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RAMP UP EAST

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

JANUARY, 2013

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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	<i>Revenue Improvement Action Plan</i>
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 Khost. 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 140 residents were interviewed in Khost. 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 is 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 are 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 KHOST RESULTS

Capacity to provide planning and services was growing.

The number of employees in the Khost municipal government more than doubled from 2010 to 2012; increasing from 91 to 190. Even with all this hiring, Khost had 20 unfilled permanent positions and three unfilled contract positions in 2012. Khost developed a Municipal Council in 2011 and refined the number of members in 2012.

Planning was getting better, but had room to improve.

In 2011, Khost updated its master plan map, but had not completed strategic planning for the master plan. The City did have a municipal organization chart and development plan. It also had an economic profile, but had yet to create strategies for economic interventions or potential projects. The City had written statements of vision, mission, and goals but had not established written objectives, responsibilities and timelines for achieving goals. The municipality also began communicating monthly by telephone with the IDLG.

Public Works planning benefited from having more organization.

Public Works planning improved from mostly oral plans in 2011 to mostly written plans and schedules in 2012 and included a standardized process for service inspections and reporting. In Khost there was also community or private sector involvement in the delivery of several Public Works services: transport of solid waste to dumpsites, operation and

maintenance of public latrines, collection of public latrine user fees and operation and maintenance of public parks.

Revenue and budget systems were still manual.

However, Khost was the only RUE city to complete its budget without a computer and its procurement system was also manual. Khost had formed a budget committee for the 1391 (2012) budget preparation but had not developed department level or staff level work plans. Revenue systems did have computerized components but Khost had not yet graduated to using a General Journal and sub-ledger. Khost had more properties and businesses registered than did the average RUE municipality but had fewer registered guilds.

There were more avenues for public input.

In 2010 there were no avenues for residents to bring suggestions or complaints to their local government; in 2012 they were given access to the mayor to bring these comments to his office, and a suggestion/complaint box was used. Khost also had a formal Citizens' Forum that met monthly to help the government prioritize municipal projects and services and plan and conduct public events.

Khost provided more services.

In 2012, Khost was involved in the provision of the water, waste water and sanitation systems within the city. Khost also improved service delivery for road, parks and latrine maintenance. In 2012, these tasks were assigned to specific crews who had designated equipment and line items in the budget for funding this maintenance. However, while Khost had a specific crew, equipment and a schedule for trash collection, they had not given this task a line item in the budget. To help sustain these services, in 2012 the City acquired a large space to perform maintenance on equipment and created a maintenance schedule.

Residents' quality of life was better.

Residents' rating for their overall quality of life in Khost and the quality of schools in their city improved in 2012, with three-quarters or more rating these as excellent or good. Most heads of households were employed full time in all three survey years and most thought there was a good amount of job opportunities in the city, although fewer thought the number of job opportunities was increasing in 2012 than had in 2010 or 2011.

Service provision improvements were just starting to be noticed.

In 2010, residents rated the overall quality of service provision by the City of Khost as “somewhat bad;” in 2012 this rating was closer to “somewhat good.” While most residents continued to either purchase their drinking water or get it from a well on their property, the proportion using a public standpipe or water piped by the government to their home increased from 3% to 15% from 2010 to 2012. Ratings for the piped water supply were generally good.

Solar was most common energy source.

The Khost municipal government was not involved in the provision of electricity, but more residents were getting electricity from a government source (44%) and most that used it rated the frequency and quality of supply as good. However, most had moved from using personal or shared generators (55%) in 2011 to using solar energy (52%) in 2012.

Streets were a bit cleaner.

Residents were starting to see the results of improvements to trash collection planning. While most residents (61%) still rated the cleanliness of city streets as “poor” in 2012, this was an improvement from 2010 and 2011 ratings. While in 2012 most residents said the City was cleaning their streets once a month or less frequently, 20% saw trash cleaning more frequently and fewer said they only saw this cleaning once a year. Additionally, ratings for trash services (cleaning streets, removing illegal dumpsites and providing legal dumpsites and

bins in commercial and residential areas) improved from “poor” to close to “fair,” on average. Residents also changed their behavior; in 2012 only 14% were disposing of trash in the street (down from 90% in 2011). Unfortunately they changed to using improvised dumpsites rather than official dumpsites or public containers. Residents were not satisfied with these disposal methods.

Drainage systems and roads were in poor shape.

Most Khost residents used an open ditch or canal to drain gray water from their homes and dry latrines for their toilet waste. While the condition of larger drainage ditches throughout the city were rated as fair by most, smaller ditches near people’s homes were thought to be in poor condition by 72% of residents. Additionally, ditch cleaning, rearing and construction services were rated as poor by most residents. This was similar to past years. Results were similar for roads; main city streets and highways were thought to be in “fair” or “good” condition, but local streets and road repair and construction services generally received poor ratings. While remaining on average, poor, ratings had improved somewhat from 2010 to 2012.

Parks were rare but improving.

Most residents did not live near a teen/adult park and even fewer had a park for women or children nearby. More were aware of the parks further from their homes. Just under half of the households had family members that had visited a park in the city in the year prior to the survey. Ratings for city parks improved from 2010 to 2012.

Highest priority for service improvement was supplying clean drinking water.

Most Khost residents purchased their drinking water from private suppliers and most would like to have clean drinking water supplied by the government: 44% said this was the highest service priority, 24% said it was second most important and 9% said it was third. Providing electricity service was also important (most important for 17% and in the top three for 72% of respondents). Street repair was the third priority (most important for 16% and in the top three for 58% of respondents).

Contact with the municipality was infrequent.

Only 8% of respondents said they had contact with a municipal official in the year prior to the 2012 survey, compared to 38% in 2011 and 77% in 2010. Each year fewer could correctly identify their mayor (only 38% in 2012), although most said they would contact the mayor if they had a problem with something related to the City. Only 44% said they had ever asked for help or to get a service from someone in the municipal government. No one had seen the municipal newsletter and no one paid Safayi taxes.

Trust in government was wavering.

Most residents thought they could have at least a little influence over government decisions, but fewer Khost residents in 2011 compared to 2012 thought local government officials sometimes or almost always worked to serve people like them. Levels of trust that local government representatives conducted activities to benefit the people of their city increased in 2011 and dropped again in 2012, with about half having some or a great deal of trust and half having little or no trust.

Women had support in society.

Khost had the second highest number of employees of all RUE cities, but none were women. However, Khost did have 10 women on their municipal council (close to 30% of council members) and women were also represented on the Citizens' Forum. Additionally, half of the people interviewed in Khost for the resident survey were women. The vast majority of women (99%) and men (88%) in Khost strongly agreed that women should have equal opportunities like men in education. Almost all women

(91%) also strongly agreed that women should have equal opportunities like men in participating in government, while 54% of men strongly agreed and 45% of men somewhat agreed.

CITY DEMOGRAPHICS

Khost was the second most populace of RUE cities with relatively low population density when compared to others in the RUE program.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land size (KM ²)	Total education institutions	Total health centers
Bazarak	15,593	191	11	5
Asadabad	29,177	899	29	4
Maidan Shar	35,008	345	27	61
Mahmood Raqi	48,774	120	45	37
Sharana	54,416	20	15	4
Bamyan	70,028	14,175	48	14
Gardez	73,131	750	67	38
Puli Alam	88,886	30	74	29
Mehterlam	112,856	NA	63	64
Charikar	130,613	273	56	16
Ghazni	154,618	3,698	98	70
Khost	160,214	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)
Bazarak	82	1,418	3,119
Asadabad	32	1,006	7,294
Maidan Shar	101	1,297	574
Mahmood Raqi	406	1,084	1,318
Sharana	2,721	3,628	13,604
Bamyan	5	1,459	5,002
Gardez	98	1,092	1,925
Puli Alam	2,963	1,201	3,065
Mehterlam	NA	1,791	1,763
Charikar	478	2,332	8,163
Ghazni	42	1,578	2,209
Khost	39	3,204	2,811
Jalalabad	60	8,951	20,750

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

Khost had a growing number of employees, increasing from 91 in 2010 to 190 in 2012. However, none of these employees were women. The number of staff per 1,000 population continued to increase and in 2012 was above one per 1,000, which was close to RUE cities average.

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%
Bazarak	42	30	31	0%	0%	0%
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%
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%
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 (PEOPLE PER STAFF MEMBER) IN RAMP UP EAST CITIES COMPARED BY YEAR

	2010	2011	2012
Asadabad	2.4	1.9	1.9
Bamyan	0.3	0.5	0.4
Bazarak	2.7	1.9	2.0
Charikar	0.5	0.6	0.8
Gardez	0.7	0.9	0.8
Ghazni	0.3	1.1	1.0
Jalalabad	NA	1.1	1.4
Khost	0.6	1.0	1.2
Mahmood Raqi	0.9	0.7	0.9
Maidan Shar	NA	1.7	2.2
Mehterlam	0.2	1.4	0.8
Puli Alam	0.7	0.8	0.9
Sharana	NA	0.6	1.0
All cities average	NA	1.0	1.1

In 2012 there were more permanent positions in Khost than in prior years and more remained unfilled compared to prior years. In fact, Khost had more unfilled permanent positions than any other city in the RUE group. Khost's contract positions also grew over the three years of study and a few of these remained unfilled.

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

As was true for most of the RUE municipalities, in Khost, most of the positions in local government were in Public Works.

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%
Bazarak	34	24%	12%	26%	38%
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%
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
Khost 2012	✓		
All cities 2012	31%	23%	46%

The Khost master plan was a physical plan prepared in 2011 that covered six Naiyas. The municipal organization chart was prepared in 2012 with assistance from RUE and the Office of the Governor. All of the RUE cities had municipal organization charts.

FIGURE 9: YEAR CITY MASTER PLAN WRITTEN

	Khost	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 10: NUMBER OF NAIYAS COVERED BY CITY MASTER PLAN

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

FIGURE 11: YEAR MUNICIPAL ORGANIZATION CHART CREATED

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

FIGURE 12: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART

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

The city did have a Municipal Development Plan. The time horizon for the plan was five years, and 25% of the plan had already been implemented. The Municipal Development Plan was updated annually.

FIGURE 13: MUNICIPAL DEVELOPMENT PLAN, 2012

		Khost	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 21 completed PDP projects and seven ongoing PDP projects within the city boundaries.

FIGURE 14: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN CITY BOUNDARIES, 2012

	Khost	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%

Khost had developed an economic profile in 2011 which remained in 2012 but had not gone further to develop strategies or projects to improve the economic condition of the city. Khost had also started development of a procedural manual, but it was not yet automated nor did it include flow charts. Khost had all the appropriate government documents identified in Figure 18, except a copy of a Sub-National Governance Policy Document and written objectives, responsibilities and timelines for achieving municipal goals.

FIGURE 15: 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
Khost 2010		✓		
Khost 2011		✓		
Khost 2012		✓	✓	
All cities 2012	8%	92%	62%	23%

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
Khost 2011		✓			
Khost 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
Khost 2012		✓		
All cities	31%	69%	46%	8%

FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR

	Khost 2010	Khost 2011	Khost 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 municipal organizational chart		✓	✓	100%
A description of the responsibilities, for each of your municipal departments	NA		✓	92%
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%

Khost had a functioning municipal council with 35 members including 10 women (10 more than in prior years). The council met monthly and minutes were kept at these meetings. Of the 13 RUE cities, ten had functioning councils, four met weekly and six met monthly and nine of the ten kept minutes at their meetings.

FIGURE 19: MUNICIPAL COUNCIL, 2012

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

FIGURE 20: NUMBER OF COUNCIL MEMBERS COMPARED BY YEAR

	Total council members	Male council members	Female council members
Khost 2010	0	0	0
Khost 2011	75	75	0
Khost 2012	35	25	10
2012 All cities average	20.6	18.8	1.8

By 2012 residents of Khost had more direct access to local government leadership than they did in 2010 or 2011 because they could talk directly to the mayor in his office.

FIGURE 21: 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
Khost 2011		✓		
Khost 2012		✓	✓	✓
All cities 2012	8%	92%	77%	46%

Khost did have a forum for citizens' consultation and participation. The forum was formal rather than ad hoc and had 35 members. The forum met monthly. By RUE City standards, women were better represented in Khost's Citizens' Forum. The forum helped to plan and conduct public events and set priorities for municipal projects and services.

FIGURE 22: CITIZEN FORUM, 2012

		Khost	All cities
Have a forum for citizens' consultation and participation	Yes	✓	100%
	Forum is formal or ad hoc		
	Ad hoc		8%
	Formal	✓	62%
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 23: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP, 2012

	Khost	Average for all cities
Women	5	3.9
Local business	15	8.2
Religious	2	2.5
Youth	5	5.1
Culture	7	2.6
Other	1	6.7
Total	35	29.1

FIGURE 24: TYPES OF ACTIVITIES THE FORUM PERFORMS, 2012

	Khost	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 conduct of public events	✓	69%
Others		31%

Unlike all other RUE cities, there were no donors assisting the Khost municipality in 2012.

FIGURE 25: 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
Khost 2011		✓	
Khost 2012	✓		
All cities 2012	8%	92%	38%

The Khost municipality communicated by telephone with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) monthly, which was more often than in 2011, when communication occurred annually, or in 2010 when communication did not exist with these federal agencies. Khost coordinated with two-thirds of the Provincial Line Ministry Directorates.

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

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

FIGURE 27: MODE OF COMMUNICATION WITH IDLG/GDMA COMPARED BY YEAR

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

FIGURE 28: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2012

Provincial Line Ministry Directorate	Khost	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 Khost municipality was involved in providing three systems – water, waste water and sanitation, but not power. In 2010 the city had provided power (and only power), but this service was discontinued in 2011.

FIGURE 29: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR

Type of Service	Khost 2010	Khost 2011	Khost 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. Public Works planning improved in Khost in 2012 with written activity plans as well as schedules for operations and maintenance that occurred regularly. By 2012 the service inspection process included a standard form with procedures performed by most or all of the departments or areas.

FIGURE 30: 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
Khost 2011		✓		
Khost 2012		✓		✓
All cities 2012	0%	100%	92%	46%

FIGURE 31: 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
Khost 2011		✓			
Khost 2012		✓	✓	✓	
All cities 2012	8%	92%	69%	38%	8%

FIGURE 32: 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 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Khost 2011		✓		
Khost 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 any municipal projects in the past.

FIGURE 33: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS

	Khost 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%

By 2012, documentation for service delivery project maintenance and road maintenance had improved as well. The Municipality had a schedule and budget for a specific crew to complete project maintenance. Road, parks and latrine maintenance tasks were also assigned to specific crews who had designated equipment and line items in the budget for funding this maintenance.

FIGURE 34: 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
Khost 2011		✓		
Khost 2012		✓	✓	✓
All cities 2012	0%	100%	69%	38%

FIGURE 35: 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
Khost 2011	✓			
Khost 2012		✓	✓	✓
All cities 2012	15%	85%	38%	23%

FIGURE 36: 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
Khost 2011		✓		
Khost 2012		✓	✓	✓
All cities 2012	8%	92%	62%	23%

FIGURE 37: 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
Khost 2011		✓		
Khost 2012				✓
All cities 2012	0%	100%	62%	31%

Like most cities, Khost had a designated landfill (12 of 13 RUE cities had landfills). The city also had 46 designated dumpsites and 119 informal dumpsites. Approximately 1,080 cubic meters of solid waste were generated and 780 cubic meters were collected each month. This collection was accomplished with three trucks and eight laborers.

FIGURE 38: WASTE MANAGEMENT

	Khost 2012
Do you have a designated land fill site?	✓
How many formal dumpsites	46
How many informal dumpsites	119
How many cubic meters of solid waste are produced/generated each month?	1080
How many cubic meters of solid waste are collected each month?	780
How many trucks are involved in municipal trash collection?	3
How many laborers are involved in municipal trash collection?	8

By 2012 Khost had hired a crew, purchased equipment and scheduled service for trash collection as well as completed an analysis for the number of bins, crew size, equipment and fuel needed. Additionally, trash collection had a line item in the budget starting in 2012.

FIGURE 39: 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
Khost 2011		✓	✓	
Khost 2012		✓	✓	✓
All cities 2012	0%	100%	100%	69%

The City of Khost had several vehicles to use in its work (car, tractor, trucks and bikes). The inventory list included more assets in 2011 than in 2010 and a similar number in 2012 as 2011. The engineering department was responsible for the maintenance of vehicles, tools and equipment. It appears that, over the course of the three year assessment, the Land Cruiser remained inoperable despite there being an improvement in planning for regular maintenance and a larger space to conduct the maintenance.

FIGURE 40: PHYSICAL ASSETS, 2012

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	2	Staff transport	Yes	Good	Yes
Cutting machine	1	Park maintenance	Yes	Good	Yes
Double tractor	1	Waste management	Yes	Good	Yes
Dump truck/large Mazda	2	Watering and waste management	Yes	Poor	Yes
Excavator	1	Construction and waste management	No	Poor	No
Generator	3	Watering	Yes	Good	Yes
Jeep/truck/pickup	2	Staff transport	Yes	Good	Yes
Land cruiser/Fardo	1	Staff transport	No	Poor	No
Motorcycle/bike	4	Staff transport	Yes	Good	Yes
Pick axe	40	Construction and waste management	Yes	Good	Yes
Tricycle	2	Waste management	Yes	Good	Yes
Water tanker	6	Park maintenance, watering and fire fighting	Yes	Good	Yes

FIGURE 41: PHYSICAL ASSETS, 2011

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha taxi	1	Staff transport	Yes	Good	Yes
Crane	1	Construction	Yes	Good	Yes
Cutting machine	1	Construction	No	Poor	Yes
Double tractor	1	Construction/ waste management	Yes	Good	Yes
Flatbed truck/small Mazda	1	Staff transport	Yes	Good	Yes
Generator	1	Office	Yes	Good	Yes
Jeep/truck/pickup	1	Construction	Yes	Good	Yes
Land Cruiser/Fardo	1	Staff transport	No	Poor	No
Loader	1	Construction	Yes	Good	Yes
Dump truck/large Mazda	4	Watering/ waste management	Yes	Good	Yes
Water tanker	4	Watering	Yes	Good	Yes
Motor cycle/bike	14	Staff transport	Yes	Good	Yes

FIGURE 42: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Land Cruiser	NA	NA	No	NA	NA
Car/Corolla/Saracha taxi	NA	NA	Yes	NA	NA
Motor cycle/bike	NA	NA	Yes	NA	NA
Water tankers	NA	NA	Yes	NA	NA
Dump truck	NA	NA	Yes	NA	NA
Jeep/truck/pickup	NA	NA	Yes	NA	NA

FIGURE 43: 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
Khost 2011		✓		
Khost 2012	✓			
All cities 2012	8%	92%	38%	23%

FIGURE 44: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR

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

In Khost there was community or private sector involvement in the delivery of select Public Works services: transport of solid waste to dumpsites, operation and maintenance of public latrines, collection of public latrine user fees and operation and maintenance of public parks. The engineering department was responsible for maintaining tools and equipment.

FIGURE 45: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES, 2012

	Khost		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%

The filing system for Public Works improved from 2011 to 2012, and office space and furniture were sufficient. The department had more computers than the average RUE municipality and more than the average number of computers with Internet provided by the municipality. Microsoft Office and CAD software, but not GIS software, were available to staff. Electricity was provided by both the municipality and RUE.

FIGURE 46: 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
Khost 2011		✓		
Khost 2012		✓	✓	✓
All cities 2012	0%	100%	100%	77%

FIGURE 47: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Khost			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 48: PUBLIC WORKS COMPUTERS AVAILABLE, 2012

	Khost	All cities average
Number of computers	7	3.8
Number of people who share these computers	7	4.8
Number of computers with internet provided by RUE	0	0.3
Number of computers with internet provided by municipality	4	0.5
Number of computers with internet provided by another donor	0	0.1

FIGURE 49: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE, 2012

	Khost	All cities
Microsoft Office	✓	85%
GIS software		0%
CAD software	✓	77%

FIGURE 50: PUBLIC WORKS ELECTRICITY PROVISION, 2012

	Khost	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 Khost 30 days from submitting the budget to receiving final approval. The budget was created by filling out forms manually. Twelve of the 13 RUE cities used Microsoft Excel to create their budget and it took an average of 54 days for final approval.

Khost had formed a budget committee for the 1391 (2012) budget preparation but had not developed department level or staff level work plans. Neither had Khost staff published the budget in a municipal newsletter nor presented the budget in the Citizens' Forum. Khost had a systematic filing system for financial management where documents were kept but not organized. The filing system had only manual components, but the accounting/budget system for financial management utilized an automated M20 and cash account.

FIGURE 51: BUDGET AND PLANNING ACTIVITIES, 2012

	Khost	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	30	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 52: FREQUENCY OF UPDATE OF WORK PLANS, 2012

	No plans	Weekly	Monthly	Quarterly	Annually
Khost 2012	✓				
All cities 2012	46%	0%	23%	8%	23%

FIGURE 53: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT COMPARED BY YEAR

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

While Khost did not have written procedures to disburse cash (including recording the disbursement) it did use a manual correspondence book to record payments and an M20 to record revenues.

FIGURE 54: 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
Khost 2011		✓	✓	✓	
Khost 2012		✓	✓	✓	
All cities 2012	100%	100%	85%	8%	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. Khost had one governmental audit conducted in 1390 (2011). Of the 13 RUE cities, two were not audited, seven had one audit and two had two audits in that year. The 2012 procurement system in Khost was manual, not computerized.

FIGURE 55: PROCUREMENT SYSTEM TYPE, 2012

	Manual	Computerized
Khost	✓	
All cities	100%	46%

FIGURE 56: FINANCIAL AUDITS, 2012

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

The Finance Office did have sufficient space and furniture for its operations, but only one shared computer with no Internet access. It had Microsoft Office but no accounting software. Electricity was provided by both RUE and the municipality.

FIGURE 57: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Khost			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 58: PUBLIC FINANCE COMPUTERS AVAILABLE, 2012

	Khost	All cities average
Number of computers	1	1.5
Number of people who share these computers	4	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 59: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE, 2012

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

FIGURE 60: PUBLIC FINANCE ELECTRICITY PROVISION, 2012

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

REVENUE ENHANCEMENT CAPACITY

The Revenue Enhancement Office had more documents and procedures in 2012 than 2011 – standard written procedures for collecting business license fees and use of the GDMA Municipal COA for revenue. In addition, the City had automated business registration and licensing and revenue system, while the Safayi fee system was both manual and computerized. The Revenue Enhancement Office did not have department or staff level work plans. By 2012 all revenue receipts were being recorded in Excel, which was not the case in 2011. The filing system remained the same in 2012 as 2011 with documents organized and filed but not stored.

FIGURE 61: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS AND PROCEDURES COMPARED BY YEAR

	Khost 2011	Khost 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 62: REVENUE SYSTEM TYPES, 2012

	Khost			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 63: 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.
Khost 2011		✓			
Khost 2012		✓	✓		
All cities 2012	0%	100%	92%	54%	8%

FIGURE 64: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR

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

There were business guilds in Khost but no representative of the Chamber of Commerce and Industry. Khost had more properties and businesses registered than did the average RUE municipality but had fewer registered guilds.

All RUE cities collected City service fees in 1390 (2011). In 2012, Khost did not report the amount of commercial truck fees which were collected.

FIGURE 65: BUSINESS REPRESENTATIVES IN CITY, 2012

	Khost	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 66: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS, 2012

	Khost	All cities		
	Number	Average	Minimum	Maximum
Businesses registered in the business registration system	5,524	2,418	308	6,803
Properties registered in the property Safayi fee system	3,241	1,500	0	5,793
Business guilds in the municipality	2	32	0	171

FIGURE 67: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED, 2012

	Khost	All cities		
	Number	Average	Minimum	Maximum
How much was collected in 1390? (March 21, 2011 to March 20, 2012)?	NA	15,703,778	647,898	90,313,332
How much is forecasted for 1391? (March 21 to December 21, 2012)?	NA	11,592,498	225,000	58,822,500
How much was collected for 1st Quarter 1391? (March 21 to June 20, 2012)?	NA	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 has 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 are due to varying opinions among RUE municipalities as to how this new policy will impact their budgets.

