

The Republic of Tajikistan

International Development Association

World Bank Group

REPORT

**ON REVIEW AND ANALYSIS OF THE EXISTING CONDITION OF
BATHROOMS IN GUESTHOUSES OF KHATLON REGION AND
GBAO**



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COVERAGE AREA

Rural Economy Development Project in the Republic of Tajikistan

Gorno-Badakhshan Autonomous Region (GBAO)



Khatlon Region



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1. INTRODUCTION

The Republic of Tajikistan received funding from the **International Development Association (IDA) of the World Bank Group (WB)** for the implementation of the Tajikistan Rural Economy Development Project (EDSP). The objective of this Project is to improve livelihoods for local people in Gorno-Badakhshan Autonomous Oblast (GBAO) and Khatlon Oblast through tourism and agribusiness.

The tourism industry in the modern world is one of the most profitable sectors of the economy and plays an important role in providing employment and improving the standard of living of the population. Therefore, the creation of favorable conditions for the development of the tourism industry is considered one of the priority tasks of the socio-economic development of Tajikistan.

The Strategy for the Development of Tourism in Tajikistan until 2030, adopted by the Government of the Republic, defines the goals, objectives and priority directions for the development of the country's tourism industry, has given a significant impetus to the development of tourism and related industries. This Strategy provides for an integrated (basic) approach to create appropriate conditions for the development of all types of tourism, from advertising and information promotion and further to logistics (arrival, movement, departure), accommodation facilities, tourism destinations (*spa treatment and recreation, mountaineering, mountain - sports and ecological tourism, historical, educational and ethnographic tourism, business tourism, rafting, alpine skiing, foreign tourist hunting, etc.*), legal support and security of other related conditions.

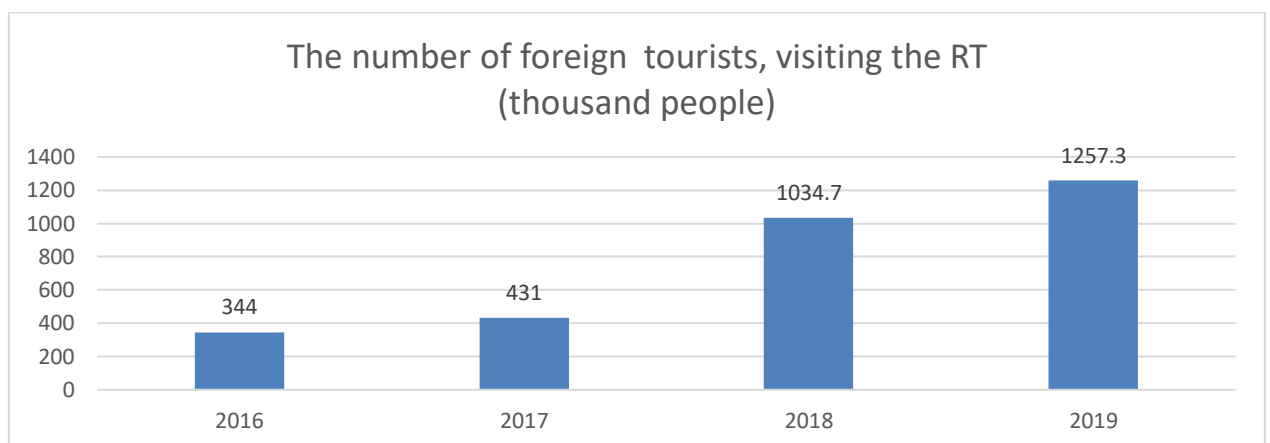


Diagram #.1 (data from the Agency on Statistics under the President of the Republic of Tajikistan)

Picture on the cover page: $36^{\circ}43'31.3''N$ $71^{\circ}36'47.6''E$ Guesthouse: R. Khairulloev str., Ishkashim district, GBAO, Tajikistan

After the declaration by the President of the Republic of Tajikistan 2019-2021 years of rural development, tourism and folk crafts, the local people in the tourist regions of the republic, including GBAO and Khatlon region, began to actively equip their homes with guesthouses, offering tourists accommodation and in some houses and hotels, food and other additional services. The triggers of this trend were the actual absence of a hotel base in rural areas, the possibility of creating a small business without large financial investments and a source of additional income. Tourism has become a kind of additional income for local residents.

However, with the advent of the coronavirus infection **COVID-19** and with the restrictive measures around the world after announced pandemic, there was a sharp decline in development in all sectors of the republic's economy, especially in tourism.

According to the information of the Chairman of the Committee for Tourism Development of Tajikistan, Tojiddin Jurazoda, presented at the press conference on July 26, 2021, in the first half of 2021, more than 219 thousand foreign tourists visited Tajikistan, which is 59 percent less than in the same period last year. Of these, 195 thousand are citizens of the near abroad.

Most of all, citizens of Uzbekistan came to Tajikistan during this period – 133,000 (68 percent), Russia- more than 49,000 (25 percent), Afghanistan - more than 11,000. From 2 to 6,000 visitors were from Kazakhstan, Kyrgyzstan and China. Only 11 percent of tourists were citizens of foreign countries - the USA and European countries. The number of tourists from Iran and Turkey has also significantly decreased compared to previous years. As Tojiddin Jurazoda noted, the share of tourism in the country's GDP fell from 2 to 1 percent. Tajikistan intends to bring this figure to 5 percent by 2030.

Along with this, it should be noted that the potential for tourism development in the republic is huge, and the republic's tourism resources are not fully used, including:

- Natural and recreational (climatic) resources of the republic (mountains, lakes, rivers, deserts, flora and fauna, national parks, reserves, caves);
- Anthropogenic resources (cultural and historical heritage - *archeological excavations, monuments, architectural masterpieces, places of historical events, places of birth of great and famous people, cultural and entertainment objects, museums, theaters, exhibitions*);
- Ethnographic resources (*national traditions, customs, everyday life, folklore, folk crafts, etc.*).

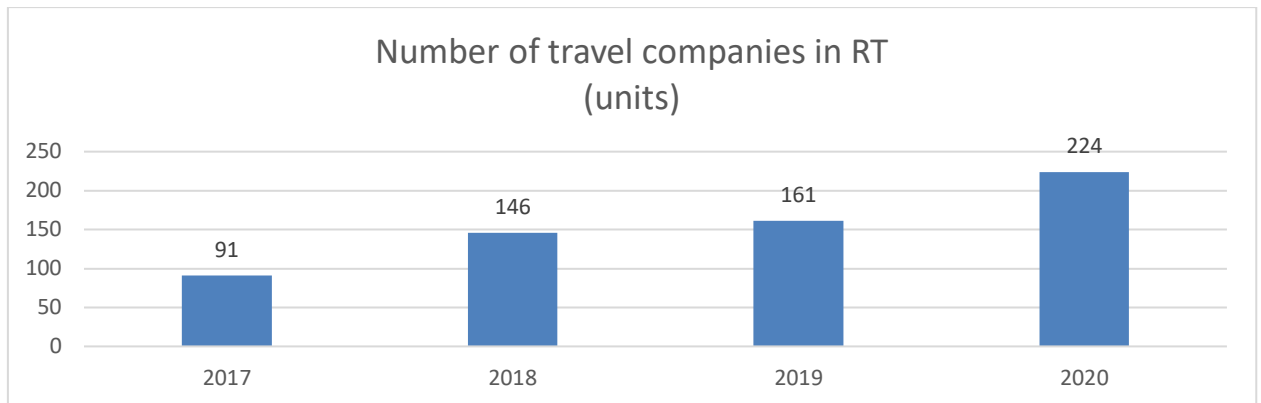


Diagram #2 (data from the Agency on Statistics under the President of the Republic of Tajikistan).

According to the data provided by the Ministry of Culture of the Republic of Tajikistan there are **1,446 objects of cultural and historical heritage**, including 686 objects in GBAO and 760 objects in the Khatlon region. The presence of objects of cultural and historical heritage and other tourist values in the districts was one of the criteria when choosing guesthouses for further examination.

Photos of some cultural and historical sites, attractions and natural and recreational resources in the Khatlon region and GBAO:



*Historical monument in
The Darvoz district*



*Hot Springs in
Ishkashim district*



Nature reserve in Rushan district



Buddhist monastery (Ajinateppa) in the Vakhsh district



Fortress in Baldzhuvandistrict Fortress "Yamchun" in Ishkashim Region



Shrine of Hazrat Sulton Uvays Karani in Khovaling district.



Sangtuda - a mountain of stones of the dead soldiers of the army of Tamerlan



Fortress "Hulbuk" in the Vose district



Valley "Childukhtaron" in the Muminobad district

That is, the tourist resource of the Republic, including the project regions, is huge, but they are not used enough, since they do not have sufficient tourist infrastructure. The existing national tourist infrastructure, and these are mainly objects for receiving tourists (hotels / facilities providing hotel services), generally do not fully meet modern requirements, are characterized by material and technical deterioration of the existing base and a mismatch between the price and quality of service. In addition, the number of middle-class hotels¹ with an economy class level² of comfort in the Republic is not enough.

Statistical data of the Agency on Statistics under the President of the Republic of Tajikistan as of April 1, 2021 are given below in Table 1, and show that the number of hotels in the Republic is 177, including 33 in GBAO and 40 in Khatlon region.

¹Middle class hotel. An enterprise with a capacity larger than a luxury hotel located in the city center or city limits. It offers a fairly wide range of services, and the price level for them is the same as in the region of its location, or slightly higher. Designed for the reception of businessmen, individual tourists, participants in congresses, conferences.

²Economy class hotel. Small or medium-sized enterprise. Located near highways. It is characterized by simple and fast service, a limited range of services, which means a low percentage of service surcharges. Consumers are businessmen and individual tourists who do not need full board and seek to actually pay for the services they consume.

Table No. 1. Number of hotel business facilities in the Republic of Tajikistan, including GBAO and Khatlon region as of April 1, 2021

Region	Hotels	Hostels, Notels	Sanatoriums	Children's sanatoriums and health camps	Relaxing houses	Pensions and campsites	Tourist bases and recreation centers
Republic	177	23	48	8	6	2	6
GBAO	33	10	6	-	-	-	-
Khalon	40	1	6	-	2	-	-

Source: Agency on Statistics under the President of the Republic of Tajikistan.

The number of operating hotels is not enough to receive the increasing flow of tourists. According to the measures taken by the government of the Republic to develop the industry, a number of large tourist complexes are currently being built, such as: a modern four-storey hotel building in Bokhtar, the Obi Zam-Zam health resort in the Dusti area, a hotel and a resort complex in the Baljuvan area, 11-storey hotels in the Dangara region, the “Shikorchiyon” hotel in the Khovaling region, hotels for hunting tourists in the Darvaz district. Unfortunately, even these measures will not satisfyingly address the shortage of beds for the expected tourists.

According to the experience of many countries where the tourism business is developed, Guesthouses are widespread. Creating conditions for the increase and development of Guesthouses, based on the development of a private hotel business, which does not require a lot of time and large investments, is one of the ways to increase hotel space. This measure will also allow covering all areas, including remote rural areas of the regions of the Republic of Tajikistan and will create additional jobs, which will positively affect the social welfare of the local population. One of the main obstacles in the development of private entrepreneurship in the field of Guesthouses is the low level of available service and maintenance. , that is the problems of the level of comfort, the discrepancy between the price and quality of service in small family and guesthouses, the problems of accessibility to engineering systems of critical services (water, energy, heat supply, sanitation, communications), catering, etc., negatively affect the development of the industry. The problems of improving service and improving the quality of service in guesthouses can be solved in the short term where large financial investments are not required and where the development and



implementation of complex measures can be solved at the local level. This task is the main goal of the subcomponent "Improvement of sanitary and hygienic conditions and access to engineering systems of life support" of the Project "Development of the Rural Economy".

To conduct a comprehensive survey on the quality of services provided (comfort), the current state of sanitary and hygienic conditions and to determine the key aspects of a social nature, 35 guesthouses were selected³ with a wide coverage in Khatlon region and GBAO. The main selection criterion for guesthouses is close location to tourist resources (cultural and historical sites, natural recreational areas, etc.). In the course of field work, the list of surveyed objects was expanded to 46 guesthouses. This change is due to the need to survey the "functioning" guesthouses, as well as to identify a more accurate picture and wider coverage. The number of guesthouses surveyed by districts of Khatlon region and GBAO is shown in Table 2.

Table 2. Number of Guest Guesthouses surveyed in GBAO and Khatlon region

Project Regions	Districts	Quantity guesthouses selected according to the "Sampling Methodology" for the survey
GBAO	1. Vanj	2
	2. Darvz	5
	3. Khorog	10
	4. Ishkashim	9
	5. Rushan	5
	Total:	31
Khatlon	6. Nurek	1
	7. Vose	1
	8. Khovaling	4
	9. Baljuvon	1
	10. Vakhsh	3
	11. Jaihun	3
	12. Shaartuz	2
	Total:	15
Total:		46

³ "Methodology for sampling hotel business objects for conducting a comprehensive survey of the quality of services provided, including determining the existing sanitary conditions and other related aspects of social and environmental nature" is attached (Appendix No. 1).

Схема расположения обследованных Гостевых домов в ГБАО



Схема расположения обследованных Гостевых домов в Хатлонской области



Note: The checkboxes mark the surveyed households/guesthouses with the indication of the serial numbers indicated in the Lists of respondents for GBAO and Khatlon region in Appendix 6.

2. GOALS AND OBJECTIVES OF THE REPORT

The main purpose of this Report is to review and analyze the current state of sanitary facilities (bathrooms and toilets) of guesthouses in GBAO and Khatlon region. The report was prepared on the basis of direct visits to the selected guesthouses, collecting information through a sociological survey based on the developed questionnaires for the survey and analysis of the collected materials

This task included:

- **An overview of the social and living conditions of the guesthouses / households, including:**
 - family composition;
 - living conditions (number of rooms, bedrooms, bathrooms).
- **Overview of existing sanitary facilities in guesthouses, including:**
 - availability of engineering life support systems (water supply, sewerage, power supply, heating);
 - infrastructure of bathrooms, their equipment;
 - toilet infrastructure, equipment;
 - gray wastewater management (storage, removal, disposal);
 - fecal waste management (storage, removal, disposal);
 - current practice in the operation of sanitary facilities (bathrooms and toilets)
- **Assessment of knowledge. The attitudes and practices of the owners of guesthouses regarding sanitary facilities (bathrooms and toilets), including:**
 - knowledge and preference of technologies, building materials and sanitary equipment;
 - knowledge of local materials and sources of purchase, related goods, works and services;
 - barriers to access to sanitation materials and services;
 - intentions and motivation of the guesthouse owners to improve sanitary conditions;
 - willingness and ability to pay for the infrastructure and maintenance of sanitary facilities;
 - access to finance.
- **Final synthesis of research results;**
- **Drawing up a final opinion.**

To achieve the Goals and Objectives of this Report, a comprehensive Review was carried out - a sociological and technical survey of hotel business facilities / Guesthouses for the existing socio-economic and sanitary conditions.

A Comprehensive Review includes:

- **Collection of sociological information (field stage of research):**

- preparation of survey tools:
 - (a) testing of questionnaires, analysis of testing;
 - (b) training of interviewers, distribution of sociological tools;
- conducting a survey;
- collection and primary (field) analysis of documents.

- **Data processing⁴:**

- quality control (verification) of questionnaires;
- coding information;
- database formation. Compilation of distribution series;
- drawing up tables, building graphs.

Field research work (field work) took a total of 18 days, including a survey / questionnaire survey of respondents - owners of guesthouses/heads of households in 5 project districts of GBAO (Vanj, Darvoz, Ishkashim, Rushan and Khorog) was spent 11 days and in 7 project districts of Khatlon region (Vose, Khovaling, Baljuvon, Vakhsh, Jaihun, Shaartuz and Nurek city) 7 days.

In the project districts of GBAO, 31 respondents were interviewed - the owners of guesthouses, including in the districts Vanj - 2, Darvoz - 5, Ishkashim - 9, Rushan - 5 and Khorog - 10.

In the project districts of the Khatlon region, 15 respondents - owners of guesthouses were interviewed, including in the districts Vose - 1, Khovaling - 4, Baljuvon - 1, Vakhsh - 3, Jaihun - 3, Shaartuz - 2 and Nurek - 1.

After the primary (field) check of the questionnaires, their correction, primary quality control of the questionnaires, the collected materials were transferred for INFORMATION PROCESSING.

⁴ "Methodology for the Survey of Hotel Facilities / Guesthouses, for the existing socio-economic and sanitary conditions" is attached (Appendix # 2).

In the process of processing the information, the collected research materials were coded in the appropriate order in the context of each district and on their basis a Sociological Research Database was formed, distribution series and tabular materials were compiled (an electronic version of the sociological research database, tabular materials are attached).

Based of the above database and tabular materials, graphs and diagrams were compiled, which are given in Chapter 3. of this Report.

3. ANALYSIS, SUMMARY OF RESEARCH RESULTS

3.1. HOUSING CONDITIONS, SOCIAL AND FINANCIAL ASPECTS

Main conclusions:

- in the households offering the services of the “Guesthouse”, one, less often two (25 percent of the respondents) families with more than 6 people live;
- Households offering “Guesthouse” services consist of an average of 7 rooms, 50 percent of which have been converted into bedrooms for tourists;
- only 63 percent of the surveyed respondents are also engaged in other entrepreneurial activities, in addition to the guesthouse;
- in fact, all guesthouses visited during the survey have a sufficient number of equipped bedrooms to receive guests.

The first guesthouses as a type of small business appeared in the years of 2010 of the 21st century in GBAO. They began to be created against the background of an increase in the tourist flow and a shortage of hotels in rural areas on the one hand and a shortage of jobs on the other. As a rule, guesthouses were created on the basis of existing households.



As part of a social and marketing survey of selected guesthouses, first of all, issues were considered, such as marital status, the number of people living in the household / guesthouse, existing housing and sanitary conditions, and the financial condition of the household. These factors directly affect the functioning and potential of the guesthouse and the further development of the business.



To characterize the socio-demographic aspects, housing conditions, it is necessary to generally consider the dynamics of the population of the republic and the regions covered by the project. According to government statistics, the population has a steady upward trend. So, in general in the Republic of Tajikistan, the population as of January 1, 2020 was 9.314 million people, including 2.439 million people in

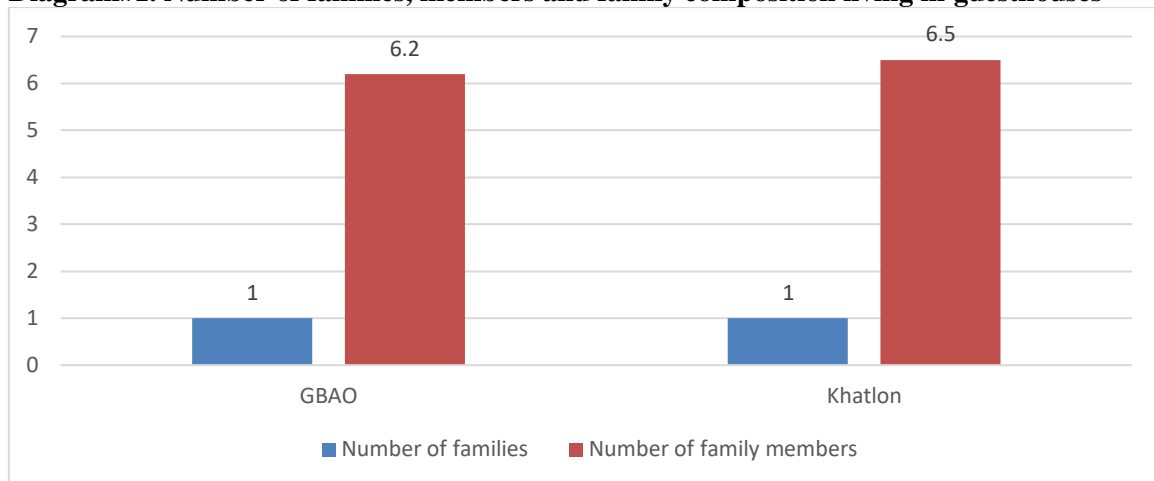
cities and in rural areas 6.875 million people. The increase for 6 years starting from 2014 was 14.1 percent, including 12.3 percent in cities and 14.8 percent in rural areas. That is, the bulk of the population - 73.8 percent live in rural areas and population growth is also higher in rural areas.

The population under the working age (children) averages 34.9 percent of the total population. The number of the most able-bodied population (youth 14-30 years old) is 30.9 percent of the total population of the republic. In rural areas, these figures are even higher.

