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# Endline Assessment of Citizen Satisfaction with Public Services and Infrastructure in Five Enlarged Municipalities of Armenia

Yerevan  
2019

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## Acronyms

ATDF	Armenian Territorial Development Fund
BA	Baseline Assessment
CIP	Community Investment Project
CSC	Community Score Card
CSD	Community Score Card Discussion
EA	Endline Assessment
IB	Indicator Bank
LoGoPro	Local Governance Programme in Armenia
LSG	Local Self-government
MTAD	Armenian Ministry of Territorial Administration and Development
RA	Republic of Armenia
SDC	Swiss Agency for Development and Cooperation
SPSS	Statistical Package for the Social Sciences Data Analysis Software
TARA	Territorial and Administrative Reform
UNDP	United Nations Development Programme
USAID	United States Agency for International Development
WB	World Bank
WiLD 2	Women in Local Democracy 2 Project

## Executive Summary

This report presents the Endline assessment (EA) data on citizen satisfaction with public services and infrastructure in five enlarged municipalities of Vayots Dzor and Syunik marzes of Armenia. In 2017-2019, the Swiss Agency for Development and Cooperation (SDC) has supported the implementation of Community Investment Projects (CIP) in Gorayk, Jermuk, Meghri, Tegh and Zaritap enlarged municipalities. The development projects were supported in the framework of the Local Governance Program (LoGoPro) in Armenia in cooperation with the RA Ministry of Territorial Administration and Development (MTAD). Public services and infrastructure projects in five communities have been implemented by the Armenian Territorial Development Fund (ATDF).

In the period June-August 2017, prior to launching the improvement projects in enlarged municipalities, the UNDP Women in Local Democracy 2 project (WiLD 2) team has conducted a baseline assessment (BA) of citizen satisfaction with the existing services and infrastructure. The BA has been conducted with the purpose to exercise data prior to the intervention (implementation of projects). As the data for this endline report has been collected, the selected projects have been completed, while some were in progress. This assessment has been conducted to seek for data with the purpose of comparing it with BA results of 2017, to provide an understanding on whether the intervention has influenced any change. EA results in this report are discussed in a comparative to BA perspective.

This report presents data on citizen satisfaction, knowledge, perceptions and attitudes towards conditions of selected public services and infrastructure, including inter-settlement roads, public transportation, agricultural services and waste management. The research also assesses citizens' knowledge on participation in local communities, issues of trust towards local officials and impact of CIPs. The assessment presents quantitative findings supported by qualitative data analysis. The EA was conducted in the period from March to April 2019. This BA was implemented by UNDP, fieldwork team (members of WiLD leadership program) under the supervision of project researcher.

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## Introduction

In April 2018 Armenia witnessed a nationwide mobilisation, which became to be known as the Velvet revolution. The events resulted in the change of the former government and a new parliament and ministerial cabinet developed in result of parliamentary elections (December 2018). The former government has adopted a Concept paper on “*Consolidation of communities and establishment of inter-community unions*” with intention to increase local governance efficiency and effectiveness in public service provision (2011). Currently, the new administration has committed to reforms and revitalisation of all sectors, including local self-governance mechanisms. After the revolution, the process of consolidation has been delayed. There is no conversation on how exactly the situation with the local communities and the consolidation process will proceed.

In 2014, the Local Governance Programme has been established in Armenia, jointly funded by the Swiss Agency for Development and Cooperation (SDC) and USAID to support the Armenian Government in implementation of the Territorial and Administrative Reform (TARA). The reform is implemented in cooperation with the Armenian Ministry of Territorial Administration and Development (MTAD). To support the newly formed communities to improve basic infrastructure and public services, SDC has supported implementation of capital investment projects (CIP) in five enlarged municipalities in Armenia: Jermuk and Zarithap (Vayots Dzor), Gorayk, Meghri and Tegh (Syunik). The support has been administered through the World Bank Trust Fund, and the CIPs are implemented by the Armenian Territorial Development Fund (ATDF). The CIPs cover a range of services, including maintenance of inter-settlement roads (hereinafter roads), improvement of public transportation infrastructure (hereinafter transportation), access to agricultural services and waste management. SDC commissioned an Endline Assessment (EA) to assess citizen satisfaction with the outcome and impact of the CIPs.

This report presents the analysis of data collected with the purpose of EA. The analysis compares data of baseline assessment (BA) conducted in 2017, and draws conclusions based on comparison. This report is prepared to provide supporting information for the project implementation and better understanding of priority directions of funding and interventions in the future, to support reforms process in Armenia. This report compiles data on citizen satisfaction with quality and access to selected services in five communities after completion and in process of implementation of CIPs.

This report has maintained BA methodology to be able to assess progress, if any, per each community and intervention project. This EA was implemented in the framework of the UNDP WiLD-2 project (also co-funded by SDC) that aims at advancing women’s and youth leadership and participation in local decision making. This report presents the results of the EA and reflects on related concerns identified in the communities during the assessment. The findings and recommendations are expected to be taken into consideration by CIP implementers and for future intervention in communities.



## Methodology

The EA employed quantitative research methods combining the following tools: Community Score Cards (CSC) and a questionnaire-based survey with residents in five communities. The quantitative data has been supported by analysis of survey open ended and qualitative reflections of field workers. The assessment was organised in four stages, with activities described as follows.

- Phase I      **Preparatory:** (a) desk research update, collection of and familiarisation with project documents, (b) discussions with ATDF staff, (c) recruitment of field workers from the residents of the targeted communities from among the UNDP WiLD 2 project representatives (d) finalisation of EA assessment methodology and work plan.
- Phase II      **CSDs** in five communities: (e) CSCs update and facilitator training, (f) mapping stakeholders and users and identifying participants for CSD, (g) contacting participants (users and providers) in five communities, scheduling meetings,(h) CSD with service users and providers followed by a general (joint) meeting in each community, (i) documenting the CSD outcomes.
- Phase III     **Survey:** (j) update of survey tool and data input online platform, (k) training of interviewers and presentation of survey tool, consent form, survey sampling methodology and implementation strategy, (l) pretesting and field work in communities, reporting to researcher, fieldwork supervision, (m) SPSS database preparation, survey data input and processing.
- Phase IV     **Analysis:** (n) analysis of CSDs and survey results, (o) discussion of findings with the core BA implementing team, (p) write-up and finalisation of EA report.

Note on Indicator bank: This study uses the indicators, which have been developed by the BA team in 2017. The indicator bank (IB) was developed as a result of in-depth exploration of the public service provision situation in the targeted communities (detailed methodology on development of indicators is available in the BA report of this study).

### Community Score Card Discussions (CSC)

The CSCs were held based on indicators developed for the purpose of this study, to assess each public service and infrastructure condition provided by the CIP to each community. Each indicator per each service in communities was assessed on a “1 to 5” scale\* (where 1 was “very bad” and 5 was “very good”).<sup>1</sup>

In each community two parallel scoring exercises were held: one with service users (including female residents, farmers, teachers, taxi drivers etc.), and one with service providers (LSG bodies and representatives of CIP initiative group), whereby each of the groups scored the suggested indicators for each service. A joint meeting was held later to compare the two scoring results, to generate the final assessment, and to discuss service provision related concerns for the aspects of service provision graded lower than “5”.

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<sup>1</sup> Except for one indicator assessed in reversed mode (Agricultural services): *Availability of lands lacking cultivation*. The lower the score for this indicator the less there are fertile lands in the given community, which for some reason (either lack of agricultural machinery, or else) are not cultivated.

The parallel discussions were jointly moderated by a project expert and an interviewer, who were assisted in note-taking by CSC field workers. A joint meeting in each community was moderated by a research expert. A total of 102 service users (41) and providers (61) participated in five discussions, out of which 44 were women. The CSC results and survey results per indicators are presented in Appendix 2.

### Survey

This research applied survey methodology maintaining the framework applied during BA. Following CSCs, a survey was conducted with local residents to assess the level of household satisfaction with public services and infrastructure components (based on CIP implementation in each community and indicators used in the CSCs process). The survey applied a stratified random sampling methodology with proportionate allocation, which allowed the selection of a representative sample for the population of each settlement. A total of 379 interviews were conducted in five enlarged municipalities, with the following distribution per marzes: 147 (38.8%) in Vayots Dzor and 232 (61.2%) in Syunik. The sampling units were determined with 5% confidence interval and 95% confidence level. Proportionate sampling methodology was applied to determine the number of respondents in each settlement (see Tables 1 and 2).

**TABLE 1 SAMPLING OF COMMUNITIES<sup>2</sup>**

Marz	Enlarged municipalities	Communities	Population	Percent	Sample distribution
<b>Syunik</b>	Meghri 10,931 N=37% (141)	Meghri	4,542	42%	58
		Agarak	4,284	39%	57
		Karchevan	226	2%	3
		Shvanidzor	278	3%	3
		Vahravar	35	0%	0
		Gudemnis	35	0%	0
		Lichq	114	1%	1
		Tashtun	100	1%	1
		Lehvaz	644	6%	9
		Alvanq	293	3%	4
		Vardanidzor	190	2%	2
		Nrnadzor	144	1%	2
<b>Syunik</b>	Gorayk 1,822 N=6% (23)	Gorayk	493	27%	6
		Spandaryan	452	25%	6
		Sarnakunq	504	28%	6
		Tsghuk	373	20%	5
<b>Syunik</b>	Tegh 5,659 N=19%	Tegh	2,287	40%	29
		Qarashen	494	9%	6
		Kornidzor	1,040	18%	13

<sup>2</sup>Community population numbers accessed via Armenian National Statistical Service, as of January 01, 2016. ([www.armstat.am](http://www.armstat.am))

<b>Vayots Dzor</b>	(72)	Khnatsakh	854	15%	10
		Vaghatur	398	7%	5
		Khoznavar	400	7%	5
		Aravus	186	3%	2
	Jermuk	Jermuk	4,400	61%	56
	7,187 N=24%	Kechut	950	13%	12
		Gndevaz	776	11%	10
	(91)	Karmrashen	289	4%	4
		Herher	772	11%	10
	<b>Vayots Dzor</b>	Zaritap 4,171 N=14%	Zaritap	1,515	36%
Artavan			256	6%	3
Bardzruni			392	9%	5
(53)		Gomq	241	6%	3
		Khndzorut	520	12%	5
		Martiros	599	14%	8
		Nor Aznaberd	148	4%	3
		Saravan	308	7%	4
		Sers	192	5%	2
<b>Total population</b>			29,770		
<b>Total sample distribution</b>					379

**TABLE 2 SAMPLING OF COMMUNITIES: TOTALS**

Marz (region)	Community	Population	Sample distribution by community
Vayots Dzor	Jermuk	7,187	92
Vayots Dzor	Zaritap	4,171	54
Syunik	Gorayk	1,822	23
Syunik	Meghri	10,931	140
Vayots Dzor	Tegh	5,659	70
		29,770	379

**Sample calculation: Population: 29,770; Confidence level: 95%; Confidence interval: 5%**

The survey was implemented by field workers (interviewers), who were trained by project researcher in survey sampling methodology, tools, respondent consent procedure, area mapping, strategy on selection of respondents and administrating the survey. The face-to-face survey was conducted by interviewers using hard copy survey guides. Data input was conducted by them using Google Drive online questionnaire. The results were analysed using SPSS frequencies and cross-variable analyses. See

Appendix 1 for survey questionnaire.

Demographic data of respondents

The average age of respondents is 44; median 42; mode 32. Out of total (N=379) respondents 223 (58.8%) are women and 155 (40.9%) are men (which is a slightly improved equal distribution of respondents compared to BA). The majority of respondents graduated from a general school and are mainly represented by housewives, unemployed people, farmers and teachers. Individual responses under *other type* include sales manager, computer operator, doctor or nurse, military conscript, police officer, electrician, engineer, driver, cook, builder, genitor (see Tables 5 and 6).

**TABLE 3 RESPONDENT LEVEL OF EDUCATION**

	<i>Frequency</i>	<i>Percent</i>
<b>Elementary school</b>	4	1.1
<b>General (mid) school</b>	155	40.9
<b>High school</b>	13	3.4
<b>Vocational/technical degree</b>	106	28
<b>Bachelor's degree</b>	84	22.2
<b>Any degree above bachelor's</b>	17	4.5
<b>Total</b>	379	100

**TABLE 4 RESPONDENT OCCUPATION**

	<i>Frequency</i>	<i>Percent (of total 379)</i>
<b>Housewife</b>	73	19.2%
<b>Unemployed</b>	43	11.3%
<b>Agronomist/farmer</b>	29	7.6%
<b>Teacher</b>	27	7.1%
<b>Pensioner</b>	25	6.5%
<b>Economist/businessman</b>	22	5.8%
<b>Student</b>	21	5.5%
<b>Grazier</b>	10	2.6%
<b>Other</b>	34	8.9%
<b>No response (missing)</b>	95	25%
<b>Total</b>	379	--

## EA Limitations

Similar to the BA, the main limitation of this EA was the timing of its implementation (Mar-Apr 2019). In this case however, the limitation was conditioned by the necessity to conduct EA for the purposes of CIPs' main project external evaluation and reporting. If the conditions allowed, it would be preferable to conduct EA once all intervention projects are completed in communities and more time was allowed for residents to identify impact of availability of new services and infrastructure. Another limitation is the lack of time for triangulation, to be able to clarify data. For example, citizen satisfaction with a certain service in one community is assessed as higher by CSC discussion, but lower by survey results. In such cases applying a third, clarifying method would help, which is not feasible due to time constraint.

## Findings

### Assessment of infrastructure and public services in communities

The analysis below presents the assessment of each improvement project in each community. The results highlight citizen satisfaction average CSC scores and citizen satisfaction level data generated from survey. The results combine two response categories "somewhat satisfied" and "very satisfied" and are discussed in comparative to BA perspective. BA data on the percentage of citizens satisfaction with all services, including among women was 43%. The EA shows improved result: 52.7%. See Table 5 below for total numbers of citizen satisfaction with four services.

**TABLE 5 CITIZEN SATISFACTION LEVEL WITH ALL SERVICES (INCLUDING AMONG WOMEN)**

	Total number of residents who responded to citizen-satisfaction question <sup>3</sup>	Percent of all respondents (N=379)	Total number of residents who responded they are satisfied from that service
Road	338	47.3%	160
Transportation	346	51.4%	178
Agricultural services	234	34.1%	80
Waste management	357	78.1%	279
Citizen satisfaction level (services combined)		52.7%	--

<sup>3</sup> Considering selected services for selected communities, questions were administered corresponding to the available service in a given community.

