The Asia Foundation

CITIZENS' CHARTER "BOOSTER" TO THE 2018 SURVEY OF THE AFGHAN
PEOPLE: BASELINE REPORT

Final Report

Submitted to: Ministry of Rural Rehabilitation and Development (MRRD), Afghanistan

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EXECUTIVE SUMMARY

Survey of the Afghan People is The Asia Foundation's annual public opinion survey in Afghanistan. The longest-running barometer of Afghan perception and opinion, the *Survey* has gathered the views of more than 112,000 Afghans since 2004, and provides a longitudinal portrait of evolving public perceptions of security, elections, governance, the economy, service delivery, corruption, youth issues, reconciliation with the Taliban, access to media, migration, the role of women, and political participation.

In 2018, the Foundation extended the survey to include questions related to the Government's Citizens' Charter program in 8 rural districts and 2 cities. Citizens' Charter began field operations in 2017 and this survey forms a baseline for the program. A total of 2040 face-to-face interviews were conducted with Afghan respondents 18 years of age and older, 50.3% female and 49.7% male, and comprising of 80% rural and 20% urban respondents. The respondents were targeted via the same random selection protocol of the main *Survey*.

As with the main *Survey*, The Asia Foundation's longstanding research partner, the Afghan Center for Socio-Economic and Opinion Research (ACSOR), conducted the fieldwork for this project, while its parent company, D3 Systems, Inc., provided analytical and methodological support. Furthermore, Sayara Research led the third-party verification of the fieldwork, a best practice for survey research in challenging environments. Additional quality-control measures were implemented at every step of the process by The Asia Foundation and its partners to ensure quality of data and analysis.

Districts were selected to ensure regional and urban/rural representation: Central (Jaghuri, Miramor), East (Pule-e Alam, Shinwar), North West (Khan-e Chahar Bagh; Shirbirghan), South (Chakhansur, Lashkar Gah), Urban (Jalalabad nahia #8, Mazar-e Sharif nahia #10).

Field implementation was just beginning to various degrees in these districts while no infrastructure was built as of yet. Therefore, this survey will be used as a baseline measurement, with a follow-up survey expected to be completed in two years once the project is further along. (See Appendix 1 for detailed information on field implementation status during the time of data collection.)

Province	District	Sample size
Logar	Pul-e Alam	180
Ghazni	Jaghuri	207
Nangarhar	Jalalabad (nahia #8)	213
	Shinwar	203
Balkh	Mazar-e Sharif (nahia #10)	195
Jawzjan	Shibirghan	215
Faryab	Khan-e Chahar Bagh	192
Nimroz	Chakhansur	214
Helmand	Lashkar Gah	214
Daikundi	Mir Amor	207

Community Development Councils

–   Overall, 56.3% of respondents from the 10 Citizen Charter (CC) districts and cities reported awareness of a Community Development Council (CDC) in their local area. Top functions of CDCs are perceived to be *representing community needs* (60.3%), *implementing infrastructure projects* (39.7%), and *coordinate with other nearby communities* (22.5%).

–   Less than half of respondents who know about CDC in their local areas reported having participated in at least one CDC activity (42.7%). Voting in CDC elections was the most common activity among respondents (30.6%), followed by meetings regarding the Citizens' Charter (22.1%) and voting on types of projects to undertake (20.8%). Overall, participation of men is almost double that of women (55.9%, 29.6%).

–   Most respondents reported satisfaction with CDC performance (76.3%), and thought CDCs to be trustworthy (82.9%). Among 76.3% of respondents who reported satisfaction with CDC performance, their top cited reasons for being satisfied with CDC performance were *represent community needs* (64.0%) and *implement infrastructure projects* (38.2%). Among 22.8% of respondents who said they were not satisfied with CDC performance, the top reasons were *CDC does not implement enough/any projects* (53.8%, n = 141), *corruption in CDC* (44.7%, n = 117), and *CDCs are too slow* (43.1%, n = 113). Among 15.1% (n = 173) of respondents who thought CDCs are not trustworthy, the top reasons cited were *corruption in CDC* (43.9%, n = 76), *CDCs do not pay attention to people's ideas and views* (23.1%, n= 40), and *CDCs do not serve well* (17.3%, n = 30).

–   Majority (76.9%) of respondents perceive that a person like them can influence CDC decision-making ("a lot" or "some" influence). Among 19.3% (n = 222) of respondents who thought someone like them could not influence or have little influence on CDC decision-making cited reasons included lack of opportunity/authority (20.7% , n = 46), being an ordinary person (17.1%, n = 38), and not being a council member (15.3%, n = 34).

CDC Clusters or Gozaar Assemblies

-   About a third of respondents in the 10 CC districts and cities reported knowing about CDC Clusters (rural) or Gozaar Assemblies (urban) in their area (32.8%). Top perceived functions of CDC Cluster or Gozaar Assemblies included *representing community needs* (65.2%), *implementing infrastructure projects* (35.0%), *coordinating with nearby communities* (28.3%).

Citizen Charter Program

- More than half of respondents said they are aware of the CC Program (55.3%), while 39.8% of them said they are aware of CC projects in their local area.

- Top cited CC projects, according to respondents, that have so far been implemented in their local areas *drinking water* (44.3%), *roads* (35.6%), *irrigation* (20.3%), and *electricity* (7.8%). Nearly all respondents thought CC projects are beneficial for *solving problems of people* (56.2%), and *creating employment opportunities* (25.4%).

- Similar to satisfaction with CDC activities, most respondents said they satisfied with CC activities (83.5%). *Employment* (73.4%), *economic benefits* (40.3%), *infrastructure* (35.2%), and *community building* (27.9%) perceived to be the top benefits of CC activities according to respondents who satisfied with CC activities. Furthermore, the main beneficiaries of CC projects perceived to be *people in general* (73.0%), *poor people* (34.0%), and *young people* (30.1%).

BACKGROUND & INTRODUCTION

In December 2014, the new National Unity Government declared its commitment to reform and recovery through a white paper, *"Realizing Self-Reliance: Commitments to Reforms and Renewed Partnership."* The paper, presented at the London Conference, outlined a reform agenda aimed at helping the country move towards peace, recovery, and growth.[1] The Government prioritized seven programmatic areas of critical importance for reform: (i) improving security and political stability; (ii) tackling the underlying drivers of corruption; (iii) building better governance; (iv) restoring fiscal sustainability; (v) reforming development planning and management; (vi) bolstering private sector confidence and creating jobs; and (vii) ensuring citizens' development and securing human rights.[2]

Within the last pillar, the Government promised to develop a Citizens' Charter (CC) that will set a threshold of core services to be provided to all communities and help make Community Development Councils (CDCs) inclusive and representative bodies. Consequently, in September 2015, the Government announced its intention to launch the Citizens' Charter National Priority Program ("Citizens' Charter") as one of 12 national priority programs meant to implement its reform agenda. The Government formally launched the Citizens' Charter in September 2016.

The long-term goal of the Government of Afghanistan's Citizens' Charter Program is to reduce poverty and deepen the relationship between citizens and the State. In the medium-term, Citizens' Charter aims to improve the delivery of core infrastructure, emergency support, and social services

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[1] Government of Afghanistan. 2014. *Realizing Self-Reliance: Commitments to Reform and Renewed Partnerships*, presented at the London Conference on Afghanistan in December 2014.

[2] Obtained from MRRD/WB

to communities through strengthened CDCs. These services are part of a minimum service standards package that the Government is committed to delivering to the citizens of Afghanistan. The package includes basic services for water, roads, irrigation, electricity and monitoring of education and health services. Under the CC's first four-year phase (2016-2020), the program will cover all 34 provinces and approximately one-third of districts in each province. In addition, four urban cities will also be covered: Jalalabad, Herat, Mazar-i-Sharif, and Kandahar. In June of 2017, in response to the returnee crisis, the program expanded to cover high Internally Displaced People (IDP)/returnee communities with emergency support. By the end of the project, it is expected that CC will reach some 13,850 total communities (13,000 rural and 850 urban communities) throughout Afghanistan.

The Citizens' Charter provides a rich environment for testing various hypotheses that are important for development in Afghanistan as well as other fragile and conflict situations. The strengthening of CDCs and improving service delivery to citizens are two of the most important focus areas of CC. Data on these two areas were collected through the third party monitoring of CC, supported by the Afghanistan Reconstruction Trust Fund (ARTF) as well as other studies supported by the project.

However, collecting large amounts of data on citizens' perceptions about CDCs and service delivery can be an expensive and difficult exercise in a conflict setting like Afghanistan. The country though benefits from *The Survey of the Afghan People*, implemented by The Asia Foundation each year and is the longest-running nationwide survey of Afghan attitudes and opinions. Since 2004, the *Survey* has gathered the opinions of more than 112,000 Afghan men and women, providing a unique longitudinal portrait of evolving public perceptions of security, the economy, governance and government services, elections, media, women's issues, and migration. The *Survey* already includes some questions on CDCs and service delivery making it a good vehicle for data collection on issues related to the Citizens' Charter. In discussions between the Government, World Bank and The Foundation, it was agreed that CC could be appended to this *Survey* and a module in 10 CC districts specific to the thematic areas of interest for CC could be further incorporated.

For example, the *Survey* explores questions on confidence in CDC's, women's participation in CDC's, awareness of services, and overall trust and satisfaction in the government performance. However, more specific information is required to fully understand how Afghans perceive and utilize the services offered under the Citizens' Charter National Priority Program.

This gap was addressed via a Booster Survey conducted by the Foundation in select districts with the purpose of understanding Afghans' perceptions relating to Citizens Charter and CDCs. This Booster, fielded in July 2018, serves as a baseline for Citizen's Charter as field operations began in 2017. A follow-up survey is expected to be completed in two years once the Citizen's Charter project implementation is further along.

Questions were developed by The Foundation in coordination with the World Bank and with inputs from the Afghan government and other stakeholders. The questionnaire included quantitative and qualitative components to measure citizens' perceptions of the following:

- Familiarity with the Citizens' Charter

- Participation in its activities and identification of beneficiaries
- Satisfaction with Citizens' Charter activities
- Trust in and satisfaction with CDCs
- Proper use of CDCs funds and the project activities
- Women's participation in CDCs
- Satisfaction with service delivery

The Booster Survey follows the same sampling frame for *Survey of the Afghan People*, however with oversampling in 10 key districts. A sample size of 200 is representative at the district level, and with oversampling in 10 key districts, the Booster covers perceptions of 2040 respondents in addition to the national sample of at least 9600 men and women. An oversample was conducted in three of the four municipalities where Citizens' Charters is currently implemented (Herat, Kandahar, and Jalalabad.[3] The 10 districts were identified in consultation with the World Bank, pending security and logistics. Districts were selected to ensure regional and urban/rural representation: Central (Jaghuri), East (Pule-e Alam, Shinwar), North West (Khan-e Chahar Bagh; Shirbirghan), South (Chakhansur, Lashkar Gah), Urban (Jalalabad nahia #8, Mazar-e Sharif nahia #10).

While field implementation had begun in all of these districts, full implementation of the program was just in its initial phases of planning. In most districts, CDCs were already elected and some Community Development Plans formed; but infrastructure projects had not yet begun in any of the districts.). Thus, this Booster Survey will be used as a baseline, with a repeat survey planned in the next two years after implementation is further along.

Province	District	Sample size
Logar	Pul-e Alam	180
Ghazni	Jaghuri	207
Nangarhar	Jalalabad (nahia #8)	213
	Shinwar	203
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For more details on the methodology, please see Appendix 1.

[3] An oversample in Mazar conflicted with a separate Booster so an alternative was sought.

FINDINGS

PART I

General Perceptions in Citizen's Charter Districts

Optimism About Direction of the Country

In 2018, a third (32.8%) of Afghans at the national level were optimistic about the direction the country is taking, while 61.3% were pessimistic. In comparison, Citizen's Charter (CC) districts in the East and Lashkargah in the South had higher level of optimism on average than the national average. Furthermore, districts in the North West, Khan-e Chahar Bagh, Shibirghan and Mazar-e-Sharif, and Jaghuri in the Central region reported lower level of optimism than the national average.

Direction of the Country

Yellow line = national average; black line = group average
n = 2040 (100%)
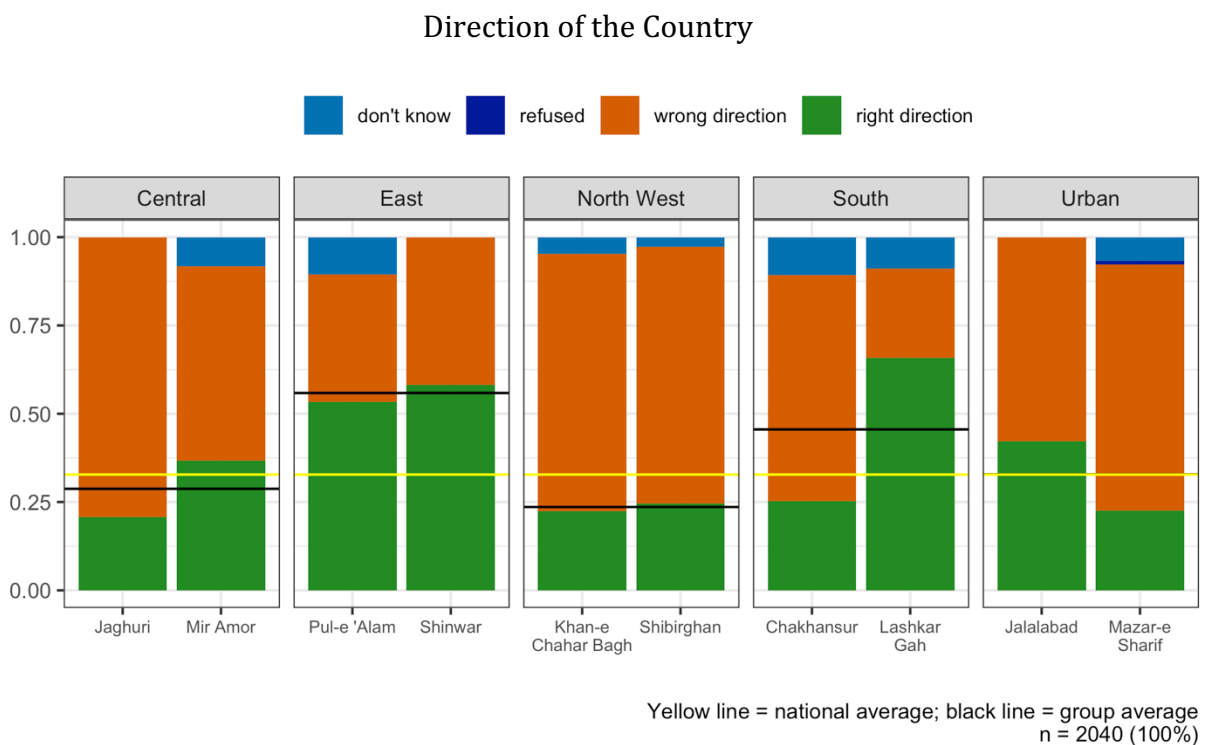
Fig. 1: *Overall, based on your own experience, do you think things in Afghanistan today are going in the right direction, or do you think they are going in the wrong direction?*

Fear for Personal Safety

At the national level, 71.1% of Afghans report fearing always, often or sometimes for their personal safety or safety of their family members. Among the CC districts, respondents from districts in the East, from Jaghuri in Central region, and from Khan-e Chahar Bagh in the North West have considerably higher level of fear than the national average. Conversely, respondents

from Mir Amor in Central region, from Shibirghan and Mazar-e-Sharif city in the North West report considerably lower level of fear.

Fear for Personal Safety

Yellow line = national average; black line = group average
n = 2040 (100%)
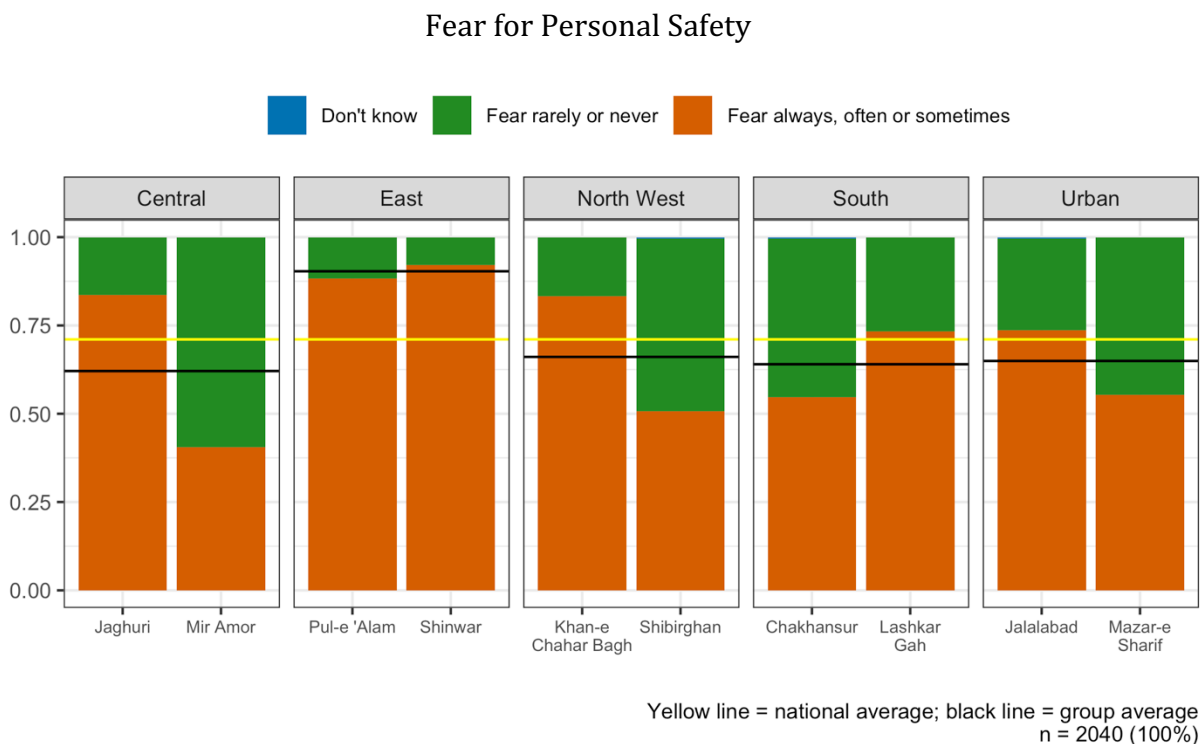
Fig. 2: *How often do you fear for your own personal safety or security or for that of your family these days? Would you say you always, often, sometimes, rarely, or never fear for you and your family's safety?*

Perception of Employment Opportunities

According to Central Statistics Organization, Afghanistan unemployment stands at 23.9%.[4] Among survey respondents, at the national level, majority of female respondents report being unemployed (87.7%) while only a fifth of men report the same (19.5%). The picture is similar among respondents from CC districts. Among those that work in CC districts, farming is the top form of employment among men in rural areas. Skilled worker/artisan and teaching at schools are among the top types of work women perform in the rural areas. In the urban areas, skilled work/artisan and small businesses are the top types of work men perform. The sample for female respondents in the urban areas was too small (Mazar-e-Sharif and Jalalabad).

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[4] Central Statistics Organization (CSO), Afghanistan Living Conditions Survey 2016–2017, Highlights Report (Kabul: CSO, 2018),
http://cso.gov.af/Content/files/Surveys/ALCS/Final%20English%20ALCS%20Highlight(1).pdf

Income Generating Activity
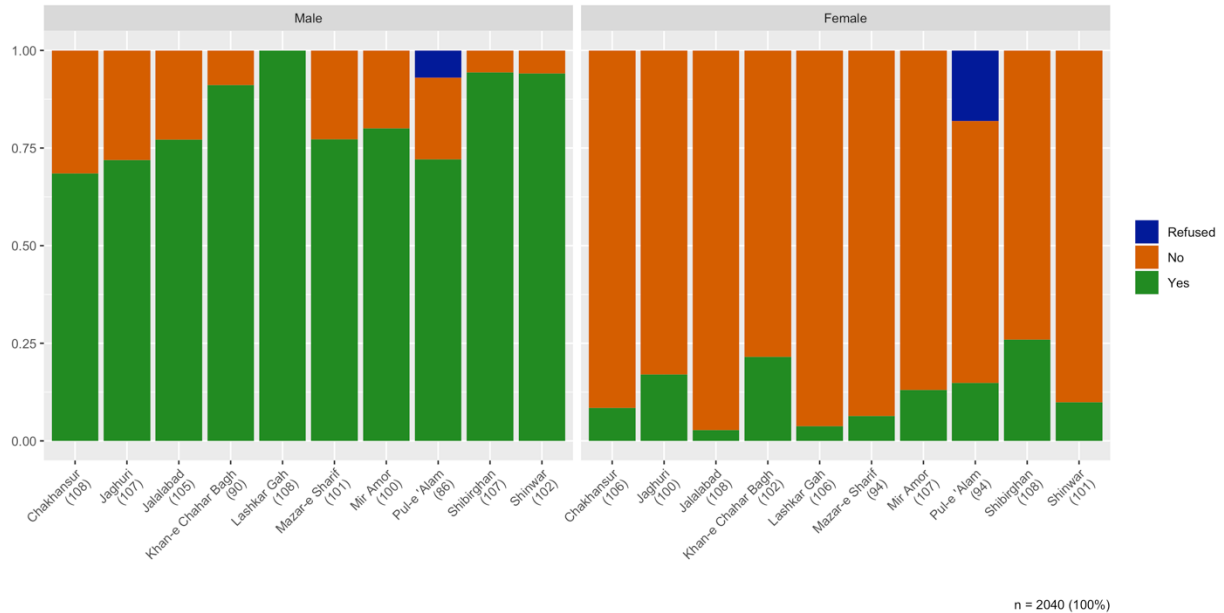
Fig. 3. *Do you yourself do any activity that generates money?*

Employment is one of the top concerns for Afghans according to the *Survey of the Afghan People*. In 2018, 23.7% of Afghans cited unemployment as reason why Afghanistan is going in the wrong direction. Unemployment is perceived as top problem facing youth (73.4%) and second top problem facing women (25.5%). Among Afghans who desire to leave the country if given the opportunity, unemployment is cited as the second top reason (51.5%) after insecurity.

Moreover, 57.2% of respondents at the national level report worsening employment opportunities since last year, while only 8.5% report improvement. In comparison, respondents from Lashkargah, Shinwar and Pul-e-Alam districts report slightly higher level of improvement of employment opportunities than the national average. However, for the rest of the districts the situation appears to be worsening; particularly, in Shibirghan and Mazar-e-Sharif, where majority of respondents say their employment opportunities have worsened since last year (62.7% and 68.2%, respectively).

Employment Opportunities

n = 2040 (100%)
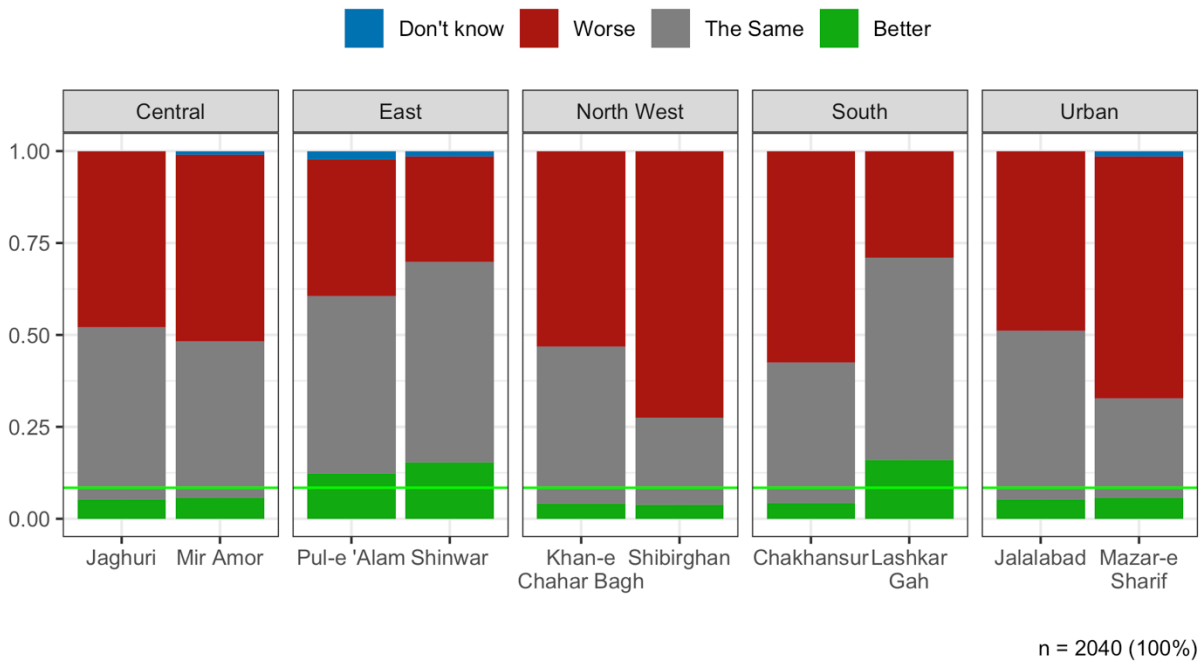
Fig. 4. *Compared to one year ago, would you say that employment opportunities for your household has gotten better, remained the same or gotten worse?*

Satisfaction with National Government Performance

Overall, 59.6% of survey respondents at the national level think the National Unity Government (NUG) is doing a good or somewhat good job. Most respondents from CC districts on the other hand have slightly better perceptions about the Government's performance. The perception is most positive in the Eastern region, Jalalabad city and the districts of Pul−e 'Alam and Shinwar, where over 80% of respondents say NUG is doing a good or somewhat good job. The only two districts that fall under the national average is Jaghuri and Mazar-e-Sharif.