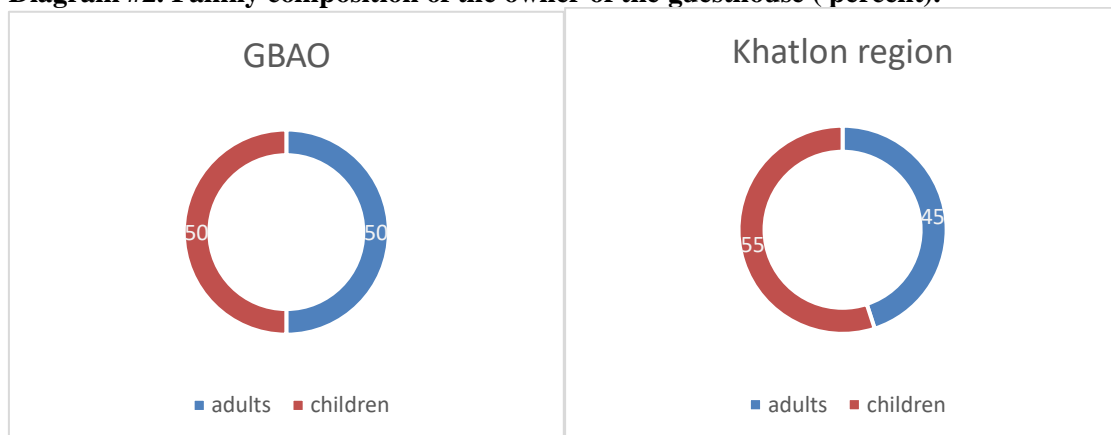
In terms of family composition, it should be noted that the number of family members in rural areas is more than 6.2 people.

The survey data of respondents confirmed that the vast majority of guesthouses were organized in households with one family, on average 6.2 people in GBAO and 6.5 people in Khatlon region. In some cases, they were created in households with more than one family (about 25 percent).



Diagram#1. Number of families, members and family composition living in guesthouses

The family composition of the head of the household (the owner of the guesthouse) consists of half of adults and half of children under 14 years of age.

Diagram #2. Family composition of the owner of the guesthouse (percent).

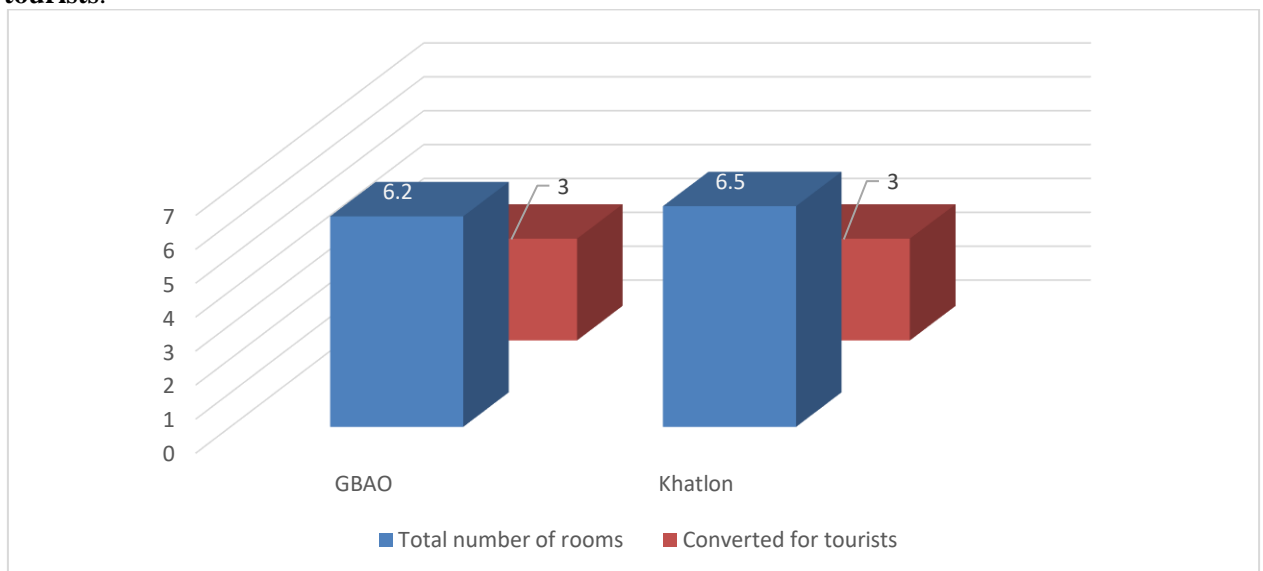
As for the housing conditions of the population in rural areas, according to state statistics, the rural housing stock in the Republic of Tajikistan as of January 1, 2020 is 67.5 millionsq.m, including 67.4 million sq.m. of personal property. In GBAO, the area of rural housing stock, which is in personal ownership of citizens, is 2.06 million sq.m, in Khatlon region - 20.99 million square meters. It should be noted that over the past 7 years in the construction of rural housing stock in the Republic of Tajikistan, there has been a relative annual increase, which on average is 1.4 million sq.m., including in GBAO - 31.1 thousand sq.m, in Khatlon region - 658, 1 thousand sq.m.. In rural housing stock in households, the average number of rooms is over 5.5 rooms per household.

The presence of more rooms in households was a favorable additional factor in the organization of the guesthouse, which made it possible to convert some of them into

bedrooms for receiving tourists. With the average number of residential premises in rural houses - 5.5 rooms, the average number of rooms in the surveyed households was 6.9 rooms in GBAO, and 7.0 rooms in Khatlon region.



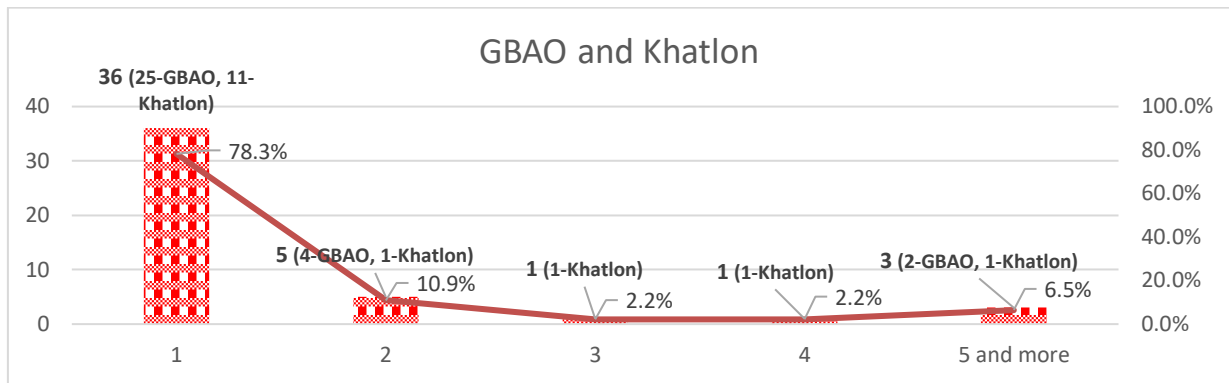
Diagram #3. Total number of rooms in surveyed households, including those converted to receive tourists.



Most of the rooms intended for guests in the surveyed Guesthouses have separate entrances, hallways and separate building (more than 90 percent).

Also, it should be noted that the households interviewed during the survey have on average 1.5 bathrooms (showers, baths, and places for washing the body). The practice of their use and characteristics will be observed in detail in Chapter 3.

Diagram #4. Number of bathrooms in household / Guesthouse



Social and financial condition of rural households. According to the State Statistics Agency of the Republic of Tatarstan, over the past 7 years, the annual increase in the average annual population employed in the country's economy amounted to 1.04 percent; unemployment rate - 2.2 percent; the annual growth of real money incomes of the population - 6.4 percent; an increase in the real expenditures of the population - 11.2 percent; increase in average monthly wages - 15 percent; real wages - 7.1 percent. Taking into account the socio-economic situation and the state of the labor market in the country, the issue of employment of the population, and especially for young people in rural areas, remains acute. For the most able-bodied population in rural areas, labor migration is the only and affordable way to address their socio-economic needs. The number of labor migrants is increasing. In recent years, the increase in the number of migrants for internal and interstate migration averaged 25.0 thousand people. in year. During the conversation with the respondents, it turned out that more than half of them have a close relative in labor migration.

The results of the survey of the socio-economic status of households showed that the hotel business was a source of improvement in the social status and relative well-being of households. In addition, it is a fact that all 46 heads of households / owners of guesthouses during the conversation noted that being engaged in the hotel business stops them from labor migration, although offers and invitations were received repeatedly.



The tourist season for the surveyed households/guesthouses has a differentiated uneven character and falls mainly in the seven to nine warm months of the year (average seven months in GBAO and nine months in Khatlon region).

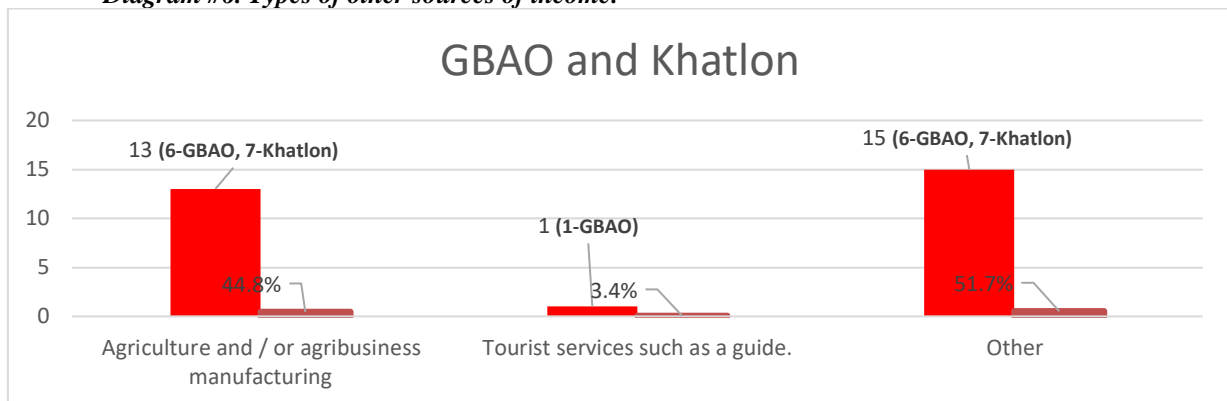
The owners of hotel houses are also forced to engage in other types of entrepreneurial activity, which is confirmed by 63 percent of the surveyed respondents. At the same time, other adult family members (households) help in solving current issues, including in operation, maintenance and current repair, in the Guesthouse.

Diagram #5. Availability of other (apart from the hotel business) sources of income.



45 percent of respondents are engaged in other types of entrepreneurial activity, including in the field of agribusiness, tourism (guide) - 3.5 percent, other services and trade - 51.5 percent.

Diagram #6. Types of other sources of income.



RECOMMENDATIONS:

Based on the analysis and generalized results of studies of existing housing conditions of households, as well as social and economic aspects of guesthouses, it is necessary, within the framework of this Project, to provide for extensive information work among entrepreneurs engaged in the hotel business, taking into account the development of booklets, brochures, visual aids for creating, effective management of guesthouses, information materials on examples of existing practices of management of guesthouses in the far and near abroad and effective examples of functioning guesthouses within the republic.

Together with stakeholders, develop a program for informing the owners of guesthouses about the available small business support programs financed by

various donors, including through the creation of an association of guesthouses, initially in the context of regions, including on the example of the existing Pamir Eco-Cultural Tourism Association.

In order to increase the sources of income of the guesthouse, it is advisable to develop a sample business program for training the owners of guesthouses and their families on related tourist services, such as a guide (guide), cooking, food preparation, laundries, arts and crafts and souvenirs, handicrafts, etc.

3.2. HOUSEHOLD/GUESTHOUSE ACCESS TO LIFE-SUPPORT ENGINEERING INFRASTRUCTURE

In this section, the state of guesthouses / households was studied and determined with respect to the existing access to the engineering infrastructure system of life support, in terms of the availability of water supply, sewerage, energy supply and heating.

Main conclusions:

- *64 percent of the surveyed guesthouses have access to permanent water supply, and for 34 percent the water supply sources are the river, lake, stream and rainwater;*
- *26 percent of the surveyed guesthouses have access to the centralized sewerage system and, accordingly, 74 percent do not.*
- *All interviewed households have electricity and are connected to the centralized power grid. Uninterrupted power supply is carried out during the warm season;*
- *All interviewed households do not have access to a centralized heating system. Electricity, coal, gas and wood are used for heating. Given the exclusively seasonal nature of tourists' stay in the warm season, the installation of heating systems for showers and toilets is no longer necessary.*

i. The Guesthouse / Household has access to water supply. One of the main components of the sanitary well-being of the facility is the availability of water supply. Residential facilities, facilities providing hotel services, social facilities must necessarily have sources of constant water supply.



In Tajikistan, the population with the most difficult drinking water conditions is mainly concentrated in areas with high poverty rates, especially in the Khatlon region (stronger in its southwestern regions) and in GBAO. According to the World Bank's Poverty Diagnostics for Water Supply, Sanitation and Hygiene in Tajikistan, about 30 percent of rural residents rely on “surface water”. The share of households with access to improved water is about 40 percent. Given the unreliable drinking water supply, households rely on multiple sources of water throughout the year.

Dependence on unimproved water sources as a secondary source (e.g. irrigation canals and drainage canals) is up to 27 percent. Not many people of rural areas of the republic, especially in the Khatlon region, can afford the delivery of water by trucks and the installation of water storage tanks.

The water supply and sanitation systems in GBAO and Khatlon Oblast are in poor condition, and access to clean water, sewerage and sanitation services is limited.

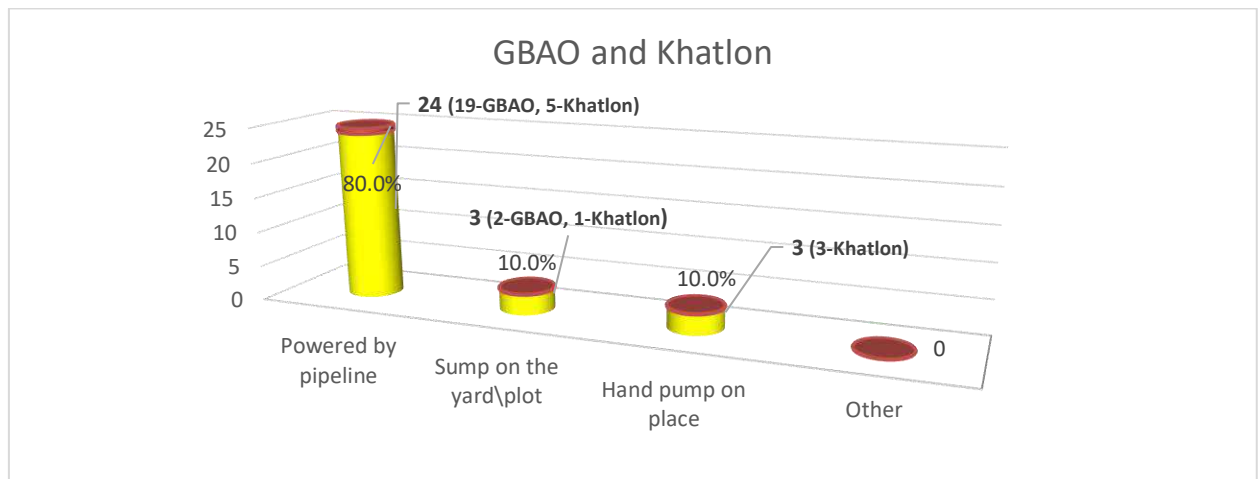
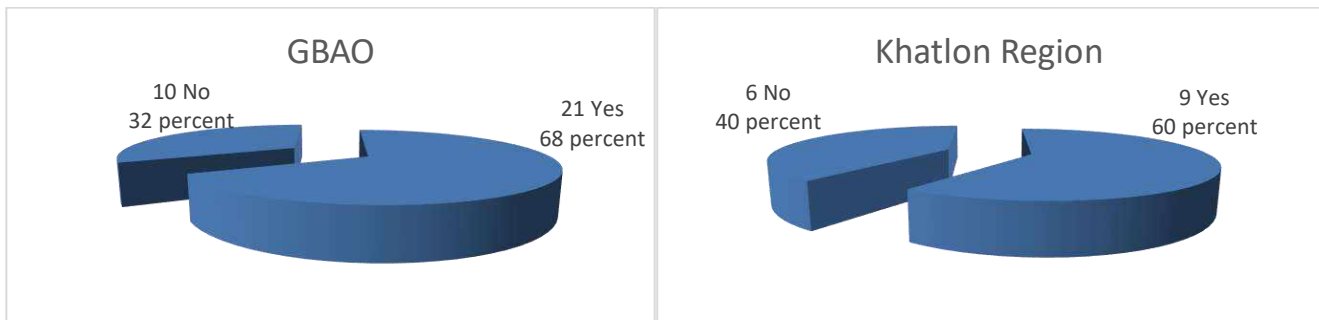


The existing water supply infrastructure in Khatlon Oblast and GBAO has suffered from years of chronic underfunding, the situation in the sewerage system is even more worse and there are no improved sanitary treatment facilities. . The high costs of operating and maintaining water infrastructure create a significant overload finance as revenues cover only a small part of the system's operating and maintenance costs, resulting in poor service quality, low willingness to pay, underfunded operating budgets and lack of investment finance.

The results of initial examination the condition of water supply and sanitation of the surveyed households/guesthouses confirmed the general existing situation in the water supply and sanitation (sewerage) system of rural areas of the republic.

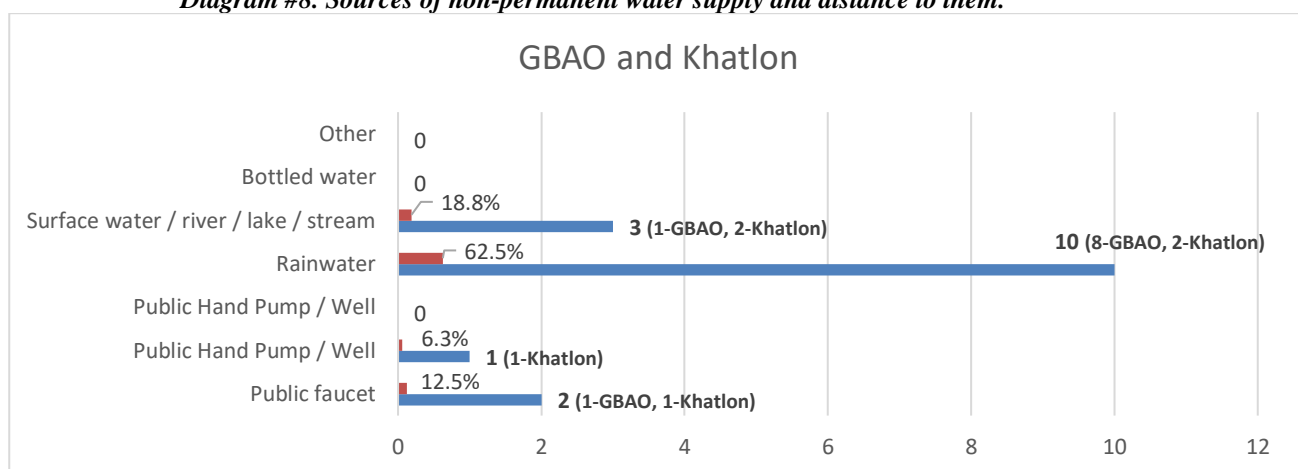
So, only 65 percent of the surveyed Guesthouses have access to permanent water supply; 68 percent in GBAO and 60 percent in Khatlon region. During the survey, along with centralized water supply, such sources as a well were included in a permanent source of drinking water or a pump in the household, which was accounted for 20 percent of permanent water sources identified.

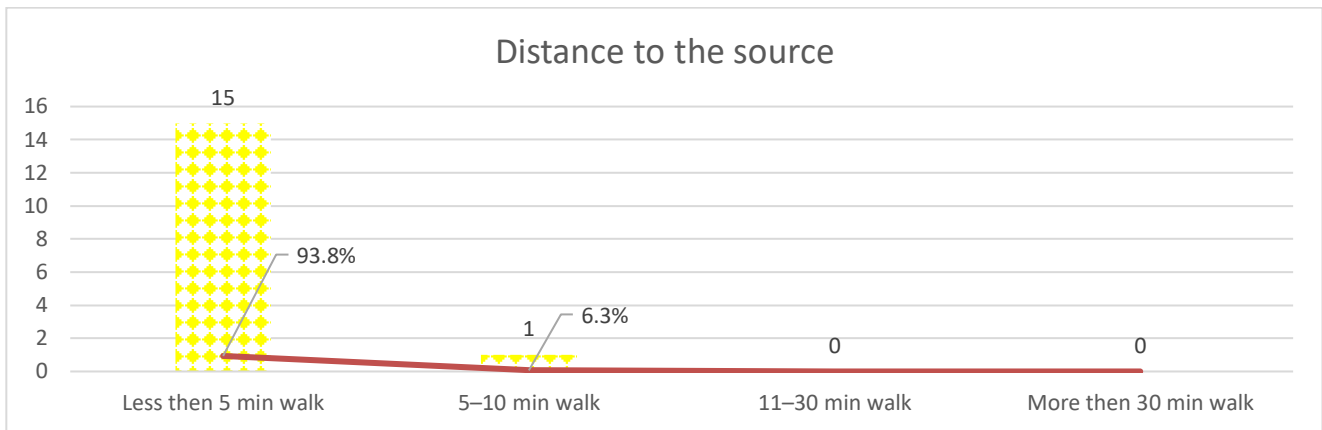
Diagram #7. Access and sources to permanent water supply.



guesthouses that do not have permanent water sources on the territory of the household have to 62.5 percent use surface water sources (river, lake, stream), 18.7 percent use rainwater, and 18.8 percent use a public water pump or well outside the territory of the household. The distance to the public water pump is on average 5.3 minutes away.

