

Income Category **HIGH**

**Boudheb, Zaouia, Biada**

Number of interviewees: 60



Summation of Citizen Awareness Survey

Name of Urban Commune: Asfi Boudheh, Zaouia, Biada      Income Category: High

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
29	19	11	0	0	1	60
48.3%	31.7%	18.3%	0.0%	0.0%	1.7%	100%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
40	0	20	0	0	60
66.7%	0.0%	33.3%	0.0%	0.0%	100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- 4. Cleanliness conditions:

a)			b)			c)					
Good	Middle	Low	Total	Good	Middle	Low	Total	Good	Middle	Low	Total
39	21	0	60	0	60	0	60	2	18	0	20
65.0%	35.0%	0.0%	100%	0.0%	100.0%	0.0%	100%	3.3%	30%		33.3%

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

1. Number of persons living in the household

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
0	2	5	8	14	13	6	5	1	6	60
0.0%	3.3%	8.3%	13.3%	23.3%	21.7%	10.0%	8.3%	1.7%	10%	100%

2. Status of house

a)	b)	c)	Total
43	12	5	60
71.7%	20.0%	8.3%	100%

- a) Owner
- b) Tenant
- c) Others

3. Number of years living in the house

Years					
0-4.9	5-9.9	10-14.9	15-19.9	20 or more	Total
18	32	7	3	0	60
30.0%	53.3%	11.7%	5.0%	0.0%	100%

4. Income earners and total family income

a) (persons)						
0	1	2	3	4	5 or more	Total
0	39	13	4	0	2	58
0.0%	65.0%	21.7%	6.7%	0.0%	3.3%	96.7%
b) (thousand DH / month)						
<2	2-5	5-10	10-15	15-20	20 +	Total
2	21	11	3	0	0	37
5.3%	35.0%	18.3%	5.0%	0.0%		61.7%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		Total
				(1)	(2)	
1192	2378	325	1309	152	176	85
1986.7%	3963.3%	541.7%	2181.7%	253.3%	293.3%	141.7%
						100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
55	0	0	0	2	3	0	60
91.7%				3.3%	5.0%	0.0%	100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
24	31	4	0	1	60
40.0%	51.7%	6.7%		1.7%	100%

Number

1	2	3	4	5 or more	Total
58	2	0	0	0	60
96.7%	3.3%				100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
29	15	0	15	59
48.3%	25.0%	0.0%	25.0%	98.3%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
57	3	60
95%	5%	100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
22	16	0	18	56
36.7%	26.7%		30.0%	93.3%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
2	19	15	1	4	0	0	19	60
3.3%	31.7%	25.0%	1.7%	6.7%			31.7%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member

- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
15	45	0	0	60
25%	75%	0%		100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
14	34	11	5	8	3	0	75
23.3%	56.7%	18.3%	8.3%	13.3%	5.0%		125%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
0	60	58	0	2	0	100
0.0%	100.0%	63.3%	0.0%	3.3%		166.7%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
60	0	60
100%	0%	100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials ? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by others
	Sold	Given away Composte	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
36	24	60
60%	40%	100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
	1	6	0	3	0	0	0	10
	1.7%	10%		5.0%				16.7%

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
58	0	0	58
97%			97%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		Total
Yes	No	Total
43	9	52
71.7%	15.0%	86.7%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
1	1	3	6	6	1	0	0	18
2%	2%	5%	10%	10%	2%	0%	0%	30%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
3	5	1	0	0	0	9
5.0%	8.3%	1.7%				15%

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
3	53	56
5.0%	88.3%	93.3%

b) If, YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total
0	0	0	0	0	0	1	0	0	0	0	1
0.0%		0.0%		0.0%		1.7%	0.0%				1.7%

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
4	17	19	18	3	20	7	0	88
6.7%	28.3%	31.7%	30.0%	5.0%	33.3%	11.7%		146.7%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
46	14	60
76.7%	23.3%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
0	10	38	48
0%	17%	63%	80%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
41	3	1	45
68.3%	5.0%	1.7%	75%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
9	10	1	1	29	0	0	3	9	62
15.0%	16.7%	1.7%	1.7%	48.3%		0.0%	5.0%	15.0%	103%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
2	5	17	24
3.3%	8.3%	28.3%	40%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
35	0	0	35
58.3%	0.0%	0.0%	58.3%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
53	7	60
88.3%	11.7%	100%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii)	Total
9	0	5	7	40	23	38	122
15.0%	0.0%	8.3%	11.7%	66.7%	38.3%	63.3%	203.3%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



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## **Boudheb**

Income Category LOW

Number of interviewees : 40



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Boucheb .....Income Category: .....Low.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
23	10	2	1			36
57.5%	25%	5%	2.5%			90%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
0	0	0	40	0	40
			100%		100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Total

