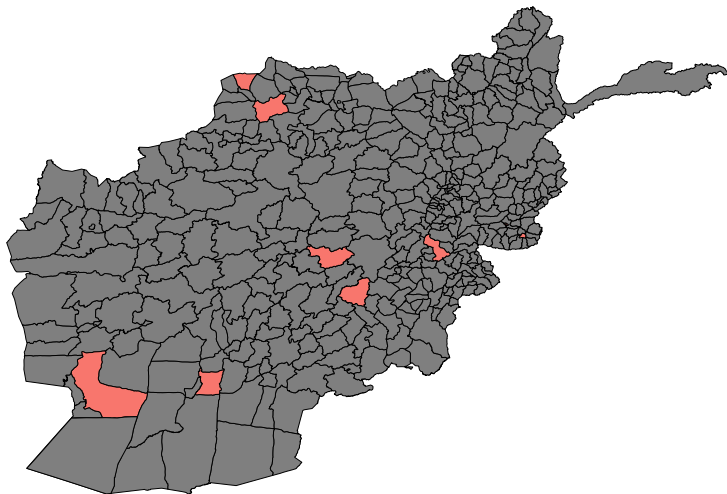


Citizen's Charter Oversample: 2018 (Baseline)

Survey of the Afghan People

Districts Surveyed



Key Findings (1/3)

- ▶ 56% are aware of CDCs in local area
- ▶ Most are satisfied with CDC performance (76%), and consider CDCs trustworthy (83%)
 - ▶ Main reasons being *representing community needs* and *implementing infrastructure projects*
 - ▶ *Corruption* is the main concern for not trusting CDC
- ▶ Only 33% are aware of CDC Clusters/Gozar Assemblies
 - ▶ Mostly known for *representing community needs, implementing infrastructure projects, and coordinating with nearby communities*

Key Findings (2/3)

- ▶ 55% are aware of Citizen's Charter Program (CC), and 40% heard of CC projects in their local district
 - ▶ Top cited CC projects are *drinking water, roads, irrigation, and electricity*
 - ▶ Nearly everyone thinks CC projects are beneficial for *solving problems of people, and creating employment opportunities*
- ▶ Most (83%) are satisfied with CC activities
 - ▶ Main benefits of CC activities are *employment, economic benefits, infrastructure, and community building*
 - ▶ Main beneficiaries of CC projects are mostly *people in general, poor people, and young people*

Key Findings (3/3)

- ▶ 43% have participated in a CDC activity
 - ▶ Participation of men is almost double of women (56%, 30%)
 - ▶ Most participated activity is *voting in CDC elections* (31%), and for men and women (43%, 18%)
 - ▶ Least participated activity is *discussion about citizen scorecards* (12%)
 - ▶ However, least participated activity for women is *community analysis* (8%), and least participated activity for men is *food and grain banks* (16%)
- ▶ Note: Findings aggregated by urban and rural; advanced and less advanced CC stage (see following slides)
- ▶ 2018 findings serve as baseline for next year(s)

Fieldwork

- ▶ Dates: Jul 6–27, 2018
- ▶ Total sample: 2040 (1014 men, 1026 women)
 - ▶ Randomly selected
 - ▶ Face-to-face interviews
 - ▶ Gender-matched to respondents
 - ▶ ~200 per district: reliable statistics at district level (~7% MoE at 95% CI)
- ▶ Geography: 10 districts in 9 provinces
 - ▶ Mir Amor, Khan-e Chahar Bagh, Jaghuri, Lashkar Gah, Shibirghan, Pul-e 'Alam, Shinwar, Jalalabad, Chakhansur, Mazar-e Sharif
 - ▶ Regional representation: two districts in each region (Central, East, North West and South) + 2 urban areas
 - ▶ Less advanced and more advanced CC implementation districts
 - ▶ All major, most minor ethnic groups
- ▶ Research partner: ACSOR
 - ▶ 232 local enumerators in 10 districts

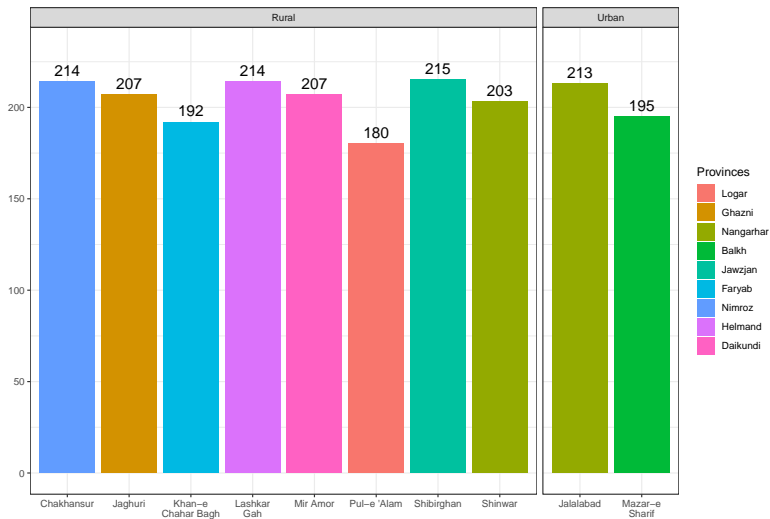
Sampling

1. Districts pre-selected
2. Within districts, villages/neighborhoods selected randomly (SRS)
3. Within villages: random starting point: *North, East, West, South, or Center*
4. Within starting point: random first contacted house: *First, Second, or Third*
5. From first contact house: select every third house (rural), or every fifth house (urban)
6. In selected house: randomly select 18+ years old respondent (*kish grid* method)
 - ▶ Gender-match: male interviews male, female interviews female

Quality Controls

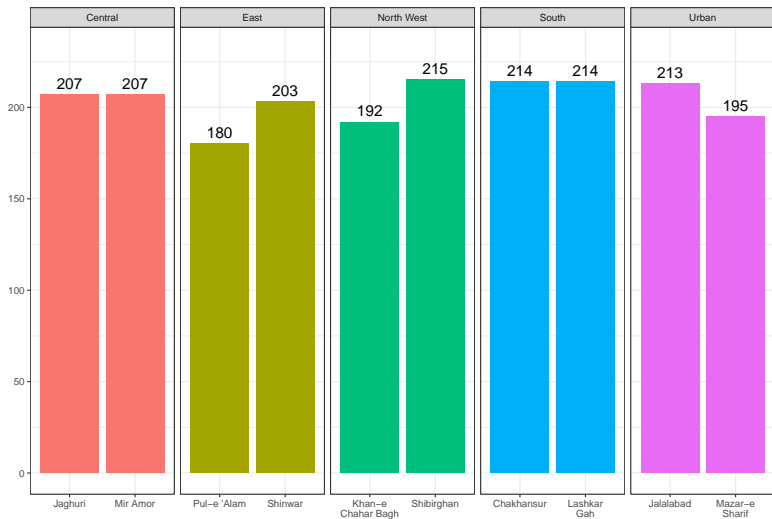
- ▶ Field quality control
 - ▶ 10% Independent *Third Party Monitors* (Sayara Research)
 - ▶ 4% ACSOR Supervisor *direct observation* + the Foundation
 - ▶ 22% ACSOR Supervisor *back-checks* + the Foundation
- ▶ 20% double data entry
- ▶ 35 Logic tests
 - ▶ Inconsistency tests
 - ▶ Pattern tests
 - ▶ Near duplicate test
- ▶ Over 4% data removed for quality concerns

Sample: Districts and Provinces



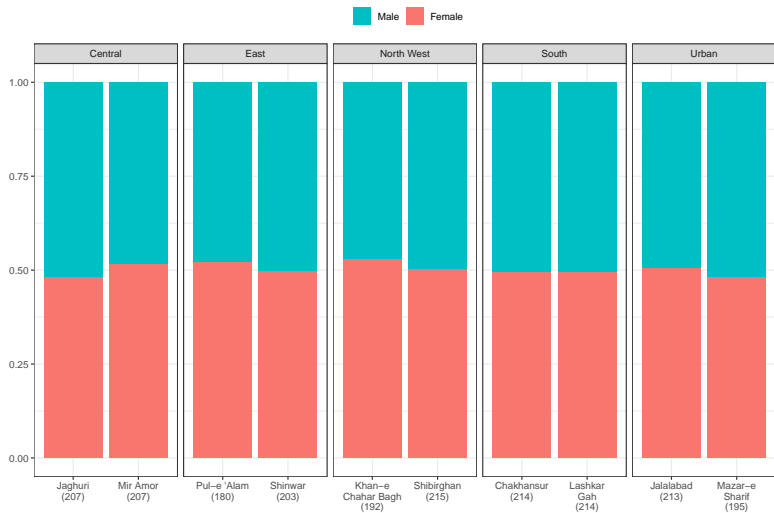
n = 2040 (100%)

Sample: Regional Representation



n = 2040 (100%)

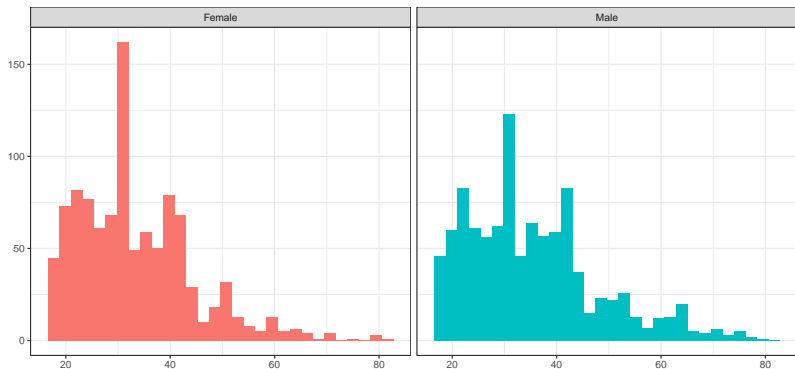
Sample: Gender



n = 2040 (100%)

Sample: Age

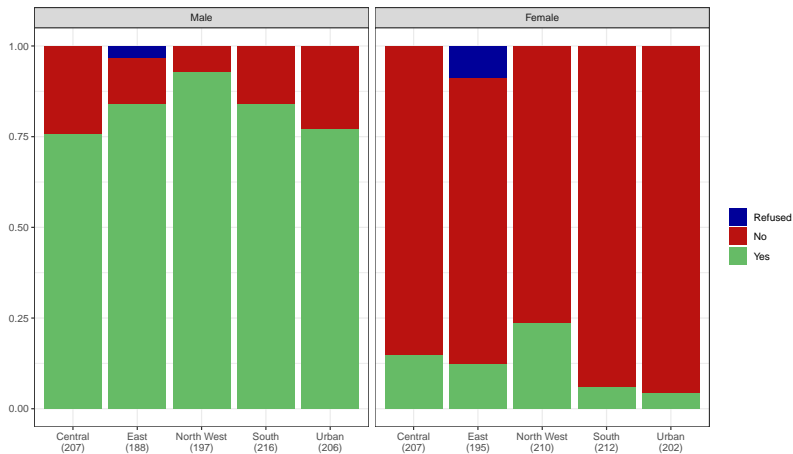
- ▶ **Average (sd):** *male* 35.4 (12.7), *female* 33.3 (11.1), *overall* 34.3 (12.0)



n = 2040 (100%)

Sample: Employment

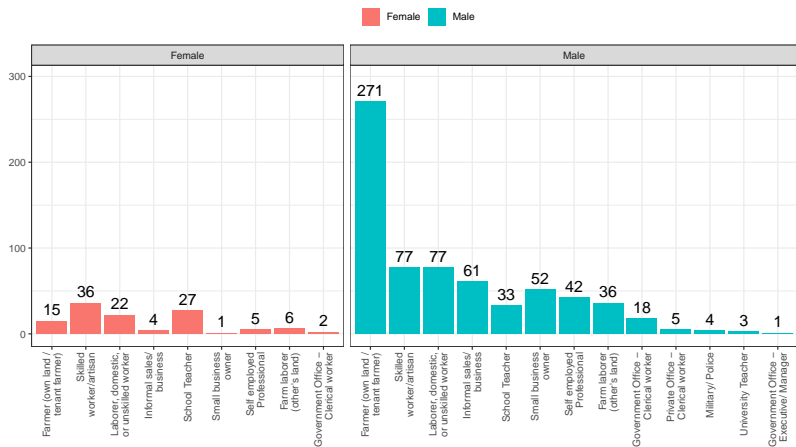
Do you yourself do any activity that generates money?



