       | 31%  | 13%  | 10%  | 71              | 63   | 6    |
| 6        | 39%       | 35%  | 18%  | 8%   | 68              | 67   | 25   |
| 10       | 31%       | 47%  | 16%  | 6%   | 68              | 68   | 28   |
| 8        | 39%       | 31%  | 22%  | 8%   | 67              | 35   | 35   |
| 9        | 28%       | 48%  | 20%  | 3%   | 67              | 59   | 25   |
| 1        | 29%       | 47%  | 15%  | 8%   | 66              | 63   | 17   |
| 5        | 36%       | 36%  | 19%  | 9%   | 66              | 71   | 25   |
| 7        | 23%       | 57%  | 11%  | 8%   | 65              | 65   | 19   |
| 21       | 26%       | 47%  | 22%  | 5%   | 65              | 53   | 10   |
| 13       | 30%       | 40%  | 16%  | 13%  | 62              | 56   | 21   |
| 14       | 27%       | 42%  | 17%  | 14%  | 60              | 32   | 19   |
| 17       | 32%       | 32%  | 14%  | 22%  | 58              | 41   | 23   |
| 18       | 31%       | 26%  | 26%  | 17%  | 57              | 27   | 8    |
| 15       | 15%       | 51%  | 21%  | 13%  | 56              | 53   | 9    |
| 12       | 20%       | 42%  | 19%  | 18%  | 55              | 61   | 18   |
| 19       | 21%       | 34%  | 26%  | 19%  | 53              | 39   | 17   |
| 16       | 10%       | 37%  | 26%  | 28%  | 43              | 30   | 17   |

\*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 57: RATING OF CITY FREQUENCY OF COLLECTING TRASH 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).

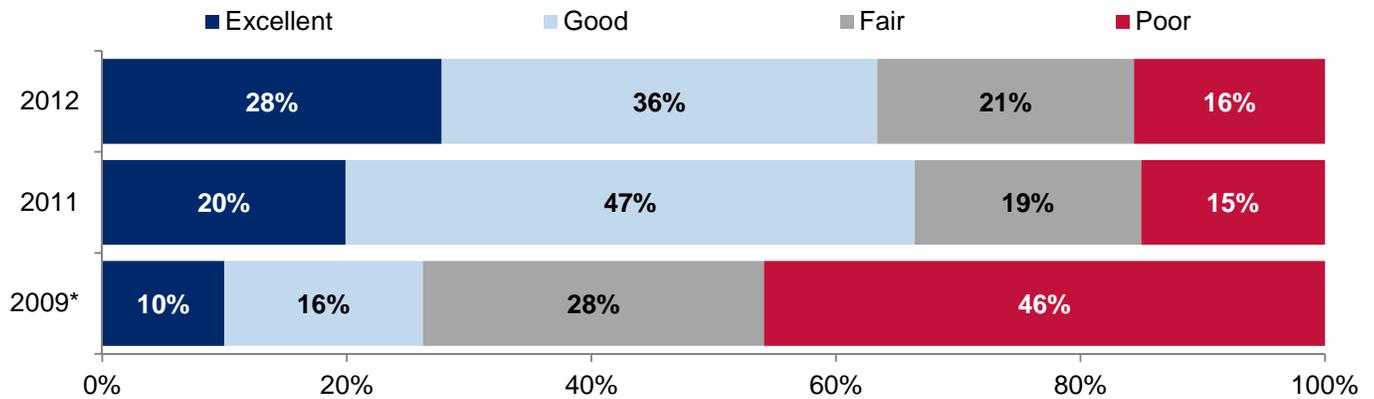
**TABLE 30: RATING OF CITY FREQUENCY OF COLLECTING TRASH BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 32%       | 33%  | 21%  | 14%  | 61              | 57   | 25   |
| 2        | 49%       | 32%  | 14%  | 4%   | 76              | 68   | 27   |
| 20       | 51%       | 28%  | 15%  | 6%   | 74              | 50   | 13   |
| 4        | 44%       | 34%  | 16%  | 5%   | 73              | 59   | 23   |
| 3        | 33%       | 51%  | 10%  | 6%   | 70              | 67   | 23   |
| 6        | 32%       | 48%  | 15%  | 5%   | 69              | 67   | 22   |
| 7        | 42%       | 34%  | 11%  | 12%  | 69              | 62   | 21   |
| 9        | 29%       | 43%  | 28%  | 0%   | 67              | 59   | 27   |
| 22       | 46%       | 23%  | 19%  | 12%  | 67              | 61   | 35   |
| 11       | 27%       | 45%  | 27%  | 1%   | 66              | 65   | 24   |
| 10       | 34%       | 34%  | 23%  | 9%   | 64              | 65   | 28   |
| 12       | 31%       | 31%  | 24%  | 14%  | 60              | 61   | 17   |
| 5        | 30%       | 31%  | 21%  | 18%  | 58              | 64   | 23   |
| 17       | 37%       | 23%  | 17%  | 23%  | 58              | 53   | 26   |
| 18       | 39%       | 19%  | 20%  | 23%  | 58              | 23   | 9    |
| 21       | 22%       | 43%  | 23%  | 12%  | 58              | 47   | 24   |
| 1        | 19%       | 47%  | 21%  | 13%  | 57              | 62   | 21   |
| 8        | 40%       | 13%  | 23%  | 23%  | 56              | 68   | 44   |
| 14       | 19%       | 39%  | 24%  | 18%  | 53              | 25   | 15   |
| 13       | 37%       | 8%   | 20%  | 35%  | 49              | 50   | 21   |
| 15       | 8%        | 43%  | 33%  | 15%  | 48              | 50   | 33   |
| 19       | 24%       | 18%  | 22%  | 36%  | 44              | 35   | 18   |
| 16       | 8%        | 36%  | 22%  | 33%  | 40              | 40   | 21   |

\*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 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 31: RATING OF AFFORDABILITY OF TRASH SERVICE BY DISTRICT**

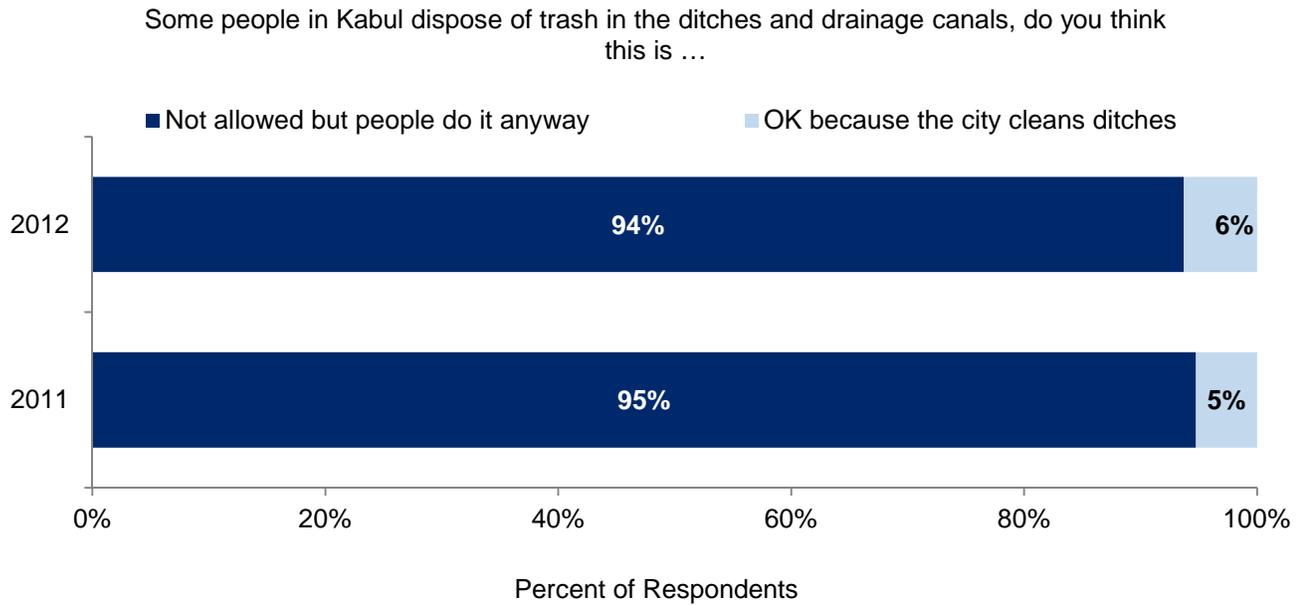
| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 28%       | 36%  | 21%  | 16%  | 58              | 57   | 30   |
| 2        | 38%       | 47%  | 12%  | 3%   | 73              | 72   | 34   |
| 9        | 38%       | 40%  | 22%  | 0%   | 72              | 61   | 30   |
| 6        | 30%       | 49%  | 18%  | 3%   | 69              | 67   | 23   |
| 10       | 43%       | 31%  | 15%  | 10%  | 69              | 67   | 28   |
| 3        | 30%       | 51%  | 13%  | 6%   | 68              | 69   | 30   |
| 4        | 38%       | 34%  | 21%  | 6%   | 68              | 60   | 26   |
| 11       | 32%       | 42%  | 24%  | 2%   | 68              | 66   | 26   |
| 21       | 19%       | 57%  | 19%  | 4%   | 64              | 40   | 50   |
| 7        | 28%       | 42%  | 18%  | 12%  | 62              | 64   | 19   |
| 20       | 31%       | 28%  | 29%  | 12%  | 60              | 55   | 13   |
| 12       | 32%       | 29%  | 24%  | 15%  | 59              | 62   | 18   |
| 1        | 19%       | 49%  | 19%  | 14%  | 58              | 64   | 21   |
| 15       | 10%       | 53%  | 29%  | 9%   | 55              | 53   | 42   |
| 5        | 26%       | 24%  | 26%  | 24%  | 51              | 64   | 25   |
| 8        | 30%       | 22%  | 15%  | 33%  | 49              | 66   | 30   |
| 19       | 21%       | 30%  | 21%  | 28%  | 48              | 31   | 40   |
| 17       | 23%       | 26%  | 18%  | 34%  | 46              | 55   | 29   |
| 22       | 20%       | 26%  | 20%  | 33%  | 44              | 50   | 68   |
| 13       | 29%       | 13%  | 18%  | 40%  | 43              | 54   | 33   |
| 16       | 10%       | 36%  | 29%  | 25%  | 43              | 33   | 19   |
| 14       | 19%       | 22%  | 24%  | 35%  | 41              | 30   | 14   |
| 18       | 21%       | 8%   | 28%  | 43%  | 36              | 24   | 10   |

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

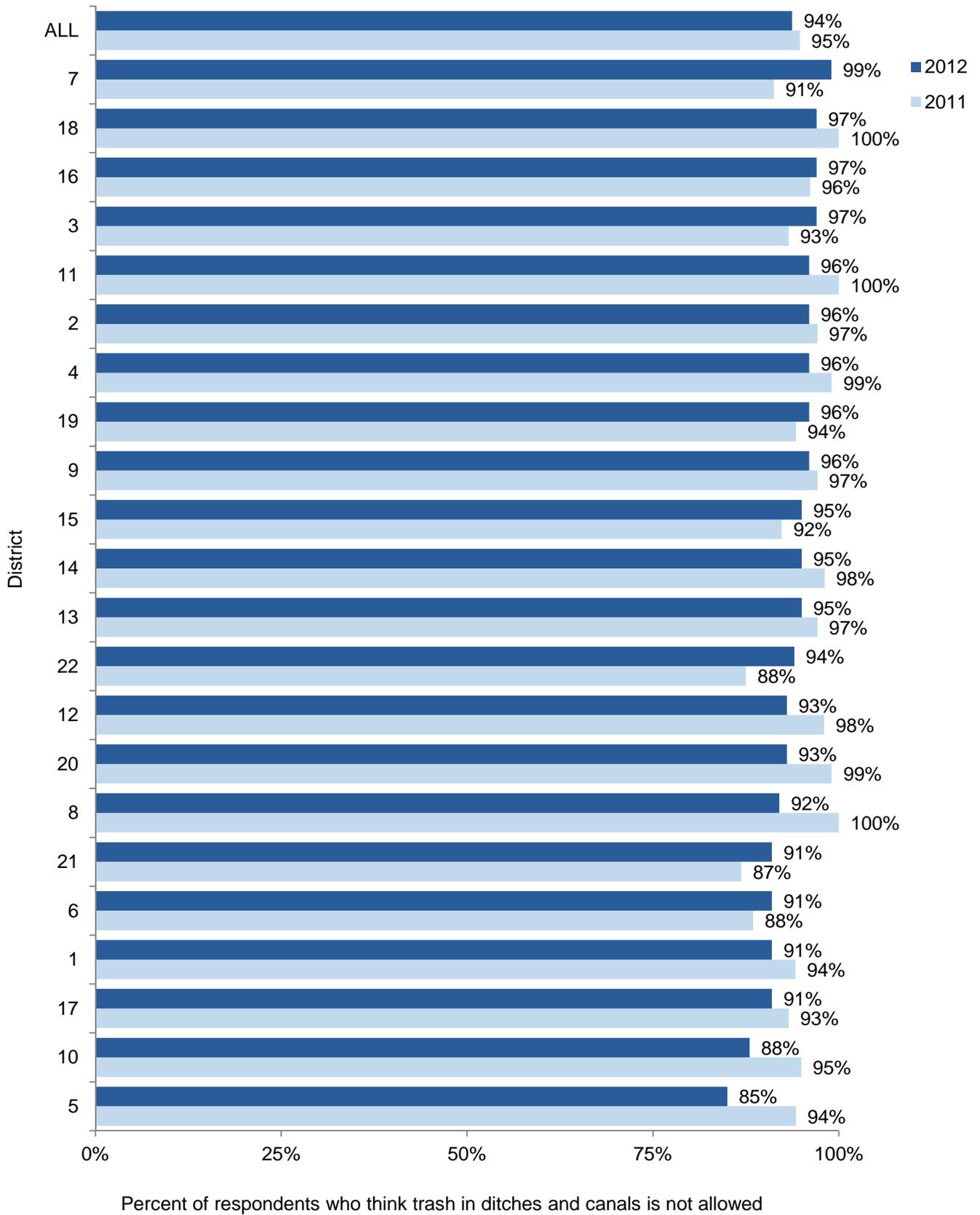
Ratings for 2009 come exclusively from the 2011 survey, respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).

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. Virtually all residents in all districts were clear that throwing trash in these places is not officially sanctioned, but they do it anyway.

**FIGURE 59: TRASH IN DITCHES AND DRAINAGE CANALS**



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

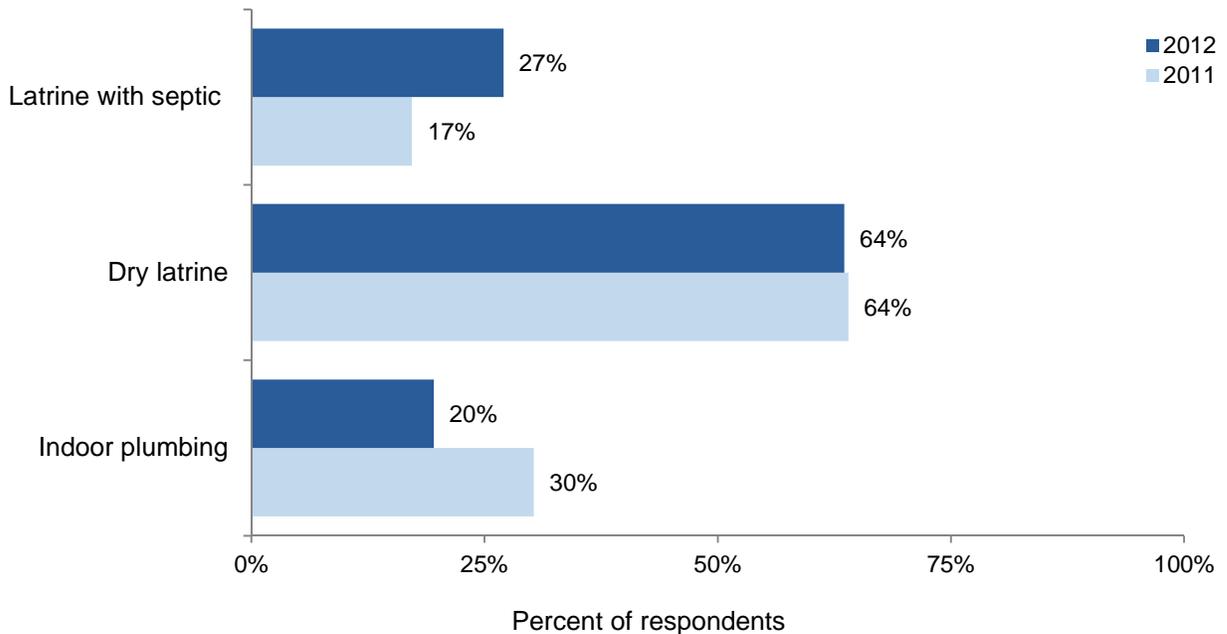


## Human Waste

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 20% said they had indoor plumbing (down from 30% in 2011). While 10% more indicated they had a latrine with septic in 2012 (27%) than had in 2011 (17%).

No, or almost no, residents in districts 18, 19 or 20 had indoor plumbing, while 52% of district 9 had indoor plumbing.

**FIGURE 61: TYPE OF TOILET IN HOME**



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

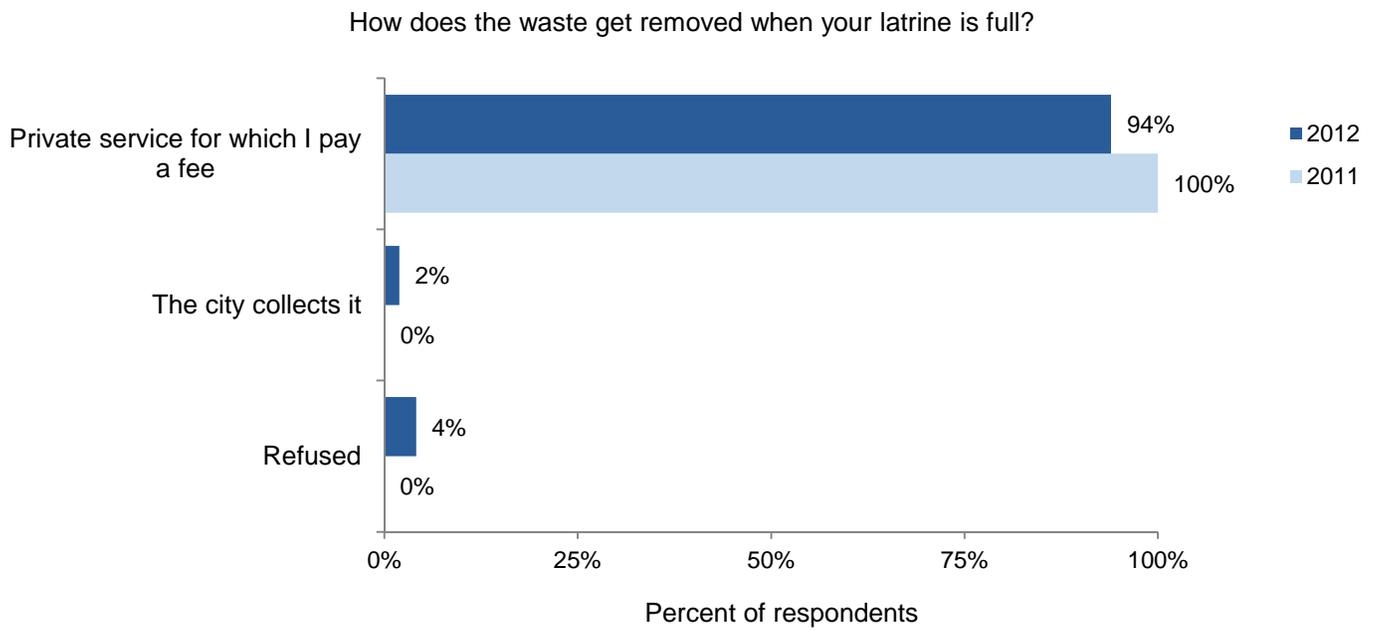
**TABLE 32: TYPE OF TOILET IN HOME BY DISTRICT (2012)**

| District   | Dry latrine | Indoor plumbing | Latrine with septic |
|------------|-------------|-----------------|---------------------|
| <b>ALL</b> | 64%         | 20%             | 27%                 |
| <b>11</b>  | 37%         | 19%             | 56%                 |
| <b>9</b>   | 39%         | 52%             | 13%                 |
| <b>15</b>  | 45%         | 28%             | 31%                 |
| <b>4</b>   | 47%         | 42%             | 46%                 |
| <b>10</b>  | 47%         | 35%             | 28%                 |
| <b>3</b>   | 48%         | 31%             | 29%                 |
| <b>5</b>   | 50%         | 22%             | 44%                 |
| <b>13</b>  | 55%         | 12%             | 44%                 |
| <b>12</b>  | 57%         | 25%             | 22%                 |
| <b>2</b>   | 57%         | 38%             | 45%                 |
| <b>21</b>  | 59%         | 13%             | 36%                 |
| <b>6</b>   | 61%         | 12%             | 34%                 |
| <b>16</b>  | 65%         | 15%             | 35%                 |
| <b>7</b>   | 67%         | 17%             | 24%                 |
| <b>17</b>  | 75%         | 6%              | 26%                 |
| <b>8</b>   | 80%         | 11%             | 15%                 |
| <b>1</b>   | 91%         | 5%              | 12%                 |
| <b>14</b>  | 94%         | 4%              | 8%                  |
| <b>22</b>  | 95%         | 6%              | 3%                  |
| <b>20</b>  | 99%         | 0%              | 4%                  |
| <b>18</b>  | 100%        | 0%              | 0%                  |
| <b>19</b>  | 100%        | 2%              | 6%                  |

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

Almost all residents with latrines said they relied on private (non-city) latrine waste removal services.

**FIGURE 62: LATRINE WASTE REMOVAL SERVICE**



The quality and timeliness ratings of private latrine waste removal services declined from 2009 to 2011. However, in 2012 ratings improved and exceeded 2009 ratings. 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 9, 11, 13, 17 and 20 and best in districts 3, 10, 12 and 19. The following pages show detailed ratings for each aspect of private latrine waste services.

**TABLE 33: INDEX RATING OF LATRINE WASTE REMOVAL BY DISTRICT**

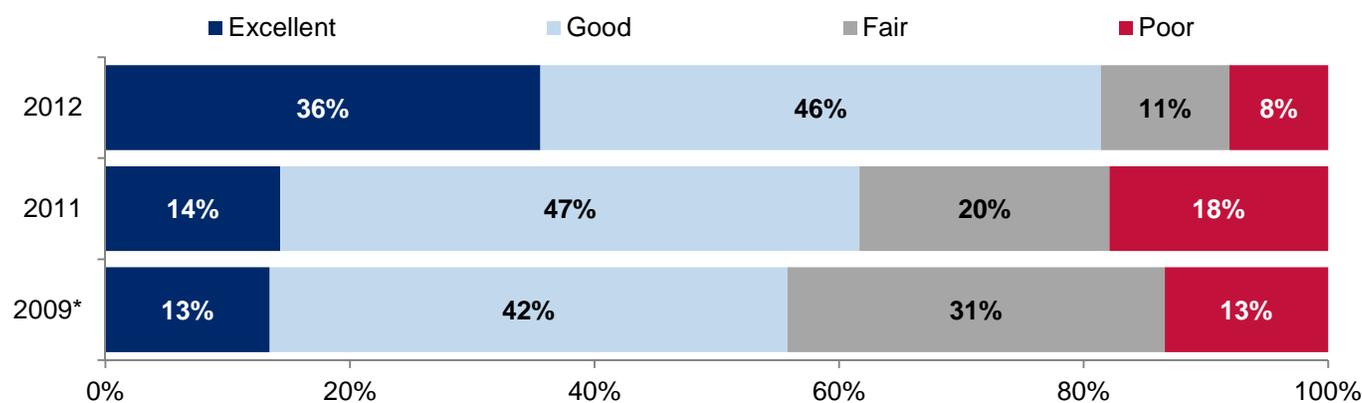
| District | 2012 | 2011 | 2009* |
|----------|------|------|-------|
| ALL      | 61   | 39   | 49    |
| 10       | 71   | 41   | 52    |
| 3        | 68   | 56   | 19    |
| 12       | 68   | 32   | 49    |
| 19       | 68   | 33   | 44    |
| 2        | 66   | 39   | 53    |
| 4        | 65   | 39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

*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 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 63: RATING OF LATRINE WASTE REMOVAL TIMELINESS OF SERVICE 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).

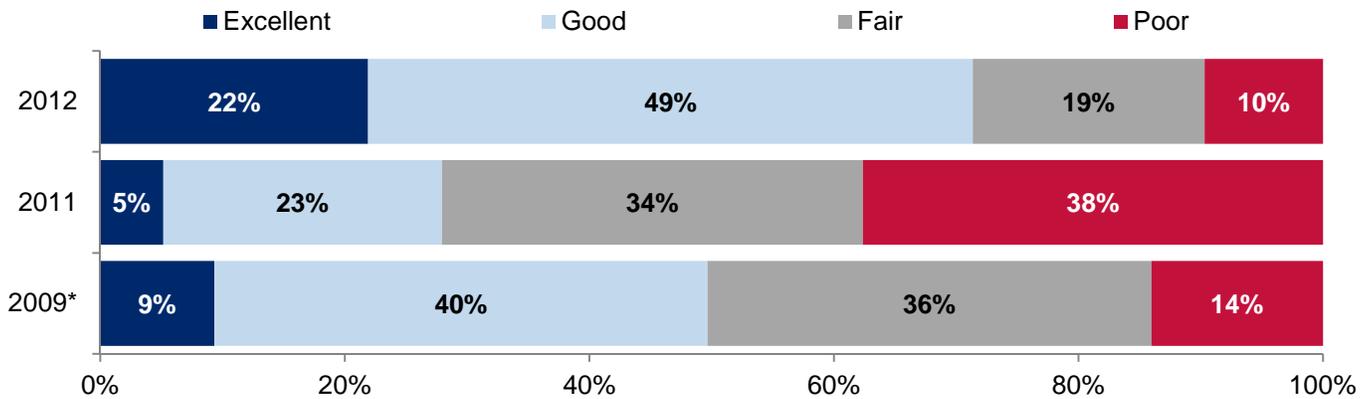
**TABLE 34: RATING OF LATRINE WASTE REMOVAL TIMELINESS OF SERVICE BY DISTRICT**

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

\*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 64: RATING OF LATRINE WASTE REMOVAL QUALITY OF SERVICE 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).

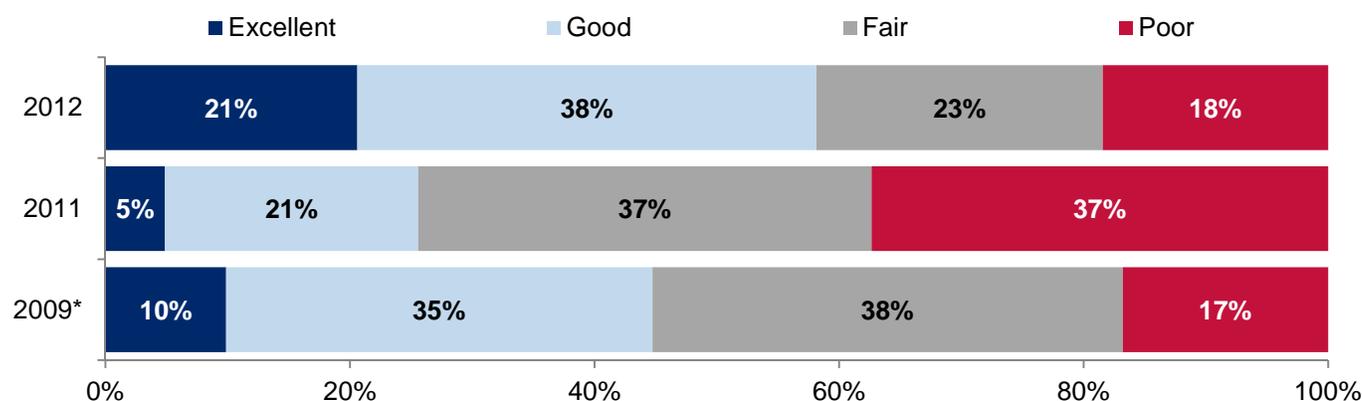
**TABLE 35: RATING OF LATRINE WASTE REMOVAL QUALITY OF SERVICE BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |      |
|------------|-----------|------|------|------|-----------------|------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| <b>ALL</b> | 22%       | 49%  | 19%  | 10%  | 61              | 32   | 48   |
| <b>10</b>  | 37%       | 44%  | 16%  | 2%   | 72              | 30   | 50   |
| <b>19</b>  | 34%       | 47%  | 12%  | 8%   | 69              | 31   | 43   |
| <b>8</b>   | 35%       | 44%  | 9%   | 12%  | 67              | 31   | 49   |
| <b>3</b>   | 27%       | 49%  | 20%  | 4%   | 66              | 51   | 18   |
| <b>7</b>   | 15%       | 70%  | 12%  | 3%   | 66              | 27   | 56   |
| <b>15</b>  | 21%       | 60%  | 14%  | 5%   | 66              | 40   | 51   |
| <b>18</b>  | 38%       | 33%  | 18%  | 11%  | 66              | 40   | 54   |
| <b>4</b>   | 22%       | 54%  | 22%  | 2%   | 65              | 35   | 43   |
| <b>14</b>  | 24%       | 48%  | 26%  | 2%   | 65              | 31   | 42   |
| <b>2</b>   | 23%       | 49%  | 25%  | 4%   | 64              | 28   | 57   |
| <b>12</b>  | 18%       | 58%  | 22%  | 2%   | 64              | 19   | 47   |
| <b>5</b>   | 27%       | 45%  | 14%  | 14%  | 61              | 46   | 18   |
| <b>6</b>   | 16%       | 56%  | 18%  | 9%   | 60              | 27   | 53   |
| <b>16</b>  | 18%       | 47%  | 31%  | 5%   | 59              | 32   | 42   |
| <b>22</b>  | 18%       | 49%  | 23%  | 9%   | 59              | 29   | 46   |
| <b>1</b>   | 18%       | 50%  | 18%  | 14%  | 57              | 24   | 50   |
| <b>21</b>  | 13%       | 48%  | 34%  | 5%   | 56              | 29   | 46   |
| <b>17</b>  | 16%       | 48%  | 17%  | 19%  | 54              | 32   | 43   |
| <b>13</b>  | 8%        | 51%  | 29%  | 12%  | 52              | 38   | 55   |
| <b>11</b>  | 19%       | 38%  | 22%  | 22%  | 51              | 25   | 56   |
| <b>20</b>  | 10%       | 41%  | 37%  | 13%  | 49              | 19   | 56   |
| <b>9</b>   | 8%        | 56%  | 0%   | 36%  | 45              | 44   | 56   |

\*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 65: RATING OF LATRINE WASTE REMOVAL AFFORDABILITY OF SERVICE 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 36: RATING OF LATRINE WASTE REMOVAL AFFORDABILITY OF SERVICE BY DISTRICT**

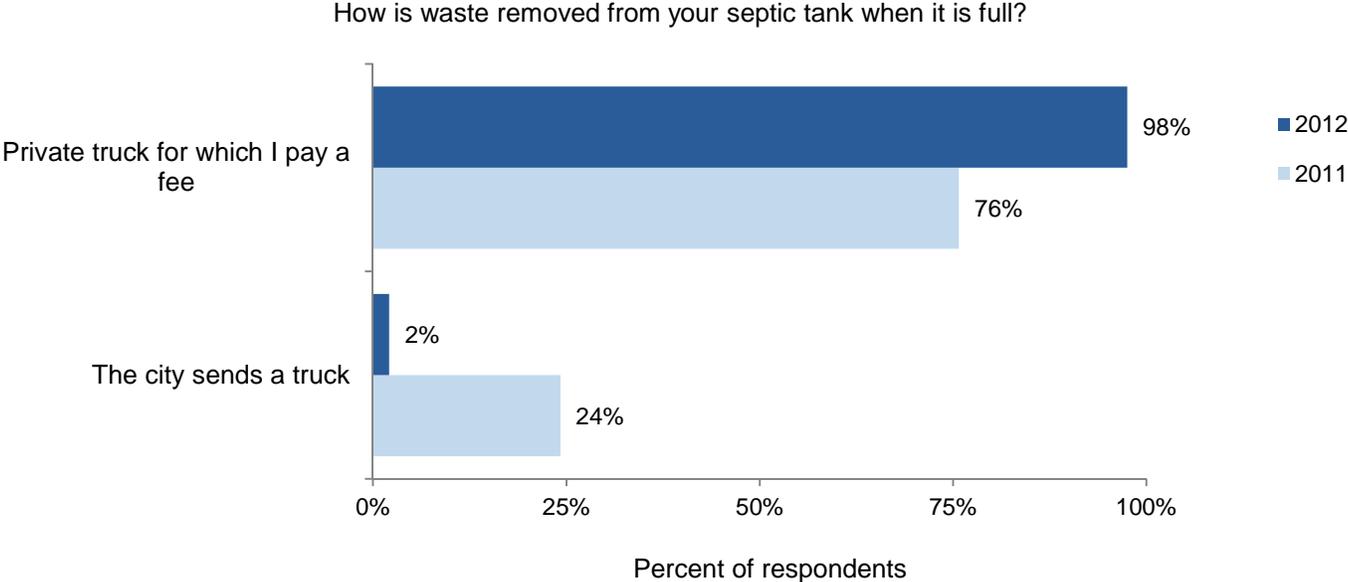
| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 21%       | 38%  | 23%  | 18%  | 53              | 31   | 46   |
| 10       | 30%       | 49%  | 12%  | 9%   | 67              | 26   | 50   |
| 12       | 22%       | 56%  | 20%  | 2%   | 66              | 20   | 46   |
| 19       | 30%       | 47%  | 7%   | 16%  | 64              | 32   | 42   |
| 3        | 27%       | 47%  | 16%  | 11%  | 63              | 50   | 17   |
| 2        | 18%       | 51%  | 23%  | 9%   | 59              | 26   | 42   |
| 7        | 23%       | 35%  | 35%  | 8%   | 58              | 28   | 54   |
| 15       | 16%       | 44%  | 33%  | 7%   | 57              | 37   | 47   |
| 6        | 9%        | 56%  | 24%  | 11%  | 55              | 25   | 49   |
| 21       | 11%       | 53%  | 25%  | 11%  | 55              | 30   | 43   |
| 4        | 17%       | 43%  | 24%  | 15%  | 54              | 27   | 48   |
| 5        | 29%       | 19%  | 31%  | 21%  | 52              | 45   | 16   |
| 16       | 15%       | 34%  | 44%  | 8%   | 52              | 28   | 41   |
| 20       | 20%       | 37%  | 21%  | 21%  | 52              | 20   | 56   |
| 9        | 23%       | 36%  | 8%   | 33%  | 50              | 42   | 43   |
| 18       | 21%       | 35%  | 18%  | 26%  | 50              | 41   | 63   |
| 1        | 16%       | 40%  | 19%  | 26%  | 49              | 25   | 52   |
| 8        | 28%       | 22%  | 22%  | 29%  | 49              | 31   | 44   |
| 11       | 22%       | 30%  | 22%  | 27%  | 49              | 29   | 52   |
| 22       | 24%       | 24%  | 25%  | 27%  | 49              | 30   | 48   |
| 14       | 14%       | 42%  | 15%  | 28%  | 47              | 27   | 38   |
| 17       | 7%        | 31%  | 35%  | 28%  | 39              | 29   | 44   |
| 13       | 8%        | 29%  | 31%  | 33%  | 37              | 36   | 40   |

\*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).

Among the residents with septic tanks (27% in 2012), almost none said they relied on the city for waste removal. This was down from 24% of septic tank owners who, in 2011, said the city removed their waste.

**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 27% of the respondents. Ratings for all aspects for services improved from 2009 to 2011 and again in 2012.

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

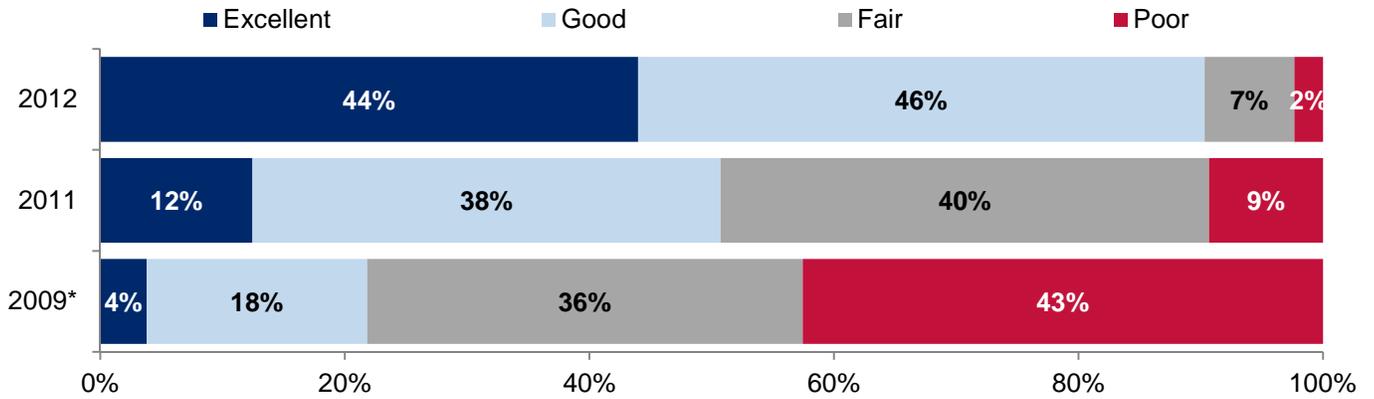
| District | 2012 | 2011 | 2009* |
|----------|------|------|-------|
| ALL      | 68   | 45   | 25    |
| 1        | 56   | 54   | 17    |
| 2        | 70   | 41   | 24    |
| 3        | 72   | 41   | 23    |
| 4        | 69   | 41   | 20    |
| 5        | 70   | 39   | 16    |
| 6        | 70   | 57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

*The index rating of Septic Tank waste removal is an average of the ratings for three components of septic tank waste removal services (timeliness of service (response time), quality of service (how well they do the job), and affordability of service (cost)).*

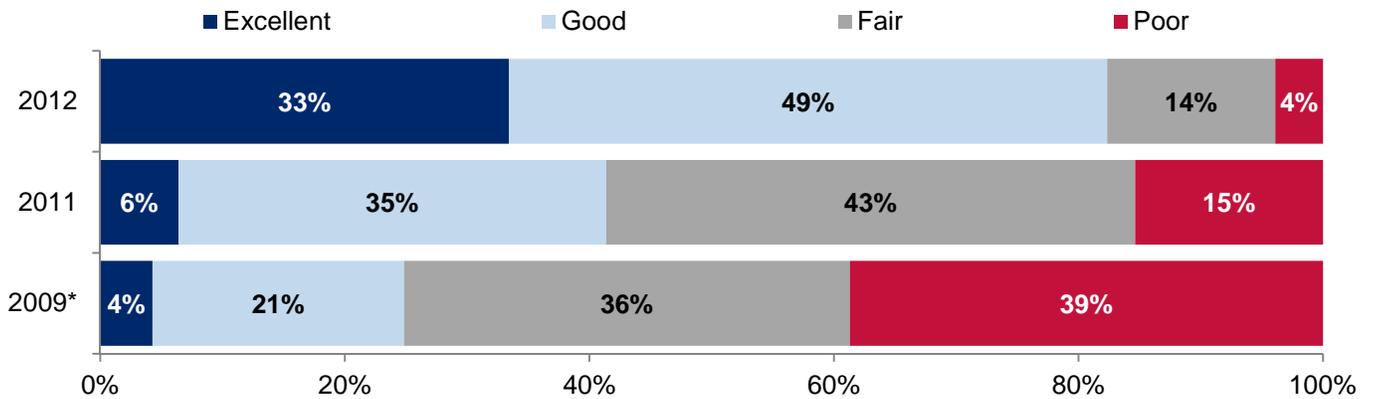
*Each rating is on a 100 point scale where 100=excellent, 67=good, 33=fair and 0=poor*

*\*Ratings for 2009 come exclusively from the 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).*

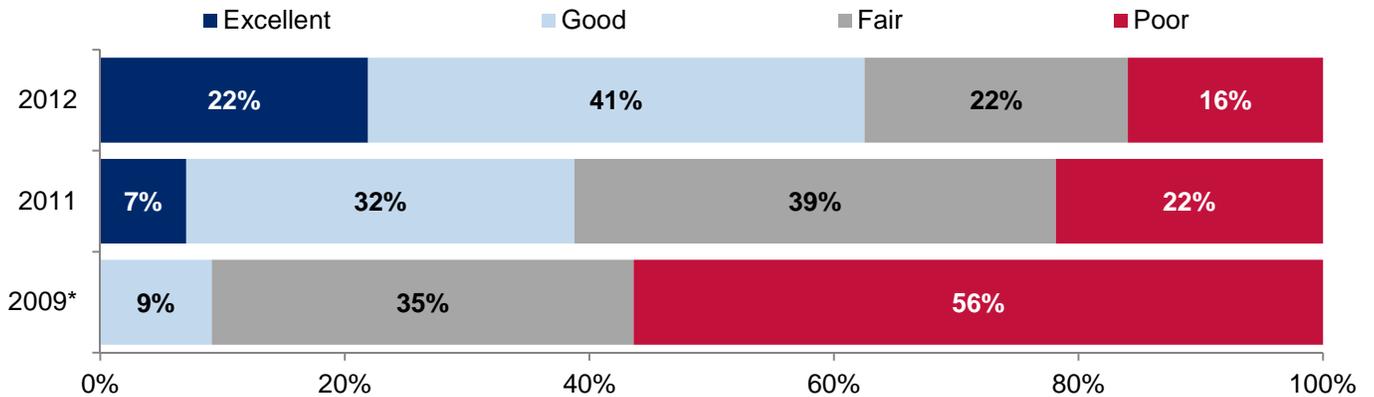
**FIGURE 67: RATING OF SEPTIC TANK WASTE REMOVAL TIMELINESS OF SERVICE BY YEAR**



**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**

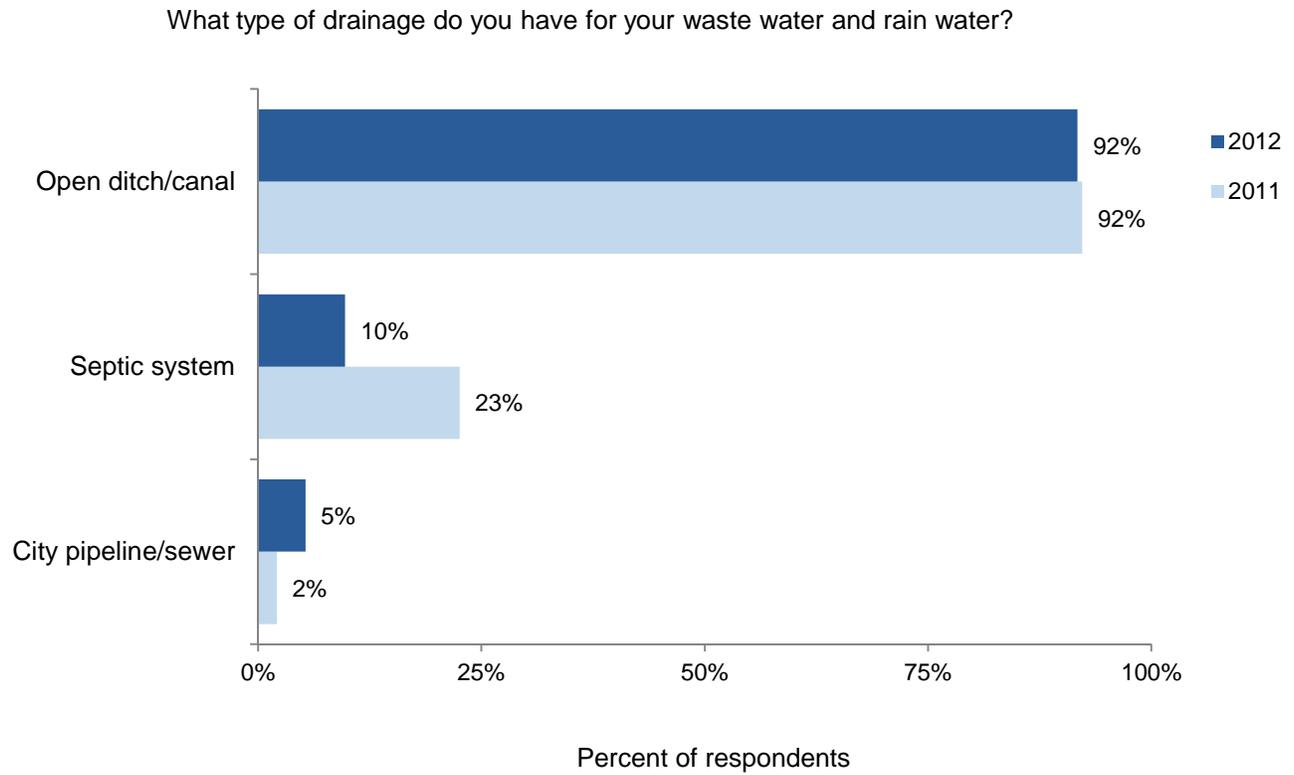


*\*Ratings for 2009 come exclusively from the 2011 survey, respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).*

## Drainage

Poor drainage can cause risk to property and health. Few residents had a city sewer pipe for drainage. Most used open ditches or canals. About 10% had septic systems.

**FIGURE 70: WATER DRAINAGE TYPE**



Ratings for ditch services, overall, remained about the same from 2011 to 2012. However, one component of the overall rating, the rating of the condition of ditches near the respondent's home, declined significantly from 2011 to 2012 (see Figure 71). Other components (ditch repair, cleaning and construction services) saw small improvements in ratings.

Ratings were lowest in districts 13 and 18 in both 2011 and 2012, and ratings for ditch condition and services in districts 5, 8, 17 and 22 declined significantly between the years (as a change of more than  $\pm 8$  points on a 100-point scale is statistically significant). Ratings improved in districts 3, 4, 9, 14, 16, 19.

