



ROYAL DANISH EMBASSY
Danida



County Governance Watch

CGW SERVICE DELIVERY QUESTIONNAIRE 2023

**SEPTEMBER 13 TO 14, 2023
NAIROBI (17) SUB-COUNTIES**

Public Participation in the Proposed Establishment of Boroughs in Nairobi City County in relation to the implementation of the Nairobi County Action Plan and the Prevention of Violent Extremism Act, 2022.

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EXECUTIVE SUMMARY

Nairobi City County grapples with a myriad of urbanization challenges. These encompass the rise of emerging crimes and violence, coupled with environmental, housing, and transportation woes. In response, the Nairobi County Action Plan to Prevent and Counter Violent Extremism (CAP) was introduced in September 2019. Initially comprised of five pillars, it was recently expanded to include six: Education, economics, Ideology, Law enforcement, politics, and Media. This comprehensive plan aims to address the pressing concerns faced by the city's youth.

To ensure nuanced solutions, Nairobi County was divided into five distinct regions: The Central Business District (CBD), Eastern, North, Southern, and Western. This division was a conscious effort to tackle the nuanced challenges within the county. Each region would establish a sub-CVE forum responsible for coordinating regional P/CVE activities. The active involvement of various stakeholders, including youth, women, civil society, people with special needs (PWDs), the media, inter-faith communities, elders, the business sector, public transport operators, political leaders, and others, is essential for the successful implementation of the Nairobi City CAP.

The unique dynamics of Violent Extremism (VE) in Nairobi County necessitate the zoning of different areas based on various VE and radicalization factors. The VE contextualization framework introduced four zones interacting with the CBD.

Furthermore, the Governor of Nairobi introduced boroughs as administrative systems aimed at improving service delivery, poverty alleviation, and addressing development disparities. This 'one plan' and 'one budget' approach seeks to decentralize services previously managed by City Hall, a concept known as "Kuleta City Hall Mashinani." In March 2022, Nairobi County unveiled the Prevention of Violent Extremism Act, assented to by H.E. Anne Kananu. This act is designed to protect Nairobi's citizens from radicalization and violent extremism.

Its successful implementation hinges on the utilization of county regions, with boroughs assuming leadership roles. This innovative division is crucial for both the County Action Plan and the PVE Act. Therefore, it is imperative for members of the County Executive Forum (CEF) to actively engage in public participation for the establishment of boroughs, ensuring citizen consensus and facilitating the effective execution of the CAP and the PVE Act.

FUNDAMENTAL BASIS TO THE STUDY

The assessment holds significant importance for public participation in Nairobi County, as it delineates a strategy to decentralize functions to Boroughs, Sub-Counties, and Wards. This approach is instrumental in ensuring that local communities play a more direct role in decision-making processes. Crucially, it establishes leadership positions, including Borough Managers, Sub County Administrators, and Ward Administrators, who will oversee these specific areas.

This administrative framework respects and maintains existing administrative boundaries, promoting continuity in governance structures. The proposal to establish five Boroughs, each led by a Borough Manager, signifies a significant step towards enhanced localized governance. Furthermore, the recruitment of Sub County staff from diverse sectors strengthens decentralized service delivery, ensuring a well-rounded approach to addressing community needs. The activity was geared towards fostering community involvement and promoting effective local governance, aligning with the principles of public participation and grassroots democracy.



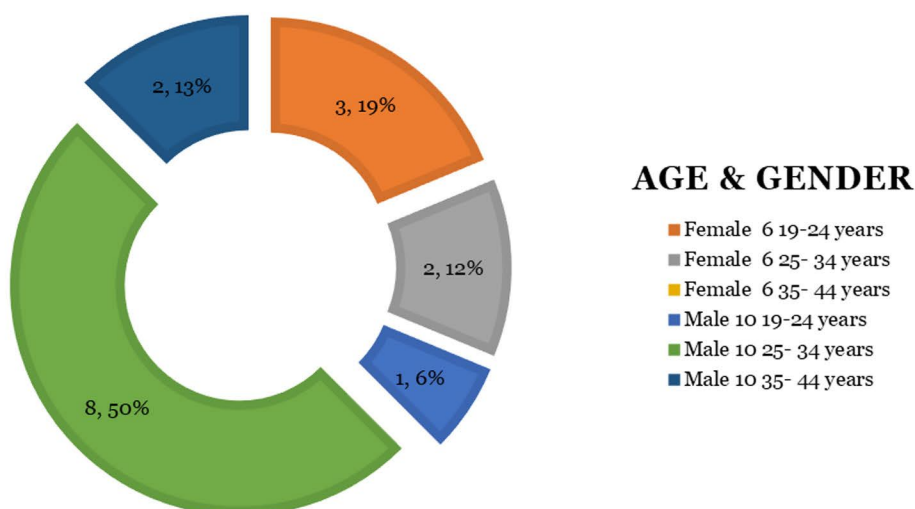
METHODOLOGY

The study took place over two days, which suggests that it was a relatively short-term data-collection effort. Data collection sessions were conducted in all the sub-counties within Nairobi City County, indicating comprehensive geographic coverage. A total of 17 observers actively participated in the data collection process. These observers were likely responsible for gathering data from various locations within the county. Prior to the fieldwork, a three-hour webinar induction session occurred on September 12, 2023. This session served multiple purposes, including the validation of the questionnaire used for data collection and the assignment of specific roles to each observer attending the designated meetings.

The study used a mixed-methods methodology to collect data from participants during meetings. Observers completed Google Form questionnaires on-site while also conducting offline observations. This approach allowed for a comprehensive understanding of the meetings and provided a richer dataset for analysis. The methodology aimed to capture diverse perspectives and insights from participants. On-site calls were made to verify information and address any concerns. The study was well-structured, with careful consideration given to the methodology, observer training, and data validation processes. This approach ensured the quality and comprehensiveness of the collected data, ensuring a comprehensive understanding of the participants' perspectives.

