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# RAMP UP EAST

2011 Municipal Internal Capacity and External Satisfaction Surveys  
REPORT OF RESULTS: CITY OF GARDEZ



The sidewalk demolition and reconstruction project in Gardez

**NOVEMBER, 2011**

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# ACRONYMS

COA	Ministry of Finance - Municipal Chart of Accounts
CDC	Community Development Council
DAI	Development Associates International
IDLG	Independent Directorate of Local Governance
NA	Not asked
NRC	National Research Center, Inc.
PDP	Provincial Development Plan
RAMP UP	Regional Afghan Municipalities Program for Urban Populations
RUE	RAMP UP - Regional Command East
SNGP	Subnational Governance Policy



# INTRODUCTION

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

To evaluate a program so vast in scope, as is RAMP UP East (RUE), requires a clear intention of the kinds of achievements that are to be expected and measures of those achievements that can be monitored over time. Great care was taken to keep measurements of administrative activities and resident perceptions consistent across locales. Measures also attempt to target the areas of intervention undertaken by the DAI team of U.S., Afghan and other partners - to improve quality of life, general municipal capacity, public works capacity, financial management capacity, capacity to enhance revenues, governance and the role of women in society.

To assess the success of the programs in these municipalities an annual survey of residents of 13 of these cities is being conducted to measure the change in citizen perspectives about governance and services. Additionally, RUE staff are conducting 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 2011 in Gardez. The internal survey interviews with staff were conducted between September 15 and October, 15 2011 and the external survey interviews with residents were conducted from September 17 to 29, 2011. A total of 312 residents were interviewed.

This is the second in a series of three planned soundings of resident opinion about the outcomes of the RUE work and it is the first full assessment of measures of internal capacity (some limited data on internal capacity was gathered in 2010). When available, the results from the 2011 surveys are compared to the results from the 2010 surveys.

It is clear from work in America that even the most exuberant interventions – extensive capital improvements, innovate program delivery, enhanced personnel training or numbers – do not always rise to a threshold that moves resident opinion about the services. For example, not everyone necessarily recognizes that police response times have shortened, that bridges have been repaired or built, 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 give particular ratings.

Changes observed across the 13 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

In 2011, the municipal government in Gardez had filing systems with only manual components. They had computers, shared office space and furnishings but were lacking hardware and software resources. They had a simple master plan (a map that was done within the last 50 years) and an economic profile. They had copies of the Provincial Development Plan (PDP) and a copy of the municipal law. They were missing some other critical documents such as the Independent Directorate of Local Governance (IDLG) terms of reference for the municipality, Subnational Governance Policy (SNGP) terms of reference for each municipal department, written job descriptions for municipal staff and work plans for different municipal functional areas.

The municipality had an unelected council with 50 members who met weekly. The municipality communicated with the IDLG through quarterly reporting and they did not have more frequent contact though phone or email. In the Department of Public Works, most planning was done orally but there were some written plans that estimated project maintenance and did part of the initial project scoping. While the department did not have an operation and maintenance facility, maintenance was performed on vehicles when needed.

The City of Gardez collected Safayi taxes and business license fees, completed maintenance for parks and latrines and provided land fill and trash collection services (sanitation). The city was not involved in the provision of power, water or waste water services.

In 2011, most Gardez residents rated their quality of life as excellent or good, an increase over 2010. Most residents, however, thought the number of jobs and businesses in the community were either fair or poor. Less than one-third of residents in Gardez rated overall city services as somewhat or very good.

While the prevalence of residents disposing of trash in the street decreased from 2010, over half of Gardez residents continued to use this disposal method in 2011. All forms of trash services received low ratings. The city did not provide water and most residents used wells for drinking water. Waterborne illnesses decreased for several types of drinking water sources in 2011 but still affected between one-third and one-half of residents. The city was not involved in electricity provision. The ratings for the quality of electricity service and the number of hours per day that power was supplied decreased from 2010.

Although the city did not provide road and drainage services, ratings for the condition of drainage ditches near their homes improved from 2010. The condition of ditches and canals, along with other aspects of drainage services, were generally rated poorly by Gardez residents. Most residents in Gardez did not have access to a local park.

Most Gardez residents rated their market as good or fair, although they indicated that access to several types of food (meat, fruit, vegetables and cereals) had decreased from 2010 to 2011, while access to flour, cooking oil, sugar and tea remained the same.

When asked about priorities for the services cities could provide, Gardez residents wanted the city to focus on a new trash dumpsite and electricity provision.

Measures of trust in government remained stable and low from 2010 to 2011. However, improved levels of trust in local businesses and religious leaders were observed. Fewer residents thought they could influence the government and almost all still thought corruption was a major problem and was increasing. A bright spot for the Gardez municipal government was that it posted a drop in the frequency for which a resident would be asked for cash, a gift or a favor in return for service.

# CITY DEMOGRAPHICS

Gardez is a mid-sized city, compared to others in the RUE program.

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

	Population	Land Size (km2)	Total Education Institutions	Total Health Centers	Total Revenue (million AFN)	Total Expenses (million AFN)	Total Tashkeel Employ	Total Contract Employ
Maidan Shar	5,804	345	27	61	22	14	23	38
Panjshir	15,593	191	11	5	17	10	12	18
Mehterlam	39,254	N/A	63	64	40	25	86	80
Charikar	50,140	273	56	16	61	5	26	58
Sharana	54,416	20	15	4	9	6	17	17
Mahmood Raqi	60,400	120	45	37	7	6	13	21
Gardez	76,858	750	67	38	34	19	30	56
Bamyan	78,000	14,175	48	14	32	3	32	15
Asadabad	90,000	899	29	4	24	16	21	34
Puli Alam	100,000	30	74	29	41	16	26	49
Ghazni	154,618	3,698	98	70	39	16	50	121
Khost	158,546	4,152	50	57	114	41	61	104
Jalalabad	456,500	7,616	51	22	216	N/A	139	341

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

	Per Capita Land Size (people per km2)	Education Institutions (people per institution)	Health Centers (people per center)	Per Capita Revenue (AFN per person)	Per Capita Expenses (AFN per person)	Tashkeel Employees (people per employee)	Contract Employees (people per employee)
Maidan Shar	17	215	95	3,754	2,443	252	153
Panjshir	82	1,418	3,119	1,106	656	1,299	866
Mehterlam	N/A	623	613	1,023	648	456	491
Charikar	184	895	3,134	1,218	98	1,928	864
Sharana	2,721	3,628	13,604	171	111	3,201	3,201
Mahmood Raqi	503	1,342	1,632	118	97	4,646	2,876
Gardez	102	1,147	2,023	440	246	2,562	1,372
Bamyan	6	1,625	5,571	408	33	2,438	5,200
Asadabad	100	3,103	22,500	267	173	4,286	2,647
Puli Alam	3,333	1,351	3,448	407	163	3,846	2,041
Ghazni	42	1,578	2,209	252	105	3,092	1,278
Khost	38	3,171	2,782	722	261	2,599	1,524
Jalalabad	60	8,951	20,750	473	N/A	3,284	1,339

# INTERNAL CAPACITY

## GENERAL MUNICIPAL CAPACITY

The City of Gardez is similar to most other municipalities in that its master plan contains a map of the city that was prepared within the last 50 years. Gardez's master plan was prepared in 1974 and covered 4 Naiyas.

Gardez, like all other RUE cities, has an economic profile, but no social or political profile. In addition, Gardez has an organizational chart that has not been functionally oriented or approved by government. The municipal profile was prepared with assistance from RUE. The municipal organization chart was prepared in 2011, also with assistance from RUE.

**FIGURE 3: CITY MASTER PLAN, 2011**

	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
Gardez	No	Yes	No	No
All cities	0%	62%	38%	0%

**FIGURE 4: MUNICIPAL PROFILE, 2011**

	None	Economic Profile	Economic and Social Profile	Economic, Social and Political profile
Gardez	No	Yes	No	No
All cities	0%	100%	0%	0%

**FIGURE 5: MUNICIPAL ORGANIZATION CHART, 2011**

	None	Organizational chart was not functionally oriented or approved by government	Organizational chart was functionally oriented and approved by government
Gardez	No	Yes	No
All cities	0%	100%	0%

Gardez is similar to most other cities in that it has a municipal economic profile that has not been translated into both Dari and Pashto. No cities in RUE have analyzed the economic profile with stakeholders, created an economic development committee, or developed an economic development plan with intervention strategies and potential projects.

The City of Gardez performed a situational analysis of the social, economic, and political situation but had yet to develop a mission and vision or goals and objectives.

In 2011, the municipal government in Gardez had a copy of the Provincial Development Plan (PDP) and a copy of the current Municipal Law. As of 2011, there were 12 completed PDP projects and 3 ongoing PDP projects within the city boundaries. The City of Gardez did not have a copy of the IDLG terms of reference for the municipality Subnational Governance Policy (SNGP), terms of reference for each municipal department, written job descriptions for all staff members, or work plans for different municipal functional areas.

**FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011**

	None	Had, but not in all languages	Had in Dari and Pashto
Gardez	No	Yes	No
All cities	0%	92%	8%

**FIGURE 7: LOCAL ECONOMIC DEVELOPMENT PLAN, 2011**

	None	Had an economic profile	Economic profile had been analyzed with stakeholders	Created an economic development committee	Developed economic development plan with intervention strategies and potential projects
Gardez	No	Yes	No	No	No
All cities	0%	100%	0%	0%	0%

**FIGURE 8: WRITTEN STATEMENT OF MUNICIPAL VISION, MISSION AND GOALS, 2011**

	None	Performed a situational analysis of social, economic and political situation	Developed mission and vision	Developed goals and objectives
Gardez	No	Yes	No	No
All cities	0%	92%	8%	0%

**FIGURE 9: MUNICIPAL GOVERNMENT DOCUMENTS**

	2010	2011	Percent of all Cities in 2011
The IDLG terms of reference for municipality/ Subnational Governance Policy (SNGP)	Yes	No	8%
A copy of the Provincial Development Plan (PDP)	No	Yes	77%
A copy of the current Municipal Law	Yes	Yes	100%
Terms of reference for each municipal department	Not asked (NA)	No	8%
Written job description for all municipal staff members	Yes	No	62%
Work plans for different municipal functional areas	Yes	No	62%

As in 2010, Gardez had a functioning administrative municipal council in 2011. However, meeting minutes for the council were still not kept, there was no list of council members, and the council was not elected. As in the majority of other RUE cities, the Gardez municipal council met on a weekly basis.

All municipal employees in Gardez were male. The municipal council consisted of 50 employees and all these positions were filled. Over half of the available Tashkeel positions were unfilled, although two were seeking approval. A majority of contract positions were filled.

**FIGURE 10: MUNICIPAL COUNCIL**

	2010	2011	Percent of all Cities in 2011
A functioning administrative municipal council	Yes	Yes	92%
Meeting minutes for the council	No	No	0%
List of council members	No	No	0%
An elected council	NA	No	0%

**FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011**

	Weekly	Monthly	Quarterly	Annually
Gardez	Yes	No	No	No
All cities	58%	42%	0%	0%

**FIGURE 12: NUMBER OF MUNICIPAL EMPLOYEES**

	Council		Tashkeel positions		Contract positions	
	2010	2011	2010	2011	2010	2011
Total	50	0	30	30	56	56
Filled by men	50	0	30	14	56	50
Filled by women	0	0	0	0	0	0
Unfilled			17	16	16	6
Seeking approval			NA	2	NA	0
Neighborhood representatives	NA	0				

Unlike the majority of other RUE cities, Gardez did not have business associations within its municipal boundaries. Like most other cities, Gardez did not have a Chamber of Commerce, Industry, private sector interest in buying/leasing municipal assets, or a list of donors that assisted the municipality.

**FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011**

	<b>Gardez</b>	<b>Percent of all Cities</b>
Any business associations in the municipal boundaries	No	69%
A list of business associations and contact person	No	23%
A Chamber of Commerce and Industry	No	46%
A list of Chamber members and contact numbers	No	8%
Chamber of Commerce and Industry minutes of meetings	No	0%
Private sector interest in buying/leasing municipal assets	No	23%
A letter of interest received from private sector	No	0%

**FIGURE 14: LIST OF DONORS THAT ASSISTED THE MUNICIPALITY, 2011**

	<b>None</b>	<b>Know the donors because there are less than 5 donors</b>	<b>Written list of donors and contact numbers</b>
Gardez	Yes	No	No
All cities	54%	38%	8%

The Gardez municipality communicated with the IDLG on a quarterly basis. They did not use phone or email for contacting the IDLG and did not communicate more frequently than quarterly. They did, however, coordinate with almost all the Provincial Line Ministry Directorates. Specifically, and like most other municipalities, they did not coordinate with the Department of the Old City.

**FIGURE 15: FREQUENCY OF COMMUNICATION WITH IDLG/DMA, 2011**

	<b>Weekly</b>	<b>Monthly</b>	<b>Quarterly</b>
Gardez	No	No	Yes
All cities	31%	38%	31%

**FIGURE 16: MODE OF COMMUNICATION WITH IDLG/DMA, 2011**

	<b>Gardez</b>	<b>Percent of all Cities</b>
Phone	No	46%
Email	No	46%
Quarterly reporting	Yes	85%

**FIGURE 17: PROVINCIAL LINE MINISTRIES DIRECTORATES WITH WHICH MUNICIPALITY COORDINATES, 2011**

Provincial Line Ministry Directorate	Gardez	Percent of all Cities
Agriculture, Livestock, and Irrigation	Yes	92%
Cadaster	Yes	77%
Chief Executive	Yes	77%
Department of Old City	No	46%
Disaster Management	Yes	77%
Economy	Yes	92%
Education	Yes	92%
Emergency Response	Yes	77%
Environmental Protection	Yes	85%
Finance	Yes	85%
Governor	Yes	92%
Information and Culture	Yes	92%
Labor and Social Affairs	Yes	92%
National Security	Yes	92%
Police	Yes	92%
Power	Yes	92%
Provincial Council	Yes	85%
Public Health	Yes	92%
Public Works	Yes	92%
Rural Rehabilitation	Yes	92%
Sectoral Services	Yes	92%
Sports	Yes	92%
State Judiciary	Yes	77%
Statistics	Yes	85%
Urban Planning and Development	Yes	100%
Water Supply	Yes	77%
Women's Affairs	Yes	92%

The City of Gardez was involved in providing sanitation services, as were the majority of other cities evaluated in 2011. The City did not provide water, power or waste water services.

**FIGURE 18: MUNICIPALITY INVOLVED IN PROVIDING SERVICES**

Type of Service	2010	2011	Percent of all Cities in 2011
Water	NA	No	31%
Power	NA	No	15%
Waste water system	NA	No	54%
Sanitation system	Yes	Yes	92%

# PUBLIC WORKS CAPACITY

In the City of Gardez, most Public Works planning was done orally for areas like solid waste and services but there were some written plans. Along these same lines, the City had neither a public works operation and maintenance scheduling document nor a service delivery inspection report. Gardez did have a service delivery project maintenance document that estimated project maintenance and did part of the initial project scoping.

**FIGURE 19: PUBLIC WORKS ACTIVITY PLANNING DOCUMENT, 2011**

	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 1 department or service area	Written plans were weekly/monthly for all departments
Gardez	No	Yes	No	No
All cities	15%	38%	38%	8%

**FIGURE 20: PUBLIC WORKS OPERATIONS AND MAINTENANCE SCHEDULING DOCUMENT, 2011**

	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 1 department or service area	Written schedules on weekly/monthly basis for all departments	Written schedules for all departments and operations/maintenance included in budget
Gardez	Yes	No	No	No	No
All cities	31%	38%	23%	8%	0%

**FIGURE 21: SERVICE DELIVERY INSPECTION REPORT, 2011**

	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
Gardez	Yes	No	No	No
All cities	31%	46%	15%	8%

**FIGURE 22: SERVICE DELIVERY PROJECT MAINTENANCE DOCUMENT, 2011**

	None	Estimated project maintenance and 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
Gardez	No	Yes	No	No
All cities	23%	62%	8%	8%

Unlike the majority of other cities, Gardez did not conduct regular road maintenance. The City did conduct occasional cleaning of public parks and latrines but this cleaning was not scheduled.

Like most cities, Gardez had been contacted by the Afghan National Environmental Protection Agency (NEPA) about a municipal project in the past.

**FIGURE 23: CONDUCTED REGULAR ROAD MAINTENANCE, 2011**

	<b>None</b>	<b>Maintenance only included road cleaning and was not scheduled</b>	<b>Municipality had a specific crew and equipment for road maintenance</b>	<b>Municipality had a specific crew and equipment and a line item in the budget for road maintenance</b>
Gardez	Yes	No	No	No
All cities	38%	54%	0%	8%

**FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011**

	<b>None</b>	<b>Maintenance only included occasional park cleaning and was not scheduled</b>	<b>Municipality had a specific crew and equipment for park maintenance</b>	<b>Municipality had a specific crew and equipment and a line item in the budget for park maintenance</b>
Gardez	No	Yes	No	No
All cities	23%	31%	46%	0%

**FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011**

	<b>None</b>	<b>Maintenance only included occasional latrine cleaning and was not scheduled</b>	<b>Municipality had a specific crew and equipment for latrine maintenance</b>	<b>Municipality had a specific crew and equipment and a line item in the budget for latrine maintenance</b>
Gardez	No	Yes	No	No
All cities	31%	31%	38%	0%

The City of Gardez had 88 designated dumpsites and they were located in the municipal coverage area. At least one of these dumpsites was a landfill.

In the City's trash collection plan, staff indicated that they had completed analysis for the number of bins, crew size, equipment and fuel. Approximately 464 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

**FIGURE 26: DESIGNATED DUMP SITE**

	<b>2010</b>	<b>2011</b>	<b>Percent of all Cities in 2011</b>
Designated dump site in City	Yes	Yes	100%
At least one dumpsite was a landfill	Yes	Yes	85%

**FIGURE 27: TRASH COLLECTION PLAN, 2011**

	<b>None</b>	<b>Completed analysis for number of bins, crew size, equipment and fuel</b>	<b>Hired crew, purchased equipment and scheduled service</b>	<b>Hired crew, purchased equipment, schedule service and had a line item in the budget</b>
Gardez	No	Yes	No	No
All cities	15%	8%	69%	8%

The City of Gardez had several types of vehicles at their disposal (car, tractor, motorcycle, tricycles, and trucks). The inventory list included more assets in 2011 than in 2010. Like the majority of other cities, the City of Gardez repaired vehicles as needed but did not have an operations and maintenance facility. The services department was responsible for the maintenance of vehicles, tools and equipment.

**FIGURE 28: PHYSICAL ASSETS, 2011**

	Number	Primary use	Operational	Condition	Has operator
Car/Corolla/Saracha Taxi	1	Staff Transport	Yes	Good	Yes
Double Tractor	1	Waste Management	Yes	Good	Yes
Generator	1	Watering	Yes	Good	Yes
Grader	1	Road Maintenance	Yes	Good	Yes
Motor Cycle/Bike	1	Staff Transport	Yes	Good	Yes
Other Super custom	1	Staff Transport	Yes	Good	Yes
Tricycle	2	Construction/ Waste Management/ Park Maintenance	Yes	Good	Yes
Dump Truck / Large Mazda	3	Waste Management	Yes	Good	Yes
Pick Axe	4	Construction	Yes	Good	Yes

**FIGURE 29: PHYSICAL ASSETS, 2010**

	Number	Primary use	Operational	Condition	Has operator
Grader	1	Waste Management	Yes	Good	Yes
Water Tankers	1	Watering	Yes	Good	Yes
Jeep/Truck/Pickup	2	Waste Management	Yes	Good	Yes
Tricycle/3 wheeler/Zaranj	2	Waste Management	Yes	Good	Yes
Pick Axe	6	NA	NA	NA	NA

**FIGURE 30: REGULAR MAINTENANCE SCHEDULE FOR VEHICLES, TOOLS AND EQUIPMENT, 2011**

	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
Gardez	No	Yes	No	No
All cities	31%	69%	0%	0%

**FIGURE 31: OPERATIONS AND MAINTENANCE FACILITY, 2011**

	None	Small garage or work space location	Large space able to perform maintenance on equipment
Gardez	Yes	No	No
All cities	54%	46%	0%

In 2011, the Department of Public Works had four Tashkeel positions and these were all filled. In addition, all 40 contract positions were filled. Both types of positions were filled by men only. Like most other cities, Gardez employed a manual filing system for public works that filed memos, letters and vouchers in a folder or box without organization. The Department, however, did have a networking system and the one office computer was connected to the internet.

The City of Gardez was like most other RUE cities in that they shared office space and furnishings, but did not have access to hardware or software.

**FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	86	4	56	40
Filled by men	43	4	NA	40
Filled by women	0	0	NA	0
Unfilled	43	0	NA	0

**FIGURE 33: SYSTEMATIC FILING SYSTEM FOR PUBLIC WORKS, 2011**

	None	Memos, letters, vouchers were filed in folder or box but without organization (difficult to find a specific item)	Source documents were filed in a book, file folder, or box with organization so that specific items were easily found	Source documents were filed and organized so they were easily retrieved, kept in a cabinet or shelving
Gardez	No	Yes	No	No
All cities	0%	62%	38%	0%

**FIGURE 34: FILING SYSTEM TYPE, 2011**

	Manual	Computerized	Both
Gardez	Yes	No	No
All cities	82%	18%	0%

**FIGURE 35: COMPUTER NETWORK AND ACCESS, 2011**

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Gardez	Yes	1	NA
All cities	100%	1.2	11.6

**FIGURE 36: OFFICE INFRASTRUCTURE, 2011**

	Gardez			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	8%	77%	15%
Furnishings	No	Yes	No	8%	69%	23%
Information Technology – Hardware	Yes	No	No	77%	15%	8%
Information Technology – Software	Yes	No	No	92%	0%	8%

# FINANCIAL MANAGEMENT CAPACITY

All 13 cities surveyed had a budget for the current year as well as an operations budget and a program development budget. Gardez had a systematic filing system for financial management where documents were filed and organized, but not stored. Both the filing system and the accounting/budget system for financial management had only manual components.

Gardez had 5 years of prior budgets, their budget history started in 2006 (1385). For the 2011 (1390) budget year, it took 90 days from submitting the budget to receiving final approval. While they did not have written procedures to disburse cash (including recording the disbursement) they did use a manual correspondence book to record payments and an M20 (see below) to record revenues.