0	39	0	39	0	39	0	39	0	39	0	1	1
	97.5%		97.5%		97.5%		97.5%		97.5%		2.5%	2.5%

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

1. Number of persons living in the household

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
0	6	4	7	8	6	3	4	0	2	40
	15%	10%	17.5%	20%	15%	7.5%	10%		5%	100%

2. Status of house

a)	b)	c)	Total
11	29	0	40
27.5%	72.5%		100%

- a) Owner
- b) Tenant
- c) Others

3. Number of years living in the house

	Years				Total
	0-4.9	5-9.9	10-14.9	15-19.9	
1	1	4	16	18	40
2.5%	2.5%	10%	40%	45%	100%

4. Income earners and total family income

		a) (persons)					Total
		0	1	2	3	4	5 or more
		1	33	6	0	0	40
2.5%	82.5%	15%					100%
		b) (thousand DH / month)					Total
		<2	2-5	5-10	10-15	15-20	20 +
		11	0	0	0	0	11
27.5%							27.5%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)	Total
256.66	709.09	néant	néant	(1) (2) (3)	1209.38
21.2%	58.6%		4.7%	11.3%	4.1%
					100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
40	0	0	0	0	0	0	40
100%							100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
	59	1			40
	97.5%	2.5%			100%

Number

1	2	3	4	5 or more	Total
40	0	0	0	0	40
100%					100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
37				37
92.5%				92.5%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
37	2	39
92.5%	5%	97.5%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
36	3	0	0	39
90%	7.5%			97.5%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
38	1	0	0	0	0	0	0	39
95%	2.5%							97.5%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
	39			39
	97.5%			97.5%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
39	0	0	0	0	0	0	39
97.5%							97.5%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
0	40	19	0	0	0	59
	100%	47.5%				147.5%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
40	0	40
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away/Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection?

a)	b)	Total
40	0	40
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
-								
-								

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
40	0	0	40
100%			100%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		
Yes	No	Total
20	1	21
50%	2.5%	52.5%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	Total
0	0	0	0	1	0	0	1
				2.5%			2.5%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: ..... DH/month

a)	b)	c)	d)	e)	f)	Total

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(S) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
3	37	40
7.5%	92.5%	100%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total
1	0	1	0	0	0	0	0	0	0	0	2
2.5%		2.5%									5%

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
0	33	2	0	0	0	0	0	35
	82.5%	5%						87.5%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
37	3	40
92.5%	7.5%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
2	30	3	35
5%	75%	7.5%	87.5%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
33	0	4	37
82.5%		10%	92.5%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
	35							3	38
	87.5%							7.5%	95%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
	19	3	22
	47.5%	7.5%	55%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
35	0	0	35
87.5%			87.5%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
40	0	40
100%		100%

Part E - Others

In your opinion what are the most serious infrastructures problems facing the city ?

i)	ii)	iii)	iv)	v)	vi)	vii)	Total

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



## **Boudheb**

Income Category Middle

Number of interviewees : 40



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Boudhab.....Income Category: .....Middle.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
20	14	3	1	1		39
50%	35%	7.5%	2.5%	2.5%		97.5%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
0	0	40	0	0	40
		100%			100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

Good	a)			b)			c)				
	Fair	Bad	Total	Fair	Good	Bad	Total	Fair	Good	Bad	Total
0	40	0	40	25	0	15	40	0	0	0	0

	100%		100%		62.5%		37.5%		100%
--	------	--	------	--	-------	--	-------	--	------

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

**1. Number of persons living in the household**

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
	2	1	9	15	8	3	1	1		40
	5%	2.5%	22.5%	37.5%	20%	7.5%	2.5%	2.5%		100%

**2. Status of house**

a)	b)	c)	Total
33	6	1	40
82.5%	15%	2.5%	100%

- a) Owner
- b) Tenant
- c) Others

**3. Number of years living in the house**

Years					Total
0-4.9	5-9.9	10-14.9	15-19.9	20 or more	40
4	23	2	3	8	40
10%	57.5%	5%	7.5%	20%	100%

4. Income earners and total family income

		a) (persons)					
		1	2	3	4	5 or more	Total
0		1	2	3	4	5 or more	Total
0		37	1	0	0	0	38
	92.5%	2.5%					95%
		b) (thousand DH / month)					
		<2	2-5	5-10	10-15	15-20	20 +
							Total

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		Total
				(1)	(2)	(3)

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
 (2) electricity consumption  
 (3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
40	0	0	0	0	0	0	40
100%							100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
0	40	0	0	0	40
	100%				100%

