

Service Delivery Index Survey: Evaluating Levels of Public Participation, Ease of Doing Business and Status of Entrepreneurship, Human Development Indicators and Environmental Trends in the Counties.

10TH JULY 2019

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GAME CHANGERS



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Methodology



Dates of Fieldwork	24 th – 28 th June, 2019
Sample Size	1,320 (Total Individual Contacts: 3,998)
Sampling Methodology	Random, Multi-stage stratified using PPS (proportionate to population size) Spread across 5 counties
Population Universe	Kenyan adults, aged 18 and above living in Urban and Rural areas
Data Collection Methodology	Computer Aided Telephonic Interviews (CATI)
Sampling Error	+/-2.7% with a 95% confidence level (Note: Higher error-margins for sub-samples)
Interview Languages	English & Swahili

Sample Structure Statistics

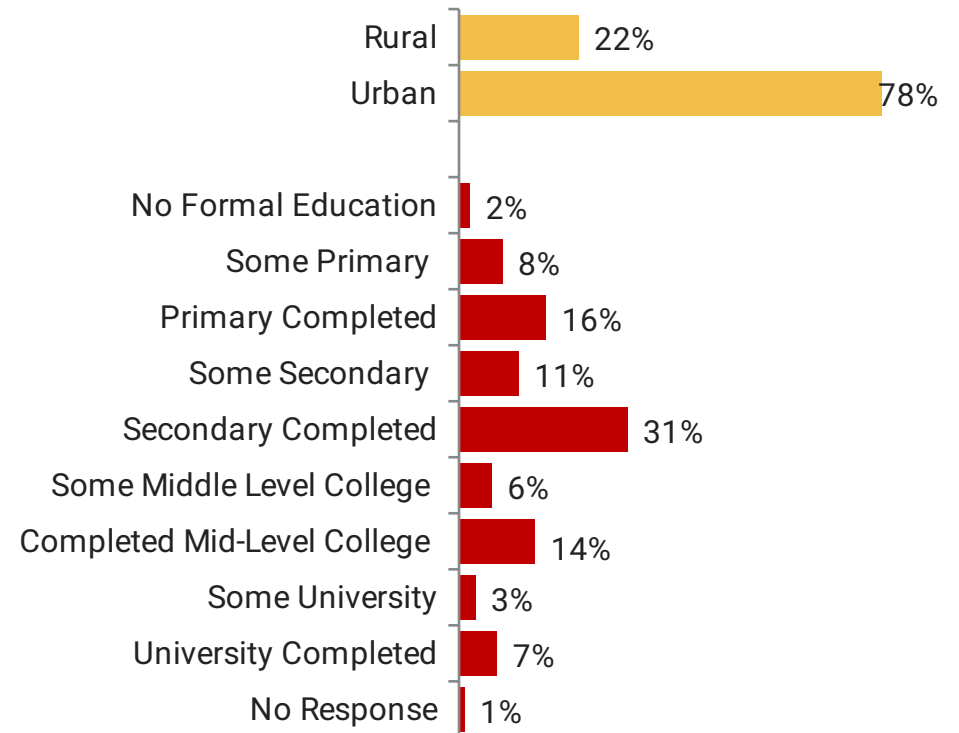
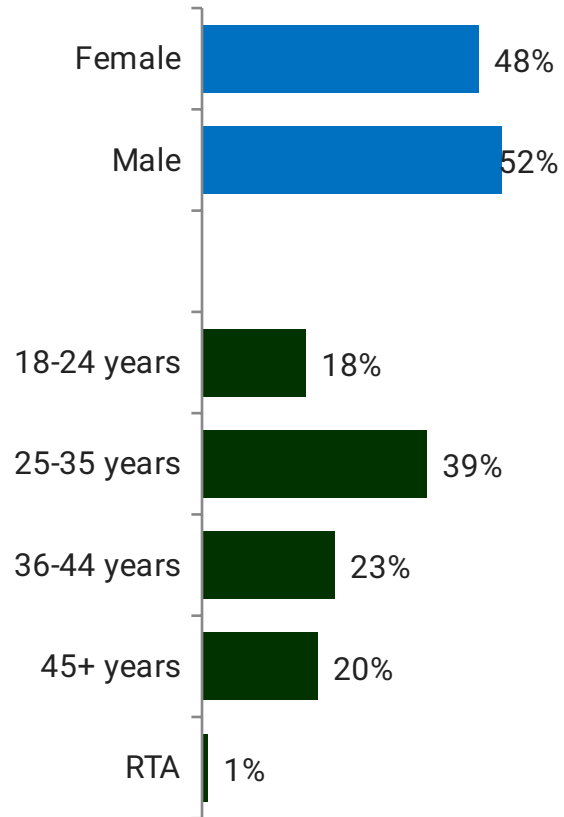
Region	Sample Frame Statistics	% Of Sample	Population Census as at 2019 Estimates	% Of Population
Mombasa	158	12	1,250,231	12
Uasin Gishu	160	12	1,273,568	12
Nakuru	265	20	2,283,595	22
Kisumu	157	12	1,192,725	11
Nairobi	580	44	4,556,984	43
TOTAL	1,320	100	10,557,104	100

Quality Control Measures

Ipsos employed quality control measures to ensure the highest possible integrity of obtained results/data. These measures included:

- **Listening in** – For at least 10% of the calls, a supervisor tapped in to listen to the interviews.
- **Observation** – The supervisors physically observed at least 5 calls per interviewer, during data collection.
- **Monitoring of data** – Logical data checks were made on selected questionnaire entries to ensure conformity with the flow of the questions answered by the respondents. Sample quotas were monitored to match the sample's statistical parameters.

DEMOGRAPHIC PROFILE



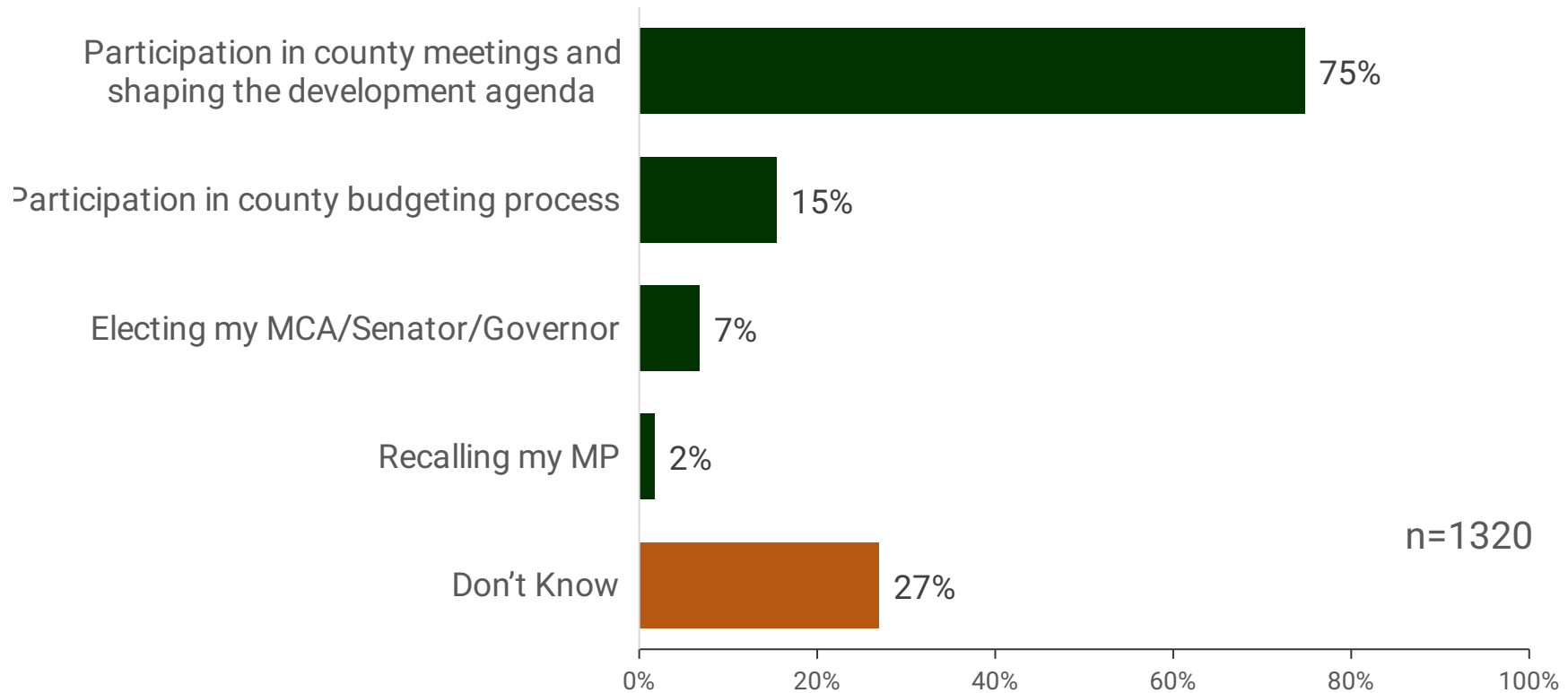
LEVELS OF PUBLIC PARTICIPATION

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What to You is Public Participation?

Participation in county meetings and in county budget process were main ways associated with public participation by majority of respondents (75%).



As a citizen, what does public participation mean to you when it comes to governance? (Multiple Response, Unprompted)

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What to You is Public Participation?

Kisumu County had the highest number (82%) of respondents who associated public participation with participation in county meetings and in county budget process.

	Total (n=1320)	Kisumu (n=157)	Mombasa (n=158)	Nairobi (n=580)	Nakuru (n=265)	Uasin Gishu (n=160)
Participation in county meetings and shaping the development agenda	75%	82%	75%	74%	69%	81%
Participation in county budgeting process	15%	22%	15%	13%	15%	19%
Electing my MCA/Senator/Governor	7%	9%	4%	7%	6%	9%
Recalling my MP	2%	3%	1%	2%	1%	2%
Don't Know	27%	25%	26%	26%	33%	23%

As a citizen, what does public participation mean to you when it comes to governance? by Total (Across the 5 Counties) (Multiple Response, Unprompted)

What to You is Public Participation?

Understanding of the meaning of public participation varies with the level of education.



	Total (n=1320)	No formal education (n=23)	Primary Education (n=317)	Secondary Education (n=566)	Middle Level College (n=267)	University Education (n=138)
Participation in county meetings and shaping the development agenda	75%	30%	56%	73%	90%	101%
Participation in county budgeting process	15%	9%	10%	13%	21%	28%
Electing my MCA/Senator/Governor	7%	4%	6%	7%	7%	9%
Recalling my MP	2%	0%	1%	2%	2%	3%
Don't Know	27%	57%	42%	27%	13%	10%

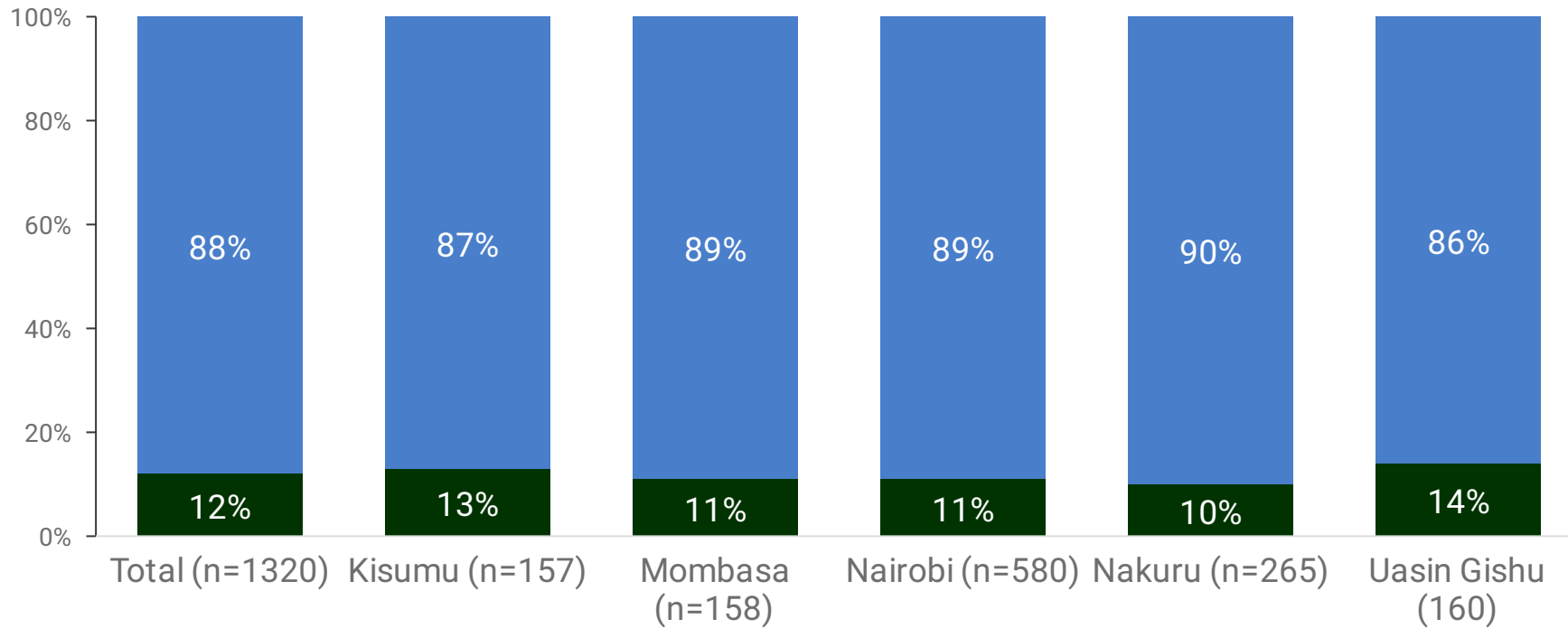
As a citizen, what does public participation mean to you when it comes to governance? by Education Level (Multiple Response, Unprompted)

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Level of Involvement in Citizen Groups

Only 12% of respondents belong to citizen group to engage the county government. Uasin Gishu county had the highest number (14%) of respondents in a citizen group.



