

Draft Survey of Public Officials – Kenya

Part 0. Pre-Interview Information

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

- Code number: _____ (1)
- Survey of: (1) (2) (2)
1=Senior Budget Manager; 2=General Official
- Organization Name: _____ (3)
- Organization Code Number _____ (4)
(See next page for the list of government organizations)
- Branch: (1) (2) (3) (4) (5) (6)
1== Executive; 2=Legislature; 3= Judiciary; 4= Parastatal;
5=Local Council.
6 = Other (Specify) _____ (5)
- Department's Name: _____ (6)
- Date of Survey: Year _____ (7)
- Month: _____ (8)
- Day: _____ (9)
- Start Time: ____:____ (10) (11)
- Surveyor's ID: _____ (12)
- Type of Area : _____ (13)
Area: (1) (2)
1=Urban, 2=Rural
- Location of organization:
- Province _____ (14)
- District _____ (15)
- Constituency _____ (16)
- Ward _____ (17)
- CSA _____ (18)
- Standard Enumeration Area (SEA) _____ (19)

List of Government Organizations in Kenya.

Code	Name	Services
100	Departments directly under the President	
101	Office of the President – State House	State House
102	Defence forces	Armed forces
103	Office of the President – Cabinet Office	
104	Kenya Police	
105	Provincial Administration	
106	Directorate of Personnel Management	
107	Ministry of State in the Office of the President in charge of Defence	Defence
108	Ministry of State in the Office of the President in charge of National Security	Security
200	Ministry of Finance and National Planning	
201	External Resource Mobilisation	
202	Kenya Revenue Authority	Tax, Customs Revenue authority
203	Budget Office	Government budget authority
204	Macro Economic Policy Department	
205	Central Bureau of Statistics	
206	Central Bank of Kenya	
207	Exchequer & Audit Department	
208	Controller & Auditor General	
209	Value Added Tax Department	
210	Income Tax Department	
211	Customs & Excise Department	
300	‘Policy Related Ministries’	
301	Ministry of Trade and Industry	Ministry of Commerce
302	Ministry of Home Affairs	
303	Ministry of Energy	
304	Ministry of Tourism & Wildlife	
305	Ministry of Regional Development	
306	Ministry of Housing	
307	Regional development Authorities	
304	Ministry of Local Government	
305	Ministry of Foreign Affairs	
400	‘Public Service Ministries’ and Providers	
401	Ministry of Health	Ministry of Health
402	Ministry of Information and Broadcasting	
403	Ministry of Education	Ministry of Education
404	Ministry of Science & Technology	Public education service provider
405	Ministry of Youth	
406	Ministry of Labour and Manpower Planning	
407	Ministry of Cooperatives	
408	Ministry of Gender, Sports, Culture & Social Services	
409	Ministry of Transport & Communication	
410	Ministry of Roads & Works	Public transportation, Road?? Building??
411	Ministry of Local Government	
412	Ministry of Lands	Land
413	Ministry of Regional Development	Construction permit
414	National Registration Bureau	Public registry provider (IDs)
415	Registrar of Companies	Enterprise registry
416	Immigration Department	Public registry provider (Passports)
417	Civil Registration Department	Public registry provider (Births and deaths certificates)
418	Ministry of Agriculture	
419	Ministry of Livestock and Fisheries	
420	Kenya Roads Board	
421	Department of livestock Production	
422	Department of Veterinary Services	
423	Ministry of East Africa & Regional Cooperation	
500	Legal Sector	
501	National Assembly	National Assembly
502	Ministry of Justice & Constitutional Affairs	Legal
503	Director of Public Prosecutions	Prosecutors

504	Ministry of Home Affairs	Police
505	State Law Office	
506	Traffic Police	Traffic police
506	Supreme Courts	
507	The Judiciary	
508	High Courts	Courts
509	Industrial Relations Courts	
510	Magistrate Courts	
511	Local Courts	
512	Judiciary Service Commission	
513	Kenya Law Reform Commission	
514	Kenya National Human Rights Commission	
515	Registrar General	
516	Advocates Complaints Commission	
517	Complaints Commission(AG's Office)	
518	Political Party	Political party
600	Non-pure Public Providers of Public Services	
601	Water and Sewerage Companies	Water and sewerage
602	Telecom Kenya Ltd	Telephone
603	Postal Services Corporation	Electricity
604	Kenya Power & Lighting Company Ltd	Postal
605	Central Bank of Kenya	
606	National Housing Corporation	
607	Investment Promotion Centre	
608	Kenya National Tourist Board	
609	Cooperative Bank of Kenya	
610	Kenya Energy Regulation Board	
611	Kenya Ports Authority	
612	Kenya Wildlife Authority Services	
613	Kenya Commercial Bank	
614	National Bank of Kenya	
615	Kenya Sugar Board	
616	National Social Security Fund	
617	National Hospital Insurance Fund	
618	Retirements Benefits Authority	
619	Higher Education Loans Board	
620	Commission for higher Education	
700	Local Governments	
701	Ministry of Local Government	Cities, Municipal, Urban, Town and Local Councils
800	Other key public organizations	
801	Electoral Commission of Kenya	
802		
803	Teachers Service Commission	
804	Office of the Vice President – Prisons Services Department	
805	Office of the Vice President – Probation & After Care Department	
806	Office of the Vice President – Children's Department	
807	Office of the President – Public Service Commission	
808	Local Government Service Commission	
809	Office of the President – Special Division	
810	Office of the Minister without Portfolio	
811	Office of the Auditor General	
812	Commission for Investigations	
813	Judiciary	
814	Anti-Corruption Commission	
815	Drug Enforcement Commission	
816	Permanent Human Rights Commission	
817	Electoral Commission	
818	Examinations Council	
819	Bursaries Committee	
820	Environmental Council of Kenya	
821	Revenue Appeals Tribunal	

822	Pensions and Insurance Authority	
823	Kenya Bureau of Standards	
824	Censorship Board of Kenya	
825	Registrar of Societies	
826	Registrar of Cooperatives	
827	Attorney General	
828	Solicitor General	
829	Administrator General	

Survey of Public Officials

Introduction for Respondents

Good morning/afternoon.

