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RAMP UP EAST

2012 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF BAMYAN

JANUARY 2013

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REPORT OF RESULTS:

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ACRONYMS

ASGP	Afghanistan Subnational Governance Programme
CAD	Computer Aided Design
CDC	Community Development Council
COA	Ministry of Finance - Municipal Chart of Accounts
DAI	Development Alternatives, Inc.
GDMA	General Directorate for Municipal Affairs
GIS	Geographic Information System
GOA	Government of Afghanistan
ICMA	International City/County Management Association
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
OAA	Office of Administrative Affairs
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RIAP	*Revenue Improvement Action Plan*
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy
UNDP	United Nations Development Programme

INTRODUCTION

RAMP UP EAST

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Alternatives Inc. (DAI), the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC) are working with 14 municipalities in Eastern Afghanistan to improve local governance by addressing infrastructure, service delivery, leadership and management capacity.

EVALUATION EFFORTS

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S. and Afghan partners aimed to improve quality of life, the role of women in society and the capacity of the governance, especially related to Public Works, financial management and revenue enhancement. To assess the success of the programs in these municipalities, an annual survey of residents of RUE cities was conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff also completed an annual survey of municipal employees to assess the internal capacity of these local governments.

This report outlines the results from the internal (employee) and external (resident) surveys conducted in 2012 in Bamyan. The internal survey interviews with staff were conducted in September and October 2012 and the external survey interviews with residents were conducted in September 2012. A total of 265 residents were interviewed in Bamyan. For all cities but Parun (which was only included in resident survey in 2012, and never the internal capacity survey, due to security concerns), this was the third in a series of three planned soundings of resident opinion about the outcomes of the RUE work and the second full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2012 surveys were compared to the results from the 2010 and 2011 surveys.

MEASURING CHANGE

It is clear from work in America that even the most exuberant interventions – extensive capital improvements, innovative program delivery, enhanced personnel training or additional staff – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that response times have shortened, that bridges have been repaired or that community leaders are operating in the interest of the public more often. Adding trash bins in commercial areas may be a necessary precursor to improving resident opinion about trash haul, but it may not be sufficient.

In this report, we display and discuss the circumstances at the time of the data collection. While we speculate on some of the reasons for circumstances as they are, we are aware that not all descriptions of what has happened in a locale will provide answers about why residents gave particular ratings.

Changes observed across the 14 municipalities of RUE were not uniform and, clearly, understanding how residents in different communities view important characteristics of the community will help identify where further effort should be expended. In addition, understanding what kinds of infrastructure capacity exist in municipalities will point the way to building the kind of capacity that is necessary to improve resident opinion.

Overview of Bamyan Results

The Bamyan municipality may have been understaffed.

Bamyan had a small municipal staff relative to other RUE cities, with one-quarter the average number of staff per 1,000 residents. The Public Works Office held a smaller proportion of the overall staff members than was typical for RUE cities.

Planning was in early stages, but improving.

The master plan was a physical map and did not include strategy for development. Bamyan had an economic profile, but staff had not yet analyzed this profile or created an economic development committee or strategic development plan. The City did not have written statements of vision, mission and goals nor written objectives, responsibilities and timelines for achieving municipal goals, but did have a municipal procedures manual. The Bamyan municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis by telephone, email and through formal documents and letters.

The municipality made spaces for public involvement.

Bamyan did not have a functioning municipal council but had established an ad hoc forum for citizens' consultation and participation. The forum met monthly to help municipal staff prioritize, monitor and evaluate projects and services, prepare budgets, resolve conflicts and plan and conduct public events. Both the community and the private sector were involved in select Public Works services. The community was involved in house-to-house collection and disposal of solid waste and raw sewage, materials recovery, composting and compost sales. The private sector was involved in the collection of public latrine user fees.

Public Works service planning improved.

While the Public Works Office did not have written weekly activity plans for all its departments, in 2012 it did have written operations schedules for all departments and had created written service delivery inspection reports. Additionally, planning for project, parks and latrine maintenance were improved such that each had a specific crew and equipment as well as a line item in the budget. The City also hired a specific crew, purchased equipment and scheduled trash collection, but did not specify funds in the budget. Bamyan continued to clean roads on an unscheduled basis, but did not conduct regular road maintenance. The City added equipment to its inventory in 2012 and continued to repair vehicles as needed, rather than develop a maintenance checklist or schedule. The Public Works Office did not have any computers.

Public Finance and Revenue Offices made strides, but still had a ways to go.

The Public Finance Office had not developed staff work plans but had a systematic filing system for financial management documents. They had a budget committee but had not presented the budget to the Citizens' Forum or published it in the municipal newsletter. They continued to use a correspondence book for accounting rather than graduating to using a cash account or general journal and ledger. The Public Finance Office had one computer to share among three employees, but the computer did not have internet access or accounting software. The City was audited by the Control and Audit Office in 2011.

The Revenue Enhancement Office had a list of City owned property and their values. They had written procedures for collecting business license fees and property Safayi fees, but had manual processes for the property Safayi fee and revenue systems. The business registration and licensing system had both manual and computerized components. The Revenue Enhancement Office had department or staff level work plans and in 2012 they started recording revenue receipts in an Excel based revenue sub ledger (these had not been recorded in 2011).

Quality of life in Bamyan was fair, but jobs were thought to be scarce.

On average, residents' rating of their quality of life was a bit above fair but well below good. They were a little more positive about the quality of schools and healthcare facilities in Bamyan (rated half way between fair and good). However, residents were concerned about job opportunities. About half of respondents said the number of job opportunities in Bamyan in 2012 was poor and most others thought the number was fair. Only about 2 in 10 thought the number of jobs was good. Additionally, about half of respondents thought that number had decreased in the year prior to the 2012 survey. While residents were concerned about jobs, the employment rate for heads of households had improved from 2010 (53% employed full time and 23% part time) to 2012 (68% employed full time and 18% part time).

Services were improving.

The Bamyan municipality was involved in providing water, waste water and sanitation systems, but not power systems. They also maintained parks and latrines on a scheduled basis and provided unscheduled street cleaning. Most residents thought the city was doing a somewhat (65%) or very (23%) good job of providing services, which was a major improvement over 2010 ratings.

Trash services were improving a little, streets were not clean.

Just under half of residents rated the cleanliness of their streets as excellent or good, with most saying street cleanliness was fair or poor. This was an improved rating from 2010. In these years trash disposal methods used by Bamyan residents fluctuated, In 2010, most disposed of their trash at improvised dumpsites (80%) or in the street (8%), whereas by 2012, some residents continued to use improvised dumpsites (24%), more threw trash in the street (18%), a few began using public containers (17%) and many began burning or burying their trash (42%). Residents were most satisfied using public containers for trash disposal and least satisfied with improvised dumpsites. Trash removal services were not scheduled and the City did not have specific crews for the task. This ad hoc nature resulted in a reduction in service. In 2010 most residents said City crews were cleaning trash from streets at least weekly, in 2012 most thought it was once every two to three weeks or less frequently. Ratings for trash services improved from 2010 to 2012, with the best ratings for cleaning garbage from the streets, providing garbage bins in commercial areas and providing legal dumpsites and the worst ratings for providing residential garbage bins and the affordability of trash service.

Fewer were getting water from rivers or other open sources.

The use of public standpipes for drinking water increased from 2010 to 2012, while river usage decreased and well usage remained stable. The incidence of dysentery/cholera and severe diarrhea decreased significantly between 2010 and 2012, but those who got water from an open source continued to be most likely to experience a waterborne illness.

More were getting electricity from a solar source.

The proportion of households in Bamyan who used solar energy for electricity generation increased from 35% to 97% from 2010 to 2012. In 2012, about half of these households supplemented this energy with large batteries or inverters.

Drainage systems in the city needed improvement.

When asked about the condition of drainage ditches near their homes, most Bamyan residents said they were in poor (39%) or fair (16%) condition. About half thought larger canals throughout the city were in fair or poor condition and more gave fair or poor ratings to ditch repair, cleaning and construction services. While most residents did not give good ratings, this was still an improvement from 2010, when almost all the ratings were poor.

Local roads were mostly in poor condition.

The city cleaned roads but did not provide regular maintenance and this showed. Half of residents said their local streets were in poor condition and one-quarter said they were only in fair condition. More than half rated street repair and construction services as poor or fair. While ratings were low, they showed an improvement from 2010 to 2012.

Parks were scarce and far from home.

Almost no Bamyan residents said they had a park near their home, but some had heard of parks further away and they thought these were in good condition. Members of about one in five households had visited a park, most frequently a park for women.

The local markets were much improved.

In 2012, most residents in Bamyan thought the amount, quality and variety of food as well as the availability of goods besides food at their market was excellent or good and the location, size and layout of the market was good. These were marked improvements in ratings from 2010.

Electricity, roads and water remain the top priorities.

When asked what services they would most like their municipality to improve (or begin to provide), electricity was rated as most important by 45% of respondents, clean drinking water was most important to 31% and street repair was most important for 13%. Electricity was named a top three priority by 91% of respondents, clean drinking water by 62% and street repair by 77%.

Residents had little contact with the municipality.

About one in seven residents knew who the mayor was and one in five said they would contact him if they had a concern related to the City. Most would contact their Shura, community development council (CDC) or Jurga. About one in eight residents had ever contacted the City to solve a problem or request a service and the same proportion had contact with a municipal staff member in the year prior to the survey. About one in seven residents had read the municipality newsletter and one in five had paid Safayi fees.

Trust in the municipal government had increased.

In 2012, more than half of respondents thought they could have a lot or at least a little influence on government and that the government kept people like them in mind at least sometimes when making decisions. In 2010, it had been less than half. Most residents also had a great deal (49%) or at least some trust (27%) that local government officials were conducting activities to benefit the people of Bamyan, which was also an improvement from 2010. While few had contact with the municipality in 2012 (12%), only 3% of these said they had been asked to give cash, gifts or favors in isolated cases while the rest had not ever been asked.

Women had support for participation in society.

Two-thirds of the people interviewed for the resident survey in Bamyan in 2012 were women. Women were also included in the citizen's forum and there was a woman on the municipal staff. Almost all women (96%) and a most men (84%) said they strongly agreed that women should have equal opportunities like men in education. Almost all others somewhat agreed. Support for women in government was also compelling; 86% of women and 67% of men strongly agreed and 8% of women and 20% of men somewhat agreed that women should have equal opportunities like men in participating in government.

CITY DEMOGRAPHICS

Bamyan had an average sized population but a larger land base compared to other cities in the RUE program.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land size (KM^2)	Total education institutions	Total health centers
Maidan Shar	5,804	345	27	61
Bazarak	15,593	191	11	5
Mehterlam	39,254	NA	63	64
Charikar	50,140	273	56	16
Sharana	54,416	20	15	4
Mahmood Raqi	60,400	120	45	37
Gardez	76,858	750	67	38
Bamyan	78,000	14,175	48	14
Asadabad	90,000	899	29	4
Puli Alam	100,000	30	74	29
Ghazni	154,618	3,698	98	70
Khost	158,546	4,152	50	57
Jalalabad	456,500	7,616	51	22

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

	Per capita land size (people per KM^2)	Education institutions (people per institution)	Health centers (people per center)
Maidan Shar	17	215	95
Bazarak	82	1,418	3,119
Mehterlam	NA	623	613
Charikar	184	895	3,134
Sharana	2,721	3,628	13,604
Mahmood Raqi	503	1,342	1,632
Gardez	102	1,147	2,023
Bamyan	6	1,625	5,571
Asadabad	100	3,103	22,500
Puli Alam	3,333	1,351	3,448
Ghazni	42	1,578	2,209
Khost	38	3,171	2,782
Jalalabad	60	8,951	20,750

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The City of Bamyan had 26 total staff members in 2012; this was down from 38 in 2011 and up from 22 in 2010. Bamyan had approximately 0.3 staff members per 1,000 residents. The overall average across the 13 RUE cities was nearly four times that: 1.2 staff members per 1,000 residents.

FIGURE 3: TOTAL STAFF (PERMANENT AND CONTRACT) IN RAMP UP EAST CITIES COMPARED BY YEAR

	Total staff			Percent women		
	2010	**2011**	**2012**	**2010**	**2011**	**2012**
Asadabad	70	55	54	0%	0%	0%
Bamyan	22	38	26	0%	0%	3.8%
Charikar	68	84	109	0%	0%	8%
Gardez	53	64	57	0%	0%	0%
Ghazni	54	171	160	0%	0%	0%
Jalalabad	NA	480	638	NA	0.4%	0%
Khost	91	165	190	0%	0%	0.0%
Mahmood Raqi	46	32	44	0%	3.1%	4.5%
Maidan Shar	NA	60	77	NA	6.7%	0%
Mehterlam	25	159	85	0%	0%	1.2%
Bazarak	42	30	31	0%	0%	0%
Puli Alam	63	67	78	0%	0%	0%
Sharana	NA	34	52	NA	0%	0%
All cities	**NA**	**1,439 (average=111)**	**1,601 (average=123)**	**NA**	**0.0%**	**0.9%**

FIGURE 4: STAFF PER CAPITA (STAFF MEMBERS PER 1,000 PEOPLE) IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010	**2011**	**2012**
Asadabad	0.8	0.6	0.6
Bamyan	0.3	0.5	0.3
Bazarak	2.7	1.9	2.0
Charikar	1.4	1.7	2.2
Gardez	0.7	0.8	0.7
Ghazni	0.3	1.1	1.0
Jalalabad	NA	1.1	1.4
Khost	0.6	1.0	1.2
Mahmood Raqi	0.8	0.5	0.7
Maidan Shar	NA	10.3	13.3
Mehterlam	0.6	4.1	2.2
Puli Alam	0.6	0.7	0.8
Sharana	NA	0.6	1.0
All cities average	**NA**	**1.1**	**1.2**

In 2012, half the Bamyan City staff had permanent positions; 13 of 26 filled positions were permanent and 13 were contract. There were nine more positions available in 2012 than 2010, but nine fewer than in 2011. There were 10 unfilled permanent positions at the City and more permanent positions were unfilled in 2012 than in prior years. The number of contract positions changed very little between, 2010 and 2012, increasing from 13 to 15.

FIGURE 5: PERMANENT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010			2011			2012		
	Positions	**Filled**	**Unfilled**	**Positions**	**Filled**	**Unfilled**	**Positions**	**Filled**	**Unfilled**
Asadabad	45	45	0	21	21	0	22	21	1
Bamyan	14	9	5	32	23	9	23	13	10
Bazarak	30	25	5	12	12	0	15	12	3
Charikar	22	22	0	26	26	0	35	35	0
Gardez	30	13	17	30	14	16	32	16	16
Ghazni	40	40	0	50	50	0	48	38	10
Jalalabad	135	135	0	139	139	0	172	172	0
Khost	52	35	17	61	61	0	73	53	20
Mahmood Raqi	31	29	2	13	13	0	13	13	0
Maidan Shar	60	60	0	23	22	1	27	27	0
Mehterlam	24	24	0	86	79	7	32	22	10
Puli Alam	25	25	0	26	23	3	26	25	1
Sharana	23	23	0	17	17	0	18	13	5
All cities average	**41**	**37**	**4**	**41**	**38**	**3**	**41**	**35**	**6**
All cities total	**531**	**485**	**46**	**536**	**500**	**36**	**536**	**460**	**76**

FIGURE 6: CONTRACT STAFF IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010			2011			2012		
	Positions	**Filled**	**Unfilled**	**Positions**	**Filled**	**Unfilled**	**Positions**	**Filled**	**Unfilled**
Asadabad	25	25	0	34	34	0	34	33	1
Bamyan	13	13	0	15	15	0	15	13	2
Bazarak	18	17	1	18	18	0	19	19	0
Charikar	46	46	0	58	58	0	74	74	0
Gardez	56	40	16	56	50	6	59	41	18
Ghazni	14	14	0	121	121	0	137	122	15
Jalalabad	NA	NA	NA	341	341	0	466	466	0
Khost	85	56	29	104	104	0	140	137	3
Mahmood Raqi	19	17	2	21	19	2	33	31	2
Maidan Shar	NA	NA	NA	38	38	0	50	50	0
Mehterlam	1	1	0	80	80	0	66	63	3
Puli Alam	38	38	0	49	44	5	54	53	1
Sharana	NA	NA	NA	17	17	0	39	39	0
All cities average	NA	NA	NA	**73**	**72**	**1**	**91**	**88**	**3**
All cities total	NA	NA	NA	**952**	**939**	**13**	**1,112**	**1,067**	**45**

The largest City office in Bamyan was the Revenue Enhancement Office, followed by Public Works. Among RUE cities, the Public Works Office was typically much larger than other offices.

FIGURE 7: PERCENT OF TOTAL POSITIONS IN EACH DEPARTMENT IN RAMP UP EAST CITIES, 2012

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	56	25%	11%	11%	54%
Bamyan	38	24%	11%	34%	32%
Charikar	109	23%	6%	16%	56%
Gardez	91	21%	7%	9%	64%
Ghazni	185	5%	4%	15%	76%
Jalalabad	638	8%	2%	19%	71%
Khost	213	23%	2%	7%	69%
Mahmood Raqi	46	24%	4%	20%	52%
Maidan Shar	77	19%	5%	6%	69%
Mehterlam	98	57%	5%	4%	34%
Bazarak	34	24%	12%	26%	38%
Puli Alam	80	18%	5%	6%	71%
Sharana	57	12%	9%	21%	58%
All cities	**1,722**	**17%**	**4%**	**14%**	**65%**

When asked to name the law that governs municipalities, all of the municipalities were aware that it was the Taliban Municipal Law; they referred to it as the Taliban Law, the Municipal Law or Jareeda No. 794 Islamic Emirate of Afghanistan. All the cities had a copy of this law.

FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES, 2012

	Jareeda No 794 Islamic Emirate of Afghanistan	Municipal Law	Taliban Law
Bamyan 2012		✓	
All cities 2012	31%	23%	46%

The Bamyan master plan was prepared in 2006 and covered two Naiyas. The municipal organization chart was prepared in 2002 with assistance from the Ministry of the Interior and the Independent Directorate of Local Governance (IDLG). The master plan was a physical map and did not include a strategy for development.

All of the RUE cities had municipal organization charts.

FIGURE 9: CITY MASTER PLAN COMPARED BY YEAR

	None	Physical Plan - map of the city done within last 50 years	Physical Plan had been updated within the last 10 years	Comprehensive Development Plan that included strategic municipal plan
Bamyan 2010	✓			
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
All cities 2012	8%	92%	62%	23%

FIGURE 10: YEAR CITY MASTER PLAN WRITTEN

	Bamyan	All cities
1965		8%
1970		8%
1973		15%
1976		15%
1986		8%
2006	✓	8%
2007		8%
2008		8%
2009		8%
2011		8%
2012		8%

FIGURE 11: NUMBER OF NAIYAS COVERED BY CITY MASTER PLAN

	Bamyan	All cities
0		15%
1		23%
2	✓	15%
4		8%
5		15%
6		15%
8		8%

FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED

	Bamyan	All cities
2002	✓	8%
2005		8%
2008		8%
2010		15%
2011		31%
2012		31%

FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART

	Bamyan	All cities
Ministry of Interior/IDLG	✓	8%
Municipality		15%
RUE		54%
RUE/ASGP		8%
RUE/Office of Governor		8%
RUE/UNDP		8%

The City had a Municipal Development Plan which was updated annually. The time horizon for the plan was 20 years and 25% of the plan had already been implemented.

FIGURE 14: MUNICIPAL DEVELOPMENT PLAN, 2012

		Bamyan	All cities
Do you have a Municipal Development Plan?	Yes	✓	100%
What is the time horizon of the Municipal Development Plan?	1		8%
	3		23%
	5		54%
	15		8%
	20	✓	8%
What percentage of the Municipal Development Plan has already been implemented?	25%	✓	77%
	50%		15%
	75%		8%
Is the plan updated annually?	No		31%
	Yes	✓	69%

There were ten completed Provincial Development Plan (PDP) projects and five ongoing PDP projects within the city boundaries.

FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN CITY BOUNDARIES, 2012

		Bamyan	All cities
Number of projects within the city boundaries of PDP that are completed	0		15%
	2		8%
	3		8%
	5		8%
	7		8%
	10	✓	8%
	12		8%
	15		8%
	16		8%
	21		8%
	29		8%
	35		8%
Number of projects within the city boundaries of PDP that are ongoing	0		15%
	3		8%
	4		15%
	5	✓	15%
	7		23%
	10		8%
	11		8%
	22		8%

Bamyan also had an economic profile, but staff had not yet analyzed this profile or created an economic development committee or strategic development plan. The City did not have written statements of vision, mission and goals nor written objectives, responsibilities or timelines for achieving municipal goals. The City did have an automated municipal procedures manual.

FIGURE 16: LOCAL ECONOMIC DEVELOPMENT PLAN COMPARED BY YEAR

	None	Have an economic profile	Economic profile has been analyzed with stakeholders	Economic development committee was created	Economic development plan with intervention strategies and potential projects
Bamyan 2011		✓			
Bamyan 2012		✓			
All cities 2012	8%	92%	54%	31%	0%

FIGURE 17: MUNICIPAL PROCEDURES MANUAL, 2012

	None	Step by step procedures are documented manually on paper	Automated step by step procedures in MS Word document	Procedures include flow charts for each type of process or document
Bamyan 2012		✓	✓	
All cities	31%	69%	46%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Bamyan 2010	Bamyan 2011	Bamyan 2012	Percent of all cities in 2012
A copy of the law that governs municipalities	NA	NA	✓	100%
A copy of Sub-National Governance Policy Document	NA	NA	✓	23%
A description of the responsibilities, for each of your municipal departments	NA		✓	92%
A municipal organizational chart		✓	✓	100%
Written job description for all municipal staff members		✓	✓	85%
A copy of the Provincial Development Plan (PDP)	✓	✓	✓	85%
An economic profile	NA	✓	✓	100%
Written statements of vision, mission and goals	NA	✓		77%
Established written objectives, responsibilities and timelines for achieving municipal goals	NA	NA		31%

Bamyan did not have a functioning municipal council in 2012. Of the 13 RUE cities, ten had functioning councils, four met weekly and six met monthly, nine of the ten kept minutes at their meetings.

FIGURE 19: MUNICIPAL COUNCIL, 2012

		Bamyan	All cities
Functioning municipal council	No	✓	23%
	Yes		77%
Frequency of municipal council meetings (percent of cities that have a municipal council)	Weekly	NA	40%
	Monthly	NA	60%
Meeting minutes are kept (percent of cities that have a municipal council)	No	NA	10%
	Yes	NA	90%

In 2012, it became possible for citizens to meet directly with the mayor about their concerns, but the City did not make a suggestion box available. Bamyan had a forum for citizens' consultation and participation. The forum was ad hoc rather than formal and had 45 members. The forum met monthly.

Women were included in the forum, as well as representatives from the business, religious, cultural and youth communities. The forum was used to help the City prioritize, monitor and evaluate municipal projects and services; deliver municipal services; prepare annual budgets; plan and conduct public events; and resolve conflicts. Bamyan kept a written list of donors that assisted the municipality.

FIGURE 20: MECHANISM TO DEAL WITH CITIZEN COMPLAINTS COMPARED BY YEAR

	None	Citizens can call in to the office or media areas	Mayor talks with people directly in his office	Complaint box or suggestion box available in the municipality
Bamyan 2011		✓		
Bamyan 2012		✓	✓	
All cities 2012	8%	92%	77%	46%

FIGURE 21: CITIZEN FORUM, 2012

		Bamyan	All cities
Have a forum for citizens' consultation and participation	Yes	✓	100%
Forum is formal or ad hoc	None		8%
	Ad hoc	✓	62%
	Formal		31%
Number of forum members	8		8%
	15		15%
	18		8%
	24		8%
	25		8%
	27		8%
	30		15%
	34		8%
	35		8%
	45	✓	8%
	72		8%
Frequency forum meets	Monthly	✓	100%

FIGURE 22: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012

	Bamyan	Average for all cities
Women	5	3.9
Local business	10	8.2
Religious	3	2.5
Youth	5	5.1
Culture	4	2.6
Other	18	6.7
Total	45	29.1

FIGURE 23: TYPES OF ACTIVITIES THE FORUM PERFORMS, 2012

	Bamyan	All cities
Prioritization of municipal projects	✓	77%
Prioritization of municipal services	✓	100%
Delivery of municipal services	✓	92%
Monitoring and evaluation of municipal projects	✓	85%
Monitoring and evaluation of municipal services	✓	69%
Annual budget preparation	✓	54%
Monitoring and evaluations of budget execution		38%
Tariff setting for municipal taxes, charges and fees		46%
Conflict resolution	✓	100%
Planning and conducting of public events	✓	69%
Others	✓	31%

FIGURE 24: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY COMPARED BY YEAR

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Bamyan 2011		✓	
Bamyan 2012		✓	✓
All cities 2012	8%	92%	38%

The Bamyan municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis. They communicated with the IDLG/GDMA by telephone, email and formal documents and letters. They also communicated with three-quarters of the Provincial Line Ministry Directorates.

FIGURE 25: FREQUENCY OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR

	Weekly	Monthly	Quarterly	Annually
Bamyan 2010		✓		
Bamyan 2011			✓	
Bamyan 2012	✓			
All cities 2012	77%	23%	0%	0%

FIGURE 26: MODE OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	Percent of all cities 2012
Telephone	✓	✓	54%
Email	✓	✓	46%
Reports/legal documents and official letters	✓	✓	85%
In-person, meetings or conferences			46%

FIGURE 27: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2012

Provincial Line Ministry Directorate	Bamyan	Percent of all cities
Agriculture Directorate	✓	92%
Border and Tribal Affairs Directorate		38%
Communication Directorate	✓	77%
Commerce Directorate	✓	62%
Counter Narcotics Directorate	✓	46%
Central Statistics Directorate	✓	92%
Education Directorate	✓	77%
Economy Directorate	✓	100%
Finance Directorate	✓	92%
Foreign Affairs Directorate		23%
Hajj and Pilgrimage Directorate	✓	85%
Information and Culture Directorate	✓	92%
Department of Youth	✓	77%
Law and Justice Department	✓	77%
Directorate of Mines and Industries	✓	54%
Public Health Directorate	✓	100%
Public Work Directorate	✓	92%
Rural Rehabilitation & Development Directorate	✓	69%
Refugees and Repatriation Directorate	✓	85%
Social Affairs Directorate	✓	77%
Transportation Directorate	✓	77%
Urban Development Directorate	✓	92%
Women's Affairs Directorate	✓	92%
Department of Petroleum		23%
Local University		38%
Environmental Protection Directorate	✓	92%
Canal Directorate	✓	38%
Electricity Directorate	✓	77%
Lamentation Directorate		8%
Custom Directorate		23%
Security		38%
National Police	✓	92%
Border Army		8%
National Intelligence Directorate	✓	77%
Judiciary	✓	23%
Appellate Court	✓	85%
Urban Primary Court	✓	69%
General Military Attorney		23%
Attorney General	✓	46%
Red Crescent	✓	69%
Da Afghanistan Bank	✓	85%

PUBLIC WORKS CAPACITY

The Bamyan municipality was involved in providing water, waste water and sanitation systems, but not power systems.

FIGURE 28: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Bamyan 2010	Bamyan 2011	Bamyan 2012	Percent of all cities in 2012
Water	NA		✓	46%
Power	✓			23%
Waste water system	NA	✓	✓	100%
Sanitation system (septic tanks with removal)	NA	✓	✓	92%

All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service. In 2011 and 2012, Bamyan wrote Public Works activity plans on a weekly basis for at least some service areas. Scheduling improved, from conducting most scheduling verbally to having written maintenance schedules, for all departments. These schedules were not included in the budget, however. Improvements were made to service inspections in 2012; at least some departments maintained these in writing.

