



# New CHEKAD Cultural and Service Organization (NCCSO)

## End-line Evaluation Report

(Comparative Qualitative and Quantitative Evaluation Report)

## **Measuring Corruption Effect and Corrupt Practice in DoLSA Farah Province Afghanistan**

Prepared/Written By

Asadullah Berang

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## Acronyms

NCCSO	New Chekad Cultural and Services Organization
USIP	United State Institute of Peace
DoLSA	Department of Labour and Social Affairs
CSOs	Civil Society Organization
CDCs	Community Development Council
DDC	District Development Council
SPSS	Statistical Package for Social Sciences
AYNSO	Afghanistan Youth National and Social Organization
HOOAC	High Office of Oversight on Anti-Corruption
UNODC	United Nations Office on Drugs and Crime
SoW	Scope of Work
MoE	Ministry of Economy
DoE	Department of Economy
FUC	Follow-Up Committee
NGO	Non-governmental organization
FGD	Focus Group Discussion

## Revision History

1<sup>st</sup> draft

# 1. Executive summery

This “Combating Administrative Corruption through Policy Advocacy and Coordination Approach” pilot project proposed by NCCSO-CHEKAD to combat corruption in labor & social affairs department in Farah provinces including 3 (Jowain, Shibh-Koh and Posht-Road) districts. The project had a duration of total 14 months and started on date June 01, 2016 ended on August 10, 2017.

NCCSO-CHEKAD, till end of July-2017 conducted various activities in the following ground; context to direct awareness sessions NCCSO trained more than 190 citizens (male and female) around corruption in 11 sessions in Jowain, Shib-Koh, Posht-Rod and Farah city, second as of indirect awareness through 30 volunteer network of NCCSO-CHEKAD total of 6514 citizens both male and female out of 7200 target beneficiaries trained, third more 10s of direct advocacy sessions in 3 target district conducted by follow-up committee members, fourth 3 number of town hall gathering including 3 advisory meeting conducted, 16 Radio short awareness messages, 10 Vox-pops, and 8 call in show also aired through 14 months of project. In addition NCCSO distribute 5000 sticky posters and conducted 1 social movement (demonstration in province level) with participation of 100s of citizens from district and city aiming at advocacy toward corruption and finally the NCCSO-CHEKAD conducted 10s of direct meeting with officials from DoLSA, public health, education department, provincial council, governor and other government office to deliver the citizen complaints.

The project raised awareness/informed the public of their combating corruption right, the anti-corruption strategy, define what administrative corruption is and explained the HOOAC complaint structures. The project is having an equal sustainable impact for women and men and yet helped/encouraged 10s of citizens to register corruption complaints, report corruption and coordinate with the anti-corruption oversight committees (Follow-Up teams) so they can implement the anti-corruption national strategy. The project impact and adopt approach of transferring advocacy, prevention and coordination among the public, media and government departments. The project enhanced the understanding of women, men and CSOs to take effective steps in combating corruption, as well media groups played a major role to air programs.

NCCSO-CHEKAD at the outset of the project conducted a baseline survey to have a deep scanning of challenge and severe corrupt practices in DoLSA Farah, in which a sample of 400 (8 missing) citizens including 109 female and 283 male has been taken by NCCSO. The sample in baseline is taken in August-2016, collected from 3 districts centers from rural & urban citizens (male and female), CDCs, DDCs, Shuras, Local Government, Village lords, CSOs that were available at the time of data collection. In mid-evaluation after 8 months of project activities NCCSO-adopted same sample size of 400 participants with slight controlled and uncontrolled changes. In mid-evaluation 201 female were part of data collection and it shows and increase since baseline, as well the data collected randomly where the participants was different than baseline (the data collected from those who were available at the time of data collection in the targeted district/village), as well in mid-evaluation NCCSO-CHEKAD to have better understanding from the changes and bringing reform went for a face to face qualitative data collection focus group discussions, in which 51 people participated in the focus group discussion from DoLSA officials, DoLSA client, Project employee, district citizens, youths, committee members, Volunteers, elders, women activists and etc. Finally through the end-line evaluation NCCSO-CHEKAD once again collected the final evaluation data through two sources of qualitative and quantitative, 400 close end questionnaire distributed in 3 target districts including Farah city and data collected from rural & urban citizens (male and female), CDCs, DDCs, Shuras, Local Government, Village lords, CSOs that were available at the time of data collection, as well the CHEKAD conducted focus group discussions in target districts and Farah city with participation of 51 participants from DoLSA officials, DoLSA clients, district citizens, youths, committee members, volunteers, elders, women activists and etc.

With keeping in mind the major differences between Baseline, Mid-line and End-Line Evaluation all evaluation had one thing in common that is to understand what the problem was and what changes/reform the project brought throughout the project or simply what was the project outcome. With keeping in mind the common purpose of evaluations, through this End- line evaluation report NCCSO-CHEKAD at first seeks to identify outcomes of the project; to examine the effectiveness of the interventions, management practice, and implementation in general; and to investigate the potential for sustaining the activities that were implemented. The evaluation is focused more on appraising the results and outputs of the project, which officially lasted from June 2016 to July 2017.

Following are the summary of main Finding from a comparative analysis of both qualitative and quantitative data analysis:

## 2. Introduction

This End-line evaluation objective for project “combating corruption through policy advocacy and coordination approach” is focusing to have a deep study of changes occurred between the lengths of 14 months of project activities around corruption in DoLSA of Farah province and any other departments as unexpected outcomes. Keeping in mind the depth evaluation of the project this document is utilizing two sets of questionnaire the same data questionnaire proposed in baseline survey and mid-line, where through the proposed questionnaires (close-end and open-end) CHEKAD once again collected data and analyzed the data in qualitative and quantitative form. The purpose of the evaluation question is to furnish NCCSO, USIP and other parties with statistics and findings about the project at first and second to measure the effectiveness of interventions, third what has been achieved so far and what has fallen short, the management and general outcomes of project and etc. Through end-line evaluation NCCSO-CHEKAD is about to evaluate where the activities meet the objective, or what activity or activities was more effective and leaded to achieving the goals and objectives, as well NCCSO-CHEKAD will evaluate the historical context of corruption in DoLSA utilizing its baseline finding and end-line evaluation to measure the degree of changes.

As usual through End-line evaluation NCCSO once again has focus on three districts, Jowain, Shib-Koh, Posht-Rod and Farah city where the identification of target population and stakeholders for this evaluation has been done through dynamic panel approach, elaborating that as the project had and huge number of direct and indirect beneficiaries in rural and urban of Farah province, in which to create a greater chance of participation for the citizens in the evaluation process NCCSO-CHEKAD has used random sampling method with before and after data analysis approach, the participants of the evaluation in both focus groups and close end question as of end-line evaluation was a great mixture from all core of society and NCCSO-CHEKAD tried to have all community members in the process including but not limited to committees, volunteers, DoLSA officials, clients, religious leaders, youths both male and female, CDCs and DDCs members, project employee and etc. This study will help the NCCSO, USIP and other parties, at first to measure the degree of changes through proposed practices and second it will help interested organization to understand the dynamism of change through proposed activities of the current project.

Additionally, NCCSO-CHEKAD beside its own evaluation and researches throughout the project also takes into consideration other researches (Surveys) in the area of corruption by other parties in Farah province, where a number of organizations has been carried out distinct survey’s in Farah with respect to corruption including, Independent Joint-Corruption Monitoring and Evaluation, **UNODC report 2012<sup>1</sup>**, **AYNSO** just to name a few. The previous research has a general focus on governance and corruption and there is no specific study is evidenced in the area corruption with respect to DoLSA. Beside that some

<sup>1</sup> UNODC report, corruption in Afghanistan recent patterns and trends, copyright 2012su

methodological problem is attached with existing studies where majority of the studies are done within the city. This study is more mature than previously observed studies where this study has a mixture of urban and rural areas with core focus on one department (DoLSA).

This end-line evaluation depicts a larger picture of negative and positive changes occurred in DoLSA and some other departments during the life of the project, degree of change in terms of what works and what not, what has succeeded and what has fallen short. As well through this evaluation document NCCSO measures the degree change from people understanding about corruption, through collecting information and data in the form of end-line evaluation report.

Excluding the cover page, table of contents and acronyms, this End-Line Evaluation report document contains 7 sections which are as follows; section 1 of this document namely discusses about the **Executive Summary** of which illustrates an overall about the project as well summary of findings, implication of findings and recommendation in summary, section 2 of this document contains an **Introduction** about all sections of this report to help the readers and lead them toward the document, section 3 of this document discusses about the **Methodology** of both qualitative and quantitative data collection which includes about the participants, method of sampling, limitations, evaluation design, materials and etc. section 4 of this focuses on **Results of the Chapters** which mainly discuss about both qualitative and quantitative summary of findings and details of finding, section 5 of this document discusses about the report conclusion and recommendation provided by NCCSO-CHEKAD, section 6 of this document put forward the **Appendices** which include sample survey questionnaire for both qualitative and quantitative research used in this report to collect the data, and finally the last section 7 includes **References** for the preparation of this report and sources used.

### 3. Methodology

#### 3.1 Qualitative Research Methodology

##### 3.1.1 Evaluation Approach (Model)

Observing the 14 months of activity of the project, NCCSO plans this End-line qualitative evaluation to be conducted at Farah city and target 3 districts (Jowain, Shib-Koh and Posht-Rod). The design which will be used for this evaluation will have two sets/categories of data collection, the first category is Individual interview for DoLSA official and clients who visit DoLSA on the day and will be selected randomly, and second category for direct and indirect beneficiaries (citizens including follow-up committees, volunteers and NCCSO project staff) the method will be treatment/experimental groups (focus group). The rationale for utilizing these methods proposed for this end-line evaluation is this that prior to intervention at DoLSA the level of corruption was too high and as of intervention number of changes occurred in DoLSA and some of its staff terminated from their duty and thus a time series data of prior activity of DoLSA and new service provided after termination and changes will have a great look to the outcome of activity and draw a great conclusion. Next as of intervention it will be overlooked how the services provided to the citizens before and now how the services by DoLSA is provided, to measure the degree of change NCCSO will utilize before and after model.

##### 3.1.2 Target Groups (Participants)

This evaluation will collect new set of data based on the proposed question on this document no secondary data will be utilized if not seem necessary, as well this data will be used for performance measurement. As proposed the total sample size will be 51 people divided in 3 following groups:

- A. First set 5 Employee from DoLSA officials, the methodology of data collection is individual interview. As for clients who visit DoLSA on the day, will be selected randomly and 5 people will be interviewed.

B. Second a group of 5 NCCSO-USIP project staff, the staff will be interviewed in groups with proposing follow-up questions.

C. The third set of focus group at districts are as below:

- 1) Jowain district: Jowain district will have two focus group which includes 12 people from local district. 1 focus group will be conducted for 6 male and 1 focus group will be conducted for 6 female
- 2) Shib-Koh district: Shib-Koh will have two focus group which includes 12 people from local district. 1 focus group will be conducted for 6 male and 1 focus group will be conducted for 6 female
- 3) Posht-Rod district: Posht-Rod will have two focus group which includes 12 people from local district. 1 focus group will be conducted for 6 male and 1 focus group will be conducted for 6 female

### 3.1.3 Design of the Evaluation

The proposed method of data collection is treatment/experimental groups (focus groups)/Individual interview and data will be collected through pre-designed questions in proceeding section of this document, timing of each questionnaire will be set out according to the need and length of interviews. Mentionable that gender balance will be keep at first and NCCSO will try to have as much as female participants as possible. The main source of data will be coming from individual interview and focus groups, where the evaluation will collect primary data through proposed methodology in the target districts.

### 3.1.4 Limitation of the Evaluation

This End-line evaluation contain some limitation which is in the following ground; the very first limitation of the evaluation is the methodology where them main limitation is attached to the sample size of the evaluation and bound to have some restriction which may lead to weak accuracy and finding from data analysis. Second major limitation is data source where nearly all of the participant are illiterate and a focus group in such environment may not represent accurate information due to weak understanding of people. Finally other potential sources of bias is security issue and movements of the survey groups this may create limitation data collection, where the team in case of insecurity may be forced to collect data from other places than target areas.

## 3.2 Quantitative Research Methodology

### 3.2.1 Participants

The targeted population for the End-line evaluation at Farah province (city) and 3 districts (Jowain, Shib-Koh and Posht-Rod) are as before baseline and mid-line survey including categories of people far-ranged from rural to urban included citizens (male and female), CDCs, DDCs, Shuras, Local Government, Village lords, CSOs that were available at the time of conducting the data collection. The End-line evaluation sample size was derived from the total population of city and three mentioned districts on random base by using the generic statistical formula for sampling a sample size of 400. Four hundred participants participated in this end-line evaluation survey and completed all conditions: 183 (45.97%) were female and 215 (54.03%) were male.

### 3.2.1 Materials

The Quantitative end-evaluation carried out by a pre-developed questionnaire utilized in baseline midline survey, the questionnaire contains 20 questions with mixture of 16 close-ended questions and 4 open-end questions it also encompasses demographic information of persons interviewed such as gender, age, urban and rural division, profession and other related question that sound required for the quantitative evaluation. This questionnaire cover questions in context to level of awareness, number of visits to DoLSA, level of corruption, advocacy groups, corruption level and etc. just to name a few. It is noteworthy that this document besides analyzing the current end-line evaluation data, will also match the baseline, midline and end-line evaluation finding in a comparative base to measure the degree of changes.

### **3.2.2 Research Design**

This end-line evaluation as in order to have all possible inputs to measure the outcome of the project, employees both quantitative and qualitative evaluation designs where a detailed qualitative evaluation has carried-out separately and the finding is reported in same document. This entailed gathering information is using self-completion questionnaires forms, interpersonal interviews with targeted groups of the evaluation mentioned in introduction part. Through this design NCCSO will adopt midline format for current end-line evaluation.

### **3.2.3 Procedure**

Multistage and purposive sampling procedures were employed to draw a representative sample. A guideline for sampling process for the study developed, discussed and agreed upon by the Project both partner USIP and NCCSO. It worth mentioning that prior to collecting data from the target areas, the outlined procedure for data collection has been well-defined to the surveyors.

### **3.2.4 Data Analysis**

Data entry started as soon as the fieldwork was finished through endline. It was done by a team of two data entry clerks using a SPSS data entry package. The data entry exercise was preceded by data editing which mainly involved checking and correcting the identification parts of several questionnaires whose identification was not clear. A preliminary statistical analysis was carried out using Version 20 of SPSS. This involved mainly frequency tabulations and cross tabulations to detect if there were any mistakes that were overlooked during the data editing stage. This ensured that the integrity of the data was not comprised at all. The final stage of data analysis entailed the production of graphs and tables modeled on the structure and format of the previous reports of the survey like baseline and mid-evaluation.



## 4. Results Chapters

### 4.1 SUMMARY OF KEY FINDINGS (COMPARATIVE ANALYSIS OF MID AND END-LINE QUALITATIVE EVALUATION)

#### 4.1.1 Group A: Main finding from analysis of Data (DoLSA officials/employees)

Comparison of midline and end-line evaluation values demonstrate that slight difference observed in DoLSA based on the finding from both mid and end evaluation, all DoLSA employee who interviewed was aware of the project where they appreciated and defined the project positive and insisted that such programs are effective and can bring positive reform. In midline major criticize raised that why the project focus in DoLSA where now the DoLSA officials states that tiny bribes period are finished and now major embezzlement and corruption are done by higher authorities of government. Other issue observed a of comparison was previously the DoLSA officials believed that the project activities created state of fear and led to reduce in volume of corruption but now they state that the project not only reduced the volume of corruption but it also helped DoLSA in its service delivery and raised awareness of citizens to understand what is the job of DoLSA and what should be referred to DoLSA (previously people were coming for issue to DoLSA that doesn't belong to us).

Second, the comparison of midline and end-line evaluation also imply that DoLSA officials observed the effectiveness of project and as recommendation stated that project should focus generally on combating corruption in any section or departments because we see in the government meetings that other department are also scared and trying to be out of project zoom. Additionally, as effective activity the DoLSA employee definition is far different from clients or citizens in the districts, from DoLSA employee point of view Town hall meetings and radio call-in-show programs are very effective and challenging because they go for face to face question and they should be responsible for what they have done, as well the citizens in districts believes that Posters, follow-up committee and volunteer are very effective, concluding both prospective from the effective activity of project one thing is very clear that each activity is effective in its place and it doesn't mean that a less effective activity would be generally ineffective for all beneficiaries.

Third, as of comparison of midline and end-evaluation it has been observed that in midline martyr and disable as well nursery section was one the major corrupt department and DoLSA employee believed them as corrupt sections of DoLSA and now in end-line they state that volume of corruption volume in martyr & disable, nursery and finance section of DoLSA reduced leading to normal operation, good behavior and on time service delivery. Another great change that was not feasible in midline and observed in end-line is regular monitoring of provincial council and governor office from DoLSA that this by itself created a state of fear for government officials not only in DoLSA but other department as well. DoLSA monitoring committee in mid-evaluation was very weak and not even properly established and citizens were always complaining from their capacity building projects in districts with stating that major corruption exist in these project due to lack of monitoring where now in end-line it has been observed that DoLSA updated and strengthened the monitoring committee and hired new employee for the committee to regularly monitor the DoLSA activities and project in districts that this has brought several changes and limited to decrease in the number of complaints from DoLSA.

In midline evaluation the DoLSA official interviewed stated that although DoLSA have a lot of challenges and needs reform but it doesn't mean that the team should be replaced, where now in end-line the DoLSA employee states that beside positive changes occurred in DoLSA yet the department need reform and that reform should be brought in the following ground; the top management team should be changed (DoLSA director replacement request), second reform should be brought in monitoring and

evaluation teams because they are the most corrupt and each project that DoLSA conduct they are putting their family members in the projects.

#### **4.1.2 Group A.1: Main finding from analysis of Data (DoLSA Clients)**

Comparison of both midline and end-line evaluation shows that no big changes observed in the method of hearing about project or access to information around project. In both midline and end line the clients stated that they heard about the project and got awareness through volunteers, follow-up committees, posters and radio as well indirect beneficiaries or as it has been stated by the clients some of them heard about the project through their friends, family members and etc. this method of awareness clearly illustrate that nearly all activities were effective and each of them has a proper usage in its place. Although some of the interviewee stated that they discuss about the project with others and share information about the project but as negative observation between midline and end-line it has been found that commitment of citizens has decreased and majority of them don't talk about the project to others, where this may have several reasons including but not limited wrong sampling or people selected for interview, lack of understanding of interviewee from the project, weak responses of volunteers and follow-up committees, diminishing trend of activities due to insecurity and etc.

Next, utilizing the comparative analysis approach between midline and end-line evaluation, both of evaluation finding shows that some of project clients (citizens) know the project employee who deliver the project and majority of them named those who delivers the project but two thing should be kept in mind, first Farah districts are very big and population dispersion are considerable, second the issue of security and limited number of committee members and volunteer in this district cannot be neglected in which it directly affect public reach to the project services. Public support was one of the key elements insisted by the citizens (clients) interviewed in mid-evaluation where in end-line evaluation it is once again insisted that social responsibility should be created in order to sustain the project and the teams should work after the project close-out.

Furthermore, comparing the midline and end-line data analysis the finding regarding changes in DoLSA is in the following ground; in midline the citizens stated that they have seen changes specifically in human resource and martyr & disable section of DoLSA where the changes ranged far from responsiveness to client, behavioral change, reducing in waste of time, decrease in asking for bribe and adopting regular policy and procedure as well in end-line the changes mainly occurred in martyr and disable, monitoring section, human resource section and finance section, the changes included behavioral change, decrease in waste of time, termination, replacement of employees and etc. The level of changes in DoLSA is derived by several factors no limited to recent arrests, complains by citizens, regular monitoring of provincial council and government office and level of intervention of NCCSO-CHEKAD.

Finally, once again both in midline and end-line the official state that all activities are effective and rate activities based on its effectiveness in the following ground without a big change since midline; in first set of effective activities they define town-halls, posters, volunteers and follow-up committees meanwhile the second set of effectives start with radio, Vox-Pops, and etc.

#### **4.1.3 Group B: Main finding from analysis of Data (Project employees)**

Project employee understand the scope of the project stated in both midline and end-line evaluation with same understanding and view from the project defining that “generally aim to involve people in the process of combating corruption in order that people play their role in this process and to fight corruption collectively and be socially responsible for this problem, raise awareness of people to advocate for reform”. With stating the project activities one by one the project employees marked “first place comes Volunteer trainings and Follow-up committees, in second place the rate goes to Posters and Town hall

gatherings, in third place the rate goes to Vox-pops and other Radio awareness message” activities and rated effective. What is considerable is the rating of activities by project employee which is completely in line with DoLSA officials rating and DoLSA clients. This rating and marking means that NCCSO-CHEKAD should give more priorities to follow-up committees, volunteers, town-hall and posters.

Next, once again the project employee in both midline and end line stated that although project doesn't require any big changes, but at first changes should be brought in the Radio and TV programs which includes Vox-Pops and radio programs due to coverage issue and electricity problems since it is only broadcasted in city and districts are not aware about that second reason is this that Farah city has electricity only in night and beside that the citizens are not watching local Farah TV”, simply interpreting that NCCSO-CHEKAD needs to bring changes in some activities and switch to more effective activities. As well another positive change proposed by project staff as of end-line is that volunteer and follow-up committee's number should be increased in number and more district should be covered where these teams are playing a major role in raising awareness and advocacy.

Additionally, in both midline and end-line the project employee believed that the project strength point is mechanism of awareness and advocacy which includes follow-up committees, volunteers and town hall meetings, as well the teams are medium between the government and citizens which fill the gap and finally interest of people in combating corruption is another strength of the project. Second as of weakness of project insecurity, lack of cooperation of local government & DoLSA and limited number of districts can be defined as weakness of the project. The opportunity seen by project employee are more networking at district level, putting more citizens in committees and increasing number of volunteers based on the demand of local communities, as well cooperation of provincial council and governor is the key opportunity observed.

Finally, project employees beside declaring the level of effort enough, stated that the best way of mobilization is to raise awareness, provide media support to local communities and team building as best methods that should be considered in order to combat corruption. NCCSO-CHEKAD with accepting the method plans to expand its networking and provide media support through CHEKAD TV to local communities.

#### **4.1.4 Group C: Main finding from analysis of Data (Districts focus groups)**

The main finding from the analysis of data of focus group that should be considered are in the following ground:

- a) Comparing midline and end-line in both evaluation nearly most of the participants were aware of the project and its activities. Organizing the data as midline in end-line the focus group participants stated that they receive information through volunteers, follow-up committees at first and secondly some of them informed through posters friends and neighbors clearly illustrating the both direct and indirect beneficiary's importance in circulation of information in the districts. Analyzing the findings, three issues should be considered; **first** the follow-up committees, volunteers and posters are the key to reach information where it has proved to be the most effective tool in the districts and target area, **second** indirect beneficiaries are the key to success majority of information flow about the project in all three districts (especially among female core) are done through indirect beneficiaries (neighbors, friends, family members and etc.) because of customs and male dominant society women are not allowed to get out of the house in majority of districts and villages, and **third** which is a negative point is TV and Radio activities of NCCSO-CHEKAD which the participants nearly didn't listed as a way to get information about the project.

