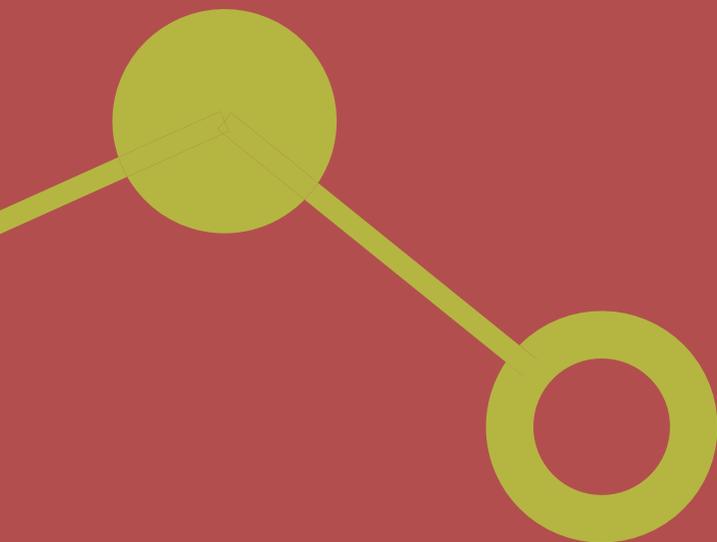# RESILIENT MUNICIPALITIES:
A RESOURCE FOR COUNTRIES
AFFECTED BY THE SYRIA CRISIS

MODULE 1:
CREATING A MUNICIPALITY
NEEDS AND ASSETS
DATABASE

1

The municipality needs and assets database will enable you—the municipal leadership—to share needs and assets with donors and other organizations, in order to make it easier for them to assist you in addressing problems in your municipality. Although you may enlist the help of partners in creating the database, it is important that the database is "owned" by you. This means that you will make the big decisions regarding the scope of the database and how it is maintained and updated.

1
Define the scope: who, what and where?

2
Collect the information

3
Create and update the information database

4
Report needs and assets

UN
DP
Empowered lives.
Resilient nations.

MODULE 1: CREATING A MUNICIPALITY NEEDS AND ASSET DATABASE
RESILIENT MUNICIPALITIES: A RESOURCE FOR COUNTRIES AFFECTED BY THE SYRIA CRISIS
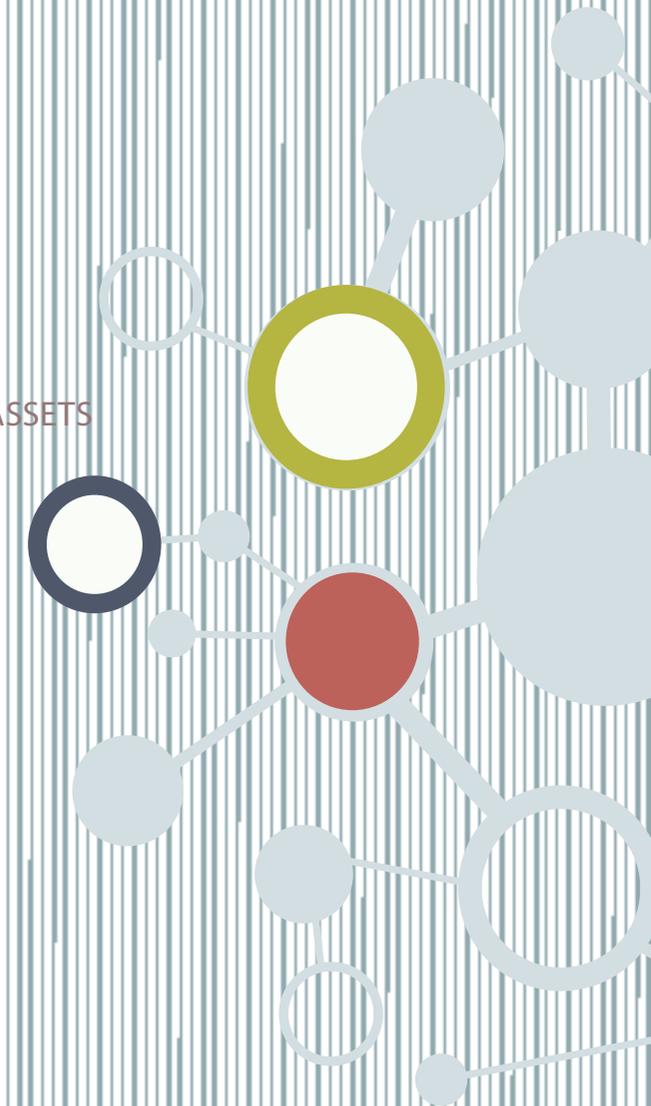
3

WHAT IS A MUNICIPAL NEEDS AND ASSETS DATABASE?

- A municipal needs and assets database gathers information about the people living in a municipality, their needs and assets, and their assessment of the municipality's performance and potential in areas important to local government functioning and local development.
- It is focused on the local government's circle of influence
  - Areas directly under the control of the local government, or
  - Areas that the local government can do something about
- A municipal needs and assets database is action-oriented. The information should feed into plans to improve local government performance or local development, or reduce social tensions.

A municipal needs and assets database gives an overview of the issues a municipality faces, and is not an in-depth study or action plan. You will find that it does not take too long to implement or to assemble results, but it is an important step to improving how your municipality works. Once you use the municipal needs and assets database to identify problem areas, you can focus on activities and investment to improve upon those problem areas.

The database will include information on both local needs and local assets. For the purposes of this resource, a local asset is something that can be defined, measured, and enhanced (improved in quality or increased in size or amount) and that contributes to the economic, social, emotional, mental (intellectual), and/or physical well-being of the people living in the municipality. It does not need to be a tangible object. The resource uses the term "capital" because that makes it clear that the asset is not fixed. Circumstances and activities can strengthen or reduce the capital's value to the municipality. The figure below explains three forms of capital that exist in a municipality.

