

# CLIENT SATISFACTION SURVEY



## Initial Assessment of Client Satisfaction

for the

## AFGHANISTAN'S NEW BEGINNINGS PROGRAMME

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Afghanistan's New Beginnings Programme

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# 1. EXECUTIVE SUMMARY

## ASSESSING CLIENT SATISFACTION

- ANBP assesses client satisfaction on an ongoing basis since September 2004 through a full count survey of ex-combatants who currently receive reintegration support by one of ANBP's Implementing Partners. So far, ANBP has conducted a total of 3386 interviews through its Regional Offices.

## INFORMATION

- Before they were demobilized, most ex-combatants knew little about the process of Disarmament, Demobilization and Reintegration (DDR). 94% indicated that they had no knowledge about the DDR process prior to demobilization.
- The radio was the prime source of information for ex-combatants. Especially Radio Azadi/Radio Liberty, the commanders and BBC were main sources of information about the DDR process.
- 33% of ex-combatants interviewed answered that they were "very well" informed during their first interview with an ANBP caseworker. 67% said they were "well" informed.

## REINTEGRATION CHOICE

- Ex-combatants claim overwhelmingly that they were either "very happy" (31%) or "happy" (69%) with the reintegration choice they made.
- ANBP caseworkers (70%) had most influence over the reintegration option the ex-combatants chose.

## INCENTIVE FOOD PACKAGE

- 40% of ex-combatants interviewed indicated that the incentive food package provided through the World Food Programme (WFP) was above their expectations.
- 44% said it met their expectations.
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## WAITING TIME

- The median waiting time between demobilization and the start of the reintegration programme is 35 days.
- 72% of ex-combatants start a reintegration programme within three months after their demobilization.

## AGRICULTURAL PACKAGE

- Nearly all ex-combatants interviewed indicated a mediocre satisfaction level with the agricultural support package.

## VOCATIONAL TRAINING

- 71% of the ex-combatants interviewed rate the conditions of the training place for vocational training as "very good".
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## SMALL BUSINESS SUPPORT

- 38% mentioned that the support received through ANBP's Implementing Partners to set up small businesses was "not good". 60% rate the support to set up small businesses as "mediocre".

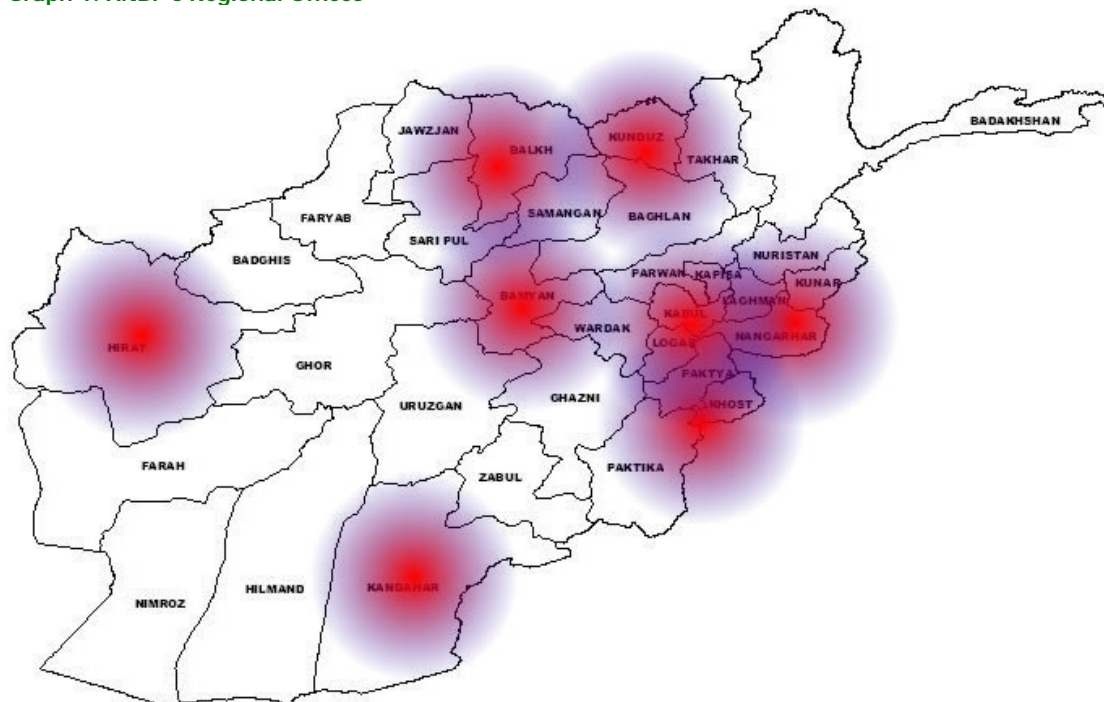
## 2. BACKGROUND

### 1.1. Programme

Afghanistan's New Beginnings Programme (ANBP) is a donor-funded programme of the United Nations Development Programme (UNDP). It was established in 2003 to assist the Government of Afghanistan in the Disarmament, Demobilization and Reintegration (DDR) of the Afghan Military Forces (AMF), a loose network of military units across Afghanistan that is comprised of men who fought against the Soviets and the Taliban, and those who joined the military soon after the Taliban collapsed. The planned duration of the programme is three years, with a completion date of June 2006.

ANBP carries out the DDR programme through its headquarters' office in Kabul. Up to eight Mobile Disarmament Units (MDUs) travel throughout the country to disarm AMF members. There are eight Regional Offices (RO) in Bamyan, Gardez, Herat, Jalalabad, Kabul/Parwan, Kandahar, Kunduz and Mazar-e Sharif. The Regional Offices demobilize AMF personnel and help reintegrate them into civilian society. ANBP contracts Implementing Partners, which include international and national NGOs, government ministries and UN agencies, to provide the training and materials offered in the reintegration packages.

Graph 1: ANBP's Regional Offices



### 1.2. Reintegration of Ex-Combatants

Two weeks after disarmament and demobilization, the ex-combatants start the reintegration process with the help of a caseworker. The caseworker helps the ex-combatant with career counseling and attempts to match the ex-combatants aspiration to the life choices offered by ANBP and its Implementing Partners across the country. If needed, ANBP provides the ex-combatant with an interim wage labor employment.

ANBP and its Implementing Partners offer the following basic options to ex-combatants (options might vary depending on the region):

- **agricultural packages** for those returning to their farms including seeds, fertilizer, agricultural tools and training;
- **on-the-job vocational training** courses tied to job placement including basic literacy courses;
- support to start up **small businesses**, e.g., construction contracting or crop processing;
- **teacher training** consists of a five month training course with the Ministry of Education;
- opportunities to join an elite community-based **de-mining corps**;
- training for former officers who wish to apply for **officer training in the Afghan National Army**;
- short-term public infrastructure **wage-labor** employment as a bridging activity;

Once the ex-combatant decides on a career option, ANBP refers him to an Implementing Partner to start a reintegration support programme according to his decision. ANBP's Implementing Partners are international and local non-governmental organizations (NGOs) operating in Afghanistan and UN Agencies. ANBP's caseworkers track the progress of ex-soldiers throughout the reintegration process.

