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RAMP UP EAST

2012 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: Comparison of Cities

FEBRUARY 2013

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DISCLAIMER

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

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ACRONYMS

AMSP	Afghan Municipal Strengthening Program
CADG	Central Asia Development Group
CDC	Community Development Council
COA	Ministry of Finance - Municipal Chart of Accounts
DAI	Development Alternatives International
IDLG	Independent Directorate of Local Governance
NRC	National Research Center, Inc.
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RUE	RAMP UP - Regional Command East
TAF	The Asia Foundation

INTRODUCTION

Through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP), Development Alternatives International (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.

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. Great 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., Afghan and other partners - to improve quality of life, general municipal capacity, public works capacity, financial management capacity, capacity to enhance revenues, governance and the role of women in society.

To assess the success of the programs in these municipalities an annual survey of residents of these cities was conducted in 2010, 2011 and 2012 to measure the change in citizen perspectives about governance and services. Additionally, RUE staff also conducted an annual survey of municipal employees in each year to assess the internal capacity of these local governments. This internal capacity survey was a smaller effort in 2010 and changed substantially in 2011 to implement a more detailed assessment. Some minor changes were also made in 2012, to clarify some survey items.

This report compares 2012 results of both surveys (internal and resident) by RUE city (with comparison to 2010 and 2011 results when available). Individual reports for each city are also available.

Parun is not included in this comparative report as it only conducted the resident survey in 2012 and was not included in the internal capacity assessments for any of the survey years. In 2012, Parun was emerging from a period where prime concerns were about security and the municipal government was providing few services.

INTERNAL CAPACITY INDICES

RUE staff visited each of 13 RUE cities in September and October of 2011 and 2012 to take capacity inventories. An internal capacity survey was created in 2011 as a guide to assess the capacity of RUE municipalities to provide services and manage municipal processes and resources. In 2012 this survey instrument was modified slightly to clarify questions and better assess some service areas.

In each survey effort (2011 and 2012) Municipal staff were interviewed and planning and organizational documents were reviewed to determine how the government was functioning and where there were needs for additional resources or training. The inventory included an evaluation of physical capital and the adequacy of internal processes in the areas of general municipal government, public works, financial management and revenue enhancement. About 300 items were assessed, including what equipment was available and how it was maintained, how many hours electricity was available each work day, what type of filing systems were used, what computer software and hardware was in the offices, what types of planning documents were created, how frequently the municipality communicated with the IDLG, and what types and how revenues were collected.

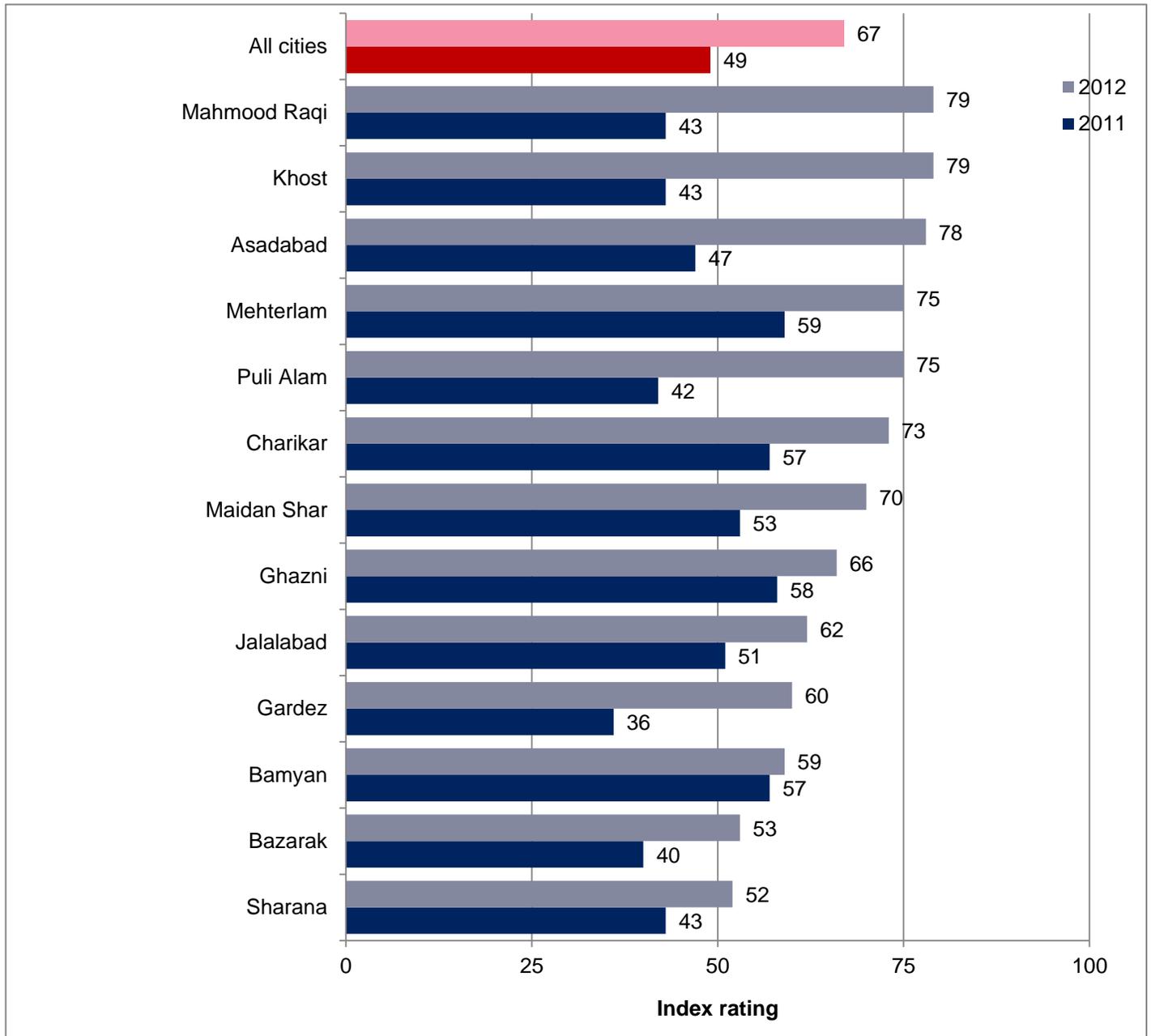
These inventories are discussed in greater detail in 13 individual city reports, and here are summarized by 8 indices for comparison of the 13 cities. An overall index was also created by averaging the 8 indices.

- General Planning and Organization
- Public Works Planning and Organization
- Revenue and Finance Planning and Organization
- General Communication and Coordination
- City Council
- Women in Government
- Service Provision
- Filing Systems

Each of the indices has a 100 point scale, with 100 being the highest possible score. Indices were calculated by taking all inventory items related to the index and converting their assessment to a 100 point scale (e.g., an item, like “Economic development plan” was assessed on a 5 point scale where 0=no plan, 1=has an economic profile, 2=profile has been analyzed with stakeholders, 3=creation of economic development committee, 4=economic development plan includes intervention strategies and potential projects; this was converted to a 100 point scale where 0=0, 1=25, 2=50, 3=75, 4=100 so that it could be combined with other items which used other scales, like “Municipal organizational chart” which was evaluated on a 3 point scale and scored 0=0, 1=50 and 2=100). The scores for each item related to the index were then averaged to create the overall index for that category. All 8 indices were then averaged to create the overall internal capacity index. *Appendix A: 2012 Internal Capacity Indices* provides details about which inventory items were used to create each index.

The overall internal capacity index rating across all 13 cities was 67 in 2012; an improvement from 49 in 2011. All cities improved between years. The RUE cities that fared best in the internal capacity evaluation were Mahmood Raqi, Khost, Asadabad, Mehterlam, Puli Alam and Charikar. Those with the lowest ratings were Bazarak and Sharana.

FIGURE 1: OVERALL INTERNAL CAPACITY INDEX COMPARED BY CITY



**Index rating where 100=highest, 0=lowest*

Some internal index ratings (shown in Figure 2) varied more among cities (e.g., Public Works Planning and Organization) and others varied less (City Council). Greater variation shows that cities are at different phases in their capacity building journey. A city with a higher index score may be used as a benchmark or provide an example to others.

Khost and Mahmood Raqi had the highest overall internal capacity index ratings in 2012, up from a ranking of 7th in 2011. Khost had top marks for the amount of services the city provided, the city council, women in government, communication and coordination and public works planning and organization. They received good marks for finance and revenue collection. However they received lower marks for general planning and organization, which rates extent to which the municipality has developed their City Master Plan, economic development plan, municipal organizational chart, written job description for all municipal staff members and written statements of vision, mission, and goals for the municipality.

In 2012 Mahmood Raqi had the highest rating of all cities for general planning and organization. Mahmood Raqi's lowest rating was for service provision. They were the only RUE city that was not involved in providing sanitation services and they also did not provide road maintenance.

Asadabad had the 2nd highest overall internal capacity index rating among the 13 RUE cities (3rd in 2011). Asadabad was above the RUE city average for all areas, except revenue and finance and filing systems (similar to average) and general planning and organization (below average).

Mehterlam and Puli Alam were 3rd among RUE cities for the overall internal capacity index ratings. Mehterlam was best in public works planning and organization and general planning and organization and below average in the number of women in municipal roles and general communication and coordination. Puli Alam was above the RUE city average for all areas, except revenue and finance and filing systems (similar to average) and general communication and coordination (below average).

Charikar had the 4th highest overall internal capacity index rating; with ratings at or above the RUE city average for all internal capacity indices, except for public works planning and organization and general communication and coordination, where ratings were below the RUE city average.

Maidan Shar's overall internal capacity index rating was 5th among the 13 RUE cities; above average for general and public works planning and organization, but below average for women in municipal roles and general communication and coordination.

Ghazni's overall internal capacity index was similar to the RUE city average; 6th among 11 rankings. Ghazni aired best in revenue and finance administration and general communication and coordination but had lower than average marks in several areas including service provision.

Jalalabad had the 7th highest overall internal capacity index rating. Jalalabad received above average ratings for women in municipal roles and City Council organization. Lowest marks were for general planning and organization and service provision.

Gardez improved from last place to 8th from 2011 to 2012, but continued to receive low ratings for general planning and organization, public works planning and organization, service provision and general communication and coordination.

Bamyan (9th on the list) had no City Council and was rated lowest for revenue and finance administration. However, the City was above average in service provision and public works planning and organization.

Bazarak and Sharana had the lowest overall internal capacity index rating among the 13 RUE cities. Bazarak had lower than average index scores for all but revenue and finance administration and filing (which were both above average). Sharana had lower than average index scores for all but revenue and finance administration and general communication and coordination (which were both above average).

FIGURE 2: INTERNAL CAPACITY INDICIES COMPARED BY CITY, 2012

	All cities	Khost	Mahmood Raqi	Asadabad	Mehterlam	Puli Alam	Charikar	Maidan Shar	Ghazni	Jalalabad	Gardez	Bamyan	Bazarak	Sharana
Overall Ranking among RUE cities (2012)	-	1	1	2	3	3	4	5	6	7	8	9	10	11
Overall Internal Capacity Index	67	79	79	78	75	75	73	70	66	62	60	59	53	52
Filing Systems	89	78	100	89	100	89	89	78	89	89	89	89	100	78
Revenue and Finance	80	79	93	79	93	79	86	79	86	71	79	57	86	86
Public Works Planning and Organization	71	95	73	93	95	77	64	83	65	62	45	75	58	57
Service Provision	69	100	52	93	100	78	70	70	55	52	41	85	55	55
General Planning and Organization	61	46	92	49	92	72	74	82	56	49	51	51	54	67
City Council	68	100	100	100	80	100	100	80	60	80	80	0	0	0
Women in Government	52	67	67	67	0	67	67	33	33	67	67	67	33	0
General Communication and Coordination	48	70	54	56	42	41	38	55	80	24	32	51	36	72

Appendix A: 2012 Internal Capacity Indices provides details about which inventory items were used to create each index.

FIGURE 3: INTERNAL CAPACITY INDICIES COMPARED BY CITY, 2011

	All cities	Khost	Mahmood Raqi	Asadabad	Mehterlam	Puli Alam	Charikar	Maidan Shar	Ghazni	Jalalabad	Gardez	Bamyan	Bazarak	Sharana
Overall Ranking among RUE cities (2011)	-	7	7	3	8	1	3	4	2	5	10	3	9	7
Overall Internal Capacity Index	49	43	43	47	42	59	57	53	58	51	36	57	40	43
Filing Systems	57	67	33	67	44	67	67	56	55	56	56	67	44	44
Revenue and Finance	50	57	50	43	43	50	57	50	71	57	36	57	36	36
Public Works Planning and Organization	48	38	20	64	38	77	57	38	75	50	20	45	45	38
Service Provision	56	37	52	52	44	56	70	70	48	59	37	70	70	59
General Planning and Organization	52	41	67	41	41	56	67	56	56	56	41	67	46	51
City Council	50	50	60	60	60	50	60	60	50	50	60	50	0	60
Women in Government	17	0	33	0	0	33	0	33	33	33	0	33	33	0
General Communication and Coordination	58	52	31	50	63	86	78	56	71	50	42	63	46	55

Appendix A: 2012 Internal Capacity Indices provides details about which inventory items were used to create each index.

RESIDENT OPINION COMPARISONS

Like the internal capacity survey, results from the survey of residents were combined and converted to indices to more easily compare the results across cities. Again, each of the indices has a 100 point scale, with 100 being the highest possible score. Indices were calculated by taking all questions related to the index and converting the rating to a 100 point scale (e.g., an item, like “quality of life in the city” was assessed on a 4 point scale where 1=poor, 2=fair, 3=good, 4=excellent; this was converted to a 100 point scale where 1=0, 2=33, 3=67, 4=100). The scores for each question related to the index were then averaged to create the overall index for that category. Appendix B: 2012 Resident Survey Indices **Error! Reference source not found.** provides details about which questions were used to create each index.

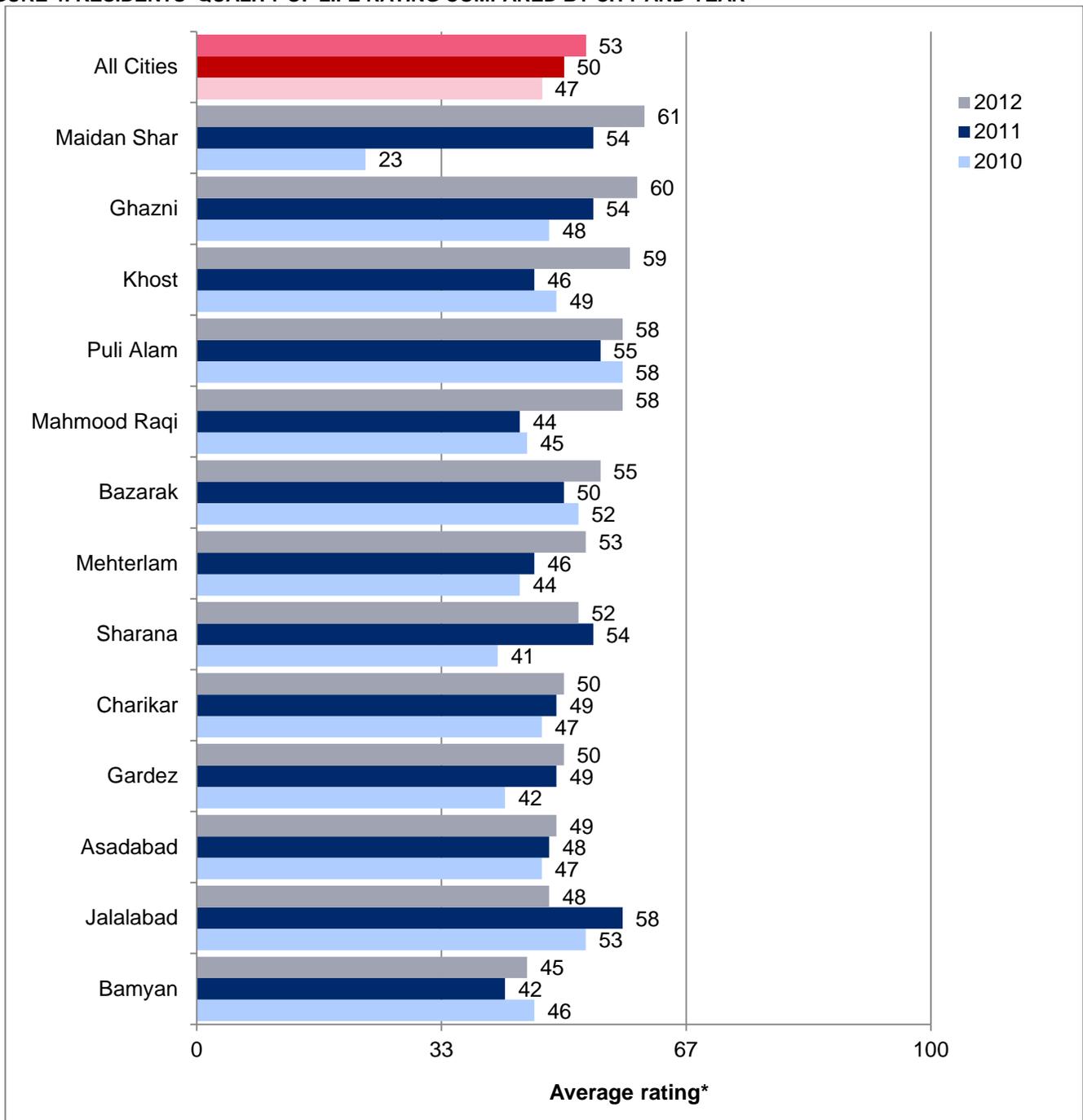
The following indices were created to help summarize the results of the resident opinion survey:

- Quality of Life
- Employment
- Trash
- Roads
- Drainage
- Market
- Awareness and Communication with City
- Trust In Municipal Government
- Women in Society
- Water Services
- Electricity Services

QUALITY OF LIFE

Overall, residents' ratings of their quality of life in RUE cities were better in 2012 than in 2010; seven of the cities saw improvements, five cities had similar ratings between years and one city (Jalalabad) had slightly lower ratings in 2012 than 2011. Ratings were highest in Maidan Shar and Ghazni and lowest in Bamyan.

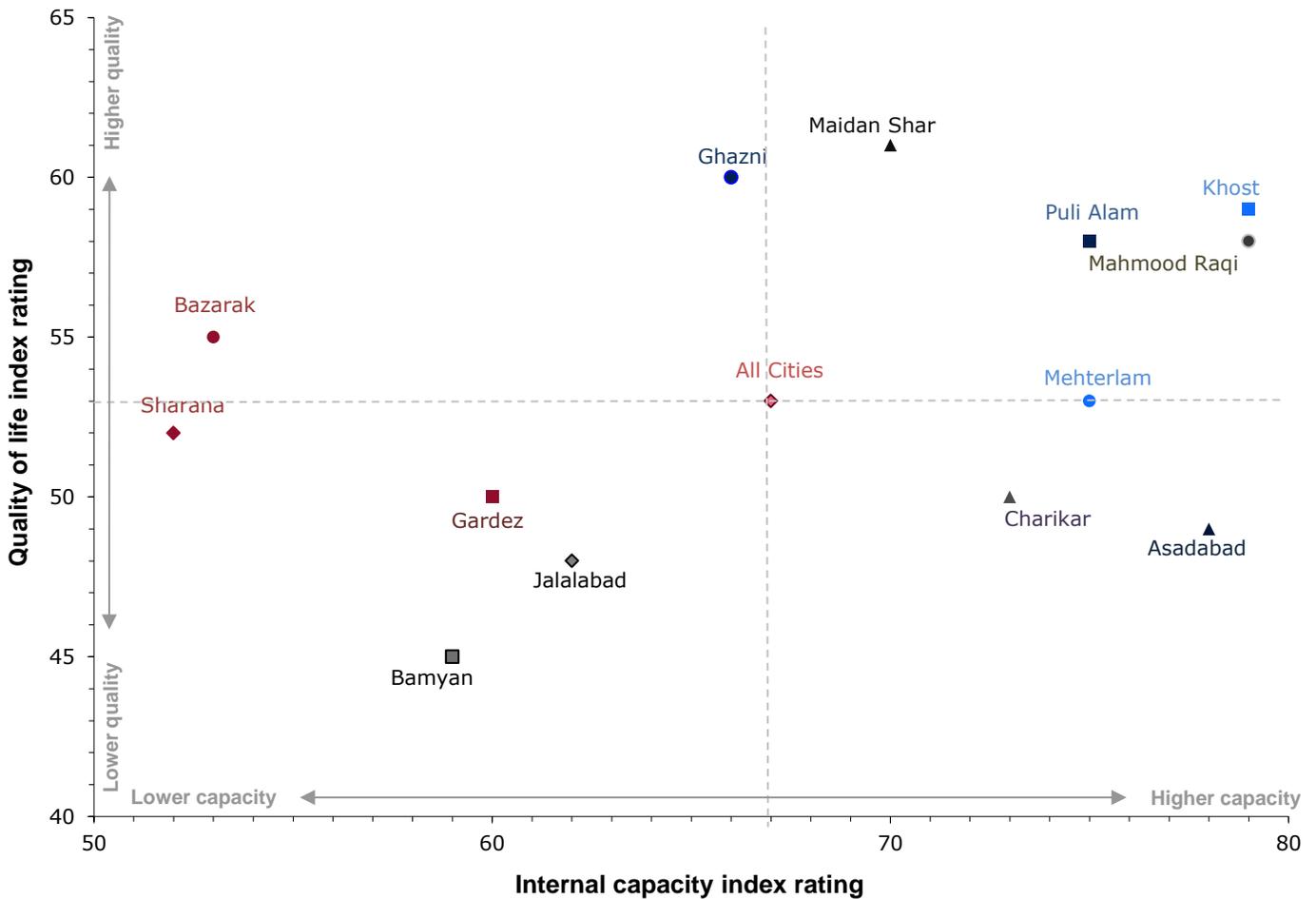
FIGURE 4: RESIDENTS' QUALITY OF LIFE RATING COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

