



RAMP UP EAST

2011 Municipal Internal Capacity and External Satisfaction Surveys
REPORT OF RESULTS: CITY OF PUL-I-ALAM



Hand-over ceremony of the Pul-i-Alam Parking Lot 1 Project

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 Puli Alam. The internal survey interviews with staff were conducted between September 15 and October 15 of 2011 and the external survey interviews with residents were conducted from September 15 to October 5, 2011. A total of 200 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 Puli Alam government, like most RUE municipalities, had planning documents that were not comprehensive and often were old. Office space between departments was often shared and few had access to computer hardware or software. Electricity was available between 1 and 3 hours per day.

Puli Alam had a functioning administrative municipal council with 15 members (all male) that met weekly. The city had 67 municipal employees (23 Tashkeel positions and 44 contract positions). Three Tashkeel and five contract positions remained unfilled at the time of the survey and no positions were filled by women. The City of Puli Alam was involved in providing sanitation services, road, parks and latrine maintenance, but not in providing waste water, water or power (electricity) services.

Businesses in Puli Alam were represented by business associations and by a Chamber of Commerce and Industry. Revenues in Puli Alam were collected biannually through business license fees; Safayi taxes were not collected.

Most residents of Puli Alam rated the quality of life in the city as excellent or good. Ratings for the quality of schools declined from 2010 to 2011, as did ratings for the health of people in the city. Most residents thought the number of job opportunities had decreased between 2010 and 2011, while the portion of heads of households who were employed full-time had increased.

Most residents thought the city was doing a somewhat or very good job of providing services. Most residents disposed of their trash in the streets and they were very dissatisfied with this disposal method. The frequency of trash removal services had decreased between 2010 and 2011. Most residents in Puli Alam got their water from wells (either on their property or shared with neighbors), which was generally clean. Most residents of Puli Alam received government supplied electricity, an increase in 2011 over 2010; however the quality (strength of power and number of cut outs during service) and the number of hours per day that electricity was supplied were fair or poor. Parks were generally rated as fair or poor, but still an improvement in 2011 when compared to 2010.

Residents ranked supplying clean drinking water as the most important service the City of Puli Alam could provide, providing electricity as the second biggest priority and street repair the third.

The proportion of residents who could identify the mayor decreased from 2010 to 2011, yet residents were most likely to turn to the mayor if they had a problem with something related to the city. Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Puli Alam. Yet, most thought corruption in the provincial government and Afghanistan as a whole was a major problem and that corruption had increased from 2010 to 2011. For those who had contacted an official in the municipality, almost all respondents said they were never asked to give cash, gift or a favor in return for service.

CITY DEMOGRAPHICS

Puli Alam is an average sized city, compared to others in the RUE program, but one of the most densely populated cities in the program.

FIGURE 1: DEMOGRAPHIC OUTLINE FOR RAMP UP EAST CITIES

	Population	Land Size (km ²)	Total Education Institutions	Total Students	Total Health Centers	Total Road Paved (km)	Total Revenue (million AFN)	Total Expenses (million AFN)	Total Tashkeel Employ	Total Contract Employ
Maidan Shar	5,804	345	27	3,174	61		22	14	23	38
Panjshir	15,593	191	11		5		17	10	12	18
Mehterlam	39,254	N/A	63	57,421	64		40	25	86	80
Charikar	50,140	273	56	59,710	16	13.8	61	5	26	58
Sharana	54,416	20	15	9,613	4	5.44	9	6	17	17
Mahmood Raqi	60,400	120	45	31,782	37		7	6	13	21
Gardez	76,858	750	67	33,860	38		34	19	30	56
Bamyan	78,000	14,175	48	25,808	14		32	3	32	15
Asadabad	90,000	899	29	19,237	4	12	24	16	21	34
Puli Alam	100,000	30	74	41,712	29		41	16	26	49
Ghazni	154,618	3,698	98	51,840	70		39	16	50	121
Khost	158,546	4,152	50	52,064	57	12	114	41	61	104
Jalalabad	456,500	7,616	51	328,023	22	70	216	N/A	139	341

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

	Per Capita Land Size (people per km ²)	Education Institutions (people per institution)	Students (students as proportion of population)	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	55%	95	3,754	2,443	252	153
Panjshir	82	1,418	0%	3,119	1,106	656	1,299	866
Mehterlam	N/A	623	146%	613	1,023	648	456	491
Charikar	184	895	119%	3,134	1,218	98	1,928	864
Sharana	2,721	3,628	18%	13,604	171	111	3,201	3,201
Mahmood Raqi	503	1,342	53%	1,632	118	97	4,646	2,876
Gardez	102	1,147	44%	2,023	440	246	2,562	1,372
Bamyan	6	1,625	33%	5,571	408	33	2,438	5,200
Asadabad	100	3,103	21%	22,500	267	173	4,286	2,647
Puli Alam	3,333	1,351	42%	3,448	407	163	3,846	2,041
Ghazni	42	1,578	34%	2,209	252	105	3,092	1,278
Khost	38	3,171	33%	2,782	722	261	2,599	1,524
Jalalabad	60	8,951	72%	20,750	473	N/A	3,284	1,339

INTERNAL CAPACITY

GENERAL MUNICIPAL CAPACITY

The Puli Alam government, like most RUE municipalities, had planning documents that were not comprehensive and often were old. The City master plan was a physical plan, a map of the city completed more than 10 years ago. The municipal profile, prepared with assistance from RUE, included economic information, but not social or political information. While all the cities had organizational charts, they were not functionally oriented (showing the responsibilities and roles) or approved by the national government.

This master plan was prepared in 1973 and covered 8 Naiyas. The municipal organization chart was prepared in 2010 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
Puli Alam	No	Yes	No	No
All cities	8%	62%	31%	0%

FIGURE 4: MUNICIPAL PROFILE, 2011

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

Like most municipalities, Puli Alam had performed a situational analysis of social, economic and political circumstances and created a Municipal Economic Profile, but the profile was not translated to all languages. The process of creating an economic development plan was at an early stage; all that existed was a Municipal Economic Profile.

The municipal government in Puli Alam had a copy of the current Municipal Law but not work plans for different municipal functional areas; these work plans had an annual timeframe. The Puli Alam municipality did not have terms of reference for each municipal department or written job descriptions for all staff members. The municipality also did not have a copy of the IDLG terms of reference for the municipality Subnational Governance Policy (SNGP), but did have a copy of the Provincial Development Plan (PDP).

However, there were 5 completed PDP projects and 9 ongoing PDP projects within the city boundaries.

FIGURE 6: MUNICIPAL ECONOMIC PROFILE, 2011

	None	Had, but not in all languages	Had in Dari and Pashto
Puli Alam	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
Puli Alam	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
Puli Alam	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)	Yes	Yes	77%
A copy of the current Municipal Law	No	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%

Puli Alam had a functioning administrative municipal council with 15 members that met weekly, but unlike 2010, in 2011 they did not have a list of those council members. None of the council members were women. The council was not elected.

In 2011, Puli Alam had 67 municipal employees. There were 23 filled Tashkeel positions, up from 25 in 2010, and 44 filled contract positions, up from 38 in 2010. None of the positions were filled by women. Three Tashkeel and five contract positions remained unfilled at the time of the survey.

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	Yes	No	0%
List of council members	Yes	No	0%
An elected council	NA	No	0%

FIGURE 11: FREQUENCY OF MUNICIPAL COUNCIL MEETINGS, 2011

	Weekly	Monthly	Quarterly	Annually
Puli Alam	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	45	15	25	26	38	49
Filled by men	45	15	25	23	38	44
Filled by women	0	0	0	0	0	0
Unfilled			0	3	0	5
Seeking approval			NA	0	NA	0
Neighborhood representatives	NA	0				

Businesses in Puli Alam were represented by business associations and by a Chamber of Commerce and Industry. The municipal government had a list of business associations and contact people, but did not have a list of Chamber members and contact numbers. The municipality also did not have a list of donors that had assisted the municipality.

FIGURE 13: MUNICIPALITY BUSINESS PARTNERS, 2011

	Puli Alam	Percent of all Cities
Any business associations in the municipal boundaries	Yes	69%
A list of business associations and contact person	Yes	23%
A Chamber of Commerce and Industry	Yes	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

	None	Know the donors because there are less than 5 donors	Written list of donors and contact numbers
Puli Alam	Yes	No	No
All cities	54%	38%	8%

The Puli Alam municipality communicated with the IDLG via weekly. They did use phone but not email for contacting the IDLG and did participate in quarterly reporting. They did coordinate with all the Provincial Line Ministry Directorates, except for one (Department of Old City).

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

	Weekly	Monthly	Quarterly
Puli Alam	Yes	No	No
All cities	31%	38%	31%

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

	Puli Alam	Percent of all Cities
Phone	Yes	46%
Email	No	46%
Quarterly reporting	No	85%

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

Provincial Line Ministry Directorate	Puli Alam	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 Puli Alam municipality was involved in providing sanitation systems to residents, but not in providing power, water or waste water systems.

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

The Public Works Department in Puli Alam was in possession of some planning and scheduling documents, but most planning was done orally, including the scheduling of latrine, park, and other services and service inspections.

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
Puli Alam	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
Puli Alam	No	Yes	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
Puli Alam	No	Yes	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
Puli Alam	No	Yes	No	No
All cities	23%	62%	8%	8%

The Puli Alam public works department did not schedule road maintenance, park cleaning or latrine cleaning. The department did not have specific crews for these tasks.

Like most cities, Puli Alam 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

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

FIGURE 24: CONDUCTED REGULAR PUBLIC PARKS MAINTENANCE, 2011

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

FIGURE 25: CONDUCTED REGULAR LATRINE MAINTENANCE, 2011

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

The City of Puli Alam has 133 designated dumpsites and they were located in the municipal coverage area. Approximately 350 cubic meters of solid waste were collected each month and the collection was performed with trucks and laborers.

FIGURE 26: DESIGNATED DUMP SITE

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

FIGURE 27: TRASH COLLECTION PLAN, 2011

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

The City of Puli Alam had several vehicles to use in their work (car, tractor, trucks, tankers and bikes). The inventory list included more assets in 2011 than in 2010. It is not known if the City did regularly scheduled maintenance of its vehicles, tools and equipment, but the City did have small garage or work space available. 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
Crane	1	Construction	Yes	Good	Yes
Cutting Machine	1	Construction	No	Poor	Yes
Double Tractor	1	Construction/ Waste Management	Yes	Good	Yes
Flatbed Truck/Small Mazda	1	Staff Transport	Yes	Good	Yes
Generator	1	Office	Yes	Good	Yes
Jeep/Truck/Pickup	1	Construction	Yes	Good	Yes
Land Cruiser/Fardo	1	Staff Transport	No	Poor	No
Loader	1	Construction	Yes	Good	Yes
Dump Truck/Large Mazda	4	Watering/ Waste Management	Yes	Good	Yes
Water Tanker	4	Watering	Yes	Good	Yes
Motor Cycle/Bike	14	Staff Transport	Yes	Good	Yes

FIGURE 29: PHYSICAL ASSETS, 2010

	Number	Primary use	Operational	Condition	Has operator
Land Cruiser			No		
Car/Corolla/Saracha Taxi			Yes		
Motor Cycle/Bike			Yes		
Water Tankers			Yes		
Dump Truck			Yes		
Jeep/Truck/Pickup			Yes		

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
Puli Alam				
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
Puli Alam	No	Yes	No
All cities	54%	46%	0%

The public works department had three Tashkeel positions in both 2011 and 2010, but had 24 contract positions in 2011 (down from 36 in 2010). All positions were filled by men. The department stored memos, letters and voucher in a folder or box, but specific items were not easily found. The department had a networking system for its computers and one of the computers had internet access. The office shared space and furnishings, but did not have computer hardware or software available.

FIGURE 32: NUMBER OF PUBLIC WORKS EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	3	3	36	24
Filled by men	3	3	NA	22
Filled by women	0	0	NA	0
Unfilled	0	0	NA	2

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
Puli Alam	No	Yes	No	No
All cities	0%	62%	38%	0%

FIGURE 34: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Puli Alam	No	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)
Puli Alam	Yes	1	NA
All cities	100%	1.2	11.6

FIGURE 36: OFFICE INFRASTRUCTURE, 2011

	Puli Alam			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. Puli Alam had a systematic filing system for financial management where documents were filed and organized, but not stored. The filing system had only manual components (no computerized components) as did the accounting/budget system for financial management.

Puli Alam had 6 years of prior budgets; their budget history started in 2005 (1384). For the 2011 (1390) budget year, it took 60 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 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
Puli Alam	No	No	Yes	No
All cities	0%	15%	69%	15%

FIGURE 38: FILING SYSTEM TYPE FOR FINANCIAL MANAGEMENT, 2011

	Manual	Computerized	Both
Puli Alam	Yes	No	No
All cities	77%	0%	23%

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

	Manual	Computerized	Both
Puli Alam	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
Puli Alam	No	Yes	No	No	No
All cities	0%	46%	38%	15%	0%

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

	None	Manual written procedures	Automated Procedures	Automated and Flow Chart
Puli Alam	Yes	No	No	No
All cities	100%	0%	0%	0%

The Financial Management Department had an external audit but no internal audit. The City was not able to specify the year of the audit or provide a copy of the audit report. It used the COA to record revenues and expenditures.

FIGURE 42: FINANCIAL AUDIT AND PROCEDURES, 2011

	Puli Alam	Percent of all Cities
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?	Yes	62%

The Financial Management Department was staffed by two Tashkeel positions and had no contract employees. Both positions were filled by men. The office had a network system to connect computers and one computer with internet access. Electricity was available for 4 hours per day on average. The Financial Management office shared space and furniture and was lacking both computer hardware and software.

FIGURE 43: NUMBER OF FINANCIAL MANAGEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	2	2	0	0
Filled by men	2	2	NA	0
Filled by women	0	0	NA	0
Unfilled	0	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)
Puli Alam	Yes	1	4
All cities	100%	1	9

FIGURE 45: FINANCIAL MANAGEMENT OFFICE INFRASTRUCTURE, 2011

	Puli Alam			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

The revenue Enhancement Department had a manual revenue system. Like most other RUE cities, it did not have a standard written procedure for recording revenue. The department did not have a systematic filing system; items were filed manually but not organized.

FIGURE 46: REVENUE SYSTEM TYPE, 2011

	Manual	Computerized	Both
Puli Alam	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
Puli Alam	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
Puli Alam	No	Yes	No	No
All cities	0%	31%	69%	0%

FIGURE 49: FILING SYSTEM TYPE, 2011

	Manual	Computerized	Both
Puli Alam	Yes	No	No
All cities	85%	0%	15%

Revenues in Puli Alam were collected biannually through business license fees; Safayi taxes were not collected. In 2011, the city had 600 active business licenses and expected to collect 493,636 AFN in license fees. This would be an increase from 2010 when 200,000 AFN was collected. The 2011 fee was projected to be about 823 AFN per active license, which was higher than the 309 AFN average per active license for all thirteen RUE cities.

Puli Alam did accept cash payments for tax and revenue bills. Staff deposited this cash in the bank and issued receipts for the cash. Cash was deposited in the bank biweekly. 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	No	50%
Quarterly	No	No	8%
Biannually	No	Yes	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	No	No	77%
Collect business license fees	NA	Yes	100%

FIGURE 52: AMOUNT OF FEES AND TAXES COLLECTED

	2010	2011	Average of all Cities in 2011
Estimated number of residents		100,000	103,087
Safayi taxes in 2010 (AFN)	0	NA	1,697,324
Safayi taxes projected for 2011 (AFN)	NA	NA	5,482,634
Number of active business licenses	192,337	600	1,656
Business license fees in 2010 (AFN)	NA	200,000	377,519
Business license fees for 2011 (AFN)	NA	493,636	512,405

FIGURE 53: CASH RECEIPT PROCEDURES, 2011

	Puli Alam	Percent of all Cities
Accept cash payment for tax and revenue bills	Yes	46%
Deposit received cash in the bank	Yes	46%
Issue a receipt for cash received by the municipality	Yes	100%

The Revenue Enhancement Department had a list of municipal owned property with very detailed, organized records and most/all properties listed. The city also had a list of revenue sources, recorded in a Revenue Book but also in an electronic file. Data were recorded for each type of revenue with a summary of total revenue collected for each source.

The city had a revenue forecasting report; Safayi book with all properties and valuation and business listings.

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
Puli Alam	No	No	Yes	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
Puli Alam	No	No	Yes	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/auto 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
Puli Alam	No	No	Yes	No	No
All cities	0%	31%	69%	0%	0%

The Revenue Enhancement Department was staffed by five Tashkeel positions and had no contract employees. All positions were filled by men. The office had a network system to connect computers and one computer with internet access. Electricity was available for three hours per day. The Revenue Enhancement office shared space and furniture and was lacking both computer hardware and software.

FIGURE 57: NUMBER OF REVENUE ENHANCEMENT EMPLOYEES

	Tashkeel positions		Contract positions	
	2010	2011	2010	2011
Total	6	5	0	0
Filled by men	6	5	NA	0
Filled by women	0	0	NA	0
Unfilled	0	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)
Puli Alam	Yes	1	3
All cities	100%	1	9

FIGURE 59: REVENUE ENHANCEMENT OFFICE INFRASTRUCTURE, 2011

	Puli Alam			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

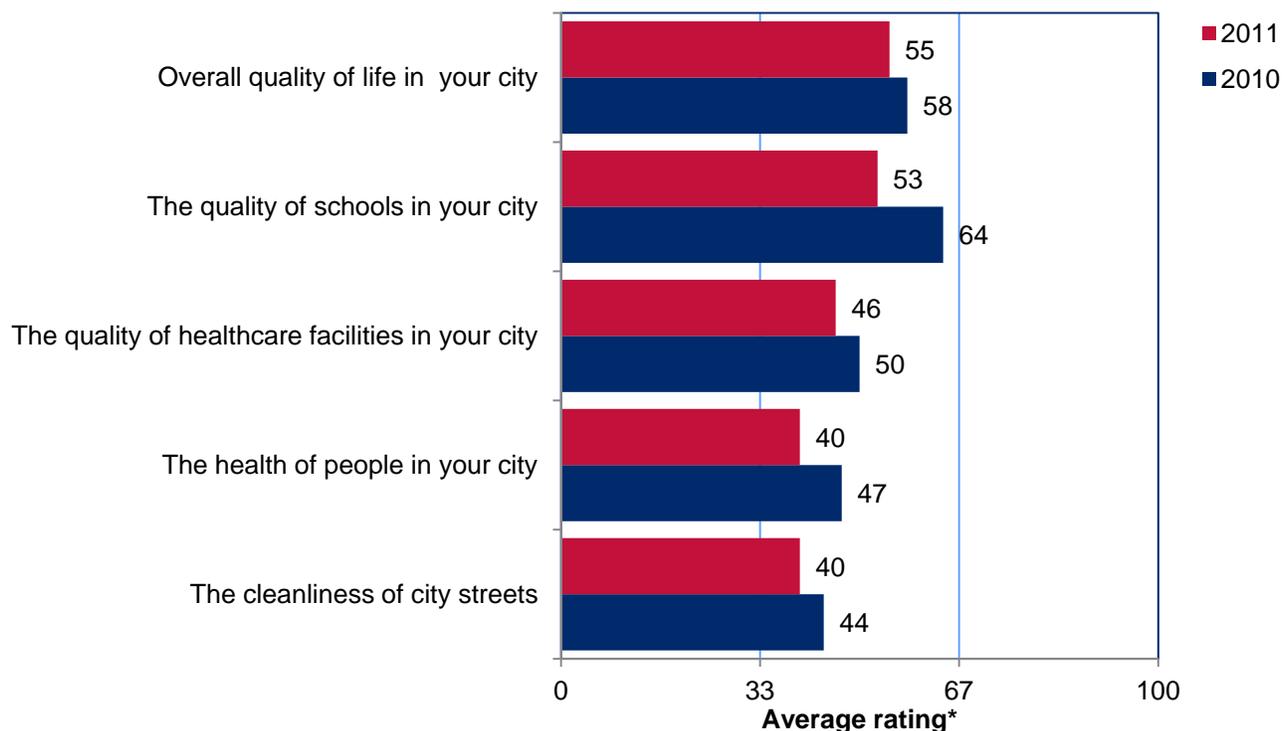
Most residents of Puli Alam rated the quality of life in the city as excellent or good (54%), but 32% thought it was fair. Only 4% thought it was poor. This was similar to 2010. Ratings for the quality of schools declined from 2010 to 2011, as did ratings for the health of people in the city. Other ratings were similar between years.

