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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

MUNICIPAL BASELINE SURVEY REPORT MAHMOOD RAQI CITY (2010)

OCTOBER 2010

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REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN POPULATIONS – REGIONAL COMMAND EAST

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CONTENTS

- CONTENTS3**
- RAMP UP EAST BACKGROUND.....4**
- PART ONE: EXTERNAL SURVEY MAHMOOD RAQI CITY5**
- TABLE OF FIGURES.....6**
- INTRODUCTION7**
- DEMOGRAPHICS7**
- OVERVIEW7**
- QUALITY OF LIFE9**
- EMPLOYMENT.....10**
- SERVICES11**
 - SOLID WASTE.....12
 - WATER.....15
 - ELECTRICITY.....17
 - ROADS, DRAINAGE AND SANITATION19
 - GREEN AREAS AND PARKS.....21
 - Market.....22
 - SERVICE PRIORITIES24
- GOVERNANCE25**
- WOMEN IN SOCIETY31**
- APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES32**
- APPENDIX B: SURVEY METHODOLOGY57**
- PART TWO: INTERNAL SURVEY MAHMOOD RAQI CITY60**
- INDEX OF TABLES61**
- PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY62**
- METHODOLOGY63**
- A. GENERAL INFORMATION64**
- B. FINANCIAL MANAGEMENT67**
- C. PLANNING AND ECONOMIC DEVELOPMENT69**
- D. REVENUE ENHANCEMENT69**
- E. PUBLIC WORKS.....72**

RAMP UP EAST BACKGROUND

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mahmood Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyān, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- **CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level:** All activities under CLIN 1 will directly contribute to enhancing the capacity of municipal officials, managers and technicians to perform their core municipal management responsibilities. Based on an empirical understanding of the skills, capabilities, and knowledge of municipal staff, RAMP UP East provides a combination of on-the-job mentorship, training, and advising to enable more visible, responsive, and accountable governance at the municipal level.
- **CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs:** Activities carried out under CLIN 2 support municipalities in delivering visible, tangible, and desirable services to citizens in the form of municipal service delivery projects (Municipal Projects). These projects simultaneously fill two purposes: (1) municipal projects provide citizens with marked improvements in daily life, helping them gain satisfaction with and confidence in their municipal government; and (2) in executing projects hand-in-hand with municipal officials, RAMP UP builds capacity with a clear learning-by-doing approach, solidifying the GIRoA's capacity to sustainably deliver services to citizens in the long term.
- **CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level:** Activities implemented under this CLIN directly support the growth of local economic development and strengthening of revenue generation, and thereby the municipality's ability to finance its service offerings and operating costs. As RAMP UP activities under CLINs 1 and 2 strengthen municipal capacity and service delivery, activities under CLIN 3 use the capacity, service improvements, and infrastructure to facilitate business growth and job creation.

PART ONE: EXTERNAL SURVEY MAHMOOD RAQI CITY



October 2010

TABLE OF FIGURES

FIGURE 1: QUALITY OF LIFE IN MAHMOOD RAQI	9
FIGURE 2: JOB OPPORTUNITIES IN MAHMOOD RAQI	10
FIGURE 3: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR.....	10
FIGURE 4: HEAD OF HOUSEHOLD EMPLOYMENT STATUS.....	10
FIGURE 5: OVERALL, HOW WELL IS THE CITY PROVIDING THE SERVICES YOU THINK THEY SHOULD PROVIDE?	11
FIGURE 6: TRASH DISPOSAL METHOD.....	12
FIGURE 7: SATISFACTION WITH TRASH DISPOSAL METHOD	12
FIGURE 8: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY	13
FIGURE 9: WHO DO YOU PAY FOR TRASH SERVICE?.....	13
FIGURE 10: QUALITY OF CITY TRASH SERVICES.....	14
FIGURE 11: DRINKING WATER SOURCES	15
FIGURE 12: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE	15
FIGURE 13: WHO DO YOU PAY FOR WATER SERVICE?	16
FIGURE 14: IF YOU PAY FOR WATER SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	16
FIGURE 15: ELECTRICITY SOURCES	17
FIGURE 16: WHO DO YOU PAY FOR ELECTRICITY SERVICE?	17
FIGURE 17: IF YOU PAY FOR ELECTRICITY SERVICE, HOW MUCH DO YOU PAY PER MONTH?.....	17
FIGURE 18: TYPE OF TOILET IN HOME	19
FIGURE 19: TYPE OF DRAINAGE FOR WASTE WATER	19
FIGURE 20: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES	19
FIGURE 21: QUALITY OF CITY ROADS AND ROAD SERVICES	20
FIGURE 22: AVAILABILITY OF CITY PARKS	21
FIGURE 23: QUALITY OF CITY PARKS	21
FIGURE 24: QUALITY OF CITY MARKET	22
FIGURE 25: FAMILY CAN AFFORD FOOD AT THE MARKET	23
FIGURE 26: MUNICIPAL SERVICE PRIORITIES	24
FIGURE 27: IF YOU HAVE A PROBLEM WITH SOMETHING RELATED TO THE CITY, WHO WOULD YOU CONTACT?	25
FIGURE 28: WHO IS YOUR MAYOR?	25
FIGURE 29: CONTACT WITH CITY GOVERNMENT.....	26
FIGURE 30: IF YOU ASKED YOUR MUNICIPAL GOVERNMENT TO FIX YOUR STREET, WHAT DO YOU THINK WOULD HAPPEN?.....	26
FIGURE 31: HOW OFTEN DO YOU THINK LOCAL GOVERNMENT OFFICIALS ARE WORKING TO SERVE PEOPLE LIKE YOU?.....	27
FIGURE 32: HOW MUCH INFLUENCE DO YOU THINK SOMEONE LIKE YOU CAN HAVE OVER GOVERNMENT DECISIONS?	27
FIGURE 33: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE IN YOUR CITY?.....	28
FIGURE 34: LEVEL OF CORRUPTION.....	29
FIGURE 35: CHANGE IN LEVEL OF CORRUPTION IN LAST YEAR	29
FIGURE 36: WHEN YOU WERE IN CONTACT WITH GOVERNMENT OFFICIALS IN THE PAST YEAR, HAVE YOU HAD TO GIVE CASH, A GIFT OR PERFORM A FAVOR FOR AN OFFICIAL?	30
FIGURE 37: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS	31
FIGURE 38: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION	31
FIGURE 39: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN GOVERNMENT	31

INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mehmod Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyan, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services.

This report outlines the results for the baseline survey conducted in Mahmood Raqi. In-person interviews were conducted with 100 residents from August 17, 2010 to August 25, 2010.

DEMOGRAPHICS

Enumerators visited 100 houses in Mahmood Raqi and interviewed one representative in each home. Of those interviewed, 50% were women, 92% were married and 48% had never attended school. Respondents spanned a wide age range, 35% were 30 years old or younger, 26% were 31 to 40 and 38% were over 40. Many households were smaller; 73% had 10 or fewer people and 27% had more than 10 people. Most households (95%) owned their homes and had a Qabala or other way of proving their tenure.

OVERVIEW

Most residents thought the quality of life in Mahmood Raqi was good or fair, but one in six rated it as poor. Only two-thirds of the heads of households were employed full time and residents were divided in their views of employment opportunities in the city – one-third thought the number of opportunities was good, but about one-third thought it was poor. Thirty-Three percent thought it had increased in the past year, while 20% thought it had decreased.

The job their city government was doing providing services was rated as somewhat good or very good by 7 in 10 residents.

- Most Mahmood Raqi residents took their trash to an improvised dumpsite or put it in the street. They were not satisfied with these disposal methods. City trash services were rated as poor by most residents.
- Most used well water for drinking or got their water from an open source. About one-third of families had experienced a waterborne illnesses in the past year.
- Electricity was supplied by a personal generator or one shared with neighbors.
- Residents generally used dry latrines for their toilets and used open ditches or canals for drainage of their wastewater. Residents were divided about the condition of drainage canals and the services to clean, repair and construct the ditches. About 3 in 10 rated them as good and about 4 in 10 rated them as poor.
- Highways and main city roads were generally in better condition than neighborhood streets. Residents were divided in rating the condition of their neighborhood streets and street repair and construction services. Twice as many residents thought neighborhood streets were in poor condition than those who thought they were in good condition. Equal numbers rated street repair and construction services as good and as they did poor.
- Most residents had no access to a nearby park but some had access to parks further away. These parks were thought to be of poor quality.
- When asked to prioritize services, 72% said electricity service was the most important priority. Street repair was second most important and then several other services were rated about equal in importance.

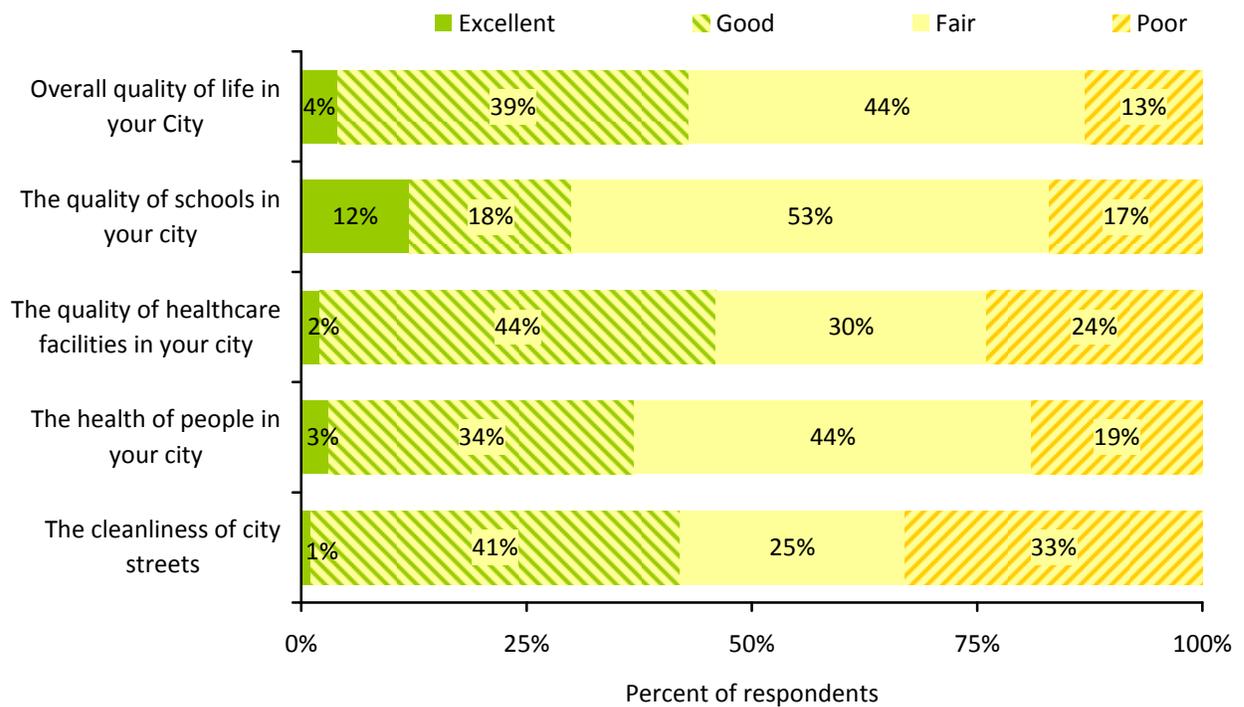
Almost half the residents of Mahmood Raqi knew who their mayor was and about half had contacted the municipality to request a service or get help with a problem. Residents were divided in how much confidence they had in their government.

- Six in ten thought that their local government was sometimes or almost always working to serve people like them, but only 23% thought they could have a lot or a least a little influence on local government decision-making.
- About half had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels. Residents had more trust that local religious leaders, businessmen and donor agencies were conducting activities for their benefit.
- Only 5% of residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials; 10% said they were asked only in isolated cases and 84% said they were never asked.
- Like other cities, almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.
- A majority of residents in Mahmood Raqi, regardless of gender, were strongly or somewhat supportive of women having equal access to education and participation in government.

QUALITY OF LIFE

The overall quality of life in Mahmood Raqi varied across residents; 43% thought it was excellent or good, 44% thought it was fair and 13% thought it was poor. Residents were similarly divided about the quality of schools and healthcare facilities in their city and the level of health of the people in their city. One-third of residents rated the cleanliness of city streets as poor, but 42% thought it was excellent or good.

Figure 1: Quality of Life in Mahmood Raqi



EMPLOYMENT

Only two-thirds of the heads of households in Mahmood Raqi were employed full time, 9% were employed part time but 26% were unemployed. Residents had different views about the number of job opportunities in their city, 35% thought it was poor, 31% said it was fair and 34% thought the number of job opportunities was excellent or good. Most residents thought the number of job opportunities had stayed the same (47%) or increased (33%), but 20% thought they had decreased in the past year. Many residents were concerned about the number of businesses in the city, with 43% rating this as poor.