I am, working with _____

We are conducting a survey on behalf of the Kenyan government that was launched by the _____ on _____.

You have been selected and I would like to ask if you would work with us by answering a few questions. The purpose of this study is to identify different practices used in public sector organizations related to personnel management, financial management and the delivery of public services. All information, which you offer, will be kept strictly confidential. It is extremely important for us to maintain the confidentiality of your answers. If you do not feel comfortable answering any of the questions, we would prefer that you not respond. Let me assure you again that your participation will not be revealed under any circumstances, nor will your name be printed or used in any documents.

The results from the data, which will be processed by _____ will be used by Government, the World Bank and Civil Society for the design and integration of a national strategy to fight corruption and enhance good governance. We encourage you to be as candid as possible and to freely express your sincere opinions in answering the questions.

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. PROFILE OF RESPONDENT

1.1

(a) Age: _____ years (20)

Interviewer: just record the gender without asking it.

(b) Gender: (21)

- 1: Male
 2: Female

(c) Which province do you come from? (22)

- 1: Nairobi
 2: Western
 3: Nyanza
 4: Rift Valley
 5: Eastern
 6: North Eastern
 7: Coast
 8: Central
 9: Other (specify) _____

- 1.2 Which district/department your parents come from? (23)
- 1.3 Education / Training
- (a) Which is the highest level of education you completed? (24)
- 1: Primary
 - 2: Secondary
 - 3: College
 - 4: university
 - 5: Post-graduate studies
- (b) Do you have any professional qualification? (25)
- YES:
- NO
- (b) if yes, which one? (26)
- (c) In what year did you finish the education indicated above?....._____ (year) (27)
- 1.4
- (a) In which area do you work? (28)
- 1: Human resources
 - 2: Financial Management
 - 3: Internal audits
 - 4: Procurement
 - 5: Other; specify
- (b) What is your current position?..... (29)
- 1: Head or deputy head of organization
 - 2: Head or deputy head of department or office
 - 3: Other senior management/professional/technical
 - 4: Middle management
 - 5: Junior management
 - 6: Supporting staffs/administration
 - 7: Other; specify:..... _____
- (c) How were you appointed to your current position?..... (30)
- 1: General appointment through examination
 - 2: Promotion
 - 3: Elected position
 - 4: Contract services
 - 5: Presidential appointment
 - 6: Political appointment
 - 7: Other; please specify _____
- 1.5 How many persons do you supervise, if any?..... _____ persons (31)
- 1.6 How many years have you
- (a) worked in the current organization? _____ years (32)
- (b) worked in the government? _____ years (33)
- (c) worked in the private sector (any non-government job)? _____ years (34)
- (d) been unemployed? _____ years (35)
- 1.7 Typically how many hours do you work on your current main job a week?..... _____ hours a week (36)
- 1.7 (a) On a scale from 1 to 5, where 1 means never and 5 means always, how often does a public official, such as yourself, engage in other work activities in order to supplement his/her official earnings?

1. Never 2. Seldom 3. Frequently 4. Most times. 5. Always 9 DK/NS..... (37)

1	2	3	4	5	9
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(b) Do you know any of your colleagues who, during the past twelve months, have received compensation from working in another job outside the public sector? (38)

1. Yes 2. No [Skip to Part 2]

(c) In or organization does is it required to get official permission (for example, from a supervisor) to accept this other job? (39)

1.Yes 2.No 8. NA 9. DK/NS

1	2	8	9
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(d) How many hours a week do these colleagues work on this other job? (40)

_____ hours a week

What did you do before you began in your current position?..... (41)

- 1: worked other organizations of the government
- 2: worked in political party
- 3: worked in educational or medical institution
- 4: worked in state-owned enterprises
- 5: worked in private business
- 6: worked in mass media
- 7: worked in agriculture
- 8: worked in NGO
- 9: was a student
- 10: was unemployed

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 (42)
2. Consumption of Drugs	1 2 3 4 5 9 (43)
3. Drug Trafficking	1 2 3 4 5 9 (44)
4. Delinquency	1 2 3 4 5 9 (45)
5. Violence	1 2 3 4 5 9 (46)
6. Corruption	1 2 3 4 5 9 (47)
7. Unemployment	1 2 3 4 5 9 (48)
8. Cost of education	1 2 3 4 5 9 (49)
9. Cost of health services	1 2 3 4 5 9 (50)
10. Cost of housing	1 2 3 4 5 9 (51)
11. Access to Public Services (education, health, other)	1 2 3 4 5 9 (52)
12. Poor quality of roads	1 2 3 4 5 9 (53)

13. Destruction of the environment	1	2	3	4	5	9	(54)
14. Lack of leaders	1	2	3	4	5	9	(55)
15. Any other problem? Please (specify)	1	2	3	4	5	9	(56)

(b) From the list above, which is currently the most serious problem in Kenya? Indicate by the number between 1 and 18 _____ (57)

(c) Imagine you could make a contribution to completely eliminate corruption in Kenya. What percentage of your annual salary are you willing to pay to achieve this?.....% (58)
(9 if answer is zero/nothing)

(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)..... (59)

2.2 Thinking about public services in general, 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 the citizen can usually go to another official or to his superior and get the correct treatment without recourse to unofficial payments.” SHOW CARD (60)

Card #12

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

PART 3. PERSONNEL MANAGEMENT

Overall

3.1. How directly are you involved in the following issues of personnel administration?

Please answer on a scale of 1 to 5, where 1 means 'no involvement'; 2 'negligible involvement'; 3 'some involvement' 4 'involvement'; 5 'a lot of involvement'; and 9 'I do not know'. [Surveyor read out the issues].