### **1.3. Assessing Client Satisfaction**

As part the continuous efforts of ANBP to track the satisfaction and progress of ex-combatants during the reintegration programmes, caseworkers are collecting information on an ongoing basis. A main tool to assess client satisfaction is a questionnaire developed by ANBP used by caseworkers in Regional Offices. The data is collected and channeled through ANBP's central Monitoring Database (MD) since September 2004.

ANBP assesses client satisfaction through a full count survey of ex-combatants who currently undergo training through a support programme. Preference has been given to a full count survey since the alternative, a sample survey at a later stage, would deliver monitoring results only when the population size is fully known, that is at the very end of the disarmament and demobilization process. Using a full count approach for assessing client satisfaction has two major implications:

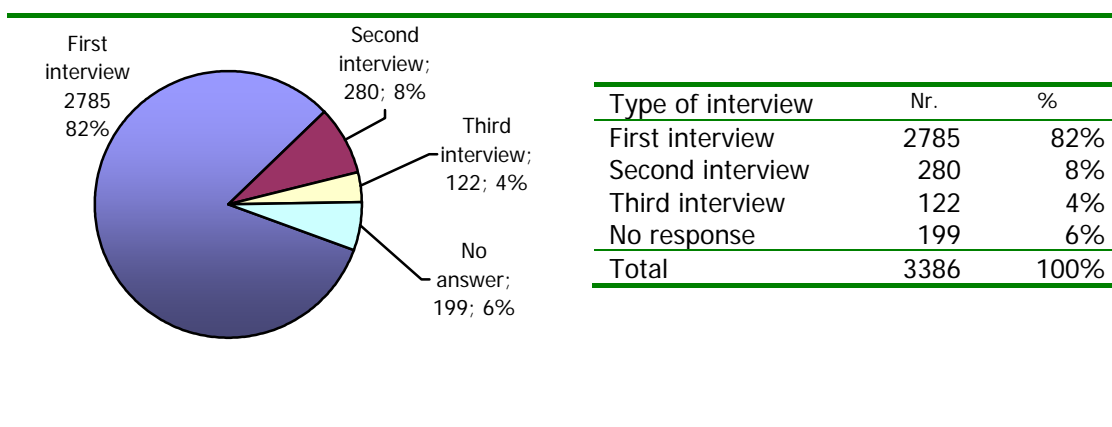
- The results are valid for the population of 2785 ex-combatants interviewed about their satisfaction for the first time. The survey is not designed as a sample survey. Therefore, one can not extrapolate the results of this first assessment of client satisfaction to the overall group of ex-combatants.
- Since the survey of satisfaction is a monitoring tool for the quality and appropriateness of the reintegration programmes, the aim is to monitor ex-combatants at various stages during ANBP's support programmes. For the current assessment, 82% of the questionnaires were first interviews while the remaining interviews were second and third-time interviews with ex-combatants. Second and third interviews with the same ex-combatants will give a good indication at a later stage how perception and satisfaction of ex-combatants is changing while they advance through the reintegration programme.

The interviews are conducted by the caseworkers in ANBP's Regional Offices. While this has the advantage of giving caseworkers a tool to closely monitor ex-combatant satisfaction with the choice of the reintegration programme, it also poses a serious risk of a positive bias in the data. Since the initial task of caseworkers was to facilitate the reintegration process of the ex-combatants, caseworkers could have a personal interest in positive responses. It is therefore expected that at least some answers have a decisive positive bias and the aggregated results should be seen in this light.

The author of this assessment undertook the data analysis in StatSoft Statistica 6.0 and MS Excel on the basis of data in Excel format provided by ANBP. This data is an extraction from the ANBP Monitoring Database. The author is not responsible for errors during the data entry by caseworkers and M&E staff or errors during the extraction of data from the Monitoring Database.

The cut-off date of this initial assessment of client satisfaction is 22.03.2005. So far, ANBP has conducted a total of 3386 interviews through its Regional Offices. Out of a total of 3386 questionnaires analyzed, 2785 or 82% were first-time interviews with ex-combatants undergoing training, 280 or 8% were second interviews with the same ex-combatants and 122 or 4% were third interviews.

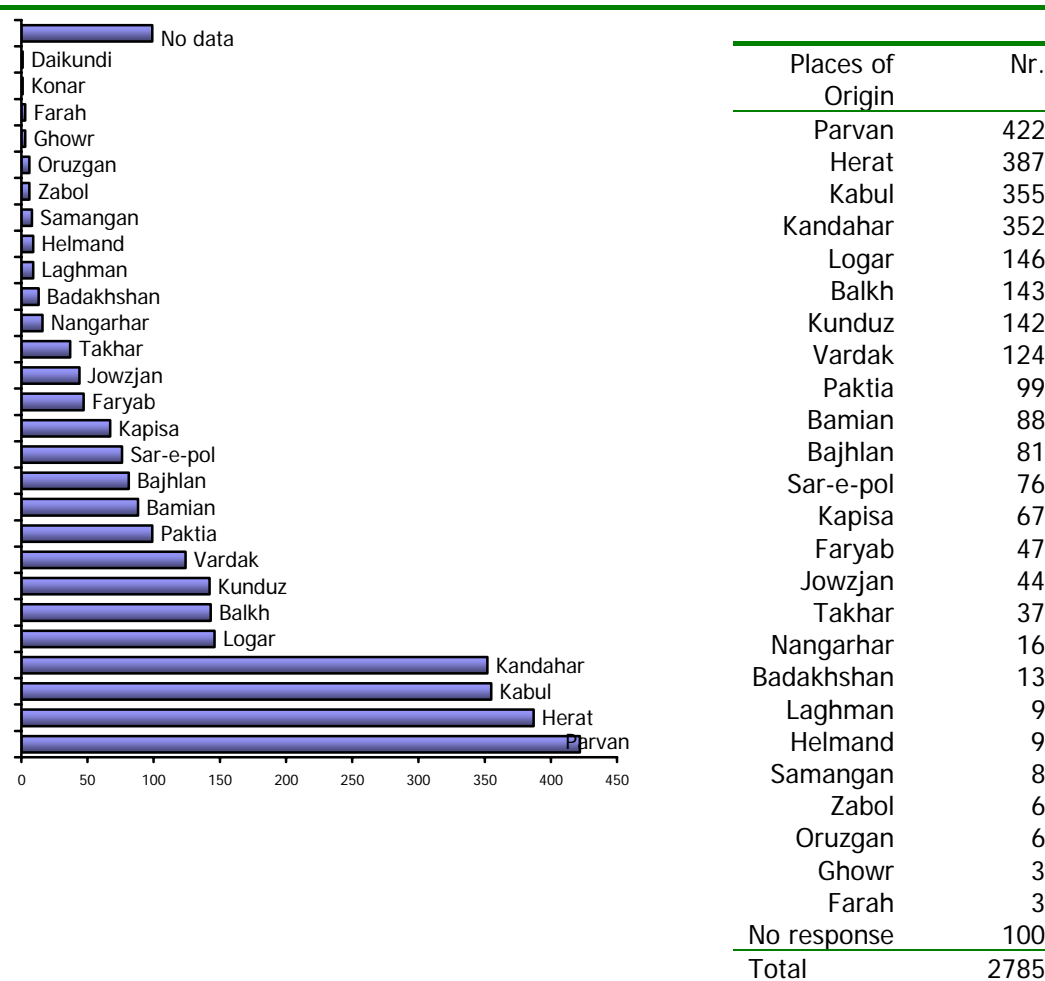
**Chart 2: Type of interviews (first, second, third)**