## JERMUK

### **A. ROADS: AVERAGE SCORE – 3 (CSC); SATISFACTION LEVEL – 21.8%**

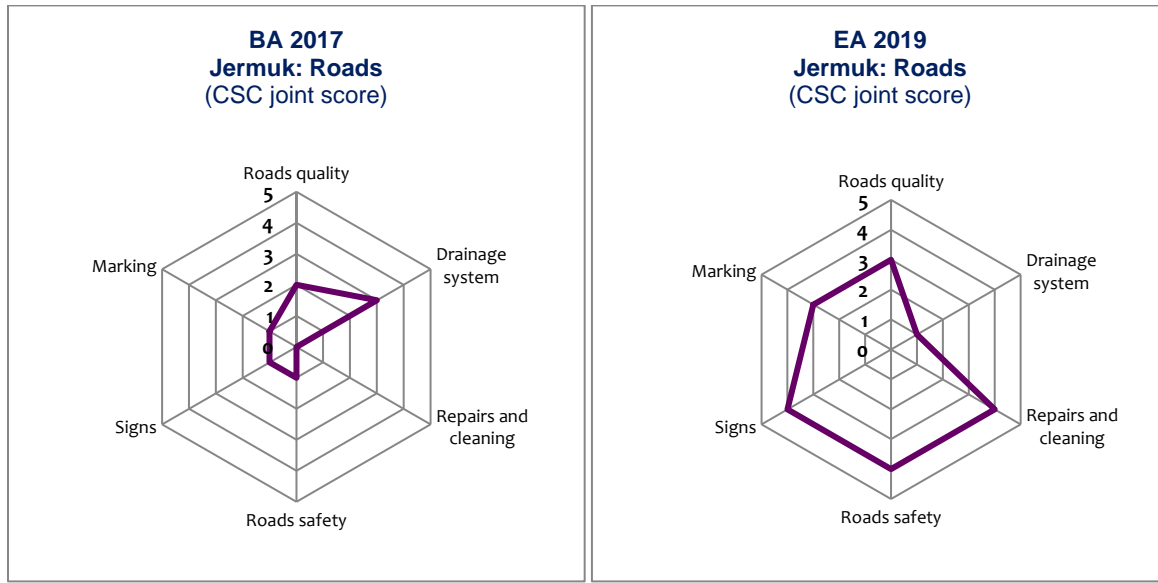
The survey shows somewhat positive shift (21.8%) of citizen satisfaction with road infrastructure compared to BA (18.7%). Discussions with users and providers indicate that one part of the enlarged municipality exercises a good quality of roads, while the other part to the contrary. CSCs indicate a visible improvement regarding all indicators assessing the conditions of road infrastructure, except quality of water drainage system on the inter-settlement roads. The situation with the drainage system has actually become worse. The wrong settlement name “Djermuk” is marked for directions along the inter-settlement roads in the community up to date.

BA findings pointed towards the difficult intercommunity communication due to poor road conditions in Jermuk, especially those leading to village communities. EA shows slightly improved results in terms of citizen satisfaction. Out of total six road infrastructure-measuring indicators four register impressive improvement. This indicates a change in the satisfaction of residents and community members, participants of the CSC discussions. See

Figure 1 for graph indicators comparing results of current vs. former CSC scores for quality of inter-settlement roads.

Table 6 presents same indicators in numerical values.

**FIGURE 1 JERMUK. ROADS: INDICATORS**



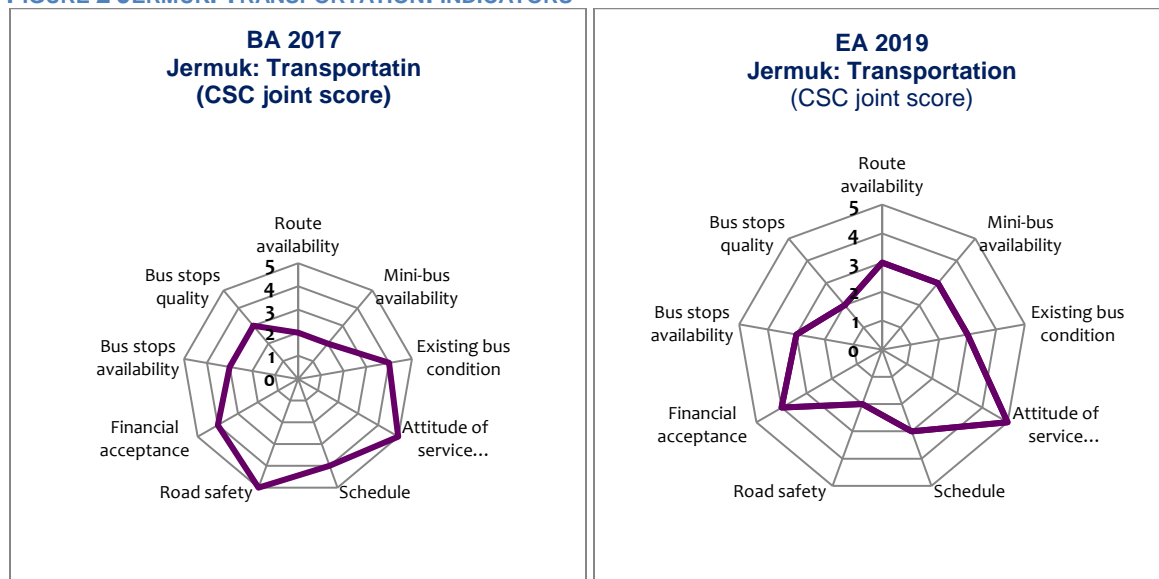
**TABLE 6 JERMUK. ROADS: COMPARED SCORES**

Jermuk: Inter-settlement roads, CSC joint score	BA 2017	EA 2019
Quality of inter-settlement roads	2	3
Quality of water drainage system on the inter settlement roads	3	0
Quality of inter-settlement roads repair and cleaning services around the year	0	4
General inter-settlement roads safety (warning signs from rocks, etc.)	1	4
Availability of signs (settlement names)	1	4
Appropriateness of marking for directions and settlements names along the inter-settlement roads	1	3

**B. TRANSPORTATION: AVERAGE SCORE – 3.1 (CSC); SATISFACTION LEVEL – 44.5%**

Public transportation remains unavailable in a number of communities (for example, including to Herher and Karmrashen), and there seems to be a visible decrease in the number of people who said they are either “somewhat satisfied” or “very satisfied” with public transportation services. Compared to BA (60.5%) the situation here has actually got worse. Currently, 44.5% of respondents are satisfied. Perceptions regarding public transportation conditions seem to similarly divide into two parts in the community. Citizens mention that the situation on the right side of the Arpa River residential area is satisfying, while on the left side it is considerably worse. CSC discussions seem to confirm survey results. The indicators either got worse, or remained the same. The one indicator which has been assessed as “5” is the quality of services provided including the attitude drivers. See Figure 1 and Table 6 for comparative score-card results.

**FIGURE 2 JERMUK. TRANSPORTATION: INDICATORS**





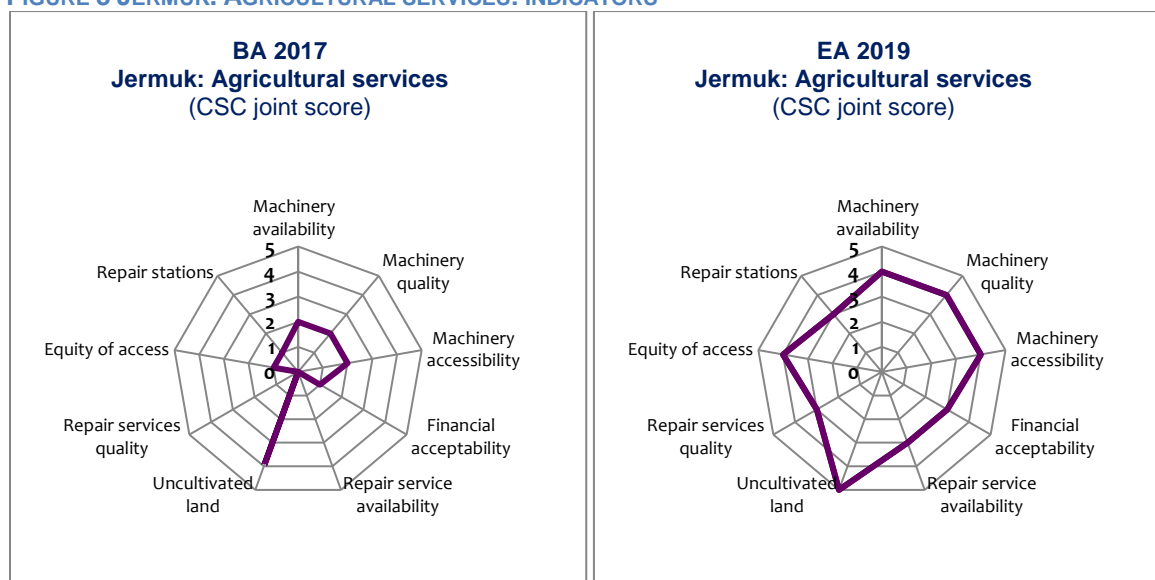
**TABLE 7 JERMUK. TRANSPORTATION: COMPARED SCORES**

	BA 2017	EA 2019
Availability of needed inter-settlement routes	2	3
Availability of public (mini)buses to serve the inter-settlement routes	2	3
Condition of existing public (mini)buses	4	3
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	5	5
Conveniences of the existing public transportation schedule	4	3
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	5	2
Financial acceptability of the service	4	4
Availability of bus stations	3	3
Quality of bus stations	3	2

### C. AGRICULTURAL MACHINERY: AVERAGE SCORE – 3.6 (CSC); SATISFACTION LEVEL – 16.3% (SURVEY)

EA registers a lower citizen satisfaction level regarding agricultural services (16.3%) compared to BA (19.8%). Reflecting on consolidation and CIPs, respondents mentioned that prior to consolidation, for example, agricultural machinery has been available in their rural community, while after it, the equipment has been moved to community centre Jermuk. This has made the usage of machinery more difficult. This problem has come up during BA also, and seems there is no change in public perceptions in this regard, even after projects' intervention. The citizen overall satisfaction score with agricultural services in their community also registers decline. During BA, the residents communicated their expectation, that the prices for machinery will be adjusted, considering the intervention and support to community. Findings of this research indicate the same. Residents still complain about the cost of renting agricultural machinery, which is not different from renting costs of private providers. Interestingly however, CSC discussions reveal different results. All indicators were given a higher compared to BA score. Two indicators were assessed as particularly improved, namely *the quality of repair services* (duration, satisfaction with results) and *equity of service provision to farmers* (availability to all farmers necessitating the services). EA CSC discussions pointed to the need of local staff capacity improvement. See Figure 3 and Table 7 below for indicators' assessment BA vs. EA compared scores.

**FIGURE 3 JERMUK. AGRICULTURAL SERVICES: INDICATORS**



**TABLE 8 JERMUK. AGRICULTURAL SERVICES: COMPARED SCORES**

	BA 2017	EA 2019
Availability of required types of agricultural machinery in the community to farmers	2	4
Quality of existing agricultural machinery	2	4
Accessibility to existing agricultural machinery during the agricultural season	2	4
Financial acceptability of the service for farmers	1	3
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	0	3
Availability of lands lacking cultivation	4	5
Quality of repair services provided (duration, satisfaction with results)	0	3
Equity of service provision to farmers (availability to all farmers needing the services)	1	4
Availability of repair station in the community for different machinery types	1	

#### D. WASTE MANAGEMENT: AVERAGE SCORE – 3.6 (CSC); SATISFACTION LEVEL – 68.5% (SURVEY)

According to local residents, the main problem in the community is still the necessity to develop a culture of caring for the community, which starts from collection of waste. The locals are said to lack the knowledge of, for example, using the waste bins designed to collect plastic material (which they used for all kinds of waste). The bins with plastic sections were first located but then removed from the community, due to wrong usage. EA citizen satisfaction level with waste management in the community is somewhat increased (68.5%) from BA score (67.1%). CSC results however, show an improved picture. Seven out of eight indicators show improved results. Availability and quality of bins indicators register a positive shift in assessment. The only indicator, which was given a lower from BA score is safety perception of waste dumping and utilisation by the community. See Figure 4 and Table 8 below for indicators' results.

