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Part 2

Needs Assessment of Ulaanbaatar's Ger Areas

Prepared For Lorinet Foundation

2017

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Abbreviations and Acronyms

BZD-17	Bayanzurkh district, 17th khoroo
SKH-31	Songinokhairkhan district, 31st khoroo
SBD-16	Sukhbaatar district, 16th khoroo
GCMC	Ger Mapping Community Center
NGO	Non-governmental organization

Executive summary

This research report is the final part of a two-part ger area needs assessment. This study has assessed community needs from the perspective of three ger area communities that belong to the mid-fringe typology. A total number of 100 individuals were included, with women as majority at 69%.

The study findings reinforce needs established in previous studies and offer nuances that could inform program development for ger area development.

Findings include:

General trends

- Lack of roads, kindergarten and schools, and unemployment are the top three issues

- In line with the top issues, the respondents identified infrastructure, support for finding employment, including vocational/capacity building support, and kindergarten and schools as most needed to improve situations. Interestingly, community building support was also identified as one of the most needed support.

- A higher number of respondents perceive higher education as a skill necessary for the current labor market, while unstable jobs, low wage, and unfair treatment at work are seen to be major employment issues.

- Respondents are mostly interested in getting more vocational training, professional training, foreign languages skills, and computer skills, but tuition costs, inconvenient location and childcare prevent from pursuing personal development.

- Kindergarten and schools, courses and tutoring, daycare and library top the list for educational services and spaces needed in the communities.

- Lack of improved roads for cars and pedestrian pathways is considered as the most pressing infrastructural issue.

- The desire to leave the city for fresh air tops leisure/entertainment needs. This may indicate the unacceptable levels of air pollution during the winter months as well poor living conditions in the city.

- The cost of medicine and healthcare is a major issue for respondents.

Subgroup trends

Location specific analyses:

- From location analyses, it's clear that issues are context driven. The issue of roads from the top 3 issues/concerns category, not enough jobs/unstable jobs from the employment category, and tuition from obstacles for getting training/studying category are significantly different depending on the location.

Over 30 vs Under 30:

- The issue of transportation and kindergarten/schools are significantly more important for younger people than older people. Community building support is also identified as important for younger respondents, which could indicate an interest in community development.

- Professional training is significantly more important for younger people.

Single mothers vs The rest:

- Financial issues are a significant problem for single mothers.

Unemployed vs Employed/Self-employed:

- Despite being significantly more educated than their counterparts, employed/self-employed people also find higher education degree to be necessary for the current labor market. As economically active respondents, issues related to transportation, roads, and pollution significantly impact their quality of life.

Female vs Male:

- The issue of roads and streetlights are significantly more important to men. Having networks is also significantly more important to men than women in finding employment.

- As heads of households, low pay is major issue related to employment for men than women. Women are also interested in vocational training more than their counterparts.

Based on the findings, areas of intervention have been recommended.

Background: Community needs assessment

This research is intended to help guide Lorinet Foundation as they work to achieve their mission of supporting pioneering, impactful and sustainable initiatives to promote education, employment and access to clean water and energy in Ulaanbaatar's ger areas. The ger areas are semi-formal, unplanned, largely legal settlements unique to Ulaanbaatar and other major Mongolian cities. Due to its unplanned nature, the settlements lack many basic infrastructures, and consequently, the residents are marginalized from various services.

The first part of the research "Mapping the space and know-how" assessed needs of ger area communities from the perspective of stakeholders and individuals who represented diverse professional backgrounds and types of organization. The study also aimed to understand the barriers and limitations organizations face in developing and implementing community development projects.

To recapitulate, the findings included the need to address the lack of basic social and physical infrastructure, including heating, sewerage, kindergarten, schools, and health clinics. It also revealed not widely discussed needs such as the need to strengthen communities for promoting collective action and the need for more communal spaces in the ger areas like playgrounds, community centers, and green spaces as well as the importance of employment opportunities in the formal job sector.

This second part of the community needs assessment sought to identify needs from the perspective of the community members who are living in the ger areas to paint a fuller picture. The research objectives have been to: 1) understand the specific barriers the communities face in improving their living environment as well as personal development, 2) identify potential solutions proposed by the community members, and 3) recommend areas of intervention.