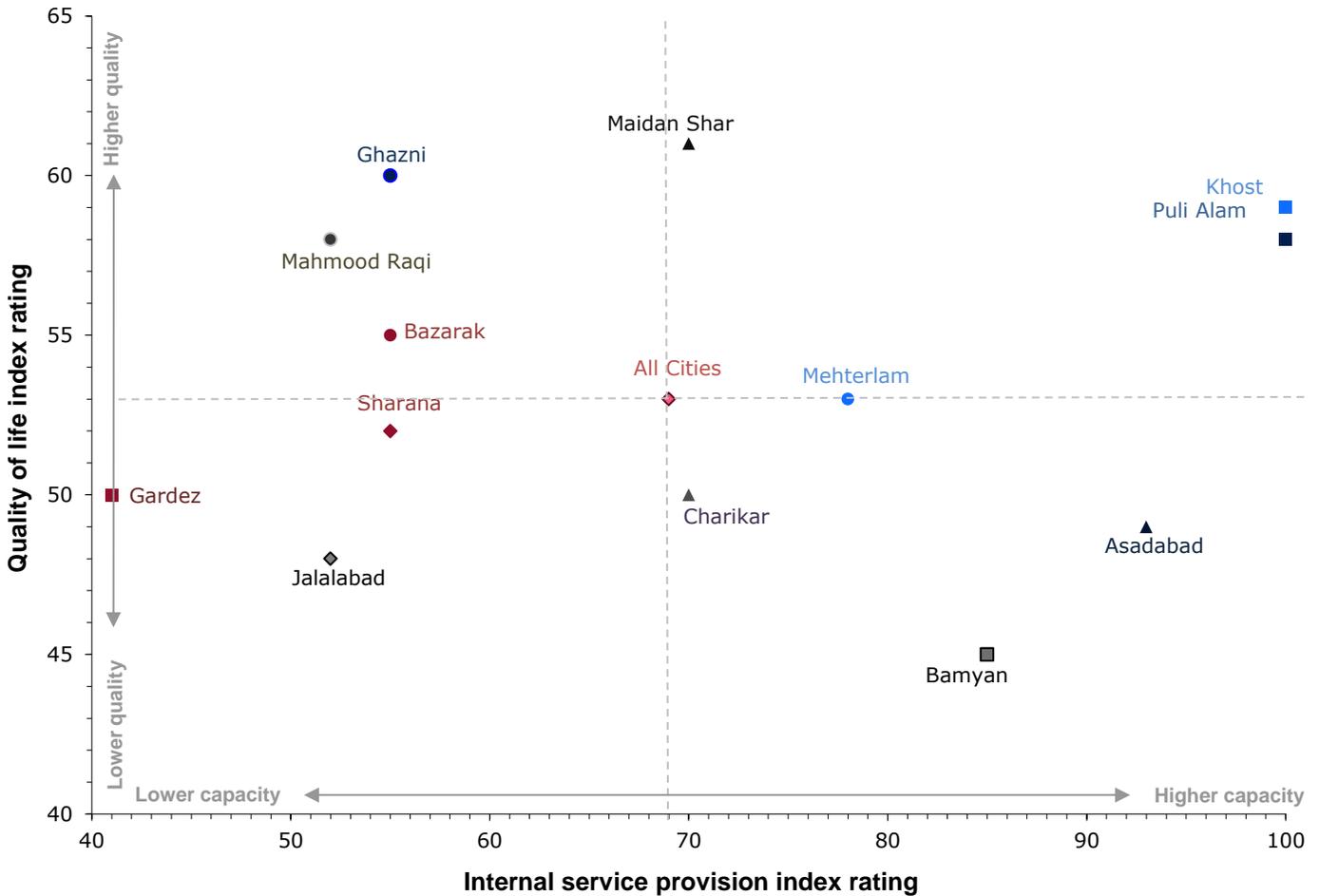
When comparing residents' ratings of their quality of life to the internal capacity index rating for their city, no clear pattern emerged. Khost, Puli Alam, Mahmood Raqi and Maidan Shar all had higher internal capacity ratings and higher quality of life ratings, but Mehterlam, Asadabad and Charikar, with higher internal capacity ratings, had average or lower than average quality of life ratings. Sharana had a low internal capacity rating, but a higher than average rating for quality of life.

FIGURE 5: RESIDENTS' QUALITY OF LIFE RATING VERSUS INTERNAL CAPACITY INDEX BY CITY, 2012



Cities provided a variety of services; the service provision internal capacity index captures how many services (waste water systems, sanitation systems, dump sites, landfills, regular road maintenance, regular public parks maintenance and regular latrine maintenance) the City provided by themselves or through partnerships. Khost, Puli Alam and Asadabad were involved in the provision of the highest number of services, but varied in quality of life ratings. Khost and Puli Alam also had high quality of life ratings, whereas Asadabad had low quality of life ratings. Asadabad's quality of life was similar to Gardez, the City that provided the fewest services. Higher number of services provided by a City did not show a correlation with higher quality of life scores by residents.

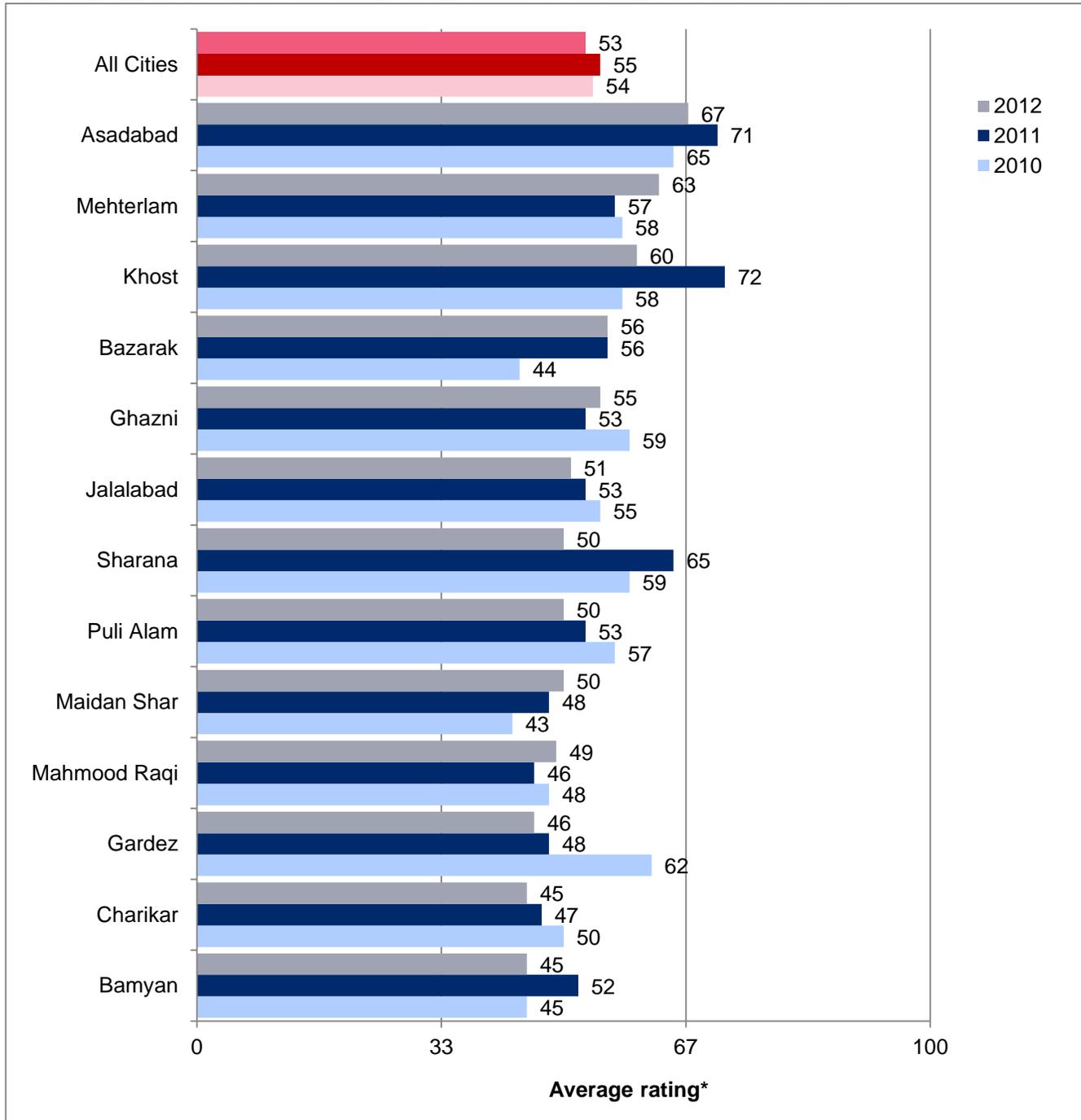
FIGURE 6: RESIDENTS' QUALITY OF LIFE RATING VERSUS SERVICE PROVISION INTERNAL CAPACITY INDEX BY CITY, 2012



EMPLOYMENT

The residents' job opportunities index was formed from several questions that asked for resident opinion about the number of jobs and businesses in their city, if their head of household was employed and if the number of jobs had increased, decreased or stayed the same in the prior year. Ratings of the number of job opportunities in the city were highest in Asadabad, Mehterlam and Khost. The index level increased from 2010 to 2012 for three cities, decreased for six and stayed the same for four cities. The greatest concern about employment was in Bamyan, Charikar and Gardez.

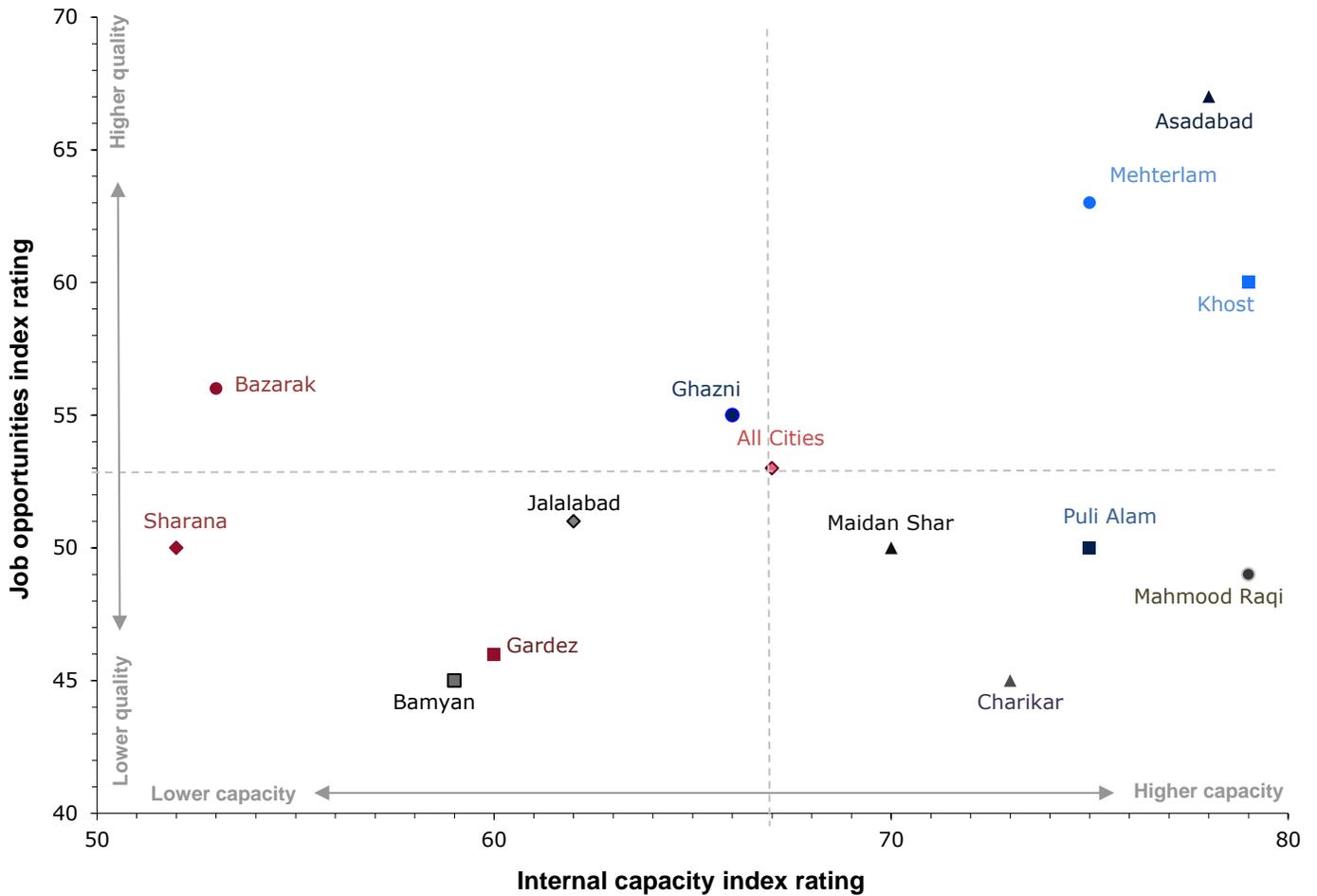
FIGURE 7: RESIDENTS' JOB OPPORTUNITIES INDEX RATING COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

Overall, there was not a clear correlation between the job opportunity index and the internal municipal capacity index. However, the residents most optimistic about jobs lived in cities with above average capacity ratings (i.e., Asadabad, Mehterlam and Khost).

FIGURE 8: RESIDENTS' JOB OPPORTUNITIES INDEX RATING VERSUS INTERNAL CAPACITY INDEX BY CITY, 2012



Each year The Asia Foundation conducts a survey of Afghan residents (*Afghanistan in 2012 A: Survey of the Afghan People, The Asia Foundation, 2012*) (TAF 2012 Survey). The survey is national in scale and asks some questions that are similar to those in the RUE resident survey. When TAF asked residents to rate the present availability of jobs in 2012, 5% said it was very good, 24% said it was quite good, 43% said it was quite bad and 27% said it was very bad. When converted to a 100 point scale, the overall score for availability of jobs would be 36, which is similar to the overall average for RUE cities (average score=37 in 2012; see Figure 9).

FIGURE 9: RESIDENTS' RATING OF THE NUMBER OF JOB OPPORTUNITIES IN THEIR CITY, 2012

	Excellent	Good	Fair	Poor	Average on 100 point scale*
All Cities	2%	32%	40%	25%	37
Asadabad	8%	52%	36%	4%	55
Khost	2%	56%	28%	14%	49
Mehterlam	2%	58%	27%	14%	49
Bazarak	4%	39%	39%	19%	43
Puli Alam	4%	35%	42%	19%	41
Ghazni	2%	35%	44%	19%	40
Maidan Shar	2%	30%	49%	19%	38
Mahmood Raqi	0%	36%	30%	33%	34
Gardez	1%	17%	50%	32%	29
Charikar	0%	22%	41%	38%	28
Jalalabad	1%	17%	47%	34%	28
Bamyan	2%	20%	32%	46%	26
Sharana	1%	12%	52%	35%	26

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

In 2012, TAF found that compared to one year ago, 21% of Afghans thought employment opportunities for their household had gotten better, 50% thought it had remained the same and 28% thought it had gotten worse (TAF 2012 Survey).

Residents in the RUE survey were slightly more optimistic; 25% thought employment opportunities in their city had gotten better, 49% thought it had remained the same and 26% thought it had gotten worse (see Figure 10 below). Part of this difference may be due to question wording. TAF specifically emphasized the impact on the resident’s household, whereas the RUE question wording asked about employment opportunities in the resident’s city.

While ratings of the number of job opportunities in the city were highest in Asadabad, Mehterlam and Khost, residents in Khost were more likely than those in most other cities to think the number of opportunities had plateaued or decreased in the year prior to the survey. Optimism about employment gains was highest in Asadabad and Mehterlam.

FIGURE 10: RESIDENTS’ RATING OF THE CHANGE IN EMPLOYMENT OPPORTUNITIES IN THE YEAR PRIOR TO THE SURVEY BY CITY, 2012

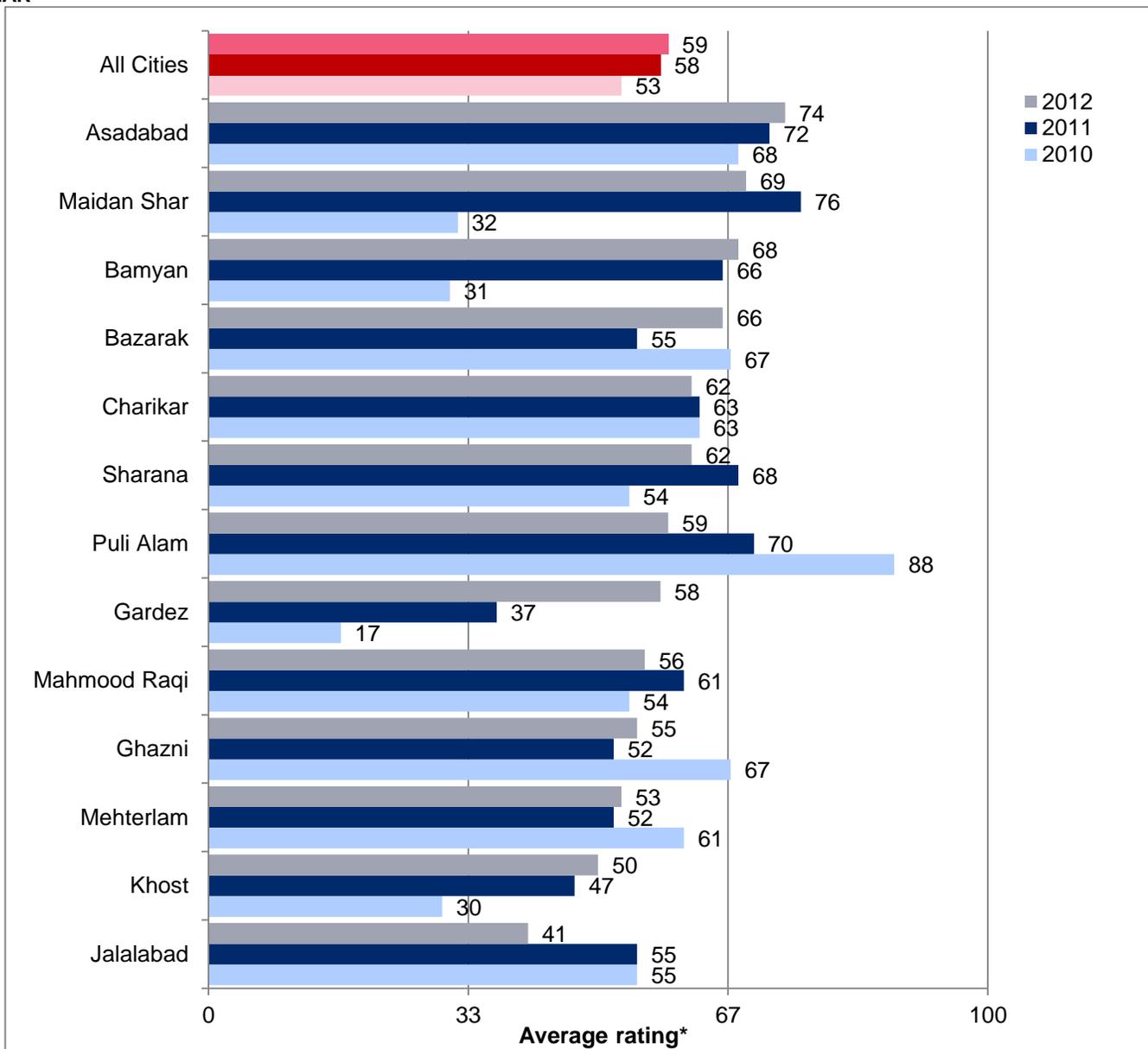
	Employment opportunities increased	Employment opportunities stayed the same	Employment opportunities decreased
All cities	25%	49%	26%
Mehterlam	67%	26%	7%
Asadabad	57%	42%	1%
Charikar	30%	34%	36%
Bamyan	27%	25%	48%
Ghazni	26%	41%	34%
Mahmood Raqi	26%	48%	26%
Sharana	20%	54%	26%
Maidan Shar	17%	60%	23%
Jalalabad	15%	58%	26%
Bazarak	13%	77%	10%
Khost	12%	53%	35%
Gardez	8%	54%	38%
Puli Alam	8%	67%	25%

SERVICES

Afghan cities varied in the number and type of services they were able to provide their residents. The internal service provision index gives a rating of how many services are provided. The resident survey asked about several services that could be provided by the City, or another agency, and some that may not exist in the city at all. These included solid waste, roads, drainage, sanitation, green areas/parks and markets.

Before looking at individual services, residents were asked, “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?” The chart below shows this overall rating. Residents in Asadabad, Maidan Shar and Bamyan gave the highest ratings to the job their municipalities did providing services. Lowest ratings went to Jalalabad and Khost. Puli Alam saw a sharp drop in ratings, while Maidan Shar, Bamyan, Gardez and Khost saw large increases.

FIGURE 11: RESIDENTS’ RATING OF THE OVERALL JOB THE CITY DOES PROVIDING SERVICES COMPARED BY CITY AND YEAR



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

Jalalabad had the lowest rating for quality of overall service provision and also had lower than average ratings for its internal service provision index and public works planning and organization index. Maidan Shar and Asadabad had both higher ratings for these internal indices and higher resident ratings for the overall job the City does providing services.