< RECOGNIZING LOCAL ASSETS

4

MODULE 1: CREATING A MUNICIPALITY NEEDS AND ASSET DATABASE
RESILIENT MUNICIPALITIES: A RESOURCE FOR COUNTRIES AFFECTED BY THE SYRIA CRISIS

1 PHYSICAL CAPITAL

Built and natural environment. Thus, it includes buildings of all sorts, public infrastructure used to deliver services, but also other fixed assets such as machinery used by businesses. It also includes the amount and quality of agricultural or pastoral land, forests, fresh water and ambient air. It also includes ecosystems more broadly, biodiversity of flora and fauna as well as mineral and marine resources. Finally, it includes local energy resources.

2 HUMAN CAPITAL

This includes levels of education, as well as the healthiness of the population. It also includes specific job-related skills in public and private sector, such as the availability of health care professionals, teachers, construction workers or others in the population, even if they are currently unemployed. It also includes the ability of the local government to manage, plan or coordinate.

3 SOCIAL CAPITAL

This includes shared norms and values and the networks within the community that join similar and dissimilar groups and allow them to communicate in a non-confrontational manner. Social capital will be evident in the existence of civil society organizations and their ability to work effectively with each other, the population, private sector and local government to address social issues. Social capital will also be evident in (perceived) equality with respect to access to services. In municipalities facing rising social tensions, an important form of social capital is 'connectors' – people or organizations that have respect and networks among distinct groups and can mediate tensions across groups.

■ Note that the Needs and Assets Database does not focus on financial resources because they are intermediary means to create and maintain the assets described above. (However, financial resources are necessarily part of the next module on Collective Action Planning.)
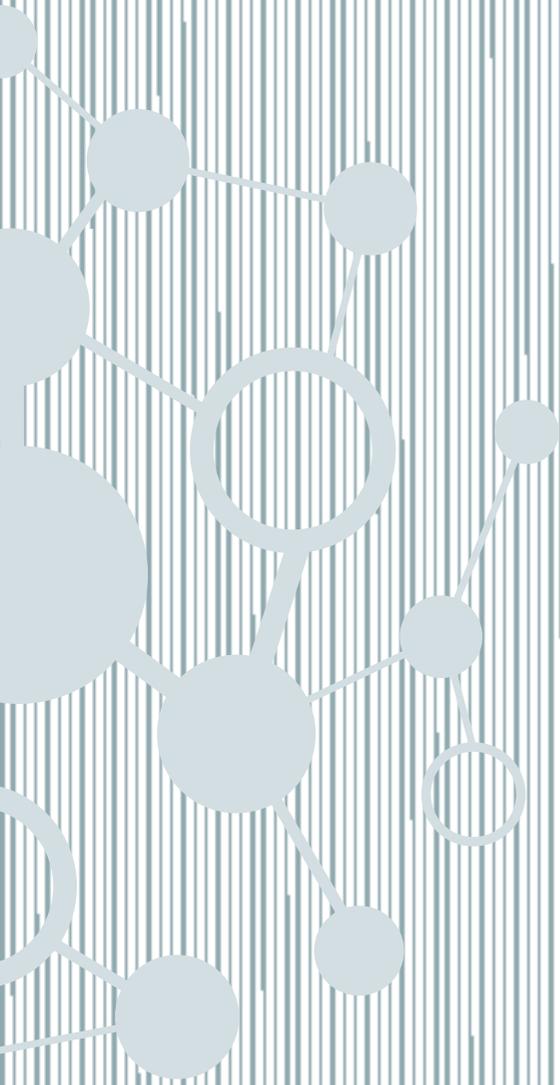
STEP 1: DEFINE DATABASE SCOPE

TO DEFINE THE SCOPE OF THE DATABASE YOU MUST ANSWER: WHO, WHAT, AND WHERE?

You and your donors can have more confidence in the information included in your database if you obtain input and opinions from many different individuals, groups of people, and organizations. Seek input from all who participate in, influence, or benefit from activities conducted by the municipality regardless of whether they are young or old, citizens or noncitizens, women or men.

By having a database that reflects the diversity in your municipality, you are sending a message to people in your municipality and to external partners that you are committed to social inclusion and equity. The database will collect information from distinct geographic areas and demographic groups to show that all are important stakeholders.

WHO ?

You should obtain information from women and men, people of different ages (elderly, working age, and youth), newcomers (or temporary residents) and long-term residents. It is important to include vulnerable groups based on socioeconomic conditions or physical or mental challenges, or their caretakers. When you obtain information from organizations, they can be formal or informal and include women, youth, religious, or otherwise.

WHAT ?

Information should be collected on topics that relate to responsibilities of the municipal government, as well as on other issues that are important to the well-being of people living in the municipality. You may select from among the areas suggested below:

- Secondary and primary education
- Kindergartens and childcare facilities
- Health clinics
- Access to medicines
- Social assistance benefits (cash transfers or in-kind subsidies)

- Electricity
- Waste management
- Potable water
- Sewerage
- Public transit

1 BASIC PUBLIC SERVICES

2 SOCIAL SERVICES

3 PUBLIC SAFETY

4 PUBLIC SPACES

5 LOCAL ECONOMIC DEVELOPMENT

6 AGRICULTURE

7 SOCIAL DEVELOPMENT

- Traffic management
- Road and sidewalk maintenance
- Street lighting
- Police
- Fire and ambulance services

- Parks and squares
- Sports centers and recreational areas
- Libraries
- Cultural centers
- Cemeteries
- Natural resource management

- Public markets
- Regulations (obtaining permits, licenses, and labor law enforcement)
- Active labor market measures (vocational and skills training, job matching)
- Business development support and business-local government dialogue