FIGURE 60: QUALITY OF LIFE IN PULI ALAM, 2011

	Excellent	Good	Fair	Poor	Average rating*
Overall quality of life in your City	7%	57%	32%	4%	55
The quality of schools in your city	4%	58%	32%	6%	53
The quality of healthcare facilities in your city	3%	44%	40%	13%	46
The health of people in your city	3%	30%	54%	14%	40
The cleanliness of city streets	11%	28%	30%	31%	40

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

FIGURE 61: QUALITY OF LIFE IN PULI ALAM COMPARED BY YEAR



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

EMPLOYMENT

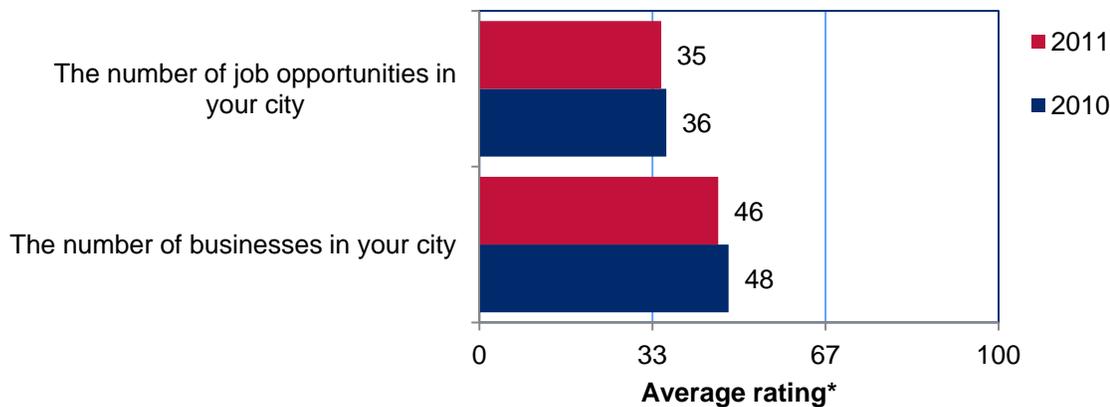
Puli Alam residents gave low ratings to the number of job opportunities in their city (2% excellent and 25% good) and most thought this number had decreased between 2010 and 2011. Residents gave low ratings for the number of businesses in their city; 45% thought the number of businesses was fair and 11% thought it was poor. Ratings for the number of jobs and businesses in the city in 2011 were similar to the ratings in 2010.

FIGURE 62: QUALITY OF EMPLOYMENT IN PULI ALAM, 2011

	Excellent	Good	Fair	Poor	Average rating*
The number of job opportunities in your city	2%	25%	49%	25%	35
The number of businesses in your city	6%	37%	45%	11%	46

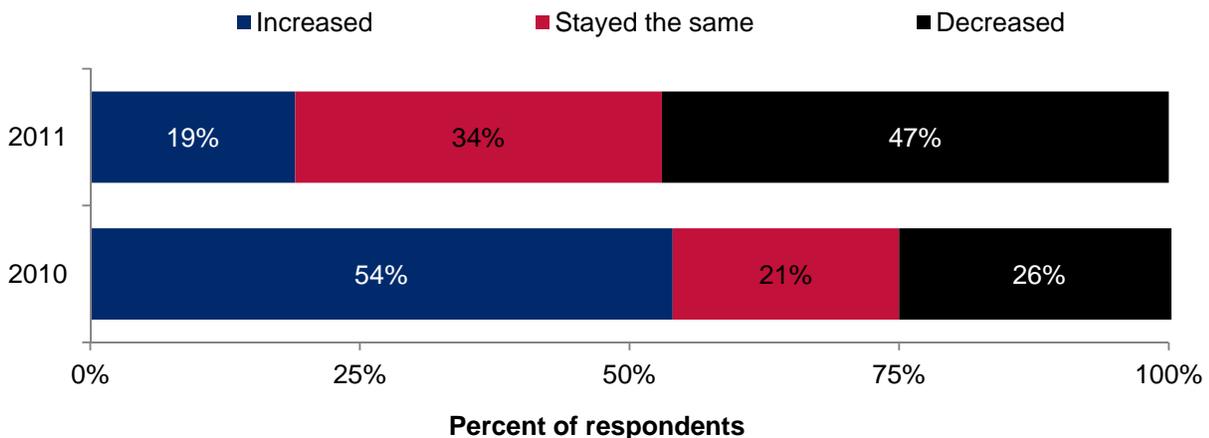
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

FIGURE 63: JOB OPPORTUNITIES IN PULI ALAM COMPARED BY YEAR



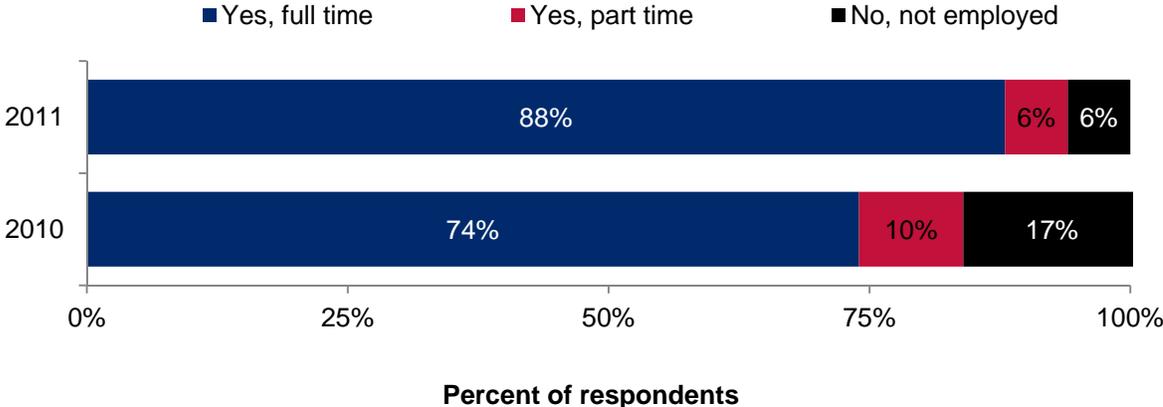
* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

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



Most heads of households were employed full time.

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 Puli Alam was involved in providing sanitation services, road, parks and latrine maintenance, but not in providing waste water, water or power (electricity) services.

Most residents thought the city was doing a somewhat (60%) or very (28%) good job of providing services. This was lower than the rating in 2010.

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

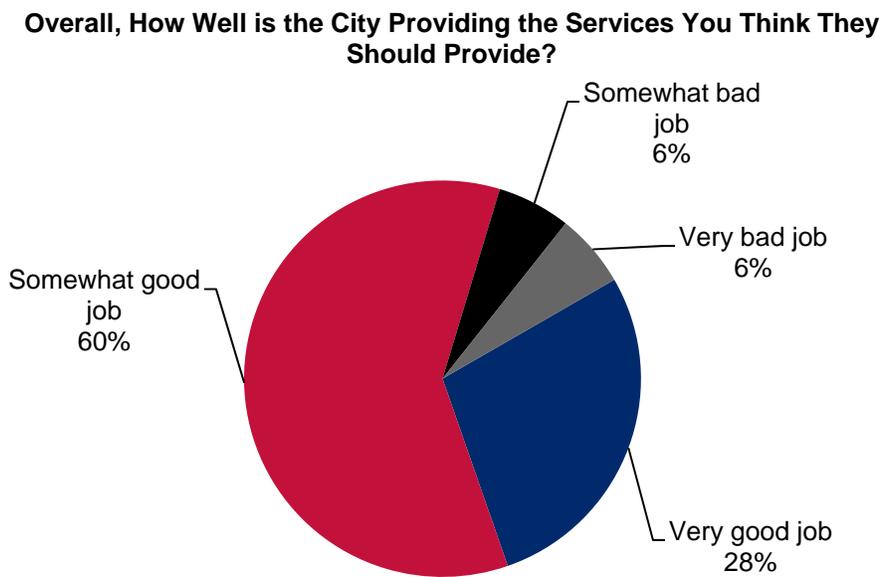
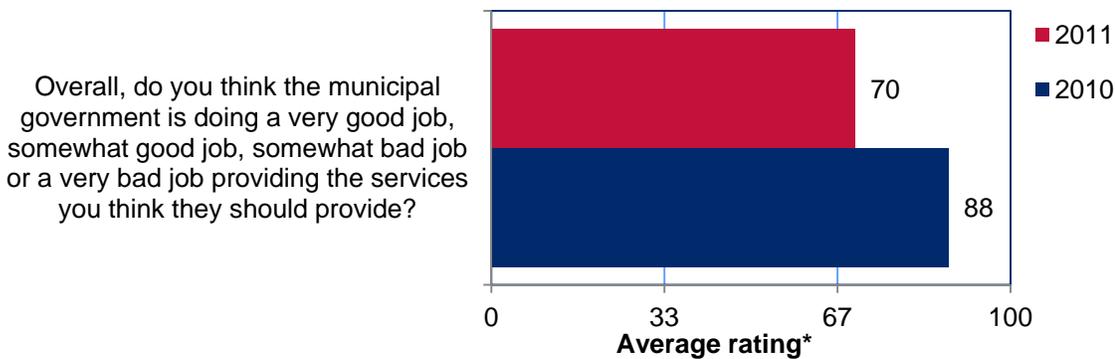


FIGURE 67: JOB THE CITY DOES AT PROVIDING SERVICES COMPARED BY YEAR



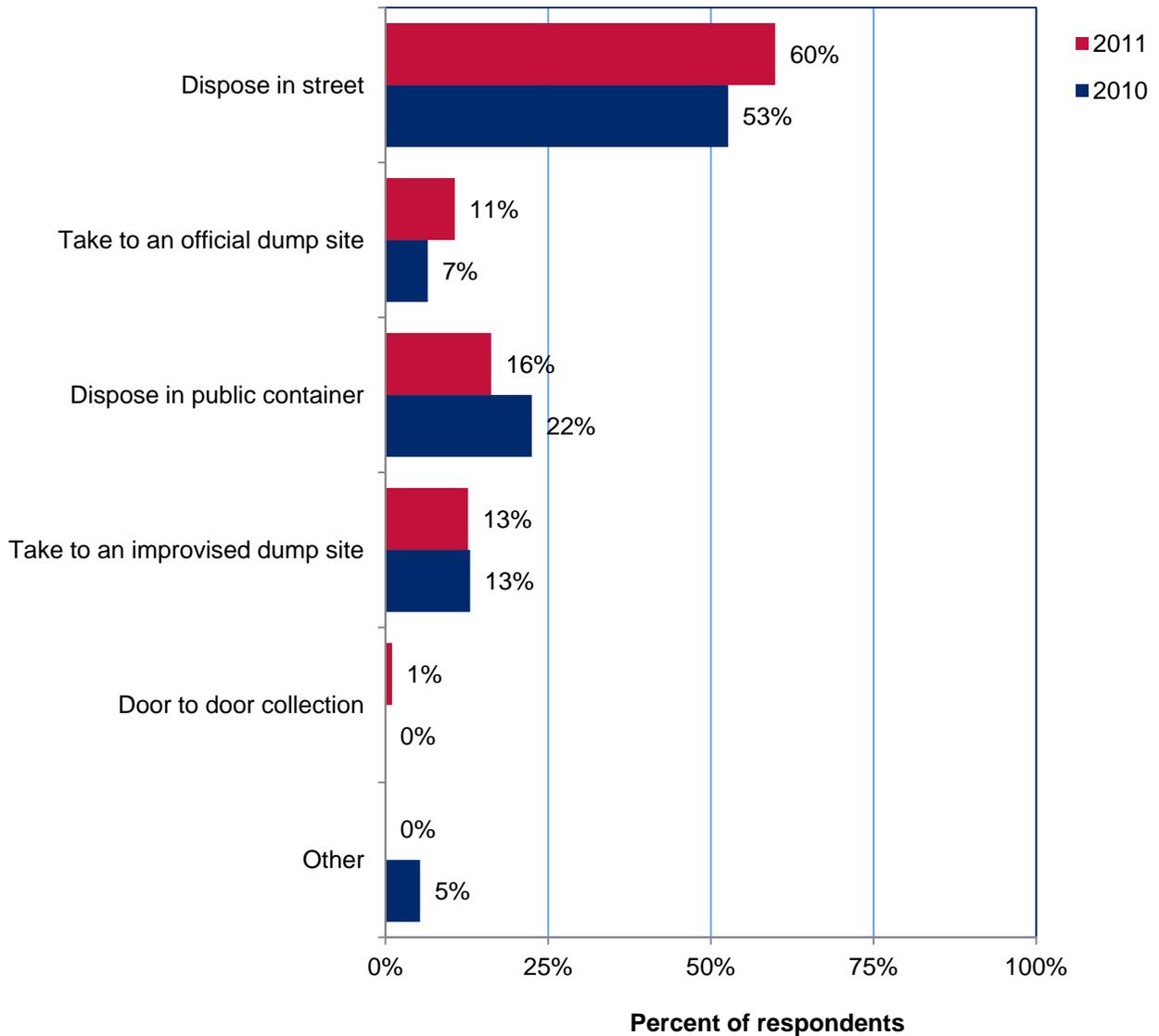
* Average rating where 0=very bad job, 33=somewhat bad job, 67=somewhat good job and 100=very good job.

SOLID WASTE

About 60% of residents in Puli Alam disposed of their trash in the streets, up from 53% in 2010. The proportion of residents who used public containers decreased from 22% to 16%.

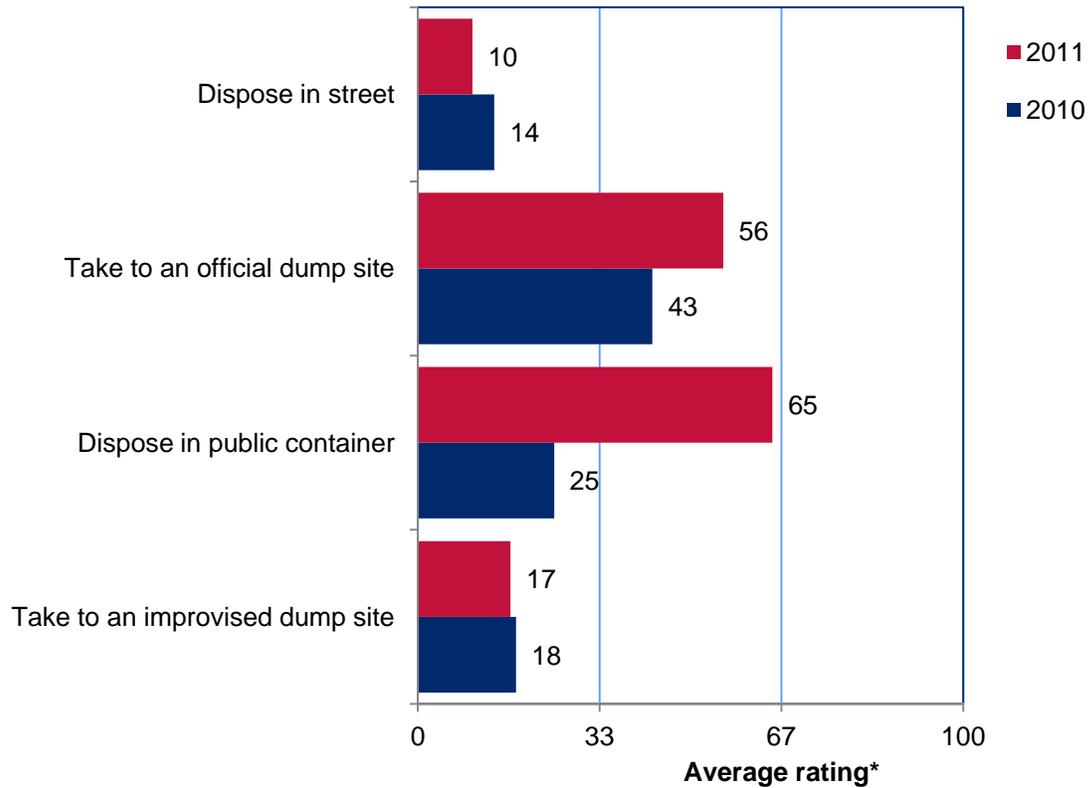
In 2011, 1% of residents said their trash was collected at their door, although this service did not exist in the city, this was likely an error in the description, or understanding, of the services.

FIGURE 68: TRASH DISPOSAL METHOD COMPARED BY YEAR



Residents were at very dissatisfied with disposing their trash in the streets, and those taking their trash to an official dump site or a public container had the highest satisfaction with their disposal methods. Satisfaction generally improved from 2010 to 2011.

FIGURE 69: SATISFACTION WITH TRASH DISPOSAL METHOD



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

The City of Puli Alam had infrequent trash removal service (once every two or three weeks or less frequently) for most residents. This service was not paid for by residents. Frequency of service had decreased between the years.