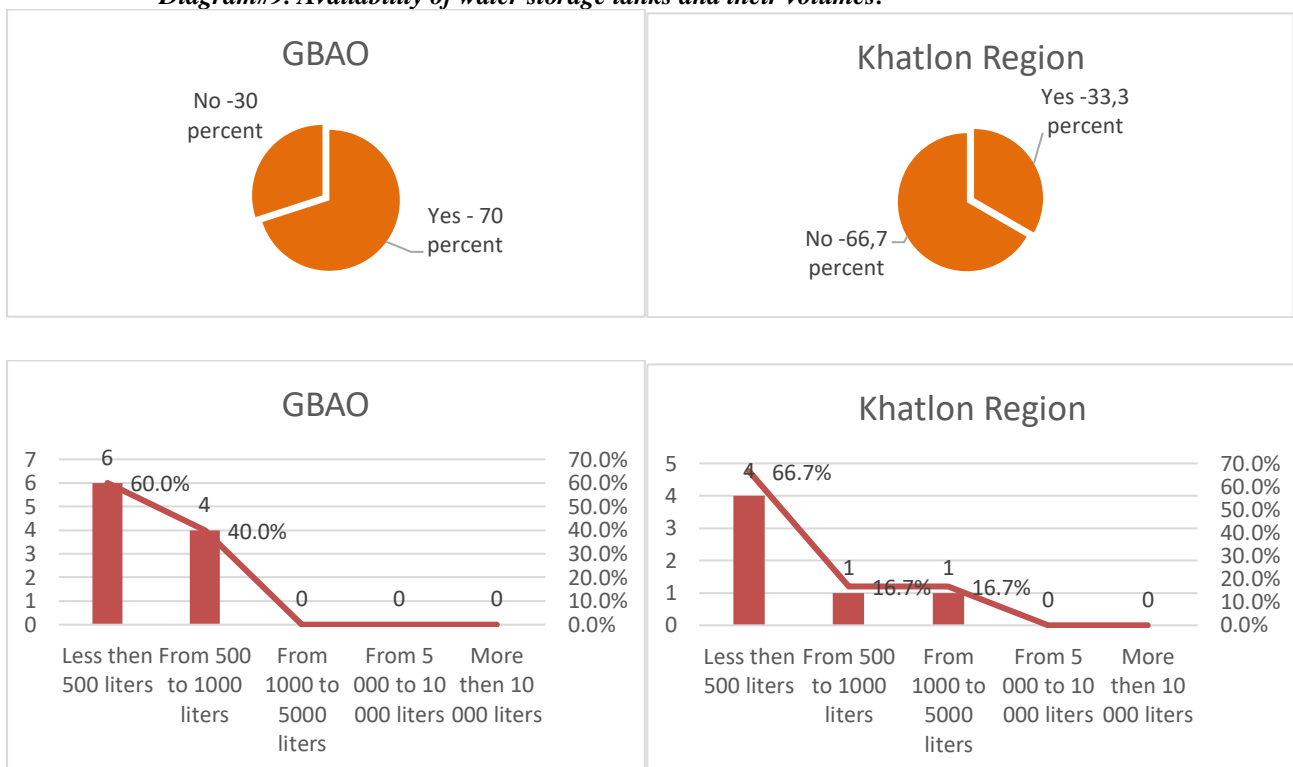
Diagram #8. Sources of non-permanent water supply and distance to them.





In order to ensure the necessary water supply some of these guesthouses, which do not have permanent water sources on the property of the household, were forced to purchase water storage tanks. This accounted for 56 percent of the respondents without a permanent water source. In rural areas, including the surveyed guesthouses, containers with a volume of up to 500 liters are mainly used.

Diagram#9. Availability of water storage tanks and their volumes.



Most respondents (93 percent), including those who do not have a constant water supply, to enable the functioning of their guesthouses, are able to access sufficient amounts of water for the needs of family members and guests from different means.

Diagram#10 Availability of drinking water for own needs and the needs of guests.



Due to the fact that the safe and most permanent source of water supply is a centralized system of preparation and supply of water, during the social screening of guesthouses, the district water supply enterprises were also visited. Centralized water supply is carried out mainly in the district centers of the project site according to the existing schemes.

Project districts	The existing scheme of centralized water supply
Khorog city	has a centralized drinking water supply system, it is provided with drinking water from the existing city underground water intake and a water treatment plant, the source of which is the Bogiv-dara river. This system ensures water supply to the population is provided constantly. The operating enterprise is Khorogvodokanal.
Ishkashim district	has a central water supply. Springs are the source. Distribution water supply - dead-end water supply scheme. Currently, the company "Korezloikha" is developing a detailed design for the expansion and reconstruction of the water supply system in the village of Ishkashim. The operating company is the District Communal Services Department.
Rushan district	- springs are the source of water. Distribution water supply networks are dead-end. At present, Korezloikha OJSC is also developing a detailed design for the expansion and reconstruction of the water supply system in the Rushan settlement. The operating company is the District Communal Services Department.

Vanj district	is a source of water springs. Distribution water supply networks are dead-end. The operating company is the District Housing and Communal Services Department.
Darvaz district	Springs are the source of water. Distribution water supply networks are dead-end. The operating company is the District Communal Services Department.
Vose district	the source of water is underground artesian waters. Distribution water supply networks are ring. The operating company is the Department of Communal Services “Obi Dekhot”.

Survey results showed that 64 percent of guesthouses in GBAO and Khatlon region have access to permanent water supply, which are connected to the water supply network, yard wells and hand pumps. 36 percent do not have access, and they have to rely on other water supply sources such as a river (stream), a community pump and rainwater.

Shaft wells and hand pumps receive groundwater from a shallow aquafier.

RECOMMENDATIONS:

To ensure uninterrupted and high-quality water supply for bathrooms and toilets, the owners of guesthouses have to:

- ✓ connection to water supply networks – have to install a container with a volume of at least 500 liters to ensure minimum sanitary requirements;
- ✓ shaft wells –have to install a container with a volume of at least 500 liters and the simple installation for water disinfection with calcium hypochlorite in agreement with the SES;
- ✓ hand pumps –have to install a container with a volume of at least 500 liters and the simple installation for water disinfection with calcium hypochlorite in agreement with the SES;
- ✓ a source of a river or a stream (only in summertime) - a container with a volume of at least 2,000 liters and a simple installation for disinfecting water with calcium hypochlorite have to be installed in agreement with the SES;
- ✓ provide for the study and provision of various alternatives for the efficient use of available water resources for each guesthouse facility.

ii. Availability of access of the guesthouses to the sewerage system.

Lack of access to sewerage systems is a serious problem, especially for the population of rural areas of the republic.

Currently, the sanitation system in GBAO and Khatlon region is in poor condition, and access to sewerage and sanitation services is limited. The unsatisfactory condition of sanitary facilities (toilets) is one of the sources of an increase in the incidence of intestinal worms, diarrhea and other diseases.



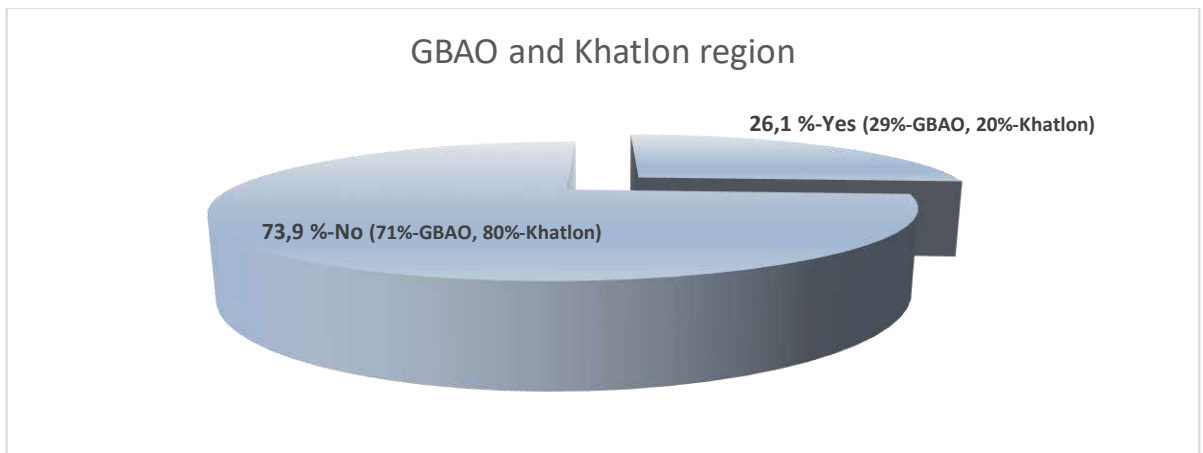
Centralized concept in the rural areas there is no solution to the issue of safe sanitation - the villagers build cesspools and independently solve the issues of sanitation. In the Republic, Khatlon Oblast, along with GBAO, today has the highest proportion of households without access to improved sanitation (lack of centralized sanitation) in rural areas, with the majority using latrines with wooden floors and tiles.



In the surveyed districts, only in the Khorog city there is a functioning household sewerage system. Currently, with financing and under a project from the EBRD, work is underway in Khorog city to expand the city's sewerage system. There is no sewerage system in the rest of GBAO. Currently, the company "Korezloikha" is developing a detailed design for the construction of a sewerage system in the villages of Ishkashim and Rushan. In the Khatlon region in the districts of Khovaling, Shaartuz and Jaikhun, sewage is only mechanically treated and then discharged into the nearest water bodies. In the Vose city, work is currently underway on the construction of urban sewerage networks and centralized sewerage treatment facilities.

In the process of social screening, it was found out that out of 46 households, only 12 (26 percent) have access to centralized sewerage systems (in the Khorog city and in the regional centers of Darvaz, Ishkashim, Jaihun, Khovaling, Shaartuz). The rest of the guesthouses located in rural areas do not have access to sewerage due to the lack of centralized sewerage. .



Diagram#11. Acces to the sewerage.

The surveyed guesthouses that are not connected to sewerage system have (i) direct unflush toilets with a cesspool. The pits were dug in soil and were not concreted or equipped with stone or brickwork, while exfiltration of the liquid phase of the effluent into the ground or ground water occurs. The effluent from taking a shower, washing clothes and washing dishes (gray water) is discharged into the irrigation ditch network.

The next type of toilets is (ii) equipped with flush toilets with the discharge of the "septic tank". "Septic tank" is a free-standing chamber built of stone from a drainage bottom. In this case, the liquid phase of the effluent drains into the ground, and the solid phase accumulates on the ground (the practice of disposal, the proportion of cesspools and septic tanks will be discussed in more detail in Chapter 3.4.).

RECOMMENDATIONS:

For the collection and disposal of wastewater from bathrooms and toilets in areas where there is no centralized sewage system, it is necessary to build two-chamber septic tanks with waterproof walls. Septic tanks must be designed and built in accordance with applicable rules and regulations. The operation of septic tanks must be carried out in accordance with the legislative acts and norms of the Republic of Tajikistan.

Within the sociological survey, it turned out that some guesthouses in regional centers where there is a sewer network, due to the lack of access to funding, as well as the distance to network (according to respondents) up to 50 meters, do not have a connection to the sewer network, including Jaihun district - 2 guesthouses, in Shaartuz district - 1 guesthouse. It is advisable to include this indicator in the

selection criteria within the framework of the next stages of the Project, if it is possible to connect to the sewer network.

iii. Utilization of sewage and fecal waste.

It should be noted that only 23 percent of the population is served by centralized sewerage systems, of which only 5 percent are located in rural areas, where 74 percent of the republic's population lives.



Lack or limited access to functioning sewerage systems, poor drainage systems, inadequate fecal waste disposal system, together with limited access to safe water, lead to an increase in acute intestinal diseases.

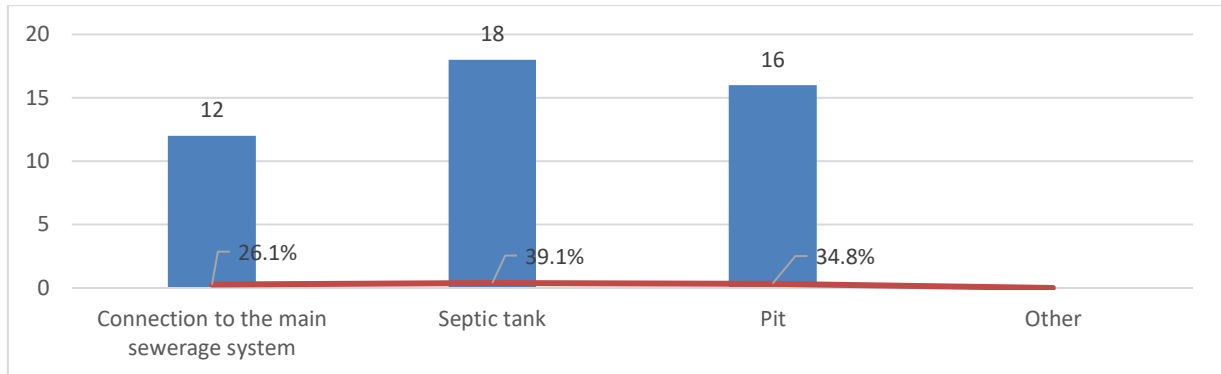
What is meant by “inadequate fecal waste disposal system”? In rural households, where there is practically no access to sewerage, fecal and waste water is discharged mainly into cesspools, less into septic tanks. These structures are built or dug out mainly by households' own efforts. After filling them, they are rarely emptied and transported to specialized landfills. Proceeding from the fact that during the construction of toilets, mainly local and scrap materials (that is, not financially expensive) are used, the cesspools are simply buried after filling and new cesspools or septic tanks are dug, since the territory and land plots of households allow this. It should be noted that the disassembling of the toilet and the burying of cesspools and septic tanks should be carried out taking into account the strict observance of sanitary and epidemiological rules, which are not always observed. Emptying and removal of faecal waste by specialized sewage machines is financially costly for households and averages per car-shift, depending on distance and volume, from 200 to 300 somoni (equivalent to 20-30 US dollars).

This practice of disposal of sewage and fecal waste exists in guesthouses, however, during the survey it was found that the owners of guesthouses, in order to create minimum sanitary conditions for the functioning of their facilities and receive guests, are taking measures to improve the management of sewage and fecal waste as far as possible, i.e. they build septic tanks.

The results of the survey of respondents showed that 26.1 percent of guesthouses located in regional centers discharge waste and fecal water into the sewer. Also, 39.1

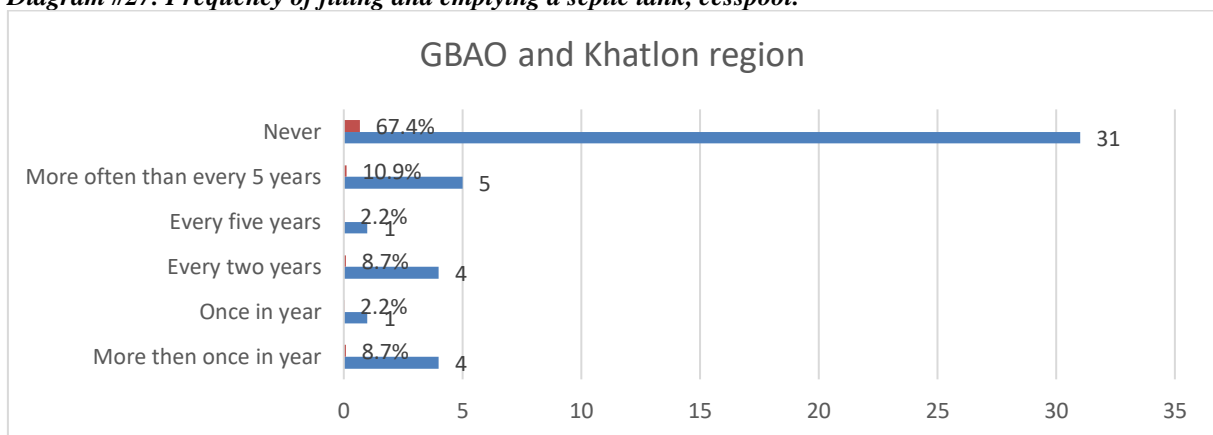
percent of guesthouses are dumped into septic tanks and the remaining 34.8 percent into cesspools.

Diagram #26. Discharge of sewage and faecal waste.



As noted above, in guesthouses, cesspools and septic tanks are generally not emptied (67.4 percent). Cesspools and septic tanks are filled on average in 4-5 years. Waste and fecal waste is disposed of in septic tanks and cesspools by burying (76.1 percent), and also transported by sewage trucks to a specialized landfill (17.4 percent).

Diagram #27. Frequency of filling and emptying a septic tank, cesspool.



RECOMMENDATIONS:

If there is a constructive opportunity (after a detailed study of a residential building potential for the implementation of a project of guesthouses), it is necessary to develop projects of sanitary units (bathrooms, shower cabins, toilet cabinets) attached to the house or, if possible, combined with sleeping rooms.

Taking into account the national construction and architectural features of the location of sanitary facilities in GBAO and Khatlon region and taking into account

the existing and planned to increase the guesthousing stock, it is necessary to provide for the construction of several sanitary facilities on the territory of the guesthouses.

When designing the construction of sanitary facilities in the yard on the territory of guesthouses, provide for their connection to existing utilities (power supply, lighting, cold and hot water supply, sewerage or septic tank), as well as the improvement of approaches to them (path, sidewalk).

When designing sanitary facilities (bathrooms, showers, toilets), provide for their complete equipping with appropriate appliances and equipment, accessories and amenities.

When designing toilets in guesthouses that do not have the ability to connect to the sewage system, provide for the construction of septic tanks and refuse the practice of cesspools in order to comply with the relevant sanitary and environmental standards for the management of waste and fecal waste. In the future, waste from septic tanks should be emptied and transported by special equipment to designated landfills.

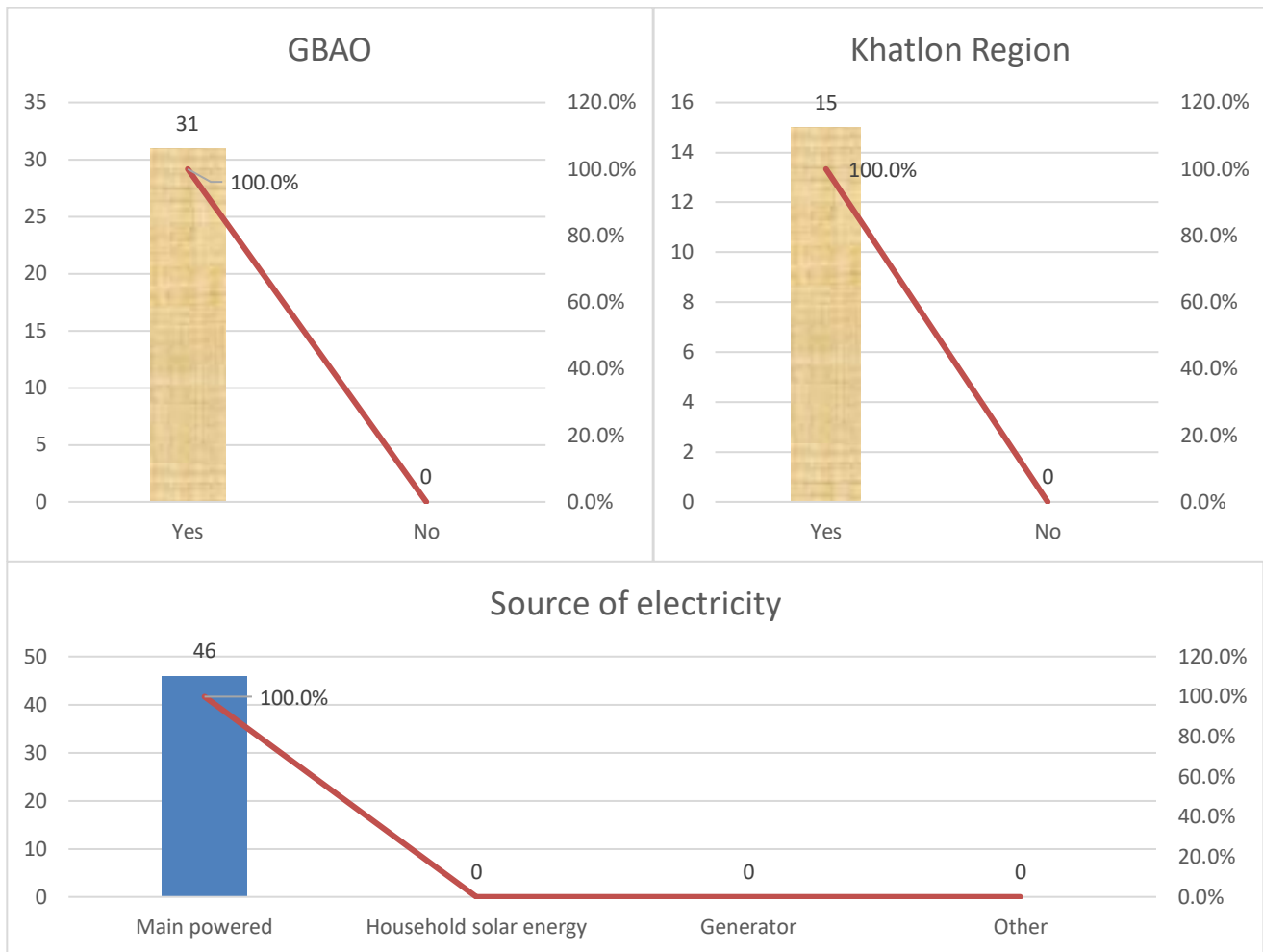
At the stage of active project implementation, it is mandatory to provide for the implementation (production) of specific construction work by qualified builders, workers, plumbers.

iv. The Guesthouse has access to electricity.

