

Technical Cooperation Project for Strengthening the Capacity for Solid Waste Management in Ulaanbaatar City in Mongolia

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1. Public Opinion Survey (POS)

It has been three months since our project had launched in October 2009. During this period of time, various activities have been carried out in collaboration with our Mongolian counterparts EPWMD, CMPUA and District Government etc. In this second volume of our newsletter, we especially would like to explain the results of public opinion survey (POS) among those activities.

Purpose of Survey

The purpose of this survey is to understand "people's satisfaction level for urban environment and sanitation, and for solid waste management (SWM) service throughout the UB City." This survey is planned to be conducted three times at the time of the beginning, intermediate, and the end of this project and the result will be used as the criterion on whether or not the project purpose is successfully achieved.

Outline of Survey

- Survey Method: Distribution and collection of questionnaire
- Target Area: 2 khoroos selected respectively from the Ger Khoroos and the Apartment Khoroos in each 6 district of the UB City. 24 Khoroos in total.
- Object: Households who live in the 6 pilot districts¹ of the Central District of the UB City.
- Number of Object: (1) 420 households in Ger Area (6 district X 2 khoroos X 35 = 420), (2) 420 Households in Apartment Area (same as Ger Area)
- Number of Questions : 13
- The theme of a question: (1) Characteristics of the respondents, (2) Urban environment and sanitation of the UB City, (3) Problem of SWM in the UB City

Result of Survey

¹ Sukhbaatar (SBD), Chingeltei (ChD), Songinokhairkhan (SKhD), Bayanzurkh (BZD), Bayangol (BGD), Khan-Uul (KhUD)

(1) Characteristics of Respondents

The distribution of respondent by age and sex is shown below. There were 39.3% of males and 58.6% of females. Respondents of 48 years and over accounts for 44.1% and the age groups of 48 years and under are scattered on the average.

Age	Male	Female	(Blank)	Total
18-23	1.5%	2.5%	0.0%	4.0%
24-29	4.5%	6.5%	0.0%	11.0%
30-35	4.6%	8.0%	0.0%	12.6%
36-41	5.3%	8.0%	0.1%	13.4%
42-47	5.0%	8.2%	0.0%	13.2%
48 over	18.5%	25.2%	0.4%	44.1%
(Blank)	0.0%	0.1%	1.6%	1.7%
Total	39.3%	58.6%	2.1%	100.0%

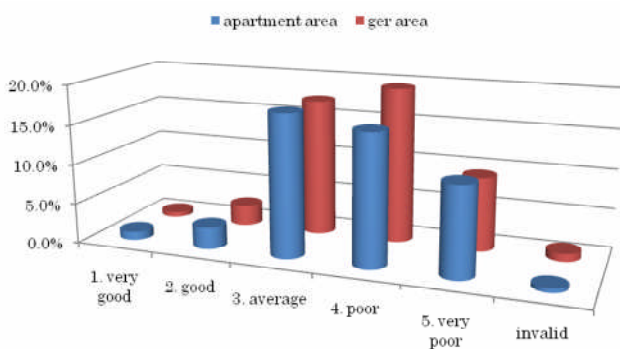
The following table shows the distribution of final academic background of respondents. More than 40% of respondents have the academic background of the university graduation, and more than 70% among them is those who live in the Apartment Area.

Educational Background	Apartment Area	Ger Area	Total
University	31.0%	12.6%	43.6%
Diploma	8.5%	13.3%	21.8%
Secondary School	7.7%	16.7%	24.5%
Half Secondary	1.9%	5.1%	7.0%
Primary or No Education	0.2%	1.0%	1.2%
(Blank)	0.4%	1.6%	1.9%
Total	49.8%	50.2%	100.0%

(2) Urban Environment and Sanitation of the UB City

Q1-1: Are you satisfied with urban environment and sanitary conditions in UB City?

The answer was totaled and analyzed by the residence area. More than 43.6% in the Apartment Area, 40.8% in the Ger Area and 42.1% on average show the satisfaction level more than average for the urban environment and sanitation of the UB city. A big difference is not seen though the resident in Apartment Area shows some high degree of satisfactions overall. It can be said that the public opinion in the UB city is same regardless of the residence area.