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

**FIGURE 37: SYSTEMATIC FILING SYSTEM FOR FINANCIAL MANAGEMENT, 2011**

	None	Filed but not organized	Filed and organized	Filed, organized and stored
Gardez	No	No	Yes	No
All cities	0%	15%	69%	15%

**FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011**

	Manual	Computerized	Both
Gardez	Yes	No	No
All cities	77%	0%	23%

**FIGURE 39: ACCOUNTING/BUDGET SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011**

	Manual	Computerized	Both
Gardez	Yes	No	No
All cities	31%	23%	46%

**FIGURE 40: USE OF GENERAL LEDGER, 2011**

	None	Correspondence Book and M20 - Manual	Correspondence Book and M20 – Automated	Cash Account and M20	Automated General Journal and Ledger
Gardez	No	Yes	No	No	No
All cities	0%	46%	38%	15%	0%

**FIGURE 41: WRITTEN PROCEDURES TO DISBURSE CASH INCLUDING RECORDING DISBURSEMENT, 2011**

	<b>None</b>	<b>Manual written procedures</b>	<b>Automated Procedures</b>	<b>Automated and Flow Chart</b>
Gardez	Yes	No	No	No
All cities	100%	0%	0%	0%

An external audit was conducted in 2011 but the City did not conduct internal audits. A copy of the external audit was not provided. In addition, the City of Gardez used the Ministry of Finance - Municipal Chart of Accounts (COA) for expenditures but not for revenue.

**FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011**

	<b>Gardez</b>	<b>Percent of all Cities</b>
Have you had an external audit conducted?	Yes	92%
Do you conduct any type of internal audit?	No	15%
Do you use Ministry of Finance - Municipal Chart of Accounts (COA) for expenditures?	Yes	100%
Do you use Ministry of Finance - Municipal COA for revenue?	No	62%

In 2011, there were three Tashkeel positions that were filled in the Department of Financial Management and no contract positions. The Department had one computer with access to the internet and received four hours of electricity per day on average. Like the majority of other cities, staff at the Department of Financial Management shared office space and furnishings and did not have appropriate computer hardware or software.

**FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	3	0	0
Filled by men	1	3	NA	0
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

**FIGURE 44: FINANCIAL MANAGEMENT COMPUTER NETWORK AND ACCESS, 2011**

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Gardez	Yes	1	4
All cities	100%	1	9

**FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011**

	Gardez			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	0%	77%	23%
Furnishings	No	Yes	No	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	8%	8%
Information Technology – Software	Yes	No	No	85%	8%	8%

# REVENUE ENHANCEMENT CAPACITY

Gardez was similar to the majority of other RUE cities surveyed in that they had a manual revenue system without a standard written procedure for recording revenues. In addition, the City had a manual, but systematic, filing system that was organized but not stored.

**FIGURE 46: REVENUE SYSTEM TYPE, 2011**

	Manual	Computerized	Both
Gardez	Yes	No	No
All cities	62%	0%	38%

**FIGURE 47: STANDARD WRITTEN PROCEDURES FOR RECORDING REVENUES, 2011**

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Gardez	Yes	No	No	No
All cities	92%	8%	0%	0%

**FIGURE 48: SYSTEMATIC FILING SYSTEM, 2011**

	None	Filed but not organized	Filed and organized, but not stored	Filed, organized and stored
Gardez	No	No	Yes	No
All cities	0%	31%	69%	0%

**FIGURE 49: FILING SYSTEM TYPE, 2011**

	Manual	Computerized	Both
Gardez	Yes	No	No
All cities	85%	0%	15%

The City of Gardez collected Safayi taxes and business license fees, but not property registration fees, on a monthly basis. In 2011, the city had 1,096 active business licenses and expected to collect 350,000 AFN in license fees. This would represent a slight increase from 2010 when 311,637 AFN was collected. The 2011 fee per active license was projected to be approximately 320 AFN. This is slightly higher than the average projected fee per active license across all RUE cities (302 AFN).

In addition, the municipality expected to collect 500,000 AFN in Safayi taxes in 2011, or 7 AFN per resident. This was lower than the average projected Safayi tax across all 13 cities (50 AFN).

Gardez did not accept cash payments for tax and revenue bills and did not deposit any cash received in the bank. Staff did, however, issue receipts for any other cash received by the municipality. None of the cities had standard written procedures for collecting revenues.

**FIGURE 50: FREQUENCY OF REVENUE COLLECTION**

	2010	2011	Percent of all Cities in 2011
Weekly	No	No	8%
Monthly	Yes	Yes	50%
Quarterly	No	No	8%
Biannually	No	No	17%
Annually	No	No	17%

**FIGURE 51: TYPE OF FEES AND TAXES COLLECTED**

	2010	2011	Percent of all Cities in 2011
Collect Property Registration Fees	Yes	No	0%
Collect Safayi taxes	Yes	Yes	77%
Collect business license fees	Yes	Yes	100%

**FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED**

	2010	2011	Average of all Cities in 2011
Estimated number of residents	76,858	76,858	103,087
Safayi taxes in 2010 (AFN)	500,000	505,800	1,623,358
Safayi taxes projected for 2011 (AFN)	NA	500,000	5,149,726
Number of active business licenses	147,230	1,096	1,656
Business license fees in 2010 (AFN)	310,000	311,637	378,012
Business license fees for 2011 (AFN)	NA	350,000	500,448

**FIGURE 53: CASH RECEIPT PROCEDURES, 2011**

	Gardez	Percent of all Cities
Accept cash payment for tax and revenue bills	No	46%
Deposit received cash in the bank	No	46%
Issue a receipt for cash received by the municipality	Yes	100%

The City of Gardez, like the majority of other RUE cities, had a list of municipal property owned. However, unlike most cities, Gardez's Manual Property Book had some property history but it was not well organized and did not include all properties. The city also only had a Revenue Book for recording revenues and did not have any electronic revenue tracking system. They City also reported having a revenue forecasting report which consisted of a Safayi book with all properties and valuations that also included manual and automated business listings which allowed for forecasting.

**FIGURE 54: LIST OF MUNICIPAL OWNED PROPERTY, 2011**

	None	Manual Property Book with some property history, but not well organized and not all properties	Manual Property Book with very detailed organized records and most/all properties listed	Manual Property Book converting to automated register	Property register completely automated
Gardez	No	Yes	No	No	No
All cities	8%	15%	69%	8%	0%

**FIGURE 55: LISTING OF REVENUE SOURCES AND HOW MUCH HAS BEEN COLLECTED, 2011**

	None	Revenues recorded in Revenue Book with separate page for each revenue type	Revenues recorded in Revenue Book but also electronic file for each type with summary of total collected for each source	All revenue and cash receipt recorded in electronic (Excel) system with summary of each source
Gardez	No	Yes	No	No
All cities	0%	31%	69%	0%

**FIGURE 56: FORECASTING REPORT OR EXAMPLE, 2011**

	None	Safayi book with all properties and valuation allowing forecasting calculation to be done	Safayi book with all properties and valuation also included manual/automated business listing allowing forecasting	Excel based forecast report showing calculations for Safayi and Business License revenue	Excel based forecast report showing calculations for all revenue sources
Gardez	No	No	Yes	No	No
All cities	0%	31%	69%	0%	0%

In 2011 there were two filled Tashkeel positions in the Department of Revenue Enhancement and no contract positions. The Department had a single computer with access to the internet and received four hours of electricity per day on average. Like the majority of other cities, the staff in the Department of Revenue Enhancement shared office space and furnishings and did not have appropriate computer hardware or software.

**FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES**

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	2	0	0
Filled by men	1	3	NA	0
Filled by women	0	0	NA	0
Unfilled	1	0	NA	0

**FIGURE 58: REVENUE ENHANCEMENT COMPUTER NETWORK AND ACCESS, 2011**

	Networking system that connected office computers	Number of computers with access to the Internet	Hours per day with power (on average)
Gardez	Yes	1	4
All cities	100%	1	9

**FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011**

	Gardez			Percent of all Cities		
	None	Shared	Enough	None	Shared	Enough
Office Space	No	Yes	No	0%	92%	8%
Furnishings	No	Yes	No	0%	92%	8%
Information Technology – Hardware	Yes	No	No	85%	15%	0%
Information Technology – Software	Yes	No	No	85%	15%	0%

# RESIDENT SURVEY

## QUALITY OF LIFE

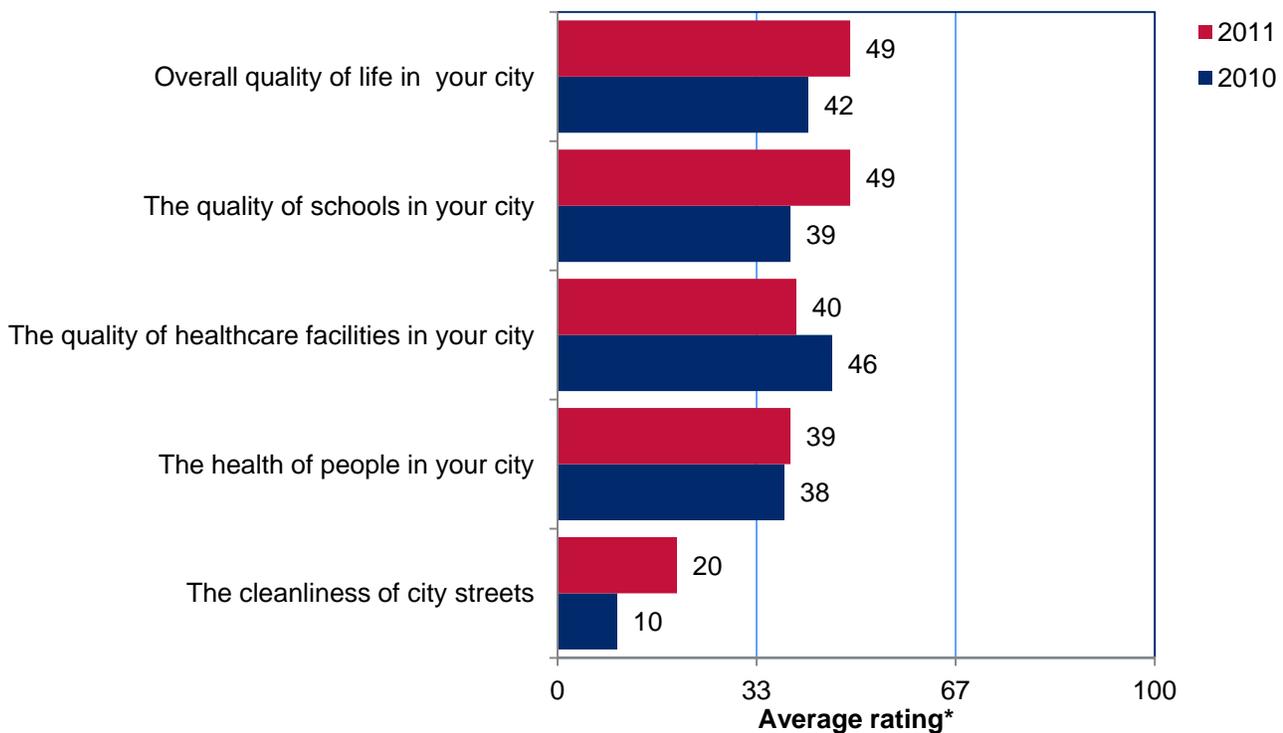
A majority of Gardez residents (52%) rated the overall quality of life as excellent or good, while 42% thought it was only fair. Average ratings for quality of life, quality of schools, and the cleanliness of city streets all saw modest improvements from 2010. The health of people in Gardez remained stable while ratings for the quality of healthcare facilities decreased slightly.

**FIGURE 60: QUALITY OF LIFE IN GARDEZ, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	1%	51%	42%	6%	49
The quality of schools in your city	1%	51%	42%	7%	49
The quality of healthcare facilities in your city	0%	35%	48%	16%	40
The health of people in your city	1%	39%	38%	22%	39
The cleanliness of city streets	0%	13%	34%	53%	20

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

**FIGURE 61: QUALITY OF LIFE IN GARDEZ COMPARED BY YEAR**



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

# EMPLOYMENT

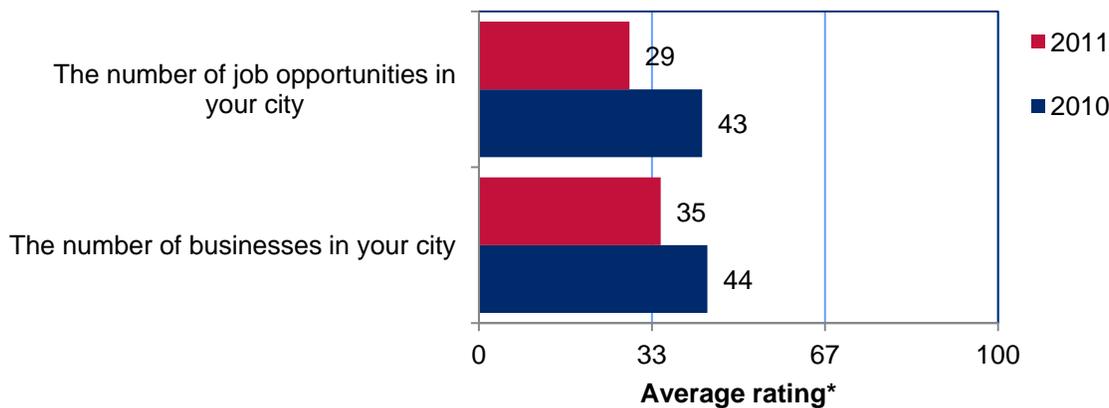
The number of job opportunities and businesses saw decreased ratings from 2010. In 2011, less than one-quarter of residents (24%) rated the number of job opportunities in Gardez as either excellent or good while over one-third (36%) rated the number of businesses as excellent or good. Furthermore, while almost half (46%) of residents noted an increase in job opportunities in 2010, a similar percentage (44%) saw a decrease in 2011.

**FIGURE 62: QUALITY OF EMPLOYMENT IN GARDEZ, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	0%	24%	40%	36%	29
The number of businesses in your city	1%	35%	34%	30%	35

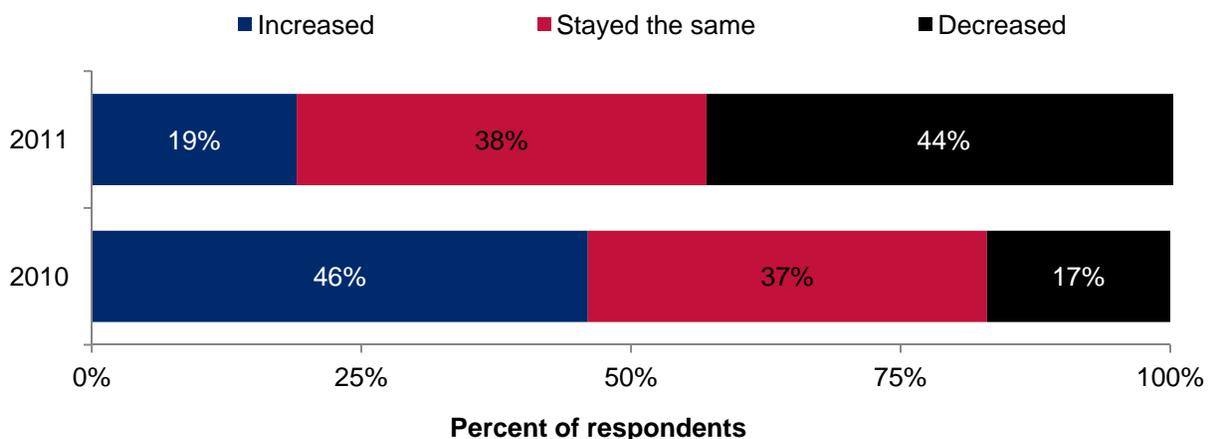
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

**FIGURE 63: JOB OPPORTUNITIES IN GARDEZ COMPARED BY YEAR**



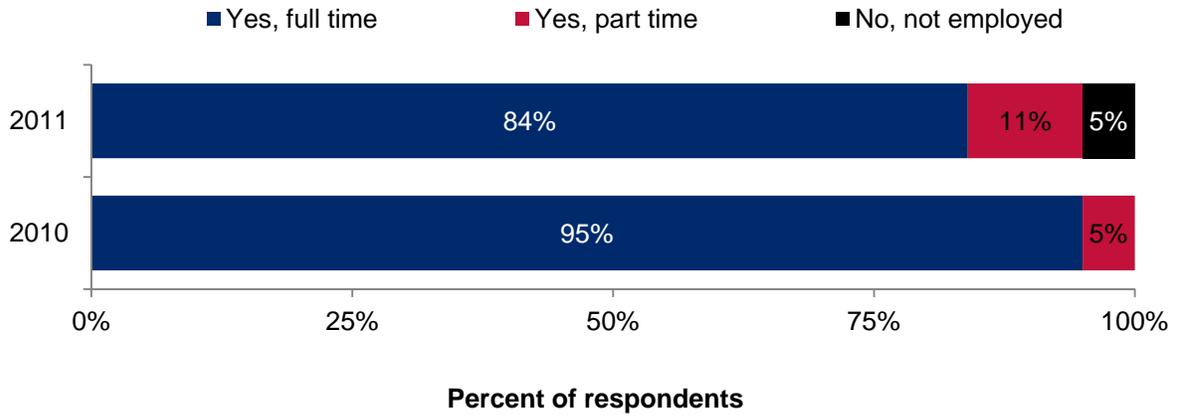
\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

**FIGURE 64: CHANGE IN JOB OPPORTUNITIES IN LAST YEAR COMPARED BY YEAR**



While the vast majority of heads of households interviewed in Gardez were employed, the number that were employed full-time decreased in 2011.

FIGURE 65: HEAD OF HOUSEHOLD EMPLOYMENT STATUS COMPARED BY YEAR



# SERVICES

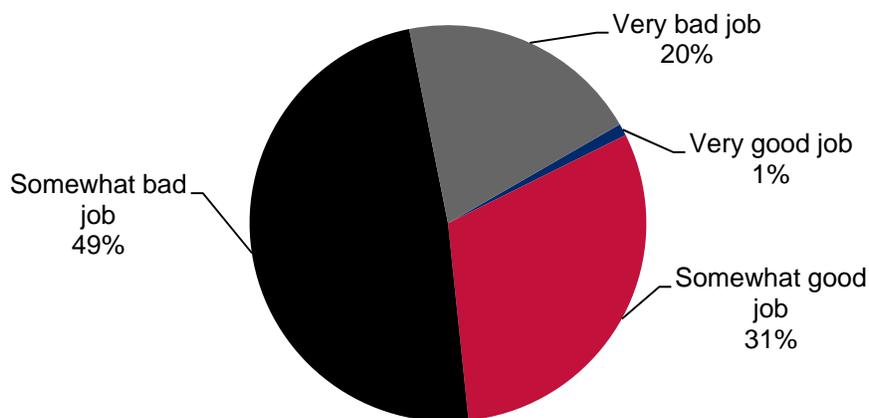
Afghan cities varied in the number and type of services they were able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, and some that may not exist in the city at all. These included solid waste, water, electricity,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

The City of Gardez was involved in providing sanitation services, parks and latrine maintenance, but not in providing waste water, water, and electricity services or road maintenance.

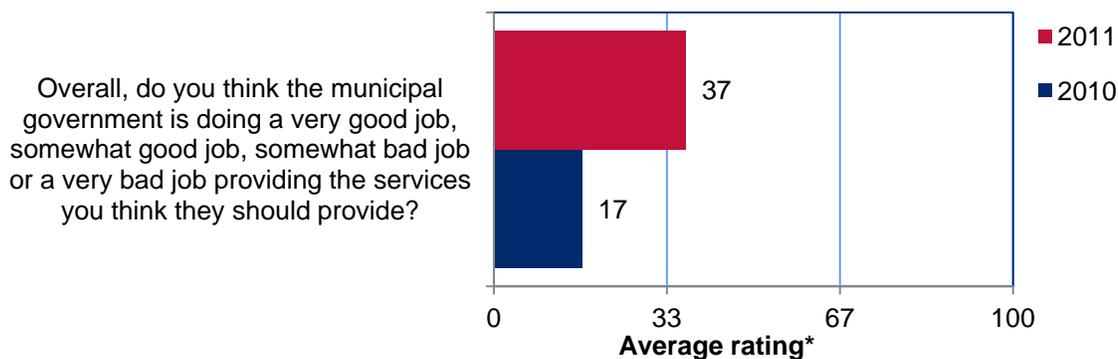
Most residents interviewed thought the City was doing either a somewhat (49%) or very (20%) bad job of providing services. This represents an improvement over the levels reported in 2010.