Number

1	2	3	4	5 or more	Total
40	0	0	0	0	40
100%					100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
40	0	0	0	40
100%				100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
40	0	40
100%		100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
36	0	0	0	36
90%				90%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
0	39	1	0	0	0	0	0	40
	97.5%	2.5%						100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
0	40	0	0	40
	100%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
39	1	0	0	0	0	0	40
97.5%	2.5%						100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
	39	2	0	0	0	41
	97.5%	5%				102.5%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
40	0	40
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away/Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
40	0	40
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
-								
-								

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
40	0	0	40
100%			100%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		
Yes	No	Total
29	0	29
72.5%		72.5%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(S) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
4	36	40
10%	90%	100%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
1	38	0	0	0	0	29	0	68
2.5%	95%					72.5%		170%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
39	0	39
97.5%		97.5%

2. Do you remember when it took place ?

a)	b)	c)	Total
6	0	34	40
15%		85%	100%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
39	0	0	39
97.5%			97.5%

- a) Yes, I know.
- b) No, I don't know.
- c) No. I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
5	28	0	1	4			14	6	58
12.5%	70%		2.5%	10%			35%	15%	145%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
0	23	13	36
	57.5%	32.5%	90%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
38	0	0	38
95%			95%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
40	0	40
100%		100%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii)	Total
0	0	1	11	15	0	0	27
		2.5%	27.5%	37.5%			67.5%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



## **Boudheb**

Income Category HIGH

Number of interviewees: 20



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Boudheb.....Income Category: .....High.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed. i. e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
9	8	2	0	0	1	20
45%	40%	10%			5%	100%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
20	0	0	0	0	20
100%					100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)					
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Good	Fair	Bad	Total
19	1	0	20	0	0	0	20	2	18	0	20

95%	5%	100%	100%	100%	100%	100%	100%	100%	100%	100%
-----	----	------	------	------	------	------	------	------	------	------

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

1. Number of persons living in the household

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
		1	1	6	6	1	1	1	4	20
		5%	5%	30%	30%	5%	5%	5%	20%	100%

2. Status of house

a)	b)	c)	Total
20	0	0	20
100%			100%

- a) Owner
- b) Tenant
- c) Others

3. Number of years living in the house

Years					Total
0-4.9	5-9.9	10-14.9	15-19.9	20 or more	Total
0	10	7	3	0	20
	50%	35%	15%		100%

4. Income earners and total family income

		a) (persons)					Total
0	1	2	3	4	5 or more	Total	
	15	1	2		1	19	
	75%	5%	10%		5%	95%	
		b) (thousand DH / month)					Total
<2	2-5	5-10	10-15	15-20	20 +	Total	
0	0	0	0	0	0	0	

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)	Total
0	0	0	0	(1) 0	(2) 0
				(3) 0	0

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
20	0	0	0	0	0	0	20
100%							100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
0	20	0	0	0	20
	100%				100%

Number

1	2	3	4	5 or more	Total
20	0	0	0	0	20
100%					100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
13	7	0	0	20
65%	35%			100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
20	0	20
100%		100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
	0	0	18	18
			90%	90%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
2	5	12	0	1	0	0	0	20
10%	25%	60%		5%				100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
14	6	0	0	20
70%	30%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
14	5	0	5	8	3	0	35
70%	25%		25%	40%	15%		175%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
0	20	11	0	0	0	31
	100%	55%				155%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
20	0	20
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials ? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away/Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
0	20	20
100%	100%	100%

- a) Put in front of the house or building
- b) Taken to a designated pick up station

If replv is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
-	0	6	0	3	0	0	0	9
-		30%		15%				45%

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
20	0	0	20
100%			100%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		
Yes	No	Total
12	0	12
60%		60%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: ..... DH/month

a)	b)	c)	d)	e)	f)	Total

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)	
Yes	No
0	19
95%	95%
Total	
19	

b) If, YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
	9			3		6		18
	45%			15%		30%		90%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
20	0	20
100%		100%

2. Do you remember when it took place ?

a)	b)	c)	Total
0	1	19	20
	5%	95%	100%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
19	0	1	20
95%		5%	100%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
9	10	0	1	12	0	0	1		33
45%	50%		5%	60%			5%		165%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
	3	16	19
	15%	80%	95%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
20	0	0	20
100%			100%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
20	0	20
100%		100%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii)	Total
			7	6	6	7	26
			35%	30%	30%	35%	130%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



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## **Zaouia**

Income Category **LOW**

Number of interviewees: **40**



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Zaouia.....Income Category: .....Low.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
7	16	11	4		2	40
17.5%	40%	27.5%	10%		5%	100%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
		40			40
		100%			100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Total
	40		40					
					35		35	
						28	28	28

	100%	100%	87.5%	87.5%	70%	70%
--	------	------	-------	-------	-----	-----

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

1. Number of persons living in the household

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
1	1	4	4	3	7	9	2	5	4	40
2.5%	2.5%	10%	10%	7.5%	17.5%	22.5%	5%	12.5%	10%	100%