DEMOGRAPHIC ANALYSIS OF AGE, EDUCATION, OCCUPATION, AND INCLUSION

All the observers in this study were residents of Nairobi, reflecting a localized perspective. The composition of the observer group exhibited diversity across various sub-counties within Nairobi City County. Notably, the majority of observers hailed from the sub-counties of Kibra and Mathare, showcasing a substantial presence from these areas. Additionally, participants from Embakasi Central, Embakasi East, Ruaraka, and Dagoretti South sub-counties were also part of the study, contributing to a comprehensive representation of the city's geographical diversity. This broad geographic coverage ensured that the study captured insights and viewpoints from various neighborhoods and communities within Nairobi, enhancing the overall inclusivity of the research.



Age Distribution:

Ages 19–24:

There were five observers in this age group, three females, two hold university degree certificates, one holds a College and Technical Certificate, and one who possessed a secondary education certificate. Among them, there was one male observer with a secondary education certificate. Occupations in this age group included human rights defender, community volunteer, community development officer, and continuing student.

Ages 25–34:

This age set comprised ten observers, with the majority being males. Eight of them held university degree certificates; two had college and technical certificates; and one possessed a secondary education certificate. Additionally, two female observers were present in this age group, with one holding a university degree certificate and the other having a secondary education certificate.

Ages 35–44:

In this age range, there were two male observers, one with a college and technical certificate and the other with a secondary education certificate.

The effort to ensure gender representation and social inclusion in the observer group is noteworthy, as it contributes to a diverse and inclusive data collection process. By including individuals of different ages, genders, and educational backgrounds, the study is more likely to capture a broad range of perspectives and insights from the community within Nairobi City County. This diversity can enhance the overall quality and relevance of the research findings.



EDUCATION AND OCCUPATION

The observers displayed a diverse range of educational qualifications, with three (20%) having secondary certificates, which serve as the foundation for various educational and career pathways. Eight (53.3%) held university degrees, indicating a substantial portion of observers with higher education qualifications.

Additionally, four (26.7%) had college and technical certificates, indicating a practical and specialized skill set that can be highly valuable in specific industries and professions suggest a balanced mix of educational attainment within the sample.

| Educational Background | No. | What is your occupation? | No. |
|-----------------------------------|-----|--|-----|
| College and Technical Certificate | 4 | Community development and social worker | 3 |
| | | Human right defender | 3 |
| | | Community Volunteer | 2 |
| | | Youth Leader | 3 |
| University Degree | 8 | Peace & Conflict transformation practitioner | 1 |
| | | Artist | 2 |
| | | Field Agent | 1 |
| | | Self-employed | 2 |

The data from the observers revealed captivating occupations. Community development and social workers (3), youth leaders (3), and human rights defenders (3) transpire in prominent roles within our community. Furthermore, two community volunteers and two artists emphasize the significance of grassroots participation and creative expression. Our dataset includes a peace and conflict transformation practitioner and a field agent, exemplifying specialized roles that share a common purpose.



SOME PHOTOS AND ACTION

ATTENDANCE

The figures below show that 1,872 people attended the 17 sessions in all sub-counties in Nairobi City County.

There were 1,082 male and 790 female attendees, with 61 having persons with disabilities. When examining each sub-county separately, Mathare had the greatest attendance (292), and Starehe had the lowest (45). Male attendees predominated in Dagoretti South (105), whereas female attendees predominated in Mathare (136). Embakasi South had the highest disability attendance with 13 participants. Westlands, with 65 males and 33 females, had the best gender balance.

However, Kasarani and Langata reported no attendees with disabilities.

The top five sub-counties with the highest attendance were Mathare (292), Embakasi Central (180), Dagoretti South (146), Kamukunji (142), and Dagoretti North (121). The bottom five were Starehe (45), Langata (55), Kasarani (61), Embakasi East (64), and Kibra (70). Attendance patterns varied among sub-counties, with Mathare having the highest and Starehe the lowest, and gender and disability representation varied. Further analysis may explore the underlying reasons.

| No. | Sub-County | Total In Attendance | Male | Female | Disability |
|--------------|------------------|---------------------|-------------|------------|------------|
| 1 | Roysambu | 118 | 46 | 72 | 2 |
| 2 | Mathare | 292 | 156 | 136 | 7 |
| 3 | Embakasi North | 106 | 68 | 38 | 3 |
| 4 | Embakasi South | 90 | 53 | 37 | 13 |
| 5 | Kibra | 70 | 40 | 30 | 4 |
| 6 | Embakasi East | 64 | 27 | 37 | 2 |
| 7 | Westlands | 98 | 65 | 33 | 3 |
| 8 | Kasarani | 61 | 41 | 20 | 0 |
| 9 | Kamukunji | 142 | 59 | 83 | 3 |
| 10 | Makadara | 108 | 74 | 34 | 3 |
| 11 | Dagoretti North | 121 | 75 | 46 | 1 |
| 12 | Ruaraka | 104 | 74 | 30 | 3 |
| 13 | Embakasi West | 72 | 50 | 22 | 13 |
| 14 | Langata | 55 | 21 | 34 | 0 |
| 15 | Starehe | 45 | 33 | 12 | 0 |
| 16 | Dagoretti South | 146 | 105 | 41 | 1 |
| 17 | Embakasi Central | 180 | 95 | 85 | 3 |
| TOTAL | | 1872 | 1082 | 790 | 61 |

