

Household Survey, Kenya

Pre-Interview Information

This part should be filled out by the surveyor before the interview.

Code number: _____ (1)

Date of survey: Month: _____ (2)

Day: _____ (3)

Start Time: ____:____ (4) (5)

Surveyor's ID: _____ (6)

Area ID: _____ (7)

Area: (1) (2) (8)

1=Urban, 2=Rural

Location of household:

Province _____ (9)

District _____ (10)

Constituency _____ (11)

Ward _____ (12)

CSA _____ (13)

Standard Enumeration Area (SEA) _____ (14)

Number of Visits 1st Date:

2nd Date:

3rd Date:

Start Time of Interview _____

End Time of Interview _____

Interview Results:

- 1. Complete
- 2. Refused
- 3. Dwelling vacant
- 4. Dwelling destroyed
- 5. Dwelling not found
- 6. Respondent away
- 7. Other(Specified)

Read the following to the respondent.

Good morning/afternoon/evening, I am _____, an Interviewer from the University of Kenya. **We are conducting a survey on behalf of the Kenyan government that was launched by _____ on _____.**

May I speak to the head of the household?

If he/she is home (**GO TO PURPOSE SECTION, below**)

If not home (**MAKE AN APPOINTMENT**)

When may I find him/her? When is the best time to call? What is the best time to reach him/her? You have been selected and I would like to ask if you would work with us by answering a few questions.

PURPOSE

The purpose of this survey is to (a) obtain the views of households on the integrity and effectiveness of public institutions, and (b) evaluate the quality of public services provided to your household. **We are conducting a survey on behalf of the Kenyan government that was launched by _____ on _____.** This survey will help to better understand problems with the way government serves you and to improve the quality of those public services. The information obtained here will be treated strictly confidentially, and your name will not be printed or used in any documents. All households will have a code number and the data will be averaged with other respondents.

In the survey, many times we will ask you to answer using a scale from 1 to 5. The interpretation of the points on this scale will vary from question to question. One example is the following:

- 1 corresponds to “extremely unimportant”;
- 2 corresponds to “somewhat unimportant”;
- 3 corresponds to “indifferent
- 4 corresponds to “somewhat important”; and
- 5 corresponds to “extremely important”.

When we provide the meaning only to the end points, 1 and 5, please assume that 2, 3, and 4 have corresponding meanings as indicated above.

PART 1. HOUSEHOLD AND RESPONDENT’S PROFILE

1.1 How many people are in your household, including those temporarily absent for study or work? _____ persons (15)

1.2 Demographic information about the respondent.

1.2.1 How old are you? (16)
Interviewer: please guess the age of the respondent, if he or she is unwilling to provide it

Interviewer: just record the gender without asking it.

1.2.2 Sex (17)
1. Male
2. Female

- 1.3 What was your highest level of education? (Select one)..... (18)
1. Not attended school
 2. Primary
 3. Secondary
 4. College/
 5. University
 6. Post-graduate studies
- 1.4 (a) Do you have any professional qualification?..... (19)
- YES:
- NO
- (b) if yes, which one? (20)
- 1.5 What is your marital status? (21)
1. Married
 2. Widowed
 3. Divorced
 4. Single
- 1.6 What is your relationship to the head of the household? (Select one) (22)
1. Head of the household (Here, head of the household means “main income earner”)
 2. Spouse of the head of household
 3. Parent or parent-in-law of the head of household
 4. Son/daughter or son/daughter-in-law of the head of household
 5. Other
- 1.7 Which province do you come from? (23)
1. Nairobi
 2. Western
 3. Nyanza
 4. Rift Valley
 5. Eastern
 6. North Eastern
 7. Coast
 8. Central
 9. Other (if respondent is not Kenyan) _____
- 1.7 We would like to ask about household income.
- 1.7.1 Please estimate your total monthly household income during the past twelve months: (24)
- Interviewer: Show card #1.*

Card #1

1. Below 1,000 Ksh
2. 1,001 to 5,000 Ksh
3. 5,001 to 10,000 Ksh
4. 10,001 to 20,000 Ksh
5. 20,001 to 30,000 Ksh
6. 30,001 to 40,000 Ksh
7. more than 40,000 Ksh
9: I do not know

1.7.2 Please tell me whether your household had income from the following sources during the past twelve months. Please also indicate the two main sources of income.

Interviewer: Show card #2.

Card #2

	Sources of income Put an "x"	The main source of income	The second main income source Put an "x"
1. Formal employment for a private company	() (25a)	() (25b)	() (25c)
2. Formal employment for the state and state enterprises	() (26a)	() (26b)	() (26c)
3. Formal employment for a political party or trade union	() (27a)	() (27b)	() (27c)
4. Self-employment, including small-scale trading.	() (28a)	() (28b)	() (28c)
5. Farming	() (29a)	() (29b)	() (29c)
6. Fishing	() (30a)	() (30b)	() (30c)
7. Pensions	() (31a)	() (31b)	() (31c)
8. Family and Friends	() (32a)	() (32b)	() (32c)
9. Other formal income (supplementary formal employment)	() (33a)	() (33b)	() (33c)
10. Other informal income (gratification)	() (34a)	() (34b)	() (34c)

1.8 Do you or anyone in the household own any land, including land on which your house is built? Yes No (35)

1.9 Do you or anyone in the household own any motor vehicles? Yes No (36)

1.10 What is your religion (35)

10. Protestant

11. Catholic

12. Muslim

13. Traditionalist

14. Other (specify) _____

PART 2. PERCEPTION OF THE NATIONAL SITUATION

2.1 I will read you a list of problems. Please tell me how serious you consider each problem to be.

(a) Please answer on a scale of 1 to 5, where 1 corresponds to a very minor problem and 5 to a very major one, .

