

INTRODUCTION

Good Morning/Good Afternoon/Good Evening. My name isfrom Ipsos, an independent market and social research firm. We are carrying out a survey called Sauti Za Wananchi on behalf of Twaweza.

You may recall that my colleagues visited you earlier and interviewed you during the first phase of this survey. This is the second phase where we will be getting in touch with you on phone on a monthly basis for about 2½ years. These interviews will last for about 10 to 15 minutes and after each interview we will be sending you Ksh 100 airtime recharge to your mobile phone. The questions we will ask you in the mobile phone surveys will be more or less the same as the questions we asked you during the first phase.

We expect that sometimes the responses will be reported on websites, radio, TV or newspapers. I would like to assure you that nobody will ever know what your responses were and you will never be identified in any way as a participant in the survey. The reports might say for example, “50% of Kenyans are not connected to the National Electric grid”. No personal information will ever be shared.

You are always allowed to refuse to answer any question, or to stop the survey completely. Your name and personal information will never be shared with anyone. After we collect your data, we remove your name and personal information. We then analyze the information and produce reports for the public, the media, and government officials. Everyone is allowed to see how we conduct our analysis, but no one can tell who is participating in this survey. Your privacy is very important to us.

I have given you highlights of the Sauti za Wananchi Survey, are you willing to participate in this survey?

Habari ya asubuhi/mchana/jioni mimi naitwa kutoka Ipsos, kampuni ya binafsi inayoshughulika na utafiti. Tunafanya utafiti uitwao Sauti Za Wananchi kwa niaba ya Twaweza.

Unaweza kumbuka kuwa wenzangu walikutembelea hapo awali tulipokuwa tukifanya sehemu ya kwanza ya utafiti huu. Hii ni sehemu ya pili ambapo tutakuwa tukiwasiliana nawe kupitia njia ya simu mara moja kwa mwezi kwa muda wa kama miaka 2½ years. Mahojiano yatakuwa ya dakika 10 hadi 15 na baada ya hapo tutatuma kiasi cha shilingi mia moja ya muda wa maongezi kwenye simu yako. Maswali tutakayokuuliza kwenye simu yatakuwa yanafanana na maswali tuliyokuuliza wakati wa sehemu ya kwanza ya utafiti huu.

Tunategemea wakati mwingine majibu yatakuwa yanaripotiwa kwenye tovuti, redio, runinga au magazeti. Ningependa kukuhakikishia kwamba hakuna mtu atakayejua majibu yako na hautajulikana kwa njia yoyote kama mshiriki wa utafiti huu. Ripoti inaweza kusema kwa mfano “Asilimia 50 ya Wakenya hawajaunganishwa na gridi ya umeme ya taifa”. Hakuna taarifa ya mtu binafsi itakayotolewa.

Unaruhusiwa wakati wowote kukataa kujibu maswali au kusitisha mahojiano. Hakuna mtu yeyote atapewa taarifa zao binafsi. Baada ya kukusanya takwimu, tunaondoa jina lako pamoja na taarifa zako binafsi. Halafu tunachambua taarifa na kutengeneza ripoti kwa ajili ya umma, vyombo vya habari na maafisa wa serikali. Kila mtu anaruhusiwa kuona jinsi tunavyochambua taarifa lakini hakuna anayeweza kutambua ni nani ameshiriki kwenye utafiti huu. Usiri wako ni muhimu sana kwetu.

Nimeshakuelezea kwa ufupi juu ya utafiti wa Sauti za Wananchi, Je upo tayari kushiriki?

- YES > CONTINUE
- NO >TERMINATE. RECORD REASON FOR REFUSAL

I WOULD LIKE TO ASK YOU QUESTIONS ABOUT DEVOLUTION, FIRST OF ALL

[GQ1] Kenya has had a new Constitution since August 2010, what if anything, do you like about the Constitution of Kenya 2010?/ Kenya imekuwa na katiba mpya kuanzia Agosti 2010,je, unapenda nini, kama kuna chochote, kwenye katiba hii **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

- Checks and balances
- Devolution
- Separation of powers between government institutions
- Human rights
- Nothing
- I did not know that there has been a new Constitution
- Other (specify)
- DK
- NR

[GQ2] What does citizen participation in government mean to you? / Je kushiriki kwa wananchi katika serikali ina maana gani kwako **[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

- Electing my MCA/Senator/Governor
- Participation in meetings
- Participation in county budgeting process
- Shaping the development agenda
- Recalling my MP
- Other (specify)
- DK
- NR

[GQ3] Are you informed about your county government’s plan for development in this area? /Je, unajua kuhusu mpango wa serikali yako ya kaunti kuhusu maendeleo katika eneo hili?

