



FINAL REPORT

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Consultants:



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ABBREVIATIONS AND ACRONYMS

Abbreviation	Meaning
CA	Communications Authority of Kenya
CCK	Communications Commission of Kenya
CSS	Customer Satisfaction Survey
EACO	East African Communications Organization
FGD	Focus Group Discussion
GMPCS	Global Mobile Personal Communication By Satellite
GoK	Government of Kenya
HH	Household
ICT	Information and Communications Technology
ITU	International Telecommunications Union
KBC	Kenya Broadcasting Corporation
KFCB	Kenya Film Classification Board
KII	Key Informant Interview
MCSK	Music Copyright Society of Kenya
MDA	Ministries, Departments and Agencies
MoU	Memorandum of Understanding
NCIC	National Cohesion and Integration Commission
NP	Network Penetration
PRA	Participatory Rural/Rapid Appraisal
PWLDs	Persons Living with Disabilities
QA	Quality Assurance
QoE	Quality of Experience
QoS	Quality of Service
SAEQPS	Survey on Access to Efficient and Quality Public Service
SPSS	Statistical Package for the Social Sciences
ToT	Training of Trainers
TV	Television
Vsat	Very small aperture terminals

EXECUTIVE SUMMARY

Background

The Communications Authority of Kenya (CA) is a statutory body, established in 1999 by the Kenya Information and Communications Act of 1998, to develop the information and communication space. As such, it licenses all systems and services in the communications industry, including telecommunications, postal/courier, cyber security, multimedia and broadcasting. Additionally, CA is responsible for managing the country's spectrum and numbering resources, and facilitating the development of e-commerce. In essence, CA's mandate entails the protection of consumers of information and communication services with regard to the pricing, quality and variety of services offered.

As a regulator, CA is the last resort for ICT consumers in Kenya. In order to evaluate itself, it is crucial for the Authority to survey its customers to establish their level of satisfaction with service delivery. To this end, CA contracted Infotrak Research and Consulting to conduct this Customer Satisfaction Survey (CSS). The findings from the survey are an indicator of CA's successes, shortfalls and challenges in its mandate, as well as identifying areas for improvement and thus management action.

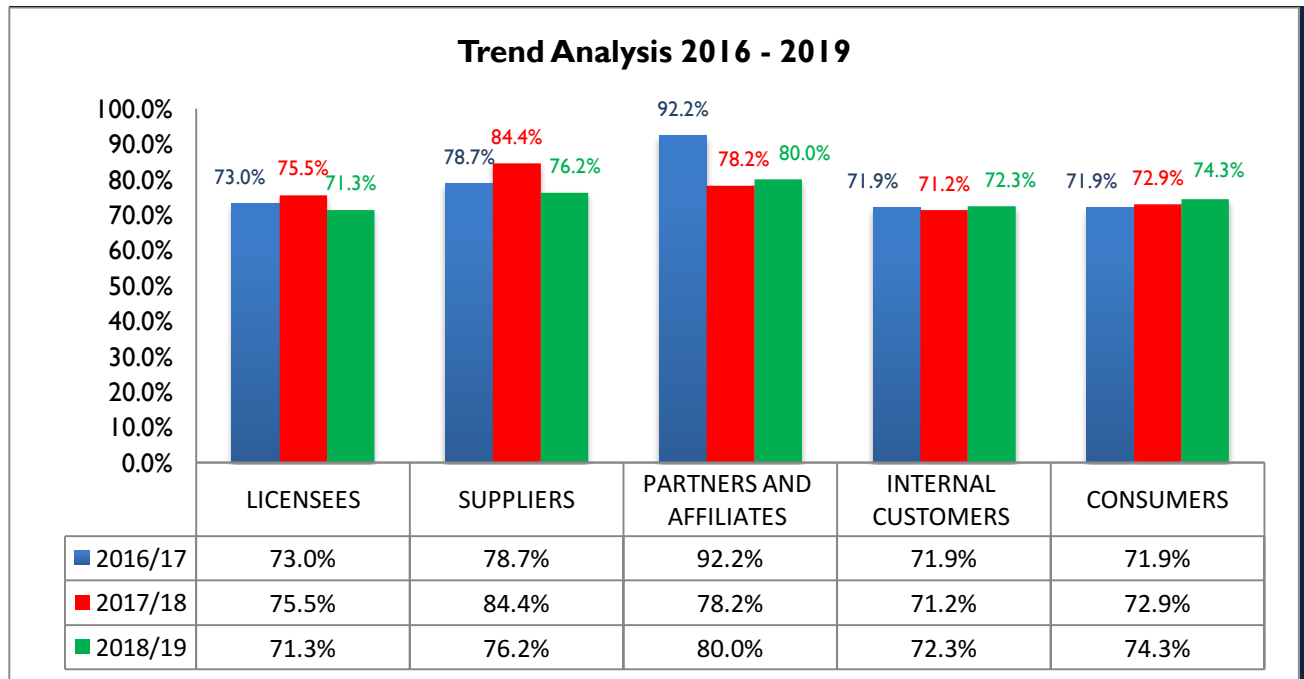
The survey covered CA's customers who include Licensees, Suppliers, Partners & Affiliates, ICT Consumers and Internal customers

The 2018/2019 CSS aimed at providing insights into customer perceptions of service quality and delivery, establish current levels and areas for improvement. The survey was also conducted to enable CA determine the actions it needs to carry out to ensure effective regulation in the addressing of consumer needs.

In planning data collection activities, Infotrak used multi-stage and random sampling procedures to identify and select the sampling units and target respondents. The data collection methods included literature review, quantitative and qualitative methods. Since there were multiple stakeholders with varying characteristics and disparate geographic distribution, sampling for each category was done separately. Data collection instruments included structured questionnaires for the quantitative phase of the survey and unstructured discussion guides for the qualitative phase.

The overall CA Customer Satisfaction Index for the 2018/19 Financial Year stands at **73.2%** (which marks a 3.2% decline from the CSI posted in 2017/18 of 76.4%). This decline is mainly attributed to a drop in Customer Satisfaction Indices for **Licensees** (as a result of a dip in ratings of the level of awareness of the Authority and the manner in which the Authority handles information) and **Suppliers** (as a result of decreased ratings with respect to the Service Charter, Corporate Image & Reputation, and Overall Performance of the Authority). The two segments recorded declines of 2.1% and 1.6% points, respectively. Thus, the gains of 0.4% points made for the other consumer segments such as partners and affiliates, internal customers and the ICT consumers were insufficient to recoup the declines made by the two key categories of customers.

Summary of Findings: The figure below highlights CA's Customer Satisfaction Index trends over the last 3 years:



Overall, results of the 2018/19 CSS indicate a satisfaction index of 73.2%. This marks a decline of 3.2% points from last year's 76.4%. The decline was mainly occasioned by:

- i. A fall in satisfaction levels by licensees as a result of:
 - a. Adverse feedback on the manner in which CA handles information and communication. This led to a sharp decline of 11.0% from 2017/18;
 - b. Decreased ratings of awareness of the Authority's Service Charter and roles, CA's corporate image and reputation as well as extension of services as evidenced by drops of 6.0%, 3.3%, 3.6% and 2.6%, respectively.
- ii. A decline in satisfaction levels by suppliers as a result of:
 - a. Extended periods of disengagement between the Authority and some of the suppliers thus limited contact after contract expires, as signified by drops in all the metrics of analysis culminating into an overall decline of 8.2%.
- iii. Slow gains from other customer segments such as partners, affiliates, internal customers and the consumers of ICT services, attributed to inadequate awareness of the Authority's interventions on the ICT sector.

Licensees:

The overall CSI index for licensees has been on a fluctuating trend, occasioned by periods of boom and slumps. The Overall Satisfaction Index for Licensees stood at 73.2% this year compared to 75.5% during the previous survey. This marked a 4.2% decline from the previous year.

The declined performance was occasioned by low ratings of complaints handling, which was rated the least at **65.0%**. The diminished performance was also contributed to by a decline in awareness levels of the Authority's Service Charter and its roles, with the two analysis metrics falling to **70.0%** and **74.0%**, respectively compared to **76.0%** and **77.3%** respectively in 2017/18. Moreover, perception scores for CA's corporate image as well as information handling decreased by **3.6%** and **11.0%** points, respectively.

Though marginal, it is critical to note that the Authority made some gains with the Licensees customer segment as seen in the increased ratings for complaints handling and cost of services. The ratings of the two metrics grew by **0.4%** and **1.2%** points, respectively to stand at **65.0%** and **75.0%**, respectively this year.

The survey revealed that **36%** of the Licensees, got to know about the Authority and its Service Charter from posters found within the Authority's headquarters, followed by its website at **21%**.

Additionally, the survey revealed that CA forums and workshops continue to be a major source of information for Licensees.

Suppliers:

The Overall Satisfaction Index for Suppliers stood at **76.2%** this year and marked a sharp decline of **8.2%** points from last year's CSI of **84.4%**. The index also fell short of the 2016/17 index of **78.7%**. The drop in performance was attributed to lower ratings across all metrics of analysis with most of the Suppliers citing lower levels of interaction with the Authority.

The same has been supported by a declining interaction trend from 2016/17 to 2018/19, where the number of Suppliers interacting with the Authority has declined from **92.1%** to **74.8%**, further casting a shadow on the Suppliers' CSI.

Awareness of CA's Service Charter and the perception of its Corporate Image and Reputation declined by **6.5%** and **10.0%** respectively from **82.2%** and **89.3%** respectively, to stand at **75.7%** and **79.3%** this year.

It is noteworthy that telephone, email and physical visits remain the Suppliers' main means of contacting the Authority. On the other hand, CA's website and print media are the main sources of awareness of the Authority's activities for this segment.

The perception of CA's effectiveness in the delivery of its mandate as per its Service Charter declined from **82.0%** last year to **75.7%** this year. Satisfaction with complaints handling improved from **50%** previously to **89.8%** this year. As was the case in the previous year, the following areas were highlighted as those requiring improvement: **communication, payment turnaround times, fairness in the tender evaluation process, customer care services and advertisements of tenders.**

Partners and Affiliates:

The Satisfaction Index for Partners and Affiliates improved to **80.8%** this year from **78.2%** recorded last year. This slight improvement of **2.6%** is attributed to improved performance across all key performance indicators.

The main modes of communication with the Authority for this customer segment are; physical visits, email and telephone.

The Partners and Affiliates singled out the following areas for improvement: creation of awareness and more interaction with clients; quality of service (response to queries, timely feedback etc.); promoting transparency and fairness in service provision; lowering of charges for services offered; delivering on promises as contained in the Service Charter; promoting independence; further decentralization of services; and building of staff capacity.

Consumers:

The Consumers' Satisfaction Index improved by a margin of **1.7%** points to stand at **74.3%**, from **72.9%** in the previous survey. The slight improvement was as a result of increased awareness and knowledge of CA roles by 10.0% points from 62.8% to 72.8% this year. Further, there were increases in the interactions between consumers and the Authority.

Quality of Experience from mobile service providers dropped from 72.4% last year to 70.5% this year, whilst complaints handling by service providers experienced a slight decline of 1.6% from 78.4% to 76.8% this year.

A majority of the consumers expressed their awareness of CA roles such as regulation and licensing of broadcasting and telecommunication entities, with ratings of 74.9% and 74.0%, respectively. Management of the Universal Access and Fund recorded the lowest awareness at 70.5%.

The areas identified by the Consumers for improvement by the Authority include: enhancing consumers' awareness of service delivery processes; outlining and explaining consumers' rights and responsibilities; as well as explaining the complaints handling process.

Other areas identified for improvement by consumers include: regulation of ICT tariffs/costing; protection of ICT consumers' rights; regulation of broadcast service providers; and facilitation as well as regulation of online/electronic businesses.

On the reliability of information from CA, the survey revealed that information from CA was perceived to be reliable, adequate and easy to understand.

Internal Customers:

The Satisfaction Index for Internal Customers stood at 74.3%, a slight improvement from 72.9% in the previous year. The improvement in satisfaction amongst the Authority's staff, was attributed to its improved handling of information and communication. Communication and teamwork were the attributes ranked the least at 68.0% and 67.8%, respectively, whilst professionalism was ranked the highest at 74.7%.

There was a slight decline in the general awareness of CA's Internal Service Charter from 100% previously to 98%. The main source of information in this regard was cited as induction/orientation, followed by the intranet with ratings of 68.5% and 37.9%, respectively.

Key Recommendations

1. The survey revealed that, notwithstanding, the limited interface between the Authority and consumers of ICT services, there are consumers who still visit CA's various service delivery points. It is therefore recommended that the Authority introduces a USSD/Quick code for consumers of ICT services to use in accessing its services.
2. The relatively high use of Data/Internet services by ICT consumers avails an opportunity for the Authority to leverage on by embracing technology so as to offer enhanced online services. It is therefore recommended that CA develops a mobile phone application akin to the ones already in use by many leading banks and most notably Safaricom to increase access to its services. This should be undertaken via a thorough benchmarking process.
The Authority should explore the possibilities of riding on the existing and elaborate infrastructure of the Huduma Centres spread across the country as a way of increasing interaction with the Authority and ensuring its services are brought closer to Consumers. CA may want to go a bit further and devolve its services by setting up information desks at all the 47 County Headquarters to make it more accessible and visible. This is largely informed by the public's low interaction levels with the Authority
3. It is also recommended that CA incorporates the e-citizen platform in its service delivery processes to enhance service provision.
4. It also recommended that the Authority explores the development of an automated procurement portal to create a more transparent and simplified tendering process. The benefits of an E-Procurement system would also address suggestions made by the suppliers such as: the need to embrace transparency and equality in tendering process (28.4%), embracing technology e.g. in application of tenders (11.4%) and a better feedback process (9.1%).
5. It is recommended that the Authority's Management continues to positively engage staff so as to ensure productivity and maintain staff morale.. This should be done by continuing to employ the best practices currently being used by the Authority such as open communication, team building and effective conflict resolution.

I. INTRODUCTION

I.1. About the Communications Authority of Kenya

The Communications Authority of Kenya (CA) was established for the purpose of ensuring that provision of telecommunications, radio-communications, broadcasting, multimedia, e-commerce and postal/courier service is conducted in a manner that confers the most benefit to the citizens of Kenya and the economy in an environment that ensures fair play among the providers of those services. The Authority is specifically mandated under sections 23, 46A, 47 and 83C of the Kenya Information and Communications Act, 1998, to protect the users and consumers of information and communications technology services with regard to the prices charged, quality and variety of those services.

Vision

A Digitally Transformed Nation

Mission

Building a Connected Society through Enabling Regulation, Partnership and Innovation

Core Values

The Authority's core values are reflected in the services the Authority offers to its customers. Its core values are; Integrity, Innovation and Excellence.

Service Delivery Processes and Standards

The Authority, in its regulatory role serves a multi-stakeholder community. These stakeholders include members of the public, investors interested in doing business in the country's ICT sector, holders of licenses issued by the Authority, the consumers of communications services in the country and the Government of Kenya. The Authority has in place Memoranda of Understanding (MoUs)/Agreements with some government agencies and private entities.

In a bid to boost customer experience, the Communications Authority of Kenya (CA) has automated monitoring and evaluation of its service delivery with a tracking system to monitor and evaluate compliance with the external and internal charter commitments.

The Authority has in place an External and Internal Service Charter that serves as the basis of evaluating and reporting on its service performance and is therefore an important tool in maintaining its focus on client service delivery outcomes. The service charters outlines the service standards that the Authority intends to achieve. The Authority is also committed to ensuring that customers of ICT services throughout Kenya are provided with efficient and high quality services at competitive prices and that their concerns, whenever they arise, are dealt with in a most satisfactory manner.