Methodology

Individual interviews were conducted for this research using questionnaires (Appendix 1) that were developed prior to conducting the study. Based on the data, a qualitative and quantitative

analyses were done. The interviews were complemented by one focus group discussion at a selected khoroo.

Study Sample

Data was collected through conducting interviews with residents of selected ger area khoroos. The ger area khoroos were selected based on their location typology, which is based on the distance from central infrastructural system of the city: 1) center, 2) middle, and 3) fringe.

In order to be more representative, khoroos located in the mid-fringe areas from eastern, northern and western parts of the city were chosen for this study as majority of the ger areas are considered mid-fringe. Previous research has also indicated that the central and far fringe areas display unique characteristics (Hooper et al, 2016). Furthermore, Songinokhairkhan and Bayanzurkh districts receive the most number of migrants since they are located on the eastern and western ends of the city. Through a process of elimination and in discussion with Lorinet Foundation and GCMC, the khoroos selected for this study are:

1) Sukhbaatar district, khoroo 16 (SBD-12)
2) Songinokhairkhan district, khoroo 31 (SKH-31)
3) Bayanzurkh district, khoroo 17 (BZD-17)

In determining the number of the study sample, a total number of 100 individuals were considered sufficient to provide a general understanding of the communities' needs. A randomized selection of individuals was also considered.

Interviews

We developed the interview questions in discussion with the Lorinet Foundation, where the questions aimed to identify the main issues ger area communities face and the type of support needed to address the issues, and delved into more topical questions. Specifically, we asked about: physical infrastructure, transportation, unemployment, social infrastructure (education and leisure related), health, and favorite NGOs and their activities (Appendix 1).

This research does not deal with ethically sensitive matters. Objectives of the study were explained to the participants prior to conducting the study where individuals participated on a voluntary basis. The interviews lasted between 20-30 minutes, and participants were adults above or at the age 18. A family member from a household was chosen for the survey regardless of gender. Due to the fact that all interviews were conducted on a daytime during the weekday, the participants tended to be more women and more elderly. Some residents were interviewed at either their workplace in the ger areas or while going to/coming from work.

Statistical Analysis

The data collected from the study was organized, translated, categorized, and analysed using the simple statistical analysis tests (Z-Test and Chi-Squared tests). The selected groups were identified in discussion with the Lorinet Foundation. In addition to analyzing differences in general groups such as female vs. male and older vs younger, groups deemed vulnerable such as single mother households and unemployed individuals have been analyzed.

Statistical analyses were conducted under the assumption that the data responses would be normally distributed, meaning that groups would have similarly distributed answers. To determine whether two groups would have different answers, a Z-test was employed for 2 sample proportions. Because the goal of the analysis is to determine which group has greater concern and interest on a specific matter, one-tail Z-test was performed. For the analysis that has 3 or more groups, a Chi-Squared test was used (Location analysis has 3 groups). For both tests, the minimum threshold for significance was determined at the 95% confidence level (p<5%). This means that at 95% confidence level the analysis shows that groups have statistically different responses.

The 'Other' categories included responses that could not be grouped into one category due its small numbers. In analysis, responses for topics such as health, transportation, and favorite NGO and/or project were not analysed due to the data being insubstantial.

Results

ONE. GENERAL TRENDS

Demographic background

A total number of 100 individuals participated in the study from the selected three khoroos. From the total number of respondents 69% is female, and 21% is under 30 years of age (Table 1). Median age is at 43.5 years, and only 22% of the respondents have higher education (bachelors or more). Majority of the respondents are living in detached houses (64%) with ownership rate of 85%. This is in line with general trends in housing tenure type in Mongolia.

TABLE 1. Demographic background

	TOTAL
Number of respondents	100
Median age of respondent	43.5
Gender of respondent (female %)	69%
Education level (higher education %)	22%
Families who moved to Ulaanbaatar (%)	60%
Unemployed (%)	39%
Living in ger (%)	36%
Land ownership (own %)	85%
Average family size	4
Average number of families in one khashaa plot	1.6
Number of families with 1 or more children under 16 years of age	75
Number of families living with 1 or more elderly	35
Number of families with disabled family members	20