FIGURE 12: RESIDENTS' RATING OF THE OVERALL JOB THE CITY DOES PROVIDING SERVICES VERSUS INTERNAL SERVICE PROVISION INDEX BY CITY, 2012

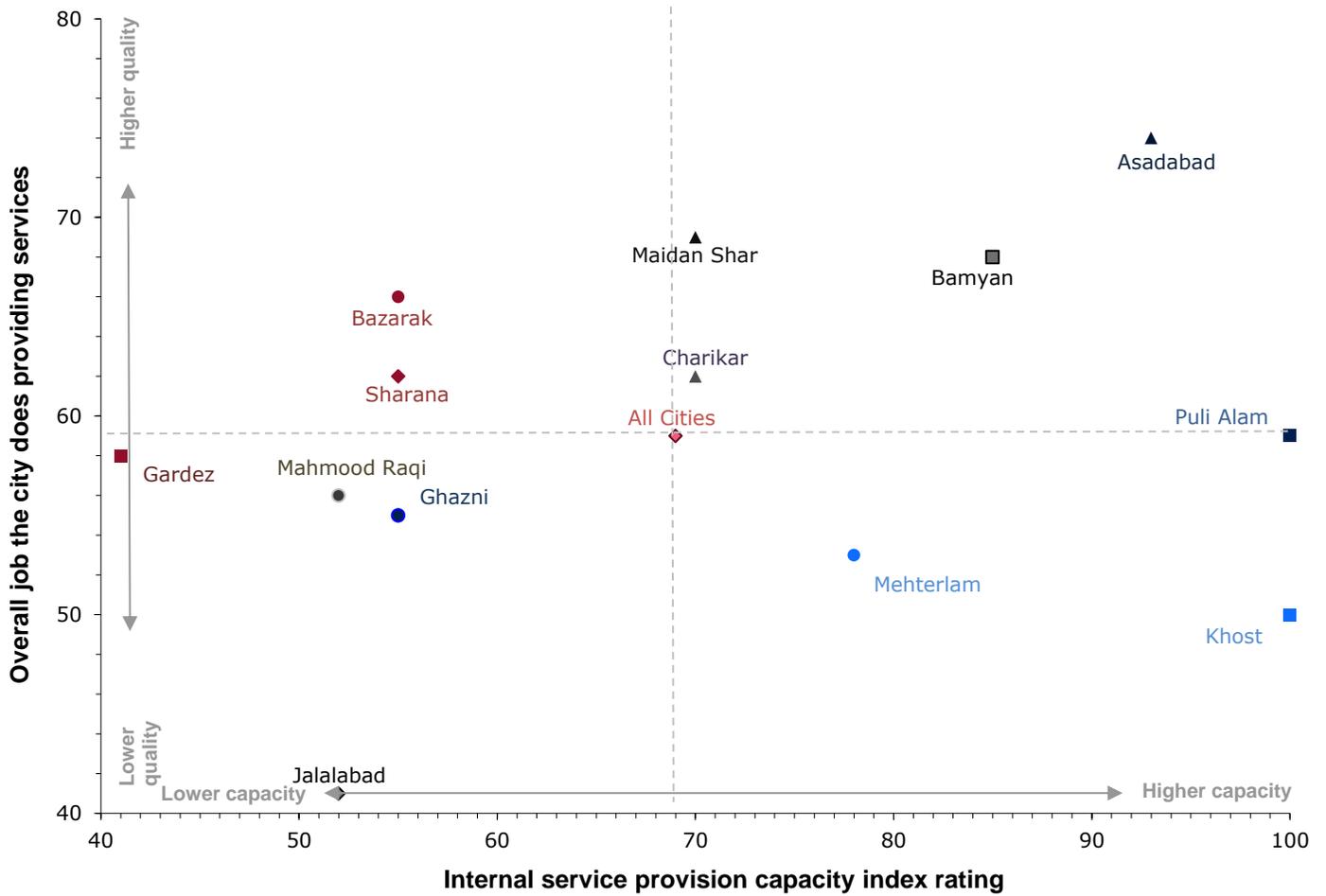
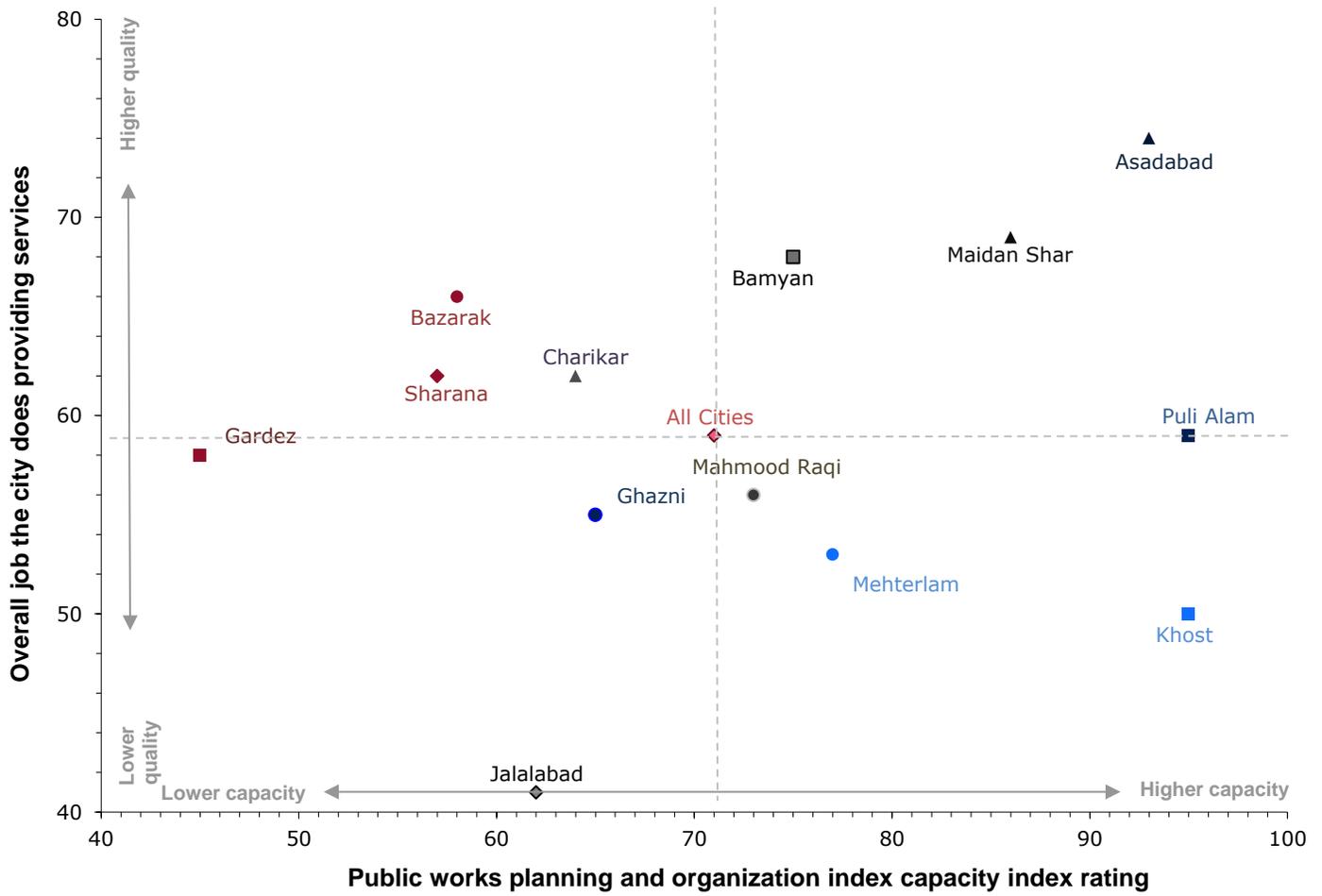


FIGURE 13: RESIDENTS' RATING OF THE OVERALL JOB THE CITY DOES PROVIDING SERVICES VERSUS PUBLIC WORKS PLANNING AND ORGANIZATION INDEX BY CITY, 2012



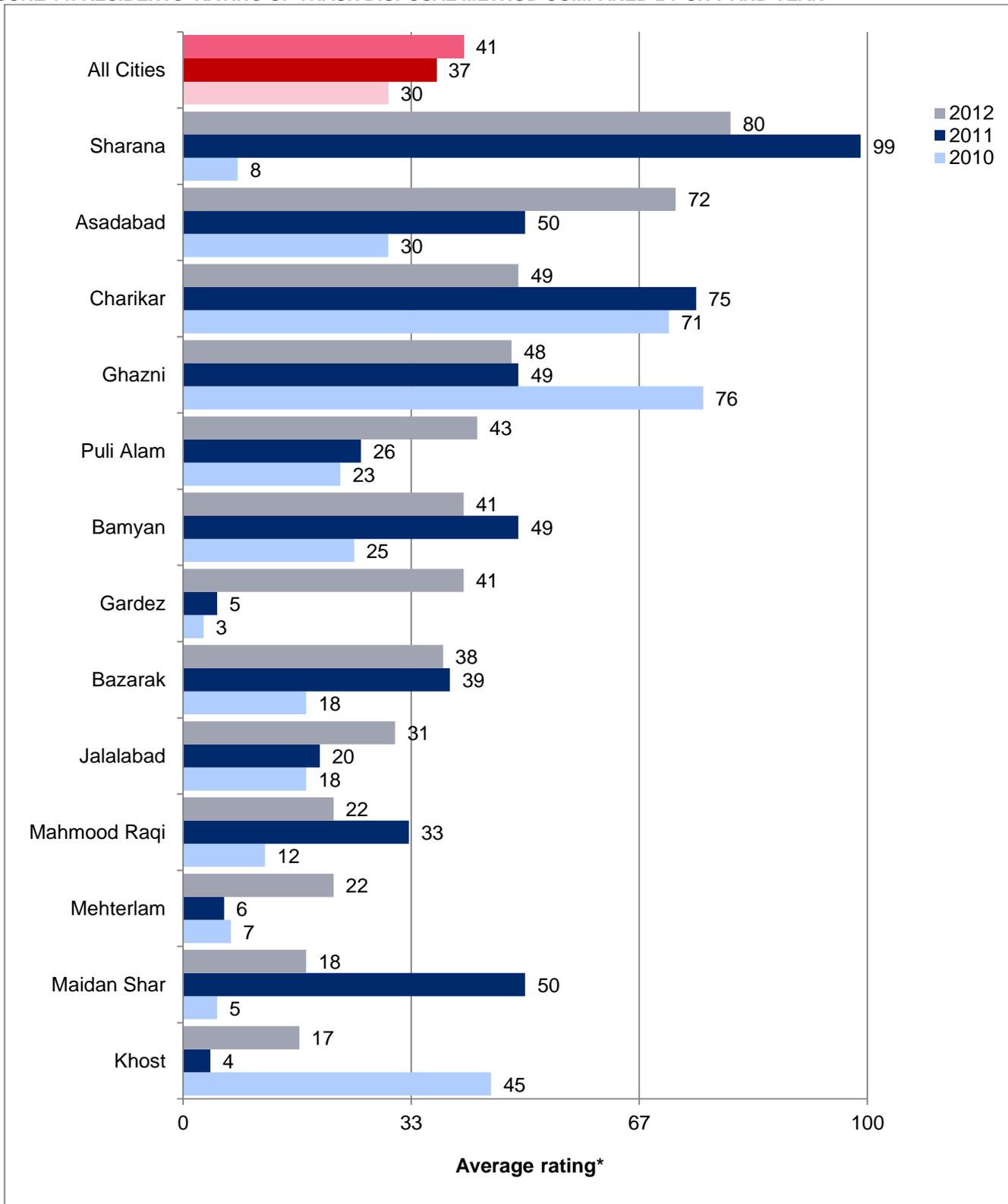
TRASH

Residents across RUE were generally disappointed with the methods they used to dispose of trash, with the exception of those in Sharana and Asadabad where most were satisfied and Charikar and Ghazni where about half were satisfied. In Sharana (90%), Asadabad (78%) and Ghazni (60%) most residents used public containers for trash disposal. In Charikar they were split between using public containers (31%), using improvised dumpsites (32%) and disposing of trash in the street (24%). Those in Maidan Shar and Khost were least satisfied with trash disposal methods and most disposed of their trash at improvised dumpsites or in the streets. All but three cities (Charikar, Ghazni and Khost) saw increases in their trash disposal ratings from 2010 to 2012.

Charikar trash disposal ratings dropped from 71 in 2010 to 49 in 2012, remaining the third highest rated among RUE cities.

Ghazni and Khost saw sharp decreases in trash disposal ratings. This may be because there was a solid waste collection project implemented by the Central Asia Development Group (CADG) in Ghazni and by the USAID Afghan Municipal Strengthening Program (AMSP) in Khost before the startup of RUE, but no solid waste management projects were implemented in either city by RUE.

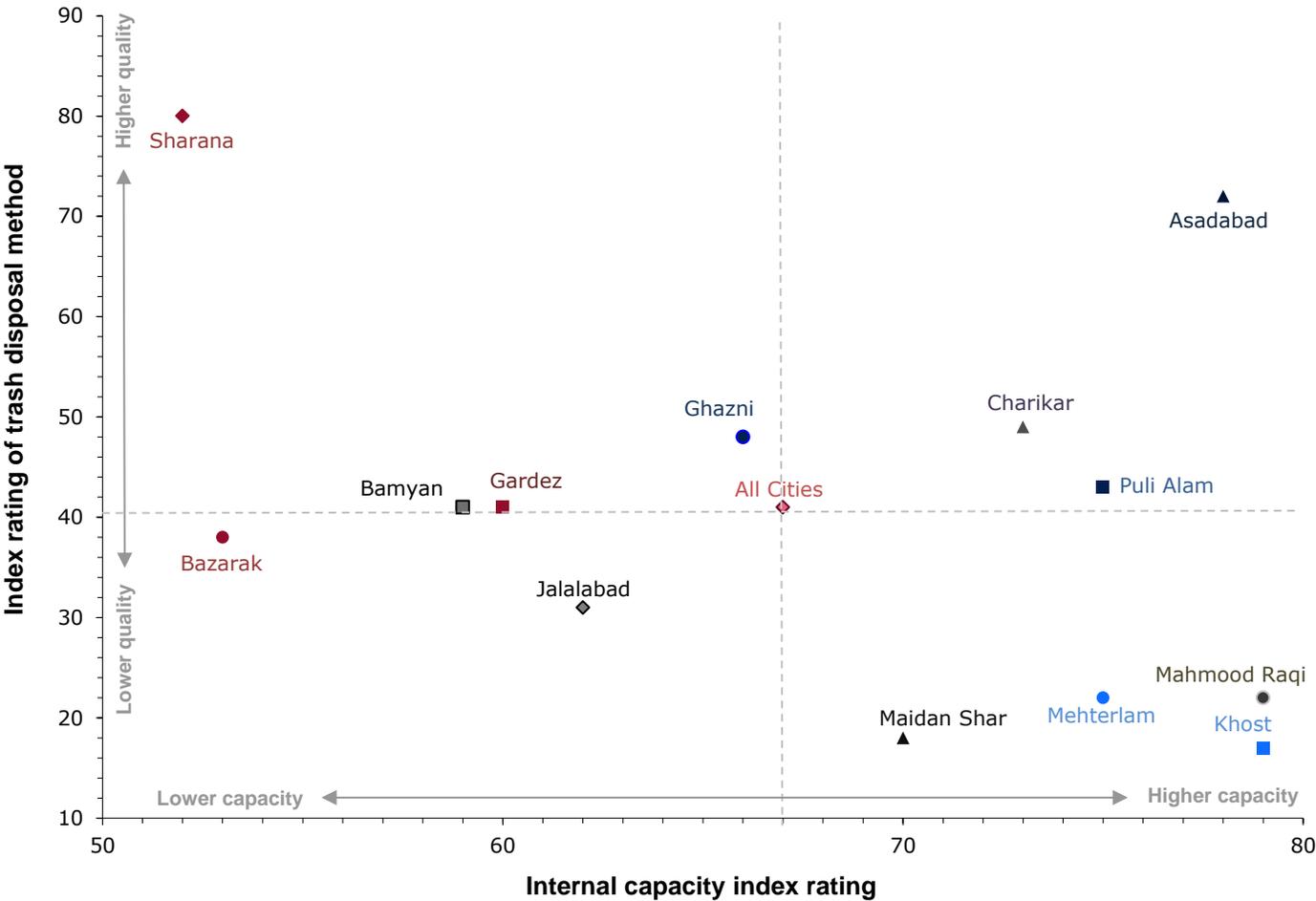
FIGURE 14: RESIDENTS' RATING OF TRASH DISPOSAL METHOD COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

While Sharana had lower than average internal capacity index ratings, they did provide sufficient public trash bins such that residents did not dispose of trash in the streets and subsequently expressed greater satisfaction with their trash disposal method. In Khost, Mahmood Raqi, Mehterlam and Maidan Shar, 25% or fewer respondents used public trash containers or official dumpsites for trash, so while the municipality had higher internal capacity ratings, satisfaction with trash disposal methods was low.

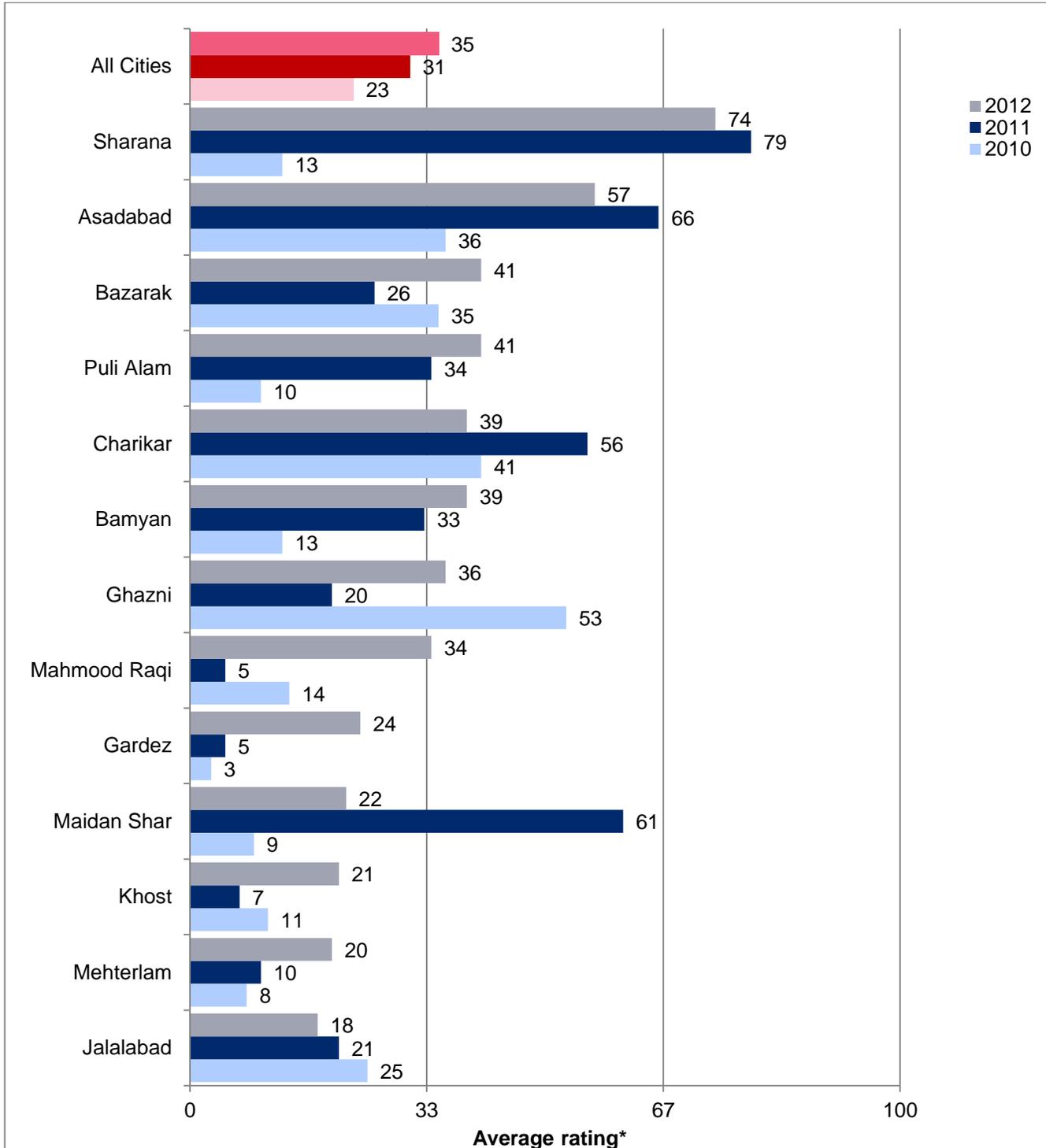
FIGURE 15: RESIDENTS' INDEX RATING OF TRASH DISPOSAL METHOD VERSUS INTERNAL CAPACITY INDEX BY CITY, 2012



Residents were also asked to rate their satisfaction with trash services provided by the City. Satisfaction with City trash services ranged widely, but was on average low. Sharana residents again gave the highest ratings, with Asadabad, Bazarak, Puli Alam, Charikar and Bamyan also receiving above average ratings.

Jalalabad, Mehterlam, Khost and Maidan Shar received the lowest resident ratings of City trash services. While most cities saw an improvement in ratings from 2010 to 2012, Charikar remained similar and Ghazni and Jalalabad saw decreases in satisfaction with trash services.

