

# SzW(K) R8: R19 (8 of 9 in 2017): Water, Sanitation, Hygiene and Other General Issues

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**INTERVIEWER:**

Verify demographic information as it appears on the database:

- Name
- Age
- Gender
- Village [Enumeration Area]

Have you managed to reach the respondent?

1. YES > CONTINUE
2. NO >GO TO Q46. INTERVIEWER: ONLY TICK THIS OPTION AFTER EXHAUSTING ALL THE TRACING STRATEGIES AND AFTER OFFICIAL COMPLETION OF THE DATA COLLECTION PROCESS

Good Morning/Good Afternoon/Good Evening. My name is .....from Sauti Za Wananchi, a program run by an organization called Twaweza. In this round of Sauti za Wananchi, we want to ask you questions access to water, sanitation and other general issues in Kenya. The information we collect continues to be published in the media and is available to all Kenyans and other people in the world. Your name will however, not be published. We'll also share with you more information on where to access it. It is also going to be shared with other stakeholders and decision makers. Today's interview will last for about 15 to 20 minutes. Can we start today's interview?

1. YES > CONTINUE
2. NO >TERMINATE. RECORD REASON FOR REFUSAL

**I. WATER**

[Q1] How much of a problem is access to clean drinking water in your community? Would you say:

[READ OUT THE FIRST FOUR OPTIONS ONLY; SINGLE RESPONSE]

1. The most serious problem
  2. One serious problem among many
  3. A minor problem; or
  4. Not a problem at all
- 888 Refused To Answer  
- 999 Don't know

[Q2] What are the two main challenges your community is facing in accessing clean drinking water?

[DO NOT READ OUT; ONLY TWO RESPONSES ALLOWED]

CHALLENGES	FIRST MAIN CHALLENGE	SECOND MAIN CHALLENGE
1. Majority of the water points are not functional		

2. Some water points are not functional		
3. Insufficient number of water points		
4. Water cost		
5. Distance to water points		
6. The money we contribute for water is wasted		
7. Water is dirty		
8. Irregular supply of water		
9. Water is salty		
10. Drying of the water source (spring, river, stream, well etc.)		
11. There is no water challenge in my community		
- 777 Other (specify)		
- 888 Refused To Answer		
- 999 Don't know		

**[Q3]** What is the main source of drinking-water for members of your household?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- |                                                                                |     |
|--------------------------------------------------------------------------------|-----|
| 1. Piped water into dwelling                                                   | >Q8 |
| 2. Piped water into compound, yard or plot                                     | >Q8 |
| 3. Piped water from neighbor                                                   | >Q5 |
| 4. Public tap/standpipe                                                        | >Q5 |
| 5. Tube well/borehole (Hand / Foot Pump)                                       | >Q5 |
| 6. Protected well                                                              | >Q5 |
| 7. Unprotected well                                                            | >Q5 |
| 8. Protected spring                                                            | >Q5 |
| 9. Unprotected spring                                                          | >Q5 |
| 10. Rainwater collection                                                       | >Q5 |
| 11. Cart with small tank/drum                                                  | >Q5 |
| 12. Tanker-truck                                                               | >Q5 |
| 13. Surface water (river, dam, lake, pond, stream, canal, irrigation channels) | >Q5 |
| 14. Bottled water                                                              | >Q4 |
| - 777 Other (specify)                                                          | >Q4 |
| - 888 Refused To Answer                                                        | >Q5 |

**[Q4]** What is the main source of water used by your household for other purposes, such as cooking and hand washing?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- |                                            |     |
|--------------------------------------------|-----|
| 1. Piped water into dwelling               | >Q8 |
| 2. Piped water into compound, yard or plot | >Q8 |
| 3. Piped water from neighbor               |     |
| 4. Public tap/standpipe                    |     |
| 5. Tube well/borehole (Hand / Foot Pump)   |     |
| 6. Protected well                          |     |
| 7. Unprotected well                        |     |

- 8. Protected spring
- 9. Unprotected spring
- 10. Rainwater collection
- 11. Cart with small tank/drum
- 12. Tanker-truck
- 13. Surface water (river, dam, lake, pond, stream, canal, irrigation channels)
- 14. Bottled water
- 777 Other (specify) >Q5
- 888 Refused To Answer >Q5