Satisfaction with Government Performance

Fig. 5. *Thinking of the National Unity Government, how do you feel about the way it is carrying out its responsibilities? Is it doing a very good job, somewhat good job, somewhat bad job or a very bad job? (Percent "good job" or "somewhat good job")*

Satisfaction with How Democracy Works

Overall, 61.4% of respondents report satisfaction with democracy. Democracy is defined as electing the president and parliament by voting, rather than appointment or selection by some leaders. The gap between the national and the respondents from CC districts with regards to perceptions of democracy is not considerable for most districts. The most tangible difference comes from Shinwar (43.8%) with lowest level of satisfaction and Mir Amor (74.4%) with the highest level of satisfaction.

Satisfaction with Democracy
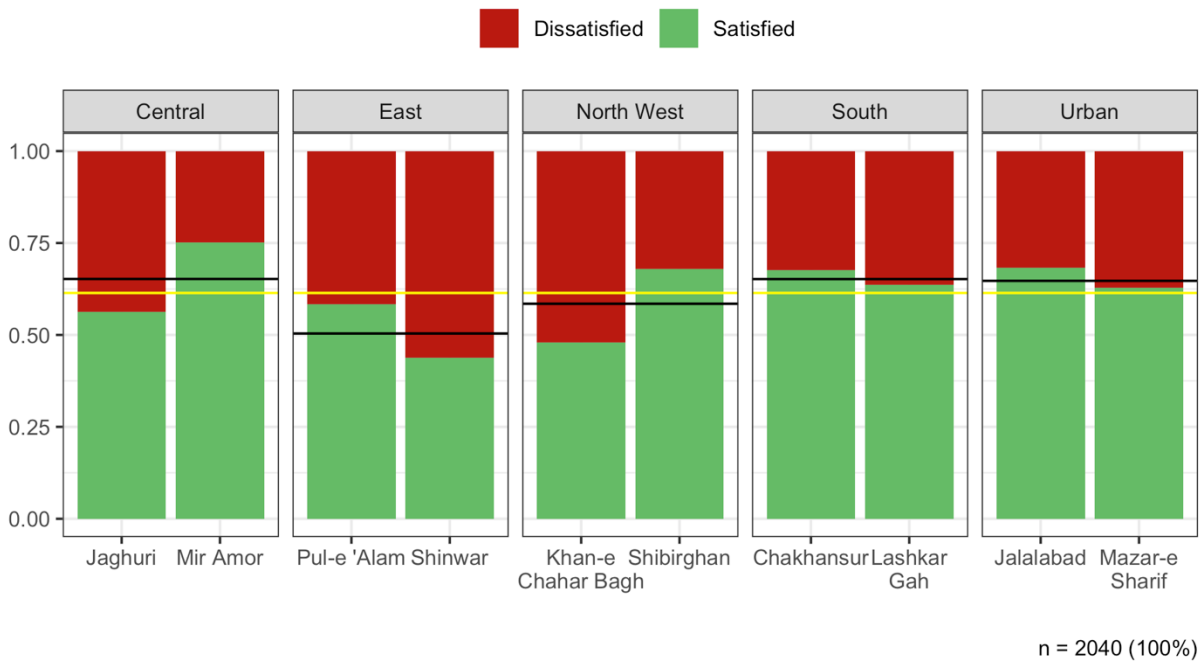
Fig. 6: *On the whole, how satisfied or dissatisfied are you with the way democracy works in Afghanistan. By democracy, we mean choosing the President and Parliament by voting, rather than appointment or selection by some leaders. Are you? (Percent "very satisfied" or "somewhat satisfied")*

Desire to Migrate

Overall, 36.8% of *Survey* respondents at the national level expressed desire to leave Afghanistan given the opportunity. Urban and male respondents are more likely to express desire to migrate, among other factors that are explored in detail in the *Survey of the Afghan People 2018* report. In CC districts, respondents from Jaghuri, Khan-e-Charbagh and Mazar-e-Sharif report tendency to migrate if given the opportunity (62.3%, 49.0% and 44.1% respectively). On the other hand, respondents from Lashkargah have the lowest desire to migrate (10.7%).

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Desire to Migrate

n = 2040 (100%)
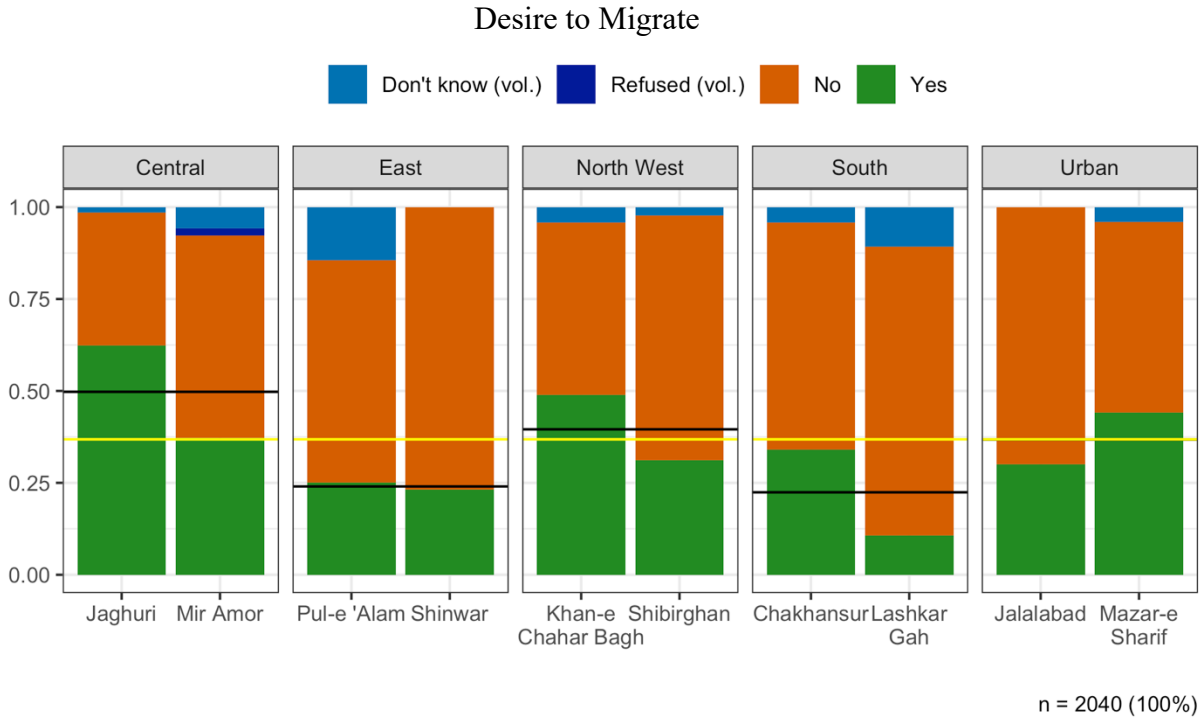
Fig. 7: *Tell me, if given the opportunity, would you leave Afghanistan and live somewhere else, or not?*

Source of News and Information

In rural areas, radio is the main source of news and information with 74.4% of respondents using it. In the urban areas, majority of respondents (92.4%) use TV to obtain news and information. Among respondents from CC districts, while both radio and TV are used to obtain news and information, some districts are more aligned to one than the other. As shown in figure 8 below, almost every respondent in Shinwar district reported using radio to obtain news and information, while TV is also used by the overall majority. Furthermore, Eastern districts of Pul−e 'Alam and Shinwar, respondents use radio more than TV.

Source of News and Information: Radio
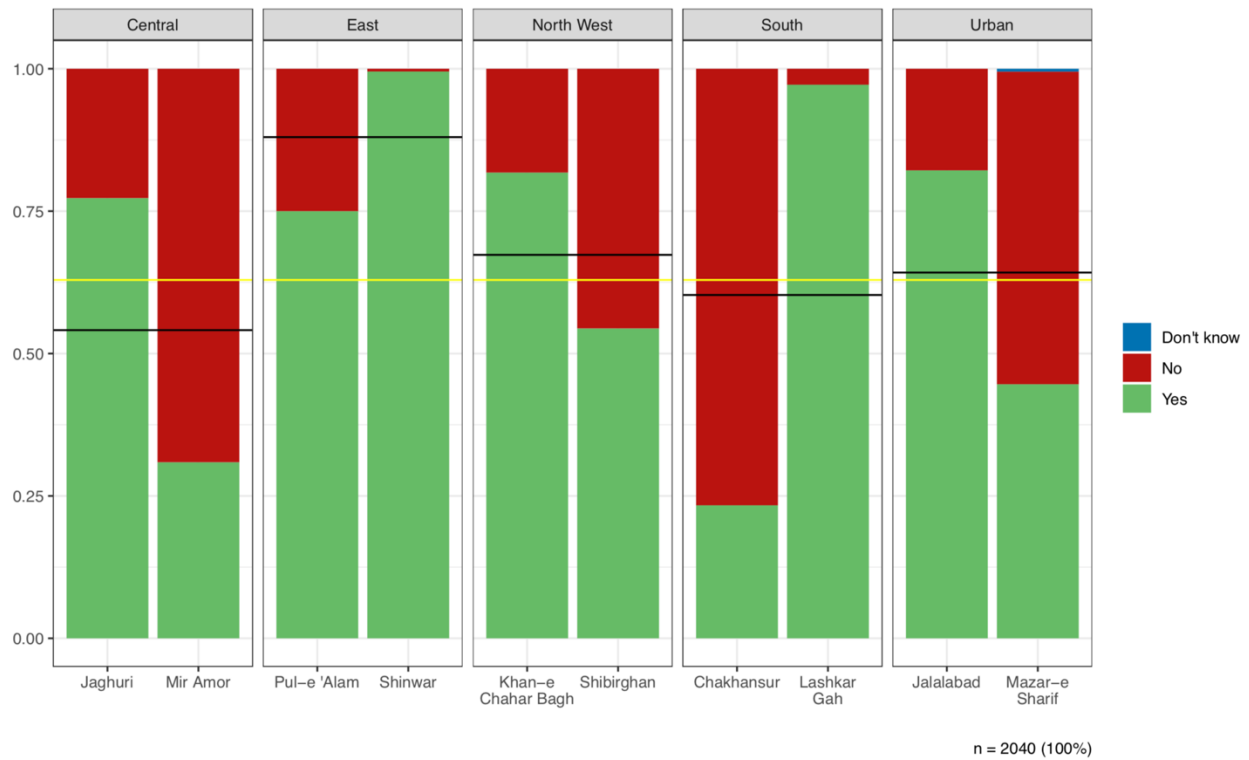
Fig. 8: *Do you use any of the following for obtaining news and information? Radio*

In Lashkargah, while almost all respondents use radio, TV is used much less. In Chakhansur, respondents report low level of use for both radio and TV. In Mazar-e-Sharif city, almost every respondent said they use TV and about half use radio to obtain news and information. Contrary to Mazar-e-Sharif, respondents of Jalalabad city use radio much more than TV. Furthermore, in the Central districts of Jaghuri and Mir Amor, and North Western districts of Khan-e- Chahar Bagh and Shibirghan, most people use TV and radio is used at much lower rate.

Use of TV as Source of News and Information
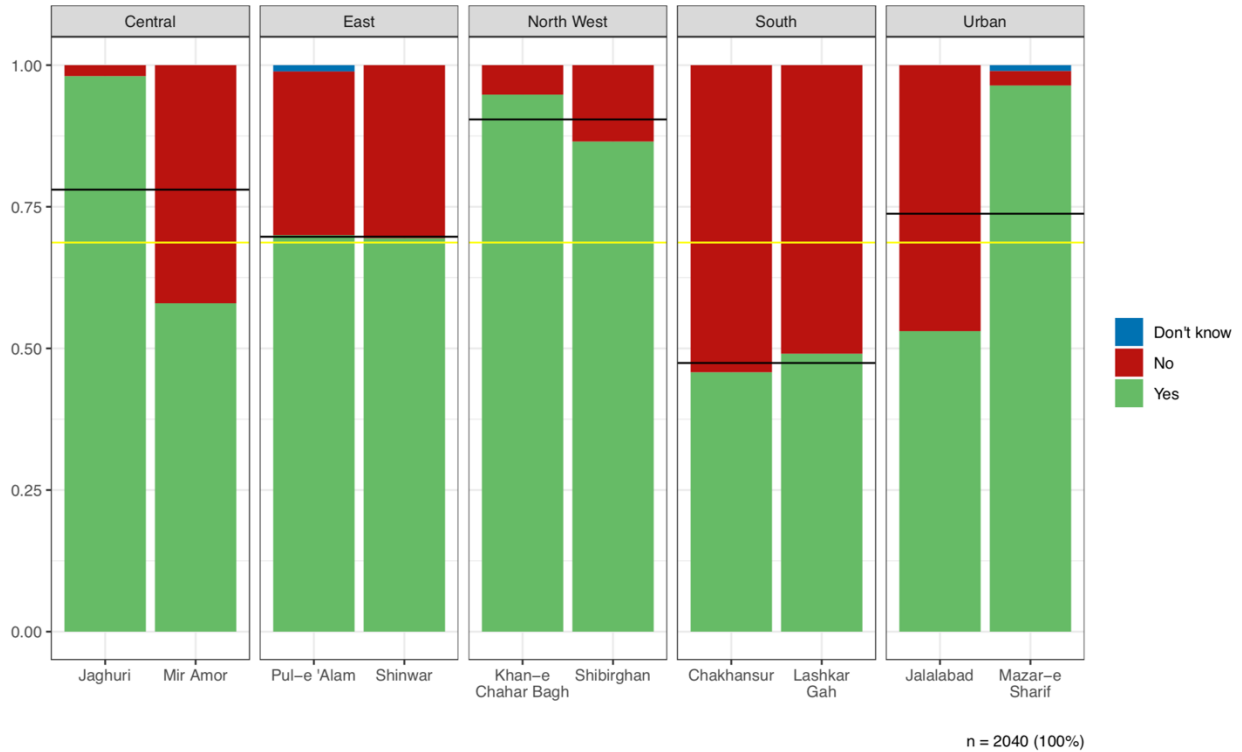
**Fig. 9.** *Do you use any of the following for obtaining news and information? TV set*

Confidence in Community Development Councils

CDCs are among the most trusted institutions among *Survey* respondents. At the national level, 57.6% of respondents said they have confidence in the CDCs, which places them above most institutions and only behind religious leaders (69.3%), media (67.0%), and community shuras/jirgas (65.2%).
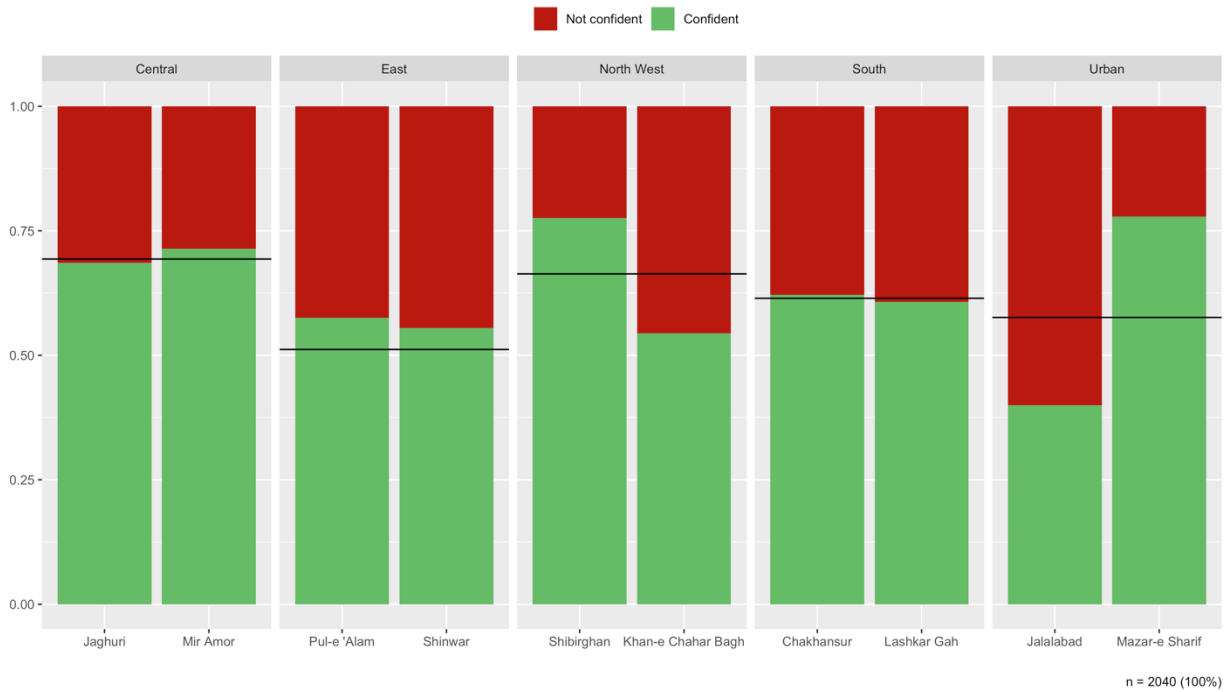
Confidence in Formal and Informal Institutions

n = 2040 (100%)
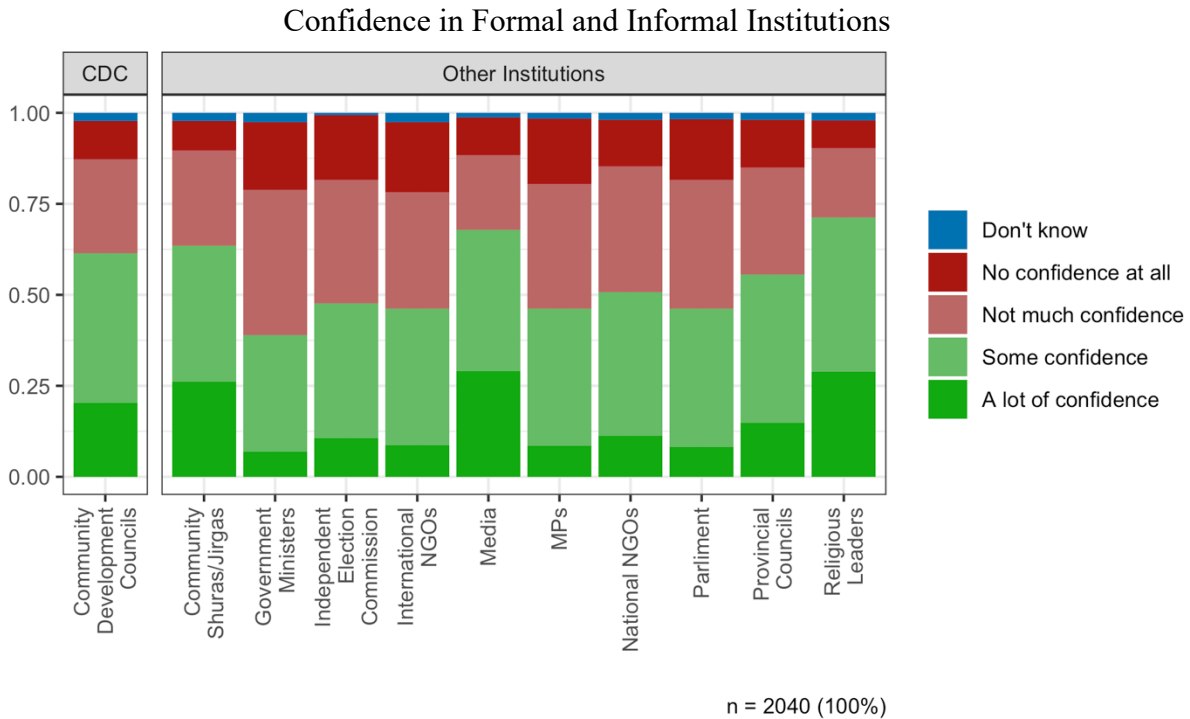
Fig. 10: *I would like to ask you about some officials, institutions and organizations. As I read out each, please tell me how much confidence you have in them to do their jobs. Do you have a lot, some, not much, or no confidence at all? If you don't know, it's ok, just say you have no opinion. c) Independent Election Commission; d) Community Development Councils; e) Community Shuras/ Jirgas; f) Government Ministers; g) International NGOs; h) Media such as newspapers, radio, TV; i) National NGOs; j) Parliament as a whole; k) Provincial Councils; l) Religious Leaders; m) Your member of parliament*

Respondents in CC districts have higher confidence in CDCs compared to the national average. With the exception of Jalalabad, the majority of respondents report having confidence in CDCs. Respondents in Mazar-e-Sharif, Shibirghan and the Central districts of Jaghuri and Mir Amor report the highest level of confidence in CDCs among all CC districts.

Confidence in Community Development Councils

Fig. 11: *I would like to ask you about some officials, institutions and organizations. As I read out each, please tell me how much confidence you have in them to do their jobs. Do you have a lot, some, not much, or no confidence at all? If you don't know, it's ok, just say you have no opinion. d) Community Development Councils.*

Perception of Public Services

Respondents were asked about quality of electricity supply, roads, clean drinking water, and irrigation facilities.