**FIGURE 66: JOB THE CITY DOES AT PROVIDING SERVICES, 2011**

**Overall, How Well is the City Providing the Services You Think They Should Provide?**



**FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR**



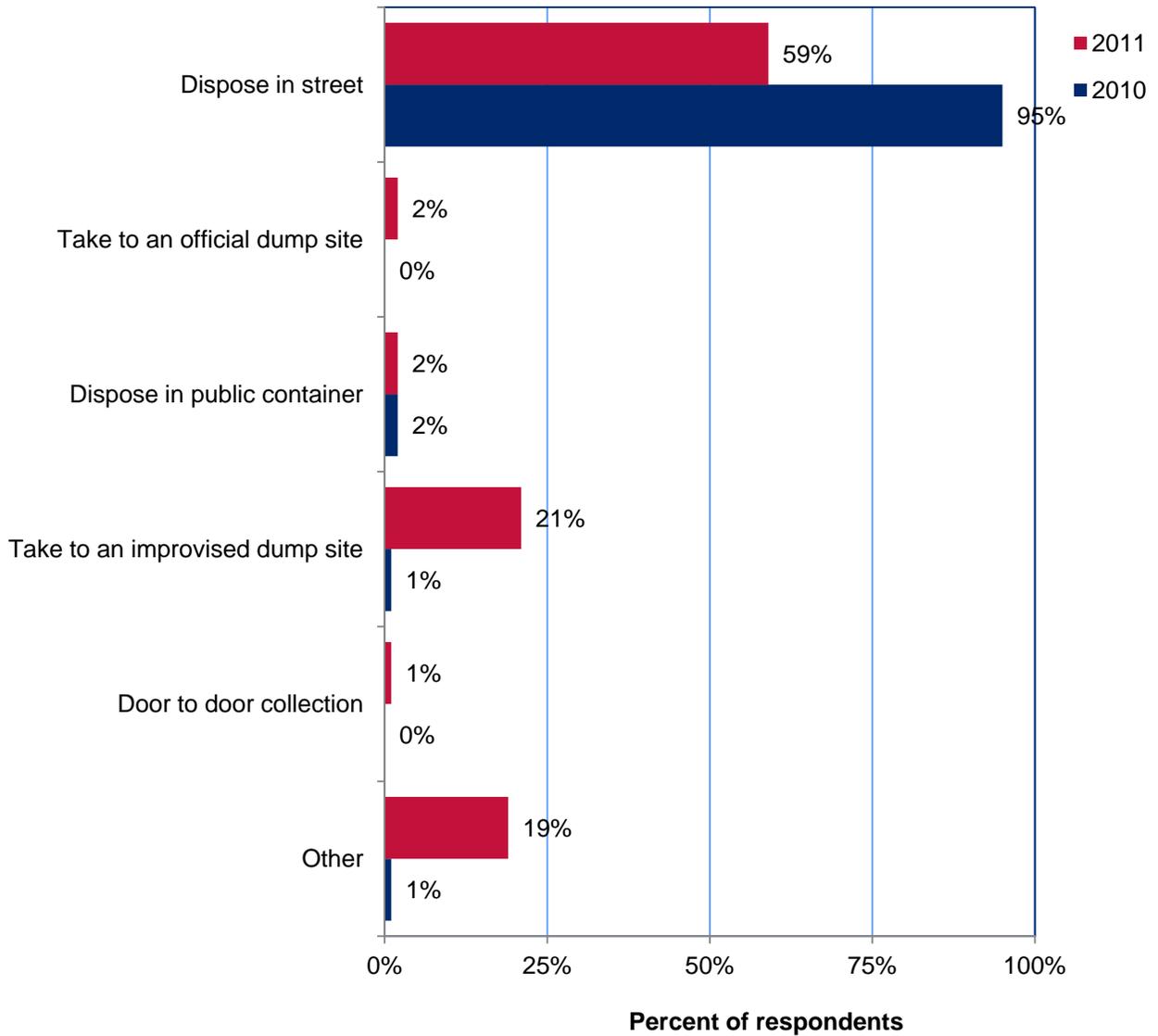
\* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

# SOLID WASTE

While the prevalence of trash disposal in the street decreased from 2010 to 2011, over half of Gardez residents interviewed (59%) still disposed of trash in the street. However, incidence of taking trash to an improvised dump site increased from 2010.

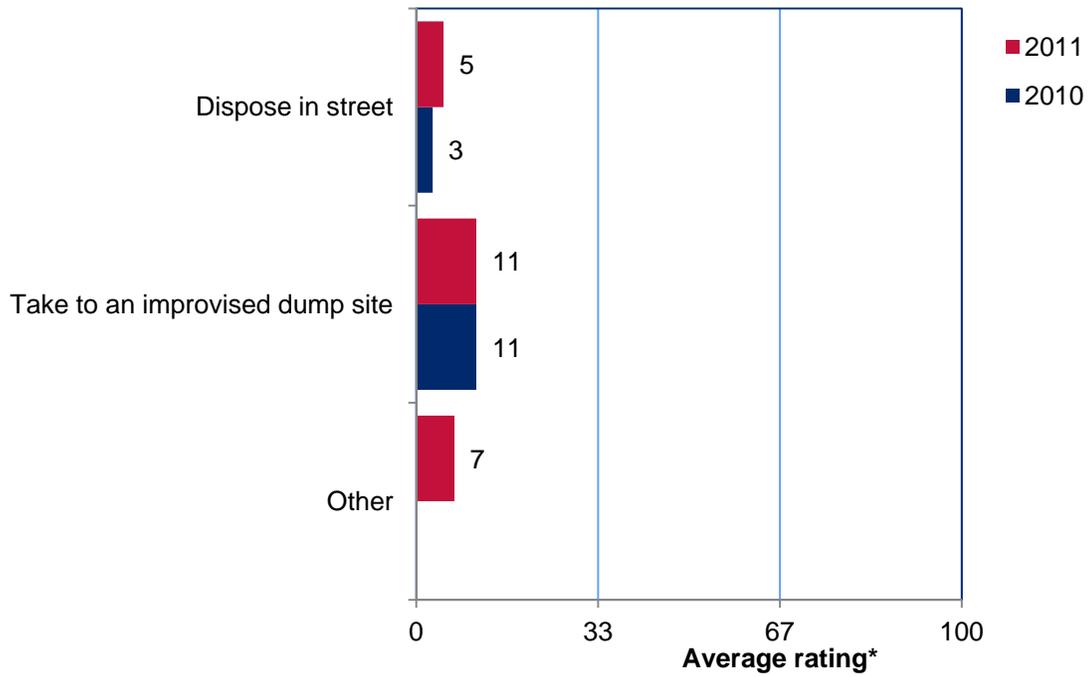
In 2011, 1% of residents said their trash was collected at their door, although this service did not exist in the city, this was likely an error in the description, or understanding, of this service.

**FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR**



Regardless of how they disposed of trash, residents were mostly dissatisfied with their trash disposal method in 2011.

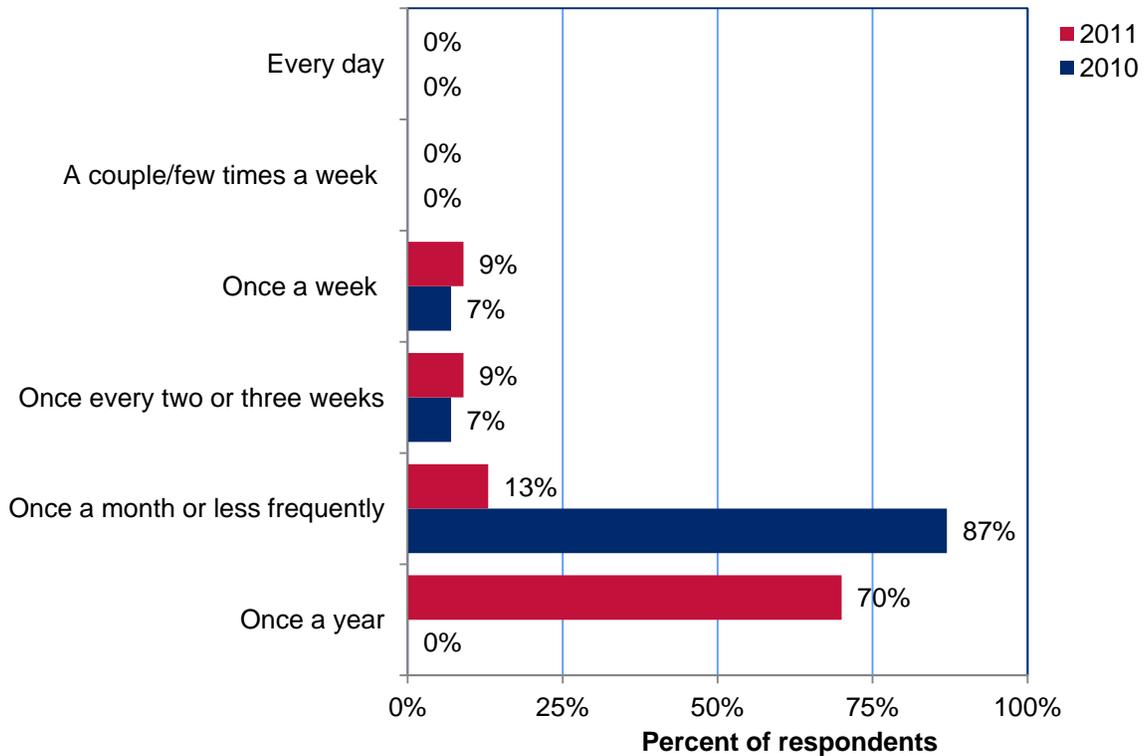
**FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD**



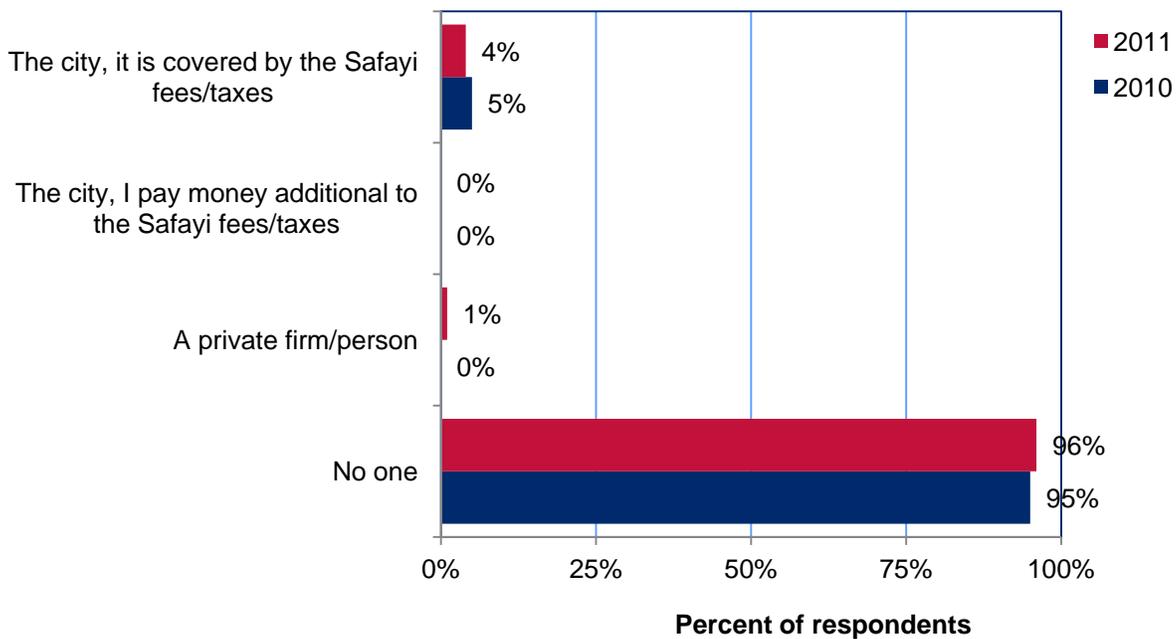
*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied, ratings are not included if fewer than 5% of respondents used the method.*

A majority of residents in Gardez (70%) noted that removal of trash from the street by the City occurred once a year. Residents did not pay for this service. This represents a decrease in the frequency of trash removal by the City from 2010 to 2011. Most residents said they did not pay for street cleaning, but a few thought it was included in their Safayi..

**FIGURE 70: FREQUENCY OF TRASH REMOVAL FROM STREET BY CITY COMPARED BY YEAR**



**FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR**



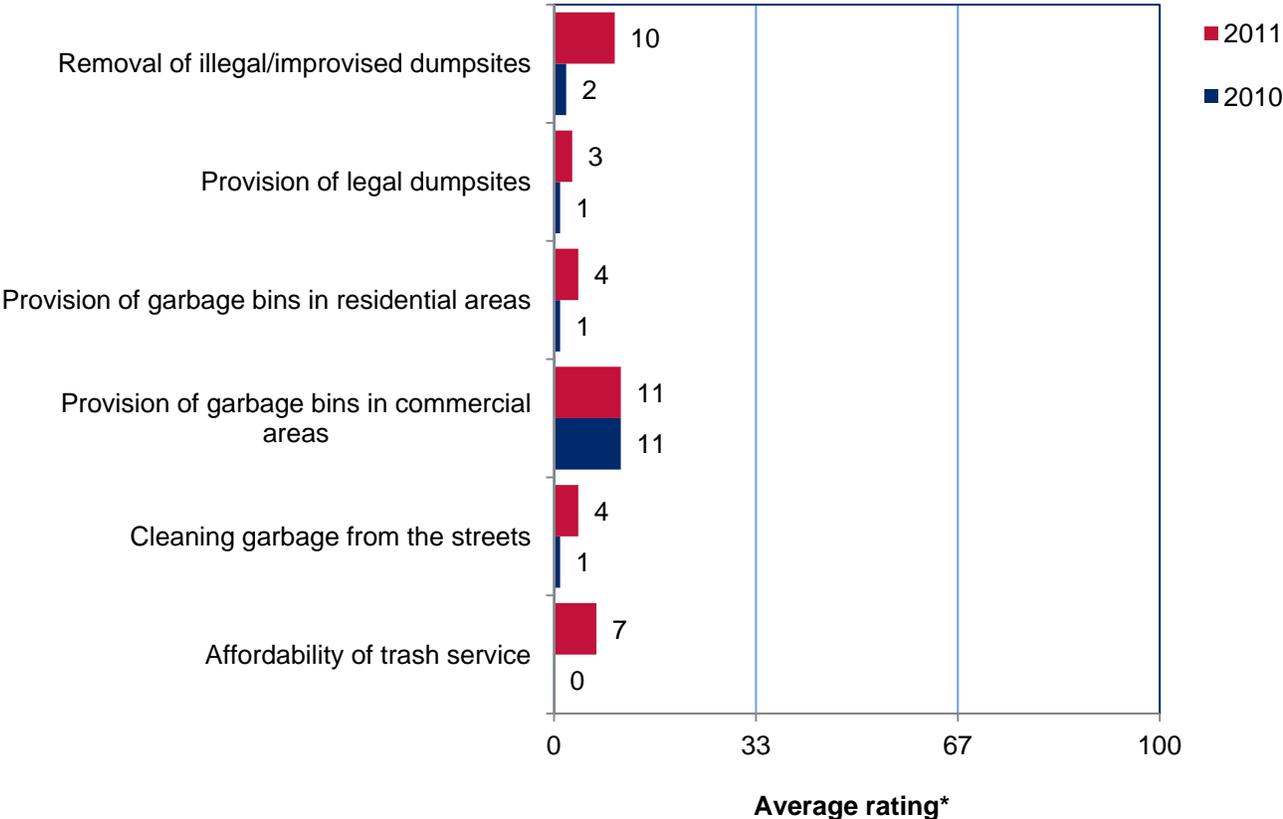
At least three-quarters of responding residents rated all aspects of Gardez’s trash services as poor. These ratings were similar to those in 2010 with only removal of illegal/improvised dumpsites and the affordability of trash service seeing modest improvements.

**FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	1%	2%	22%	75%	10
Provision of legal dumpsites	0%	1%	5%	93%	3
Provision of garbage bins in residential areas	1%	1%	6%	92%	4
Provision of garbage bins in commercial areas	2%	7%	13%	78%	11
Cleaning garbage from the streets	0%	2%	7%	90%	4
Affordability of trash service	1%	3%	12%	84%	7

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

**FIGURE 73: QUALITY OF CITY TRASH SERVICES COMPARED BY YEAR**

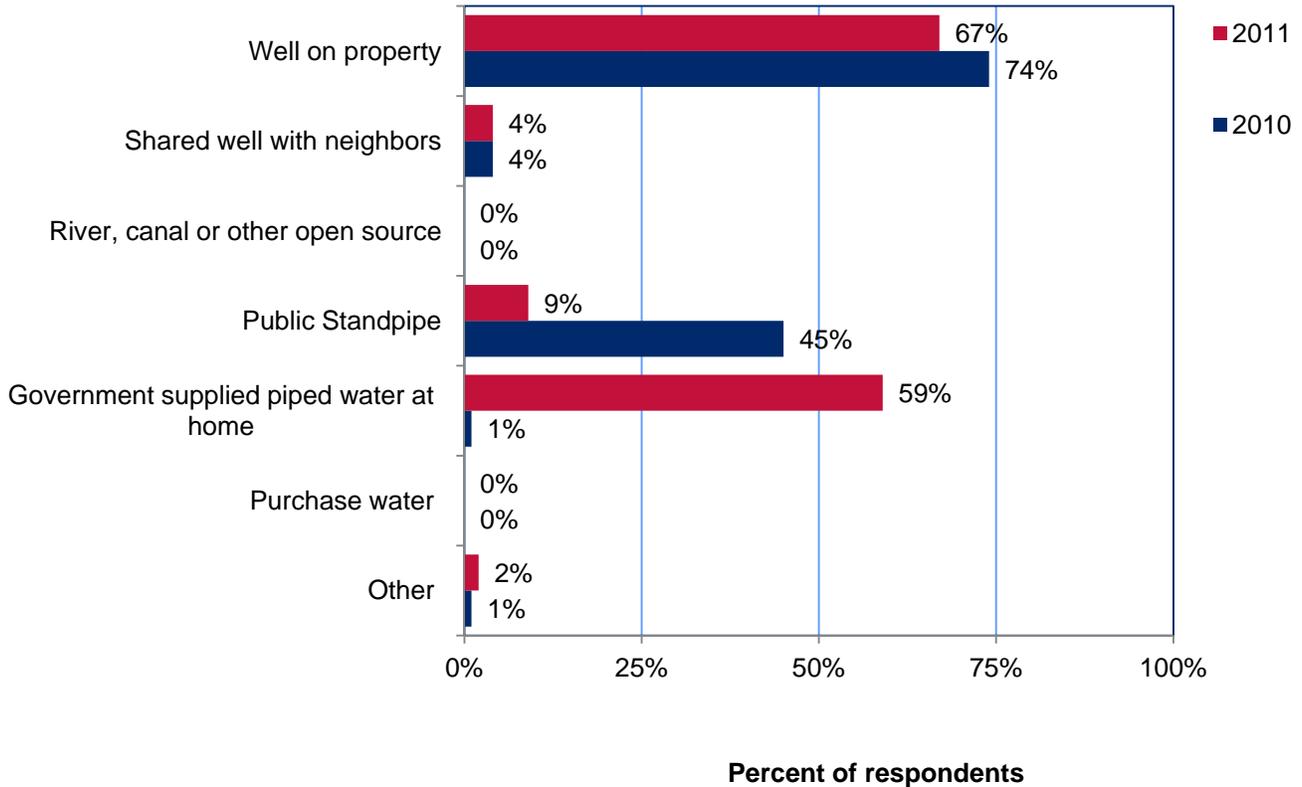


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

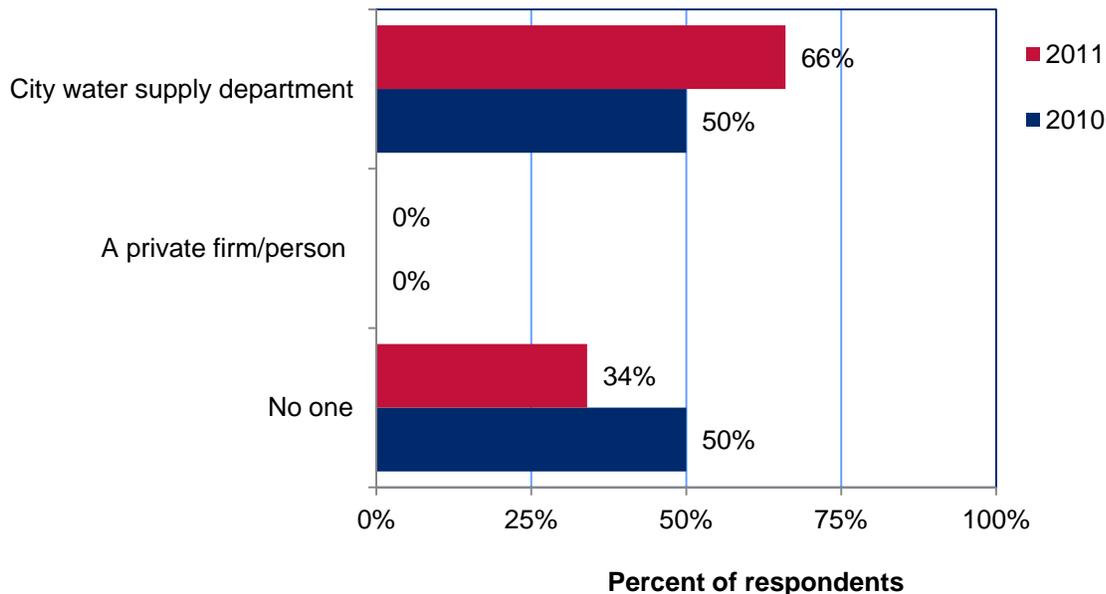
# WATER

The two most common sources of residential drinking water in the City of Gardez were wells and government supplied piped water at home. Since 2010, the percentage of residents who receive drinking water from a public standpipe decreased while the amount of residents who receive water from the government at home increased. Two-thirds of residents reported that they paid the city water supply department for their drinking water.

**FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR**

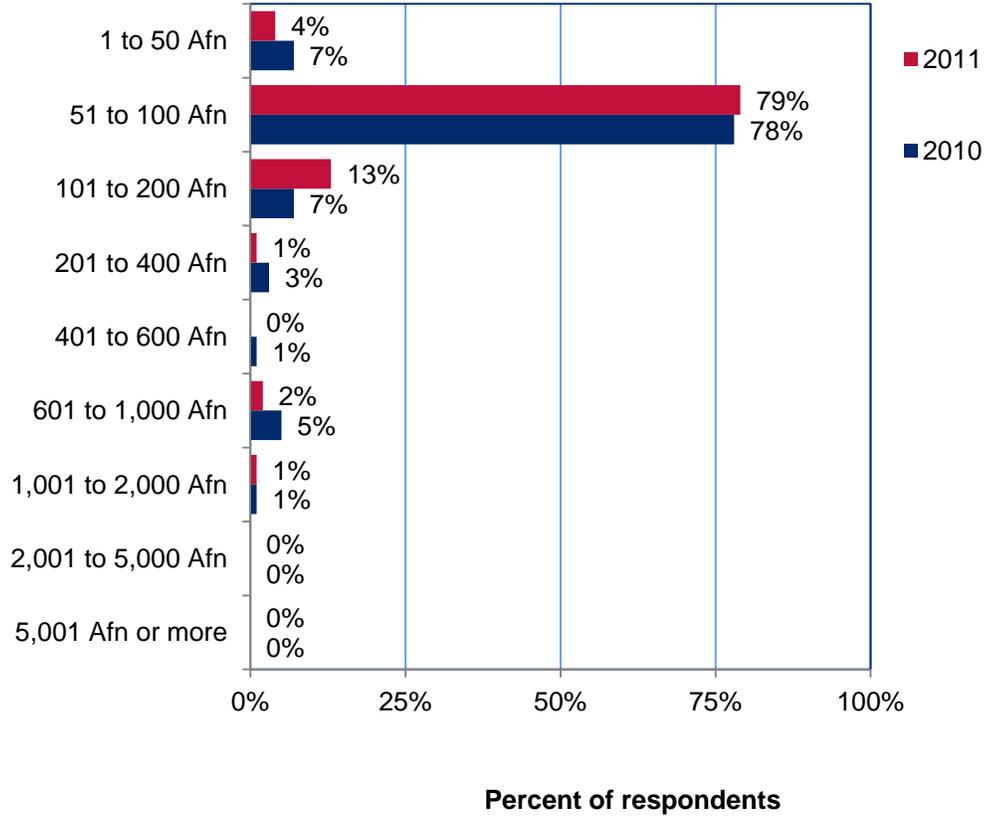


**FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR**



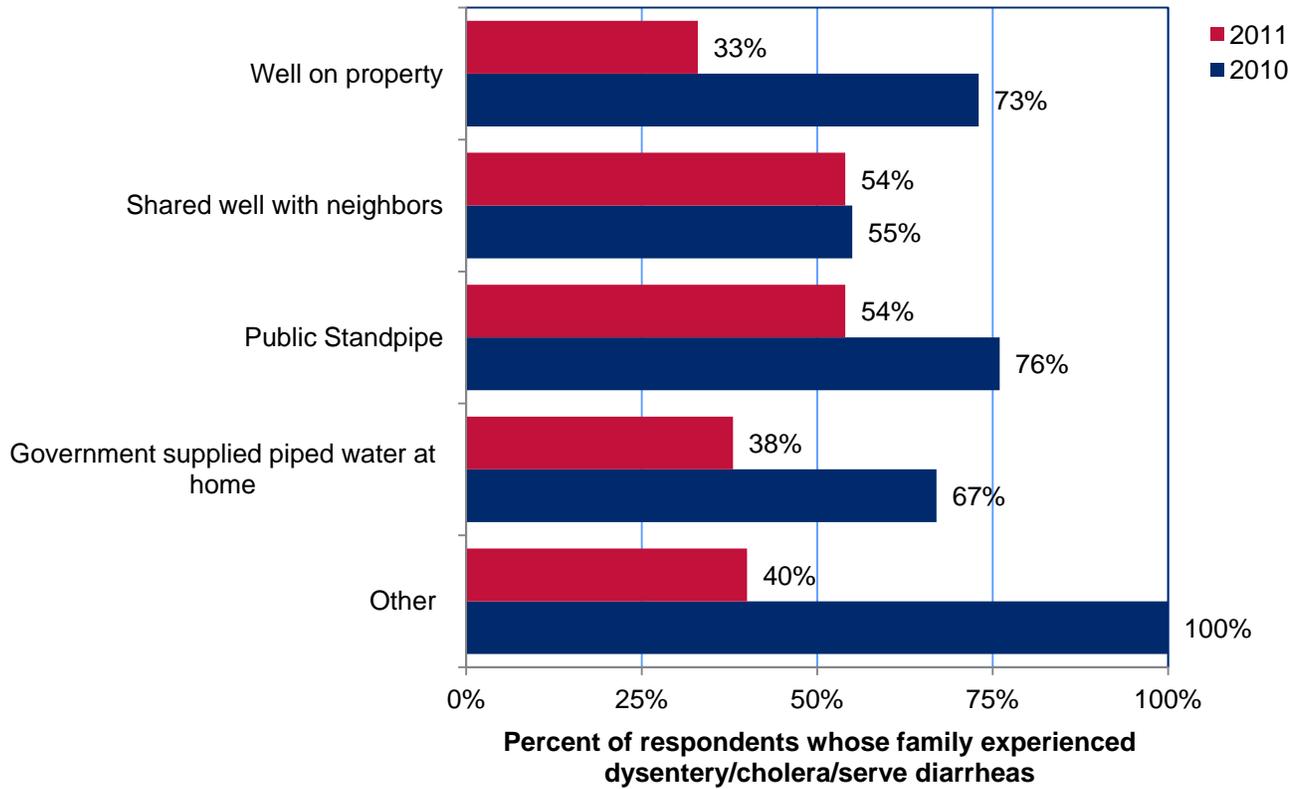
As in 2010, most residents in Gardez paid between 51 and 100 AFN a month for their drinking water.

**FIGURE 76: MONTHLY AMOUNT PAID FOR WATER SERVICE COMPARED BY YEAR**



While at least one-third of Gardez families reported experiencing dysentery, cholera or severe diarrhea for each type of drinking water source, large decreases were seen in all but one source. Only wells shared with neighbors did not see a decline in the occurrence of waterborne illnesses since 2010.

**FIGURE 77: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR**



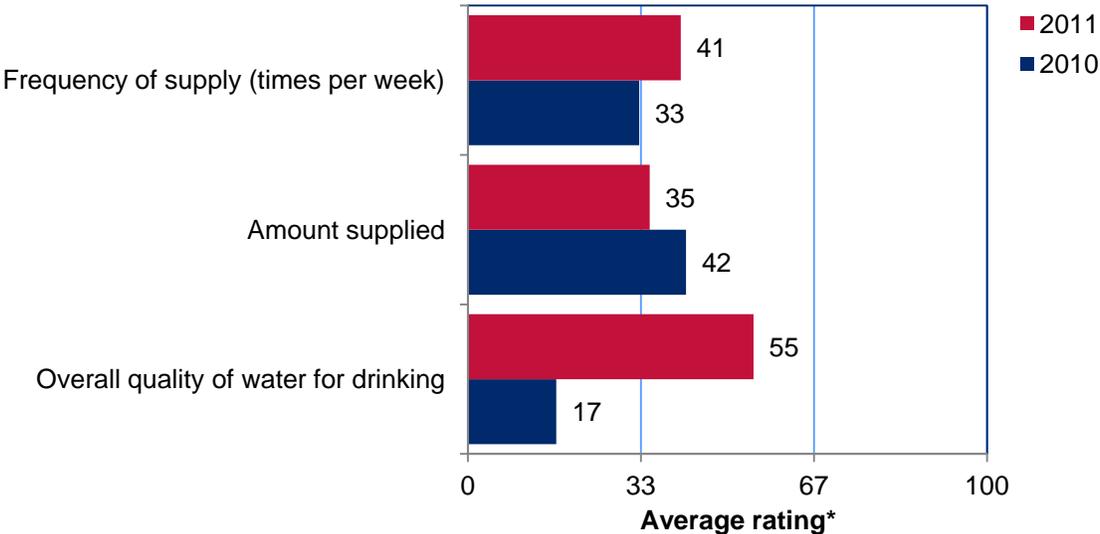
Over half of Gardez residents rated the frequency (67%) and amount (78%) of water supplied as either fair or poor. However, a majority of Gardez residents (69%) rated the overall quality of water for drinking as either excellent or good. The frequency of water supply and overall quality of drinking water saw improvements since 2010 while the amount of water supplied saw decreased ratings compared to 2010.

**FIGURE 78: QUALITY OF CITY WATER SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Frequency of supply (times per week)	3%	29%	54%	13%	41
Amount supplied	1%	21%	59%	19%	35
Overall quality of water for drinking	13%	56%	16%	16%	55

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

**FIGURE 79: QUALITY OF CITY WATER SERVICES COMPARED BY YEAR**

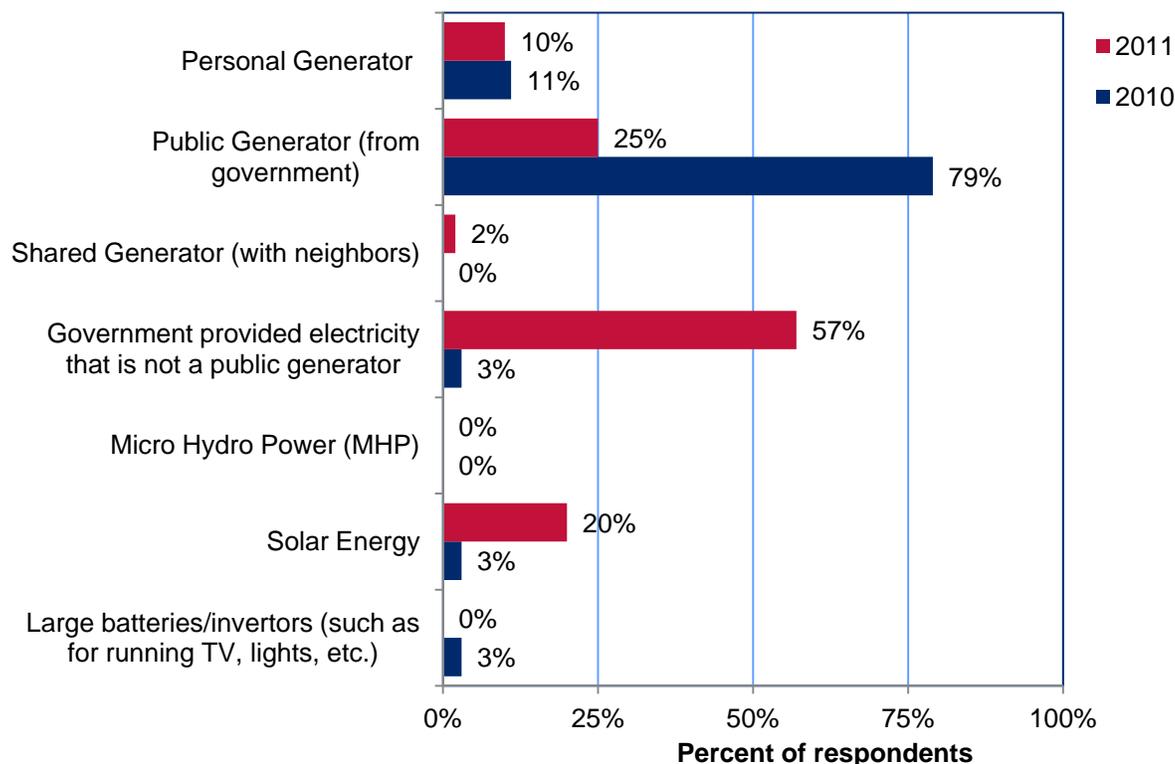


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

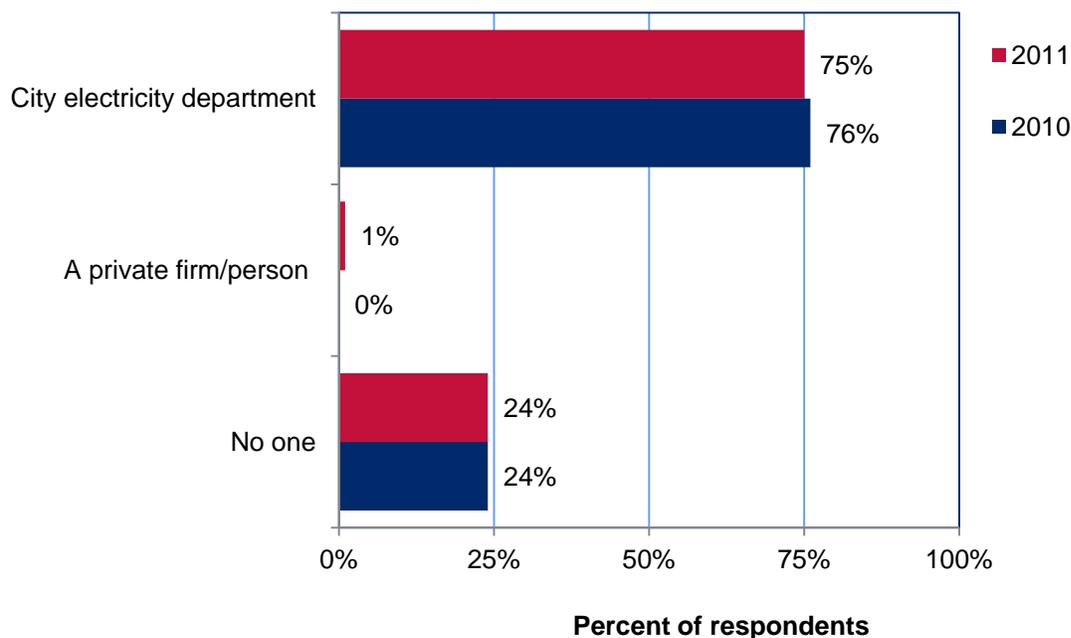
# ELECTRICITY

The government provided electricity to a greater proportion of Gardez residents who were interviewed in 2011. Use of public generators provided by the government saw a decline in use from 2010, but still provided electricity to one-quarter of residents. Solar energy also saw an increase in use in 2011 and was the third most common source of electricity in Gardez. Three-fourths of respondents said they pay the city electricity department for their electricity.

**FIGURE 80: ELECTRICITY SOURCES COMPARED BY YEAR**

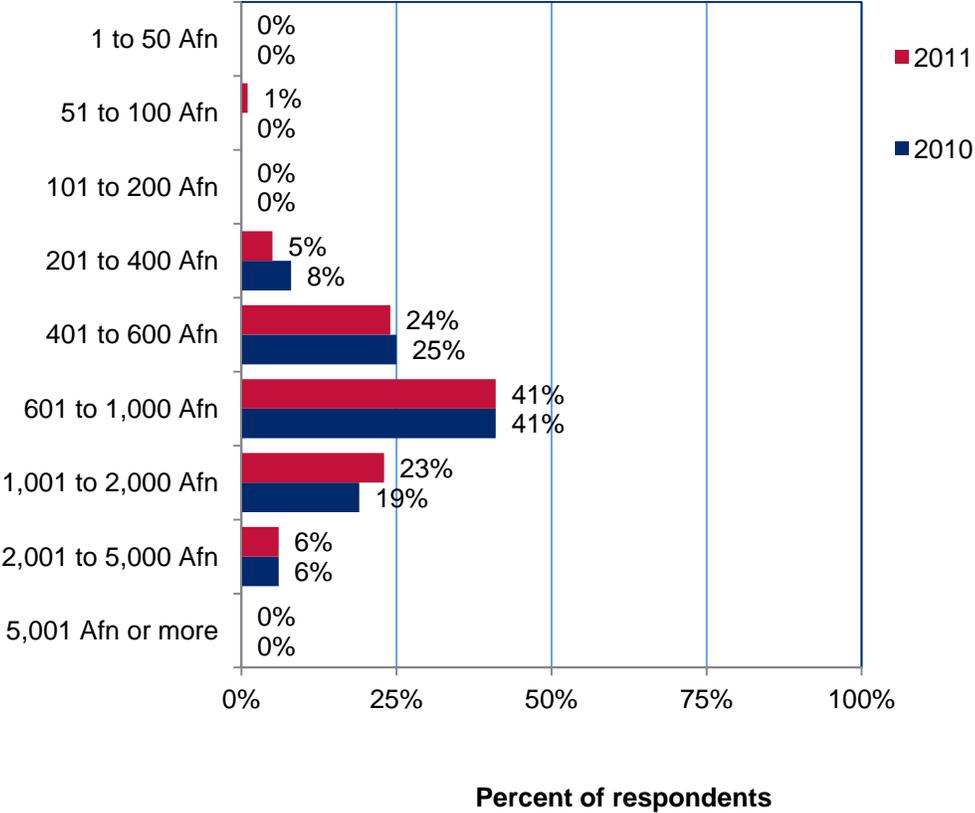


**FIGURE 81: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR**



Prices for electricity in the City of Gardez did not change much from 2010 to 2011. Residents commonly paid between 601 and 1,000 AFN per month for electricity. Approximately 25% of residents paid either a little more (1,001 to 2,000 AFN) or a little less (401 to 600 AFN) per month.

**FIGURE 82: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR**



Overall, the quality of the City's electricity services was rated poorly. Almost all residents rated the number of hours of electricity per day as either fair (14%) or poor (83%). This represents a decrease from 2010. The price for electric supply was rated similarly low. Only ratings of the number of days per week supplied remained stable from 2010 to 2011, although a majority of residents (66%) rated this aspect of electricity services as either fair or poor.

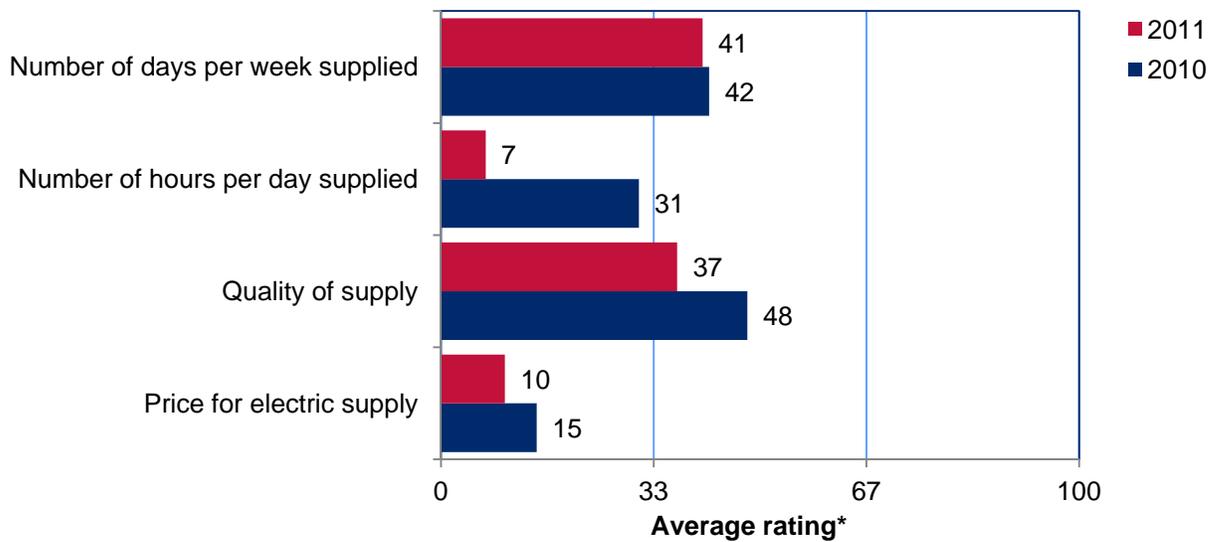
**FIGURE 83: QUALITY OF CITY ELECTRICITY SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	2%	31%	54%	12%	41
Number of hours per day supplied	1%	3%	14%	83%	7
Quality of supply*	4%	28%	43%	25%	37
Price for electric supply	0%	3%	23%	73%	10

\*Electricity power and cut outs during service hours.

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

**FIGURE 84: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR**

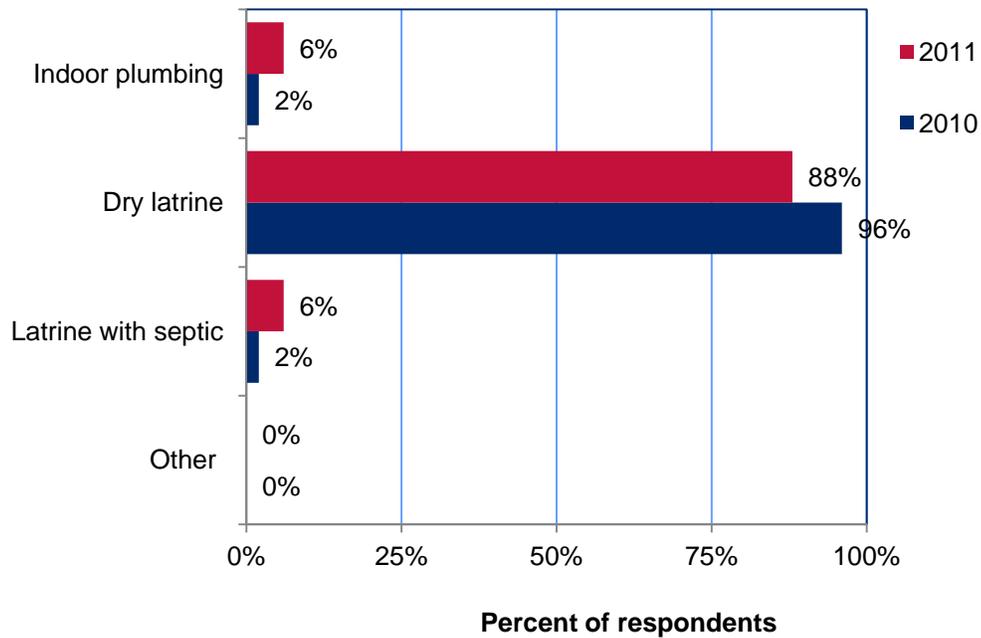


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

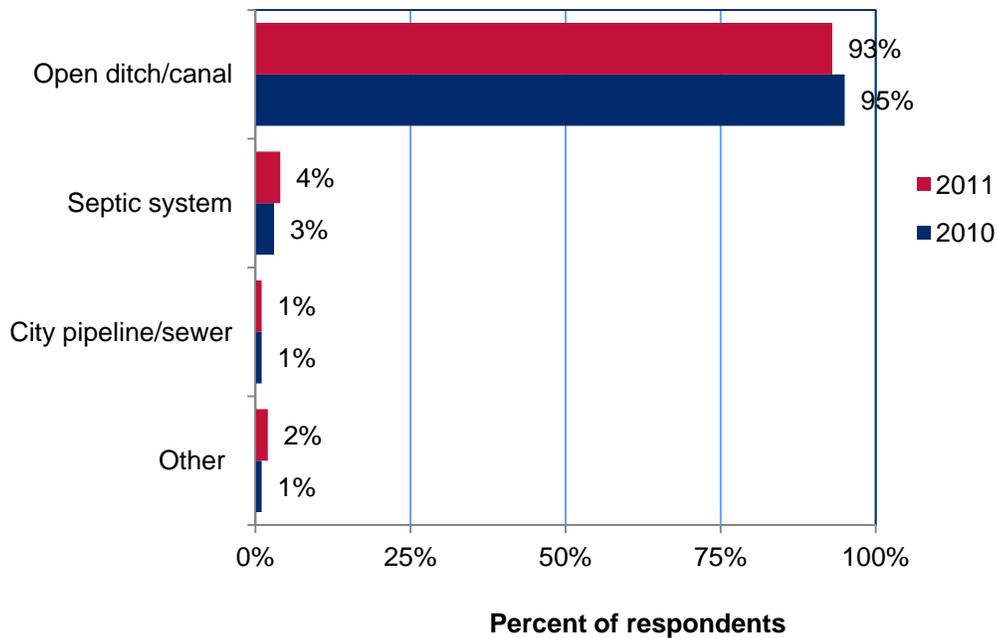
# ROADS, DRAINAGE AND SANITATION

Almost all residents of the City of Gardez reported having a dry latrine in their home. In addition, virtually all residents reported open ditches or canals as the type of drainage used for waste water.