n = 2040 (100%)

Sample: Employment (Rural)

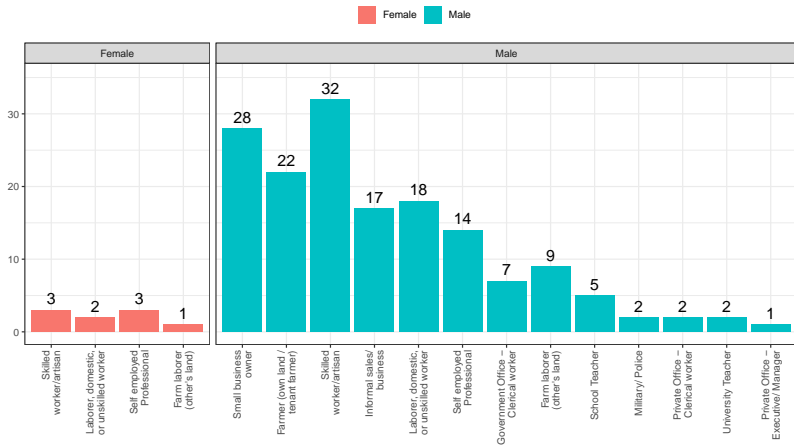
(If “employed”) Female: 118 Male: 680



n = 798 (49%)

Sample: Employment (Urban)

(If “employed”) Female: 9 Male: 159

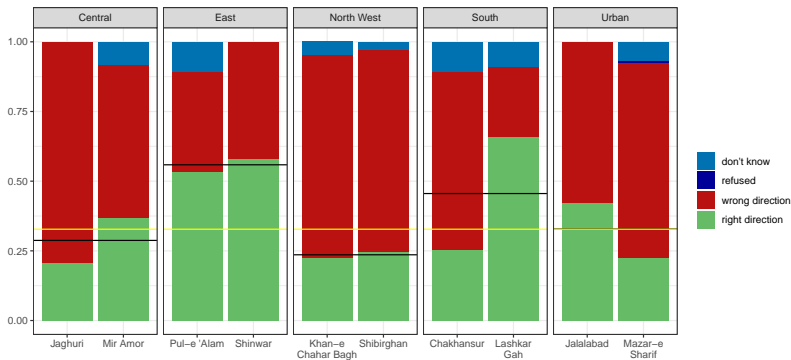


n = 168 (41%)

General Perceptions in CC Districts

Optimism About Direction of the Country

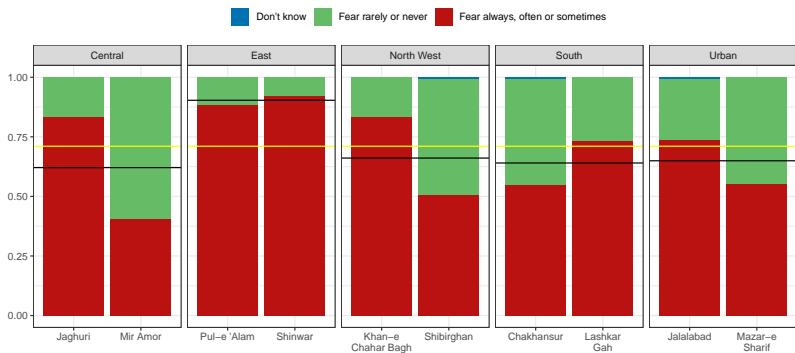
Overall, based on your own experience, do you think things in Afghanistan today are going in the right direction, or do you think they are going in the wrong direction?



Yellow line = national average; black line = group average
n = 2040 (100%)

Fear for Personal Safety

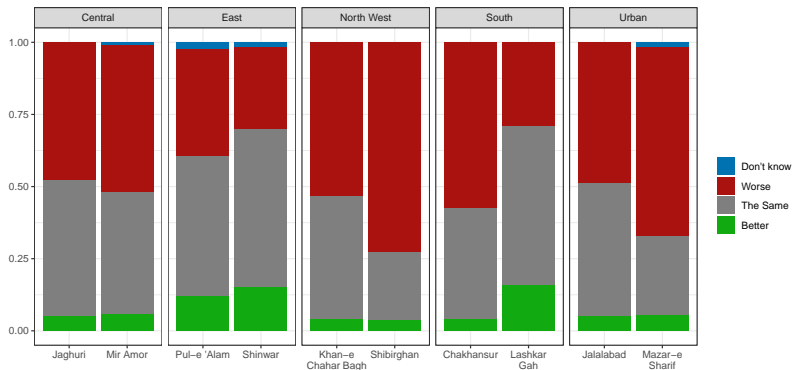
How often do you fear for your own personal safety or security or for that of your family these days? Would you say you always, often, sometimes, rarely, or never fear for you and your family's safety?



Yellow line = national average; black line = group average
n = 2040 (100%)

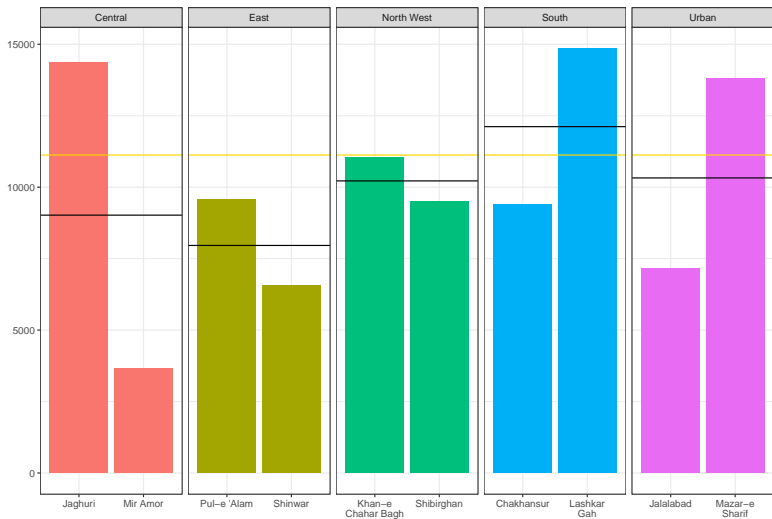
Perception of Employment Opportunities

Compared to one year ago, would you say that employment opportunities for your household has gotten better, remained the same or gotten worse?



n = 2040 (100%)

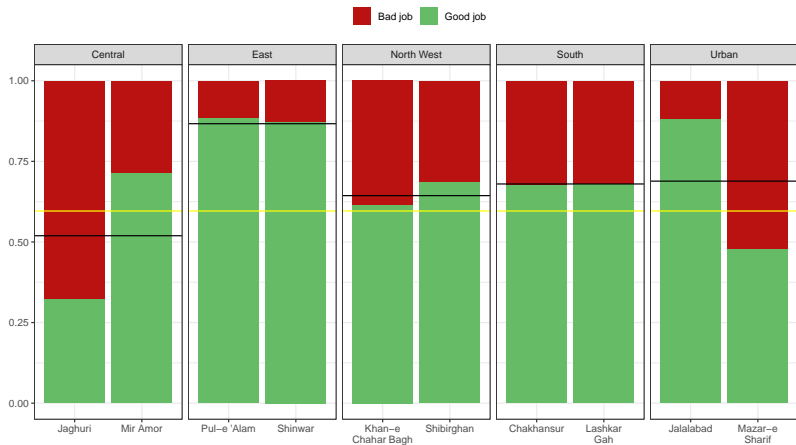
Average Reported Household Income



n = 2040 (100%)

Satisfaction with National Government Performance

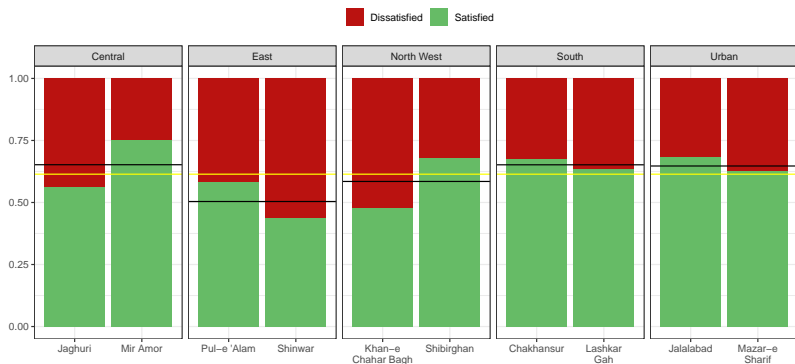
Thinking of the different levels of government in Afghanistan, do you think that overall the National Unity Government, is doing a very good job, somewhat good job, somewhat bad job or a very bad job?



n = 2040 (100%)

Satisfaction with How Democracy Works

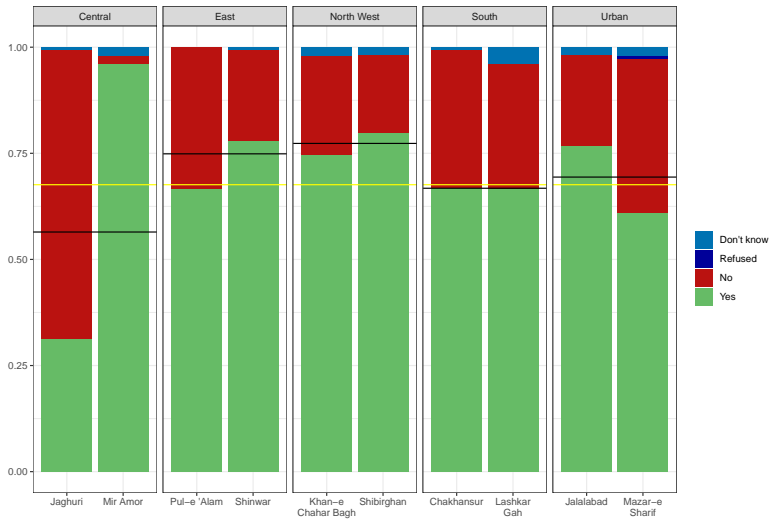
On the whole, how satisfied or dissatisfied are you with the way democracy works in Afghanistan. By democracy, we mean choosing the President and Parliament by voting, rather than appointment or selection by some leaders.



n = 2040 (100%)

Registered to Vote

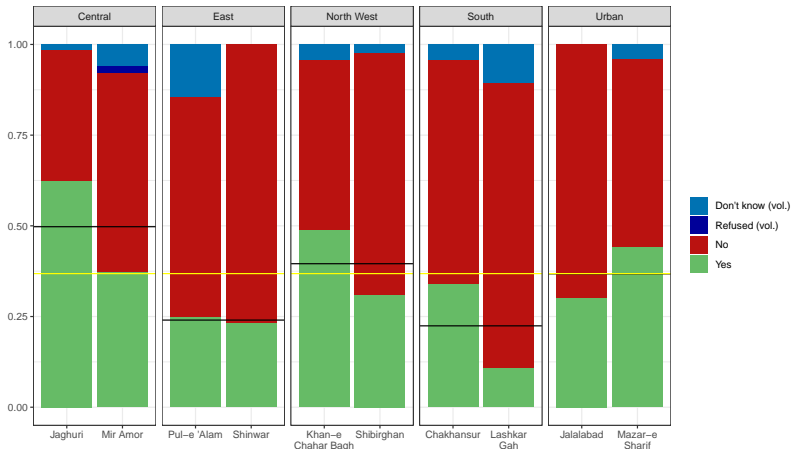
Have you registered yourself for the elections?



n = 1984 (97%)

Desire to Leave

Tell me, if given the opportunity, would you leave Afghanistan and live somewhere else, or not?