Do you belong to any citizen group that enables you to engage the County Government in a structured way?

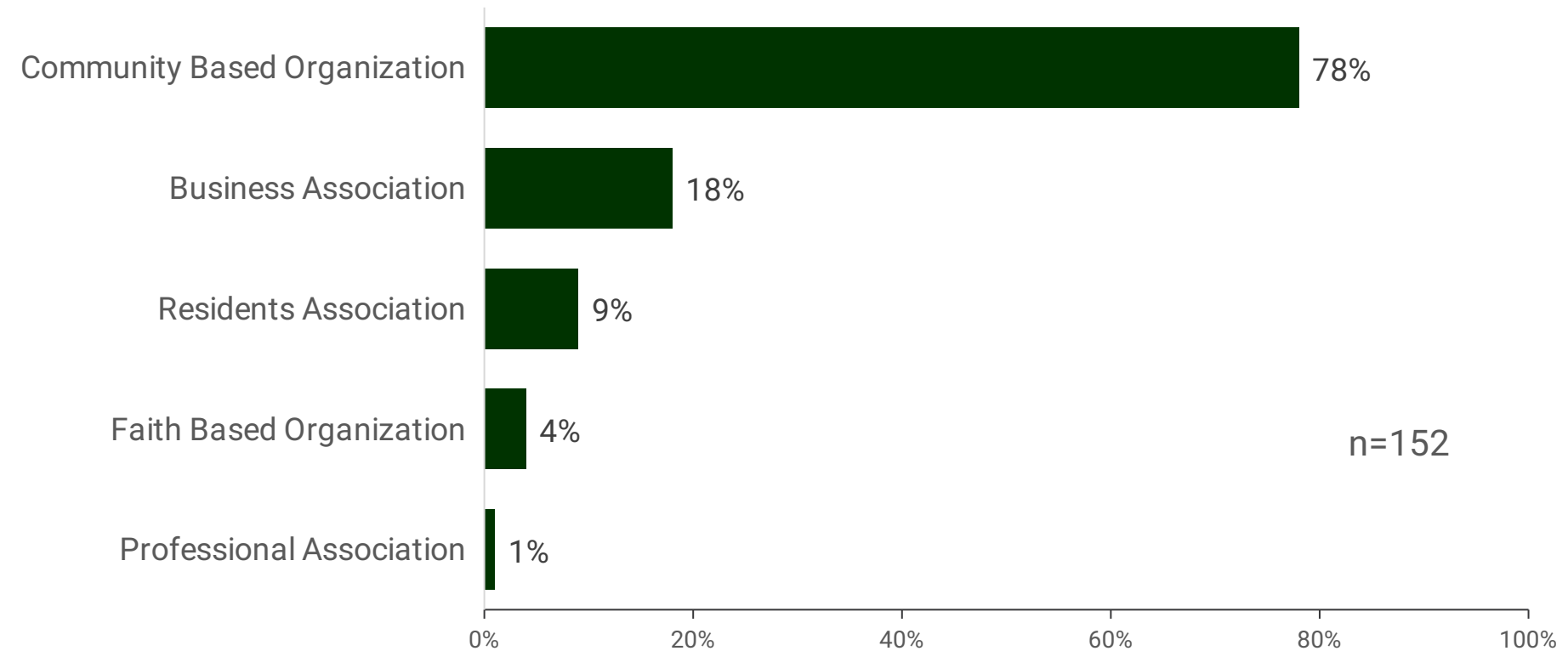
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Types of Citizen Groups

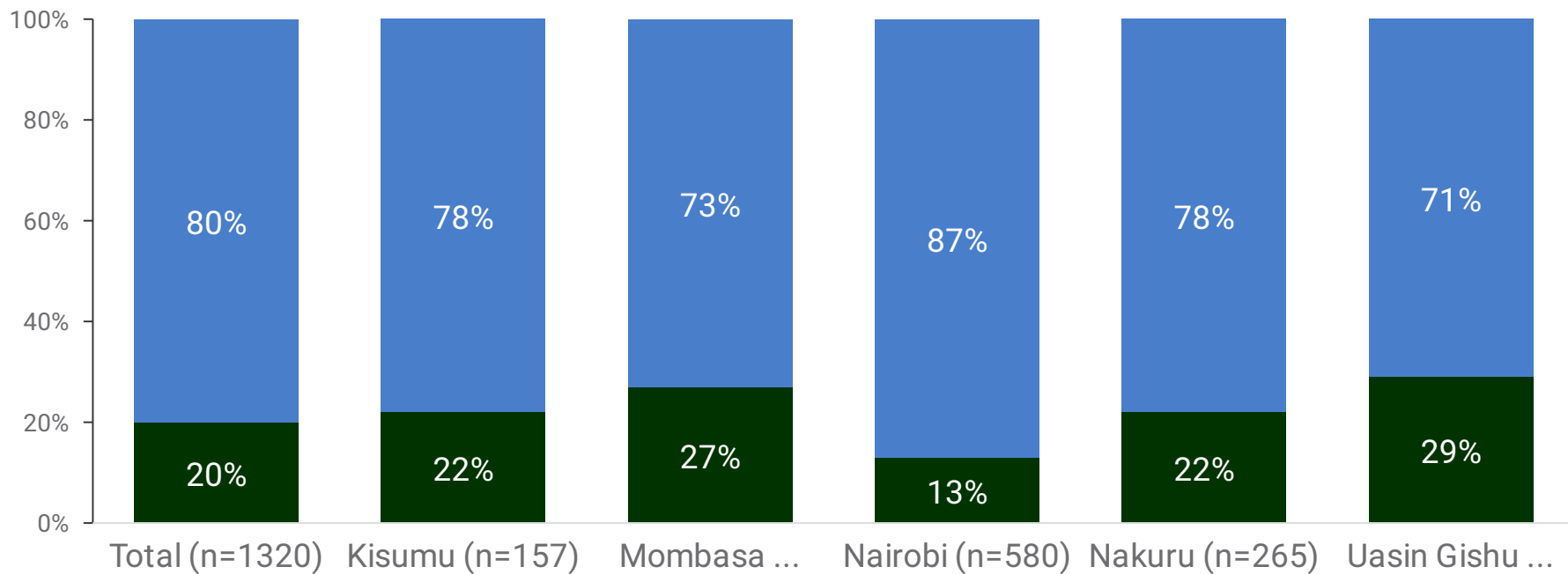
Among the respondents belonging to citizen group, majority of them (78%) belong to a community based organization.



If yes which one?: (Among the 12% who belong to a any citizen group) (Multiple Response, Unprompted)

Level of Participation in Public Meetings

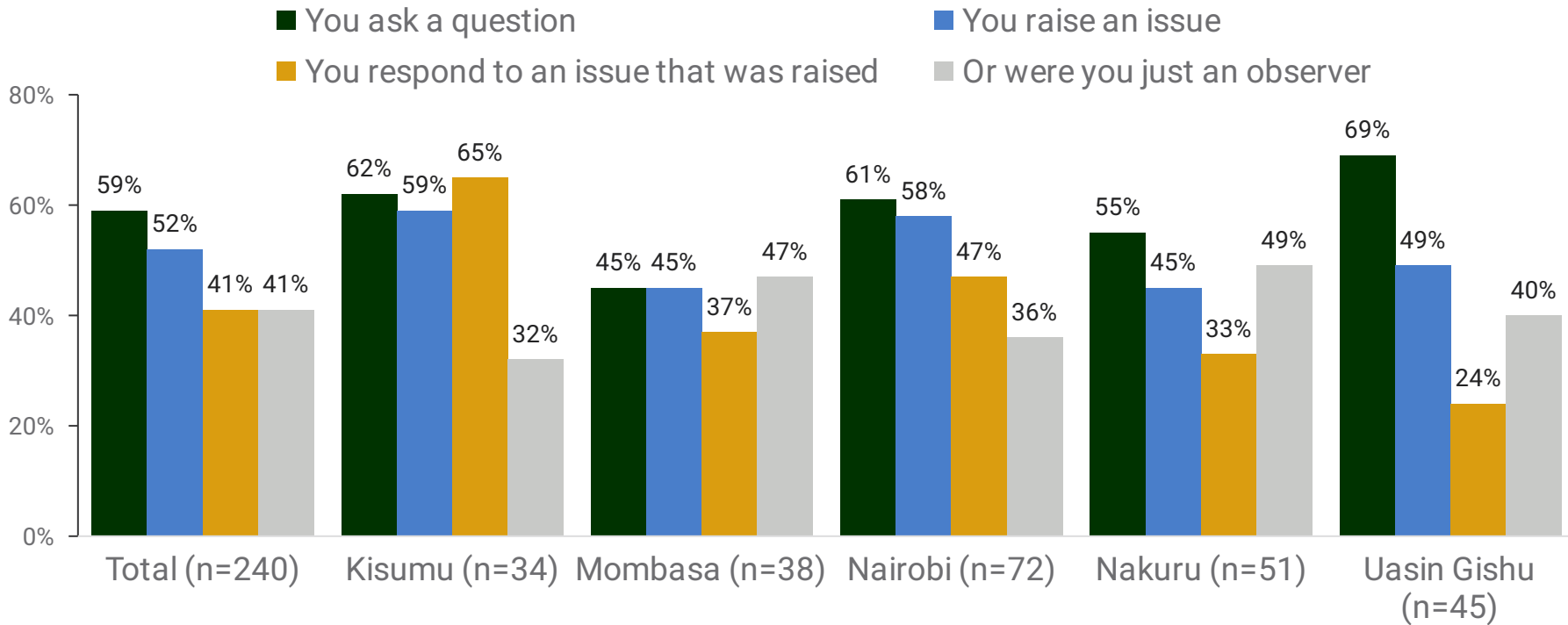
Only 20% of respondents have ever participated in a meeting organized by the county government where development issues were discussed. Uasin Gishu had the highest number (29%) while Nairobi had the lowest (13%) of respondents who have ever participated in a meeting organized by the county government.



Have you ever participated in a meeting organized by the county government where development issues were discussed?

Level of Engagement in Public Meetings

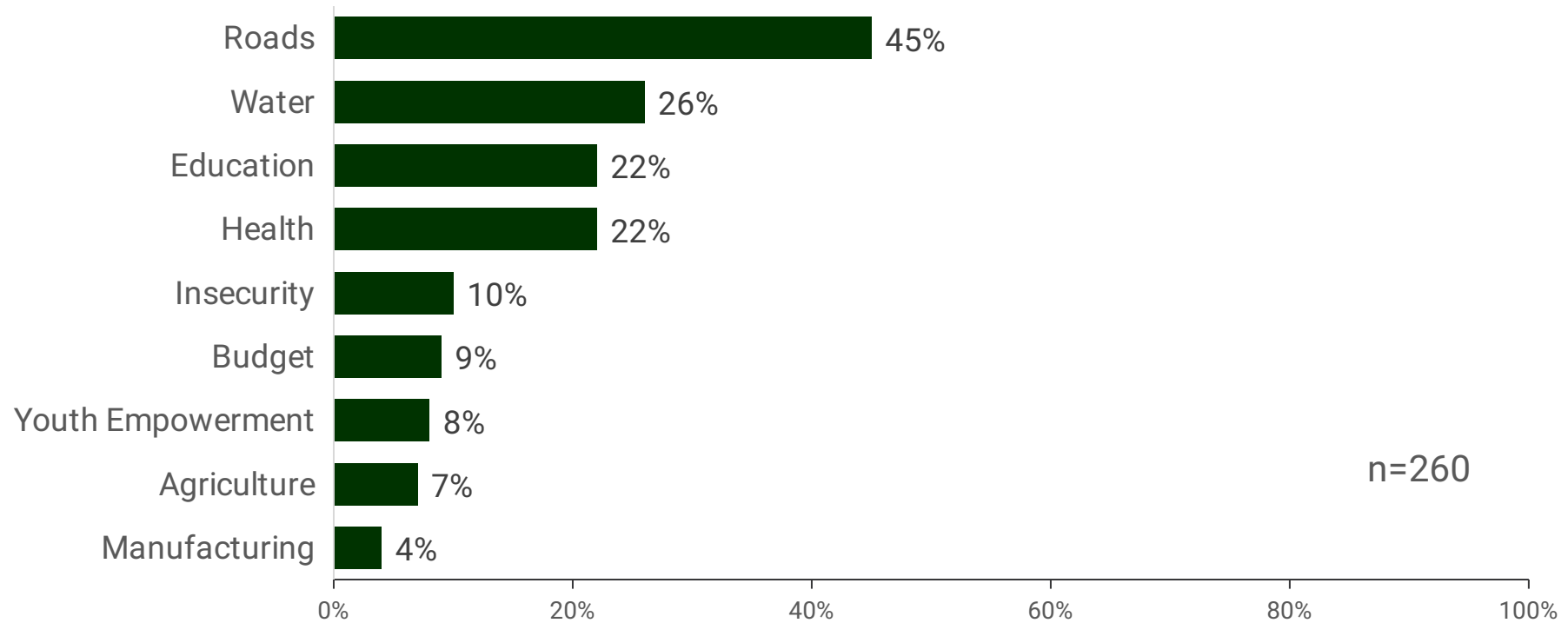
Majority (59%) of respondents who have ever attended a meeting organized by the county government asked a question.



