



## ***Community-Led Programming and its Contribution to Stability and Development in Southern Iraq A Survey of Community Opinion***

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# 1. INTRODUCTION

## 1.1 Background

*Learning for Effective Aid Policy and Practice* (LEAPP) is a program of research conducted by Mercy Corps with generous support from the Hewlett Foundation. It looks into how community-led aid models can most effectively be used to help societies transition from conflict to recovery and stability and then into development, as seen through the eyes of the community members themselves.

This report sets out the findings of a community study in Southern Iraq.

## 1.2 The Community-Led Approach

The central concepts of the community-led approach are as follows:

- Community-led **capacity**-building contributes to stability: If we implement community-led programs that bring local leaders and community members together to implement development programs with high standards of accountability and transparency, then we will a) increase positive interactions between citizens and government; b) build trust between citizens and local government officials; and c) improve stability.
- Community-led **community**-building contributes to stability: If we implement community-led programs that bring all stakeholders together to collectively identify and address community needs, then we will a) encourage a culture of inclusivity and cooperation; b) mitigate competition over resources; and c) improve stability.
- Community-led **ownership**-building contributes to stability: If we implement community-led programs that require citizen participation and investment, then we will a) increase people's capabilities, b) increase their willingness to engage in efforts to improve their communities; and c) improve stability.

Activities and programs designed to provide rapid stabilizing effects may be implemented using a variety of methodological approaches: from quick-response programs requiring little involvement from local citizens and government officials, to community-led programs that involve community leaders and members in the processes of deciding upon, investing in, implementing, and maintaining projects that are of most interest to them. International non-governmental organizations (INGOs), including Mercy Corps, are known for employing community-led methods, which are the subject of this study.

## 1.3 Research Objectives

This study seeks to:

- Understand the extent to which the various aspects or elements of community-led programs contribute to community development;
- Evaluate the contributions made by the main types of actors, as perceived by community members.

The key hypothesis is:

- INGOs are generally perceived as engaging in more community-led methods than other actors;
- Actors that are perceived to use community-led methods more are perceived to produce more positive outcomes that ultimately contribute to stability, than actors that use them less.

Naturally, perceptions of the effectiveness of actors are in the context of current conditions. Thus the study also sought to gain more information about how respondents perceive their conditions. This provides insight into the baseline experience against which respondents assess the effectiveness of actors.

As a secondary objective, the study seeks to assess the effect of armed accompaniments on attitudes about programs.

## **1.4 Research Methods**

Quantitative and qualitative research methods were used. GlobeScan designed the methodology and research materials in collaboration with Mercy Corps, while Al-Reyadah Consulting Center advised on aspects of design and conducted fieldwork in Iraq from 28 August to 2 October, 2009.

In addition, results from exploratory pilot interviews conducted in Iraq by Al-Reyadah Consulting Center on 12 May, 2009, contributed to the questionnaire design.

For the quantitative phase, 520 face-to-face interviews were conducted:

- Interviews took place in 52 communities equally distributed between four southern provinces – Basrah, Thi Qar, Missan, and Muthanna;
- In each province, 130 interviews were conducted; in each community, interviews were conducted with four community leaders and six community members;
- Interviews were conducted with 208 community leaders – 65 percent were leaders of community organizations, 28 percent were leaders of religious groups, and six percent were leaders in local or state government;
- Community leader interviewees were selected based upon “participation” in Community Action Groups (CAGs – groups of key stakeholders who come together to assist with selecting, designing, implementing and maintaining development programs). It should be noted that in many cases community leaders’ participation was not active, as their involvement was limited to observation;
- Interviews were conducted with 312 community members – 53 percent men and 47 percent women. Interviewees were selected based upon random sampling in each community, with target quotas by gender (note that a 50:50 gender split was not achieved in all communities).



For the subsequent qualitative phase, 11 focus groups were conducted:

- A mix of community leaders and community members was present in each of the focus groups;
- Of the 11 focus groups, four took place in Basrah, three in Missan, two in Thi Qar, and two in Muthanna;
- In agreement with the local Mercy Corps teams, Al-Reyadah Consulting Center team selected the communities from among those in which quantitative research had previously taken place. Practical consideration of security and proximity to the Provincial Center were also taken into account.

## **1.5 Note on Interpretation**

The research was conducted in four provinces in southern Iraq, drawn from 52 communities to be broadly representative of the area, i.e., not the whole country.

The focus of the survey was southern Iraq because this is where community-led projects have been implemented by Mercy Corps and its partners. All the research – qualitative and quantitative – was conducted in communities where Mercy Corps or its partners have been active.

These communities are typically urban and highly populated, while community-led projects are typically on a small scale. Participation levels within the communities are low, and responses are based on very little experience with INGOs or of other types of actors. As a result, many of the survey participants were unable to evaluate the programs and actors other than in general terms. Those that were able to express clear opinions were generally somewhat dissatisfied with all actors and programs, probably expressing their frustration with the current situation in their communities, which, as we shall see, they perceive as highly unsatisfactory. Nonetheless, there were significant differences in the assessments of different actors.

## **2. SUMMARY**

### **2.1 Familiarity with Actors**

The term “actors” is used in this report to mean organizations undertaking stabilization and development efforts at the community level. The actors evaluated include national government; district and sub-district government; elected local officials; religious leaders; INGOs; Iraqi or local NGOs (LNGOs); and foreign armed forces or Provincial Reconstruction Teams (PRTs).

In the large, highly populated areas where the survey took place, just under one-quarter of community leaders and less than one-tenth of community members have personally participated in projects by these actors. Respondents therefore tend to give fairly general views of the effectiveness of the various actors and their performance, and many could not answer the more specific questions. However, those who could gave sufficient detail to provide a basis for the analysis.

### **2.2 Actors and Their Methods**

There is a generally negative – even cynical – view of all the actors, reflecting widespread dissatisfaction with the current situation in the communities and limited experience of the actors. In relation to community-led methods, INGOs are the most highly rated group, followed closely by government organizations. Local NGOs, about which little is known, are in third place, followed by the PRTs.

What distinguishes INGOs from other actors is their use of community-led methods. INGOs are rated more highly than other actors on every one of the methods evaluated in the study. The INGOs lead is greatest on actively involving community leaders and members in project management and supervision, information sharing, getting community members to continue with projects after the organization has left the community, and teaching them new skills.

### **2.3 Outcomes of Community-Led Methods**

The INGOs are generally thought to be more effective than the other actors, i.e., they deliver superior outcomes such as building trust, fighting corruption, and delivering quality results at a reasonable cost. Given that a key distinguishing characteristic of INGOs is their community-led methods, this suggests (though it does not prove) that it is the use of community-led methods that produces outcomes that are perceived as superior.

Government actors are rated in a close second place behind the INGOs on all the outcome measures, followed by local NGOs.

PRTs are rated particularly poorly on fighting corruption and helping to reduce tension between people in the community. But on other outcomes, they are more highly regarded than local NGOs, though they are lower on perceived use of community-led methods. On this evidence, it appears that community-led methods are essential contributors to positive outcomes, but other factors may also be involved.

Ultimately, the community-preferred choice of actor for development projects is evenly balanced between INGOs and national government (28-29%), followed by district/sub-

district government (19%), with PRTs and local NGOs chosen by only a small minority of community members (5-6%). Presumably this reflects views of the methods used.

## **2.4 The Current Situation in the Communities**

Community perceptions of current conditions provide the background for the analysis of the methods used by the various actors and of community project effectiveness.

Overall, people feel that the security situation is good, that security conditions have improved over the past year, that there has been a decrease in violence, and that fewer roadblocks are being encountered.

However, they are negative about quality of life in their communities; services and infrastructure are unsatisfactory, many basic needs are not being met, and the economic situation is not good. The absolute levels of the assessments of the effectiveness of all programs and actors need to be understood in the context of this general dissatisfaction.

In spite of this dissatisfaction, there is cautious optimism about the future, with hopes resting on change following the March elections.

### **2.4.1 Infrastructure and Services**

Nearly all aspects of infrastructure and services do not currently meet community needs:

- More than three-quarters of people are dissatisfied with the electricity supply, more than nine-tenths with the water supply and trash collection services, and more than four-fifths with roads and transportation;
- Over three-quarters say health care and education services do not meet community needs.

However, just over one-half are satisfied with the number of mosques.

### **2.4.2 Economic Situation**

People are very negative about the overall economic situation, with only one-tenth describing it as good and almost one-half describing it as poor. There is slightly less pessimism about specific indicators such as employment and new businesses. Nearly one-third report increases in jobs and a similar proportion say more new businesses have opened up in the past year.

### **2.4.3 Security**

Perceptions of the security situation are much more positive. At the time of interviews, i.e., August to early-October, just over one-half of both the community leaders and the community members said that conditions in their community were “very secure.” This positive perception probably reflects the fact that the survey took place in relatively secure communities and, indeed, people said the number of violent incidents and armed combat situations had decreased over the past year.



#### **2.4.4 Quality of Life**

While views of overall quality of life are negative, with close to one-half of the people describing it as poor, there is cautious optimism about the future. More than one-half predict an improvement in quality of life over the next couple of years, although there is some uncertainty about the future.

Aspects of current conditions that are most strongly linked to quality of life and optimism are the overall economic situation and the transport infrastructure. Links can also be seen with the situation on trash collection, with employment opportunities, and with the education system.

### **2.5 Armed Accompaniments**

PRTs are among the least widely preferred actors to implement development projects, but they are valued for their role in accompanying other actors.

Forty-seven percent of respondents say they are more likely to participate in projects if these are accompanied by military forces, and 45 percent if by armed private security companies. Twenty-six percent and 29 percent, respectively, say they would be less likely to participate or definitely would not do so.

However, it appears that these responses are derived more from the respondents' ideas of what such accompaniment would be like than from actual experience. National government and PRT projects are reported to have been accompanied in around one-in-ten cases; all other actors in less than one-in-twenty cases.

There are marked differences between the provinces. People in Missan and Muthanna, where security levels are perceived to be good, are generally inclined to support armed accompaniment whether by the military or private security companies. But in Basrah, where perceptions of the security situation are less positive, the views about armed accompaniment are on balance negative, with over one-third saying they do not have an opinion.

The implication is that while armed accompaniment can be reassuring in areas where the situation is already secure, it may be seen as part of the problem where security is perceived to be less well established.

