

Appendix

Appendix 1: Survey Questionnaire

Questionnaire:
Urbanisation, Public Goods Provision and Quality of Democracy in Kenya
Tool revised: 3 November 2019

Respondent Number				Fieldworker No.		

GPS COORDINATES					
PSU/EA: <i>[Circle one]</i>		Household back-checked?		[Supervisor Use Only]	
Urban	1	Yes	1		
Rural	2	No	2		

<i>[Interviewer: Select appropriate code for County. Write names for Constituency and Town/Village]</i>			
County		Constituency	
Sub-County		Ward	
Location		Town / Village	

SVC. Are the following services present in the enumeration area?	Yes	No	Can't determine
A. Electricity grid that most houses can access	1	0	9
B. Piped water system that most houses can access	1	0	9
C. Sewage system that most houses can access	1	0	9
D. Mobile phone service	1	0	9

FAC. Are the following facilities present in the enumeration area or in easy walking distance?	Yes	No	Can't determine
A. Post office	1	0	9
B. School (private or public or both)	1	0	9
C. Police station	1	0	9
D. Health clinic (private or public or both)	1	0	9
E. Market stalls (selling groceries and / or clothing)	1	0	9
F. Bank	1	0	9
G. Is there any kind of paid transport, such as a bus, taxi, moped, or other form, available on a daily basis?	1	0	9

Household Selection Procedure

Interviewer: It is your job to select a random (this means any) household. A household is a group of people who presently eat together from the same pot.

Start your walk pattern from the start point that has been randomly chosen by your Field Supervisor. Team members must walk in opposite directions to each other. If A walks towards the sun, B must walk away from the sun; C and D must walk at right angles to A and B.

Use a 5 / 5 / 5 interval pattern to select a household. That is, walking in your designated direction away from the start point, select the 5th household for the first interview, counting houses on both the right and the left (and starting with those on the right if they are opposite each other). Once you leave your first interview, continue on in the same direction, again selecting the 5th household, again counting houses on both the right and the left to conduct the second interview. If the settlement comes to an end and there are no more houses, turn at right angles to the right and keep walking, continuing to count until finding the fifth dwelling. Follow the same procedure to conduct the third interview.

Interviewer: If a call is unsuccessful, use the table below to record your progress until you make a successful call. Circle a code number for unsuccessful calls only.

NOCALL	NOCALL_1	NOCALL_2	NOCALL_3	NOCALL_4	NOCALL_5	NOCALL_6	NOCALL_7
Reasons for Unsuccessful Calls	Household	Household	Household	Household	Household	Household	Household
	1	2	3	4	5	6	7
Refused to be interviewed	1	1	1	1	1	1	1
Household/Premises empty at time of visit	2	2	2	2	2	2	2
Not a citizen/Spoke only a foreign language	3	3	3	3	3	3	3
Deaf/Did not speak a survey language	4	4	4	4	4	4	4
Did not fit gender quota	5	5	5	5	5	5	5
No adults in household	6	6	6	6	6	6	6
Other (specify) _____	7	7	7	7	7	7	7
Not Applicable	9997	9997	9997	9997	9997	9997	9997

If no one is at home (i.e., premises empty), substitute with the very next household. If the interview is refused, use an interval of 5 to select a substitute household, counting houses on both the right and the left.

When you find a household with someone home, please introduce yourself using the following script. You must learn this introduction so that you can say it exactly as it is written below.

Good day. My name is _____. I am from the Institute for Development Studies, University of Nairobi an independent research organization. I do not represent the government or any political party. We are studying the views of citizens in 3 counties of Nairobi, Migori and Tharaka Nithi to understand how they make decisions while seeking services from the government. We would like to discuss these issues with a member of your household. All respondents are chosen randomly. All information will be kept confidential. Your household has been chosen by chance. We would like to choose an adult from your household. Would you help us pick one?

Note: The person must give his or her informed consent by answering positively. If participation is refused, walk away from the household and record this in the above table on "Reasons for Unsuccessful Calls." Substitute the household using an interval of 5 households. If consent is secured, proceed to Respondent Selection.

Respondent Selection Procedure

Interviewer: Within the household, it is your job to select a random (this means any) individual. This individual becomes the interview Respondent. In addition, you are responsible for alternating interviews between men and women.

Note that "First Interview" should ONLY be used for your very first interview on the first day of fieldwork, NOT your first interview every day.

	First Interview	Male	Female
PREVINT. Previous interview was with a:	0	1	2
THISINT. This interview must be with a:		1	2

Please tell me the names of all males / females [*select correct gender*] who presently live in this household. I only want the names of males / females [*select correct gender*] who are citizens of Kenya and who are 18 years and older.

If this interview must be with a female, list only women's names. If this interview is with a male, list only men's names. List all eligible household members of this gender who are 18 years or older, and who are presently at home. Include only citizens of Kenya.

Women's Names	Men's Names
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10

Please record the total number of adults (men and women) who live in the household who are citizens of Kenya. Enter a two-digit number.

ADULT_CT. Total number of adult citizens who live in the household		
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The person I need to speak to is [*insert name*] _____. May I please interview this person now?

<i>If yes:</i>	May I please interview this person now?
<i>If no:</i>	Will this person return here at any time today?
<i>If no:</i>	Thank you very much. I will select another household. <i>Substitute with the next household to the right and repeat the respondent selection procedure. (NOTE: YOU CAN ONLY SUBSTITUTE HOUSEHOLDS, NOT INDIVIDUALS.)</i>
<i>If yes:</i>	Please tell this person that I will return for an interview at [<i>insert convenient time</i>]. <i>If this respondent is not present when you call back, replace this household with the next household to the right.</i>

If the selected respondent is not the same person that you first met, repeat introduction:

Good day. My name is _____. I am from the Institute for Development Studies, University of Nairobi an independent research organization. I do not represent the government or any political party . We are studying the views of citizens in 3 counties of Nairobi, Migori and Tharaka Nithi to understand how they make decisions while seeking services from the government. We would like to discuss these issues with you. You have been chosen by chance and all information will be kept confidential.