Recruitment of staff (61)	1	2	3	4	5	9
Performance Evaluation (62)	1	2	3	4	5	9
Compensation / Salary (63)	1	2	3	4	5	9
Training Decision making (64)	1	2	3	4	5	9
Disciplinary actions (65)	1	2	3	4	5	9

3.2. Please, on a scale from 1 to 5, where 1 means never and 5 means always, evaluate the extent to which the decisions of your institution related to administration /policies /regulations of personnel management:

	Never = 1; Seldom = 2; Sometimes = 3; Most times = 4; Always = 5; DK= 9
01. Are formally written/well communicated	1 2 3 4 5 9 (66)
02. Are simple, clear, easy to understand	1 2 3 4 5 9 (67)
03. Require an excessive number of administrative steps	1 2 3 4 5 9 (68)
04. Are well supervised (managers make sure that the rules are followed)	1 2 3 4 5 9 (69)
05. Are strictly applied (non-compliance always leads to negative consequences for defaulters)	1 2 3 4 5 9 (70)

3.3 On a scale from 1 to 5, where 1 means never and 5 means always, please evaluate to what extent during the last two years personnel management decisions (hiring, assignments, changes, promotions, salary increases) were

	Never = 1; Seldom = 2; Sometimes = 3; Most times =4; Always = 5; DK=9
1. Made in a transparent manner (know who were assigned, promoted, transferred, or received wage increase and why),	1 2 3 4 5 9 (71)
2. Position vacancies announced within the institution as well as announced publicly outside the institution (when appropriate)	1 2 3 4 5 9 (72)
3. Useful for the improvement of institutional efficiency	1 2 3 4 5 9 (73)
4. Subjected to regular audits by the internal unit of control	1 2 3 4 5 9 (74)
5. Subject to a formal procedure of appeal	1 2 3 4 5 9 (75)
6. Based on specific criteria defined in writing (as opposed to tacit – not written and informal rules)	1 2 3 4 5 9 (76)
7. Based on professional experience/merit/performance	1 2 3 4 5 9 (77)
8. Based on level of education	1 2 3 4 5 9 (78)
9. Based on seniority/length of service	1 2 3 4 5 9 (79)
10. Based on family ties or friendship	1 2 3 4 5 9 (80)
11. Influenced by business ties/associations	1 2 3 4 5 9 (81)
12. Based on political ties/political affiliation/political pressure	1 2 3 4 5 9 (82)
13. Based on influential connections within the institution	1 2 3 4 5 9 (83)
14. Influenced by illegal payments (purchase of positions or	1 2 3 4 5 9 (84)

promotions)							
15. Based on quality of relation with supervisors	1	2	3	4	5	9	(85)
16. Based on gender	1	2	3	4	5	9	(86)
17. Based on ethnicity / regional ties / tribalism	1	2	3	4	5	9	(87)

3.4 Please indicate the extent to which you agree or disagree with the statements I shall now read out. Answer on a scale 1 to 5, where 1 corresponds to ‘completely disagree’; 2 ‘disagree’; 3 ‘indifferent’; 4 ‘agree’; 5 corresponds to ‘completely agree’; and 9 to ‘I do not know.’

- (b) Working in the public sector is generally better than working in the private sector (1) (2) (3) (4) (5) (9) (88)
- (c) My salary is very satisfactory (1) (2) (3) (4) (5) (9) (89)
- (d) My other benefits (pension, health, etc.) are very satisfactory (1) (2) (3) (4) (5) (9) (90)
- (e) My job and position are secure..... (1) (2) (3) (4) (5) (9) (91)

3.5 To what extent are you confident that you will keep your position and get promoted when you perform your job well? Please use a scale from 1 to 5 to answer, where 1 means ‘not confident at all’; 2 ‘confident a bit’; 3 ‘fairly confident’; 4 confident’; 5 ‘extremely confident’; and 9 ‘I do not know’.... (92)

1	2	3	4	5	9
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Recruitment

3.6 The following questions refer to your first position in the government.

- (a) How did you come to know about the opening?
 - (i) Advertisement of positions in the media (newspaper, Radio, TV) Yes No (93)
 - (ii) Posters on bulletin boards Yes No (94)
 - (iii) Personal notification from someone in the organization Yes No (95)
 - (iv) By chance Yes No (96)
 - (v) other (please specify)..... (97)
- (f) When were you provided with a written job description?
 - (i) Prior to accepting the position..... (98)
 - (ii) Soon after accepting the position (99)
 - (iii) Long after accepting the position (100)
 - (iv) I was not provided with one (101)

Compensation

3.7 Concerning late payment of salaries: During the last twelve months,

- (v) Was salary ever paid later than due date? 1 Yes 2 No (102)

If no, skip to question 2.8

- (vi) Approximately how many times did you receive your salary late? _____times (103)

(vii) When payment of salary was delayed in your organization, what was the average number of days of the delay? _____ days (104)

3.8 We now ask you some basic questions about your own salary.

(a) What was your basic monthly salary, excluding allowances, during the last fiscal year? (105)

- 1: Less than 150,000 Ksh
- 2: 150,000 – 250,000 Ksh
- 3: 250,000 – 500,000 Ksh
- 4: 500,000 – 750,000 Ksh
- 5: more than 750,000 Ksh

(b) Did you obtain a salary increase at the beginning of the year?

- 1: Yes, how much? (%)
- 2: No

(c) What was your total monthly salary (including all allowances) during the last fiscal year? . (106)

- 1: Less than 150,000 Ksh
- 2: 150,000 – 250,000 Ksh
- 3: 250,000 – 500,000 Ksh
- 4: 500,000 – 750,000 Ksh
- 5: more than 750,000 Ksh

(d) If you were working in the private sector, how much do you think you would earn compared to your current total remuneration? (107)

- 1: I would earn more in the private sector by approximately% (108)
- 2: I would earn around the same% (109)
- 3: I would earn less in the private sector by approximately% (110)
- 4: There are no comparable jobs in the private sector (111)
- 9: I Do not know..... (112)

Training

3.9 a) During the past two years how many times did you participate in any training activities (in house training, residential training, training workshops, study tours, etc.)? _____ times (113)

b) Approximately, how many days were spent on these training activities _____ days..... (114)