### **2.6 Conclusions**

Positive perceptions of the security situation in southern Iraq indicate that stabilization activities have achieved basic security objectives. However, a more secure environment on its own has not led to positive views of overall quality of life. Evidence from this survey suggests that people's current negative assessments of life in their communities are driven by serious inadequacies in terms of infrastructure, services, and the local economy.

Actors in Iraq face two key challenges: the scale of the problems that need to be addressed and the context of large, highly populated urban communities, in which it may be difficult for actors to achieve widespread visibility for their projects and consequently active support for them.

The actors perceived as most capable, effective, and trustworthy in terms of community development – and thus more effective at furthering stabilization – are INGOs, followed by the national government. These are also the actors with the strongest profiles on all aspects of community-led methods.

Local NGOs and district government are considered less effective than INGOs and national government, in that they are perceived as less capable and as benefiting communities less. They also have weaker profiles on all aspects of community-led methods. They are trusted by Iraqi people, but this in itself is not enough.

Armed accompaniment, as opposed to military-led project implementation, is thought desirable only in certain circumstances. The findings of the study indicate that decisions should be made on a community-by-community basis and reviewed as the security situation changes.

The survey results thus support the hypothesis:

1. INGOs and national government are perceived to be users of community-led methods, more than other actors;
2. INGOs and, to a slightly less extent, national government, are perceived to be the most effective actors in terms of outcomes.

Therefore it is reasonable to infer that:

3. Community-led methods lead to superior outcomes, as seen from the perspective of the communities themselves.

### 3. ACTORS AND THEIR METHODS

The actors evaluated were:

- National government
- District and sub-district government
- Elected local officials
- Religious leaders
- Iraqi or local NGOs (LNGOs)
- INGOs, including Mercy Corps
- Foreign armed forces/PRTs.

For the more complex of the evaluation questions, this list was compressed into four:

- INGOs
- National, district, and sub-district governments
- LNGOs
- PRTs.

#### 3.1 Experience of Actors

Familiarity with all actors is limited to a minority. Asked what organizations had, to the best of their knowledge, implemented projects in their community, only Mercy Corps was named unprompted by more than one-quarter of respondents:

Mercy Corps	30%
Local government	19%
Iraqi government	9%
PRTs	5%
Others	8%

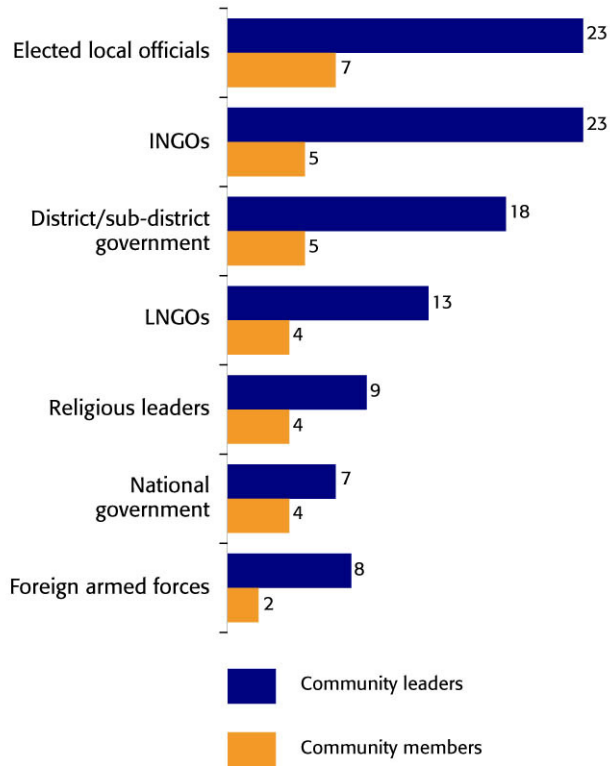
Respondents were then asked if they personally had participated in projects carried out by each type of actor. Even when thus prompted, less than one-quarter of community leaders and around 5 percent of community members said they have participated in projects by any of the actors.

Despite these low levels of reported participation, most respondents provided answers about their perceptions of the various actors and their effectiveness in providing services. Thus it appears that many respondents acquired information from those who had been involved or from reports in the media. It should be noted that the patterns of responses were quite consistent, not simply random, indicating that respondents had meaningful

impressions of the actors. Also, the patterns of responses among those with greater direct experience were not consistently different from those with less experience.

### Personal Participation in Projects Carried out by Different Organizations

By Type of Respondent, Percentages, 2009



While community leaders were recruited based on membership in CAGs, only around one-quarter of CAG members actively participate in development projects. The low participation levels amongst community members can be attributed to random sampling in large, highly populated urban areas.

Women are highly unlikely to have participated in projects. In the survey, reported participation by men is three times higher than that for women.

### 3.2 Methods Used by INGOs and Other Actors

In spite of the low levels of participation in projects, many respondents were able to express views of the methods that INGOs and other actors use.

None of the scores passes the mid-point on the 4-point scale, indicating a general dissatisfaction with the results of the efforts of all the actors, reflected in low levels of satisfaction of numerous quality of life indicators. There are, however, significant variations among the methodological characteristics and between the actors.

The methods for which INGOs stand out are reflective of their emphasis on community-led approaches including information sharing, involving community leaders and members in the projects and getting them to continue to carry out the projects themselves after the INGOs leave the community, and teaching new skills to community members. These are also the methods which most strongly distinguish INGOs from other actors.

#### Ratings of Different Organizations on Methods Used

Total Sample, Mean Scores

Outcome	International NGOs	National district and sub-district governments	Iraqi/local NGOs	PRTs	INGO percentage gain over other actors*
Openly shares information about costs and budget of the project	2.16	1.98	1.61	1.44	+29
Gets community leaders/members to continue carrying out the projects themselves after the organization leaves the community	2.15	1.74	1.60	1.68	+28
Encourages people to work together to improve their community	2.15	1.97	1.61	1.72	+22
Actively involves people in the community in project management and supervision	2.14	1.76	1.61	1.44	+33
Promotes participation of community members	2.14	1.75	1.59	1.72	+27
Teaches people in the community new skills	2.14	1.74	1.62	1.72	+26
Gets community leaders to contribute to costs	1.84	1.77	1.62	1.43	+15
Actively involves ethnic minorities in project management and implementation	1.83	1.77	1.61	1.72	+8
Gets community members to contribute labor time	1.82	1.76	1.63	1.42	+14
Promotes respect between people with different views	1.82	1.73	1.59	1.42	+15
Actively involves women in project management and implementation	1.81	1.76	1.62	1.71	+7
Increases communication between community leaders and government officials in the community	1.80	1.76	1.60	1.45	+12
Consults with people in the community to determine needs	1.80	1.76	1.60	1.45	+12
Involves community leaders in decision making	1.80	1.75	1.61	1.71	+7

Highest score

\*Mean scores for INGOs on each characteristic expressed as percentage gain over the average scores of National, District and Sub-district governments, Iraqi/local NGOs and PRTs (other actor average score = 100).

Government organizations are rated consistently in second place, only slightly behind INGOs. Looking down the columns in the table above, we see that they share a very similar methodological profile.

The PRTs are more clearly perceived. Some of the community-led methods are relatively widely associated with them, others much less so: scores of less than 1.5 mean that the method is barely associated with them.

## 4. Outcomes of Community-Led Methods

### 4.1 Evaluation of Specific Effectiveness Characteristics

The INGOs are generally thought to be more effective than the other actors, i.e., they deliver superior outcomes that are linked to the broader goal of stabilization. Presumably this reflects the perceived superiority of their methods. The major INGO outcome strengths are seen as building trust with community leaders, fighting corruption, and delivering quality results at a reasonable cost.

#### Ratings of Different Organizations on Outcomes

Total Sample, Mean Scores

Outcome	International NGOs	National district and sub-district governments	Iraqi/local NGOs	PRTs	INGO percentage gain over other actors*
Builds trust with community leaders	2.16	1.73	1.60	1.71	+29
Fights corruption	2.15	1.74	1.60	1.44	+35
Achieves significant results at reasonable cost	2.15	1.96	1.63	1.72	+21
Has high quality products	2.14	1.99	1.63	1.67	+21
Helps reduce tension between people in the community	1.81	1.96	1.61	1.44	+8
Completes projects on time	1.81	1.93	1.65	1.65	+4
Projects benefit a majority of community (not just a few)	1.81	1.72	1.60	1.68	+9
Effectively cooperates with local government officials	1.80	1.74	1.61	1.72	+7

 Highest score

\*Mean scores for INGOs on each characteristic expressed as percentage gain over the average scores of National, District and Sub-district governments, Iraqi/local NGOs and PRTs (other actor average score = 100).

Government actors are rated in second place behind the INGOs on most of the outcome measures.

Local NGOs are rated consistently weaker, reflecting their third-place position on community-led methods. Once again, we note the consistency of their profile as evidence of a lack of familiarity.

PRTs are rated particularly poorly on fighting corruption and helping to reduce tension between people in the community. But on other outcomes, they are more highly regarded than local NGOs. On balance, this is a more positive finding than their low scores on many of the community-led methods might have suggested.

One of the outcomes on which INGOs are least well rated is benefiting a majority of the community. This no doubt reflects the number and scope of the projects rather than their quality. The other three relatively weak outcome characteristics, i.e. helping reduce tension between people in the community, completing projects on time and effectively cooperating with local government officials, may benefit from attention. Not only are the ratings low in absolute terms and in relation to other actors, but two of the three might logically be expected to benefit from the community-led methods that INGOs use.

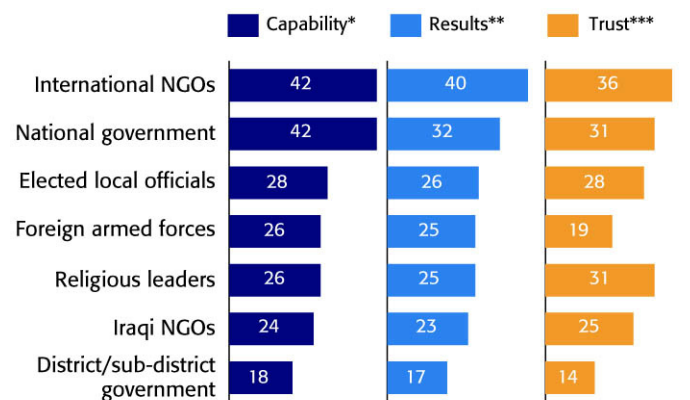
## 4.2 Capabilities, Results, and Trust

Respondents were asked to evaluate the different actors in terms of each organization’s ability to improve the situation in the community (capability), how much each organization has benefited lives in the community (results), and how much trust respondents have in each organization (trust). These are all regarded as indicative of stability outcomes.