39% of the respondents are not employed. If you look at the selected individuals according to their employment status, only 13% of respondents have a full time job. The 'other' category (18%) includes retired individuals and students.
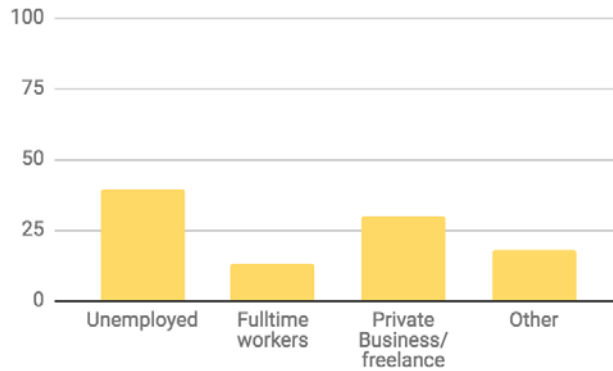
FIGURE 1. Employment Status, general

General analyses

According to the general responses, the top three main issues are road conditions (or lack thereof), lack of kindergarten and schools, and unemployment. Property related issues, financial issues, lack of playgrounds, pollution, health, sanitation, transportation, street lighting, education development for children as well as adults, and food safety are also mentioned. From going to work to getting water and having access to various types of transportation modes, the condition of roads directly impact quality of life for residents.

When asked what type of support is needed to address the main issues the community faces, naturally, infrastructure was mentioned the most with support for finding employment coming next, followed by community building support, lack of kindergarten and schools, and vocational/ capacity development support. The remaining categories include scholarships and/or loan for students, good policy, charity support, private plot improvement support, daycare center, and public and community space.

A higher education degree is perceived to be needed the most when asked about skills necessary for the current labor market. 'Personal effort and liking the job' and having networks are also considered important skills. The remaining categories in the study include communication skills, competence/skills, foreign language, work experience, and age limit issue.

Major employment issues include not enough jobs or unstable jobs, low wage, and unfair treatment from the employer including not paying. Often, ger area residents are employed in the informal job sector where wages are low and job positions are unstable. Starting small business and getting business support, creating more jobs (stable jobs) and providing education and training were considered as the solution to unemployment by most respondents . The remaining categories include work agency, suitable and affordable work space, flexible/part-time employment, and personal effort.

TABLE 2. Total responses

Questions	Most responses	2nd most responses	3rd most responses	4th most responses
Top 3 issues/concerns	Roads (36%)	Lack of kindergarten and schools (28%)	Financial issues (26%)	Unemployment (25%)
Support needed to address issues	Infrastructure (32%)	Support for employment (20%)	Support for community building (15%)	• Kindergarten and schools (13%) • Vocational capacity/ development support (13%)
Skills needed for current labor market	Higher education (40%)	Personal effort/liking the job (23%)	Network (22%)	Competence and skills (17%)
Major issues on employment	Not enough jobs/ unstable jobs (40%)	Low wage (19%)	Unfair treatment from the employer (12%)	Age limit (9%)
Solutions to address employment issues	Small business and support (25%)	More jobs/stable employment (17%)	Education/training (15%)	None (9%)
Education/training interest	Vocational training (38%)	Professional training (29%)	Computer skills (13%)	Language skills (12%)
Obstacles for getting training/studying	Tuition (48%)	Childcare (9%)	Inconvenient location and facility (8%)	Quality program (7%)
Education related issues for family	Tuition (29%)	Availability of courses and training (18%)	None (16%)	Inconvenient location (13%)
Educational services/ spaces needed in community	Courses and tutoring (33%)	Daycare service (22%)	Library (19%)	Kindergarten and schools (16%)
Major infrastructure issues	Roads (27%)	Sewerage/sanitation (26%)	Streetlights (10%)	Heating and insulation (8%)
Transportation mode	Public transportation (52%)	Cars (23%)	Mixed (cars and buses) (19%)	Walk only (6%)
Entertainment needs	Wants to go outside of the city for fresh air/hiking (28%)	Parks and playground (23%)	Sport facility/ground (17%)	Affordable and comfortable leisure/entertainment/ service facility (15%)

Health issues	Cost of medicine and health care (28%)	Having to wait long lines at the hospital to get service (26%)	Distance to hospitals (8%)	Poor quality local family clinic (8%)
NGO program participation	Have not participated in NGO organized activities (67%)	Received/attended various support from World Vision (school stationary support, food support from, english language for kids, project proposal writing workshop etc) (12%)	Received government project stove (11%)	Receives monthly monetary support for children from Taiwanese NGO (3%)

As for education and training, respondents are mostly interested in getting more vocational training, professional training, foreign language skills, and computer skills. Other categories are business development training and having no time to engage in educational training. Tuition is the underlying obstacle to getting further education and training followed by inconvenient location and childcare. Other categories included in the study are poor program quality and availability of courses and training in the ger area. As for education related issues in the family, tuition is again the biggest problem.

