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# RAMP UP EAST

2013 Municipal Internal Capacity and External Satisfaction Surveys  
REPORT OF RESULTS: CITY OF BAZARAK

**NOVEMBER, 2013**

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## **DISCLAIMER**

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# ACRONYMS

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

# INTRODUCTION

## RAMP UP EAST

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

## EVALUATION EFFORTS

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S. and Afghan partners aimed to improve quality of life, the role of women in society and the capacity of the government, 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 2013 in Bazarak. The internal survey interviews with staff and the external survey interviews with residents were conducted in September 2013. A total of 300 residents were interviewed in Bazarak. 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 fourth in a series of planned soundings of resident opinion about the outcomes of the RUE work and the third full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2013 surveys are compared to the results from the 2010, 2011 and 2012 surveys.

## MEASURING CHANGE

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 more often are operating in the interest of the public. 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 are 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 BAZARAK RESULTS

## **Bazarak had good staff levels.**

Bazarak was a smaller city with a higher staff per population ratio than most RUE Cities. In 2013, there were 30 filled staff positions (19 were contract staff and 11 were permanent) and 4 additional permanent positions were unfilled. Bazarak had more staff than average in its Finance and Revenue Offices and fewer than average in Public Works.

## **Overall planning improved.**

In 2013, Bazarak updated its economic development plan from simply being an economic profile to a plan that included intervention strategies and potential projects. The master plan was updated in 2013, but remained in map form and the municipal government had not created a comprehensive development plan that included strategic municipal plan. Bazarak had a municipal development plan that was updated annually. The municipal government had written statements of vision, mission and goals and written job descriptions for all municipal staff members but did not have a municipal procedures manual or written objectives, responsibilities and timelines for achieving municipal goals. The Bazarak municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis through email, telephone and official reports.

## **Public Works planning had gains and losses.**

In 2013, the service inspection process was upgraded to include a standard form and procedures performed by most or all of the departments and specific crews and equipment were assigned for project maintenance and road maintenance. They maintained trash collection improvements that were initiated in 2012 (hiring a specific crew, purchasing equipment, scheduling service and including this work as a line item in the budget). However, in 2013 the municipal government stopped doing maintenance of parks and latrines, which had been completed on an unscheduled basis in the past. The municipal government continued to repair vehicles, tools and equipment on an as needed, rather than scheduled, basis but in 2013 a small garage or workspace was procured for these tasks.

## **The municipal government provided avenues for citizen input.**

The municipal government had a forum for citizens' consultation and in 2013 the municipal government created a suggestion box where residents could anonymously file suggestions and complaints. In 2013, the municipal government also presented the budget at the Citizens' Forum. However, Bazarak had a functioning municipal council in 2010 and 2011, but it was disbanded in 2012.

## **The Revenue and Finance Offices maintained improvements.**

As in 2012, in 2013, Bazarak developed monthly department or staff level work plans for Public Finance and Revenue and had formed a budget committee. The finance and revenue systems introduced in 2012 (a computerized cash account and M20 sub-ledger for finance accounting and the revenues recorded in both a cash ledger and revenue sub-ledger in Microsoft Excel) were sustained in 2013.

## **Quality of life in Bazarak was good, job opportunities were fair.**

In 2013, 79% of Bazarak residents said the overall quality of life in the city was good and 9% said it was excellent. About 7 in 10 residents also rated the quality of schools and healthcare facilities and the health of people in the city as good or better, with very few saying these were poor. These ratings improved from 2010 to 2013. More heads of households were working in 2013 than in 2010 and more of those working were working full time rather than part time. However, most residents rated the number of job opportunities in the city as fair (52%) or poor (18%). This was a slight improvement from 2010. In 2013, half of respondents thought the number of job opportunities had stayed the same compared to the prior year, while 28% thought there was an increase and 22% thought there was a decrease.

### **The municipal government reduced some services and ratings fell slightly.**

The Bazarak municipality was involved in providing waste water and sanitation systems, but not water or power. The municipal government had been involved in water and power service provision in 2011. In 2013, the Public Works Office conducted scheduled road maintenance and trash collection, but discontinued parks and latrine maintenance. In 2013, most residents thought the municipal government was doing a somewhat (68%) or very (9%) good job in providing services, which was slightly worse than in 2012 (63% somewhat and 20% very good).

### **Streets were generally clean and trash services were rated as fair.**

When asked to rate the cleanliness of their streets most residents said it was good (49%) or excellent (12%) in 2013, which was an improvement from past years. Very few residents were disposing of trash in the streets, and while about half were using improvised dumpsites this was fewer than in 2012. About one-quarter used public containers and use of official dumpsites increased (to 8%) as did burning trash (to 10%). About 6 in 10 residents said they saw trash being removed from streets at least once a week in 2010 and 2011, this rose to 8 in 10 in 2012 and fell to 7 in 10 in 2013. Cleaning garbage from municipal government streets received better ratings than other aspects of trash services, but all were rated as above “fair,” but below “good.”

### **Main roads improved, but neighborhood streets did not.**

More than half of residents rated the condition of highways (84%) and main streets (77%) and the quality of street repair services (59%) in Bazarak as excellent or good. However, when asked about the condition of neighborhood streets 31% residents said they were poor and 24% said they were fair. Ratings for condition of highways and main streets and for street repair improved from 2010 to 2013, but ratings for neighborhood streets and street construction services were similar between these years.

### **Rivers or other open sources were the most used sources for drinking water**

In 2010, most Bazarak residents (66%) used a river, canal or other open source for their drinking water; this dropped to 21% in 2012, but increased to 37% in 2013. In 2013, 42% were getting drinking water from a public standpipe and 14% were using a private well. Overall, the incidence of waterborne illness in the population decreased from 2010 to 2013 and was lowest for those using public standpipes and highest for those using open sources.

### **Micro Hydro Power was still the main source for electricity.**

Micro Hydro Power (MHP) was the most common source of electricity in all four survey years. In 2013, 87% used MHP, 6% used solar energy, and 2% used large batteries or invertors. MHP was supplied for a fee through a private firm. The cost of this service had increased in 2013.

### **Drainage infrastructure improved, but services had lower ratings.**

Almost all residents used open ditches or canals to drain gray water from their homes. In 2013, about half of residents rated the condition of drainage ditches near their home and ditch leaning services as good and more than half thought the condition of larger drainage ditches throughout the city was good. However, most also rated ditch repair and construction services as fair or poor. Ratings for ditch repair and construction were worse in 2013 than 2012, but ratings for the condition of all ditches had improved.

### **Parks were rare and visited by few.**

In all survey years, very few residents said they were aware of any parks in Bazarak, but awareness was lowest in 2013. In 2013, no residents knew of any parks for adults, teens or women and only 7% said there was a children’s park nearby and 2% knew of one further away. Most who knew of a nearby children’s park had made use of it (9% of residents knew of one, and 6% of residents had visited one).

### **Ditches, water and electricity were service priorities.**

Residents were asked which of 12 services they thought were first, second and third most important for the municipal government to provide, and in 2013, 59% named ditch cleaning, repair and construction, 45% named supplying clean drinking water and 42% named electricity service in their top three. About 30% put provision of public trash containers and street repair at the top of their lists. While provision of drinking water and electricity were high priorities in 2011 and 2012 as well, ditch services were a lower priority in those years.

### **More residents had a connection to the municipal government.**

In 2013, most residents (58%) knew who the mayor of Bazarak was, which was a significant increase from past years (only 23% in 2012). More residents in 2013 (28%) than 2012 (21%) said they had ever contacted the municipal government for assistance, but fewer said they had seen the municipal government newsletter (1% in 2013 compared to 24% in 2012). More residents had contact with a municipal government official in 2013 (33%) than in 2012 (13%), but no one, in any of the years, paid Safayi fees.

### **Trust in municipal government was good, but not perfect.**

In 2012 and 2013, about two of three residents said they thought they could have at least a little influence over government decisions (compared to half in 2010) and about 9 in 10 thought that government officials were always or sometimes working to serve residents (compared to 6 in 10 in 2010). In 2013, 69% of residents said they had some or a great deal of trust that local government was conducting its activities to benefit the people in Bazarak and this was an increase from 50% in 2010. In 2012, 24% of Bazarak residents thought a request to fix their street would end up on a long waitlist and 71% thought it would be fixed within a year, but in 2013, 66% thought the request would join a long waitlist and only 33% thought it would be fixed within a year. While almost no one had who had been in contact with the municipal government (or other government agencies) had been asked to give gifts, cash or a favor, reported incidents increased from 2012 to 2013, and 10% of those in contact with a municipal official reported that they were asked in all or most cases.

### **Support for women participating in government was good but waning.**

In the resident survey effort, half of the residents interviewed each year were women. However, there were no women on staff in Bazarak in any of the survey years and while there had been one woman on the municipal government council in 2011, the council was closed in 2012. There were three female representatives on the forum for citizens' consultation and participation in 2012 (the composition of this council was unknown in 2013). In 2013, almost all women and most men in the city strongly agreed that women should have equal opportunities in education. Most women also strongly agreed that women should have equal opportunities to participate in government, while 44% of men strongly agreed, 35% somewhat agreed and 21% disagreed with this. Support among men for women participating in education increased from 2010 to 2013, but support among men for women participating in government decreased from 2010 to 2013. Support among women for both stayed strong.

# CITY DEMOGRAPHICS

Bazarak was a small sized city compared to others in the RUE program and had a lower population density.

**FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES**

	Population	Municipality land size (km <sup>2</sup> )	Government district (Wuleswali) land size (km <sup>2</sup> )	Total education institutions	Total health centers
Parun	13,000	6	19	6	4
Bazarak	15,593	12	344	16	5
Maidan Shar	40,050	27	345	30	4
Sharana	54,416	20	536	19	6
Mahmood Raqi	60,400	38	184	45	37
Bamyan	78,300	40	1,797	73	14
Puli Alam	99,300	30	1,121	74	30
Charikar	105,000	30	267	72	16
Asadabad	107,250	60	56	32	3
Mehterlam	112,856	21	718	21	6
Ghazni	154,618	72	359	98	70
Gardez	234,858	32	750	67	40
Khost	270,000	34	491	73	57
Jalalabad	600,000	24	24	51	22
<b>All cities average</b>	<b>138,974</b>	<b>32</b>	<b>501</b>	<b>48</b>	<b>22</b>

*This data was provided by the staff of each municipality in November 2013.*

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

	Per capita land size (people per km <sup>2</sup> )	Education institutions (people per institution)	Health centers (people per center)
Bazarak	1,299	975	3,119
Maidan Shar	1,483	1,335	10,013
Mahmood Raqi	1,589	1,342	1,632
Asadabad	1,788	3,352	35,750
Bamyan	1,958	1,073	5,593
Ghazni	2,147	1,578	2,209
Parun	2,167	2,167	3,250
Sharana	2,721	2,864	9,069
Puli Alam	3,310	1,342	3,310
Charikar	3,471	1,458	6,563
Mehterlam	5,374	5,374	18,809
Gardez	7,339	3,505	5,871
Khost	7,941	3,699	4,737
Jalalabad	25,000	11,765	27,273
<b>All cities average</b>	<b>4,828</b>	<b>2,988</b>	<b>9,800</b>

# INTERNAL CAPACITY

## GENERAL MUNICIPAL CAPACITY

Bazarak had 30 total staff members in 2013; this was down from prior year. Bazarak had approximately two staff members per 1,000 residents, which was high relative to the average of 0.9 employees per 1,000 residents in RUE cities.

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

	Total filled staff positions				Percent women			
	2010	2011	2012	2013	2010	2011	2012	2013
Asadabad	70	55	54	64	0%	0%	0%	0%
Bamyan	22	38	26	35	0%	0%	3.8%	2.9%
Bazarak	42	30	31	30	0%	0%	0%	0%
Charikar	68	84	109	105	0%	0%	8.0%	1.0%
Gardez	53	64	57	78	0%	0%	0%	0%
Ghazni	54	171	160	165	0%	0%	0%	0.6%
Jalalabad	NA	480	638	651	NA	0.4%	0%	0.3%
Khost	91	165	190	187	0%	0%	0%	0%
Mahmood Raqi	46	32	44	43	0%	3.1%	4.5%	0%
Maidan Shar	NA	60	77	85	NA	6.7%	0%	0%
Mehterlam	25	159	85	92	0%	0%	1.2%	1.1%
Puli Alam	63	67	78	87	0%	0%	0%	0%
Sharana	NA	34	52	48	NA	0%	0%	0%
<b>All cities total</b>	<b>NA</b>	<b>1,439</b>	<b>1,601</b>	<b>1,670</b>	<b>NA</b>	<b>0.5%</b>	<b>0.9%</b>	<b>0.4%</b>

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

	2010	2011	2012	2013
Gardez	0.4	0.4	0.4	0.4
Bamyan	0.3	0.6	0.5	0.5
Asadabad	0.7	0.5	0.5	0.6
Khost	0.5	0.6	0.8	0.8
Mahmood Raqi	0.8	0.6	1.3	0.8
Mehterlam	0.2	1.5	0.9	0.9
Puli Alam	0.6	0.8	0.8	0.9
Sharana	NA	0.6	1.0	0.9
Jalalabad	NA	0.8	1.1	1.1
Charikar	0.6	0.8	1.0	1.2
Ghazni	0.3	1.1	1.2	1.4
Maidan Shar	NA	1.5	1.1	2.1
Bazarak	3.1	1.9	2.2	2.2
<b>All cities average</b>	<b>NA</b>	<b>0.8</b>	<b>0.9</b>	<b>0.9</b>

A majority of the municipal government staff in Bazarak was contract staff; 11 of 30 filled positions were permanent staff and 19 were contract staff. There were four unfilled permanent positions in the municipal government. There were the same number of permanent positions available in 2013 as in 2012, and more than in 2011. During this time, the number of contract positions also remained stable.

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

	2010		2011		2012		2013	
	Positions	% unfilled						
Asadabad	45	0%	21	0%	22	5%	24	0%
Bamyan	14	36%	32	28%	23	43%	21	24%
Bazarak	30	17%	12	0%	15	20%	15	27%
Charikar	22	0%	26	0%	35	0%	34	18%
Gardez	30	57%	30	53%	32	50%	30	53%
Ghazni	40	0%	50	0%	48	21%	70	46%
Jalalabad	135	0%	139	0%	172	0%	165	0%
Khost	52	33%	61	0%	73	27%	75	23%
Mahmood Raqi	31	6%	13	0%	13	0%	17	29%
Maidan Shar	60	0%	23	4%	27	0%	25	0%
Mehterlam	24	0%	86	8%	32	31%	35	11%
Puli Alam	25	0%	26	12%	26	4%	31	6%
Sharana	23	0%	17	0%	18	28%	18	0%
<b>All cities average</b>	<b>41</b>		<b>41</b>		<b>41</b>		<b>43</b>	
<b>All cities total</b>	<b>531</b>	9%	<b>536</b>	7%	<b>536</b>	14%	<b>560</b>	16%

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

	2010		2011		2012		2013	
	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled	Positions	% unfilled
Asadabad	25	0%	34	0%	34	3%	40	0%
Bamyan	13	0%	15	0%	15	13%	19	0%
Bazarak	18	6%	18	0%	19	0%	19	0%
Charikar	46	0%	58	0%	74	0%	87	11%
Gardez	56	29%	56	11%	59	31%	75	15%
Ghazni	14	0%	121	0%	137	11%	146	13%
Jalalabad	NA	NA	341	0%	466	0%	486	0%
Khost	85	34%	104	0%	140	2%	145	11%
Mahmood Raqi	19	11%	21	10%	33	6%	31	0%
Maidan Shar	NA	NA	38	0%	50	0%	60	0%
Mehterlam	1	0%	80	0%	66	5%	61	0%
Puli Alam	38	0%	49	10%	54	2%	59	2%
Sharana	NA	NA	17	0%	39	0%	30	0%
<b>All cities average</b>	<b>NA</b>	<b>NA</b>	<b>73</b>		<b>91</b>		<b>97</b>	
<b>All cities total</b>	<b>NA</b>	<b>NA</b>	<b>952</b>	1%	<b>1,112</b>	4%	<b>1,258</b>	5%

The largest office in the municipal government was Bazarak’s Public Works Office. However, a smaller proportion of municipal government staff was in this office than was the norm among RUE cities.

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

	Total number of positions	Administration	Finance	Revenue	Public Works
Asadabad	64	17%	5%	8%	70%
Bamyan	35	29%	20%	9%	43%
<b>Bazarak</b>	<b>30</b>	<b>27%</b>	<b>13%</b>	<b>17%</b>	<b>43%</b>
Charikar	105	51%	2%	3%	44%
Gardez	78	15%	3%	4%	78%
Ghazni	165	10%	4%	13%	73%
Jalalabad	651	24%	2%	12%	62%
Khost	187	25%	2%	7%	66%
Mahmood Raqi	43	16%	7%	14%	63%
Maidan Shar	85	49%	5%	4%	42%
Mehterlam	92	43%	5%	20%	32%
Puli Alam	87	45%	2%	5%	48%
Sharana	48	13%	6%	13%	69%
<b>All cities</b>	<b>1,670</b>	<b>27%</b>	<b>3%</b>	<b>10%</b>	<b>59%</b>

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 or the Municipal Law No. 794. All the cities had a copy of this law. Bazarak staff referred to this document as the Taliban Law.

**FIGURE 8: LAW THAT GOVERNS MUNICIPALITIES COMPARED BY YEAR**

	Municipal Law No. 794	Taliban Law
Bazarak 2012		✓
Bazarak 2013		✓
All cities 2013	50%	50%

The Bazarak master plan was prepared in 2008 or 2009 and was updated in 2013. The master plan was in map form and the municipal government had not created a comprehensive development plan that included strategic municipal plan. The master plan covered 3 Naiyas. The municipality prepared an organization chart in 2013 with assistance from the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA).

**FIGURE 9: MUNICIPAL GOVERNMENT 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
Bazarak 2010	✓			
Bazarak 2011	✓			
Bazarak 2012		✓	✓	
Bazarak 2013		✓	✓	
All cities 2013	0%	100%	62%	31%

**FIGURE 10: YEAR MUNICIPAL GOVERNMENT MASTER PLAN WRITTEN COMPARED BY YEAR**

	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
1965/1344				8%
1970/1349				8%
1973/1352				15%
1976/1355				8%
1998/1377				8%
2008/1387		✓		0%
2009/1388	✓			8%
2012/1391				15%
2013/1392			✓	31%

**FIGURE 11: NUMBER OF NAIYAS COVERED BY MUNICIPAL GOVERNMENT MASTER PLAN**

	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
1				23%
3	✓	✓	✓	8%
4				31%
5				8%
6				23%
8				8%

**FIGURE 12: YEAR MUNICIPAL ORGANIZATION CHART CREATED COMPARED BY YEAR**

	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
2005/1384		✓		0%
2010/1389	✓			15%
2011/1390				15%
2013/1392			✓	69%

**FIGURE 13: ORGANIZATION ASSISTING WITH MUNICIPAL ORGANIZATION CHART COMPARED BY YEAR**

	Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
IDLG	✓				23%
IDLG/GDMA				✓	8%
Municipality			✓		0%
RUE		✓			69%

The municipal government of Bazarak had a Municipal Development Plan. The time horizon for the plan was 15 years and 25% of the plan had already been implemented. The Municipal Development Plan was updated annually.

**FIGURE 14: MUNICIPAL DEVELOPMENT PLAN COMPARED BY YEAR**

		Bazarak 2012	Bazarak 2013	All cities 2013
Municipal Development Plan	No			8%
	Yes	✓	✓	92%
Time horizon of the plan (years)	1			8%
	3	✓		8%
	5			67%
	15		✓	17%
Percentage of the Municipal Development Plan already implemented	25%	✓	✓	50%
	40%			17%
	50%			33%
Plan updated annually	No			33%
	Yes	✓	✓	67%

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

**FIGURE 15: PROVINCIAL DEVELOPMENT PLAN PROJECTS WITHIN MUNICIPAL BOUNDARIES COMPARED BY YEAR**

		Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
Number of projects within the municipal boundaries of PDP that are completed	1	✓			0%
	3				31%
	4				8%
	5				8%
	7				8%
	8				15%
	10			✓	15%
	20				8%
	29		✓		0%
	37				8%
Number of projects within the municipal boundaries of PDP that are ongoing	0				8%
	1	✓			8%
	2				8%
	3				31%
	4				15%
	5			✓	23%
	8				8%
	10		✓		0%

Improving from 2012, in 2013 Bazarak produced economic development plan with intervention strategies and potential projects. However, the municipal government still lacked a municipal procedures manual and written objectives, responsibilities and timelines for achieving municipal goals. The municipal government did have written statements of vision, mission and goals and written job descriptions for all municipal staff members.

**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
Bazarak 2011		✓			
Bazarak 2012	✓				
Bazarak 2013		✓	✓	✓	✓
All cities 2013	0%	100%	85%	54%	23%

**FIGURE 17: MUNICIPAL PROCEDURES MANUAL COMPARED BY YEAR**

	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
Bazarak 2012	✓			
Bazarak 2013	✓			
All cities 2013	31%	77%	52%	8%

**FIGURE 18: MUNICIPAL GOVERNMENT DOCUMENTS COMPARED BY YEAR**

	Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
A copy of the law that governs municipalities	NA	NA	✓	✓	100%
A copy of the Sub-National Governance Policy Document	NA	NA			54%
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	✓	✓		✓	92%
A copy of the Provincial Development Plan (PDP)	✓	✓	✓	✓	100%
An economic profile	NA	✓	✓	✓	100%
Written statements of vision, mission, and goals	NA	✓	✓	✓	85%
Established written objectives, responsibilities and timelines for achieving municipal goals	NA	NA			46%

As in 2011 and 2012, in 2013, Bazarak did not have functioning municipal council. Of the 13 RUE cities, ten had functioning councils; of these, four met weekly, six met monthly and nine kept minutes at their meetings.

**FIGURE 19: MUNICIPAL COUNCIL COMPARED BY YEAR**

		Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
Functioning municipal council	No		✓	✓	✓	31%
	Yes	✓				69%
Frequency of municipal council meetings (percent of cities with a municipal council)	Weekly					33%
	Monthly	✓				67%
Meeting minutes are kept (percent of cities that have a municipal council)	No		✓			0%
	Yes	✓				100%

In 2013, the municipal government continued to create ways for citizens to provide input. In addition to being possible for citizens to meet directly with the Mayor about their concerns, a suggestion box was made available. Bazarak did have a forum for citizens' consultation and participation. At the time of the 2013 internal capacity survey, the citizens' forum had just been formalized and information about the size, schedule and agenda for the 2013 forum was not yet available. In 2012, the forum had been ad hoc with 25 members representing women, local business, religious, youth and cultural interests meeting on a monthly basis. The 2012 forum was used to help the municipal government prioritize municipal projects and services, deliver municipal services, plan and conduct public events and resolve conflicts.

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

	None	Citizens can call in to the office or media areas	Mayor talks with people directly in his office	Complaint box or suggestion box available in the municipality
Bazarak 2011	✓			
Bazarak 2012		✓	✓	
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	92%	69%

**FIGURE 21: CITIZEN FORUM COMPARED BY YEAR**

		Bazarak 2012	Bazarak 2013	All cities 2013
Have a forum for citizens' consultation and participation	No			0%
	Yes	✓	✓	100%
Forum is formal or ad hoc	Ad hoc	✓		62%
	Formal		✓	38%
Number of forum members	Not known		✓	8%
	10			8%
	15			8%
	20			23%
	22			8%
	24			8%
	25	✓		8%
	34			8%
	35			8%
	46			8%
	48			8%
Frequency forum meets	Monthly	✓	Not known	100%

**FIGURE 22: NUMBER OF CITIZEN FORUM REPRESENTATIVES BY GROUP COMPARED BY YEAR**

	<b>Bazarak 2012</b>	<b>Bazarak 2013</b>	<b>All cities 2013 average</b>
Women	3	Not known	2.7
Local business	12	Not known	7.2
Religious	2	Not known	1.9
Youth	3	Not known	3.3
Culture	2	Not known	2.5
Other	3	Not known	6.9
Total	25	Not known	24.5

**FIGURE 23: TYPES OF ACTIVITIES THE FORUM PERFORMS COMPARED BY YEAR**

	<b>Bazarak 2012</b>	<b>Bazarak 2013</b>	<b>All cities 2013</b>
Prioritization of municipal projects	✓	Not known	90%
Prioritization of municipal services	✓	Not known	92%
Delivery of municipal services	✓	Not known	85%
Monitoring and evaluation of municipal projects		Not known	69%
Monitoring and evaluation of municipal services		Not known	69%
Annual budget preparation		Not known	50%
Monitoring and evaluations of budget execution		Not known	69%
Tariff setting for municipal taxes, charges, and fees		Not known	33%
Conflict resolution	✓	Not known	92%
Planning and conduct of public events	✓	Not known	69%
Others	✓	Not known	36%

The municipal government did not keep a contact list of donors as there were fewer than five to keep track of.

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

	<b>None</b>	<b>Know the donors because there is less than 5 donors</b>	<b>Written list of donors and contact numbers</b>
Bazarak 2011	✓		
Bazarak 2012		✓	
Bazarak 2013		✓	
All cities 2013	0%	100%	31%

In 2013, the Bazarak municipality communicated with the Independent Directorate of Local Governance (IDLG) and General Directorate for Municipal Affairs (GDMA) on a weekly basis; this was similar to 2012 and more frequent than in 2011 and 2010. They communicated via telephone, email along with documents, reports and official letters. Bazarak communicated with many of the Provincial Line Ministry Directorates.

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

	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annually</b>
Bazarak 2010				✓
Bazarak 2011			✓	
Bazarak 2012	✓			
Bazarak 2013	✓			
All cities 2013	62%	38%	0%	0%

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

	<b>Bazarak 2011</b>	<b>Bazarak 2012</b>	<b>Bazarak 2013</b>	<b>All cities 2013</b>
Telephone	✓		✓	85%
Email			✓	62%
Reports/legal documents and official letters	✓	✓	✓	92%
In-person, meetings or conferences		✓		23%

**FIGURE 27: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES COMPARED BY YEAR**

<b>Provincial Line Ministry Directorate</b>	<b>Bazarak 2012</b>	<b>Bazarak 2013</b>	<b>All cities 2013</b>
Agriculture Directorate	✓	✓	100%
Border and Tribal Affairs Directorate			31%
Communication Directorate	✓		77%
Commerce Directorate	✓		77%
Counter Narcotics Directorate	✓	✓	69%
Central Statistics Directorate	✓	✓	85%
Education Directorate	✓	✓	85%
Economy Directorate	✓	✓	100%
Finance Directorate	✓	✓	85%
Foreign Affairs Directorate			8%
Hajj and Pilgrimage Directorate			77%
Information and Culture Directorate	✓	✓	100%
Department of Youth	✓	✓	100%
Law and Justice Department		✓	85%
Directorate of Mines and Industries	✓		46%
Public Health Directorate	✓	✓	100%
Public Work Directorate	✓	✓	85%
Rural Rehabilitation & Development Directorate	✓		69%
Refugees and Repatriation Directorate			85%
Social Affairs Directorate		✓	92%
Transportation Directorate		✓	92%
Urban Development Directorate	✓	✓	77%
Women's Affairs Directorate	✓	✓	100%
Department of Petroleum			23%
Local University		✓	62%
Environmental Protection Directorate	✓	✓	100%
Canal Directorate		✓	46%
Electricity Directorate		✓	92%
Lamentation Directorate			15%
Custom Directorate			23%
Security	✓		0%
National Police	✓	✓	85%
Border Army			23%
National Intelligence Directorate	✓	✓	85%
Judiciary		✓	46%
Appellate Court		✓	77%
Urban Primary Court			77%
General Military Attorney		✓	46%
Attorney General			54%
Red Crescent	✓	✓	92%
Da Afghanistan Bank			69%

# PUBLIC WORKS CAPACITY

In 2013, the Bazarak municipality was involved in providing waste water and sanitation systems, but not water or power. The municipal government had been involved in water and power service provision in 2011. All of the 13 RUE cities had a legal instrument that governed the delivery of Public Works service.

**FIGURE 28: MUNICIPALITY INVOLVED IN PROVIDING SERVICES COMPARED BY YEAR**

Type of Service	Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
Water	NA	✓			31%
Power	✓	✓			0%
Waste water system		✓	✓	✓	100%
Sanitation system (septic tanks with removal)	✓	✓	✓	✓	100%

As in 2012, in 2013, at least some Public Works activity planning in Bazarak used written plans made on a weekly basis. Operations and maintenance scheduling continued to be coordinated largely without written schedules. Improvements were made to service delivery inspections in 2013, so that the process had a standard form with procedures performed by most or all of the departments or areas.

