This report presents the **BASELINE** Survey conducted in 2019 (July-August) to sensitize and create awareness of Youth, Women and People with Disabilities (PWD) on Policy and Legal Framework that supports their role in participation in Development process in County Government of Kirinyaga (CGK)

Background:

1. The Kenyan context is a predominant patriarchal country, meaning that culturally men are considered superior to women and have authority over property and decision-making at the household level. This has gone ahead to disadvantage both the youth within societies and People Living with Disabilities even in the work environments or when making decisisons.

2. The government of Kenya has taken active steps since the early 2000s to improve gender equality in the country and inclusion of PWDs in all programs and projects being implemented across the Country. In 2010 the government changed the Constitution to make gender equality a key principle of Kenyan society. The Constitution rendered customary and traditional laws and practices invalid if they disadvantaged women.
3. The main purpose of this survey is to strengthen the capacity of Youth, women and PWDs by equipping them with skills to lobby and advocate for their inclusion and participation in decision making processes at county levels.
4. It aims at influencing policy makers, sensitizing political leaders and decision makers to embrace planning and programme implementation with consideration and input from women with disabilities.
5. This survey therefore hopes to increase the visibility of Youth women and Persons with disabilities and in turn address barriers that prevent or restrict their participation and ensure that their views and opinions through their representative wards and leaders are included in the design, implementation and monitoring of all programmes that have an impact on their lives.
6. The County's main goal is to put in place strategies through existing human rights and constitutional provisions to leverage the position of Youth, Women and People Living with disabilities to enable them to play their rightful role in society.
7. The baseline survey shall form the foundation for progressive monitoring of the achievement of the planned project outputs and results.
8. The survey also provides information on the specific needs of Youth women and Persons with disabilities and the gaps that hinder them from effectively participating in decision making at both the national and county levels.
9. As such, the survey offers the required data/information to develop a result-based monitoring and evaluation framework around the result areas

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10. The scope of the survey was limited to Kirinyaga County and the expected outputs and outcomes along the two key result areas

SURVEY METHODOLOGY

The study used a descriptive cross-sectional survey design. Both quantitative and qualitative data collection methods were used with the aid of a hard copy questionnaire

The quantitative data collection targeted youths, women and PWDs who were randomly selected and reside within the county and have been receiving services from the county. This survey was conducted in the 4 sub-counties; Kirinyaga Central, Kirinyaga West, Kirinyaga East and Mwea sub-county.

The Survey also included KII interviews targeting key stakeholders who included; Youth officers, County youth director, Director PWD and Officer from Social and gender department

SAMPLING DESIGN AND SAMPLE SIZE

Sampling Design

The study used systematic random sampling approach. This due to the fact that this approach is the most efficient among all the probability design since all the different categories of customers needed to be adequately represented ie women, youth and PWDs across all the sub-counties in the county.

Sample Size determination

The sample size was estimated for each of the 4 sub-counties including Kirinyaga Central, Kirinyaga West, Kirinyaga West and Mwea.

In determining the sampling size, we used an error (e) of 5% ie 0.05 confidence interval.

Since the survey was conducted across the 4 sub-counties, the estimated sample size was the same giving a total of 144 respondents.

DATA COLLECTION

The survey used questionnaire administration as our tool in data collection. A team of 15 technical experts were involved in data collection as data collectors/research assistants (RA) who distributed questionnaires randomly to the respondents. All these RAs were supervised by Ford Foundation project coordinator and Wezesha Technical Committee Chairperson who provided overall supervision in all sub-counties.

The supervisors also conducted KIIs. And also, after data collection, RAs submitted the filled questionnaires to the Supervisors for sortingdata editing, coding and entry before analysis.

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Data collection tools and instruments

Questionnaire

This comprised of structured questions to capture information from the different respondents. Open ended questions were minimal due to the fact that they are time consuming and present analysis challenges. The questions were specific on indicators of customer satisfaction in relation to service delivery, citizen participation in County governance, budget formulation and execution, procurement process and also project implementation. The entire questionnaire was in hard copy where respondents would fill through the assistance of Ras.

Key Informant Interview guide:

This also focused on the different themes that determine customer satisfaction. This was administered to cross section of stakeholders who included; Youth officers, County youth director, Director PWD and Officer from Social and gender department.

DATA MANAGEMENT AND ANALYSIS

Response Rate

200 questionnaires were distributed to the 3 different categories through the assistant of the research assistants. Then valid questionnaires were sorted and accepted for the study. The average then computed. After calculations at least 144 questionnaires were fit for the study. Therefore, response rate was 72%. Which is quite commendable. This high response rate was linked to the fact that the research assistants were committed and understood the dynamics involved in data collection.

Then data coding was done and entered in excel for analysis. Then county statistician merged the data for cleaning and to check for any inconsistencies and outliers. Then he exported the data to SPSS program which was used to analyse and obtain the statistical outputs including frequencies and percentages in tabular and graphical forms.

The statistical outputs were later extracted and presented in more acceptable tables ready for interpretation.

PRESENTATION OF FINDINGS

This section presents the results from the customer satisfaction survey.

Gender

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	Frequency	Percent	Valid Percent	Cumulative Percent
MALE	56	38.9	38.9	38.9
FEMALE	88	61.1	61.1	100.0
Total	144	100.0	100.0	

The number of female respondents that were interviewed were 88 which represented a total of 61.1% higher than that of male respondents which were 56 representing 38.9%.

Age Category

A total of 144 respondents aged 18 years and above were interviewed and the interviews were across the sub-counties

	Frequency	Percent	Valid Percent	Cumulative Percent
18-24 years	40	27.8	27.8	27.8
24-30 years	44	30.6	30.6	58.3
31-35 years	40	27.8	27.8	86.1
36-45 years	16	11.1	11.1	97.2
Over 50 years	4	2.8	2.8	100.0
Total	144	100.0	100.0	

Marginalised group category

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Out of the total respondents interviewed, youths constituted the highest percentage of 66.7%, followed by women which had 25% and then lastly PWDs with 8.3%.

Youth, Women or PWD

	Frequency	Percent	Valid Percent	Cumulative Percent
Youth	96	66.7	66.7	66.7
Women	36	25.0	25.0	91.7
PWD	12	8.3	8.3	100.0
Total	144	100.0	100.0	

This discrepancy is also reflected in CGK population statistics where the total population is 613,515, female population being 310,702 which is 50.6% and male population being 302,809 which is 49.4%.

According to Kirinyaga County Integrated Development Plan 2017 youths constitutes the highest percentage of 60.78% of the total population in the county. Total population of PWDs within CGK is 3,950 which is 0.6% of the total population.