In the Republic of Tajikistan, electricity is the only one among the services that is characterized by universal coverage and relative stability. Despite the fact that in rural areas of the republic there was a practice of rolling blackouts and temporary supply (according to the time schedule) of electricity in wintertime, there is a stable progressive trend of improving electricity supply throughout the republic.

This fact was also confirmed within the course of a sociological survey. All 46 interviewed guesthouses have electricity and are connected to the centralized power grid.

Diagram#12. Access to electricity and its sources



RECOMMENDATIONS:

For the power supply of households/guesthouses, it is advisable to develop materials (information manuals) within the framework of the Project on the use of energy-saving technologies in lighting and sanitary facilities of guesthouses.

It is also necessary to provide for the installation of electricity meters (if possible, separate for the needs of the family and the guesthouse), if possible, water meters for guesthouses, in order to further ensure accurate calculation and planning.

To ensure backup power supply, it is advisable to provide for the needs of guests in guesthouses alternative sources of electricity.

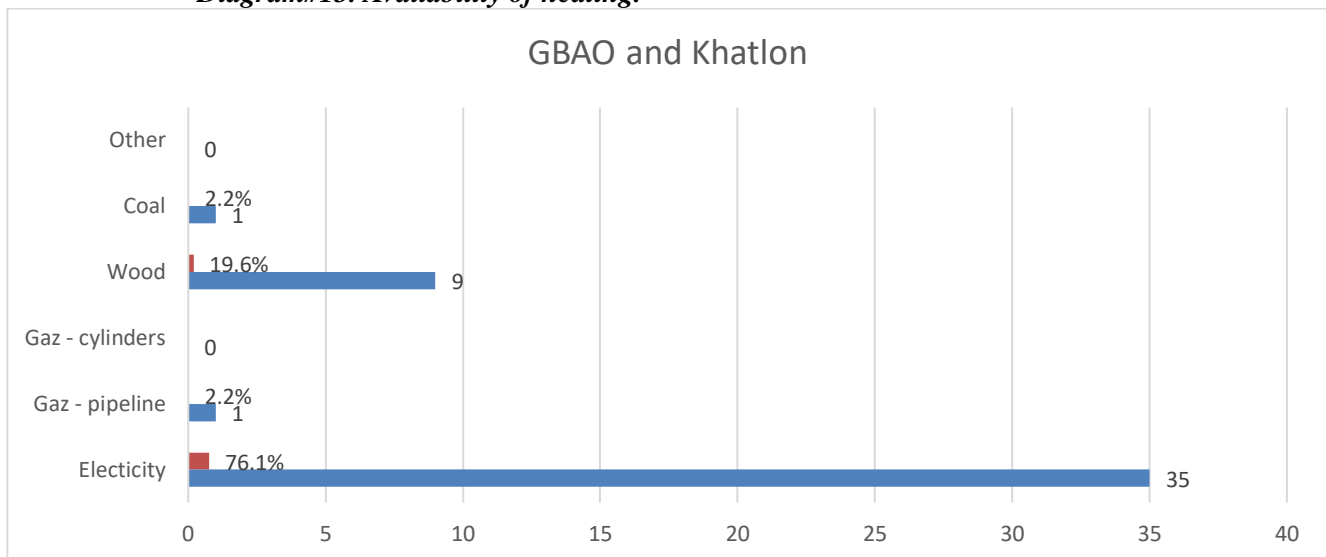
v. Availability of heating in the guesthouse.

After the collapse of the USSR, it happened that at the present time in the Republic of Tajikistan centralized heating is carried out only in a part of the capital of Dushanbecity. In other regions of the republic, including in rural areas, the following are used for heating the premises: electricity, firewood and coal.

A poll of 46 respondents in GBAO and Khatlon region showed that 35 (76.1 percent) guesthouses are heated with electricity, 9 (19.6 percent) with wood, and one coal and gas each. The tourist season is mainly during the hot season, and therefore there is no need to heat the bathrooms and toilets.

To obtain hot water for bathrooms and showers, mainly electric water heaters are used (details in section 3.4).

Diagram#13. Availability of heating.



3.3. RESIDENTIAL FUND OF THE GUESTHOUSE (THE HOUSING STOCK OF THE GUEST HOUSE ?)

Main conclusions:

- In the surveyed guesthouses there are on average 3 bedrooms, more than one of which is combined with a bath or shower;
- The surveyed guesthouses have the ability to check in the maximum number of guests at the same time - an average of 8.7 guests;
- The surveyed guesthouses are filled in from March - April to October November with the maximum number of guests in the summer months

Construction and architectural national features of private housing construction in the republic, especially in rural areas, provides for the almost mandatory construction of living rooms or living rooms separately with a separate entrance and approach, not combined with other housing stock. Along with the function of the living room, in these rooms in the rural areas, events (weddings, commemorations, etc.) are held, and therefore the sizes of these rooms are large. In most of the guesthouses surveyed, such living rooms are currently used as rooms for receive of guests.

During communication with respondents, the owners of the guesthouses reported that it is expensive to accommodate 2 - 3 tourists in such large rooms, although it is possible to accommodate up to 10 people, but they have to. Most tourists refuse to check into common rooms and want more private conditions. Based on this, the respondents have plans to rebuild the existing large guest rooms into separate compact rooms for 2-3 people, as well as the construction of additional guest rooms and hostel-type bathrooms, especially since the existing land areas allow.

As part of a sociological study of guesthouses, the survey first of all studied, including visually, the conditions of the existing housing stock intended for guests.

Average, guesthouses in the surveyed districts have 3 bedrooms, more than one of which is combined with a bath or shower.

A favorable factor is that the condition of the rooms intended for guests in guesthouses is much better than the rooms used for the needs of family members, including the technical condition, equipment, bed material and convenience, which is characterized primarily hospitable mentality of the population of Tajikistan.



Diagram#14. Number of bedrooms in the guesthouse.

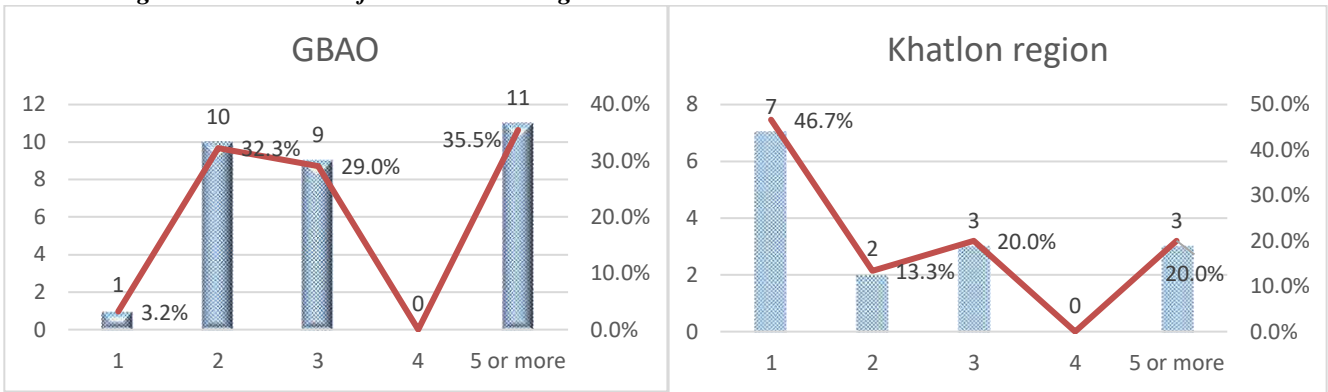
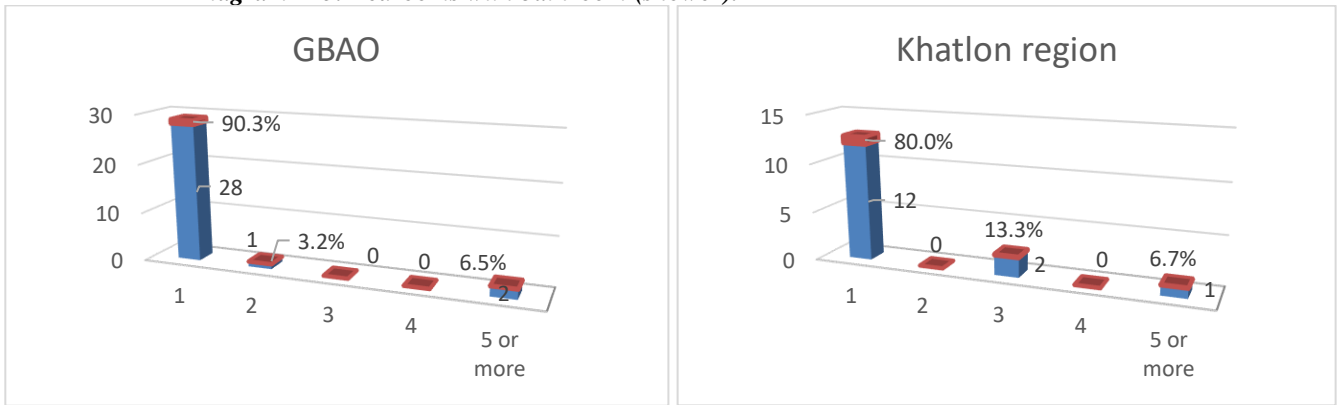
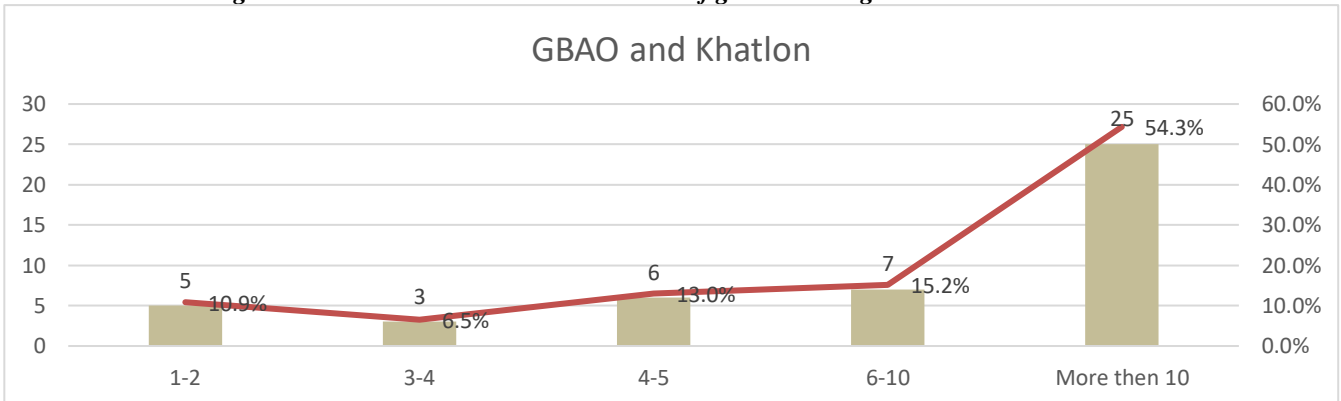


Diagram #15. Bedrooms with bathroom (shower).



Based on the existing housing stock intended for the needs of guests, the surveyed guesthouses have the ability to simultaneously serve the maximum number of guests - an average of 8.7 guests, which is not a bad indicator in rural areas. More than two-thirds of guesthouses had the practice of maximum filling rooms and serving guests, which is an indicator of the lack of hotel facilities in rural areas.

Diagram#16. Maximum concurrent number of guests in the guesthouse.



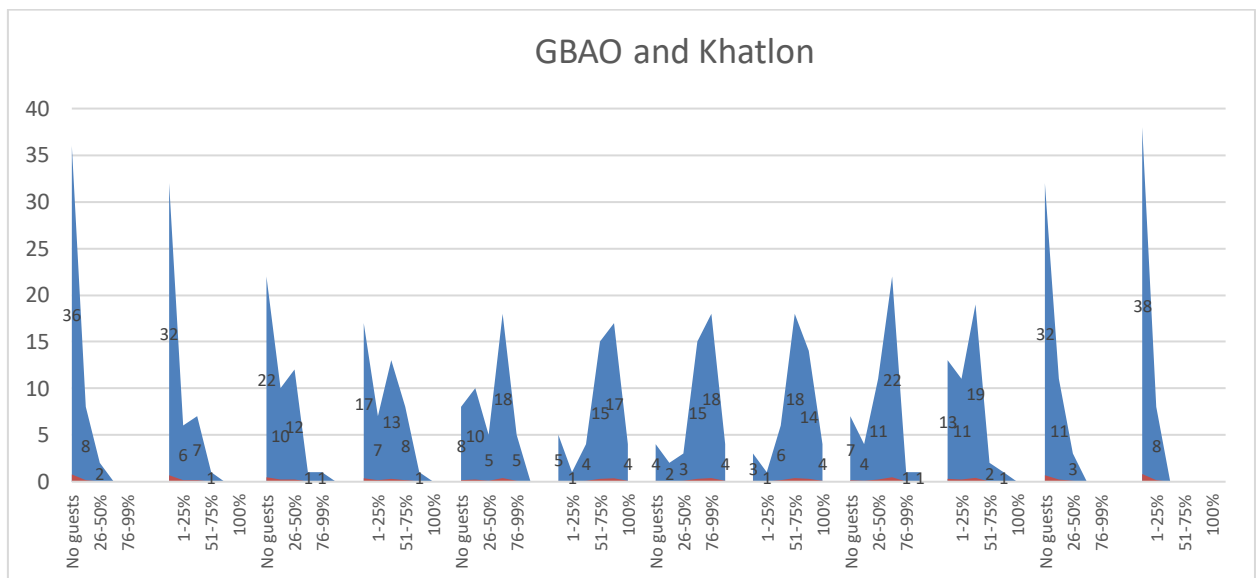


It should be noted that the tourism in the world is mainly seasonal, based on regional, climatic, natural, cultural and sports aspects. The tourism industry in Tajikistan is no exception to this generally accepted condition. To identify the seasonal movement of tourists in guesthouses, as part of a sociological survey to the owners of guesthouses, one of the questionnaire questions was

formulated as follows: **"In what months of the year is the guesthouse mainly filled with tourists?"**

The results of the survey showed that in the rural areas of GBAO and Khatlon region in the winter months (January, February, March), tourists practically do not stay in guesthouses. The dynamics of occupancy by tourists in guesthouses starts from March - April, and already in the summer months, guesthouses begin to receive the maximum number of guests. And most of the guesthouses in GBAO during the peak season, due to the maximum of guests, are not able to meet the requirements for the settlement of all comers. This situation is observed in a number of guesthouses in the Khovaling and Shaartuz districts during the peak visits to historical, cultural and religious (pilgrimage) sites.

Diagram #17. Occupancy of guesthouses by month.



RECOMMENDATION:

Within the framework of the Project, it is advisable to develop reference materials on existing or generally accepted norms and requirements for guesthouses, hostels, rules for admission, check-in, guest service, a list of necessary equipment and amenities for the management and use of the owners of guesthouses.

Together with stakeholders in the tourism sector, as well as other donors involved in the development of small business and sanitation, organize practical seminars on the basis of existing and successfully functioning guesthouses within the republic.

3.4. LOCATION, TECHNICAL-DESIGN DATA AND COMFORTABILITY OF EXISTING BATHROOMS OF GUESTHOUSES

In the Terms of Reference, one of the main conditions was to conduct a comprehensive and thorough study of the existing sanitary conditions in the

guesthouses, to develop comprehensive measures and programs for implementation within the next stages of the Project.

In order to fulfill this task, all aspects of the sanitary conditions and the functioning of the sanitary facilities of the guesthouses and houses were studied.

During the technical survey, the technical and design characteristics of the existing sanitary facilities were identified. Starting from the location of bathrooms (bathrooms and toilets), their distance to guest rooms, the practice of using them, the materials used in their construction, the availability of utilities, amenities and equipment, as well as the practice of building bathrooms and the sources of their construction.

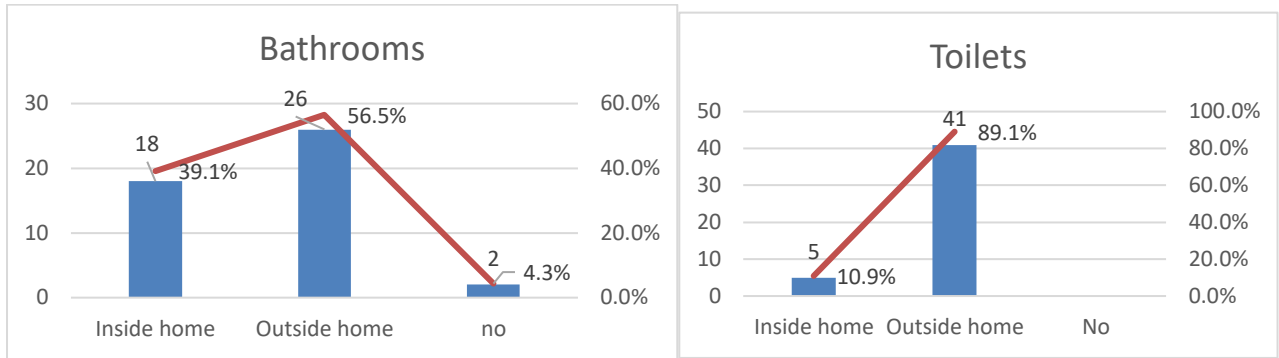
i. Location of sanitary facilities.

In the rural areas conditions of the Republic of Tajikistan, the housing stock mainly consists of private 1-2 floor houses (“havli” - translation from the Tajik is house) with a yardplot. Due to national building and architectural traditions, the construction of sanitary facilities (bathrooms, baths, toilets) was carried out (and continues) on the territory of the household's yard. Only in the last 20-30 years, during the construction of new houses in rural areas, the construction of sanitary facilities inside the house began to be practiced. But even in this case, on the territory of the yard plot sanitary facilities is provided.



This case were also taking place by the results of a survey of 46 respondents in GBAO and Khatlon region. From the 46 guesthouses surveyed, bathrooms are located inside the house in 26 houses (56.5 percent) and in the courtyard of 20 houses (43.5 percent). As for toilets, 89 percent of them are located in the courtyard and 11 percent are inside the guest houses.

Diagram #18. Location of the bathroom in the guesthouse.

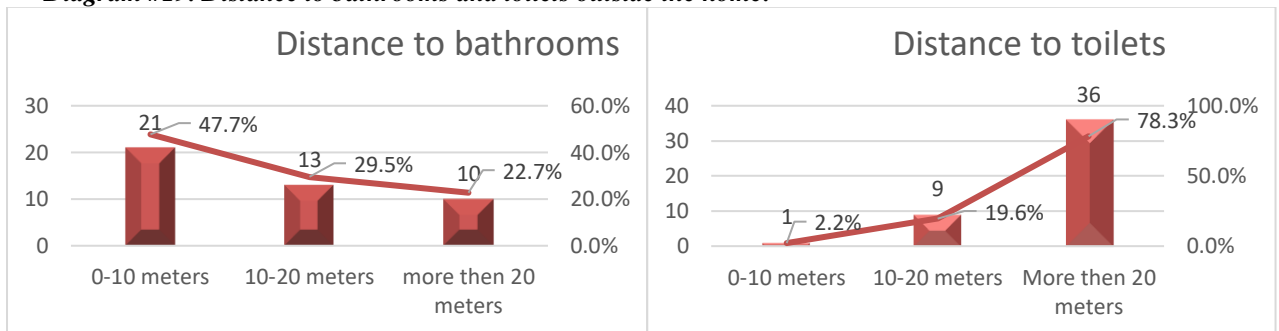


Also, according to the national traditions, the construction of bathrooms, baths in the yard on the territory of households was carried out at a closer distance to the house, while the construction of a toilet is at the farthest distance.



It is also observed in the surveyed guesthouses. The distance to bathrooms on the territory of guesthouses is on average 14.8 meters, while the distance to toilets is on average 23.1 meters.