To selected respondent:

Your answers will be confidential. They will be put together with 2000 other people we are talking to, to get an overall picture. It will be impossible to pick you out from what you say, so please feel free to tell us what you think. This interview will take about 40 minutes. There is no penalty for refusing to participate. Do you wish to proceed? *[Proceed with interview only if answer is positive].*

[If respondent agrees to proceed, add:] We can do this interview in English, Kiswahili or Luo/lmenti. Please, tell me which language you would like to use. *[If interviewer does not speak selected language, then liaise/make an appointment with a member of the team who speaks that language.]*

Note: The person must give his or her informed consent by answering positively. If participation is refused, walk away from the household and record this in the above table on "Reasons for Unsuccessful Calls." Substitute the household using an interval of 5 households. If consent is secured, proceed with the interview after recording current date and time.

DATEINTR	Day		Month		Year	
Date of interview <i>[Interviewer: Enter day, month, and year]</i>						

STRTIME	Hour		Minute	
Time interview started <i>[Interviewer: Enter hour and minute, use 24 hr. clock]</i>				

Interviewer: If a respondent firmly refuses to answer any question, write "refused" in the answer space and continue to the next question

START INTERVIEW

How old are you? <i>[Interviewer: Enter three-digit number. Don't Know = 999. If respondent is aged less than 18, stop interview and use tablet to randomly select another respondent in the same household]</i>			
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What is your marital status?	
Married Monogamous	1
Married Polygamous	2
Never Married	3
Separated / Divorced	4
Widowed	5
Other (Specify _____)	9

What is your highest level of education? <i>[Code from answer. Do not read options]</i>	
No formal schooling	0
Informal schooling only (including Koranic schooling)	1
Some primary schooling	2
Primary school completed	3
Intermediate school or Some secondary school / high school	4
Secondary school / high school completed	5
Post-secondary qualifications, other than university e.g. a diploma or degree from a polytechnic or college	6
Some university	7
University completed	8
Post-graduate	9
Apprenticeship e.g. on the job training	10
Don't know <i>[Do not read]</i>	99

What is your religion, if any? <i>[Interviewer: Code from answer. Do not read options.]</i>	
None	0
Christian only (i.e. respondent says only "Christian" without identifying a specific sub-group)	1
Muslim only (i.e. respondent says only "Muslim" without identifying a specific sub-group)	2
Traditional / Ethnic religion	3
Hindu	4
Bahai	5
Agnostic (Do not know if there is a God)	6
Atheist (Do not believe in a God)	7
Jewish	8
Other <i>[Specify]:</i> _____	Post Code
Refused	98
Don't know	99

What would you say is your estimated average monthly income? <i>[Read out each options]</i>	
0 – 3,000	1
3001 –6,500	2
6,501 –13,000	3
13,001 –20,000	4
20,001— 40,000	5
40,001 – 60,000	6
60,001 – 80,000	7
80001 – 100,000	8
100,001 – 120,000	9
120,001 – 150,000	10
Above 150,000	11
Don't know	99
Not willing	88

In general, how would you describe your own present living condition?: <i>[Read out options]</i>	
Very Bad	1
Fairly Bad	2
Neither good nor bad	3
Fairly Good	4
Very good	5
Don't know <i>[Do not read]</i>	9

Where were you born?	
Here in this county where I live now	1
In other county (Specify _____)	2

<i>[If respondent was not born where curently living; ask]. How many years ago did you move here?</i>	
Between 1 to 2 years ago	2
Between 2 to 5 years ago	3
Between 5 to 10 years ago	4
Between 10 to 20 years ago	5
More than 20 years ago	6
Family moved here before I was born	7
Don't know/Do not remember <i>[Do Not Read]</i>	9

What role would you say your family played in your decision to move here?	
No role of my family in my decision to move here	0
Not an important role	1
Somewhat an important role	2
Very important role	3
Don't know/Do not remember <i>[Do Not Read]</i>	9

What would you say were the most important reasons why you moved here? <i>[Interviewer: Do not read options. Code up to 3 responses.]</i>			
	1st response	2nd response	3rd response
<i>Economic</i>			
Find work/ better job/ better work opportunities	1	1	1
Economic hardship	2	2	2
Lower taxes at destination	3	3	3
Poverty/ destitution	4	4	4
Poor infrastructure/ services	5	5	5
Better business prospects	6	6	6
Natural Disasters, including drought, disease outbreaks, flooding etc	7	7	7
<i>Political</i>			
Better democratic environment/ personal freedom/ human rights/ civil liberties	8	8	8
Political persecution	9	9	9
Religious persecution	10	10	10
Civil war / threat of civil war/ violent conflicts	11	11	11
Crime, or personal/ family insecurity	12	12	12
<i>Social Factors</i>			
Better schools for children	13	13	13
Better medical services for family	14	14	14
To pursue an education	15	15	15
To accompany family members who are moving for work	16	16	16
To join spouse/ family members who have already migrated	17	17	17
Better services	18	18	18
Other (1 st response) Specify _____	Post Code		
Other (2 nd response) Specify _____	Post Code		
Other (3 rd response) Specify _____	Post Code		
No further reply		9996	9996
Not Applicable <i>[If response to did not move]</i>	9997		
Don't know /	9999		

10.1 Now that you have moved into an urban area, would you say your expectations toward public service delivery has changed?	
I expect more public services than when I was in a rural area	1
I expect service provision to be just about the same	2
I expect less public services provision in the urban area	3
10.2 Suppose you were to move into an urban area, would your expectation regarding public service delivery change	
I would expect more public services than when I was in a rural area	1
I would expect the same	2
I would expect fewer public services	3
Do you have plans to move away from here within the next 5 years?	
No	1
Yes, I plan to move to an urban area	2
Yes, I plan to move to a rural area	3
I can't say for now/I am not quite sure <i>[Do Not Read]</i>	4
Don't know <i>[Do Not Read]</i>	9

In your opinion, how do you compare provision of public services within urban and rural areas? <i>[Read out options]</i>	
Provision of services in Urban areas is better than rural areas	1
Provision of services in rural areas is better than urban areas	2
For me, provision of services in urban and rural areas is just about the same	3
Don't know <i>[Do Not Read]</i>	9

Looking at various places you have lived in, which one do you consider home? <i>[Read out options]</i>	
My rural home	1
My urban home	2
I consider both of them as home <i>[Do not read]</i>	3
I consider none of them as home <i>[Do not read]</i>	4
Don't know <i>[Do not read]</i>	9

Considering other places, you've lived in, why do you specially consider this home? <i>[Read out options]</i>	
My birth and/or childhood connections	0
Networks with family/clan/co-ethnics	1
Networks with other residents	2
Economic/Investment interests	3
Political aspirations/interests	4
Good living conditions	5
Don't know <i>[Do not read]</i>	9