Service Charter Promises

The CA Service Charter is a promise of standards of delivery to their esteemed customers, which identifies the core services that they offer and sets the standards that they pledge to achieve in serving their clients. The Authority is committed to providing services in a professional, transparent and

accountable manner. In this regard, the Charter also provides a mechanism for lodging complaints when services do not meet the stated standards.

CA clients expect the following services from the organization:

- a. Timely issuance of licenses and regulation of all systems and services in the ICT sector;
- b. Prudent management of the country's frequency spectrum (airwaves), numbering and addressing resources;
- c. Timely type approval/acceptance of ICT equipment meant for use within the country;
- d. Protect consumer rights within the ICT sector;
- e. Manage competition in the sector to ensure a level playing ground for all players;
- f. Regulate retail and wholesale tariffs for ICT services;
- g. Manage and administer the Universal Service Fund;
- h. Monitor the activities of licensees to ensure compliance with the license terms and conditions as well as the law.

Promise/Standards on Licensing

- a. Telecommunications licenses (135 days);
- b. Broadcasting licenses (60 days);
- c. Numbering (15 days);
- d. Type-approval (35 days);
- e. Postal and courier licenses (105 days).

Promise on Frequency Spectrum Management

- a. Assignment of frequencies (18 days upon payment of frequency fees as stated in the letter of offer);
- b. Renewal of frequencies (60 days upon payment of frequency renewal fee as indicated on the invoices);
- c. Monitoring and inspection (attend to reported on radio communication services) – 14 days within Nairobi and 30 days outside Nairobi.

Promise on Competition Regulation

- a. Interconnection approval (14 days upon filing interconnection agreements or deed of variations to the agreement);
- b. Interconnection dispute resolution (40 days upon submission by both parties to the dispute);
- c. Tariff approval/ regulated services (40 days upon filing details of a tariff including terms and conditions).

Promise on the Universal Service Obligation and Fund

- a. Acknowledge receipt of proposals on project to be funded (5 days upon submission of details of project to be funded);

- b. Evaluation of the proposal on project to be funded (60 days upon submission of details of the project to be funded);
- c. Publishing of the quarterly statistics report (90 days on quarterly return forms by operators).

Promise on Procurement and Payment

- a. Issuance of LPOs (3 days upon award of the tender);
- b. Evaluations of quotations (30 days upon receipt of quotations);
- c. National tender evaluation (30 days upon submission of bids);
- d. Payment of invoices (30 days upon submission of delivery note, invoice plus any other supportive document).

Promise on Handling Complaints

- a. Public complaints (21 days after visiting CA offices and complain in person or by filling out the online complaint form provided in the CA website);
- b. Consumer complaint (30 days upon filling in complaints form provided on CA website);
- c. Cyber-crime incident report (21 days upon reporting the incident through the contacts provided in the website);
- d. Broadcasting complaints (26 days upon filling out the complaints form provided at CA. First, the customer should lodge the complaint with the broadcasting house. If not satisfied with the broadcaster's response, the customer may lodge the complaint with the Authority.)

Promise on Access to Information on ICT Resources

Provide access to information on ICT resources through the CA Information Centre at CA Head Office (**10 minutes** upon request on physical visit). This includes provision of information on customer/consumer rights and obligations and any other ICT information in regard to CA services.

I.2. Survey Objectives

In order to achieve its mandate and some of the goals set out in the Authority's 2013 – 2018 Strategic Plan, the Consultant on behalf of the Authority carried out a Customer Satisfaction Survey with a view to establishing the Customer Satisfaction Index for its Internal and External Customers.

The Customer Satisfaction Survey was meant to provide insights into the perceptions of service quality and delivery to establish current levels and areas for improvement. The findings were also meant to enable CA determine the actions required for effective regulation.

I.3. External Customers

The survey aimed at determining customer satisfaction levels based on a categorization of the Authority's external customers. Specifically, the survey was meant to;

- 1) Determine the level of Customer Satisfaction with respect to the following attributes;
 - a) Speed of service delivery
 - b) Quality of services
 - c) Accessibility
 - i) Distance to service points
 - ii) Time taken to get to service points
 - d) Affordability
 - i) Cost of CA services/Amount of money spent at service point
 - ii) Cost of accessing/getting to CA service points
 - e) Courteousness of customer service / support staff
 - f) Information on services and products
 - g) Adherence to the commitments set out in the service charters
 - h) Competence of its workforce
 - i) Physical attributes (ambience, *et cetera*)
 - j) Accessibility of the Authority's services through telephone, information dissemination and physical premises
 - k) Responsiveness to customer feedback
 - l) Any other relevant dimension of service as perceived by CA's customers
 - m) Consideration for people living with disabilities (PLWDs), minorities (women, youth and the older members of society/elderly), and marginalised groups.
- 2) Identify critical gaps in service delivery system and recommend interventions;
- 3) Satisfaction with adherence to the Commitments set out in the external service charter;
- 4) Determine the level of satisfaction with respect to CA's Complaints Management System;
- 5) Determine the effectiveness of customer feedback mechanisms;
- 6) Determine the adequacy, relevance and access to information provided by the Authority through website, telephone and E – mails;
- 7) Determine an overall external Customer Satisfaction Index.

1.3.1. Key Focus Areas for Specific Target Groups

- 1) Licensees; obtain level of satisfaction with respect to;
 - a) Overall network performance (NP) i.e. quality of the network infrastructure;
 - b) End-to-end (QoS) – QoS for network infrastructure working with the end user devices;
 - c) Quality of experience (QoE) – networks & devices QoS plus Customer Perception
 - d) Services offered by CA such as:
 - Licensing of communications service providers;
 - Management of the country's frequency spectrum resources;
 - Management of the country's numbering resources;
 - Facilitation of online/electronic businesses
 - Approval & acceptance of communications equipment meant for use in the country
 - Protection of consumer rights within the communications environment
 - Management of competition in the sector to ensure a level playing ground for all players.
 - Regulation of the telecommunication tariffs
 - Management of the Universal Access Fund
 - Monitoring of the activities of licensees to enforce compliance with the license terms and conditions as well as the law
 - Regulating the postal and courier sector

- 2) Suppliers; obtain the level of satisfaction with respect to;
 - a) Access to tender information via public notices, websites and other channels;
 - b) Timelines of contract awards;
 - c) Timelines of payments;
 - d) Response to queries regarding tenders

- 3) Consumers and Partners/Affiliates
 - a) Consumers included those served directly by the Authority and those served by Licensees. Much of the focus was on how customer enquiries and complaints are handled by CA.

 - b) This included groups such as: Ministries, Departments & Agencies (MDAs); Consumer Organizations; County Governments that the Authority has interacted with; International Partners who have a close working relationship with CA e.g. ATU, CTO, ITU, EACO and PAPU; other key stakeholders such as the Media Owners Association, Mobile Networks Organization Association, GSMA and various Civil Society Organizations.

Much of the focus while interviewing the Partners/Affiliates was on the support they give to CA in the execution of its mandate.

I.4. Internal Customers

The main objective was to measure the level of services offered between various teams/departments with regard to the targets outlined in the Internal Service Charter. It also sought to determine the overall rating of each department, measure internal customer satisfaction regarding various processes and service targets, measure the extent to which staffs are satisfied with the services offered by departments and to measure ICT services throughout Kenya and develop an index of current levels. Specific objectives were to establish the level of Internal Customer Satisfaction with regard to the following targets outlined in the Internal Service Charter:

- 1) Internal communications; determine customer satisfaction levels with respect to internal communication channels, i.e. emails, memos and telephone;
- 2) Meetings and punctuality; determine customer satisfaction levels with respect to punctuality, frequency and length of time taken during the meetings;
- 3) Director General's Office; determine the level of customer satisfaction with respect to the role played by the Director General's Office in dissemination of assignments / communication;
- 4) General targets; determine the level of customer satisfaction with respect to dissemination and implementation of management decisions to the staff;

I.4.1. Key Focus Areas

- 1) Determine the overall customer satisfaction levels with respect to the following;
 - a) Accessibility
 - b) Timeliness in service delivery
 - c) Courteousness
 - d) Professionalism
 - e) Mutual respect
 - f) Teamwork
 - g) Duty of care
 - h) Confidentiality
- 2) Satisfaction with adherence to the commitments set out in the internal service charter;
- 3) Identify specific service gaps that require improvement and recommend measures to enhance Internal Customer Satisfaction;
- 4) Measure the level of satisfaction based on targets stipulated in the internal service charter;
- 5) Determine the overall rating of each department;
- 6) Determine the overall Internal Customer Satisfaction Index.

2. SURVEY APPROACH & METHODOLOGY

2.1. Survey Approach

The survey adopted a **three-pronged approach**, which entailed **Literature Review**; **Quantitative Face to Face Interviews**; and **Qualitative Key Informant interviews** as well as **Focus Group Discussions (FGDs)**.



2.1.1. Determining the Customer Satisfaction Index

In developing the Overall Customer Satisfaction Index (CSI), weights were distributed in terms of customer segmentation i.e. Licensees, Suppliers, Partners & Affiliates, Consumers and Internal Customers as shown below:

Table 1: Customer Satisfaction Index Segments & Weights

No.	Segment	Weighting factor	Percentage
1	Licensees	0.55	55%
2	Suppliers	0.20	20%
3	Partners & Affiliates	0.05	5%
4	Consumers	0.15	15%
5	Internal Customers	0.1	10%
	Overall CSI	1	100%

2.2. Survey Methodology

2.2.1. Literature Review

Kenya's ICT sector continues to consistently exceed expectations, this given its rank as one of the leading ICT hubs in the East and Central Africa region thus eliciting interest from other global technology hubs such as CISCO, Microsoft, Samsung and Kaspersky that have increased their foothold in Kenya. The global entities have been attracted by positive fundamentals, such as an increased population growth rate of 2.6% as compared to the global rate of 1.2%; this in essence signifies a ready and guaranteed market for ICT products, given the relatively high internet penetration rates and mobile uptake rates of 80% and 91%, respectively. The country's ICT sector has thus witnessed significant changes in the wake of unprecedented technological and policy changes against the backdrop of continuous public sector reforms.

The Consultant's review of essential documents included but was not limited to the following: the Information and Communications Act, 1998; the CA Strategic Plan 2013 - 2018; the Authority's Service Charter; the National ICT Policy, CA Sector Statistics and previous CA CSS reports.

2.2.1.1. Current State of Public Sector Reforms in Kenya

The Commonwealth Association for Public Administration Management (CAPAM) defines public sector reforms as processes and practices that are aimed at strengthening the management of the public sector. Specifically, it involves interventions made to resolve the problems of the public sector, such as:

- i) Inadequate organization;
- ii) Overextension attempting to do too much with few resources;
- iii) Irrational decision making processes;
- iv) Staff mismanagement;
- v) Weak transparency and accountability systems;
- vi) Poorly designed public programmes; and
- vii) Poorly executed public services.

The efficient and effective management of the public sector in any country is necessary for sustainable growth and development. In the past, reform programmes in Kenya have been implemented haphazardly and in ways that have been futile and untenable.

A properly carried out public sector reform agenda is guided by the following principles:

- i) A new pragmatic and results-oriented framework that facilitates the improvement of service delivery and generates value for money;
- ii) Enhanced clarification of objectives and administrative structures;
- iii) Intelligent political strategies and engagements;

- iv) Goal-oriented competencies and skills development;
- v) Professionalism and improved morale;
- vi) A code of ethical conduct for public sector ethics; and
- vii) Effective and pragmatic anti-corruption strategies that propagate proper financial management.

Kenya's public sector reforms history can be traced back to the mid-1960s. The attempts gained momentum in the early 1990s and continue to this day. The initial reform agenda was meant to address challenges within the public sector such as overstaffing, declining productivity, discrepancies in service levels, poor remuneration, low staff morale, indiscipline and unethical behaviour in government institutions, with the aim of improving public sector performance and service delivery.

These reforms have undergone four phases and spanned governance reforms, adoption of performance contracting and a rapid results initiative under the results based management programme, as well as e-government, service delivery charters and citizen service centre (Huduma Centre). Notably, they have also provided opportunities for the capacity building and training of public servants.

2.2.1.2. Current Legal Framework Informing ICT Usage in Kenya

The Kenya Information and Communications Act, 1998 and The Computer Misuse and Cybercrimes Act, 1998 form the basis of consumers' interaction with ICT services in Kenya. The latter Act recently signed into law will require the State to create a lot of awareness among citizens about the Act, training investigators on collection of evidence, training prosecutors on what constitutes cybercrime and creating awareness among judicial officers in the Act. The data protection bill, 2018 on the other hand is seen as a remedy to the challenging legal environment that underlines the ICT sector in Kenya. The bill if passed by parliament seeks to regulate the collection, retrieval, processing, storage, use and disclosure of personal data. The bill was first tabled in Parliament in 2015.

Globally, The EU's General Data Protection Regulation (GDPR) recently replaced the Data Protection Directive 95/46/EC and was designed to:

- Harmonize data privacy laws across Europe,
- Protect and empower all EU citizens data privacy
- Reshape the way organizations across the region approach data privacy.

The above regulation has already had a direct impact on how Consumers interact with data locally. This was witnessed during the recently concluded mass registration of the National Integrated Identity Management System (NIIMS) popularly known as the *Huduma Number* where there were concerns from the general population on the protection of their personal data.

2.2.2. Provision and Usage of ICT Services by Consumers in Kenya

ICT Services in Kenya are broadly categorized as follows:

- Mobile Telephone Services
- Fixed Telephone Services
- Internet Services
- Broadcast Services
- Postal & Courier Services

2.2.2.1. Mobile Telephone Services

There are now three major players in the country's telecommunications industry: Safaricom PLC; Airtel Kenya; and Telkom Kenya.

While all the network operators have invested in mobile technologies and infrastructure upgrades to support mobile data services, competition has nevertheless presented challenges to their profitability, with uneven topline growths reported in the recent past.

2.2.2.2. Mobile Subscriptions

According to the Authority's latest quarterly statistics, during the Q2 of the 2018/19 financial year, the number of mobile subscriptions grew by 6.2% to come in at 49.5 million from 46.6 million subscriptions in Q2 2018/19 from Q1, 2018/19. Consequently, the mobile penetration level rose to 106.2% and growing by 5.1% from Q1 to Q2. The more than 100.0% penetration level was attributed to ownership of multiple SIM cards in the country

2.2.2.3. Fixed Telephone Services

The number of fixed terrestrial connections plummeted by 4.4% from 68,662 connections during the period July – Sept 2018 to 65,644 connections. Inversely, fixed wireless connections increased from 1,020 lines to 1,047 lines in the period under review.

2.2.2.4. Internet Services

Data/internet services in the country grew by 8.3% in the period under analysis, with accessibility being enhanced by the availability and the high uptake of mobile phones.

The devices are mostly used to access: video on demand; online markets; games; music; news; and Social Media sites. They are also increasingly essential in accessing financial products and myriad Government services. Crucially, the access to and use of Internet services plays a key role in driving e-commerce in the country.

During the third quarter of 2018/19, the total data/Internet subscriptions grew by 8.2% to record 36.1 million subscriptions from 33.3 million subscriptions recorded during the second quarter of the same financial year.

2.2.2.5.. Broadcast Services

These are categorized as Digital Terrestrial Television and FM Radio Stations.