*During the last meeting that you attended did...? (Among the 20% Who have ever participated in a meeting organized by the county government)
(Multiple Response, Unprompted)*

Type of Development Projects

Construction and improvements of roads was the main development project discussed during the meetings organized by the county governments.



What development projects were discussed? (Among the 20% Who have ever participated in a meeting organized by the county government)
(Multiple Response, Unprompted)

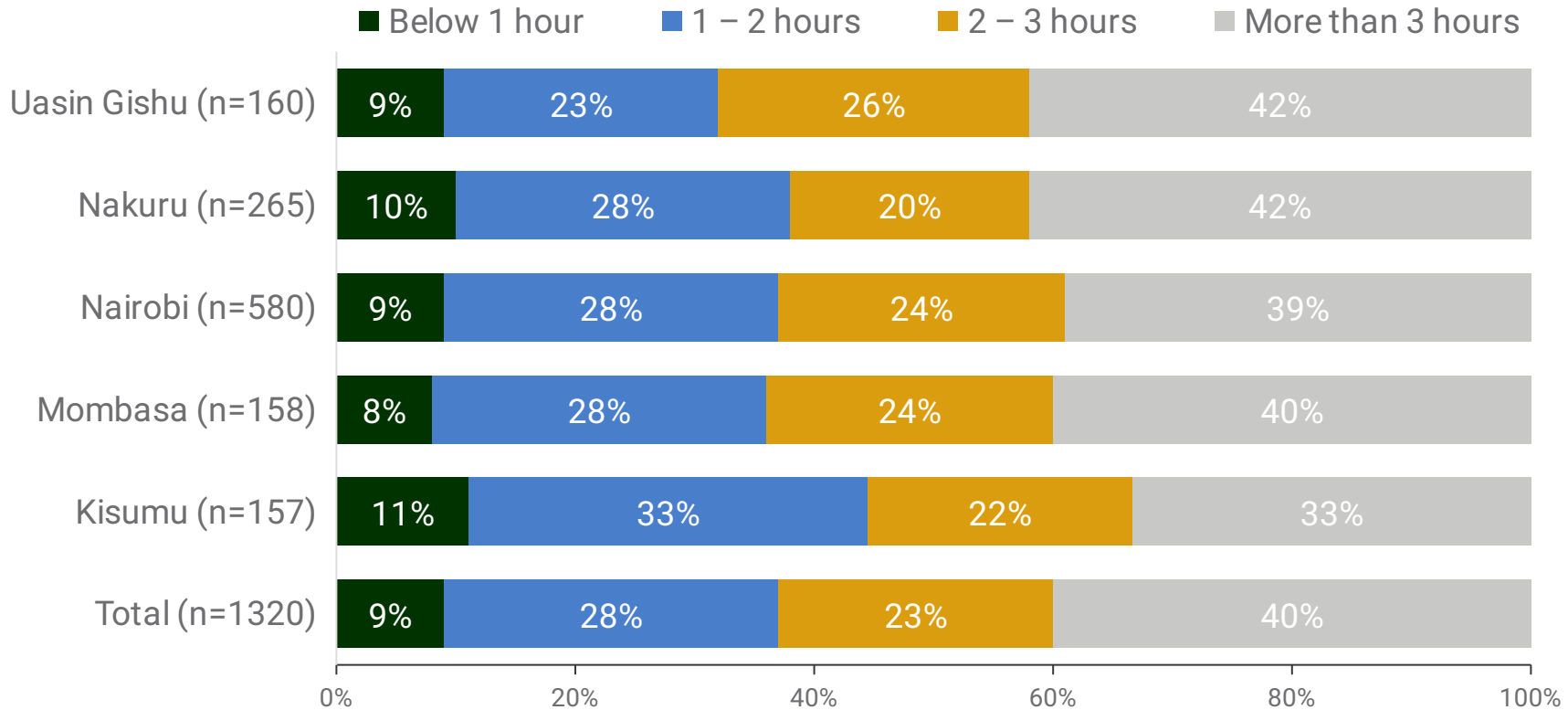
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Preferred Length of Public Meetings

Majority (60%) of respondents prefer the county meetings to discuss development projects and budget to take less than 3 hours.



If your county government was to convene a meeting to discuss development projects and budget for the county: How long should the meeting take?

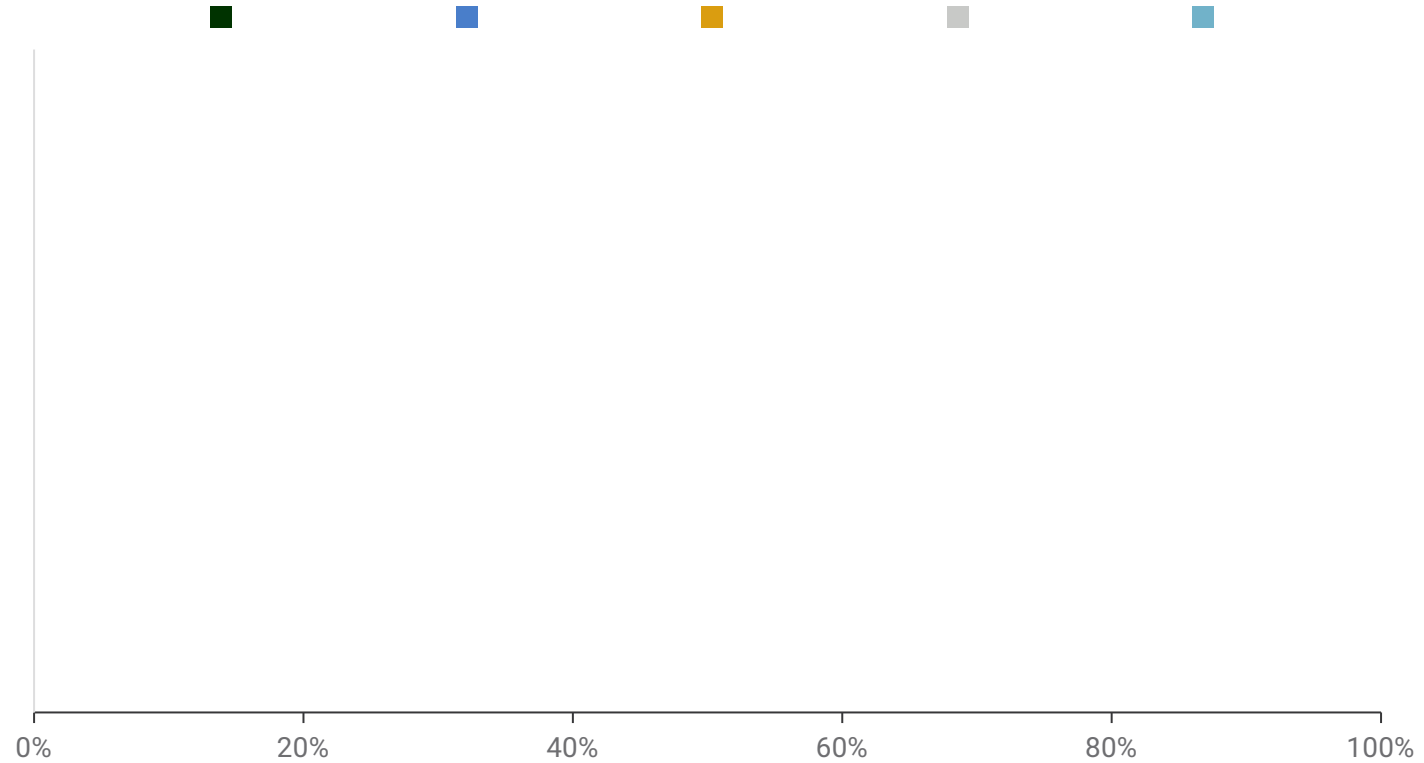
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Preferred Time of Public Meetings

Majority (57%) of respondents prefer the county meetings to discuss development projects and budget to take place in the morning.



If your county government was to convene a meeting to discuss development projects and budget for the county: What time of the day should the meeting take place?

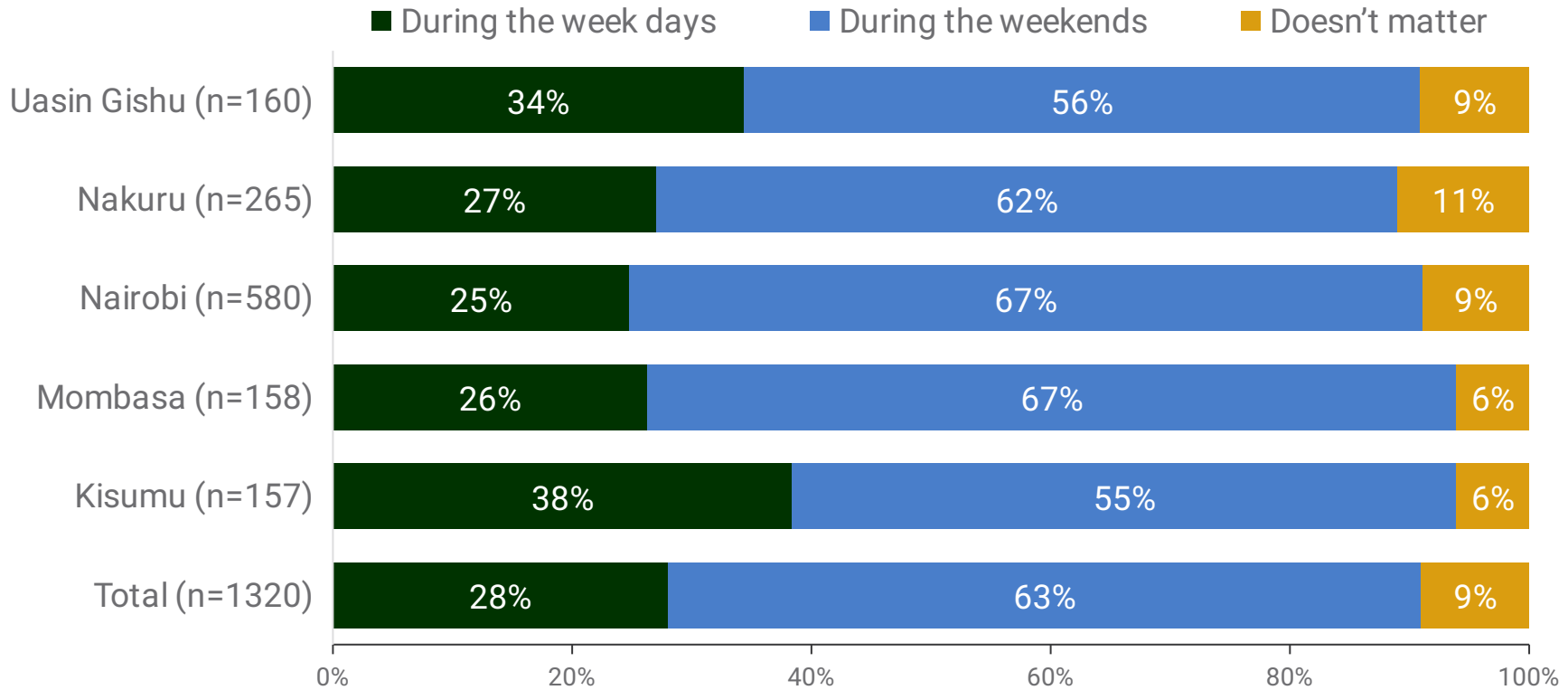
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Preferred Day of Public Meetings

Majority (63%) of respondents prefer the county meetings to discuss development projects and budget to take place during the weekends.



If your county government was to convene a meeting to discuss development projects and budget for the county: What day of the week would you prefer for the meeting to take place?