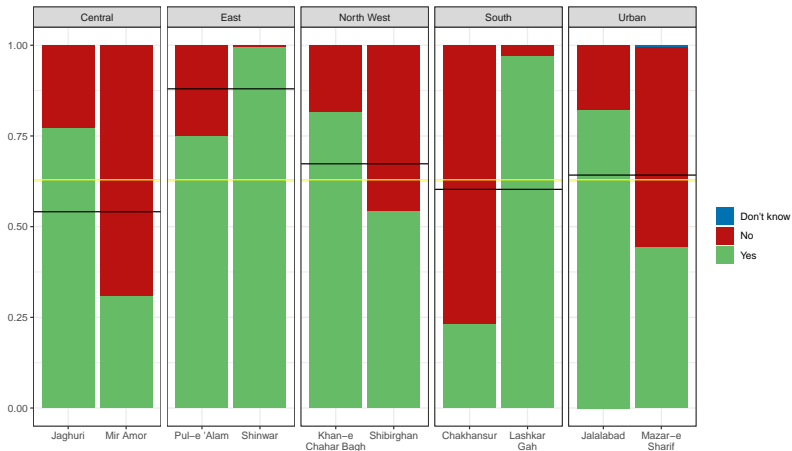


n = 2040 (100%)

Use of Radio as Source of News and Information

Do you use any of the following for obtaining news and information?

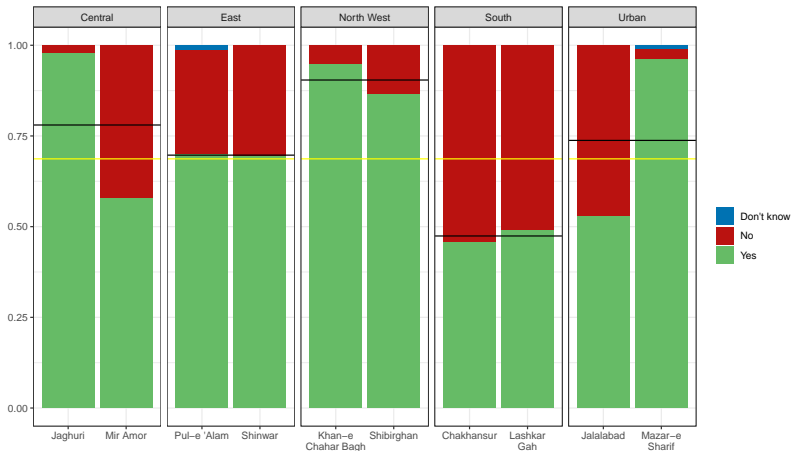
Radio



n = 2040 (100%)

Use of TV as Source of News and Information

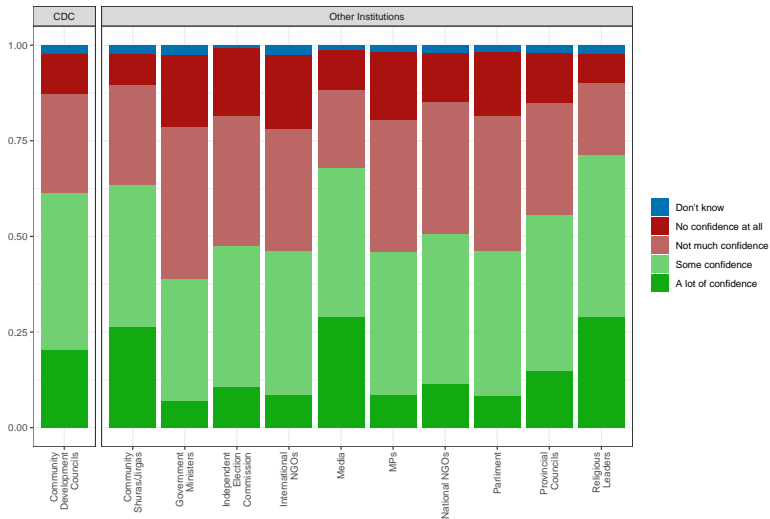
Do you use any of the following for obtaining news and information?
TV set



n = 2040 (100%)

Confidence in Formal and Informal Institutions (2018)

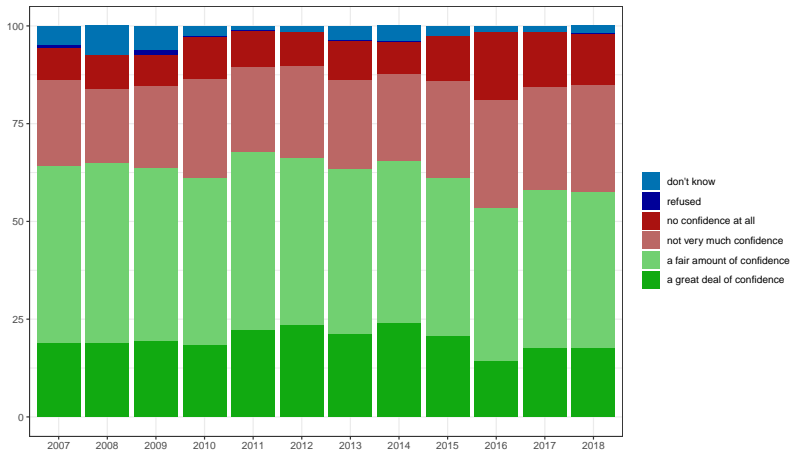
Please tell me how much confidence you have in *[the following institutions]*



n = 2040 (100%)

Confidence in Community Development Councils at National Level (2007-2018)

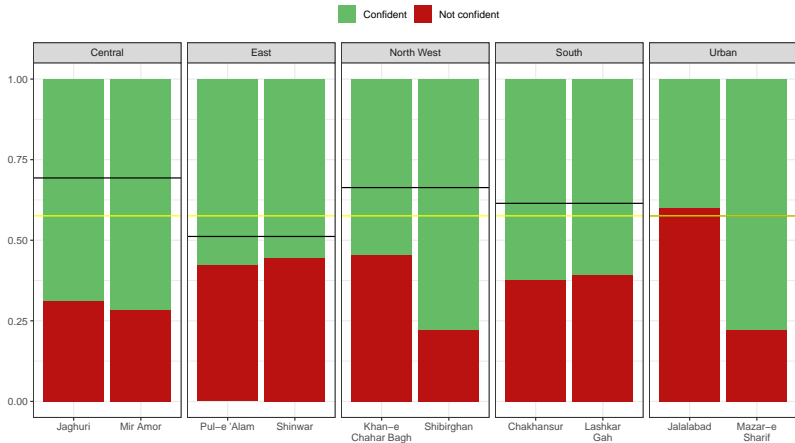
Please tell me how much confidence you have in Community Development Councils (CDCs)



n = 103522 (National)

Confidence in Community Development Councils (2018)

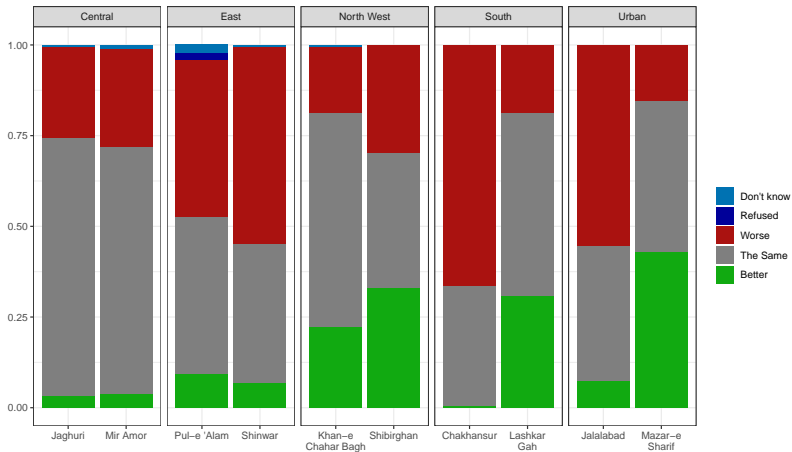
Please tell me how much confidence you have in Community Development Councils (CDCs)



n = 2040 (100%)

Electricity Supply

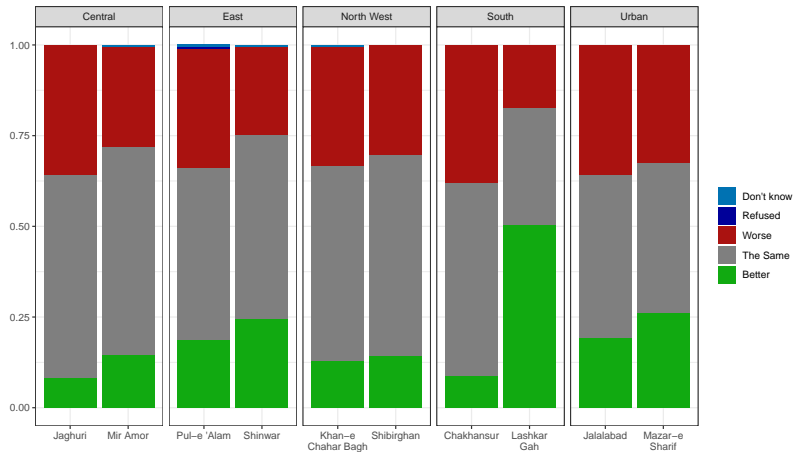
Compared to one year ago, would you say that the *electricity supply* for your household has gotten better, remained the same or gotten worse?



n = 2040 (100%)

Access to Roads

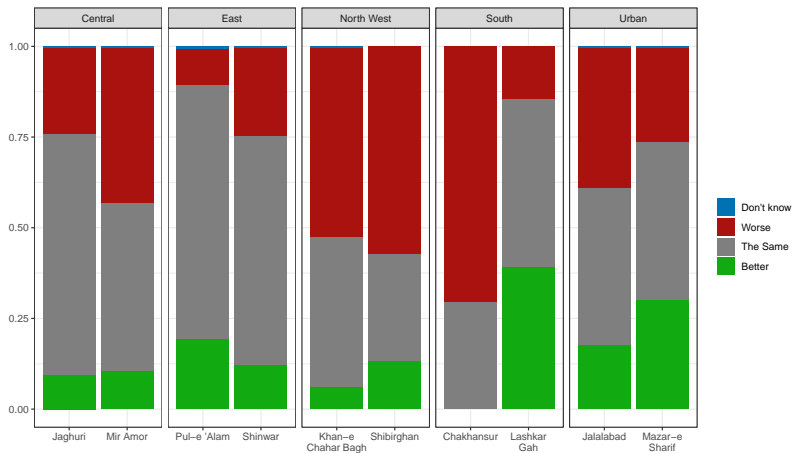
Compared to one year ago, would you say that the *access to roads* for your household has gotten better, remained the same or gotten worse?



n = 2040 (100%)

Access to Clean Drinking Water

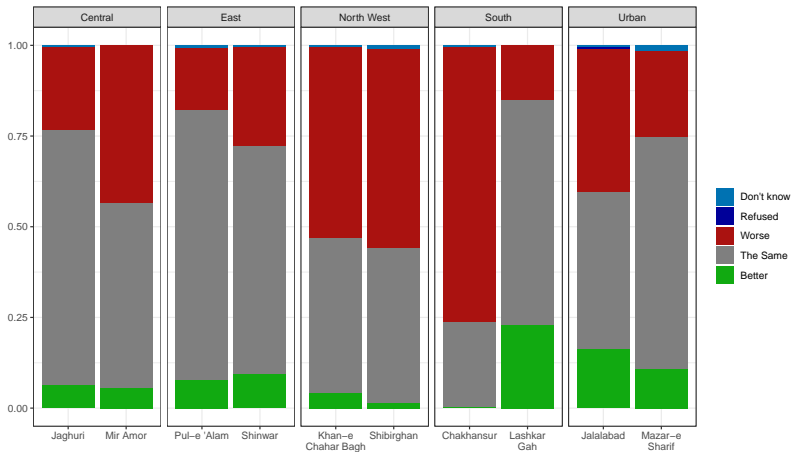
Compared to one year ago, would you say that the *access to clean drinking water* for your household has gotten better, remained the same or gotten worse?