3.10 c) In general, how satisfied were you with this training? Please answer on a scale from 1 to 5, where 1 corresponds to “very unsatisfied”; 2 ‘unsatisfied’; 3 ‘neither unsatisfied nor satisfied; 4 ‘satisfied’; and 5 corresponds to “very satisfied”. 9 is “don’t know”. (115)

1	2	3	4	5	9
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Performance evaluation and promotion

3.11 How frequently is your performance formally evaluated in writing? (116)

- 1: Never
- 2: Once every 3 years
- 3: Once every 2 years
- 4: Once every year
- 5: Other (please specify)

3.12 Was there a written description of the criteria on which your last performance evaluation was based? 1 Yes 2 No 8: NA 9 Don’t know (117)

Disciplinary actions

3.13 To what extent do you agree with the following statements about disciplinary actions within your organization? Answer on a scale 1 to 5, where 1 corresponds to ‘completely disagree’; 2 ‘disagree’; 3 ‘indifferent’; 4 ‘agree’; and 5 corresponds to ‘completely agree.’

(a) Disciplinary actions have been impartially applied.....(1) (2) (3) (4) (5) (118)

(b) Disciplinary actions have been an effective tool for motivating public officials to perform well.
.....(1) (2) (3) (4) (5) (119)

3.14 In the past year, has anyone in your organization been the subject of sanctions for

(a) poor performance 1Yes 2No 9: I do not know..... (120)

(b) unprofessional conduct? Yes 2 No 9: I do not know (121)

3.15 (a)To what extent does your organization reward excellent professional achievement? Please answer on a scale from 1 to 5, where 1 corresponds to “not at all”; 2 ‘negligible extent’; 3 ‘fairly large extent’; 4 ‘large extent’; and 5 corresponds to “fully”. 9 is “don’t know”.

1	2	3	4	5	9
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(b) In what way is excellence rewarded? (122)

- 1: Salary increases
- 2: Bonuses
- 3: Promotions
- 4: There is never a reward
- 5: Other (please specify) (123)

External influences

3.16 Evaluate the tendency of the public officials in your institution to change jobs from the public to the private sector, and vice versa. Please use a scale from 1 to 5, where 1 means never and 5 means always:

Change of jobs by public officials of the institution	Never = 1; Seldom = 2; Sometimes = 3 Most times = 4; Always = 5; DK= 9
1. Director (Head)	1 2 3 4 5 9 (124)
2. Executive	1 2 3 4 5 9 (125)
3. Professional/Technician	1 2 3 4 5 9 (126)
4. Assistants	1 2 3 4 5 9 (127)

3.17 In the past three years, have elected officials, their appointees, or political party officials influenced any hiring decisions or promotions in your organization?.....

(i) Elected officials 1 Yes 2No 9 I do not know (128)

(ii) Appointees of elected officials 1 Yes 2No 9 I do not know (129)

(iii) Political party officials 1 Yes 2No 9 I do not know (130)

PART 4. BUDGET MANAGEMENT

4.1 How directly are you involved in issues of budget management? Please answer on a scale of 1 to 5, where 1 means ‘no involvement’, and 5 means ‘very significant involvement’.

Issues of budget management	Levels of direct involvement: 1= No involvement; 2=insignificant involvement; 3= fairly significant involvement; 4=significant involvement; 5= very significant involvement
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Budget Preparation	(131)	1	2	3	4	5
Budget Implementation	(132)	1	2	3	4	5
Budget Evaluation	(133)	1	2	3	4	5

4.2 To what extent do you agree with the following statements about budget management? 1=completely disagree; 2= disagree; 3= indifferent.; 4=agree; 5=completely agree and 9= I do not know.

- (a) The process of formulating the national budget involves close consultation between the Ministry of Finance & National Planning and the line ministries/provinces..... (1) (2) (3) (4) (5) (9) (134)
- (b) The process of formulating the organizational budgets involves close consultation between the accounting officers, controlling officers and department/division managers (1) (2) (3) (4) (5) (9) (135)

4.3 During the last three years, to what extent would you agree that decisions relating to the budget administration (amounts assigned to the budget, services, programmes which were carried out, groups that received budget allocations) were:

	Never = 1; Seldom = 2; Sometimes = 3 Most times = 4; always = 5; DK/NS = 9
1. Done transparently (we know who received what and why)	1 2 3 4 5 9 (136)
2. Announced/open to public knowledge through various legal means	1 2 3 4 5 9 (137)
3. Subjected to regular audits by the internal control unit	1 2 3 4 5 9 (138)
4. Subject to regular external audits performed by professionals qualified and experienced in conducting audits	1 2 3 4 5 9 (139)
5. Based on specific criteria defined in writing	1 2 3 4 5 9 (140)
6. Influenced by ethnicity / regional ties / tribalism	1 2 3 4 5 9 (141)
7. Based on political pressure	1 2 3 4 5 9 (142)
8. Based on influential connections within the institutions	1 2 3 4 5 9 (143)
9. Influenced by illegal payments	1 2 3 4 5 9 (144)
10. Planned with consideration given to institutional fulfilment	1 2 3 4 5 9 (145)

4.4 (a) In your organization, how effectively is the budget expenditure monitored and controlled? Please answer on a scale from 1 to 5 where 1 corresponds to “Completely ineffective”; 2 “ ineffective”; 3 “moderately ineffective”; 4 “effective”; 5 “completely effective” and 9 “I do not know”.

(1) (2) (3) (4) (5) (146)

(b) To what extent, if any, are the following responsible for the difference between actual spending and budgeted spending? Please answer on a scale from 1 to 5 where 1 corresponds to “none at all”; 2 “negligible extent”; 3 “fairly large extent”; 4 “large extent”; 5 corresponds to “a very large extent”, and 9 corresponds to “I do not know”.

