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Musharraf Cyan

Georgia State University, cyan@gsu.edu

Michael Price

Georgia State University, mprice25@gsu.edu

Mark Rider

Georgia State University, mrider@gsu.edu

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Development on Citizens' Perceptions**

Musharraf Cyan

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**International Center for Public Policy
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Musharraf Cyan

Michael Price

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International Center for Public Policy
Andrew Young School of Policy Studies
Georgia State University
Atlanta, Georgia 30303
United States of America

Phone: (404) 413-0235
Fax: (404) 651-4449
Email: paulbenson@gsu.edu
Internet: <http://icepp.gsu.edu/>

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Peshawar Uplift: The Effect of Urban Development on Citizens' Perceptions

Governance Support Program
Post-Crisis Needs Assessment Programs
FATA Secretariat and Government of Khyber-Pukhtunkhwa



Musharraf Cyan*
Telephone: (404) 413-0238
E-mail: cyan@gsu.edu

Michael Price*
Telephone: (404) 413-0080
E-mail: mprice25@gsu.edu

Mark Rider*
Telephone: (404) 413-0227
E-mail: mrider@gsu.edu

*Department of Economics, Andrew Young School of Policy Studies, Georgia State University, Atlanta, GA 30303, USA.

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Introduction

Urban areas require continuing investments not only to account for depreciation of infrastructure investments but to maintain infrastructure capacity to keep up with growth in population and in economic activity. Urban renewal often refers to investments in infrastructure in urban areas due to blight and decay. In post-conflict and post-crisis countries, urban renewal investments are required to repair infrastructure that has been damaged by conflict and to catch-up with infrastructure investments that have been postponed by the crisis (conflict) period. In addition, maintaining the vitality of urban areas is important to sustaining economic growth, not only in the urban area itself but also in the hinterland.

The purpose of this study is to evaluate the Peshawar Uplift Program. Peshawar city has been under extreme stress because of the law and order situation. New investments are not forthcoming from the private sector, and many affluent Peshawarites have left the city. Therefore, the Government of Khyber Pakhtunkhwa (GoKP) is making infrastructure investments to make the provincial capital Peshawar more environmentally friendly, people centered, and aesthetically pleasing. The purpose of these investments is to restore citizen trust, to attract residents who had moved away during the crisis period, and to attract private investment.

This evaluation focuses on investments to improve the Grand Trunk Road, which is a major thoroughfare running through Peshawar. The evaluation consists of asking a random sample of individuals to answer a questionnaire that includes a number of statements about the effect of the GoKP's investments on the appearance, traffic flow, and safety of the Grand Trunk Road. Respondents are asked to indicate on a 10 point scale whether they strongly disagree (1) to strongly agree (10) with a given statement about the investments in the Grand Trunk Road. The

sample consists of 1,028 respondents randomly drawn from 33 neighborhoods in the vicinity of the Grand Trunk Road. Since we were not able to take baseline measurements before the start of the Peshawar Uplift Program, we use a pair of statements about the governance system and infrastructure investments as benchmarks. Based on the analysis of the survey responses, we do not find strong evidence that respondents believe that the investments have improved the appearance, traffic flow, or safety of the Grand Trunk Road. In fact, individuals who report using the Grand Trunk Road most frequently (more than 10 times per week) are more likely to disagree with statements intended to measure satisfaction with these investments.

There are several ways to interpret the results of the survey. First, people may not be aware that these investments were made by the GoKP. Second, a public information campaign describing the investments may have increased public awareness and satisfaction with the investments. In other words, the public information campaign may have created expectations that have not been delivered at the time of this writing. A major limitation of this evaluation is the lack of baseline measurements before the implementation of the Peshawar Uplift Program.

The remainder of the report is organized as follows. The next section is a review of the literature on urban renewal. We find that there is an extensive literature on the impact of urban renewal in developed countries and developing countries alike. However, there is little evidence on the effect of urban renewal on citizens' reported satisfaction of the type described in this report. Then, we describe the sample and questionnaire. Section 4 describes the results of the analysis of the survey responses. The final section concludes.

Literature Review

Urban renewal is an important aspect of urban planning. While the concept of urban renewal focuses on redeveloping urban areas to improve the lives of low-income households,

urban development has been implemented differently, depending on the particular time, region, and culture.

In the United States (U.S.), urban renewal was used extensively in the 1940s to remove “blight” from the nation’s cities. According to Gordon (2003), blight was never defined specifically on a nationwide basis, nor was it defined on a statewide basis either. Many states defined blight very loosely in an attempt to use government subsidies targeting urban blight to subsidize development of malls and other amenities in high-income neighborhoods. Attracting private investment to improve already prospering neighborhoods is much easier than attracting funds to remedy low-income areas that have a less certain return on investment. To remedy this lack of focus on low-income households, the author recommends that blight be defined more specifically to ensure that public subsidies go to the people that need them most.

The problem with such proposals is that urban renewal efforts even when properly targeted on low-income communities may lead to gentrification. This leads to the displacement of low-income households as high-income households move into the area due to the availability of superior amenities. Indeed, some urban renewal in the United States has focused on areas that are truly blighted. Carmon (1999) breaks U.S. urban renewal efforts into three generations. In the first generation, the government focused on demolishing slum neighborhoods and forcing relocation of their inhabitants. These demolitions were time consuming and thus economically onerous to the municipal government. Additionally, since the former slums were generally used to build properties for higher income people, the demolition hurt the poor due to the limited funds used to compensate them for their forced relocation. In the second generation, comprehensive programs were implemented to ameliorate the poor’s housing and living environment with significant resident participation. This change in policy was a step in the right

direction because the reforms of this generation did improve the lives of the poor. Despite improvement in these people's lives, these programs were not enough to change a neighborhood's bad reputation or stop wealthier households from fleeing the neighborhood. In contrast, the third generation focused on revitalizing poor neighborhoods by adding attractions and attracting wealthier residents. Although this revitalization improved the neighborhoods' reputations, revitalization did not have much, if any, effect on original residents.