FIGURE 29: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least one department or service area	Written plans were weekly/monthly for all departments
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
All cities 2012	0%	100%	92%	46%

FIGURE 30: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT COMPARED BY YEAR

	None	Most scheduling of latrine, park and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least one department or service area	Written schedules on weekly/ monthly basis for all departments	Written schedules for all departments and operations/ maintenance included in budget
Bamyan 2011		✓			
Bamyan 2012		✓	✓	✓	
All cities 2012	8%	92%	61%	31%	8%

FIGURE 31: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR

	None	Service inspections were done orally with mayor who provided the monitoring	Service inspection reports were maintained in written format for at least one department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Bamyan 2011		✓		
Bamyan 2012		✓	✓	
All cities 2012	0%	100%	85%	31%

The mayor, municipality, or Public Works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past.

FIGURE 32: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS

	Bamyan 2012	All cities 2012
Mayor, municipality, or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past	✓	100%

In 2012, Bamyan's Public Works project maintenance was staffed, equipped and given its own budget item, an improvement from 2011. The City conducted unscheduled road maintenance, while maintenance of parks and latrines had crews, equipment and a budget.

FIGURE 33: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Bamyan 2011		✓		
Bamyan 2012		✓	✓	✓
All cities 2012	0%	100%	69%	38%

FIGURE 34: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Bamyan 2011		✓		
Bamyan 2012		✓		
All cities 2012	15%	85%	38%	23%

FIGURE 35: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional park cleaning and was not scheduled	Municipality had a specific crew and equipment for park maintenance	Municipality had a specific crew and equipment and a line item in the budget for park maintenance
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
All cities 2012	8%	92%	62%	23%

FIGURE 36: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
All cities 2012	0%	100%	62%	31%

Like most cities, Bamyan had a designated landfill (12 of 13 RUE cities had landfills). The city also had 108 designated dumpsites and 60 informal dumpsites. Approximately 203 cubic meters of solid waste were generated and 175 cubic meters were collected each month. This collection was accomplished with two trucks and 18 laborers.

FIGURE 37: WASTE MANAGEMENT

	Bamyan 2012
Had a designated landfill site	✓
Formal dumpsites	108
Informal dumpsites	60
Cubic meters of solid waste produced/generated each month	203
Cubic meters of solid waste collected each month	175
Trucks involved in municipal trash collection	2
Laborers are involved in municipal trash collection	18

The City had a trash collection plan; they hired and equipped a trash collection crew and had scheduled collection. They did not identify specific funding in the budget for this task.

FIGURE 38: TRASH COLLECTION PLAN COMPARED BY YEAR

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
All cities 2012	0%	100%	100%	69%

The City of Bamyan had several vehicles to use in their work (cars, trucks and motor bikes). The inventory list included more assets in 2012 than in 2011. For the most part, equipment was reported to be in excellent or good condition.

FIGURE 39: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport		Poor	
Dump truck/large Mazda	2	Construction and park maintenance	Yes	Good	Yes
Generator	1	Construction	Yes	Poor	Yes
Grader	2	Construction and road maintenance	Yes	Excellent	Yes
Jeep/truck/pickup	1	Rental Income and staff transport	Yes	Excellent	Yes
Land cruiser/Fardo	2	Staff transport	Yes	Excellent	Yes
Motorcycle/bike	2	Staff transport	Yes	Good	Yes
Other super custom	2	Park maintenance and waste management	Yes	Excellent	
Pick axe	15	Construction and park maintenance	Yes	Good	
Septic	1	Waste management	Yes	Good	

FIGURE 40: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport		Poor	
Grader	1	Road maintenance	Yes	Excellent	Yes
Dump truck/large Mazda	2	Waste management	Yes	Excellent	Yes
Land cruiser/Fardo	2	Staff transport	Yes	Excellent	Yes
Generator	3	Office	Yes	Excellent	
Motor cycle/bike	3	Staff transport	Yes	Good	Yes
Pick axe	15	Waste management	Yes	Good	

FIGURE 41: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Coach/van	1	Staff transport	Yes	Excellent	Yes
Grader	1	Road maintenance	Yes	Good	Yes
Dump truck	1	Waste management	Yes	Good	Yes
Jeep/truck/pickup	1	Staff transport	Yes	Excellent	
Car/corolla/Saracha taxi	3	Staff transport	Yes	Excellent	Yes
Glider	3	Road maintenance	Yes	Excellent	Yes
Pick axe	3	Unknown	Yes	Good	
Hand basket	40	Waste management	Yes	Good	

In 2012, the City continued to repair vehicles as needed, without a schedule. The City had a small work space available for making these repairs. The Sanitation and Greenery Manager and Administration Manager were responsible for the maintenance of vehicles, tools and equipment.

Both the community and the private sector were involved in select Public Works services. The community was involved in house-to-house collection and disposal of solid waste and raw sewage, materials recovery, composting and compost sales. The private sector was involved in the collection of public latrine user fees.

FIGURE 42: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT COMPARED BY YEAR

	None	Repaired vehicles when needed	Written checklist for vehicle maintenance on daily/weekly basis	Written checklist for vehicle maintenance on daily/weekly basis and also included in budget
Bamyan 2011		✓		
Bamyan 2012		✓		
All cities 2012	8%	92%	38%	23%

FIGURE 43: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Bamyan 2011		✓	
Bamyan 2012		✓	
All cities 2012	15%	54%	31%

FIGURE 44: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES, 2012

	Bamyan		All cities	
	Community	Private Sector	Community	Private Sector
Any Public Works services	✓	✓	54%	54%
House-to-house collection of solid waste	✓		23%	0%
Transport of solid waste to the dumpsite/landfill			23%	0%
Operation and maintenance of dumpsite/landfill			8%	0%
Collection of solid waste management fee			8%	8%
Materials recovery	✓		15%	0%
Composting	✓		23%	0%
Selling of compost	✓		15%	0%
Operation and maintenance of public latrines			8%	31%
Collection of public latrine user fees		✓	8%	31%
Operation and maintenance of public parks			8%	31%
Collection of public parks entrance fees			8%	15%
House-to-house collection and disposal of raw sewage	✓		23%	0%

In 2012, the Bamyan Public Works Office reported having its own office space and furnishings, an improvement from prior years. Public works documents were filed, organized and stored for easy retrieval. The office had no computers. RUE supplied electricity for the office.

FIGURE 45: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

FIGURE 46: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		31%	38%	31%
	2011		✓		8%	77%	15%
	2012			✓	0%	62%	38%
Furnishings (desk/chairs)	2010		✓		15%	69%	15%
	2011		✓		8%	69%	23%
	2012			✓	0%	46%	54%
Furnishings (cabinets)	2012			✓	0%	62%	38%

FIGURE 47: PUBLIC WORKS COMPUTERS AVAILABLE, 2012

	Bamyan	All cities average
Number of computers	0	3.8
Number of people who share these computers	0	4.8
Number of computers with internet provided by RUE	0	0.3
Number of computers with internet provided by municipality	0	0.5
Number of computers with internet provided by another donor	0	0.1

FIGURE 48: PUBLIC WORKS ELECTRICITY PROVISION, 2012

	Bamyan	All cities
Electricity provided by RUE	✓	85%
Electricity provided by the municipality		62%

PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current year. For the 1391 (2012) budget year, it took 44 days from submitting the budget to receiving final approval. The budget was created by filling out computerized forms. Twelve of the 13 RUE cities used Microsoft Excel to create their budget and it took an average of 54 days for final approval.

The City had formed a budget committee but had not presented the budget to the Citizens' Forum or published it in the municipal newsletter. The Public Finance Office had not developed staff work plans but had a systematic filing system for financial management documents. The Office used a correspondence book to record payments and automated M20 to record revenues, but had not graduated to using a cash account or automated General Journal and ledger.

FIGURE 49: BUDGET AND PLANNING ACTIVITIES, 2012

	Bamyan	Percent of all cities
Had an approved budget for the current year	✓	100%
Budget created using Microsoft Excel	✓	92%
Average number of days to receive final budget approval	44 days	54 days
Municipality presented the 1391 (2012) budget in the Citizens' Forum		62%
Municipality published the 1391 (2012) budget in the municipal newsletter		15%
Municipality formed a budget committee for the 1391 (2012) budget preparation	✓	100%
Municipality developed department level or staff level work plans		54%

FIGURE 50: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

FIGURE 51: USE OF GENERAL LEDGER COMPARED BY YEAR

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 - Automated	Cash Account and M20	Automated General Journal and Ledger
Bamyan 2011		✓	✓		
Bamyan 2012		✓	✓		
All cities 2012	0%	100%	100%	85%	8%

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

All of the RUE cities had Cash Disbursement (expense) systems with both manual and computerized components and all cities used GDMA-Municipal COA for expenditures.

Bamyan had one governmental audit conducted in 1390 (2011) by the Control and Audit Office. Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in that year.

FIGURE 52: PROCUREMENT SYSTEM TYPE, 2012

	Manual	Computerized
Bamyan	✓	✓
All cities	100%	46%

FIGURE 53: FINANCIAL AUDITS, 2012

	Bamyan		All cities			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
Control and Audit Office	✓	10	3	31	6	76
IDLG			6	32	10	60
OAA			3	32	6	45
Second Audit						
OAA			4	30	5	90

As in past years, the Public Finance Office continued to have shared office space and furnishings. The office had one computer that was shared by three people. The office had access to Microsoft Office, but not accounting software or a connection to the internet. RUE provided electricity for this office.

FIGURE 54: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011		✓		0%	77%	23%
	2012		✓		0%	54%	46%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012		✓		0%	38%	62%
Furnishings (cabinets)	2012		✓		0%	38%	62%

FIGURE 55: PUBLIC FINANCE COMPUTERS AVAILABLE, 2012

	Bamyan	All cities average
Number of computers	1	1.5
Number of people who share these computers	3	1.8
Number of computers with internet provided by RUE	0	0.2
Number of computers with internet provided by municipality	0	0.0
Number of computers with internet provided by another donor	0	0.0

FIGURE 56: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE, 2012

	Bamyan	All cities
Microsoft Office	✓	92%
Accounting software		0%

FIGURE 57: PUBLIC FINANCE ELECTRICITY PROVISION, 2012

	Bamyan	All cities
Electricity provided by RUE	✓	77%
Electricity provided by the municipality		69%

REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Office created revenue forecasts from the RIAP, including frequency of collection for each source, and listings of revenue sources and actual collections. Bamyan had a list of City owned property and their values and used the GDMA Municipal COA for revenue accounting. They had written procedures for collecting business license fees and property Safayi fees, but not other forms of revenue. The Revenue Enhancement Office had department or staff level work plans that were updated annually.

FIGURE 58: REVENUE ENHANCEMENT OFFICEDOCUMENTS AND PROCEDURES COMPARED BY YEAR

	Bamyan 2011	Bamyan 2012	All cities 2012
List of Municipal owned property and their values	✓	✓	92%
Listing of revenue sources and actual collections	✓	✓	100%
Revenue forecast from the RIAP including frequency of collection for each source.	✓	✓	100%
Department level or staff level work plans	NA	✓	62%
Standard written procedures for collecting business license fees	NA	✓	100%
Standard written procedures for collecting property Safayi fees	NA	✓	69%
Standard written procedures for collecting other sources of revenue	NA		54%
Municipality uses the GDMA Municipal COA for revenue	NA	✓	100%

FIGURE 59: FREQUENCY OF WORK PLAN UPDATES, 2012

	Weekly	Monthly	Quarterly	Annually
Bamyan 2012				✓
All cities, 2012	0%	38%	0%	63%

The property Safayi fee and revenue systems were manual, while the business registration and licensing system had both manual and computerized components. The revenue system was improved in 2012; revenue receipts were recorded in an Excel-based sub ledger. In 2011, they were not recorded. The Revenue Office's filing system continued to be filed and organized but not stored.

FIGURE 60: REVENUE SYSTEM TYPES, 2012

	Bamyan			Percent of all cities		
	Manual	Computerized	Both	Manual	Computerized	Both
Business registration and licensing system	✓	✓	✓	38%	100%	38%
Property Safayi fee system	✓			92%	15%	15%
Revenue system	✓			85%	92%	77%

FIGURE 61: REVENUE SYSTEM TYPES COMPARED BY YEAR

	None	All revenue receipts are recorded in a manual revenue journal.	All revenue receipts are recorded in Excel based revenue sub ledger.	All revenue is recorded in both cash ledger and revenue sub-ledger in Excel.	All transactions are recorded in an electronic General Journal and posted to sub ledger.
Bamyan 2011	✓				
Bamyan 2012		✓	✓		
All cities	0%	100%	92%	54%	8%

FIGURE 62: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Bamyan 2011		✓	✓	
Bamyan 2012		✓	✓	
All cities 2012	0%	100%	100%	46%

The Bamyan Revenue Office kept a list of the 30 business guilds within the city and of private sector contracts. The office had 868 registered businesses and 1,441 properties registered in the Safayi fee system. There were Chamber of Commerce and Industry representatives in the city.

FIGURE 63: BUSINESS REPRESENTATIVES IN CITY, 2012

	Bamyan	Percent of all cities
Provided a list of business guilds and the name of the representative of each guild.	✓	69%
Had a representative of Chamber of Commerce and Industry in the municipality	✓	31%
Provided a list of contracts between the municipality and the private sector. Such as shop rental, parking lot rental, slaughter house rental, leased properties etc.	✓	92%

FIGURE 64: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012

	Bamyan	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	868	2,418	308	6,803
Properties registered in the property Safayi fee system	1,441	1,500	0	5,793
Business guilds in the municipality	30	32	0	171

In 1390 (2011), 12 of the 13 RUE Cities collected City Service fees. Bamyan collected 3,920,152 AFN in commercial truck fees in 1390 (2011) and anticipated about the same amount of revenue from this source in 1391 (2012).

FIGURE 65: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012

	Bamyan	All cities		
	Total AFN	Average	Minimum	Maximum
How much was collected in 1390? (March 21, 2011 to March 20, 2012)?	3,920,152	15,703,778	647,898	90,313,332
How much is forecasted for 1391? (March 21 to December 21, 2012)?	3,925,000	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391? (March 21 to June 20, 2012)?	1,375,000	4,275,393	100,000	21,390,000

A note about fee collection and forecasts: The Afghan government follows a solar calendar that begins March 21 and ends March 20 and in the past had used this calendar year as the government's fiscal year for budgeting. Solar year 1391 encompassed March 21, 2011 to March 20, 2012. In April, 2012, the decision was made to change the government's fiscal year. The budget year 1392 will begin on December 21, 2012 and end on December 20, 2013. This resulted in a shortened 1391 fiscal year; consequently the budget forecast for 1391 was based on a nine month budget year (March 21, 2012 to December 20, 2012). Additionally, in 1390 and 1391 Afghan municipalities collected a fee on commercial trucks (based upon the goods the trucks were carrying) as they went through their cities. In 1391 the national government stated that it would take over this revenue function and setup stations along the roads to collect this fee, giving 0.25% of the fee to the municipal governments. The timing for the setup of this new system was unknown. Widely varying forecasts of fee collections for 1391 were due to varying opinions among RUE municipalities as to how this new policy would impact their budgets.

Bamyan's Revenue Enhancement Office had shared office space but had its own furnishings. There were four employees in the office with access to two computers. None of the computers had internet access. Electricity for this office was provided by RUE.

FIGURE 66: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Bamyan			All cities		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012		✓		0%	31%	69%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012			✓	0%	15%	85%
Furnishings (cabinets)	2012			✓	0%	31%	69%

FIGURE 67: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012

	Bamyan	All cities average
Number of computers	2	2.7
Number of people who share these computers	4	2.9
Number of computers with internet provided by RUE	0	0.5
Number of computers with internet provided by municipality	0	0.1

FIGURE 68: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012

	Bamyan	All cities
Electricity provided by RUE	✓	77%
Electricity provided by the municipality		69%

RESIDENT SURVEY

QUALITY OF LIFE

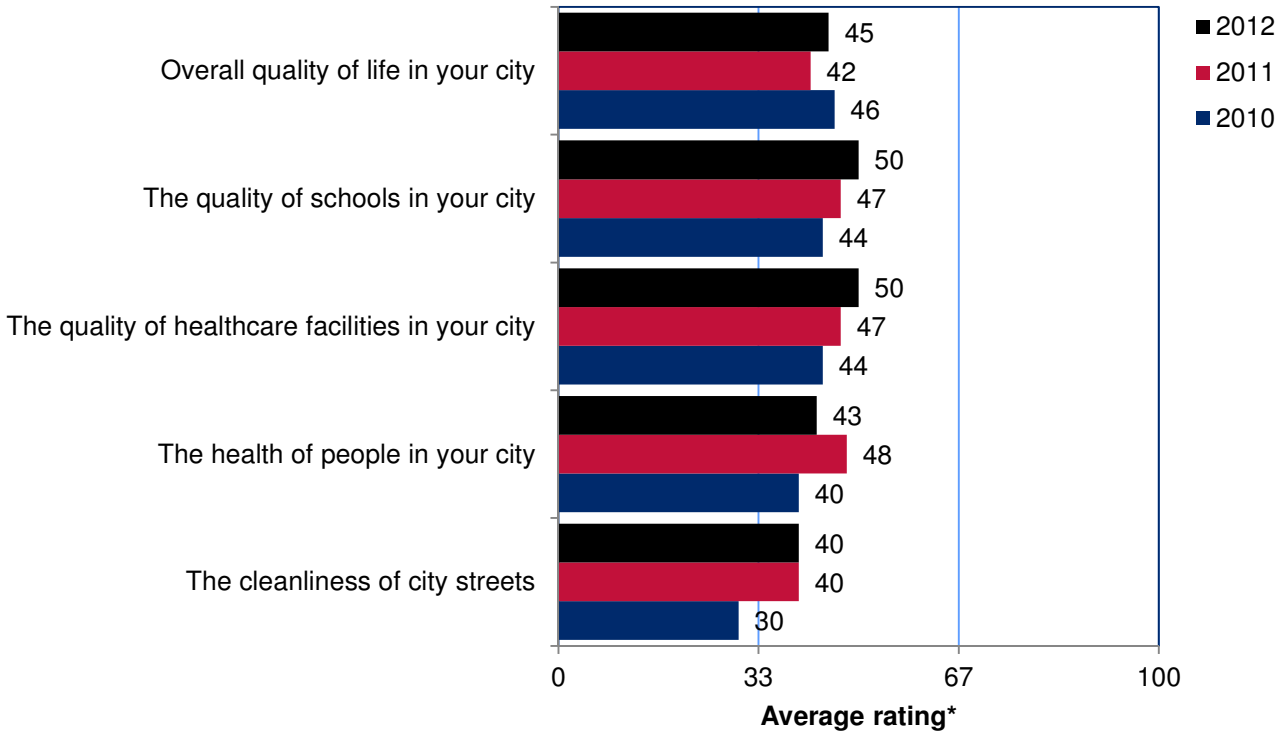
Four in ten residents of Bamyan rated the quality of life in the city as excellent or good, but 45% thought it was fair and 11% thought it was poor. This was similar to ratings in 2010 and 2011. Ratings for the cleanliness of city streets, quality of schools and health care facilities in the city were similar to or lower than the overall quality of life rating, but had improved from 2010 to 2012.

FIGURE 69: QUALITY OF LIFE IN BAMYAN, 2012

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	3%	40%	45%	11%	45
The quality of schools in your city	4%	59%	20%	17%	50
The quality of healthcare facilities in your city	4%	57%	26%	14%	50
The health of people in your city	2%	44%	38%	17%	43
The cleanliness of city streets	3%	40%	30%	27%	40

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

FIGURE 70: QUALITY OF LIFE IN BAMYAN COMPARED BY YEAR



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

EMPLOYMENT

In 2012, Bamyan residents gave low ratings to the number of job opportunities in their city (32% fair and 46% poor). Almost half of residents in 2012 (48%), thought the number of job opportunities had decreased. This was more than in 2010 (22%).

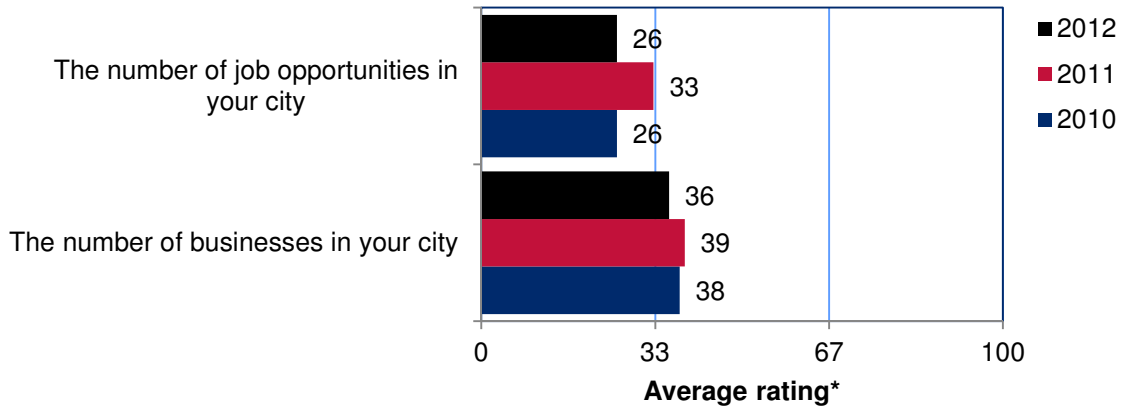
In both years, residents gave low ratings for the number of businesses in their city; 44% thought the number of businesses was fair and 26% thought it was poor.

FIGURE 71: QUALITY OF EMPLOYMENT IN BAMYAN, 2012

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	2%	20%	32%	46%	26
The number of businesses in your city	2%	29%	44%	26%	36

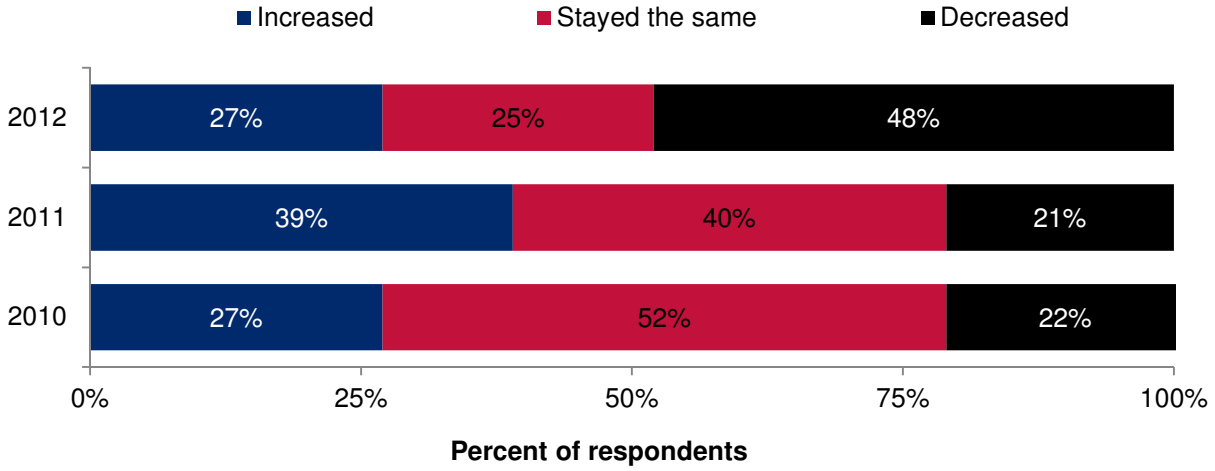
** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.*

FIGURE 72: JOB OPPORTUNITIES IN BAMYAN COMPARED BY YEAR



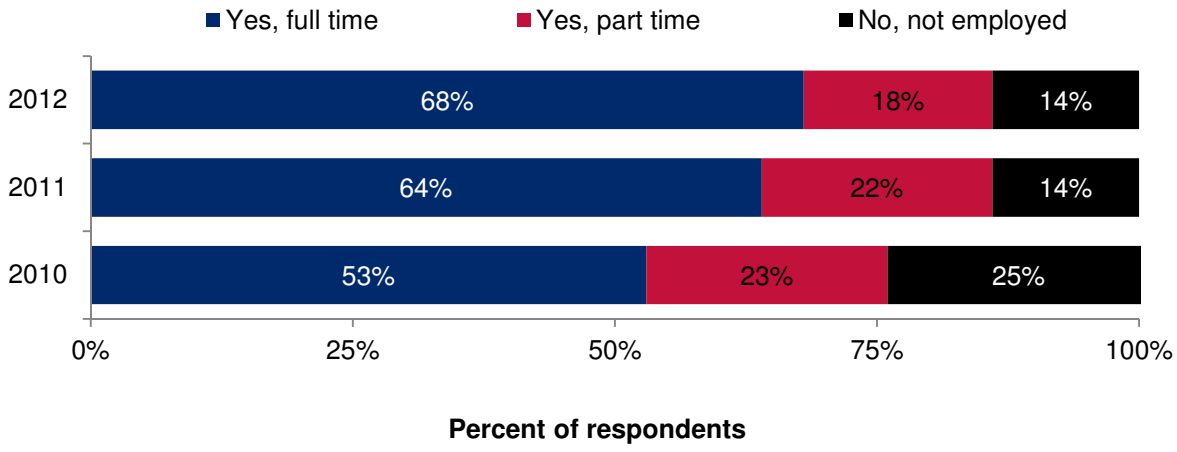
** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.*

FIGURE 73: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



Employment among heads of households improved from 2010 to 2012, with 86% being employed full or part time in 2012, compared to 76% in 2010.

FIGURE 74: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



SERVICES

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

The City of Bamyan was involved in providing water, waste water services, sanitation services, road cleaning and parks and latrine maintenance, but not in providing power services or road repair and maintenance. Most residents thought the city was doing a somewhat (65%) or very (23%) good job of providing services. This was a significant improvement from 2010.