**FIGURE 85: TYPE OF TOILET IN HOME COMPARED BY YEAR**



**FIGURE 86: TYPE OF DRAINAGE FOR WASTE WATER**



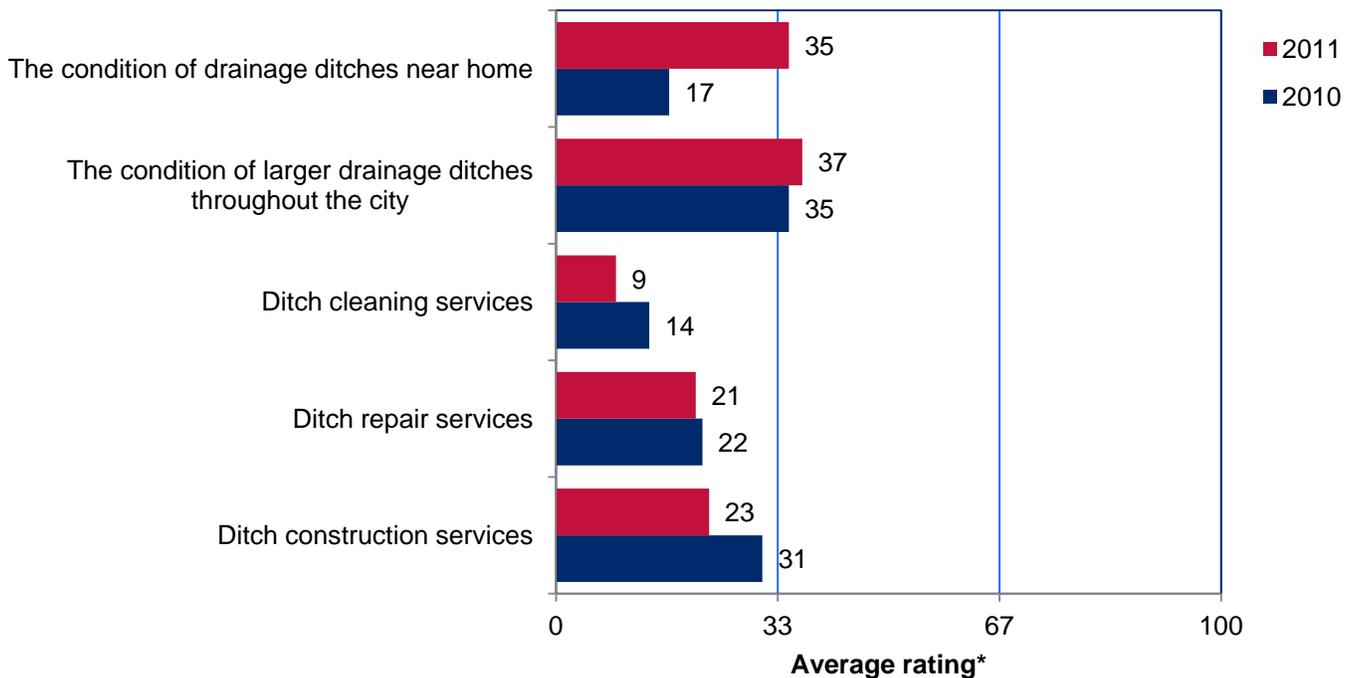
Ratings for the condition of City drainage infrastructure and services remained low, but mostly stable from 2010 to 2011. The condition of drainage ditches near residents' homes was rated higher in 2011, although a majority of residents (70%) thought the condition was either fair or poor. Ditch construction services saw a slight decrease from 2010.

**FIGURE 87: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	1%	29%	45%	25%	35
The condition of larger drainage ditches throughout the city	2%	34%	38%	26%	37
Ditch cleaning services	1%	4%	18%	78%	9
Ditch repair services	1%	9%	41%	49%	21
Ditch construction services	0%	16%	38%	47%	23

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

**FIGURE 88: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR**



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

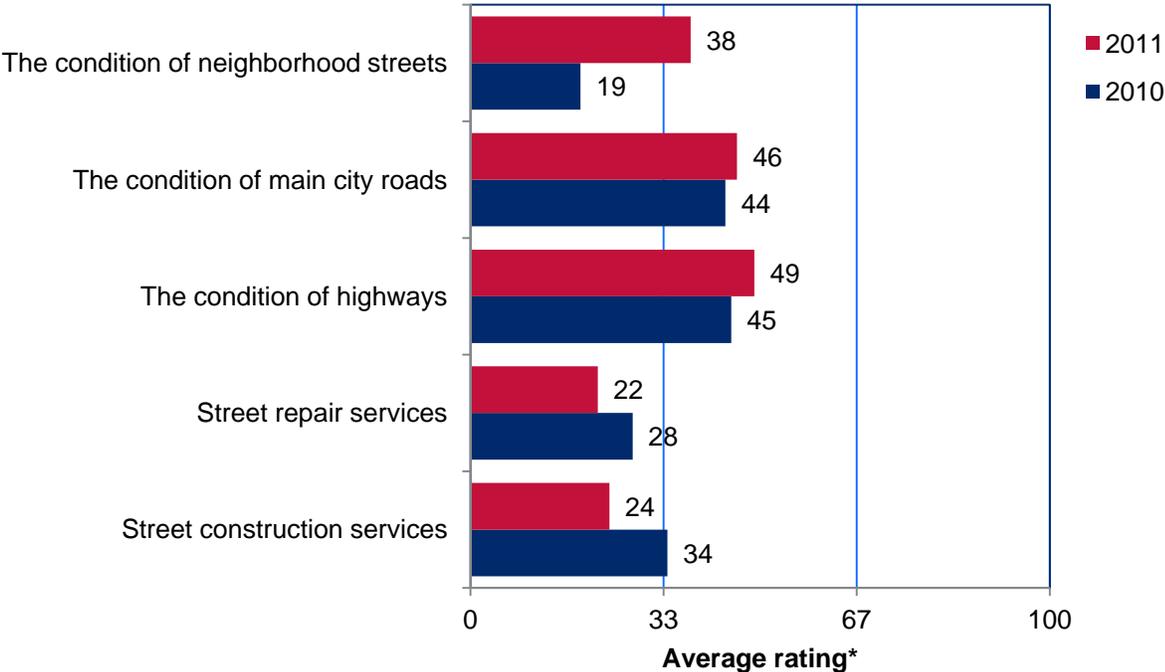
Similar to the ratings for the quality of City drainage infrastructure and services, ratings for city roads and road services remained low, but mostly stable from 2010 to 2011. The condition of neighborhood streets was rated higher in 2011 although a majority of residents (68%) thought the condition was either fair or poor. Both street repair services and construction services saw slight decreases in quality from 2010.

**FIGURE 89: QUALITY OF CITY ROADS AND ROAD SERVICES**

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	2%	31%	47%	21%	38
The condition of main city roads	2%	43%	45%	10%	46
The condition of highways	6%	48%	33%	13%	49
Street repair services	1%	9%	44%	46%	22
Street construction services	1%	14%	40%	45%	24

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

**FIGURE 90: QUALITY OF CITY ROADS AND ROAD SERVICES COMPARED BY YEAR**



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

## GREEN AREAS AND PARKS

As in 2010, almost all residents of Gardez were not aware of any teen/adult parks, women’s parks, or children’s playgrounds close to their homes. Consistent with these proportions, the quality of these types of parks was rated as either fair or poor by all, or almost all residents.

**FIGURE 91: AVAILABILITY OF CITY PARKS COMPARED BY YEAR**

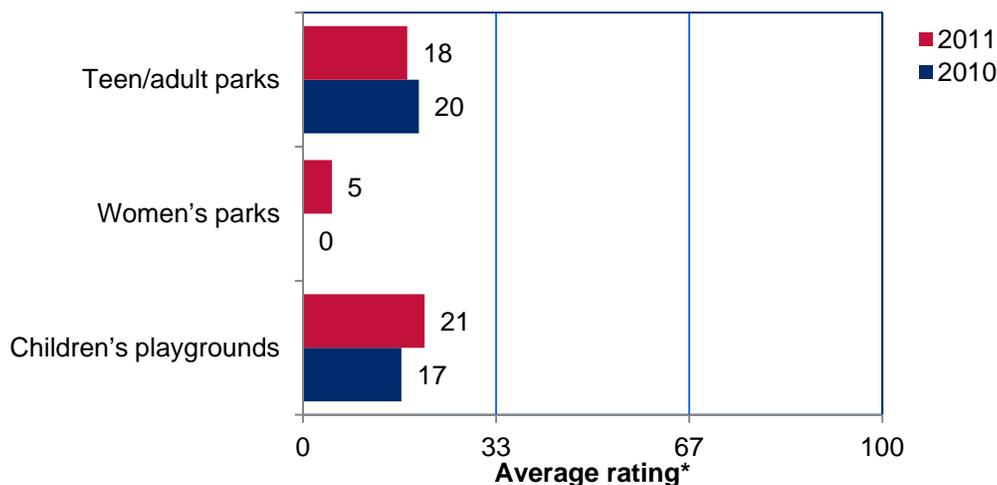
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	8%	6%
	Some further away	2%	5%
	Aware of no parks	90%	88%
Women’s parks	Yes, close by	0%	0%
	Some further away	0%	1%
	Aware of no parks	100%	99%
Children’s playgrounds	Yes, close by	0%	4%
	Some further away	1%	2%
	Aware of no parks	99%	94%

**FIGURE 92: QUALITY OF PARKS, 2011**

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	3%	47%	50%	18
Women’s parks	0%	0%	14%	86%	5
Children’s playgrounds	0%	0%	63%	37%	21

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

**FIGURE 93: QUALITY OF PARKS COMPARED BY YEAR**

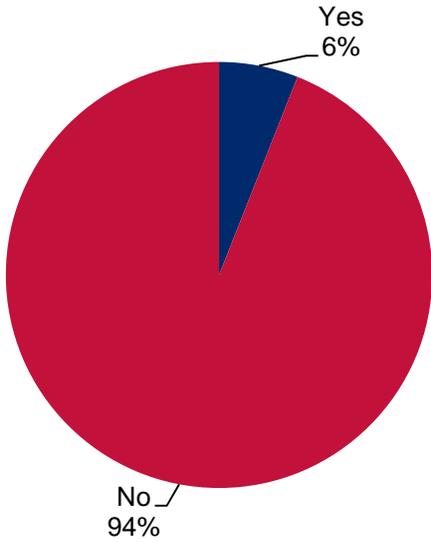


\* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

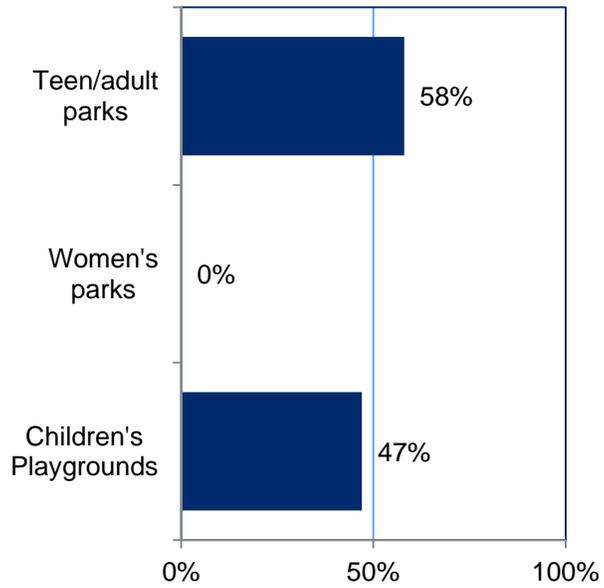
While the vast majority of residents did not visit a park in 2011, approximately half of those who did visited either a teen/adult park or a children's playground. No one visited a women's park.

**FIGURE 94: PARKS VISITED, 2011**

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



**If yes, which ones?**



# MARKET

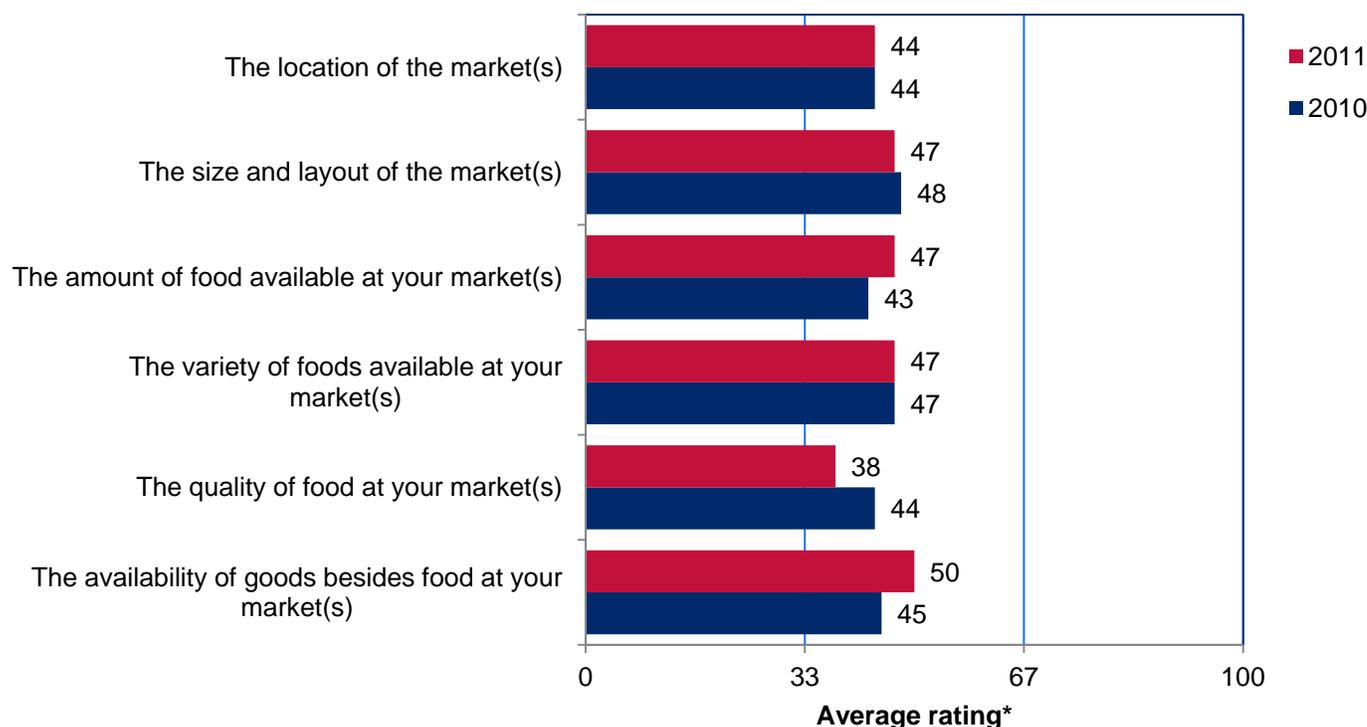
Ratings for aspects of the City of Gardez’s markets remained mostly moderate and stable from 2010 to 2011. The availability of goods besides food at Gardez’s market(s) was rated excellent or good by the majority of residents (59%) as was the size and layout of the market (51%), the amount of food available at the market (53%) and the variety of foods available at the market (52%).

**FIGURE 95: QUALITY OF CITY MARKET, 2011**

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	2%	40%	47%	11%	44
The size and layout of the market(s)	2%	49%	39%	11%	47
The amount of food available at your market(s)	1%	52%	36%	11%	47
The variety of foods available at your market(s)	1%	51%	36%	12%	47
The quality of food at your market(s)	1%	30%	51%	18%	38
The availability of goods besides food at your market(s)	2%	57%	30%	11%	50

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

**FIGURE 96: QUALITY OF CITY MARKET COMPARED BY YEAR**



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

Several types of food became less affordable for families in Gardez from 2010 to 2011. Vegetables, cereal, fruit, and meat were only affordable to a minority of Gardez residents as often as they want. Flour, cooking oil, and sugar and tea were still affordable for almost all Gardez residents.

**FIGURE 97: 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>
Meat	As often as we want	87%	16%
	Not as often as we want	12%	58%
	Only rarely	2%	27%
	Never	0%	0%
Fruit	As often as we want	73%	23%
	Not as often as we want	25%	53%
	Only rarely	2%	23%
	Never	0%	0%
Vegetables	As often as we want	71%	48%
	Not as often as we want	28%	46%
	Only rarely	1%	6%
	Never	0%	0%
Flour	As often as we want	95%	99%
	Not as often as we want	5%	1%
	Only rarely	1%	0%
	Never	0%	0%
Cooking oil	As often as we want	95%	97%
	Not as often as we want	5%	3%
	Only rarely	1%	0%
	Never	0%	0%
Sugar, tea	As often as we want	92%	97%
	Not as often as we want	8%	2%
	Only rarely	1%	0%
	Never	0%	0%
Cereal	As often as we want	80%	28%
	Not as often as we want	18%	53%
	Only rarely	2%	19%
	Never	0%	0%

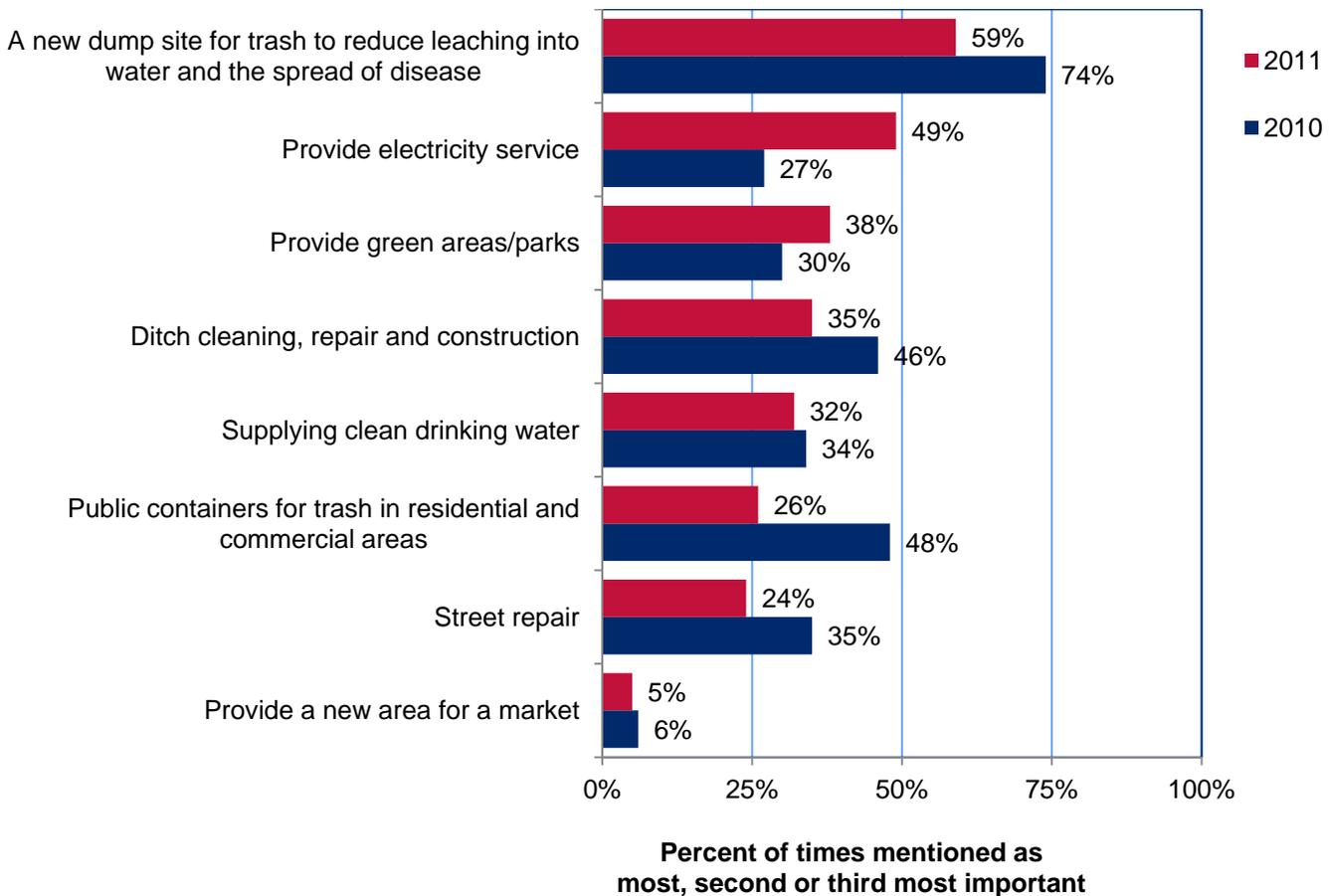
# SERVICE PRIORITIES

Municipal service priorities seem to have shifted slightly from 2010 to 2011. While a new dumpsite for trash was still a top priority for the majority of residents, it was a priority for a smaller proportion of residents in 2011 than in 2010. Providing electricity service was a top priority for a larger percentage of Gardez residents in 2011 than it was in 2010, and was the second most common priority. Both public containers for trash in residential and commercial areas and street repair were a priority for fewer residents in 2011.