ACCESS TO INFORMATION

Out of the total respondents interviewed on their awareness of the county policies, at least more than ¾ of the total population have ever accessed county information directly or indirectly. From our analysis, out of the total sampled population in our survey, those who have never accessed county information are represented by 22.2% while those who have access to it are represented by 77.8% which is quite commendable.

	Frequency	Percent	Valid Percent	Cumulative Percent
YES	112	77.8	77.8	77.8
NO	32	22.2	22.2	100.0

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Total	144	100.0	100.0	

Out of the total population that have access to county information at least 22% of the respondents receives most frequently. This depicted from the table below whereby at least quarter of the total population said that have received information for the last one month ago

last time you received information from CGK

		Frequency	Percent	Valid Percent	Cumulative Percent
	last one month	36	25.0	30.0	30.0
	Between 2-6 months	24	16.7	20.0	50.0
	Between 6 months- 1 year	28	19.4	23.3	73.3
	Over 1 year ago	32	22.2	26.7	100.0
	Total	120	83.3	100.0	
Missing	System	24	16.7		
Total		144	100.0		

Media you receive information from

The most preferred media to relay information is television within the county. It contributed at least 38% out of the total participants who receive information. At least most of households within the county have access to televisions. Field officers, radio and newsletters are rarely used. They all had an equal percentage of 2.8%. this is a gap that need to be improved on

media you received information from

	Frequency	Percent	Valid Percent	Cumulative Percent
Visited the office	24	16.7	20.0	20.0
Television	56	38.9	46.7	66.7
Notice boards	8	5.6	6.7	73.3

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	Through extension/field officer	4	2.8	3.3	76.7
	Public Forum	20	13.9	16.7	93.3
	Radio	4	2.8	3.3	96.7
	Newsletters	4	2.8	3.3	100.0
	Total	120	83.3	100.0	
Missing	System	24	16.7		
Total		144	100.0		

CGK VISION, MISSION AND CORE VALUES

More than a third of the total respondents 36.1% strongly agreed that CGK has clearly communicated about its vision and mission and only 11.1 % who couldn't agree nor disagree.

33.3 % of the total participants strongly agreed that are part and parcel of the county vision, mission and core values. They feel that are part of the county formulations and happy to be associated with the CGK.

Therefore, this quite a good representative of the marginalised groups who are engaged in formulation of county policies and legislations since 25% of the total participants are aware of the county's delivery charter.

		Frequency	Percent	Valid Percent	Cumulative Percent
	Somehow Disagree	20	13.9	17.2	17.2
	Neither agree or disagree	16	11.1	13.8	31.0
	Somehow Agree	28	19.4	24.1	55.2
	Strongly Agree	42	36.1	44.8	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		

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Total	144	100.0		

Do you agree with mission statement

		Frequency	Percent	Valid Percent	Cumulative Percent
	Somehow Disagree	4	2.8	3.4	3.4
	Neither agree or disagree	20	13.9	17.2	20.7
	Somehow Agree	28	19.4	24.1	44.8
	Strongly Agree	56	38.9	48.3	93.1
	Don't Know	8	5.6	6.9	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

Feel part of CGK vision,mission

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	8	5.6	6.9	6.9
	Somehow Disagree	4	2.8	3.4	10.3
	Neither agree or disagree	8	5.6	6.9	17.2
	Somehow Agree	36	25.0	31.0	48.3
	Strongly Agree	48	33.3	41.4	89.7
	6	4	2.8	3.4	93.1
	Don't Know	8	5.6	6.9	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		

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Total	144	100.0		

Aware of service delivery charter

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	28	11.1	13.8	13.8
	Somehow Disagree	4	2.8	3.4	17.2
	Neither agree or disagree	20	13.9	17.2	34.5
	Somehow Agree	36	25.0	31.0	65.5
	Strongly Agree	39	25.0	31.0	96.6
	Don't Know	4	2.8	3.4	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

SERVICE DELIVERY

25% of the total participants who access county information somehow agree that there is transparency in county service delivery while those in contradiction represents a small portion of 8.3%. Out of the total participants who access information 22.2% strongly agree that there is timely delivery of information and 50% strongly agree that there is continuous concern to improve service delivery to the marginalised groups.

However, 25% of the total participants of those accessing county information, neither agree nor disagree whether customer complaints are handled satisfactorily just a small portion of 16.7% who strongly agree that complains are handled satisfactorily.

Transparency in service delivery

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		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	8	5.6	6.9	6.9
	Somehow Disagree	12	8.3	10.3	17.2
	Neither agree or disagree	24	16.7	20.7	37.9
	Somehow Agree	36	25.0	31.0	69.0
	Strongly Agree	32	22.2	27.6	96.6
	Don't Know	4	2.8	3.4	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

Timely delivery of service

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	28	19.4	24.1	24.1
	Somehow Disagree	12	8.3	10.3	34.5
	Neither agree or disagree	20	13.9	17.2	51.7
	Somehow Agree	24	16.7	20.7	72.4
	Strongly Agree	32	22.2	27.6	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

Continuous concern to improve service delivery

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		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	4	2.8	3.4	3.4
	Somehow Disagree	12	8.3	10.3	13.8
	Neither agree or disagree	8	5.6	6.9	20.7
	Somehow Agree	20	13.9	17.2	37.9
	Strongly Agree	72	50.0	62.1	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

Customer complains handled satisfactory

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	20	13.9	17.2	17.2
	Somehow Disagree	8	5.6	6.9	24.1
	Neither agree or disagree	36	25.0	31.0	55.2
	Somehow Agree	24	16.7	20.7	75.9
	Strongly Agree	24	16.7	20.7	96.6
	Don't Know	4	2.8	3.4	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

CITIZEN PARTICIPATION IN COUNTY GOVERNANCE

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44.4% of the total participants of marginalised groups at least participates in county public forums while 36.1% have never participated in any county public forum

These forums are geared into county project formulation and their budgeting and also implementation.

16.7% of those participate in county public forums some how agree that marginalised groups are involved in making county decisions especially budget executions and project implementations.

And quarter of the participants 25% strongly agree that they demand for their projects and other services and county leaders can't execute anything without their involvement in county plans.