2.2.2.5.1 Digital Terrestrial Television

As at the end of the period under review, the number of free-to-air TV channels on the digital terrestrial platform rose by 10.3% to 75 from 68 channels reported in the previous quarter. Similarly, the number of digital TV subscriptions rose by 14.9% to come in at 5.7 million subscribers from 5.0 million subscribers from Q1 to Q2 of the 2018/19 financial year

2.2.2.5.2. Digital Terrestrial Television Sites Rollout

The digital TV broadcasting signal population coverage remained at 86.0% during the period under review.

2.2.2.6. FM Radio Stations

The number of FM radio stations in the country experienced no growth and stagnated at 173 stations as at the end of the period.

2.2.2.7. Postal and Courier Services

The Postal and Courier sub-sector remains popular amongst consumers because of its ubiquity, reliability and affordability.

The number of letters posted locally grew from 11.86 million letters recorded in the previous quarter to 14.20 million recorded in Q2. On the other hand, total courier items sent locally declined by 9.3% to reach 1.05 million items during the quarter under review compared to 1.16 million items sent in the previous quarter.

The number of International incoming letters plummeted by 3.0 % to stand at 2.049 million from 2.112 million letters recorded in the preceding quarter. Similarly, International outgoing letters recorded a marginal drop of 0.1% cent to stand at 986,019 letters.

2.2.2.7.1. Number of Postal and Courier Outlets

The number of Postal and Courier outlets for the period under review stood at 623 and 1,027 respectively.

2.2.3. Cyber Security

Cyber security threats have been identified as the most pressing challenges to the security of organizations, whether private or public around the world. As these threats evolve and the incidence of attacks increases, maintaining preparedness and situational awareness is vital.

CA Q2 2018/19 sector statistics indicates that cyber security threats rose by an alarming rate of 167.3% to stand at 10.2 million cases from 3.8 million cases from Q1 to Q2 2018/19.

2.2.3.1. The Current National Cyber Security Threat Landscape

The National KE-CIRT/CC is vital in this regard.

2.2.3.1.1. The National KE-CIRT/CC

The National KE-CIRT/CC is a multi-agency collaboration framework, which is responsible for the national coordination of cybersecurity as Kenya's national point of contact on cybersecurity matters. The National KE-CIRT/CC coordinates response to cyber security matters at the national level in collaboration with relevant actors locally and internationally.

The National KE-CIRT/CC continues to put in place initiatives to facilitate the management of cyber threats targeting Kenya. These initiatives cover people, processes and technology.

2.2.3.1.2. Recent Activities of the KE-CIRT/CC

During the quarter, the National KE-CIRT/CC detected over 7.9 million cyber threats. This denoted a 25.5% decrease given the 10.7-million cyber threats detected during the second quarter. The decrease was due to the enhanced response to the cyber threat advisories issued by the National KE-CIRT/CC to the targeted organizations. The measures deployed by the targeted organizations prevented the recurrence of some of the attacks.

During the quarter, the National KE-CIRT/CC validated and escalated 12,197 cases. This marked a 91% rise from the advisory sent out in the previous quarter and mirrors the global perspective, where there was a rise in the number of global cases of stolen personal data and credentials as well as malware. The consistent increase in the number of escalated cyber threats was due to enhanced capabilities of the National KE-CIRT/CC, and increased collaboration through new partnerships with other National CIRTs globally.

The quarter saw an accelerated rise in the number of malware attacks as well as the number of misconfigured systems. There was also an increase in the number of fake mobile applications hosted on popular online stores, which were used to deliver malware to mobile devices and defraud unsuspecting users.

2.2.4. Quantitative Phase

The aim of the survey was to evaluate the quality of service delivery, with the focus on quantifying customer perceptions and satisfaction with CA services. This approach entailed use of a predominantly structured questionnaire containing both closed-ended and open-ended questions. The questionnaires covered all key exploratory areas and measurement indicators/drivers.

The quantitative survey was conducted amongst internal and external customers who included CA Staff, Suppliers, Licensees, Partners & Affiliates, and Consumers of ICT services.

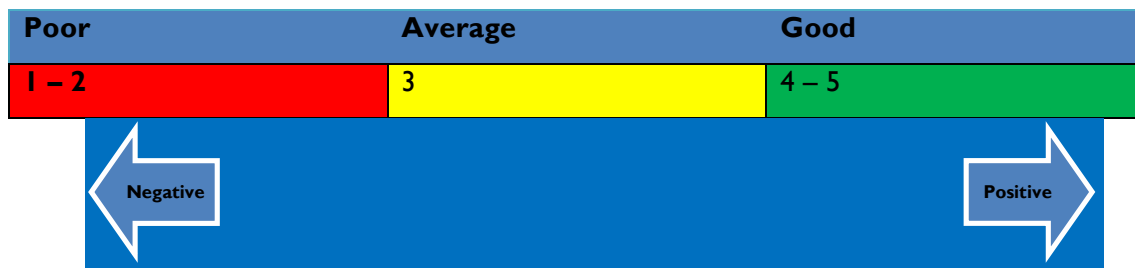
Staff Interviews were conducted online. As for the external customers, the questionnaire was administered via face-to-face interviews using Computer Assisted Personal Interviewing (CAPI)/Mobile Data Collection (MDC).

A pilot test of the questionnaires before actual fieldwork commenced was conducted. This enabled the Consultant to gauge the saliency & clarity of the questions as well as their flow.

2.2.4.1. The Measurement Scale

The Consultant used a Likert scale of 1-5 where:

- 1-2 indicated poor/not satisfied/negative and requiring immediate overhaul;
- 3 was average and indicated a requirement for urgent attention before it moves to injury stage;
- 4 - 5 was excellent / very satisfied/positive must be maintained and signifies best practice



2.2.4.2. Sampling Design (2018/2019):

Table 2: Sampling Design

Category	Target Population	Estimated Population	Target Sample	Achieved Sample
Internal Customers	CA Staff (Nairobi – 100; Mombasa – 60; Eldoret – 40; Nyeri- 10; Kisumu - 10)	250	200	136
External Customers	Suppliers (General and other categories)	Over 500	150	115
	Licensees: Network Facilities Providers/Tier 1 – 3; NFP/T2 – 21, NFP/T3 – 18 International Gateway Systems and Services – 12 Submarine Cable Landing Rights - 3 Application Service Providers -98 Content Service Providers – 286 Frequency Licensees - 1602 DOT KE subdomain name registrars - 54 Telecommunication Contractors – 342 Technical Personnel – 297 Business Process Outsourcing - 24 Private Very Small Aperture Terminals (Vsat)- 20; Onetime Authorisation e.g. Vendors- 50; Postal/Courier Operators – 189; TV Broadcasters- 73;Radio Broadcasters – 167	3209	450	390
	Population with Access to ICT Services vis a vis Proportion of Adult Population	19,370,843	2,524*Weighted back to 2400	2,524*Weighted back to 2400
	Partners/Affiliates (MDAs, International and regional organizations i.e. ITU, EACO, NGOs, Consumer Organizations, Academia et cetera	100	50	30
Total			3,374	3,195

Suppliers and Licensees were interviewed at their places of work. For members of the public/consumers of ICT services, the Consultant conducted 2,524 face to face household interviews across the 47 counties targeting persons aged 18 years and above.

2.2.4.3 Methodology for the Consumer/General Public Interviews

The survey adopted a multi-stage cluster sampling. A sample of 2,400 was stratified to cover all the 47 counties of Kenya. The Percentage Distribution of Population with Access to ICT Services guided allocation of the sample of 2,400 to the 47 counties¹ in each of the eight regions. It was further distributed by county using Population Proportionate to Size in each region.

2.2.4.3.1. Sample Distribution

Table 3: Sampling Distribution

Region	Proportion of Population with Access to ICT Equipment	Proportion of National Population	County	Adult Pop. (2009)	Sample Prop	Sample
Coast	27%	9.5%	Mombasa	581389	34%	77
			Kwale	300446	18%	40
			Lamu	52741	3%	7
			Taita Taveta	159260	9%	21
			Kilifi	516115	30%	69
			Tana River	103617	6%	14
			Total	1713568	100.0%	228
North Eastern	19%	3.6%	Garissa	276008	30%	26
			Mandera	389202	42%	36
			Wajir	266265	29%	25
			Total	931475	100.0%	86
Eastern	28%	11.6%	Marsabit	133208	5%	13
			Isiolo	70172	2%	7
			Embu	290606	10%	28
			Makueni	430005	15%	41
			Tharaka Nithi	199104	7%	19
			Meru	730778	25%	70
			Machakos	593891	20%	57
			Kitui	462891	16%	44
Total	2910655	100.0%	278			
Central	33%	11.9%	Nyeri	417876	17%	49
			Muranga	418091	17%	49
			Nyandarua	299682	12%	35
			Kirinyaga	325514	13%	38
			Kiambu	975355	40%	114
			Total	2436518	100.0%	286

¹ Kenya National Bureau of Statistics and Communications Commission of Kenya - *National ICT Survey Report (2011)*

Region	Proportion of Population with Access to ICT Equipment	Proportion of National Population	County	Adult Pop. (2009)	Sample Prop	Sample
Rift Valley	28%	29.6%	West Pokot	209733	4%	31
			Turkana	389343	8%	58
			Trans Nzoia	376723	8%	55
			Samburu	95761	2%	14
			Elgeyo Marakwet	171763	4%	26
			Baringo	244441	5%	36
			Kajiado	361824	8%	53
			Nandi	364219	8%	54
			Laikipia	206088	4%	31
			Uasin Gishu	466504	10%	69
			Nakuru	834161	17%	124
			Bomet	336031	7%	50
			Narok	369931	8%	55
			Kericho	375957	8%	55
Total			4802479	100.0%	710	
Western	24%	11.7%	Kakamega	769784	39%	109
			Vihiga	267346	14%	38
			Bungoma	611008	31%	86
			Busia	333400	17%	47
			Total	1981538	100.0%	281
Nyanza	26%	13.4%	Kisumu	478419	19%	60
			Homa Bay	429365	17%	54
			Migori	397908	16%	50
			Siaya	401993	16%	51
			Kisii	550845	22%	69
			Nyamira	292437	12%	37
			Total	2550967	100.0%	322
Nairobi	46%	8.7%	Nairobi	2043643	100.0%	253
			Total	2043643	100.0%	253
Total		100%	Total	19370843	100.0%	2400

The margin of error for the above sample was +/- 2 at a 95% confidence level.

NB: All tables containing data on the findings in the counties can be accessed in the Appendices.

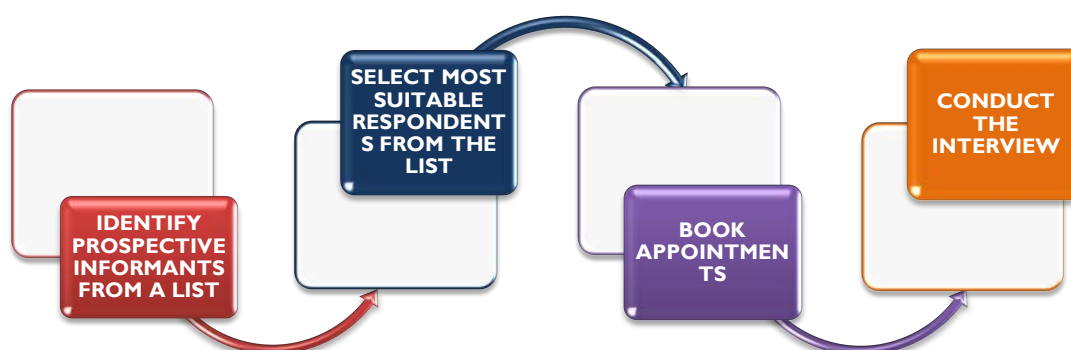
2.2.5. Qualitative Phase

2.2.5.1. Key Informant Interviews

The Consultant conducted Key Informant Interviews (KIIs) with, CA partners and key stakeholders in the ICT sector such as members of academia and consumer associations.

The following approach was used;

Figure 1: Key Informant Interview Process



2.2.5.1.1. Distribution of the KIIs

The Consultant targeted the following key stakeholders:

Table 4: Distribution of Key Informant Interviews

Target Group	Number of Targeted Respondents	Number of Achieved
CA Partners and Affiliates (Relevant MDA's, International Organizations)	10	6
Licensees – Mobile network operators; PCK; CIAK; Wananchi Limited; Jamii Telecom; Access Kenya Limited; Liquid Telecom; Zuku	10	7
Key stakeholders/Organizations in ICT sector i.e. Media Owners Association, Media Council of Kenya, KEPSA <i>et cetera</i>	5	2
Consumer Organizations e.g. COFEK, COTU, Organizations for Persons Living with Disability	5	7
Total	30	22

2.2.5.2. Focus Group Discussions

Focus Group Discussions (FGDs) were conducted in-order to get insights and support the views expressed in the household survey, specifically views of consumers of various ICT services.

2.2.5.2.1. FGD Sample Make – Up

The Consultant conducted 15 FGDs across the country that were made up as follows:

Table 5: FGD Sample Make – Up

County	Urban Respondents' Profile	Rural Respondents' Profile
Nairobi	Mixed Gender; 18 – 25 yrs., SEC D Mixed Gender; 26 – 35 yrs. SEC C2 Mixed Gender; 36+ yrs. SEC C1, AB	
Mombasa and Kwale	Mombasa: Mixed Gender; 18 – 25 yrs. SEC C2, D Mixed Gender 26 – 35 yrs. SEC C1 Mixed Gender; 36+ yrs. SEC C1, AB	Kwale Mixed Gender; 36+ yrs. SEC C1, AB
Nyeri and Kitui	Nyeri Mixed Gender; 18 – 25 yrs. SEC C1	Kitui Mixed Gender; 36+ yrs. SEC C2, D
Uasin Gishu, Nakuru and Narok	Uasin Gishu Mixed Gender; 26 – 35 yrs. SEC C1 Nakuru Mixed Gender; 18 – 25 yrs. SEC C1, AB	Narok Mixed Gender; 36+ yrs. SEC C2, D
Kisumu, Kisii and Busia	Kisumu Mixed Gender; 18 – 25 yrs. SEC C1 Kisii Mixed Gender; 36+ yrs. SEC. C1, AB	Busia Mixed Gender; 26 – 35 yrs. SEC C2, D
Total	15	

2.2.6. Quality Control

The Consultant instituted a well-planned system of procedures, performance checks, quality audits, and corrective actions to ensure that the survey outputs were of the highest achievable quality. In this regard, the key areas of the survey life cycle underwent an examination of quality including Sampling, Recruitment & Training, Fieldwork, Site Visits and Data Processing & Analysis.

2.2.6.1. Quality Control during Questionnaire Design and Scripting

The Consultant designed and went through the survey questionnaire to make sure all survey objectives were addressed. The questionnaire was translated into Kiswahili to ensure uniform interpretation. During scripting, the technical team together with CA representatives sat down with the scripter to ensure that all questions were properly scripted and that the skip routines were adhered to. The Consultant ran internal checks before the scripted questionnaire was uploaded for use.

2.2.6.2. Quality Control during Field Work

The Consultant conducted two sets of training:

- i) A centralized training in Nairobi for the Trainers of Trainers (ToTs)
- ii) Decentralized training which were held in the 8 regions, with each region having enumerators from the counties sampled in that region

A pre and post evaluation test was administered amongst the enumerators to assess their levels of understanding of the entire set of survey tools. Only those who scored above 80% were incorporated in the survey team. This is one of the Consultant's SOPs aimed at ensuring that data output is of the highest standard.

Subsequently, a pilot was conducted to test the reliability and relevance of the questions and the Consultant's data collection system.