SECTION 2: MEETING LOGISTICS

| Date | Meeting Start Time | Meeting End Time | Location/ Venue |
|------------|--------------------|---------------------------------------|--|
| 13/09/2023 | 10:30 AM | 14:00 PM | Kamkunji (Eastleigh North Social Hall) |
| | 10:50 AM | 12:52 PM | Langata (Mugumoini Social Hall) |
| | 10:30 AM | 13:00 PM | Mathare (Undugu Social Hall) |
| | 10:00 AM | 13:15 PM | Kibra (Joseph Kangethe Social Hall) |
| | 11:00 AM | 13:48 PM | Ruaraka (Mathare North Socail Hall) |
| | 11:00 AM | 13:57 PM | Dagoretti South (Waithaka Social Hall) |
| | 11:03 AM | 14:10 PM | Dagoretti North (Muslim Primary School) |
| 14/09/2023 | 10:30AM | 13:10PM | Makadara (Jericho Social Hall) |
| | 11:35 AM | 13:45 PM | Embakasi West (Sub –County Administrator's Office) |
| | 10:00 AM | 14:00 PM | Westlands (City Park) |
| | 10:00 AM | 12:56 PM | Embakasi Central (Kayole Social Hall) |
| | 10:00 AM | 13:20 PM | Starehe (Kariakor Social Hall) |
| | 10:50 AM | 13:30 PM | Kasarani (Kasarani Health Centre) |
| | 10:18 AM | 12:55 PM | Embakasi North (Dandora Social Hall) |
| | 10:24 AM | 14:06 PM | Roysambu (Kahawa West Parking Lot) |
| 11:16 AM | 15:16 PM | Embakasi East (Embakasi Social Hall) | |
| 10:00 AM | 13:20 PM | Embakasi South (Mukuru Health Centre) | |

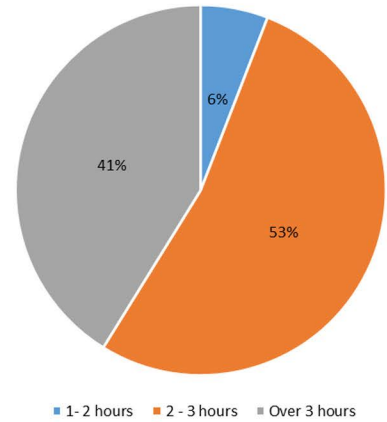
In this study, we analyzed 17 meetings with 8 meetings occurring on the first day and 9 on the second day. Most meetings had durations ranging from 2 to 3 hours, although some on the first day extended beyond this timeframe. Notably, the longest meeting, lasting approximately 4 hours and 16 minutes, took place on the second day at the Embakasi Social Hall.

Meeting start times were variable, with some commencing at 10:00 a.m. and others at 11:00 a.m. Punctuality, particularly for meetings starting at 10:00 a.m., emerged as a critical factor. Meeting locations exhibited diversity, encompassing social halls, health centers, and markets. An observation of the two days revealed that the first day was characterized by a higher volume of meetings, which also tended to be longer in duration. Conversely, on the second day, meetings commenced later, potentially enabling participants to attend multiple sessions. In summary, this underscores the importance of time management and communication in ensuring the success of these meetings, given their varied durations, start times, and locations. Additionally, it suggests the involvement of multiple stakeholders with the potential for overlapping interests and objectives.

MEETING DURATION, PERCEPTION OF MEETING TIME, AND VENUE QUALITY

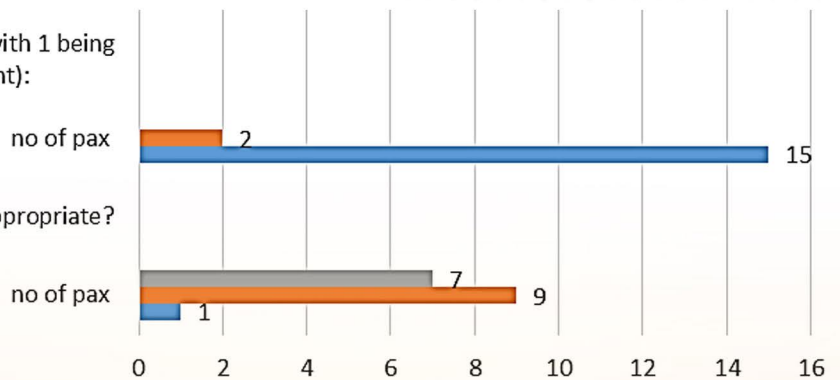
The analysis of meeting durations reveals a balanced distribution: 53% of the meetings spanned between 2 and 3 hours, while 41.0% of the meetings extended beyond 3 hours. The average meeting duration aligns with the 2–3 hour range, suggesting that the meetings were adequately timed. This balance in meeting durations indicates a thoughtful approach to planning, allowing for in-depth discussions without unnecessarily extending the sessions. It reflects a well-managed and effective use of time to address matters of concern during the meetings.

The assessment yielded a notable result, with 95% of observers answering "yes" when asked if the meeting time for the 17 meetings was appropriate for engaging in discussions on matters of concern. This overwhelming consensus indicates that the vast majority of observers found the meeting duration to be conducive to meaningful discussions and engagement. It underscores the effectiveness of the scheduling and timing of these meetings in accommodating the needs and priorities of the participants and facilitating productive conversations on important matters.



In assessing the quality of the venue, observers were asked to provide ratings on a scale. The data reveals that 12.5% of the meetings were rated as "poor" (1), suggesting a need for significant improvements in these instances. Meanwhile, the majority, constituting 50% of the meetings, received a "fair" (2) rating, indicating a middle-ground level of satisfaction. A noteworthy 37.5% of meetings garnered an "excellent" (3) rating, reflecting a positive perception of these venues. While the majority of observers found the venues to be satisfactory, it is essential to address the concerns of the minority who assessed the venues as "poor." This highlights the importance of enhancing the quality of meeting venues to ensure a more consistent and positive experience for all participants.

2.5 Rate the quality of the venue (1-5 scale, with 1 being poor, 2 being fair and 3 being excellent):



2.4 Did you find the meeting time appropriate?



AVAILABILITY OF FACILITIES SUCH AS SEATING, LIGHTING, SOUND, AND DOCUMENTS

The assessment by observers confirmed that the facilities, including seating, lighting, sound equipment, and documents, were available. This ensured a conducive environment for discussions and positive feedback serves as a testament to the management of logistical aspects.