- b) Second, in comparison to clients who visited DoLSA in end-line evaluation majority of the focus group participants from districts known about those who deliver the project and most of them named the team members and employees from volunteers and follow-up committees who work at the project. The 6 focus group knowledge about the scope of project is reasonable and they stated that project “is raising awareness and combating corruption, register complains, advocate for reform, and they are doing this activity through several ways, like posters, seminars, volunteers, and follow-up committees”. Once again in end-line evaluation radio and TV are no listed in the focus group choice simply means that limited people have access to these messages through TV and Radio. Interpreting the data from focus group two thing should keep in mind; first the number of female members are limited in follow-up committees where it worth mentioning that follow-up committees are dealing greatly with citizens in districts, second majority of the female are not allowed to be in contact with males and because of the tradition and patriarchal society.
- c) Third, appreciating the work of the project employees who deliver the current project in both midline and end-line evaluation the focus groups stated they are doing great job, helping us to reach government easily, register complains, share our problems and decrease the level of corruption to making pressure on them (monthly meetings). Additionally the participants of end-line evaluation stated that they talk about the project with other, with keeping in mind that in majority of the cases when a problem is raised (need base) the citizens share the information about follow-up committees, volunteers, posters and etc. The main things that they have discussed with others include posters and number on the posters role of follow-up committee and how to fill complain and contact with committees and volunteers. It should be also added that in some cases only females discuss about the project with their friends, family members, neighbors, schools and etc.
- d) Fourth, comparing the midline and end-line evaluation nearly all of the participants in end-line who visited DoLSA stated that they have observed changes in DoLSA where in midline evaluation majority of the focus group participants in districts stated that they didn’t seen any changes in DoLSA. With keeping in mind that some of the participants in focus groups in end-line evaluation stated that they didn’t visited DoLSA recently, where the major section that changes has been observed are martyr and disable (previously they were directly asking for bribe and now they are scared of advocacy made), monitoring committee (DoLSA capacity building and other projects didn’t have proper monitoring and in majority of the cases Shuras, elders, village lords were misusing and now the issue is solved), nursery (in nursery you had to visit several times to do your job or receive a service where now they are doing jobs without delay), social security, finance section and human resources section, these last three section also included delay in work process, bureaucracy, waste of time and asking indirectly for bribe.
- e) Fifth, comparing midline and end-line in end-line majority of the focus group participants were aware of the follow-up committees and volunteers in their districts and what has been found very interesting that in end-line majority of the participants stated that they have contacted with follow-up committees regarding several issues including but not limited to, from Shib-Koh district some of the participants contacted volunteers and follow-up committee regarding the Algharafa aid where major corrupt practice observed by DoLSA officials and government authorities led to relisted the names of those who are in need, second from Posht-Rod district the participants of focus group stated that they have shared issue of clinics and security with committee and volunteers and discussed the challenges with local government officials and finally from Jowain district participants of focus groups added that they have contacted the committee members and volunteers regarding health sector, education department problems and capacity building projects of DoLSA where major corruption existed.

- f) Sixth, comparing midline and end-line in both period of evaluation majority of the participants in focus group stated that the level of effort is not enough, but slight changes should be brought in the some of the activities including following; first participants believe that more committed people should be part of follow-up committees and volunteers, second more female should be placed in both committees and volunteer because the customs that women can't contact man and finally more member should be added in the follow-up committees and volunteer public outreach because the current number of members only cover a very small portion of the districts and villages.
- g) Seventh, comparing the midline and end-line evaluation yet the figures around radio and TV stand very low, approximately only 30% of focus group participants stated that the have heard radio and TV programs around corruption where they didn't remember it was about what and this is because of the coverage (only center of the districts are covered by radio and villages are out of coverage area of any radio). As a result of the limited radio and TV coverage majority of the participants in focus group stated that volunteer trainers, posters and follow-up committees are the most effective activity of this project because they are available and the can simply reach both parties of volunteer and follow-up committees in their district, where majority of the participants in end-line stated that stated activities are effective, volunteer and FUCs are easy to reach, they collect complain and share it on time with government and advocate for reform.
- h) Finally, comparing the midline and end-line evaluation the method of mobilization of communities differ from district to district, what is considered as method in once community a cash for work system is better and while in other district none of the method is working because of the security situation, but what should be considered as a great and effective method to mobilize communities are through religious leaders, Mullas, awareness raising and etc. In addition indirect beneficiaries and networking in districts are the key to mobilize community, advocate and spread information around corruption, where nearly all of participants of focus group stated that they are discussing about volunteers, posters, and follow-up committee with family members, friends and neighbors on need base.

## 4.2 DETAILS OF QUALITATIVE END-LINE EVALUATION FINDINGS

### **Group A: DoLSA official 5 people:**

As of End-line evaluation in first group A 5 DoLSA employee interviewed individually raising the proposed question in this document. The employee who individually interviewed through this data collection period includes Mr. Haji Abdul Qayoum Farahi Head of Martyr and disables of DoLSA, Mr. Ahmad Zia Head of retired, Mr. Shir Ahmad Sakhawat determination manager of DoLSA, Mr. Benawa Administrative manager and Mr. Mirwais Anwari Employee of DoLSA.

**A.Q.1 Are you aware of this project, what is your personal opinion about this project?** As regular the interviewed employee of DoLSA who is name is enlisted about stated that they are aware of the project. Majority of the employee interviewed through the process stated that we are appreciating such programs and we hope that such program continue not only for specific department and generally for all departments. some of them stated that it is helpful because the program has awareness and advocacy approach meanwhile one of DoLSA employee stated that such programs has only one objective to put down and introduce DoLSA as corrupt department.

**A.Q.2 Do you think such initiatives could bring positive changes in DoSLA and communities?** Answering the second question all of the interviewee stated that such program bring positive report in DoLSA and community, one of the interviewee stated that if the employee of DoLSA are not scared of such activities they will tease people but let me remind you that major corruption and embezzlements are done by higher authorities without knowing by citizens and other employee of the department. Finally one of the participants stated that such program beside its effect on the department and community it will help to solve some of the problem because of its awareness approach.

**A.Q.3 if yes to above question, which of it is activities are more effective?** With defining all the projects activities effective because of the difference of problem and geographic coverage of this project, the interviewees defined the more effective tool in the following ground; some interview stated that radio programs and town hall gatherings are the most effective tool of this project, some of the interviewee stated that posters and simultaneously committees are the more effective activity of the project. Finally one of the interviewee stated that it depends on us, on every individual to don their job and advocate for reform.

**A.Q.4 if no then what changes do you recommend in this project?** None of the DoLSA staff intone any of the above activities ineffective to propose and recommend changes in activities.

**A.Q.5 From your perspective, do you think DoSLA s need reform, if yes at what level and how it should be done?** All the interviewee stated that DoLSA needs reform, Majority of the interviewee stated that reform should be brought in the management of the DoLSA and a person should be placed that have proper knowledge of management, experience and understanding of the work (DoLSA director should be replaced). Some of the employee stated that monitoring doesn't exist and it is better that reform should be brought in the monitoring and evaluation section of DoLSA. Meanwhile one of the DoLSA employee stated that beside I stated that department need reform I would like to add that we don't need too much changes in the department.

**A.Q.6 Do you think corruption in DoSLA hinders it is service delivery?** Nearly all of the interviewee stated that corruption in DoLSA hinders service delivery.

**A.Q.7 How this project can enhance and improve the quality of service delivery?**

1. Mr. Haji Qayoum: As far as I am concern I would like to add that if it is my responsibility I would do my best to deliver quality service according to the law, but I can't be responsible for those activities which isn't my responsibility. If anyone has any document that shows corruption in my section I am ready to cooperate and respond.
2. Mr. Ahmad Zia: Each section and task have a policy, procedure and hierarchy, as far if it is concern to me I am ready to respond and answer to your question.
3. Mr. Binawa: I don't think that the issue of quality service delivery is very simple or we can easily access to quality service in any department in transparent manner, each department knows how to deal/betray government and non-government monitoring bodies and very simple can should the quality of service to anyone.
4. Mr. Sakhawat: I don't know what exactly NCCSO-CHEKAD wants!!! I think we shouldn't say anything and it's better that questions should be referred to the clients.
5. Mr. Anwari: I can't state any work it is better that you should ask the question from the department head and DoLSA director.

**A.Q.8 what changes do you see after CHEKAD started this project?** The interviewee answered to the above question in the following ground; Haji Qayoum stated that although I was not aware of the project from beginning but when I heard about the project I personally saw a lot of changes, employees of DoLSA had a lot of behavioral change, they are more cautious and it had a lot of benefit for the clients and citizens. Mr. Zia stated that I am personally satisfied with the project activities I saw to many changes namely in timing of employee, they are scared, in service delivery and etc. Mr. Binawa stated that I saw change in the apparent behavior of corrupt employees, but I can't state that it had impact and brought changes in hidden corrupt practices. Finally the last two interviewee stated that they saw changes in martyr and disable section of DoLSA, citizens are satisfied, and majority of the employees are scared from the activities of project and they are scared of media and other issues. As well they generally stated that provincial council and governor office monitoring is increased from DoLSA and timely they visit DoLSA, on the other hand monitoring committee of DoLSA furnished with new member and now all activities at district level are monitored.

**A.Q.9 what are your recommendations to sustain this project?**

Since the interview was on individual base the interviewees recommended following issues; one of the recommendation is continuing project since the current project was pilot and it should be sustained for another one year with a wider scope and general issues of corruption not limited to DoLSA. Second the teams that are established should be maintained like follow-up committees, volunteers and advisory groups and should be introduced and enlisted with monitoring bodies of government like provincial council, governor, High Office of Oversight on Anti-Corruption and other monitoring bodies to share the challenges with them. Some of the participants stated that it is better that civil society and media should be in front line for sustainability of the project, where the media should bring all the teams as citizen reporters and after inquiry focus on the specific issue and department, during the project we have observed that other departments were also effect due to the project activities and it shows that a sustainable way is focusing on other department through media and the teams established.

**A.Q.10 How best we can combat corruption in DoSLA?**

1. Citizens should be united and every one should be informed on their rights and responsibility and after that we should collect documents and evidence about corrupt people and disclose it to the public through various means.

2. It is better that that coordination and cooperation should be exist among government departments and NCCSO-CHEKAD and regularly the information should be shared among each other, it will be very effective.
3. I think we should collect evidence and through that we should refer the evidence to the claw of law.
4. Finally the last to interview stated, that if the people are aware about their rights and responsibility it is the best possible way to combat corruption as well making the citizens responsible to register complains about the corruption employee in any government department.

#### **Group A.1: DoLSA Clients 5 Citizens:**

In group A.1 5 DoLSA client interviewed individually on random base, the client selected randomly on interview day from DoLSA clients, raising the proposed question in this document. The 5 client who individually interviewed through this end-line qualitative data collection period includes Mr. Mirwais, Mr. Naseer, Mr. Eqbal, Mrs. Zubaida, Mrs. Nasreen.

**A1.Q.1 Do you have information about this “Combating corruption.....” project?** Nearly all of the clients interviewed individually were aware about the current “combating corruption through policy advocacy and coordination approach” project.

**A1.Q.2 how did you get this information?** Nearly all client beside having information about the project stated the are aware about the project from following tools; some of them stated that they are aware through radio programs and posters placed in their districts, some of them stated that they informed about the project through their friends and finally majority of them stated that they have been informed about the project through volunteers and follow-up committees at their district and communities.

**A1.Q.3 what do they provide through this project?** The clients interviewed answered to the question in the following ground; one of the interviewee stated that I know about the project and its combating corruption and let the people know about their rights and combat corruption. Majority of the clients stated that the project combat corruption and they encourage people to stand for their rights through posters, seminars, radio program and follow-up committees. The final person as DoLSA client stated that his brother informed her that he is a volunteer and he works on raising awareness of citizens around corruption and through this he hope to combat and reduce corruption.

**A1.Q.4 do you talk about this project with your friends and family members? If yes what have?** Two of the interviewee stated that they talk about the project with their family members, friends and neighbors. Meanwhile two other participants added that they don’t talk about the project to anyone because they are not in the clear picture of all project activities as well they stated that if there is any problem we tell them there is a poster and you can take the number and share your problem. Finally one of the ladies stated that I personally didn’t discuss yet but my brother does and he always share the contact of your office from the posters and share the information about current corruption project.

**A1.Q.5 do you know people who deliver this project?** Two of the client stated that they know some of the people who deliver the project one of them stated that his brother is in the volunteer team one of them said my friend is part of the follow-up committee. Two other clients stated that they are aware about project but the personally don’t know who is delivering the project in their community they are only aware that such project is in the ground. And finally the last interviewee stated that he don’t know anyone.



**A1.Q.6 if yes who & how do you know?** The first client stated that she know Najiba Mahmoody from Shib-Koh district who is working in the committees and collect females challenge of the ladies in the district the second person said he know the Jowain district captain of NCCSO Mr. Ali Ahmad the two other said that they don't know anyone but they are aware of the project activities and simultaneously what is going on in their districts.

**A1.Q.7 what do you think about their work?** The first interviewee said that I personally think that they are doing a great job and we support them, the second interviewee stated that the teams are doing their best to aware people and combat corruption and we expect and request from the people to support them and finally the rest people beside appreciating stated that God help them they are doing a great job.

**A1.Q.8 have you seen any improvement in DoLSA since project activities?** Majority of the clients stated that they have observed major changes in DoLSA, some of them said that they have observed changes in behavior while some of them stated that they have seen changes in martyr and disable section of DoLSA.

**A1.Q.9 if yes, which improvement have you noticed and which section of DoLSA, can you bring example?** Answering the question 9 the interviewee stated the changes in the following sections of DoLSA; Majority of them stated the have observed general changes in DoLSA, one of the client said that he have seen changes in martyr and disable section now their paying salaries and doing work without any delay, second client said he have seen changes in the observation and monitoring section and human resource section of DoLSA as well he stated that now we have more access to DoLSA projects at districts and finally the other clients stated that changes are general from behavior to termination and employment of new people in the DoLSA.

**A1.Q.10 from your perspective, is the level of efforts enough for this project?** As of the 10<sup>th</sup> question the interviewees answered to the questions in the following ground, majority of them stated that the level of effort is enough and we think that all activities are effective, some of the clients stated that people partnership should be increased in any program especially in case of combating corruption. Finally some of the clients beside stating that level of effort is enough added that the project should have wider coverage and more districts should be added to the program public should be in front line of combating corruption including civil society organizations.

**A1.Q.11 if no, what else they should do?** Although majority of the clients defined the level of effort enough, some of them added that the project is doing it is best people are informed about their rights and advocacy made through various means the rest depend on the citizens and government that how they confront with the problem do they pay bribe as aware citizens or does government ask for bribe as responsible. One of the client stated that citizen's social movements are the best tool for combating corruption generally.

**A1.Q.12 what is the most effective activity of this project and why?** Responding to question 12 the interviewees defined all the activities effective in its place, the first client stated that posters and radio call-in-shows are effective, the second person stated that in district the volunteers and follow-up committees are effective activity and people are able to easily reach them, some of the interviewee stated that all activities are effective but town hall gatherings and follow-up meetings are very effective since we have reach to higher authorities and we directly share out problem with the government officials.

**A1.Q.13 have you heard the radio programs? Can you tell me what was discussed in any of those radio programs?** The first client stated that I have heard a radio program from Radio Neshat that was

discussing about corruption and Mr. Mahdi Maisam a university teacher was discussing about corruption, the second client as well stated that he have heard a radio program when Haji Qayoum head of martyr and disable was discussing about corruption. I heard Haji Kareem Shafiq was discussing about corruption and called upon people to support the project.

#### **Group B: NCCSO Project staff 5 employee:**

As of Group B, NCCSO in end-line evaluation collected data from 5 Project staff who are worked management of the project with raising the proposed question in this document. The 5 project staff who interviewed in one group collectively through this qualitative data collection period includes Mr. Soahil Nasiri Project manager, Mrs. Aziza Khatibi admin/finance officer, Mr. Ali Ahmad Kalantary Lawyer, Mr. Jawad Rahimi project monitoring and evaluation officer and Farah office chairman.

**B.Q.1 Do you know about purpose of project?** All the employee of the project who are working in this project understand the purpose of this project, stating that the project at first and generally aim to involve people in the process of combating corruption in order that people play their role in this process and to fight corruption collectively and be socially responsible for this problem. Second the target group of employee stated that the project aims at raising awareness of people to advocate for reform and finally the target employees stated that this mobilization are linked to establishing a sense of responsibility within communities.

**B.Q.2 Can you name the activities we have in this project?** All of the project staff who interviewed know about project activities and they stated the name of the name of project activities including it is objectives, where the name of the activities mentioned by project employees included volunteer training, district level training and seminars, Town hall gathering, Vox-pops, Radio programs, posters, follow-up committees and etc.

**B.Q.3 which activity of this project is more effective and how do you rate them?** Raising the 3<sup>rd</sup> question the interviewee stated that all project activities are effective but depend on various factors like geographic area, security, literacy rate and etc. The rating of project activity at first place comes Volunteer trainings and Follow-up committees, in second place the rate goes to Posters and Town hall gatherings, in third place the rate goes to Vox-pops and other Radio awareness message.

**B.Q.4 If anything in the project needs to be changed what would be that and why?** Although no difference has been observed in the answer since mid-line evaluation, since they stated that all activities are effective, 3 of employee stated that Vox-Pops through TV are not favorable since it is only broadcasted in city and districts are not aware about that second reason is this that Farah city has electricity only in night and beside that the citizens are not watching local Farah TV. As well 2 of employee stated that follow-up committee and volunteer trainers should be provided with more facility and space of work, the more they are equipped and furnished with capacity building and more members it will have greater effect and reach to the public and will raise the output and effectiveness of the project.

#### **B.Q.5 what are project strengthens, weakness and opportunities?**

1. **Strengths:** The project has several strength points the first strength point of the project is establishing mechanism of hearing through town-halls, follow-up committees, and second public has a medium between government through volunteers and committees, third citizens support from the project and contacting with teams in the ground submitting corruption problems not only in DoLSA but in other sectors as well.

2. **Weakness:** One of the great weakness of project is limitation of field activity of project in only three district of Farah, second the instable security situation indirectly affecting project activity is another weakness for the project, third lack of small allowance for Volunteers and committees and finally the last project weakness is government negative reaction about project and lack of cooperation of government.
3. **Opportunities:** Support of citizens from the project with building and expanding the network, second strengthening and increasing number of people in each team, another opportunity is support of provincial council and governor from the project, and finally people's interest in combating corruption in other department as well.

**B.Q.6 to mobilize communities, what do you think is the best way or method to do it?** The target employee stated that there are several ways to mobilize communities, the first method is to raise their awareness and let them advocate for reform, second furnish them with local and national media support, third team building and networking is the key and better method to mobilize communities, fourth introduce the people, teams to local district and provincial government and monitoring bodies is best of way of mobilization and this along with government and media support and finally put higher authorities like Mullas, tribal leaders, religious leaders and etc. in the process to mobilize citizens in communities.

**B.Q.7 From your perspective, is the level of efforts enough for this project?** Although nearly all employees called sufficient the current level of efforts and some of them stated that the level of effort is not enough and changes should be brought in the context of the program.

**B.Q.8 If no, what else they should do?** Majority of the target project staff stated that more seminars and symposiums should be included in the project and more districts should be covered to raise awareness of people in province level. Some of the project staff also included that the program should have diverse approach because of the literacy level, security challenges, electricity and other existing challenges.

**B.Q.9 How best this project can address public concerns about corruption?** The target group of staff of project stated that this project is effective, yet beside DoLSA this project addressed public concerns around corruption in other departments as well , where now people complain from other departments like Municipality, public health, education, red cross, security sector and other departments to committees and volunteer and make phone call context to corruption and report. Additionally the project done it is best to aware people and it is better that we should support the public through various means including technical and capacity building support.

**Group C: Focus Group, 2 focus group in each district (Jowain, Shib-Koh, Posht-Rod):**

As of End-line evaluation total of 6 focus groups conducted in 3 target district Jowain, Shib-Koh and Posht-Rod of Farah province. In each district 2 focus group conducted where each focus group had number of 6 participants, one focus group participants in each district were all for female. The two surveyors moved to each district and after coordination conducted the focus group raising the pre-designed qualitative evaluation in which each focus group had a duration of 60 minutes. Following are the evaluation outcome which is highlighted in below:

**C.Q.1 Do you have information about Combating corruption..... Project?**

**Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): out of 6 male participant of focus group Shib-koh district 1 of them were not aware and 5 of them were aware of the project.
- B. 2<sup>nd</sup> focus group (female): out of 6 female participants of focus group in Shib-Koh district 5 of them stated that they are aware of current NCCSO combating corruption project.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): Out of 6 male in focus group in Posht-Rod district 2 of them were not aware of the project and 4 of them were aware of project.
- B. 2<sup>nd</sup> focus group (female): In women focus group out of 6 women 3 of them were not aware of the current NCCSO project where 3 of them were aware of the current project.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): In Jowain focus group out of 6 male 6 of them were aware of the current project implemented by NCCSO.
- B. 2<sup>nd</sup> focus group (female): In Jowain female focus group all female participant were aware of the current NCCSO project.

**C.Q.2 how did you get this information?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The interviewee in Shib-Koh district answered the above question in the following ground, some of them pointed out that they have taken the information from follow-up committee, while some of them stated that they have got this information through volunteers, posters and asked their friends about the posters.
- B. 2<sup>nd</sup> focus group (female): The female interviewee of Shib-Koh district stated that they have got information from 3 sources, 1 of them stated that she got information from volunteers, 2 of them stated that they got information through volunteers and committees and finally 2 of them stated that they got information through their neighbor and friend.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): 2 of the interviewee stated that they had been aware through committees and volunteer's members, 2 of them stated that they have been aware through posters and friends.
- B. 2<sup>nd</sup> focus group (female): 2 of the women stated that they had got information through friends and family member's and 1 of them stated that she got information through volunteers.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): 4 of the participants in focus groups stated that they got information through volunteers, follow-up committees, 2 of them stated that they saw the posters and heard from their friends.
- B. 2<sup>nd</sup> focus group (female): 3 of the interviewee stated that they got information from their friends who are working in volunteers and committees, and 3 of them stated through friends and they visited our school.

**C.Q.3 what do they provide through this project?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The interviewee in this group stated that they provide information around corruption and collect challenges from us.
- B. 2<sup>nd</sup> focus group (female): The female participants in focus group stated that they raise awareness of people about corruption, and the collect complains of citizens from the districts and solve it.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): The interviewees in Posht-Rod district stated that the project provide information about combating corruption and through this they are combating corruption in Posht-Rod district.
- B. 2<sup>nd</sup> focus group (female): The female focus group in Posht-Rod stated that the project solve peoples problem in district, they provide awareness through volunteer and committees.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): All the focus group member had good information about project and they stated that this project provide anti-corruption activities like registering complaining, posters, awareness about rights of citizens and etc.
- B. 2<sup>nd</sup> focus group (female): The female interviewee in Jowain district stated that the project mainly provide awareness through volunteers and advocate for reform through follow-up committees.