- (i) Fraud and embezzlement (1) (2) (3) (4) (5) (9) (147)
- (ii) Inflation (1) (2) (3) (4) (5) (9) (148)
- (iii) Authorized virements (1) (2) (3) (4) (5) (9) (149)
- (iv) Incompetence (1) (2) (3) (4) (5) (9) (150)
- (v) Inadequacy of the system (1) (2) (3) (4) (5) (9) (151)
- (vi) Other abuses (please specify)_____ (152)

PART 5. PROCUREMENT MANAGEMENT

- 5.1 In your organization, to what extent are guidelines/policies/regulations of procurement management followed? (Procurement here refers to, for example, procuring textbooks, public goods and services, medicines, agricultural inputs, and office supplies). (153)
1. Never
 2. Up-to 25% of the time
 3. Up to 50% of the time
 4. Up to 75% of the times
 5. All of the time
 9. DK/NS

- 5.2 In many countries, it is common for enterprises to make additional gratification to win a procurement contract.
- a) What proportion of public procurement contracts in your organization involves any additional gratification? % of procurement contracts (154)
- b) When additional gratification is made for a procurement contract of your organization, typically what percentage of the value of the contract has to be paid in order to win the procurement contract?..... % of the value of contract (155)

PART 6. PUBLIC SERVICE DELIVERY

- 6.1 (a) Does your organization deal directly with the public? 1Yes 2No (156)

- (b) Using a scale from 1 to 5 where 1 means never and 5 means always, to what extent are the services offered by your institution...

	Never = 1; Seldom = 2; Sometimes = 3 Most times = 4; always = 5; DK/NS = 9					
1. High quality?	1	2	3	4	5	9 (157)
2. Effective given the budget of your organization?	1	2	3	4	5	9 (158)
3. Offered at relatively low cost?	1	2	3	4	5	9 (159)
4. Fully satisfactory to the user?	1	2	3	4	5	9 (160)
5. Accessible by the poor?	1	2	3	4	5	9 (161)

- (c) In relation to the implementation of the activities/delivery of services, to what extent at the institution where you work there exist...

	Never = 1; Seldom = 2; Sometimes = 3 Most times = 4; always = 5; DK/NS = 9					
1. Clearly defined mechanisms that take into consideration the feedback and needs of the users?	1	2	3	4	5	9 (162)
2. Clearly defined mechanisms that channel user's complaints as well as their preferences?	1	2	3	4	5	9 (163)
3. Receipts for the different transactions saved in hard copy for use during internal or external audits?	1	2	3	4	5	9 (164)

6.2 On a scale from 1 to 5, where 1 means “completely ineffective”, 2 “ineffective” 3 “moderately ineffective”; 4 2effective”; 5 “completely effective, and 9 “ I don’t know”, how effective is this consultation mechanism? (165)

1	2	3	4	5	9
---	---	---	---	---	---

6.3 How often do complaints from the public lead to disciplining of erring staff? (166)

- (i) Never
- (ii) Up-to 50% of the time
- (iii) More than 50% of the time
- (iv) All of the time

6.4 How often do compliments from the public lead to recognition of responsible staff? . (167)

- (i) Never
- (ii) Up-to 50% of the time
- (iii) More than 50% of the time
- (iv) All of the time

PART 7. INFORMATION MANAGEMENT AND COMMUNICATION

7.1 How would you rate the following statements

(a) Among organizations in the government, there exists good communication.
Please answer on a scale from 1 to 5 where 1 corresponds to “completely disagree”; 2 “disagree”; 3 “indifferent”; 4 “agree”; 5 “completely agree”; and 9 “I do not know”.

1	2	3	4	5	9
---	---	---	---	---	---

..... (168)

(b) Among departments within your organization, there exists good communications.
Please answer on a scale from 1 to 5 where 1 corresponds to “completely disagree”; 2 “disagree”; 3 “indifferent”; 4 “agree”; 5 “completely agree”; and 9 “I do not know”.

1	2	3	4	5	9
---	---	---	---	---	---

..... (169)

(c) On a scale from 1 to 5, how far are you in agreement with the following expressions?

Expressions	Completely disagree = 1; Disagree = 2 Indifferent = 3 Agree = 4; Completely agree = 5
1. People affected by broad public sector decisions are the first to know about them	1 2 3 4 5 (170)
2. When managers make decisions, they always take into consideration the opinions of their subordinates	1 2 3 4 5 (171)
3. The institution does have an adequate system for recording managerial decisions	1 2 3 4 5 (172)
4. Executive decisions do take into consideration the financial requirements of the institution.	1 2 3 4 5 (173)

7.2 (a) Does your organization have records for the last five years?..... (174)

- a. Yes
- b. No (*Skip to Part 7*)
- 9: I do not know

(b) On a scale from 1 to 5, please evaluate how difficult it is to obtain information from those records. 1 means “extremely difficult”; 2 “difficult”; 3 “fairly easy”, 4 “easy”; 5 “extremely easy”; and 9 means “I do not know”. (175)

1	2	3	4	5	9
---	---	---	---	---	---

i. On a scale from 1 to 5, please evaluate how effective record keeping at your organization is.

1 means “completely ineffective”; 2 “ineffective”; 3 “moderately ineffective”; 4 “effective”; 5 “completely effective”; and 9 means “I do not know” (176)

1	2	3	4	5	9
---	---	---	---	---	---

PART 8. THE ORGANIZATIONAL PURPOSE AND PERFORMANCE

8.1 On a scale from 1 to 5, how consistent with each other are policies that your organization is asked to implement? (177)

1. Very inconsistent 2. Inconsistent 3. Fairly consistent 4. Consistent 5. Very consistent 9. DK/NS

1	2	3	4	5	9
---	---	---	---	---	---

8.2 To what extent do the following resources fulfil your needs as well as the needs of your colleagues in carrying out your activities? Please answer on a scale of 1 to 5 where 1 means “never” and 5 means “always”. 9 corresponds to “I do not know”.