FIGURE 4 JERMUK. WASTE MANAGEMENT: INDICATORS

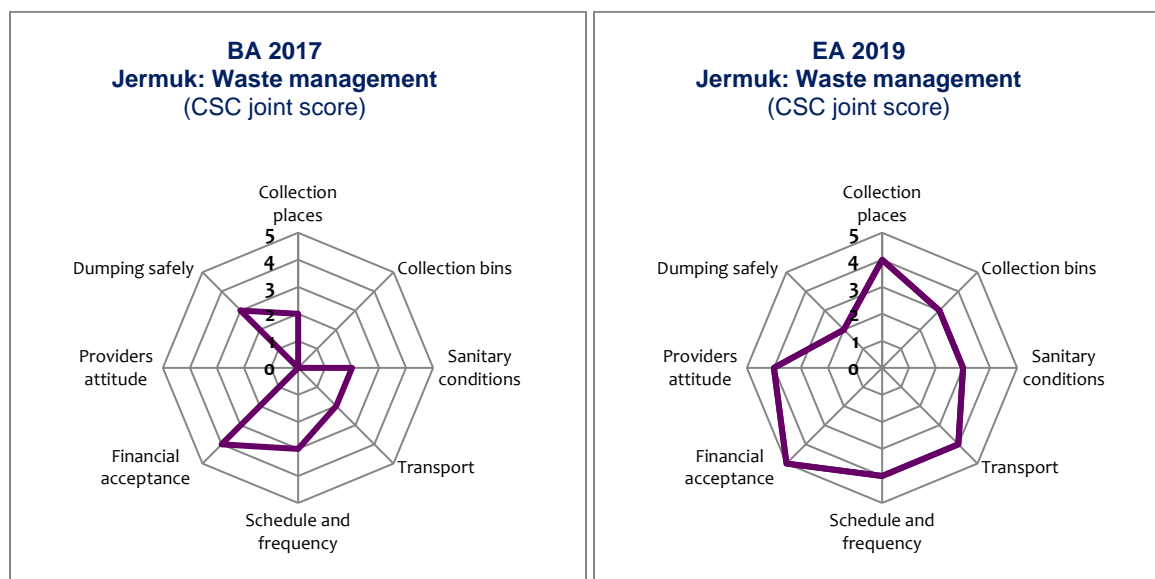


TABLE 9 JERMUK. WASTE MANAGEMENT: COMPARED SCORES

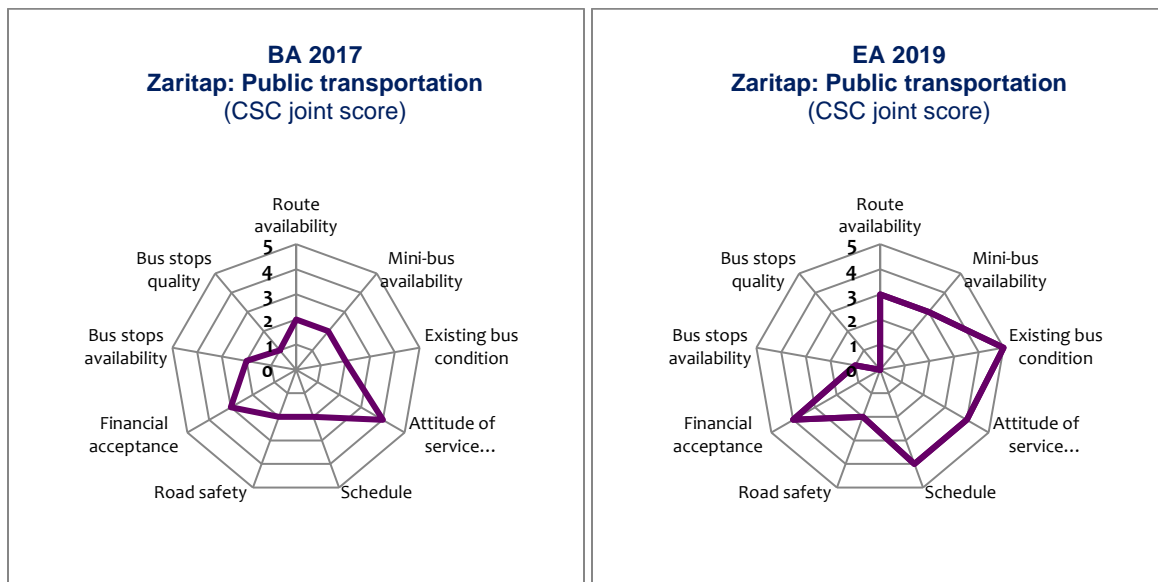
	BA 2017	EA 2019
Availability of waste collection places/ bins	2	4
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	0	3
Sanitary conditions of waste collecting points/places (in general)	2	3
Availability and quality of waste-collecting transport in the community	2	4
Appropriateness of the schedule and frequency of waste collection from (any available) points	3	4
Financial acceptability of the service	4	5
Attitude of service providers to users (if relevant)	0	4
Perception of safety of waste dumping and utilization by the community	3	2

# ZARITAP

## A. PUBLIC TRANSPORTATION: AVERAGE SCORE – 2.8 (CSC); SATISFACTION LEVEL – 24.1% (SURVEY)

In Zaritap community, three services have been assessed. Overall, citizens registered an increased level of satisfaction with public transportation (24.1%) compared to BA (14.8%). BA results indicated citizens’ expectation for improved transportation services, including for children to be able to attend extracurricular activities (music, sports). EA CSC discussions reveal that the transportation in the community mainly serves for teachers and children. At the same time, the residents seem to lack information on whether they also can use the local transportation. The argument stemming from this is that the schedule for transportation operation is adjusted to children’s and teachers’ schedule, which makes it difficult for residents to accommodate. Among most frequent means of transportation in the community are personal cars and taxis. The situation with *availability* and *quality of bus stations* were assessed as poorer compared to BA. The rest of indicators seem to register improved scores. See Figure 5 and Table 9 below.

FIGURE 5 ZARITAP. TRANSPORTATION: INDICATORS



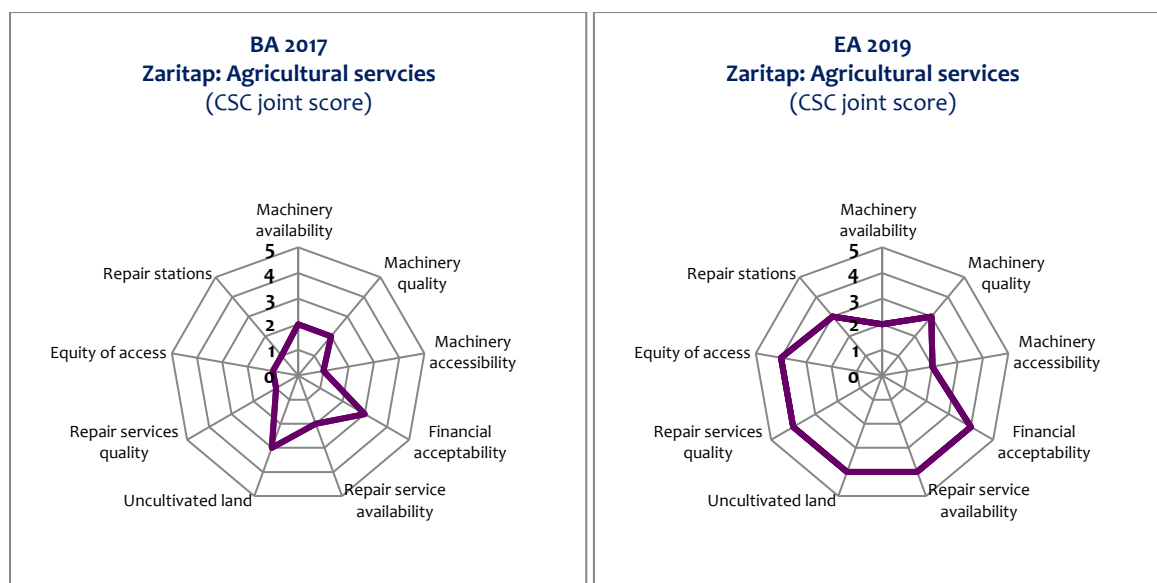
**TABLE 10 ZARITAP. TRANSPORTATION: COMPARED SCORES**

Indicator	BA 2017	EA 2019
Availability of needed inter-settlement routes	2	3
Availability of public (mini)buses to serve the inter-settlement routes	2	3
Condition of existing public (mini)buses	2	5
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	4	4
Conveniences of the existing public transportation schedule	2	4
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	2	2
Financial acceptability of the service	3	4
Availability of bus stations	2	1
Quality of bus stations	1	0

#### **B. AGRICULTURAL SERVICES: AVERAGE SCORE – 3.3 (CSC); SATISFACTION LEVEL – 37% (SURVEY)**

Zaritap community shows improved results regarding agricultural services. Both survey and CSC data indicate improvement with citizen satisfaction level, which in 2017 has been (29.7%), seven points lower from EA data (37%). The majority of survey participants in Zaritap know about new agricultural machinery in their community, which however is not enough according to residents. One of the main citizen complaints registered by BA has been the limited access to agricultural machinery especially for farmers from smaller communities, as opposed to open access for owners' relatives and close circle. The situation seems to have slightly improved, as the residents mention about "more justice" in the community. The availability of new machinery has contributed to the lower prices for its usage, but access to the machinery in terms of number of available equipment remains a concern. CSC discussions reveal improved results for all indicators. See Figure 6 and Table 10 below.

**FIGURE 6 ZARITAP. AGRICULTURAL SERVICES: INDICATORS**



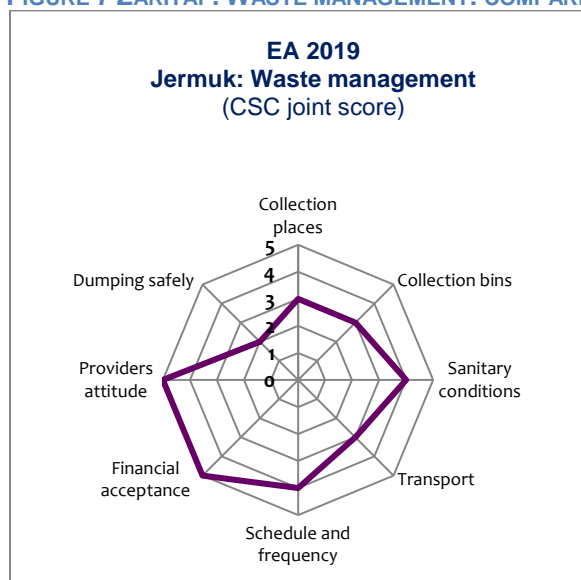
**TABLE 11 ZARITAP. AGRICULTURAL MACHINERY: COMPARED SCORES**

Indicator	BA 2017	EA 2019
Availability of needed types of agricultural machinery in the community to farmers	2	2
Quality of existing agricultural machinery	2	3
Accessibility of existing agricultural machinery during the agricultural season	1	2
Financial acceptability of the service for farmers	3	4
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	2	4
Availability of lands lacking cultivation	3	4
Quality of repair services provided (duration, satisfaction with results)	1	4
Equity of service provision to farmers (availability to all farmers needing the services)	1	4
Availability of repair station in the community for different machinery types	1	3

### C. WASTE MANAGEMENT: AVERAGE SCORE – 3.6 (CSC); SATISFACTION LEVEL – 74% (SURVEY)<sup>4</sup>

Findings show a positive picture regarding citizen satisfaction with waste management in their community (74%). The residents lack knowledge on what happens to the waste collected. The overall satisfaction level is high, but the highlight of interviewers' impression in Zaritap community clearly is a need for increased information and education in villages on the importance of proper usage of waste. The problem highlighted during the field work is that waste bins (containers) have no covers, which contributes to the worsening of the sanitary conditions in the community. The participants mentioned that the bins are usually located far from each other. The reasoning behind this has been residents' complaints on the close proximity of beans to their houses, which resulted in now rather big distance of those from each other. There have also been concerns that before the bins were located in the community, it has been more clean, considering that the car collecting waste would collect the waste from home, whereas now it spreads all over in the community. At the same time CSCs point to the extremely poor conditions of the Soviet-era waste collecting machinery. While there is a need to improve public perceptions towards the safety of waste management (as highlighted by field participants), overall citizens are content with the condition of waste management in their community. See Figure and Table for indicators assessed during CSC discussion.

FIGURE 7 ZARITAP. WASTE MANAGEMENT: COMPARED SCORES



<sup>4</sup> This indicator has not been assessed during BA due to a misunderstanding between the research team and CSC participants.

**TABLE 12 ZARITAP. WASTE MANAGEMENT: EA 2019 SCORES**

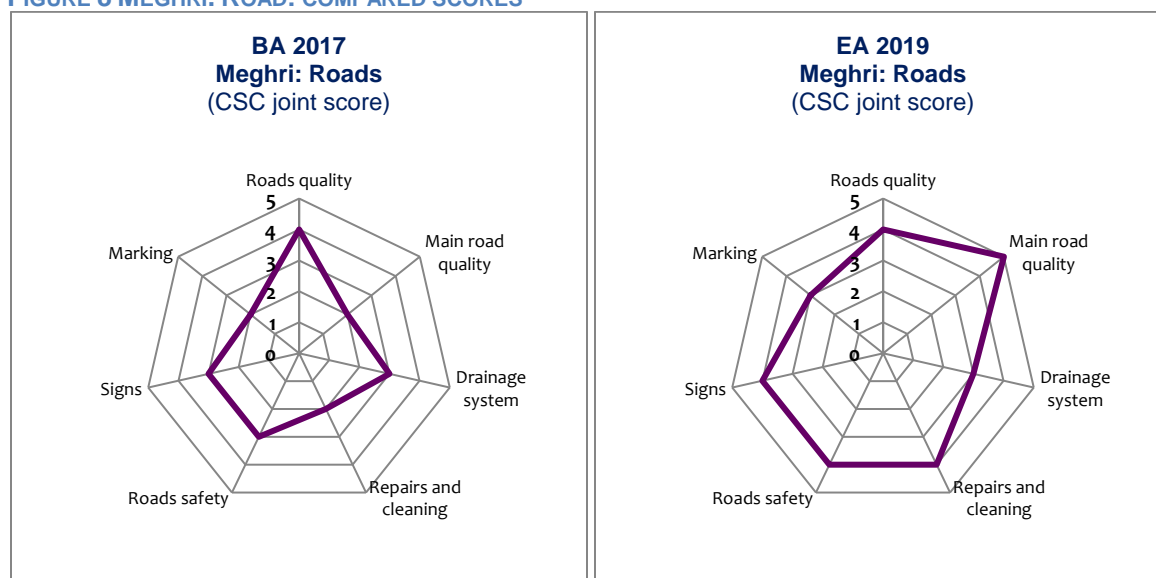
Indicator	EA 2019
Availability of waste collection places/ bins	3
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	3
Sanitary conditions of waste collecting points/places (in general)	4
Availability and quality of waste-collecting transport in the community	3
Appropriateness of the schedule and frequency of waste collection from (any available) points	4
Financial acceptability of the service	5
Attitude of service providers to users (if relevant)	5
Perception of safety of waste dumping and utilization by the community	2

## MEGHRI

### **A. ROADS: AVERAGE SCORE – 3.8 (CSC); SATISFACTION LEVEL – 79.3% (SURVEY)**

Meghri seems a success story. All indicators register higher compared to BA (65.9%) results. A total of 79.3% of citizen satisfaction level is registered by EA. Among problems highlighted by residents is the “old” condition of the water drainage system (the indicator assessment remained the same) and lack of signs marking road distance. CSCs, similar to survey register a visible improvement. The discussions generated either the same or an improved score (compared to BA). Meghri had one additional indicator regarding road infrastructure, assessing the quality of the alternative road to Meghri, assessment of which registered a shift from score 2 to 5. This means a positive result to register higher assessment of an infrastructure, the strategic importance of which has been recognised during BA.