Have you ever participated in any Public Participation forum

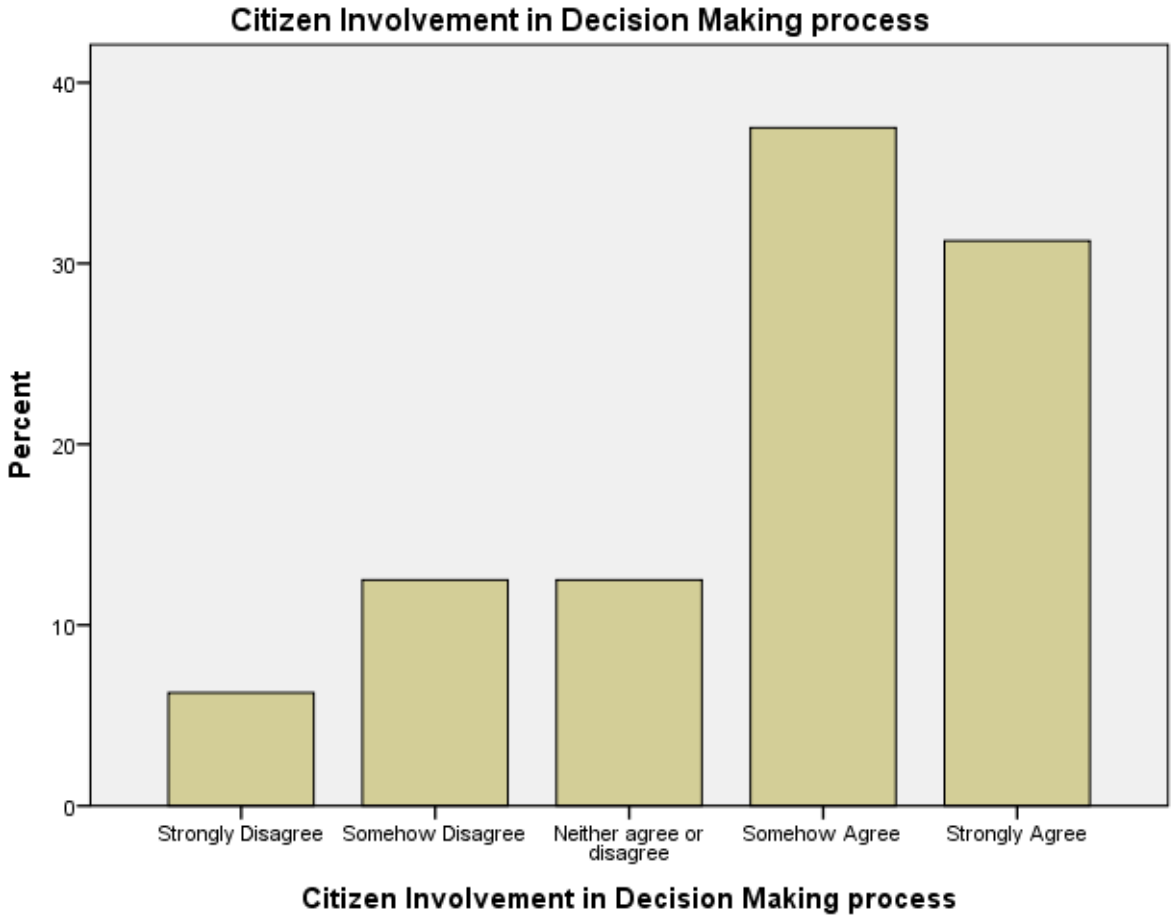
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	64	44.4	55.2	55.2
	NO	39	36.1	44.8	100.0
	Total	116	80.6	100.0	
Missing	System	28	19.4		
Total		144	100.0		

Citizen Involvement in Decision Making process

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Disagree	4	2.8	6.3	6.3
Somehow Disagree	8	5.6	12.5	18.8
Neither agree or disagree	8	5.6	12.5	31.3
Somehow Agree	24	16.7	37.5	68.8
Strongly Agree	20	13.9	31.3	100.0
Total	64	44.4	100.0	

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Missing	System	80	55.6		
Total		144	100.0		



Citizens actively demand service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somehow Disagree	4	2.8	6.3	6.3
	Neither agree or disagree	8	5.6	12.5	18.8

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	Somehow Agree	16	11.1	25.0	43.8
	Strongly Agree	36	25.0	56.3	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

Inclusion of Minorities and Marginalised in Participation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somehow Disagree	8	5.6	12.5	12.5
	Neither agree or disagree	8	5.6	12.5	25.0
	Somehow Agree	32	22.2	50.0	75.0
	Strongly Agree	8	5.6	12.5	87.5
	Don't Know	8	5.6	12.5	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

FINANCIAL MANAGEMENT

19.4% of participants that attend public participation forums said that public are involved in budget implementation while 16.7 % said that are not involved. 8.3% couldn't tell whether public is involved or not.

Public involvement in budget implementation

	Frequency	Percent	Valid Percent	Cumulative Percent
YES	28	19.4	43.8	43.8

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	NO	24	16.7	37.5	81.3
	Don't Know	12	8.3	18.8	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

CGK staff have necessary skill in Financial Management

The interaction level between the county staffs and the public sometimes is very minimal. Out of those have interacted with the public, at least 22% are competent and possesses financial skills, though there is still a small percentage of 8.3 who were reported that they don't possess financial skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	32	22.2	50.0	50.0
	NO	12	8.3	18.8	68.8
	Don't Know	20	13.9	31.3	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

Spending in line with public decision

22.2% of those who participates in county public forums and are involved in budget implementation said that budget spending is in line with public decisions and there are is no budget alteration. 13.9% said that spending is not in line with public decisions and a small percentage of 8.3 couldn't tell whether spending is line or not.

	Frequency	Percent	Valid Percent	Cumulative Percent

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	YES	32	22.2	50.0	50.0
	NO	20	13.9	31.3	81.3
	Don't Know	12	8.3	18.8	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

Minority and marginalised involved in decision making

At least a quarter of the participants 25% said that marginalised groups are involved in budget county decision making and budget implementation. 13.9% of those who attend public forums said that are not involved while a small percentage of 5.6 couldn't tell whether are involved or not. This is according to our analysis.

		Frequency	Percent	Valid Percent	Cumulative Percent
	YES	36	25.0	56.3	56.3
	NO	20	13.9	31.3	87.5
	Don't Know	8	5.6	12.5	100.0
	Total	64	44.4	100.0	
Missing	System	80	55.6		
Total		144	100.0		

PROCUREMENT PROCESS

Respondents were also asked to give their views of county procurement process. This was rated in a scale of 5 where 5 is strongly agree and 1 strongly disagree according to the questions asked.

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22.2 % respondents who have access to county information and attends public forums at least are aware of the procurement process and just a small percentage of 5.6 who said are not aware and 1% couldn't tell anything about procurement process.

27.8 % respondents strongly agreed with the statement that county procurement plans are transparent and 8.3% disagreed with that statement. Kirinyaga county has also complied with government procurement policies whereby there is adherence to 30% on AGPO (Access to Government Procurement Process). 27.8% strongly agreed with that statement and 11.1% strongly disagreed.