- Irrigation
- Land degradation
- Access to appropriate modern technologies and equipment

- Citizen participation (assembly, input into municipal decision-making)
- Civil society landscape (extent of CSOs, their partnership with one another and with local government)
- Citizen engagement (citizen campaigns, volunteerism, social accountability mechanisms)
- Equal access to services (mapping of equality gaps, impact of inflation)
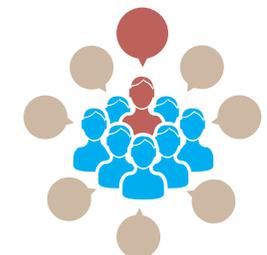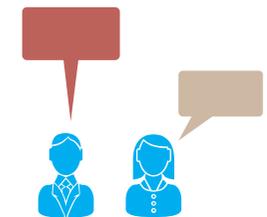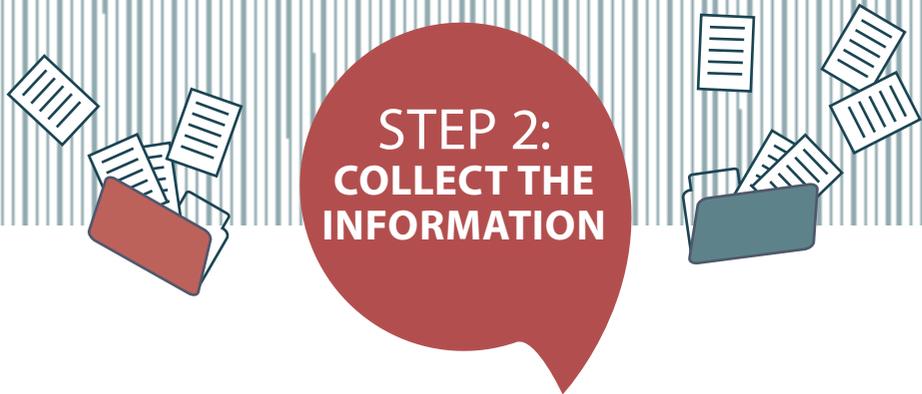- Conflict resolution measures

WHERE ?

If you have a rural municipality, then you should obtain information from individual villages or groups of villages. It is especially important that people living in more remote areas are included. If you have a mixed urban-rural municipality, then it is important to obtain information from both areas. If you have an urban municipality, then you should collect information from different neighborhoods or districts, especially considering the differing socio-economic conditions of the residents. One easy way to do this is to divide a physical map of the area into sections and be sure that people from every section of the map are included in the information gathering campaign.

To help you and your municipality define the scope of the database, it can be useful to hear the perspectives of people in your municipality. This will help you make sure that your database does not lack any important aspects. To collect this information, you can use two methods (for a more detailed description, see Module 4 Increasing Two-Way Communication):

1. **Interviews with well-informed persons.** Interview well-informed persons in your municipality who can help you select which of the listed topics your database should focus on, as well as suggest other areas that may be important to include in your specific municipality.

2. **Small-group discussions.** To further understand what topics should be included in your database, you can set up a few small-group discussions, for which you invite six to 12 persons from your municipality at a time to brainstorm areas of importance.

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RESILIENT MUNICIPALITIES: A RESOURCE FOR COUNTRIES AFFECTED BY THE SYRIA CRISIS

MODULE 1: CREATING A MUNICIPALITY NEEDS AND ASSETS DATABASE **11**
RESILIENT MUNICIPALITIES: A RESOURCE FOR COUNTRIES AFFECTED BY THE SYRIA CRISIS

STEP 2: COLLECT THE INFORMATION

In very small municipalities, a Task Force representing different sectors and demographic groups may be sufficient for providing input on the needs and assets in the municipality. In small municipalities (i.e., those with fewer than 1,000 residents), you should concentrate your efforts on collecting information from well-informed persons (method 2) and trained observers (method 3). Large municipalities should begin the process with the self-assessment survey. This will help you obtain information from a large and more representative share of the residents. After obtaining this information, you can narrow the inquiry and focus your interviews with well-informed persons and trained observers on the most important needs in your municipality.

ENGAGING THE COMMUNITY IN COLLECTING INFORMATION

Creating the Municipal Needs and Assets Database provides an opportunity to engage your community. Volunteers from the municipality can be trained to implement all of the information-collecting techniques described below. They may be members of civil-society organizations, youth, or women. (Practice has shown that women are often better than men at eliciting responses from individuals.) You may be able to involve women more easily if you provide child-care services for those volunteering to help gather information.

INFORMATION COLLECTION METHOD 1: SELF-ASSESSMENT SURVEY

The self-assessment survey is to be used among the general population, capturing the geographic distribution and social diversity in your municipality. Self-assessment surveys can be used to identify priorities of the people living in your municipality and to compare the perceptions of people from different geographic areas or demographic groups in the municipality. It asks respondents to evaluate how well the municipality is functioning according to a specific, positive statement. Different people will give different scores to particular statements based on their unique perspectives and perception of the significance of the problem. It is important to note where there is consensus about problems and where groups see the problems differently.

1 SELECTING QUESTIONS

Information requested on the self-assessment survey should focus on issues that a person living in the municipality can evaluate based on his or her personal experience. For example, someone living in the municipality will be able to respond to questions about garbage collection, personal safety, or other services based on his or her daily experiences. Questions that require special knowledge should be included in the well-informed persons survey. Review the sample survey instrument to gain an understanding of quesitons that can be used in teh self-assessment survey.