- Informed >**GQ4**
- No informed >**GQ11**
- RTA >**GQ11**

[GQ4] Please name some of the things that your county government plans to do/undertake /Tafadhali taja baadhi ya vitu ambayo kaunti yako inapanga kufanya/kutekeleza

[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]

- Roads

- Other (specify)

[GQ5] Have you ever participated in a meeting organized by the county government? /Je,umewahi kushiriki kwenye mkutano iliyoandaliwa na serikali a kaunti?

- YES >6
- NO >11

[GQ6] During the last meeting that you attended...? Wakati wa mkutano wa mwisho niliohudhuria

[READ OUT; SINGLE RESPONSE IN EACH CASE]

| Statement/Neno | YES | NO | NR | DK |
|--|-----|----|----|----|
| Did you ask a question? /Je uliuliza swali? | | | | |
| Did you raise an issue? /Je ulianzisha swala? | | | | |
| Did you respond to an issue that was raised? /Je ulito jibu kwa swala lililoibuka? | | | | |
| I was just an observer /Nilikuwa natazama tu | | | | |

[GQ7] What development projects were discussed? /Walijadili miradi ipi ya maendelo? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- Roads
- Water
- Health facility
- Education
- Manufacturing
- Mining e.g. sand etc.
- Budget
- Tourism
- Other (specify)

[GQ8] Has the implementation of the development projects discussed begun? /Utekelezaji wa miradi ya maendeleo iliyojadiliwa yameanza?

- YES >9
- NO >11

[GQ9] Which ones? Ipi? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- Roads
- Water
- Health facility
- Education
- Manufacturing
- Mining e.g. sand etc.
- Tourism
- Other (specify)

[GQ10] What do you think is causing the delays if any? Ni nini unafikiria imesababisha kuchelewa, kama kuna sababu? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- No money
- Politics
- No technical knowhow
- Other (specify)

[GQ11] If your county government convened a meeting to discuss development projects and budget: /Iwapo serikali yako ya kaunti ingekutana kujadili miradi ya maendeleo na bajeti: **[READ OUT; SINGLE RESPONSE IN EACH CASE]**

| | |
|---|--|
| How long should the meeting take? /Ni muda gani mkutano unafaa kuchukua? | <ul style="list-style-type: none"> ▪ Below 1 hour /Chini ya saa moja ▪ 1 – 2 hours /Saa 1-2 ▪ 2 – 3 hours /Masaa 2-3 ▪ More than 3 hours /Zaidi ya masaa 3 |
| What day of the week? / Siku gani ya wiki? | <ul style="list-style-type: none"> ▪ Monday ▪ Tuesday ▪ Wednesday ▪ Thursday ▪ Friday ▪ Saturday ▪ Sunday |
| What time of the day should the meeting take place? /Ni wakati gani wa siku mkutano unafaa kufanyika? | <ul style="list-style-type: none"> ▪ Early morning /Asubuhi mapema ▪ Mid-morning/Mchana ▪ Afternoon/Saa nane ▪ Evening /Jioni ▪ Doesn't matter/Haijalishi ▪ NR/HAKUNA JIBU |

[GQ12] What stops people in this area from attending public participation forums organized by the county government? /Ni nini unadhania inazuia watu katika eno hili kushiriki katika mikutano iliyopangwa na serikali ya kaunti? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- Lack of time
- Lack of interest/apathy
- No meetings are called
- Other (specify)

[GQ13] In your opinion, who should be in charge of health/medical services? Ni nani unafikiria anafaa kusimamia huduma za kiafya? **[READ OUT THE FIRST TWO; SINGLE RESPONSE]**

| | | | | |
|--|--|--|-----------------|-----------------------------|
| | County Government/Serikali ya kaunti >GQ15 | National/Central Government/Serikali kuu >GQ14 | Both/Wote >GQ15 | Not sure/Sina uhakika >GQ15 |
|--|--|--|-----------------|-----------------------------|

[GQ14] What is the main reason? **[SINGLE RESPONSE; DO NOT READ OUT]**

- Quality of services
- Accessibility
- Other (specify)

[GQ15] In your opinion, has your county government helped improve health services in your county, from what it used to be before 2013?

- YES
- NO

[GQ16] Are you happy or unhappy about your COUNTY’S revenue collection? /Je, unafurahia au hufurahii mkusanyiko wa mapato ya serikali yako ya KAUNTI?