During tendering minorities and marginalised groups are also considered though are not well represented since 19.4% of respondents who access county information and participates in county public forums strongly agreed with that statement and 11.1% disagreed.

Aware of procurement process in CGK

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	8	5.6	7.4	7.4
	Somehow Disagree	12	8.3	11.1	18.5
	Neither agree nor Disagree	12	8.3	11.1	29.6
	Somehow Agree	32	22.2	29.6	59.3
	Strongly Agree	40	27.8	37.0	96.3
	Don't Know/Not Applicable	4	2.8	3.7	100.0
	Total	108	75.0	100.0	
Missing	System	36	25.0		
Total		144	100.0		

CGK procurement process transparent

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	12	8.3	11.1	11.1

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	Somehow Disagree	12	8.3	11.1	22.2
	Neither agree nor Disagree	24	16.7	22.2	44.4
	Somehow Agree	12	8.3	11.1	55.6
	Strongly Agree	40	27.8	37.0	92.6
	Don't Know/Not Applicable	8	5.6	7.4	100.0
	Total	108	75.0	100.0	
Missing	System	36	25.0		
Total		144	100.0		

CGK adheres to 30% rule on AGPO

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly Disagree	16	11.1	14.8	14.8
	Somehow Disagree	4	2.8	3.7	18.5
	Neither agree nor Disagree	4	11.1	14.8	33.3
	Somehow Agree	20	13.9	18.5	51.9
	Strongly Agree	40	27.8	37.0	88.9
	Don't Know/Not Applicable	12	8.3	11.1	100.0
	Total	108	75.0	100.0	
Missing	System	36	25.0		
Total		144	100.0		

Minorities and Marginalised given priority in awarding tender

	Frequency	Percent	Valid Percent	Cumulative Percent

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Valid	Stongly Disagree	16	11.1	14.8	14.8
	Somehow Disagree	12	8.3	11.1	25.9
	Neither agree nor Disagree	16	11.1	14.8	40.7
	Somehow Agree	24	16.7	22.2	63.0
	Strongly Agree	28	19.4	25.9	88.9
	Don't Know/Not Applicable	12	8.3	11.1	100.0
	Total	108	75.0	100.0	
Missing	System	36	25.0		
Total		144	100.0		

CONCLUSIONS AND RECOMMENDATIONS

Based on the findings from the field and figures indicated, the survey concludes that at least 30.6% of the respondents who have access to county information are happy and contented with the county plans and just a small percentage of 8.3 who strongly disagreed with the statement.

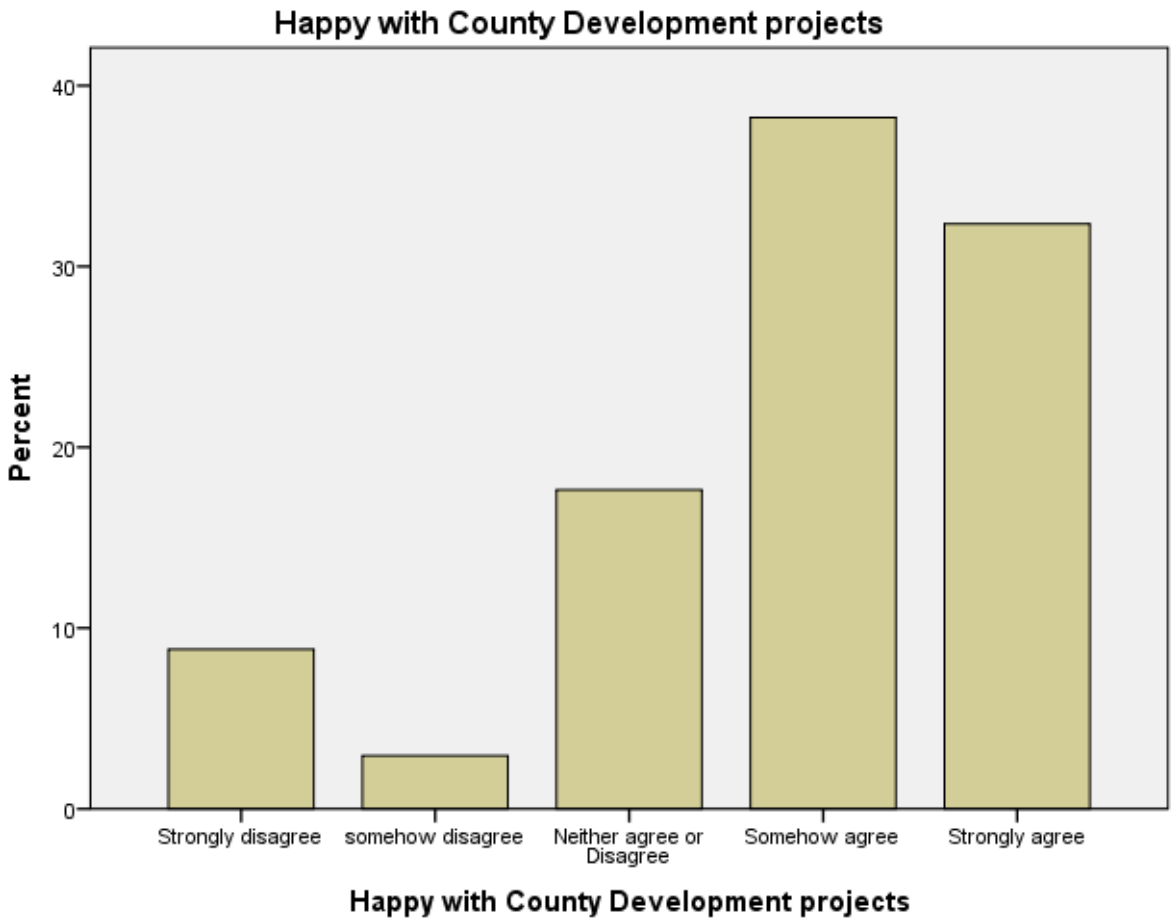
Budget implementation process was also a major factor that was considered in this survey and the score was commendable. At least quarter of the participants 25% those who access to county information strongly agreed with the statement that are happy and contented with the budget implementation process while just a small percentage of 11.1 who strongly disagreed with that statement.

25% of the respondents are happy and contented with the procurement process in the CGK and 16.7% strongly disagreed with that statement.