You should include two types of questions on the issues facing residents in the municipality. The first tap into their experience with municipal services and their daily lives, and the second reflect the relative urgency of the issue. One useful way of doing this is to ask whether the issue is of high priority, to be addressed within the next six months (resources can be diverted from other activities to this area if necessary), a priority area to be addressed within the next one to two years (resources should be mobilized for this activity), or not a priority at this time. Another way is to ask them to rate how important each issue area is, on a scale of 1 to 10. The sample survey in the annex can help you prepare your own survey.

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2 CONDUCTING THE SELF-ASSESSMENT SURVEY

As suggested above, volunteers can be trained to conduct the self-assessment survey. One day should be reserved for training the volunteers, along the lines of the schedule provided in Module 4. After the training, the volunteers should be able to explain to respondents how the database is to be used and why their input is important. They should also be trained to ask questions consistently (in a standard form as written on the questionnaire) and to understand what the diverse geographic and demographic groups in the municipality are that need be included in the database. (See the sample instrument for examples of questions and formats to be used.)

Part of training and organizing the work is understanding when and where to find respondents. The home visits should be at different times of day to catch different household member types. (It is sufficient to interview one member of a household, but in different households, the volunteers should find female and male respondents, old and young respondents, working and non-working respondents.) A simple way to make sure that you include a diverse set of individuals is to use the "last birthday" method. In this method, you ask who had the last birthday in the household and interview this person.

Depending on the size of the municipality and the number of volunteers, obtaining responses from the population may take between three days and two weeks. An efficient way to organize the volunteers is to assign them to specific geographic areas in the municipality. For best practices on how to ensure that you receive answers representing the diverse views in the municipality, please see the module on Increasing Two-Way Communication. It is important to ensure respondents that their answer will be kept anonymous. No names should be asked of respondents. Volunteers should also carry a handout with a brief introductory message from the municipal leadership and an explanation of the current status rating and priority scale.

- As further discussed under Module 4 Increasing Two-Way Communication, any significant initiative such as this should involve a public awareness component.

INFORMATION COLLECTION METHOD 2: WELL-INFORMED PERSONS SURVEY

Another way to collect information is to question well-informed persons (WIPs). These people bring practical, in-depth knowledge about the problems they face and potential for improvement. A well-informed person may be the head of a department in the municipal administration or a service company, professional staff in a public institution (such as a teacher, doctor, or nurse), a respected leader of a religious or cultural institution, or a shop owner. Well-informed persons will have observed whether there have been recent demographic changes and, if so, what their impact is. For example, a teacher or principal will be able to tell whether more children have been attending the school and if this has resulted in overcrowding of classrooms. WIPs will also have a better understanding of some of the other obstacles and challenges related to specific issues (e.g., water distribution, electricity, health, or garbage collection).

1 IDENTIFYING WELL-INFORMED PERSONS

To identify well-informed persons, first consider which institutions are most relevant for the scope of the database. Before interviewing specific individuals, you might want to have initial discussions with different staff or leaders of public, private, and religious institutions to gauge their knowledge regarding these areas.

When identifying well-informed persons in your municipality, ask which ones may also be a connector. Connectors are people (or sometimes organizations) that have respect and networks among distinct groups. Connectors are critical when social tensions are rising because they hear about problems early on, understand different perspectives, and can facilitate dialogue across groups. Connectors may come from the public or private sector, or religious or civil society institutions. A person's title or position does not make him or her a connector. What matters is if he or she pro-actively and regularly communicates with people who have different backgrounds or profiles.

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RESILIENT MUNICIPALITIES: A RESOURCE FOR COUNTRIES AFFECTED BY THE SYRIA CRISIS **15**

Table 2 : Local institutions and well-informed persons

Public institutions	Religious and social institutions	Commercial organizations	Other Institutions and Individuals
Schools and kindergartens (teachers and principals)	Mosques/churches (imams/priests)	Business organizations	Tribal leaders
Hospitals and health clinics (doctors and nurses)	Women's associations	Markets, groceries, bakeries	Mukhtar
Job training centers	Youth and scout groups Religious schools	Pharmacies	Well-connected individuals within neighborhoods
Municipal service departments or companies	Sport and cultural clubs	Rental agencies, phone providers	Civil society organizations

2   SELECTING QUESTIONS

The well-informed persons survey is, in fact, a series of mini-surveys, each mini-survey (set of questions) customized to the individual's specific area of knowledge. It is not expected that one person will be well informed in all areas. A teacher or principal will be queried regarding education, the head of the water department on water infrastructure and equipment.

Selecting the well-informed persons and the questions to pose to them can depend on priorities expressed through the self-assessment survey. If many people expressed that solid-waste management has serious problems and is an urgent priority, then it stands to reason that you should design a well-informed persons mini-survey about garbage collection. In this case, you would talk to the manager of the waste-collection company, the director, and even the people who collect municipal waste. These workers will be able to tell you which locations have seen increased waste volumes, as well as what problems they face in serving these areas. This will provide factual data to complement the perception data received from the self-assessment survey.

People say that water delivery is not reliable and quality is not good, for instance. The well-informed person might confirm that pipes have not been rehabilitated for 30 years.

To make the results compatible with the self-assessment survey, it is recommended that you include statements in the well-informed persons survey that are similar to those in the self-assessment survey. In addition to these questions, some open-ended questions can be included in the WIP survey. Remember that you should limit the information collected to what can be included easily in the Municipal Needs and Assets Database and used for the purpose of creating improvement plans. It is not necessary to replicate all records that exist regarding the topic. The most important information will be related to the conclusions of the self-assessment survey.

If your municipality is experiencing changes in its demographics, then a well-informed persons survey can ask about these demographic changes. Well-informed people can come from any walk of life. For example, bus drivers will be able to tell you whether they are driving more people, and from which locations. A pharmacist may be asked if there has been an increase in customers and an increased demand for certain medicines. Real estate agencies will know about changes in rent prices.