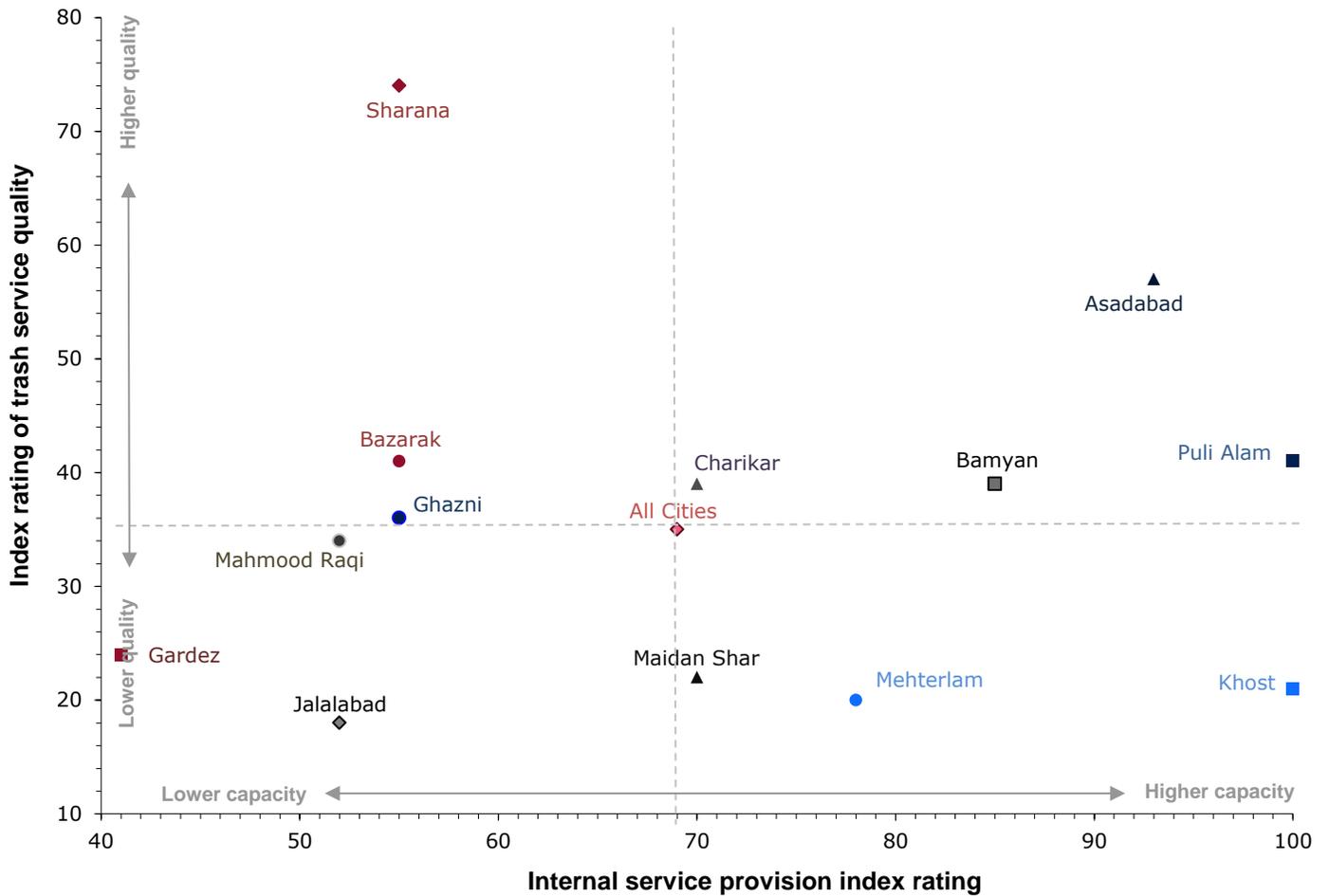
FIGURE 16: RESIDENTS' RATING OF TRASH SERVICE QUALITY COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

Of the six cities with resident ratings for trash service provision that were above the RUE city average, two had lower than average internal service provision index ratings (Sharana and Bazarak) and four had higher than average internal service provision index ratings (Asadabad, Puli Alam, Bamyan and Charikar). Those with the lowest resident ratings for trash service provision had both high and low internal service provision ratings.

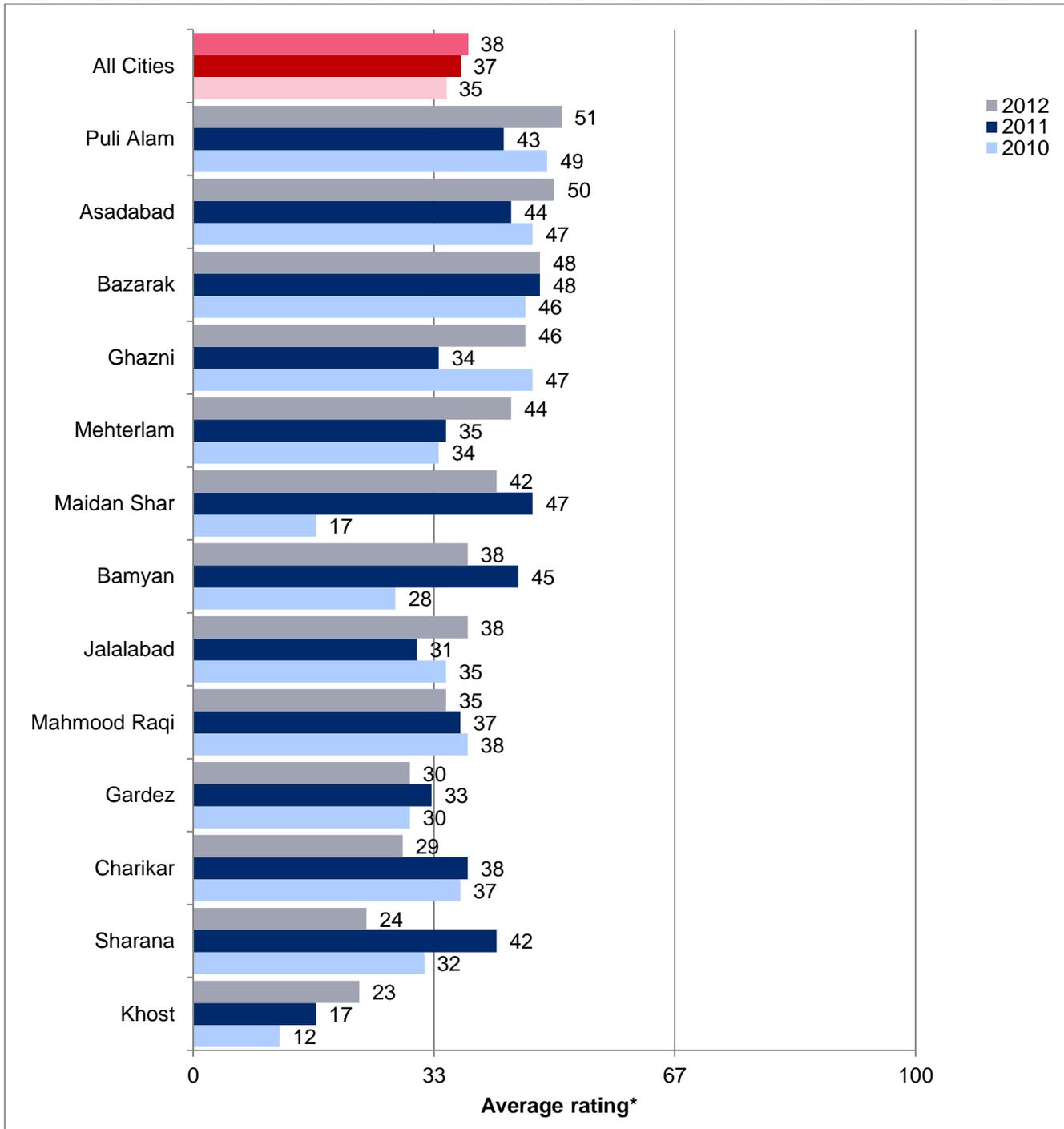
FIGURE 17: RESIDENTS' INDEX RATING OF TRASH SERVICE QUALITY VERSUS INTERNAL SERVICE PROVISION INDEX BY CITY, 2012



ROADS

Residents evaluated the condition of local streets, main city streets and highways, as well as road construction and maintenance, and the average results from these questions are presented as an index score in the figure below. Ratings across all cities were low and ranged from only 23 to 51 on a 100 point scale. Of all the cities, seven had ratings that remained similar from 2010 to 2012, two saw declines and four saw increases in ratings for roads and road services.

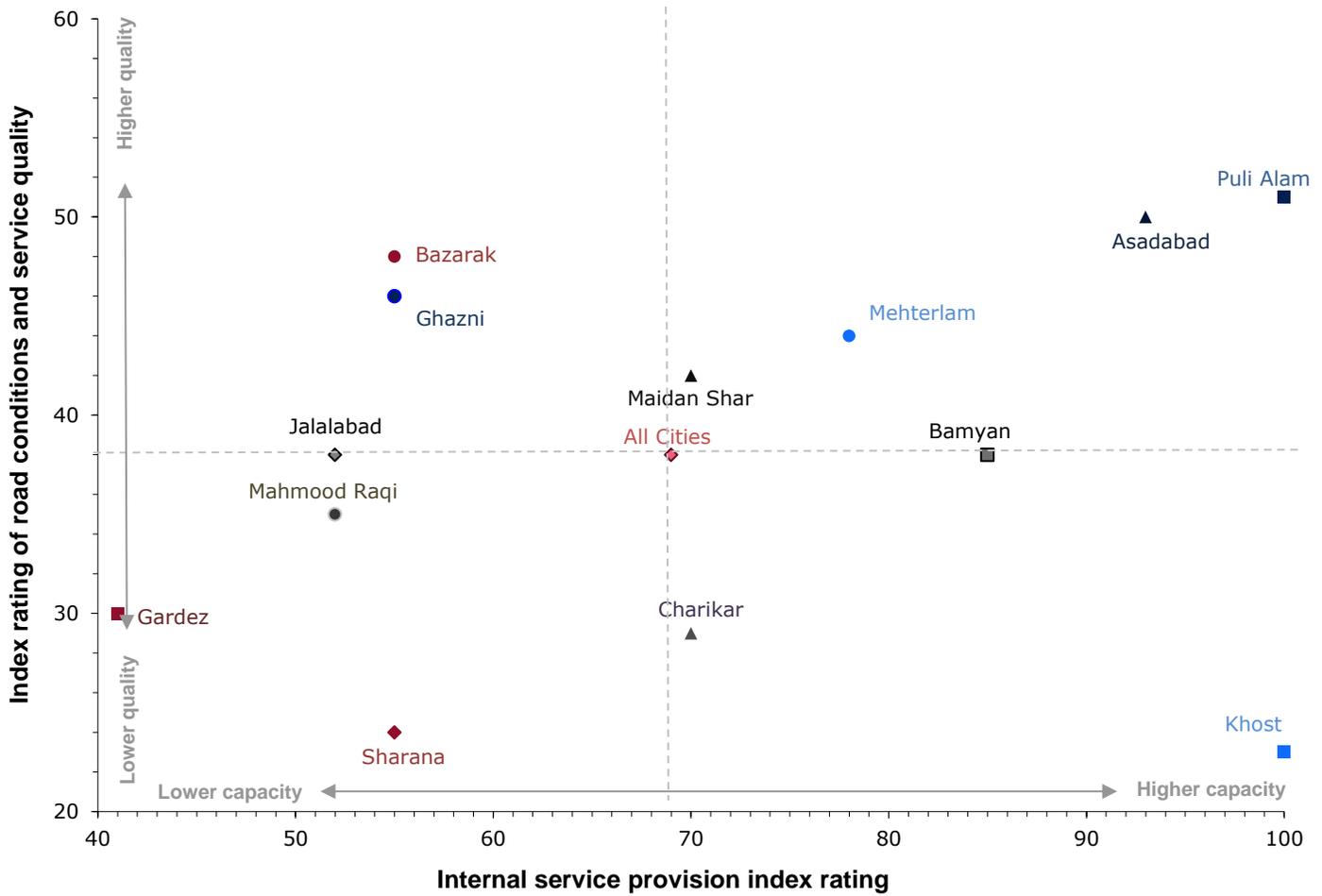
FIGURE 18: RESIDENTS' RATINGS OF ROAD CONDITIONS AND SERVICE QUALITY COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

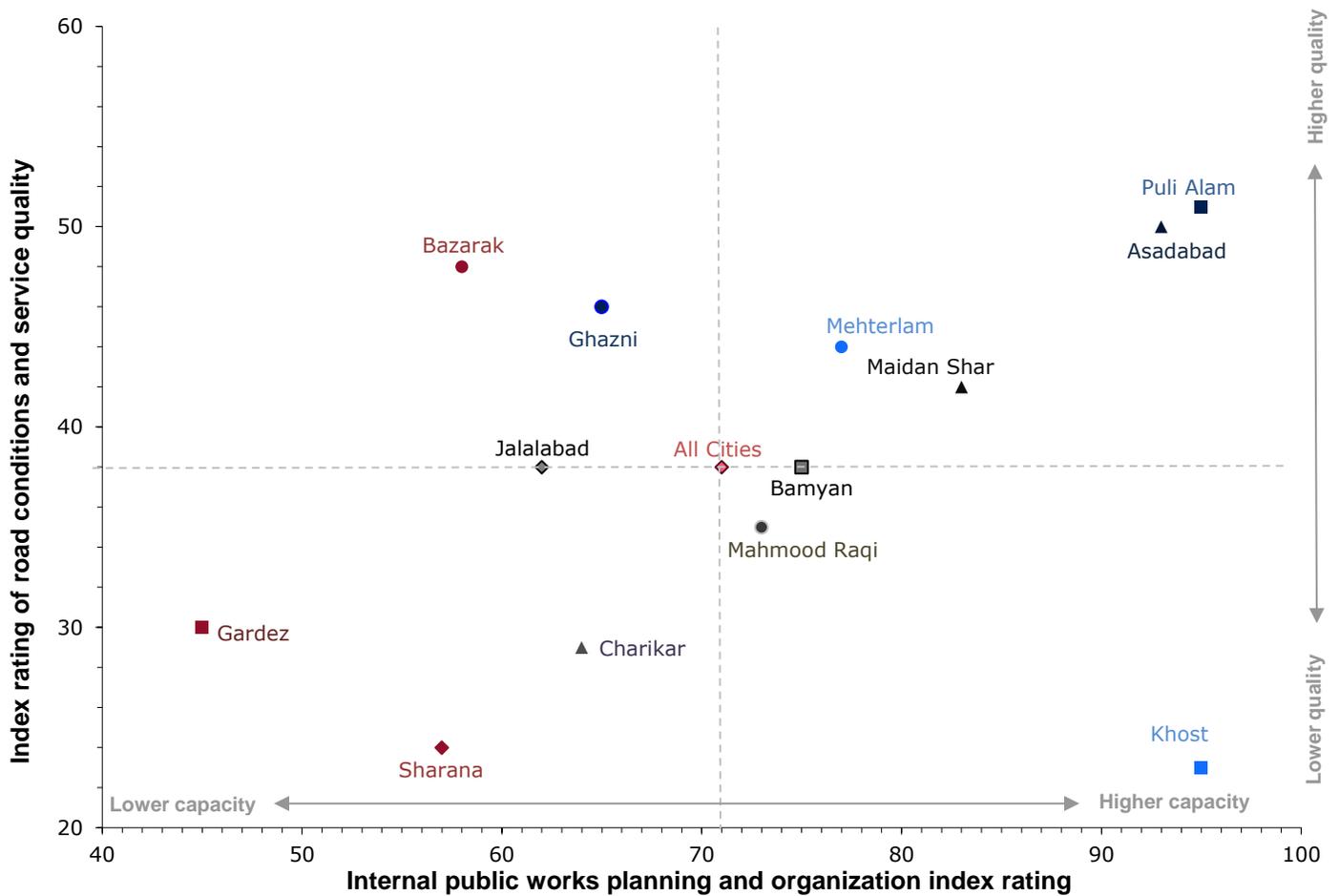
The two cities with the highest resident ratings for the condition of roads and road services also had high internal service provision index ratings (Puli Alam and Asadabad). However, Khost had the lowest resident ratings for the condition of roads and road service and a high internal service provision index rating. Sharana and Gardez had low ratings for both indices.

FIGURE 19: RESIDENTS' INDEX RATING OF ROAD CONDITIONS AND SERVICE QUALITY VERSUS INTERNAL SERVICE PROVISION INDEX BY CITY, 2012



With the exception of Bazarak, Ghazni and Khost, having a higher (or lower) internal public works planning and organization index was related to a higher (or lower) resident ratings for the condition of roads and road services.

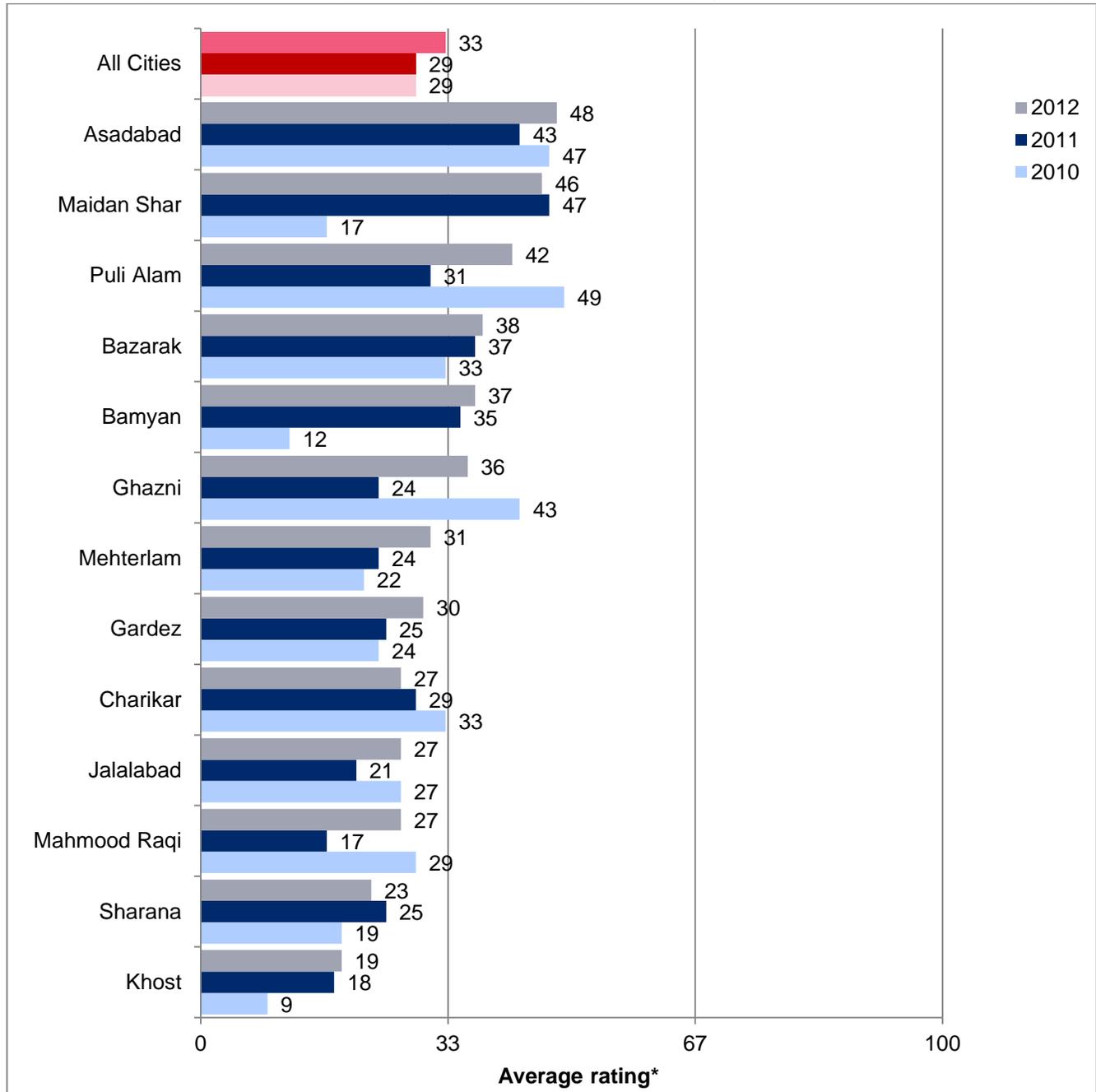
FIGURE 20: RESIDENTS' INDEX RATING OF ROAD CONDITIONS AND SERVICE QUALITY VERSUS INTERNAL PUBLIC WORKS PLANNING AND ORGANIZATION INDEX BY CITY, 2012



DRAINAGE

The condition of local drainage and larger canals and related cleaning, construction and maintenance services were given low ratings by residents across the 13 RUE cities (an average of 33 on a 100 point scale), but had improved slightly from 2010. Residents in Sharana and Khost gave the lowest ratings and those in Maidan Shar and Asadabad gave the highest ratings. The highest ratings, however, were still under 50 on a 100 point scale. Maidan Shar, Bazarak, Mehterlam, Gardez, Sharana and Khost all showed improvement from 2010 to 2012. Ghazni, Puli Alam and Charikar all saw declines in their drainage ratings from 2010 to 2012.

FIGURE 21: RESIDENTS' RATING OF DRAINAGE CONDITIONS AND SERVICE QUALITY COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

Asadabad, Puli Alam, Bamyan and Maidan Shar, were all rated above average for their internal service provision index and received the highest ratings for the condition of drainage infrastructure and quality of drainage services. Mahmood Raqi, Gardez, Jalalabad and Sharana all had lower ratings for their internal service provision index and received lower ratings for the condition of drainage infrastructure and quality of drainage services.

The results were similar when comparing the internal public works planning and organization index to the resident ratings for the condition of drainage infrastructure and quality of drainage services (see Figure 23).