	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly disagree	12	8.3	8.8	8.8

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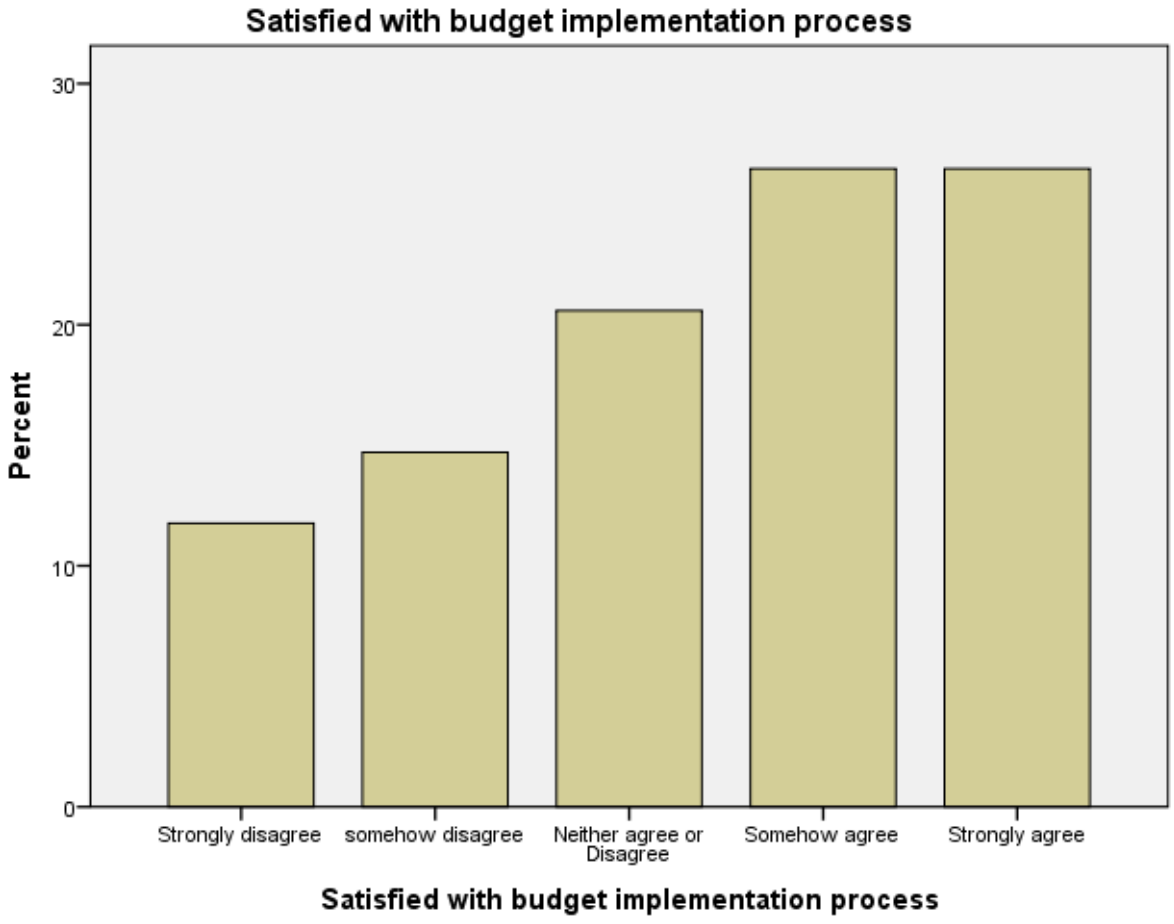
	somehow disagree	4	2.8	2.9	11.8
	Neither agree or Disagree	24	16.7	17.6	29.4
	Somehow agree	52	36.1	38.2	67.6
	Strongly agree	44	30.6	32.4	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		
Total		144	100.0		



Satisfied with budget implementation process

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		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly disagree	16	11.1	11.8	11.8
	somehow disagree	20	13.9	14.7	26.5
	Neither agree or Disagree	28	19.4	20.6	47.1
	Somehow agree	36	25.0	26.5	73.5
	Strongly agree	36	25.0	26.5	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		
Total		144	100.0		



Satisfied with procurement process

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		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly disagree	24	16.7	17.6	17.6
	somehow disagree	20	13.9	14.7	32.4
	Neither agree or Disagree	36	25.0	26.5	58.8
	Somehow agree	20	13.9	14.7	73.5
	Strongly agree	36	25.0	26.5	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		
Total		144	100.0		



On Procurement

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The County procuring entities have migrated to e- procurement in an effort to ensure continuous monitoring as an internal intervention to ensure that the entities achieve the 30 per cent preference and reservation scheme as required by the law, where women, youth and people with disabilities are considered for some tenders.

Access to government procurement as well as credit by youth, women and people living with disabilities is key in fuelling economic growth. On the flipside, these categories are reported to suffer the most, when seeking funds to run their enterprises. The county through the Procurement department and the Finance department endeavours to undertake Civic Education to enlighten the these target groups on funding platforms available so that the groups access fairly cheap credit to enable them compete with the less vulnerable groups.
Through the Survey that was carried out the County seeks to ensure that :

1. Enhancing the capacity of Women, Youth and PWD to lobby and perform social accountability oversight role, their role should be expanded further to enable them
    i. Access all the relevant information within Kirinyaga County
    ii. Ensure transparency in service delivery,
    iii. Participation in County Governance,
    iv. Participation in Financial Management,
    v. Participation in the County's procurement process

2. Strengthens external linkages for effective lobby and create advocacy and establish the extent to which women and people with disabilities understand their rights and involvement within county projects participation through:

i. Determining the capacity needs and the barriers that prevents the effective inclusion and participation of women with disabilities in county planning processes.
ii. Highlighting legislations and policy frameworks that make specific reference to Women, Youth and People with disability and sector policies and programs that are inclusive of disability.

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Overall satisfaction living in Kirinyaga

Respondents were asked to give their overall satisfaction level on a scale of 5, where 5 is very satisfied and 1 very dissatisfied.

The ratings on awareness and existence of marginalised groups policies in CGK is quite commendable. At least 25% of respondents who have access to county information were somehow satisfied, 2.8% very satisfied, 8.3% dissatisfied, 11.1 somehow dissatisfied and 47% who were on average.

		Frequency	Percent	Valid Percent	Cumulative Percent
	Very dissatisfied	12	8.3	8.8	8.8
	Somehow dissatisfied	16	11.1	11.8	20.6
	Average	68	47.2	50.0	70.6
	Somehow satisfied	36	25.0	26.5	97.1
	very satisfied	4	2.8	2.9	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		
Total		144	100.0		

How respondent feel about CGK's progress

For the last 3 years , the survey reports that 25% of the respondents said the county has changed very much for the better, 50% said that it has changed slightly for the better, 11.1% said that it has not changed at all, 8.3% said it has changed slightly for the worse and only 2.8% said that it has changed very much for the worse.