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

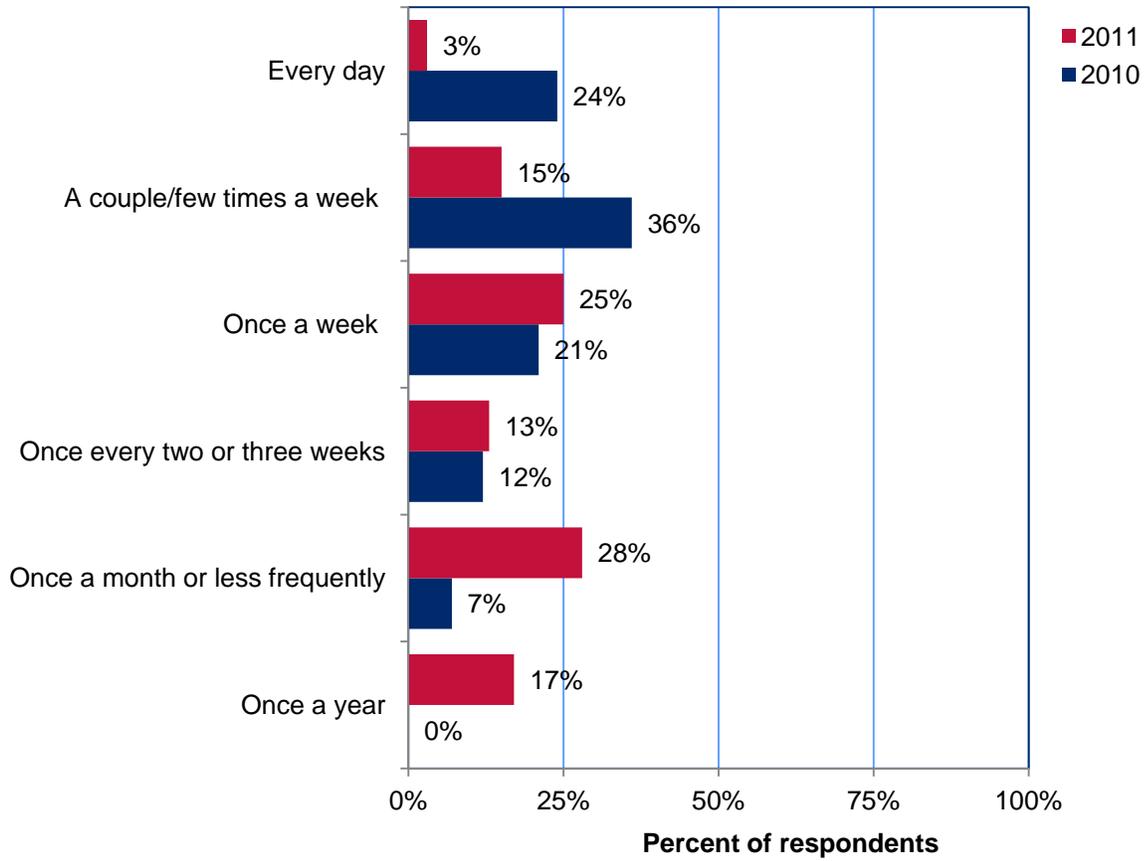
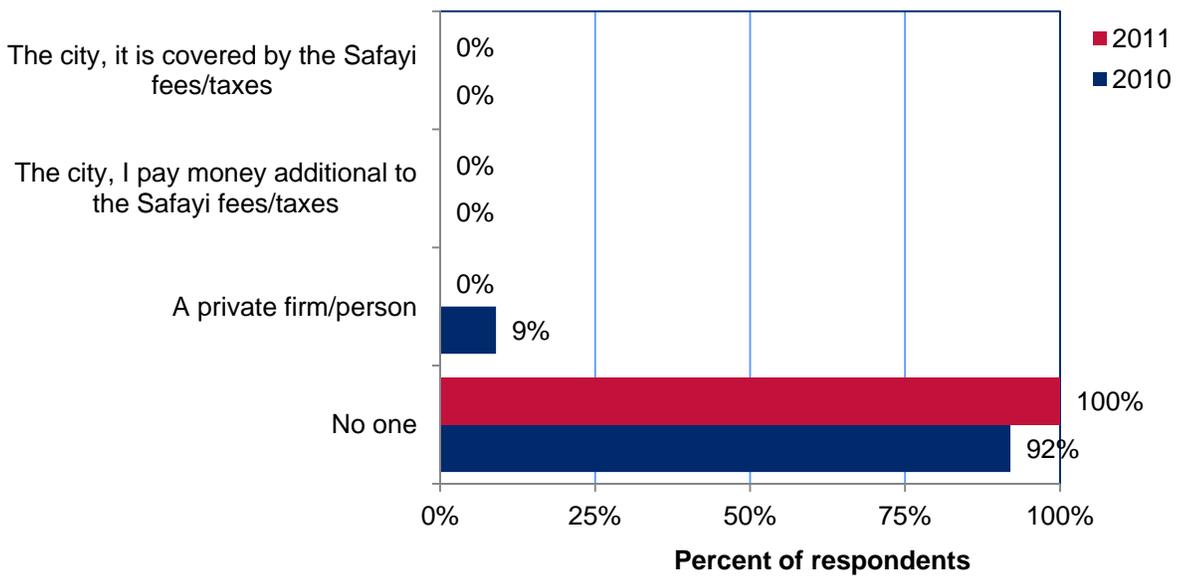


FIGURE 71: PARTY PAID FOR TRASH REMOVAL COMPARED BY YEAR



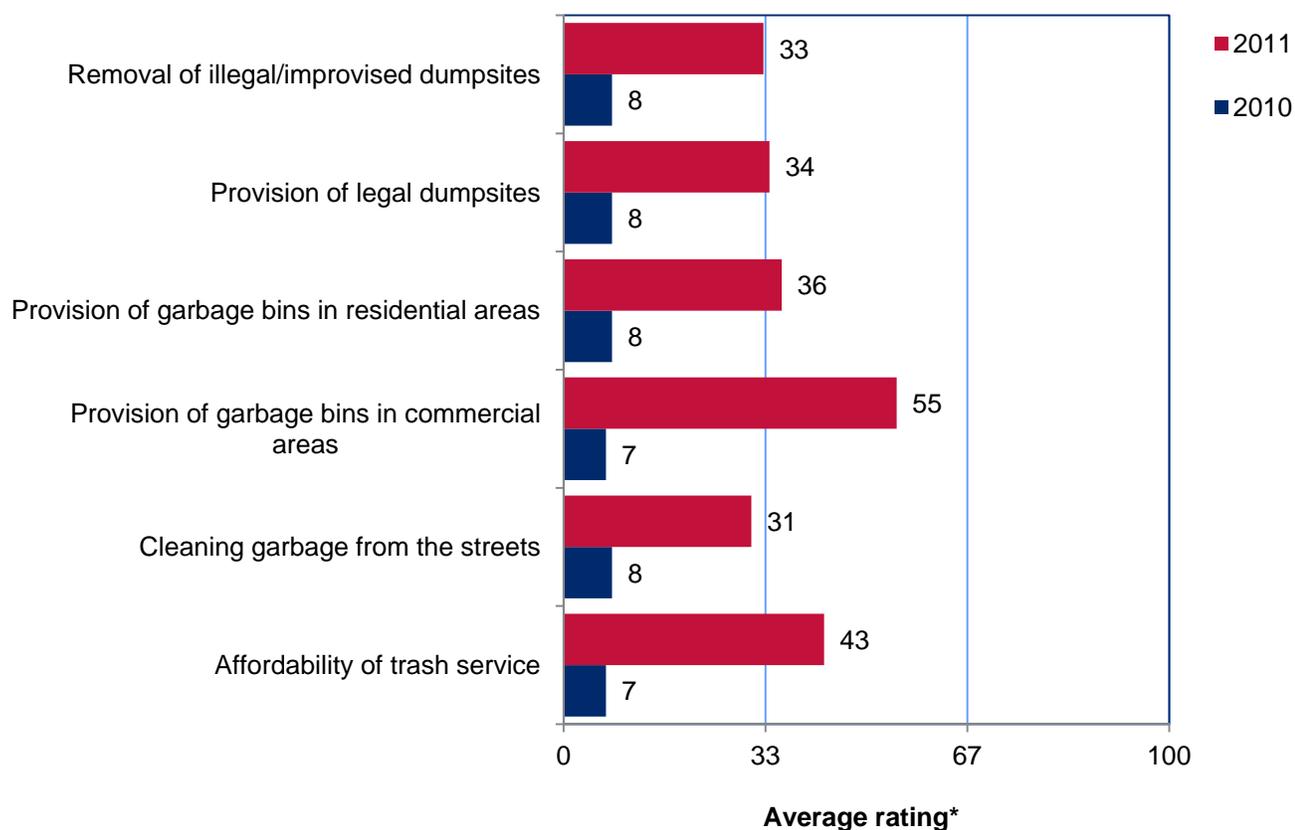
A majority of Puli Alam residents gave good ratings to the city trash service for the provision of garbage bins in commercial areas. The removal of illegal/improvised dumpsites, the provision of legal dumpsites and the cleaning of garbage from the streets received fair ratings. All ratings increased from 2010 to 2011.

FIGURE 72: QUALITY OF CITY TRASH SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
Removal of illegal/improvised dumpsites	8%	21%	32%	39%	33
Provision of legal dumpsites	10%	25%	22%	43%	34
Provision of garbage bins in residential areas	17%	18%	20%	45%	36
Provision of garbage bins in commercial areas	13%	53%	23%	12%	55
Cleaning garbage from the streets	8%	19%	31%	42%	31
Affordability of trash service	11%	24%	50%	16%	43

*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

Most residents in Puli Alam got their water from wells, either on their property or shared with neighbors. The government did not supply water and no one paid a private firm for water. This water was generally clean, as most families had not experienced water-borne illnesses in the past year; the incidence of waterborne illnesses had decreased from 2010 to 2011.

FIGURE 74: DRINKING WATER SOURCES COMPARED BY YEAR

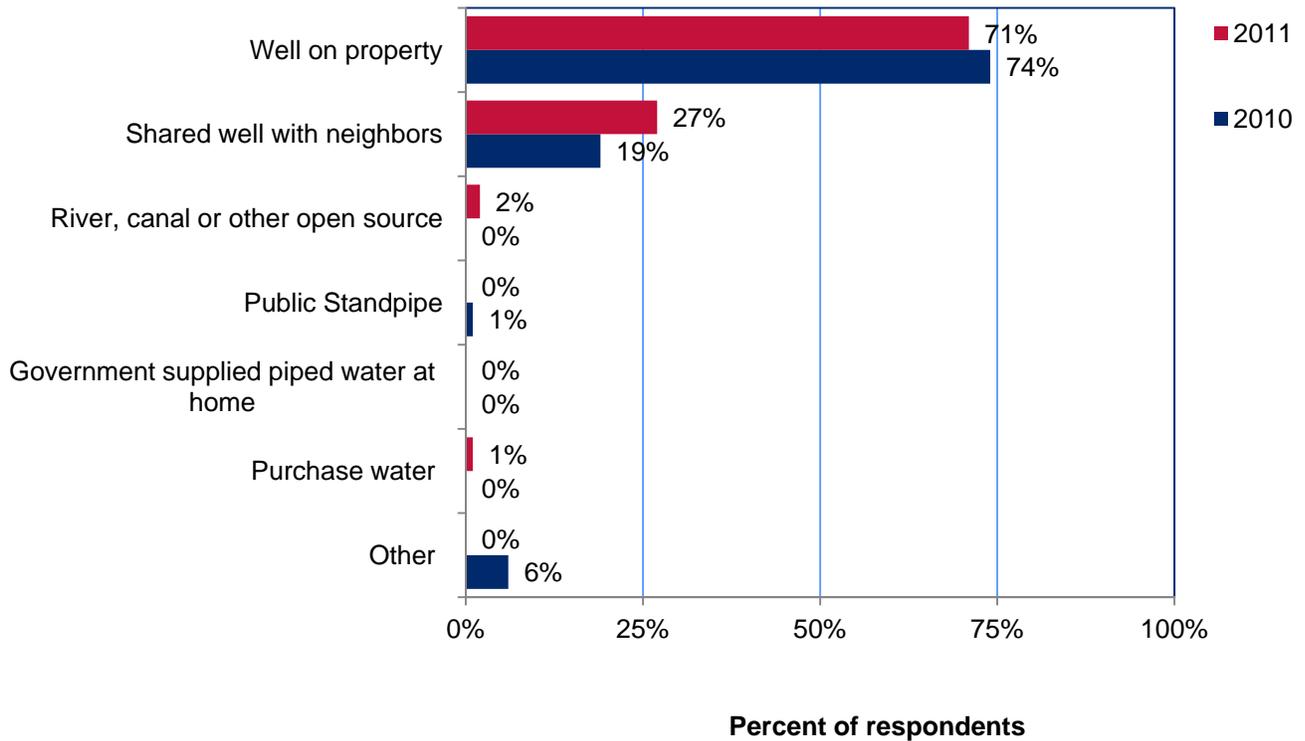


FIGURE 75: PARTY PAID FOR WATER SERVICE COMPARED BY YEAR

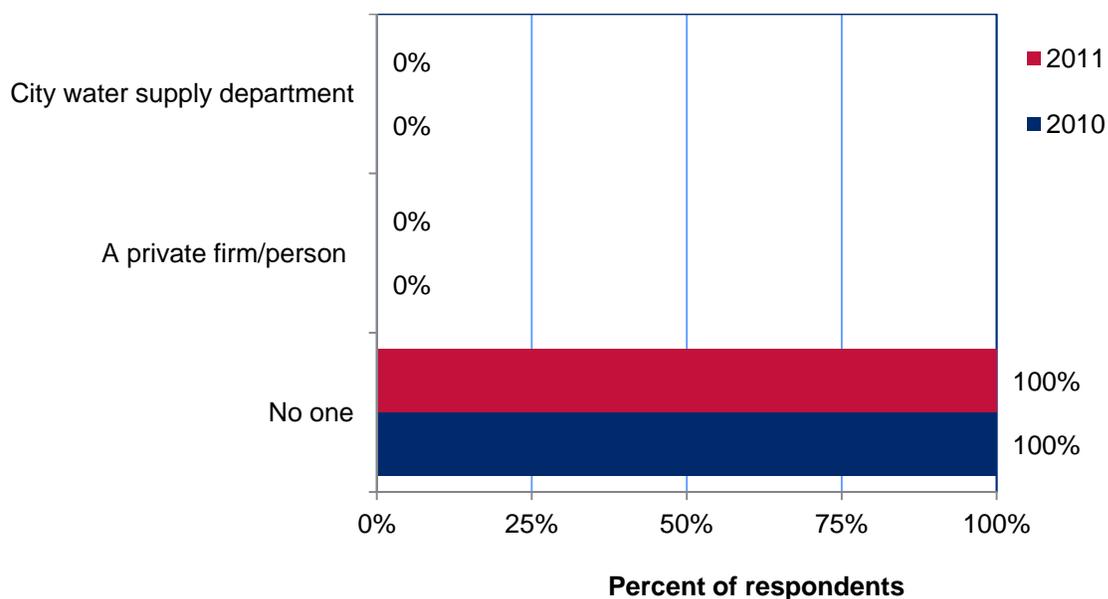
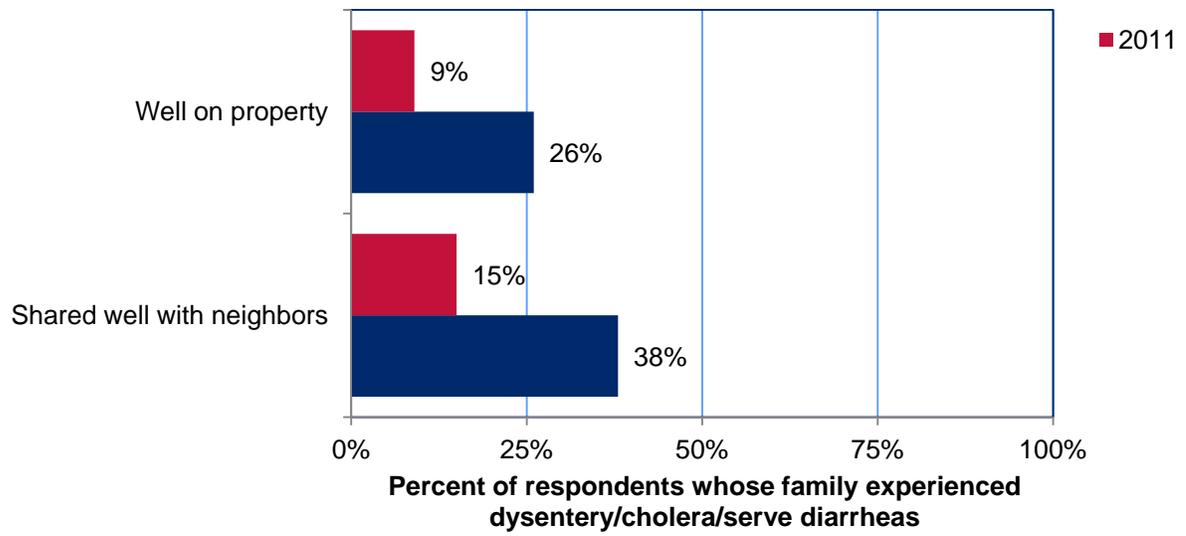


FIGURE 76: FAMILY EXPERIENCED DYSENTERY/CHOLERA/SEVERE DIARRHEA BY DRINKING WATER SOURCE COMPARED BY YEAR



ELECTRICITY

Most residents of Puli Alam received government supplied electricity, an increase in 2011 over 2010. How much they paid ranged from 50 to 5,000 AFN per month, with most residents paying 401 to 1,000 AFN per month. The costs for electricity increased from 2010 to 2011. Residents were not asked how much electricity they received.