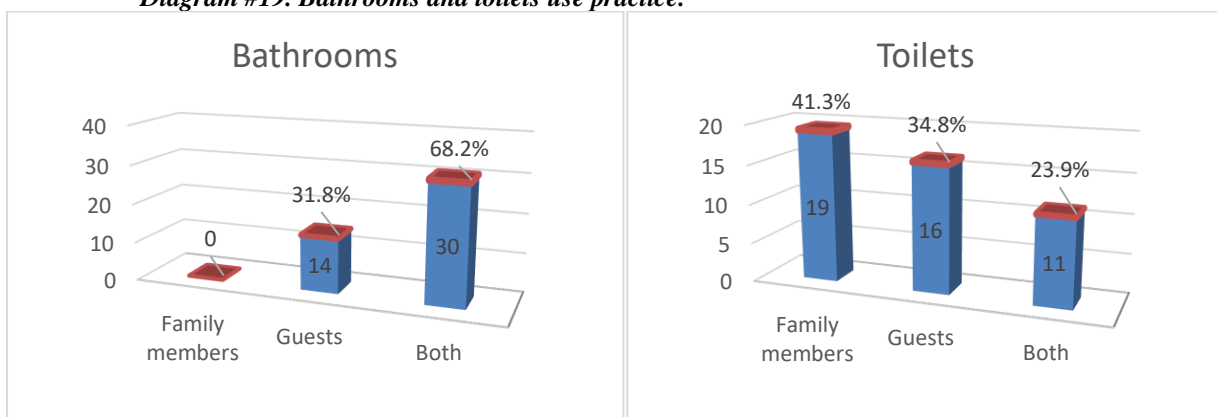
Diagram #19. Distance to bathrooms and toilets outside the home.



Due to the existing housing conditions and insufficient availability of funding for the construction of separate bathrooms and toilets for the needs of guests, in some of the surveyed guesthouses they are forced to use sanitary facilities for both the needs of guests and the needs of family members, including in 30 guesthouses (68.2 percent) with bathrooms and in 11 guesthouses (23.9 percent) with toilets.

This practice of using sanitary facilities is an unfavorable factor for the proper functioning of existing guesthouses, especially given the unsatisfactory condition of many of them. And these conditions discourage potential guests/tourists from settling in such guesthouses, which generally require private and comfortable conditions for using sanitary facilities.

Diagram #19. Bathrooms and toilets use practice.



ii. Constructive characteristics of sanitary facilities.

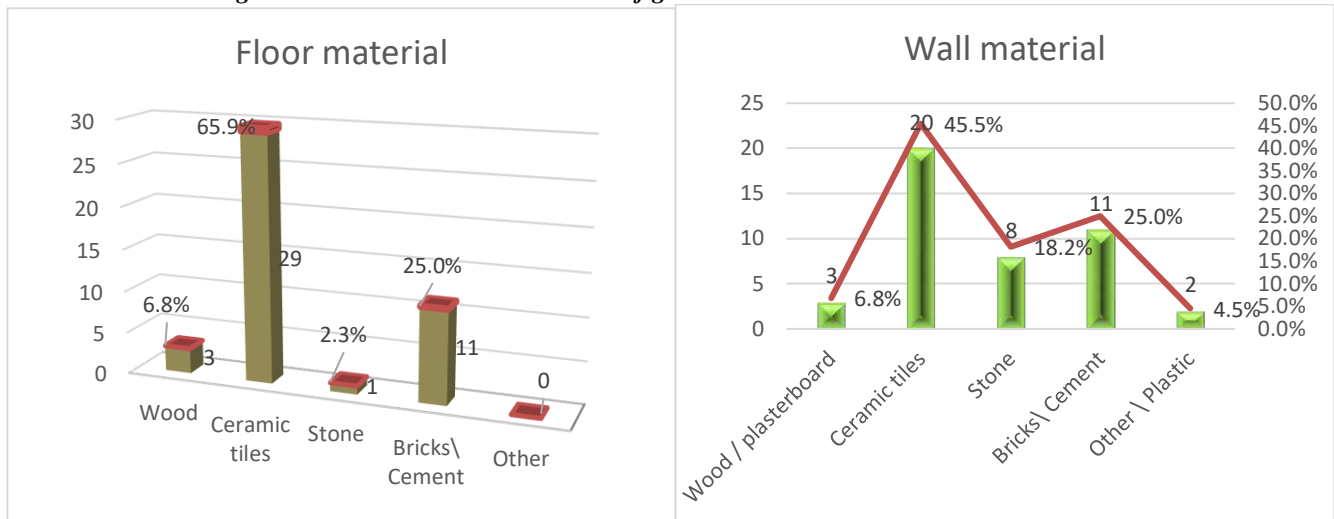


Particular attention during the survey, as well as visually, was paid to the structural part, including what building materials are used to finish the floors and walls in sanitary facilities (bathrooms and toilets) of guesthouses / households.

It should be noted that in the surveyed guesthouses, as well as in general in rural areas, local and scrap materials are widely used in the construction of sanitary facilities, including stone (for walls in GBAO) and wood (mainly floors in Khatlon region). But most use ceramic tiles and concrete/bricks.

In 29 bathrooms (65.9 percent), floors and 20 bathrooms (45.5 percent) are covered with ceramic tiles.

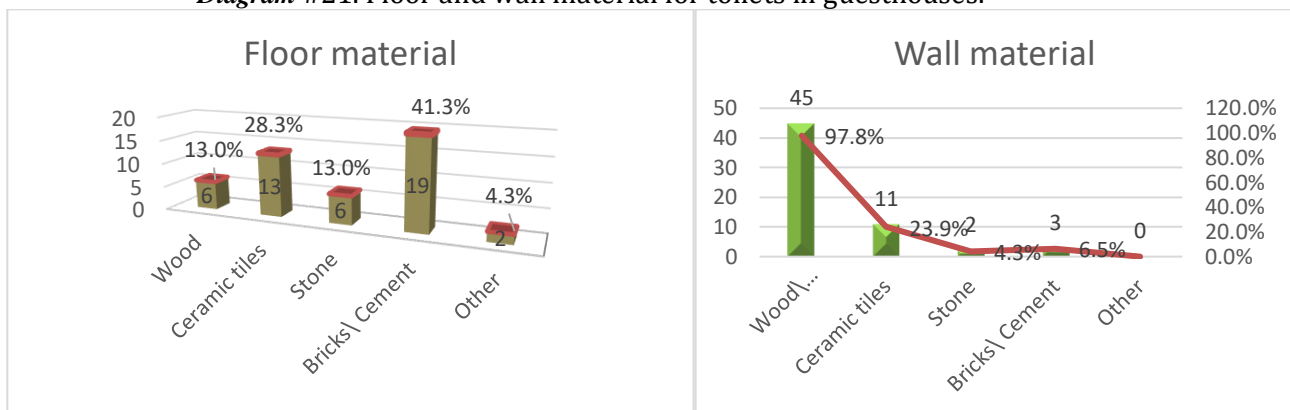
Diagram #20. Floor and wall material of guesthouses bathrooms.



As mentioned above, local and scrap materials are used more in the construction of toilets. Most toilets are covered with concrete, but wooden floors are often used. Also, wood is used more in the construction of toilet walls.

In the surveyed 46 toilets of the guesthouses, concrete was used as the material for the floor in 19 toilets and wood in 6. The toilet walls in 45 guesthouses are made of wood and 11 are finished with ceramic tiles.

Diagram #21. Floor and wall material for toilets in guesthouses.



iii. Availability of utilities and equipment/amenities of sanitary facilities.

In the rural areas of the Republic of Tajikistan, the construction of a homemade shower tray (bathing area up to 20-25 cm high) is mainly practiced in bathrooms, and bathtubs or factory shower trays are used less. Seldom, separate sinks (washbasins) are installed. In toilets, instead of a toilet pan, floor-standing closet bowls are mainly used, rarely sit-down toilet pans, mostly holes in a stove or in a

wooden floor. Not all toilets in rural areas are ventilated. The toilets are ventilated mainly in the natural simplest way (the cesspool is equipped with a pipe).

The level of equipment and availability of utilities (electricity, cold and hot water, heating devices, etc.) in sanitary facilities in rural households is practically the same as their design characteristics. If the bathrooms or saunas of most rural households mainly have electricity and more than half of them have cold water, then almost half of them and less have constant hot water or drainage for draining, respectively, which has an extremely negative and unfavorable effect on sanitary and hygienic conditions, and also difficulties and uncomfortable conditions for taking a bath/shower (water procedures). This is due to the general situation with regard to water supply and access of the rural population to safe and permanent water and sanitation.

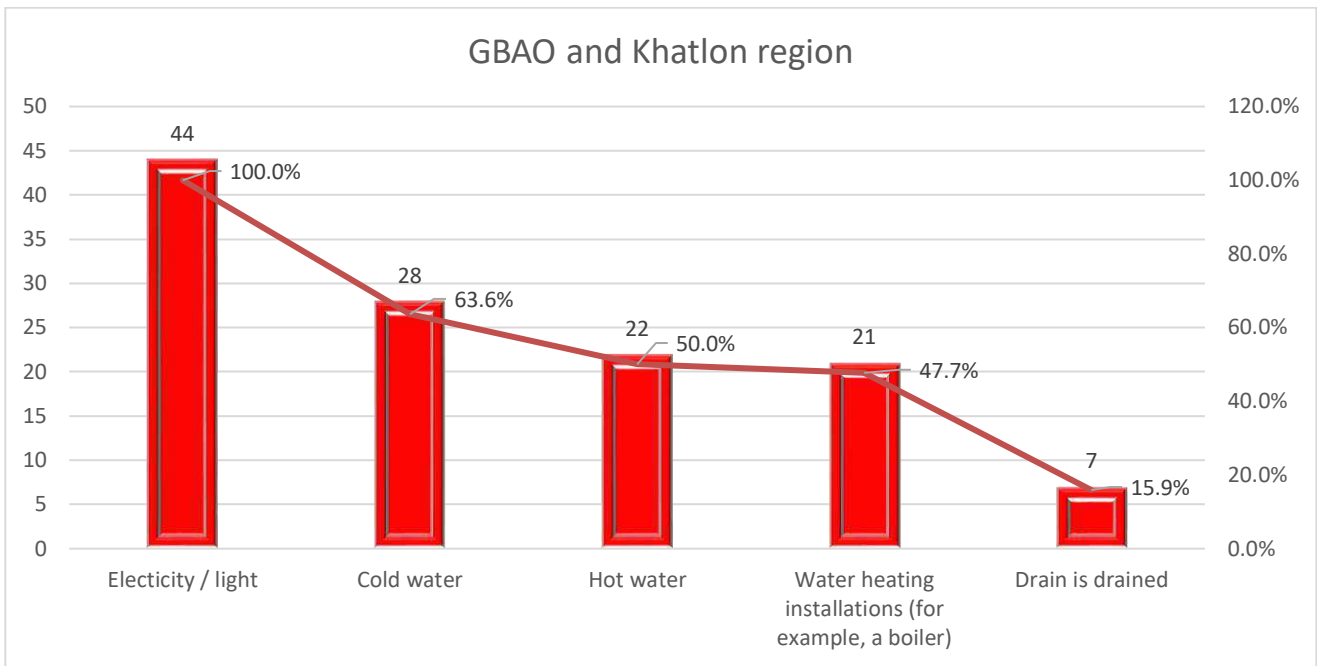
The availability of utilities in toilets in rural areas, in comparison with bathrooms, is even more negative, due to the far location of toilets, they do not have electricity for lighting, not to mention cold and hot water supply.

As mentioned above, in recent years, in the construction of new private houses in households, the practice of construction bathrooms, both in the house itself, and free-standing bathrooms and toilets, with connection to existing utilities.

The same picture is observed in the surveyed guesthouses - old housing construction in terms of access to utilities is much worse to relatively new housing construction.

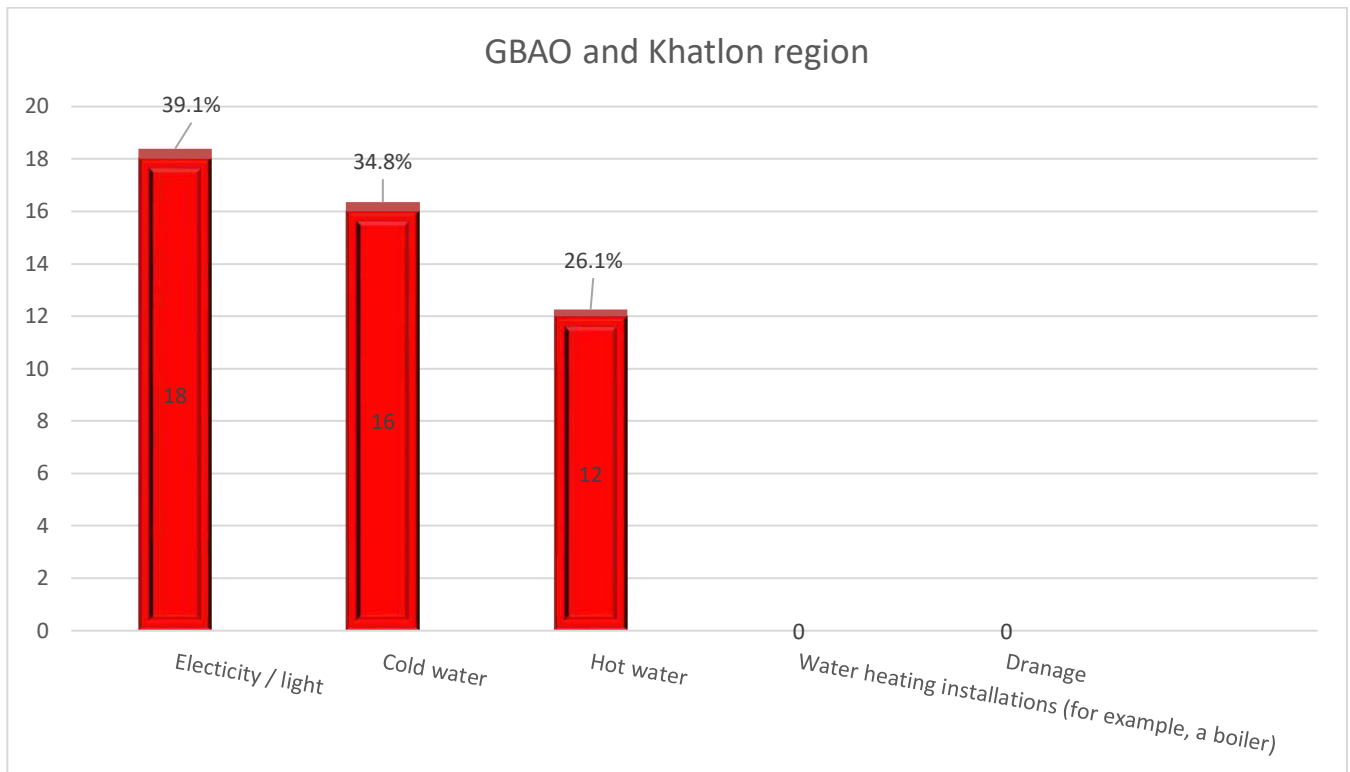
All surveyed bathrooms of guesthouses have electricity, however, only 28 (63.6 percent) of bathrooms have cold water, only 22 (50 percent) bathrooms have hot water, mainly using water heaters (21). And only 16 percent of them have discharge into the drainage (ditch) system or sewer (the rest to cesspools and septic tanks).

Diagram #22. Availability of utilities in the bathroom of guesthouses.



As for toilets, 39 percent have access to electricity, 34.8 percent to cold water and 26.1 percent to hot water.

Diagram #23. Availability of utilities in the toilet of guesthouses.

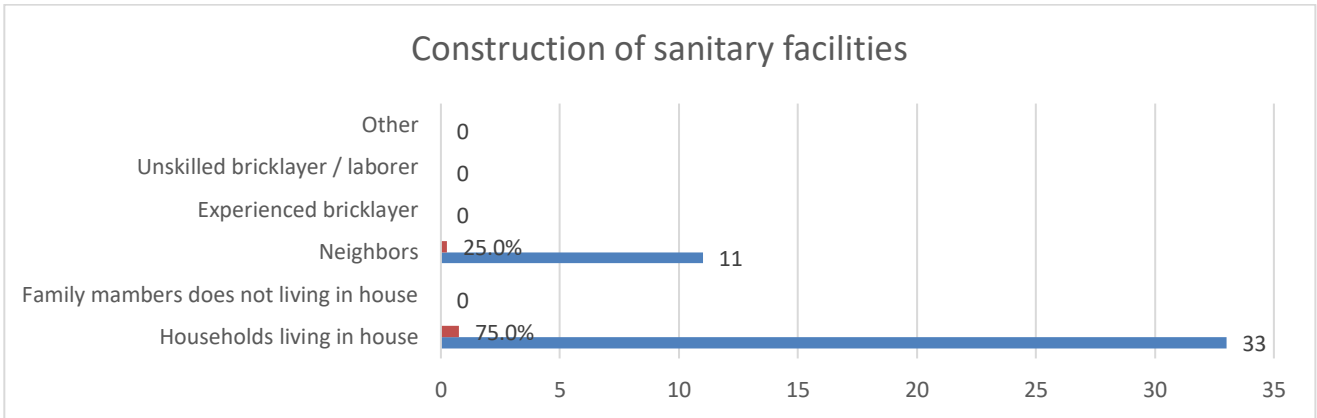


iv. The practice of building sanitary facilities and the source of their funding.

In the rural households in the republic, the construction of any components and individual infrastructures of a private residential building, including sanitary facilities (bathrooms and toilets), is mainly carried out by the family members' own efforts and with the help of the traditional “Hashar” with the involvement of neighbors. It should be noted that the construction of these infrastructures is carried out by family members or attracted neighbors who previously practiced construction without having professional qualifications. Construction is carried out mainly at the expense of their own savings, and also less often with the involvement of credit resources.

In the surveyed guesthouses, sanitary facilities were built by the homeowners themselves (75 percent) and with the help of Hashar with the involvement of neighbors (25 percent).

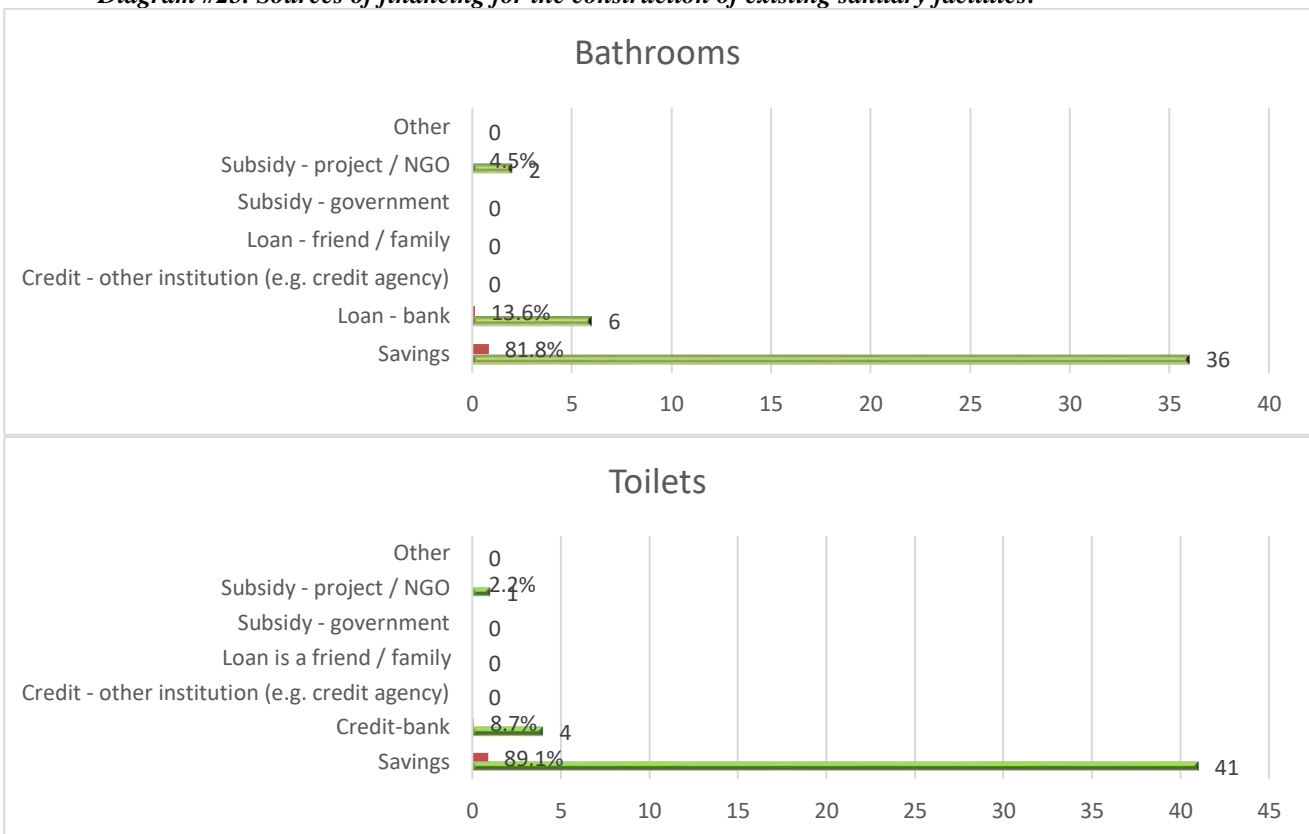
Diagram #24. Practice of building existing sanitary facilities.