**C.Q.4 Do you talk about this project with your friends and family members? If yes what have discuss?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The two interviewee stated that they don't talk about the project with anyone, 3 of the interviewee stated that they talk sometimes with their friends especially when there is a problem they lead them to follow-up committees.
- B. 2<sup>nd</sup> focus group (female): The 3 participants in the focus group stated that they don't talk about the project to anyone, 2 of them said that sometimes they talk about the project when there is a problem and we tell them about the posters and numbers of committees.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): In Posht-Rod district the interviewee stated that the talk about the project especially with citizens with problem and refer them to the teams who are working in the district.
- B. 2<sup>nd</sup> focus group (female): In Posht-Rod district only one female stated that she discuss about the volunteers and committees and the rest said that they don't discuss with anyone.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): Majority of the participants in the focus group stated that they discuss about the project with their friends family and neighbors especially about committees and

posters. Some of them said that they discuss about how to complain and what volunteers do.

- B. 2<sup>nd</sup> focus group (female): The female interviewee in the group stated that the discuss about the project with their friends and family members, also they discuss with their students, and they discuss about seminars that conducted, volunteers posters and etc.

### C.Q.5 Do you know people who deliver this project?

#### Shib-Koh District:

- A. 1<sup>st</sup> focus group (Male): 2 of the interviewee in Shib-Koh district stated that they know about two people who deliver this project one of them is follow-up committee member and 1 of them is volunteer trainers
- B. 2<sup>nd</sup> focus group (female): The female participants in the focus group stated that they know some of the people who deliver this project but they don't remember their name.

#### Posht-Rod District:

- A. 1<sup>st</sup> focus group (Male): The Posht-Rod district participants of focus group stated that they know some of the project employee from follow-up committees and volunteer trainers and the have a close link with them.
- B. 2<sup>nd</sup> focus group (female): The female focus group interviewee added that they know only two of volunteer trainers in Posht-Rod district and one of NCCSO district advocacy team who is from Posht-Rod district.

#### Jowain District:

- A. 1<sup>st</sup> focus group (Male): Nearly all of them stated that they know some of people who deliver the project without mentioning any name, some of them stated that they know 2 committee members and 2 volunteers.
- B. 2<sup>nd</sup> focus group (female): The female participant of focus group in Jowain district that they know 2 volunteer trainer who is female and 1 committee member the she is also a female.

### C.Q.6 if yes who & how do you know?

#### Shib-Koh District:

- A. 1<sup>st</sup> focus group (Male): They focus group participants who said that they know Omid from Volunteers and Abdul Malik from follow-up committee since they visited their villages many times.
- B. 2<sup>nd</sup> focus group (female): Female participants at Shib-Koh district stated that they know some of the participants but they don't remember their names right now.

#### Posht-Rod District:

- A. 1<sup>st</sup> focus group (Male): The focus group participants from Posht-Rod stated that they know Abdul Jabar, Noor Ahmad and etc. from committees and also from volunteer Abdul Naser Sharifi and Abdul Sabor Rashidi.
- B. 2<sup>nd</sup> focus group (female): The said know Abdul Salam NCCSO district advocacy team member and 2 volunteers Freshta Frotan and Um ulbonain who raise awareness in their district.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The male focus group participants stated that they know Hakim Azimi and Abdul Ghafar Jalai who is raising awareness in our district as well they stated that they know two of follow-up committee members of Jowain Ali Ahmad and Said Iqbal.
- B. 2<sup>nd</sup> focus group (female): The female focus group participant as well stated they know 2 of volunteers Khatera Jalali and Mariam Azimi and 1 follow-up committee member Fariba who is working in their district.

**C.Q.7 what do you think about their work?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The focus group participants in Shib-Koh district 2 of them said that they are doing a great job since they are raising awareness of people and let the people know about their rights. 3 of the participants stated that the committee are very helpful now we can reach the local government officials like governor (*monthly meetings*), and others very soon and share our problem through the committees.
- B. 2<sup>nd</sup> focus group (female): Majority of the ladies in the focus group was optimist and stated that the project is doing well, but the committees have less female and some of them are not working properly in their districts and it is better that they should be replaced.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): In Posht-Rod district the participants of focus group added that the teams are doing a great job and it is better that they should gain support of religious leader and Mulas and tribal leader to be more effective.
- B. 2<sup>nd</sup> focus group (female): female focus group participants of Posht-Rod said that the teams specially volunteers are doing good job since they are raising awareness and register our complains.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): Besides stating positive about the project the participants of the focus group called on huge cooperation of citizens and said that people support is very important part of the project.
- B. 2<sup>nd</sup> focus group (female): The committees and volunteers are doing great job and the people should support them because they are helping us they are trying to reduce corruption and we should stand with them.

**C.Q.8 Have you seen any improvement in DoLSA?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): out of 6 focus group participants 3 of them stated that they have observed positive changes in DoLSA the rest stated that they didn't visited DoLSA since last year.
- B. 2<sup>nd</sup> focus group (female): out of 6 female focus group participants 2 stated that they have observed positive changes, one of them stated that she didn't seen any changes and 3 others stated that they didn't visited DoLSA recently.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): only one of the participants stated that he visited DoLSA and everything was normal and the rest stated that they didn't visited DoLSA in recent years.
- B. 2<sup>nd</sup> focus group (female): As of answer to the question the female participants from Posht-Rod district stated that they didn't visit DoLSA recently.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The Jowian male focus group participants stated that they have observed positive change in DoLSA while 2 of them stated that they didn't visit DoLSA in recent years.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants answering to the question, 3 of them stated that they have visited DoLSA recently and seen some positive changes, 1 of the of them stated that she saw negative change and the last two participants of focus group stated that they didn't visited DoLSA recently.

**C.Q.9 If yes, which improvement have you noticed, can you bring example?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The 3 participants stated that they have seen major change in martyr and disable section of DoLSA and monitoring committee of DoLSA, where previously asking bribe was a major problem in martyr and disable and now they are scared as well previously there was no monitoring on DoLSA project in districts and now they are regularly observing the projects.
- B. 2<sup>nd</sup> focus group (female): the two female who said that they have seen positive changes stated that specifically they have seen changes in martyr and disable and nursery (Rozhanton section), they said that previously we visited 10 times for a single work and paid a lot of money for round trip from district and now they are proceeding work very fast.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): out of 6 participants only 1 of them stated that he have noticed positive change in social security section of DoLSA where previously the waste of time and delay was a major challenge in the process of work but now DoLSA employee responds quickly to the issues.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants stated that they don't know.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The focus group of male participants stated that the observed improvement in three section first in martyr and disable section, second in nursery section and third in finance section of DoLSA, in which they stated that delays and bribery was the major problem in martyr and disable section and now all works are normal, second in nursery section embezzlement were one of the key issue and nearly all employee in this section were corrupt.
- B. 2<sup>nd</sup> focus group (female): 3 of the female participants stated that the have observed improvement in martyr and disable section as well in Human resource section of DoLSA, specially with respect to capacity building project now the project are general and for all citizen where previously the didn't heard about the projects, as well 1 of the interviewee stated that she



saw negative change where now some employee don't exist and the position is vacant and the department is no responding to that specific area.

### C.Q.10 From your perspective, is the level of efforts enough for this project?

#### Shib-Koh District:

- A. 1<sup>st</sup> focus group (Male): The interviewee in Shib-Koh district stated that the level of effort is enough and implied that commitment should be in front line of the project since one of the great challenge in all project is project staff commitment.
- B. 2<sup>nd</sup> focus group (female): The female participants in Shib-Koh district defined the enough the level of effort.

#### Posht-Rod District:

- A. 1<sup>st</sup> focus group (Male): The interviewee in Posht-Rod district beside defining the level of effort enough stated that it is better that formation of committee and volunteer should be developed and more people should be in the groups.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants of Posht-Rod district stated that yes it is enough.

#### Jowain District:

- A. 1<sup>st</sup> focus group (Male): Yes the activities and level of effort is perfect.
- B. 2<sup>nd</sup> focus group (female): Yes the level of effort is enough.

### C.Q.11 If no, what else they should do?

#### Shib-Koh District:

- A. 1<sup>st</sup> focus group (Male): Although the focus group participants of Shib-Koh stated that level of effort is enough, but insisted that in order to make the efforts effective it is better to put more committed people in the project and greater commitment toward the objective should exist.
- B. 2<sup>nd</sup> focus group (female): Besides defining the level of effort enough by Shib-Koh female focus group, the interviewee added that more female should be place in various area because of the custom issues. And we think it is enough.

#### Posht-Rod District:

- A. 1<sup>st</sup> focus group (Male): The Posht-Rod interview besides saying that the level of effort is enough added that more people should be placed in committees and volunteer since the project only cover a small portion of the district and some villages.
- B. 2<sup>nd</sup> focus group (female): The female participants of focus group of Posht-Rod district added that is enough and nothing should be added or changed.

#### Jowain District:

- A. 1<sup>st</sup> focus group (Male): The male participants of focus group stated that the level of effort is enough.
- B. 2<sup>nd</sup> focus group (female): The participant of focus group besides stating that level of effort is enough added that they are living in male dominant society and better that more female should

be part of the activities of project.

**C.Q.12 Are you aware of follow-up committee or volunteer trainers in your district? Have you contacted with follow-up committee or trained by volunteer trainers?**

**Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): Nearly three of the interviewee stated that they are aware about the follow-up committee and volunteer trainers and they contacted the committee regarding Algharafa aid and submitted a complain to both volunteers and follow-up committees, where the rest other said that they are aware through others but they didn't contact them yet.
- B. 2<sup>nd</sup> focus group (female): The female participants stated that they are aware of both follow-up committee and volunteer members but they didn't contacted any of these from follow-up committee or volunteer member.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): some of the participants of the focus group in Posht-Rod district stated that they are aware of the follow-up committee and volunteers and they contacted the committee several time regarding security issues and clinics problem and report some corrupt practices and misuse of Governor.
- B. 2<sup>nd</sup> focus group (female): The female participant of focus group in Posht-Rod district, some of they were aware of the follow-up committee and volunteers directly and some of them heard through their friends they stated that the never contacted the committee or volunteers.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): In Jowain district focus group participants included that they are aware of the committee and volunteer directly and through their friends or family members as well majority of them stated that they have contacted with follow-up committees and volunteers regarding several issue including education department issue, health sector and capacity building project implementation.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants stated that they are aware of volunteer and committees and they contacted the committee as well the volunteer regarding the aid of UNICEF about the chicken forms for widow women to create employment, where major corruption existed and they helped us to solve our problem.

**C.Q.13 what is the most effective activity of this project and why?**

**Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): 4 of the focus group participants stated that follow-up committee and volunteer are the most effective activity of the project where we can reach simply the committees and share our complains 1 of them stated that posters are also very effective activity.
- B. 2<sup>nd</sup> focus group (female): 3 of the female participants stated that follow-up committees along the posters are the most effective activity of the project since they are collecting complains and share it with local and provincial government authorities and they are easy to reach through phone.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): 3 of the interviewee stated that because of the security situation only posters and radio programs are effective, other tools are a little bit risky and especially when it is season of war.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants defined that all activities are effective but volunteers and town hall are better since volunteers are moving all the time and provide awareness around corruption and register complains. As well town hall provide the opportunity that bring those challenges in front of government officials and discuss with suggesting solution.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The focus group participants in Jowian district stated that at first volunteer and follow-up committees are very effective since it is to reach and they are really working for the people. Second town hall and radio programs very good and effective and create a way to advocate for reform.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants stated that volunteers are very effective because it furnish the females in Jowain with combating corruption knowledge, as well they stated that posters and follow-up committees are also very effective through which people share the problems and it get solved by the committees.

**C.Q.14 Have you heard the radio programs? Can you tell me what was discussed in any of those radio programs?****Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): Although the radio changed from Farayad to Neshat only 2 of the participants stated that they heard the radio program the rest said that radio is not working in the their villages.
- B. 2<sup>nd</sup> focus group (female): 1 of the female participants of focus group added that she heard a radio program about corruption while the rest said that they don't have radio in their home and some of them said that radio is not functioning in their villages.

**Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): Some of the participants of the focus group stated that they sometimes hear the radio but they didn't heard any program that it discuss about corruption because very high frequency radios and international radios are functioning in their villages.
- B. 2<sup>nd</sup> focus group (female): Majority of them said that they don't listen to the radio because they don't have radio, some of them said that they hear radio sometimes but they didn't heard about corruption from the radio.

**Jowain District:**

- A. 1<sup>st</sup> focus group (Male): 4 of the participants stated that they heard radio programs about corruption inform of message and a person was discussing but they don't remember the context of the message. The rest 2 Interviewee said that they don't listen to the radio.
- B. 2<sup>nd</sup> focus group (female): some of them said they heard radio program, one female participant from focus group stated that she heard once about corruption in a radio and don't remind what

was discussed.

### **C.Q.15 to mobilize communities, what do you think is the best way or method to do it?**

#### **Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): The interviewee of focus group in Shib-Koh district said that poverty is the major problem in districts as well unemployment and the best way to mobilize community is to provide them with some benefits including cash of kind for their activities and it will help to mobilize the communities in better way.
- B. 2<sup>nd</sup> focus group (female): The female participants of focus group from Shib-Koh district had different view they said that in order to mobilize the communities it is better that your organization should seek support of religious leader, scholars and tribal leader since they have good influence on the people.

#### **Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): Beside pointing out the security problem, the participants of focus group in Posht-Rod district stated that there is two method of community mobilization, first that you should ask Mulas to say about the corruption and second that you should raise awareness through seminars and workshop but the first method is effective.
- B. 2<sup>nd</sup> focus group (female): Tradition and male dominant society is the key problem in the way to mobilizing women in the community like Posht-Rod district, it takes too much effort as well they are illiterate it is better that radio should be provided for them and regularly the organization should raise their awareness and mobilize them through radio dramas.

#### **Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The focus group participants in Jowain stated that in order to mobilize community it is better that various means should be used, first raising awareness is the key to mobilization, second people in such environment are more listening to Mula and religious scholars and it's better to gain support of such groups.
- B. 2<sup>nd</sup> focus group (female): The female focus group participant answer to best way of mobilization stated that the only way is literate people and after that raise their awareness and lead them till they trigger down corruption.

### **C.Q.16 how this project can help/support you to address problems (corruption) you face in health facilities?**

#### **Shib-Koh District:**

- A. 1<sup>st</sup> focus group (Male): Majority of participants of focus group in Shib-Koh district stated that yes this helps/support to address problems in other sectors as well not only in DoLSA but education and public health sector and etc. fortunately the poster and follow-up committees are the best mechanism that aware people and complain to committees where committee is forwarding the challenges to its related sector. This activities of project scared other government department as well.
- B. 2<sup>nd</sup> focus group (female): The female focus group participants added that the posters carry general message around corruption and people think that this project cover all government departments and they make contact to committees and complain about corruption in any

department they face problem.

#### **Posht-Rod District:**

- A. 1<sup>st</sup> focus group (Male): The focus group of Posht-Rod district stated that this project addressed issues in district level as well, majority of the people are very unhappy from Shuras in our district and all government activities are carried out by Shuras this project initiative of posters and committees helped that others take care and reduce corruption.
- B. 2<sup>nd</sup> focus group (female): The focus group participants stated that this project not only address corruption in DoLSA but it also address corruption in other department as well because we don't care about DoLSA or other department we submit complain around corruption on any department to committees and volunteers train about corruption generally.

#### **Jowain District:**

- A. 1<sup>st</sup> focus group (Male): The focus group participants in Jowain district stated that the project activities helped citizens to complain around corruption in any section or department and volunteers have raised people understanding about corruption and this means that they can address challenge in any section or government department.
- B. 2<sup>nd</sup> focus group (female): The female focus group in Jowian stated that this project has general approach and non-of its activities are set out for a specific issue since corruption exist in all section the people can utilize the committee and volunteer and address corruption in any section or government department, one of the focus group participants stated that education department are now normally operating in district because of the posters and committees.

### **END OF QUALITATIVE RESULTS**

### 4.3 SUMMARY OF KEY FINDINGS, COMPARATIVE ANALYSIS OF BASELINE, MID AND END-LINE QUANTITATIVE EVALUATION

Following are the major findings of NCCSO-CHEKAD from quantitative data analysis:

1. Utilizing a before-after model the statistic shows a positive changes within the period of 14 months of project, the level of paying bribe at baseline stand at 14.43% while in mid evaluation the statistics shows a decrease of 5% in the level of paying bribe and in end-line the statistics imply at 7.75% where a decrease of 9% observed in level of paying bribe for service provided by DoLSA. A trend of 10% increase in proceeding work through citizens in legal manner observed clearly illustrating a positive change where in baseline the figure of proceeding work legally stand at 38% and in end-line stands at 60% showing and increase of 22 % since baseline that can be observed as great achievement. Before inductors were the key to access to DoLSA service where the baseline inductor statistic marks 21.9%, in midline a diminishing trend of 6% in services provided by inductors has been observed, Where now in end-line the method of proceeding work through inductors have been decreased to 12%. Comparing the three sets of data a diminishing trend means a positive change where recent arrest specifically secretary of DoLSA brought great reform in DoLSA and created a state of fear for other employees.
2. Although the mean of both baseline and mid-evaluation shows that only two level of employee of DoLSA solicited bribe from clients, but significant changes occurred since baseline where a decrease of 14% in paying bribe observed within end-line evaluation, that clearly illustrate the diminishing trend of paying bribe by citizens followed by raising awareness through volunteers and follow-up committees. Next, beside diminishing trend of paying bride comparing question 3 statistics, analyzing question 5 baseline, midline and end-line data it should be taken in to account that in end-line a major decrease has been observed paying bribe to officers, manager of section and head of departments **but the figure shows and increase 20% in paying bribe to others since baseline** which should be taken to account. Where this other selected by citizens may have several definition from the citizen's point of view (filled out by citizens) like, again intermediaries are a tool to pay bribe for them, DoLSA created intermediaries to take bribe or the people are forced to pay bribe through other sources like inductors and intermediaries and etc.
3. Reaching to information around corruption in local communities and remote areas with insecurity is very problematic, and the local communities especially citizens in districts and villages had limited access to information around corruption. With the establishment of follow-up committees and volunteer network of trainer's improvement has been observed since baseline where now in end-line evaluation citizens access to information around corruption increased in their communities about 24%. This 24% increase in information around corruption may be reached to citizens through several activities including volunteer trainers, follow-up committees, posters, seminars and other activities like TV and Radio broadcasts (although TV and Radio are not favorable as found in end-line qualitative and quantitative evaluation). As a result this existence of information around corruption in local communities led to increase in awareness about corruption simultaneously increase in advocacy and reform (complaints registration and attending local government meetings on monthly basis by citizens are great evidence for the facts stated).
4. The team of volunteer trainers as a part of project activities train others in local communities around corruption where as part of their awareness strategy beside introducing follow-up committees, posters phone numbers, NCCSO Farah office, and volunteers, they provide information about complaints boxes in every department that citizen can fill complaints. This strategy helped the citizens to have information around complaints boxes and how to fill

complaints, where now out of 400 citizens interviewed nearly 161 of them stated that whenever they have faced any problem or issue in government department they filled the complaints. Out of 161 citizens who stated that filled complaints, nearly 52% of them stated that they have filled their complaints with NCCSO follow-up committee, volunteer trainers and NCCSO Farah office, as well the rest 29.1 % is filled with civil society, HOOAC, complaints boxes and etc. including 18.5% who chose not to answer. This statistic shows improvement in the understanding and knowledge of citizens and they now better demand their rights.

5. As part of the awareness raising strategy, beside radio programs, Vox-pops and call in shows, it has been found that in majority of villages the radio and TVs are not working because of the broadcasting and coverage limitation including electricity issue. Thus NCCSO district captains and volunteer proposed another methodology of taking helps of elders, Mulas and religious leaders that through Masjids awareness should be raised where the proposed methodology adopted by NCCSO and it is very effective. As result change in statistics observed and 35% of citizens stated that they are receiving information around corruption through elders (Mullas and religious leaders).
6. Obstruction (Muskhel-trashi) was a great challenge of citizens while visiting DoLSA where this issue had decreased due to direct observation of NCCSO-CHEKAD Farah office and committees, provincial council monitor and governor office. What has negatively affected is the vacant positions because of the arrests, DoLSA secretary was a great medium between DoLSA and citizens and people happily paid a percentage of their pension salary to him to receive their salary or receive a service. As result of this issue and vacant position now people have to switch to others while facing problem and pay money to receive a service. Meanwhile the issue of vacant positions has been discussed in the town hall meeting where the officials present at the meeting stated that they are doing their best and delivering quality service and they have no problem in service delivery.

**Note:** A detailed point by point comparative analysis between baseline, midline and end-line has been carried out under resolution tab for each question that will have a clear and deep definition from the findings on a comparative base.

## 4.4 DETAILS OF QUANTITATIVE END-LINE EVALUATION FINDINGS

### Hypotheses

Corruption is an important social and ethical problem. Determining root causes of it should be the first step to fight it. NCCSO carried out a baseline research on Aug-2016 and a midline research on Mar-2017 using a dynamic panel data approach, where the organization tried to determine the likely causes of level of corruption in Farah province and special case Department of Labor and social Affairs (DoLSA). Regression results show that, past values of corruption and the level of political rights in a country are the factors that are most affecting the level of corruption in a country. This research comes with 3 hypotheses in the following ground where these hypotheses are adopted for the recent comparative end-line evaluation finding to have a clear root of changes since baseline and midline. This end-line evaluation will have a comparative base of before-after model to measure the degree of changes through the proposed following hypotheses within the period of 14 months of project implemented in the field:

**H1:** Yes, If Awareness raised corruption and corrupt practice decrease.

**H2:** Yes, if advocacy made, quality service delivery has been observed in DoLSA.

**H0:** No, there is no meaningful relationship between awareness, advocacy and corruption.

According to the baseline and midline survey data analysis a meaningful relation between awareness, advocacy and corruption exist, where it has been observed that any progress toward awareness will directly affect the level of corruption in DoLSA. As well in case of any advocacy there will be change in the level of corrupt practice in DoLSA. Thus the H1, H2 Hypothesis according to the analysis of baseline and midline survey is approved and the null hypothesis (H0) is rejected according to SPSS definition from the data and its interpretation. The correlation and significance along with other values will be discussed question wise through before-after comparative model (comparison of baseline, midline and end-line evaluation finding) in the following section.

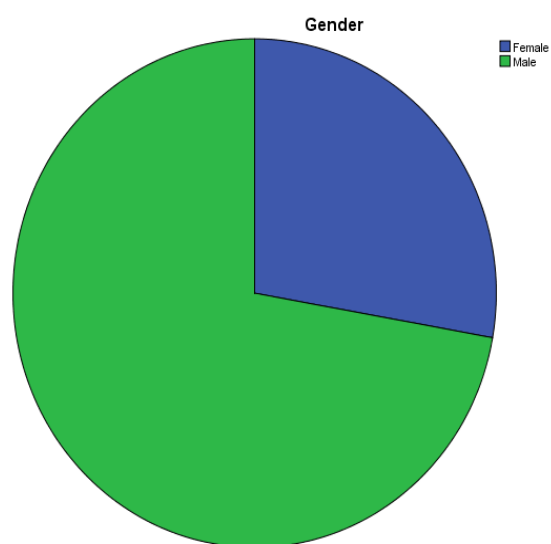
### Respondent Demography

This section outlines the demographics of the respondents targeted in both baseline, mid-evaluation and end-line evaluation from which the findings are based. Various characteristics of the population under study are presented in the succeeding section. This includes gender, sex, age brackets of respondents.