**[Q5]** How long does it take to get to this water source, collect water and come back?

<b>NOTE THAT THE QUESTION REFERS ONLY TO A SINGLE WATER-HAULING TRIP TO THE SOURCE CITED IN Q1-Q3 AND DOES NOT CONSIDER MULTIPLE TRIPS IN A SINGLE DAY</b>	<b>MINUTES RECORD ZERO (0) IF WATER SOURCE IS ON THE PREMISE</b>

**[Q6]** Out of these [READ] minutes, how long did you spend waiting the last time you went?

<b>MINUTES: RECORD ZERO (0) IF WATER SOURCE IS ON THE PREMISE</b>

**[Q7]** Who in your household is the person responsible for collecting water?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- 1. House servant
- 2. Male children
- 3. Female children
- 4. Both male and female children
- 5. Male head of household
- 6. Wife to HH/ Female head of household
- 7. Children and wife to HH/ female head of household
- 8. Everyone in the family
- 777 Other (specify)
- 888 Refused To Answer

**[Q8]** Do you do anything to your water to make it safer to drink?

- 1. YES >Q9
- 2. NO >Q10
- 888 Refused To Answer >Q9
- 999 Don't know >Q9

**[Q9]** Do you do the following to the water to make it safer to drink?

**[READ OUT; SINGLE RESPONSE IN EACH CASE] SKIP TO Q11 AFTER THIS QUESTION**

	1. YES	2.	3. NO	- 999 Don't know	- 888 Refused To Answer
Boil					

Use chemical disinfectants e.g. bleach, chlorine, water guard etc.					
Strain it through a cloth/ sieve					
Use a water filter (ceramic, sand, composite, etc.)					
Solar disinfection					
Let it stand and settle					

**[Q10]** Why don't you treat your water to make it safer to drink?

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. Lack of resources for treating the water
  2. No time for treating the drinking water
  3. The water is safe for drinking without treatment
  4. No particular reason
- 777 Other (specify)  
- 888 Refused To Answer  
- 999 Don't know

**[Q11]** Do you store the drinking water you get from the main source?

1. YES **>Q12**
2. NO **>Q14**

**[Q12]** What type of storage container do you use to store the drinking water?

**[DO NOT READ OUT; MULTIPLE RESPONSES ALLOWED]**

1. Plastic bucket
  2. Plastic jerry can
  3. Clay pot
  4. Plastic tank
  5. Concrete tank
  6. Metallic tank
  7. Drum
  8. Water bottle
  9. Sufuria
- 777 Other (specify)

**[Q13]** How often do you clean the storage container for drinking water?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. Once a day
  2. Several times a week
  3. Once a week
  4. Several times a month
  5. Once a month
  6. Several times a year
  7. Once a year
  1. Never
- 888 Refused to answer  
- 999 Don't know

**YOU TOLD US YOUR MAIN SOURCE OF DRINKING WATER IS [READ OUT RESPONSE IN Q3]:**

**[Q14]** In the last 1 week, were you able to get water you needed each day from this source?

- 1. YES >Q16
- 2. NO >Q15

**[Q15]** For how many days did your household have NO WATER AT ALL from your main source of drinking water? **[DO NOT PROMPT]**

**[NOTES: (I) IT HAS TO BE CLEAR TO THE RESPONDENT THAT 'NO WATER' MEANS SERVICE WAS NOT FUNCTIONAL (IF PIPED WATER OR BECAUSE LACK OF POWER OR THE VENDOR DID NOT SERVE ON THOSE DAYS) OR THE WELL WAS DRY, ETC. THAT IS, LIMITATION FROM THE SUPPLY SIDE. (II) THE RESPONDENT SHOULD REFER TO FULL DAYS (NO HALF DAYS). ANSWER SHOULD BE <8]**

DAYS [CAN ONLY BE 1 – 7 ONLY]	
- 888 Refused to answer	
- 999 Don't know	

**[Q16]** Do you pay for your water?

- 1. YES >Q17
- 2. NO >Q18
- 888 Refused To Answer >Q18
- 999 Don't know >Q18

**[Q17]** On average, how much do you spend on water pay per month? for water for every 20 litres used?

<b>KSHS</b>	
- 999 Don't know	

**[Q18]** Do you harvest rain water?

- 1. YES >Q19
- 2. NO >Q20
- 888 Refused To Answer >Q20
- 999 Don't know >Q20

**[Q19]** The last time you did, how long did it last?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- 1. One day
- 2. Less than a week
- 3. One week
- 4. Less than a month
- 5. One month
- 6. More than a month
- 7. Has not run out yet
- 888 Refused To Answer