THERE WERE SOME NOTEWORTHY OBSERVATIONS:

Undugu Social Hall, Mathare:

Observers noted issues with this venue including leaking roofs, muddy conditions and limited space, making it unsuitable for accommodating a large number of people

Joseph Kangethe Hall, Kibra:

There was a power outage during the meeting at this venue, and it was mentioned that the meeting space itself was not particularly conducive for such gatherings.

Embakasi Social Hall:

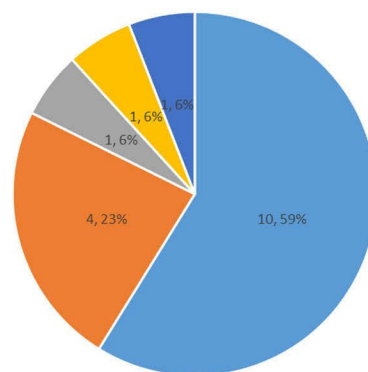
Observers reported instances of concurrent events taking place in the same hall where public participation meetings were scheduled. Specifically, there were concerns that the space was shared with county job orientation activities, which could potentially disrupt or interfere with the public participation process.

This highlights the significance of offering accessible facilities for meeting and effective public participation that foster a hospitable environment that promotes active engagement and collaboration.

INFORMATION AND COMMUNICATION ABOUT THE MEETING

The assessment revealed a number of communication channels through which observers learned about the meeting.

It is important to take note that 59% representing a significant number knew of the meeting through WhatsApp groups. This demonstrates the widespread use of digital channels for information dissemination and participant mobilization at such events. 23% said they learned about the gathering through social media. Social media is still a major tool for disseminating news and involving people in public activities.



According to the study, one participant heard about a meeting through a friend, highlighting the value of interpersonal contact in raising awareness. One respondent mentioned that County Governance Watch had informed them about the meeting, highlighting the importance of civil society organizations and watchdog groups in educating and involving the community. Another participant received a formal invitation, emphasizing the significance of targeted invitations for specific stakeholders. 6% however, were vague when asked how they found out about the meeting. The study highlights a diverse approach to communication and outreach, with digital platforms like WhatsApp and social media playing a significant role in reaching participants, while traditional methods like word of mouth and formal invitations remain effective in notifying and engaging individuals in public meetings.

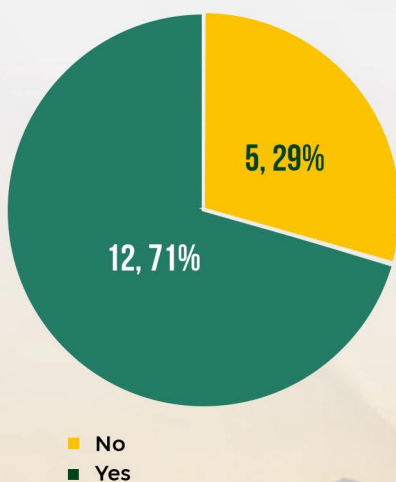
SECTION 3: PARTICIPATION

Selection of Participants through a consultative process

In our assessment, observers were asked whether they believed it was consultative

The findings revealed that the majority of observers, specifically 71%, affirmed that they perceived the participant selection process as consultative. While the other 29%, expressed the belief that the participant selection process was not consultative. The results of an assessment indicate a significant difference in opinions about the consultative nature of the participant selection process, with the majority of observers thinking it to be consultative but a significant number expressing doubts. This emphasizes the significance of openness and inclusion in developing trust and engagement among stakeholders and implies that more research and communication might result in improved satisfaction and collaboration among stakeholders.

Reasons why the selection of participants was consultative or not: The involvement of county employees and ward representatives, as well as the inclusion of youth and people with disabilities, led observers to perceive the participant selection process as consultative. High attendance at meetings indicated community participation, but concerns were raised about the underrepresentation of certain groups. Participants appreciated the clear identification of the target population and the open meetings, which allowed residents to actively engage and express their views. Effective communication and equal opportunity for participation contributed to the perception of consultative, with the presence of various groups being a positive aspect.



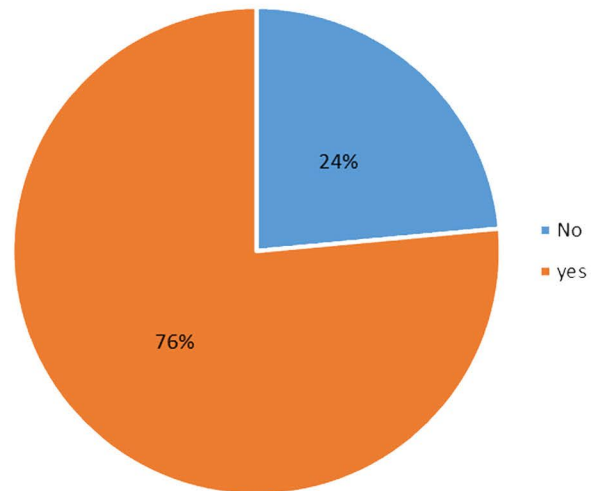
- The participants were asked questions regarding their area.
- Most of the participants are county workers; a small number are from the wards.
- The youth were also included, plus the PWD were also included, so it had inclusivity.
- A large number of people attended.
- Some groups were not presented, CSO participation was low, there were no PWDs in attendance, and it seemed the information didn't reach many people.
- The target population was identified during the introduction, and every ward was represented. The meeting was not restricted.
- The meeting was open.
- After a presentation from county government representatives, residents were given the chance to ask questions and give suggestions.
- Because everybody was invited to the meeting
- Yeah, each and every participant was able to air their own views, and it was taken so seriously.
- They were able to air out their views.
- Yeah, because everyone was given a chance to air out their views.
- Yeah, people understood what was being discussed, and they aired out their points.
- Every participant was given a chance to speak.
- Yeah, each and every contestant was given a chance to air their views.
- Yes, I observed that different groups were represented.