Figure 2: Job Opportunities in Mahmood Raqi

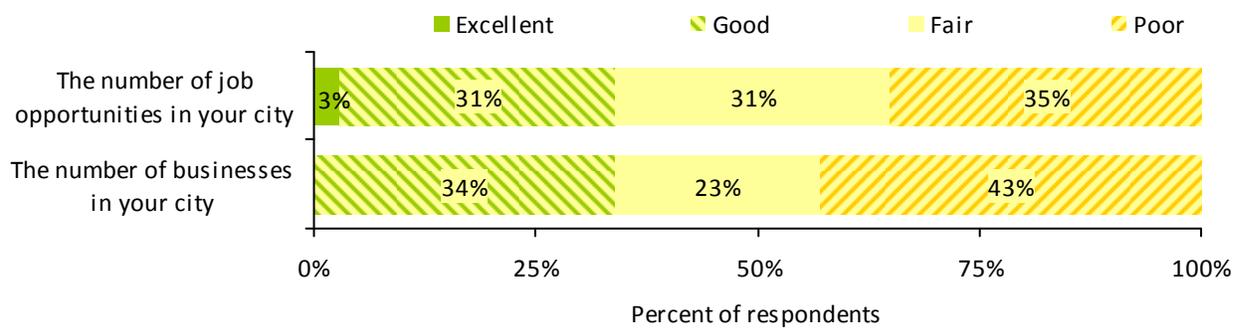


Figure 3: Change in Job Opportunities in Last Year

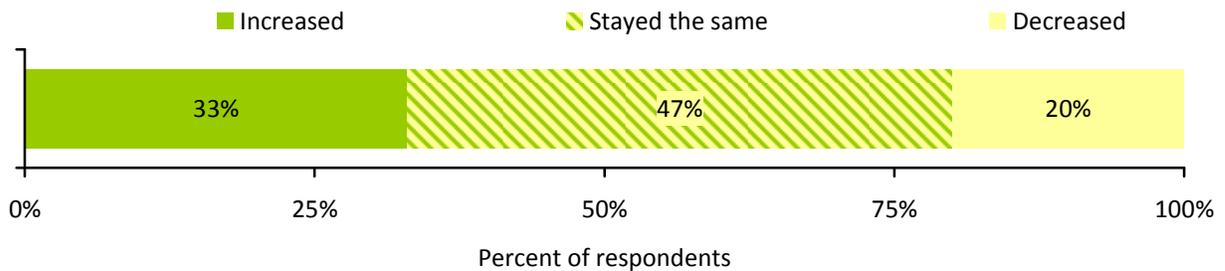
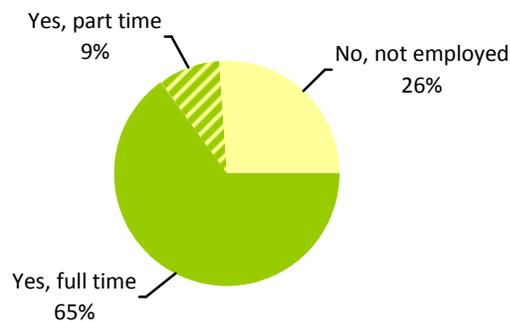


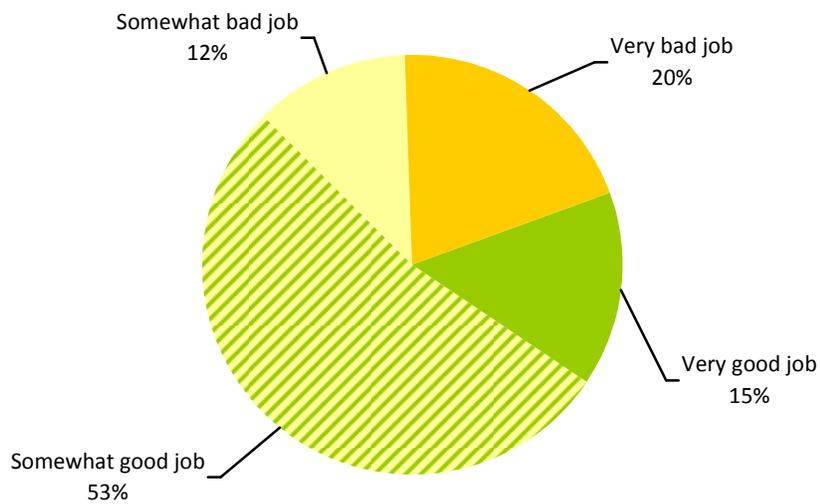
Figure 4: Head of Household Employment Status



SERVICES

Afghan cities vary in the number and type of services they are able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, or may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets. Residents were generally positive about the City's effort to provide services, 53% thought they were doing a somewhat good job and 15% thought they were doing a very good job.

Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?



SOLID WASTE

In Mahmood Raqi, most residents took their garbage to an improvised dumpsite (88%), but some disposed of it in the street (9%). Only one person said they used a public container. Residents were dissatisfied with these methods.

Figure 6: Trash Disposal Method

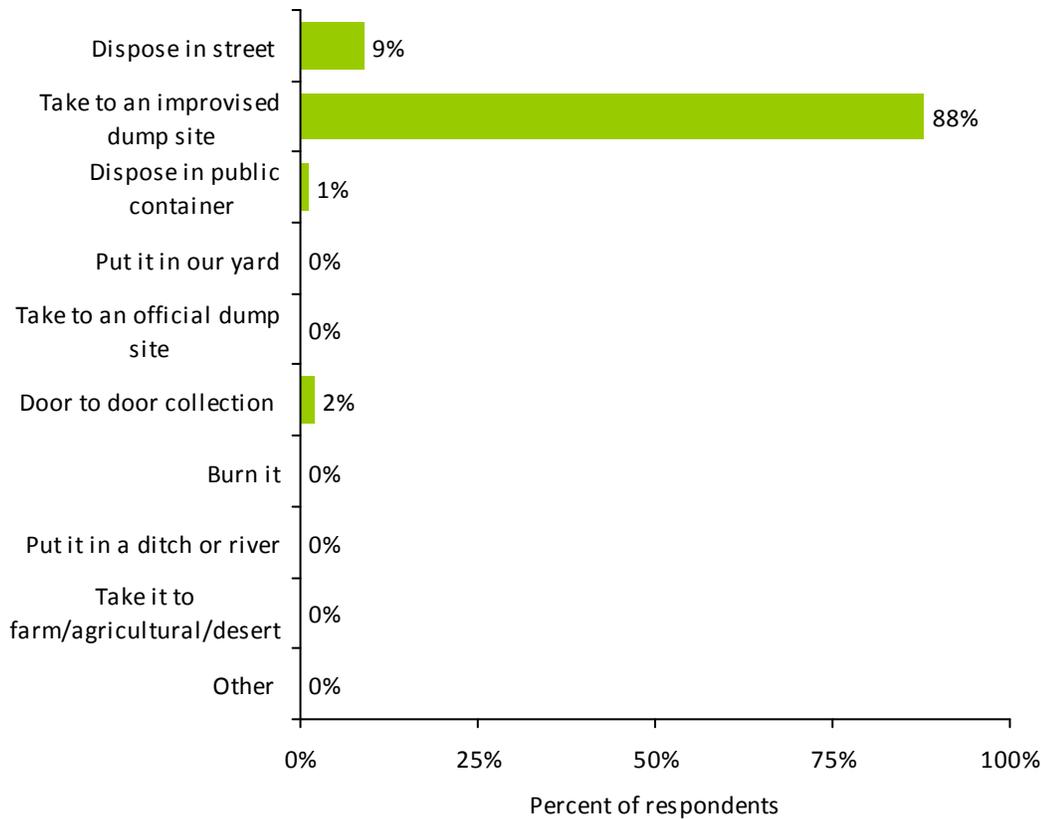
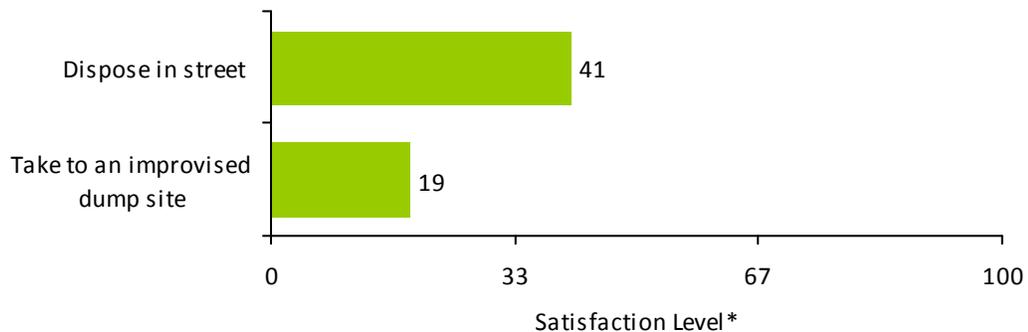


Figure 7: Satisfaction with Trash Disposal Method



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

All residents said they do not pay for trash service, and most (60%) said the city never removed trash from street. Others thought the city removed trash as often as daily (15%) or one to a few times a week (13%).

Figure 8: Frequency of Trash Removal from Street by City

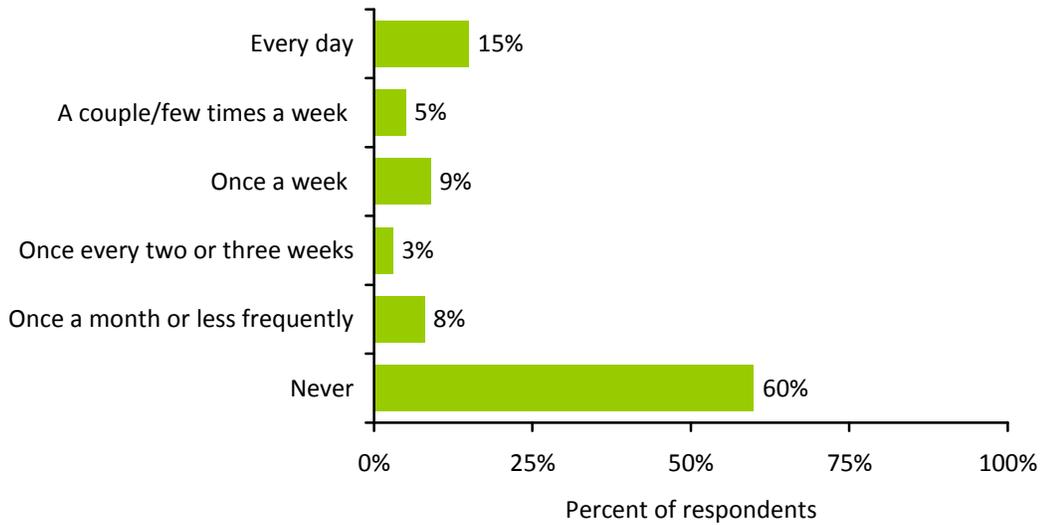
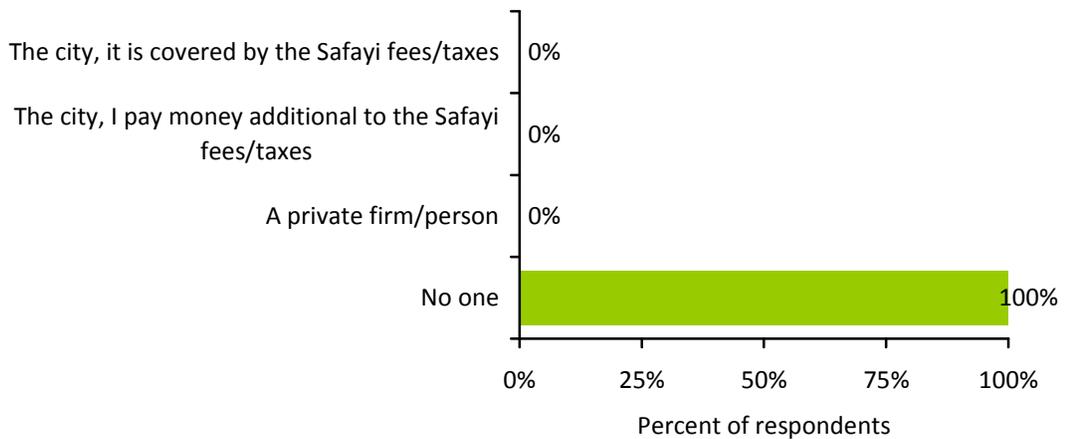
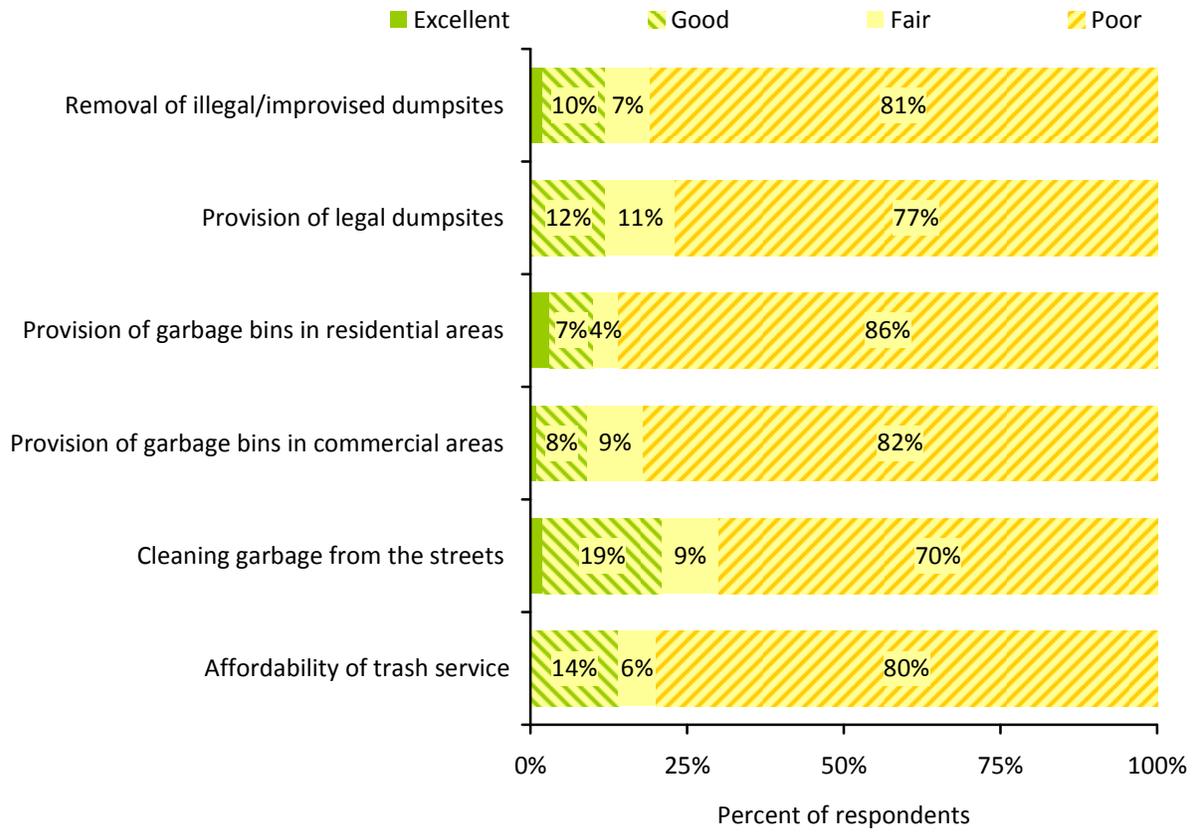


Figure 9: Who Do You Pay for Trash Service?