Educational services and spaces that are needed in the community include kindergarten and schools, courses and tutoring, daycare and library. The courses and tutoring include various educational services and spaces where children can spend their free time in a constructive manner. Moreover, it proposes vocational training courses as well services that offer practical skills such as driving.

If you look at major infrastructure issues, the lack of improved roads for cars and pedestrians (27%) is seen to be the most pertinent issue closely followed by sewerage and sanitation related issues (26%).

Majority of the respondents use public transportation as their main mode of transportation (52%). In terms of entertainment needs, the desire to leave the city for fresh air tops the needs followed by wanting parks and playgrounds in their neighborhoods. These needs indicate the poor living conditions the residents live in, highlighting air pollution as a major issue.

The cost of medicine and healthcare are perceived to be the biggest burden when it comes to health related issues. Hospitals in the city are operating over capacity with appointments for

check ups and services taking longer and longer. This is also voiced in our survey with hospital line up coming second as a major issue.

When asked about their favorite NGOs/programs, 67% responded to have not participated or benefited from any activities organized by an NGO. Projects and programs implemented by World Vision, one of the most active INGOs operating in the ger areas, are well liked by those who have participated in their programs.

TWO. SUBGROUP TRENDS

Bayanzurkh 17 vs. Songinokhairkhan 31 vs. Sukhbaatar 16

In order to determine whether location specific concerns were expressed, location based statistical analysis was conducted. Previous research has indicated that ger area is heterogeneous entity that has varying conditions. Statistical analysis confirmed the variance with following statistically significant differences. Due to 3 separate sample groups, a Chi-squared test was performed.

There was slightly more representation of SKH-31 at 38%, with greater number of male responses. The median age of the groups range from late 30's to late 40's. Less than 30% of all respondents have a higher education degree with SKH-31 at 26% at the highest. Unemployment level is highest at SBD-16 at 52%.

TABLE 3. Demographic background by location

District, khoroo	BZD-17	SKH-31	SBD-16
Number of respondents	33	38	29
Median age of respondent	47	39.5	46
Gender of respondent (female %)	82%	47%	83%
Education level (higher education %)	21%	26%	17%
Unemployed (%)	30%	37%	52%
Living in ger (%)	27%	47%	31%
Land ownership (own %)	85%	92%	76%

TABLE 4. Analyses: Location

Questions	Statistically significant	BZD-17	SKH-31	SBD-16
Top 3 issues/concerns	Roads (p<0.05)	18%	66%	17%
Major issues on employment	Not enough jobs/unstable jobs (p=0.02)	24%	39%	59%
Obstacles for getting training/studying	Tuition (p=0.004)	27%	50%	69%

The responses indicate that the each location has specific context driven issues. For instance, roads are far greater issue for SKH-31 as it is located on a mountain slope with limited paved roads. SBD-16 has the highest level of unemployment rate, and large number of respondents considered financial issues and lack of stable employment opportunities as their main issues.

Obstacles for getting education and further training follows unemployment trends. SBD-16 has the highest level of unemployment at 52%.

Over 30 vs. Under 30

In order to understand whether younger population has specific concerns and issues, we compared respondents under 30 years old with the rest of the sample. The general demographic make for both groups was similar except for the education. The younger sample has greater level of higher education attainment (Table 5).