n = 2040 (100%)

Access to Irrigation Facilities

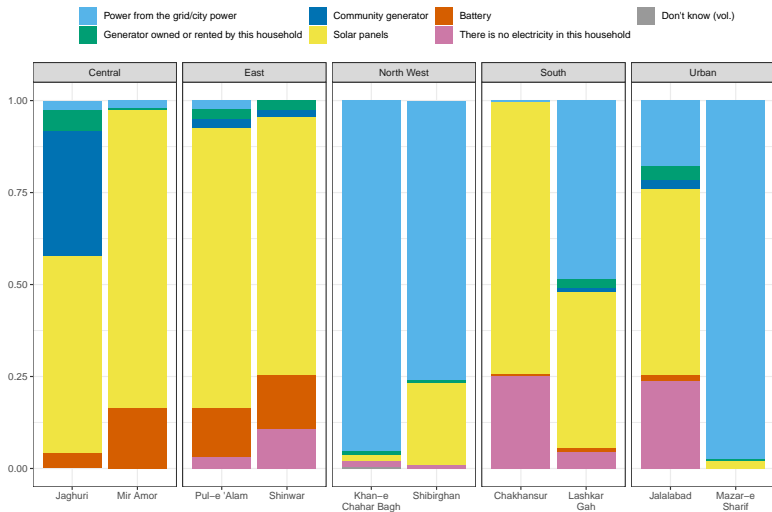
Compared to one year ago, would you say that the *access to irrigation facilities* for your household has gotten better, remained the same or gotten worse?



n = 2040 (100%)

Sources of Electricity Supply

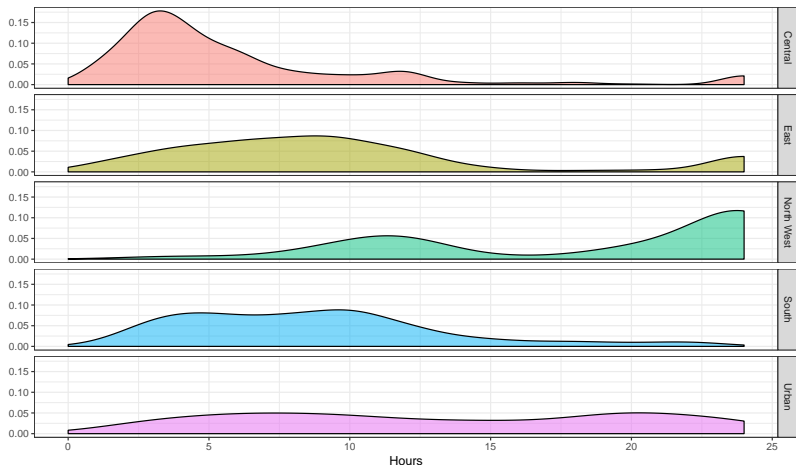
What is the main source of electricity supply in this household?



n = 2040 (100%)

Length of Electricity Access

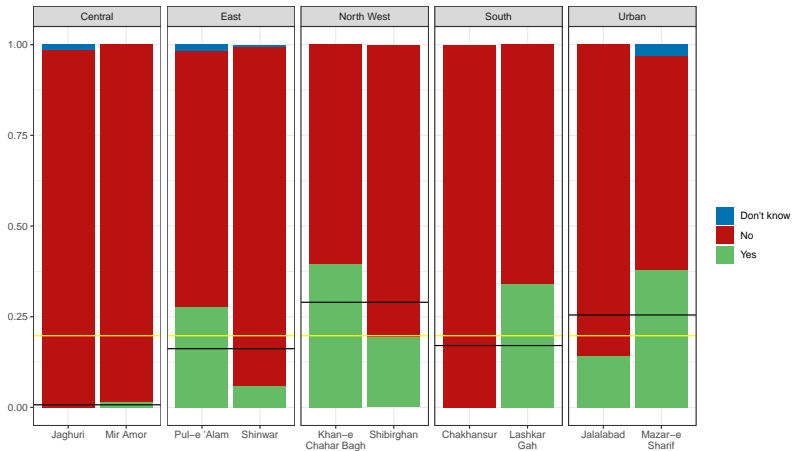
(Filtered: if provided answer) On a typical day, how many hours do you have access to electricity in this household?



n = 1850 (91%)

Awareness of Gov't Electricity Supply Project

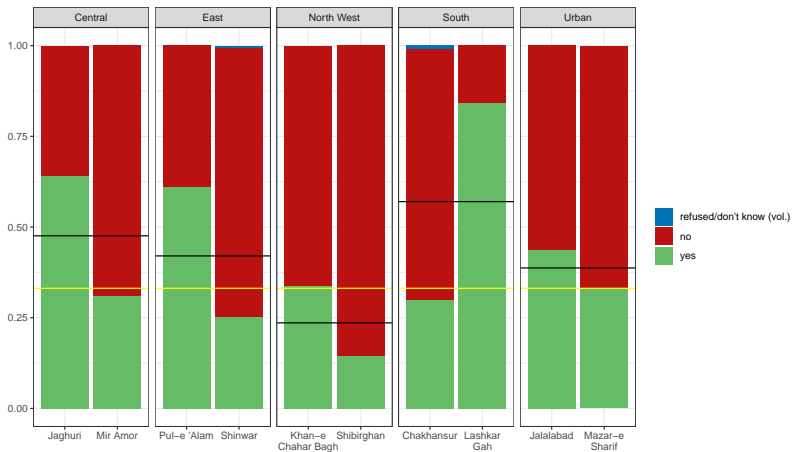
Has there been *government supplied electricity* type of project in your area in the last 12 months?



n = 2040 (100%)

Awareness of Reconstruction Projects

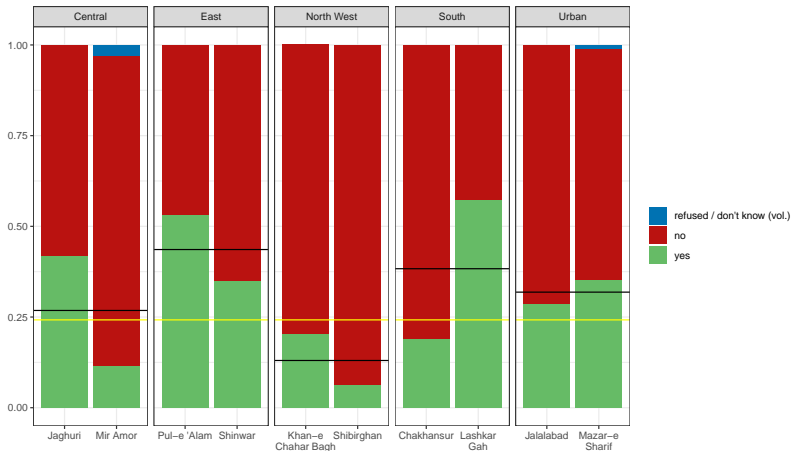
Has there been *reconstruction/building of roads or bridges* type of project in your area in the last 12 months?



n = 2040 (100%)

Awareness of Drinking Water Projects

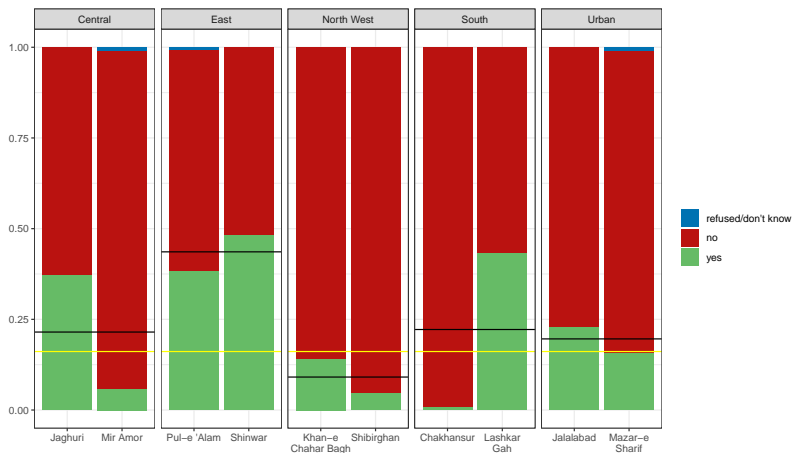
Has there been *drinking water project* (e.g. new wells, hand pumps, tank system, reservoir) type of project in your area in the last 12 months?



n = 2040 (100%)

Awareness of Irrigation Projects

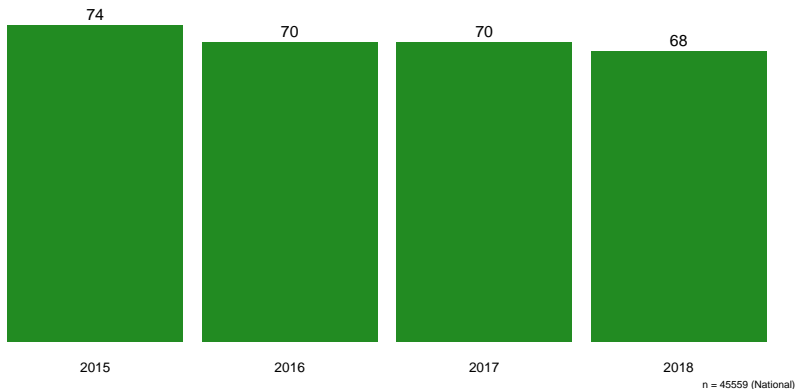
Has there been *irrigation* type of project in your area in the last 12 months?



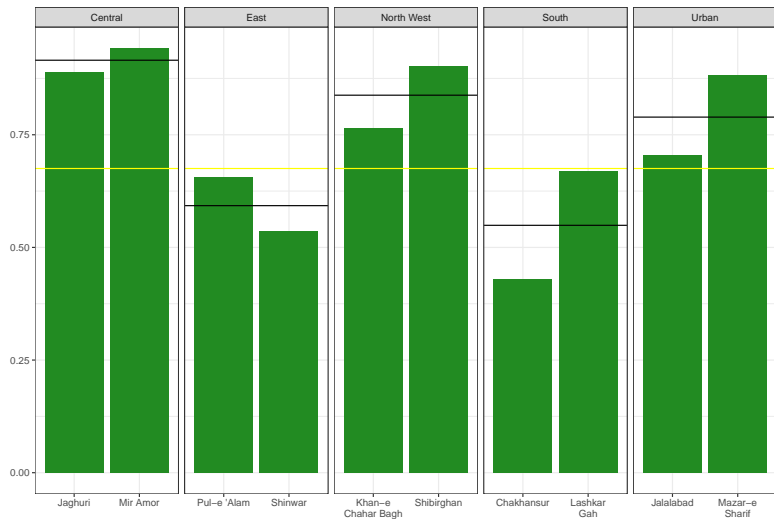
n = 2040 (100%)

Agreement with Female Membership in Community Development Councils

And thinking about women in leadership positions, please tell me, do you agree or disagree that it is acceptable for women to have access to these leadership roles? *Member of a Community Development Councils*