**FIGURE 8 MEGHRI. ROAD: COMPARED SCORES**





**TABLE 13 MEGHRI. ROAD: COMPARED SCORES**

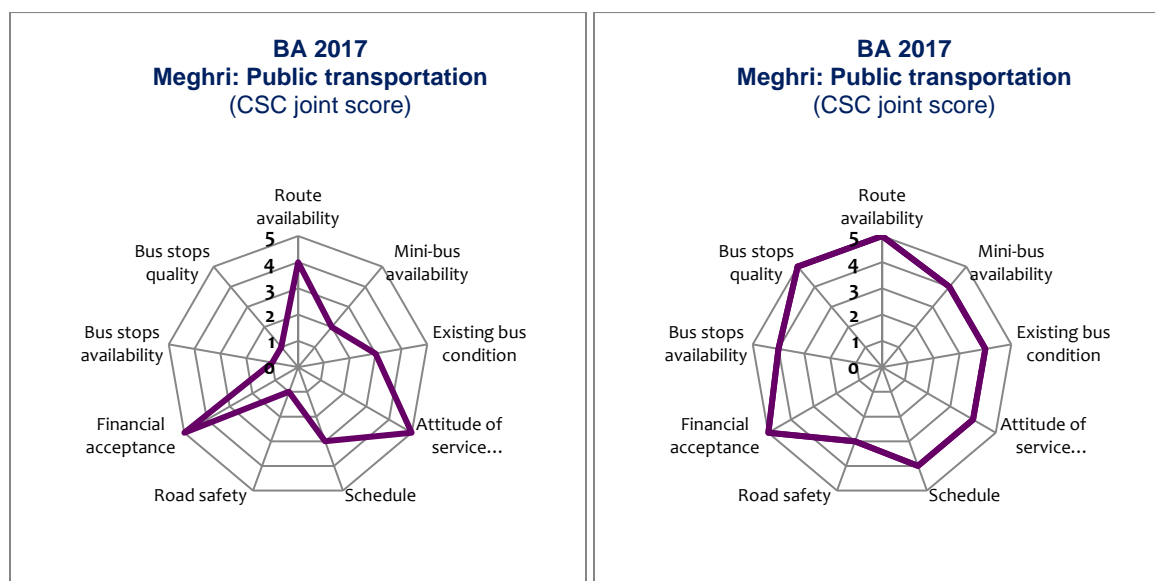
Indicator	BA 2017	EA 2019
Quality of inter-settlement roads	4	4
Quality of alternative road to Meghri	2	5
Quality of water drainage system on the inter-settlement roads	3	3
Quality of inter-settlement roads repair and cleaning services around the year	2	4
General inter-settlement roads safety (warning signs from rocks, etc.)	3	4
Availability of signs (settlement names)	3	4
Appropriateness of marking for directions and settlements names along the inter-settlement roads	2	3

**B. PUBLIC TRANSPORTATION: AVERAGE SCORE – 4.2 (CSC); SATISFACTION LEVEL – 80.7% (SURVEY)**

The satisfaction level of citizens with public transportation in Meghri community registered during baseline has been only 8.3%, which has now been significantly improved (80.7%). Survey results in this case are also confirmed by CSCs, which show improvement regarding all (except attitude of service providers) indicators of public transportation. It is worthy to mention also that during discussions on each indicator users registered a higher from providers' scores.

Availability of public (mini)buses to serve the inter-settlement routes seems to be improved, shifting from “2” score given during BA to “4” in final assessment. The local community now seems to be in the process of “testing” different transportation routes, to be able to understand the situation and accommodate buses' working schedule to citizens' needs. Road safety in the places where people use public transport has been assessed “3”, which seems a slight improvement from former assessment “1”. See Figure and Table below for assessment of indicators.

**FIGURE 9 MEGHRI. TRANSPORTATION: COMPARED SCORES**



**TABLE 14 MEGHRI. TRANSPORTATION: COMPARED SCORES**

Indicator	BA 2017	EA 2019
Availability of needed inter-settlement routes	4	5
Availability of public (mini)buses to serve the inter-settlement routes	2	4
Condition of existing public (mini)buses	3	4
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	5	4
Conveniences of the existing public transportation schedule	3	4
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	1	3
Financial acceptability of the service	5	5
Availability of bus stations	1	4
Quality of bus stations	1	5

### C. WASTE MANAGEMENT: AVERAGE SCORE –3.8 (CSD); SATISFACTION LEVEL – 76.4% (SURVEY)

Citizen satisfaction with waste management shows almost the same EA (76.4%) results compared to BA (76.6%). CSC discussions indicate improved results. BA showed somewhat concerning results regarding dumping waste, sanitation issues and distorted public perceptions regarding waste management and safety. No such results were registered this time. A number of waste collection bins have been already located in the community, the other part is in progress. This necessitates new solutions for the collection of waste. Although two indicators with twice improved from BA scores are *quality of waste collection places or bins* and *availability and quality of waste-collecting transport in the community*, CSCs highlighted availability of places within community with road conditions disallowing waste collection cars to do their job. See Figure 10 and Table 14 below.

FIGURE 10 MEGHRI. WASTE MANAGEMENT: COMPARED SCORES

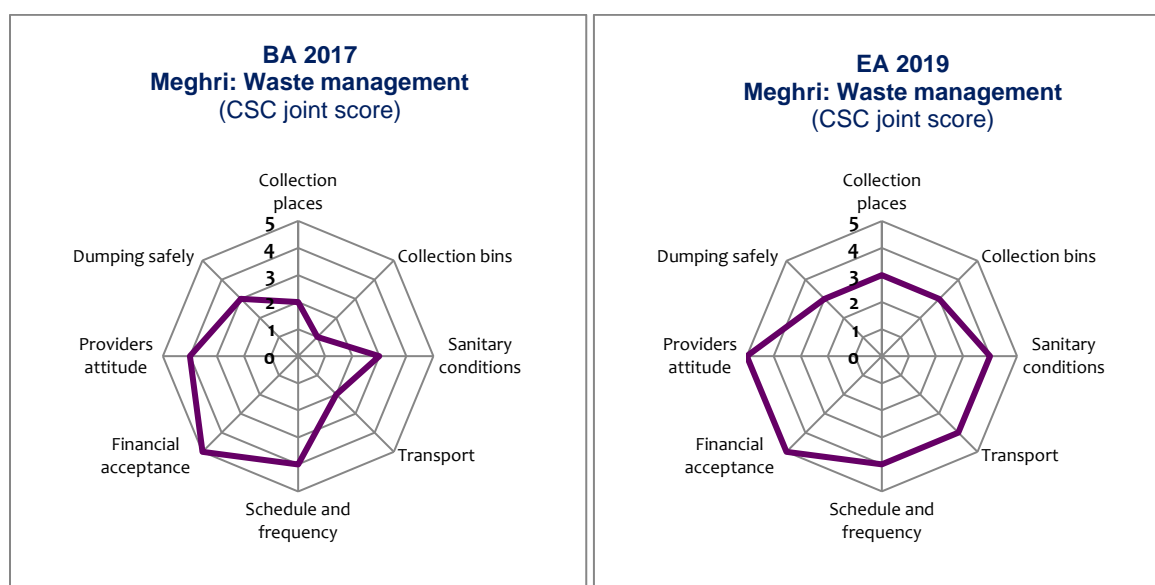


TABLE 15 MEGHRI. WASTE MANAGEMENT: COMPARED SCORES

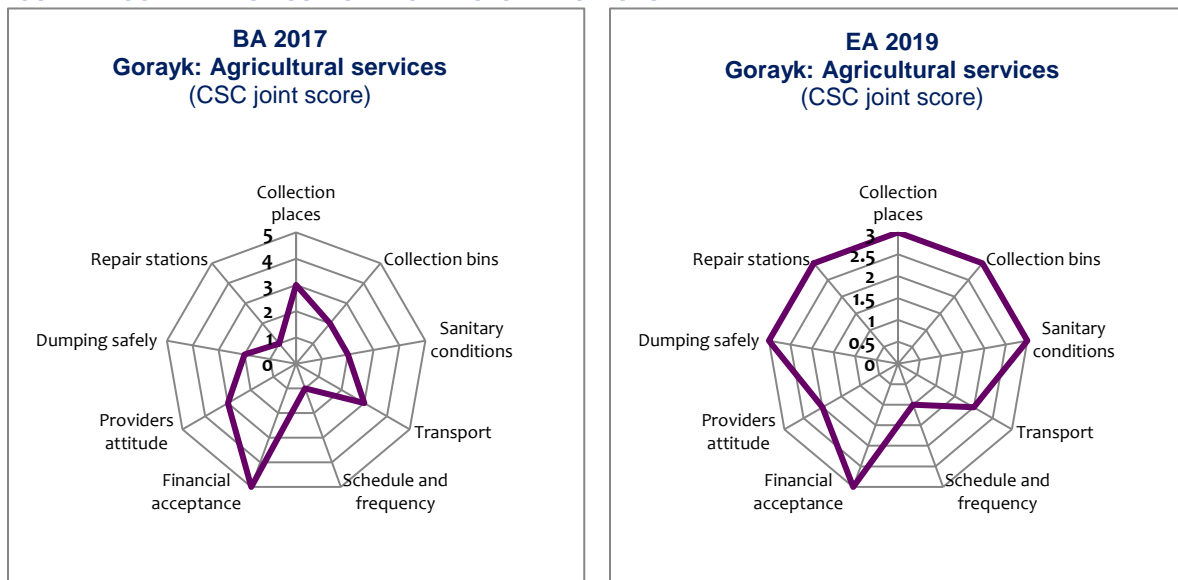
Indicator	BA 2017	EA 2019
Availability of waste collection places/ bins	2	3
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	1	3
Sanitary conditions of waste collecting points/places (in general)	3	4
Availability and quality of waste-collecting transport in the community	2	4
Appropriateness of the schedule and frequency of waste collection from (any available) points	4	4
Financial acceptability of the service	5	5
Attitude of service providers to users (if relevant)	4	5
Perception of safety of waste dumping and utilization by the community	3	3

# GORAYK

## AGRICULTURAL MACHINERY: AVERAGE SCORE –2.5 (CSC); SATISFACTION LEVEL – 26.1%<sup>5</sup> (SURVEY)

Gorayk community has registered similar to BA (26%) result regarding citizen satisfaction with agricultural services (26.1%) (which is the only service assessed for Gorayk, in result of CIPs). Fieldworkers’ impressions on citizen satisfaction mainly suggest that the services provided were not used effectively, and did not live to their purpose. A significant part of residents has not yet used agricultural machinery, to be able to express opinion. The “fairness” concern regarding the prices and usage of agricultural machinery came up in EA, again. The owners of machinery designate high prices for others, whereas registering to use the machinery provided by the community takes too long in “queues”, and by the time of their turn it is no longer necessary. The old machinery is available, the new machinery is not. Residents in Spandaryan and Sarnakung communities were rather positive regarding CIPs, while Tsg huk and Gorayk registered more dissatisfaction and complaints. CSC discussions show somewhat mixed picture. Some indicators were improved, some worsened, while some remained the same compared to BA. The highest score given to an indicator is “3”. See Figure and Table below for assessment scores.

FIGURE 11 GORAYK. AGRICULTURAL SERVICES: INDICATORS



<sup>5</sup> “Somewhat satisfied” (26.1%); “Very satisfied” (0%).

**TABLE 16 GORAYK. AGRICULTURAL SERVICES: COMPARED SCORES**

<b>Indicator</b>	<b>BA 2017</b>	<b>EA 2019</b>
Availability of needed types of agricultural machinery in the community to farmers	3	3
Quality of existing agricultural machinery	2	3
Accessibility of existing agricultural machinery during the agricultural season	2	3
Financial acceptability of the service for farmers	3	2
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	1	1
Availability of lands lacking cultivation	5	3
Quality of repair services provided (duration, satisfaction with results)	3	2
Equity of service provision to farmers (availability to all farmers needing the services)	2	3
Availability of repair station in the community for different machinery types	1	3

## TEGH

### A. ROADS: AVERAGE SCORE – 2.1 (CSC); SATISFACTION LEVEL – 30%<sup>6</sup> (SURVEY)

The citizen satisfaction with inter-settlement roads in Tegn community register increase compared to BA (4.2%). This reports an improvement, although none of surveyed participants said they were “very satisfied”. The improved road conditions, in the words of participants, are registered in three settlements, not throughout the community. The safety signs are only available on the road leading to Artsakh. CSC discussions show somewhat mixed results. Out of six indicators, four register improvement. General inter-settlement roads safety and appropriateness of marking for directions and settlement names along the roads register decrease in scores. See Figure 12 and Table 16.

FIGURE 12 MEGHRI. ROADS: COMPARED SCORES

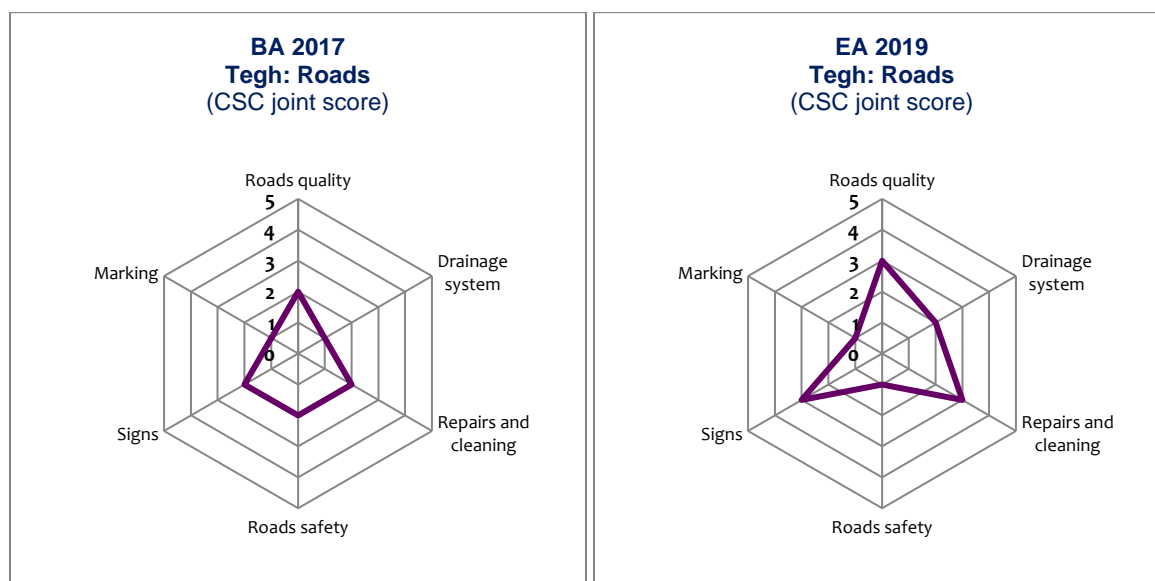


TABLE 17 TEGH. ROADS: COMPARED SCORES

Indicator	BA 2017	EA 2019
Quality of inter-settlement roads	2	3
Quality of water drainage system on the inter-settlement roads	1	2
Quality of inter-settlement roads repair and cleaning services around the year	2	3
General inter-settlement roads safety (warning signs from rocks, etc.)	2	1
Availability of signs (settlement names)	2	3
Appropriateness of marking for directions and settlements names along the inter-settlement roads	1	1

<sup>6</sup> “Somewhat satisfied” (30%); “Very satisfied” (0%).