TABLE 5. Demographic background: Over 30 vs Under 30

Age	Over 30	Under 30	Statistical significance
Number of respondents	79	21	
Gender of respondent (female %)	71%	62%	
Education level (higher education %)	16%	43%	Significant (p=0.005)
Unemployed (%)	38%	43%	
Living in ger (%)	34%	43%	

Land ownership (own %)	84%	90%	

Despite having higher education attainment level, the younger respondents have a slightly higher rate of unemployment at 43%.
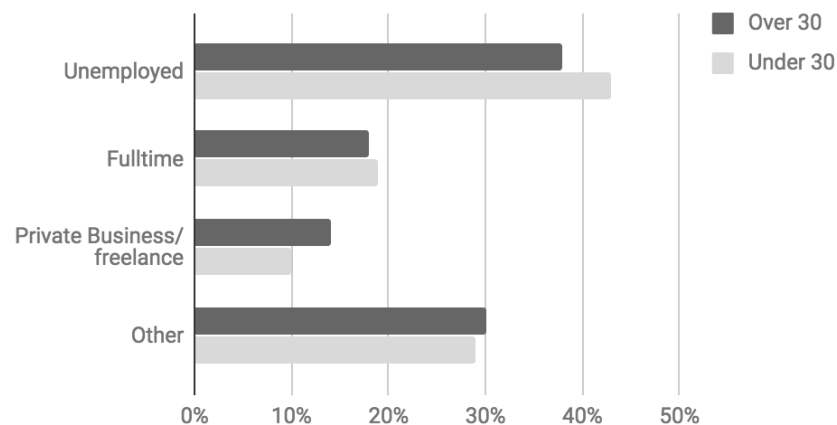

FIGURE 3. Employment Status: Over 30 vs Under 30

TABLE 6. Analyses: Over 30 vs Under 30

Questions	Statistical significance	Over 30	Under 30
Top 3 issues/concerns	Transportation (p=0.03)	15%	33%
	Lack of kindergarten and schools (p=0.04)	24%	43%
Support needed to address issues	Community building support (p=0.03)	11%	29%
Education/training interest	Professional training (p<0.05)	19%	67%

Issue of transportation, lack of kindergarten and schools are significantly different across the age groups. Younger people are more concerned with the insufficient supply of kindergarten and schools (43%). Younger people are generally more mobile compared to older people. This is reflected in the study with those under 30 considering transportation in the ger areas as a major issue at 33%.

Various types of infrastructure is identified by both groups as something necessary to address current issues. However, community building support is considered as important by one third of the youngsters making it statistically significant. This could mean that young people are more interested in community development.

Both older and younger groups indicate higher education degree as a skill needed in the current labor market with 39% and 42% respectively. However, there is significant difference when it comes to educational interests, with only 19% of older respondents considering it important (professional training refers to obtaining a higher education degree). This may result from the already existing greater higher education attainment amongst younger sample group.

Single mothers vs. The rest

We looked at single mothers to see whether there are significant differences in the responses compared to the rest. In our study, the median age for single mothers was 46. Educational attainment level was lower at 11% compared to the rest at 25%.

TABLE 7. Demographic background: Single mothers vs. The rest

Marital status	Single mothers	Rest
Number of respondents	19	81
Median age of respondent	46	42
Education level (higher education %)	11%	25%
Unemployed (%)	53%	36%
Living in ger (%)	42%	35%
Land ownership (own %)	74%	88%

Unemployment rate for single mothers was higher (53%) compared to the rest.
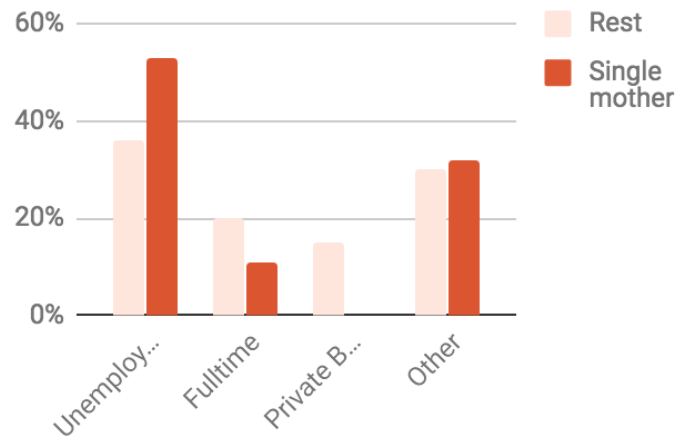
FIGURE 4. Employment Status: Single mothers vs. The rest

Financial issues is a significant problem for single mothers (42%) compared to the rest (21%).