FIGURE 22: RESIDENTS' INDEX RATING OF DRAINAGE CONDITIONS AND SERVICE QUALITY VERSUS INTERNAL SERVICE PROVISION INDEX BY CITY, 2012

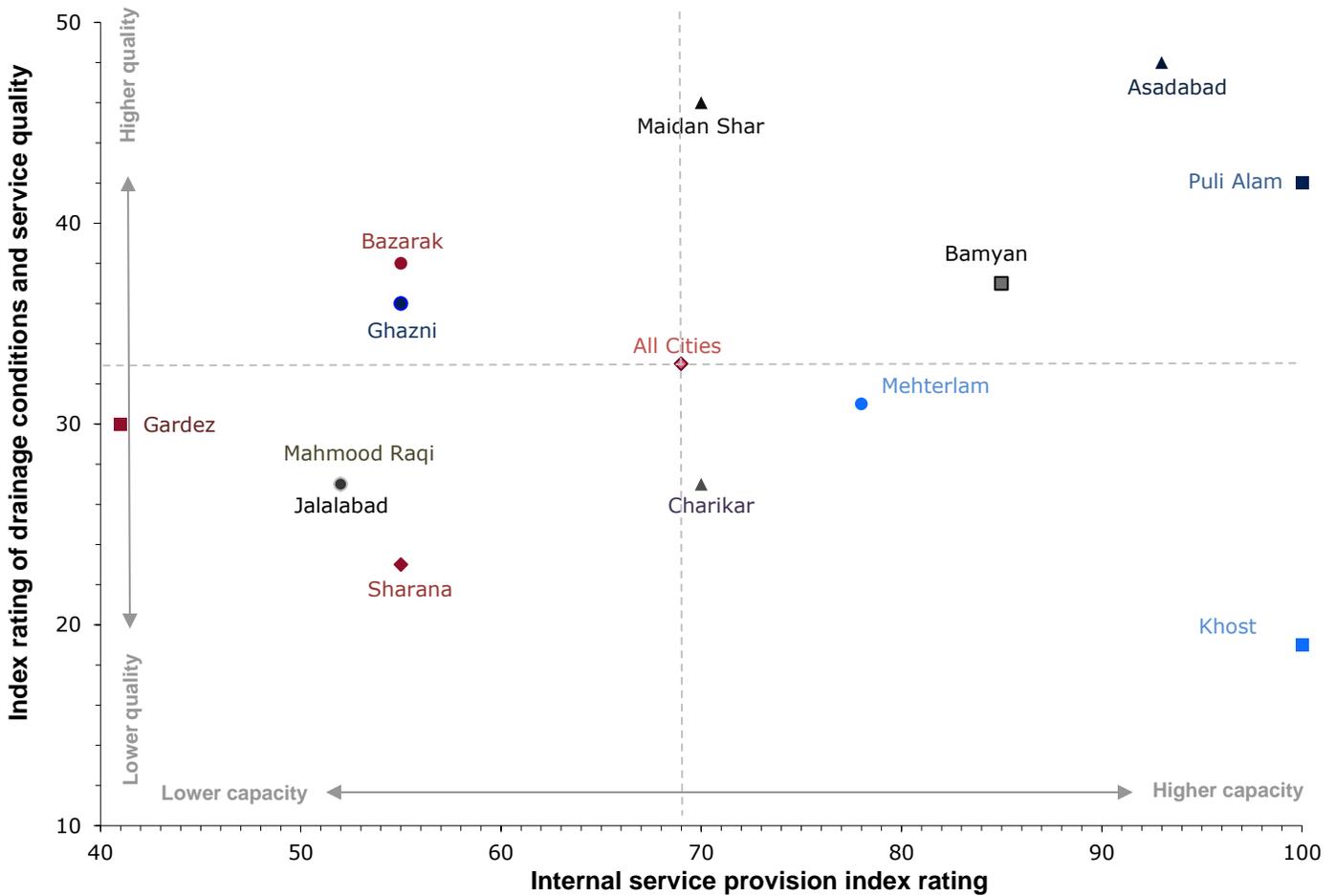
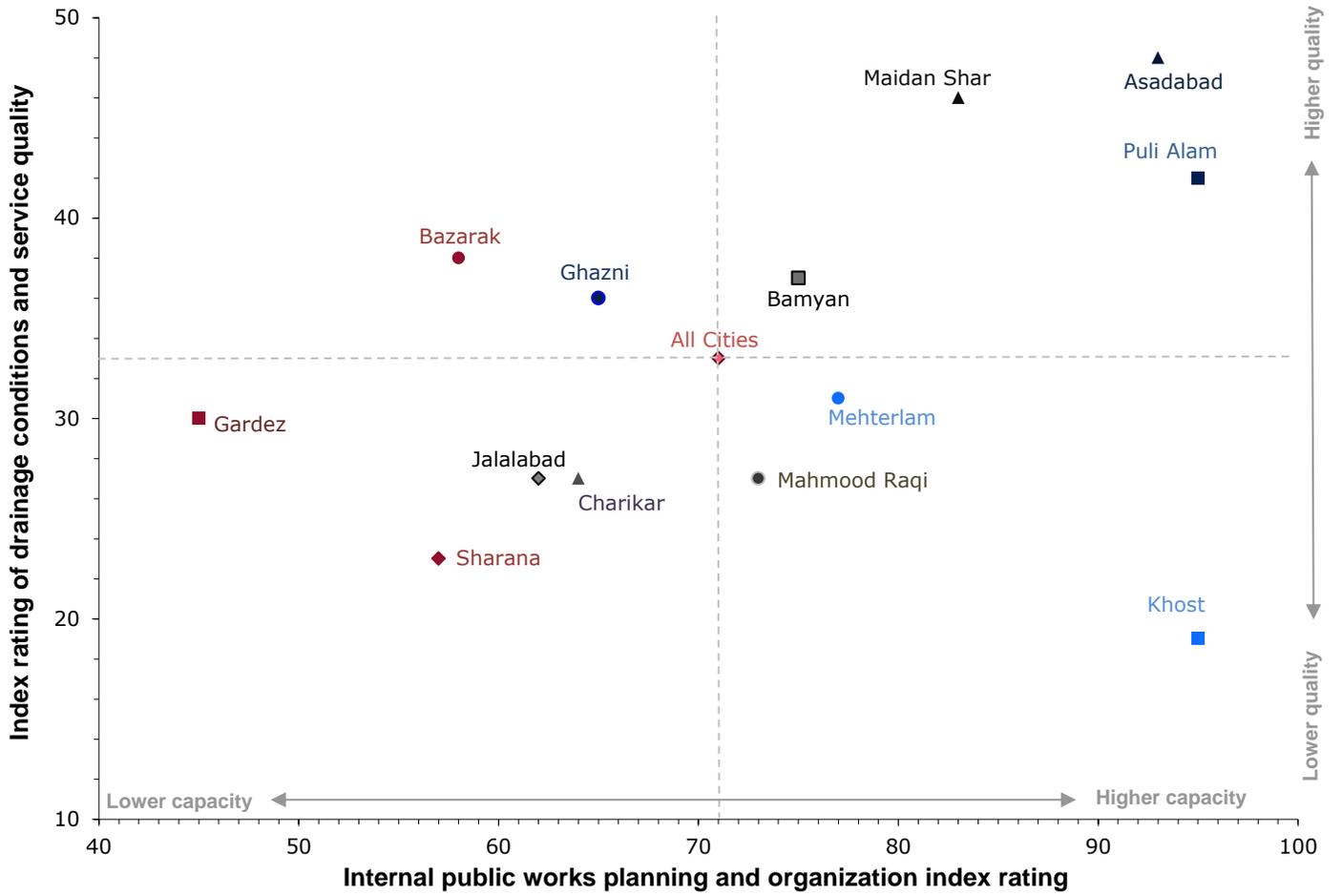


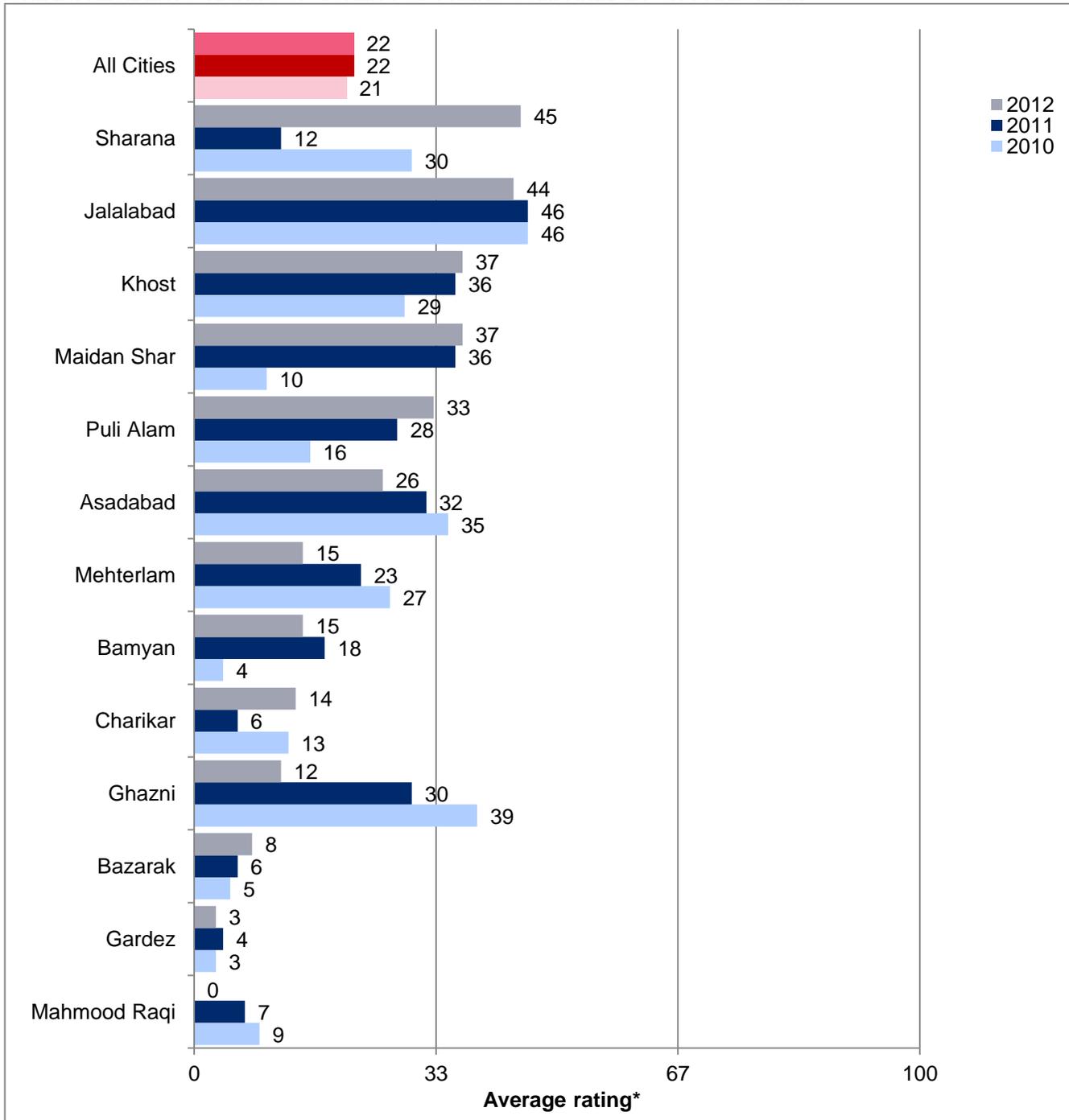
FIGURE 23: RESIDENTS' INDEX RATING OF DRAINAGE CONDITIONS AND SERVICE QUALITY VERSUS INTERNAL PUBLIC WORKS PLANNING AND ORGANIZATION INDEX BY CITY, 2012



PARKS

Parks received the lowest quality ratings among all city services. This was generally because there were few parks available for residents to use. The lowest resident ratings for parks were received by Mahmood Raqi, Gardez and Bazarak. The best ratings were received by Jalalabad and Sharana. Ratings in Sharana, Khost, Maidan Shar, Puli Alam and Bamyam improved from 2010 to 2012, while ratings in Asadabad, Mehterlam, Ghazni, and Mahmood Raqi fell.

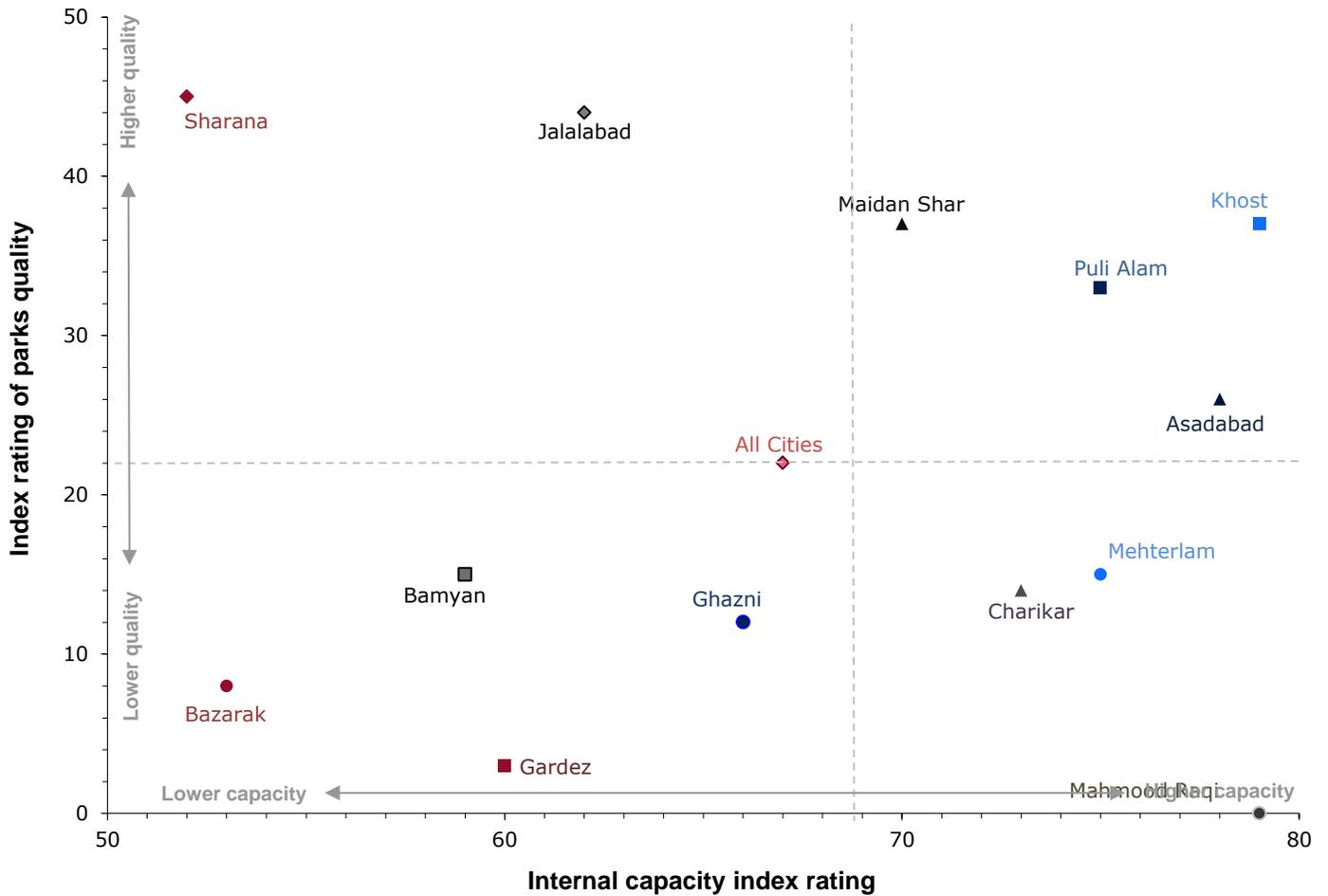
FIGURE 24: RESIDENTS' RATING OF QUALITY OF PARKS COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

For Ghazni, Gardez, Bamyan and Bazarak, low resident ratings for the quality of parks correlated with a low internal capacity index rating. For Khost, Puli Alam, Maidan Shar and Asadabad, higher resident ratings for the quality of parks correlated with a higher internal capacity index rating.

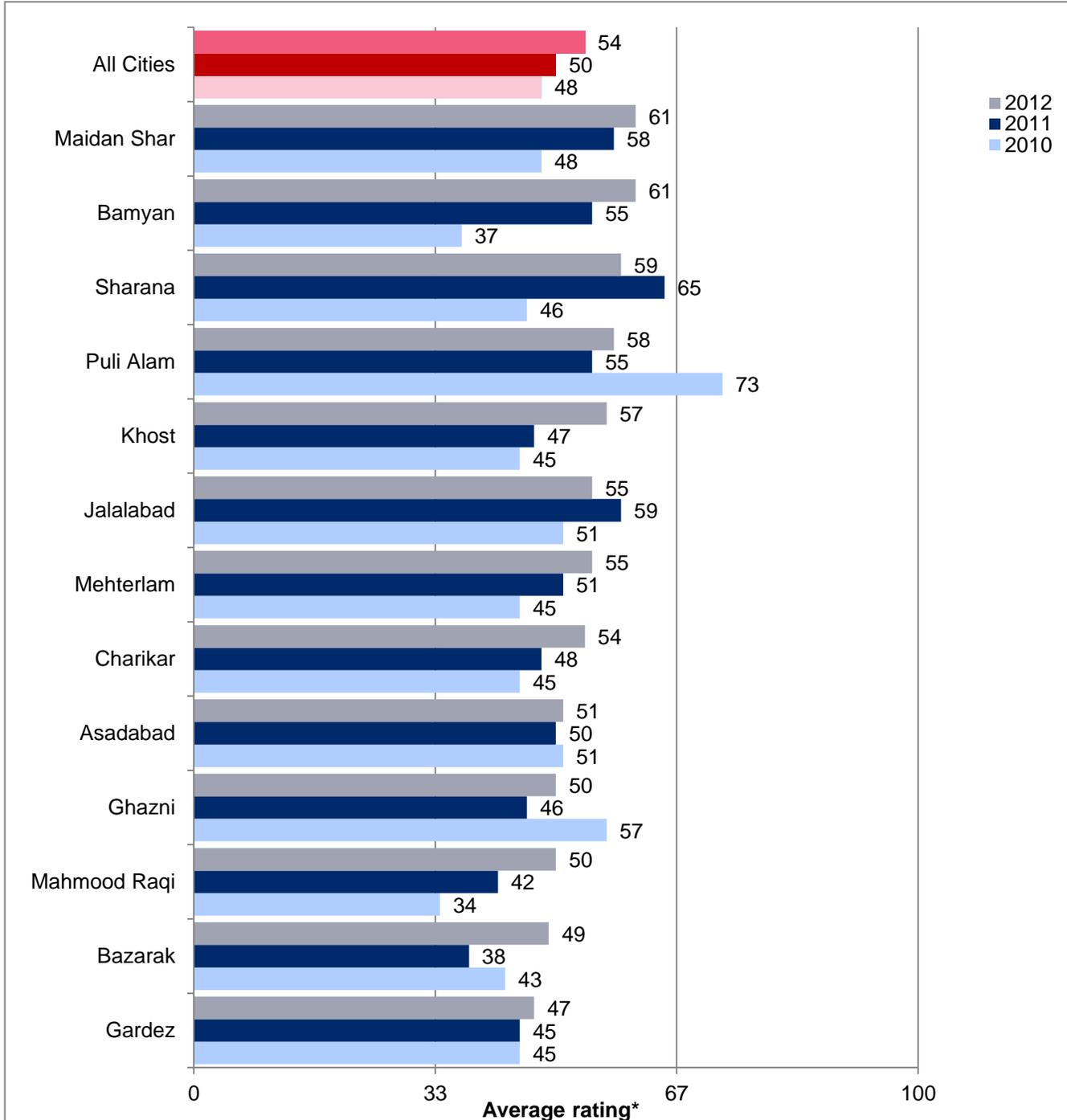
FIGURE 25: RESIDENTS' INDEX RATING OF QUALITY OF PARKS VERSUS INTERNAL CAPACITY INDEX BY CITY, 2012



MARKET

The city markets in the RUE region received the highest ratings of all city services. On average RUE residents gave their markets (location, size and quality, availability and price of food and goods) a rating of 54 on a 100 point scale, up from 48 in 2010. The lowest ratings were in Gardez (47) and the highest were in Bamyan (61) and Sharana (59). Ghazni and Puli Alam saw reductions in their ratings from 2010 to 2012, and Maidan Shar, Bamyan, Sharana, Khost, Mehterlam, Charikar, Mahmood Raqi and Bazarak saw improvements.

FIGURE 26: RESIDENTS' RATING OF THE QUALITY OF MARKETS COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

WATER

Water is not a service that is provided by municipalities in Afghanistan, but it is a vital service to residents. Just over half of the residents in RUE cities got their drinking water from a well, one-third used a public standpipe or had water piped to their home, and 12% used an open source or other source. Those in Bazarak (73%), Charikar (68%), Jalalabad (50%) and Bamyan (49%) were most likely to use a public standpipe or have water piped to their home. In Bazarak and Charikar, those not using publicly supplied water did not have wells as alternatives but had to use an open source or purchase water.

Residents with well water or those using a public source were least likely to report that a family member had suffered from dysentery, cholera or severe diarrhea in the year prior to the survey. However, about one-third of them had experienced a waterborne illness.