The following chart shows the percentage of respondents giving each organization the highest ratings.

### Ratings of Different Organizations

Total Sample, Percentages, 2009



\*"Very high capability" and "High capability"

\*\*"A great deal of good" and "Some good"

\*\*\*"A lot of trust"

The Iraqis surveyed tend to rate INGOs and the national government favorably compared with other actors. Positive ratings outweigh the negative for INGOs and national government. In contrast, respondents are, on balance, negative about all other actors.

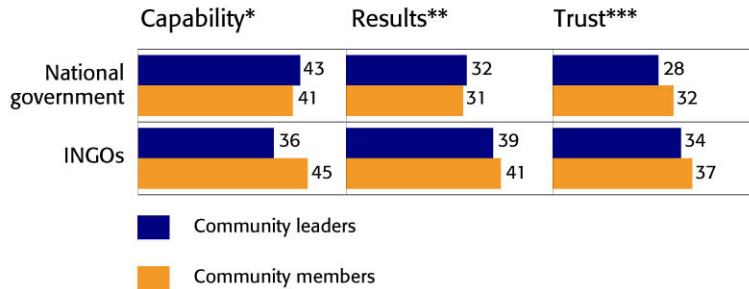


#### 4.2.1 INGOs and National Government

The following chart shows that people consider INGOs and national government to have the ability to effect improvements; also, they trust them to do so and believe they bring positive results to their communities.

##### Ratings of Different Organizations

Total Sample, Percentages, 2009



\* "Very high capability" and "High capability"

\*\* "A great deal of good" and "Some good"

\*\*\* "A lot of trust"

Overall, respondents are positive about **INGOs** on capability, results, and trust, with around 40 percent giving good ratings and around 30 percent giving poor ratings (the rest give mid-point ratings). Community members are more positive than community leaders about INGOs' capability. Amongst the community leader respondents, leaders of religious organizations tend to be more positive than leaders of community organizations (22% of religious leaders give "very high ability" ratings, compared to 11% of community leaders). Respondents in Muthanna give more favorable ratings to INGOs than those in other provinces – especially compared to Basrah (where only 12% give the highest rating for capability compared to 35% in Muthanna). People in the poorest households (significantly below average household wellbeing) give more favorable ratings than those who are more prosperous.

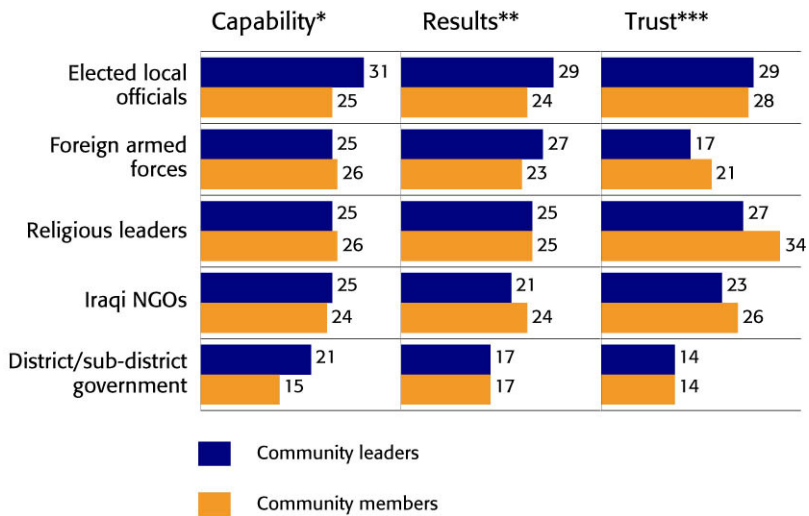
**National government** is thought to be the next most capable, effective, and trusted type of organization, especially in Basrah and Thi Qar. Respondents are more positive than negative about the national government's capability and trustworthiness; however, they are on balance negative about actual benefits (results) brought to their communities, with nearly one-half (47%) saying that the national government has done "very little good" and "nothing good." Leaders of community organizations view the national government's capability more favorably than do religious leaders (21% of community leaders give "very high ability" ratings compared to just 3% of religious leaders). The poorest respondents and the illiterate are most negative about the national government (37% of the poorest give the lowest "no ability" rating compared to 19% for all respondents).

## 4.2.2 Other Organizations

The following chart shows respondent ratings for other types of organizations. Ratings are, on balance, more negative than positive, with around one-quarter of responses favorable and one-half unfavorable for most of these actors.

### Ratings of Different Organizations

Total Sample, Percentages, 2009



\*"Very high capability" and "High capability"

\*\*"A great deal of good" and "Some good"

\*\*\*"A lot of trust"

**Elected local officials** are rated unfavorably on capability and results by around twice the number giving favorable ratings. The ratings on trust are rather better: 28 percent have a lot of trust in elected local officials and a further 45 percent have some trust in them. The most negative opinions about elected local officials come from leaders of religious groups and from the poorest community members. Respondents in Muthanna are more negative than those in other provinces.

**Foreign armed forces** are given similar ratings to most other organizations on capability and results. However, people trust foreign forces less than any other type of actor, with nearly one-half (48%) saying they have no trust in them at all. Leaders of religious groups trust foreign forces more than leaders of community groups do – 31 percent of religious leaders say they have "a lot of trust" in foreign forces, compared to just 12 percent of community leaders. There are also differences across provinces. People in Muthanna give foreign armed forces more favorable ratings than do their counterparts in Missan. In contrast to their opinions of other actors, the poorest respondents express more trust in foreign forces than do more prosperous, educated respondents – 39 percent of people in the poorest households have "a lot of trust" in foreign forces compared to 19 percent of all respondents.

Ratings for **religious leaders** are very similar to those for local officials – overall respondents are negative on capability and results, but slightly positive on trust. Communities in Basrah and Muthanna give the lowest ratings. Again, the poorest respondents have the most negative opinions.

Overall, ratings for **Iraqi NGOs** are negative on capability and results and neutral on trust. People in Basrah and Thi Qar are more negative than those in other provinces. The poorest respondents also give lower ratings than others.

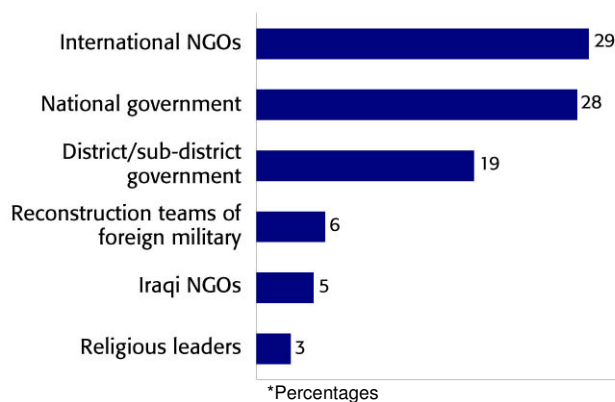
**District and sub-district government** actors are given the lowest ratings for capability and results. Nearly two-thirds of respondents (64%) say that these actors have done “nothing good” in their communities. Leaders of religious groups are slightly more negative than leaders of community organizations. People in the poorest households and those who are illiterate give district/sub-district government particularly unfavorable ratings – as they have done for all other national actors. Communities in Muthanna and Missan are the least trusting – exactly one-half the respondents in Muthanna say they have “no trust at all” in district/sub-district government.

### 4.3 Choice of “One Organization to Implement a Development Project”

The following chart shows the percentage of respondents expressing a preference for one organization to implement a development project in their community.

Preferred Choice of Organization for Implementing Development Projects \*

Total Sample, 2009



Most people are clear that if they had to select one type of organization to implement a development project in their community, they would either choose an INGO or a national government body. While there are no significant differences between community leaders and members for INGOs, members are more likely than leaders to express a preference for national government (31% vs 22%, respectively).

Given the lack of trust in – and perceived effectiveness of – district/sub-district government, it is perhaps surprising to see this type of organization being chosen for implementation of development projects by one in five respondents. However, the focus groups participants say they value consultation with the local neighborhood, and local government potentially affords a channel for such consultation. For this reason, collaborative efforts between international, national, and local organizations are likely to be most effective in securing community support.

The PRTs perform poorly on this measure. In view of the analysis above, this reflects a lack of trust rather than lack of belief in their capabilities or the actual benefits they have delivered to the communities. In a following section we explore attitudes to the military forces in their role as “armed accompaniments” to other actors, rather than as project leaders.

## 5. CURRENT CONDITIONS IN IRAQ COMMUNITIES

In this section of the report we assess the current conditions, as perceived by the community leaders and community members. This provides the background for the analysis of the methods of the various actors and the effectiveness of their projects. It also indicates potential priority elements for future projects.

### 5.1 Overview

Respondents were asked to rate fourteen different aspects of life in their communities. These aspects, encompassing basic services, the economic situation, security, freedom of movement, as well as more general criteria, were compiled from three main sources: qualitative pilot research conducted by Mercy Corps in other conflict zones; existing measures of stability used by other organizations; and consultation with locally based Mercy Corps staff.

Beneficiaries rated the situation in their communities in terms of their perceptions of:


- Infrastructure: electricity supply, water supply (non-drinking), trash collection, roads and transportation, and the number of mosques;
- Health care and education;
- The economy: employment, opening of new businesses, and the overall economic situation;
- The security situation: security conditions, violent incidents, armed combat situations, road blocks;
- Quality of life, household wellbeing, and optimism about future quality of life.

The table below summarizes community opinion of these development factors. They may not all be of equal importance, either as objectively assessed by professionals or as opined by community members and their leaders. However, their relative importance has been analyzed indirectly in terms of links between certain attributes and quality of life and optimism. This analysis is shown at the end of this section.

Low ratings signify poor or negative perceptions of the situation, while high ratings signify good or positive perceptions.

