



آغاز نو - نوی پیل
Afghanistan's New Beginnings Programme



LINAMA

DISARMAMENT DEMOBILIZATION REINTEGRATION



CLIENT SATISFACTION SURVEY

UNDP/ANBP/DDR

Monitoring and Evaluation Unit,

UNDP/ANBP/DDR

Kabul, Afghanistan

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GLOSSARY OF TERMS

AGEF	Association of Experts in the field of Migration and Development Cooperation
AMF	Afghan Military Forces
ANA	Afghan National Army
ANBP	Afghanistan's New Beginnings Programme
ANP	Afghan National Police
DAFA	De-mining Agency for Afghanistan
DDR	Disarmament, Demobilization and Reintegration
DIAG	Disbandment of Illegal Armed Groups
EXC	Ex-Combatants
FAO	Food and Agriculture Organization
GTZ	German Technical Cooperation
ILO	International Labour Organisation
IOM	International Organization For Migration
IPs	Implementing Partners
JICA /PCI	Japan International Agency for Cooperation
M&E	Monitoring and Evaluation
MoLSA	Ministry of Labor and Social Affairs
SB	Small Business
UNCT	UN Country Team
UNOPS	United Nations Office for Project Services
USAID	United States Agency for International Development
VTCs	Vocational Training Centre

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Introduction

The UNDP/ANBP/DDR conducted with the current one three Client Survey Reports:

The first two surveys (in February 2005 and in June 2005) focused on the quality of information given to the ex-combatants regarding DDR, the advise on options to be taken, the quality and quantity of the food package distributed at the demobilization level and the satisfaction with the quality and length of the training content they received.

The current client satisfaction survey, the third one for DDR, highlights the impact of the reintegration on the life of the ex-combatants, their family and the community.

The next survey, planned to be conducted in March-April 2006, will concentrate on the sustainability aspect of the project.

PURPOSE FOR THE CLIENT SATISFACTION SURVEY

The overall purpose of this Client Satisfaction Survey is:

- to measure current client expectations and perceptions of ANBP/DDR;
- to assess the current level of service delivery in terms of reintegration, as of December 2005, and
- to serve as an instrument to review the areas which are not meeting the expectations.

This survey is particularly result oriented. In that, it attempts to capture the result of the reintegration on the ex-combatants' civilian life.

DDR ACHIEVEMENTS IN TERMS OF REINTEGRATION

The reintegration gave the choice to the ex-combatants in the following areas: agriculture, small business, vocational training/job placement, de-mining, supervisory and technical trainings, teacher training or joining the Afghan National Police (ANP) or the ANA.

A total number of 63,190 Afghan Military Forces (AMF) members have enrolled in the UNDP/ANBP Disarmament, Demobilization and Reintegration (DDR) programme.

DDR activities are successfully is planned to be completed by June 2006.

As of November 2005, 61,533 ex-combatants have been referred to Implementing Partners (IPs) to get the services for reintegration packages which includes training and distribution of materials.

As of end of November 2005, 28,157 ex-combatants have completed the reintegration process.

The ANBP recent report¹ indicates that approximately, 52% percent of ANBP beneficiaries have been reintegrated into agriculture 25% in Vocational Training with Job Placement 15% in small Business, 3% in De-mining and the remaining 6%, are reintegrated within Teacher Training, Supervisory and Technical Training, ANA/ANP and other areas

Improvement in the reintegration process

To respond to the recommendations of the previous client satisfaction survey and to the recent DDR external evaluation, some actions were taken.

- Training timing was extended according to the needs and demand of the beneficiaries.
- Additional courses as Civic education, Health etc... have been introduced or improved to be more appropriate to the need and capacity of the ex-combatants and extended to include the family and the community.
- ANBP has taken actions to improve the satisfaction level of the ex-combatants in terms of purchase and distribution of packages

OVERALL RESULTS HIGHLIGHTS

The results clearly indicate that the majority of clients are satisfied with ANBP/DDR's overall service delivery in the reintegration process and that there has been a substantial improvement since the last survey (July, 2005). The overall satisfaction score for the training programme has improved from about 50% to 80 % compared to the results of the previous survey. The higher satisfaction on the training programmes is primarily the result of measures taken in terms of relevance of the training to the background and the choice of the ex-combatants and also allocation of more time to the trainings on the different options. The additional courses of Civic education, Health and nutrition and English have also highly appreciated.

As for the packages distributed three main reasons have contributed to the improvement: (1) the close monitoring by the ANBP/DDR; (2) the participatory approaches of purchase and distribution of packages; (3) the close follow up actions taken by the IPs after distribution of packages.

However there are still margins for further improvements in the trainings conducted and packages distributed as well as the follow up services given to the ex-combatants once the reintegration programme completed.

The survey gives information on the background of the ex-combatants which impacted the reintegration process and justifies some of results recorded.

Overall background information of ex-combatants

¹ Sitrep of November, 2005, ANBP/DDR

- ✓ 90% of the respondents were soldiers and 10% were officers
- ✓ 99% are male and 82% are married
- ✓ 67% are illiterate and only 12% have reached the primary school grade
- ✓ 88% have less than 10 years of working experience
- ✓ 54% have over 10 family members

Overall, clients or ex-combatants in all regions expressed the following about ANBP/DDR.

- Regarding satisfaction of the DDR Services
 - 88% of ex-combatants are satisfied with the overall service and the option they selected has met their expectations
 - 79% of ex-combatants found the quality of the package satisfactory and 80% are happy about the training;
- Income generating activities
 - 83% of ex-combatants are engaged in income generating activities
 - 79% of the ex-combatants have an average income per month of more than 1,500Afghanis. The level of 1,500Afghanis per month is taken as the standard minimum level of poverty line, suggested by the World Bank, equivalent to 1US\$ per day or 50Afghanis per day. The survey shows also that 43% of ex-combatants are generating a monthly income of 1,500 to 3,000Afghanis (which is equivalent to 2 US\$ per day and 35% have more than 3,000Afghanis per month. This has to be looked at with Afghanistan average GDP per capita which is 190 US\$ or 9,500Afghanis per year² (in 2002) or about 800Afghanis per month and per head.
 - 51% are engaged in the agriculture area, 25% in vocational work (metal work, car repair, carpentry, tailoring etc...) and 15 % in small business. The rest are practicing different other jobs
 - 30% out of those working have started their own business
- In terms of the reintegration within the family and the community
 - 99% feel safe within the community and their family
 - 82% are active within and contribute to the community activities
- When asked on their communication or connection with other ex-combatants and commanders
 - 66% responded that they maintain contact with their former comrades and 28% with their former commanders. The topic of discussion is reported being most of the time politics, community development etc...

Proposed improvement in the near future or in the remaining reintegration period

- 11 % of ex-combatants found that the quality of tools distributed were of low quality. There are request for replacement of tool kits for those who already received and improvement of the quality in future. The participatory quality

² National Human Development Report 2004, UNDP

control is highly recommended as well as the close monitoring by ANBP/DDR regarding the purchase of toolkits.

- 11% of the beneficiaries complained about the wheat fertilizer distribution which was of low quality or inappropriate
- 20% of the beneficiaries found the distribution of livestock as a failure due to the bad condition of animals purchased, the insufficient service or advice given by the experts, veterinaries most of the time, after the purchase of the animals.

SUCCESS STORIES

In Jalalabad: Computer/English Course Beneficiaries From Best

After 6 months training on computer and English course, an ex-combatant has established his own Printing Press by Name of (Hamdard Printing Press). The ex-combatant who is getting the reintegration package from BEST has planned to employ 40 ex-combatants, who have also taken the computer/English course, to work in his Printing Press and as trainers for the computer course he is going to open for the public.

In Herat and Kabul: Literacy Course Beneficiaries

In western region of Afghanistan, the literacy course, which is a component of the reintegration program, has opened the door for community and household members of ex-combatants, in particular the women, to effectively participate into the literacy course.

So far, DDR has served 862 beneficiaries under the literacy program in Herat, Farah, and Badghis and right now providing literacy services for 2634 beneficiaries including ex-combatants, women, and community members. As short run outcome of the program, a number of ex-combatants now can read and write and understands the benefit of literacy and education for themselves and for their family. More importantly, literacy classes helped the ex-combatants oriented in small Business to handle themselves their financial booking system.

ANBP RO Herat is looking forward to find a sustainable strategy of literacy after the end of DDR project planned for June 2006. Discussions are being conducted with IRC and IOM Literacy Departments as well as with WFP and UNICEF to find a mechanism to transfer the existing mechanism into the existing social service structures at the community level to maintain the literacy courses for the community.

Similar results were registered for Kabul region where under AGEF services 1150 Ex-combatants in vocational training option participated in literacy and numeracy courses. COOPI has conducted 20 literacy classes in Kabul and Wardak provinces where in each class 35 to 40 Ex-combatants received the courses. CARE has conducted four literacy classes in Parwan, Kapisa, Salang and Bgram district of Kabul province where more than 150 Ex-combatants completed the literacy and numeracy courses.