## B. PUBLIC TRANSPORTATION: AVERAGE SCORE –1.2 (CSC); SATISFACTION LEVEL – 14.3% (SURVEY)

While survey-generated citizen satisfaction level seems almost unchanged compared to BA (13.9%), CSC discussions register improved scores. According to users the community has received a new (mini)bus, but the residents have not yet get a chance to use it. The users said there is no “public transportation” in the community as it is. Instead the usage of taxis is popular. The residents seem to be content with the developed situation, which is using taxis and seem to be not complaining about the lack of public transportation. This is how the relatively improved assessment can be explained, which leads to the importance of, perhaps, reconsidering policies on identifying the needs for communities prior to intervention projects.

FIGURE 13 TEGH. TRANSPORTATION: COMPARED SCORES

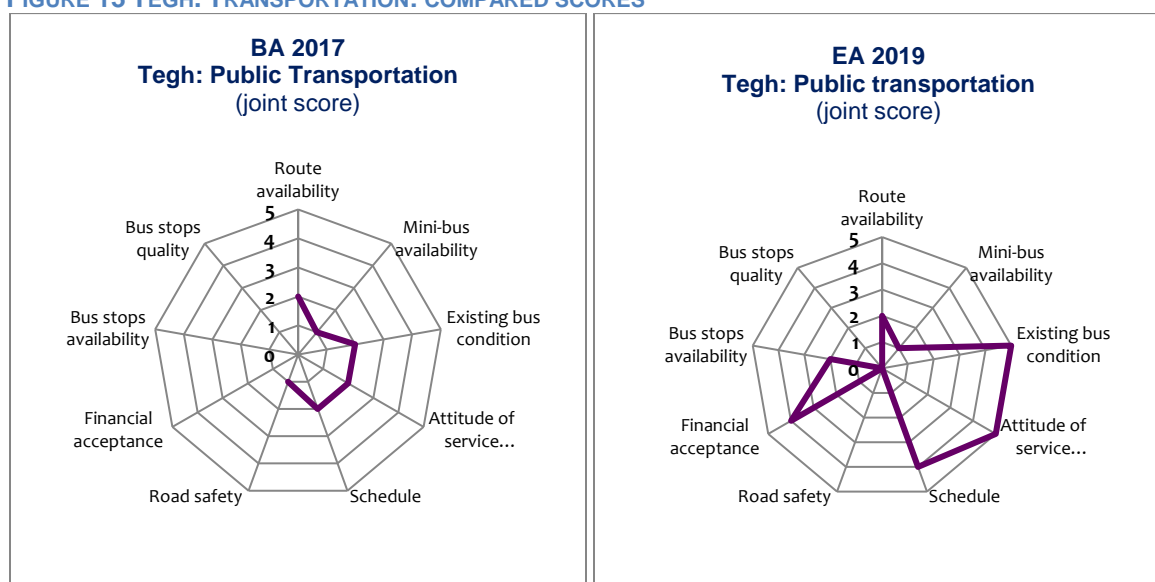


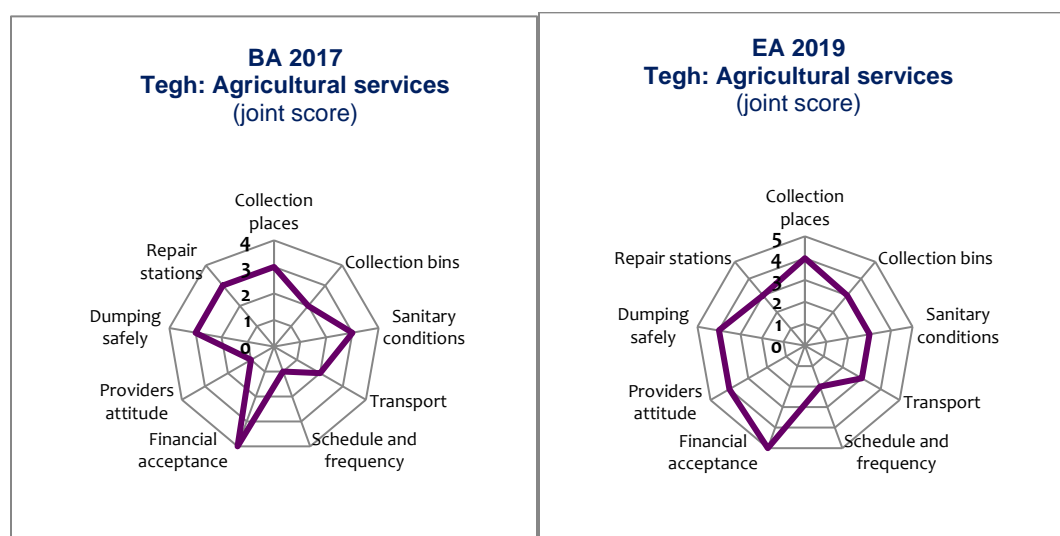
TABLE 18 TEGH. TRANSPORTATION: COMPARED SCORES

Indicator	BA 2017	EA 2019
Availability of needed inter-settlement routes	1	2
Availability of public (mini)buses to serve the inter-settlement routes	1	1
Condition of existing public (mini)buses	2	5
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	2	5
Conveniences of the existing public transportation schedule	2	4
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	0	0
Financial acceptability of the service	3	4
Availability of bus stations	0	2
Quality of bus stations	0	0

### C. AGRICULTURAL SERVICES: AVERAGE SCORE –3.4 (CSC); SATISFACTION LEVEL – 54.3% (SURVEY)

The situation related to agricultural services in Tegh community has registered a drastic improvement. EA shows citizen satisfaction level at 54.3%, as opposed to an extremely low BA (8.3%). BA findings pointed to complains about the old conditions of existing agricultural machinery and the lack of abilities to repair it. A total of 54.3% of respondents said they are either “somewhat satisfied” or “very satisfied with the quality of available machinery and a total of 40% indicate same satisfaction regarding availability of repair station for different machinery types (some participants mentioned the repair of machinery is conducted by individuals on their own). CSCs also register improved results. For example, the quality of repair services has been assessed “4” compared to BA “1”, by users and service provider-participants of discussions.

**FIGURE 14 TEGH. AGRICULTURAL SERVICES: COMPARED SCORES**



**TABLE 19 TEGH. AGRICULTURAL SERVICES: COMPARED SCORES**

Indicator	BA 2017	EA 2019
Availability of needed types of agricultural machinery in the community to farmers	3	4
Quality of existing agricultural machinery	2	3
Accessibility of existing agricultural machinery during the agricultural season	3	3
Financial acceptability of the service for farmers	2	3
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	1	2
Availability of lands lacking cultivation	4	5
Quality of repair services provided (duration, satisfaction with results)	1	4
Equity of service provision to farmers (availability to all farmers needing the services)	3	4
Availability of repair station in the community for different machinery types	3	3



#### D. WASTE MANAGEMENT: AVERAGE SCORE –1.6 (CSC); SATISFACTION LEVEL – 97.1% (SURVEY)

The citizen satisfaction level here registered significantly improved result (97.1%) compared to BA (18.1%). CSC discussions confirm these results. The majority of indicators show twice improved score compared to BA. All indicators show somewhat improved score. The baseline assessment pointed to residents’ concerns about the dumping of waste in a river gorge and the volume of “flying” plastics around the village. The concern remains, as the waste is still being dumped into the Kornidzor village gorge. The location is said to be replaced. People seem to lack awareness on the final destination or “destiny” of waste. Resident knowledge and education regarding waste management safety remains a concern. Figure 15 and Table 19 present CSC joint scores compared from two assessments.

FIGURE 15 TEGH. WASTE MANAGEMENT: COMPARED SCORES

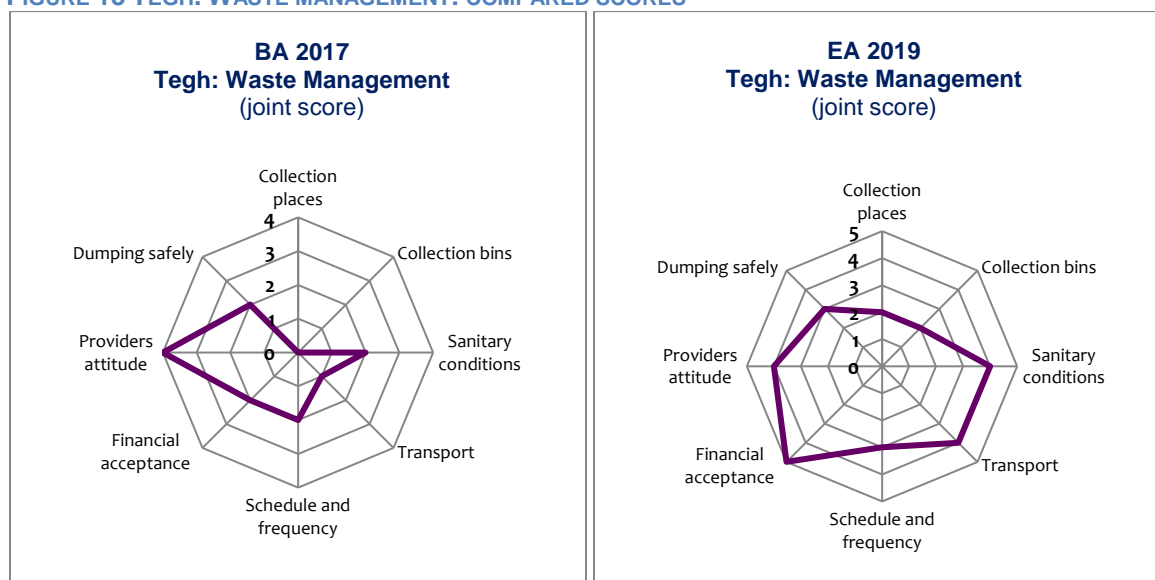


TABLE 20 TEGH. WASTE MANAGEMENT: COMPARED SCORES

Indicator	BA 2017	EA 2019
Availability of waste collection places/ bins	0	2
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	0	2
Sanitary conditions of waste collecting points/places (in general)	2	4
Availability and quality of waste-collecting transport in the community	1	4
Appropriateness of the schedule and frequency of waste collection from (any available) points	2	3
Financial acceptability of the service	2	5
Attitude of service providers to users (if relevant)	4	4
Perception of safety of waste dumping and utilization by the community	2	3

## A. Community priority problems and awareness about CIPs

Apart from indicators designed specifically to assess satisfaction levels of citizens with public services and infrastructure improvement projects (in the scope of implemented and in process CIPs), survey with residents included other variables, to gain a general perceptions towards still existing problems in their community, knowledge and awareness about the implemented and ongoing projects. This section presents analysis of the rest of survey sections in comparative to BA perspective.

We asked residents about the priority problems in their communities. While usually they choose to respond in plural, the interviewers asked them to specify one top priority problem necessitating urgent intervention. The components of CIPs provided in communities (including waste management, agricultural services and public transportation) were mentioned by respondents. The most frequent answer however is “road condition” (117 responses), followed by water condition, including lack of drinking and irrigation water, and the lack of sewerage system in communities. The top four problems mentioned by residents are provided in Table 20 below. Responses coincide with the ones mentioned during BA in 2017. Road infrastructure remains the main unresolved issue in Armenian enlarged municipalities.

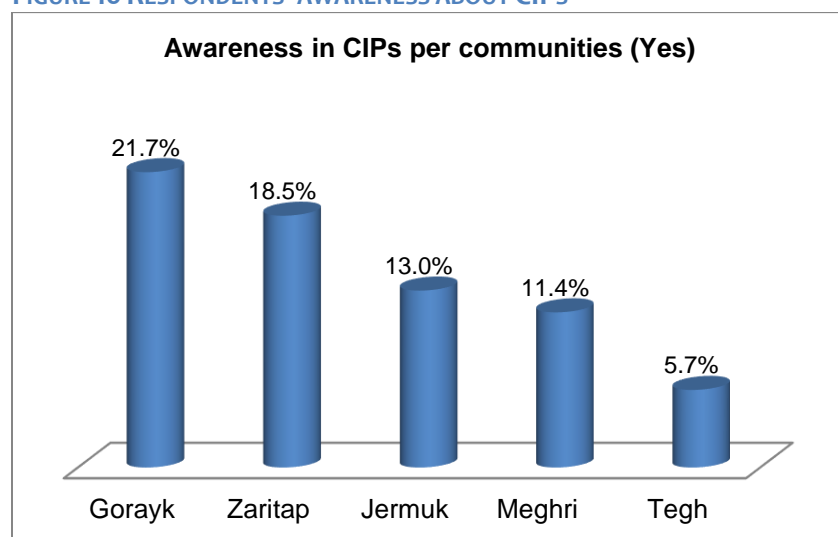
**TABLE 21 TOP COMMUNITY PROBLEMS IN FIVE COMMUNITIES, EA 2019**

<i>Top problems</i>	<i>Response</i>
<b>Road condition (including condition of coverage (<i>asphalt</i>), inter-settlement, intra-community roads, lighting of roads)</b>	117
<b>Water condition (including lack of drinking and irrigation water, no sewerage system)</b>	42
<b>Lack of playgrounds for children, cultural events, socializing spaces and activities for youth</b>	37
<b>Lack of employment opportunities</b>	28

During implementation of BA research team has been particularly concerned to provide an understanding on citizens’ awareness about the improvement projects to be implemented in their communities. The initial research did not generate any impressive results. The assumption was that the situation will change once the projects are actually in progress. EA however, shows similar somewhat not satisfying results. Two awareness questions were prepared for respondents: one about their own knowledge on CIPs, and second enquiring what they think about the general awareness of CIPs in their community. The respondent-awareness on CIPs seems to have delivered somewhat negative compared to BA 2017 results. In Jermuk community 13% of respondents said “Yes” to whether they are aware of any CIP in their community, while two years ago the awareness was at 19.8%. In Zaritap community respondents’ awareness remained at the same level (18.5%). In Meghri, the level is also low “11.4%”, which however is higher compared to BA result, where only 8.5% respondents said they are aware. Gorayk community reserves the highest (among other communities) percentage - proportional to community population percentage level, 21.4% said “Yes”, while during BA the level was even higher (26.1%). Tegh community registered good result compared to BA, where none of the respondents has been aware of any project either implemented or to be implemented in the community. EA shows 5.7% level of respondent-awareness. See Figure 16 for EA results.