FIGURE 75: JOB THE CITY DOES AT PROVIDING SERVICES, 2012

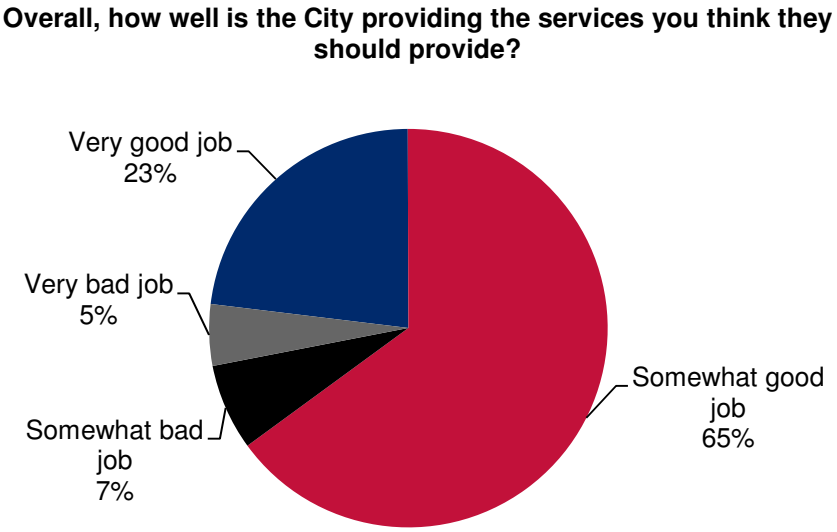
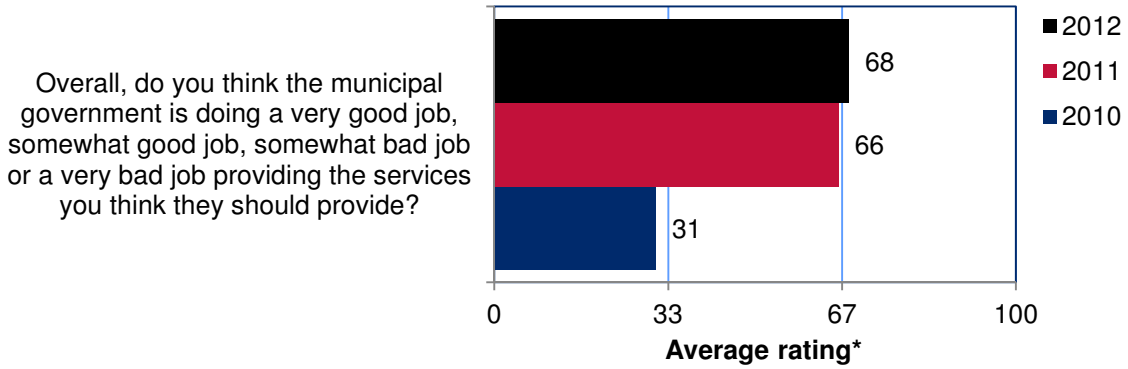


FIGURE 76: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

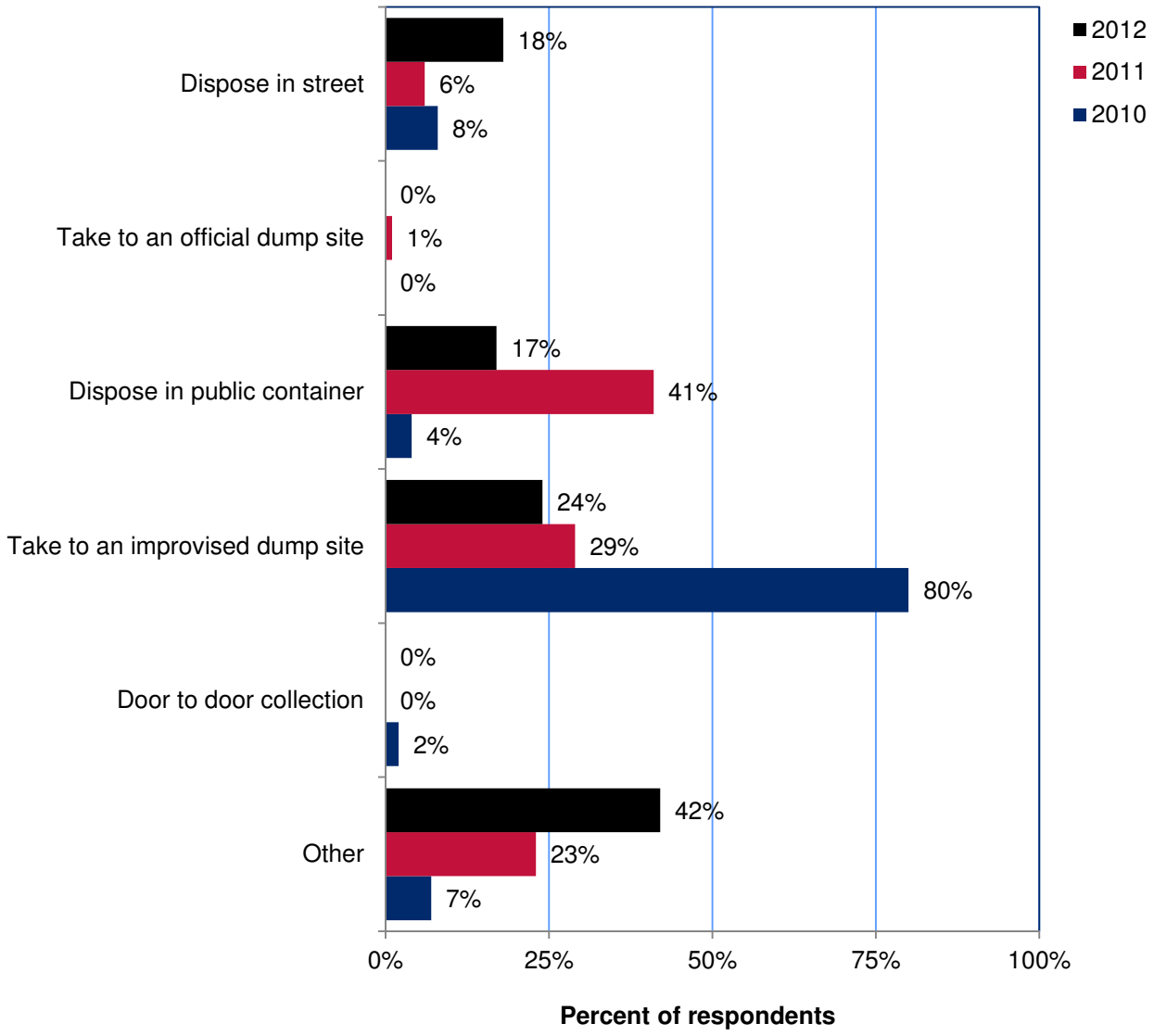


** Average rating where 0=very bad job, 33= somewhat bad job, 67=somewhat good job and 100=very good job.*

SOLID WASTE

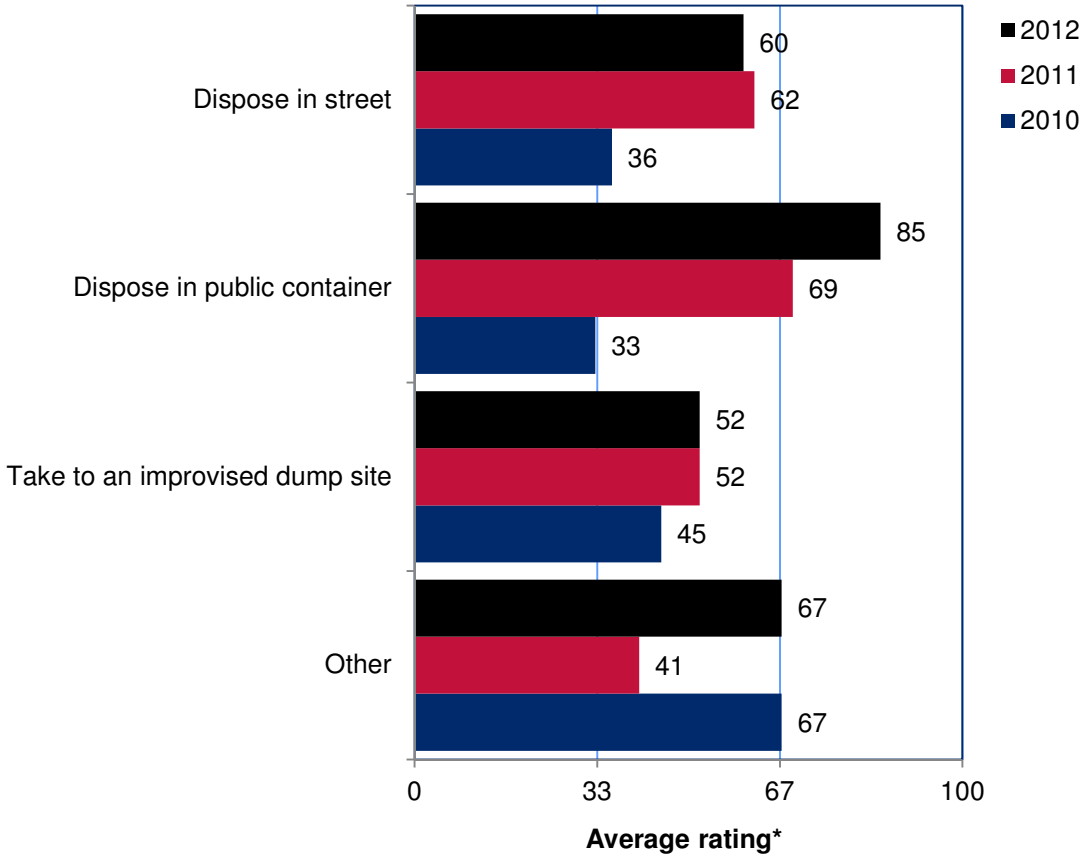
Methods for trash disposal in Bamyan changed between 2010 and 2012. In 2010, most residents used unofficial dumpsites, while this method declined by 2012 (from 80% to 24%). In 2012, more residents used public containers (17%), disposed of trash in the street (18%) or "other" types (42% burned or buried their trash) of trash disposal methods than had in 2010.

FIGURE 77: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents were much more likely to be satisfied with most disposal methods in 2012 than in 2010. They had the highest satisfaction with public containers.

FIGURE 78: SATISFACTION WITH TRASH DISPOSAL METHOD COMPARED BY YEAR



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

Trash removal from streets in Bamyan was less frequent in 2012 than it was in 2010. In 2010, 76% of residents said trash was removed at least weekly. In 2012, 40% had that frequency of service, 11% saw trash removal a couple times each month and 49% had trash removed from streets once a month or even less frequently. With more people using official trash disposal methods in 2012, the city may have been able to reduce this service.

Most residents said they did not pay for this service, although a few (20%) thought it was included in their Safayi taxes.

FIGURE 79: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR

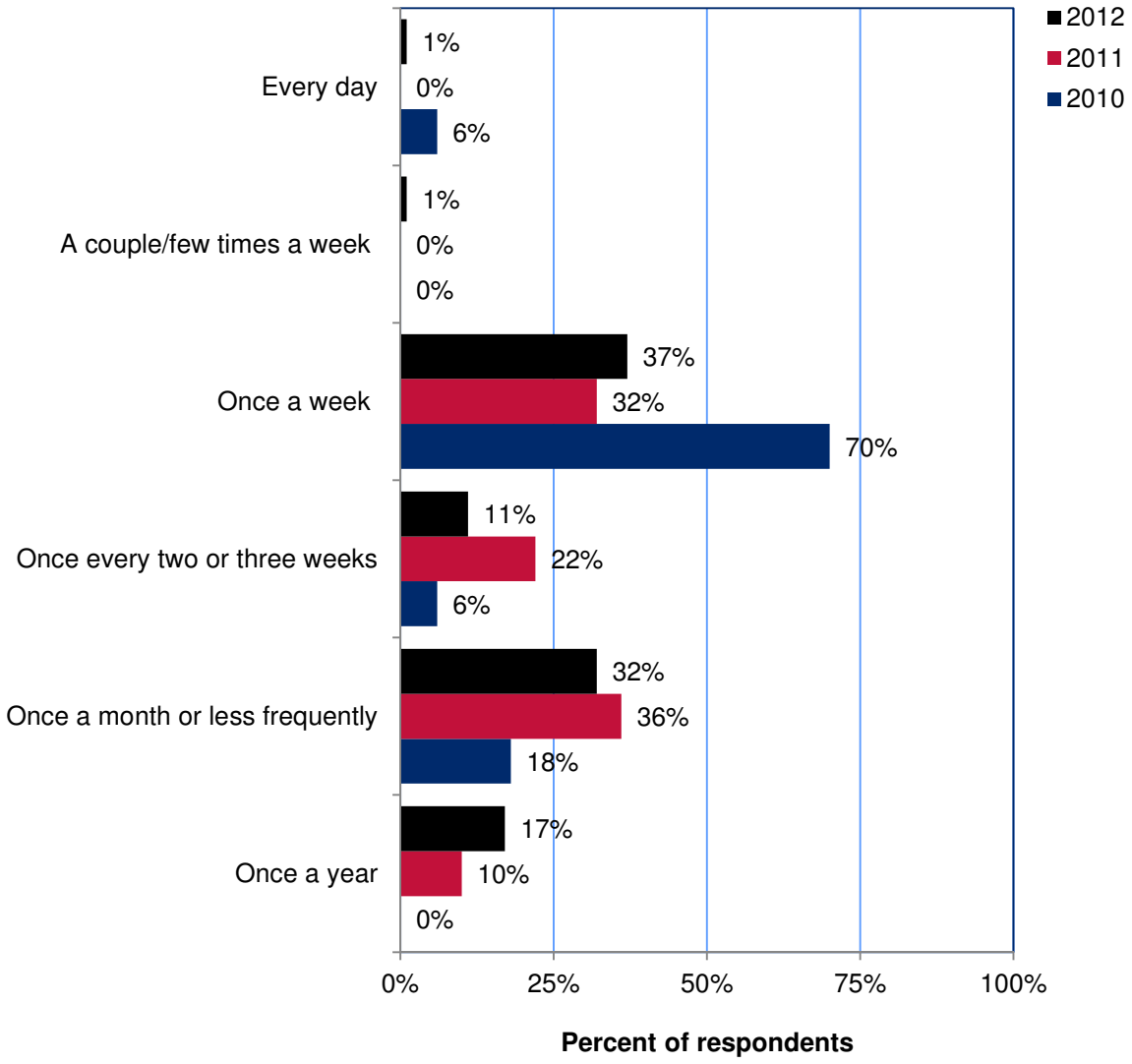
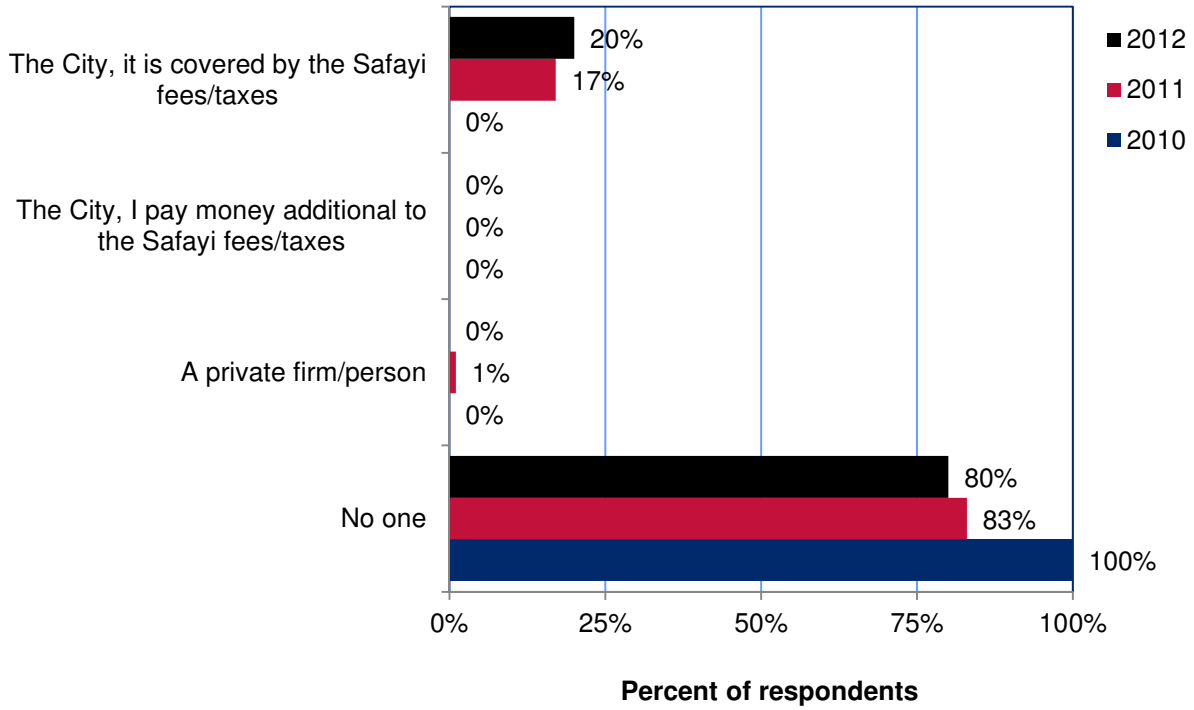


FIGURE 80: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



Half or more of Bamyan residents gave good or excellent ratings to the city trash service for the provision of legal dumpsites (52%), provision of garbage bins in commercial areas (57%), cleaning garbage from the streets (57%) and affordability of trash service (57%). Most residents gave fair or poor ratings to the removal of improvised dumpsites (62%) and provision of garbage bins in residential areas (65%).

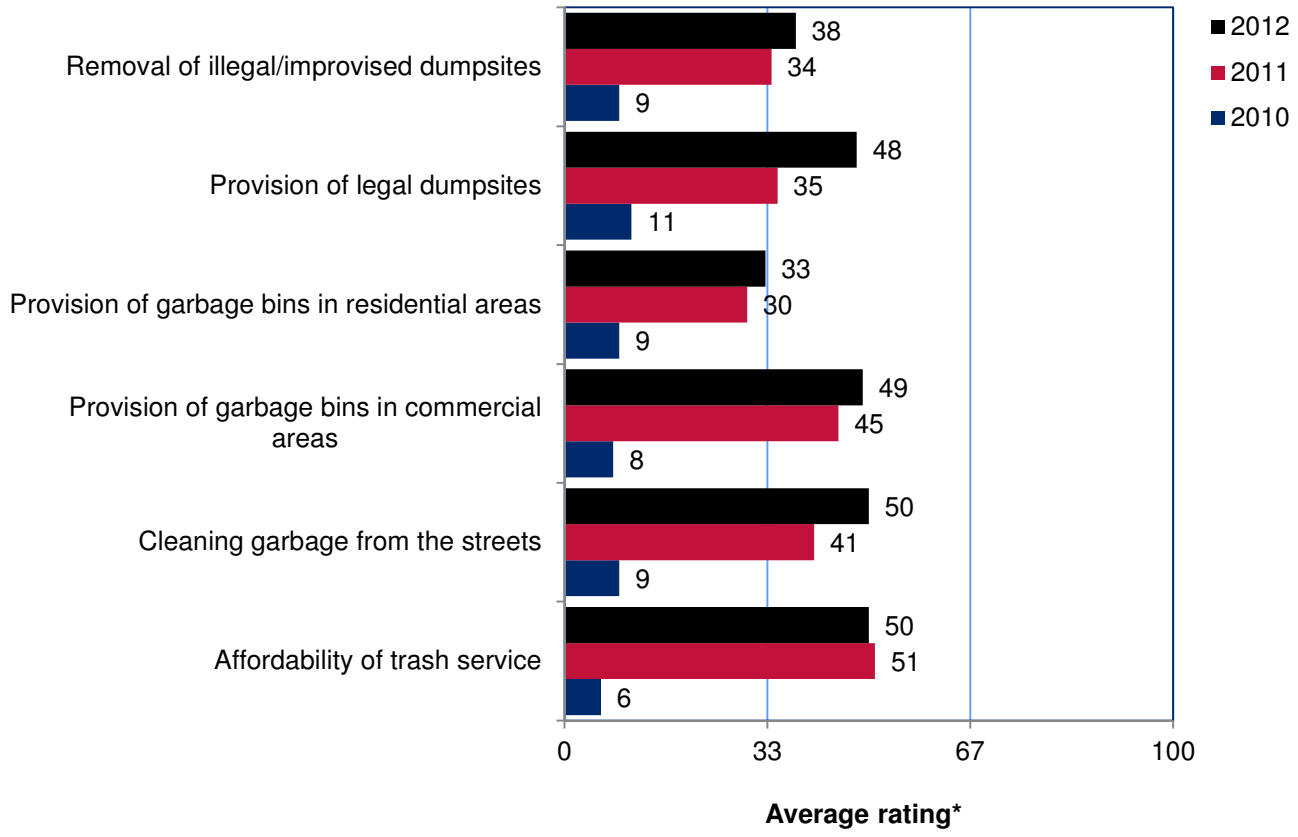
In all case, these ratings reflected significant improvement from 2010.

FIGURE 81: QUALITY OF CITY TRASH SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	4%	34%	33%	29%	38
Provision of legal dumpsites	5%	47%	34%	14%	48
Provision of garbage bins in residential areas	6%	28%	23%	42%	33
Provision of garbage bins in commercial areas	8%	49%	24%	19%	49
Cleaning garbage from the streets	8%	49%	28%	15%	50
Affordability of trash service	9%	48%	27%	16%	50

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

FIGURE 82: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR



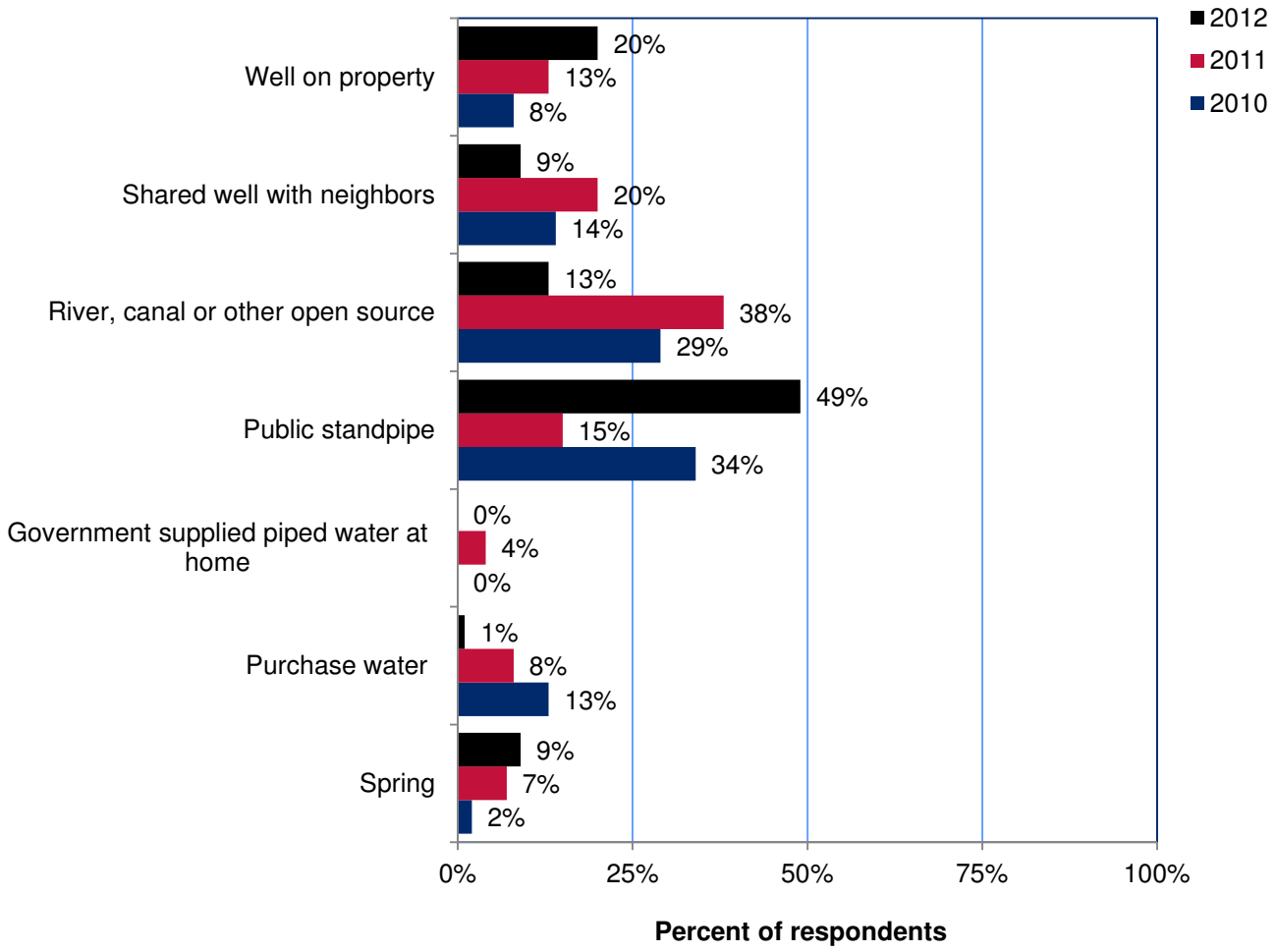
** Average rating where 0=poor, 33=fair, 67=good and 100=excellent.*

WATER

Residents in Bamyan got their water from a variety of sources; 49% from a public stand pipe, 20% from their own well, 13% from open sources (such as rivers or canals), 9% from a spring and 9% from a shared well. Use of public standpipes and private wells increased between 2010 and 2012, while the proportion of residents who purchased water declined.

Those who said they received water from a public standpipe, the government or purchased water were likely supplied by the National Solidarity Program (or a similar program) where residents pay a fixed amount of money to a skilled person assigned to maintain a water pipe system.

FIGURE 83: DRINKING WATER SOURCES COMPARED BY YEAR



The amount paid monthly for water, by those who did pay, varied widely. Bamyan residents paid more for water in 2012 than they did in 2010. In 2010, 71% paid 200 AFN or less, compared to 41% in 2012.