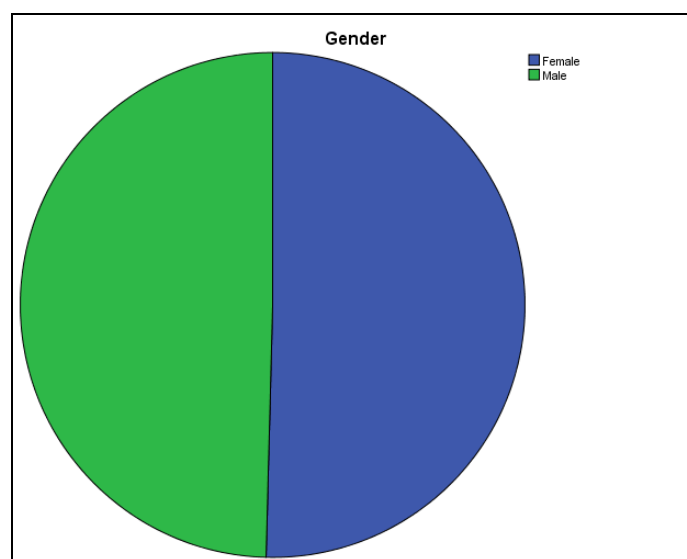
**E.D.1: Gender:** Comparing the data In End-line out of 400 questionnaire, 46.3% of the questionnaire filled by female and 53.7% filled by male participants. In midline out of 400 questionnaire, 50.4% of the questionnaire filled by female and 49.6% filled by male participants. In baseline the sample size was also 400 where 27.8% of the respondents who fill the questionnaires were female, while 72.8% of those who filled the questionnaire were male. Below is the table of the sample with percentage. All missing values are excluded from the table.



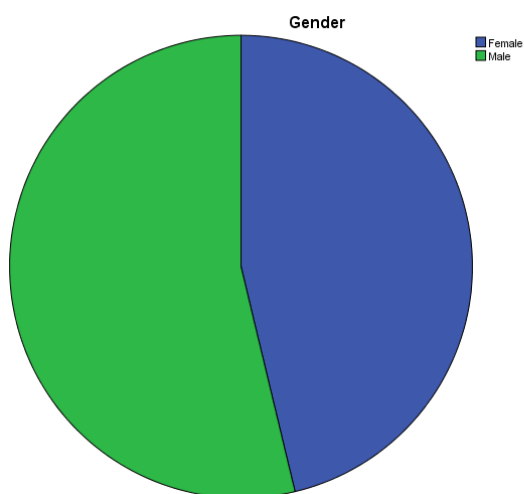
	Frequency	Percent	Valid Percent	Cumulative Percent	Period
Valid	Female	109	27.8	27.8	Baseline
	Male	283	72.2	100.0	
	Total	392	100.0		
Valid	Female	201	50.4	50.4	midline
	Male	197	49.6	100.0	
	Total	398	100.0		
Valid	Female	185	46.3	46.3	End-line
	Male	215	53.7	100.0	
	Total	400	100.0		



Source: NCCSO Baseline finding (SPSS, Ver-20)



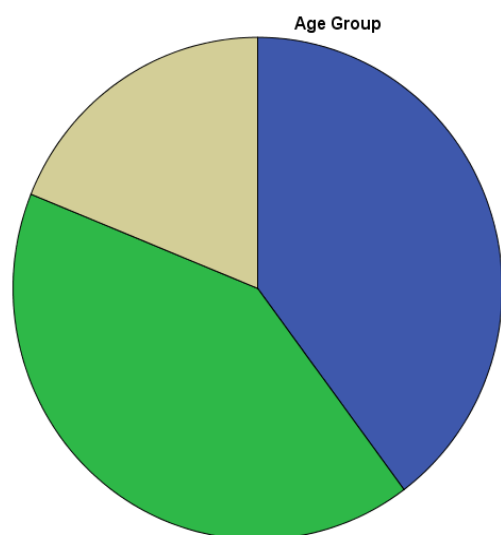
Source: NCCSO mid-evaluation finding (SPSS, Ver-20)



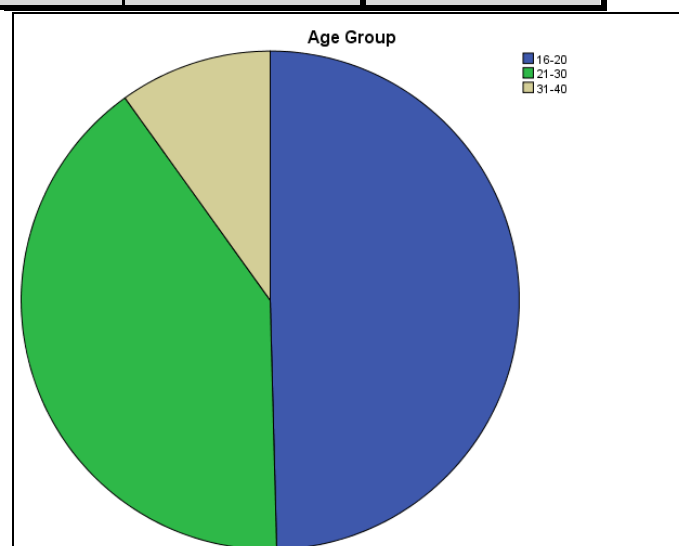
Source: NCCSO end-line evaluation finding (SPSS, Ver-20)

**E.D.2: Age Group:** The comparison of the age brackets are in the following ground; in end-line evaluation the respondent response are in the following ground; 25.3% of the respondents ranged from 16-20, 44.5% ranged from 21-30 and 30.3% ranged from 31-40. In midline-evolution; 49.6% of the respondents ranged from 16-20, 49.5% ranged from 21-30 and 9.9% ranged from 31-40, while in baseline survey the citizens age brackets were as follows; 39.8% of the respondent ranged from 16-20, 41.3% ranged from 21-30, and 18.9% ranged from 31-40.

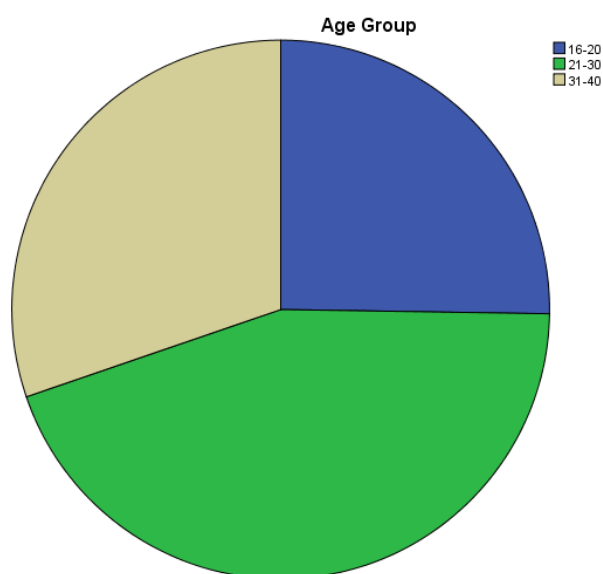
Age Group						
		Frequency	Percent	Valid Percent	Cumulative Percent	Period
Valid	16-20	156	39.8	39.8	39.8	Baseline
	21-30	162	41.3	41.3	81.1	
	31-40	74	18.9	18.9	100.0	
	Total	392	100.0	100.0		
Valid	16-20	197	49.6	49.6	49.6	Midline
	21-30	161	40.5	40.5	90.1	
	31-40	40	9.9	9.9	100.0	
	Total	398	100.0	100.0		
Valid	16-20	101	25.3	25.3	25.3	End-line
	21-30	178	44.5	44.5	69.8	
	31-40	121	30.3	30.3	100.0	
	Total	400	100.0	100.0		



Source: NCCSO Baseline finding (SPSS, Ver-20)



Source: NCCSO mid-evaluation finding (SPSS, Ver-20)

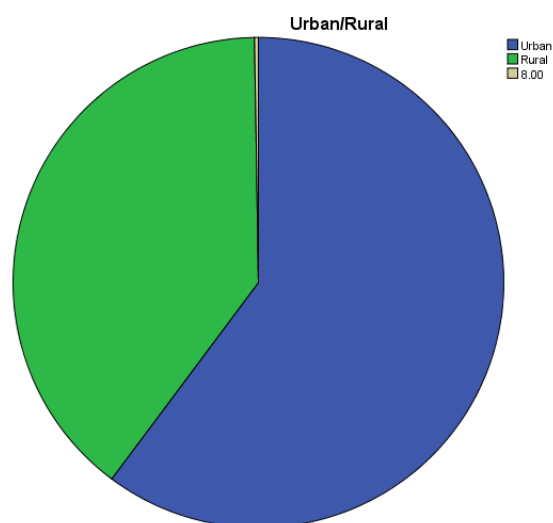


*Source: NCCSO end-line evaluation finding (SPSS, Ver-20)*

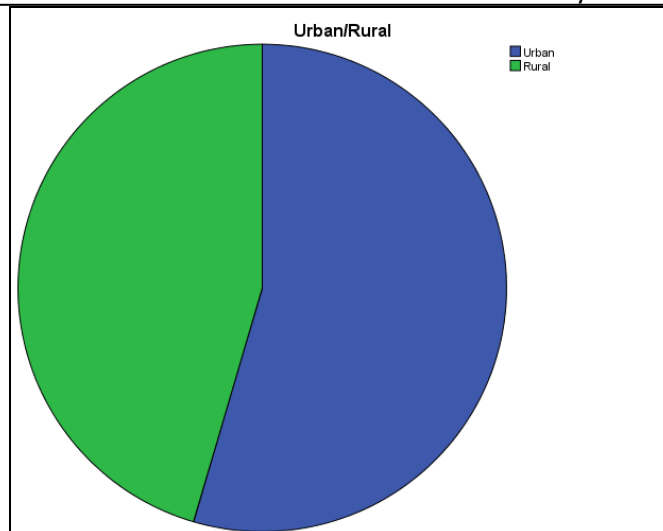
**E.D.3: Rural/Urban:** The divisions of Rural and Urban findings as of end-line evaluation contains 45% of citizens (respondents) from urban while 55% of citizens (respondents) from Rural. In mid-evaluation, 54.5% of the responded are from Urban and 45.5% are from Rural, where in baseline survey the figure was in the following ground based on the below second table, 60.2% of the responded were from rural and 39.5% were from urban areas.

**Urban/Rural (Division)**

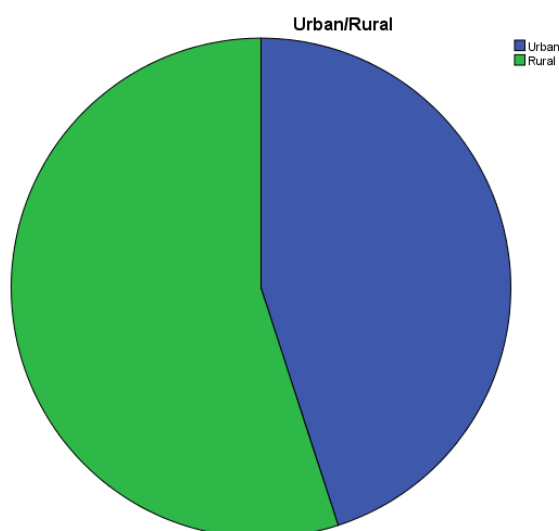
		Frequency	Percent	Valid Percent	Cumulative Percent	Period
Valid	Rural	236	60.2	60.2	60.2	Baseline
	Urban	155	39.5	39.5	99.7	
	8.00	1	.3	.3	100.0	
	Total	392	100.0	100.0		
Valid	Rural	217	54.5	54.5	54.5	Midline
	Urban	181	45.5	45.5	100.0	
	Total	398	100.0	100.0		
Valid	Urban	180	45.0	45.0	45.0	End-line
	Rural	220	55.0	55.0	100.0	
	Total	400	100.0	100.0		



Source: NCCSO Baseline finding (SPSS, Ver-20)



Source: NCCSO mid-evaluation finding (SPSS, Ver-20)



Source: NCCSO end-line evaluation finding (SPSS, Ver-20)

## SURVEY FINDINGS

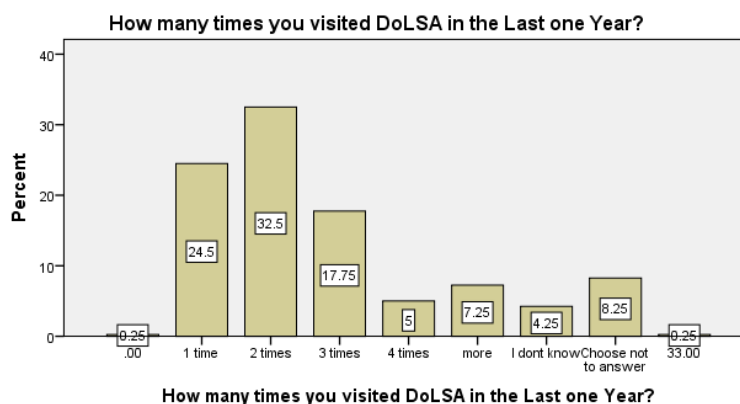
A regular to cross check the accuracy of the data a pre-test on the questionnaire has been carried out in order to measure the questionnaire/survey and/or end-evaluation reliability and the data collected, where according to SPSS analysis the Cronbach's Alpha Based on Standardized Items shows a scale of 0.696 on the Number of 20 items (20 questions), implying on a proportionally strong relation between questions and a reliable questionnaire. Based on inferential Statistics Correlation tests has been carried out in order to measure the effect of one variable on other and some significance measure has been found during analysis which will be discussed in the proceeding section.

**E.Q.1 (Visiting DoLSA in last one year):** As of end-line evaluation observing the DoLSA visits/year parameter of the finding shows a means of 2.9050 illustrating that each individual on average base visit DoLSA 3 times/year, which the figures of baseline, midline and end-line are very close. In end-line out of 400 sample size, 24.5% stated that they have visited DoLSA 1 time, 32.5% visited 2 times, 17.75% 3 times, 5% 4 times, 7.25% selected more, 4.25% they don't know and finally 8.25% choose not to answer.

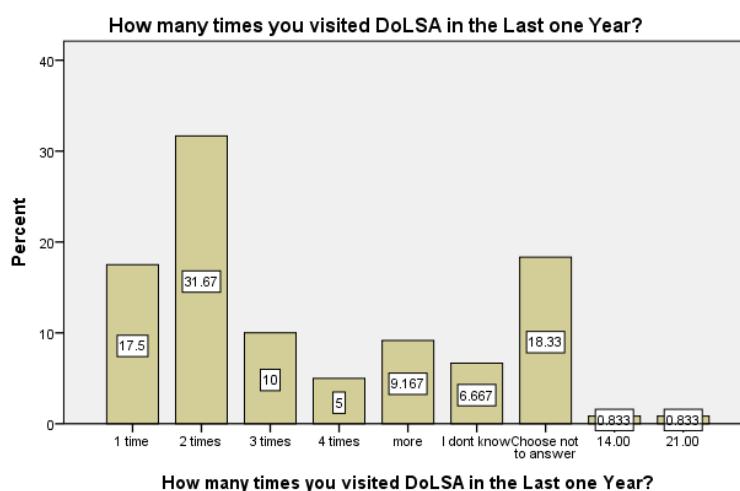
As well as of mid-evaluation the findings show the total of visit average base a mean of 3.7417 which the mean of baseline was nearly to the same figure (baseline mean 3.19990). In mid-evaluation as of total sample size 400, 17.5% from rural and urban visited DoLSA 1 time, 31.67% 2 times, 10% visited DoLSA 3 times, 5% 4 times, 9.1% more than 4 times, simultaneously 6.6% believes that they don't know the exact number of their visit to DoLSA and 18.33% selected choose not to answer.

Meanwhile the baseline Parameter on visiting DoLSA ignoring the missing values total of time of visit to DoLSA shows a mean of 3.19990 (number of visit on average base is 3 times/year) where 24.43% from rural and urban visited DoLSA 1 time, 30.10% 2 times, 13.01% visited 3 times, 5.1% 4 times, 8.4% more than 4 times, simultaneously 6.6% believes that they don't know the exact number of their visit to DoLSA and 11.7% selected choose not to answer.

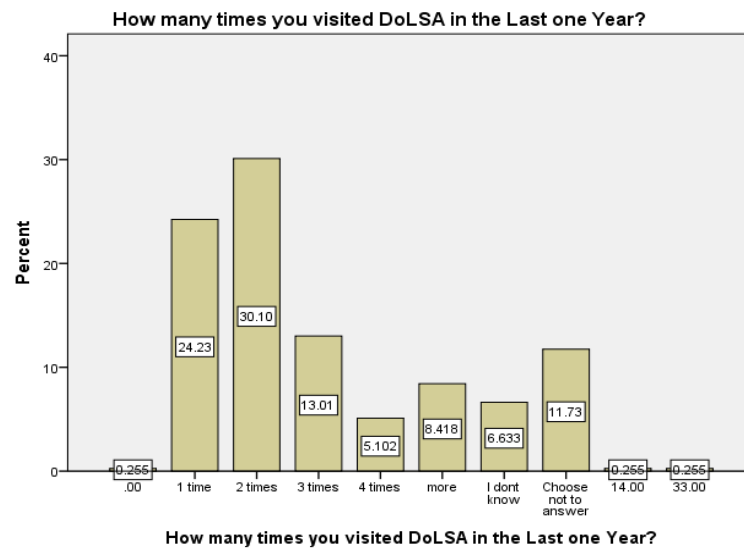
**Resolution:** Although no Significance difference observed in the number of visits of DoLSA comparing data of baseline and midline, but in end-line it has been found that the number of visit are increased and it may have several reasons, one of them maybe the quality service delivery by DoLSA where because of the changes in DoLSA people now don't use intermediaries and directly visit DoLSA and receive specific services. In baseline it was crystal clear that majority of service by DoLSA was provided by intermediaries (DoLSA secretary was one of those who made high volume of corruption and he was the intermediary who arrested after 4 months of project activities).



Source: NCCSO End-line finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



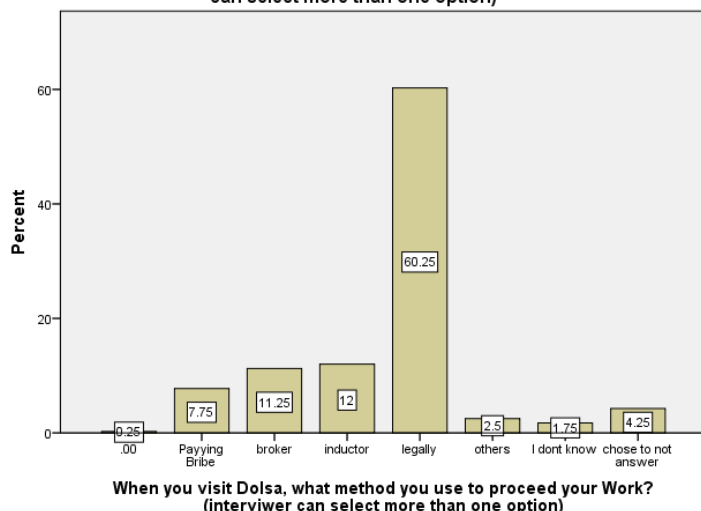
Source: NCCSO Baseline finding (SPSS, Ver-20)

**E.Q.2 (visit DoLSA, Method of proceeding your Work):** Before as of baseline, visiting DoLSA method of proceeding work were as follows: 14.4% of population were paying bribe, 13.1% were proceeding work through brokers, 21.9% were doing their tasks through inductors, 38.6% selected as doing their task through legal ways, 3.3% choose to use other options, 2.3% had no idea and finally 5.9% selected choose not to answer. As of mid-evaluation, the method of proceeding work had statistics in the following ground: 9.9% of population are paying bribe, 14.05% were proceeding work through brokers, 15.7% were doing their tasks through inductors, 50.4 % selected as doing their task through legal ways, 4.9% choose to use other options, and finally 4.9% selected choose not to answer.

Now, in end-line evaluation the statistics shows great change in the method of proceeding works which is in the following ground; 7.75% of population are yet paying bribe to DoLSA for receiving service, 11.25% were proceeding work through brokers, 12% were doing their tasks through inductors, 60.25% selected as doing their task through legal ways, 2.5% choose to use other options, and finally 4.25% selected choose not to answer.

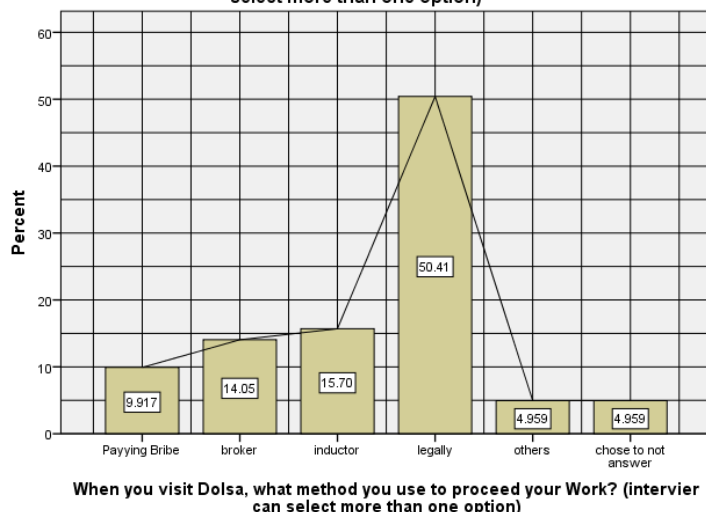
Within the baseline survey, based on the inferential statistics analysis utilizing SPSS, Ver-20 it has been found that there is a correlation of 1.00 (*means correlation is significant at the level of Alpha 0.05 2-tailed*) exist between question 2 and 7, clearly illustrating that those who have limited awareness is using other option to carry on their task in DoLSA or if the awareness raise the number of corrupt practice by the public will decrease, translating to descriptive language any changes in one question 7 will directly affect the question 2.