2. Status of house

a)	b)	c)	Total
29	4	7	40
72.5%	10%	17.5%	100%

- a) Owner
- b) Tenant
- c) Others

3. Number of years living in the house

		Years			Total	
		0-4.9	5-9.9	10-14.9	15-19.9	20 or more
12	30%	13	32.5%	12	30%	1
						2.5%
						100%

4. Income earners and total family income

		a) (persons)					Total
0	1	2	3	4	5 or more		
	33	5	2			40	
	82.5%	12.5%	5%			100%	
		b) (thousand DH / month)					Total
<2	2-5	5-10	10-15	15-20	20 +		
34	5	0	1	0	0	40	
85%	12.5%	0	2.5%	0	0	100%	

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		Total
				(1)	(2)	(3)
800	747.5	95.76	néant	61.40	58.56	1820.1
44%	41.1%	5.3%	0	3.4%	3.2%	3.1%
						100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

**1. Dust bins in the house**

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
36					4		40
90%					10%		100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
37	2	1	0	0	40
92.5%	5%	2.5%	0	0	100%

Number

1	2	3	4	5 or more	Total
40	0	0	0	0	40
100%	0	0	0	0	100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
19	6		15	40
47.5%	15%		37.5%	100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
38	2	40
95%	5%	100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
52	4		3	59
80%	10%		7.5%	97.5%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
6	17	10					7	40
15%	42.5%	25%					17.5%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
5	35			40
12.5%	87.5%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
2	31	7	0	0	0	0	40
5%	77.5%	17.5%					100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
2	38	35	0	0	0	75
5%	95%	87.5%				187.5%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
40	0	40
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away/Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection?

a)	b)	Total
29	3	32
72.5%	7.5%	80%

- a) Put in front of the house or building
- b) Taken to a designated pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
200 m	0	1	0	0	0	0	0	1
		2.5%						2.5%

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
40	0	0	40
100%			100%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

2)		
Yes	No	Total
35	2	37
87.5%	5%	92.5%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
1	1	1			1	1		5
2.5%	2.5%	2.5%			2.5%	2.5%		12.5%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
2						2
5%						5%

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
7	32	39
17.5%	80%	97.5%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total
5											5
12.5%											12.5%

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
15	34	34	1	2	39	2		127
37.5%	85%	85%	2.5%	5%	97.5%	5%		317.5%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
30	10	40
75%	25%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
	12	33	45
	30%	82.5%	112.5%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
31	6	3	40
77.5%	15%	7.5%	100%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
0	40	0	12	26	0	2	17	0	97
	100%		30%	65%		5%	42.5%		242.5%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
20		3	23
50%		7.5%	57.5%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
34	4	1	39
85%	10%	2.5%	97.5%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
38		38
95%		95%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii)	Total
2	3	2	5	38	38		88
5%	7.5%	5%	12.5%	95%	95%		220%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



## **Zaouia**

**Income Category MIDDLE**

**Number of interviewees: 40**



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Zaouia.....Income Category: .....Middle.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
20	12	7			1	40
50%	30%	17.5%			2.5%	100%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
		40			40
		100%			100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Total
3	35		38	4	5		38	5

7.5%	87.5%	95%	10%	85%	95%	12.5%	12.5%
------	-------	-----	-----	-----	-----	-------	-------

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

1. Number of persons living in the household

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
1	3	1	11	7	6	3	6	2	40	
2.5%	7.5%	2.5%	27.5%	17.5%	15%	7.5%	15%	5%	100%	

2. Status of house

a)	b)	c)	Total
24	12	4	40
60%	30%	10%	100%

- a) Owner
- b) Tenant
- c) Others

3. Number of years living in the house

		Years			Total
0-4.9	5-9.9	10-14.9	15-19.9	20 or more	Total
8	7	9	11	5	40
20%	17.5%	22.5%	27.5%	12.5%	100%

4. Income earners and total family income

a) (persons)						
0	1	2	3	4	5 or more	Total
	32	5	3			40
	80%	12.5%	7.5%			100%
b) (thousand DH / month)						
<2	2-5	5-10	10-15	15-20	20 +	Total
	5	32	3			40
	12.5%	80%	7.5%			100%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		
				(1)	(2)	(3)
630	1795	197.57	.278	110.72	144.85	52.81
19.6%	55.9%	6.2%	8.7%	3.5%	4.5%	1.6%
						100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
30				1	9		40
75%				2.5%	22.5%		100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
35	4	1			40
87.5%	10%	2.5%			100%

Number:

1	2	3	4	5 or more	Total
39	1				40
97.5%	2.5%				100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
12	13		15	40
30%	32.5%		37.5%	100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
39	1	40
97.5%	2.5%	100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
39	1			40
97.5%	2.5%			100%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
15	5						20	40
37.5%	12.5%						50%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
	40			40
	100%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
3	14	22	1				40
7.5%	35%	55%	2.5%				100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
2	35	33				70
5%	87.5%	82.5%				175%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
40	0	40
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials ? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away/Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
40		40
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
-								
-								