**FIGURE 29: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT COMPARED BY YEAR**

	None	Most planning was done orally for areas like solid waste and services, some written plans	Written plans on a daily and/or weekly basis for at least one department or service area	Written plans were weekly/monthly for all departments
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	
Bazarak 2013		✓	✓	
All cities 2013	0%	100%	100%	46%

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

	None	Most scheduling of latrine, park, and other services was done orally, some written plans	Written schedules for maintenance on weekly/monthly basis for at least one department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Bazarak 2011		✓			
Bazarak 2012		✓			
Bazarak 2013		✓			
All cities 2013	0%	100%	84%	69%	23%

**FIGURE 31: SERVICE DELIVERY INSPECTION REPORT COMPARED BY YEAR**

	None	Service inspections were done orally with Mayor who provided the monitoring	Service inspection reports were maintained in written format for at least 1 department or area	Service inspection process had a standard form with procedures performed by most or all of the departments or areas
Bazarak 2011		✓		
Bazarak 2012		✓	✓	
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	77%	46%

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

**FIGURE 32: MUNICIPALITY CONTACTED BY NEPA ABOUT MUNICIPAL PROJECTS COMPARED BY YEAR**

Mayor, municipality, or public works had been contacted by the Afghan National Environmental Protection Agency (NEPA) about municipal projects in the past	Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
	✓	✓	✓	✓	100%

In Bazarak project maintenance was included in the initial project scoping and the municipality had assigned a specific crew and equipment for maintaining projects, but the project was not given a budget line item. In 2013, the Public Works Office assigned a crew and equipment for road maintenance but stopped completing any parks and latrine maintenance.

**FIGURE 33: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT COMPARED BY YEAR**

	None	Estimated project maintenance as part of the initial project scoping	Municipality hired specific crew members and purchased some equipment for maintaining the projects	Municipality had a schedule for crew to complete maintenance included in the budget
Bazarak 2011		✓		
Bazarak 2012		✓		
Bazarak 2013		✓	✓	
All cities 2013	0%	100%	69%	38%

**FIGURE 34: CONDUCTED REGULAR ROAD MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included road cleaning and was not scheduled	Municipality had a specific crew and equipment for road maintenance	Municipality had a specific crew and equipment and a line item in the budget for road maintenance
Bazarak 2011		✓		
Bazarak 2012		✓		
Bazarak 2013		✓	✓	
All cities 2013	8%	92%	69%	38%

**FIGURE 35: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included occasional park cleaning and was not scheduled	Had a specific crew and equipment for park maintenance	Had a specific crew and equipment and a line item in the budget for park maintenance
Bazarak 2011		✓	✓	
Bazarak 2012		✓		
Bazarak 2013	✓			
All cities 2013	15%	85%	69%	46%

**FIGURE 36: CONDUCTED REGULAR LATRINE MAINTENANCE COMPARED BY YEAR**

	None	Maintenance only included occasional latrine cleaning and was not scheduled	Municipality had a specific crew and equipment for latrine maintenance	Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance
Bazarak 2011		✓	✓	
Bazarak 2012		✓		
Bazarak 2013	✓			
All cities 2013	15%	85%	61%	46%

Like all cities, Bazarak had a designated landfill. The municipal government also had one designated dumpsite and two informal dumpsites. Approximately 130 cubic meters of solid waste were generated and 111 cubic meters were collected each month. This collection was accomplished with two trucks and four laborers. The municipal government had a trash collection plan that included a budget, scheduled service, a crew and equipment.

In 2013, the municipal government of Bazarak substantially increased their physical assets, and all were thought to be in either excellent or good condition.

**FIGURE 37: WASTE MANAGEMENT COMPARED BY YEAR**

	Bazarak 2010	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
Designated land fill site	✓	✓	✓	✓	100
Number of formal dumpsites	NA	32	1	1	105
Number of informal dumpsites	NA	NA	2	2	76
Cubic meters of solid waste are generated each month	NA	NA	120	130	1,156
Cubic meters of solid waste are collected each month	NA	80	100	111	945
Number of trucks involved in municipal trash collection	NA	NA	2	2	6
Number of laborers involved in municipal trash collection	NA	NA	8	4	51

**FIGURE 38: TRASH COLLECTION PLAN COMPARED BY YEAR**

	None	Completed analysis for number of bins, crew size, equipment and fuel	Hired crew, purchased equipment and scheduled service	Hired crew, purchased equipment, schedule service and had a line item in the budget
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	✓
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	100%	69%

**FIGURE 39: PHYSICAL ASSETS, 2013**

	Number	Primary use	Operational	Condition	Has operator
Pick axe	20	Construction	Yes	Good	Yes
Car/Corrolla/Saracha taxi	3	Staff transport	Yes	Excellent	Yes
Coach/van	3	Construction	Yes	Good	Yes
Motorcycle/bike	3	Staff transport	Yes	Good	Yes
Large truck/trash truck	2	Waste management	Yes	Good	Yes
Dump truck/large Mazda	1	Waste management	Yes	Excellent	Yes
Jeep/truck/pickup	1	Staff transport	Yes	Good	No
Septic	1	Rental income	Yes	Excellent	Yes

**FIGURE 40: PHYSICAL ASSETS, 2012**

	Number	Primary use	Operational	Condition	Has operator
Coach/van	2	Waste management	Yes	Excellent	Yes
Motorcycle/bike	1	Staff transport	Yes	Good	Yes
Pick axe	4	Watering	Yes	Good	Yes
Water tanker	1	Watering	Yes	Good	Yes

**FIGURE 41: PHYSICAL ASSETS, 2011**

	Number	Primary use	Operational	Condition	Has operator
Jeep/truck/pickup	1	Staff transport	Yes	Good	No
Car/Corolla/Saracha taxi	2	Staff transport	Yes	Excellent	Yes
Generator	2	Office	Yes	Good	Yes
Large truck/trash truck	2	Construction	Yes	Excellent	Yes
Septic	2	Rental income	Yes	Excellent	Yes
Motorcycle/bike	3	Staff transport	Yes	Excellent	Yes
Water tanker	3	Watering	Yes	Excellent	Yes
Pick axe	20	Construction	Yes	Good	Yes

**FIGURE 42: PHYSICAL ASSETS, 2010**

	Number	Primary use	Operational	Condition	Has operator
Dump truck	2	Waste management	Yes	Excellent	Yes
Water tankers	3	Park maintenance	Yes	Good	Yes
Pick axe	10	NA	NA	NA	NA

The municipal government continued to repair vehicles, tools and equipment on an as needed, rather than a scheduled, basis and two specific staff members held responsibility for this task. In 2013, a small garage or workspace was acquired for these repairs. Neither the community nor the private sector was involved with the delivery of Public Works services in Bazarak.

**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
Bazarak 2011		✓		
Bazarak 2012		✓		
Bazarak 2013		✓		
All cities 2013	0%	100%	54%	38%

**FIGURE 44: OPERATIONS AND MAINTENANCE FACILITY COMPARED BY YEAR**

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Bazarak 2011	✓		
Bazarak 2012	✓		
Bazarak 2013		✓	
All cities 2013	8%	62%	31%

**FIGURE 45: COMMUNITY OR PRIVATE SECTOR INVOLVEMENT IN THE DELIVERY OF PUBLIC WORKS SERVICES COMPARED BY YEAR**

	Bazarak 2012		Bazarak 2013		All cities 2013	
	Community	Private sector	Community	Private sector	Community	Private sector
Any Public Works services					54%	46%
House-to-house collection of solid waste					15%	8%
Transport of solid waste to the dumpsite/landfill					33%	8%
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					8%	0%
Operation and maintenance of public latrines					0%	25%
Collection of public latrine user fees					17%	38%
Operation and maintenance of public parks					8%	25%
Collection of public parks entrance fees					0%	0%
House-to-house collection and disposal of raw sewage					15%	8%

In 2013, as in 2012, the municipal government of Bazarak filed and organized their source documents in a cabinet or shelving so that they were easily retrieved. The Bazarak Public Works Office shared office space and had enough furnishings. The office had two computers that were used by two employees. Microsoft Office and CAD software were available, and one of their computers had access to the internet, which was provided by RUE. RUE also provided power for the office.

**FIGURE 46: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS COMPARED BY YEAR**

	None	Documents were filed in folder or box but without organization (difficult to find a specific item)	Documents were filed with organization so that specific items were easily found	Documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Bazarak 2011		✓		
Bazarak 2012		✓	✓	✓
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	100%	77%

**FIGURE 47: PUBLIC WORKS OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities 2013		
		None	Shared	Enough	None	Shared	Enough
Office space	2010	✓			31%	38%	31%
	2011		✓		8%	77%	15%
	2012		✓		0%	62%	38%
	2013		✓		0%	46%	54%
Furnishings (desk/chairs)	2010	✓			15%	69%	15%
	2011		✓		8%	69%	23%
	2012		✓		0%	46%	54%
	2013			✓	0%	46%	54%
Furnishings (cabinets)	2012		✓		0%	62%	38%
	2013		✓		0%	46%	54%

**FIGURE 48: PUBLIC WORKS COMPUTERS AVAILABLE COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013 average
Number of computers	1	2	5
Number of people who share these computers	1	2	7
Number of computers with internet provided by RUE	0	1	1
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	1

**FIGURE 49: PUBLIC WORKS COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Microsoft Office	✓	✓	100%
GIS software			8%
CAD software		✓	69%

**FIGURE 50: PUBLIC WORKS ELECTRICITY PROVISION COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Electricity provided by RUE	✓	✓	85%
Electricity provided by the municipality			69%

# PUBLIC FINANCE/FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had an approved budget for the current year. For the 2013 budget year, it took Bazarak 75 days from submitting the budget to receiving final approval. The budget was created by filling out computerized forms. All RUE cities used Microsoft Excel to create their budget and it took an average of 68 days for final approval.

The municipal government had developed monthly department or staff level work plans and had formed a budget committee. It had presented the budget in the Citizens' Forum, though not in a municipal newsletter.

**FIGURE 51: BUDGET AND PLANNING ACTIVITIES COMPARED BY YEAR**

	<b>Bazarak 2012</b>	<b>Bazarak 2013</b>	<b>All cities 2013</b>
Had an approved budget for the current year	✓	✓	100%
Budget created using Microsoft Excel	✓	✓	100%
Average number of days to receive final budget approval	45 days	75 days	68 days
Municipality presented the current budget in the Citizens' Forum		✓	69%
Municipality published the current budget in the municipal newsletter			15%
Municipality formed a budget committee for the current budget preparation	✓	✓	100%
Municipality developed department level or staff level work plans	✓	✓	69%

**FIGURE 52: FREQUENCY OF UPDATE OF WORK PLANS COMPARED BY YEAR**

	<b>No plans</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>	<b>Annually</b>
Bazarak 2012			✓		
Bazarak 2013			✓		
All cities 2013	0%	0%	44%	11%	44%

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

	<b>None</b>	<b>Filed but not organized</b>	<b>Filed and organized</b>	<b>Filed, organized and stored</b>
Bazarak 2011		✓		
Bazarak 2012		✓	✓	✓
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	100%	46%

The Bazarak Finance Office had an organized filing system. Bazarak used a cash account and M20 to keep its accounts in 2012 and 2013.

**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
Bazarak 2011		✓			
Bazarak 2012		✓	✓	✓	
Bazarak 2013		✓	✓	✓	
All cities 2013	0%	100%	100%	92%	15%

*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 offices 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 manual and computerized components and all cities used GDMA- Municipal COA for expenditures. Bazarak had one governmental audit conducted in 2013. Bazarak was audited by the IDLG over a 32 day period. All RUE cities had been audited in 2013, though only one received a second audit.

**FIGURE 55: PROCUREMENT SYSTEM TYPE COMPARED BY YEAR**

	Manual	Computerized
Bazarak 2012	✓	✓
Bazarak 2013	✓	✓
All cities 2013	100%	62%

**FIGURE 56: CASH DISBURSEMENT (EXPENSE) SYSTEM TYPE COMPARED BY YEAR**

	Manual	Computerized
Bazarak 2012	✓	✓
Bazarak 2013	✓	✓
All cities 2013	100%	100%

**FIGURE 57: FINANCIAL AUDITS, 2013**

	Bazarak 2013		All cities 2013			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			2	89	87	90
IDLG	✓	32	8	33	12	90
OAA			3	32	5	80
Second Audit						
CAO			1	60	60	60
OAA			1	60	60	60

**FIGURE 58: FINANCIAL AUDITS, 2012**

	Bazarak 2012		All cities 2012			
	Audited by	Number of days	Number of cities	Average days	Minimum days	Maximum days
First Audit						
CAO			3	31	6	76
IDLG	✓	60	6	32	10	60
OAA			3	32	6	45
Second Audit						
OAA			4	30	5	90

As in past years, the Public Finance Office continued to share office space and furnishings. The office had two computers that were used by as many employees. Microsoft Office software was available, but accounting software and internet access was not available. RUE provided power for the office.

**FIGURE 59: PUBLIC FINANCE OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities 2013		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		8%	69%	23%
	2011		✓		0%	77%	23%
	2012		✓		0%	54%	46%
	2013		✓		0%	46%	54%
Furnishings (desk/chairs)	2010		✓		0%	85%	15%
	2011		✓		0%	92%	8%
	2012		✓		0%	38%	62%
	2013		✓		0%	38%	62%
Furnishings (cabinets)	2012		✓		0%	38%	62%
	2013		✓		0%	38%	62%

**FIGURE 60: PUBLIC FINANCE COMPUTERS AVAILABLE COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013 average
Number of computers	1	2	2
Number of people who share these computers	1	2	2
Number of computers with internet provided by RUE	0	0	0
Number of computers with internet provided by municipality	0	0	0
Number of computers with internet provided by another donor	0	0	0

**FIGURE 61: PUBLIC FINANCE COMPUTER SOFTWARE AVAILABLE COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Microsoft Office	✓	✓	85%
Accounting software			0%

**FIGURE 62: PUBLIC FINANCE ELECTRICITY PROVISION COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Electricity provided by RUE	✓	✓	77%
Electricity provided by the municipality			69%

# REVENUE ENHANCEMENT CAPACITY

As in 2012, in 2013 the Revenue Office in Bazarak had a list of municipal government owned properties and their values and used the General Directorate for Municipal Affairs (GDMA) Municipal Chart of Accounts (COA) for revenue accounting. They had a listing of revenue sources and had created revenue forecasts and work plans. The department or staff level work plans were updated monthly.

**FIGURE 63: REVENUE ENHANCEMENT OFFICE DOCUMENTS AND PROCEDURES COMPARED BY YEAR**

	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013
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.	✓	✓	✓	92%
Department level or staff level work plans	NA	✓	✓	92%
Standard written procedures for collecting business license fees	NA	✓	✓	100%
Standard written procedures for collecting property Safayi fees	NA			92%
Standard written procedures for collecting other sources of revenue	NA			92%
Municipality use the GDMA Municipal COA for revenue	NA	✓	✓	100%

The business registration and licensing system in Bazarak was computerized. Bazarak did not have a system for collecting and recording Safayi fees. The revenue system had both manual and computerized components. In 2013, Bazarak developed a revenue system that recorded in both a cash ledger and revenue sub-ledger in Microsoft Excel. The Revenue Office's filing system ensured documents were filed, organized and stored.

**FIGURE 64: REVENUE SYSTEM TYPES COMPARED BY YEAR**

	Bazarak 2011		Bazarak 2012		Bazarak 2013		All cities 2013	
	Manual	Computer	Manual	Computer	Manual	Computer	Manual	Computer
Business registration and licensing system				✓		✓	23%	100%
Property Safayi fee system							50%	67%
Revenue system		✓	✓	✓	✓	✓	85%	100%

**FIGURE 65: REVENUE MONITORING SYSTEM COMPARED BY YEAR**

	None	All revenue receipts are recorded in a manual revenue journal	All revenue receipts are recorded in an Excel-based revenue sub-ledger	All revenue is recorded in both a cash ledger and an Excel-based revenue sub-ledger	All transactions are recorded in an electronic General Journal and posted to a sub-ledger
Bazarak 2011	✓				
Bazarak 2012		✓	✓	✓	
Bazarak 2013		✓	✓	✓	
All cities 2013	0%	100%	84%	46%	8%

**FIGURE 66: FREQUENCY DEPARTMENT/STAFF LEVEL WORK PLANS UPDATED COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
No plans			0%
Weekly			8%
Monthly			33%
Quarterly			8%
Annually	✓	✓	50%

**FIGURE 67: SYSTEMATIC FILING SYSTEM COMPARED BY YEAR**

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Bazarak 2011		✓	✓	
Bazarak 2012		✓	✓	✓
Bazarak 2013		✓	✓	✓
All cities 2013	0%	100%	84%	15%

There were no business guilds or Chamber of Commerce and Industry representatives in the municipality. Few RUE cities had Chamber of Commerce and Industry representatives. The Office did not provide a list of contracts between the municipality and the private sector. It had 519 businesses registered in its system and 28 properties Safayi fee system.

**FIGURE 68: BUSINESS REPRESENTATIVES IN MUNICIPAL GOVERNMENT COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
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			23%
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.			85%

**FIGURE 69: NUMBER OF REGISTERED BUSINESSES AND PROPERTIES AND GUILDS COMPARED BY YEAR**

	Bazarak 2011	Bazarak 2012	Bazarak 2013	All cities 2013 average
Businesses registered in the business registration system	NA	498	519	2,906
Properties registered in the property Safayi fee system	NA	0	28	3,523
Business guilds in the municipality	NA	0	0	42

In Bazarak, 997,470 AFN were collected in the 2012 budget year, just short of what had been forecasted (1,200,00AFN), and the municipal government forecasted a drop in revenues for the 2013 budget year (52,500 AFN). Bazarak expected to collect only 52,500 in 2013 and had not collected any fees in the first quarter of that year.

**FIGURE 70: AMOUNT OF COMMERCIAL TRUCK FEES COLLECTED COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Amount collected in prior year (AFN)	14,422,635	997,470	10,290,505
Amount forecasted for current year (AFN)	1,200,000	52,500	16,527,688
Amount collected for 1st quarter of current year (AFN)	277,220	0	5,791,314

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

In 2013, the Revenue Enhancement Office continued to have sufficient space for their own employees and furnishings. There were two computers in the office that were shared by as many people; neither computer had internet access. Power for the office was provided by RUE.

**FIGURE 71: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE COMPARED BY YEAR**

		Bazarak			All cities 2013		
		None	Shared	Enough	None	Shared	Enough
Office space	2010		✓		0%	77%	23%
	2011		✓		0%	92%	8%
	2012			✓	0%	31%	69%
	2013			✓	8%	54%	38%
Furnishings (desk/chairs)	2010		✓		0%	92%	8%
	2011		✓		0%	92%	8%
	2012			✓	0%	15%	85%
	2013			✓	8%	38%	54%
Furnishings (cabinets)	2012			✓	0%	31%	69%
	2013			✓	15%	31%	54%

**FIGURE 72: REVENUE ENHANCEMENT COMPUTERS AVAILABLE COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013 average
Number of computers	2	2	3
Number of people who share these computers	3	2	3
Number of computers with internet provided by RUE	0	0	1
Number of computers with internet provided by municipality	0	0	0

**FIGURE 73: REVENUE ENHANCEMENT ELECTRICITY PROVISION COMPARED BY YEAR**

	Bazarak 2012	Bazarak 2013	All cities 2013
Electricity provided by RUE	✓	✓	69%
Electricity provided by the municipality			69%

# RESIDENT SURVEY

## QUALITY OF LIFE

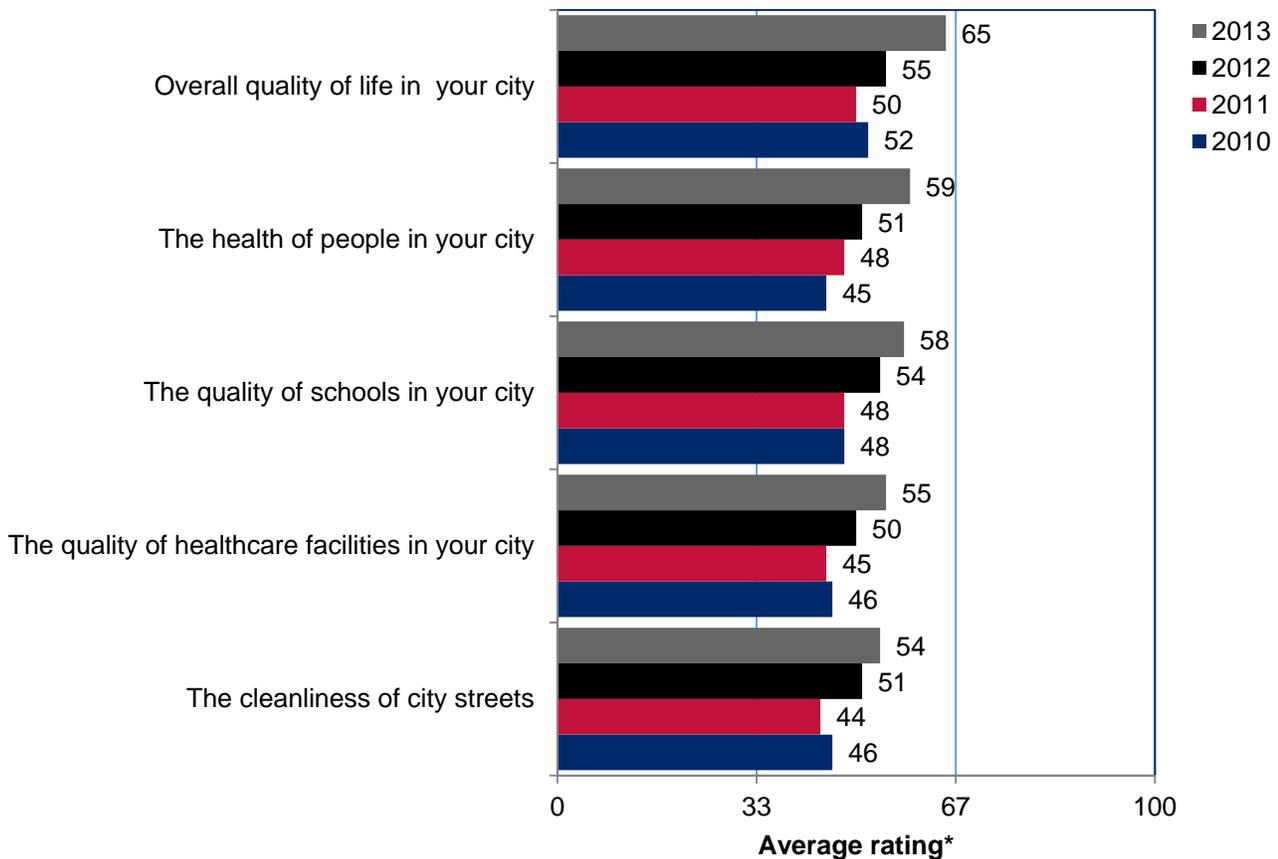
Ratings by residents of overall quality of life, quality of schools and healthcare facilities, the health of people and cleanliness of streets in Bazarak steadily improved from 2010 to 2013. Most respondents indicated that the overall quality of life, city schools, cleanliness of city streets, health of residents and healthcare facilities were good or better.

**FIGURE 74: QUALITY OF LIFE IN BAZARAK, 2013**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your city	9%	79%	9%	2%	65
The health of people in your city	9%	61%	29%	1%	59
The quality of schools in your city	9%	60%	27%	3%	58
The quality of healthcare facilities in your city	5%	61%	30%	4%	55
The cleanliness of city streets	12%	49%	29%	10%	54

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

**FIGURE 75: QUALITY OF LIFE IN BAZARAK COMPARED BY YEAR**



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

# EMPLOYMENT

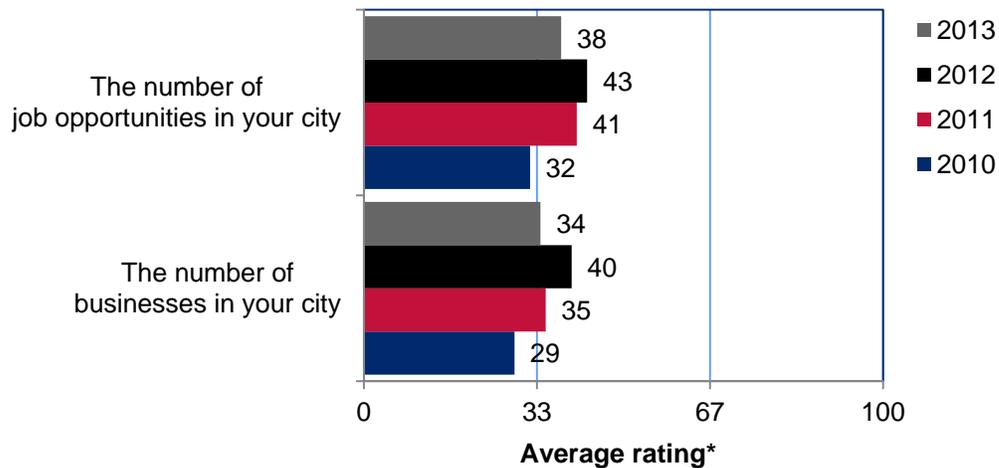
In 2013, most residents thought that the number of job opportunities (70%) and businesses (74%) in Bazarak were fair or poor. Still, in 2013, the average ratings for both factors remained above 2010 ratings, though down from 2012. In 2013, most residents thought that the number of job opportunities had increased or stayed the same over the prior year.

**FIGURE 76: QUALITY OF EMPLOYMENT IN BAZARAK, 2013**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	30%	52%	18%	38
The number of businesses in your city	0%	26%	51%	23%	34

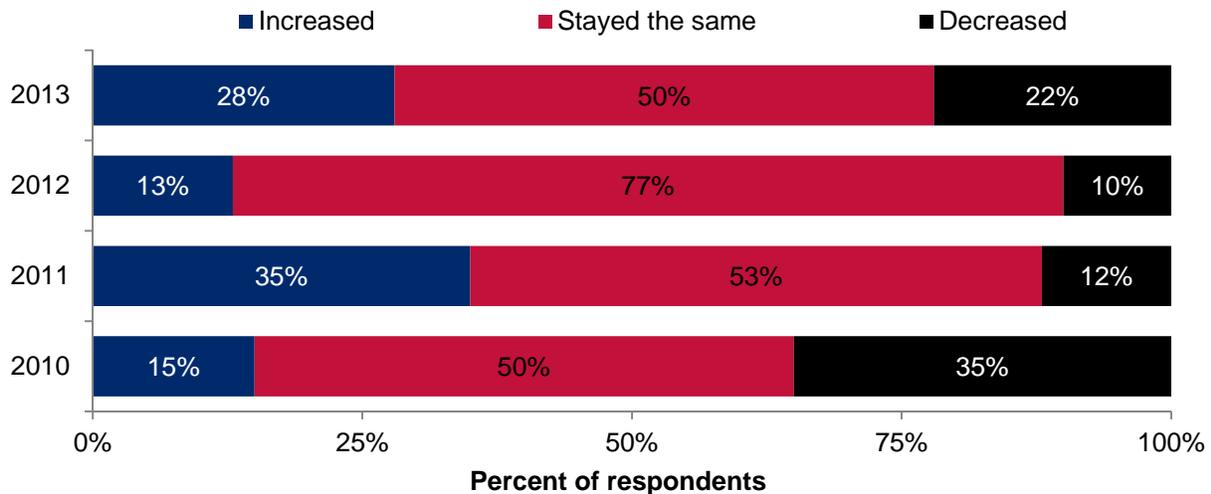
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 77: JOB OPPORTUNITIES IN BAZARAK COMPARED BY YEAR**



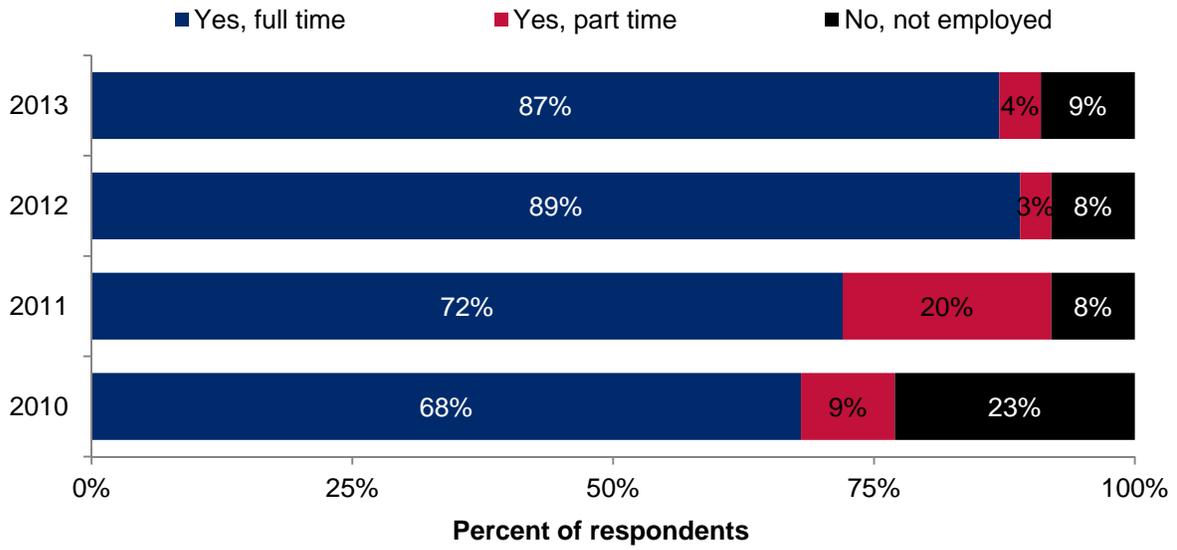
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

**FIGURE 78: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR**



In 2013, 87% of heads of households indicated they were employed full time; only 9% said they were not employed. These results were similar to 2012 and better than in 2010.