(READ ONE PROBLEM AT A TIME AND ASK THE INTERVIEWEE TO RATE THE SERIOUSNESS OF EACH)

Interviewer: Show card #3

PROBLEMS	Extremely Serious = 1: Serious = 2: Fairly serious = 3 Negligibly serious = 4: Not a problem = 5; DK/NS = 9
1. Cost of Living	1 2 3 4 5 9 (36)
2. Consumption of Drugs	1 2 3 4 5 9 (37)
3. Drug Trafficking	1 2 3 4 5 9 (38)
4. Delinquency	1 2 3 4 5 9 (39)
5. Violence	1 2 3 4 5 9 (40)
6. Corruption	1 2 3 4 5 9 (41)
7. Unemployment	1 2 3 4 5 9 (42)
8. Cost of education	1 2 3 4 5 9 (43)
9. Cost of health services	1 2 3 4 5 9 (44)
10. Cost of housing	1 2 3 4 5 9 (45)
11. Access to Public Services (education, health, other)	1 2 3 4 5 9 (46)
12. Poor quality of roads	1 2 3 4 5 9 (47)
13. Destruction of the environment	1 2 3 4 5 9 (48)
14. Lack of leaders	1 2 3 4 5 9 (49)
15. Any other problem? Please (specify)	1 2 3 4 5 9 (50)

(b) From the list above, which is currently the most serious problem in Kenya? Indicate by the number between 1 and 18..... (51)

(c) Imagine you could make a contribution to completely eliminate corruption in Kenya. What percentage of your household's income are you willing to pay to achieve this? % (9 if answer is zero/nothing)..... (52)

(d) If (c) is 0%, why?
 1. Because we are too poor
 2. Corruption cannot be eliminated in Kenya
 3. Because those who are to blame should pay
 3. Others (please specify)..... (53)

2.2 Thinking about public services, would you say the following statement is always, usually, frequently, seldom or never true?

“It is common for citizens to have to pay some irregular “additional payments” to”.
 SHOW CARD (54)

Card #11

	Always 1
Get public health services	Mostly 2
Get public school registration	Frequently 3
Get utilities connection (water, electricity, or telephone)	Seldom 4
Getting government documents such as a construction permit, citizen id card or voter registration	Never 5
Getting tax services such as a clarification for a document or copy of a tax document	Don't know 9
Get a public official to resolve a legitimate error? Such as a wrong address, parking fine, mistake in pension payment or social benefit payment etc?	
Get a legal issue resolved such as a copy of a court document or to get a trial scheduled. (specify that this is not referring to paying for a legal decision)	
Get a property matter resolved – such as getting a deed or property tax procedure	
Get Car registration or drivers license	

2.3 How often is the following statement true? “If a government agent acts against the rules I can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments.” SHOW CARD.....

(55)

Card #12

Always	1
Mostly	2
Frequently	3
Seldom	
Never	5
Don't Know	9

2.4 (a) How would you rate the standard of living for your household today?

(56)

- 1: very bad
- 2: bad
- 3: fair
- 4: good
- 5: very good

(b) Compared to 3 years ago?.....

(57)

- 1: Much worse now
- 2: Worse now
- 3: About the same
- 4: Somewhat better now
- 5: Much better now

PART 3. QUALITY AND TRANSPARENCY OF VARIOUS PUBLIC SERVICES

3.1 We would like to ask about quality, transparency and complaint process of various public services. *[Please ask all the questions for each public service. In other words, ask questions going across, not going down, the table. Show Card 4].*

Card #4

	(a)	(b)	(c)	(d)	(e)	(f)
	<p>During the last year has anyone in your household attempted to obtain the following public service? Yes = 1; No = 2; DK/NS = 9</p> <p>If yes, go to (b)-(d) If no skip to (f)</p>	<p><i>[If Yes]</i> Was it easy to find information about how to obtain the service, where to go and how much the fee was? 1= "Very difficult" 2= "Quite difficult" 3= "Fairly difficult but doable" 4= "Easy" 5= "Very easy" 9= "DK/NS"</p>	<p>Please evaluate the overall quality of the services. 1= "Very poor" 2= "Poor" 3= "Fairly good" 4= "Good" 5= "Very good" 9= "DK/NS"</p>	<p>Was this person asked to pay gratification or a bribe? Yes = 1; No = 2; DK/NS = 9</p>	<p>[If yes in (d)] On average, how much did you have to pay as gratification/ bribe in Ksh? (in equivalent value if it took the form of gift or other favour)</p>	<p>During the last year did you have any reason to make a complaint about any of the public services? 1= "Yes" 2="No" <i>[If No]</i> Ask for next public service.</p>
Public health services	1 2 9 (351)		1 2 3 4 5 9 (81)	1 2 9 (352)	_____ Ksh each case (353)	1 2 (82)
Public education services (primary)	1 2 9 (354)		1 2 3 4 5 9 (85)	1 2 9 (355)	_____ Ksh each case (356)	2 2 (86)
Public education services (Secondary)	1 2 9 (357)		1 2 3 4 5 9 (89)	1 2 9 (358)	_____ Ksh each case (359)	3 2 (90)
Public education services (University)	1 2 9 (360)		1 2 3 4 5 9 (94)	1 2 9 (361)	_____ Ksh each case (362)	4 2 (95)
Public education services (Tertiary colleges)	1 2 9 (363)		1 2 3 4 5 9 (99)	1 2 9 (364)	_____ Ksh each case (365)	5 2 (100)