During fieldwork, the Consultant ensured that supervision was carried out and it entailed back checks, accompaniments, spot checks, speed traps, GIS Mapping of all the interviews as they were uploaded onto the data collection server and telephonic back checks from the Consultant's call centre.

All these quality control measures during data acquisition conformed to the 25% global best practice in data collection, which the Consultant adheres to.

2.2.6.3. Quality Control during Data Processing

Quantitative data was collected using hand held mobile data collection devices preprogrammed with the questionnaires. Data was then automatically uploaded to a central server on a daily basis. In this survey, *data collection* and *processing* was integrated. The relative advantage of this was mainly threefold;

- i. The scope for higher data quality since errors can be corrected while the interviewers are still in the field;
- ii. The possibility to generate databases and undertake tabulation and analysis soon after the end of field operation to reduce the turn-around time;
- iii. Greater scope for standardizing the data collection by the interviewers.

2.2.6.4. Cleaning and Analysis of the Survey Data

The aim of data cleaning was to:

- i. Achieve consistency within the data sets; and
- ii. Detect and verify, correct or eliminate outliers, since extreme values are major contributors to sampling variability in the survey estimates.

Cleaning of the survey data entailed detecting and correcting inconsistencies and impossibilities in the data. Editing was achieved through special edit runs of the data.

Data was checked for errors using logical sequence analysis. Cleaned data was then documented in syntax and analyzed using SPSS.

For the qualitative data, the Key Informant Interviews and FGDs were transcribed, gridded and analyzed using thematic qualitative research methods.

3.0. SURVEY FINDINGS AND ANALYSIS

Below are the survey findings by category of Customer interviewed in 2018/2019.

The report is a triangulation of both Quantitative and Qualitative interviews.

3.1. Licensees

The study sought to determine levels of Licensees' satisfaction with CA services.

The survey was designed to measure satisfaction on a broad range of issues: General Awareness of CA, Awareness & Knowledge of the Authority's Roles, Awareness of CA's Service Charter, Corporate Image and Reputation, Complaints Handling by the Authority, Handling of Information and Communication, Service Provision by CA, Cost of CA services, and Overall Performance of the Authority in Executing its Roles as an ICT Regulator.

The survey targeted 450 licensees and the Consultant managed to interview 390. Translating to a response rate of 86.7% if mirrored with the global response rate on CSS, which stands at 65%, then the response rate is well above average.

Table 6: Licensees' CSI; 2017 - 2019

INDICATOR	CSI 2016/17	CSI 2017/18	CSI 2018/19	Change from 2017/18	Change from 2018/19
COST OF CA SERVICES		73.8%	75.0%		1.2%
AWARENESS & KNOWLEDGE OF CA ROLES	74.1%	77.3%	74.0%	-0.1%	-3.3%
CA'S HANDLING OF INFORMATION AND COMMUNICATION	76.2%	85.0%	74.0%	-2.2%	-11.0%
SERVICE PROVISION BY CA		75.6%	73.0%		-2.6%
CA CORPORATE IMAGE & REPUTATION	77.5%	75.0%	71.4%	-6.1%	-3.6%
AWARENESS OF CA SERVICE CHARTER		76.0%	70.0%		-6.0%
COMPLAINTS HANDLING BY CA	52.0%	64.6%	65.0%	13.0%	0.4%
GENERAL AWARENESS OF CA		77.0%			
AWARENESS OF COMMUNICATIONS AUTHORITY OF KENYA (CA)	81.1%				
REGULATION OF ICT	76.8%				
OVERALL PERFORMANCE OF CA		75.0%	68.2%		-6.8%
OVERALL SI	73.0%	75.5%	71.3%	-1.6%	-4.2%

NB: Please note that due to revision of the indicators over time some indicators/metrics are blank for the 2018/19 financial year as compared to previous years

The Licensees' recorded an Overall Satisfaction Index of 71.3%, in 2018/19. When compared to 2017/2018, it was observed that there was a drop by 4.2% from **75.5%** previously. This drop is statistically significant.

The individual performance vis a vis different indicators, as shown above reveals a growth in rating the Cost of CA Services that rose by 1.2%, followed by Complaints Handling by CA that recorded a 0.4% increment. Nevertheless, the Consultant observed a slump in the remaining indicators.

The highest decline between the years under review was 11.0% on the Authority's Handling of Information & Communication. Other indicators that recorded significant decline include: Awareness of the Service Charter at 6%, Corporate Image and Reputation at 3.6%, Awareness & Knowledge of CA's Roles at 3.3% and Service Provision by CA at 2.6%.

These are some of the views of the surveyed participants:

i) Decline in Levels of Awareness

"...They need to share information for consumers.. ...let them provide more information to consumers and especially what they do and even pricing as it helps consumers to make the decisions..." **Key Informant in the Telco Industry**

"...what I also noticed is that sometimes if you want information from them, we have to call them..... They do not have a platform to highlight things like updated changes" **Key Informant – TV Broadcast Industry**

'.... I do not think it is visible, because we never even see them in the newspapers, if I go from page 1 to the last I do not think I will see anything from CA, apart from the email, these letters they send, then maybe I go to their website, or the tweets that, because I follow them, otherwise I would not know anything...." – **Key Informant in the Radio Broadcast Industry**

"...I don't know them very much, just heard about it recently ...again maybe it used to deal with us but for some time since I came here I have not seen them..." – **Key Informant from Special Interest Group**

ii) Sentiments on Handling of Information and Communication:

"...We feel that the market is not well balanced and we have highlighted that there are interventions that the regulator needs to do in order to improve the competitiveness of the market.... that there is

a dominant player who needs to be regulated differently. This has never been done...” **Key Informant in the Telco Industry**

“...for instance when there is request for clarification the responses to it are inadequate.” **Key Informant in the ISP industry**

iii) Decreased confidence in CA’s Corporate Image and Reputation

‘...So they need to consider digitizing their website, there is a lot of information, yes, but it needs to be more interactive, considering it is the key source of information in the ICT space in Kenya, and because they are promoting ICT, they need to look at how to make it a bit more interactive to the consumers of their services... ..you’ve got to have a lot of infographics, it’s digital...’ **Key Informant in the Telco Industry**

“...like every month you give them the program line up but they don’t give us feedback....., They only call us when they have an issue to complain, they should tell us that we are improving,” **Key Informant in the TV Broadcast Industry**

iv) Decrease in awareness of the Authority’s Service Charter

“. Yes, I might I have seen the charter, but I won’t lie, to you I do not know it in detail...I am only aware about the basics... they need to create compulsory forums where we discuss it, ask questions... get live feedback... ..” **Key Informant in the Courier Industry**

With respect to the gains that the Authority made, these were some of the observations made by the participants:

i) The Authority’s Handling of Complaints

“...but on the framework, they have on resolving customer complaints they do fairly well...” **Key Informant in the Telco Industry**

“...I think they have done their bit because I know we interact a lot with them when consumers are not happy with the way their complaints were handled... ..of course they normally forward to the regulator and the regulator further forwards to us. So we interact and try to resolve jointly where there was a misunderstanding between us and the customers....” **Key Informant in the Telco Industry**

3.1.1. Awareness and Knowledge of CA’s Roles

The findings revealed that the Licensees are well informed about CA’s roles. It recorded a mean of 72.9%. With respect to the individual roles such as: licensing of broadcast service providers (78.0%), regulation of broadcasting content (75.6%) licensing of telecommunications service providers (75.1%), approval & acceptance of communications equipment, (75.1%). This could have been occasioned by the fact that they are essential for the smooth running of their operations.

This further verifies findings from the 2017/18 where the 4 roles featured as the most well - known. Management of the Universal Access & Fund elicited the lowest awareness amongst the surveyed Licensees at 63.4%, a 2.0% decrease from the previous survey.

The table below shows the individual performance ratings of the Authority's various roles.

Table 7: Awareness and Knowledge of CA Roles

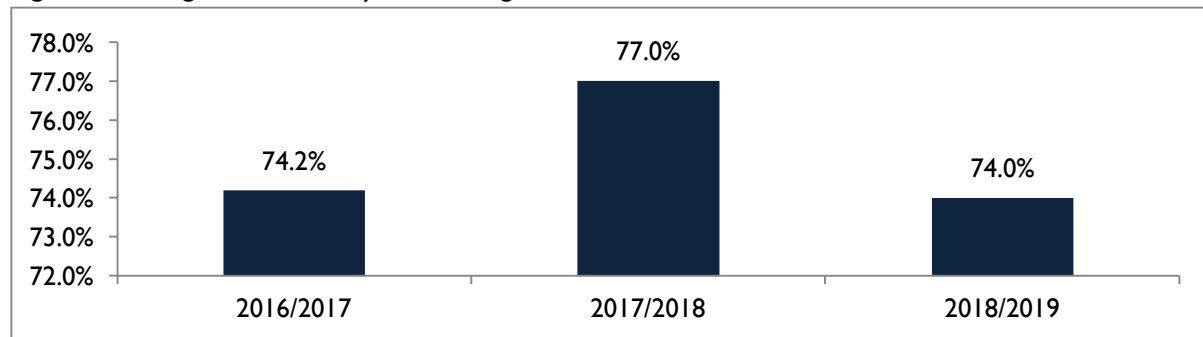
Roles	Mean Rating
Licensing of broadcast service providers	78.0%
Regulation of broadcasting content	75.6%
Licensing of telecommunications service providers	75.1%
Approval & acceptance of communications equipment meant for use in the country	75.1%
Management of the country's frequency spectrum resources	74.0%
Monitoring of the activities of licensees to ensure that nobody operates without a license and those who are licensed are operating within the law	74.0%
Facilitation of online/electronic businesses	73.9%
Protection of consumer rights within the communications environment	73.7%
Regulation of ICT tariffs/costing	71.6%
Management of competition in the sector to ensure a level playing field for all players	70.8%
Management of the country's numbering resources	69.5%
Management of the Universal Access and Fund	63.4%
Overall Rating	72.9%

Q. Specifically, how would you rate your knowledge of CA's role as Kenya's ICT regulator on a scale of 1 – 5 where 1 is very poor and 5 is excellent?

The licensees' perception of the Authority's role as Kenya's ICT regulator has declined by 4%. About 3 out of 5 licensees affirm CA's role as Kenya's ICT regulator.

In 2018/2019, it stood at 74.0% compared to 75.0% and 81.1% in 2017/2018 and 2016/2017 respectively.

Figure 8: Rating of CA as Kenya's ICT Regulator



Q. Specifically, how would you rate your knowledge of CA's role as Kenya's ICT regulator on a scale of 1 – 5 where 1 is very poor and 5 is excellent?

3.1.2. Performance of CA in Executing its Roles

The survey sought to assess the level of performance of CA in executing the following roles: Licensing of broadcast services (76.4%); Approval & acceptance of communications equipment meant for use in the country (75.1%) and Regulation of broadcast content (74.5%).

The overall rating on the performance of CA in executing its roles stood at 71.0%.

The table below further highlights the performance of the Authority in executing its roles by each function.

Table 8: Performance of CA in executing its Roles

Role	Mean Rating
Licensing of broadcast service providers	76.4%
Approval & acceptance of communications equipment meant for use in the country	75.1%
Regulation of broadcasting content	74.5%
Management of the country's frequency spectrum resources	72.9%
Facilitation of online/electronic businesses	71.9%
Monitoring of the activities of licensees to ensure that nobody operates without a license and those who are licensed are operating within the law	71.9%
Licensing of telecommunications service providers	71.7%
Protection of consumer rights within the communications environment	71.6%
Management of the country's numbering resources	69.3%
Management of competition in the sector to ensure a level playing field for all players	67.8%
Regulation of ICT tariffs/costing	67.4%
Management of the Universal Access and Fund	64.5%
Overall Rating	71.0%

Q. So far, on a scale of 1 – 5 where 1 is very poor and 5 is excellent, how would you rate the level of performance of CA in executing these roles?

The above findings were backed up by key informant opinions such as:

“.....The first one is the USF project, which has led to deepening broadband connectivity in the country thus making sure the unserved and the underserved in the country have the same opportunities as the rest of the people in the country, they have been big on... deployment of the USF project and coordinating the different stakeholders.....The other initiative they have worked on is the national broadband strategy”**Key Informant in the Telco Industry]**

“...My response is engagement is done across board and we hope that all licensees are treated equally...that is our hope, ...And then the other thing they have done this time is capacity building sessions organized by the authority, however we request for ample notice to respond to them sometime they come but the notice is too short” **Key Informant in the Telco Industry]**

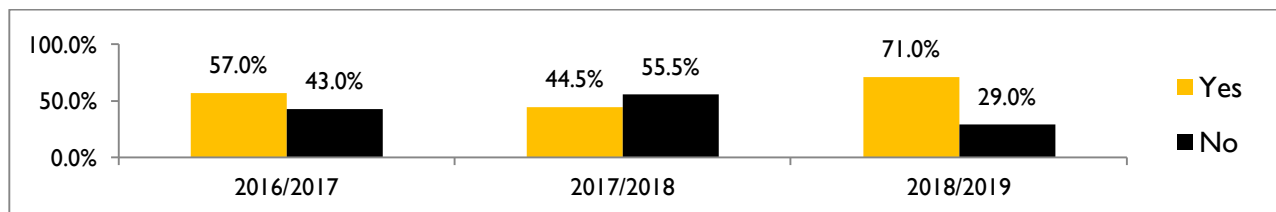
Many people are not aware that it actually regulates the courier industry... you see...” **Key Informant in the Courier Industry]**

3.1.3. CA Customer Service Charter

3.1.3.1. Awareness of the CA Customer Service Charter

In determining the Licensees’ overall satisfaction with the Authority, it was essential to gauge respondents’ knowledge of the Authority’s Service Charter. The Customer Service Charter provides a framework for defining service delivery standards, the rights of customers and how complaints from customers are addressed. Awareness of CA’s Customer Service Charter stood at 71.0%. This was a significant improvement in comparison to the previous years; where awareness was recorded at 44.5% as shown in figure 13 below.

Figure 2: Awareness of the service charter last year and this year

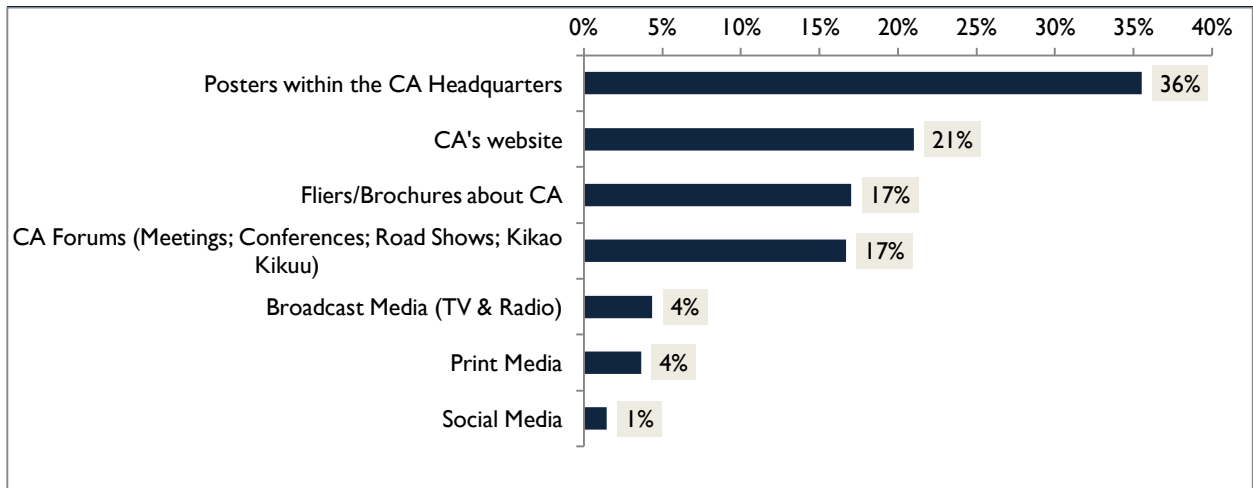


Q. Are you aware of CA’s customer service charter?

3.1.3.2. Sources of Awareness of the Authority’s Service Charter

Posters within the Authority’s headquarters, at 36% were noted to be the biggest source of awareness about the Customer Service Charter. It was noted that the website contributed to 21% of this awareness. Social Media recorded the least at 1%.