The answer to Q1-1 in the Apartment Area was totaled by district. When we see the data of each district that shows the satisfaction level more than average, it is BGD31.5%, BZD57.9%, ChD39.1%, KhUD 41.4%, SBD60.2%, and SKhD32.9%. BZD is 57.9% after 60.2% of highest SBD, and the lowest one is 31.5% of BGD, and 32.9% of SKhD comes next.

In the Ger Area, it was BGD31.8%, BZD41.4%, ChD44.0%, KhUD50.1%, SBD40.8%, and SKhD36.2%. ChD is 44.0% after 50.1% of highest KhUD, and the lowest one is 31.8% of BGD, and 36.2% of SKhD comes next.

BGD and SKhD show the lowest satisfaction level in both case of Apartment and Ger Area.

Q1-2: Which do you think the most serious problem is in whole UB City at present?

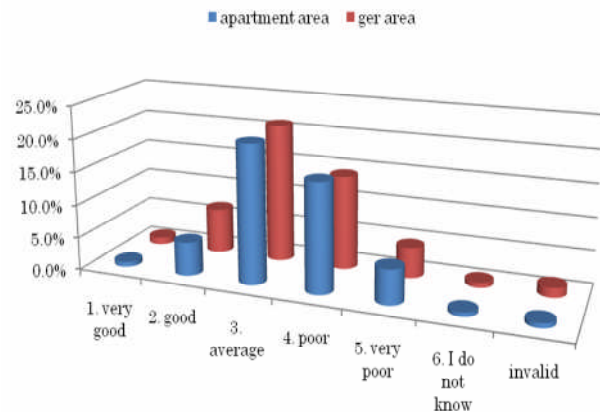
In both Apartment Area and Ger Area, about 80% of the respondents has answered that the most serious problem in the urban environment and sanitation of the UB city is "air pollution", and it is overwhelming other problems such as soil contamination, water pollution, traffic congestions etc. Although there is a big difference with air pollution in percentage, 3.4% of respondent has chosen the "waste problem" as the 2nd serious problem.

(3) Problem of SWM in the UB City

Q2-1: Are you satisfied with SWM services (discharge, collection, transportation and disposal) in UB City?

When the answer to Q2-1 was totaled by residence

area, the respondent of 53.8% in Apartment Area and 58.1% in Ger Area, and 55.9% on average showed the satisfaction level more than average. The high degree of satisfaction was shown here overall compared with the answer of the satisfaction level to the urban environment and sanitation of the UB city in Q1-1.



The answer to Q2-1 in the Apartment Area was totaled by district. When we see the data of each district that shows the satisfaction level more than average, it is BGD 35.8%, BZD 62.3%, ChD59.4%, KhUD48.6%, SBD68.3%, SKhD50.0%. BZD was 62.3% after 68.3% of highest SBD, and the lowest one is 35.8% of BGD, 48.6% of KhUD comes next.

In the Ger Area, it was BGD49.2%, BZD65.7%, ChD63.6%, KhUD67.2%, SBD45%, SKhD58%. BZD was 65.7% after 67.2% of highest KhUD, and the lowest one is 45% of SBD, 49.2% of BGD comes next.

In SBD, although the residents in Apartment Area showed the highest degree of satisfaction among the 6 districts, the residents in Ger Area showed the lowest. In BZD, both in the Apartment Area and Ger Area showed the high degree of satisfaction, and the low degree was shown in both Areas in BGD.

Q2-2: What do you think the most serious problem is for SWM in UB City at present?

It was "People's waste discharge manners are poor" that the resident had answered as the most serious problem of waste in the UB city. The Apartment Area and Ger Area accounted for 36.3% and 35.9% respectively and 36.1% on average. Following this, it was 19.5% of residents in the Apartment Area, 14.1% in the Ger Area, and 16.8% on average who had answered "There are not enough SMEs to conduct waste separation and recycling activities ". It shows the current state of UB City that there are no recycling facilities though residents are enthusiastic about recycling. The resident in Ger Area chose the item "The collection service was not enough" more than the resident in Apartment Area.

Q2-4: Are you satisfied with the collection services in your area?