National Registration Office	1 2 9 (366)		1 2 3 4 5 9 (103)	1 2 9 (367)	_____ Ksh each case (368)	6 2 (104)
Traffic Police	1 2 9 (369)		1 2 3 4 5 9 (107)	1 2 9 (370)	_____ Ksh each case (321)	7 2 (108)
Police excluding traffic Police	1 2 9 (372)		1 2 3 4 5 9 (111)	1 2 9 (373)	_____ Ksh each case (374)	8 2 (112)
IncomeTax Department	1 2 9 (384)		1 2 3 4 5 9 (127)	1 2 9 (385)	_____ Ksh each case (386)	9 2 (128)
Immigration office	1 2 9 (390)		1 2 3 4 5 9 (135)	1 2 9 (391)	_____ Ksh each case (392)	10 2 (136)
Judges/Court officials	1 2 9 (393)		1 2 3 4 5 9 (139)	1 2 9 (394)	_____ Ksh each case (395)	11 2 (140)
Water & Sewerage	1 2 9 (396)		1 2 3 4 5 9 (143)	1 2 9 (397)	_____ Ksh each case (398)	12 2 (144)
Kenya Power & Lighting Company	1 2 9 (399)		1 2 3 4 5 9 (147)	1 2 9 (400)	_____ Ksh each case (401)	13 2 (148)
Mobile Telephone Companies	1 2 9 (402)		1 2 3 4 5 9 (151)	1 2 9 (403)	_____ Ksh each case (404)	14 2 (152)
Telcom Kenya Ltd	1 2 9 (405)		1 2 3 4 5 9 (155)	1 2 9 (406)	_____ Ksh each case (407)	15 2 (156)
Postal Services	1 2 9 (408)		1 2 3 4 5 9 (159)	1 2 9 (409)	_____ Ksh each case (410)	16 2 (160)
Pensions	1 2 9 (411)		1 2 3 4 5 9 (163)	1 2 9 (412)	_____ Ksh each case (413)	17 2 (164)
Social Security	1 2 9 (414)		1 2 3 4 5 9 (167)	1 2 9 (415)	_____ Ksh each case (416)	18 2 (168)

Insurance	1 2 9 (417)		1 2 3 4 5 9 (171)	1 2 9 (418)	_____Ksh each case (419)	19 2 (172)
Kenya Commercial Bank	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	20 2 (180)
Cooperative Bank of Kenya	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	21 2 (180)
Out grower schemes	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	22 2 (180)
Department of Civil Registration	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	23 2 (180)
Councils	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	24 2 (180)
Land allocation	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	25 2 (180)
National Housing Corporation	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	26 2 (180)
Motor Vehicle Registration Department	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	27 2 (180)
Teachers Service Commission	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	28 2 (180)
Probation & After Care Department	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	29 2 (180)
Cooperative Societies	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	30 2 (180)
Provincial Administration	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	31 2 (180)

Prisons Department	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	32 2 (180)
Agricultural extension Services	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	33 2 (180)
National Hospital Insurance Fund	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	34 2 (180)
National Social Security Fund	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	35 2 (180)
Non – Governmental Organizations	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	36 2 (180)
Local Government Authorities(Municipal, County, Urban, Town Council)	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	37 2 (180)
Churches/ Religious Bodies	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	38 2 (180)
Labour Unions	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	39 2 (180)
Ministry of labour	1 2 9 (417)		1 2 3 4 5 9 (179)	1 2 9 (418)	_____Ksh each case (419)	40 2 (180)

3.2. In any of the cases mentioned above, did you consider obtaining any of the service provided by some of these institutions and decided not to do it?

1: Yes, which service?

2: No

3.3. Could you please tell me why didn't you do it?

- 1: You knew they would not do what you needed
- 2: You didn't have time
- 3: You couldn't pay the official cost
- 4: You couldn't pay the unofficial costs
- 5: You didn't know who to turn to
- 6: It wastes a lot of time
- 7: Other reasons **(DO NOT READ)**

3.4 Which of the following occurs in the majority of the cases where someone makes gratification to an official? (420)
(188)

1. A government agent indicates or asks for a payment
2. The household offers a payment of its own accord
3. It is known beforehand how to pay and how much to pay, so it is not discussed.

3.5 If someone offered gratification in order to obtain a service or to resolve a problem, how certain would be the delivery of the service or the resolution of the problem after the gratifications? (421)

1.Extremely Uncertain 2.Uncertain 3.Fairly certain 4.Certain 5 Extremely certain 9. DK/NS

1	2	3	4	5	9
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PART 4. JUDICIAL SYSTEM

4.1 I will show you some statements that people sometimes make. Can you please tell me where your opinion lies? (If you agree more with the statement on the left, choose 1 or 2; if you agree more with the statement on the right, choose 4 or 5, where 1 and 4 mean “agree”, and 2 and 5 mean “completely agree”. If you do not agree with any of the statements, choose 3, which means “indifferent”. **(INTERVIEWER MAKE SURE YOU ARE UNDERSTOOD AND HAND OUT CARD 6)**)

Card #6

01. The judicial system does not deserve any trust	1	2	3 (232)	4	5	The judicial system deserves complete trust
02. The judicial system is totally dependent on the government	1	2	3 (233)	4	5	The judicial system is totally independent from the government
03. Laws in Kenya are applied only for poor people	1	2	3 (234)	4	5	Laws in Kenya are applied equally for everyone , rich or poor.
04. The judicial system is quite unfair .	1	2	3 (235)	4	5	The judicial system is quite fair .
05. The judicial system is <i>manipulated</i> by economic interests/	1	2	3 (236)	4	5	The judicial system is totally independent of economic interests.
06. The judicial system is more corrupt than the government.	1	2	3 (237)	4	5	The judicial system is less corrupt than the government.