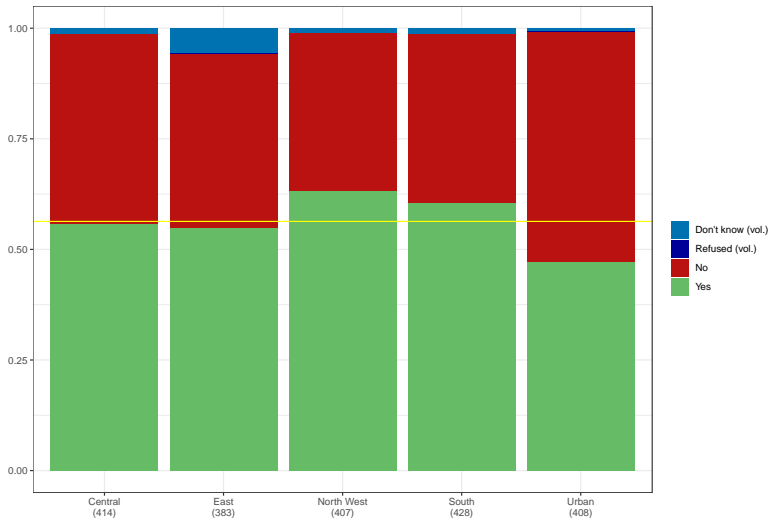
Agreement with Female Membership in Community Development Councils (2018)



n = 2040 (100%)

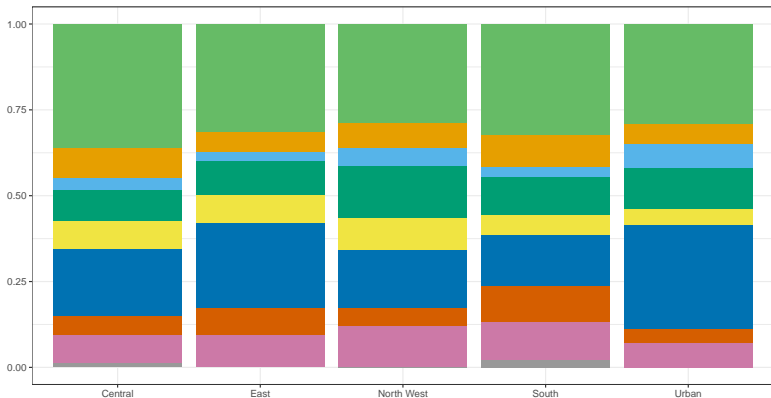
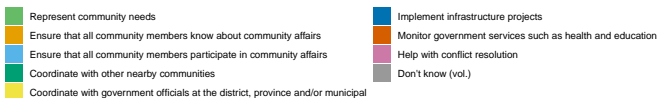
Citizen's Charter Questions

Q-1. Are you aware of Community Development Councils (CDCs) in this local area?



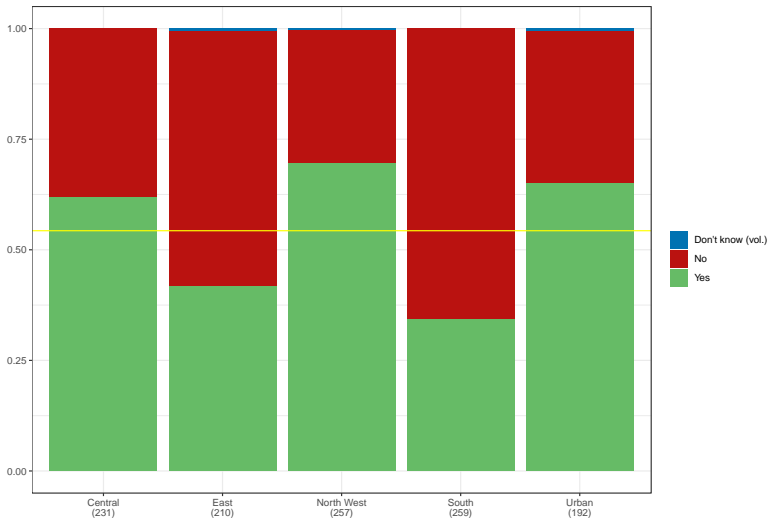
n = 2040 (100%)

Q-2. (If Q-1 is Yes) What are the main functions of CDCs in your community?



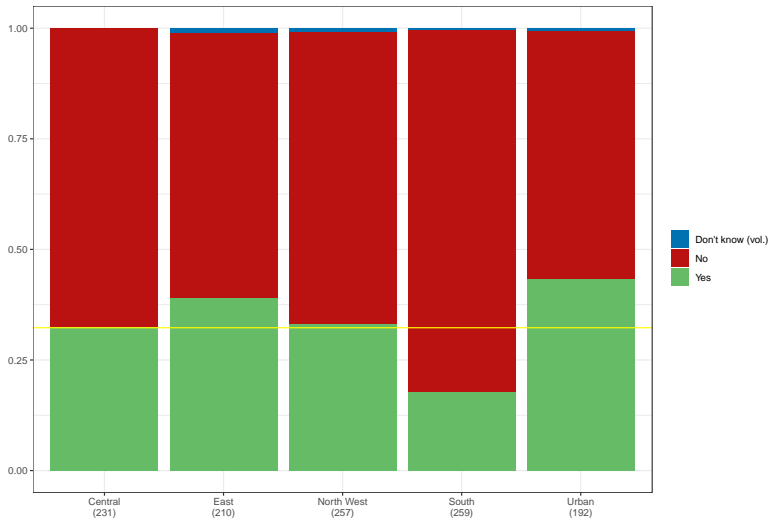
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Voting in CDC elections*



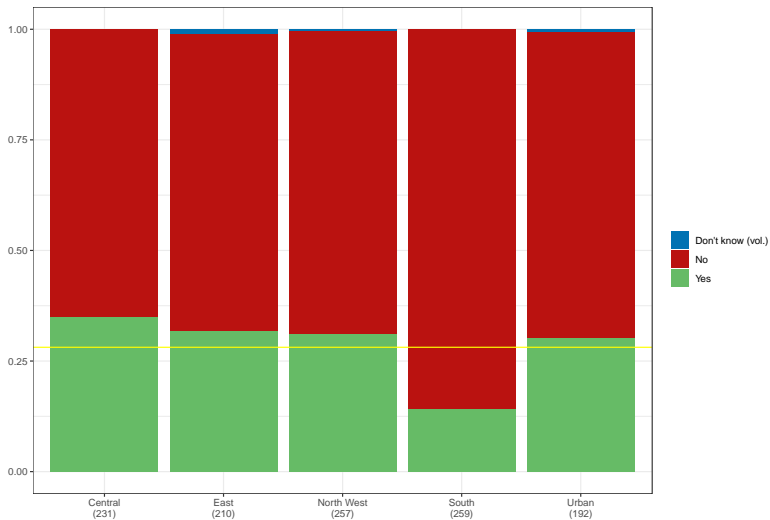
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Serve as member of a CDC sub-committee*



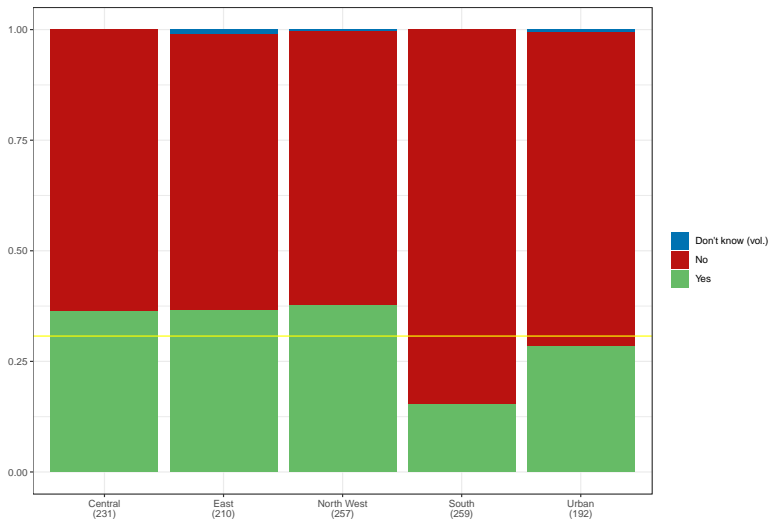
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Participate in community analysis (e.g., mapping, well-being analysis)*



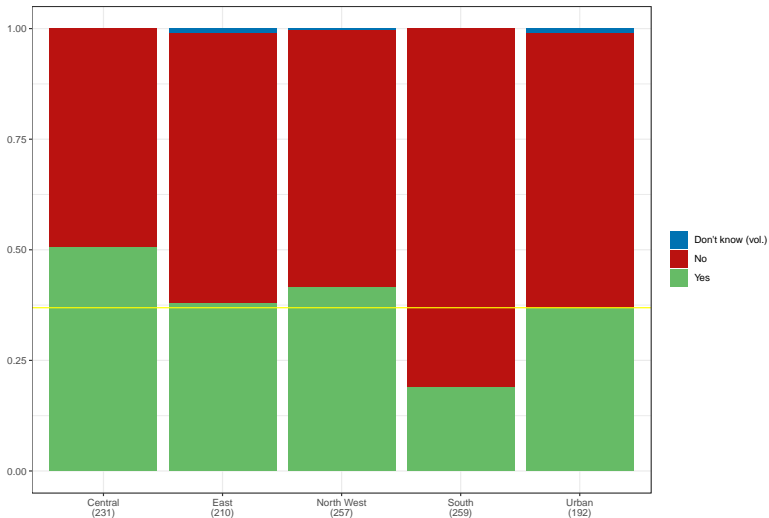
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Participate in community development planning*



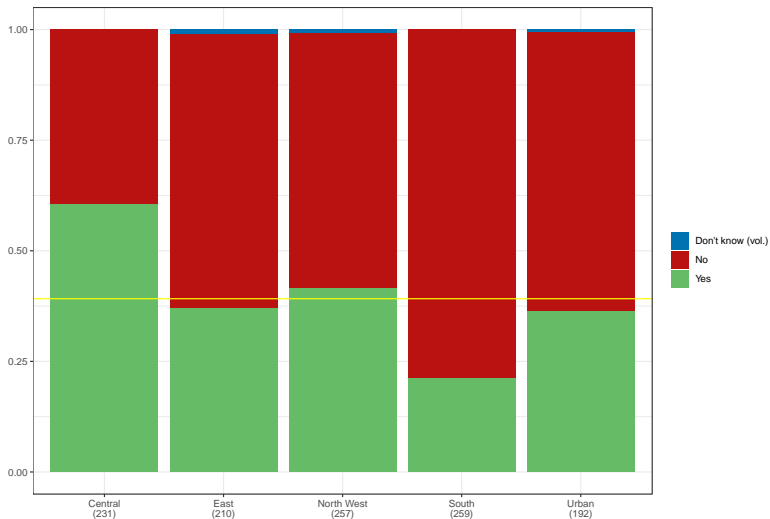
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Voting on types of projects to undertake*



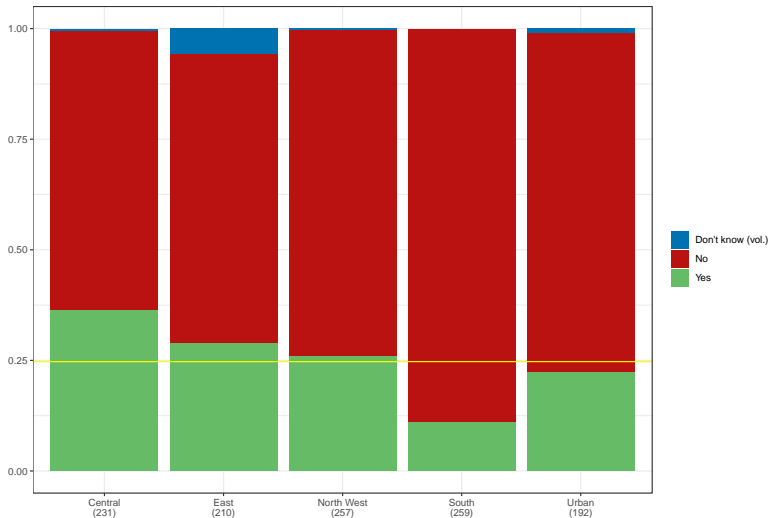
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Meetings regarding CC*