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
40	0	0	40
100%			100%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		Total
Yes	No	Total
38	1	39
95%	2.5%	97.5%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
	1	1	1	1				4
	2.5%	2.5%	2.5%	2.5%				10%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
1						1
2.5%						2.5%

- a) not willing to pay anything
- b) less than 50 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(S) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
1	39	40
2.5%	97.5%	100%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total
1		1			1	1	1				5
2.5%		2.5%			2.5%	2.5%	2.5%				12.5%

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
4	9	31	1	2	37	1		85
10%	22.5%	77.5%	2.5%	5%	92.5%	2.5%		212.5%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
39	1	40
97.5%	2.5%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
1	35	6	42
2.5%	87.5%	15%	105%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
38			38
95%			95%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
0	27	0	12	37	0	0	11	8	95
	67.5%		30%	92.5%			27.5%	20%	237.5%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
21	4	0	25
52.5%	10%		62.5%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
21		1	22
52.5%		2.5%	55%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
40	0	40
100%		100%

Part E - Others

In your opinion what are the most serious infrastructures problems facing the city ?

i)	ii)	iii)	iv)	v)	vi)	vii)	Total
1	0	2	3	35	25	0	66
2.5%		5%	7.5%	87.5%	62.5%		165%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



## **Zaouia**

Income Category **HIGH**

Number of interviewees: **20**



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Zaouia.....Income Category: .....High.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
12	6	2				20
60%	30%	10%				100%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
		20			20
		100%			100%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Total
	20		20				20	

	100%		100%		100%		100%		100%
--	------	--	------	--	------	--	------	--	------

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

**1. Number of persons living in the household**

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
0	2	2	6	2	4	2	1	1		20
	10%	10%	30%	10%	20%	10%	5%	5%		100%

**2. Status of house**

a)	b)	c)	Total
12	5	3	20
60%	25%	15%	100%

- a) Owner
- b) Tenant
- c) Others

**3. Number of years living in the house**

Years					
0-4.9	5-9.9	10-14.9	15-19.9	20 or more	Total
11	9				20
55%	45%				100%

4. Income earners and total family income

		a) (persons)					Total
		1	2	3	4	5 or more	Total
0							20
		13	6	1			20
		65%	30%	5%			100%
		b) (thousand DH / month)					Total
		2-5	5-10	10-15	15-20	20 +	Total
<2							20
2		16	2				20
10%		80%	10%				100%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)			Total
				(1)	(2)	(3)	
870	2030	187.53	575	112.63	144.73	45.75	3965
21.9%	51.2%	4.7%	14.5%	2.8%	3.6%	1.2%	100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
 (2) electricity consumption  
 (3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

**1. Dust bins in the house**

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
18				1	1		20
90%				5%	5%		100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
20					20
100%					100%

Number

1	2	3	4	5 or more	Total
20					20
100%					100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
6	5		9	20
30%	25%		45%	100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
20		20
100%		100%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
20				20
100%				100%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
	7	3	1				9	20
	35%	15%	5%				45%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
	20			20
	100%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
	9	11					20
	45%	55%					100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM



(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
	20	19				39
	100%	95%				195%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
20	0	20
100%		100%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident or others
	Sold	Given away	Composted	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection?

a)	b)	Total
20	0	20
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

1)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
18			18
90%			90%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		Total
Yes	No	Total
19	1	20
95%	5%	100%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	Total
1	1	1	1	1			5
5%	5%	5%	5%	5%			25%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
1						1
5%						5%

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
	19	19
	95%	95%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
2	6	19			20			47
10%	30%	95%			100%			235%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
18	2	20
90%	10%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
	4	18	22
	20%	90%	110%

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
17			17
85%			85%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
		1		17			2	4	24
		5%		85%			10%	20%	120%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
14			14
70%			70%

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
17	3	20
85%	15%	100%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii)	Total
1	0	3	0	17	16	15	52
5%		15%		85%	80%		260%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM



# Biada

Income Category LOW

Number of interviewees: 40



Summation of Citizen Awareness Survey

Name of Urban Commune: .....Asfi Biada.....Income Category: .....Low.....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
19	11	6			2	38
47.5%	27.5%	15%			5%	95%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
		6	32	1	39
		15%	80%	2.5%	97.5%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Total	Good	Fair	Bad	Total	Total
	32	8	40	1	1	38	40	
				néant	néant	néant		

	80%	20%	100%	2.5%	2.5%	95%	100%		
--	-----	-----	------	------	------	-----	------	--	--

- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

**1. Number of persons living in the household**

	1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
			5	3	4	9	9	4	1	5	40
5%			7.5%	7.5%	10%	22.5%	22.5%	10%	2.5%	12.5%	100%

**2. Status of house**

a)	b)	c)	Total
30	4	6	40
75%	10%	15%	100%

- a) Owner
- b) Tenant
- c) Others

**3. Number of years living in the house**

	Years				Total
	0-4.9	5-9.9	10-14.9	15-19.9	20 or more
4			4	2	30
10%			10%	5%	75%
					40
					100%

4. Income earners and total family income

		a) (persons)				
	0	1	2	3	4	Total
	1	32	3			36
2.5%	80%	7.5%				90%
		b) (thousand DH / month)				
	<2	2-5	5-10	10-15	15-20	20+
	31	0	0	0	0	31
77.5%						77.5%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		
				(1)	(2)	(3)
253.33	630.64	130.95	ncant	62.81	75	8.75
20.4%	55.2%	11.5%		5.5%	6.6%	0.8%
						100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste

Type:

a)	b)	c)	d)	e)	f)	g)	Total
21					18	1	40
52.5%					45%	2.5%	100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
23	17	0	0	0	40
57.5%	42.5%				100%

Number

1	2	3	4	5 or more	Total
40	0	0	0	0	40
100%					100%

Location (irrespective of bin type):

Kitchen	Falcony	Rooms	Others	Total
28	7	4	1	40
70%	17.5%	10%	2.5%	100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
10	28	38
25%	70%	95%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
2	34	0	0	36
5%	85%			90%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
1	8	1	0	0	0	0	30	40
2.5%	20%	2.5%					75%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
0	39	1	0	40
	97.5%	2.5%		100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
25	1	14	0	0	0		40
62.5%	2.5%	35%					100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
2	57	34	0	1	0	74
5%	92.5%	85%		2.5%		185%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
34	0	34
85%		85%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials ? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident
	Sold	Composted	Other	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc.,
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
40	0	40
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
38			38
95%			95%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		Total
Yes	No	Total
32	7	39
80%	17.5%	97.5%

- a) In general satisfactory

If replv is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
38			38
95%			95%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		
Yes	No	Total
32	7	39
80%	17.5%	97.5%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
0	0	1	4	5	0	0	0	10
		2.5%	10%	12.5%				25%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
6						6
15%						15%

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
0	38	38
	95%	95%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
25	0	0	38	13	28	1	0	105
62.5%			95%	32.5%	70%	2.5%		262.5%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
7	33	40
17.5%	82.5%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
1	5	1	7
2.5%	12.5%	2.5%	17.5%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total
0	0	0	0	0	0	0	1	0	1
							2.5%		2.5%

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
0	2	0	2
	5%		5%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total
0	0	0	0

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
29	11	40
72.5%	27.5%	100%

Part E - Others

In your opinion what are the most serious infrastructures problems facing the city ?

i)	ii)	iii)	iv)	v)	vi)	vii)	Total
36	11	23	6	35	9	40	160
90%	27.5%	57.5%	15%	87.5%	22.5%	100%	400%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM

**Biada**

Income Category MIDDLE

Number of interviewees: 40



Summation of Citizen Awareness Survey

Name of Urban Commune: ..... Asfi Biada ..... Income Category: ..... Middle .....

Write numbers (of household which answered yes) on the 1st row. Write percentage (%) in the 2nd row unless otherwise indicated. Percentage should be calculated through dividing by number of households surveyed, i.e., either 40 or 20. In some questions, addition of respective percentage may not be 100 %.

Part A - General Condition

1. Interviewee:

a)	b)	c)	d)	e)	f)	Total
10	7	13	2	1	4	37
25%	17.5%	32.5%	5%	2.5%	10%	92.5%

- a) Housewife
- b) Master of the house
- c) Child
- d) Grand parent
- e) Servant
- f) Other

3. Residence type:

a)	b)	c)	d)	e)	Total
		25	14	0	39
		62.5%	35%		97.5%

- a) Residential area: Villa
- b) Apartment building
- c) Economical Housing/middle density
- d) Economical Housing/high density
- e) Others

a)			b)			c)		
Good	Fair	Bad	Good	Fair	Bad	Good	Fair	Bad
8	31			32	6	1		
Total			Total			Total		
39			38			1		
39			38			1		

20%	77.5%	97.5%	80%	15%	95%	2.5%	2.5%
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- a) in front of the house
- b) on the street
- c) at the collection station serving the house

**Part B - Household Attributes**

**1. Number of persons living in the household**

1 person	2 persons	3 persons	4 persons	5 persons	6 persons	7 persons	8 persons	9 persons	10 or more	Total
2	4	8	7	2	6	7	2	2	2	40
5%	10%	20%	17.5%	5%	15%	17.5%	5%	5%	5%	100%