Like most municipalities in 2012, office infrastructure in Khost's Revenue Enhancement Office improved to having adequate space and furniture. Khost had fewer computers for staff of Revenue Enhancement than did other communities and more staff who shared the computers. Electricity was provided by both RUE and the municipality.

FIGURE 68: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR

		Khost			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 69: REVENUE ENHANCEMENT COMPUTERS AVAILABLE, 2012

	Khost	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 70: REVENUE ENHANCEMENT ELECTRICITY PROVISION, 2012

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

RESIDENT SURVEY

QUALITY OF LIFE

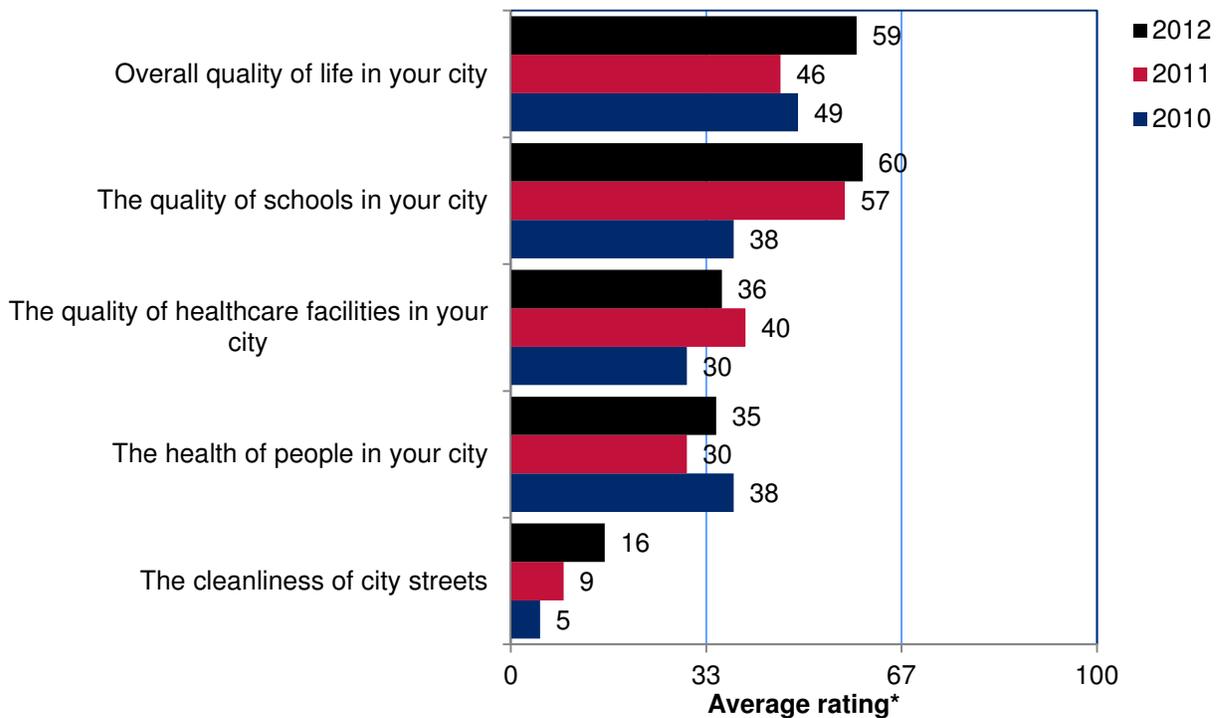
Overall quality of life in Khost improved from 2011 to 2012. Over three-quarters of residents rated the overall quality of life in Khost as either excellent or good. Quality ratings of schools and healthcare facilities in Khost remained stable from 2011 to 2012. Over 80% of respondents rated city schools as either excellent or good. Cleanliness of streets showed improvement but still ratings were mostly poor.

FIGURE 71: QUALITY OF LIFE IN KHOST, 2012

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	5%	69%	25%	1%	59
The quality of schools in your city	3%	81%	9%	6%	60
The quality of healthcare facilities in your city	0%	40%	30%	31%	36
The health of people in your city	0%	39%	27%	34%	35
The cleanliness of city streets	0%	9%	30%	61%	16

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

FIGURE 72: QUALITY OF LIFE IN KHOST COMPARED BY YEAR



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

EMPLOYMENT

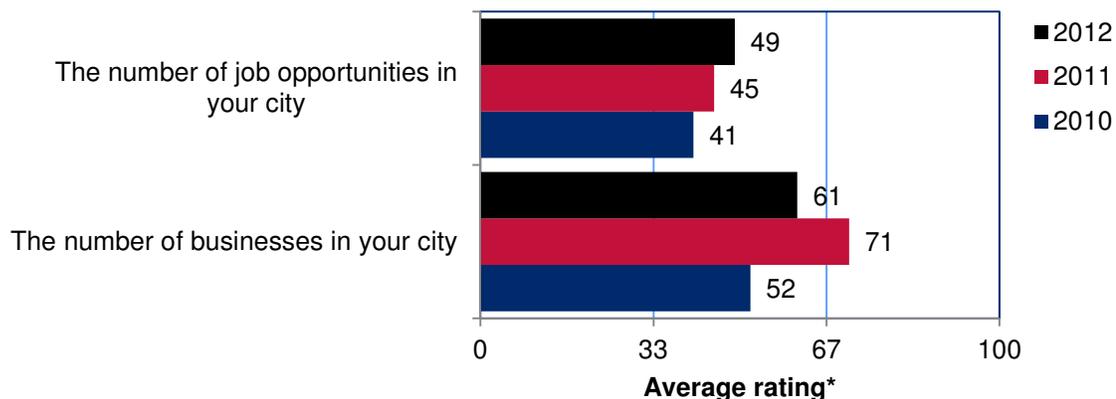
Residents' ratings of the number of job opportunities in Khost remained stable from 2011 to 2012 but showed improvement from 2010, while the ratings for the number of businesses declined. A lower proportion, about 1 in 10 respondents, indicated that they thought the number of job opportunities had increased in 2012 compared to 2011.

FIGURE 73: QUALITY OF EMPLOYMENT IN KHOST, 2012

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	2%	56%	28%	14%	49
The number of businesses in your city	23%	46%	21%	10%	61

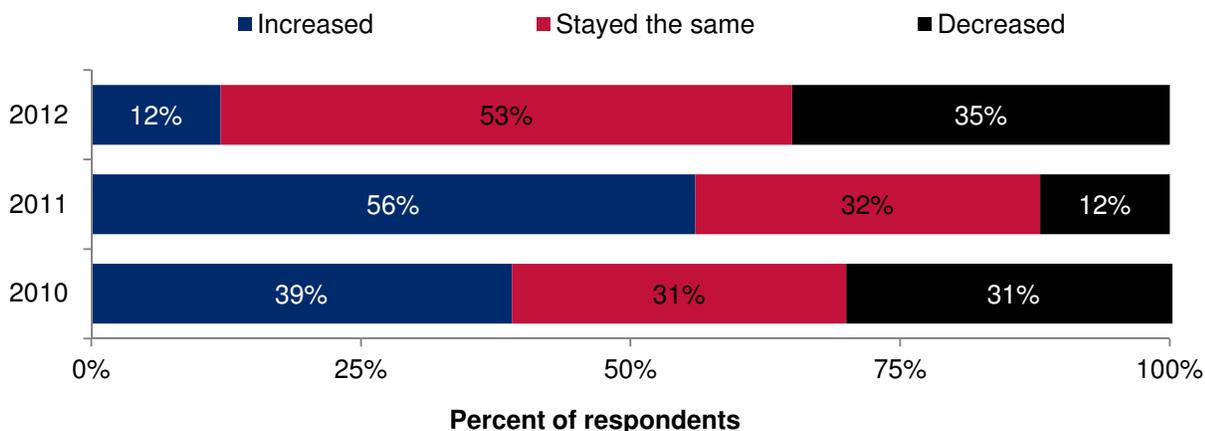
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 74: JOB OPPORTUNITIES IN KHOST COMPARED BY YEAR



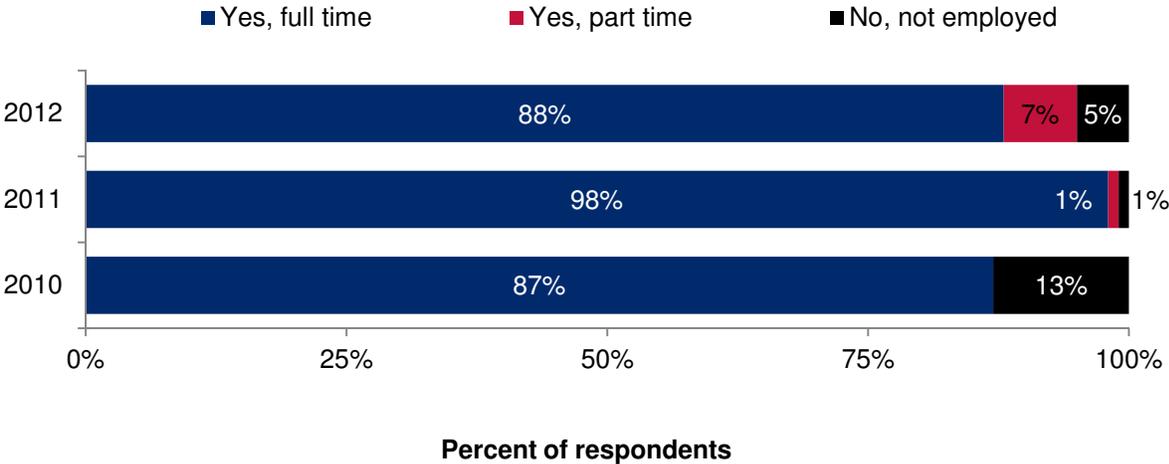
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

FIGURE 75: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR



A somewhat smaller percent of heads of households in Khost were employed on a full time basis in 2012 compared to 2011. This was a proportion similar to 2010. Still, the vast majority reported having full time work.

FIGURE 76: 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 resident survey asked about several services that could be provided by the city, province or a national agency, and some that may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

The City of Khost was involved in providing water, waste water and sanitation services, and road, parks and latrine maintenance, but not in providing power (electricity) service. In 2012, close to two-thirds of respondents thought the City did either a somewhat or very good job at providing services. These ratings were similar to 2011.

FIGURE 77: JOB THE CITY DOES AT PROVIDING SERVICES, 2012

Overall, how well is the City providing the services you think they should provide?

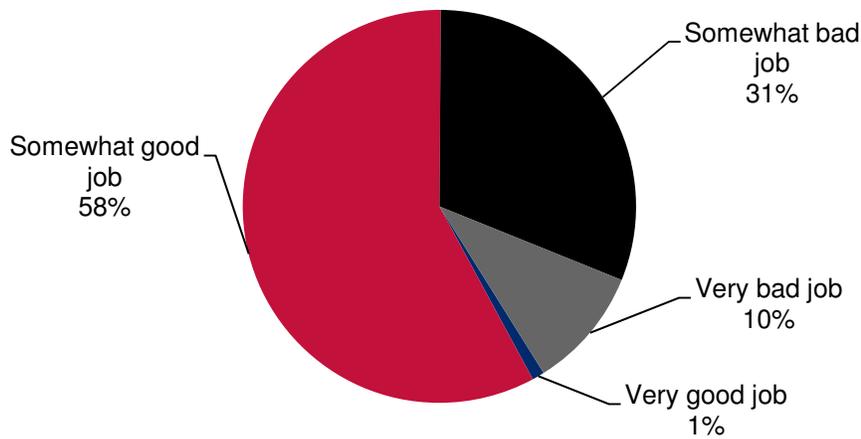
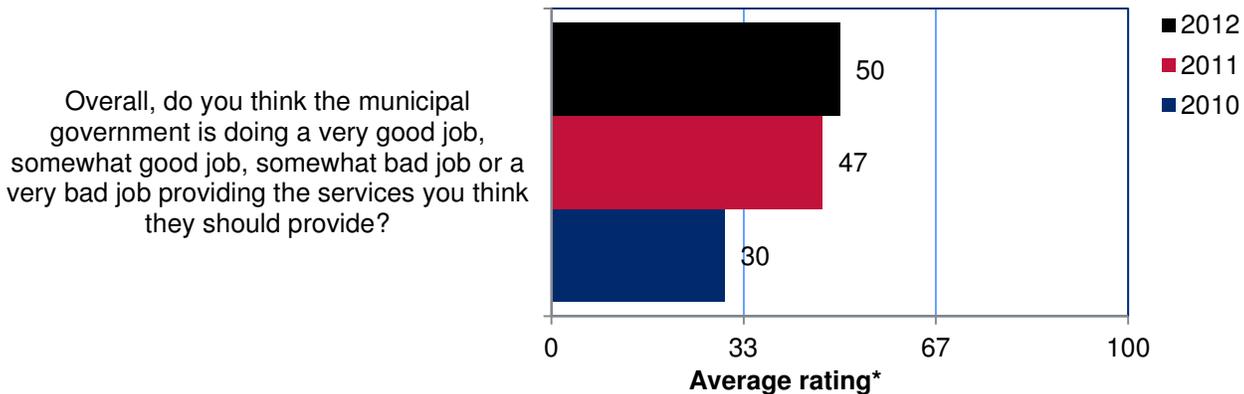


FIGURE 78: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR

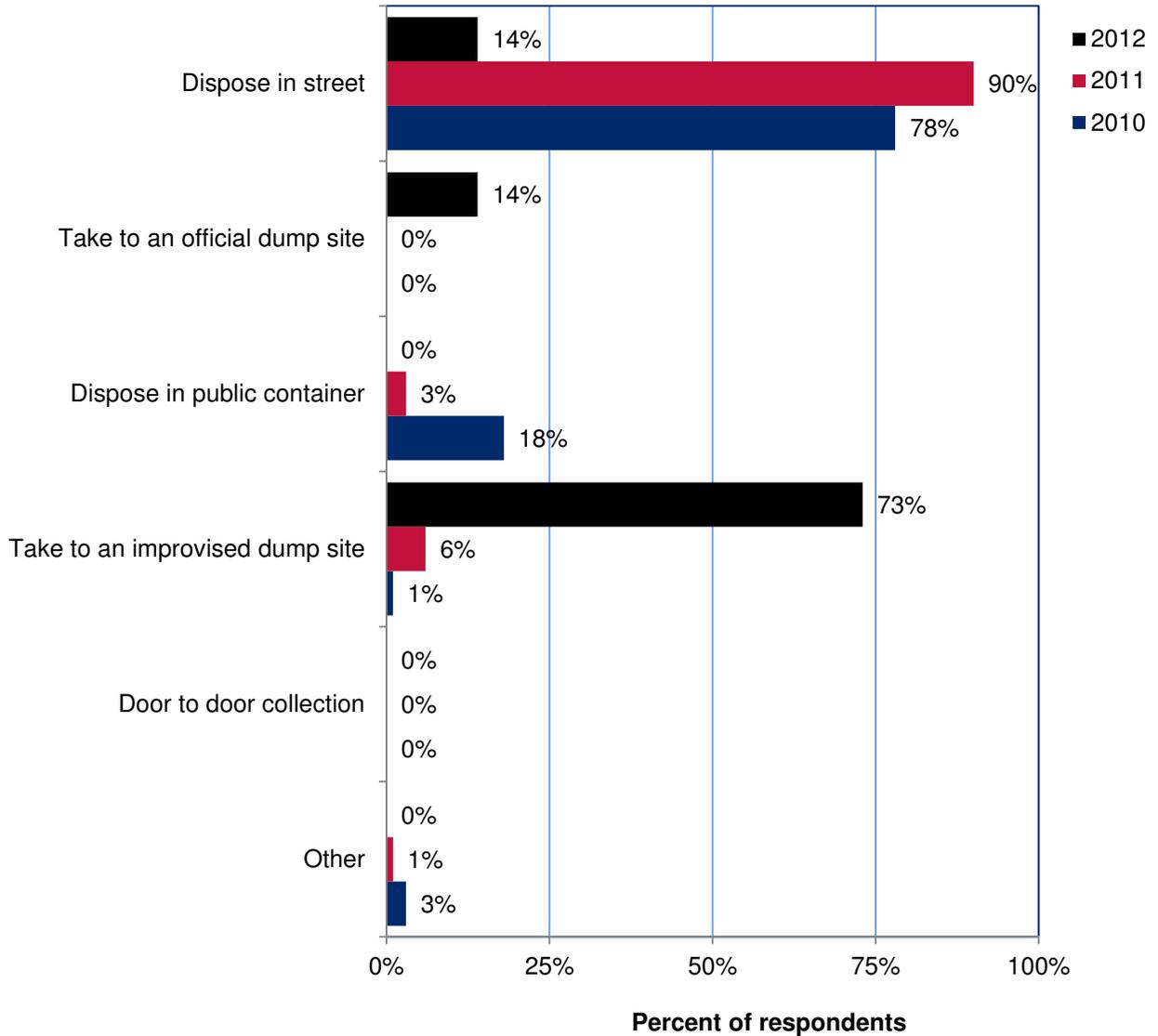


* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

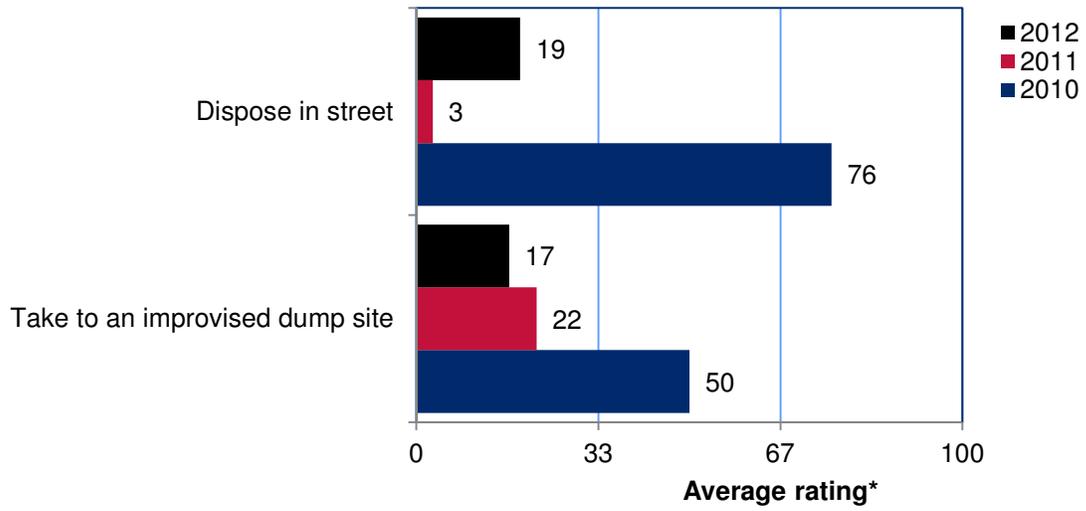
In 2011, 9 out of every 10 respondents indicated that they disposed of their trash in the street, but this number dropped precipitously to just over 1 in 10 in 2012. Conversely, the proportion of residents who disposed of trash in a public container increased greatly in 2012.

FIGURE 79: TRASH DISPOSAL METHOD COMPARED BY YEAR



In 2012, residents of Khost were not satisfied with the trash disposal methods they generally used. They were, on average, somewhat to very dissatisfied with them.

FIGURE 80: SATISFACTION WITH TRASH DISPOSAL METHOD



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

Trash removal from city streets became more frequent in 2012 compared to 2011. Many fewer residents indicated that trash was removed from city streets only once a year and more indicated that it was removed between once a month and once per year. In addition, as in prior years, almost all residents did not pay for trash removal.

FIGURE 81: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR

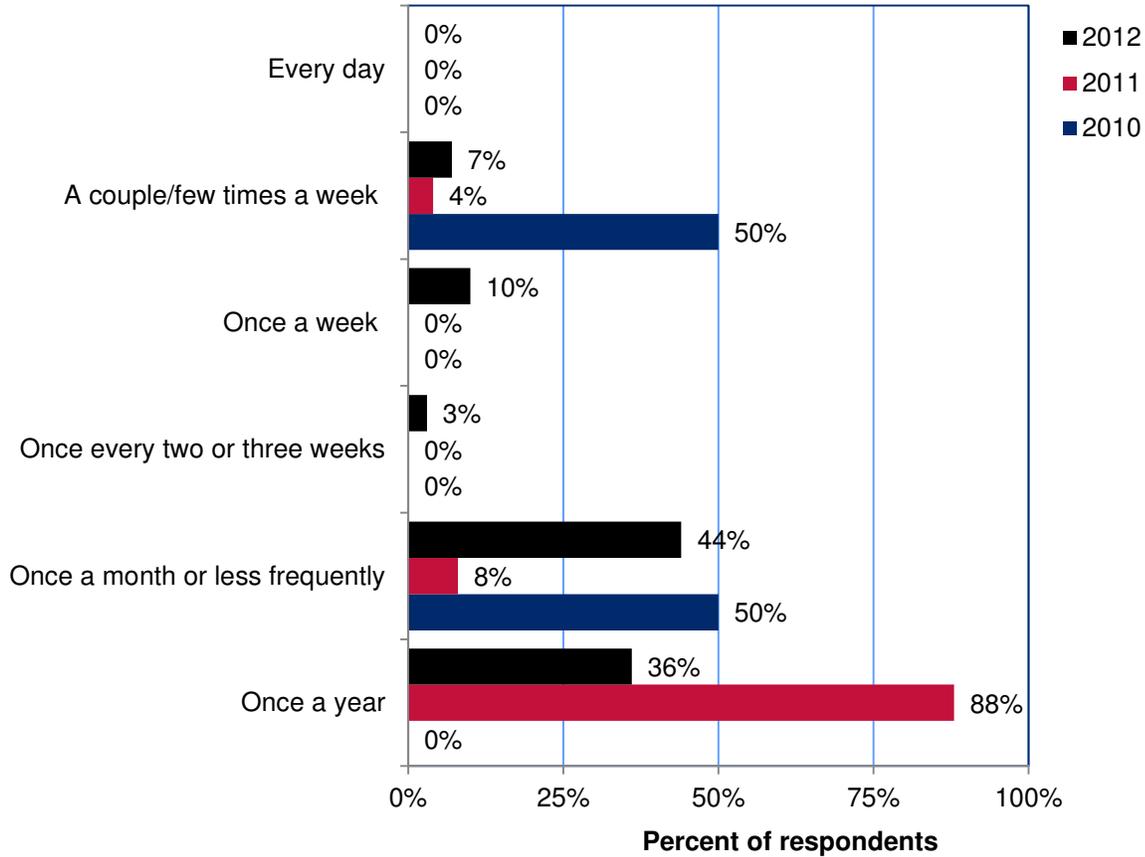
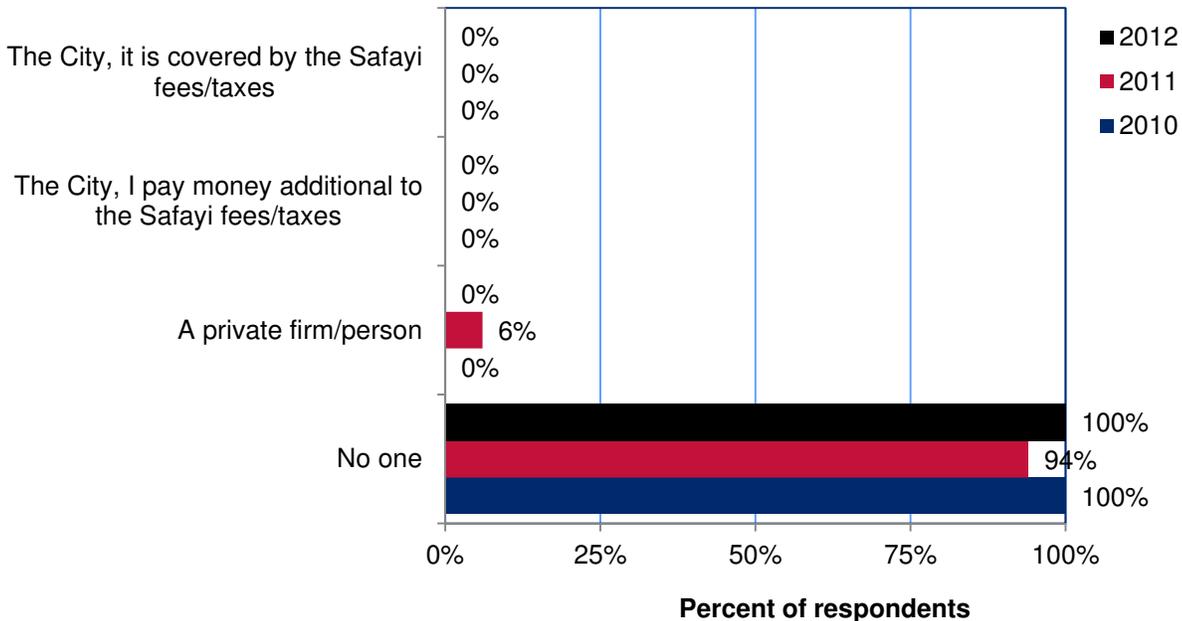