When you visit Dolsa, what method you use to proceed your Work? (interviewer can select more than one option)



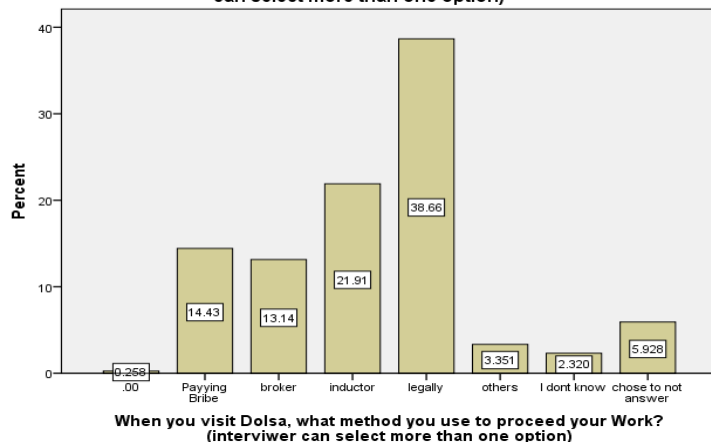
Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

When you visit Dolsa, what method you use to proceed your Work? (interviewer can select more than one option)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

When you visit Dolsa, what method you use to proceed your Work? (interviewer can select more than one option)



Source: NCCSO Baseline Survey finding (SPSS, Ver-20)

**Resolution:** There is a significance difference between the statistics of baseline and midline and end-line evaluation in the following term.

1- A trend of 10% increase in proceeding work through citizens in legal manner observed clearly illustrating a positive change where in baseline the figure of proceeding work legally stand at 38% and in end-line stands at 60% showing and increase of 22 % since baseline that can be observed as great achievement

2-Utilizing a before-after model the statistic shows a positive changes within the period of 14 months of project, the level of paying bribe at baseline stand at 14.43% while in mid evaluation the statistics shows a decrease of 5% in the level of paying bribe and in end-line the statistics imply at 7.75% where a decrease of 9% observed in level of paying bribe for service provided by DoLSA.

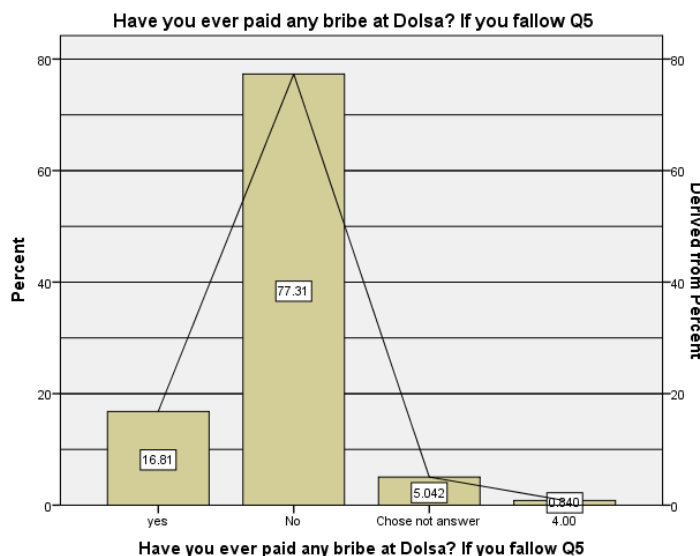
3-Before inductors were the key to access to DoLSA service where the baseline inductor statistic marks 21.9%, in midline a diminishing trend of 6% in services provided by inductors has been observed, Where now in end-line the method of proceeding work through inductors have been decreased to 12%. Comparing the three sets of data a diminishing trend means a positive change where recent arrest specifically secretary of DoLSA brought great reform in DoLSA and created a state of fear for other employees.

**E.Q.3 (paid any bribe at DoLSA):** Before, as of baseline the citizens responding to the 3<sup>rd</sup> question ignoring the missing values, asking if they paid any bribe, 28.2% answered yes, and 59.01% answered No, and 12.27% refused to answer the question. As well in midline evaluation the citizens responding to the 3<sup>rd</sup> question ignoring the missing values, asking if they paid any bribe, 16.8% answered yes, and 77.3% answered No, where 5.04% refused to answer the question. Now, in End-line Evaluation ignoring the missing values 14.86% stated that they have paid bribe, 77.58% stated that they didn't paid any bribe, while 7.55% choose not to answer the question.

Keeping in mind the 5<sup>th</sup> question the statistic imply on a mean of 3.44 which in mid-evaluation, illustrating that a major share of bribe has been solicited by two levels of employees in others and Head of department.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



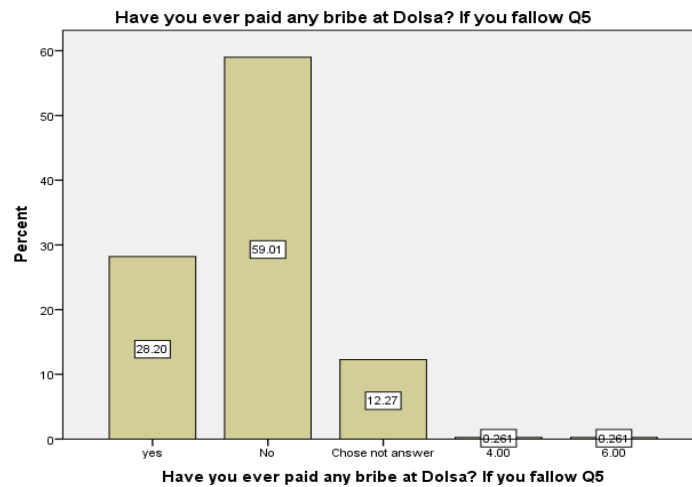
Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

**Resolution:** There is a significance difference between the statistics of baseline, mid-evaluation and end-line evaluation in the following term with respect to third question.

1-Utilizing a before-after model the statistic shows a positive changes within the period of 14 months of project, the parameter if paid bribe by DoLSA clients at baseline stands; 28.2% stated that they paid bribe where in by end of the project a total decrease of 13% observed, now standing at 14.8% stated that paid bribe. Illustrating that now the level of paying bribe has a diminishing trend.

2-The other effective positive change which is considerable is decrease in corrupt practice by DoLSA client and DoLSA employee, before in baseline only 59% of citizens stated that they didn't paid bribe and now the statistic as of midline and end-line evaluation shows an increase of 18.5% in non-corrupt practice. Now 77.5% stated that they didn't paid bribe which clearly means that people awareness raised and citizens better demand their rights. As well the parameter means that DoLSA employee don't ask for bribe very occasionally.

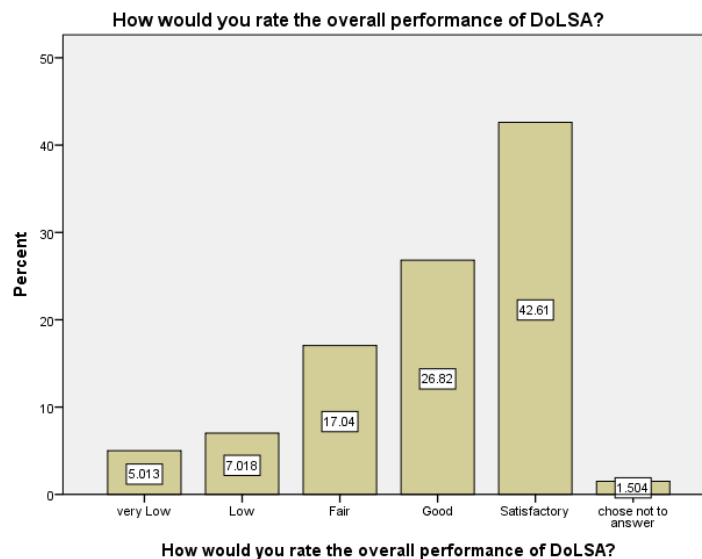




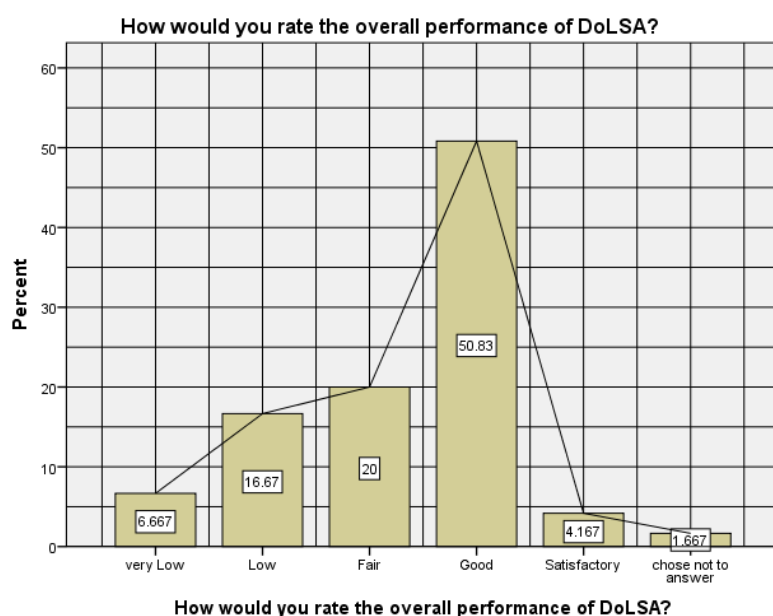
Source: NCCSO Baseline Survey finding (SPSS, Ver-20)

**E.Q.4 (rate of overall performance of DoLSA):** As of baseline finding the level of satisfaction from overall chore of DoLSA according to the statistics it stands between Low and Fair with mean of 3.0644. 13.9% mark DoLSA activities very low, 16.75% stands on low, 31.96% fair, 25.2% good, 9% satisfactory and 2.8% choose not to answer. In mid-evaluation the level of satisfaction from overall departments of DoLSA according to mid-evaluation stand between **Fair and Good showing a mean of 3.4317**. In mid-evaluation marking and rating overall DoLSA department/service, 6.6% mark DoLSA activities very low, 16.67% stands on low, 20% fair, 50.83% good, 4.1% satisfactory and 1.6% choose not to answer.

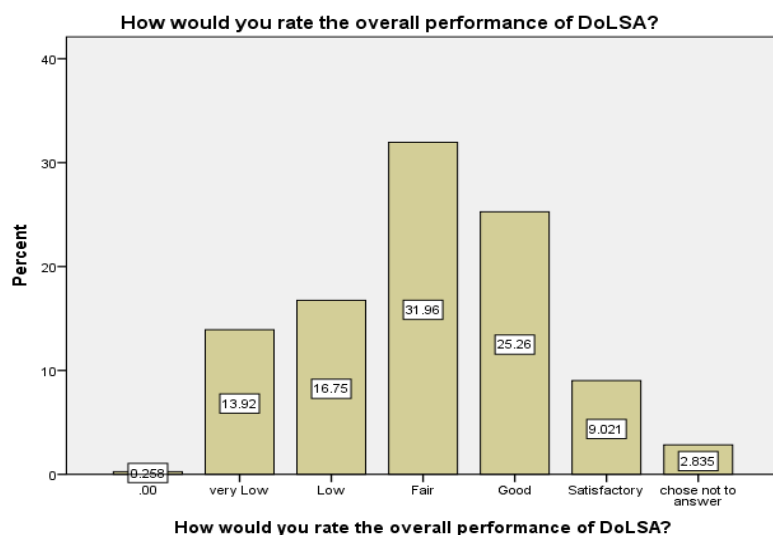
Now, After 14 months of project activity the finding shows a greater change with showing a mean of **3.9950 in end-line evaluation it clearly illustrate that the level of satisfaction of citizens from DoLSA** is raised, now in the rating overall performance rating of DoLSA stances in the following ground; 5% says the performance is very low, 7% rate as low, 17% rate fair, 26.82% rate good, 42.6% rate the performance satisfactory and finally 1.5% choose not to answer.



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** Following the question number 4 of the mid-evaluation a significance positive difference between the statistics of baseline mid-evaluation and end-line evaluation have been observed in the following ground:

1-Before the mean of baseline rating the DoLSA quality of service/activity stands with 3.0644 showing a Low and Fair quality of service where in midline the quality of service rate by citizen shows a mean of 3.4317 showing a Fair and Good quality of service/activity by DoLSA where now in end-line majority of participants selected satisfactory the service provided by DoLSA where the mean currently at the end of project stands at 3.9950 illustrating quality service by DoLSA.

2-Another positive change observed is that in baseline the observation from statistics show that previously in baseline only 25.26% of citizens stated that DoLSA services/activity stands at good condition and in midline 50.83% of participants in mid-evaluation stated that DoLSA services/ activities stand at good condition. Where now 42.6% in end-line defined the service provided as satisfactory. Illustrating a positive reform in DoLSA this reform brought through several factor including regular monitoring, replacements, arrests, fear, regular meeting with DoLSA and etc.

**E.Q.5 (level of employee has solicited bribes):** as of question 3 in baseline 28.2% respondents stated that they have paid bribe and following level of employees has solicited bribes from them; 22.22% selected officer, 9.6% to manager of section, 9.4% paid to Head of Department, 7.1% selected other option, where 51.28% refused to answer the question. The mean of 3.54 shows that bribe has been solicited by two levels of employees in DoLSA, managers and Head of department in Baseline.

As well in mid-evaluation out of 16.8% (question 3 figure) who said yes and they paid bribe, 18.33% selected officer that they paid bribe for them, 21.6% to manager of section, 8.3% paid to Head of department, 2.5% selected other option, where 48.33% refused to answer the question. In end-line out of 14.86% who said that they have paid bribe to DoLSA; 9.7% said they paid bribe to the officers, 4.9% manager of sections, 5.5% head of departments, 27% others and finally 52.76% choose not to answer.

If you have paid bribe, which level of employee has solicited bribes from you?



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

If you have paid bribe, which level of employee has solicited bribes from you?



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

If you have paid bribe, which level of employee has solicited bribes from you?



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** The comparison between baseline mid-evaluation and end-line shows a significant positive change from baseline in the following:

1-Although the mean of both baseline and mid-evaluation shows that only two level of employee of DoLSA solicited bribe from clients, but significant changes occurred since baseline where a decrease of 14% in paying bribe observed within end-line evaluation, that clearly illustrate the diminishing trend of paying bribe by citizens.

2-Next, beside diminishing trend of paying bribe comparing question 3 statistics, analyzing question 5 baseline, midline and end-line data it should be taken in to account that in end-line a major decrease has been observed paying bribe to officers, manager of section and head of departments **but the figure shows and increase 20% in paying bribe to others since baseline** which should be taken to account. Where this other selected by citizens may have several definition like, again intermediaries are a tool to pay bribe for them, DoLSA created intermediaries to take bribe or the people are forced to pay bribe through other sources and etc.

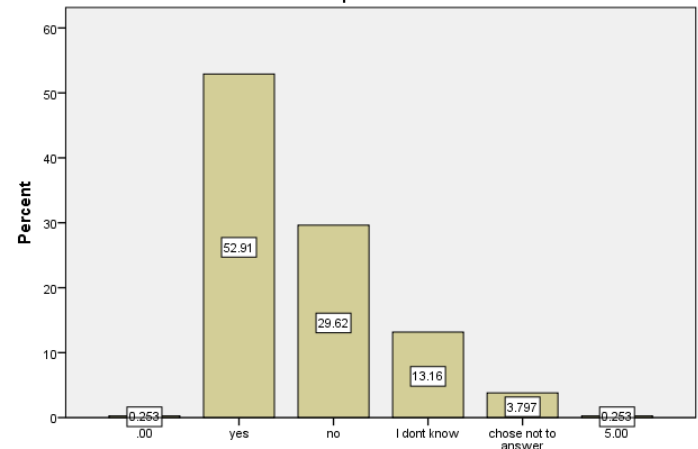
**E.Q.6 (information regarding corruption in your community):** Before, as of baseline keeping in mind other missions on decreasing corruption, to question 6<sup>th</sup>, 28.53% of population said yes to information they received regarding corruption the frequency table shows that this percentage of population lives in urban areas, meanwhile 43.19% who said selected no lives in rural areas with limited access to information around corruption, 21.47% selected I don't know and 6% refused to answer the question. within mid-evaluation the respondents to 6<sup>th</sup> question regarding if there been any information regarding corruption in their community answered in the following ground; 36.36% of population said yes to information they received regarding corruption, meanwhile 38.84% selected no, 14.88% selected I don't know and 9.09% refused to answer the question. In End-line answering to the 6<sup>th</sup> question 52.91% stated yes that there was information around corruption, 29.62% said no, meanwhile 13% selected they don't know and finally 3.79% choose not to answer.

**Resolution:** The comparison between baseline, midline and end-line shows a significant positive change from baseline in the following:

1-In baseline 28.53% stated that there has been information around corruption in their community, in mid-evaluation raised to 36.36% and in end-line 52.91% stated that there has been information around corruption, where the 14 months of project shows an increase of 24%. This 24% increase in information around corruption may be reached to citizens through several activities including volunteer trainers, follow-up committees, posters, seminars and other activities like TV and Radio broadcasts (although TV and Radio are not favorable as found in end-line qualitative evaluation).

2-Before in baseline total of 43.19% of respondents added that their hasn't been any information around corruption in their communities and now by end-line evaluation this percentage decreased by nearly 13.5% and reached to 29.62%, clearly illustrating that 14 month of NCCSO-USIP project had a major impact in local communities and now a larger number of people are aware around corruption in local district of Farah province.

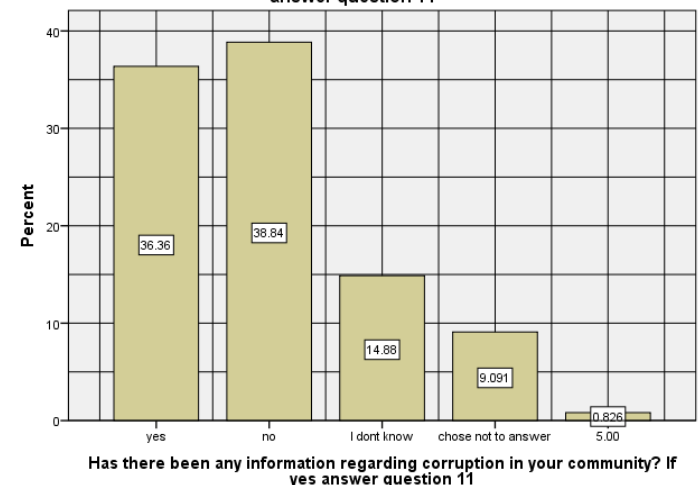
Has there been any information regarding corruption in your community? If yes answer question 11



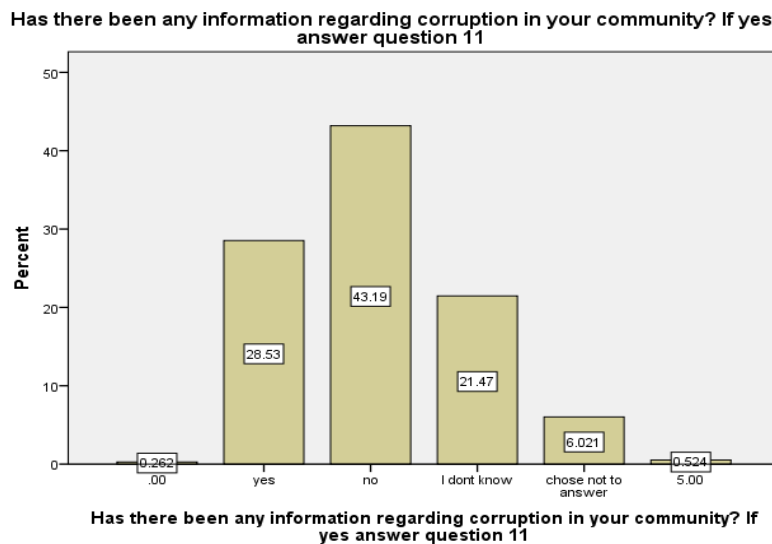
Has there been any information regarding corruption in your community? If yes answer question 11

Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

Has there been any information regarding corruption in your community? If yes answer question 11



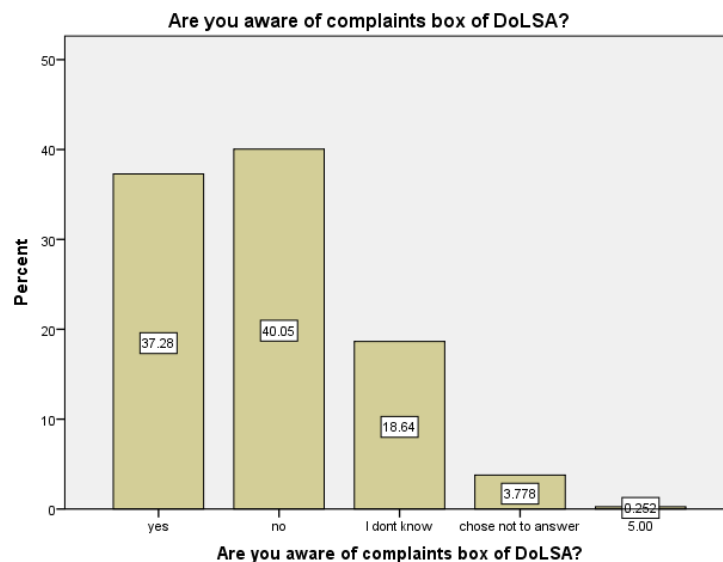
Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



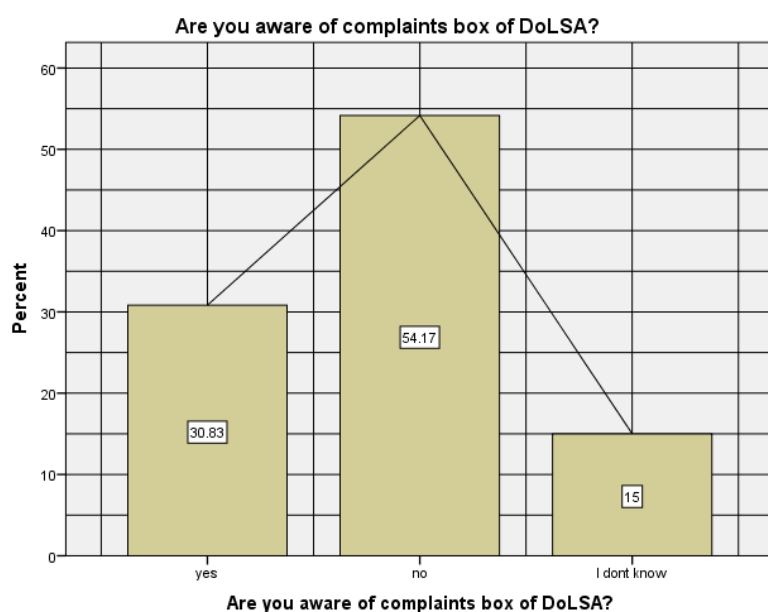
Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.7 (Are you aware of complaints box of DoLSA?):** One way of curbing corruption at workplace is providing complain box at departments, as of baseline survey; 15.54% the respondents provided a yes to existence of complaints boxes, 62.69% were not aware, 16.32% selected I don't know and finally 5.1% of the respondent choose not to answer. A proportionally **positive weak correlation of 0.060 exists between Q7 and Q8 due to unawareness of people** from the complaint box. That it can be evident from the answer 15.54% yes from the Q7.