CHAPTER 1: DDR ACHIEVEMENTS IN TERMS OF REINTEGRATION

1.1. DDR PROGRAMME ACHIEVEMENTS

A total number of 63,190 Afghan Military Forces (AMF) members – which represents well over the estimated AMF personnel of 60,000 - have enrolled in the UNDP/ANBP Disarmament, Demobilization and Reintegration (DDR) programme. So far, the Disarmament and Demobilisation activities are successfully completed and the Reintegration process is planned to be finalized by June 2006.

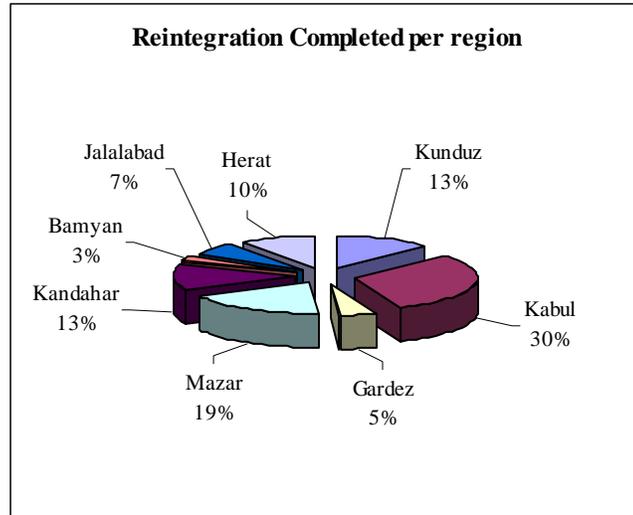
As of November 2005, 61,533³ officers and soldiers (ex-combatants) were referred to Implementing Partners (IPs) to receive the reintegration trainings/packages. The drop out rate (ratio of trainees discontinue training and trainees who attend) is 5% for all regions, the highest being in Kabul region where ex-combatants might have other opportunities of employment and discontinued the DDR process. The absenteeism rate is also quite low due to effective service delivery and consistent supervision/monitoring visits by the both ANBP and IPs' staff. The payment of stipend 3 US\$ per working day is also an incentive for the trainees to attend their skill training in a regular manner.

So far 28,157 ex-combatants have completed the reintegration process. In terms of regional distribution 30% of those who have completed are from Kabul Region, 19% from Mazar, 13% from Kunduz and Kandahar, 10% from Herat, 7% from Jalalabad, 5% from Gardez and 3% from Bamyan. It is planned that whatever the status, all regions will complete their reintegration programme by June 2006

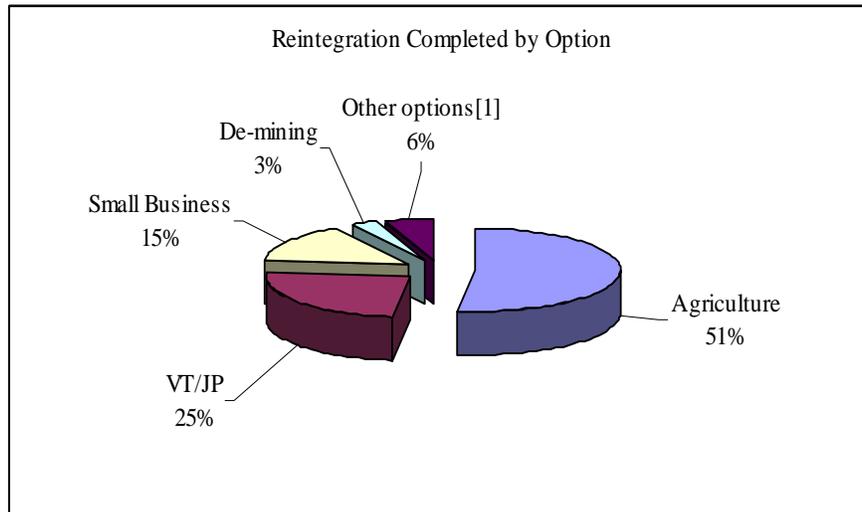
Regions	Number Referred to IP		Number Completed ANBP Reintegration Process	
	Nr. Of Ex-combatants	% of total	Nr. Of Ex-combatants with Reintegration completed.	% of total
Kunduz	7,208	12%	3,567	13%
Kabul	25,999	42%	8,755	30%
Gardez	2,429	4%	1,474	5%
Mazar	8,342	14%	5,352	19%
Kandahar	5,663	9%	3,540	13%
Bamyan	2,683	4%	826	3%
Jalalabad	3,591	6%	1,837	7%
Herat	5,618	9%	2,806	10%
Total	61,533	100%	28,157	100%

³ Refer to the Situational Report (Sitrep) of December, 2005 issued by the the Programme Unit of ANBP/DDR

Option	Number	Percentage
Agriculture	14,634	51%
VT/JP	6,949	25%
Small Business	4,233	15%
De-mining	777	3%
Other options[1]	1,564	6%
Total	28,157	100%



The ANBP recent report⁴ indicates that approximately, 51% percent of ANBP beneficiaries have opted for agriculture package as a reintegration option. Vocational Training with Job Placement is the next popular choice of ex-combatants, 25%, followed by Small Business 15%. De-mining has relatively attracted some of the ex-combatants, 3%, and the rest are reintegrated within Teacher Training, Supervisory and Technical Training, ANA/ANP and other areas.



⁴ Sitrep of November, 2005, ANBP/DDR

1.2. IMPROVEMENTS IN THE REINTEGRATION ACTIVITIES

Improvements to reintegration services and delivery were made in response to the client satisfaction survey results of June 2005.

Improvement in the training programme

Literacy and numeracy, English and computer courses, as part of the package, have been improved in terms of length and quality of the training. Extended time is allocated according to the needs and demand of the beneficiaries and the curriculum revised to respond to the needs and capacities of the ex-combatants. In addition these classes were extended to include the family and the community in most regions.

- **Literacy and Numeracy:** This has an important and positive impact on the lives of the ex-combatants and their families. Literacy and Numeracy training can be used in all aspects of the ex-combatants life. For example, keeping basic accounts at home. Furthermore, the training given to ex-combatants and their female family members has a positive impact for younger and future generations. Having learnt basic literacy and numeracy themselves, several ex-combatants are now very keen to send their children to school and see the benefits which can be gained from education.
- **Improved English and computer courses:** The English and computer courses are now better adapted to the educational level of the participants and more relevant to the area of choice.

Additional courses as Civic education, Health etc... were introduced and household members and community were invited to attend the courses:

- **Education on Peace:** The objective of this subject is to highlight and increase the responsibility of ex-combatants in the role they have in peace building process. These workshops on Peace are the integral part of the reintegration package. Topics include: Family Life; Environment; Rights of neighbors; Rights of Parents; Rights of women; Rights of Children; Human Rights Declaration; War and its effects; War for what?; Conflicts and Conflict solving; Narcotics; HIV/AIDS; Democracy
- **Improved Diet and Nutrition:** The ex-combatants and their families are instructed on the supplement and improved diets they can provide to the family with the products gained from their livestock / vegetable growing etc. For example, the family will benefit greatly from receiving a cow because they can drink the milk it provides.
- **Improved Health and Hygiene:** The ex-combatants and their families are given this course to improve their health and hygiene behaviors. The families use the health materials distributed (such as chlorine and soap) to maintain cleaner homes and bodies. The Health Educators give also training on personal hygiene, family planning and child care. The impact of basic health education is far reaching and

it is hoped that neighboring families will follow the example of the ex-combatants and their family.

Improvement in the packages distributed

ANBP has taken action to improve the satisfaction level of the ex-combatants in terms of purchase and distribution of packages:

- ANBP/DDR negotiated with the implementing partners that lower quality of toolkits be replaced
- ANBP/DDR and the beneficiaries are participating more and more in the purchase and distribution of animals. In case of higher cost of animals the beneficiaries are now given the opportunity to contribute additional fund and obtain the animals of their choice.
- Tree nursery, vegetable farming, and the newly created fish farming options have been offered to replace the inadequate livestock option within the agricultural re-integration package.
- In terms of improvement of the tool kits the Implementing Partners have considered the possibilities of redistributing better quality of toolkits in future and even change those which already had one. More competitive way of supply of toolkits are now giving choice.

Bicycle Repairing Toolkit



ANBP Efforts in job placement

With the surge of ex-combatants completing their training, it became clear that they still require support.

- Efforts are made by Implementing Partners in developing skills in accordance to the regional labor market and availability of job
- ANBP has coordinated with government entities and NGO's to identify employment opportunities and prioritize ex-combatants for employment projects.
- Psychosocial reintegration workshops for de-mining corps is conducted in collaboration with Afghanistan Independent Human Rights Commission, UNDP Peace/Civic Education and drug treatment with WADAN yielding positive results.