Since you moved here, do you feel more belonging to Nairobi county than your home county? <i>[Read out options]</i>	
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I have not moved into Nairobi county	0
Yes, I feel more belonging to Nairobi county	1
No, I feel more belonging to my home county	2
I feel just about the same belonging to Nairobi and my home county <i>[Do Not Read]</i>	3
I don't feel belonging to any of the counties	4
Don't know <i>[Do Not Read]</i>	9

How often do you visit your rural home? <i>[Read out options]</i>	
I have no rural home	0
I stay here at my rural home	1
Frequently	2
Occasionally	3
Never	4
Don't know <i>[Do not read]</i>	9

How about just getting in touch with family and friends in the rural area? Would you say you do this: <i>[Read out options]</i>	
I have no contact with my rural area	0
Daily	1
Once a week	2
Once a month	3
Don't know <i>[Do not read]</i>	9

How much do you support your family relations back in the rural area? <i>[Read out options]</i>	
None / Have no contact with my rural area	0
I send monetary resources on a regular basis	1
I only send monetary resources occasionally	2
I facilitate their access to certain essential services	3
Not applicable <i>[Do not read]</i>	7
Don't know <i>[Do not read]</i>	9

Thinking about yourself, would you say you belong to an urban or rural area?	
Urban area	1
Rural area	2
I feel both urban and rural	3
Not sure/can't determine <i>[Do not read]</i>	90
Refused to answer <i>[Do not read]</i>	98
Don't know <i>[Do not read]</i>	99

How often, if ever, are _____ <i>[select urban or rural]</i> areas neglected by the national government? <i>[Read out options]</i>	
Never	0
Sometimes	1

Often	2
Always	3
Not applicable <i>[Do not read]</i>	7
Don't know <i>[Do not read]</i>	9

Let us suppose that you had to choose between belonging to a rural area or urban area. Which of the following statements best expresses your feelings?	
I feel only Urban	5
I feel more Urban than Rural	4
I feel equally Urban and Rural	3
I feel more Rural than Urban	2
I feel only Rural	1
Not applicable <i>[Do not read]</i>	7
Don't know <i>[Do not read]</i>	9

How about your community, cultural group or tribe: Are you? <i>Do NOT read options. Code from response]</i>			
Kikuyu	1	Taita	10
Luo	2	Somali	11
Luhya	3	Pokot	12
Kamba	4	Turkana	13
Kalenjin	5		
Kisii	6	Kenyan only, or "doesn't think of self in those terms"	90
Meru/Embu	7	Refused to answer	98
Masai/Samburu	8	Don't know	99
MijiKenda	9	Other <i>[Specify]:</i> _____	Post code

How often, if ever, are _____s *[R's Ethnic Group]* treated unfairly by the government? *[Read out options] [If respondent did not identify any group on Q17– that is, IF they REFUSED to answer (98), DIDN'T KNOW (99), or said "Kenyan only" (90) – then circle 7 = Not Applicable for questions Q18 and Q19 and continue to question Q20.]*

Never	0
Sometimes	1
Often	2
Always	3
Not applicable <i>[Do not read]</i>	7
Don't know <i>[Do not read]</i>	9

Let us suppose that you had to choose between being a Kenyan and being a _____ *[R's ETHNIC GROUP]*. Which of the following statements best expresses your feelings? *[If respondent did not identify any group on Q17 – that is, IF they REFUSED to answer (98), DIDN'T KNOW (99), or said "Kenyan only" (90) – then circle 7 = Not Applicable for questions Q19 and continue to question Q20.]*

I feel only Kenyan	5
I feel more Kenyan than _____ <i>[insert R's ethnic group]</i>	4

I feel equally Kenyan and _____ [<i>insert R's ethnic group</i>]	3
I feel more _____ [<i>insert R's ethnic group</i>] than Kenyan	2
I feel only _____ [<i>insert R's ethnic group</i>]	1
Not applicable [<i>Do not read</i>]	7
Don't know [<i>Do not read</i>]	9

For each of the following types of people, please tell me whether you would like having people from this group as neighbours, dislike it, or not care: [*Interviewer: Probe for strength of opinion*]

	Strongly dislike	Somewhat dislike	Would not care	Somewhat like	Strongly like	Don't know [DNR]
A. People of a different religion?	1	2	3	4	5	9
B. People from other ethnic groups?	1	2	3	4	5	9
C. Lesbian, gay, bisexual, transgender, queer and intersex or LGBTQI ?	1	2	3	4	5	9
D. Immigrants or foreign workers?	1	2	3	4	5	9
E. People who support a different political party?	1	2	3	4	5	9

How much do you trust each of the following groups of people? [*Read out options*]

	Not at all	Just a little	Somewhat	A lot	Don't know [DNR]
A. Your relatives	0	1	2	3	9
B. People from your own ethnic group	0	1	2	3	9
C. Kenyans from other ethnic groups	0	1	2	3	9

Generally speaking, would you say that most people can be trusted or that you must be very careful in dealing with people?

Most people can be trusted	1
Must be very careful	0
Don't know [<i>Do not read</i>]	9

Now I am going to read out a list of groups that people join or attend. For each one, could you tell me whether you are an active member, an inactive member, or not a member.

	Active Member	Inactive Member	Not a Member	Don't Know [DNR]
A. A religious group that meets outside of regular worship services	2	1	0	9
B. Neighbourhood group for residents	2	1	0	9
C. Voluntary grouping of co-ethnics	2	1	0	9
D. Investment club or <i>Chama</i>	2	1	0	9
E. Political grouping	2	1	0	9

F	Trade Union	2	1	0	9
G	Social media group like Whatsapp, Facebooketc.	2	1	0	9

What would you say are three main issues for which your groups advocate?					
		1 st response	2nd response	3rd response	
Roads		12	12	12	
Transportation		11	11	11	
Housing		10	10	10	
More political freedom/inclusion		9	9	9	
Better working environments		8	8	8	
Health improvements		7	7	7	
Education improvements		6	6	6	
Safety and security		5	5	5	
Water and sewerage		4	4	4	
Construction guidelines		3	3	3	
Infrastructure improvements		2	2	2	
Security of tenure		1	1	1	
Some other issue (1 st response)	Post Code				
Some other issue (2 nd response)	Post Code				
Some other issue (3 rd response)	Post Code				
No further response			96	96	
Not applicable [Do not read]		97			
Don't know [Do not read]		99			