**2. Status of house**

a)	b)	c)	Total
28	11	1	40
70%	27.5%	2.5%	100%

- a) Owner
- b) Tenant
- c) Others

**3. Number of years living in the house**

Years				Total
0-4.9	5-9.9	10-14.9	15-19.9	20 or more
14	7	3	2	14
35%	17.5%	7.5%	5%	35%
				100%

4. Income earners and total family income

		a) (persons)				Total
0		1	2	3	4	
		30	7	3		40
		75%	17.5%	7.5%		100%
		b) (thousand DH / month)				
<2		2-5	5-10	10-15	15-20	20 +
		7	30	2	1	
		17.5%	75%	5%	2.5%	
						Total
						40
						100%

5. Share of household income used by category (Calculate the averages for each item)

a)	b)	c)	d)	e)		
				(1)	(2)	(3)
625.90	1201.25	244.58	0	112.89	136.92	48.84
26.4%	50.7%	10.3%		4.8%	5.8%	2.1%
						100%

- a) House rent or housing loan repayment
- b) Food, clothing
- c) Education
- d) Transportation or loan repayment
- e) Service (1) water consumption  
(2) electricity consumption  
(3) Cleansing tax

**Part C - Household Solid Waste Management Practice**

1. Dust bins in the house

(1) Dust bins used in inside the house for storage of waste Type:

a)	b)	c)	d)	e)	f)	g)	Total
27				1	12		40
67.5%				2.5%	30%		100%

- a) Plastic bin
- b) Wood bin
- c) Cardboard box
- d) Paper bag
- e) Plastic bag
- f) Tin container
- g) Other

Size (irrespective of bin type):

1-10 lit	11-20 lit	21-30 lit	31-40 lit	40 lit <	Total
8	31	1			40
20%	77.5%	2.5%			100%

Number

1	2	3	4	5 or more	Total
39	1				40
97.5%	2.5%				100%

Location (irrespective of bin type):

Kitchen	Balcony	Rooms	Others	Total
35	5			40
87.5%	12.5%			100%

(2) Are plastic bags used for lining of the containers ?

Yes	No	Total
19	19	38
47.5%	47.5%	95%

2. Discharge Practice

(1) How is the waste discharged from the house ?

a)	b)	c)	d)	Total
1	38			39
2.5%	95%			98%

- a) Waste put in one large dustbin and taken out
- b) Each dustbin used in the house is taken out separately
- c) Waste thrown in the garbage chute
- d) Waste thrown in the communal container
- e) Waste is taken out and burnt

(2) Who mainly discharges the waste outside the house ?

a)	b)	c)	d)	e)	f)	g)	h)	Total
	9			5			28	40
	22.5%			7.5%			70%	100%

- a) Father
- b) Mother
- c) Children
- d) Elderly family member
- e) Servant
- f) Doorman/custodian
- g) Collection worker comes to the door to collect the waste
- h) Not fixed

(3) How often do you discharge the waste from your house ?

a)	b)	c)	d)	Total
1	39			40
2.5%	97.5%			100%

- a) At least twice daily
- b) Once daily
- c) Every 2 or 3 days
- d) Once a week

(4) During what time do you discharge the waste from your house ?

a)	b)	c)	d)	e)	f)	g)	Total
6	18	15	1				40
15%	45%	37.5%	2.5%				100%

- a) 6 - 7:59 AM
- b) 8 - 9:59 AM
- c) 10 - 11:59 Noon
- d) 12 - 5:59 PM
- e) 6 - 7:59 PM
- f) 8 - 9:59 PM
- g) 10 PM - 5:59 AM

(5) Do you have any problems with the waste while it is kept inside the house ?

a)	b)	c)	d)	e)	f)	Total
1	37	31				69
2.5%	92.5%	77.5%				172.5%

- a) No problems
- b) Bad odor
- c) Attraction of insects
- d) Attraction of rats
- e) Takes up space
- f) Other

(6) Do you separate any waste items for recycling ?

a)		
No	Yes	Total
32	0	32
80%		80%

b) In case of "yes" reply, then ask the following questions ?

(i) The following materials are separated from the waste to be discharged:

1	2	3	4	5	6	7	Total

- 1. Plastic bottles
- 2. Glass bottles
- 3. Newspapers, books, etc.
- 4. Magazines
- 5. Kitchen waste
- 6. Old clothes
- 7. Others, specify

(ii) What is done with the separated materials ? (Indicate number of household who answered "yes" in each item.