- Public information campaigns focused on awareness raising is conducted by ANBP/DDR to improve the acceptance of ex-combatants by the community and facilitate job placement efforts of ex-combatants

Linkages with other agencies for ex-combatants job placement

- In Kandahar UN Agencies and Development partners are collaborating with DDR in creating employment for ex-combatants who have received the reintegration training:
 - In Kandahar, FAO has linked the recently started project (Peace Grant Project) with ANBP/DDR graduated beneficiaries.
 - UNOPS' road construction project in Kandahar is employing ex-combatants trained in road construction and has planned to recruit the craft trainees as technicians.
 - UN Habitat in Kandahar province aims to provide vocational training for females in rural areas. It was encouraged that the females of ex-combatants families will be placed as a priority during implementation process.
 - JICA/PCI office plan to start work in Dand district, in Kandahar Regions, by offering Vocational Training Programs at least for two years for both male and females of different villages. ANBP thus shared its list of beneficiaries from mentioned district in order to be prioritized during selection of beneficiaries.
- Ex-combatants who have completed the reintegration programme through the IPs such as GTZ, AGEF and DAFA were referred to AGEF ESC program for possible employment. The ESC project funded by ILO and AGEF is aiming to find employment services for job seekers through out the country.
- With the objective to provide further working opportunities for graduated ex-combatants in western region, several meetings were held with all IPs, MoLSA, AGEF and IOM. Finally IOM came up with the idea of opening a temporary Employment Assistance Center (EAC) in Herat. The concept is the same as the ILO/AGEF Employment Service Center, but relevant to ex-combatants specialized in construction.
- The Micro-Finance Project with IOM funded by USAID for ex-combatants residing in Herat province is approved and the practical ground work has started. This Microfinance pilot project for six months will serve at least 600 ex-combatants with an average loan size of USD 100.00. Each combatant will be required (mandatory) to save at least USD 2.00 per month. This program will treat the ex-combatants as clients and borrowers. The size of credit can be increased as per the need of ex-combatants and their Small Business after the first cycle.

CHAPTER 2: SURVEY PROCEDURES

2.1 SURVEY METHODOLOGY

This survey is the basis for to judge the success of DDR in Afghanistan, to check the satisfaction of the ex-combatants on DDR, see the impact on the household and the community and take the necessary actions in terms of improving the services provided.

During the period of September-October, 2005 about 4,531 ex-combatants responded to the post-reintegration questionnaires and about 900 responded to the training questionnaires. The survey is reliable statistically and the results represent the views of clients from an aggregate perspective as well as a regional perspective.

To conduct the survey the previous questionnaires for training and post reintegration were revised to incorporate the result or impact oriented measurements at the household and community level. The questionnaires were translated into local languages (Dari and Pashto) and proper survey administration trainings were given to all regional staff. The collected data was directly entered into the Database system for which templates were developed and set up in all regions and connected directly to the Kabul ANBP/DDR ICT Unit. A total of 58 Monitoring and Evaluation Assistants conducted the survey and entered data. The overall process was guided and monitored by the ANBP/DDR M&E Section and Database Unit.

ANBP attempted to enlist the services of male and female students of Kabul University. Despite all the efforts made by ANBP/DDR and the collaboration of Kabul University, only few numbers, six students turn out to be part of the survey due to timing conflicts with the peak enrollment period at the university.

The data was collected through the following qualitative techniques: interviews, group discussions and observations. Questionnaires were developed to facilitate the data collection, translated into local languages (Dari and Pashto). The questionnaires include both quantitative and qualitative indicators and are result oriented.

The sampling of the survey has tried to be representative in terms of geography, vocational options and Implementing Partners representation. In terms of geographical coverage the survey process has been conducted in all regions and the number of questionnaires collected was fixed in accordance to the total share of reintegration. Example: Kabul, which has the largest number of ex-combatants to be reintegrated, has collected 1689 Questionnaires, or 37%, and Bamyan, which has the lowest effective collected only 300 questionnaires or 7%. The sampling has also taken into consideration the importance of the options in choice by the ex-combatants. Therefore more than 50% of the survey has approached those in the agricultural areas followed by Vocational Training, Small Business and other areas.

However the conduction of survey had cultural limitations. There was difficulty assessing the effects of reintegration at the household level and reaching female members of the family because of the shortage of female Monitoring and Evaluation Assistants.

2.2 RESEARCH PURPOSE

The primary purpose of the research initiative is to measure the client or the ex-combatants expectations and perceptions as it relates to ANBP/DDR's current level of service delivery. In addition, the goal of the survey process is to determine if there are some urgent actions to be taken for the remaining group of ex-combatants who are going through the reintegration process.

In addition this research will inform the exit strategy of the DDR project.

The research objectives are in brief:

- ✓ To measure current client expectations and perceptions with ANBP/DDR services;
- ✓ To identify what clients perceive as being the most important service elements;
- ✓ To identify the service issues which are key priorities for improvement;
- ✓ To establish a satisfaction baseline for new programs such as DIAG or others; and,
- ✓ Lay the foundation for a repeatable client satisfaction survey process for future use.

2.3 DATA ANALYSIS

The Database Unit in ANBP Kabul developed the templates and went around all regional offices to upgrade the servers and download the software for entering data. Simultaneously training programme was conducted by M&E Section staff in collaboration with the Database unit to all regions level. The data collected were entered into the database system by the M&E assistants at the regional level. Data entry is directly captured and centralized at ANBP/Kabul level, processed and made accessible for analysis.

The collation of data and analysis is processed by M&E Section staff by regrouping the data into different areas:

1. Background information on the ex-combatants
2. Satisfaction on the reintegration process : guidance, training, additional courses, packages, services and follow up given
3. Socio-economic reintegration of the ex-combatant
4. Links with other ex-combatants and commanders
5. Conclusions and Recommendations

CHAPTER 3: CLIENT SATISFACTION AND IMPACT ON THE EX-COMBATANT, FAMILY AND COMMUNITY

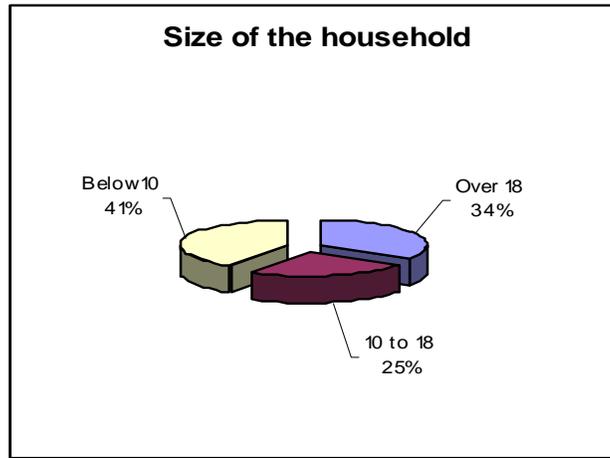
3.1 BACKGROUND INFORMATION COLLECTED ON EX-COMBATANTS

The background information of ex-combatants who were involved in the reintegration process is quite important and informs the reintegration packages in terms of training and packages and help to evaluate the results achieved and captured through this survey.

Gender	Female	0.1%
	Male	99.9%
Age	Below 20 years old	9 %
	21 to 30	57%
	31 to 40	23%
	Over 40 years old	11%
Rank	Commander	0%
	Officer	10%
	Soldier	90%
Marital status	Divorced	0.3%
	Married	82%
	Single	17.5%
	Widow	0.2%
Size of Household	Over 18	34%
	10 to 18	25%
	Below 10	41%
Do other members of the family bring money	No	73%
	Yes	27%

Gender, Age, Rank, Marital Status and Household

- From the aggregated data it can be observed that 99.9% of the ex-combatants are male. Given the reduced number of female in the Army, the number of female ex-combatants registered for reintegration has been reduced.. For Kabul Region, where the majority of the female ex-combatants are expected, the total number of registered for reintegration was about 47. A good number of them are going to be reintegrated within the ANA in the coming months.
- The survey result shows also that 66% of the ex-combatants are less than 30 years old,
- As a result of the early marriage and extended family culture more than 81% of ex-combatants interviewed are married and 54% have more than 10 family members where 41% are below the age of 10.
- For about 73% of the ex-combatants the rest of the family is not generating income and they are the only sources of income for the family.

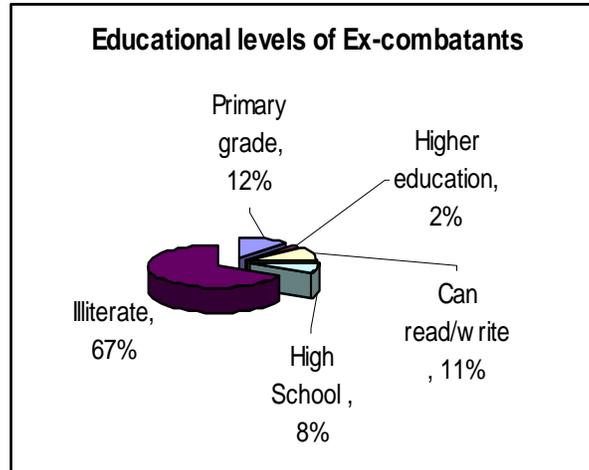


Educational level and Experience of Ex-combatants

- Afghanistan has the lowest literacy rate compared to neighboring or developing countries with only 28.7% over the age of 15 who can read and write⁵. The educational level of ex-combatants is in line with this result. 67% of ex-combatants are illiterate, 11% can only read and write, 20% have attended primary and secondary school and only 2% have reached the University/college level. This justifies the rank of ex-combatants which is for 90% the rank of simple soldiers. More than 88% of the ex-combatants had no past experience or less than 10 years of experience, mostly as farmer, daily laborer and other unskilled labor employments.