**FIGURE 98: MUNICIPAL SERVICE PRIORITIES, 2011**

	Most important	Second most important	Third most important	Not in top three
A new dump site for trash to reduce leaching into water and the spread of disease	27%	11%	21%	41%
Provide electricity service	15%	21%	13%	51%
Provide green areas/parks	6%	17%	16%	62%
Ditch cleaning, repair and construction	10%	12%	13%	65%
Supplying clean drinking water	13%	13%	6%	68%
Public containers for trash in residential and commercial areas	14%	6%	6%	74%
Street repair	9%	7%	9%	76%
Provide a new area for a market	1%	2%	3%	95%

**FIGURE 99: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR**

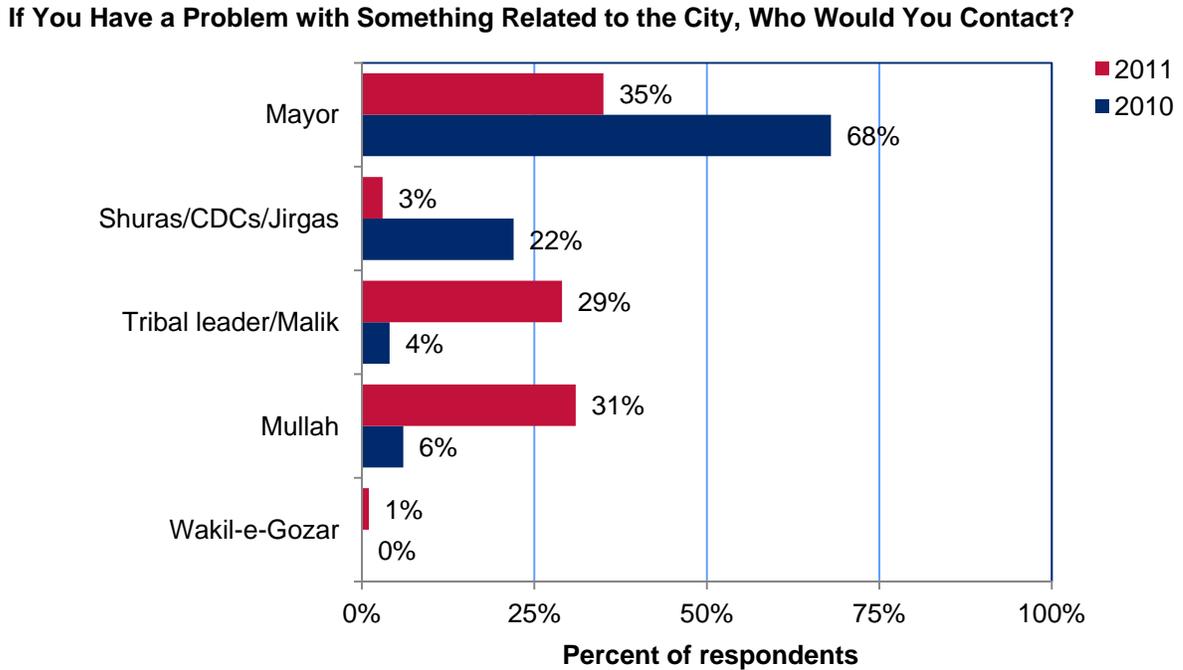


# GOVERNANCE

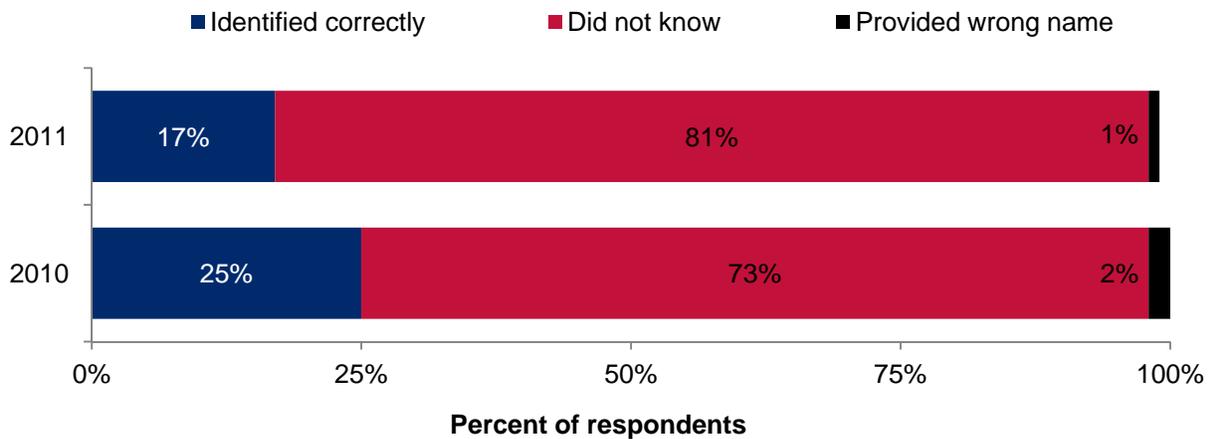
In 2011, similar percentages of Gardez residents said that if they had a problem with something related to the city, they would contact the mayor (35%), their mullah (31%), or their tribal leader/Malik (29%). The percentage of residents who would report to the mayor or Shuras/CDCs/Jirgas decreased from 2010 to 2011, while the percentage of those who would contact their mullah or tribal leader/Malik both increased.

As in 2010, most residents in Gardez did not know who the City mayor was.

**FIGURE 100: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR**

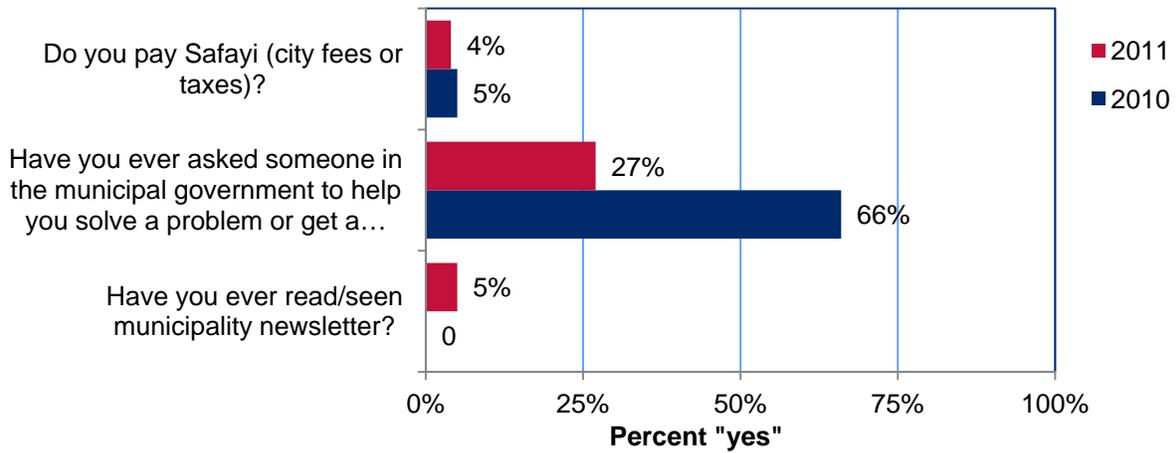


**FIGURE 101: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR**

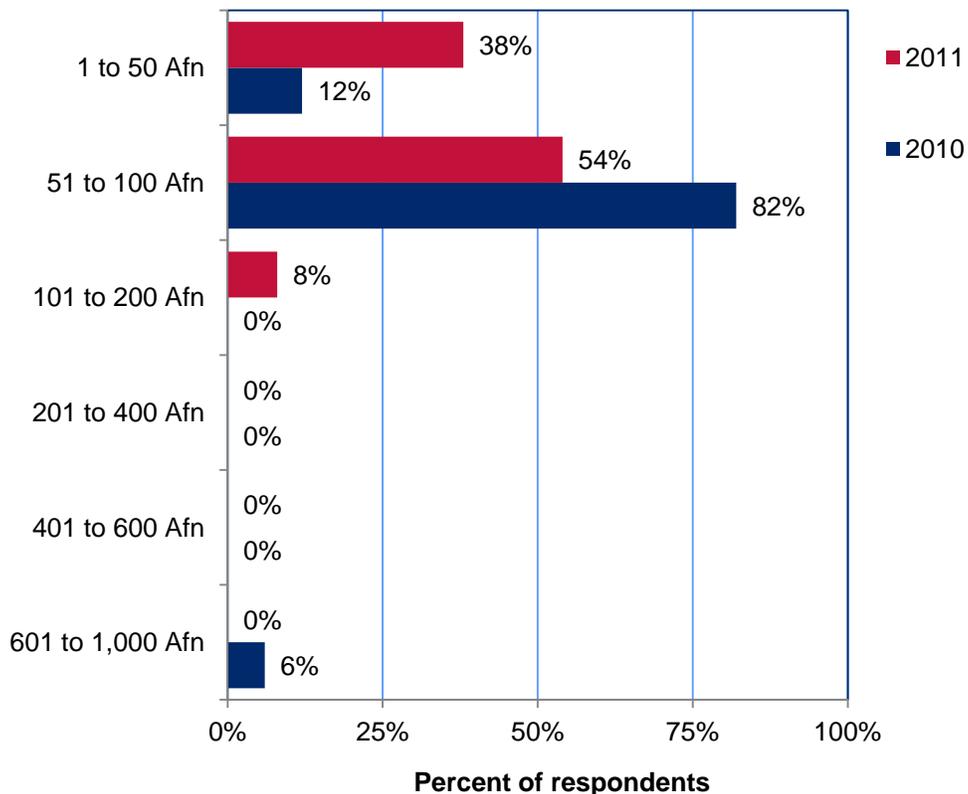


Very few residents of Gardez paid Safayi or had ever read or seen a city newsletter. Over one-fourth of residents had ever asked someone in the municipal government to help solve a problem or get a service. This percent was much lower in 2011 than it was in 2010. Of those very few residents who did pay Safayi, almost all paid 100 AFN or less.

**FIGURE 102: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR**

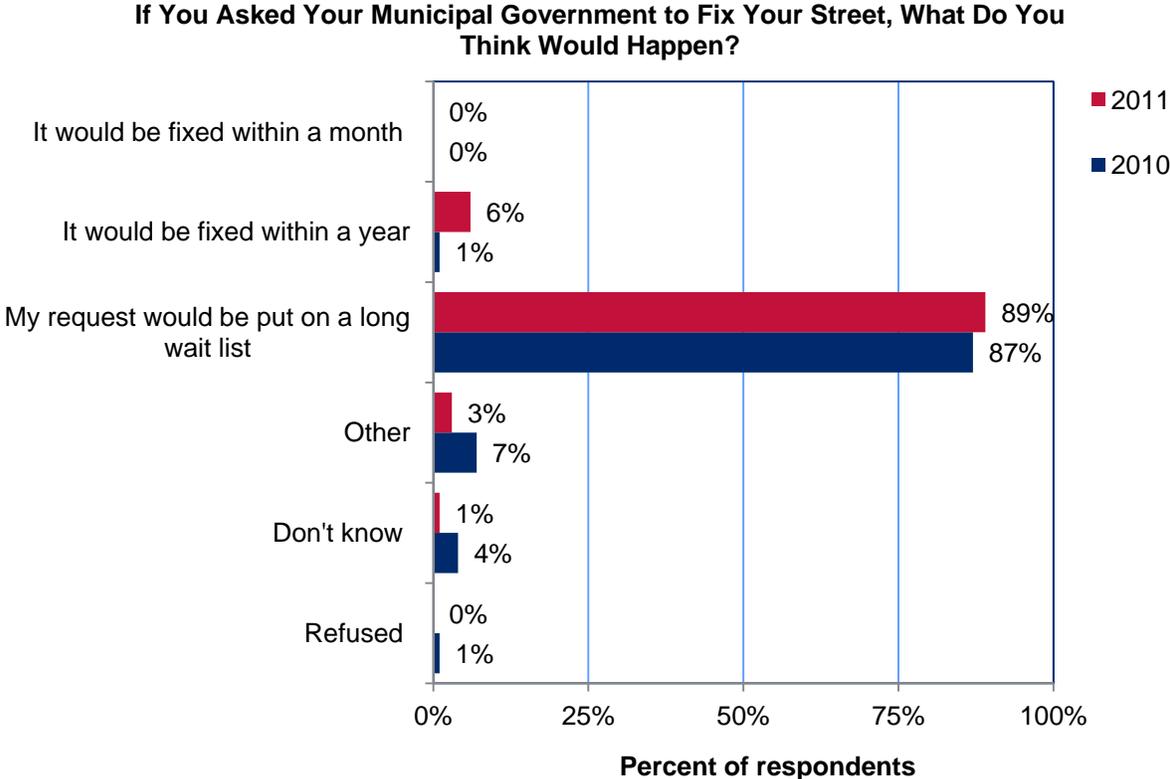


**FIGURE 103: MONTHLY SAFAYI PAID COMPARED BY YEAR**



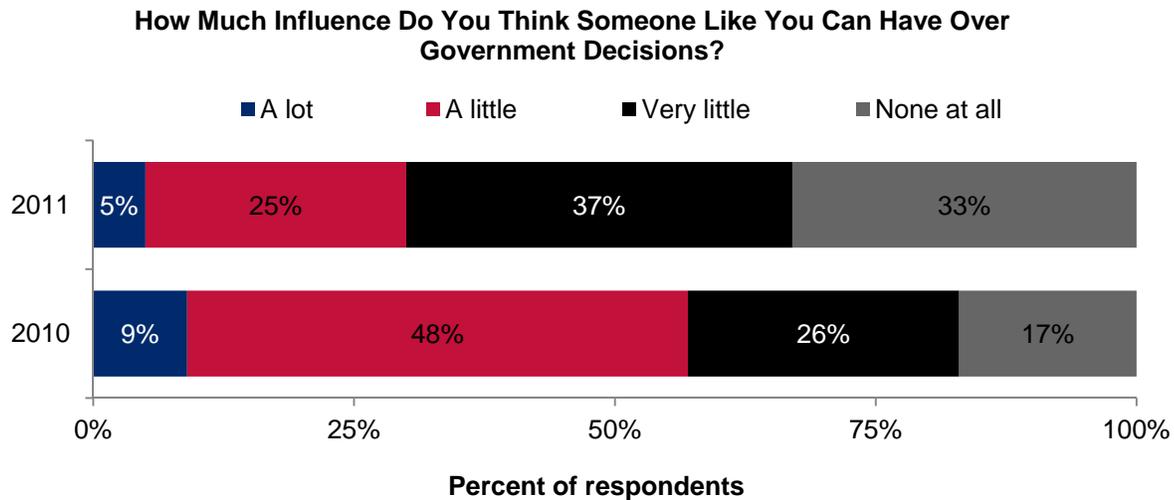
In 2011, almost all residents said that if they asked their municipal government to fix their street, their request would be put on a long wait list. This proportion was similar to 2010.

FIGURE 104: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR

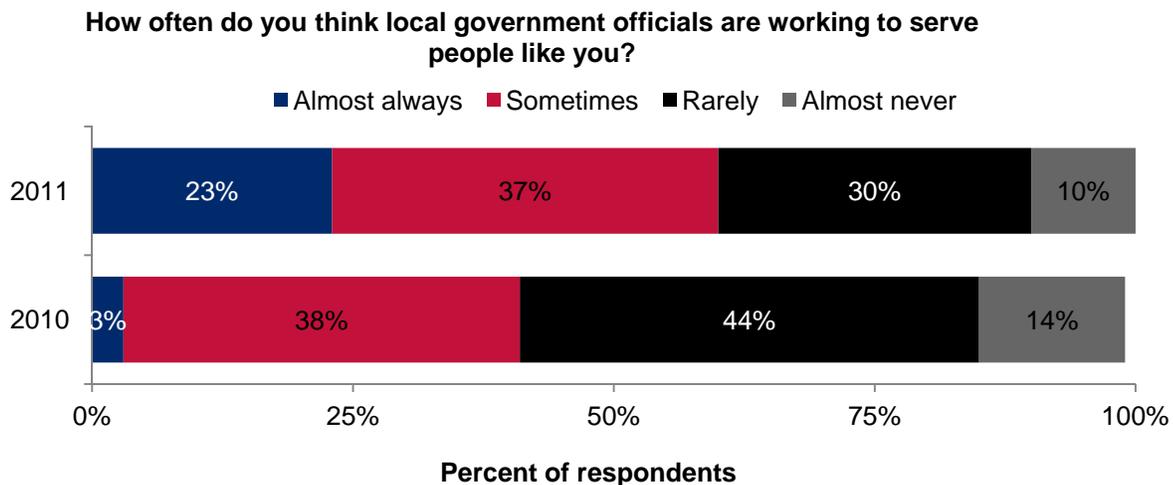


In 2011, fewer residents than in 2010 thought they could have a lot or a little influence over government decisions. The majority of Gardez residents thought they could have very little or no influence at all in government decisions. However, in 2011, more residents thought that local government officials were working to serve people like them either sometimes or almost always.

**FIGURE 105: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR**



**FIGURE 106: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR**



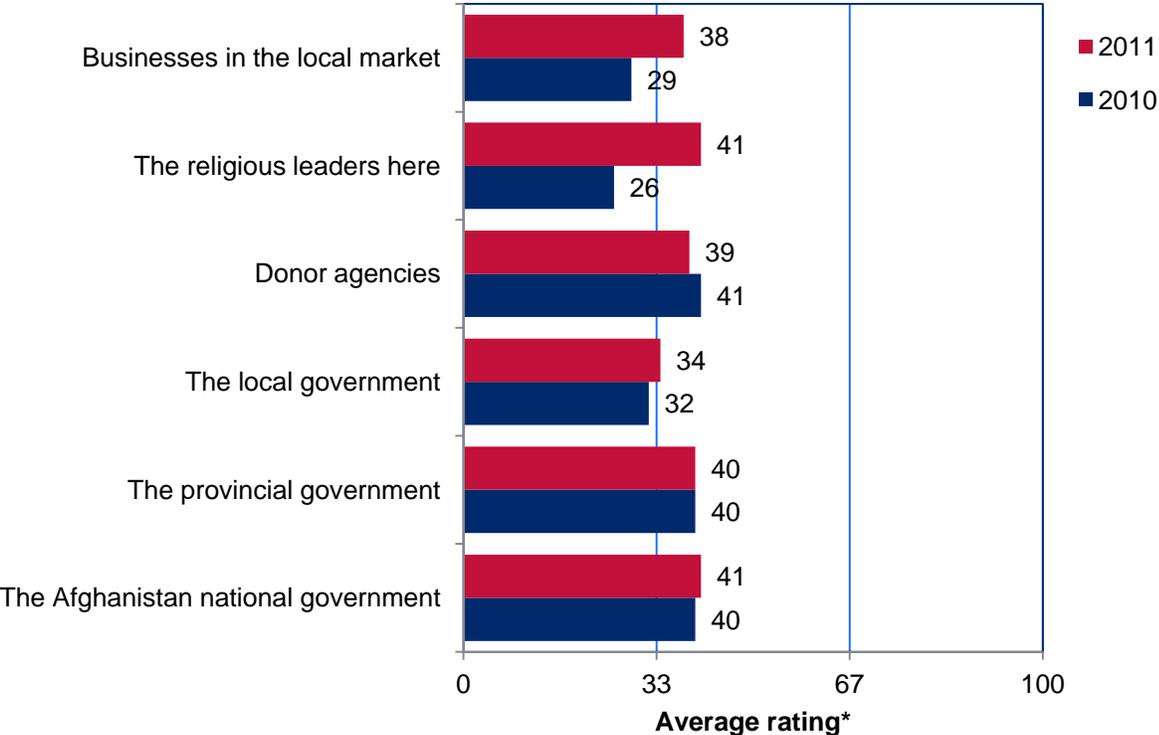
Levels of trust in representatives of government and donor agencies remained stable in Gardez in 2011 with less than half of respondents expressing at least some trust in each type of representative. Trust in businesses in the local market and trust in local religious leaders improved from 2010 to 2011.

**FIGURE 107: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE, 2011**

To what extent do you trust each of the following to conduct its activities to benefit the people in your city?	Great deal of trust	Some trust	Little trust	No trust	Average rating*
Businesses in the local market	1%	37%	36%	25%	38
The religious leaders here	17%	23%	26%	34%	41
Donor agencies	3%	36%	37%	24%	39
The local government	1%	22%	56%	21%	34
The provincial government	2%	33%	48%	17%	40
The Afghanistan national government	4%	34%	44%	18%	41

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

**FIGURE 108: LEVEL OF TRUST IN REPRESENTATIVES CONDUCTING ACTIVITIES TO BENEFIT THE PEOPLE COMPARED BY YEAR**



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

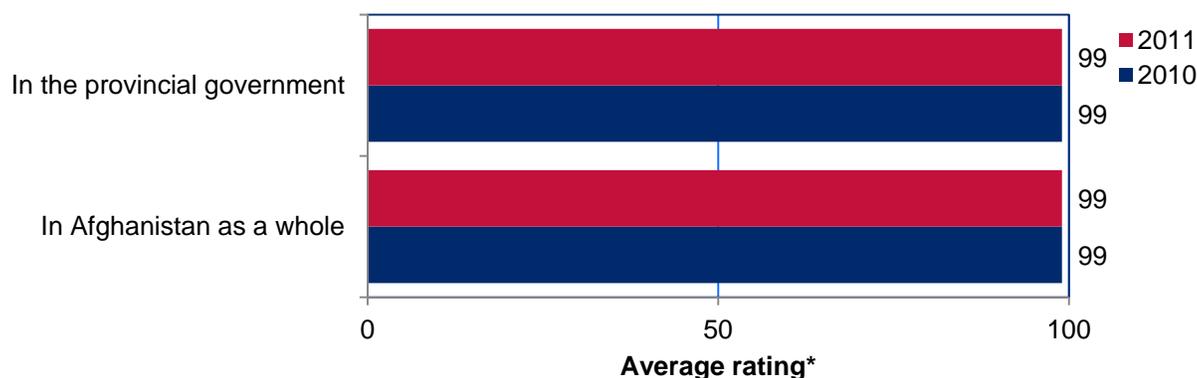
As in 2010, in 2011 almost all residents in the City of Gardez expressed that corruption was a major problem in both the provincial government and in the nation as a whole. In addition, in 2011 more Gardez residents thought that the amount of corruption at both levels had increased in the prior 12 months.