- Happy >17
- Unhappy >18
- Neither happy nor unhappy >19
- DK >19
- NR >19

[GQ17] Why are you happy? /Kwa nini unafurahia? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- Improved service delivery
- Other (specify)

[GQ18] Why are you unhappy? /Kwa nini hujafurahia? **[MULTIPLE RESPONSES ALLOWED; DO NOT READ OUT]**

- Too many taxes
- Lack of consultation
- Accessibility
- Lack of awareness/do not know about it
- Not invited
- Other (specify)

[GQ19] Since devolution, “the amount of taxes and license fees that I pay have...” /Kwanzia ugatuzi kodi yangu ime? **[READ OUT; SINGLE RESPONSE IN EACH CASE]**

| | YES | NO | NR |
|-----------------------------|-----|----|----|
| Gone up/Imeongezeka | | | |
| Gone down/Imepungua | | | |
| Remained the same/Kuwa sawa | | | |

[GQ20] Since devolution, “I am more willing to pay tax to the...” /Kwanzia ugatuzi napendelea Zaidi kulipa kodi yangu kwa.. **[READ OUT; SINGLE RESPONSE IN EACH CASE]**

| | YES | NO | NR |
|---------------------------------------|-----|----|----|
| County government /Serikali ya Kaunti | | | |
| National government /Serikali kuu | | | |

[GQ21] The role of the county government in guaranteeing security should be: /Jukumu la serikali ya kaunti kuhakikisaha usalama yafaa kuwa? **[READ OUT; SINGLE RESPONSE]**

- None/Hakuna
- Supporting the national government e.g. security infrastructure /Kusaidia serikali kuu kwa vyombo vya usalama
- Being fully in-charge/Kuwa na usukani kamili
- Providing intelligence/Kutoa ujasusi
- Other (specify)/Nyingine(taja)

[GQ22] In your opinion how easy is it to do the following...Is it very easy, easy or not easy: /Kutokana na uzoefu wako ni rahisi kiviipi kufanya yafuatayo? Ni rahisi sana rahisi au sio rahisi **[READ OUT; SINGLE RESPONSE IN EACH CASE]**

| | Very easy/Rahisi sana | Easy /Rahisi | Not easy/Sio rahisi | DK/Sijui | NR/Hakuna jibu |
|---|-----------------------|--------------|---------------------|----------|----------------|
| Meet the leaders in your county?/Kukutana na viongozi wa kaunti yako | | | | | |
| Influence decision-making in your county?/Kuwa na ushawishi wa kufanya maamuzi kwenye kaunti yako | | | | | |
| Access information on county budgets, laws and projects?/Kupata habari ya bajeti ya kaunti,sharia na mpango wa miradi | | | | | |

[GQ23] Citizen participation is an effective means of making the county government responsive to citizen needs Do you agree or disagree....and is that strongly or somewhat? /Wananchi kushiriki kwa mijadala ni njia nzuri ya kuifanya kaunti kuyazingatia mahitaji ya wananchi? Unakubaliana au hukubaliani? Je, hiyo no kabisa au kiasi?

[READ OUT THE FIRST FOUR; SINGLE RESPONSE]

- Strongly agree /Nakubaliana kabisa
- Somewhat agree/Nakubaliana kiasi
- Disagree/Sikubaliani
- Strongly disagree /Nakataa kabisa
- Not sure/Sina uhakika
- Don't know
- Refused To Answer

[GQ24] Can you tell me (up to three ways) available to you, as a citizen, to express your needs to the county government? /Je,waweza nieleza(njia tatu) zinazoweza kukusaidia kuelezea mahitaji yako kwa serikali ya kaunti?

[DO NOT READ OUT; UP TO THREE RESPONSES ALLOWED]

- Civil society representation
- Signing petitions
- Attending barazas
- Rioting
- The media
- None
- Other (specify)

[GQ25] My county government encourages me to participate in its day to day affairs as required by the Constitution. Do you agree or disagree... and is that strongly or somewhat? /Je, serikali yangu ya kaunti inanihimiza au kunipa fursa ya kushiriki kaitka masuala ya kila siku inavyotakiwa na Katiba. Unakubaliana au hukubaliani? Je, hiyo no kabisa au kiasi?

- Strongly agree/Nakubaliana kabisa
- Somewhat agree/Nakubaliana kiasi
- Disagree/Sikubaliani
- Strongly disagree/Nakataa kabisa
- Not sure/Sina uhakika
- Don't know Refused To Answer

[GQ26] I support devolution in Kenya i.e. having county governments in Kenya. Do you agree or disagree... and is that strongly or somewhat? / Ninauunga mkono ugatuzi hapa Kenya yaani kuwepo kwa serikali za kaunti hapa Kenya. Unakubaliana au hukubaliani? Je, hiyo no kabisa au kiasi?

- Strongly agree/Nakubaliana kabisa
- Somewhat agree/Nakubaliana kiasi
- Disagree/Sikubaliani
- Completely disagree/Nakataa kabisa
- Not sure/Sina uhakika
- Don't know
- Refused To Answer

THANK THE RESPONDENT AND CLOSE THE INTERVIEW /MSHUKURU MHOJIWA KISHA FUNGA