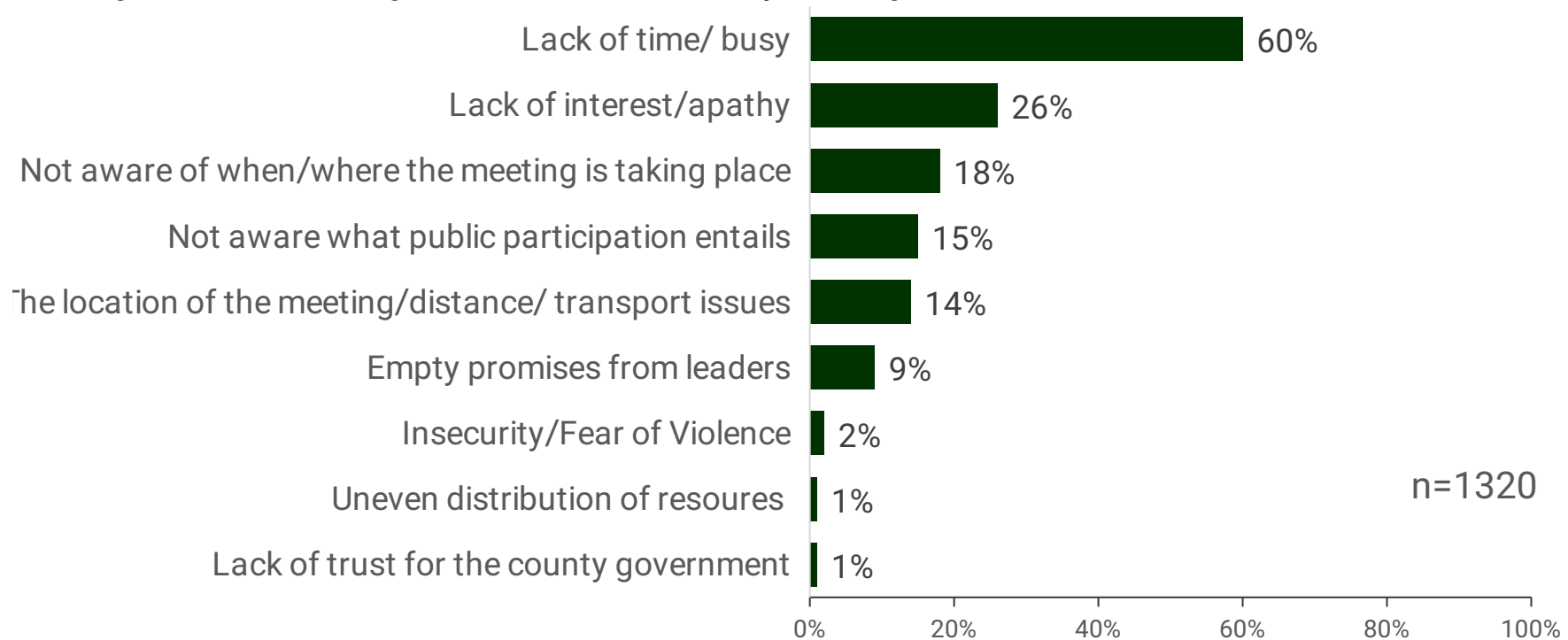
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Barriers to Attendance of Public Meetings

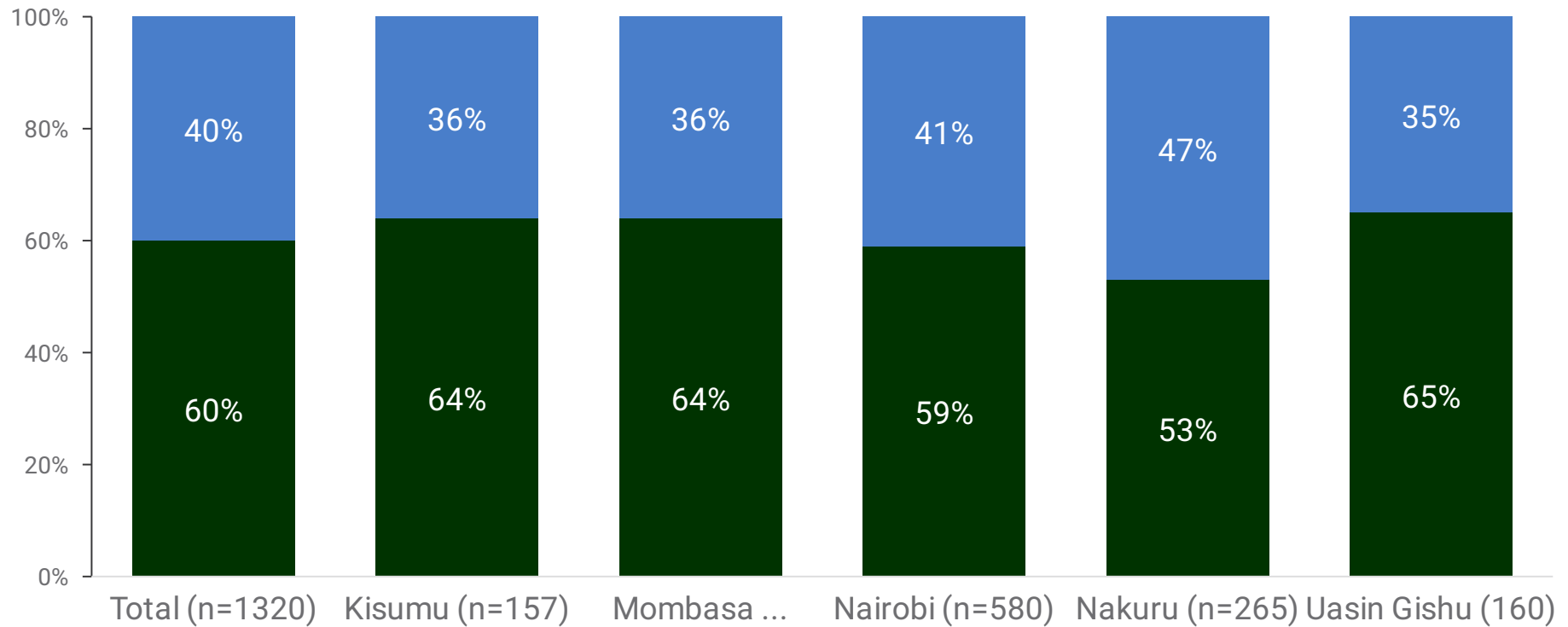
Respondents being engaged in other activities is the main barrier to attending the county meetings to discuss development issue. Taking cognisance of the preferred length, time and day of the meeting is crucial to have good attendance of county meetings.



What do you think would prevent people in your area from attending public participation forums organized by the county government whose agenda would be county development issues?

Awareness of Development Projects by the County

Majority (60%) of respondents are aware of a development projects implemented by the county government.



Has your County government implemented any development projects since taking office that you know about?

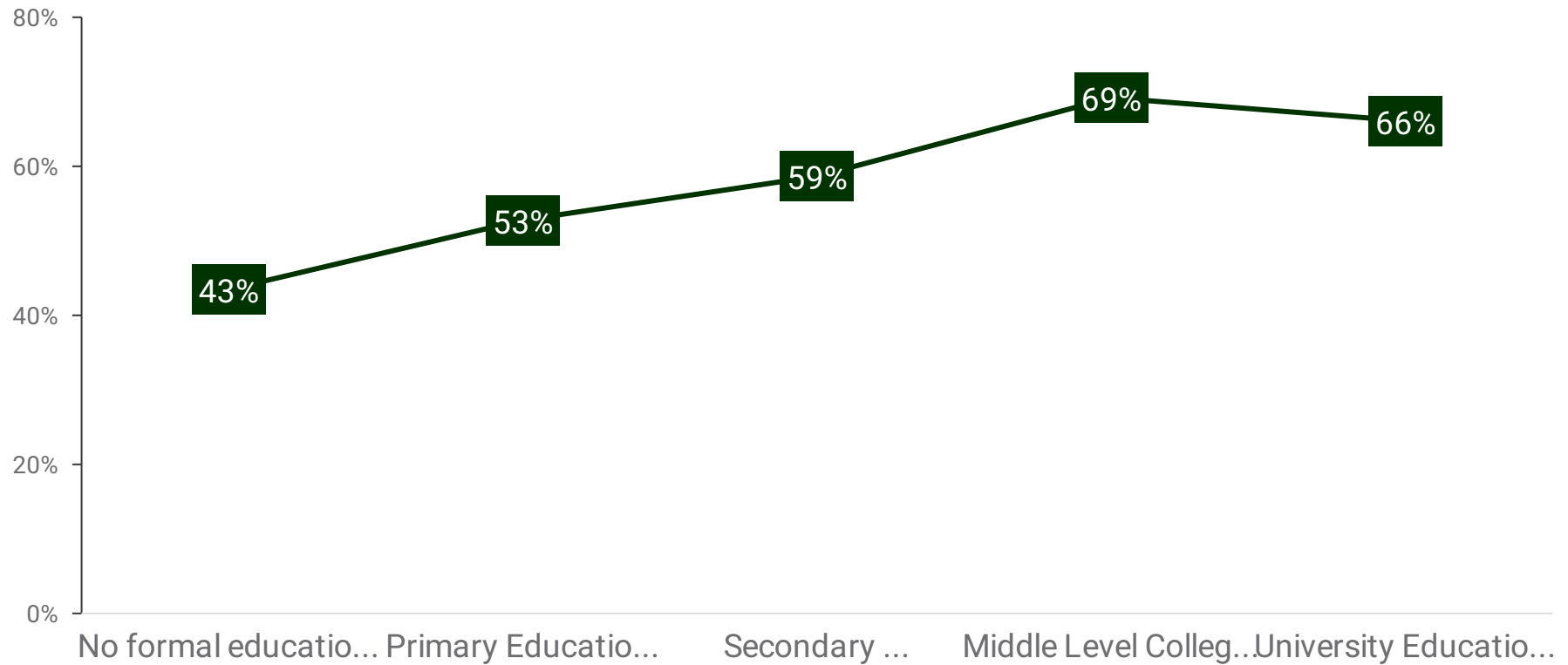
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Awareness of Development Projects by the County

Awareness of a development projects implemented by the county government varies with education level.



Has your County government implemented any development projects since taking office that you know about? *by Education Level)*

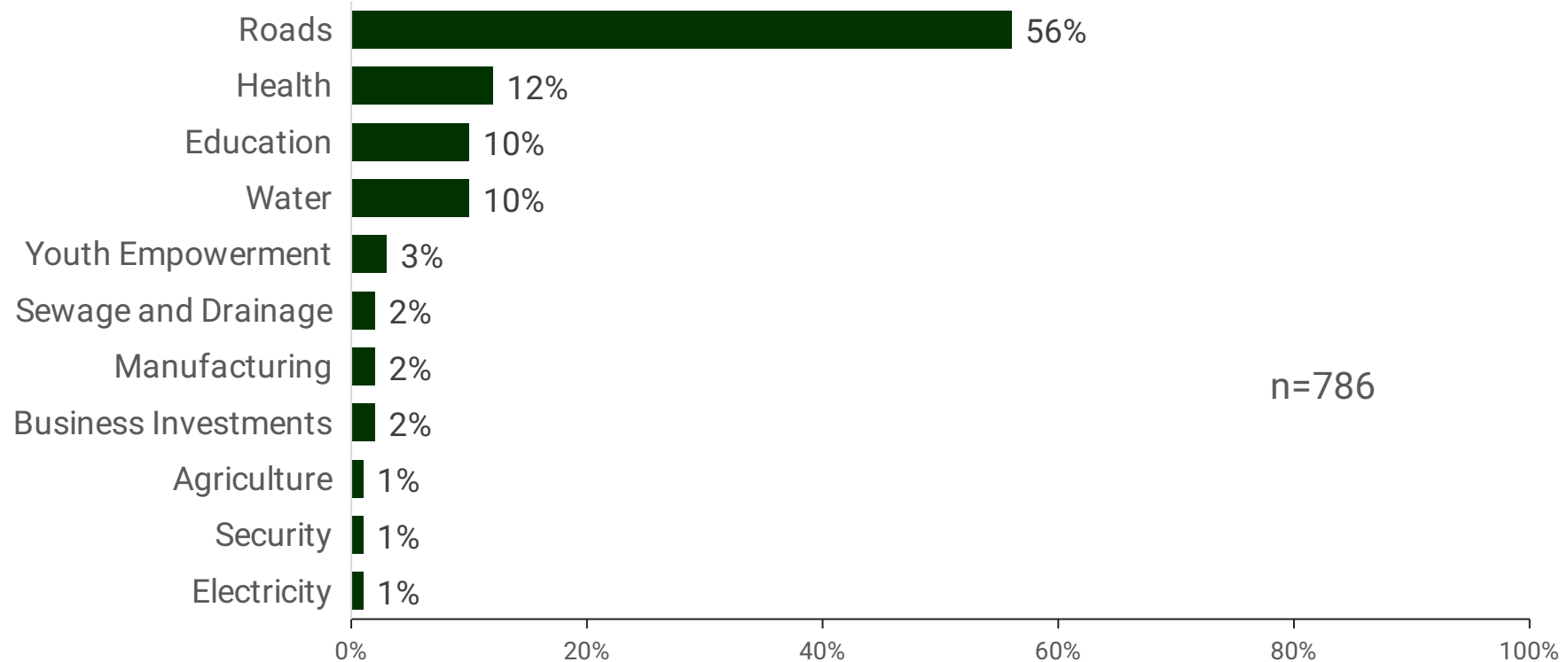
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Most Important Implemented Development Project

Among respondents who were aware of projects implemented by the county governments since taking office roads was the most important development project implemented.



Which is the most important one that you can think of? (Among the 60% Who of any development projects by the county government) (Single Response, Unprompted)

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Positive Effects of Devolution

Most respondents (32%) feel that devolution has led to equal distribution of resources. Majority of Nairobi county residents (32%) felt that devolution has brought services closer to the citizens.