FIGURE 82: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



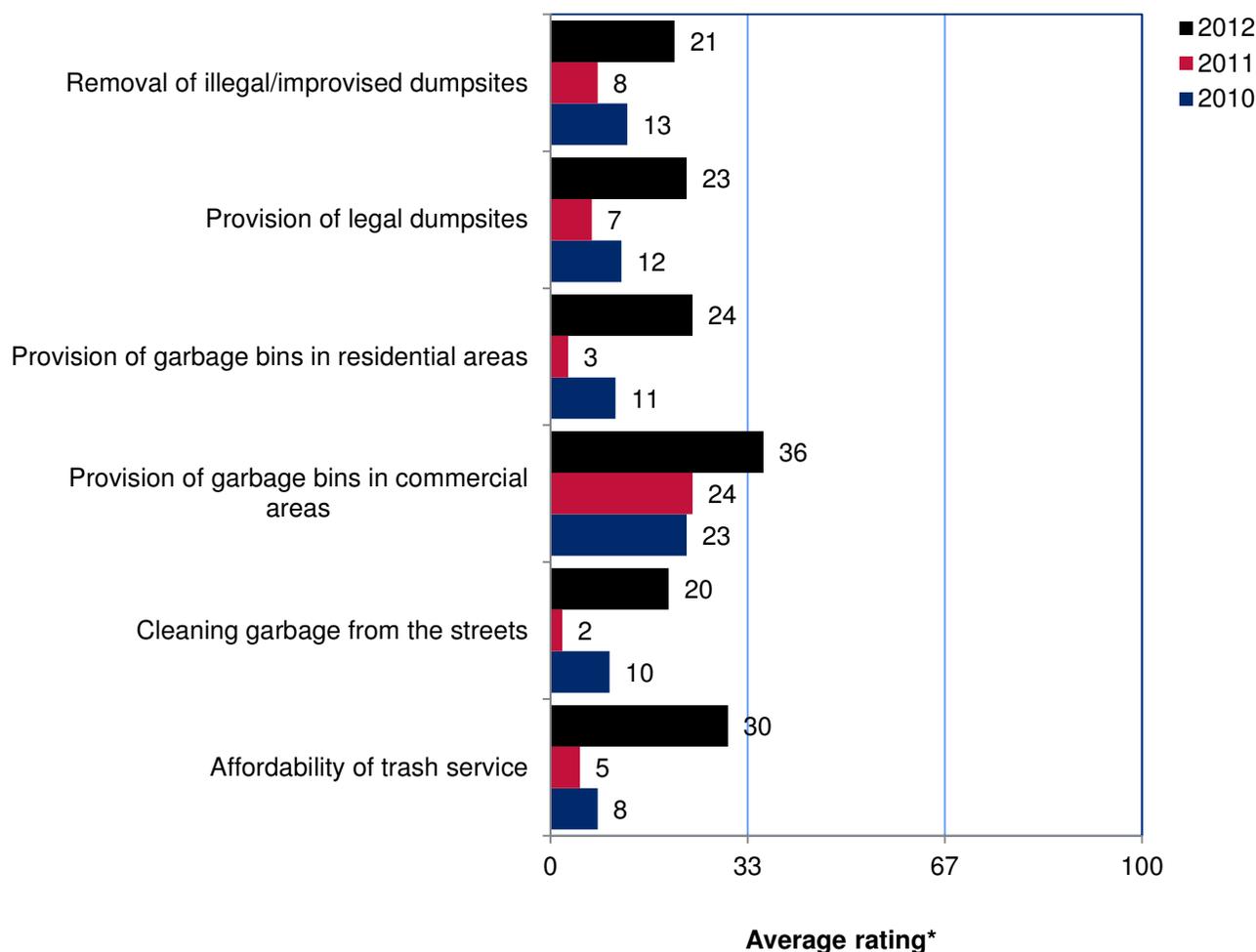
All aspects of trash removal services were rated poorly in 2012 as in 2011, though ratings for many aspects of trash removal were improved.

FIGURE 83: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	2%	16%	25%	57%	21
Provision of legal dumpsites	3%	22%	17%	58%	23
Provision of garbage bins in residential areas	2%	15%	36%	47%	24
Provision of garbage bins in commercial areas	2%	18%	68%	12%	36
Cleaning garbage from the streets	5%	14%	17%	65%	20
Affordability of trash service	0%	27%	38%	36%	30

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

FIGURE 84: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR



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

WATER

The largest plurality of residents of Khost purchased their drinking water from a private firm/person, but many used a well on their property, an increase from 2011 to 2012. In 2012, 10 times the percent of residents of Khost took their drinking water from government supplied water piped into their homes than did in 2011. Most residents either paid no one for water or paid a private party.

FIGURE 85: DRINKING WATER SOURCES COMPARED BY YEAR

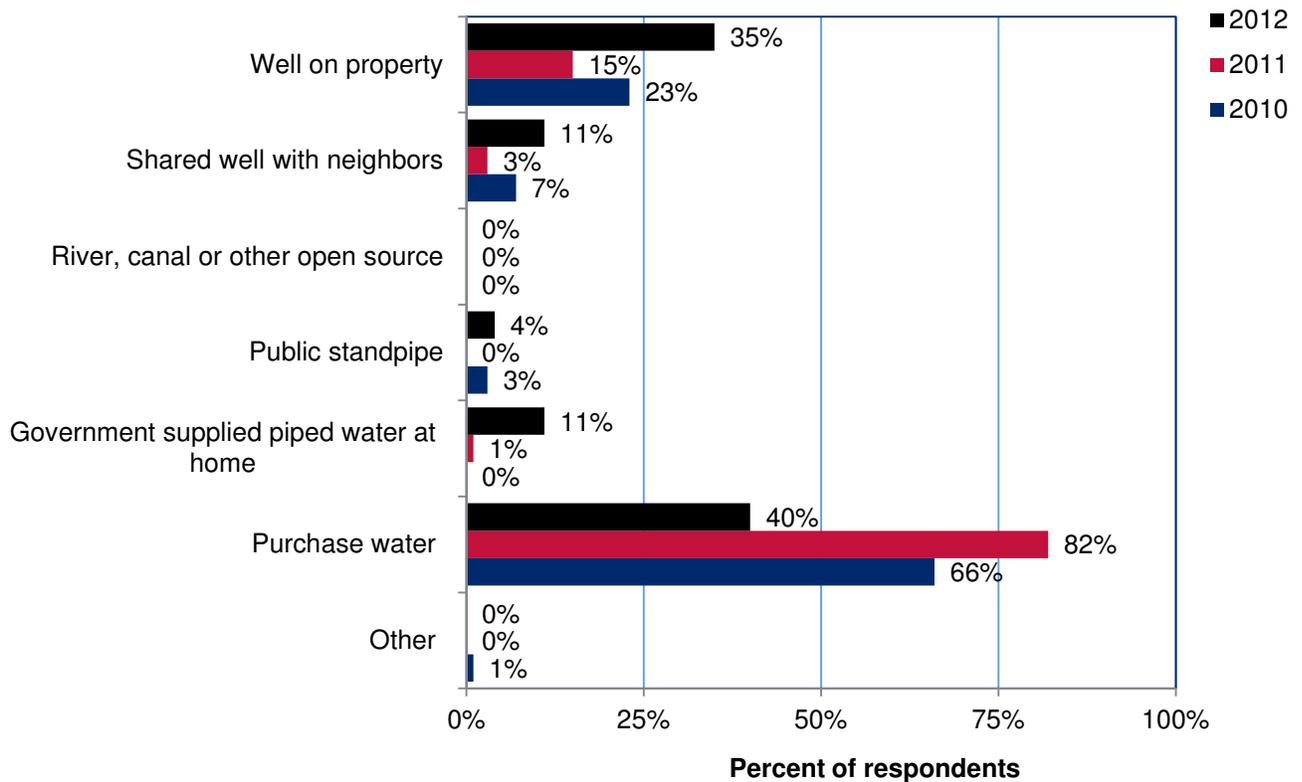
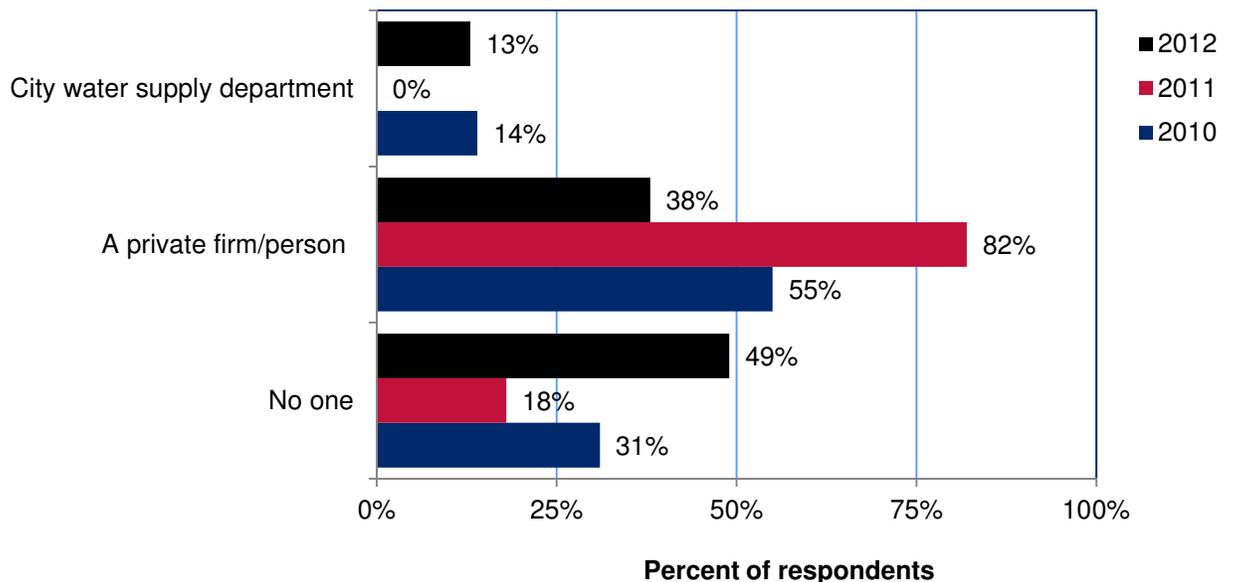


FIGURE 86: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR



Khost residents paid slightly less for their drinking water in 2012 than 2011. Only 40% of residents who paid for their water paid over 1,000 AFN on a monthly basis. The prevalence of waterborne illness decreased for many sources from 2011 to 2012, though it increased among those who drank water from a well.

FIGURE 87: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR

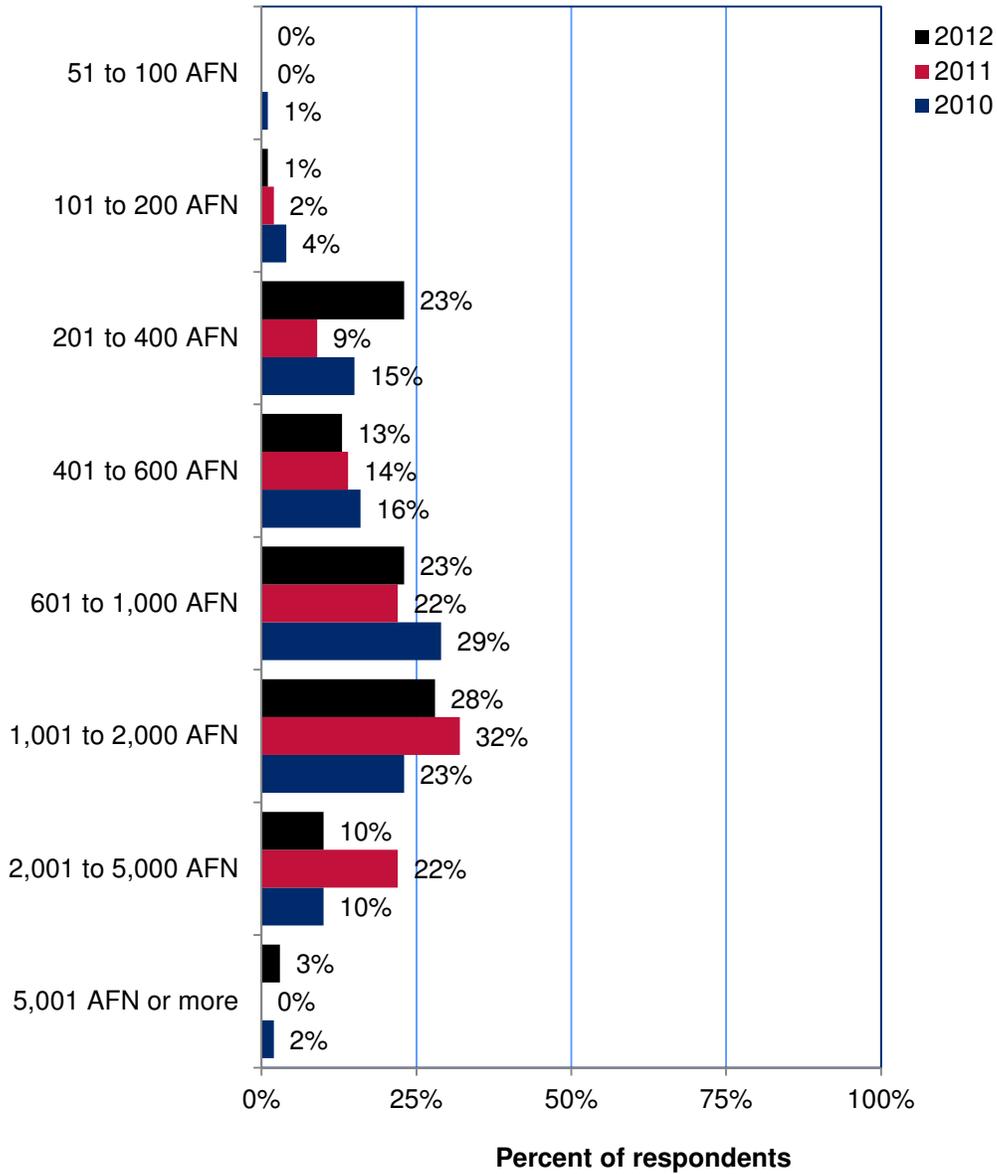
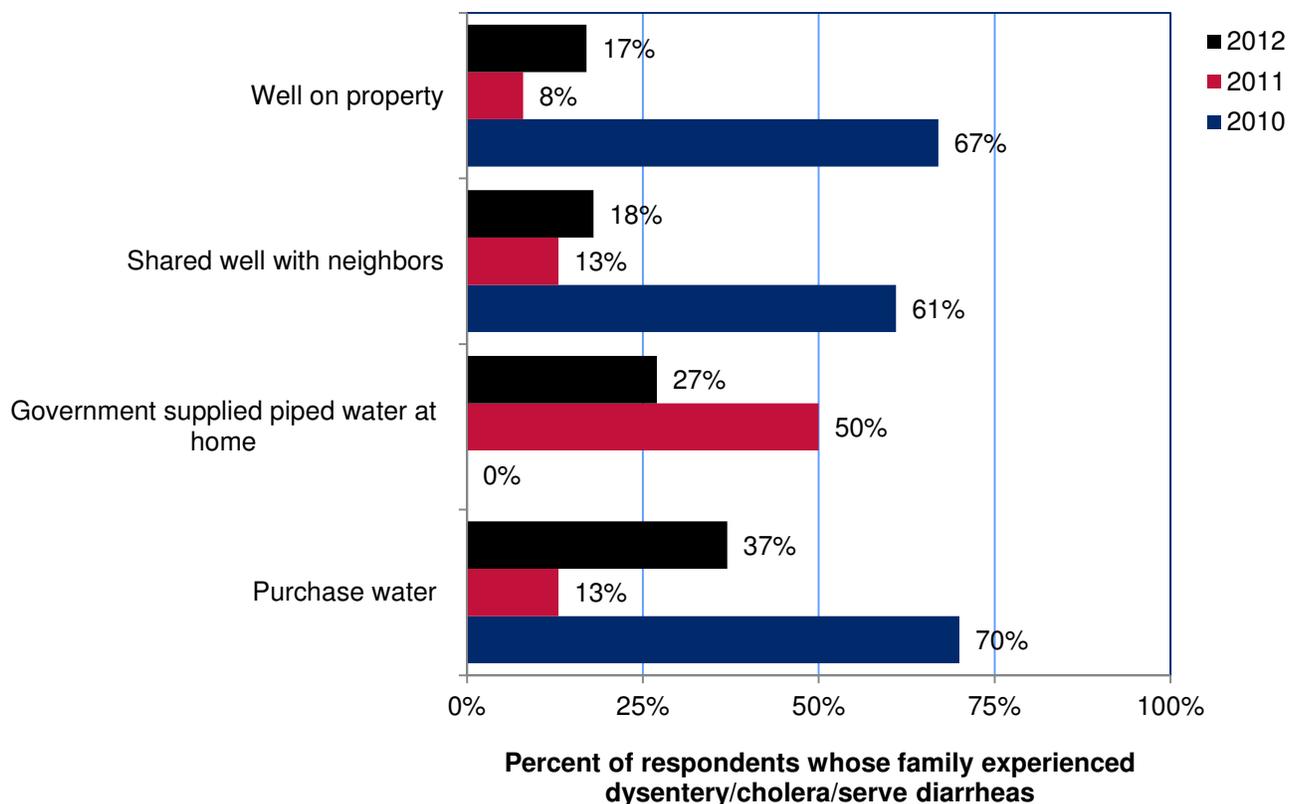


FIGURE 88: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



The ratings for the frequency, amount and quality of drinking water supplied to 11% of the population by the government were generally good. These were not compared to past years as this service was used by too few people in 2010 and 2011 to be rated.

FIGURE 89: QUALITY OF CITY WATER SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
Frequency of supply (times per week)	9%	64%	18%	9%	58
Amount supplied	12%	45%	33%	9%	54
Overall quality of water for drinking	9%	64%	24%	3%	60

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

ELECTRICITY

Higher proportions of Khost residents in 2012 than 2011 used government provided electricity that was not a generator and more used solar energy. Fewer used their personal generators in 2012 than 2011. More residents paid the government for electricity in 2012 than 2011 and fewer did not pay for electricity.

More residents who did pay for electricity in 2012 paid between 600 and 2,000 AFN and fewer paid more than 2,000 AFN, compared to 2011.