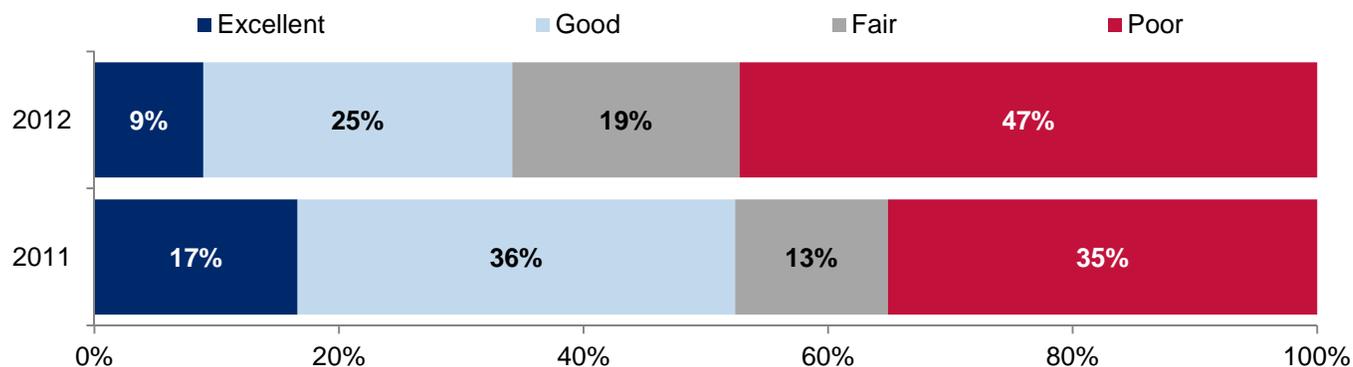
**TABLE 38: INDEX RATING OF DITCH CONDITION AND SERVICES BY DISTRICT**

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

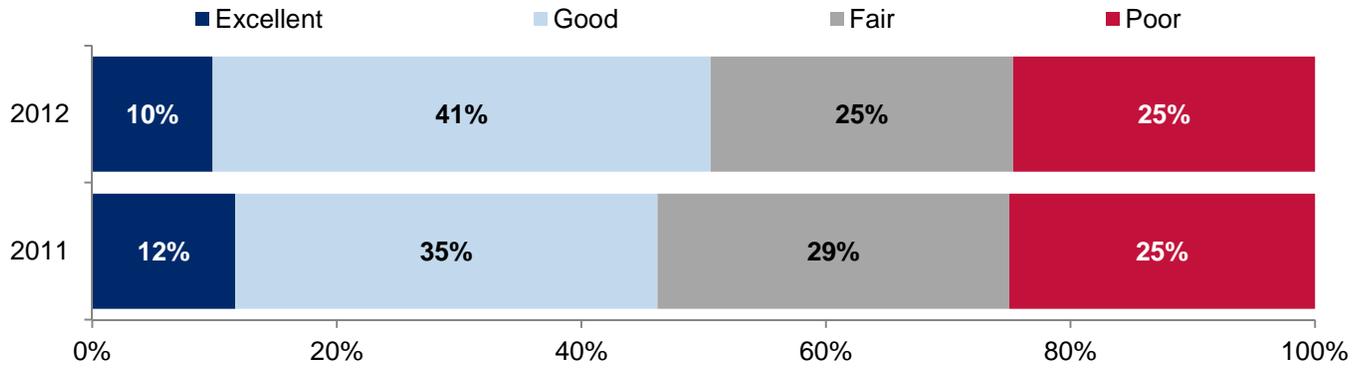


**TABLE 39: RATING OF THE CONDITION OF DRAINAGE DITCHES NEAR HOME BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 9%        | 25%  | 19%  | 47%  | 32              | 45   |
| <b>6</b>   | 31%       | 46%  | 14%  | 9%   | 66              | 59   |
| <b>3</b>   | 22%       | 43%  | 19%  | 16%  | 57              | 45   |
| <b>4</b>   | 14%       | 42%  | 21%  | 23%  | 49              | 33   |
| <b>2</b>   | 11%       | 41%  | 19%  | 29%  | 45              | 44   |
| <b>1</b>   | 9%        | 35%  | 14%  | 42%  | 37              | 38   |
| <b>14</b>  | 5%        | 42%  | 13%  | 40%  | 37              | 15   |
| <b>15</b>  | 9%        | 26%  | 27%  | 37%  | 36              | 42   |
| <b>21</b>  | 14%       | 26%  | 7%   | 53%  | 34              | 49   |
| <b>5</b>   | 7%        | 32%  | 15%  | 46%  | 33              | 61   |
| <b>11</b>  | 4%        | 33%  | 18%  | 45%  | 32              | 51   |
| <b>20</b>  | 4%        | 33%  | 18%  | 45%  | 32              | 39   |
| <b>10</b>  | 5%        | 26%  | 22%  | 47%  | 30              | 41   |
| <b>9</b>   | 5%        | 20%  | 29%  | 46%  | 28              | 37   |
| <b>12</b>  | 9%        | 15%  | 26%  | 50%  | 28              | 40   |
| <b>22</b>  | 13%       | 11%  | 15%  | 60%  | 26              | 53   |
| <b>8</b>   | 2%        | 19%  | 24%  | 55%  | 23              | 89   |
| <b>16</b>  | 6%        | 14%  | 22%  | 58%  | 23              | 9    |
| <b>7</b>   | 3%        | 14%  | 26%  | 57%  | 21              | 48   |
| <b>17</b>  | 5%        | 16%  | 13%  | 67%  | 19              | 48   |
| <b>19</b>  | 10%       | 11%  | 2%   | 77%  | 18              | 31   |
| <b>13</b>  | 1%        | 11%  | 10%  | 78%  | 12              | 24   |
| <b>18</b>  | 2%        | 3%   | 16%  | 78%  | 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**

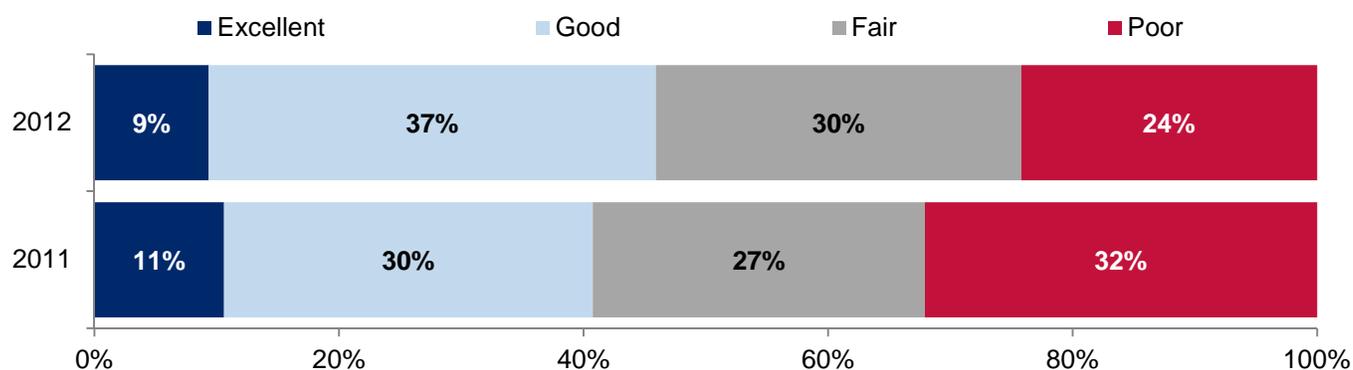


**TABLE 40: RATING OF THE CONDITION OF LARGER DRAINAGE DITCHES THROUGHOUT THE CITY BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 10%       | 41%  | 25%  | 25%  | 45              | 44   |
| <b>12</b>  | 11%       | 57%  | 17%  | 15%  | 55              | 51   |
| <b>19</b>  | 20%       | 42%  | 20%  | 17%  | 55              | 39   |
| <b>3</b>   | 11%       | 47%  | 31%  | 10%  | 53              | 48   |
| <b>7</b>   | 7%        | 54%  | 30%  | 9%   | 53              | 50   |
| <b>6</b>   | 10%       | 51%  | 23%  | 16%  | 52              | 56   |
| <b>1</b>   | 8%        | 47%  | 28%  | 17%  | 49              | 41   |
| <b>9</b>   | 11%       | 46%  | 20%  | 23%  | 49              | 44   |
| <b>10</b>  | 6%        | 52%  | 24%  | 18%  | 48              | 40   |
| <b>15</b>  | 11%       | 43%  | 25%  | 21%  | 48              | 38   |
| <b>21</b>  | 17%       | 33%  | 27%  | 23%  | 48              | 48   |
| <b>11</b>  | 21%       | 34%  | 10%  | 35%  | 47              | 48   |
| <b>4</b>   | 7%        | 49%  | 17%  | 26%  | 46              | 30   |
| <b>16</b>  | 10%       | 36%  | 30%  | 24%  | 44              | 28   |
| <b>2</b>   | 7%        | 44%  | 21%  | 28%  | 43              | 49   |
| <b>14</b>  | 9%        | 32%  | 36%  | 22%  | 43              | 26   |
| <b>17</b>  | 13%       | 30%  | 28%  | 29%  | 42              | 41   |
| <b>8</b>   | 11%       | 33%  | 20%  | 36%  | 40              | 66   |
| <b>20</b>  | 2%        | 38%  | 34%  | 26%  | 39              | 42   |
| <b>5</b>   | 5%        | 34%  | 27%  | 34%  | 37              | 51   |
| <b>13</b>  | 10%       | 27%  | 24%  | 39%  | 36              | 32   |
| <b>22</b>  | 5%        | 27%  | 32%  | 36%  | 33              | 50   |
| <b>18</b>  | 7%        | 20%  | 35%  | 38%  | 32              | 31   |

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

**FIGURE 73: RATING OF DITCH CLEANING SERVICES BY YEAR**

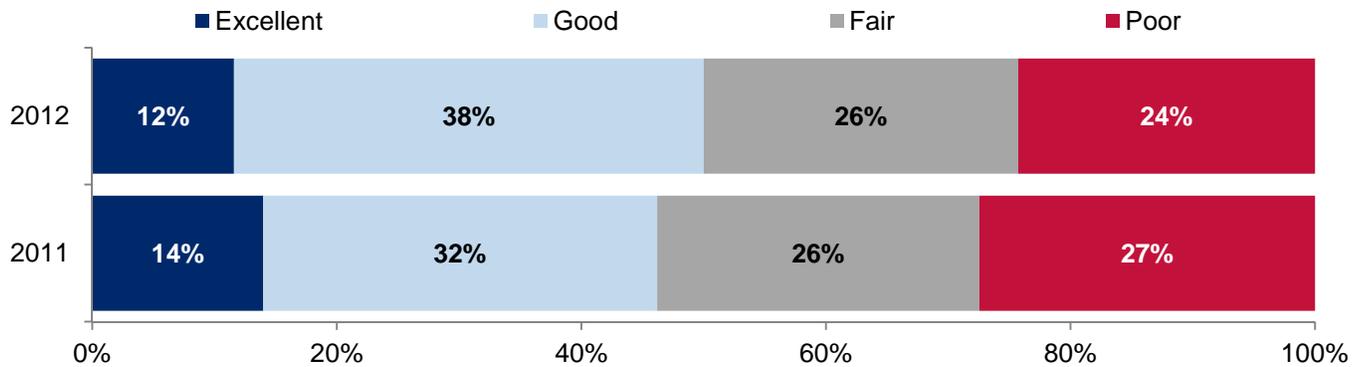


**TABLE 41: RATING OF DITCH CLEANING SERVICES BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 9%        | 37%  | 30%  | 24%  | 44              | 40   |
| <b>3</b>   | 16%       | 54%  | 17%  | 13%  | 58              | 42   |
| <b>2</b>   | 16%       | 48%  | 21%  | 15%  | 55              | 46   |
| <b>9</b>   | 13%       | 43%  | 37%  | 7%   | 54              | 38   |
| <b>12</b>  | 12%       | 45%  | 30%  | 12%  | 53              | 43   |
| <b>6</b>   | 15%       | 37%  | 38%  | 10%  | 52              | 48   |
| <b>15</b>  | 14%       | 40%  | 32%  | 14%  | 51              | 38   |
| <b>1</b>   | 6%        | 55%  | 19%  | 20%  | 49              | 40   |
| <b>21</b>  | 11%       | 45%  | 23%  | 21%  | 49              | 43   |
| <b>7</b>   | 7%        | 48%  | 25%  | 19%  | 48              | 47   |
| <b>11</b>  | 12%       | 34%  | 39%  | 14%  | 48              | 44   |
| <b>4</b>   | 12%       | 34%  | 34%  | 20%  | 46              | 33   |
| <b>10</b>  | 11%       | 32%  | 39%  | 17%  | 46              | 35   |
| <b>16</b>  | 7%        | 40%  | 28%  | 24%  | 43              | 16   |
| <b>19</b>  | 10%       | 32%  | 33%  | 26%  | 42              | 27   |
| <b>14</b>  | 7%        | 30%  | 40%  | 22%  | 41              | 20   |
| <b>17</b>  | 4%        | 37%  | 24%  | 35%  | 37              | 36   |
| <b>20</b>  | 4%        | 37%  | 27%  | 33%  | 37              | 30   |
| <b>5</b>   | 3%        | 37%  | 25%  | 35%  | 36              | 51   |
| <b>8</b>   | 7%        | 23%  | 25%  | 44%  | 31              | 63   |
| <b>13</b>  | 5%        | 29%  | 21%  | 45%  | 31              | 28   |
| <b>22</b>  | 6%        | 22%  | 33%  | 39%  | 31              | 50   |
| <b>18</b>  | 3%        | 18%  | 29%  | 50%  | 25              | 16   |

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

**FIGURE 74: RATING OF DITCH REPAIR SERVICES BY YEAR**

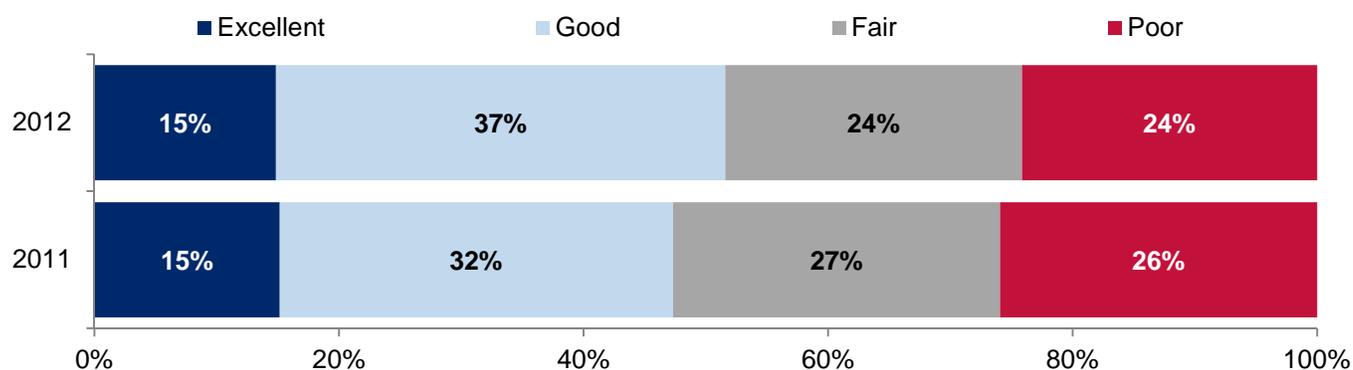


**TABLE 42: RATING OF DITCH REPAIR SERVICES BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 12%       | 38%  | 26%  | 24%  | 46              | 44   |
| <b>2</b>   | 19%       | 50%  | 21%  | 10%  | 59              | 58   |
| <b>9</b>   | 18%       | 48%  | 28%  | 6%   | 59              | 43   |
| <b>3</b>   | 13%       | 54%  | 21%  | 12%  | 56              | 49   |
| <b>6</b>   | 21%       | 38%  | 27%  | 14%  | 55              | 61   |
| <b>7</b>   | 11%       | 52%  | 27%  | 10%  | 55              | 43   |
| <b>4</b>   | 13%       | 47%  | 28%  | 12%  | 54              | 44   |
| <b>15</b>  | 15%       | 40%  | 30%  | 15%  | 52              | 45   |
| <b>1</b>   | 11%       | 51%  | 17%  | 21%  | 51              | 46   |
| <b>11</b>  | 13%       | 45%  | 23%  | 19%  | 51              | 45   |
| <b>12</b>  | 19%       | 29%  | 34%  | 19%  | 49              | 51   |
| <b>21</b>  | 13%       | 40%  | 28%  | 19%  | 49              | 44   |
| <b>10</b>  | 13%       | 36%  | 25%  | 25%  | 46              | 40   |
| <b>19</b>  | 6%        | 45%  | 28%  | 20%  | 46              | 29   |
| <b>20</b>  | 13%       | 37%  | 22%  | 28%  | 45              | 40   |
| <b>14</b>  | 6%        | 36%  | 41%  | 17%  | 44              | 23   |
| <b>16</b>  | 16%       | 24%  | 31%  | 28%  | 43              | 17   |
| <b>5</b>   | 6%        | 35%  | 30%  | 28%  | 40              | 53   |
| <b>8</b>   | 8%        | 25%  | 20%  | 46%  | 32              | 58   |
| <b>17</b>  | 4%        | 26%  | 25%  | 45%  | 30              | 44   |
| <b>22</b>  | 2%        | 27%  | 24%  | 47%  | 28              | 55   |
| <b>13</b>  | 4%        | 22%  | 20%  | 54%  | 26              | 39   |
| <b>18</b>  | 3%        | 22%  | 23%  | 51%  | 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**

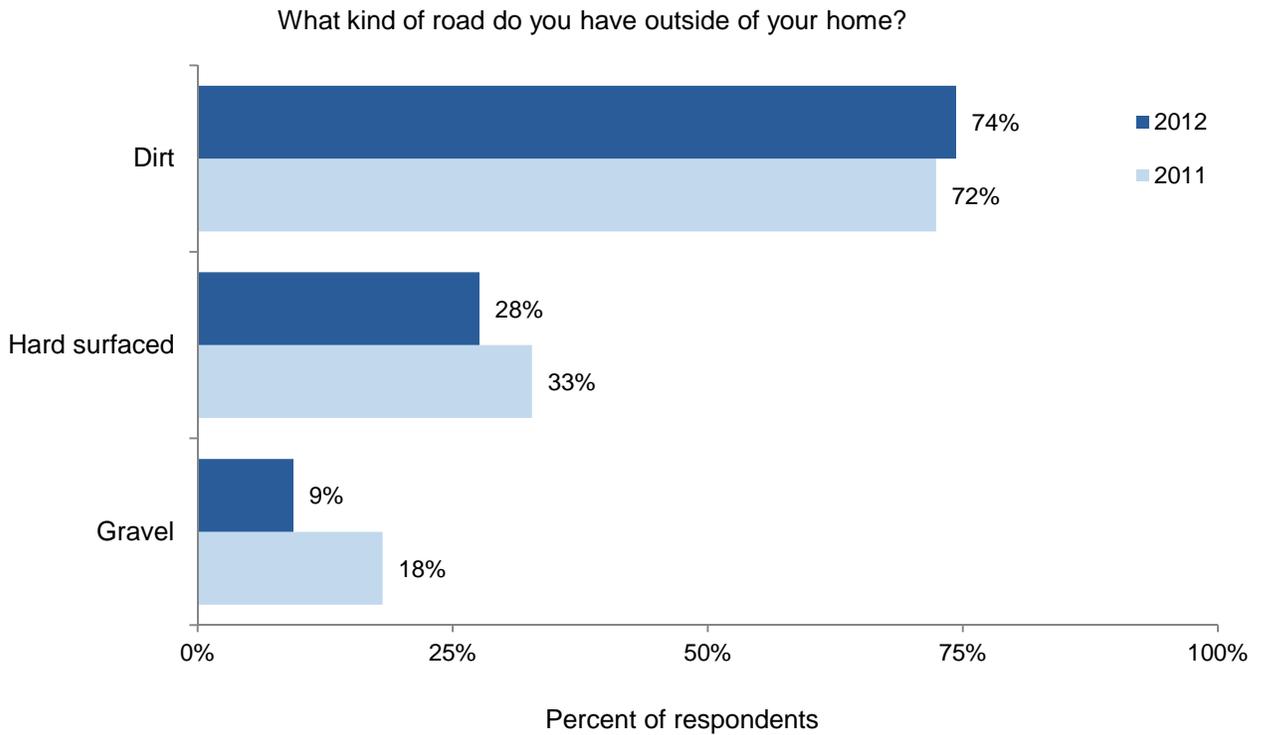
| District   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 15%       | 37%  | 24%  | 24%  | 47              | 46   |
| <b>9</b>   | 28%       | 40%  | 25%  | 7%   | 63              | 47   |
| <b>2</b>   | 25%       | 46%  | 18%  | 10%  | 62              | 61   |
| <b>4</b>   | 21%       | 37%  | 31%  | 10%  | 57              | 41   |
| <b>11</b>  | 22%       | 40%  | 20%  | 18%  | 55              | 42   |
| <b>3</b>   | 11%       | 49%  | 28%  | 11%  | 54              | 53   |
| <b>7</b>   | 11%       | 52%  | 24%  | 13%  | 54              | 47   |
| <b>6</b>   | 14%       | 47%  | 23%  | 15%  | 53              | 61   |
| <b>10</b>  | 20%       | 38%  | 22%  | 19%  | 53              | 40   |
| <b>15</b>  | 16%       | 39%  | 34%  | 11%  | 53              | 47   |
| <b>1</b>   | 16%       | 46%  | 12%  | 26%  | 51              | 45   |
| <b>21</b>  | 22%       | 31%  | 26%  | 21%  | 51              | 46   |
| <b>19</b>  | 18%       | 37%  | 22%  | 23%  | 50              | 30   |
| <b>20</b>  | 17%       | 37%  | 26%  | 20%  | 50              | 37   |
| <b>12</b>  | 17%       | 29%  | 36%  | 18%  | 48              | 52   |
| <b>5</b>   | 9%        | 41%  | 28%  | 21%  | 46              | 59   |
| <b>14</b>  | 8%        | 38%  | 31%  | 22%  | 44              | 25   |
| <b>16</b>  | 15%       | 30%  | 25%  | 30%  | 44              | 17   |
| <b>17</b>  | 6%        | 25%  | 18%  | 52%  | 29              | 45   |
| <b>8</b>   | 4%        | 23%  | 22%  | 51%  | 27              | 58   |
| <b>18</b>  | 4%        | 22%  | 20%  | 53%  | 26              | 13   |
| <b>13</b>  | 5%        | 24%  | 11%  | 60%  | 25              | 42   |
| <b>22</b>  | 5%        | 13%  | 28%  | 54%  | 23              | 58   |

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

## Roads and Sidewalks

Most Kabul residents lived in neighborhoods with dirt roads (74%), but many also had nearby hard surface (28%) or gravel (9%) roads.

FIGURE 76: LOCAL ROAD TYPE



Half or more of respondents from districts 2, 3, 6, 9 and 22 said they had hard surface roads near their homes, while no one or almost no one in districts 18 and 19 had the same.

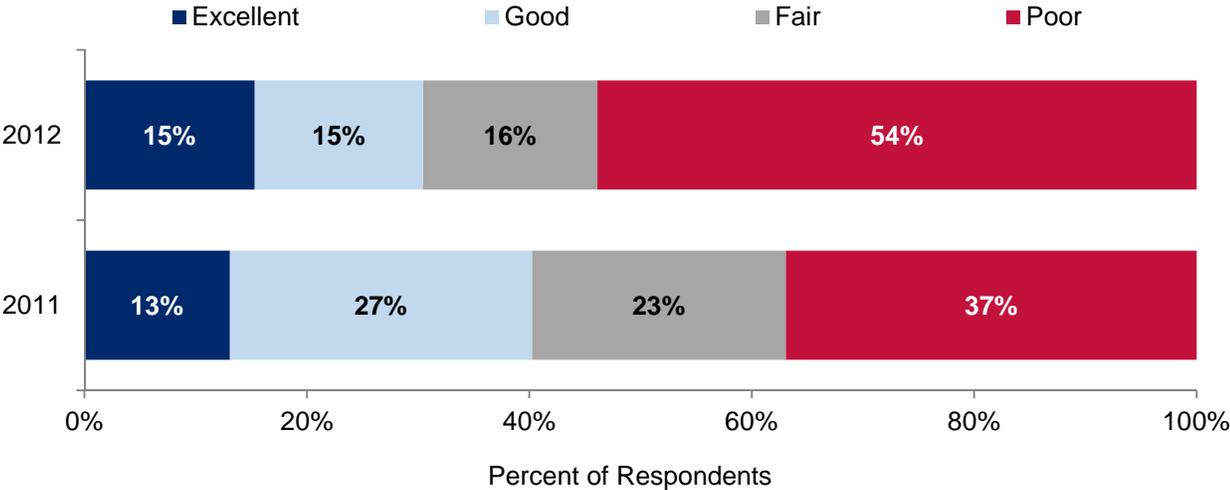
**TABLE 44: LOCAL ROAD TYPE BY DISTRICT**

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

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

Ratings of the condition of local roads decreased from 2011 to 2012, with significantly more residents saying their local road was in poor condition.

**FIGURE 77: RATING OF CONDITION OF LOCAL STREET BY YEAR**



Residents in districts 2, 3 and 6 which were among those most likely to have hard surface roads, gave the highest ratings to their roads. In most districts at least half the residents (and up to 83%) 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   | 2012      |      |      |      | Average rating* |      |
|------------|-----------|------|------|------|-----------------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 |
| <b>ALL</b> | 15%       | 15%  | 16%  | 54%  | 31              | 39   |
| <b>6</b>   | 49%       | 29%  | 9%   | 13%  | 71              | 58   |
| <b>2</b>   | 34%       | 37%  | 12%  | 17%  | 63              | 54   |
| <b>3</b>   | 32%       | 30%  | 13%  | 25%  | 56              | 42   |
| <b>4</b>   | 28%       | 28%  | 13%  | 31%  | 51              | 33   |
| <b>9</b>   | 23%       | 16%  | 15%  | 46%  | 39              | 42   |
| <b>11</b>  | 24%       | 12%  | 13%  | 51%  | 36              | 50   |
| <b>10</b>  | 15%       | 20%  | 19%  | 46%  | 35              | 37   |
| <b>20</b>  | 12%       | 22%  | 23%  | 43%  | 34              | 38   |
| <b>14</b>  | 8%        | 19%  | 33%  | 40%  | 32              | 7    |
| <b>22</b>  | 17%       | 12%  | 19%  | 52%  | 31              | 51   |
| <b>1</b>   | 12%       | 19%  | 6%   | 63%  | 27              | 34   |
| <b>5</b>   | 4%        | 17%  | 34%  | 45%  | 27              | 40   |
| <b>12</b>  | 14%       | 11%  | 17%  | 58%  | 27              | 42   |
| <b>21</b>  | 14%       | 14%  | 10%  | 62%  | 27              | 32   |
| <b>8</b>   | 16%       | 6%   | 10%  | 68%  | 23              | 76   |
| <b>17</b>  | 12%       | 7%   | 14%  | 67%  | 21              | 33   |
| <b>15</b>  | 2%        | 15%  | 15%  | 68%  | 17              | 33   |
| <b>7</b>   | 4%        | 9%   | 11%  | 76%  | 14              | 36   |
| <b>13</b>  | 4%        | 3%   | 22%  | 71%  | 13              | 23   |
| <b>16</b>  | 3%        | 7%   | 16%  | 74%  | 13              | 6    |
| <b>18</b>  | 4%        | 0%   | 18%  | 78%  | 10              | 12   |
| <b>19</b>  | 0%        | 4%   | 13%  | 83%  | 7               | 21   |

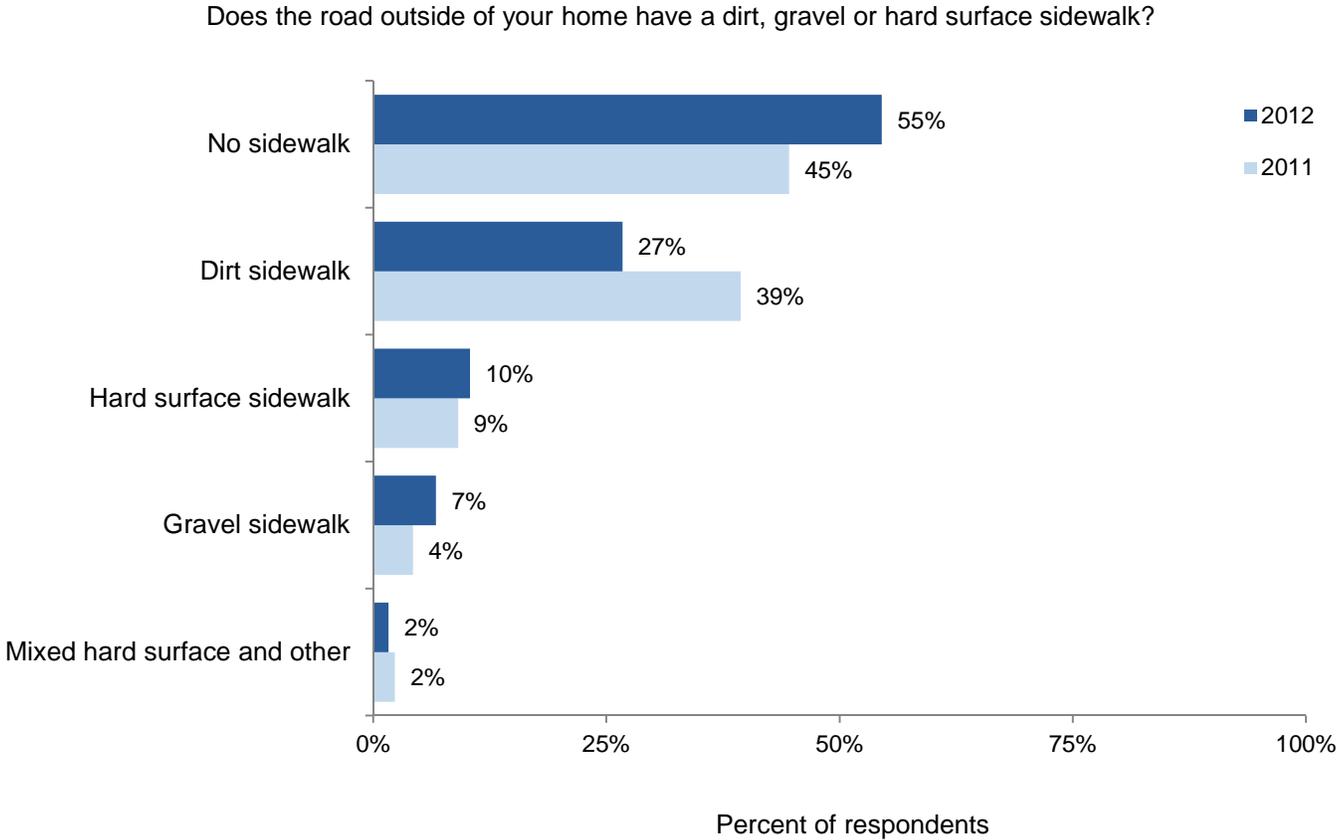
\*Average rating, where 100=excellent, 67=good, 33=fair and 0=poor.

More than half of the respondents (55%) indicated that they did not have a sidewalk on the road outside their home (up from 45% in 2011) and those who had a sidewalk were most likely to have a dirt sidewalk (60% of those with a sidewalk).

This varied greatly by district. In districts 13, 14, 18, 20, and 22 about three-quarters or more of all residents had no sidewalk, compared to districts 2, 4 and 11 where 32% 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 the “random walk” of the interviewer varied.

Districts 2, 9, and 11 were most likely to have a hard surface sidewalk on the road outside their home.

**FIGURE 78: LOCAL STREET SIDEWALK TYPE**



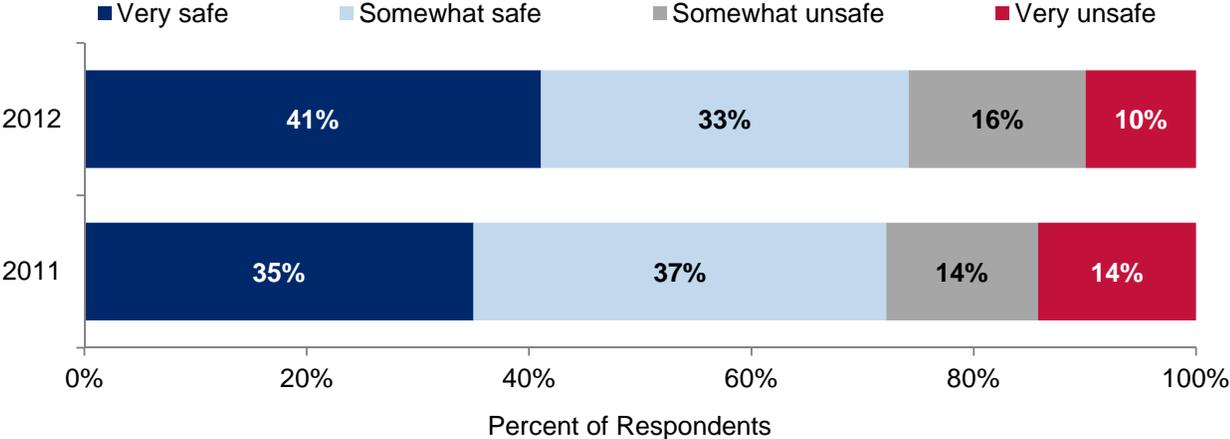
**TABLE 46: LOCAL STREET SIDEWALK TYPE BY DISTRICT**

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

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

Feelings of safety walking on the local road or sidewalk increased from 2011 to 2012. Regression analysis (in 2011 and in 2012) 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.

**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**

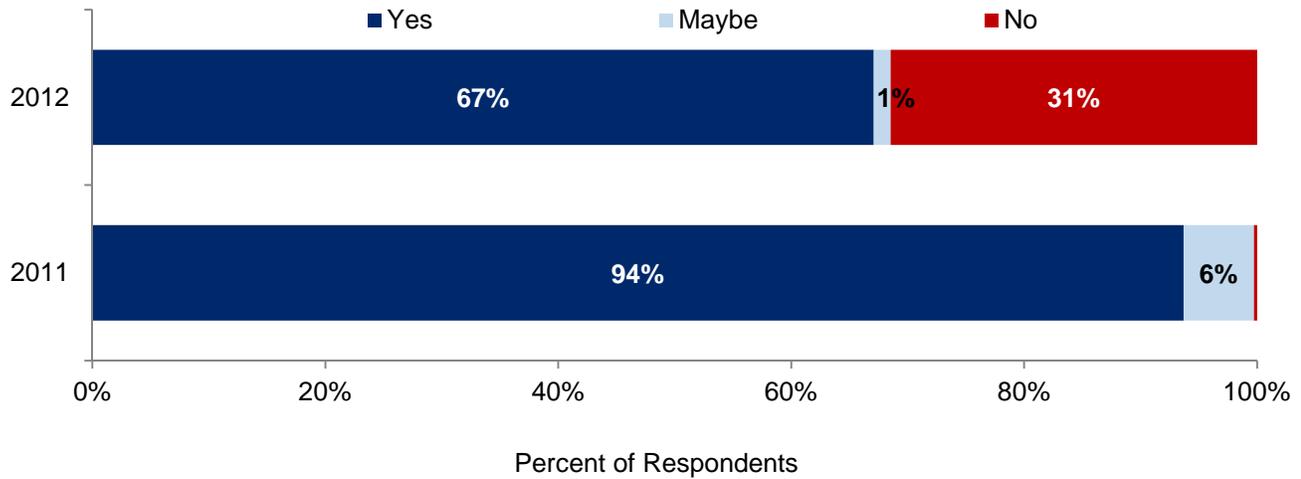
| District   | 2012      |               |                 |             | Average rating* |      |
|------------|-----------|---------------|-----------------|-------------|-----------------|------|
|            | Very safe | Somewhat safe | Somewhat unsafe | Very unsafe | 2012            | 2011 |
| <b>ALL</b> | 41%       | 33%           | 16%             | 10%         | 68              | 64   |
| <b>1</b>   | 37%       | 32%           | 11%             | 19%         | 63              | 61   |
| <b>2</b>   | 35%       | 48%           | 7%              | 10%         | 69              | 76   |
| <b>3</b>   | 53%       | 38%           | 5%              | 4%          | 80              | 70   |
| <b>4</b>   | 38%       | 34%           | 19%             | 9%          | 67              | 65   |
| <b>5</b>   | 41%       | 35%           | 19%             | 4%          | 71              | 63   |
| <b>6</b>   | 56%       | 34%           | 10%             | 0%          | 82              | 80   |
| <b>7</b>   | 34%       | 28%           | 24%             | 14%         | 61              | 64   |
| <b>8</b>   | 57%       | 20%           | 12%             | 11%         | 74              | 73   |
| <b>9</b>   | 44%       | 43%           | 11%             | 2%          | 76              | 72   |
| <b>10</b>  | 30%       | 41%           | 25%             | 4%          | 66              | 66   |
| <b>11</b>  | 51%       | 32%           | 12%             | 5%          | 76              | 60   |
| <b>12</b>  | 26%       | 41%           | 26%             | 7%          | 62              | 55   |
| <b>13</b>  | 50%       | 26%           | 11%             | 13%         | 71              | 56   |
| <b>14</b>  | 47%       | 45%           | 6%              | 2%          | 79              | 58   |
| <b>15</b>  | 18%       | 45%           | 24%             | 13%         | 56              | 72   |
| <b>16</b>  | 30%       | 26%           | 16%             | 28%         | 53              | 52   |
| <b>17</b>  | 57%       | 20%           | 9%              | 14%         | 73              | 58   |
| <b>18</b>  | 43%       | 34%           | 12%             | 11%         | 70              | 37   |
| <b>19</b>  | 43%       | 38%           | 12%             | 7%          | 72              | 66   |
| <b>20</b>  | 35%       | 36%           | 10%             | 19%         | 62              | 51   |
| <b>17</b>  | 47%       | 23%           | 16%             | 14%         | 68              | 65   |
| <b>13</b>  | 41%       | 16%           | 26%             | 17%         | 60              | 66   |

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

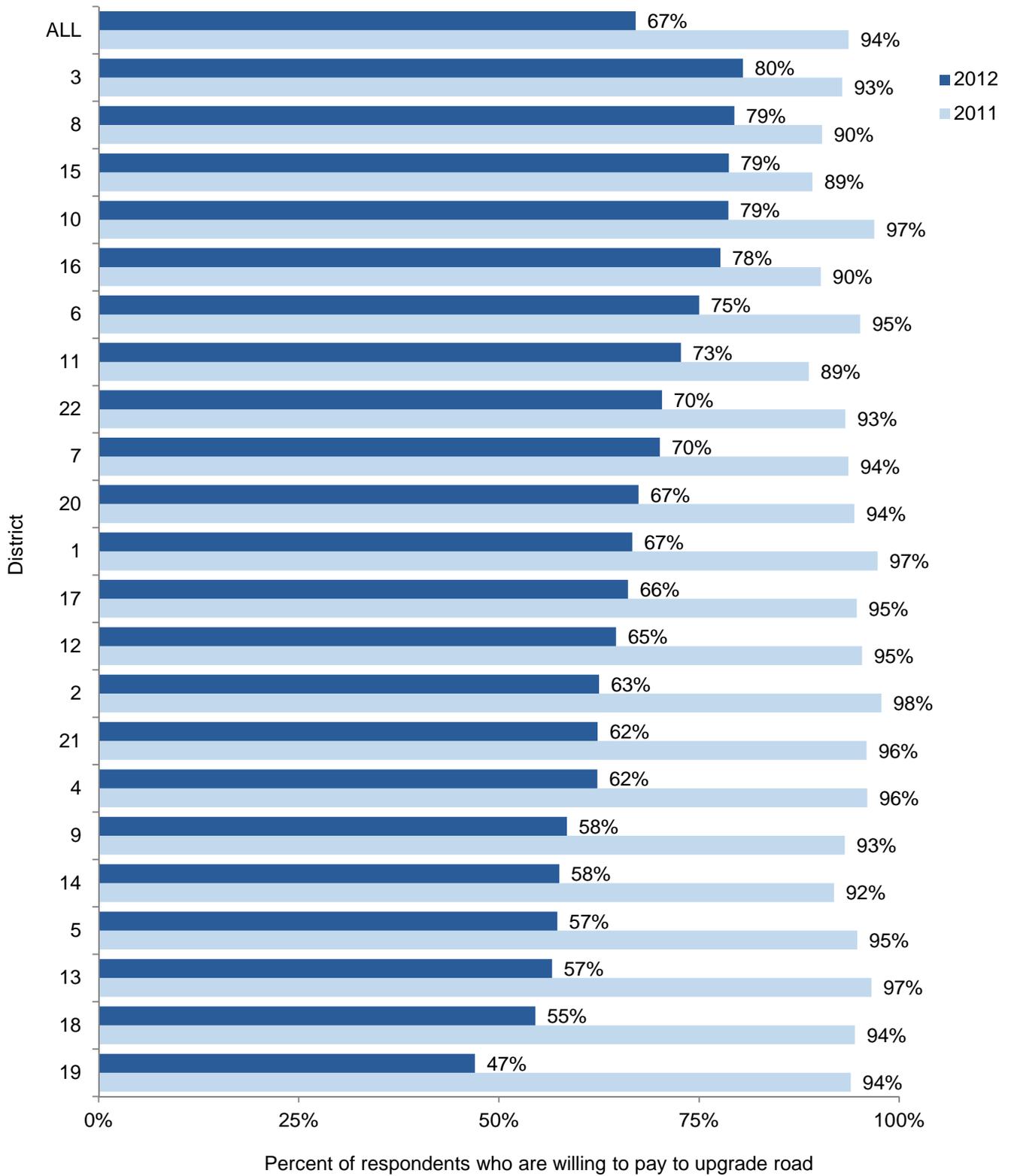
In 2011 almost all of the residents were willing to pay an increased Safayi fee if it meant their road would be upgraded from dirt to gravel. In 2012, the proportion willing to pay dropped to 67%. This drop in interest was seen across all districts. Those in lower income districts (13, 18 and 19) were least likely to be willing to pay.

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

If increasing the Safayi fee by a certain amount per month would mean that the city could give you a gravel road, would you pay this new Safayi every month?



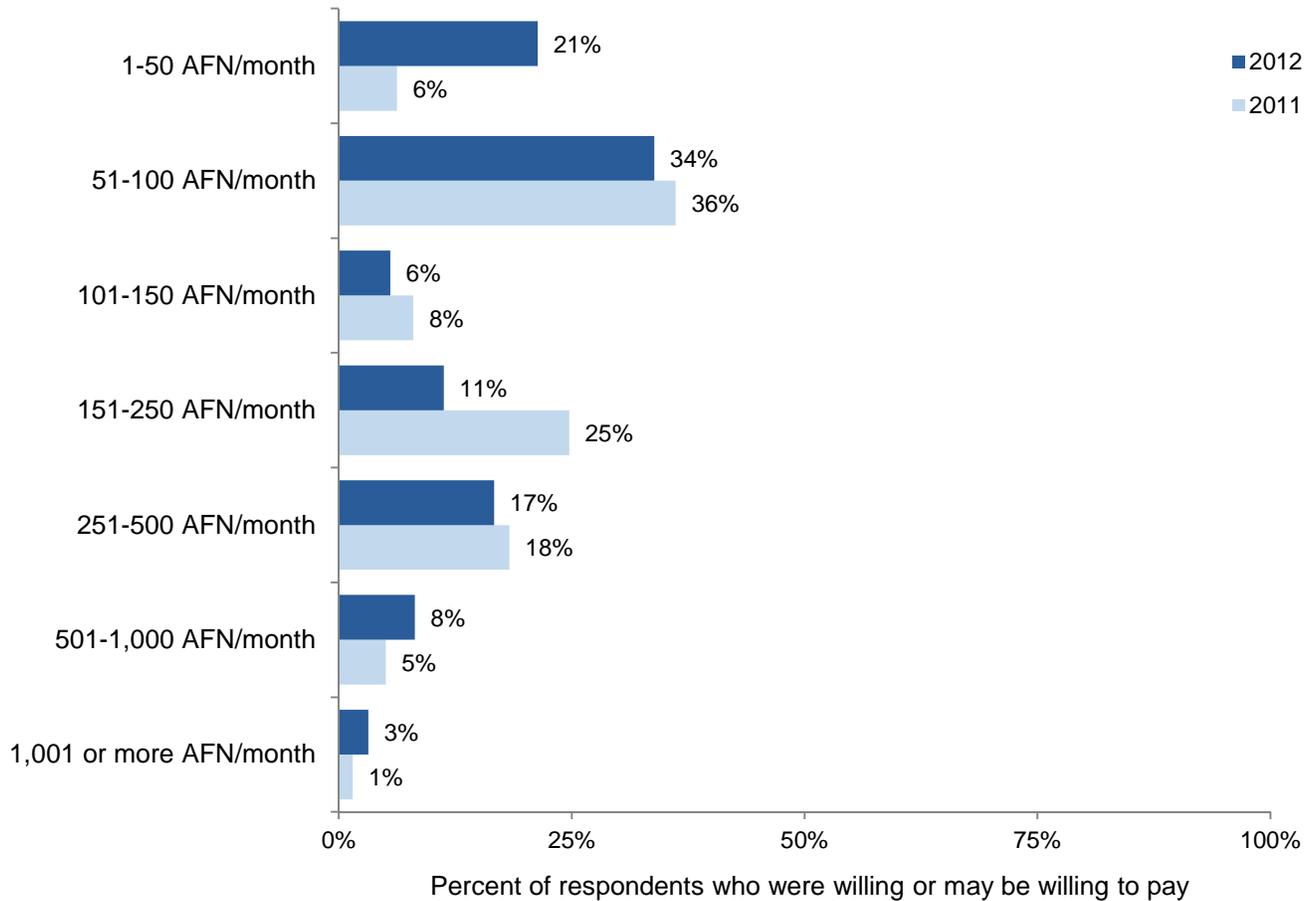
**FIGURE 81: WILLINGNESS TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL BY DISTRICT**



How much a resident was willing to pay to upgrade the road varied markedly by district. Residents in districts 1, 2, 5, 6, 11, 15 and 16 were willing to pay the most (400 AFN per month or more on average) and in districts 13, 17, 18 and 19 they were willing to pay the least (150 AFN per month or less on average). This average amount did not include the “zero amounts” for those who are unwilling to pay, of which there are more in districts 13, 17, 18 and 19.