Electricity

At the national level, 16.4% of respondents say the quality of electricity supply has improved since last year; while 39.3% say it has deteriorated. Among CC districts, only respondents from Lashkargah, and the Northern districts of Shibirghan, Khan-e-Charbagh and Mazar-e-Sharif report higher level of improvement in electricity supply than the national average. Conversely, almost no respondent in Chakhansur district and few respondents in Central and Eastern region report improvement in electricity supply.
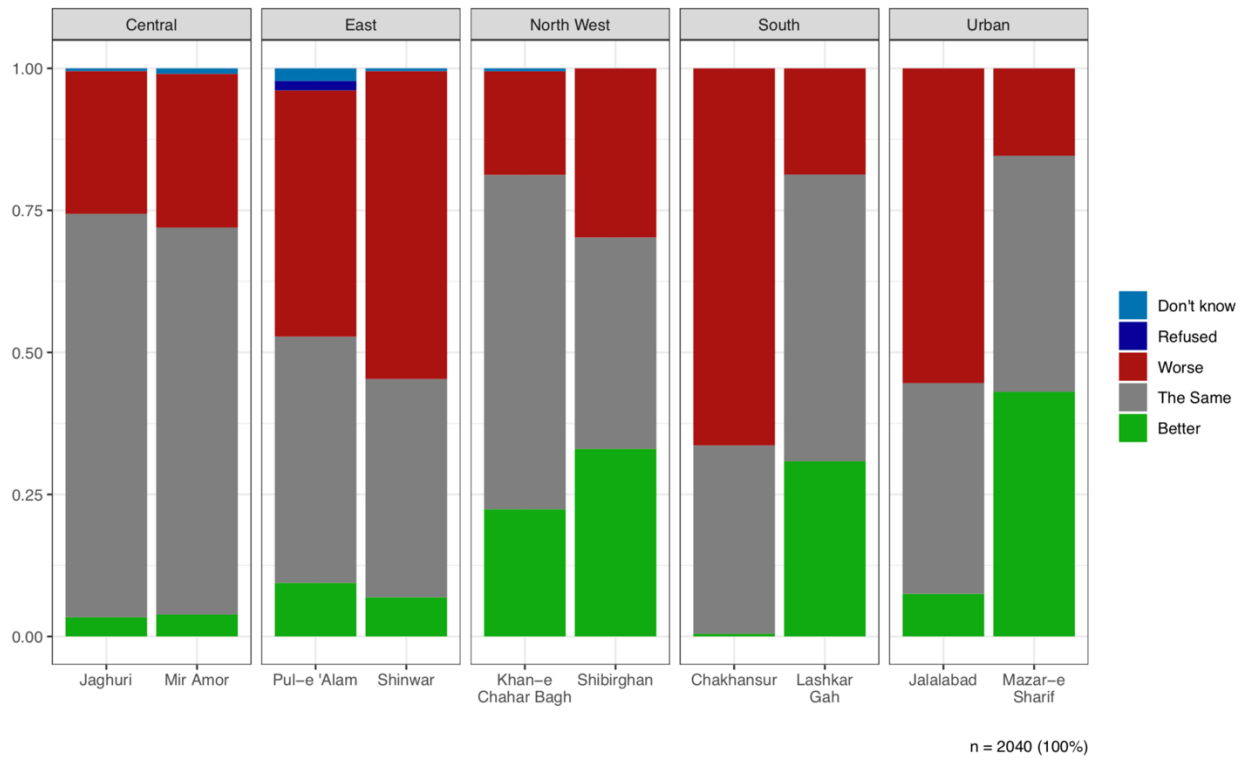
Fig. 12: *Compared to one year ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? Electricity supply*

When asked about source of electricity, city grid is the main source for respondents from the North West (Mazar-e-Sharif, Khan-e-Chaharbagh and Shibirghan). Respondents from most other districts rely on solar panels to generate electricity. Furthermore, community generated electricity is also common in Jaghuri district.

Sources of Electricity Supply
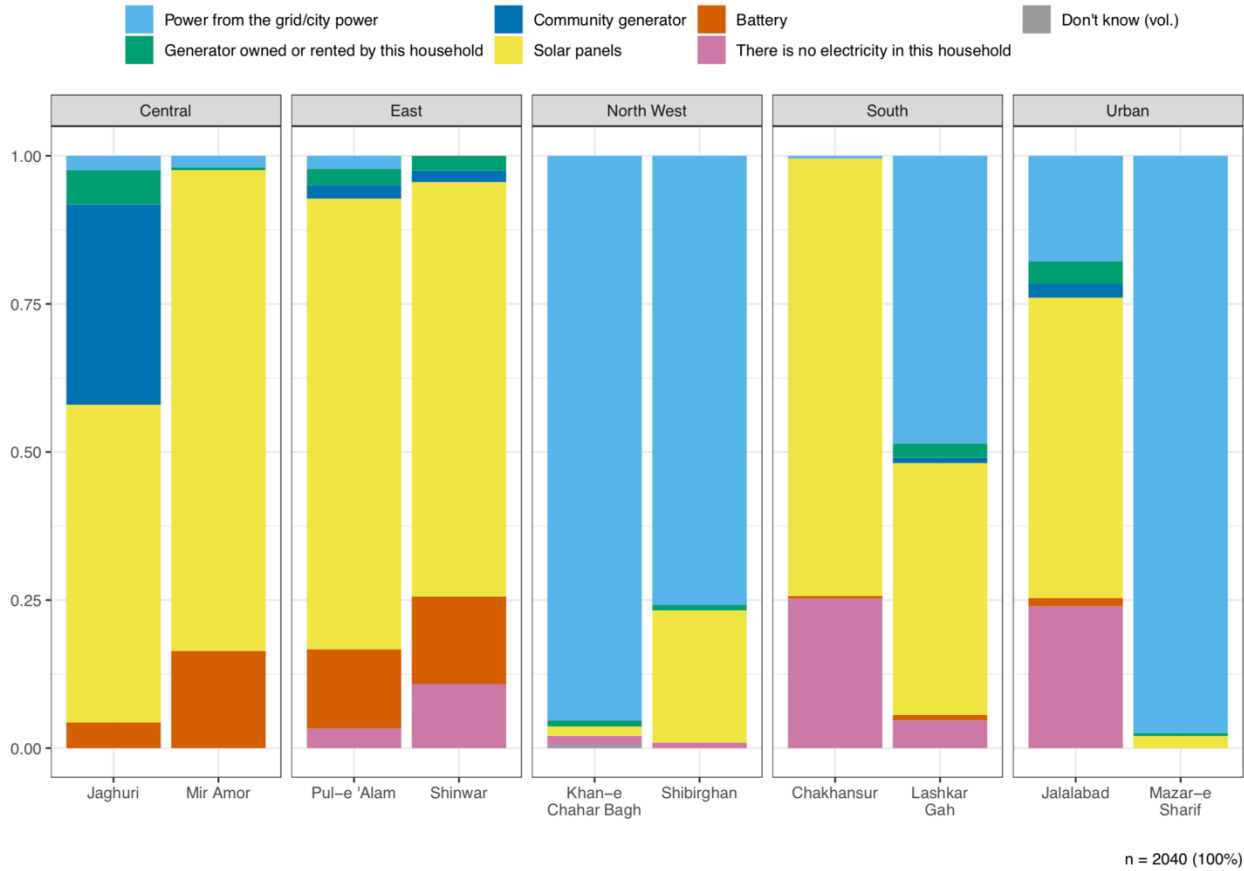
Fig. 13: *What is the main source of electricity supply in this household?*

The length of electricity access varies by district. In the districts in the Central region, access to electricity is the shortest, followed by South and East. Urban respondents and respondents from the North West, who primarily rely on city grids, have the lengthiest electricity access.

Length of Electricity Access, by hours

n = 1850 (91%)
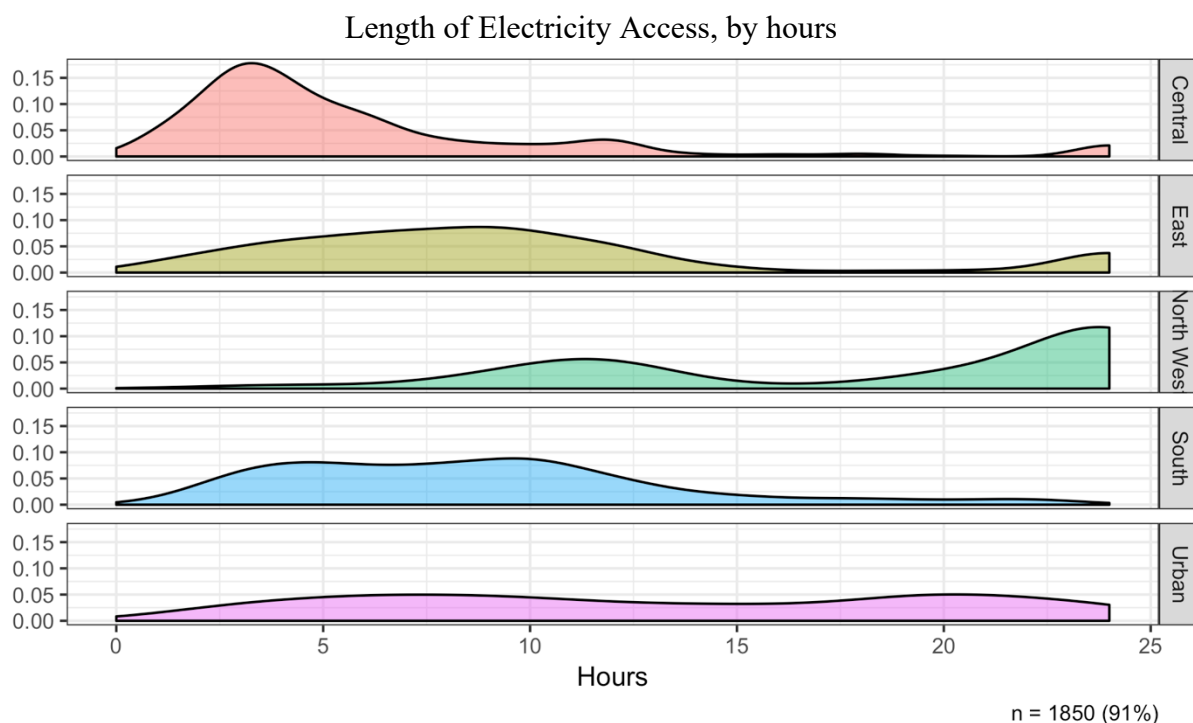
Fig. 14: *(If access to any source of electricity) On a typical day, how many hours do you have access to electricity in this household?*

A fourth of respondents (19.8%), at the national level, report awareness of an electricity supply project in their local area in the past 12 months. Among CC districts, respondents from Khan-e-Chaharbagh, Mazar-e-Sharif, Lashkargah and Pul-e-Alam report higher level of implementation of electricity supply projects in their areas (39.6%, 37.9%, 34.1% and 27.8%, respectively). On the other hand, almost no respondent from Chakhansur and Central districts of Jaghuri and Mir Amor report awareness of electricity supply projects (0%, 0% and 1.4%, respectively). Respondents from these districts rely mainly on self-purchased solar panels to access electricity.

Awareness of Government Electricity Supply Project(s)
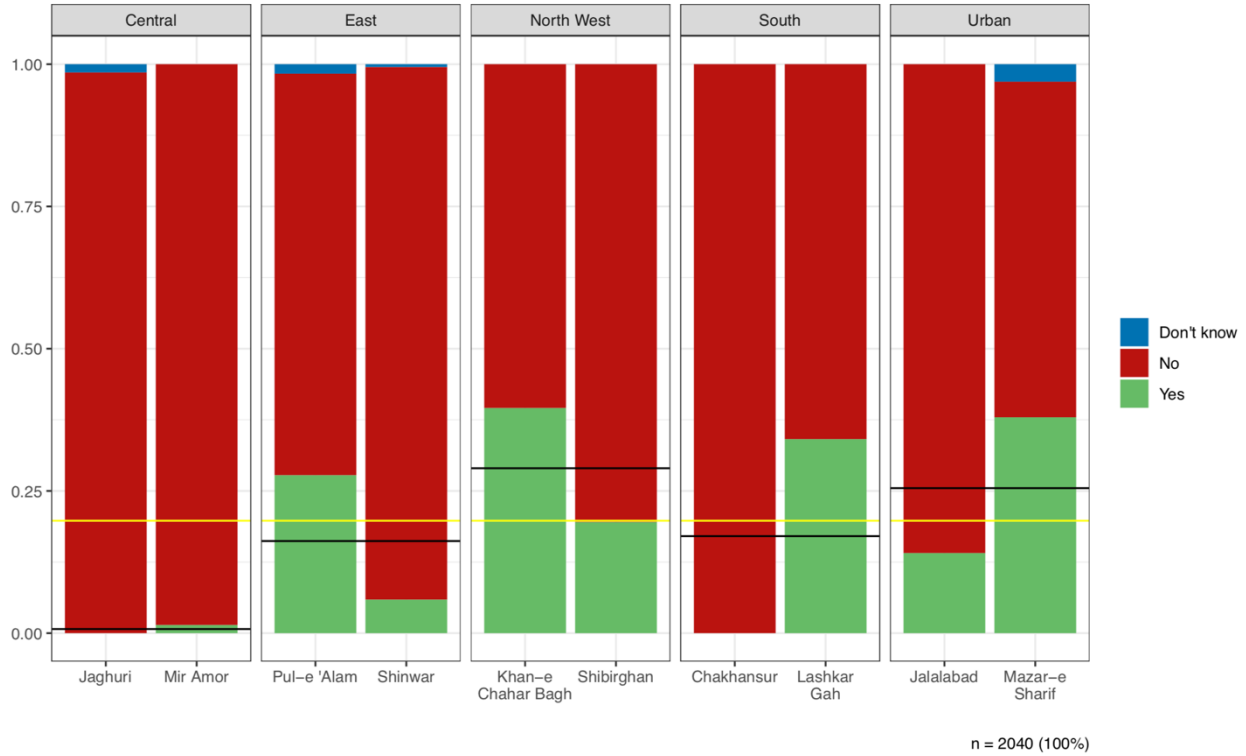
Fig. 15: *I am going to read a list of projects that may or may not have been implemented in your area. Please tell me if there has been this type of project in your area in the last 12 months? Government supplied electricity*

Roads

A fourth of respondents at the national level say that their access to roads have improved since last year (23.0%), while a third of respondents say it has deteriorated (32.0%). In CC districts, more than half of respondents from Lashkargah report improvement in their access to roads (50.5%). Respondents from the Central and North West region report the lowest improvement in their access to roads since last year. Furthermore, respondents from Chakhansur, Jalalabad and Jaghuri report the highest levels of deterioration in their access to roads (37.9%, 35.7% and 35.7%, respectively).

Access to Roads
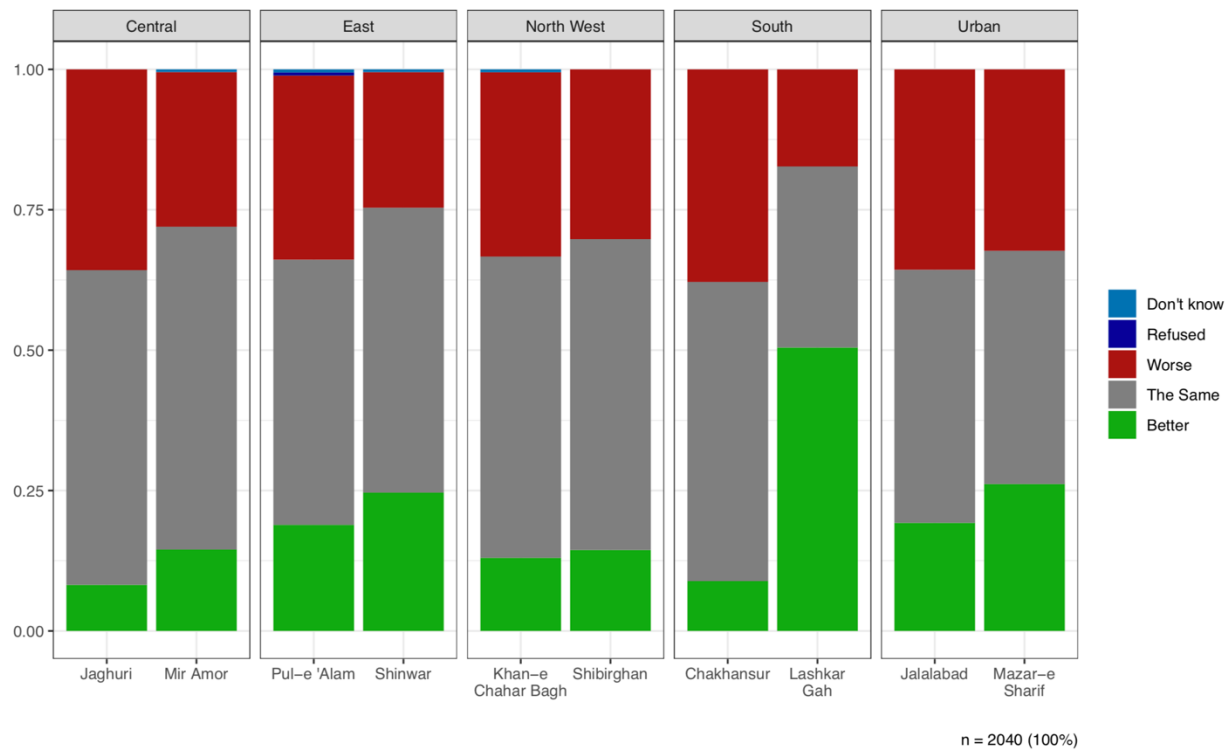
Fig. 16: *Compared to one year ago, would you say that the situation for your household has gotten better, remained the same, or gotten worse with respect to the following. i) access to roads*

A third of respondents at the national level report awareness of implementation of reconstruction projects such as roads and bridges in their local areas in the past 12 months (33.1%). Among CC districts, majority of respondents in Lashkargah, Jaghuri and Pul-e-Alam reported awareness of reconstruction project implementation (84.1%, 64.3% and 61.1%, respectively). The awareness is lowest in Shibirghan district, with only 14.4% of respondents saying they are aware of implementation of a reconstruction project.

Awareness of Reconstruction Projects

n = 2040 (100%)
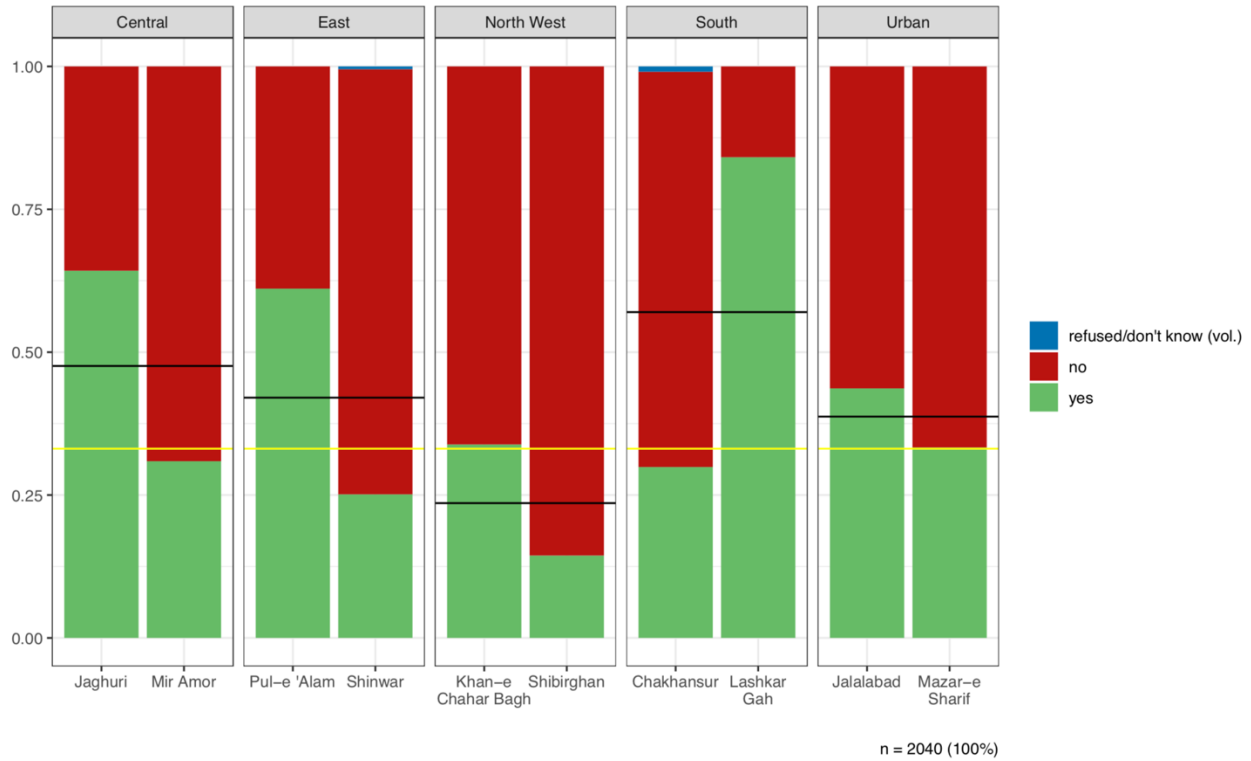
Fig. 17: *Speaking of the past 12 months, do you know of, heard of any project or program, implemented with the foreign aid in this area, district, in the following fields?... Reconstruction/ building of roads, bridges*

Clean Drinking Water

At the national level, 18.6% of respondents report improvement in their access to clean drinking water since last year, while 37.2% report that it has worsened. Comparatively, a large number of respondents from Lashkargah and Mazar-e-Sharif report improvement in their access to clean dirnking water (39.3% and 30.3%, respectively). On the other hand, majority of respondents in Chakhansur, Shibirghan and Khan-e-Charbagh say their access to drinking water has deteriorated since last year (70.6%, 57.2% and 52.1%, respectively).
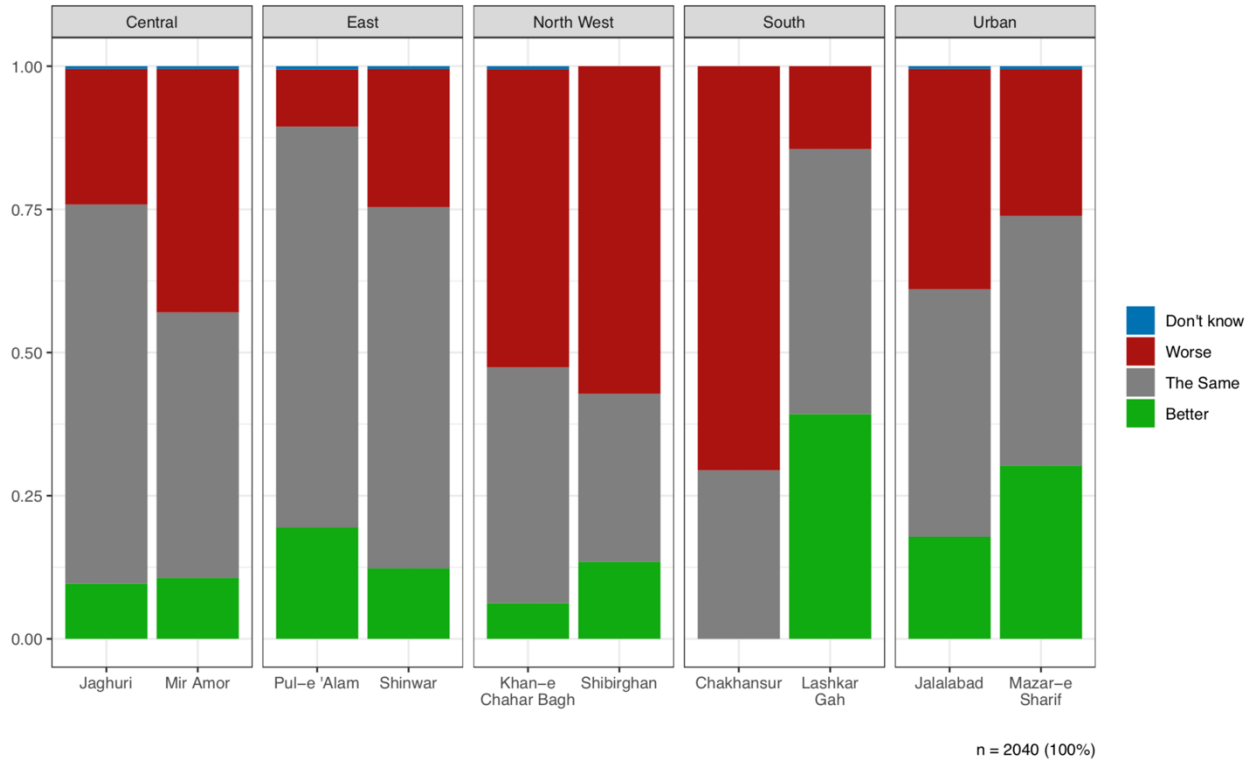
Fig. 18: *Compared to one year ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? Access to clean drinking water*

A quarter of respondents reported awareness of implementation of drinking water project in the past 12 months at the national level (24.2%). Among CC districts, respondents from Lashkargah, Pul-e-Alam and Jaghuri districts report the highest awareness of implementation of drinking water projects in their local area over the past 12 months (57.5%, 53.3% and 42.0%, respectively). Respondents of Shibirghan and Mir Amor report the lowest level of awareness of such projects in their local areas over the past 12 months (6.5% and 11.6%, respectively).