### 3. CLIENT PROFILE

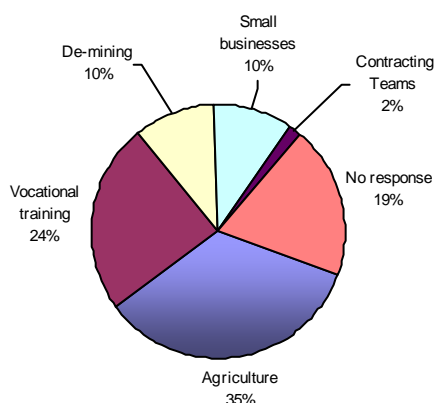
Out of 2785 ex-combatants who were interviewed during their reintegration programme for the first time, four provinces of origin make up the largest share: Parvan (422), Herat (387), Kabul (355) and Kandahar (352). The uneven distribution of places of origin has mainly to do with the staggered start of ANBP's operation throughout the country and with the varying capacity of ANBP's regional offices to monitor ex-combatants undergoing reintegration programmes.

**Chart 3: Places of Origin**



The majority of the 2785 ex-combatants who responded to the survey for the first time opted for the agricultural reintegration package (35% or 958), closely followed by vocational training and job placement (24% or 673). De-mining and small business followed with 10% each (289 and 278 respectively). Only 2% (48 ex-combatants) opted for the transitional option of joining contracting teams. For 19% of the ex-combatants interviewed, the database provided by ANBP does not indicate the ex-combatants' preference.

**Chart 4: Choice of Reintegration support**

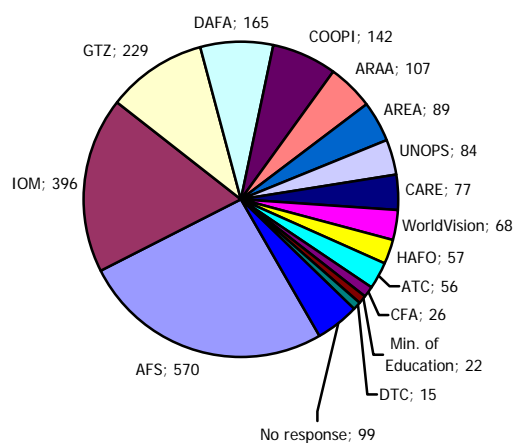


Area of support	Nr.	%	% of ANBP total
Agriculture	958	35%	44%
Vocational training	673	24%	31%
De-mining	289	10%	4%
Small businesses	278	10%	16%
Contracting teams	48	2%	n/a
No data	539	19%	n/a
<b>Total</b>	<b>2785</b>	<b>100%</b>	<b>n/a</b>

Comparing the characteristics of the initial population of the survey with the overall choices made by ex-combatants in early 2005, the ex-combatants surveyed reflect to some degree the overall number of demobilized ex-combatants. Differences in the distribution reflect the fact that ex-combatants interviewed for the survey started relatively early in the DDR process and shifts occurred due to financial reasons and the capacity of ANBP's partners.

After demobilized ex-combatants choose a reintegration option, ANBP Regional Offices refer them to ANBP's Implementing Partners. The Implementing Partners subsequently provide the ex-combatant with training and other support, depending on the reintegration choice made. The 2785 ex-combatants who were interviewed for the first time were supported by a wide range of Implementing Partners. The following is breakdown of the Implementing Partners for the ex-combatants interviewed:

**Chart 5: Breakdown of Implementing Partners**



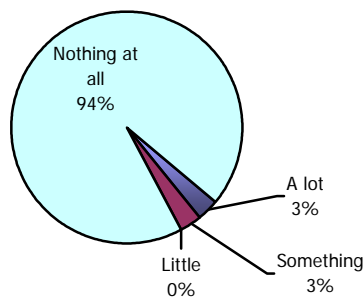
Organization	Nr.
AGEF	583
AFS	570
IOM	396
GTZ	229
DAFA	165
COOPI	142
ARAA	107
AREA	89
UNOPS	84
CARE	77
WorldVision	68
HAFO	57
ATC	56
CFA	26
Min. of Education	22
DTC	15
No response	92
<b>Total</b>	<b>2785</b>



## 4. SATISFACTION WITH INFORMATION

The data from the interviews suggests that ANBP was not successful in providing combatants with information about the disarmament, demobilization and reintegration process before they were disarmed and demobilized. Most ex-combatants interviewed maintain that they knew "nothing at all" about the process. Only 83 or 3% claimed to have known "a lot". 86 or 3% ex-combatants answered that they knew "something" about the process of demobilization and reintegration. But the overwhelming majority of 2612 ex-combatants or 97% indicate that they had no knowledge prior to their disarmament.

**Chart 6: How much did you know about the DDR process before you were demobilized?**

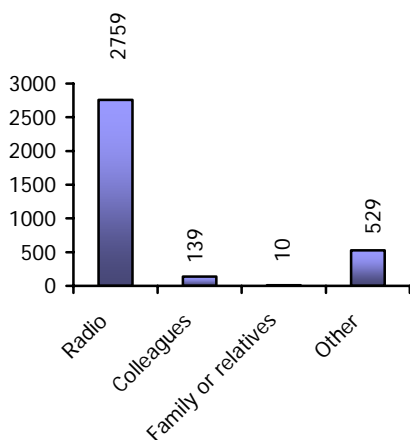


Level of information	Nr.	%
I knew a lot	83	3%
I knew something	86	3%
I know little	4	0%
I know nothing at all	2612	94%
<b>Total</b>	<b>2785</b>	<b>100%</b>

When asked from whom ex-combatants heard about the DDR process, 2759 or 99% confirmed that the radio was the prime source of information. 139 or 5% claimed that colleagues were telling them about the DDR process. Only 10 ex-combatants were informed by family members or relatives. 529 or 19% claimed to have heard about the DDR process through other unspecified channels.

There is an evident contradiction between 94% claiming to have known nothing about the DDR process, but 99% indicating that the radio was their prime source of information about DDR. An explanation could be that although most ex-combatants were aware that such a programme exists, most of them did not know about its purpose and/or content.