FIGURE 84: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

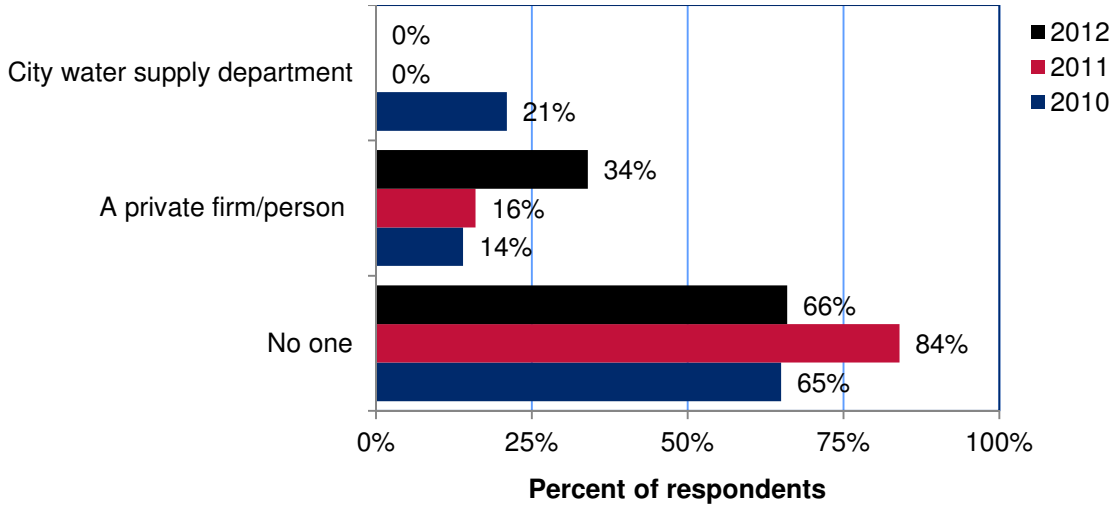
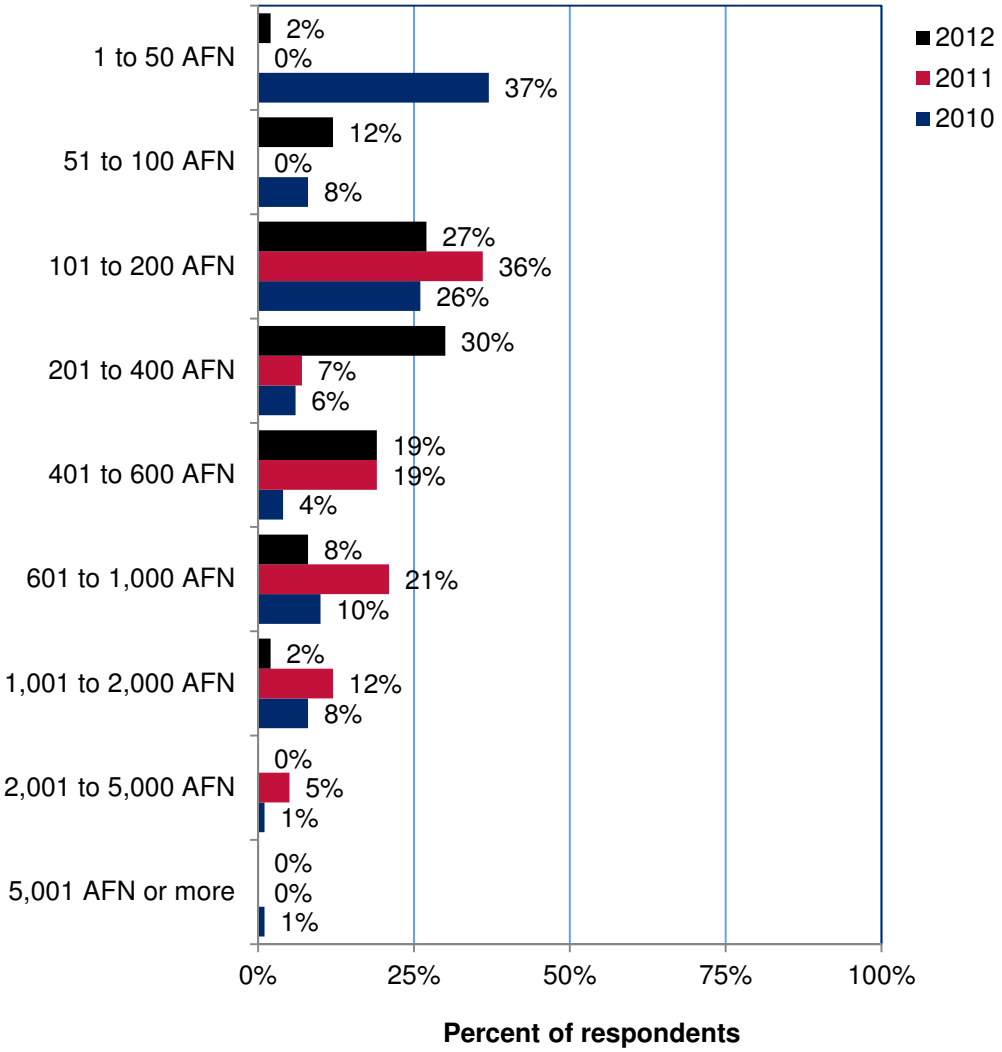
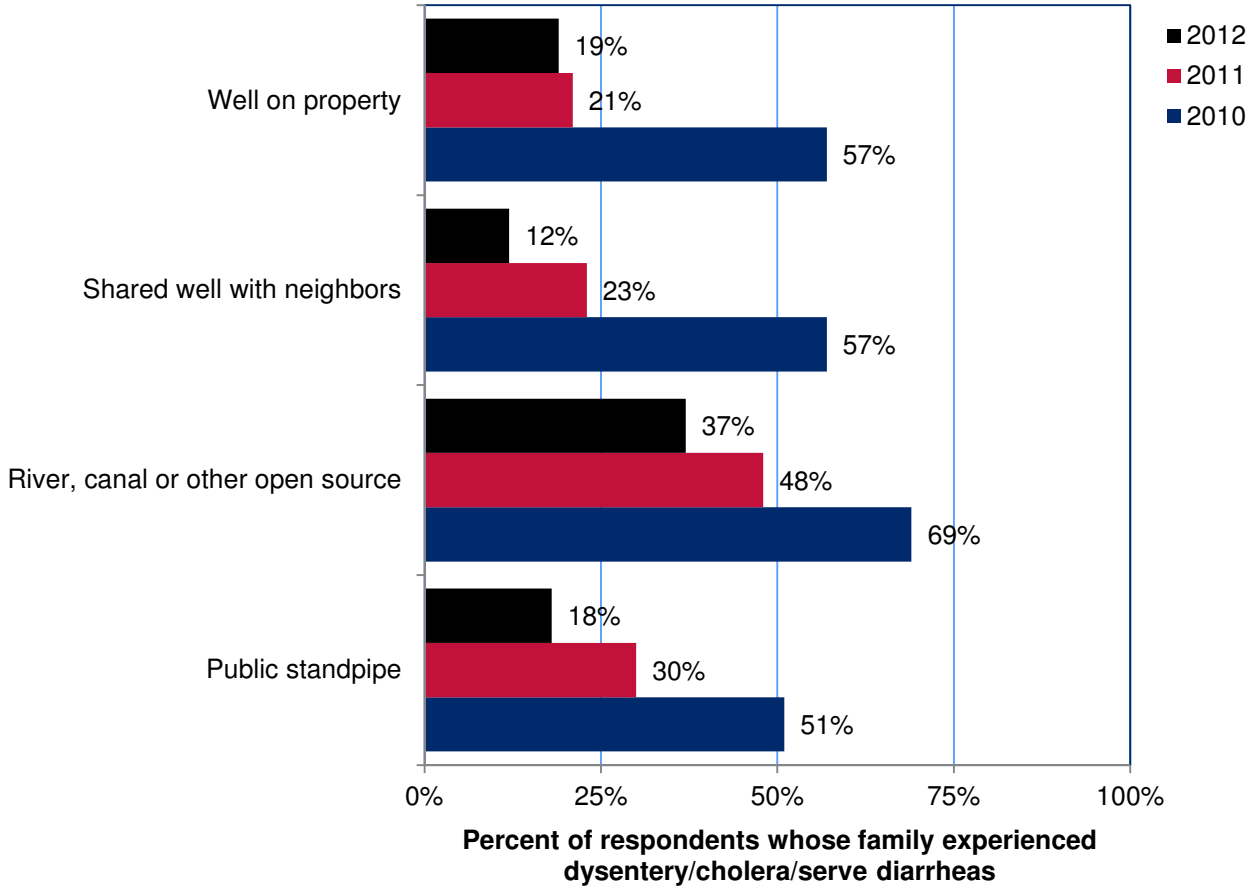


FIGURE 85: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR



The incidence of dysentery/cholera and severe diarrhea decreased significantly between 2010 and 2012, but those who got water from an open source continued to be most likely to experience a waterborne illness.

FIGURE 86: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

Solar energy was the chosen electricity source for almost all households in Bamyan. The proportion of households with solar increased from 35% to 97% from 2010 to 2012. Half of residents also reported using large batteries or invertors as a source of electricity and this proportion also grew since 2010. Bamyan residents did not pay anyone for their electricity.

FIGURE 87: ELECTRICITY SOURCES COMPARED BY YEAR

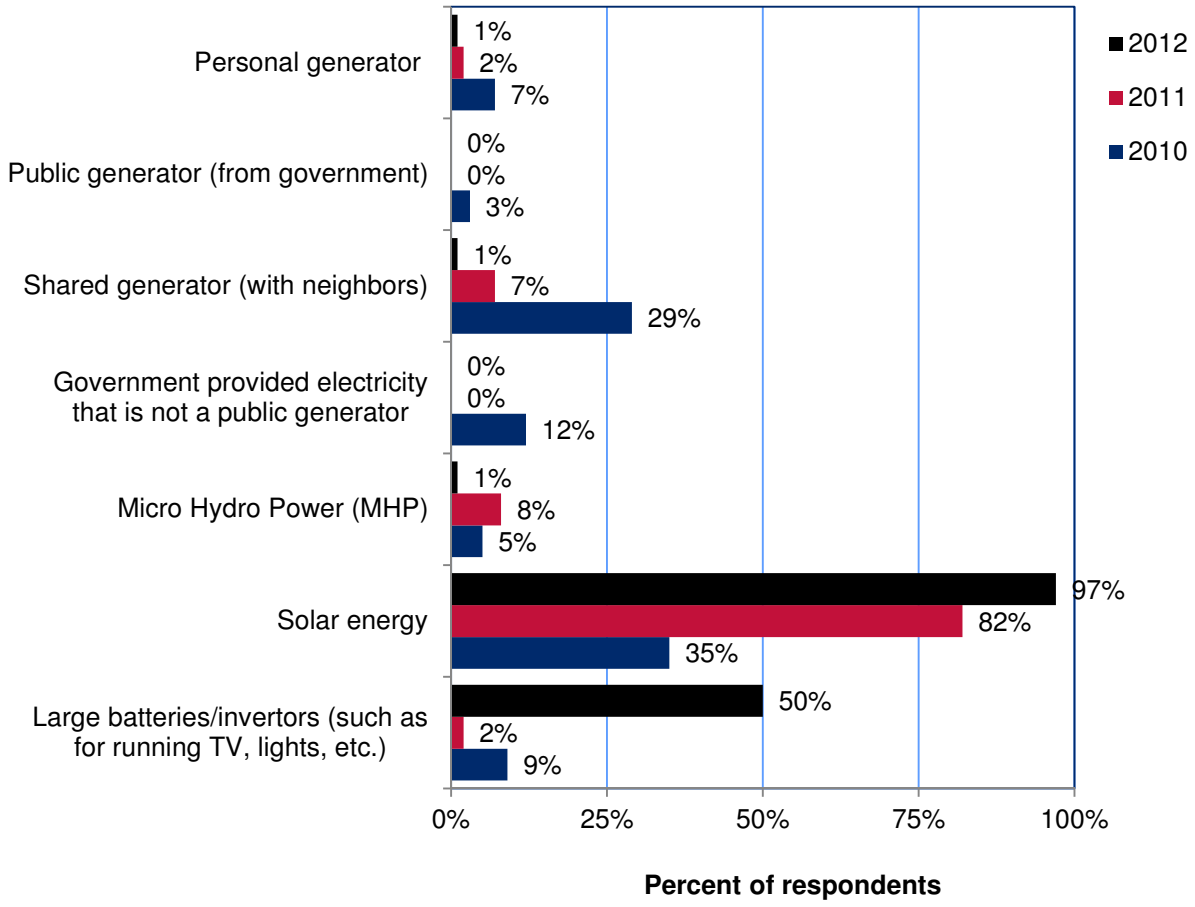
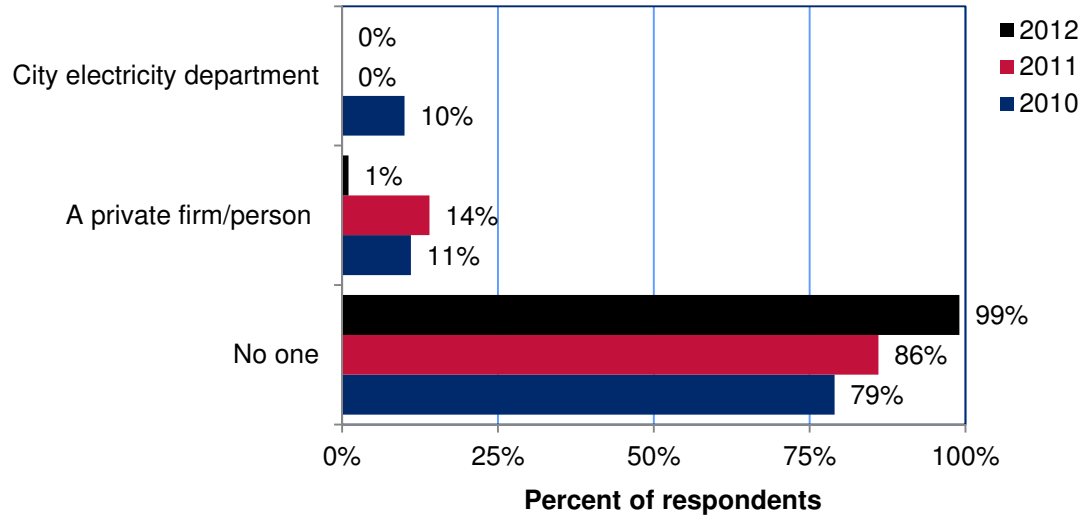


FIGURE 88: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR



ROADS, DRAINAGE AND SANITATION

Almost all residents had dry latrines at their homes. The proportion of households with latrine septic systems increased from three percent in 2010 to 17% in 2012. Drainage of waste water (rain and water from home sinks, but not toilets) was generally into an open ditch or canal (63%) but some homes had a septic system (15%). For about 2 in 10 homes, drainage was into the street or the yard.

In 2010, many residents thought their water was drained through a city pipeline, although a pipeline did not exist in the city. This was likely an error in the description or understanding of what a city pipeline is. This description (or understanding) was improved in 2011.

FIGURE 89: TYPE OF TOILET IN HOME COMPARED BY YEAR

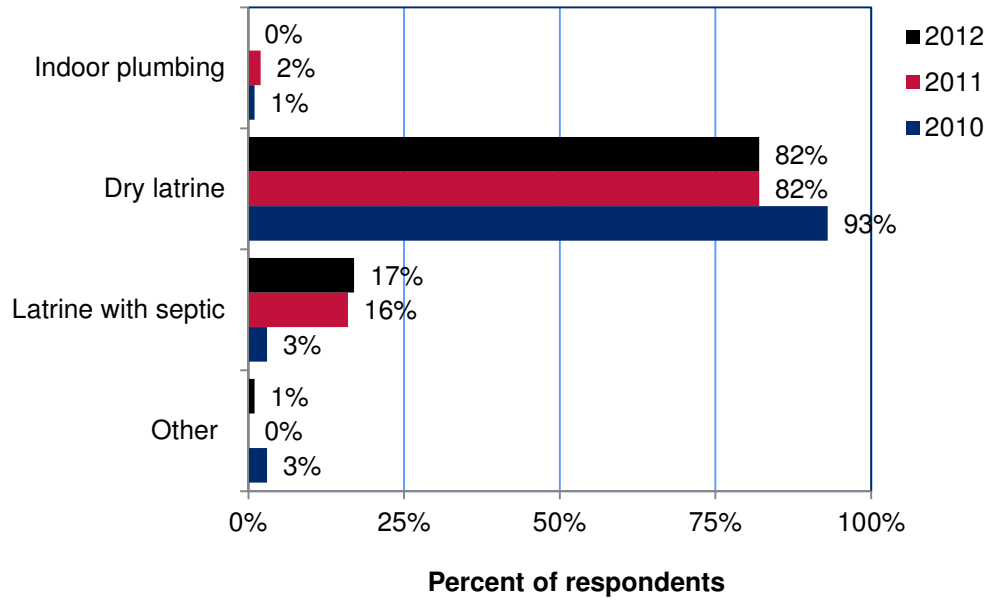
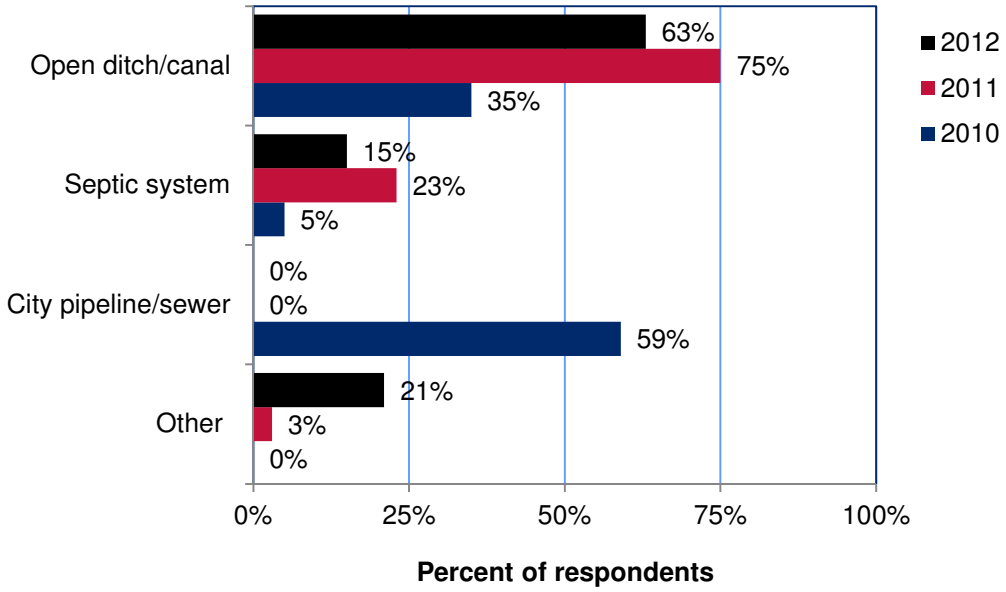


FIGURE 90: TYPE OF DRAINAGE FOR WASTE WATER



**Other responses in 2012 were drains into the yard/garden (11%) or drains onto the street/road (10%)*

Most Bamyan residents used open ditches or canals for wastewater drainage and most gave these ditches low quality ratings. In 2012, 39% said the condition of drainage ditches near their home was poor and 16% thought it was fair. Just over half of respondents (52%) thought the condition of larger drainage ditches throughout the city was only fair or poor. They also gave low ratings for the quality of ditch cleaning, repair and construction services.

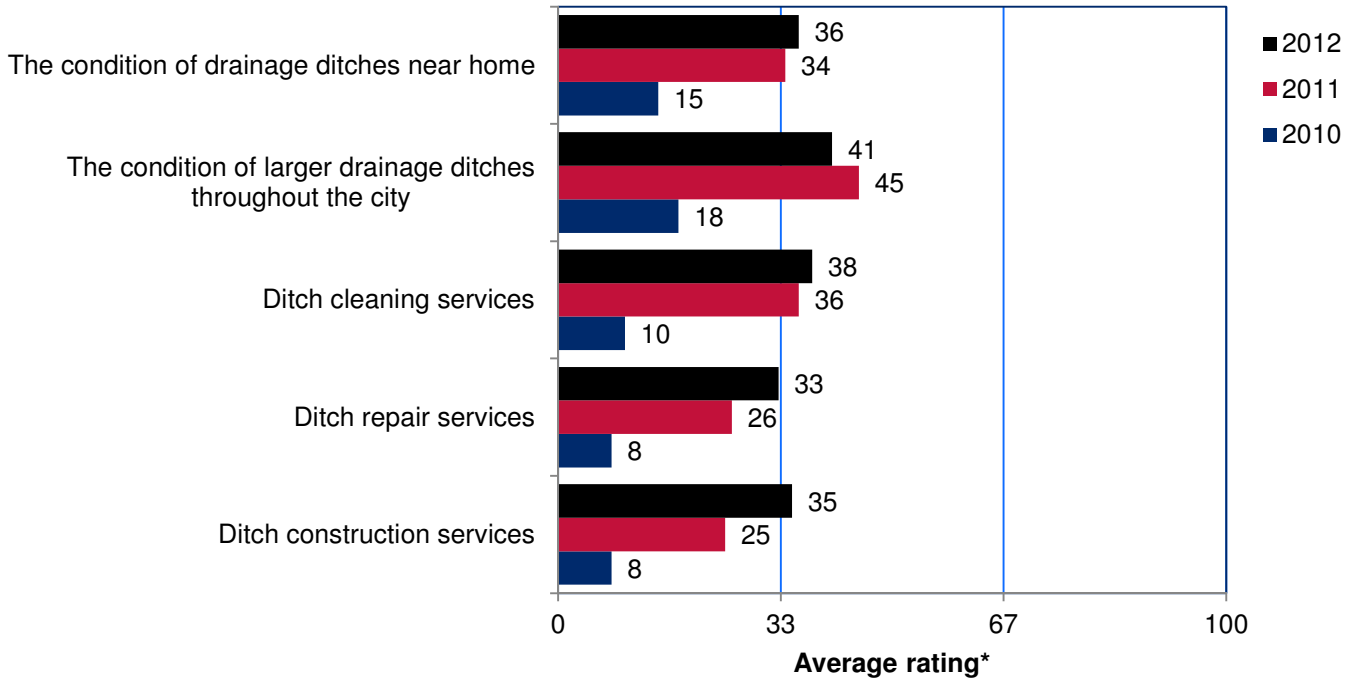
While ratings of City drainage and drainage services were generally low, they were much improved compared to 2010.

FIGURE 91: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	3%	42%	16%	39%	36
The condition of larger drainage ditches throughout the city	3%	45%	24%	28%	41
Ditch cleaning services	2%	40%	25%	32%	38
Ditch repair services	1%	36%	22%	40%	33
Ditch construction services	2%	37%	24%	36%	35

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

FIGURE 92: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

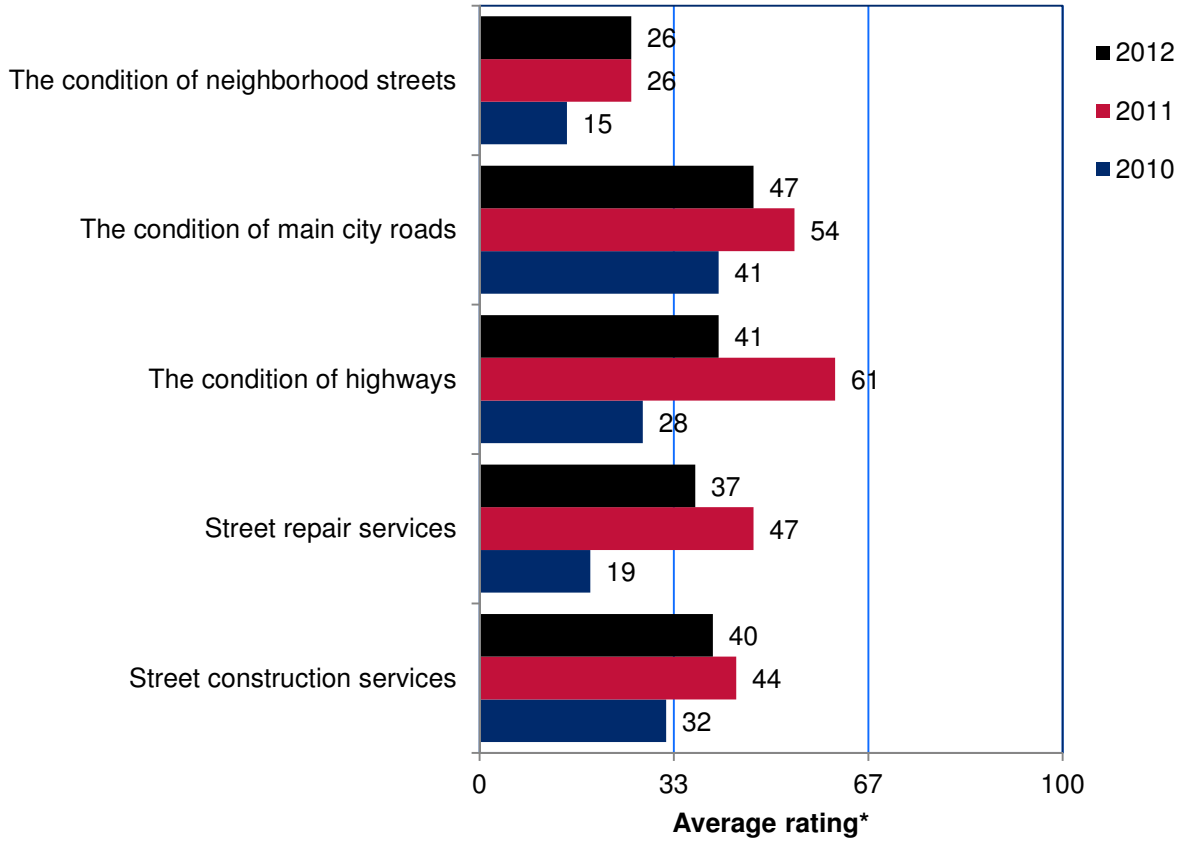
Ratings for the condition of local roads and for road services improved from 2010 to 2012, but remained low. Most residents thought the condition of neighborhood streets were poor (50%) or fair (24%). Conditions for main city streets garnered higher ratings; 54% rated these excellent or good. Street repair and construction were not tasks assigned by the Public Works Office, and most residents thought street construction and repair were poor or fair.

FIGURE 93: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	3%	23%	24%	50%	26
The condition of main city roads	10%	44%	23%	23%	47
The condition of highways	11%	37%	18%	34%	41
Street repair services	5%	33%	27%	34%	37
Street construction services	6%	39%	25%	31%	40

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

FIGURE 94: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

As in 2010, in 2012 very few residents were aware of parks or green spaces near their homes. More residents in 2012 than in 2010 said they knew of parks farther from their homes. A modest number knew of a park for women (29%), 19% knew of a park for teens/adults and 13% were aware of a children's playground in the city.

A majority of residents rated all three park types as good. Comparisons to 2010 should not be made as very few were aware of a park in that year, however ratings improved compared to 2011.

FIGURE 95: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

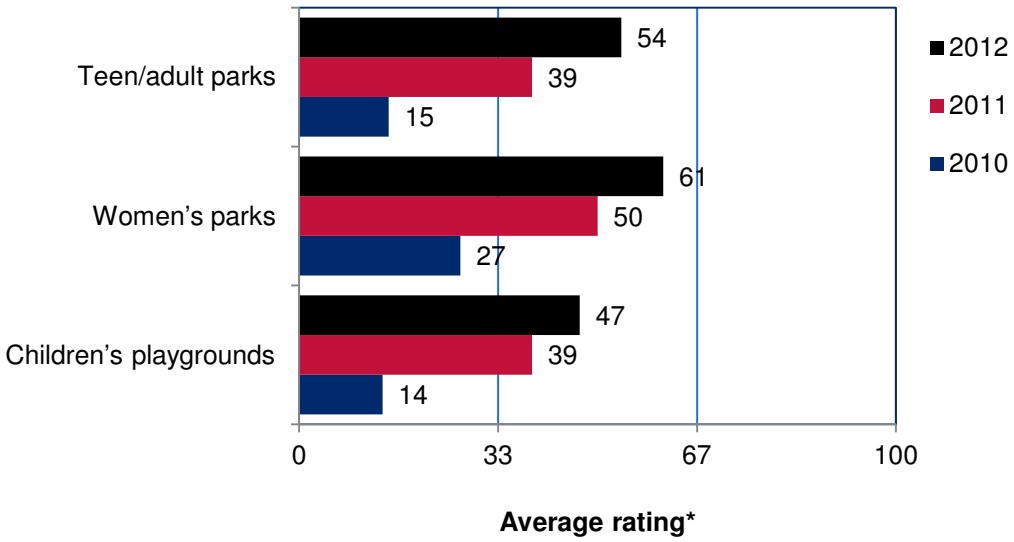
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012
Teen/adult parks	Yes close	1%	2%	3%
	None close but some further away	2%	24%	19%
	Aware of no parks	97%	74%	78%
Women's parks	Yes close	0%	2%	4%
	None close but some further away	15%	49%	29%
	Aware of no parks	84%	49%	67%
Children's playgrounds	Yes close	1%	4%	4%
	None close but some further away	0%	14%	13%
	Aware of no parks	98%	82%	83%

FIGURE 96: QUALITY OF PARKS, 2012

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	8%	56%	26%	10%	54
Women's parks	11%	64%	23%	2%	61
Children's playgrounds	4%	58%	15%	23%	47

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

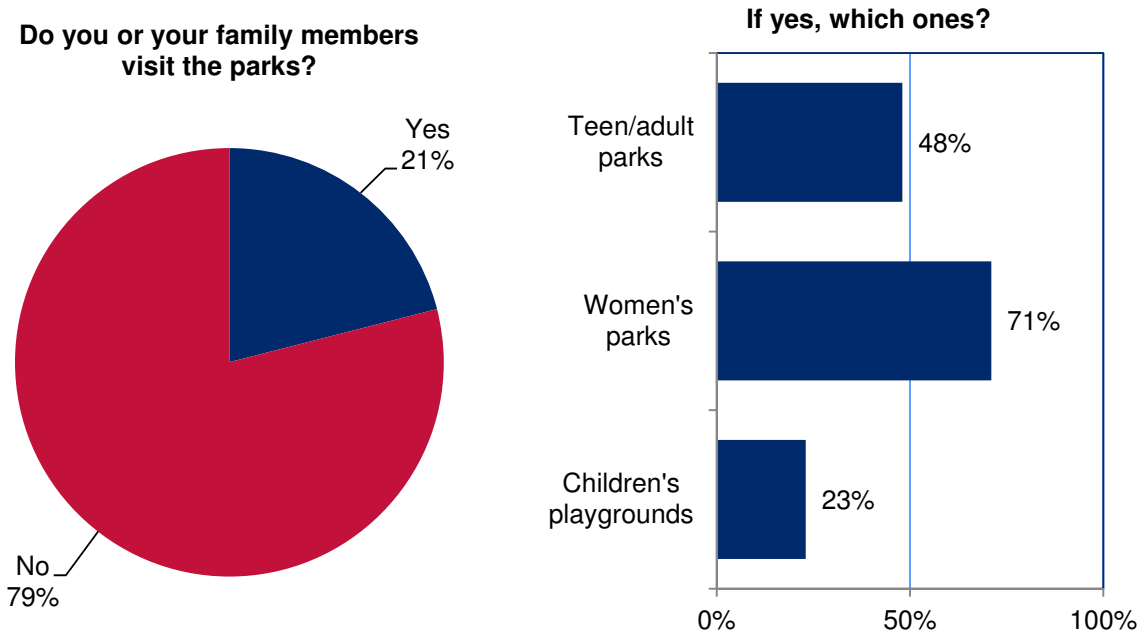
FIGURE 97: QUALITY OF PARKS COMPARED BY YEAR



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

Despite not having parks nearby, 21% of respondents had visited a park in Bamyan; most of those who had visited a park went to a women's park (71%). Some (48%) had visited a park for adults and 23% had also visited a park with children's playground facilities.