FIGURE 90: ELECTRICITY SOURCES COMPARED BY YEAR

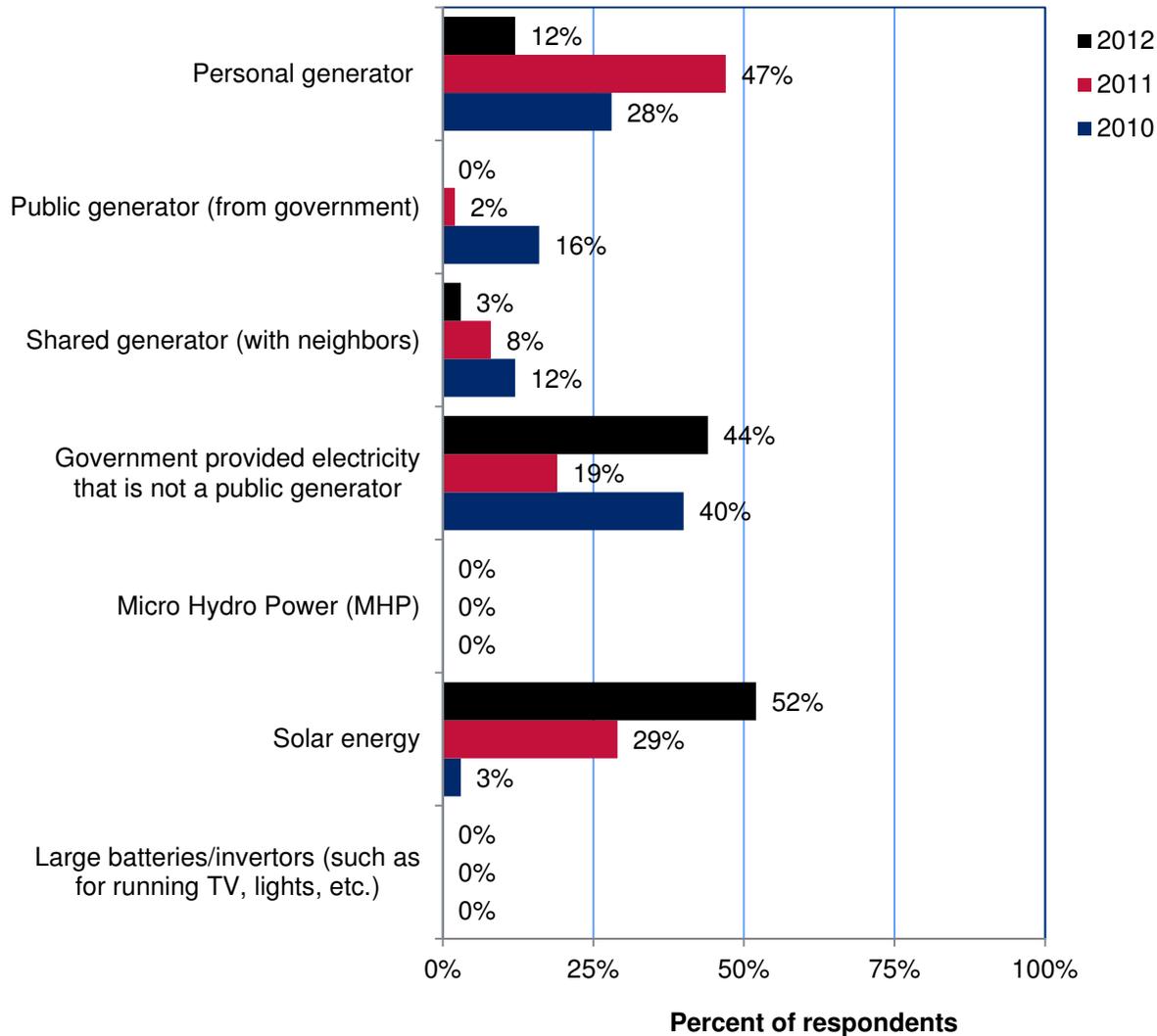


FIGURE 91: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

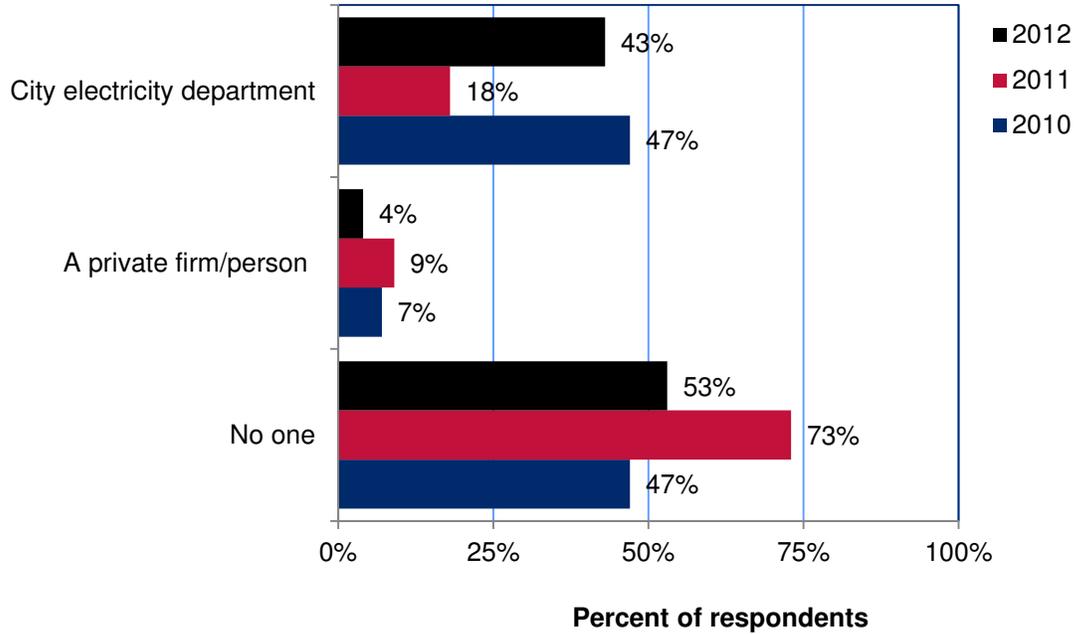
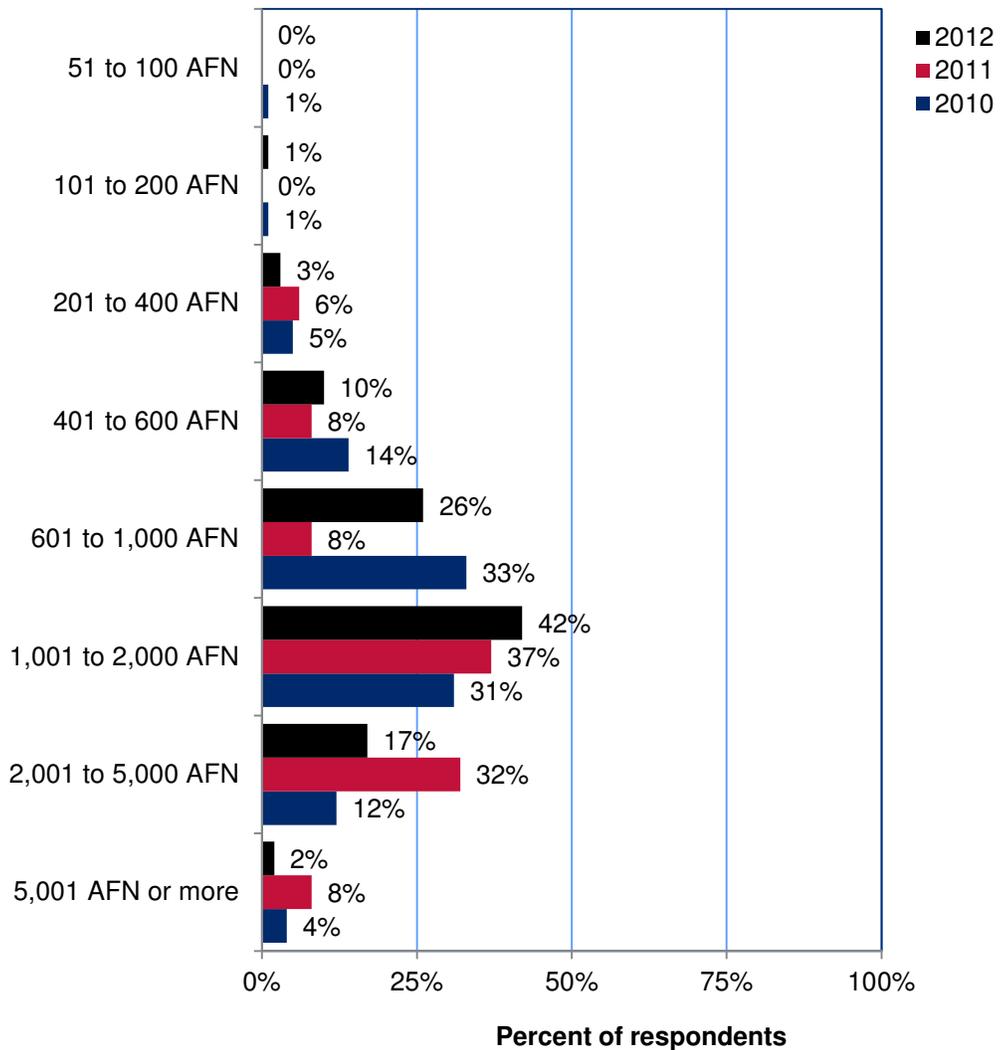


FIGURE 92: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



The quality of government electric services was generally rated highly by those residents who received their electricity from the government. Ratings of the number of days a week and hours per day improved from 2011 to 2012 and the quality of electricity supply held stable. Ratings of the price of electricity remained low in 2012 but showed improvement compared to 2011.

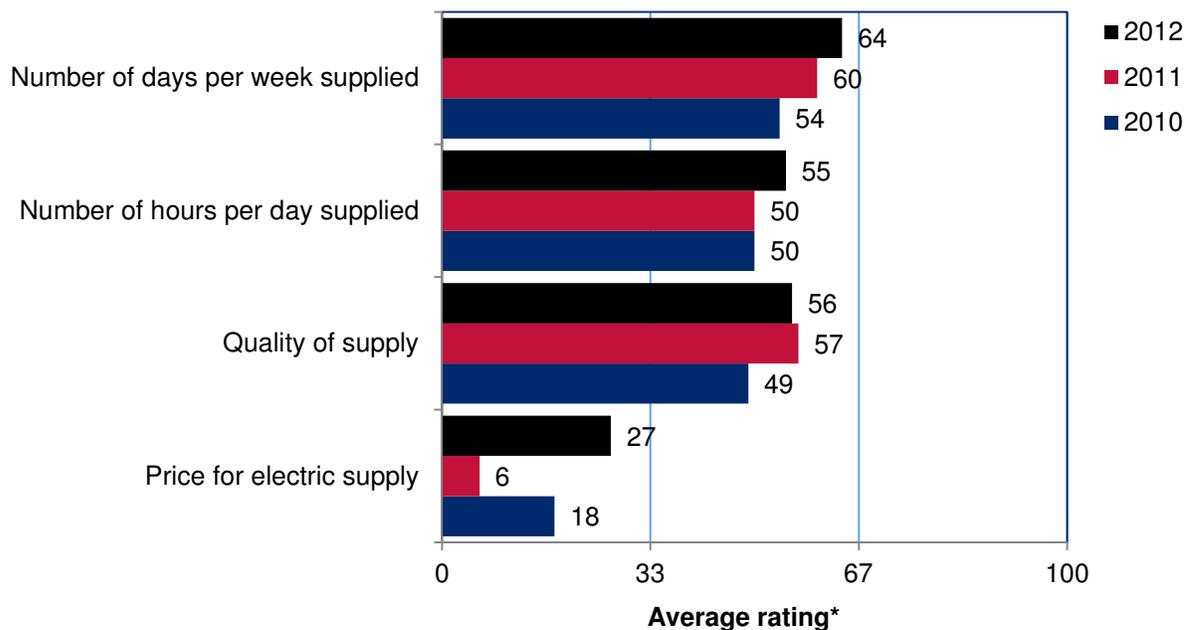
FIGURE 93: QUALITY OF GOVERNMENT ELECTRICITY SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	10%	74%	15%	2%	64
Number of hours per day supplied	0%	67%	32%	2%	55
Quality of supply*	2%	72%	18%	9%	56
Price for electric supply	3%	27%	18%	53%	27

*Electricity power and cut outs during service hours.

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

FIGURE 94: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



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

ROADS, DRAINAGE AND SANITATION

More residents in the City of Khost indicated that they had a dry latrine in their home in 2012 and 2011 than had in 2010. The proportion of residents that said they had indoor plumbing stayed about the same from 2011 to 2012. Almost all residents in Khost said they used an open ditch/canal to drain their waste water, where more said they used other systems in 2011.

FIGURE 95: TYPE OF TOILET IN HOME COMPARED BY YEAR

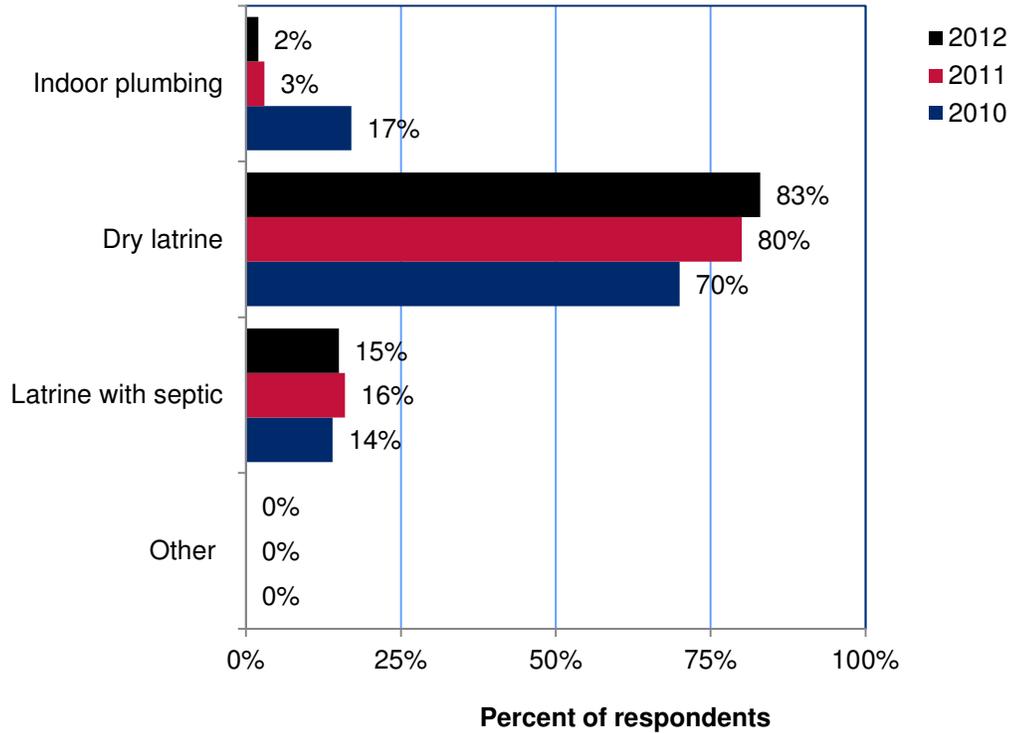
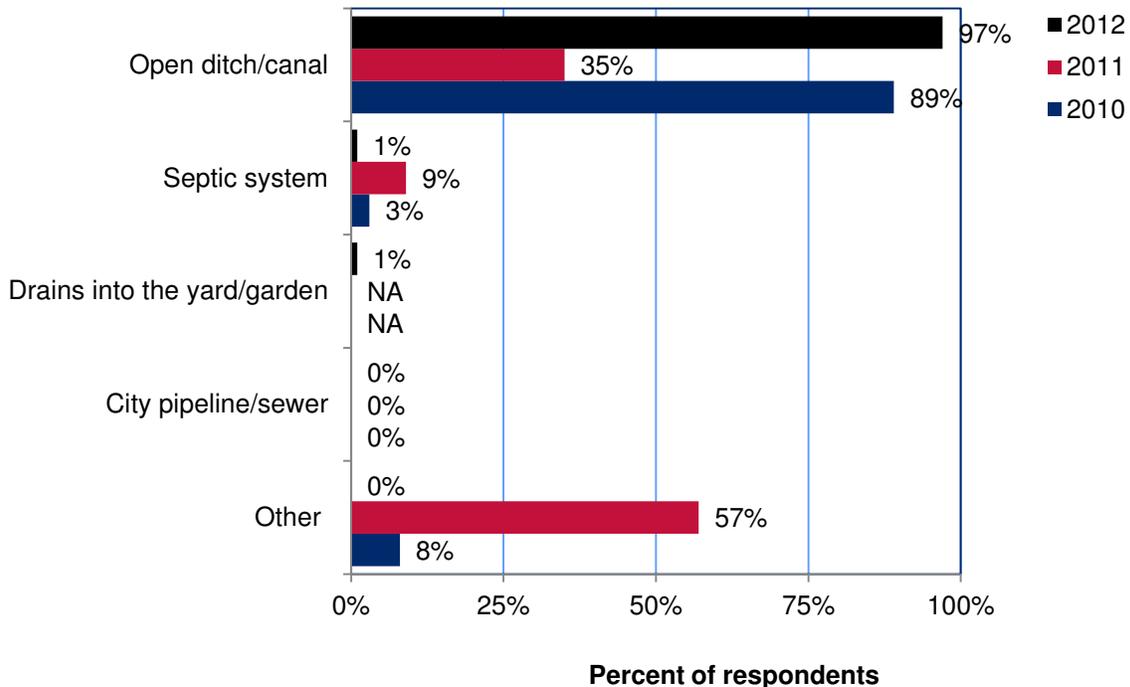


FIGURE 96: TYPE OF DRAINAGE FOR WASTE WATER



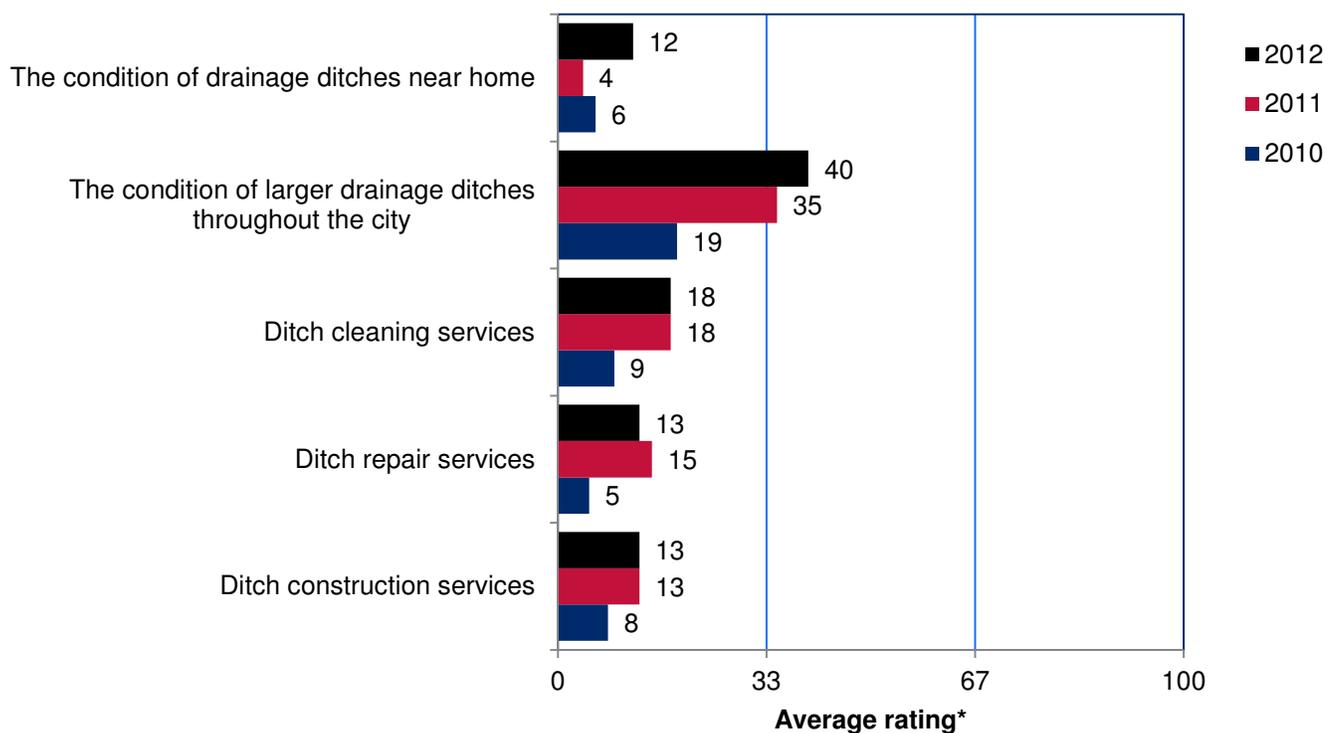
Residents of Khost generally gave poor quality ratings to all aspect of city drainage and drainage services. For example, 93% respondents rated the condition of drainage ditches near home as either fair or poor and ratings for ditch cleaning, repair and construction services were almost as bad. Ratings of larger drainage ditches were better, but still 71% said they were fair or poor. Ratings in 2012 were similar to 2011 with an improvement noted in the condition of drainage ditches near the home.

FIGURE 97: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	0%	7%	21%	72%	12
The condition of larger drainage ditches throughout the city	0%	29%	61%	10%	40
Ditch cleaning services	0%	11%	32%	58%	18
Ditch repair services	0%	11%	17%	72%	13
Ditch construction services	0%	11%	17%	72%	13

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

FIGURE 98: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

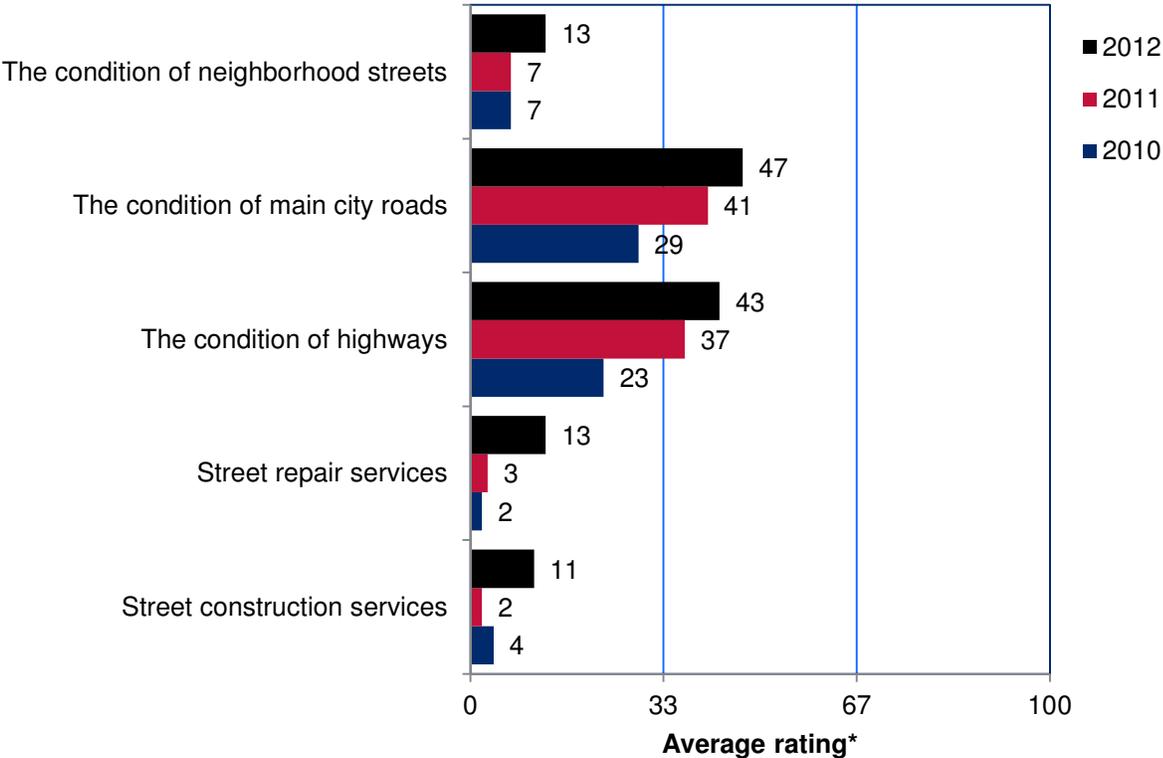
The condition of main city roads and highways, the condition of neighborhood streets, street repair and construction received better ratings in 2012 than in 2011. However, for no roads or road services did a majority of residents give ratings of excellent or good.

FIGURE 99: QUALITY OF CITY ROADS AND ROAD SERVICES, 2012

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	0%	10%	19%	71%	13
The condition of main city roads	1%	44%	50%	5%	47
The condition of highways	0%	37%	57%	6%	43
Street repair services	0%	10%	20%	70%	13
Street construction services	0%	8%	18%	74%	11

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

FIGURE 100: 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

Nearby city parks remained rare throughout the three years of study, but most were aware of parks that were further from their homes. In 2012, those few with access to parks rated women's and children's parks as either fair or poor while most rated teen/adult parks as excellent or good, a big improvement over 2011.