**Chart 7: From whom did you hear most things about the DDR process before you were demobilized?**



Source of information	Nr.	%
Radio	2759	99%
Colleagues	139	5%
Family or relatives	10	0%
Other	529	19%
<b>Ex-combatants interviewed</b>	<b>2785*</b>	<b>n/a*</b>

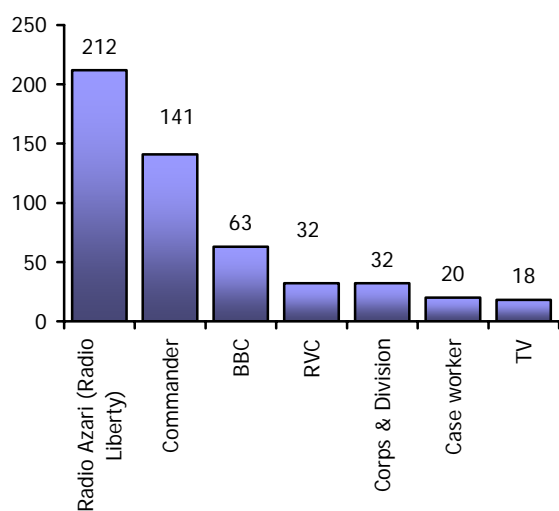
\* The questionnaire allowed multiple denominations. The total number of answers is therefore higher than the number of ex-combatants interviewed for the first time.

When asked more in detail about their prime source of information before demobilization, 212 ex-combatants mentioned explicitly the US-funded Radio Azadi/Radio Liberty. The survey results confirm the significant reach of Radio Azadi/Radio Liberty and its importance to the DDR process. In addition, a significant number of ex-combatants explicitly mentioned the BBC (63) as a source of information.

Surprisingly few ex-combatants mentioned the commanders as a source of information (141). ANBP discovered during the initial stages of the DDR process that although commanders were regularly briefed on DDR activities, they did not always relay accurate information to their subordinates. As a result, ANBP enhanced public information activities in June 2004 through other channels.

In addition, ANBP's Regional Verification Committees (RVCs) were hardly mentioned as a source of information prior to disarmament and demobilization (32 ex-combatants). Regional Verification Committees are deployed to each region to identify and verify the list of potential DDR candidates. As an additional task, they inform the combatants about the process. Since RVCs are in an ideal position to inform combatants when they verify their names prior to demobilization, they have increased their role as prime provider of direct information to the combatants in mid-2004. Again, further satisfaction surveys with a higher number of late entries into the DDR process might show a more important role for RVCs.

**Chart 8: Sources of information explicitly mentioned by ex-combatants:**

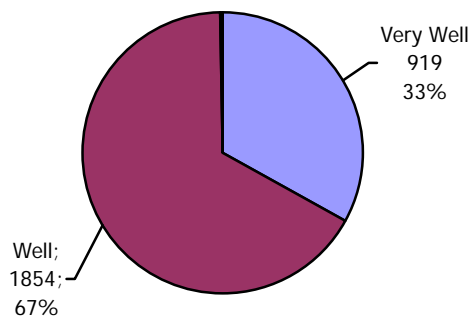


Source of information	Nr. of times mentioned
Radio Azadi/Radio Liberty	212
Commanders	141
BBC	63
Regional Verification Committees	32
Corps & division	32
Caseworker	20
Television	18

After demobilization, ex-combatants are given general information about their reintegration choices followed by a one-on-one interview with an ANBP caseworker. Subsequently, ANBP caseworkers conduct detailed interviews with the ex-combatant to ascertain their aspirations, skills, education and experience. The caseworker doubles as social worker and employment officer. He assists the ex-soldier in choosing the appropriate reintegration package by assessing his skills and aspirations. Compensation and programmes vary according to group and rank classification.

Accurate information about the reintegration process and information about reintegration options offered by ANBP are crucial for the satisfaction of ex-combatants with the reintegration process. When asked how well ANBP informed the ex-combatants about the reintegration options during the first interview conducted by a caseworker, 919 or 33% answered that they were “very well” informed. 1854 or 67% answered that they were “well” informed. No ex-combatant responded that he was not well informed during the first interview with a caseworker.

**Chart 9: How well did ANBP inform you about the reintegration options at your first interview?**



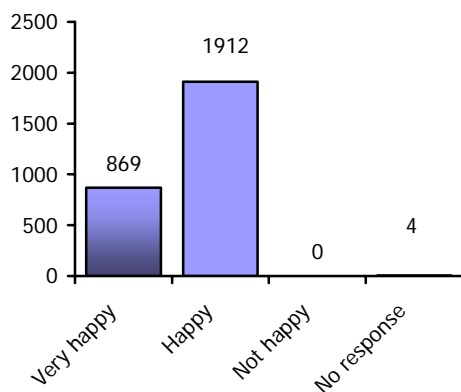
Satisfaction with information	Nr.	%
Very Well	919	33%
Well	1854	67%
Not well	0	0%
No response	11	0%
<b>Total:</b>	<b>2784</b>	<b>100%</b>

## 5. SATISFACTION WITH REINTEGRATION CHOICE

An additional indicator for the effectiveness of ANBP's information policy is the satisfaction level of ex-combatants with the reintegration choice they made. The underlying assumption here is that intensive counseling of ex-combatants about the reintegration choices on offer will result in higher levels of satisfaction with the reintegration option chosen. Satisfaction with the integration choice indirectly mirrors the overall satisfaction with the performance of ANBP's Implementing Partner.

When asked how happy ex-combatants are with the reintegration choice they made, 31% or 869 ex-combatants answered they are "very happy". 69% or 1912 ex-combatants said they were "happy" with the reintegration choice. Nobody claimed not to be happy with the reintegration choice made.

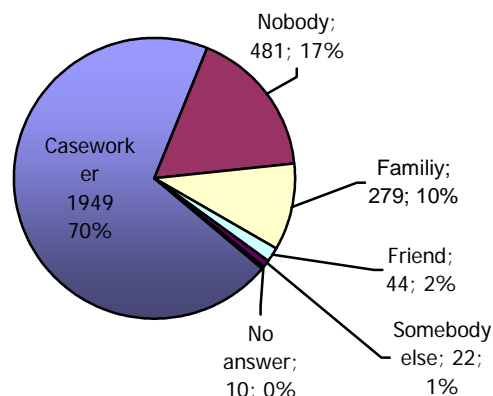
**Chart 10: How happy are you with the reintegration choice you made?**



Level of Satisfaction	Nr.	%
Very happy	869	31%
Happy	1912	69%
Not happy	0	0%
No response	4	0%
<b>Total:</b>	<b>2785</b>	<b>100%</b>

Furthermore, ANBP asked ex-combatants who had a major influence on their decision which reintegration choice to opt for. The overwhelming majority of 70% (1949) indicated the importance of the caseworker for their decision. 17% (481) claimed that nobody had a big influence on their reintegration choice. About 10% (279) of ex-combatants said that the family had the biggest influence and only 2% (44) said it was friends.