Resources:	never = 1: seldom = 2: sometimes = 3 most of the time = 4: always = 5: DK/NS = 9
1. Amount of budgetary resources	1 2 3 4 5 9 (178)
2. Properly qualified personnel	1 2 3 4 5 9 (179)
3. Office equipment/computers	1 2 3 4 5 9 (180)
4. Space/Offices/Physical plants	(181)

8.3 Please indicate the extent to which you and your colleagues would be in agreement with the following expressions: (Use the scale from 1 to 5, where 1 indicates that you completely disagree; 2 you disagree; 3 you are indifferent; 4 you agree and 5 means that you completely agree)

In the Institution where I work:	Completely Disagree	Disagree	Indifferent	Agree	Strongly Agree
01. All levels of public servants have a clear understanding of the Institution’s objectives and strategies (182)	1	2	3	4	5
02. All levels of public servants consider the citizens and users of public services, without discrimination, as our clients (183)	1	2	3	4	5
03. All levels of public servants identify with and are involved with the institutions’ objectives and strategies (184)	1	2	3	4	5
04. For all levels of public servants, there are incentives to improve the quality of services rendered (185)	1	2	3	4	5
05. I clearly understand my institutional roles and responsibilities and what duties comprise each role (186)	1	2	3	4	5
06. The purchasing plan is considered an important planning exercise and takes into consideration the	1	2	3	4	5

investment plans of the institution and its inventory requirements (187)					
07. The budget is an effective tool for planning and executing the plans and strategies of the institution (188)	1	2	3	4	5

8.2 (a) In many countries, public organizations are evaluated based on objective, measurable criteria of success, known as performance standards. An example of a performance standard for the Police might be ‘responding to 80 percent of all emergency telephone calls within 15 minutes’. Are there written standards of performance for your organization? (189)

a. Yes
b. No ⇒ [skip to Q 8.2 (c)]

(b) If yes, roughly to what degree are these performance standards met?..... (190)

(i) None
(ii) Almost no time (1-10%)
(iii) Less than half of the time (11-40%)
(iv) About half of the time (41-60%)
(v) More than half of the time (61-90%)
(vi) Almost all the time (91-100%)

(c) On a scale from 1 to 5, where 1 means “completely ineffective”; 2 “ineffective”; 3 “moderately ineffective”; 4 “effective”; 5 “completely effective”, how effective do you consider the following measures for improving your organization’s performance?

Measures	Completely ineffective =1; Ineffective=2; Moderately ineffective=3; Effective=4; Completely effective=5
Measure (191)	1 2 3 4 5
1. More budgetary resources (192)	1 2 3 4 5
2. More staff (193)	1 2 3 4 5
3. Better trained competent staff (194)	1 2 3 4 5
4. Higher salary (195)	1 2 3 4 5
5. Greater managerial autonomy (196)	1 2 3 4 5
6. Immunity from political influence (197)	1 2 3 4 5
7. Tighter connection between performance and reward/discipline (198)	1 2 3 4 5
8. More and better equipment (199)	1 2 3 4 5
9. Better communication (this is not about technology or equipment.) (200)	1 2 3 4 5
10. Better legal framework (201)	1 2 3 4 5
11. Reduced operational mandate (202)	1 2 3 4 5
12. Better capacity to detect and punish corruption (203)	1 2 3 4 5
13. Other; specify _____ (204)	1 2 3 4 5

PART 9. GOVERNANCE

9.1 It is a common practice that companies and people from the community pay “bribes” or make payments “under the table” to public servants. In your opinion how widespread is this practice among:

a) Public Servants?	Non-existent = 1: Negligible = 2: Fairly widespread = 3 Widespread = 4: Completely widespread = 5; DK/NS = 9
1. Today	1 2 3 4 5 9 (205)
2. 3 years ago	1 2 3 4 5 9 (206)

b) Local Businessmen?	Non-existent = 1: Negligible = 2: Fairly widespread = 3 Widespread = 4: Completely widespread = 5; 9=DK/NS
1. Today	1 2 3 4 5 9 (207)
2. 3 years ago	1 2 3 4 5 9 (208)

c) Foreign investors?	Non-existent = 1: Negligible = 2: Fairly widespread = 3 Widespread = 4: Completely widespread = 5; 9=DK/NS
1. Today	1 2 3 4 5 9 (209)
2. 3 years ago	1 2 3 4 5 9 (210)

d) International organizations / Donors	Non-existent = 1: Negligible = 2: Fairly widespread = 3 Widespread = 4: Completely widespread = 5; 9=DK/NS
1. Today	1 2 3 4 5 9 (211)
2. 3 years ago	1 2 3 4 5 9 (212)

9.2 From the corruption cases that you have knowledge of either directly or indirectly, evaluate how frequently these practices occur. Please use a scale from 1 to 5, where 1 means “never”; 2 “seldom”; 3 “sometimes”; 4 “most times”; and 5 means “always”.

The public official would insinuate that a bribe must be paid	1 2 3 4 5 (213)
The user offers the bribe	1 2 3 4 5 (214)
Normally, the groups know how the process works and how much money they need to pay	1 2 3 4 5 (215)

9.3 How significant is the amount of income received from bribes when compared to total income for

	Completely insignificant = 1: Fairly insignificant = 2: Significant = 3: Fairly Significant = 4: Very Significant = 5 Do not know = 9
1. Your superiors (people with a higher rank than you)	1 2 3 4 5 (9) (216)
2. co-workers (people at the same level as you, without including yourself)	1 2 3 4 5 (9) (217)
3. subordinates of your colleagues (people at a lower level than you, not including your subordinates)	1 2 3 4 5 (9) (218)

9.4 We know that in many countries, public officials “buy” positions in the public sector. Based on your direct or indirect experience, how common is the practice of “purchasing jobs” in your institutions....

Among:	Completely uncommon = 1: Uncommon = 2 Fairly Common = 3: Common = 4: Very Common = 5: DK/NS = 9
1. Your colleagues superiors (people at a higher level than you not including your superiors)	1 2 3 4 5 9 (219)

2. Co-workers (people at your same level not including yourself)	1	2	3	4	5	9	(220)
3. Your colleagues subordinates (people at a lower level than you, not including your subordinates)	1	2	3	4	5	9	(221)

9.5 In many countries of the world it is known that some civil servants supplement their official salaries with gratification that they receive during the course of performing their duties. In your organization, what would you say is the average percentage of the total income this gratification represents? _____% of official salary (222)

9.6 Please indicate the extent to which you agree to the following statement on a scale from 1 to 5, where 1 corresponds to “completely disagree”; 2 “disagree”; 3 “indifferent”; 4 “agree”; 5 completely agree”; and 9 corresponds to “I do not know”.