When asked whether one can refer a friend to come for benchmarking, live or trade in CGK, 47.2 % of the total respondents said that they can comfortably convince one to visit the county and have an experience where youths, women and PWDs are greatly considered.

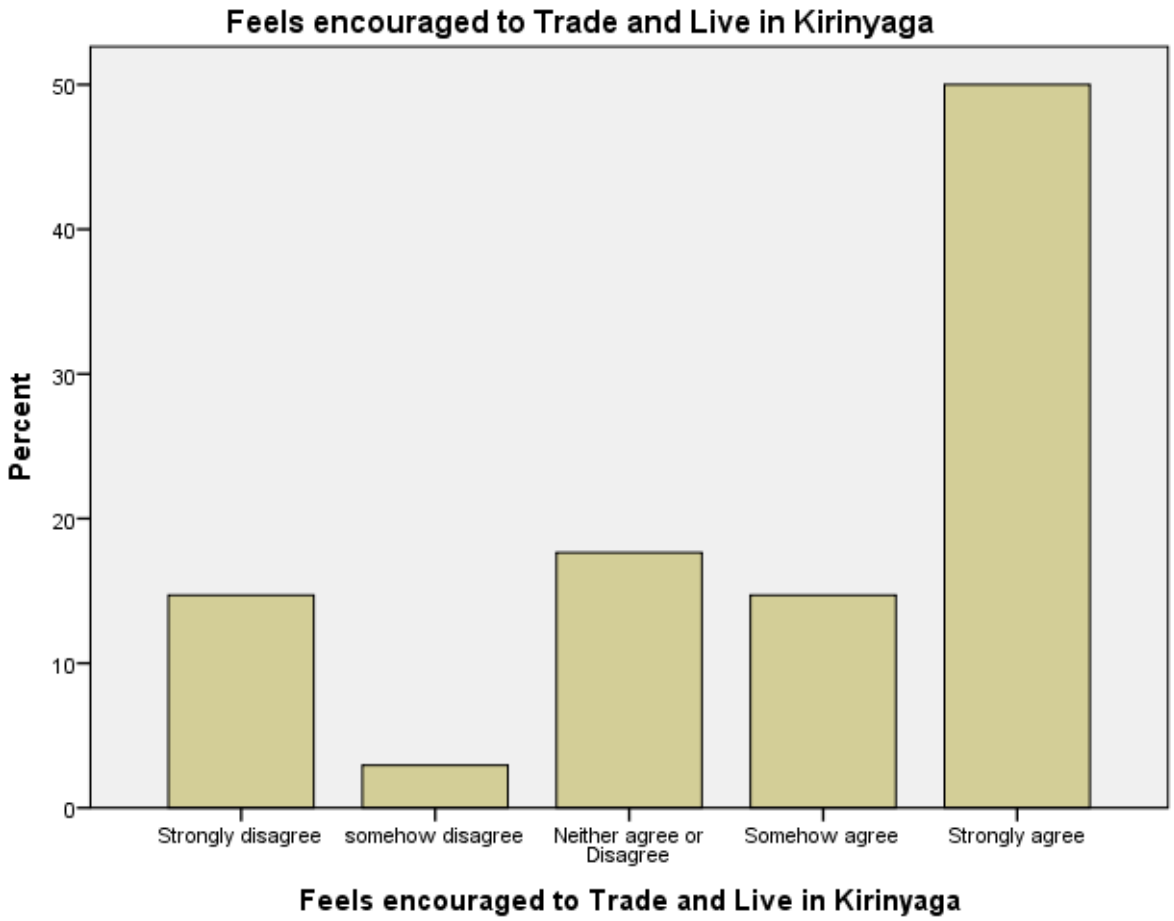
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		Frequency	Percent	Valid Percent	Cumulative Percent
	Changed very much for the better	36	25.0	25.7	25.7
	Changed slightly for the better	72	50.0	51.4	77.1
	Not changed at all	16	11.1	11.4	88.6
	Changed slightly for the worse	12	8.3	8.6	97.1
	Changed very much for the worse	4	2.8	2.9	100.0
	Total	140	97.2	100.0	
Missing	System	4	2.8		
Total		144	100.0		

Feels encouraged to Trade and Live in Kirinyaga

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly disagree	20	13.9	14.7	14.7
	somehow disagree	4	2.8	2.9	17.6
	Neither agree or Disagree	24	16.7	17.6	35.3
	Somehow agree	20	13.9	14.7	50.0
	Strongly agree	68	47.2	50.0	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		
Total		144	100.0		

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Recomend friend to visit CGK

		Frequency	Percent	Valid Percent	Cumulative Percent
	Strongly disagree	8	5.6	5.9	5.9
	somehow disagree	4	2.8	2.9	8.8
	Neither agree or Disagree	24	16.7	17.6	26.5
	Somehow agree	20	13.9	14.7	41.2
	Strongly agree	76	52.8	55.9	97.1
	Don't Know/Not Applicable	4	2.8	2.9	100.0
	Total	136	94.4	100.0	
Missing	System	8	5.6		

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Total	144	100.0		

Recommendations:

1. Generally there is a need for an affirmative action and deliberate efforts by all key stakeholders within Kirinyaga County to include and mainstream Women, Youth and People with disability to bolster inclusion and participation in governance, decision making processes, policies, plans and programmes, cess information and financial management
2. In the modern day society, there lies a great strategic opportunity for government bodies to leverage on the use of Information, Communication and Technology (ICT) to improve access, uptake and dissemination of information on Youth, women and disability inclusion and mainstreaming in order to empower this group.
3. Youth, Women and persons with disability (PWDs) in Kenya are among the most vulnerable groups of persons that have suffered historical marginalization and discrimination majorly perpetuated by anachronistic traditions and perceptions that subordinate women to men and equate disabilities with curses.
4. Kenya has one of the most progressive legal frameworks for Youth, Women and disability inclusion and mainstreaming. The Constitution 2010 is the greatest milestone that the Kenyan society has made towards an inclusive society where the rights and fundamental freedoms of women and persons with disabilities are guaranteed. While the Constitution expressly provides the national legal framework for an inclusive society, there has been limited progress in promoting and protecting the rights of Youth, Women and Persons with Disabilities (WWDs), their participation in civil and political processes and their equal access to social and economic opportunities.
5. Evidence exists that Youth, women and People with disabilities face barriers in most areas of life. In its general comment on PWds especially women and girls, the United Nations Committee on the Rights of Persons with Disabilities notes that these barriers create situations of multiple and intersecting forms of discrimination against women and girls with disabilities, in particular with regard to: equal access to education, economic opportunities, social interaction and justice; equal recognition before the law; and the ability to participate in politics and to exercise control over their own lives across a range of contexts.
6. 'The Kenya Constitution 2010 is one of the most progressive milestones towards an inclusive society where the rights and fundamental freedoms of women and persons with disabilities are guaranteed.