Despite the limited success from these three generations of urban renewal, Cameron (1999) contends that revitalization is important for preserving a city's heritage and reducing income inequality. In conclusion, the author proposes two strategic and three tactical principles for future urban renewal efforts. These include "preventing the segregation of the lower classes," "working simultaneously for economic development and social equity," "regeneration through partnerships," utilizing "a gradual, soft approach," and "differential treatment of different deteriorated residential areas." Although he also notes that additional research will be necessary to support the use of these principles, there seems to be little empirical evidence to suggest that the "soft approach" will be any more successful than previous efforts at urban renewal.

Based on the U.S. experience, Rosenthal (2007) finds that neighborhoods tend to exhibit cyclical patterns. In other words, neighborhoods experience periods of economic decline and periods of economic revitalization given sufficient time. Rosenthal, (2007) finds that the age of the housing stock in a neighborhood can be used to predict whether the neighborhood will become better or worse off in the near future. The author finds that the presence of middle-aged housing stock tends to precipitate a decline in the neighborhood as the housing stock ages; this housing is not quite old enough for total demolition or renovation nor is the housing new enough

for wealthier residents. On the contrary, old housing in a neighborhood generally signifies that the neighborhood will soon undergo redevelopment and gentrification.

In terms of factors that improve the status of low-income community members, he finds that when new residents who are homeowners, college educated, and 30 to 55 years old move into low-income communities, they have a positive effect on existing residents. However, if the existing residents need to move due to increasing property values, these benefits will be lost to them. Rosenthal advocates for further research to examine this issue. Vigdor (2010) reports that even low-income households are often willing to pay for the increases in rent or housing prices resulting from the improved amenities attributed to urban renewal. Thus, in situations where residents do have the capacity to afford price increases, urban renewal can be a great investment in the quality of life of residents.

In contrast, Kleinhans (2004) finds low-income households benefit from urban renewal efforts that strive to create neighborhoods with economic diversity. In both the Netherlands and Great Britain, urban renewal mainly consists of housing diversification where parts of old neighborhoods are demolished, upgraded, or rebuilt to attract new, wealthier residents while allowing existing low-income residents to stay. Although increasing the perceived status of a neighborhood is very difficult, housing diversification does improve neighborhoods due to an increase in housing quality and the tendency for homeowners to take better care of their property. Additionally, people in these two countries are generally positive about diversification, except some wealthier residents who like the idea but may not want diversification implemented in their own environments. In the existing diversified neighborhoods in these countries, types of housing are generally divided into blocks, so poorer renters do not live right alongside wealthier homeowners. Some researchers contend that wealthier homeowners serve as positive role models

for low-income renters, but this division into blocks yields limits the interaction between the two groups.

In most of Europe, urban renewal has focused on area-based policies as described above, where policymakers attempt to bring residents of different economic statuses together in the same neighborhoods, Looking primarily at the Netherlands, (Musterd & Ostendorf (2008) find that segregation is currently at moderate levels and does not seem to be increasing. Consequently, they question the importance of urban renewal policies intended to decrease segregation. Though they do think such policies are helpful, they warn against focusing only on integration as a means to improve the lives of the low-income households; they think that a mix of policies should be utilized to achieve the best results.

Another approach available in the Netherlands is a “simulation-gaming” system consisting of a “decision support tool” and a simulation game for urban renewal. When the combined system was tested with both urban renewal stakeholders and university level students, Mayer et al. (2005) find the system to be a good way for interested parties to learn more about the urban renewal process. In fact, some current stakeholders even expressed disappointment that they were not able to use the game sooner, as the game would have helped in their planning for a current project underway.

As the foregoing literature demonstrates, urban renewal in the developed country context appears to focus on poverty alleviation or improving the lives of the poor. Now, we turn reviewing the literature on local evidence regarding the effects of urban renewal on citizens’ reported satisfaction and welfare.

In Karachi, Pakistan, researchers have used an “urban gradient methodology” to facilitate urban renewal in the form of greenspace. By taking photos of greenspaces and interviewing park

visitors and neighborhood residents, Qureshi et al., (2010) examine the implications of greenspace in the urban environment in a developing country context. This issue is especially important as city greenspace is often threatened by the encroachment of the city's other needs and a misperception of the significance of greenspace. After urban renewal activities improve greenspace within the city are implemented, residents reported more positive satisfaction with the greenspaces in the area. Despite complaints that the existing greenspaces would benefit from increased lighting, prayer spaces, better maintenance, and less crowding, many people expressed a desire for more greenspaces in the city. Thus, urban renewal in the form of increasing greenspace seems to have a positive impact on resident's lives in a developing country contest.

In addition to adding and upgrading greenspace, Haider and Badami (2010) contend that improving infrastructure in Pakistan's cities is a primary concern. Pakistan is rapidly becoming more urban; however, investments in municipal infrastructure are not keeping pace with the growing population. Haider and Badami (2010) contend that good local governance is integral to improving infrastructure within Pakistan. In the past, local governments have existed but were controlled by military interests that did not make the needed efforts to better the lives of the poor. To provide residents with much needed urban renewal in the form of municipal upgrades, they recommend that the federal government should establish effective local governments with ample access to own-source tax revenues. Multiple experts advocate for greater local government autonomy in South Asia.

Clearly, urban renewal has a significant effect on governments and citizens in many different countries. While each country has different needs based on its individual culture and politics, common themes have emerged. First, forced evacuations without proper compensation have served to worsen the lives of the poor to the benefit of the rich. Furthermore, multiple

authors recommend the involvement of the community in the renewal process as well as a focus on improving the quality of life of the existing and largely poor residents.

Despite the extensive literature on urban renewal in both developed and developing countries, there is little evidence from post-crisis regions or countries of the type examined in this study.

Sample and Questionnaire

The sample consists of 1,028 respondents drawn from 33 neighborhoods in the vicinity of the Grand Trunk Road. Table 1 summarizes the sample by geographic area. There are approximately 30 respondents from each area. However, some areas are under sampled, for example Hasan Ghari I (number of observations (NOBS) = 22) and Hasan Ghari II (NOBS = 21), Hayatabad (NOBS = 99) is oversampled.