Looking at the groups that you belong to, how frequently would you say you meet physically or online?							
		Just once or twice	Several times	Many times	Always	Not a Member	Don't Know [DNR]
A.	A religious group that meets outside of regular worship services	4	3	2	1	0	9
B	Neighbourhood group for residents	4	3	2	1	0	9
C	Voluntary grouping of co-ethnics	4	3	2	1	0	9
D	Investment club or <i>Chama</i>	4	3	2	1	0	9
E	Political grouping	4	3	2	1	0	9
F	Trade Union	4	3	2	1	0	9
G	Social media group like Whatsapp, Facebook etc.	4	3	2	1	0	9

Looking at the groups that you belong to, what exactly would you say is the reason for you to join the group?								
	Governance function	Social function	Financial function	Political function	Neighborhood improvement	Protection of rights	Not Applicable	Other (Specify)
A. A religious group that meets outside of regular worship services	6	5	4	3	2	1	7	_____
B. Neighbourhood group for residents	6	5	4	3	2	1	7	_____
C. Voluntary grouping of co-ethnics	6	5	4	3	2	1	7	_____
D. Investment club or <i>Chama</i>	6	5	4	3	2	1	7	_____
E. Political grouping	6	5	4	3	2	1	7	_____
F. Trade Union	6	5	4	3	2	1	7	_____
G. Social media group like Whatsapp, Facebook, etc.	6	5	4	3	2	1	7	_____

Looking at the groups that you belong to, how much have you benefited from being a member of the group?					
	Not at all	Just a little	Somewhat	A lot	Not Applicable
A. A religious group that meets outside of regular worship services	0	1	2	3	7
B. Neighbourhood group for residents	0	1	2	3	7
C. Voluntary grouping of co-ethnics	0	1	2	3	7
D. Investment club or <i>Chama</i>	0	1	2	3	7
E. Political grouping	0	1	2	3	7
F. Trade Union	0	1	2	3	7
G. Social media group like Whatsapp, Facebook etc.	0	1	2	3	7

Looking at the groups that you belong to, how much have they been supported in their activities by Non State Actors (NSAs) such as NGOs, media, churches?					
	Not at all	Just a little	Somewhat	A lot	Not Applicable
A. A religious group that meets outside of regular worship services	0	1	2	3	7
B. Neighbourhood group for residents	0	1	2	3	7
C. Voluntary grouping of co-ethnics	0	1	2	3	7
D. Investment club or <i>Chama</i>	0	1	2	3	7
E. Political grouping	0	1	2	3	7
F. Trade Union	0	1	2	3	7
G. Social media group like Whatsapp, Facebook etc.	0	1	2	3	7

Among the groups you belong to which receive support from NSAs, which areas of service provision are supported by NSAs?	
Governance function	1
Social function	2
Financial function	3
Political function	4
Neighborhood improvement	5
Protection of rights	6
Not applicable	7
Other specify _____	8

I will read you some statements about your role in the political system. Please tell me if you Strongly agree, Agree, Disagree or Strongly disagree with each statement.						
	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Generally, politics seems so complicated that people like me cannot understand what is happening.	1	2	3	4	5	99
Politicians don't care much about what people like me think.	1	2	3	4	5	99
To achieve what I want I have to organize with others with similar interests	1	2	3	4	5	99
I trust people with authority (leaders) to make the right decisions	1	2	3	4	5	99
I do not trust people with authority to represent my interests	1	2	3	4	5	99
In my area, politicians assist citizens to access services	1	2	3	4	5	99
Affiliating to a ruling party improves citizens access to services	1	2	3	4	5	99
To protect my rights, I have to organize with others	1	2	3	4	5	99

In your opinion, why do you expect the government to deliver services to you? Is it because:	
You're a Kenyan citizen	1
Your co-ethnic is in power	2
You deserve to be served as an individual	3
Your political association is in power	4
You pay tax	5
You make an economic contribution to the area you live in	6
So far, only the rich benefit from government	7
It's your constitutional right	8
You live in an urban area	9
I voted for the government	10

36.1 Please tell me if you had a choice, would you want representatives of the government:	
To support you individually to access a public service	1

To ensure public service delivery to everyone	2
Ensure public service delivery to those who voted for the government	3
Prioritize my residential area	4
Prioritize my community	5

Here is a list of actions that people sometimes take as citizens when they are dissatisfied with government performance. For each of these, please tell me whether you, personally, have done any of these things in the last three years. *[If Yes, read out options 2-4].* If not, would you do this if you had the chance? *[For No, read out options 0 and 1]*

	YES			NO		Don't know [DNR]
	Often	Several times	Once or twice	Would if had the chance	Would never do this	
A Joined others in your community to request action from government	4	3	2	1	0	9
B Contacted the media, like calling a radio program or writing a letter to a newspaper	4	3	2	1	0	9
C Contacted an NGO for advise or to pass information	4	3	2	1	0	9
D Contacted a government official to ask for help or make a complaint	4	3	2	1	0	9
E Refused to pay a tax or fee to government	4	3	2	1	0	9
F Participated in a demonstration or protest march	4	3	2	1	0	9
G Filed a petition in court	4	3	2	1	0	9
H Did not vote for the government	4	3	2	1	0	9

37.1 (Interviewer: if respondent answers 'Yes' in Q37, ask:) Have you been harrassed, threatened or arrested for taking action as a citizen? <i>[If Yes, read:].</i> Has this been often, several times or once or twice?			
	Often	Several times	Once or twice
Yes	3	2	1
No	0		
37.2 If yes to Q37.1, how did you respond to the situation?			
Nothing, I did not do anything	0		
Mobilized with fellow citizens to protest and demand redress	1		
Filed a complaint with authorities	2		
Contacted community leader	3		
Contacted elected leader,	4		
Contacted religious leader	5		
Contated family member	6		