FIGURE 98: PARKS VISITED, 2012



MARKET

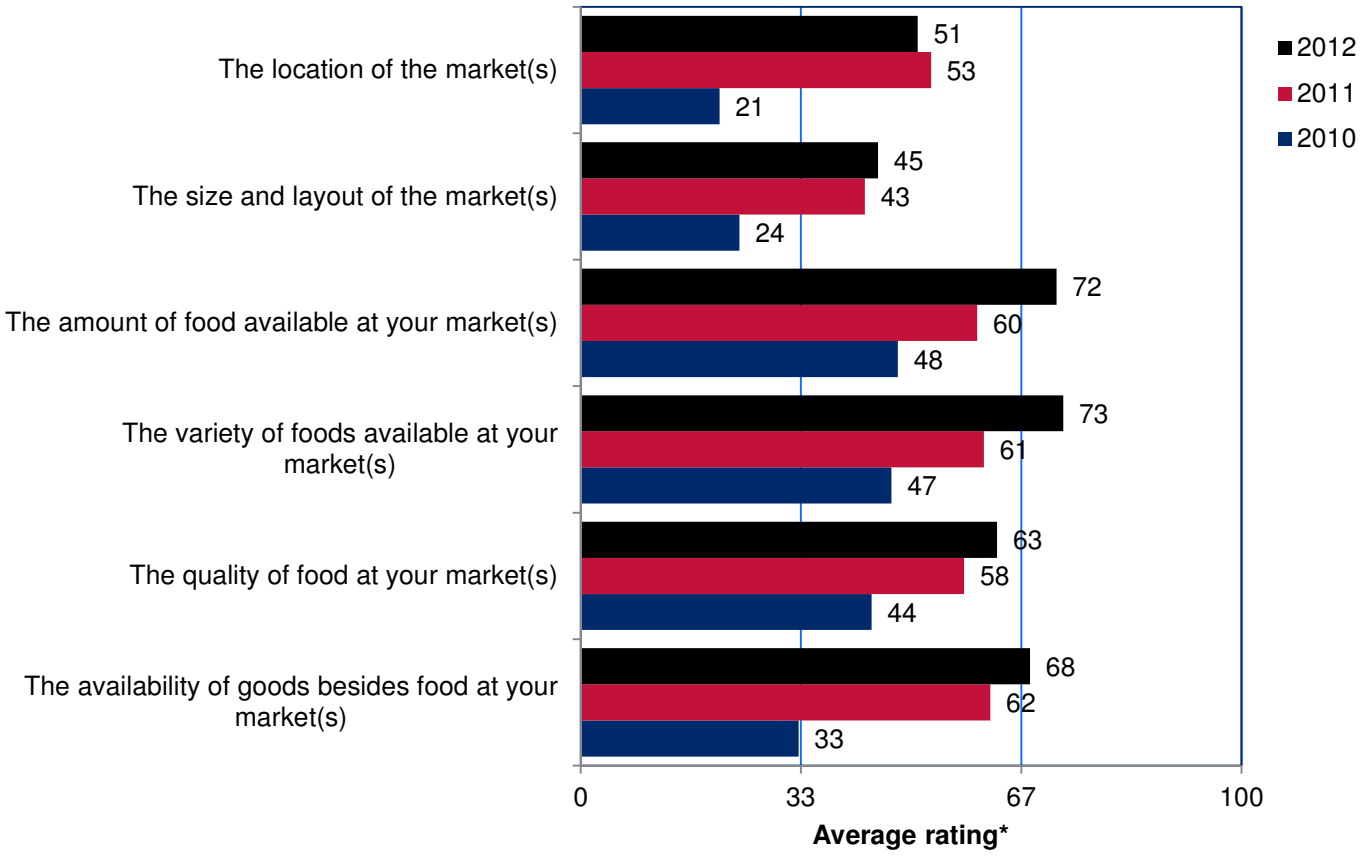
Most residents in Bamyan thought the amount, quality and variety of food as well as the availability of goods besides food at their market was excellent or good. They rated the location and size and layout of the market as good. All of these ratings showed an improvement over those given in 2010.

FIGURE 99: QUALITY OF CITY MARKET, 2012

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	5%	60%	19%	16%	51
The size and layout of the market(s)	3%	49%	27%	21%	45
The amount of food available at your market(s)	32%	53%	12%	3%	72
The variety of foods available at your market(s)	40%	44%	13%	4%	73
The quality of food at your market(s)	24%	46%	22%	7%	63
The availability of goods besides food at your market(s)	30%	51%	13%	6%	68

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

FIGURE 100: QUALITY OF CITY MARKET COMPARED BY YEAR



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

When asked about purchasing different types of food at the market, almost all residents said they could afford flour, cooking oil, sugar and tea whenever they wanted. However, only 25% could afford fruit, 33% could afford vegetables and 15% could afford meat whenever they wanted. For fruits and vegetables, this was an improvement from 2010. More residents than before said they could afford cereal in 2012 (72%).

FIGURE 101: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		**2010**	**2011**	**2012**
Meat	As often as we want	10%	27%	15%
	Not as often as we want	35%	35%	38%
	Only rarely	47%	34%	46%
	Never	8%	4%	1%
Fruit	As often as we want	12%	32%	25%
	Not as often as we want	36%	35%	35%
	Only rarely	43%	29%	40%
	Never	8%	4%	0%
Vegetables	As often as we want	23%	32%	33%
	Not as often as we want	31%	40%	30%
	Only rarely	36%	22%	36%
	Never	10%	6%	1%
Flour	As often as we want	95%	90%	100%
	Not as often as we want	2%	6%	0%
	Only rarely	2%	1%	0%
	Never	1%	3%	0%
Cooking oil	As often as we want	95%	98%	98%
	Not as often as we want	3%	2%	2%
	Only rarely	2%	0%	0%
	Never	0%	0%	0%
Sugar, tea	As often as we want	87%	92%	98%
	Not as often as we want	8%	7%	2%
	Only rarely	5%	1%	0%
	Never	0%	0%	0%
Cereal	As often as we want	31%	48%	72%
	Not as often as we want	25%	42%	25%
	Only rarely	35%	8%	3%
	Never	10%	2%	0%

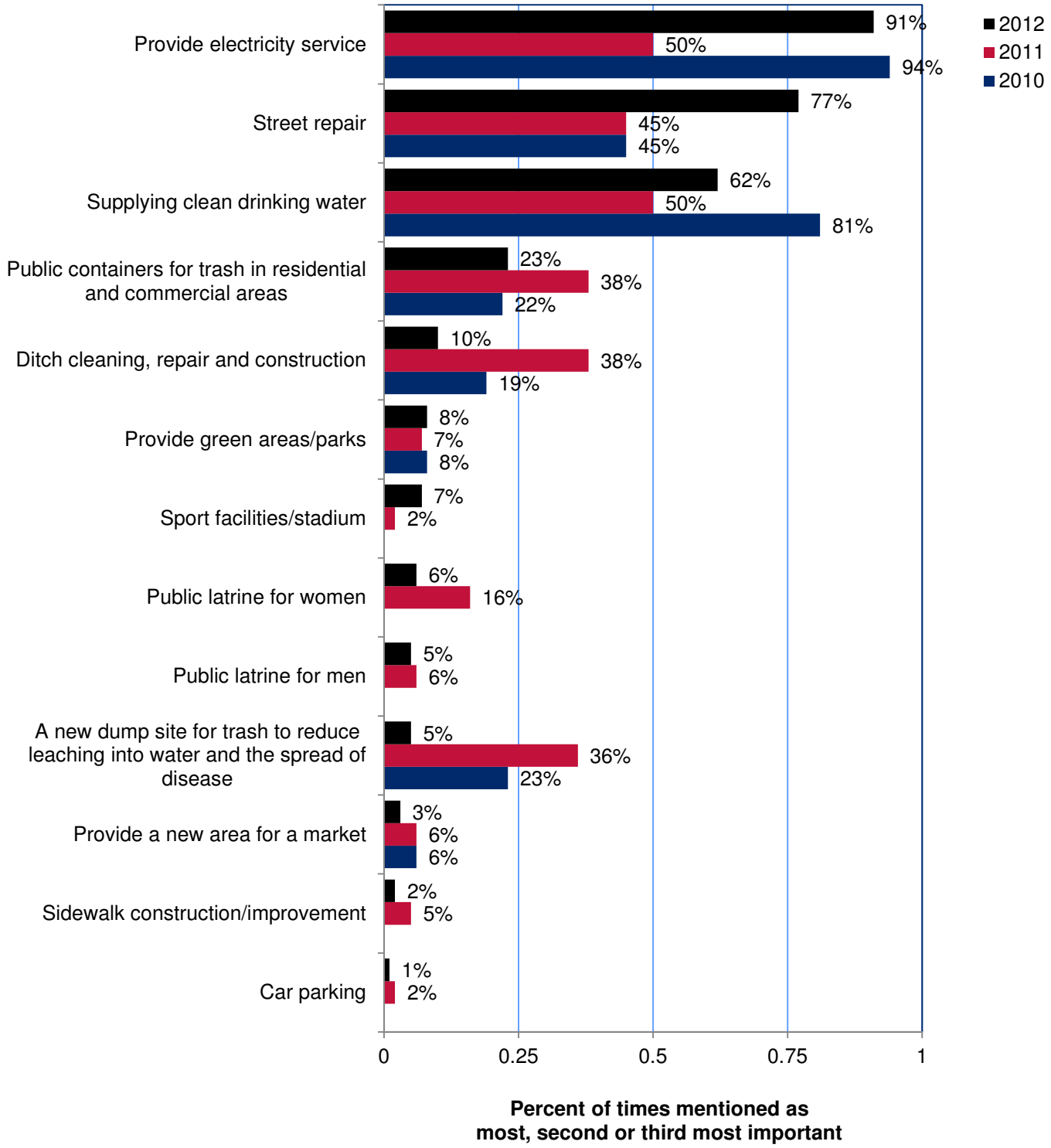
SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked providing electricity as the most important, providing street repair as the second biggest priority and supplying clean drinking water as the third. These were the top three priorities expressed in 2010 and 2011 as well.

FIGURE 102: MUNICIPAL SERVICE PRIORITIES, 2012

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	**Most important**	**Second most important**	**Third most important**	**Not in top three**
Provide electricity service	45%	30%	17%	9%
Street repair	13%	30%	35%	23%
Supplying clean drinking water	31%	20%	11%	38%
Public containers for trash in residential and commercial areas	3%	6%	14%	77%
Ditch cleaning, repair and construction	2%	3%	5%	90%
Provide green areas/parks	1%	3%	4%	92%
Sport facilities/stadium	0%	2%	5%	93%
Public latrine for women	2%	1%	3%	94%
A new dump site for trash to reduce leaching into water and the spread of disease	2%	2%	2%	95%
Public latrine for men	0%	2%	3%	95%
Provide a new area for a market	0%	1%	2%	97%
Sidewalk construction/improvement	0%	1%	1%	98%
Car parking	0%	0%	0%	99%

FIGURE 103: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



** Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.*

GOVERNANCE

In 2012, residents reported they most likely would turn to their Shura, community development council (CDC) or Jurga if they had a problem related to the City. The mayor was the second most common resource that they listed.

In 2012, about 15% residents knew who the mayor was; this was a little lower than in 2010.

FIGURE 104: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

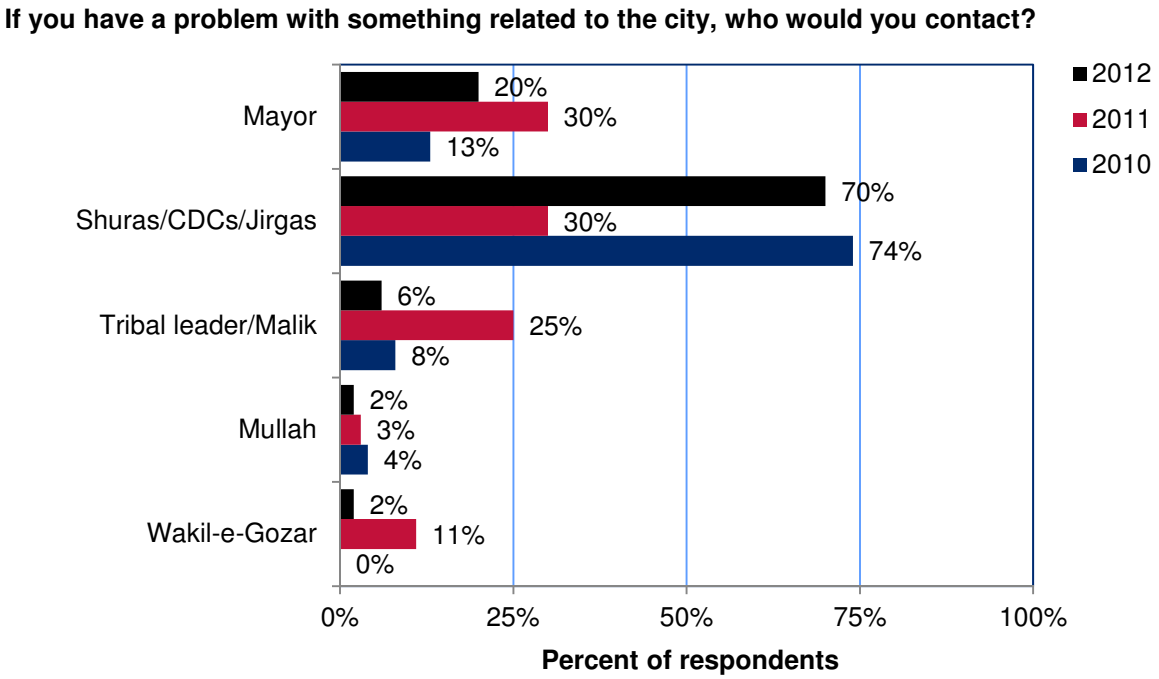
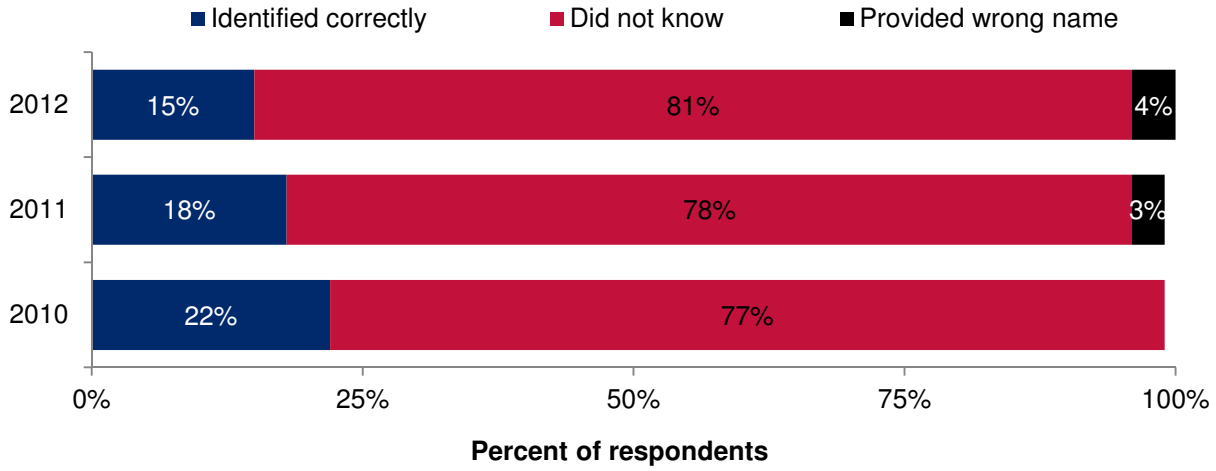


FIGURE 105: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



In 2012, only 13% of respondents said they had ever contacted the City to solve a problem or request a service, which was similar to 2010. More in 2012 (20%) said they paid a Safayi tax. About 15% had seen or read the municipality newsletter (this was not asked in 2010).

Those who had paid a Safayi tax generally paid between 1 and 50 AFN per month.

FIGURE 106: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR

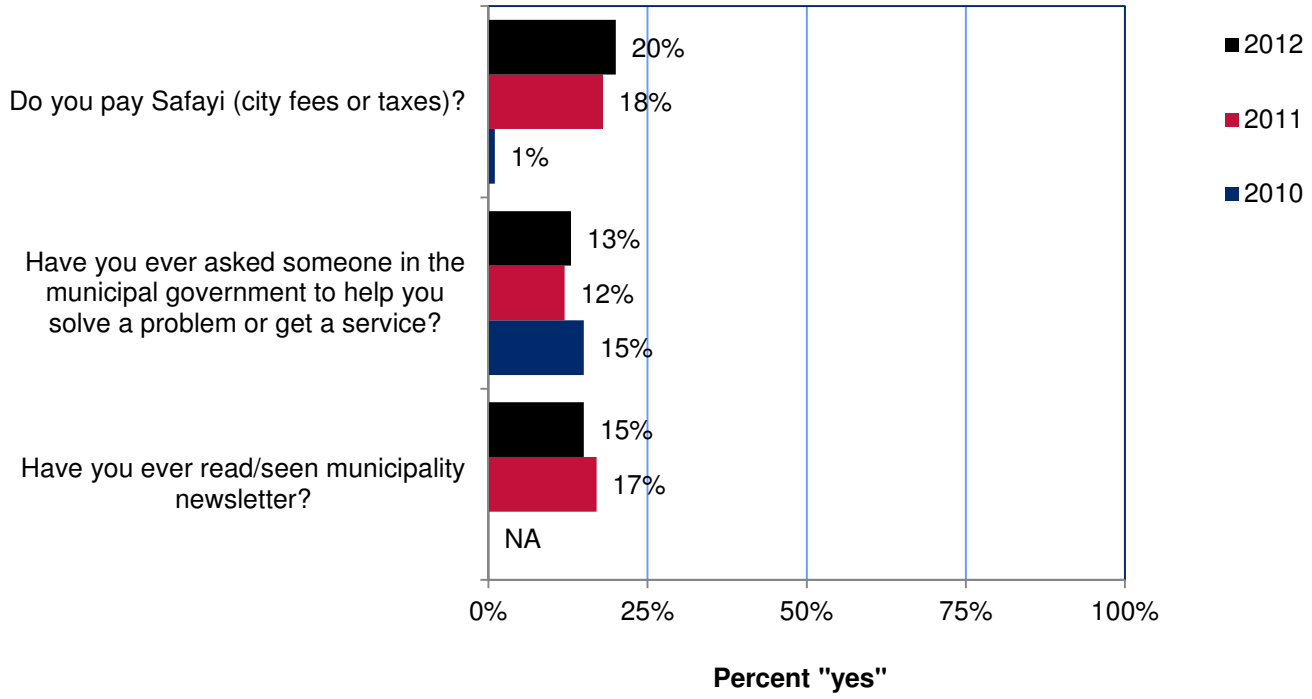
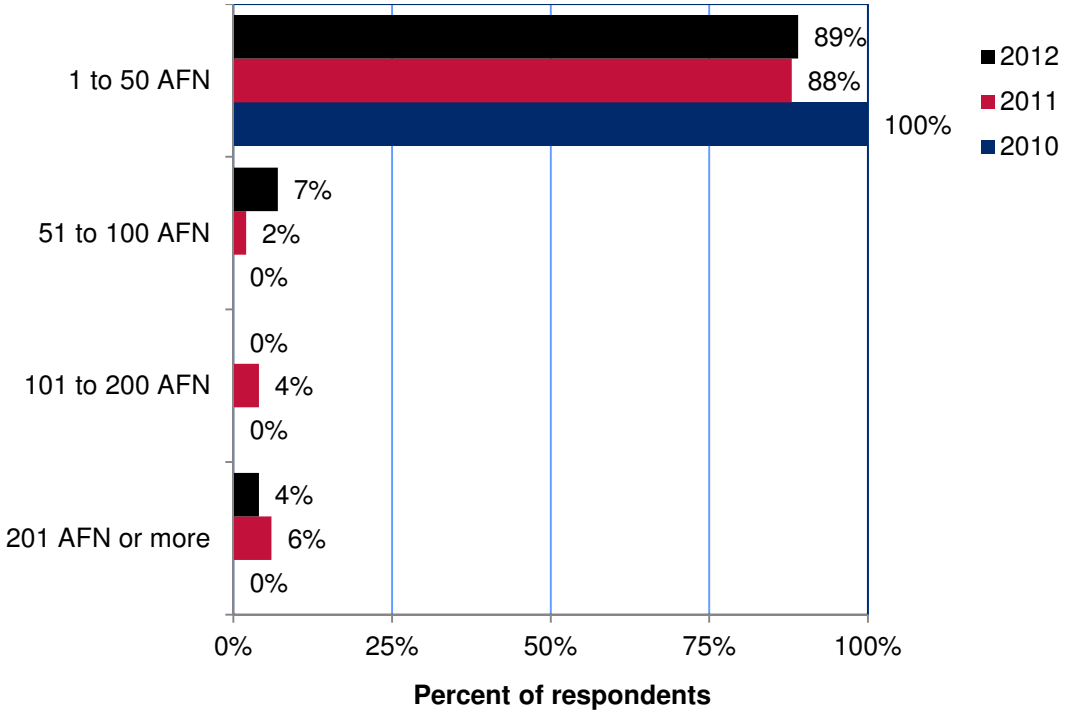
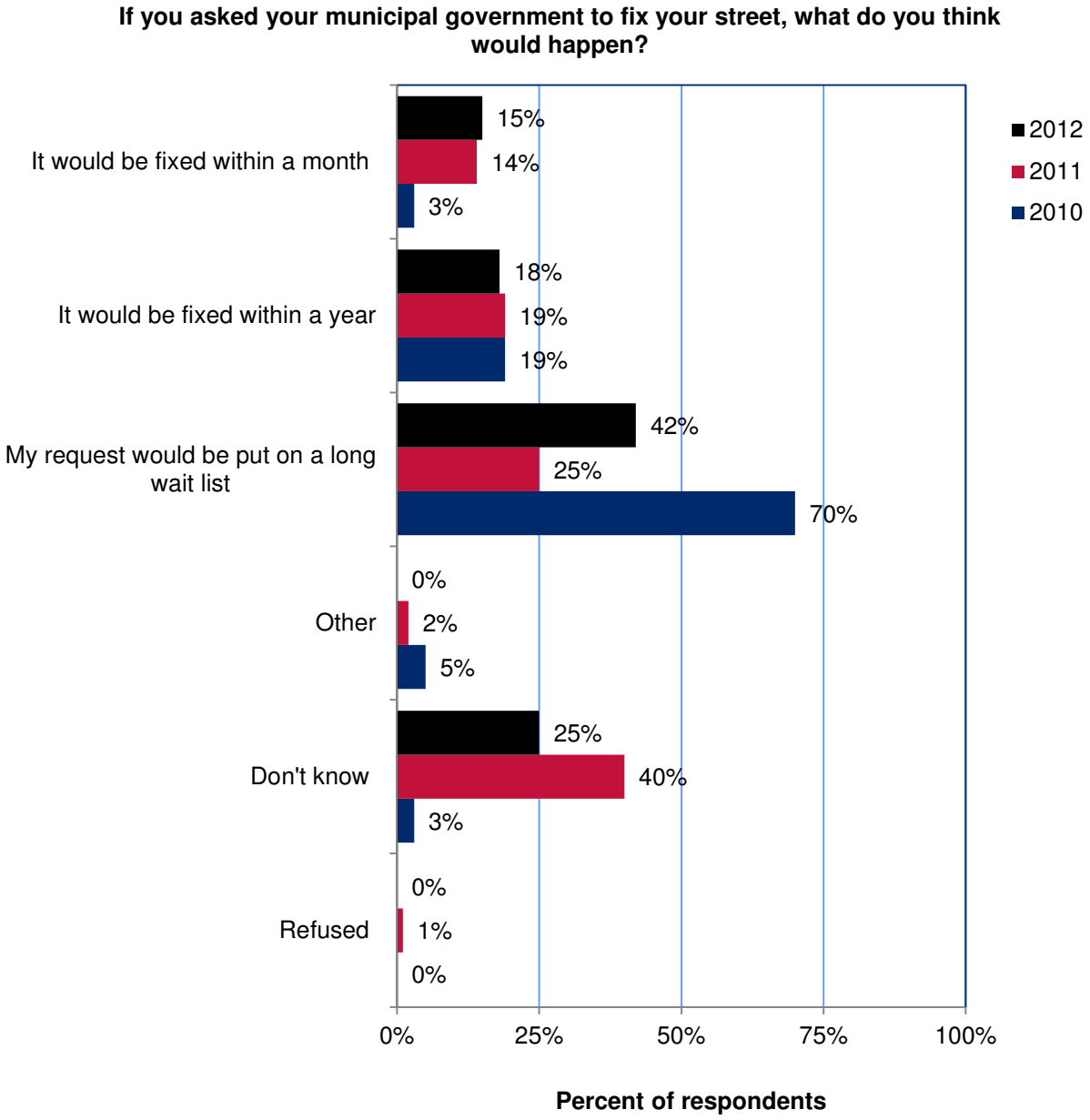


FIGURE 107: MONTHLY SAFAYI PAID COMPARED BY YEAR



When asked what they thought would happen if they contacted the City to have their street fixed, residents were most likely to believe that their request would be put onto a long wait list (42%). Others didn't know (40%) or that thought it would be fixed in a year (18%). A few others thought that it would be fixed in a month (15%).

FIGURE 108: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR



Residents' trust in local government was on the rise. In 2012, almost two-thirds of respondents thought they could have a lot (31%) or at least a little (34%) influence on government. Over half the respondents (60%) thought the government kept people like them in mind at least sometimes when making decisions.