FIGURE 101: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

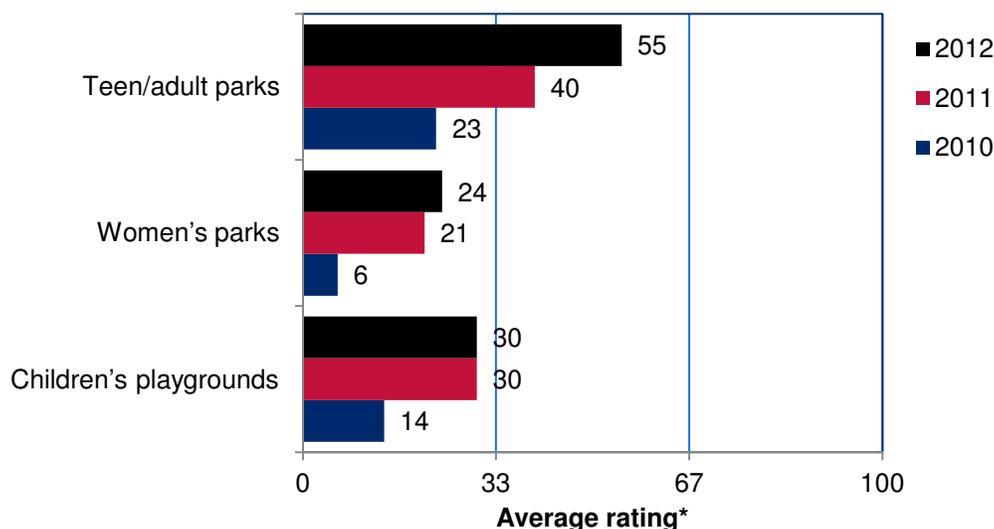
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011	2012
Teen/adult parks	Yes close	16%	21%	26%
	None close but some further away	70%	79%	62%
	Aware of no parks	14%	0%	12%
Women's parks	Yes close	1%	1%	0%
	None close but some further away	74%	95%	66%
	Aware of no parks	25%	5%	33%
Children's playgrounds	Yes close	12%	19%	8%
	None close but some further away	63%	78%	47%
	Aware of no parks	25%	3%	45%

FIGURE 102: QUALITY OF PARKS, 2012

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	5%	63%	24%	8%	55
Women's parks	0%	11%	50%	39%	24
Children's playgrounds	0%	18%	54%	28%	30

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

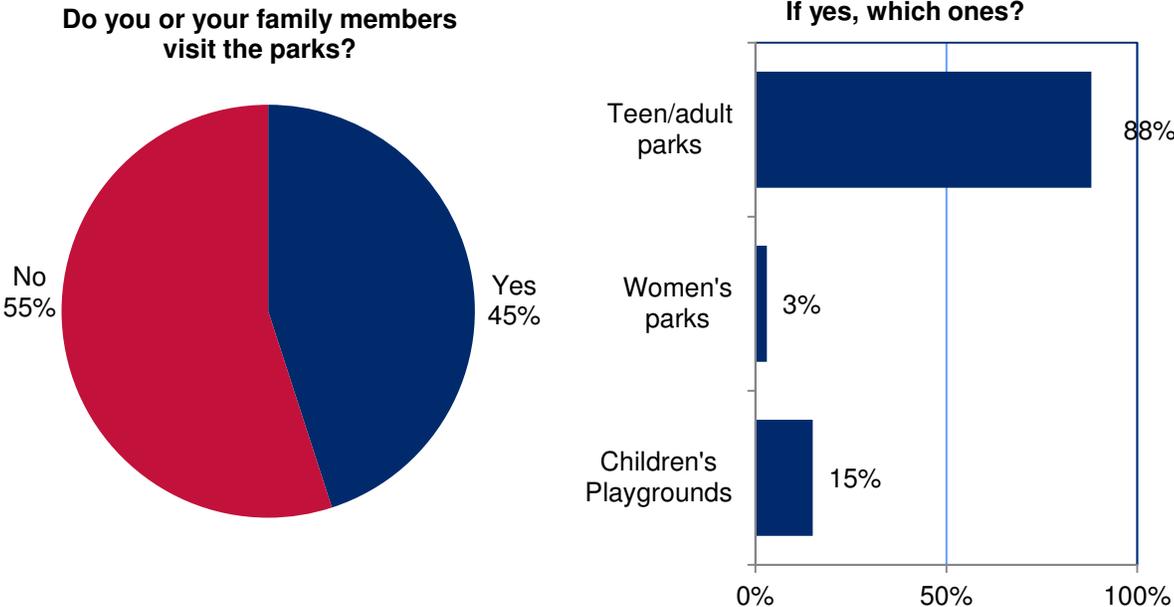
FIGURE 103: QUALITY OF PARKS COMPARED BY YEAR



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

Almost half of Khost respondents had visited a park in 2012; almost all among those who had visited a park went to a park for adults, while less than 1 in 5 had visited a park with children’s playground facilities and almost no one (only 3%) visited a women’s park.

FIGURE 104: PARKS VISITED, 2012



MARKET

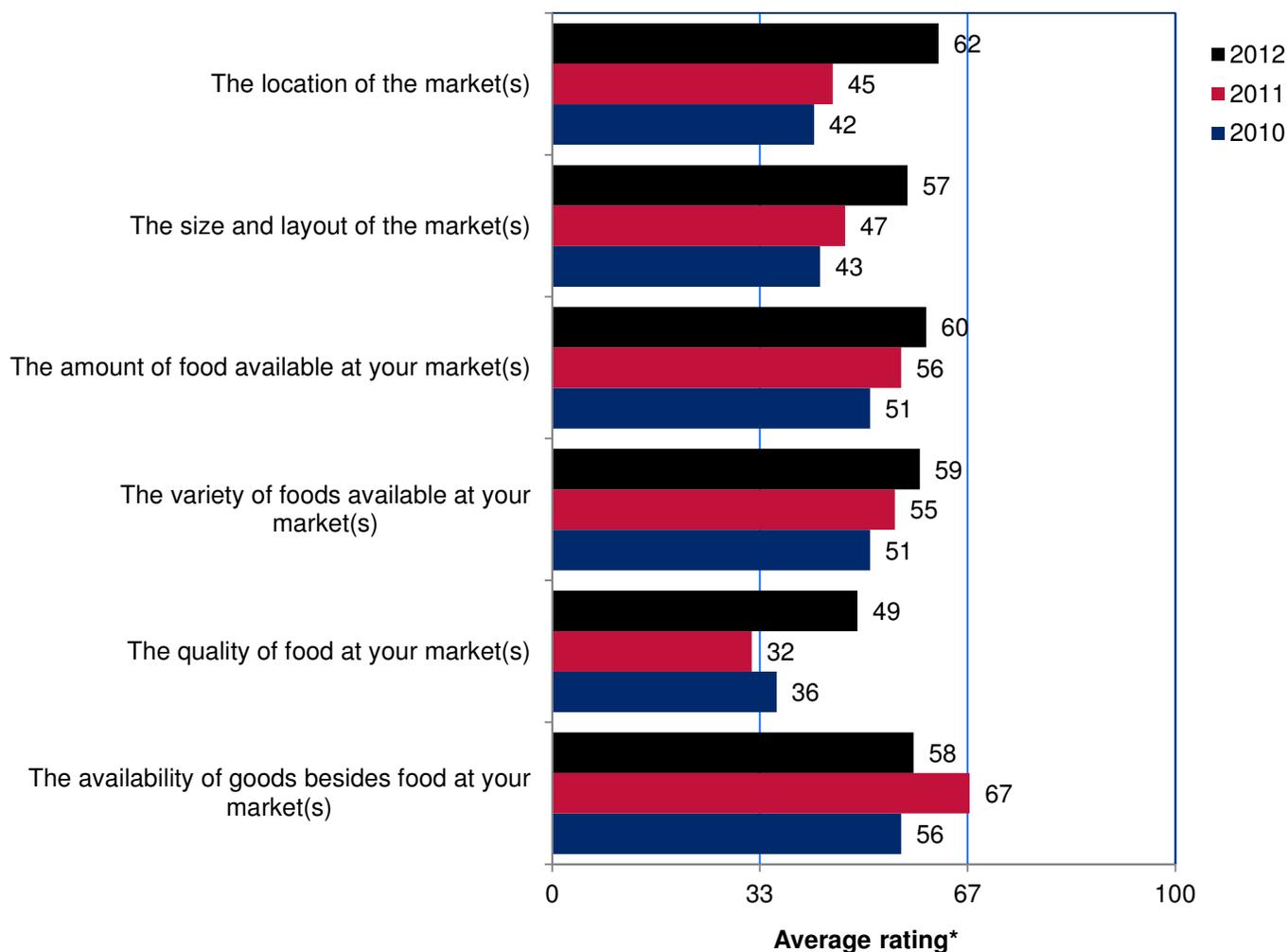
Ratings of all characteristics of Khost’s city markets, except one, improved noticeably between 2011 and 2012. The availability of goods other than food decreased in 2012.

FIGURE 105: QUALITY OF CITY MARKET, 2012

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	17%	53%	27%	3%	62
The size and layout of the market(s)	5%	65%	28%	2%	57
The amount of food available at your market(s)	11%	60%	27%	2%	60
The variety of foods available at your market(s)	9%	60%	30%	1%	59
The quality of food at your market(s)	1%	48%	48%	2%	49
The availability of goods besides food at your market(s)	8%	60%	30%	2%	58

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

FIGURE 106: QUALITY OF CITY MARKET COMPARED BY YEAR



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

Fewer residents in Khost indicated that they could afford meat, fruit and vegetables in 2012 than could in 2011. Flour, cooking oil, sugar, tea and cereal, on the other hand, remained as affordable as they had been in 2010 and 2011.

FIGURE 107: 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	82%	73%	1%
	Not as often as we want	17%	27%	49%
	Only rarely	1%	0%	50%
	Never	0%	0%	0%
Fruit	As often as we want	86%	62%	6%
	Not as often as we want	13%	38%	51%
	Only rarely	1%	0%	43%
	Never	0%	0%	0%
Vegetables	As often as we want	95%	63%	23%
	Not as often as we want	4%	37%	63%
	Only rarely	1%	0%	14%
	Never	0%	0%	0%
Flour	As often as we want	99%	99%	100%
	Not as often as we want	1%	1%	0%
	Only rarely	0%	0%	0%
	Never	0%	0%	0%
Cooking oil	As often as we want	98%	99%	100%
	Not as often as we want	2%	1%	0%
	Only rarely	0%	0%	0%
	Never	0%	0%	0%
Sugar, tea	As often as we want	99%	99%	100%
	Not as often as we want	1%	1%	0%
	Only rarely	0%	0%	0%
	Never	0%	0%	0%
Cereal	As often as we want	94%	94%	64%
	Not as often as we want	3%	6%	31%
	Only rarely	3%	0%	5%
	Never	0%	0%	0%

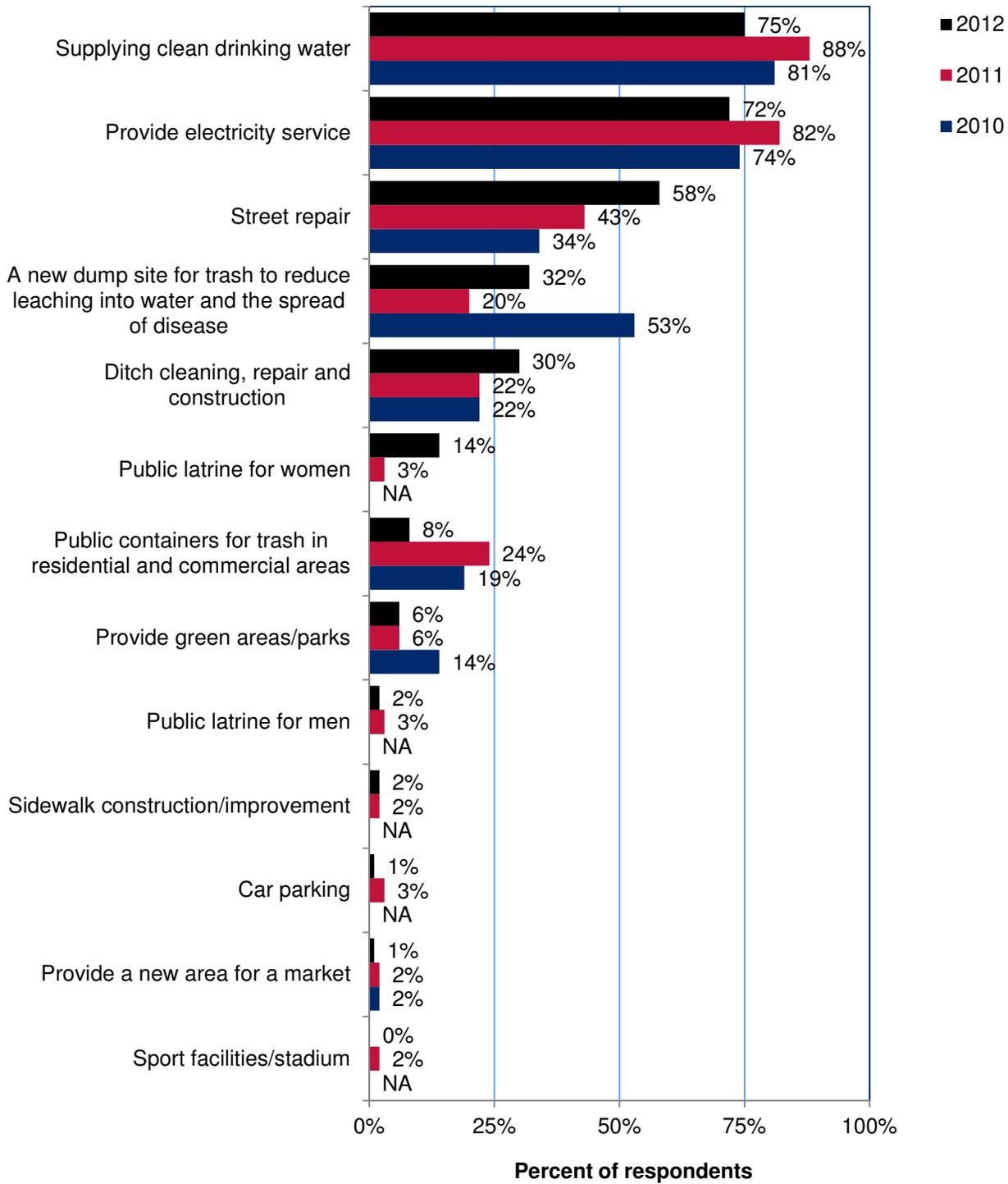
SERVICE PRIORITIES

When asked to evaluate the importance of several services the City of Khost could potentially provide, clean drinking water and electricity remained the top priorities in all three years of study. Street repair was a growing priority, but was still of much less importance than clean drinking water and electricity. Public trash containers and new parks or green areas remained the lowest priorities.

FIGURE 108: 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
Supplying clean drinking water	41%	24%	9%	25%
Provide electricity service	17%	27%	28%	28%
Street repair	16%	20%	22%	42%
A new dump site for trash to reduce leaching into water and the spread of disease	11%	11%	11%	68%
Ditch cleaning, repair and construction	5%	9%	16%	70%
Public latrine for women	2%	5%	8%	86%
Public containers for trash in residential and commercial areas	4%	2%	1%	92%
Provide green areas/parks	2%	2%	3%	94%
Sidewalk construction/improvement	0%	1%	1%	98%
Public latrine for men	0%	0%	2%	98%
Provide a new area for a market	1%	0%	0%	99%
Car parking	1%	0%	0%	99%
Sport facilities/stadium	0%	0%	0%	100%

FIGURE 109: 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

As in 2010 and 2011, in 2012 almost all residents in Khost would contact the Mayor if they had a city related problem. The percent who would contact the Wakil-e-Gozar increased to 10% in 2012 from 1% in 2011. Fewer residents each year were able to correctly identified Khost's mayor was.

FIGURE 110: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

If you have a problem with something related to the City, who would you contact?

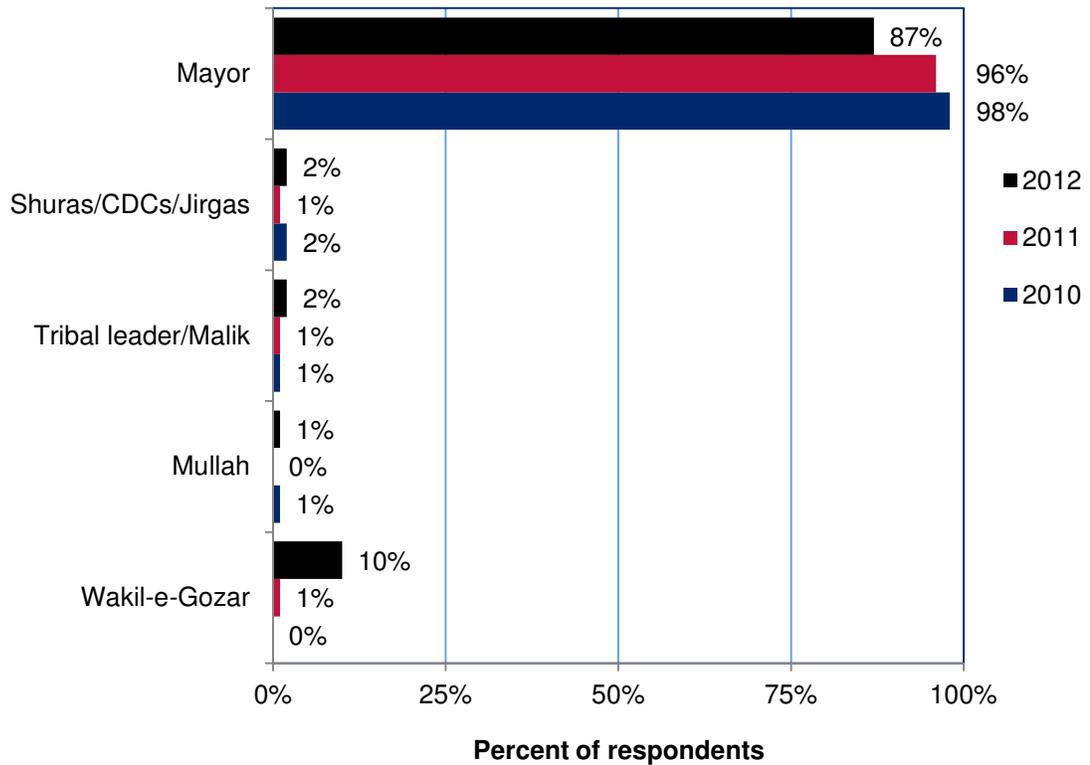
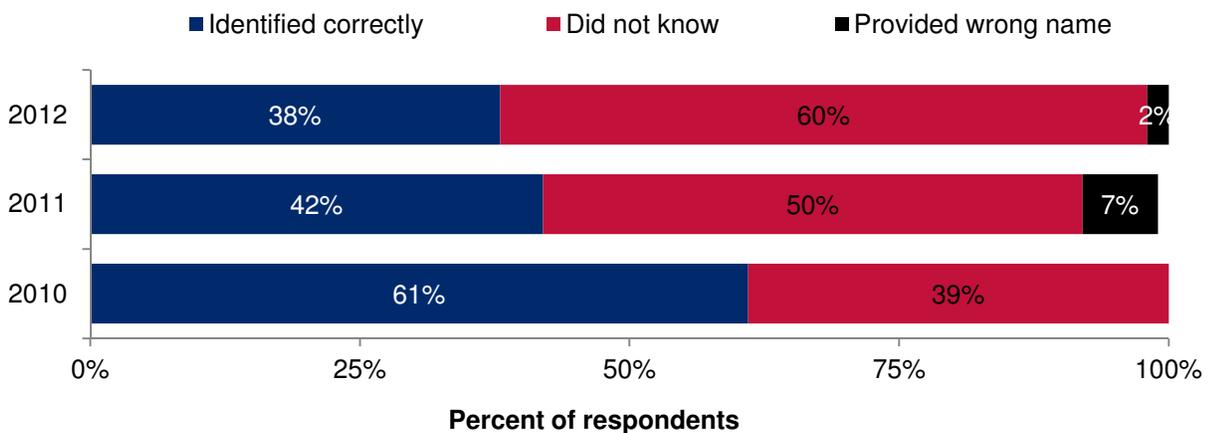
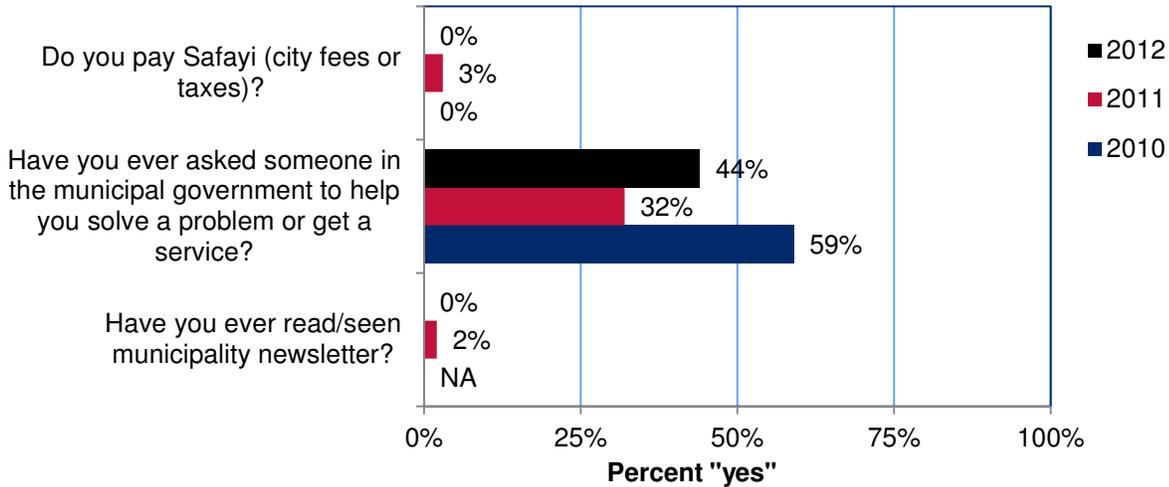


FIGURE 111: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



In 2012 compared to 2011, a larger proportion of Khost's residents asked for help or to get a service from someone in the municipal government. In 2012, no one had seen or read a municipality newsletter or paid Safayi taxes or fees.

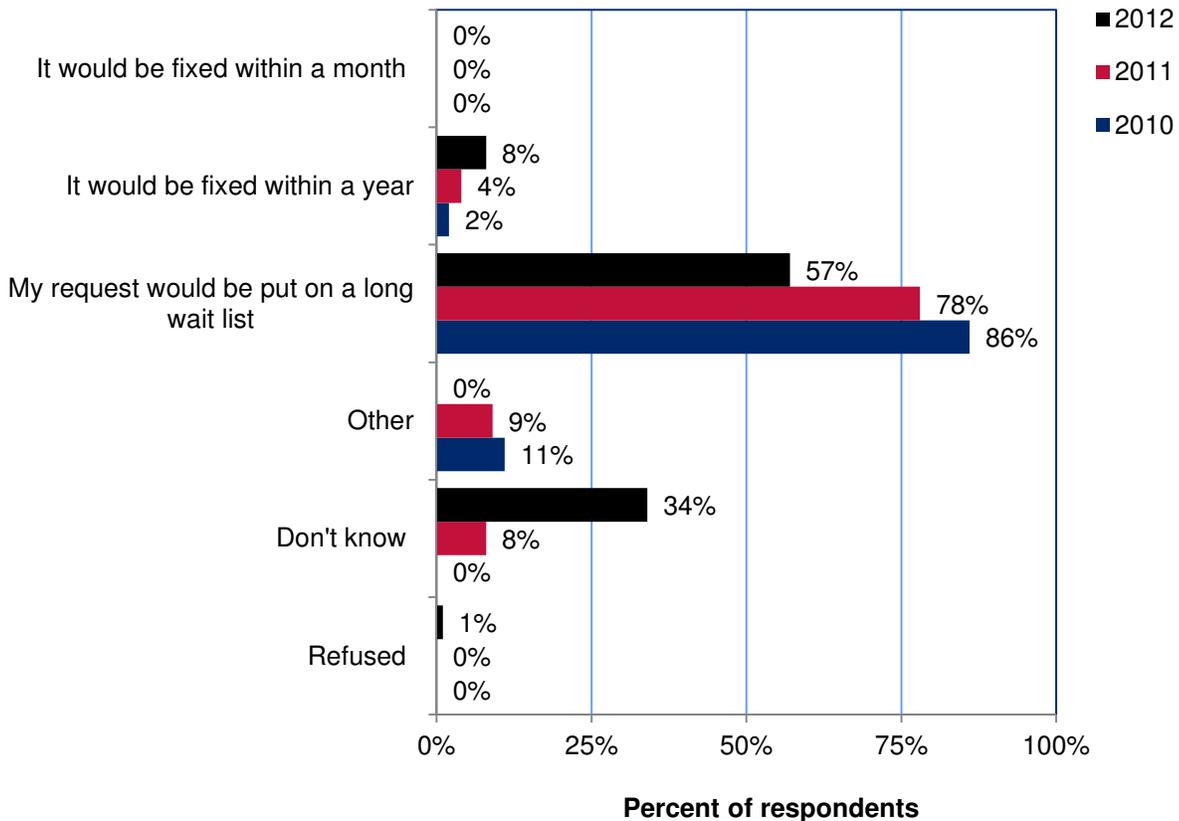
FIGURE 112: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



As in 2011, in 2012 most residents in Khost thought that any request to fix their street would be put on a long wait list by the municipal government, but by 2012, more said they did not know what would happen.

FIGURE 113: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR

If you asked your municipal government to fix your street, what do you think would happen?



Most residents thought they could have at least a little influence over government decisions, but fewer Khost residents in 2011 compared to 2012 thought local government officials worked to serve people like them sometimes or almost always.