Other Specify _____					8
During the past year, how often have you contacted any of the following persons about some important problem or to give them your views? [Read out options]					
	Never	Only once	A few times	Often	Don't know [DNR]
A Your Governor	0	1	2	3	9
B Your Regional Coordinator	0	1	2	3	9
B.1 County Commissioner	0	1	2	3	9
C Your Member of Parliament	0	1	2	3	9
D Your Senator	0	1	2	3	9
E Your Women Representative	0	1	2	3	9
F Your Member of County Assembly	0	1	2	3	9
G Your Ward Administrator	0	1	2	3	9
H Your local Chief	0	1	2	3	9
I Your Village Elder	0	1	2	3	9
J An official of government agency	0	1	2	3	9
K A political party official	0	1	2	3	9
L Non-Governmental Organization (NGO)	0	1	2	3	9
M Trade Union	0	1	2	3	9
N A voluntary organisation or grouping that you belong to	0	1	2	3	9
O Religious leader	0	1	2	3	9
P Other people or individuals also affected by the problem	0	1	2	3	9
When dissatisfied with the provision of a public service, who among the following would you contact first? [Read out options]					
Social media group that I belong to					15
Your County Commissioner					14
Your Governor					13
Your Regional Coordinator					12
Your Member of Parliament					11
Your Senator					10
Your Women Representative					9
Your Member of County Assembly					8
Your Ward Administrator					7
An official of government agency					6
Non-Governmental Organization (NGO)					5
Your Chief/Sub-Chief					4
Your Village Elder					3
A voluntary organisation or grouping that you belong to					2
Other people or individuals also affected by the problem					1
None [DNR]					0

How willing would you be to demonstrate and protest: <i>[Read out options]</i>		Not at all	Just a little	Somewhat	A lot	Don't know/ Haven't heard <i>[DNR]</i>
A	For higher wages	0	1	2	3	9
B	For better working conditions	0	1	2	3	9
C	For improvement in health care	0	1	2	3	9
D	For improvement in education	0	1	2	3	9
E	To defend democratic rights	0	1	2	3	9
F	For improvement in water and sanitation	0	1	2	3	9
G	For improvement in public transport	0	1	2	3	9
H	For improvement in Security	0	1	2	3	9
I	Against massive unemployment	0	1	2	3	9
J	Against increases in food prices,	0	1	2	3	9
K	Against increases in transportation costs	0	1	2	3	9
L	Against threat to security of tenure	0	1	2	3	9
M	Against runaway corruption	0	1	2	3	9
N	For improvement in housing	0	1	2	3	9
O	Against tax increase	0	1	2	3	9
P	Against threat of eviction	0	1	2	3	9

Have you ever been arrested or threatened by public authorities? <i>[If Yes, read:]</i> Has this been often, several times or once or twice?			
	Often	Several times	Once or twice
Yes	3	2	4
No	0		

If yes to Q41, how did you respond to the situation?	
Nothing, I did not do anything	0
Mobilized with fellow citizens to protest and demand redress	4
Filed a complaint with authorities	2
Contacted community leader	3
Contacted elected leader,	4
Contacted religious leader	5
Contacted family member	6
Other Specify _____	

Which of the following activities do you regard as the <i>most</i> important for your elected leader to perform? [Do not read out options. Accept upto three responses. If respondent offers more than three options, ask "Which three of these are the most important?" If respondent offers one or two answers, ask "Anything else?"]				
	1 st response	2 nd response	3 rd response	
Explain government policies to constituents	1	1	1	
Tell government what people in the constituencies want	2	2	2	
Obtain projects and benefits for the constituency	3	3	3	
Visit constituency frequently	4	4	4	
Take active part in the debates of the National Assembly and pass bills	5	5	5	
Help constituents with their personal problems	6	6	6	
Help solve conflicts in the community.	7	7	7	
Bring services to me	8	8	8	
Brings services to my neighborhood	9	9	9	
Protect interests of my neighborhood	10	10	10	
None/ No activity	0			
Other (1 st response) [Specify] _____	Post Code			
Other (2 nd response) [Specify] _____	Post Code			
Other (3 rd response) [Specify] _____	Post Code			
No further reply		96	96	
Don't know [Do not read]	99			

Which of the following statements is closest to your view? Choose Statement 1 or Statement 2. [Interviewer: Probe for strength of opinion: Do you agree or agree very strongly?]			
Statement 1: The government should bear the main responsibility for the well-being of the people		Statement 2: People should look after themselves and be responsible for their own success in life	
Agree very strongly with Statement 1	Agree with Statement 1	Agree with Statement 2	Agree very strongly with Statement 2
1	2	3	4
Agree with neither [Do not read]			5
Don't know [Do not read]			9

Overall, do you approve or disapprove of the way that the following governments have performed over the past 12 months, or haven't you heard enough about them to say? [Interviewer: Probe for strength of opinion]					
	Strongly disapprove	Disapprove	Approve	Strongly approve	Don't know/ Haven't heard enough [DNR]
A County governments	1	2	3	4	9
B National government	1	2	3	4	9

In your opinion, what do you think is the main responsibility of the government in service provision?	
Provide services to people from my residential area	1
Provide services to people from my ethnic group	2
Provide services to all citizens	3
Provide services to me individually	4
Refused [DNR]	8
Don't Know [DNR]	9

Speaking about government services generally, what would be your rating of service provision by government in the following areas?							
		Excellent	Good	Average	Poor	Very poor	Don't Know
A	Urban area	1	2	3	4	5	9
B	Rural area	1	2	3	4	5	9

Looking at the provision of services such as health, education, water & sanitation, security and transportation by government in rural and urban areas. Would you say:	
Provision of government services in urban areas is better than rural areas	1
Provision of government services in rural areas is better than urban areas	2
Provision of government services in rural areas and urban areas is just about the same	3
Refused [DNR]	8
Don't Know [DNR]	9

Overall, do you think government services have improved? [Read out options]	
No, government services have not improved	0
Yes, because of good quality leadership by elected leaders	1
Yes because of pressure from civil society organisations	2
Yes because of the support by the government	3
Yes because of the pressure by active citizens demanding services	4
Refused [DNR]	8
Don't Know [DNR]	9

Which of the following statements is closest to your view? Choose Statement 1 or Statement 2. [Interviewer: Probe for strength of opinion: Do you agree or agree very strongly?]			
Statement 1: Change of government at the county means changed access to government services by citizens		Statement 2: Change of government at the county does not always mean changed access to government services by citizens	
Agree very strongly with Statement 1	Agree with Statement 1	Agree with Statement 2	Agree very strongly with Statement 2
1	2	3	4
Agree with neither [Do not read]			5