Figure 3: Sources of awareness of the Customer Service Charter



Q. How did you get to know about CA's customer service charter?

3.1.3.3. Effectiveness of CA in Delivering on Promises in the Service Charter

The Licensees rated the overall effectiveness of CA in delivering on its promises in the service charter at 70.2%. This marked a decline from previous surveys in 2016/2017 and 2017/18 where the licensees gave a rating of 76.8% and 76.0% respectively. This survey has revealed that the level of confidence among Licensees in the authority's ability to deliver on the promises in the service charter continues to decrease. We sampled some of the opinions from key informants to confirm the trend. The main reasons behind the decline are highlighted below:

"...we feel that the market is not well balanced and we have felt that there are interventions that the regulator needs to improve the competitiveness of the market because currently we feel that there is a dominant player who needs to be regulated differently....we are expecting the regulator to institute what is known as the asymmetric regulation where you declare a dominant operator dominant, and you regulate them differently from the other players. And that is the international best practice. So that is an expectation..." **Key respondent in the Telco Industry**

"...Because if they're going to make the rules and regulations for local content and we are not there despite being among the top 10 stations....." **Key Informant in the TV Broadcast Industry**

".....In terms of billing, we would be happy if there was some improvements and consistency on the way the invoicing is done and how we are able to get back feedback that is needed..." **Key Informant in the ISP Industry**

"...challenge we are facing is rate traffic termination, we have noted some increase in rate traffic termination and that is an area we feel that the Authority would need to do a bit of work to address and another challenge is we would want to see some clarity on the spectrum policy,, you know assignment, pricing etc...." **Key respondent in the Telco Industry**

Q. On a scale of 1 to 5 where 1 is "not effective at all" and 5 is "Very effective" how would you rate the effectiveness of CA in delivering on its promises in the service charter

?

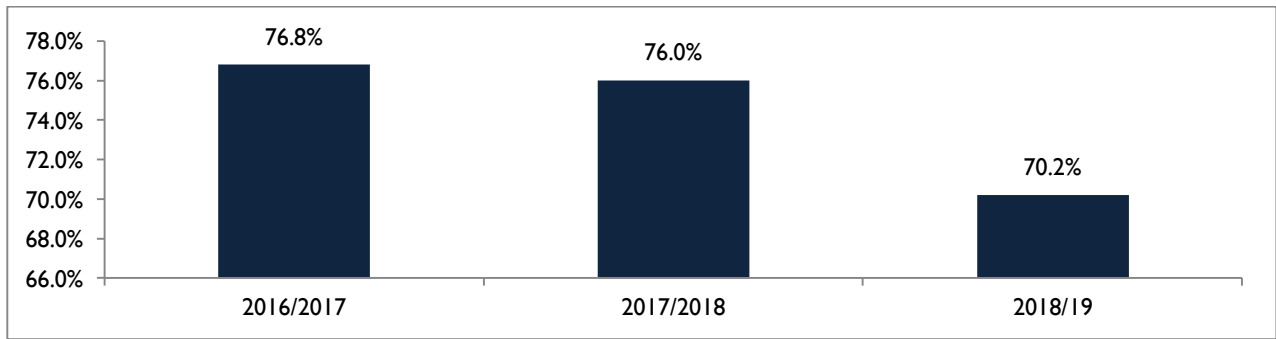


Figure 4: Effectiveness of CA in delivering on its promise in the service charter

3.1.4. Assessment of the Authority's Corporate Image and Reputation

Generally, the Licensees indicated positive perceptions of the Authority's Corporate Image and Reputation giving an overall satisfaction rating of 71.4%. However, the trend is on the decline as compared to 2017/18 where it was recorded that 75.0% of the licensees had a positive perception. As highlighted in last year, the Authority should take note however that it did not score favourably with respect to its involvement in corporate social responsibility activities (65.5%). When asked about the courses advanced by the Authority some of the Key informants had this to say:

"I think they need to have within their website someplace where they do some comparison so that consumers can know...they can have a table comparing the various tariffs to help consumers. Because consumers may not have all the information to make the comparison" **Key Informant in the Telco Industry**

Table 9: Assessment of CA's Corporate Image and Reputation

Indicator	Mean Rating
CA is an organization that I can trust	73.8%
I have confidence in CA's Staff and Management to execute its mandate	73.0%
CA is an innovative organization	72.7%
CA is reliable	72.4%
CA professionally discharges its mandate	72.0%
CA has a good reputation	70.4%
CA is involved in corporate social responsibility activities	65.5%
Overall Rating	71.4%

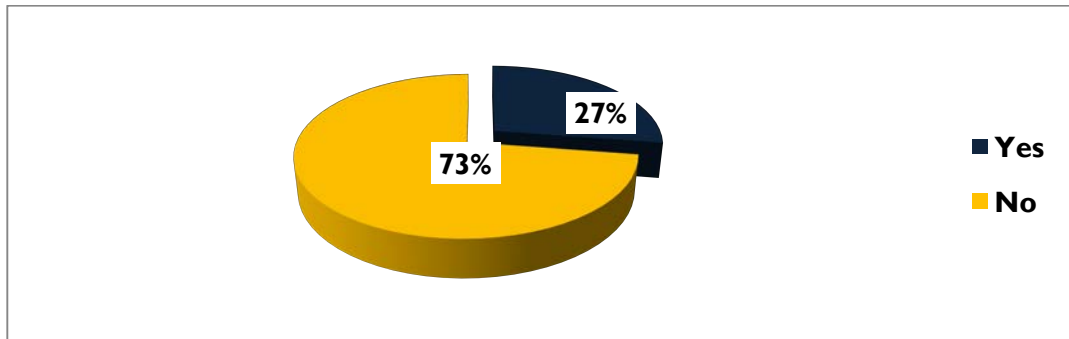
Q. On a scale of 1 – 5 where 1 is "Strongly Disagree" and 5 is "Strongly Agree" please state the extent to which you agree or disagree with the following statements about CA

3.1.5. Complaints Handling by CA

Effective complaints handling is crucial to the provision of quality service. Complaints handling helps improve market confidence and helps the organization understand customers' perception in reference to handling mechanism put in place.

The study revealed that 27% of the survey respondents in this category had filed complaints with the Authority up from 8% reported last year as highlighted below:

Figure 17: Licensees lodging of complaints with CA

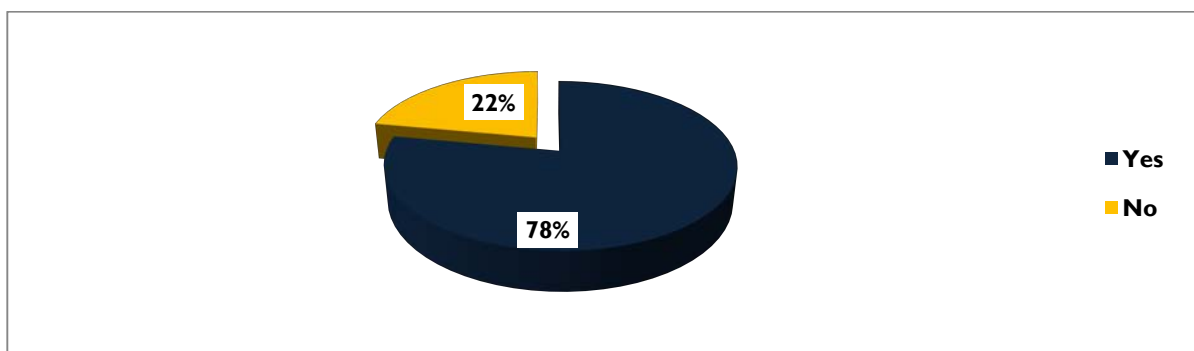


Q. In the last 1 year, did you file any complaint with CA?

3.1.5.1. CA's Ability to Handle/Resolve Complaints

The study revealed that a majority (78%) of Licensees indicated they are confident in the ability of CA to handle/resolve complaints.

Figure 5: Confidence in CA's ability to handle Complaints



Q. Do you feel confident in the ability of CA to handle/resolve complaints?

Some of the licensees with positive sentiments had the following to say:

“.....so there is a whole program they have called Kikao Kikuu... ..they put together a session and different players plug in to the session usually has thematic areas for instance let us assume a session

will be on digital economy so they would invite different players to participate.. ...being one of them and we would be in those panels to discuss various topical issues that affect our consumers and address them through various structured ways....” Key Informant in the Telco Industry

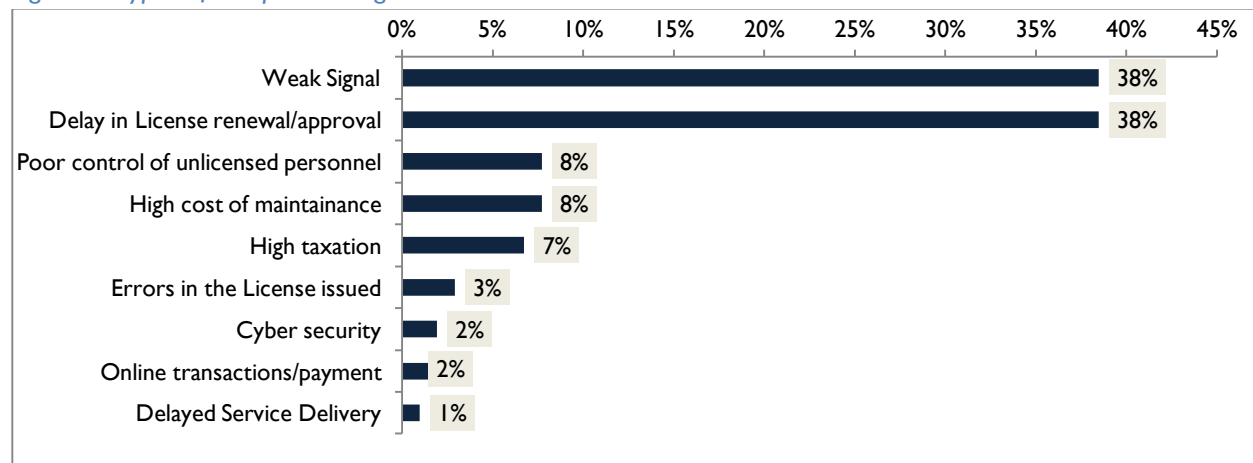
“....So in terms of response rates and complaints handling they are quite prompt as compared to how they were before...” Key Informant in the Telco Industry

3.1.5.2. Assessment of the Complaints Lodged

The survey revealed that there were concerns around the delay in license renewal and approval as stated by 38% and weak signal also highlighted by 38% of the surveyed licensees who had lodged complaints with the Authority.

The focus should be on the license renewal and approval processes so as to meet the of licensees. Another area that requires attention is the broadcast signals.

Figure 6: Types of complaints lodged

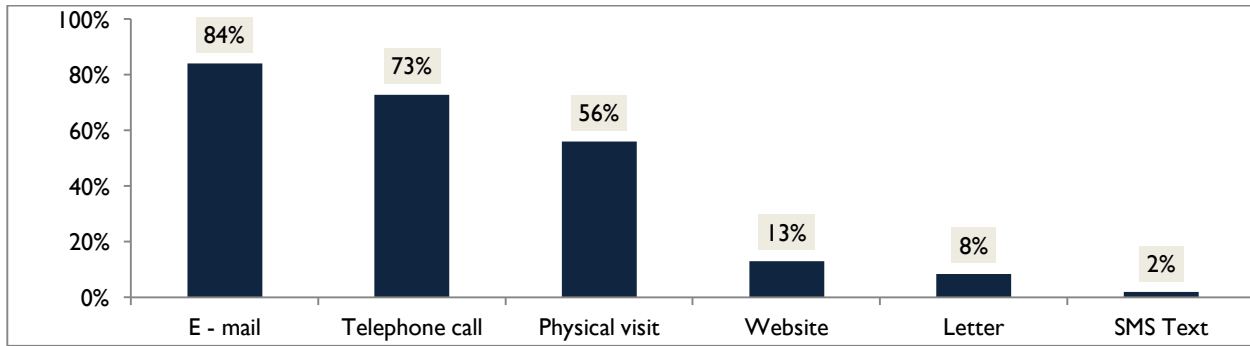


Q. What was the complaint about?

3.1.5.3. Channels used to Report Complaints

On the assessment on channels used to report complaints, e-mail was the most preferred, because it always provides a record of correspondence, by about 4 out of 5 of the surveyed respondents. Other preferred channels include telephone calls and physical visits at 73% and 56%.. More customers in this category should be encouraged to make complaints via e-mail especially the 56% who prefer to do so via physical visits, this being in line with the Authority’s agenda to embrace digital systems to channel and receive information.

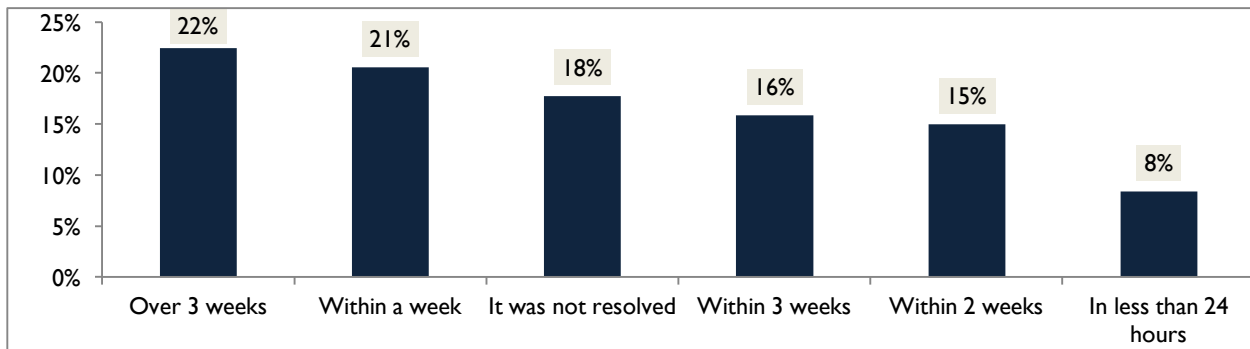
Figure 7: Channels used to report complaints to CA



Q. Through which channel did you report the complaint to CA?

3.1.5.4. Speed of Handling Complaints

Among the licensees who had made complaints, 18% indicated that their complaints were not resolved. Concurrently, 8% reported that their complaints were resolved within a day from 3.1% in 2017/18. While this is an improvement, it may be necessary for the Authority to ensure strict adherence to the Customer Service Charter with respect to the turnaround time in resolving complaints. The Authority should also ensure that Customers are kept informed of the status of their complaints to increase confidence in the process and ensure transparency.