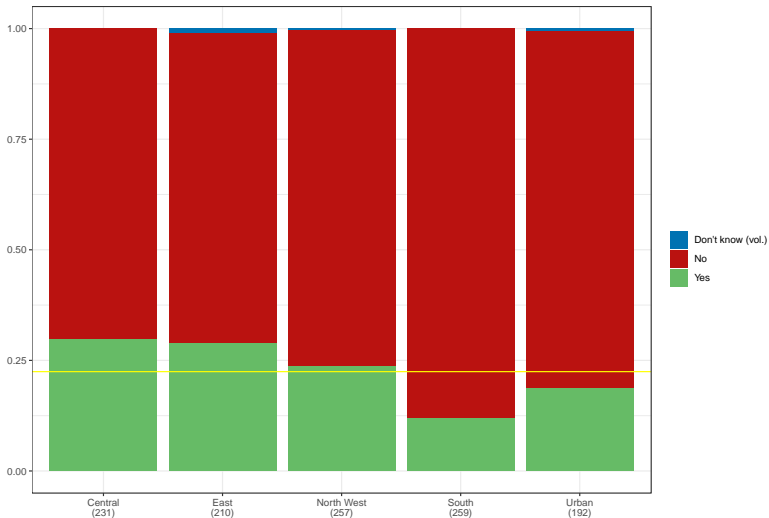
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Work on CC implementation of infrastructure projects*



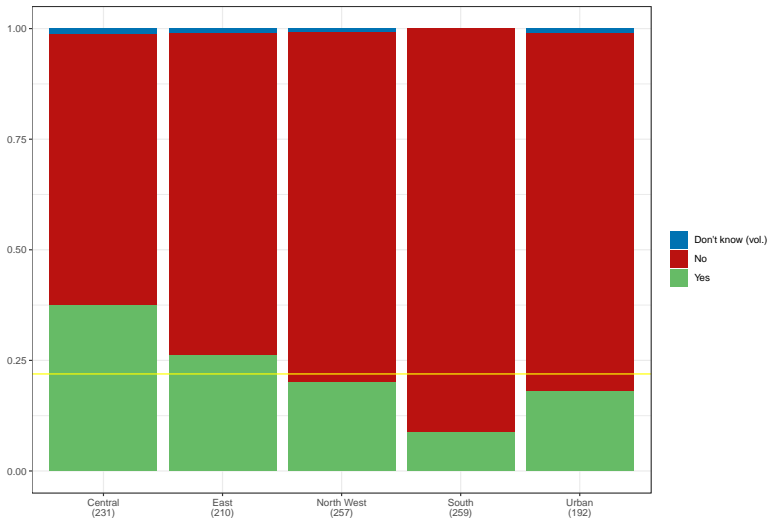
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Participate in food and grain banks*



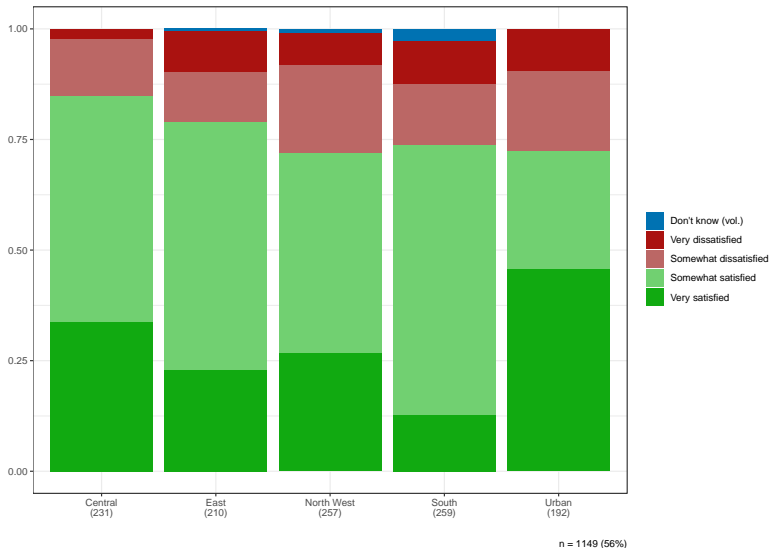
n = 1149 (56%)

Q-3. (If Q-1 is Yes) Participation in CDC activities since Summer 2017: *Participate in discussion about citizen scorecards*

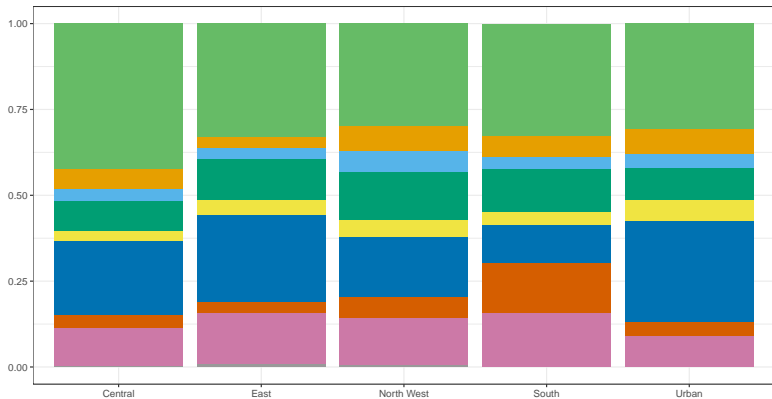
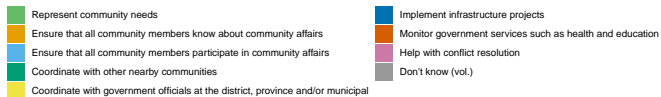


n = 1149 (56%)

Q-4. (If Q-1 is Yes) Satisfaction with the performance of the CDC

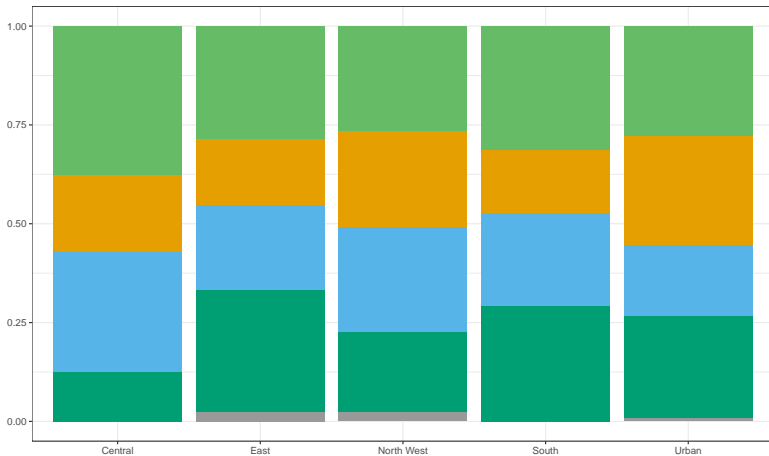


Q-5. (If Q-4 is “Very satisfied” or “Somewhat satisfied”) Main reasons for satisfaction



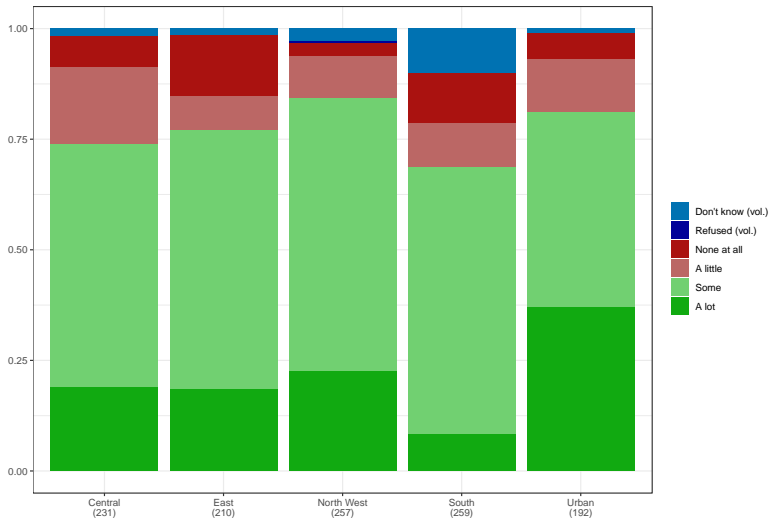
n = 877 (43%)

Q-6. (If Q-4 is “Somewhat dissatisfied” or “Very dissatisfied”) Main reasons for dissatisfaction



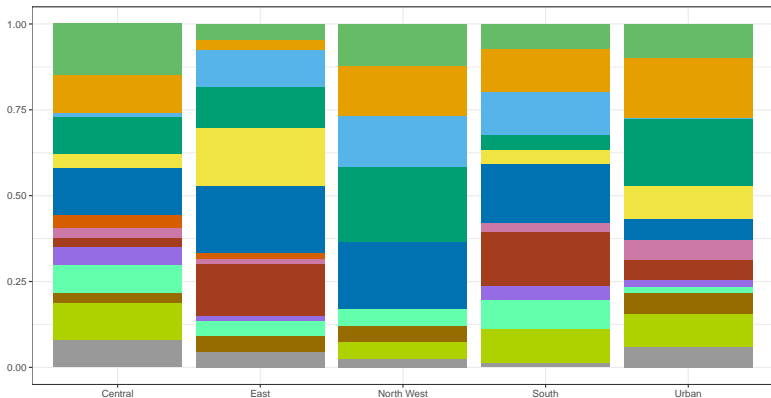
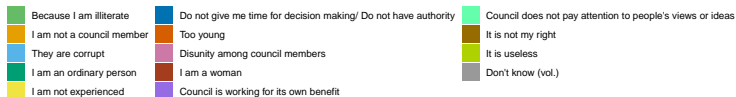
n = 262 (13%)

Q-7. (If Q-1 is Yes) How much influence do you think someone like you can have in CDC decision-making?



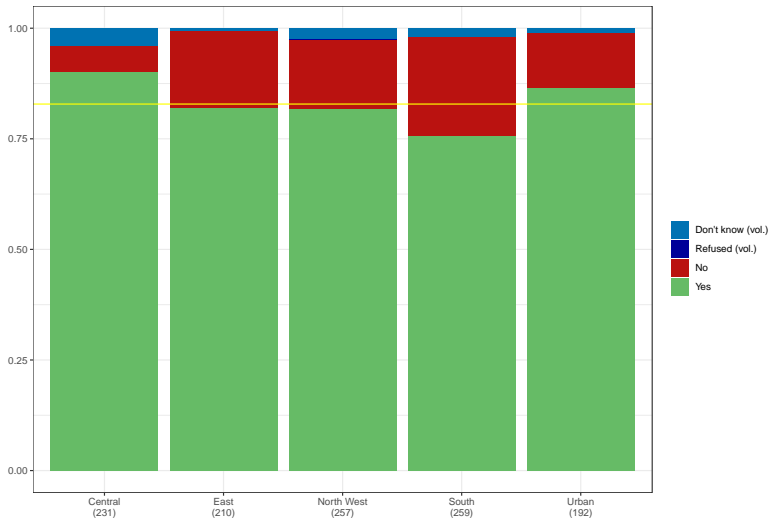
n = 1149 (56%)

Q-8. (If Q-7 is “A little” or “None at all”) Why do you think so?
(If influence “A little” or “None at all”)



n = 222 (11%)

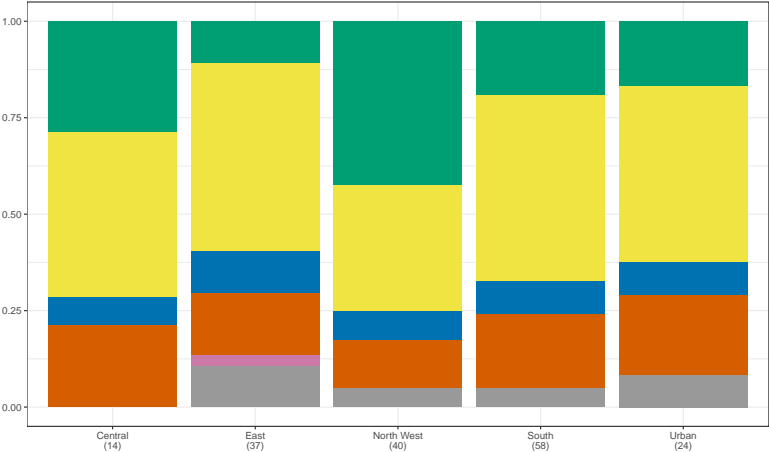
Q-9. (If Q-1 is Yes) Are CDCs in this local area trustworthy entities?