FIGURE 77: ELECTRICITY SOURCES COMPARED BY YEAR

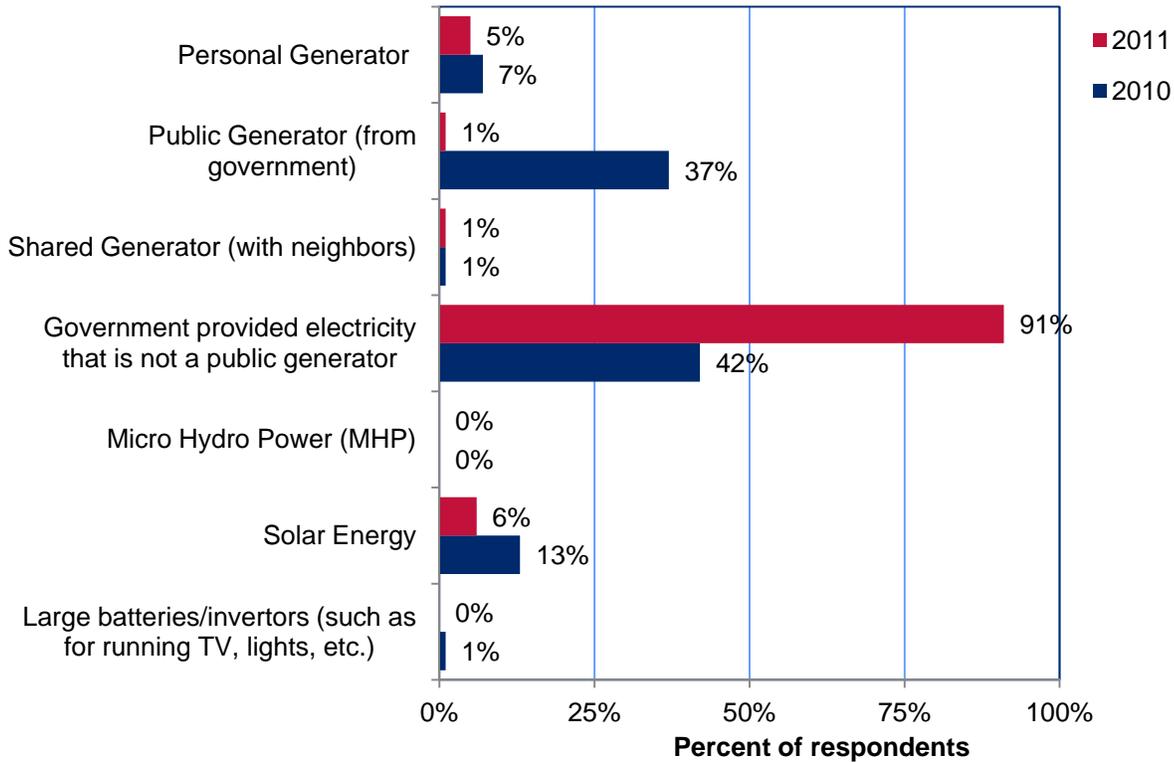


FIGURE 78: PARTY PAID FOR ELECTRICITY COMPARED BY YEAR

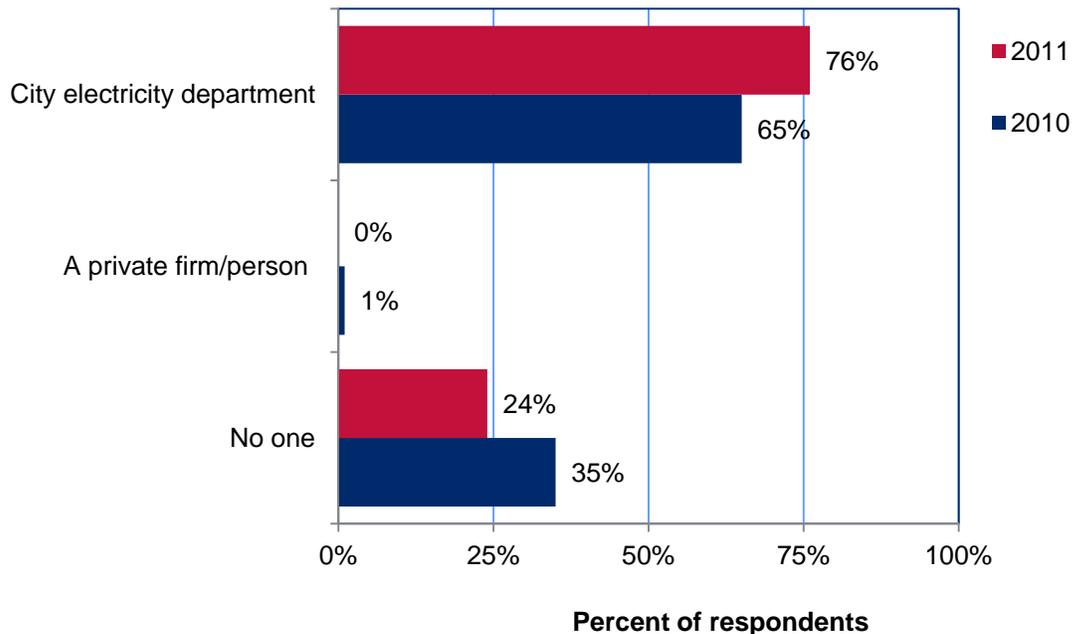
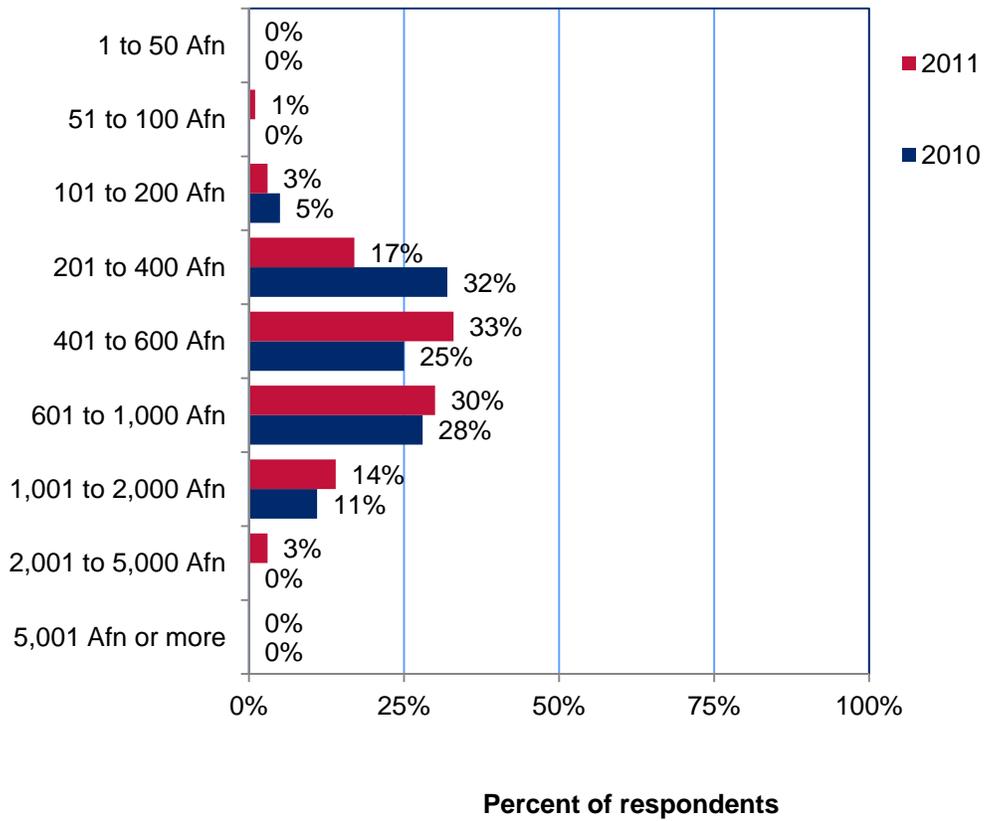


FIGURE 79: MONTHLY AMOUNT PAID FOR ELECTRICITY COMPARED BY YEAR



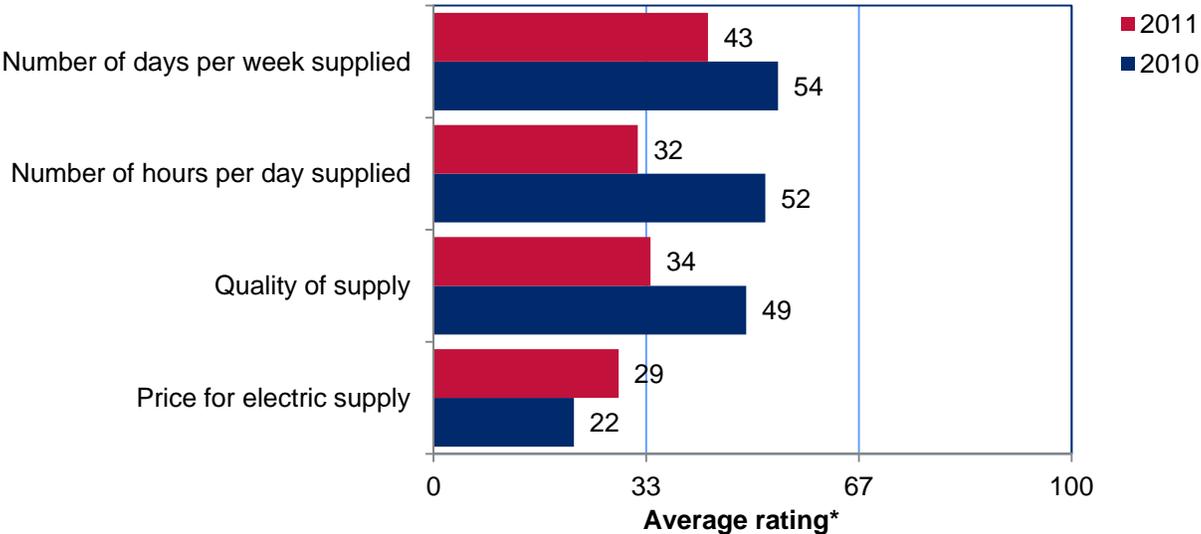
Most residents felt that the quality (strength of power and number of cut outs during service) and the number of hours per day that electricity was supplied were fair or poor. Ratings for aspects of electricity services declined from 2010 to 2011.

FIGURE 80: QUALITY OF CITY ELECTRICITY SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating**
Number of days per week supplied	1%	39%	46%	14%	43
Number of hours per day supplied	1%	24%	44%	31%	32
Quality of supply*	1%	20%	61%	18%	34
Price for electric supply	1%	9%	65%	25%	29

*Electricity power and cut outs during service hours.
 ** Average rating where 0=poor, 33=fair, 67=good and 100=excellent

FIGURE 81: QUALITY OF CITY ELECTRICITY SERVICES COMPARED BY YEAR



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

ROADS, DRAINAGE AND SANITATION

Most residents had dry latrines at their homes and all drain their waste water (from rain and home sinks, but not toilets) in an open ditch or canal.

FIGURE 82: TYPE OF TOILET IN HOME COMPARED BY YEAR

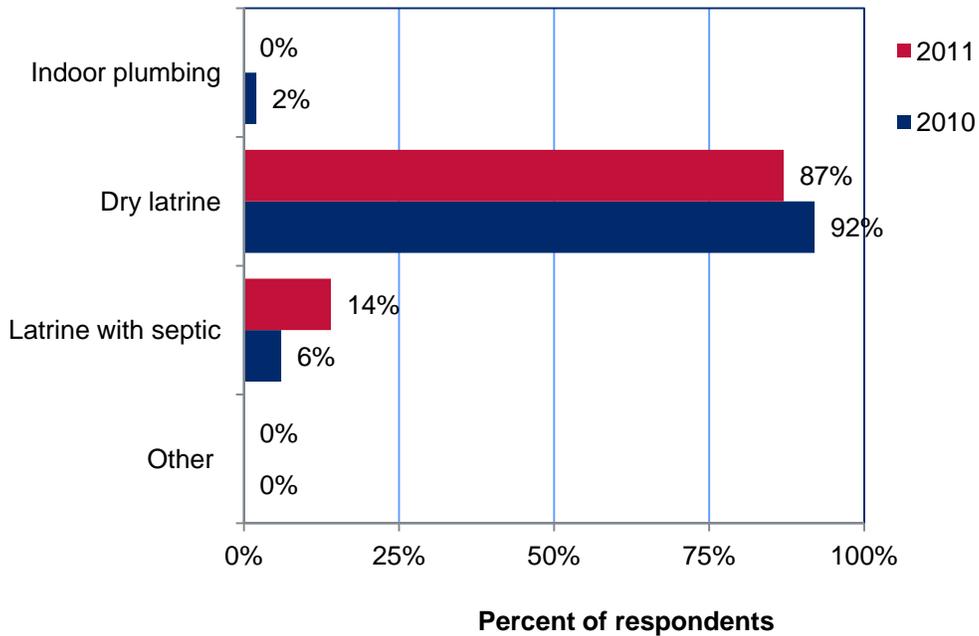
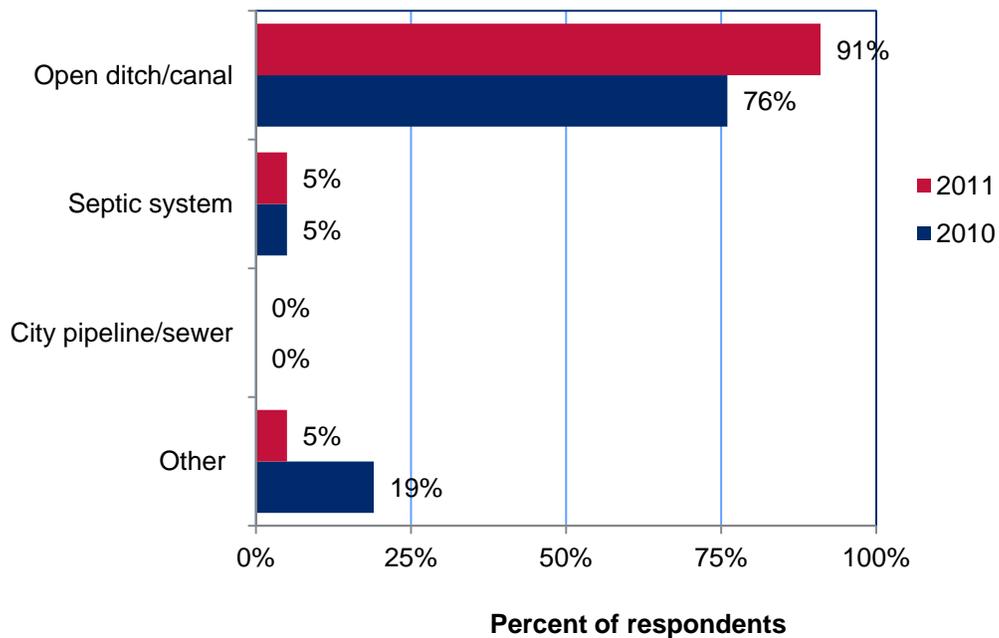


FIGURE 83: TYPE OF DRAINAGE FOR WASTE WATER



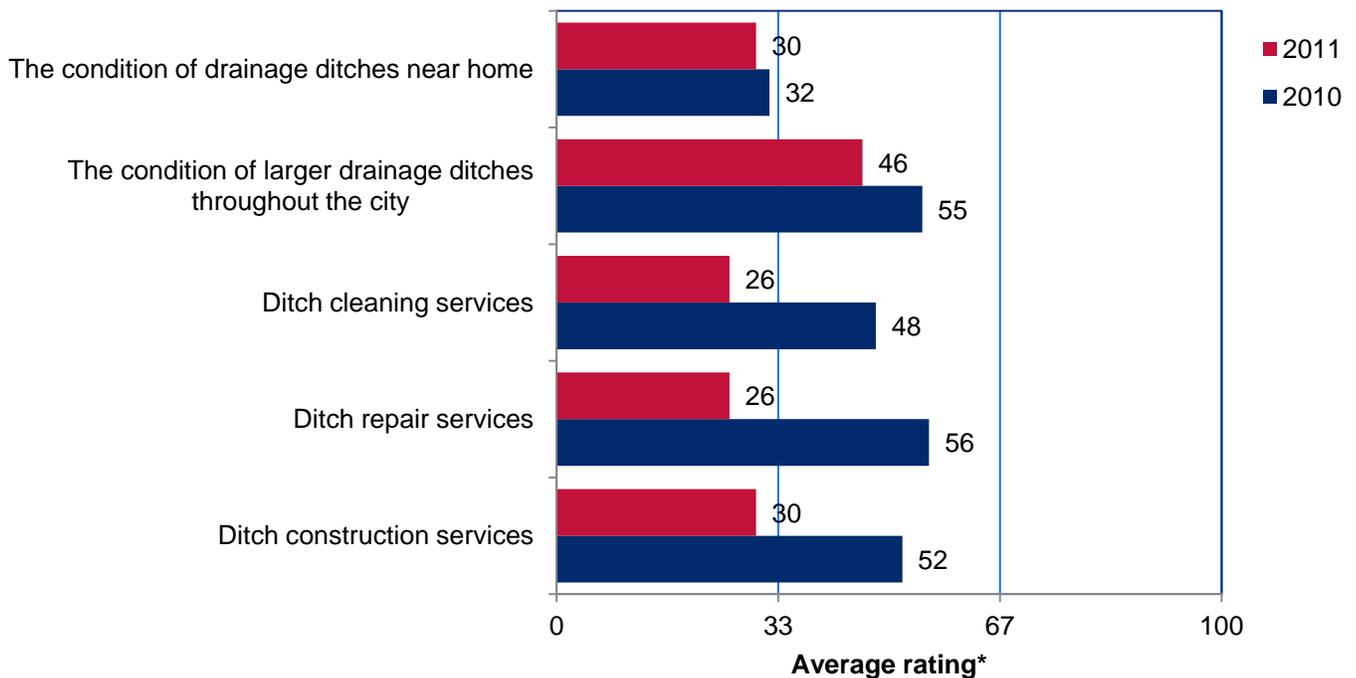
Almost half the residents rated the condition of larger drainage ditches throughout the city as excellent or good, however, most residents rated the condition of drainage ditches near home, the ditch cleaning, repair and construction services as fair or poor. All drainage and drainage service ratings dropped between 2010 and 2011.

FIGURE 84: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES, 2011

	Excellent	Good	Fair	Poor	Average rating*
The condition of drainage ditches near home	3%	30%	21%	47%	30
The condition of larger drainage ditches throughout the city	7%	42%	36%	16%	46
Ditch cleaning services	3%	18%	35%	44%	26
Ditch repair services	3%	13%	43%	41%	26
Ditch construction services	2%	23%	38%	38%	30

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

FIGURE 85: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

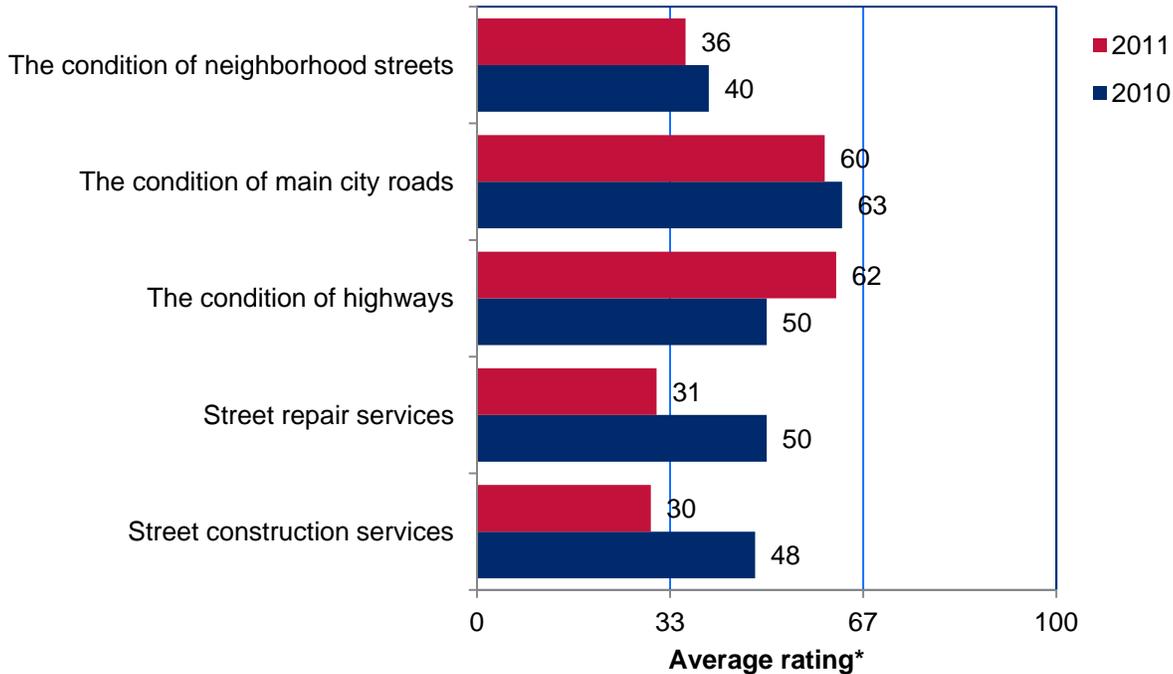
Ratings for the condition highways improved from 2010 to 2011, but ratings for road repair and construction services decreased. One third or more of residents rated the condition of neighborhood streets and road repair and construction services as poor in 2011.

FIGURE 86: QUALITY OF CITY ROADS AND ROAD SERVICES

	Excellent	Good	Fair	Poor	Average rating*
The condition of neighborhood streets	6%	30%	31%	33%	36
The condition of main city roads	18%	53%	22%	8%	60
The condition of highways	25%	47%	18%	10%	62
Street repair services	2%	23%	42%	33%	31
Street construction services	1%	25%	36%	38%	30

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

FIGURE 87: QUALITY OF CITY DRAINAGE AND DRAINAGE SERVICES COMPARED BY YEAR



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

GREEN AREAS AND PARKS

The proportion of residents who said they knew of parks or green areas increased from 2010 to 2011. In 2011, 17% of residents indicated that they lived near a teen or adult park and 12% were near a children's playground. There were few residents who had nearby parks specifically designated for women. Many residents knew of parks that were further away. Parks were generally rated as fair or poor, but improved in 2011 when compared to 2010.