Awareness of Drinking Water Projects

Fig. 19: *Speaking of the past 12 months, do you know of, heard of any project or program, implemented with the foreign aid in this area, district, in the following fields? water supply/ Water supply for drinking*

Irrigation Facilities

At the national level, more than half of respondents (51.4%) report no change in their access to irrigation facilities; on the other hand, 9.3% report improvement and 36.8% report worsening. Among CC districts, only respondents from Lashkargah district, and Jalalabad and Mazar-e-Sharif cities, report higher level of improvement in their access to irrigation facilities than the national average (22.9%, 16.4% and 10.8%, respectively). However, more than half of respondents from Chakhansur, Shibirghan, and Khan-e-Chaharbagh districts report worsening access to irrigation facilities over the past year (75.7%, 54.9% and 52.6%, respectively). Respondents from these districts also say their access to clean drinking water has deteriorated, perhaps indicating an overall impact of the droughts.
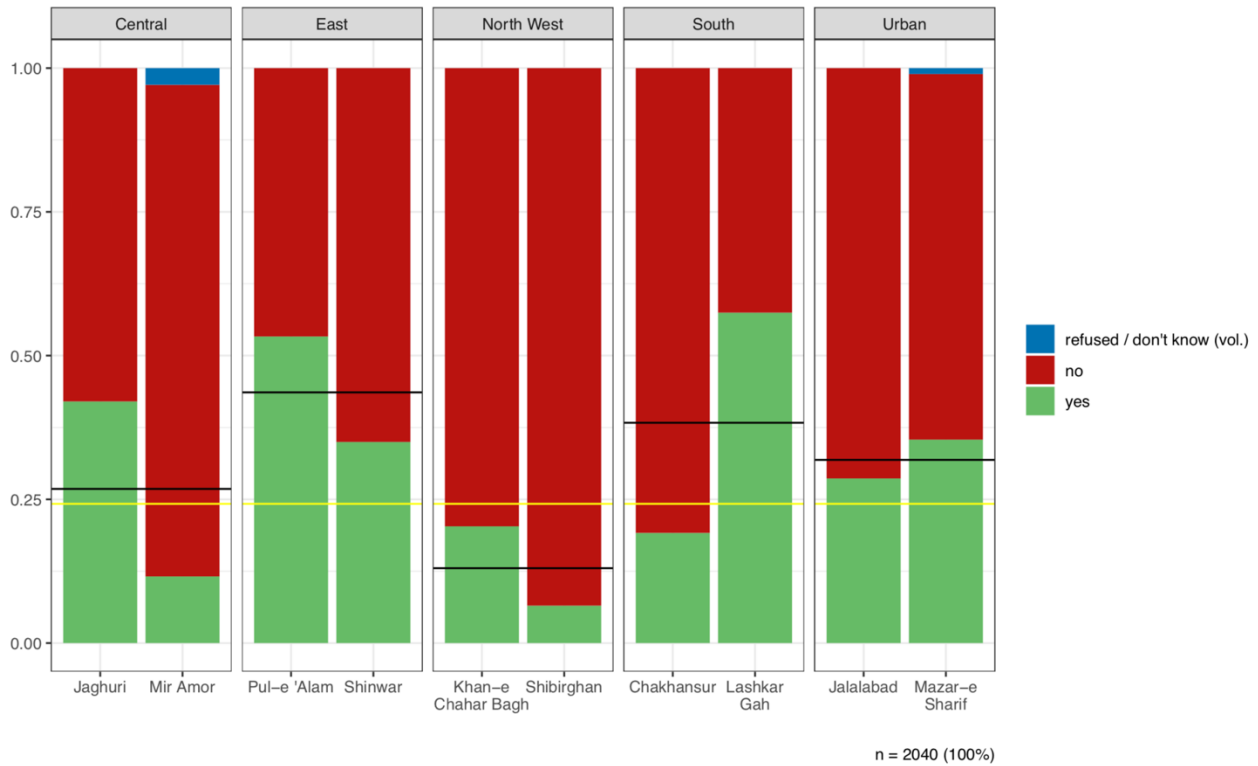
Access to Irrigation Facilities
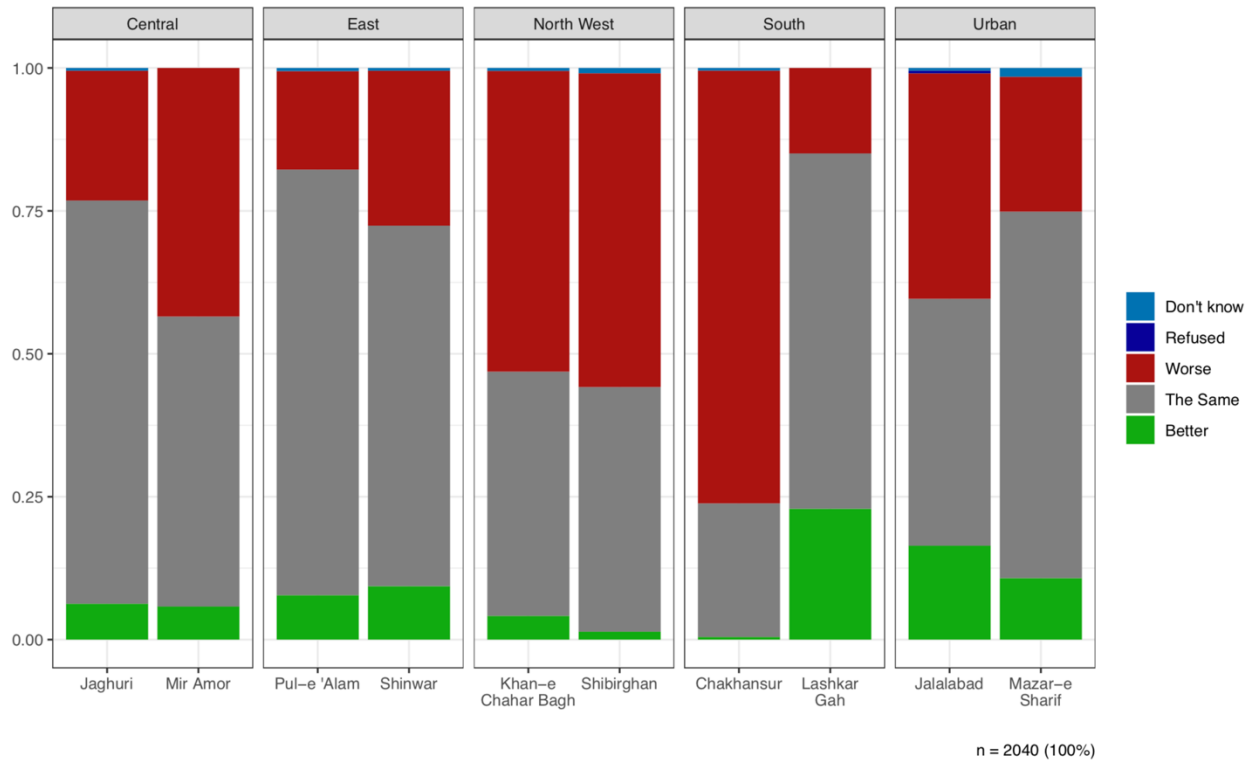
Fig. 20: *Compared to one year ago, would you say that the situation for your household has gotten better, remained the same or gotten worse with respect to the following? Access to irrigation facilities*

At the national level, 16.1% of respondents report being aware of an irrigation project implementation in their local area in the past 12 months. Among CC districts, respondents from Shinwar, Lashkargah, Pul-e-Alam and Jaghuri have the highest level of awareness (48.3%, 43.5%, 38.3% and 37.2%, respectively). The lowest level of awareness of irrigation projects implementation is in Chakhansur, Shibirghan and Mir Amor (0.9%, 4.7% and 5.8%, respectively).

Awareness of Irrigation Projects


n = 2040 (100%)
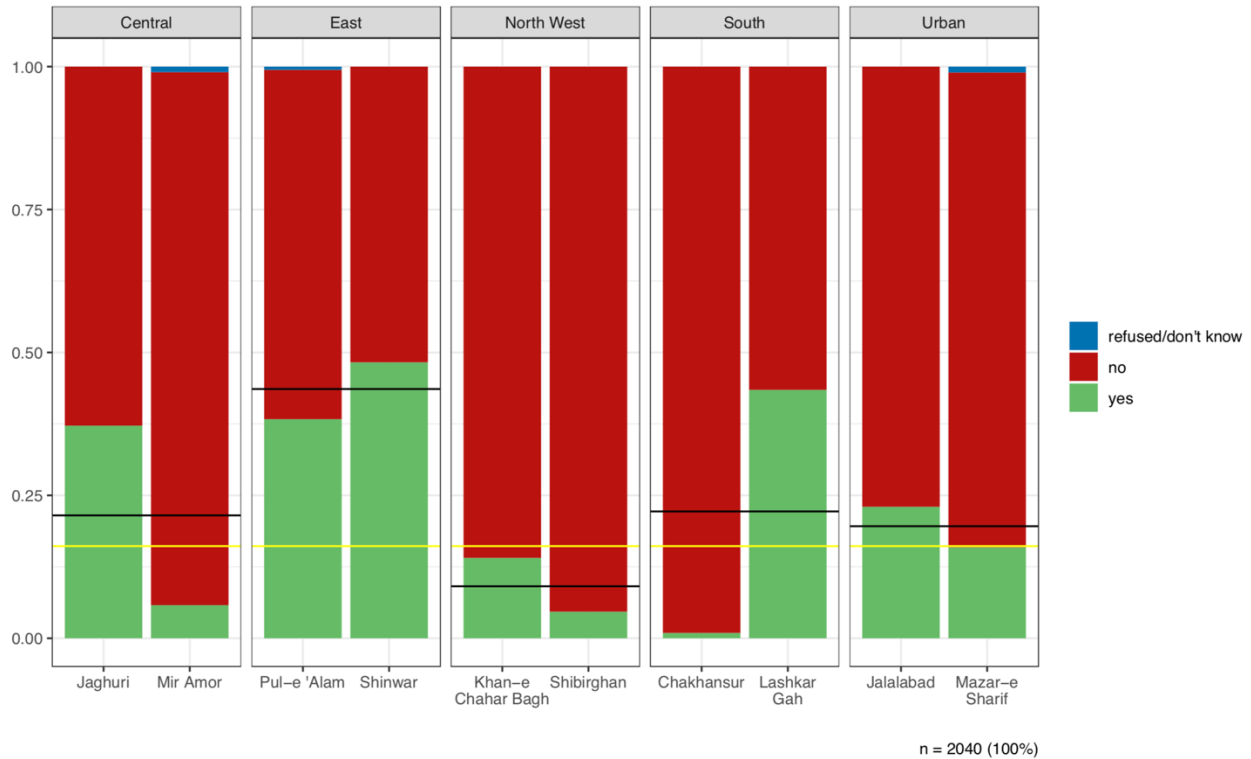
Fig. 21: *Speaking of the past 12 months, do you know of, heard of any project or program, implemented with the foreign aid in this area, district, in the following fields?... Water supply for irrigation*

Perceptions About Female Membership in CDCs

Overall, 67.5% of respondents at the national level expressed that they agree with women being members of CDCs. This indicate a slight decrease from 74.3% in 2015. Most respondents of the CC districts also have positive views about women in CDCs. The highest support comes from the Central districts of Mir Amor and Jaghuri (94.2% and 88.9%), and Shibirghan and Mazar-e-Sharif in the North West (90.2% and 88.2%). The lowest support was captured in Chakhansur and Shinwar districts (43.0% and 53.7%).

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Agreement with Female Membership in CDCs
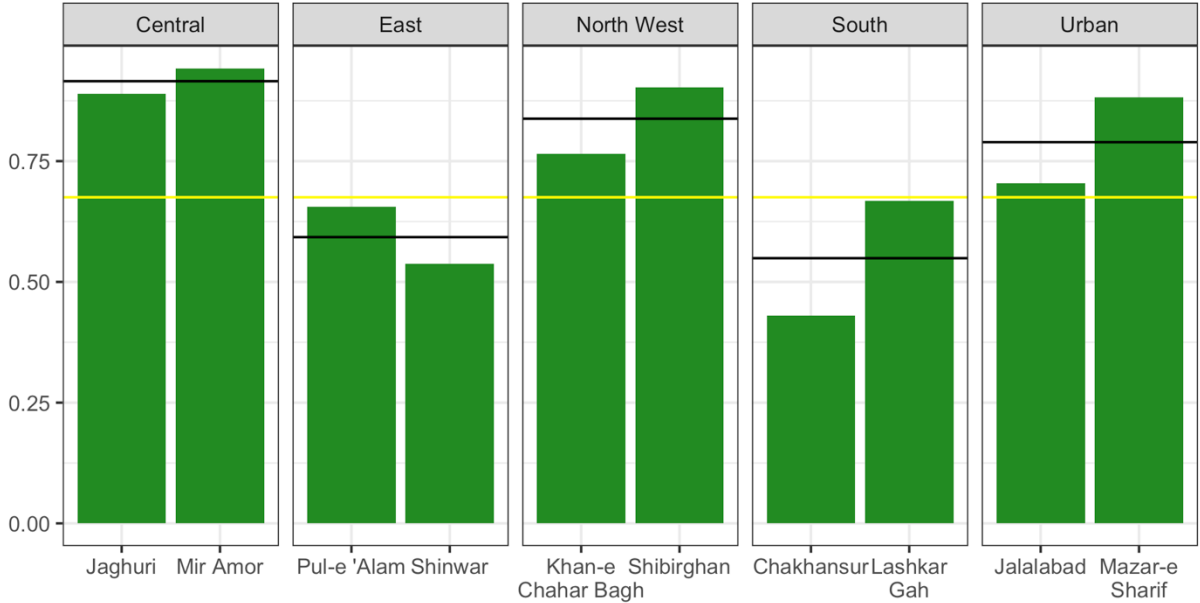
n = 2040 (100%)

Fig. 22: *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? Strongly or somewhat? Member of a Community Development (Percent "Strongly agree" or "Somewhat agree")*

PART II

Citizen's Charter Questions

Community Development Councils

Overall, more than half of respondents are aware of CDCs in their local areas (56.3%). Male respondents are significantly more likely to be aware of CDCs compare to female respondents (61.7% vs 51.0%). This proportion varies from the highest of 74.4% in Jaghuri to the lowest of 35.4% in Mazar-e-Sharif city. Moreover, awareness of CDC is higher among rural residents compare to urban residents (58.6% vs 47.1%).

Table 1: Awareness of CDCs in local area, by district

Province	District	% aware of CDCs
Logar	Pul-e Alam	36.1
Ghazni	Jaghuri	74.4
Balkh	Mazar-e Sharif	35.4
Jawzjan	Shibirghan	60.5
Faryab	Khan-e Chahar Bagh	66.1
Nimroz	Chakhansor	52.3
Helmand	Lashkargah	68.7
Daikundi	Mir Amor	37.2
Nangarhar	Jalalabad	57.7
	Shinwar	71.4

Awareness of CDCs in Local Area
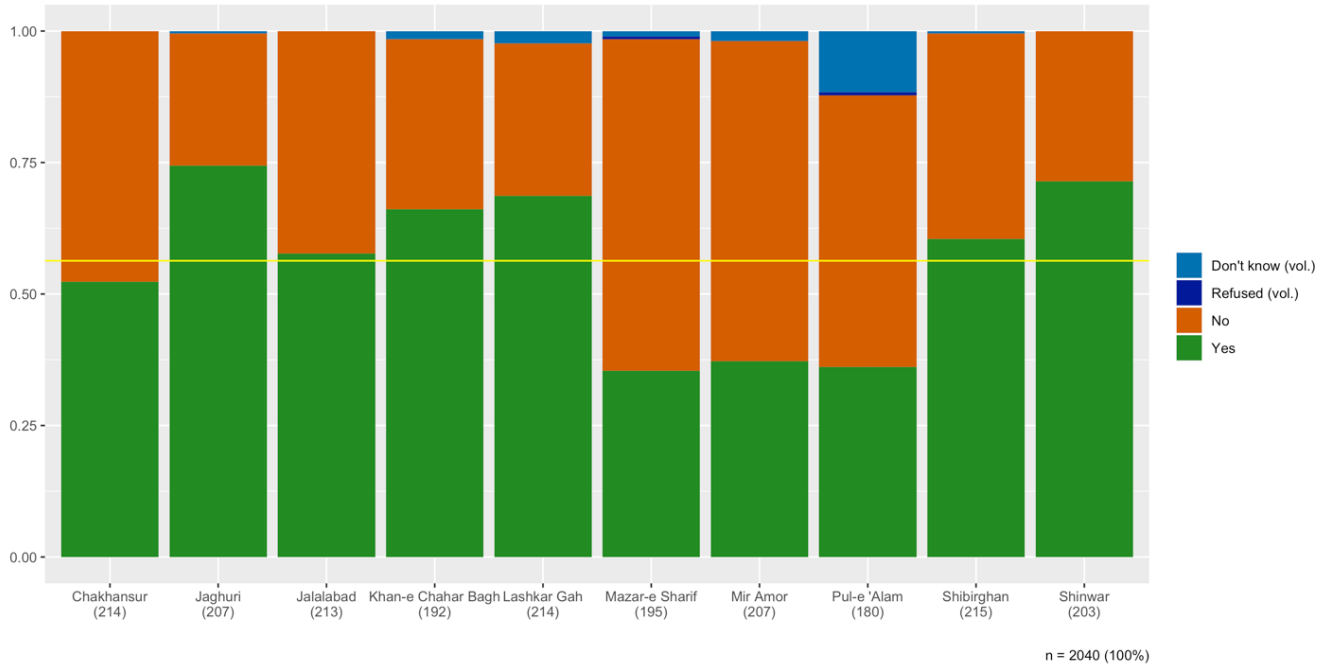
Fig. 23: *Are you aware of Community Development Councils (CDCs) in this local area?*

Respondents were asked what are the main functions of CDCs in their community; the majority cited representing community needs (60.3%) followed by implementing infrastructure projects (39.7%). The same trend holds true across all districts, with the exception of Shinwar, where respondents cite implementing of infrastructure projects more than representing community needs (59.3% vs 53.1%).

Functions of CDCs
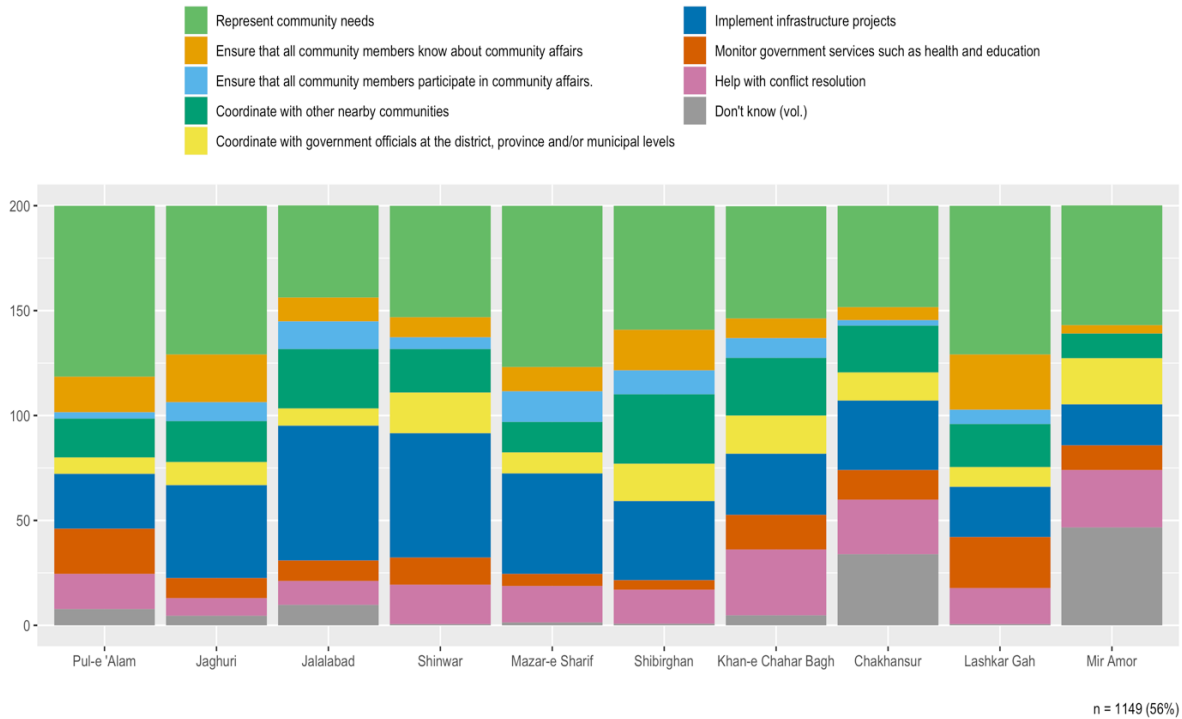
Fig. 24: *(If aware of CDC in local area) Based on what you have seen and heard about the CDC, what are the main functions of CDCs in your community?*

Less than half of respondents report participating in a CDC activity (42.7%). But this statistic is heavily dependent upon the stage of CC implementation in the district. Asking respondents about specific types of CDCs activities that they have participated in, the majority mention voting in CDC elections (30.6%), followed by meeting regarding CC (22.1%), voting on types of projects to undertake (20.8%). On the other hand, the least cited activities are participation in discussion about citizen scorecards (12.4%), a CC activity reserved for the later stages of implementation, and participate in food and grain banks (12.6%).

Participation in CDC Activities
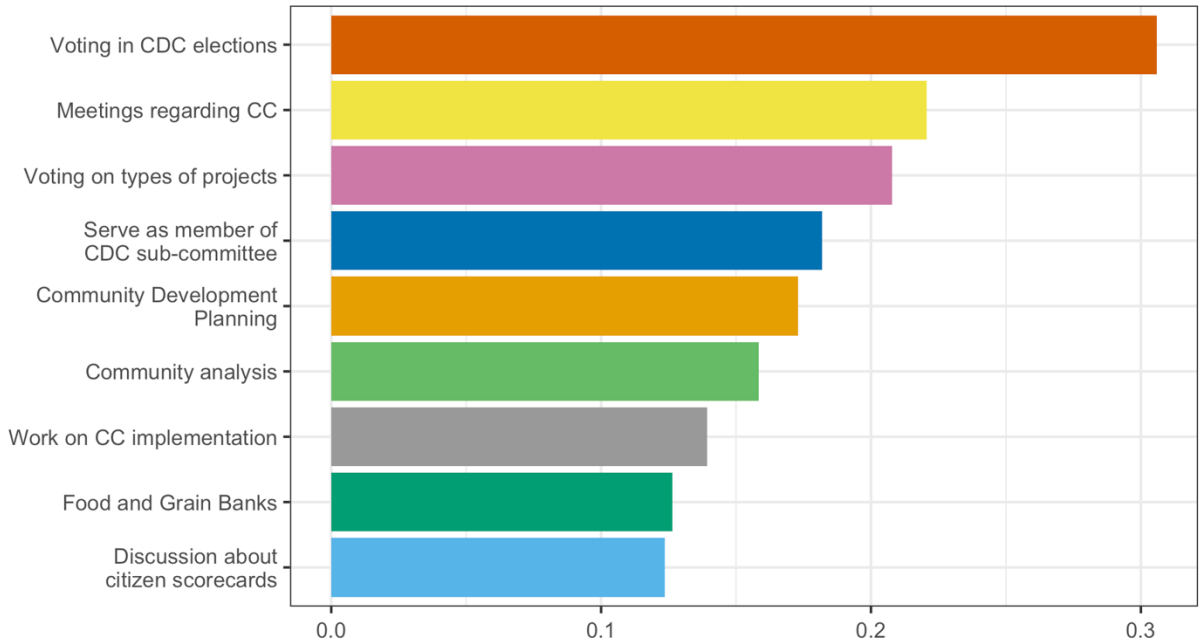
Fig. 25: *(If aware of CDC in local area) I am going to read a list of activities that CDC are involved in. Please indicate which activity have you participated in since Summer 2017? a) Voting in Community Development Council elections; b) Serve as member of a Community Development Council sub-committee; c) Participate in community analysis (e.g., mapping, well-being analysis); d) Participate in Community Development Planning; e) Voting on types of projects to undertake; f) Meetings regarding Citizens' Charter; g) Work on CC implementation of infrastructure ; h) Participate in Food and Grain Banks; i) Participate in discussion about citizen scorecards; j) Other, please describe*

It is also noteworthy that participation among male respondents is double (55.9%) that of female respondents (29.6%). By province and district, participation in the various activities varies.