## Satisfaction with Community Situation

	Total	Percentage satisfied			
		Community leaders	Community members	Male	Female
(Sample size) <i>n</i>	520	208	312	360	160
<b>Infrastructure<sup>1</sup></b>					
Mosques	56	57	56	57	54
Roads and transportation	17	14	19	15	21
Trash collection	9	11	8	8	11
Non drinking water supply	8	11	7	10	4
Electricity supply	1	0	1	1	1
<b>Health and education<sup>1</sup></b>					
Education	24	20	27	20	33
Health care	16	14	17	16	16
<b>Economic situation</b>					
Number of jobs has increased over last year <sup>2</sup>	30	35	27	34	21
Small businesses opening up <sup>2</sup>	28	31	27	30	25
Overall economic situation <sup>3</sup>	12	10	15	11	16
<b>Overall security situation<sup>3</sup></b>					
	55	53	56	53	60
<b>Quality of life / optimism about future</b>					
Relative well-being of your household <sup>4</sup>	65	66	64	63	70
Likelihood that community quality of life will improve <sup>5</sup>	16	13	19	12	26
Overall quality of life in your community <sup>3</sup>	11	8	13	9	18

 Relatively low level of satisfaction

<sup>1</sup>"As much as they need" or similar phrase

<sup>2</sup>"Significantly" or "Somewhat"

<sup>3</sup>"Good" or "Very Good", "Very secure"

<sup>4</sup>"Equal or above the average of your village or town"

<sup>5</sup>"Quality of life will improve..."

Overall, respondents are satisfied with the security situation, with 88 percent describing their communities as secure and 71 percent saying security has improved over the past year. Perceptions of infrastructure are very different. On nearly all aspects of infrastructure, education, and health services, the majority say their needs are not being met; a substantial minority (around one-quarter) report that the situation is getting worse. The only area where the majority is satisfied is with the number of mosques.

Respondents consider themselves quite typical in their communities – the majority (65%) describe themselves as average or above average in terms of the wellbeing of their household (compared to others in their community), while 35 percent consider themselves below average.

It is evident that there is considerable agreement between community leaders and community members on the conditions surveyed. However, community leaders whose leadership role is in religious groups are, on balance, more positive in their assessment of conditions than leaders in community organizations.

There are also some distinctions between men and women, which generally reflect gender roles. Men are significantly more likely than women to observe an increase in the number of jobs in the past year and to express some (limited) satisfaction with the water supply. Women, on the other hand, are a little more inclined to indicate satisfaction with education and to show optimism towards future quality of life in the local community.

There are also marked differences between the four provinces surveyed. On many issues, residents of Muthanna and Thi Qar are far more likely than those living in Basrah and Missan to claim conditions have improved compared with the 12 months prior to fieldwork.

In the following sections, we explore the various development impacts in greater detail, drawing on the findings from the focus groups as well as the quantitative survey.

## 5.2 Infrastructure

Almost everyone agrees that the **national electricity supply** is below people's needs. In all four provinces, they believe the supply has remained the same or deteriorated over the previous year, although nearly two-fifths (37%) note an improvement in Muthanna.

From the focus groups, we learn that the main problems with electricity relate to a need to rely on several different sources of supply, including the national supply, local generators provided by the commercial sector, and home generators. There are insufficient transformers, resulting in disruptions to supply. These technological problems are exacerbated by corruption:

*"There is manipulation and corruption from a number of employees of the national electricity directorate through non-compliance with scheduled hours for supply."* (Male Community Leader, Basrah)

*"The number of electrical transformers in the quarter is very few, leading to electricity shutdown and much damage to the electricity distribution network."* (Male Community Member, Basrah)

There is also considerable dissatisfaction with **trash collection** (91% dissatisfied) and the supply of **non-drinking water** (91% dissatisfied) – drinking water is not available so was not assessed in this survey. Less than one-tenth regard either service positively and more than two-fifths say services have deteriorated. Dissatisfaction with the water supply is greater among residents of Basrah and Muthanna, while people in the other two provinces are a little more inclined to observe some improvement over the previous year. Similarly,

although the majority says trash collection has stayed the same or worsened over the same period, they are more likely to record improvements in Muthanna and Thi Qar.

*“There is no trash collection service at the present time because of the bad relationship between the municipal council and the provincial council.”*  
(Male Community Leader, Basrah)

*“Very poor in areas where workers cannot cover the region, leading to the accumulation of waste for more than a month.”* (Male Community Member, Thi Qar)

More than four-fifths (82%) of respondents say **roads and transportation** do not satisfy people’s needs, and just over one-quarter report deteriorations in the transport situation. As with trash collection, any improvements are most likely to be observed in Thi Qar and Muthanna (45 and 38%, respectively).

The main area of satisfaction is with the number of **mosques** (56% say there are enough mosques to fulfill people’s needs), and this situation has improved over the past year according to 41 percent of respondents (62% in Thi Qar). Only 10 percent say there are no mosques in their communities (22% in Muthanna).

### 5.3 Health and Education

Over four-fifths of respondents (84%) say they find the availability of health services to be unsatisfactory. In Basrah and Thi Qar they are particularly critical, with 90 percent and 77 percent, respectively, describing the service as being below people’s needs. In Missan, as many as one-third (34%) claim there are no health services available, as do one-fifth (22%) in Muthanna. However, only 14 percent say the situation with health care has deteriorated in the previous year – less than that reported for many other types of services. Recent improvements are most likely to be observed in Muthanna (55%) and, though from a particularly low base, in Thi Qar (32%).

In the focus groups in Basrah, interviewees pointed to lack of facilities, poor staffing, and lack of medicines as key areas for attention:

*“There is one primary health care center in the quarter, serving 58,000 people; it is significantly below people’s needs. There are several hospitals close to the neighborhood, the nearest located at a distance of 4 km, others at 6 km.”* (Male Community Member, Basrah)

*“There is no commitment among health center staff to their working hours; doctors are leaving at 11 am, while the end of the work is 2 pm.”* (Male Community Member, Basrah)

*“A shortage of medicines. All that’s available is headache medicine!”* (Male Community Member, Basrah)

**Education services** are only marginally better. Overall, just over three-quarters (76%) say there are not enough schools and teachers in their community. In Basrah, 90 percent of



respondents are dissatisfied with education services. However, as with health care, a relatively small minority (12%) report that the situation has deteriorated.

Focus groups' comments suggest that a shortage of books, teaching materials, and staff seem to be the main concerns, along with overcrowding with more than 40 pupils to a class. Improvements are again noted in Muthanna (48%) and Thi Qar (35%).

## 5.4 Economic Situation

Respondents are very negative about the economy. Only 12 percent regard the overall economic situation as being "good" or "very good," while 42 percent describe it as "fair" and 44 percent as "poor" or "very poor."

Looking specifically at employment and new businesses, attitudes are slightly less negative. Twenty-eight percent say that there has been an increase in the number of new businesses opening up in the previous 12 months, and 30 percent say that the number of jobs in their community has increased over the same period. However, similar proportions report a decrease in new businesses and jobs (26% and 33%, respectively).

Attitudes towards the economy are most positive in Thi Qar and most negative in Basrah. Perceptions of employment and of new business openings are most positive in Thi Qar (where around 38% report an increase in jobs and in new businesses) and most negative in Basrah (only 16% and 22%, respectively).

*"There are very few job opportunities and unemployment is rife among young people of both sexes." (Male Community Leader, Basrah)*

*"The Iraqi army was contracted to clean the neighborhood and the maintenance of some schools. This created an opportunity for a number of young people, but only for a limited period." (Male Community Leader, Basrah)*

*"There's a lack of job opportunities. Even graduates do not find jobs in the public sector without nepotism." (Male Community Leader, Missan)*

## 5.5 Security

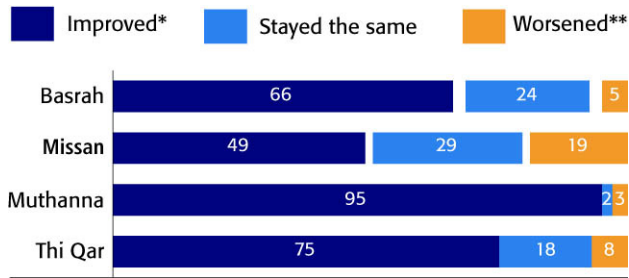
Views of the **security situation** are much more positive. Over one-half (55%) say conditions in their community are "very secure." Confidence in security is greatest in Muthanna (81%), followed by Missan (63%) and Thi Qar (46%). Just 29 percent consider conditions to be "very secure" in Basrah.

Only one-tenth overall consider conditions to be "insecure." Further, the majority (71%) regard security conditions as having improved over the past year. This rises to as many as 95 percent in Muthanna, compared with 75 percent in Thi Qar, 66 percent in Basrah, and 49 percent in Missan.

A decrease in **violent incidents** (according to 73% of respondents), diminishing **armed combat situations** (65%), and a decrease in **road blocks** (52%) are all part of the perception that security is improving. Respondents in Muthanna and Thi Qar are significantly more likely than others to confirm reductions in these problems.

## Ratings of Security Conditions

By Provinces, Percentages, 2009



\*"Significantly" and "Somewhat improved"

\*\*"Significantly" and "Somewhat worsened"

The white space in this chart represents "DK/NA."

There are indications from the qualitative work that positive perceptions of security are closely linked to perceptions about quality of community life and optimism for the future. However, concerns are expressed that economic problems and unemployment may lead to social unrest and, ultimately, an upsurge in violence:

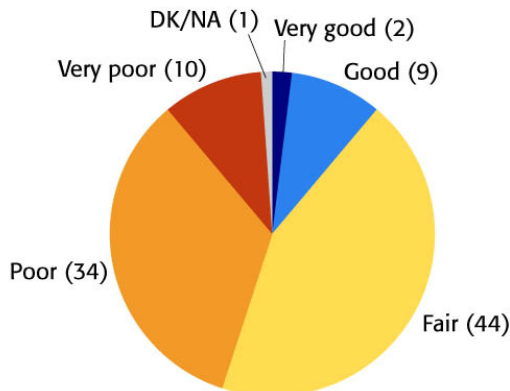
*"Young delinquents can very easily slip into a life of crime because of unemployment."* (Male Community Leader, Thi Qar)

## 5.6 Quality of Life and Optimism

In view of the generally pessimistic perceptions of current infrastructure and services, it is not surprising that nearly nine-tenths of respondents regard quality of life in their communities as "fair," "poor," or "very poor." The remaining one-tenth considers quality of life to be "good" or "very good," with no significant differences between provinces.