Educational Level	Illiterate	67%
	can read and write	11%
	Primary school graduate	12%
	High School graduate	8%
	University/ College	2%
Years of Experience	No or Less than 10 years	88%
	More than 10 years	12%

⁵ Refer to National Human Development Report for Afghanistan: UNDP 2004



3.2 CLIENT SATISFACTION

As soon as the ex-combatant decides on a career option, ANBP refers him to an Implementing Partner (IPs) to start a reintegration support programme. ANBP's Implementing Partners are international and local non-governmental organisations (NGOs) operating in Afghanistan and UN Agencies. ANBP's caseworkers or M&E Assistants track the progress of ex-soldiers throughout the reintegration process in all regions through the respective Regional Offices of ANBP.

3.2.1 SATISFACTION ON TRAINING

The training component of the reintegration is provided through Implementing Partners (IPs) in different modalities according to the options (agriculture, small business, vocational training, de-mining, teacher training, ANA, ANP others).

Regarding the technical training

The agricultural formal training is the shortest going from two days to two weeks, depending on IPs and regions. They are conducted individually or in group. The training' content is comprehensive and sometimes benefits to the household members and the community members. For example the Green House training of FAO has extended the training to interested community members..

Example: For the sheep package the training programme covers: Care of sheep during the winter season and feeding inside the stables; Feeding of pregnant animals and new born babies; Proper use of diary products; Milk disinfection easy method (boiling); Dairy cattle's sanitation and hygiene; Vaccination; Infectious and non-infectious diseases; Artificial insemination and its benefits; First aid etc..

Within small business there is a formal training period of two weeks and usually follow-up mentoring covering half a year. Within the vocational training option, education occupies central stage, covering half a year in terms of formal training and an additional three months in apprenticeship.

- Regarding the skill development courses, 80% of the participants were satisfied with the training they received. They also made the comments that the skill development course gave them new skills and more confidence in their employment.
- However there is still some dissatisfaction on the length of the trainings in some options.
- Dissatisfactions are also expressed in terms of materials distributed during the training programme. For example 45% of the interviewees in Kabul region reported that due to shortage of training materials available, like tool kits, computers etc.. during the training session they couldn't properly acquire the practical use of the tools
- Suggestions are made in terms of extending the practical part of the training which is assumed to be as important as the theoretical part. On the job training and practical courses have availed to very useful.

Regarding the non-technical training

Besides the skill training, literacy/English and computer courses are part of the package. Most of IPs established new women literacy classes to accommodate women within the ex-combatants community. However it was observed that some ex-combatants wouldn't allow their wives to attend the course or the women could not afford the transportation costs.

**Ex-combatants wives and children attending
Literacy Course**



Even though the interviewees expressed their satisfaction about the courses as Literacy, English, computer and others their participation was low. The main reasons given were the lack of transportation, since there are no stipends allocated for these courses. The cultural issue, like attending literacy course at an advanced age, is seen as an insult to the pride of ex-combatants. As for the course outside the package like civic education, health, Peace and other the community has more benefited of these courses. The ex-combatants

interviewed on this issue found these additional subjects as a waste of time, not useful for their profession or not appropriate to the culture and the participation remained very low

3.2.2 SATISFACTION ON THE PACKAGES DISTRIBUTED AND FOLLOW UP SERVICES

Choice in the Reintegration Options

Once the disarmament and demobilization are completed the ex-combatants are provided with a reintegration briefing and vocational counseling by their ANBP regional staff. These services assist them in choosing a vocational package and pursuing vocational opportunities. ANBP and its Implementing Partners offer the following basic options to ex-combatants (options might vary depending on the region):

- **Agricultural packages** for those returning to their farms including seeds, fertilizer, agricultural tools and training; (example: wheat and vegetable seeds, Options, including cows, sheep and bees, education for the ex-combatants through literacy courses (both male and female), formation of groups, health education and veterinary services)

Purchase of Animals with the Ex-combatants



- **On-the-job vocational training** courses tied to job placement including basic literacy courses;
- Support to start up **small businesses**, e.g., construction contracting or crop processing;
- **Teacher training** consists of a five month training course with the Ministry of Education;
- **De-mining** programme: **MAFP** or Mine Action For Peace played a role in this program to provide peaceful environment through Demining project, facilitating and accelerating the reintegration of Ex-combatants into the afghan civil society. This goal is achieved through the implementation of Deming program Through Afghan Technical consultants (ATC) in Parwan Province and Vocational training. The Demining program and Vocational training enabled the Ex-combatants to reintegrate into civilian life thoroughly and it prevented a return to the past occupation.

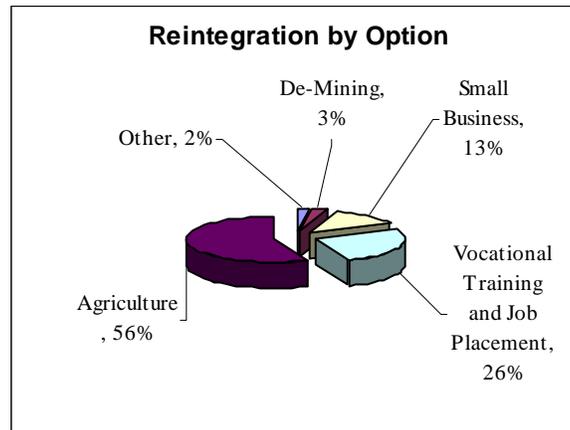
- Training for former officers who wish to apply for officer training in the **Afghan National Army**;
- Short-term public **infrastructure** wage-labour employment as a bridging activity;

The survey has interviewed for this purpose ex-combatants who have completed the reintegration process. More than 68% of the beneficiaries interviewed, have completed the reintegration for more than 2 to 5 months. This was done purposely to see the impact and the result of the reintegration on the beneficiary, the household and the community.

How long did you finish the reintegration?	More than 5 Months	41%
	3 to 5 Months	16%
	2 to 3 Months	16%
	1 to 2 Months	21%
	Less than 1 Month	7%
Which Reintegration Option did you choose?	Agriculture	56%
	Vocational Training and Job Placement	26%
	Small Business	13%
	De-Mining	3%
	Other	3%

The majority of the ex-combatants interviewed opted for the agriculture sector (56%) followed by vocational training and job placement (26%) and small business (13%). De-mining (3%), Teacher Training and Supervisory and Technical Trainings were the least chosen training options. These results vary from the earlier findings (June “Client Satisfaction survey) where only 38% choose Agriculture, 37% Vocational Training and Job Placement. Many ex-combatants shifted from vocational training to agriculture. This change was due to the fact that ex-combatants without and adequate educational background had difficulty coping with the vocational training option. For this reason, they preferred to change to the agricultural package.

Along the year there was request by some ex-combatants to change their options from vocational training and small business to agriculture. This is due to the fact that the vocational and small business trainings require some level of education that the ex-combatants didn’t realize at the beginning or when wanted to give a try. There have been also changes of packages within the agriculture option such as gardening (nursery) and sericulture to other agricultural packages. Some IPs report that the reasons are that most of the beneficiaries do not have more than one hector agricultural land, so that they can't wait two or three years until they get the production of nursery or gardening system, therefore they are also afraid of drought that discourage them to establish gardening system. In other cases they are discouraged in silk worm production due to lack of food for worms, (lack of mulberry trees to use their leaves for feeding of worms). Some of Ex-combatants are not interested in poultry production because of lack of area space in their house or near of their houses.



Satisfaction on the Reintegration Packages for all regions

Regarding the satisfaction of the ex-combatants on the reintegration packages, table 7 below shows that the survey results were generally positive:

When asked if the reintegration met their expectations, 88% of the respondents expressed an overall satisfaction with the skill training. The remaining 12% expressed their view about the low quality of the packages distributed in terms of animals and toolkits distributed. Most of the dissatisfactions came from those involved in the agricultural sector. The regional satisfaction on this issue varies from region to region. Ex-combatants interviewed in Mazar and Bamyan expressed the highest satisfaction level, more than 98%) whereas the lowest satisfaction, relatively, was expressed in Kabul, 73% (see Annex 1)

When asked on the specific quality of the option, 79% of interviewed beneficiaries found the quality satisfactory. Compared to the earlier “client Satisfaction survey” of June, 2005 only 30% of the interviewed beneficiaries found it good or very good. The lowest level of satisfaction is recorded in Kabul where 42% of the ex-combatants found the quality of the packages bad whereas in Bamyan 94% were satisfied of the package distributed.

However despite the quality of the packages which needs some more improvement, 83% of the beneficiaries responded that if they had to do it again they would choose the same option as it is very relevant to their background and they are pleased with what they are doing.

Similarly there is a tremendous improvement in the quality of the training conducted because the satisfaction level is 80% whereas in the previous survey the training satisfaction was only 21%. Again 45% of ex-combatants interviewed in Kabul region were not happy about the training content, timing and process whereas in Kunduz 98% expressed their satisfaction about the training programme.