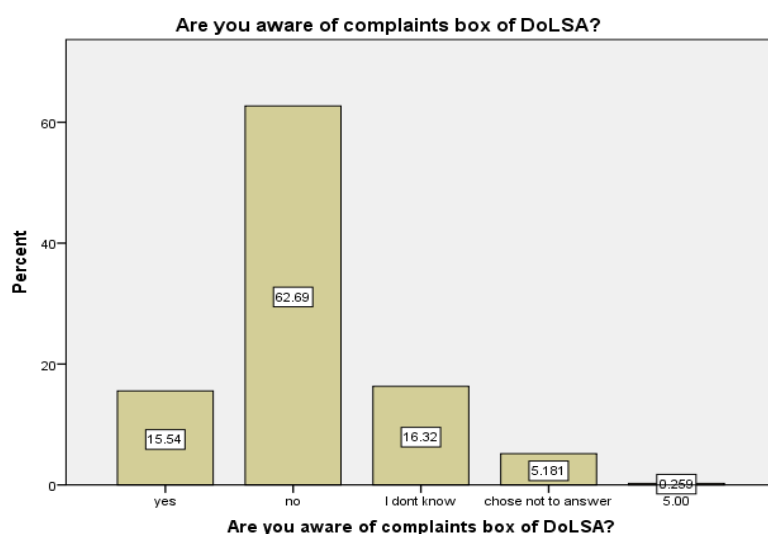
As of mid-evaluation regarding the awareness about complaints box in DoLSA; 30.83% of the respondents provided a yes to existence of complaints boxes and stated that they are aware, 54.17% were not aware and finally 15% selected I don't know. In end-line evaluation the citizens answering Q7 regarding awareness about complaints box in DoLSA, 37.28% of the respondents provided yes on existence of complaints box and stated that they are aware, 40% were not aware, 18.6% selected I don't know and finally 3.77% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.8 (filed a complaint from DoLSA):** Awareness about corruption and corrupt practice is the key element of filing complaint the lack of awareness and absolute dispersion (Weak correlation and Regression model ANOVA) between Q6, Q7 and Q8 created context for limited complaints. As of baseline survey 21.76% of the total respondents who were aware filled complaints, 74.87% filed no complaints and 3.3% selected I don't know. As well in mid-evaluation parameter for question 8 is in the following ground; 41.32% of respondents to questionnaire included that they have filled complains, 52.07% added that they didn't filled any complaints and finally 6.61% choose I don't know. As well through end-line evaluation the parameter for question 8 are in the following ground; 46.84% of the respondents stated that they have filled the complaints, 48.61% included that they didn't fill any complain and finally 4.55% said that they don't know about the complains.

**Resolution:** Following the project direct and indirect awareness and advocacy approach, in comparison to baseline and mid-evaluation in end-line significant positive changes observed which is in the following ground:

1-In baseline 15.54% of respondents stated that they are aware of DoLSA complain box, and now as of end-line evaluation nearly 37% of respondents stated that they are aware of DoLSA complaint box, which show an increase of nearly 22% since baseline in the level of awareness of citizens.

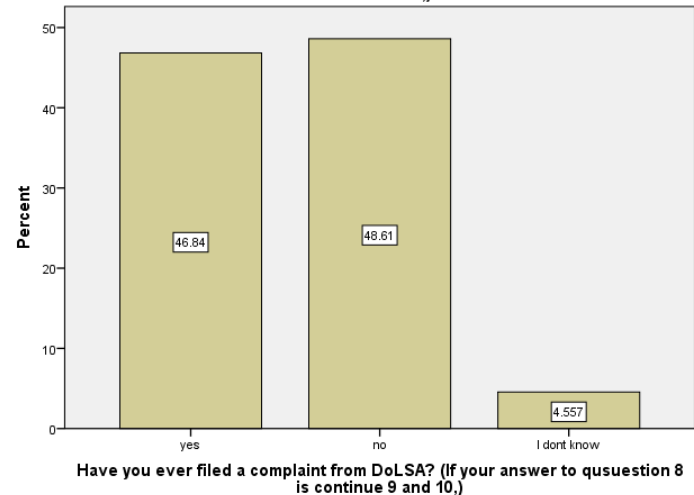
2-Before in baseline total of 62.69% of respondents added that they aren't aware of DoLSA complaints box where this figure decreased to 54.17% in mid-evaluation as well this figure in end-line decreased to 40%. Showing diminishing trend 22%, this clearly illustrate that citizens are now better aware about complaint box that majorly this awareness provided by volunteers and committees in the districts as part of their awareness activities.

**Resolution:** In baseline due to lack of awareness the number of complaints filled was limited and after the 14 month in mid-evaluation the statistic illustrated nearly weak positive change since baseline, but in end-line although changes has come in the figure but it not that big:

1-In mid-evaluation following the question 7 it has been found that regarding complaint boxes 15% more citizens was aware since baseline that this directly affected the in filling complains. Before in baseline only 21.76% was filling complaints and in midline the figure increased to 41.32% of filling complaints by citizens. **Although nearly 8% more people are aware of complains box of DoLSA (refer to Q7) since midline but the figure of registering complains shows and increase of only 5% since midline.** This slow trend of registering complains through complain boxes maybe affected by several factors, the procedure of receiving and solving problem through complains box are very weak, second the people may be registered complains but they didn't receive any response and finally the procedure take too much time to solve a single issue.

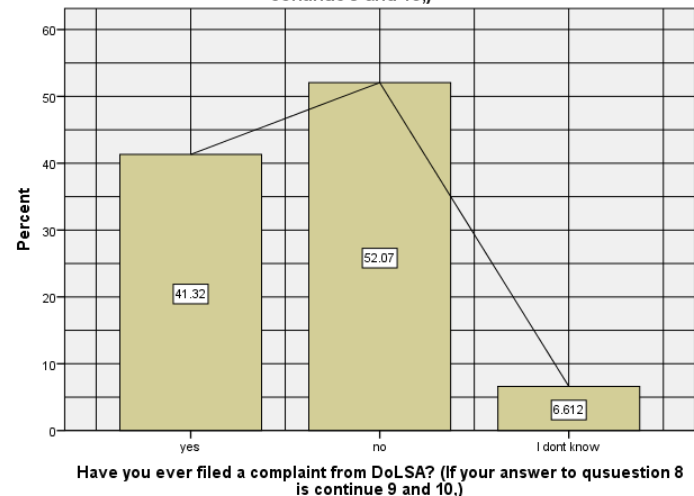
2-Awareness and advocacy as of part of project activity had positive change on the level of filling complains while facing corruption, where in baseline 74.07% of respondents stated that they didn't fill any complaint while facing corruption, where in end-line evaluation this figure decreased to 48.61%, defining an increase in the level of filling complaints.

Have you ever filed a complaint from DoLSA? (If your answer to question 8 is continue 9 and 10.)



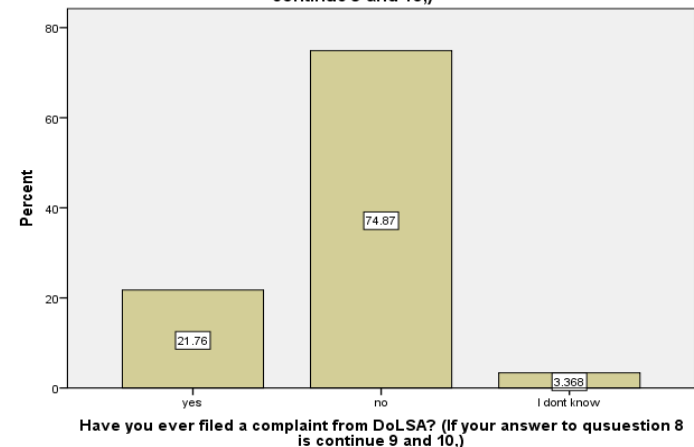
Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

Have you ever filed a complaint from DoLSA? (If your answer to question 8 is continue 9 and 10.)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

Have you ever filed a complaint from DoLSA? (If your answer to question 8 is continue 9 and 10.)

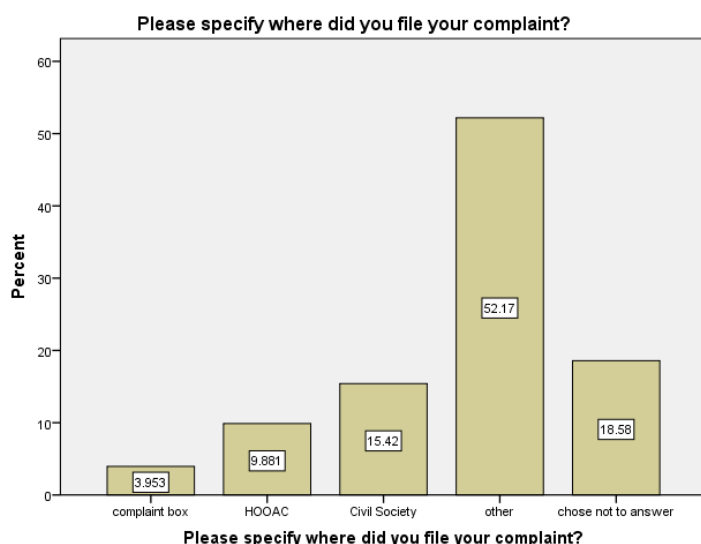


Source: NCCSO Survey finding (SPSS, Ver-20)

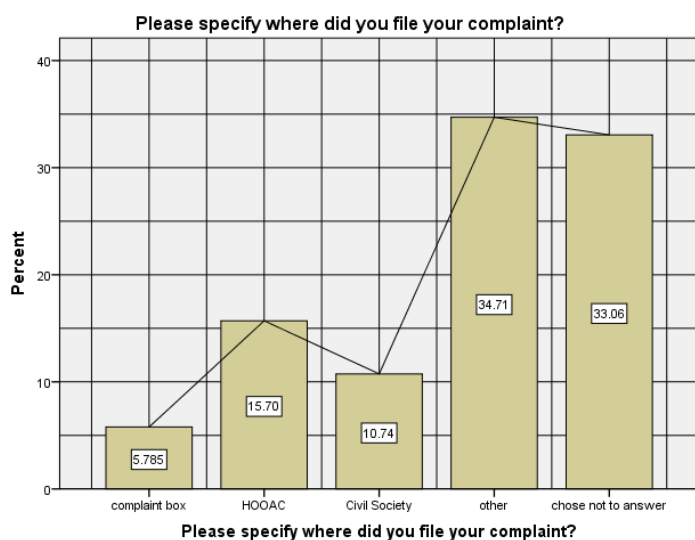


**E.Q.9 (where you filed your complaint?):** Before, as of baseline out of 21.76% population who filed complains, 6.89% used complain box as a tool of submitting complain, 13.30% through HOOAC, 19.7% shared complains with Civil society, 12.8% submitted their complain elsewhere, and finally 47.29% choose not to answer. As well in mid-evaluation out of 41.32% complains (question 8) clients of government department who filled, 5.78% used complain box as a tool of submitting complain, 15.70% through HOOAC, 10.74% shared complains with Civil society, 34.71% submitted their complain elsewhere or other (**other in here means, the respondents added that this complaints submitted to NCCSO follow-up committees and volunteer trainers**) and finally 33.06% choose not to answer.

Comparing to the baseline and midline in end-line evaluation out of 46.8% who filled complain form DoLSA; 3.9% used complains box as tool for submitting complains, 9.8% registered with HOOAC, 15.4% used civil society and submit their complaints, 52% submitted their complains elsewhere or other (since there was no defined option for NCCSO in questionnaire the other option changed to complain submitted with NCCSO through volunteers, follow-up committees and NCCSO Farah office or other means), and finally 18.5% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



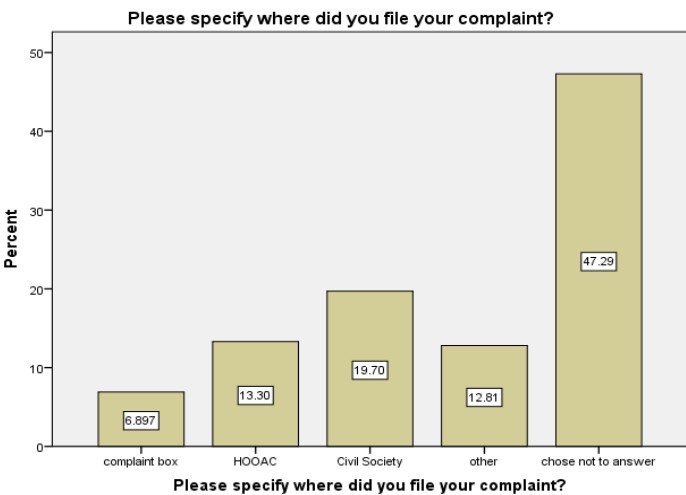
Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

**Resolution:** There is a significance difference between the statistics of baseline mid-line and end-line evaluation in the following term:

1-In baseline majority of the complains filled with civil society and other organization according to the mean of 3.8030, where according to the mid-evaluation and end-line finding majority of the complaints within period of project filled with other which in here target is NCCSO, this complaints filled with follow-up committee, volunteer trainers and NCCSO Farah office where the means stands at 4.2219, illustrating clearly that follow-up committee and volunteer trainers are a trustable place for filling corruption complains.

2-Switching from complain box, HOOAC and civil society to Other (NCCSO), clearly means that people trust to NCCSO as a reliable place to submit their complaints. Second the reason that people are switching from other places and organization to NCCSO is that they didn't get a good result from them thus to solve their problem people switched to NCCSO.

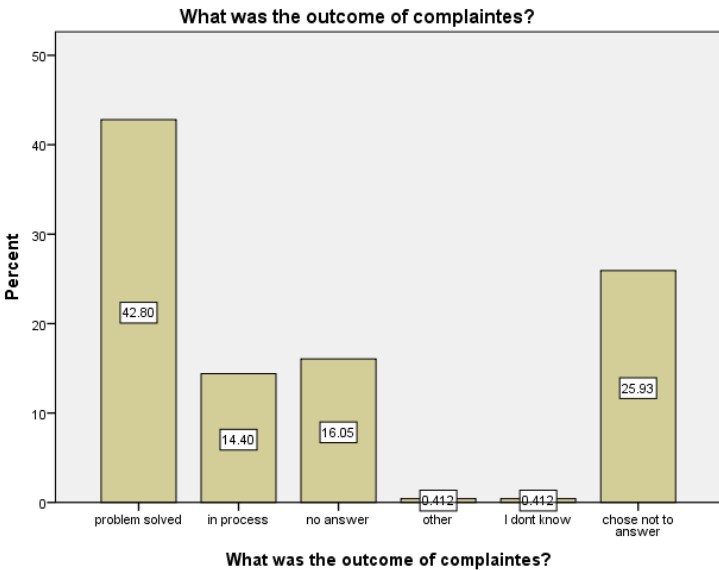




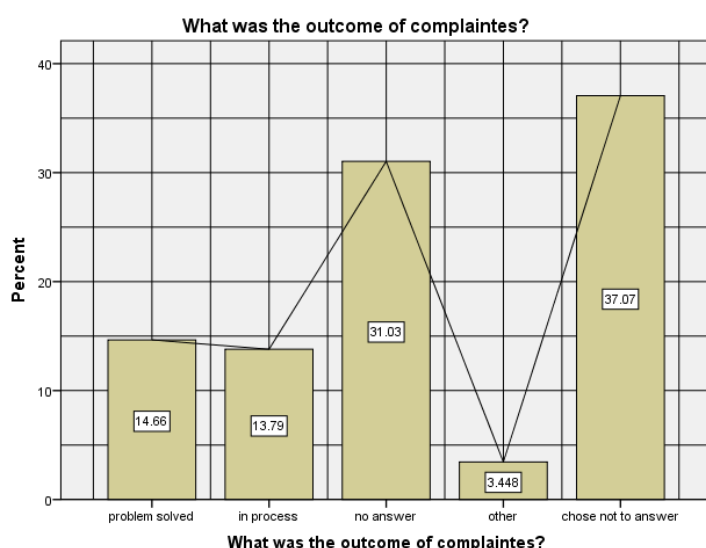
Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.10 (outcome of complaints?):** Before, in baseline with keeping in mind the submitted complains by the population, 5.7% of respondents stated that the problem or complaints solved, 11.52% of respondents stated complains are in process, 19.9% yet no answer received from their complain, 2.6% selected other conditions for their complaints, 0.52% selected I don't know and finally 59.6% choose not to answer. The percentage/mean shows that in majority of the cases there is no respond for the complaints submitted by a citizen/s. Meanwhile in mid-evaluation, out of above complaints figures filled/mentioned in question 9, 14.66% stated that problem solved as of complaints, 13.79% stated that complains are in process, 31.03% stated that they didn't receive any answer from their filled complaints, 3.44% choose other condition and finally 37.07% selected chose not to answer.

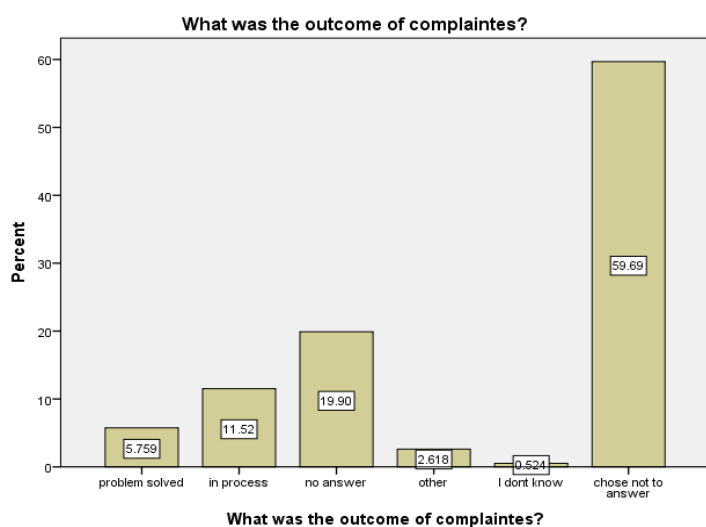
Comparing the baseline and midline in end-line the figure show a more effective progress where out of the registered figure of complains, 42.8% stated that their problem solved, 14.4% stated that its in process, 16% didn't received any response from their complains yet and finally 25.9% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** Significance positive difference observed comparing baseline, midline and end-line evaluation finding, where the finding clearly illustrated the changes in the following ground:

1-Positive changes in parameter of problem solved has observed, in baseline out of 21% filled complaints only 5.75% were solved, where in mid- evaluation out of 41% filled complaints 14.66% of the problem solved, and finally in end-line out of 46.8% who filled complains 42%/100% solved.

2-Before, in baseline only 11.52% of the complaints were process and now as of end-line evaluation 14.4% of complaints are in the process showing a trend of nearly 4%.

3-Before, the number of complaints were limited to 21% in baseline with an improvement and increase to 41% in midline, where now in end-line 46.8% citizens filled the complaints, mentionable that these 46% figure are the complains toward corruption generally and specifically context to DoLSA. Additionally the 48% who didn't stated they didn't filled have several reasons, first the question had limitation and asked if they complained about DoLSA so it means that complain to other department will include not, as well no means that they didn't fill complain in DoLSA.

**E.Q.11 (receive awareness/information about corruption):** In baseline raising the question regarding receiving awareness and information about corruption the respondents stated radio stands at first grade, 45.2% believes that Radio is the best tool to spread awareness/information, 19.8% of respondents select seminars, 23.5% selected through elders, 7.1% select civil society, 0.5% selected other tools and 3.7% choose not to answer. As of mid-evaluation, the respondents once again rated the best tool for receiving awareness and information about corruption in the following ground; yet 31.40% believes that radio is the best tool, 20.66% believes awareness should be carried out through seminars, 33.06% believes that it should be through elders, 10.74% believes it should be done by civil society and finally 4.13% choose not to answer.

As of end-line evaluation responding to the 11<sup>th</sup> question, 25.5% selected radio as a tool of receiving awareness/information around corruption, 8.1% selected seminars, 35.7% through elders, 6.3% through civil society, 20.9% through other sources and finally 3.3% choose not to answer.

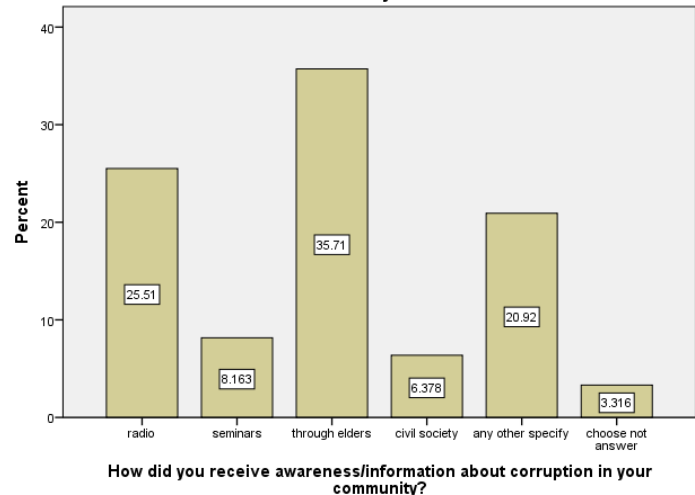
**Resolution:** The confidence interval as of baseline and mid-evaluations stands nearly at same position, where comparing baseline and midline with end-line it shows significant changes in the following ground;

1-As of baseline 45.24% of respondents believed that radio is the best tool for spreading information and raising awareness, where this figure decrease by 14% in mid-evaluation and people believes that in majority of villages radio is not working and other tools should be substituted with radio to reach awareness nearly to the all citizens in target districts. After the midline NCCSO signed contract with Neshat Radio that had wider coverage than Faryad Radio, where this resulted that 25.5% citizens select radio as tool for receiving awareness around corruption, but yet the radio is not favorable and our assumption were wrong.

2-What has been observed as change in the taste of citizens/respondents since baseline is the role of elders as medium for spreading awareness and outreach? In baseline 23.54% believed that awareness are received through elders where in mid and end evaluation now the respondents increase the role of elders from 23.54% in baseline to 35.71% in end-line evaluation. This means that people taste is likely changing because the limitation other tools have for spreading information and awareness.

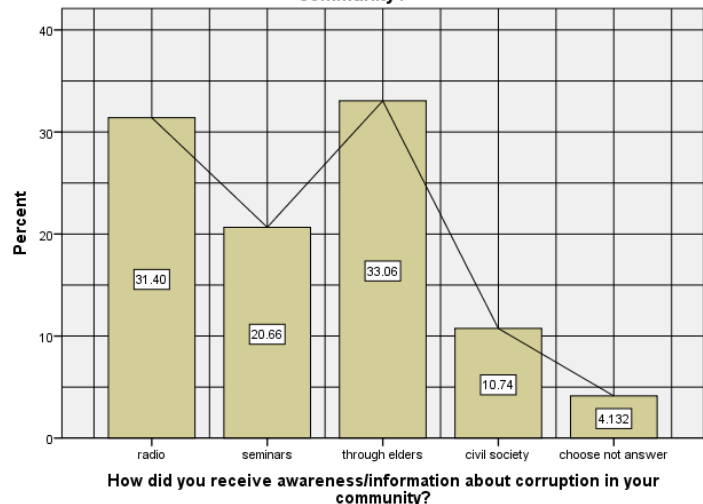
3-Previously other option was not that feasible and effective, in baseline 0.5% selected other tools for receiving information, where now as of end-line evaluation 20.92% state that they receive information around corruption in their community through, volunteers, follow-up committees, posters, and other medium like propagandist from justice department and other organizations. This shows that the activity of volunteers and follow-up committees are effective.

How did you receive awareness/information about corruption in your community?