FIGURE 88: AVAILABILITY OF CITY PARKS COMPARED BY YEAR

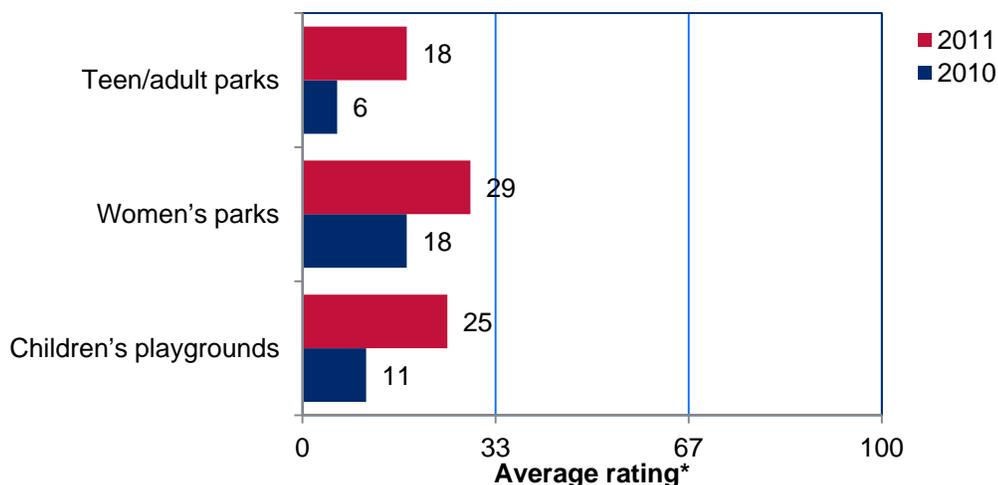
Are there any green areas/parks in close to, or farther from, your home to be used for the following?		2010	2011
Teen/adult parks	Yes, close by	8%	17%
	Some further away	19%	59%
	Aware of no parks	74%	24%
Women's parks	Yes, close by	1%	7%
	Some further away	40%	72%
	Aware of no parks	59%	22%
Children's playgrounds	Yes, close by	11%	12%
	Some further away	28%	63%
	Aware of no parks	61%	26%

FIGURE 89: QUALITY OF PARKS, 2011

	Excellent	Good	Fair	Poor	Average rating*
Teen/adult parks	0%	13%	29%	58%	18
Women's parks	5%	12%	49%	35%	29
Children's playgrounds	3%	9%	48%	40%	25

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

FIGURE 90: QUALITY OF PARKS COMPARED BY YEAR

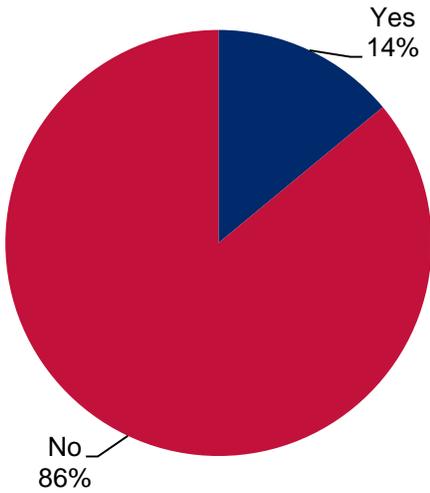


* Average rating where 0=poor, 33=fair, 67=good and 100=excellent

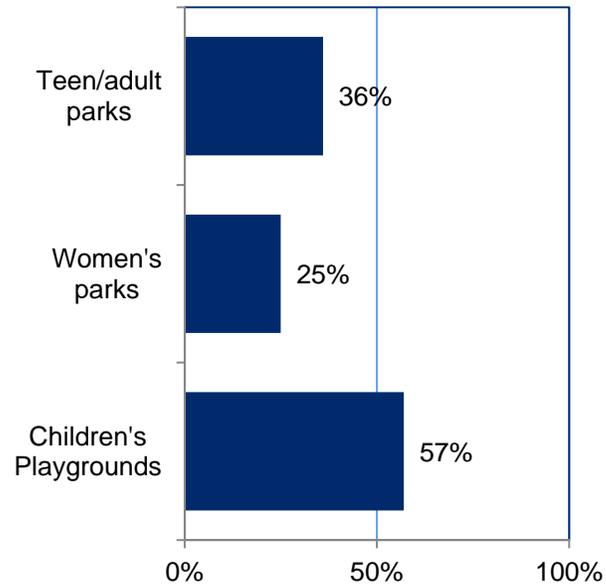
Fourteen percent of respondents had visited a park in Puli Alam; over half among those who had visited a park went to a park for adults, about one-third had visited a park with children’s playground facilities and one-quarter had visited a women’s park.

FIGURE 91: PARKS VISITED, 2011

Do you or your family members visit the parks?



If yes, which ones?



MARKET

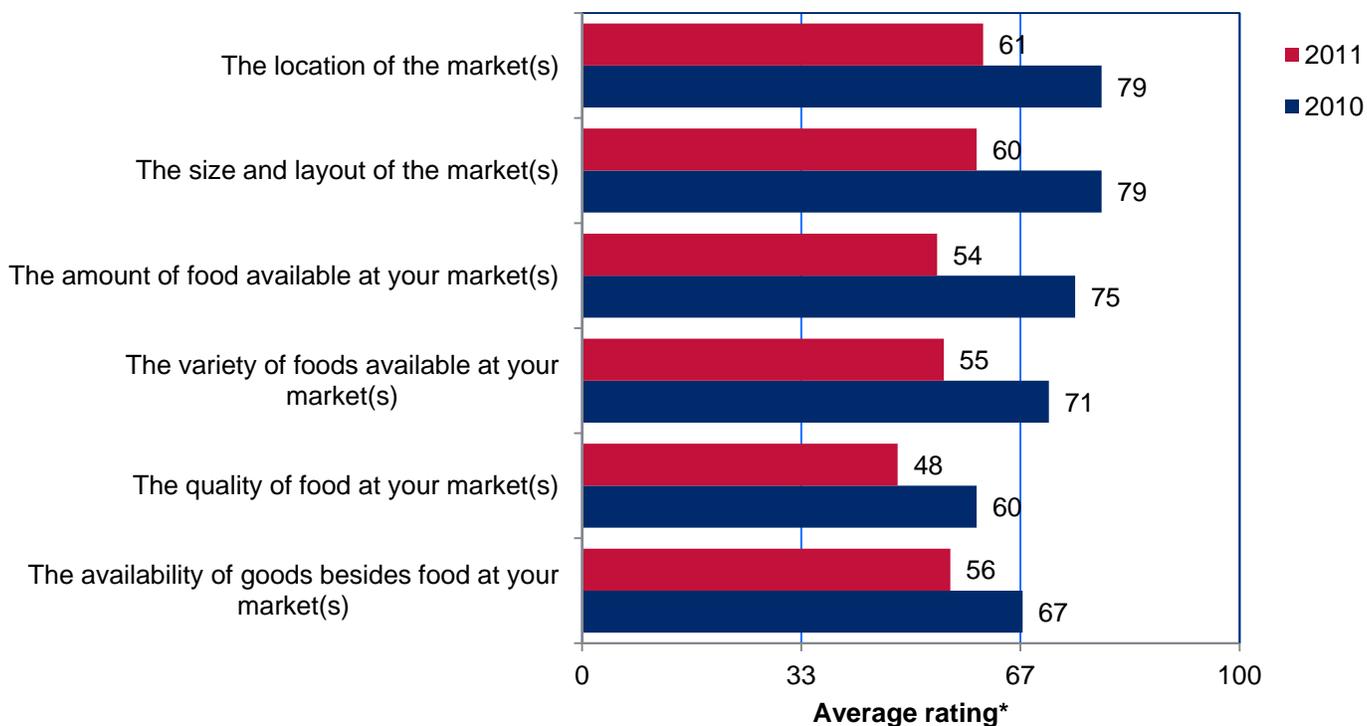
Most residents in Puli Alam thought the amount and variety of food at their market was excellent or good, but fewer rated the quality of food as excellent or good. Ratings for the market declined between 2010 and 2011.

FIGURE 92: QUALITY OF CITY MARKET, 2011

	Excellent	Good	Fair	Poor	Average rating*
The location of the market(s)	12%	62%	25%	2%	61
The size and layout of the market(s)	11%	59%	30%	0%	60
The amount of food available at your market(s)	7%	49%	42%	2%	54
The variety of foods available at your market(s)	7%	52%	40%	2%	55
The quality of food at your market(s)	4%	40%	53%	4%	48
The availability of goods besides food at your market(s)	5%	61%	31%	3%	56

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

FIGURE 93: QUALITY OF CITY MARKET COMPARED BY YEAR



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

When asked about purchasing different types of food at the market, almost all residents said they could afford cooking oil, sugar and tea whenever they wanted. About half could afford fruit (up from 34% in 2010), 70% could afford vegetables (down from 80% in 2010) and 53% could afford meat whenever they wanted (up from 25% in 2010).

FIGURE 94: FAMILY CAN AFFORD FOOD AT THE MARKET COMPARED BY YEAR

Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?		2010	2011
Meat	As often as we want	25%	53%
	Not as often as we want	62%	35%
	Only rarely	13%	13%
	Never	0%	0%
Fruit	As often as we want	34%	53%
	Not as often as we want	59%	43%
	Only rarely	8%	5%
	Never	0%	0%
Vegetables	As often as we want	80%	70%
	Not as often as we want	20%	30%
	Only rarely	1%	1%
	Never	0%	0%
Flour	As often as we want	97%	97%
	Not as often as we want	4%	3%
	Only rarely	0%	0%
	Never	0%	0%
Cooking oil	As often as we want	96%	98%
	Not as often as we want	4%	3%
	Only rarely	0%	0%
	Never	0%	0%
Sugar, tea	As often as we want	95%	97%
	Not as often as we want	5%	3%
	Only rarely	0%	0%
	Never	0%	0%
Cereal	As often as we want	61%	67%
	Not as often as we want	36%	33%
	Only rarely	4%	1%
	Never	0%	0%

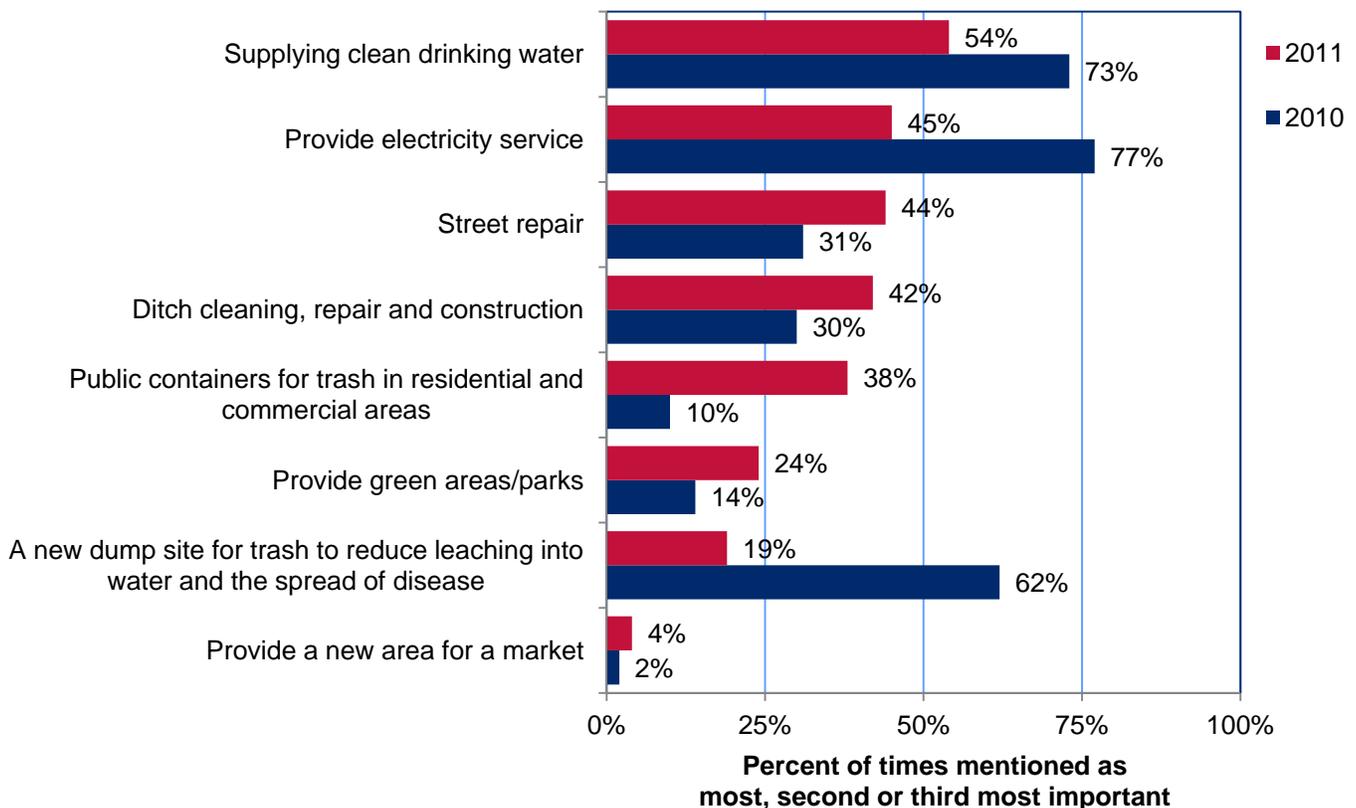
SERVICE PRIORITIES

When asked to rank the importance of the services the City did or could provide, residents ranked supplying clean drinking water as the most important, providing electricity as the second biggest priority and street repair the third. Supplying drinking water and providing electricity were among the top priorities expressed in 2010.

FIGURE 95: MUNICIPAL SERVICE PRIORITIES, 2011

	Most important	Second most important	Third most important	Not in top three
Supplying clean drinking water	28%	14%	11%	47%
Provide electricity service	20%	14%	12%	55%
Street repair	9%	24%	12%	56%
Ditch cleaning, repair and construction	11%	14%	17%	58%
Public containers for trash in residential and commercial areas	21%	10%	8%	62%
Provide green areas/parks	4%	7%	13%	76%
A new dump site for trash to reduce leaching into water and the spread of disease	7%	6%	7%	81%
Provide a new area for a market	0%	3%	2%	96%

FIGURE 96: MUNICIPAL SERVICE PRIORITIES COMPARED BY YEAR



GOVERNANCE

As in 2010, in 2011 residents reported they most likely would turn to their Mayor if they had a problem related to the City. About 1 in 10 would contact their tribal leader or Malik or Shuras, CDCs or Jirgas. About three-quarters knew who the mayor was, down from 84% in 2010.

FIGURE 97: ENTITY SOUGHT IN CASE OF A PROBLEM COMPARED BY YEAR

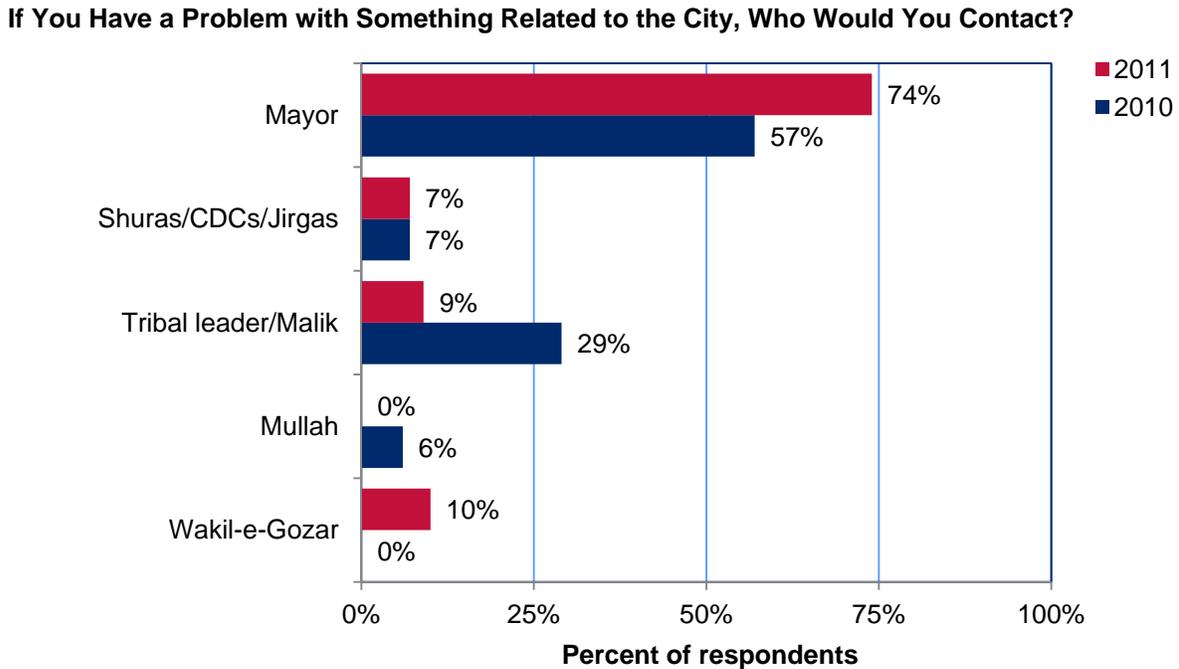
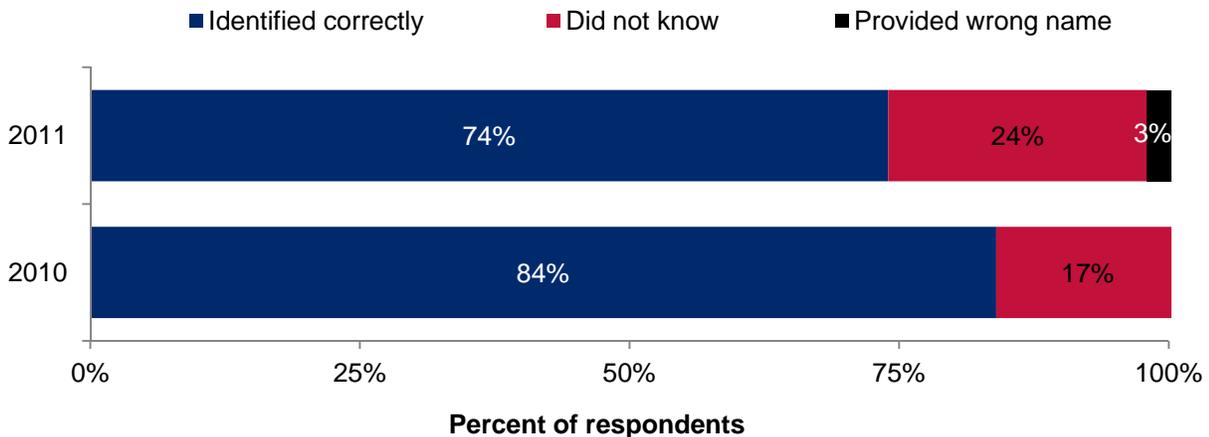
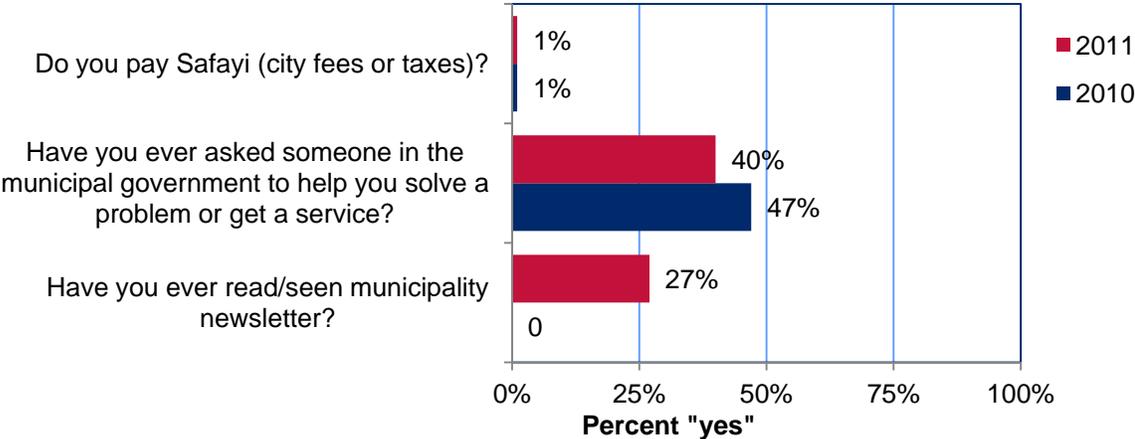