(a) In your organization there exist a genuine and sincere sentiment to fight against corruption at this time (1) (2) (3) (4) (5) (9) (223)

(b) In the government there exist a genuine and sincere sentiment to fight against corruption at this time (1) (2) (3) (4) (5) (9) (224)

PART 10. GOVERNANCE AND INTEGRITY OF PUBLIC INSTITUTIONS IN KENYA

10.1 Please evaluate various views about corruption in Kenya.

(a) Corruption in Kenya today is (225)

1. A very serious problem 2. A serious problem 3. A somewhat serious problem
4. Not a serious problem 5. Not a problem at all 9. DK/NS

1	2	3	4	5	9
---	---	---	---	---	---

(b) Compared to 3 years ago, corruption in Kenya today is:

1. Much worse 2. Worse 3. The same 4. Reduced 5. Reduced much 9. DK/NS (226)

1	2	3	4	5	9
---	---	---	---	---	---

(c) Corruption is a natural occurrence and part of our daily life, so denouncing it is unnecessary: (227)

- 1 Completely disagree; 2 Disagree; 3 Indifferent; 4 Agree; 5 Completely agree; and 9 I do not know.

1	2	3	4	5	9
---	---	---	---	---	---

(d) In the government of Kenya, there is no sincere desire and will to combat corruption (228)

- 1 Completely disagree; 2 Disagree; 3 Indifferent; 4 Agree; 5 Completely agree; and 9 I do not know.

1	2	3	4	5	9
---	---	---	---	---	---

(e) Current government anti-corruption strategies for combating corruption are effective (229)

- 1 Completely disagree; 2 Disagree; 3 Indifferent; 4 Agree; 5 Completely agree; and 9 I do not know.

1	2	3	4	5	9
---	---	---	---	---	---

(f) Corruption is perpetuated mostly by:

(1) Citizens	(2) Enterprises	(3) Politicians	(4)..... Bureaucrats
1	2	3	4

(230)

10.2 How important are the following as causes of corruption in Kenya? Please answer on a scale from 1 to 5, where 1 corresponds to “very unimportant” and 5 corresponds to “very important cause”.

	Causes of corruption = “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 (231)
2. lack of effective incentive mechanism for public officials, such as lack of meritocracy	1 2 3 4 5 9 (232)
3. poor economic policies, such as privatization.	1 2 3 4 5 9 (233)
4. low salary of public officials	1 2 3 4 5 9 (234)
5. lack of transparent and accountable political process	1 2 3 4 5 9 (235)
6. lack of independent and effective Judiciary	1 2 3 4 5 9 (236)
7. lack of independent and effective media	1 2 3 4 5 9 (237)
8. lack of effective corruption reporting system	1 2 3 4 5 9 (238)

10.3 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	(239)
Public education services	1 2 3 4 5 9	1 2 3 4 5 9	(240)
National Registration Office (?)	1 2 3 4 5 9	1 2 3 4 5 9	(241)
Traffic Police	1 2 3 4 5 9	1 2 3 4 5 9	(242)
Police excluding traffic Police	1 2 3 4 5 9	1 2 3 4 5 9	(243)
Registrar of Companies / Societes	1 2 3 4 5 9	1 2 3 4 5 9	(244)
Customs Department	1 2 3 4 5 9	1 2 3 4 5 9	(245)
IncomeTax Department	1 2 3 4 5 9	1 2 3 4 5 9	(246)
VAT Department	1 2 3 4 5 9	1 2 3 4 5 9	(247)
Immigration office	1 2 3 4 5 9	1 2 3 4 5 9	(248)
Judges/Court officials	1 2 3 4 5 9	1 2 3 4 5 9	(249)
Water & Sewerage	1 2 3 4 5 9	1 2 3 4 5 9	(250)
Kenya Power & Lighting Company	1 2 3 4 5 9	1 2 3 4 5 9	(251)
Mobile Telephone Companies	1 2 3 4 5 9	1 2 3 4 5 9	(252)
Telcom Kenya Ltd	1 2 3 4 5 9	1 2 3 4 5 9	(253)
Postal Services	1 2 3 4 5 9	1 2 3 4 5 9	(254)

Pensions	1 2 3 4 5 9	1 2 3 4 5 9	(255)
Tender Boards	1 2 3 4 5 9	1 2 3 4 5 9	(256)
Kenya Commercial Bank	1 2 3 4 5 9	1 2 3 4 5 9	(257)
National bank of Kenya	1 2 3 4 5 9	1 2 3 4 5 9	(258)
Cooperative Bank of Kenya	1 2 3 4 5 9	1 2 3 4 5 9	(259)
Department of Civil Registration	1 2 3 4 5 9	1 2 3 4 5 9	(260)
Land allocation	1 2 3 4 5 9	1 2 3 4 5 9	(261)
National Housing Corporation	1 2 3 4 5 9	1 2 3 4 5 9	(262)
Motor Vehicle Registration Department	1 2 3 4 5 9	1 2 3 4 5 9	(263)
Teachers Service Commission	1 2 3 4 5 9	1 2 3 4 5 9	(264)
Public Service Commission	1 2 3 4 5 9	1 2 3 4 5 9	(265)
Judicial Service Commission	1 2 3 4 5 9	1 2 3 4 5 9	(266)
Probation & After Care Department	1 2 3 4 5 9	1 2 3 4 5 9	(267)
Provincial Administration	1 2 3 4 5 9	1 2 3 4 5 9	(268)
National Assembly	1 2 3 4 5 9	1 2 3 4 5 9	(269)
Prisons Department	1 2 3 4 5 9	1 2 3 4 5 9	(270)
District Accountants	1 2 3 4 5 9	1 2 3 4 5 9	(271)
Government Auditors	1 2 3 4 5 9	1 2 3 4 5 9	(272)
Public Trusts	1 2 3 4 5 9	1 2 3 4 5 9	(273)
Agricultural extension Services	1 2 3 4 5 9	1 2 3 4 5 9	(274)
Supplies Offices	1 2 3 4 5 9	1 2 3 4 5 9	(275)
National Hospital Insurance Fund	1 2 3 4 5 9	1 2 3 4 5 9	(276)
National Social Security Fund	1 2 3 4 5 9	1 2 3 4 5 9	(277)
Non – Governmental Organizations	1 2 3 4 5 9	1 2 3 4 5 9	(278)
Local Government Authorities(Municipal, County, Urban, Town Council)	1 2 3 4 5 9	1 2 3 4 5 9	(279)
Churches/ Religious Bodies	1 2 3 4 5 9	1 2 3 4 5 9	(280)
Labour Unions	1 2 3 4 5 9	1 2 3 4 5 9	(281)
Ministry of labour	1 2 3 4 5 9	1 2 3 4 5 9	(282)
Court Prosecutions	1 2 3 4 5 9	1 2 3 4 5 9	(283)