Materials	Disposal method			Transport by resident by others
	Sold	Given away	Composted	
1				
2				
3				
4				
5				
6				
7				

1. Plastic bottles
2. Glass bottles
3. Newspapers, books, etc..
4. Magazines
5. Kitchen waste
6. Old clothes
7. Others

3. Collection service

(1) Where is the waste put outside the house for collection ?

a)	b)	Total
40	0	40
100%		100%

- a) Put in front of the house or building
- b) Taken to a designed pick up station

If reply is "yes" in "b)" describe conditions at the pick up station

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total

- ii) open area
- iii) communal container
- iv) station space, container capacity insufficient
- v) bad odor at the station
- vi) insects, etc. at the station
- vii) incomplete removal of waste from station
- viii) station designed by signboard or poster

(2) Who collects the waste from the frontage of the house, or the designated station ?

a)	b)	c)	Total
38			38
95%			95%

- a) Urban commune
- b) Private company
- c) Scavengers

(3) Is the collection service provided satisfactory ?

a)		Total
Yes	No	Total
34	6	40
85%	15%	100%

- a) In general satisfactory

b) For those who replied "No", what are the reasons for not being satisfied with the service?

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	Total
		2	2	2		1	1	8
		5%	5%	5%		2.5%	2.5%	20%

- i) insufficient collection frequency (days/week)
- ii) collection trucks emit poor odor
- iii) waste falls of collection trucks
- iv) not all waste is collected from collection points
- v) collection trucks are noisy
- vi) collection workers mishandle individual containers
- vii) need to pay tips to collection workers
- ix) others

(4) For those who replied "No" in (3) a) above, how much extra money are they willing to pay to improve the service extended to them ?

Calculate the average: .....DH/month

a)	b)	c)	d)	e)	f)	Total
2	2	1				5
5%	5%	2.5%				12.5%

- a) not willing to pay anything
- b) less than 30 DH/month
- c) - 59 DH/month
- d) - 89 DH/month
- e) - 119 DH/month
- f) more than 120 DH/month

(5) Is there any communication between you and the collection service organization ?

a)		
Yes	No	Total
1	38	39
2.5%	95%	97.5%

b) If YES, then in case of service organization to you, in which aspects:

i)	ii)	iii)	iv)	v)	vi)	vii)	viii)	ix)	x)	xi)	Total
1											1
2.5%											2.5%

- i) organization informs on the collection times
- ii) organization informs on suitable container which should be used
- iii) organization implements public education campaigns
- iv) organization encourages recycling activity
- v) organization requests additional fees
- vi) organization contacted you for other reasons
- vii) you requested information on collection times
- viii) you requested information on suitable container
- ix) you requested information on recycling activity
- x) you complained about the service provided
- xi) you contacted the service for other reasons

4. Willingness to assist in efforts to improve SWM

a)	b)	c)	d)	e)	f)	g)	h)	Total
16	8	0	40	0	32	1	0	97
40%	20%		100%		80%	2.5%		242.5%

- a) Discharge waste from the house every two days
- b) Discharge waste in plastic bags
- c) Discharge waste in plastic bin
- d) Take waste personally to a 50 - 100 meters distant collection station
- e) Clean around the collection station on a rotation basis
- f) Sweep the road in front of the house
- g) Separate newspapers, plastic and glass for recycling
- h) Not willing to do anything

Part D - Cleanliness Campaigns

1. Do you remember when any cleanliness campaigns that have taken place in your neighborhood in 1996 ?

Yes	No	Total
5	37	40
7.5%	92.5%	100%

2. Do you remember when it took place ?

a)	b)	c)	Total
0	0	0	0

- a) during spring
- b) during summer
- c) during autumn

3. Do you know the campaign message or purpose ?

a)	b)	c)	Total
0	3	0	3
	7.5%		7.5%

- a) Yes, I know.
- b) No, I don't know.
- c) No, I have forgot.

4. How have you been informed about the campaign ?

a)	b)	c)	d)	e)	f)	g)	h)	i)	Total

- a) through newspapers
- b) through loud speaker
- c) through street manifestations
- d) through public meetings
- e) through television
- f) through video or transparency projections
- g) through exposition
- h) through posters
- i) through family, relatives, and friends

5. Did the campaign bring any influence to you ?

a)	b)	c)	Total
	3		3
	7.5%		7.5%

- a) No, I did not get any influence.
- b) Yes, I grew my knowledge in and awareness of this matter.
- c) Yes, I got involved in the campaign.

6. Did you change your idea or behavior after the campaign ?

a)	b)	c)	Total

- a) Yes in idea
- b) Yes in behavior
- c) No

7. Do you think the city has improved in cleanliness ?

Yes	No	Total
37	3	40
92.5%	7.5%	100%

**Part E - Others**

In your opinion what are the most serious infrastructures problems facing the city ?

I)	ii)	iii)	iv)	v)	vi)	vii	Total
26	1	16		32	2	40	117
65%	2.5%	40%		80%	5%	100%	292.5%

- i) housing
- ii) water supply
- iii) sewerage
- iv) electricity
- v) roads
- vi) public transport
- vii) SWM