4.2 (a) Did you or anyone in your household initiate a lawsuit against anyone in the last 3 years?
 8: YES
 9: NO ⇒ skip to Q3.3 (238)

(b) How many cases were initiated in the last 3 years? ___ cases (239)

(c) On average, how much did you or anyone in your household have to pay to the following type of officials? Did you have to pay anything as gratification? How much?

	Total payment to each type of officials	Did you have to pay gratification?	How much was the gratification?	
Bailiffs	_____ Ksh	1 yes 2 no	_____ Ksh	(240)
Court clerk	_____ Ksh	1 yes 2 no	_____ Ksh	(242)
Judges	_____ Ksh	1 yes 2 no	_____ Ksh	(244)
Magistrate	_____ Ksh	1 yes 2 no	_____ Ksh	(246)
Public Prosecutor	_____ Ksh	1 yes 2 no	_____ Ksh	(248)
Legal Aid	_____ Ksh	1 yes 2 no	_____ Ksh	(250)
Local Court Justices	_____ Ksh	1 yes 2 no	_____ Ksh	(252)
Messengers	_____ Ksh	1 yes 2 no	_____ Ksh	(254)
Law enforcement officer	_____ Ksh	1 yes 2 no	_____ Ksh	(256)

(d) On average how long did the cases take to resolve? ___ months (258)

(e) If yet to be resolved, for how long has the case been going on?----- ___ months (259)

- (f) Did you or anyone in your household receive any indication that you were expected to make some gratification to a justice, magistrate, judge, prosecutor, enforcement officials, or any other official involved in the case in order to get a favorable decision? (260)
- 1: Yes
- 2: No ⇒ (Skip to Q 3.3)

- (g) If yes, which type of official gave you the indication of soliciting for gratification? (267)
-

4.3 (a) How important are the following as obstacles to using courts in Kenya? State whether you think it is (1) “Not important”, (2) “Not so important”, (3) “Fairly important”, (4) “Important” OR (5) “Extremely important”. 9 = DK/NS

	Not important	Not so important	Fairly important	Important	Extremely important	DK /NS
1. Too high court fees (268)	1	2	3	4	5	9
2. Too high lawyer fees (269)	1	2	3	4	5	9
3. Need to pay gratification (270)	1	2	3	4	5	9
4. Court decisions influenced by corruption (214)	1	2	3	4	5	9
5. Incompetent judges (271)	1	2	3	4	5	9
6. Too long process (272)	1	2	3	4	5	9
7. Too complex process (273)	1	2	3	4	5	9
8. Lack of effective enforcement of court decision (274)	1	2	3	4	5	9
9. Courts are too far (275)	1	2	3	4	5	9
10. Files disappeared or lost lost (275)	1	2	3	4	5	9
11. other; specify _____ (276)	1	2	3	4	5	9

- (b) In the past three years, have you or anyone in your household ever felt the need to use the court system but decided not to? (277)
- 1: Yes
- 2: No ⇒ (Skip to Q 3.4)

- (c) I yes above, why did you decide not to? [Indicate the number of the most important reason, from 1 to 10 from the list under Q 3.3 (a)] (278)

4.4 (a) During the past two years, have you or anyone in your household solved an important dispute without going to formal courts (for example, traditional justice, using a mediator, etc.)? (279)

- 3: YES
- 4: NO ⇒ *Skip to Part 4*

(c) If yes, please indicate whether you used the following method.

- | | | |
|---|---------------------------------------|---|
| 1. Village elder | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (280) |
| 2. Church leader | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (280) |
| 3. Lawyer without going to court | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (280) |
| 4. Formal Mediator/ Arbitrator | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (281) |
| 5. Traditional leader | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (282) |
| 6. Friend/family | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (283) |
| 7. Government Official | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (284) |
| 8. Respected member of business community..... | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (285) |
| 9. Other respected member of society | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (286) |
| 10. Security firm | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (287) |
| 11. Member of my business association or chamber..... | <input type="checkbox"/> 1: YES | <input type="checkbox"/> 2: NO... (288) |
| 12. Others; specify | | ... (289) |

PART 5. EDUCATION

5.1 How many members of your family, are attending either public or private schools? Please count all students in nursery, primary school, secondary school, college and university. _____ persons (290)

(If NONE, skip to Q6.1.)

5.2 I am going to ask you some questions regarding the quality of the education, the cost of the school, etc of each one of your children....