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 or gravel road 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 | 2012 | 2011 |
|----------|------|------|
| ALL      | 319  | 243  |
| 2        | 780  | 198  |
| 11       | 535  | 260  |
| 6        | 503  | 312  |
| 16       | 460  | 183  |
| 1        | 440  | 185  |
| 5        | 430  | 269  |
| 15       | 404  | 286  |
| 4        | 378  | 238  |
| 12       | 360  | 216  |
| 21       | 351  | 240  |
| 7        | 332  | 210  |
| 9        | 294  | 298  |
| 3        | 255  | 223  |
| 10       | 236  | 239  |
| 8        | 232  | 143  |
| 22       | 232  | 303  |
| 20       | 228  | 216  |
| 14       | 184  | 223  |
| 18       | 140  | 342  |
| 19       | 137  | 249  |
| 13       | 118  | 194  |
| 17       | 81   | 216  |

*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.*

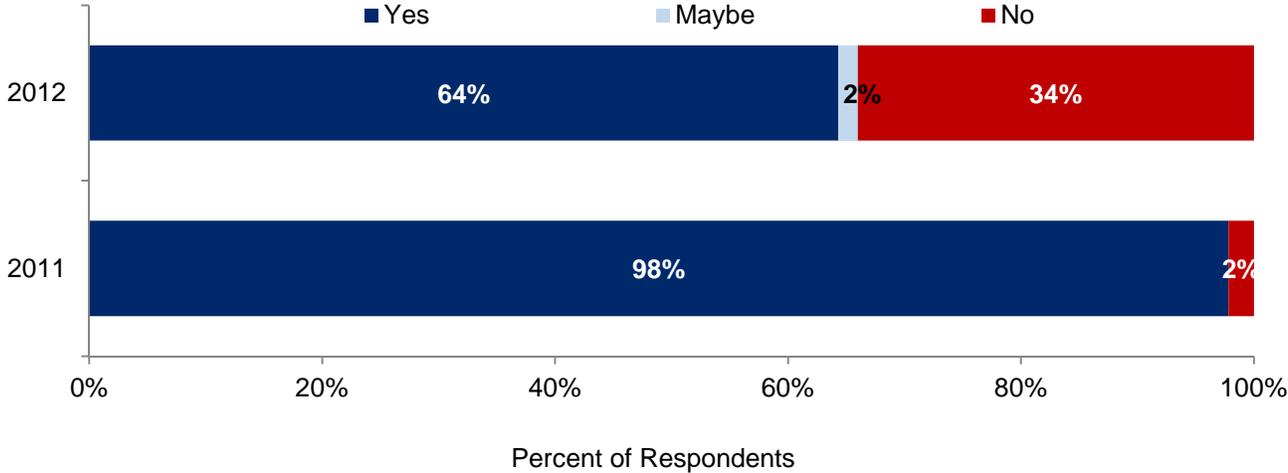
**TABLE 49: REASONS UNWILLING TO PAY TO UPGRADE ROAD FROM DIRT TO GRAVEL**

| 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 | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|--------------------------|---------------------------|
| <b>ALL</b> | 90%                  | 12%                   | 5%  | 11%                        | 1%                       | 4%                        |
| <b>1</b>   | 100%                 | 21%                   | 10%   | 17%                        | 0%                       | 0%                        |
| <b>2</b>   | 80%                  | 0%                    | 7%  | 27%                        | 0%                       | 0%                        |
| <b>3</b>   | 88%                  | 37%                   | 0%  | 25%                        | 0%                       | 0%                        |
| <b>4</b>   | 78%                  | 9%                    | 4%  | 22%                        | 0%                       | 0%                        |
| <b>5</b>   | 92%                  | 14%                   | 0%  | 5%                         | 0%                       | 5%                        |
| <b>6</b>   | 86%                  | 14%                   | 0%  | 43%                        | 0%                       | 0%                        |
| <b>7</b>   | 92%                  | 8%                    | 4%  | 12%                        | 0%                       | 8%                        |
| <b>8</b>   | 82%                  | 0%                    | 0%  | 0%                         | 0%                       | 18%                       |
| <b>9</b>   | 95%                  | 0%                    | 5%  | 14%                        | 0%                       | 0%                        |
| <b>10</b>  | 62%                  | 31%                   | 12%   | 6%                         | 6%                       | 0%                        |
| <b>11</b>  | 94%                  | 6%                    | 0%  | 0%                         | 0%                       | 0%                        |
| <b>12</b>  | 93%                  | 4%                    | 15%   | 7%                         | 0%                       | 0%                        |
| <b>13</b>  | 89%                  | 17%                   | 8%  | 0%                         | 0%                       | 8%                        |
| <b>14</b>  | 83%                  | 10%                   | 13%   | 7%                         | 0%                       | 10%                       |
| <b>15</b>  | 90%                  | 10%                   | 0%  | 5%                         | 0%                       | 5%                        |
| <b>16</b>  | 95%                  | 11%                   | 0%  | 5%                         | 0%                       | 5%                        |
| <b>17</b>  | 95%                  | 10%                   | 5%  | 5%                         | 0%                       | 5%                        |
| <b>18</b>  | 88%                  | 8%                    | 3%  | 8%                         | 5%                       | 8%                        |
| <b>19</b>  | 98%                  | 8%                    | 8%  | 24%                        | 4%                       | 0%                        |
| <b>20</b>  | 100%                 | 21%                   | 4%  | 0%                         | 0%                       | 0%                        |
| <b>21</b>  | 89%                  | 22%                   | 4%  | 26%                        | 0%                       | 0%                        |
| <b>22</b>  | 100%                 | 0%                    | 18%   | 18%                        | 9%                       | 0%                        |

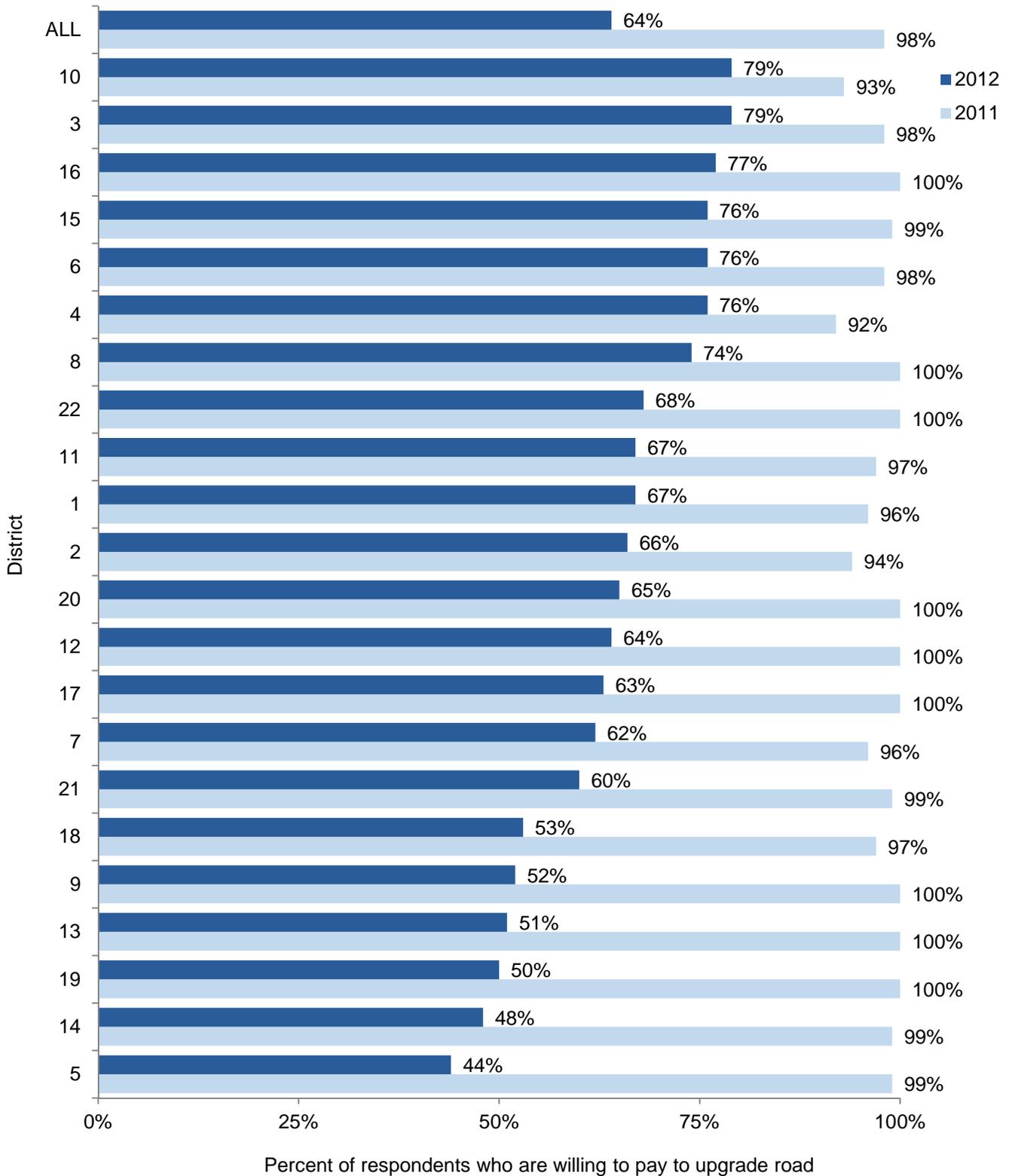
Most respondents were also interested in upgrading their roads from dirt or gravel to hard surface. But again the proportion dropped from nearly all households saying they would pay something (98% in 2011), to only 64% in 2012. The proportion of households willing to pay for the upgrade dropped in all districts, but again, those in the lowest income districts were less likely to be willing to pay anything. The exception was district 5, while these residents had higher than average incomes, only 44% were willing to pay for an upgrade to hard surface.

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

If increasing the Safayi fee by a certain amount per month would mean that the city could give you a hard surface road, would you pay this new Safayi every month?



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

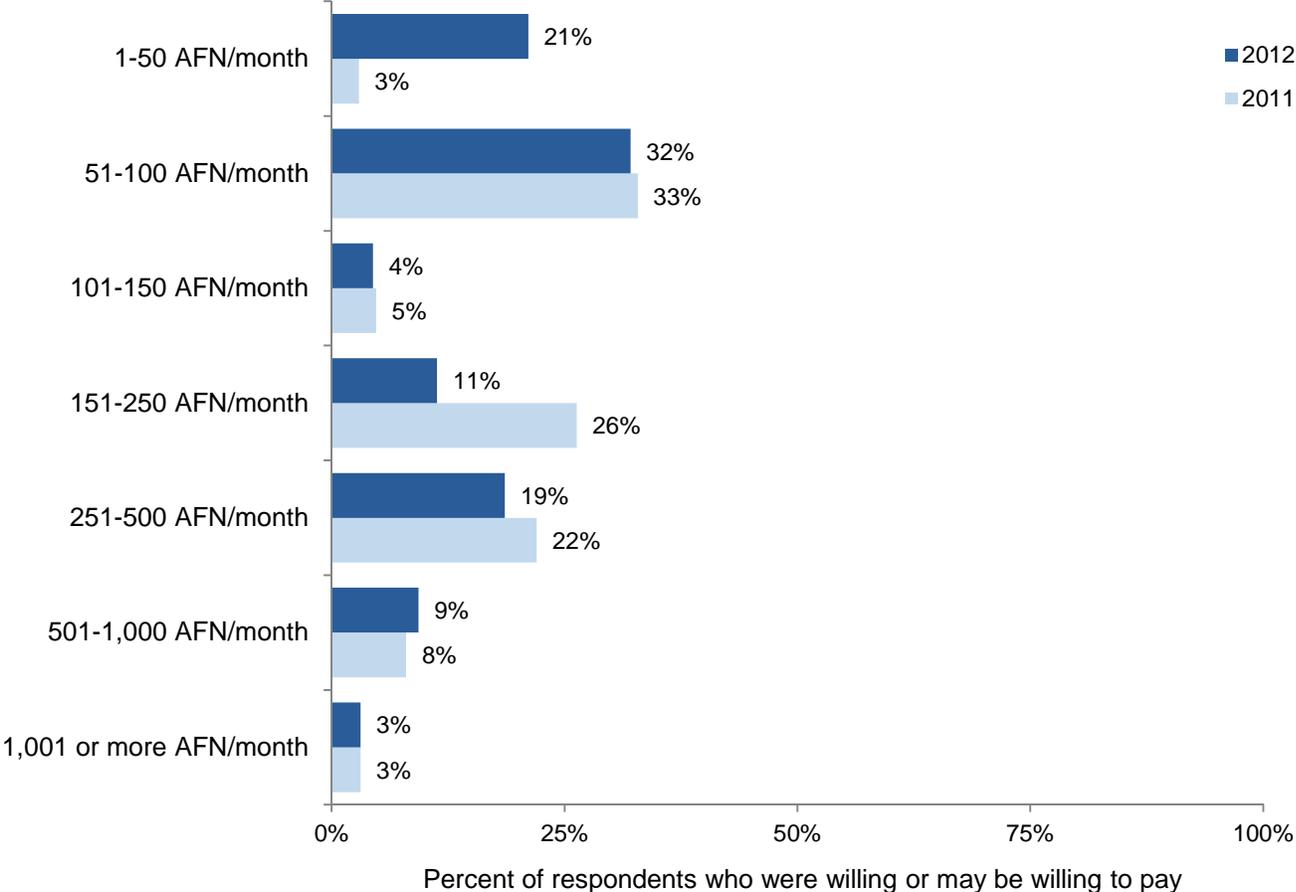


While in 2011, residents were generally willing to pay more to upgrade their road to a hard surface (327 AFN per month) than they were to upgrade to gravel (243 AFN per month) in 2012 the average amount they were willing to pay was similar for the two upgrades, whether the upgrade was to gravel (319 AFN per month) or hard surface (305 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, 4, 15 and 16 would pay the most (460 AFN per month or more) and those in districts 13 and 17 would pay the least (87 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 | 2012 | 2011 |
|----------|------|------|
| ALL      | 305  | 327  |
| 2        | 712  | 271  |
| 16       | 478  | 196  |
| 4        | 427  | 395  |
| 15       | 424  | 320  |
| 1        | 386  | 221  |
| 12       | 354  | 256  |
| 5        | 336  | 332  |
| 9        | 334  | 407  |
| 21       | 331  | 241  |
| 3        | 327  | 227  |
| 6        | 316  | 264  |
| 11       | 298  | 332  |
| 22       | 271  | 385  |
| 10       | 271  | 295  |
| 7        | 252  | 209  |
| 20       | 242  | 546  |
| 14       | 192  | 218  |
| 18       | 189  | 359  |
| 8        | 183  | 486  |
| 19       | 175  | 336  |
| 13       | 147  | 211  |
| 17       | 87   | 366  |

*If respondent said "yes" or "maybe" to paying an increased Safayi 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**

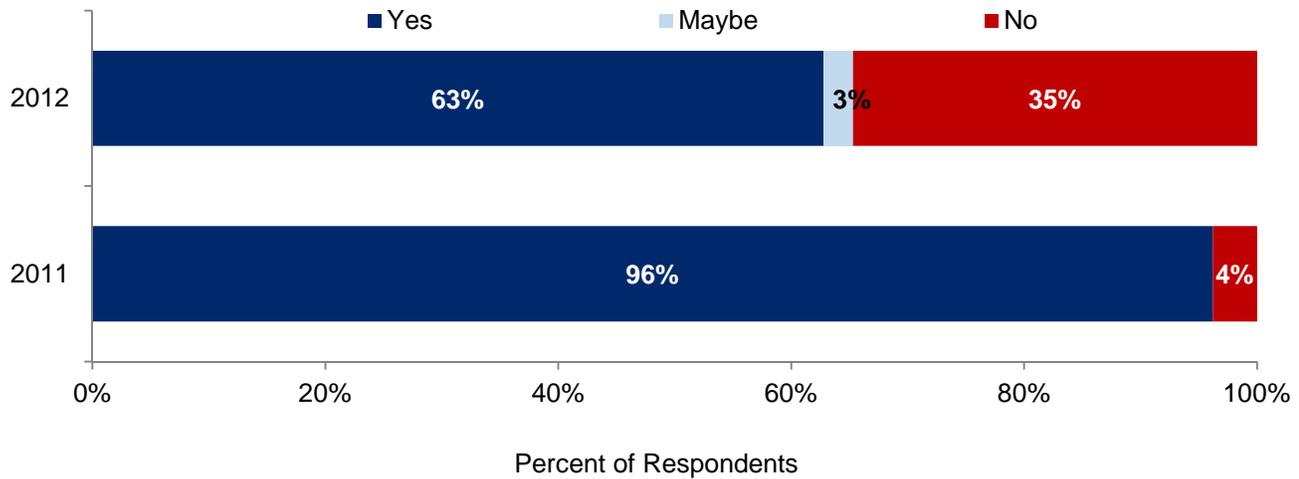
| District   | Cannot afford to pay | Don't know how to pay | It is too difficult to go to the payment office | Don't trust the government | Don't need a hard surface road | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|--------------------------------|---------------------------|
| <b>ALL</b> | 88%                  | 12%                   | 5%  | 12%                        | 1%                             | 4%                        |
| <b>1</b>   | 94%                  | 29%                   | 16%   | 13%                        | 6%                             | 0%                        |
| <b>2</b>   | 73%                  | 13%                   | 0%  | 20%                        | 0%                             | 0%                        |
| <b>3</b>   | 91%                  | 45%                   | 0%  | 18%                        | 0%                             | 0%                        |
| <b>4</b>   | 88%                  | 12%                   | 6%  | 0%                         | 0%                             | 0%                        |
| <b>5</b>   | 87%                  | 13%                   | 7%  | 2%                         | 0%                             | 4%                        |
| <b>6</b>   | 56%                  | 33%                   | 0%  | 67%                        | 0%                             | 0%                        |
| <b>7</b>   | 79%                  | 15%                   | 3%  | 15%                        | 3%                             | 6%                        |
| <b>8</b>   | 83%                  | 0%                    | 0%  | 6%                         | 0%                             | 11%                       |
| <b>9</b>   | 92%                  | 12%                   | 0%  | 8%                         | 0%                             | 0%                        |
| <b>10</b>  | 88%                  | 12%                   | 6%  | 0%                         | 0%                             | 0%                        |
| <b>11</b>  | 82%                  | 0%                    | 0%  | 27%                        | 0%                             | 0%                        |
| <b>12</b>  | 93%                  | 7%                    | 10%   | 3%                         | 0%                             | 3%                        |
| <b>13</b>  | 88%                  | 19%                   | 7%  | 0%                         | 0%                             | 7%                        |
| <b>14</b>  | 89%                  | 13%                   | 4%  | 4%                         | 2%                             | 4%                        |
| <b>15</b>  | 96%                  | 0%                    | 0%  | 9%                         | 0%                             | 9%                        |
| <b>16</b>  | 82%                  | 5%                    | 0%  | 14%                        | 0%                             | 5%                        |
| <b>17</b>  | 91%                  | 13%                   | 9%  | 4%                         | 0%                             | 4%                        |
| <b>18</b>  | 87%                  | 6%                    | 2%  | 9%                         | 4%                             | 11%                       |
| <b>19</b>  | 100%                 | 6%                    | 14%   | 24%                        | 0%                             | 0%                        |
| <b>20</b>  | 100%                 | 19%                   | 10%   | 3%                         | 0%                             | 0%                        |
| <b>21</b>  | 84%                  | 23%                   | 3%  | 39%                        | 0%                             | 3%                        |
| <b>22</b>  | 94%                  | 11%                   | 0%  | 6%                         | 11%                            | 0%                        |

Most residents (63%) also indicated that they would pay an increased Safayi fee to have hard surface sidewalks, but again this proportion was a decline from 2011 (when 96% said they would pay).

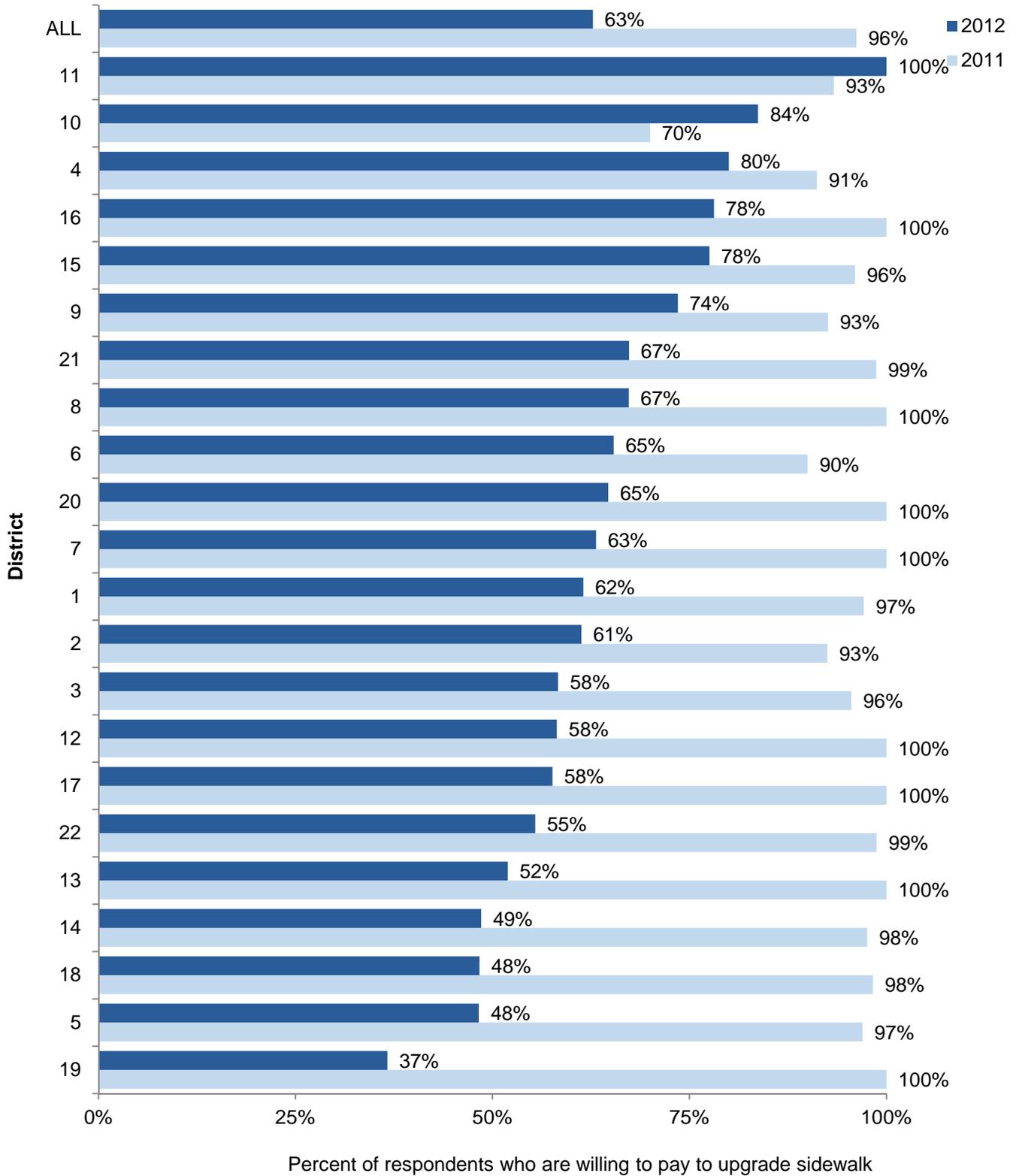
This varied widely by district; 100% of district 11 respondents were willing to pay compared to only 37% of respondents in district 19.

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

If increasing the Safayi fee by a certain amount per month would mean that the city could give you a hard surface sidewalk, would you pay this new Safayi every month?



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

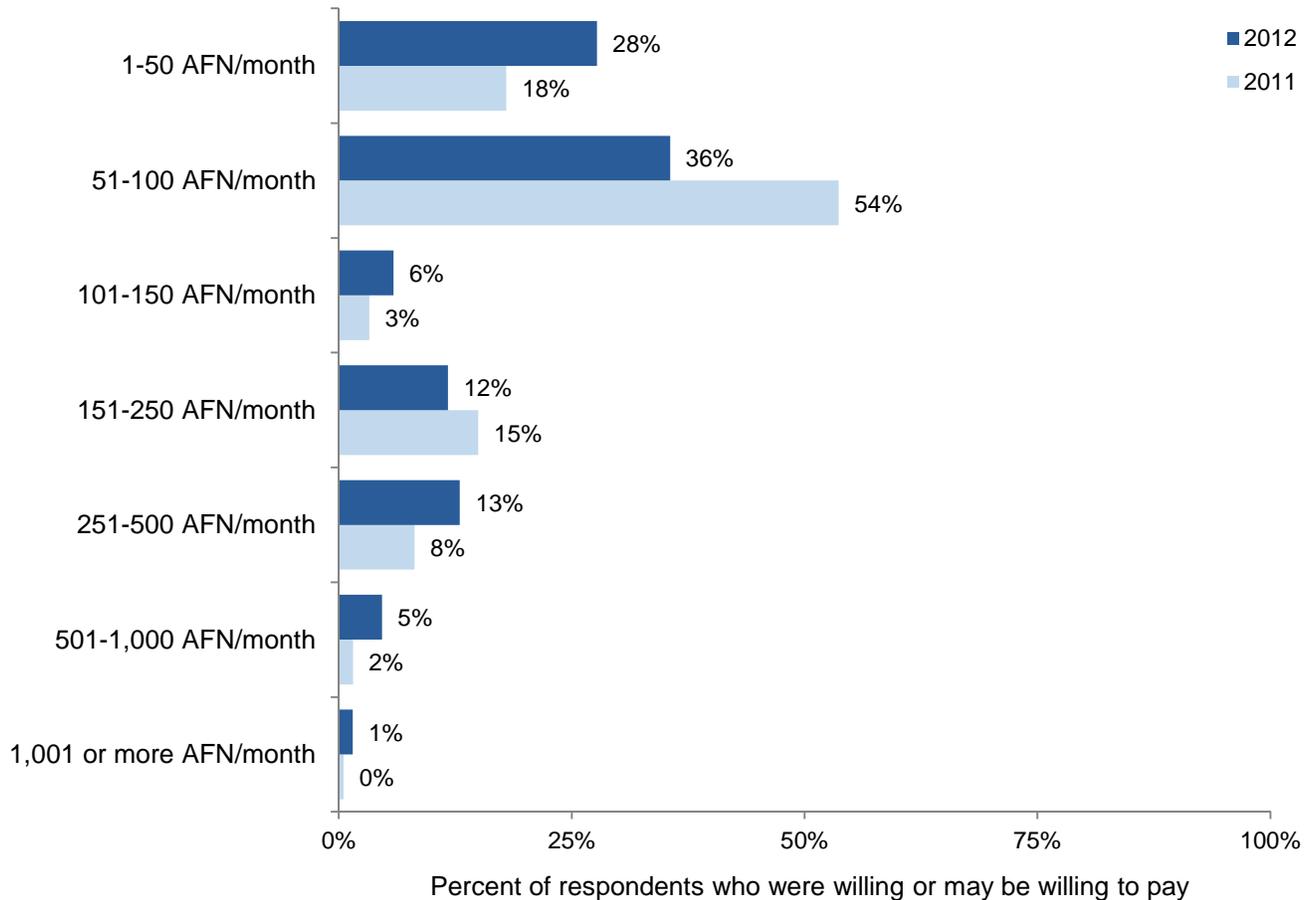


Residents who would pay for sidewalks were willing to pay less for sidewalks than they were for roads. On average, residents would pay 203 AFN per month for a sidewalk compared to about 300 AFN per month for a road.

Residents in districts 13, 17, 18 and 19 were willing to pay the least (114 AFN per month or less) and those in districts 2, 4, 5, 6 and 12 were willing to pay the most (295 AFN per month or more).

How much a resident was willing to pay for a sidewalk was related strongly to household income and not to the current condition of their roads or sidewalks.

**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 | 2012 | 2011 |
|----------|------|------|
| ALL      | 203  | 148  |
| 12       | 394  | 150  |
| 5        | 329  | 160  |
| 4        | 326  | 150  |
| 6        | 299  | 186  |
| 2        | 295  | 198  |
| 11       | 282  | 123  |
| 20       | 269  | 116  |
| 3        | 231  | 151  |
| 1        | 226  | 158  |
| 8        | 217  | 96   |
| 7        | 205  | 168  |
| 14       | 184  | 107  |
| 15       | 180  | 125  |
| 9        | 176  | 165  |
| 21       | 170  | 125  |
| 10       | 167  | 243  |
| 22       | 154  | 142  |
| 16       | 138  | 231  |
| 18       | 114  | 147  |
| 13       | 113  | 130  |
| 19       | 103  | 146  |
| 17       | 75   | 169  |

*If respondent said “yes” or “maybe” to paying an increased Safayi 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 (2012)**

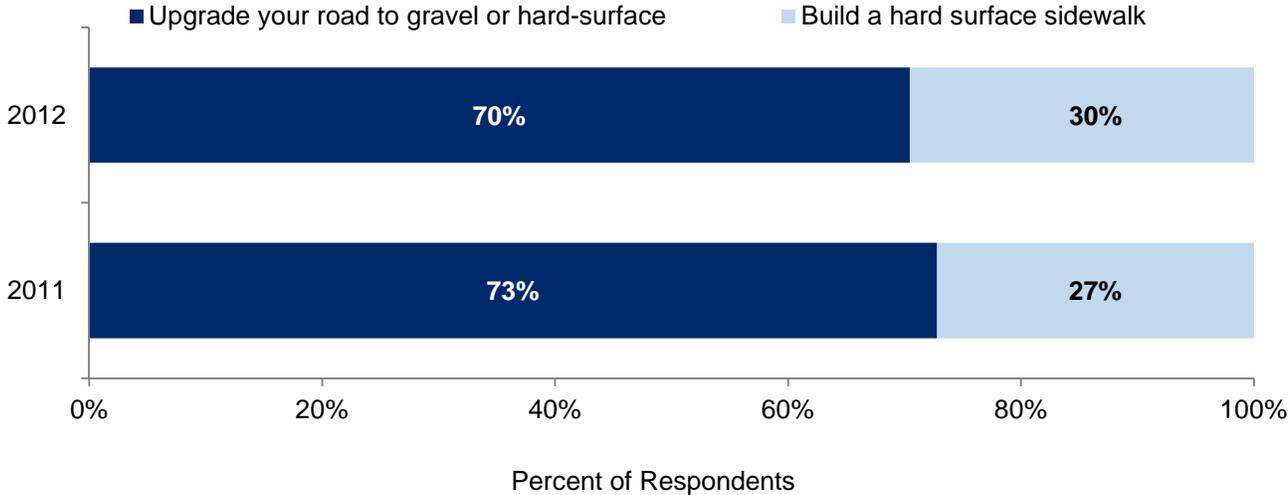
| District   | Cannot afford to pay | Don't know how to pay | It is too difficult to go to the payment office | Don't trust the government | Don't need a hard surface sidewalk | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|------------------------------------|---------------------------|
| <b>ALL</b> | 81%                  | 13%                   | 5%  | 15%                        | 9%                                 | 4%                        |
| <b>1</b>   | 96%                  | 28%                   | 4%  | 16%                        | 8%                                 | 0%                        |
| <b>2</b>   | 92%                  | 0%                    | 0%  | 33%                        | 8%                                 | 0%                        |
| <b>3</b>   | 87%                  | 27%                   | 7%  | 20%                        | 0%                                 | 0%                        |
| <b>4</b>   | 83%                  | 17%                   | 0%  | 0%                         | 0%                                 | 0%                        |
| <b>5</b>   | 77%                  | 17%                   | 7%  | 3%                         | 3%                                 | 17%                       |
| <b>6</b>   | 78%                  | 17%                   | 22%   | 17%                        | 0%                                 | 6%                        |
| <b>7</b>   | 62%                  | 29%                   | 5%  | 29%                        | 5%                                 | 5%                        |
| <b>8</b>   | 71%                  | 18%                   | 6%  | 6%                         | 35%                                | 0%                        |
| <b>9</b>   | 100%                 | 0%                    | 0%  | 22%                        | 0%                                 | 0%                        |
| <b>10</b>  | 71%                  | 0%                    | 14%   | 29%                        | 29%                                | 0%                        |
| <b>11</b>  | 78%                  | 9%                    | 4%  | 9%                         | 0%                                 | 9%                        |
| <b>12</b>  | 81%                  | 11%                   | 0%  | 0%                         | 5%                                 | 5%                        |
| <b>13</b>  | 72%                  | 17%                   | 19%   | 6%                         | 17%                                | 8%                        |
| <b>14</b>  | 73%                  | 0%                    | 0%  | 18%                        | 0%                                 | 9%                        |
| <b>15</b>  | 79%                  | 0%                    | 0%  | 7%                         | 7%                                 | 14%                       |
| <b>16</b>  | 88%                  | 4%                    | 0%  | 4%                         | 4%                                 | 4%                        |
| <b>17</b>  | 79%                  | 9%                    | 0%  | 11%                        | 26%                                | 2%                        |
| <b>18</b>  | 87%                  | 11%                   | 11%   | 34%                        | 3%                                 | 0%                        |
| <b>19</b>  | 100%                 | 23%                   | 10%   | 0%                         | 0%                                 | 0%                        |
| <b>20</b>  | 88%                  | 13%                   | 0%  | 50%                        | 0%                                 | 6%                        |
| <b>21</b>  | 84%                  | 5%                    | 3%  | 11%                        | 22%                                | 0%                        |
| <b>22</b>  | 81%                  | 13%                   | 5%  | 15%                        | 9%                                 | 4%                        |

*If respondent said "no" to paying an increased Safayi to get a hard surface sidewalk.*

When given a choice of the two, most residents would rather upgrade their roads than build sidewalks, but this varied by district. In district 22, 90% preferred road improvements, but in district 19 about half wanted to build sidewalks (see Table 54).

**FIGURE 89: PREFERENCE FOR ROAD OR SIDEWALK**

If the city said it could upgrade your road to gravel or hard-surface or build a hard surface sidewalk? Which would be most important to you?



**TABLE 54: PREFERENCE FOR ROAD OR SIDEWALK BY DISTRICT**

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

In the 2011 survey, residents were asked to rate the current condition of roads and quality of road services and also to recollect the condition of roads and quality of services two year prior to that survey (2009). In that survey residents' ratings of the conditions of main city roads and neighborhood streets, as well as city services for repairing and constructing roads, improved considerably in those two years in their recollection.

In January 2012, residents were asked to rate just the current condition of roads and quality of road services and their ratings were, on average, a bit lower than the ratings they gave in 2011. Ratings for the condition of main roads remained similar. Overall, ratings for construction and repair services decreased slightly and ratings for the condition of local roads decreased more significantly.

In most districts ratings either stayed the same or declined from 2011 to 2012, but in districts 19 and 21, they improved.

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

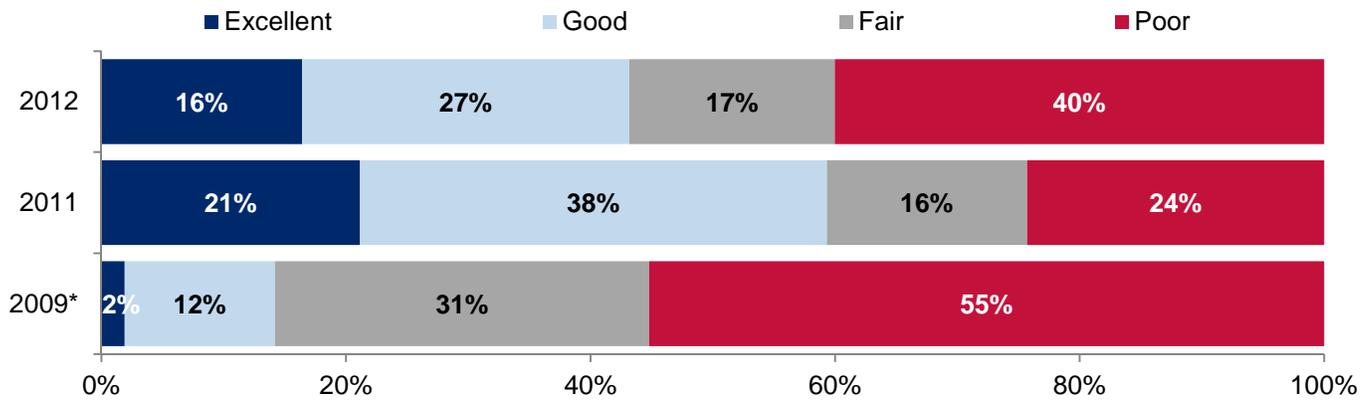
| District | 2012 | 2011 | 2009* |
|----------|------|------|-------|
| ALL      | 51   | 56   | 22    |
| 3        | 66   | 78   | 33    |
| 2        | 65   | 72   | 26    |
| 6        | 65   | 66   | 20    |
| 9        | 63   | 61   | 25    |
| 4        | 61   | 61   | 21    |
| 11       | 60   | 65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

*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 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).

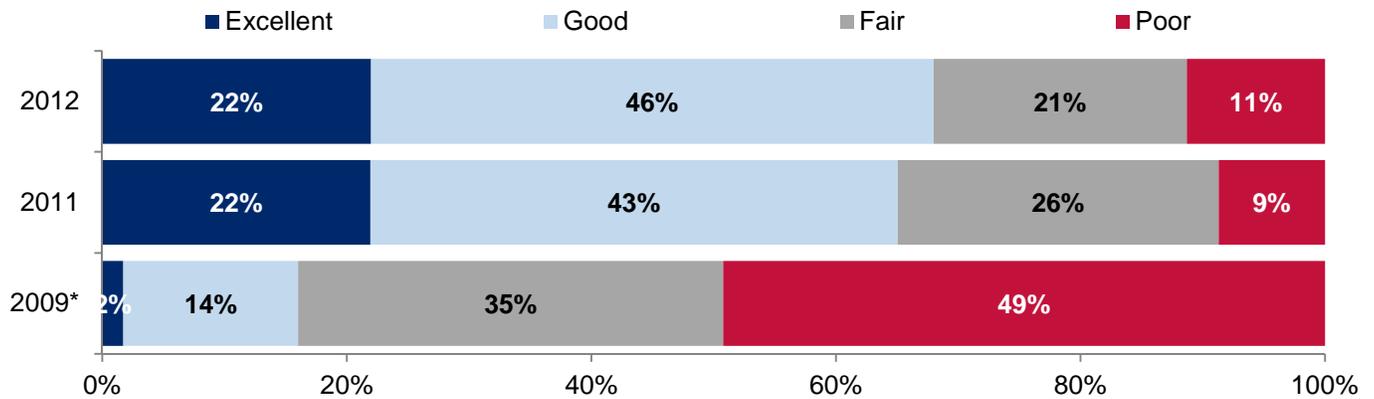
**TABLE 56: RATING OF THE CONDITION OF THE NEIGHBORHOOD STREETS BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |      |
|------------|-----------|------|------|------|-----------------|------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| <b>ALL</b> | 16%       | 27%  | 17%  | 40%  | 40              | 52   | 20   |
| <b>6</b>   | 43%       | 40%  | 8%   | 8%   | 73              | 68   | 26   |
| <b>3</b>   | 29%       | 55%  | 7%   | 9%   | 68              | 74   | 33   |
| <b>2</b>   | 24%       | 53%  | 12%  | 11%  | 63              | 69   | 22   |
| <b>4</b>   | 25%       | 46%  | 18%  | 11%  | 62              | 53   | 19   |
| <b>5</b>   | 15%       | 39%  | 21%  | 25%  | 48              | 62   | 16   |
| <b>9</b>   | 25%       | 28%  | 13%  | 34%  | 48              | 57   | 31   |
| <b>20</b>  | 20%       | 29%  | 18%  | 34%  | 45              | 51   | 7    |
| <b>11</b>  | 26%       | 17%  | 15%  | 42%  | 42              | 65   | 26   |
| <b>1</b>   | 17%       | 28%  | 15%  | 40%  | 41              | 52   | 20   |
| <b>14</b>  | 8%        | 33%  | 28%  | 31%  | 39              | 22   | 12   |
| <b>21</b>  | 23%       | 13%  | 19%  | 44%  | 38              | 27   | 19   |
| <b>10</b>  | 10%       | 31%  | 18%  | 41%  | 37              | 60   | 27   |
| <b>22</b>  | 14%       | 24%  | 21%  | 40%  | 37              | 32   | 23   |
| <b>7</b>   | 6%        | 31%  | 26%  | 37%  | 35              | 50   | 23   |
| <b>15</b>  | 8%        | 24%  | 25%  | 43%  | 32              | 44   | 26   |
| <b>12</b>  | 9%        | 26%  | 15%  | 50%  | 31              | 54   | 11   |
| <b>8</b>   | 17%       | 13%  | 16%  | 54%  | 31              | 76   | 21   |
| <b>17</b>  | 3%        | 22%  | 6%   | 69%  | 20              | 52   | 16   |
| <b>19</b>  | 15%       | 4%   | 6%   | 75%  | 20              | 17   | 16   |
| <b>18</b>  | 2%        | 14%  | 20%  | 64%  | 18              | 16   | 5    |
| <b>13</b>  | 0%        | 14%  | 12%  | 74%  | 13              | 35   | 10   |
| <b>16</b>  | 2%        | 8%   | 18%  | 72%  | 13              | 18   | 7    |

\*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 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).*

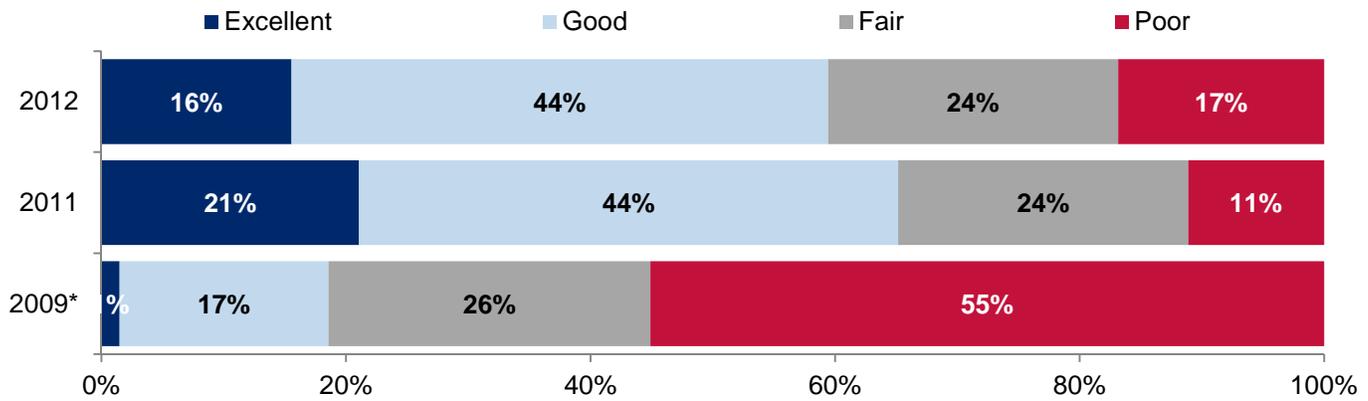
**TABLE 57: RATING OF THE CONDITION OF THE MAIN CITY ROADS BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |      |
|------------|-----------|------|------|------|-----------------|------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| <b>ALL</b> | 22%       | 46%  | 21%  | 11%  | 60              | 59   | 23   |
| <b>9</b>   | 37%       | 49%  | 9%   | 5%   | 73              | 62   | 25   |
| <b>19</b>  | 36%       | 46%  | 15%  | 3%   | 72              | 41   | 23   |
| <b>11</b>  | 38%       | 45%  | 12%  | 5%   | 72              | 65   | 25   |
| <b>3</b>   | 34%       | 45%  | 18%  | 3%   | 70              | 76   | 33   |
| <b>21</b>  | 32%       | 46%  | 20%  | 2%   | 69              | 44   | 22   |
| <b>6</b>   | 31%       | 46%  | 19%  | 4%   | 68              | 64   | 18   |
| <b>10</b>  | 25%       | 59%  | 6%   | 10%  | 66              | 67   | 28   |
| <b>12</b>  | 23%       | 57%  | 14%  | 6%   | 66              | 60   | 14   |
| <b>2</b>   | 27%       | 50%  | 15%  | 8%   | 65              | 67   | 22   |
| <b>7</b>   | 24%       | 50%  | 19%  | 7%   | 64              | 68   | 25   |
| <b>4</b>   | 20%       | 55%  | 14%  | 11%  | 61              | 62   | 23   |
| <b>1</b>   | 10%       | 63%  | 18%  | 9%   | 58              | 68   | 23   |
| <b>14</b>  | 19%       | 43%  | 30%  | 8%   | 58              | 66   | 28   |
| <b>5</b>   | 17%       | 52%  | 15%  | 16%  | 57              | 66   | 16   |
| <b>8</b>   | 15%       | 44%  | 30%  | 10%  | 55              | 71   | 25   |
| <b>22</b>  | 18%       | 40%  | 23%  | 19%  | 52              | 39   | 26   |
| <b>15</b>  | 10%       | 47%  | 28%  | 15%  | 51              | 48   | 28   |
| <b>17</b>  | 14%       | 34%  | 35%  | 16%  | 49              | 65   | 17   |
| <b>20</b>  | 9%        | 33%  | 46%  | 11%  | 47              | 60   | 15   |
| <b>13</b>  | 15%       | 33%  | 22%  | 30%  | 45              | 47   | 17   |
| <b>18</b>  | 8%        | 33%  | 34%  | 26%  | 41              | 46   | 11   |
| <b>16</b>  | 7%        | 29%  | 36%  | 28%  | 38              | 54   | 35   |

*\*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 92: RATING OF STREET REPAIR SERVICES (REPAVING, FIXING HOLES) 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).