In Apartment Area, 85.4% of residents of an area that CMPUA provides with collection service showed the highest degree of satisfaction more than average, and 42.9% of residents of an area that Private Company (except TUK) provides with collection service showed the lowest. In Ger Area, 72.5% of residents of an area that TUK provides with collection service showed the highest degree of satisfaction more than average, and 53.5% of residents of an area that Khoroo Government provides with collection service showed the lowest.

As a whole, 77.0% of the residents of an area that CMPUA provides collection service showed the highest degree of satisfaction more than average, and the lowest one, when removing the provider that is collecting waste only in one of the two areas in which the respondent of the POS lives, was 66.7% of the residents of an area that TUK provides collection service.

Collection Provider	Apartment	Ger area	Total
Organization under District Govtmt	82.1%	65.7%	72.1%
Khoroo Govtmt	-	53.5%	53.5%
CMPUA	85.4%	68.6%	77.0%
TUK	62.5%	72.5%	66.7%
Private Company other than TUK	42.9%	-	42.9%

- The collection service is not given in the POS target area.

Q2-5: Why aren't you satisfied with waste collection services?

It was "1. Waste collection manner is poor" that most respondents answered as a problem in collection service, and it was 25.6% in the Apartment Area, 19.8% in the Ger Area, and 22.6% on average. If it sees from this result, the residents of an area to whom collection is provided by CMPUA showed the highest degree of satisfaction in Q2-4, it means that such a high degree of satisfaction having been shown is just because they were satisfied with the collection manners of the workers of CMPUA to some extent. "6. Some people do not pay waste collection fee" follows to the next as a problem, and it was 15.9% in the Apartment Area, 26.9% in the Ger Area, 21.5% on average, and especially high ratio was shown in the Ger Area. "3. Waste collection schedule is not fixed" was answered to the third as a problem, and it was 19.7% in the Apartment Area, 22.9% in the Ger Area, and 21.3% on average.

Q2-7: Government is going to introduce separate discharge and collection system in your living area. Do you want to cooperate for separating your waste into "Recyclables and Non-Recyclables" in your house?

The respondent who showed willingness to cooperate was 88.8% in the Apartment Area, 82.7%

in the Ger Area, and 85.7% on average, which turned out to be a very high rate.

Findings of Survey

(1) Urban Environment and Sanitation in the City

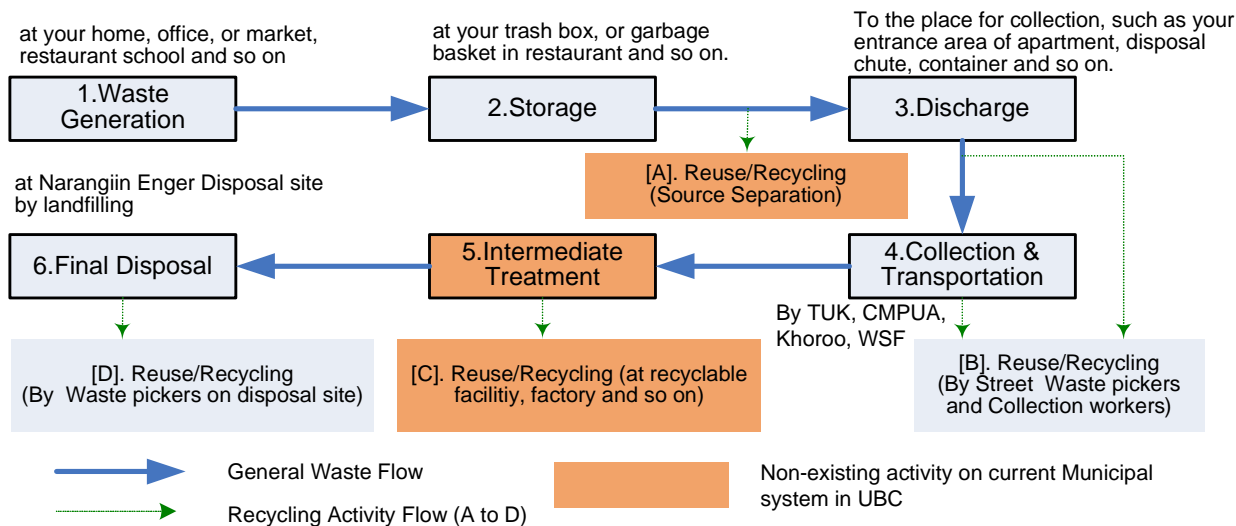
- The degree of satisfaction for the urban environment and sanitation of the UB City was lower than that of the SWM both in the Apartment and Ger Areas. The reason is that the air pollution is recognized by residents as the most serious problem of the UB City.
- In November when the survey was conducted, the temperature was starting to get lower and it was about the beginning of winter, there was increasing number of the Ger residents who warms themselves by burning coal. Since the survey was conducted at the time that the central part of the UB City was covered with thick smoke resulting from the air pollution which is considered as a big social problem in recent years, the results of the survey may have been affected somewhat.