**Chart 11: Who had the biggest influence on your reintegration choice?**



Type of interview	Nr.	%
Caseworker	1949	70%
Nobody	481	17%
Family	279	10%
Friend	44	2%
Somebody else	22	1%
No answer	10	0%
<b>Total</b>	<b>2785</b>	<b>100%</b>

## 6. SATISFACTION WITH INCENTIVE FOOD PACKAGE

After demobilization, every ex-combatant receives an Incentive Food Package for Reintegration. This is a one-time package administered through the World Food Programme (WFP). An incentive package – also called severance package – consists of the following elements:

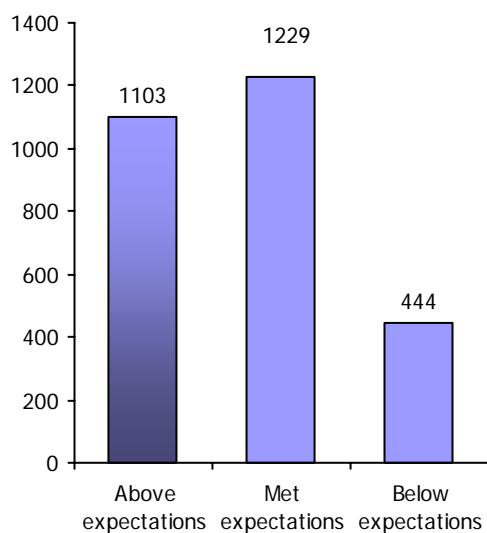
- 100 kilogram of wheat
- 14 kilogram of pulses
- 10, 11 or 11.5 liters of vegetable oil (depending on the size of oil cans available)
- 2 kilogram of iodized salt



Incentive Food Packages

ANBP asked how satisfied the ex-combatants were with the content and quantity of the incentive food package. 40% (1103) answered that the package was above their expectations. Slightly more, 44% (1229), mentioned that the package met their expectations. A relatively low number of 16% (444) said that the package did not meet their expectations.

**Chart 12: How satisfied were you with the severance package you received after demobilization?**

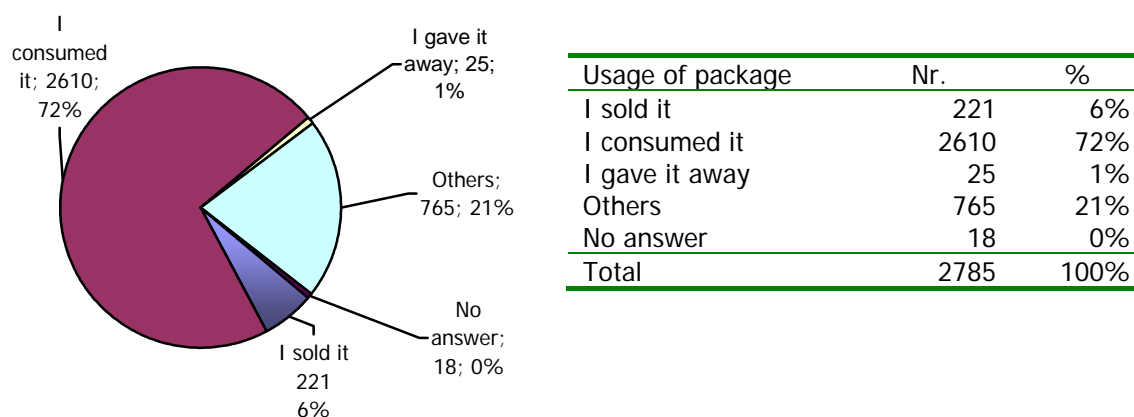


Level of Satisfaction	Nr.	%
Above expectations	1103	40%
Met expectations	1229	44%
Below expectations	444	16%
No response	9	0%
<b>Total:</b>	<b>2785</b>	<b>100%</b>

In order to cross-check the answers of ex-combatants about their satisfaction level with the severance package, a second question focused on what they did with the package. The large majority of 2610 or 72% of ex-combatants claims to have consumed the package. 221 or 6% sold the package. 25 or 1% mentioned that they gave the severance package away. 21% answered that they used it for other purposes (see below).

In this case, the answers given in the survey do not reflect the experience of ANBP staff. In many distribution centers, small informal markets were established outside the distribution center where ex-combatants sold their incentive package. The results of the survey appear to be biased in favor of consummation since evidence on the ground suggests that more food incentive packages were sold than the survey suggests.

**Chart 13: How did you use your severance package?**



Many ex-combatants who sold the incentive package commented that it was too heavy to carry or their home too far away. Typical comments are:

- “Yes, I sold it because I am from Badakhshan and I am living in Kunduz. I can not bring it to (my) home. Our home is too far from here.”
- “Yes, I sold the food items (because) I (could not) rent a car to (bring it) home.”
- “My family lives in Pakistan. I could not take the severance package to my home. Therefore I have sold the severance package.”
- “Carrying was difficult, so I sold it.”
- “I sold the wheat and took the remainder home.”

375 ex-combatants explicitly indicated that they brought the incentive package home and/or consumed it with their families. Feedback on the quantity was mixed:

- “I am a poor person and I took it to my home.”
- “We need primary food like wheat, oil and salt. ANBP support was including all of this. I brought it home and consumed it with my family.”
- “Yes. (I brought) it home and used with my whole family. I am married, I needed it.”
- “I used (it) at home and finished (it) in 25 days.”
- “It was not enough for our family.”

When analyzing the comments of the 765 ex-combatant who answered that they used the package for other purposes than the one indicated, the most common explanations are:

- The ex-combatants still has it and has not consumed or used it yet.
- The family of the ex-combatant consumed it.
- The ex-combatant has consumed it, but not indicated so in the questionnaire.

## 7. SATISFACTION WITH SUPPORT PROGRAMMES

### 6.1. Waiting Time

Between an ex-combatant's demobilization and the start of his reintegration training, there is normally a certain time gap. On the one hand, ex-combatants need some time to decide which reintegration option to choose. On the other hand, ANBP's Implementing Partners need time to prepare for taking in more ex-combatants on short notice. It is difficult to predict how many ex-combatants would opt for which integration option. This adds to the waiting time for the ex-combatant.