Did the reintegration option you selected meet your expectations?	Exactly	49%
	Basically	39%
	Not at all	12%
How was the quality of the package for the option you choose?	Bad	21%
	Good	53%
	Very good	26%
How happy are you about the training?	Happy	55%
	Not happy	20%
	Very Happy	25%
If started again would you choose the same option?	No	17%
	Yes	83%

➤ **Relationship with Caseworkers/M&E Assistants and Implementing Partners**

When asked about their relationship with ANBP, especially the caseworkers, the beneficiaries responded unanimously that it was good or very good. ANBP support in terms of information given, counseling, guidance and advice is highly appreciated. As for the relationship with Implementing Partners the satisfaction level is also high, 97%.

How was your relationship with caseworkers?	Good	25%
	not good	0%
	Very good	75%
How was your relationship with Implementing Partners?	Good	50%
	not good	3%
	Very good	47%

3.3 SATISFACTION ON EMPLOYMENT AND INCOME

This is the most important and impact oriented aspect of the survey bringing together information on employment and income generated by ex-combatants, once they have finalized the reintegration process.

Employment Creation

- From the total ex-combatants interviewed and who have completed reintegration 83% have an income generating activity. This vary from 62 % in Jalalabad to 96% in Kunduz.

- Of the total interviewed ex-combatants only few, 30%, have started their own business. The highest business initiated is in Bamyan region and the lowest recorded is in Gardez (see annex 1)
- ANBP has been instrumental for 84% in job placement with a highly satisfactory impression in Gardez and Mazar. However, Kabul and Herat regions have got less assistance in job placement.
- In terms of financial status, 75% reported that they have a better financial income than before the reintegration.
- However given the large size of the family and other factors, 65% responded that they are just able to support their family financially the rest have difficulty in meeting their monthly needs.

Are you better off after the reintegration	No	25%
	Yes	75%
Do you have an income generating activity	No	17%
	Yes	83%
Have you started your own business	No	70%
	Yes	30%
Did ANBP help you find a work	didn't help at all	16%
	helped a little	31%
	helped a lot	26%
	helped somewhat	26%
How much do you get on average per month (in Afghani)	5,000 - 10,000 and more	8%
	3,000 - 5,000	28%
	1,500 - 3,000	43%
	less than 1,500	21%
Do other members of the family bring money	No	73%
	Yes	27%
Are you able to support your family financially	No	35%
	Yes	65%
Will you be able to support your family in future	No	23%
	Yes	77%
Do you save money	No	89%
	Yes	11%

Bees keeping small business



These figures must be considered within Afghanistan socio-economic context taking into consideration the socio-economic environment of the country in terms of lack of opportunities for employment, narrow size of private sector, low per capita income and other indicators. The official rate of unemployment in Afghanistan is estimated to be 30%⁶. To this official figure if we add those who are seasonally or part time employed the figure can easily go up to 40 to 50%. Employment in the agricultural sector faces the difficulties of access to land ownership as well as limited availability of arable land in the country (only 12% are arable land in Afghanistan) and shortage of water in the agricultural areas.

The results recorded here on employment created for ex-combatants (83%) has been recorded 2 to 5 months after the reintegration and can be judged satisfactory. With the strong support of all stakeholders situation could improve in the following months for the 17% who are so far unemployed.

Employment and increased income is a factor for reintegration sustainability. That is why the ANBP/DDR is giving high importance to employment creation through the Reintegration Support Strategy (under process). Attempts are also being made by ANBP in negotiating with local as well as foreign investors in absorbing the skilled manpower created from the DDR (WFP, construction sector, NARCOD which is a Cotton factory etc..)

De-mining is the option which costed most for the ANBP/DDR project compared to other options. So far 918 are referred to IPs for reintegration in four regions of Kabul, Kandahar, Kunduz and Mazar. The employment rate for employment in de-mining is lower than the average for all options, 83%. In some regions like Kabul this rate reaches 86% because of the high demand of de-miners in the capital city of Afghanistan. The lowest is in Kandhar, 10%, as the region is still insecure to initiated de-mining activities.

⁶ National Human Development Report for Afghanistan, 2004, UNDP

De-mining employment rate				
	Total X-Cs	Total Graduated	Total employed	Employment rate
Kabul	438	257	221	86%
Kandahar	238	238	23	10%
Kunduz	109	109	58	53%
Mazar	133	133	58	44%
Total	918	737	360	49%

The de-miners payment differs from region to region and from one NGO to another. For example de-miners working for RONKO are paid monthly 230 US\$ for the service, plus \$30 deployment allowance, plus \$100 for food allowance. De-miners for HALO TRUST are paid \$160 plus food and accommodation while in the field.

Income generated

Regarding the income generated, 79% of the ex-combatants have an average income per month of more than 1,500 Afghanis. The level of 1,500 Afghanis per month is taken as the standard minimum level of poverty line, suggested by the World Bank, equivalent to 1US\$ per day or 50Afghanis per day. The survey shows also that 43% of ex-combatants are generating a monthly income of 1,500 to 3,000 Afghanis (which is equivalent to 2 US\$ per day) and 35% have more than 3,000 Afghanis per month. This has to be looked at with Afghanistan average GDP per capita which is 190 US\$ or 9,500 Afghanis per year⁷ (in 2002) or about 800 Afghanis per month and per head.

Table 10: Distribution of income by main expenses				
How much do you get on average per month (in Afghani)		More than 3,000 Afg	1,500 to 3,000 Afg	More than 1,500 Afg
	Kandahar	31%	44%	75%
	Herat	43%	30%	73%
	Jalalabad	35%	35%	70%
	Mazar	66%	20%	86%
	Kabul	45%	33%	78%
	Kunduz	31%	49%	80%
	Bamyan	25%	40%	65%
	Gardez	3%	20%	23%
Average all regions		35%	43%	79%

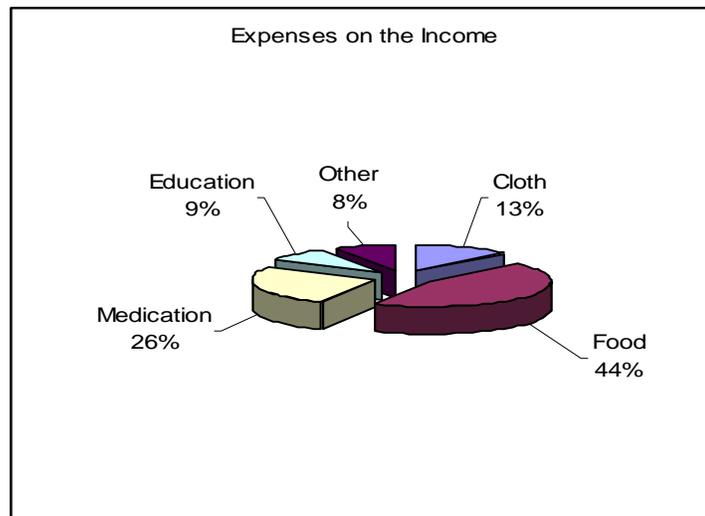
⁷ National Human Development Report 2004, UNDP

The regional desegregation shows varied ranges of results: In Kandahar, Mazar and Kunduz more than 85% of the ex-combatants are getting more than 1,500Afghanis per month and per head whereas for Gardez only 30% are getting more than 1,500Afghanis.

Even though the income level is higher than the average GDP per capita and the World Bank poverty line of 1US\$ per day, 35% of interviewee reported that they have difficulty in covering the financial needs of their family in terms of basic needs of education, health, clothes etc.

As for the future, 77% believe that they would be able to support their family in future given the basic social infrastructure like education, health facilities; water etc... will be put in place for the community.

When asked how the ex-combatants spend their income the result shows that all of them have two major expenses: Food items and Medical/Education expenses. The result shows that medical and education expenses are critical for about 70%. This is an area which can be linked with other development programmes in future to minimize the cost of the ex-combatants in this area. Saving is almost unthinkable for about 89% of the beneficiaries interviewed.



The general comment of more than 90% of ex-combatants is the need of basic infrastructure like health facilities, schools, water, transportation etc.. which are issues beyond the DDR project expected outputs. However if the project wants to meet it's objectives which is primarily the establishment of sustainable livelihood for ex-combatants within their community there is need of linking this project with other projects addressing the social and infrastructural development.

Employment and Income status by Option

This picture might differ when we look at the disaggregated data of employment and income generated by option:

	Own business	Income, Afghanis per month	
		More than 1,500	More than 3,000
Agriculture	23%	74%	28%
Small business	96%	92%	50%
VT/Job Placement	30%	76%	39%
Other	20%	86%	42%

- Agriculture:** This is the most popular option where 56% of ex-combatants have opted for reintegration. The interview result shows that 23% have started their own agriculture business. The remaining ex-combatants who opted for agriculture package, 77%, are working as daily laborer in agriculture area either because the timing was not good to start their own farm (harvest season) or they have delegated the farming work to their family, the wife taking care of the cow, the children of the sheep and goats etc.. allowing them to assume an other income generating activity. Among those who are employed in the agriculture area 74% are earning in average a monthly income of more than 1,500 Afghani and 28% more than 3,000 Afghanis. This is lower than the average income of all options. It also reflects the national economic picture of Afghanistan where the agriculture sector is the livelihood for more than 80% of the population with an income per head lower than the average percapita income of the country which is 800 Afghani per head and per month.
- Small business:** This is the option where the ex-combatants have a higher educational level and the income generated is higher. 96% of respondents who took this option have started their own business. 50% of those who opted for this package are getting a monthly income of more than 3,000 per month and 92% more than 1,000Afghaniesper month which is much higher than the result at the global level. From their comment, most of them have opened their own retail shop in their villages and selling food items, clothes, etc...
- Vocational Training/Job Placement:** Those who choose this option are engaged in metal work, car repair, carpentry, tailoring, etc. Only 30% have started their own business. In terms of income, 39% of those working in this are getting more than 3,000Afghaniesper month and 76% more than 1,000Afghaniesper month.
- Other options:** This is an amalgam of choice where ex-combatants are working as drivers, cook, teachers, butchers, carpet waeving, de-mining, road construction etc. 42% of those who opted for this option have an income more than 3,000Afghaniesper month and 86% more than 1,000Afghaniesper month.