3   CONDUCTING THE WELL-INFORMED PERSONS SURVEY

Similar to the other data-collection techniques, this offers an opportunity to engage members of the community. Volunteers can be trained to conduct the well-informed persons survey. Volunteers should contact the individuals ahead of time by phone to arrange for a meeting, during which they will conduct the mini-survey. Reserve one to two hours to obtain the necessary answers. If the first recommended person is not available, ask that person to recommend someone you can interview on the issues you seek to address.

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Table 3: Sample contact table and note compilation (following meeting on needs in the community)

Name	Work domain (influencing factors)	Possibilities of cooperation and coordination	Contact information	Meeting date	Suggestions and notes
Director of Municipality, Mr. Administrator	Administrative ruler	Link to the central government, strong relations with the community -especially the professionals	cell: 011 1 111 1111 email: MrAdmin@municipality.org	28/4/14	Conduct cleaning campaigns and encourage citizens to participate
Director of the security center, Mr. Security	Understanding conditions citizens face in all areas of the municipality, especially regarding security	Possibility of helping to elucidate inequalities and demographic changes in the area	cell: 022 2 222 2222 email: MrSecurity@municipality.org	29/4/14	Create and activate neighborhood committees to increase safety awareness. Areas a, b and c have particular problems with crime
Director of local youth center for girls, Mrs. Youth	Effective relationships with the women in the area	Can help mobilize volunteers for activities, particularly regarding girls and women	cell: 033 3 333 3333 email: MrsYouth@municipality.org	15/4/14	Conduct workshops on public safety for women, noted that women are frustrated with lack of employment opportunities

4 TAKING NOTES AND KEEPING INFORMATION

It is extremely important that you take careful notes and immediately put them into a format that you can refer to easily. The table included here is one way to do this. The table has the advantage of transforming easily into a contact list. Remaining in contact with these individuals will help to strengthen relationships within the community, establish information-sharing mechanisms and mobilize resources to implement projects. This is particularly important when municipalities are large or cover several small towns and villages. It can be useful even in smaller municipalities, however. Referring to the list will help you to avoid overlooking key actors in busy times of implementation.

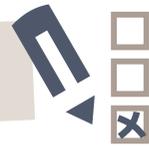## INFORMATION COLLECTION METHOD 3: TRAINED OBSERVERS

The Municipal Needs and Assets Database can also be based on information gathered by trained observers. The difference between this technique and two described above is that the volunteers will not interview people and record their responses. The volunteers will record their own observations.

1 WHEN ARE TRAINED OBSERVERS USEFUL?

It is useful to use trained observers when there are physical characteristics to be observed. Some examples are the cleanliness of streets or parks and the physical state of buildings (such as the condition of classrooms or windows). Similar to the well-informed persons, the trained observers are used to confirm the extent of a problem identified in the self-assessment survey. It is not necessary to use trained observers for gathering information on all areas of municipal life. Rather, the trained-observers technique can be used to gather additional information about especially problematic areas.

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2 CONDUCTING TRAINED OBSERVER RATINGS

Trained-observer ratings typically include observations of the conditions of public infrastructure, or the reliability of public services, or even the use of services. Before they begin their work, the observers should be given a rating scale, so that a rating made by one person is comparable to the rating made by another. The best way to create the standard-rating scale is to use photographs of infrastructure and label them as "poor," "fair," "good," or "excellent." That way, observers can visit different areas or facilities and rank them, having comparable results. Another form of observation rating addresses usage. You may want to know, for instance, how many people are using transportation networks in different areas. You determine this by counting how many people board the bus at different stops.

There are several sources for observers. You can enlist workers such as bus drivers to count the number of people boarding at different stops. You can also use volunteers, including women and youth, to gather information. Youth may be appropriate for observing facilities that they use, such as schools, parks, sports facilities, and recreational areas. Trained observers can also be regular employees of municipal companies or departments responsible for delivering municipal services.

When using trained observers to collect information for your Municipality Needs and Assets Database, it will be useful to learn from some of the guidelines described in Module 4, on how to collect information from your municipality. Specifically, follow these guidelines:

1. As you do when conducting a survey (section 3), make sure that the trained observers record the information in a way that is clear, standardized, and easily comparable.
2. As you do when selecting well-informed persons to interview (section 2), select areas to observe that are of special interest to your data collection.
3. As you do when conducting a survey (section 3), spend at least one day to train your observers on how to carry out the observation: what to look for and how to record the observations.

STEP 3: CREATE AND UPDATE INFORMATION DATABASE

Wherever possible, information should be stored in a database that will allow municipalities to update it easily as facts on the ground change. An Excel or Outlook database can be developed that includes information on organizations, key contact persons, the sector in which the association is engaged, and other relevant information.

The information may be compiled in a way that helps you make sense of the differences across neighborhoods or villages, or between men and women, young and old, citizens and noncitizens. Taking a look at the information in different forms helps you identify needs and resources. For example, to focus on the differences across neighborhoods, you may want to create a table like the one below. The tables you create should draw from all of the information you have collected, given the various sources (i.e., surveys, interviews, and trained-observer ratings). This gives you the most complete picture of your municipality's needs and assets.

As your community changes over time, it is important to keep the information updated. The Task Force should therefore develop an approach to ensure that they always have updated information.

One way to keep the database updated is to repeat the self-assessment survey on an annual basis. Well-informed persons surveys and trained-observer ratings can be repeated more frequently, as necessary. For example, you may want to repeat these after activities have been conducted or investments have been made that may result in some improvements.

Another way to keep the database updated is to create permanent contacts between the well-informed persons and a member of the secretariat or the municipal administration. As noted above, you can facilitate this process by

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creating a contact database and working to develop strong relationships across the community. You can also ask well-informed persons to contact the municipality when they see changes.