REPRESENTATIVE OF COUNTY PARTICIPANTS (YOUTH, WOMEN, & PWD)

The representation of all citizens from different strata and segments increases voices for inclusion and decision.

The findings from the study indicated that a significant majority of observers, constituting 76%, expressed the belief that there was representation of citizens, including youth, women, and Persons with Disabilities (PWDs). This reflects a positive perception of inclusivity in the representation process. However, it's worth noting that a minority, comprising 24% of observers, expressed the view that the representation needed to incorporate a broader and more inclusive range of participants. Their feedback suggested that there may be room for improvement in ensuring a more comprehensive involvement of people in future initiatives. These findings underscore the importance of continually striving for greater inclusivity and representation to ensure that a diverse range of voices and perspectives are considered in community decision-making processes.

PWDs were given a chance to ask questions.
 Everybody was included.
 PWDs were not represented, but the county had a sign language interpreter.
 There were PWDs, and a translator was there who could translate in sign language.
 The number of men and women was almost equal. The youths came in large numbers, and PWDS were also present with translators (KSL).
 Turnout for youth was very low; the number of women was fair as well as that of men.
 People across varying identities were represented and made to feel valued, welcomed, included, and at home. Their voices and views were heard.
 I have observed a homogeneous representation of all age groups, genders, and special groups within the community. The presence of a sign language interpreter to effectively communicate issues during the meeting indicated inclusivity.
 Good representation of youth and women, and low representation of PWDs.
 There were about 10 people with PWD. Yeah, they spoke, and all they are asking is that they don't need boroughs; they need services in their wards, and also that people with disabilities should be taken seriously in terms of therapy, transport, and facilities.

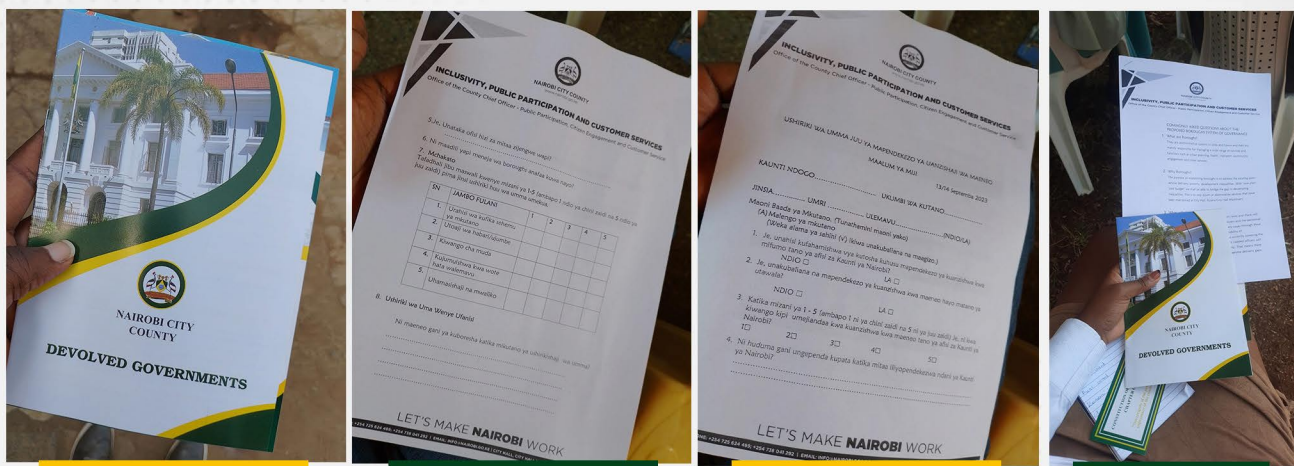


Each and every person was given a chance to speak, and it was really fun because there was gender equality.
 Yeah, we had different wards: Umoja 1, Umoja 2, Mowlem, Kariobangi South, etc.
 Yeah, we had different wards represented: Kariobamhi South, Mowlem, and Umoja 1 and 2.
 We had different wards that were represented: Kariobangi South, Umoja 1 and 2, Mowlem
 Yeah, we were able to air out their view and the challenges they are facing due to a lack of skill and labor.
 I could see that youth were fully represented. They turned out in large numbers, especially those who were recently recruited for the Nairobi County jobs.

REASONS FOR WHETHER OR NOT THE PARTICIPATION WAS REPRESENTATIVE.

It was revealed that positive perceptions, including inclusivity, inclusive participation, and the use of sign language interpreters. They also noted near-equal representation of men and women, highlighting gender inclusivity. Youth engagement was robust, with active participation, especially among recent job recruits in Nairobi County. However, concerns about representation included low youth turnout, limited PWD representation, and a lack of focus on services in their wards. Gender equality and representation were emphasized positively. Meetings showcased participants from diverse wards, emphasizing geographic diversity. Youth engagement was a notable highlight, underscoring their active role in community initiatives. Despite these positive perceptions, concerns were raised about the adequacy of representation, particularly for PWDs.

SOME OF MATERIALS USED DURING THE MEETINGS



SECTION 4: GENDER INCLUSION

Balanced gender representation among participants

The analysis indicates that there is significant gender representation in the sessions, with 76% of observers expressing this belief. However, it is also important to note that a minority, comprising 24% of observers, expressed negative views on gender representation. The majority of observers are satisfied with the level of gender representation in a study, but a significant minority feel it is inadequate. Gender representation is crucial for ensuring all genders have a voice, challenging stereotypes, and attracting diverse participants. The study offers recommendations for increased gender representation, encouraging participation, and fostering an inclusive atmosphere.