For the reader's convenience, we include a copy of the English language version of the survey instrument in an Appendix to this report. In addition to the usual demographic information (age, gender, marital status, number of children, education, profession, and ethnic identity), we ask questions about the respondent's mode of transportation on the Grand Trunk Road, and the frequency with which the respondents report using the Grand Trunk Road. We also ask five questions designed to assess whether the respondent perceives a change in the Grand Trunk Road over the past year. Since we were not able to take baseline measurements before the Peshawar Uplift Program, we ask a number of questions designed to provide a contrast or baseline. More specifically, we ask respondents whether they agree or disagree with the following statements: "Khyber Pakhtunkhwa Administration investments have improved the local infrastructure in your region (question 28)" and "government actions have improved the governance systems (like the right to information) in your region" (question 26). This is clearly

an imperfect substitute for taking baseline measurements. Nevertheless, we believe that the benchmark statements provide a reliable comparison.

Summary statistics for the sample are reported in Table 1. More than 70 percent of the sample is under the age of 45 years old, and 76 percent are male. The overwhelming majority of the respondents are Pashtun (85.8 percent). However, there are ethnic minorities in the sample with Hindko speaking respondents making up 1 percent of the sample, Chitral 2 percent, Hazara 3 percent, Punjabi 5 percent, and other 3.1 percent. The primary mode of transport on the Grand Trunk Road among our sample of respondents is public transportation (54 percent), car (18.6 percent), and truck (15.7 percent). Twenty-seven percent of the sample of respondents report that they never use the Grand Trunk Road, 44 percent use the road one time per week, 20.5 percent use the road between 2 to 5 times per week, and 8 percent use the road more than 6 times per week.

Results

In place of baseline measures, Figures 0 and 1 provide benchmarks against which to gauge the responses to the outcome questions. Regarding the statement “over the past year, government actions have improved governance systems (like the right to information in your region,” approximately 15 percent of the sample strongly disagree, 20 percent disagree to some degree, and only 3 percent strongly agree. The distribution of responses to the statement “over the past year, Khyber Pakhtunkhwa Administration investments have improved the local infrastructure in your region,” which is summarized in Figure 1, is very similar to that in Figure 0. More specifically, just over 15 percent strongly disagree with the statement, approximately 20 percent disagree to some degree, and slightly less than 5 percent strongly agree with the statement. In short, a substantial proportion of the sample (35 percent) either strong disagree or

disagree with these statements, suggesting a discontent with the quality of local government services as measured by these two questions. This provide a benchmark against which to judge the citizens reported satisfaction with the infrastructure investments in the Grand Trunk Road.

Figure 2 shows the distribution of responses to the statement “over the past year, the provincial government investments have improved the Grand Trunk Road.” The distribution seems to be somewhat more favorable than those summarized by Figures 0 and 1. For example, 7.5 percent strongly agree with the statement about improvements to the Grand Trunk Road. Turning to the distribution of responses to the statement “over the past year, the provincial government investments have improved the traffic flow on the Grand Trunk Road,” which is reported in Figure 3, the distribution of responses is very similar to those in Figures 0 and 1. Slightly less than 15 percent strongly disagree with the statement, approximately 20 percent disagree to some degree, and slightly less than 5 percent strongly agree.

Figure 4 refers to changes in the appearance of the Grand Trunk Road. Again, the distribution of responses appears to be very similar to the distribution of the comparison statements in Figures 0 and 1. Slightly more than 10 percent strongly disagree with the statement that “over the past year, the provincial government investments have improved the appearance of the Grand Trunk Road.” However, slightly more than 5 percent strongly agree with this statement, which is somewhat better than for the comparison statements. Finally, Figure 5 shows the distribution of responses to the statement “over the past year, the provincial government investments improved the safety of the Grand Trunk Road.” Over 10 percent strongly disagree with this statement, and about 15 percent disagree with this statement to some degree. Slightly more than 5 percent strongly agree with the statement.

In sum, there does not appear to be a strong sentiment supporting satisfaction with the infrastructure investments in the Grand Trunk Road in terms of improving the flow of traffic, improving its appearance, or improving safety. On the one hand, the respondents reported perceptions of the Grand Trunk Road are generally consistent with those for our benchmark questions regarding the quality of general government services. On the other hand, nearly 25 percent of the sample report having never using the Grand Trunk Road. Perhaps conditioning on the covariates reflecting the frequency of use and mode of travel will provide a different picture of respondents reported satisfaction with the investments.

Table 3 shows the estimated marginal effects from ordered probit models for the outcome indicators summarized in Figures 2 through 5. We estimate ordered probit models because the dependent variable is an ordinal variable. The actual values taken on by the dependent variable are irrelevant, except that larger values are assumed to correspond to "better" outcomes. We estimate a number of specifications of the models. We do not report the result of every estimated specification in the interests of space. However, the qualitative results are similar across alternative specifications of the model.