### Ratings of Overall Quality of Life

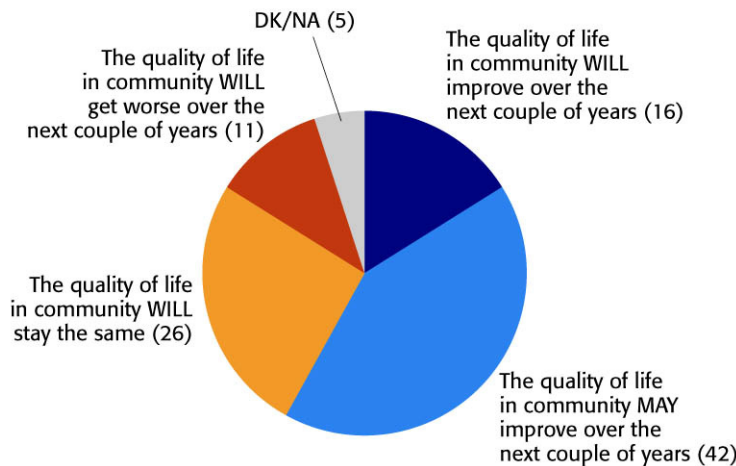
Total Sample, 2009



However, while current conditions and quality of life in communities are not satisfactory, there is cautious optimism about the future. Nearly 60 percent of people say quality of life in their communities “will improve” or “may improve” over the next couple of years, although only 16 percent of respondents are confident about this. Less than 40 percent of respondents say quality of life will not improve, with 11 percent of people expecting conditions to worsen. Respondents in Muthanna are most optimistic, with 28 percent confident that quality of life will improve and a further 43 percent expressing cautious optimism.

### Ratings of Future Quality of Life (Social Optimism)

Total Sample, 2009



It is apparent from the focus groups that continued deterioration in basic services, corruption among government officials, and frustrated youth unable to find jobs or sources of income may lead to social unrest and reemergence of armed violence. With the Parliamentary election fast approaching (scheduled to take place in March 2010), most Iraqis also fear that political rivalry and coercion might lead to violence and abrogation of the law. However, many others are optimistic that the election will bring positive changes that will help to improve government functions and build trust between elected officials and their constituencies.

## 5.7 Importance of Different Aspects of Current Conditions

GlobeScan conducted an impact analysis of beneficiaries’ ratings of infrastructure, services, the economic situation, and security in their communities to understand which of these are most important for quality of life and optimism.

This type of impact analysis is a simple bivariate technique that works by dividing dependent and independent variables into three parts (top, middle, and bottom). A measure of performance is calculated for each part as the percentage of top box minus the percentage of bottom box of the rating scale in the dependent variable, on a respondent level. Essentially, if the ratio of top box to bottom box is similar for both the dependent variable and independent variable, we conclude that the independent variable has low impact. If the ratio is quite different, it is deemed to have high impact.

It should be noted that the analysis only reflects areas of common need across many communities.

#### Importance Ranking of Specific Aspects of Community Situation

Importance ranking*	Current conditions	Satisfaction score (mean out of 3)**
1	Overall economic situation	1.52
2	Roads & transportation	1.98
3	Trash collection	1.78
4	Employment	1.97
5	Education	2.18
6	Road blocks	2.75
7	Health services	1.96
8	Non-drinking water supply	1.77
9	Mosques	2.47
10	Security conditions	2.45

\*Strength of link with quality of life and optimism

\*\*Rating of situation

The above table shows that the overall economic situation and the dissatisfaction with roads and transportation are most strongly linked with current quality of life and optimism about the future. These can be considered top-tier outcomes that could have most impact on community wellbeing. As discussed earlier in this section, the economy represents one of the greatest challenges facing communities, with only 12 percent describing the economic situation as “good” or “very good.” Satisfaction with the transport situation is also low (only 17% are satisfied). Therefore, the economy and roads and transportation are key focus areas for development.

Second-tier outcomes, where there is evidence of some links with quality of life and optimism, are trash collection; levels of employment; and the education system. Satisfaction with trash collection services is particularly low, indicating significant room for improvement.

Third-tier outcomes, demonstrating limited links with quality of life and optimism, are numbers of road blocks; water supply; health services; and the number of mosques. Improvements here would have less impact on community wellbeing than the other aspects discussed above.

There is strong agreement on the importance ranking between community leaders and community members. And in all four provinces, the link between the economic situation and quality of life and optimism is strongest. In communities in Basrah, jobs, security, and education are particularly important, while in Thi Qar, jobs and health services rank highest. Security conditions are slightly more important in Muthanna than in other provinces.

It is important to note that for some aspects of community life, notably the electricity supply, people express strong dissatisfaction but no link with quality of life and optimism is identified in the particular analysis provided above.

## 6. Armed Accompaniments

Respondents were asked to indicate which actors are accompanied by armed guards (military or private security forces) and to indicate the effects that armed guards have on their likely participation in development projects.

According to respondents, organizations are rarely accompanied by armed guards – whether military forces or armed private security companies.

### Organizations with Armed Accompaniments\*

Total Sample, 2009

	Military forces	Armed private security companies
Representatives of national government	12	9
Reconstruction teams of foreign military	11	11
Representatives of district/sub-district government	4	4
Representatives of international NGOs	4	4
Representatives of Iraqi NGOs	3	3

\*Percentage of respondents reporting that [organization] was accompanied

Almost one-half the respondents (47%) says accompaniment by **military forces** makes them more likely to participate in projects and a further 12 percent claim that it makes no difference to their likely participation. Around one-quarter (26%) says they are less likely to – or that they will not – participate in projects accompanied by military forces.

### Likelihood of Participating in Projects with Military Forces \*

Total Sample, 2009



\*Percentages

There are wide variations in responses across the four provinces. People in Missan and Muthanna, where security levels are good (see section 3.5), are particularly likely to support the idea of project teams accompanied by military forces. In Basrah, where perceptions of the security situation are less positive, people are ambivalent about military accompaniments.

**Likelihood of Participating in Projects with Military Forces \***

By Province, 2009

	<i>Provinces</i>				
	Total Sample	Basrah	Missan	Muthanna	Thi Qar
I am more likely to participate if they are accompanied by military forces	47	21	67	78	24
I am less likely to participate if they are accompanied by military forces	12	19	5	12	12
I will not participate if they are accompanied by military forces	14	6	25	5	21
It will have no effect on whether or not I participate	12	16	1	4	27
DK/NA	14	38	2	1	17

\*Percentages

High score  
 Low score

A similar pattern emerges about accompaniment by **private security firms**. On balance, willingness to participate is apparently greater if there is a security presence.

**Likelihood of Participating in Projects with Armed Private Security Companies \***

Total Sample, 2009

I am more likely to participate if they are accompanied by armed private companies	45	} 29
I am less likely to participate if they are accompanied by armed private companies	13	
I will not participate if they are accompanied by armed private companies	16	
It will have no effect on whether or not I participate	13	
DK/NA	13	

\*Percentages

Again, respondents in Missan and Muthanna are particularly likely to express interest in participation if armed private security companies are engaged. But note that opinion in Missan is polarized, with fully one-third saying they will **not** participate if armed private security companies are present.

## Likelihood of Participating in Projects with Armed Private Security Companies

Percentages, by Province, 2009

	<i>Provinces</i>				
	Total Sample	Basrah	Missan	Muthanna	Thi Qar
I am more likely to participate if they are armed private security companies	45	22	52	80	25
I am less likely to participate if they are armed private security companies	13	15	10	13	15
I will not participate if they are armed private security companies	16	10	35	3	15
It will have no effect on whether or not I participate	13	17	0	4	32
DK/NA	13	36	3	0	12

High score  
 Low score

At the time of the fieldwork, there was a broad acceptance of armed accompaniments. In the focus groups, a preference was expressed for Iraqi forces, not foreign military:

*“Previously there was fear of working with organizations accompanied by special security forces or military forces, but now there is not. We do not mind working with these organizations if they are accompanied by special security forces or military forces and we prefer them to be Iraqis.” (Male Community Leader, Basrah)*

*“Foreign military forces are not acceptable. One day, the PRT came with U.S. military forces which led to tension and provocation and uneasiness among the citizens.” (Male Community Member, Basrah)*

Active participation in projects may be easier to obtain when it is perceived that the project is led by an International NGO or other national/international organization, with the military/security in a supporting, not a leadership, role.



# APPENDICES

## APPENDIX 1: Sample Composition

### Tables 1a, b: Sample

Table 1b: Sample

By Gender and Age

	Total sample	Community leaders	Community members
<b>Gender</b>			
Male	69%	94%	53%
Female	31%	6%	47%
<b>Age</b>			
18–24	4%	2%	5%
25–34	23%	22%	25%
35–44	33%	36%	30%
45–54	23%	25%	21%
55–64	14%	12%	16%
65+	3%	3%	3%

## APPENDIX 2: Data Tables

Most of the data in the tables are expressed as mean scores. Unless otherwise stated, all question point scales have been recoded into a 3-point scale, where the pattern of value label is 1 = Negative, 2 = Neutral, 3 = Positive. Where indicated, other figures are expressed in percentages. Total percentages may not add to 100 because of rounding.

Table 2a: Beneficiary Ratings of Infrastructure Situation  
Mean Scores

	Electricity supply	Non drinking water supply	Trash collection	Roads & transportation	Mosques
Community leaders	1.71	1.82	1.81	1.96	2.50
Community members	1.64	1.74	1.77	1.99	2.46
<b>Provinces:</b>					
Basrah	1.62	1.93	1.67	1.90	2.65
Missan	1.60	1.98	1.56	1.88	2.45
Muthanna	1.81	1.18	1.95	2.13	2.16
Thi Qar	1.64	2.00	1.96	2.00	2.63

Q1, 3, 7, 13, 15

Scale 1 to 3: 1 = No service in the community; 2 = Below people's needs; 3 = Satisfies people's needs

Q. How would you describe [service] in your community? Please select one response that best describes the situation with [service] in your community.

**Table 2b: Beneficiary Ratings of Improvements in Infrastructure over Past Year**

Mean Scores

	Electricity supply	Non drinking water supply	Trash collection	Roads & transportation	Mosques
Community leaders	1.88	1.97	1.56	2.01	2.41
Community members	1.80	1.91	1.57	2.01	2.35
<b>Provinces:</b>					
Basrah	1.67	1.78	1.75	1.98	2.23
Missan	1.81	1.91	1.77	1.68	2.22
Muthanna	2.25	2.05	2.31	2.12	2.43
Thi Qar	1.60	1.99	2.05	2.27	2.60

Q2, 4, 8, 14, 16

Scale 1 to 3: 1 = Worsened; 2 = Stayed the same; 3 = Improved

Q. In the last year, do you think that [service] has improved, worsened or stayed the same?

**Table 3a: Beneficiary Ratings of Healthcare and Education System**

Mean Scores

	Healthcare	Education system
Community leaders	1.93	2.15
Community members	1.98	2.19
<b>Provinces:</b>		
Basrah	1.92	2.08
Missan	1.90	2.28
Muthanna	2.06	2.12
Thi Qar	1.95	2.22

Q5, 9

Scale 1 to 3: 1 = No service in the community; 2 = Below people's needs; 3 = Satisfies people's needs

Q5/9. How would you describe the [health services/education system] in your community? Please select one response that best describes the situation with the [health services/education system] in your community.