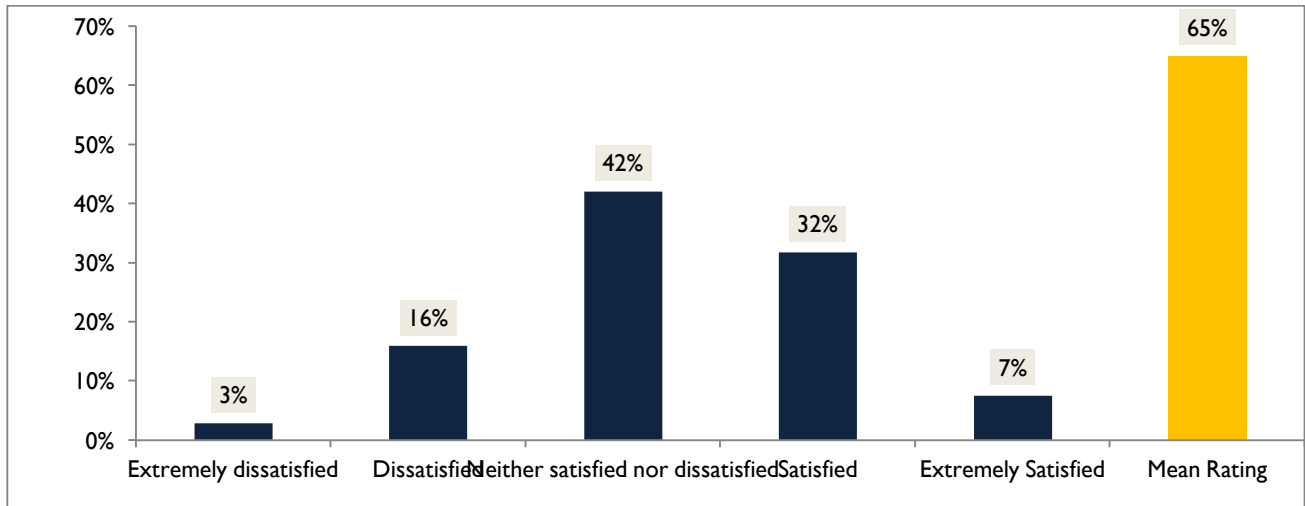


Q. How fast was your complaint resolved?

3.1.5.5. Satisfaction with Complaints Handling

The survey revealed that overall satisfaction with the way complaints are handled stood at 65%, a marginal improvement from 64.6% recorded in the previous survey. The increased levels of satisfaction with respect to complaints handling by the Authority among licensees can be attributed to increased use of e-mail compared to the previous year when most complainants chose to physically visit the Authority to make complaints. It is likely that Licensees are receiving useful feedback on e-mail with respect to their complaints. One of the respondents had this to say:

“...The good thing is that when they send us emails about something they put all their contacts, so it is easy to access them... .. generally they have been responsive via email...” **Key Informant in the Broadcast Industry**

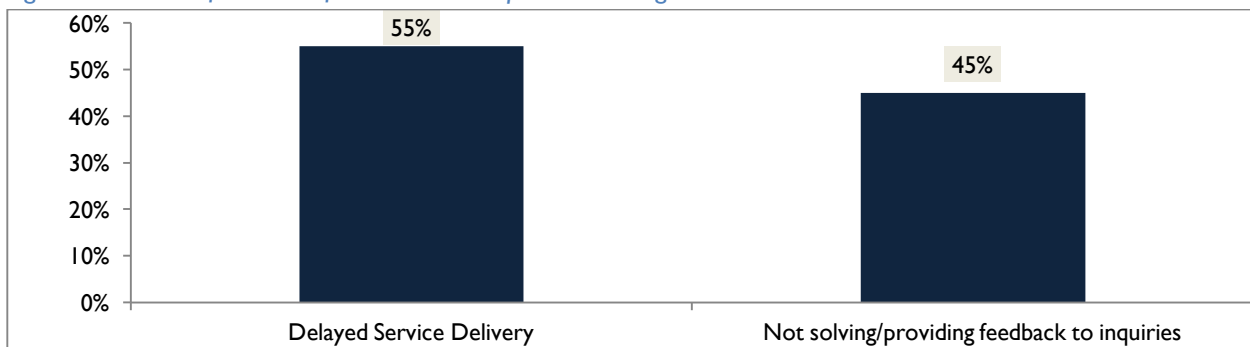


Q. On a scale of 1 to 5 where 1 is “extremely dissatisfied” and 5 is “Extremely satisfied”, how satisfied were you with the way CA handled your complaint

3.1.6.6. Dissatisfaction with Complaints Handling

Of the Licensees who had lodged complaints, 45% indicated that the Authority never resolved their complaints. The Licensees reported that they experienced significant delays in the resolution of their complaints. The Authority needs to streamline its complaints handling process to ensure complaints are resolved within the stipulated time allocated. It also needs to keep the Licensees well informed of the status of their complaints.

Figure 8: Reasons for dissatisfaction with complaint handling



Q. Kindly explain why you were dissatisfied with the way your complaint was handled

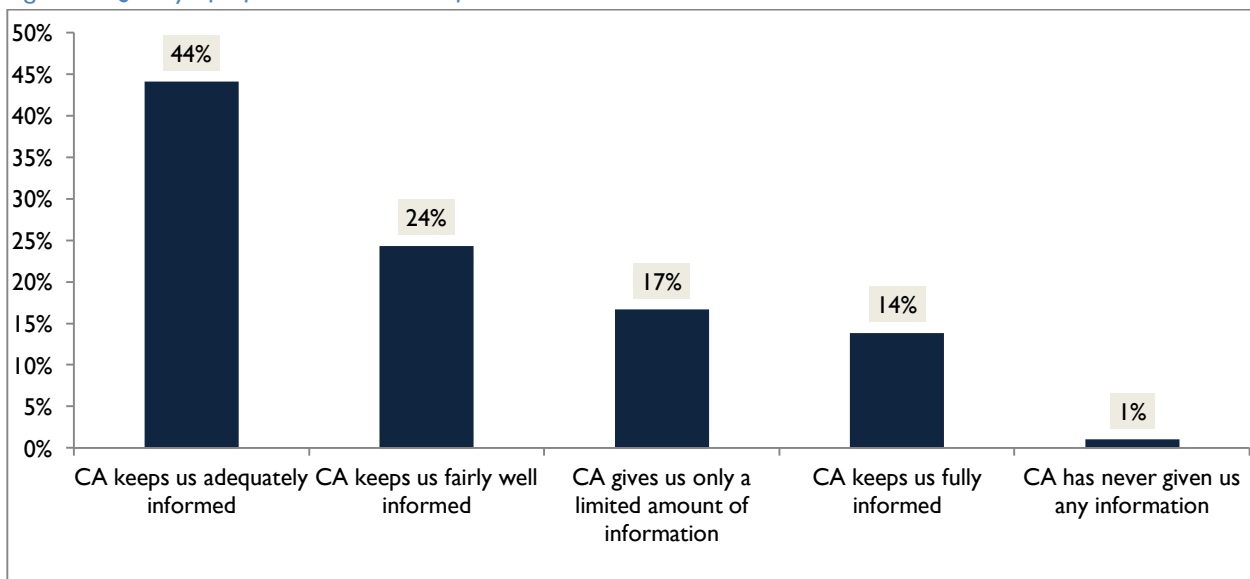
Some of the licensees had this to say:

“...You see like every month you give them the program line up but they don’t give us feedback, they just wait for the quarterly meetings, they should tell us that we are improving, maybe you guys are deviating.....” **Key Informant in the Broadcast Industry**

3.1.6. Handling of Information and Communication

With respect to information received from the Authority, 32.0% of the Licensees indicated that CA keeps them fairly well informed, 30.1% reported that CA keeps them adequately informed and 24.6% indicated that CA keeps them fully informed. On the other hand, 2.1% indicated that CA has never given them any information. This implies that while the Licensees may require critical information from the Authority on a continuous basis, they are not receiving it as they should.

Figure 9: Quality of information received from CA



Q. Which of the following statements best describes how you feel about the information that you receive from CA?

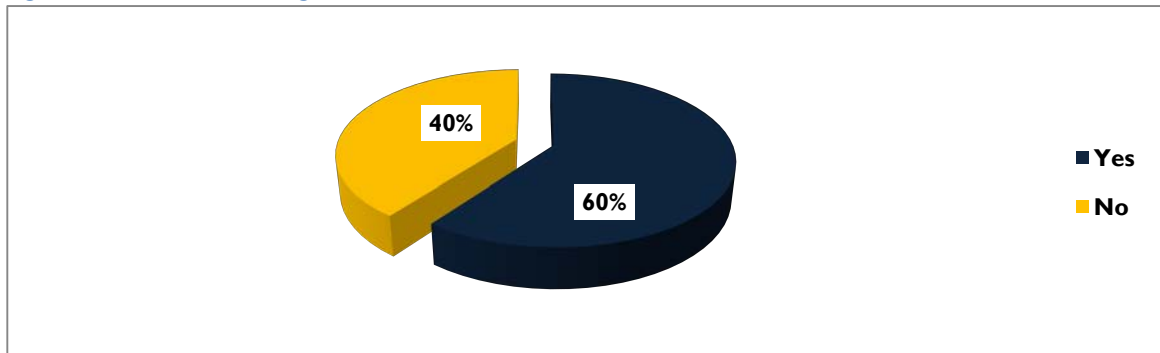
Some of the licensees had this to say:

“...The information would be adequate for a particular purpose but not in general, for instance when there is request for information the responses to it are inadequate....” **Key Informant in the ISP Industry**

Information Sought from CA

About 3 in 5 of the surveyed respondents confirmed they have sought information on behalf of their organizations from CA.

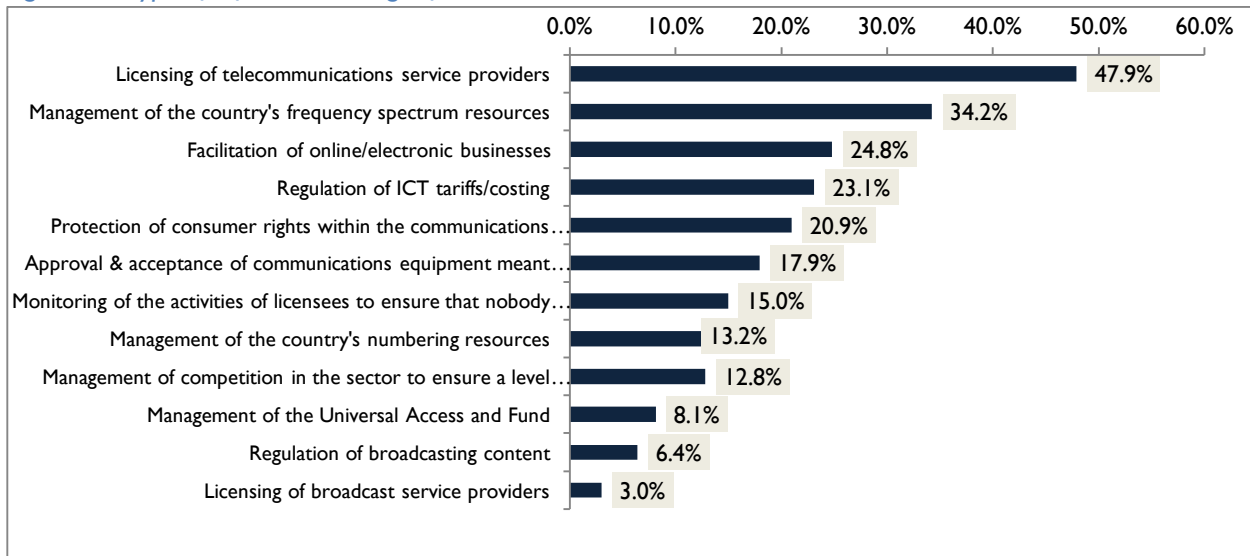
Figure 10: Information sought from CA



Q. In the last one year, have you sought any information from CA on behalf of your organization?

About half (48%) of the surveyed respondents sought information on the licensing of telecommunications services. To this end, it is likely that most of the licensees seeking information are telecommunications service providers or organizations seeking to offer telecommunication services.

Figure 11: Type of information sought from CA



Q. What kind of information did you seek from CA?

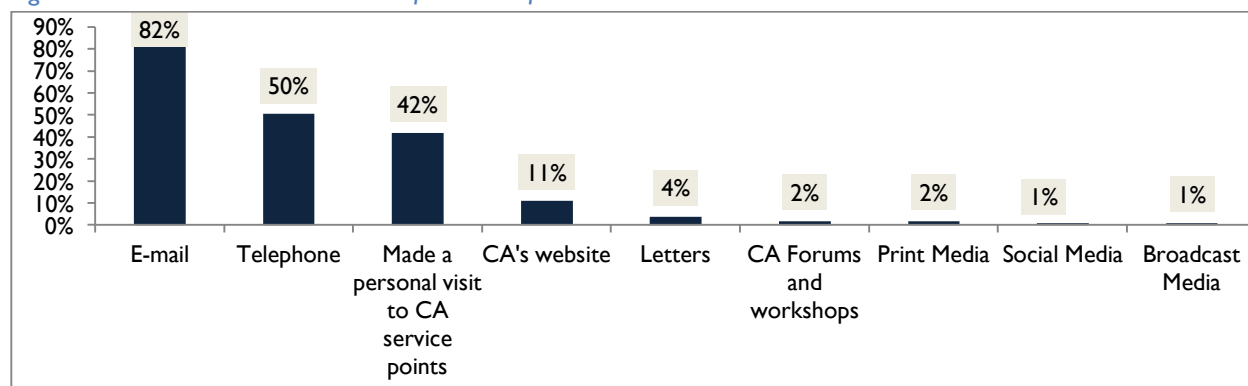
3.1.6.1. Channels used to obtain information from CA

The surveyed licensees sought information from the Authority in a variety of ways; 8 out of 10 did so via e-mail, a half did so via telephone calls and 2 out of 5 made personal visits to various CA service points

E-mail is the most preferred channel for seeking information, perhaps because it is quick and ensures instant feedback. More customers in this category should be encouraged to seek information via e-mail especially the 42% who prefer to do so physically.

Clearly, just as they prefer to make complaints by e-mail, a significant proportion of the Licensees also indicated their preference in seeking information from CA in the same manner highlighting its popularity as a channel of communication.

Figure 12: Medium used to obtain information from CA



Q. What medium did you use to obtain the information from CA?

3.1.6.2. Reliability of channels used to obtain information from CA

Broadcast media (100.0%) was considered the most reliable channel for obtaining data from the Authority. This was followed by personal visits (to CA service points (83.1%), the CA website and CA forums and workshops (both 80.0%). Other mediums used included the following: email, telephone, print media; SMS Text; Letters; and Social Media. All these channels scored rather favourably (50% and above) in terms of their reliability.

Table 10: Reliability of channels used to obtain information from CA

Medium	Mean Rating
Broadcast Media	100.0%
Made a personal visit to CA service points	83.1%
CA's website	80.0%
CA Forums and workshops	80.0%
E-mail	76.4%
Telephone	72.2%
Print Media	65.0%
SMS Text	60.0%
Letters	53.3%
Social Media	50.0%
Overall Rating	72.0%

Q. On a scale of 1 – 5 where 1 is extremely unreliable at all and 5 is extremely reliable, kindly rate the reliability of the medium you used to obtain information from CA?

3.1.7.4. Satisfaction Ratings of Information Received from CA

The satisfaction measures in this regard were evaluated using five areas. Taking all the five into consideration, the overall picture is one of considerable satisfaction, evidenced by an average mean rating of 76%.