FIGURE 27: DRINKING WATER SOURCE BY CITY, 2012

	Piped water or public standpipe	Well water	Other	All sources
All Cities	32%	56%	12%	100%
Bazarak	73%	1%	26%	100%
Charikar	68%	1%	32%	100%
Jalalabad	50%	50%	0%	100%
Bamyan	49%	29%	22%	100%
Ghazni	37%	62%	1%	100%
Gardez	22%	78%	0%	100%
Sharana	16%	83%	1%	100%
Khost	15%	45%	39%	100%
Mahmood Raqi	13%	63%	24%	100%
Mehterlam	7%	91%	2%	100%
Maidan Shar	2%	98%	0%	100%
Puli Alam	2%	98%	1%	100%
Asadabad	0%	100%	0%	100%

FIGURE 28: DRINKING WATER SOURCE BY CITY, 2011

	Piped water or public standpipe	Well water	Other	All sources
All Cities	30%	52%	18%	100%
Bazarak	68%	2%	30%	100%
Charikar	79%	0%	21%	100%
Jalalabad	35%	65%	0%	100%
Bamyan	18%	32%	49%	100%
Ghazni	29%	66%	4%	100%
Gardez	65%	34%	1%	100%
Sharana	0%	99%	1%	100%
Khost	1%	18%	81%	100%
Mahmood Raqi	1%	75%	24%	100%
Mehterlam	9%	86%	5%	100%
Maidan Shar	3%	93%	4%	100%
Puli Alam	0%	98%	3%	100%
Asadabad	0%	99%	1%	100%

FIGURE 29: FAMILY EXPERIENCED WATERBORNE ILLNESS BY DRINKING WATER SOURCE AND CITY, 2012

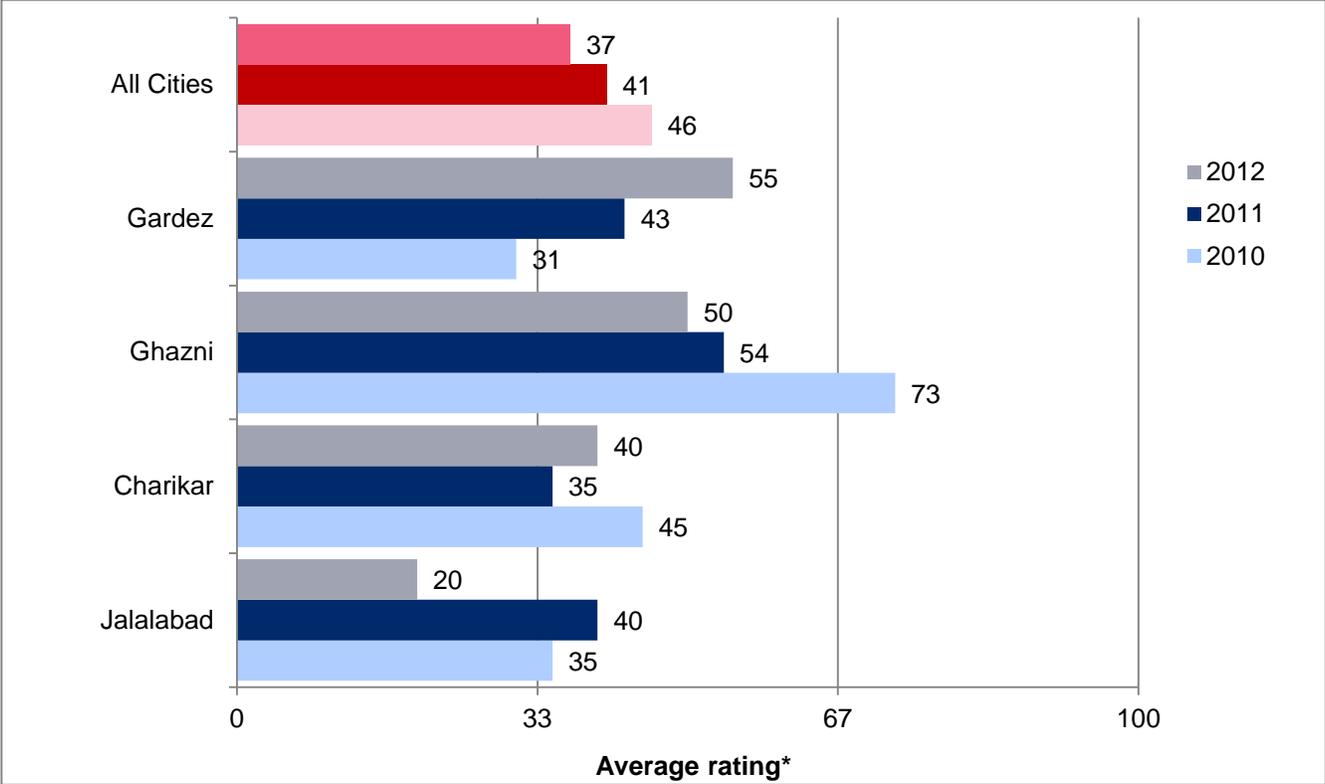
	Piped water or public standpipe	Well water	Other	All sources
All Cities	30%	31%	46%	33%
Asadabad		40%		40%
Bamyan	18%	17%	37%	22%
Charikar	23%		62%	35%
Gardez	13%	7%		8%
Ghazni	25%	27%		26%
Jalalabad	40%	21%		30%
Khost	38%	18%	36%	28%
Mahmood Raqi	100%	90%	67%	86%
Maidan Shar		47%		47%
Mehterlam	14%	28%		27%
Bazarak	44%		37%	42%
Puli Alam		49%		49%
Sharana	9%	32%		29%

FIGURE 30: FAMILY EXPERIENCED WATERBORNE ILLNESS BY DRINKING WATER SOURCE AND CITY, 2011

	Piped water or public standpipe	Well water	Other	All sources
All Cities	34%	26%	35%	30%
Asadabad		19%		19%
Bamyan	31%	22%	47%	36%
Charikar	19%		42%	24%
Gardez	40%	27%		36%
Ghazni	15%	20%		18%
Jalalabad	42%	41%		42%
Khost		8%	13%	13%
Mahmood Raqi		64%	78%	68%
Maidan Shar		43%		41%
Mehterlam	6%	34%	70%	34%
Bazarak	53%		53%	54%
Puli Alam		10%		10%
Sharana		6%		7%

Residents who received piped water at their home were asked to rate this service (the water quality and frequency and amount of supply). Only four cities had the service and in three of these cities ratings for the service declined from 2010 to 2012.

FIGURE 31: RESIDENTS' RATING OF WATER SERVICE QUALITY, IF HAVE SERVICE, COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

ELECTRICITY

Electricity is also not a service that was provided by municipalities in Afghanistan, but again, it is a vital service to residents.

About half the residents in RUE cities had government supplied electricity. Few in Sharana and Mahmood Raqi and no one in Bamyán and Bazarak had government supplied electricity, while almost all residents in Charikar and Ghazni had government supplied electricity.

FIGURE 32: ELECTRICITY SOURCE BY CITY, 2012

	Government supplied	Other	None	All sources
All Cities	52%	44%	4%	100%
Ghazni	98%	2%	0%	100%
Charikar	97%	1%	1%	100%
Jalalabad	69%	31%	1%	100%
Puli Alam	68%	25%	7%	100%
Asadabad	62%	36%	1%	100%
Gardez	59%	41%	0%	100%
Mehterlam	53%	38%	9%	100%
Khost	44%	55%	1%	100%
Maidan Shar	42%	41%	17%	100%
Sharana	5%	94%	1%	100%
Mahmood Raqi	1%	87%	12%	100%
Bamyán	0%	92%	8%	100%
Bazarak	0%	88%	12%	100%

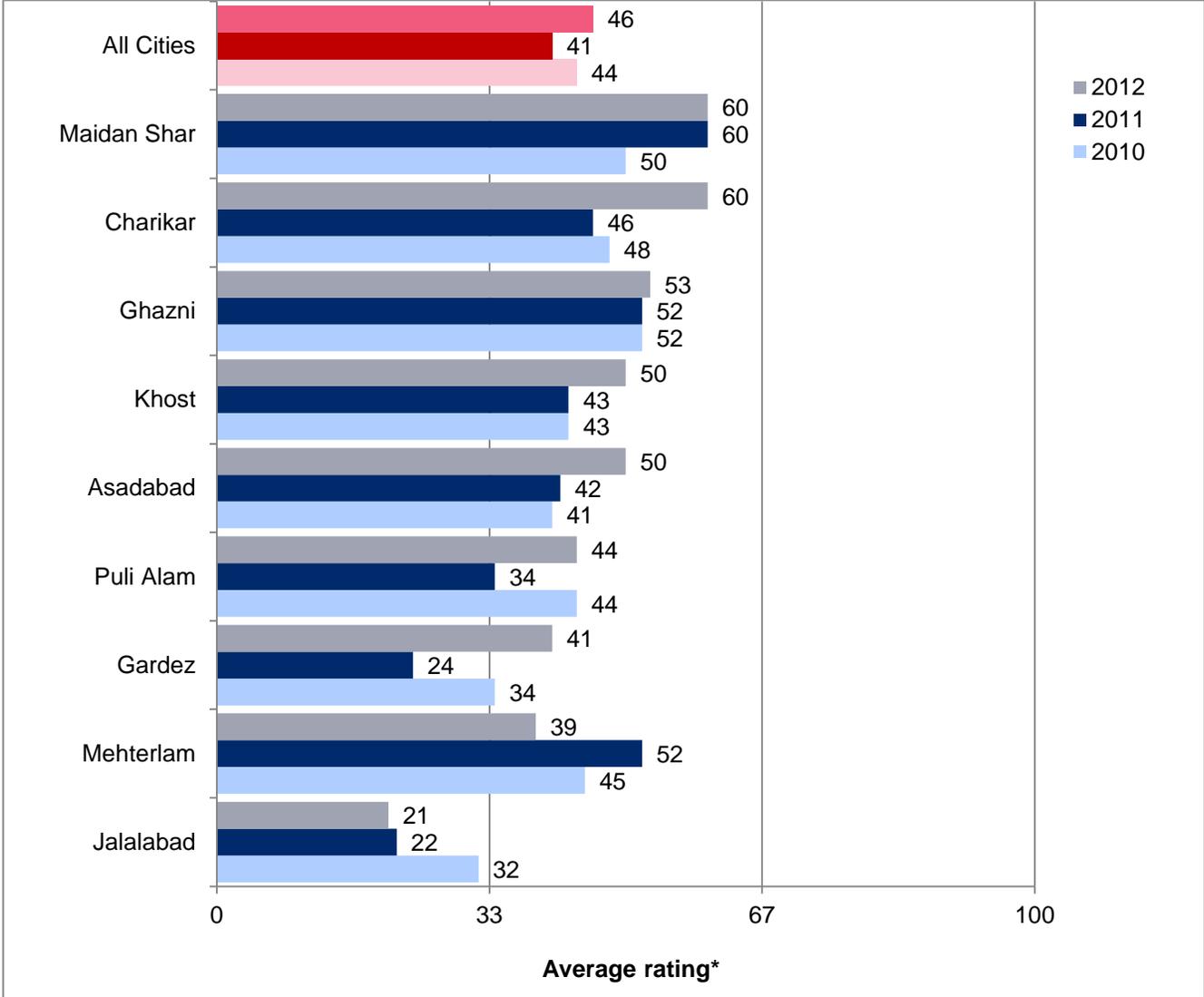
FIGURE 33: ELECTRICITY SOURCE BY CITY, 2011

	Government supplied	Other	None	All sources
All Cities	51%	42%	7%	100%
Charikar	95%	1%	4%	100%
Asadabad	88%	9%	2%	100%
Ghazni	87%	13%	0%	100%
Puli Alam	77%	8%	15%	100%
Gardez	75%	23%	2%	100%
Mehterlam	64%	22%	15%	100%
Maidan Shar	59%	23%	17%	100%
Jalalabad	37%	60%	3%	100%
Khost	19%	74%	8%	100%
Sharana	6%	94%	0%	100%
Mahmood Raqi	0%	76%	24%	100%
Bamyán	0%	89%	10%	100%
Bazarak	0%	89%	11%	100%

Those with government supplied electricity were asked to rate the service (for consistency, amount and timing). Ratings tended to be low, with the best ratings in Maidan Shar and Charikar and the worst in Jalalabad.

While not directly comparable to the results of the RUE survey, the TAF 2012 Survey asked residents their opinion on the present availability of electricity and 15% of Afghans said it was very good, 21% said it was quite good, 22% said it was quite bad and 40% said it was very bad (a rating of 37 on a 100 point scale).

FIGURE 34: RESIDENTS' RATING OF ELECTRICITY SERVICE QUALITY, IF HAVE SERVICE, COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

SERVICE PRIORITIES

A service priority index was created by giving 3 points to categories that were rated as a first priority, 2 points for those rated second, 1 point for those rated third and 0 points for those not rated in the top three. These points were averaged and then normalized to a 100 point scale. In Figure 35 the top priority for each city is shaded black, the second priority is shaded dark grey and the third priority is shaded light grey.

Overall the top priority among all residents in 2012 was providing electricity. Electricity was the top priority in 8 of 13 cities: Asadabad, Bamyan, Bazarak, Gardez, Jalalabad, Mahmood Raqi, Mehterlam and Sharana.

Provision of clean drinking water had been the overall top priority in 2011, but was second in 2012 (trading places with electricity). In 2012, providing clean drinking water was the top priority for residents in three cities: Charikar, Khost and Maidan Shar.

Residents of Puli Alam prioritized street repair and residents of Ghazni prioritized ditch cleaning, repair and construction.

FIGURE 35: MUNICIPAL SERVICE PRIORITIES INDEX, 2012

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Provide electricity service	24	34	35	2	23	3	38	22	43	21	25	32	21	38
Supplying clean drinking water	19	20	24	30	15	11	11	30	14	22	17	17	21	14
Street repair	14	6	22	15	12	15	10	18	30	14	7	13	23	3
A new dump site for trash	10	8	2	16	19	17	4	11	4	6	15	1	9	5
Ditch cleaning, repair and construction	10	4	3	13	11	24	15	8	4	11	12	6	10	3
Public containers for trash in residential and commercial areas	8	10	6	12	7	21	7	3	0	6	8	3	2	6
Provide green areas/parks	5	5	2	4	6	4	7	2	0	4	6	9	3	7
Provide a new area for a market	3	10	1	3	4	2	0	1	3	2	0	10	2	2

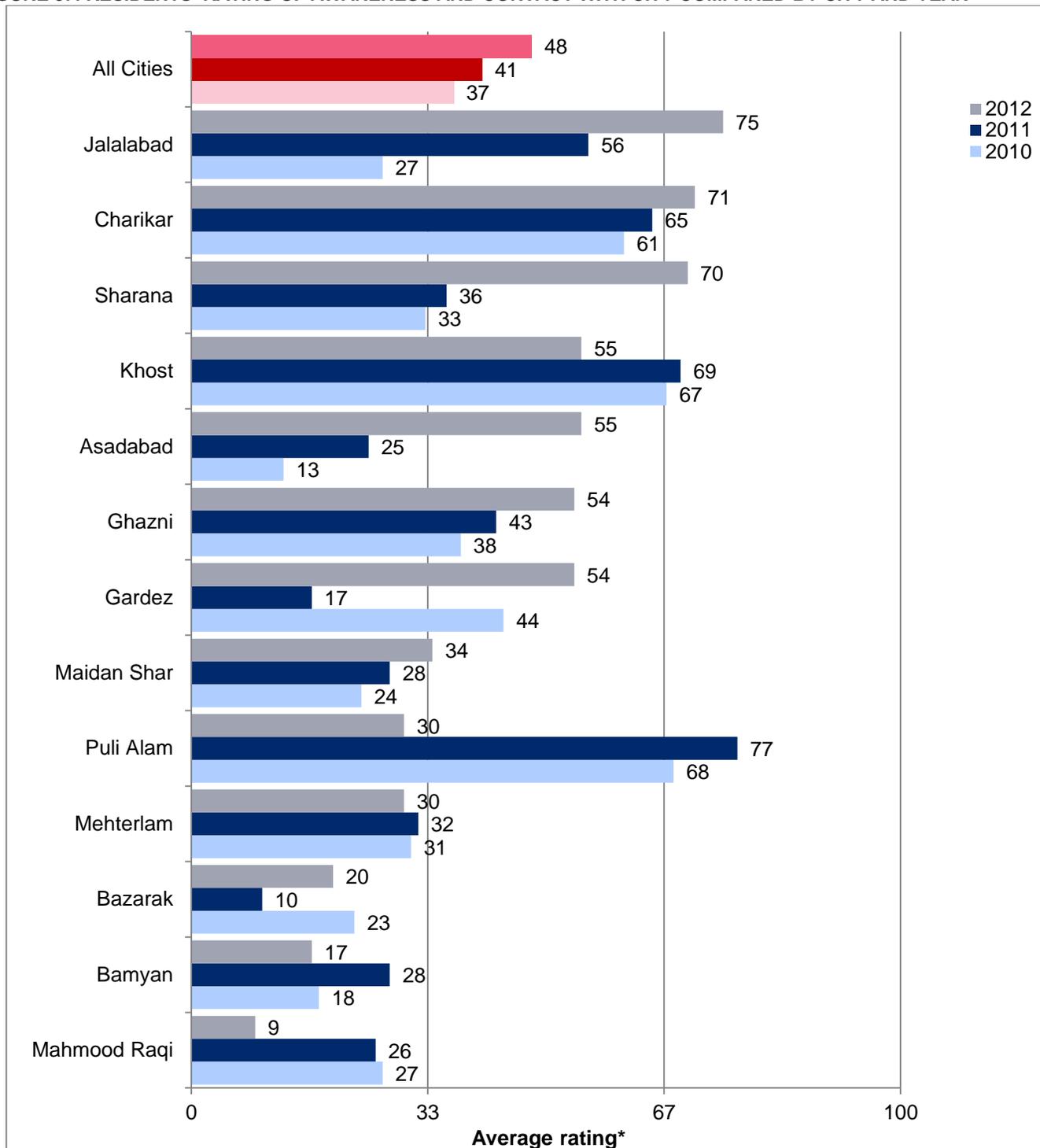
FIGURE 36: MUNICIPAL SERVICE PRIORITIES INDEX, 2011

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Supplying clean drinking water	27	26	20	36	13	27	24	38	21	26	27	23	23	40
Provide electricity service	23	37	17	6	18	8	43	26	26	22	20	33	17	42
Street repair	12	8	17	12	9	19	7	11	15	27	7	2	15	0
Public containers for trash in residential and commercial areas	11	7	18	14	11	16	5	8	6	2	25	3	16	7
A new dump site for trash	11	10	14	14	23	13	7	7	6	5	4	7	7	7
Ditch cleaning, repair and construction	9	3	10	6	12	13	9	7	8	9	11	8	14	2
Provide a new area for a market	4	7	2	5	2	1	1	1	15	3	0	19	1	0
Provide green areas/parks	4	2	2	5	12	3	4	1	2	5	6	4	7	1

AWARENESS AND CONTACT WITH CITY

A set of survey questions asked whether residents knew their mayor and who they were mostly likely to contact to resolve a city-related issue. These questions were used to create the resident awareness and contact index. Most residents had little contact with their Cities, but this rating increased from 2010 to 2012. Those in Jalalabad, Charikar and Sharana were most likely to know their mayor or contact the mayor or Wakil-e-Gozar to resolve a city-related issue. Those in Mahmood Raqi were least likely to do so.

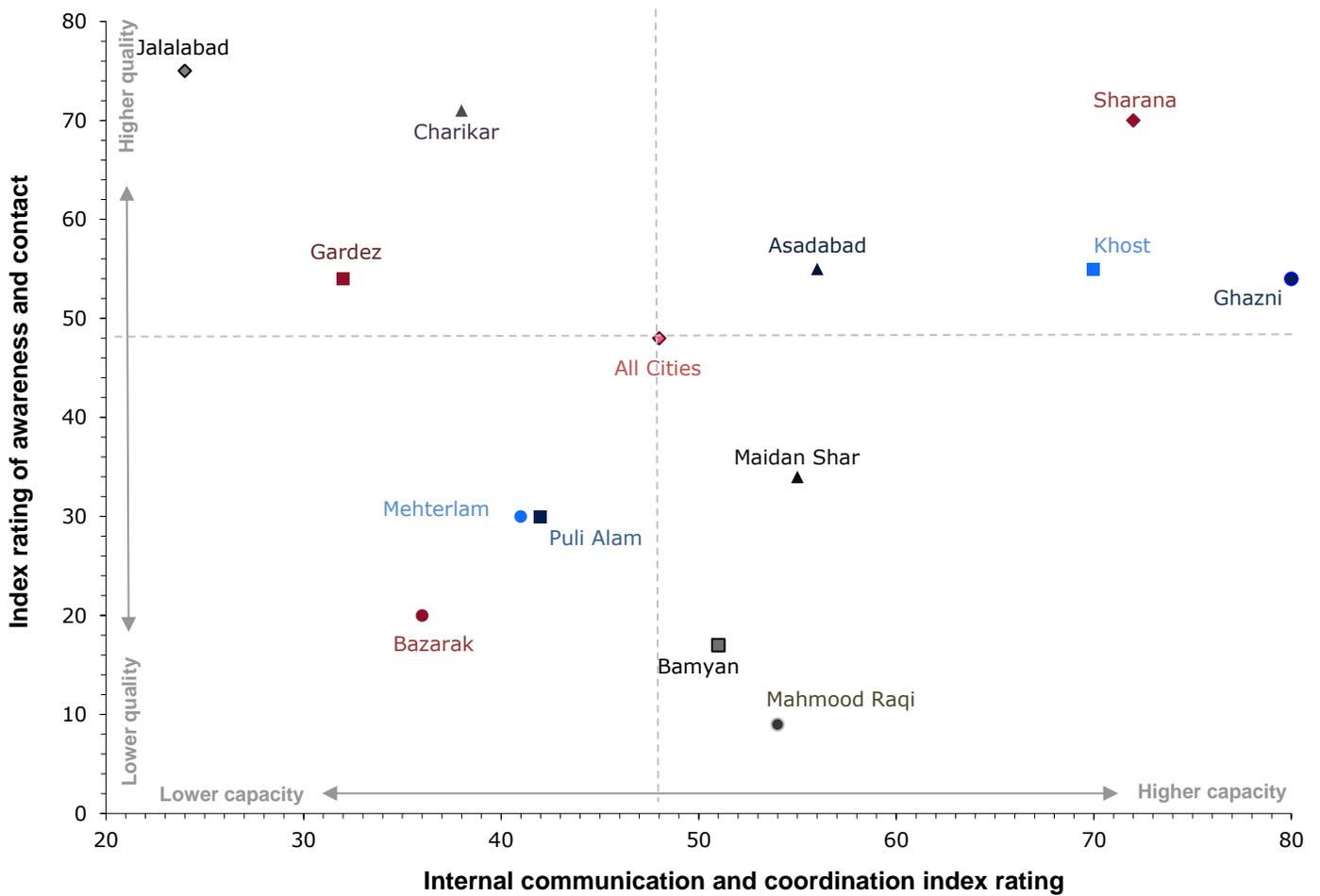
FIGURE 37: RESIDENTS' RATING OF AWARENESS AND CONTACT WITH CITY COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

No clear pattern emerged when comparing the internal communication and coordination index to residents' awareness and contact with the City.