n = 1149 (56%)

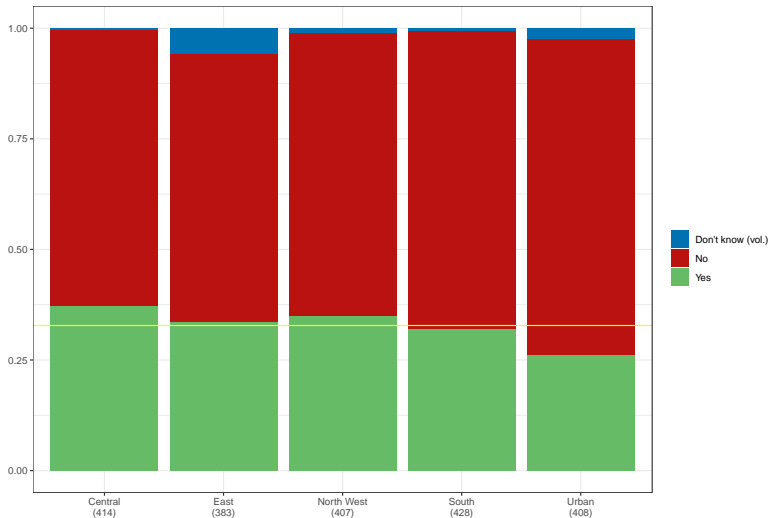
Q-10. (If Q-9 is No) If think “Not trustworthy”, what is the reason?

- They do not pay attention to people's ideas and views
- They are not aware of people's abilities
- They do things against the people's decisions
- They are corrupt
- They do not serve well
- Don't know (vol.)



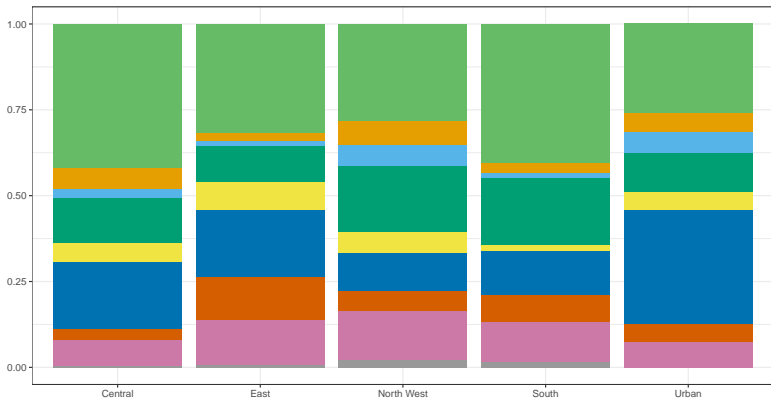
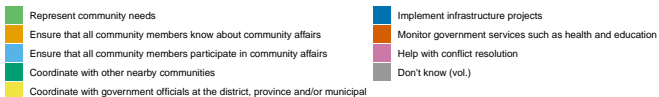
n = 173 (8%)

Q-11. Are you aware of CDC Clusters/Gozaar Assemblies activities in this area?



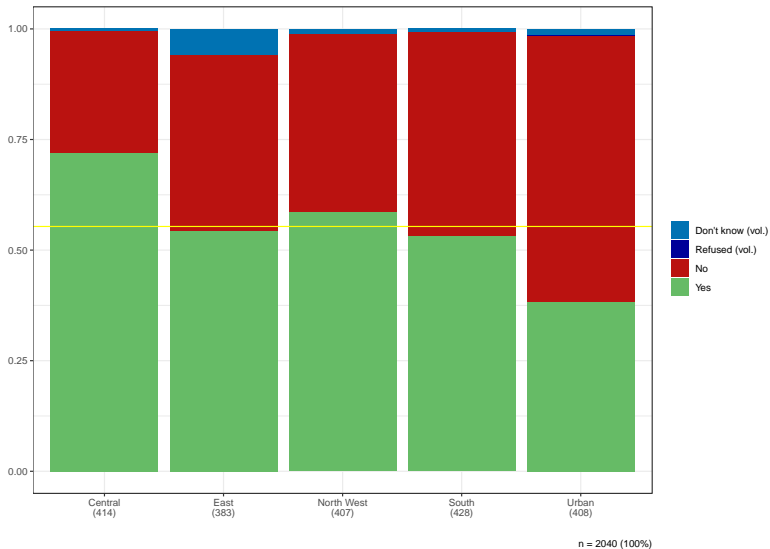
n = 2040 (100%)

Q-12. (If Q-11 is Yes) What are the functions of CDC clusters/Gozaar Assemblies in your community?

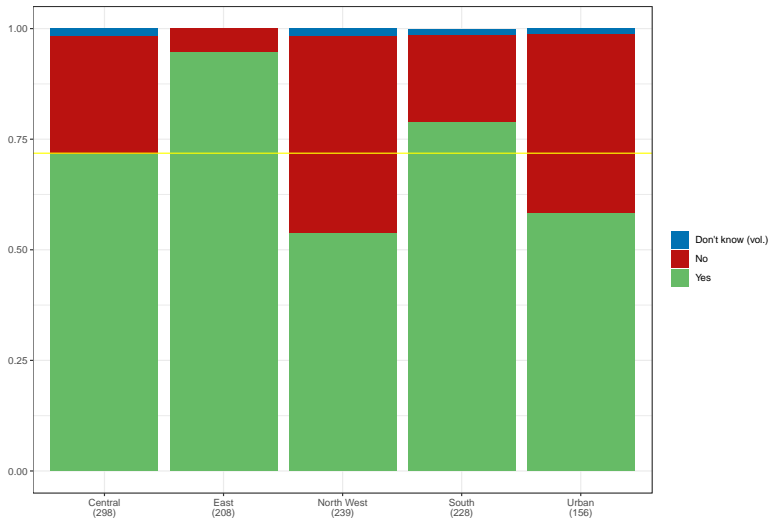


n = 669 (33%)

Q-13. Are you aware of the Citizens Charter Program?

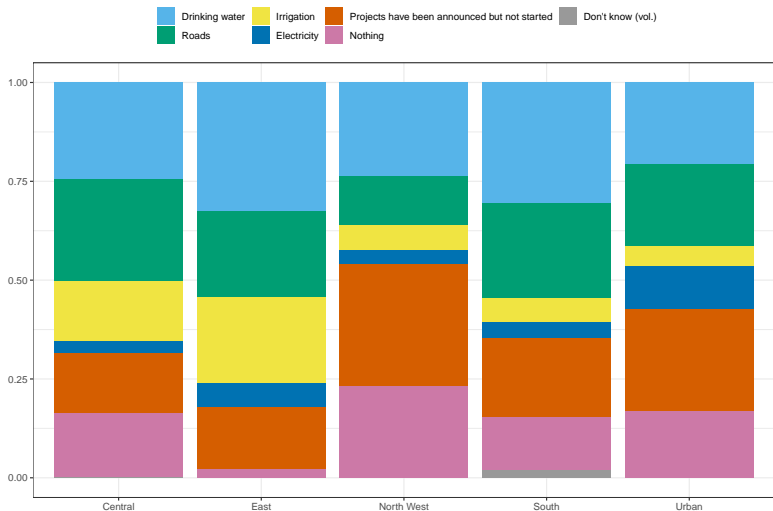


Q-14. (If Q-14 is Yes) Have you heard about any Citizens Charter projects in this district?



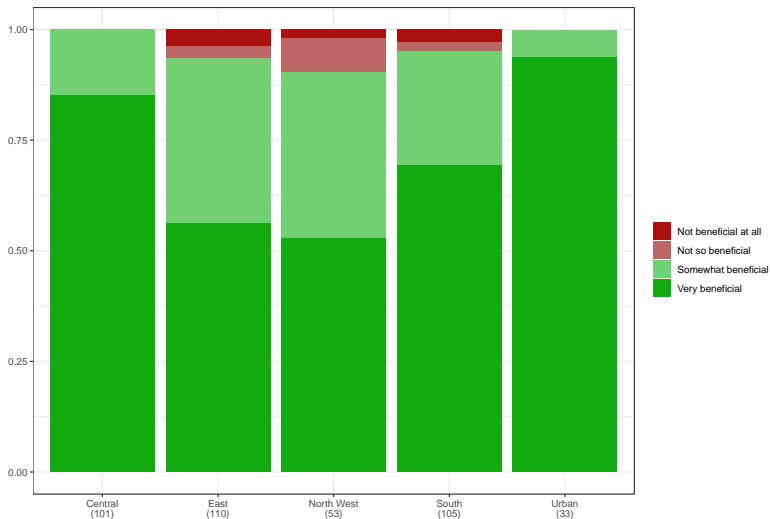
n = 1129 (55%)

Q-15. (If Q-14 is Yes) What infrastructure projects has the Citizens Charter begun implementing in this local area?



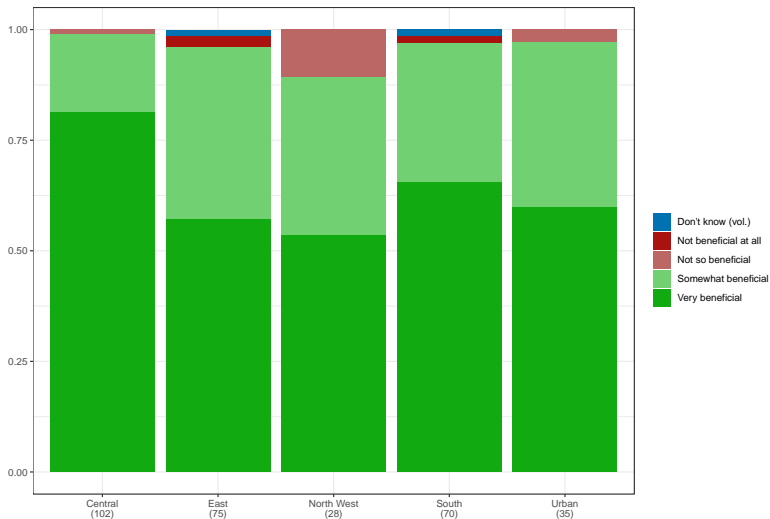
n = 811 (40%)

Q-16. (If Q-15 is answered) How beneficial will this project be for your community? *“drinking water”*



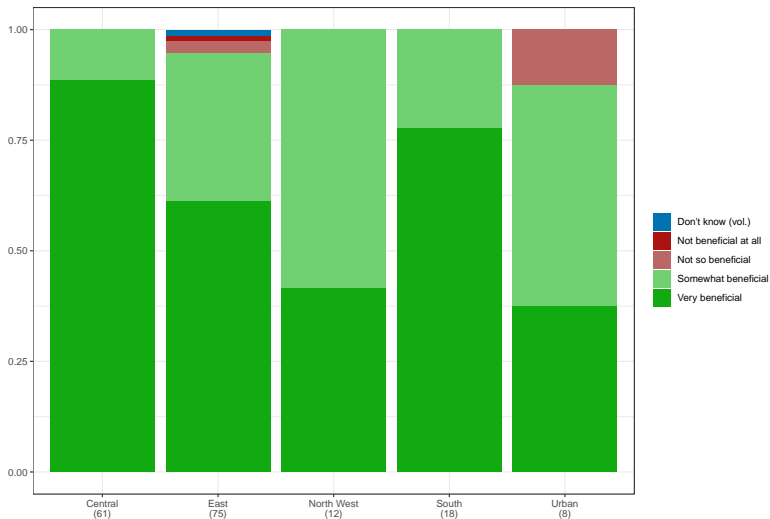
n = 402 (20%)