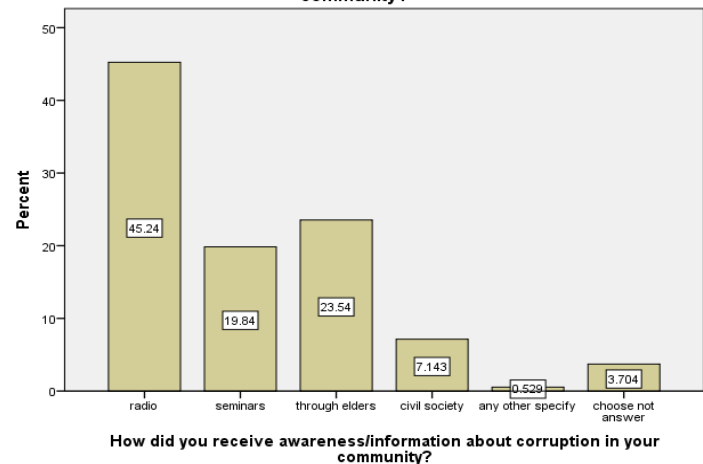
Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

How did you receive awareness/information about corruption in your community?



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

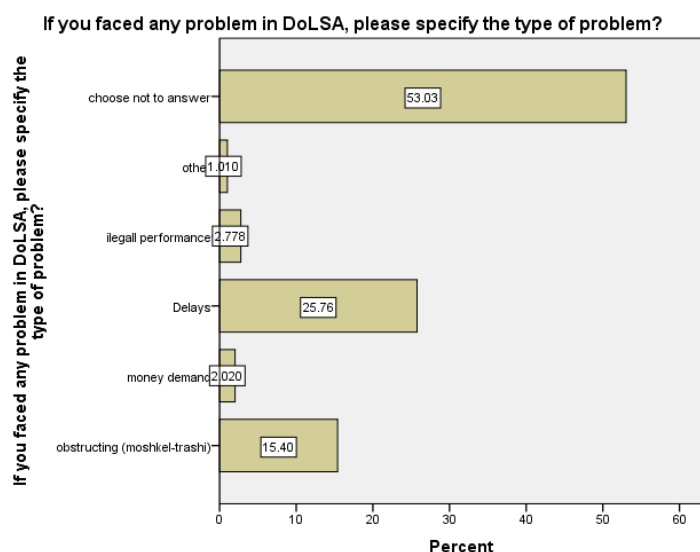
How did you receive awareness/information about corruption in your community?



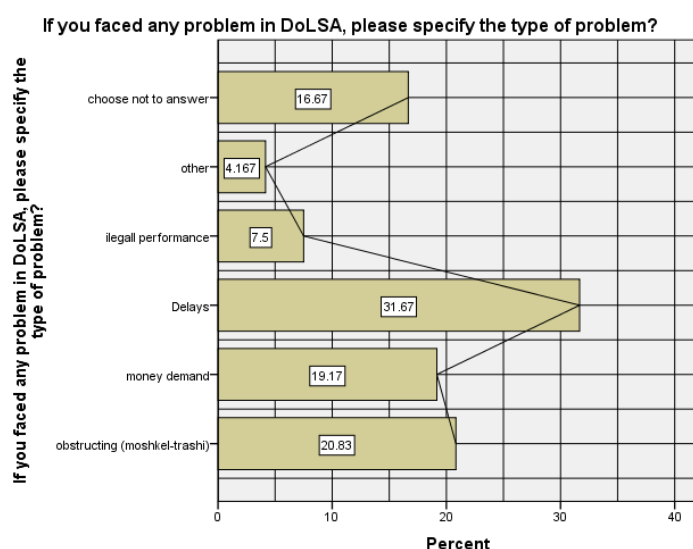
Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.12 (type of problem?):** The first case according to the Spearman and Pearson correlation <sup>2</sup> index there is a positive proportionally strong correlation exist (Spearman 0.458 and Pearson 0.451) between Q12 and Q13 (the more is the challenge or problem in DoLSA the higher the bribe rate). Before, as of baseline survey finding, 35.51% of the respondent believe the major problem in DoLSA is obstruction (moskhel-trashi), 15.1% answered money demand, 26.8% select delays, 9.9% answers illegal performance, 2% imply on other types of challenges and 10.1% choose not to answer. **As of mid-evaluation**, yet 20.83% of the respondent believe the major problem in DoLSA is obstruction (moskhel-trashi), 19.17% answered money demand, 31.67% select delays, 7.5% answers illegal performance, 4.16% imply on other types of challenges and 16.67% choose not to answer.

Out of 400 questionnaire only 187 citizens responded to the question 12 answering that they have faced problem with following type of problem; 15.40% stated that they faced obstruction (moskhel-trashi), 2% faced money demand, 25.7% faced delays, 2.7% illegal performance, 1% other type of problems, and 53.03% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

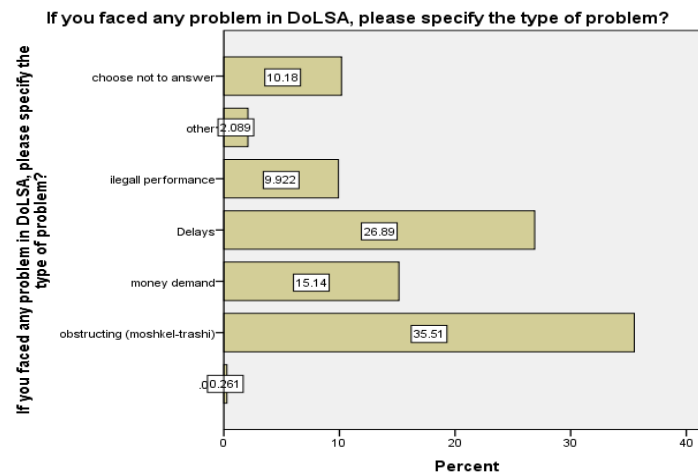
**Resolution:** comparing the baseline, midline and end-line what has been observed as positive change is in the following ground:

1-Not facing problem in DoLSA is one of the great achievement of the project, in end-line 213 citizens based on sample stated that they didn't face any problem in DoLSA representing nearly half of the citizens interviewed where this means that people are aware about their rights and are able to better demand their rights.

2-Before, in baseline and midline the money demand as part of problem in DoLSA was great challenge standing at 19%, but now in end-line it the figure decreased to 2%. But it should be kept in mind that whenever there is a reduction in asking for bribe other factors are affected, in here as end-line once again obstruction (moskhel-trashi) and delays are the key challenge.

3-Delays may have several factors one of them is because the DoLSA officials don't ask directly for bribe and they are making the delay till the citizen himself pay him money as gift, second delay may be result of recent change in DoLSA like replacement, lack of staff, gap in work of DoLSA and any other issues.

<sup>2</sup> Correlation is significant at the 0.01 level (2-Tailed)



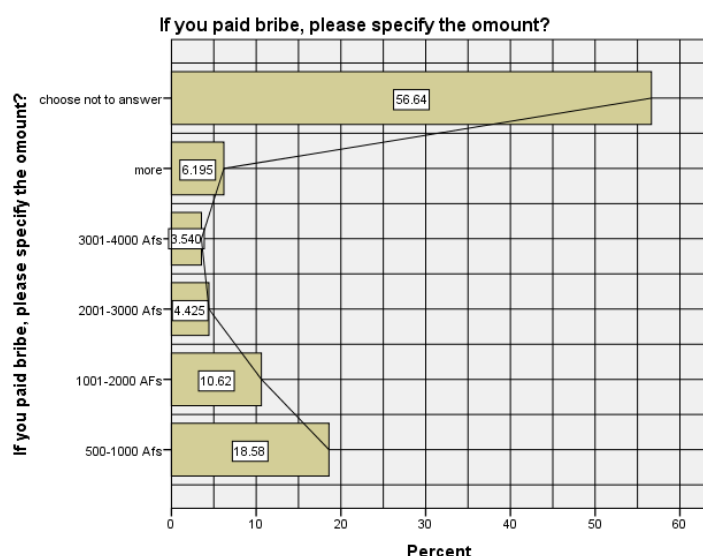
Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.13 (paid bribe amount):** Before, as of baseline based on the strong significance level and correlation, 12.96% paid a bribe between 500-1000 Afs, 17.13% paid 1001-2000 Afs, 8.3% paid 2001-3000 Afs, 9.2% paid 3001-4000 Afs, 11.57% more than 4000 within period of one year and finally 39.8% choose not to answer. Based on the sample size of population the mean imply on 4.0602 defining that each individual pays an average of 3000- 4000 Afs as bribe per year to DoLSA. As of mid-evaluation finding; 18.58% paid a bribe between 500-1000 Afs, 10.62% paid 1001-2000 Afs, 4.42% paid 2001-3000 Afs, 3.54% paid 3001-4000 Afs, and 6.19% more than 4000 within period of one year and finally 56.64% choose not to answer. This mid evaluation in a comparative model of before and after shows that the volume/amount of corruption is now tiny and big amounts paid as bribe.

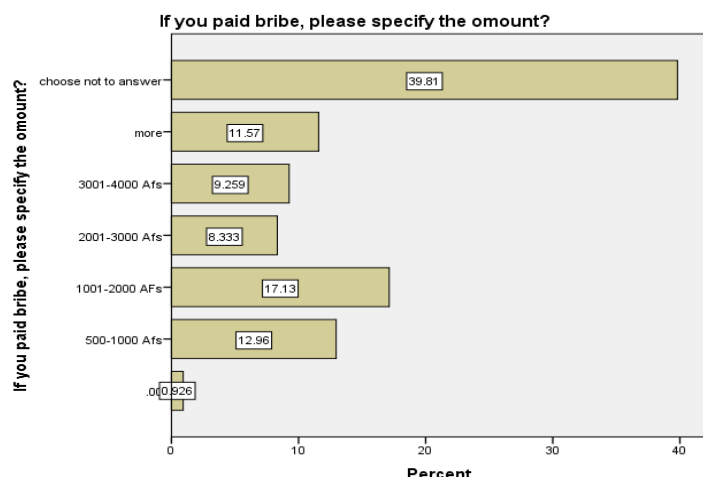
Comparing the data of baseline and midline with end-line evaluation it has been observed that yet; 6.8% paid a bribe between 500-1000 Afs, 13.3% paid 1001-2000 Afs, 5% paid 2001-3000 Afs, 3.2% paid 3001-4000 Afs, and 3.6% more than 4000 within period of one year and finally 66.97% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** Raising the 13<sup>th</sup> question, a significant positive changes observed in end-line evaluation period since baseline and midline which is in the following ground:

1-Before, in baseline the amount of bribe paid to DoLSA was huge and majorly paid upon service delivery, now after end-line and mid-evaluation it has been observed that the amounts are changed and decreased on average base from 5-10% at each parameter comparing baseline midline and end-line evaluation. Although no significant changes between midline and end-line has been observed, but to be mentioned that only 187/400 faced problem in DoLSA not all of them paid bribe where 66.97% choose not to answer simply implying no all cases of corruption bribe is paid.

2-Although comparing baseline and midline figures a diminishing trend of paying bribe observed since the baseline data, but in end-line the rate is constant and even shows nominal increase in some parameters where this is due to figure dispersion, analyzing simply that out of 187 citizen who faced problem nearly 40 citizens stated that they have paid bribe with specific amounts where these amount and percentage are clearly outlined in end-line evaluation graph.

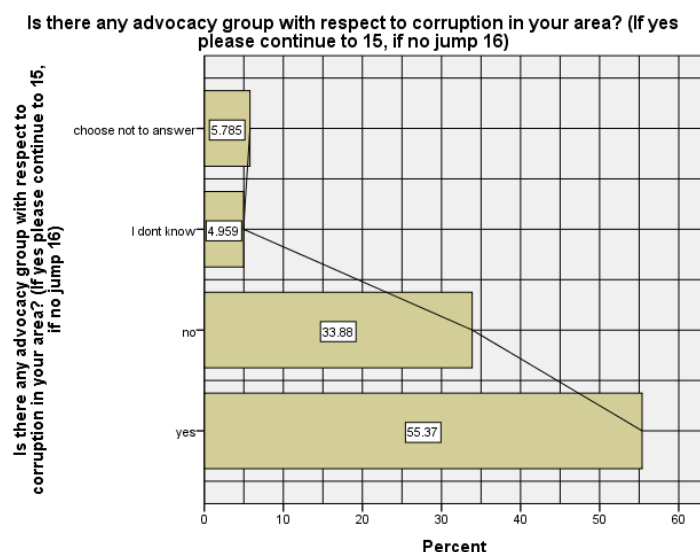
**E.Q.14 (advocacy group on corruption):** Ignoring the missing value, as of baseline answering to the question 14<sup>th</sup> on existence of advocacy groups, 45.11% selected yes as presence of advocacy groups, 39.13% answered no, 12.2% answered I don't know, and 2.9% choose not to answer. The 45.11% who answered yes are majorly from urban areas based on the inferential statistics where lack advocacy groups have been observed with respect to rural areas (districts) according to analysis. In midline the citizens answered to the question in the following ground; 55.37% selected yes as presence of advocacy groups, 33.88% answered no, 4.95% answered I don't know, and 5.78% choose not to answer. According to the sample demographic more than 60% of the respondents are from rural areas (districts), where this current figures in mid-evaluation shows existence of advocacy groups created through this current project and citizens are aware of this advocacy groups.

In comparison to baseline and midline in end-line more people were aware of the advocacy groups around corruption, responding to the question 14<sup>th</sup> 68.28% stated that they are aware of the advocacy group in their communities, 15.59% stated that they are not aware, 13.44% stated that they don't know and finally 2.15% choose not to answer.

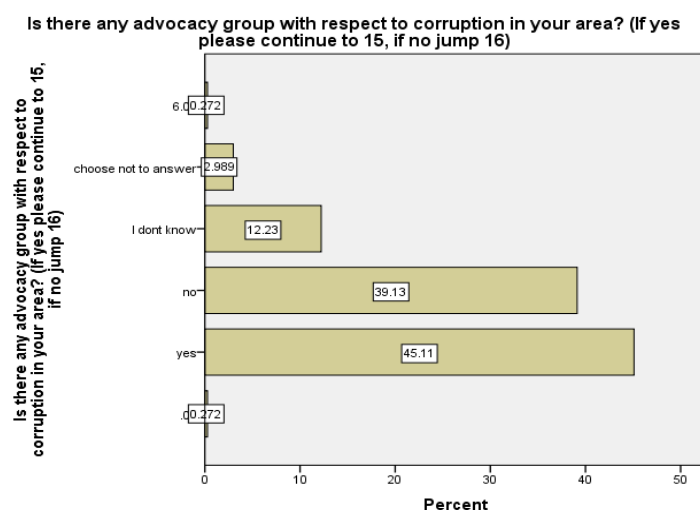




Source: NCCSO End-line finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** Following the 14<sup>th</sup> question and keeping in mind the baseline survey it has been observed that now after 8 months the advocacy groups are known by citizens:

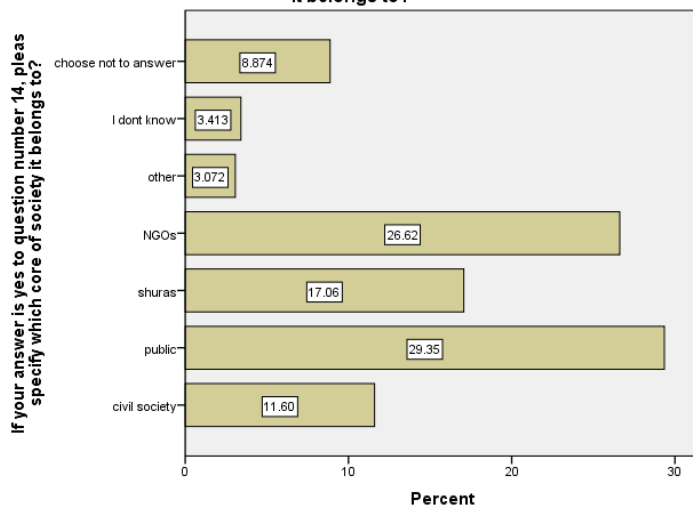
1-Before, in baseline survey the respondents 45.13% chosen yes and stated that there is advocacy group with respect to corruption in their area, as well in mid-evaluation parameter shows an increase of 10% in existence of advocacy groups since baseline and stands at 55.37%. Where in now at end-line evaluation 68.28% are aware of the advocacy group in which it is believed that the majority of the participants are aware of follow-up teams, volunteers and NCCSO DATs at their districts.

2- A decrease of nearly 25% has been observed since baseline in number of those citizens who didn't had information or those communities that there were no advocacy around corruption in their community, where in baseline 39.13% of citizens responding to the question stated that they are no advocacy groups in their communities, which in end-line this figure decreased to 15.59, clearly illustrating that follow-up committees and volunteer trainers has major share as advocates for reform in local communities.

**E.Q.15 (which core of society the Advocacy groups belong):** Before, as of baseline the respondents answered the 15<sup>th</sup> question in the following ground; civil society with 34.46% stand at the top level who advocate for corruption, similarly, 8.2% of advocacy groups belong to public, 27.3% are Shuras, 2.9% are NGOs, 5.2% are other groups, where 4.4% of responded answered I don't know and finally 16.8% choose not to answer. Responding to the question in midline evaluation; 12.93% chosen civil society as existing advocate in their communities, 17.24% selected local public, 27.59% are shuras, 6.89% Non-governmental organization, 3.44% chosen others, 6.03% chosen I don't know and finally 25.86% choose not to answer.

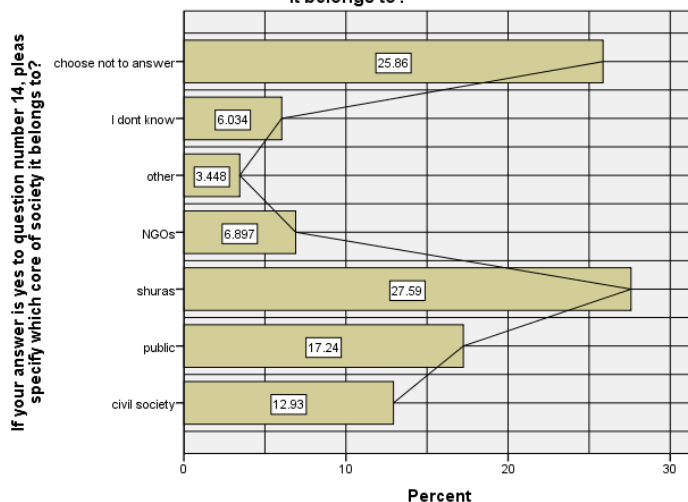
Finally comparing the baseline and midline with end-line the participants of the evaluation answered to the question in the following ground; 11.6% chosen civil society as existing advocate in their communities, 29.35% selected local public, 17% are shuras, 26.62% Non-governmental organization, 3% chosen others, 3.4% chosen I don't know and finally 8.87% choose not to answer.

If your answer is yes to question number 14, please specify which core of society it belongs to?



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)

If your answer is yes to question number 14, please specify which core of society it belongs to?



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)

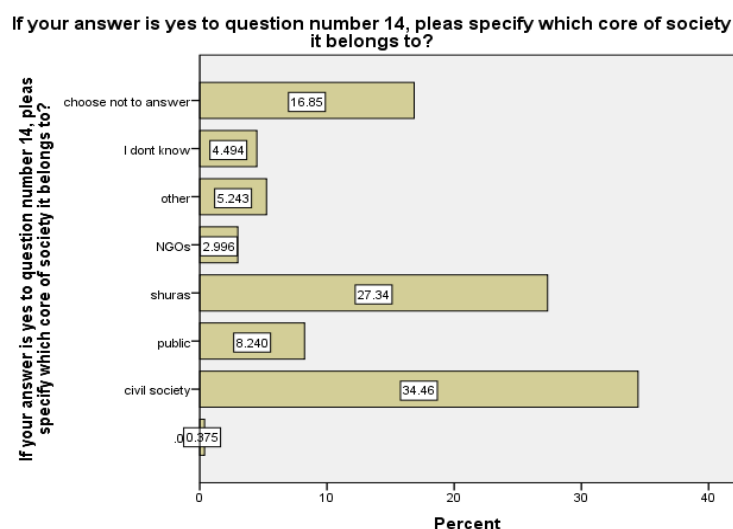
**Resolution:** analyzing the 15 question, following positive changes are considerable comparing baseline, midline and end-line evaluation;

1-Before, in baseline survey the respondents public share in advocacy at 8.24%, in mid evaluation 17.24%, where now in end-line the share of public in advocacy is 29.35% in which the advocacy is made directly. This shows a great change since baseline where the share of public in advocacy were limited and now through follow-up committees and volunteer trainers regular citizens are part of the advocacy groups in their communities.

2-Before, in baseline NGOs had limited share in corruption standing at 2.99%, but now in end-line evaluation this share increased to 26.62% showing and increase of nearly 23%, clearly illustrating the only NGO who's working in Farah province around corruption is NCCSO.

3- Shuras as a traditional advocacy group, in both baseline and mid evaluation stand at same position, where now the percentage of advocacy by shura has decrease to 17% by end-line evaluation, showing a change in the taste of public and illustrating that public is ready to use different approach to combat corruption in their communities beside traditional ones like Shuras.

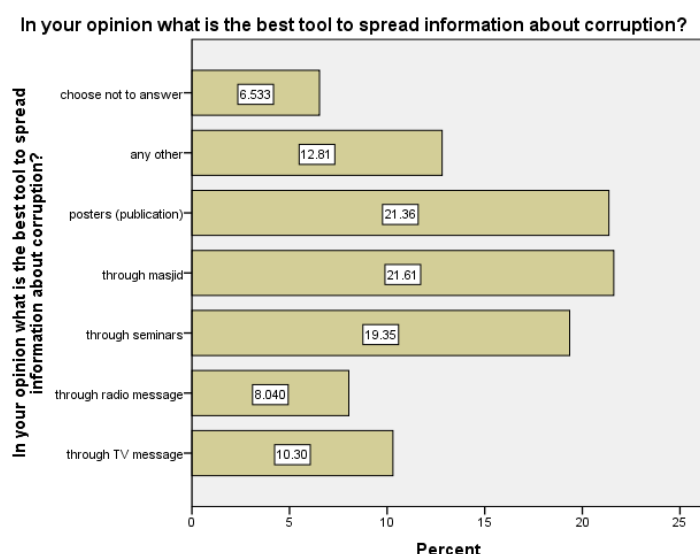




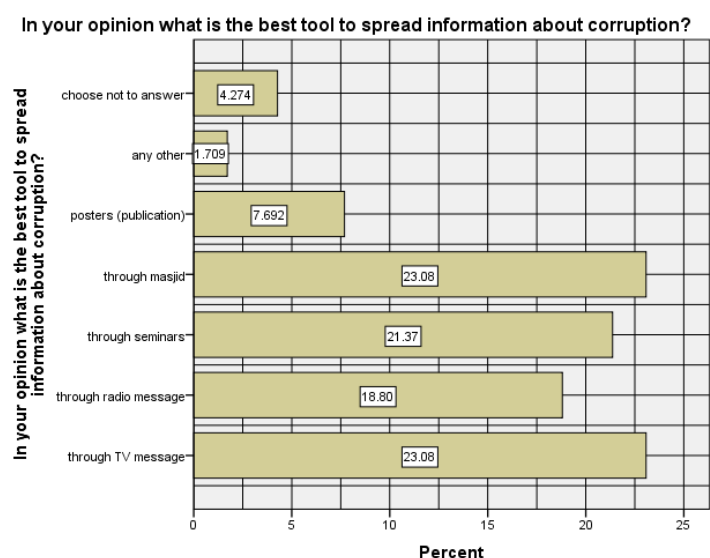
Source: NCCSO Survey finding (SPSS, Ver-20)

**E.Q.16 (best tool to spread information about corruption?):** regarding best tool to spread information about corruption, Before in baseline TV and radio stand at high level each with 38.9% and 24.2%, where 13.4% of population selected seminars for spreading information, 12.11% believes that Masjid will be best tool aware public about corruption, 6.3% mark posters effective, 3.6% selected any other tools and finally 1% choose not to answer the question. In midline answer to question 16<sup>th</sup> in context to best tool to spread information around corruption the responses are in the following ground; 23.08% believes it should be done through TV, 18.80% chosen radio, 21.37% selected seminars as best tool for spreading information, 23.08% believes in role of religious scholars and state it should be done through masjid, 7.69% choose posters, 1.7% select other tools and finally 4.27% choose not to answer.