3.4 REINTEGRATION WITHIN THE COMMUNITY

The survey result shows that 96% of the ex-combatants have returned to their community and the reintegration process has somehow helped to facilitate their return within the community and the family. Almost all of them are happy to be back home and feel safe within their community. As a result 82% of them participate to the community activities like shora, jirga and other.

TABLE 12: REINTEGRATION WITHIN THE COMMUNITY		
Did you return to your community	No	4%
	Yes	96%
Did joining DDR help you to be more respected in your community	a little	9%
	No	3%
	Yes	87%
Did joining DDR help you to be more respected in your family	a little	6%
	No	4%
	Yes	90%
Are you happy with your community	No	0.2%
	Yes	99.8%
Do you feel safe in your family	No	0%
	Yes	100%
Do you feel safe in your community	No	0.4%
	Yes	99.6%
Do you participate in community activities	No	18%
	Yes	82%
Is there crime in your community	No	93%
	Yes	7%

3.5 LINKS WITH EX-COMBATANTS AND COMMANDERS

Regarding the link with other ex-combatants or commanders, the result of the survey shows that 66% are meeting sometimes if it not often or always. As for the meeting with commanders only 28% admitted their regular meetings with them and only 2% recognized some ex-combatants working still for the commanders but without any threatening or imposition on them.

TABLE 13: LINKS WITH EX-COMBATANTS		
Do you meet with your former comrades	Always	16%
	never	34%
	Often	13%
	Sometimes	38%
Do you meet with your former commanders	never	73%
	Often	6%
	sometimes	22%
Do you have any networking to keep in touch among ex-combatants	No	99.8%
	Yes	0.2%
Does any of the commanders asked you to work for him	No	100%
	Yes	0%
Do you know any of demobilized Ex-combatants working for the commanders	No	98%
	Yes	2%
Did any of your former commanders ever stop you from participating to the DDR	No	99.89%
	Yes	0.11%

CHAPTER 4: CONCLUSIONS AND RECOMMENDATIONS

4.1 Conclusions and recommendations on the reintegration activities:

On the basis of ex-combatants interviews, the reintegration process and the results recorded were satisfactory. However there are still some margins for improvements recommended by the ex-combatants and which can be deducted from the above results:

The skill training and additional courses as Literacy, English, Civic education, Health etc.. are highly appreciated by the ex-combatants the family and also the community who have benefited of the process. However some of the recommendations are reviewing again the duration of the trainings which are reported too short in some cases and the need of practical part of the training in others. ANBP has taken action in some areas which improved the satisfaction level of the ex-combatants. However some areas are identified for further improvements:

- a) **Quality of package in Agriculture:** The quality of animals delivered has still showed dissatisfaction from the beneficiaries' side. The improvement is recommended in the purchase of the animal where the beneficiaries should participate as well as ANBP staff and adequate veterinary services should be given once the animal is purchased and delivered.
- b) **Quality of package in Vocational Training and Small Business:** The complaints are here on the quality of the tools distributed that either they are not relevant to the area of work of the beneficiary and mostly are not durable because of low quality of the items. The beneficiaries recommend in participating to the purchase of the tools distributed as well as ANBP staff and that the tools are tested before distribution about their durability.
- c) **Quantity of the packages:** The quantity of packages is stated to be low especially in terms of livestock distributed. Ex-combatants have noted that the cows, sheep, goats or chicken distributed are not giving them full time job. This is why the beneficiaries had to work as daily laborers to keep them busy and leave the care of the animals to the wives, children and other members of the family. Some of ex-combatants and also IPs have also noted that the 700US\$ fund provided for small business start up is most of the time insufficient and credit/loan availability should complement if not raising the reintegration grant for this option.

4.2 Conclusions and recommendations on impact

The ex-combatants view is quite supportive to the Implementing Partners reports regarding ex-combatants general attitude which has changed towards work and social life. The tendency towards dropping out the reintegration noted at the beginning of the project, punctuality was, attention given to the training component has changed positively.

Employment is one of the main concern expressed by the ex-combatants even more than the security and peace in the country. ANBP has coordinated with government entities, UN Agencies, NGOs and private sector to identify employment opportunities and prioritize ex-combatants for employment projects. This effort will need to be maintained and further coordinated through the post-reintegration strategy paper

As noted in the results on the expenses on income generated by the ex-combatants, it is noted that ex-combatants have expressed their concern on the need of the basic social infrastructure like health facilities, schools, water, electricity etc... This issue has to be the debate of the development partners to be given priority.

- Enhanced **public information** campaign on awareness raising is also an activity to be encouraged and maintained
- **Impact on the household, female household members and community** DDR has improved the lives not only of ex-combatants but also of the household including women, children and families by providing indirect services to the families in the ex-combatant community in terms of income, trainings, peace and stability in the community. These gains should be maintained through linkages with other programmes and specially the UN Agency Joint Programmes.
- **The satisfaction level of the household and community** will need to be further assessed within the next survey and action taken as to make sure that the ex-combatants are well and good reintegrated within the community. The Gender Report has in fact suggested a gender programming with the objective of shifting awareness and opinion away from DDR as referring only to “former male soldiers” and towards DDR as a project targeting the “ex-combatants’ community”. The ex-combatant community is comprised of vulnerable families made up of men, women and children.

4.3 Conclusions and recommendations on sustainability

Through vocational training and job placement interventions the ex-combatants become equipped with basic technical skills and competencies and they are been able to generate income and hence secure sustainable livelihood.

This survey has revealed that the 17% of ex-combatants are still unemployed and more than 20% earn less than 1,500 Afghani per month. In addition it is noted that 70% of the income is spent on health and education. Even though that the project has addressed the needs of Ex-Combatants but there are problems that the entire community including Ex-Combatants suffer. These problems include shortage of safe drinking water; shortage of water sources for irrigation purposes; non-existence of clinics or health centers in most of the villages; non-existence of schools in the villages; non-existence of smooth and proper main and sub road in the villages and others

The strong recommendation in view of making the DDR project results sustainable is to strengthen the linkages we have between DDR and short, medium and long term government and other development partners programmes.

To date ANBP/DDR has mapped projects with USAID and UNCT members⁸ WFP, FAO, UNHCR, IOM and UNICEF which is proposed within the short-medium and long term strategy papers.

- **Strong support to the Short – Medium Term Phase-out Reintegration Support Strategy:** The findings of the survey support strongly the concept paper for the short and medium term Phase out reintegration strategy. The strategy outlines how existing opportunities could be utilized by capitalizing on experience and institutional capacities, strengthening links and coordination between the United Nations Country Team (UNCT) programmes and project, establishing links and coordination mechanism with other bilaterally funded programmes/projects and national priority programmes such as the National Solidarity Programme (NSP), in order to support sustainable reintegration of DDR beneficiaries, both graduated and those currently under the programme support in various reintegration options and; The successful achievement of this project is critical for the sustainability of DDR project in terms of job creation as well as providing the socio-economic needs of the ex-combatants
- **Strong support to the Long -term Reintegration Support Strategy:-** Another comprehensive Long-term Reintegration Strategy paper supporting the overarching goal of achieving sustainable reintegration with due consideration to the guidelines set forth in the Common Country Assessment (CCA) and United Nations Development Assistance Framework (UNDAF) by promoting private / public sector development aimed at general economic development and capacity building with the Government of Afghanistan (GoA), which will focus on longer mechanisms beyond June'06.
- **Participatory approach of development projects:** participation of the beneficiaries in all identifying development projects which are relevant to their community have to be worked out.
- **Donors support** is quite decisive for the sustainability of the DDR project in terms of exit strategy which will link the peace and stability established to the socio-economic development aspect.
- **An for the sustainability of the objective of DDR** project which is establishing peace and stability in the country the reintegration of the ex-combatants into the community is critical. To strengthen this aspect the institutionalization of the networking of ex-combatants through the establishment of a legal association should be more effective and sustainable.
- The process of assessing the impact of **DDR on families and communities** is the most difficult task to accomplish in Afghanistan, given the socio-cultural aspect of the country. However, ANBP/DDR is interested to return to specific women's groups in order to follow up progress from the point of view of the families of ex-combatants. Another questionnaire will need to be prepared to formalize this process.