(2) SWM in the City

- It seems that the degree of satisfaction of the residents on the SWM of the UB City is about 10% higher than that of the urban environment and sanitation and residents have not taken it as seriously as the environmental problem. When we look at it by district, the residents of BZD showed the highest degree of satisfaction, and on the other hand the BGD showed the lowest degree. In SBD, although the highest degree of satisfaction was shown among those six districts in the Apartment Area, the lowest degree of satisfaction was shown in the Ger Area. Moreover, BGD showed the lowest degree of satisfaction in total as well as that of the urban environment and sanitation.
- Regarding the problem on the SWM of the UB City, most residents both in the Apartment and Ger Area answered "People's waste discharge manners is poor" as a problem. Although the degree of satisfaction for waste collection service was comparatively high, most residents answered "Collection manner is poor" as a biggest problem. Manners are considered as a serious problem again here.
- Because of the fact mentioned above and that more than 85% of respondents show willingness to cooperate when the UB City implements waste separation and recycling, it seems that the consciousness of the UB citizen for environment and SWM are comparatively high.

2. Additional Topic: What is Waste?

Following the last issue, we would like to explain about how the UB City is currently conducting 3. Discharge in the flows mentioned below in this volume.



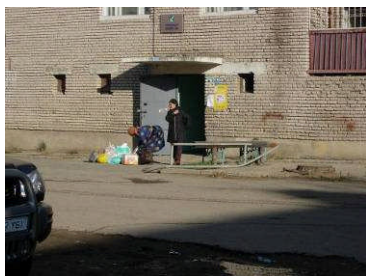
Flow chart of municipal solid waste

3. Discharge

The UB city can be roughly divided into the Apartment Area where the infrastructures such as hot water heating system and sewage were prepared, and the Ger Area without those infrastructures. The Apartment Area consists of three types; apartments built in 50s and 60s, apartments built in 70s and 80s, and apartments built in the latest development rushes. Each has adopted the different ways of waste discharging as follows.

1. Apartments built in 50s and 60s

A manager, who usually stays nearby each door, keeps the waste put in a plastic bag and he/she brings them to collection area when collection vehicle comes under the bell collection system. This is the most suitable way of discharging to promote the source separation.



2. Apartments built in 70s and 80s

Most of this type of apartment is equipped with the dust chute, and residents discharge waste whenever they like. Although this system is convenient for residents, since the dust chute is considered as storage, if collection is not conducted everyday, there could be a sanitary problem, and yet it is very difficult to promote recycling such as source separation in this system.



3. Apartments built in recent years

Most of them have the waste discharging point in the site, residents discharge waste there, and collection vehicle comes for collection



of waste periodically. This system needs to install the container for recyclable waste separately. Moreover, there is a problem with which West Picker on the street scatters waste while searching for valuables.

On the other hand, in the Ger Area, collection vehicle conducts individual collection, and residents discharge waste accumulated in the drum with arrival of a collection vehicle. Although this way of discharging waste is suitable for waste separation at source, in the Ger Area, the greater part of the waste is the ashes burned by the stove, and the quantity of recyclable waste is very limited.



3. Important Event and Activity

- **3R seminar:** April
- **WEEE survey:** on going
- **Pilot Project:** planning stage

4. Our New Website

Our web site is finally published. At present, there is the only English language site, but the Mongolian site will be ready soon. The URL of site is shown below. We will try to update the web site as frequently as possible in order to show the prompt reports on our survey and provide information on events such as seminars and workshops. We hope that many of you will check our web site.

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