Lastly, it is important that the Task Force meet on a regular basis to discuss changes in the groups. Are some groups no longer relevant? Have new groups come into the community that should be included? What changes are taking place that need to be further explored and addressed?

An example of a table created from the Municipality Needs and Assets Database:

	POPULATION – LONG-STANDING RESIDENTS	Population - new residents	Population – seasonal residents	Population change (compared to 12 months ago)	School age children	Children out of school	Population seeking employment	# of Schools	Teacher-pupil ratio	# of Health clinics	Inadequate housing (approx.# of units)	Underutilized physical assets (e.g. buildings not in use or partially used)	Underutilized human assets (specialists or professionals such as teachers, nurses)
Area 1													
Area 2													
Area 3													
Area 4													
Area 5													
Area 6													

## STEP 4: MUNICIPALITY NEEDS AND ASSETS REPORTING
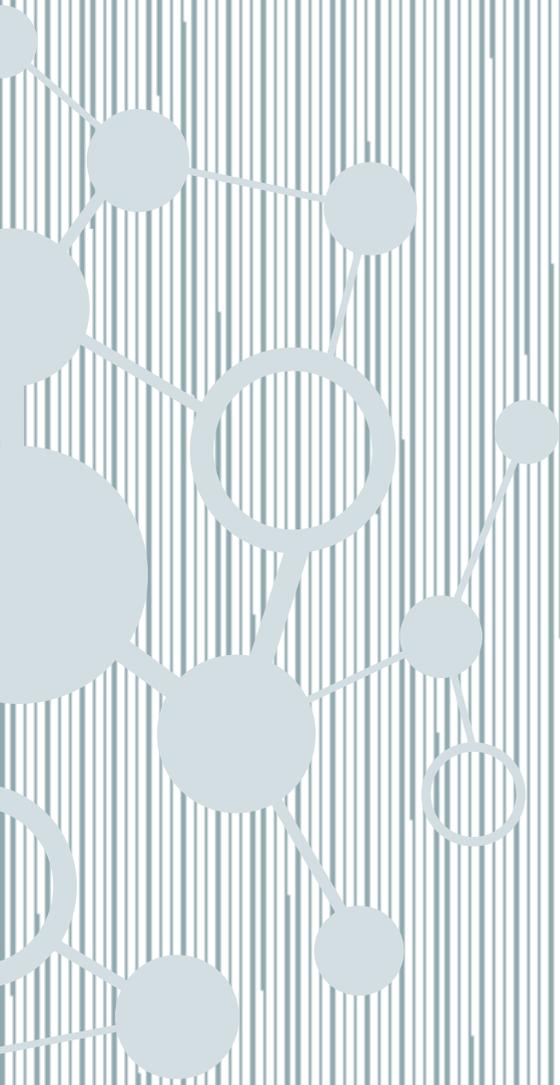
Before the Task Force can begin its next work, it must agree on key results from the information collected for the Municipality Needs and Assets Database. It is recommended that the secretariat prepare a draft report that will include the following sections:

- a list of the Task Force members, secretariat, and volunteers who collected data
- categories (e.g., education, water, social cohesion, etc.)
- geographic areas and demographic groups that participated in the self-assessment survey;
- a brief description of needs by geographic areas and demographic groups;
- a preliminary list of priorities according to the self-assessment survey
- a brief description of physical capital relevant for the more problematic categories – What exists and its current state; what is outdated or missing.
- a brief description of the human capital relevant for the more problematic categories – What exists and its current state, where are there gaps in skills or staff
- a brief description of the social capital relevant for the more problematic categories – What organizations are seen as main drivers of creating social capital? Who are seen as connectors (or potential connectors) in the municipality?
- excerpts of strategies, legislation and documents relevant to the preliminary priorities.

The report will provide a frame for the ongoing work of the Task Force. Some of the questions the key results should answer include:

1. Which issues were considered the most important across your municipality? How did this vary by distinct groups?
2. Which issues were considered the most problematic in the different localities of your municipality?
3. What are the positive elements about the municipality that came up through the self-assessment? Who are the connectors in the municipality? What are the assets in the municipality, including those that are underutilized? What did participants in the self-assessment say about how they are contributing or how they can contribute to improving the situation in the municipality?
4. How do these results compare with what we knew about the problems and potential in the municipality? What did we learn?

Now that you have defined where and what your database should focus on, collected the necessary information to fill-in the database, developed a system to keep the information updated and reported on the finding, you are ready to start prioritizing the different issues and identify the root causes of the problems.
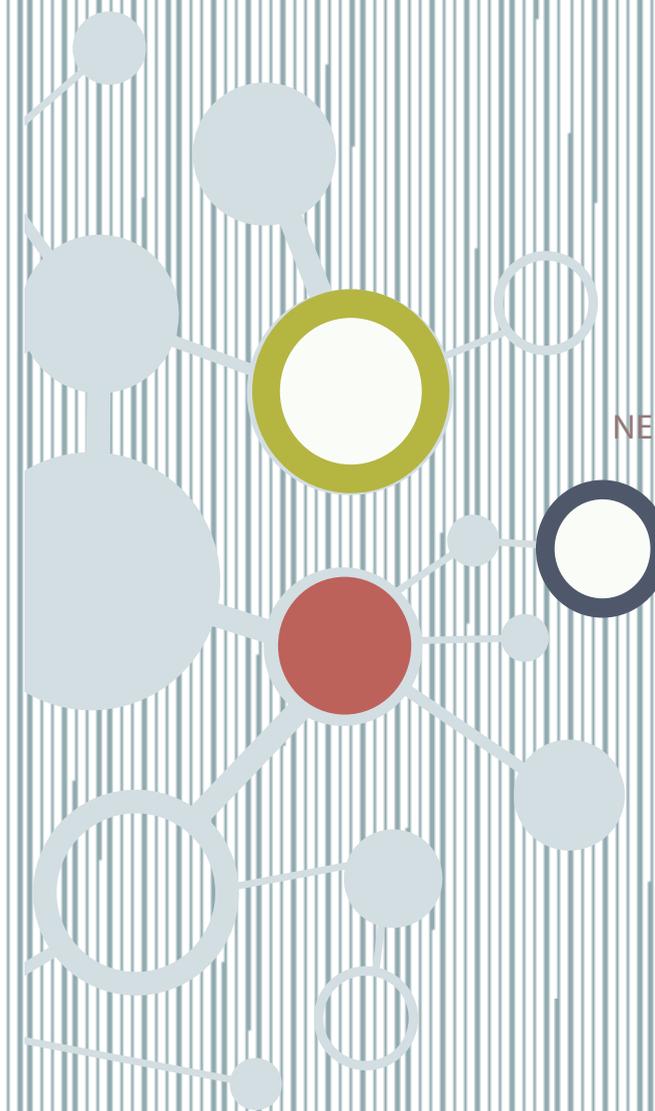
APPENDIX: NEEDS AND ASSET SURVEY DRAFT