	Total (n=1320)	Kisumu (n=157)	Mombasa (n=158)	Nairobi (n=580)	Nakuru (n=265)	Uasin Gishu (160)
Equal distribution of resources	32%	38%	34%	30%	32%	32%
Services brought closer to the citizens	30%	25%	27%	32%	32%	30%
Improvement of Infrastructure i.e. rural roads	8%	10%	8%	7%	5%	9%
Improved security	5%	5%	6%	6%	3%	4%
Youth empowerment	5%	6%	6%	3%	6%	6%
Creation of job opportunities in local areas	4%	4%	2%	4%	5%	5%
Improvement in education sector	3%	2%	3%	3%	3%	1%
Lower prices of commodities	1%	0%	1%	1%	1%	1%
Improvement in health sector	0%	1%	1%	0%	0%	2%
None	11%	8%	11%	12%	13%	6%

What is the one thing you like about devolution?

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Negative Effects of Devolution

Most respondents (36%) feel that devolution has led to increased corruption in the counties.



	Total (n=1320)	Kisumu (n=157)	Mombasa (n=158)	Nairobi (n=580)	Nakuru (n=265)	Uasin Gishu (160)
Increased corruption in the counties	36%	39%	30%	35%	38%	39%
Nepotism in award of jobs	14%	12%	14%	16%	14%	12%
Unequal distribution of resources	8%	10%	8%	9%	8%	8%
Lack of service delivery	7%	6%	8%	8%	6%	6%
Poor infrastructure	6%	5%	11%	4%	7%	4%
Too many representations	5%	4%	7%	6%	6%	3%
Increased taxation	4%	2%	6%	4%	4%	4%
Increased insecurity	2%	1%	3%	2%	3%	4%
Poor education system	2%	1%	3%	3%	2%	1%
Increased inter-clan conflicts	1%	2%	1%	1%	0%	1%
Poor health services	1%	1%	0%	1%	1%	0%
None	10%	11%	6%	9%	8%	15%

What is the one thing that you DON'T like about devolution?

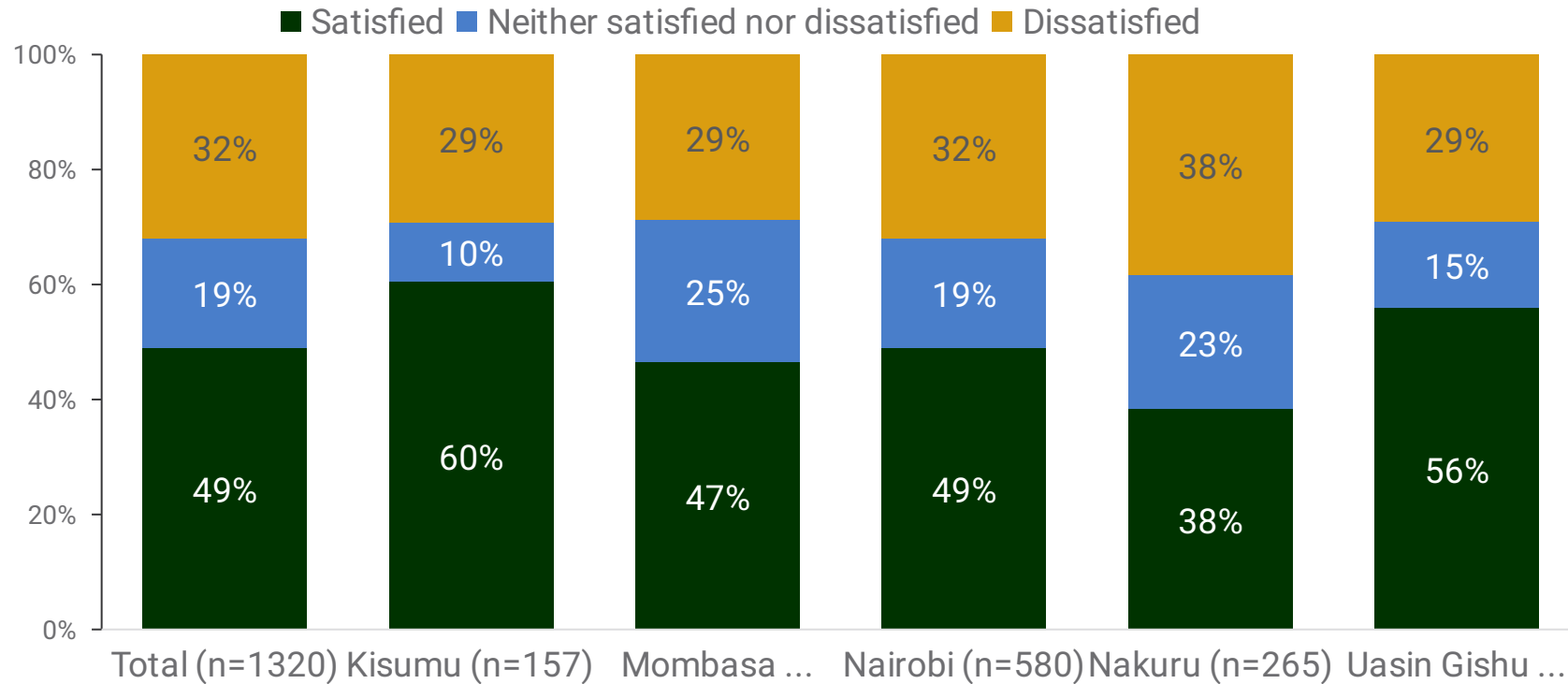
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Approval of Devolution

Majority (49%) of respondents are satisfied with the performance of their county government. Kisumu County had the highest (60%) of respondents who were satisfied with the performance of their county government while Nakuru had the least (38%).



Overall, how satisfied are you with the performance of your county government so far? Are you.....?



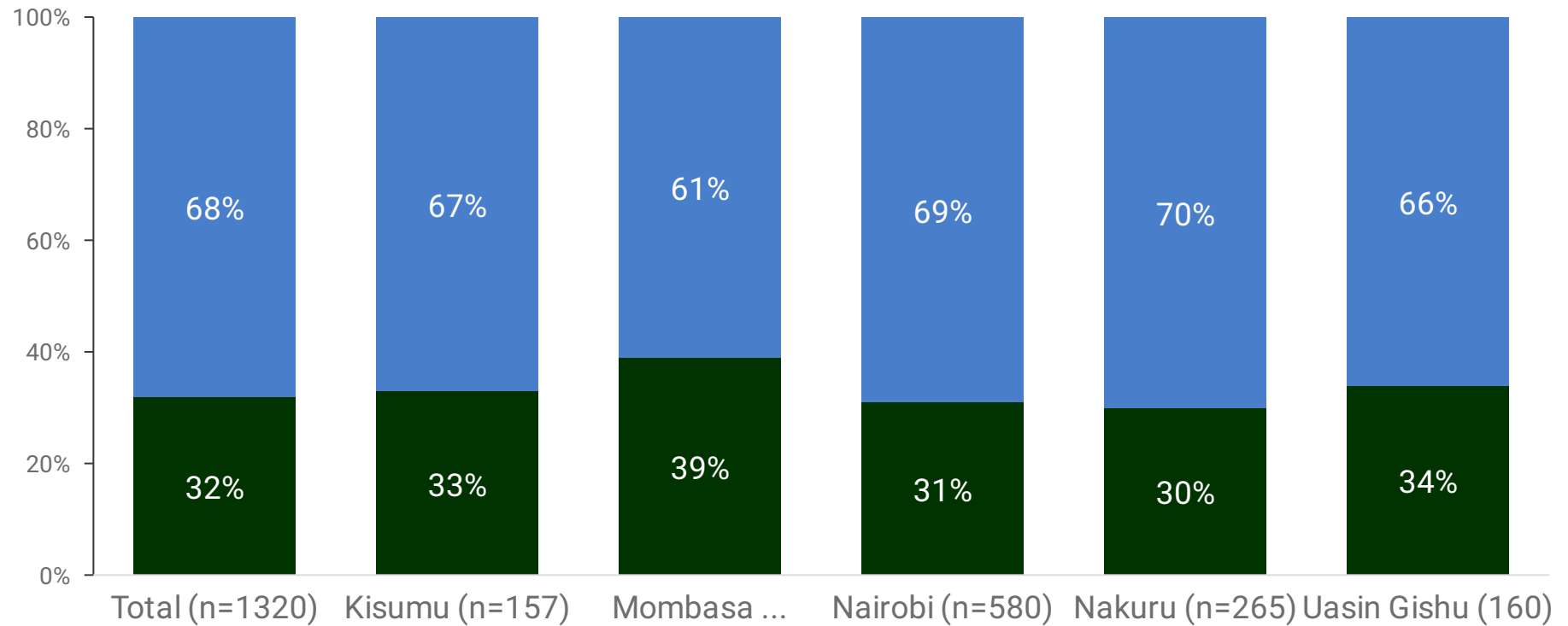
EASE OF DOING BUSINESS AND STATUS OF ENTREPRENEURS HIP

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Concerns Regarding Revenue Generation in the County

About 32% of respondents have a concern when it comes to revenue generation within their county government.



Do you have any concern when it comes to revenue generation within your county government? *by Total*

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Concerns Regarding Revenue Generation in the County

Majority (57%) of respondents mentioned that there are too many taxes/levies with the way their county is generating revenue. Most (64%) of Kisumu residents felt that there is poor revenue collection/accountability systems.



Concerns	Total (n=425)	Kisumu (n=52)	Mombasa (n=61)	Nairobi (n=178)	Nakuru (n=80)	Uasin Gishu (n=54)
Too many taxes/levies	57%	46%	57%	58%	56%	67%
Poor revenue collection/accountability systems	50%	64%	53%	51%	42%	37%
Limited county information easily accessible to the public i.e. revenue, expenditure...	13%	13%	10%	15%	10%	15%
Inaccessibility of county officials/offices to raise concerns	11%	8%	11%	9%	11%	19%
Lack of awareness/do not know about it	9%	8%	8%	11%	6%	13%

Which is the most important one that you can think of? (Among the 32% Who have concerns regarding revenue generation in the county) (Multiple Response, Unprompted)

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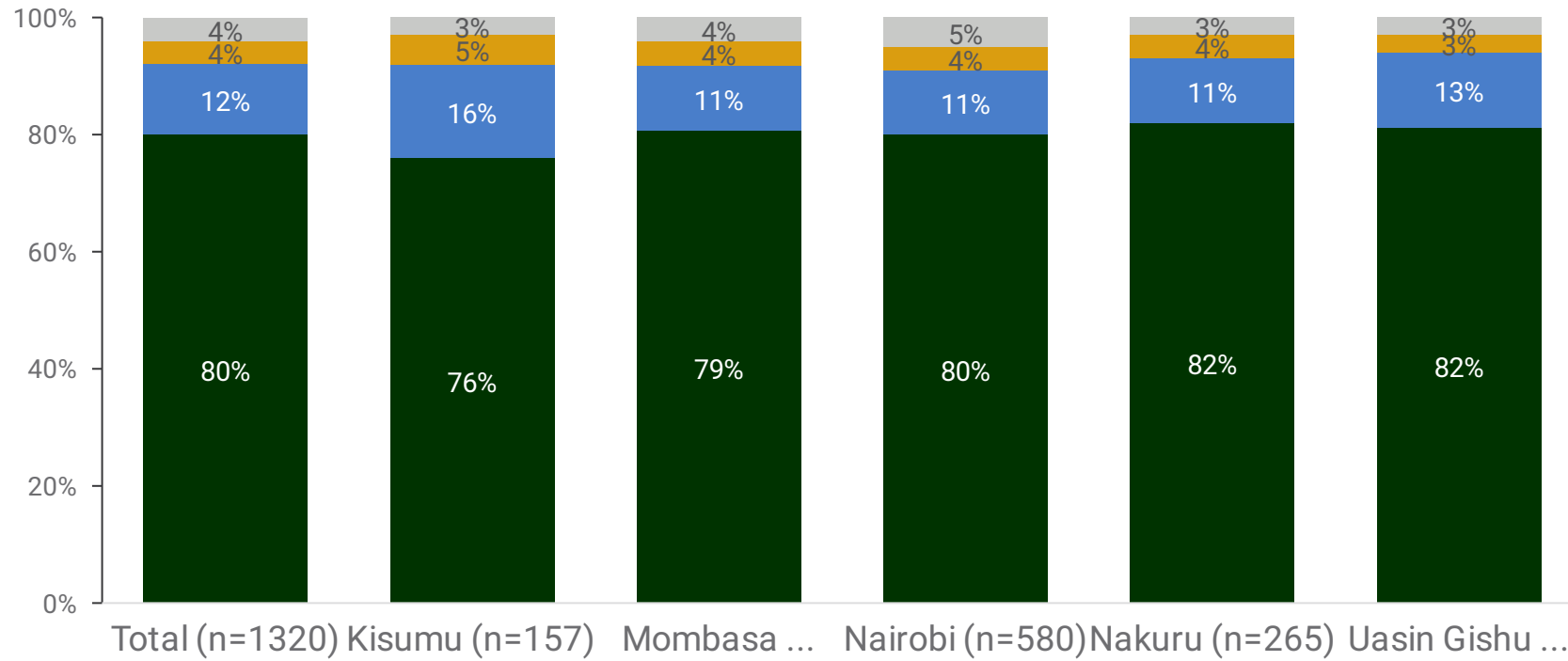
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Tax and Levies After Devolution

Majority (80%) of mentioned that since introduction of devolution taxes have gone up.