FIGURE 114: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

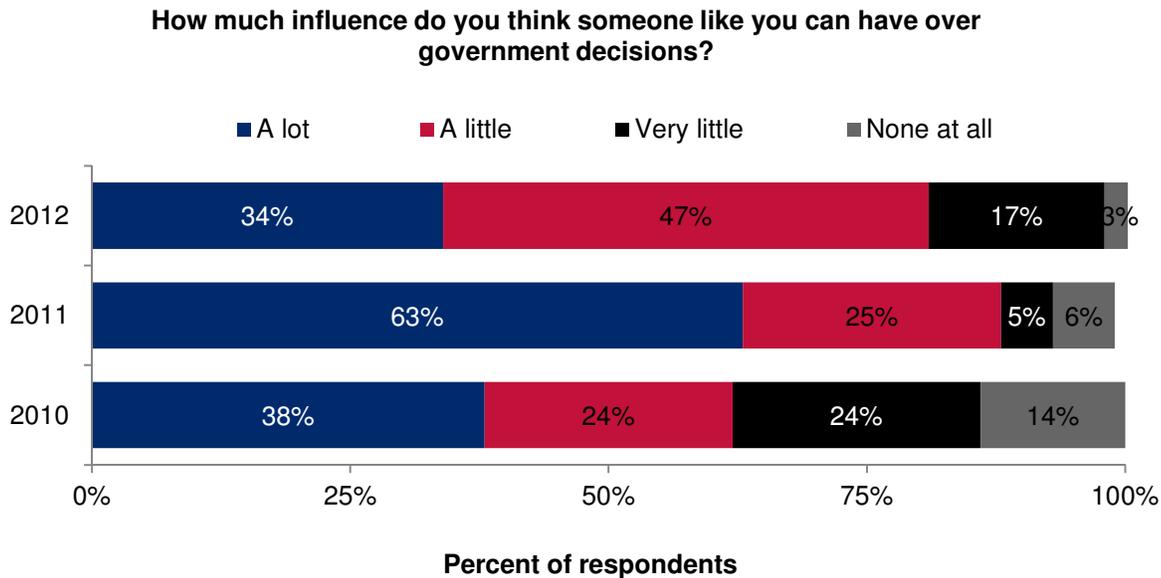
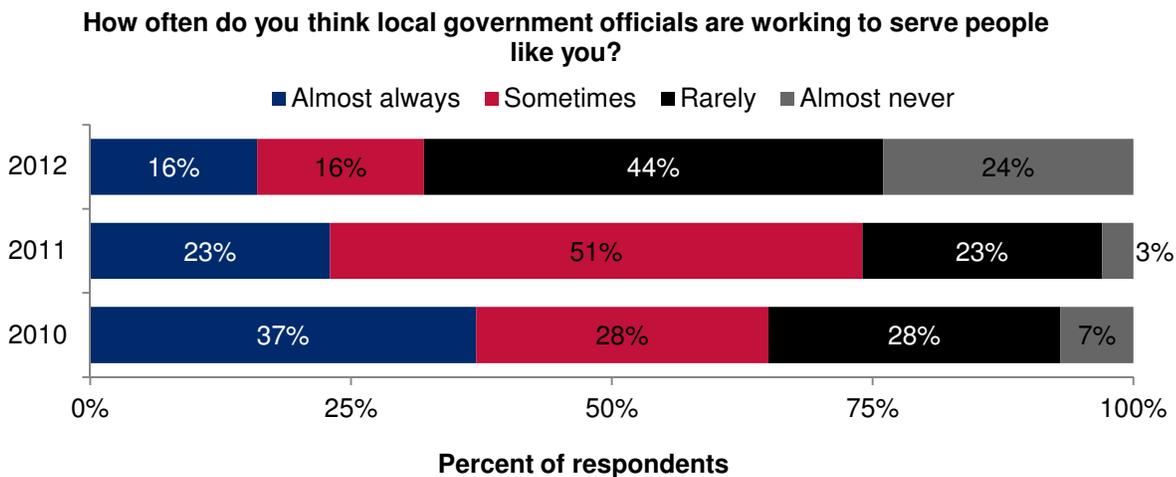


FIGURE 115: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



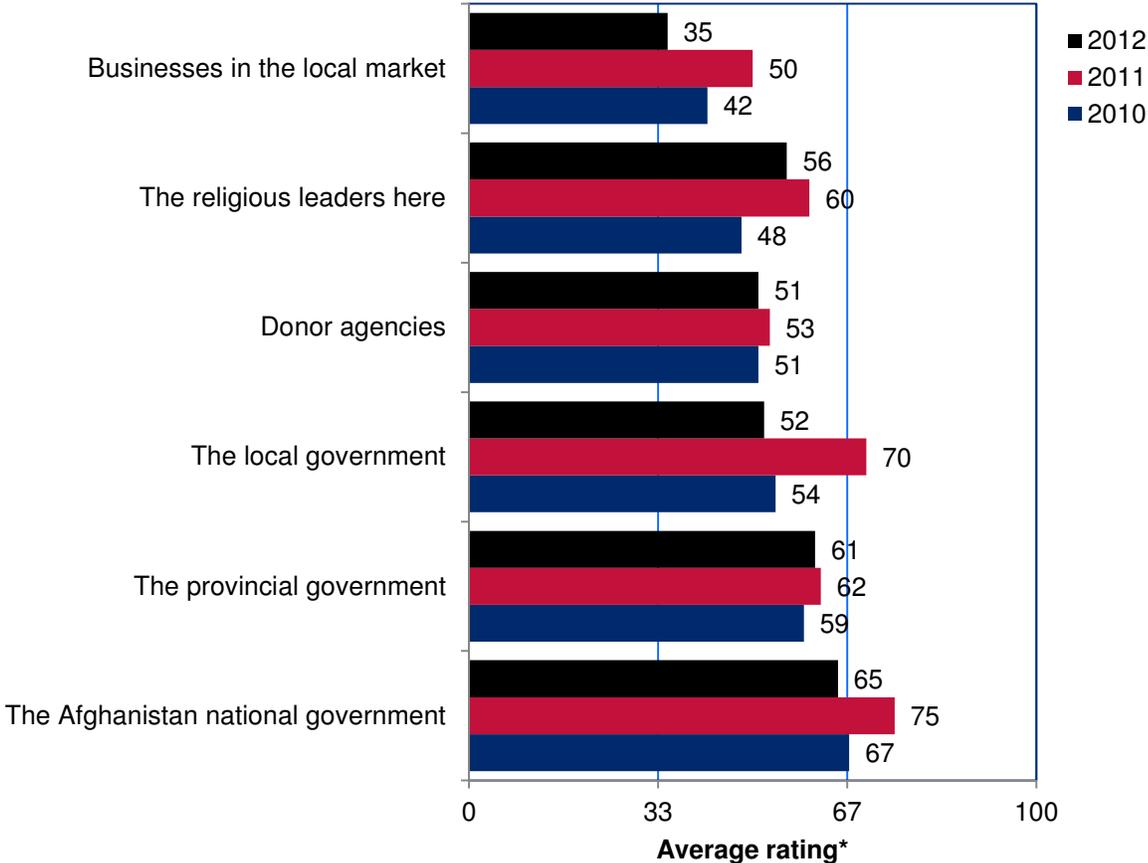
Levels of trust that agency representatives conducted activities to benefit the people of their city generally stayed the same or decreased between 2011 and 2012. Trust in the national and local government along with businesses in the local market saw the biggest decline. The Afghanistan national government had the largest proportion of residents (36%) express a great deal of trust in its representatives.

FIGURE 116: 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	4%	31%	31%	34%	35
The religious leaders here	24%	25%	44%	6%	56
Donor agencies	6%	53%	29%	12%	51
The local government	14%	37%	41%	8%	52
The provincial government	26%	35%	38%	2%	61
The Afghanistan national government	36%	30%	28%	6%	65

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

FIGURE 117: 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

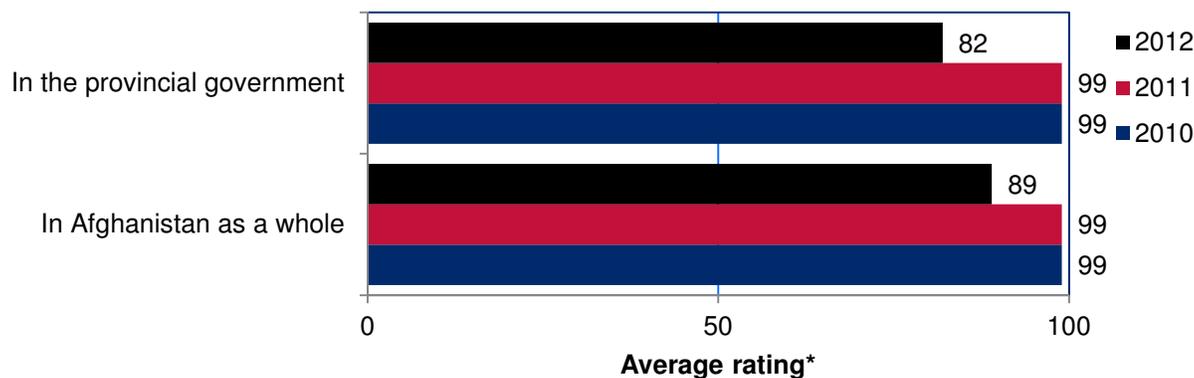
As in 2010 and 2011, in 2012 almost all respondents in Khost indicated that corruption was a major problem in both the provincial government and in Afghanistan as a whole. Additionally, close to a majority of respondents believed that the level of corruption in provincial and national government had increased in 2012.

FIGURE 118: 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	76%	13%	11%	82
In Afghanistan as a whole	81%	15%	4%	89

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

FIGURE 119: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 120: 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	64%	29%	51%
	Stayed the same	24%	52%	28%
	Decreased	12%	20%	21%
In the provincial government	Increased	61%	41%	47%
	Stayed the same	22%	42%	31%
	Decreased	17%	17%	22%

The frequency with which residents were asked for cash, gifts or favors from government officials decreased across the board from 2010 to 2011 and from 2011 to 2012. Close to half of all respondents who had contact with the types of government officials listed below indicated that they were never asked to give cash, a gift or perform a favor. The exceptions to this was in the judiciary/courts to receive official documents or by the ANP. For all of these agencies, requests for cash or gifts was rare. In 2012 compared to 2011, many fewer residents of Khost reported having had contact with any government officials.

FIGURE 121: 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%	70%	30%
Admissions to schools/ university	0%	0%	29%	71%
When applying for a job	0%	0%	50%	50%
Public healthcare service	0%	0%	29%	71%
State electricity supply	0%	0%	47%	53%
Judiciary / courts	0%	0%	55%	45%
Afghan National Army	0%	0%	0%	100%
Afghan National Police	0%	0%	60%	40%
Customs office	0%	0%	50%	50%
Officials in the Municipality	0%	0%	40%	60%

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

FIGURE 122: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR

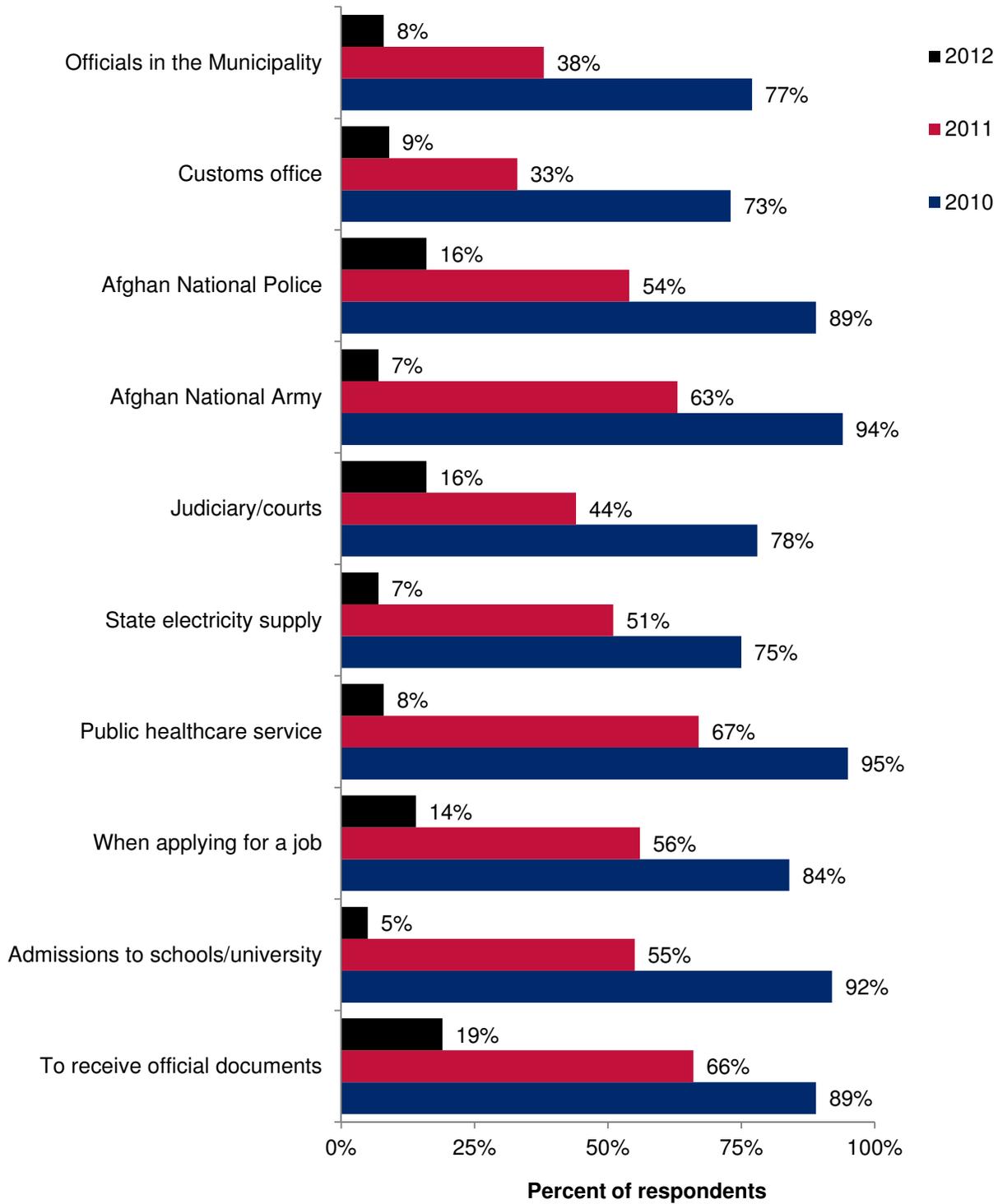
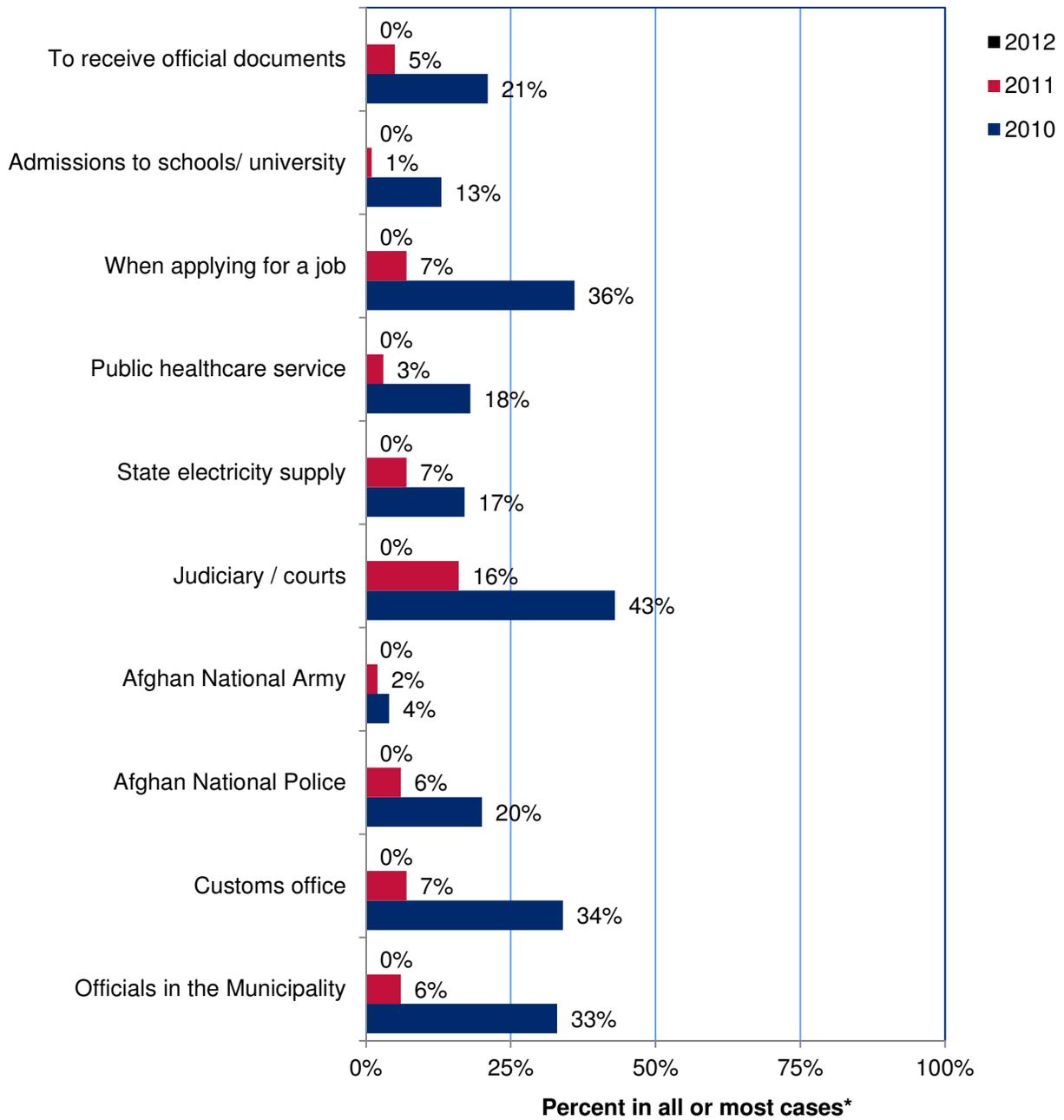


FIGURE 123: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR



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

WOMEN IN SOCIETY

Almost all residents in Khost were aware of the Ministry of Women's Affairs and most were aware that it had a local office in their district or province.

In 2012, most women and men in Khost agreed that women should have equal opportunities in education and government. Fewer men than women in 2012 strongly agreed that women should have equal opportunities like men in participating in government.

FIGURE 124: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR

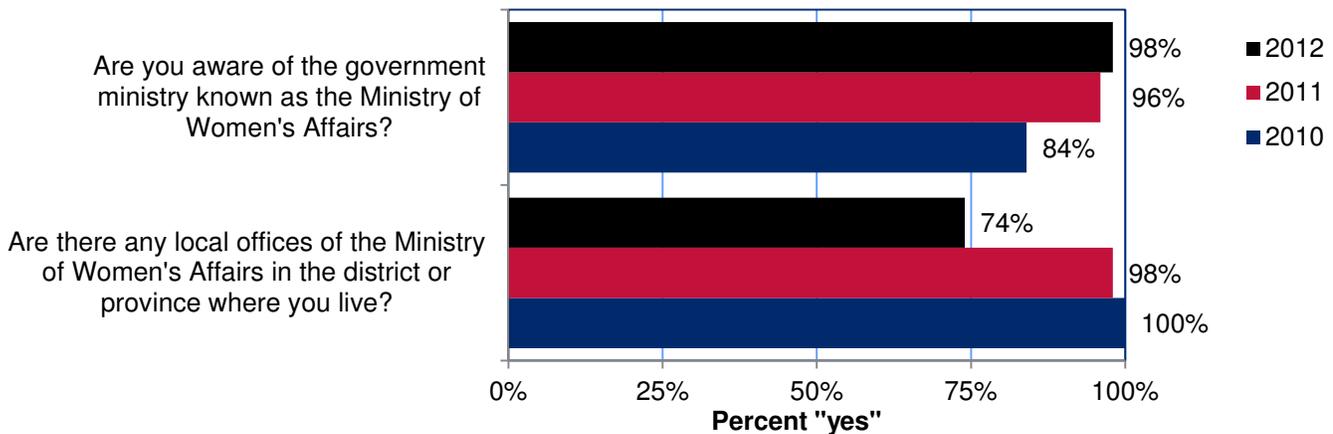
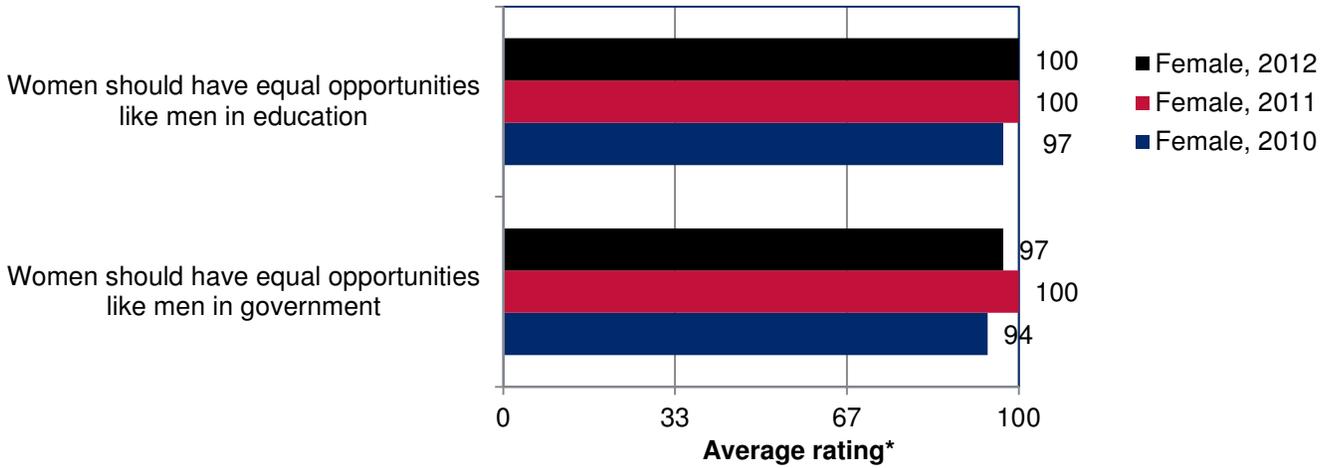


FIGURE 125: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012

		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	88%	99%
	Agree somewhat	12%	1%
	Disagree somewhat	0%	0%
	Strongly disagree	0%	0%
	Average rating*	96	100
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	54%	91%
	Agree somewhat	45%	9%
	Disagree somewhat	1%	0%
	Strongly disagree	0%	0%
	Average rating*	84	97

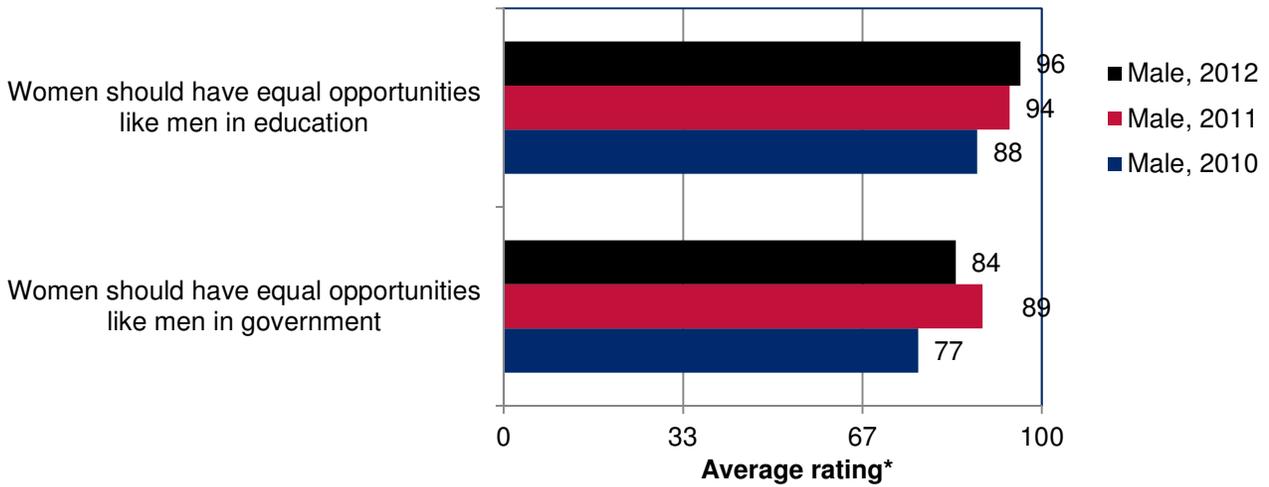
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 126: 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 127: 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	168	64%
6-10 years	61	23%
11-20 years	30	11%
21-40 years	5	2%
41 or more years	0	0%
Total	264	100%

Q1 Average Number of Years Lived in this City	
Average years in Khost	6

Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Khost	13	5%	182	69%	66	25%	3	1%	0	0%	0	0%	264	100%
The quality of schools in your city	9	3%	213	81%	25	9%	17	6%	0	0%	0	0%	264	100%
The quality of healthcare facilities in your city	0	0%	105	40%	78	30%	81	31%	0	0%	0	0%	264	100%
The health of people in your city	0	0%	103	39%	72	27%	89	34%	0	0%	0	0%	264	100%
The cleanliness of city streets	0	0%	23	9%	80	30%	161	61%	0	0%	0	0%	264	100%
The number of job opportunities in your city	6	2%	147	56%	75	28%	36	14%	0	0%	0	0%	264	100%
The number of businesses in your city	60	23%	120	45%	54	20%	26	10%	0	0%	4	2%	264	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Khost	2.8
The quality of schools in your city	2.8
The quality of healthcare facilities in your city	2.1
The health of people in your city	2.1
The cleanliness of city streets	1.5
The number of job opportunities in your city	2.5
The number of businesses in your city	2.8

*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	233	88%
Yes, part time	18	7%
No, not employed	13	5%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	31	12%
Stayed the same	136	52%
Decreased	89	34%
Refused	0	0%
Don't know	8	3%
Total	264	100%

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

	Number	Percent
Yes	0	0%
No	264	100%
Total	264	100%

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

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

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	37	14%
Dispose in public container	0	0%
Take to an official dump site	36	14%
Take to an improvised dump site	192	73%
Door to door collection	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%

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

Q6 Which OTHER way do you dispose of your household trash?