**FIGURE 79: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR**



# SERVICES

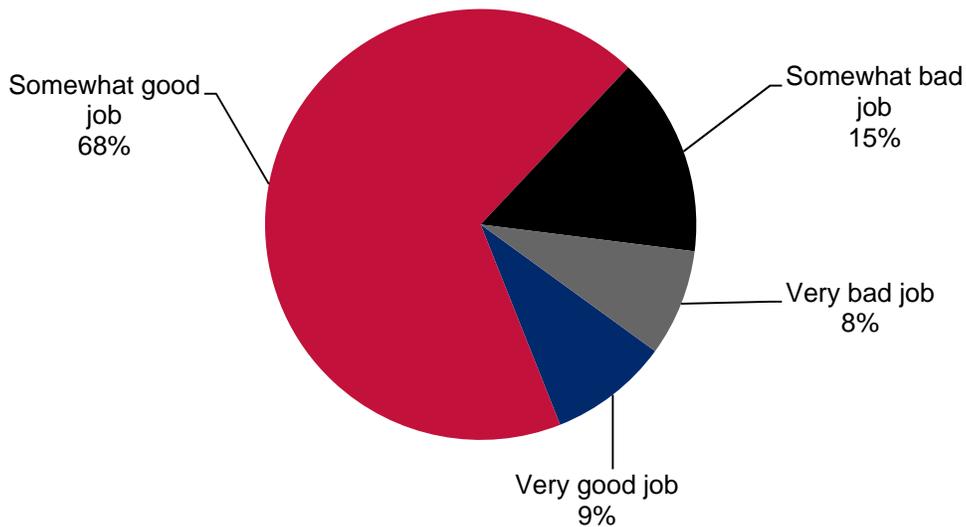
Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services that could be provided by the municipal government, province or a national agency, and some that may not have existed in the city at all. These included solid waste,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

The municipal government of Bazarak was involved in providing waste water and sanitation services, along with road maintenance and trash collection.

Overall ratings of the services provided by the municipal government were lower in 2013 than 2010 and 2012, but higher than 2011. Over three-quarters of residents thought the municipal government did either a somewhat or very good job at providing services residents thought they should provide.

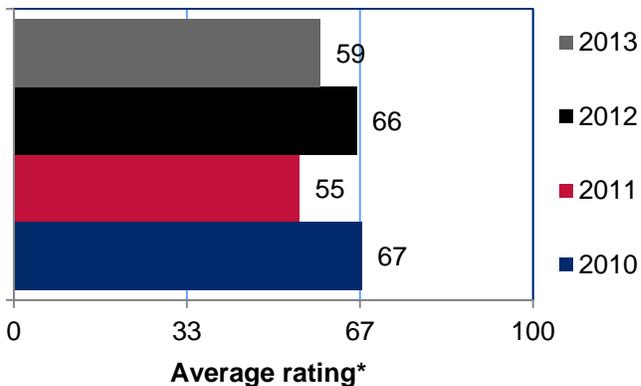
**FIGURE 80: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES, 2013**

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



**FIGURE 81: JOB THE MUNICIPAL GOVERNMENT DOES AT PROVIDING SERVICES COMPARED BY YEAR**

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?

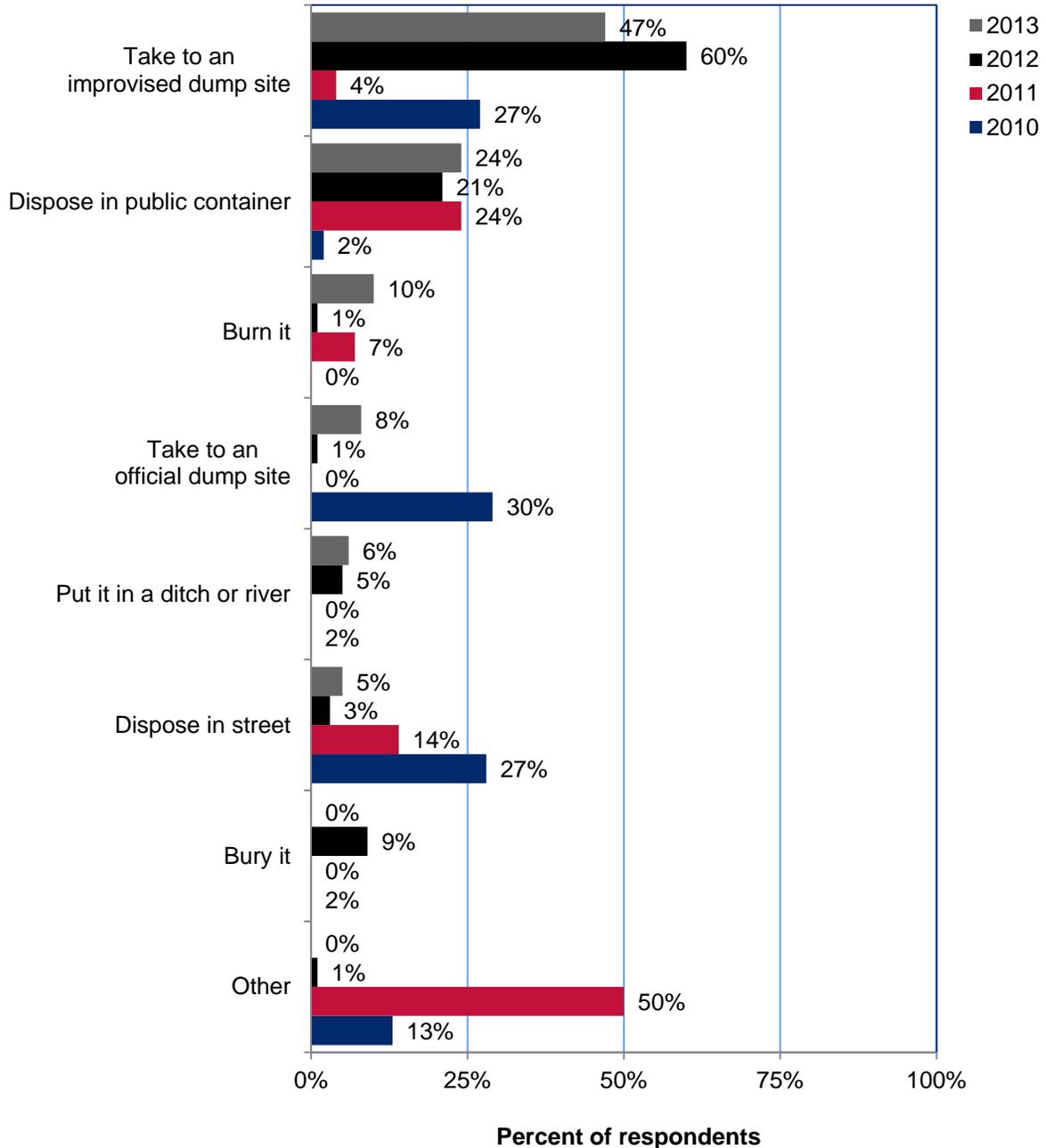


\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

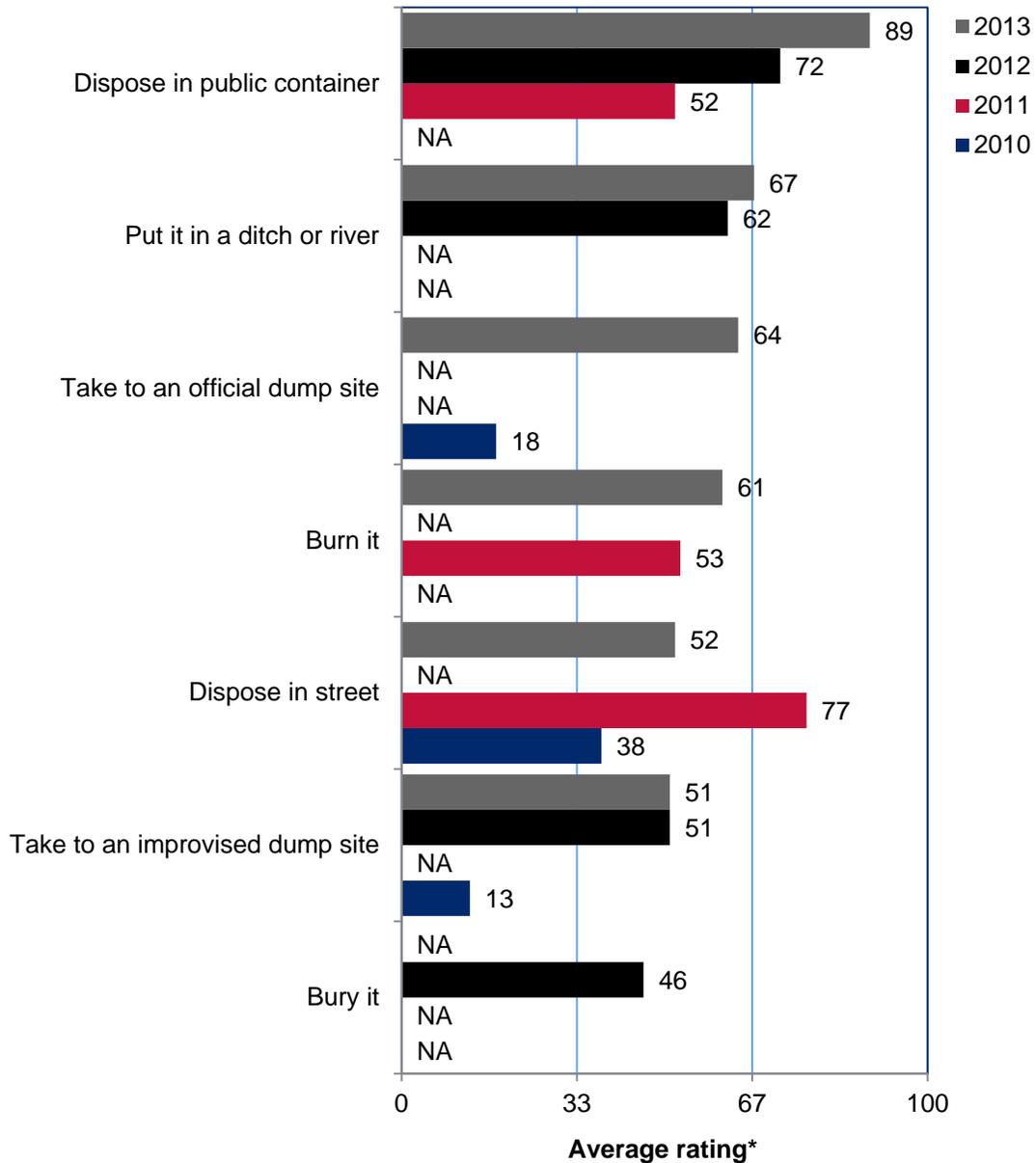
The most common method of waste disposal reported by Bazarak residents was to use an improvised dump site; 47% of residents used this method. However, the use of improvised dump sites decreased from 2012 to 2013, and the proportion of residents using an official dumpsite increased from 2012 to 2013. In 2012, 10% of residents indicated they were burning their trash, an increase from prior years.

FIGURE 82: TRASH DISPOSAL METHOD COMPARED BY YEAR



In 2013, Bazarak residents who disposed of their trash in a public container were most satisfied with their trash disposal method, and satisfaction with this method increased from 2012.

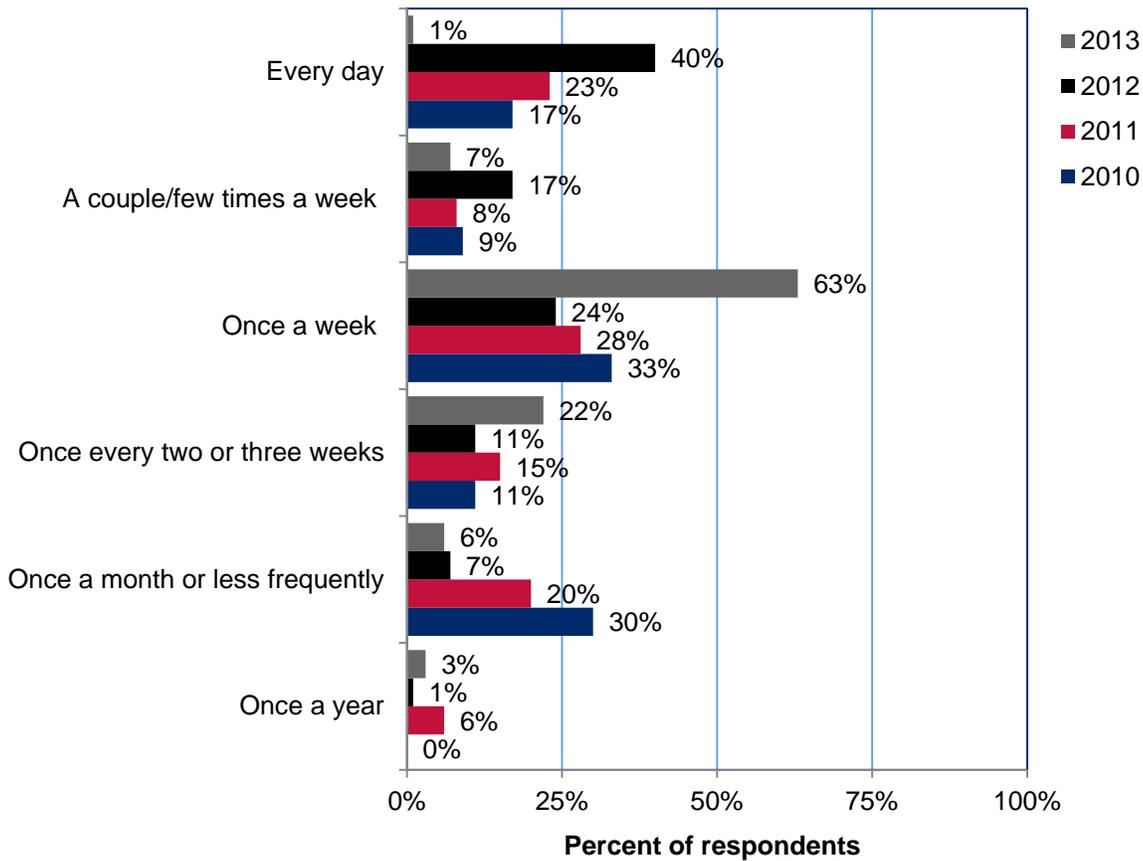
**FIGURE 83: SATISFACTION WITH TRASH DISPOSAL METHOD**



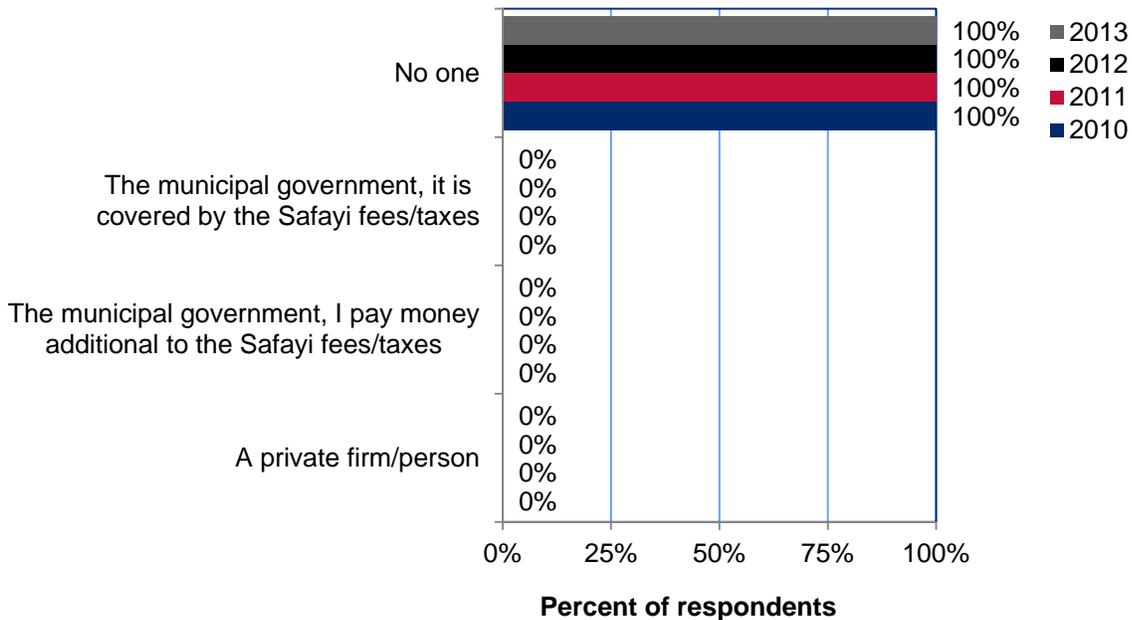
*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied  
Ratings were not included if fewer than 5% used the method*

In 2013, 71% of Bazarak residents reported that trash was removed from the street at least once a week. This decreased from 2012, when 81% of residents experienced this level of service. Residents did not pay the municipal government for their trash removal.

**FIGURE 84: FREQUENCY OF TRASH REMOVAL FROM STREET BY MUNICIPAL GOVERNMENT COMPARED BY YEAR**



**FIGURE 85: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



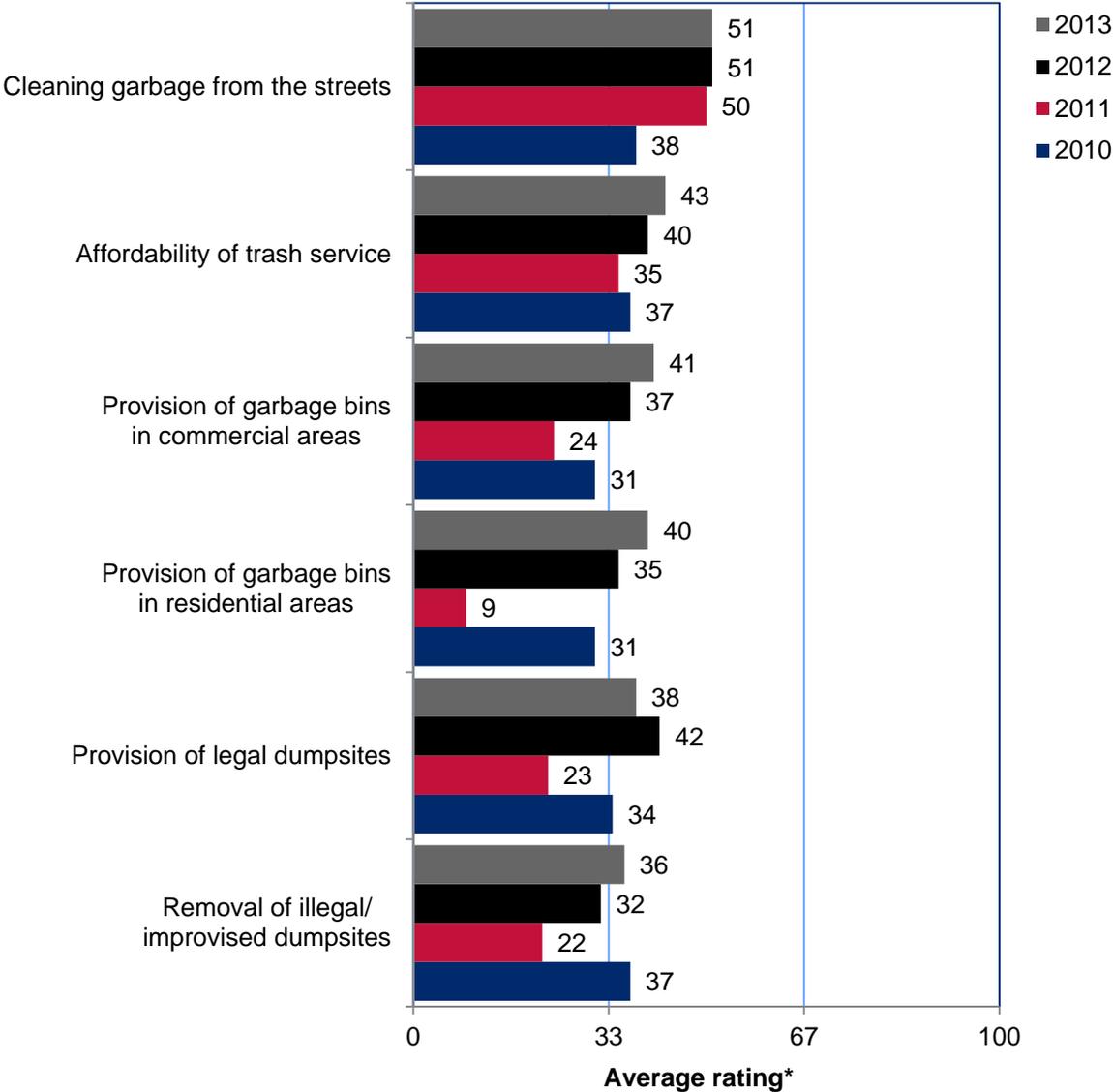
Quality ratings for municipal government trash services in Bazarak were mixed in 2013. While many thought each service was good, many others gave poor ratings. Cleaning garbage from city streets was rated as excellent or good by about half of respondents and provision of garbage bins in commercial and residential areas and removal of improvised dumpsites were rated as excellent or good by about 4 in 10. Provision of legal dumpsites was thought to be excellent or good by only about 3 in 10 residents. These ratings were mostly better in 2010 than 2013, ratings removal of improvised dumpsites were similar between these years.

**FIGURE 86: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES, 2013**

	Excellent	Good	Fair	Poor	Average rating*
Cleaning garbage from the streets	13%	39%	35%	13%	51
Affordability of trash service	9%	29%	46%	17%	43
Provision of garbage bins in commercial areas	8%	31%	36%	24%	41
Provision of garbage bins in residential areas	8%	34%	29%	28%	40
Provision of legal dumpsites	10%	18%	48%	25%	38
Removal of illegal/improvised dumpsites	2%	43%	17%	38%	36

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

**FIGURE 87: QUALITY OF MUNICIPAL GOVERNMENT TRASH SERVICES COMPARED BY YEAR**

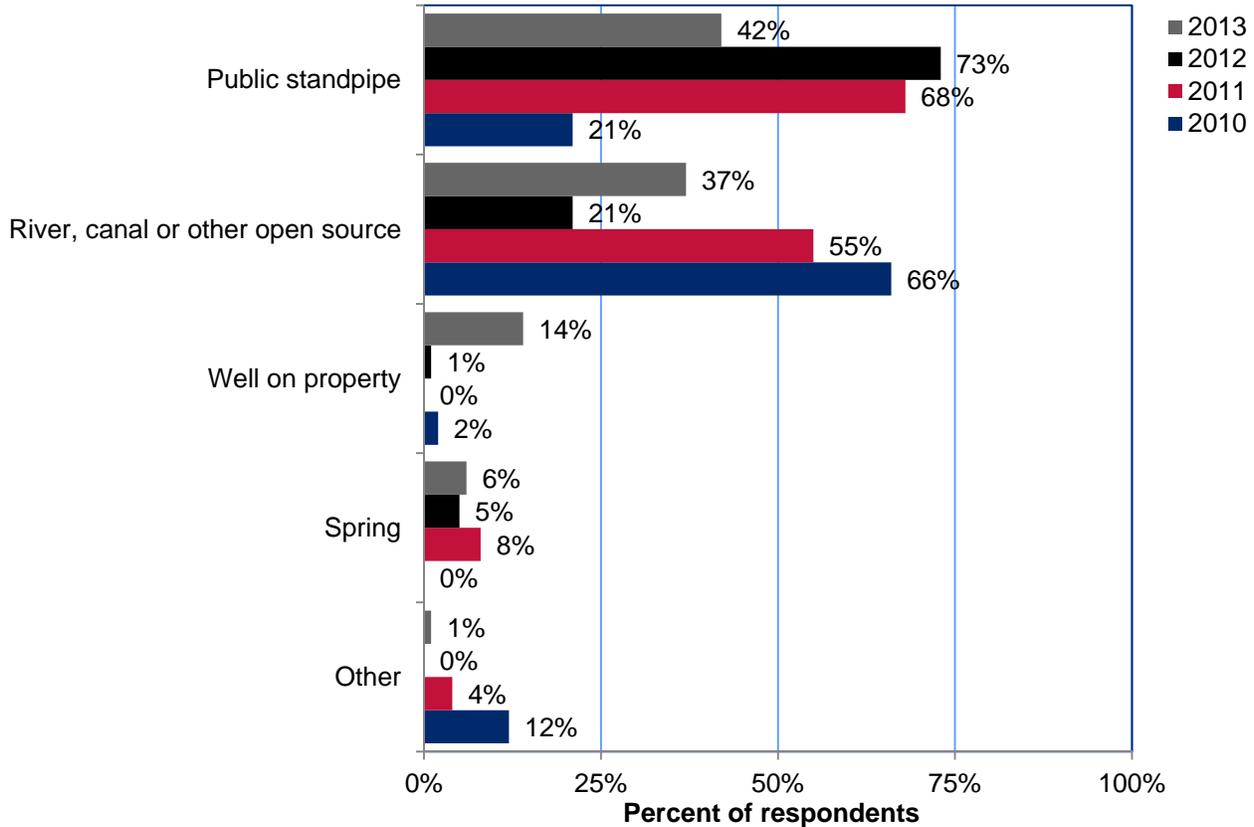


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent.

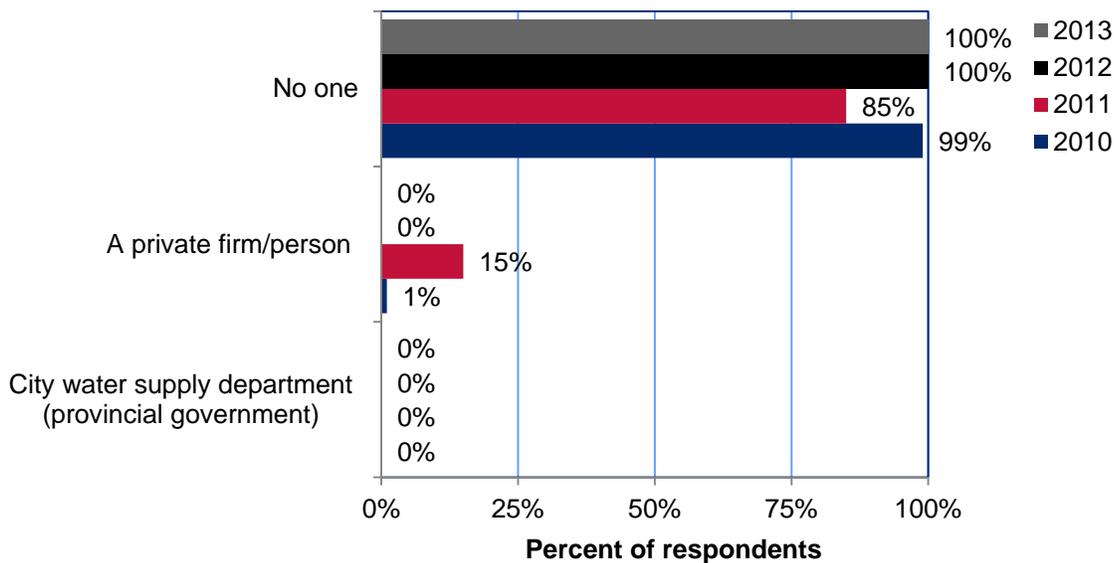
# WATER

While many residents switched from using a river, canal or other open source to using a public standpipe for their drinking water in 2012, in 2013 many of these reverted to using an open source or started using a private well. In 2013, 42% of residents in the city of Bazarak received their drinking water from a public standpipe, 37% used a river, canal or other open source and 14% used a well on their property. Residents said they did not pay for their drinking water in 2013.