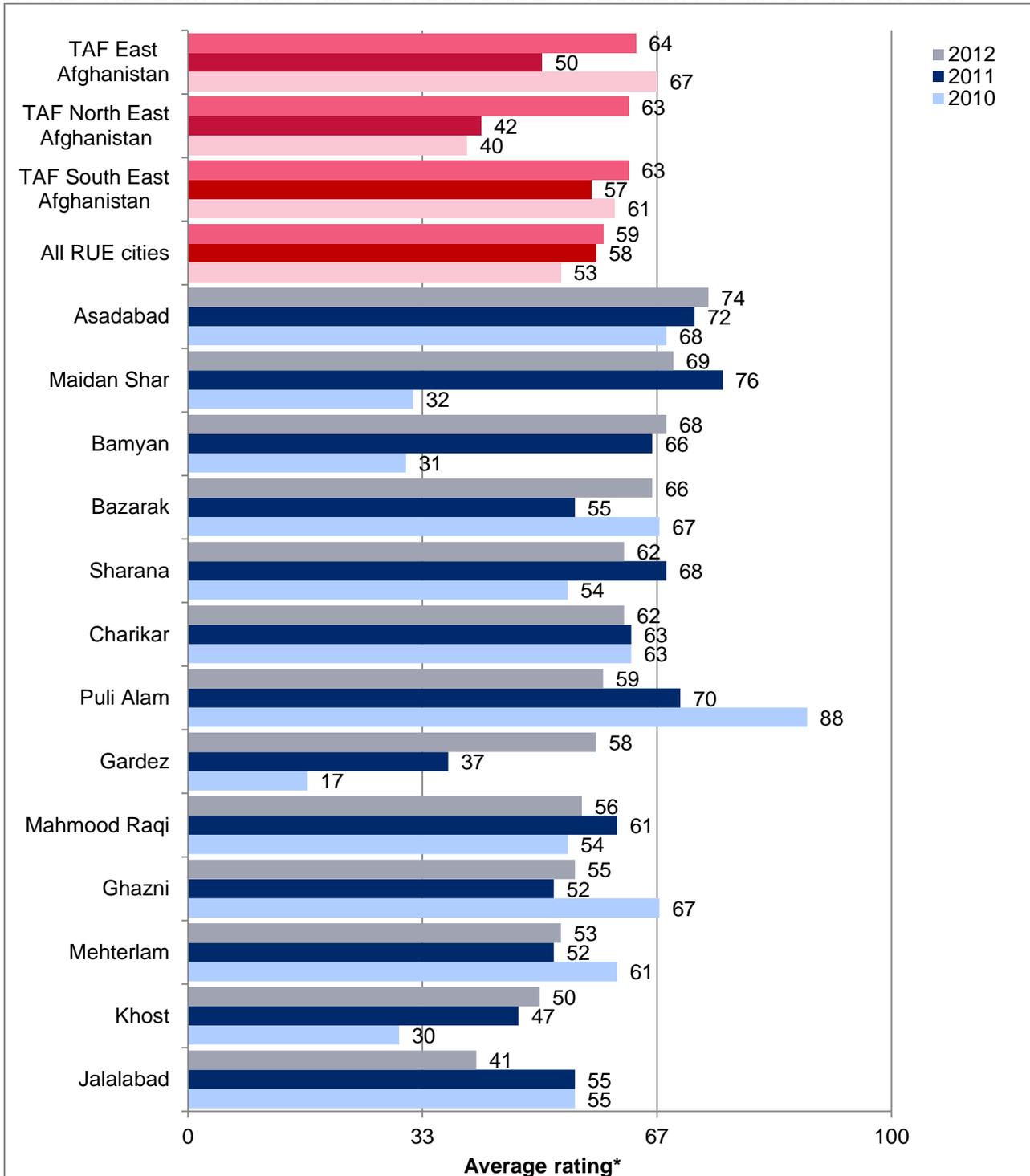
FIGURE 38: RESIDENTS' INDEX RATING OF AWARENESS AND CONTACT WITH CITY VERSUS INTERNAL COMMUNICATION AND COORDINATION INDEX BY CITY, 2012



MUNICIPAL GOVERNMENT OVERALL

Residents were asked to rate the overall job the municipal government was doing. This same question was asked in the TAF 2012 Survey. The RUE cities, overall, showed an improvement in this measure from 2010 (53 on a 100 point scale) to 2012 (59), while the TAF rating for Eastern Afghanistan dropped (from 67 in 2010 to 64 in 2012). The TAF report noted that it found that satisfaction with municipal authorities in different regions had fluctuated significantly in recent years. Fluctuations were certainly seen among the RUE cities.

FIGURE 39: RESIDENTS' RATING THE JOB THE MUNICIPAL GOVERNMENT IS DOING BY CITY AND YEAR



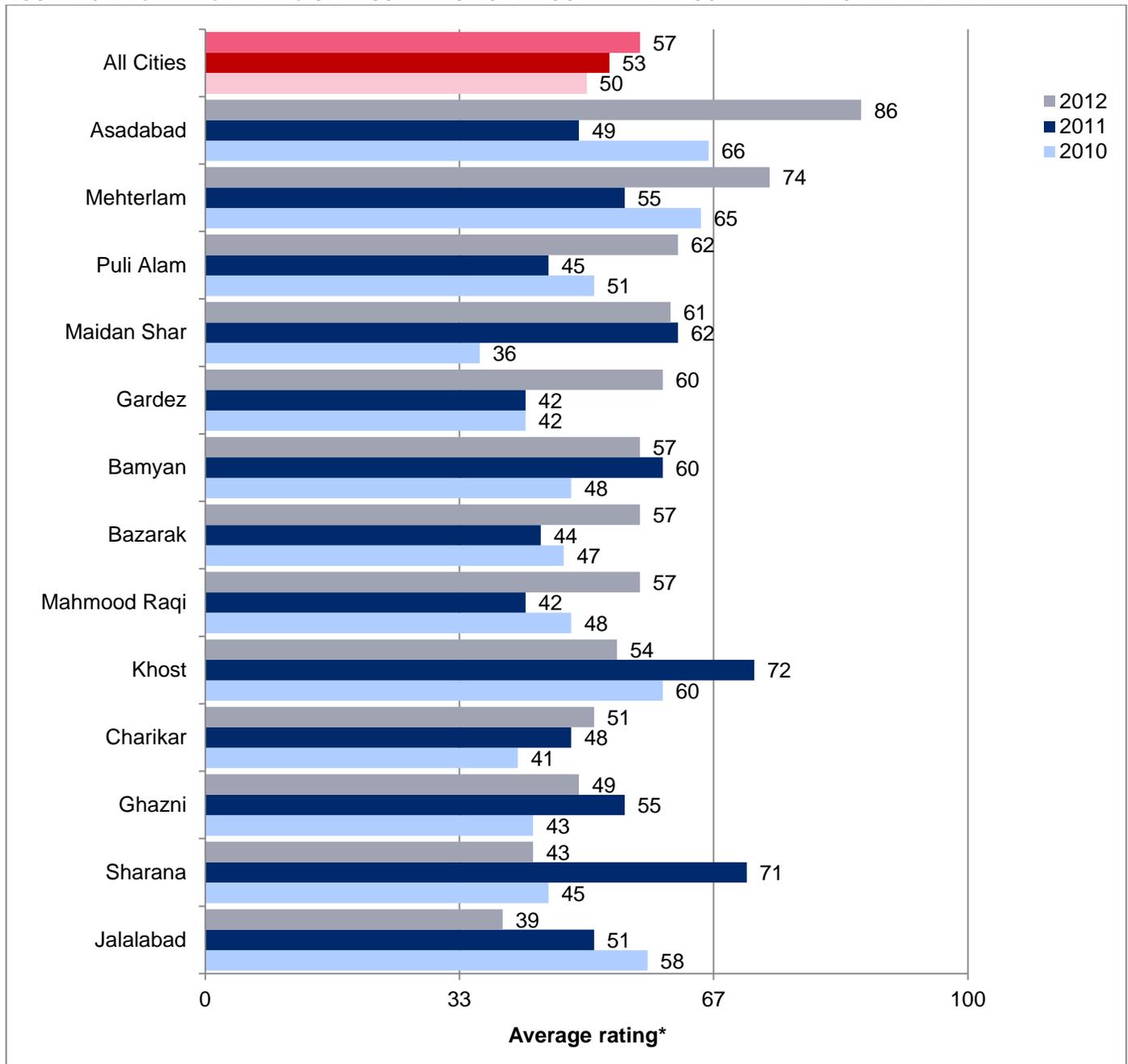
*Average rating where 100=very good, 67=somewhat good, 33=somewhat bad and 0=very bad

TRUST IN MUNICIPAL GOVERNMENT

The residents' index rating for trust in the municipal government across all RUE cities was 57 on a 100 point scale. This ranged from a high of 86 in Asadabad to a low of 39 in Jalalabad. Ten cities saw these ratings rise from 2010 to 2012. Jalalabad and Khost both saw declines in the trust index and Sharana was stable between 2010 and 2012.

The TAF 2012 Survey asked residents how much confidence they had in the municipal government. While not directly comparable to the results of the RUE survey, 15% of Afghans in the TAF Survey had a great deal of confidence, 41% had a fair amount, 30% had not much and 14% had no confidence (a rating of 52 on a 100 point scale).

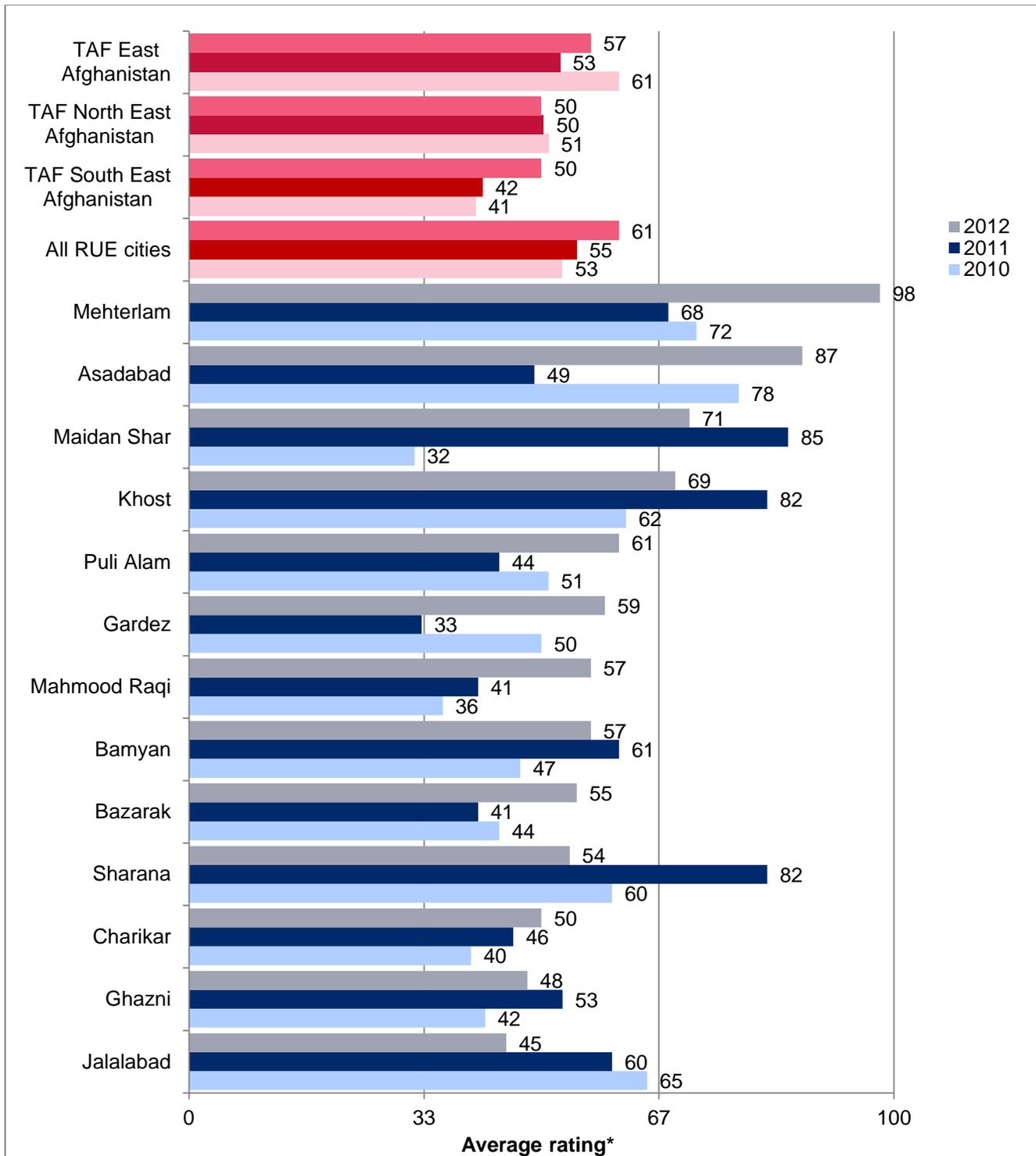
FIGURE 40: RESIDENTS' RATING OF TRUST IN MUNICIPAL GOVERNMENT COMPARED BY CITY AND YEAR



**Average index rating where 100=highest, 0=lowest*

Directly comparable to the results of the RUE survey was the TAF 2012 Survey question, “How much influence do you think someone like you can have over government decisions?” which was asked in the RUE survey (and is a component of the residents’ index rating for trust in the municipal government). Ratings by RUE city varied widely, but the overall average for RUE cities was higher than the average results for east, north east and southeast Afghanistan in the TAF 2012 survey.

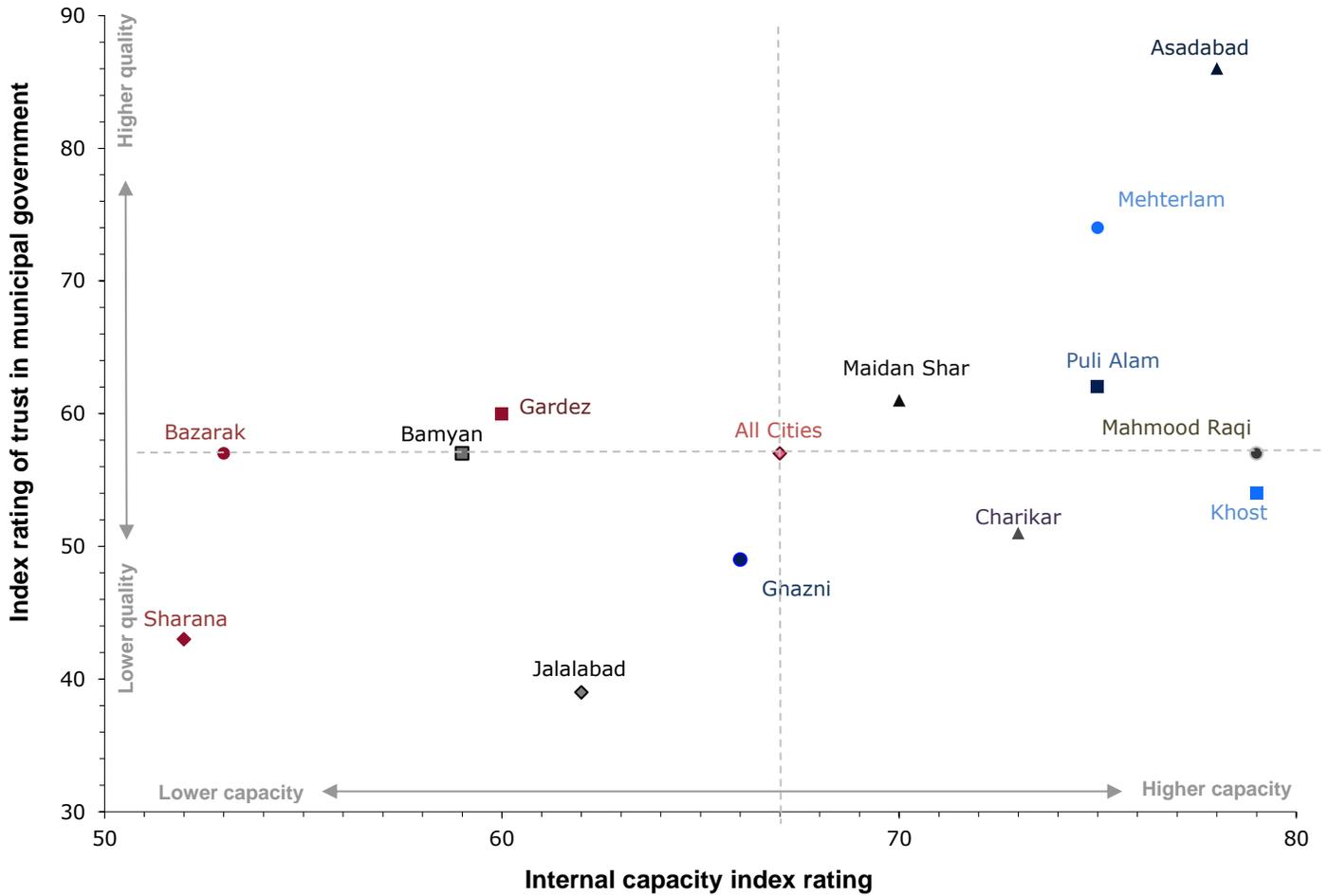
FIGURE 41: RESIDENTS’ PERCEPTION OF THEIR INFLUENCE ON LOCAL GOVERNMENT COMPARED BY CITY AND YEAR



*Average index rating where 100=A lot 67= A little, 33=very little, 0=none at all

Cities that received higher ratings of trust from residents generally also had higher internal capacity index ratings. The cities whose residents had less trust in their local government also had the lowest internal capacity index ratings.

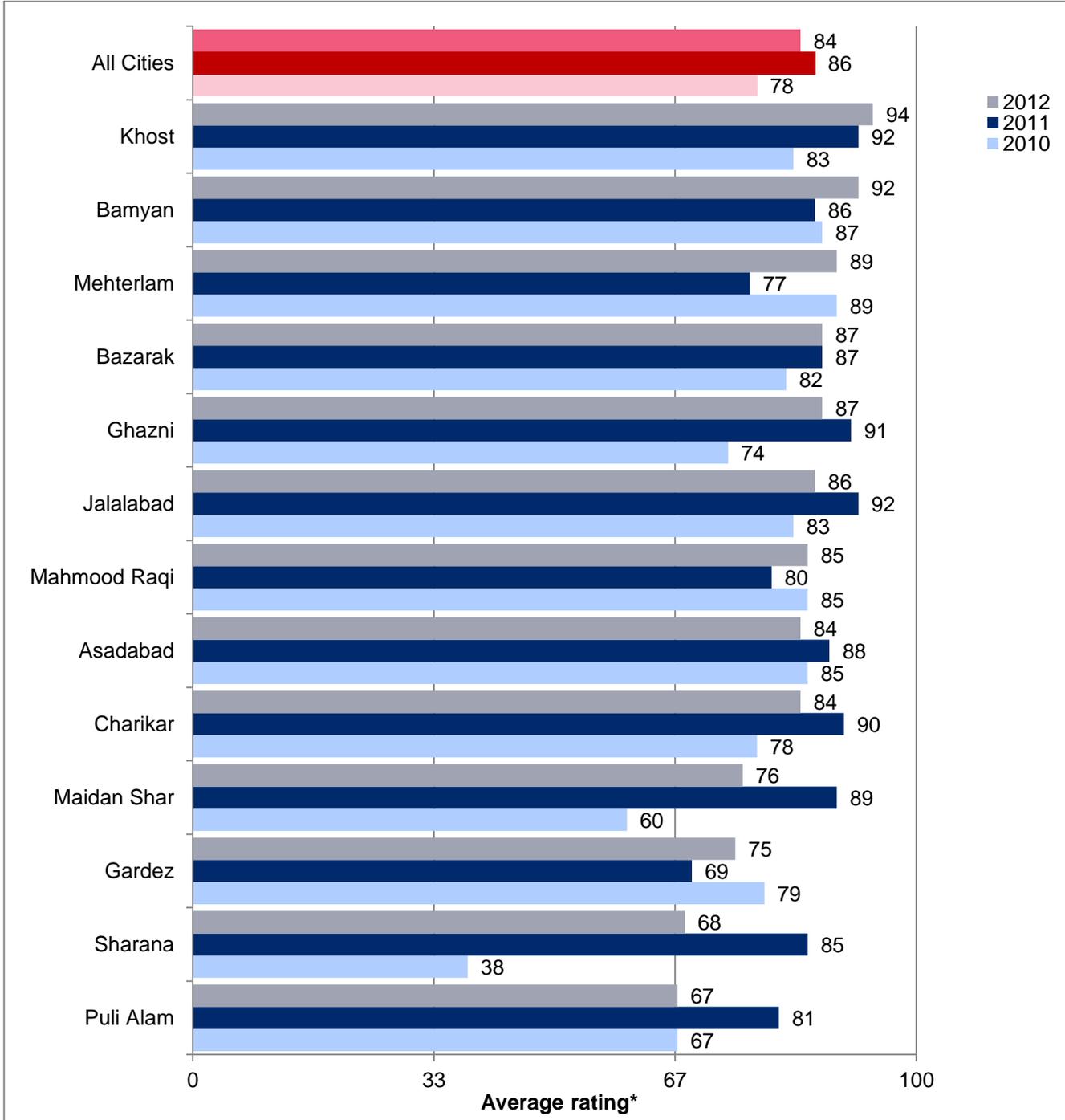
FIGURE 42: RESIDENTS' INDEX RATING OF TRUST IN MUNICIPAL GOVERNMENT VERSUS INTERNAL CAPACITY INDEX BY CITY, 2012



WOMEN IN SOCIETY

Most residents were aware of the Ministry of Women’s affairs and supported equal opportunities for women to participate in government and education. While still supported by a majority, the least support was found in Sharana and Puli Alam.