**FIGURE 109: LEVEL OF CORRUPTION, 2011**

<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	99%	1%	0%	99
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 110: LEVEL OF CORRUPTION COMPARED BY YEAR**



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

**FIGURE 111: 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>	
In Afghanistan as a whole	Increased	66%	82%
	Stayed the same	25%	14%
	Decreased	9%	4%
In the provincial government	Increased	71%	82%
	Stayed the same	26%	16%
	Decreased	3%	3%

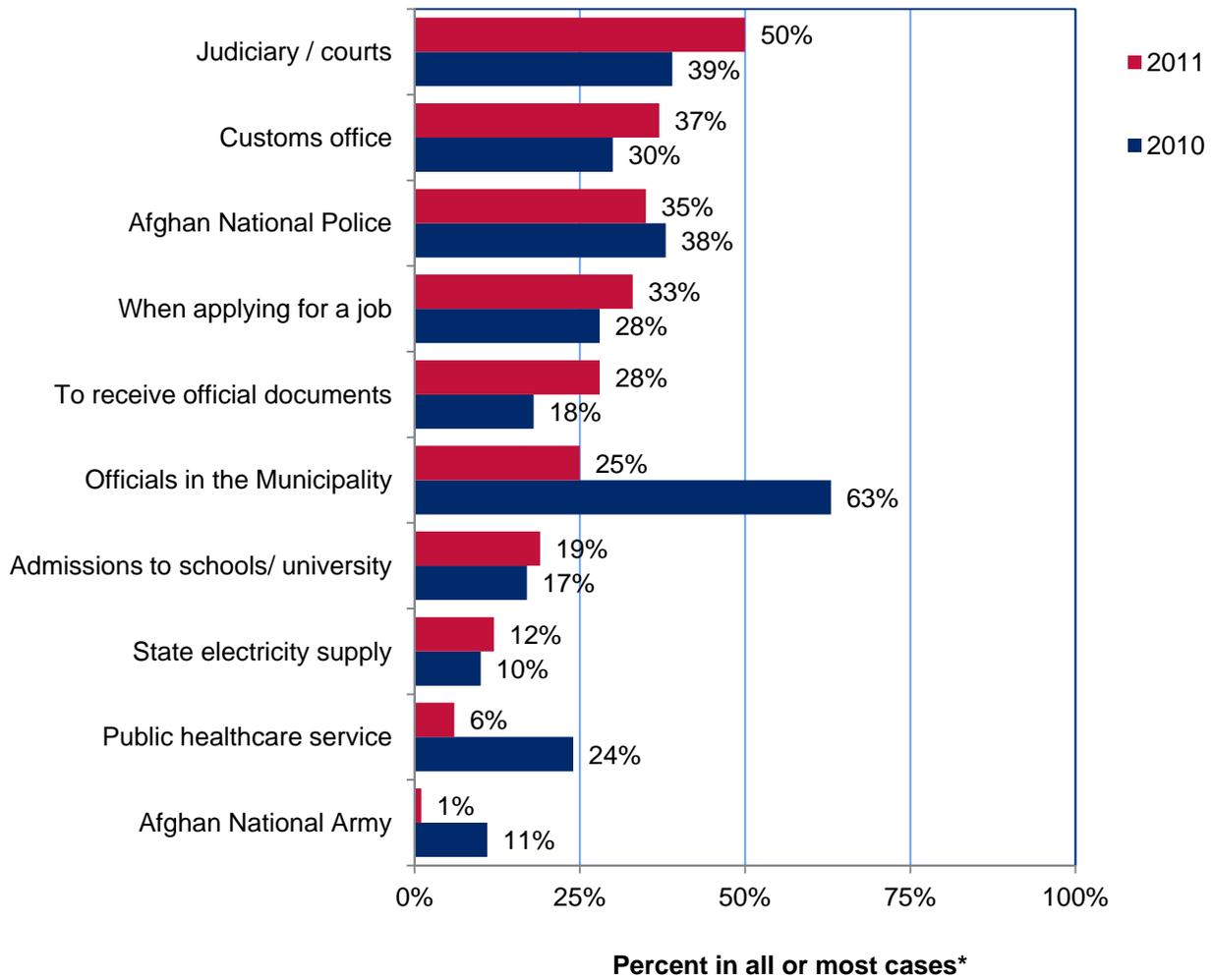
Giving cash, a gift or performing a favor for a government official, was most common in the judiciary/courts for those residents of Gardez who had contacted those officials. This marked an increased incidence since 2010. The incidence of giving cash, a gift or a favor to a municipal official saw a marked decrease from 2010 to 2011.

**FIGURE 112: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2011**

<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>
To receive official documents	8%	19%	15%	57%
Admissions to schools/ university	7%	12%	13%	68%
When applying for a job	13%	20%	16%	51%
Public healthcare service	1%	5%	19%	74%
State electricity supply	4%	8%	21%	67%
Judiciary / courts	11%	39%	19%	31%
Afghan National Army	0%	1%	3%	96%
Afghan National Police	8%	27%	22%	43%
Customs office	7%	30%	28%	35%
Officials in the Municipality	4%	21%	29%	47%

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

**FIGURE 113: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS COMPARED BY YEAR**



\* Only for those who had contact with Government Official

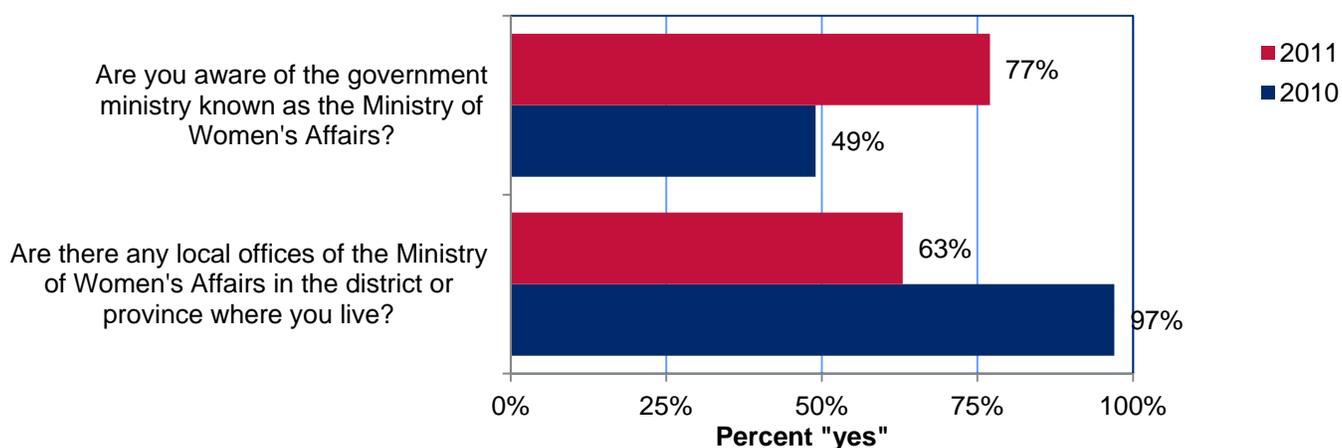
# WOMEN IN SOCIETY

In 2011, awareness of the Ministry of Women's Affairs increased among residents of Gardez with over three-fourths of residents reporting they are aware of this ministry. On the other hand, fewer residents who knew about the Ministry of Women's Affairs reported that there was a local in their district or province.

As in 2010, the majority of Gardez residents agreed (77%) that women should have equal opportunities as men in education. More residents in 2011, than 2010, agreed that women should have equal opportunities to participate in government.

Women were similarly supportive of women participating in education and government in Gardez in 2010 and 2011. In 2011, however, men were less more supportive of women's opportunities to participate in government than they had been in 2010.

**FIGURE 114: AWARENESS OF MINISTRY OF WOMEN'S AFFAIRS COMPARED BY YEAR**

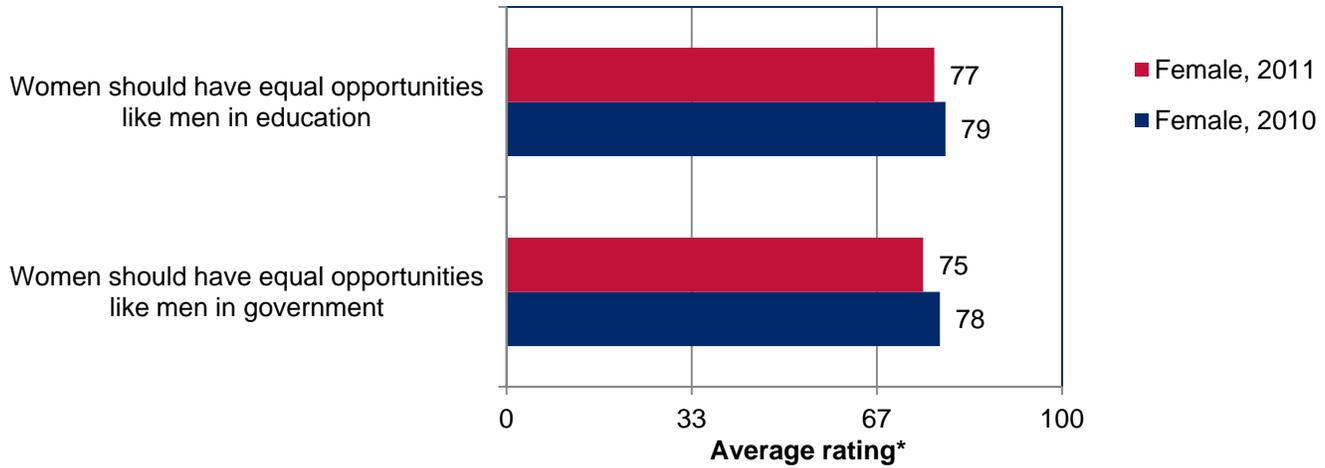


**FIGURE 115: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011**

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	67%	67%
	Agree somewhat	13%	10%
	Disagree somewhat	8%	9%
	Strongly disagree	12%	14%
	Average rating*	79	77
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	36%	62%
	Agree somewhat	24%	14%
	Disagree somewhat	16%	10%
	Strongly disagree	24%	14%
	Average rating*	57	75

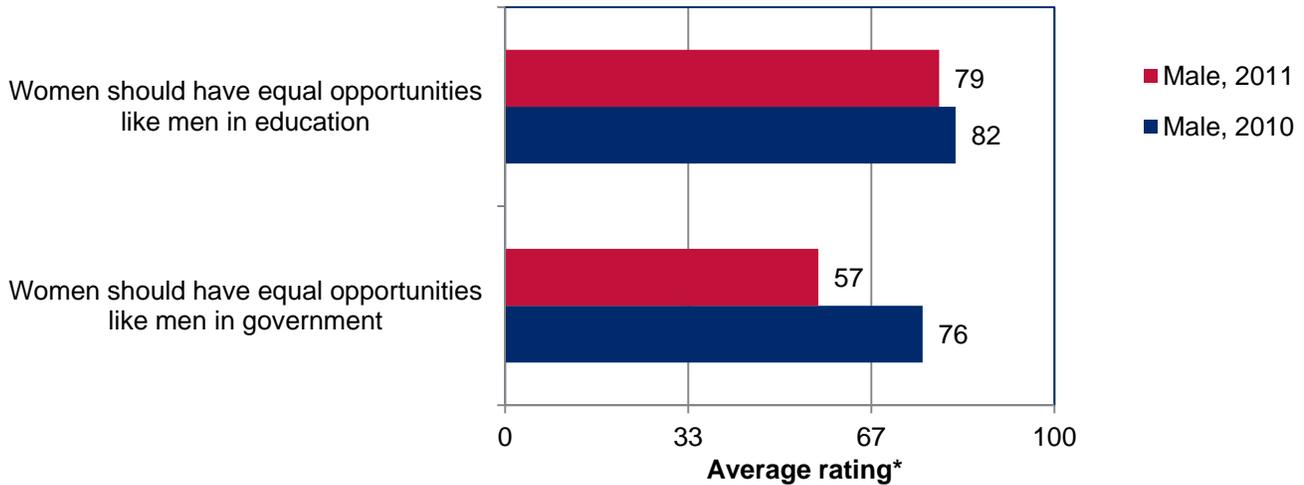
\* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

**FIGURE 116: 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 117: 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 SURVEY FREQUENCIES, 2011

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>		
	Number	Percent of households
1-5 years	104	33%
6-10 years	74	24%
11-20 years	86	28%
21-40 years	43	14%
41 or more years	5	2%
Total	312	100%

<b>Q1 Average Number of Years Lived in this City</b>	
Average years in Gardez	12

## 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 Gardez	2	1%	159	51%	130	42%	20	6%	0	0%	1	0%	312	100%
The quality of schools in your city	2	1%	159	51%	130	42%	21	7%	0	0%	0	0%	312	100%
The quality of healthcare facilities in your city	1	0%	110	35%	151	48%	50	16%	0	0%	0	0%	312	100%
The health of people in your city	2	1%	122	39%	119	38%	69	22%	0	0%	0	0%	312	100%
The cleanliness of city streets	1	0%	39	13%	106	34%	166	53%	0	0%	0	0%	312	100%
The number of job opportunities in your city	0	0%	76	24%	124	40%	112	36%	0	0%	0	0%	312	100%
The number of businesses in your city	2	1%	109	35%	105	34%	94	30%	0	0%	2	1%	312	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.5
The quality of schools in your city	2.5
The quality of healthcare facilities in your city	2.2
The health of people in your city	2.2
The cleanliness of city streets	1.6
The number of job opportunities in your city	1.9
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>		
	Number	Percent
Yes, full time	261	84%
Yes, part time	33	11%
No, not employed	17	5%
Refused	0	0%
Don't know	1	0%

<b>Q4 Compared to 12 months ago, do you think opportunities for employment in Gardez have increased, stayed the same or decreased?</b>		
	Number	Percent
Increased	58	19%
Stayed the same	118	38%
Decreased	136	44%
Refused	0	0%
Don't know	0	0%
Total	312	100%

<b>Q5 Do you pay Safayi (city fees or taxes)?</b>		
	Number	Percent
Yes	13	4%
No	298	96%
Total	311	100%

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

	Number	Percent
1 to 50 AFN	5	38%
51 to 100 AFN	7	54%
101 to 200 AFN	1	8%
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	180	59%
Dispose in public container	5	2%
Take to an official dump site	6	2%
Take to an improvised dump site	64	21%
Door to door collection	2	1%
Other	57	19%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
Agriculture Land	29	9%
No response	256	82%
River	27	9%

**Q6a Where is this container?**

	Number	Percent
On my street/close to my house	2	40%
Several streets away	3	60%
Total	5	100%

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

	Number	Percent
Very satisfied	7	2%
Somewhat satisfied	15	5%
Somewhat dissatisfied	8	3%
Very dissatisfied	281	90%
Refused	0	0%
Don't know	1	0%
Total	312	100%

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

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

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

**Q8 How often does the city clean trash from streets?**

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	2	1%
Once every two or three weeks	2	1%
Once a month or less frequently	3	1%
Once a year	16	5%
Never	288	92%
Refused	0	0%
Don't know	1	0%
Total	312	100%

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

	Number	Percent
The city, it is covered by the Safayi fees/taxes	12	4%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	2	1%
No one	298	96%
Total	312	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	1	50%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	50%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	2	100%

### Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	4	1%	6	2%	68	22%	233	75%	1	0%	0	0%	312	100%
Provision of legal dumpsites	1	0%	4	1%	16	5%	281	90%	1	0%	9	3%	312	100%
Provision of garbage bins in residential areas	4	1%	2	1%	20	6%	283	91%	1	0%	2	1%	312	100%
Provision of garbage bins in commercial areas	5	2%	22	7%	41	13%	242	78%	1	0%	1	0%	312	100%
Cleaning garbage from the streets	1	0%	7	2%	23	7%	279	89%	1	0%	1	0%	312	100%
Affordability of trash service	2	1%	10	3%	37	12%	263	84%	0	0%	0	0%	312	100%

### Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	1.3
Provision of legal dumpsites	1.1
Provision of garbage bins in residential areas	1.1
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.1
Affordability of trash service	1.2

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

<b>Q11 Which of the following sources do you use for drinking water?</b>		
	Number	Percent
Well on property	209	67%
Shared well with neighbors	13	4%
River, canal or other open source	1	0%
Public Standpipe	28	9%
Government supplied piped water at home	185	59%
Purchase water	0	0%
Other	5	2%
Refused	0	0%
Don't know	0	0%

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

<b>Q11 Which OTHER sources do you use for drinking water?</b>		
	Number	Percent
Bringing Water From School	2	1%
Masjid Well	3	1%
No response	307	98%

<b>Q12 Who do you pay for this water service?</b>		
	Number	Percent
City water supply department	205	66%
A private firm/person	0	0%
No one	107	34%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	9	4%
51 to 100 AFN	161	79%
101 to 200 AFN	26	13%
201 to 400 AFN	3	1%
401 to 600 AFN	0	0%
601 to 1,000 AFN	4	2%
1,001 to 2,000 AFN	2	1%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	205	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)	6	3%	61	29%	113	54%	28	13%	0	0%	0	0%	208	100%
Amount supplied	2	1%	44	21%	122	59%	40	19%	0	0%	0	0%	208	100%
Overall quality of water for drinking	26	13%	116	56%	33	16%	33	16%	0	0%	0	0%	208	100%

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

	Average rating*
Frequency of supply (times per week)	2.2
Amount supplied	2.0
Overall quality of water for drinking	2.6

\*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	111	36%
No	199	64%
Total	310	100%

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

	Number	Percent
Government provided electricity that is not a public generator	173	56%
Public Generator (from government)	77	25%
Solar Energy	60	19%
Personal Generator	29	9%
Shared Generator (with neighbors)	7	2%
No electricity	7	2%
Large batteries/invertors (such as for running TV, lights, etc.)	1	0%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City electricity department	234	75%
A private firm/person	2	1%
No one	76	24%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	2	1%
101 to 200 AFN	0	0%
201 to 400 AFN	12	5%
401 to 600 AFN	57	24%
601 to 1,000 AFN	97	41%
1,001 to 2,000 AFN	55	23%
2,001 to 5,000 AFN	13	6%
5,001 AFN or more	0	0%
Total	236	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	5	2%	73	31%	127	54%	29	12%	0	0%	0	0%	234	100%
Number of hours per day supplied	2	1%	6	3%	32	14%	194	83%	0	0%	0	0%	234	100%
Quality of supply*	10	4%	65	28%	100	43%	59	25%	0	0%	0	0%	234	100%
Price for electric supply	1	0%	8	3%	53	23%	171	73%	0	0%	0	0%	233	100%

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

	Average rating*
Number of days per week supplied	2.2
Number of hours per day supplied	1.2
Quality of supply*	2.1
Price for electric supply	1.3

\*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	20	6%
Dry latrine	273	88%
Latrine with septic	17	6%
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	312	100%

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

	Number	Percent
Open ditch/canal	286	93%
Septic system	13	4%
Other	6	2%
City pipeline/sewer	4	1%
Refused	0	0%
Don't know	0	0%
Drains onto the street/road	0	0%
Drains into the yard/garden	0	0%

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

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

	Number	Percent
No response	306	98%
On the Street	3	1%
Outside of home	3	1%

### 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	2	1%	91	29%	141	45%	77	25%	0	0%	0	0%	311	100%
The condition of larger drainage ditches throughout the city	5	2%	107	34%	117	38%	82	26%	0	0%	0	0%	311	100%
Ditch cleaning services	2	1%	11	4%	55	18%	243	78%	0	0%	0	0%	311	100%
Ditch repair services	2	1%	29	9%	128	41%	152	49%	0	0%	0	0%	311	100%
Ditch construction services	0	0%	49	16%	117	38%	145	47%	0	0%	0	0%	311	100%

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

	Average rating*
The condition of drainage ditches near home	2.1
The condition of larger drainage ditches throughout the city	2.1
Ditch cleaning services	1.3
Ditch repair services	1.6
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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	5	2%	96	31%	145	47%	65	21%	0	0%	0	0%	311	100%
The condition of main city roads	6	2%	135	43%	140	45%	30	10%	0	0%	0	0%	311	100%
The condition of highways	18	6%	149	48%	103	33%	41	13%	0	0%	0	0%	311	100%
Street repair services	2	1%	29	9%	138	44%	142	46%	0	0%	0	0%	311	100%
Street construction services	3	1%	44	14%	123	40%	140	45%	1	0%	0	0%	311	100%

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

	Average rating*
The condition of neighborhood streets	2.1
The condition of main city roads	2.4
The condition of highways	2.5
Street repair services	1.6
Street construction services	1.7

\*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	19	6%	17	5%	275	88%	0	0%	0	0%	311	100%
Women's parks	0	0%	2	1%	307	99%	0	0%	2	1%	311	100%
Children's playgrounds	13	4%	6	2%	292	94%	0	0%	0	0%	311	100%

### Q23 Quality of Parks

Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	0	0%	1	0%	16	5%	17	5%	5	2%	272	87%	311	100%
Women's parks	0	0%	0	0%	1	0%	6	2%	4	1%	300	96%	311	100%
Children's playgrounds	0	0%	0	0%	12	4%	7	2%	5	2%	287	92%	311	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.1
Children's playgrounds	1.6

\*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)	5	2%	125	40%	148	47%	34	11%	0	0%	0	0%	312	100%
The size and layout of the market(s)	5	2%	152	49%	122	39%	33	11%	0	0%	0	0%	312	100%
The amount of food available at your market(s)	2	1%	162	52%	113	36%	35	11%	0	0%	0	0%	312	100%
The variety of foods available at your market(s)	4	1%	159	51%	113	36%	36	12%	0	0%	0	0%	312	100%
The quality of food at your market(s)	3	1%	93	30%	160	51%	55	18%	0	0%	0	0%	311	100%
The availability of goods besides food at your market(s)	6	2%	178	57%	94	30%	34	11%	0	0%	0	0%	312	100%

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

	Average rating*
The location of the market(s)	2.3
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.4
The variety of foods available at your market(s)	2.4
The quality of food at your market(s)	2.1
The availability of goods besides food at your market(s)	2.5

\*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	49	16%	180	58%	83	27%	0	0%	0	0%	0	0%	312	100%
Fruit	73	23%	165	53%	73	23%	1	0%	0	0%	0	0%	312	100%
Vegetables	149	48%	144	46%	19	6%	0	0%	0	0%	0	0%	312	100%
Flour	309	99%	2	1%	1	0%	0	0%	0	0%	0	0%	312	100%
Cooking oil	303	97%	8	3%	1	0%	0	0%	0	0%	0	0%	312	100%
Sugar, tea	304	97%	7	2%	1	0%	0	0%	0	0%	0	0%	312	100%
Cereal	86	28%	166	53%	59	19%	1	0%	0	0%	0	0%	312	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	43	14%	19	6%	20	6%	230	74%	312	100%
A new dump site for trash to reduce leaching into water and the spread of disease	85	27%	34	11%	65	21%	128	41%	312	100%
Ditch cleaning, repair and construction	31	10%	38	12%	40	13%	203	65%	312	100%
Street repair	27	9%	22	7%	27	9%	236	76%	312	100%
Supplying clean drinking water	41	13%	41	13%	19	6%	211	68%	312	100%
Provide a new area for a market	4	1%	5	2%	8	3%	295	95%	312	100%
Provide green areas/parks	19	6%	52	17%	49	16%	192	62%	312	100%
Provide electricity service	47	15%	67	21%	39	13%	159	51%	312	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	53	17%
Shuras/CDCs/Jirgas	5	2%
Tribal leader/Malik	44	14%
Mullah	47	15%
Wakil-e-Gozar	2	1%
Others	1	0%
Would contact no one	154	49%
Don't know	6	2%
Refused	0	0%
Total	312	100%