Table 2: Participation in CDC activities, by province and district

Province	Logar	Ghazni	Nangarhar		Balkh	Jawzjan	Faryab	Nimroz	Helmand	Daikundi
District	Pul-e 'Alam	Jaghuri	Jalalabad	Shinwar	Mazar-e Sharif	Shibirghan	Khan-e Chahar Bagh	Chakhansur	Lashkar Gah	Mir Amor
Voting in Community Development Council elections	16.7	45.9	38.5	28.6	22.1	47.9	39.6	15.0	26.6	23.2

Serve as member of a Community Development Council sub-committee	15.6	30.0	33.3	26.6	6.2	24.2	17.2	7.5	14.0	6.3
Participate in community analysis (e.g., mapping, well-being analysis)	11.7	28.5	19.2	22.7	8.7	16.7	22.9	9.3	7.9	10.6
Participate in Community Development Planning	13.3	31.9	11.3	26.1	15.9	21.4	26.6	10.3	8.4	8.7
Voting on types of projects to undertake	16.1	41.5	12.7	25.1	22.6	20.9	32.3	12.6	10.3	15.0
Meetings regarding Citizens' Charter	15.6	51.2	14.1	24.6	20.5	20.0	33.3	13.1	12.6	16.4
Work on CC implementation of infrastructure	15.0	32.9	11.3	16.7	9.7	11.2	22.4	4.7	8.9	7.7
Participate in Food and Grain Banks	11.1	23.7	12.2	20.2	5.1	7.0	24.0	11.2	3.3	9.7
Participate in discussion about citizen scorecards	12.8	34.8	6.6	15.8	10.8	9.3	16.7	9.8	0.9	7.2

In a follow-up to awareness of CDCs, an overwhelming majority of respondents are satisfied with the performance of CDCs in their local area (76.3%).

Satisfaction with CDC Performance
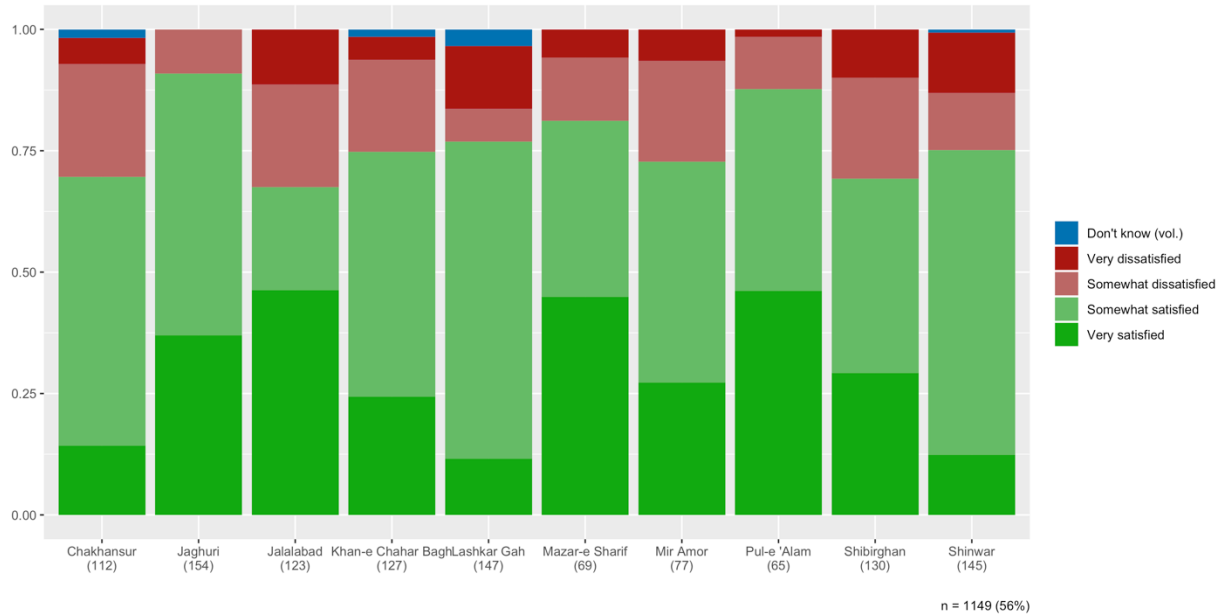
Fig. 26: *(If ware of CDC in local area) In general, how satisfied are you with the performance of the CDC in this local area?*

By place of residence, rural respondents are slightly more likely to be satisfied with the performance of CDCs compare to urban respondents (72.4%). Over half of respondents in all districts are satisfied with CDCs performance, however, the satisfaction level is highest in Jaghuri district (90.9%) while this proportion is only 67.5% in Jalalabad.

Among those who are satisfied with the performance of CDCs, the top cited reason was that CDC represents community needs (64.0%), followed by CDC implements infrastructure projects (38.2%), CDC helps with conflict resolution (24.7%), and CDC coordinate with other nearby communities (21.7%).

Reasons for Satisfaction with CDC Performance
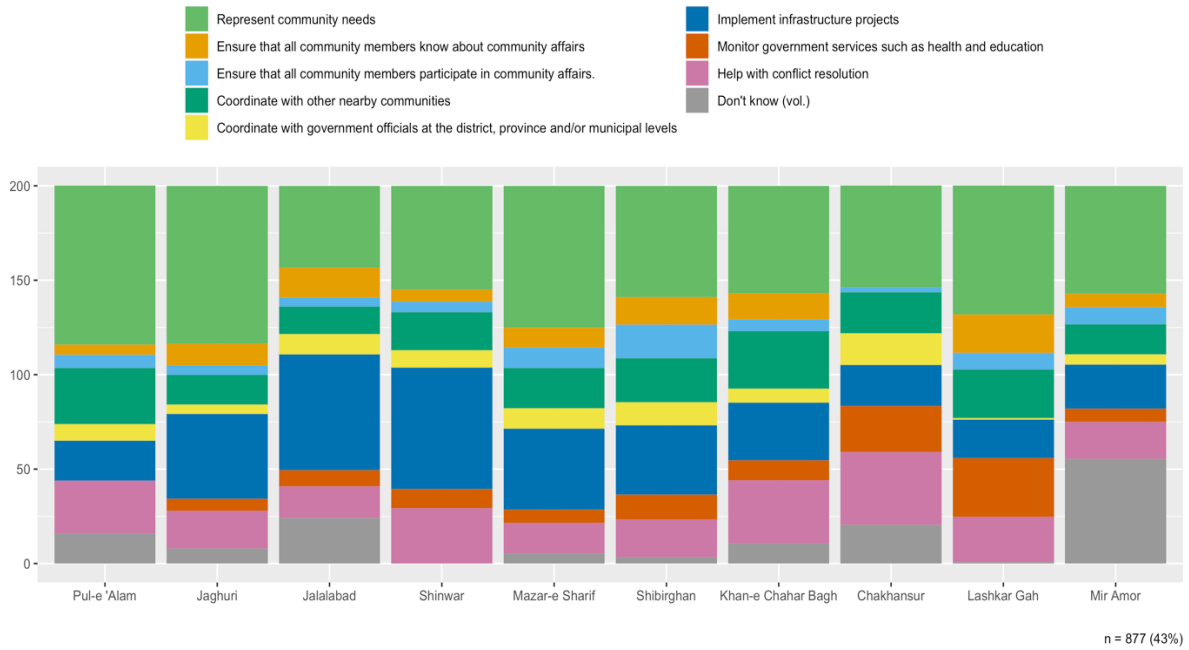
Fig. 27: *(if "Very satisfied" or "Somewhat satisfied" with the performance of CDCs] why are you satisfied?*

Overall, 22.8% say they are not satisfied with CDCs performance. By gender, 17.1% of men and 29,6% of women say they are not satisfied with CDC performance. By strata, more urban respondents than rural respondents (27.6% vs 21.8%) say they are unsatisfied. Dissatisfaction varies by district, with the highest in Jalalabad (32.5%) and lowest in Jaghuri (9.1%)

Table 3: Dissatisfaction with CDCs, by district

District	% Dissatisfied
Jalalabad	32.5
Shibirghan	30.8
Chakhansur	28.6
Mir Amor	27.3
Shinwar	24.1
Khan-e Chahar Bagh	23.6
Lashkar Gah	19.7
Mazar-e Sharif	18.8
Pul-e Alam	12.3
Jaghuri	9.1

Intuitively, respondents in districts that are less far along in the implementation of CC activities are more likely to be dissatisfied than those from districts experiencing advanced implmentation (25.0% vs 20.2% in more advanced implementation).

Furthermore, respondents with no formal education tend to report higher levels of dissatisfaction than those with more than 12 years of formal education (26.9% vs 19.1%). By income, those who live in poor families with lower than AFS 2,000 monthly income tend to be more dissatisfied with CDCs performance compared to those with incomes greater than AFS 15,000 per month (25.0% vs 16.8%).

Moreover, while there is no significant relationship between marital status and level of satisfaction, the findings illustrate a slight relationship between age of respondents and their satisfaction level with CDCs. For example, 22.4% of those who are between 18 and 35 years said they are dissatisfied with CDC while this proportion is slightly lower among those who are older than 55 years old (20.5%).

Among 22.8% (n = 262) who are not satisfied with the CDCs performance, more than half (53.8%, n = 141) say it is because CDC does not implement enough/any project; 44.7% (n = 117) said because CDC is corrupt; 43.1% (n = 113) said CDC is too slow; and 38.9% (102) said CDC does not communicate enough with the local community.

Reasons for Dissatisfaction with CDC Performance
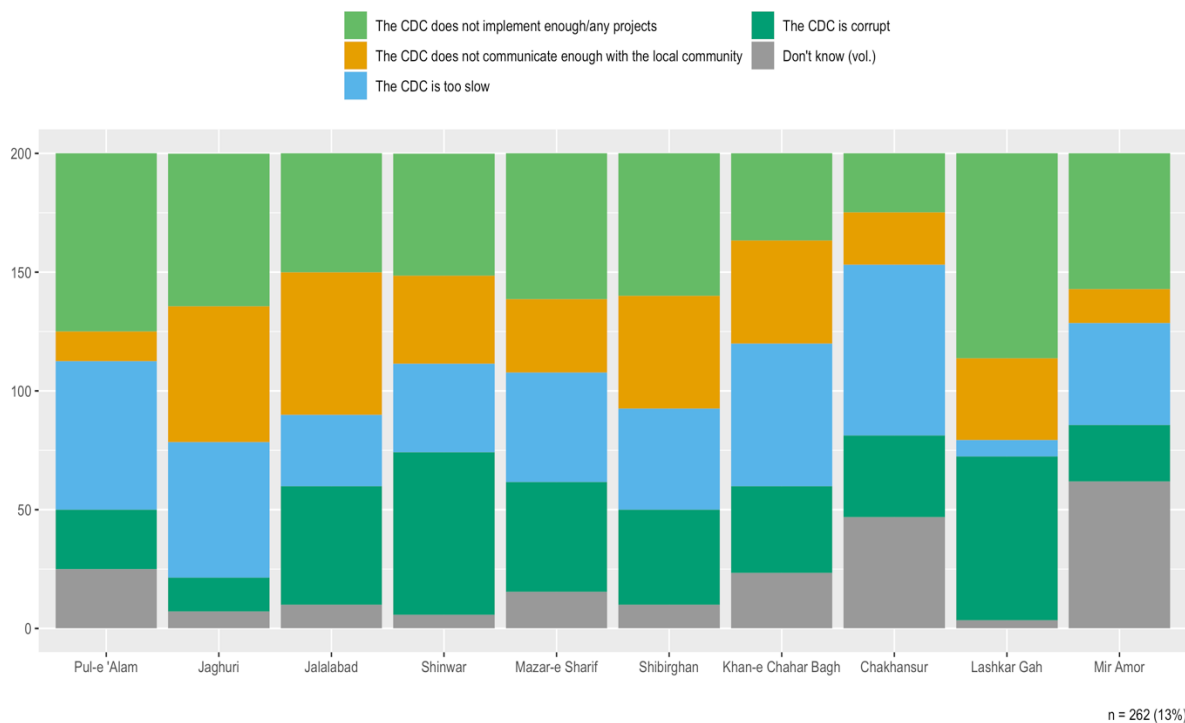
Fig. 28: *(if "Very dissatisfied" or "Somewhat dissatisfied" with the performance of CDCs] why are you dissatisfied?*

When asked to what extent they think they have influence over CDC decision-making, almost 9 out of every 10 respondents say they have a lot, somewhat or a little influence (88.2%).

Perception of influence is highest among respondents from the urban centers (Mazar-e-Sharif and Jalalabad) followed by the North West region.
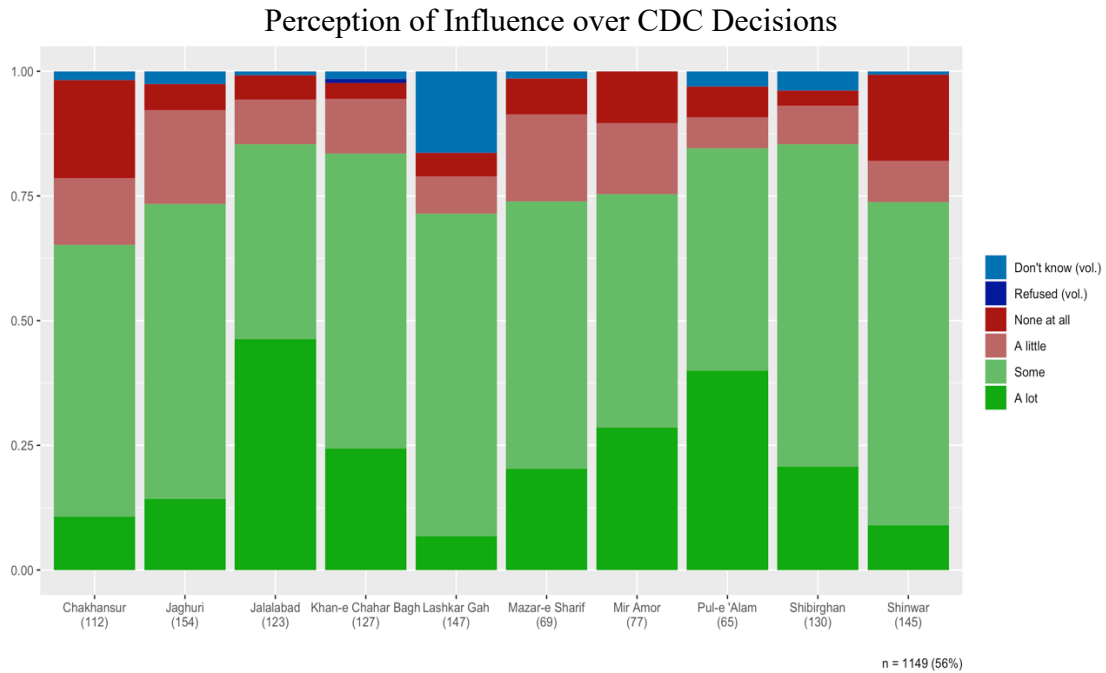
Fig. 29: *(If aware of CDC in local area) How much influence do you think someone like you can have in CDC decision-making—A lot, some, not a lot, or none at all?*

The majority of respondents think CDCs are trustworthy (82.9%). Trust is highest among respondents from Jaghuri and Mazar-e-Sharif (92.2% and 89.9%), and it is lowest among respondents from Chakhansur and Lashkargah districts (75.9% and 75.5%).
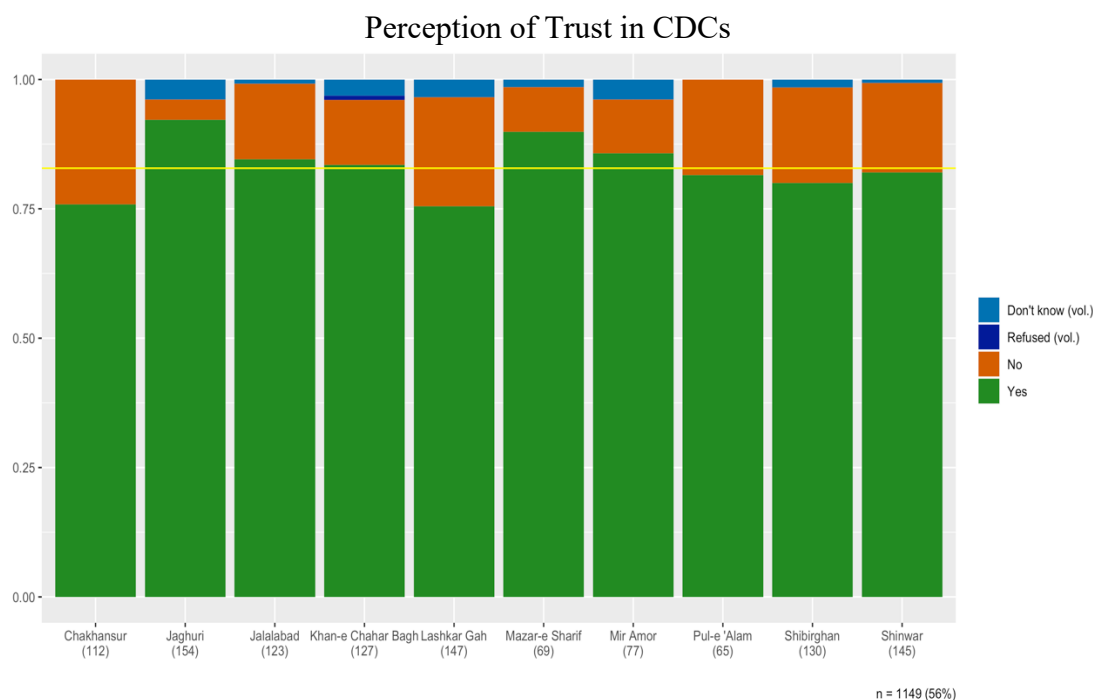
Fig. 30: *(If aware of CDC in local area) In your opinion, are CDCs in this local area trustworthy entities?*

On the other hand, 15.1% of those who are aware of CDCs say CDCs are not trustworthy. By gender, women are more likely to agree with this statement than men (17.6% compared to 12.9% men). And by strata, rural respondents are more likely to say CDCs are not trustworthy than urban respondents (15.6% compared to 12.5%).

Perceptions that CDCs are not trustworthy varies by district, with those feeling the most skeptical in Chakhansur (24.1%) and least in Jaghuri (3.9%).

Table 4: CDCs as untrustworthy, by district

District	% who say CDCs are not trustworthy
Chakhansur	24.1
Lashkar Gah	21.1
Pul-e Alam	18.5
Shibirghan	18.5
Shinwar	17.2
Jalalabad	14.6
Khan-e Chahar Bagh	12.6
Mir Amor	10.4
Mazar-e Sharif	8.7
Jaghuri	3.9

Interestingly, there is little difference among respondents from districts undergoing slower CC activity implementation (15.8%) than those from districts with far more advance implementation (14.2%).

However, differences do exist by marital status, as married respondents are more likely to feel CDCs are not trustworthy than single respondents (16.1% compared to 10.1%).

By education, respondents with university level education (more than 12 year of formal education) are less likely to say CDCs are not trustworthy than those with no formal education (12.4% vs 18.0%).

By income levels, respondents who report more than AFS 15,000 monthly income are slightly more likely to say CDCs are not trustworthy compare to those who with less than AFS 2,000 monthly income (14.8% compared to 12.5%). Further differences emerge by age, as 14.4% of those who are between 18 and 35 years old feel CDCs are not trustworthy, higher than those who are 55+ years old (9.6%)

Among those who think CDCs are not trustworthy in their local area, the main reasons provided are CDCs being corrupt (43.9%, n= 76), CDCs do not pay attention to people's ideas and views (23.1%, n = 40), and CDCs are not serving well (17.3%, n = 30). Allegation of corruption is commonly used among all regions. Lack of attention to people's ideas and views is more commonly cited among respondents from the North West and Central regions.
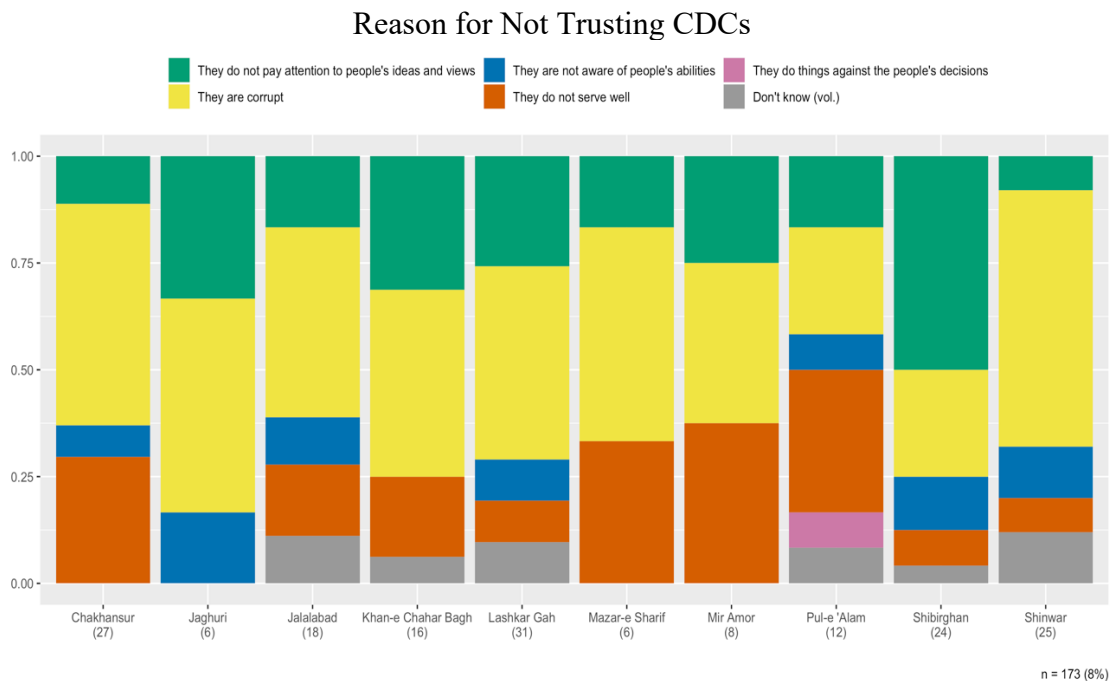
Fig. 31: *(If think CDCs are not trustworthy in local area) Why do you think so?*

About a third of respondents are aware of CDC clusters in rural areas / Gozaar assemblies in urban areas (32.8%). Level of awareness is higher among male respondents compare to female respondents (39.1% and 26.6%), and higher among rural residents compare to urban residents (34.4% and 26.2%).