- 999 Don't know

## II. SANITATION

**[Q20]** What kind of toilet facility do members of your household typically use?

**[INTERVIEWER: PROBE AND CODE FROM RESPONSE; MULTIPLE RESPONSES ALLOWED]**

1. Flush/pour flush/ Choo cha kuflashi (where does it flush to?)/(Kinaflashi kwenda wapi?)
    - a. To piped sewer system/ mfereji wa maji taka
    - b. To septic tank /shimo la maji taka
    - c. To Pit latrine/ choo cha chimo
    - d. Elsewhere/ Kwengine
    - e. Don't Know / Not sure / Unknown place/Sijui/Sina uhakika/Sehemu isiyojulikana
  2. Pit Latrine/Choo cha shimo (Which type of Pit Latrine? Is it (Read out?)/ (Ni aina gani ya choo cha shimo?)(Msomee)
    - a. Ventilated improved pit latrine (VIP)/Choo kilichoboreshwa (lina bomba la kupumulia , sakafu inayosafishika na shimo ina kifuniko)
    - b. With slab/Choo cha shimo chenye sakafu inayosafishika
    - c. Without slab/Open pit /Choo cha shimo ya wazi/sakafu isiyosafishika
  3. Composting toilet/Choo ambacho kinyesi kinachoachwa kuwa mbolea
  4. Bucket/Ndoo
  5. Hanging toilet/hanging latrine/ Choo cha kuning'inia juu
  6. No facilities or bush or field/ Hakuna huduma ya choo/kichakani >**Q23**
- 777 Other (specify)

**[Q21]** Do you share this facility with others who are not members of your household?

1. YES >**Q22**
  2. NO >**Q24**
- 888 Refused To Answer >**Q23**  
- 999 Don't know >**Q23**

**[Q22]** Are they members of other households that you know or is the facility open to the use of general public?

1. Other households only (not public) >**Q23**
2. Public facility >**Q24**

**[Q23]** How many households in total use this facility, including your own household? (By household I mean people who usually eat from the same pot

- 999 Don't know	
- 888 Refused To Answer	

**[Q24]** The last time your youngest child [<7 years]/ the youngest child in the household [<7 years] passed stool, what was done to dispose of the stool?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. No child < 7 years old
2. Child used toilet/latrine
3. Put/rinsed into toilet/latrine
4. Put/rinsed into drain or ditch
5. Thrown into garbage
6. Buried
7. Left in the open
8. Thrown into the bush
9. Put/ rinsed into the compound

777=Other (specify)

888=Refused to answer

999=Don't know

**[Q25]** How do you dispose garbage generated from your household?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. Throw it at a designated dumpster
2. Throw it on the street/river/lake
3. Collected by a recognized garbage collector e.g. via vehicle
4. Collected by a neighborhood garbage collector (independent individual)
5. Throw to the cowshed/ feed livestock
6. Throw to compost manure pit/ ditch
7. Throw to pit latrine
8. Throw to the farm/ garden
9. Leave it in the open
10. Burn

- 777 Other (specify)

- 999 Don't know

- 888 Refused to answer

**[Q26]** Does your neighbourhood have a special day for community general cleaning/garbage collection?

1. YES >Q27
2. NO >Q30

**[Q27]** How often do the neighbourhood members come together to do the general cleaning?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. Once a week
2. Twice a week
3. Once a month
4. Twice a month
5. Once a year
6. Twice a year
7. Four times a year

-777 Other (specify)

-888 Refused to answer

-999 Don't know

**[Q28]** Is the garbage collected upon completion of cleaning?

- 1. YES >Q29
- 2. NO >Q30

**[Q29]** Who collects the garbage?

- 1. Contracted company
- 2. Volunteers
- 3. Youths
- 4. Garbage collectors
- 5. Sweeper for fee
- 6. Family members
- 7. The community/ residents
- 8. The county government
- 9. Caretaker

-777 Other (Specify)

-888 Refused to answer

-999 Don't know

**[Q30]** Focusing on your household, what is the usual interval for emptying the tank/pit where garbage is collected?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- 1. 0 - 6 months >Q31
- 2. 6 - 12 months >Q31
- 3. 12 - 24 months >Q31
- 4. More than 24 months >Q31
- 5. Not applicable/does not throw garbage to a tank/pit >Q34
- 777 Other (specify) >Q31
- 888 Refused to answer >Q31
- 999 Don't know >Q31