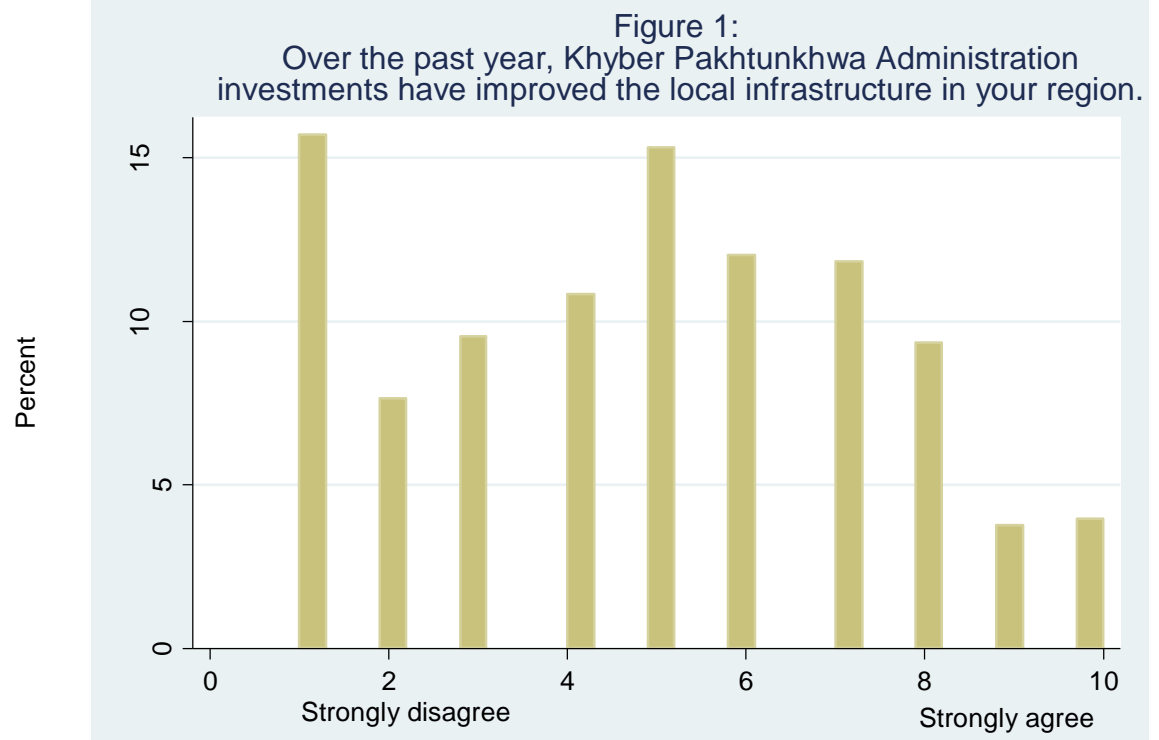
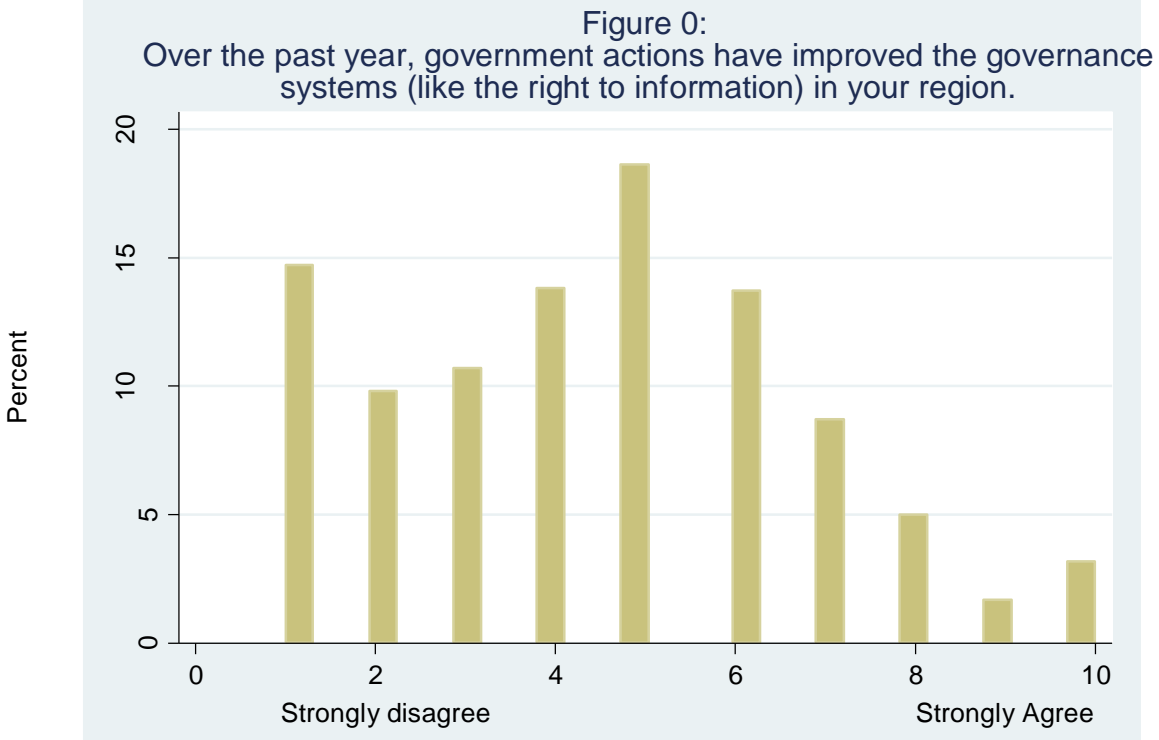
We find no evidence that gender, ethnic identity, exposure to violence, age, or education have any effect on the responses to the four outcome statements. Interestingly, those who use the road most intensively are less likely to agree with the statements. This is evident by the fact that the estimated marginal effect in all four regressions is negative and statistically significant at conventional levels. Another interesting result is that the more land owned by the respondent, the more likely that they are to agree with the statement. The estimated effect is very small, but the estimated marginal effect of land is positive and statistically significant at conventional levels. These results seem to support the conclusion reached by looking at the distribution of responses.

The investments in the Grand Trunk Road do not appear to have had a strong effect on the reported satisfaction of respondents in our sample with the investments in the Grand Trunk Road.

Conclusion

We evaluate the Peshawar Uplift Program's investments in the Grand Trunk Road by asking 1,028 people to complete a questionnaire. We ask people to indicate on a ten point scale whether they strongly disagree (1) or strongly agree (10) with four statements concerning whether the investments have improved the appearance, traffic flow, and safety of the road. We use the responses to two statements about improvements in governance systems in KPK and investments improving the local infrastructure unrelated to the Grand Trunk Road. Relative to the responses to these benchmark statements, there does not appear to be a strong sentiment that the investments in the Grand Trunk Road have improved the appearance, traffic flow, or safety of the road. According to the multivariate analysis, those who use the road most intensively (more than 10 times per week) are more likely to disagree with this statement than someone who never uses it.

There are several ways to interpret the results of the survey. First, people may not be aware that these investments were made by the GoKP. A major limitation of this evaluation is the lack of baseline measurements regarding satisfaction with the Grand Trunk Road before the implementation of the Peshawar Uplift Program.



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Figure 2:
Over the past year, the provincial government investments
have improved the Grand Trunk Road/Khyber Road.