**FIGURE 88: DRINKING WATER SOURCES COMPARED BY YEAR**

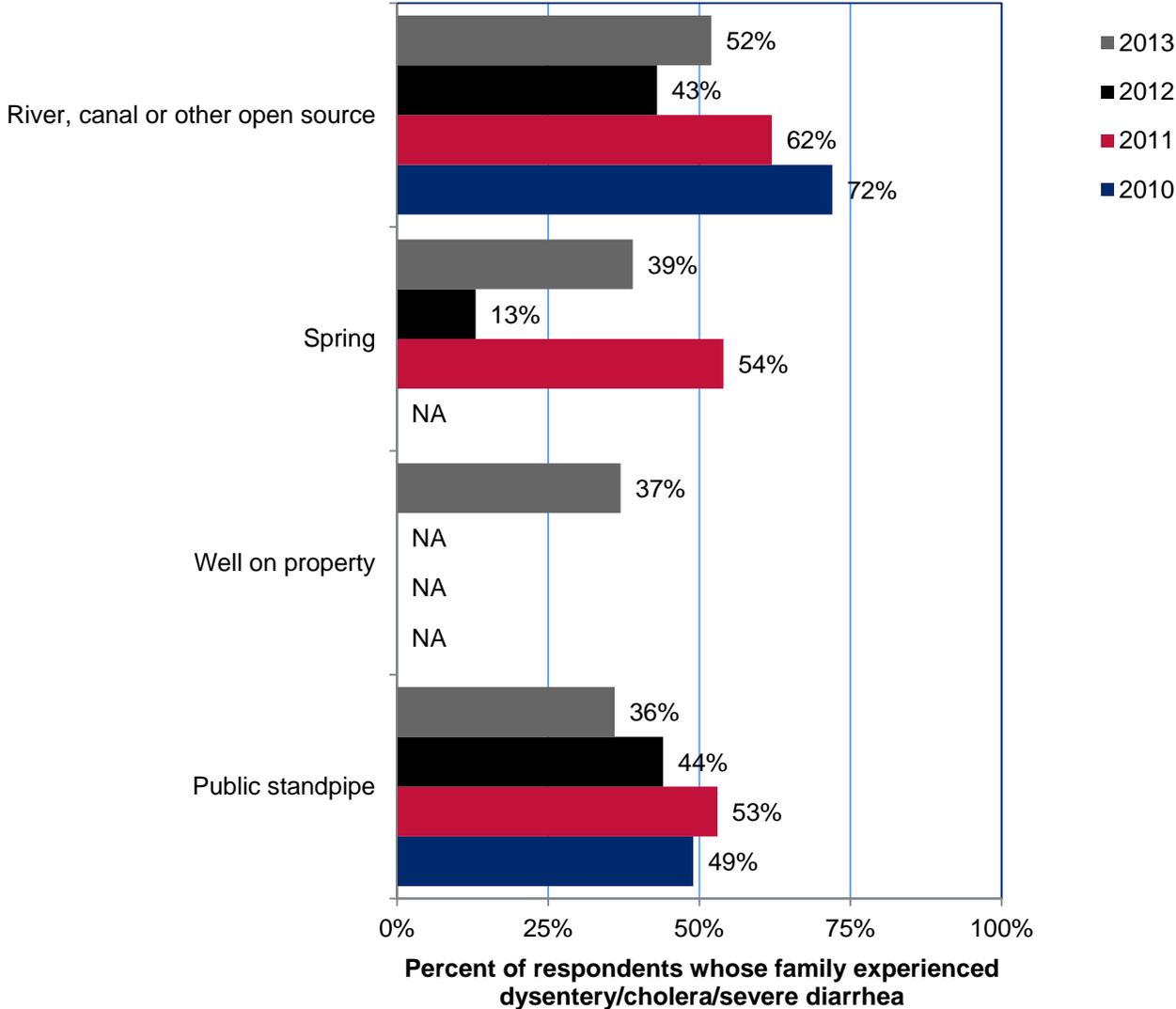


**FIGURE 89: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



Waterborne illnesses were still an issue for many residents of Bazarak in 2013, regardless of whether they used a public standpipe or an open water source. The incidence of illnesses was highest among users of rivers, canals or other open sources, and while this decreased from 72% in 2010, it remained high at 52% in 2013. Incidence of illnesses among users of public standpipes decreased between 2011 and 2013, and had the lowest incidence at 36% of families in that year.

**FIGURE 90: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR**

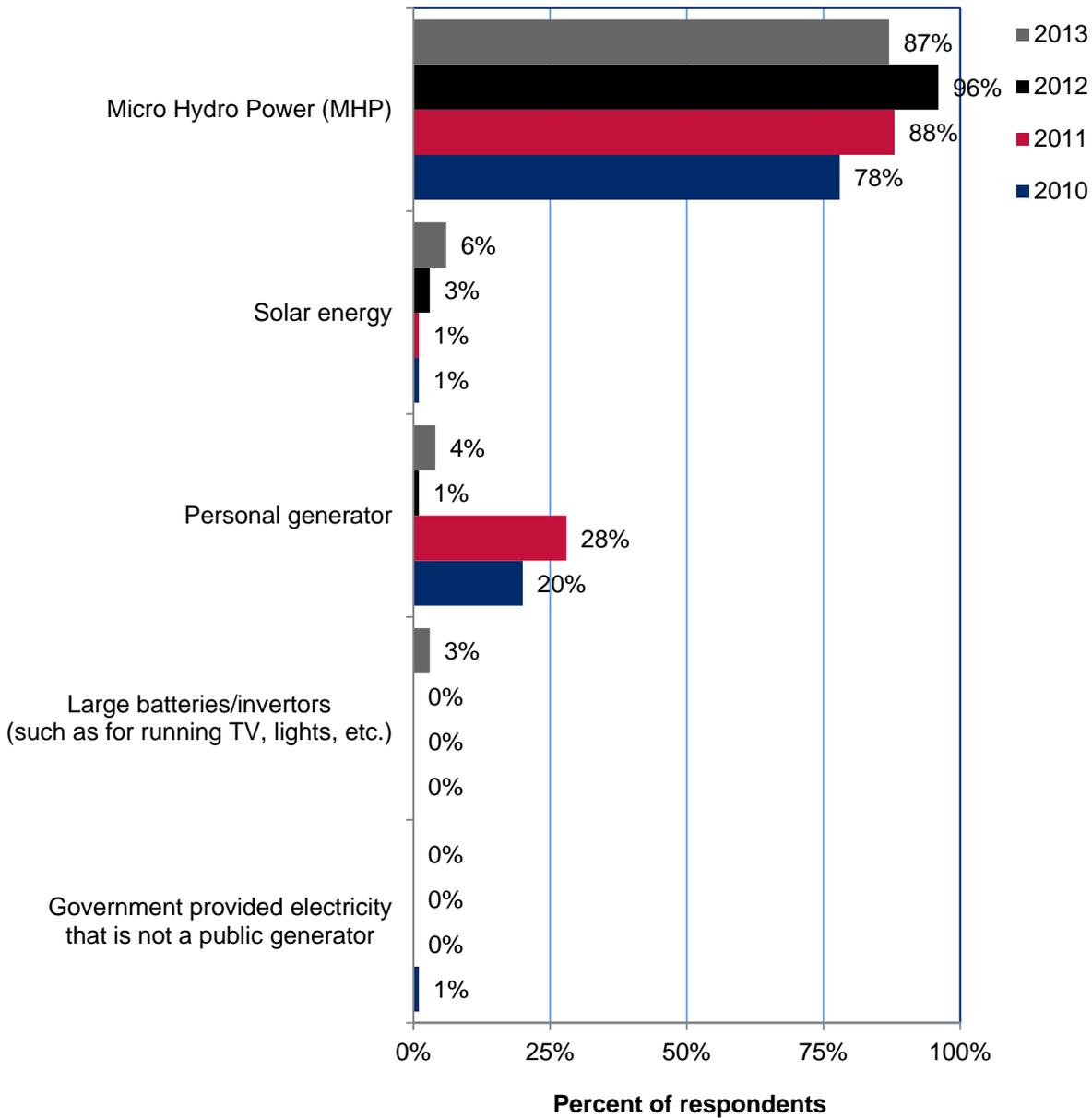


*Incidence is shown only if at least 5% used the source.*

# ELECTRICITY

Micro Hydro Power (MHP) was the largest source of electricity for residents of Bazarak in 2013 and all survey years. Use of this energy source rose steadily between 2010 and 2012 and dipped in 2013. Use of personal generators, solar energy and large batteries rose from 2012 to 2013.

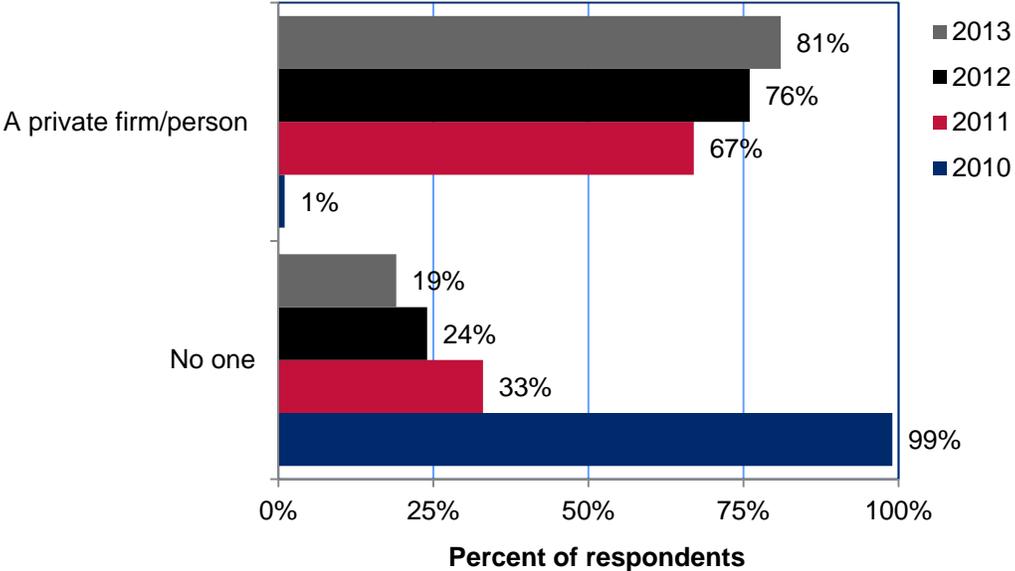
FIGURE 91: ELECTRICITY SOURCES COMPARED BY YEAR



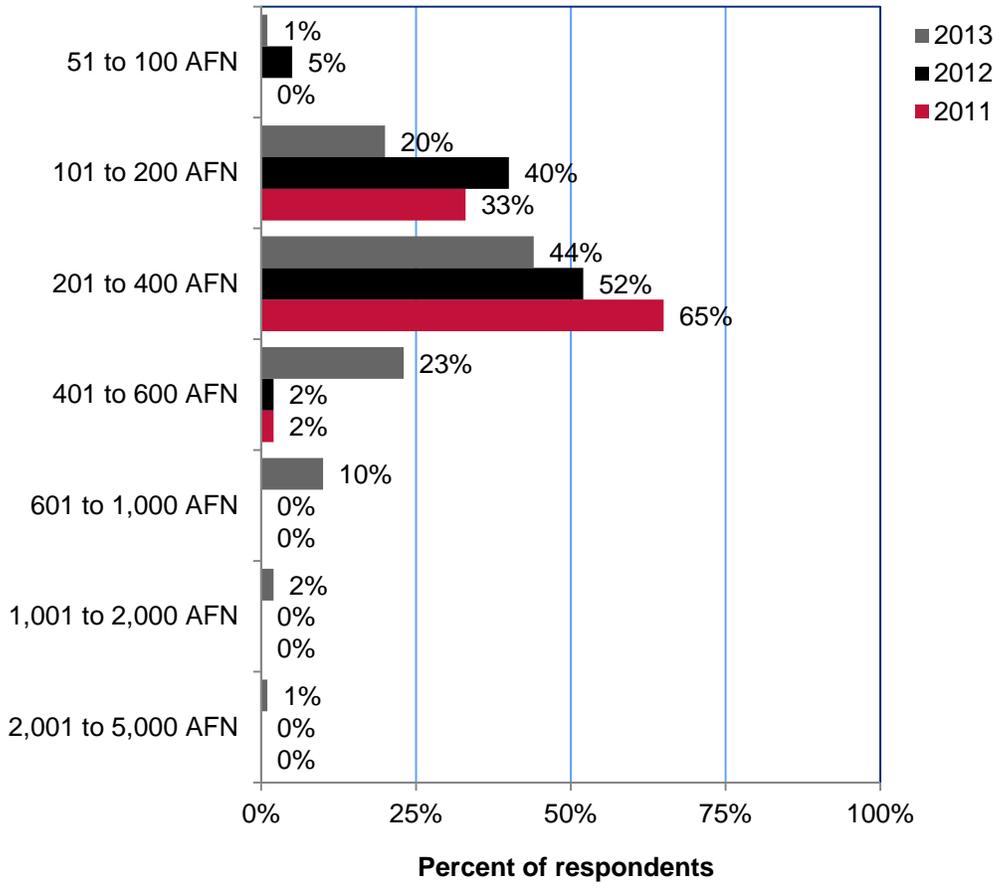
In 2013, about 8 in10 residents paid a private party for their electricity and the remainder did not pay anyone. Of those paying in 2013, about two-thirds paid 400 AFN or less per month and one-third paid 401 AFN or more. Cost of electricity, on average was higher in 2013 than in previous years.

Those who used MHP and were paying a private firm for the service were participating in the National Solidarity Program or other programs working to supply electricity. Participants pay a fixed amount to a skilled person who has been assigned by citizens for project maintenance and day to day operations.

**FIGURE 92: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



**FIGURE 93: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR**

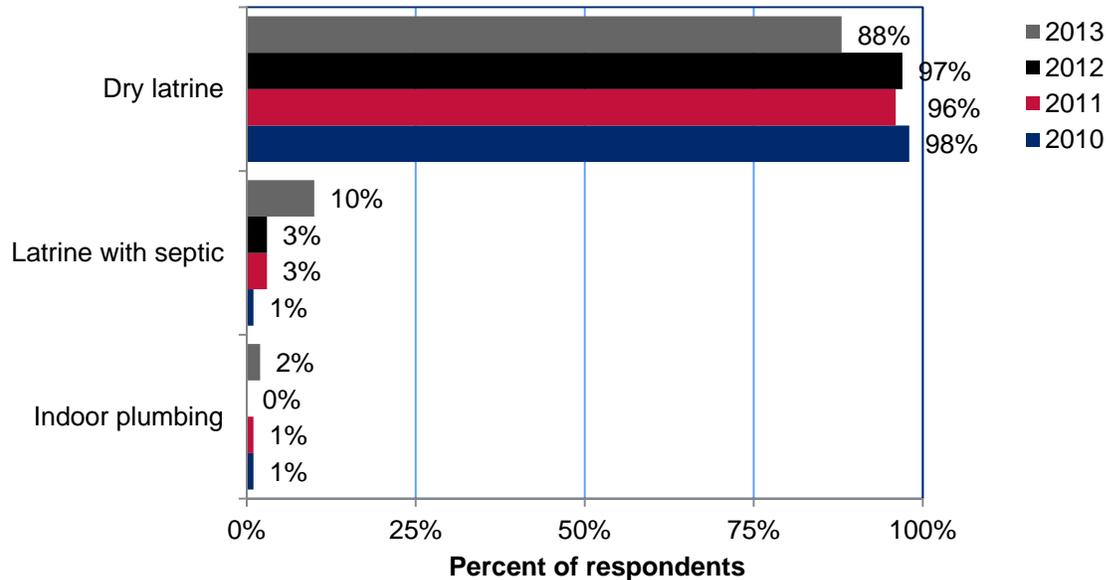


## ROADS, DRAINAGE AND SANITATION

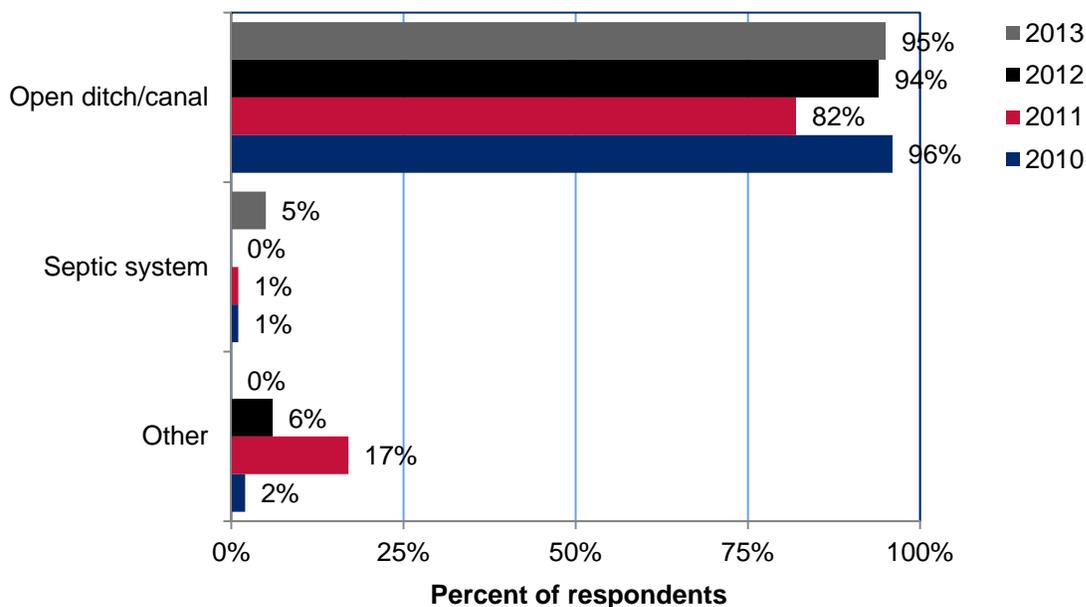
In Bazarak in 2013, like previous years, almost all residents had a dry latrine in their home (88%); though a few more had a latrine with septic (10%) compared to prior survey years. For waste water drainage, virtually all residents used an open ditch or canal (95% in 2013). The proportion of those using septic for drainage also increased in 2013, but only 5% of households used this system.

While the survey question did not specify that the waste water was gray water (rain water and water from sinks, but not toilets), it is presumed that this was understood by the respondents, as it is generally known and accepted that open ditches and canals are not used for toilet waste water.

**FIGURE 94: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 95: TYPE OF DRAINAGE FOR WASTE WATER**



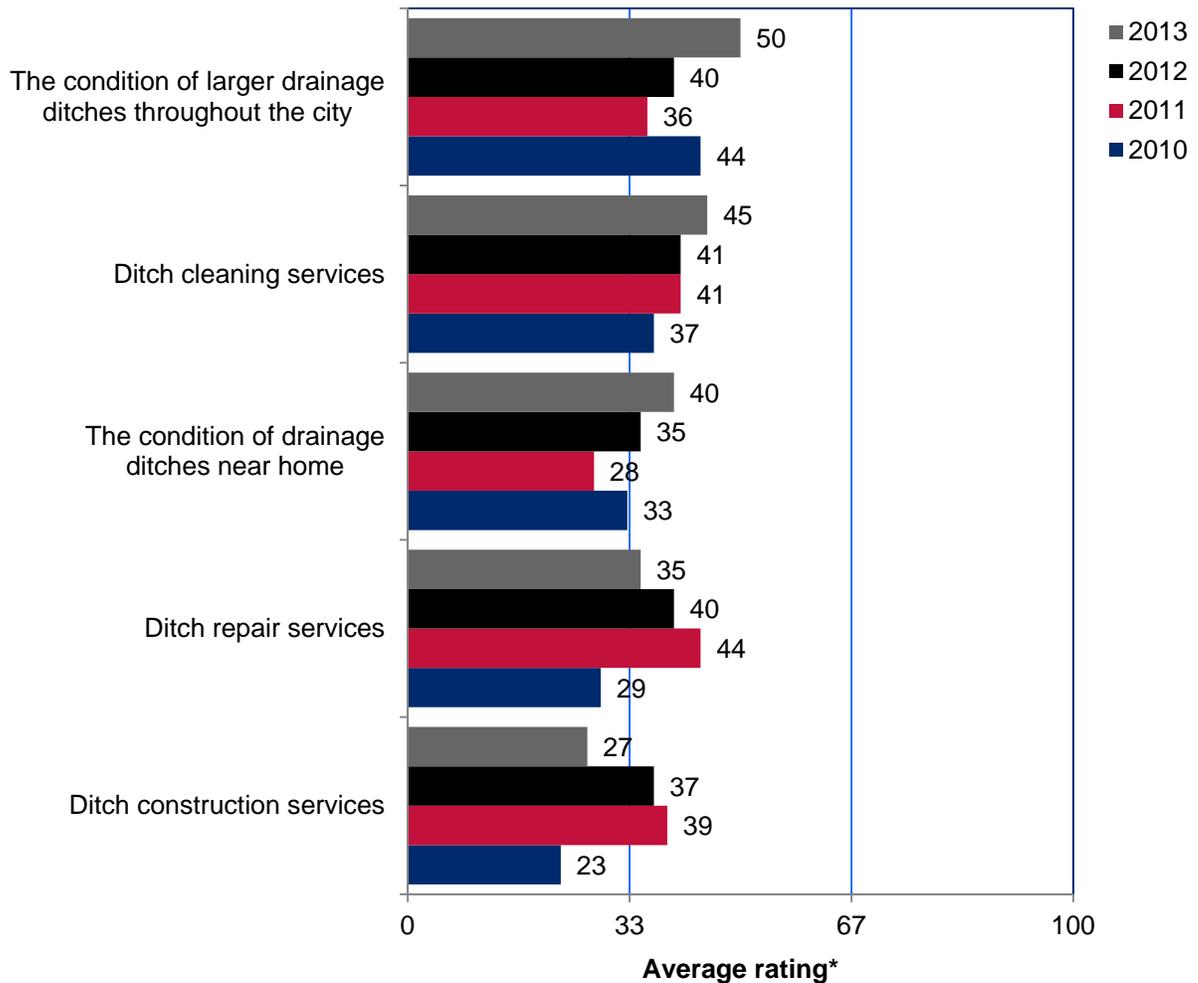
Ratings for quality of municipal government drainage and drainage services varied in 2013. The condition of larger drainage ditches throughout the city were rated higher in 2013 than previous survey years, as were ditch cleaning services and the condition of drainage ditches near home. However, ditch repair services and ditch constructions services were rated lower than in recent years. In 2013, 6 in 10 respondents thought condition of larger drainage ditches throughout the city was good or better and 5 in 10 thought the condition of drainage ditches near home was good or better. Less than half thought ditch repair and construction services were good.

**FIGURE 96: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2013**

	Excellent	Good	Fair	Poor	Average rating*
The condition of larger drainage ditches throughout the city	6%	54%	23%	17%	50
Ditch cleaning services	3%	47%	31%	19%	45
The condition of drainage ditches near home	3%	48%	15%	34%	40
Ditch repair services	2%	32%	36%	30%	35
Ditch construction services	2%	22%	33%	44%	27

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

**FIGURE 97: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR**



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

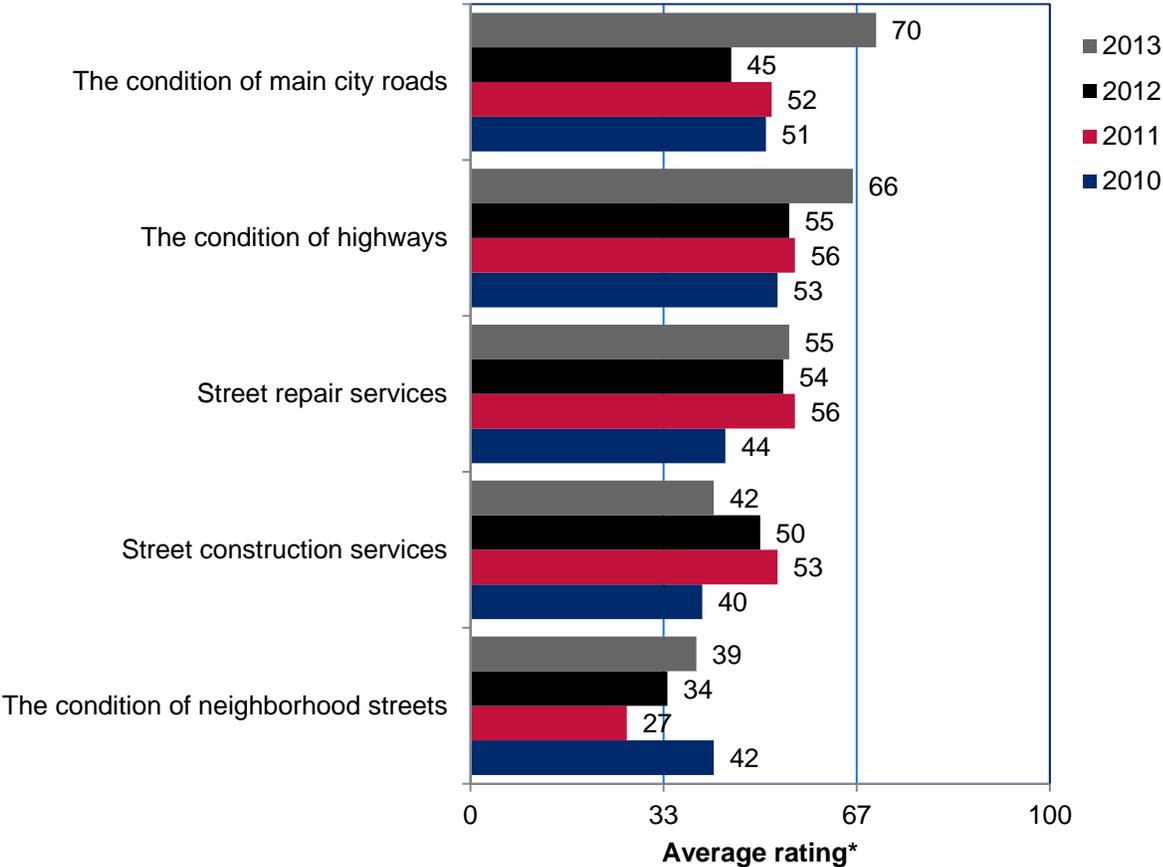
Residents in Bazarak generally thought positively of their city roads and road services. Most rated the condition of main city roads and highway conditions as excellent or good, and ratings for these items increased from 2012 to 2013. The majority of ratings for street repair were also excellent or good, as was the case in 2012. Ratings for the condition of neighborhood streets improved from 2012, but more than half rated it as fair or poor. Only ratings of street construction services fell in 2013.

**FIGURE 98: QUALITY OF CITY ROADS AND ROAD SERVICES, 2013**

	Excellent	Good	Fair	Poor	Average rating*
The condition of main city roads	26%	58%	15%	1%	70
The condition of highways	23%	54%	20%	3%	66
Street repair services	17%	41%	30%	12%	55
Street construction services	10%	37%	23%	30%	42
The condition of neighborhood streets	1%	44%	24%	31%	39

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

**FIGURE 99: 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

Very few residents were aware of any parks in Bazarak, as was true in in all survey years. As so few knew of any parks, only ratings of children's parks were given, and ratings were mixed, with most saying they were good or poor.

**FIGURE 100: 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	2013
Teen/adult parks	Yes close	2%	3%	2%	0%
	None close but some further away	9%	6%	12%	0%
	Aware of no parks	88%	90%	86%	100%
Women's parks	Yes close	0%	0%	3%	0%
	None close but some further away	5%	5%	11%	0%
	Aware of no parks	95%	95%	86%	100%
Children's playgrounds	Yes close	3%	1%	4%	7%
	None close but some further away	7%	13%	12%	2%
	Aware of no parks	89%	86%	84%	91%

Very few respondents (6%) had visited a park in Bazarak.