Awareness of CDC Clusters or Gozaar Assemblies
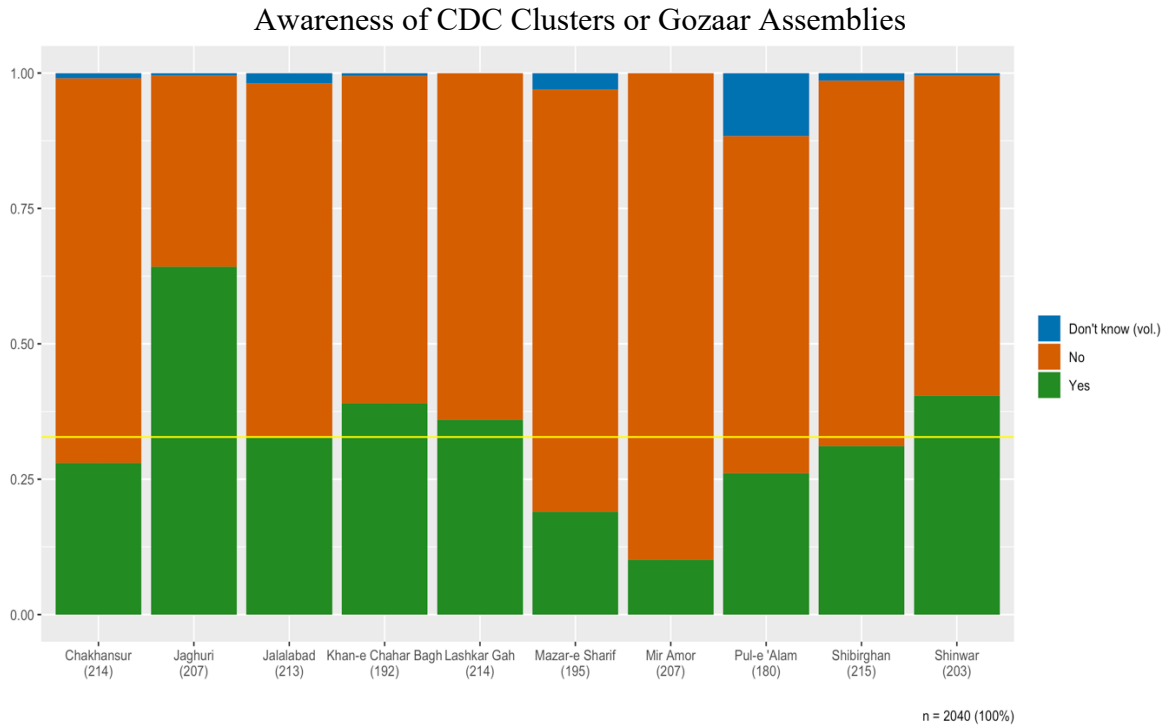
Fig. 32: *Are you aware of CDC Clusters (if rural area)/Gozaar Assemblies (if urban areas) activities in this area?*

More than half of those who are aware of CDCC / Gozaar assemblies cite representing community needs as one of their main functions (65.2%), followed by implementing infrastructure projects (35.0%), and coordinating with other nearly communities (28.3%). Representing community needs was cited the most as a function of CDCC / Gozaar assemblies by respondents across all districts, with the exception of Jalalabad, where implementing infrastructure projects was cited at higher level (77.1%) than representing community needs (32.9%).
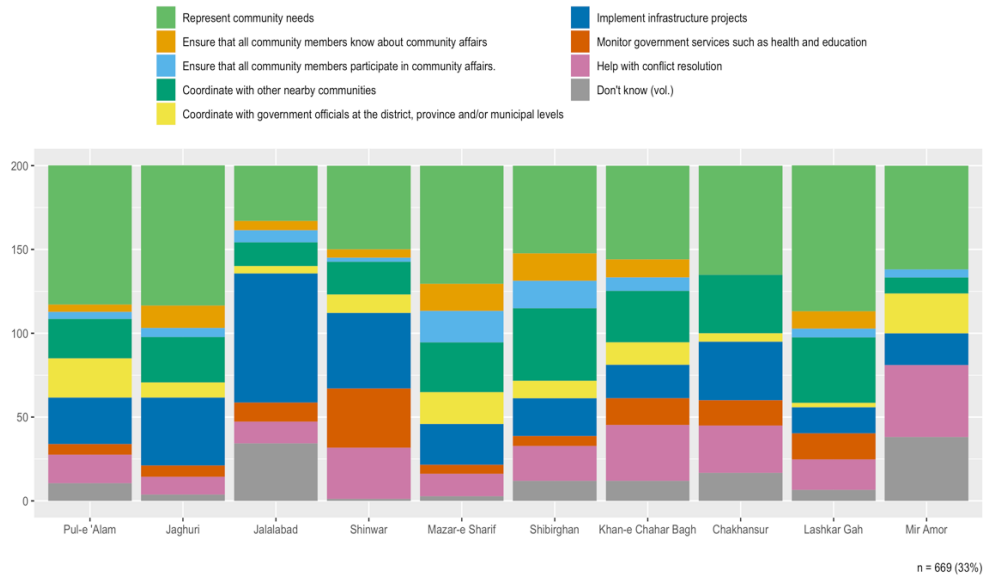
Fig. 33: *(If ware of CDCC or Gozaar Assemblies in local area) Based on what you have seen and heard, what are the functions of (if rural area) CDC clusters / (if urban area) Gozaar Assemblies in your community?*

Citizen Charter Program

The survey also gaged respondents' awareness of Citizen's Charter (CC) programs and projects. More than half (55.3%) of respondents were aware of CC programs. Awareness was highest among respondents from the Central region and North West, but was lowest among urban respondents in Mazar-e-Sharif and Jalalabad.

Awareness of the Citizen's Charter Program
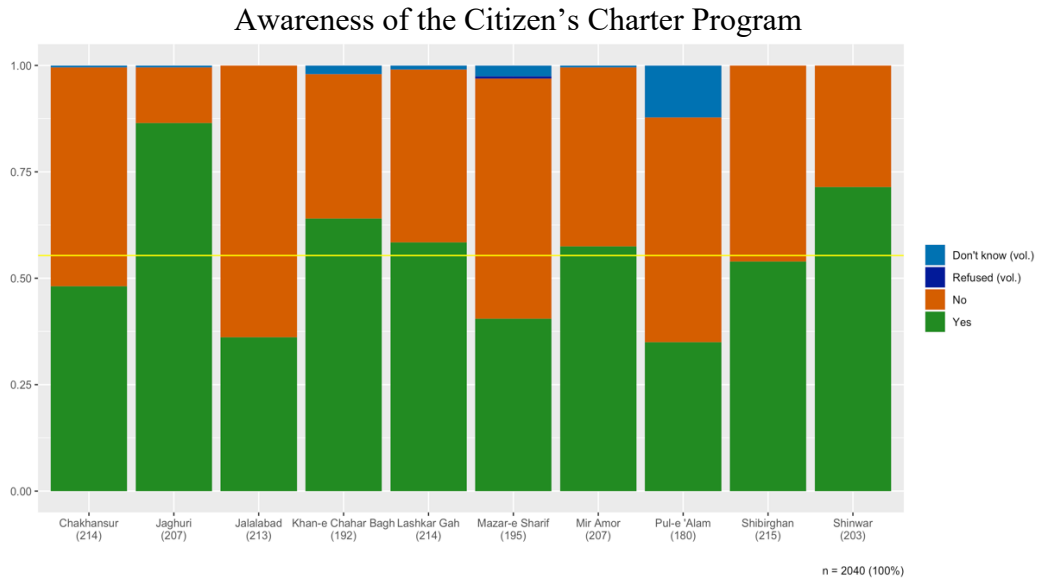
Fig. 34: *Are you aware of the Government's Citizens' Charter Program?*

Moreover, 39.8% of respondents have heard about CC projects in their local area, less than the 55.3% ofrespondents who knew about CC program but said they were not aware of CC program in their local area. The awareness of local projects is highest among knowledgeable CC respondents from the East.

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Awareness of CC Activities in Local Area
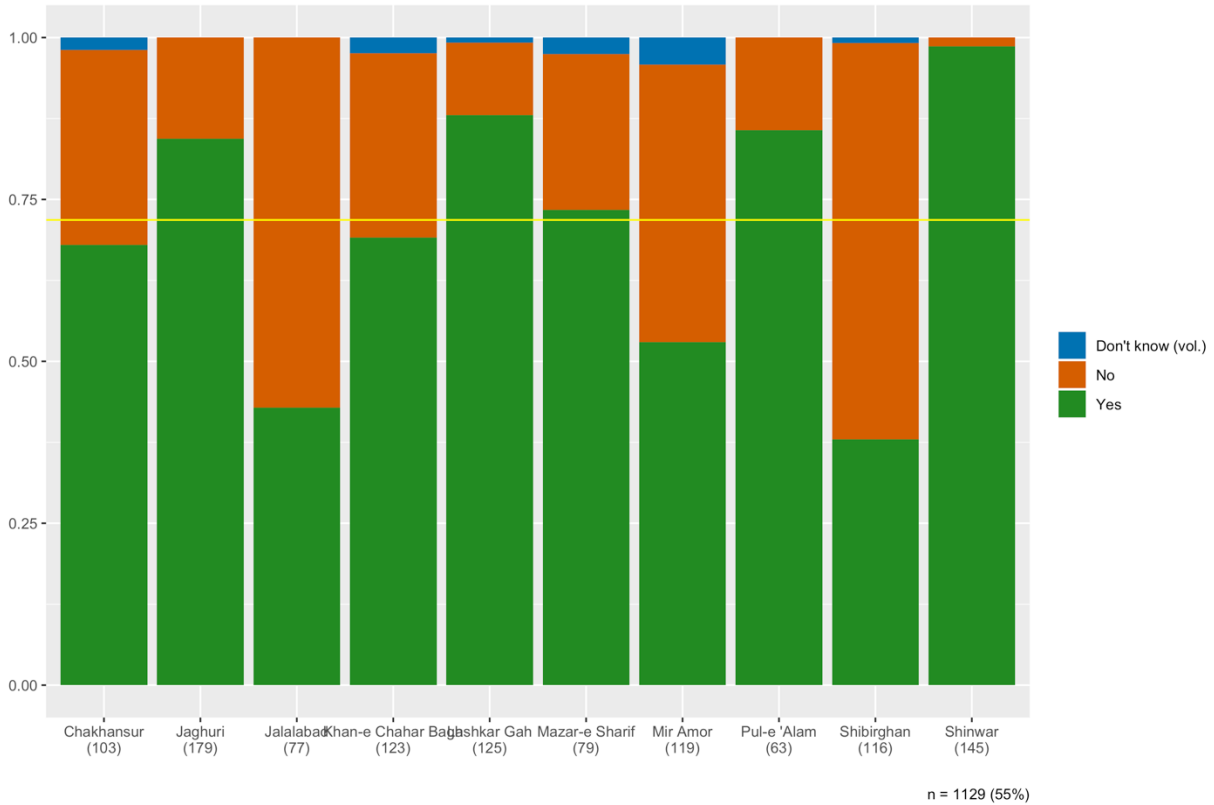
Fig. 35: *(If aware of CC program) The Citizens' Charter (CC), works on infrastructure projects relating to drinking water, roads, irrigation, and electricity. Have you heard about any Citizens' Charter projects in this district?*

When asked about types of infrastructure projects that being implemented in the local area, drinking water (44.3%) and roads (35.6%) are the most commonly mentioned projects. Irrigation (20.3%) and electricity (7.8%) projects are also mentioned. Moreover, 32.3% say that a project has been announced but it has not yet started. Drinking water is mentioned the most frequently in the East region and the least in the urban centers (52.8% and 30.8%). Roads is mentioned in the Central region the most and the lowest in the North west (46.3% and 18.6%). Irrigation is cited the most in the East region, and the lowest in the urban areas (35.5% and 7.7%). Lastly, electricity projects are mentioned the most in the urban areas (16.5%), and between 5 and 10 percent in the rest of regions.

Types of CC Projects in Local Area
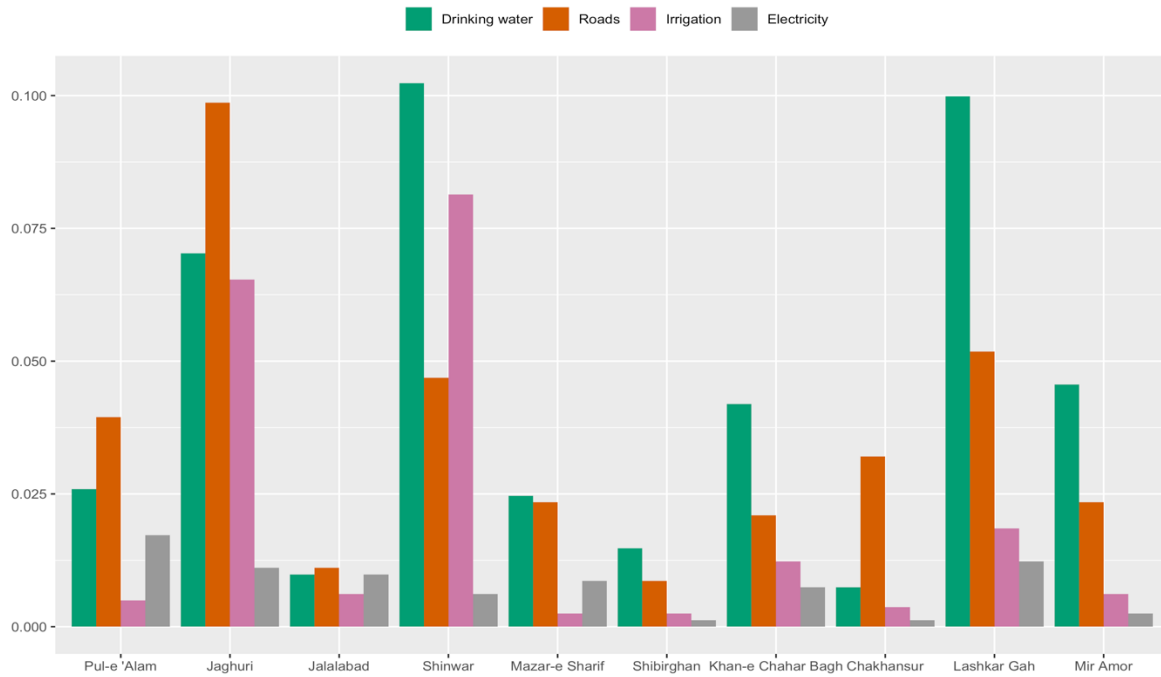
Fig. 36: *(If knows CC project in local area) What infrastructure projects has the Citizens' Charter begun implementing in this local area?*

Overall, the vast majority of respondents reporting knowing a CC project in their local areas say the project will be beneficial for their community (96.3%). There is no major difference between types of projects and how respondents see those projects being beneficial. There is however, slight difference in perceptions of how much beneficial the projects will be among respondents from different regions. The largest number of respondents who think the projects will be "very beneficial" are from the Central region (85.1%); while in the North West the share of respondents who think the projects will be "very beneficial" is the lowest (55.3%).
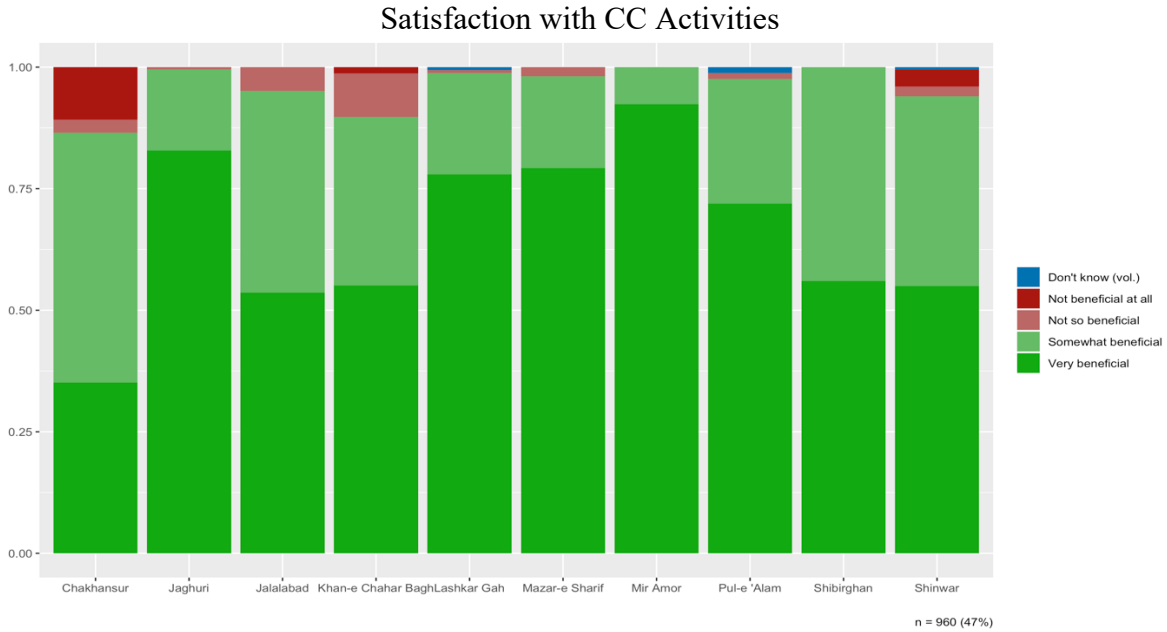
Fig. 37: *(If aware of a CC project in local area) How beneficial will this project be for your community? (Those who are aware of drinking water, roads, irrigation, or electricity project)*

When asked for the reasons why they think CC projects will be beneficial, more than half of respondents say the project will solve people's problems (56.2%). Other reasons include employment opportunities (25.4%), providing water (20.2%), facilitating transportation and movement (16.7%), and improvement of economy (10.4%).

Reasons why CC Projects Will be Beneficial
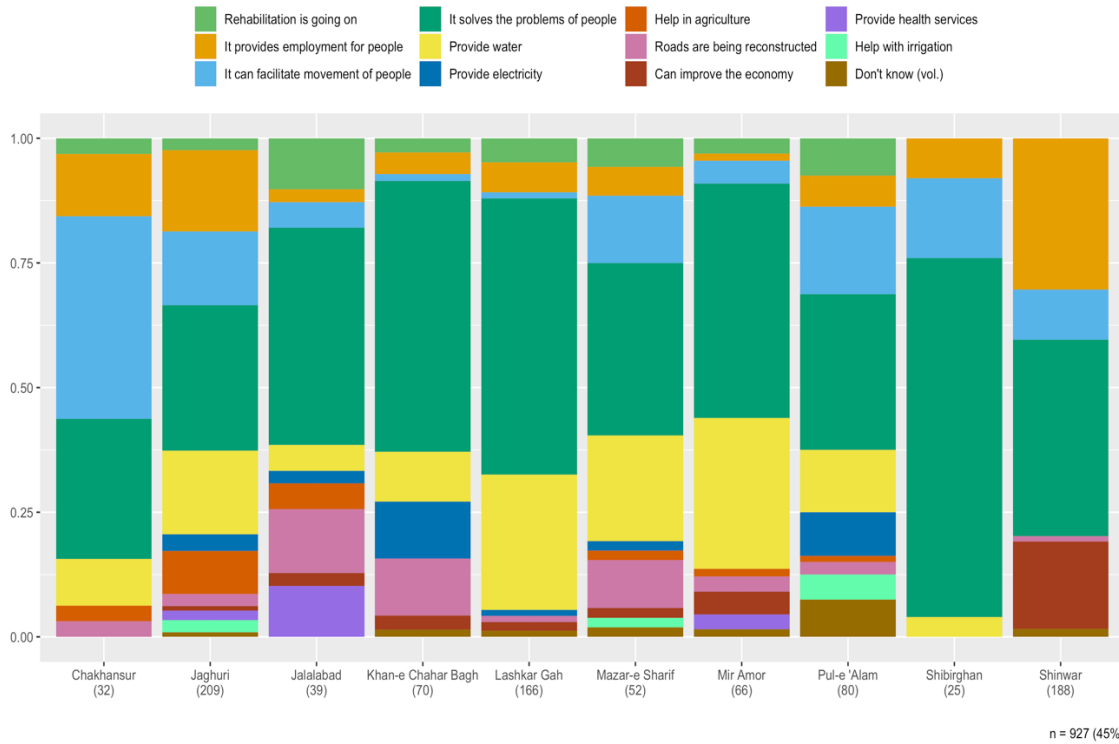
Fig. 38: *(If thinks CC projects will be beneficial) Why will it be beneficial for your community?*

A follow-up question was asked about overall satisfaction with CC activities in the local area. More than four-fifth of respondents said they are either very satisfied or somewhat satisfied with the CC activities in their area (83.5%). While there is no significant regional differences, male respondents reported slightly higher level of satisfaction with CC activities (86.7%) than women (79.4%).

Overall Satisfaction with CC Activities
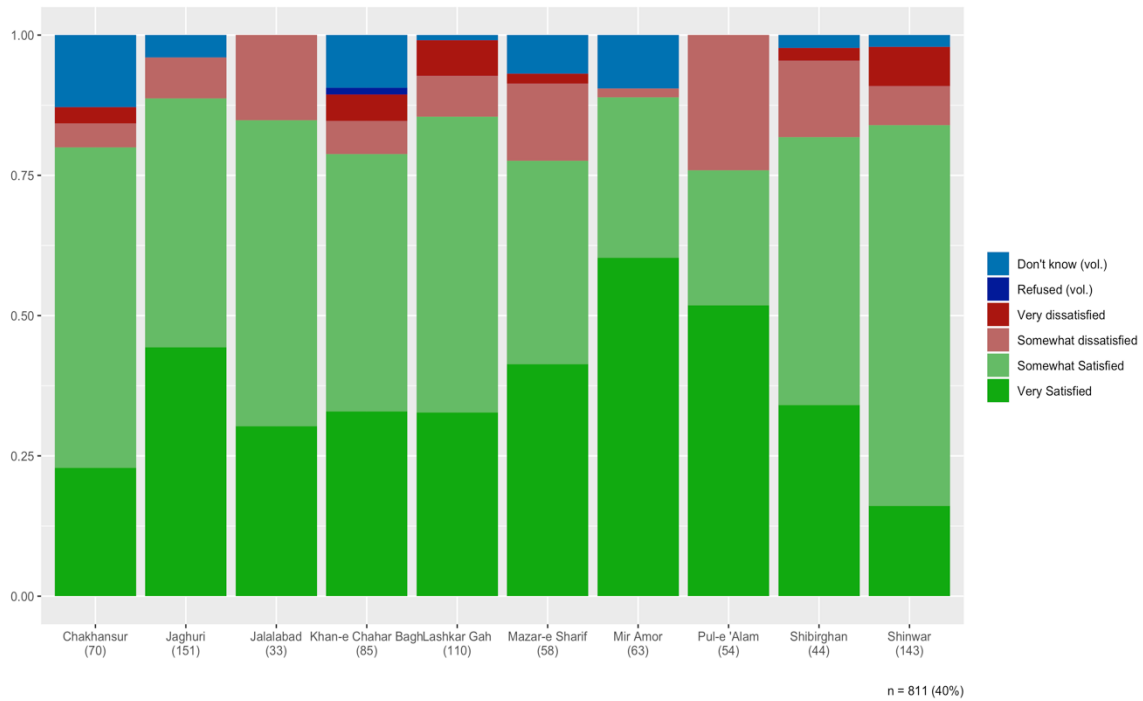
Fig. 39: *(If aware of CC program in local area) Overall, to what extent are you satisfied with activities under the CC in this area?*

Among those who are satisfied with CC activities, the majority of respondents cite increasing employment opportunities (73.4%) as the reason for their satisfaction. Other responses include economic benefits (40.3%), infrastructure (35.2%) and community building (27.9%). Employment as a reason for satisfaction was cited by over half of respondents in all districts. Employment is cited mostly by respondents in Shinwar district (90.0%) while respondents in Chakhansur are least likely to cite this response (53.6%).

Reasons for Satisfaction with CC Activities

Legend: employment, infrastructure, economic benefits, community building, better education services, better health services, Don't know (vol.)

n = 677 (33%)
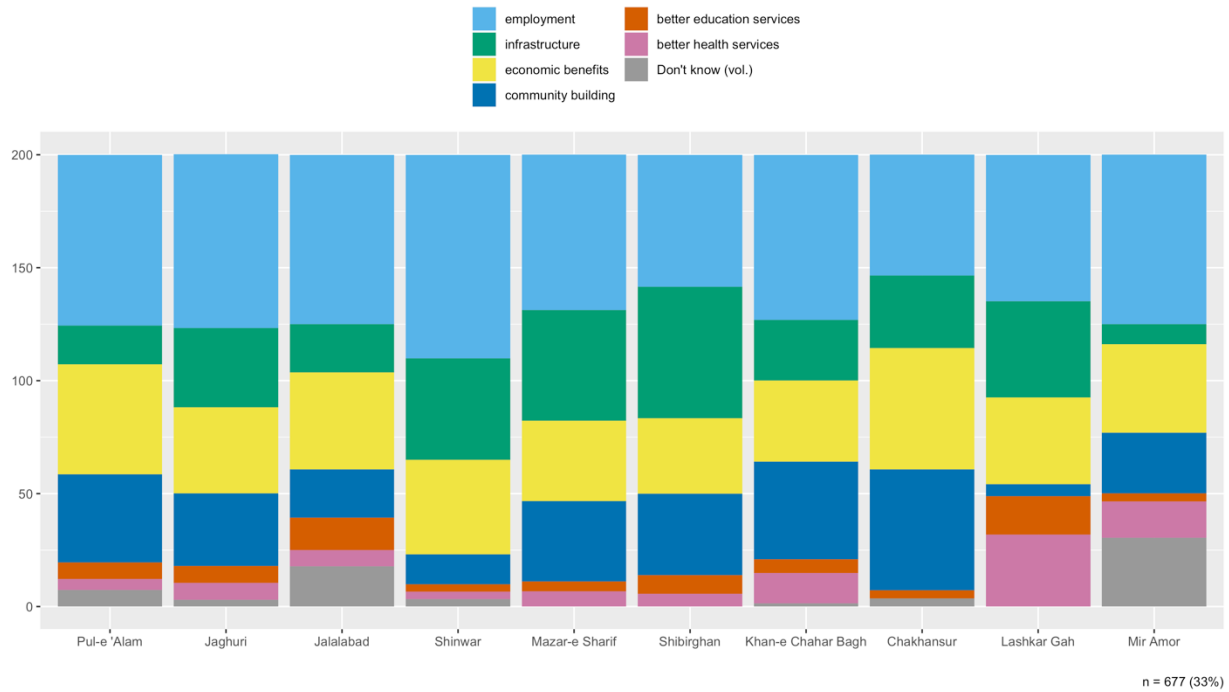
Fig. 40: *(If satisfied with CC Activities) If you are satisfied with CC activities and services, what do you see as some of the benefits of CC?*

On the other hand, among respondents who were not satisfied with CC activities, over half of respondents cited corruption (64.2%) and not enough projects (55.8) as main reasons behind their dissatisfaction; while about one-fourth cited poor quality of projects (27.4%) and not enough funding (25.3%); and ineffective projects was cited by about one-fifth (21.1%).