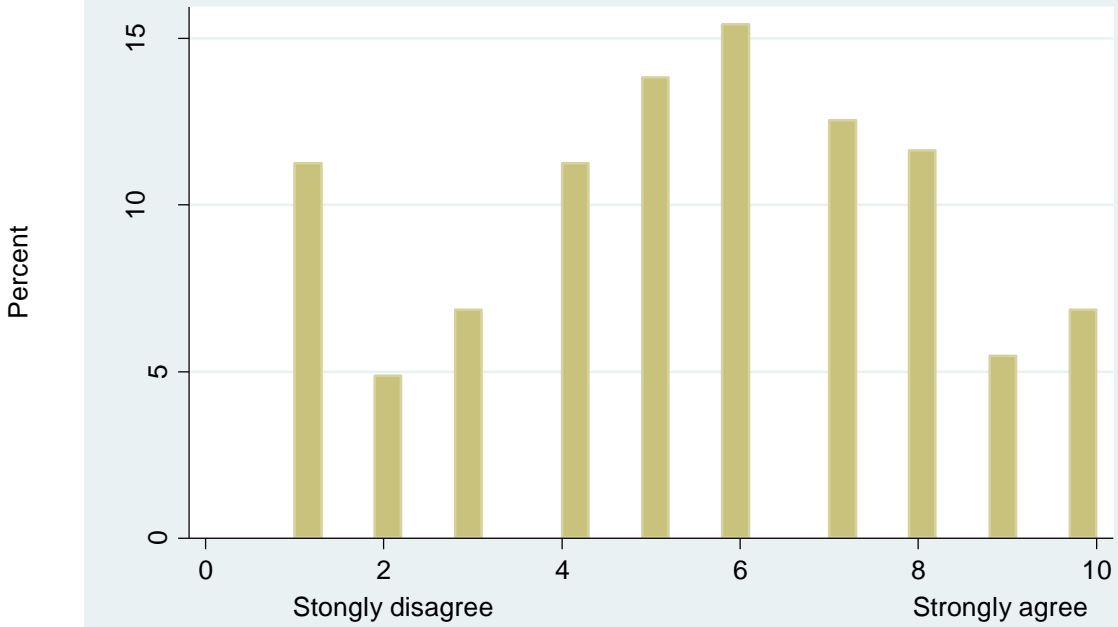
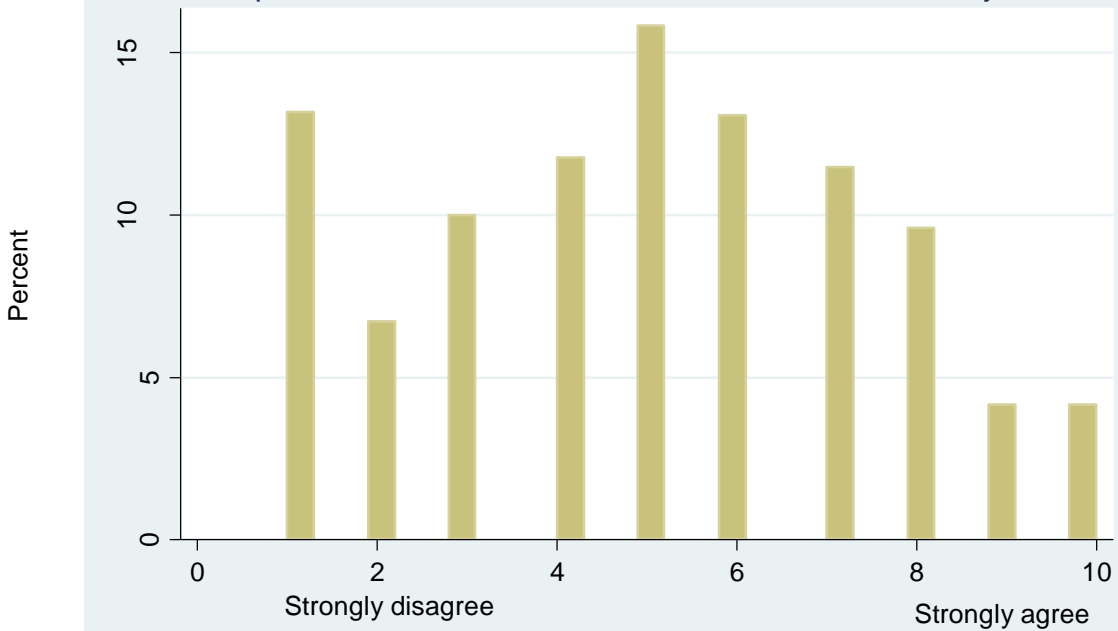


Figure 3:
Over the past year, the provincial government investments
have improved the traffic flow on the Grand Trunk Road/Khyber Road.