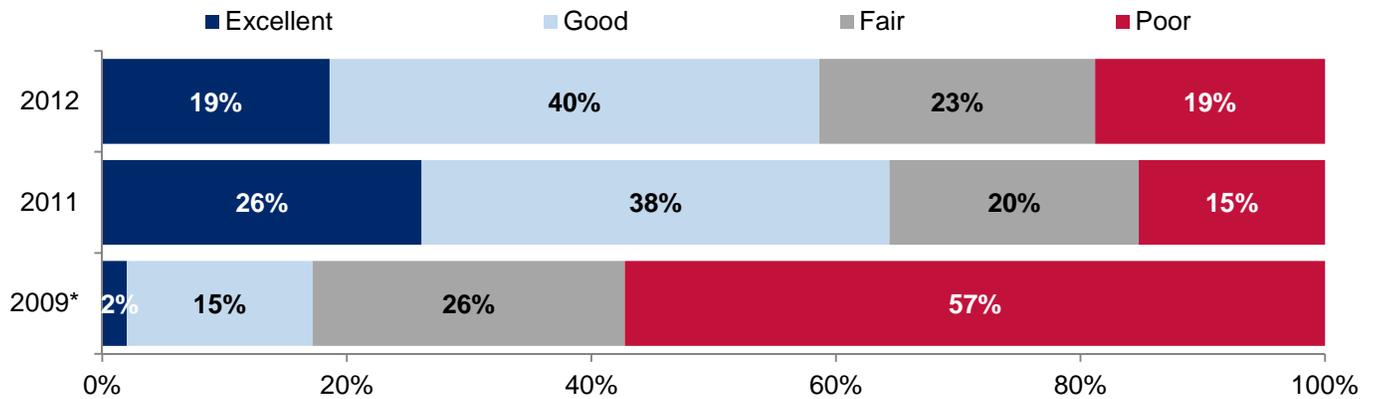
**TABLE 58: RATING OF STREET REPAIR SERVICES (REPAVING, FIXING HOLES) BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |      |
|------------|-----------|------|------|------|-----------------|------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| <b>ALL</b> | 16%       | 44%  | 24%  | 17%  | 53              | 58   | 22   |
| 7          | 20%       | 60%  | 16%  | 4%   | 65              | 62   | 13   |
| 2          | 28%       | 45%  | 20%  | 7%   | 65              | 71   | 29   |
| 4          | 21%       | 52%  | 21%  | 6%   | 63              | 62   | 21   |
| 6          | 20%       | 50%  | 24%  | 5%   | 62              | 64   | 17   |
| 3          | 20%       | 51%  | 22%  | 7%   | 61              | 80   | 33   |
| 9          | 19%       | 51%  | 25%  | 5%   | 61              | 63   | 24   |
| 11         | 15%       | 55%  | 21%  | 9%   | 59              | 65   | 26   |
| 10         | 21%       | 44%  | 24%  | 11%  | 58              | 66   | 28   |
| 12         | 19%       | 43%  | 30%  | 7%   | 58              | 58   | 16   |
| 21         | 18%       | 45%  | 23%  | 13%  | 56              | 44   | 25   |
| 15         | 21%       | 31%  | 37%  | 11%  | 54              | 48   | 29   |
| 1          | 11%       | 49%  | 24%  | 16%  | 52              | 69   | 21   |
| 19         | 13%       | 49%  | 9%   | 28%  | 49              | 27   | 17   |
| 5          | 9%        | 48%  | 24%  | 18%  | 49              | 67   | 18   |
| 14         | 6%        | 40%  | 35%  | 19%  | 44              | 48   | 22   |
| 20         | 10%       | 35%  | 32%  | 23%  | 44              | 55   | 15   |
| 8          | 7%        | 42%  | 18%  | 33%  | 41              | 72   | 25   |
| 16         | 11%       | 25%  | 35%  | 28%  | 40              | 40   | 20   |
| 17         | 10%       | 30%  | 24%  | 36%  | 38              | 65   | 18   |
| 22         | 9%        | 27%  | 33%  | 31%  | 38              | 54   | 29   |
| 18         | 4%        | 37%  | 22%  | 37%  | 36              | 34   | 8    |
| 13         | 10%       | 26%  | 19%  | 46%  | 33              | 50   | 21   |

\*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 93: RATING OF STREET CONSTRUCTION SERVICES 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 59: RATING OF STREET CONSTRUCTION SERVICES BY DISTRICT**

| District | 2012      |      |      |      | Average rating* |      |      |
|----------|-----------|------|------|------|-----------------|------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| ALL      | 19%       | 40%  | 23%  | 19%  | 53              | 58   | 21   |
| 9        | 32%       | 48%  | 17%  | 3%   | 70              | 61   | 21   |
| 11       | 30%       | 50%  | 13%  | 7%   | 67              | 67   | 23   |
| 2        | 35%       | 37%  | 20%  | 8%   | 66              | 81   | 31   |
| 7        | 21%       | 59%  | 15%  | 5%   | 65              | 69   | 19   |
| 3        | 18%       | 64%  | 11%  | 7%   | 64              | 83   | 34   |
| 10       | 25%       | 44%  | 20%  | 10%  | 62              | 67   | 28   |
| 6        | 20%       | 49%  | 17%  | 13%  | 59              | 68   | 21   |
| 4        | 19%       | 43%  | 33%  | 5%   | 59              | 66   | 24   |
| 15       | 21%       | 36%  | 35%  | 8%   | 57              | 41   | 19   |
| 12       | 18%       | 38%  | 36%  | 8%   | 55              | 56   | 16   |
| 21       | 18%       | 39%  | 29%  | 14%  | 54              | 35   | 11   |
| 19       | 21%       | 43%  | 14%  | 22%  | 54              | 25   | 16   |
| 1        | 14%       | 50%  | 14%  | 22%  | 52              | 73   | 21   |
| 5        | 16%       | 34%  | 29%  | 21%  | 49              | 71   | 19   |
| 20       | 11%       | 44%  | 22%  | 23%  | 48              | 57   | 15   |
| 16       | 12%       | 27%  | 37%  | 24%  | 42              | 35   | 22   |
| 14       | 9%        | 30%  | 32%  | 28%  | 40              | 49   | 25   |
| 22       | 4%        | 26%  | 39%  | 32%  | 34              | 37   | 17   |
| 8        | 6%        | 26%  | 20%  | 47%  | 31              | 69   | 21   |
| 17       | 13%       | 14%  | 26%  | 46%  | 31              | 63   | 17   |
| 18       | 11%       | 20%  | 21%  | 48%  | 31              | 27   | 9    |
| 13       | 12%       | 17%  | 13%  | 58%  | 27              | 55   | 19   |

*\*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).*

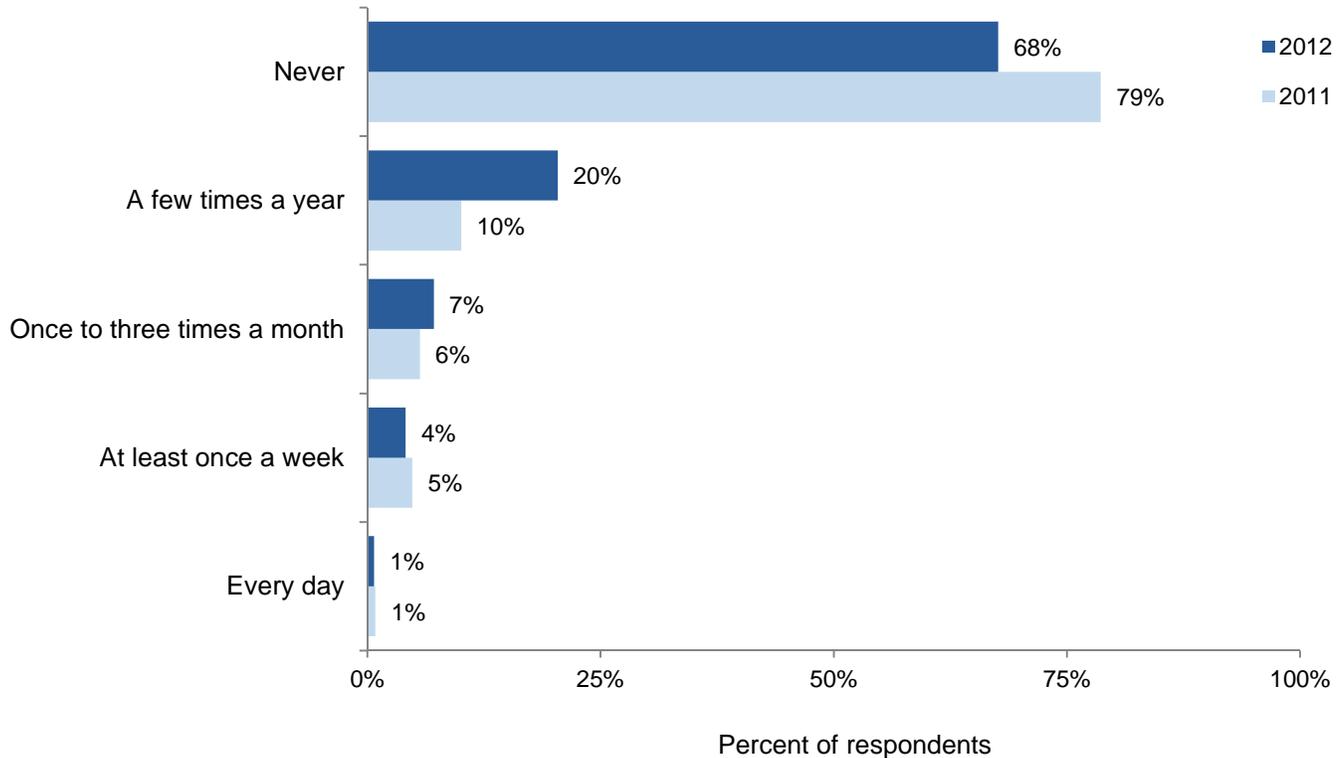
## Parks

The proportion of families in Kabul who visited a larger park increased from 21% in 2011 to 32% in 2012. About two-thirds of these visitors went a few times a year,

In districts 18, 19, and 20, about 10% or fewer ever went to Kabul's larger parks, compared to about 40% or more of residents in the more central districts (1, 2, 3, 4, 5, 6, 9, 11, 14 and 21).

**FIGURE 94: FREQUENCY OF USE OF LARGER PARKS BY FAMILY**

We'd like to know about how often your family visits Kabul's larger parks (like Shar-e-Naw Park and Babur's Garden). How often do they go?



**TABLE 60: FREQUENCY OF USE OF LARGER PARKS BY DISTRICT (2012)**

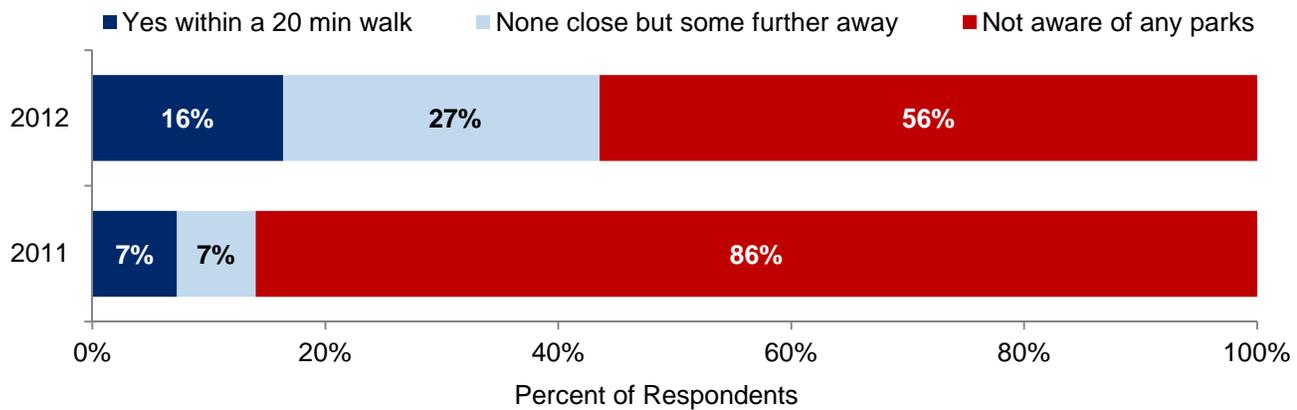
| District   | Never | At least once a week | Once to three times a month | A few times a year | Every day |
|------------|-------|----------------------|-----------------------------|--------------------|-----------|
| <b>ALL</b> | 68%   | 20%                  | 7%                          | 4%                 | 1%        |
| <b>11</b>  | 46%   | 24%                  | 19%                         | 9%                 | 2%        |
| <b>5</b>   | 51%   | 26%                  | 10%                         | 12%                | 1%        |
| <b>21</b>  | 55%   | 30%                  | 9%                          | 6%                 | 0%        |
| <b>1</b>   | 55%   | 25%                  | 7%                          | 10%                | 3%        |
| <b>9</b>   | 56%   | 27%                  | 15%                         | 2%                 | 0%        |
| <b>3</b>   | 58%   | 22%                  | 10%                         | 9%                 | 1%        |
| <b>14</b>  | 60%   | 32%                  | 6%                          | 2%                 | 0%        |
| <b>6</b>   | 60%   | 22%                  | 7%                          | 10%                | 1%        |
| <b>4</b>   | 61%   | 24%                  | 11%                         | 4%                 | 0%        |
| <b>2</b>   | 62%   | 25%                  | 4%                          | 9%                 | 0%        |
| <b>10</b>  | 63%   | 23%                  | 9%                          | 5%                 | 0%        |
| <b>7</b>   | 63%   | 24%                  | 7%                          | 1%                 | 5%        |
| <b>12</b>  | 70%   | 23%                  | 6%                          | 1%                 | 0%        |
| <b>8</b>   | 71%   | 22%                  | 4%                          | 3%                 | 0%        |
| <b>17</b>  | 73%   | 18%                  | 7%                          | 2%                 | 0%        |
| <b>15</b>  | 73%   | 19%                  | 7%                          | 1%                 | 0%        |
| <b>22</b>  | 80%   | 20%                  | 0%                          | 0%                 | 0%        |
| <b>16</b>  | 82%   | 15%                  | 2%                          | 1%                 | 0%        |
| <b>13</b>  | 83%   | 12%                  | 5%                          | 0%                 | 0%        |
| <b>18</b>  | 88%   | 12%                  | 0%                          | 0%                 | 0%        |
| <b>19</b>  | 93%   | 4%                   | 1%                          | 2%                 | 0%        |
| <b>20</b>  | 94%   | 5%                   | 1%                          | 0%                 | 0%        |

More residents were aware of a nearby adult or teen park in 2012 (16%) than had been in 2011 (7%).

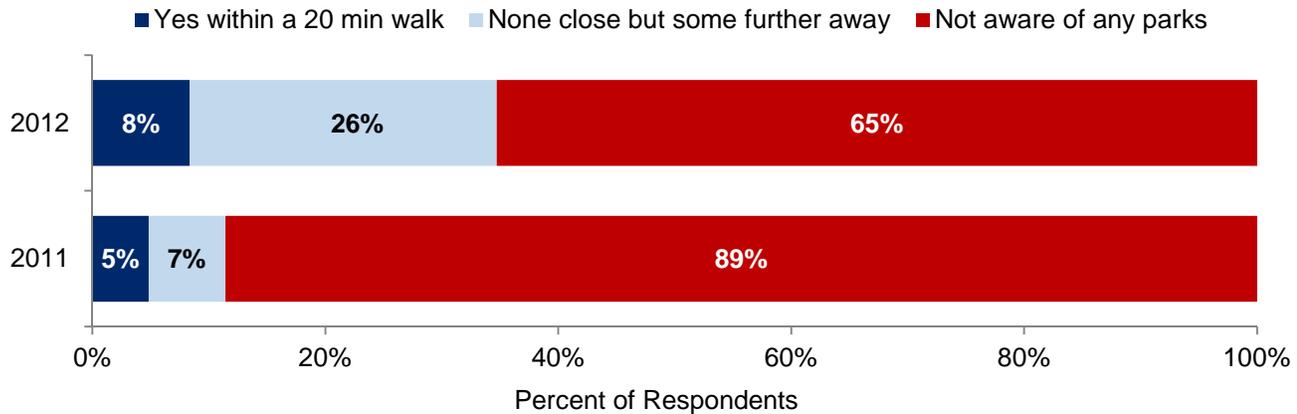
In district 11 a large minority of residents (41%) had access to parks for teen/adults. In districts 3, 9, and 21, about 30% had nearby access to a teen/adult park, and about 20%-30% had access to women's parks and children's playgrounds. However, only 3% of those in districts 13 and 20 were near a neighborhood park.

Residents in the lowest income bracket were much less likely to have a nearby park than were residents in higher income brackets.

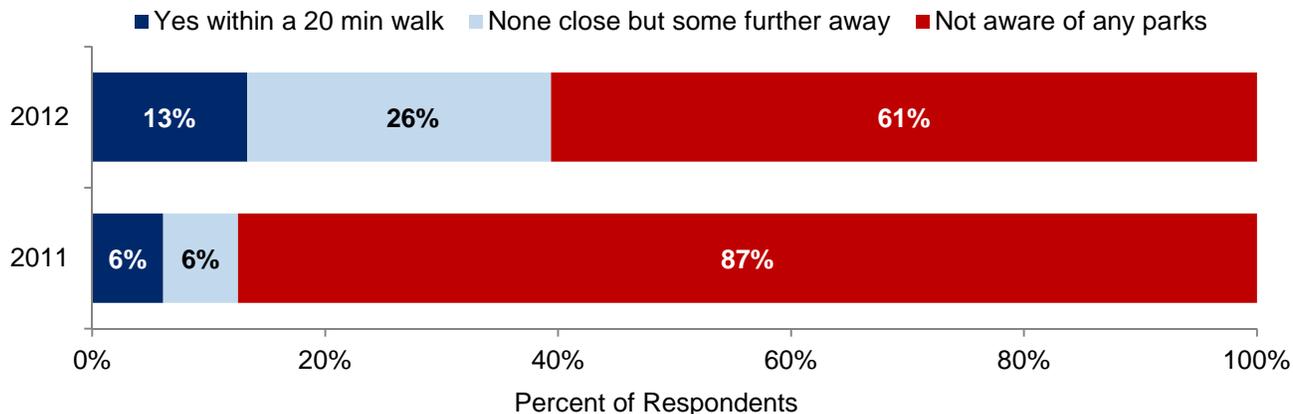
**FIGURE 95: PROXIMITY OF PARKS FOR TEENS AND ADULTS**



**FIGURE 96: PROXIMITY OF PARKS FOR WOMEN**



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

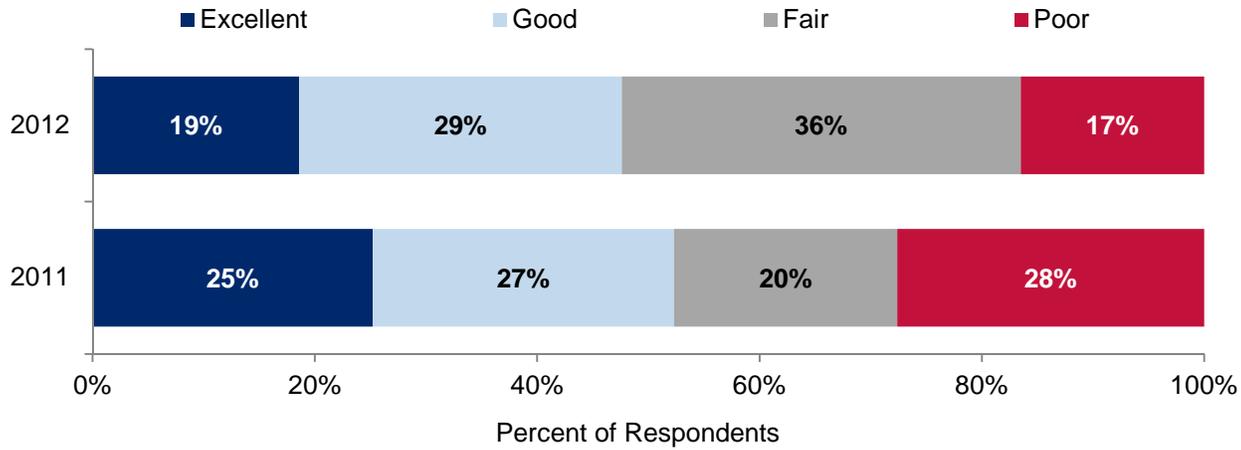


**TABLE 61: GREEN AREAS OR PARKS WITHIN 20 MINUTE WALK BY DISTRICT**

| District | Teen/adult parks |      | Women's parks |      | Children's playgrounds |      |
|----------|------------------|------|---------------|------|------------------------|------|
|          | 2012             | 2011 | 2012          | 2011 | 2012                   | 2011 |
| ALL      | 16%              | 7%   | 8%            | 5%   | 13%                    | 6%   |
| 11       | 41%              | 42%  | 20%           | 36%  | 34%                    | 40%  |
| 9        | 32%              | 6%   | 29%           | 8%   | 34%                    | 7%   |
| 21       | 29%              | 0%   | 23%           | 0%   | 21%                    | 0%   |
| 3        | 29%              | 3%   | 10%           | 0%   | 20%                    | 15%  |
| 2        | 23%              | 32%  | 9%            | 18%  | 11%                    | 17%  |
| 4        | 21%              | 10%  | 8%            | 0%   | 12%                    | 2%   |
| 1        | 20%              | 10%  | 8%            | 0%   | 13%                    | 1%   |
| 14       | 18%              | 15%  | 11%           | 10%  | 15%                    | 11%  |
| 19       | 16%              | 0%   | 0%            | 0%   | 17%                    | 0%   |
| 16       | 16%              | 12%  | 5%            | 13%  | 7%                     | 14%  |
| 10       | 15%              | 5%   | 4%            | 4%   | 12%                    | 6%   |
| 6        | 14%              | 8%   | 2%            | 4%   | 12%                    | 6%   |
| 5        | 14%              | 7%   | 5%            | 5%   | 15%                    | 5%   |
| 7        | 13%              | 8%   | 8%            | 2%   | 10%                    | 3%   |
| 17       | 11%              | 5%   | 2%            | 5%   | 11%                    | 4%   |
| 8        | 11%              | 0%   | 5%            | 0%   | 10%                    | 0%   |
| 22       | 9%               | 0%   | 7%            | 0%   | 11%                    | 2%   |
| 18       | 9%               | 0%   | 0%            | 0%   | 4%                     | 0%   |
| 15       | 9%               | 1%   | 9%            | 0%   | 10%                    | 0%   |
| 12       | 5%               | 8%   | 5%            | 7%   | 5%                     | 8%   |
| 20       | 3%               | 1%   | 2%            | 1%   | 2%                     | 3%   |
| 13       | 3%               | 0%   | 0%            | 2%   | 0%                     | 1%   |

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. Residents were fairly evenly divided in their ratings, with about half saying excellent or good and half rating fair or poor. In 2012, compared to 2011, residents were less strong in their opinions with fewer giving excellent or poor ratings to the parks.

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



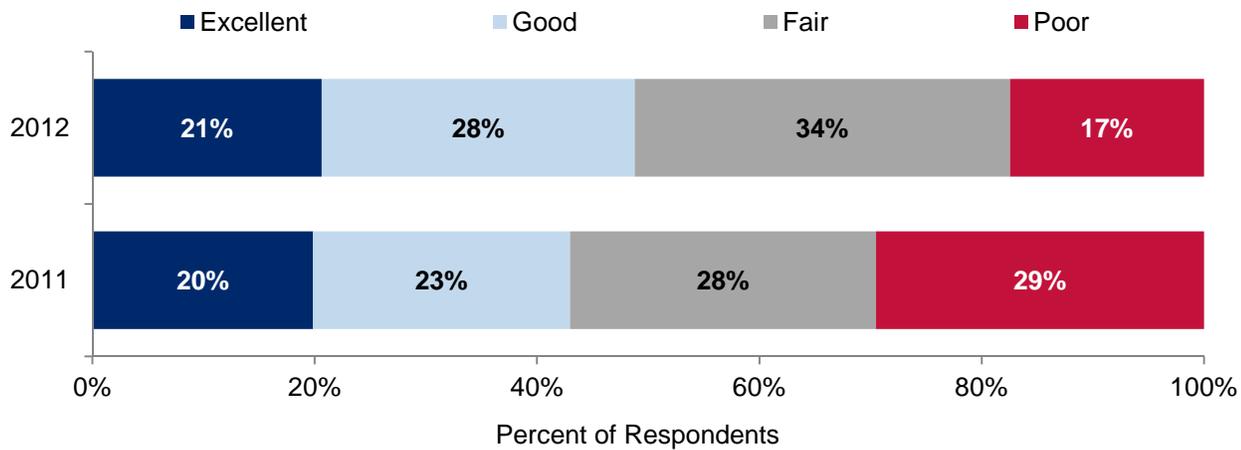
*Asked if respondent was aware of a park within a 20-minute walk or further away (43% of respondents in 2012 and 14% of respondents in 2011).*

**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)

As in 2011, in 2012 adults were more likely to use smaller parks than teens or children. In addition, males were more likely to use parks than females. While, overall in both years, most family members never used these parks, more respondents in 2012 said family members used parks than had in 2011.

**TABLE 62: FREQUENCY OF USE OF SMALLER PARKS (2012)**

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

**TABLE 63: FREQUENCY OF USE OF SMALLER PARKS (2011)**

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

In district 11, about half of the family members used small parks while in district 20, almost no one did.

**TABLE 64: PERCENT WHO EVER USE SMALLER PARKS BY DISTRICT (2012)**

| District   | Male adults | Female adults | Male teens | Female teens | Male children | Female children |
|------------|-------------|---------------|------------|--------------|---------------|-----------------|
| <b>ALL</b> | 29%         | 18%           | 35%        | 18%          | 29%           | 22%             |
| <b>11</b>  | 50%         | 45%           | 53%        | 41%          | 49%           | 45%             |
| <b>9</b>   | 48%         | 39%           | 54%        | 37%          | 49%           | 44%             |
| <b>14</b>  | 43%         | 17%           | 58%        | 25%          | 41%           | 33%             |
| <b>21</b>  | 42%         | 37%           | 46%        | 41%          | 46%           | 41%             |
| <b>6</b>   | 42%         | 23%           | 46%        | 24%          | 38%           | 26%             |
| <b>4</b>   | 37%         | 28%           | 41%        | 22%          | 35%           | 24%             |
| <b>5</b>   | 35%         | 12%           | 54%        | 19%          | 41%           | 27%             |
| <b>10</b>  | 33%         | 24%           | 47%        | 24%          | 36%           | 30%             |
| <b>7</b>   | 30%         | 21%           | 35%        | 19%          | 34%           | 22%             |
| <b>3</b>   | 30%         | 17%           | 35%        | 18%          | 32%           | 21%             |
| <b>15</b>  | 28%         | 16%           | 31%        | 19%          | 27%           | 17%             |
| <b>22</b>  | 27%         | 11%           | 39%        | 12%          | 32%           | 30%             |
| <b>12</b>  | 27%         | 14%           | 38%        | 16%          | 34%           | 23%             |
| <b>8</b>   | 25%         | 5%            | 25%        | 3%           | 10%           | 9%              |
| <b>1</b>   | 20%         | 15%           | 31%        | 13%          | 27%           | 19%             |
| <b>17</b>  | 19%         | 6%            | 24%        | 2%           | 21%           | 13%             |
| <b>2</b>   | 19%         | 15%           | 23%        | 14%          | 23%           | 18%             |
| <b>16</b>  | 14%         | 15%           | 18%        | 14%          | 13%           | 13%             |
| <b>13</b>  | 13%         | 6%            | 15%        | 0%           | 2%            | 1%              |
| <b>19</b>  | 9%          | 1%            | 13%        | 2%           | 18%           | 12%             |
| <b>18</b>  | 6%          | 1%            | 28%        | 1%           | 12%           | 11%             |
| <b>20</b>  | 6%          | 0%            | 5%         | 0%           | 5%            | 3%              |

Adults who used small local parks were most likely to use them for socializing, but children and male teens were most likely to use them for exercise or sports.

**TABLE 65: TYPES OF USE OF PARKS BY FAMILY MEMBERS WHO USE PARKS (2012)**

|  | <b>Male adults</b> | <b>Female adults</b> | <b>Male teens</b> | <b>Female teens</b> | <b>Male children</b> | <b>Female children</b> |
|--|--------------------|----------------------|-------------------|---------------------|----------------------|------------------------|
| <b>Use for socializing (meeting friends)</b> | 55%                | 45%                  | 35%               | 33%                 | 55%                  | 53%                    |
| <b>Use for sports</b>                        | 39%                | 18%                  | 61%               | 29%                 | 57%                  | 43%                    |
| <b>Use for exercise</b>                      | 26%                | 34%                  | 44%               | 36%                 | 80%                  | 58%                    |
| <b>Children's playground</b>                 | 26%                | 17%                  | 35%               | 9%                  | 54%                  | 50%                    |

**TABLE 66: TYPES OF USE OF PARKS BY FAMILY MEMBERS WHO USE PARKS (2011)**

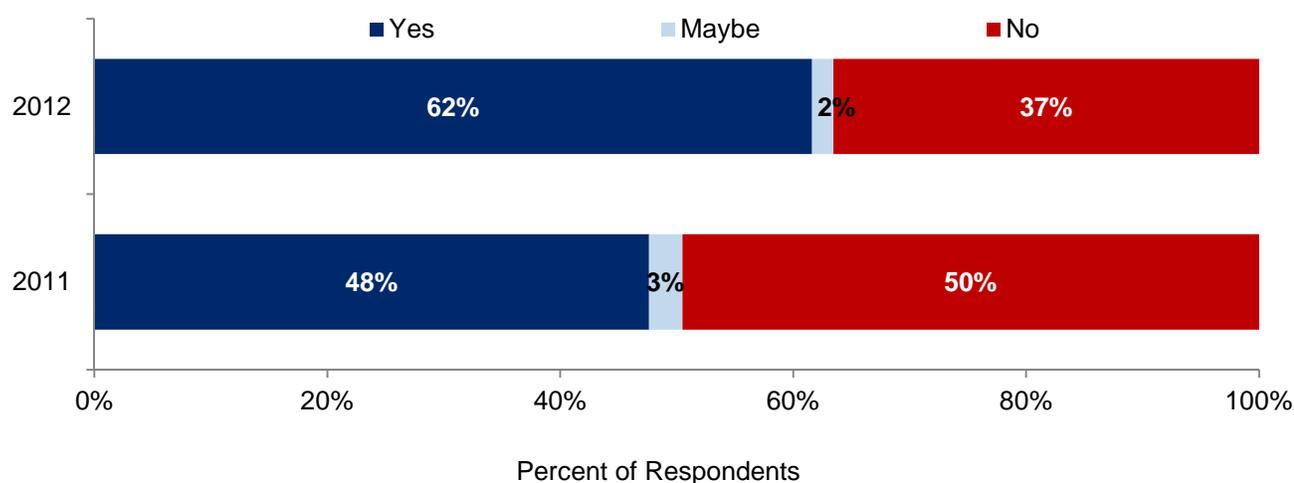
|  | <b>Male adults</b> | <b>Female adults</b> | <b>Male teens</b> | <b>Female teens</b> | <b>Male children</b> | <b>Female children</b> |
|--|--------------------|----------------------|-------------------|---------------------|----------------------|------------------------|
| <b>Use for socializing (meeting friends)</b> | 48%                | 61%                  | 30%               | 48%                 | 22%                  | 13%                    |
| <b>Use for sports</b>                        | 0%                 | 0%                   | 76%               | 6%                  | 59%                  | 47%                    |
| <b>Use for exercise</b>                      | 54%                | 0%                   | 15%               | 15%                 | 23%                  | 23%                    |
| <b>Children's playground</b>                 | 11%                | 11%                  | 11%               | 0%                  | 56%                  | 44%                    |

In 2012 62% of residents said they would pay an increased Safayi fee to fund the building of a new local park, an increase from 48% in 2011.

The ratings varied substantially by district. Three-quarters or more of residents in districts 2, 3, 15 and 11 would pay for a new park, but only about one-third of residents in districts 14 and 18 would pay. Residents who already used larger parks were more likely to pay for a small park.

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

If increasing the Safayi fee by a certain amount per month would mean that you would be able to have a new park built in your neighborhood, would you pay this new Safayi every month?



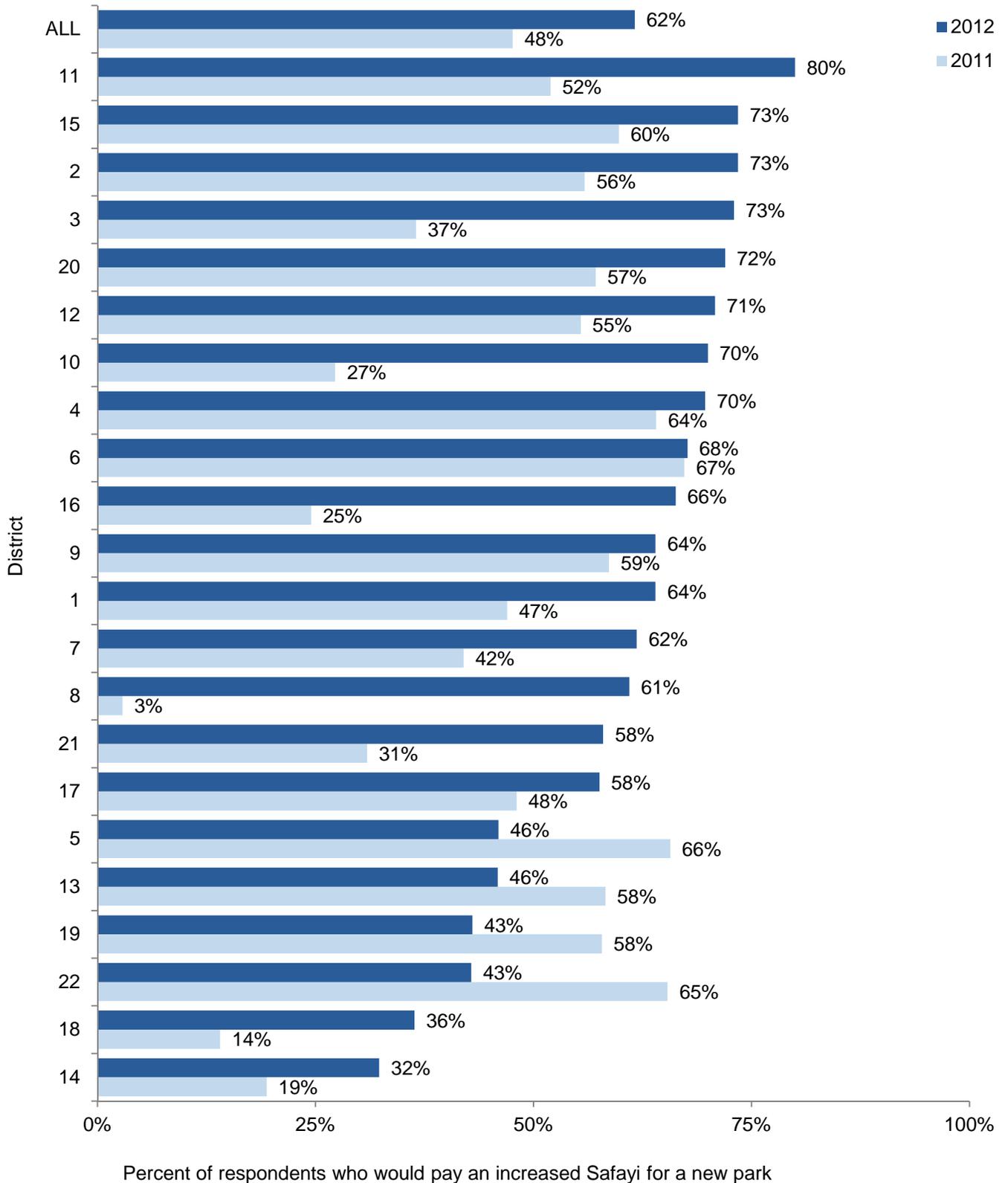
**TABLE 67: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY USE OF PARKS (2012)**

| About how often does your family visit Kabul's larger parks (like har-e-Naw Park and Babur's Garden)? | If increasing the Safayi 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 Safayi every month? |       |     |       |
|---|--|-------|-----|-------|
|   | Yes  | Maybe | No  | Total |
| Every day   | 97%  | 0%    | 3%  | 100%  |
| At least once a week  | 80%  | 2%    | 17% | 100%  |
| 1 to 3 times a month  | 71%  | 1%    | 28% | 100%  |
| A few times a year  | 72%  | 1%    | 27% | 100%  |
| Never   | 56%  | 2%    | 42% | 100%  |

**TABLE 68: WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY PROXIMITY OF CURRENT PARKS (2012)**

| Proximity of teen, adult or women's park or children's playground | If increasing the Safayi 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 Safayi every month? |       |     |       |
|---|--|-------|-----|-------|
|   | Yes  | Maybe | No  | Total |
| A park within a 20 minute walk                                    | 65%  | 1%    | 34% | 100%  |
| A park, but further away  | 61%  | 1%    | 38% | 100%  |
| No park   | 61%  | 2%    | 37% | 100%  |

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



The most common reason for unwillingness to pay for new park construction was related to affordability. The second most common reason was that respondents found it difficult to go to the payment office or they did not know how to pay the Safayi. Some, most notably those in districts 15, 19 and 22, did not trust the government.

**TABLE 69: REASON NOT WILLING TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY DISTRICT**

| 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 | The government should pay |
|------------|----------------------|-----------------------|---|----------------------------|--|---------------------------|
| <b>ALL</b> | 81%                  | 12%                   | 7%  | 12%                        | 6%   | 3%                        |
| <b>9</b>   | 92%                  | 0%                    | 0%  | 11%                        | 6%   | 0%                        |
| <b>20</b>  | 89%                  | 18%                   | 7%  | 7%                         | 0%   | 0%                        |
| <b>3</b>   | 89%                  | 19%                   | 0%  | 15%                        | 0%   | 0%                        |
| <b>2</b>   | 88%                  | 19%                   | 0%  | 12%                        | 0%   | 0%                        |
| <b>13</b>  | 87%                  | 15%                   | 9%  | 0%                         | 2%   | 2%                        |
| <b>18</b>  | 85%                  | 18%                   | 6%  | 6%                         | 6%   | 6%                        |
| <b>11</b>  | 85%                  | 0%                    | 5%  | 5%                         | 5%   | 0%                        |
| <b>5</b>   | 85%                  | 13%                   | 6%  | 4%                         | 0%   | 11%                       |
| <b>14</b>  | 84%                  | 12%                   | 9%  | 16%                        | 13%  | 0%                        |
| <b>6</b>   | 84%                  | 9%                    | 16%   | 19%                        | 0%   | 0%                        |
| <b>7</b>   | 83%                  | 6%                    | 8%  | 14%                        | 6%   | 3%                        |
| <b>19</b>  | 82%                  | 7%                    | 16%   | 19%                        | 12%  | 0%                        |
| <b>12</b>  | 82%                  | 7%                    | 4%  | 7%                         | 4%   | 7%                        |
| <b>1</b>   | 81%                  | 22%                   | 17%   | 8%                         | 3%   | 0%                        |
| <b>17</b>  | 80%                  | 20%                   | 5%  | 5%                         | 0%   | 7%                        |
| <b>22</b>  | 78%                  | 24%                   | 13%   | 16%                        | 5%   | 0%                        |
| <b>15</b>  | 77%                  | 4%                    | 0%  | 15%                        | 4%   | 4%                        |
| <b>21</b>  | 76%                  | 12%                   | 0%  | 19%                        | 24%  | 2%                        |
| <b>10</b>  | 73%                  | 10%                   | 0%  | 13%                        | 3%   | 7%                        |
| <b>16</b>  | 72%                  | 3%                    | 0%  | 6%                         | 19%  | 6%                        |
| <b>8</b>   | 71%                  | 16%                   | 5%  | 8%                         | 11%  | 8%                        |
| <b>4</b>   | 70%                  | 13%                   | 7%  | 23%                        | 3%   | 0%                        |

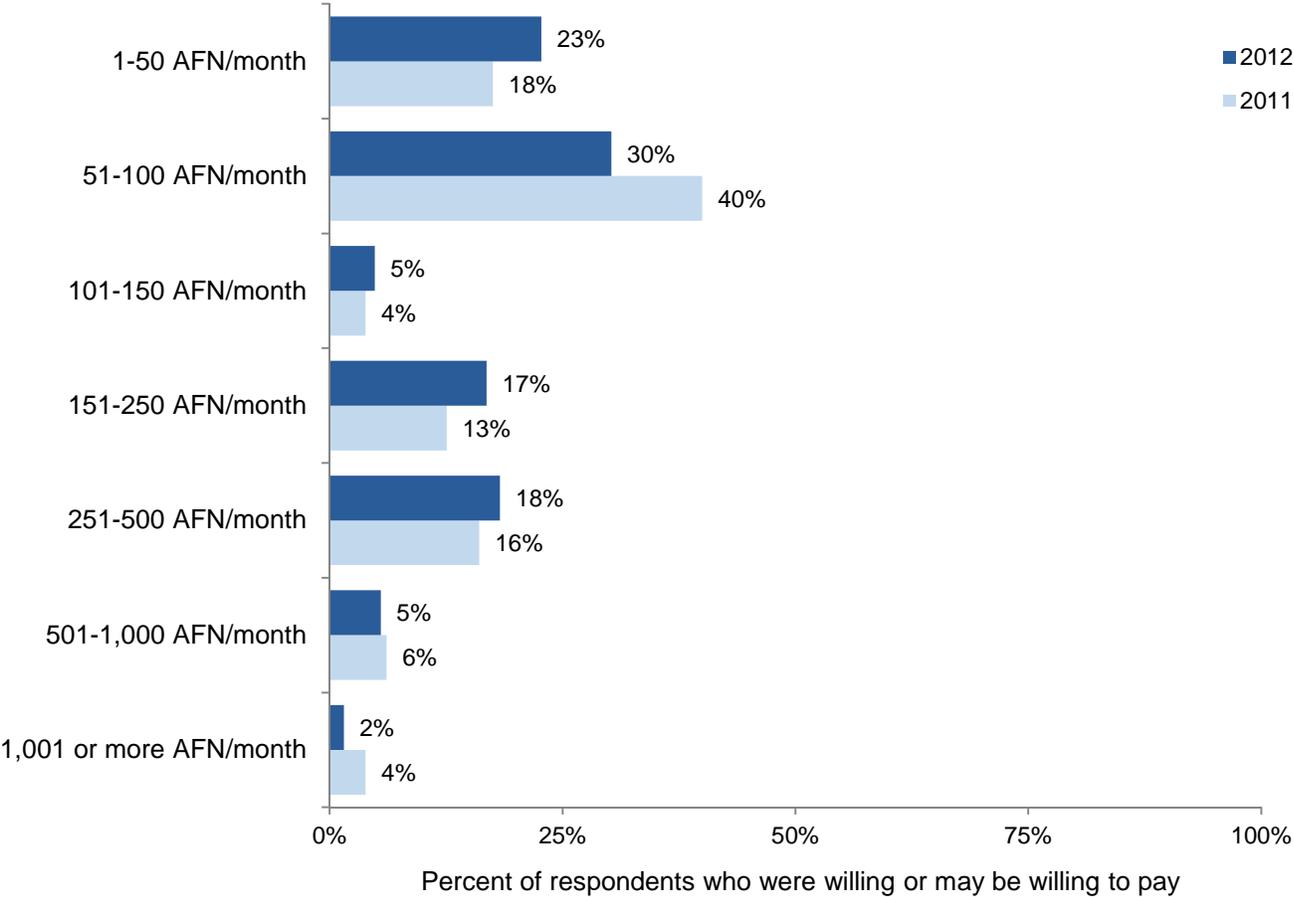
*If respondent said "no" to paying an increased Safayi to build a new park.*

For those willing to pay an increased Safayi for a new park, most would pay 100 AFN per month or less. On average those willing to pay would pay 237 AFN per month. This is down from an estimate of 311 AFN per month on average in 2011, but also includes more households who were willing to pay something.

The amount they were willing to pay varied widely by district. In districts 13 and 18, the average amount was less than 100 AFN per month, whereas in districts 5 and 6, residents would pay more than 400 AFN per month on average.

Residents with higher incomes were willing to pay more than those with lower incomes. Additionally, the more frequently a family used the larger Kabul parks or small parks, the more they were willing to pay for a small local park to be built in their neighborhood. However, female respondents would not pay as much as males, and 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 70: MAXIMUM WILLINGNESS TO PAY FOR A NEW PARK IN YOUR NEIGHBORHOOD BY DISTRICT (AVERAGE AFN/MONTH)**

| District | 2012 | 2011 |
|----------|------|------|
| ALL      | 237  | 311  |
| 6        | 482  | 367  |
| 5        | 480  | 480  |
| 9        | 279  | 627  |
| 2        | 273  | 290  |
| 1        | 273  | 198  |
| 4        | 255  | 299  |
| 21       | 251  | 223  |
| 10       | 240  | 198  |
| 20       | 231  | 551  |
| 11       | 225  | 230  |
| 3        | 222  | 122  |
| 15       | 209  | 258  |
| 14       | 207  | 101  |
| 12       | 184  | 303  |
| 7        | 181  | 174  |
| 16       | 174  | 84   |
| 19       | 140  | 272  |
| 17       | 139  | 347  |
| 8        | 132  | 88   |
| 22       | 118  | 178  |
| 18       | 88   | 710  |
| 13       | 82   | 252  |

*If respondent said “yes” or “maybe” to paying an increased Safayi 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.*

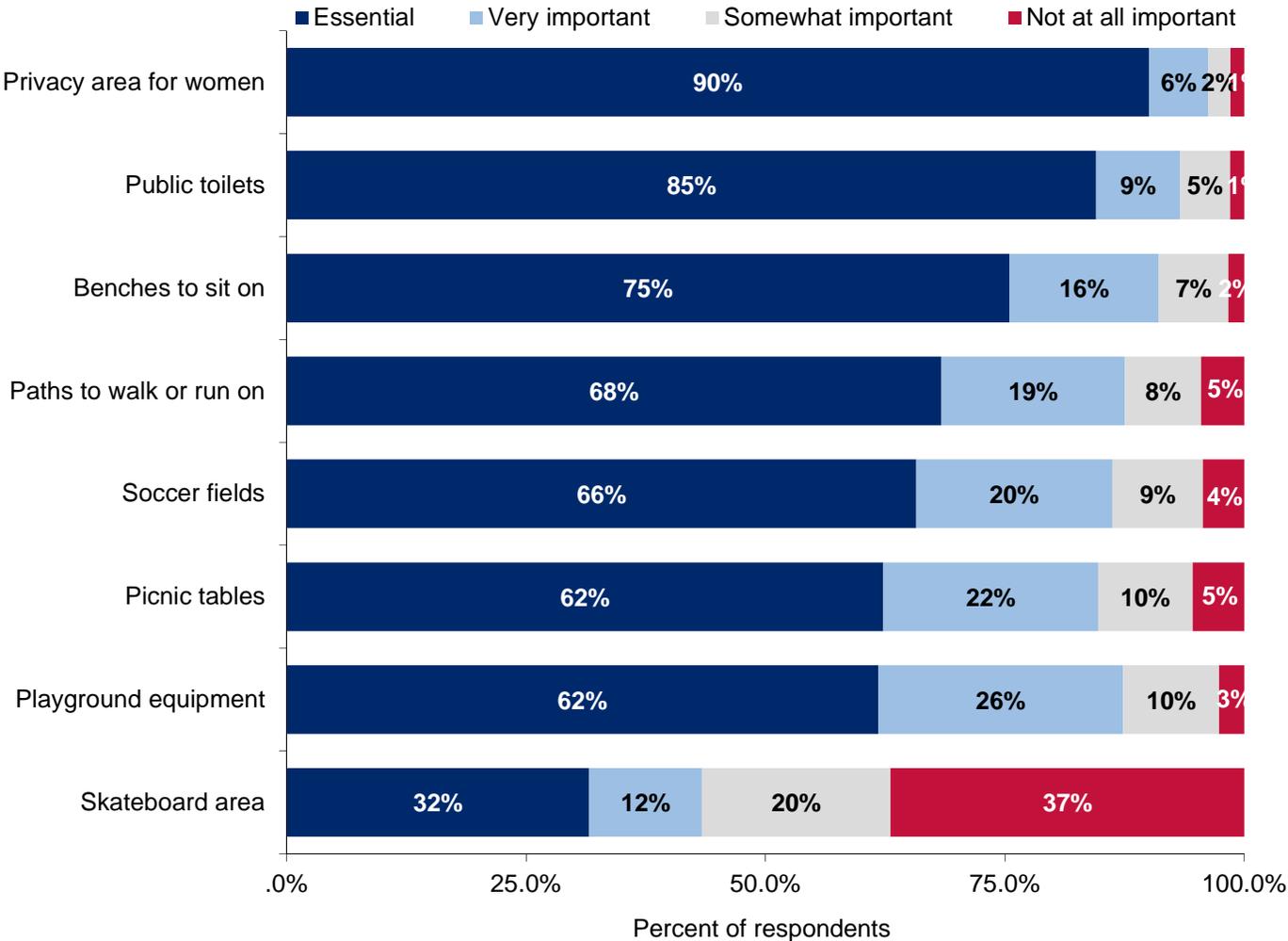
When asked to rate the importance of several amenities that could be included in a park, all of the amenities, except a skateboard area, were rated as essential by at least 62% of respondents. A privacy area for women was essential to 90% of respondents and public toilets were essential for 85% of respondents.