⁸ This includes UNFPA, WHO, UNICEF, FAO, WFP and UNDP projects as viable partners.

ANNEX 1: SATISFACTION ON THE REINTEGRATION BY REGION				
Did the reintegration option you selected meet your expectations?	Region	Exactly	Basically	Not at all
	Kandahar	37%	51%	12%
	Herat	56%	39%	5%
	Jalalabad	43%	36%	21%
	Mazar	75%	24%	1%
	Kabul	14%	59%	27%
	Kunduz	28%	71%	1%
	Bamyan	91%	7%	2%
	Gardez	16%	77%	7%
Average all regions		49%	39%	12%
How was the quality of the package for the option you choose?		Very good	Good	Bad
	Kandahar	21%	58%	21%
	Herat	48%	37%	15%
	Jalalabad	32%	50%	18%
	Mazar	48%	41%	11%
	Kabul	15%	43%	42%
	Kunduz	8%	57%	5%
	Bamyan	69%	25%	6%
	Gardez	1%	77%	23%
Average all regions		26%	53%	21%
How happy are you about the training?		Very Happy	Happy	Not Happy
	Kandahar	26%	69%	5%
	Herat	68%	22%	10%
	Jalalabad	33%	54%	13%
	Mazar	31%	54%	15%
	Kabul	15%	40%	45%
	Kunduz	3%	95%	2%
	Bamyan	46%	25%	29%
	Gardez	3%	83%	14%
Average all regions		25%	55%	20%

DDR THIRD REPORT ON CLIENT SATISFACTION SURVEY-DECEMBER 2005

Did ANBP help you find a work		A lot	Little	Didn't help
	Kandahar	27%	54%	19%
	Herat	37%	31%	32%
	Jalalabad	46%	43%	11%
	Mazar	61%	34%	5%
	Kabul	22%	47%	31%
	Kunduz	9%	81%	10%
	Bamyan	25%	55%	20%
Gardez	12%	86%	2%	
Average all regions		26%	58%	16%
Do you have an income generating activity		Yes	No	
	Kandahar	90%	10%	
	Herat	88%	12%	
	Jalalabad	62%	38%	
	Mazar	78%	22%	
	Kabul	84%	16%	
	Kunduz	96%	4%	
	Bamyan	86%	14%	
Gardez	83%	17%		
Average all regions		83%	17%	
How much do you get on average per month (in Afghani)		More than 3,000 Afg	1,500 to 3,000 Afg	More than 1,500 Afg
	Kandahar	31%	44%	75%
	Herat	43%	30%	73%
	Jalalabad	35%	35%	70%
	Mazar	66%	20%	86%
	Kabul	45%	33%	78%
	Kunduz	31%	49%	80%
	Bamyan	25%	40%	65%
Gardez	3%	20%	23%	
Average all regions		35%	43%	79%

DDR THIRD REPORT ON CLIENT SATISFACTION SURVEY-DECEMBER 2005

Have you started your own business?		Yes	No	
	Kandahar	44%	56%	
	Herat	41%	59%	
	Jalalabad	28%	72%	
	Mazar	41%	59%	
	Kabul	20%	80%	
	Kunduz	22%	78%	
	Bamyan	59%	41%	
Gardez	11%	89%		
Average all regions		30%	70%	
How do you spend your income?		Food	Medical and Education	
	Kandahar	44%	56%	
	Herat	41%	59%	
	Jalalabad	28%	72%	
	Mazar	41%	59%	
	Kabul	20%	80%	
	Kunduz	22%	78%	
	Bamyan	59%	41%	
Gardez	11%	89%		
Average all regions		30%	70%	

ANNEXE 2: REINTEGRATION TRAINING SATISFACTION QUESTIONNAIRE

Date of interview	
Duration of interview	

1. GENERAL INFORMATION

1.1 Ex-combatant ID				
1.1 What is your rank?	<input type="checkbox"/> Soldier <input type="checkbox"/> Officer <input type="checkbox"/> Commander <input type="checkbox"/> Other			
1.1 Name of ex-combatant				
1.2 Province, district, village, contact details Province		Age:		Sex: M <input type="checkbox"/> F <input type="checkbox"/>
1.3 Educational level	<input type="checkbox"/> illiterate <input type="checkbox"/> can read and write <input type="checkbox"/> primary school graduate <input type="checkbox"/> high school graduate <input type="checkbox"/> university/college			
1.4 Work experience	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Road Construction Supervisory <input type="checkbox"/> Teaching <input type="checkbox"/> Other.....			
1.5 Which reintegration package did you choose?	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Road Construction Supervisory <input type="checkbox"/> Teacher Training <input type="checkbox"/> Other.....			
1.6 Area of training	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Road Construction Supervisory <input type="checkbox"/> Teacher Training <input type="checkbox"/> Other.....			
1.7 How long was the duration of your training?	Days: Month:			
1.8 How many days of training did you got? Was that enough?	<input type="checkbox"/> yes <input type="checkbox"/> no			

2. SATISFACTION WITH REINTEGRATION PROCESS, OPTIONS AND PACKAGE

2.1 How well did ANBP inform you about the reintegration process, options and packages at your first interview?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well	Comments:	
2.2 Are you satisfied about the option package you choose (agriculture, VT, SB etc.)? Why not?	<input type="checkbox"/> yes <input type="checkbox"/> No	If No please explain why?	
2.3 How happy are you about the reintegration process? (Timing, briefing, counseling etc.)	<input type="checkbox"/> Very Happy <input type="checkbox"/> Happy <input type="checkbox"/> Not Happy	Comments:	
2.4 How happy are you with the briefing and information given on the reintegration options?	<input type="checkbox"/> Very happy <input type="checkbox"/> Happy <input type="checkbox"/> Not happy	Comments:	
2.5 How happy are you about the reintegration package? (Training, input, cash etc.)	<input type="checkbox"/> Very Happy <input type="checkbox"/> Happy <input type="checkbox"/> Not Happy	Comments:	
2.6 Who had the biggest influence on your reintegration choice?	<input type="checkbox"/> My family <input type="checkbox"/> A caseworker <input type="checkbox"/> A friend <input type="checkbox"/> Nobody <input type="checkbox"/> Someone else	Comments:	
2.7 Did the severance package meet your expectations?	<input type="checkbox"/> yes <input type="checkbox"/> no	Comments:	
2.8 How did you use your severance package?	<input type="checkbox"/> sold it <input type="checkbox"/> consumed it <input type="checkbox"/> gave it away <input type="checkbox"/> Other	Comments:	

3. SATISFACTION WITH TRAINING

3.1 How many days were between your demobilization and the start of the training/IP placement? days		
3.2 Was the duration of the training adequate?	<input type="checkbox"/> yes <input type="checkbox"/> No	If No explain:	
3.3 Please describe <i>more in detail</i> the kind of training you have received so far.			
3.4 How relevant was the training to the option you made? Please rate relevance on a scale of 1 – 5 (1=LOW AND 5=HIGH)	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5	comments:	
3.5 Were the training materials distributed appropriate? Clear? Interesting?	<input type="checkbox"/> yes <input type="checkbox"/> No	comments	

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3.6 Did you acquire new skills, refreshing what you knew or additional skills to what you knew?	<input type="checkbox"/> New skills <input type="checkbox"/> refreshing <input type="checkbox"/> additional skills	comments:	
3.7 Are you satisfied by the methods your trainers used?	<input type="checkbox"/> yes <input type="checkbox"/> No	comments	
3.8 What are your suggestions to improve the training?			

4. FINANCIAL SUPPORT

4.1 What is the amount of your daily stipend? Afghani		
4.2 In addition to your daily stipend, did you receive a transport allowance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how much? Afghani
4.3 Are you satisfied with the financial support?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Comment	

5. ADDITIONAL COURSES

5.1 Did you participate in a Literacy course?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week did the course take place, Was it enough, Clear, and Comprehensive?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain:
		If yes, how useful was this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful
5.2 Did you participate in an English course?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week did the course take place?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain:
		If yes, how useful was this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful
5.3 Did you participate in a computer course?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week did the course take place?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain:
		If yes, how useful was this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful
5.4 Did you participate in a Civic Education course?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which issues were presented there?	
5.5 Which additional courses would you find useful for your future?	Please explain why:		

6. IMPACT AND SUSTAINABILITY OF THE TRAINNING

6.1 How much have you learned through the reintegration training?	<input type="checkbox"/> a lot of new skills <input type="checkbox"/> some new skills <input type="checkbox"/> no new skills	Describe the new skills you have acquired	
6.2 Did the training you have received help you to find a job?	<input type="checkbox"/> yes <input type="checkbox"/> no	comment	
6.3 Are the skills acquired demanded in the region you live?	<input type="checkbox"/> Yes <input type="checkbox"/> No	comment	
6.4 Would you train your family members, community or others?	<input type="checkbox"/> Yes <input type="checkbox"/> No	comment	
6.5 Are you better socially integrated since you received the training?	<input type="checkbox"/> Yes <input type="checkbox"/> No	comment	

7. RECOMMENDATIONS

7.1 What are your recommendations?	
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8. FILLED OUT BY CASEWORKER AFTER INTERVIEW