**Table 3b: Beneficiary Ratings of Improvements in Healthcare and Education System**

Mean Scores

	Healthcare	Education system
Community leaders	2.15	2.20
Community members	2.13	2.17
<b>Provinces:</b>		
Basrah	1.93	1.98
Missan	1.95	2.03
Muthanna	2.52	2.43
Thi Qar	2.15	2.27

Q6, 10

Scale 1 to 3: 1 = Worsened; 2 = Stayed the same; 3 = Improved

Q6/10. In the last year, do you think that the situation with [service] has improved, worsened or stayed the same?

**Table 4a: Beneficiary Ratings of Number of Jobs**

Mean Scores

	Number of jobs
Community leaders	2.00
Community members	1.94
<b>Provinces:</b>	
Basrah	1.88
Missan	1.77
Muthanna	1.98
Thi Qar	2.21

Q17

Scale 1 to 3: 1 = Decreased; 2 = Stayed the same; 3 = Increased

Q17. Has the number of jobs in your community over the past year increased, decreased or stayed the same?

**Table 4b: Beneficiary Ratings of Overall Economic Situation**  
 Mean Scores (5 Point Scale)

	Overall economic situation
Community leaders	2.53
Community members	2.54
<b>Provinces:</b>	
Basrah	2.57
Missan	2.40
Muthanna	2.46
Thi Qar	2.72

Scale 1 to 5: 1 = Very poor; 3 = Fair; 5 = Very good

Q23. How would you describe the overall economic situation in your community?

**Table 5a: Beneficiary Ratings of Security Situations**

Mean Scores

	Security
Community leaders	2.43
Community members	2.46
<b>Provinces:</b>	
Basrah	2.14
Missan	2.53
Muthanna	2.80
Thi Qar	2.34

Q18

Scale 1 to 3: 1 = Insecure; 2 = Somewhat secure; 3 = Very secure

Q18. How would you describe security conditions in your community?

**Table 5b: Beneficiary Ratings of Changes in Security Situation**  
Mean Scores

	Security conditions*	Violent incidents**	Road blocks**	Armed combat situations**
Community leaders	2.64	2.78	2.72	2.85
Community members	2.63	2.76	2.77	2.79
<b>Provinces:</b>				
Basrah	2.64	2.69	2.38	2.77
Missan	2.31	2.55	2.44	2.55
Muthanna	2.92	2.95	2.97	2.95
Thi Qar	2.67	2.80	2.75	2.83

\*Scale 1 to 3: 1 = Worsened; 2 = Stayed the same; 3 = Improved

\*\*Scale 1 to 3: 1 = Increased; 2 = Stayed the same; 3 = Decreased

\*Q19. In the last year, do you think that security conditions have improved, worsened or stayed the same?

\*\*Q20/21/22. Has the number of [security problems] in your community over the past year increased, decreased or stayed the same?

**Table 6: Beneficiary Ratings of Overall Quality of Life**

Mean Scores

	Overall quality of life
Community leaders	2.56
Community members	2.63
<b>Provinces:</b>	
Basrah	2.63
Missan	2.47
Muthanna	2.56
Thi Qar	2.74

Q24

Scale 1 to 5: 1 = Very poor; 3 = Fair; 5 = Very good

Q24. How would you describe the overall quality of life in your community?

**Table 6b: Beneficiary Ratings of Future Quality of Life (Social Optimism)**

Mean Scores

	Social optimism
Community leaders	2.58
Community members	2.73
<b>Provinces:</b>	
Basrah	2.63
Missan	2.53
Muthanna	2.90
Thi Qar	2.62

Q25

Scale 1 to 4: 1 = Worsen; 2 = Stay the same; 4 = Will improve

Q25. How likely that the overall quality of life will improve in your community over the next couple of years?  
Please select one response that best describes your opinion

**Table 7a: Beneficiary Ratings of Different Organizations, by Community Leaders**  
Mean Scores

		Ability to improve situation in community*		Benefit to community**	
		Community leaders	Community members	Community leaders	Community members
District/sub-district government	Rating	2.44	2.33	2.14	2.12
	<i>Don't know</i>	3%	6%	3%	4%
National government	Rating	3.00	3.12	2.59	2.73
	<i>Don't know</i>	2%	6%	2%	5%
Elected local officials	Rating	2.72	2.65	2.64	2.49
	<i>Don't know</i>	1%	4%	1%	4%
Religious leaders	Rating	2.40	2.64	2.44	2.45
	<i>Don't know</i>	7%	9%	8%	10%
Iraqi non-government organizations	Rating	2.53	2.58	2.45	2.50
	<i>Don't know</i>	9%	12%	11%	13%
National armed forces	Rating	2.97	3.29	3.03	3.19
	<i>Don't know</i>	7%	4%	4%	6%
Foreign armed forces	Rating	2.39	2.40	2.42	2.25
	<i>Don't know</i>	16%	13%	15%	13%
International non-government organizations	Rating	2.98	3.30	3.04	3.11
	<i>Don't know</i>	15%	17%	14%	19%

\*Scale 1 to 5: 1 = No ability; 2 = Very low ability; 3 = Low ability; 4 = High ability; 5 = Very high ability

\*\*Scale 1 to 5: 1 = Nothing good; 2 = Very little good; 3 = Little good; 4 = Some good; 5 = A great deal of good

\*Q26. Now I would like to ask a few questions about the ability of different organizations and institutions to improve the situation in your community. How would you describe the ability of [ORGANIZATION NAME] using such descriptors as "no ability", "very low ability", "low ability", "high ability", and "very high ability"?

\*\*Q27. And how would you describe the same organizations in terms of how much good they have done (i.e. how much they have benefited people's lives) in your community? Please describe the good done (i.e. the benefits) by [ORGANIZATION NAME] using such descriptors as: "nothing good", "very little good", "little good", "some good", and "a great deal of good."



**Table 7b: Q28**

**Respondents' Ratings Trust in Different Organizations**

Mean Scores

	Community leaders	Community members
District/sub-district government	1.84	1.79
National government	2.06	2.12
Elected local officials	2.08	2.03
Religious leaders	2.01	2.11
Iraqi non-government organizations	1.96	2.01
National armed forces	2.15	2.32
Foreign armed forces	1.65	1.68
International non-government organizations	2.09	2.15

On a scale of 1 to 3 where 1 = "No trust at all"; 2 = "Some trust"; and 3 = "A lot of trust"

Q28. How much trust do you have in the following institutions? Please choose response that best describes your opinion on each of the following institutions

**Table 8: Q30**

**Personal Participation in Projects Carried Out by Different Organizations**

Percentage Participating, 2009

	District/ sub-district government	National government	Iraqi NGOs	International NGOs	Elected officials	Foreign armed forces	National armed forces	Religious leaders
Community leaders	18	7	13	23	23	8	4	9
Community members	5	4	4	5	7	2	3	4
<b>Provinces:</b>								
Basrah	10	6	7	12	10	5	5	6
Missan	11	4	8	11	18	4	3	9
Muthanna	3	2	2	2	3	0	1	2
Thi Qar	18	8	12	23	21	8	3	7

Q30. Have you personally participated in the projects carried out by the following organizations in your community?

**Table 9: Q31**

**Familiarity with Mercy Corps**

Percentage Familiar and Mean Scores

	Very familiar	Somewhat familiar	Know by name only	Never heard of	Mean score *
Community leaders	40%	27%	32%	0%	3.07
Community members	12%	14%	11%	52%	1.85
<b>Provinces:</b>					
Basrah	15%	19%	23%	19%	2.40
Missan	38%	6%	20%	35%	2.49
Muthanna	8%	19%	22%	50%	1.86
Thi Qar	32%	33%	14%	22%	2.75

Q31. How familiar are you with the organization called Mercy Corps [OR EQUIVALENT LOCAL NAME]?

\*4-point scale

**Table 10 (part 1 and 2): Q33**

**Ratings of Different Organizations on Specific Characteristics of Community-Led Programs**

Mean Scores, Part 1

	Mercy Corps	National district and sub-district governments	International NGOs	Iraqi/local NGOs	PRTs
<b><i>Accountability and transparency</i></b>					
Has quality projects	2.21	1.99	2.14	1.63	1.67
Completes projects on time	2.17	1.93	1.81	1.65	1.65
Achieves significant results at reasonable cost	2.18	1.96	2.15	1.63	1.72
Openly shares information about costs and budget of the project	2.24	1.98	2.16	1.61	1.44
<b><i>Governance</i></b>					
Fights corruption	2.20	1.74	2.15	1.60	1.44
Effectively cooperates with local government officials	2.15	1.74	1.80	1.61	1.72
<b><i>Citizen investment</i></b>					
Encourages people to work together to improve their community	2.19	1.97	2.15	1.61	1.72
Teaches people in community new skills	2.21	1.74	2.14	1.62	1.72
Gets community leaders/members to continue carrying out the projects themselves after organization leaves community	2.18	1.74	2.15	1.60	1.68
Gets community members to contribute labor time	2.20	1.76	1.82	1.63	1.42
Gets community leaders to contribute to costs	2.25	1.77	1.84	1.62	1.43
Builds trust with community leaders	2.20	1.73	2.16	1.60	1.71
<b><i>Citizen participation</i></b>					
Consults with people in community to determine needs	2.17	1.76	1.80	1.60	1.45
Actively involves people in community in project management and supervision	2.18	1.76	2.14	1.61	1.44
Projects benefit a majority of community members (not just a few)	2.18	1.72	1.81	1.60	1.68
Promotes participation of community members	2.16	1.75	2.14	1.59	1.72

Scale of 1 to 4: 1 = "Does not describe at all"; 2 = "Describes to a very little extent"; 3 = "Describes to some extent"; 4 = "Describes to a great extent"

Q33. Now I would like you to describe the way the following organizations worked in your community. To what extent do the characteristics I will read describe the work of each organization?