Reasons for whether or not there is balanced gender representation among participants. The study aimed to assess the gender representation of participants in a meeting. Observers noted a diverse age demographic, the inclusion of gender equality, a well-balanced representation of males and females, and balanced participation. However, concerns about gender representation included higher male attendance and no gender dominance. However, the presence of youth and people with disabilities (PWDs) was a positive aspect, with youth actively sharing their views and PWDs advocating for their needs. Overall, the study showed positive perceptions of gender balance in participant representation, with active involvement from various genders and age groups. Although there were occasional concerns about higher male turnout, the overall impression was one of inclusive and diverse participation, demonstrating a commitment to balanced representation among attendees.

There were old and young people there. Gender equality was included. Both males and females were well represented. The gender was well represented, I can say. Males and females were represented. All genders were well represented. Even during the question and answer time, there was a balance in how people were speaking. All genders were very well represented in most of the wards. More males attended the meeting than females. There was no gender that exceeded the 2/3 majority. Yes, Gender was balanced well. I was so excited to see youth showing up with such participation and airing out their views.

People with disabilities were able to defend themselves by saying the challenges they are facing, especially building schools for people with disabilities, should be free. Yeah, there were men, women, youth, and people with disabilities involved. Yeah, we had women, men, youths, and people with disabilities (Shosh and Guka were also there). We had different genders: women, men, youth, and elderly people. Yeah, we had equal-gender men, women, youths, shos, and gukas. Yeah, there was gender equality; everyone was given the chance to speak; no age was limited. Among the attendees were both genders, and no gender was dominant over the other.

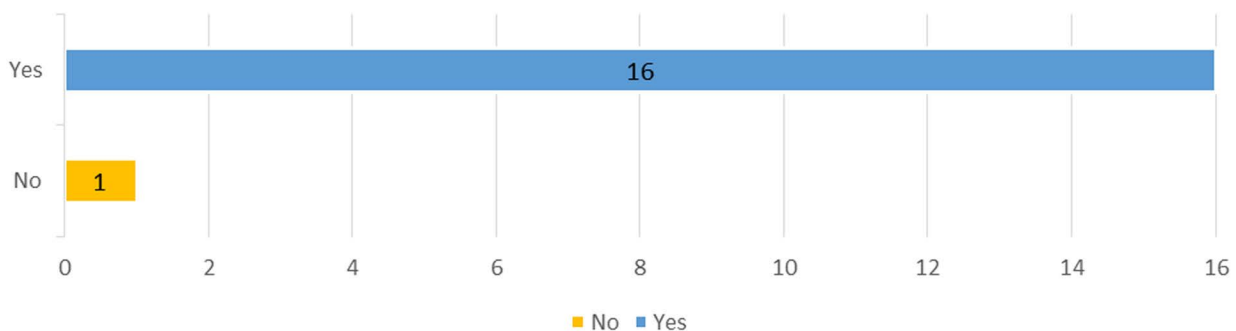
SECTION 5: MEETING CONTENT

MEETING MATERIALS AND PRESENTATIONS

The fact that all 17 observers confirmed that meeting materials such as agendas and presentations were provided is a positive sign. It suggests that the meeting organizers made an effort to ensure that everyone had the information they needed to participate effectively. This suggests that the organizers may have tried to ensure that there were efforts to ensure that everyone.

USE CLEAR AND INFORMATIVE MEETING MATERIALS

The study reveals that material information significantly influences engagement in sessions.

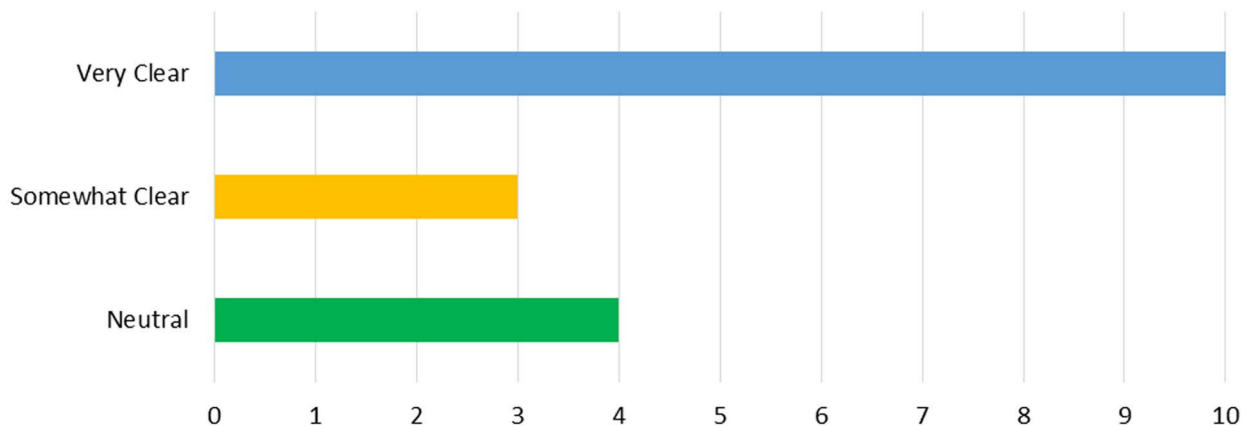


The overwhelming majority of observers, constituting 17 individuals or roughly 94% of the sample, expressed a positive assessment, confirming that they found the meeting materials to be clear and informative. This significant consensus among the majority of participants is a strong indicator of the effectiveness of the materials. A single respondent, representing approximately 6% of the sample, indicated that they did not find the meeting materials to be clear and informative. This minority viewpoint highlights the diversity of perspectives within the group of observers. The findings collectively emphasize an important point: clear and informative meeting materials are essential for successful community engagement initiatives; the majority of observers found the materials effective, but a single respondent's feedback suggests there's room for improvement. Analyzing this individual's concerns could help identify areas for improvement in future materials, ensuring broader preferences and needs.