As for the types of support they need, 21% indicate the need for vocational training and capacity development support. Interestingly, single mothers are significantly more interested in learning a foreign language compared to rest at 26%. In line with their financial situation, tuition costs are significant issue when it comes to education related matters.

TABLE 8. Analyses: Single mothers vs. The rest

Questions	Statistical significance	Single mothers	Rest
Top 3 issues/concerns	Financial issues (p=0.009)	47%	21%
Education/training interest	Foreign language (p=0.02)	26%	9%
Education related issues for family	Tuition (p=0.02)	53%	30%

Unemployed vs. Employed/Self-Employed

Over a third of our total respondents (39%) are unemployed. There is significant difference between our unemployed and employed groups when comes to educational attainment level with only 13% of unemployed respondents having a higher education degree compared to 46% of employed respondents (Table 9).

TABLE 9. Demographic background: Unemployed vs. Employed/Self-Employed

Employment status	Unemployed	Employed	Statistical significance
Number of respondents	39	31	
Median age of respondents	40	41	
Gender of respondents (female %)	74%	61%	
Education level (higher education %)	13%	46%	Significant (p=0.001)
Living in ger (%)	23%	16%	
Land ownership (own %)	67%	45%	Significant (p=0.02)

There is significant difference in responses with regard to transportation, roads, and pollution between the groups. Employed respondents consider the aforementioned issues significantly more important than employed respondents. This reflects their activity level and time spent outside of the house.

As for skills necessary for the current labor market, employed respondents consider having a higher education degree to be significantly more important than unemployed respondents.

Unfair treatment from the employer may be a deterrent for future job seeking as there is a significant difference between the groups when identifying employment issues.

Despite their larger population, unemployed respondents have a lower response rate in all the categories.

TABLE 10. Analyses: Unemployed vs. Employed/Self-Employed

Questions	Statistical significance	Unemployed	Employed
Top 3 issues/concerns	Transportation (p=0.0006)	15%	42%
	Roads (p<0.05)	31%	77%
	Pollution (p=0.05)	15%	32%
Skills needed for current labor market	Higher education (p=0.003)	13%	42%
Obstacles for getting training/studying	Tuition (p=0.03)	36%	58%

Majority of our respondents were female (69%). Despite being majority, women have a lower educational attainment level, a higher unemployment rate, and a significantly less proportion own their land compared to men (Table 11).

TABLE 11. Demographic background: Female vs. Male

Gender	Female	Male	Statistical significance
Number of respondents	69	31	
Median age of respondent	43	44	
Education level (higher education %)	21%	26%	
Living in ger (%)	37%	32%	
Land ownership (own %)	80%	96%	Significant (p=0.01)

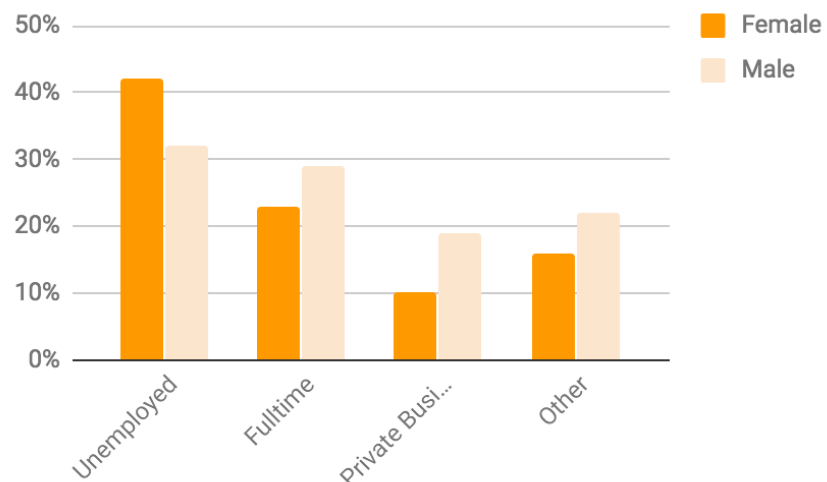If you look at the employment rate, 42% of women are unemployed compared to 32% of men.

FIGURE 5. Employment Status: Female vs. Male

The responses indicate that there are specific issues that are gender based. For instance, 52% of men consider the condition of roads a major issue compared to 29% of women. This may reflect the higher employment rate for men who need to leave home regularly. Moreover, while a significant 32% of men perceive having networks to be important for employment, only 17% of women consider it necessary.