**FIGURE 101: QUALITY OF PARKS, 2013**

	Excellent	Good	Fair	Poor	Average rating*
Children's playgrounds	15%	37%	30%	19%	49

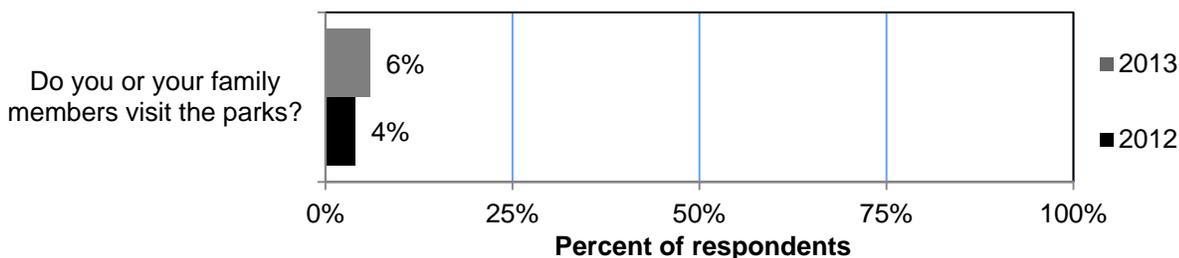
*Asked only if aware of parks.*

**FIGURE 102: QUALITY OF PARKS COMPARED BY YEAR**

	2010	2011	2012	2013
Children's playgrounds	50	17	45	49

*\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent. Asked only if aware of parks.*

**FIGURE 103: PARKS VISITED BY HOUSEHOLD MEMBERS COMPARED BY YEAR**



# MARKET

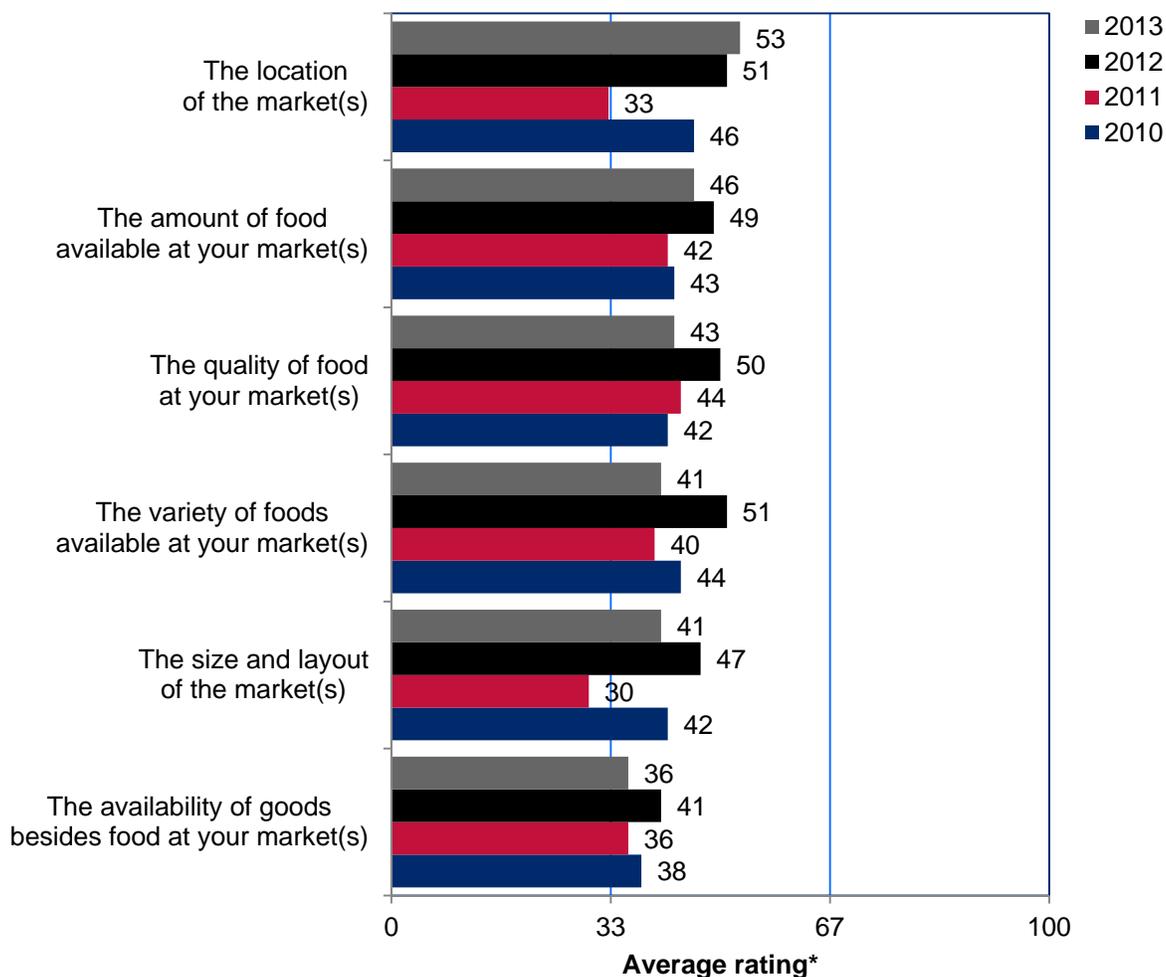
On average, Bazarak residents gave their market(s) a rating that fell between “good” and “fair”. A majority of respondents indicated that the location of market(s) was good. However, most residents rated the amount, variety and quality of food, the size and layout of markets and the availability of non-food goods as fair or poor. Ratings of the location of the market(s) improved from 2010 to 2013, but all other ratings were similar between 2010 and 2013.

**FIGURE 104: QUALITY OF CITY MARKET, 2013**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	5%	58%	27%	10%	53
The amount of food available at your market(s)	3%	45%	39%	13%	46
The quality of food at your market(s)	4%	42%	32%	22%	43
The size and layout of the market(s)	2%	30%	56%	12%	41
The variety of foods available at your market(s)	3%	34%	48%	16%	41
The availability of goods besides food at your market(s)	2%	33%	37%	28%	36

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

**FIGURE 105: QUALITY OF CITY MARKET COMPARED BY YEAR**



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

Families were able to afford certain types of food more than others. Cooking oil, sugar and tea and flour were affordable to almost all families in Bazarak. The proportion that could afford of cereal as often as they wanted dropped from 93% in 2010 to 74% in 2013, while the proportion that could afford of vegetables as often as they wanted increased from 7% in 2010 to 53% in 2013. In all survey years, meat and fruit could not be accessed as frequently as most residents would have preferred.

**FIGURE 106: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR**

<b>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?</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
Cooking oil	As often as we want	93%	100%	95%	99%
	Not as often as we want	7%	0%	4%	1%
	Only rarely	1%	0%	1%	0%
	Never	0%	0%	0%	0%
Sugar, tea	As often as we want	93%	100%	96%	99%
	Not as often as we want	7%	0%	3%	1%
	Only rarely	0%	0%	1%	0%
	Never	0%	0%	0%	0%
Flour	As often as we want	93%	100%	86%	98%
	Not as often as we want	6%	0%	13%	2%
	Only rarely	0%	0%	0%	0%
	Never	0%	0%	0%	0%
Cereal	As often as we want	92%	87%	83%	74%
	Not as often as we want	7%	13%	15%	23%
	Only rarely	1%	0%	2%	3%
	Never	0%	0%	0%	0%
Vegetables	As often as we want	7%	27%	47%	53%
	Not as often as we want	66%	70%	51%	32%
	Only rarely	25%	2%	2%	15%
	Never	2%	0%	0%	0%
Fruit	As often as we want	23%	24%	32%	23%
	Not as often as we want	70%	75%	67%	61%
	Only rarely	5%	1%	1%	16%
	Never	1%	0%	0%	0%
Meat	As often as we want	7%	8%	30%	5%
	Not as often as we want	76%	82%	68%	77%
	Only rarely	16%	10%	2%	18%
	Never	2%	0%	0%	0%

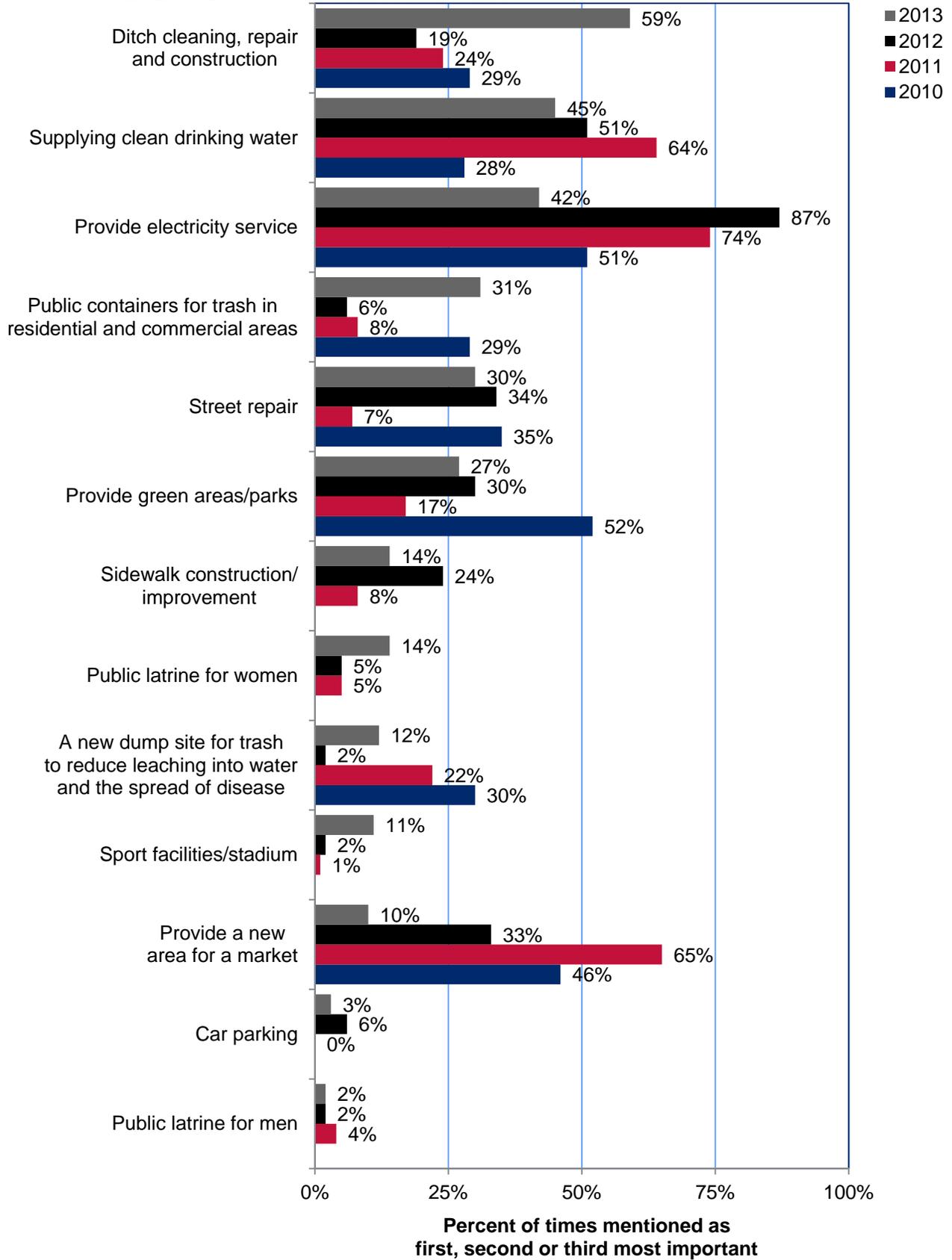
## SERVICE PRIORITIES

In 2013, residents of Bazarak rated ditch services (cleaning, repair and construction), supplying clean drinking water and electricity provision as the most important for the municipal government to provide. Ditch services were a priority for a larger proportion of residents in 2013 than in 2012, and water and electricity were a priority for fewer residents in 2013 than in 2012.

**FIGURE 107: MUNICIPAL SERVICE PRIORITIES, 2013**

<b>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 municipal government to provide.</b>	<b>Most important</b>	<b>Second most important</b>	<b>Third most important</b>	<b>Not in top three</b>
Ditch cleaning, repair and construction	29%	21%	9%	41%
Supplying clean drinking water	9%	24%	12%	55%
Provide electricity service	7%	13%	22%	58%
Public containers for trash in residential and commercial areas	25%	3%	2%	69%
Street repair	12%	12%	6%	70%
Provide green areas/parks	3%	10%	14%	73%
Sidewalk construction/improvement	1%	4%	9%	86%
Public latrine for women	1%	3%	10%	86%
A new dump site for trash to reduce leaching into water and the spread of disease	9%	2%	1%	88%
Sport facilities/stadium	0%	1%	9%	89%
Provide a new area for a market	3%	4%	3%	90%
Car parking	1%	1%	2%	97%
Public latrine for men	0%	0%	1%	98%

**FIGURE 108: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**



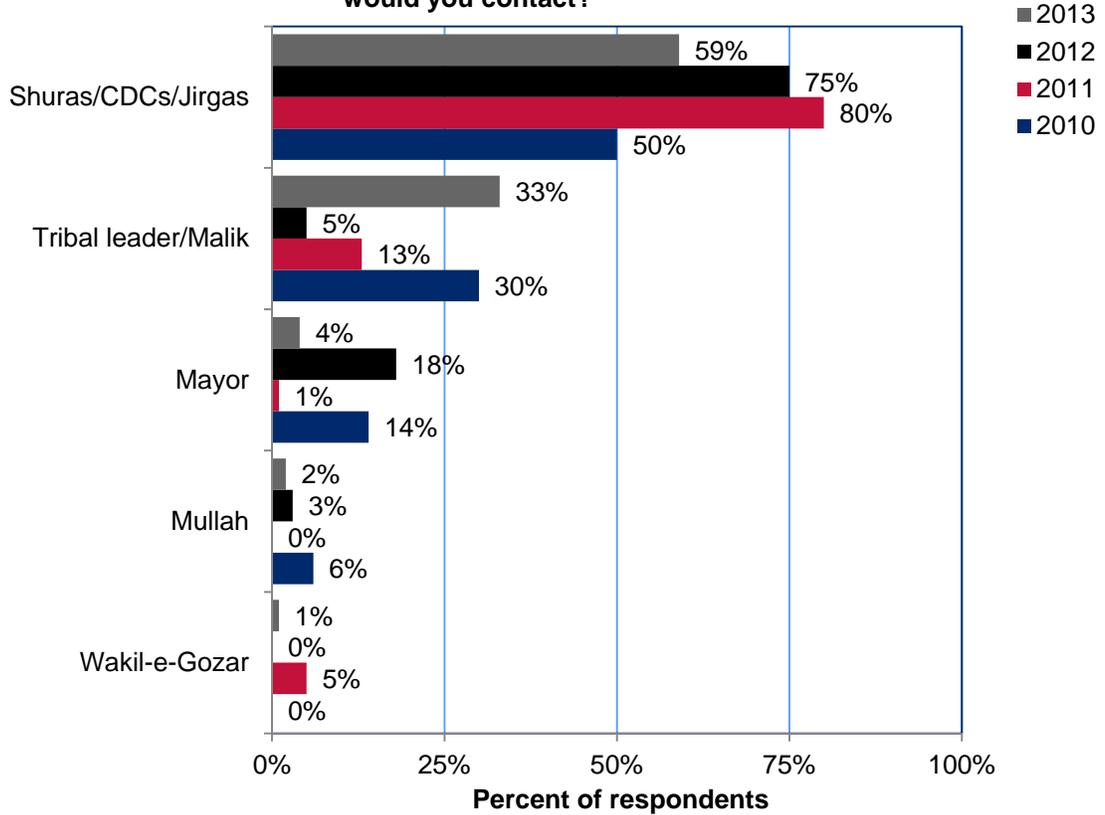
\* Car parking, sidewalk construction/improvement, sport facilities/stadium, public latrine for men and public latrine for women were not included as options in the 2010 survey.

# GOVERNANCE

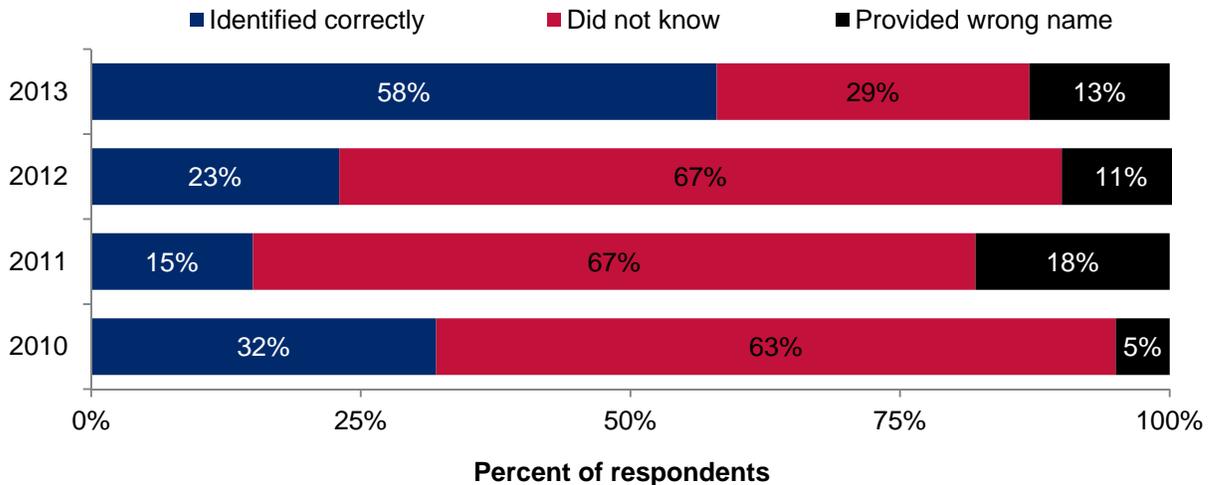
Residents were most likely to contact Shuras, CDCs or Jirgas if they had a problem with the municipal government (59%), but this proportion fell from 2012 to 2013. Those residents who would contact the tribal leader or Malik sharply increased from 2012 to 2013. The proportion who would contact the mayor fell from 18% to only 4%, though the percentage who could correctly identify this official sharply increased in 2013 (from 23% in 2012 to 58% in 2013).

**FIGURE 109: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR**

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

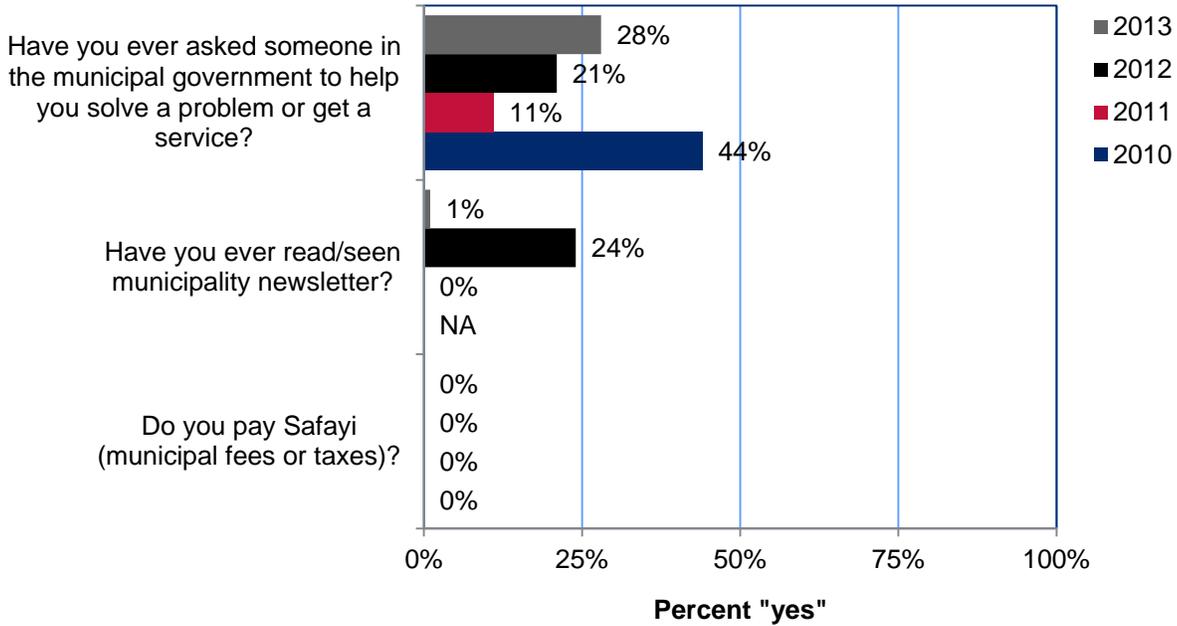


**FIGURE 110: IDENTIFICATION OF MAYOR COMPARED BY YEAR**



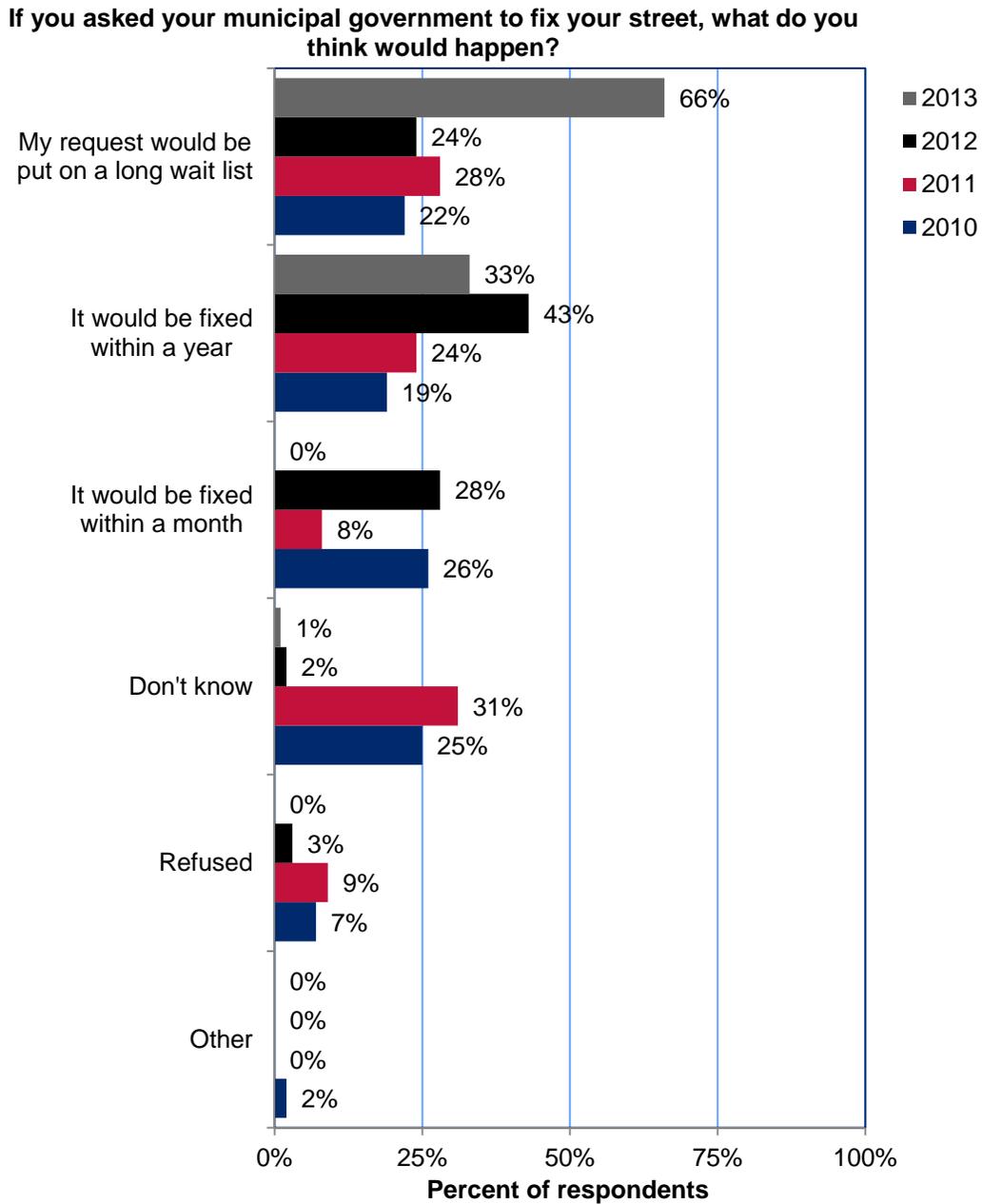
A larger proportion of respondents in 2013 than in 2012 indicated that they had asked someone in the municipal government for help at some point the past, continuing the upward trend from 2011. In 2013, fewer residents reported they had seen or read a municipal newsletter than in 2012. As in past years, in 2013 no respondents said they paid Safayi taxes in Bazarak.

**FIGURE 111: CONTACT WITH MUNICIPAL GOVERNMENT COMPARED BY YEAR**



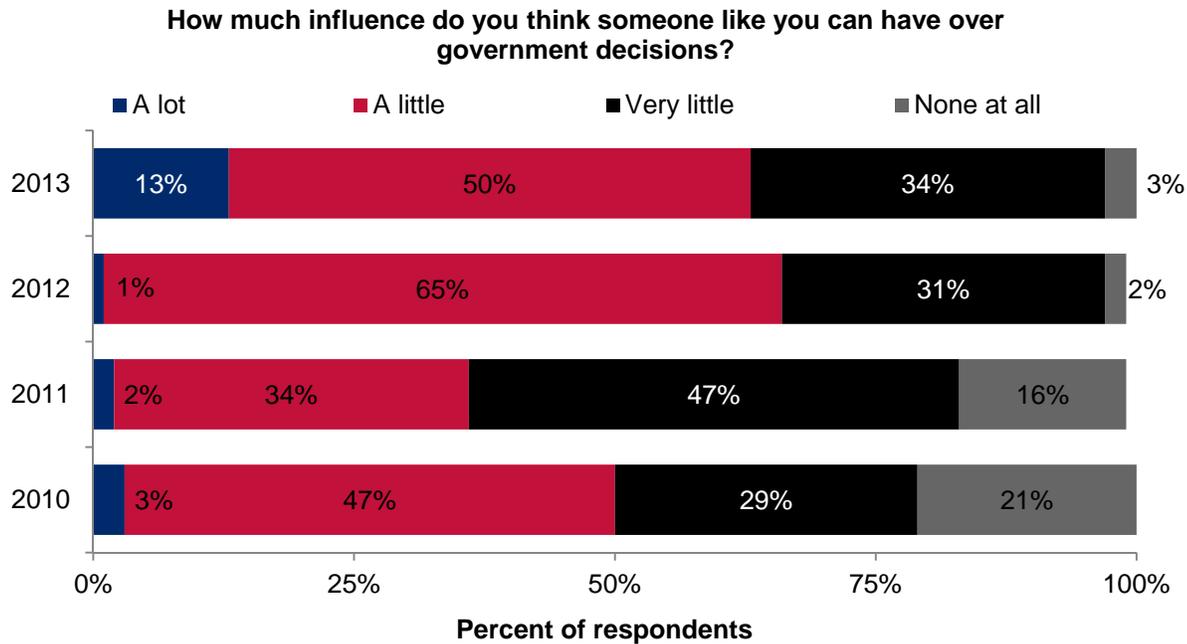
While about one-third of Bazarak residents thought a request to fix their street would be addressed within a year, most thought it would end up on a long waitlist. These results were different from 2012, when more respondents perceived that a street would be fixed within a year or even a month.

**FIGURE 112: PERCEIVED LENGTH OF TIME FOR THE MUNICIPAL GOVERNMENT TO ATTEND TO A REQUEST COMPARED BY YEAR**

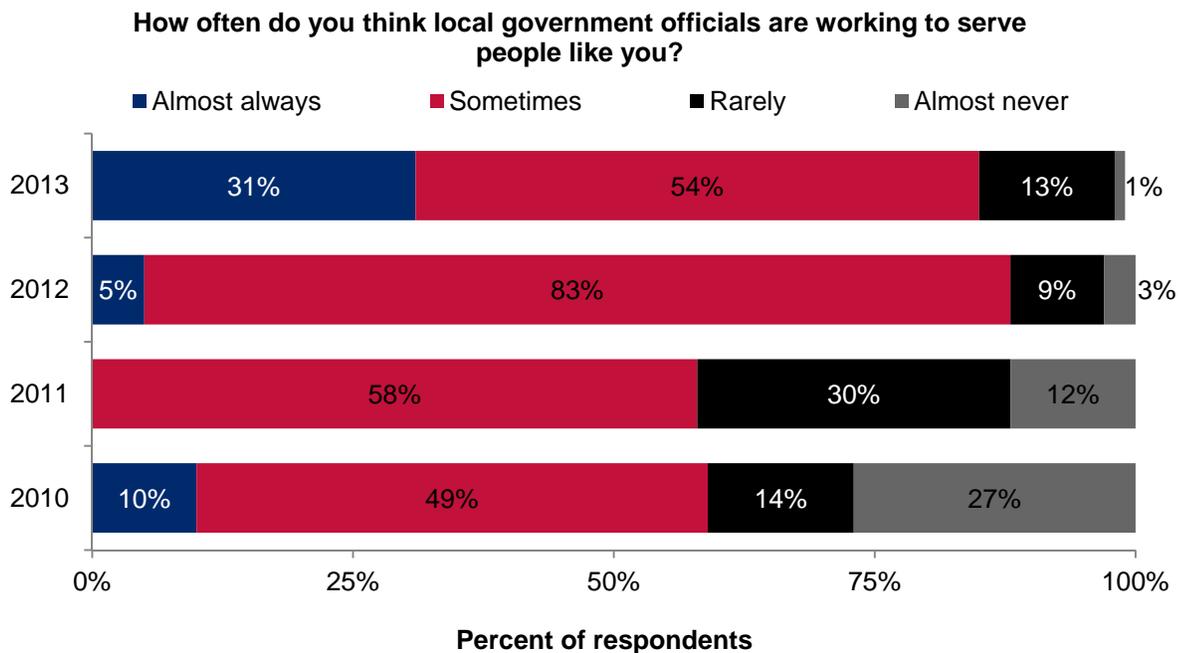


In 2013, 63% of respondents thought they could have at least a little influence over local government decisions. Thirty-one percent of residents thought the local government almost always worked to serve people like them, and 54% thought the local government at least some of the time worked to serve them. More people in 2013 thought they could have a lot of influence and thought local officials were almost always working to benefit residents, than in any of the past years.