Most residents rated trash services as poor.

Figure 10: Quality of City Trash Services



WATER

Residents of Mahmood Raqi got their drinking water from wells on their property (35%), wells shared with neighbors (39%) or a river or canal (25%). Whichever their drinking water source, about one in three families had experienced a waterborne illness in the prior year.

Figure 11: Drinking Water Sources

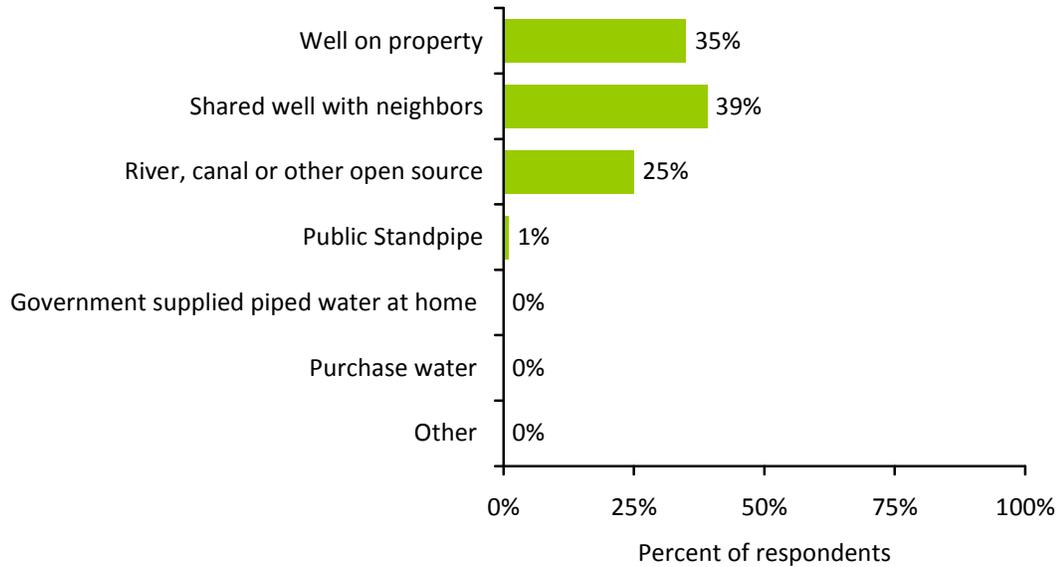
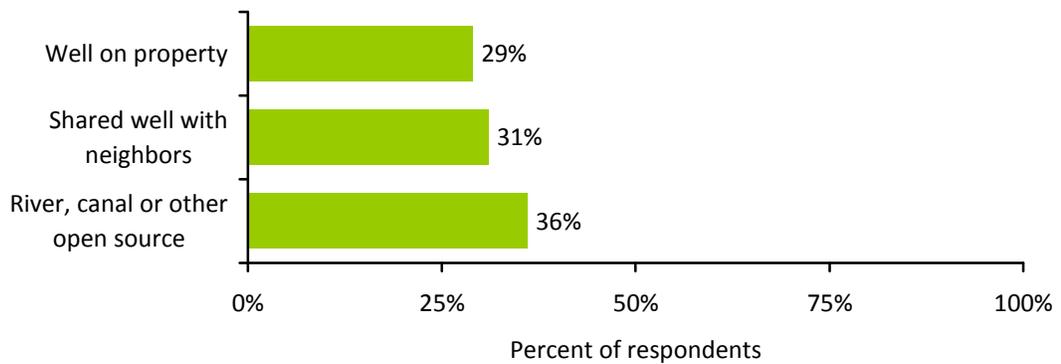


Figure 12: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source



Households who paid for water were paying a private firm – they were generally paying between 50 and 400 Afn per month for the service.

Figure 13: Who Do You Pay for Water Service?

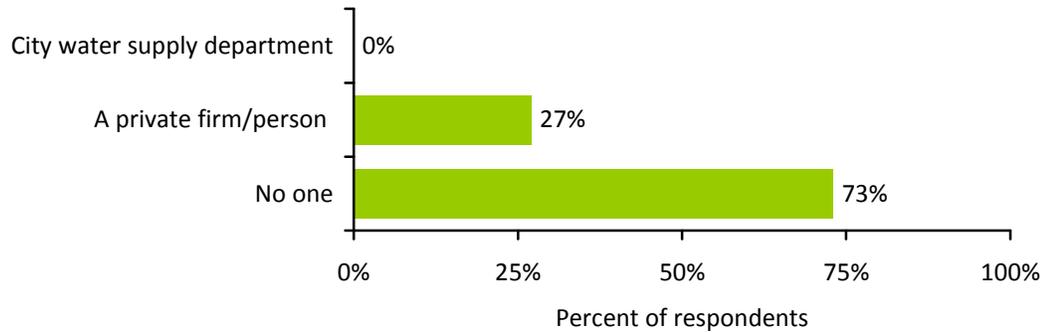
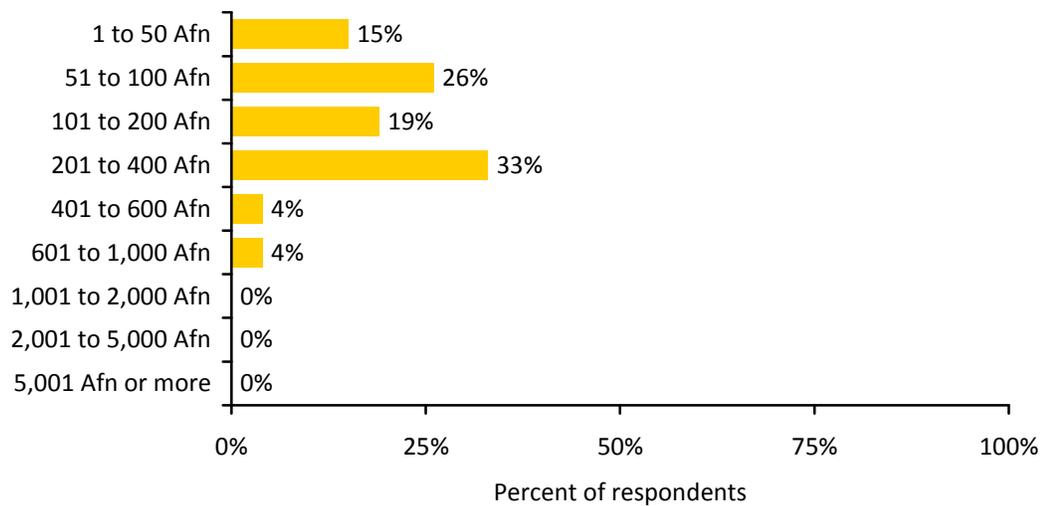


Figure 14: If You Pay for Water Service, How Much Do You Pay Per Month?



ELECTRICITY

Everyone in Mahmood Raqi got their electricity from a generator, most had their own generator (71%), but 29% shared a generator with a neighbor. A few people said they were paying a private firm for their electricity, they paid between 200 and 1,000 Afn per month.

Figure 15: Electricity Sources

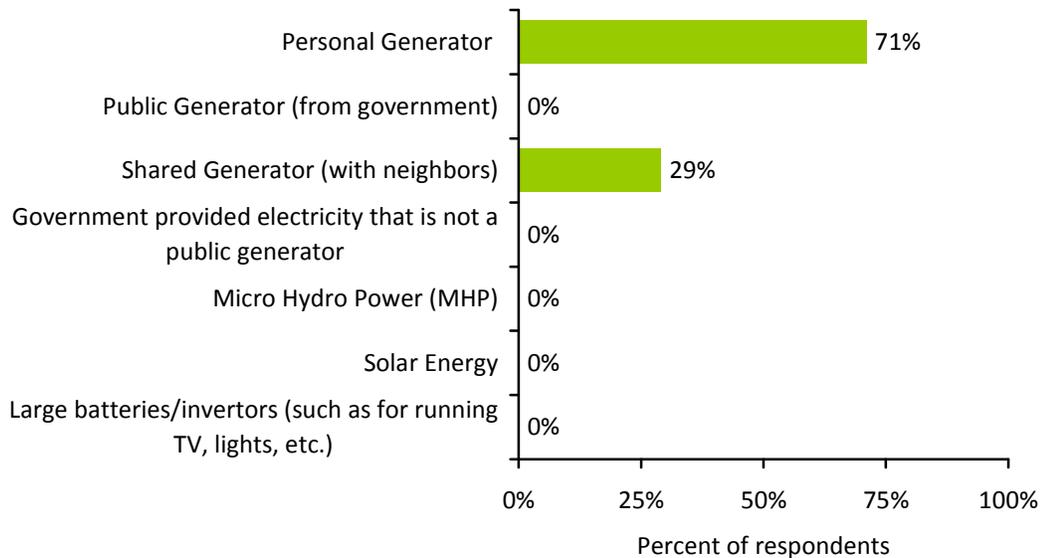


Figure 16: Who Do You Pay for Electricity Service?

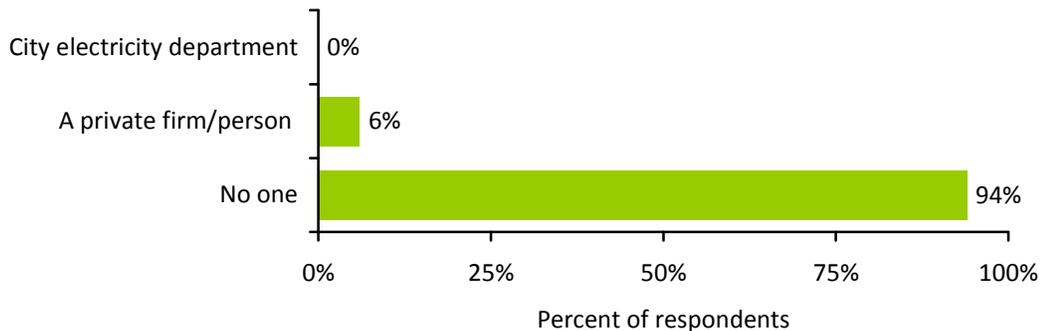
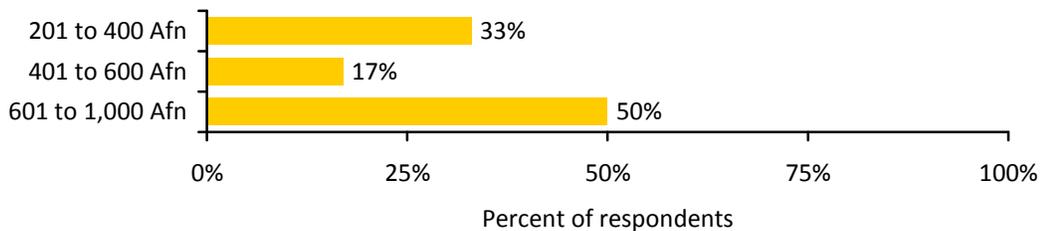


Figure 17: If You Pay for Electricity Service, How Much Do You Pay Per Month?



ROADS, DRAINAGE AND SANITATION

Almost all residents used a dry latrine for their toilet, only a few had indoor plumbing (3%) or a latrine with a septic system (2%). All households drained their wastewater via an open ditch or canal. When asked to rate the condition of these ditches (both those near their house and large ones throughout the city) as well as the quality of ditch cleaning, repair and construction services provided by the city, residents were split, but more rated them as poor than rated them as good.