Financing of the construction of sanitary facilities in the guesthouses was carried out at the expense of:

- own savings (bathrooms - 81.5 percent; toilets - 89.1 percent);
- credit resources (bathrooms - 13.6 percent; toilets - 8.7 percent);
- subsidies to NGOs (bathrooms - 4.5 percent; toilets - 2.2 percent).

Diagram #25. Sources of financing for the construction of existing sanitary facilities.



3.5. CHALLENGES, INTENTIONS AND MOTIVATION FOR IMPROVING THE SANITATION CONDITIONS OF GUESTHOUSES

In this chapter examined the main existing problems and difficulties, motivation and intentions for improving sanitary conditions in the interviewed guesthouses.

To simplify the survey and get the most reliable picture, respondents - owners of guesthouses were asked to choose three problems out of thirteen main problems that do not allow major repairs of existing or construction of new sanitary facilities to improve sanitary conditions and were offered options for choosing, including: **1. high costs; 2. there is no one to build; 3. water problems; 4. technical difficulties; 5. no savings; 6. competing priorities; 7. problems with rent; 8. limited space; 9. problems with obtaining permits; 10. problems with sewerage; 11. uncertainty of decision making; 12. other; 13. satisfaction with the existing bathroom.**



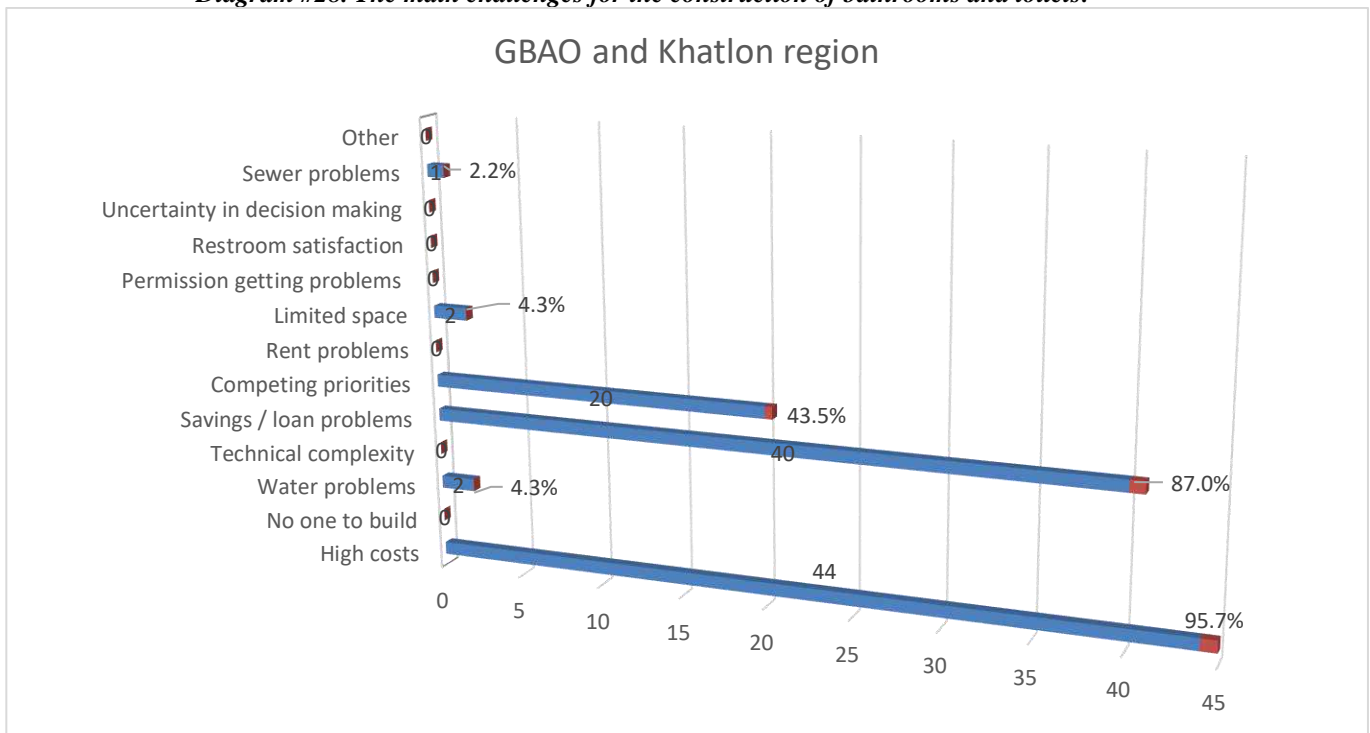
In general, the owners of the guesthouses are not satisfied with the conditions of the sanitary facilities of their facilities and have strong intentions to carry out major repairs of existing or construction of new sanitary facilities. However, this activity requires, first of all, high costs (95.7 percent), which requires the availability of financial resources. Lack of sufficient personal savings or access to acceptable credit resources (87.0 percent) is the second most important problem that does not allow to implement of construction or renovation of toilets. Further, in terms of the importance of problems, the owners of guesthouses indicated the presence of competing priorities (43.5 percent), which primarily imply the

improvement and increase of the existing guest housing stock in order to increase the reception of guests/tourists. Technical difficulties are not a problem, as they can be solved with access to funding. The existing free territory on the yard of the guesthouses allows the construction of new sanitary facilities and there is no need for an additional land plot. Definitely, they made a decision in the



immediate or medium term to carry out work to improve the sanitary facilities in the guesthouses they own. There is access to builders, including qualified ones. Problems with water and sewerage were chosen by only 4.3 percent and 2.2 percent, respectively, of the respondents, however, if there is access to funding, these problems will be solved by providing access to permanent water (wells, drills) and the construction of modern septic tanks.

Diagram #28. The main challenges for the construction of bathrooms and toilets.

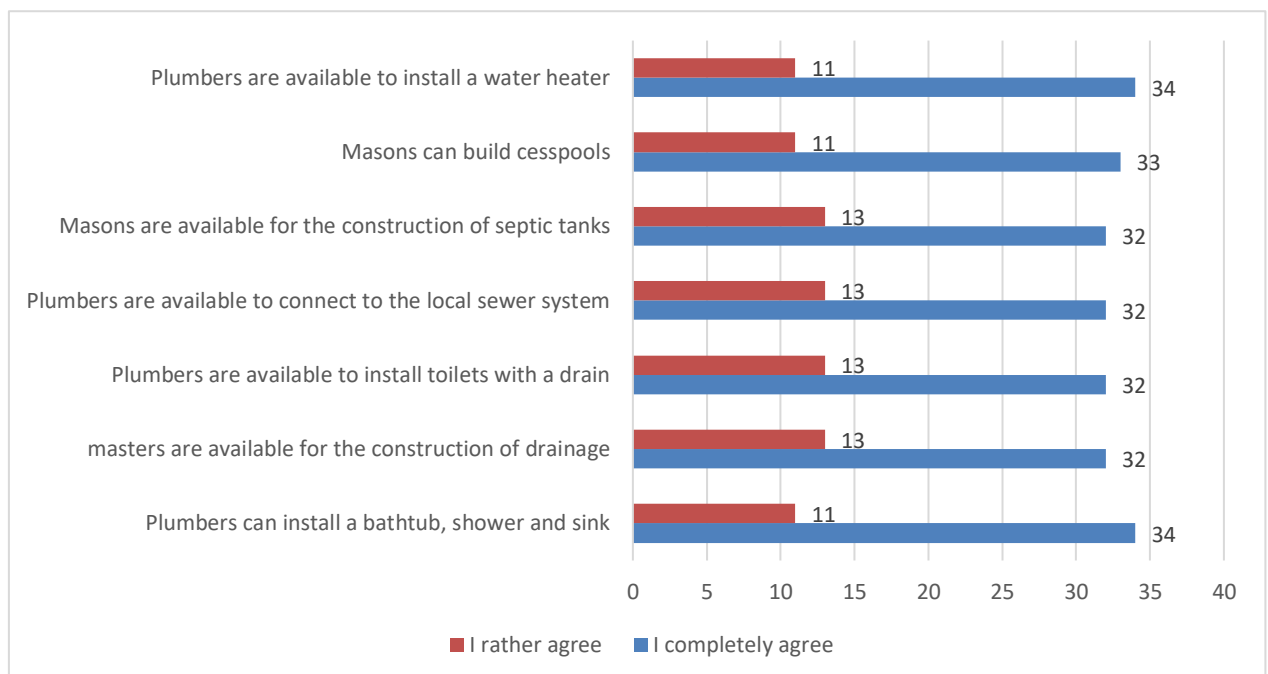


Also, the respondents mentioned the factors that affect the normal functioning of existing sanitary facilities, the creation or improvement of appropriate conditions. First of all, this is access to permanent and safe water (45.7 percent), lack of access to drainage or sewerage networks (71.8 percent).

As noted above with regard to the practice of construction of sanitary facilities, the owners of guesthouses or members of their families, or using the “Hashar” method with the involvement of neighbors, also have the skills to carry out construction and installation work in terms of the construction of sanitary facilities. Of the 46 interviewed respondents, they can independently install a shower / bath (58.7 percent), build a drainage system (60.9 percent), install a toilet (60.9 percent), dig a cesspool or septic tank (63.1 percent and 56.5 percent), install a water heater (65.2 percent), connect to the sewerage system (63.0 percent) and build a sanitary facility (56.5 percent).

Certain types of specific work that the owners themselves cannot perform, if necessary, can be carried out with the involvement of qualified builders and plumbers, since during the survey the owners of the Guest Houses indicated that they agree or fully agree that there is free access to plumbers to install a bathtub, showers, showers, sinks, washbasins, toilets (97.8 percent), to craftsmen for the construction of drainage or connection to the sewerage system (97.9 percent), to craftsmen and masons for the construction of septic tanks and cesspools (95.6 percent), to plumbers for the installation of a water heater (97.8 percent). Moreover, the quality of work of qualified builders and plumbers is much higher than that of unauthorized construction.

Diagram #29. Availability of builders, plumbers.



In the process of the sociological research, it was important to find out how the respondents themselves assess the existing sanitary facilities in the guesthouses and how their condition affects the activities of the guesthouses.

The results of the survey shows that the respondents adequately assess their existing problem with the state of sanitary facilities and understand its impact on ensuring the successful operation of their business, their inability to meet the demand and wishes of their customers.

Mainly of owners of guesthouses are not satisfied or completely dissatisfied with the existing bathroom system for the needs of their family (89.4 percent), the system of bathrooms for the needs of guests (95.6 percent). Also, the clients of the guesthouses are not satisfied or completely dissatisfied with the existing bathrooms (89.1 percent) and would like more private bathing conditions (97.8 percent). Similarly, the owners of guesthouses are not satisfied or completely dissatisfied with the existing toilets used for the needs of the family (78.2 percent) and toilets for the needs of clients/guests (91.1 percent). The clients of the guesthouses are also not satisfied or completely dissatisfied with the existing toilets (93.4 percent) and would prefer more private conditions in the toilets (97.8 percent).

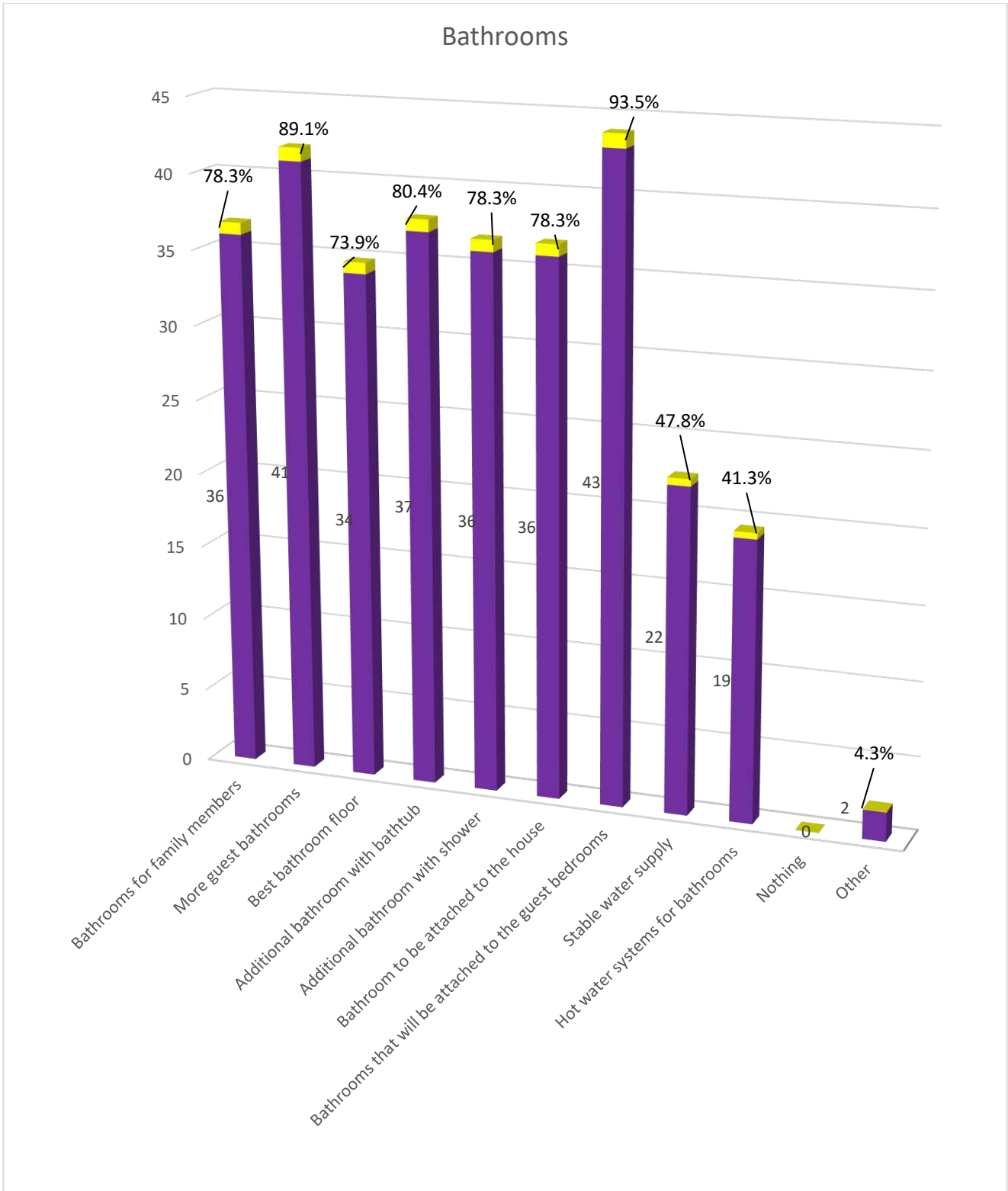
Within the survey of the owners of guesthouses, they agreed that improving condition of rooms (95.6 percent) and the condition of toilets (97.8 percent) will increase the number of customers, which will allow them to increase or set appropriate rates for guest service (95.7 percent)

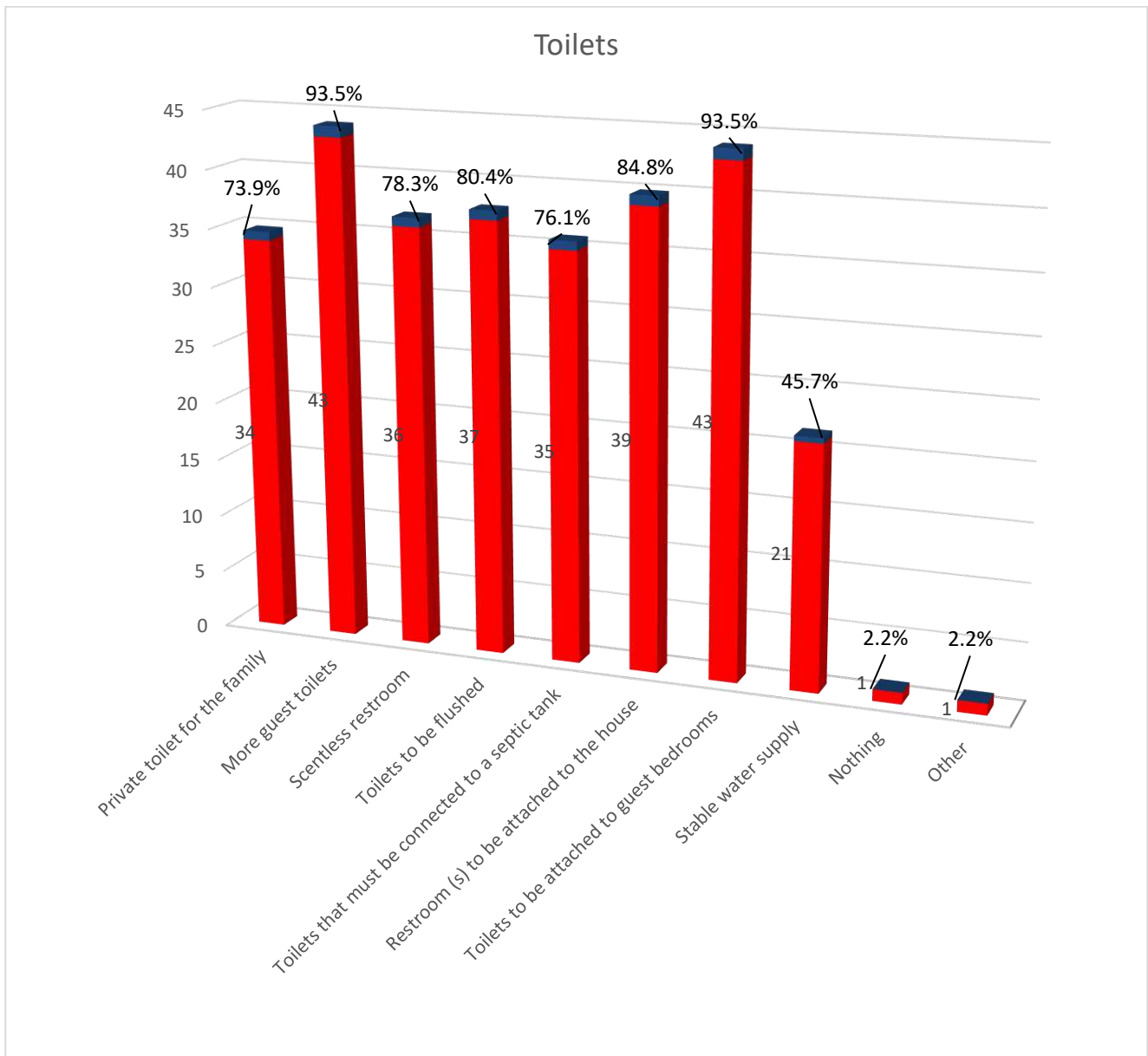
Almost all 100 percent of the owners of guesthouses have expressed a desire to participate in projects to support the improvement of the state of sanitary facilities and are ready to participate in co-financing up to 20 percent by financial means or by the production of any work, goods, services. For these purposes, they are also ready to develop appropriate business plans and development programs.

To improve this situation regarding the state of sanitary facilities in guesthouses, in the course of a survey of respondents, it was found that it is necessary to implement complex measures affecting the design characteristics of bathrooms and toilets, their equipment. Including bathrooms, first of all, to separate bathrooms for the needs of guests and family members (78.3 percent), to build additional bathrooms for guests (89.1 percent), to renovate the bathroom floor (73.9 percent) , build an additional combined bathroom with a bathtub (80.4 percent), with a shower cabin (78.3 percent), bathrooms attached to guest bedrooms (93.5 percent), improve the water supply in bathrooms (47.8 percent) and hot water supply (41.3 percent).

As for toilets, the owners of Guest houses also intend to separate the toilet for the needs of family members (73.9 percent), build additional toilets for the needs of clients based on the need (93.5 percent), with septic tanks (76.1 percent). below in the diagrams.

Diagram #30. Intentions to improve bathrooms and toilets.





RECOMMENDATIONS:

It is advisable to develop standard (modular projects) within a single catalog, which provides:

- reconstruction of the existing bathroom;
- reconstruction of the shower cabin;
- reconstruction of the existing toilet;
- construction of a septic tank;
- construction of a bathroom;
- construction of a bathroom (attached to the house);
- construction of a bathroom (combined with a bedroom);

- construction of a shower cabin;
- construction of a shower cabin (attached to the house);
- construction of a shower cabin (combined with a bedroom).

To develop a list of relevant construction, installation, plumbing works, for the implementing of which it is possible to involve the owners of the guesthouses, their family members, neighbors in the organization of "Hashar".

Note: when designing standard (modular) options for improving the state of sanitary facilities, take into account access to permanent water supply and sewerage.