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

	Number	Percent
Yes	82	26%
No	225	72%
Don't know	4	1%
Refused	0	0%
Total	311	100%

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

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	19	6%
My request would be put on a long wait list	279	89%
Other	10	3%
Don't know	4	1%
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	2	1%
Somewhat good job	94	30%
Somewhat bad job	149	48%
Very bad job	61	20%
Refused	0	0%
Don't know	6	2%
Total	312	100%

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

	Number	Percent
Almost always	72	23%
Sometimes	114	37%
Rarely	92	29%
Almost never	31	10%
Refused	0	0%
Don't know	3	1%
Total	312	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	15	5%
A little	76	24%
Very little	115	37%
None at all	102	33%
Don't know	4	1%
Refused	0	0%
Total	312	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	4	1%	116	37%	112	36%	79	25%	0	0%	1	0%	312	100%
The religious leaders here	52	17%	71	23%	82	26%	107	34%	0	0%	0	0%	312	100%
Donor agencies	9	3%	111	36%	116	37%	76	24%	0	0%	0	0%	312	100%
The local government	2	1%	69	22%	176	56%	65	21%	0	0%	0	0%	312	100%
The provincial government	7	2%	102	33%	150	48%	53	17%	0	0%	0	0%	312	100%
The Afghanistan national government	13	4%	105	34%	138	44%	56	18%	0	0%	0	0%	312	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	54	17%
Did not know	254	81%
Provided wrong name	4	1%
Total	312	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	307	98%	4	1%	0	0%	0	0%	1	0%	312	100%
In Afghanistan as a whole	308	99%	4	1%	0	0%	0	0%	0	0%	312	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	253	81%	49	16%	8	3%	0	0%	2	1%	312	100%
In Afghanistan as a whole	255	82%	44	14%	11	4%	0	0%	2	1%	312	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	6	2%	34	11%	47	15%	76	24%	149	48%	0	0%	0	0%	312	100%
Customs office	8	3%	35	11%	33	11%	41	13%	194	62%	1	0%	0	0%	312	100%
Afghan National Police	11	4%	39	13%	32	10%	62	20%	168	54%	0	0%	0	0%	312	100%
Afghan National Army	0	0%	1	0%	4	1%	116	37%	191	61%	0	0%	0	0%	312	100%
Judiciary / courts	16	5%	57	18%	28	9%	45	14%	165	53%	0	0%	1	0%	312	100%
State electricity supply	7	2%	16	5%	41	13%	132	42%	114	37%	1	0%	0	0%	311	100%
Public healthcare service	3	1%	10	3%	39	13%	151	48%	109	35%	0	0%	0	0%	312	100%
When applying for a job	16	5%	25	8%	20	6%	63	20%	188	60%	0	0%	0	0%	312	100%
Admissions to schools/ university	9	3%	14	4%	16	5%	82	26%	191	61%	0	0%	0	0%	312	100%
To receive official documents	9	3%	21	7%	16	5%	62	20%	204	65%	0	0%	0	0%	312	100%

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

	Number	Percent
1	223	71%
2	67	21%
3	22	7%
Total	312	100%

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

	Number	Percent
Yes	193	62%
No	111	36%
Don't know	8	3%
Refused	0	0%
Total	312	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	210	67%
Agree somewhat	39	13%
Disagree somewhat	25	8%
Strongly disagree	38	12%
Don't know	0	0%
Refused	0	0%
Total	312	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	127	41%
Agree somewhat	70	22%
Disagree somewhat	46	15%
Strongly disagree	69	22%
Don't know	0	0%
Refused	0	0%
Total	312	100%

<b>Q42 How old were you on your last birthday?</b>		
	Number	Percent of households
13-17 years old	11	4%
18-30 years old	157	51%
31-40 years old	69	22%
41-50 years old	34	11%
51-60 years old	22	7%
61 or more years old	15	5%
Total	308	100%

<b>Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?</b>		
	Number	Percent of households
Working	158	51%
Retired	3	1%
Housewife	44	14%
Student	75	24%
Unemployed	31	10%
Other	1	0%
Refused	0	0%
Don't know	0	0%
Total	312	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	87	28%
Primary School, incomplete (classes 1 to 5)	24	8%
Primary School, complete (finished class 6)	18	6%
Secondary education, incomplete (classes 7 to 8)	21	7%
Secondary education, complete (finished class 9)	39	13%
High School (classes 10 to 12)	87	28%
University education or above	36	12%
Refused	0	0%
Don't know	0	0%
Total	312	100%

**Q45 Are you married or single?**

	Number	Percent of households
Single	89	29%
Married	219	70%
Widower/ Widow	4	1%
Refused	0	0%
Don't know	0	0%
Total	312	100%

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

	Number	Percent of households
No people	0	0%
1-5 people	2	1%
6-10 people	76	25%
10-20 people	169	55%
21 or more people	63	20%
Total	310	100%

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

	Number	Percent of households
Lease	87	28%
Own	225	72%
Don't know	0	0%
Refused	0	0%
Total	312	100%

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

	Number	Percent of households
1	226	72%
2	83	27%
3	3	1%
Total	312	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	2	2%
1,001-2,000 AFN per month	2	2%
2,001-3,000 AFN per month	9	11%
3,001-4,000 AFN per month	16	19%
4,001-5,000 AFN per month	16	19%
5,001-7,500 AFN per month	27	32%
7,501 or more AFN per month	13	15%
Total	85	100%

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**Q50 Income Level**

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Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	0	0%
2,001 - 3,000 AFN	1	0%
3,001 - 5,000 AFN	7	2%
5,001 - 10,000 AFN	32	10%
10,001 - 15,000 AFN	66	21%
15,001 - 20,000 AFN	60	19%
20,001 - 25,000 AFN	67	21%
25,001 - 40,000 AFN	33	11%
more then 40,000 AFN	12	4%
Refused	0	0%
Don't know	34	11%
Total	312	100%

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**Q51 Gender**

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	Number	Percent of households
Male	254	81%
Female	58	19%
Total	312	100%

# APPENDIX B: COMPLETE SET OF SURVEY FREQUENCIES, EXTERNAL SURVEY 2010

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	120	38%
6-10 years	63	20%
11-20 years	92	29%
21-40 years	36	12%
41 or more years	2	1%
Total	313	100%

## Q1 Average Number of Years Lived in City

Average years in Gardez	11
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## Q2 Quality of Life in City

How would you rate the following aspects of life in your city? For each item I list please tell me if you think it is excellent, good, fair or poor? (Circle one response to each question)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Overall quality of life in Gardez	0	0%	101	32%	197	63%	15	5%	0	0%	0	0%	313	100%
The quality of schools in your city	3	1%	72	23%	210	67%	28	9%	0	0%	0	0%	313	100%
The quality of healthcare facilities in your city	1	0%	160	51%	104	33%	47	15%	0	0%	0	0%	312	100%
The health of people in your city	0	0%	121	39%	111	35%	81	26%	0	0%	0	0%	313	100%
The cleanliness of city streets	1	0%	37	12%	19	6%	255	81%	1	0%	0	0%	313	100%
The number of job opportunities in your city	0	0%	156	50%	90	29%	66	21%	1	0%	0	0%	313	100%
The number of businesses in your city	7	2%	135	43%	116	37%	53	17%	1	0%	1	0%	313	100%

## Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Gardez	2.3
The quality of schools in your city	2.2
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.1
The cleanliness of city streets	1.3
The number of job opportunities in your city	2.3
The number of businesses in your city	2.3

\*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	296	95%
Yes, part time	17	5%
No, not employed	0	0%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	143	46%
Stayed the same	116	37%
Decreased	54	17%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent
Yes	17	5%
No	296	95%
Total	313	100%

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

	Number	Percent
1 to 50 AFN	2	12%
51 to 100 AFN	14	82%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	0	0%
601 to 1,000 AFN	1	6%
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
Burn it	1	0%
Put it in a ditch or river	13	4%
Take it to farm/agricultural/desert land	4	1%
Dispose in street	261	83%
Dispose in public container	6	2%
Take to an official dump site	1	0%
Take to an improvised dump site	3	1%
Door to door collection	1	0%
Other	2	1%
Refused	0	0%
Don't know	0	0%
Put it in our yard	21	7%

*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
Collect it in a specified place then carry it far away	1	0%
Dispose it behind School	1	0%
No response	311	99%

**Q6a Where is this container?**

	Number	Percent
On my street/close to my house	2	40%
On the next street	0	0%
Several streets away	2	40%
Further than several streets away	1	20%
Total	5	100%

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

	Number	Percent
Very satisfied	0	0%
Somewhat satisfied	5	2%
Somewhat dissatisfied	22	7%
Very dissatisfied	286	91%
Refused	0	0%
Don't know	0	0%
Total	313	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)	1.1

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

**Q8 How often does the city clean trash from streets?**

	Number	Percent
Every day	0	0%
A couple/few times a week	0	0%
Once a week	1	0%
Once every two or three weeks	1	0%
Once a month or less frequently	13	4%
Never	298	95%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent
The city, it is covered by the Safayi fees/taxes	15	5%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	298	95%
Total	313	100%

**Q10 Quality of Trash Services**

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	0	0%	10	3%	3	1%	300	96%	0	0%	0	0%	313	100%
Removal of illegal/improvised dumpsites	0	0%	10	3%	3	1%	300	96%	0	0%	0	0%	313	100%
Provision of legal dumpsites	0	0%	6	2%	1	0%	306	98%	0	0%	0	0%	313	100%
Provision of garbage bins in residential areas	0	0%	6	2%	2	1%	305	97%	0	0%	0	0%	313	100%
Provision of garbage bins in commercial areas	0	0%	47	15%	7	2%	257	82%	0	0%	2	1%	313	100%
Cleaning garbage from the streets	0	0%	5	2%	1	0%	307	98%	0	0%	0	0%	313	100%
Affordability of trash service	0	0%	1	0%	0	0%	312	100%	0	0%	0	0%	313	100%

**Q10 Average Rating of Satisfaction with Trash Services**

	Average rating*
Removal of illegal/improvised dumpsites	1.1
Provision of legal dumpsites	1.0
Provision of garbage bins in residential areas	1.0
Provision of garbage bins in commercial areas	1.3
Cleaning garbage from the streets	1.0
Affordability of trash service	1.0

\*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	233	74%
Shared well with neighbors	11	4%
River, canal or other open source	1	0%
Public Standpipe	142	45%
Government supplied piped water at home	3	1%
Purchase water	0	0%
Other	2	1%
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
from Mosque well close to my home	1	0%
From the Mosque 's Well	1	0%
No response	311	99%

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

	Number	Percent
City water supply department	155	50%
A private firm/person	0	0%
No one	157	50%
Total	312	100%

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

	Number	Percent
1 to 50 AFN	10	7%
51 to 100 AFN	118	78%
101 to 200 AFN	10	7%
201 to 400 AFN	5	3%
401 to 600 AFN	1	1%
601 to 1,000 AFN	7	5%
1,001 to 2,000 AFN	1	1%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	152	100%

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

	Number	Percent
Yes	231	74%
No	81	26%
Total	312	100%

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

	Number	Percent
Public Generator (from government)	226	72%
Personal Generator	32	10%
No electricity	26	8%
Government provided electricity that is not a public generator	10	3%
Solar Energy	10	3%
Large batteries/invertors (such as for running TV, lights, etc.)	8	3%
Shared Generator (with neighbors)	1	0%
Micro Hydro Power (MHP)	0	0%
Refused	0	0%
Don't know	0	0%

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

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

	Number	Percent
City electricity department	237	76%
No one	76	24%
Total	313	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	0%
101 to 200 AFN	0	0%
201 to 400 AFN	19	8%
401 to 600 AFN	60	25%
601 to 1,000 AFN	96	41%
1,001 to 2,000 AFN	46	19%
2,001 to 5,000 AFN	13	6%
5,001 AFN or more	1	0%
Total	236	100%

**Q17 Quality of Government Electricity Services, If Connected**

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	1	0%	73	31%	147	62%	15	6%	0	0%	0	0%	236	100%
Number of hours per day supplied	1	0%	88	37%	37	16%	110	47%	0	0%	0	0%	236	100%
Quality of supply (Electricity power & its cut out during service hours)	2	1%	138	58%	56	24%	40	17%	0	0%	0	0%	236	100%
Price for electric supply	1	0%	46	19%	12	5%	177	75%	0	0%	0	0%	236	100%

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

	Average rating*
Number of days per week supplied	2.3
Number of hours per day supplied	1.9
Quality of supply (Electricity power & its cut out during service hours)	2.4
Price for electric supply	1.5

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

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

	Number	Percent
Indoor plumbing	5	2%
Dry latrine	301	96%
Latrine with septic	7	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	278	90%
Drains onto the street/road	12	4%
Septic system	9	3%
Drains into the yard/garden	5	2%
Other	3	1%
City pipeline/sewer	2	1%
Refused	1	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	310	99%
there is no any a canal close to my home	1	0%
To the big Stream	1	0%
To the Stream near our House	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	1	0%	53	17%	47	15%	212	68%	0	0%	0	0%	313	100%
The condition of larger drainage ditches throughout the city	1	0%	139	44%	43	14%	129	41%	0	0%	1	0%	313	100%
Ditch cleaning services	0	0%	65	21%	2	1%	245	79%	0	0%	0	0%	312	100%
Ditch repair services	0	0%	100	32%	4	1%	208	67%	0	0%	0	0%	312	100%
Ditch construction services	0	0%	133	42%	29	9%	151	48%	0	0%	0	0%	313	100%

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

	Average rating*
The condition of drainage ditches near home	1.5
The condition of larger drainage ditches throughout the city	2.0
Ditch cleaning services	1.4
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%	63	20%	56	18%	194	62%	0	0%	0	0%	313	100%
The condition of main city roads	0	0%	144	46%	122	39%	47	15%	0	0%	0	0%	313	100%
The condition of highways	20	6%	105	34%	155	50%	32	10%	0	0%	0	0%	312	100%
Street repair services	1	0%	122	39%	15	5%	175	56%	0	0%	0	0%	313	100%
Street construction services	0	0%	143	46%	34	11%	135	43%	0	0%	1	0%	313	100%

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

	Average rating*
The condition of neighborhood streets	1.6
The condition of main city roads	2.3
The condition of highways	2.4
Street repair services	1.8
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	25	8%	7	2%	280	89%	0	0%	1	0%	313	100%
Women's parks	0	0%	0	0%	295	94%	0	0%	18	6%	313	100%
Children's playgrounds	1	0%	2	1%	293	94%	0	0%	17	5%	313	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%	8	3%	3	1%	20	6%	0	0%	282	90%	313	100%

### Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.6

\*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)	4	1%	113	36%	178	57%	17	5%	0	0%	1	0%	313	100%
The size and layout of the market(s)	5	2%	153	49%	128	41%	25	8%	0	0%	2	1%	313	100%
The amount of food available at your market(s)	6	2%	109	35%	169	54%	29	9%	0	0%	0	0%	313	100%
The variety of foods available at your market(s)	6	2%	146	47%	129	41%	32	10%	0	0%	0	0%	313	100%
The quality of food at your market(s)	2	1%	158	51%	90	29%	62	20%	0	0%	0	0%	312	100%
The availability of goods besides food at your market(s)	29	9%	99	32%	139	44%	46	15%	0	0%	0	0%	313	100%

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

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

\*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	271	87%	37	12%	5	2%	0	0%	0	0%	0	0%	313	100%
Fruit	230	73%	78	25%	5	2%	0	0%	0	0%	0	0%	313	100%
Vegetables	221	71%	89	28%	3	1%	0	0%	0	0%	0	0%	313	100%
Flour	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Cooking oil	296	95%	15	5%	2	1%	0	0%	0	0%	0	0%	313	100%
Sugar, tea	287	92%	24	8%	2	1%	0	0%	0	0%	0	0%	313	100%
Cereal	250	80%	55	18%	7	2%	1	0%	0	0%	0	0%	313	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Public containers for trash in residential and commercial areas	67	21%	40	13%	44	14%	162	52%	313	100%
A new dump site for trash to reduce leaching into water and the spread of disease	123	39%	54	17%	56	18%	80	26%	313	100%
Ditch cleaning, repair and construction	20	6%	75	24%	48	15%	170	54%	313	100%
Street repair	49	16%	32	10%	30	10%	202	65%	313	100%
Supplying clean drinking water	14	4%	40	13%	51	16%	208	66%	313	100%
Provide a new area for a market	5	2%	9	3%	5	2%	294	94%	313	100%
Provide green areas/parks	8	3%	40	13%	46	15%	219	70%	313	100%
Provide electricity service	29	9%	23	7%	31	10%	230	73%	313	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	197	63%
Shuras/CDCs/Jirgas	65	21%
Tribal leader/Malik	12	4%
Mullah	16	5%
Would contact no one	20	6%
Don't know	3	1%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Yes	204	65%
No	107	34%
Don't know	2	1%
Refused	0	0%
Total	313	100%

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

	Number	Percent
It would be fixed within a month	0	0%
It would be fixed within a year	4	1%
My request would be put on a long wait list	270	87%
Other	22	7%
Don't know	13	4%
Refused	3	1%

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

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

	Number	Percent
Very good job	1	0%
Somewhat good job	26	8%
Somewhat bad job	106	34%
Very bad job	180	58%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent
Almost always	10	3%
Sometimes	120	38%
Rarely	138	44%
Almost never	44	14%
Refused	0	0%
Don't know	1	0%
Total	313	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	28	9%
A little	150	48%
Very little	82	26%
None at all	52	17%
Don't know	1	0%
Refused	0	0%
Total	313	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	2	1%	71	23%	124	40%	115	37%	0	0%	1	0%	313	100%
The religious leaders here	4	1%	74	24%	86	27%	148	47%	0	0%	1	0%	313	100%
Donor agencies	6	2%	133	42%	98	31%	75	24%	0	0%	1	0%	313	100%
The local government	1	0%	72	23%	157	50%	82	26%	0	0%	1	0%	313	100%
The provincial government	2	1%	121	39%	125	40%	65	21%	0	0%	0	0%	313	100%
The Afghanistan national government	13	4%	119	38%	98	31%	81	26%	0	0%	2	1%	313	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	79	25%
Did not know	228	73%
Provided wrong name	6	2%
Total	313	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	304	97%	4	1%	0	0%	0	0%	5	2%	313	100%
In Afghanistan as a whole	292	93%	5	2%	0	0%	0	0%	16	5%	313	100%

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

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	205	65%	76	24%	9	3%	0	0%	23	7%	313	100%
In Afghanistan as a whole	174	56%	66	21%	25	8%	0	0%	48	15%	313	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	31	10%	111	35%	64	20%	20	6%	87	28%	0	0%	0	0%	313	100%
Customs office	10	3%	20	6%	38	12%	31	10%	214	68%	0	0%	0	0%	313	100%
Afghan National Police	10	3%	53	17%	66	21%	36	12%	148	47%	0	0%	0	0%	313	100%
Afghan National Army	0	0%	8	3%	8	3%	57	18%	239	76%	1	0%	0	0%	313	100%
Judiciary / courts	10	3%	40	13%	55	18%	23	7%	184	59%	1	0%	0	0%	313	100%
State electricity supply	4	1%	9	3%	52	17%	60	19%	188	60%	0	0%	0	0%	313	100%
Public healthcare service	4	1%	32	10%	63	20%	49	16%	164	52%	1	0%	0	0%	313	100%
When applying for a job	5	2%	19	6%	25	8%	37	12%	226	72%	1	0%	0	0%	313	100%
Admissions to schools/ university	0	0%	9	3%	11	4%	34	11%	258	82%	1	0%	0	0%	313	100%
To receive official documents	1	0%	12	4%	23	7%	35	11%	241	77%	1	0%	0	0%	313	100%

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

	Number	Percent
Yes	146	47%
No	154	49%
Don't know	13	4%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Yes	141	97%
No	4	3%
Don't know	1	1%
Refused	0	0%
Total	146	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	219	70%
Agree somewhat	45	14%
Disagree somewhat	20	6%
Strongly disagree	29	9%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

	Number	Percent
Strongly agree	190	61%
Agree somewhat	61	19%
Disagree somewhat	26	8%
Strongly disagree	36	12%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	153	49%
31-40 years old	59	19%
41-50 years old	48	15%
51-60 years old	28	9%
61 or more years old	23	7%
Total	311	100%

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

	Number	Percent of households
Working	194	62%
Retired	10	3%
Housewife	48	15%
Student	44	14%
Unemployed	16	5%
Other	1	0%
Refused	1	0%
Don't know	0	0%
Total	313	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	113	36%
Primary School, incomplete (classes 1 to 5)	16	5%
Primary School, complete (finished class 6)	14	4%
Secondary education, incomplete (classes 7 to 8)	36	12%
Secondary education, complete (finished class 9)	42	13%
High School (classes 10 to 12)	62	20%
University education or above	30	10%
Refused	0	0%
Don't know	0	0%
Total	313	100%

**Q45 Are you married or single?**

	Number	Percent of households
Single	77	25%
Married	231	74%
Widower/ Widow	5	2%
Refused	0	0%
Don't know	0	0%
Total	313	100%

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

	Number	Percent of households
No people	1	0%
1-5 people	6	2%
6-10 people	74	24%
10-20 people	144	46%
21 or more people	88	28%
Total	313	100%

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

	Number	Percent of households
Lease	99	32%
Own	214	68%
Don't know	0	0%
Refused	0	0%
Total	313	100%

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

	Number	Percent of households
Yes	205	65%
No	107	34%
Don't know	0	0%
Refused	1	0%
Total	313	100%

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

	Number	Percent of households
Pay nothing	213	68%
1,000 AFN or less per month	2	1%
1,001-2,000 AFN per month	2	1%
2,001-3,000 AFN per month	12	4%
3,001-4,000 AFN per month	25	8%
4,001-5,000 AFN per month	30	10%
5,001-7,500 AFN per month	20	6%
7,501 or more AFN per month	8	3%
Total	312	100%

**Q50 Income Level**

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 AFN	1	0%
2,001 - 3,000 AFN	4	1%
3,001 - 5,000 AFN	23	7%
5,001 - 10,000 AFN	49	16%
10,001 - 15,000 AFN	80	26%
15,001 - 20,000 AFN	48	15%
20,001 - 25,000 AFN	55	18%
25,001 - 40,000 AFN	24	8%
more then 40,000 AFN	26	8%
Refused	0	0%
Don't know	3	1%
Total	313	100%

**Q51 Gender**

	Number	Percent of households
Male	263	84%
Female	50	16%
Total	313	100%

# APPENDIX C: SURVEY METHODOLOGY

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.

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 and 2011 iteration.

**Sample Sizes**

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

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 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, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

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



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