When asked to pick the two most important amenities to include in a park, a privacy area for women was mentioned by 69% of residents (up from 48% in 2011), public toilets were mentioned by 42% (similar to 2011) and soccer fields were mentioned by 32% (down from 39% in 2011).

Districts had different priorities for the inclusion of amenities in newly built parks. A privacy area for women was most important to residents in districts 7, 10, 12, 15, 16 and 21 (where 80% ranked it as one of the two most important amenities) and least important in districts 5 and 14 (where less than 50% thought it was most important). Soccer fields were most important to residents in districts 1, 10, 12 and 16. Residents in districts 5 and 6 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 (2012)**



**TABLE 71: TWO MOST IMPORTANT AMENITIES IF NEW PARK BUILT BY DISTRICT (2012)**

| District | Privacy area for women | Public toilets | Soccer fields | Benches to sit on | Playground equipment | Paths to walk or run on | Picnic tables | Skateboard area |
|----------|------------------------|----------------|---------------|-------------------|----------------------|-------------------------|---------------|-----------------|
| ALL      | 69%                    | 42%            | 27%           | 20%               | 16%                  | 13%                     | 11%           | 3%              |
| 15       | 89%                    | 46%            | 29%           | 11%               | 20%                  | 3%                      | 1%            | 0%              |
| 21       | 84%                    | 43%            | 16%           | 18%               | 15%                  | 16%                     | 7%            | 2%              |
| 16       | 83%                    | 41%            | 31%           | 14%               | 17%                  | 6%                      | 6%            | 0%              |
| 12       | 80%                    | 43%            | 34%           | 16%               | 15%                  | 5%                      | 2%            | 2%              |
| 10       | 80%                    | 39%            | 33%           | 18%               | 13%                  | 6%                      | 9%            | 2%              |
| 7        | 80%                    | 47%            | 26%           | 10%               | 12%                  | 12%                     | 16%           | 3%              |
| 4        | 76%                    | 46%            | 27%           | 17%               | 16%                  | 10%                     | 11%           | 2%              |
| 3        | 72%                    | 47%            | 29%           | 17%               | 12%                  | 8%                      | 11%           | 7%              |
| 19       | 71%                    | 33%            | 28%           | 19%               | 22%                  | 13%                     | 11%           | 3%              |
| 6        | 68%                    | 53%            | 28%           | 13%               | 10%                  | 11%                     | 10%           | 7%              |
| 13       | 67%                    | 37%            | 20%           | 29%               | 11%                  | 18%                     | 15%           | 2%              |
| 2        | 67%                    | 47%            | 29%           | 13%               | 19%                  | 16%                     | 8%            | 2%              |
| 22       | 63%                    | 33%            | 27%           | 20%               | 26%                  | 15%                     | 11%           | 4%              |
| 9        | 62%                    | 29%            | 28%           | 21%               | 23%                  | 18%                     | 17%           | 2%              |
| 11       | 61%                    | 36%            | 25%           | 24%               | 16%                  | 18%                     | 16%           | 3%              |
| 8        | 60%                    | 46%            | 25%           | 23%               | 14%                  | 17%                     | 7%            | 2%              |
| 20       | 58%                    | 35%            | 30%           | 26%               | 13%                  | 14%                     | 15%           | 7%              |
| 18       | 55%                    | 39%            | 30%           | 28%               | 19%                  | 13%                     | 10%           | 1%              |
| 17       | 55%                    | 42%            | 18%           | 29%               | 19%                  | 13%                     | 18%           | 3%              |
| 1        | 55%                    | 49%            | 31%           | 13%               | 16%                  | 11%                     | 18%           | 7%              |
| 5        | 44%                    | 54%            | 20%           | 40%               | 7%                   | 21%                     | 11%           | 5%              |
| 14       | 41%                    | 43%            | 21%           | 40%               | 24%                  | 13%                     | 19%           | 1%              |

**TABLE 72: TWO MOST IMPORTANT AMENITIES IF NEW PARK BUILT BY DISTRICT (2011)**

| District | Privacy area for women | Public toilets | Soccer fields | Benches to sit on | Playground equipment | Paths to walk or run on | Picnic tables | Skateboard area |
|----------|------------------------|----------------|---------------|-------------------|----------------------|-------------------------|---------------|-----------------|
| ALL      | 48%                    | 41%            | 39%           | 24%               | 14%                  | 13%                     | 12%           | 9%              |

# KABUL CITY GOVERNMENT

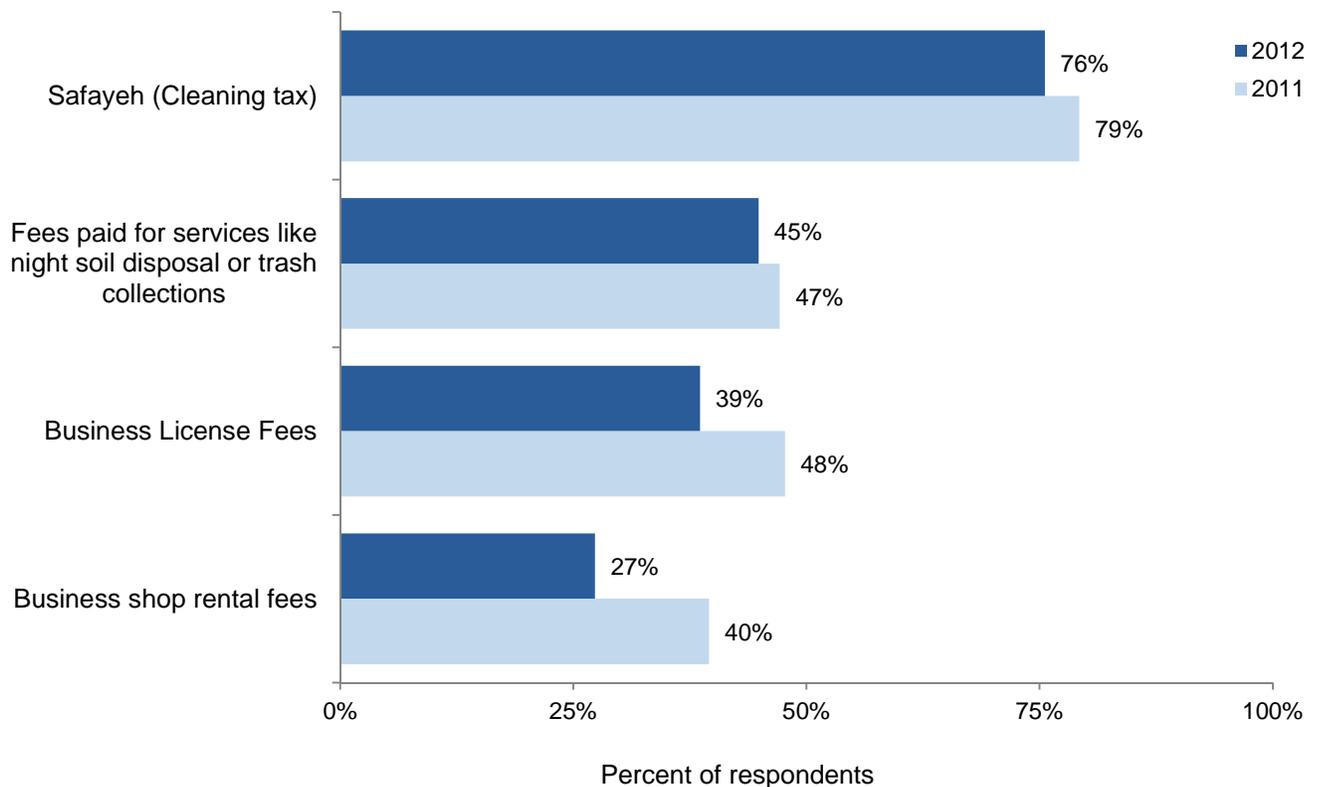
This section of the report discusses responses to questions about taxation and fees, public trust and participation in city government and the frequency of use of public information for news. A government that is trusted, where residents trust that their fees and taxes are being used to improve conditions 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 taxes they think are fair. A majority (79%) reported that Safayeh were fair. Just less than half of respondents (45%) thought fees paid for services like night soil disposal or trash collections were fair. Four in ten said that business license fees were fair and about one-quarter thought business shop rental fees were fair.

Respondents living in districts 2, 4, 7 and 13 tended to think about taxes more positively than other respondents, while those residing in district 14 were least likely to think these taxes were fair.

FIGURE 105: WHICH TAXES DO YOU THINK ARE FAIR?



**TABLE 73: WHICH TAXES DO YOU THINK ARE FAIR BY DISTRICT? (2012)**

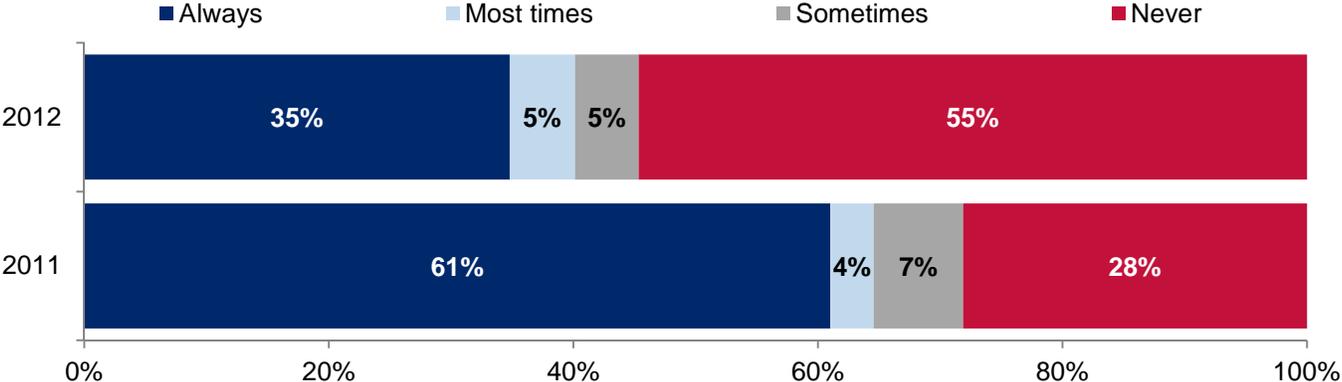
| District   | Safayi (cleaning tax) | Fees paid for services like night soil disposal or trash collection | Business license fees | Business shop rental fees |
|------------|-----------------------|---|-----------------------|---------------------------|
| <b>ALL</b> | 76%                   | 45%   | 39%                   | 27%                       |
| <b>1</b>   | 92%                   | 50%   | 20%                   | 12%                       |
| <b>4</b>   | 89%                   | 52%   | 41%                   | 21%                       |
| <b>13</b>  | 88%                   | 47%   | 37%                   | 34%                       |
| <b>21</b>  | 88%                   | 44%   | 22%                   | 8%                        |
| <b>2</b>   | 85%                   | 60%   | 39%                   | 25%                       |
| <b>7</b>   | 85%                   | 54%   | 31%                   | 17%                       |
| <b>3</b>   | 84%                   | 38%   | 40%                   | 15%                       |
| <b>6</b>   | 83%                   | 36%   | 32%                   | 23%                       |
| <b>17</b>  | 81%                   | 36%   | 43%                   | 30%                       |
| <b>20</b>  | 80%                   | 53%   | 29%                   | 15%                       |
| <b>8</b>   | 79%                   | 46%   | 47%                   | 30%                       |
| <b>16</b>  | 72%                   | 52%   | 31%                   | 34%                       |
| <b>15</b>  | 72%                   | 44%   | 33%                   | 35%                       |
| <b>10</b>  | 72%                   | 37%   | 42%                   | 17%                       |
| <b>12</b>  | 70%                   | 43%   | 33%                   | 27%                       |
| <b>9</b>   | 69%                   | 46%   | 52%                   | 36%                       |
| <b>22</b>  | 68%                   | 54%   | 32%                   | 29%                       |
| <b>19</b>  | 68%                   | 35%   | 42%                   | 49%                       |
| <b>5</b>   | 62%                   | 33%   | 49%                   | 35%                       |
| <b>18</b>  | 57%                   | 46%   | 41%                   | 46%                       |
| <b>11</b>  | 56%                   | 43%   | 57%                   | 34%                       |
| <b>14</b>  | 46%                   | 27%   | 53%                   | 40%                       |

When asked, in 2012, to indicate how often their household pays a Safayi tax, 35% reported that their household always paid the tax. This was a dramatic decrease from 2011, when 61% said they always paid the tax. In 2012, more than half (55%) said they never paid. The change may reflect real differences in payments each year or may be due to survey conditions in 2012 that encouraged more honest responses.

In 2012, there were only six districts where 50% or more of respondents said they always paid the Safayi (districts 2, 3, 6, 9, 10 and 11). In 2011, a majority of respondents in most districts reported always paying.

In districts 14, 18, 19, 20 and 22 between 94% and 99% of respondents said they never pay the Safayi tax. A majority of respondents in districts 14 and 20 reported never paying the tax. A majority of respondents in districts 5, 8, 13, 17 and 18 also said they never paid.

**FIGURE 106: FREQUENCY HOUSEHOLD PAYS SAFAYI FEE BY YEAR**



**TABLE 74: FREQUENCY HOUSEHOLD PAYS SAFAYI FEE BY DISTRICT**

| District | 2012   |            |           |       | Average rating* |      |
|----------|--------|------------|-----------|-------|-----------------|------|
|          | Always | Most times | Sometimes | Never | 2012            | 2011 |
| ALL      | 35%    | 5%         | 5%        | 55%   | 37              | 64   |
| 2        | 62%    | 4%         | 13%       | 21%   | 67              | 64   |
| 3        | 65%    | 7%         | 2%        | 26%   | 66              | 64   |
| 11       | 64%    | 4%         | 1%        | 31%   | 65              | 65   |
| 10       | 54%    | 8%         | 5%        | 33%   | 56              | 61   |
| 9        | 52%    | 2%         | 1%        | 45%   | 53              | 64   |
| 15       | 47%    | 7%         | 12%       | 34%   | 52              | 78   |
| 6        | 50%    | 2%         | 1%        | 47%   | 51              | 67   |
| 16       | 44%    | 9%         | 11%       | 36%   | 48              | 46   |
| 4        | 42%    | 13%        | 4%        | 40%   | 45              | 66   |
| 12       | 40%    | 13%        | 10%       | 38%   | 44              | 51   |
| 7        | 41%    | 7%         | 8%        | 43%   | 44              | 44   |
| 1        | 39%    | 19%        | 8%        | 34%   | 43              | 57   |
| 21       | 30%    | 3%         | 5%        | 62%   | 31              | 55   |
| 8        | 29%    | 0%         | 2%        | 68%   | 30              | 93   |
| 13       | 18%    | 6%         | 9%        | 66%   | 21              | 59   |
| 17       | 14%    | 7%         | 7%        | 72%   | 17              | 80   |
| 5        | 12%    | 7%         | 11%       | 71%   | 16              | 65   |
| 22       | 10%    | 3%         | 3%        | 84%   | 11              | 88   |
| 14       | 7%     | 1%         | 8%        | 83%   | 10              | 25   |
| 19       | 3%     | 2%         | 2%        | 93%   | 4               | 67   |
| 18       | 1%     | 0%         | 2%        | 97%   | 2               | 59   |
| 20       | 1%     | 0%         | 0%        | 99%   | 1               | 36   |

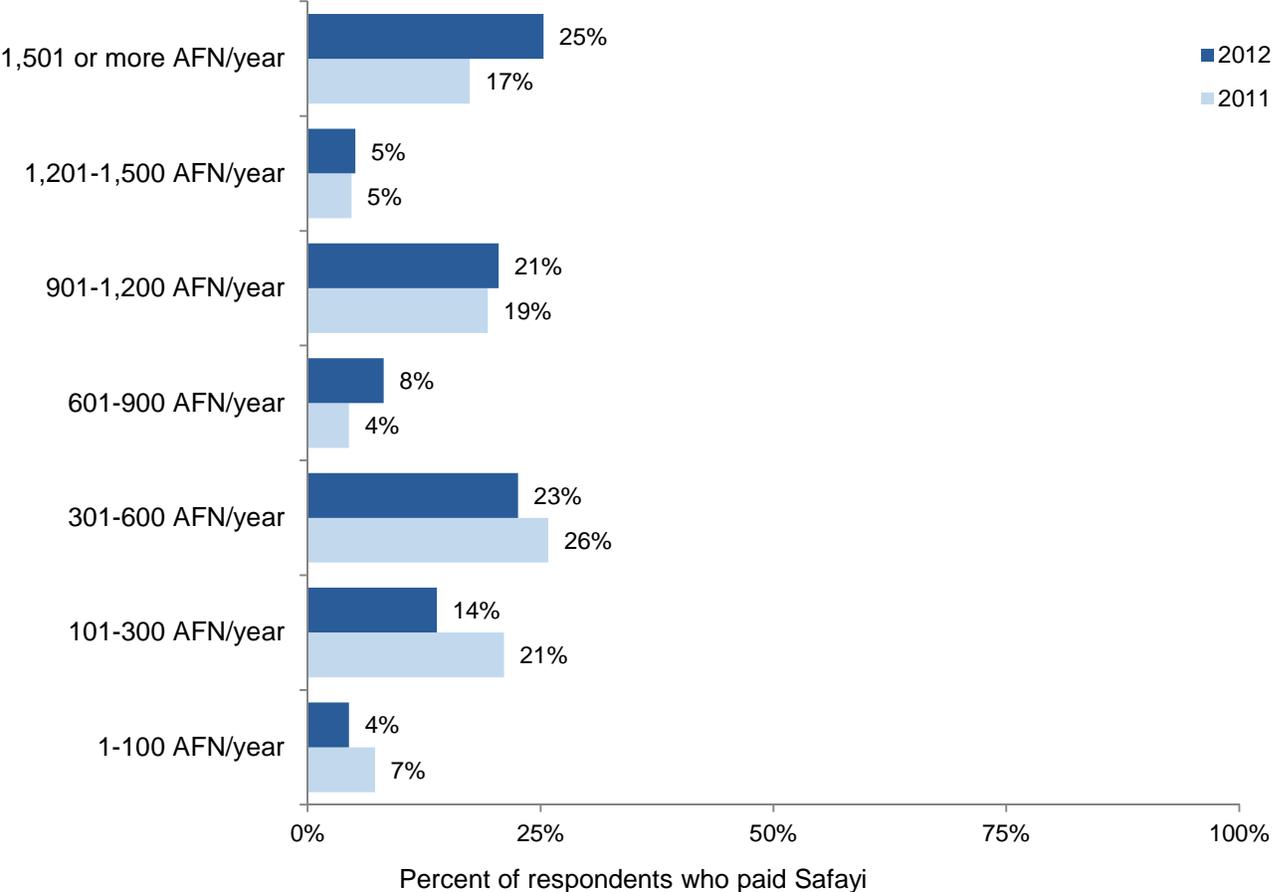
\*Average rating, where 100=always, 67=most times, 33=sometimes and 0=never.

Among those respondents who reported paying a Safayi tax at least sometimes (45% of all Kabul respondents), rates actually paid varied. About 20% paid between 1 and 300 AFN per year, about 30% paid between 301 and 900 AFN per year, about 25% paid between 901 and 1,500 AFN per year and 25% paid more than 1,500 AFN per year. Among those who said they paid, this represents an increase in rates from last year – an average rate of 1,569 AFN in 2012 compared to 1,468 AFN in 2011.

Respondents reporting the highest average Safayi fees lived in districts 5, 8, 14, 18, 20, and 22, and paid (on average) 2,000 AFN to 4,600 AFN annually. However, it should be noted that in districts 14, 18, 20, and 22, almost no one paid, and it may be that the cost is prohibitive.

Those reporting the lowest average annual tax resided in districts 1, 4, 6, 17 and 21, reported paying about 1,000 AFN per year, on average.

**FIGURE 107: SAFAYI FEE AMOUNT**

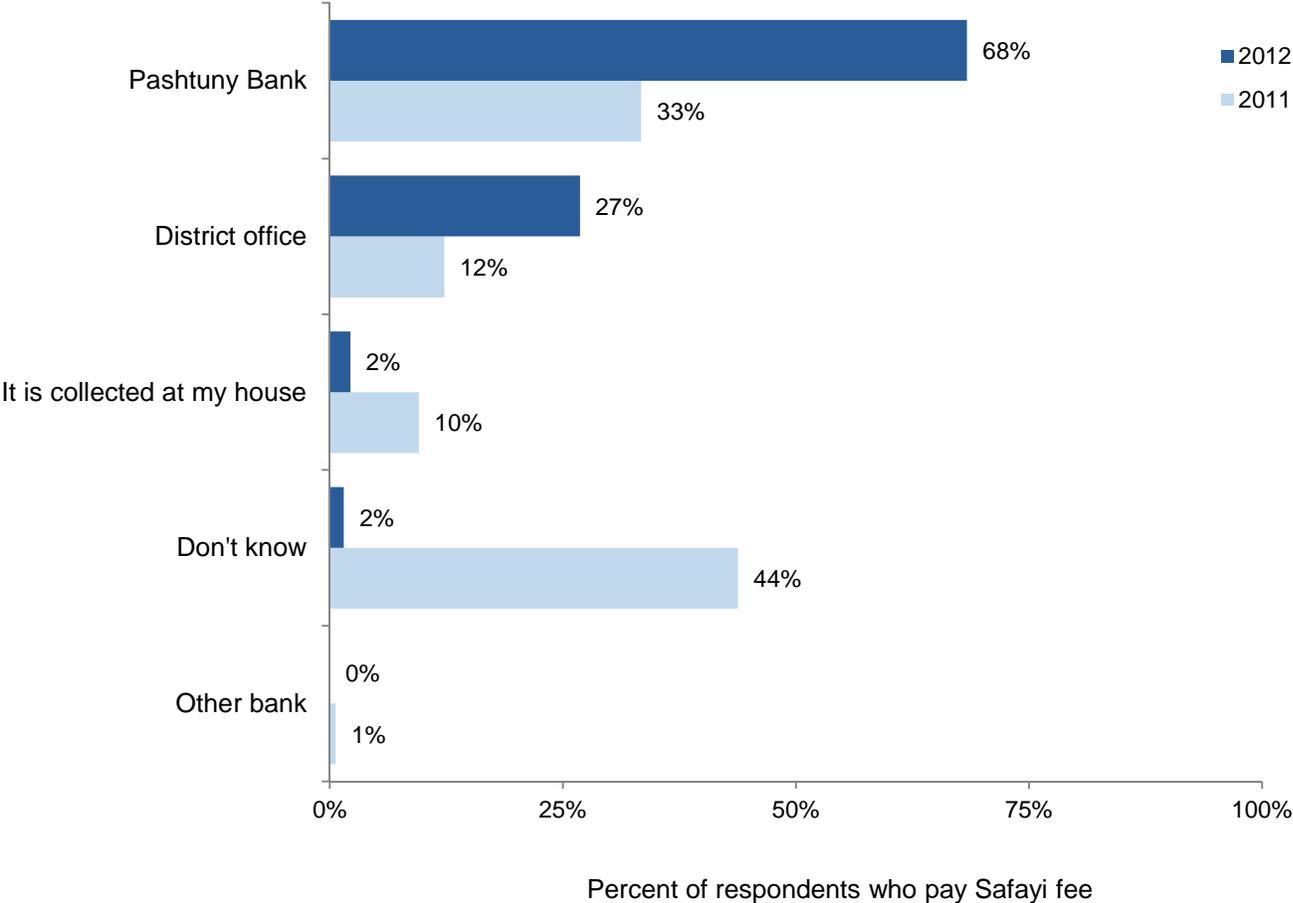


**TABLE 75: SAFAYI FEE AMOUNT (AVERAGE AFN/YEAR)**

| District | 2012  | 2011  |
|----------|-------|-------|
| ALL      | 4,618 | 2,410 |
| 5        | 3,219 | 1,396 |
| 8        | 2,941 | 1,168 |
| 14       | 2,800 | 2,755 |
| 18       | 2,148 | 2,216 |
| 22       | 2,000 | 510   |
| 20       | 1,747 | 1,955 |
| 10       | 1,651 | 1,110 |
| 11       | 1,619 | 1,327 |
| 9        | 1,507 | 1,071 |
| 15       | 1,506 | 779   |
| 16       | 1,418 | 816   |
| 12       | 1,370 | 1,568 |
| 2        | 1,309 | 1,562 |
| 13       | 1,286 | 771   |
| 19       | 1,267 | 1,239 |
| 7        | 1,252 | 2,632 |
| 3        | 1,076 | 1,153 |
| 17       | 1,018 | 1,464 |
| 4        | 1,014 | 1,185 |
| 21       | 1,013 | 925   |
| 1        | 974   | 1,081 |
| 6        | 4,618 | 2,410 |

Two-thirds of respondents who reported paying a Safayi fee said they paid this fee to a Pashtuny Bank, and most others (27%) reported paying it to the district office. Very few said it was collected at their house and unlike 2011, in 2012, very few said that they did not know. The large decrease in respondents who reported being unaware of where they paid their Safayi may reflect more honest responses in 2012. Those in 2011 who said they paid the Safayi, but didn't know where they paid it (44% of those who said they paid), may have not paid the Safayi but did not want to report this to the interviewer.

**FIGURE 108: METHODS OF SAFAYI FEE PAYMENT**



Respondents who reported never paying a Safayi 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 Safayi payment book because the house is illegal, or that they did not know how to pay the tax. Government distrust or lack of appreciation that services were being delivered were not mentioned by many residents as reasons for not paying the Safayi.

Most also did not say that they could not afford to pay.

**TABLE 76: REASON FOR UNPAID SAFAYI FEE BY DISTRICT (2012)**

| District   | Percent that never pay | Reason  |  |                       |   |                      |                            |   |
|------------|------------------------|---|--|-----------------------|---|----------------------|----------------------------|---|
|            |                        | Never received a bill or statement that says how much we should pay | Don't have a Safayi payment book because my house is illegal | Don't know how to pay | Don't see what we would be paying for (no services) | Cannot afford to pay | Don't trust the government | It is too difficult to go to the payment office |
| <b>ALL</b> | 55%                    | 62%   | 33%  | 27%                   | 13%   | 8%                   | 4%                         | 2%  |
| <b>20</b>  | 99%                    | 57%   | 47%  | 36%                   | 1%  | 1%                   | 0%                         | 0%  |
| <b>18</b>  | 97%                    | 80%   | 17%  | 30%                   | 28%   | 11%                  | 4%                         | 0%  |
| <b>19</b>  | 93%                    | 40%   | 58%  | 36%                   | 1%  | 13%                  | 3%                         | 2%  |
| <b>22</b>  | 84%                    | 71%   | 20%  | 38%                   | 19%   | 13%                  | 9%                         | 3%  |
| <b>14</b>  | 83%                    | 68%   | 15%  | 49%                   | 11%   | 5%                   | 9%                         | 1%  |
| <b>17</b>  | 72%                    | 66%   | 35%  | 13%                   | 28%   | 0%                   | 0%                         | 0%  |
| <b>5</b>   | 71%                    | 80%   | 17%  | 34%                   | 10%   | 7%                   | 3%                         | 5%  |
| <b>8</b>   | 68%                    | 68%   | 32%  | 52%                   | 24%   | 3%                   | 0%                         | 0%  |
| <b>13</b>  | 66%                    | 62%   | 41%  | 17%                   | 41%   | 5%                   | 0%                         | 2%  |
| <b>21</b>  | 62%                    | 44%   | 39%  | 7%                    | 0%  | 18%                  | 15%                        | 0%  |
| <b>6</b>   | 47%                    | 76%   | 14%  | 36%                   | 2%  | 14%                  | 0%                         | 5%  |
| <b>9</b>   | 45%                    | 50%   | 43%  | 14%                   | 12%   | 7%                   | 5%                         | 2%  |
| <b>7</b>   | 43%                    | 70%   | 33%  | 10%                   | 8%  | 8%                   | 3%                         | 3%  |
| <b>4</b>   | 40%                    | 84%   | 16%  | 22%                   | 11%   | 14%                  | 3%                         | 0%  |
| <b>12</b>  | 38%                    | 39%   | 39%  | 30%                   | 0%  | 3%                   | 0%                         | 0%  |
| <b>16</b>  | 36%                    | 32%   | 41%  | 12%                   | 12%   | 9%                   | 3%                         | 3%  |
| <b>1</b>   | 34%                    | 31%   | 16%  | 56%                   | 6%  | 19%                  | 22%                        | 9%  |
| <b>15</b>  | 34%                    | 31%   | 59%  | 12%                   | 6%  | 6%                   | 0%                         | 0%  |
| <b>10</b>  | 33%                    | 66%   | 37%  | 6%                    | 12%   | 3%                   | 3%                         | 0%  |
| <b>11</b>  | 31%                    | 57%   | 17%  | 20%                   | 3%  | 7%                   | 3%                         | 10%   |
| <b>3</b>   | 26%                    | 56%   | 24%  | 48%                   | 8%  | 0%                   | 0%                         | 4%  |
| <b>2</b>   | 21%                    | 68%   | 21%  | 32%                   | 0%  | 5%                   | 11%                        | 0%  |

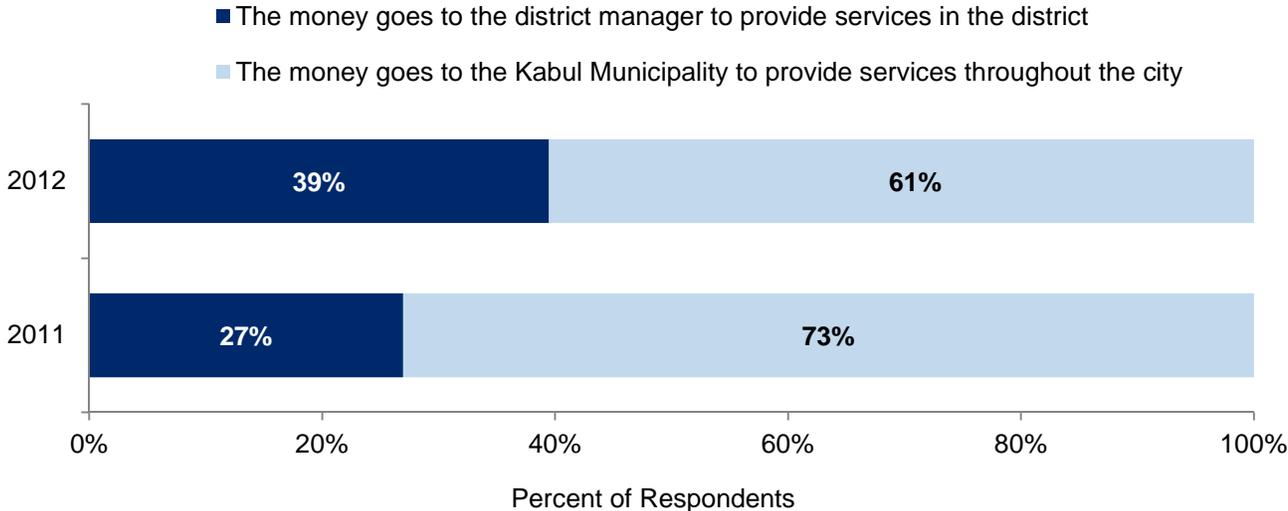
Total may exceed 100% as respondent could provide more than one reason.

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. Sixty-one percent of all respondents thought that the money went to the Kabul Municipality to provide services throughout the city, which was fewer than in 2011 (73%). Fewer (39%) said the money went to the district manager to provide services in the district.

In all but 5 districts (7, 12, 13, 16 and 17) more than half of the respondents thought that the fees were used by the Kabul Municipality to provide services, in those 5 districts, half or more than half thought it went to the district manager.

**FIGURE 109: PERCEPTION OF HOW FEES ARE USED**

I am going to read you several options and ask you to tell me which you think best describes what happens with the various fees that Kabul residents pay? Do you think...



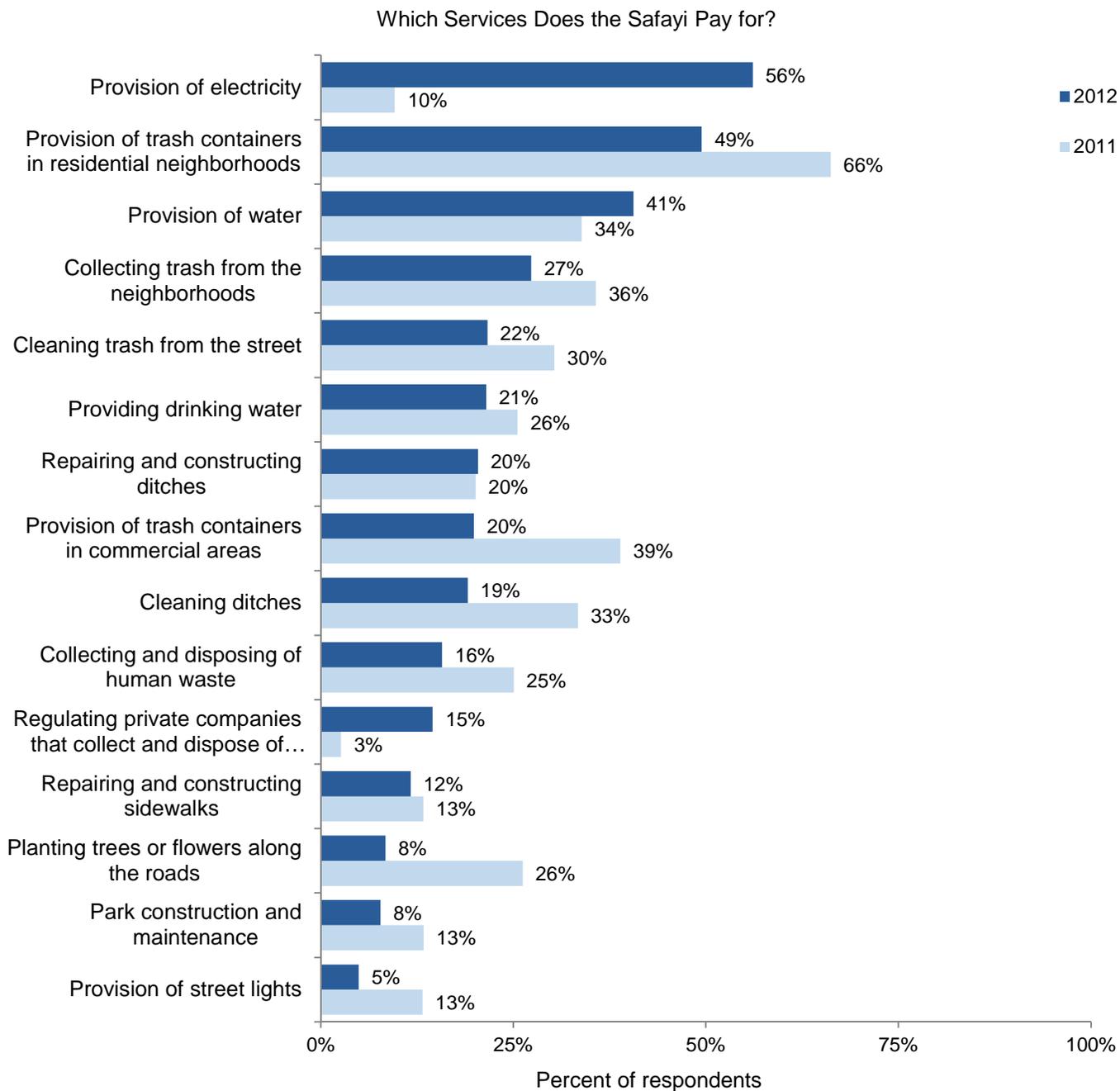
**TABLE 77: PERCEPTION OF HOW FEES ARE USED BY DISTRICT**

| 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 |      |
|------------|--|------|--|------|
|            | 2012   | 2011 | 2012   | 2011 |
| <b>ALL</b> | 61%  | 70%  | 39%  | 30%  |
| <b>3</b>   | 75%  | 72%  | 25%  | 28%  |
| <b>14</b>  | 72%  | 86%  | 28%  | 14%  |
| <b>20</b>  | 72%  | 73%  | 28%  | 27%  |
| <b>19</b>  | 71%  | 50%  | 29%  | 50%  |
| <b>8</b>   | 66%  | 68%  | 34%  | 32%  |
| <b>1</b>   | 66%  | 67%  | 34%  | 33%  |
| <b>2</b>   | 63%  | 87%  | 37%  | 13%  |
| <b>10</b>  | 63%  | 72%  | 37%  | 28%  |
| <b>15</b>  | 63%  | 64%  | 37%  | 36%  |
| <b>6</b>   | 62%  | 72%  | 38%  | 28%  |
| <b>9</b>   | 61%  | 79%  | 39%  | 21%  |
| <b>22</b>  | 61%  | 73%  | 39%  | 27%  |
| <b>11</b>  | 61%  | 69%  | 39%  | 31%  |
| <b>5</b>   | 60%  | 57%  | 40%  | 43%  |
| <b>18</b>  | 58%  | 81%  | 42%  | 19%  |
| <b>4</b>   | 58%  | 61%  | 42%  | 39%  |
| <b>21</b>  | 54%  | 88%  | 46%  | 12%  |
| <b>13</b>  | 50%  | 62%  | 50%  | 37%  |
| <b>16</b>  | 49%  | 86%  | 51%  | 14%  |
| <b>12</b>  | 46%  | 85%  | 54%  | 15%  |
| <b>17</b>  | 45%  | 52%  | 55%  | 48%  |
| <b>7</b>   | 39%  | 96%  | 61%  | 4%   |

Respondents were read a list of potential services and asked which they thought their Safayi tax was paying for. Responses to this question changed significantly from 2011 to 2012. In 2011, most (90%) understood that the fee did not pay for electricity, but in 2012, 56% thought it was paying for electricity. While the Safayi does pay for trash services, fewer in 2012 than in 2011 thought it covered the provision of trash containers in residential neighborhoods (49% in 2012, 66% in 2011), the provision of trash containers in commercial areas (20% in 2012, 39% in 2011) collecting trash from neighborhoods (27% in 2012, 36% in 2011) or cleaning trash from streets (22% in 2012, 30% in 2011).

In both years, with the exception of electricity provision and the provision of trash containers in residential neighborhoods, only a minority of respondents thought the tax paid for most of the services mentioned.

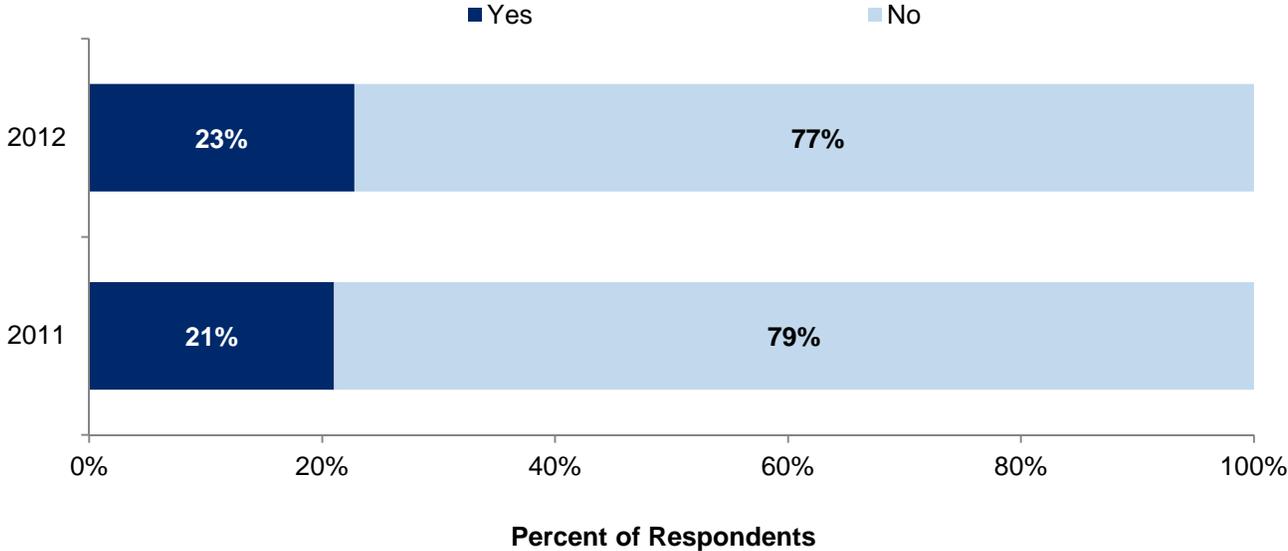
**FIGURE 110: PERCEIVED ALLOCATION OF THE SAFAYI FEE**



Another question on the survey asked respondents if their family has a Qabala (property or mortgage deed) or other way of demonstrating proof of tenure; in both survey years about one in five reported having proof and approximately four in five did not. In general, residents in each district were more likely to report not having proof of tenure.

**FIGURE 111: PROOF OF TENURE**

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



**TABLE 78: PROOF OF TENURE BY DISTRICT**

| <b>District</b> | <b>2012</b> | <b>2011</b> |
|-----------------|-------------|-------------|
| ALL             | 23%         | 21%         |
| 1               | 23%         | 24%         |
| 2               | 26%         | 17%         |
| 3               | 18%         | 24%         |
| 4               | 17%         | 26%         |
| 5               | 33%         | 35%         |
| 6               | 27%         | 21%         |
| 7               | 23%         | 25%         |
| 8               | 29%         | 5%          |
| 9               | 19%         | 21%         |
| 10              | 31%         | 20%         |
| 11              | 19%         | 28%         |
| 12              | 32%         | 40%         |
| 13              | 31%         | 33%         |
| 14              | 8%          | 7%          |
| 15              | 26%         | 7%          |
| 16              | 19%         | 18%         |
| 17              | 25%         | 5%          |
| 18              | 21%         | 2%          |
| 19              | 11%         | 4%          |
| 20              | 12%         | 18%         |
| 21              | 19%         | 13%         |
| 22              | 14%         | 65%         |

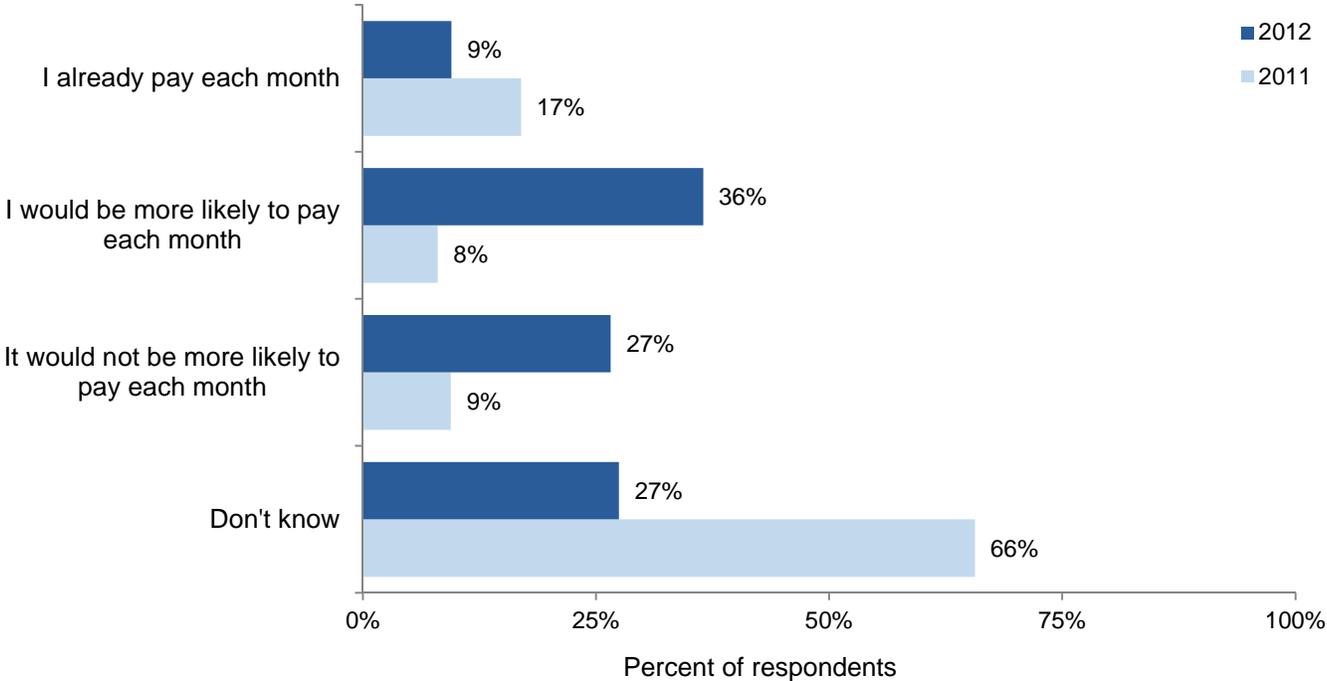
When asked if they would be more likely to pay fees if having proof that they consistently pay Safayi fees would help prove their tenure (home ownership), respondents were split in their responses.