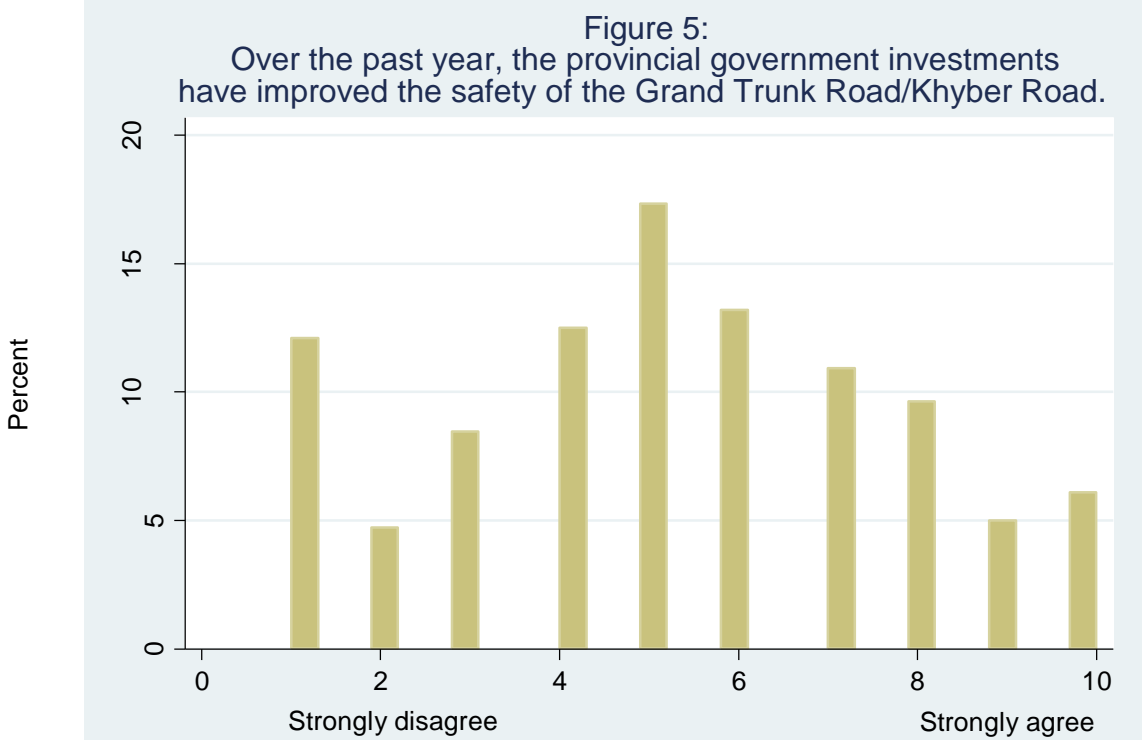
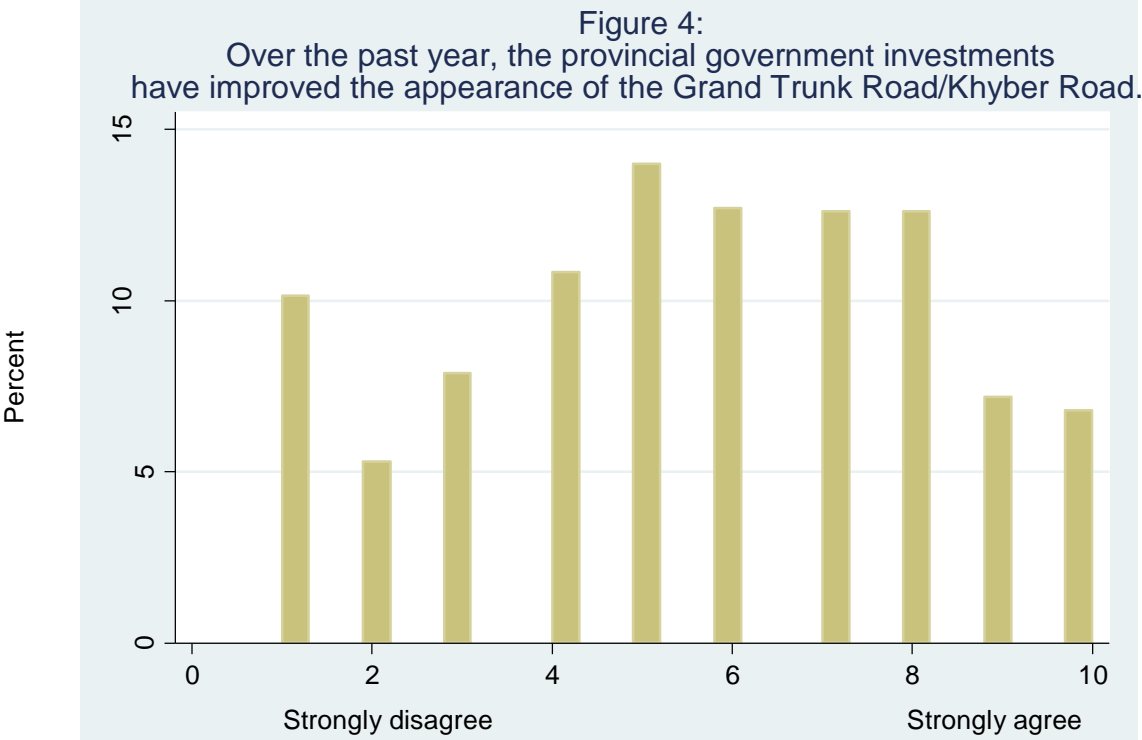


Table 1: Sample summary statistics

Variable	Mean	Standard deviation	Minimum	Maximum
Age				
18-25 years old	0.254	0.435	0	1
26-35 years old	0.296	0.457	0	1
36-45 years old	0.158	0.365	0	1
46-55 years old	0.058	0.235	0	1
56-65 years old	0.025	0.155	0	1
66-75 years old	0.011	0.104	0	1
Over 75 years old	0.002	0.044	0	1
Gender				
Male	0.762	0.426	0	1
Female	0.238	0.426	0	1
Ethnic identity				
Pashtun	0.858	0.349	0	1
Hindko speaking	0.010	0.300	0	1
Chitral	0.019	0.135	0	1
Gujjar	0.004	0.063	0	1
Hazara	0.029	0.169	0	1
Punjabi	0.049	0.216	0	1
Other	0.031	0.175	0	1
Type of vehicle owned				
Car	0.168	0.374	0	1
Motorcycle	0.245	0.430	0	1
Bicycle	0.086	0.281	0	1
Another motorized vehicle	0.048	0.215	0	1
Do not own a vehicle	0.453	0.583	0	1
Primary mode of transport on Grand Trunk Road				
Walk	0.071	0.257	0	1
Bicycle	0.041	0.200	0	1
Animal driven cart	0.005	0.071	0	1
Car	0.186	0.389	0	1
Public transportation	0.540	0.499	0	1
Truck	0.157	0.431	0	1
Frequency of travel on Grand Trunk Road				
Never	0.275	0.447	0	1
1 time per week	0.440	0.497	0	1
From 2 to 5 times per week	0.205	0.404	0	1
From 6 to 10 times per week	0.079	0.269	0	1
More than 10 times per week	0.001	0.032	0	1
Land	51.644	317.350	0	1
Number of observations = 1,028				