FIGURE 98: IDENTIFICATION OF CITY MAYOR COMPARED BY YEAR



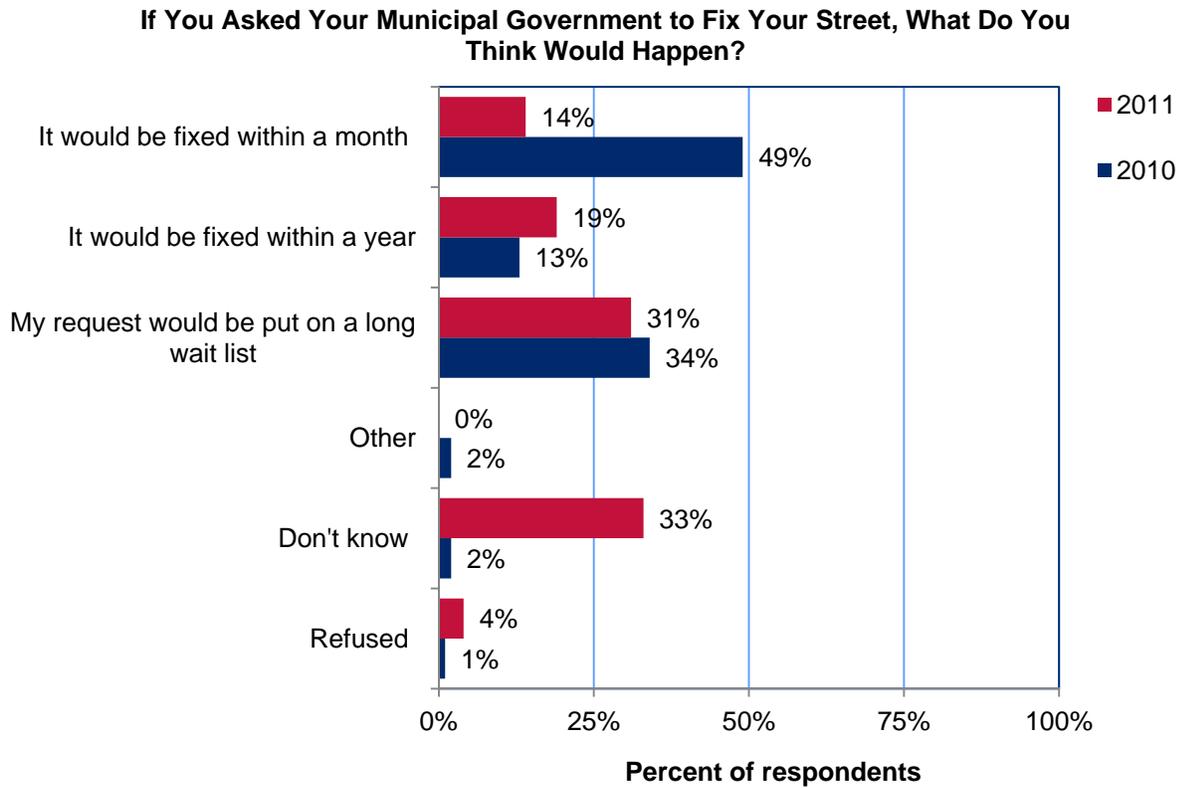
In 2011, 40% of respondents said they had ever contacted the city government to solve a problem or request a service, compared to 47% in 2010. Almost no one in either year said they paid their Safayi tax, (the municipality said that they do not collect this type of tax).

FIGURE 99: CONTACT WITH CITY GOVERNMENT COMPARED BY YEAR



When asked what they thought would happen if they contacted the City to have their street fixed, about one-third of respondents thought they would be put on a long wait list, similar in 2010. Another one-third said that they did not know what would happen.

FIGURE 100: PERCEIVED LENGTH OF TIME FOR THE CITY TO ATTEND TO A REQUEST COMPARED BY YEAR



In 2010, over half the respondents thought they could have a lot or a little of influence on government. This increased to 60% in 2011. About half the respondents also said they thought the government kept people like them in mind at least sometimes when making decisions.

FIGURE 101: PERCEIVED LEVEL OF INFLUENCE IN GOVERNMENT DECISIONS COMPARED BY YEAR

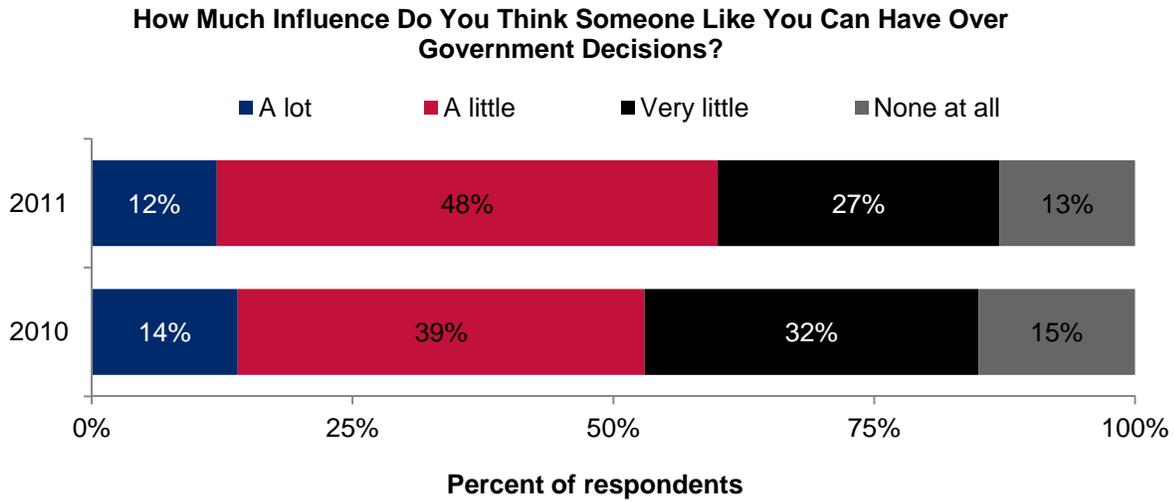
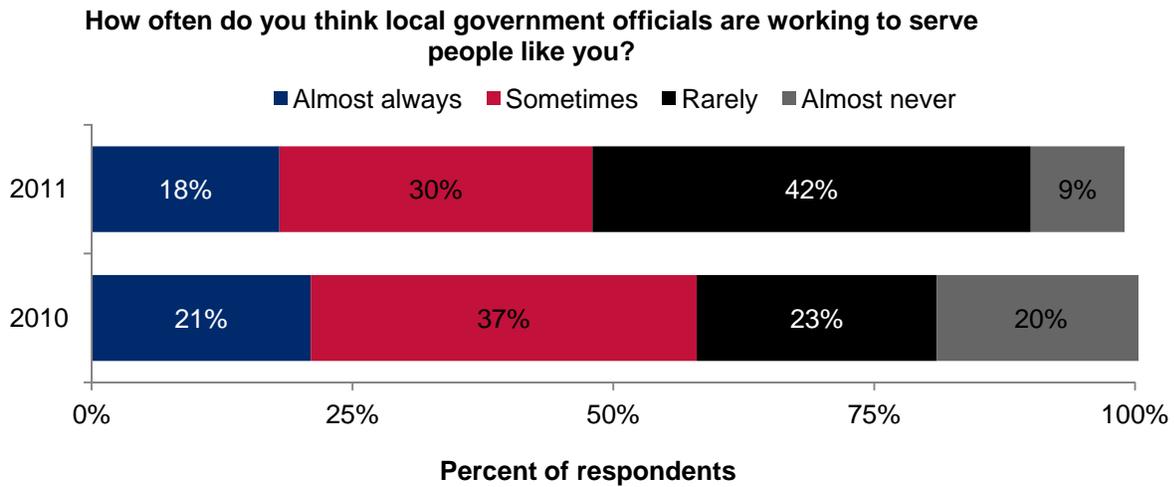


FIGURE 102: FREQUENCY GOVERNMENT OFFICIALS WORK TO SERVE THE PEOPLE COMPARED BY YEAR



Most residents expressed at least some trust that government officials were conducting activities to benefit the people of Puli Alam. They had the most trust in the national government, followed by the provincial government. Thirty-eight percent had at least some trust in local government and 51% in donor agencies.

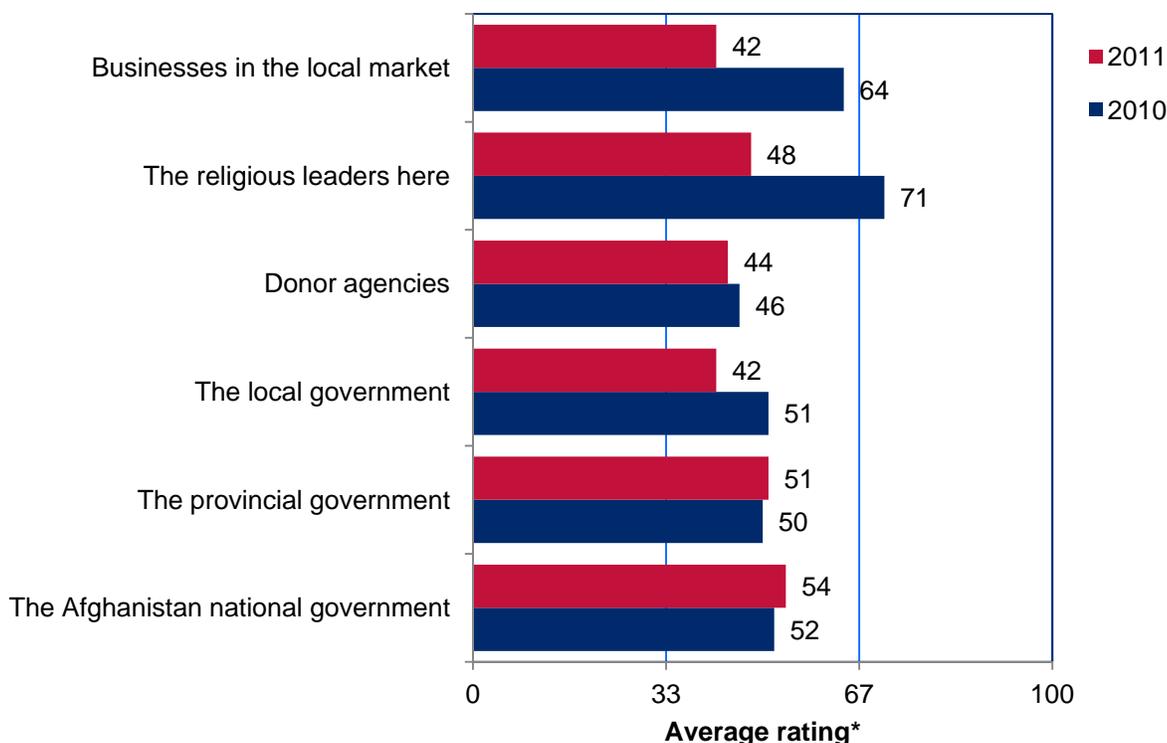
Overall, trust in religious leaders, the local government and businesses in the local market decreased while trust levels in donor agencies, the provincial government and national government remained steady.

FIGURE 103: 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	14%	33%	18%	35%	42
The religious leaders here	30%	17%	19%	34%	48
Donor agencies	6%	45%	23%	26%	44
The local government	5%	33%	43%	19%	42
The provincial government	8%	48%	32%	11%	51
The Afghanistan national government	9%	53%	27%	10%	54

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

FIGURE 104: 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

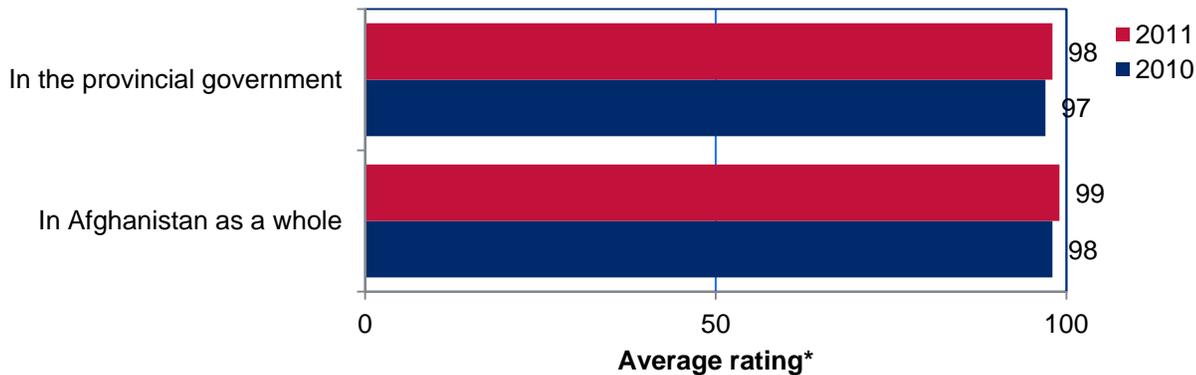
Even though they had some trust in the provincial and national government, most thought corruption in the provincial government and Afghanistan as a whole was a major problem. Most respondents thought corruption had increased from 2010 to 2011.

FIGURE 105: LEVEL OF CORRUPTION, 2011

Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.	Major Problem	Minor Problem	Not a Problem	Average rating*
In the provincial government	97%	2%	1%	98
In Afghanistan as a whole	98%	2%	1%	99

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

FIGURE 106: LEVEL OF CORRUPTION COMPARED BY YEAR



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

FIGURE 107: CHANGE IN LEVEL OF CORRUPTION COMPARED BY YEAR

Compared to a 12 months ago, do you think the amount of corruption overall stayed the same or decreased in the following areas?		2010	2011
In Afghanistan as a whole	Increased	80%	62%
	Stayed the same	15%	29%
	Decreased	5%	9%
In the provincial government	Increased	79%	62%
	Stayed the same	14%	30%
	Decreased	7%	9%

Residents were asked if they had ever had to give cash, a gift or perform a favor for an official, if they had contact with a government agency.

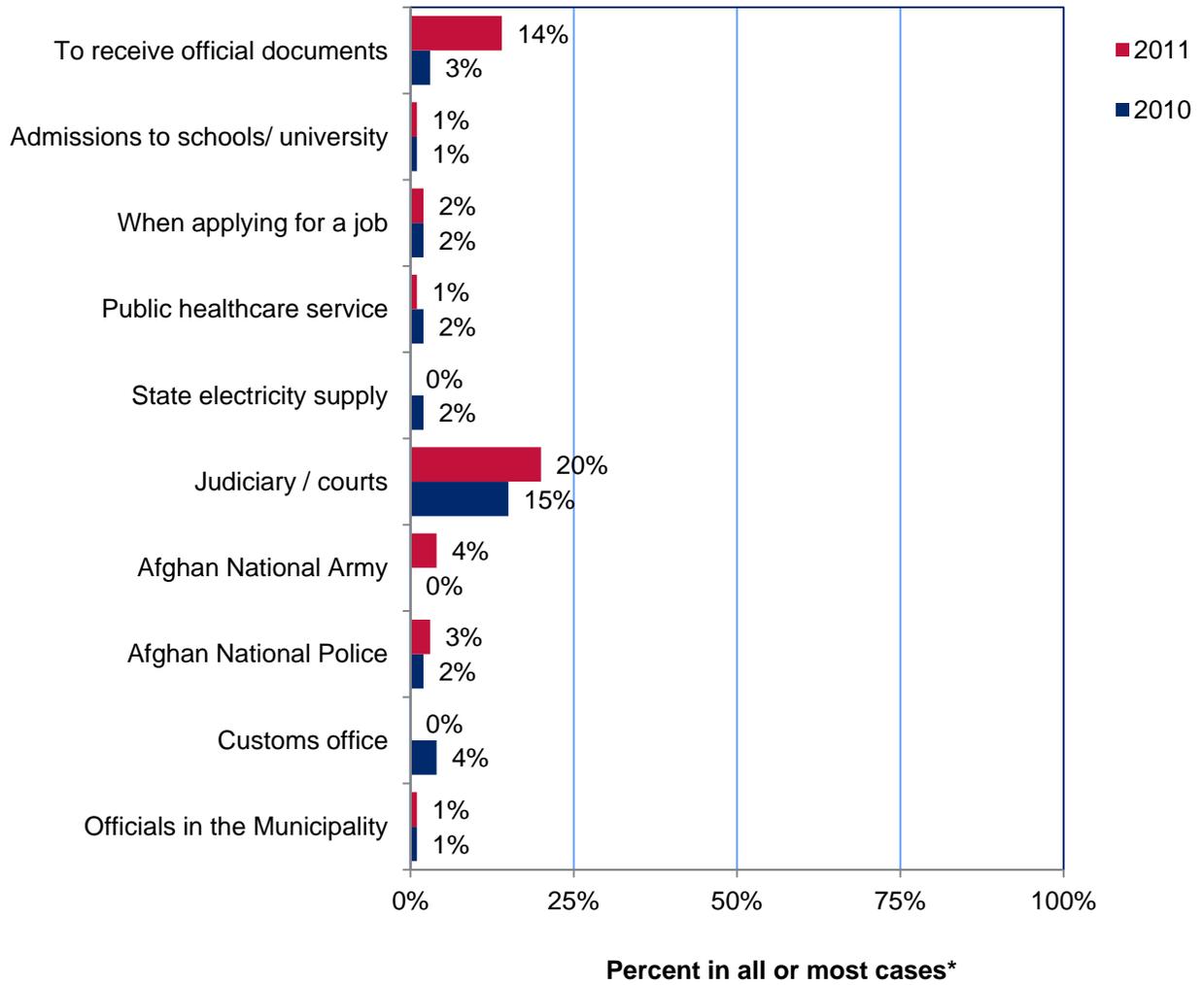
For those who had contacted a municipal official, at least half said they were never asked to give cash, gift or a favor. The contacts that most commonly required cash, gift or a favor were the judiciary or when a resident was requesting an official document. In both these instances, the portion of residence reporting that they were asked to give cash, gift or a favor increased from 2010 to 2011.

FIGURE 108: FREQUENCY OF GIVING CASH, GIFTS OR PERFORMING FAVORS WHEN CONTACTING GOVERNMENT OFFICIALS, 2011

Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?*	In all cases	Most cases	Isolated cases	No cases
To receive official documents	0%	14%	15%	71%
Admissions to schools/ university	0%	1%	14%	85%
When applying for a job	2%	0%	6%	92%
Public healthcare service	0%	1%	0%	99%
State electricity supply	0%	0%	0%	100%
Judiciary / courts	4%	16%	29%	52%
Afghan National Army	0%	4%	4%	92%
Afghan National Police	0%	3%	23%	74%
Customs office	0%	0%	9%	91%
Officials in the Municipality	0%	1%	3%	96%

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

FIGURE 109: 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

Most residents in Puli Alam had heard of the Ministry of Women’s Affairs and knew that there was a local office where they lived. Regardless of gender, residents were strongly supportive of women pursuing an education. Men were somewhat supportive and women were strongly supportive of women participating in government. Support for women in government was increased from 2010 to 2011 for both genders.