Figure 18: Type of Toilet in Home

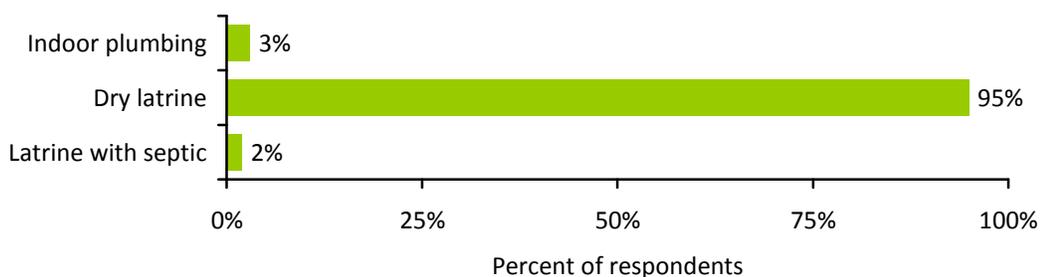


Figure 19: Type of Drainage for Waste Water

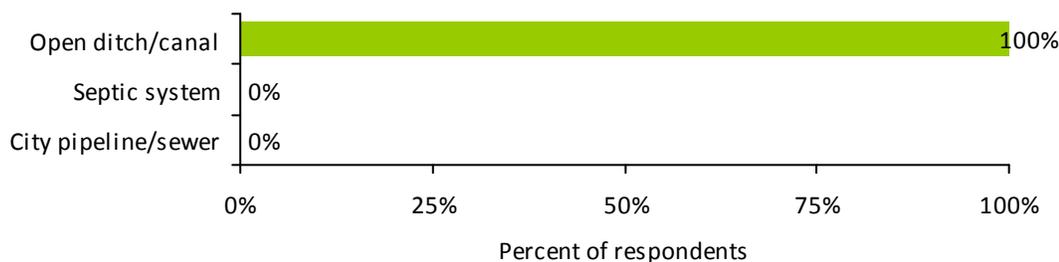
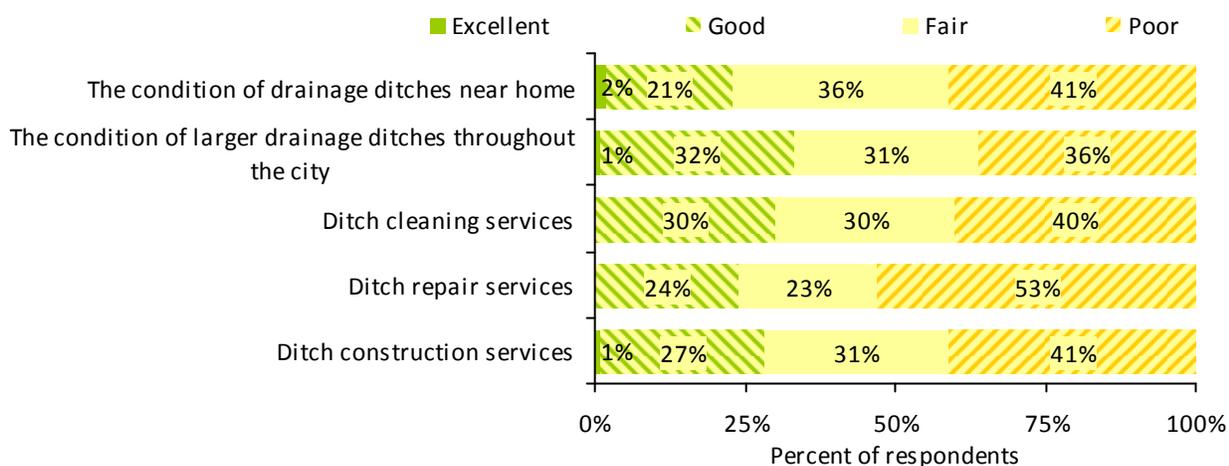
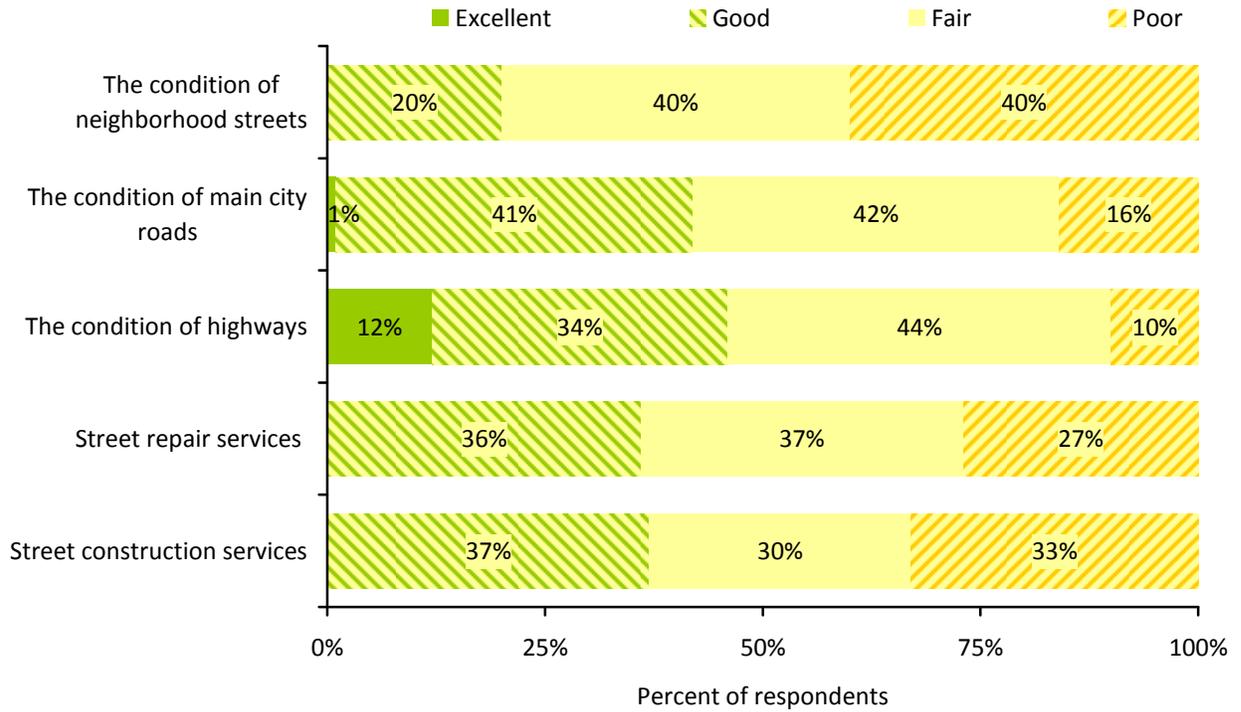


Figure 20: Quality of City Drainage and Drainage Services



The condition of main city roads and highways received higher ratings from residents than local neighborhood streets. Ratings of street repair and construction services were more evenly split, with about one-third rating them as good, one-third rating them as fair and one-third rating them as poor.

Figure 21: Quality of City Roads and Road Services



GREEN AREAS AND PARKS

Most residents were not aware of any parks in Mahmood Raqi, although a few said there was a nearby adult park and one person said there were nearby women’s and children’s parks. About one-quarter of respondents thought there were adult, women’s and children’s parks further away. Those who were aware of these parks generally rated their quality as poor.

Figure 22: Availability of City Parks

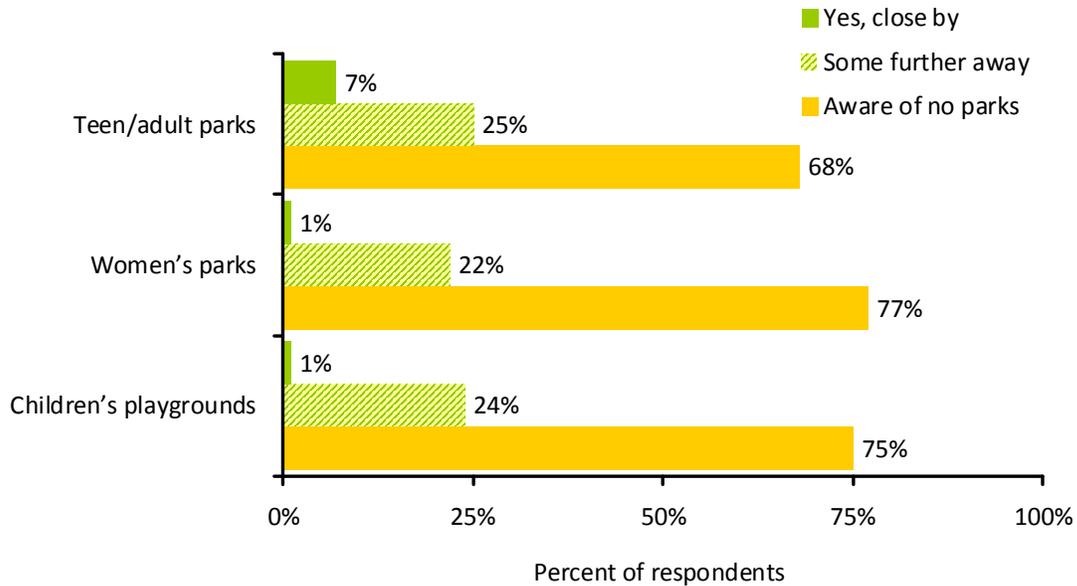
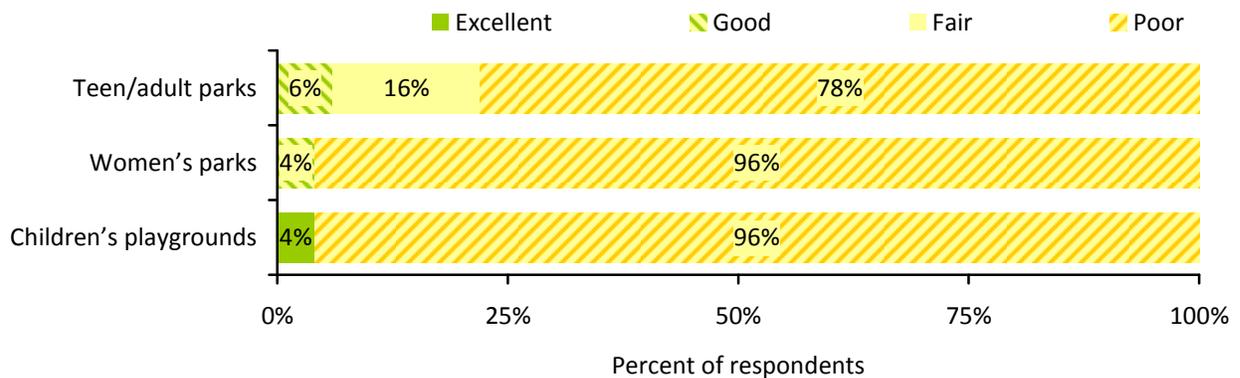