Don't know <i>[Do not read]</i>		9	
Statement 1: A change of government at the national level determines who benefits from government services ?		Statement 2: A change of government at the national level is not always a pointer to who benefits from government services ?	
Agree very strongly with Statement 1 1	Agree with Statement 1 2	Agree with Statement 2 3	Agree very strongly with Statement 2 4
Agree with neither <i>[Do not read]</i>		5	
Don't know <i>[Do not read]</i>		9	

Whom would you say is your main provider for the following government services?							
		None <i>[DNR]</i>	Public provision	Private provider	Provision by NGOs	Religious organisations	Some other provider
A	Education services	0	1	2	3	4	(_____)
B	Healthcare and medical services	0	1	2	3	4	(_____)
C	Water and sanitation services	0	1	2	3	4	(_____)
D	Power and electricity supply	0	1	2	3	4	(_____)
E	Housing	0	1	2	3	4	(_____)
F	Safety and security	0	1	2	3	4	(_____)
G	Roads	0	1	2	3	4	(_____)
H	Transportation	0	1	2	3	4	(_____)
I	Agricultural extension services	0	1	2	3	4	(_____)
J	Social security	0	1	2	3	4	(_____)

In your opinion, would you say that it is the National Government or the County Government that is best suited to provide the following services?				
		National Government	County Government	Don't Know
A	Education Services	1	2	3
B	Healthcare and medical services	1	2	3
C	Water and Sanitation services	1	2	3
D	Police assistance services	1	2	3
E	Power and electricity supply	1	2	3
F	Housing	1	2	3
G	Safety and security	1	2	3
H	Provision of identity documents like a birth certificate, driver's license, passport etc	1	2	3
I	Roads	1	2	3
J	Transportation	1	2	3
K	Guarantee security of tenure	1	2	3

How about you, as an ordinary citizen, which of these services do you think you should take care of?				
		Yes	No	Don't Know/Not sure

A	Education Services	1	2	3
B	Healthcare and medical services	1	2	3
C	Water and Sanitation services	1	2	3
D	Power and electricity supply	1	2	3
E	Housing	1	2	3
F	Safety and security	1	2	3
G	Roads	1	2	3
H	Public transportation	1	2	3

Which of the following factors would you say are mostly responsible for good provision of services where you live?			
		55A: 1 st response	55B: 2 nd response
Efficient public service		1	1
Presence of private sector		2	2
Presence of NGOs		3	3
Involvement of elected leaders		4	4
Public-Private Partnerships in service delivery		5	5
Enlightened citizenry		6	6
Active & responsive residents who organise with others		7	7
Protests by citizens and civil society that piles pressure on government		8	8
Neighbourhood associations		9	9
Some other factor (1st response) Specify _____	Post Code		
Some other factor (2nd response) Specify _____	Post Code		
No further Answer			96
Do not know <i>[Do not read]</i>		99	

Looking at your case and that of your family. Do you think you get a fair amount of public services considering the money you contribute to the state in terms of taxes, fees and other payments? <i>[Read out options] [Interviewer: Probe for strength of opinion.] - The idea is to capture whether respondents consider that a particular group is benefiting more.</i>	
Yes, I get a fair amount of public services	1
Yes, I get some services but it's not enough	2
No, so far, only the rich benefit from government	3
No, only a few people	4
Don't know/ Haven't heard <i>[DNR]</i>	9

If the government decided to make you pay higher taxes or user fees in order to increase spending on public health care, education and public transportation benefitting you, would you support this decision or oppose it? <i>[Interviewer: Probe for strength of opinion.]</i>			
Strongly oppose			1
Somewhat oppose			2
Neither support nor oppose <i>[Do not read]</i>			3
Somewhat support			4
Strongly support			5
It depends (e.g., on size of the increase) <i>[Do not read]</i>			6
Don't know <i>[Do not read]</i>			9
Which of the following statements is closest to your view? Choose Statement 1 or Statement 2. <i>[Interviewer: Probe for strength of opinion: Do you agree or agree very strongly?]</i>			
Statement 1: Access to public services by citizens in this country depends on who is in power.		Statement 2: Accessing public services by citizens in this country does not necessarily depend on whoever is in power.	
Agree very strongly with Statement 1	Agree with Statement 1	Agree with Statement 2	Agree very strongly with Statement 2
1	2	3	4
Agree with neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

Thinking about ethnicity, political leadership and service provision. To what extent would you say ethnicity of the political leadership determines the distribution of public services in the:						
		Not at all	A little bit	Somewhat	A lot	Don't know <i>[Do not read]</i>
A	County	0	1	2	3	9
B	Country	0	1	2	3	9

Looking at how public services are provided in this area; would you say there are some residents who are excluded from accessing certain services based on their ethnicity?	Yes	No	Don't know
	1	2	9

In your opinion, what should be the role of Non-State Actors (NSAs) with respect to provision of services <i>[Read out options]</i>	
No role	0
Provide services	1
Complement provision of services by government	2
Provide services in partnership with the government	3
Provide oversight on government service provision	4
Exert pressure on government to deliver services	5
Don't know <i>[Do not read]</i>	9

In your opinion, what is a public good?	
Goods and services provided by the government	3
Goods and services which citizens do not pay for	2
Goods and services available to all citizens	1
Do not know <i>[Do not read]</i>	9

Thinking about how important many people consider voting in national elections, which of the following statements is true for you? <i>[Read out options]</i>	
You don't always vote in the general elections	0
You vote in the rural area where you stay	1
You vote in the urban area where you stay	2
You travel to rural area to vote eventhough you stay in urban area	3
You travel to urban area to vote eventhough you stay in rural area	4
I was too young to vote	5
Don't know / Can't remember <i>[Do not read]</i>	9

Looking at participation in politics in urban and rural areas, where do you think citizens have more political space to participate? <i>[Read out options]</i>	
Rural area has more space for political participation than urban areas	1
Urban area have more space for political participation than rural areas	2
Both rural and urban areas have similar spaces	3
Don't know / Can't remember <i>[Do not read]</i>	9

Thinking about voting during elections, which of the following factors mainly determines which candidate you are likely to vote for? <i>[Read out options]</i>	
Candidate with ability to deliver services	1
Candidate who helps me meet my immediate needs	2
Candidate from my community	3
Candidate endorsed by my political party	4
Candidate NOT from my community	5
Doesn't matter from which community as long as he/she can deliver services	6
Candidate affiliated to political party I support	7