The overwhelming majority of observers, constituting 17 individuals or roughly 94% of the sample, expressed a positive assessment, confirming that they found the meeting materials to be clear and informative. This significant consensus among the majority of participants is a strong indicator of the effectiveness of the materials. A single respondent, representing approximately 6% of the sample, indicated that they did not find the meeting materials to be clear and informative. This minority viewpoint highlights the diversity of perspectives within the group of observers. The findings collectively emphasize an important point: clear and informative meeting materials are essential for successful community engagement initiatives; the majority of observers found the materials effective, but a single respondent's feedback suggests there's room for improvement. Analyzing this individual's concerns could help identify areas for improvement in future materials, ensuring broader preferences and needs.

PRESENTATION OF DISCUSSIONS AND INFORMATION DURING THE SESSIONS

In our assessment, the majority of observers, specifically ten individuals, or roughly 58.8% of the sample, expressed that the discussions and information presentation were very clear, indicating effective communication.



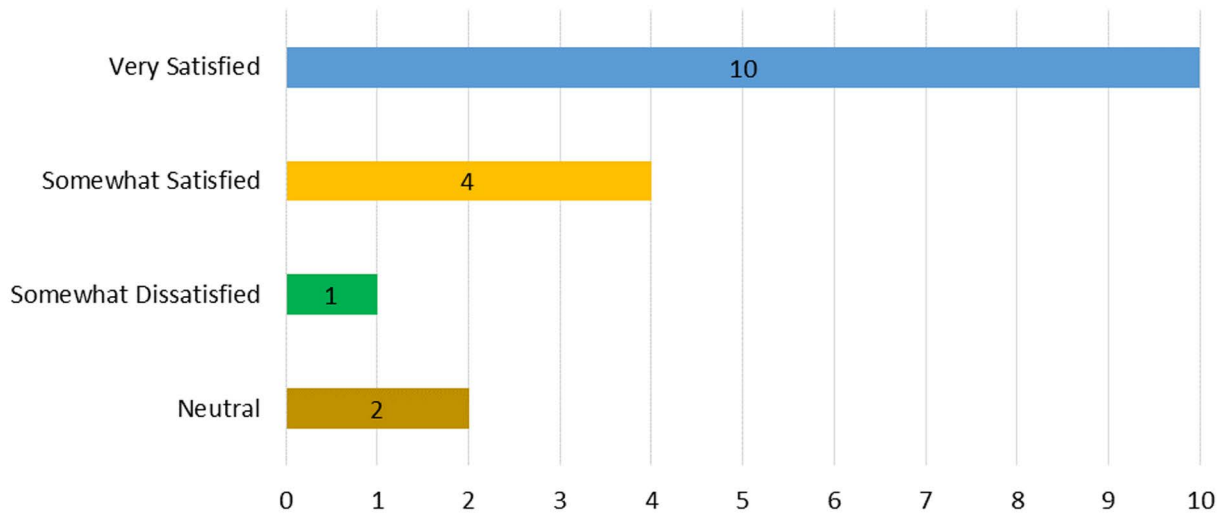
This substantial consensus among the majority of participants indicates a high level of satisfaction with how the discussions were conducted and the information presented. Four observers, representing 23.5% of the sample, gave a neutral assessment of the discussions and information presentation, indicating neither exceptional clarity nor particular clarity. Three observers, representing 17.6%, indicated that while they didn't find it entirely unclear, there may be room for improvement in clarity.

These results highlight the significance of effective communication in community meetings, highlighting the need for continuous improvement and balancing the needs and preferences of various community members while maintaining a high standard of clarity. This can be achieved by implementing strategies such as using visual aids, simplifying complex concepts, and seeking feedback from attendees to ensure effective communication and understanding among all participants.

Observers noted that key topics and information were presented clearly during the meetings. Additionally, there were opportunities provided for questions and clarifications, as per the information gathered from the observers. This approach underscores the commitment to transparent and comprehensible communication, allowing community members to engage effectively in discussions and seek clarity on important matters.

Satisfaction with Public Participation Sessions

It is important to note that satisfaction with a meeting can be affected by a variety of factors, including the individual's expectations, role in the meeting, and level of engagement.



It is important to note 58.8% expressed high satisfaction with the meetings, indicating that the meetings effectively fulfilled their intended objectives. This positive perception suggests that the meetings were successful in meeting participants' expectations and needs, resulting in a high level of satisfaction among the majority. 23.5% were somewhat satisfied, 11.8% of observers felt neutral about the meetings, while 5.9% were somewhat dissatisfied, indicating reservations with four observers finding aspects of the meetings positive but suggesting areas for improvement. The results suggest that while some observers found the meetings positive, there may be areas for improvement to enhance their satisfaction.

There are a number of possible reasons why some observers may have been dissatisfied with the meeting. For example, they may have felt that the meeting was not well-organized, that the agenda was not relevant to their interests, or that they did not have enough opportunity to participate. It is important to gather feedback from all observers, both satisfied and dissatisfied, in order to identify areas where the meeting can be improved in the future. For example, if a number of observers felt that the meeting was not well-organized, the organizers could focus on improving the agenda and timekeeping in the future.