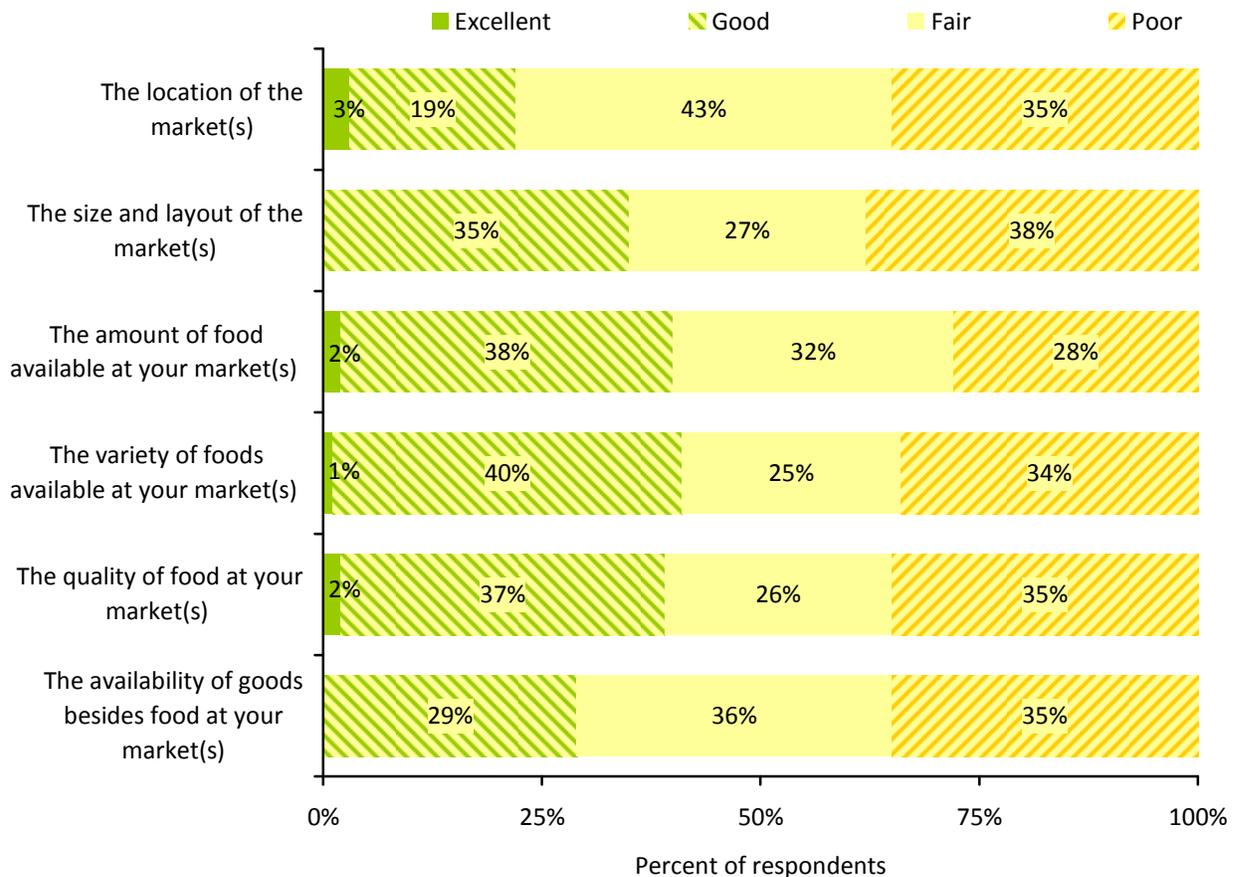
Figure 23: Quality of City Parks



MARKET

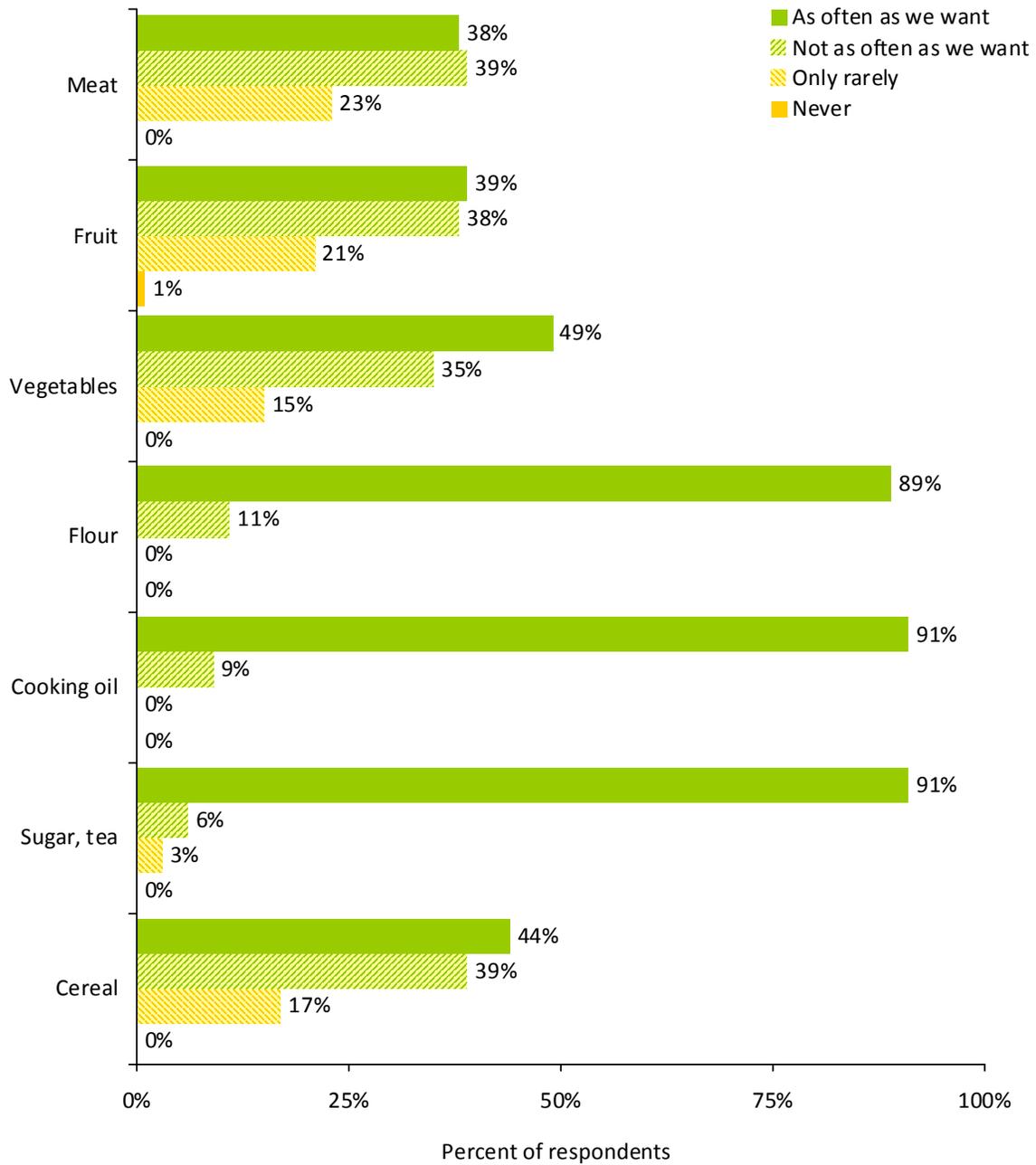
Residents of Mahmood Raqi were split in their ratings of their market. About 40% thought the amount, variety and quality of food in the market was excellent or good, but about one third thought it was poor. Twenty-nine percent thought the availability of non-food goods was good, but 36% thought it was fair and 35% though it was poor.

Figure 24: Quality of City Market



Families in Mahmood Raqi could generally afford to buy flour, cooking oil, sugar and tea as often as they wanted, but a majority could not buy meat, fruit, vegetables and cereals as often as they wanted. Some could only buy these products on rare occasions.

Figure 25: Family Can Afford Food at the Market



SERVICE PRIORITIES

When asked what services should be a priority for the City to provide, residents resoundingly named supplying electricity as the first priority. The second priority, a distant second, was street repair.

Figure 26: Municipal Service Priorities

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	72%	18%	5%	5%
Street repair	6%	24%	13%	57%
Supplying clean drinking water	5%	11%	18%	66%
A new dump site for trash to reduce leaching into water and the spread of disease	8%	8%	16%	68%
Provide green areas/parks	2%	15%	14%	69%
Provide a new area for a market	1%	11%	17%	71%
Ditch cleaning, repair and construction	3%	11%	14%	72%
Public containers for trash in residential and commercial areas	4%	1%	3%	92%

GOVERNANCE

When asked who they would contact if they had a problem related to the city, residents of Mahmood Raqi were most likely to contact their Shura, CDC (Community Development Council) or Jirga (70%) or a tribal leader or Malik (17%). About half the respondents knew who the mayor was, but only 7% said they would contact him if they had a problem related to the city.

Figure 27: If You Have a Problem with Something Related to the City, Who Would You Contact?

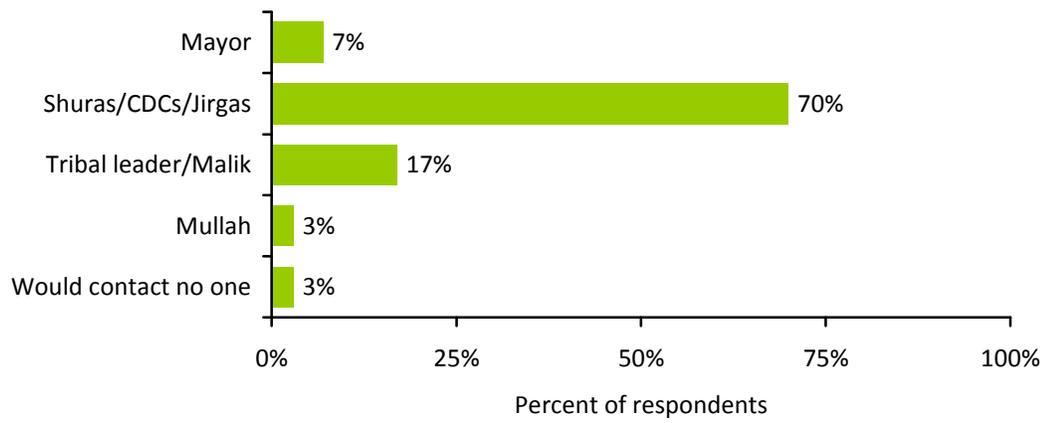
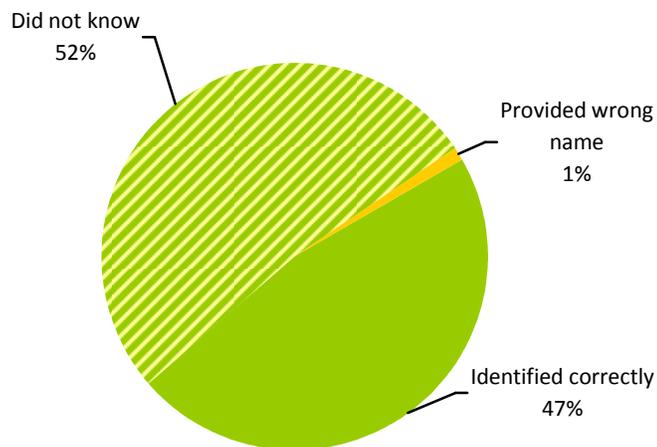


Figure 28: Who Is Your Mayor?



About half the residents said they had ever contacted someone in the municipal government to help them solve a problem or get a service. Only one person thought they had paid Safayi fees or taxes.

When asked what they thought would happen if they did ask the municipal government to fix their street, almost all (61%) thought the request would be put on a long wait list, but 17% thought it would be fixed within the year and 7% thought it would be fixed within the month.

Figure 29: Contact with City Government

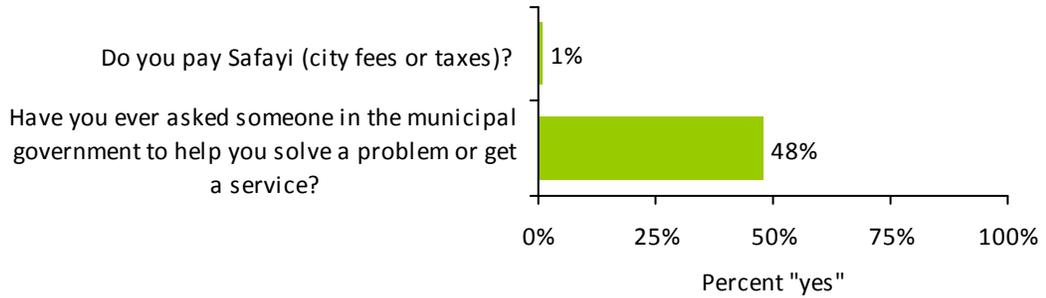
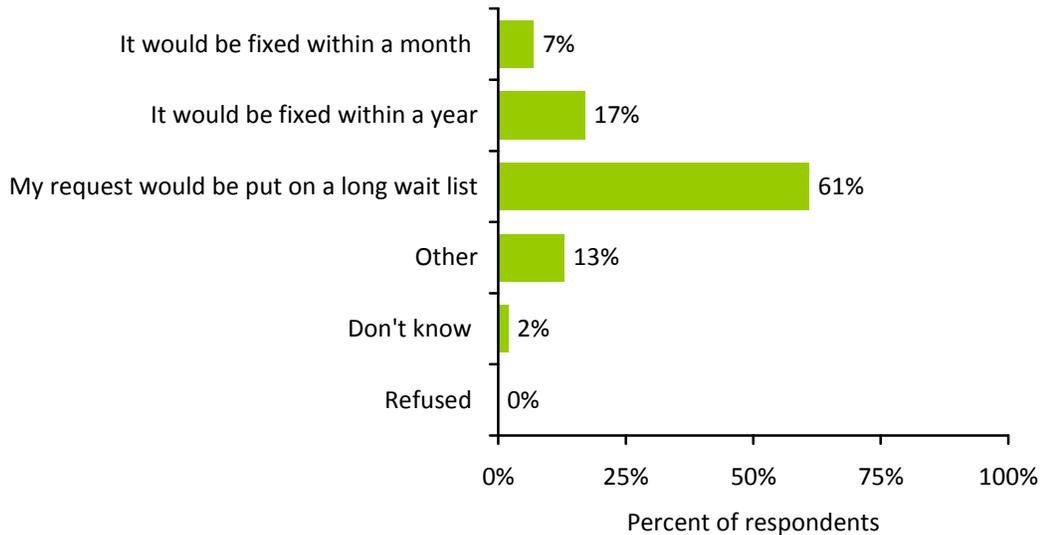


Figure 30: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?



Residents were split over how much their needs were considered by local government officials. About 40% thought the local government officials rarely or never worked on their behalf, while 60% thought local government officials sometimes or always worked on their behalf. Residents were less optimistic about how much influence they could have on government decisions, 77% thought they could have very little or no influence and only 23% thought they could have at least a little influence.

Figure 31: How Often Do You Think Local Government Officials Are Working to Serve People Like You?

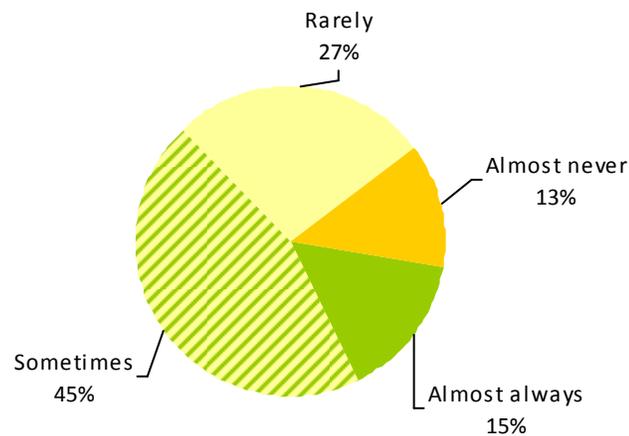
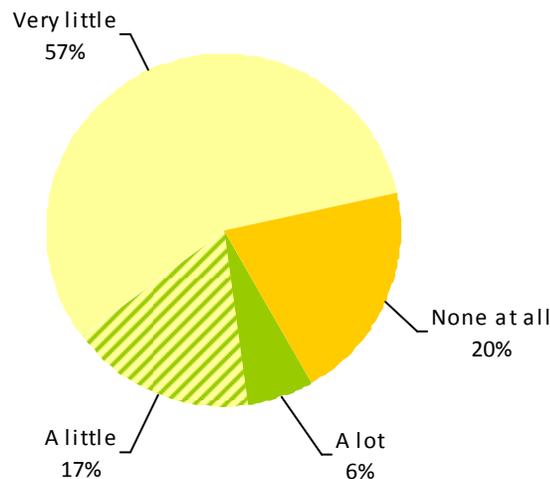


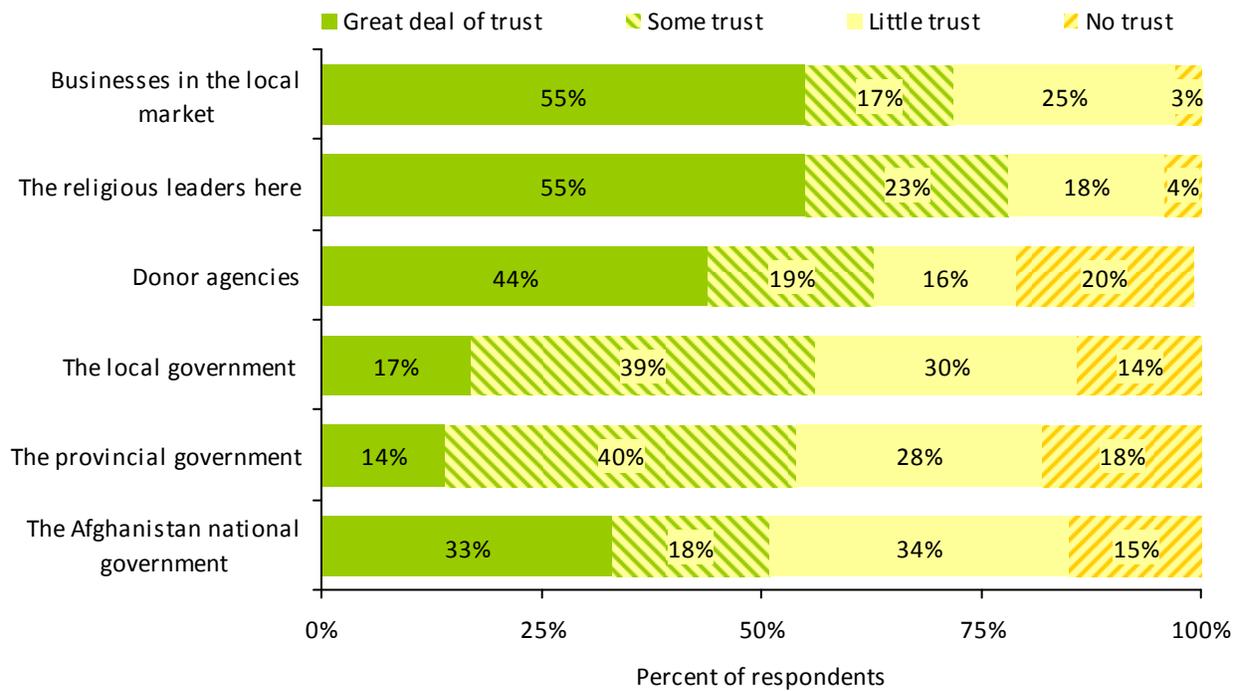
Figure 32: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?