	First child	Second child	Third child	(...)
The school is (1) A nursery school, (2) A primary school, (3) A secondary school, (4) A college, (5) A university	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	
The school is (1) private school or (2) public school	1 2	1 2	1 2	
Is the community involved in managing or supervising the school? 1 yes 2 no 9 DK/NS	1 yes 2 no 9	1 yes 2 no 9	1 yes 2 no 9	
Does the school provide enough information about performance of your child, quality of education, education curricula, process to register, fees and management of the instructional materials? (1)very poor info, (2) poor , (4) good (5)very good? 9. DK/NS	1 2 3 4 5 9	1 2 3 4 5 9	1 2 3 4 5 9	

The overall quality of the school is 1. very poor 2. poor 3. fair 4. good or 5. very good? 9. DK/NS	1 2 3 4 5 9	1 2 3 4 5 9	1 2 3 4 5 9	
Over the past 3 years, the overall quality of this type of school has become 1. much worse 2. worse 3. remained the same 4. better or 5. much better? 9. DK/NS	1 2 3 4 5 9	1 2 3 4 5 9	1 2 3 4 5 9	
How many hours does your child attend school?	___ hours a day	___ hours a day	___ hours a day	
To your knowledge, how would you rate the teacher's attendance to class? (1) "Very regular attendance", (2) "Regular", (3) "Fairly normal", (4) "Irregular" or (5) "Extremely irregular". 9 = DK/NS	1 2 3 4 5 9	1 2 3 4 5 9	1 2 3 4 5 9	
Are the textbooks and other school materials provided at school free of charge?	1 2 9	1 2 9	1 2 9	
If not, how much do you spend on them?	___ Ksh	___ Ksh	___ Ksh	
How much are the annual 'instructional' or 'tuition related' costs?	___ Ksh	___ Ksh	___ Ksh	
Did you have to pay 'other non tuition/non-instructional costs' apart from school materials?	1 2 9	1 2 9	1 2 9	
If so, how much?	___ Ksh	___ Ksh	___ Ksh	
To your knowledge is it common for teachers or other school officials to request or demand a gratification for school services – such as enrollment or passing a student to a higher grade? 1-5 (never – always, 9 DK)	1 2 3 4 5 9	1 2 3 4 5 9	1 2 3 4 5 9	

5.3 From the following list of possible factors affecting the provision of quality education, rank from: (with this ranking also changing given the suggestions in the table below on the use of adjectives'(1) "Not important", (2) "Not so important", (3) "Fairly important", (4) "Important" or (5) "Extremely important". 9 = DK/NS

Possible factors affecting the quality of education		Not Important	Not so Important	Fairly important	Important	Extremely important	DK/NS
01. Cost involved in having access to education. This may seem ok but we could just have 'Cost of education' (299)		1	2	3	4	5	9
02. The educational system not being updated. As it is currently, this is vague. We should instead talk of 'Relevance of the Educatin System' (300)		1	2	3	4	5	9
03. Teach	Professional capacity (301)	1	2	3	4	5	9

ers'	Adequacy/PTRs (302)						
	Pay/salaries (303)						
'04	Buildings, other infrastructure (304)	1	2	3	4	5	9
	Equipment' (305)						
	Classroom capacity (306)						
'05 'Syllabi load' (307)		1	2	3	4	5	9
'Teaching and learning materials' (303)	Quality (308)	1	2	3	4	5	9
	Pupil/book ratios (309)						
	Usage (310)						

5.4 Have you personally witnessed or have knowledge of anyone who has been involved in acts or practices of corruption at:

(i) the TSC? (ii) MoE hqs? (iii) provincial education office? (iv) district education office? (v) school? (vi) any other education office? 1. Yes, 2. No, 9 DK/DA

5.5 In your opinion and/or experience, which level of education officials do you believe to be the most involved in corruption?

5.6 We want you to reflect back to the time before the introduction of the free primary education (FPE) and the provision of instructional materials in 2003 and respond to some questions we are going to pose to you for discussion.

a. Can you list the three most important changes in the area since the introduction of FPE?

b. What are the quantities of books available to your children for various subjects for example Mathematics, Science and English at the moment?

c. Has it improved after the introduction of the FPE program

d. In your opinion, has the greater availability of textbooks and other reading materials improved the quality of education? If yes, in what ways?

- e. Do you know if the school received FPE funds at the beginning of the fiscal year?
- f. Have you seen the annual income and expenditure statements of the school?

- 5.7 In your opinion, how effective are the education management authorities?
- a. School committees
 - b. DEBs
 - c. DEOs' offices
 - d. PDEs' offices

PART 6. HEALTH

6.1 During the past twelve months, has anyone in your immediate household visited a hospital, a clinic, or primary health care centre for medical attention? (304)

- 1: Yes
- 2: No ⇒ skip to Q5.3

- 6.2 Did he/she have enough information about:
- a. Available health facilities and practitioners per specialty
 - b. Quality of nearby health services
 - c. Coverage of health insurance and fees

- 6.3 What type of health care facility did he/she visit?
- Public hospital
 - Private hospital
 - Public Clinic, dispensaries or health center
 - Private clinic
 - Primary health care centre
 - Mission hospital

6.4. If the household member visited a private hospital, or clinic, was he/she referred there by a doctor, or medical staff from a government hospital or clinic or health center? (305)

- 1: Yes
- 2: No ⇒ Skip to Q 5.5

(a) If yes, does the doctor/medical staff practice at this private hospital, or clinic?..... (306)

- 1: Yes
- 2: No

(b) If admitted, for how many days was he/she admitted..... _____ days (307)

(c) How much did the official payments he/she made amount to? _____ Ksh (308)

(d) Did he/she had to purchase the medication?

- (e) Was he/she asked any unofficial payment or gifts for the services received?
- 1. Yes
 - 2. No ⇒ (Skip to Q 5.6)

(f) If yes, how much did he/she pay in addition in the form of gratification/gifts? _____Ksh (309)

6.4 Assess the quality of medical staff and facilities, where 1 corresponds to very poor, 5 corresponds to very good and 9 don't know:

	The quality of the services is: 1=very poor; 2= poor; 3=fairly good; 4= good; 5=very good; 9= DK/NS						
Quality of physicians and other medical staff	1	2	3	4	5	9	(311)
Facilities	1	2	3	4	5	9	(312)

6.5 Over the past 3 years, the overall quality of this type of hospital/clinic/primary health care center has become ... (313)

- 1: much worse
- 2: worse
- 3: no change
- 4: better
- 5 much better
- 9: I do not know

6.6 On a scale from 1 to 5, where 1 means not important; 5 extremely important; and 9 "Don't know", how important are the following measures to improve the public health system?