About half said they would be more likely to pay (36%) or were already paying (9%), while the other half would not be more likely to pay (27%) or didn't know if it would change their payment behavior (27%).

Half or more in districts 1, 8, 12, 17 and 18 said they would be more likely to pay each month if proof of payment helped prove housing tenure. The highest percent of those for whom proof of home ownership would not make them more likely to pay the Safayi tax, lived in districts 1, 6 and 21.

**FIGURE 112: WOULD YOU PAY FEES IF IT HELPED PROVE TENURE**

If having proof that you consistently pay your fees would help you prove your tenure (home ownership), would you be more likely to pay your fees?



**TABLE 79: WOULD YOU PAY FEES IF IT HELPED PROVE TENURE BY DISTRICT (2012)**

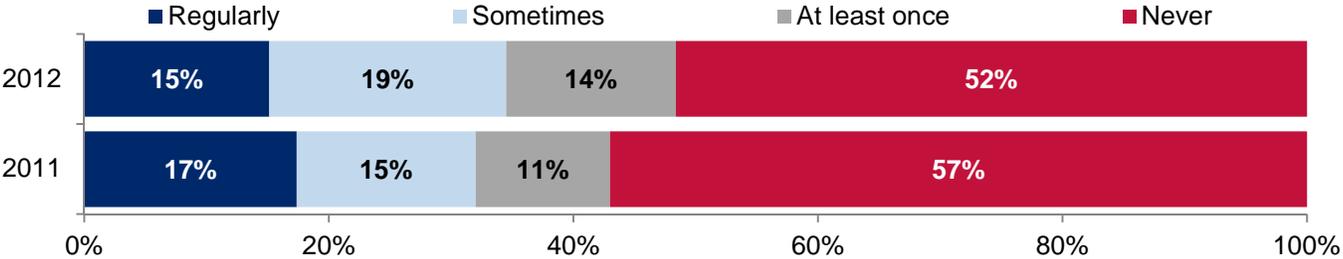
| District   | I would be more likely to pay each month | I would not be more likely to pay each month | Don't know | I already pay each month |
|------------|--|--|------------|--------------------------|
| <b>ALL</b> | 36%                                      | 27%  | 27%        | 9%                       |
| <b>18</b>  | 60%                                      | 25%  | 15%        | 0%                       |
| <b>2</b>   | 58%                                      | 15%  | 19%        | 8%                       |
| <b>17</b>  | 54%                                      | 42%  | 4%         | 0%                       |
| <b>8</b>   | 54%                                      | 25%  | 21%        | 0%                       |
| <b>12</b>  | 53%                                      | 7%   | 37%        | 3%                       |
| <b>5</b>   | 46%                                      | 21%  | 29%        | 4%                       |
| <b>7</b>   | 44%                                      | 28%  | 8%         | 20%                      |
| <b>19</b>  | 43%                                      | 21%  | 29%        | 7%                       |
| <b>9</b>   | 42%                                      | 37%  | 5%         | 16%                      |
| <b>13</b>  | 38%                                      | 31%  | 31%        | 0%                       |
| <b>14</b>  | 38%                                      | 0%   | 50%        | 13%                      |
| <b>15</b>  | 37%                                      | 19%  | 44%        | 0%                       |
| <b>22</b>  | 36%                                      | 29%  | 7%         | 29%                      |
| <b>4</b>   | 33%                                      | 17%  | 39%        | 11%                      |
| <b>20</b>  | 27%                                      | 55%  | 9%         | 9%                       |
| <b>10</b>  | 27%                                      | 7%   | 57%        | 10%                      |
| <b>16</b>  | 25%                                      | 10%  | 60%        | 5%                       |
| <b>11</b>  | 24%                                      | 41%  | 18%        | 18%                      |
| <b>3</b>   | 24%                                      | 35%  | 18%        | 24%                      |
| <b>1</b>   | 20%                                      | 50%  | 20%        | 10%                      |
| <b>21</b>  | 16%                                      | 53%  | 26%        | 5%                       |
| <b>6</b>   | 15%                                      | 37%  | 26%        | 22%                      |

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). Responses were similar between survey years, although fewer said they never pool money with neighbors for road paving in 2012 than in 2011.

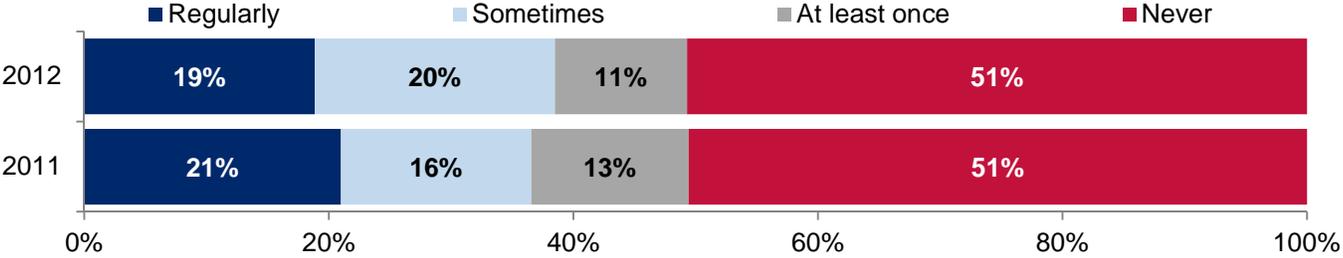
In both years, at least half of respondents reported never doing either of these things and about one in five or six reported doing them regularly.

Residents living in districts 9, 13, 19 and 21 were least likely to have contributed money to pay a firm to pave the road and those residing in districts 8, 9, 13, 17 and 21 were least likely to have helped load the trash truck. While residents living in districts 1, 2, 3, 5 and 11 were most likely to have contributed money to pay a firm to pave the road and those residing in districts 2, 5, 10 and 14 were most likely to have helped load the trash truck.

**FIGURE 113: FREQUENCY OF POOLING MONEY WITH NEIGHBORS TO HIRE A PRIVATE COMPANY TO PAVE THE ROAD**



**FIGURE 114: FREQUENCY OF HELPING LOAD THE TRASH TRUCK ON FRIDAY AS PART OF THE HASHAR**



**TABLE 80: FREQUENCY OF DOING OTHER THINGS TO MAINTAIN NEIGHBORHOOD BY DISTRICT**

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

*Percent who have ever participated in activity*

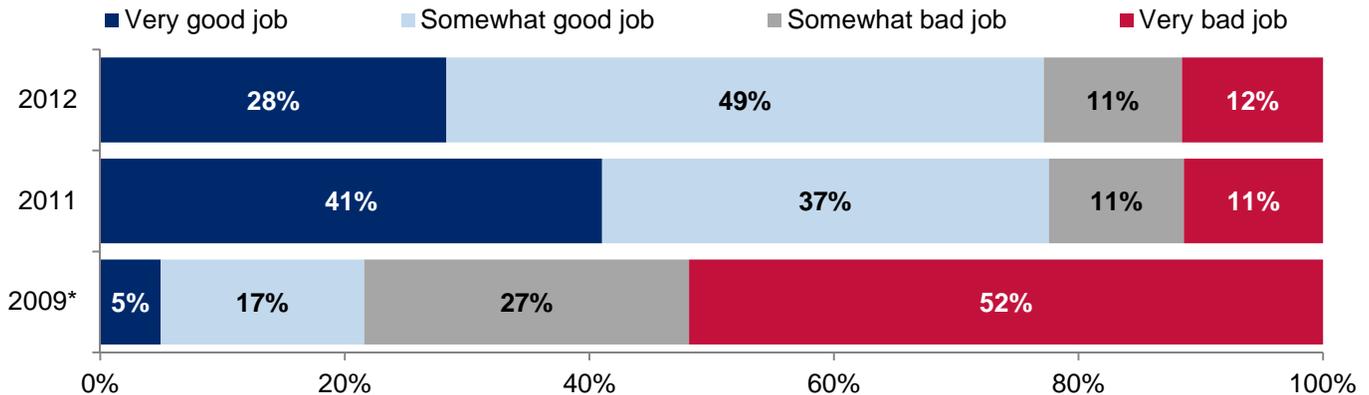
## Public Trust

Survey respondents were asked to rate the overall performance of municipal government. While ratings significantly improved between those rated in 2011 and recalled for 2009, in 2012 ratings dropped slightly. About the same amount of residents said that the municipal government was doing a good job (somewhat or very good), but more said it was doing a somewhat good job and fewer said it was a very good job.

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 2012 was 65; in 2011 it was 69, and in residents' recollection of 2009 it the overall average rating was 25.

Average ratings for overall government performance were at or above the somewhat good job mark for 13 of the 22 districts; the lowest ratings were given in districts 8, 13, 14, and 18. For districts 8, 13 and 14 this was a decrease in ratings from 2011 to 2012.

**FIGURE 115: OVERALL RATING OF MUNICIPAL GOVERNMENT 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 81: OVERALL RATING OF MUNICIPAL GOVERNMENT BY DISTRICT**

| District   | 2012      |      |      |      | Average rating* |      |      |
|------------|-----------|------|------|------|-----------------|------|------|
|            | Excellent | Good | Fair | Poor | 2012            | 2011 | 2009 |
| <b>ALL</b> | 28%       | 49%  | 11%  | 12%  | 65              | 69   | 25   |
| <b>21</b>  | 47%       | 42%  | 7%   | 3%   | 78              | 45   | 16   |
| <b>3</b>   | 39%       | 54%  | 3%   | 4%   | 76              | 82   | 31   |
| <b>9</b>   | 40%       | 47%  | 7%   | 6%   | 74              | 74   | 22   |
| <b>2</b>   | 32%       | 57%  | 8%   | 3%   | 73              | 78   | 26   |
| <b>6</b>   | 34%       | 55%  | 7%   | 4%   | 73              | 77   | 21   |
| <b>11</b>  | 41%       | 43%  | 11%  | 5%   | 73              | 74   | 26   |
| <b>4</b>   | 25%       | 65%  | 8%   | 2%   | 71              | 73   | 31   |
| <b>15</b>  | 24%       | 66%  | 10%  | 0%   | 71              | 67   | 28   |
| <b>7</b>   | 30%       | 58%  | 6%   | 6%   | 70              | 67   | 26   |
| <b>12</b>  | 26%       | 60%  | 10%  | 4%   | 69              | 78   | 24   |
| <b>1</b>   | 32%       | 54%  | 4%   | 10%  | 69              | 65   | 27   |
| <b>10</b>  | 34%       | 43%  | 12%  | 10%  | 67              | 83   | 39   |
| <b>5</b>   | 29%       | 49%  | 11%  | 10%  | 66              | 82   | 21   |
| <b>17</b>  | 19%       | 53%  | 18%  | 10%  | 60              | 68   | 21   |
| <b>16</b>  | 15%       | 57%  | 18%  | 10%  | 59              | 57   | 21   |
| <b>20</b>  | 20%       | 43%  | 17%  | 19%  | 55              | 71   | 25   |
| <b>19</b>  | 19%       | 44%  | 15%  | 22%  | 53              | 57   | 16   |
| <b>22</b>  | 25%       | 34%  | 11%  | 30%  | 51              | 67   | 26   |
| <b>8</b>   | 23%       | 33%  | 16%  | 28%  | 50              | 75   | 29   |
| <b>13</b>  | 15%       | 41%  | 16%  | 27%  | 48              | 61   | 21   |
| <b>14</b>  | 8%        | 46%  | 26%  | 20%  | 47              | 60   | 21   |
| <b>18</b>  | 12%       | 29%  | 26%  | 33%  | 40              | 34   | 11   |

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

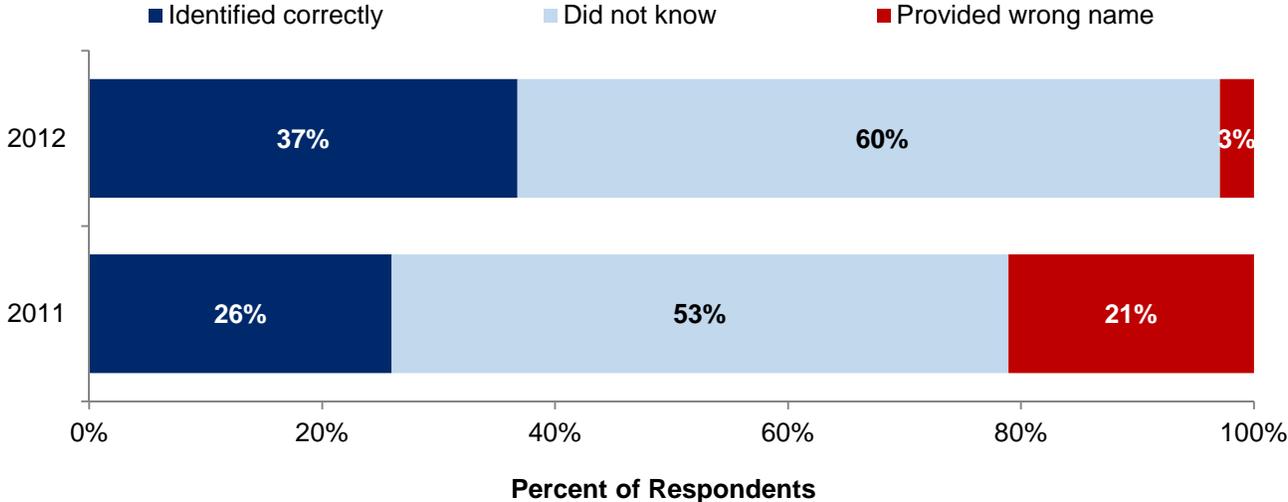
Ratings for 2009 come exclusively from the 2011 survey, respondents were asked to give their current opinion (2011) and also to give their recollection of quality two years prior to the 2011 survey (2009).

More Kabul residents knew who their mayor was in 2012 (37%) than did in 2011 (26%) and fewer provided the wrong name. Still, a majority did not know who their mayor was.

Districts 2 and 6 were the only district where at least half the respondents correctly identified their mayor while less than one-quarter of those living in districts 13, 17, 18, 19 and 20 correctly identified their mayor.

Men remained more likely to identify their mayor correctly (54%) than women (19%), see Table 83, and in fact while more men knew who their mayor was in 2012 (54%) than 2011 (33%), about the same number of women could identify their mayor in each of these years (19% in 2012 and 18% in 2011).

**FIGURE 116: WHO IS YOUR MAYOR?**



**TABLE 82: IDENTIFICATION OF MAYOR BY DISTRICT**

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

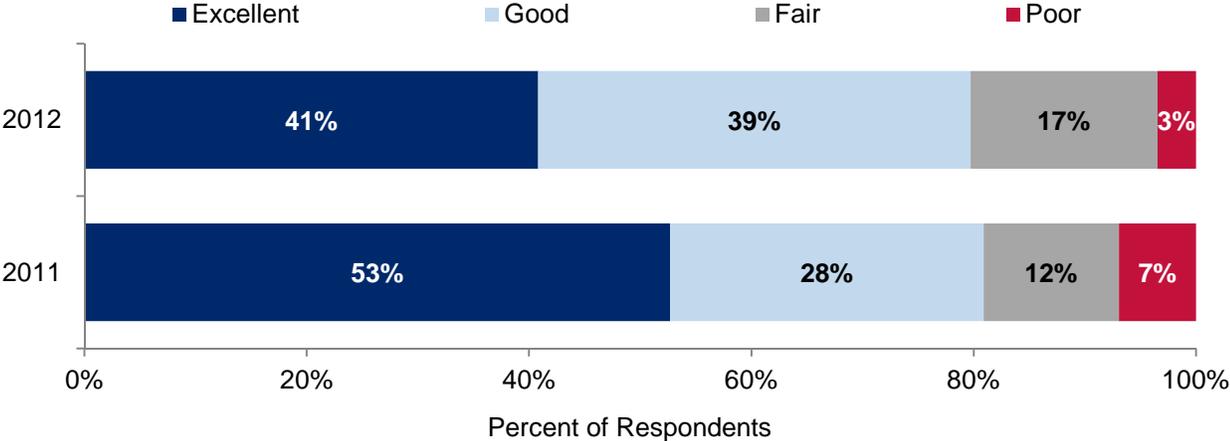
**TABLE 83: IDENTIFICATION OF MAYOR BY GENDER**

| Gender | Identified correctly |      | Did not know |      | Provided wrong name |      |
|--------|----------------------|------|--------------|------|---------------------|------|
|        | 2012                 | 2011 | 2012         | 2011 | 2012                | 2011 |
| ALL    | 37%                  | 26%  | 60%          | 53%  | 3%                  | 21%  |
| Female | 19%                  | 18%  | 78%          | 60%  | 2%                  | 22%  |
| Male   | 54%                  | 33%  | 42%          | 46%  | 4%                  | 20%  |

More residents knew who their mayor was in 2012 (37%) than 2011 (26%), so in 2012, more respondents were asked to rate the job he was doing. Of these, about half (41%) gave an excellent rating, 39% gave a good rating, 17% said fair and 3% said poor. This was a slight drop in the average rating, from 2011 76 on a 100 point scale in 2011 to 72 in 2012. Overall the number that rated the job he was doing as “good” increased while the number that said it was “excellent” fell and the number that rated the job he was doing “fair” increased while the number that said it was “poor” fell.

Generally, respondents from each district, who could identify the mayor, were more likely to give a good or excellent rating than a fair or poor rating. However, there were a few exceptions: districts 14, 18 and 22 were as likely or more likely to give fair or poor ratings. Across the districts, the highest proportion of poor ratings was 11% (in district 14).

**FIGURE 117: RATING OF THE JOB THE MAYOR IS DOING BY DISTRICT (FROM ONLY THOSE WHO KNEW MAYOR’S NAME)**



**TABLE 84: RATING OF THE JOB THE MAYOR IS DOING BY DISTRICT (FROM ONLY THOSE WHO KNEW MAYOR'S NAME) BY DISTRICT**

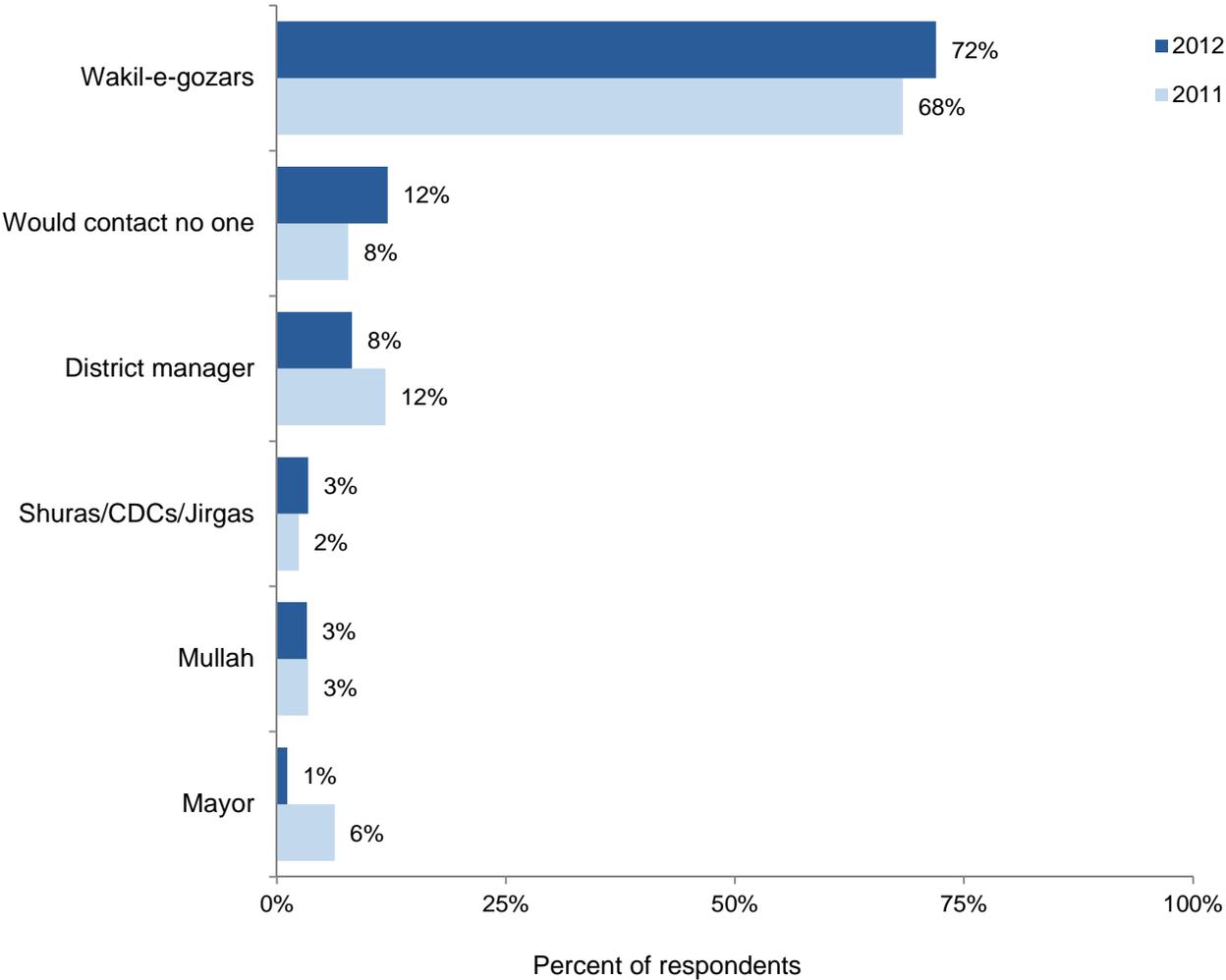
| District | 2012      |      |      |      | Average rating* |      |
|----------|-----------|------|------|------|-----------------|------|
|          | Excellent | Good | Fair | Poor | 2012            | 2011 |
| ALL      | 41%       | 39%  | 17%  | 3%   | 72              | 76   |
| 1        | 42%       | 53%  | 6%   | 0%   | 79              | 75   |
| 2        | 46%       | 35%  | 12%  | 8%   | 73              | 77   |
| 3        | 48%       | 41%  | 11%  | 0%   | 79              | 93   |
| 4        | 34%       | 43%  | 21%  | 2%   | 70              | 74   |
| 5        | 36%       | 45%  | 16%  | 2%   | 72              | 74   |
| 6        | 63%       | 34%  | 3%   | 0%   | 86              | 82   |
| 7        | 44%       | 27%  | 22%  | 7%   | 69              | 80   |
| 8        | 40%       | 35%  | 23%  | 2%   | 71              | 100  |
| 9        | 48%       | 48%  | 3%   | 0%   | 82              | 73   |
| 10       | 43%       | 32%  | 17%  | 9%   | 70              | 90   |
| 11       | 56%       | 34%  | 10%  | 0%   | 82              | 68   |
| 12       | 39%       | 48%  | 12%  | 0%   | 76              | 89   |
| 13       | 23%       | 55%  | 18%  | 5%   | 65              | 40   |
| 14       | 20%       | 29%  | 40%  | 11%  | 53              | 60   |
| 15       | 38%       | 48%  | 12%  | 2%   | 74              | 51   |
| 16       | 22%       | 67%  | 11%  | 0%   | 70              | 85   |
| 17       | 19%       | 57%  | 14%  | 10%  | 62              | 63   |
| 18       | 15%       | 30%  | 45%  | 10%  | 50              | 67   |
| 19       | 33%       | 40%  | 20%  | 7%   | 67              | 31   |
| 20       | 59%       | 23%  | 18%  | 0%   | 80              | 89   |
| 21       | 52%       | 37%  | 11%  | 0%   | 80              | 33   |
| 22       | 22%       | 28%  | 42%  | 8%   | 55              | 63   |

\*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, most respondents (72% in 2012 and 68% in 2011) said they would contact Wakil-e-gozars.<sup>3</sup> Twelve percent said they would contact no one, 8% would go to the district manager and fewer than 10% said they would contact the mayor, mullah or Shuras/CDCs/Jirgas.

About one-third of respondents in districts 13, 16 and 17 said they would contact no one, while about half would contact the Wakil-e-gozars. About 90% in districts 21 and 22 said they would contact their Wakil-e-gozars.

**FIGURE 118: WHO WOULD YOU CONTACT ABOUT PROBLEMS RELATED TO CITY**



<sup>3</sup> A gozar is a neighborhood which generally ranges in size from 400-1,500 households. There are several gozars in each Municipal District. Gozars are represented by a Wakil-e-gozar, who is a liaison between the neighborhood residents and the district administrators, public utilities and mayor's office. The Wakil-e-gozar may also certify identities and residence location and mediate land and building disputes.

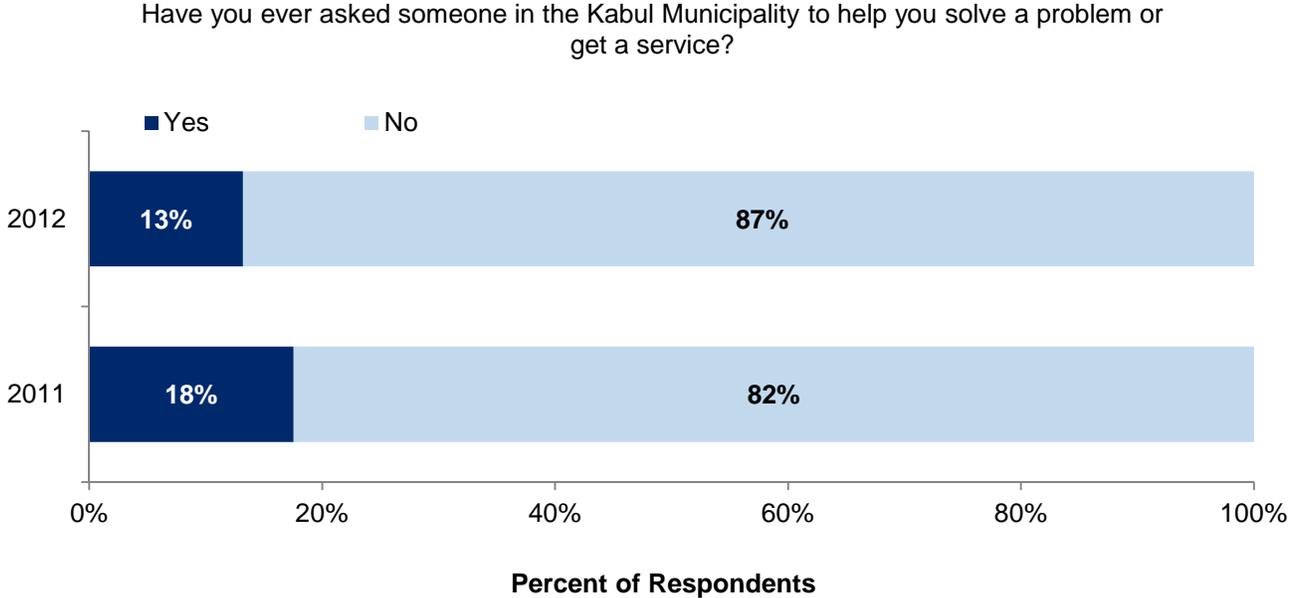
**TABLE 85: WHO WOULD YOU CONTACT ABOUT PROBLEMS RELATED TO THE CITY BY DISTRICT (2012)**

| District | Wakil-e-gozars | Would contact no one | District manager | Mullah | Shuras/CDCs/Jirgas | Mayor |
|----------|----------------|----------------------|------------------|--------|--------------------|-------|
| 21       | 90%            | 0%                   | 2%               | 2%     | 6%                 | 0%    |
| 22       | 88%            | 1%                   | 7%               | 0%     | 0%                 | 4%    |
| 10       | 85%            | 1%                   | 10%              | 2%     | 0%                 | 2%    |
| 2        | 83%            | 1%                   | 6%               | 7%     | 3%                 | 0%    |
| 12       | 83%            | 1%                   | 13%              | 0%     | 3%                 | 0%    |
| 7        | 82%            | 5%                   | 10%              | 2%     | 1%                 | 0%    |
| 18       | 80%            | 16%                  | 1%               | 2%     | 1%                 | 0%    |
| 5        | 78%            | 11%                  | 2%               | 2%     | 2%                 | 5%    |
| 4        | 78%            | 3%                   | 4%               | 0%     | 7%                 | 8%    |
| 9        | 76%            | 11%                  | 10%              | 1%     | 2%                 | 0%    |
| 3        | 76%            | 10%                  | 7%               | 2%     | 5%                 | 0%    |
| 14       | 74%            | 10%                  | 1%               | 10%    | 5%                 | 0%    |
| 1        | 72%            | 12%                  | 8%               | 3%     | 3%                 | 1%    |
| 19       | 66%            | 17%                  | 2%               | 3%     | 10%                | 2%    |
| 20       | 66%            | 6%                   | 13%              | 12%    | 1%                 | 2%    |
| 11       | 65%            | 21%                  | 11%              | 2%     | 1%                 | 0%    |
| 8        | 64%            | 16%                  | 10%              | 7%     | 2%                 | 1%    |
| 6        | 64%            | 9%                   | 15%              | 5%     | 6%                 | 0%    |
| 15       | 64%            | 8%                   | 12%              | 2%     | 12%                | 2%    |
| 16       | 55%            | 33%                  | 11%              | 1%     | 0%                 | 0%    |
| 13       | 54%            | 35%                  | 8%               | 2%     | 1%                 | 0%    |
| 17       | 51%            | 31%                  | 14%              | 1%     | 3%                 | 0%    |

In 2012, 13% of respondents reported having contacted someone in the Kabul Municipality to help solve a problem or to get a service, down from 18% in 2011.

About one-quarter of respondents in districts 4 and 5 had contacted someone in the Kabul Municipality while 5% or fewer in districts 13, 19 and 20 had ever asked for help from someone in the Kabul Municipality.

**FIGURE 119: CONTACT WITH KABUL MUNICIPALITY**



**TABLE 86: CONTACT WITH KABUL MUNICIPALITY BY DISTRICT**

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

Percent “yes”

Of those who reported having interactions with the municipal government (13% of respondents in 2012 and 18% in 2011), a majority were satisfied 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 showed overall improvement from 2009 to 2011 and from 2011 to 2012.

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

**FIGURE 120: AVERAGE RATING OF CONTACT WITH THE MUNICIPAL GOVERNMENT BY YEAR**

|  | 2012 | 2011 | 2009* |
|--|------|------|-------|
| <b>Index rating of interaction with the municipal government</b> | 60   | 56   | 27    |
| <b>How easy was it to contact them</b>                           | 65   | 60   | 26    |
| <b>How promptly they dealt with your concern</b>                 | 54   | 53   | 24    |
| <b>The resolution to the problem or request</b>                  | 52   | 50   | 24    |
| <b>How courteous the staff was</b>                               | 70   | 60   | 32    |

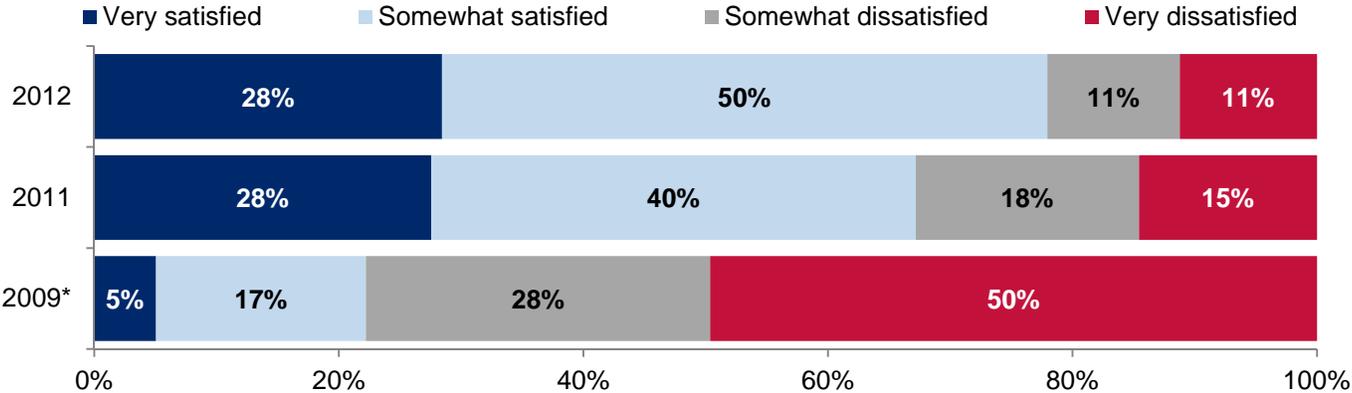
Average rating where 100=very satisfied, 67=somewhat satisfied, 33=somewhat dissatisfied and 0=very dissatisfied.

\*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 2012 and 23% of all respondents in 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).

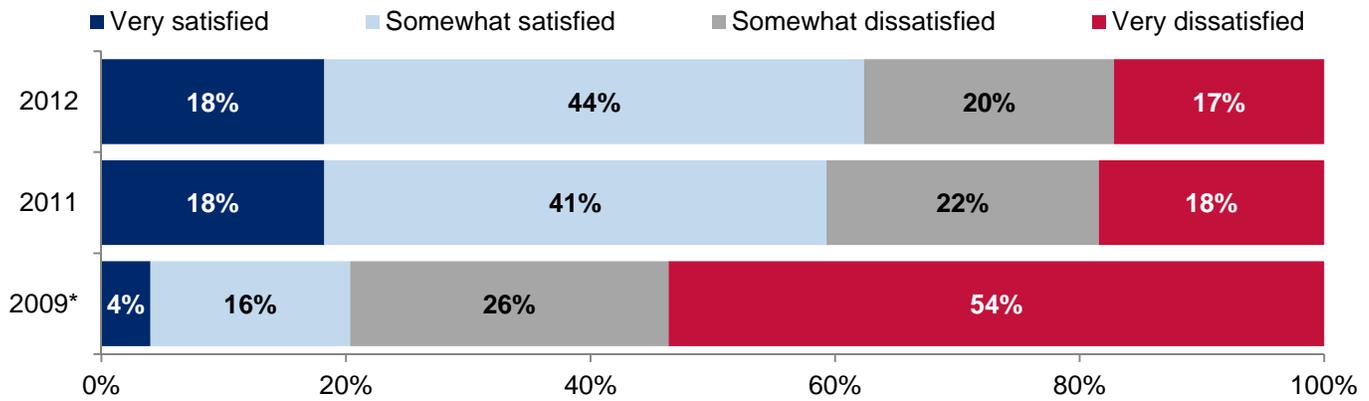
**FIGURE 121: RATING OF HOW EASY IT WAS TO CONTACT THE MUNICIPAL GOVERNMENT BY YEAR**



Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (13% of all respondents in 2012 and 18% of all respondents in 2011).

\*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).

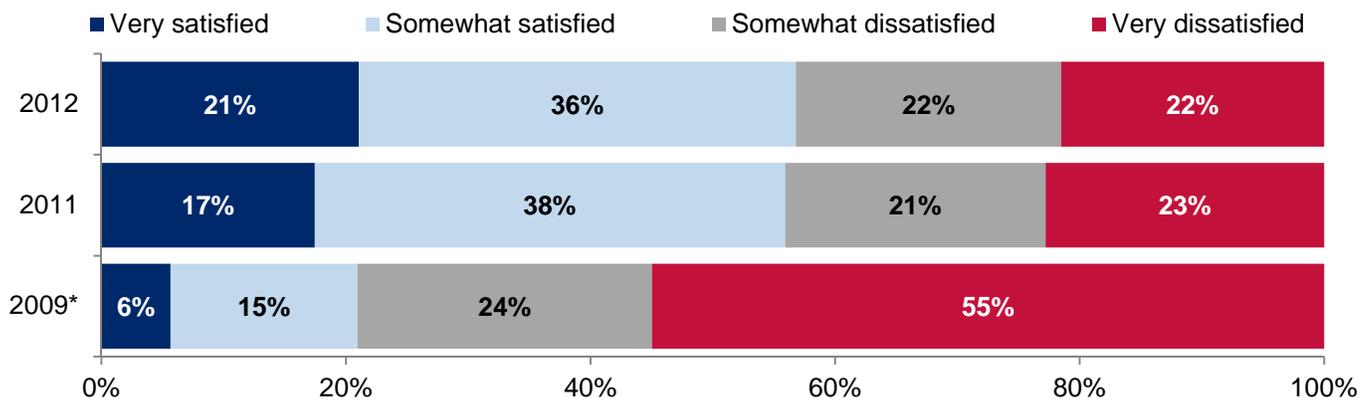
**FIGURE 122: RATING OF HOW PROMPTLY THEY DEALT WITH THE CONCERN BY YEAR**



Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (13% of all respondents in 2012 and 18% of all respondents in 2011).

\*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).

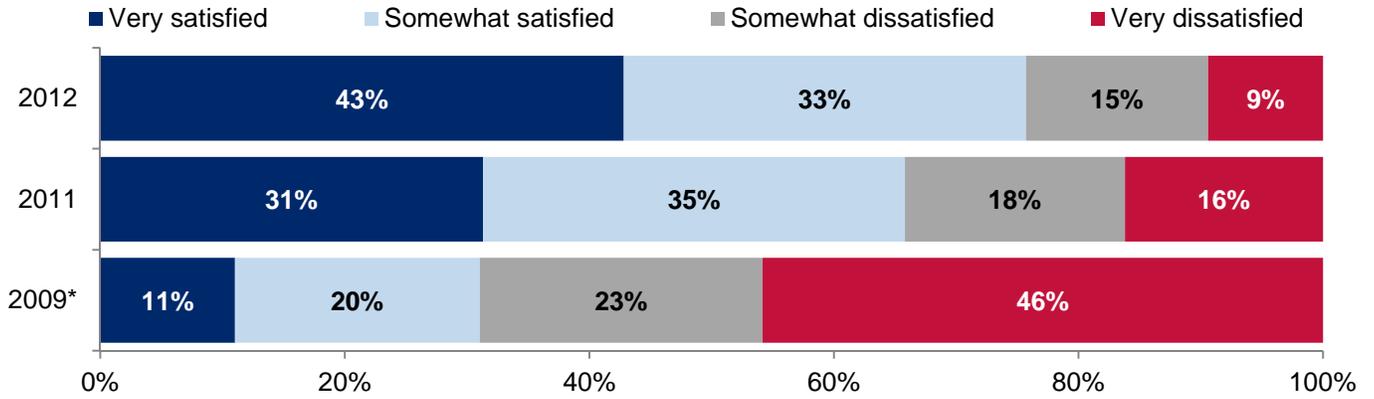
**FIGURE 123: RATING OF THE RESOLUTION TO THE PROBLEM OR REQUEST BY YEAR**



Asked if respondent had ever asked someone in the Kabul Municipality to help them solve a problem or get a service (13% of all respondents in 2012 and 18% of all respondents in 2011).

\*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 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 (13% of all respondents in 2012 and 18% of all respondents in 2011).

\*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).

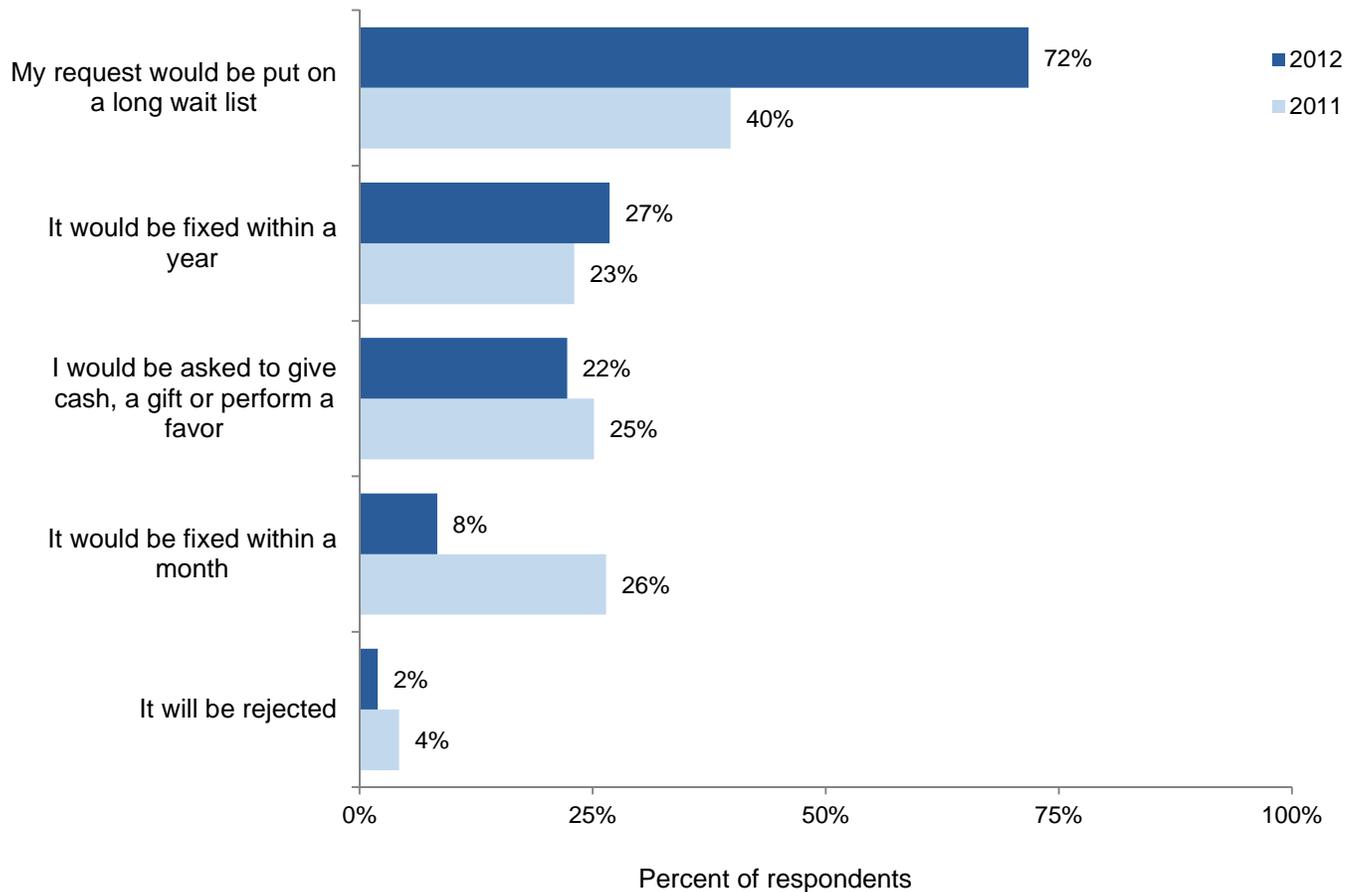
Most respondents thought their request would be put on a long wait list if they asked for assistance from the municipal government, 27% thought it would be fixed within a year and 8% thought it would take a month.

Twenty-two percent thought they would be asked to give cash, a gift or perform a favor in order to get their problem solved and 2% thought the problem would never be fixed. This was similar to 2011.

One-third or more of respondent in districts 5, 8, 13, 14, 17, 18 and 22 thought they would have to give cash, a gift or perform a favor in order to get assistance from the municipal government. Districts 17 and 22 respondents were most optimistic about the problem getting resolved within one month (14% thought it was possible).

**FIGURE 125: PERCEPTION OF MUNICIPAL GOVERNMENT RESPONSIVENESS**

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



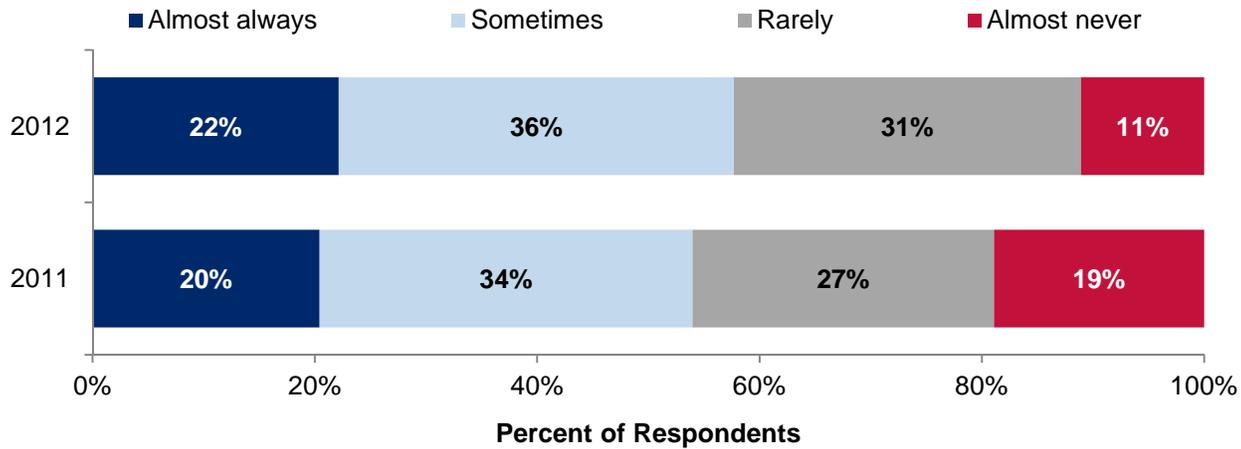
**TABLE 87: PERCEPTION OF MUNICIPAL GOVERNMENT RESPONSIVENESS BY DISTRICT (2012)**

| District   | My request would be put on a long wait list | It would be fixed within a year | I would be asked to give cash, a gift or perform a favor | It would be fixed within a month | Never fixed |
|------------|---|---------------------------------|--|----------------------------------|-------------|
| <b>ALL</b> | 72%   | 27%                             | 22%  | 8%                               | 2%          |
| <b>22</b>  | 83%   | 40%                             | 37%  | 14%                              | 1%          |
| <b>18</b>  | 78%   | 18%                             | 38%  | 1%                               | 8%          |
| <b>20</b>  | 78%   | 15%                             | 14%  | 11%                              | 0%          |
| <b>11</b>  | 78%   | 14%                             | 21%  | 5%                               | 0%          |
| <b>1</b>   | 76%   | 21%                             | 22%  | 11%                              | 0%          |
| <b>8</b>   | 75%   | 32%                             | 45%  | 10%                              | 7%          |
| <b>6</b>   | 75%   | 15%                             | 17%  | 14%                              | 0%          |
| <b>9</b>   | 75%   | 12%                             | 26%  | 5%                               | 0%          |
| <b>19</b>  | 74%   | 26%                             | 18%  | 7%                               | 4%          |
| <b>21</b>  | 74%   | 20%                             | 18%  | 7%                               | 2%          |
| <b>7</b>   | 72%   | 31%                             | 19%  | 7%                               | 1%          |
| <b>13</b>  | 70%   | 38%                             | 32%  | 12%                              | 7%          |
| <b>17</b>  | 70%   | 32%                             | 49%  | 14%                              | 0%          |
| <b>4</b>   | 68%   | 32%                             | 17%  | 9%                               | 0%          |
| <b>16</b>  | 67%   | 45%                             | 6%   | 9%                               | 0%          |
| <b>15</b>  | 67%   | 40%                             | 13%  | 4%                               | 4%          |
| <b>12</b>  | 67%   | 33%                             | 13%  | 6%                               | 3%          |
| <b>10</b>  | 67%   | 31%                             | 9%   | 11%                              | 1%          |
| <b>2</b>   | 64%   | 36%                             | 16%  | 7%                               | 0%          |
| <b>14</b>  | 64%   | 29%                             | 38%  | 5%                               | 3%          |
| <b>3</b>   | 62%   | 31%                             | 17%  | 4%                               | 0%          |
| <b>5</b>   | 62%   | 23%                             | 33%  | 7%                               | 2%          |

When asked to give opinions about how often local government officials work to serve people in their city, just over half (58%) said sometimes or always, 31% said rarely and 11% said almost never. This was an improvement from 2011 when 54% almost always or sometimes, 27% said rarely and 19% said never.