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Way Forward:

1. Youth, Women and Persons with disabilities require equal services on an equal basis as other persons as outlined in the constitution and the County Government Act 2012. However, perception, inadequate understanding of the need to empower this group seem to play a part in the reluctance of county governments to budget for funding for the Youth, Women and disability issues. The County refers to access to information on governance issues and even the procurement process, but the question is how many of the blind can access brail or even storey buildings within the wards?
2. High level engagement with governors, county assemblies, the executive arm of the county government and relevant ministries and bodies is required to enhance understanding of the need for inclusivity and allow governance participation of Women, Youth and persons with disability as a cross cutting issue and the specific needs of each group.
3. The Bridging the Gap policy analysis likewise determined that there is an extensive legal framework for the rights of persons with disabilities in Kenya. However, the analysis also concluded that there are hardly any enforcement mechanisms, consequences for noncompliance or budget allocations.
4. Each county ward through their peer groups and leadership to carry out lobby and advocacy as well as social accountability and oversight activities at all levels of local governance to ensure that Elected/appointed leaders/officers at the county and national levels who represent Youth Women and Persons with disabilities are trained and supported on gender, disability and equality rights.
5. County governments have more regulatory frameworks, policies and programs both in paper and practice. Kirinyaga County should set up a mentorship programme consisting of mentors to support appointed and elected representatives of Women ,Youths and persons with disabilities beyond trainings and conduct study tours.
6. The County should strengthen external linkages for effective lobby and advocacy with Youth, women and People with disability movements and improved engagement with duty bearers, the County to link Youth, Women and Persons with disabilities to mainstream women, youth and PWDs rights movement developed and implemented.
7. The Rights of Youth, Women and People with disabilities should be mainstreamed and institutionalized within county and national structures. County officials and policy makers at the county and national levels to be made aware of the rights of women, Youth and PWDs and incorporated in performance contracts.

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8. The County to create a network of support established network between Youth, Women and People with disability at county/national level.

Questions to ask ourselves while analysing the Survey:

1. How do Youth, Women and Persons with disabilities assess and rate their access to public services at county and national levels?
2. What is the knowledge levels of Youth, women and persons with disabilities on their rights?
3. What is the knowledge of Youth, Women and Persons with disabilities on the plans and programs of Kirinyaga County and the specific wards?
4. What is the capacity of Youth, Women and Persons with disabilities to lobby and advocate for their right to inclusion and participation in plans and decision making at the county level.
5. Is there (Equal) representation of Youth, Women and People with disabilities in any senior position within the County Cs's, or CO's or Directors?
6. What are the challenges faced by Youth, Women and Persons with disabilities in accessing information, inclusion and participation in county planning and decision-making processes.
7. What are the numbers of Youths, Women and Persons with disabilities involved, in the current county integrated development plans and programmes, budget making processes and programmes at county and national levels.
8. What is the capacity of the Youth, Women and Persons with disabilities in public office/county to advocate for the rights of Youth, Women and Persons with disabilities at both the county and national level? This includes awareness on the needs of women, youth and persons with disabilities and willingness to act as advocates in their role as women in public office.
9. What proportion of county policies, legislation and programs (in recent years) do explicitly reference and provide for rights of Youth, Women and Persons with disabilities.
10. What is the proportion of county ministries, departments, boards, committees or semi-autonomous agencies with Women, Youth and disability inclusion of focal persons (if any)?
11. Do Women, Youth and People with disabilities have capacity to conduct oversight and to hold the government to account on its obligations as a duty bearer?
12. What are the barriers that hinder Youth, Women and Persons with disabilities from effectively participating in planning and decision-making processes both at the national and county level?

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13. What are the capacity needs and the barriers that prevent Women, Youth and Persons with disabilities' effective inclusion and participation in women movements and women rights organizations?
14. What are the legal and policy gaps preventing effective inclusion and participation of Women, Youth and Persons with disabilities at the county level?

Conclusion:

1. The legal framework to promote the rights of Women, Youth and Persons with disabilities is generally well developed in Kenya. This is also true for those regulations that need implementation at the (devolved) county level.
2. The lack of budget allocation and sanctions for non-adherence to the legal provisions makes implementation of the regulations lag behind.
3. Benchmarking also helps in identifying bottlenecks in implementation and identifying measures to overcome those bottlenecks. The benchmarks should as much as possible take into account capacity and prevailing environmental conditions.
4. **It is the responsibility of everyone, not only the County government and families of persons with disabilities, to ensure** that Persons with disabilities, Youth and Women are fully integrated and included in the normal life and activities so that they can actualize their skills and talents. A key lesson learnt during this survey was that legislators, policy makers and implementers need to ensure that Youth, Women and disability is mainstreamed into all development programmes to mitigate a future burden of disease and care on the economy.
5. Another key lesson learnt was that effective legislation, policy formulation and implementation of Youth, Women and disability issues should be addressed from the point that all human beings are enabled differently and should therefore in their circumstances be supported to realize their talents through targeted and identification of specific needs of different categories of persons.
6. An important lesson to learn is that continuous creation of sensitization and awareness is a critical element of ensuring that Women, Youth and Persons with disabilities are supported to take their rightful place in the society.

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SURVEY TOOL;

1. CUSTOMER QUESTIONNAIRE
RAPID ASSESSMENT BASELINE SURVEY

	SERIAL NO:

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INTRODUCTION

County Government of KIRINYAGA (CGK) is conducting a Rapid Assessment Survey, to sensitize and create awareness of Youth, Women and People with Disabilities (PWD) on Policy & legal Framework that support their role in participation in Development processes. You have been selected to participate in this survey and your views, in form of answers to these questions will be treated confidentially and will go a long way in assisting the management to realize her vision. The Management will use the results of this study to effect changes that will help **County Government of Kirinyaga** attain its vision and improve service delivery. Please note that there is no right or wrong answer.

NB - PLEASE ENSURE THAT:

1. Answers to all questions are filled in the spaces provided.

2. Do not indicate your name anywhere on the questionnaire.

3. It is absolutely important that all the sections have a response.

PERSONAL INFORMATION (Important -This is for analysis only).

P1. Gender	**P2. Age category (years)**	**P3. Category**
☐ Male ☐ Female	☐ 18-24 ☐ 24-30 ☐ 31-35 ☐ 36-45 ☐ 46-50 ☐ 50+	☐ Youth ☐ Women ☐ PWD

1. INCIDENCE OF CONTACT

Q1.(a) Have you ever received any information from CGK

☐ Yes

☐ **No; go to Q 8**

Q1b) When was the last time you received information from the CGK.