QUOTES ABOUT THE SESSIONS

Mgumoini wanauliza kama ni ya kujaza men in office ama itawork and how is it going to work n county haina pesa , topic ya engineers watapatikana aje na county haina engineers enough 12:54 pm

Guys from Majengo wanasema that the acting Admin anawa neglect sana kenye wanamuambia haendi kupresent...plus wanasema takataka manze inawafinyilia sana ata after kutoa rambi rambi zao 12:47 pm

P.P WAITHAKA SOCIAL HALL - DAGORETI SOUTH

1. The boroughs should have indigenus names as to promote culture and identity.
2. Dagoreti south has more in common with Dagoreti north than Kibra and Langata. Therefore the HQ should be closer to create convenience for residents of the sub-county. Dagoreti South does not want to be combined with Kibra and Langata.
3. Which mechanisms are available to mitigate corruption in the boroughs that have not been in the city hall.
4. What are the tax implications on the mwanainchi due to the formation of the boroughs.
5. There are major concerns over the genuineness of the public participation process. The process should give feedback and be countinous. 1:42 pm

The turn up as per now,,,we r about to start officially but before hand the director public participation engaged those who had arrived and explained what boroughs are and the need for public participation 11:16 am

Seems like waakazi wa kasarani arent concerned na mambo ya boroughs but issues affecting them ...kama mambo ya health facilities hakuna enough 12:28 pm

Residents of embakasi east are also not very much concerned about the boroughs but rather very concerned of the high rates of public land and amenities grabbing happening especially in tassia,,,the fact that they do not have a public school or a good functional hospital,,,there is also the issue that tassia does not have any water connection from Nairobi waters,,,Those who spoke on the dissemination of boroughs are mostly concerned on the boroughs being a more convenient loophole for corruption and people in power taking advantage of the poor 12:37 pm

-Eastern have proposed to boroughs HQ to at dondora HDD because it's well centralized but the county technical team were proposed to boroughs HQ to be at kayole D.os office this shall be reviewed with county technical team.
-Why the budget and boroughs this come first before the public participation, we believe that public participation is the initial stage.
-They should prepare people in advance for this exercise and because participants turnout was poor.
-Why they advertised the boroughs workers before public participation.
Eastern has 5 sub-county boroughs and others has 2 sub-counties what about resources, this will depend on number of population.

Reason ya low turn out ya public

A resident ameclaim is that the information was not shared properly was on short notice suggest information inapaswa kureach watu like a week earlier or two put posters kwa barabara ,churches, facilities 12:44 pm

SUGGESTIONS TO IMPROVE PUBLIC PARTICIPATION SESSION IN NAIROBI COUNTY

The suggestions emphasize the importance of considering diverse community expectations and desires in public participation meetings, including communication, refreshments, time management, leadership involvement, and frequency, to improve the effectiveness and inclusivity of future initiatives.

- 1) Some participants suggested that improvements should be made for future meetings, although specific areas of improvement were not mentioned.
- 2) It was recommended that the county government should use alternative platforms, such as Facebook, Twitter, TikTok, and WhatsApp, to inform the public about public participation events. This suggestion stems from the recognition that many Kenyans may not read the gazette, highlighting the importance of diverse and accessible communication channels.
- 3) Several observers suggested providing refreshments at the meetings. While water was mentioned, the consideration of providing milk was also raised, particularly with regard to weather conditions.
- 4) It was proposed that civic education be conducted before public participation meetings to ensure that attendees are well-informed about the topics to be discussed. Timeliness of information dissemination was also emphasized to allow people sufficient time to prepare for the meetings.
- 5) It was suggested that there should be attendance of key leaders, such as the Governor and area MPs, at the meetings to enhance their significance and effectiveness.

6) Time management was a recurring theme in the suggestions, with participants suggesting early starts, provision of water, and clear communication regarding the timing of the meetings. The importance of honesty and transparency in the county government's communication was highlighted.

7) It was suggested that discussions during the meetings should provide feedback from previous public participation events to ensure continuity and accountability.

8) Some participants proposed extending the duration of public participation, suggesting that a single day may not be sufficient for comprehensive discussions. An extension of a few days was recommended.

9) It was suggested that Members of the County Assembly (MCAs) should be invited to future meetings to enhance representation and engagement.

10) Attendees stressed the importance of punctuality, both in terms of communication from mobilizers and the guests of the meetings.

11) Youth participants specifically advocated for more frequent public participation events, suggesting they be held every two months.

ADDITIONAL CONCERNS REGARDING THE MEETING AND PUBLIC PARTICIPATION:

1. The comments emphasize the importance of timely, transparent communication, inclusivity, cultural sensitivity, and genuine engagement in public participation processes to effectively address the diverse perspectives and priorities of community members.
2. Some participants recommended that the public participation forum should occur regularly, specifically suggesting it be held every first week of the month. This underscores the importance of maintaining consistent engagement.
3. Attendees expressed frustration over the delayed commencement of the meeting, noting that it began two hours behind schedule. This delay adversely affected participation, with many individuals leaving before the meeting officially started.
4. Concerns were raised by participants who had expected transportation and meals but did not receive them. This shortfall led to dissatisfaction and frustration among these attendees.
5. Participants proposed that boroughs should be given indigenous names to promote cultural identity within the community.
6. The location of the sub-county headquarters generated discussion, with a proposal to prioritize proximity to residents' convenience, particularly in the case of Dagoreti South, which was seen as having more in common with Dagoreti North than with Kibra and Langata.
7. Questions were raised about the mechanisms available to counter corruption in the newly formed boroughs that had not previously been under city hall administration.
8. Concerns emerged regarding the tax implications for citizens arising from the formation of the boroughs, emphasizing the need for transparency and information on this matter.
9. Participants expressed doubts about the authenticity of the public participation process and the desire for ongoing feedback. Land rates and land rights were prominent concerns, prompting organizers to provide a feedback link for further inquiries.
10. It was noted that valuable proposals from participants sometimes do not receive adequate consideration, leading to frustration among contributors.
11. A suggestion was made that participants undergo civic education training to better equip them for effective public participation.
12. Concerns were voiced about the necessity for more inclusive public participation, with a particular emphasis on the involvement of disabled individuals.
13. Several participants advocated for the construction of schools catering for people with disabilities, emphasizing their affordability and the provision of therapy services. Additionally, they suggested the establishment of markets to facilitate employment opportunities for people with disabilities.



ROYAL DANISH EMBASSY
Danida



CGW SERVICE DELIVERY QUESTIONNAIRE 2023

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