■ Gone up ■ Remained the same ■ Gone down ■ Don't pay taxes



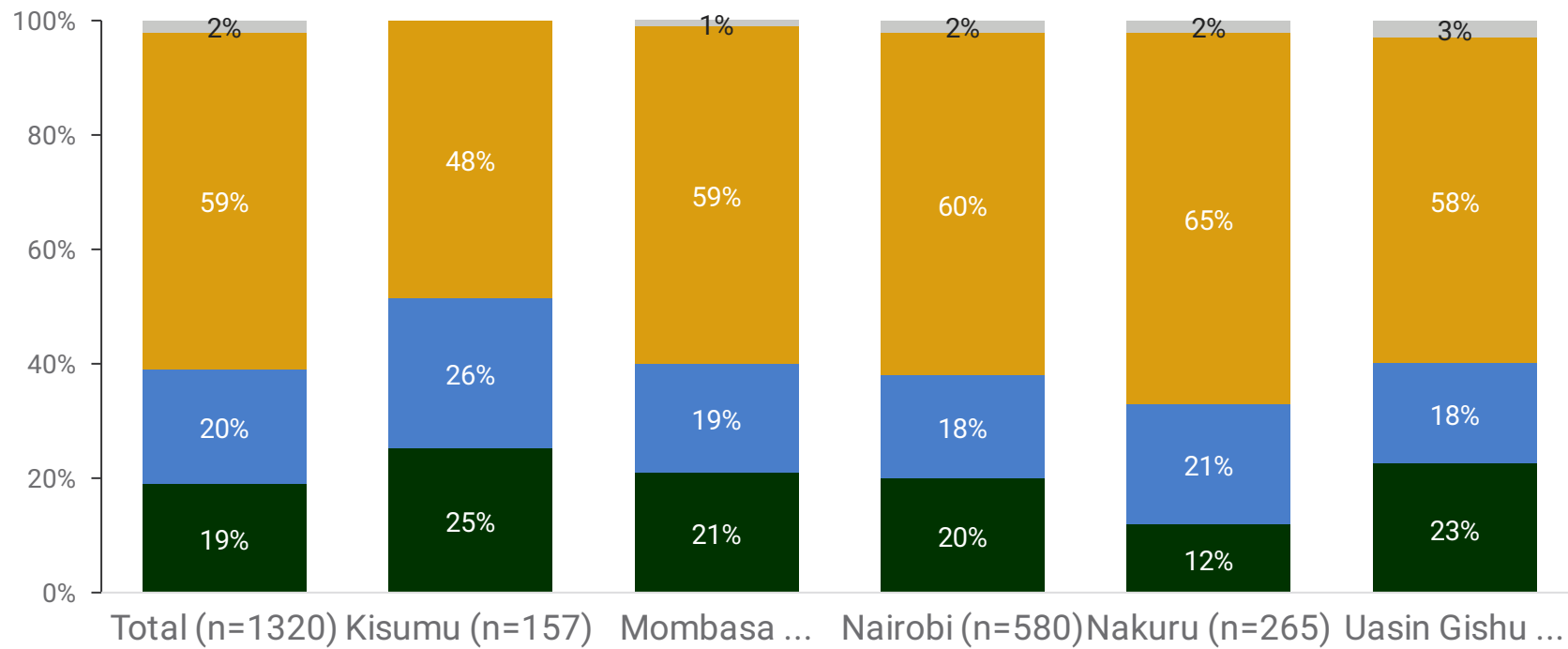
Since devolution, have your taxes...?

Economic Well-being After Devolution

Since devolution most of the respondents (59%) feel that their well-being has gone down. Nakuru has the highest number (65%) of respondents who feel their well-being has gone down.



■ Improved ■ Remained the same ■ Gone down ■ Not sure



Since devolution, do you feel your economic well-being has...?

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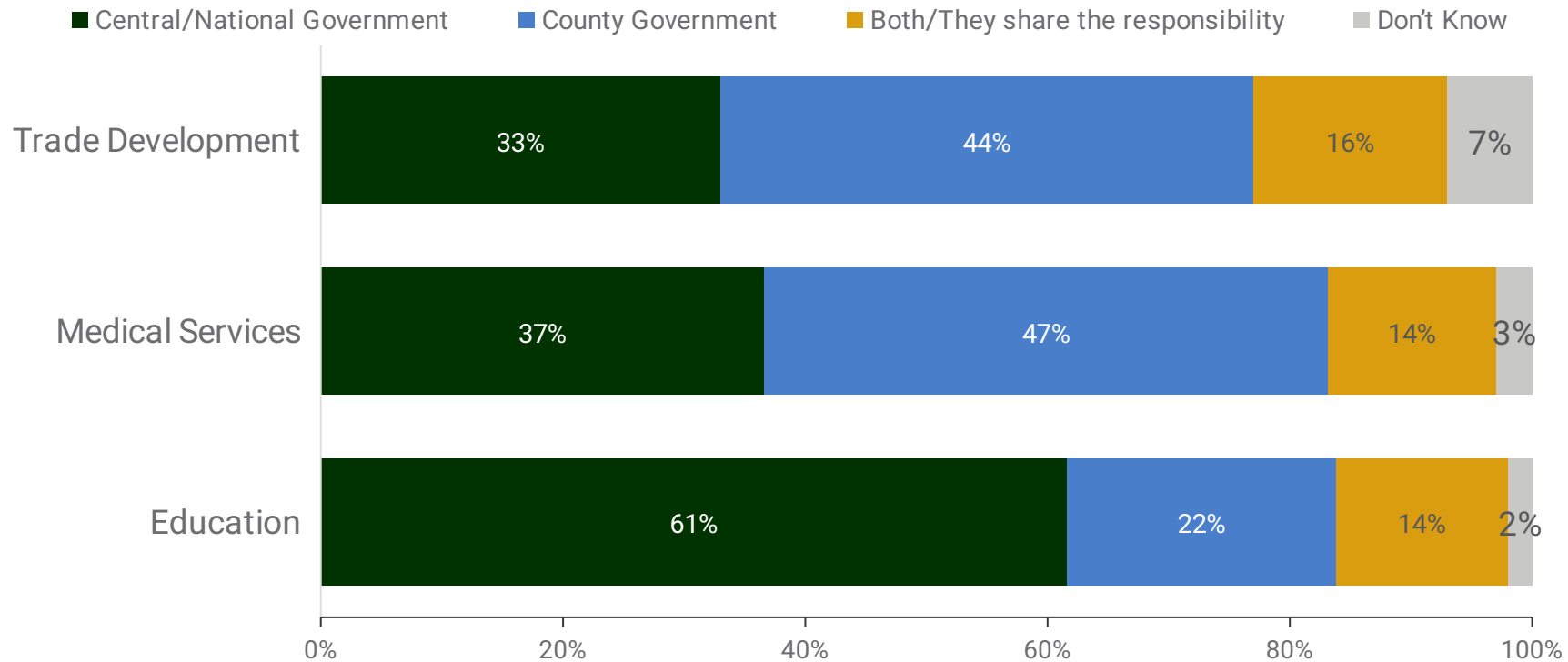
HUMAN DEVELOPMENT INDICATORS

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Who is Mainly Responsible for...?

Majority of respondents (61%) mentioned that National government is responsible for education, while 47% and 44% of respondents mentioned that medical services and trade development are under the county government respectively.



As far as you know, who is mainly responsible for each of the following services?

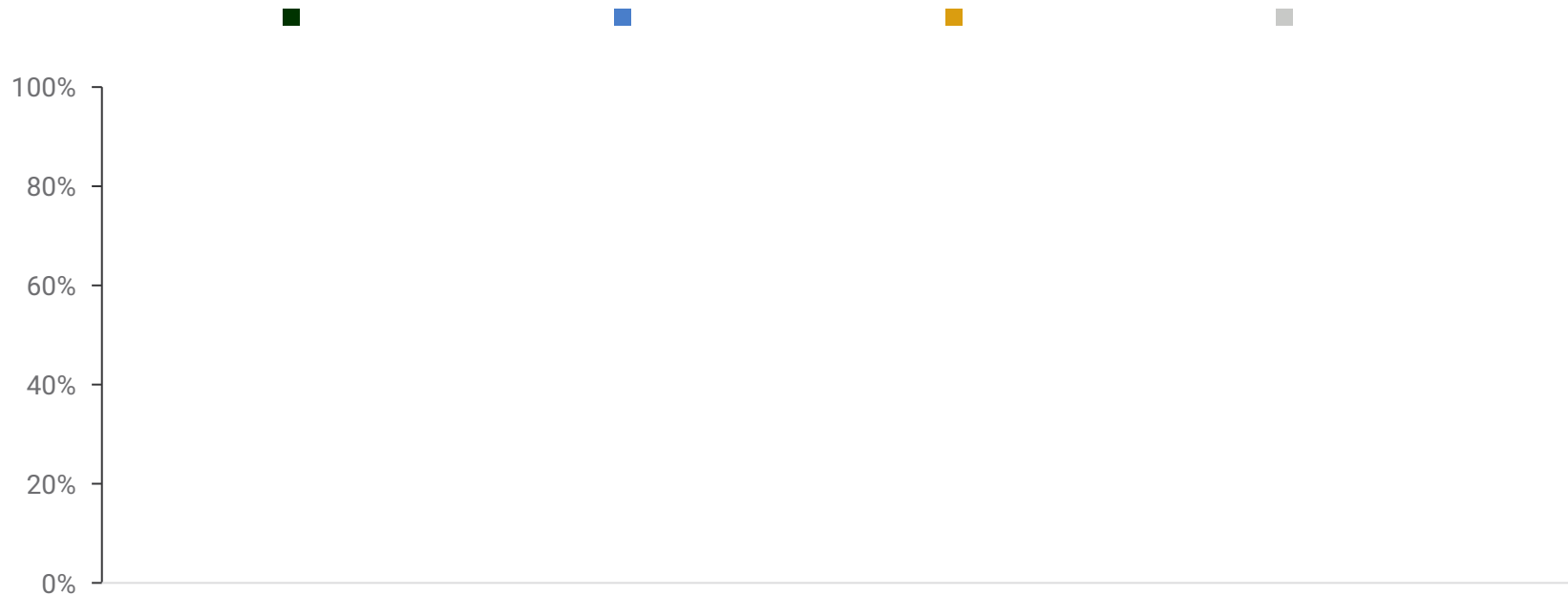
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Who is Responsible for Education?

Kisumu and Nakuru Counties had the highest number (25%) of respondents who think that education is the responsibility of the county government.



As far as you know, who is mainly responsible for each of the following services_ Education?

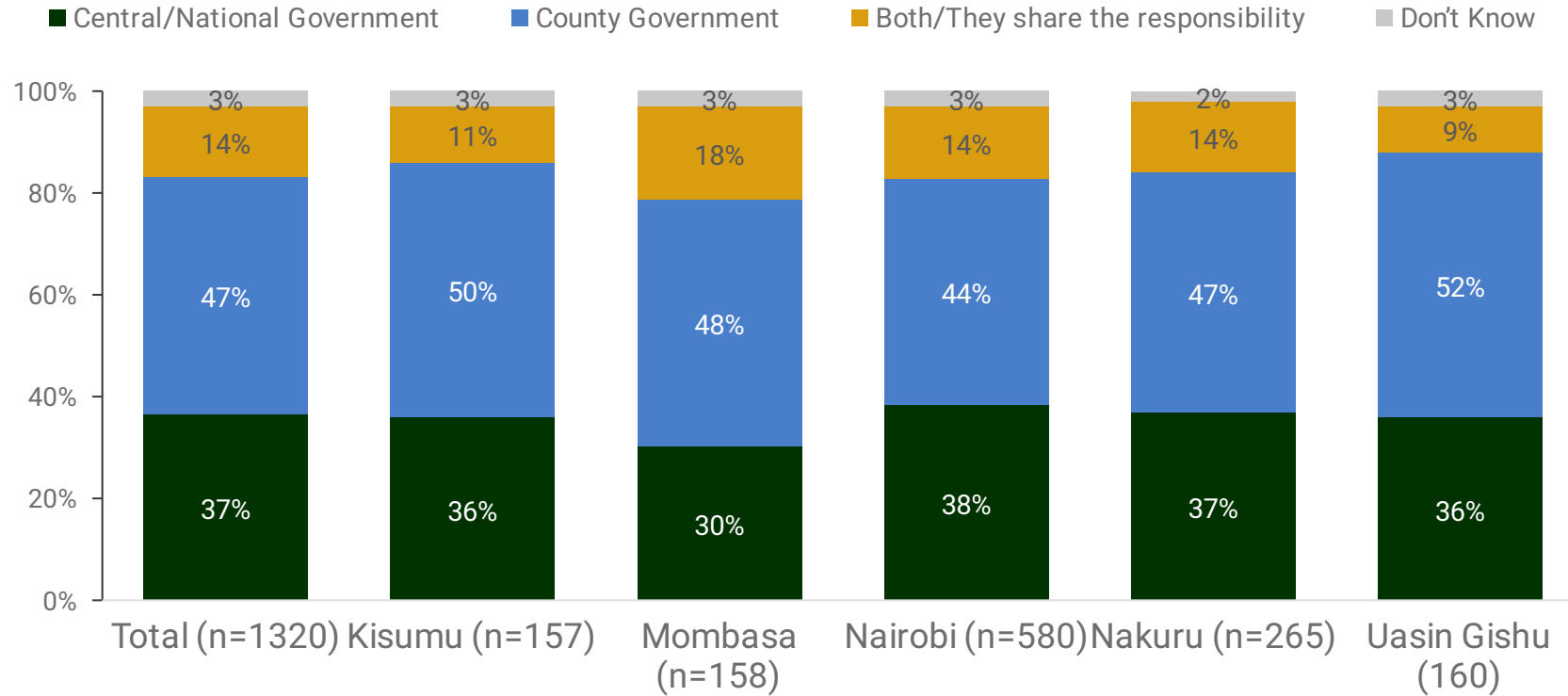
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Who is Responsible for Medical Services?