**FIGURE 113: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 114: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



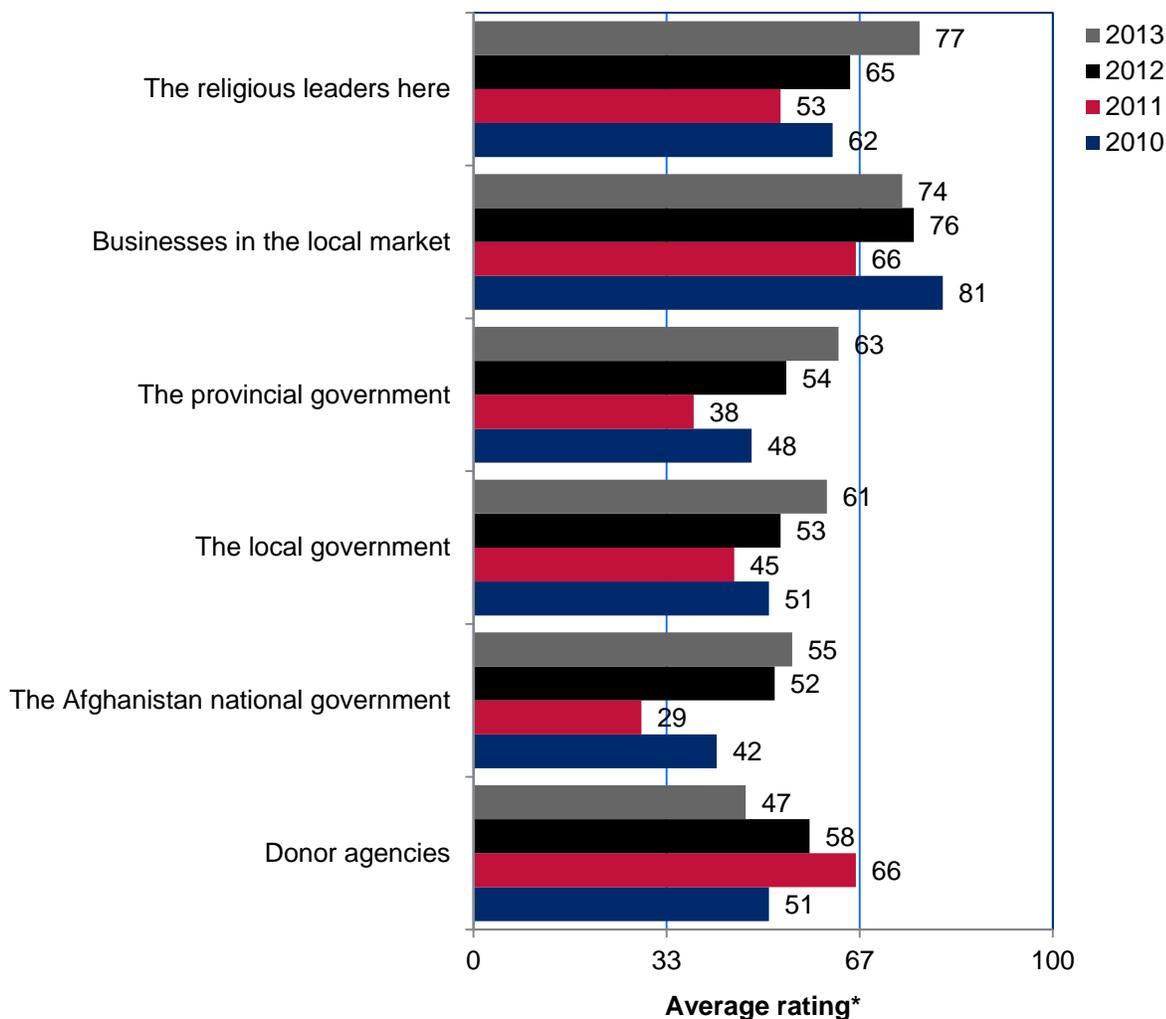
Religious leaders and representatives in the local business markets were the most trusted representatives among residents of Bazarak in 2013. Trust in donor agencies declined from 2012, even farther from the high in 2011. Trust in the local, provincial and national government increased from 2010 to 2013.

**FIGURE 115: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2013**

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*
The religious leaders here	49%	37%	12%	2%	77
Businesses in the local market	34%	57%	9%	1%	74
The provincial government	23%	46%	27%	4%	63
The local government	19%	50%	28%	3%	61
The Afghanistan national government	18%	36%	36%	9%	55
Donor agencies	15%	31%	36%	19%	47

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

**FIGURE 116: 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

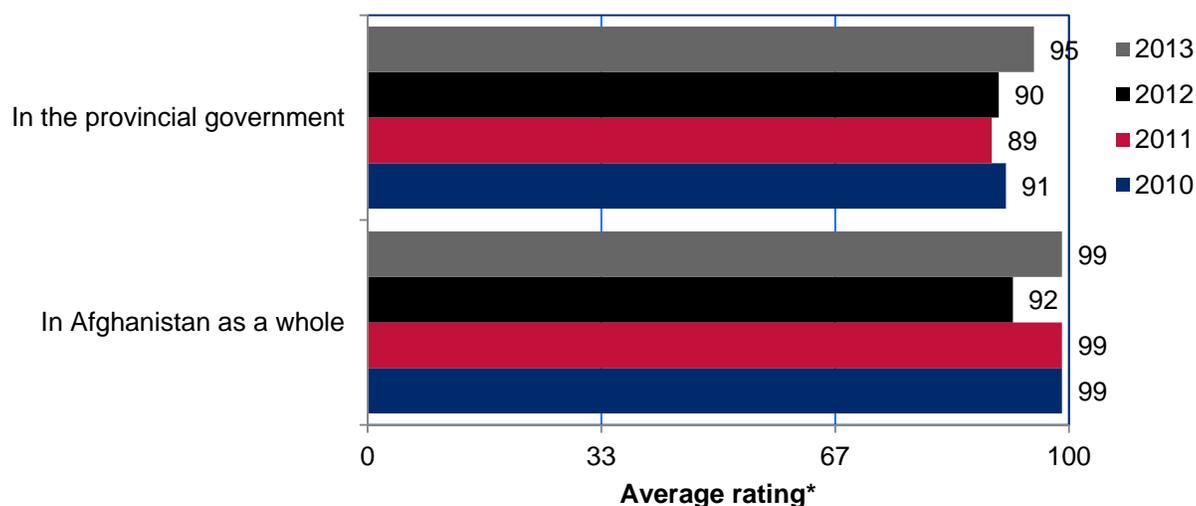
Virtually all respondents from Bazarak indicated that corruption in the provincial government and Afghanistan as a whole was a major problem. Eighty-seven percent of residents thought that corruption in Afghanistan as a whole had increased in the year prior to the 2013 survey, which was more than in previous survey years; and 64% thought corruption had increased in the provincial government.

**FIGURE 117: LEVEL OF CORRUPTION, 2013**

<b>Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.</b>	<b>Major Problem</b>	<b>Minor Problem</b>	<b>Not a Problem</b>	<b>Average rating*</b>
In the provincial government	90%	10%	0%	95
In Afghanistan as a whole	99%	1%	0%	99

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

**FIGURE 118: LEVEL OF CORRUPTION COMPARED BY YEAR**



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

**FIGURE 119: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR**

<b>Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?</b>		<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
In Afghanistan as a whole	Increased	75%	57%	84%	87%
	Stayed the same	20%	38%	16%	12%
	Decreased	5%	5%	0%	1%
In the provincial government	Increased	65%	38%	32%	64%
	Stayed the same	29%	47%	66%	33%
	Decreased	6%	15%	1%	3%

In 2013, officials from the municipality were in contact with Bazarak residents more frequently than officials from other government agencies; 33% of residents had contact with municipal officials compared to as many as 24% with public healthcare officials and as few as 8% with the customs office.

Requests for cash, gifts or favors in Bazarak continued to be rare for residents who had contacted government officials. Most respondents indicated that they were not asked to give cash, a gift or perform a favor regardless of the type of official that they contacted. While still rare, requests for gifts, cash or a favor increased for respondents who had contacted government officials in the municipality, in the Afghan National Army, in the customs office, in the judiciary.

**FIGURE 120: PERCENT WHO HAD CONTACT WITH GOVERNMENT OFFICIALS COMPARED BY YEAR**

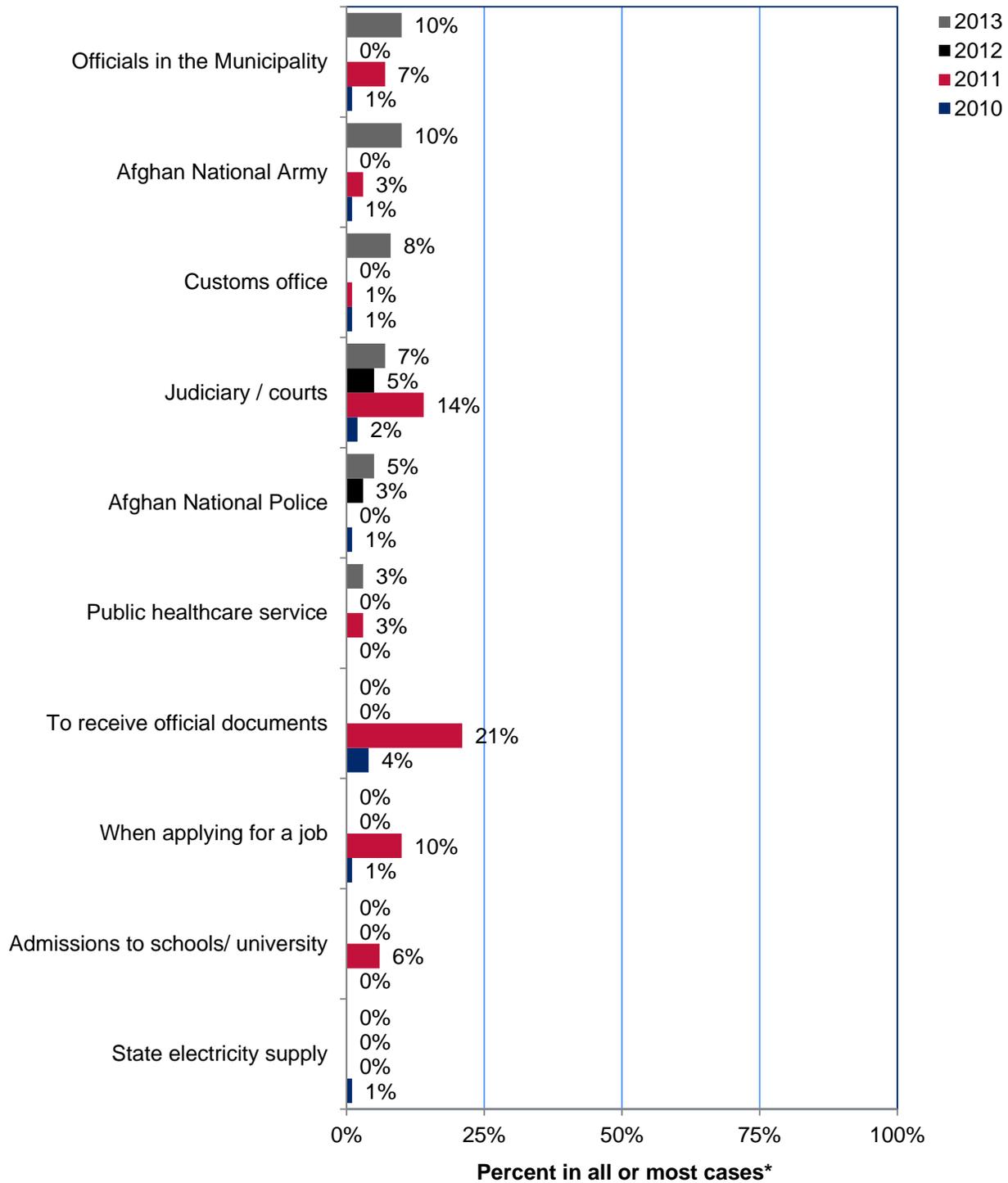
	2010	2011	2012	2013
Officials in the Municipality	67%	54%	13%	33%
Public healthcare service	54%	39%	9%	24%
Afghan National Police	61%	40%	10%	24%
When applying for a job	55%	42%	9%	22%
To receive official documents	56%	39%	11%	18%
Admissions to schools/ university	55%	39%	11%	18%
Judiciary / courts	54%	40%	7%	15%
State electricity supply	49%	26%	6%	13%
Afghan National Army	54%	33%	7%	13%
Customs office	54%	29%	13%	8%

**FIGURE 121: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2013**

<b>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?*</b>	<b>In all cases</b>	<b>Most cases</b>	<b>Isolated cases</b>	<b>No cases</b>
Afghan National Army	0%	10%	23%	68%
Customs office	0%	8%	24%	68%
Officials in the Municipality	1%	9%	17%	73%
Judiciary / courts	7%	0%	20%	74%
Afghan National Police	3%	3%	22%	73%
Public healthcare service	0%	3%	7%	90%
State electricity supply	0%	0%	10%	90%
When applying for a job	0%	0%	9%	91%
To receive official documents	0%	0%	5%	95%
Admissions to schools/ university	0%	0%	0%	100%

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

**FIGURE 122: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



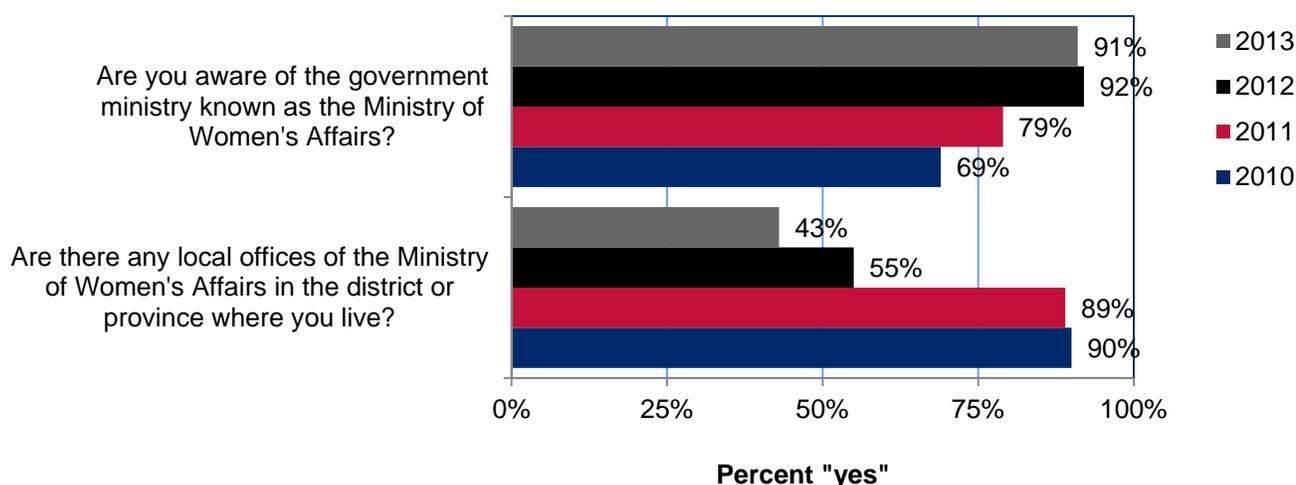
*\* Only for those who had contact with Government Official*

# WOMEN IN SOCIETY

Almost all Bazarak respondents were aware of the Ministry of Women’s Affairs and just under half of those who had heard of the Ministry believed there was a local office in their district or province. Awareness of the Ministry grew from 2010 to 2013, while knowledge of any local offices declined.

In 2013, almost all women and most men in the city strongly agreed that women should have equal opportunities in education. While almost all women strongly agreed with equal opportunities for women in government, only about 44% of men did. Support from women for women having equal opportunities in education and government improved from 2010 to 2013. Support by men for women’s equal opportunity in education improved from 2010 to 2013, but support by men for women’s equal opportunity in government fell over these years.

**FIGURE 123: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR**

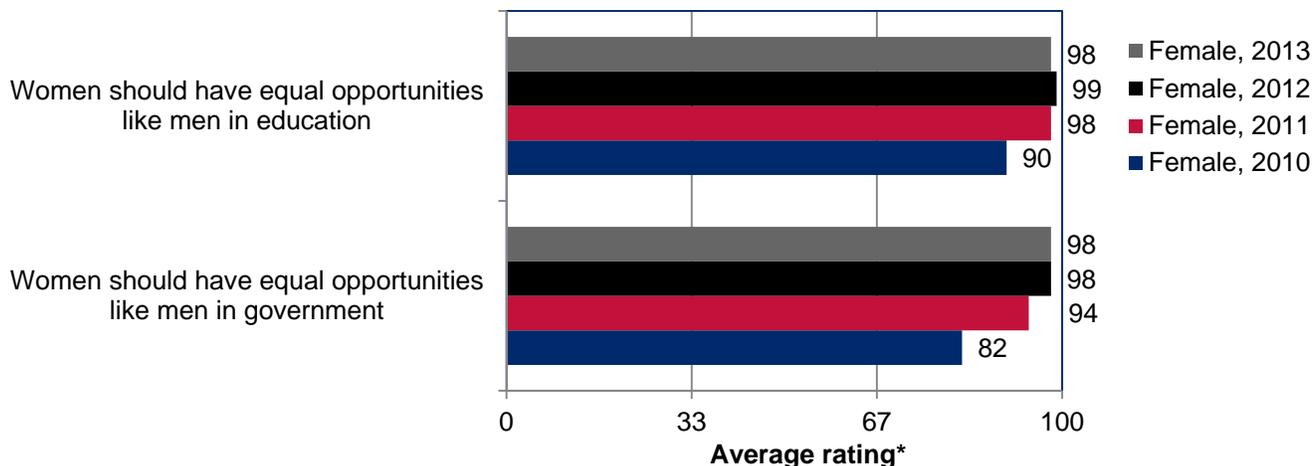


**FIGURE 124: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2012**

Do you strongly agree, agree or disagree or strongly disagree with this opinion?		Male	Female
Some people say that women should have equal opportunities like men in education.	Strongly agree	72%	97%
	Agree somewhat	18%	3%
	Disagree somewhat	3%	0%
	Strongly disagree	7%	1%
	Average rating*	85	98
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	44%	96%
	Agree somewhat	35%	3%
	Disagree somewhat	8%	0%
	Strongly disagree	13%	1%
	Average rating*	70	98

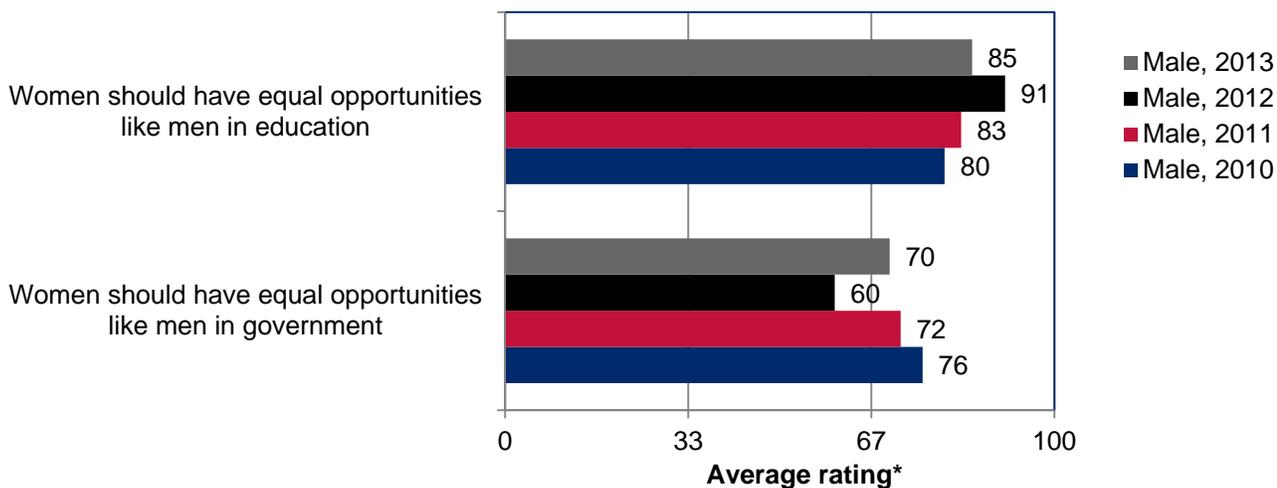
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 125: 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 126: 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. 2013 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.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	20	7%
6-10 years	47	16%
11-20 years	98	33%
21-40 years	100	33%
41 or more years	34	11%
Total	299	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Bazarak	24

## 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 Bazarak	28	9%	237	79%	28	9%	7	2%	0	0%	0	0%	300	100%
The quality of schools in your city	28	9%	180	60%	82	27%	10	3%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	14	5%	183	61%	91	30%	12	4%	0	0%	0	0%	300	100%
The health of people in your city	26	9%	184	61%	86	29%	4	1%	0	0%	0	0%	300	100%
The cleanliness of city streets	36	12%	147	49%	87	29%	30	10%	0	0%	0	0%	300	100%
The number of job opportunities in your city	1	0%	90	30%	155	52%	54	18%	0	0%	0	0%	300	100%
The number of businesses in your city	0	0%	71	24%	139	46%	63	21%	0	0%	27	9%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	3.0
The quality of schools in your city	2.8
The quality of healthcare facilities in your city	2.7
The health of people in your city	2.8
The cleanliness of city streets	2.6
The number of job opportunities in your city	2.1
The number of businesses in your city	2.0

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

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	261	87%
Yes, part time	11	4%
No, not employed	28	9%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	85	28%
Stayed the same	149	50%
Decreased	66	22%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q5 Do you pay Safayi (municipal government fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	299	100%
Total	299	100%

**Q6 How do you dispose of your household trash?**

	<b>Number</b>	<b>Percent</b>
Dispose in street	14	5%
Dispose in public container	71	24%
Take to an official dump site	24	8%
Take to an improvised dump site	142	47%
Door to door collection	0	0%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%
Burn it	30	10%
Put it in a ditch or river	19	6%
Take it to farm/agricultural/desert land	0	0%
Bury it	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?**

	<b>Number</b>	<b>Percent</b>
No response	300	100%

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	33	46%
On the next street	19	27%
Several streets away	15	21%
Further than several streets away	4	6%
Total	71	100%

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

	Number	Percent
Very satisfied	123	41%
Somewhat satisfied	75	25%
Somewhat dissatisfied	51	17%
Very dissatisfied	51	17%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.9

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

**Q8 How often does the municipal government clean trash from streets?**

	Number	Percent
Every day	2	1%
A couple/few times a week	17	6%
Once a week	162	54%
Once every two or three weeks	56	19%
Once a month or less frequently	15	5%
Once a year	7	2%
Never	36	12%
Refused	0	0%
Don't know	5	2%
Total	300	100%

### Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	300	100%
Total	300	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, 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	6	2%	130	43%	50	17%	114	38%	0	0%	0	0%	300	100%
Provision of legal dumpsites	29	10%	54	18%	143	48%	74	25%	0	0%	0	0%	300	100%
Provision of garbage bins in residential areas	23	8%	103	34%	88	29%	85	28%	1	0%	0	0%	300	100%
Provision of garbage bins in commercial areas	24	8%	93	31%	109	36%	73	24%	1	0%	0	0%	300	100%
Cleaning garbage from the streets	40	13%	118	39%	104	35%	38	13%	0	0%	0	0%	300	100%
Affordability of trash service	26	9%	87	29%	137	46%	50	17%	0	0%	0	0%	300	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.1
Provision of garbage bins in residential areas	2.2
Provision of garbage bins in commercial areas	2.2
Cleaning garbage from the streets	2.5
Affordability of trash service	2.3

\*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	41	14%
Shared well with neighbors	1	0%
River, canal or other open source	111	37%
Public standpipe	126	42%
Government supplied piped water at home	0	0%
Purchase water	3	1%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Spring	18	6%

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	300	100%

**Q12 Who do you pay for this water service?**

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	300	100%
Total	300	100%

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

	Number	Percent
Yes	126	42%
No	174	58%
Total	300	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	<b>Number</b>	<b>Percent</b>
Micro Hydro Power (MHP)	243	81%
No electricity	22	7%
Solar Energy	16	5%
Personal Generator	10	3%
Large batteries/invertors (such as for running TV, lights, etc.)	9	3%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

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

**Q16 Who do you pay for this electricity service?**

	<b>Number</b>	<b>Percent</b>
A private firm/person	243	81%
No one	57	19%
Total	300	100%

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

	<b>Number</b>	<b>Percent</b>
1 to 50 AFN	0	0%
51 to 100 AFN	3	1%
101 to 200 AFN	48	20%
201 to 400 AFN	107	44%
401 to 600 AFN	55	23%
601 to 1,000 AFN	24	10%
1,001 to 2,000 AFN	4	2%
2,001 to 5,000 AFN	2	1%
5,001 AFN or more	0	0%
Total	243	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	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
Number of hours per day supplied	0	0%	2	100%	0	0%	0	0%	0	0%	0	0%	2	100%
Quality of supply*	0	0%	1	50%	1	50%	0	0%	0	0%	0	0%	2	100%
Price for electric supply	2	100%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%

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

	Average rating*
Number of days per week supplied	4.0
Number of hours per day supplied	3.0
Quality of supply*	2.5
Price for electric supply	4.0

\*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	6	2%
Dry latrine	265	88%
Latrine with septic	29	10%
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	300	100%

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

	Number	Percent
Open ditch/canal	286	95%
Septic system	14	5%
City pipeline/sewer	0	0%
Other	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	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
No response	300	100%

**Q20 Condition of Drainage and Quality of Drainage Services in City**

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	8	3%	144	48%	45	15%	103	34%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	19	6%	163	54%	68	23%	50	17%	0	0%	0	0%	300	100%
Ditch cleaning services	10	3%	140	47%	93	31%	57	19%	0	0%	0	0%	300	100%
Ditch repair services	5	2%	97	32%	108	36%	90	30%	0	0%	0	0%	300	100%
Ditch construction services	6	2%	65	22%	98	33%	131	44%	0	0%	0	0%	300	100%

### Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	2.2
The condition of larger drainage ditches throughout the city	2.5
Ditch cleaning services	2.3
Ditch repair services	2.1
Ditch construction services	1.8

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

### Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	4	1%	132	44%	71	24%	92	31%	1	0%	0	0%	300	100%
The condition of main city roads	79	26%	173	58%	45	15%	3	1%	0	0%	0	0%	300	100%
The condition of highways	68	23%	159	53%	60	20%	9	3%	2	1%	2	1%	300	100%
Street repair services	51	17%	124	41%	90	30%	35	12%	0	0%	0	0%	300	100%
Street construction services	29	10%	111	37%	69	23%	91	30%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.2
The condition of main city roads	3.1
The condition of highways	3.0
Street repair services	2.6
Street construction services	2.3

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

**Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?**

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Teen/adult parks	0	0%	1	0%	299	100%	0	0%	0	0%	300	100%
Women's parks	0	0%	1	0%	299	100%	0	0%	0	0%	300	100%
Children's playgrounds	20	7%	7	2%	273	91%	0	0%	0	0%	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Teen/adult parks	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%	300	100%
Women's parks	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%	300	100%
Children's playgrounds	4	1%	10	3%	8	3%	5	2%	0	0%	273	91%	300	100%

**Q23 Average Rating of Quality of Parks**

	Average rating*
Teen/adult parks	.
Women's parks	.
Children's playgrounds	2.5

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

**Q24A Do you or your family members visit the parks?**

	Number	Percent
No	282	94%
Yes	18	6%

**Q24B If yes, which ones?**

	Number	Percent
Children's Playgrounds	18	100%
Teen/adult parks	0	0%
Women's parks	0	0%

### 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)	14	5%	174	58%	82	27%	29	10%	0	0%	1	0%	300	100%
The size and layout of the market(s)	5	2%	91	30%	168	56%	35	12%	0	0%	1	0%	300	100%
The amount of food available at your market(s)	9	3%	134	45%	118	39%	39	13%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	8	3%	101	34%	144	48%	47	16%	0	0%	0	0%	300	100%
The quality of food at your market(s)	13	4%	125	42%	97	32%	65	22%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	5	2%	100	33%	112	37%	83	28%	0	0%	0	0%	300	100%

### Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.6
The size and layout of the market(s)	2.2
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.2
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.1

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

**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	14	5%	231	77%	54	18%	0	0%	1	0%	0	0%	300	100%
Fruit	70	23%	182	61%	47	16%	0	0%	1	0%	0	0%	300	100%
Vegetables	158	53%	95	32%	46	15%	0	0%	1	0%	0	0%	300	100%
Flour	295	98%	5	2%	0	0%	0	0%	0	0%	0	0%	300	100%
Cooking oil	298	99%	2	1%	0	0%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	297	99%	3	1%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	222	74%	68	23%	10	3%	0	0%	0	0%	0	0%	300	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 municipal government to provide.**

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	76	25%	9	3%	7	2%	208	69%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	28	9%	7	2%	2	1%	263	88%	300	100%
Ditch cleaning, repair and construction	86	29%	64	21%	27	9%	123	41%	300	100%
Street repair	35	12%	36	12%	19	6%	210	70%	300	100%
Supplying clean drinking water	27	9%	72	24%	35	12%	166	55%	300	100%
Provide a new area for a market	9	3%	12	4%	10	3%	269	90%	300	100%
Provide green areas/parks	10	3%	29	10%	43	14%	218	73%	300	100%
Provide electricity service	20	7%	40	13%	65	22%	175	58%	300	100%
Car parking	2	1%	2	1%	5	2%	291	97%	300	100%
Sidewalk construction/improvement	3	1%	13	4%	26	9%	258	86%	300	100%
Sport facilities/stadium	1	0%	4	1%	27	9%	268	89%	300	100%
Public latrine for men	0	0%	1	0%	4	1%	295	98%	300	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 municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public latrine for women	3	1%	9	3%	31	10%	257	86%	300	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	13	4%
Shuras/CDCs/Jirgas	177	59%
Tribal leader/Malik	99	33%
Mullah	7	2%
Wakil-e-Gozar	4	1%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent
Yes	84	28%
No	216	72%
Don't know	0	0%
Refused	0	0%
Total	300	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	0	0%

**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 year	98	33%
My request would be put on a long wait list	198	66%
Other	0	0%
Don't know	4	1%
Refused	0	0%
Nothing will happen	0	0%

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

**Q31 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?**

	Number	Percent
Very good job	28	9%
Somewhat good job	203	68%
Somewhat bad job	45	15%
Very bad job	24	8%
Refused	0	0%
Don't know	0	0%
Total	300	100%

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

	Number	Percent
Almost always	94	31%
Sometimes	162	54%
Rarely	40	13%
Almost never	4	1%
Refused	0	0%
Don't know	0	0%
Total	300	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
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**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?**

	<b>Number</b>	<b>Percent</b>
A lot	38	13%
A little	151	50%
Very little	101	34%
None at all	10	3%
Don't know	0	0%
Refused	0	0%
Total	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	101	34%	170	57%	26	9%	3	1%	0	0%	0	0%	300	100%
The religious leaders here	146	49%	111	37%	36	12%	7	2%	0	0%	0	0%	300	100%
Donor agencies	44	15%	92	31%	107	36%	57	19%	0	0%	0	0%	300	100%
The local government	56	19%	150	50%	85	28%	9	3%	0	0%	0	0%	300	100%
The provincial government	69	23%	139	46%	81	27%	11	4%	0	0%	0	0%	300	100%
The Afghanistan national government	55	18%	109	36%	108	36%	28	9%	0	0%	0	0%	300	100%

**Q35 Who is your mayor?**

	Number	Percent
Identified correctly	174	58%
Did not know	88	29%
Provided wrong name	38	13%
Total	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	269	90%	29	10%	0	0%	0	0%	2	1%	300	100%
In Afghanistan as a whole	295	98%	3	1%	0	0%	0	0%	2	1%	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	190	63%	100	33%	9	3%	1	0%	0	0%	300	100%
In Afghanistan as a whole	260	87%	36	12%	4	1%	0	0%	0	0%	300	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	
Officials in the Municipality	1	0%	9	3%	17	6%	73	24%	199	66%	1	0%	0	0%	300	100%
Customs office	0	0%	2	1%	6	2%	17	6%	273	91%	1	0%	1	0%	300	100%
Afghan National Police	2	1%	2	1%	16	5%	53	18%	226	75%	1	0%	0	0%	300	100%
Afghan National Army	0	0%	4	1%	9	3%	27	9%	259	86%	1	0%	0	0%	300	100%
Judiciary / courts	3	1%	0	0%	9	3%	34	11%	254	85%	0	0%	0	0%	300	100%
State electricity supply	0	0%	0	0%	4	1%	35	12%	261	87%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	2	1%	5	2%	66	22%	227	76%	0	0%	0	0%	300	100%
When applying for a job	0	0%	0	0%	6	2%	61	20%	232	77%	0	0%	1	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	55	18%	245	82%	0	0%	0	0%	300	100%
To receive official documents	0	0%	0	0%	3	1%	52	17%	245	82%	0	0%	0	0%	300	100%

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

	Number	Percent
Yes	273	91%
No	26	9%
Don't know	1	0%
Refused	0	0%
Total	300	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 Q39)?**

	<b>Number</b>	<b>Percent</b>
Yes	130	43%
No	169	56%
Don't know	1	0%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	253	84%
Agree somewhat	31	10%
Disagree somewhat	5	2%
Strongly disagree	11	4%
Don't know	0	0%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	211	70%
Agree somewhat	57	19%
Disagree somewhat	12	4%
Strongly disagree	20	7%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q43 Have you ever read/seen municipality newsletter?**

	<b>Number</b>	<b>Percent</b>
Yes	4	1%
No	296	99%
Total	300	100%

**Q44 How old were you on your last birthday?**

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	3	1%
18-30 years old	105	35%
31-40 years old	81	27%
41-50 years old	47	16%
51-60 years old	32	11%
61 or more years old	31	10%
Total	299	100%

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

	<b>Number</b>	<b>Percent of households</b>
Working	101	34%
Retired	19	6%
Housewife	118	39%
Student	22	7%
Unemployed	40	13%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	300	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	125	42%
Primary School, incomplete (classes 1 to 5)	22	7%
Primary School, complete (finished class 6)	10	3%
Secondary education, incomplete (classes 7 to 8)	17	6%
Secondary education, complete (finished class 9)	14	5%
High School (classes 10 to 12)	93	31%
University education or above	19	6%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q47 Are you married or single?**

	Number	Percent of households
Single	61	20%
Married	216	72%
Widower/ Widow	23	8%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q48 How many people live here in this house?**

	Number	Percent of households
No people	0	0%
1-5 people	70	23%
6-10 people	170	57%
10-20 people	57	19%
21 or more people	3	1%
Total	300	100%

**Q49 Does your family lease or own this house?**

	Number	Percent of households
Lease	8	3%
Own	292	97%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent of households
Yes	146	49%
No	154	51%
Don't know	0	0%
Refused	0	0%
Total	300	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	3	38%
1,001-2,000 AFN per month	3	38%
2,001-3,000 AFN per month	0	0%
3,001-4,000 AFN per month	1	13%
4,001-5,000 AFN per month	1	13%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	8	100%

**Q52 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	5	2%
2,001 - 3,000 AFN	5	2%
3,001 - 5,000 AFN	56	19%
5,001 - 10,000 AFN	97	32%
10,001 - 15,000 AFN	65	22%
15,001 - 20,000 AFN	45	15%
20,001 - 25,000 AFN	10	3%
25,001 - 40,000 AFN	15	5%
More than 40,000 AFN	2	1%
Refused	0	0%
Don't know	0	0%
<b>Total</b>	<b>300</b>	<b>100%</b>

**Q53 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	148	49%
Female	152	51%
<b>Total</b>	<b>300</b>	<b>100%</b>

# APPENDIX B: 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.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	34	11%
6-10 years	76	25%
11-20 years	94	31%
21-40 years	69	23%
41 or more years	27	9%
Total	300	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Bazarak	19

## 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 Bazarak	6	2%	195	65%	88	29%	11	4%	0	0%	0	0%	300	100%
The quality of schools in your city	4	1%	194	65%	90	30%	12	4%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	8	3%	151	50%	121	40%	20	7%	0	0%	0	0%	300	100%
The health of people in your city	13	4%	170	57%	83	28%	34	11%	0	0%	0	0%	300	100%
The cleanliness of city streets	8	3%	173	58%	91	30%	28	9%	0	0%	0	0%	300	100%
The number of job opportunities in your city	12	4%	116	39%	116	39%	56	19%	0	0%	0	0%	300	100%
The number of businesses in your city	14	5%	100	33%	120	40%	66	22%	0	0%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.7
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.5
The cleanliness of city streets	2.5
The number of job opportunities in your city	2.3
The number of businesses in your city	2.2

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

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	267	89%
Yes, part time	10	3%
No, not employed	23	8%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	39	13%
Stayed the same	229	76%
Decreased	31	10%
Refused	1	0%
Don't know	0	0%
Total	300	100%

**Q5 Do you pay Safayi (municipal government fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	300	100%
Total	300	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	8	3%
Dispose in public container	62	21%
Take to an official dump site	4	1%
Take to an improvised dump site	178	60%
Door to door collection	0	0%
Refused	0	0%
Don't know	2	1%
Other: Put it in our yard	0	0%
Other: Burn it	4	1%
Other: Put it in a ditch or river	15	5%
Other: Take it to farm/agricultural/desert land	0	0%
Other: Bury it	28	9%
Other: Flows to the street	1	0%

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

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	42	67%
On the next street	17	27%
Several streets away	2	3%
Further than several streets away	2	3%
Total	63	100%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	45	15%
Somewhat satisfied	135	45%
Somewhat dissatisfied	89	30%
Very dissatisfied	31	10%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.6

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

**Q8 How often does the municipal government clean trash from streets?**

	Number	Percent
Every day	87	29%
A couple/few times a week	37	12%
Once a week	53	18%
Once every two or three weeks	24	8%
Once a month or less frequently	15	5%
Once a year	3	1%
Never	79	26%
Refused	1	0%
Don't know	1	0%
Total	300	100%

**Q9 Who do you pay for this trash service?**

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	298	100%
Total	298	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, 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	0	0%	112	37%	60	20%	128	43%	0	0%	0	0%	300	100%
Provision of legal dumpsites	0	0%	122	41%	135	45%	43	14%	0	0%	0	0%	300	100%
Provision of garbage bins in residential areas	4	1%	89	30%	123	41%	84	28%	0	0%	0	0%	300	100%
Provision of garbage bins in commercial areas	7	2%	96	32%	121	40%	76	25%	0	0%	0	0%	300	100%
Cleaning garbage from the streets	13	4%	167	56%	88	29%	32	11%	0	0%	0	0%	300	100%
Affordability of trash service	3	1%	100	33%	153	51%	44	15%	0	0%	0	0%	300	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.9
Provision of legal dumpsites	2.3
Provision of garbage bins in residential areas	2.0
Provision of garbage bins in commercial areas	2.1
Cleaning garbage from the streets	2.5
Affordability of trash service	2.2

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

**Q11 Which of the following sources do you use for drinking water?**

	<b>Number</b>	<b>Percent</b>
Well on property	3	1%
Shared well with neighbors	1	0%
River, canal or other open source	63	21%
Public standpipe	218	73%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Refused	0	0%
Don't know	0	0%
Other: Spring	15	5%

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

**Q12 Who do you pay for this water service?**

	<b>Number</b>	<b>Percent</b>
municipal government water supply department	0	0%
A private firm/person	0	0%
No one	299	100%
Total	300	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	
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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

	Number	Percent
Yes	126	42%
No	174	58%
Total	300	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	Number	Percent
Micro Hydro Power (MHP)	253	85%
No electricity	35	12%
Solar Energy	7	2%
Personal Generator	2	1%
Large batteries/invertors (such as for running TV, lights, etc.)	1	0%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Refused	0	0%
Don't know	0	0%

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

**Q16 Who do you pay for this electricity service?**

	Number	Percent
A private firm/person	227	76%
No one	73	24%
Total	300	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	11	5%
101 to 200 AFN	91	40%
201 to 400 AFN	119	52%
401 to 600 AFN	4	2%
601 to 1,000 AFN	1	0%
1,001 to 2,000 AFN	1	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	227	100%

**Q18 What type of toilet do you have at your home?**

	Number	Percent
Indoor plumbing	1	0%
Dry latrine	291	97%
Latrine with septic	8	3%
Other	0	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	281	94%
Drains onto the street/road	18	6%
City pipeline/sewer	1	0%
Septic system	0	0%
Other	0	0%
Drains into the yard/garden	0	0%
Refused	0	0%
Don't know	0	0%

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

**Q20 Condition of Drainage and Quality of Drainage Services in City**

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	0	0%	127	42%	57	19%	116	39%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	0	0%	111	37%	139	46%	50	17%	0	0%	0	0%	300	100%
Ditch cleaning services	3	1%	129	43%	104	35%	64	21%	0	0%	0	0%	300	100%
Ditch repair services	3	1%	110	37%	130	43%	57	19%	0	0%	0	0%	300	100%
Ditch construction services	3	1%	92	31%	137	46%	68	23%	0	0%	0	0%	300	100%

**Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City**

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.2
Ditch cleaning services	2.2
Ditch repair services	2.2
Ditch construction services	2.1

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

### Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	121	40%	64	21%	115	38%	0	0%	0	0%	300	100%
The condition of main city roads	1	0%	143	48%	112	37%	44	15%	0	0%	0	0%	300	100%
The condition of highways	10	3%	188	63%	88	29%	14	5%	0	0%	0	0%	300	100%
Street repair services	7	2%	192	64%	85	28%	16	5%	0	0%	0	0%	300	100%
Street construction services	6	2%	153	51%	124	41%	17	6%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.0
The condition of main city roads	2.3
The condition of highways	2.6
Street repair services	2.6
Street construction services	2.5

\*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	7	2%	36	12%	257	86%	0	0%	0	0%	300	100%
Women's parks	9	3%	34	11%	257	86%	0	0%	0	0%	300	100%
Children's playgrounds	13	4%	36	12%	251	84%	0	0%	0	0%	300	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	2	5%	3	7%	18	41%	0	0%	0	0%	21	48%	44	100%
Women's parks	0	0%	9	20%	15	34%	1	2%	0	0%	19	43%	44	100%
Children's playgrounds	2	5%	9	20%	18	41%	2	5%	0	0%	13	30%	44	100%

**Q23 Average Rating of Quality of Parks**

	Average rating*
Teen/adult parks	2.3
Women's parks	2.3
Children's playgrounds	2.4

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

**Q24A Do you or your family members visit the parks?**

	Number	Percent
No	287	96%
Yes	13	4%

**Q24B If yes, which ones?**

	Number	Percent
Teen/adult parks	6	46%
Children's Playgrounds	6	46%
Women's parks	3	23%

### 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	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
The location of the market(s)	1	0%	179	60%	96	32%	24	8%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	144	48%	132	44%	24	8%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	6	2%	153	51%	114	38%	27	9%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	16	5%	152	51%	106	35%	26	9%	0	0%	0	0%	300	100%
The quality of food at your market(s)	8	3%	154	51%	116	39%	22	7%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	11	4%	86	29%	160	53%	43	14%	0	0%	0	0%	300	100%

### Q25 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.5
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.5
The availability of goods besides food at your market(s)	2.2

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

**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	91	30%	204	68%	5	2%	0	0%	0	0%	0	0%	300	100%
Fruit	96	32%	200	67%	4	1%	0	0%	0	0%	0	0%	300	100%
Vegetables	141	47%	152	51%	7	2%	0	0%	0	0%	0	0%	300	100%
Flour	259	86%	40	13%	1	0%	0	0%	0	0%	0	0%	300	100%
Cooking oil	286	95%	11	4%	3	1%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	289	96%	9	3%	2	1%	0	0%	0	0%	0	0%	300	100%
Cereal	248	83%	46	15%	6	2%	0	0%	0	0%	0	0%	300	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 municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	16	5%	0	0%	1	0%	283	94%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	3	1%	2	1%	1	0%	294	98%	300	100%
Ditch cleaning, repair and construction	17	6%	19	6%	20	7%	244	81%	300	100%
Street repair	61	20%	17	6%	24	8%	198	66%	300	100%
Supplying clean drinking water	38	13%	79	26%	35	12%	148	49%	300	100%
Provide a new area for a market	18	6%	50	17%	32	11%	200	67%	300	100%
Provide green areas/parks	5	2%	56	19%	29	10%	210	70%	300	100%
Provide electricity service	134	45%	45	15%	81	27%	40	13%	300	100%
Car parking	2	1%	6	2%	9	3%	283	94%	300	100%
Sidewalk construction/improvement	2	1%	22	7%	49	16%	227	76%	300	100%
Sport facilities/stadium	4	1%	1	0%	1	0%	294	98%	300	100%
Public latrine for men	0	0%	1	0%	6	2%	293	98%	300	100%
Public latrine for women	0	0%	2	1%	12	4%	286	95%	300	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	53	18%
Shuras/CDCs/Jirgas	224	75%
Tribal leader/Malik	14	5%
Mullah	9	3%
Wakil-e-Gozar	0	0%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent
Yes	63	21%
No	237	79%
Don't know	0	0%
Refused	0	0%
Total	300	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	84	28%
It would be fixed within a year	129	43%
My request would be put on a long wait list	72	24%
Other	0	0%
Don't know	5	2%
Refused	9	3%

*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?**

	<b>Number</b>	<b>Percent</b>
Very good job	60	20%
Somewhat good job	187	62%
Somewhat bad job	40	13%
Very bad job	11	4%
Refused	1	0%
Don't know	1	0%
<b>Total</b>	<b>300</b>	<b>100%</b>

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

	<b>Number</b>	<b>Percent</b>
Almost always	15	5%
Sometimes	246	82%
Rarely	27	9%
Almost never	9	3%
Refused	0	0%
Don't know	3	1%
<b>Total</b>	<b>300</b>	<b>100%</b>

**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?**

	<b>Number</b>	<b>Percent</b>
A lot	4	1%
A little	194	65%
Very little	94	31%
None at all	7	2%
Don't know	0	0%
Refused	1	0%
<b>Total</b>	<b>300</b>	<b>100%</b>

**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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	138	46%	114	38%	45	15%	3	1%	0	0%	0	0%	300	100%
The religious leaders here	63	21%	170	57%	53	18%	14	5%	0	0%	0	0%	300	100%
Donor agencies	41	14%	166	55%	64	21%	29	10%	0	0%	0	0%	300	100%
The local government	10	3%	177	59%	97	32%	16	5%	0	0%	0	0%	300	100%
The provincial government	15	5%	171	57%	97	32%	17	6%	0	0%	0	0%	300	100%
The Afghanistan national government	10	3%	170	57%	94	31%	26	9%	0	0%	0	0%	300	100%

**Q35 Who is your mayor?**

	Number	Percent
Identified correctly	68	23%
Did not know	200	67%
Provided wrong name	32	11%
Total	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	241	80%	56	19%	3	1%	0	0%	0	0%	300	100%
In Afghanistan as a whole	251	84%	49	16%	0	0%	0	0%	0	0%	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	97	32%	199	66%	4	1%	0	0%	0	0%	300	100%
In Afghanistan as a whole	251	84%	48	16%	1	0%	0	0%	0	0%	300	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	
Officials in the Municipality	0	0%	0	0%	2	1%	37	12%	261	87%	0	0%	0	0%	300	100%
Customs office	0	0%	0	0%	1	0%	37	12%	262	87%	0	0%	0	0%	300	100%
Afghan National Police	1	0%	0	0%	1	0%	29	10%	269	90%	0	0%	0	0%	300	100%
Afghan National Army	0	0%	0	0%	0	0%	20	7%	280	93%	0	0%	0	0%	300	100%
Judiciary / courts	1	0%	0	0%	1	0%	20	7%	278	93%	0	0%	0	0%	300	100%
State electricity supply	0	0%	0	0%	0	0%	19	6%	281	94%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	0	0%	1	0%	25	8%	274	91%	0	0%	0	0%	300	100%
When applying for a job	0	0%	0	0%	0	0%	26	9%	274	91%	0	0%	0	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	0	0%	32	11%	268	89%	0	0%	0	0%	300	100%
To receive official documents	0	0%	0	0%	0	0%	32	11%	267	89%	0	0%	0	0%	299	100%

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

	Number	Percent
Yes	273	91%
No	23	8%
Don't know	4	1%
Refused	0	0%
Total	300	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 Q39)?**

	<b>Number</b>	<b>Percent</b>
Yes	161	54%
No	134	45%
Don't know	5	2%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	258	86%
Agree somewhat	38	13%
Disagree somewhat	4	1%
Strongly disagree	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	193	65%
Agree somewhat	62	21%
Disagree somewhat	10	3%
Strongly disagree	34	11%
Don't know	0	0%
Refused	0	0%
Total	299	100%

**Q43 Have you ever read/seen municipality newsletter?**

	<b>Number</b>	<b>Percent</b>
Yes	72	24%
No	228	76%
Total	300	100%

**Q44 How old were you on your last birthday?**

	<b>Number</b>	<b>Percent of households</b>
13-17 years old	2	1%
18-30 years old	81	27%
31-40 years old	70	24%
41-50 years old	58	20%
51-60 years old	42	14%
61 or more years old	44	15%
Total	297	100%

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

	<b>Number</b>	<b>Percent of households</b>
Working	133	44%
Retired	3	1%
Housewife	133	44%
Student	9	3%
Unemployed	22	7%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	117	39%
Primary School, incomplete (classes 1 to 5)	19	6%
Primary School, complete (finished class 6)	24	8%
Secondary education, incomplete (classes 7 to 8)	26	9%
Secondary education, complete (finished class 9)	37	12%
High School (classes 10 to 12)	72	24%
University education or above	5	2%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q47 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	31	10%
Married	254	85%
Widower/ Widow	15	5%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q48 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	0	0%
1-5 people	62	21%
6-10 people	196	65%
10-20 people	41	14%
21 or more people	1	0%
Total	300	100%

**Q49 Does your family lease or own this house?**

	Number	Percent of households
Lease	2	1%
Own	298	99%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent of households
Yes	234	78%
No	61	20%
Don't know	4	1%
Refused	1	0%
Total	300	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	1	50%
1,001-2,000 AFN per month	1	50%
2,001-3,000 AFN per month	0	0%
3,001-4,000 AFN per month	0	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	2	100%

**Q52 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	8	3%
2,001 - 3,000 AFN	37	12%
3,001 - 5,000 AFN	55	18%
5,001 - 10,000 AFN	45	15%
10,001 - 15,000 AFN	40	13%
15,001 - 20,000 AFN	19	6%
20,001 - 25,000 AFN	17	6%
25,001 - 40,000 AFN	74	25%
More than 40,000 AFN	5	2%
Refused	0	0%
Don't know	0	0%
<b>Total</b>	<b>300</b>	<b>100%</b>

**Q53 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	147	49%
Female	153	51%
<b>Total</b>	<b>300</b>	<b>100%</b>

# APPENDIX C: 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.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	11	4%
6-10 years	57	19%
11-20 years	134	45%
21-40 years	83	28%
41 or more years	15	5%
Total	300	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Bazarak	20

## 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 Bazarak	2	1%	162	54%	116	39%	20	7%	0	0%	0	0%	300	100%
The quality of schools in your city	2	1%	166	55%	92	31%	40	13%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	4	1%	127	42%	135	45%	34	11%	0	0%	0	0%	300	100%
The health of people in your city	0	0%	154	51%	121	40%	25	8%	0	0%	0	0%	300	100%
The cleanliness of city streets	1	0%	136	45%	121	40%	42	14%	0	0%	0	0%	300	100%
The number of job opportunities in your city	0	0%	145	48%	71	24%	79	26%	5	2%	0	0%	300	100%
The number of businesses in your city	0	0%	98	33%	94	31%	83	28%	25	8%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.4
The cleanliness of city streets	2.3
The number of job opportunities in your city	2.2
The number of businesses in your city	2.1

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

<b>Q3 Is the head of your household currently employed?</b>		
	<b>Number</b>	<b>Percent</b>
Yes, full time	214	71%
Yes, part time	61	20%
No, not employed	24	8%
Refused	1	0%
Don't know	0	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Bazarak have increased, stayed the same or decreased?</b>		
	<b>Number</b>	<b>Percent</b>
Increased	98	33%
Stayed the same	147	49%
Decreased	33	11%
Refused	12	4%
Don't know	10	3%
Total	300	100%

<b>Q5 Do you pay Safayi (municipal government fees or taxes)?</b>		
	<b>Number</b>	<b>Percent</b>
Yes	0	0%
No	300	100%
Total	300	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	35	12%
Dispose in public container	60	20%
Take to an official dump site	1	0%
Take to an improvised dump site	11	4%
Door to door collection	0	0%
Other	194	65%
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
Beside of River	53	18%
Burn those	17	6%
Dispose in the Yard	67	22%
Disposed in the Hillside	58	19%
No response	105	35%

<b>Q6a Where is this container?</b>		
	<b>Number</b>	<b>Percent</b>
On my street/close to my house	57	93%
On the next street	1	2%
Several streets away	1	2%
Further than several streets away	2	3%
Total	61	100%

<b>Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?</b>		
	<b>Number</b>	<b>Percent</b>
Very satisfied	79	26%
Somewhat satisfied	98	33%
Somewhat dissatisfied	93	31%
Very dissatisfied	30	10%
Refused	0	0%
Don't know	0	0%
Total	300	100%

<b>Q7 Average Rating of Satisfaction with Trash Disposal Method</b>	
	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.8

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

**Q8 How often does the municipal government clean trash from streets?**

	<b>Number</b>	<b>Percent</b>
Every day	38	13%
A couple/few times a week	13	4%
Once a week	46	15%
Once every two or three weeks	25	8%
Once a month or less frequently	32	11%
Once a year	9	3%
Never	135	45%
Refused	1	0%
Don't know	1	0%
Total	300	100%

**Q9 Who do you pay for this trash service?**

	<b>Number</b>	<b>Percent</b>
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	300	100%
Total	300	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 municipal government, 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	0	0%	79	26%	35	12%	184	61%	1	0%	1	0%	300	100%
Provision of legal dumpsites	1	0%	85	28%	37	12%	177	59%	0	0%	0	0%	300	100%
Provision of garbage bins in residential areas	0	0%	15	5%	47	16%	219	73%	18	6%	1	0%	300	100%
Provision of garbage bins in commercial areas	3	1%	62	21%	67	22%	150	50%	18	6%	0	0%	300	100%
Cleaning garbage from the streets	13	4%	172	57%	54	18%	52	17%	9	3%	0	0%	300	100%
Affordability of trash service	6	2%	97	32%	105	35%	92	31%	0	0%	0	0%	300	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	1.3
Provision of garbage bins in commercial areas	1.7
Cleaning garbage from the streets	2.5
Affordability of trash service	2.1

\*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	0	0%
Shared well with neighbors	5	2%
River, canal or other open source	166	55%
Public Standpipe	204	68%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	30	10%
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	270	90%
Spring	24	8%
well	3	1%
Well	3	1%

**Q12 Who do you pay for this water service?**

	Number	Percent
City water supply department	0	0%
A private firm/person	46	15%
No one	254	85%
Total	300	100%

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

	Number	Percent
1 to 50 AFN	32	70%
51 to 100 AFN	13	28%
101 to 200 AFN	0	0%
201 to 400 AFN	1	2%
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	46	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	
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

**Q13 Average Rating of Satisfaction with Water Services**

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

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

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

	Number	Percent
Yes	161	54%
No	139	46%
Total	300	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	Number	Percent
Micro Hydro Power (MHP)	238	80%
Personal Generator	76	25%
No electricity	33	11%
Solar Energy	4	1%
Public Generator (from government)	0	0%
Shared Generator (with neighbors)	0	0%
Government provided electricity that is not a public generator	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Refused	0	0%
Don't know	0	0%

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

<b>Q16 Who do you pay for this electricity service?</b>		
	<b>Number</b>	<b>Percent</b>
A private firm/person	202	67%
No one	98	33%
Total	300	100%

<b>Q16 If you pay, how much do you pay per month?</b>		
	<b>Number</b>	<b>Percent</b>
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	66	33%
201 to 400 AFN	131	65%
401 to 600 AFN	5	2%
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	202	100%

<b>Q17 Quality of Government Electricity Services, If Connected</b>														
<b>[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)</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of days per week supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Number of hours per day supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Quality of supply*	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Price for electric supply	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

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

	Average rating*
Number of days per week supplied	.
Number of hours per day supplied	.
Quality of supply*	.
Price for electric supply	.