FIGURE 43: RESIDENTS’ INDEX RATING OF SUPPORT FOR WOMEN PARTICIPATING IN SOCIETY COMPARED BY CITY AND YEAR



*Average index rating where 100=highest, 0=lowest

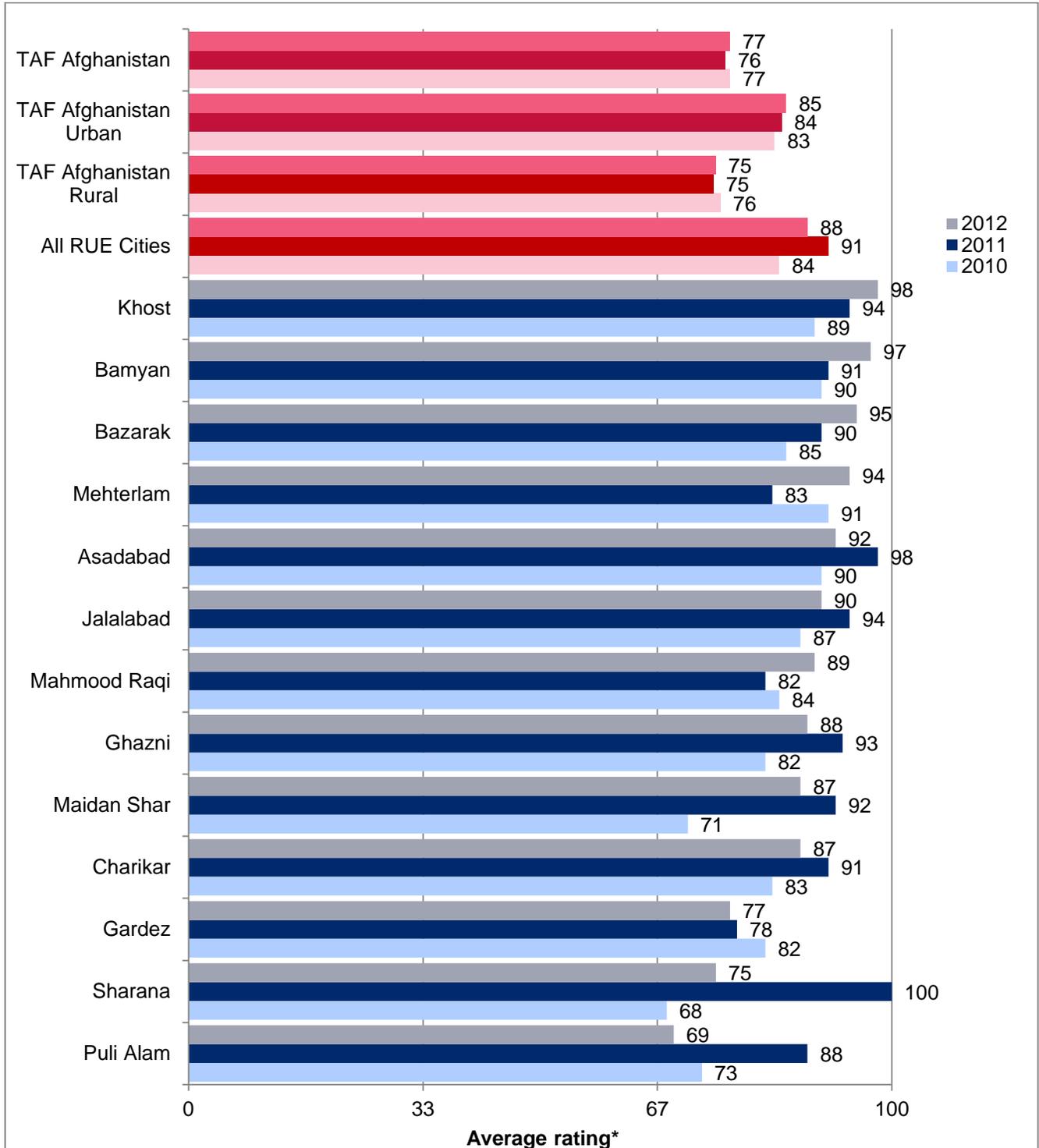
Support for women participating in society was not strongly correlated with the internal capacity index; however, the cities with lower support ratings (Sharana and Puli Alam) did not have women in government.

FIGURE 44: SUPPORT FOR WOMEN IN SOCIETY BY CITY AND WOMEN CURRENTLY IN GOVERNMENT, 2012

	Support for Women in Society
All Cities	86
At least one female council member, member of Citizens' Forum or employee	86
Khost	94
Bamyan	92
Mehterlam	89
Bazarak	87
Ghazni	87
Jalalabad	86
Mahmood Raqi	85
Charikar	84
Asadabad	84
Maidan Shar	76
Gardez	75
Cities with no women in government	68
Sharana	68
Puli Alam	67

One component of the residents' support for women in society index was support for women in education. Both the RUE resident survey and TAF 2012 Survey asked the question, "Some people say that women should have equal opportunities like men in education. Do you agree or disagree with this opinion?" Respondents to the RUE resident survey were more supportive of women in education than those responding to the TAF 2012 Survey.

FIGURE 45: RESIDENTS' AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES IN EDUCATION BY CITY AND YEAR



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

APPENDIX A: 2012 INTERNAL CAPACITY INDICES

Each of the indices has a 100 point scale, with 100 being the highest possible score. Indices were calculated by taking all inventory items related to the index and converting their assessment to a 100 point scale (e.g., an item, like “Economic development plan” was assessed on a 5 point scale where 0=no plan, 1=has an economic profile, 2=profile has been analyzed with stakeholders, 3=creation of economic development committee, 4=economic development plan includes intervention strategies and potential projects; this was converted to a 100 point scale where 0=0, 1=25, 2=50, 3=75, 4=100 so that it could be combined with other items which used other scales, like “Municipal organizational chart” which was evaluated on a 3 point scale and scored 0=0, 1=50 and 2=100). The scores for each item related to the index were then averaged to create the overall index for that category. Each table in the appendix shows the overall index score and the score for each component of the index on a 100 point scale.

Internal Capacity Indices Compared by City

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Overall Internal Capacity Index	67	78	59	73	60	66	62	79	79	70	75	53	75	52
General Planning and Organization Internal Capacity Index	61	49	51	74	51	56	49	46	92	82	72	54	92	67
Public Works Planning and Organization Internal Capacity Index	71	93	75	64	45	65	62	95	73	83	77	58	95	57
Revenue and Finance Internal Capacity Index	80	79	57	86	79	86	71	79	93	79	79	86	93	86
General Communication and Coordination Internal Capacity Index	48	56	51	38	32	80	24	70	54	55	41	36	42	72
City Council Internal Capacity Index	68	100	0	100	80	60	80	100	100	80	100	0	80	0
Women in Government Internal Capacity Index	52	67	67	67	67	33	67	67	67	33	67	33	0	0
Service Provision Internal Capacity Index	69	93	85	70	41	55	52	100	52	70	78	55	100	55
Filing Systems Internal Capacity Index	89	89	89	89	89	89	89	78	100	78	89	100	100	78

Components of Index Rating: General Planning and Organization

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
General Planning and Organization Internal Capacity Index	61	49	51	74	51	56	49	46	92	82	72	54	92	67
City Master Plan	56	33	67	67	67	33	33	0	100	67	33	100	100	67
Municipal organizational chart	25	25	25	25	25	25	25	25	25	25	25	25	25	25
Written job description for all municipal staff members	41	0	50	50	50	50	50	50	50	50	50	0	50	50
Economic development plan	40	50	25	50	25	25	50	25	75	75	75	0	75	25
Written statements of vision, mission, and goals for the municipality	35	50	0	50	0	50	0	50	50	50	50	50	50	50

Components of Index Rating: Public Works Planning and Organization

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Public Works Planning and Organization Internal Capacity Index	71	93	75	64	45	65	62	95	73	83	77	58	95	57
Public Works Activity Planning Document	76	100	67	67	67	33	67	100	100	100	100	67	100	67
Public Works O&M Scheduling Document	54	100	75	50	25	25	75	75	0	50	50	25	75	50
Service delivery inspection report	71	100	67	67	33	67	67	100	67	100	67	67	100	33
Service delivery project maintenance document.	67	67	100	67	33	100	33	100	100	67	67	33	100	33
Trash collection plan	87	100	67	67	67	100	67	100	100	100	100	100	100	100

Components of Index Rating: General Communication and Coordination

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
General Communication and Coordination Internal Capacity Index	48	56	51	38	32	80	24	70	54	55	41	36	42	72
Percent of Provincial Line Ministry Directorates city coordinates with Mechanism to receive and handle complaints from citizens	65	95	78	83	37	54	59	71	63	68	68	51	71	54
List of donors that have assisted your municipality	49	75	50	25	25	75	0	75	75	75	50	50	50	75
Frequency of communication with IDLG/DMA?	32	25	50	25	50	50	25	0	50	50	25	25	25	25
	22	0	0	0	0	100	0	100	0	0	0	0	0	100

Components of Index Rating: City Council

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
City Council Internal Capacity Index	68	100	0	100	80	60	80	100	100	80	100	0	80	0
Functioning administrative municipal council	78	100	0	100	100	100	100	100	100	100	100	0	100	0
Frequency of municipal council meetings	29	50	.	50	0	50	0	50	50	0	50	.	0	.
Meeting minutes kept	69	100	0	100	100	0	100	100	100	100	100	0	100	0

Components of Index Rating: Women in Government

	All cities	Asadabad	Bamyān	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Women in Government Internal Capacity Index	52	67	67	67	67	33	67	67	67	33	67	33	0	0
any women employed	40	0	100	100	0	0	100	0	100	0	100	0	0	0
any women on citizen forum	89	100	100	100	100	100	100	100	100	100	100	100	0	0
any women City Council members	26	100	0	0	100	0	0	100	0	0	0	0	0	0

Components of Index Rating: Service Provision

	All cities	Asadabad	Bamyān	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Service Provision Internal Capacity Index	69	93	85	70	41	55	52	100	52	70	78	55	100	55
Is the municipality involved in providing waste water services?	50	50	50	50	50	50	50	50	50	50	50	50	50	50
Is the municipality involved in providing sanitation services?	48	50	50	50	50	50	50	50	0	50	50	50	50	50
Do you conduct regular road maintenance?	50	100	33	33	0	33	67	100	0	33	67	33	100	33
Do you conduct regular public parks maintenance?	56	67	100	67	0	33	33	100	67	67	67	33	100	33
Do you conduct regular latrine maintenance?	62	100	100	67	33	33	33	100	67	67	67	33	100	33
Do you have a designated dump site?	44	50	50	50	50	50	0	50	50	50	50	50	50	50

Components of Index Rating: Revenue and Finance Internal Capacity Index

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Revenue and Finance Internal Capacity Index	80	79	57	86	79	86	71	79	93	79	79	86	93	86
Budget for the current year 1390	50	50	50	50	50	50	50	50	50	50	50	50	50	50
Use a General Ledger	71	75	50	75	50	75	75	75	100	75	75	75	75	75
Ministry of Finance - Municipal COA for expenditures	50	50	50	50	50	50	50	50	50	50	50	50	50	50
Ministry of Finance - Municipal COA for revenue	62	50	50	75	75	75	25	50	75	50	50	75	100	75
Revenue system has computer component	46	50	0	50	50	50	50	50	50	50	50	50	50	50

Components of Index Rating: Filing Systems

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Puli Alam	Sharana
Filing Systems Internal Capacity Index	89	89	89	89	89	89	89	78	100	78	89	100	100	78
Public Works systematic filing system	94	100	100	100	67	100	100	100	100	67	100	100	100	67
Revenue Enhancement systematic filing system	82	67	67	67	100	67	100	67	100	67	100	100	100	67
Financial Management systematic filing system	91	100	100	100	100	100	67	67	100	100	67	100	100	100

APPENDIX B: 2012 RESIDENT SURVEY INDICES

Components of Index Rating: Job Opportunities

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Job Opportunities	51	67	45	45	46	55	51	60	49	50	63	56	17	50	50
The number of job opportunities in your city	36	55	26	28	29	40	28	49	34	38	49	43	5	41	26
The number of businesses in your city	38	43	36	21	34	46	38	61	34	51	42	40	1	40	38
Head of household employed	83	92	77	85	84	86	92	92	77	64	82	91	39	75	91
Change in the number of job opportunities	48	78	40	47	35	46	44	39	50	47	80	51	25	42	47

Components of Index Rating: Quality of Trash Disposal Method

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of Trash Disposal Method	39	72	41	49	41	48	31	17	22	18	22	38	3	43	80
Uses official trash disposal method	36	81	17	46	46	64	21	14	1	18	24	22	4	41	93
How satisfied or dissatisfied are you with your current methods of trash disposal?	42	64	66	52	36	31	41	20	43	18	20	55	2	45	67

Components of Index Rating: Quality of City Trash Service

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of City Trash Service	33	57	39	39	24	36	18	21	34	22	20	41	0	41	74
Removal of illegal/improvised dumpsites	33	55	38	45	30	35	18	21	37	19	18	32	0	38	86
Provision of legal dumpsites	34	45	48	44	30	43	9	23	36	19	7	42	0	45	87
Provision of garbage bins in residential areas	34	69	33	39	27	42	10	24	34	18	19	35	0	50	83
Provision of garbage bins in commercial areas	44	57	49	45	31	46	41	36	42	49	58	37	0	52	80
Cleaning garbage from the streets	38	70	50	40	24	47	19	20	42	21	13	51	0	45	83
Frequency City cleans trash from streets	18	43	15	22	4	14	13	2	8	9	6	49	0	16	26

Components of Index Rating: Quality of City Drainage and Drainage Services

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of City Drainage and Drainage Services	32	48	37	27	30	36	27	19	27	46	31	38	0	42	23
The condition of drainage ditches near home	31	49	36	29	35	28	27	12	30	39	38	35	0	38	18
The condition of larger drainage ditches throughout the city	41	57	41	29	35	38	49	40	35	64	54	40	0	47	22
Ditch cleaning services	28	46	38	22	30	19	21	18	22	42	11	41	0	43	22
Ditch repair services	28	47	33	26	26	45	15	13	21	40	16	40	0	39	18
Ditch construction services	32	41	35	30	26	48	22	13	30	45	36	37	0	42	38

Components of Index Rating: Quality of City Roads and Road Services

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of City Roads and Road Services	37	50	38	29	30	46	38	23	35	42	44	48	0	51	24
The condition of neighborhood streets	31	53	26	32	36	33	26	13	32	34	41	34	0	46	15
The condition of main city roads	49	52	47	37	37	58	68	47	36	69	63	45	0	59	47
The condition of highways	48	49	41	26	37	51	72	43	45	42	73	55	0	70	46
Street repair services	29	43	37	24	21	47	18	13	26	34	21	54	0	44	8
Street construction services	31	43	40	25	22	49	23	11	36	33	37	50	0	45	15
The cleanliness of city streets	33	58	40	30	28	38	21	16	39	39	28	51	1	41	11

Components of Index Rating: Quality of Parks

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of Parks	21	26	15	14	3	12	44	37	0	37	15	8	0	33	45
Teen/adult parks nearby	28	38	12	19	6	15	60	55	0	60	23	8	0	31	72
Women's parks nearby	13	0	18	17	0	10	19	31	0	1	13	9	0	43	0
Children's playgrounds nearby	25	38	10	22	3	14	57	27	0	33	23	10	0	42	72
Teen/adult parks quality	45	46	54	25	42	33	49	55	.	57	21	43	0	39	48
Women's parks quality	34	.	61	22	0	29	45	24	.	.	15	44	0	32	.
Children's playgrounds quality	38	41	47	19	45	33	44	30	.	64	22	45	0	34	32

Components of Index Rating: Quality of City Market

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of City Market	52	51	61	54	47	50	55	57	50	61	55	49	5	58	59
The location of the market(s)	55	55	51	47	51	53	64	62	47	71	65	51	22	65	63
The size and layout of the market(s)	51	49	45	42	47	59	60	57	41	64	63	47	0	63	56
The amount of food available at your market(s)	54	58	72	62	50	50	53	60	54	56	57	49	0	58	63
The variety of foods available at your market(s)	52	55	73	60	43	47	51	59	54	58	45	51	0	52	62
The quality of food at your market(s)	47	38	63	57	44	40	48	49	52	56	44	50	1	51	51

Drinking Water Source

	All Cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Piped water or public standpipe	32%	0%	49%	68%	22%	37%	50%	15%	13%	2%	7%	73%	29%	2%	16%
Well water	53%	100%	29%	1%	78%	62%	50%	45%	63%	98%	91%	1%	0%	98%	83%
Other	14%	0%	22%	32%	0%	1%	0%	39%	24%	0%	2%	26%	71%	1%	1%

Components of Index Rating: Quality of City Water Service

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of Government Water Service	37	.	.	40	55	50	20
Frequency of supply (times per week)	33	.	.	25	58	57	17	58	.	.	21	.	.	0	.
Amount supplied	28	.	.	27	53	39	8	54	.	.	28
Overall quality of water for drinking	53	.	.	67	54	55	34	60	.	.	56

Family Illness

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Family Suffered Waterborne Illness	33%	40%	22%	35%	8%	26%	30%	28%	86%	47%	27%	42%	36%	49%	29%

Electricity Source

	All Cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Government supplied	50%	62%	0%	97%	59%	98%	69%	44%	1%	42%	53%	0%	0%	68%	5%
Other	46%	36%	92%	1%	41%	2%	31%	55%	87%	41%	38%	88%	100%	25%	94%
None	4%	1%	8%	1%	0%	0%	1%	1%	12%	17%	9%	12%	0%	7%	1%

Components of Index Rating: Quality of City Electricity Service

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Quality of Government Electricity Service	46	50	.	60	41	53	21	50	.	60	39	.	.	44	.
Number of days per week supplied	53	62	.	69	52	62	19	64	.	70	35	.	.	51	.
Number of hours per day supplied	47	54	.	66	38	58	9	55	.	64	44	.	.	43	.
Quality of supply	47	39	.	61	39	56	22	56	.	61	60	.	.	39	.
Price for electric supply	38	44	.	46	36	37	33	27	.	42	18	.	.	43	.

Components of Index Rating: Resident Awareness and Communication with City

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Resident Awareness and Communication with City	46	55	17	71	54	54	75	55	9	34	30	20	16	30	70
Identified mayor	39	67	15	55	35	21	64	38	10	35	45	23	24	12	81
Would contact Mayor or Wakil-e-Gozar to address problem related to the city	54	43	18	88	72	87	86	72	8	33	16	18	9	49	58

Components of Index Rating: Trust in Municipal Government

	All cities	Asadabad	Bamyan	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Trust in Municipal Government	56	86	57	51	60	49	39	54	57	61	74	57	41	62	43
How often local government officials are working to serve the people	54	91	53	39	56	54	36	41	70	62	61	63	43	58	43
How much influence people can have over government decisions	60	87	57	50	59	48	45	69	57	71	98	55	47	61	54
The local government	55	81	62	63	65	47	37	52	51	50	63	53	33	68	34

Components of Index Rating: Support for Women in Society

	All cities	Asadabad	Bamyān	Charikar	Gardez	Ghazni	Jalalabad	Khost	Mahmood Raqi	Maidan Shar	Mehterlam	Bazarak	Parun	Puli Alam	Sharana
Support for Women in Society	83	84	92	84	75	87	86	94	85	76	89	87	66	67	68
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?	88	92	97	87	77	88	90	98	89	87	94	95	84	69	75
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?	78	76	88	82	73	85	83	91	80	65	84	79	47	65	62

APPENDIX C: SURVEY METHODOLOGY

INTERNAL CAPACITY SURVEY

In 2011 RUE staff, with guidance by NRC, substantially revamped the 2010 internal capacity inventory survey. RUE staff increased the list of items to be evaluated in each municipality and through an iterative testing process created evaluation scales specific to each individual inventory item. The internal survey team then went to one city to test the instrument and revise evaluation scales to ensure they were easily implemented, internally consistent (interpreted the same by all evaluation team members) and covered the potential range of responses. Team members completed surveys with the mayors of cities and heads of departments. The surveys were revised and finalized after implementation in several cities.

In September and October of 2011, the RUE internal capacity survey team visited each RUE city and completed the inventory. Data were entered and checked at RUE headquarters and then shared with NRC for evaluation.

In 2012, RUE staff reviewed and updated the 2011 internal capacity survey to clarify questions and eliminate some redundancies. In September and October of 2012, the RUE internal capacity survey team visited each RUE city and completed the inventory. As in 2011, data were entered and checked at RUE headquarters and then shared with NRC for evaluation.

SURVEY OF RESIDENTS

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 August-September 2010, and then in July-September 2011 and August- October 2012. Minor changes and additions were made to the script before the 2011 iteration and no changes were made in 2012.

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.

Sample Sizes

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

To randomly choose households in each city, random route sampling was applied. 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, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

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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