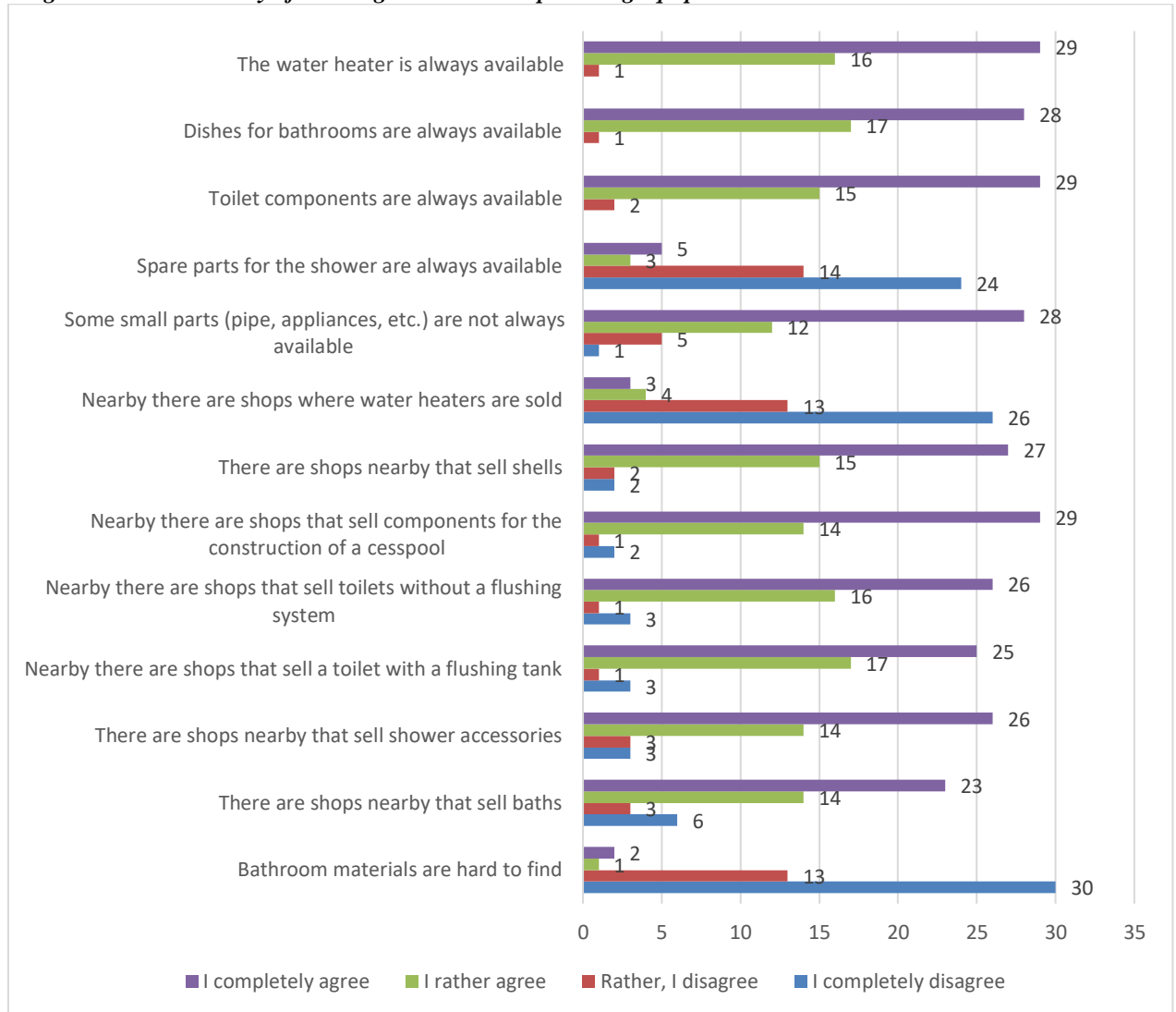
3.6. KNOWLEDGE OF LOCAL PRODUCTS (BUILDING MATERIALS AND SANITARY EQUIPMENT), THEIR SOURCES, DIFFICULTIES TO ACCESS THEM

In the previous chapter, it was indicated that the owners of guesthouses, for the implementation of their programs, if they have access to financing, have free access to labor resources, skilled workers, builders and plumbers. Some types of work are ready to perform themselves and have the appropriate skills and practices for this.

Based on this, in the sociological survey of respondents, it was found out availability of building materials. The owners of the guesthouses were asked the question that if there is an opportunity for financing and the availability of labor resources (workers, builders, foremen, plumbers), do you have access to building materials (cement, inert materials, fittings, etc.), plumbing equipment, etc. devices for improving the condition of existing or construct new sanitary facilities?

According to the results of a survey of 46 respondents, it turned out that nearby (in relative proximity by the standards of rural areas) there are shops and outlets selling the necessary building materials, plumbing fixtures and equipment, spare parts for them (shown in the diagram below).

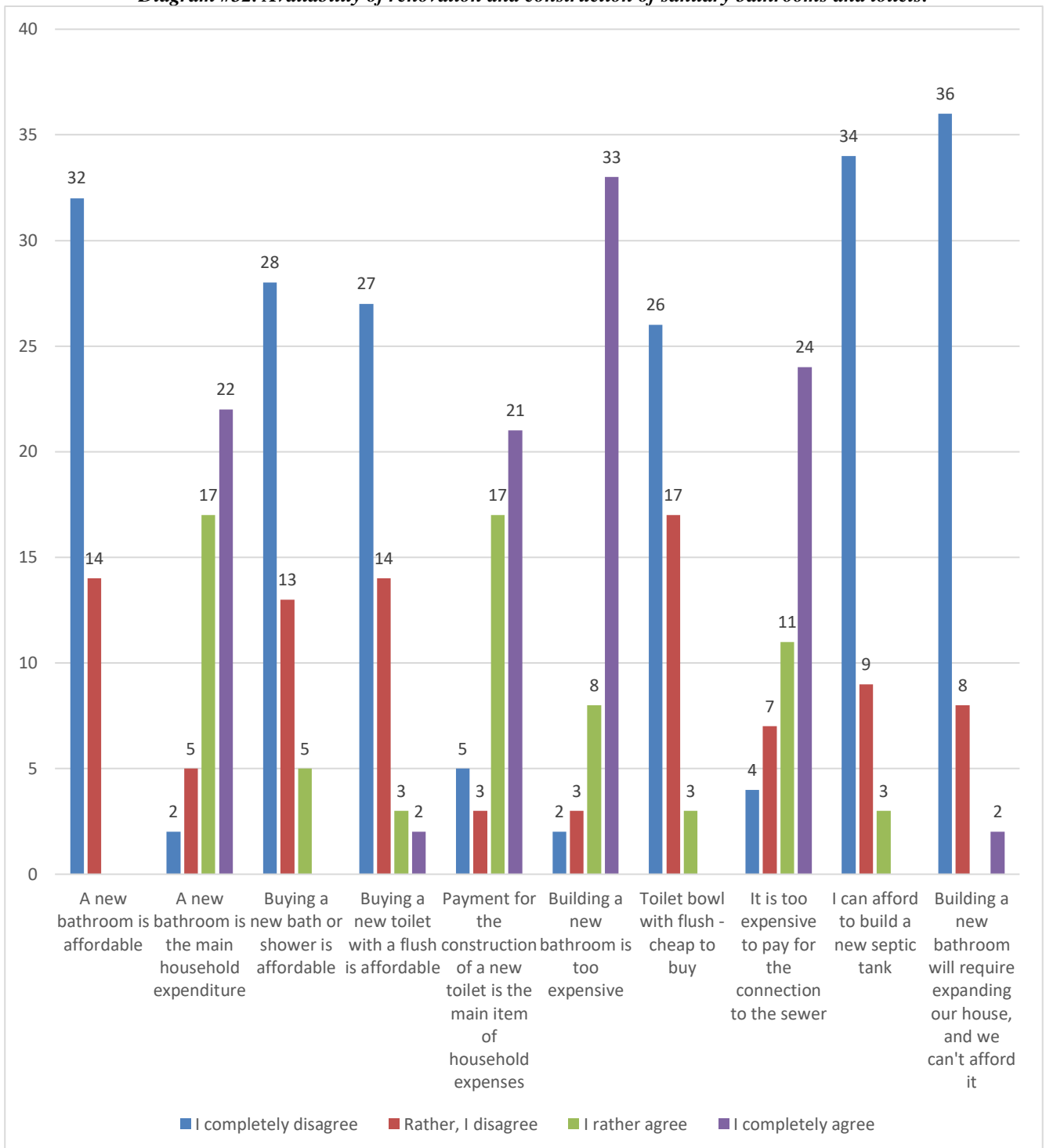
That is, the owners of guesthouses have free and wide access to purchase the necessary building materials, plumbing equipment and utensils, the necessary equipment in their villages, and at least in their regional centers. During the sociological survey, retail outlets were also visited.

Diagram #31. Availability of building materials and plumbing equipment.

However, the main difficulties to the acquisition of the necessary building materials, plumbing equipment and appliances, specialized inventory is the problem of lack of financial resources.

In the process of a sociological survey, when asked about the availability of building materials, plumbing equipment and appliances, and other necessary equipment, they answered that a new bathroom is not affordable (100 percent) and will (is) the main item of household expenditure (74.8 percent), buying a shower is not affordable (89.2 percent), the purchase of a new toilet with a flush (89.1 percent) is not affordable, as well as the construction of a new toilet will (is) the main item of household expenditure (82.7 percent). It is also too expensive for the owners of guesthouses to build a new bathroom and toilet (89.1 percent). More than 83 percent of respondents cannot to build septic tanks due to financial problems. Although, the land plots of the local area more than 95 percent of the guesthouses allow to build one or more bathrooms and toilets.

Diagram #32. Availability of renovation and construction of sanitary bathrooms and toilets.



RECOMMENDATIONS:

To organize the successful implementation of the next stages of the Project, develop a list of necessary building materials, inert materials, a list of plumbing equipment

and devices, necessary fittings and inventory, indicating the technical requirements and requirements for compliance with standards.

Conduct a price analysis of the necessary building materials, inert materials, a list of plumbing equipment and appliances, necessary fittings and inventory, as well as an analysis (map) of outlets for the further use of these materials by the owners of the guesthouses, which will be selected in the next stages of the Project.

4. INFORMATION ABOUT OFFERS ON THE SANITARY AND BUILDING MATERIALS MARKET

Economic growth rates in Tajikistan are the highest in the region, in the last few years GDP grew at an average rate of 6-7 percent per year. However, in 2020-2021, the economic crisis caused by the COVID-19 pandemic interrupted this trend⁵. Despite this, reforms are being successfully carried out in the Republic of Tajikistan to improve the business climate in the country, attract investment, including the development of a market for supply of goods and services.

A preliminary review of proposals for construction services and materials (plumbing and piping products, equipment, building materials, lumber, electrical products and other related materials) required to improve the condition of bathrooms and toilets in guesthouses in Khatlon region and GBAO showed that:

1. All sanitary products, water heating and ventilation equipment, building materials, lumber, electrical products are mainly supplied to the local markets of Khatlon region and GBAO from the capital of the republic, Dushanbe city. The only exceptions are: cement produced in the city of Yavan, polyethylene pipes of various diameters produced at the factories of the Khatlon region and Vakhdat town, and local inert materials (sand, gravel, crushed stone);
2. The Republic of Tajikistan today does not have production facilities for its own production of sanitary equipment, with the exception of those



⁵Source - CIS Statistical Committee (<http://www.cisstat.com>)





mentioned above. All products are shipped from abroad, and mainly from China, Russia, Turkey and Iran;

3. A wide selection of sanitary ware, plumbing fittings, water heating and ventilation equipment is available in large cities of the Khatlon region such as Bokhtar, Kulyab and Dangara, and in GBAO in Khorog and in the regional centers of Ishkoshim, Kalaikhumb, Rushan, Murghab and Vanch districts.

Sanitary equipment - (household plumbing, a term for a number of household technical equipment related to sewerage, heating, ventilation of premises, water, heat and gas supply). Sanitary equipment is designed to ensure compliance with the sanitary standards established by sanitary legislation in buildings. The standards for sanitary engineering are set by GOST.



Buyers are providing with a wide selection of household plumbing for the following types (given in the following table).

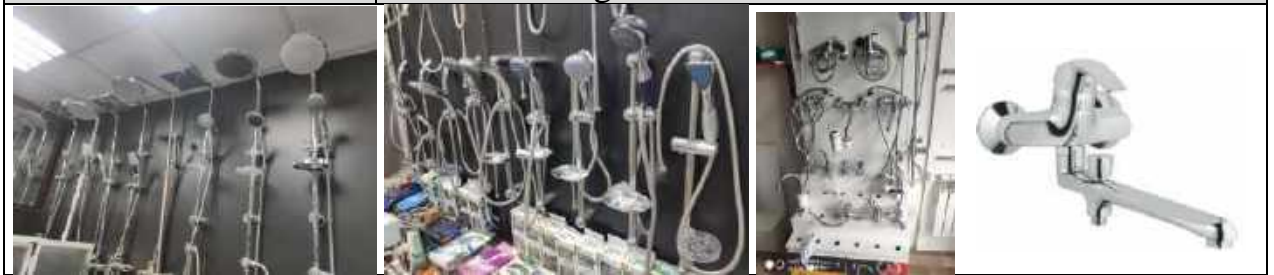
<i>Baths</i>	offers ceramic, polymer, hydromassage, cast-iron baths and baths from other metals
	 
<i>Shower cabins</i>	all categories of shower cabins are offered in this form
	  
<i>Shower enclosures and trays</i>	in this type offers glass and polymer shower enclosures and metal shower trays, polymers, ceramics and artificial stone



Sinks in this type are offered sinks, washbasins and pedestals for them made of metals, polymers, artificial stone and ceramics



Mixers all mixer categories are offered in this form



Toilet plumbing offers toilets, cisterns, urinals, bidets and pedestals for them made of metals, polymers, artificial stone and ceramics



Toilet Seats & Covers this type offers polymer seats and toilet lids



Water heating	equipment powered by electricity, solar energy, or heated by fire (fuel oil, natural gas, firewood, coal)
	
Lighting	this type offers a wide selection of devices using various lamps (incandescent, fluorescent, LED and other energy saving)
	 
Decoration Materials	this type also offers a wide selection of ceramic tiles, plastic products, laminated boards, artificial and natural stone, drywall, paints, etc .;
	 
Windows and doors	Buyers are offered a wide choice of both finished products and MDF, plastic and wood, and on order, since there are a sufficient number of local manufacturers of windows and doors made of plastic and wood.



As part of the further implementation of the project, it is planned to conduct a review and analysis of suppliers of plumbing equipment and building materials, as well as contractors for the implementation of the construction and installation works required by the project.

5. MATRIX OF SUGGESTED ACTIONS / RECOMMENDATIONS FOR RESEARCH RESULTS

For a visual overview and general assessment of the 46 guesthouses studied, the characteristics and indicators in a generalized form of the "Average Guesthouse of the Project Region" are given below: «**AVERAGE GUESTHOUSE**»

- THE NUMBER OF FAMILY MEMBERS PERMANENTLY RESIDING IN THE GUESTHOUSE: 3.1 ADULTS AND 3.11 CHILDREN.
- THE TOTAL NUMBER OF ROOMS IN THE GUESTHOUSE / HOUSEHOLD IS 7.
- THE NUMBER OF BEDROOMS IS 3.4.
- NUMBER OF BATHROOMS - 1.5.
- ACCESSIBILITY TO PERMANENT WATER SUPPLY - 65 PERCENT.
- ACCESSIBILITY TO SEWERAGE - 26 PERCENT.
- AVAILABILITY OF CENTRALIZED POWER SUPPLY - 100 PERCENT.
- HEATING SOURCE - ELECTRICITY (76 PERCENT).
- NUMBER OF BEDROOMS FOR GUESTS - 3.
- BEDROOMS WITH A BATHROOM - 0.7.
- SIMULTANEOUS MAXIMUM NUMBER OF GUESTS - 8.7 GUESTS.
- THE SEASON OF MAXIMUM OCCUPANCY IS THE SUMMER PERIOD.
- SUFFICIENCY OF WATER FOR THE NEEDS OF GUESTS - 90 PERCENT.
- THE LOCATION OF THE BATHROOM IS OUTSIDE THE HOME (59 PERCENT).
- DISTANCE TO THE BATHROOM - 14.8 METERS.
- USE BATHROOMS - BOTH GUESTS AND FAMILY MEMBERS (68 PERCENT).
- BATHROOM FLOOR MATERIAL - CERAMIC TILES (65.9 PERCENT).
- WALLS IN THE BATHROOM - CERAMIC TILES (45.9 PERCENT).
- THE PRESENCE OF ELECTRICITY IN THE BATHROOM - 100 PERCENT.
- THE PRESENCE OF COLD WATER IN THE BATHROOM - 63.6 PERCENT.
- AVAILABILITY OF HOT WATER IN THE BATHROOM - 50 PERCENT.
- THE PRESENCE OF A WATER HEATER IN THE BATHROOM - 47.7 PERCENT.
- THE PRESENCE OF A SHOWER DEVICE - 81.6 PERCENT.
- THE PRESENCE OF A BATH - 45.4 PERCENT.
- WASHBASIN - 9.1 PERCENT.
- BATHROOM BUILT BY HOMEOWNERS - 75 PERCENT.
- THE BATHROOM WAS BUILT AT THE EXPENSE OF THEIR OWN SAVINGS - 81.8 PERCENT.

- LOCATION OF THE TOILET - OUTSIDE THE HOUSE (IN THE COURTYARD OF THE GOSTEVOGODOM - 81 PERCENT).
- DISTANCE TO THE TOILET - 23.1 METERS.
- TOILET FLOOR MATERIAL - CONCRETE (41.3 PERCENT).
- TOILET WALLS - WOOD / PLASTERBOARD (45.5 PERCENT).
- AVAILABILITY OF ELECTRICITY IN THE TOILET - 39 PERCENT.
- AVAILABILITY OF COLD WATER IN THE TOILET - 34.8 PERCENT.
- AVAILABILITY OF HOT WATER IN THE TOILET - 26 PERCENT.
- VENTILATION IN THE TOILET - 34.8 PERCENT.
- THE PRESENCE OF A DRAIN IN TOILETS - IN SEPTIC TANKS AND CESSPOOLS (60.9 PERCENT).
- THE TOILET WAS BUILT AT THE EXPENSE OF THEIR OWN SAVINGS - 89.1 PERCENT.
- THERE ARE ADDITIONAL LAND PLOTS ON THE TERRITORY OF THE GUESTHOUSES FOR THE CONSTRUCTION OF NEW BATHROOMS AND TOILETS

Based on the analysis and generalized results of studies of existing guesthouses, given in Chapter 3 of this Report, within the framework of the subsequent stages of the Project implementation, there is a need to implement generalized complex measures, for which the Matrix of proposed measures is provided below.

#	Aspects	Proposed activities within the framework of this Project
1	Management skills	-carrying out extensive information work among entrepreneurs engaged in the hotel business, taking into account the development of booklets, brochures, visual aids for the creation and effective management of Guest Houses; -development of reference materials on existing standards and requirements for guest houses; - organizing and conducting practical seminars on the basis of functioning guest houses.
2	Awareness	development of a program for informing the owners of Guest houses about available programs to support small businesses (including in the hotel business).
3	Business skills	development of a standard program for training the owners of guest houses and their family members in management, taking into account the related services in the hotel business.
4	Access to water supply	study and development of various alternatives for the efficient use of available water resources (water supply sources) for each hotel business.
5	Access to electricity	provision for the needs of lighting and hot water supply, the use of energy-saving technologies, as well as alternative sources of electricity (for the needs of guests).
6	Constructive changes	-development of standard (modular) projects for the reconstruction or construction of sanitary facilities (bathrooms, showers, toilets) attached to the house, combined with bedrooms, separate in the courtyard of guest houses; - provide for the practice of using sanitary facilities (bathrooms, toilets) separately for the needs of family members and for the needs of guests; -connecting bathrooms to existing utilities;
7	Collection and disposal of faecal and waste "gray" waters	Development of a typical project for the construction of two-chamber septic tanks with waterproof walls (for facilities that do not have a connection to the sewage system).

8	Access to building materials, plumbing fixtures	development of a catalog of necessary building materials, inert materials, plumbing equipment and inventory, indicating technical requirements, with a price analysis and a map of outlets for their purchase
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6. CONCLUSION

The conclusion of the sociological research based on the results of a survey of the socio-economic aspects of households, the technical, structural and sanitary conditions of guesthouses, given in Chapter 3 of this Report, as well as taking into account the direct and visual research directly on the ground of the issues of the functioning of guesthouses in GBAO and Khatlon region.

The existing guesthouses in rural areas of GBAO and Khatlon region as one of the types of small business in tourism have a huge potential for development, since the tourism sector in general, including rural and natural tourism in the republic, is now becoming increasingly popular. Taking into account the weak development of the hotel business, to ensure the demand for accommodation of guests, guesthouses in Khatlon region and GBAO are in high demand. Moreover, guesthouses are:

- a more comfortable, homely environment;
- they are not subject to the rules and regulations that are binding on hotels;
- the number of floors, rooms or rooms in them is not regulated;
- tax rates are much lower compared to hotels;
- their maintenance is less expensive, since there is no need to maintain a large staff of personnel

The results of the research showed that in the existing socio-economic conditions, each homeowner/owner of guesthouses in the districts of Khatlon region and GBAO is interested in better service for their customers, more comfortable accommodation, which will make the service more popular and affordable. Moreover, seeing the dynamics of an increase in the flow of tourists, they know that they will find their consumer and will develop further.