FIGURE 110: AWARENESS OF MINISTRY OF WOMEN’S AFFAIRS COMPARED BY YEAR

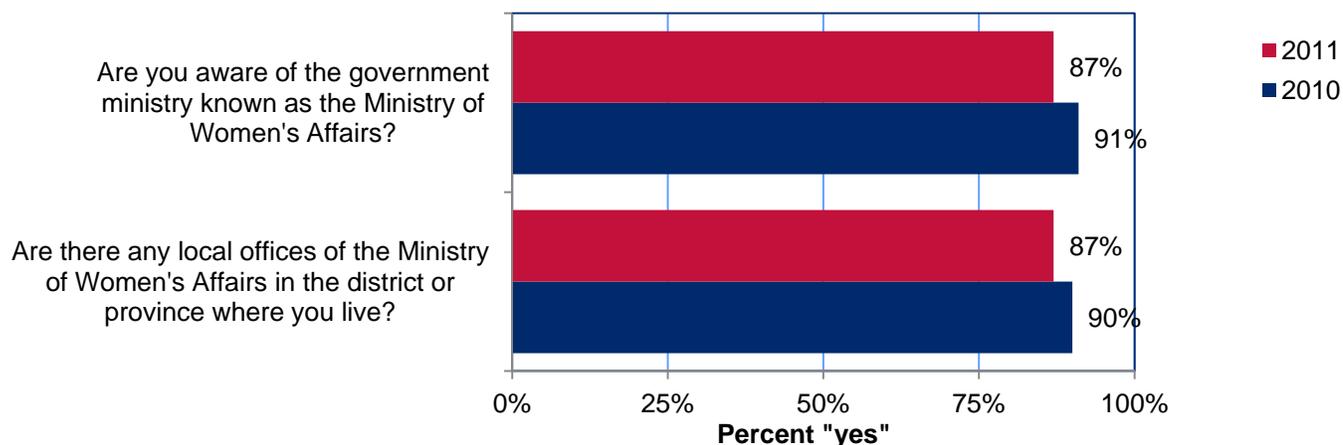
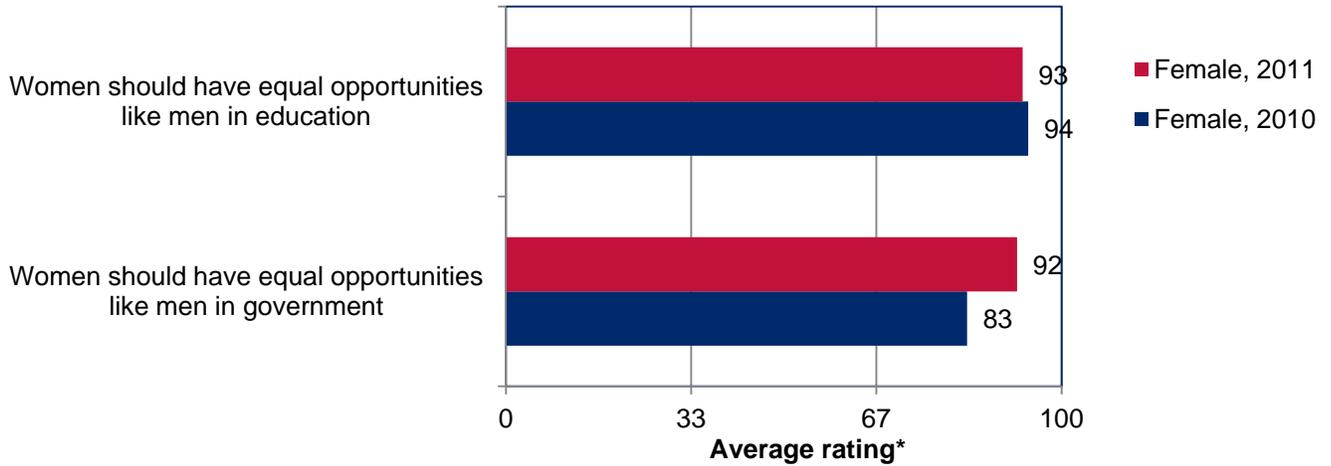


FIGURE 111: AGREEMENT THAT WOMEN SHOULD HAVE EQUAL OPPORTUNITIES LIKE MEN IN EDUCATION AND GOVERNMENT, 2011

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	66%	80%
	Agree somewhat	32%	20%
	Disagree somewhat	1%	0%
	Strongly disagree	2%	0%
	Average rating*	87	93
Some people say that women should have equal opportunities like men in participating in government.	Strongly agree	36%	75%
	Agree somewhat	49%	25%
	Disagree somewhat	7%	0%
	Strongly disagree	7%	0%
	Average rating*	71	92

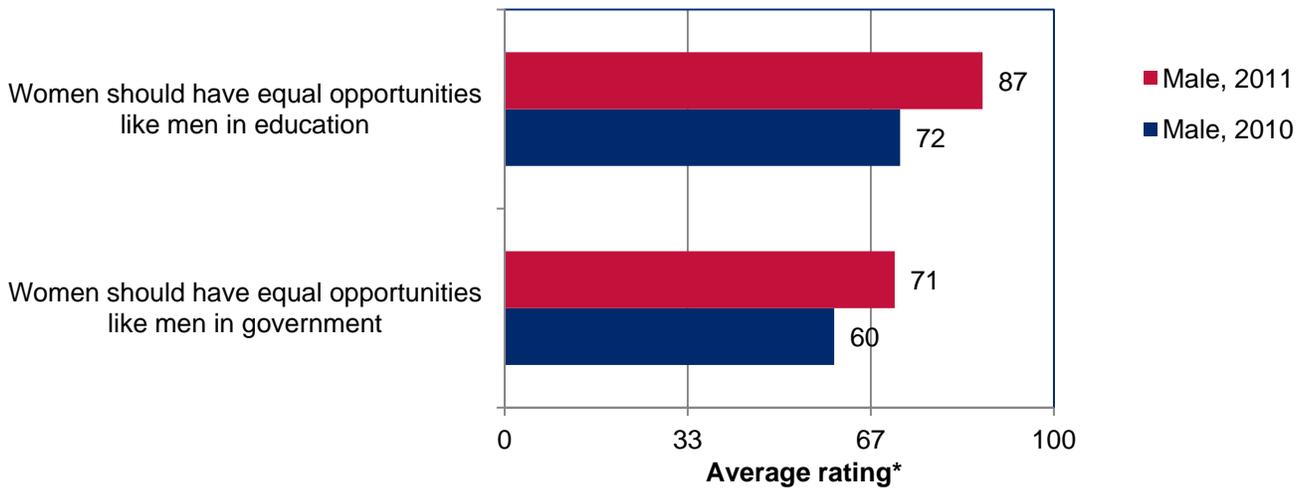
* Average rating where 0=strongly disagree, 33=disagree somewhat, 67=agree somewhat and 100=strongly agree

FIGURE 112: 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 113: 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.

Q1 Can you tell me how many years you have lived in this City?		
	Number	Percent of households
1-5 years	83	42%
6-10 years	30	15%
11-20 years	43	22%
21-40 years	36	18%
41 or more years	8	4%
Total	200	100%

Q1 Average Number of Years Lived in this City	
Average years in Puli Alam	13

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 Puli Alam	13	7%	113	56%	64	32%	8	4%	1	1%	1	1%	200	100%
The quality of schools in your city	7	4%	115	57%	64	32%	12	6%	1	1%	1	1%	200	100%
The quality of healthcare facilities in your city	6	3%	88	44%	79	40%	25	13%	1	1%	1	1%	200	100%
The health of people in your city	5	3%	59	30%	106	53%	28	14%	1	1%	1	1%	200	100%
The cleanliness of city streets	21	11%	56	28%	60	30%	61	31%	2	1%	0	0%	200	100%
The number of job opportunities in your city	3	2%	49	25%	95	48%	48	24%	3	2%	2	1%	200	100%
The number of businesses in your city	12	6%	73	37%	88	44%	22	11%	2	1%	2	1%	199	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	2.7
The quality of schools in your city	2.6
The quality of healthcare facilities in your city	2.4
The health of people in your city	2.2
The cleanliness of city streets	2.2
The number of job opportunities in your city	2.0
The number of businesses in your city	2.4

*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	176	88%
Yes, part time	12	6%
No, not employed	11	6%
Refused	1	1%
Don't know	0	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Puli Alam have increased, stayed the same or decreased?		
	Number	Percent
Increased	35	18%
Stayed the same	64	32%
Decreased	87	44%
Refused	1	1%
Don't know	13	7%
Total	200	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	1	1%
No	199	100%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Dispose in street	118	59%
Dispose in public container	32	16%
Take to an official dump site	21	11%
Take to an improvised dump site	25	13%
Door to door collection	2	1%
Other	0	0%
Refused	2	1%
Don't know	0	0%

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

Q6a Where is this container?

	Number	Percent
On my street/close to my house	6	19%
On the next street	9	28%
Several streets away	11	34%
Further than several streets away	6	19%
Total	32	100%

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

	Number	Percent
Very satisfied	14	7%
Somewhat satisfied	37	19%
Somewhat dissatisfied	33	17%
Very dissatisfied	115	57%
Refused	1	1%
Don't know	0	0%
Total	200	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)	1.7

*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	3	2%
A couple/few times a week	14	7%
Once a week	24	12%
Once every two or three weeks	12	6%
Once a month or less frequently	27	14%
Once a year	16	8%
Never	97	49%
Refused	1	1%
Don't know	6	3%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

Q9 If you pay, how much do you pay per month?

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

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Removal of illegal/improvised dumpsites	15	8%	42	21%	64	32%	76	38%	1	1%	2	1%	200	100%
Provision of legal dumpsites	19	10%	50	25%	44	22%	85	43%	1	1%	1	1%	200	100%
Provision of garbage bins in residential areas	33	17%	36	18%	40	20%	89	45%	1	1%	1	1%	200	100%
Provision of garbage bins in commercial areas	25	13%	104	52%	45	23%	24	12%	1	1%	1	1%	200	100%
Cleaning garbage from the streets	16	8%	37	19%	62	31%	82	41%	1	1%	2	1%	200	100%
Affordability of trash service	21	11%	44	22%	93	47%	29	14%	13	7%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

	Average rating*
Removal of illegal/improvised dumpsites	2.0
Provision of legal dumpsites	2.0
Provision of garbage bins in residential areas	2.1
Provision of garbage bins in commercial areas	2.7
Cleaning garbage from the streets	1.9
Affordability of trash service	2.3

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

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

	Number	Percent
Well on property	142	71%
Shared well with neighbors	53	27%
River, canal or other open source	3	2%
Public Standpipe	0	0%
Government supplied piped water at home	0	0%
Purchase water	2	1%
Other	0	0%
Refused	0	0%
Don't know	1	1%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

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

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

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	
	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Frequency of supply (times per week)	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Amount supplied	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Overall quality of water for drinking	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%

Q13 Average Rating of Satisfaction with Water Services

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

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

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

	Number	Percent
Yes	20	10%
No	179	90%
Total	199	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	153	77%
No electricity	30	15%
Solar Energy	10	5%
Personal Generator	8	4%
Public Generator (from government)	1	1%
Shared Generator (with neighbors)	1	1%
Refused	1	1%
Micro Hydro Power (MHP)	0	0%
Large batteries/invertors (such as for running TV, lights, etc.)	0	0%
Don't know	0	0%

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

Q16 Who do you pay for this electricity service?

	Number	Percent
City electricity department	152	76%
No one	47	24%
Total	199	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	1	1%
101 to 200 AFN	4	3%
201 to 400 AFN	26	17%
401 to 600 AFN	50	33%
601 to 1,000 AFN	46	30%
1,001 to 2,000 AFN	22	14%
2,001 to 5,000 AFN	4	3%
5,001 AFN or more	0	0%
Total	153	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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Number of days per week supplied	2	1%	60	39%	70	46%	21	14%	0	0%	0	0%	153	100%
Number of hours per day supplied	1	1%	37	24%	68	44%	47	31%	0	0%	0	0%	153	100%
Quality of supply*	1	1%	30	20%	94	61%	28	18%	0	0%	0	0%	153	100%
Price for electric supply	1	1%	14	9%	100	65%	38	25%	0	0%	0	0%	153	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*	2.0
Price for electric supply	1.9

*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	0	0%
Dry latrine	172	87%
Latrine with septic	27	14%
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	200	100%

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

	Number	Percent
Open ditch/canal	178	90%
Septic system	9	5%
Other	9	5%
Refused	2	1%
City pipeline/sewer	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	191	96%
Through on the street	4	2%
through on the street_x000D_ the street	1	1%
Water stay in yard.	1	1%
water stay in yard	1	1%
Water stay in Yard	2	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	6	3%	60	30%	41	21%	93	47%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	13	7%	83	42%	72	36%	31	16%	0	0%	1	1%	200	100%
Ditch cleaning services	5	3%	35	18%	70	35%	88	44%	0	0%	2	1%	200	100%
Ditch repair services	6	3%	26	13%	85	43%	80	40%	0	0%	3	2%	200	100%
Ditch construction services	4	2%	45	23%	74	37%	74	37%	0	0%	3	2%	200	100%

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

	Average rating*
The condition of drainage ditches near home	1.9
The condition of larger drainage ditches throughout the city	2.4
Ditch cleaning services	1.8
Ditch repair services	1.8
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? (Circle one answer for each)	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of neighborhood streets	12	6%	60	30%	62	31%	66	33%	0	0%	0	0%	200	100%
The condition of main city roads	35	18%	106	53%	43	22%	16	8%	0	0%	0	0%	200	100%
The condition of highways	49	25%	94	47%	36	18%	19	10%	2	1%	0	0%	200	100%
Street repair services	4	2%	46	23%	84	42%	65	33%	0	0%	1	1%	200	100%
Street construction services	2	1%	50	25%	72	36%	75	38%	0	0%	1	1%	200	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	2.8
The condition of highways	2.9
Street repair services	1.9
Street construction services	1.9

*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	26	13%	89	45%	36	18%	2	1%	47	24%	200	100%
Women's parks	10	5%	109	55%	33	17%	3	2%	45	23%	200	100%
Children's playgrounds	18	9%	97	49%	40	20%	1	1%	44	22%	200	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%	11	6%	24	12%	49	25%	10	5%	106	53%	200	100%
Women's parks	4	2%	10	5%	42	21%	30	15%	13	7%	101	51%	200	100%
Children's playgrounds	3	2%	8	4%	43	22%	36	18%	12	6%	98	49%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.5
Women's parks	1.9
Children's playgrounds	1.8

*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)	23	12%	122	61%	49	25%	3	2%	0	0%	3	2%	200	100%
The size and layout of the market(s)	22	11%	117	59%	59	30%	0	0%	0	0%	2	1%	200	100%
The amount of food available at your market(s)	14	7%	98	49%	84	42%	4	2%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	14	7%	103	52%	79	40%	4	2%	0	0%	0	0%	200	100%
The quality of food at your market(s)	7	4%	78	39%	105	53%	7	4%	0	0%	3	2%	200	100%
The availability of goods besides food at your market(s)	9	5%	120	60%	62	31%	6	3%	0	0%	3	2%	200	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	2.8
The size and layout of the market(s)	2.8
The amount of food available at your market(s)	2.6
The variety of foods available at your market(s)	2.6
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	2.7

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	106	53%	69	35%	25	13%	0	0%	0	0%	0	0%	200	100%
Fruit	105	53%	86	43%	9	5%	0	0%	0	0%	0	0%	200	100%
Vegetables	140	70%	59	30%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	194	97%	6	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	195	98%	5	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	194	97%	6	3%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	133	67%	66	33%	1	1%	0	0%	0	0%	0	0%	200	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		9		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Public containers for trash in residential and commercial areas	42	21%	20	10%	15	8%	123	62%	0	0%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	13	7%	12	6%	13	7%	162	81%	0	0%	200	100%
Ditch cleaning, repair and construction	21	11%	29	14%	34	17%	116	58%	0	0%	200	100%
Street repair	18	9%	47	24%	24	12%	111	56%	0	0%	200	100%
Supplying clean drinking water	57	28%	28	14%	22	11%	93	47%	0	0%	200	100%
Provide a new area for a market	0	0%	5	3%	4	2%	191	96%	0	0%	200	100%
Provide green areas/parks	7	4%	14	7%	26	13%	152	76%	1	1%	200	100%
Provide electricity service	39	20%	27	14%	24	12%	110	55%	0	0%	200	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	141	71%
Shuras/CDCs/Jirgas	13	7%
Tribal leader/Malik	18	9%
Mullah	0	0%
Wakil-e-Gozar	19	10%
Others	0	0%
Would contact no one	5	3%
Don't know	3	2%
Refused	1	1%
Total	200	100%

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

	Number	Percent
Yes	78	39%
No	119	60%
Don't know	2	1%
Refused	1	1%
Total	200	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	29	14%
It would be fixed within a year	38	19%
My request would be put on a long wait list	61	31%
Other	0	0%
Don't know	66	33%
Refused	7	4%

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	55	28%
Somewhat good job	116	58%
Somewhat bad job	11	6%
Very bad job	12	6%
Refused	4	2%
Don't know	2	1%
Total	200	100%

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

	Number	Percent
Almost always	34	17%
Sometimes	56	28%
Rarely	78	39%
Almost never	16	8%
Refused	8	4%
Don't know	8	4%
Total	200	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	19	10%
A little	79	40%
Very little	45	23%
None at all	21	11%
Don't know	33	17%
Refused	3	2%
Total	200	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	25	13%	59	30%	33	17%	64	32%	1	1%	18	9%	200	100%
The religious leaders here	55	28%	32	16%	34	17%	62	31%	0	0%	17	9%	200	100%
Donor agencies	11	6%	87	44%	45	23%	49	25%	0	0%	8	4%	200	100%
The local government	10	5%	63	32%	81	41%	36	18%	0	0%	10	5%	200	100%
The provincial government	16	8%	94	47%	63	32%	21	11%	0	0%	6	3%	200	100%
The Afghanistan national government	18	9%	102	51%	52	26%	20	10%	0	0%	7	4%	199	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	147	74%
Did not know	47	24%
Provided wrong name	6	3%
Total	200	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	177	89%	4	2%	1	1%	0	0%	18	9%	200	100%
In Afghanistan as a whole	178	89%	3	2%	1	1%	0	0%	18	9%	200	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	113	56%	54	27%	16	8%	0	0%	17	9%	200	100%
In Afghanistan as a whole	112	56%	53	27%	17	9%	0	0%	18	9%	200	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	0	0%	1	1%	2	1%	70	35%	125	63%	0	0%	2	1%	200	100%
Customs office	0	0%	0	0%	1	1%	10	5%	185	93%	0	0%	4	2%	200	100%
Afghan National Police	0	0%	1	1%	9	5%	29	14%	144	72%	0	0%	17	9%	200	100%
Afghan National Army	0	0%	1	1%	1	1%	24	12%	157	79%	0	0%	17	9%	200	100%
Judiciary / courts	2	1%	9	5%	16	8%	29	14%	132	66%	0	0%	12	6%	200	100%
State electricity supply	0	0%	0	0%	0	0%	63	32%	126	63%	0	0%	11	6%	200	100%
Public healthcare service	0	0%	1	1%	0	0%	75	38%	113	56%	0	0%	11	6%	200	100%
When applying for a job	1	1%	0	0%	4	2%	60	30%	123	62%	0	0%	12	6%	200	100%
Admissions to schools/ university	0	0%	1	1%	11	6%	66	33%	118	59%	0	0%	4	2%	200	100%
To receive official documents	0	0%	9	5%	10	5%	46	23%	133	67%	0	0%	2	1%	200	100%

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

	Number	Percent
1	131	66%
2	20	10%
3	48	24%
4	1	1%
Total	200	100%

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

	Number	Percent
Yes	152	76%
No	23	12%
Don't know	25	13%
Refused	0	0%
Total	200	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	134	67%
Agree somewhat	61	31%
Disagree somewhat	2	1%
Strongly disagree	3	2%
Don't know	0	0%
Refused	0	0%
Total	200	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	80	40%
Agree somewhat	94	47%
Disagree somewhat	13	7%
Strongly disagree	13	7%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	0	0%
18-30 years old	48	24%
31-40 years old	54	27%
41-50 years old	56	28%
51-60 years old	24	12%
61 or more years old	17	9%
Total	199	100%