About 38% of Nairobi residents think that medical services is a responsibility of the national government.

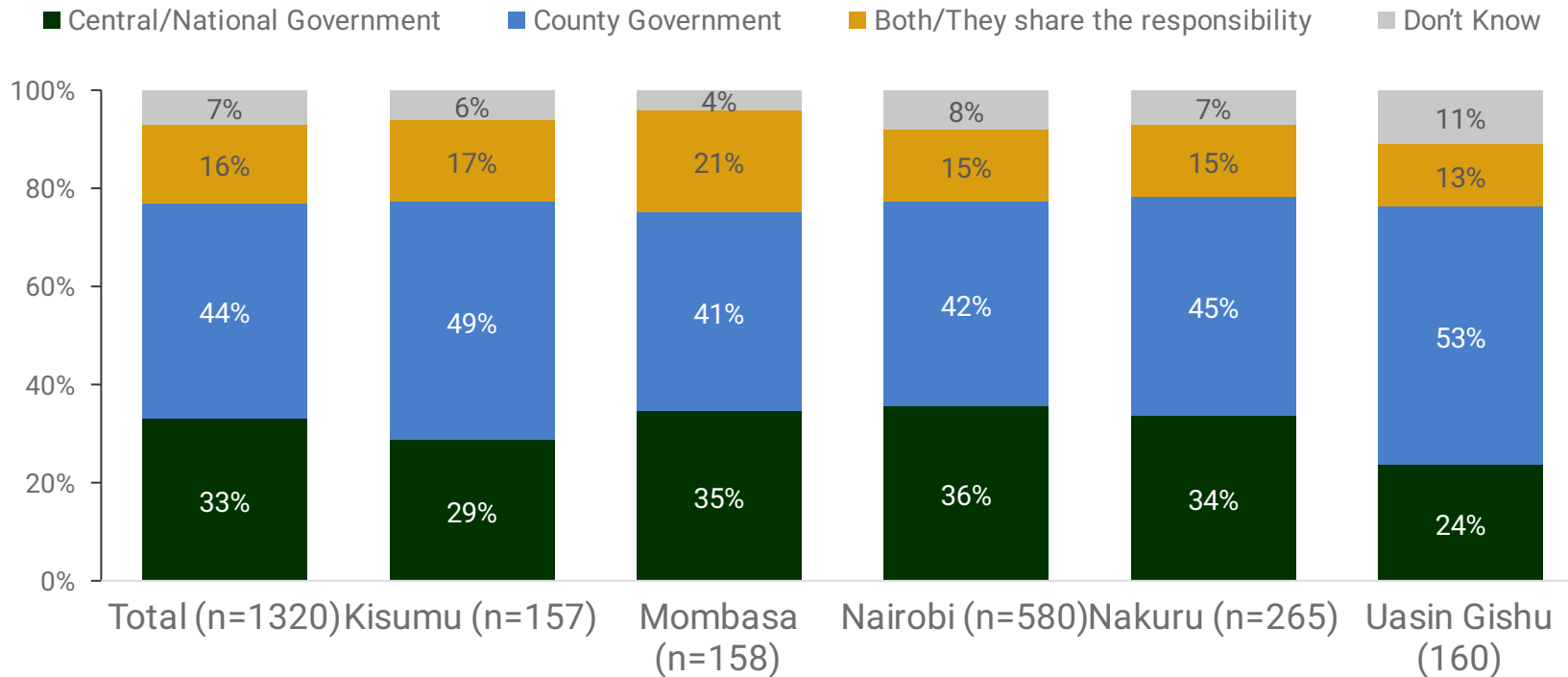


As far as you know, who is mainly responsible for each of the following services_ Medical Services?



Who is Responsible for Trade Development?

Around 53% of Uasin Gishu residents mentioned that trade development falls under the county government.



As far as you know, who is mainly responsible for each of the following services_ Trade Development?

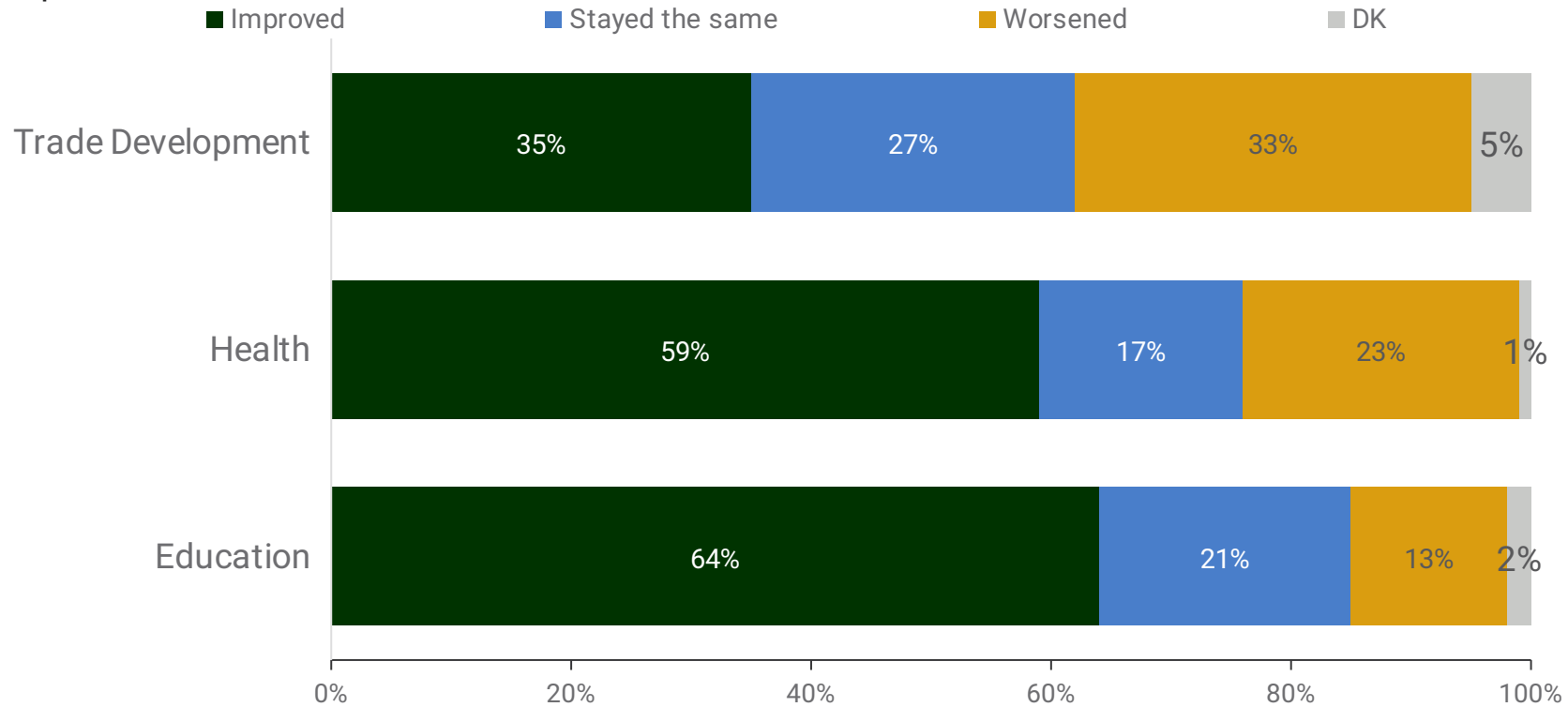
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Effects of Devolution in Accessing Services

Since introduction of devolution most respondents feel that access to various services has improved.



Since the introduction of devolution has the access to the following services improved, worsened or stayed the same in your county?

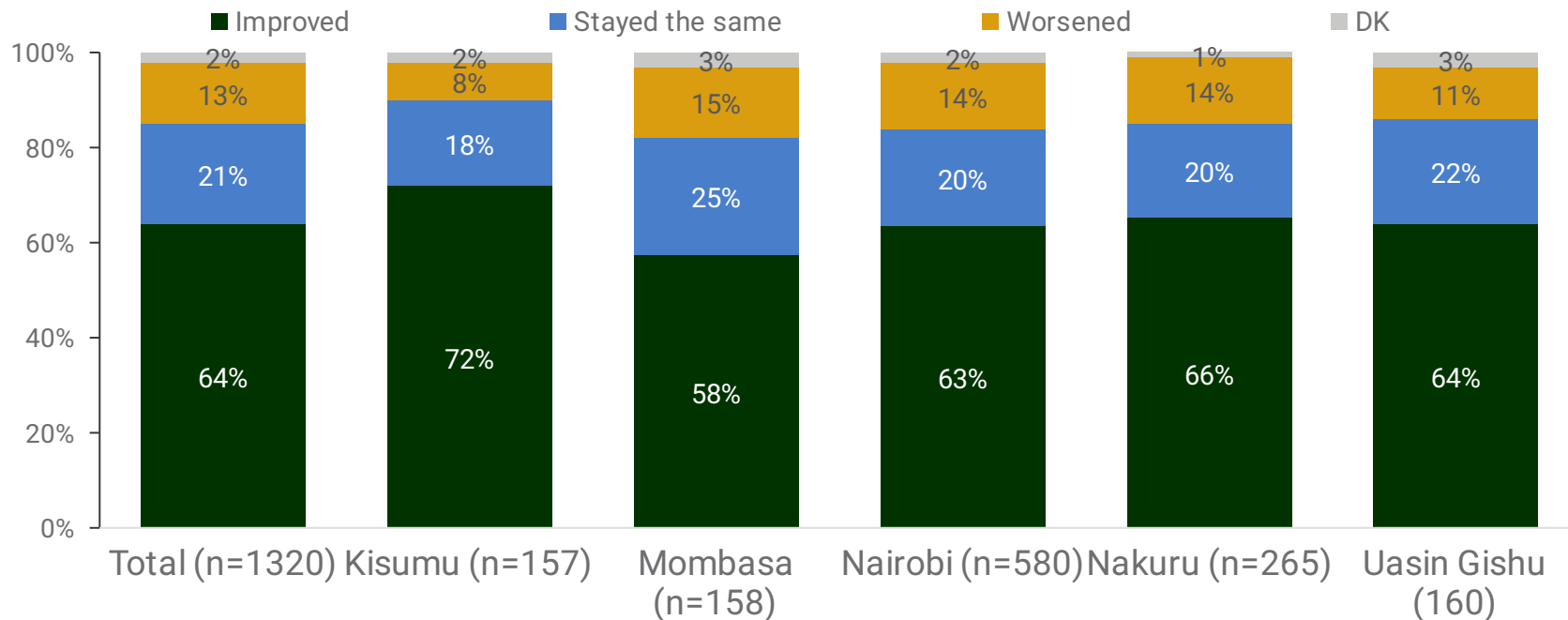
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Effects of Devolution in Accessing Education

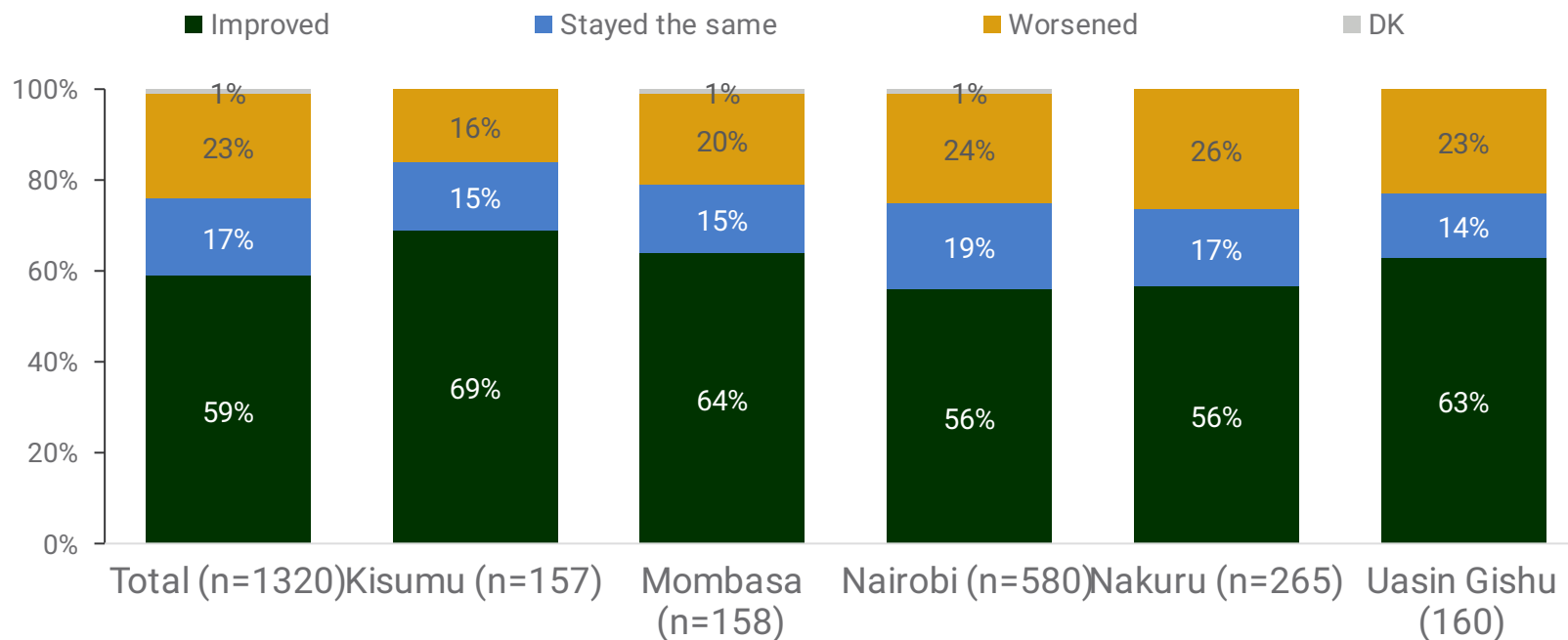
With introduction of devolution access to education has improved for most (64%) respondents. Kisumu county has the highest number (72%) of respondents who reported an improvement in accessing education.