However, as the results of the research have shown, and according to the assessments (answers) of the respondents themselves, one of the main disadvantages of guesthouses is their sanitary conditions, the state of bathrooms and toilets. For this reason alone, on average, more than half of potential guests refused to be accommodated in guesthouses, which have poor sanitary conditions.

When addressing the issue of access to financing, the owners of guesthouses intend to act according to the following algorithm to improve sanitary conditions for the needs of guests:

- **on toilets (for the needs of guests):** connection to the sewage system, and in its absence, the construction of a septic tank, since cesspools, regardless of ventilation, have smell; further construction of a toilet with a flush toilet, washstand (washbasin sink), combined with bedrooms, and in the absence of conditions, a separate toilet with all conditions.

- **by bathrooms (for the needs of guests):** connection to the sewage system, and in its absence to waste drains or the construction of a septic tank, then the construction of a bathroom (with a bath or shower device or shower, combined or free-standing, depending on the conditions).

- work on the improvement of auxiliary buildings and premises (sheds, trestle beds, gazebos, summer kitchen, etc.).

- improvement / increase of the comfort of the sleeping rooms for guests.

In the course of the sociological research, the owners of the guesthouses were asked the question: "If it is possible to finance work to improve the sanitary condition in the amount of up to 80 percent within the framework of the Project, do you agree to co-finance (20 percent) of these works?" to which almost everyone answered and willing to participate both in work and financially. Moreover, the owners of the guesthouses are ready and able to pay for utilities and the maintenance of facilities, as well as in the future to ensure the proper operation of the sanitary infrastructure.

To improve the sanitary conditions of the guesthouses, there are all conditions in terms of access to building materials, plumbing equipment and skilled workers/builders/plumbers, both locally and in regional centers.

It should be noted that guesthouses are one of the new types of small business activities. In the districts of GBAO, guesthouses were organized earlier, which on average function for 3-4 years and are triggers for neighboring households to organize this type of business, which is proved by the dynamics of the annually increasing number of guesthouses on the example of existing ones. In the districts of the Khatlon region, this type of business has been operating recently (on average, 1.5-2.5 years), which explains their small presence.

Demonstration by guesthouses of successful / effective economic activity, including by improving their sanitary conditions, will give a huge impetus to the development of this type of business in rural areas. During the conversations, the owners of the guesthouses noted the interest expressed by neighbors, relatives regarding this type

of business. The owners of the guesthouses, by their own example, became convinced of the significant social and economic significance of this type of entrepreneurship. In addition, engaging in this type of business helped them gain knowledge / skills in the basics of marketing, accounting, cash settlements, the tax system, study the experience and recommendations for receiving guests, their food and service.

Thus, guesthouses are a promising and profitable form of small business in rural areas. For the successful development of this form of entrepreneurship in the districts of GBAO and Khatlon region, based on existing conditions, as one of the main directions, it is necessary, first of all, to improve sanitary conditions and comfort in guesthouses.

7. APPENDIXES

Appendix # 1 - "Methodology for sampling hotel business objects for conducting a comprehensive survey of the quality of services provided, including determining the existing sanitary conditions and other related aspects of a social and environmental nature."

Appendix # 2 - "Methodology for the Survey of Hotel Facilities/Guesthouses for the existing socio-economic and sanitary conditions."

Appendix # 3 - List of objects of cultural and historical heritage of GBAO and Khatlon region in Tajik language (electronic version).

Appendix # 4 - Survey routing scheme.

Appendix # 5 - List of interviewed respondents in GBAO and Khatlon region, and copies of completed questionnaires (one from each region).

Appendix # 6 - Database of sociological research of sanitary conditions of Guesthouses in GBAO and Khatlon region (electronic version).

Appendix # 7 - Photos.

APPENDIX #1



SAMPLING METHODOLOGY

Comprehensive (complex) survey of the quality of services provided, including the determination of existing sanitary and hygienic conditions and other related aspects of the social and environmental nature of the hotel business

DUSHANBE – 2021

INTRODUCTION

The research sampling methodology was developed on the basis of data from official sources: Tourism Associations, the Committee for Tourism Development under the Government of the Republic of Tajikistan, the Agency on Statistics under the President of the Republic of Tajikistan on the total number of the target group in target regions for 2020-21, as well as on the basis of the goal and objectives, specified in the terms of reference (TOR).

1. BASIS FOR PREPARING SAMPLING METHODOLOGY

The study will be conducted in two target regions of the Republic of Tajikistan (RT) covered by the Rural Economy Development Project: Gorno-Badakhshan Autonomous Oblast (GBAO) and Khatlon Oblast. The interviews will be conducted face-to-face using a structured questionnaire.

As the target group of the study, the objects of the hotel business located in the target regions were identified.

2. SAMPLING SIZE

The sampling size for conducting a comprehensive survey of hospitality facilities was calculated according to the following characteristics:

- Number of available listings of hospitality properties in the two target regions obtained from official sources;
- Type of hotel business;
- Saturation of tourist resources.

The number of available hotel listings in the two target regions obtained from official sources. Currently, the number of hotels or facilities providing hotel services (according to data from official sources), including guesthouses in the target regions is 205 hotel facilities, including 139 units in GBAO, 66 units in Khatlon region.

From the point of view of statistical theories, it is necessary to survey 134 hospitality objects to obtain representative data. This size is optimal with a 95 percent confidence level and a 5 percent⁶margin of error.

But taking into account the set terms of the study, as well as the set financial costs, it is proposed to reduce the sample size to **50 objects of the hotel business** by using the characteristics of the type of hotel business and the saturation of tourist resources. This size will allow for a general analysis of the quality of the services provided

⁶<http://www.raosoft.com/samplesize.html>

(comfort), including existing sanitary and hygienic conditions and other related aspects of a social and environmental nature, but will not allow the use of statistical sampling theory to obtain results and conduct a proper statistical analysis with the inclusion of several independent variables, so as the sampling error will be about 12 percent, with the maximum possible being 10 percent.

Thus, using the following characteristics, we reduce the sample size to 50 percent:

- **Type of hotel business.** *The objects of the hotel business are not only the hotels themselves, but also the places where various hotel services are rendered. The types of hotels and the services they provide are shown in the following table:*

Objects receiving tourists	Service providing
Hotel	Accommodation facility, which is a property complex that includes a building or part of it, premises and other property in which accommodation services and, as a rule, catering services are provided, with a reception service, as well as equipment for the provision of additional services.
Resort hotel Sanatorium Recreation base Tourist base Recreation Center Tourist Village Rest House Pension	They are located in an area with natural medicinal resources (mineral waters, mud, climate, etc.). They provide on their own base as additional services health-improving services using the specified natural resources and have the capabilities and appropriate equipment for organizing sports and entertainment.
Apart-hotel	The room fund consists exclusively of rooms of categories "studio" and "apartment"

Objects receiving tourists	Service providing
Motel	With a car park. Provides hotel and other related services to accommodate motorists.
Apartment complex	The room fund consists of rooms of various categories with kitchen equipment and a full bathroom.
Aquatel	It is located in converted stationary floating vehicles on the water, but withdrawn from service.
Hostel	<p>It:</p> <ul style="list-style-type: none"> - multi-bed rooms, but no more than 12 beds in one room; - rooms for shared use by guests (living rooms, halls, breakfast rooms, etc.), the total total area of which is at least 25 percent of the total total area of the rooms; - sanitary facilities, located, as a rule, outside the room. <p>Provides limited food service and / or kitchen equipment, as well as additional services where possible.</p>
<p><u>Guesthouse:</u></p> <p><u>-Tourist</u></p> <p><u>-Farm</u></p> <p><u>-Craft</u></p>	<p>Provide accommodation services (rooms)</p> <ul style="list-style-type: none"> -provides only accommodation services (rooms); -located in the countryside. Food is mainly from products produced in a peasant farm; - accommodation, study of folk arts and crafts.
<p>Mountain shelter</p> <p>Hunter's house</p>	Isolated houses with kitchen equipment, located in a mountainous area, in the forest, on the shore of a reservoir.

Objects receiving tourists	Service providing
Fisherman's house Chalet Bungalow	

- *Of the above types of hotel business facilities in the project regions, the following operate: hotels, a sanatorium, a recreation base, a tourist base, a recreation center, a boarding house, a motel, a hostel, a guesthouse (guesthouse) (tourist, farm, craft), a mountain shelter, a hunter's house.*
- ***Saturation of tourist resources.** Objects of the hotel business with the presence of natural-recreational (climatic) ⁷, anthropogenic ⁸ and ethnographic⁹ resources is another characteristic that attracts tourists. These resources in the complex make up the following types of tourism: sanatorium treatment and recreation; mountaineering, mountain sports and ecological tourism; historical, educational and ethnographic tourism; business tourism; rafting; skiing; foreign tourist hunting).*

3. SAMPLING METHOD

To conduct research in the target regions of the Project, it is proposed to apply a multi-stage, stratified, disproportionate and targeted sample, which will include the following stages:

- 1) Stratification of target regions by district;
- 2) Determination of the number of expected surveys based on the type of hotel business and the saturation of tourism resources;
- 3) Selection of the target group - the final respondents from the hotel business.

Stage 1: Stratification of target regions by district

⁷ Mountains, lakes, rivers, deserts, flora, fauna; national parks, reserves, caves

⁸ Cultural and historical heritage, archaeological excavations, monuments, architectural masterpieces, places of historical events, places of birth of great people, cultural and entertainment objects, museums, theaters, exhibitions

⁹ National traditions, customs, everyday life, folklore, folk crafts, etc.

Initially, target regions will be stratified by district and type of hospitality facility and saturation of tourism resources (see Table 1).

Table 1. Stratification of target regions

Districts	Number of available homestays and guesthouses
GBAO	178
Darvoz	10
Vanj	4
Rushan	40
Roshtkala	14
Shugnon	17
Ishkashim	28
Murgab	26
Khatlon Oblast	66
Bohtar	11
Kulyab	10
Nurek	2
Levakand	2
Kushoniyon	3
Vakhsh district	1
Huroson	1
Dusti	1
Kubodien	2
J. Balhi	1
A.Jomi	4
Jaykhun	2
Shahrirus	2
Yavan	5
Muminobod	1
Vose	1
Khamadoni	2
Farkhor	4
Danghara	4
Khovaling	3
Sh. Shohin	3
Bakjuvon	1
TOTAL	244

Step 2: Determine the number of expected surveys based on the type of hotel business and the saturation of tourism resources

Further, using the characteristics of the type of hotel business and the saturation of tourist resources, we determine the number of expected polls, i.e.:

- We leave only the guesthouse (guesthouse) and other objects of the hotel business provided by the population, since the main goal of the project is the development of rural areas and individual households, and hotels, sanatoriums, recreation centers, tourist centers, recreation centers, boarding houses, motels, hostels exclude from the sample;

- Determine the number of guesthouses (guesthouses) and other objects of the hotel business provided by the population with rich tourist resources, ie. objects with the presence of natural recreational (climatic), anthropogenic and ethnographic resources (see Table 2).

Table 2. Number of expected polls

Districts	Number of available home stays and guesthouses	Number of removed:		Total number of expected interviews
		<i>Objects of hotel business</i>	<i>Objects with rich tourist resources</i>	
GBAO	178	152	686	26
Darvoz	10	7	38	3
Vanj	4	4	46	-
Rushan	40	31	61	9
Roshtkala	14	14	78	-
Shugnon	17	11	70	6
Ishkashim	28	20	103	8
Murgab	26	26	290	-
Hotels, Sanatorium	33	33		
Khatlon Oblast	66	57	760	9
Bokhtar	11	11	17	-
Kulyab	10	10	36	-
Hurek	2	1	17	1
Levakalnd	2	2	-	-
Kushoniyon	3	3	7	-
Vakhsh District	1	-	19	1
Khuroson	1	1	13	-
Dusti	1	-	17	1
Kubodien	2	2	49	-
J. Balkhi	1	1	12	-
A.Jami	4	4	9	-
Jayhun	2	1	12	1
Shahrirus	2	1	36	1
Yavan	5	5	57	-
Muminobod	1	1	54	-
Vose	1	-	117	1
Hamadoni	2	2	15	-
Farkhor	4	4	59	-
Danghara	4	4	112	-
Khovaling	3	2	64	1
Sh. Shohin	3	2	6	1
Baljuvon	1	-	32	1
TOTAL	244	209	1446	35

Stage 3: Selection of the target group - the final respondents from the guests houses

The final step is to select the target group from each guesthouse. Only one respondent and the most informed representative of the hospitality facility (owner, manager) should be selected for the interview.

APPENDIX #2



METHODOLOGY OF THE REVIEW

Comprehensive survey of the quality of services provided, including the determination of existing sanitary and hygienic conditions and other related aspects of the social and environmental nature of the hotel business

DUSHANBE – 2021

1. COLLECTION OF SOCIOLOGICAL INFORMATION (FIELD STAGE OF RESEARCH)

1.1. PREPARING A SURVEY TOOLKIT

- **Testing of the questionnaire, analysis of testing (and, if necessary, making changes to the questionnaire based on the test results).**

One of the important activities within the framework of the assignment is the organization and conduct of preliminary testing of the questionnaire. During the testing of the questionnaires, information was obtained from the respondents, which made it possible to identify shortcomings and significantly improve the content of the questionnaire and other mechanisms (the procedure and methods of the survey). As the main goal, the pretest was used to test the understanding of the questions by the respondents. During the research, 5 (five) questionnaires were tested in target areas. Below are the parameters verified during preliminary testing:

- ✓ Logical structure of the questionnaire;
 - ✓ Compliance of the logical structure of the questionnaire with the goals and objectives of the study;
 - ✓ Identification of sensitive issues in relation to respondents;
 - ✓ Absence of two-channel questions (that is, questions with a double meaning);
 - ✓ Correspondence and reliability of options and scales of answers for each question;
 - ✓ Correctness of transitions, instructions and other attributes of the questionnaire.
- **Conducting training for interviewers, distribution of sociological tools**

To ensure the high-quality implementation of the terms of reference, the selection of interviewers was made with a reserve of local specialists with relevant experience in similar work and with the subsequent training in the skills of establishing contact, a clear and clear statement of questions, the ability to conduct a conversation in an interested and friendly tone in Russian and / or Tajik and / or Pamir languages.

After the trainings, the interviewers were instructed directly in the field, during which a



complete set of documents was handed over to each of them (an interviewer's certificate, a task list with the names and coordinates of respondents, a memo for the interviewer and forms (questionnaires)).

To carry out fieldwork, each interviewer was provided with a special kit (binder folder, office folder, etc.) with all the necessary materials:

- 1) sheets of the interview form (Questionnaires);
- 2) a map of the area or route where the interviewer will work, with explanations and addresses of the required respondents;
- 3) badges and interviewer's memo;
- 4) necessary visual aids;
- 5) a set of necessary office supplies, electronic computing devices (calculators).

Before the start of the field work, the interviewers were additionally instructed in ensuring the accuracy of the sampling procedure, creating a favorable interviewing situation, conducting a visual examination to compare the answers, photographing (with the consent of the respondents) the objects of research and avoiding or minimizing errors and errors during the survey.

1.2. CONDUCTING THE SURVEY

Sociological research (survey of respondents) was carried out in each project district of GBAO and Khatlon region, according to the developed optimal routing scheme.

Before the start of the research (survey) in each regional center (Khorog, Bokhtar) letters of recommendation from the Project Management Center were sent to the regional executive bodies of state power to assist in the effective conduct of the survey.



Further, in each project area, meetings were held with stakeholders, including representatives of the leadership of local executive government bodies.

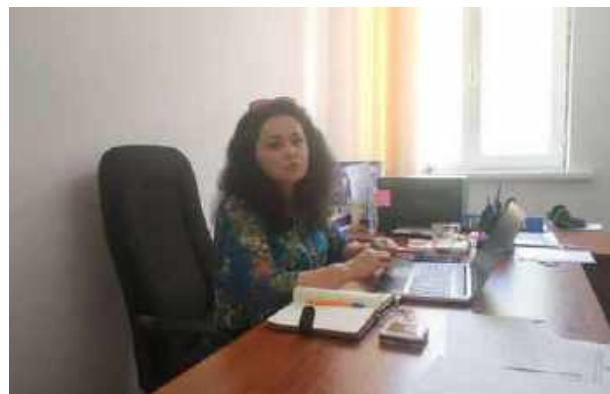


Table # 1. List of stakeholder representatives met with

Dodikhudoeva Makhina	Coordinator of the project "Development of the rural economy" in GBAO
Imomkulov Firdavs	Liaison Coordinator of the Pamir Eco-Cultural Tourism Association
Azimzoda Shukhrat	First Deputy Chairman of the city of Nurek
Khudoyorzoda Alikhon	Deputy Chairman of Vose District
Majidi Muhtadi	Chairman of Khovaling District
Nurov Fakhridin	Head of the organizational department of the Khukumat of the Khovaling district
Zohidzoda Farishta	Deputy Chairman of the Vakhsh region
Odinazoda Abduhafiz	Chairman of Jaihun District



In these areas, we also met with the heads of the relevant communal services.

In the course of the survey, not a single kurtosis was recorded; the survey was conducted in favorable and benevolent conditions.

After adjusting the list of surveyed objects (initially, a study of 35 respondents was planned), taking into account the need to survey the functioning guesthouses, as well as to identify a more accurate picture and wider coverage, a sociological survey of the sanitary condition was carried out in the Hotel houses indicated in Table No. 2 below:

Table #2 Number of Guest Guesthouses surveyed in GBAO and Khatlon region

Project Regions	District	Number of guesthouses selected according to the "Sampling Methodology"
GBAO	1. Vanj	2
	2. Darvaz	5
	3. Khorog	10
	4. Ishkashim	9
	5. Rushan	5
	Total:	31
Khatlon	6. Nurek	1
	7. Vose	1
	8. Khovaling	4
	9. Baljuvon	1
	10. Vahsh	3
	11. Jaihun	3
	12. Shaartuz	2
	Total:	15
BCEFO:		46

1.3. COLLECTION AND INITIAL (FIELD) ANALYSIS OF DOCUMENTS

Due to the fact that the quality of the primary sociological information, and therefore the reliability of the conclusions, depends on the nature of filling out the questionnaires, a primary (field) analysis of the collected materials was carried out for completeness and accuracy of their filling. In terms of completeness, there are no cases of lack of answers to any questions. Correction or changes in the answers to the questions of the questionnaire were carried out on the spot by the interviewers. According to the accuracy of filling, there are no contradictory answers to the questions.

2. INFORMATION PROCESSING

2.1. QUALITY CONTROL (INSPECTION) QUESTIONNAIRES

Quality control in the early days of field work

In the first days of the field work, the specialists of Guruhi Kushonien LLC collected the first completed questionnaires from the interviewers and checked them on the spot to identify errors at the initial stages of field work. Were checked on 2-3 questionnaires for each interviewer.

Quality control by supervisors

Daily quality control was carried out by local supervisors, whose task was to organize and correct the work of the interviewers on site, if necessary.

Quality control in the office of LLC "Kushoniyon Group"

The specialists of LLC "Kushoniyon Group" checked the completed questionnaires from each interviewer. During the verification of the questionnaires, no cases of falsification were revealed.

During the survey, almost all respondents found it difficult to answer only two questions "The cost of an existing bathroom, taking into account all its equipment and infrastructure" and "The cost of an existing toilet, taking into account all its amenities and infrastructure", which is less than 3 percent of the total number of questions in the questionnaires. The revealed minor errors in filling out the questionnaires were corrected on the spot by the interviewers.

2.2. INFORMATION CODING

The completed and collected questionnaires were prepared for data entry into a computer and processing using the SPSS software for Windows.

In order for the received data to be processed, a coding table was created, which made it possible to:

- to establish correspondence between individual questions of the questionnaire and variables.
- establish a correspondence between possible values of variables and code numbers.

2.3. FORMATION OF THE DATABASE. COMPOSITION OF DISTRIBUTION SERIES

Questionnaire programming.

The experts of LLC "Kushoniyon Group" programmed the developed questionnaires into a computerized data entry form based on CAPI technology and adapted them into the CSPro format for testing.

Data collection was carried out using a paper-based questionnaire:

During the fieldwork, the information collected by the interviewers from the field was sent to the data processing department. After the completion of the field work, all the questionnaires were collected at the office of LLC "Kushoniyon Group" to

combine all completed questionnaires into one electronic database. For this, the questionnaire was programmed in the CSPro program, using this platform all the questionnaires were entered into this program.

The advantage of this program:

- allows you to minimize errors when entering data.
- control logical transitions within the questionnaire
- prompt access to the collected information.

Then the database was converted to SPSS format. After creating a common base, a check was carried out regarding all questions, for logical correspondence between the questions. The final database is attached electronically in SPSS format with named and grouped variables in Russian.

2.4. DRAFTING TABLES, BUILDING GRAPHICS

All questions from the questionnaire were analyzed using the SPSS program. That is, tables and diagrams were prepared by a specialist analyst of LLC “Kushoniyon Group” to interpret the report.