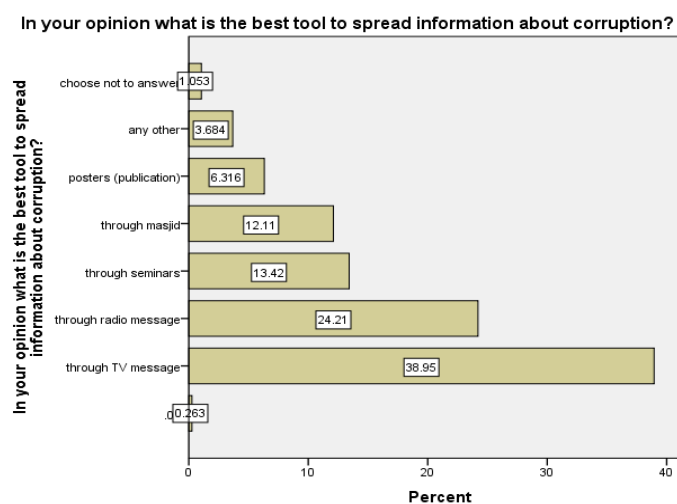
Comparing the baseline and midline data with end-line evaluation the taste of citizens are changing and the answers to the question is in the following ground; 10.3% believes it should be done through TV, 8% chosen radio, 19.35% selected seminars as best tool for spreading information, 21.61% believes in role of religious scholars and state it should be done through masjids, 21.36% choose posters, 12.81% select other tools and finally 6.53% choose not to answer.



Source: NCCSO End-line Evaluation finding (SPSS, Ver-20)



Source: NCCSO Mid-Evaluation finding (SPSS, Ver-20)



Source: NCCSO Survey finding (SPSS, Ver-20)

**Resolution:** Great changes observed raising the final close-end question in comparison between baseline midline and end-line evaluation:

1-Before, in baseline majority of people selected that TV & radio are the best tool for information with a parameter of 38.95% and now this figure decreased to 10% in end-line evaluation, that shows TV is not effective tool anymore, where this means that Farah local outlets are not seen in Farah but rather citizens prefer national TVs like Tolo, Ariana and etc.

2-There is no big changes observed in parameter of seminars and masjid as tool for spreading information comparing midline and end-line. Where majority of the time the male volunteer trainers is training other core of society in masjids and yet citizens believe the tool is effective and best tool for spreading information.

3-Posters in baseline and midline was not that effective standing at 6% and 7%, where the posters as best tool for spreading information around corruption increased to 21.36% showing that it had its effectiveness and aware several people on the committees of follow-up at the districts simultaneously it carried a number that people had the ability to contact the follow-up committees.

**E.Q.17 (What do you call corruption; from your outlook what action is corruption?):** This open-ended question rang far from paying money to Moshkel-Tarashi as well low quality service. The respondent in baseline, midline and end-line nearly had the same definition from corruption where they defined corruption from; paying money, nepotism, delays in work, low quality service, misusing from power and responsibility, using government property for personal benefit, Moshkel Tarashi, Kar-Shekani, no being on time and etc. just to name a few.

**E.Q.18 (From your prospective which Group of society can be more influence to combat corruption?):** Based on the question, a large majority of the respondents, implied that high influential people will have more effect on combating corruption like tribal leaders, religious scholars, political exposed persons as well media like Radio, TV. Next Mulas, Elders, Shuras, civil society, and individual citizens were listed as group that can be asset to combat corruption.

**E.Q.19 (From your outlook, what can be the role of citizens in combating corruption?):** Responding to the question large majority of the interviewers responded that citizens can have an important role ranging from advocating for reform, raising awareness of others, working in groups to combat corruption and so on. There is no big change in definition of citizens from role of citizens in combating corruption

since baseline and yet as a citizens they state that raising other awareness, advocating for reform, not paying bribe, informing others, and combating corruption generally is the role of each citizen to do in his/her community.

**E.Q.20 (From your viewpoint which government authorities are corrupt in DoLSA?):** A big changes observed since baseline, midline and end-line evaluation. The respondent in baseline mainly defined all staff corrupt not limited to, officers, front line manager and head of departments and in special those staff who are working in the department of pension and martyr and disable and social security is addressed to be more corrupt. In midline after several changes and arrests in DoLSA the interviewee stated that yet head of departments are the main authorities who are corrupt especially martyr and disable, social security and nursery. In end-line the citizens stated that corruption is reduced majorly in all sections but yet officers and head of departments are the authorities who are corrupt in martyr and disable, finance section and etc.

## END OF REPORT

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## 5. Conclusion, and Recommendations

### 5.1 Conclusion:

Following a comparative model of before-after utilized for the baseline, midline and end-line evaluation to measure either positive or negative degree of change through a post experimental/treatment method. A comparative analysis is made beside all descriptive graphs and statistics in each question and section in order to have clear insight in the degree of change and better understanding of the project. As mentioned in the analysis there is a strong relation in majority of the cases between corruption, awareness and advocacy rejecting the null (H0) hypothesis and approving the H1 and H2 hypothesis in the following ground;

1. The parameter of visiting DoLSA according to end-line evaluation finding yet on average base stand at mean of 2.905 (3 visits/year to DoLSA each individual) as regular to baseline and midline. Before the method proceeding working in DoLSA as of baseline only 38% was legal in baseline and now this raised by 22% in end-line evaluation and reached 60% which means that now people due to awareness and advocacy have legal access to their rights and bribery level decreased in DoLSA.
2. Before in baseline the citizens claimed that they have paid bribed was more than 28% of population who paid just bribe in DoLSA, now this parameter decreased to 14.86% in end-line evaluation, clearly illustrating that now DoLSA is having positive change trend and day by day the bribery level is getting low. Simultaneously the level of satisfaction (public rate Q4) increased before according to citizens rating, DoLSA with means of 3.0644 stand as fair in providing service to the public, but now more than 42% of citizens are rating the service delivery by DoLSA as satisfactory and 28% as good, where this means that positive changes due to advocacy of project made in this department.
3. Before in baseline the information around corruption in local communities was limited and only 28% of citizens stated that they have reach to information around corruption, now in end-line evaluation this figure raised to 52.91% clearly showing the effectiveness of project in special case the activities of volunteer trainers who train other around corruption.
4. Before, in baseline only 15.54% of citizens were aware of complaining and complaints box and out of that if 15.54=100%, only 21.76% out of 100% filed complaints, where out of the mentioned figure only 5.75% of cases from 100% solved and the rest was in process or had no answer. Now, after 14 months of project implementation 37.28% of citizens in both rural and urban areas are aware about complaining and complaints box, where yet 46.84% filled complain and out of mentioned figure 42.80% corruption or other concerns solved. Majority of this cases/problem as of the figure states (52.17% - 100s of issues including corruption complains filled with NCCSO-CHEKAD within the period of project and more than 50% of issues solved by the help of NCCSO, provincial council, volunteers and follow-up committees) referred to follow-up committees, volunteers and NCCSO Farah office. illustrating that advocacy groups like follow-up committee and NCCSO DATs is operating actively and the citizens trust them.
5. Before in baseline the bribe had a mean of 4, illustrating that majority of the clients paid a sum of 3000 to 4000 Afghani as bribe to DoLSA per year, in midline the mean decreased to 1 illustrating that they paid 500-1000 Afghnis per year. In end-line the number of people who stated that they faced problem in DoLSA is 187 out of 400 which means that problem exist in DoLSA yet, but out of 187 citizens only 40 stated that they have paid bribe with mean of 2.0987, it illustrates that this 40 citizens each nearly paid 1000-2000 Afs to DoLSA for received a specific service. Two thing should be kept in mind, 1<sup>st</sup> only 40 people paid bribe in end-line evaluation (the figure is less from

baseline and midline in baseline nearly 200 people interviewed stated that they have paid bribe) that majority of this 40 citizens are from rural and remote areas and they can't defend their rights because of their limited awareness around corruption, second the 147 citizens didn't paid bribe although they faced problem in DoLSA which means the level of awareness of citizens are raised and now they are able to better demand their rights.

6. There is strong direct positive correlation (0.458) exist with the level of Alpha 0.05 according to Pearson and Spearman index between type of problem (Q12) and amount paid as bribe (Q13). Illustrating the correlation means the more is the problem in DoLSA the higher is the rate of paying bribe, now in end-line 60% of citizens are proceeding legally (Question 2) their works in DoLSA which according to correlation and indexes the less the challenges the less will the amount of payment as bribe, where now the amount of bribe is stands at 1000-2000 Afghanis with limited chance of occurrence (only 40 person paid bribe and that was because of limited awareness).
7. Observing the mean, standard deviation and the correlation index according to Pearson (0.078) and Spearman (0.081) there is a direct weak positive relation between the number of visit to DoLSA and paying bribe, translating that every visit of citizens to DoLSA doesn't mean that they are paying bribe the mean on the number of visit show a rate of 3.19990 that mean that each individual visit DoLSA three time a year.
8. There is a direct link between advocacy groups and decrease in corruption, 45.11% in baseline mentioned that there is an advocacy group in their area where the groups are advocating in city level means that urban areas have benefit over rural and they face limited problem with respect to corruption. The Spearmens index shows a correlation index of 0.239 positive medium strong relation between advocacy and decrease in corruption (paying bribe).

### Correlations

				Have you ever paid bribe in DoLSA?	Is there any advocacy group with respect to corruption in your area? (If yes please continue to 15, if no jump 16)
Spearman's rho	Have you ever paid bribe in DoLSA?	Correlation Coefficient		1.000	.239*
		Sig. (2-tailed)		.	.011
		N		400	400
		Bias		.000	.003
				.000	.087
		Bootstrap <sup>c</sup>	Lower	1.000	.071
			Upper	1.000	.409
		95% Confidence Interval			
Is there any advocacy	Correlation Coefficient	.239*	1.000		

group with respect to corruption in your area? (If yes please continue to 15, if no jump 16)	Sig. (2-tailed)		.011	.
	N		400	400
	Bias		.003	.000
	Std. Error		.087	.000
	Bootstrap <sup>c</sup>			
	95% Confidence Interval	Lower	.071	1.000
		Upper	.409	1.000

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed).

c. Unless otherwise noted, bootstrap results are based on 1000 stratified bootstrap samples

9. Before, in baseline the best tool for spreading information according to the analysis is TV messages, Radio messages, seminars and posters. TV and Radio based on the analysis found to be the effective tool for spreading information about corruption and raising public awareness. Now the best tools stand as Masjid and religious leaders first, radio second, seminars third and other tools for spreading information come last.

## 5.2 Recommendations:

- 1- Baseline survey is effective tool to identify the problems at the outset of the project it will help the team to have the deep understanding of the problem and develop activities and environment of work on the base of the society requirements.
- 2- In areas that electricity is not working, Radio and TV programs are not a suitable way of awareness because of the problem like range of coverage and electricity. Remote areas in places that are full of mountains are limiting the broadcasting of the TV, and it is recommended that prior to putting the broadcasting activities in the list, issue of electricity, coverage, and other issue should be considered.
- 3- Posters & follow-up committee and Volunteer trainers are asset to spread awareness around corruption and advocate for reform. It is recommended that in areas with low literacy rate posters in from of graphic should be placed and less text should be added to the posters it will help the peoples with low literacy rate to understand the concept.
- 4- Public support in social movement and any activities can bring positive intense changes. Advocacy is the key to bringing positive reform especially in case of corruption, beside other activities in the project, it is recommended that toward corruption the organization should arrange social movement with public and civil society support to establish pressure mechanism on government. The movements like this can bring immense positives reform with respect to corruption, to be mentioned that such movements should be apart from the political groups or parties and partiality of members should be controlled through a rigid identification process.
- 5- It is recommended for any party who are working in environment which is politically partial, to at first identify the partial groups and keep them away from the project activity because it will create problems for organization and government and in some cases it leads to exploitation from the project objective and destroying personalities.
- 6- Media is best tool to put pressure on government thus in all activities of the project media should be used as mechanism to ensure the success of the project, to elaborate the notion it means to put forward efforts to build a mechanism of pressure with keeping in mind that it is not a good tool at all

for spreading awareness at district level. At city level the media including local and national outlets are effective means for combating corruption and build regular mechanism of pressure on government.

- 7- Interaction of citizens in any activities could put pressure on government, recommending this approach, in this project the public participation and interaction was the key factor for success of the project and nearly in all activities NCCSO-CHEKAD utilized this to have key achievement and achieve objective on time.
- 8- Living in a rational society like Afghanistan and specially in districts and provinces with low literacy rate it is recommended that for project with equal opportunity for both man and women the members of the project staff and teams should contain both man and women specially in communities that is male dominant and women are not allowed to interact and contact with male.
- 9- Religious leaders, Mulas, local influential are asset for successful implementation of the project. Recommending this approach it is better that in those communities that are insecure and people listen to elder's Mulas and local influential should be used as asset to achieve project objectives. As well it is better that such groups should be part of project activities.
- 10- Field works should be planned in ground that district activities of project which needs the team movement from the city should be implemented in winter season and when war subsides. The movement of armed oppositions and the war season in Farah districts caused a delay of nearly 1 months in project activities. Unclear
- 11- It is recommended that employee and teams especially in districts should be hired from their own society, because traveling of employees other than community members is very hard and too risky because of the insecurity and other issues.
- 12- Establishing a powerful network at districts and city level will create context for reducing the security threats and prevent from lack of teams and employees for the project implementation. Thus it is recommended to maintain a powerful, committed and active grassroots network not only for project implementation but as potential network of advocates at districts.

## 6. Appendices

### 6.1 QUALITATIVE QUESTIONNAIRE (FDG)

Following this evaluation target group three sets of question is developed for each group of the stakeholders of project which for each group the questions are in the following ground:

**Group A:** DoLSA official and clients (individual interview 5 officials) following questions are considered:

1. Are you aware of this project, what is your personal opinion about this project?
2. Do you thin such initiatives could bring positive changes in DoSLA and communities?
3. If yes to above question, which of it is activities are more effective?
4. If no then what changes do you recommend in this project?
5. From your perspective, do you think DoSLA s need reform, if yes at what level and how it should be done?
6. Do you think corruption in DoSLA hinders it is service delivery?
7. How this project can enhance and improve the quality of service delivery?
8. What changes do you see after CHEKAD started this project?
9. What are your recommendations to sustain this project?
10. How best we can combat corruption in DoSLA?

**Group A.1:** DoLSA Clients (individual interview, 5 clients) following questions are considered:

1. Do you have information about this “Combating corruption.....” project
2. How did you get this information
3. What do they provide through this project?
4. Do you talk about this project with your friends and family members? If yes what have
5. Do you know people who deliver this project
6. If yes who & how do you know?
7. What do you think about their work?
8. Have you seen any improvement in DoLSA since project activities?
9. If yes, which improvement have you noticed and which section of DoLSA, can you bring example?
10. From your perspective, is the level of efforts enough for this project
11. If no, what else they should do
12. What is the most effective activity of this project and why?
13. Have you heard the radio programs? Can you tell me what was discussed in any of those radio programs?

**Group B:** NCCSO Staff (Focus group of 5 staff) following questions are considered:

1. Do you know about purpose of project?
2. Can you name the activities we have in this project?
3. Which activity of this project is more effective and how do you rate them.
4. If anything in the project needs to be changed what would be that and why?
5. What are project strengthens, weakness and opportunities?
6. To mobilize communities, what do you think is the best way or method to do it.
7. From your perspective, is the level of efforts enough for this project
8. If no, what else they should do
9. How best this project can address public concerns about corruption?



**Group C:** Jowain, Shib-Koh and Posht-Rod (focus group, 12 people in each district) following question are considered:

1. Do you have information about Combating corruption..... project
2. How did you get this information
3. What do they provide through this project?
4. Do you talk about this project with your friends and family members? If yes what have discuss?
5. Do you know people who deliver this project?
6. If yes who & how do you know?
7. What do you think about their work?
8. Have you seen any improvement in DoLSA?
9. If yes, which improvement have you noticed, can you bring example?
10. From your perspective, is the level of efforts enough for this project?
11. If no, what else they should do?
12. Are you aware of follow-up committee or volunteer trainers in your district? Have you contacted with follow-up committee or trained by volunteer trainers?
13. What is the most effective activity of this project and why?
14. Have you heard the radio programs? Can you tell me what was discussed in any of those radio programs?
15. To mobilize communities, what do you think is the best way or method to do it.
16. How this project can help/support you to address problems (corruption) you face in health facilities?

## 6.2 QUANTITATIVE QUESTIONNAIRE (CLOSE END QUESTIONS)



# New CHEKAD Cultural and Service Organization (NCCSO)

## Initial Survey

Launching Province: Farah Province center and 3 districts

Research Methodology: Field Work (Questionnaire)

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Form No. \_\_\_\_\_

## Objective:

Observing the challenges in Farah Province and in special case in Department of Labor and Social Affairs, this questionnaire is aiming at capacity building of citizens, finding the challenges in DoLSA and transparency in public service delivery. Thus CHEKAD is planning to conduct this Survey (research) in three districts (Shib-e-Koh, Posht-e-Rod and Jowain) including city. The prime goal of this survey/research is to identify the source of problems, affecting factors on government service delivery and finally citizen awareness level from the function and responsibilities of DoLSA. NCCSO expect from you citizen to carefully review each questions and answer fairly, it is mentionable that the identity of interviewee in this research is reserved and your information with respect to this questionnaire will help NCCSO in future objectives and events. This questionnaire has 25 questions which is composition of open and close-ended and the sample will be taken on random based from targeted groups.

Note: \_\_\_\_\_

By: Asadullah Berang

Individual Interview Guide	
Profile of Interviewer	
Name of Interviewer	
Gender	
Telephone number	
Type of Interview	
Time/Date of interview	
Duration of interview	
Profile of Interviewee	
Name of Interviewee	
Location	Farah
Gender	0. Female 1. Male
Age Group	0. 16 – 20 1. 21 – 30 2. 31-40
Language of Interview	0. Pashto 1. Dari 2. Other
Urban/Rural	0. Urban 1. Rural (Districts)
Profession	
Date/Time	

## Questions Layout

### First Part Close-Ended Questions

No	Questions	Answer
Q.1	How many times you visited DoLSA in the last one year?	1: 1 time <input type="checkbox"/> 2: 2 times <input type="checkbox"/> 3: 3 times <input type="checkbox"/> 4: 4 times <input type="checkbox"/> 5: More <input type="checkbox"/> 6: I don't know <input type="checkbox"/> 7: chose not to answer <input type="checkbox"/>
Q.2	When you visit DoLSA, what method you use to proceed your Work? (interviewee can select more than one option)	1: Paying Bribe <input type="checkbox"/> 2: Broker <input type="checkbox"/> 3: Inductor 4: Legally 5: Others _____ 6: I don't know 7: chose to not answer

<b>Q.3</b>	Have you ever paid any bribe at DoLSA? If yes, follow Q 5	1: Yes 2: No 33: Choose not to Answer
<b>Q.4</b>	How would you rate the overall performance of DoLSA.	1: Very Low 2: Low 3: Fair 4: Good 5: Satisfactory 6: Choose not to answer
<b>Q.5</b>	If you have paid bribe, which level of employee has solicited bribes from you?	1: Officers 2: Manager of Section 3: Head of department 4: Other _____ 5: Choose not to answer
<b>Q.6</b>	Has there been any information regarding corruption in your community? If yes answer question 11	1: Yes 2: No 3: I don't know 4: Chose not to answer
<b>Q.7</b>	Are you aware of Complaints box of DoLSA ?	1: Yes 2: No 3: I don't know 4: chose not to answer
<b>Q.8</b>	Have you ever filed a complaint from DoLSA ? (If your answer to question 8 is yes continue to 9 and 10,)	1: Yes 2: No 3: I don't know
<b>Q.9</b>	Please specify where did you file your complaint?	1: Complaint box 2: HOOAC 3: Civil Society 4: Other _____ 5: Choose not to answer
<b>Q.10</b>	What was the outcome of your complaint/s?	1: Problem Solved 2: In Process 3: No Answer 4: Other _____ 5: I don't know 6: choose not to answer
<b>Q.11</b>	How did you receive awareness/information about corruption in your community?	1: radio 2: Seminars 3: Through elders 4: Civil Society 5: any other specify 6: chose not to answer
<b>Q.12</b>	If you faced any problem in DoLSA, please specify the type of problem.	1: Obstructing (moshkel-trashi) 2: Money demand 3: Delays 4: Illegal performance 5: Others _____ 6: chose not to answer
<b>Q.13</b>	If you paid bribe, please specify the amount.	1: 500-1000 AFs

		2: 1001-2000 AFs 3: 2001-3000 AFs 4: 3001-4000 AFs 5: More 6: Choose not to answer
<b>Q.14</b>	Is there any advocacy group with respect to corruption in your area? (If yes please continue to 15, if no jump to 16).	1: Yes 2: No 3: I don't know 4: chose not to answer
<b>Q.15</b>	If your answer is Yes to question number 14, please specify which core of society it belongs to?	1: Civil Society 2: Public 3: Shuras 4: NGOs 5: Others _____ 6: I don't know 7: chose not to answer
<b>Q.16</b>	In your opinion what is the best tool to spread information about corruption?	1: Through TV message 2: Through Radio message 3: Through Seminars 4: Through Masjid 5: Posters (Publication) 6: any other 6: I don't know 7: chose not to answer

### **Second Part Open-Ended Questions**

**17.** What do you call corruption (from your outlook what action is corruption)?

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**18.** From your prospective which Group of society can be more influence to combat corruption?

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**19.** From your outlook, what can be the role citizens in combating corruption?

**20.** From your viewpoint which government authorities are corrupt in DoLSA?

## 7. References

- A. UNODC report, corruption in Afghanistan recent patterns and trends, copyright 2012su.
- B. NCCSO Survey Findings Aug-2016
- C. NCCSO Mid-Evaluation finding Feb-2017
- D. End-line report NCCSO-CHEKAD July-2017