Since the introduction of devolution has the access to the following services improved, worsened or stayed the same in your county?
Education

Effects of Devolution in Accessing Health

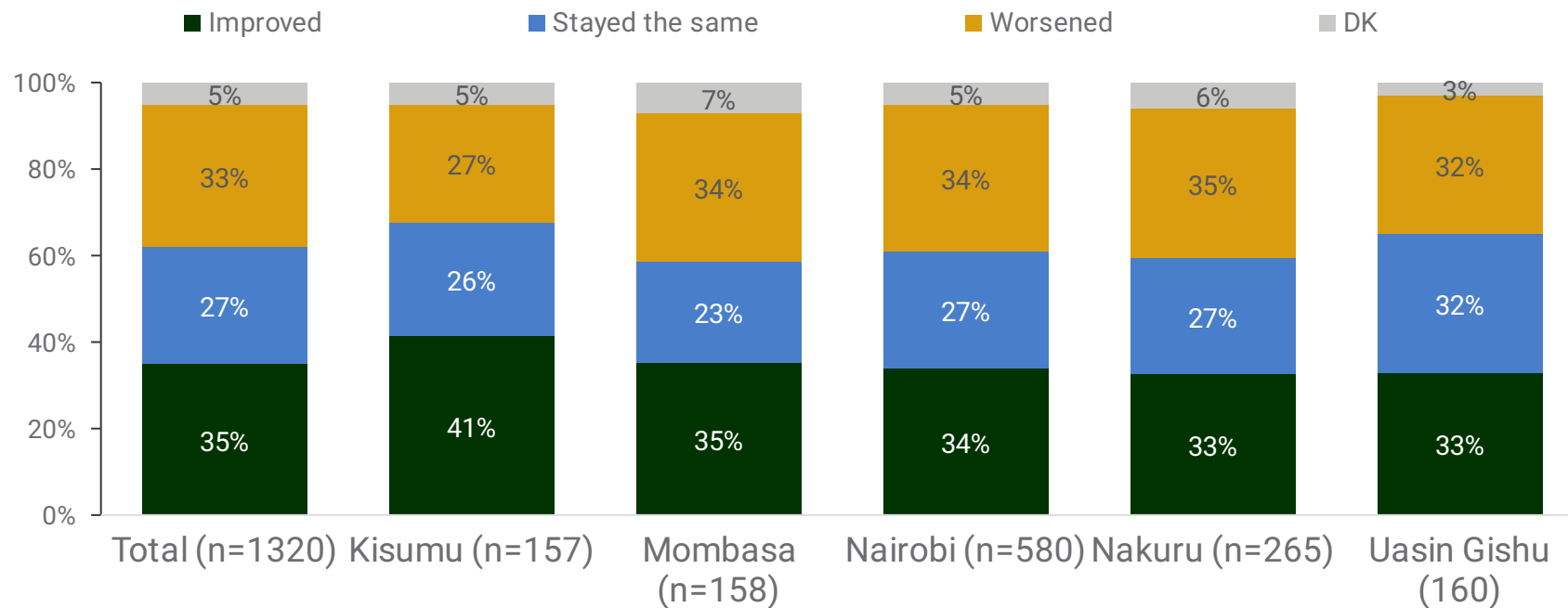
With introduction of devolution access to health has improved for most (59%) respondents. Kisumu county has the highest number (69%) of respondents who reported an improvement in accessing health.



Since the introduction of devolution has the access to the following services improved, worsened or stayed the same in your county? - Health

Effects of Devolution in Accessing Trade Development

With introduction of devolution access to trade development has improved for most (35%) respondents. Kisumu county has the highest number (41%) of respondents who reported an improvement in accessing trade development.



Since the introduction of devolution has the access to the following services improved, worsened or stayed the same in your county? Trade Development

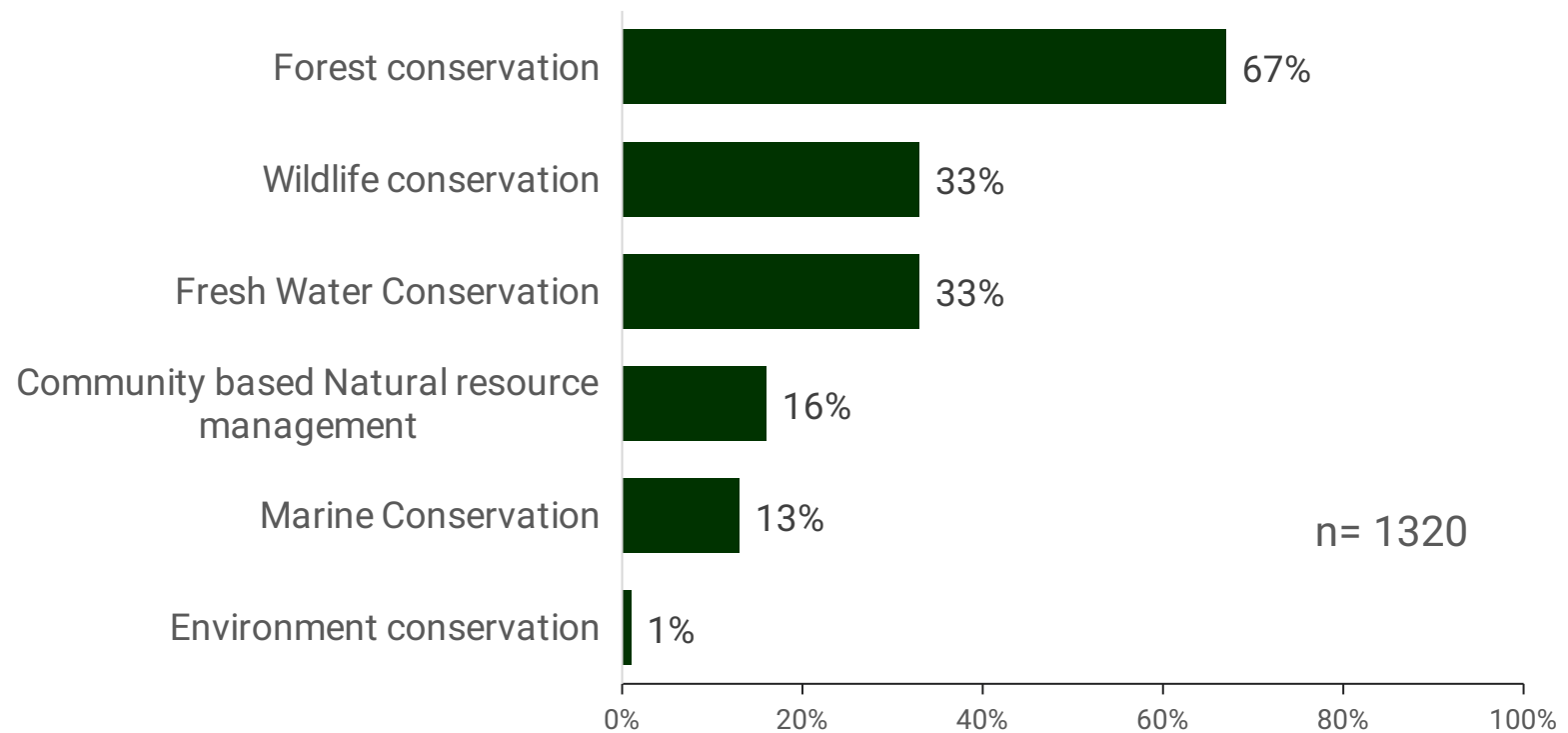
ENVIRONMENTAL TRENDS

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Areas of Conservation and Protection of The Natural World

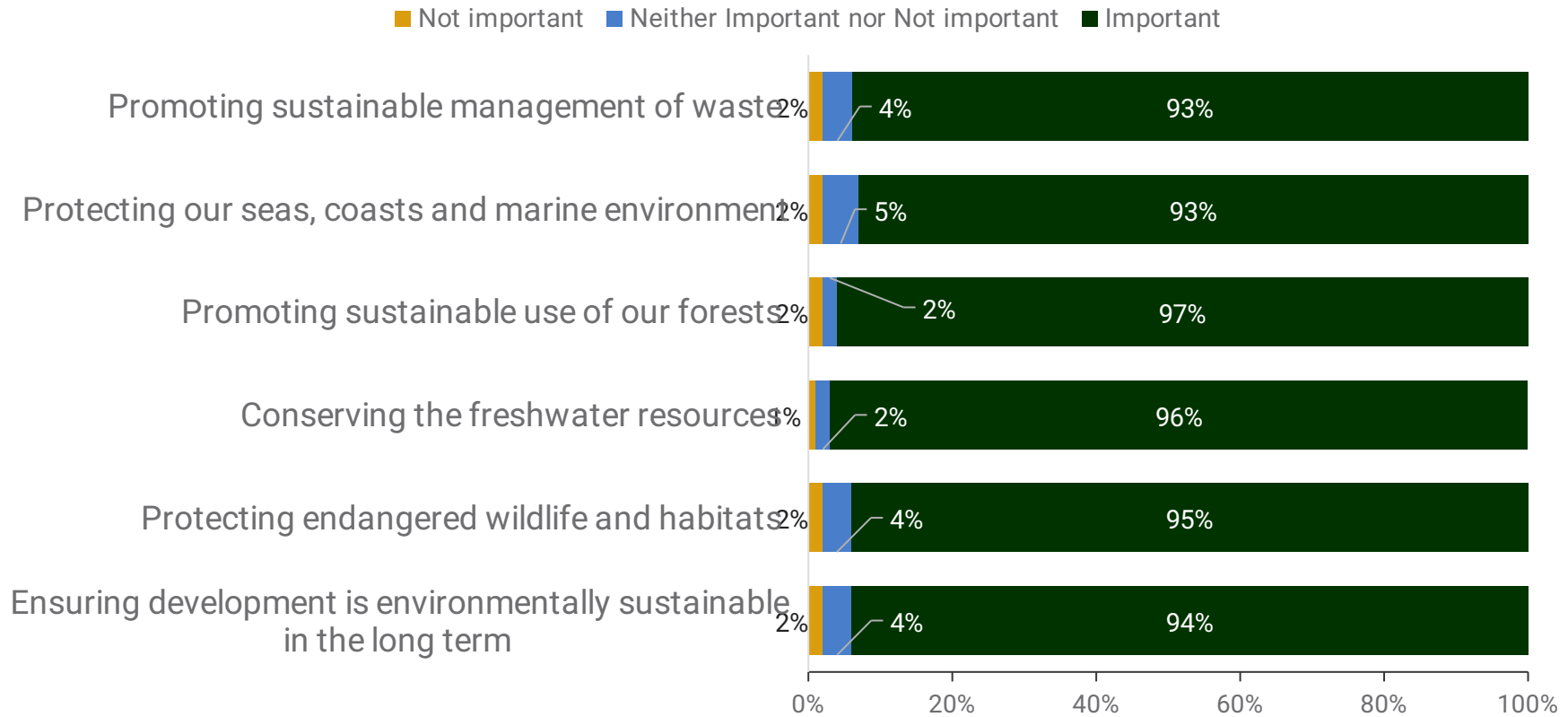
Forest conservation is the most known (67%) area of conservation and protection of the natural world to the respondents.



Which areas of conservation and protection of the natural world are you aware of?

Level of Importance of the Various Areas of the Natural World

Majority of respondents mentioned that the areas of natural world are important for Kenya.



I would like you to think about how much each of the following areas of activity are important issues for Kenya

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