Table 2: Sample distribution by geographic codes

Code	Name	Frequency	Proportion
101	Shahi Bagh	30	0.029
102	Faqir Abad	30	0.029
103	Sikandar Town	30	0.029
104	Gulbahar	30	0.029
105	Shaheen Muslim Town II	27	0.026
106	Lahori	30	0.029
107	Karim Pura	30	0.029
108	Ander Sheher	31	0.030
109	Aasia	30	0.029
110	Yakatoot-I	30	0.029
111	Kakshal-I	30	0.029
112	Hasan Ghari 1	22	0.021
113	Hasan Ghari II	21	0.020
114	Lala Kalay	29	0.028
115	Chamakani	26	0.025
116	Nahqi	30	0.029
117	Gulbela	29	0.029
118	Khatki	29	0.028
119	Takhtabad	29	0.028
120	University Town	29	0.028
121	Shaheen town	30	0.029
122	Tehkal Payan 1	30	0.029
123	Tehkal Bala	30	0.029
124	Palosai	31	0.030
125	Malkandher	29	0.028
126	Hayatabad-I	25	0.024
127	Hayatabad II	31	0.030
128	Hazarkhwani-I	29	0.028
129	Hazar Khwani-II	30	0.029
130	Urmar Bala	31	0.030
131	Sheikh Muhammadi	30	0.029
132	Bada Baira	29	0.028
133	Peshawar University	99	0.096
	Total	1,028	1.000

Table 3: Estimated marginal effects of ordered probit models of the determinants of the major outcome indicators

Variable	Question 28. Khyber Pakhtunkhwa Administration investments have improved the local infrastructure.	Question 28A. Provincial government investments have improved the Grand Trunk Road.	Question 28B. Provincial government investments have improved the traffic flow on the Grand Trunk Road.	Question 28C. Provincial government investments have improved the appearance of the Grand Trunk Road.	Question 28D. Provincial government investments have improved the safety of the Grand Trunk Road.
Primary mode of transport on Grand Trunk road?					
Bicycle	0.038 (0.073)	-0.031 (0.054)	0.017 (0.061)	0.017 (0.055)	0.0161 (0.064)
Animal driven cart	0.030 (0.056)	0.302 ^{***} (0.060)	0.022 (0.051)	0.076 (0.048)	0.014 (0.098)
Car	-0.030 (0.043)	-0.095 ^{**} (0.041)	-0.039 (0.042)	-0.045 (0.037)	-0.038 (0.047)
Public transportation	-0.026 (0.046)	-0.077 [*] (0.041)	-0.021 (0.046)	-0.042 (0.036)	-0.030 (0.045)
Truck	0.096 (0.103)	0.059 (0.123)	0.019 (0.114)	0.090 (0.109)	0.033 (0.064)
Other	-0.046 (0.046)	-0.107 ^{***} (0.040)	-0.058 (0.046)	-0.067 [*] (0.033)	-0.064 (0.042)
How often do you use the Grand Trunk per week?					
1 time per week	-0.002 (0.021)	-0.013 (0.021)	-0.014 (0.026)	-0.029 (0.021)	0.015 (0.022)
From 2 to 5 times per week	0.006 (0.029)	-0.007 (0.031)	0.038 (0.032)	-0.019 (0.029)	0.032 (0.025)
From 6 to 10 times per week	-0.012 (0.035)	-0.022 (0.031)	-0.012 (0.037)	-0.014 (0.029)	-0.011 (0.028)
More than 10 times per week	-0.082 ^{***} (0.025)	-0.098 ^{***} (0.024)	-0.10 ^{***} (0.027)	-0.090 ^{***} (0.022)	0.001 (0.036)
Land	0.0001 ^{***} (0.0002)	0.000 ^{**} (0.000)	0.000 ^{**} (0.000)	0.000 ^{**} (0.000)	0.000 (0.000)
Number of observations	926	928	932	938	938
Pseudo-R ²	0.001	0.01	0.01	0.01	0.01

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Appendix
Questionnaire
(English language version)

1	Age	18 – 25	26-35	36-45	46-55	56-65	66-75	Over 75		
2	Gender	Male				Female				
3	Marital Status	Single/Unmarried (Go to question 5)			Married			Widowed		
4	Number of Children living with you?	0	1	2	3	4	5	6	Any other-----	
5	Education	None	Primary	Middle	SSC	FA/FSc	BA/BSc	MA or Higher	Professional Degree (MBBS Etc.)	Darse Nizami

6	Profession	Private Employee	Gov't Employee	Agriculture	Self Employed	House Wife	Jobless		
7	Which of the following ethnic group you identify yourself as a member of:	Pashtun	Hindko Speaking		Chitrali	Gujjar	Hazara	Punjabi	Other
8	What type of Vehicle do you own?	Car	Motorcycle	Bicycle	Another Motorized Vehicle		Do not own a Vehicle		
8-a	What is your primary mode of transportation when you use Grand Trunk/Khyber Road?	Walk	Bicycle	Animal Driven Cart	Car	Public Transport	Truck		
9	Do you own your home?	Yes			No				
10	How often do you use the Grand Trunk/Khyber Road per week?	Never	From 2 to 5 times per week	From 5 to 10 times per week	More than 10 times per week				
11	How much land do you Own	In Acres/Marlas/Jareeb-----							
12	Enter the Five Digit Location Code								
13	Name of the neighborhood in which you reside? (circle the appropriate neighborhood code)	please create appropriate neighborhood codes and insert							

14. Many people claim that Khyber Pakhtunkhwa has a special status due to its tribal traditions; therefore, it should have a special administrative arrangement. In your opinion, which of the following administrative structures should Khyber Pakhtunkhwa have? (Circle the one that best applies).