Date: _____

Survey Number: _____

Hi, my name is _____. I am a volunteer working with our municipality.

We are trying to understand the needs of all people in our community and we appreciate your views in order to further improve services and other aspects of our municipality.

In order to be sure that we get a wide range of opinions, we choose the people we interview randomly from inside the household. Today, we would like to talk to the person who had the most recent birthday in the household. Who, over the age of 18, had the most recent birthday in this household? Can I speak to him/her?

We will not note down your name or address on this questionnaire, or report what any individual says. So your participation will be confidential. You are not obligated to answer any question that you are not comfortable with. Do not hesitate to ask me for a clarification if you think that a question is difficult or unclear. Your opinions and experience are very important for us to know, if we are going to find ways to make the community work better. We are very thankful for your cooperation. Do you agree to be interviewed?

Great! Let's get started.

1. GENERAL CONDITIONS

101. What is the biggest problem that you feel needs fixing in the municipality today?

102. What is the second highest priority?

On a scale of 1 to 10, where 1 is very bad and 10 is very good, how would you rate each of the following in the neighborhood in which you live? (Record 96 for "don't know"; 97 for "refuse to answer.")

	1	2	3	4	5	6	7	8	9	10	96	97
103. ROAD QUALITY (POTHOLES, ETC)												
104. Transportation within the community												
105. Transportation within the region												
106. Public spaces (parks, rec facilities, etc)												
107. Water												
108. Electricity												
109. Road congestion												
110. Unemployment												
111. Health care												
112. Education												
113. Crime												
114. Safety												

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How important is each of the following to you, on a scale of 1 to 10, where 1 is not important at all and 10 is very important? (Record 96 for "don't know"; 97 for "refuse to answer.")

	1	2	3	4	5	6	7	8	9	10	96	97
115. ROAD QUALITY (POTHOLES, ETC)												
116. Transportation within the community												
117. Transportation within the region												
118. Public spaces (parks, rec facilities, etc)												
119. Water												
120. Electricity												
121. Road congestion												
122. Unemployment												
123. Health care												
124. Education												
125. Crime												
126. Safety												

127. How much do you pay for food today as compared to how much you paid for food this time last year?
1. Much less
2. Less
3. The same
4. More
5. Much more
96. Don't know
97. Refuse to answer

128. How much do you pay for rent today as compared to how much you paid for rent this time last year?
1. Much less
2. Less
3. The same
4. More
5. Much more
96. Don't know
97. Refuse to answer

129. How crowded are the schools today as compared to how they were this time last year?
1. Much less
2. Less
3. The same
4. More
5. Much more
96. Don't know
97. Refuse to answer

130. What source of water do you use for drinking? (check all that apply)
1. Mineral water (bottled)
2. Water tap to home
3. Shared water tap at a commune place
4. Open water well
5. Drilled water well
6. River/Lake water
7. Rain water
8. Other (please specify) _____
96. Don't know
97. Refuse to answer

131. Do you ever experience water shortages in your household?
1. Yes
0. No
96. Don't know
97. Refuse to answer

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132. (If yes), how frequently?
1. Daily
2. At least once a week
3. At least once a month
4. Rarely or never
96. Don't know
97. Refuse to answer

133. How often is the garbage picked up by the public works agency in your village/neighborhood?
1. Every day
2. Once a week
3. Once a month
4. Never,
96. Don't know
97. Refuse to answer

134. Do you feel that the garbage is picked up as often as needed, more often than needed, or not as often as needed?
1. As often as needed
2. More often than needed
3. Not as often as needed
96. Don't know
97. Refuse to answer

135. In your opinion, is the economic situation in your community:
1. Very bad
2. Bad
3. Neutral
4. Good
5. Very good
96. Don't know
97. Refuse to answer

Within the last week, have you ….

	1 YES	2 NO	3 Do not know	4 Refuse to answer
136. …NOT HAD ENOUGH FOOD?				
137. …not had shelter?				
138. …not had enough drinking water?				
139. …experienced a water cut?				
140. …experienced an electricity cut?				
141. …experienced a telephone cut?				
142. ….worried that you or your family would not have adequate money for shelter or food?				

Please respond to the following conditions by telling me if you would feel very unsafe, somewhat unsafe, neutral (not safe or unsafe), somewhat safe, or very safe?

	1 Very unsafe	2 Some-what unsafe	3 No safe or unsafe	4 Some-what safe	5 Very safe	96 DK	97 RA
143. In your home							
144. Walking in your neighborhood during the day							
145. Walking in your neighborhood at night							
146. At the local market							
147. At the local mosque							
148. At the nearest school							

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149. Do you believe the doctor at the nearest public clinic is
1. Always present during scheduled clinical hours
2. Sometimes present during scheduled clinical hours
3. Rarely present during scheduled clinical hours
96. Don't know
97. Refuse to Answer

Do you or anyone in your immediate household have any health care needs that you are not able to attend to?