When choosing whom to vote for, what are the most important factors that influence your choice? <i>[Do not read options. Code from responses. Accept up to two answers. If respondent offers more than two options, ask "Which two of these are the most important?" If respondent offers only one, ask "Anything else?"]</i>		
	66A. 1 st response	66B. 2 nd response
Education level	1	1
Party affiliation	2	2
Ethnic affiliation	3	3

Understanding and articulation of local development issues	4	4
Ability to provide services such as health, water and sanitation, education, security	5	5
Other (1 st response) [<i>Specify</i>]_____	Post Code	
Other (2 nd response) [<i>Specify</i>]_____	Post Code	
No further response		96

Which of these three statements is closest to your own opinion?	
Statement 1: In a presidential election, I would most likely vote the candidate from my community	3
Statement 2: In a presidential election, I would most likely vote for a candidate who is NOT from my community	2
Statement 3: For someone like me, it doesn't matter what community a presidential candidate comes from.	1
Don't know [<i>Do not read</i>]	9

If your main reason for deciding which presidential candidate to vote for is <u>access to public services</u> , which of these candidates would you choose?	
Candidate with the most amount of resources	4
Candidate from my community or in alliances with my community	3
Candidate with best track record in providing government services	2
Candidate with the most experience in administration	1
Don't know <i>[Do not read]</i>	9

There are many ways to govern a country. Would you disapprove or approve of the following alternatives? <i>[Interviewer: Probe for strength of opinion.]</i>						
	Strongly Disapprove	Disapprove	Neither Approve Nor Disapprove <i>[DNR]</i>	Approve	Strongly Approve	Don't know <i>[DNR]</i>
A Only one political party is allowed to stand for election and hold office.	1	2	3	4	5	9
B The army comes in to govern the country.	1	2	3	4	5	9
C Elections and Parliament are abolished so that the president can decide everything.	1	2	3	4	5	9

Which of these three statements is closest to your own opinion? <i>[Read out statements. Only one option to be chosen. Read the question in the language of the interview, but always read "democracy" in English. Translate "democracy" into local language only if respondent does not understand English term.]</i>	
STATEMENT 1: Democracy is preferable to any other kind of government.	3
STATEMENT 2: In some circumstances, a non-democratic government can be preferable.	2
STATEMENT 3: For someone like me, it doesn't matter what kind of government we have.	1
Don't know <i>[Do not read]</i>	9

People associate democracy with many diverse meanings. In order for a society to be called democratic, is each of the ones I will mention very important, important, not very important or not important at all?		Abso- lutely es- sential	Im- portant	Not very im- portant	Not im- portant at all	Don't know <i>[Do not read]</i>
A	Freedom to criticize the government	3	2	1	0	9
B	Jobs for everyone	3	2	1	0	9
C	Free and fair elections	3	2	1	0	9
D	The army takes over when government is incompetent.	3	2	1	0	9
E	A smaller income gap between rich and poor	3	2	1	0	9
F	Women have the same rights as men.	3	2	1	0	9
G	Civil rights protect people from state oppression.	3	2	1	0	9
H	Free education for all	3	2	1	0	9
I	Better health care for all	3	2	1	0	9
J	Water and sanitation for all	3	2	1	0	9

In your opinion how much of a democracy is Kenya today? *[Read out options. Accept only one option. Read the question in the language of the interview, but always read "democracy" in English. Translate "democracy" into local language only if respondent does not understand term in official language.]*

A full democracy	4
A democracy, but with minor problems	3
A democracy, with major problems	2
Not a democracy	1
Do not understand question /do not understand what 'democracy' is <i>[Do not read]</i>	8
Don't know <i>[Do not read]</i>	9

Overall, how satisfied are you with the way democracy works in Kenya? Are you: *[Read out options. Only one option to be chosen. Read the question in the language of the interview, but always read "democracy" in English. Translate "democracy" into local language only if respondent does not understand English term.]*

Very satisfied	4
Fairly satisfied	3
Not very satisfied	2
Not at all satisfied	1
Kenya is not a democracy <i>[Do not read]</i>	0
Do not know <i>[Do not read]</i>	9

Which of the following statements is closest to your view? Choose Statement 1 or Statement 2.

[Interviewer: Probe for strength of opinion: Do you agree or agree very strongly?]

Statement 1: We should choose our leaders in this country through regular, open and honest elections.	Statement 2: Since elections sometimes produce bad results, we should adopt other methods for choosing this country's leaders.
---	--

Agree Very Strongly With Statement 1 1	Agree With Statement 1 2	Agree With Statement 2 3	Agree Very Strongly With Statement 2 4
Agree With Neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

Which of the following statements is closest to your view? Choose Statement 1 or Statement 2. <i>[Interviewer: Probe for strength of opinion: Do you agree or agree very strongly?]</i>			
1.			
Statement 1: It is more important to have a government that can get things done, even if we have no influence over what it does.		Statement 2: It is more important for citizens to be able to hold government accountable, even if that means it makes decisions more slowly.	
Agree Very Strongly With Statement 1 1	Agree With Statement 1 2	Agree With Statement 2 3	Agree Very Strongly With Statement 2 4
Agree With Neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

2.			
Statement 1: Since the President was elected to lead the country, he should not be bound by laws or court decisions that he thinks are wrong.		Statement 2: The President must always obey the laws and the courts, even if he thinks they are wrong.	
Agree Very Strongly With Statement 1 1	Agree With Statement 1 2	Agree With Statement 2 3	Agree Very Strongly With Statement 2 4
Agree With Neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

3.			
Statement 1: Parliament should ensure that the President explains to it on a regular basis how his government spends taxpayers' money.		Statement 2: The President should be able to devote his full attention to developing the country rather than wasting time justifying his actions.	
Agree Very Strongly With Statement 1 1	Agree With Statement 1 2	Agree With Statement 2 3	Agree Very Strongly With Statement 2 4
Agree With Neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

4.