- | | |
|---|-------------------------|
| 1. A Deputy Commissioner appointed by the government to maintain law and order and manage development in the area | |
| 2. An elected local government to management agency, town and village level development. | 4. Don't know |
| 3. A combination of a Deputy Commissioner and an elected local government. | 5. Does not apply to me |
| | 6. Don't Care |

15. In your opinion, which of the following administrative structures should Khyber Pakhtunkhwa have? (Circle the one that best applies)

- | | |
|--|-------------------------|
| 1. A separate province with all the provincial political and administrative structure. | |
| 2. Merged into KPK. | 5. Does not apply to me |
| 3. Remain a federally administered special entity. | 6. Do not care |
| 4. Don't know | |

16. In your opinion, which of the following entities would best improve service delivery in your district or agency?

1. The Government in Islamabad
2. Provincial government officials
3. District or Agency Civil servants
4. Community based organizations
5. Tribal councils
6. Don't know
7. Does not apply to me
8. Do not Care

		Strongly Disagree - 1	2	3	4	5	6	7	8	9	Strongly Agree - 10
17.	I am satisfied with the quality of the services provided by the political administration.										
18.	The government is responsible for creating employment opportunities.										
19.	The government does a good job of providing employment opportunities for the people in your village.										
20.	The Office of the Deputy Commissioner is essential for development in Khyber Pakhtunkhwa.										
21.	The Office of the Deputy Commissioner is essential for maintaining peace and security.										
22.	The Office of the Deputy Commissioner is essential for ensuring that there is a fair and transparent system of justice.										
23.	Over the past year, the Khyber Pakhtunkhwa Administration has made investments that have improved the schools in your district.										
24.	Over the past year, the Khyber Pakhtunkhwa Administration has made investments that have improved healthcare in your district.										
25.	Over the past year, the Khyber Pakhtunkhwa Administration has taken efforts that have improved the system of justice in your district.										
26.	Over the past year, government actions have improved the governance systems (like the right to information) in your region.										
27.	Over the past year, federal government investments have improved large scale infrastructure – we should give examples here - in your region										
28.	Over the past year, Khyber Pakhtunkhwa Administration investments have improved the local infrastructure in your region.										
28-a.	Over the past year, the provincial government investments have improved the Grand Trunk Road/Khyber Road.										
28-b.	Over the past year, the provincial government investments have improved the traffic flow on the Grand Trunk Road/Khyber Road.										
28-c.	Over the past year, the provincial government investments have improved the appearance of the Grand Trunk Road/Khyber Road.										
28-d.	Over the past year, the provincial government investments have improved the safety of the Grand Trunk Road/Khyber Road.										

29-a.	Over the past year, the Federal government has taken actions that have aided the rehabilitation of IDPs in your region.												
29-b.	Over the past year, the Khyber Pakhtunkhwa Administration has taken actions that have aided the rehabilitation of IDPs in your region.												
30-a.	Over the past year, the Federal Government has taken efforts that have helped to control militancy in your region.												
30-b.	Over the past year, the Khyber Pakhtunkhwa Administration has taken actions that have aided the rehabilitation of IDPs in your region.												
30-c.	Over the past year, the Local Government has taken actions that have aided the rehabilitation of IDPs in your region.												
Now I'm going to name a number of organizations. For each one, please tell me how much confidence you in have in them.													
31.	Mosque (Any Religious Institution You belong To)	No Confidence-1	2	3	4	5	6	7	8	9	Very High Confidence -10		
32.	The Municipality												
33.	The Police Department												
34.	The District Court or the PA Court												
35.	WAPDA												
36.	The State Media												
37.	The Private Media												
38.	The Government in Islamabad												
39.	The Civil Services												
I am now going to ask you a series of questions about yourself and your family.													
40.	How satisfied are you with the financial situation of your household?	Dissatisfied	2	3	4	5	6	7	8	9	Satisfied (10)		
41.	All things considered, how satisfied are you with your life as a whole these days?												
42.	How interested would you say you are in politics?	Not Interested (01)	2	3	4	5	6	7	8	9	Very Interested-10		
43.	How proud are you to be a Pakistani?	Not at all (01)	2	3	4	5	6	7	8	9	Very Proud (10)		
44.	How much violence have you or a member of your family witnessed over the past year?	Haven't witnessed any violence - 1	2	3	4	5	6	7	8	9	Witnessed extreme amount of violence - 10		

45.	How often have you or members of your family heard artillery shells, drone strikes, or other violent explosions over the past year?	Heard them often (01)	2	3	4	5	6	7	8	9	Never Heard them (10)
We are now going to ask you some questions about your attitudes towards others.											
46.	Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?	a) Most people can be trusted.							b) Can't be too careful.		
47.	Do you think most people would try to take advantage of you if they got the chance, or would they try to be fair?	a) Would take advantage of you.							b) Would try to be fair.		
48.	Would you say that most of the time people try to be helpful, or that they are mostly just looking out for themselves?	a) Try to be helpful.							b) Looking out for them.		
We are now going to read you a series of statements. We would like to know to what extent you agree with each of the following statements.											
49.	I like to help others	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree					
50.	I trust others										
51.	When dealing with strangers, one is better off using caution before trusting them										
We are now going to read a series of statements about actions that you may or may not engage in. We would like to know the frequency with which you do each.											
52.	How often have you benefited from the generosity of a person you did not know?	Never	Rarely	Sometimes	Often	V. Often					
53.	How often do you leave your house or car door unlocked?										
54.	How often do you lend personal possessions other than money to others?										
55.	Taking all things together, how satisfied are you with your life as a whole these days?	Highly Dissatisfied -1	2	3	4	Highly Satisfied- 5					
56.	Overall, how satisfied are you with your life at home these days?										
57.	Overall, how satisfied are you with your present job these days?										
58.	Overall, how satisfied are you with your present health?										
59.	Overall, how satisfied are you with the community in which you live these days?										

60. Have you ever used Internet or Mobile to access any service offered by government? Yes (If yes, go to question 63)
No (If no, go to question 62)

61. Why you have not used these Internet or Mobile Services?

- i. I'm illiterate
- ii. I'm shy/afraid to use these services
- iii. I don't know about these services
- iv. I don't have internet or mobile phone to use these services
- v. I don't know how to use these services online or on a mobile phone
- vi. These services are too complicated
- vii. These services are in English which is difficult
- viii. I tried but the mobile services/ website had too many problems
- ix. These services are a ridiculous

62. Where did you get to know about the above services (Tick the One that applies)?

- i. Radio
- ii. Television
- iii. Newspaper
- iv. Government Official v. NGOs
- vi. Hujra
- vii. Friend or Family
- viii. Any other (Please Specify)

Thank you for taking the time to complete this questionnaire! We appreciate your cooperation.	
Signature of the researcher/UoP student:	
Name of the researcher/UoP student:	
Date of Interview	