	Yes	No	DK	RA	(If yes) What are the reasons? (check all that apply)
150. Medical health					1. Family cannot afford to pay medical fees 2. Required treatment in not available 3. The closest facility that can provide required service is too far 4. Other _____specify
151. Dental health					1. Family cannot afford to pay medical fees 2. Required treatment in not available 3. The closest facility that can provide required service is too far 4. Other _____specify
152. Hearing					1. Family cannot afford to pay medical fees 2. Required treatment in not available 3. The closest facility that can provide required service is too far 4. Other _____specify
153. Mental health					1. Family cannot afford to pay medical fees 2. Required treatment in not available 3. The closest facility that can provide required service is too far 4. Other _____specify

154. Do you have difficulties paying for costs of medicine that your family needs?
1. Yes
0. No
96. Don't know
97. Refuse to Answer

2. SOCIAL CAPITAL

201. In your neighborhood, would you say that:

Most people know each other	Some people know each other	Few people know each other	DK 96	RA 97

For each of the following areas, please tell me whether you and your neighbors help one another

	1 YES	2 NO	DK 96	RA 97
202. CHILDCARE				
203. Education				
204 Healthcare				
205. Finances				
206. Obtaining government services				
207. Solving family disputes				
208. Solving neighborhood disputes				
209. Keeping your neighborhood safe from crime				
210. Keeping the area clean				

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Please tell me whether each of the following would be very likely, somewhat likely, or unlikely to help you if you needed assistance

	2 Very likely to help	1 Somewhat likely to help	0 Unlikely to help	DK 96	RA 97
211. MEMBERS OF YOUR EXTENDED FAMILY					
212. Neighbors					
213. Other members of your tribe or ethnic group					
214. A local imam					
215. Other members of your mosque or religious organization					
216. A local civil society organization					
217. A trade or professional association					
218. Leaders of a powerful local family or clan					
219. Local municipal council head/ mayor					
220. Other local council member					
221. State welfare office					
222. Member of parliament					
223. Candidate in parliamentary elections					
224. UNHCR					
225. Other international organizations					

I'd like to ask you now a little about your own activities. Are you a member of a…. (Interviewer: repeat for each)

	1 YES	0 NO	DK 96	RA 97
226. …A MOSQUE OR LOCAL RELIGIOUS ORGANIZATION?				
227. …a civil society organization or association, such as a charity, women's group, sports club?				
228. …a trade union or professional association?				
229. …a political party				
230. …a chamber of commerce or business organization?				
231. …a clan or tribe?				

3. DEMOGRAPHIC QUESTIONS

Finally, we'd like to ask a few questions about you and your household. Again, please be assured that we will not use these to identify you as individuals; we are trying to understand how experiences differ for different segments of your community.

301. Record respondent's gender (do not ask):
1. Male
2. Female

302. In which of the following age brackets is your age?
1. 18-30
2. 30-49
3. 50+

303. What is your highest level of education?
1. No formal education
2. Primary School
3. Secondary School
4. Higher education
96. Don't know
97. Refuse to answer

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304. How long have you lived in _____?
Answer: _____ years or _____ months (record 96 for "don't know" and 97 for "refuse to answer")

305. Where were you born?
1.   In this village/city
2.   Another city/village in governorate
3.   Another governorate
4.   Another country
96. Don't know
97. Refuse to answer

306. Name of neighborhood/area survey conducted (Interviewer note but do not ask) _____

307. Are you:
1.   Single
2.   Married
3.   Divorced
4.   Widowed
5.   Never married
97. Refuse to answer

308. How many people are living in this house with you? _____

309. How many of these people are under the age of 18? _____

310. How many are women? _____

311. How many of you are employed?

312. What is your work status (for individuals aged 15+)? (let choose more than one answer)
1.   Employed full time
2.   Employed part time
3.   Student
4.   Housewife
5.   Self-employed/business
6.   Unemployed

7.   Other (specify) _____
97. Refuse to answer

313. What is your job (if employed)? (open ended for the interviewer and will code)
0.   Farming, hunting, fishing
10. Agriculture and food industries
20. Construction materials, ceramic, and glass
30. Mechanic and electric industries
40. Chemical Industry
50. Textiles and clothing, leather and shoes
60. Other manufacturing industries
65. Mines
66. Petroleum/Gas
67. Electricity production and distribution
68. Water production and distribution
69. Buildings and public works
72. Trade
76. Transportation
77. Telecommunication
79. Hotels and restaurants
82. Banks and insurance
85. Real estate, repairs, businesses services
89. Social and cultural services
93. Education, health, and public administration
96. Don't know
97. Refuse to answer

314 (if employed) Do you work in the…?
1.   Public sector
2.   Private sector
3.   Both
4.   Other
96. Don't know
97. Refuse to answer

315. Are you trained in a skill that you are currently not using? (e.g., teacher, health professional, construction worker)?
__ Yes / __ No

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316. If yes, what is it? (write answer and later code as above)

317. Does the total income of your household allow you to cover your needs satisfactorily? I will read out a few statements about your income. Please tell me which of the following statements is closest to your situation?
1. Our income covers the needs well - we can save.
2. Our income covers the needs all right, without much difficulty.
3. Our income just barely covers needs, and occasionally there is not enough.
4. Our income does not cover the needs, there are difficulties.
5. Our income does not cover the needs, there are great difficulties.
96. Don't know
97. Refuse to answer

Thank you very much for your cooperation. You are helping us understand the needs and strengths in our community. We will be announcing the results of the survey and inviting your further input. By working together, we can improve our community!