	Number	Percent
No response	264	100%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	0	0%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	0	0%
Total	0	0%

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

	Number	Percent
Very satisfied	3	1%
Somewhat satisfied	43	16%
Somewhat dissatisfied	62	23%
Very dissatisfied	156	59%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.6

**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	4	2%
Once a week	6	2%
Once every two or three weeks	2	1%
Once a month or less frequently	26	10%
Once a year	21	8%
Never	205	78%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	264	100%
Total	264	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	5	2%	41	16%	66	25%	149	56%	0	0%	3	1%	264	100%
Provision of legal dumpsites	7	3%	58	22%	45	17%	150	57%	0	0%	4	2%	264	100%
Provision of garbage bins in residential areas	6	2%	39	15%	96	36%	123	47%	0	0%	0	0%	264	100%
Provision of garbage bins in commercial areas	4	2%	43	16%	167	63%	30	11%	0	0%	20	8%	264	100%
Cleaning garbage from the streets	12	5%	37	14%	43	16%	168	64%	4	2%	0	0%	264	100%
Affordability of trash service	0	0%	17	6%	24	9%	23	9%	35	13%	164	62%	263	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.6
Provision of legal dumpsites	1.7
Provision of garbage bins in residential areas	1.7
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	1.6
Affordability of trash service	1.9

*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	92	35%
Shared well with neighbors	28	11%
River, canal or other open source	0	0%
Public standpipe	10	4%
Government supplied piped water at home	30	11%
Purchase water	104	40%
Other	0	0%
Refused	0	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	264	100%

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	33	13%
A private firm/person	101	38%
No one	130	49%
Total	264	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	1	1%
201 to 400 AFN	31	23%
401 to 600 AFN	17	13%
601 to 1,000 AFN	31	23%
1,001 to 2,000 AFN	37	28%
2,001 to 5,000 AFN	13	10%
5,001 AFN or more	4	3%
Total	134	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: (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Frequency of supply (times per week)	3	9%	21	64%	6	18%	3	9%	0	0%	0	0%	33	100%
Amount supplied	4	12%	15	45%	11	33%	3	9%	0	0%	0	0%	33	100%
Overall quality of water for drinking	3	9%	21	64%	8	24%	1	3%	0	0%	0	0%	33	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.7
Amount supplied	2.6
Overall quality of water for drinking	2.8

*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	73	28%
No	191	72%
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	134	51%
Government provided electricity that is not a public generator	114	43%
Personal Generator	32	12%
Shared Generator (with neighbors)	9	3%
No electricity	3	1%
Public Generator (from government)	1	0%
Large batteries/invertors (such as for running TV, lights, etc.)	1	0%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	114	43%
A private firm/person	10	4%
No one	140	53%
Total	264	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	1	1%
201 to 400 AFN	4	3%
401 to 600 AFN	12	10%
601 to 1,000 AFN	32	26%
1,001 to 2,000 AFN	52	42%
2,001 to 5,000 AFN	21	17%
5,001 AFN or more	2	2%
Total	124	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	11	10%	84	74%	17	15%	2	2%	0	0%	0	0%	114	100%
Number of hours per day supplied	0	0%	76	67%	36	32%	2	2%	0	0%	0	0%	114	100%
Quality of supply*	2	2%	82	72%	20	18%	10	9%	0	0%	0	0%	114	100%
Price for electric supply	3	3%	31	27%	20	18%	60	53%	0	0%	0	0%	114	100%

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

	Average rating*
Number of days per week supplied	2.9
Number of hours per day supplied	2.6
Quality of supply*	2.7
Price for electric supply	1.8

*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	5	2%
Dry latrine	220	83%
Latrine with septic	39	15%
Other	0	0%
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	264	100%

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

	Number	Percent
Open ditch/canal	255	98%
Septic system	3	1%
Other	3	1%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	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
Standing water in the yard	3	1%
No response	261	99%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	17	6%	48	18%	167	63%	32	12%	0	0%	264	100%
The condition of larger drainage ditches throughout the city	0	0%	74	28%	154	58%	24	9%	0	0%	12	5%	264	100%
Ditch cleaning services	0	0%	28	11%	83	31%	151	57%	1	0%	1	0%	264	100%
Ditch repair services	0	0%	28	11%	43	16%	187	71%	5	2%	1	0%	264	100%
Ditch construction services	0	0%	27	10%	43	16%	181	69%	12	5%	1	0%	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	1.4
The condition of larger drainage ditches throughout the city	2.2
Ditch cleaning services	1.5
Ditch repair services	1.4
Ditch construction services	1.4

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	25	9%	50	19%	188	71%	1	0%	0	0%	264	100%
The condition of main city roads	2	1%	110	42%	125	47%	12	5%	0	0%	15	6%	264	100%
The condition of highways	0	0%	82	31%	128	48%	14	5%	0	0%	40	15%	264	100%
Street repair services	0	0%	26	10%	53	20%	184	70%	1	0%	0	0%	264	100%
Street construction services	0	0%	21	8%	47	18%	191	72%	5	2%	0	0%	264	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.4
The condition of main city roads	2.4
The condition of highways	2.3
Street repair services	1.4
Street construction services	1.3

*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	66	25%	157	59%	30	11%	0	0%	11	4%	264	100%
Women's parks	1	0%	163	62%	82	31%	2	1%	16	6%	264	100%
Children's playgrounds	19	7%	106	40%	101	38%	6	2%	32	12%	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	5	2%	66	25%	25	9%	8	3%	0	0%	160	61%	264	100%
Women's parks	0	0%	4	2%	19	7%	15	6%	0	0%	226	86%	264	100%
Children's playgrounds	0	0%	7	3%	21	8%	11	4%	5	2%	219	83%	263	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.7
Women's parks	1.7
Children's playgrounds	1.9

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

Q25 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)	45	17%	140	53%	71	27%	7	3%	0	0%	1	0%	264	100%
The size and layout of the market(s)	12	5%	169	64%	74	28%	6	2%	0	0%	2	1%	263	100%
The amount of food available at your market(s)	30	11%	157	59%	72	27%	4	2%	0	0%	1	0%	264	100%
The variety of foods available at your market(s)	23	9%	159	60%	79	30%	3	1%	0	0%	0	0%	264	100%
The quality of food at your market(s)	3	1%	127	48%	128	48%	6	2%	0	0%	0	0%	264	100%
The availability of goods besides food at your market(s)	22	8%	156	59%	77	29%	6	2%	0	0%	2	1%	263	100%

Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.8
The size and layout of the market(s)	2.7
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)	2.5
The availability of goods besides food at your market(s)	2.7

*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	146	55%
Yes	118	45%

Q24a If yes, which ones?

	Number	Percent
Teen/adult parks	105	88%
Children's Playgrounds	18	15%
Women's parks	4	3%

Q26 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	2	1%	130	49%	132	50%	0	0%	0	0%	0	0%	264	100%
Fruit	16	6%	134	51%	114	43%	0	0%	0	0%	0	0%	264	100%
Vegetables	60	23%	166	63%	38	14%	0	0%	0	0%	0	0%	264	100%
Flour	264	100%	0	0%	0	0%	0	0%	0	0%	0	0%	264	100%
Cooking oil	264	100%	0	0%	0	0%	0	0%	0	0%	0	0%	264	100%
Sugar, tea	264	100%	0	0%	0	0%	0	0%	0	0%	0	0%	264	100%
Cereal	168	64%	82	31%	14	5%	0	0%	0	0%	0	0%	264	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Public containers for trash in residential and commercial areas	11	4%	6	2%	3	1%	244	92%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	29	11%	28	11%	28	11%	179	68%	264	100%
Ditch cleaning, repair and construction	14	5%	24	9%	42	16%	184	70%	264	100%
Street repair	43	16%	52	20%	58	22%	111	42%	264	100%
Supplying clean drinking water	109	41%	63	24%	25	9%	67	25%	264	100%
Provide a new area for a market	2	1%	1	0%	0	0%	261	99%	264	100%
Provide green areas/parks	4	2%	4	2%	7	3%	249	94%	264	100%
Provide electricity service	46	17%	70	27%	73	28%	75	28%	264	100%
Car parking	2	1%	0	0%	0	0%	262	99%	264	100%
Sidewalk construction/improvement	0	0%	2	1%	2	1%	260	98%	264	100%
Sport facilities/stadium	0	0%	1	0%	0	0%	263	100%	264	100%
Public latrine for men	0	0%	1	0%	4	2%	259	98%	264	100%
Public latrine for women	4	2%	12	5%	21	8%	227	86%	264	100%

Q28 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	171	65%
Shuras/CDCs/Jirgas	3	1%
Tribal leader/Malik	3	1%
Mullah	1	0%
Wakil-e-Gozar	19	7%
Others	0	0%
Would contact no one	65	25%
Don't know	2	1%

Q28 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
Refused	0	0%
Total	264	100%

Q29 Have you ever asked someone in the municipal government to help you solve a problem or get a service?

	Number	Percent
Yes	117	44%
No	147	56%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q30 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	1	0%
It would be fixed within a year	21	8%
My request would be put on a long wait list	151	57%
Other	0	0%
Don't know	89	34%
Refused	2	1%

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	3	1%
Somewhat good job	149	56%
Somewhat bad job	79	30%
Very bad job	26	10%
Refused	0	0%
Don't know	7	3%
Total	264	100%

Q32 How often do you think local government officials are working to serve people like you?

	Number	Percent
Almost always	42	16%
Sometimes	41	16%
Rarely	115	44%
Almost never	64	24%
Refused	1	0%
Don't know	1	0%
Total	264	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	87	33%
A little	122	46%
Very little	43	16%
None at all	7	3%
Don't know	4	2%
Refused	1	0%
Total	264	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	10	4%	79	30%	81	31%	89	34%	1	0%	4	2%	264	100%
The religious leaders here	63	24%	66	25%	115	44%	16	6%	0	0%	4	2%	264	100%
Donor agencies	15	6%	138	52%	76	29%	31	12%	0	0%	4	2%	264	100%
The local government	35	13%	96	36%	107	41%	20	8%	1	0%	5	2%	264	100%
The provincial government	67	25%	91	34%	98	37%	5	2%	0	0%	3	1%	264	100%
The Afghanistan national government	72	27%	61	23%	57	22%	12	5%	1	0%	61	23%	264	100%

Q35 Who is your mayor?

	Number	Percent
Identified correctly	100	38%
Did not know	159	60%
Provided wrong name	5	2%
Total	264	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	192	73%	34	13%	28	11%	1	0%	9	3%	264	100%
In Afghanistan as a whole	205	78%	38	14%	10	4%	0	0%	11	4%	264	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	106	40%	70	27%	50	19%	0	0%	38	14%	264	100%
In Afghanistan as a whole	104	39%	57	22%	44	17%	1	0%	58	22%	264	100%

Q38 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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Officials in the Municipality	0	0%	0	0%	8	3%	12	5%	244	92%	0	0%	0	0%	264	100%
Customs office	0	0%	0	0%	12	5%	12	5%	240	91%	0	0%	0	0%	264	100%
Afghan National Police	0	0%	0	0%	26	10%	17	6%	221	84%	0	0%	0	0%	264	100%
Afghan National Army	0	0%	0	0%	0	0%	18	7%	246	93%	0	0%	0	0%	264	100%
Judiciary / courts	0	0%	0	0%	23	9%	19	7%	222	84%	0	0%	0	0%	264	100%
State electricity supply	0	0%	0	0%	9	3%	10	4%	245	93%	0	0%	0	0%	264	100%
Public healthcare service	0	0%	0	0%	6	2%	15	6%	243	92%	0	0%	0	0%	264	100%
When applying for a job	0	0%	0	0%	18	7%	18	7%	228	86%	0	0%	0	0%	264	100%
Admissions to schools/ university	0	0%	0	0%	4	2%	10	4%	250	95%	0	0%	0	0%	264	100%
To receive official documents	0	0%	0	0%	35	13%	15	6%	214	81%	0	0%	0	0%	264	100%

Q39 Are you aware of the government ministry known as the Ministry of Women's Affairs?

	Number	Percent
Yes	180	68%
No	3	1%
Don't know	81	31%
Refused	0	0%
Total	264	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	184	70%
No	63	24%
Don't know	17	6%
Refused	0	0%
Total	264	100%

Q43 Have you ever read/seen municipality newsletter?

	Number	Percent
Yes	1	0%
No	263	100%
Total	264	100%

Q41 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	247	94%
Agree somewhat	17	6%
Disagree somewhat	0	0%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q42 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	194	73%
Agree somewhat	69	26%
Disagree somewhat	1	0%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q44 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	11	4%
18-30 years old	114	44%
31-40 years old	74	28%
41-50 years old	46	18%
51-60 years old	13	5%
61 or more years old	3	1%
Total	261	100%

Q45 Are you now working, a housewife (ask only women), retired, a student, or looking for work?

	Number	Percent of households
Working	97	37%
Retired	6	2%
Housewife	130	50%
Student	33	13%
Unemployed	11	4%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	262	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	143	54%
Primary School, incomplete (classes 1 to 5)	11	4%
Primary School, complete (finished class 6)	16	6%
Secondary education, incomplete (classes 7 to 8)	17	6%
Secondary education, complete (finished class 9)	15	6%
High School (classes 10 to 12)	45	17%
University education or above	17	6%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q47 Are you married or single?

	Number	Percent of households
Single	47	18%
Married	205	78%
Widower/ Widow	12	5%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q48 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	6	2%
6-10 people	94	36%
10-20 people	123	47%
21 or more people	41	16%
Total	264	100%

Q49 Does your family lease or own this house?

	Number	Percent of households
Lease	181	69%
Own	83	31%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q50 Does your family have a Qabala or other way of demonstrating your tenure?

	Number	Percent of households
Yes	84	32%
No	180	68%
Don't know	0	0%
Refused	0	0%
Total	264	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	10	6%
1,001-2,000 AFN per month	23	13%
2,001-3,000 AFN per month	29	16%
3,001-4,000 AFN per month	24	13%
4,001-5,000 AFN per month	30	17%
5,001-7,500 AFN per month	26	14%
7,501 or more AFN per month	39	22%
Total	181	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	0	0%
2,001 - 3,000 AFN	0	0%
3,001 - 5,000 AFN	0	0%
5,001 - 10,000 AFN	11	4%
10,001 - 15,000 AFN	34	13%
15,001 - 20,000 AFN	50	19%
20,001 - 25,000 AFN	60	23%
25,001 - 40,000 AFN	53	20%
More than 40,000 AFN	42	16%
Refused	14	5%
Don't know	0	0%
Total	264	100%

Q53 Gender

	Number	Percent of households
Male	126	48%
Female	138	52%
Total	264	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	204	78%
6-10 years	44	17%
11-20 years	12	5%
21-40 years	3	1%
41 or more years	0	0%
Total	263	100%

Q1 Average Number of Years Lived in this City	
Average years in Khost	4

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 Khost	3	1%	131	50%	89	34%	39	15%	0	0%	2	1%	264	100%
The quality of schools in your city	14	5%	174	66%	61	23%	15	6%	0	0%	0	0%	264	100%
The quality of healthcare facilities in your city	3	1%	95	36%	119	45%	46	17%	1	0%	0	0%	264	100%
The health of people in your city	0	0%	39	15%	156	59%	69	26%	0	0%	0	0%	264	100%
The cleanliness of city streets	0	0%	6	2%	57	22%	199	75%	2	1%	0	0%	264	100%
The number of job opportunities in your city	6	2%	126	48%	78	30%	50	19%	1	0%	3	1%	264	100%
The number of businesses in your city	84	32%	133	50%	45	17%	2	1%	0	0%	0	0%	264	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Khost	2.4
The quality of schools in your city	2.7
The quality of healthcare facilities in your city	2.2
The health of people in your city	1.9
The cleanliness of city streets	1.3
The number of job opportunities in your city	2.3
The number of businesses in your city	3.1

*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	259	98%
Yes, part time	2	1%
No, not employed	3	1%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	145	55%
Stayed the same	82	31%
Decreased	31	12%
Refused	0	0%
Don't know	6	2%
Total	264	100%

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

	Number	Percent
Yes	7	3%
No	257	97%
Total	264	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	1	20%
401 to 600 AFN	2	40%
601 to 1,000 AFN	1	20%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	20%
5,001 AFN or more	0	0%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	235	90%
Dispose in public container	8	3%
Take to an official dump site	0	0%
Take to an improvised dump site	17	6%
Door to door collection	0	0%
Other	2	1%
Don't know	0	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
by our car we transfer	1	0%
River	1	0%
No response	262	99%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	9	90%
Further than several streets away	1	10%
Total	10	100%

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

	Number	Percent
Very satisfied	1	0%
Somewhat satisfied	8	3%
Somewhat dissatisfied	24	9%
Very dissatisfied	231	88%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Total	264	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.2

**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	1	0%
Once a week	0	0%
Once every two or three weeks	0	0%
Once a month or less frequently	2	1%
Once a year	21	8%
Never	239	91%
Refused	0	0%
Don't know	0	0%
Total	263	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	17	6%
No one	247	94%
Total	264	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	4	24%
201 to 400 AFN	5	29%
401 to 600 AFN	4	24%
601 to 1,000 AFN	3	18%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	1	6%
5,001 AFN or more	0	0%
Total	17	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Removal of illegal/improvised dumpsites	1	0%	4	2%	54	20%	204	77%	1	0%	0	0%	264	100%
Provision of legal dumpsites	1	0%	1	0%	35	13%	164	62%	2	1%	61	23%	264	100%
Provision of garbage bins in residential areas	4	2%	1	0%	12	5%	246	93%	1	0%	0	0%	264	100%
Provision of garbage bins in commercial areas	2	1%	13	5%	150	57%	93	35%	0	0%	6	2%	264	100%
Cleaning garbage from the streets	2	1%	0	0%	7	3%	250	95%	5	2%	0	0%	264	100%
Affordability of trash service	1	0%	1	0%	32	12%	203	77%	2	1%	25	9%	264	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.2
Provision of legal dumpsites	1.2
Provision of garbage bins in residential areas	1.1
Provision of garbage bins in commercial areas	1.7
Cleaning garbage from the streets	1.1
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	40	15%
Shared well with neighbors	8	3%
River, canal or other open source	0	0%
Public Standpipe	1	0%
Government supplied piped water at home	2	1%
Purchase water	216	82%
Other	1	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	217	82%
No one	47	18%
Total	264	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	4	2%
201 to 400 AFN	19	9%
401 to 600 AFN	30	14%
601 to 1,000 AFN	47	22%
1,001 to 2,000 AFN	70	32%
2,001 to 5,000 AFN	47	22%
5,001 AFN or more	0	0%
Total	217	100%

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

	Number	Percent
Yes	34	13%
No	230	87%
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
Personal Generator	111	42%
Solar Energy	69	26%
Government provided electricity that is not a public generator	45	17%
No electricity	20	8%
Shared Generator (with neighbors)	18	7%
Refused	8	3%
Public Generator (from government)	4	2%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	48	18%
A private firm/person	24	9%
No one	191	73%
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	4	6%
401 to 600 AFN	6	8%
601 to 1,000 AFN	6	8%
1,001 to 2,000 AFN	26	37%
2,001 to 5,000 AFN	23	32%
5,001 AFN or more	6	8%
Total	71	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%	40	82%	8	16%	1	2%	0	0%	0	0%	49	100%
Number of hours per day supplied	1	2%	24	49%	22	45%	2	4%	0	0%	0	0%	49	100%
Quality of supply*	2	4%	32	65%	14	29%	1	2%	0	0%	0	0%	49	100%
Price for electric supply	0	0%	2	4%	5	10%	42	86%	0	0%	0	0%	49	100%

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

	Average rating*
Number of days per week supplied	2.8
Number of hours per day supplied	2.5
Quality of supply*	2.7
Price for electric supply	1.2

*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	9	3%
Dry latrine	211	80%
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.

Q18 Which OTHER type of toilet do you have at your home?