Most residents of Mahmood Raqi had a great deal of trust in the businessmen in their local market and local religious leaders. There was also a fairly high level of trust in donor agencies; 44% had a great deal of trust and 19% had some trust, while 16% had little trust and 20% had no trust.

Trust in the local government was less strong (17% had a great deal of trust and 39% had some trust), but better than many other Afghan cities.

Figure 33: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?



Whatever the level of trust in the provincial and national governments, respondents thought corruption was a major problem in provincial government and Afghanistan as a whole. Most thought this corruption had increased in the past year.

Figure 34: Level of Corruption

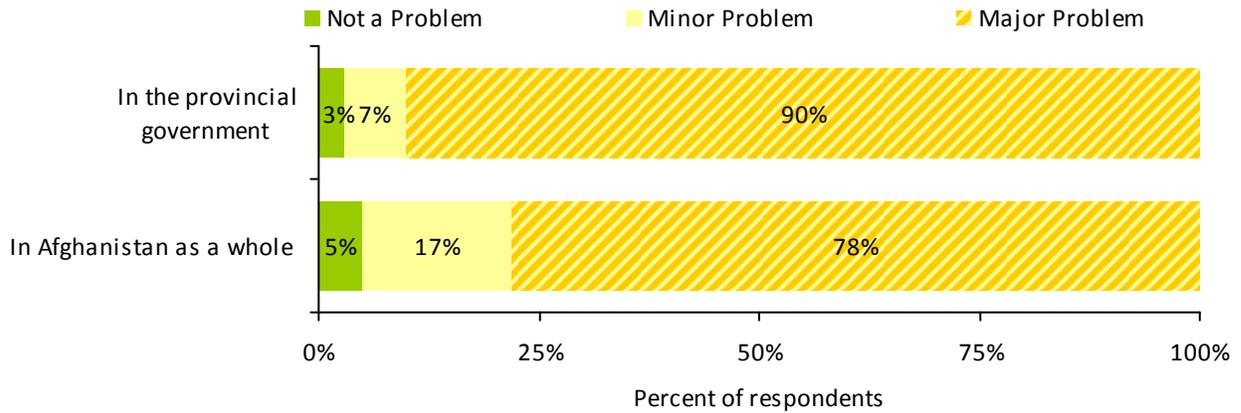
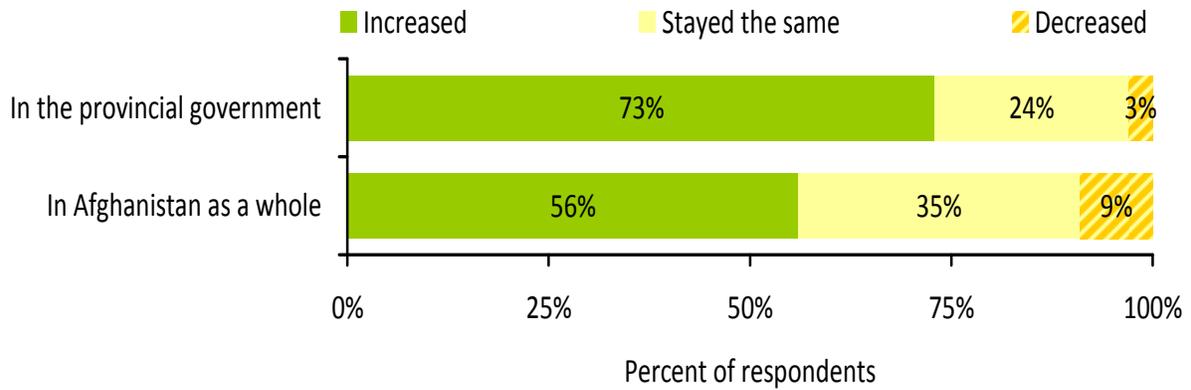
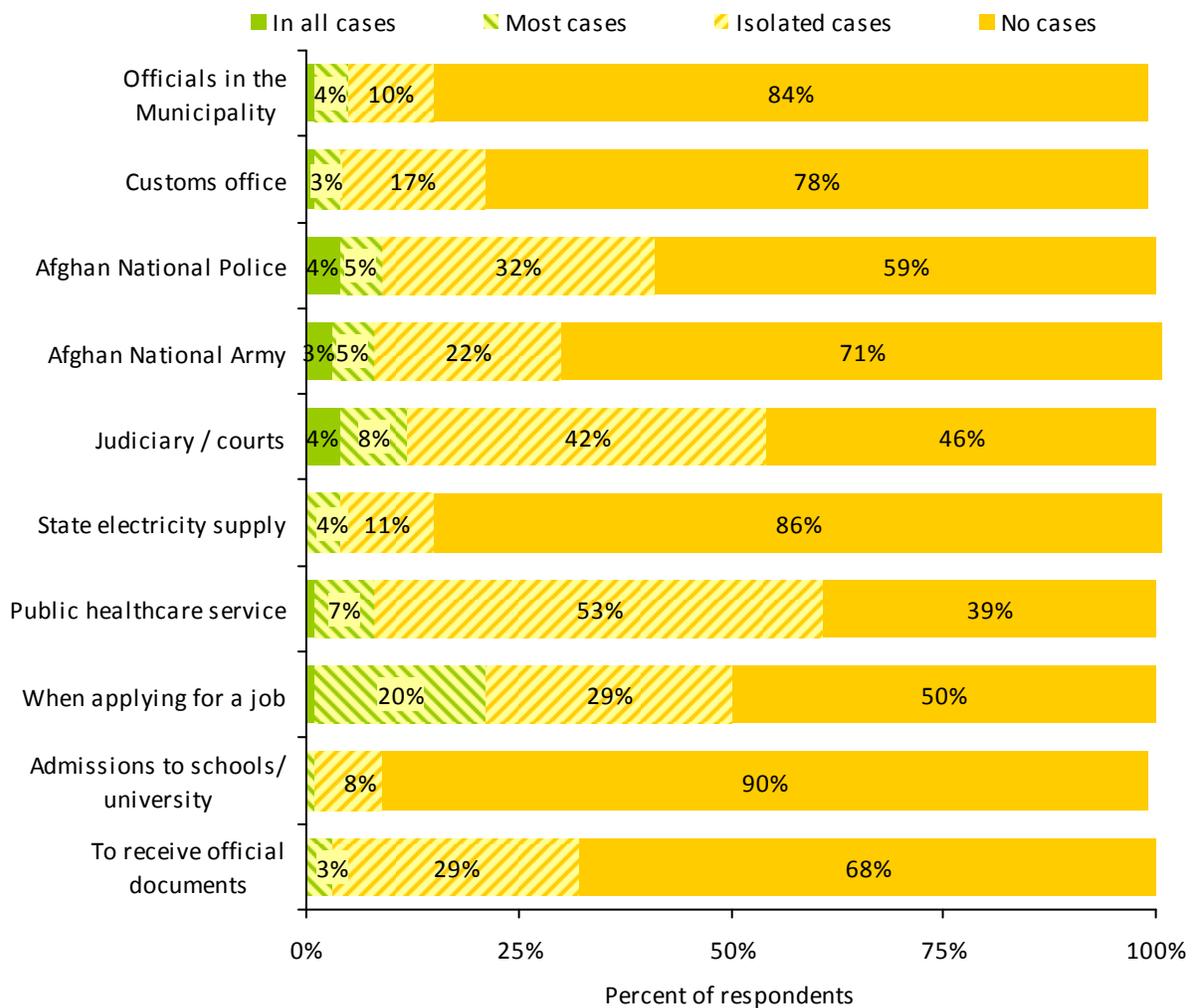


Figure 35: Change in Level of Corruption in Last Year



While most thought corruption in the country was a major problem, for the most part they had not personally experienced instances of having to give cash, a gift or perform a favor for an official, except in isolated cases.

Figure 36: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?



Note: Only for those who had contact with Government Official

WOMEN IN SOCIETY

Most residents in Mahmood Raqi had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. Regardless of gender, most residents were strongly supportive of women pursuing educations and of women taking a role in government.

Figure 37: Awareness of Ministry of Women’s Affairs

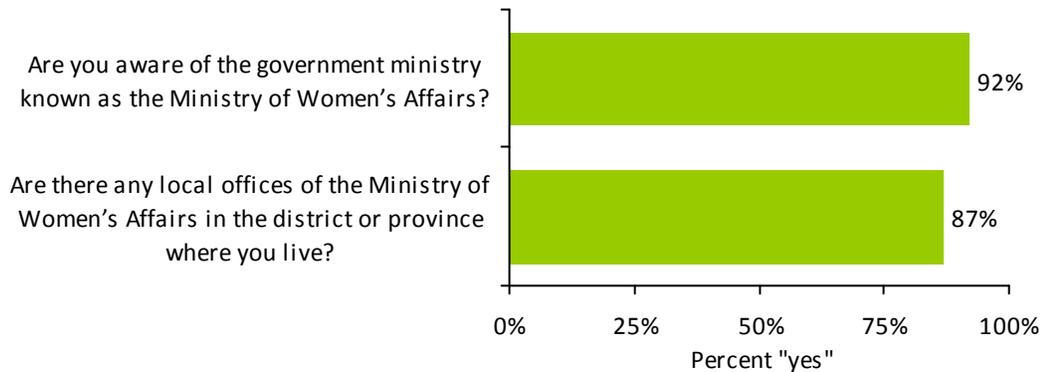


Figure 38: Agreement that Women Should Have Equal Opportunities Like Men In Education

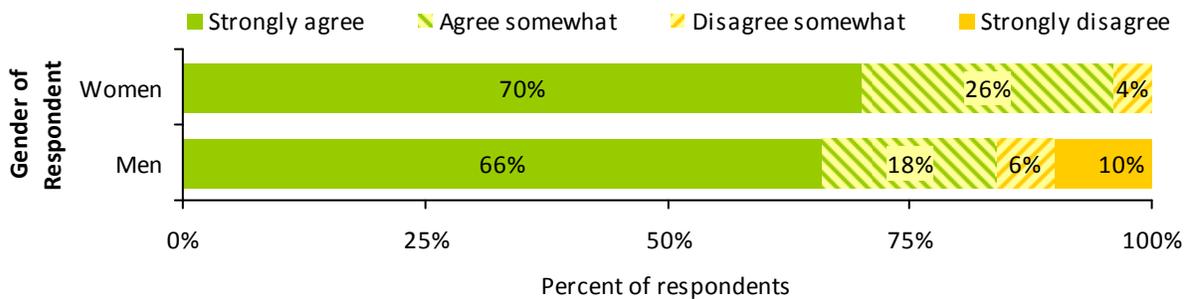
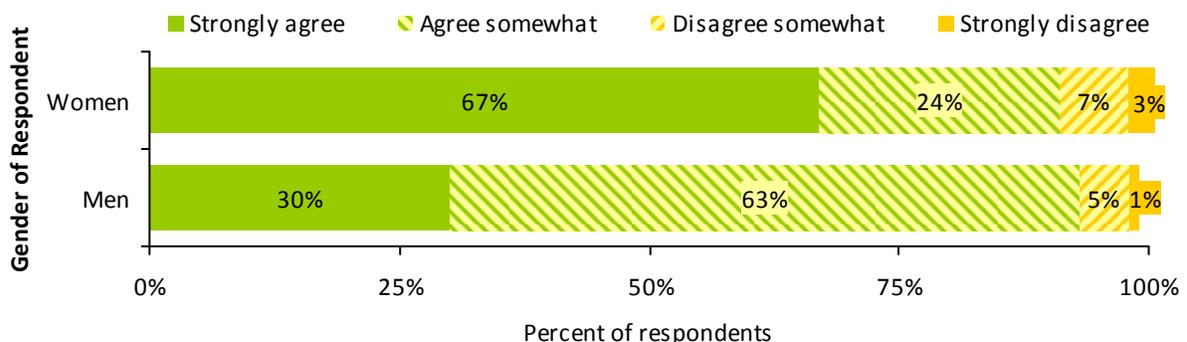


Figure 39: Agreement that Women Should Have Equal Opportunities Like Men In Government



APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

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

Q1 Can you tell me how many years you have lived in this city?		
	Number	Percent of households
1-5 years	3	3%
6-10 years	5	5%
11-20 years	40	40%
21-40 years	44	44%
41 or more years	8	8%
Total	100	100%

Q1 Average Number of Years Lived in City	
Average years in Mahmood Raqi	25

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 Mahmood Raqi	4	4%	39	39%	44	44%	13	13%	0	0%	0	0%	100	100%
The quality of schools in your city	12	12%	18	18%	53	53%	17	17%	0	0%	0	0%	100	100%
The quality of healthcare facilities in your city	2	2%	44	44%	30	30%	24	24%	0	0%	0	0%	100	100%
The health of people in your city	3	3%	34	34%	44	44%	19	19%	0	0%	0	0%	100	100%
The cleanliness of city streets	1	1%	41	41%	25	25%	33	33%	0	0%	0	0%	100	100%
The number of job opportunities in your city	3	3%	31	31%	31	31%	35	35%	0	0%	0	0%	100	100%
The number of businesses in your city	0	0%	34	34%	23	23%	43	43%	0	0%	0	0%	100	100%

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Mahmood Raqi	2.3
The quality of schools in your city	2.2
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	2.1
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?		
	Number	Percent
Yes, full time	65	65%
Yes, part time	9	9%
No, not employed	26	26%
Refused	0	0%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Mahmood Raqi have increased, stayed the same or decreased?		
	Number	Percent
Increased	33	33%
Stayed the same	47	47%
Decreased	20	20%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	0	0%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	9	9%
Dispose in public container	1	1%
Take to an official dump site	0	0%
Take to an improvised dump site	88	88%
Door to door collection	2	2%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Put it in our yard	0	0%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	0	0%
On the next street	0	0%
Several streets away	1	100%
Further than several streets away	0	0%
Total	1	100%

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

	Number	Percent
Very satisfied	10	10%
Somewhat satisfied	10	10%
Somewhat dissatisfied	14	14%
Very dissatisfied	66	66%
Refused	0	0%
Don't know	0	0%
Total	100	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method

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

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

Q8 How often does the city clean trash from streets?