Women are significantly more interested in obtaining various types of vocational training, including handcraft, beautician, sewing, vegetable growing, and cooking compared to men. Unsurprisingly, tuition is a major concern for women (41%) than men (26%). Surprisingly, there is significant difference for educational services and spaces that are considered necessary in the community with more men perceiving kindergarten and schools to be important.

TABLE 12. Analyses: Female vs. Male

Questions	Statistically significant	Female	Male
Top 3 issues/concerns	Roads (p=0.02)	29%	52%
	Street lighting (p=0.04)	7%	19%
Skills needed for current labor market	Network (p=0.05)	17%	32%
Major issues on employment	Low wage (p=0.01)	13%	32%
Education/training interest	Vocational training (p=0.05)	43%	26%
Education related issues for family	Tuition (p=0.002)	41%	19%
Educational services/spaces needed in community	Kindergarten/schools (p=0.02)	10%	26%

THREE. FOCUS GROUP DISCUSSION RESULTS

One focus group discussion was organized on October 4th, 2017 with the community of SKH-31. A total number of 11 community members (2 male, 9 female) participated in the discussion, and the session lasted about 3 hours. The casual format and the length of time permitted allowed for an in-depth discussion that encouraged members to participate and provide their opinions freely.

The responses at the focus group discussion largely echoed the results from the study. The need for skills and trainings, roads, kindergarten and childcare services were highlighted during

the discussion. Moreover, the need to organize and mobilize for positive change was also clear with the cause of problems being contributed to lack of collective action and the supporting infrastructure.

The results indicate that the diverse set of issues faced by the community are interrelated.

TABLE 13. Focus group discussion results

Topic	Top 3 issues	Common Problems	Possible solutions
Unemployment	● Skills and education (foreign language, business, communication, higher education) ● Barriers due to age (requires work experience from young people and limits due to old age (40+) ● Barriers due to location	● Lack of suitable jobs ● Low skill employment available but low pay and long hours ● Lack of kindergarten and childcare	● Business and entrepreneurship development support ● Business incubator service
Education	● Lack of training and development centers for youth and adults (affordable language schools, adult education, career consulting, skill based trainings) ● Lack of kindergarten and childcare service	● Not affordable ● Located far from home ● High transportation and time cost	● Learning centers in the neighborhood ● Counseling service
Infrastructure	● Roads (dust, limited mobility during winter months, difficult to get water) ● Sanitation/street disposal of greywater ● Public space (playground, community park, community center)	● Slippery roads promote unsafe methods of mitigation such as placing coal ash ● Lack of public space results in children playing in unsafe conditions ● Incoherent community	● Community building activities/spaces to support collective action and problem solving ● Establishing active homeowners' associations to enforce communal rules

Health	● Access to 24-hour pharmacy ● Emergency situations (local family clinic capacity is low, complicated address and road conditions limits services) ● Lack of information	● Lack of roads, services, awareness and human capacity all contribute to health outcomes in the community	● One stop service center ● Fitness center
Leisure	● Lack of community park for children and elderly ● Lack of service and shopping center (hot showers, pharmacy, repair shop)	● No place to entertain or meet service demands	
Favorite NGO and/or project	● Project that provided tree saplings for private plot improvement ● Skills based training projects (growing vegetables, providing tools and materials to build greenhouse)	● Not many have implemented projects here ● Lack of information	

PHOTO 1. SKH-31 community members at focus group discussion

Discussion & Recommendation

Based on the study results and focus group discussion, the following recommendations are being made for areas of intervention.

Economic and Workforce Development

Ger area residents suffer from income and job instability due to the lack of qualified skills training. Many find themselves either unemployed or work informal jobs where wages are low (The Asia Foundation, 2014). Our study results indicate low wage (19%) as a major employment issue, coming second after unstable jobs (40%). The ger area communities need:

- Affordable job training and education that prepares residents with necessary skills to enter the formal labor market or equivalent (i.e self-start business). The residents identify foreign language training, computer skills, communication skills as essential.

- Innovative funding scheme for community development projects

- Business and legal counseling and training

- Economic empowerment programs geared towards women. This study echoes the previous needs assessments' finding that women tend to be left behind when it comes to employment.