	Importance of measures: 1= Not important; 2=Not so important; 3=Fairly important; 4= Important; 5= Extremely important; 9= DK/NS						
1. More trained staff	1	2	3	4	5	9	(314)
2. Provision of adequate drugs and medicine	1	2	3	4	5	9	(315)
3. Increase in salaries of health personnel	1	2	3	4	5	9	(316)
4 More public facilities (hospitals, clinics)	1	2	3	4	5	9	(317)
5 Other (Please specify)	1	2	3	4	5	9	(318)

PART 7 OTHER PUBLIC SERVICES

Extension services

7.1 Has any other public service extension agent ever visited you in the last three years?..... (320)

- 1. Yes
- 2. No ⇒ skip to Q7.5

7.2 Did the agent give you advice?..... (321)

- 1. Yes
- 2. No ⇒ skip to Q7.5

7.3 On a scale from 1 to 5, please evaluate how good the advice received was. 1 means extremely good; 2 good; 3 fairly good; 4 bad; and 5 extremely bad. (322)

1	2	3	4	5
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7.4 Did you follow the advice from the extension agent? (323)
 1. Yes
 2. No

Cooperatives

7.5 Does anyone in your household need to use the services of a cooperative in the last three years? (320)
 1. Yes
 2. No ⇒ skip to Q7.9

7.6 On a scale from 1 to 5, please evaluate how good and transparent the service was. 1 means extremely good; 2 good; 3 fairly good; 4 bad; and 5 extremely bad. (322)

1	2	3	4	5
---	---	---	---	---

7.7 Did you every have to pay a gratification to receive the service? (323)
 1. Yes (how much?)
 2. No

7.8 Did you every have a reason to complaint?..... (323)
 1. Yes (why?)
 2. No

7.9 Road and transportation

	Roads	Water	Rail	Footpaths	other
What means of transportation are available to your town or village (check all that apply) =	1 yes	1 yes	1 yes	1 yes	1 yes
What mode of transport do you use the most (interviewer: check 1 for the one indicated:	1 yes (code 0 if not)	1 yes (code 0 if not)	1 yes (code 0 if not)	1 yes (code 0 if not)	
For the most common means ONLY, how good or bad is the condition of method of transport that connects your village or town to other villages/towns? 1. Very bad 2. Bad 3. Fair 4. Good 5. Very good ; 9 I do not know	Roads 1,2,3,4,5,9	Waterway, docks 1,2,3,4,5,9	Tracks 1,2,3,4,5,9	Footpaths 1,2,3,4,5,9	
Mostly what type are they?	1. unsurfaced road 2. gravel surfaced 3. asphalt-surfaced 4. others specify _____	(for example) 1. coastal route 2. major river 3. small waterway 4. standing	N/A rails	(insert relevant options) 1. unsurfaced path 2. gravel path 3. asphalt-path	

		body – such as across a lake		4. others specify_____	
How many months of the year is this means of transport not passable?	_months	_months	_months	_months	_months
Are there any methods of transport that you can pay a fare for a lift? How much?					

Public Electricity Supply (Kenya Power and Lighting Company), Water Supply and Telephone Service (Telecom Kenya)

	Public Electricity Supply	Water Supply	Telephone Service
Are you connected to ...?	1 yes (code 0 if not)	1 yes (code 0 if not)	1 yes (code 0 if not)
On a scale from 1 to 5, where 1 means never; 2 seldom; 3 sometimes; 4 most times and 5 always, how often do households, like yours, get connected unofficially to...?	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9
On a scale from 1 to 5, where 1 means never; 2 seldom; 3 sometimes; 4 most times and 5 always, how often do households, like yours, pay their bills through unofficial channels?	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9
How reliable is the supply? 1. Very unreliable 2. Unreliable 3. Somewhat reliable 4. Reliable 5. Very reliable	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9
Does the payment of gratification guarantee reliability of service?	_1 yes (code 0 if not)	1 yes (code 0 if not)	_1 yes (code 0 if not)
Can you have your bills reduced through payment of gratification?	_1 yes (code 0 if not)	1 yes (code 0 if not)	_1 yes (code 0 if not)
How much on average do you pay per month on gratifications?			

Other projects in your constituency:

	Local authority transfer fund	Kenya roads board (board levy)	Community Development Fund (CDF)	NGOs, donors or international organizations (UN, WB, ADB)
In your constituency, is there any project funded by... ?	1 yes (code 0 if not)	1 yes (code 0 if not)	1 yes (code 0 if not)	1 yes (code 0 if not)
Which type of project?				
On a scale from 1 to 5, where 1 means none; 2 seldom; 3 some impact; 4 most times and 5 always, have you noticed any change in your living conditions as a result of that project?	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9
Do you think the project is been well-managed? 1. Very well 2. well 3. Somewhat ok 4. poorly managed 5. Very poorly	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9	1,2,3,4,5,9

	= “very unimportant”; 2 =“unimportant”; 3= “fairly important”; 4 =“important”; and 5= “very important”
1. cultural reasons, i.e., bribes have been a custom for a long time	1 2 3 4 5 9 (350)
2. lack of effective incentive mechanism for public officials, such as lack of meritocracy	1 2 3 4 5 9 (351)
3. poor economic policies, such as privatization.	1 2 3 4 5 9 (352)
4. low salary of public officials	1 2 3 4 5 9 (353)
5. lack of transparent and accountable political process	1 2 3 4 5 9 (354)
6. lack of independent and effective Judiciary	1 2 3 4 5 9 (355)
7. lack of independent and effective media	1 2 3 4 5 9 (356)
8. lack of effective corruption reporting system	1 2 3 4 5 9 (357)

8.3 Please indicate your views about the performance and integrity of various public institutions. Answer on a scale from 1 to 5, where 1 corresponds to “very inefficient” or “very dishonest” and 5 corresponds to “every efficient” and “very honest”. 9 is “I don’t know”.