	Number	Percent
Every day	15	15%
A couple/few times a week	5	5%
Once a week	9	9%
Once every two or three weeks	3	3%
Once a month or less frequently	8	8%
Never	60	60%
Refused	0	0%
Don't know	0	0%
Total	100	100%

Q9 Who do you pay for this trash service?

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

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	2	2%	10	10%	7	7%	81	81%	0	0%	0	0%	100	100%
Provision of legal dumpsites	0	0%	12	12%	11	11%	77	77%	0	0%	0	0%	100	100%
Provision of garbage bins in residential areas	3	3%	7	7%	4	4%	86	86%	0	0%	0	0%	100	100%
Provision of garbage bins in commercial areas	1	1%	8	8%	9	9%	82	82%	0	0%	0	0%	100	100%
Cleaning garbage from the streets	2	2%	19	19%	9	9%	70	70%	0	0%	0	0%	100	100%
Affordability of trash service	0	0%	14	14%	6	6%	80	80%	0	0%	0	0%	100	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.4
Provision of garbage bins in residential areas	1.3
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.5
Affordability of trash service	1.3

*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	35	35%
Shared well with neighbors	39	39%
River, canal or other open source	25	25%
Public Standpipe	1	1%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	0	0%
Refused	0	0%
Don't know	1	1%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	27	27%
No one	73	73%
Total	100	100%

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

	Number	Percent
1 to 50 Afn	4	15%
51 to 100 Afn	7	26%
101 to 200 Afn	5	19%
201 to 400 Afn	9	33%
401 to 600 Afn	1	4%
601 to 1,000 Afn	1	4%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	27	100%

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

	Number	Percent
Yes	31	31%
No	69	69%
Total	100	100%

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

	Number	Percent
No electricity	72	72%
Personal Generator	20	20%
Shared Generator (with neighbors)	8	8%
Refused	1	1%
Public Generator (from government)	0	0%
Government provided electricity that is not a public generator	0	0%
Micro Hydro Power (MHP)	0	0%
Solar Energy	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
A private firm/person	6	6%
No one	94	94%
Total	100	100%

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

	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	0	0%
101 to 200 Afn	0	0%
201 to 400 Afn	2	33%
401 to 600 Afn	1	17%
601 to 1,000 Afn	3	50%

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

	Number	Percent
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	6	100%

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

	Number	Percent
Indoor plumbing	3	3%
Dry latrine	95	95%
Latrine with septic	2	2%
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	100	100%
Septic system	0	0%
City pipeline/sewer	0	0%
Other	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.

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?							Total
	Excellent	Good	Fair	Poor	Refused	Don't know	

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	2	2%	21	21%	36	36%	41	41%	0	0%	0	0%	100	100%
The condition of larger drainage ditches throughout the city	1	1%	32	32%	31	31%	36	36%	0	0%	0	0%	100	100%
Ditch cleaning services	0	0%	30	30%	30	30%	40	40%	0	0%	0	0%	100	100%
Ditch repair services	0	0%	24	24%	23	23%	53	53%	0	0%	0	0%	100	100%
Ditch construction services	1	1%	27	27%	31	31%	41	41%	0	0%	0	0%	100	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	2.0
Ditch cleaning services	1.9
Ditch repair services	1.7
Ditch construction services	1.9

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

Q21 Quality of Roads and Road Services

Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	0	0%	20	20%	40	40%	40	40%	0	0%	0	0%	100	100%
The condition of main	1	1%	41	41%	42	42%	16	16%	0	0%	0	0%	100	100%

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	
city roads														
The condition of highways	12	12%	34	34%	44	44%	10	10%	0	0%	0	0%	100	100%
Street repair services	0	0%	36	36%	37	37%	27	27%	0	0%	0	0%	100	100%
Street construction services	0	0%	37	37%	30	30%	33	33%	0	0%	0	0%	100	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	2.3
The condition of highways	2.5
Street repair services	2.1
Street construction services	2.0

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

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	7	7%	25	25%	68	68%	0	0%	0	0%	100	100%
Women's parks	1	1%	22	22%	77	77%	0	0%	0	0%	100	100%
Children's playgrounds	1	1%	24	24%	75	75%	0	0%	0	0%	100	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%	2	2%	5	5%	25	25%	0	0%	68	68%	100
Women's parks	0	0%	1	1%	0	0%	22	22%	0	0%	77	77%	100	100%
Children's playgrounds	1	1%	0	0%	0	0%	24	24%	0	0%	75	75%	100	100%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	1.3
Women's parks	1.1
Children's playgrounds	1.1

*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)	3	3%	19	19%	43	43%	35	35%	0	0%	0	0%	100
The size and layout of the market(s)	0	0%	35	35%	27	27%	38	38%	0	0%	0	0%	100	100%
The amount of food available at your market(s)	2	2%	38	38%	32	32%	28	28%	0	0%	0	0%	100	100%
The variety of foods available at your market(s)	1	1%	40	40%	25	25%	34	34%	0	0%	0	0%	100	100%
The quality of food at your market(s)	2	2%	37	37%	26	26%	35	35%	0	0%	0	0%	100	100%
The availability of goods besides food at your market(s)	0	0%	29	29%	36	36%	35	35%	0	0%	0	0%	100	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	1.9
The size and layout of the market(s)	2.0
The amount of food available at your market(s)	2.1
The variety of foods available at your market(s)	2.1
The quality of food at your market(s)	2.1
The availability of goods besides food at your market(s)	1.9

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	38	38%	39	39%	23	23%	0	0%	0	0%	0	0%	100	100%
Fruit	39	39%	38	38%	21	21%	1	1%	1	1%	0	0%	100	100%
Vegetables	49	49%	35	35%	15	15%	0	0%	1	1%	0	0%	100	100%
Flour	89	89%	11	11%	0	0%	0	0%	0	0%	0	0%	100	100%
Cooking oil	91	91%	9	9%	0	0%	0	0%	0	0%	0	0%	100	100%
Sugar, tea	91	91%	6	6%	3	3%	0	0%	0	0%	0	0%	100	100%
Cereal	44	44%	39	39%	17	17%	0	0%	0	0%	0	0%	100	100%

Q26 Municipal Service Priorities

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	4	4%	1	1%	3	3%	92	92%	100	100%
A new dump site for trash to reduce leaching into water and the spread of disease	8	8%	8	8%	16	16%	68	68%	100	100%
Ditch cleaning, repair and construction	3	3%	11	11%	14	14%	72	72%	100	100%
Street repair	6	6%	24	24%	13	13%	57	57%	100	100%
Supplying clean drinking water	5	5%	11	11%	18	18%	66	66%	100	100%
Provide a new area for a market	1	1%	11	11%	17	17%	71	71%	100	100%
Provide green areas/parks	2	2%	15	15%	14	14%	69	69%	100	100%
Provide electricity service	72	72%	18	18%	5	5%	5	5%	100	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	7	7%
Shuras/CDCs/Jirgas	69	69%
Tribal leader/Malik	17	17%
Mullah	3	3%
Would contact no one	3	3%
Don't know	0	0%
Refused	1	1%
Total	100	100%

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

	Number	Percent
Yes	48	48%
No	52	52%
Don't know	0	0%
Refused	0	0%
Total	100	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	7	7%
It would be fixed within a year	17	17%
My request would be put on a long wait list	60	61%
Other	13	13%
Don't know	2	2%
Refused	0	0%

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

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

	Number	Percent
Very good job	15	15%
Somewhat good job	53	53%
Somewhat bad job	12	12%
Very bad job	20	20%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	Number	Percent
Almost always	15	15%
Sometimes	45	45%
Rarely	27	27%
Almost never	13	13%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

	Number	Percent
A lot	6	6%
A little	17	17%
Very little	56	56%
None at all	20	20%
Don't know	1	1%
Refused	0	0%
Total	100	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	55	55%	17	17%	25	25%	3	3%	0	0%	0	0%	100	100%
The religious leaders here	54	54%	23	23%	18	18%	4	4%	0	0%	1	1%	100	100%
Donor agencies	44	44%	19	19%	16	16%	20	20%	0	0%	1	1%	100	100%
The local government	17	17%	39	39%	30	30%	14	14%	0	0%	0	0%	100	100%
The provincial government	14	14%	40	40%	28	28%	18	18%	0	0%	0	0%	100	100%
The Afghanistan national government	33	33%	18	18%	34	34%	15	15%	0	0%	0	0%	100	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	47	47%
Did not know	52	52%
Provided wrong name	1	1%
Total	100	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	90	90%	7	7%	3	3%	0	0%	0	0%	100	100%
In Afghanistan as a whole	78	78%	17	17%	5	5%	0	0%	0	0%	100	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial	73	73%	24	24%	3	3%	0	0%	0	0%	100	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	
government												
In Afghanistan as a whole	56	56%	35	35%	9	9%	0	0%	0	0%	100	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	1	1%	3	3%	8	8%	65	65%	23	23%	0	0%	0	0%	100	100%
Customs office	1	1%	2	2%	12	12%	54	54%	31	31%	0	0%	0	0%	100	100%
Afghan National Police	3	3%	4	4%	23	23%	43	43%	27	27%	0	0%	0	0%	100	100%
Afghan National Army	2	2%	4	4%	17	17%	55	55%	22	22%	0	0%	0	0%	100	100%
Judiciary / courts	3	3%	6	6%	32	32%	35	35%	24	24%	0	0%	0	0%	100	100%
State electricity supply	0	0%	3	3%	8	8%	65	65%	24	24%	0	0%	0	0%	100	100%
Public healthcare service	1	1%	5	5%	40	40%	30	30%	24	24%	0	0%	0	0%	100	100%
When applying for a job	1	1%	15	15%	22	22%	38	38%	24	24%	0	0%	0	0%	100	100%
Admissions to schools/ university	0	0%	1	1%	6	6%	65	65%	28	28%	0	0%	0	0%	100	100%
To receive official documents	0	0%	2	2%	22	22%	52	52%	24	24%	0	0%	0	0%	100	100%

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

	Number	Percent
Yes	92	92%
No	8	8%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	Number	Percent
Yes	80	87%
No	12	13%
Don't know	0	0%
Refused	0	0%
Total	92	100%

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

	Number	Percent
Strongly agree	68	68%
Agree somewhat	22	22%
Disagree somewhat	5	5%
Strongly disagree	5	5%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	Number	Percent
Strongly agree	65	65%
Agree somewhat	25	25%
Disagree somewhat	9	9%
Strongly disagree	1	1%
Don't know	0	0%
Refused	0	0%
Total	100	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	1	1%
18-30 years old	34	34%
31-40 years old	26	26%

Q42 How old were you on your last birthday?

	Number	Percent of households
41-50 years old	28	28%
51-60 years old	6	6%
61 or more years old	4	4%
Total	99	100%

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

	Number	Percent of households
Working	40	40%
Retired	4	4%
Housewife	44	44%
Student	3	3%
Unemployed	9	9%
Other	0	0%
Refused	0	0%
Don't know	0	0%
Total	100	100%

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

Q44 What is the highest level of school or madrassa you completed?

	Number	Percent of households
Never went to school	48	48%
Primary School, incomplete (classes 1 to 5)	8	8%
Primary School, complete (finished class 6)	5	5%
Secondary education, incomplete (classes 7 to 8)	9	9%
Secondary education, complete (finished class 9)	14	14%
High School (classes 10 to 12)	13	13%
University education or above	3	3%
Refused	0	0%
Don't know	0	0%
Total	100	100%

Q45 Are you married or single?

	Number	Percent of households
--	--------	-----------------------

Q45 Are you married or single?

	Number	Percent of households
Single	6	6%
Married	92	92%
Widower/ Widow	2	2%
Refused	0	0%
Don't know	0	0%
Total	100	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	1%
1-5 people	8	8%
6-10 people	64	64%
10-20 people	25	25%
21 or more people	2	2%
Total	100	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	5	5%
Own	95	95%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	Number	Percent of households
Yes	92	92%
No	8	8%
Don't know	0	0%
Refused	0	0%
Total	100	100%

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

	Number	Percent of households
Pay nothing	97	97%
1,000 Afn or less per month	2	2%
1,001-2,000 Afn per month	0	0%
2,001-3,000 Afn per month	1	1%
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%

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

	Number	Percent of households
7,501 or more Afn per month	0	0%
Total	100	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	8	8%
2,001 - 3,000 Afs	13	13%
3,001 - 5,000 Afs	52	52%
5,001 - 10,000 Afs	19	19%
10,001 - 15,000 Afs	5	5%
15,001 - 20,000 Afs	1	1%
20,001 - 25,000 Afs	0	0%
25,001 - 40,000 Afs	0	0%
more then 40,000 Afs	1	1%
Refused	1	1%
Don't know	0	0%
Total	100	100%

Q51 Gender

	Number	Percent of households
Male	50	50%
Female	50	50%
Total	100	100%

APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between DAI, NRC, and ICMA 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.