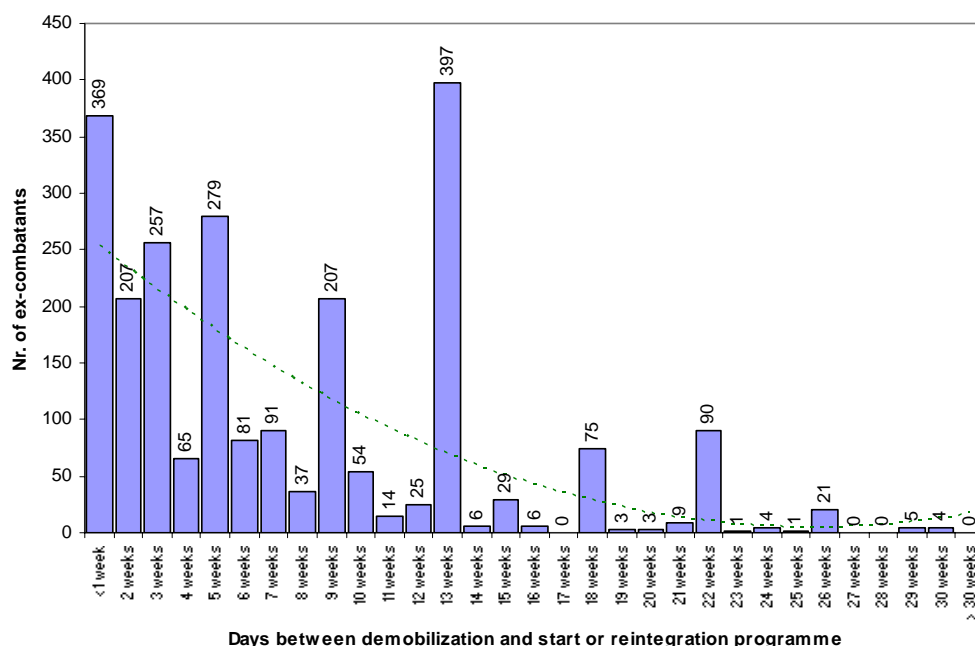
**The median waiting time for ex-combatants to enter into a reintegration programme is about 35 days.** The mean waiting time is about 50 days. 39% (898) of ex-combatants who responded to the survey waited less than 1 month for the reintegration programme to start. 21% (488) waited between 1 to 2 months, 13% (300) between 2 to 3 months. **A total of 72% (1686) waited less than three months to start the reintegration programme.** To put it differently: 28% of ex-combatants wait longer than three months to begin with a reintegration programme.

19% (438) of ex-combatants waited 3 to 4 months while 3% (81) waited between 4 and 5 months. 4% (104) of the ex-combatants interviewed waited between 5 and 6 months for reintegration support to start. A total of 2309 or 99% started a reintegration programme within half a year after being demobilized.

Duration	Nr. of ex-combatants	% of ex-combatants
<1 months	898	39%
1-2 months	488	21%
2-3 months	300	13%
Subtotal: <3 months	1686	72%
3-4 months	438	19%
4-5 months	81	3%
5-6 months	104	4%
Subtotal: <6 months	2309	99%
6-7 months	22	1%
> 7 months	9	0%
Subtotal	2331	100%
No response	454	n/a
Total	2785	n/a

The following graph depicts the waiting period disaggregated by weeks instead of months. While the analysis is similar to the monthly chart, there is a peak at 12 to 13 weeks with 397 ex-combatants. However, this might be explained by imprecise recollection of ex-combatants who estimated the time gap to be roughly 3 months.

**Chart 14: How many days were between your demobilization and the start of the training?**



## 6.2. Support Programmes

After disarmament and demobilization, ex-combatants have generally the choice between various support programmes: agricultural packages for those returning to their farms, on-the-job vocational training courses tied to job placement and including basic literacy courses, support to start small businesses, joining an elite community-based de-mining corps, applying for officer training in the Afghan National Army, or short-term public infrastructure wage-labor employment as a bridging activity.

In order to follow up on satisfaction levels in the various support programmes provided by ANBP's Implementing Partners, the satisfaction survey focuses on three elements of programmes ex-combatants mostly opted for: the satisfaction of ex-combatants with the content of the agricultural package, the conditions of training for those who have chosen vocational training, and the support given to ex-combatants to establish small businesses.

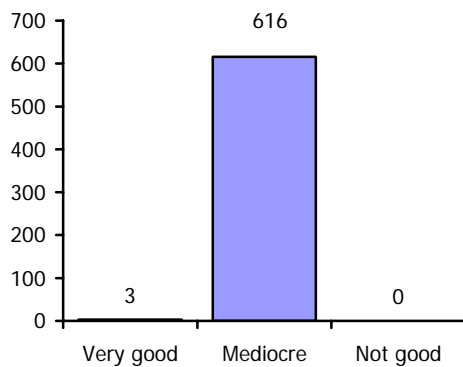
### Quality of Agriculture Package

The standard agricultural package offers ex-soldiers a number of different, similarly valued options from which to choose. The packages may include nursery development, beekeeping, fisheries, livestock distribution or a package of seeds, tools and fertilizer. The packages vary by region and are developed in consultation with the Ministry of Agriculture.

Those ex-combatants surveyed who received agricultural packages generally agreed that the packages were only of "mediocre" quality. 616 or 100% indicated their mediocre satisfaction with the package they were provided with. Only 3 ex-combatants rated the quality of the package as "very good".



**Chart 15: How is the quality of the agricultural package you received?**



Level of Satisfaction	Nr.	%
Very good:	3	0%
Mediocre:	616	100%
Not good:	0	0%
<b>Total:</b>	<b>619</b>	<b>100%</b>

About a third of additional comments regarding the agricultural packages were positive. These are some of the more frequent remarks:

- "We have received good quality of agriculture equipments and the agricultural package which we have received was enough."
- "We are agreeing with our packages. I received a mil cow so now all my family members are very happy."
- "Training and equipments were very good."
- "The agriculture package which we have received is very good. (We) got all cultivation equipments along with seeds and fertilizers."
- "I received complete package and (...) main package (2 sheep + 1 milk goat as live stock package) from COOPI. And I am very happy."
- "I received good seeds and poultry and other agriculture items."
- 

About two thirds of the comments were critical of the package or clearly negative. Some of the typical comments by ex-combatants are:

- "We can not get anything from bee keeping. The boxes are not enough and the drought is a big problem."
- "Two months ago, I got one dairy cow and one calf. Both of them (were) small and thin also not good. I am unsatisfied about that."
- "The sheep which I received were small and had a low quality but now after feeding they are healthy."
- "The received 57 chickens, (only) 30 (are) left, the others died."
- "The quality of my calves is very bad. Given support has not been helpful for me."
- "The (quality of the) five sheep which I got from DDR is good, but they are very weak and old."
- "The 20 packages of fertilizers (were) out of date."
- "It was not satisfactory. We need more help in agriculture, especially in irrigation and cultivation."
- "(I received) 6 sheep (as) my live stock main package. One sheep got ill and died. The second also got ill, so I slaughtered it. I sold the other three sheep. Now I have one healthy sheep (and) I bought a cow."

## Conditions of Training Place for Vocational Training

Ex-combatants who opted for vocational training can choose among training programmes in various trades, including carpentry, masonry, tailoring, road construction, electrician,

plumbers, mechanics, English and computer courses and metal work. The objective is to give the soldiers the skills to find a job after finishing the support programme. ANBP's vocational training strategies take into consideration the unique circumstances in Afghanistan, the regional circumstances within the country and the priorities indicated by the government and the respective communities.

Those ex-combatants who have chosen vocational training and job placement are generally satisfied with the training conditions. 71% (455) have indicated that conditions of their training place are "very good". 28% (180) indicated that conditions are only "mediocre". 11 ex-combatants judged their working place not to be in good condition.