Interviewers' reflections on respondent-awareness include that while residents may be aware about particular aspects of programs, generally, they do not recognise any major intervention in their community, needless to say they are unaware of "the CIP" definition, which required interviewers providing descriptions and explanations, as needed. Those residents are aware of CIPs who have actively followed developments in their community, followed the events announced by community councils and participated in discussions organised for residents in their community. The inference is that resident-awareness is correlated to his or her active involvement. It seems that the initiative-taking of the residents is an independent variable on awareness, whereas diminishing community council's role.

**FIGURE 16 RESPONDENTS' AWARENESS ABOUT CIPs**



Regarding perceptions on general awareness level in communities (question: "Do you think that the residents in your community, in general, are aware/informed about CIPs (infrastructure and public services) implemented (or in progress) in your community?") out of 379 respondents 59 (15.6%) said "Yes", 159 (42%) said "No", 135 (35.6%) said "Don't know" and 26 (6.9%) said "To some extent". The data shows association between perceptions of respondents towards the level of others' awareness and their own, as the majority of answers in each community are either "No" or "Don't know". Response distribution by communities is presented below.

**TABLE 22 PERCEPTIONS TOWARDS GENERAL AWARENESS OF CIPs**

Are residents aware/informed about CIPs				
	Yes	No	Don't know	To some extent
<b>Jermuk</b>	4 (4.3%)	27 (29.3%)	48 (52.2%)	13 (14.1%)
<b>Zaritap</b>	6 (11.1%)	27 (50%)	18 (33.3%)	3 (5.6%)
<b>Meghri</b>	31 (22.1%)	52 (37.1%)	56 (40%)	1 (0.7%)
<b>Gorayk</b>	10 (43.5%)	5 (21.7%)	3 (13%)	5 (21.7%)
<b>Tegh</b>	8 (11.4%)	48 (68.6%)	10 (14.3%)	4 (5.7%)
<b>Total</b>	59 (15.6%)	159 (42%)	135 (35.6%)	26 (6.9%)

The majority of respondents are not aware about any investment projects in their communities. A total of 47 people (out of 379 respondents) said they are aware. We further asked to indicate what improvement programs they know about and which infrastructure/services have been or are in process of improvement. The most popular response is “waste management” (22 responses), followed by “road repair” (14 responses), “public transportation improvement” (10 responses), “lightening of roads” (seven responses) and “improvement of agricultural machinery” (seven responses).

Those who indicated awareness (47 people) about CIPs in their community, we asked about the source of their knowledge. Out of 47 people 11 responded in a rather vague manner, such as “community or local council meetings or discussions”. It is the failure of the researcher, who did not communicate the importance to the fieldworkers to provide additional probe further, to clarify what meetings or discussions the respondents referred to. No specific data is available on this. Six respondents said they heard about CIPs from their local council; five respondents said they heard about CIPs from their relatives or friends.

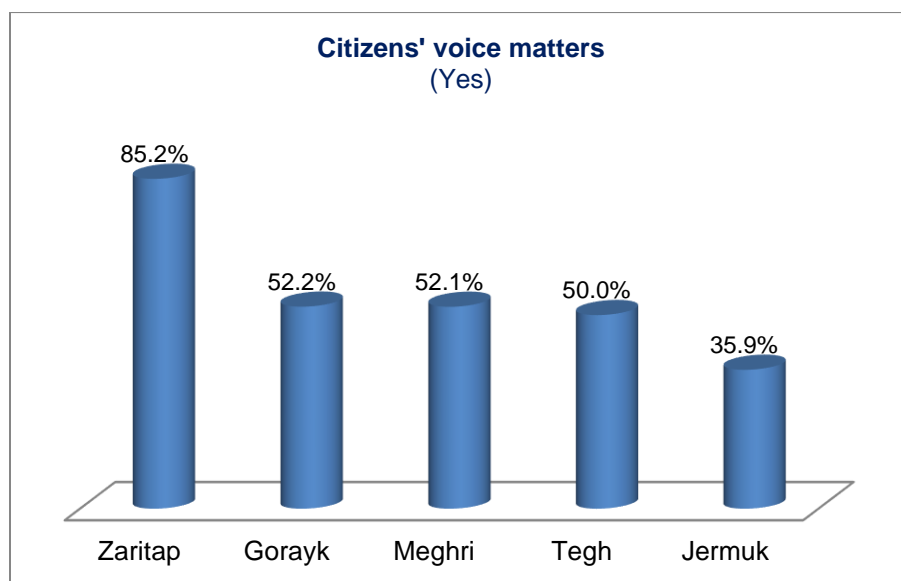
To follow-up and learn about respondents’ participatory function, they were asked if they participated in any community-organised or CIP-related meetings. Out of 47 people, who knew about CIPs, 14 responded positively mentioning the events they have been a part of, including community council meeting (10), focus groups (2), CSC discussion (in scope of this research, BA 2017) (1), community meeting with youth (1).

We asked how important the implementation of projects has been to their community: 24 people said very important”, five respondents said “to some extent” and one person said “neither important, nor unimportant”. The contingency question has been asked to those who said they knew about CIPs implemented in their community. Local residents’ awareness about funding organisation/s of CIPs is similarly limited. The majority of those who knew/heard about CIPs said they don’t know which institution or body provided financial support to project implementation; five people said these are funded from: “state or local budget”, “Gold mine” (2), “SDC” (2), “EN” (1) and “UN” (1). It can be concluded that municipalities and service providers were not successful in reaching out to citizens to promote awareness of (back then) upcoming or currently ongoing improvements of services in enlarged municipalities.

## B. Citizens’ voice and trust towards LSGs

Another group of questions were designed to provide an understanding of local residents’ perceptions towards selected factors, including the importance of citizen voice, trust towards local authorities and belief in any positive change in result of consolidation process. The questions were replicated from BA study, to be able to detect changes, if any, in public perceptions. We asked if the respondents believe that the citizens’ voice matters in their community. According to EA results, the majority 199 (52.5%) said “Yes”; 82 said “No” (21.6%); 98 said “Don’t know” (25.9%). See Figure 17 for EA result per communities. Comparative response distribution by community for answer “Yes” is presented in Table 22. The majority of respondents in every community said “Yes”. Comparative to BA, the results show positive shift in the attitudes of respondents towards the importance of citizen-voice in their community. EA findings indicate a perception change, which can be hypothetically assigned to the developments in the country, known as the Velvet revolution (April 2018).

**FIGURE 17 BELIEF THAT CITIZENS' VOICE MATTERS**

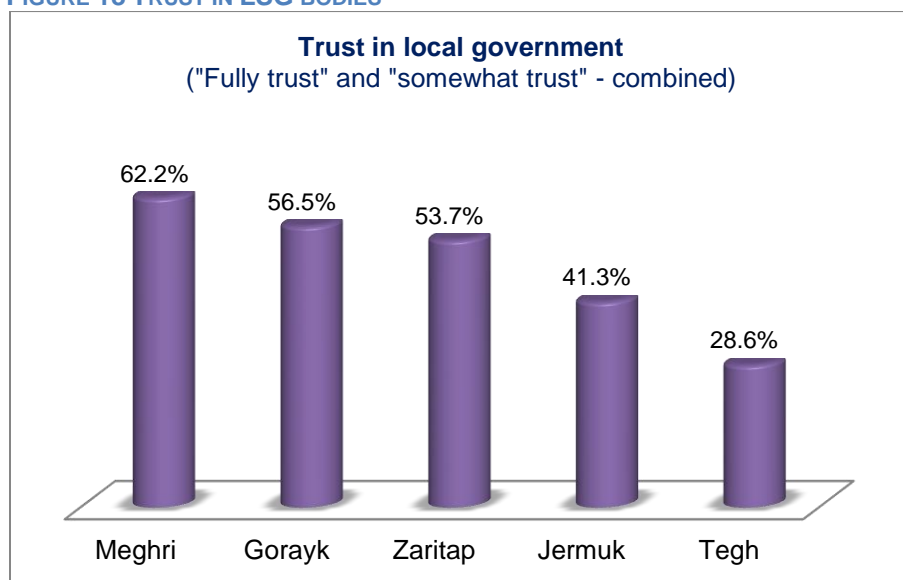


**TABLE 23 BELIEF THAT CITIZENS' VOICE MATTERS**

	BA	EA
Jermuk	12.6%	35.9%
Zaritap	8.2%	85.2%
Meghri	18.2%	52.1%
Gorayk	1.8%	52.2%
Tegh	5%	50%

Similar to BA, the respondents were asked to indicate if they trust their LSGs. Here also EA registered drastic changed results regarding public trust. The top three “most trusting” enlarged municipalities are Meghri, Gorayk and Zaritap. The highest level of trust (“Fully trust” and “somewhat trust” categories combined) is registered in Meghri (62.2%), followed by Gorayk (56.5%) and Zaitirap (53.7%). See Figure 17. To detect a change from BA to EA results per communities, see Table 24.

**FIGURE 18 TRUST IN LSG BODIES**



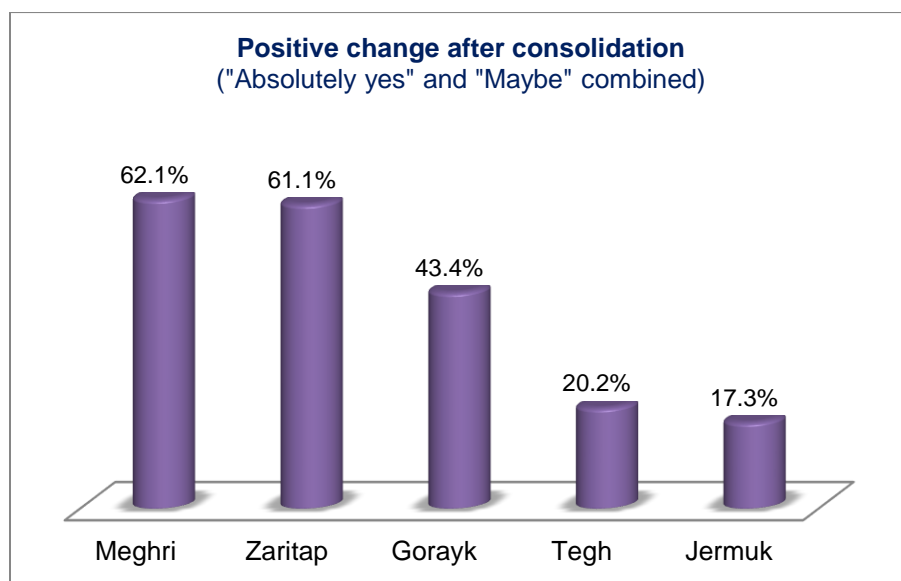
**TABLE 24 TRUST IN LSGS**

	BA	EA
Jermuk	8.7%	41.3%
Zaritap	9.7%	53.7%
Meghri	24.5%	62.2%
Gorayk	4.2%	56.5%
Tegh	6.3%	28.6%

EA results show improved levels of citizen perceptions and beliefs regarding a strengthened voice for citizens in their community and the trust towards their local authorities. At the same time, it is interesting that there is a mismatch between the increased belief in LSGs, belief that their voice matters and still low perceptions regarding any positive change in the communities. The most frequent answer to the question *“Do you believe that after consolidation there has been any positive change in your community?”*, is *“Absolutely no”* 100 (26.4%). 96 respondents said *“Maybe”* (25.3%). This circumstance can be explained by still somewhat negative perceptions towards consolidation process, as the question used the phrase *“after consolidation”*.

Considering the increased from BA 2017 level of trust in LSGs, the assumption is if the question has been asked *“after the revolution”* we might exercise positively different results. Regarding belief in a positive change after consolidation, the case of Jermuk seems particularly concerning. The question *“If you believe anything has changed for good in your community?”* has been answered *“Absolutely not”* by 37% of respondents. The results of this question per each community is presented below (*“Absolutely yes”* and *“Maybe”* categories combined).