Table 11: Satisfaction with the information received from CA

Indicator	Mean Rating
Authenticity of the information	80.7%
Relevance of the information	77.8%
Clarity of the information	76.9%
Adequacy of information	76.4%
Timeliness of the information	68.4%

Q. Please rate your level of satisfaction or dissatisfaction with the information that you received from CA using a scale of 1 – 5 where 1 is extremely dissatisfied and 5 is extremely satisfied.

This is backed up by sentiments from one key informant who had this to say:

“...I would say yeah, to an extent, the way probably the Authority can improve is to put up the notices in a timely manner....” **Key Informant in the ISP Industry**

3.1.7. Evaluation of Service Delivery by Licensees

3.1.7.1. Broadcasters

Satisfaction of broadcasters was evaluated using the statements shown in the table below. Satisfaction with broadcasters was high as corroborated by a mean rating of 74.2%.

Table 12: Satisfaction of broadcasters

Indicator	Mean Rating
CA efficiently controls the quality/content/language of radio programmes	78.5%
CA’s licensing categories are adequate	77.5%
CA efficiently controls the quality and content of programmes aired on TV	77.5%
CA is efficient in frequency allocation	75.8%
CA efficiently ensures adequate delivery of additional frequencies	75.4%
CA is efficient in renewals of licenses	75.0%
CA is efficient in supporting Kenyans by ensuring fairness in the provision of broadcasting services	74.9%
CA efficiently approves broadcast equipment	74.6%
CA is responsive to the broadcasting needs of the market	74.5%
CA efficiently handles complaints in the broadcasting industry e.g. interference, overlap of frequencies etc.	74.2%
CA has adequately embraced modern technology in facilitating the provision of broadcasting services	73.8%

CA is fair in assigning of frequencies to broadcasters	72.0%
CA's licensing process is fast	68.0%
CA's licensing process is simple	67.5%
Overall Rating	74.2%

Q. Overall, on a scale of 1 – 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate your satisfaction as a Broadcaster with regard to the following factors?

Some of the broadcasters had this to say:

“... Okay, what I've noticed is, um, okay, I do follow them on Twitter. So I see like almost every other day they're posting stuff on Twitter... just creating awareness....” **Key Informant in the Broadcasting Industry**

“... No the CA does not favor so I would say there is fair competition.... we are not favored... it has nothing to do with CA it is just the market, where people prefer a particular station to the other...” **Key Informant in the Broadcasting Industry**

3.1.7.2. Telecommunications Service Providers

Telecommunications Licensees gave the Authority a satisfaction rating of 72.5%, which remained unchanged from the previous year.

Table 13: Satisfaction Telecommunications Service Provider

Indicator	Mean Rating
CA has adequate guidelines for operators to agree on interconnection	75.4%
CA's licensing categories are adequate	74.4%
CA efficiently reviews the sector on a continuous basis to ensure that competition is fair	73.6%
CA has developed adequate tariff guidelines to ensure services are priced competitively and are affordable	73.0%
CA has ensured that there is no discrimination in interconnection rates and services offered	73.0%
CA has developed adequate mechanisms to ensure availability of telecommunications services to all citizens throughout the country	72.8%
CA's numbering plan is adequate for the industry	72.2%
CA encourages investment in the telecommunications sector	72.1%
CA's licensing process is simple	71.3%
CA's licensing process is fast	67.3%
Overall Rating	72.5%

Q. Overall, on a scale of 1 – 5 where 1 is very dissatisfied and 5 is very satisfied; to what extent as a Telecommunications Service Provider are you satisfied with the following factors?

“... Regarding regulation of tariffs.....we receive prompt feedback on the promotions and tariffs that we file with them so that is received in a timely manner, and the regulations adhere to what is expected of us....” **Key Informant in the Telco Industry**

“Yeah, this they do through an industry statistic report that is usually published on a quarterly basis that would give a snapshot of the industry, you know whether it is growing.... so that works. And then they also do industry engagements on topical issues such as QoS and coverage.....” **Key Informant in the Telco Industry**

3.1.7.3. Frequency Licensees

Frequency licensees consider CA's licensing categories as adequate (83.5%) and that CA has an adequate national frequency plan for different services in the ICT sector (80.4%).

Table 14: Satisfaction as a frequency user

	Mean Rating
CA's licensing categories are adequate	83.5%
CA has an adequate national frequency plan for different services in the ICT sector	80.4%
CA ensures utilization of the spectrum resource through frequency allocation, planning, monitoring and inspections	79.3%
CA continuously revises the frequency allocation table and avails the schedule for public scrutiny	78.5%
CA promptly resolves frequency interference complaints	78.5%
CA efficiently carries out national coordination to ensure harmonious sharing of frequencies by various users and services	76.7%
CA's licensing process is simple	75.3%
CA's licensing process is fast	71.7%
Overall Rating	78.0%

Q. Overall, on a scale of 1 – 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate your satisfaction as a Frequency User with regard to the following factors?

Some of the licensees had positive sentiments about frequency spectrum management:

“.....I think approvals for requests have been quick for both spectrum and spectrum links. So really there turnaround has been great in terms of approvals, for tariffs.... ..the administrative side. They are very excellent..... ..Then they have been flexible in other matters which are captured confidentially. They are also supporting allying payments for spectrum.....” **Key Informant in the Telco Industry**

However, some opined that a better job can be done:

“...another challenge we are facing is we would want to see some clarity on spectrum policy.... you know assignment, pricing etc... we just need a policy with some clarity on how spectrum is managed in the country.....” **Key Informant in the Telco Industry**

“..... And so I think that's the only way they need to safeguard themselves from that.... ...by adding those procedures clearly stated on various matters. How if you want spectrum, what is the process... what are the qualifications, what is the criteria for qualification...” **Key Informant in the Telco Industry**

3.1.7.4. Postal and Courier Licensees

Simplicity in the licensing process and the availability of postal and courier services across the country were the highest ranked indicators by postal and courier service providers. The two indicators had ratings of 76.0% and 71.2% respectively.

Table 15: Satisfaction of Postal and Courier Service Providers

	Mean Rating
CA's licensing process is simple	76.0%
CA ensuring that Postal and courier services are provided throughout Kenya	71.2%
Awareness of CA's role in the provision of Postal and Courier services in Kenya	69.6%
CA prescribing quality of service standards for postal and courier services	68.7%
CA properly regulating the rates of postage and other fees in respect of postal and courier services	68.3%
Awareness of international standards, practices in the development of postal systems and services?	67.5%
CA ensuring that postal and courier licensees provide services at reasonable rates	67.2%
CA promoting the development of postal systems and services in accordance with recognized international standards, practices and public demand	65.8%
CA's licensing categories are adequate	65.6%
CA promoting and developing standards in the field of postal and courier services	65.0%
CA's licensing process is fast	64.8%
CA exercising its licensing and regulatory functions of Postal and Courier services in Kenya in accordance with the law	64.2%
CA prescribed quality of service standards for Postal/Courier services are adhered to by licensees	64.2%
Overall Rating	67.6%

Q. Overall, on a scale of 1 – 5 where, 1 is very dissatisfied and 5 how would you rate your satisfaction as a Postal and Courier Service Provider with regard to the following factors?

Some of the key informants in the sector had this to say:

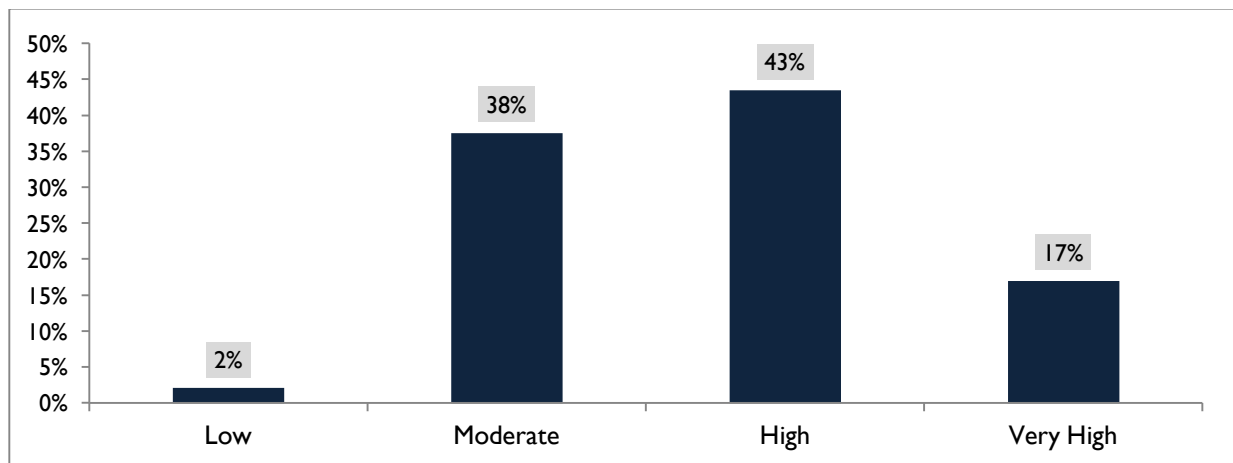
“My feedback for that would be a yes, and fully implemented given they are the main metrics used to gauge performance...” **Key Informant in the Courier industry]**

.... Excellent, I'd give them a 5, because we have flow of information of what is happening and eliminates disconnect...’ **Key Informant in the courier industry]**

3.1.8. Cost of CA Services

The study revealed that a majority of the Licensees felt the cost of CA services are high. This was indicated by 60% of the sampled licensees rating the costs as either high or very high.

Figure 13: Cost of CA services



Q. On a scale of 1 to 5 where 1 is very low and 5 is very high, how would you rate the cost of services you have received from CA?

One of the licensees in the Telco industry had this to say:

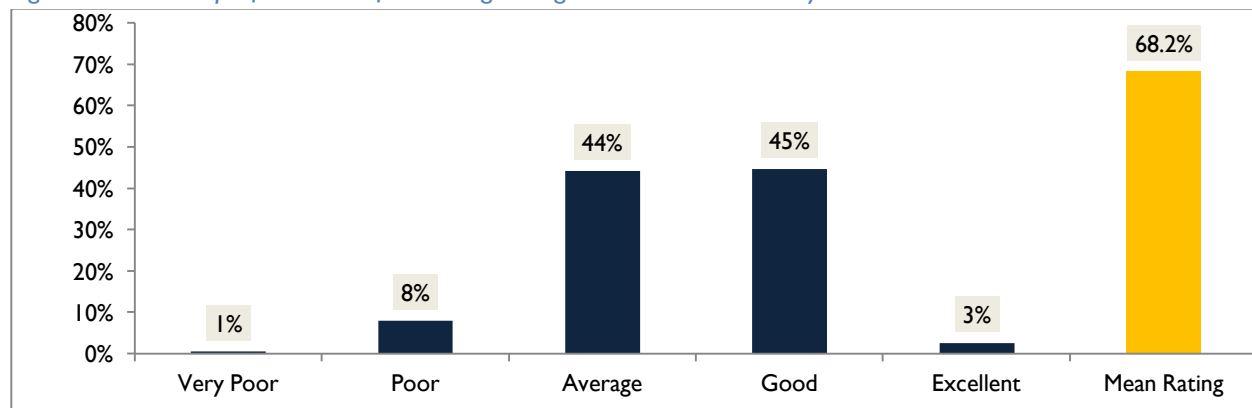
“...well, for the annual license fees. Sometimes the amounts are huge, you cannot make a single payment so you may need to make installments but within their improved mandate....”
Key Informant from the Telco Industry

3.1.9 Overall Performance of CA

Based on their feedback on different services provided by CA, the surveyed Licensees were asked to rate their performance on a five-point scale where 1 represented very poor performance and 5 represented excellent performance.

CA performance in regulating the ICT sector in Kenya was rated favourably as evidenced by a score of **68.2%**. However, this marked a **6.8%** drop from **75%** recorded last year. From the assessment, 3% of the respondents rated CA performance as excellent, 45% as good, 44% as average and 8% as poor. A paltry 1% of the Licensees rated CA's performance as very poor as shown in Figure 33 below:

Figure 14: Overall performance of CA in regulating the ICT sector in Kenya



Q. How would you rate the overall performance of CA in regulating the ICT sector in Kenya on a scale of 1 – 5 where 1 is very poor and 5 is excellent?

3.2. Suppliers

A supplier is an entity that supplies goods and services to another organization. This entity is part of the supply chain of a business, which may provide the bulk of the value contained within its products.

The Authority currently has over 500 Suppliers. In determining the satisfaction levels of Suppliers, the following areas were interrogated:

1. CA Service Charter
2. Corporate Image & Reputation
3. Overall Performance of CA

With respect to the Service Charter, the Survey sought to determine the following:

1. Awareness of the Charter
2. Sources of Awareness of the Charter
3. Effectiveness of the Charter

With respect to Corporate Image and Reputation, the Survey sought to address the following:

1. Access to Information
2. Staff Attitude
3. Staff Competence
4. Procurement Process
5. Making Payments
6. Response to Inquiries
7. Payment Processes
8. Accessibility

Although the survey targeted 150 of the Authority's Suppliers, 115 were interviewed via face-to-face Computer Assisted Personal Interviews (CAPI) at their places of work.

The Satisfaction Index for this category of customers stood at 76.2%, which was a significant decline from the previous survey, in which a Satisfaction Index of 84.4% was recorded. The decline in satisfaction amongst this category of customers is attributed generally to decreased ratings with respect to the Service Charter, Corporate Image & Reputation, and Overall Performance of the Authority.

Table 16: Suppliers Satisfaction index for the last 3 surveys

INDICATOR	CSI 2016/17	CSI 2017/18	CSI 2018/19
CORPORATE IMAGE & REPUTATION OF CA	77.5%	89.3%	79.3%
CA SERVICE CHARTER		82.2%	75.7%
OVERALL PERFORMANCE OF CA		81.8%	73.5%
AWARENESS OF COMMUNICATIONS AUTHORITY OF KENYA (CA)	81.1%		
REGULATION OF ICT	76.8%		
HANDLING OF INFORMATION AND COMMUNICATION BY CA	76.2%		
AWARENESS & KNOWLEDGE OF CA ROLES	74.1%		
COMPLAINTS HANDLING BY CA & SERVICE PROVIDERS	52.0%		
OVERALL CSI	73.0%	84.4%	76.2%

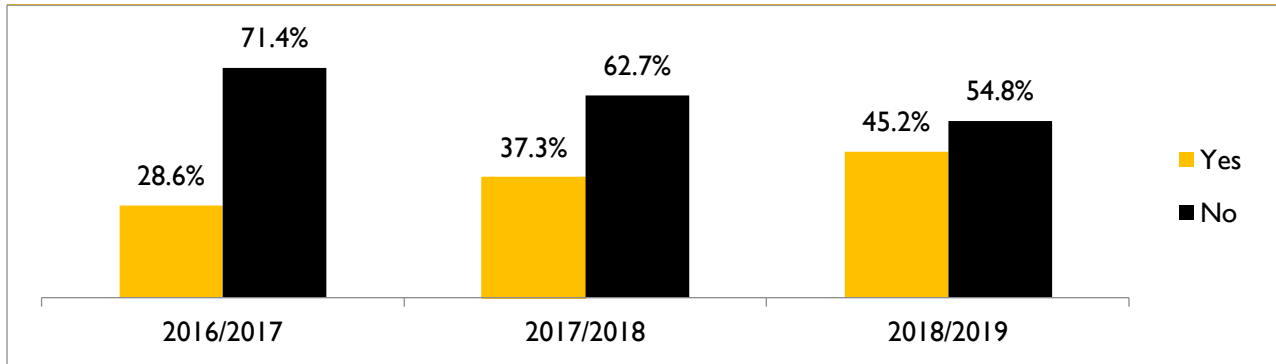
3.2.1. Customer Service Charter

3.2.1.1. Awareness of the Customer Service Charter

There has been a notable improvement in awareness of the Charter amongst this segment of Customers. Asked whether they were aware of the Service Charter, 45.2% of the respondents in this category indicated they were indeed aware of the document. Previously, 37.3% of the surveyed Suppliers

stated that they were aware of the Customer Service Charter. There is a positive growth of 4.9% in this regard.