☐ Last One Month

☐ Between 2-6 Months

☐ 6 Months to one year

☐ Over an year ago

Q1C) Which media did you receive information from

☐ Visited the office ☐ Television ☐ Notice boards

☐ Through an extension/field officer ☐ Public Forum ☐ Radio

☐ Newsletters ☐ Any other……

2. CGK VISION, MISSION, AND CORE VALUES.

Strongly Agree	**Somehow Agree**	**Neither agree nor disagree**	**Somehow Disagree**	**Strongly Disagree**	**Don't Know/Not**
☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11

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Please indicate the extent to which you **agree** with the following statements on the vision, mission and core values of CGK?

a) CGK has clearly communicated its vision and mission……

b) I agree with the mission statement put forth by **CGK**……

c) I feel part of **CGK** vision, mission and core values……

d) I am aware of the County's service delivery charter……

☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11
☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11
☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11

3. SERVICE DELIVERY

Please indicate the extent to which you **agree** with the following statements on service delivery at **CGK**?

	Strongly Agree		Somehow Agree		Neither agree nor disagree		Somehow Disagree		Strongly Disagree		Don't Know/Not
	☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11
a) Transparency in service delivery……											
b) Timely delivery of service……	☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11
c) There is continuous concern to improve service delivery…	☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11
d) Customer complain are handled satisfactory……	☐	5	☐	4	☐	3	☐	2	☐	1	☐ 11

4. GENERAL SANITATION

On a scale of 1 to 5 where 1 is not satisfied at all and 5 is very satisfied. How satisfied are the following factors to you?

	Not at all Satisfied				Very Satisfied	DK
a) My work area is safe place to work in						
b) I feel safe at my work						
c) Physical working conditions are satisfactorily						
d)CGK have provided enough Public toilets						
e) Garbage collection system is convenience						
f) General cleanliness in the area is commendable						
g) The physical structures in the area takes care of the PWD						
h) Inclusion and integration of minorities and marginalized groups are given due consideration by the CGK in the area						

3.b) In your own opinion what do you think should be done to improve level of sanitation in this area?

5. CITIZEN PARTICIPATION IN COUNTY GOVERNANCE

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5.a) Have you ever participated in any public participation forum?

☐ Yes

☐ **No; go to Q 7**

5.b) Please indicate the extent to which you **agree** with the following statements on Citizen participation in **CGK**?

		Strongly Agree	Somehow Agree	Neither agree nor disagree	Somehow Disagree	Strongly Disagree	Don't Know/Not
i.	Citizens are involved in the decision-making process of the county	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
ii.	Citizens participate in identification, initiation and monitoring of county projects/plans……	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
iii.	Attendance of public forums is satisfactorily……	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
iv.	Citizens are active demanding for the service……	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
v.	CGK has an organized series of civic education program…	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
vi.	Inclusion and integration of minorities and marginalized groups are given due consideration by the CGK	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11

5.(c) In your own opinion what do you think should be done to ensure there is active participatory of public and marginalized groups in implementation of county projects/plans?

6. FINANCIAL MANAGEMENT

6.a) What is your opinion about the following statement relating to financial management?

i. Does CGK involve the public in budget implementation
☐ Yes ☐ No ☐ Don't know

ii. Staffs possesses necessary technical skills required for Financial management
☐ Yes ☐ No ☐ Don't know

iii. Budget preparation procedures are in place and adhered to
☐ Yes ☐ No ☐ Don't know

iv. The spending is in line with decision made by the public
☐ Yes ☐ No ☐ Don't know

v. Marginalized groups are involved in the decision- making and implementation of the county budget
☐ Yes ☐ No ☐ Don't know

6 (b) In your own opinion what do you think should be done to ensure there is effective involvement of the public and marginalized groups in budget preparation and implementation

7. PROCUREMENT PROCESS

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7.(a) Please indicate the extent to which you **agree** with the following statements about procurement process in **CGK**?

	Strongly Agree	Somehow Agree	Neither agree nor disagree	Somehow Disagree	Strongly Disagree	Don't Know/Not
	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
i. I am aware of the procurement process in CGK.....						
ii. CGK procurement process is transparent.....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
iii. There is no favoritism in tender awarding.....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
iv. CGK adheres to 30% rule on Access to Government Procurement process (AGPO).....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
v. When awarding tenders, minorities and Marginalized Groups are given first priority by the CG	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
vi. CGK staffs in procurement have the knowledge and helpfulness required	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11

7.(b) In your own opinion what do you think should be done to ensure there is active participatory of marginalized groups in procurement process.

8. SATISFACTION

To what extent do you **agree** with the following statements regarding **overall satisfaction** at the **CGK**?

	Strongly Agree	Somehow Agree	Neither agree nor disagree	Somehow Disagree	Strongly Disagree	Don't Know/Not
a) I am happy with the County development projects/plans.....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
b) I am happy and contented with the budget implementation process	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
c)I am happy and contented with the procurement process.....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
d) I am generally satisfied with the services offered by **CGK**...	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
e) I feel encouraged to constantly Trade and live in Kirinyaga	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11
f) I can recommend a friend to visit **CGK**.....	☐ 5	☐ 4	☐ 3	☐ 2	☐ 1	☐ 11

9. OVERALL SATISFACTION

Overall how satisfied are you as a Youth/Woman/PWD living in CGK on a scale of 1 to 5

Very dissatisfied	Somehow dissatisfied	Average	Somehow satisfied	Very	Don't know
1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	11 ☐

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10. Overall, for the past 3 years, what could you say about CGK's progress: ☐ Changed very much for the better ☐ Changed slightly for the better ☐ Not changed at all ☐ Changed slightly for the worse ☐ Changed very much for the worse
11. SUGGESTIONS.
11a) In your own opinion what do you think are the challenges faced by special groups while participating in development process in County Government of Kirinyaga
11b) What areas do you like about County Government of Kirinyaga?
11c). What areas of the County improvement is MOST NEEDED?
Thank You For Taking Time To Fill This Questionnaire.
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2. KEY INFORMAT INTERVIEW GUIDE (KII)

Questions	**Summary Responses**
1. Please tell us about County Government of Kirinyaga (CGK) 2. What motivates you working in this department	
3. Tell us about the participation level of Youth/Women/PWDs in Budget formulation and execution 4.	
5. Tell us about the participation level of Youth/Women/PWDs in Project identification and implementation	
6. Tell us about the participation level of Youth/Women/PWDs in Procurement	

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process, tender awarding and county adherence to 30% rule on AGPO	
7. Tell us about your satisfaction level working in this department in general 8. Which areas do you think improvement is mostly needed?	

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