**FIGURE 19 BELIEF IN POSITIVE CHANGE AFTER CONSOLIDATION**



**TABLE 25 BELIEF IN POSITIVE CHANGE AFTER CONSOLIDATION**

	BA	EA
Jermuk	9.5%	17.3%
Zaritap	4.7%	61.1%
Meghri	3.9%	62.1%
Gorayk	2.6%	43.4%
Tegh	9.5%	20.2%

### C. Projects potential impact

With a separate section of survey we intended to seek data for CIPs' potential impact. The issue was also explored during CSC discussions. The respondents were asked to indicate the spheres where the implementation of community projects they thought had their influence at best. The question was asked suggesting area-categories and asking to identify main areas of influence or suggest their own. The leading answer is "social impact" as a result of public transportation improvement. The second and third most frequent answers are "economic impact" and "social impact" of road infrastructure improvement. This question was also used during BA, but was asked in a forward-looking framing, to provide an understanding on respondents' expectations of influence. Community-based distribution of BA data showed that the most frequently used response was an "economic impact" as a result of road infrastructure improvement. EA shows a shifted "leading" outcome, namely "social impact" as a result of public transportation services' improvement. The *social impact* has been conceptualised as including positive effects on areas of health and education. Since this question measures citizens' perceptions towards potential impact, it would be useful to exercise a research measuring the real impact of community projects'

on selected areas to be able compare results against citizens' understanding of reality. The responses about impact of CIPs are summarized below:

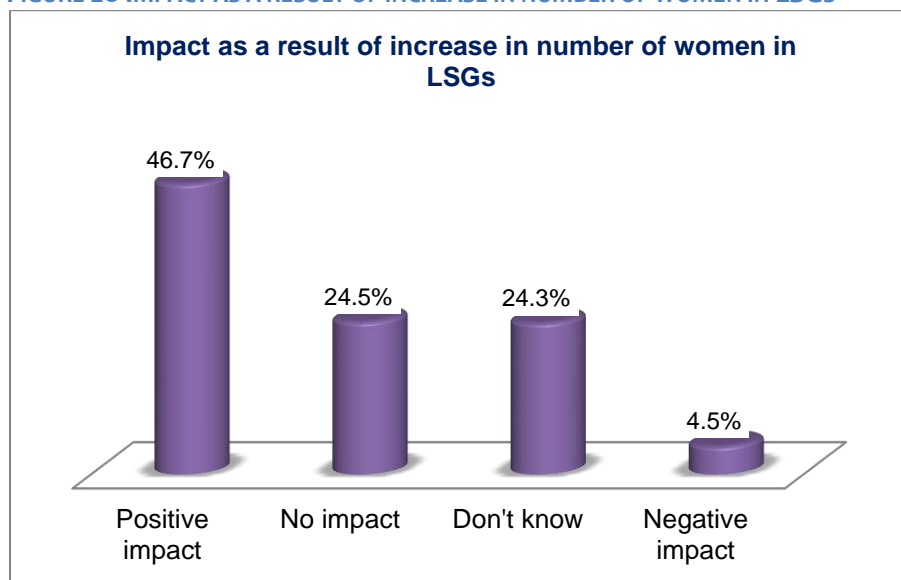
<b>Impact</b>	Road infrastructure	Public transportation	Agricultural services	Waste management
<b>Economic</b>	59.4%	46.2%	48.5%	26.6%
<b>Social</b> (incl. health and education)	53.8%	64.1%	20.3%	17.7%
<b>Cultural</b>	23.2%	38.3%	3.2%	26.9%
<b>Environmental</b>	7.9%	3.2%	7.4%	81.5%
<b>Conflict resolution</b>	10.8%	7.4%	6.1%	0.5%

The survey included also open-ended question on the issue of impact, to allow an enquiry towards the subject of their own interpretation. The qualitative analysis of responses is as follows. The majority said “Nothing has changed in their community” in different framings (117). The second most frequent response (43) points to the improved waste management conditions, in residents’ own words, including “*cleaner environment*”, “*better schedule for waste collection*”, “*more frequent collection of waste*”, “*improved waste collection services*”, “*solution to the waste management problem in our community*”. The next most popular answer (23) is improved public transportation. In their own words including, “*convenience of travel*”, “*transportation low cost*”, “*regulated traffic*”. Some general responses include, “*I feel that the life in the village is going forward. As a result I do the same*”, “*The life in our community has become easier*”, “*The life in the village has improved, it is even possible to find a job nearby*”. (Գյուղում վիճակը լավացել է, նույնիսկ հնարավոր է մոտակայքում աշխատանք գտնել), “A lot has changed in the village, but I am not sure whether the reason is the project or not” (Շատ բան է փոխվել գյուղում, բայց չգիտեմ՝ ծրագրից է թե ոչ):

Similar to BA, we aimed to assess what impact an increased number of women in local self-government bodies will have. Here, the results are less promising, as opposed to *citizens’ voice* and *trust* questions discussed earlier. Interestingly, BA showed higher results for women participation. A total of (46.7%) said increased number of women will have a positive impact, (52.9%) of respondents being women. The gender distribution of those who said “negative impact” is (8.4%) male, (1.8%) female. A total of (20.2%) female respondents said increased number of women in LSGs will have “no impact”. Those who said “positive impact”, we asked to elaborate on how they conceptualised the term. The most frequent answer was produced conceptualising adjectives to describe how the policy making would become, including: *responsible, demanding, active, mature, organised, smart, consistent and determined*. The next frequent response related to women being *fair, trusted and objective*, which would translate into policies, conceptualised as positive impact. Other responses included linkages of women participation to decreased levels of corruption and more justice- and rights-based policies. See Figure 20 and Table 25 for comparative scores of the question out of two research projects.



**FIGURE 20 IMPACT AS A RESULT OF INCREASE IN NUMBER OF WOMEN IN LSGs**



**TABLE 26 IMPACT AS A RESULT OF INCREASE IN NUMBER OF WOMEN IN LSGs**

	BA	EA
Positive impact	57.4%	46.7%
No impact	25.3%	24.5%
Don't know	12.4%	24.3%
Negative impact	5%	4.5%

## Conclusion

The research presented in this report shows positive shift in a number of areas assessed in the framework of Baseline and Endline assessments. The citizen satisfaction level with all services, including among women has been at 43%, according to baseline data. The EA registered a ten percent increased result for citizen overall satisfaction with services (52.7%). Along the positive shift however, findings point to unchanged results regarding selected indicators and communities, which did not register any progress in two years. The results of the BA assessment conducted in 2017 pointed to either missing or poor conditions of the most public services and infrastructure in five enlarged municipalities. The BA also indicated limited access to services and low levels of public trust towards LSGs. While access to selected services remains a concern, the situation seems improved regarding residents' attitudes towards the importance of their voice in their community and increased levels of trust towards LSGs.

**Jermuk** community seems to remain problematic regarding low levels of citizen satisfaction with indicators assessed. The EA data makes Jermuk look different from other enlarged municipalities. The residents still complain about community's agricultural machinery renting cost, which is not different from cost of private providers. Low levels of trust and disbelief that citizen voice matters in their community are another distinguishing factors, which seemingly did not undergo any changes here since BA. The problem seems to stem from the detachment of urban from village communities. This generates low satisfaction and trust outcomes. The future work in this community should concentrate on closing this gap. In **Zaritap** community the main problem is the lack of citizen knowledge on the safety of waste usage, its final destination and consequences. This has been and remains a concern for the most of communities considered in this research. **Meghri** seems to register as a success story among CIP-recipient communities. Most of the indicators have visibly improved. In **Gorayk** community the only project implemented was improvement of agricultural services. It will be fair to conclude that the project did not live to its purpose. The findings show that up to date, the community exercises a lack of necessary agricultural machinery, which leads to citizen dissatisfaction. In **Tegh** community, which has been the recipient of all four types of investment projects, a relative improvement is detected. Tegh residents seem to be using taxis and not complaining about the lack of public transportation, which they did not get to use. This is how, among others, the relatively improved assessment can be explained, which leads to the importance of, perhaps, reconsidering policies on identifying the needs for communities prior to intervention.

The majority of communities demonstrate drastically improved results regarding public trust towards LSGs and belief that the citizen voice matters in their community. Considering the changes in the political environment of Armenia, it is somewhat difficult to assign the overall positive attitudes to CIPs only. This means that positively influenced transformation may be the result of overall changes in the country.

## Recommendations

This EA develops the following six recommendations for attention of and implementation by stakeholders, with the view towards any possible future intervention in communities. The recommendations should be considered by the following institutions and actors: MTAD, LSGs, ATDF, SDC, UNDP, international donors and civil society.

- Local residents' knowledge on **waste management safety** remains a concern in local communities. More activities are necessary to educate residents about waste usage and safety matters. The same issue has come up during BA, and it seems to persist. The knowledge and perceptions of residents' towards waste management remain distorted and necessitate future action. There is a need for both policy regulations and awareness campaigns aimed at better education on waste usage and safety measures. There is a need to build awareness on best waste management practices (separation, collection, dumping and utilisation). There is neither a system – nor culture of waste proper usage in considered enlarged municipalities.
- There is a need for a tangible (and measurable) involvement of **local residents into decision making processes in their communities**. Particularly, in cases where the intention is to identify the type of need for intervention. BA and EA results show that the projects implemented corresponded to the needs of the communities. At the same time, the findings reveal new problems, urgent concerns, which may have been overlooked. Future intervention should not solely rely on community council members to identify problems in the entire enlarged municipality, which risks leaving out some existing serious concerns. It is recommended that a representative survey, discussions and participatory research approaches are conducted/applied involving residents of communities prior to any intervention. Communities necessitate an improved attention towards how to prioritise issues, which will ultimately necessitate residents' representative involvement
- Among the top priority concerns, citizens in five enlarged municipalities point to the problem of **water, including loss of drinking water, lack of irrigation and sewerage system conditions**. It is recommended that future intervention projects consider the issue of water as potential and necessary area of involvement necessitating prior assessment and support for local communities in Armenia.
- Now, when the assessments are drawn to a close, while still selected CIPs are in progress of implementation, **monitoring of all services** becomes beyond preferable, but necessary. It is recommended that local residents, UNDP team or ATDF establish a body to monitor final stage of implementation of all services in communities, to be able to track if the projects lived up to their purpose, as initially designed.

- This research measured citizens' perceptions towards potential impact of the projects implemented in communities. The overwhelming majority of respondents said the greatest impact has been *social (including health and education sectors)* as a result of public transportation improvement, and *economic and social impact* as a result of road infrastructure improvement. It would be useful to exercise a **research designed specifically to measure the impact of each indicator of community projects'** on selected areas, to be able to compare results against citizens' understanding of reality.
- Targeting all stakeholders, it is highly recommended to design approaches aimed at continued **women's empowerment work in enlarged municipalities**. Residents' belief that the increased number of women in LSGs will register positive effect has been declined, which is concerning, especially in the times of "change" and hope for new practices and opportunities towards country development. Initiatives engaging more women should remain a highlight of activities, towards development of Armenian local communities and society at large.

## Appendix 1 Survey questionnaire

<b>To be filled by interviewer:</b>	
Questionnaire ID _____	Date _____ Interviewer (Name, Surname) _____
Community Name _____	
Marz: 1. Vayots Dzor	2. Syunik Settlement type: 1. Town 2. Village

Hello, my name is \_\_\_\_\_. I represent UNDP's Women in Local Democracy 2 (WILD 2) project. Currently, we are conducting a public opinion study related to the infrastructure and public services in the Armenian enlarged municipalities. One of the study components is survey with residents of the local communities. Your household has been randomly chosen for participation in the survey. Your participation is limited to this survey only. The survey will take no longer than 10 minutes to complete. Your name will neither be recorded on the questionnaire, nor will it appear in any presentation of the study. We guarantee anonymity of the responses. The results of the survey will be analysed collectively. We will appreciate, if you agree to share some of your time.

I would also like to let you know that your participation is voluntary. You may refuse to answer any question, or stop the interview at any time. We provide no financial compensation (or any other personal benefits) if you agree to participate. Your participation will help us gain better knowledge about the current situation in Armenian enlarged municipalities. If you will have any questions about the study you can contact our research team by the following contact information:\*\*\*. If you agree to participate, we will start. Thank you.

**Note:** the survey conducted by ten WILD project youth model graduates. The consent form read out by interviewers to the respondents. The time frame to conduct pretests and survey is March 14-April 05 2019.

**Interviewer instructions:** Circle out the number of the correct answer, or tick the corresponding answer box. Provide one answer for each question, unless stated otherwise.

### **Screening Question 1: Are you a resident of this community?**

- (1) Yes (proceed with interview)
- (2) No (stop interview)
- (3) Refused to answer (stop interview)
- (4) Don't know (stop interview)

### **Screening Question 2: How old are you?**

- (1) 18 and above (proceed with interview) \_\_\_\_\_
- (2) Less than 18 (stop interview)
- (3) Refused to answer (stop interview)
- (4) Don't know (stop interview)

## **SECTION A: SATISFACTION (A1-A3)**

**A1. Considering your community \_\_\_\_\_ (indicate name), please tell me how satisfied you are with the following public services and infrastructure in your community. Please indicate if you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with the following. (Note: tick n/a if not a relevant service for a given community).**

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither, nor (3)	Somewhat satisfied (4)	Very satisfied (5)	N/a (6)
Intercommunity roads						
Public transportation						
Access to agriculture machinery (repair services)						
Waste management						

**A2. Considering your community \_\_\_\_\_ (indicate name), please tell me how satisfied you are with the following specific indicators for the public services and infrastructure in your community. Please indicate if you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied with the following. (Note: tick n/a if not a relevant service for a given community).**

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither, nor (3)	Somewhat satisfied (4)	Very satisfied (5)	N/a (6)
<b>A2.1 Intercommunity Roads</b>						
2.1.1 Quality of intercommunity roads						
2.1.2 Accessibility of intercommunity roads, including ability to use them around year and in different weather conditions						
2.1.3 Quality of water drainage system on the intercommunity roads						
2.1.4 Quality of intercommunity roads repair and cleaning services around the year						
2.1.5 General intercommunity roads safety (warning signs from rocks, etc.)						
2.1.6 Appropriateness of marking for directions and settlements names along the intercommunity roads						
<b>A2.2 Public Transportation</b>						
2.2.1 Availability of needed intercommunity routes						
2.2.2 Availability of public (mini)buses to serve the intercommunity routes						
2.2.3 Condition of existing public (mini)buses						
2.2.4 Quality of services provided by existing public mini(buses)						
2.2.5 Conveniences of the existing public transportation schedule						
2.2.6 Attitude of service providers to users						
2.2.7 Financial acceptability of the service						
2.2.8 Road safety in the places where people use public transport (crossing signs, width of the road, etc.)						
<b>A2.3 Agriculture</b>						
2.3.1 Availability of needed types of agricultural machinery in the community to farmers						
2.3.2 Quality of existing agricultural machinery						
2.3.3 Accessibility of existing agricultural machinery during the agricultural season						
2.3.4 Financial acceptability of the service for farmers						
2.3.5 Availability of sowing areas in your community						
2.3.6 Availability (and quality) of machinery services for different						

machinery types (space, tools, repair stands, qualified personnel)						
2.3.7 Quality of repair services provided (duration, satisfaction with results)						
2.3.8 Equity of service provision to farmers (availability to all farmers needing the services)						
2.3.9 Availability of repair station in the community for different machinery types						
<b>A2.4 Waste Management</b>						
2.4.1 Availability and quality of waste collection places/ bins						
2.4.2 Availability of waste separation system and infrastructure (paper/plastic/glass)						
2.4.3 Sanitary conditions of waste collecting points/places (in general)						
2.4.4 Availability and quality of waste-collecting transport in the community						
2.4.5 Appropriateness of the schedule and frequency of waste collection from (any available) points						
2.4.6 Financial acceptability of the service						
2.4.7 Attitude of service providers to users (if relevant)						
2.4.8 Perception of safety of waste dumping and utilization by the community						

**A3. What is the priority (most burning) issue/ problem (public service) in your community, which needs to be urgently addressed? Please name one.**

- (1) \_\_\_\_\_
- (2) None
- (3) Don't know/can't say

**SECTION B: KNOWLEDGE (B1-B2)**

**B1. Are you aware about any completed or ongoing capital investment project/s aimed to improve the quality of community and intercommunity public services and infrastructure?**