Please note your observations about the ex-combatant and the interview: 8.1 How much enthusiastic and happy is he about the training he received? 8.2 Has he improved his attitude and behavior? 8.3 Did he need further support, Training, Material, Financial, and etc.? 8.4 Any other comment? Suggestions?	
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M&E Assistant: Date _____ Signature _____

**ANNEXE 3: POST-REINTEGRATION SUPPORT QUESTIONNAIRE
FOR EX-COMBATANTS GRADUATED FROM REINTEGRATION PACKAGES**

Date of interview	
Duration of interview	

1. SOCIO-DEMOGRAPHIC IDENTIFIERS

1.2 Ex-combatant ID				
1.3 What is your rank?	<input type="checkbox"/> Soldier <input type="checkbox"/> Officer <input type="checkbox"/> Commander <input type="checkbox"/> Other			
1.4 Name of ex-combatant				
1.5 Province, district, village, contact details		Age:		Sex: M <input type="checkbox"/> F <input type="checkbox"/>
1.4 Could the ex-combatant be located?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, proceed with survey. If no, please explain why:			
1.5 Marital status	<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widow	Size of the household		
		No. of household members aged:	Below 10..... 10 to 18..... over 18.....	
1.6 Educational level	<input type="checkbox"/> illiterate <input type="checkbox"/> can read and write <input type="checkbox"/> primary school graduate <input type="checkbox"/> high school graduate <input type="checkbox"/> university/college			
1.7 Did you return to your home community?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no why?			
1.8 Work experience	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Road Construction Supervisory <input type="checkbox"/> Teacher <input type="checkbox"/> Other..... Year of experience...			
1.9 Which reintegration package did you choose?	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Road Construction Supervisory			

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	<input type="checkbox"/> Teacher Training <input type="checkbox"/> Other.....	
1.10 How many months ago did you finish the reintegration package by IPs?	<input type="checkbox"/> less than 1 month <input type="checkbox"/> 1 to 2 months <input type="checkbox"/> 2 to 3 months <input type="checkbox"/> 3 to 5 months <input type="checkbox"/> more than 5 months	
2. EFFECTIVENESS OF REINTEGRATION PACKAGES		
2.1 Did the reintegration option you select meet your expectations?	<input type="checkbox"/> exactly <input type="checkbox"/> basically <input type="checkbox"/> not at all	Comments:
2.2 How was the quality of the package for the option you chose? (quality of tools kits, seeds, livestock; stipend; animals, etc)	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Bad	Comments:
2.3 How happy are you about the training for the option you chose?	<input type="checkbox"/> very Happy <input type="checkbox"/> Happy <input type="checkbox"/> Not happy	Comments:
2.4 If you had to start all over again, would you still select the same option?	<input type="checkbox"/> yes <input type="checkbox"/> no	Comments:
	Explain if no:	
2.5 Now that you have completed the reintegration, are you a better? (Farmer, plumber, de-miner, or business man, etc.)	<input type="checkbox"/> yes <input type="checkbox"/> no	Comments:
	Explain if no:	
2.6 Are you able to support your family financially by using your new skills?	<input type="checkbox"/> yes <input type="checkbox"/> no	Comments:
	Explain if no:	
2.7 How much did ANBP help you in finding work?	<input type="checkbox"/> helped a lot <input type="checkbox"/> helped a little <input type="checkbox"/> helped somewhat <input type="checkbox"/> didn't help at all	
2.8 How good was your relation with Caseworkers?	<input type="checkbox"/> very good <input type="checkbox"/> good <input type="checkbox"/> not good	
2.9 How good were your relations with Implementing Partners?	<input type="checkbox"/> very good <input type="checkbox"/> good <input type="checkbox"/> not good	
2.10 Have you received an appropriate follow up support?	<input type="checkbox"/> very good <input type="checkbox"/> good <input type="checkbox"/> not good	Comments:
2.11 Did you receive the package on time? How long did it take after the training?		
3. ECONOMIC SITUATION		

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3.1 Have you been able to have an income generating activity or did you find a job since you finished your reintegration package?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes how much do you get on average per month (days worked x daily wage or monthly salary)? <input type="checkbox"/> less than 500 <input type="checkbox"/> 500 – 1.000 <input type="checkbox"/> 1.000 – 3.000 <input type="checkbox"/> 3.000 – 5.000 <input type="checkbox"/> 5.000 – 10.000 <input type="checkbox"/> more than 10.000
	If yes, which kind of work have you been doing:	<input type="checkbox"/> vocational work, i.e., metal work, Car repair, carpentry, tailoring, etc. <input type="checkbox"/> agriculture <input type="checkbox"/> road construction supervisory <input type="checkbox"/> small business <input type="checkbox"/> food preparation <input type="checkbox"/> office <input type="checkbox"/> ANA <input type="checkbox"/> ANP <input type="checkbox"/> other, please explain:
3.2 Have you started a business?	<input type="checkbox"/> yes <input type="checkbox"/> no	If <u>yes</u> : Explain the type of business you have started? Do you own it yourself? Do you have partners? Is your business successful?
3.3 Are you working with your trainer?	<input type="checkbox"/> yes <input type="checkbox"/> no	How much Is your salary? Are you happy about it?
3.4 Do you earn enough to pay for food, medication and education of your family?	<input type="checkbox"/> yes <input type="checkbox"/> no	What are your main expenses
3.5 Do you save money?	<input type="checkbox"/> yes <input type="checkbox"/> no	Comments
3.6 Do other members of your household bring money home as well? Are there other projects supporting you or others in your household?	<input type="checkbox"/> yes <input type="checkbox"/> no	If Yes, how are you related, and from which activities:
3.7 Will you be able to continue to support your household with your earnings in the future?	<input type="checkbox"/> yes <input type="checkbox"/> no	If no why?
3.8 How much your purchasing power has changed as compared to those not "INTEGRATED" soldiers?	<input type="checkbox"/> much better <input type="checkbox"/> better <input type="checkbox"/> not better	

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3.9 Which external factors have influenced changes in your life other than ANBP?		
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4. SOCIAL REINTEGRATION

4.1 Did joining DDR and receiving your package help you to be more respected in your community ?	<input type="checkbox"/> yes <input type="checkbox"/> a little <input type="checkbox"/> no	Comments:
4.2 Did joining DDR and receiving your package help you to be more respected in your family ?	<input type="checkbox"/> yes <input type="checkbox"/> a little <input type="checkbox"/> no	Comments:
4.3 Are you happy with your community?	<input type="checkbox"/> yes <input type="checkbox"/> no	If no why?
4.4 Do you feel safe in your family?	<input type="checkbox"/> yes <input type="checkbox"/> no	If no why?
4.5 Do you feel safe in your community?	<input type="checkbox"/> yes <input type="checkbox"/> no	If no why?
4.4 Do you participate in community activities? (Shora, soccer team, donations to Mosque, town cleaning, etc.)	<input type="checkbox"/> yes <input type="checkbox"/> no	If yes, what?
		If no why?
4.5 Is there crime in your community?	<input type="checkbox"/> yes <input type="checkbox"/> no	Can you do anything about this? Did you?

5 LINKS WITH EXS AND COMMANDER

5.1 How often do you meet your former comrades from the AMF?	<input type="checkbox"/> always <input type="checkbox"/> often <input type="checkbox"/> sometimes <input type="checkbox"/> never	
	If yes, What are the issues, you discuss with them?	<input type="checkbox"/> Community problems: lack of jobs, school, water, clinic, water issues <input type="checkbox"/> Politics: elections, local leaders, government officials <input type="checkbox"/> DDR: disarmament experiences, training options <input type="checkbox"/> Military affairs, security concerns, DIAG <input type="checkbox"/> others...
5.2 How often do you meet any of your former commanders?	<input type="checkbox"/> often <input type="checkbox"/> sometimes <input type="checkbox"/> never	Please explain in all cases:

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5.3 Do you have any networking system to keep in touch among ex-combatants (association, meetings etc...)?	[] no [] yes	If yes, please explain:
5.4 Do any of your former commanders ever ask you to work for him?	[no] [yes]	If <u>yes</u> : What does he ask you to do for him? If <u>yes</u> : Do you receive payment for that from your former commander?
5.5 Do you know of any demobilized comrades who still work for a commander?	[] yes [] no	
5.6 Did any of your former commanders ever try to stop you from participating in your reintegration package?	[] no [] yes	Please explain:

6 RECOMMENDATIONS

6.1 How can the Reintegration process be improved in your opinion?	Strength (things that worked well in the Reintegration package) Weakness(things that have not worked well in the Reintegration package) Opportunities (How to overcome weakness) Threats (things that constrain the opportunities and improvement)
6.2 Are there any other issues you would like to mention to us?	Community affected by flood, earthquakes, terrible roads, personal issues, whatever.....

7 CASEWORKER'S COMMENTS AFTER INTERVIEW

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<p>7.1 Please note your observations about the ex-combatant and the interview (s.a. duration of interview, location of interview, observed activity of XC, was the interview private, etc...)</p> <p>7.2 Any suggestions, recommendations about the ex-combatants or the relevant IP, village...other.</p>	
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M&E Assistant Name: _____ Signature: _____