Q-16. (If Q-15 is answered) How beneficial will this project be for your community? *“roads”*



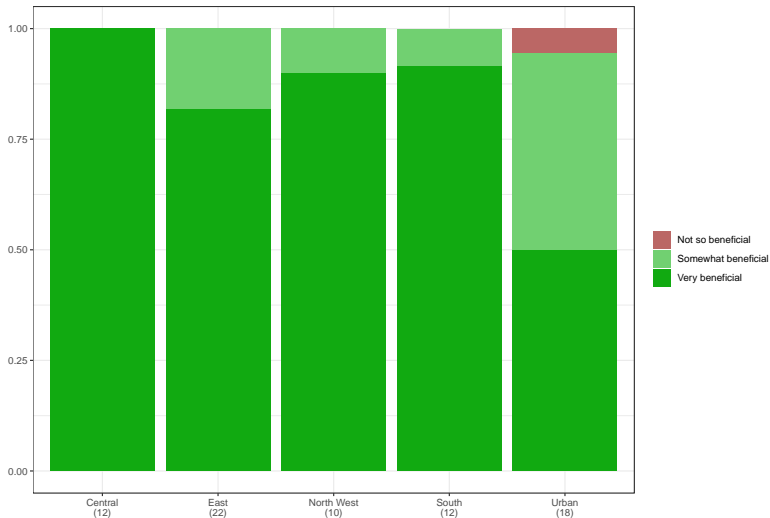
n = 310 (15%)

Q-16. (If Q-15 is answered) How beneficial will this project be for your community? *“irrigation”*



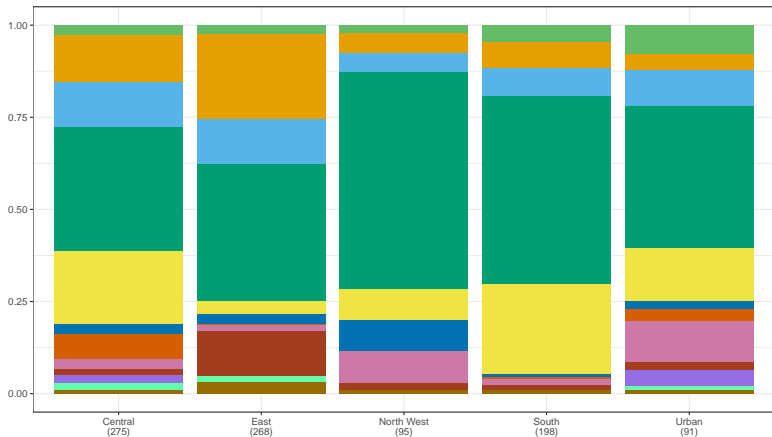
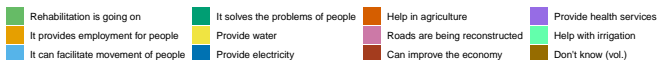
n = 174 (9%)

Q-16. (If Q-15 is answered) How beneficial will this project be for your community? *“electricity”*



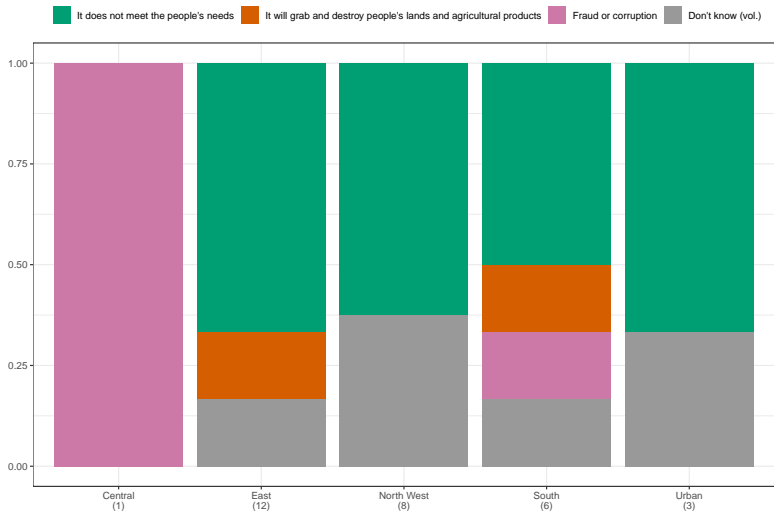
n = 74 (4%)

Q-17. (If Q-16 is “very beneficial” or “somewhat beneficial”) Why will it be beneficial for your community?



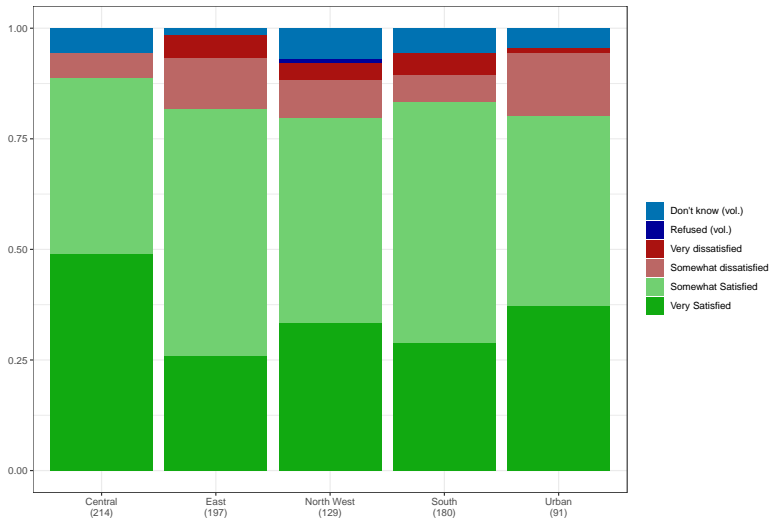
n = 927 (45%)

Q-18. (If Q-16 is “not so beneficial” or “not beneficial at all”) Why will it not be beneficial for your community? *NOTE: sample too small to infer*



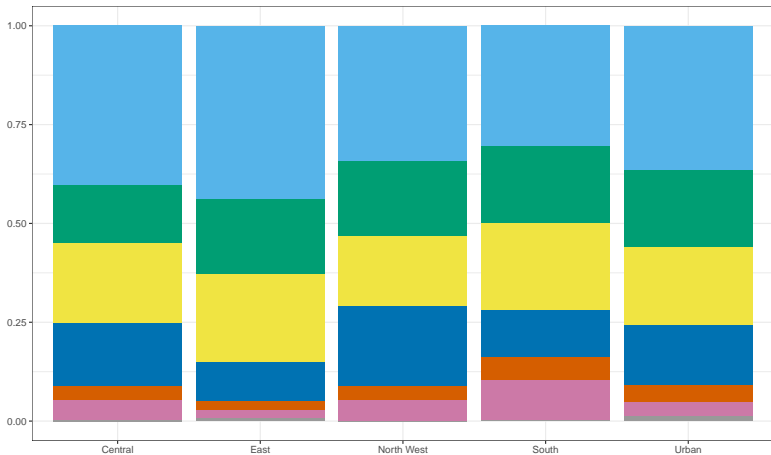
n = 30 (1%)

Q-19. (If Q-14 is Yes) Overall, to what extent are you satisfied with activities under the CC in this area?



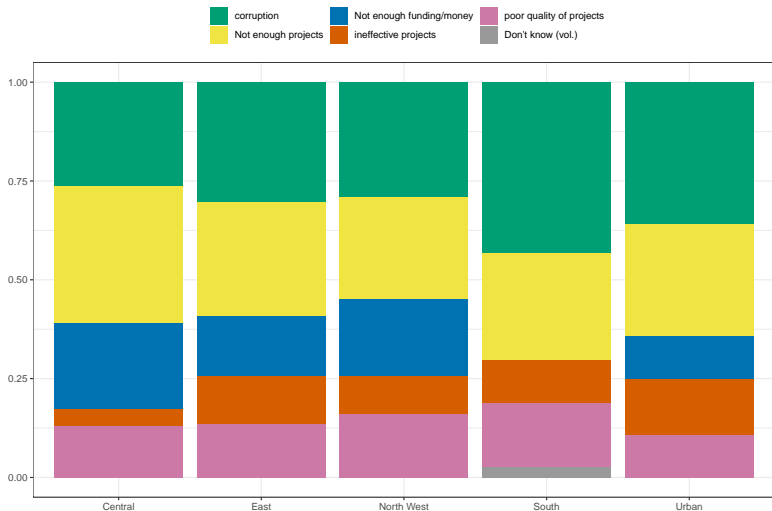
n = 811 (40%)

Q-20. (If Q-19 is “Very satisfied” or “Somewhat satisfied”) If you are satisfied with CC activities and services, what do you see as some of the benefits of CC?



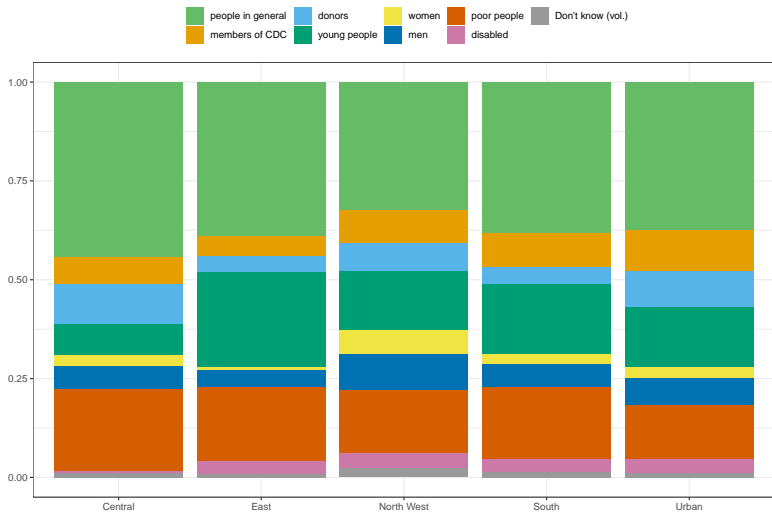
n = 677 (33%)

Q-21. (If Q-19 is “Somewhat dissatisfied” or “Very dissatisfied”) If you are unsatisfied with CC activities and services, what are the main reason(s)?



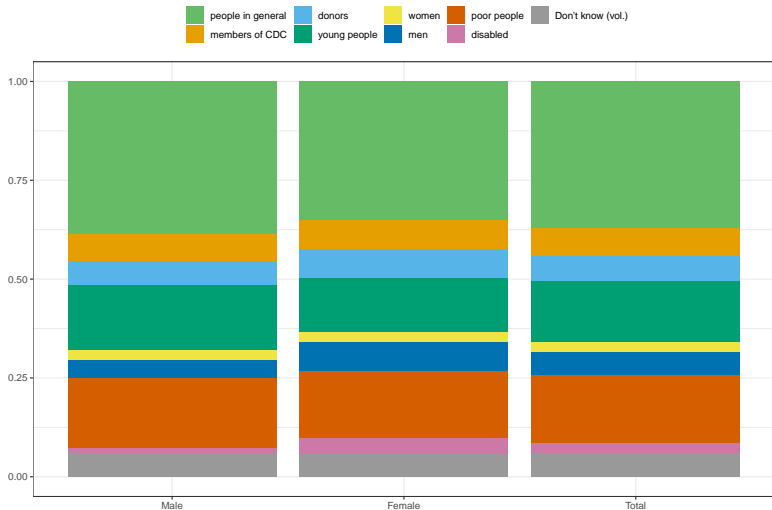
n = 95 (5%)

Q-22. (If Q-14 is Yes) In your opinion, who benefits the most from CC?



n = 811 (40%)

Q-22. (If Q-14 is Yes) In your opinion, who benefits the most from CC? (by gender)



n = 811 (40%)