Statement 1: A government that performs well in growing the economy and expanding development should be supported, even if it does not respect democratic rights of the people.		Statement 2: The actions of any government, no matter how prosperous it is, must always respect the democratic rights of the people.	
Agree very strongly with Statement 1	Agree with Statement 1	Agree with Statement 2	Agree very strongly with Statement 2
1	2	3	4
Agree with neither <i>[Do not read]</i>			5
Don't know <i>[Do not read]</i>			9

5. In general, how do you rate your living conditions compared to those of other Kenyans? <i>[Read out options]</i>	
Much worse	1
Worse	2
Same	3
Better	4
Much better	5
Don't know <i>[Do not read]</i>	9

79.0 Looking at your life generally, would you say you are satisfied or dissatisfied with your freedom to choose what you do with your life? <i>[Read out options. Only one option to be chosen].</i>	
Very satisfied	4
Fairly satisfied	3
Not very satisfied	2
Not at all satisfied	1
Don't know <i>[Do not read]</i>	9

79.1 Please tell me, is this house you currently occupy rented or it belongs to you?	
Rented/leased	1
My own / Parent's house	2
Gifted temporarily	3
Hosted	4
Refused to answer <i>[Do not read]</i>	98

6. Over the past year, how often, if ever, have you or anyone in your family: <i>[Read out options]</i>							
		Never	Just once or twice	Several times	Many times	Always	Don't know <i>[DNR]</i>
A	Gone without enough food to eat?	0	1	2	3	4	9
B	Gone without enough clean water for home use?	0	1	2	3	4	9
C	Gone without medicines or medical treatment?	0	1	2	3	4	9
D	Gone without enough fuel to cook your food?	0	1	2	3	4	9
E	Gone without a cash income?	0	1	2	3	4	9

7. What is your main occupation? <i>[If unemployed, retired or disabled, ask:]</i> What was your last main occupation? <i>[Do not read options. Code from responses.]</i>	
Never had a job	0
Student	1
Housewife / homemaker	2
Agriculture / farming / fishing / forestry	3
Trader / hawker / vendor	4
Retail / Shop	5
Unskilled manual worker (e.g., cleaner, laborer, domestic help, unskilled manufacturing worker)	6
Artisan or skilled manual worker (e.g., trades like electrician, mechanic, machinist or skilled manufacturing worker)	7
Clerical or secretarial	8
Supervisor / Foreman / Senior Manager	9
Security services (police, army, private security)	10
Mid-level professional (e.g., teacher, nurse, mid-level government officer)	11
Upper-level professional (e.g., banker/finance, doctor, lawyer, engineer, accountant, professor, senior-level government officer)	12
Other	95
Don't know <i>[Do not read]</i>	99

8. How often do you get news or general information from the following sources? <i>[Read out options]</i>						
	Every day	A few times a week	A few times a month	Less than once a month	Never	Don't know <i>[DNR]</i>
A. Radio	4	3	2	1	0	9
B. Television	4	3	2	1	0	9
C. Print newspapers	4	3	2	1	0	9
D. Internet	4	3	2	1	0	9
E. Social media such as Facebook, Twitter, WhatsApp or others	4	3	2	1	0	9

9. Generally speaking, what would you consider as your main form of communication with fellow citizens on issues of public interest? <i>[Read out options]</i>	
Special media platforms such as commentaries, editorials etc.	5
Personal conversations	4
Community gatherings	3
Through cell phones	2
Through social media such as Whatsapp, Facebook, Twitter	1
I normally only communicate on private purposes	0
Don't know <i>[DNR]</i>	9

THANK YOU VERY MUCH. YOUR ANSWERS HAVE BEEN VERY HELPFUL.

END INTERVIEW -- DON'T FORGET TO COMPLETE NEXT SECTION

ALL SUBSEQUENT QUESTIONS SHOULD BE ANSWERED BY THE INTERVIEWER AFTER THE INTERVIEW IS CONCLUDED

	Hour	Minutes
ENDTIME. Time interview ended [Interviewer: Enter hour and minute, use 24 hr. clock]		

Respondent's gender	
Male	1
Female	2

What was the roof of the respondent's home or shelter made of?	
Metal, aluminum, tin or zinc	1
Tiles	2
Shingles	3
Thatch or grass	4
Plastic sheets	5
Asbestos	6
Concrete/Cement	7
Wood	8
Some other material	9
Could not tell / could not see	10

What was the respondent's attitude toward you during the interview				
A	Was he or she	1 Friendly	2 In between	3 Hostile
B	Was he or she	1 Interested	2 In between	3 Bored
C	Was he or she	1 Cooperative	2 In between	3 Uncooperative
D	Was he or she	1 Patient	2 In between	3 Impatient
E	Was he or she	1 At ease	2 In between	3 Suspicious
F	Was he or she	1 Honest	2 In between	3 Misleading

INTERVIEWER COMMENT: Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

No	0
Yes: <i>[Explain]</i> _____ _____	1

INTERVIEWER SIGNATURE: I hereby certify that this interview was conducted in accordance with instructions received during training. All responses recorded here are those of the respondent who was chosen by the appropriate selection method.

SUPERVISOR COMMENT: Do you have any other comments on the interview? For example, did anything else significant happen during the interview?

No	0
Yes: <i>[Explain]</i> _____ _____	1

SUPERVISOR SIGNATURE: I hereby certify that this interview was conducted in accordance with instructions given to interviewers during training. All responses have been checked for completeness and accuracy. The information about the Village EA on the first page is based on observations I personally made in an area chosen by the appropriate sampling method.

Appendix 2: Focus Discussion Guide and Questionnaire

1.0	Focus Group Discussion Guide and Questionnaire INTRODUCTION	
1.1	Date of the FGD	
1.2	Venue	
1.3	Number of participants	
1.4	Facilitator	
1.5	Note taker	
1.6.	Initial Questions: a) When did you move to Nairobi? b) What is your occupation? c) Where do you live?	
2.0	Urban Informality / Expectations	
	a) Do you think your area of Nairobi gets a fair amount of government services? If not, why do you think it does not? Is government service provision in urban areas different to rural areas? b) When the government decides who to provide a service to, what should inform their decision? What is a fair amount of government services that people like you should have access to? c) How has your time living in Nairobi shaped your expectations towards the government? d) To what extent has your occupation and your living conditions in Nairobi affected how you view the role of government and politicians? e) What can people living in informal settlements of Nairobi do to improve their situation? What would you do? f) What do people need to have to be able to meaningfully contribute to political decisions?	
3.0	Citizenship / Belonging	
	a) Have there been experiences since moving into Nairobi that have changed how you view your political role and chance of influencing politics? Which ones? b) Do you feel that you have the same rights as other Kenyans? If not, what barriers do you face? c) Would you consider Nairobi home? Why yes/not? d) Has your time spent in Nairobi influenced your trust towards others who live like you? e) Which difference is more important in Kenya today: between rich and poor or between ethnic communities or between urban and rural areas?	