**Chart 16: What is the condition of your training place (for vocational training and job placement)?**



Some of the more common remarks in the questionnaires are:

- "The training place is very good and there are (many) customers where I can learn a lot."
- "The workshop is close to my house, and the trainer is a good person."
- "The training company has enough tools, it is inside the city and has (much) work where I can learn a lot."
- "The condition of my training place is nice but there are some problems like (not enough) training materials and teachers."
- "It is good but we are not allowed to use the equipments ourselves."
- "I am happy (with) my training but our teachers and materials are not enough."

## Support to Small Business

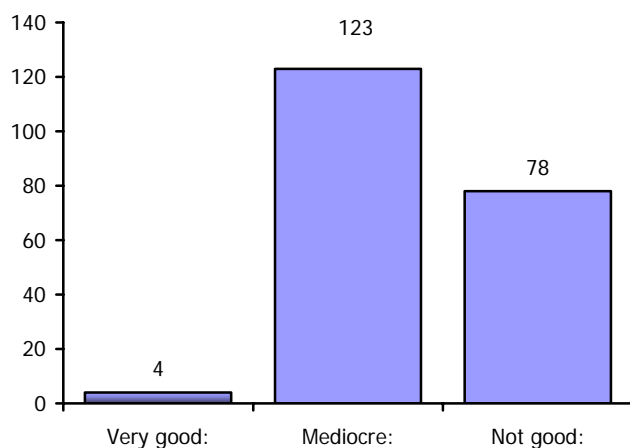
For former officers and soldiers who wish to start or build up a small business, ANBP's Implementing Partners are offering business training and management courses, a small grant and continued assistance with their undertaking. Generally, three types of support are given to ex-combatants:

- General business start-up: if the ex-combatant has an existing business or a new business idea;
- Small to mid-size construction contracting teams
- Roshan Public Call Offices

Ex-combatants who received support through ANBP's Implementing Partners to set up small businesses were generally not very satisfied. 123 or 60% indicate a mediocre level of

satisfaction with ANBP's support to their reintegration. 78 or 38% mentioned that the support received was "not good". Only 4 ex-combatants (2%) indicated a high level of satisfaction.

**Chart 17: How helpful was the support given by DDR (Small Business)?**



Level of Satisfaction	Nr.	%
Very good:	4	2%
Mediocre:	123	60%
Not good:	78	38%
<b>Total:</b>	<b>204</b>	<b>100%</b>

However, when closely analyzing the comments of ex-combatants, the satisfaction level seems more positive. About half of the additional comments by ex-combatants were positive or neutral. The ex-combatants interviewed have opened a number of very different small businesses: food stalls, car repair shops, tire repair shops, battery charging shops, tailoring shops, pharmacies, cassette store, bakeries, mobile handle carts, etc. These are some of the frequent comments:

- "It was useful and I bought rice, oil and paste for my shop."
- "It really helped me to start a business."
- "I increased the quantity of (items) in my drug store."
- "I opened a car repair shop."
- "I have received \$250 and I will receive \$450 more. Then I am going to make my business better."
- "I have (established) a small watch fixing shop in the city."
- "I bought a handle cart, almonds and other things to sell in my handle cart."
- "I bought 3 mobile sets and am going to make a PCO (Public Call Office)"
- "(I have) opened a pharmacy in Qarabagh bazaar."
- "(I have now) a tailoring shop in 315 Street, Khair Khan Kabul and (I am) very happy with (my) business."
- "The support given by DDR is very useful for me. I hope to receive some tools which I haven't got yet."
- "The package which I received from ANBP is good and helpful for me if I could have some goods for my shop."



Public Call Office of Roshan

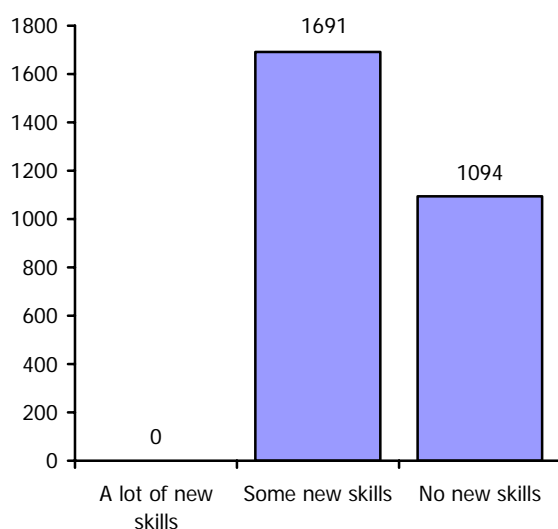
But the additional comments also point out dissatisfaction with the support in general, the level of support or with some elements of support for ex-combatants who chose the small business option:

- “The amount received was too little. I bought only inexpensive equipment.”
- “Most of the tools which (were) given to me are useless and the given support is not too helpful for me.”
- “The support which is given to me is better than nothing.”
- “I received some tools from DDR but it is not complete because I need a generator and they didn’t bring it for me.”
- “I received (a) freezer, generator and transformer, but not cash.”
- “\$700 is not enough for business.”

### 6.3. Training Progress

When asked about the progress made during the reintegration training, 1691 or 61% indicate that they have learned some new skills. 1094 or 39% indicate that they have not acquired any new skills at all. However, since the survey is the first of its kind in ANBP and an ongoing exercise, many of the ex-combatants surveyed have just entered the reintegration programme. Since the data is based only on first interviews with ex-combatants early during the reintegration support, this data might change when second and third interviews will be conducted later in the reintegration programme.

**Chart 17: How much have you learned so far through the reintegration programme?**



Level of Progress	Nr.	%
A lot of new skills:	0	0%
Some new skills:	1691	61%
No new skills:	1094	39%
Total:	2785	100%

Again, additional comments by ex-combatants show a more positive feedback than the previous answers suggest. Most of the comments about the extent of new skills acquired during reintegration training were positive or neutral. These are some examples:

- “Some of de-mining skills I knew, but I also learned some new skills (...): searching and prodding using of mine detector.”
- “Repairing flat tire opening and fixing some other car parts.”

- "Preparing food from sugar for bees and protect them in summer and winter."
- "Marketing, accounting, and how to arrange business place."
- "I learned how to fix the machine, diesel pump, parts, gear box and etc."
- "I learned how to cut hair, how to design and some other skills."
- "I did not know anything about chickens before but then I learned about keeping chickens, (their) place, diseases and vaccinations."
- "He has learned (MS) Windows, (MS) Word and (MS) Excel. He can speak a little English."
- 
- Few of the comments were critical or negative. Here are two examples:
- 
- "The training (was) very simple. I know it before."
- "I have not learnt anything worth."