	Number	Percent
on street	1	0%
No response	263	100%

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

	Number	Percent
Other	149	57%
Open ditch/canal	91	35%
Septic system	23	9%
City pipeline/sewer	0	0%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

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

	Number	Percent
behind the hose	5	2%
infront of the house	1	0%
No response	115	44%
on street	106	40%
on the street	34	13%
put in the ditch	1	0%
put on the street	1	0%
put to the street	1	0%

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	3	1%	27	10%	220	83%	6	2%	8	3%	264	100%
The condition of larger drainage ditches throughout the city	0	0%	63	24%	151	57%	48	18%	0	0%	2	1%	264	100%
Ditch cleaning services	1	0%	6	2%	120	45%	125	47%	4	2%	8	3%	264	100%
Ditch repair services	1	0%	5	2%	98	37%	150	57%	4	2%	6	2%	264	100%
Ditch construction services	1	0%	3	1%	91	34%	157	59%	4	2%	8	3%	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	1.1
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.5
Ditch repair services	1.4
Ditch construction services	1.4

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	11	4%	30	11%	223	84%	0	0%	0	0%	264	100%
The condition of main city roads	0	0%	95	36%	132	50%	35	13%	0	0%	2	1%	264	100%
The condition of highways	0	0%	82	31%	125	47%	52	20%	2	1%	3	1%	264	100%
Street repair services	1	0%	3	1%	18	7%	241	91%	0	0%	1	0%	264	100%
Street construction services	1	0%	2	1%	11	4%	247	94%	2	1%	1	0%	264	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.2
The condition of main city roads	2.2
The condition of highways	2.1
Street repair services	1.1
Street construction services	1.1

*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	45	17%	169	64%	0	0%	0	0%	50	19%	264	100%
Women's parks	1	0%	159	60%	8	3%	0	0%	96	36%	264	100%
Children's playgrounds	39	15%	164	62%	6	2%	1	0%	54	20%	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	13	5%	41	16%	56	21%	37	14%	4	2%	113	43%	264	100%
Women's parks	4	2%	9	3%	27	10%	49	19%	0	0%	175	66%	264	100%
Children's playgrounds	11	4%	28	11%	32	12%	63	24%	0	0%	130	49%	264	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.2
Women's parks	1.6
Children's playgrounds	1.9

*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)	8	3%	124	47%	79	30%	47	18%	0	0%	6	2%	264	100%
The size and layout of the market(s)	7	3%	126	48%	91	35%	35	13%	0	0%	4	2%	263	100%
The amount of food available at your market(s)	23	9%	140	53%	94	36%	6	2%	0	0%	1	0%	264	100%
The variety of foods available at your market(s)	19	7%	140	53%	101	38%	4	2%	0	0%	0	0%	264	100%
The quality of food at your market(s)	7	3%	63	24%	106	40%	87	33%	0	0%	1	0%	264	100%
The availability of goods besides food at your market(s)	73	28%	120	45%	69	26%	2	1%	0	0%	0	0%	264	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.7
The variety of foods available at your market(s)	2.7
The quality of food at your market(s)	2.0
The availability of goods besides food at your market(s)	3.0

*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	192	73%	72	27%	0	0%	0	0%	0	0%	0	0%	264	100%
Fruit	164	62%	100	38%	0	0%	0	0%	0	0%	0	0%	264	100%
Vegetables	167	63%	97	37%	0	0%	0	0%	0	0%	0	0%	264	100%
Flour	262	99%	2	1%	0	0%	0	0%	0	0%	0	0%	264	100%
Cooking oil	262	99%	2	1%	0	0%	0	0%	0	0%	0	0%	264	100%
Sugar, tea	262	99%	2	1%	0	0%	0	0%	0	0%	0	0%	264	100%
Cereal	246	94%	17	6%	0	0%	0	0%	0	0%	0	0%	263	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	27	10%	11	4%	25	9%	201	76%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	23	9%	9	3%	22	8%	210	80%	264	100%
Ditch cleaning, repair and construction	17	6%	15	6%	27	10%	205	78%	264	100%
Street repair	21	8%	27	10%	65	25%	151	57%	264	100%
Supplying clean drinking water	132	50%	69	26%	30	11%	33	13%	264	100%
Provide a new area for a market	1	0%	3	1%	1	0%	259	98%	264	100%
Provide green areas/parks	1	0%	4	2%	12	5%	247	94%	264	100%
Provide electricity service	33	13%	117	44%	66	25%	48	18%	264	100%
Car parking	0	0%	1	0%	6	2%	257	97%	264	100%
Sidewalk construction/improvement	1	0%	2	1%	3	1%	258	98%	264	100%
Sport facilities/stadium	2	1%	2	1%	0	0%	260	98%	264	100%
Public latrine for men	4	2%	1	0%	3	1%	256	97%	264	100%
Public latrine for women	2	1%	3	1%	3	1%	256	97%	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	248	94%
Shuras/CDCs/Jirgas	3	1%
Tribal leader/Malik	3	1%
Mullah	0	0%
Wakil-e-Gozar	3	1%
Others	0	0%
Would contact no one	1	0%
Don't know	5	2%
Refused	0	0%
Total	263	100%

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

	Number	Percent
Yes	83	32%
No	180	68%
Don't know	0	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	1	0%
It would be fixed within a year	10	4%
My request would be put on a long wait list	206	78%
Other	24	9%
Don't know	22	8%
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	5	2%
Somewhat good job	163	62%
Somewhat bad job	31	12%
Very bad job	64	24%
Refused	0	0%
Don't know	1	0%
Total	264	100%

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

	Number	Percent
Almost always	61	23%
Sometimes	134	51%
Rarely	61	23%
Almost never	7	3%
Refused	0	0%
Don't know	1	0%
Total	264	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	166	63%
A little	66	25%
Very little	14	5%
None at all	16	6%
Don't know	1	0%
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	36	14%	100	38%	87	33%	40	15%	0	0%	1	0%	264	100%
The religious leaders here	71	27%	101	38%	60	23%	31	12%	0	0%	1	0%	264	100%
Donor agencies	28	11%	134	51%	71	27%	31	12%	0	0%	0	0%	264	100%
The local government	103	39%	101	38%	40	15%	20	8%	0	0%	0	0%	264	100%
The provincial government	64	24%	111	42%	76	29%	13	5%	0	0%	0	0%	264	100%
The Afghanistan national government	125	47%	93	35%	30	11%	16	6%	0	0%	0	0%	264	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	112	42%
Did not know	133	50%
Provided wrong name	19	7%
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	258	98%	3	1%	1	0%	0	0%	2	1%	264	100%
In Afghanistan as a whole	253	96%	3	1%	2	1%	0	0%	6	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	106	40%	109	41%	43	16%	0	0%	6	2%	264	100%
In Afghanistan as a whole	71	27%	129	49%	49	19%	0	0%	15	6%	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	3	1%	3	1%	28	11%	67	25%	162	62%	0	0%	0	0%	263	100%
Customs office	1	0%	5	2%	17	6%	65	25%	176	67%	0	0%	0	0%	264	100%
Afghan National Police	6	2%	2	1%	31	12%	104	39%	121	46%	0	0%	0	0%	264	100%
Afghan National Army	2	1%	1	0%	3	1%	159	60%	99	38%	0	0%	0	0%	264	100%
Judiciary / courts	11	4%	8	3%	43	16%	55	21%	146	55%	1	0%	0	0%	264	100%
State electricity supply	3	1%	6	2%	33	13%	93	35%	129	49%	0	0%	0	0%	264	100%
Public healthcare service	2	1%	3	1%	33	13%	139	53%	87	33%	0	0%	0	0%	264	100%
When applying for a job	5	2%	5	2%	32	12%	106	40%	116	44%	0	0%	0	0%	264	100%
Admissions to schools/ university	0	0%	2	1%	18	7%	126	48%	117	44%	1	0%	0	0%	264	100%
To receive official documents	7	3%	2	1%	35	13%	130	49%	90	34%	0	0%	0	0%	264	100%

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

	Number	Percent
1	246	93%
2	11	4%
3	7	3%
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	252	95%
No	5	2%
Don't know	7	3%
Refused	0	0%
Total	264	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	228	86%
Agree somewhat	31	12%
Disagree somewhat	0	0%
Strongly disagree	5	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	196	74%
Agree somewhat	58	22%
Disagree somewhat	5	2%
Strongly disagree	5	2%
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	4	2%
18-30 years old	142	54%
31-40 years old	60	23%
41-50 years old	30	11%
51-60 years old	24	9%
61 or more years old	3	1%
Total	263	100%

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

	Number	Percent of households
Working	167	63%
Retired	2	1%
Housewife	26	10%
Student	52	20%
Unemployed	9	3%
Other	117	44%
Refused	1	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	81	31%
Primary School, incomplete (classes 1 to 5)	21	8%
Primary School, complete (finished class 6)	12	5%
Secondary education, incomplete (classes 7 to 8)	20	8%
Secondary education, complete (finished class 9)	30	11%
High School (classes 10 to 12)	53	20%
University education or above	46	17%
Refused	1	0%
Don't know	0	0%
Total	264	100%

Q45 Are you married or single?

	Number	Percent of households
Single	68	26%
Married	196	74%
Widower/ Widow	0	0%
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	7	3%
6-10 people	73	28%
10-20 people	138	52%
21 or more people	46	17%
Total	264	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	158	60%
Own	106	40%
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
1	105	40%
2	156	59%
3	3	1%
Total	264	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	9	6%
1,001-2,000 AFN per month	30	19%
2,001-3,000 AFN per month	28	18%
3,001-4,000 AFN per month	26	17%
4,001-5,000 AFN per month	16	10%
5,001-7,500 AFN per month	25	16%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
7,501 or more AFN per month	22	14%
Total	156	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	0%
3,001 - 5,000 AFN	1	0%
5,001 - 10,000 AFN	26	10%
10,001 - 15,000 AFN	58	22%
15,001 - 20,000 AFN	51	19%
20,001 - 25,000 AFN	34	13%
25,001 - 40,000 AFN	33	13%
more than 40,000 AFN	31	12%
Refused	24	9%
Don't know	5	2%
Total	264	100%

Q51 Gender

	Number	Percent of households
Male	234	89%
Female	28	11%
Total	262	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	158	60%
6-10 years	53	20%
11-20 years	40	15%
21-40 years	10	4%
41 or more years	2	1%
Total	263	100%

Q1 Average Number of Years Lived in City

Average years in Khost	7
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Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Khost	11	4%	139	53%	80	30%	34	13%	0	0%	0	0%	264	100%
The quality of schools in your city	5	2%	86	33%	113	43%	60	23%	0	0%	0	0%	264	100%
The quality of healthcare facilities in your city	2	1%	90	34%	53	20%	119	45%	0	0%	0	0%	264	100%
The health of people in your city	9	3%	107	41%	57	22%	91	34%	0	0%	0	0%	264	100%
The cleanliness of city streets	0	0%	18	7%	1	0%	245	93%	0	0%	0	0%	264	100%
The number of job opportunities in your city	9	3%	99	38%	103	39%	53	20%	0	0%	0	0%	264	100%
The number of businesses in your city	54	20%	54	20%	141	53%	15	6%	0	0%	0	0%	264	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Khost	2.5
The quality of schools in your city	2.1
The quality of healthcare facilities in your city	1.9
The health of people in your city	2.1
The cleanliness of city streets	1.1
The number of job opportunities in your city	2.2
The number of businesses in your city	2.6

*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	228	86%
Yes, part time	0	0%
No, not employed	35	13%
Refused	0	0%
Don't know	1	0%

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

	Number	Percent
Increased	102	39%
Stayed the same	81	31%
Decreased	81	31%
Refused	0	0%
Don't know	0	0%
Total	264	100%

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

	Number	Percent
Yes	1	0%
No	263	100%
Total	264	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	1	0%
Put it in a ditch or river	2	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	206	78%
Dispose in public container	47	18%
Take to an official dump site	0	0%
Take to an improvised dump site	3	1%
Door to door collection	0	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	3	1%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	38	81%
On the next street	8	17%
Several streets away	1	2%
Further than several streets away	0	0%
Total	47	100%

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

	Number	Percent
Very satisfied	182	69%
Somewhat satisfied	6	2%
Somewhat dissatisfied	8	3%
Very dissatisfied	67	25%
Refused	0	0%
Don't know	1	0%
Total	264	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)	3.2
<i>*average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied</i>	

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	0	0%
A couple/few times a week	1	0%
Once a week	0	0%
Once every two or three weeks	0	0%
Once a month or less frequently	1	0%
Never	262	99%
Refused	0	0%
Don't know	0	0%
Total	264	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	263	100%
Total	264	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	22	8%	9	3%	17	6%	216	82%	0	0%	0	0%	264	100%
Provision of legal dumpsites	25	9%	4	2%	12	5%	223	84%	0	0%	0	0%	264	100%
Provision of garbage bins in residential areas	19	7%	11	4%	9	3%	225	85%	0	0%	0	0%	264	100%
Provision of garbage bins in commercial areas	11	4%	52	20%	42	16%	159	60%	0	0%	0	0%	264	100%
Cleaning garbage from the streets	18	7%	7	3%	10	4%	229	87%	0	0%	0	0%	264	100%
Affordability of trash service	2	1%	27	10%	1	0%	234	89%	0	0%	0	0%	264	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.4
Provision of legal dumpsites	1.4
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.7
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	60	23%
Shared well with neighbors	18	7%
River, canal or other open source	0	0%
Public Standpipe	10	4%
Government supplied piped water at home	1	0%
Purchase water	174	66%
Other	1	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	37	14%
A private firm/person	145	55%
No one	82	31%
Total	264	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	1%
101 to 200 AFN	7	4%
201 to 400 AFN	28	15%
401 to 600 AFN	29	16%
601 to 1,000 AFN	52	29%
1,001 to 2,000 AFN	42	23%
2,001 to 5,000 AFN	19	10%
5,001 AFN or more	3	2%
Total	181	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)	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%
Amount supplied	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%
Overall quality of water for drinking	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	2.0
Overall quality of water for drinking	2.0

*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	182	69%
No	82	31%
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
Government provided electricity that is not a public generator	81	31%
No electricity	59	22%
Personal Generator	58	22%
Public Generator (from government)	33	13%
Shared Generator (with neighbors)	25	9%
Solar Energy	7	3%
Refused	1	0%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	123	47%
A private firm/person	18	7%
No one	123	47%
Total	264	100%

Q16 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	1%
101 to 200 AFN	1	1%
201 to 400 AFN	7	5%
401 to 600 AFN	20	14%
601 to 1,000 AFN	46	33%
1,001 to 2,000 AFN	44	31%
2,001 to 5,000 AFN	17	12%
5,001 AFN or more	5	4%
Total	141	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	22	19%	28	25%	62	54%	2	2%	0	0%	0	0%	114	100%
Number of hours per day supplied	2	2%	57	50%	50	44%	5	4%	0	0%	0	0%	114	100%
Quality of supply (Electricity power & its cut out during service hours)	21	18%	17	15%	69	61%	7	6%	0	0%	0	0%	114	100%
Price for electric supply	2	2%	25	22%	6	5%	81	71%	0	0%	0	0%	114	100%

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

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.5
Quality of supply (Electricity power & its cut out during service hours)	2.5
Price for electric supply	1.5

*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	44	17%
Dry latrine	184	70%
Latrine with septic	37	14%
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	234	89%
Drains onto the street/road	13	5%
Septic system	7	3%
Drains into the yard/garden	6	2%
Other	3	1%
Don't know	2	1%
City pipeline/sewer	1	0%
Refused	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
From other public street pump	3	1%
No response	261	99%

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%	22	8%	6	2%	236	89%	0	0%	0	0%	264	100%
The condition of larger drainage ditches throughout the city	3	1%	66	25%	13	5%	182	69%	0	0%	0	0%	264	100%
Ditch cleaning services	0	0%	32	12%	5	2%	227	86%	0	0%	0	0%	264	100%
Ditch repair services	0	0%	17	6%	2	1%	245	93%	0	0%	0	0%	264	100%
Ditch construction services	0	0%	26	10%	11	4%	227	86%	0	0%	0	0%	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	1.2
The condition of larger drainage ditches throughout the city	1.6
Ditch cleaning services	1.3
Ditch repair services	1.1
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	0	0%	26	10%	6	2%	232	88%	0	0%	0	0%	264	100%
The condition of main city roads	3	1%	95	36%	31	12%	135	51%	0	0%	0	0%	264	100%
The condition of highways	1	0%	81	31%	20	8%	162	61%	0	0%	0	0%	264	100%
Street repair services	0	0%	6	2%	1	0%	257	97%	0	0%	0	0%	264	100%
Street construction services	0	0%	12	5%	7	3%	245	93%	0	0%	0	0%	264	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.2
The condition of main city roads	1.9
The condition of highways	1.7

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
Street repair services	1.0
Street construction services	1.1

**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	43	16%	183	69%	37	14%	0	0%	1	0%	264	100%
Women's parks	2	1%	195	74%	66	25%	0	0%	1	0%	264	100%
Children's playgrounds	32	12%	165	63%	66	25%	0	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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	4	2%	59	22%	27	10%	136	52%	0	0%	38	14%	264	100%
Women's parks	0	0%	18	7%	2	1%	177	67%	0	0%	67	25%	264	100%
Children's playgrounds	1	0%	34	13%	13	5%	151	57%	0	0%	65	25%	264	100%

Q23 Average Rating of Quality of Parks

	Average rating*	
Teen/adult parks	1.7	
Women's parks	1.2	
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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	17	6%	83	31%	112	42%	52	20%	0	0%	0	0%	264	100%
The size and layout of the market(s)	15	6%	97	37%	105	40%	47	18%	0	0%	0	0%	264	100%
The amount of food available at your market(s)	28	11%	94	36%	129	49%	13	5%	0	0%	0	0%	264	100%
The variety of foods available at your market(s)	42	16%	64	24%	149	56%	9	3%	0	0%	0	0%	264	100%
The quality of food at your market(s)	8	3%	103	39%	57	22%	95	36%	1	0%	0	0%	264	100%
The availability of goods besides food at your market(s)	66	25%	53	20%	140	53%	5	2%	0	0%	0	0%	264	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.2
The size and layout of the market(s)	2.3
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.1
The availability of goods besides food at your market(s)	2.7

*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	217	82%	44	17%	3	1%	0	0%	0	0%	0	0%	264	100%
Fruit	228	86%	34	13%	2	1%	0	0%	0	0%	0	0%	264	100%
Vegetables	251	95%	11	4%	2	1%	0	0%	0	0%	0	0%	264	100%
Flour	261	99%	3	1%	0	0%	0	0%	0	0%	0	0%	264	100%
Cooking oil	260	98%	4	2%	0	0%	0	0%	0	0%	0	0%	264	100%
Sugar, tea	261	99%	3	1%	0	0%	0	0%	0	0%	0	0%	264	100%
Cereal	248	94%	9	3%	7	3%	0	0%	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	25	9%	8	3%	16	6%	215	81%	264	100%
A new dump site for trash to reduce leaching into water and the spread of disease	58	22%	34	13%	47	18%	125	47%	264	100%
Ditch cleaning, repair and construction	13	5%	31	12%	15	6%	205	78%	264	100%
Street repair	14	5%	25	9%	52	20%	173	66%	264	100%
Supplying clean drinking water	79	30%	90	34%	44	17%	51	19%	264	100%
Provide a new area for a market	1	0%	2	1%	2	1%	259	98%	264	100%
Provide green areas/parks	3	1%	12	5%	23	9%	226	86%	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	
Provide electricity service	70	27%	58	22%	67	25%	69	26%	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	195	74%
Shuras/CDCs/Jirgas	3	1%
Tribal leader/Malik	1	0%
Mullah	1	0%
Would contact no one	63	24%
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	157	59%
No	107	41%
Don't know	0	0%
Refused	0	0%
Total	264	100%

Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	6	2%
My request would be put on a long wait list	228	86%
Other	30	11%
Don't know	0	0%
Refused	0	0%

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

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

	Number	Percent
Very good job	10	4%
Somewhat good job	73	28%
Somewhat bad job	64	24%
Very bad job	117	44%
Refused	0	0%
Don't know	0	0%
Total	264	100%

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

	Number	Percent
Almost always	97	37%
Sometimes	75	28%
Rarely	73	28%
Almost never	19	7%
Refused	0	0%
Don't know	0	0%
Total	264	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	100	38%
A little	64	24%
Very little	64	24%
None at all	36	14%
Don't know	0	0%
Refused	0	0%
Total	264	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	13	5%	100	38%	93	35%	58	22%	0	0%	0	0%	264	100%
The religious leaders here	32	12%	103	39%	75	28%	54	20%	0	0%	0	0%	264	100%
Donor agencies	25	9%	118	45%	91	34%	30	11%	0	0%	0	0%	264	100%
The local government	42	16%	109	41%	82	31%	31	12%	0	0%	0	0%	264	100%
The provincial government	37	14%	144	55%	66	25%	17	6%	0	0%	0	0%	264	100%
The Afghanistan national government	74	28%	134	51%	44	17%	12	5%	0	0%	0	0%	264	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	160	61%
Did not know	104	39%
Provided wrong name	0	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	261	99%	2	1%	1	0%	0	0%	0	0%	264	100%
In Afghanistan as a whole	262	99%	1	0%	1	0%	0	0%	0	0%	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	160	61%	59	22%	45	17%	0	0%	0	0%	264	100%
In Afghanistan as a whole	168	64%	64	24%	32	12%	0	0%	0	0%	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	30	11%	38	14%	32	12%	104	39%	60	23%	0	0%	0	0%	264	100%
Customs office	23	9%	43	16%	35	13%	92	35%	71	27%	0	0%	0	0%	264	100%
Afghan National Police	23	9%	24	9%	55	21%	134	51%	28	11%	0	0%	0	0%	264	100%
Afghan National Army	5	2%	6	2%	1	0%	237	90%	15	6%	0	0%	0	0%	264	100%
Judiciary / courts	48	18%	40	15%	40	15%	77	29%	59	22%	0	0%	0	0%	264	100%
State electricity supply	13	5%	21	8%	53	20%	112	42%	65	25%	0	0%	0	0%	264	100%
Public healthcare service	20	8%	26	10%	66	25%	139	53%	13	5%	0	0%	0	0%	264	100%
When applying for a job	42	16%	39	15%	40	15%	101	38%	42	16%	0	0%	0	0%	264	100%
Admissions to schools/ university	10	4%	21	8%	34	13%	177	67%	22	8%	0	0%	0	0%	264	100%
To receive official documents	21	8%	28	11%	51	19%	134	51%	29	11%	0	0%	0	0%	263	100%

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

	Number	Percent
Yes	219	83%
No	42	16%
Don't know	3	1%
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	217	100%
No	1	0%
Don't know	0	0%
Refused	0	0%
Total	218	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	195	74%
Agree somewhat	55	21%
Disagree somewhat	8	3%
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	136	52%
Agree somewhat	94	36%
Disagree somewhat	19	7%
Strongly disagree	15	6%
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	0	0%
18-30 years old	144	55%
31-40 years old	59	22%
41-50 years old	23	9%
51-60 years old	35	13%
61 or more years old	2	1%
Total	263	100%

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

	Number	Percent of households
Working	171	65%
Retired	7	3%
Housewife	7	3%
Student	51	19%
Unemployed	25	9%
Other	3	1%
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	71	27%
Primary School, incomplete (classes 1 to 5)	19	7%
Primary School, complete (finished class 6)	18	7%
Secondary education, incomplete (classes 7 to 8)	20	8%
Secondary education, complete (finished class 9)	35	13%
High School (classes 10 to 12)	63	24%
University education or above	38	14%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q45 Are you married or single?

	Number	Percent of households
Single	64	24%
Married	200	76%
Widower/ Widow	0	0%
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	2	1%
6-10 people	73	28%
10-20 people	151	57%
21 or more people	37	14%
Total	263	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	168	64%
Own	96	36%
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	94	36%
No	170	64%
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	96	36%
1,000 AFN or less per month	11	4%
1,001-2,000 AFN per month	42	16%
2,001-3,000 AFN per month	30	11%
3,001-4,000 AFN per month	22	8%
4,001-5,000 AFN per month	26	10%
5,001-7,500 AFN per month	18	7%

Q49 What do you pay each month for your lease or mortgage?

	Number	Percent of households
7,501 or more AFN per month	19	7%
Total	264	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	0%
3,001 - 5,000 AFN	10	4%
5,001 - 10,000 AFN	40	15%
10,001 - 15,000 AFN	49	19%
15,001 - 20,000 AFN	43	16%
20,001 - 25,000 AFN	46	17%
25,001 - 40,000 AFN	29	11%
more than 40,000 AFN	46	17%
Refused	0	0%
Don't know	0	0%
Total	264	100%

Q51 Gender

	Number	Percent of households
Male	252	96%
Female	11	4%
Total	263	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 again 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 Nth household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6th house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year will provide some consistency in sampling where true randomness is not possible.

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