10.4 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 (284)
Members of Parliament	1 2 3 4 5 (285)
Anti-Corruption Commission	1 2 3 4 5 (286)
Police	1 2 3 4 5 (287)
Armed Forces/Military	1 2 3 4 5 (288)
Media (Print and TV)	1 2 3 4 5 (289)
Non-Government Organizations	1 2 3 4 5 (290)
Academics and Teachers	1 2 3 4 5 (291)
Churches/Religious bodies	1 2 3 4 5 (292)
Professional Associations Accountants,	1 2 3 4 5 (293)

Lawyers, etc.)						
Attorney-General	1	2	3	4	5	(294)
Auditor-General	1	2	3	4	5	(295)
Public Accounts Committee	1	2	3	4	5	(296)
Other....	1	2	3	4	5	(297)

Corruption reporting system.

10.5 Do you know what process to follow in reporting a corrupt act by another public official?
 1 Yes 2 No (298)

10.6 During the past three years, have you ever observed a corrupt act by another public official?
 1 Yes 2 No (299)

10.7 During the past three years, have you or anyone in your unit reported a corrupt act? (300)
 1 Yes 2 No

10.8 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	(301)
The process is very simple	1	2	3	4	5	(302)
The reporter is well protected from potential harassment	1	2	3	4	5	(303)

10.9 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 (304)	1	2	3	4	5
Cases cannot be proved (305)	1	2	3	4	5
The process is too complex and long (306)	1	2	3	4	5
Corruption is a custom (307)	1	2	3	4	5
Bribes can be justified under the current economic situation (308)	1	2	3	4	5
Investigations cannot be made about the report (309)	1	2	3	4	5
There would be no enforcement even if the decision is made (310)	1	2	3	4	5
Concern about potential harassment and reprisal (311)	1	2	3	4	5

10.10 Are you a member of a union organization, citizen group, consumer association or NGO? (312)

Yes
No

10.11 If yes, does your organization carry out activities in support of good governance?
Yes, please give some examples (313)
No

10.12 In many of the countries in the world, there are known to be different actors and groups in the private sector that apply pressure on the government through the payment of bribes to further their own interests. Using a scale from 1 to 5, tell me to what extent the following forms of corruption have a significant impact on the business environment of this country:

Forms of Corruption	No influence 1: Insignificant influence = 2 Moderate influence = 3: Significant influence=4 Complete influence = 5 DK = 9
1. Bribes to employees of the Central Bank in order to ensure that their personal interests are favoured by bank decisions	1 2 3 4 5 9 (314)
2. Bribes to elected representatives to ensure that particular laws favour their interests	1 2 3 4 5 9 (315)
3. Bribes to public officials to ensure that presidential or ministerial decisions favour their interests	1 2 3 4 5 9 (316)
4. Bribes to regulatory commission officials or supervising agencies to ensure specific group interest	1 2 3 4 5 9 (317)
5. Bribes directed to the authorities to reverse a ruling or decision and benefit particular interests	1 2 3 4 5 9 (318)
6. Public officials hiring their friends and relatives into official positions	1 2 3 4 5 9 (319)

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

a) eliminate corruption? % Don't Know 9 (320)

b) eliminate crime? % Don't Know 9 (321)

c) eliminate excessive regulations? % Don't Know 9 (322)

PART 11. RESPONDENT'S VIEW OF PUBLIC SERVICE REFORMS

11.1 (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.

2. Establishing a living wage for public employees (1) (2) (3) (4) (5) (9) (323)
 3. Establishing personnel management system in the public sector, where compensation and promotions are specifically based on performance (1) (2) (3) (4) (5) (9) (324)
 4. Reduction in government workforce, if it allows an increase in salary and benefits for remaining government workers (1) (2) (3) (4) (5) (9) (325)
 5. Administrative decentralization of the state, delegating operative functions of the national government to local governments..... (1) (2) (3) (4) (5) (9) (326)
 6. Privatization of public services, such as a setup of Joint Stock Company(1) (2) (3) (4) (5) (9) (327)
 7. Greater oversight of government functions by the general public and civil society (1) (2) (3) (4) (5) (9) (328)
 8. Regular declaration of assets of public officials (1) (2) (3) (4) (5) (9) (329)
- (b) Among the 7 reform measures above, which one would you prefer above others?.... (330)
- a. living wage
 - b. merit-based personnel management system
 - c. reduction in government workforce combined with salary increase
 - d. decentralization
 - e. privatization of public service
 - f. oversight by the public
 - g. declaration of assets by public officials

11.2 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) (331)
- (b) full support from the general public (1) (2) (3) (4) (5) (9) (332)

11.3 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? (333)
- (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?..... (334)

THANK YOU FOR YOUR PARTICIPATION IN THIS SURVEY.

Part 0. Post-Interview Information

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

Finish Time: _____:_____ (418) (419)

Number of people present at the interview including interviewer: _____ (420)

Overall, how was the respondent's reaction to the interview?

1=very negative 5=very positive (421)

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

1=very insincere 5=very sincere (422)