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

	Number	Percent of households
Working	152	77%
Retired	2	1%
Housewife	17	9%
Student	11	6%
Unemployed	12	6%
Other	0	0%
Refused	3	2%
Don't know	0	0%
Total	197	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	83	42%
Primary School, incomplete (classes 1 to 5)	17	9%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	20	10%
Secondary education, complete (finished class 9)	9	5%
High School (classes 10 to 12)	45	23%
University education or above	10	5%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	24	12%
Married	172	86%
Widower/ Widow	4	2%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	0	0%
1-5 people	15	8%
6-10 people	100	50%
10-20 people	70	35%
21 or more people	15	8%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	69	35%
Own	131	66%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
1	130	65%
2	69	35%
3	1	1%
Total	200	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	3%
1,001-2,000 AFN per month	8	12%
2,001-3,000 AFN per month	17	25%
3,001-4,000 AFN per month	14	21%
4,001-5,000 AFN per month	17	25%
5,001-7,500 AFN per month	6	9%
7,501 or more AFN per month	4	6%
Total	68	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	0	0%
2,001 - 3,000 Afs	1	1%
3,001 - 5,000 Afs	8	4%
5,001 - 10,000 Afs	58	29%
10,001 - 15,000 Afs	65	33%
15,001 - 20,000 Afs	20	10%
20,001 - 25,000 Afs	15	8%
25,001 - 40,000 Afs	4	2%
more than 40,000 Afs	3	2%
Refused	17	9%
Don't know	9	5%
Total	200	100%

Q51 Gender		
	Number	Percent of households
Male	180	90%
Female	20	10%
Total	200	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	65	33%
6-10 years	39	20%
11-20 years	48	24%
21-40 years	30	15%
41 or more years	17	9%
Total	199	100%

Q1 Average Number of Years Lived in City

Average years in Puli Alam	15
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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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Overall quality of life in Puli Alam	69	35%	40	20%	60	30%	31	16%	0	0%	0	0%	200	100%
The quality of schools in your city	81	41%	33	17%	73	37%	13	7%	0	0%	0	0%	200	100%
The quality of healthcare facilities in your city	33	17%	57	29%	88	44%	22	11%	0	0%	0	0%	200	100%
The health of people in your city	26	13%	60	30%	87	44%	27	14%	0	0%	0	0%	200	100%
The cleanliness of city streets	47	24%	32	16%	59	30%	62	31%	0	0%	0	0%	200	100%
The number of job opportunities in your city	13	7%	59	30%	60	30%	68	34%	0	0%	0	0%	200	100%
The number of businesses in your city	13	7%	79	40%	90	45%	18	9%	0	0%	0	0%	200	100%

Q2 Average Rating of Quality of Life in City

	Average rating*
Overall quality of life in Puli Alam	2.7
The quality of schools in your city	2.9
The quality of healthcare facilities in your city	2.5
The health of people in your city	2.4
The cleanliness of city streets	2.3
The number of job opportunities in your city	2.1
The number of businesses in your city	2.4

*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	147	74%
Yes, part time	20	10%
No, not employed	33	17%
Refused	0	0%
Don't know	0	0%

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

	Number	Percent
Increased	107	54%
Stayed the same	42	21%
Decreased	51	26%
Refused	0	0%
Don't know	0	0%
Total	200	100%

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

	Number	Percent
Yes	2	1%
No	198	99%
Total	200	100%

Q6 How do you dispose of your household trash?

	Number	Percent
Burn it	0	0%
Put it in a ditch or river	1	1%
Take it to farm/agricultural/desert land	0	0%
Dispose in street	89	45%
Dispose in public container	38	19%
Take to an official dump site	11	6%
Take to an improvised dump site	22	11%
Door to door collection	0	0%
Other	4	2%
Refused	0	0%
Don't know	0	0%
Put it in our yard	35	18%

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

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

	Number	Percent
No response	196	98%
They are not built in residential place	4	2%

Q6a Where is this container?

	Number	Percent
On my street/close to my house	16	27%
On the next street	25	42%
Several streets away	9	15%
Further than several streets away	9	15%
Total	59	100%

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

	Number	Percent
Very satisfied	24	12%
Somewhat satisfied	22	11%
Somewhat dissatisfied	15	8%
Very dissatisfied	138	69%
Refused	1	1%
Don't know	0	0%
Total	200	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)	1.7

**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	16	8%
A couple/few times a week	24	12%
Once a week	14	7%
Once every two or three weeks	8	4%
Once a month or less frequently	5	3%
Never	130	65%
Refused	0	0%
Don't know	3	2%
Total	200	100%

Q9 Who do you pay for this trash service?

	Number	Percent
The city, it is covered by the Safayi fees/taxes	0	0%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	17	9%
No one	183	92%
Total	200	100%

Q9 If you pay, how much do you pay per month?

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	0	0%
201 to 400 AFN	0	0%
401 to 600 AFN	11	65%
601 to 1,000 AFN	6	35%
1,001 to 2,000 AFN	0	0%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	17	100%

Q10 Quality of Trash Services

How would you rate the following aspect of trash services provided by the city, would you say they are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Removal of illegal/improvised dumpsites	10	5%	2	1%	14	7%	174	87%	0	0%	0	0%	200	100%
Provision of legal dumpsites	10	5%	4	2%	13	7%	173	87%	0	0%	0	0%	200	100%
Provision of garbage bins in residential areas	10	5%	2	1%	13	7%	175	88%	0	0%	0	0%	200	100%
Provision of garbage bins in commercial areas	5	3%	7	4%	14	7%	174	87%	0	0%	0	0%	200	100%
Cleaning garbage from the streets	10	5%	4	2%	12	6%	174	87%	0	0%	0	0%	200	100%
Affordability of trash service	2	1%	11	6%	12	6%	175	88%	0	0%	0	0%	200	100%

Q10 Average Rating of Satisfaction with Trash Services

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

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

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

	Number	Percent
Well on property	148	74%
Shared well with neighbors	38	19%
River, canal or other open source	0	0%
Public Standpipe	12	6%
Government supplied piped water at home	0	0%
Purchase water	0	0%
Other	1	1%
Refused	0	0%
Don't know	0	0%

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

Q12 Who do you pay for this water service?

	Number	Percent
City water supply department	0	0%
A private firm/person	0	0%
No one	200	100%
Total	200	100%

Q13 Quality of Government Water Services, if Connected

[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3	100%
Amount supplied	0	0%	1	33%	0	0%	2	67%	0	0%	0	0%	3	100%
Overall quality of water for drinking	1	33%	0	0%	0	0%	2	67%	0	0%	0	0%	3	100%

Q13 Average Rating of Satisfaction with Water Services

	Average rating*
Frequency of supply (times per week)	2.0
Amount supplied	1.7
Overall quality of water for drinking	2.0

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

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

	Number	Percent
Yes	56	28%
No	142	72%
Total	198	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	68	34%
Public Generator (from government)	61	31%
No electricity	36	18%
Solar Energy	21	11%
Personal Generator	11	6%
Shared Generator (with neighbors)	1	1%
Large batteries/invertors (such as for running TV, lights, etc.)	1	1%
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	130	65%
A private firm/person	1	1%
No one	69	35%
Total	200	100%

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

	Number	Percent
1 to 50 AFN	0	0%
51 to 100 AFN	0	0%
101 to 200 AFN	6	5%
201 to 400 AFN	41	32%
401 to 600 AFN	32	25%
601 to 1,000 AFN	36	28%
1,001 to 2,000 AFN	14	11%
2,001 to 5,000 AFN	0	0%
5,001 AFN or more	0	0%
Total	129	100%

Q17 Quality of Government Electricity Services, If Connected

[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	33	25%	26	19%	68	51%	7	5%	0	0%	0	0%	134	100%
Number of hours per day supplied	13	10%	63	47%	43	32%	15	11%	0	0%	0	0%	134	100%
Quality of supply (Electricity power & its cut out during service hours)	22	16%	39	29%	50	37%	22	16%	0	0%	1	1%	134	100%
Price for electric supply	2	1%	38	28%	7	5%	87	65%	0	0%	0	0%	134	100%

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

	Average rating*
Number of days per week supplied	2.6
Number of hours per day supplied	2.6
Quality of supply (Electricity power & its cut out during service hours)	2.5
Price for electric supply	1.7

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

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

	Number	Percent
Indoor plumbing	3	2%
Dry latrine	184	92%
Latrine with septic	12	6%
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	117	59%
Drains onto the street/road	31	16%
Other	29	15%
Drains into the yard/garden	14	7%
Septic system	7	4%
Refused	2	1%
City pipeline/sewer	0	0%
Don't know	0	0%

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

Q20 Condition of Drainage and Quality of Drainage Services in City

Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The condition of drainage ditches near home	52	26%	10	5%	15	8%	123	62%	0	0%	0	0%	200	100%
The condition of larger drainage ditches throughout the city	70	35%	25	13%	69	35%	36	18%	0	0%	0	0%	200	100%
Ditch cleaning services	59	30%	29	15%	51	26%	61	31%	0	0%	0	0%	200	100%
Ditch repair services	73	37%	33	17%	51	26%	43	22%	0	0%	0	0%	200	100%
Ditch construction services	63	32%	33	17%	58	29%	45	23%	0	0%	0	0%	199	100%

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

	Average rating*
The condition of drainage ditches near home	2.0
The condition of larger drainage ditches throughout the city	2.6
Ditch cleaning services	2.4
Ditch repair services	2.7
Ditch construction services	2.6

**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	65	33%	9	5%	29	15%	97	49%	0	0%	0	0%	200	100%
The condition of main city roads	98	49%	9	5%	65	33%	28	14%	0	0%	0	0%	200	100%
The condition of highways	50	25%	29	15%	94	47%	27	14%	0	0%	0	0%	200	100%
Street repair services	58	29%	30	15%	65	33%	47	24%	0	0%	0	0%	200	100%
Street construction services	54	27%	30	15%	64	32%	52	26%	0	0%	0	0%	200	100%

Q21 Average Rating of Quality of Roads and Road Services

	Average rating*
The condition of neighborhood streets	2.2
The condition of main city roads	2.9
The condition of highways	2.5
Street repair services	2.5
Street construction services	2.4

*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	15	8%	37	19%	147	74%	0	0%	0	0%	199	100%
Women's parks	2	1%	78	39%	117	59%	1	1%	0	0%	198	100%
Children's playgrounds	22	11%	55	28%	121	61%	0	0%	0	0%	198	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	2	1%	10	5%	7	4%	181	91%	0	0%	0	0%	200	100%
Women's parks	6	3%	39	20%	13	7%	141	71%	1	1%	0	0%	200	100%
Children's playgrounds	2	1%	26	13%	5	3%	166	83%	1	1%	0	0%	200	100%

Q23 Average Rating of Quality of Parks

	Average rating*
Teen/adult parks	1.2
Women's parks	1.5
Children's playgrounds	1.3

*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)	134	67%	10	5%	51	26%	5	3%	0	0%	0	0%	200	100%
The size and layout of the market(s)	132	66%	12	6%	53	27%	3	2%	0	0%	0	0%	200	100%
The amount of food available at your market(s)	116	58%	18	9%	64	32%	2	1%	0	0%	0	0%	200	100%
The variety of foods available at your market(s)	105	53%	17	9%	75	38%	3	2%	0	0%	0	0%	200	100%
The quality of food at your market(s)	74	37%	29	15%	82	41%	15	8%	0	0%	0	0%	200	100%
The availability of goods besides food at your market(s)	88	44%	30	15%	78	39%	4	2%	0	0%	0	0%	200	100%

Q24 Average Rating of Quality of City's Market

	Average rating*
The location of the market(s)	3.4
The size and layout of the market(s)	3.4
The amount of food available at your market(s)	3.2
The variety of foods available at your market(s)	3.1
The quality of food at your market(s)	2.8
The availability of goods besides food at your market(s)	3.0

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

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

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	50	25%	124	62%	26	13%	0	0%	0	0%	0	0%	200	100%
Fruit	67	34%	118	59%	15	8%	0	0%	0	0%	0	0%	200	100%
Vegetables	160	80%	39	20%	1	1%	0	0%	0	0%	0	0%	200	100%
Flour	193	97%	7	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Cooking oil	192	96%	8	4%	0	0%	0	0%	0	0%	0	0%	200	100%
Sugar, tea	190	95%	10	5%	0	0%	0	0%	0	0%	0	0%	200	100%
Cereal	122	61%	71	36%	7	4%	0	0%	0	0%	0	0%	200	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	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Public containers for trash in residential and commercial areas	17	9%	0	0%	4	2%	179	90%	200	100%
A new dump site for trash to reduce leaching into water and the spread of disease	27	14%	27	14%	70	35%	76	38%	200	100%
Ditch cleaning, repair and construction	23	12%	21	11%	17	9%	139	70%	200	100%
Street repair	20	10%	32	16%	10	5%	138	69%	200	100%
Supplying clean drinking water	80	40%	54	27%	13	7%	53	27%	200	100%
Provide a new area for a market	1	1%	2	1%	0	0%	197	99%	200	100%
Provide green areas/parks	2	1%	10	5%	16	8%	172	86%	200	100%
Provide electricity service	31	16%	52	26%	70	35%	47	24%	200	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	107	54%
Shuras/CDCs/Jirgas	14	7%
Tribal leader/Malik	54	27%
Mullah	12	6%
Would contact no one	13	7%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	94	47%
No	105	53%
Don't know	1	1%
Refused	0	0%
Total	200	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	97	49%
It would be fixed within a year	26	13%
My request would be put on a long wait list	68	34%
Other	4	2%
Don't know	4	2%
Refused	2	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	135	68%
Somewhat good job	57	29%
Somewhat bad job	4	2%
Very bad job	2	1%
Refused	0	0%
Don't know	1	1%
Total	199	100%

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

	Number	Percent
Almost always	41	21%
Sometimes	73	37%
Rarely	45	23%
Almost never	39	20%
Refused	0	0%
Don't know	1	1%
Total	199	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	14%
A little	78	39%
Very little	63	32%
None at all	30	15%
Don't know	0	0%
Refused	0	0%
Total	199	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	45	23%	108	54%	32	16%	15	8%	0	0%	0	0%	200	100%
The religious leaders here	69	35%	93	47%	32	16%	6	3%	0	0%	0	0%	200	100%
Donor agencies	20	10%	71	36%	74	37%	35	18%	0	0%	0	0%	200	100%
The local government	15	8%	96	48%	68	34%	21	11%	0	0%	0	0%	200	100%
The provincial government	15	8%	93	47%	69	35%	23	12%	0	0%	0	0%	200	100%
The Afghanistan national government	25	13%	84	42%	70	35%	21	11%	0	0%	0	0%	200	100%

Q34 Who is your mayor?

	Number	Percent
Identified correctly	167	84%
Did not know	33	17%
Provided wrong name	0	0%
Total	200	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	189	95%	9	5%	2	1%	0	0%	0	0%	200	100%
In Afghanistan as a whole	193	97%	5	3%	1	1%	0	0%	0	0%	199	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	158	79%	28	14%	14	7%	0	0%	0	0%	200	100%
In Afghanistan as a whole	160	80%	30	15%	10	5%	0	0%	0	0%	200	100%

Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	1	1%	1	1%	11	6%	170	85%	17	9%	0	0%	0	0%	200	100%
Customs office	1	1%	2	1%	1	1%	65	33%	131	66%	0	0%	0	0%	200	100%
Afghan National Police	0	0%	3	2%	13	7%	156	78%	28	14%	0	0%	0	0%	200	100%
Afghan National Army	0	0%	0	0%	2	1%	152	76%	46	23%	0	0%	0	0%	200	100%
Judiciary / courts	4	2%	23	12%	21	11%	127	64%	25	13%	0	0%	0	0%	200	100%
State electricity supply	1	1%	2	1%	3	2%	150	75%	44	22%	0	0%	0	0%	200	100%
Public healthcare service	0	0%	3	2%	16	8%	155	78%	26	13%	0	0%	0	0%	200	100%
When applying for a job	0	0%	4	2%	14	7%	154	77%	27	14%	0	0%	0	0%	199	100%
Admissions to schools/ university	0	0%	2	1%	7	4%	160	80%	30	15%	0	0%	0	0%	199	100%
To receive official documents	1	1%	5	3%	12	6%	157	79%	24	12%	0	0%	0	0%	199	100%

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

	Number	Percent
Yes	178	89%
No	17	9%
Don't know	5	3%
Refused	0	0%
Total	200	100%

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

	Number	Percent
Yes	178	89%
No	20	10%
Don't know	2	1%
Refused	0	0%
Total	200	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	92	46%
Agree somewhat	75	38%
Disagree somewhat	12	6%
Strongly disagree	21	11%
Don't know	0	0%
Refused	0	0%
Total	200	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	62	31%
Agree somewhat	79	40%
Disagree somewhat	18	9%
Strongly disagree	41	21%
Don't know	0	0%
Refused	0	0%
Total	200	100%

Q42 How old were you on your last birthday?

	Number	Percent of households
13-17 years old	6	3%
18-30 years old	64	32%
31-40 years old	46	23%
41-50 years old	45	23%
51-60 years old	19	10%
61 or more years old	17	9%
Total	197	100%

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

	Number	Percent of households
Working	133	67%
Retired	8	4%
Housewife	13	7%
Student	16	8%
Unemployed	25	13%
Other	4	2%
Refused	0	0%
Don't know	0	0%
Total	199	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	64	32%
Primary School, incomplete (classes 1 to 5)	16	8%
Primary School, complete (finished class 6)	16	8%
Secondary education, incomplete (classes 7 to 8)	17	9%
Secondary education, complete (finished class 9)	15	8%
High School (classes 10 to 12)	58	29%
University education or above	14	7%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q45 Are you married or single?

	Number	Percent of households
Single	29	15%
Married	169	85%
Widower/ Widow	2	1%
Refused	0	0%
Don't know	0	0%
Total	200	100%

Q46 How many people live here in this house?

	Number	Percent of households
No people	1	1%
1-5 people	10	5%
6-10 people	100	50%
10-20 people	76	38%
21 or more people	13	7%
Total	200	100%

Q47 Does your family lease or own this house?

	Number	Percent of households
Lease	62	31%
Own	137	69%
Don't know	1	1%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Yes	139	70%
No	61	31%
Don't know	0	0%
Refused	0	0%
Total	200	100%

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

	Number	Percent of households
Pay nothing	139	70%
1,000 AFN or less per month	2	1%
1,001-2,000 AFN per month	13	7%
2,001-3,000 AFN per month	13	7%
3,001-4,000 AFN per month	10	5%
4,001-5,000 AFN per month	9	5%
5,001-7,500 AFN per month	13	7%
7,501 or more AFN per month	1	1%
Total	200	100%

Q50 Income Level

Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	17	9%
2,001 - 3,000 Afs	13	7%
3,001 - 5,000 Afs	34	17%
5,001 - 10,000 Afs	53	27%
10,001 - 15,000 Afs	46	23%
15,001 - 20,000 Afs	17	9%
20,001 - 25,000 Afs	13	7%
25,001 - 40,000 Afs	3	2%
more then 40,000 Afs	3	2%
Refused	0	0%
Don't know	1	1%
Total	200	100%

Q51 Gender

	Number	Percent of households
Male	194	97%
Female	6	3%
Total	200	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 ¹	Number of interviews planned	Number of interviews completed
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Raqi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- ²
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

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

² Due to safety concerns it was not possible to interview residents in Parun in 2010 and 2011

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

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

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



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