This survey is 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.

2010 Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150

2010 Sample Sizes

City	Approximate number of households ¹	Number of interviews planned	Number of interviews completed
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

¹ *The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.*

² *Due to safety concerns it was not possible to interview residents in Parun in 2010*

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

Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

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

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-

ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.

PART TWO: INTERNAL SURVEY MAHMOOD RAQI CITY



September 16, 2010

INDEX OF TABLES

TABLE 1: ASSESSMENT AREAS, INTERVIEWERS AND INTERVIEWEES	63
TABLE 2: MUNICIPAL REFERENCE AND PLANNING DOCUMENTS.....	64
TABLE 3: MUNICIPAL EMPLOYEES.....	65
TABLE 4: FREQUENCY OF EVENTS.....	65
TABLE 5: PROVINCIAL PARTNERS	65
TABLE 6: PUBLIC SERVICES PROVIDED BY MUNICIPALITY	66
TABLE 7: METHODS FOR RECEIVING AND HANDLING COMPLAINTS.....	66
TABLE 8: FINANCIAL MANAGEMENT DOCUMENTS	67
TABLE 9: FINANCIAL MANAGEMENT SYSTEMS.....	67
TABLE 10: FINANCIAL MANAGEMENT EMPLOYEES	67
TABLE 11: FINANCIAL MANAGEMENT OFFICE: PHYSICAL RESOURCES	68
TABLE 12: REVENUE ENHANCEMENT DEPARTMENT DOCUMENTS	69
TABLE 13: REVENUE ENHANCEMENT DEPARTMENT SYSTEMS.....	69
TABLE 14: REVENUE ENHANCEMENT DEPARTMENT EMPLOYEES.....	69
TABLE 15: REVENUE COLLECTION FREQUENCY AND METHOD	70
TABLE 16: REVENUE COLLECTION SOURCES.....	70
TABLE 17: REVENUE ENHANCEMENT OFFICE: PHYSICAL RESOURCES	71
TABLE 18: PUBLIC WORKS MANAGEMENT AND DOCUMENTATION	72
TABLE 19: PUBLIC WORKS INFORMATION SYSTEMS	73
TABLE 20: PUBLIC WORKS EMPLOYEES.....	73
TABLE 21: PUBLIC WORKS ACTIVITIES AND RESOURCES	73
TABLE 22: PUBLIC WORKS INVENTORY	73
TABLE 23: PUBLIC WORKS OFFICE: PHYSICAL RESOURCES.....	74

Annexes:

- Survey Instruments
- Samples

PURPOSE OF RAMP UP EAST BASELINE INTERNAL SURVEY

The purpose of the internal survey is to establish a simplified baseline measurement of the performance of municipal administrations, focusing on the four municipal management functions: financial management, planning and development (including economic development), public works, and revenue enhancement. The internal survey results included below serve to capture the *current status* of municipal operations, which can then be used to document and measure progress, as well as identify priority areas require technical and/or material assistance.

The internal survey results are not intended to provide detailed, granular analysis or narrative detail on *how* municipalities currently operate; rather, it is a starting point to identify priority areas requiring interventions, and determining the main entry points for technical assistance.

As RAMP UP continues in its development of Municipal Improvement Plans, RAMP UP, through its municipal team leaders and embedded staff, will use the survey results to delve deeper into the specific capacities of municipal personnel and to diagnose structural reforms and changes in core practices required to improve the delivery of essential services. The survey results will contribute to:

- Defining the training and capacity-building needs of municipal staff in the four target functions, which will be incorporated into the municipal improvement plans (MIPs).
- Identifying existing capacities and gaps related to providing services in accordance with municipal mandates
- Developing recommendations for restructuring municipal departments and systems to be incorporated into the Service Delivery Improvement Plan.
- Provide data on a municipality's current assets (basic inventory)
- Explain existing practices related to revenue generation, revenue collections and public expenditure management.

The survey was conducted by municipal department heads supported by their respective Embedded Advisors. Embedded Advisors, in turn, were supported by subject area experts from the RAMP UP main office in Kabul.

METHODOLOGY

In August, 2010, RAMP UP East staff developed the first draft of the internal assessment instrument, as well as a timeline for its deployment. The instrument was vetted with IDLG and USAID, and then field tested in Charikar. Following the field test, RAMP UP staff, including embedded advisors, were trained on how to use the instrument.

A team of interviewers from RAMP UP east then visited Mahmood Raqi in September 2010 to assess the capacity of the municipality. The internal survey team was lead by the Mahmood Raqi municipal team leader and public finance, economic development and public works embedded advisors.

The internal survey team was introduced to the staff of the municipality by the provincial team leader in presence of RAMP-UP staff. The objectives of baseline survey were then explained to the participating municipal staff by the internal survey team leader .

The internal survey team leader interviewed the mayor / deputy mayor while embedded advisors worked with their relevant department heads and municipal staff, following a brief introduction of the survey. The surveyors then began asking questions and requesting relevant attachments and documents.

The completed questionnaires, along with all attachments, were taken back to Kabul for final data entry and analysis.

Table 1: Assessment Areas, Interviewers and Interviewees

Assessment Area	Interviewer	Name of person interviewed	Title of person interviewed	Date of interview
General	Khalilullah Rahmani	Abdul Nabi Wahab	Mayor	Sep, 16, 2010
Financial Management	Ahmad Jan Ahmadi	Easanullah	Head of the accounting department	Sep, 16, 2010
Planning and Economic Development	Sadullah Popalzai	Abdul Nabi Wahab	Mayor	Sep, 16, 2010
Revenue Enhancement	Ahmad Jan Ahmadi	Nazaneen Khan	Head of the Revenue department	Sep, 16, 2010
Public Works	Eng. Kamal Safi	Easanullah	Head of the accounting department	Sep, 16, 2010

This report outlines the municipality's current capacities in each of the four functional areas (Financial Management, Planning and Economic Development, Revenue Enhancement, and Public Works), as well as providing an overview of municipal capacity as of September, 2010. For each functional area, an inventory of reference documents, staff and infrastructure were taken. The detailed results are presented below.

A. GENERAL INFORMATION

The following table reflects responses questions asked to mayor and deputy mayor related to basic, overarching topics of municipal administration and management.

Table 2: Municipal Reference and Planning Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have the IDLG terms of reference for your municipality?	No	No
Do you have a City Master Plan?	No	No
Do you have a Municipal profile?	No	No
Do you have a Municipal organization chart?	Yes	No
Do all municipal staff members have a written job description?	No	No
Do you have work plans for different municipal functional areas?	No	No
Do you have a copy of the Provincial Development Plan (PDP)?	No	No
Do you have a list of donors that have assisted your municipality?	No	No
Do you have a list of city council members?	No	No
If it is meeting, are council meeting minutes being kept?	No	No
Do you have a copy of the Current Municipal Law?	Yes	No
Does the municipality have a procedures manual? (A document outlining the standard ways of performing certain functions or duties).	No	No

The below table reflects the self-reported numbers of municipal employees, in conjunction with the IDLG-approved staffing list (*Tashkeel*).

Table 3: Municipal Employees

Type	Total Number	Filled by men	Filled by women	Not filled
As reported on Tashkeel	31	29	0	2
Reported Contract position	19	17	0	2
Council members	0			

The below table contains the municipality's response to the question(s) related to how frequently each type of communication or meeting occurs.

Table 4: Frequency of Events

Type	Weekly	Monthly	Quarterly	Annually
How frequently does the City Council meet?	N/A			
How frequently do you communicate with IDLG/DMA?			X	

City Council Meeting is not specified

The below table provides the municipality's responses to the open ended question: "With which other provincial line ministry directorates do you coordinate your activities? Please list them and the activities that you coordinate with them:"

Table 5: Provincial Partners

Provincial line ministry directorate	Municipality coordinates with?	Type of activities (as reported by municipality)
7 Department	Yes	Not articulated

Line Departments Cited include: Department of Economy, Public Health, Agriculture and Irrigation, Education, Public Works, Labor and Social Affairs/Martyrs and Disabled, and Environmental Protection (NEPA).

The following table illustrates responses to the following question: "Is the municipality involved in providing the following public services?"

Table 6: Public Services Provided by Municipality

Service type	Yes, all	Yes, some	Not provided by municipality
None listed	n/a	n/a	n/a

No services delivered by Municipality

The below indicates responses to the question: “Do you have a mechanism to receive and handle complaints from citizens? If yes, how do you receive and handle complaints?”

Table 7: Methods for Receiving and Handling Complaints

-
- Through the direct contact of the community (no formal methods)
-

B. FINANCIAL MANAGEMENT

The below tables (8 and 9) summarize the municipality's responses to basic questions regarding financial management and budgeting.

Table 8: Financial Management Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a budget for the current year?	Yes	Yes
Does the municipality have a copy of actual revenues and expenditures for the past two years?	No	No
Do you have an operational budget?	Yes	Yes
Do you have a program or development budget?	Yes	Yes
Do you have a general ledger?	Yes	Yes

Table 9: Financial Management Systems

Type of Document	Manual	Computerized
Is your accounting/budget system manual or computerized?	Yes	No
Do you have a systematic filing system? If so, is it manual or computerized?	Yes	No

Table 10: Financial Management Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	1	1	0	0
Contract position	0	0	0	0

Table 11: Financial Management Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	0 hours		

C. PLANNING AND ECONOMIC DEVELOPMENT

There is no Planning and Economic Department in Mahmood Raqi Municipality.

D. REVENUE ENHANCEMENT

The below tables (12 and 13) summarize the municipality's responses to basic questions regarding revenue enhancement and economic development.

Table 12: Revenue Enhancement Department Documents

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do you have a list of Municipal owned property (buildings & land)?	Yes	Copy attached to RAMP UP – East Internal Survey
Do you have a list of revenue sources and how much is collected in each?	Yes	Copy not attached to Internal Survey
Are you forecasting revenues?	Yes	Forecast provided
Do you have standard written procedures for collecting revenues?	Yes	One copy attached
Do you have standard written procedures for Safeguarding all revenues collected?	No	
Do you have a procedure manual for revenue collection?	No	

The below table indicates the municipality's response to the questions: "Do you have a systematic filing system?" and if so, is it "Manual or Computerized?"

Table 13: Revenue Enhancement Department Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No
Revenue system	Yes	No

Table 14: Revenue Enhancement Department Employees

Type	Total Number	Filled by men	Filled by women	Not filled
Tashkeel	6	5	0	
Contract position	3	3	0	

The below table provides responses to the question: “How often do you collect revenues?”

Table 15: Revenue Collection Frequency and Method

Type	Never	Weekly	Monthly	Quarterly	Annually
Revenue collection*			X		

** We do not have any standardized way of collecting the revenues; the related revenue officer visits each revenue site and collects the revenues from them periodically.*

The below table summarizes the municipality’s reported collections by revenue source/type:

Table 16: Revenue Collection Sources

Physical Resource	Collected?	Copy of revenue statement	Number of registered licenses	Annual amount (Afs)	Municipal Estimate of Potential Revenues (Afs)
Property Registration Fees	No	No		N/A	N/A
Safayi taxes	Yes	One copy attached		120,000	120000
Business license Fees	yes	One copy attached	None	150000	150000

Table 17: Revenue Enhancement Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space		X	
Desks and chairs		X	
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	No power		

E. PUBLIC WORKS

The below table summarizes the municipality’s responses to questions related to public works and service delivery.

Table 18: Public Works Management and Documentation

Type of Document	Document Exists [Yes/No]	
	As reported by municipality	Copy provided to RU/E
Do Public Works activities include “Planning” ?– determining future projects and accompanying costs. (If yes, please share a copy of a planning document.)	Yes	No
Do Public Works activities include “Scheduling”? – setting specific times and progress benchmarks. (If yes, please share a copy of a scheduling document.)	No	No
Do Public Works activities include “monitoring”? - seeing project to completion. (If yes, please share a copy of a monitoring document.)	No	No
Do Public Works activities include “Maintenance”? – maintaining public works projects once they are complete. (If yes, please share a copy of a maintenance document.)	Yes	No
Do Public Works activities include Documenting and Reporting? (If yes, please share a copy of such a document.)	Yes	Yes
Do you have a trash collection plan? (if so, please share)	Yes	No
Do you have a Public Works Asset Inventory List? (If so please share a copy with us).	No	No
Do you have a regular maintenance schedule for vehicles, tools and equipment?	No	N/A

Table 19: Public Works Information Systems

Type of Document	Manual	Computerized
Systematic filing system	Yes	No

Table 20: Public Works Employees

Type	Total Number	Filled by men	Filled by women	Not filled
All positions	13	13	0	
Tashkeel	13	13	0	
Contract position	13	13	0	

Table 21: Public Works Activities and Resources

	Yes/No
Do you conduct regular road maintenance?	Yes
Do you conduct regular public parks maintenance	No
Does an operations and maintenance facility exist?	No
Do you have a designated dump site?	Yes
If you have a dumpsite, is it a landfill?	No

The below table includes responses to the following question: “What Public Works assets does the municipality have?”

Table 22: Public Works Inventory

	Number	Use	Location	Operable	Condition	Operator/ driver
No asset exist						

Table 23: Public Works Office: Physical Resources

Physical Resource	None	Shared/ not enough	Enough for all who need
Office space	X		
Desks and chairs	X		
Computers	X		
Financial software	X		
Network for office computers	X		
Internet access	X		
Number of hours each day that power is available	0 hours		