FIGURE 109: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

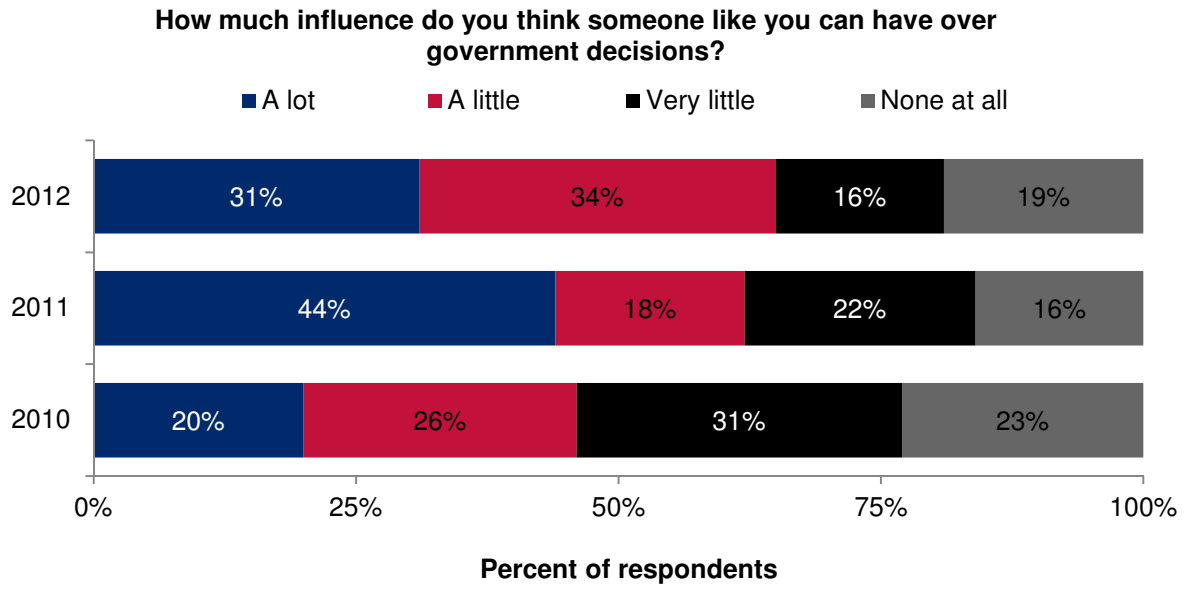
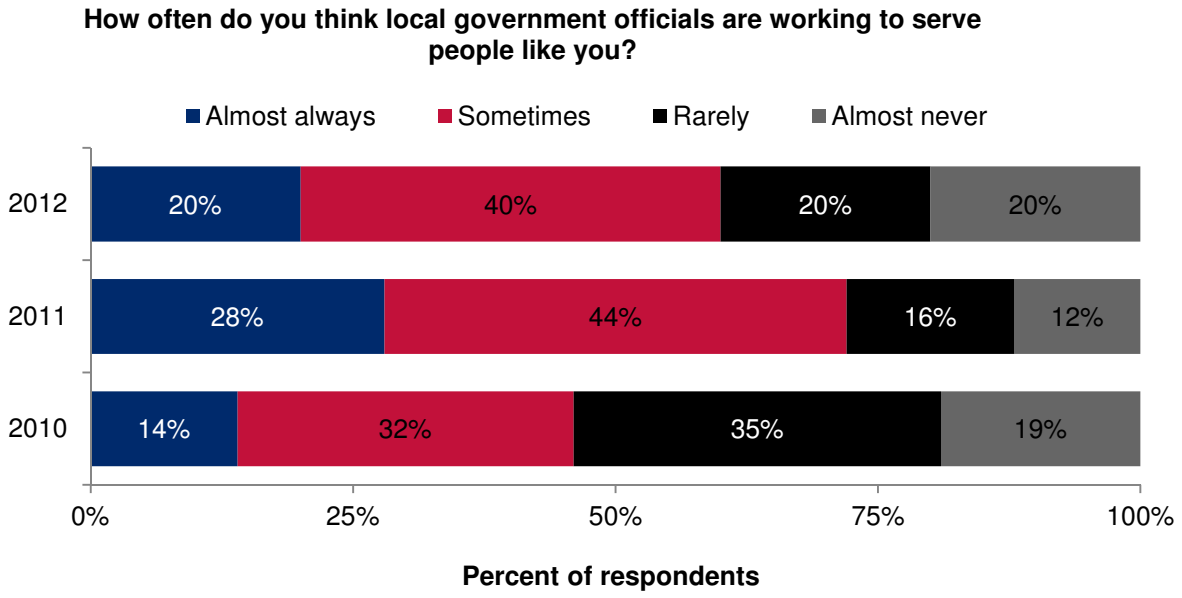


FIGURE 110: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Religious leaders were the representatives that Bamyan residents trusted the most; trust in religious leaders in Bamyan was high and remained so through 2011 and 2012. Trust in businesses in the local market was relatively high in 2010, but decreased somewhat in 2011 and 2012. Trust in donor agencies increased between 2010 and 2012.

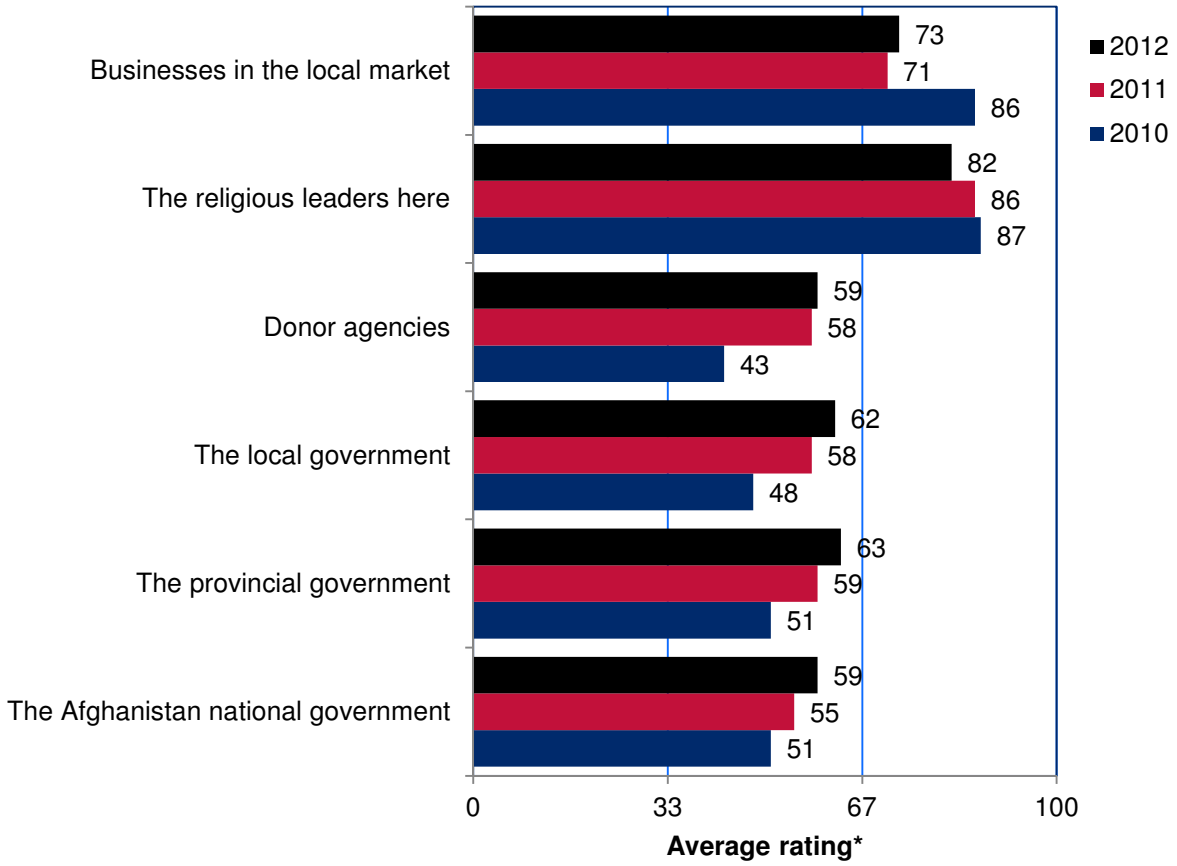
Most residents expressed a great deal (49%) or at least some trust (27%) that local government officials were conducting activities to benefit the people of Bamyan and had a similar level of trust in the provincial and national government and donor agencies. Trust in these institutions had improved from 2010 to 2012.

FIGURE 111: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2012

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	49%	27%	17%	7%	73
The religious leaders here	70%	14%	9%	8%	82
Donor agencies	33%	27%	22%	17%	59
The local government	38%	29%	17%	17%	62
The provincial government	40%	25%	17%	18%	63
The Afghanistan national government	36%	25%	18%	21%	59

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

FIGURE 112: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR



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

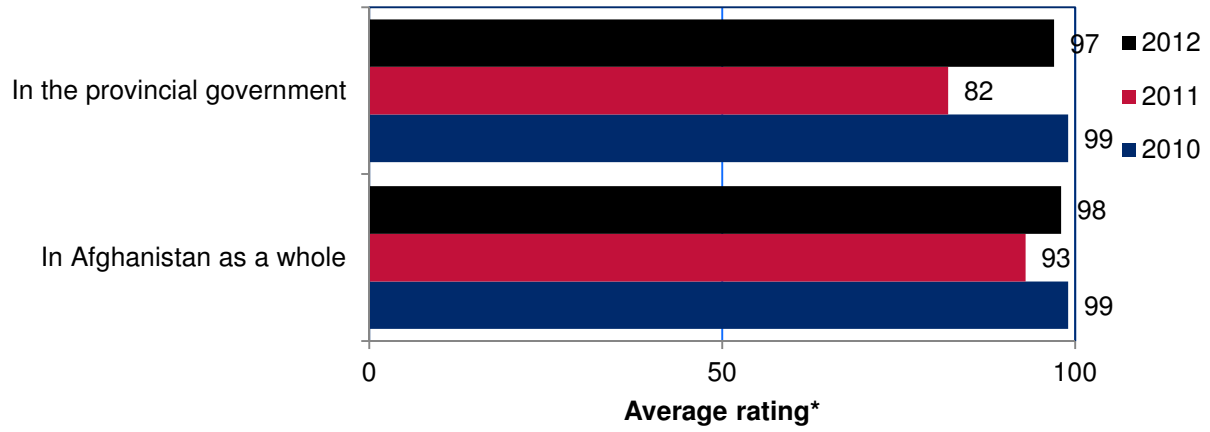
Even though Bamyan residents had some trust in the provincial and national government, virtually all thought corruption in the provincial government and Afghanistan as a whole was a major problem. Most residents continued to believe that it was on the increase.

FIGURE 113: LEVEL OF CORRUPTION, 2012

Please tell me whether you think that corruption is a major problem, a minor problem or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	94%	6%	0%	97
In Afghanistan as a whole	96%	4%	0%	98

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

FIGURE 114: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 115: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011	2012
In Afghanistan as a whole	Increased	77%	69%	73%
	Stayed the same	13%	21%	15%
	Decreased	10%	11%	11%
In the provincial government	Increased	75%	52%	70%
	Stayed the same	15%	33%	18%
	Decreased	10%	15%	12%

Residents who had had contact with a government agency were asked if they ever had to give cash, a gift or perform a favor for an official. Most were not asked to give cash, gifts or favors, or at least only in isolated cases. For most areas, this decreased from 2010.

FIGURE 116: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2012

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
To receive official documents	0%	0%	9%	91%
Admissions to schools/university	0%	0%	2%	98%
When applying for a job	0%	0%	2%	98%
Public healthcare service	0%	0%	1%	98%
State electricity supply	0%	0%	0%	100%
Judiciary/courts	5%	5%	16%	74%
Afghan National Army	0%	0%	0%	100%
Afghan National Police	0%	0%	0%	100%
Customs office	0%	0%	50%	50%
Officials in the Municipality	0%	0%	3%	97%

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

FIGURE 117: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

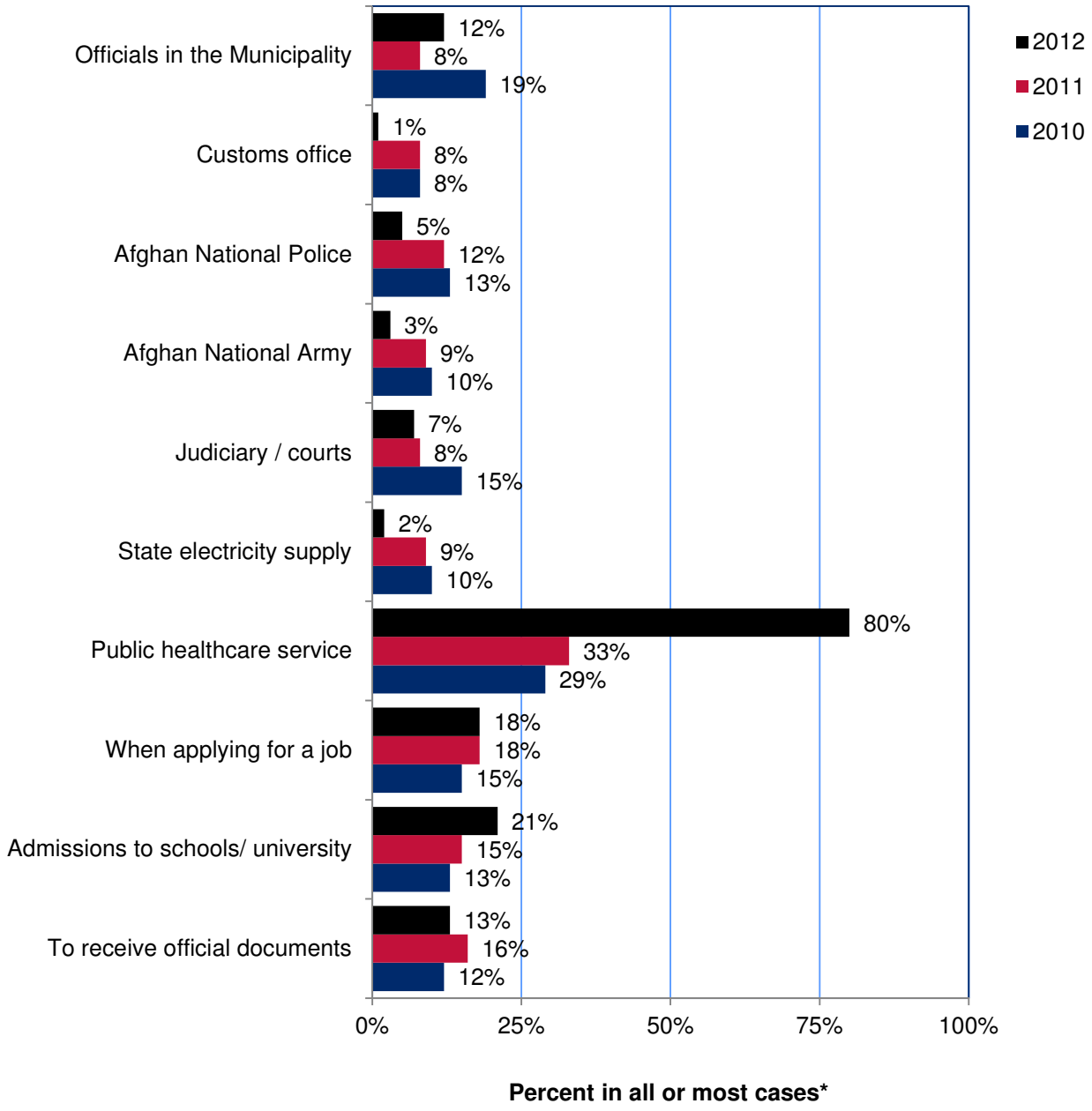
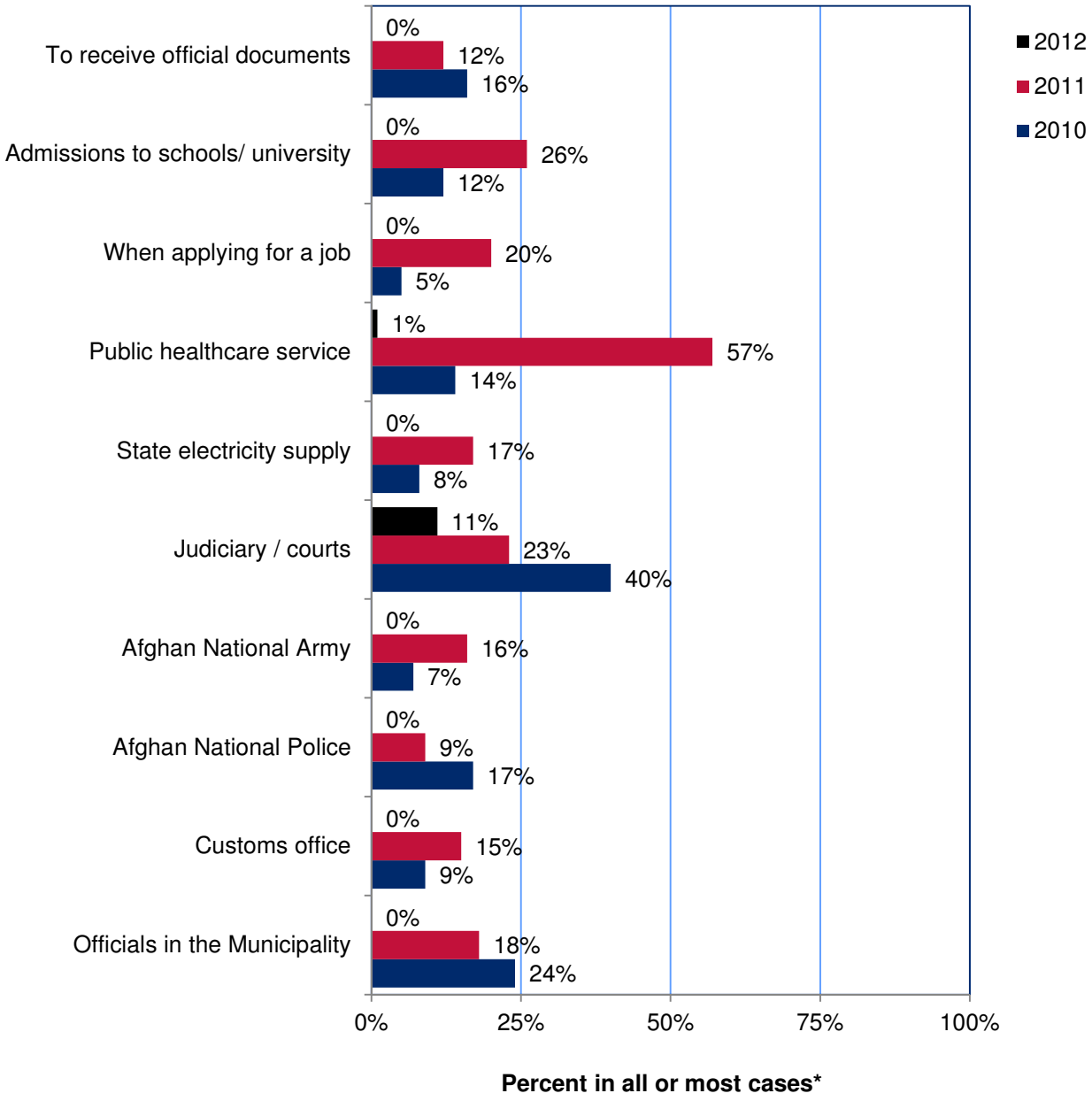


FIGURE 118: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



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

WOMEN IN SOCIETY

Most residents interviewed in 2012 had heard of the Ministry of Women's Affairs and about half knew that there was a local office where they lived.

Both men and women were supportive of women pursing an education and participating in government. Support from men increased from 2010 to 2012.

FIGURE 119: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

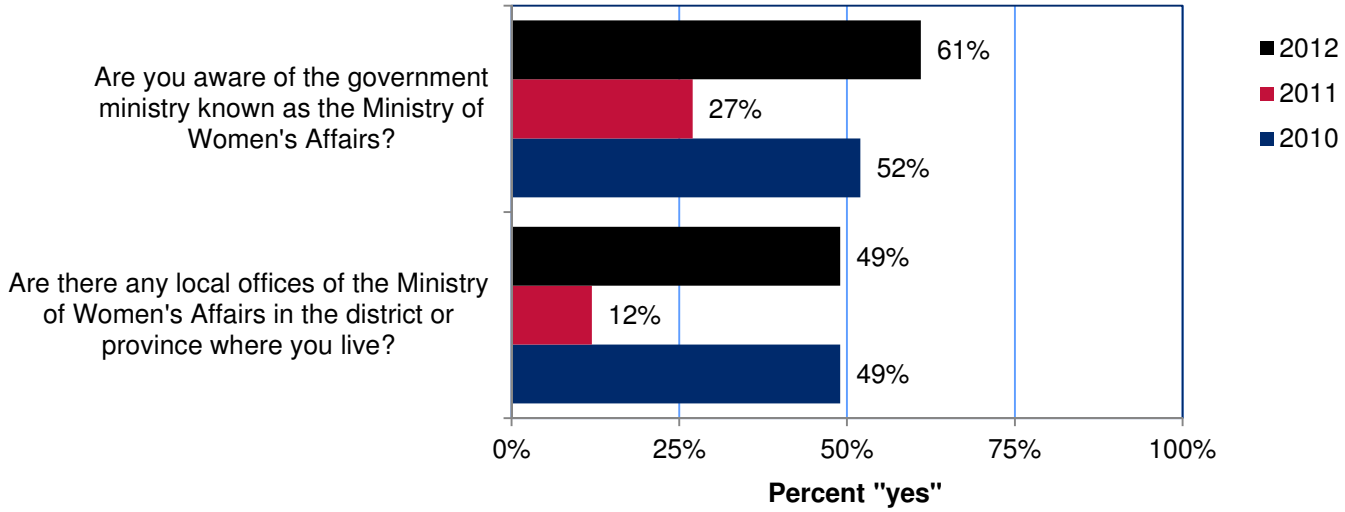
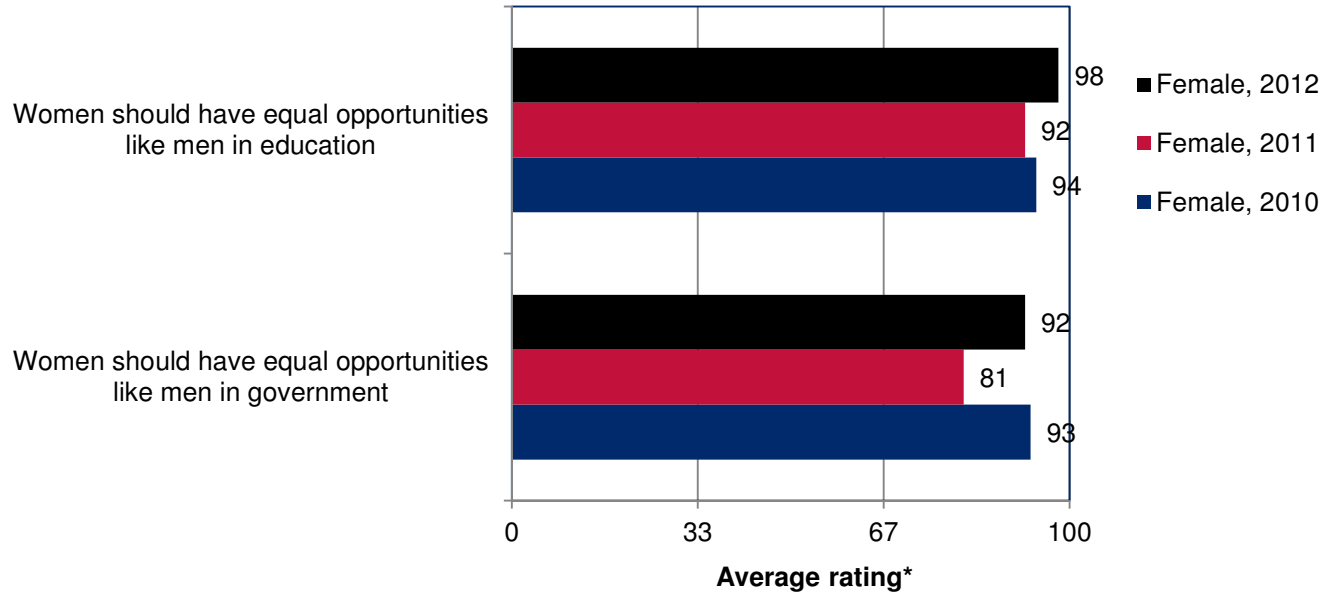


FIGURE 120: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	84%	96%
	Agree somewhat	15%	2%
	Disagree somewhat	0%	1%
	Strongly disagree	1%	0%
	Average rating*	94	98
Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?	Strongly agree	67%	86%
	Agree somewhat	20%	8%
	Disagree somewhat	3%	3%
	Strongly disagree	10%	3%
	Average rating*	81	92

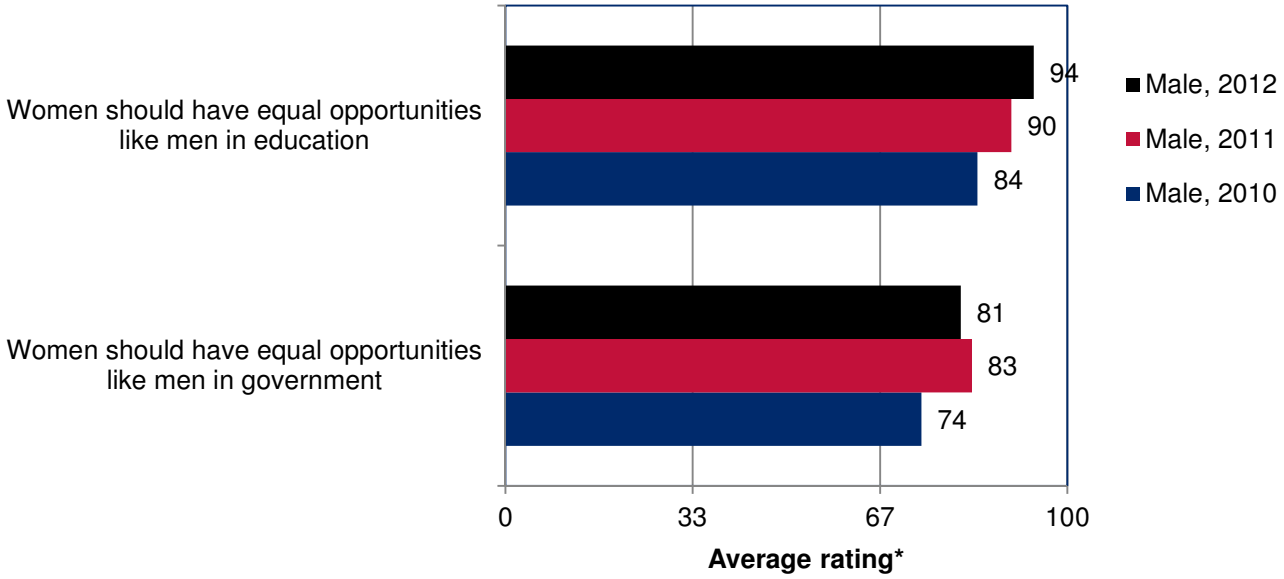
** Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree*

FIGURE 121: FEMALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

FIGURE 122: MALE RESPONDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES AS MEN IN EDUCATION AND GOVERNMENT COMPARED BY YEAR



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

APPENDIX A: COMPLETE SET OF FREQUENCIES, 2012 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the "N" or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	**Percent of households**
1-5 years	76	29%
6-10 years	65	25%
11-20 years	48	18%
21-40 years	51	19%
41 or more years	25	9%
Total	265	100%

Q1 Average Number of Years Lived in this City	
Average years in Bamyan	17

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Overall quality of life in Bamyan	8	3%	107	40%	120	45%	30	11%	0	0%	0	0%	265	100%
The quality of schools in your city	10	4%	155	58%	54	20%	45	17%	0	0%	1	0%	265	100%
The quality of healthcare facilities in your city	10	4%	149	56%	68	26%	36	14%	0	0%	2	1%	265	100%
The health of people in your city	5	2%	115	43%	99	37%	45	17%	0	0%	1	0%	265	100%
The cleanliness of city streets	8	3%	106	40%	79	30%	71	27%	0	0%	1	0%	265	100%
The number of job opportunities in your city	4	2%	53	20%	85	32%	123	46%	0	0%	0	0%	265	100%
The number of businesses in your city	5	2%	76	29%	114	43%	67	25%	0	0%	3	1%	265	100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.3
The cleanliness of city streets	2.2
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	181	68%
Yes, part time	48	18%
No, not employed	36	14%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Bamyan have increased, stayed the same or decreased?		
	Number	Percent
Increased	69	26%
Stayed the same	62	23%
Decreased	122	46%
Refused	0	0%
Don't know	12	5%
Total	265	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	54	20%
No	211	80%
Total	265	100%

Q5 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	48	89%
51 to 100 AFN	4	7%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	2	4%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?	Number	Percent
Dispose in street	48	18%
Dispose in public container	44	17%
Take to an official dump site	0	0%
Take to an improvised dump site	64	24%
Door to door collection	0	0%
Other	110	42%
Refused	0	0%
Don't know	1	0%

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

Q6 Which OTHER way do you dispose of your household trash?	Number	Percent
Burn	98	37%
Bury	11	4%
Flows to the river	1	0%
No response	155	58%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	33	73%
On the next street	7	16%
Several streets away	5	11%
Further than several streets away	0	0%
Total	45	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	86	32%
Somewhat satisfied	116	44%
Somewhat dissatisfied	28	11%
Very dissatisfied	34	13%
Refused	0	0%
Don't know	1	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	3.0

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

Q8 How often does the city clean trash from streets?		
	Number	Percent
Every day	2	1%
A couple/few times a week	2	1%
Once a week	55	21%
Once every two or three weeks	17	6%
Once a month or less frequently	48	18%
Once a year	26	10%
Never	83	31%
Refused	0	0%
Don't know	32	12%
Total	265	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	53	20%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	212	80%
Total	265	100%

Q9 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	0	0%

Q10 Quality of Trash Services														
How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	10	4%	89	34%	88	33%	76	29%	0	0%	2	1%	265	100%
Provision of legal dumpsites	12	5%	125	47%	91	34%	36	14%	0	0%	1	0%	265	100%
Provision of garbage bins in residential areas	16	6%	75	28%	61	23%	112	42%	1	0%	0	0%	265	100%
Provision of garbage bins in commercial areas	22	8%	129	49%	62	23%	50	19%	1	0%	1	0%	265	100%
Cleaning garbage from the streets	22	8%	130	49%	74	28%	39	15%	0	0%	0	0%	265	100%
Affordability of trash service	23	9%	128	48%	70	26%	43	16%	0	0%	1	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.4
Provision of garbage bins in residential areas	2.0
Provision of garbage bins in commercial areas	2.5
Cleaning garbage from the streets	2.5
Affordability of trash service	2.5

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

Q11 Which of the following sources do you use for drinking water?		
	Number	**Percent**
Public standpipe	130	49%
Well on property	53	20%
River, canal or other open source	35	13%
Shared well with neighbors	25	9%
Other: Spring	23	9%
Purchase water	2	1%
Government supplied piped water at home	0	0%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	0	0%
A private firm/person	90	34%
No one	174	66%
Total	264	100%

Q12 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	2	2%
51 to 100 AFN	11	12%
101 to 200 AFN	24	27%
201 to 400 AFN	27	30%
401 to 600 AFN	17	19%
601 to 1,000 AFN	7	8%
1,001 to 2,000 AFN	2	2%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	90	100%

Q13 Quality of Government Water Services, if Connected														
Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor: (Circle one for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*
Frequency of supply (times per week)	.
Amount supplied	.
Overall quality of water for drinking	.