In most districts a majority of respondents thought that government officials sometimes or always work to serve people in their city. However, about two-thirds or more of those residing in districts 8, 13, 17 and 18 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 88: HOW OFTEN GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU BY DISTRICT**

| District | 2012          |           |        |       | Average rating* |      |
|----------|---------------|-----------|--------|-------|-----------------|------|
|          | Almost always | Sometimes | Rarely | Never | 2012            | 2011 |
| ALL      | 22%           | 36%       | 31%    | 11%   | 57              | 52   |
| 15       | 51%           | 31%       | 16%    | 2%    | 77              | 40   |
| 2        | 36%           | 36%       | 26%    | 2%    | 69              | 66   |
| 16       | 35%           | 39%       | 21%    | 5%    | 68              | 54   |
| 7        | 38%           | 31%       | 23%    | 7%    | 67              | 57   |
| 12       | 31%           | 40%       | 25%    | 5%    | 66              | 56   |
| 9        | 27%           | 43%       | 24%    | 6%    | 64              | 54   |
| 4        | 36%           | 26%       | 26%    | 12%   | 62              | 51   |
| 21       | 17%           | 54%       | 24%    | 5%    | 62              | 42   |
| 6        | 19%           | 48%       | 24%    | 8%    | 60              | 63   |
| 11       | 12%           | 54%       | 31%    | 3%    | 59              | 58   |
| 1        | 21%           | 42%       | 27%    | 10%   | 59              | 48   |
| 10       | 17%           | 37%       | 42%    | 3%    | 57              | 64   |
| 3        | 11%           | 54%       | 25%    | 10%   | 56              | 67   |
| 22       | 24%           | 25%       | 36%    | 14%   | 53              | 45   |
| 5        | 17%           | 24%       | 45%    | 13%   | 49              | 59   |
| 20       | 9%            | 38%       | 39%    | 14%   | 48              | 61   |
| 19       | 7%            | 51%       | 17%    | 24%   | 48              | 46   |
| 14       | 7%            | 38%       | 42%    | 12%   | 47              | 55   |
| 17       | 10%           | 25%       | 48%    | 16%   | 43              | 57   |
| 8        | 14%           | 21%       | 42%    | 23%   | 42              | 53   |
| 13       | 5%            | 24%       | 53%    | 19%   | 39              | 34   |
| 18       | 10%           | 17%       | 40%    | 33%   | 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, half of respondents or more indicated 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. This was similar in 2011 and 2012, and responses were more optimistic than those recalled for 2009.

The overall level of trust (average of the ratings for trust in four institutions) varied, but not widely, among districts. The highest rating was in district 14 (61 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 7 (46).

**TABLE 89: INDEX RATING OF LEVEL OF TRUST BY DISTRICT**

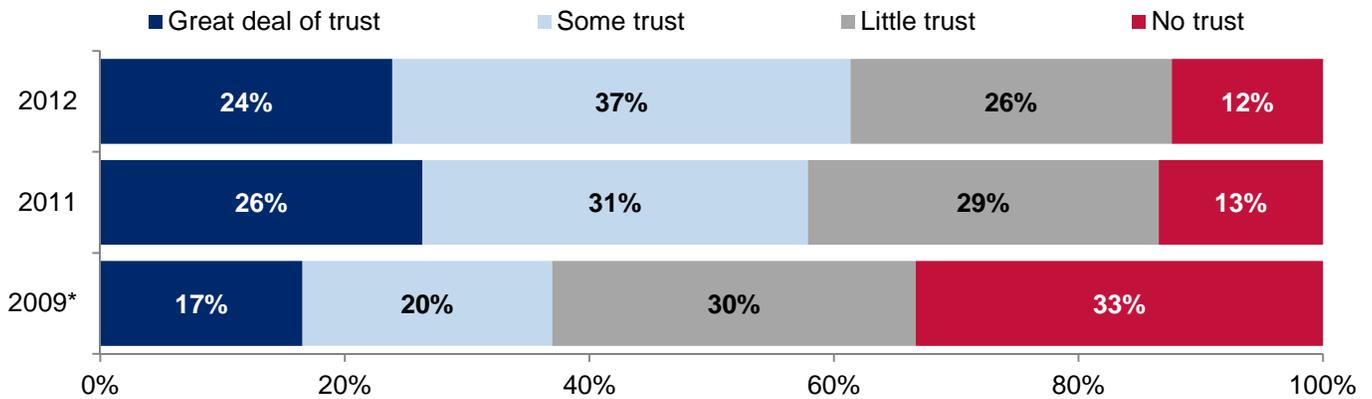
| District | 2012 | 2011 | 2009* |
|----------|------|------|-------|
| ALL      | 53   | 54   | 37    |
| 14       | 61   | 45   | 34    |
| 11       | 59   | 63   | 39    |
| 9        | 59   | 52   | 27    |
| 17       | 59   | 34   | 42    |
| 3        | 58   | 64   | 37    |
| 10       | 58   | 55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

*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 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 127: RATING OF TRUST IN KABUL CITY GOVERNMENT 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).

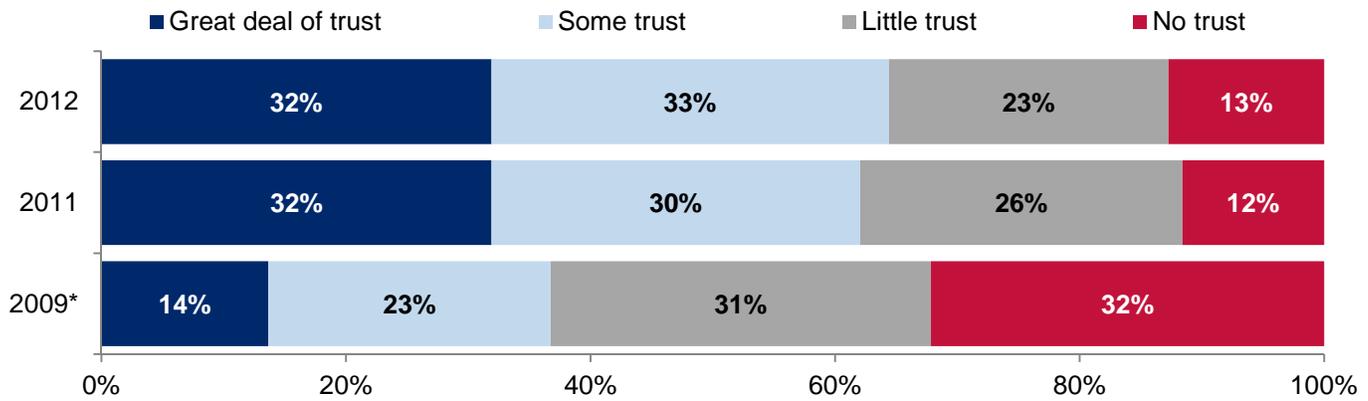
**TABLE 90: RATING OF TRUST IN KABUL CITY GOVERNMENT BY DISTRICT**

| District   | 2012                  |            |              |          | Average rating* |      |      |
|------------|-----------------------|------------|--------------|----------|-----------------|------|------|
|            | A great deal of trust | Some trust | Little trust | No trust | 2012            | 2011 | 2009 |
| <b>ALL</b> | 24%                   | 37%        | 26%          | 12%      | 58              | 57   | 40   |
| 1          | 19%                   | 46%        | 21%          | 13%      | 57              | 67   | 42   |
| 2          | 16%                   | 29%        | 40%          | 14%      | 49              | 59   | 34   |
| 3          | 17%                   | 48%        | 29%          | 5%       | 59              | 70   | 44   |
| 4          | 23%                   | 40%        | 29%          | 8%       | 59              | 50   | 25   |
| 5          | 16%                   | 39%        | 35%          | 9%       | 54              | 60   | 31   |
| 6          | 18%                   | 40%        | 27%          | 14%      | 54              | 63   | 33   |
| 7          | 12%                   | 37%        | 35%          | 16%      | 48              | 63   | 36   |
| 8          | 35%                   | 32%        | 24%          | 8%       | 65              | 30   | 68   |
| 9          | 27%                   | 41%        | 23%          | 9%       | 62              | 54   | 28   |
| 10         | 27%                   | 44%        | 17%          | 13%      | 61              | 64   | 46   |
| 11         | 22%                   | 51%        | 19%          | 8%       | 62              | 66   | 37   |
| 12         | 34%                   | 29%        | 27%          | 11%      | 62              | 59   | 28   |
| 13         | 42%                   | 10%        | 27%          | 20%      | 58              | 40   | 33   |
| 14         | 28%                   | 46%        | 19%          | 7%       | 65              | 54   | 42   |
| 15         | 27%                   | 35%        | 27%          | 10%      | 60              | 72   | 63   |
| 16         | 29%                   | 32%        | 16%          | 23%      | 56              | 44   | 34   |
| 17         | 44%                   | 22%        | 19%          | 14%      | 66              | 33   | 45   |
| 18         | 28%                   | 24%        | 30%          | 18%      | 54              | 43   | 28   |
| 19         | 14%                   | 41%        | 38%          | 7%       | 54              | 58   | 43   |
| 20         | 23%                   | 45%        | 15%          | 17%      | 58              | 60   | 24   |
| 21         | 15%                   | 47%        | 30%          | 8%       | 56              | 56   | 39   |
| 22         | 36%                   | 27%        | 17%          | 20%      | 60              | 67   | 58   |

\*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 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 128: RATING OF TRUST IN THE AFGHAN NATIONAL GOVERNMENT 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).

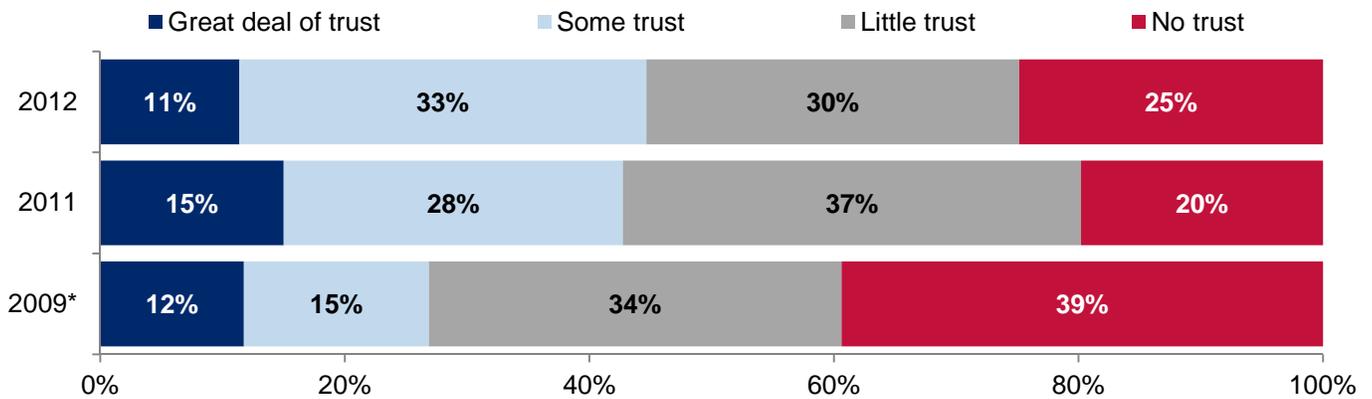
**TABLE 91: RATING OF TRUST IN THE AFGHAN NATIONAL GOVERNMENT BY DISTRICT**

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

\*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 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 129: RATING OF TRUST IN DONOR AGENCIES 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).

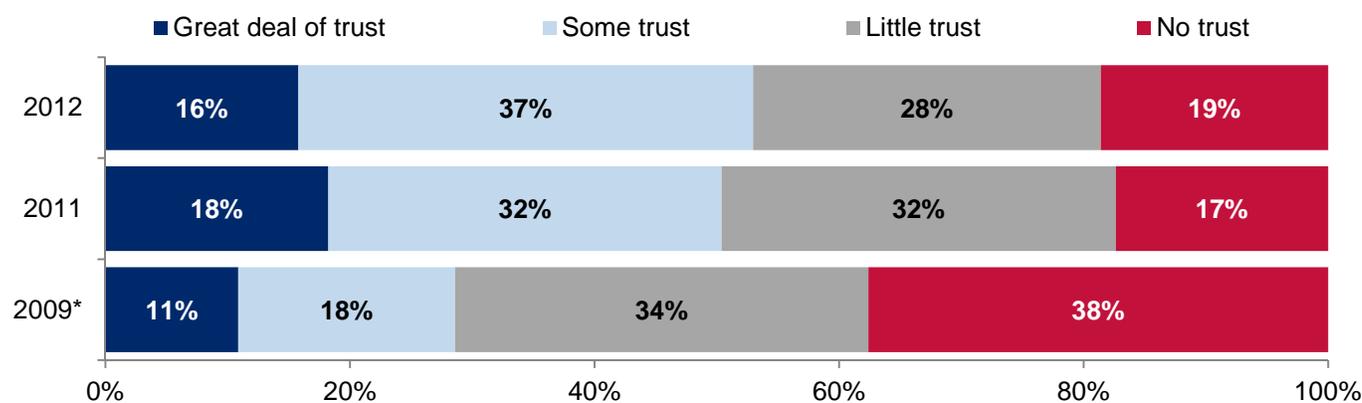
**TABLE 92: RATING OF TRUST IN DONOR AGENCIES BY DISTRICT**

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

\*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 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 130: RATING OF TRUST IN BUSINESSES IN THE LOCAL MARKET 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 93: RATING OF TRUST IN BUSINESSES IN THE LOCAL MARKET BY DISTRICT**

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

*\*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 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).*

Survey participants were asked to indicate the extent to which corruption is a problem for a variety of areas. A majority of all respondents were of the opinion that corruption was at least a minor problem in each area and most respondents (65%) thought corruption was a major problem in Afghanistan as a whole. Overall, fewer residents thought corruption was a problem in 2012 than had in 2011; this small reduction was seen in all areas, except the municipal government, where more residents indicated that it was a major or minor problem than had in 2011.

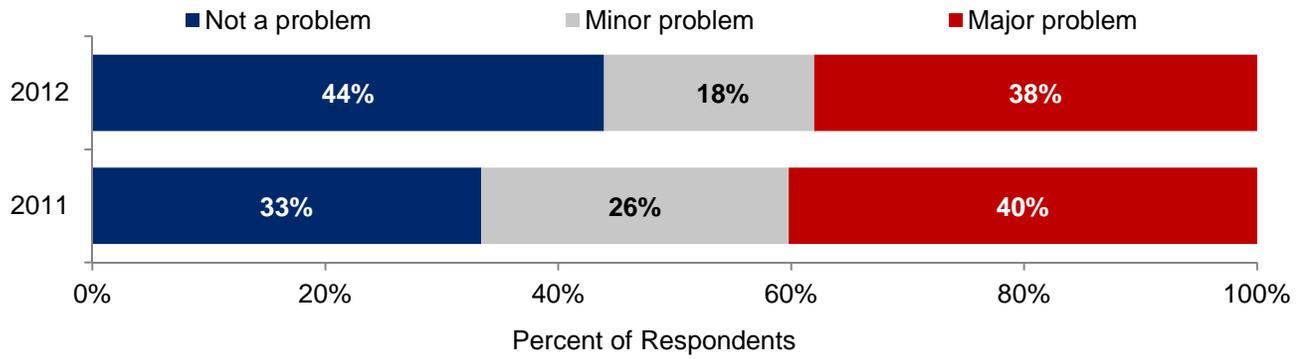
In general, district 19 respondents were less likely to think corruption was a problem than were other respondents and those residing in districts 1, 3 and 4 were more likely to think corruption was a problem when compared with other respondents.

**TABLE 94: AVERAGE RATING OF CORRUPTION BY DISTRICT**

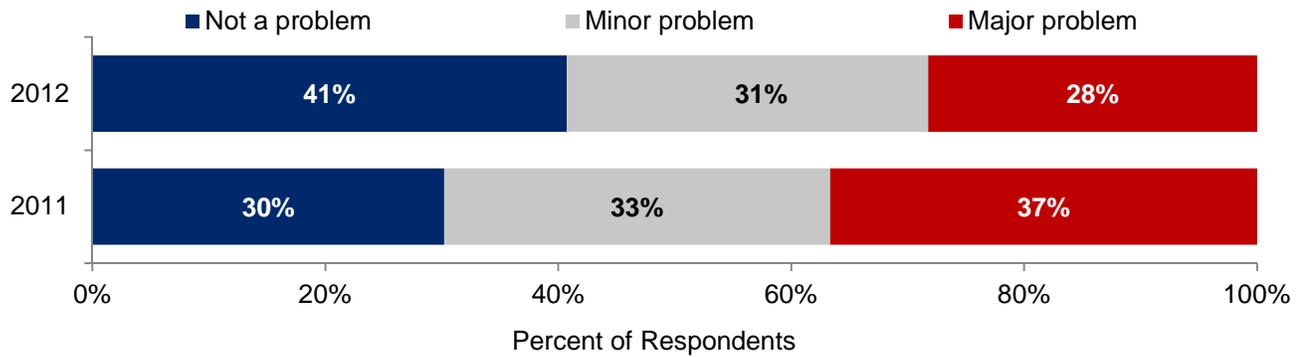
| District   | 2012               |                      |                            |        |                  |                      |                        | Index rating of corruption |      |
|------------|--------------------|----------------------|----------------------------|--------|------------------|----------------------|------------------------|----------------------------|------|
|            | In your daily life | In your neighborhood | Your municipal authorities | Police | Electric workers | Water supply workers | Afghanistan as a whole | 2012                       | 2011 |
| <b>ALL</b> | 47                 | 44                   | 55                         | 50     | 48               | 44                   | 73                     | 52                         | 59   |
| <b>1</b>   | 76                 | 69                   | 59                         | 68     | 67               | 65                   | 71                     | 68                         | 55   |
| <b>3</b>   | 53                 | 56                   | 66                         | 66     | 61               | 59                   | 75                     | 61                         | 65   |
| <b>4</b>   | 59                 | 49                   | 64                         | 64     | 53               | 52                   | 81                     | 60                         | 69   |
| <b>20</b>  | 48                 | 51                   | 56                         | 62     | 63               | 60                   | 75                     | 58                         | 69   |
| <b>2</b>   | 58                 | 54                   | 57                         | 50     | 44               | 46                   | 81                     | 56                         | 58   |
| <b>18</b>  | 52                 | 40                   | 49                         | 54     | 70               | 30                   | 78                     | 55                         | 57   |
| <b>22</b>  | 44                 | 46                   | 59                         | 50     | 62               | 39                   | 76                     | 54                         | 47   |
| <b>10</b>  | 55                 | 48                   | 57                         | 47     | 45               | 44                   | 75                     | 53                         | 59   |
| <b>6</b>   | 49                 | 43                   | 58                         | 57     | 56               | 49                   | 66                     | 53                         | 51   |
| <b>17</b>  | 54                 | 39                   | 49                         | 58     | 55               | 38                   | 82                     | 53                         | 46   |
| <b>11</b>  | 32                 | 43                   | 54                         | 53     | 62               | 53                   | 69                     | 52                         | 57   |
| <b>7</b>   | 46                 | 51                   | 60                         | 48     | 37               | 48                   | 76                     | 52                         | 48   |
| <b>15</b>  | 46                 | 48                   | 61                         | 39     | 39               | 47                   | 69                     | 51                         | 67   |
| <b>9</b>   | 28                 | 43                   | 52                         | 47     | 57               | 48                   | 67                     | 49                         | 59   |
| <b>13</b>  | 47                 | 26                   | 47                         | 50     | 45               | 30                   | 82                     | 48                         | 68   |
| <b>5</b>   | 65                 | 33                   | 52                         | 46     | 36               | 32                   | 77                     | 48                         | 67   |
| <b>8</b>   | 54                 | 29                   | 51                         | 49     | 29               | 30                   | 80                     | 48                         | 43   |
| <b>14</b>  | 62                 | 24                   | 54                         | 46     | 35               | 23                   | 63                     | 46                         | 56   |
| <b>12</b>  | 47                 | 48                   | 53                         | 36     | 32               | 38                   | 64                     | 45                         | 57   |
| <b>21</b>  | 27                 | 37                   | 52                         | 47     | 46               | 31                   | 68                     | 44                         | 57   |
| <b>16</b>  | 41                 | 49                   | 52                         | 33     | 34               | 36                   | 65                     | 43                         | 62   |
| <b>19</b>  | 24                 | 35                   | 41                         | 37     | 43               | 33                   | 64                     | 39                         | 70   |

*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 potential corruption (in your daily life, in your neighborhood, in your municipal authorities, police, electric (Breshna) workers, water supply workers and in Afghanistan as a whole).*

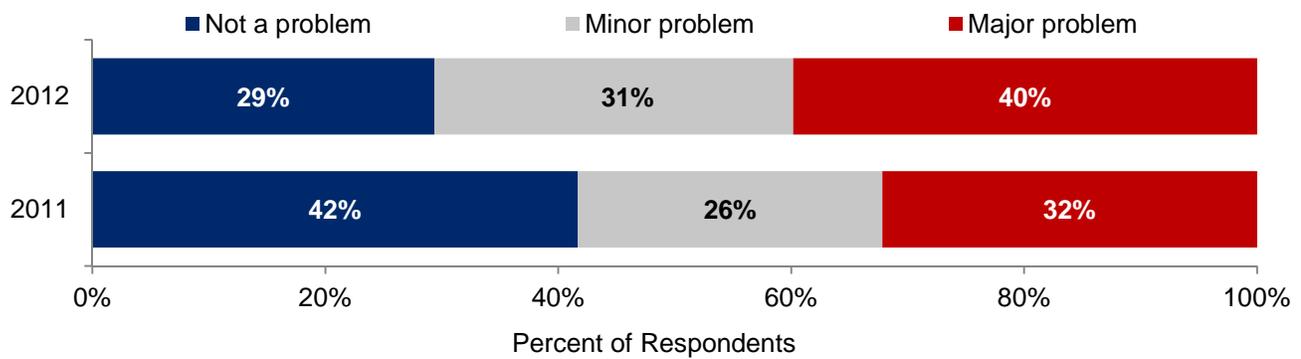
**FIGURE 131: LEVEL OF CORRUPTION IN YOUR DAILY LIFE**



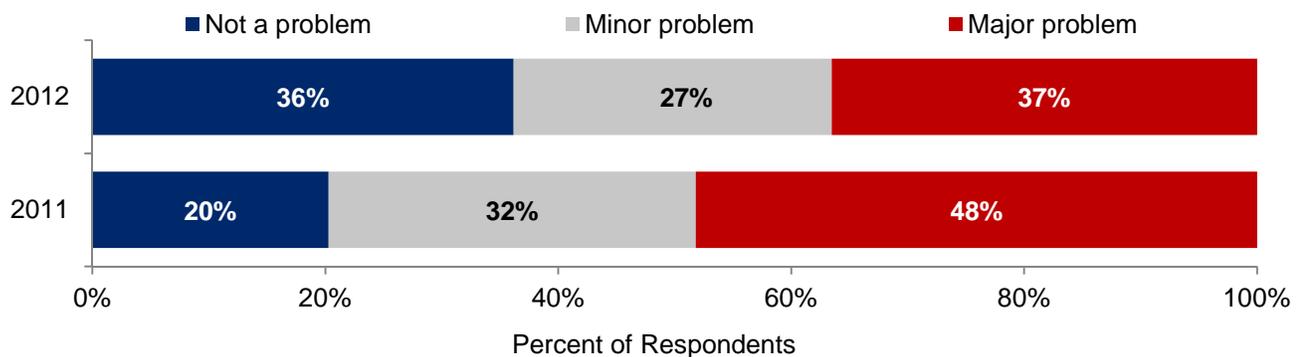
**FIGURE 132: LEVEL OF CORRUPTION IN YOUR NEIGHBORHOOD**



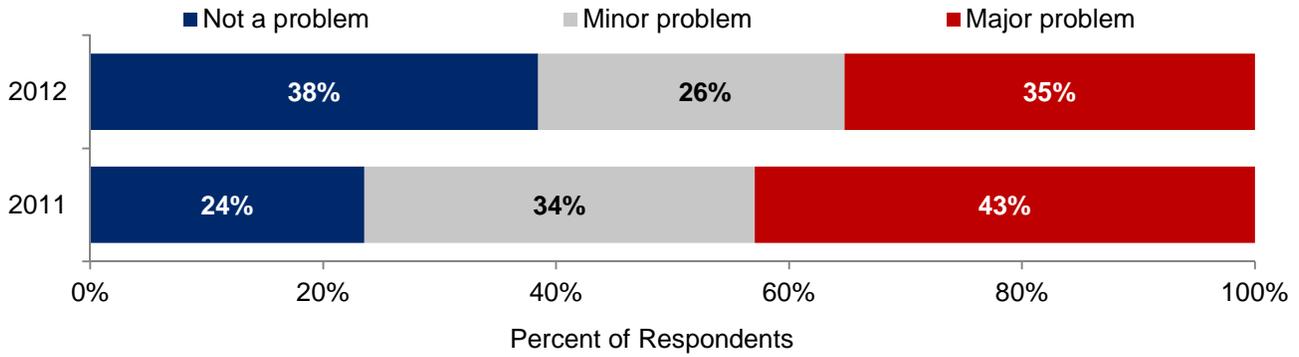
**FIGURE 133: LEVEL OF CORRUPTION OF MUNICIPAL AUTHORITIES**



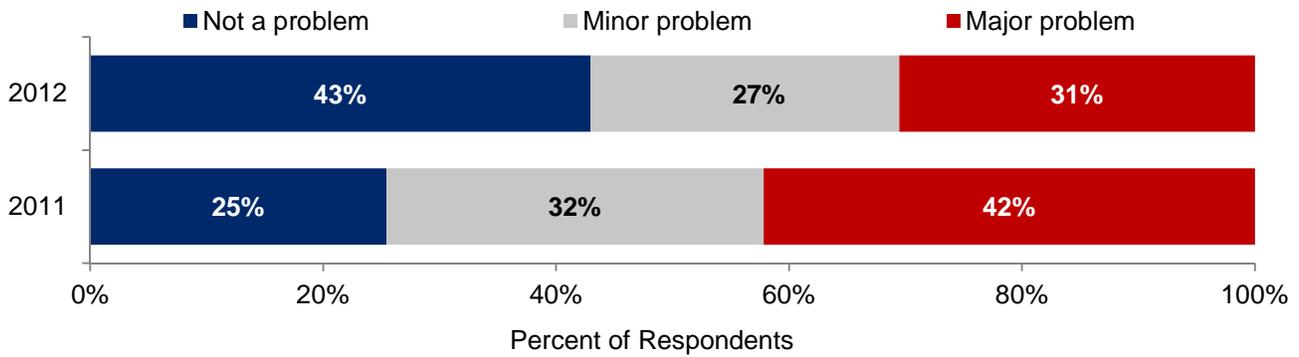
**FIGURE 134: LEVEL OF CORRUPTION OF POLICE**



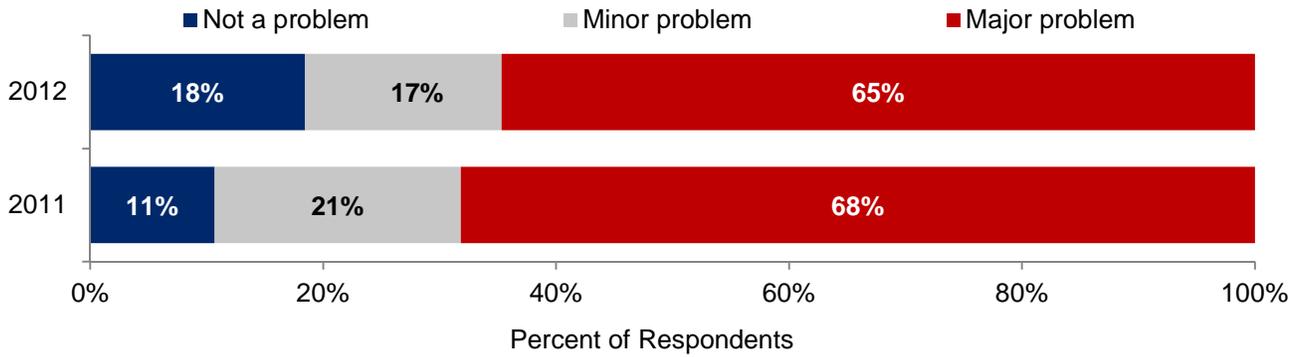
**FIGURE 135: LEVEL OF CORRUPTION OF ELECTRIC (BRESHNA) WORKERS**



**FIGURE 136: LEVEL OF CORRUPTION OF WATER SUPPLY WORKERS**



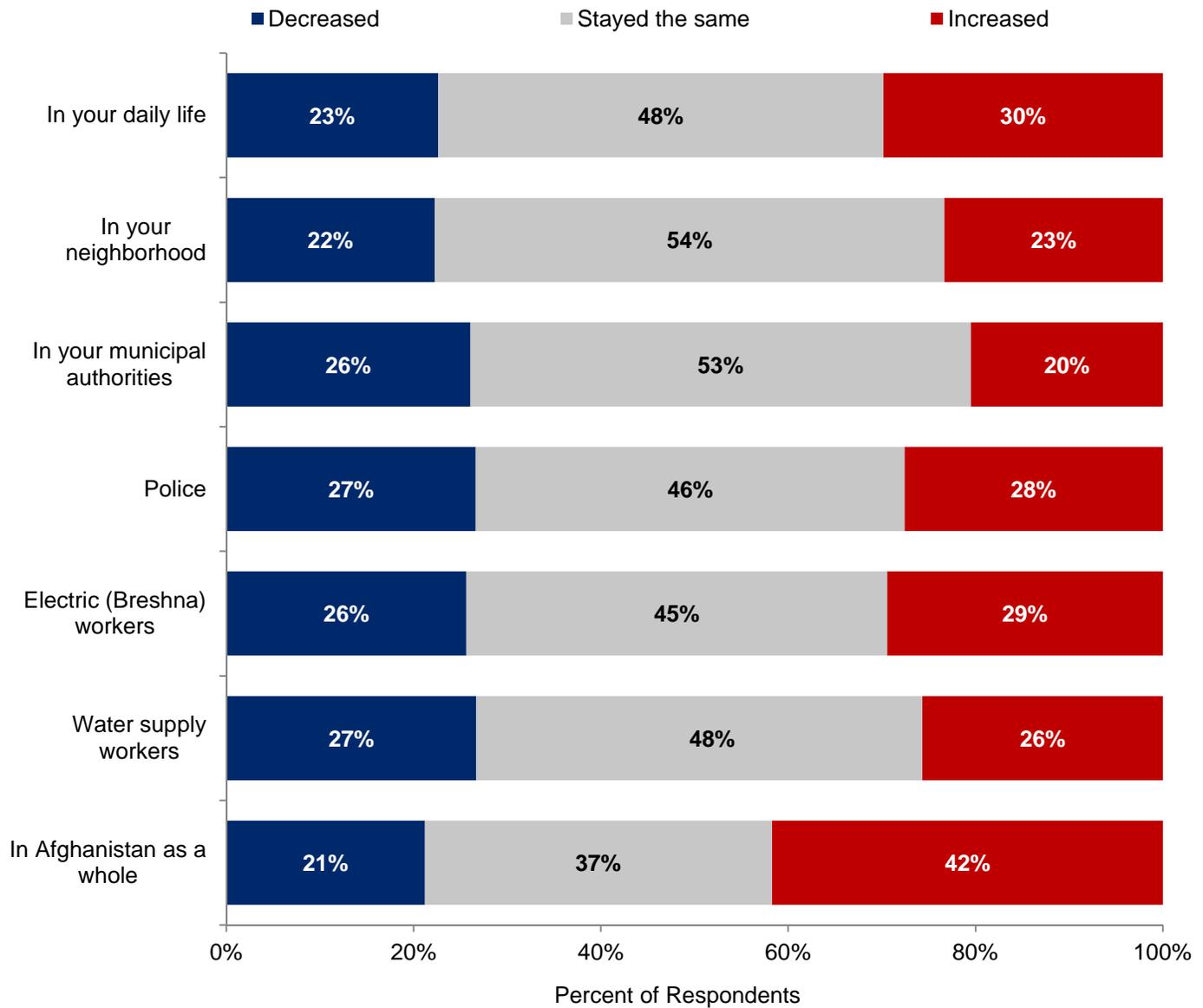
**FIGURE 137: LEVEL OF CORRUPTION IN AFGHANISTAN AS A WHOLE**



When asked if the level of corruption had changed compared to 12 months prior, close to half reported it had stayed the same in most of the areas listed on the survey, although 42% of respondents thought the level of corruption in Afghanistan as a whole had increased from 12 months before.

In districts 5, 11, 13, 14 and 17, half or more of respondents thought that corruption in their daily life had increased. In districts 3, 11 and 17, one-third or more of respondents thought that corruption in municipal authorities had increased.

**FIGURE 138: CHANGE IN LEVEL OF CORRUPTION (COMPARED TO 12 MONTHS AGO) (2012)**



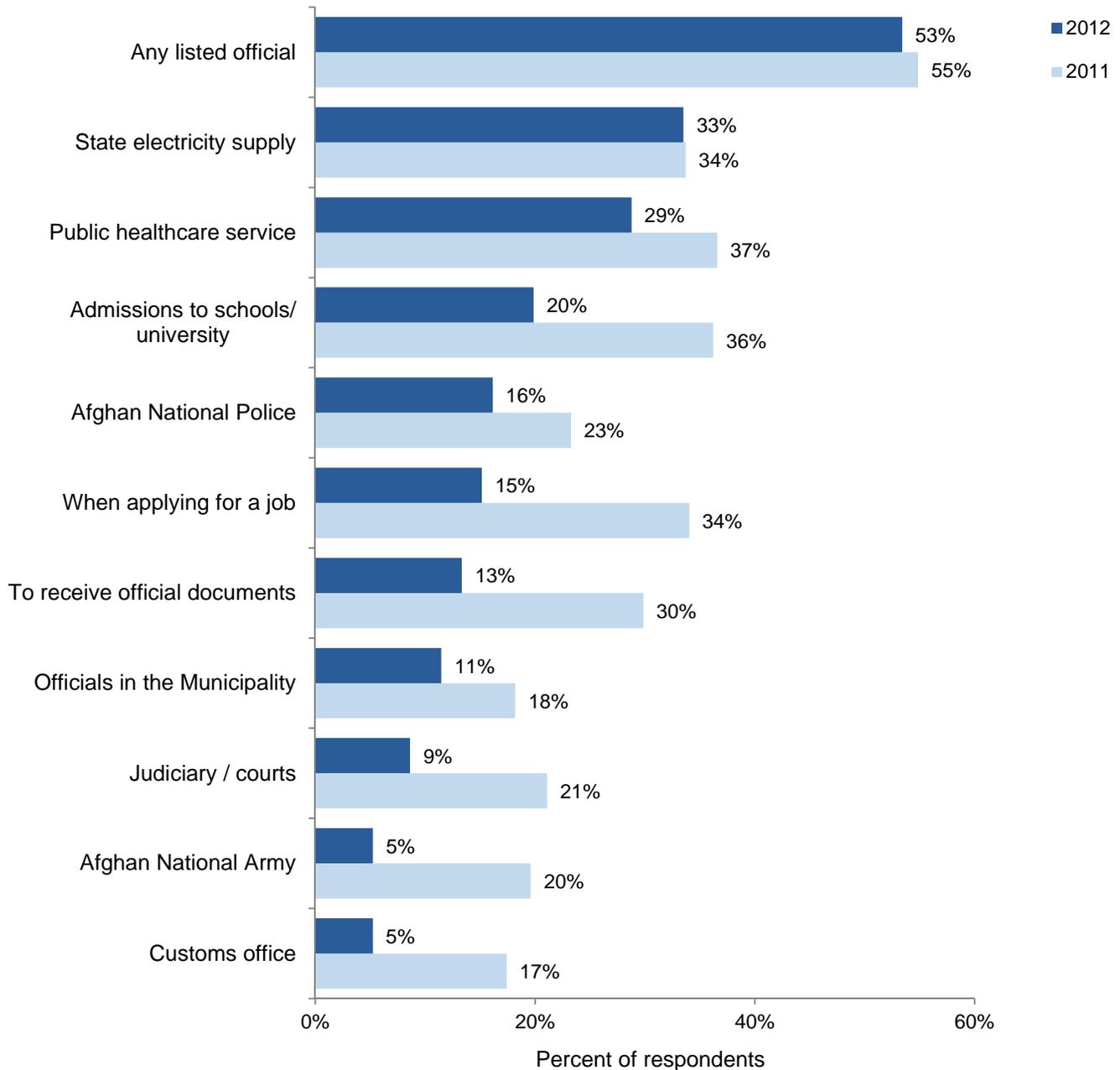
**TABLE 95: PERCENT WHO SAID CORRUPTION INCREASED IN LAST 12 MONTHS BY DISTRICT (2012)**

| District   | In your daily life | In your neighborhood | In your municipal authorities | Police | Electric (Breshna) workers | Water supply workers | In Afghanistan as a whole |
|------------|--------------------|----------------------|-------------------------------|--------|----------------------------|----------------------|---------------------------|
| <b>ALL</b> | 30%                | 23%                  | 20%                           | 28%    | 29%                        | 26%                  | 42%                       |
| <b>17</b>  | 60%                | 32%                  | 35%                           | 56%    | 65%                        | 59%                  | 83%                       |
| <b>14</b>  | 58%                | 12%                  | 28%                           | 46%    | 38%                        | 17%                  | 48%                       |
| <b>13</b>  | 54%                | 29%                  | 28%                           | 31%    | 49%                        | 18%                  | 43%                       |
| <b>11</b>  | 53%                | 42%                  | 41%                           | 46%    | 54%                        | 45%                  | 62%                       |
| <b>5</b>   | 49%                | 11%                  | 29%                           | 29%    | 38%                        | 35%                  | 47%                       |
| <b>8</b>   | 42%                | 24%                  | 26%                           | 30%    | 37%                        | 36%                  | 52%                       |
| <b>18</b>  | 41%                | 18%                  | 22%                           | 46%    | 51%                        | 8%                   | 51%                       |
| <b>21</b>  | 41%                | 15%                  | 15%                           | 12%    | 21%                        | 18%                  | 53%                       |
| <b>22</b>  | 38%                | 33%                  | 28%                           | 47%    | 47%                        | 29%                  | 45%                       |
| <b>3</b>   | 33%                | 30%                  | 37%                           | 26%    | 25%                        | 19%                  | 30%                       |
| <b>1</b>   | 32%                | 23%                  | 22%                           | 14%    | 20%                        | 21%                  | 31%                       |
| <b>20</b>  | 31%                | 34%                  | 27%                           | 40%    | 31%                        | 44%                  | 48%                       |
| <b>6</b>   | 31%                | 14%                  | 16%                           | 27%    | 30%                        | 23%                  | 43%                       |
| <b>19</b>  | 26%                | 20%                  | 10%                           | 19%    | 26%                        | 14%                  | 53%                       |
| <b>16</b>  | 23%                | 27%                  | 10%                           | 18%    | 19%                        | 9%                   | 22%                       |
| <b>4</b>   | 23%                | 20%                  | 21%                           | 20%    | 14%                        | 12%                  | 36%                       |
| <b>9</b>   | 18%                | 34%                  | 25%                           | 37%    | 36%                        | 39%                  | 61%                       |
| <b>2</b>   | 16%                | 22%                  | 19%                           | 28%    | 13%                        | 9%                   | 24%                       |
| <b>12</b>  | 15%                | 27%                  | 6%                            | 14%    | 19%                        | 18%                  | 19%                       |
| <b>15</b>  | 14%                | 17%                  | 4%                            | 6%     | 6%                         | 19%                  | 9%                        |
| <b>10</b>  | 12%                | 25%                  | 14%                           | 29%    | 21%                        | 29%                  | 40%                       |
| <b>7</b>   | 12%                | 15%                  | 14%                           | 20%    | 18%                        | 25%                  | 31%                       |

About half of respondents reported having had contact with a government official in the past 12 months. Contact was most commonly with an official from the state electricity supply or public healthcare service. In 2012, 11% had contact with a municipal official, down from 18% in 2011.

About two-thirds of those in districts 10, 12 and 16 had contact with a government official in the past 12 months compared to about one-third of those in district 20.

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



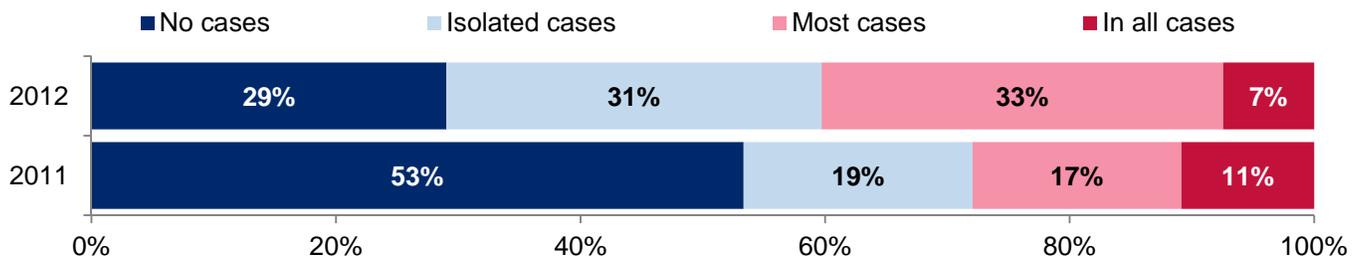
**TABLE 96: CONTACT WITH A GOVERNMENT OFFICIAL IN PAST 12 MONTHS BY DISTRICT (2012)**

| District   | Any listed official | Officials in the Municipality | Customs office | Afghan National Police | Afghan National Army | Judiciary / courts | State electricity supply | Public healthcare service | When applying for a job | Admissions to schools/ university | To receive official documents |
|------------|---------------------|-------------------------------|----------------|------------------------|----------------------|--------------------|--------------------------|---------------------------|-------------------------|-----------------------------------|-------------------------------|
| <b>ALL</b> | 53%                 | 11%                           | 5%             | 16%                    | 5%                   | 9%                 | 33%                      | 29%                       | 15%                     | 20%                               | 13%                           |
| <b>10</b>  | 66%                 | 11%                           | 5%             | 14%                    | 1%                   | 9%                 | 44%                      | 38%                       | 18%                     | 33%                               | 24%                           |
| <b>16</b>  | 64%                 | 12%                           | 3%             | 4%                     | 0%                   | 6%                 | 39%                      | 27%                       | 12%                     | 20%                               | 17%                           |
| <b>12</b>  | 63%                 | 15%                           | 1%             | 9%                     | 3%                   | 4%                 | 41%                      | 40%                       | 16%                     | 30%                               | 26%                           |
| <b>2</b>   | 61%                 | 11%                           | 12%            | 21%                    | 13%                  | 19%                | 37%                      | 46%                       | 29%                     | 34%                               | 19%                           |
| <b>9</b>   | 59%                 | 15%                           | 6%             | 13%                    | 7%                   | 7%                 | 38%                      | 18%                       | 12%                     | 21%                               | 12%                           |
| <b>8</b>   | 58%                 | 16%                           | 7%             | 22%                    | 8%                   | 13%                | 39%                      | 36%                       | 17%                     | 15%                               | 7%                            |
| <b>14</b>  | 58%                 | 10%                           | 7%             | 25%                    | 8%                   | 18%                | 36%                      | 37%                       | 16%                     | 20%                               | 5%                            |
| <b>18</b>  | 58%                 | 9%                            | 2%             | 26%                    | 12%                  | 16%                | 35%                      | 45%                       | 13%                     | 4%                                | 1%                            |
| <b>7</b>   | 58%                 | 8%                            | 1%             | 12%                    | 0%                   | 6%                 | 35%                      | 40%                       | 17%                     | 25%                               | 20%                           |
| <b>5</b>   | 57%                 | 21%                           | 9%             | 25%                    | 14%                  | 16%                | 35%                      | 36%                       | 26%                     | 32%                               | 21%                           |
| <b>15</b>  | 57%                 | 10%                           | 4%             | 8%                     | 2%                   | 4%                 | 46%                      | 26%                       | 19%                     | 22%                               | 22%                           |
| <b>17</b>  | 55%                 | 15%                           | 8%             | 20%                    | 10%                  | 16%                | 35%                      | 33%                       | 17%                     | 16%                               | 3%                            |
| <b>4</b>   | 52%                 | 11%                           | 8%             | 21%                    | 3%                   | 12%                | 37%                      | 34%                       | 25%                     | 35%                               | 20%                           |
| <b>13</b>  | 50%                 | 19%                           | 11%            | 21%                    | 4%                   | 11%                | 32%                      | 30%                       | 11%                     | 11%                               | 4%                            |
| <b>6</b>   | 50%                 | 8%                            | 5%             | 18%                    | 5%                   | 1%                 | 32%                      | 16%                       | 9%                      | 20%                               | 9%                            |
| <b>22</b>  | 48%                 | 18%                           | 3%             | 21%                    | 11%                  | 14%                | 29%                      | 32%                       | 12%                     | 11%                               | 5%                            |
| <b>21</b>  | 47%                 | 12%                           | 7%             | 18%                    | 8%                   | 8%                 | 31%                      | 17%                       | 13%                     | 11%                               | 13%                           |
| <b>19</b>  | 46%                 | 3%                            | 7%             | 19%                    | 6%                   | 6%                 | 13%                      | 25%                       | 12%                     | 8%                                | 9%                            |
| <b>11</b>  | 45%                 | 11%                           | 1%             | 7%                     | 2%                   | 3%                 | 26%                      | 13%                       | 10%                     | 19%                               | 13%                           |
| <b>3</b>   | 43%                 | 12%                           | 6%             | 7%                     | 1%                   | 9%                 | 30%                      | 19%                       | 14%                     | 15%                               | 14%                           |
| <b>1</b>   | 42%                 | 5%                            | 6%             | 12%                    | 6%                   | 8%                 | 21%                      | 14%                       | 10%                     | 18%                               | 10%                           |
| <b>20</b>  | 34%                 | 1%                            | 1%             | 14%                    | 2%                   | 1%                 | 13%                      | 18%                       | 2%                      | 6%                                | 1%                            |

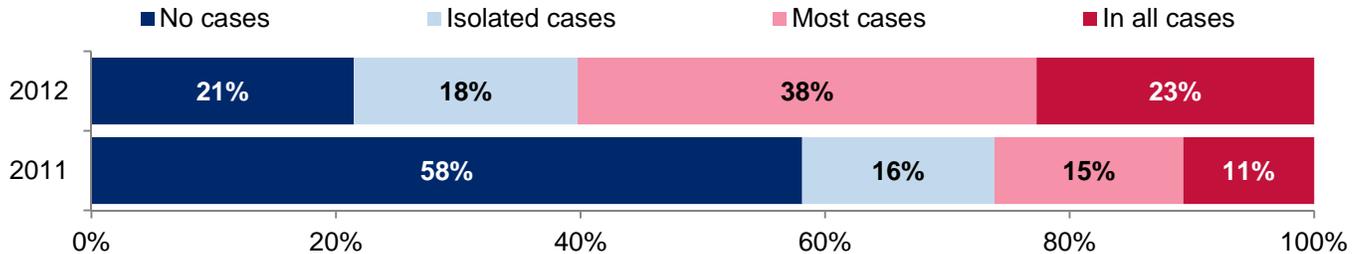
Those who reported having contact with a government official were asked to indicate how often, if ever, they were asked to give cash, a gift or perform a favor for a government official. It should be remembered that between 5% (about 100 people) and 33% (about 700 people) reported having contact with a given type of official, so margins of error around these estimates vary and are as high as  $\pm 14\%$ .