**Ratings of Different Organizations on Specific Characteristics of Community-Led Programs**  
 Mean Scores, Part 2

	Mercy Corps	National district and sub-district governments	International NGOs	Iraqi/local NGOs	PRTs
<b>Communication and consensus</b>					
Increases communication between community leaders and government officials in community	2.21	1.76	1.80	1.60	1.45
Helps reduce tension between people in community	2.23	1.96	1.81	1.61	1.44
Involves community leaders in decision making	2.16	1.75	1.80	1.61	1.71
<b>Involvement of ethnic minorities</b>					
Actively involves <i>ethnic minorities</i> in project implementation and management	2.27	1.77	1.83	1.61	1.72
<b>Involvement of women</b>					
Actively involves <i>women</i> in projects management and implementation	2.18	1.76	1.81	1.62	1.71
<b>Tolerance</b>					
Promotes respect between people with different views	2.21	1.73	1.82	1.59	1.42

Scale of 1 to 4: 1 = "Does not describe at all"; 2 = "Describes to a very little extent"; 3 = "Describes to some extent"; 4 = "Describes to a great extent"

Q33. Now I would like you to describe the way the following organizations worked in your community. To what extent do the characteristics I will read describe the work of each organization?

**Table 11: Q34**

**Preferred Choice of Organization for Implementing Development Projects**

Percentages, 2009

	District/ sub-district government	National government	Iraqi NGOs	International NGOs	Reconstruction teams of foreign military	Religious leaders
Community leaders	22	22	7	32	7	3
Community members	17	31	4	27	5	2
<b>Provinces:</b>						
Basrah	6	27	4	29	6	0
Missan	26	19	7	32	3	7
Muthanna	25	40	5	21	2	2
Thi Qar	18	24	4	33	13	1

Q34. If you had to choose one organization to implement a development project in your community, which one would you choose?

**Table 12: Q35, 37**

**Organizations with Armed Accompaniments**

Percentages, 2009

	Military forces*	Armed private security companies**
Representatives of national government	12	9
Reconstruction teams of foreign military	11	11
Representatives of district/ sub-district government	4	4
Representatives of international non-government organisations	4	4
Representatives of Iraqi non- government organisations	3	3

\*Q35. Which of the following organizations were accompanied by military forces while carrying out projects in your community? Pick all that apply.

\*\*Q37. Which of the following organizations were accompanied by armed private security companies while carrying out projects in your community? Pick all that apply.

Table 13a: Q36

**Likelihood of Participating in Projects with Armed Accompaniments**

	More likely to participate	Less likely to participate	Will not participate	No effect	Net score*
Community leaders	51%	13%	13%	12%	25%
Community members	45%	12%	15%	12%	18%
<b>Provinces:</b>					
Basrah	21%	19%	6%	16%	-4%
Missan	67%	5%	25%	1%	37%
Muthanna	78%	12%	5%	4%	61%
Thi Qar	24%	12%	21%	27%	-9%

\*"More likely" minus "Less likely" and "Will not participate"

Q36. How likely are you to participate in a development project in your community if organizations carrying out the projects are accompanied?

Table 13b: Q38

**Respondents' Likelihood of Participating in Projects with Armed Private Security Companies**

	More likely to participate	Less likely to participate	Will not participate	No effect	Net score*
Community leaders	48%	14%	15%	15%	19%
Community members	43%	13%	17%	12%	13%
<b>Provinces:</b>					
Basrah	22%	15%	10%	17%	-3%
Missan	52%	10%	35%	0%	7%
Muthanna	80%	13%	3%	4%	64%
Thi Qar	25%	15%	15%	32%	-5%

\*"More likely" minus "Less likely" and "Will not participate"

Q38. How likely are you to participate in a development project in your community if organizations carrying out the projects are accompanied by armed private security companies?

**APPENDIX 3: Questionnaire**

**MERCY CORPS IRAQ**

Good morning..... (Introductions)

Interview date:  
 Interview start:  
 Interview end:  
 Interview language:  
 State/province:  
 Community:  
 Interviewer ID:  
 Supervisor ID:

D1. Sample type [DO NOT ASK]

1. Community leader
2. Community member

D2. In which of the following areas do you play a leadership role?

		Yes	No
1.	Community organization	↑	↑
2.	Religious group	↑	↑
3.	Action group, such as .....	↑	↑
4.	Non-government organization	↑	↑
5.	Local government	↑	↑
6.	State government	↑	↑
7.	Other organization (specify) _____	↑	↑

IF RESPONDENT CHECKED ONE OR MORE OPTIONS IN Q1, CODE HIM/HER IN D3.  
 AS COMMUNITY LEADER

D3. SAMPLE TYPE

1. COMMUNITY LEADER
2. COMMUNITY MEMBER

D4. RESPONDENT'S YEAR OF BIRTH 19\_\_ \_

D5. RESPONDENT'S GENDER

1. MALE
2. FEMALE

D7. WHAT IS YOUR LITERACY LEVEL?

1. LITERATE
2. ILLITERATE
99. DK/NA (DO NOT ASK)

IF CODE 1 IN D7 ASK D8

D8. WHICH OF THE FOLLOWING BEST DESCRIBES THE LEVEL OF EDUCATION YOU HAVE COMPLETED?

1. NO FORMAL EDUCATION
2. COMPLETED PRIMARY SCHOOL
3. COMPLETED SECONDARY SCHOOL
4. COMPLETED HIGH SCHOOL
5. COMPLETED UNIVERSITY
6. COMPLETED VOCATIONAL TRAINING (E.G. AGRICULTURAL)
99. DK/NA (DO NOT ASK)

D9. WHAT IS YOUR MAIN OCCUPATION

---

D10. ARE YOU THE HEAD OF YOUR HOUSEHOLD?

1. YES
2. NO
99. DK/NA (DO NOT ASK)

D11. HOW MANY PEOPLE ARE THERE IN YOUR HOUSEHOLD? \_\_\_\_\_

D12. HOW MANY PEOPLE IN YOUR HOUSEHOLD EARN AN INCOME?

\_\_\_\_\_

D13. WHAT IS YOUR HOUSEHOLD'S ANNUAL INCOME? \_\_\_\_\_

D14. HOW WOULD YOU DESCRIBE THE WELL BEING OF YOUR HOUSEHOLD COMPARED TO AN AVERAGE HOUSEHOLD IN YOUR COMMUNITY?

1. SIGNIFICANTLY ABOVE AVERAGE
2. ABOVE AVERAGE
3. ABOUT AVERAGE
4. BELOW AVERAGE
5. SIGNIFICANTLY BELOW AVERAGE
99. DK/NA (DO NOT ASK)

### **COMMUNITY SITUATION (STABILITY IMPACTS)**

NOW I WOULD LIKE TO ASK YOU SOME QUESTIONS ABOUT THE SITUATION IN [COMMUNITY NAME].

1. How would you describe the national electricity supply in [COMMUNITY NAME]? Please select one response that best describes the situation with the electricity supply in [COMMUNITY NAME].

1. There is no national electricity supply in [COMMUNITY NAME]
2. National electricity supply is significantly below people's needs
3. National electricity supply is slightly below people's needs
4. People in [COMMUNITY NAME] receive as much electricity from the national supply as they need
99. DK/NA (DO NOT ASK)



2. In the last year, do you think that the national electricity supply has improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

3. How would you describe the non-drinking water supply in [COMMUNITY NAME]? Please select one response that best describes the situation with the non-drinking water supply in [COMMUNITY NAME].

1. There is no non-drinking water supply in [COMMUNITY NAME]
2. Non-drinking water supply is significantly below people's needs
3. Non-drinking water supply is slightly below people's needs
4. People in [COMMUNITY NAME] receive as much non-drinking water as they need
99. DK/NA (DO NOT ASK)

4. In the last year, do you think that non-drinking water supply has improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

5. How would you describe health services in [COMMUNITY NAME]? Please select one response that best describes the situation with the health services in [COMMUNITY NAME].

1. There are no health services available in [COMMUNITY NAME]
2. Health services available in [COMMUNITY NAME] are significantly below people's needs
3. Health services available in [COMMUNITY NAME] are slightly below people's needs
4. People in [COMMUNITY NAME] can receive any health service they may need.
99. DK/NA (DO NOT ASK)

6. In the last year, do you think that the health services have improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

7. How would you describe the situation with trash collection in your community? Please select one response that best describes the situation with trash collection in [COMMUNITY NAME].

1. There is no trash collection in [COMMUNITY NAME]
2. The trash collection available in [COMMUNITY NAME] is significantly below people's needs
3. The trash collection available in [COMMUNITY NAME] is slightly below people's needs
4. Trash collection in [COMMUNITY NAME] fully meets needs.
99. DK/NA (DO NOT ASK)

8. In the past year, do you think trash collection has improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

9. How would you describe the education system in [COMMUNITY NAME]? Please select one response that best describes the situation in the education system in [COMMUNITY NAME].

1. There are no schools available in [COMMUNITY NAME]
2. Number of schools and teachers available in [COMMUNITY NAME] are significantly below people's needs
3. Numbers of schools and teachers available in [COMMUNITY NAME] are slightly below people's needs
4. There are enough schools and teachers in [COMMUNITY NAME] to satisfy people's needs.
99. DK/NA (DO NOT ASK)

10. In the last year, do you think that the situation with schools and teachers has improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

13. How would you describe the situation with roads and transportation in [COMMUNITY NAME]? Please select one response that best describes the situation with roads and transportation.

1. There are no roads and no transportation system in [COMMUNITY NAME] so people feel isolated.
2. Roads and transportation system in [COMMUNITY NAME] are significantly below demand.
3. Roads and transportation system in [COMMUNITY NAME] are slightly below demand.
4. Roads and transportation system in [COMMUNITY NAME] are able to satisfy people's needs.
99. DK/NA (DO NOT ASK)

14. In the last year, do you think that the roads and transportation system have improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

15. How would you describe the situation with mosques in [COMMUNITY NAME]? Please select one response that best describes the situation..

1. There are no mosques in [COMMUNITY NAME].
2. The number of mosques in [COMMUNITY NAME] is significantly below what people need.
3. The number of mosques in [COMMUNITY NAME] is slightly below people's needs.
4. There are enough mosques in [COMMUNITY NAME] to fulfill people's needs.
99. DK/NA (DO NOT ASK)

16. In the last year, do you think that the situation with mosques has improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

17. Has the number of jobs in [COMMUNITY NAME] over the past year increased, decreased or stayed the same?

1. Significantly increased
2. Somewhat increased
3. Stayed the same
4. Somewhat decreased
5. Significantly decreased
99. DK/NA (DO NOT ASK)

17B. In the past year, has the number of new businesses opening up in your community increased, decreased or stayed the same?