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

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	**Percent**
Yes	58	22%
No	207	78%
Total	265	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	**Percent**
Solar Energy	231	89%
Large batteries/invertors (such as for running TV, lights, etc.)	118	46%
No electricity	21	8%
Shared Generator (with neighbors)	3	1%
Personal Generator	2	1%
Micro Hydro Power (MHP)	2	1%
Public Generator (from government)	0	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?		
	Number	**Percent**
A private firm/person	2	1%
No one	261	99%
Total	263	100%

Q16 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	100%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	1	100%

Q17 Quality of Government Electricity Services, If Connected														
[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	.
Number of hours per day supplied	.
Quality of supply*	.
Price for electric supply	.

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

Q18 What type of toilet do you have at your home?		
	Number	**Percent**
Indoor plumbing	0	0%
Dry latrine	215	81%
Latrine with septic	44	17%
Other	3	1%
Refused	2	1%
Don't know	0	0%

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

Q18 Which OTHER type of toilet do you have at your home?		
	Number	**Percent**
Agricultural land	2	1%
No response	263	99%

Q19 What type of drainage do you have for your waste water?	Number	Percent
Open ditch/canal	166	63%
Septic system	40	15%
Other: Drains into the yard/garden	29	11%
Other: Drains onto the street/road	26	10%
City pipeline/sewer	0	0%
Refused	2	1%
Don't know	1	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City														
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The condition of drainage ditches near home	7	3%	111	42%	42	16%	104	39%	0	0%	0	0%	264	100%
The condition of larger drainage ditches throughout the city	7	3%	119	45%	63	24%	74	28%	0	0%	1	0%	264	100%
Ditch cleaning services	6	2%	106	40%	66	25%	85	32%	0	0%	1	0%	264	100%
Ditch repair services	3	1%	95	36%	58	22%	105	40%	0	0%	3	1%	264	100%
Ditch construction services	6	2%	97	37%	63	24%	95	36%	0	0%	3	1%	264	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City	
	Average rating*
The condition of drainage ditches near home	2.1
The condition of larger drainage ditches throughout the city	2.2
Ditch cleaning services	2.1
Ditch repair services	2.0
Ditch construction services	2.1

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

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The condition of neighborhood streets	7	3%	61	23%	63	24%	133	50%	0	0%	0	0%	264	100%
The condition of main city roads	27	10%	117	44%	60	23%	60	23%	0	0%	0	0%	264	100%
The condition of highways	28	11%	96	36%	48	18%	90	34%	0	0%	2	1%	264	100%
Street repair services	14	5%	87	33%	71	27%	90	34%	0	0%	2	1%	264	100%
Street construction services	15	6%	101	38%	66	25%	80	30%	0	0%	2	1%	264	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.4
The condition of highways	2.2
Street repair services	2.1
Street construction services	2.2

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

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	8	3%	47	18%	197	75%	0	0%	12	5%	264	100%
Women's parks	9	3%	75	28%	172	65%	0	0%	8	3%	264	100%
Children's playgrounds	10	4%	32	12%	205	78%	0	0%	17	6%	264	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	3	3%	22	23%	10	10%	4	4%	1	1%	57	59%	97	100%
Women's parks	6	6%	36	37%	13	13%	1	1%	0	0%	41	42%	97	100%
Children's playgrounds	1	1%	15	15%	4	4%	6	6%	1	1%	70	72%	97	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	2.6
Women's parks	2.8
Children's playgrounds	2.4

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

Q 25 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The location of the market(s)	12	5%	159	60%	51	19%	41	15%	0	0%	2	1%	265	100%
The size and layout of the market(s)	9	3%	129	49%	71	27%	54	20%	0	0%	2	1%	265	100%
The amount of food available at your market(s)	85	32%	140	53%	32	12%	7	3%	0	0%	1	0%	265	100%
The variety of foods available at your market(s)	105	40%	115	43%	34	13%	10	4%	0	0%	1	0%	265	100%
The quality of food at your market(s)	64	24%	122	46%	59	22%	19	7%	0	0%	1	0%	265	100%
The availability of goods besides food at your market(s)	79	30%	135	51%	34	13%	16	6%	0	0%	1	0%	265	100%

Q 25 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	3.1
The variety of foods available at your market(s)	3.2
The quality of food at your market(s)	2.9
The availability of goods besides food at your market(s)	3.0

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

Q24 Do you or your family members visit the parks?		
	Number	**Percent**
No	209	79%
Yes	56	21%

Q24a If yes, which ones?

	Number	Percent
Women's parks	40	71%
Teen/adult parks	27	48%
Children's Playgrounds	13	23%

Q26Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	41	15%	100	38%	122	46%	2	1%	0	0%	0	0%	265	100%
Fruit	67	25%	92	35%	105	40%	1	0%	0	0%	0	0%	265	100%
Vegetables	88	33%	80	30%	95	36%	2	1%	0	0%	0	0%	265	100%
Flour	264	100%	1	0%	0	0%	0	0%	0	0%	0	0%	265	100%
Cooking oil	260	98%	4	2%	1	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	261	98%	4	2%	0	0%	0	0%	0	0%	0	0%	265	100%
Cereal	191	72%	66	25%	8	3%	0	0%	0	0%	0	0%	265	100%

Q27 Municipal Service Priorities										
The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	**Most important**		**Second most important**		**Third most important**		**Not in top three**		**Total**	
Public containers for trash in residential and commercial areas	8	3%	16	6%	36	14%	205	77%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	5	2%	5	2%	4	2%	251	95%	265	100%
Ditch cleaning, repair and construction	4	2%	9	3%	14	5%	238	90%	265	100%
Street repair	34	13%	79	30%	92	35%	60	23%	265	100%
Supplying clean drinking water	82	31%	53	20%	30	11%	100	38%	265	100%
Provide a new area for a market	1	0%	2	1%	4	2%	258	97%	265	100%
Provide green areas/parks	3	1%	8	3%	10	4%	244	92%	265	100%
Provide electricity service	118	45%	79	30%	44	17%	24	9%	265	100%
Car Parking	0	0%	1	0%	1	0%	263	99%	265	100%
Sidewalk construction/improvement	1	0%	2	1%	3	1%	259	98%	265	100%
Sport facilities/Stadium	1	0%	4	2%	13	5%	247	93%	265	100%
Public Latrine for men	1	0%	4	2%	7	3%	253	95%	265	100%
Public Latrine for women	6	2%	3	1%	8	3%	248	94%	265	100%

Q28If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?		
	Number	**Percent**
Mayor	45	17%
Shuras/CDCs/Jirgas	154	58%
Tribal leader/Malik	13	5%
Mullah	4	2%
Wakil-e-Gozar	4	2%
Others	0	0%
Would contact no one	33	12%
Don't know	12	5%
Refused	0	0%
Total	265	100%

Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?		
	Number	**Percent**
Yes	34	13%
No	230	87%
Don't know	1	0%
Refused	0	0%
Total	265	100%

Q30If you asked someone from the municipal government to fix your street, what do you think would happen?		
	Number	Percent
It would be fixed within a month	39	15%
It would be fixed within a year	49	18%
My request would be put on a long wait list	111	42%
Other	0	0%
Don't know	66	25%
Refused	0	0%

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

Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?		
	Number	Percent
Very good job	56	21%
Somewhat good job	161	61%
Somewhat bad job	18	7%
Very bad job	13	5%
Refused	1	0%
Don't know	16	6%
Total	265	100%

Q31 32 How often do you think local government officials are working to serve people like you?		
	Number	Percent
Almost always	52	20%
Sometimes	102	38%
Rarely	52	20%
Almost never	51	19%
Refused	0	0%
Don't know	8	3%
Total	265	100%

Q33 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?

	Number	Percent
A lot	79	30%
A little	88	33%
Very little	40	15%
None at all	50	19%
Don't know	7	3%
Refused	1	0%
Total	265	100%

Q34 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	125	47%	70	26%	44	17%	18	7%	0	0%	8	3%	265	100%
The religious leaders here	183	69%	37	14%	23	9%	20	8%	0	0%	2	1%	265	100%
Donor agencies	87	33%	71	27%	58	22%	45	17%	0	0%	4	2%	265	100%
The local government	96	36%	73	28%	44	17%	43	16%	0	0%	9	3%	265	100%
The provincial government	103	39%	65	25%	43	16%	45	17%	0	0%	9	3%	265	100%
The Afghanistan national government	92	35%	64	24%	47	18%	53	20%	0	0%	9	3%	265	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	41	15%
Did not know	214	81%
Provided wrong name	10	4%
Total	265	100%

Q36 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	225	85%	15	6%	0	0%	1	0%	24	9%	265	100%
In Afghanistan as a whole	231	87%	9	3%	0	0%	0	0%	25	9%	265	100%

Q37 Compared to 12 months ago, do you think the amount of corruption overall in …

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	143	54%	37	14%	25	9%	0	0%	60	23%	265	100%
In Afghanistan as a whole	148	56%	31	12%	23	9%	0	0%	62	23%	264	100%

Q38Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	0	0%	1	0%	31	12%	229	86%	4	2%	0	0%	265	100%
Customs office	0	0%	0	0%	1	0%	1	0%	258	97%	5	2%	0	0%	265	100%
Afghan National Police	0	0%	0	0%	0	0%	14	5%	246	93%	5	2%	0	0%	265	100%
Afghan National Army	0	0%	0	0%	0	0%	8	3%	252	95%	5	2%	0	0%	265	100%
Judiciary/courts	1	0%	1	0%	3	1%	14	5%	242	91%	4	2%	0	0%	265	100%
State electricity supply	0	0%	0	0%	0	0%	4	2%	256	97%	5	2%	0	0%	265	100%
Public healthcare service	1	0%	1	0%	2	1%	208	78%	53	20%	0	0%	0	0%	265	100%
When applying for a job	0	0%	0	0%	1	0%	46	17%	211	80%	7	3%	0	0%	265	100%
Admissions to schools/university	0	0%	0	0%	1	0%	55	21%	203	77%	6	2%	0	0%	265	100%
To receive official documents	0	0%	0	0%	3	1%	31	12%	225	85%	6	2%	0	0%	265	100%

39 Are you aware of the government ministry known as the Ministry of Women's Affairs?		
	Number	**Percent**
Yes	161	61%
No	102	38%
Don't know	2	1%
Refused	0	0%
Total	265	100%

Q40 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live? (If answered 'Yes' in Q38)?		
	Number	**Percent**
Yes	124	47%
No	130	49%
Don't know	11	4%
Refused	0	0%
Total	265	100%

43 Have you ever read/seen municipality newsletter?		
	Number	**Percent**
Yes	41	15%
No	224	85%
Total	265	100%

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

	Number	Percent
Strongly agree	242	91%
Agree somewhat	19	7%
Disagree somewhat	2	1%
Strongly disagree	1	0%
Don't know	1	0%
Refused	0	0%
Total	265	100%

Q42Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?

	Number	Percent
Strongly agree	206	78%
Agree somewhat	32	12%
Disagree somewhat	8	3%
Strongly disagree	15	6%
Don't know	4	2%
Refused	0	0%
Total	265	100%

Q 44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	3	1%
18-30 years old	140	53%
31-40 years old	56	21%
41-50 years old	32	12%
51-60 years old	22	8%
61 or more years old	10	4%
Total	263	100%

Q 45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	**Percent of households**
Working	57	22%
Retired	3	1%
Housewife	136	51%
Student	54	20%
Unemployed	21	8%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	265	100%

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

Q46 What is the highest level of school or madrassa you completed?		
	Number	**Percent of households**
Never went to school	132	50%
Primary School, incomplete (classes 1 to 5)	25	9%
Primary School, complete (finished class 6)	13	5%
Secondary education, incomplete (classes 7 to 8)	15	6%
Secondary education, complete (finished class 9)	8	3%
High School (classes 10 to 12)	38	14%
University education or above	34	13%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q 47 Are you married or single?		
	Number	**Percent of households**
Single	69	26%
Married	185	70%
Widower/Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q48 How many people live here in this house?		
	Number	**Percent of households**
No people	0	0%
1-5 people	58	22%
6-10 people	155	58%
10-20 people	47	18%
21 or more people	5	2%
Total	265	100%

Q49 Does your family lease or own this house?		
	Number	**Percent of households**
Lease	35	13%
Own	229	86%
Don't know	0	0%
Refused	1	0%
Total	265	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	**Percent of households**
Yes	197	74%
No	62	23%
Don't know	6	2%
Refused	0	0%
Total	265	100%

Q51 What do you pay each month for your lease or mortgage?		
	Number	**Percent of households**
Pay nothing	0	0%
1,000 AFN or less per month	18	51%
1,001-2,000 AFN per month	11	31%
2,001-3,000 AFN per month	3	9%
3,001-4,000 AFN per month	1	3%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	1	3%
7,501 or more AFN per month	1	3%
Total	35	100%

Q52 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	**Number**	**Percent of households**
Less than 2,000 AFN	7	3%
2,001 - 3,000 AFN	16	6%
3,001 - 5,000 AFN	70	26%
5,001 - 10,000 AFN	69	26%
10,001 - 15,000 AFN	38	14%
15,001 - 20,000 AFN	21	8%
20,001 - 25,000 AFN	11	4%
25,001 - 40,000 AFN	2	1%
More than 40,000 AFN	7	3%
Refused	6	2%
Don't know	18	7%
Total	265	100%

Q53 Gender		
	Number	**Percent of households**
Male	98	37%
Female	167	63%
Total	265	100%

APPENDIX B: COMPLETE SET OF FREQUENCIES, 2011 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the "N" or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this City?		
	Number	**Percent of households**
1-5 years	90	34%
6-10 years	74	28%
11-20 years	30	11%
21-40 years	38	14%
41 or more years	33	12%
Total	265	100%

Q1 Average Number of Years Lived in this City	
Average years in Sharana	16

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Overall quality of life in Bamyan	9	3%	97	37%	111	42%	48	18%	0	0%	0	0%	265	100%
The quality of schools in your city	11	4%	132	50%	60	23%	49	18%	0	0%	13	5%	265	100%
The quality of healthcare facilities in your city	25	9%	108	41%	72	27%	55	21%	0	0%	5	2%	265	100%
The health of people in your city	18	7%	117	44%	87	33%	41	15%	0	0%	2	1%	265	100%
The cleanliness of city streets	19	7%	99	37%	63	24%	83	31%	0	0%	1	0%	265	100%
The number of job opportunities in your city	9	3%	66	25%	95	36%	88	33%	0	0%	6	2%	264	100%
The number of businesses in your city	8	3%	61	23%	106	40%	42	16%	16	6%	32	12%	265	100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Bamyan	2.3
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.2

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

Q3 Is the head of your household currently employed?		
	Number	**Percent**
Yes, full time	170	64%
Yes, part time	58	22%
No, not employed	37	14%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Sharana have increased, stayed the same or decreased?		
	Number	**Percent**
Increased	102	38%
Stayed the same	105	40%
Decreased	54	20%
Refused	0	0%
Don't know	4	2%
Total	265	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	**Percent**
Yes	49	18%
No	216	82%
Total	265	100%

Q5 If you pay, how much do you pay per month?		
	Number	**Percent**
1 to 50 AFN	43	88%
51 to 100 AFN	1	2%
101 to 200 AFN	2	4%
201 to 400 AFN	0	0%
401 to 600 AFN	2	4%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?		
	Number	**Percent**
Dispose in street	15	6%
Dispose in public container	106	41%
Take to an official dump site	3	1%
Take to an improvised dump site	75	29%
Door to door collection	0	0%
Other	59	23%
Refused	0	0%
Don't know	4	2%

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

Q6 Which OTHER way do you dispose of your household trash?		
	Number	Percent
No response	202	76%
We Burn it	63	24%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	41	39%
On the next street	27	25%
Several streets away	11	10%
Further than several streets away	27	25%
Total	41	39%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	85	32%
Somewhat satisfied	75	28%
Somewhat dissatisfied	45	17%
Very dissatisfied	60	23%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.7

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

Q8 How often does the city clean trash from streets?		
	Number	**Percent**
Every day	0	0%
A couple/few times a week	0	0%
Once a week	65	25%
Once every two or three weeks	45	17%
Once a month or less frequently	74	28%
Once a year	20	8%
Never	58	22%
Refused	0	0%
Don't know	3	1%
Total	265	100%

Q9 Who do you pay for this trash service?		
	Number	**Percent**
The city, it is covered by the Safayi fees/taxes	44	17%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	2	1%
No one	219	83%
Total	265	100%

Q9 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	50%
401 to 600 AFN	1	50%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	2	100%

Q10 Quality of Trash Services														
How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	9	3%	64	24%	58	22%	80	30%	3	1%	51	19%	265	100%
Provision of legal dumpsites	25	9%	37	14%	80	30%	74	28%	2	1%	47	18%	265	100%
Provision of garbage bins in residential areas	19	7%	45	17%	52	20%	104	39%	2	1%	43	16%	265	100%
Provision of garbage bins in commercial areas	15	6%	80	30%	64	24%	40	15%	4	2%	62	23%	265	100%
Cleaning garbage from the streets	15	6%	88	33%	81	31%	64	24%	2	1%	14	5%	264	100%
Affordability of trash service	22	8%	115	43%	113	43%	15	6%	0	0%	0	0%	265	100%

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.1
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	2.4
Cleaning garbage from the streets	2.2
Affordability of trash service	2.5

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

Q11 Which of the following sources do you use for drinking water?		
	Number	**Percent**
Well on property	34	13%
Shared well with neighbors	52	20%
River, canal or other open source	102	38%
Public standpipe	40	15%
Government supplied piped water at home	11	4%
Purchase water	22	8%
Other	19	7%
Refused	1	0%
Don't know	0	0%

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

Q11 Which OTHER sources do you use for drinking water?		
	Number	**Percent**
No response	246	93%
Spring	19	7%

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	0	0%
A private firm/person	42	16%
No one	223	84%
Total	265	100%

Q12 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	15	36%
201 to 400 AFN	3	7%
401 to 600 AFN	8	19%
601 to 1,000 AFN	9	21%
1,001 to 2,000 AFN	5	12%
2,001 to 5,000 AFN	2	5%
5,001 AFN or more	0	0%
Total	42	100%

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	Percent
Yes	95	36%
No	169	64%
Total	264	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	Percent
Solar Energy	197	74%
No electricity	27	10%
Micro Hydro Power (MHP)	18	7%
Shared Generator (with neighbors)	17	6%
Personal Generator	5	2%
Large batteries/invertors (such as for running TV, lights, etc.)	5	2%
Public Generator (from government)	1	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?		
	Number	Percent
A private firm/person	38	14%
No one	227	86%
Total	265	100%

Q16 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	7	18%
101 to 200 AFN	4	11%
201 to 400 AFN	15	39%
401 to 600 AFN	7	18%
601 to 1,000 AFN	4	11%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	3%
5,001 AFN or more	0	0%
Total	38	100%

Q18 What type of toilet do you have at your home?		
	Number	**Percent**
Indoor plumbing	6	2%
Dry latrine	215	82%
Latrine with septic	43	16%
Other	1	0%
Refused	0	0%
Don't know	0	0%

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

Q19 What type of drainage do you have for your waste water?		
	Number	**Percent**
Open ditch/canal	196	74%
Septic system	60	23%
Other	8	3%
Don't know	1	0%
City pipeline/sewer	0	0%
Refused	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

Q19 Which OTHER type of drainage do you have for your waste water?		
	Number	**Percent**
Dessert	8	3%
No response	257	97%

Q20 Condition of Drainage and Quality of Drainage Services in City														
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The condition of drainage ditches near home	17	6%	80	30%	56	21%	105	40%	0	0%	7	3%	265	100%
The condition of larger drainage ditches throughout the city	17	6%	105	40%	76	29%	52	20%	0	0%	15	6%	265	100%
Ditch cleaning services	6	2%	81	31%	84	32%	74	28%	2	1%	17	6%	264	100%
Ditch repair services	2	1%	51	19%	82	31%	104	39%	2	1%	24	9%	265	100%
Ditch construction services	1	0%	44	17%	92	35%	103	39%	2	1%	23	9%	265	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City	
	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.1
Ditch repair services	1.8
Ditch construction services	1.8

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

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The condition of neighborhood streets	6	2%	70	26%	47	18%	139	52%	0	0%	3	1%	265	100%
The condition of main city roads	35	13%	133	50%	57	22%	38	14%	0	0%	2	1%	265	100%
The condition of highways	60	23%	112	42%	46	17%	26	10%	2	1%	18	7%	264	100%
Street repair services	20	8%	115	43%	77	29%	48	18%	0	0%	5	2%	265	100%
Street construction services	12	5%	112	42%	92	35%	48	18%	0	0%	1	0%	265	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.6
The condition of highways	2.8
Street repair services	2.4
Street construction services	2.3

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

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		**None close but some further away**		**Aware of no parks**		**Refused**		**Don't know**		**Total**	
Teen/adult parks	5	2%	55	21%	174	66%	0	0%	31	12%	265	100%
Women's parks	5	2%	126	48%	126	48%	0	0%	8	3%	265	100%
Children's playgrounds	9	3%	30	11%	182	69%	0	0%	44	17%	265	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Teen/adult parks	4	2%	9	3%	22	8%	9	3%	0	0%	221	83%	265	100%
Women's parks	4	2%	48	18%	50	19%	4	2%	0	0%	159	60%	265	100%
Children's playgrounds	2	1%	9	3%	9	3%	8	3%	0	0%	237	89%	265	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	2.2
Women's parks	2.5
Children's playgrounds	2.2

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

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The location of the market(s)	27	10%	133	50%	73	28%	30	11%	0	0%	2	1%	265	100%
The size and layout of the market(s)	14	5%	100	38%	88	33%	53	20%	0	0%	10	4%	265	100%
The amount of food available at your market(s)	45	17%	131	49%	80	30%	9	3%	0	0%	0	0%	265	100%
The variety of foods available at your market(s)	43	16%	142	54%	65	25%	13	5%	0	0%	2	1%	265	100%
The quality of food at your market(s)	35	13%	139	52%	73	28%	16	6%	0	0%	2	1%	265	100%
The availability of goods besides food at your market(s)	51	19%	136	51%	64	24%	11	4%	0	0%	3	1%	265	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.8
The variety of foods available at your market(s)	2.8
The quality of food at your market(s)	2.7
The availability of goods besides food at your market(s)	2.9

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	71	27%	93	35%	91	34%	10	4%	0	0%	0	0%	265	100%
Fruit	85	32%	92	35%	78	29%	10	4%	0	0%	0	0%	265	100%
Vegetables	85	32%	107	40%	57	22%	16	6%	0	0%	0	0%	265	100%
Flour	238	90%	16	6%	3	1%	8	3%	0	0%	0	0%	265	100%
Cooking oil	259	98%	6	2%	0	0%	0	0%	0	0%	0	0%	265	100%
Sugar, tea	244	92%	18	7%	2	1%	1	0%	0	0%	0	0%	265	100%
Cereal	126	48%	111	42%	22	8%	5	2%	0	0%	0	0%	264	100%

Q26 Municipal Service Priorities										
The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	**Most important**		**Second most important**		**Third most important**		**Not in top three**		**Total**	
Public containers for trash in residential and commercial areas	72	27%	22	8%	6	2%	165	62%	265	100%
A new dump site for trash to reduce leaching into water and the spread of disease	25	9%	55	21%	15	6%	170	64%	265	100%
Ditch cleaning, repair and construction	19	7%	8	3%	75	28%	163	62%	265	100%
Street repair	54	20%	25	9%	39	15%	147	55%	265	100%
Supplying clean drinking water	53	20%	64	24%	16	6%	132	50%	265	100%
Provide a new area for a market	1	0%	9	3%	5	2%	250	94%	265	100%
Provide green areas/parks	2	1%	9	3%	8	3%	246	93%	265	100%
Provide electricity service	34	13%	50	19%	48	18%	133	50%	265	100%
Car parking	0	0%	3	1%	1	0%	261	98%	265	100%
Sidewalk construction/improvement	0	0%	0	0%	13	5%	252	95%	265	100%
Sport facilities/stadium	0	0%	1	0%	5	2%	259	98%	265	100%
Public latrine for men	0	0%	8	3%	8	3%	249	94%	265	100%
Public latrine for women	5	2%	11	4%	26	10%	223	84%	265	100%