Community facilities and Resources

There is a dire need to bring services to the ger areas. Far location, transportation and time costs are listed as one of the major setbacks of living in the ger areas. Moreover, community building support is listed as a significant need, especially by young people. Community facilities can work to promote networking between members, a skill considered essential for employment advances, and community building activities that is beneficial for the sustainability of the community. In this regard, ger area communities need:

- A multi-use, community center that offers services for all age groups: children, adults, and elderly

Free and low cost services

Tuition is mentioned as the biggest barrier to education and training for individuals and family members. From the study, the need to develop educational opportunities for adults and children is apparent. This is particularly important to unemployed residents who are significantly more interested in obtaining vocational training and capacity development opportunities.

Childcare and family planning

Kindergarten and schools are in low supply throughout the city of Ulaanbaatar. They are especially low in the ger areas where multiple 'khoroos' share one school and/or kindergarten. Moreover, childcare is mentioned as an obstacle to further education and development. Clearly, the city and the individual is not ready for providing the necessary resources for a safe and healthy environment for child upbringing. While study participants do not mention the issue of family planning, it is evident more dialogue, information and awareness is needed with regard to this area.

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Appendices

Appendix 1: Study Questionnaire

Community Needs Assessment

Number of participants:

> *~100 (increase or decrease depending on schedule)*

*Location***:**

- Fringe: Songinokhairkhan- Khoroo 31 (Western UB)
- Mid: Bayanzurkh- Khoroo 17 (Eastern UB)
- Central: Chingeltei- Khoroo 12 (Northern UB)

*Questions***:**

Demographic:

1. Gender
2. Age
3. Occupation/Job - Location
   a. Part time
   b. Full time
4. Education level (level or years)
5. Number of family members
   a. Household per khashaa
6. Vulnerable population
   a. Number of people under the age 16
   b. Number of members with disability (physical/mental)
   c. Single parent households (mother/father)
   d. Number of members over the age 60
7. Type of housing (ger/detached housing/dormitory)
8. Owner/renting
9. When did you move to the city? Or UB native?

Main issues/Concerns:

The main question aims to understand residents' major concerns. We specifically didn't classify issues based on long and short term because people may have varying definitions. In addition, as we get more data we'll see which ones are repeated the most.

1. What's the most pressing **three issues** that you and/or your family experience on a daily basis?

    a. If you had the means and power, what would you do to change/solve their issue). Or what do you believe could be done to change/solve your issue?

    b. What kind of support do you need to implement your ideas?

Individual issues to review further:

In addition to the main concern question, we would like to further examine residents' concerns on the following categories to get a comprehensive picture. 1-2 general questions on each category to understand the residents' general concern and their preferred solution. Additional questions are for guiding purposes.

1. Physical infrastructure:

    a. What type of infrastructure is needed the most in your neighborhood, and why?

    b. What type of infrastructure would you be willing to spend your money/time on developing and maintaining?

2. Transportation:

    a. How do you get around? (bus/foot/bicycle/car/other)

        i. How much do you spend per month on transportation?

        ii. How many minutes do you live away from the bus stop?

        iii. How often do you travel outside of your neighborhood per week?

    b. How do you feel about transportation access in your neighborhood?

    c. What do you need to use transport for? (i.e going to work, shopping, visiting relatives)

3. Unemployment:

    a. What's your major issues/concerns on employment?

    b. What is your concern regarding yourself and other family members?

    c. What solutions do you have to address the issues?

        i. Are you interested in obtaining a further degree/certificate? (yes/no)

    d. What would enable you to pursue your degree/certificate?

    e. Skills they feel they need in a broader sense

4. Social infrastructure (Education/entertainment):

    a. Do you have any issues/concerns on educational opportunities in your neighborhood?

    b. What type of educational services/spaces do you think should be available near you live?

       c.   What type of leisure activities would you like to participate in your neighborhood?

5. Environment/Health:

       d.   What's your and your family's biggest health concern?

           i.   What are the most common illnesses your family experience?

           ii.   Do you exercise? (yes/no)

           iii.   What do you do to exercise?

       e.   What per cent of your earnings do you spend on you or your family's health?

6. Additional:

    -    Can you recall a favorite NGO/Foundation project in their community and why it is your favorite?