Reasons for Dissatisfaction with CC Activities
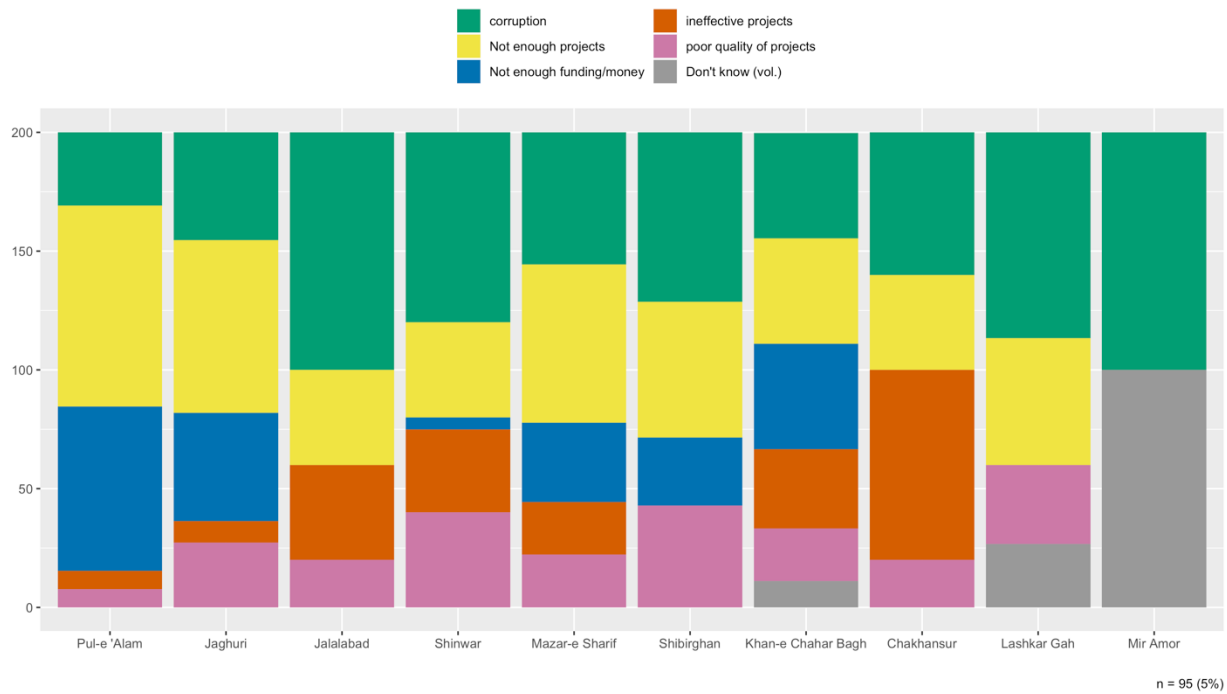
Fig. 41: *(If dissatisfied with CC Activities) If you are unsatisfied with CC activities and services, what are the main reason(s)?*

When asked about who benefits the most from CC program, the majority of respondents say people in general (73.0%). Other responses include poor people (34.0%), young people (30.1%), member of CDC (14.1%), while (12.7%) cite donors as the beneficiaries of CC program.

Perceived Beneficiaries of CC Program
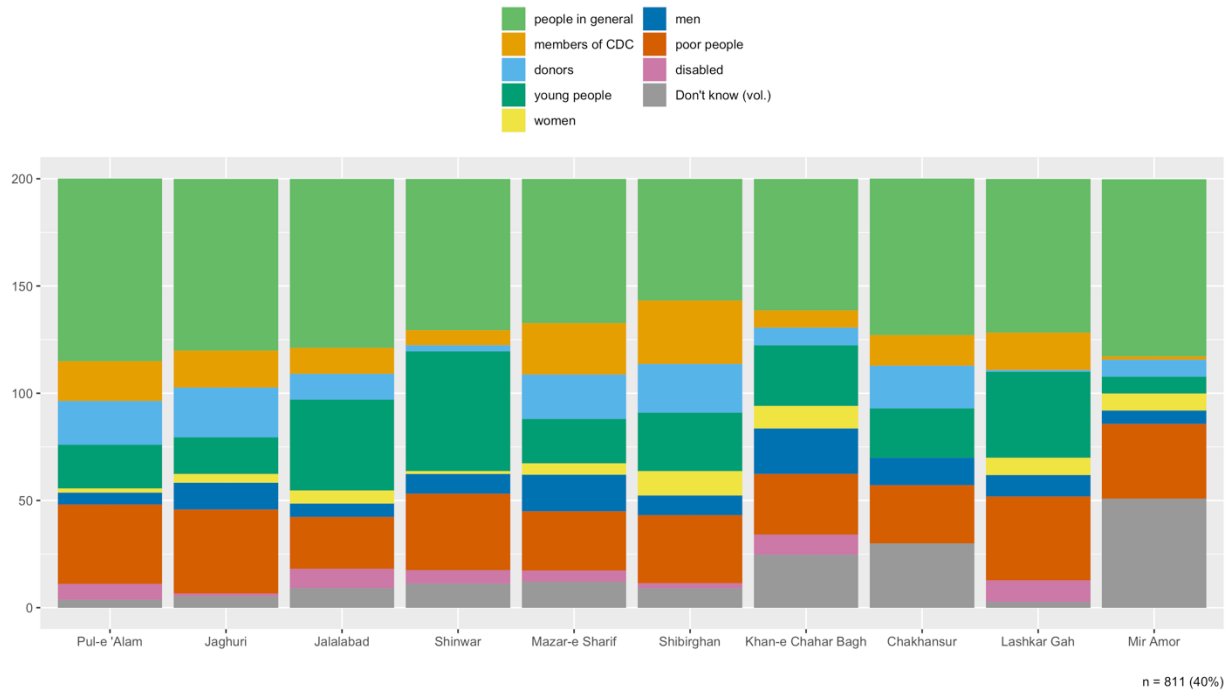
Fig. 42:. *(If aware of CC program in local area) In your opinion, who benefits the most from CC?*

Moreover, those who say they are dissatisfied with CC activities are more likely to say the beneficiaries of CC would be members of CDC and the donors.

APPENDIX 1: METHODOLOGY

1   SUMMARY

The Asia Foundation's 2018 *Survey of the Afghan People* is Afghanistan's longest running nationwide survey of the attitudes and opinions of Afghan adults. Since 2004, over 112,000 Afghan men and women have been surveyed, representing more than 400 districts, city nahias, and towns in all 34 provinces. All data is public and free for immediate download here: http://asiafoundation.org/afghansurvey.

A total of 15,012 face-to-face interviews were conducted from July 6 to 27, 2018 across all provinces by a team of 1,139 enumerators (562 female, 577 male). All enumerators were gender matched with respondents (i.e., men interviewed men, women interviewed women). All enumerators are residents of the provinces where they conducted the interviews. Similar to 2016 and 2017, mobile devices were used to collect a portion of the interviews. Results from previous years suggest a mobile device does not bias results.

As in previous years, the Afghan Center for Socio-Economic and Opinion Research (ACSOR) conducted the fieldwork for this project. Sayara Research led the third-party verification of the fieldwork. Additional quality control measures were implemented through every step of the process by the Asia Foundation and its' partners to ensure methodological consistency for longitudinal comparisons. In total, 36% of interviews were subject to some form of back-check or quality control.

The 2018 *Survey* differs from previous years. In addition to the Main Sample of 9,600 respondents, two oversamples were fielded as well and are included in this year's data. Similar to the 2016 *Survey*, the 2018 *Survey* included an oversample in selected districts in the provinces of Badakhshan, Takhar, Kunduz, Balkh, Baghlan, and Samangan, referred to as the Northern Oversample.

Another oversample, referred to as the Citizens Charter (CC) Oversample, was fielded in selected districts in the provinces of Ghazni, Logar, Nangarhar, Jawjzan, Faryab, Nimroz, Balkh, Helmand, and Daikundi where the Citizen's Charter (CC) program was being implemented in various phases. Field implementation status of Citizen's Charter during the time of fieldwork is shown in the table below:

Status of CC Implementation as of July 2018 in Ten Sampled Districts						
RURAL						
Province	District	Total Planned CC Coverage (No. of Communities)	# of CDCs elections conducted/ established	# of CDPs completed	# of Projects w/ Funds Disbursed	Projects Starting
DAYKUNDI	Miramor	165	123	115	46	
FARYAB	Khani Chahar Bagh	19	16	9	5	
GHAZNI	Jaghuri	317	297	195	50	
HILMAND	Lashkar Gah	161	43	32		Infra just starting
JAWZJAN	Shibirghan	136	113	93	19	
LOGAR	Puli Alam	235	156	73	28	
NANGARHAR	Shinwar	89	17			
NIMROZ	Chakhansur	66	62	62	34	
URBAN CITIES						
MAZAR SHARIF		150	141	118	84	49
JALALABAD		100	84	78	43	9
Source: Project Management Information System Data						

In total, the Northern Oversample consisted of 3,272 interviews, while the CC Oversample consisted of 2,040 interviews. Both oversamples included an additional module. Because of concerns about questionnaire length and logistics, no areas were included in both oversamples. All respondents in all three samples received the main substantive portion of the questionnaire.

Province	District	Sample size
Logar	Pul-e Alam	180
Ghazni	Jaghuri	207
	Jalalabad (nahia #8)	213
Nangarhar	Shinwar	203
Balkh	Mazar-e Sharif (nahia #10)	195
Jawzjan	Shibirghan	215
Faryab	Khan-e Chahar Bagh	192
Nimroz	Chakhansur	214
Helmand	Lashkar Gah	214
Daikundi	Mir Amor	207

Responses from these samples are weighted down to their proportional population estimates by district, so as not to bias national or provincial statistics.

In total, a national sample of 15,012 Afghan citizens was surveyed face-to-face across all 34 provinces. Of these respondents, 13,943 (93%) were randomly selected, while 1,069 were intercept interviews (7%). The Foundation used the latest available population estimates (2016-2017) provided by the Afghan Central Statistics Organization (CSO), which provided accurate estimates for urban and rural populations at the district level of Afghanistan. Respondents were 18 years and older, 50% male and 50% female. The final sample consisted of 19% urban households and 81% rural households in the unweighted sample. Interviews ranged from 18 to 99 minutes with the average interview taking 39 minutes.

The sample design, field implementation, quality control, questionnaire design, and overall field experience are summarized below:

1. The *Survey of the Afghan People 2018* includes a sample of 15,012 men and women of 18 years of age and older residing in all 34 provinces of Afghanistan. Of these, 729 men and women in Balkh, Bamyan, Kabul, Herat, Kandahar, and Nangarhar provinces were interviewed using mobile devices loaded with Research Control Solutions (RCS) Survey Software, while the remaining 14,283 respondents were interviewed using paper questionnaires.

2. The main sample was stratified by province and urban/rural status using population data released by the Central Statistics Organization (2016-2017 estimates).

   If a selected district was not accessible for interviewing, intercept interviews were conducted with male residents of that district in nearby districts or provincial centers. Sampling points that were planned for interviews with women but could not be covered by female interviewers were replaced with female interviews from within the same strata (same province and urban/rural designation).

3. Considering the survey design of disproportionate stratification and two levels of clustering, district and sampling point, the complex design and weighting should be taken into account when determining the Margin of Error (MOE). For the binomial question "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?", the estimated design effect is 2.998[5]. Using this estimate of a design effect, the complex margin of error at the 95% C.I. with p=.5 is +/-1.4% for the probability sample.[6]

4. Disposition outcomes for all interviews were tracked using the *American Association for Public Opinion Research*'s (AAPOR) standard codes, which have been adapted to the Afghan context. For this sample, the *response rate 3* is 80.75%, the *cooperation rate 3* is 94.21%, the *refusal rate 2* is 4.03%, and the *contact rate 2* is 86.54%.

2   QUESTIONNAIRE DESIGN

Each year, the Asia Foundation reviews the questionnaire based on input from the Afghan government and other stakeholders. Questions that yield low analytical value are removed, while trend-line questions are preserved for longitudinal comparison.

Proposed new questions are reviewed in order to ensure they met international standards, which included ensuring that questions are not double-barreled or overly complex, do not contain

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[5] The design effect estimate is a weighted average across individual response option design effects for this key question of interest.

[6] The probability sample excludes intercept interviews from variance estimation.

double negatives, are not threatening or leading, and that response scales match question wording. In total, the questionnaire went through nine iterations before being approved for translation.

The 2018 questionnaire addresses infrastructure and development, rule of law, development and service provision, governance, security, corruption, elections, reconciliation, women's issues, and social issues. This was covered through 32 management questions, 21 demographics questions, and 127 substantive questions. Of the substantive questions, 27 were new and five were modified from previous waves.

The Northern Oversample included 49 questions, while the CC Oversample included 27 questions. A split sample experiment was conducted with the Northern Oversample, so no respondent was asked all questions in that module.

The average interview length was 39 minutes, with a range of 18 to 99 minutes.

3   SAMPLE DESIGN

The sample was allocated disproportionately by strata and was drawn using a multi-stage systematic sampling approach consistent with previous years for meaningful longitudinal comparisons.[7]

Target Population:	Afghan adults in 34 provinces
Target Sample:	14,800 total Afghan adults in 34 provinces
	- Main Sample: 9,600 Afghan adults in 34 provinces
	- Northern Oversample: 3,200 Afghan adults in target districts of 6 provinces
	- CC Oversample: 2,000 Afghan adults in 10 target districts
Achieved Sample:	15,012 Afghan adults in 34 provinces[8] (main sample)
	- Main sample: 9,700 Afghan adults in 34 provinces
	- Northern Oversample: 3,272 Afghan adults in target districts of 6 provinces
	- CC Oversample: 2,040 Afghan adults in 10 target districts

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[7] The Foundation used the 2016-2017 updated figures provided by the Central Statistics Organization (CSO) of the Afghan government

[8] The target n-size for this survey was 14,800. The initial data set after data processing but before quality control removals had an n-size of 15,666 (not counting those rejected during data entry due to missing or misprinted pages or due to field-level quality control). A total of 654 interviews were removed as a result of quality control by the Foundation logic checks, which reduced the total n-size in the final data set to 15,012.

Determining the sample followed six steps:

1. Step 1: For the main sample, a base sample was first stratified disproportionally by province based on client specifications, desired margin of error and power estimates. A minimum of 200 interviews were carried out in each province. Within each province, the sample was then stratified by urban and rural population figures from the 2016-2017 CSO estimates.

   Each one of the 66 strata is allocated at least one primary sampling unit (PSU) to ensure that the entire target population has a probability of selection. After the urban and rural strata of each province receive a cluster, the remainder of the province's sample is allocated proportionally.

   For the two oversamples, the base sample was stratified disproportionately by district with each district as its own stratum.

2. Step 2: **Districts** were selected via probability proportional to size (PPS) *systematic sampling*. Districts serve as the primary sampling unit (PSU). Each PSU contains at least two sampling points, one of male respondents and one of female respondents. This is done to allow for gender-matched interviewing, which is a cultural requirement of working in Afghanistan. Each PSU is chosen via PPS sampling within its stratum.

   a. Inaccessible Districts: In order to obtain some information on the perceptions of those living in insecure areas that are not accessible to the enumerators conducting random walk, '*intercept*' interviews were held with people coming out of these areas to towns, bazaars, bus depots, or hospitals in more secure areas. For the 2018 survey, approximately 7% of the interviews (n=1,069) were intercept interviews. Intercept interviews were done in 85 districts across 29 provinces. These intercept interviews are identified by the variable 'Method1' in the data set. All intercept interviews were in the main sample: the oversamples did not require any intercepts to complete.

3. Step 3: The **settlements** within districts were selected by simple random sampling. These serve as the secondary sampling unit (SSU). Within urban strata, we use neighborhoods (called "nahias" from cities and metros) and towns while in rural strata we use villages. As population data for settlement sizes does not exist, a simple random selection amongst all known settlements was used to select locations. In this survey, six interviews were done per sampling point.

   a. The instability and frequent fighting in some provinces can cause a sampling point to be adjusted or replaced to keep interviewers out of areas with active violence.

i. For the Main Sample and Northern Oversample, a total of two replicate draws are provided to the field team prior to the launch of fieldwork. In the case that the replicates are exhausted, settlement/nahia level replacements are done in field by supervisors, where neighboring accessible settlements are chosen as replacements whenever possible.

ii. For the CC Oversample, only a single round of replacements were provided due to a limited number of neighborhoods/villages in some of the target districts. For these districts, supervisors were instructed to go down the list of available replacements rather than replacing an inaccessible village with a specified replacement village.

b. In compliance with Afghan culture, the interviews were gender-specific with female interviewers interviewing only females and males interviewers interviewing only males.

c. Some districts with significant insurgent activity, military operations, or lack of transportation had male-only samples depending on conditions. In the case that a sampling point designated for female interviews was only accessible to male interviewing, it was replaced with a female sampling point from within the same strata (same province and same urban/rural status). One district in the Northern Oversample was not accessible to female interviews, and was conducted with a male-only sample. All other strata had an even gender split.

4. Step 4: Field managers then used maps generated from several sources to select starting points within each SSU.

a. In rural areas, we use a system that requires interviewers to start in one of five randomly selected locations (Northern, Southern, Eastern, or Western edges of the rural settlement and Center).

b. In urban areas, because it is more difficult to differentiate neighborhood borders, a random location (Northern, Southern, Eastern, Western, or Center) is provided to the interviewer, and they are to start from an identifiable landmark in the vicinity (ex: school, mosque, etc.)

5. Step 5: To bolster the randomization process, each sampling point was also randomly assigned a different first contacted house, either the first, second, or third house the interviewer arrived at following the start of the random walk. After approaching the first contacted house, the interviewer then followed a set interval to select all other households for inclusion in the sample. For example, selecting every third house on the right in rural areas and every fifth house on the right in urban areas.

6. Step 6: After selecting a household, interviewers were instructed to utilize a **Kish grid** for randomizing the target respondent[9] within the household. Members of the household

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[9] Interviewers are not allowed to substitute an alternate member of a household for the respondent selected by the Kish grid. If the respondent refused to participate or was not available after callbacks, then the interviewer must move on to the next household according to the random route.

are listed with their names and their age in descending order and then the respondent is selected according the rules of the Kish grid.

Weighting

Six weights were created for the Survey, each calibrated to strata and gender targets. For each of these weights, an adjustment for response rates according to AAPOR's Response Rate 3 (RR3) was performed.

The base weight, also referred to as the probability of selection weight or design weight, is computed simply as the inverse of the probability of selection for each respondent. However, a few assumptions are made in the sampling design that results in treating the sample as approximately EPSEM (equal probability of selection method):

1. **All settlements are of equal size.** Since population estimates at the settlement level are unavailable and/or unreliable, the sample design draws settlements using a simple random sample (SRS). By assuming the settlements are of equal size the SRS condition of equal probabilities of selection holds true.

2. **The random route procedure is equivalent to a SRS of households and respondents.** Household enumeration is too time-consuming, cost-prohibitive, and dangerous to be completed in Afghanistan. Random route and Kish grid procedures are used instead for respondent selection. We assume that these procedures are equivalent to performing a SRS of households and respondents at the settlement level.

A post-stratification adjustment was performed on the resulting adjusted base weight to match the target population's geographic distribution of Afghanistan. The only targets used for the raking was Province by Urban/Rural status[10] and gender.

4   PROVINCIAL POPULATION

Below are the population percentages for each province as supplied by the Central Statistics Organization, the unweighted sample, and the weighted sample. Urban population centers are not disaggregated here, meaning that Kabul Province includes Kabul City, Nangarhar includes Jalalabad City, and so on.

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[10] The urban centers of some of the more rural provinces were included as their own strata and represent very small segments of the target population. As a result, cases from these strata have very small weights. The sample within these strata were allocated to ensure everyone that is part of the target population had a probability of being selected. Trimming was not done with these small weights in order to maintain a proportional to population estimates by strata weighted sample.

	Percentage in Population	Percentage in Unweighted Sample (Includes Intercept Interviews and Oversample Districts)	Percentage in Weighted Sample without Intercepts (finalwgtnoint_w13)[11]
Badakhshan	3.5%	3.7%	3.5%
Badghis	1.8%	1.4%	1.8%
Baghlan	3.3%	5.9%	3.3%
Balkh	4.9%	9.7%	4.9%
Bamyan	1.5%	2.1%	1.5%
Dehkondi	1.7%	2.7%	1.7%
Farah	1.9%	1.2%	1.9%
Faryab	3.7%	3.0%	3.7%
Ghazni	4.5%	3.3%	4.5%
Ghor	2.5%	1.4%	2.5%
Helmand	3.4%	4.0%	3.4%
Herat	6.9%	3.5%	6.9%
Juzjan	2.0%	2.8%	2.0%
Kabul	16.1%	7.0%	16.3%
Kandahar	4.5%	2.9%	4.5%
Kapisa	1.6%	1.4%	1.6%
Khost	2.1%	1.4%	2.1%
Kunar	1.7%	1.4%	1.6%
Kunduz	4.3%	5.9%	4.3%
Laghman	1.6%	1.4%	1.6%

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[11] 'RakedWgt' variable in the data set. Post Stratified Weight by Strata without Intercepts. Distribution of the weighted sample by province is approximately the same for both weights.

	Percentage in Population	Percentage in Unweighted Sample (Includes Intercept Interviews and Oversample Districts)	Percentage in Weighted Sample without Intercepts (finalwgtnoint_w13)[11]
Logar	1.4%	2.4%	1.4%
Nangarhar	5.6%	5.3%	5.6%
Nimroz	0.6%	2.8%	0.6%
Nooristan	0.5%	1.4%	0.5%
Paktia	2.0%	1.4%	2.0%
Paktika	1.6%	1.3%	1.6%
Panjshir	0.6%	1.3%	0.6%
Parwan	2.4%	1.4%	2.4%
Samangan	1.4%	3.7%	1.4%
Sar-i-Pul	2.1%	1.4%	2.0%
Takhar	3.6%	5.9%	3.6%
Uruzghan	1.3%	1.1%	1.3%
Wardak	2.2%	2.8%	2.2%
Zabul	1.1%	1.4%	1.1%
Total	100%	100.0%	100.0%

5   MARGIN OF ERROR

Focusing on the portion of the sample that is probability based (excluding intercept interviews), the added variance from a multi-stage stratified cluster design can be estimated via a design effect estimates for the survey's variables, and in turn, used to estimate the complex margin of sampling error. Design effect estimates provided in this section account for both the complex sample design, as well as the weights.

- The sample was stratified by urban/rural status and province with two stages of clustering: district and settlement. For purposes of design effect estimation, only one stage of clustering is specified. Most of the additional variance is accounted for in the

initial stage of clustering resulting in a negligible increase in design effect when two stages are defined.

- The design effect, for reporting purposes, is estimated for a key question of interest: "In your opinion, are things in our country generally going in the right direction or the wrong direction?" In the following table, we provide design effect estimates for each response category of this key variable through the *survey* package in R.

- In an effort to provide a survey-wide design effect, a "weighted mean" design effect is calculated as the average across each response category of the variable when weighted by frequency of response.

Design Effect Estimation Using Q1

	Proportion	Complex SE	Design Effect	SRS Bootstrapped SE
Right direction	31.96%	0.6444%	2.8663	0.3776%
Wrong direction	62.02%	0.6955%	3.0827	0.4007%
Refused vol.	0.48%	0.0774%	1.8868	0.0571%
Don't know vol.	5.54%	0.3178%	2.8993	0.1996%
Weighted Mean			**2.9977**	

Assuming simple random sample with n=15,012, p=.5, at the 95% CI level, the margin of error for the survey is 1.0%. However, when accounting for the complex design through the design effect estimate of 2.9977, p=.5 at the 95% CI level, the complex margin of error (MOE) is 1.4%.