1. Significantly increased
2. Somewhat increased
3. Stayed the same
4. Somewhat decreased
5. Significantly decreased
99. DK/NA (DO NOT ASK)

18. How would you describe security conditions in your community?

1. Very secure
2. Somewhat secure
3. Somewhat insecure
4. Very insecure
99. DK/NA (DO NOT ASK)

19. In the last year, do you think that security conditions have improved, worsened or stayed the same?

1. Significantly improved
2. Somewhat improved
3. Stayed the same
4. Somewhat worsened
5. Significantly worsened
99. DK/NA (DO NOT ASK)

20. Has the number of violent incidents in [COMMUNITY NAME] over the past year increased, decreased or stayed the same? By violent incidents I mean crime, terrorism, military action etc.

1. Significantly increased
2. Somewhat increased
3. Stayed the same
4. Somewhat decreased
5. Significantly decreased
99. DK/NA (DO NOT ASK)

21. Has the number of road blocks in [COMMUNITY NAME] over the past year increased, decreased or stayed the same?

1. Significantly increased
2. Somewhat increased
3. Stayed the same
4. Somewhat decreased
5. Significantly decreased
99. DK/NA (DO NOT ASK)

22. Has the number of armed combat situations in [COMMUNITY NAME] over the past year increased, decreased or stayed the same?

1. Significantly increased
2. Somewhat increased
3. Stayed the same
4. Somewhat decreased
5. Significantly decreased
99. DK/NA (DO NOT ASK)

**ASSESSMENTS OF THE OVERALL SITUATION AND ROLES OF ACTORS**

23. How would you describe the overall economic situation in [COMMUNITY NAME]?

- 1. Very good
- 2. Good
- 3. Fair
- 4. Poor
- 5. Very poor
- 99. DK/NA (DO NOT ASK)

24. How would you describe the overall quality of life in [COMMUNITY NAME]?

- 1. Very good
- 2. Good
- 3. Fair
- 4. Poor
- 5. Very poor
- 99. DK/NA (DO NOT ASK)

25. How likely is it that the overall quality of life will improve in [COMMUNITY NAME] over the next couple of years? Please select one response that best describes your opinion.

- 1. The quality of life in [COMMUNITY NAME] WILL improve over the next couple of years
- 2. The quality of life in [COMMUNITY NAME] MAY improve over the next couple of years
- 3. The quality of life in [COMMUNITY NAME] WILL stay the same
- 4. The quality of life in [COMMUNITY NAME] WILL get worse over the next couple of years
- 99. DK/NA (DO NOT ASK)

26. Now I would like to ask a few questions about the ability of different organizations and institutions to improve the situation in [COMMUNITY NAME]. How would you describe the ability of [ORGANIZATION NAME] using such descriptors as “no ability”, “very low ability”, “low ability”, “high ability”, and “very high ability”.

**ROTATE ORGANIZATIONS**

		No ability 1	Very Low ability 2	Low ability 3	High ability 4	Very High ability 5	Don't know 99
1.	District/sub-district government						
2.	National government						
3.	Elected local officials						
4.	Religious leaders						
5.	Iraqi Non-government organizations						
6.	National Armed Forces						
7.	Foreign Armed Forces						
8.	International Non-government organizations						

27. And how would you describe the same organizations in terms of how much good they have done in OR how much they have benefited people's lives in [COMMUNITY NAME]?. Please describe the good done by OR the benefits that have come from [ORGANIZATION NAME] using such descriptors as: "nothing good", "very little good", "little good", "some good", and "a great deal of good"

ROTATE ORGANIZATIONS

		Nothing good 1	Very little good 2	Little good 3	Some good 4	A great deal of good 5	Don't know 99
1.	District/sub-district government						
2.	National government						
3.	Elected local officials						
4.	Religious leaders						
5.	Iraqi Non-government organizations						
6.	National Armed Forces						
7.	Foreign Armed Forces						
8.	International Non-government organizations						

28. How much trust do you have in the following institutions? Please choose response that best describes your opinion on each of the following institutions?  
Response options: "no trust at all", "some trust", and "a lot of trust".

ROTATE ORGANIZATIONS

		No trust at all 1	Some Trust 2	A lot of trust 3	Don't know 99
1.	District/sub-district government				
2.	National government				
3.	Elected local officials				
4.	Religious leaders				
5.	Iraqi Non-government organizations				
6.	National Armed Forces				
7.	Foreign Armed Forces				
8.	International Non-government organizations				

29. To the best of your knowledge what groups have implemented projects in [COMMUNITY NAME]? AFTER COMMUNITY SAMPLING, MERCY CORPS FIELD TEAMS TO SUPPLY LIST OF PROJECTS AND LOCAL NAMES OF ORGANIZATIONS

First mention \_\_\_\_\_  
 Second mention \_\_\_\_\_  
 Third mention \_\_\_\_\_  
 Fourth mention \_\_\_\_\_  
 Fifth mention \_\_\_\_\_

30. Have you personally participated in the projects carried out by the following organizations in [COMMUNITY NAME]?

- |   |     |    |
|---|-----|----|
| 1. District/sub-district government           | Yes | No |
| 2. National government                        | Yes | No |
| 3. Iraqi Non-government organizations         | Yes | No |
| 4. International Non-government organizations | Yes | No |
| 5. Reconstruction teams of foreign military   | Yes | No |
| 6. Religious leaders                          | Yes | No |
| 99. DK/NA (DO NOT ASK)                        |     |    |

31. How familiar are you with organization called Mercy Corps (OR EQUIVALENT LOCAL NAME)?

1. Very familiar
2. Somewhat familiar
3. Know by name only
4. Never heard of
99. DK/NA (DO NOT ASK)

IF 1, 2, 3 AT Q31 ASK:

32. What programs has Mercy Corps (OR EQUIVALENT LOCAL NAME) implemented in [COMMUNITY NAME]?

List of programs

- 1.
- 2.
- 3.
- 4.
- 5.

FOR THOSE RESPONDENTS WHO CHOSE OPTIONS 4 AND 99 IN Q.31 PROMPT.

32A. Mercy Corps is a non-profit organization engaged in humanitarian aid and development activities reaching people in more than 35 countries including Iraq and [COMMUNITY NAME] in particular. Knowing this would you say that you are

1. Very familiar with Mercy Corps
2. Somewhat familiar with Mercy Corps
3. Know by name only
4. Never heard of Mercy Corps
99. DK/NA (DO NOT ASK)

ASK ALL

33. Now I would like you to describe the way the following organizations worked in [COMMUNITY NAME]. To what extent do the characteristics I will read describe the work of each organization?

Response options

1. Describes to a great extent
2. Describes to some extent
3. Describes to a very little extent
4. Does not describe at all
99. DK/NA (DO NOT ASK)

ASK ABOUT MERCY CORPS (OR EQUIVALENT LOCAL NAME) ONLY IF RESPONDENT ANSWERED 1,2,3 AT Q31 OR Q.32A. ROTATE LIST OF CHARACTERISTICS

	Mercy Corps (OR LOCAL NAME) [IF 1, 2, 3 AT Q31]	National & District/ sub-district government	International non-government organizations	Iraq/ local NGO	Reconstruction units of foreign military
1. Completes projects on time					
2. Has quality projects					
3. Fights corruption					
4. Openly shares information about costs and budget of the project					
5. Achieves significant results at reasonable cost					
6. Promotes participation of community members					
7. Consults with people in [COMMUNITY NAME] to determine needs.					
8. Actively involves people in [COMMUNITY NAME] in project management and supervision					
9. Actively involves ethnic minorities in project implementation and management					
10. Actively involves women in projects management and implementation					
11. Effectively cooperates with local government officials					
12. Builds trust with community leaders					
13. Involves community leaders in decision making					
14. Increases communication between community leaders and government officials in [COMMUNITY NAME]					
15. Helps reduce tension between people in [COMMUNITY NAME]					
16. Promotes respect between people with different views					
17. Projects benefit a majority of community members (not just a few)					
18. Teaches people in [COMMUNITY NAME] new skills					
19. Encourages people to work together to improve their community					
20. Gets community leaders to contribute to costs					
21. Gets community members to contribute labor time					
22. Gets community leaders / members to continue carrying out the projects themselves after organization leaves [COMMUNITY NAME]					



34. If you had to choose one organization to implement a development project in [COMMUNITY NAME] which one would you choose?

1. District/sub-district government
2. National government
3. Iraqi Non-government organizations
4. International Non-government organizations
5. Reconstruction teams of foreign military
6. Religious leaders
99. DK/NA (DO NOT ASK)

35. Which of the following organizations were accompanied by military forces while carrying out projects in [COMMUNITY NAME]? Pick all that apply.

1. Representatives of district/sub-district government
2. Representatives of national government
3. Representatives of Iraqi non-government organizations
4. Representatives of international non-government organizations
5. Reconstruction teams of foreign military
6. Religious leaders
99. DK/NA (DO NOT ASK)

36. How likely are you to participate in a development project in [COMMUNITY NAME] if organizations carrying out the projects are accompanied by military forces?

1. I am more likely to participate if they are accompanied by military forces
2. I am less likely to participate if they are accompanied by military forces
3. I will not participate if they are accompanied by military forces
4. It will have no effect on whether or not I participate
99. DK/NA (DO NOT ASK)

37. Which of the following organizations were accompanied by armed private security companies while carrying out projects in [COMMUNITY NAME]? Pick all that apply.

1. Representatives of district/sub-district government
2. Representatives of national government
3. Representatives of Iraqi non-government organizations
4. Representatives of international non-government organizations
5. Reconstruction teams of foreign military
6. Religious leaders
99. DK/NA (DO NOT ASK)

38. How likely are you to participate in a development project in [COMMUNITY NAME] if organizations carrying out the projects are accompanied by armed private security companies?

1. I am more likely to participate if they are accompanied by armed private security companies
2. I am less likely to participate if they are accompanied by armed private security companies
3. I will not participate if they are accompanied by armed private security companies
4. It will have no effect on whether or not I participate
99. DK/NA (DO NOT ASK)

## Thanks and conclusion