Interviewer: Show card #8.

Card #8

	Performance 1=“very inefficient” 2= “modestly inefficient” 3= “fairly efficient” 4= “efficient” 5=“very efficient” 9= DK/NS	Integrity/honesty of the institutions 1=“very dishonest”; 2=modestly dishonest; 3= modestly honest; 4= honest; 5=“very honest” 9=“I don’t know”	
Public health services	1 2 3 4 5 9	1 2 3 4 5 9	(429)
Public education services	1 2 3 4 5 9	1 2 3 4 5 9	(330)
National Registration Office (?)	1 2 3 4 5 9	1 2 3 4 5 9	(334)
Traffic Police	1 2 3 4 5 9	1 2 3 4 5 9	(335)
Police excluding traffic Police	1 2 3 4 5 9	1 2 3 4 5 9	(336)
Registrar of Companies / Societes	1 2 3 4 5 9	1 2 3 4 5 9	(337)
Customs Department	1 2 3 4 5 9	1 2 3 4 5 9	(339)
IncomeTax Department	1 2 3 4 5 9	1 2 3 4 5 9	(340)
VAT Department	1 2 3 4 5 9	1 2 3 4 5 9	(341)
Immigration office	1 2 3 4 5 9	1 2 3 4 5 9	(342)
Judges/Court officials	1 2 3 4 5 9	1 2 3 4 5 9	(343)
Water & Sewerage	1 2 3 4 5 9	1 2 3 4 5 9	(344)
Kenya Power & Lighting Company	1 2 3 4 5 9	1 2 3 4 5 9	(345)
Mobile Telephone Companies	1 2 3 4 5 9	1 2 3 4 5 9	(346)
Telcom Kenya Ltd	1 2 3 4 5 9	1 2 3 4 5 9	(347)
Postal Services	1 2 3 4 5 9	1 2 3 4 5 9	(348)
Pensions	1 2 3 4 5 9	1 2 3 4 5 9	(349)
Tender Boards	1 2 3 4 5 9	1 2 3 4 5 9	(352)
Kenya Commercial Bank	1 2 3 4 5 9	1 2 3 4 5 9	(353)
National bank of Kenya	1 2 3 4 5 9	1 2 3 4 5 9	(354)
Cooperative Bank of Kenya	1 2 3 4 5 9	1 2 3 4 5 9	(355)
Department of Civil Registration	1 2 3 4 5 9	1 2 3 4 5 9	(356)

Land allocation	1	2	3	4	5	9	1	2	3	4	5	9	(358)
National Housing Corporation	1	2	3	4	5	9	1	2	3	4	5	9	(359)
Motor Vehicle Registration Department	1	2	3	4	5	9	1	2	3	4	5	9	(360)
Teachers Service Commission	1	2	3	4	5	9	1	2	3	4	5	9	(361)
Public Service Commission	1	2	3	4	5	9	1	2	3	4	5	9	(362)
Judicial Service Commission	1	2	3	4	5	9	1	2	3	4	5	9	(363)
Probation & After Care Department	1	2	3	4	5	9	1	2	3	4	5	9	(364)
Provincial Administration	1	2	3	4	5	9	1	2	3	4	5	9	(366)
National Assembly	1	2	3	4	5	9	1	2	3	4	5	9	(367)
Prisons Department	1	2	3	4	5	9	1	2	3	4	5	9	(368)
District Accountants	1	2	3	4	5	9	1	2	3	4	5	9	(369)
Government Auditors	1	2	3	4	5	9	1	2	3	4	5	9	(370)
Public Trusts	1	2	3	4	5	9	1	2	3	4	5	9	(371)
Agricultural extension Services	1	2	3	4	5	9	1	2	3	4	5	9	(372)
Supplies Offices	1	2	3	4	5	9	1	2	3	4	5	9	(373)
National Hospital Insurance Fund	1	2	3	4	5	9	1	2	3	4	5	9	(374)
National Social Security Fund	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Non – Governmental Organizations	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Local Government Authorities(Municipal, County, Urban, Town Council)	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Churches/ Religious Bodies	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Labour Unions	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Ministry of labour	1	2	3	4	5	9	1	2	3	4	5	9	(375)
Court Prosecutions	1	2	3	4	5	9	1	2	3	4	5	9	(375)

8.4 Please tell me whether you think the public institutions listed below have helped in combating corruption in Kenya. Rate on a scale of 1 to 5, where 1 means, “not helped at all”, 5 means “helped a lot”; 9 means I do not know.