In addition to this conservative[12] estimation of MOE, statistic specific standard errors are provided using bootstrapping. Bootstrapping is a resampling method which does not rely on assumptions of the distribution of the variable of interest. These estimates are calculated with the weighted data, and can be multiplied by the square root of the design effect in order to achieve a standard error which takes the design into consideration. These estimates use the actual responses into consideration during calculation (as opposed to the conservative setting at p=.5). These estimates are provided per request of The Asia Foundation in an effort to provide comparable estimates to what a prior statistician provided in previous waves of this study.

6   INTERVIEWERS

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[12] The margin of error for a binary response is maximized when the proportions are set equal to each other (p=.5)

The number of supervisors and male and female interviewers by province appears in the table below:.

	Number of Supervisors	Number of Female Interviewers	Number of Male Interviewers	Total Number of Interviewers
Badakhshan	1	15	16	31
Badghis	1	13	12	25
Baghlan	1	17	20	37
Balkh	1	27	24	51
Bamyan	1	10	10	20
Dehkondi	1	14	18	32
Farah	1	9	10	19
Faryab	1	15	17	32
Ghazni	1	23	28	51
Ghor	1	14	15	29
Helmand	1	16	26	42
Herat	1	15	13	28
Juzjan	1	19	16	35
Kabul	1	41	36	77
Kandahar	1	11	12	23
Kapisa	1	18	12	30
Khost	1	9	9	18
Kunar	1	9	12	21
Kunduz	1	36	28	64
Laghman	1	18	17	35
Logar	1	22	19	41
Nangarhar	1	26	23	49
Nimroz	1	18	17	35
Nooristan	2	9	11	20
Paktia	1	8	11	19
Paktika	1	7	16	23
Panjshir	1	9	9	18
Parwan	1	10	11	21
Samangan	1	15	20	35
Sar-i-Pul	1	10	12	22
Takhar	1	33	34	67
Uruzghan	1	14	8	22
Wardak	1	20	19	39
Zabul	1	12	16	28
Total	35	562	577	1139

7   SAMPLING REPLACEMENTS

In studies prior to 2014, if a sampling point was inaccessible, the replacement of this sampling point was left to the discretion of field supervisors and managers. Realizing the need to limit systematic bias of field supervisors selecting replacement sampling points, the Foundation updated the system for assigning replacements to inaccessible sampling points in 2013, in which a total of two replicate sample draws are provided to the field team prior to the launch of fieldwork.

For this wave of the *Survey of the Afghan People*, the fieldwork partner ACSOR continued to use this replacement protocol. The first draw serves as the initial list of sampling points where fieldwork is to be conducted. If the sampling point is inaccessible, the field supervisors inform the central office of the reason for inaccessibility. The field supervisor then uses the first pre-assigned replicate, which is always a different village within the same district. If this village is also inaccessible, the process is repeated and a second pre-assigned replicate is attempted. If the second replicate is also inaccessible, the next selected village is left to the discretion of the field managers and supervisors. In cases where settlement/nahia-level replacements are exhausted in field by supervisors, neighboring accessible settlements are chosen as replacements whenever possible.

As of June 2018, when the sample was drawn for fieldwork in July, 69% of the population lived in districts accessible for fieldwork, while 10% lived in districts accessible only to male interviewers, and 21% lived in totally inaccessible districts. This means that in total, 31% of women and 21% of men are inaccessible to random walk interviewing. Of 2,614 sampling points selected, a total of 950 villages from the main draw had to be replaced for a variety of reasons. This represents a total replacement rate of 36.3% for original sampling points.

REPLACEMENT RATE BY YEAR

Year	Number of Sampling Points (Total)	Number of Replaced Sampling Points	Replacement Rate
2008	762	52	6.8%
2009	961	208	21.6%
2010	825	214	25.9%
2011	825	166	20.1%
2012	1,436	341	23.7%
2013	1,568	267	17.0%
2014	1,628	460	28.3%
2015	1,684	482	28.6%
2016	2,262	800	35.4%
2017	1,728	668	38.7%
2018	2,614	950	36.3%

Of the 950 villages replaced in the 1st draw, 855 of these were in the Main Sample or Northern Oversample, which had two full replicate draws. Although the first round sample draw for the CC Oversample was created in the same manner as the Main Sample & Northern Oversample, the Foundation was unable to create two full replicate draws for the CC Oversample because of a limited number of settlements (neighborhoods or villages) in some target districts. Thus, while

replacement figures for the first round of the CC Oversample are comparable to the other two samples, replacement figures for subsequent rounds are not.

Of the 855 sampling points replaced in the 1st draw of the Main Sample and Northern Oversample, 233 (27%) were replaced in the 2nd draw, 202 (24%) were replaced in the third draw, and 420 (49%) were replaced by the supervisor. The primary reason for replacement was due to the presence of armed opposition groups (AOGs) in the village or other security issues.

Reasons for all replacements are summarized below:

VILLAGE REPLACEMENTS

Reason	Initial Draw		2nd Draw[13]		3rd Draw[14]	
	Number	Percent	Number	Percent	Number	Percent
Security Issues/AOGs	611	64.3%	398	64.0%	287	68.3%
Accessibility/Weather	176	18.5%	141	22.7%	82	13.2%
Village Abandoned/Could Not Be Found	122	12.8%	54	8.7%	36	5.8%
Village-Level Refusal	24	2.5%	18	2.9%	12	1.9%
Village in Wrong District	4	0.4%	1	0.2%	1	0.2%
Other	13	1.4%	10	1.6%	2	0.3%
TOTAL	950	100%	622	100%	420	100%

Female sampling points had a slightly higher rate of replacement: 34.3% of male sampling points (453 out of 1322) were replaced, compared with 38.5% of female sampling points (497 out of 1292). Table 10 compares the reasons for replacement for male and female sampling points in the first sample draw.

REPLACED SAMPLING POINTS BY GENDER

Reason	Replaced Male Sampling Points - First Sample Draw		Replaced Female Sampling Points – First Sample Draw	
	Number	Percent	Number	Percent
Security Issues/AOGs	287	63.4%	324	65.2%
Accessibility/Weather	87	19.2%	89	17.9%
Village Abandoned/Could Not Be Found	54	11.9%	68	13.7%
Village-Level Refusal	14	3.1%	10	2.0%
Village in Wrong District	2	0.4%	2	0.4%
Other	9	2.0%	4	0.8%

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[13] Figures are only for Main Sample and Northern Oversample

[14] Figures are only for Main Sample and Northern Oversample

TOTAL	453	100%	497	100%

Reasons for replacements have been consistent across studies with security being the primary reason for replacements since 2009. Table 11 outlines the reasons for replacements since 2008, the first year that reasons for replacement were recorded.

REASONS FOR VILLAGE REPLACEMENTS BY YEAR

	2008		2009		2010		2011	
Reason	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Security Issues/AOGs	17	32.7%	104	50.0%	140	65.4%	99	59.6%
Accessibility/Weather	10	19.2%	45	21.6%	40	18.7%	29	17.5%
Village Abandoned/Could Not Be Found	23	44.2%	53	25.5%	34	15.9%	31	18.7%
Village-Level Refusal	0	0.0%	5	2.4%	0	0.0%	7	4.2%
Village in Wrong District	2	3.8%	0	0.0%	0	0.0%	0	0.0%
Not Specified/Other	0	0.0%	1	0.5%	0	0.0%	0	0.0%
TOTAL	52	100%	208	100%	214	100%	166	100%
	2012		2013		2014		2015	
Reason	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**
Security Issues/AOGs	191	56.0%	144	53.9%	298	64.8%	332	68.9%
Accessibility/Weather	96	28.2%	61	22.8%	113	24.6%	110	22.8%
Village Abandoned/Could Not Be Found	39	11.4%	45	16.9%	46	10.0%	35	7.3%
Village-Level Refusal	9	2.6%	13	4.9%	3	0.7%	2	0.4%
Village in Wrong District	6	1.8%	4	1.5%	0	0.0%	3	0.6%
Not Specified/Other	0	0.0%	0	0.0%	0	0.0%	0	0.0%
TOTAL	341	100%	267	100%	460	100%	482	100%
	2016		2017		2018			
Reason	**Number**	**Percent**	**Number**	**Percent**	**Number**	**Percent**		
Security Issues/AOGs	561	70.1%	491	73.5%	611	64.3%		
Accessibility/Weather	178	22.3%	105	15.7%	176	18.5%		
Village Abandoned/Could Not Be Found	42	5.3%	60	9.0%	122	12.8%		
Village-Level Refusal	11	1.4%	9	1.3%	24	2.5%		
Village in Wrong District	4	0.5%	3	0.4%	4	0.4%		

Not Specified/Other	4	0.5%	0	0.0%	13	1.4%		
TOTAL	800	100%	668	100%	950	100%		

Contact Procedures

After selecting a household, interviewers were instructed to utilize a Kish grid for randomizing the target respondent within the household. Members of the household were listed with their names and age in descending order. The Kish grid provides a random selection criteria based on which visit the household represents in his or her random-walk and the number of inhabitants living in the household. Column numbers in the Kish grid that accompanies the questionnaire are pre-coded in order to help prevent fraud or convenience selection based on available people.

Under no circumstances were interviewers allowed to substitute an alternate member of a household for the selected respondent. If the respondent refused to participate or was not available after three call-backs, the interviewer then moved on to the next household according to the random walk.

Typically interviewers were required to make two call-backs before replacing the household. These call-backs are made at different times of the same day or on different days of the field period, in order to provide a broader schedule in which to engage the respondent. Due to security-related concerns, the field force has had difficulty meeting the requirement of two call-backs prior to substitution in many rural areas.

In this survey, while interviewers were able to complete some call-backs, the majority of the interviews were completed on the first attempt:
- First contact 98.6%
- Second contact 1.0%
- Third contact 0.4%

Due to the high rate of unemployment, and choosing the appropriate time of day for interviewing, completion on the first attempt is common in Afghanistan.

8 FIELD QUALITY CONTROLS

Thirty-five supervisors observed interviewer's work during field. Approximately 36% of the interviews were subject to some form of back-check.

The back-checks consisted of:

- Direct observation during the interview by fieldwork supervisor (663 interviews, 4.4%),
- A return visit to the residence where an interview took place by the fieldwork supervisor (3,236 interviews, 22%)
- Back-check from central office of fieldwork partner ACSOR (27 interviews, 0.2%), or
- Quality control by the third party monitoring partner Sayara Research (1,405 interviews, 9.4%).

As with previous studies since 2014, the Survey of the Afghan People included third-party monitoring and validation. ACSOR supervisors provided the fieldwork schedule to the Sayara Research, who carried out monitoring, following the training briefings. The validators from Sayara and the Foundation stuff met with ACSOR enumerators during the field period and observed fieldwork to verify the correct administration of the survey, including of the starting point, the random walk, and the use of the Kish grid to select respondents in 241 sampling points. They also conducted back-checks of selected interviews. In total, 12 interviews were rejected due to field-level quality control. The Foundation personnel also participated in validation for sampling points.

9   GPS COORDINATES

In order to improve accuracy and verify fieldwork, enumerators collected GPS data using phones in 2,376 out of 2,614 (91%) of sampling points. In addition, interviewers collected GPS coordinates for 687 out of 729 respondents for the RCS Sample. Security concerns was the main reason GPS coordinates were not collected in all sampling points. As an extra level of verification, GPS coordinates are then compared against the GPS coordinates of villages provided by the CSO. For this study, the median distance from the selected villages was 1.11 km.

10   CODING, DATA ENTRY, AND DATA QUALITY CONTROLS

When the questionnaires are returned to the ACSOR central office in Kabul they are sorted and open-end questions are coded by a team of coders familiar with international standards for creating typologies for codes. During data entry, five cases were removed because of missing or misprinted pages.

The questionnaires are then sent for data entry. During this process, the keypunching team utilizes logic checks and verifies any errors inadvertently committed by interviewers. Following the data cleaning process and logic checks of the dataset, ACSOR uses a program called *Hunter* that searches for additional patterns and duplicates that may indicate that an interview was not properly conducted by an interviewer.

The Hunter program includes three tests:

1. Equality test – compares interviews for similarities, grouped by interviewer, within sampling point, province, or any other variable. Typically, interviews with an interviewer average of 90% or higher are flagged for further investigation.
2. Non-response test – determines the percentage of 'Don't Knows' and refusals for each interviewer's cases. Typically, interviews with 40% or higher DK responses are flagged for further investigation.
3. Duplicates test – compares cases across all interviewers and respondents to check for similarity rates. This test will flag any pair of interviews that are similar to each other. Typically, any cases that have a similarity of 95% or higher are flagged for further investigation.

Any interview that does not pass *Hunter* is pulled out for additional screening. If the interview does not pass screening, it is removed from the final database before delivery.

During the data entry process, as entry of questionnaires was completed, 20% of all paper questionnaires (2,988 out of 14,933) were randomly selected for re-entry. Data results from this independent entry were then compared to the primary data set. Discrepancies and errors were identified by data coders. Keypunchers with high error rates are disciplined and provided with additional training. For all errors, questionnaires were then reviewed, and the correct data is included in the final data set. The error rate for data entry for the Survey of the Afghan People 2018 was 0.18%, which is considered low and acceptable.

As the last layer of the quality control, the Foundation used a multi-faceted set of logic tests that would flag inconsistencies in the data and responses. Based on the results of these tests, 452 additional cases (2.9%)were removed from the data set for failing more than two logic tests and enumerator data that had high logic failure rate (80% or 90% depending on facet of the logic tests).

In total, 4.3% of all successful interviews (those in the initial data file prior to quality control) were removed at some stage of the quality control process.

SUMMARY OF REMOVED CASES

	n-size at each stage of QC	Total Removed	Percentage Removed at Each Stage
Total Successful Interviews	15,666	--	NA
n-size post-ACSOR QC	15,464	223	1.4%
n-size post-Asia Foundation QC	15,012	452	2.9%

CC Oversample Survey – ASK ONLY IN CC TARGET DISTRICTS
Part 1: Community Development councils (CDCs)

W-1. Are you aware of Community Development Councils (CDCs) in this local area?
[NEW in Wave 13]

1. Yes   **[Go to W-2]**
2. No   **[Skip to W-11]**

_____
98. Refused (vol.)   **[Skip to W-11]**
99. Don't know (vol.)   **[Skip to W-11]**

W-2   **[Ask if answered "Yes" to W-1]** Based on what you have seen and heard about the CDC, what are the main functions of CDCs in your community? **(Do not read out list, record first two mentions)**
[NEW in Wave 13]

W-2a. First mention: _____

W-2b. Second mention: _____

1. Represent community needs
2. Ensure that all community members know about and participate in community affairs
3. Coordinate with other nearby communities
4. Coordinate with government officials at the district, province and/or municipal levels
5. Implement infrastructure projects
6. Monitor government services such as health and education
7. Help with conflict resolution

_____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-3 [Ask if answered "Yes" to W-1] I am going to read a list of activities that CDC are involved in. Please indicate which activity have you participated in since Summer 2017? [NEW in Wave 13]	Yes	No	Not Asked	Refused (vol.)	Don't know (vol.)
a) Voting in Community Development Council elections	1	2	97	98	99
b) Serve as member of a Community Development Council sub-committee	1	2	97	98	99
c) Participate in community analysis (e.g., mapping, well-being analysis)	1	2	97	98	99
d) Participate in Community Development Planning	1	2	97	98	99
e) Voting on types of projects to undertake	1	2	97	98	99
f) Meetings regarding Citizens' Charter	1	2	97	98	99
g) Work on CC implementation of infrastructure	1	2	97	98	99
h) Participate in Food and Grain Banks	1	2	97	98	99
i) Participate in discussion about citizen scorecards	1	2	97	98	99
j) Other, please describe: _____	1	2	97	98	99

W-4.   [Ask if answered "Yes" to W-1] In general, how satisfied are you with the performance of the CDC in this local area?
[NEW in Wave 13]

1. Very satisfied   **[Go to W-5]**
2. Somewhat satisfied   **[Go to W-5]**
3. Somewhat dissatisfied   **[Go to W-6]**
4. Very dissatisfied   **[Go to W-6]**

_____

97. Not Asked
98. Refused (vol.)   **[Skip to W-7]**
99. Don't know (vol.)   **[Skip to W-7]**

W-5. **[Ask if answered 1 "Very satisfied" or 2 "Somewhat satisfied" to W-4]** why are you satisfied? **(Ask open-ended, do not read out pre-codes, record up to two mentions)**
[NEW in Wave 13]

W-5a. First mention: _____

W-5b. Second mention: _____

1.   The CDC represents community needs
The CDC ensures that all community members know about community affairs
The CDC ensures that all community members participate in community affairs
The CDC coordinates with other nearby communities
The CDC coordinates with government officials at the district, province and/or municipal levels
The CDC implements infrastructure projects
The CDC monitors government services such as health and education
The CDC helps with conflict resolution

ACSOR add codes as needed

_____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-6. **[Ask if answered 3 "Somewhat dissatisfied" or 4 "Very dissatisfied" to W-4]** Why are you dissatisfied?
[NEW in Wave 13]

    W-6a. First mention: _____

    W-6b. Second mention: _____

    1. The CDC does not implement enough/any projects
    2. The CDC does not communicate enough with the local community
    3. The CDC is too slow
    4. The CDC is corrupt

_____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-7. **[Ask if answered "Yes" to W-1]** How much influence do you think someone like you can have in CDC decision-making—A lot, some, not a lot, or none at all?
[NEW in Wave 13]

      1. A lot   **[Skip to W-9]**
      2. Some   **[Skip to W-9]**
      3. A little   **[Go to W-8]**
      4. None at all   **[Go to W-8]**

____
98. Refused (vol.)   **[Skip to W-9]**
99. Don't know (vol.)   **[Skip to W-9]**

W-8. **[Ask if answered 3 "A little" or 4 "None at all" to W-7]** Why do you think so?
      [NEW in Wave 13]

      W-8a. First mention: _____

      W-8b. Second mention: _____

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-9. **[Ask if answered "Yes" to W-1]** In your opinion, are CDCs in this local area trustworthy entities?
[NEW in Wave 13]

1. Yes   **[Skip to W-11]**
2. No   **[Go to W-10]**

____
97. Not Asked
98. Refused (vol.)   **[Skip to W-11]**
99. Don't know (vol.)   **[Skip to W-11]**

W-10. **[Ask if answered "No" in W-9]** Why do you think so?
[NEW in Wave 13]

Write Response: _____

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-11. Are you aware of CDC Clusters (if rural area)/Gozaar Assemblies (if urban areas) activities in this area?
[NEW in Wave 13]

1. Yes   **[Go to W-12]**
2. No   **[Skip to W-13]**

____
98. Refused (vol.)   **[Skip to W-13]**
99. Don't know (vol.)   **[Skip to W-13]**

W-12. [Ask if answered "Yes" in W-11] Based on what you have seen and heard, what are the functions of **(if rural area)** CDC clusters / **(if urban area)** Gozaar Assemblies in your community? **(Do not read out list)**
[NEW in Wave 13]

      W-12a. First mention: _____

      W-12b. Second mention: _____

1. Represent community needs
2. Ensure that all community members know about in community affairs
3.Ensure that all community members participate in community affairs
4. Coordinate with other nearby communities
5. Coordinate with government officials at the district, province and/or municipal levels
6. Implement infrastructure projects
7. Monitor government services such as health and education
8. Help with conflict resolution

ACSOR add codes as needed

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)
Part 2: General Questions about CC Awareness and Participation

W-13. Are you aware of the Government's Citizens' Charter Program?
[NEW in Wave 13]

1. Yes   **[Go to W-14]**
2. No   **[Skip to D-1]**

____
98. Refused (vol.)   **[Skip to D-1]**
99. Don't know (vol.)   **[Skip to D-1]**

W-14. The Citizens' Charter [CC], works on infrastructure projects relating to drinking water, roads, irrigation, amd electricity. Have you heard about any <u>Citizens' Charter</u> projects in this district?
[NEW in Wave 13]

1. Yes   **[Go to W-15]**
2. No   **[Skip to D-1]**

_____
98. Refused (vol.)   **[Skip to D-1]**
99. Don't know (vol.)   **[Skip to D-1]**

[NEW in Wave 13]

W-15. [Ask if answered "Yes" to W-14] What infrastructure projects has the Citizens' Charter begun implementing in this local area?			

W-15a. First mention:
_____
 	
    1. drinking water
    2. roads
    3. irrigation
    4. electricity
 	
ACSOR add codes as needed
 	
_____
95. Projects have not started [Skip to W-15b]
96. Nothing [Skip to W-19]
97. Not Asked
98. Refused (vol.) [Skip to W-19]
99. Don't know (vol.) [Skip to W-19]
	W-16a. (Ask about first mentioned project) How beneficial will this project be for your community?
	
	1. Very beneficial
	2. Somewhat beneficial
	3. Not so beneficial
	4. Not beneficial at all
	
	_____
	97. Not Asked
	98. Refused (vol.) [Skip to W-15b]
	99. Don't know (vol.) [Skip to W-15b]
		W-17a. [Ask if answered "very beneficial" or "somewhat beneficial" to W-18a] Why will it be beneficial for your community?**.**
		
		Main reason:
		_____
		
		_____
		97. Not Asked
		98. Refused (vol.)
		99. Don't know (vol.)
			W-18a. [Ask if answered "not so beneficial" or "not benficial at all" to W-18a] Why will it not be beneficial for your community?
			
			Main reason:
			_____
			
			_____
			97. Not Asked
			98. Refused (vol.)
			99. Don't know (vol.)

W_15b. Second mention:
_____
 	
    1. drinking water
    2. roads
    3. irrigation
    4. electricity
 	
ACSOR add codes as needed
 	
_____
95. Projects have not started [Skip to W-19]
	W-16b. (Ask about second mentioned project) How beneficial will this project be for your community?
	
	1. Very beneficial
	2. Somewhat beneficial
	3. Not so beneficial
	4. Not beneficial at all
		W-17b. [Ask if answered "very beneficial" or "somewhat beneficial" to W-18b] Why will s it be beneficial for your community?**.**
		
		Main reason:
		_____
		
		_____
		97. Not Asked
		98. Refused (vol.)
			W-18b. [Ask if answered "not so beneficial" or "not benficial at all" to W-18b] Why will it not be beneficial for your community?
			
			Main reason:
			_____
			
			_____
			97. Not Asked
			98. Refused (vol.)

96. Nothing [Skip to W-19] 97. Not Asked 98. Refused (vol.) [Skip to W-19] 99. Don't know (vol.) [Skip to W-19]	____ 97. Not Asked 98. Refused (vol.) [Skip to W-19] 99. Don't know (vol.) [Skip to W-19]	99. Don't know (vol.)	99. Don't know (vol.)

W-19. [Ask if answered "Yes" to W-14] Overall, to what extent are you satisfied with activities under the CC in this area?
[NEW in Wave 13]

1. Very Satisfied **[Go to W-20]**
2. Somewhat Satisfied **[Go to W-20]**
3. Somewhat dissatisfied **[Skip to W-21]**
4. Very dissatisfied **[Skip to W-21]**

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-20. [Ask if answered "Very satisfied" or "Somewhat satisfied" to W-19] If you are satisfied with CC activities and services, what do you see as some of the benefits of CC? **(Open-ended with pre-codes)**
[NEW in Wave 13]

      W-20a. First mention: _____

      W-20b. Second mention: _____

      1. employment
      2. infrastructure
3. economic benefits
      4. community building
5. better education services
6. better health services

ACSOR add codes as needed

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

W-21. [Ask if answered "Somewhat dissatisfied" or "Very dissatisfied" to W-19] If you are unsatisfied with CC activities and services, what are the main reason(s)?
[NEW in Wave 13]

   W-21a. First mention: _____

   W-21b. Second mention: _____

   1. corruption
   2. Not enough projects
   3. Not enough funding/money
   4. ineffective projects
   5. poor quality of projects

ACSOR add codes as needed

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)

 W-22. [Ask if answered "Yes" to W-14] In your opinion, who benefits the most from CC?

   W-22a. First mention: _____

   W-22b. Second mention: _____

   1. people in general
   2. members of CDC
   3. donors
   4. young people
   5. women
6. men
7. poor people
8. disabled

ACSOR add codes as needed

____
97. Not Asked
98. Refused (vol.)
99. Don't know (vol.)