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

**Q18 What type of toilet do you have at your home?**

	Number	Percent
Indoor plumbing	3	1%
Dry latrine	288	96%
Latrine with septic	9	3%
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	300	100%

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

	<b>Number</b>	<b>Percent</b>
Open ditch/canal	246	82%
Other	51	17%
Septic system	3	1%
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?**

	<b>Number</b>	<b>Percent</b>
Behind the Wall	16	5%
in the Garden	3	1%
in the yard	6	2%
In the Yard	15	5%
No response	249	83%
put on the street	10	3%
Spring	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%	110	37%	28	9%	162	54%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	0	0%	116	39%	90	30%	94	31%	0	0%	0	0%	300	100%
Ditch cleaning services	0	0%	132	44%	104	35%	64	21%	0	0%	0	0%	300	100%
Ditch repair services	1	0%	148	49%	98	33%	53	18%	0	0%	0	0%	300	100%
Ditch construction services	2	1%	128	43%	89	30%	81	27%	0	0%	0	0%	300	100%

**Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City**

	Average rating*
The condition of drainage ditches near home	1.8
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	2.2
Ditch repair services	2.3
Ditch construction services	2.2

\*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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	1	0%	63	21%	115	38%	121	40%	0	0%	0	0%	300	100%
The condition of main city roads	2	1%	185	62%	95	32%	18	6%	0	0%	0	0%	300	100%
The condition of highways	59	20%	150	50%	30	10%	61	20%	0	0%	0	0%	300	100%
Street repair services	23	8%	175	58%	83	28%	19	6%	0	0%	0	0%	300	100%
Street construction services	41	14%	151	50%	50	17%	58	19%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	1.8
The condition of main city roads	2.6
The condition of highways	2.7
Street repair services	2.7
Street construction services	2.6

\*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	10	3%	19	6%	270	90%	1	0%	0	0%	300	100%
Women's parks	0	0%	16	5%	282	94%	1	0%	1	0%	300	100%
Children's playgrounds	3	1%	39	13%	256	85%	1	0%	1	0%	300	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	4	1%	0	0%	8	3%	3	1%	6	2%	275	93%	296	100%
Women's parks	0	0%	0	0%	1	0%	0	0%	5	2%	290	98%	296	100%
Children's playgrounds	0	0%	3	1%	6	2%	15	5%	3	1%	269	91%	296	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	2.3
Women's parks	2.0
Children's playgrounds	1.5

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

### Q24 Quality of City's Market

How would you rate the following aspects of your city's market(s)? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	1	0%	90	30%	118	39%	91	30%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	78	26%	112	37%	110	37%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	1	0%	117	39%	141	47%	41	14%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	1	0%	112	37%	135	45%	52	17%	0	0%	0	0%	300	100%
The quality of food at your market(s)	1	0%	138	46%	114	38%	47	16%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	3	1%	103	34%	111	37%	83	28%	0	0%	0	0%	300	100%

### Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.0
The size and layout of the market(s)	1.9
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.2
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.1

\*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	23	8%	246	82%	31	10%	0	0%	0	0%	0	0%	300	100%
Fruit	72	24%	225	75%	3	1%	0	0%	0	0%	0	0%	300	100%
Vegetables	82	27%	211	70%	7	2%	0	0%	0	0%	0	0%	300	100%
Flour	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Cooking oil	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	300	100%	0	0%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	261	87%	38	13%	1	0%	0	0%	0	0%	0	0%	300	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 municipal government to provide.

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	18	6%	3	1%	3	1%	276	92%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	18	6%	17	6%	32	11%	233	78%	300	100%
Ditch cleaning, repair and construction	17	6%	29	10%	27	9%	227	76%	300	100%
Street repair	6	2%	9	3%	7	2%	278	93%	300	100%
Supplying clean drinking water	57	19%	87	29%	47	16%	109	36%	300	100%
Provide a new area for a market	23	8%	87	29%	85	28%	105	35%	300	100%
Provide green areas/parks	7	2%	13	4%	31	10%	249	83%	300	100%
Provide electricity service	150	50%	35	12%	38	13%	77	26%	300	100%
Car parking	0	0%	0	0%	0	0%	300	100%	300	100%
Sidewalk construction/improvement	1	0%	10	3%	12	4%	277	92%	300	100%
Sport facilities/stadium	0	0%	1	0%	3	1%	296	99%	300	100%
Public latrine for men	1	0%	6	2%	5	2%	288	96%	300	100%
Public latrine for women	2	1%	2	1%	10	3%	286	95%	300	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	2	1%
Shuras/CDCs/Jirgas	241	80%
Tribal leader/Malik	40	13%
Mullah	1	0%
Wakil-e-Gozar	16	5%
Others	0	0%
Would contact no one	0	0%
Don't know	0	0%
Refused	0	0%
Total	300	100%

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

	Number	Percent
Yes	30	10%
No	250	84%
Don't know	18	6%
Refused	1	0%
Total	299	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	23	8%
It would be fixed within a year	73	24%
My request would be put on a long wait list	85	28%
Other	1	0%
Don't know	92	31%
Refused	26	9%

*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?**

	<b>Number</b>	<b>Percent</b>
Very good job	3	1%
Somewhat good job	205	68%
Somewhat bad job	74	25%
Very bad job	16	5%
Refused	0	0%
Don't know	2	1%
Total	300	100%

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

	<b>Number</b>	<b>Percent</b>
Almost always	1	0%
Sometimes	164	55%
Rarely	85	28%
Almost never	34	11%
Refused	13	4%
Don't know	3	1%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
A lot	7	2%
A little	101	34%
Very little	140	47%
None at all	48	16%
Don't know	1	0%

**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
Refused	3	1%
Total	300	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	78	26%	140	47%	75	25%	4	1%	3	1%	0	0%	300	100%
The religious leaders here	46	15%	117	39%	107	36%	29	10%	1	0%	0	0%	300	100%
Donor agencies	60	20%	188	63%	41	14%	11	4%	0	0%	0	0%	300	100%
The local government	9	3%	110	37%	158	53%	23	8%	0	0%	0	0%	300	100%
The provincial government	2	1%	85	28%	167	56%	46	15%	0	0%	0	0%	300	100%
The Afghanistan national government	1	0%	50	17%	155	52%	90	30%	4	1%	0	0%	300	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	44	15%
Did not know	201	67%
Provided wrong name	55	18%
Total	300	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	244	81%	47	16%	9	3%	0	0%	0	0%	300	100%
In Afghanistan as a whole	296	99%	4	1%	0	0%	0	0%	0	0%	300	100%

**Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...**

	<b>Increased</b>		<b>Stayed the same</b>		<b>Decreased</b>		<b>Refused</b>		<b>Don't know</b>		<b>Total</b>	
In the provincial government	97	32%	120	40%	37	12%	46	15%	0	0%	300	100%
In Afghanistan as a whole	146	49%	96	32%	12	4%	46	15%	0	0%	300	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	0	0%	11	4%	53	18%	97	32%	128	43%	11	4%	0	0%	300	100%
Customs office	0	0%	1	0%	17	6%	70	23%	202	67%	9	3%	1	0%	300	100%
Afghan National Police	0	0%	0	0%	28	9%	93	31%	167	56%	11	4%	1	0%	300	100%
Afghan National Army	0	0%	3	1%	26	9%	69	23%	190	63%	11	4%	1	0%	300	100%
Judiciary / courts	0	0%	17	6%	33	11%	69	23%	170	57%	11	4%	0	0%	300	100%
State electricity supply	0	0%	0	0%	4	1%	74	25%	210	70%	12	4%	0	0%	300	100%
Public healthcare service	0	0%	3	1%	27	9%	86	29%	172	57%	12	4%	0	0%	300	100%
When applying for a job	0	0%	13	4%	38	13%	74	25%	162	54%	13	4%	0	0%	300	100%
Admissions to schools/ university	2	1%	5	2%	27	9%	84	28%	169	56%	13	4%	0	0%	300	100%
To receive official documents	8	3%	16	5%	23	8%	70	23%	169	56%	14	5%	0	0%	300	100%

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

	Number	Percent
1	229	76%
2	62	21%
3	9	3%
Total	300	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)?**

	<b>Number</b>	<b>Percent</b>
Yes	265	88%
No	33	11%
Don't know	2	1%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	220	73%
Agree somewhat	73	24%
Disagree somewhat	6	2%
Strongly disagree	1	0%
Don't know	0	0%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	179	60%
Agree somewhat	98	33%
Disagree somewhat	13	4%
Strongly disagree	10	3%
Don't know	0	0%
Refused	0	0%
Total	300	100%

<b>Q42 How old were you on your last birthday?</b>		
	<b>Number</b>	<b>Percent of households</b>
13-17 years old	1	0%
18-30 years old	65	22%
31-40 years old	97	32%
41-50 years old	76	25%
51-60 years old	38	13%
61 or more years old	22	7%
Total	299	100%

<b>Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?</b>		
	<b>Number</b>	<b>Percent of households</b>
Working	141	47%
Retired	4	1%
Housewife	120	40%
Student	7	2%
Unemployed	27	9%
Other	0	0%
Refused	0	0%
Don't know	1	0%
Total	299	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?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	90	30%
Primary School, incomplete (classes 1 to 5)	30	10%
Primary School, complete (finished class 6)	25	8%
Secondary education, incomplete (classes 7 to 8)	36	12%
Secondary education, complete (finished class 9)	43	14%
High School (classes 10 to 12)	70	23%
University education or above	6	2%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	26	9%
Married	253	84%
Widower/ Widow	21	7%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q46 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	0	0%
1-5 people	50	17%
6-10 people	196	65%
10-20 people	53	18%
21 or more people	1	0%
Total	300	100%

**Q47 Does your family lease or own this house?**

	Number	Percent of households
Lease	1	0%
Own	298	99%
Don't know	0	0%
Refused	1	0%
Total	300	100%

**Q48 Does your family have a Qabala or other way of demonstrating your tenure?**

	Number	Percent of households
1	67	22%
2	226	75%
3	7	2%
Total	300	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	0	0%
1,001-2,000 AFN per month	0	0%
2,001-3,000 AFN per month	0	0%
3,001-4,000 AFN per month	1	100%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	1	100%

**Q50 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	6	2%
2,001 - 3,000 AFN	16	5%
3,001 - 5,000 AFN	57	19%
5,001 - 10,000 AFN	113	38%
10,001 - 15,000 AFN	71	24%
15,001 - 20,000 AFN	23	8%
20,001 - 25,000 AFN	3	1%
25,001 - 40,000 AFN	5	2%
more than 40,000 AFN	0	0%
Refused	5	2%
Don't know	1	0%
Total	300	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	150	50%
Female	150	50%
Total	300	100%

# APPENDIX D: 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.

<b>Q1 Can you tell me how many years you have lived in this city?</b>		
	<b>Number</b>	<b>Percent of households</b>
1-5 years	18	6%
6-10 years	32	11%
11-20 years	71	24%
21-40 years	111	37%
41 or more years	65	22%
Total	297	100%

<b>Q1 Average Number of Years Lived in City</b>	
Average years in Bazarak	30

## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Bazarak	49	16%	74	25%	169	56%	8	3%	0	0%	0	0%	300	100%
The quality of schools in your city	27	9%	83	28%	183	61%	7	2%	0	0%	0	0%	300	100%
The quality of healthcare facilities in your city	9	3%	114	38%	157	52%	19	6%	1	0%	0	0%	300	100%
The health of people in your city	3	1%	113	38%	174	58%	10	3%	0	0%	0	0%	300	100%
The cleanliness of city streets	7	2%	118	39%	153	51%	21	7%	1	0%	0	0%	300	100%
The number of job opportunities in your city	1	0%	101	34%	84	28%	111	37%	3	1%	0	0%	300	100%
The number of businesses in your city	0	0%	90	30%	80	27%	127	42%	3	1%	0	0%	300	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Bazarak	2.5
The quality of schools in your city	2.4
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.4
The cleanliness of city streets	2.4
The number of job opportunities in your city	2.0
The number of businesses in your city	1.9

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

**Q3 Is the head of your household currently employed?**

	<b>Number</b>	<b>Percent</b>
Yes, full time	205	68%
Yes, part time	26	9%
No, not employed	69	23%
Refused	0	0%
Don't know	0	0%

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

	<b>Number</b>	<b>Percent</b>
Increased	44	15%
Stayed the same	149	50%
Decreased	103	34%
Refused	2	1%
Don't know	2	1%
Total	300	100%

**Q5 Do you pay Safayi (municipal government fees or taxes)?**

	<b>Number</b>	<b>Percent</b>
Yes	1	0%
No	298	100%
Total	299	100%

**Q6 How do you dispose of your household trash?**

	<b>Number</b>	<b>Percent</b>
Burn it	38	13%
Put it in a ditch or river	22	7%
Take it to farm/agricultural/desert land	2	1%
Dispose in street	26	9%
Dispose in public container	2	1%
Take to an official dump site	27	9%
Take to an improvised dump site	25	8%
Door to door collection	2	1%
Other	8	3%
Refused	0	0%
Don't know	1	0%
Put it in our yard	147	49%

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

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

	<b>Number</b>	<b>Percent</b>
Dispose by mayor	1	0%
Far for home	1	0%
Inter it	1	0%
Near to playground	2	1%
No response	293	98%
Use to feed the animals	1	0%

**Q6a Where is this container?**

	<b>Number</b>	<b>Percent</b>
On my street/close to my house	2	100%
On the next street	0	0%
Several streets away	0	0%
Further than several streets away	0	0%
Total	2	100%

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

	<b>Number</b>	<b>Percent</b>
Very satisfied	15	5%
Somewhat satisfied	55	18%
Somewhat dissatisfied	81	27%
Very dissatisfied	146	49%
Refused	2	1%
Don't know	1	0%
Total	300	100%

**Q7 Average Rating of Satisfaction with Trash Disposal Method**

	<b>Average rating*</b>
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	1.8

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

**Q8 How often does the municipal government clean trash from streets?**

	<b>Number</b>	<b>Percent</b>
Every day	47	16%
A couple/few times a week	25	8%
Once a week	89	30%
Once every two or three weeks	30	10%
Once a month or less frequently	82	27%
Never	21	7%
Refused	1	0%
Don't know	5	2%
Total	300	100%

### Q9 Who do you pay for this trash service?

	Number	Percent
The municipal government, it is covered by the Safayi fees/taxes	0	0%
The municipal government, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	299	100%
Total	299	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the municipal government, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	49	16%	40	13%	84	28%	108	36%	0	0%	19	6%	300	100%
Provision of legal dumpsites	35	12%	52	17%	76	25%	118	39%	0	0%	19	6%	300	100%
Provision of garbage bins in residential areas	45	15%	27	9%	59	20%	139	46%	1	0%	29	10%	300	100%
Provision of garbage bins in commercial areas	37	12%	34	11%	69	23%	129	43%	3	1%	28	9%	300	100%
Cleaning garbage from the streets	26	9%	65	22%	128	43%	73	24%	0	0%	8	3%	300	100%
Affordability of trash service	22	7%	84	28%	87	29%	99	33%	0	0%	8	3%	300	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.1
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	1.9
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	2.2
Affordability of trash service	2.1

\*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	6	2%
Shared well with neighbors	5	2%
River, canal or other open source	198	66%
Public Standpipe	62	21%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	30	10%
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	272	91%
Ditch	5	2%
Private standpipe	23	8%

**Q12 Who do you pay for this water service?**

	Number	Percent
City water supply department	1	0%
A private firm/person	2	1%
No one	297	99%
Total	300	100%

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

	Number	Percent
Yes	201	67%
No	98	33%
Total	299	100%

**Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?**

	<b>Number</b>	<b>Percent</b>
Micro Hydro Power (MHP)	209	70%
Personal Generator	55	18%
No electricity	29	10%
Government provided electricity that is not a public generator	2	1%
Solar Energy	2	1%
Shared Generator (with neighbors)	1	0%
Public Generator (from government)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	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?**

	<b>Number</b>	<b>Percent</b>
A private firm/person	2	1%
No one	297	99%
Total	299	100%

**Q18 What type of toilet do you have at your home?**

	<b>Number</b>	<b>Percent</b>
Indoor plumbing	4	1%
Dry latrine	293	98%
Latrine with septic	3	1%
Other	0	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	236	79%
Drains into the yard/garden	50	17%
Other	5	2%
Drains onto the street/road	5	2%
Septic system	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
Fountain	1	0%
In River	1	0%
No response	297	99%
River	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?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	3	1%	88	29%	109	36%	100	33%	0	0%	0	0%	300	100%
The condition of larger drainage ditches throughout the city	4	1%	173	58%	40	13%	83	28%	0	0%	0	0%	300	100%
Ditch cleaning services	1	0%	113	38%	102	34%	84	28%	0	0%	0	0%	300	100%
Ditch repair services	2	1%	83	28%	88	29%	127	42%	0	0%	0	0%	300	100%
Ditch construction services	2	1%	59	20%	84	28%	155	52%	0	0%	0	0%	300	100%

### Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.3
Ditch cleaning services	2.1
Ditch repair services	1.9
Ditch construction services	1.7

\*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	4	1%	97	32%	173	58%	26	9%	0	0%	0	0%	300	100%
The condition of main city roads	14	5%	137	46%	141	47%	8	3%	0	0%	0	0%	300	100%
The condition of highways	57	19%	102	34%	99	33%	42	14%	0	0%	0	0%	300	100%
Street repair services	8	3%	106	35%	160	53%	26	9%	0	0%	0	0%	300	100%
Street construction services	5	2%	110	37%	128	43%	57	19%	0	0%	0	0%	300	100%

### Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.3
The condition of main city roads	2.5
The condition of highways	2.6
Street repair services	2.3
Street construction services	2.2

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

**Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?**

	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	7	2%	28	9%	261	87%	0	0%	4	1%	300	100%
Women's parks	1	0%	14	5%	280	93%	0	0%	5	2%	300	100%
Children's playgrounds	10	3%	22	7%	265	88%	1	0%	2	1%	300	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	0	0%	3	1%	7	2%	6	2%	1	0%	283	94%	300	100%
Women's parks	0	0%	2	1%	0	0%	5	2%	0	0%	293	98%	300	100%
Children's playgrounds	1	0%	3	1%	3	1%	1	0%	0	0%	292	97%	300	100%

**Q23 Average Rating of Quality of Parks**

	Average rating*
Teen/adult parks	1.8
Women's parks	1.6
Children's playgrounds	2.5

\*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)	6	2%	130	43%	136	45%	28	9%	0	0%	0	0%	300	100%
The size and layout of the market(s)	0	0%	152	51%	78	26%	70	23%	0	0%	0	0%	300	100%
The amount of food available at your market(s)	2	1%	117	39%	148	49%	33	11%	0	0%	0	0%	300	100%
The variety of foods available at your market(s)	10	3%	112	37%	140	47%	38	13%	0	0%	0	0%	300	100%
The quality of food at your market(s)	7	2%	107	36%	142	47%	44	15%	0	0%	0	0%	300	100%
The availability of goods besides food at your market(s)	2	1%	120	40%	96	32%	82	27%	0	0%	0	0%	300	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)	2.3
The amount of food available at your market(s)	2.3
The variety of foods available at your market(s)	2.3
The quality of food at your market(s)	2.3
The availability of goods besides food at your market(s)	2.1

\*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	20	7%	228	76%	47	16%	5	2%	0	0%	0	0%	300	100%
Fruit	70	23%	211	70%	15	5%	4	1%	0	0%	0	0%	300	100%
Vegetables	21	7%	199	66%	75	25%	5	2%	0	0%	0	0%	300	100%
Flour	279	93%	19	6%	1	0%	1	0%	0	0%	0	0%	300	100%
Cooking oil	278	93%	20	7%	2	1%	0	0%	0	0%	0	0%	300	100%
Sugar, tea	279	93%	21	7%	0	0%	0	0%	0	0%	0	0%	300	100%
Cereal	277	92%	21	7%	2	1%	0	0%	0	0%	0	0%	300	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 municipal government to provide.**

	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	40	13%	31	10%	17	6%	212	71%	300	100%
A new dump site for trash to reduce leaching into water and the spread of disease	34	11%	40	13%	16	5%	210	70%	300	100%
Ditch cleaning, repair and construction	18	6%	30	10%	40	13%	212	71%	300	100%
Street repair	15	5%	53	18%	38	13%	194	65%	300	100%
Supplying clean drinking water	20	7%	33	11%	31	10%	216	72%	300	100%
Provide a new area for a market	30	10%	62	21%	45	15%	163	54%	300	100%
Provide green areas/parks	31	10%	40	13%	85	28%	144	48%	300	100%
Provide electricity service	115	38%	13	4%	26	9%	146	49%	300	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	43	14%
Shuras/CDCs/Jirgas	148	49%
Tribal leader/Malik	88	29%
Mullah	18	6%
Would contact no one	1	0%
Don't know	1	0%
Refused	1	0%
Total	300	100%

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

	Number	Percent
Yes	128	43%
No	164	55%
Don't know	8	3%
Refused	0	0%
Total	300	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	77	26%
It would be fixed within a year	56	19%
My request would be put on a long wait list	67	22%
Other	5	2%
Don't know	75	25%
Refused	20	7%

*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?**

	<b>Number</b>	<b>Percent</b>
Very good job	44	15%
Somewhat good job	218	73%
Somewhat bad job	31	10%
Very bad job	3	1%
Refused	1	0%
Don't know	3	1%
Total	300	100%

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

	<b>Number</b>	<b>Percent</b>
Almost always	29	10%
Sometimes	143	48%
Rarely	41	14%
Almost never	78	26%
Refused	5	2%
Don't know	4	1%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
A lot	10	3%
A little	140	47%
Very little	87	29%
None at all	63	21%
Don't know	0	0%
Refused	0	0%
Total	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Businesses in the local market	165	55%	102	34%	27	9%	5	2%	0	0%	0	0%	299	100%
The religious leaders here	97	32%	95	32%	76	25%	31	10%	0	0%	0	0%	299	100%
Donor agencies	45	15%	100	33%	126	42%	28	9%	0	0%	0	0%	299	100%
The local government	38	13%	111	37%	117	39%	33	11%	0	0%	0	0%	299	100%
The provincial government	32	11%	115	38%	104	35%	48	16%	0	0%	0	0%	299	100%
The Afghanistan national government	30	10%	84	28%	117	39%	67	22%	0	0%	0	0%	298	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	95	32%
Did not know	190	63%
Provided wrong name	15	5%
Total	300	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	254	85%	34	11%	11	4%	1	0%	0	0%	300	100%
In Afghanistan as a whole	292	98%	6	2%	1	0%	0	0%	0	0%	299	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
In the provincial government	192	64%	86	29%	17	6%	0	0%	5	2%	300	100%
In Afghanistan as a whole	221	74%	60	20%	14	5%	0	0%	5	2%	300	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Officials in the Municipality	1	0%	2	1%	11	4%	188	63%	98	33%	0	0%	0	0%	300	100%
Customs office	0	0%	2	1%	4	1%	156	52%	138	46%	0	0%	0	0%	300	100%
Afghan National Police	1	0%	0	0%	7	2%	175	58%	117	39%	0	0%	0	0%	300	100%
Afghan National Army	0	0%	1	0%	1	0%	161	54%	137	46%	0	0%	0	0%	300	100%
Judiciary / courts	2	1%	1	0%	5	2%	153	51%	139	46%	0	0%	0	0%	300	100%
State electricity supply	0	0%	1	0%	3	1%	144	48%	152	51%	0	0%	0	0%	300	100%
Public healthcare service	0	0%	0	0%	4	1%	158	53%	138	46%	0	0%	0	0%	300	100%
When applying for a job	1	0%	0	0%	8	3%	156	52%	135	45%	0	0%	0	0%	300	100%
Admissions to schools/ university	0	0%	0	0%	1	0%	163	54%	136	45%	0	0%	0	0%	300	100%
To receive official documents	2	1%	4	1%	14	5%	149	50%	131	44%	0	0%	0	0%	300	100%

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

	Number	Percent
Yes	205	68%
No	92	31%
Don't know	2	1%
Refused	1	0%
Total	300	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)?**

	<b>Number</b>	<b>Percent</b>
Yes	184	89%
No	21	10%
Don't know	0	0%
Refused	1	0%
Total	206	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	191	64%
Agree somewhat	83	28%
Disagree somewhat	21	7%
Strongly disagree	4	1%
Don't know	1	0%
Refused	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent</b>
Strongly agree	164	55%
Agree somewhat	89	30%
Disagree somewhat	38	13%
Strongly disagree	8	3%
Don't know	1	0%
Refused	0	0%
Total	300	100%

**Q42 How old were you on your last birthday?**

	Number	Percent of households
13-17 years old	2	1%
18-30 years old	42	14%
31-40 years old	99	33%
41-50 years old	82	27%
51-60 years old	43	14%
61 or more years old	31	10%
Total	299	100%

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

	Number	Percent of households
Working	91	30%
Retired	2	1%
Housewife	127	42%
Student	5	2%
Unemployed	74	25%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	300	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?**

	<b>Number</b>	<b>Percent of households</b>
Never went to school	137	46%
Primary School, incomplete (classes 1 to 5)	32	11%
Primary School, complete (finished class 6)	27	9%
Secondary education, incomplete (classes 7 to 8)	21	7%
Secondary education, complete (finished class 9)	24	8%
High School (classes 10 to 12)	49	16%
University education or above	10	3%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q45 Are you married or single?**

	<b>Number</b>	<b>Percent of households</b>
Single	8	3%
Married	273	91%
Widower/ Widow	19	6%
Refused	0	0%
Don't know	0	0%
Total	300	100%

**Q46 How many people live here in this house?**

	<b>Number</b>	<b>Percent of households</b>
No people	2	1%
1-5 people	53	18%
6-10 people	171	57%
10-20 people	73	24%
21 or more people	1	0%
Total	300	100%

**Q47 Does your family lease or own this house?**

	<b>Number</b>	<b>Percent of households</b>
Lease	4	1%
Own	296	99%
Don't know	0	0%
Refused	0	0%
Total	300	100%

**Q48 Does your family have a Qabala or other way of demonstrating your tenure?**

	<b>Number</b>	<b>Percent of households</b>
Yes	86	29%
No	213	71%
Don't know	1	0%
Refused	0	0%
Total	300	100%

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

	<b>Number</b>	<b>Percent of households</b>
Pay nothing	296	99%
1,000 AFN or less per month	0	0%
1,001-2,000 AFN per month	2	1%
2,001-3,000 AFN per month	1	0%
3,001-4,000 AFN per month	1	0%
4,001-5,000 AFN per month	0	0%
5,001-7,500 AFN per month	0	0%
7,501 or more AFN per month	0	0%
Total	300	100%

**Q50 Income Level**

<b>Will you please tell me which of the following categories best represents your average total family monthly income?</b>	<b>Number</b>	<b>Percent of households</b>
Less than 2,000 AFN	60	20%
2,001 - 3,000 AFN	55	18%
3,001 - 5,000 AFN	51	17%
5,001 - 10,000 AFN	55	18%
10,001 - 15,000 AFN	35	12%
15,001 - 20,000 AFN	18	6%
20,001 - 25,000 AFN	7	2%
25,001 - 40,000 AFN	5	2%
more than 40,000 AFN	1	0%
Refused	12	4%
Don't know	1	0%
Total	300	100%

**Q51 Gender**

	<b>Number</b>	<b>Percent of households</b>
Male	157	52%
Female	143	48%
Total	300	100%

# APPENDIX E: 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. No revisions were made to the internal data collection instrument in 2013.

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

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

## RESIDENT SURVEY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages. The survey was implemented in 2010, and then in July 2011, before the second iteration, minor changes and additions were made to the script. Several items were added to the 2012 survey but there were no changes made before implementing the 2013 survey.

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, 2012 and 2013 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 and 2013 iterations. Security concerns prevented interviewing in Parun in 2010 and 2011.



## Sample Sizes

City	Approximate number of households <sup>1</sup>	Number of interviews planned	Number of interviews completed			
			2010	2011	2012	2013
Asadabad (Kunar)	1,800	275	275	276	275	275
Bamyan (Bamyan)	1,600	265	264	265	265	265
Bazarak (Panjshir)	2,700	300	300	300	300	300
Charikar (Parwan)	7,200	352	352	352	351	351
Gardez (Paktia)	3,100	312	313	312	295	295
Ghazni (Ghazni)	7,500	350	295	295	312	312
Jalalabad (Nangarhar)	26,000	372	371	372	372	372
Khost (Khost)	1,500	264	264	264	264	264
Mahmood Raqi (Kapisa)	200	100	100	100	100	100
Maidan Shar (Wardak)	400	150	150	150	150	150
Mehterlam (Laghman)	700	200	200	199	200	200
Parun (Nuristan)	350	140	0	0	140	140
Puli Alam (Logar) <sup>2</sup>	700	200	200	200	200	200
Sharana (Paktika)	350	140	140	140	140	140

<sup>1</sup> 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.

<sup>2</sup> Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011.

Households in each city were chosen through random route sampling. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every N<sup>th</sup> 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 6<sup>th</sup> 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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