## 8. ANNEX: QUESTIONNAIRE

### 1. FILLED OUT BY CASEWORKER PRIOR TO INTERVIEW:

Name of ex-combatant:		ANBP ID number:	
Village:		District:	
Province:		Age:	
Implementation Partner:			
Area of training:	<input type="checkbox"/> Agriculture <input type="checkbox"/> Vocational Training and Job Placement or On-the-job training <input type="checkbox"/> De-mining <input type="checkbox"/> Small Business <input type="checkbox"/> Contracting teams <input type="checkbox"/> Other.....		
Date of interview:	..... / ..... / 200...	Duration of interview:	..... hours ..... minutes
Interview number:	<input type="checkbox"/> first <input type="checkbox"/> second <input type="checkbox"/> third <input type="checkbox"/> Other .....		

### 2. FILLED OUT BY CASEWORKER DURING INTERVIEW:

DEMOBILIZATION			
How well did ANBP <b>inform</b> you about the reintegration options at your first interview?	<input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well	Comments:	
Who had the biggest <b>influence</b> on your reintegration choice?	<input type="checkbox"/> My family <input type="checkbox"/> A caseworker <input type="checkbox"/> A friend <input type="checkbox"/> Nobody <input type="checkbox"/> Somebody else: Who:.....	Comments:	
How <b>happy</b> are you with the reintegration choice you made?	<input type="checkbox"/> Very happy <input type="checkbox"/> Happy <input type="checkbox"/> Not happy	Comments:	
Did the <b>severance package</b> meet your expectations?	<input type="checkbox"/> Above expectations <input type="checkbox"/> Met expectations <input type="checkbox"/> Below expectations	Comments:	
How did you <b>use</b> your severance package?	<input type="checkbox"/> I sold it. <input type="checkbox"/> I consumed it. <input type="checkbox"/> I gave it away. <input type="checkbox"/> Other: Explain:.....	Comments:	

TRAINING	
How many days were between your demobilization and the start of the training?	..... days
Did you take part in any training activity with DDR last week?	<input type="checkbox"/> Yes <input type="checkbox"/> No Explain:.....

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Please describe <i>more in detail</i> the kind of training you have received so far.			
How good is the training you receive?	<input type="checkbox"/> Very good <input type="checkbox"/> Mediocre <input type="checkbox"/> Not good	Additional comments:	
How useful is the training for your future?	<input type="checkbox"/> Very useful <input type="checkbox"/> Somehow useful <input type="checkbox"/> Not useful	Additional comments:	
What do you like about the training?			
How could the training be more useful for you?			

**SATISFACTION WITH PACKAGES:**

<i>If you have chosen Vocational Training and Job Placement:</i> What is the condition of your training place?	<input type="checkbox"/> Very good <input type="checkbox"/> Mediocre <input type="checkbox"/> Not good	Please explain:	
<i>If you have chosen Agriculture:</i> How is the quality of the agricultural package you received?	<input type="checkbox"/> Very good <input type="checkbox"/> Mediocre <input type="checkbox"/> Not good	Please explain:	
<i>If you have chosen Small Business:</i> How helpful was the support given by DDR?	<input type="checkbox"/> Very helpful <input type="checkbox"/> Mediocre <input type="checkbox"/> Not helpful	How have you use the funds provided?	
		How successful is your business?	

**FINANCIAL SUPPORT**

What is the amount of your daily stipend?	..... Afghani		
In addition to your daily stipend, do you receive a transport allowance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how much?	..... Afghani

**ADDITIONAL COURSES**

Do you participate in a <b>Literacy course</b> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week does the course take place?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain: .....
		If yes, how useful is this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful
Do you participate in an <b>English course</b> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week does the course take place?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain: .....
		If yes, how useful is this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful

Do you participate in a <b>computer course</b> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, how often per week does the course take place?	<input type="checkbox"/> Once <input type="checkbox"/> Twice <input type="checkbox"/> Other Explain: .....
		If yes, how useful is this course for you?	<input type="checkbox"/> Very useful <input type="checkbox"/> Useful <input type="checkbox"/> Not useful
Do you participate in a <b>Civil Education course</b> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, which issues are presented there?	
Which <b>additional courses</b> would you find useful?		Please explain why:	

**PROGRESS**

How much have you learned so far through the reintegration training?	<input type="checkbox"/> a lot of new skills <input type="checkbox"/> some new skills <input type="checkbox"/> no new skills
Describe the new skills you have acquired:	

**INFORMATION**

How much did you know about the DDR process <i>before</i> you were demobilized?	<input type="checkbox"/> I knew a lot <input type="checkbox"/> I knew something <input type="checkbox"/> I knew little <input type="checkbox"/> I knew nothing at all
From whom did you hear most things about the DDR process <i>before</i> you were demobilized?	<input type="checkbox"/> Colleagues <input type="checkbox"/> Family or relatives <input type="checkbox"/> Radio Which radio station: ..... <input type="checkbox"/> Other Explain: .....

**RECOMMENDATIONS:**

What do you suggest to improve the <b>DR</b> process?	
Do you have any other <b>comments</b> ?	



**3. FILLED OUT BY CASEWORKER AFTER INTERVIEW:**

<p>Please note your <b>observations</b> about the ex-combatant and the interview:</p>	
---	--

Caseworker 1 Name: \_\_\_\_\_  
Signature \_\_\_\_\_

Caseworker 2 Name (if present): \_\_\_\_\_  
Signature \_\_\_\_\_

IP Representative Name (if present): \_\_\_\_\_

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## **INTERVIEW GUIDELINES**

### **TRAINING QUESTIONNAIRE FOR EX-COMBATANTS**

#### **TRAINING OF CASEWORKERS:**

- Program Advisors and Regional Office Program Officers need to train caseworkers in the proper use of the questionnaire. Special attention should be paid to the necessary translation of questions into Afghan languages.

#### **SELECTING THE EX-COMBATANTS:**

- When selecting the ex-combatants to be interviewed, select ex-combatants who have not been interviewed yet. Ideally, every ex-combatant should be interviewed at least one time during the six-month support given to him.
- In cases where it is unrealistic to monitor all ex-combatants due to scattered geography or security concerns, ex-combatants should be selected for an interview on the basis of random samples.

#### **BEFORE THE INTERVIEW:**

- Review the information on the ex-combatant in his file in the Regional Office, including interviews already being conducted with him.
- Fill out Section 1 (**FILLED OUT BY CASEWORKER PRIOR TO INTERVIEW**) *before* you leave for the interview.

#### **CONDUCTING THE INTERVIEW:**

- As a first step, please explain to the ex-combatant who you are, and why you would like to ask him these questions.

#### **AFTER THE INTERVIEW:**

- Fill out Section 3 (**FILLED OUT BY CASEWORKER AFTER INTERVIEW**) right after you finish the interview with the ex-combatant. Write down your personal impression about the ex-combatant, and any other observation regarding the interview.
- Please submit the form to your Program Officer in the Regional Office. He/she will send an electronic copy to the Monitoring and Evaluation Section of ANBP.
- ANBP will subsequently analyze the information provided, and publish monthly updates on the results of monitoring by caseworkers.