Card #9

	Contribution of public institutions to fighting crime: 1= not helped at all; 2=not helped; 3= helped a bit; 4= helped; 5= helped a lot; 9= I do not know
Courts	1 2 3 4 5 (377)
Members of Parliament	1 2 3 4 5 (378)
Anti-Corruption Commission	1 2 3 4 5 (379)
Police	1 2 3 4 5 (380)
Armed Forces/Military	1 2 3 4 5 (381)
Media (Print and TV)	1 2 3 4 5 (382)
Non-Government Organizations	1 2 3 4 5 (383)
Academics and Teachers	1 2 3 4 5 (384)
Churches/Religious bodies	1 2 3 4 5 (385)
Professional Associations Accountants, Lawyers, etc.)	1 2 3 4 5 (386)
Attorney-General	1 2 3 4 5 (387)

Auditor-General	1	2	3	4	5	(388)
Public Accounts Committee	1	2	3	4	5	(389)

Corruption reporting system.

- 8.5 Do you know what process to follow in reporting a corrupt act by a public official?
 1 Yes 2 No..... (390)
- 8.6 During the past three years, have you ever observed a corrupt act? (391)
 1 Yes 2 No
- 8.7 During the past three years, have you or anyone in your household reported a corrupt act?.... (392)
 1 Yes 2 No

8.8 How would you evaluate the process of corruption reporting? Please answer on a scale of 1 to 5, where 1 corresponds to “completely disagree” and 5 corresponds to “completely agree”.

	Statements on corruption reporting process. 1=completely disagree; 2= disagree; 3= indifferent; 4= agree; and 5= completely agree.					
The process is very effective	1	2	3	4	5	(393)
The process is very simple	1	2	3	4	5	(394)
The reporter is well protected from potential harassment	1	2	3	4	5	(395)

8.9 Please tell me how much each one of the following reasons affects the decision not to report a case of corruption. Use the scale of 1 to 5, where *1 means it does not affect at all and 5 that it affects a lot.*

Interviewer: Show card #10.

	Does not affect at all	Affects a little	indifferent	Affects	Affects a lot
Not knowing where to report (396)	1	2	3	4	5
Cases cannot be proved (397)	1	2	3	4	5
The process is too complex and long (398)	1	2	3	4	5
Corruption is a custom (399)	1	2	3	4	5
Bribes can be justified under the current economic situation (400)	1	2	3	4	5
Investigations cannot be made about the report (401)	1	2	3	4	5
There would be no enforcement even if the decision is made (402)	1	2	3	4	5
Concern about potential harassment and reprisal (403)	1	2	3	4	5

8.10 Are you a member of a union organization, citizen group, consumer association or NGO? (406)
 Yes
 No

8.11 If yes, does your organization carry out activities in support of good governance?
 Yes, please give some examples
 No

8.12 How many % points of your income would you be prepared to pay, to help:

a) eliminate corruption?	<input type="text"/>	%	Don't Know	<input type="text"/>	9
b) eliminate crime?	<input type="text"/>	%	Don't Know	<input type="text"/>	9
c) eliminate excessive regulations?	<input type="text"/>	%	Don't Know	<input type="text"/>	9

PART 9. RESPONDENT'S VIEW OF PUBLIC SERVICE REFORMS

9.1 (a) How supportive would you be of the following types of public sector reforms? Please answer on a scale of 1 to 5, where 1 corresponds to “completely unsupportive”; 2 unsupportive; 3 fairly supportive; 4 supportive; 5 completely supportive; and 9 I do not know.

- (ii) Establishing a living wage for public employees(1) (2) (3) (4) (5) (9) (419)
 - (iii) Establishing personnel management system in the public sector, where compensation and promotions are specifically based on performance(1) (2) (3) (4) (5) (9) (420)
 - (iv) Reduction in government workforce, if it allows an increase in salary and benefits for remaining government workers(1) (2) (3) (4) (5) (9) (421)
 - (v) Administrative decentralization of the state, delegating operative functions of the national government to local governments.....(1) (2) (3) (4) (5) (9) (422)
 - (vi) Privatization of public services, such as a setup of Joint Stock Company(1) (2) (3) (4) (5) (9) (423)
 - (vii) Greater oversight of government functions by the general public and civil society(1) (2) (3) (4) (5) (9) (424)
 - (viii) Regular declaration of assets of public officials(1) (2) (3) (4) (5) (9) (425)
- (d) Among the 7 reform measures above, which one would you prefer above others?..... (426)
- 1: living wage
 - 2: merit-based personnel management system
 - 3: reduction in government workforce combined with salary increase
 - 4: decentralization
 - 5: privatization of public service
 - 6: oversight by the public
 - 7: declaration of assets by public officials

9.2 In your view, does the government have the support of public officials and the general public in implementing public sector reforms? Please answer on a scale from 1 to 5, where 1 corresponds to “completely disagree”; 2 disagree; 3 indifferent; 4 agree; 5 corresponds to “completely agree”; and 9 I do not know.

- (a) full support from public officials(1) (2) (3) (4) (5) (9) (427)
- (b) full support from the general public.....(1) (2) (3) (4) (5) (9) (428)

9.3 If you were in a position of responsibility and you could do something to fight corruption in Kenya,

- (a) What would be the first thing you would do? (429)
- (b) To which institution will you give more power to fight corruption? (430)
- (c) To which institution will you give more power to fight corruption?.....(431)

11.4 Do you have any additional comments on this survey? (417)

THANK YOU FOR PARTICIPATING IN THIS SURVEY!

Post-Interview Information

This part should be filled out by the surveyor after the interview.

Finish Time: ____:____

(432) (433)

Overall, would you say that the respondent’s reaction to the interview was positive?

1=very negative 5=very positive (1) (2) (3) (4) (5) (434)

Overall, how sincere did the respondent seem to be in his/her answers?

1=very insincere 5=very sincere (1) (2) (3) (4) (5) (435)