- (1) Yes
- (2) No (Go to Question B2)

**B1.1 If yes, what project (indicate which services)?**

\_\_\_\_\_

**B1.2 How did you learn about this project?**

\_\_\_\_\_

**B1.3 Have you participated in any events related to this project?**

(1) Yes, please indicate \_\_\_\_\_

(2) No

**B1.4 Institution financing this project/ service improvement?**

\_\_\_\_\_

**B1.5 How important was the implementation of these projects for your community?**

- (1) Very unimportant
- (2) Somewhat unimportant
- (3) Neither, nor
- (4) Somewhat important
- (5) Very important

**B2. Do you think that the residents in your community, in general, are aware/ informed about (these) capital investment projects (infrastructure and public services) implemented (and in progress) in your community?**

- (1) Yes
- (2) To some extent
- (3) No
- (4) Don't know/can't say

**SECTION C: CITIZEN VOICE AND TRUST (C1-C5)**

**C1. Would you say that you feel citizen voice matters/ civic participation influences local self-government decisions in your community/?**

- (1) Yes
- (2) No
- (3) Don't know

**C2. How much do you trust or distrust your local self-government: local officials? Please indicate if you fully trust, somewhat trust, neither trust/nor distrust, somewhat distrust or fully distrust.**

- (1) Fully distrust
- (2) Somewhat distrust
- (3) Neither trust nor distrust
- (4) Somewhat trust
- (5) Fully trust
- (6) Don't know

**C3. Do you believe that something has changed for the good in your community after consolidation?**

- (1) Absolutely yes
- (2) Maybe
- (3) There is no need [for any good change]
- (4) Hardly
- (5) Absolutely no
- (6) Don't know

**SECTION D: IMPACT (D1-D3)**

**D1. As a result of these capital investment projects in your community, which sectors have been impacted the most? (Read out the answers, allow three answers max per each (of four) indicator/s)**

	Intercommunity roads	Public transportation	Agricultural services	Waste management
<b>Economic</b>				
<b>Social (including health and education)</b>				
<b>Cultural</b>				
<b>Environmental</b>				
<b>Conflict resolution</b>				
<b>Other 1</b>				
<b>Other 2</b>				
<b>Other 3</b>				
<b>None</b>				



**D2. What has changed in your life as a result of these projects (CIPs)?**

---

---

**D3. What kind of impact would the increase of the number of women in local government bodies (in your community) have?**

- (1) A negative impact
- (2) No impact
- (3) A positive impact > D3.1 How, please indicate \_\_\_\_\_
- (4) Don't know

**SECTION E: RESPONDENT PASSPORT (E1-E5)**

E1. Gender: (1) F (2) M

E2. Age \_\_\_\_\_ (to be filled again using the answer of screening question 2)

E3. Highest level of education:

- (1) elementary school
- (2) middle school-current system, or ten years-previous system
- (3) high school
- (4) vocational school/technical degree
- (5) bachelor's degree
- (6) any degree above bachelors (including the previous five-year university system)

E4. Occupation \_\_\_\_\_

E5. Phone \_\_\_\_\_ (for survey control purpose: explained).

Thank you for cooperation.

## Appendix 2 Citizen satisfaction: CSC discussions and survey tables

**TABLE 27 CSDs WITH USERS AND PROVIDERS: ROADS**

<i>Indicators</i>	Jermuk		Meghri		Tegh	
	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>
Quality of inter-settlement roads	3	2	3	4	3	3
Quality of alternative road to Meghri	n/a	n/a	4	5	n/a	n/a
Quality of water drainage system on the inter-settlement roads	1.5	2	3	4	3	2
Quality of inter-settlement roads repair and cleaning services around the year	4	4	4	4	5	2
General inter-settlement roads safety (warning signs from rocks, etc.)	3	4	4	4	1	2
Availability of signs (settlement names)	4.5	5	5	4	5	2
Appropriateness of marking for directions and settlements names along the inter-settlement roads	3	3	4	3	1	1

**TABLE 28 CSDs WITH USERS AND PROVIDERS: TRANSPORTATION**

<i>Indicators</i>	Jermuk		Zaritap		Meghri		Tegh	
	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>
Availability of needed inter-settlement routes	3	3	4	3.5	5	5	4	1
Availability of public (mini)buses to serve the inter-settlement routes	3	3	3	3	5	4	0	1
Condition of existing public (mini)buses	3	3.5	5	5	5	4	-	5
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	5	4	3	5	5	4	-	5
Conveniences of the existing public transportation schedule	3	4	5	3	4	4	-	4
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	2	3.5	2	2	4	3	0	0
Financial acceptability of the service	5	3	5	4	5	5	4	4
Availability of bus stations	3	3	1	1	5	4	2	0
Quality of bus stations	2.5	2	0	1	5	5	0	0

**TABLE 29 CSDs WITH USERS AND PROVIDERS: AGRICULTURAL SERVICES**

<i>Indicators</i>	Jermuk		Zaritap		Gorayk		Tegh	
	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>
Availability of needed types of agricultural machinery in the community to farmers	2	4	3	2	4	3	5	3
Quality of existing agricultural machinery	3.5	4	5	3	3	2	4	2
Accessibility of existing agricultural machinery during the agricultural season	3	4	1	4	2	3	4	3
Financial acceptability of the service for farmers	-	3	4	4	1	4	3	3
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	0	3	4	4	0	2	3	2
Availability of lands lacking cultivation	5 (2)	5 (1)	4	4	3	3	5	4
Quality of repair services provided (duration, satisfaction with results)	3	3	4	4	1	4	4	4
Equity of service provision to farmers (availability to all farmers needing the services)	1	4	3	4	0	4	4	4
Availability of repair station in the community for different machinery types	0	3	4	3	3.5	3	4	3

**TABLE 30 CSDs WITH USERS AND PROVIDERS: WASTE MANAGEMENT**

<i>Indicators</i>	Jermuk		Zaritap		Meghri		Tegh	
	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>	<i>Users</i>	<i>Providers</i>
Availability of waste collection places/ bins	3	4	4	3	3	4	2	3
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	3	3	5	3	2	3	2.5	2
Sanitary conditions of waste collecting points/places (in general)	2	4	4	4	3	5	5	4
Availability and quality of waste-collecting transport in the community	4	4	3	3	4	4	5	4
Appropriateness of the schedule and frequency of waste collection from (any available) points	4	4	5	3	5	4	3	4
Financial acceptability of the service	5	5	5	3	5	4	5	4
Attitude of service providers to users (if relevant)	4	4	5	4	5	4	5	3
Perception of safety of waste dumping and utilization by the community	2	2	1	4	3	4	4	3

**TABLE 31 TOTALS: CSDs AND SURVEY: ROADS**

<i>Indicators</i>	Jermuk		Meghri		Tegh	
	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>
Quality of inter-settlement roads	3	2.9	4	4.1	3	2.4
Quality of alternative road to Meghri	n/a	n/a	5	4.1	n/a	n/a
Quality of water drainage system on the inter-settlement roads	1	2	3	3.1	2	2.2
Quality of inter-settlement roads repair and cleaning services around the year	4	3.4	4	3.6	3	2.6
General inter-settlement roads safety (warning signs from rocks, etc.)	4	2.9	4	3.5	1	2.4
Availability of signs (settlement names)	4	3.6	4	3.6	3	2.4
Appropriateness of marking for directions and settlements names along the inter-settlement roads	3	3.3	3	3.6	1	2.4

**TABLE 32 TOTALS: CSDs AND SURVEY: TRANSPORTATION**

<i>Indicators</i>	Jermuk		Zaritap		Meghri		Tegh	
	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>
Availability of needed inter-settlement routes	3	3.4	3	2.6	5	4.4	2	2.1
Availability of public (mini)buses to serve the inter-settlement routes	3	3.4	3	2.1	4	4.4	1	2.1
Condition of existing public (mini)buses	3	3.4	5	2.8	4	4.4	5	2.1
Quality of services provided by existing public mini(buses) incl. attitude of service providers to users	5	3.9	4	2.7	4	4.3	5	2.1
Conveniences of the existing public transportation schedule	3	3.4	4	2.1	4	4	4	2.1
Road safety in the places where people use public transport (crossing signs, width of the road, etc.)	2	2.9	2	2.9	3	4	0	1.9
Financial acceptability of the service	4	3.5	4	2.1	5	4.5	4	2.2
Availability of bus stations	3	2.5	1	2.1	4	3.9	2	2
Quality of bus stations	2	2.1	0	1.8	5	3.9	0	2

**TABLE 33 TOTALS: CSDs AND SURVEY: AGRICULTURAL SERVICES**

<i>Indicators</i>	Jermuk		Zaritap		Gorayk		Tegh	
	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>
Availability of needed types of agricultural machinery in the community to farmers	4	3	2	3.6	3	3.7	4	3.8
Quality of existing agricultural machinery	4	2.8	3	3.3	3	3.6	3	3.6
Accessibility of existing agricultural machinery during the agricultural season	4	2.9	2	3	3	3.1	3	3
Financial acceptability of the service for farmers	3	2.6	4	2.7	2	2.6	3	2.9
Availability (and quality) of machinery services for different machinery types (space, tools, repair stands, qualified personnel)	3	2.2	4	2.8	1	3	2	3
Availability of lands lacking cultivation	5/1	2.6	4/2	3	3/2	3.8	5/5	3.9
Quality of repair services provided (duration, satisfaction with results)	3	2.7	4	2.5	2	3.3	4	3.2
Equity of service provision to farmers (availability to all farmers needing the services)	4	2.7	4	2.9	3	2.6	4	3.1
Availability of repair station in the community for different machinery types	3	2.4	3	2.4	3	2.7	3	3.2

**TABLE 34 TOTALS: CSDs AND SURVEY: WASTE MANAGEMENT**

<i>Indicators</i>	Jermuk		Zaritap		Meghri		Tegh	
	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>	<i>CSDs</i>	<i>Survey</i>
Availability of waste collection places/ bins	4	3.7	3	3.9	3	4.2	2	4.1
Quality of waste collection places/ bins (f/e: separation system and infrastructure: paper/plastic)	3	3.3	3	3.2	3	3.9	2	3
Sanitary conditions of waste collecting points/places (in general)	3	3	4	3.2	4	3.9	4	3.8
Availability and quality of waste-collecting transport in the community	4	4.6	3	3.1	4	4	4	4.1
Appropriateness of the schedule and frequency of waste collection from (any available) points	4	4.3	4	3.6	4	3.9	3	4.1
Financial acceptability of the service	5	4.4	5	4.1	5	3.8	5	4.2
Attitude of service providers to users (if relevant)	4	2.4	5	1.8	5	3.8	4	4.1
Perception of safety of waste dumping and utilisation by the community	2	3.5	2	1.4	3	3.5	3	3.9

### Appendix 3 Citizen satisfaction per services in their communities

**TABLE 35 CITIZEN SATISFACTION: ROADS (%)**

	Jermuk		Zaritap		Meghri		Tegh	
	BA	EA	BA	EA	BA	EA	BA	EA
<b>Very dissatisfied</b>	28.6%	17.4%	27.8%	29.6%	5.7%	2.9%	43.1%	57.1%
<b>Somewhat dissatisfied</b>	18.7%	9.8%	11.1%	9.3%	5.7%	3.6%	18.1%	5.7%
<b>Neither satisfied, nor dissatisfied</b>	34.1%	51.1%	18.5%	13%	22.7%	14.3%	34.7%	7.1%
<b>Somewhat satisfied</b>	6.6%	20.7%	27.8%	9.3%	33.3%	54.3%	4.2%	30%
<b>Very satisfied</b>	12.1%	1.1%	14.8%	3.7%	32.6%	25%	--	--

**TABLE 36 CITIZEN SATISFACTION: TRANSPORTATION (%)**

	Jermuk		Zaritap		Meghri		Tegh	
	BA	EA	BA	EA	BA	EA	BA	EA
<b>Very dissatisfied</b>	5.5%	2.2%	66.7%	27.8%	3.5%	2.1%	69.4%	64.3%
<b>Somewhat dissatisfied</b>	6.6%	18.5%	5.6%	1.9%	1.4%	0.7%	6.9%	11.4%
<b>Neither satisfied, nor dissatisfied</b>	27.5%	34.8%	13%	25.9%	11.3%	16.4%	9.7%	10.0%
<b>Somewhat satisfied</b>	29.7%	39.1%	7.4%	18.5%	22%	40%	5.6%	11.4%
<b>Very satisfied</b>	30.8%	5.4%	7.4%	5.6%	61%	40.7%	8.3%	2.9%

**TABLE 37 CITIZEN SATISFACTION: AGRICULTURAL SERVICES (%)**

	Jermuk		Zaritap		Gorayk		Tegh	
	BA	EA	BA	EA	BA	EA	BA	EA
<b>Very dissatisfied</b>	13.2%	4.3%	37%	9.3%	17.4%	21.7%	27.8%	17.1%
<b>Somewhat dissatisfied</b>	14.3%	17.4%	13%	13%	17.4%	30.4%	15.3%	5.7%
<b>Neither satisfied, nor dissatisfied</b>	29.7%	55.4%	18.5%	40.7%	39.1%	21.7%	48.6%	22.9%
<b>Somewhat satisfied</b>	12.1%	55.4%	20.4%	33.3%	26.1%	26.1%	6.9%	45.7%
<b>Very satisfied</b>	7.7%	15.2%	9.3%	3.7%	--	--	1.4%	8.6%

**TABLE 38 CITIZEN SATISFACTION: WASTE MANAGEMENT (%)**

	Jermuk		Zaritap		Meghri		Tegh	
	BA	EA	BA	EA	BA	EA	BA	EA
<b>Very dissatisfied</b>	11%	2.2%	--	3.7%	10.6%	0.7%	8.3%	--
<b>Somewhat dissatisfied</b>	6.6%	6.5%	--	11.1%	2.8%	5%	15.3%	--
<b>Neither satisfied, nor dissatisfied</b>	15.4%	22.8%	--	11.1%	9.9%	17.9%	58.3%	2.9%
<b>Somewhat satisfied</b>	29.7%	42.4%	--	44.4%	15.6%	40.7%	13.9%	47.1%
<b>Very satisfied</b>	37.4%	26.1%	--	29.6%	61%	35.7%	4.2%	4.3%