**[Q31]** Who usually empties the pit/tank?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- 1. Yourselfs >Q33
- 2. Sweeper for a fee >Q32
- 3. The Landlord >Q32
- 4. Garbage collectors >Q32
- 5. City council workers >Q32
- 6. Tea factory personnel >Q32
- 777 Other (Specify) >Q32
- 999 Don't know >Q33

**[Q32]** The last time the pit/tank was emptied how much did *your household* spend to have it emptied?

KSHS	
- 999 Don't know	
-888 Refused to answer	

**[Q33]** How was the pit/tank emptied?

**[DO NOT READ OUT; SINGLE RESPONSE]**

- 1. Manually/by hand

2. With a mechanical pump
  3. Contents were burned in the tank/pit
  4. Contents were left to decompose in the tank/pit
- 777 Other (specify)
  - 888 Refused To Answer
  - 999 Don't know

### III. HYGIENE

**[Q34]** Under the current Constitution, is water provision services the responsibility of national or county governments?

**[DO NOT READ OUT; SINGLE RESPONSE]**

1. National government
  2. County governments
- 999 Don't know

**[Q35]** Focusing on where you live, do you have a local water management committee or board?

1. YES
  2. NO
- 999 Don't know

**[Q36]** If you reflect on the past 12 months, has your access to clean and safe water gotten...? **[READ OUT THE FIRST THREE OPTIONS; SINGLE RESPONSE]**

1. Better
  2. Worse
  3. Remained the same
- 888 Refused To Answer
  - 999 Don't know

**[Q37]** How would you rate your county government in terms of providing water services to you and your household? Would you say that you are ...? **[READ OUT THE FIRST THREE OPTIONS; SINGLE RESPONSE]**

1. Very satisfied
  2. Satisfied
  3. Neither satisfied nor unsatisfied
  4. Not satisfied
  5. Not at all satisfied
- 888 Refused To Answer
  - 999 Don't know

**[Q38]** Finally, before we close, please confirm the number we can use to send you airtime/credit as a token for our appreciation for your participation

**THANK THE RESPONDENT AND CLOSE THE INTERVIEW**

**METAVARIABLES [INTERVIEWER TO GIVE RESPONSES TO THESE QUESTIONS BASED ON THE INTERVIEW]**

**[Q39]** How did you reach respondent?

1. Called his or her number >Q40
2. Tracing strategy>Q41
3. By tracing, but we use his or her number>Q41

**[Q40]** After how many number of phone calls did you get the respondent?

1. Once> **END**
2. Twice> **END**
3. More than two times > **Q44**

**[Q41]** How did you get the respondent?

1. Through a neighbor
2. Head of the group
3. Group partner
4. Other group member
5. Husband or wife
6. Other household member
7. Citizen monitor
8. Community leader

**[Q42]** Please state the name of the person above, **[Q41]**

**[Q43]** Please write the telephone of the person above, **[Q41]**

**[Q44]** Why was the respondent not easily reachable?

1. He/she has changed his/her telephone number >Q45
  2. He/she doesn't have a phone charging equipment > **END**
  3. His/her phone has broken down> **END**
  4. He/she has lost his/her phone > **END**
  5. Poor network > **END**
  6. He/she has travelled> **END**
  7. He/she was on the farm and there was no network > **END**
  8. He/she was at work the whole day and did not have access to his/her phone > **END**
- 777 Other (specify) > **END**

**[Q45]** Write his/her new number (if there is one) > **END**

**[Q46]** How many days have you looked for him/her?

1. One
2. Two
3. Three
4. Four
5. Five
6. More than five days

**[Q47]** What challenge does the respondent have for not finding him/her?

1. He/she has changed his/her phone number
2. He/she doesn't have a phone charging equipment

3. His/her phone has broken down
  4. He/she has lost his/her phone
  5. Poor network
  6. He/she has travelled
  7. He/she was on the farm and there was no network
  8. Doesn't want to participate in the survey
  9. The respondent has passed away
  10. Does not have access to his/her phone during the day/ while at work
  11. He/she has relocated from the EA
  12. Whereabouts of the respondent not known in the EA
  13. All appointments have been unsuccessful
- 777 Other (specify)

**[Q48]** Please give the name of the person who gave you this information, [Q47]

**[Q49]** Please give the telephone number of the person who gave you this information, [Q47]