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

	Number	Percent
Mayor	72	27%
Shuras/CDCs/Jirgas	72	27%
Tribal leader/Malik	60	23%
Mullah	7	3%
Wakil-e-Gozar	26	10%
Others	0	0%
Would contact no one	24	9%
Don't know	3	1%
Refused	1	0%
Total	265	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?		
	Number	Percent
Yes	32	12%
No	230	87%
Don't know	3	1%
Refused	0	0%
Total	265	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?		
	Number	Percent
It would be fixed within a month	36	14%
It would be fixed within a year	51	19%
My request would be put on a long wait list	65	25%
Other	5	2%
Don't know	105	40%
Refused	3	1%

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

Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?		
	Number	Percent
Very good job	84	32%
Somewhat good job	109	41%
Somewhat bad job	33	12%
Very bad job	29	11%
Refused	3	1%
Don't know	7	3%
Total	265	100%

Q31 How often do you think local government officials are working to serve people like you?		
	Number	Percent
Almost always	71	27%
Sometimes	110	42%
Rarely	41	15%
Almost never	30	11%
Refused	0	0%
Don't know	13	5%
Total	265	100%

Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?		
	Number	Percent
A lot	113	43%
A little	46	17%
Very little	55	21%
None at all	40	15%
Don't know	11	4%
Refused	0	0%
Total	265	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?														
	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	107	40%	73	28%	48	18%	13	5%	0	0%	24	9%	265	100%
The religious leaders here	189	71%	45	17%	15	6%	11	4%	0	0%	5	2%	265	100%
Donor agencies	75	28%	91	34%	52	20%	44	17%	0	0%	3	1%	265	100%
The local government	77	29%	80	31%	59	23%	42	16%	3	1%	1	0%	262	100%
The provincial government	85	32%	62	24%	74	28%	34	13%	3	1%	4	2%	262	100%
The Afghanistan national government	84	32%	52	20%	62	23%	56	21%	0	0%	11	4%	265	100%

Q34 Who is your mayor?	Number	Percent
Identified correctly	49	18%
Did not know	207	78%
Provided wrong name	9	3%
Total	265	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	173	65%	54	20%	16	6%	0	0%	22	8%	265	100%
In Afghanistan as a whole	216	82%	18	7%	7	3%	0	0%	24	9%	265	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in …	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	130	49%	82	31%	37	14%	1	0%	15	6%	265	100%
In Afghanistan as a whole	168	63%	51	19%	26	10%	1	0%	19	7%	265	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	4	2%	0	0%	5	2%	13	5%	240	91%	3	1%	0	0%	265	100%
Customs office	3	1%	0	0%	0	0%	17	6%	242	91%	3	1%	0	0%	265	100%
Afghan National Police	3	1%	0	0%	5	2%	24	9%	230	87%	3	1%	0	0%	265	100%
Afghan National Army	3	1%	1	0%	4	2%	17	6%	236	89%	3	1%	0	0%	264	100%
Judiciary/courts	5	2%	0	0%	4	2%	13	5%	240	91%	3	1%	0	0%	265	100%
State electricity supply	3	1%	1	0%	4	2%	15	6%	239	90%	3	1%	0	0%	265	100%
Public healthcare service	31	12%	19	7%	11	4%	26	10%	175	66%	3	1%	0	0%	265	100%
When applying for a job	3	1%	7	3%	9	3%	30	11%	213	80%	3	1%	0	0%	265	100%
Admissions to schools/university	6	2%	4	2%	1	0%	28	11%	219	84%	3	1%	1	0%	262	100%
To receive official documents	1	0%	4	2%	5	2%	33	12%	215	81%	3	1%	4	2%	265	100%

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

	Number	Percent
1	68	26%
2	180	68%
3	17	6%
Total	265	100%

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

	Number	Percent
Yes	30	11%
No	218	82%
Don't know	17	6%
Refused	0	0%
Total	265	100%

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

	Number	Percent
Strongly agree	214	81%
Agree somewhat	36	14%
Disagree somewhat	9	3%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?		
	Number	**Percent**
Strongly agree	190	72%
Agree somewhat	29	11%
Disagree somewhat	24	9%
Strongly disagree	22	8%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q42 How old were you on your last birthday?		
	Number	**Percent of households**
13-17 years old	28	11%
18-30 years old	120	45%
31-40 years old	46	17%
41-50 years old	34	13%
51-60 years old	15	6%
61 or more years old	21	8%
Total	264	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	**Percent of households**
Working	113	43%
Retired	8	3%
Housewife	81	31%
Student	55	21%
Unemployed	38	14%
Other	9	3%
Refused	0	0%
Don't know	0	0%
Total	264	100%

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

Q44 What is the highest level of school or madrassa you completed?		
	Number	**Percent of households**
Never went to school	131	49%
Primary School, incomplete (classes 1 to 5)	13	5%
Primary School, complete (finished class 6)	6	2%
Secondary education, incomplete (classes 7 to 8)	25	9%
Secondary education, complete (finished class 9)	19	7%
High School (classes 10 to 12)	52	20%
University education or above	19	7%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q45 Are you married or single?		
	Number	**Percent of households**
Single	72	27%
Married	182	69%
Widower/Widow	11	4%
Refused	0	0%
Don't know	0	0%
Total	265	100%

Q46 How many people live here in this house?		
	Number	**Percent of households**
No people	0	0%
1-5 people	43	16%
6-10 people	157	60%
10-20 people	56	21%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?		
	Number	**Percent of households**
Lease	26	10%
Own	239	90%
Don't know	0	0%
Refused	0	0%
Total	265	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
1	238	90%
2	26	10%
3	1	0%
Total	265	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	0	0%
1,000 AFN or less per month	5	19%
1,001-2,000 AFN per month	5	19%
2,001-3,000 AFN per month	9	35%
3,001-4,000 AFN per month	4	15%
4,001-5,000 AFN per month	2	8%
5,001-7,500 AFN per month	1	4%
7,501 or more AFN per month	0	0%
Total	26	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	**Number**	**Percent of households**
Less than 2,000 Afs	0	0%
2,001 - 3,000 Afs	58	22%
3,001 - 5,000 Afs	94	35%
5,001 - 10,000 Afs	57	22%
10,001 - 15,000 Afs	19	7%
15,001 - 20,000 Afs	8	3%
20,001 - 25,000 Afs	11	4%
25,001 - 40,000 Afs	5	2%
more than 40,000 Afs	4	2%
Refused	5	2%
Don't know	4	2%
Total	265	100%

Q51 Gender		
	Number	**Percent of households**
Male	147	55%
Female	118	45%
Total	265	100%

APPENDIX C: COMPLETE SET OF FREQUENCIES, 2010 RESIDENT SURVEY

These tables contain the percentage of respondents for each response category as well as the "N" or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in this city?		
	Number	**Percent of households**
1-5 years	36	14%
6-10 years	29	11%
11-20 years	34	13%
21-40 years	95	36%
41 or more years	70	27%
Total	264	100%

Q1 Average Number of Years Lived in City	
Average years in Bamyan	30

Q2 Quality of Life in City														
How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Overall quality of life in Bamyan	4	2%	136	52%	77	29%	47	18%	0	0%	0	0%	264	100%
The quality of schools in your city	23	9%	77	29%	121	46%	40	15%	0	0%	3	1%	264	100%
The quality of healthcare facilities in your city	25	10%	83	32%	99	38%	52	20%	0	0%	4	2%	263	100%
The health of people in your city	18	7%	86	33%	87	33%	72	27%	0	0%	1	0%	264	100%
The cleanliness of city streets	2	1%	81	31%	69	26%	111	42%	0	0%	0	0%	263	100%
The number of job opportunities in your city	2	1%	79	30%	41	16%	140	53%	0	0%	1	0%	263	100%
The number of businesses in your city	7	3%	98	37%	80	30%	74	28%	0	0%	5	2%	264	100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Bamyan	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.9
The number of job opportunities in your city	1.8
The number of businesses in your city	2.1

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

Q3 Is the head of your household currently employed?		
	Number	**Percent**
Yes, full time	139	53%
Yes, part time	60	23%
No, not employed	65	25%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Bamyan have increased, stayed the same or decreased?		
	Number	**Percent**
Increased	70	27%
Stayed the same	135	51%
Decreased	57	22%
Refused	0	0%
Don't know	2	1%
Total	264	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	**Percent**
Yes	2	1%
No	262	99%
Total	264	100%

Q5 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 AFN	1	100%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	0	0%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?		
	Number	Percent
Dispose in street	14	5%
Dispose in public container	7	3%
Take to an official dump site	0	0%
Take to an improvised dump site	146	55%
Door to door collection	4	2%
Other	11	4%
Refused	0	0%
Don't know	0	0%
Other: Put it in our yard	0	0%
Other: Burn it	68	26%
Other: Put it in a ditch or river	9	3%
Other: Take it to farm/agricultural/desert land	6	2%

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

Q6 Which OTHER way do you dispose of your household trash?		
	Number	Percent
Bury	1	0%
inter the trash	1	0%
inter the trash	2	1%
inter the trash	1	0%
No response	253	96%
We	1	0%
we inter the trash	4	2%

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	5	71%
On the next street	0	0%
Several streets away	2	29%
Further than several streets away	0	0%
Total	7	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	57	22%
Somewhat satisfied	56	21%
Somewhat dissatisfied	78	30%
Very dissatisfied	72	27%
Refused	0	0%
Don't know	0	0%
Total	263	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal?	2.4

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

Q8 How often does the city clean trash from streets?		
	Number	**Percent**
Every day	9	3%
A couple/few times a week	0	0%
Once a week	97	37%
Once every two or three weeks	8	3%
Once a month or less frequently	25	10%
Never	121	46%
Refused	0	0%
Don't know	3	1%
Total	263	100%

Q9 Who do you pay for this trash service?		
	Number	**Percent**
The city, it is covered by the Safayi fees/taxes	1	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	262	100%
Total	263	100%

Q10 Quality of Trash Services														
How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Removal of illegal/improvised dumpsites	1	0%	25	10%	16	6%	203	77%	0	0%	17	6%	262	100%
Provision of legal dumpsites	2	1%	33	13%	8	3%	198	76%	0	0%	21	8%	262	100%
Provision of garbage bins in residential areas	0	0%	24	9%	12	5%	199	76%	0	0%	27	10%	262	100%
Provision of garbage bins in commercial areas	1	0%	18	7%	15	6%	206	79%	0	0%	22	8%	262	100%
Cleaning garbage from the streets	3	1%	20	8%	14	5%	204	78%	0	0%	21	8%	262	100%
Affordability of trash service	1	0%	18	7%	7	3%	212	81%	0	0%	24	9%	262	100%

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.3
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.2
Cleaning garbage from the streets	1.3
Affordability of trash service	1.2

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

Q11 Which of the following sources do you use for drinking water?	Number	Percent
Well on property	21	8%
Shared well with neighbors	37	14%
River, canal or other open source	76	29%
Public standpipe	90	34%
Government supplied piped water at home	1	0%
Purchase water	34	13%
Other	4	2%
Refused	0	0%
Don't know	2	1%

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

Q11 Which OTHER sources do you use for drinking water?	Number	Percent
bring the water from a long distance	1	0%
No response	260	98%
use the water from ditch	2	1%
use the water of ditch	1	0%

Q12 Who do you pay for this water service?	Number	Percent
City water supply department	55	21%
A private firm/person	36	14%
No one	172	65%
Total	263	100%

Q12 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	33	37%
51 to 100 AFN	7	8%
101 to 200 AFN	23	26%
201 to 400 AFN	5	6%
401 to 600 AFN	4	4%
601 to 1,000 AFN	9	10%
1,001 to 2,000 AFN	7	8%
2,001 to 5,000 AFN	1	1%
5,001 AFN or more	1	1%
Total	90	100%

Q13 Quality of Government Water Services, if Connected														
[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
Frequency of supply (times per week)	7	9%	20	24%	21	26%	10	12%	0	0%	24	29%	82	100%
Amount supplied	7	9%	23	28%	22	27%	10	12%	0	0%	20	24%	82	100%
Overall quality of water for drinking	7	9%	5	6%	46	56%	4	5%	0	0%	20	24%	82	100%

Q13 Average Rating of Satisfaction with Water Services	
	Average rating*
Frequency of supply (times per week)	2.4
Amount supplied	2.4
Overall quality of water for drinking	2.2

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

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	**Percent**
Yes	142	55%
No	118	45%
Total	260	100%

Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?		
	Number	**Percent**
No electricity	147	56%
Solar Energy	41	16%
Shared Generator (with neighbors)	34	13%
Government provided electricity that is not a public generator	14	5%
Large batteries/invertors (such as for running TV, lights, etc.)	10	4%
Personal Generator	8	3%
Micro Hydro Power (MHP)	6	2%
Public Generator (from government)	4	2%
Refused	1	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?	Number	Percent
City electricity department	26	10%
A private firm/person	29	11%
No one	206	79%
Total	261	100%

Q16 If you pay, how much do you pay per month?	Number	Percent
1 to 50 AFN	3	6%
51 to 100 AFN	7	13%
101 to 200 AFN	33	61%
201 to 400 AFN	7	13%
401 to 600 AFN	3	6%
601 to 1,000 AFN	1	2%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	54	100%

Q17 Quality of Government Electricity Services, If Connected														
[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	0	0%	7	14%	15	29%	16	31%	0	0%	13	25%	51	100%
Number of hours per day supplied	0	0%	5	10%	9	18%	23	45%	0	0%	14	27%	51	100%
Quality of supply (Electricity power & its cut out during service hours)	0	0%	7	14%	12	24%	19	37%	0	0%	13	25%	51	100%
Price for electric supply	2	4%	8	16%	11	22%	17	33%	0	0%	13	25%	51	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	1.8
Number of hours per day supplied	1.5
Quality of supply (Electricity power & its cut out during service hours)	1.7
Price for electric supply	1.9

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

Q18 What type of toilet do you have at your home?		
	Number	**Percent**
Indoor plumbing	3	1%
Dry latrine	244	93%
Latrine with septic	7	3%
Other	9	3%
Refused	0	0%
Don't know	0	0%

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

Q18 Which OTHER type of toilet do you have at your home?		
	Number	**Percent**
No response	255	97%
don't have latrine	1	0%
goes to the desert	1	0%
goes to the ruin places	1	0%
have neither of them	1	0%
into the ruin	1	0%
use ruin	1	0%
use the ruin	1	0%
use the ruins	1	0%
we do not have only latrine	1	0%

Q19 What type of drainage do you have for your waste water?	Number	Percent
City pipeline/sewer	142	54%
Open ditch/canal	84	32%
Drains onto the street/road	19	7%
Septic system	12	5%
Refused	2	1%
Drains into the yard/garden	2	1%
Other	1	0%
Don't know	1	0%

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

Q19 Which OTHER type of drainage do you have for your waste water?	Number	Percent
don't have	1	0%
No response	263	100%

Q20 Condition of Drainage and Quality of Drainage Services in City														
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	45	17%	18	7%	175	67%	0	0%	25	10%	263	100%
The condition of larger drainage ditches throughout the city	0	0%	60	23%	15	6%	169	64%	0	0%	20	8%	264	100%
Ditch cleaning services	1	0%	30	11%	9	3%	208	79%	0	0%	16	6%	264	100%
Ditch repair services	1	0%	23	9%	7	3%	217	82%	0	0%	16	6%	264	100%
Ditch construction services	0	0%	24	9%	8	3%	212	81%	0	0%	18	7%	262	100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City	
	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	1.6
Ditch cleaning services	1.3
Ditch repair services	1.2
Ditch construction services	1.2

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

Q21 Quality of Roads and Road Services														
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The condition of neighborhood streets	2	1%	44	17%	24	9%	191	72%	0	0%	3	1%	264	100%
The condition of main city roads	2	1%	134	51%	47	18%	78	30%	0	0%	3	1%	264	100%
The condition of highways	2	1%	83	32%	40	15%	124	47%	1	0%	13	5%	263	100%
Street repair services	0	0%	64	24%	16	6%	179	68%	0	0%	5	2%	264	100%
Street construction services	3	1%	93	35%	51	19%	111	42%	0	0%	6	2%	264	100%

Q21 Average Rating of Quality of Roads and Road Services	
	Average rating*
The condition of neighborhood streets	1.5
The condition of main city roads	2.2
The condition of highways	1.9
Street repair services	1.6
Street construction services	2.0

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

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	2	1%	5	2%	256	97%	0	0%	1	0%	264	100%
Women's parks	1	0%	40	15%	221	84%	0	0%	2	1%	264	100%
Children's playgrounds	3	1%	1	0%	258	98%	1	0%	1	0%	264	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	2	1%	1	0%	8	3%	2	1%	249	95%	262	100%
Women's parks	0	0%	4	2%	6	2%	7	3%	2	1%	243	93%	262	100%
Children's playgrounds	0	0%	1	0%	3	1%	8	3%	3	1%	247	94%	262	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	1.5
Women's parks	1.8
Children's playgrounds	1.4

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

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	**Excellent**		**Good**		**Fair**		**Poor**		**Refused**		**Don't know**		**Total**	
The location of the market(s)	1	0%	69	26%	19	7%	171	65%	0	0%	4	2%	264	100%
The size and layout of the market(s)	1	0%	86	33%	12	5%	161	61%	0	0%	4	2%	264	100%
The amount of food available at your market(s)	2	1%	137	52%	95	36%	27	10%	0	0%	3	1%	264	100%
The variety of foods available at your market(s)	1	0%	132	50%	106	40%	23	9%	0	0%	2	1%	264	100%
The quality of food at your market(s)	1	0%	124	47%	91	34%	46	17%	0	0%	2	1%	264	100%
The availability of goods besides food at your market(s)	0	0%	106	40%	45	17%	110	42%	0	0%	3	1%	264	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	1.6
The size and layout of the market(s)	1.7
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.0

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	27	10%	91	35%	124	47%	21	8%	0	0%	0	0%	263	100%
Fruit	32	12%	96	36%	114	43%	22	8%	0	0%	0	0%	264	100%
Vegetables	60	23%	82	31%	95	36%	27	10%	0	0%	0	0%	264	100%
Flour	250	95%	6	2%	6	2%	2	1%	0	0%	0	0%	264	100%
Cooking oil	250	95%	8	3%	5	2%	1	0%	0	0%	0	0%	264	100%
Sugar, tea	229	87%	22	8%	12	5%	1	0%	0	0%	0	0%	264	100%
Cereal	81	31%	65	25%	92	35%	26	10%	0	0%	0	0%	264	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	1	0%	8	3%	50	19%	205	78%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	6	2%	10	4%	46	17%	202	77%	264	100%
Ditch cleaning, repair and construction	8	3%	5	2%	37	14%	214	81%	264	100%
Street repair	12	5%	42	16%	66	25%	144	55%	264	100%
Supplying clean drinking water	98	37%	95	36%	21	8%	50	19%	264	100%
Provide a new area for a market	0	0%	5	2%	12	5%	247	94%	264	100%
Provide green areas/parks	0	0%	3	1%	17	6%	244	92%	264	100%
Provide electricity service	140	53%	94	36%	15	6%	15	6%	264	100%

Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?	Number	Percent
Mayor	34	13%
Shuras/CDCs/Jirgas	187	71%
Tribal leader/Malik	21	8%
Mullah	10	4%
Would contact no one	11	4%
Don't know	1	0%
Refused	0	0%
Total	264	100%

Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?	Number	Percent
Yes	40	15%
No	222	84%
Don't know	1	0%
Refused	0	0%
Total	263	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?	Number	Percent
It would be fixed within a month	9	3%
It would be fixed within a year	50	19%
My request would be put on a long wait list	184	70%
Other	12	5%
Don't know	9	3%
Refused	0	0%

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

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

	Number	Percent
Very good job	11	4%
Somewhat good job	71	27%
Somewhat bad job	63	24%
Very bad job	110	42%
Refused	0	0%
Don't know	9	3%
Total	264	100%

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

	Number	Percent
Almost always	35	13%
Sometimes	84	32%
Rarely	91	35%
Almost never	49	19%
Refused	0	0%
Don't know	4	2%
Total	263	100%

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

	Number	Percent
A lot	52	20%
A little	68	26%
Very little	81	31%
None at all	60	23%
Don't know	2	1%
Refused	0	0%
Total	263	100%

Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	180	68%	58	22%	15	6%	6	2%	0	0%	5	2%	264	100%
The religious leaders here	183	69%	58	22%	13	5%	6	2%	0	0%	4	2%	264	100%
Donor agencies	27	10%	88	33%	79	30%	64	24%	0	0%	6	2%	264	100%
The local government	29	11%	102	39%	80	30%	46	17%	0	0%	7	3%	264	100%
The provincial government	31	12%	114	43%	72	27%	42	16%	0	0%	5	2%	264	100%
The Afghanistan national government	33	13%	115	44%	64	24%	45	17%	0	0%	7	3%	264	100%

Q34 Who is your mayor?	Number	Percent
Identified correctly	59	22%
Did not know	204	77%
Provided wrong name	1	0%
Total	264	100%

Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	257	97%	2	1%	2	1%	0	0%	3	1%	264	100%
In Afghanistan as a whole	257	97%	0	0%	2	1%	0	0%	5	2%	264	100%

Q36 Compared to 12 months ago, do you think the amount of corruption overall in …	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	188	71%	38	14%	24	9%	0	0%	14	5%	264	100%
In Afghanistan as a whole	192	73%	32	12%	25	9%	1	0%	14	5%	264	100%

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

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	2	1%	10	4%	21	8%	18	7%	209	79%	0	0%	4	2%	264	100%
Customs office	0	0%	2	1%	2	1%	18	7%	238	90%	0	0%	4	2%	264	100%
Afghan National Police	1	0%	5	2%	14	5%	15	6%	225	85%	0	0%	4	2%	264	100%
Afghan National Army	1	0%	1	0%	3	1%	22	8%	234	89%	0	0%	3	1%	264	100%
Judiciary/courts	3	1%	13	5%	5	2%	19	7%	222	84%	0	0%	2	1%	264	100%
State electricity supply	0	0%	2	1%	4	2%	20	8%	235	89%	0	0%	3	1%	264	100%
Public healthcare service	2	1%	9	3%	39	15%	27	10%	185	70%	0	0%	2	1%	264	100%
When applying for a job	0	0%	2	1%	7	3%	30	11%	222	84%	0	0%	3	1%	264	100%
Admissions to schools/university	1	0%	3	1%	3	1%	27	10%	228	86%	0	0%	2	1%	264	100%
To receive official documents	1	0%	4	2%	2	1%	24	9%	231	88%	0	0%	2	1%	264	100%

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

	Number	Percent
Yes	132	50%
No	121	46%
Don't know	11	4%
Refused	0	0%
Total	264	100%

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

	Number	Percent
Yes	114	47%
No	121	50%
Don't know	9	4%
Refused	0	0%
Total	244	100%

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

	Number	Percent
Strongly agree	209	79%
Agree somewhat	33	13%
Disagree somewhat	16	6%
Strongly disagree	6	2%
Don't know	0	0%
Refused	0	0%
Total	264	100%

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

	Number	Percent
Strongly agree	192	73%
Agree somewhat	38	14%
Disagree somewhat	16	6%
Strongly disagree	18	7%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q42 How old were you on your last birthday?		
	Number	**Percent of households**
13-17 years old	11	4%
18-30 years old	87	34%
31-40 years old	73	29%
41-50 years old	44	17%
51-60 years old	25	10%
61 or more years old	16	6%
Total	256	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	**Percent of households**
Working	80	30%
Retired	0	0%
Housewife	115	44%
Student	18	7%
Unemployed	51	19%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	264	100%

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

Q44 What is the highest level of school or madrassa you completed?		
	Number	Percent of households
Never went to school	158	60%
Primary School, incomplete (classes 1 to 5)	35	13%
Primary School, complete (finished class 6)	13	5%
Secondary education, incomplete (classes 7 to 8)	10	4%
Secondary education, complete (finished class 9)	7	3%
High School (classes 10 to 12)	26	10%
University education or above	12	5%
Refused	2	1%
Don't know	0	0%
Total	263	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	39	15%
Married	207	78%
Widower/Widow	18	7%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	0	0%
1-5 people	62	24%
6-10 people	141	54%
10-20 people	53	20%
21 or more people	7	3%
Total	263	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	30	11%
Own	234	89%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	177	67%
No	87	33%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	224	89%
1,000 AFN or less per month	14	6%
1,001-2,000 AFN per month	9	4%
2,001-3,000 AFN per month	2	1%
3,001-4,000 AFN per month	1	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	1	0%
Total	251	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	**Number**	**Percent of households**
Less than 2,000 Afs	102	39%
2,001 - 3,000 Afs	50	19%
3,001 - 5,000 Afs	72	27%
5,001 - 10,000 Afs	22	8%
10,001 - 15,000 Afs	6	2%
15,001 - 20,000 Afs	3	1%
20,001 - 25,000 Afs	3	1%
25,001 - 40,000 Afs	1	0%
more than 40,000 Afs	1	0%
Refused	1	0%
Don't know	3	1%
Total	264	100%

Q51 Gender		
	Number	**Percent of households**
Male	121	46%
Female	143	54%
Total	264	100%

APPENDIX D: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

In 2010, NRC worked with RUE staff to create a data collection instrument to assess basic government capacity. In 2011, the instrument was significantly revised to capture more elements in each of four municipal government areas: general administration, financial management, revenue enhancement and Public Works. This instrument was further refined in 2012 to clarify question intent, collect additional information and eliminate some unnecessary questions.

Each year the internal capacity assessment was completed by RUE staff. They visited each city and interviewed appropriate municipal staff to complete the assessment forms. Their assessment included gathering available documents such as economic plans, job descriptions and inventories, when available. The data forms completed with the municipalities and documents collected on the trips were reviewed by staff at RUE headquarters in Kabul and the information was data-entered and sent electronically to NRC.

Internal capacity data was not collected in Parun in any of the years, as security issues could not be resolved.

RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. The 2011 version of the survey was used in 2012 with no substantive changes.

This survey was intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

The same sampling plan was used for the 2010, 2011 and 2012 iterations. The resident survey was implemented in all the RUE cites in each of these years, except for Parun which was only included in the 2012 iteration. Security concerns prevented interviewing in Parun in 2010 and 2011.

Sample Sizes					
City	Approximate number of households[1]	Number of interviews planned	Number of interviews completed		
			2010	2011	2012
Asadabad (Kunar)	1,800	275	275	276	275
Bamyan (Bamyan)	1,600	265	264	265	265
Bazarak (Panjshir)	2,700	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351
Gardez (Paktia)	3,100	312	313	312	295
Ghazni (Ghazni)	7,500	350	295	295	312
Jalalabad (Nangarhar)	26,000	372	371	372	372
Khost (Khost)	1,500	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200
Parun (Nuristan)	350	140	0	0	140
Puli Alam (Logar)[2]	700	200	200	200	200
Sharana (Paktika)	350	140	140	140	140

[1] The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.
[2] Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011.

Households in each city were chosen through random route sampling. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every N^{th} household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms; tracking whether anyone was home and willing to complete an interview at the household.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.

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