The proportion of respondents who reported that they were asked in no cases to give cash, a gift or perform a favor when contacting officials in the municipality, customs office, Afghan National Police, judiciary/ courts, state electricity supply and when applying for a job decreased from 2011 to 2012 (i.e., more were asked to give cash, a gift or perform a favor). For other officials the proportion remained similar or increased slightly (i.e., the same number or fewer were asked 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.

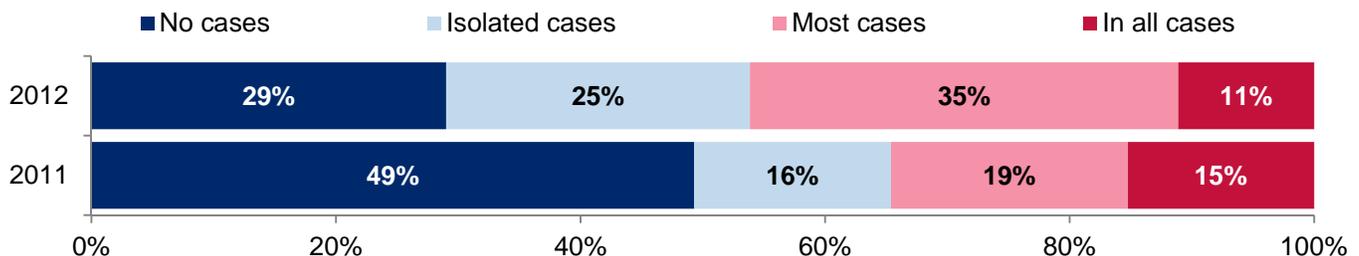
**FIGURE 140: IF HAD CONTACT WITH OFFICIALS IN THE MUNICIPALITY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



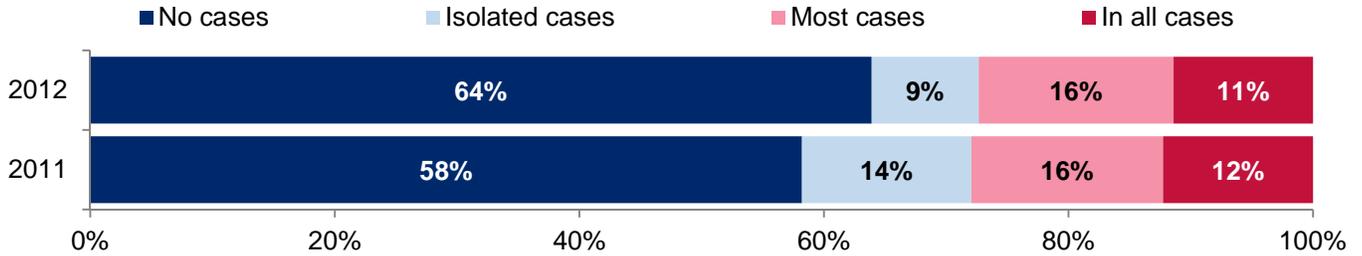
**FIGURE 141: IF HAD CONTACT WITH CUSTOMS OFFICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



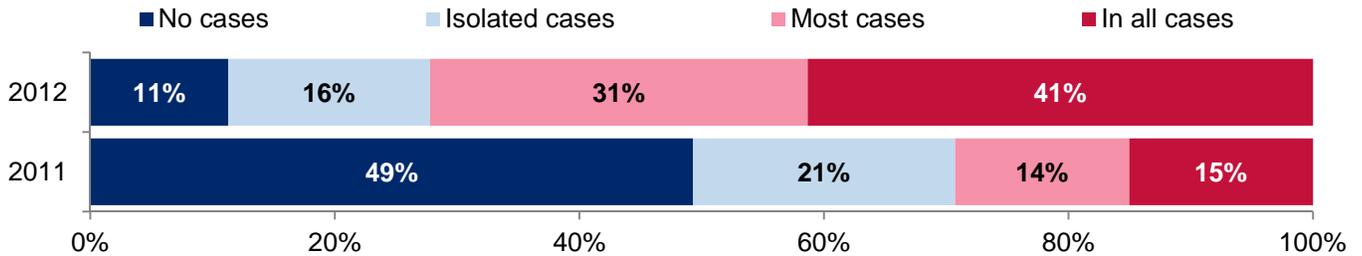
**FIGURE 142: IF HAD CONTACT WITH AFGHAN NATIONAL POLICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



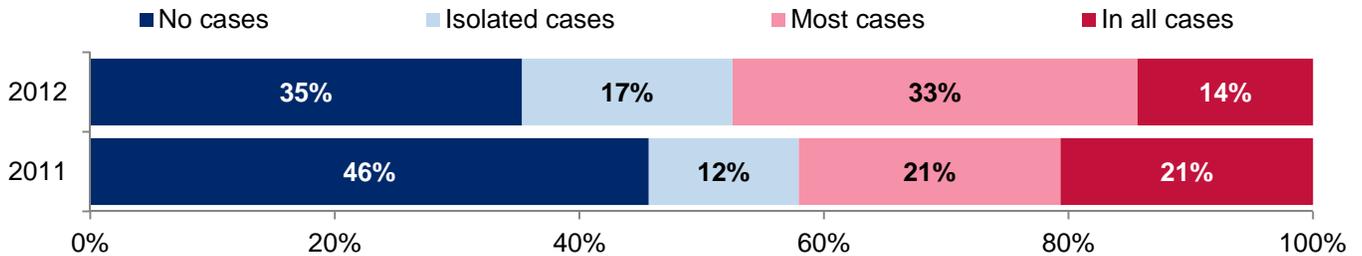
**FIGURE 143: IF HAD CONTACT WITH AFGHAN NATIONAL ARMY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



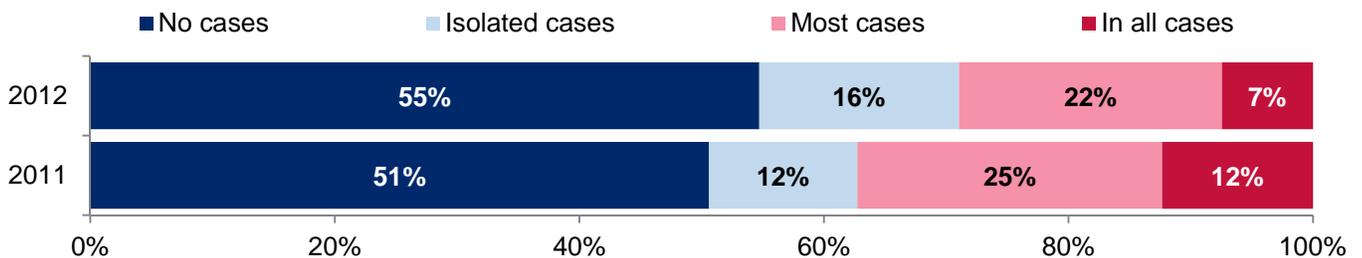
**FIGURE 144: IF HAD CONTACT WITH JUDICIARY / COURTS, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



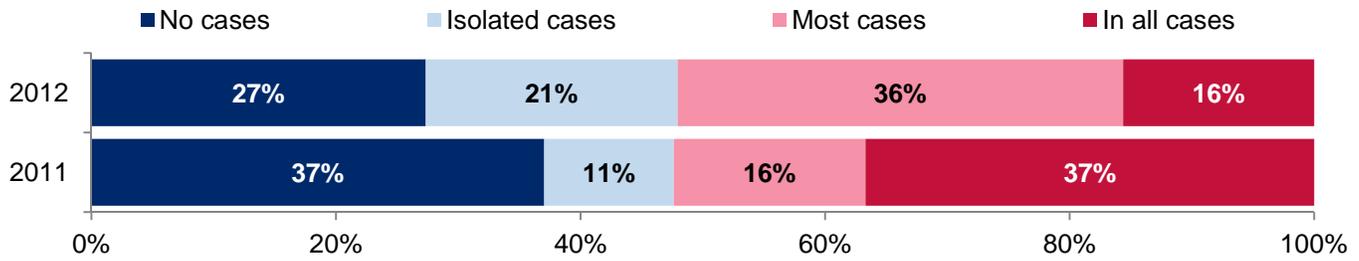
**FIGURE 145: IF HAD CONTACT WITH STATE ELECTRICITY SUPPLY, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



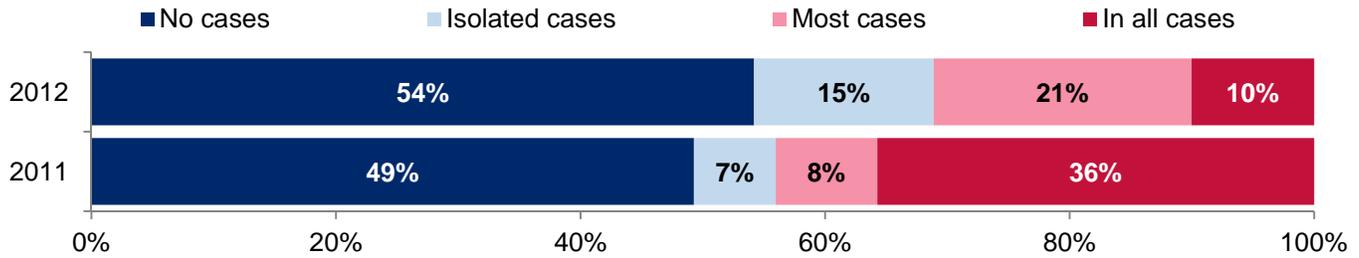
**FIGURE 146: IF HAD CONTACT WITH PUBLIC HEALTHCARE SERVICE, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



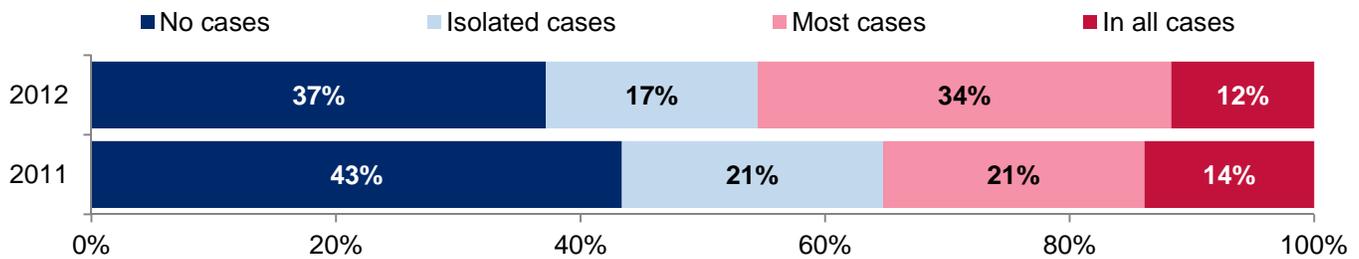
**FIGURE 147: IF HAD CONTACT WHEN APPLYING FOR A JOB, ASKED TO GIVE CASH, GIFT OR PERFORM FAVOR**



**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**

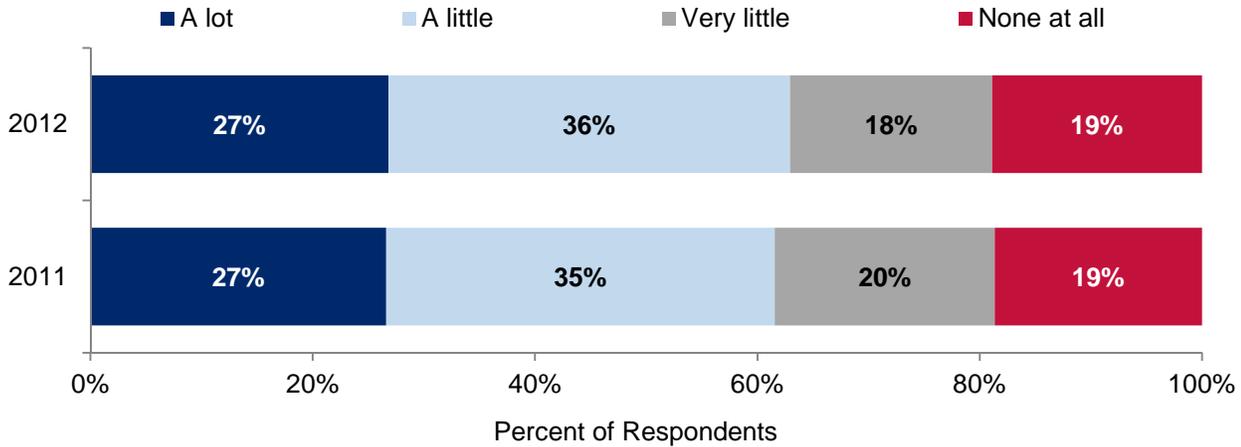


## Public Participation

Kabul respondents were asked to indicate how much influence they thought they could have over municipal government decisions. Overall, 27% felt they had a lot of influence on municipal government and another 36% thought they had a little influence over government officials. One in five felt they had very little and a similar proportion said none at all. This did not change from 2011 to 2012.

District 2, 3, 6, 7, 15 and 21 respondents were most optimistic about the influence they had over municipal government and districts 5 and 18 residents were least likely to think they had any influence on government officials.

**FIGURE 150: CITIZEN INFLUENCE ON MUNICIPAL GOVERNMENT**



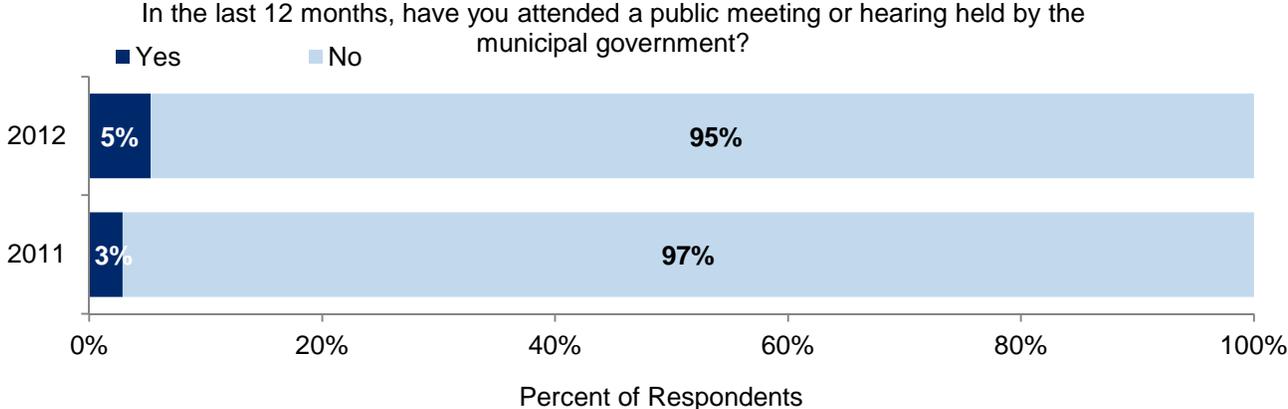
**TABLE 97: CITIZEN INFLUENCE ON MUNICIPAL GOVERNMENT BY DISTRICT**

| District | 2012  |          |             |             | Average rating* |      |
|----------|-------|----------|-------------|-------------|-----------------|------|
|          | A lot | A little | Very little | None at all | 2012            | 2011 |
| ALL      | 27%   | 36%      | 18%         | 19%         | 57              | 57   |
| 6        | 40%   | 38%      | 10%         | 12%         | 70              | 76   |
| 15       | 41%   | 35%      | 15%         | 8%          | 70              | 60   |
| 21       | 43%   | 33%      | 10%         | 15%         | 68              | 51   |
| 2        | 31%   | 44%      | 18%         | 7%          | 67              | 57   |
| 7        | 33%   | 44%      | 13%         | 10%         | 67              | 52   |
| 3        | 39%   | 41%      | 2%          | 19%         | 67              | 51   |
| 1        | 33%   | 42%      | 13%         | 13%         | 65              | 52   |
| 12       | 33%   | 37%      | 15%         | 15%         | 63              | 78   |
| 4        | 25%   | 48%      | 16%         | 11%         | 63              | 64   |
| 9        | 30%   | 35%      | 22%         | 13%         | 61              | 63   |
| 16       | 28%   | 38%      | 21%         | 13%         | 61              | 45   |
| 10       | 23%   | 42%      | 23%         | 11%         | 60              | 54   |
| 20       | 21%   | 49%      | 14%         | 15%         | 59              | 71   |
| 8        | 26%   | 27%      | 29%         | 18%         | 54              | 61   |
| 11       | 16%   | 42%      | 20%         | 22%         | 52              | 57   |
| 17       | 22%   | 23%      | 37%         | 17%         | 51              | 68   |
| 13       | 18%   | 27%      | 28%         | 26%         | 46              | 32   |
| 19       | 14%   | 35%      | 16%         | 34%         | 43              | 50   |
| 14       | 10%   | 38%      | 21%         | 31%         | 43              | 43   |
| 22       | 16%   | 28%      | 23%         | 33%         | 42              | 61   |
| 5        | 18%   | 22%      | 20%         | 41%         | 39              | 68   |
| 18       | 13%   | 20%      | 20%         | 47%         | 33              | 20   |

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

Only 5% of 2012 respondents and 3% of 2011 respondents reported attending a public meeting or a hearing held by the municipal government in the 12 months prior to the survey. No respondents in districts 20 reported attending any meeting or hearing in either year compared to 10% or more of respondents in districts 4, 12, 15 and 16 in 2012.

**FIGURE 151: PUBLIC MEETING ATTENDANCE**

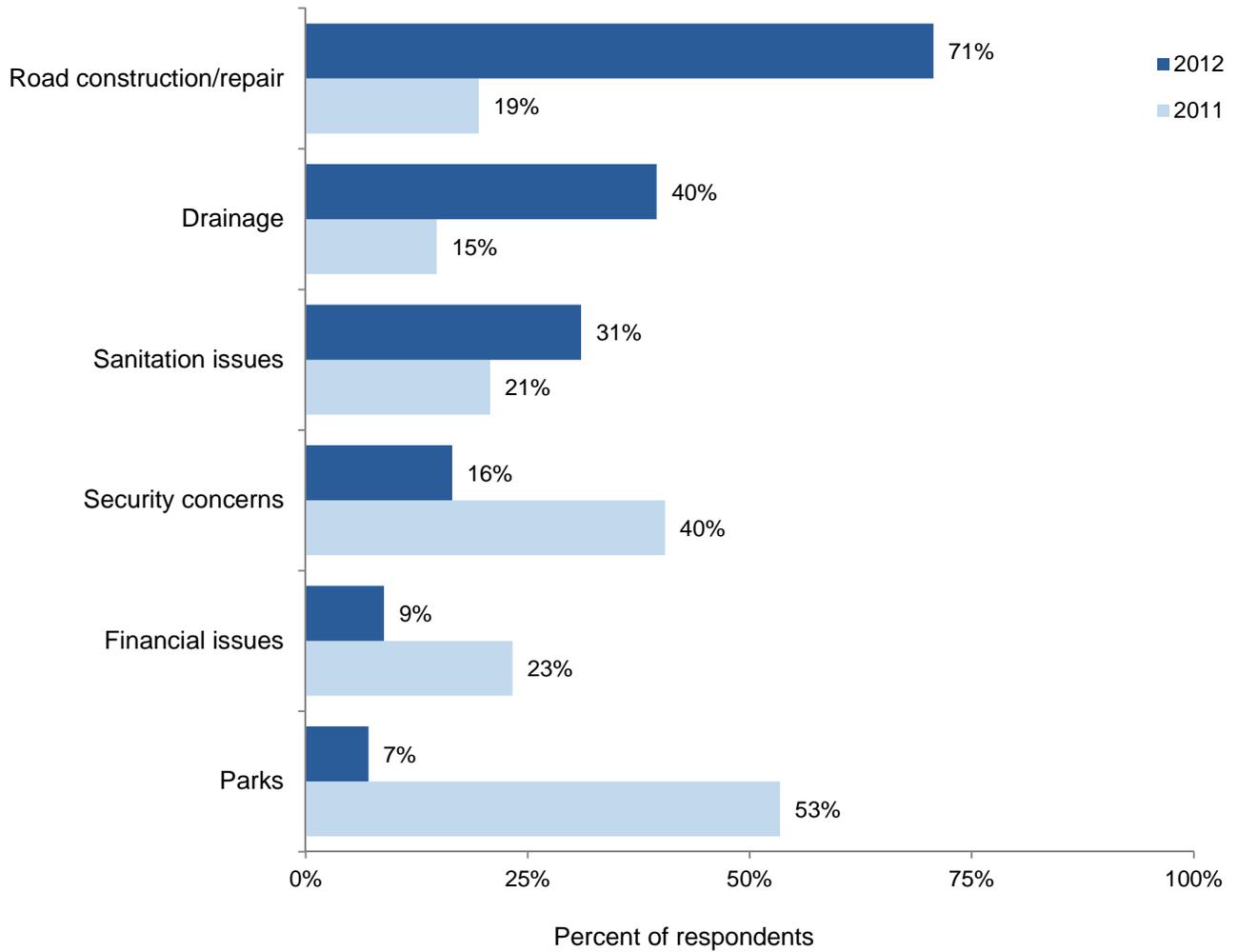


**TABLE 98: PUBLIC MEETING ATTENDANCE BY DISTRICT**

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

Of those who reported attending a meeting in the last 12 months, 71% said the topic of the meeting was road construction or repair, followed by drainage (40%) and sanitation issues (31%).

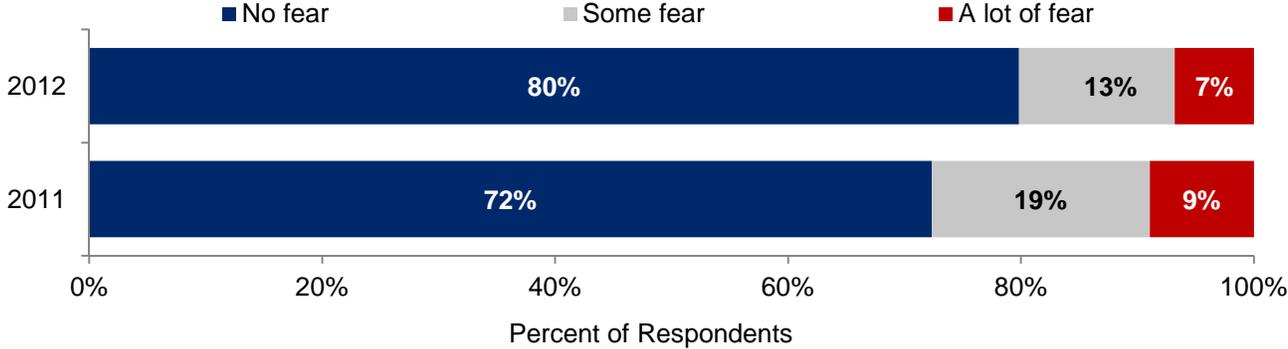
**FIGURE 152: TOPIC OF PUBLIC MEETING ATTENDED**



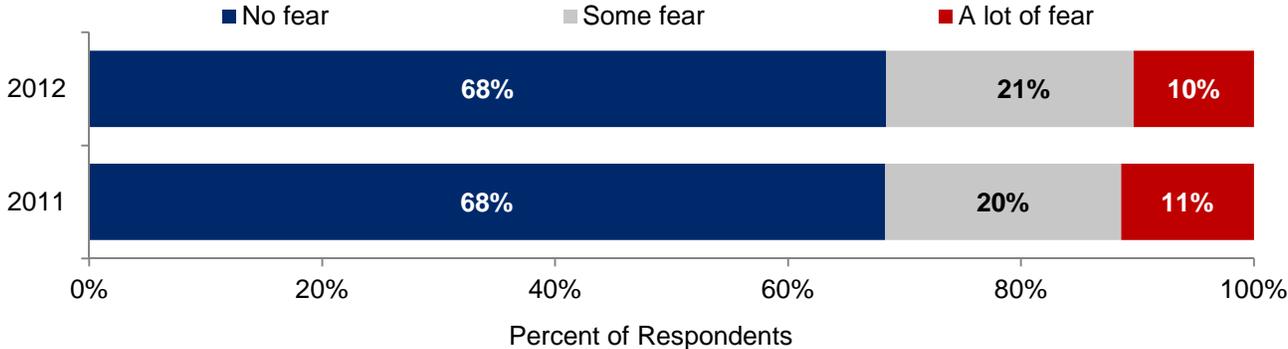
*Asked if had attended meeting, total may add to more than 100% as could attend more than one meeting and each meeting may have more than one topic.*

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 or attending a public meeting. About one-quarter had a lot of fear of participating in a peaceful demonstration, and 20% had a lot of fear of running for public office or encountering an ANP officer.

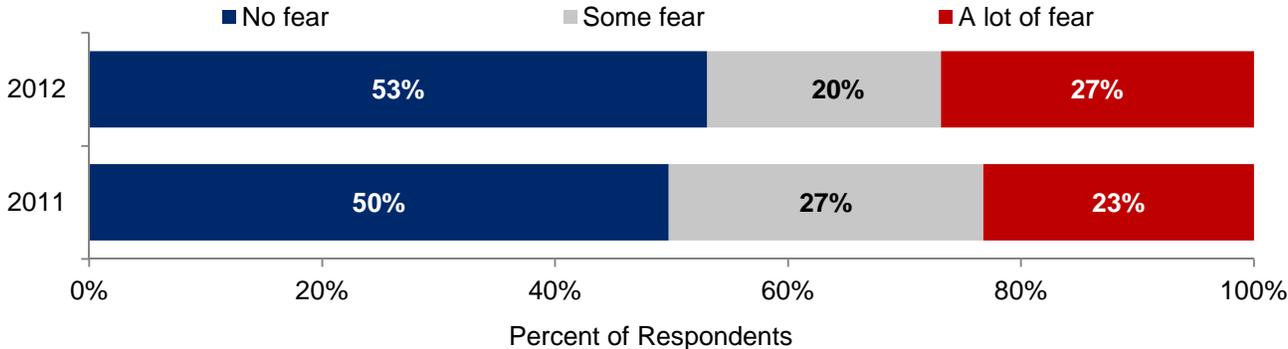
**FIGURE 153: LEVEL OF FEAR PARTICIPATING IN RESOLVING PROBLEMS IN YOUR COMMUNITY**



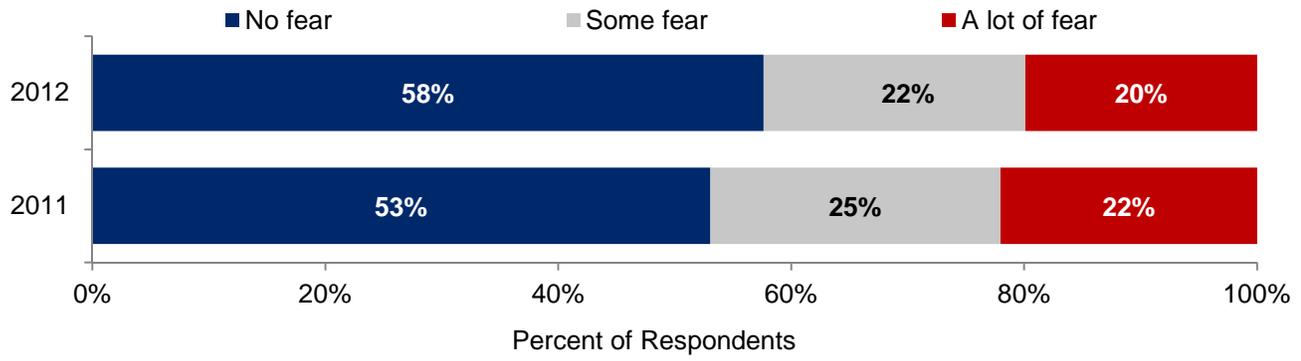
**FIGURE 154: LEVEL OF FEAR ATTENDING A MUNICIPAL PUBLIC MEETING**



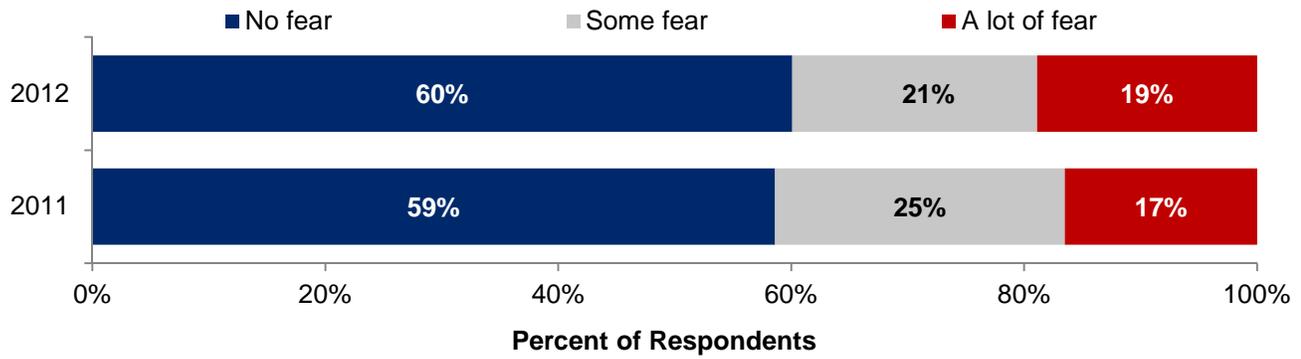
**FIGURE 155: LEVEL OF FEAR PARTICIPATING IN A PEACEFUL DEMONSTRATION**



**FIGURE 156: LEVEL OF FEAR RUNNING FOR A PUBLIC OFFICE**



**FIGURE 157: ENCOUNTERING ANP OFFICERS**



Respondents living in districts 3 and 11 were less likely to be fearful of participating in activities and district 18 respondents were most likely to be fearful of participating in various government activities.

**FIGURE 158: LEVEL OF FEAR IN PARTICIPATING IN ACTIVITIES**

| District   | 2012  |                                      |   |                             |                           | 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 | 2012   | 2011 |
| <b>ALL</b> | 87  | 79                                   | 63  | 69                          | 71                        | 73   | 70   |
| <b>3</b>   | 95  | 91                                   | 82  | 85                          | 88                        | 88   | 73   |
| <b>11</b>  | 90  | 85                                   | 84  | 85                          | 88                        | 84   | 87   |
| <b>9</b>   | 91  | 85                                   | 85  | 88                          | 84                        | 84   | 80   |
| <b>21</b>  | 96  | 86                                   | 71  | 85                          | 83                        | 84   | 41   |
| <b>20</b>  | 82  | 77                                   | 80  | 70                          | 78                        | 79   | 88   |
| <b>7</b>   | 95  | 86                                   | 69  | 77                          | 75                        | 79   | 80   |
| <b>1</b>   | 88  | 81                                   | 76  | 78                          | 76                        | 79   | 77   |
| <b>6</b>   | 85  | 80                                   | 74  | 82                          | 74                        | 78   | 84   |
| <b>15</b>  | 90  | 87                                   | 72  | 75                          | 63                        | 77   | 61   |
| <b>2</b>   | 92  | 89                                   | 59  | 64                          | 70                        | 76   | 72   |
| <b>12</b>  | 85  | 78                                   | 73  | 78                          | 70                        | 75   | 83   |
| <b>4</b>   | 90  | 82                                   | 57  | 72                          | 74                        | 75   | 77   |
| <b>10</b>  | 91  | 84                                   | 67  | 70                          | 68                        | 75   | 68   |
| <b>16</b>  | 82  | 80                                   | 68  | 71                          | 66                        | 73   | 49   |
| <b>19</b>  | 76  | 73                                   | 70  | 68                          | 65                        | 67   | 59   |
| <b>17</b>  | 81  | 74                                   | 55  | 51                          | 71                        | 64   | 74   |
| <b>14</b>  | 85  | 76                                   | 50  | 56                          | 55                        | 64   | 58   |
| <b>5</b>   | 92  | 68                                   | 38  | 53                          | 62                        | 62   | 76   |
| <b>22</b>  | 85  | 74                                   | 39  | 45                          | 62                        | 61   | 38   |
| <b>13</b>  | 72  | 72                                   | 39  | 47                          | 62                        | 59   | 73   |
| <b>8</b>   | 80  | 65                                   | 39  | 48                          | 57                        | 58   | 59   |
| <b>18</b>  | 67  | 61                                   | 29  | 32                          | 50                        | 47   | 70   |

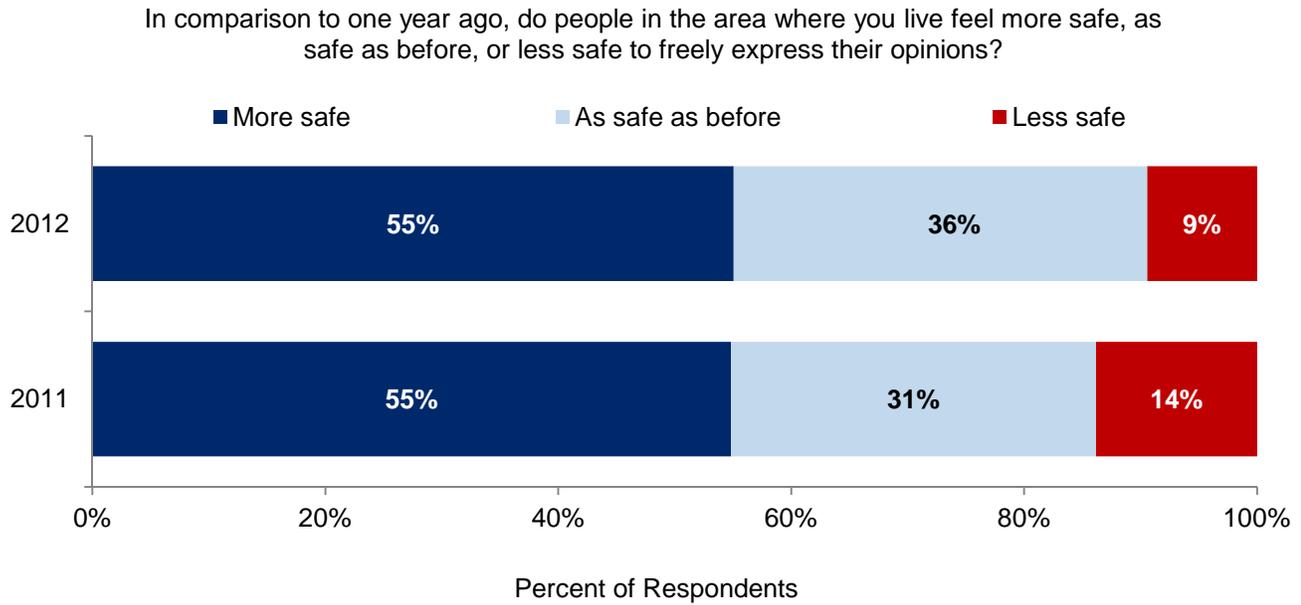
*Each rating is on a 100 point scale where 100=no fear, 50=some fear and 0=a lot of fear*

*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, and encountering ANP officers).*

Survey respondents continued to see improvement in feeling safer to express their opinions. Like 2011, in 2012, 55% reported feeling safe. However in 2012, more reported feeling just as safe and fewer reported feeling less safe.

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

**FIGURE 159: CHANGE IN PERCEPTION OF SAFETY IN EXPRESSING OPINIONS**



**TABLE 99: CHANGE IN PERCEPTION OF SAFETY IN EXPRESSING OPINIONS BY DISTRICT**

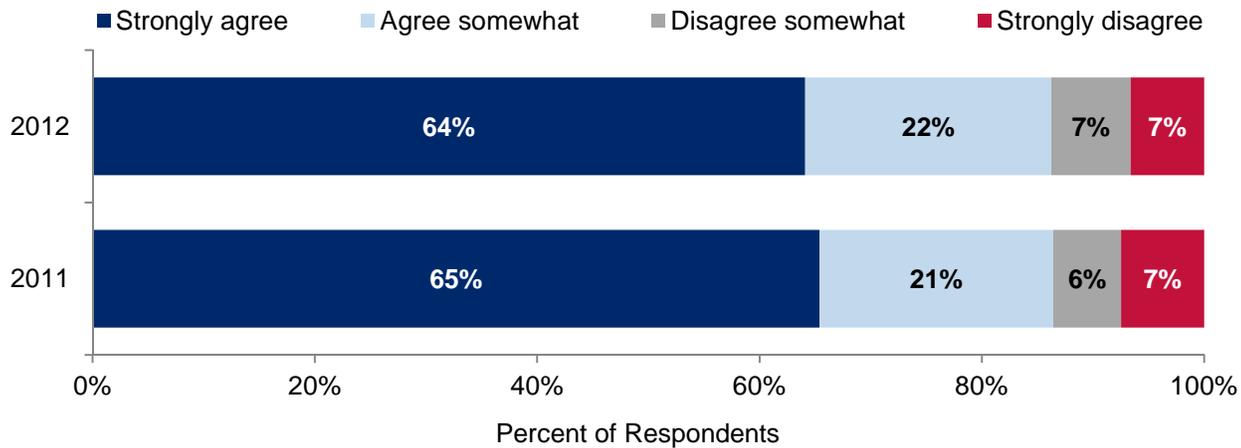
| District   | More safe |      | As safe as before |      | Less safe |      |
|------------|-----------|------|-------------------|------|-----------|------|
|            | 2012      | 2011 | 2012              | 2011 | 2012      | 2011 |
| <b>ALL</b> | 55%       | 55%  | 36%               | 31%  |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

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. In both years of the survey, about two-thirds of all respondents strongly agreed and another one-fifth somewhat agreed.

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 in participating in government. However, respondents residing in district 18 were least likely to agree, with 31% in strong disagreement and 23% somewhat disagreeing that women should have equal opportunities.

Respondents reporting lower income levels were more likely than those with higher incomes to disagree that women should have equal opportunities like men in participating in government.

**FIGURE 160: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN GOVERNMENT BY YEAR**



**TABLE 100: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES TO PARTICIPATE IN GOVERNMENT BY DISTRICT**

| District   | 2012           |                |                   |                   | Average rating* |      |
|------------|----------------|----------------|-------------------|-------------------|-----------------|------|
|            | Strongly agree | Somewhat agree | Somewhat disagree | Strongly disagree | 2012            | 2011 |
| <b>ALL</b> | 64%            | 22%            | 7%                | 7%                | 81              | 82   |
| <b>21</b>  | 89%            | 11%            | 0%                | 0%                | 96              | 64   |
| <b>11</b>  | 79%            | 18%            | 1%                | 2%                | 92              | 95   |
| <b>6</b>   | 78%            | 20%            | 2%                | 0%                | 92              | 93   |
| <b>9</b>   | 80%            | 16%            | 2%                | 2%                | 91              | 96   |
| <b>1</b>   | 75%            | 22%            | 2%                | 1%                | 91              | 84   |
| <b>3</b>   | 73%            | 21%            | 5%                | 1%                | 89              | 92   |
| <b>4</b>   | 79%            | 7%             | 6%                | 8%                | 86              | 86   |
| <b>10</b>  | 66%            | 26%            | 3%                | 5%                | 85              | 93   |
| <b>2</b>   | 72%            | 14%            | 8%                | 5%                | 85              | 92   |
| <b>16</b>  | 71%            | 15%            | 9%                | 5%                | 84              | 85   |
| <b>15</b>  | 69%            | 19%            | 4%                | 8%                | 83              | 72   |
| <b>8</b>   | 62%            | 26%            | 7%                | 5%                | 82              | 79   |
| <b>7</b>   | 62%            | 24%            | 7%                | 7%                | 81              | 89   |
| <b>17</b>  | 65%            | 19%            | 8%                | 8%                | 80              | 78   |
| <b>12</b>  | 60%            | 20%            | 9%                | 11%               | 77              | 85   |
| <b>13</b>  | 58%            | 21%            | 15%               | 6%                | 77              | 84   |
| <b>20</b>  | 59%            | 22%            | 10%               | 9%                | 77              | 75   |
| <b>5</b>   | 46%            | 39%            | 12%               | 3%                | 76              | 90   |
| <b>22</b>  | 45%            | 35%            | 10%               | 9%                | 73              | 70   |
| <b>14</b>  | 31%            | 42%            | 15%               | 12%               | 64              | 78   |
| <b>19</b>  | 32%            | 39%            | 13%               | 16%               | 63              | 68   |
| <b>18</b>  | 27%            | 19%            | 23%               | 31%               | 48              | 26   |

\*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 and 4 in 10 reported daily radio use. More respondents to the 2012 survey (45%), than the 2011 survey (34%), said they got news and information from their Mosque or mullahs.

**TABLE 101: FREQUENCY OF USE OF SOURCES FOR NEWS AND INFORMATION (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-goza       | 8%    | 12%    | 16%     | 34%             | 30%   |
| Internet           | 6%    | 5%     | 4%      | 17%             | 69%   |

**TABLE 102: FREQUENCY OF USE OF SOURCES FOR NEWS AND INFORMATION (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-goza       | 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 home in on the services that may be most important to overall perceptions about city operations. A key driver/statistical analysis was performed 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.

Of nineteen service or community characteristics tested, the ratings of seven, the key drivers, 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 seven characteristics, they tended to give lower ratings to the city government overall.

The conclusion is that these seven 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 early intervention.

Better ratings on these key drivers were associated with better ratings of the overall job that the municipal government is doing<sup>4</sup>:

- The quality of schools
- Access to clean water near your home
- Access to electricity at your home
- Your freedom of movement, the ability to move safely in your area or district
- How satisfied or dissatisfied are you with your current methods of trash disposal
- Provision of legal dumpsites
- Affordability of trash service
- The condition of drainage ditches near home
- The condition of the main city roads
- Street construction services

The analysis above was completed with the data from 2012. When data from both survey years are included, two additional key drivers are shown to be relevant: Access to healthcare (facilities and medicine) and the condition of the neighborhood streets.

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<sup>4</sup> These key drivers hold irrespective of respondent income, ownership status or gender. Correlations with ratings not strong enough to be considered key drivers but that were included in the analysis were the number of job opportunities, the number of businesses, the number of facilities for youth (sports fields, cinemas), access to healthcare (facilities and medicine), availability of positive activities for youth, the condition of the neighborhood streets, provision of garbage bins in commercial areas, provision of garbage bins in residential areas, removal of illegal/improvised dumpsites, frequency of collecting trash, street repair services (repaving, fixing holes), the condition of larger drainage ditches throughout the city, ditch cleaning services, ditch repair services, ditch construction services.

A second key driver analysis was performed looking at how resident behavior or knowledge 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 only the data from the 2012 survey, of the nine behaviors included in the analysis, the two positive key drivers (i.e. greater frequency led to better ratings of overall government performance) were<sup>5</sup>:

- Residents using public trash container or official dump sites for trash disposal
- The frequency that the city collects trash from neighborhood

And one negative key driver was

- Ever having asked for help from the municipality

Combining the data from the 2011 and 2012 surveys, the key drivers that emerge were.

- Residents using public trash container or official dump sites for trash disposal
- The frequency that the city collects trash from neighborhood
- The frequency that the household pays its Safayi
- The family's use of parks

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<sup>6</sup>. It may be that encouraging these behaviors could encourage more positive regard for local government performance

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<sup>5</sup> 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.

<sup>6</sup> These key drivers hold irrespective of respondent income or ownership status. Items included in the analysis were home ownership, income level, at least one family member has used a small park, put in public trash container or official dump site, door to door collection by city, frequency city collects trash from neighborhood (7=everyday, 1=never), frequency of large park use (5=everyday, 1=never), identified mayor, frequency pays Safayi (4=always, 1=never), ever asked Kabul municipality to help solve problem or provide a service, 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 City of Kabul 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 2012, 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 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 2011 survey, Lapis was asked to revive their role for the 2012 iteration.

## Training of Enumerators

Lapis hired a total of 40 enumerators to conduct this 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.

## 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 their 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
3. **Household selection:** From the given starting point, the enumerator headed in the assigned direction and stopped at the 2<sup>nd</sup> 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 3<sup>rd</sup> inhabitable house on the right side of the enumerator route. Where the enumerator encountered blocks of flats, they selected every 5<sup>th</sup> 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 (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 staff reviewed most of the questionnaires to ensure proper administration.

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, 10 questionnaires were rejected; the related enumerators were briefed on their mistakes and redid the interviews. Additionally, one interviewer was dismissed.

### Data Entry

Data were entered in Kabul by Lapis 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 weighting 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 |
|------------|-----------------------|--|---|---|---|---|
| <b>ALL</b> | 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



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