Figure 15: Suppliers' Awareness level of Service Charter



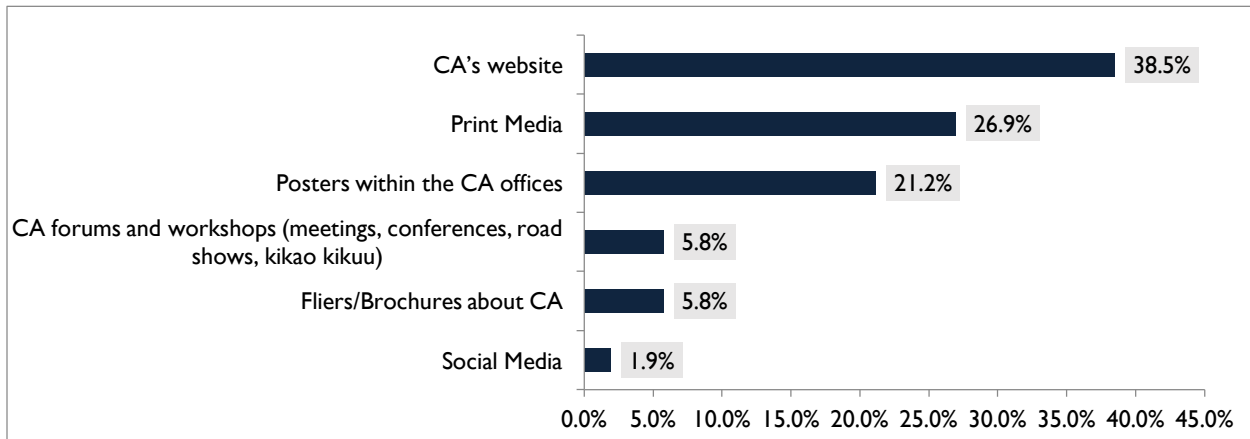
Q. Are you aware of CA's customer service charter?

3.2.1.2. Sources of Awareness of the Customer Service Charter

The survey revealed that 38.5% of the surveyed Suppliers became aware of the Service Charter through the Authority's website. Previously only 14.3% of the surveyed Suppliers indicated that they had gained awareness of the document in this manner. Print Media and Posters within the Authority's premises were used to gain awareness of the document by 26.9% and 21.2% of the surveyed Suppliers respectively.

The survey revealed that the most effective way of creating awareness about this document is through the Authority's website. A fast growing online community, such as CA's, which cuts across different customer segments, requires a well – designed website that is easy to access, use and navigate. In this instance more attention is needed to provide information to the Suppliers that would lead to more precise identification of the Service Charter and its contents.

Figure 16: Suppliers' Sources of Awareness about the Customer Service Charter

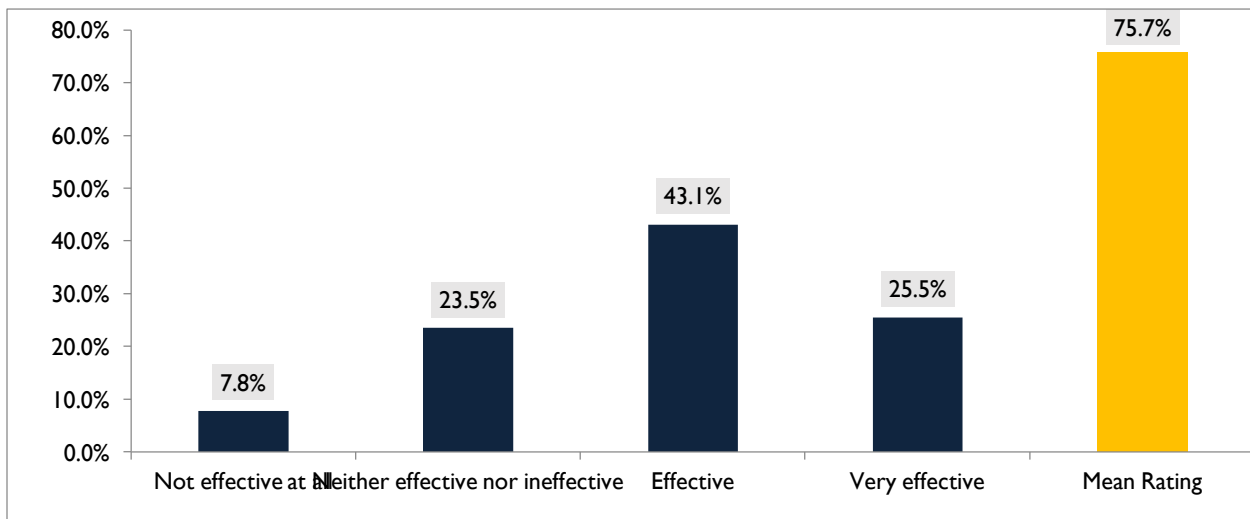


Q. How did you get to know about CA's customer service charter?

3.2.1.3. Effectiveness of CA in the Delivery of its Customer Service Charter

An overall rating of 75.7% was given by the surveyed Suppliers who had indicated awareness of the Customer Service Charter down from 82.2% the previous year. Nonetheless, the relatively high rating given revealed that this category of customers does believe that the Authority had largely delivered on its promises as contained in the document. This is shown in the figure below.

Figure 17: Effectiveness of CA delivering on promises in its Customer Service Charter



Q. On a scale of 1 to 5 where 1 is "not effective at all" and 5 is "Very effective" how would you rate the effectiveness of CA in delivering to the level of promise in their service charter?

3.2.3 Corporate Image & Reputation

3.2.3.1 Access to Information

The free flow of information is crucial to the wellbeing of any institution that seeks to improve the quality of interactions with its customers. Generally, the Suppliers indicated that they were satisfied with information provided by the Authority with respect to its timeliness, the ease with which it's obtained and its relevance as shown in the table below.

Table 17: Satisfaction with information provided by CA – 2018/19

Indicator	Mean Rating
Availability of relevant information at CA	75.7%
Promptness/timeliness of information from CA	74.7%
Ease of getting information from CA	74.4%
n=115	

Q. Please rate each statement below using a 5 point scale, where 5 means you are "Very Satisfied" 1 means you "Not satisfied at all" with each statement.

Overall though, there was a decline in the perception of the Authority's provision of information amongst the Suppliers from the previous survey in terms of its relevance, the ease with which it obtained and its timeliness as shown below.

Table 18: Satisfaction with information provided by CA – 2017/18

Indicator	Mean Rating
Availability of relevant information at CA	88.0%
Ease of getting information from CA	85.6%
Promptness/timeliness of information from CA	85.1%
n=150	

Q. Please rate each statement below using a 5 point scale, where 5 means you are "Very Satisfied" 1 means you "Not satisfied at all" with each statement.

3.2.3.2. Staff Attitude

The behaviour of employees in the workplace has a direct correlation to an institution's operations, and concurrently, its success. Typically, professional behaviour generates collaborative work product and elevate the status of the institution, while poor or unprofessional behaviour has the potential to thwart productivity, decrease morale and create a poor public image. The attitude of the Authority's staff was generally noted to be positive by the surveyed Suppliers vis a vis the critical elements of respect, provision of quality services, courtesy and transparency & accountability.

Table 19: Staff Attitude & Service Delivery – 2018/2019

Indicator	Mean Rating
CA staff treat you with respect	85.7%
CA staff members are courteous	84.3%
CA staff members provide quality services	82.6%
CA staff are transparent and accountable	78.1%
n = 115	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff:

Overall, there was a decline in the perception of the Authority’s Staff Attitude & Service Delivery amongst the surveyed Suppliers from the previous survey in terms of transparency and accountability, respect, provision of quality services and courtesy as shown below.

Table 20: Staff Attitude & Service Delivery – 2017/18

Indicator	Mean Rating
CA staff are transparent and accountable	91.8%
CA staff treat you with respect	91.5%
CA staff members provide quality services	91.1%
CA staff members are courteous	90.7%
n=148	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff:

3.2.3.3. Staff Competence

Competencies have long been used as a framework to help focus employees' behavior on things that matter most to an institution and help drive success. They can provide a common way to harmonise, select and develop talent. The benefits are evident for employees, management and ultimately, the institution.

The Authority’s staff members were generally adjudged to be competent by the surveyed Suppliers with respect to the critical elements of knowledge, proficiency in communication and integrity.

Table 21: Competence of CA staff – 2018/19

Indicator	Mean Rating
CA staff are knowledgeable in their line of duty	82.5%
CA staff uphold integrity	82.4%
CA staff are proficient in communication	80.4%
Overall Rating	81.8%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff:

Overall, there was a decline in the perception of the Authority’s Staff Competence amongst the surveyed Suppliers from the previous survey in terms of their knowledge, integrity and proficiency in communication as enumerated below.

Table 22: Competence of CA Staff – 2017/18

Indicator	Mean Rating
CA staff are knowledgeable in their line of duty	93.6%
CA staff uphold integrity	91.6%
CA staff are proficient in communication	89.1%
Overall Rating	91.4%
n=149	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree, please indicate the extent to which you agree on the following statements about CA staff:

3.2.3.4. Procurement Processes

An efficient procurement function is pivotal for institutions in ensuring effective budgeting, leveraging robust forecasting, and market analysis, purchasing processes, and cost reduction measures.

The Authority was noted to handle procurement in a manner that satisfies the Suppliers with respect to fairness & transparency, providing clarifications, placing of tender adverts in the media and on the official website, prompt communication of procurement outcomes and explaining procurement criteria to all bidders.

Table 23: Procurement Processes – 2018/2019

Indicator	Mean Rating
The tender adverts in the media and on CA's website are clear	83.2%
The tender evaluation criteria is clearly explained to all bidders	77.1%
The procurement of goods and services at CA is done in a fair and transparent manner	74.0%
All clarifications are addressed satisfactorily in the pre-bid conference	73.2%
There is prompt communication on the outcome of tenders	71.6%
Overall Rating	75.8%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree, please indicate the extent to which you agree on the following statements about CA

Overall though, there was a decline in the perception of the Authority's Payment Processes amongst the surveyed Suppliers from the previous survey in terms of fairness & transparency, providing clarifications, placing of tender adverts in the media and on the official website, prompt communication of procurement outcomes and explaining procurement criteria to all bidders as shown in the table below.

Table 24: Procurement Processes – 2017/18

Indicator	Mean Rating
The tender evaluation criteria is clearly explained to all bidders	90.8%
All clarifications are addressed satisfactorily in the pre-bid conference	89.4%
The tender adverts in the media and on CA's website are clear	89.2%
The procurement of goods and services at CA is done in a fair and transparent manner	87.1%
There is prompt communication on the outcome of tenders	84.8%
Overall Rating	89.0%
n=148	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

3.2.3.5. Making Payments

Payment practices can indicate how strong or weak an institutions' relationship with its suppliers. The practice of delaying payments to suppliers can be harmful to an institution in many ways. Potentially, it can:

- damage your reputation
- strain your relationship with suppliers
- lead to less favourable terms and pricing in future supplier transactions
- lead to costly late-payment charges or compensation claims
- give the impression that you are in financial difficulties
- restrict the growth of suppliers' businesses

A commitment to prompt payment is likely to:

- help an institution's relationship with suppliers
- make suppliers keen to work with an institution
- increase suppliers' confidence in an institution as a business partner
- enable an institution negotiate better deals
- help an institution avoid late-payment interest charges
- signal sound financial well-being

The Authority was generally perceived to make payments as agreed and in a fair manner. Further the Suppliers noted that the Authority tender documents are priced fairly and that its suppliers are informed in case of delayed payments. The acceptance of goods/services promptly and the prompt payment of suppliers were also noted to be done in a manner that satisfies the Suppliers.

Table 25: Making Payments – 2018/2019

Indicator	Mean Rating
CA promptly accepts goods/services delivered	82.4%
CA pays according to agreements	81.1%
Payment terms are fair	80.4%
Pricing of tender documents is fair	79.4%
CA pays its suppliers within reasonable time (30 days) in accordance with service charter after delivery and acceptance of goods/services	72.5%
CA keeps suppliers informed in case of delayed payments	72.0%
Overall Rating	78.0%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

Overall, there was a decline in the perception of the Authority's Payment Practices amongst the surveyed Suppliers from the previous survey in terms of pricing tender documents fairly, giving information in the event of delayed payments, the acceptance of goods/services promptly and the prompt payment of suppliers as shown in the table below.

Table 26: Making Payments – 2017/2018

Indicator	Mean Rating
CA promptly accepts goods/services delivered	92.1%
Pricing of tender documents is fair	91.4%
Payment terms are fair	90.6%
CA pays according to agreements	89.4%
CA pays its suppliers within reasonable time (30 days) in accordance with service charter after delivery and acceptance of goods/services	86.1%
CA keeps suppliers informed in case of delayed payments	79.5%
Overall Rating	88.2%
n=143	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree, please indicate the extent to which you agree on the following statements about CA

3.2.3.6. Response to Inquiries

How an institution responds to inquiries, whether face-to-face, in writing, via email or by telephone, will have an impact on how external stakeholders view it. It is important that inquiries are responded to professionally and promptly.

The Authority was generally viewed to handle Suppliers' complaints professionally and promptly. Further the Authority was noted to give prompt feedback on queries.

Table 27: Response to Inquiries – 2018/2019

Indicator	Mean Rating
CA handles suppliers' complaints professionally	79.6%
CA handles suppliers' complaints promptly	75.7%
CA gives prompt feedback to queries raised	75.2%
Bidders are notified on the status of their bids	73.6%
Overall Rating	76.0%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree, please indicate the extent to which you agree on the following statements about CA

Overall, there was a decline in the perception of the Authority's Response to Inquiries amongst the surveyed Suppliers from the previous survey in terms of handling complaints professionally and promptly, giving prompt feedback on queries and noting bidders on the status of their bids of as shown in the table below.

Table 28: Response to Inquiries – 2017/18

Indicator	Mean Rating
-----------	-------------

CA handles suppliers' complaints professionally	89.8%
CA handles suppliers' complaints promptly	88.1%
CA gives prompt feedback to queries raised	86.8%
Bidders are notified on the status of their bids	81.4%
Overall Rating	86.6%

n=143

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

3.2.3.7. Payment Processes

The Authority was generally noted to issue LPOs without delay, issue clear and simple LPOs, issue contracts without delay in addition to issuing clear and simple contracts.

Table 29: Payment Processes – 2018/2019

Indicator	Mean Rating
CA issues clear and simple contracts	83.9%
CA issues clear and simple LPOs	82.2%
CA issues LPOs without delay	81.8%
CA issues contracts without delay	79.3%
Overall Rating	81.8%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

Overall, there was a decline in the perception of the Authority's Payment Processes in terms of issuing LPOs without delay, issuing clear and simple LPOs, issuing contracts without delay and issuing clear and simple contracts as shown in the table below.

Table 30: CA tender engagement processes – 2018/19

Indicator	Mean Rating
CA issues clear and simple LPOs	93.1%
CA issues clear and simple contracts	91.9%
CA issues contracts without delay	90.9%
CA issues LPOs without delay	88.9%
Overall Rating	91.2%

n=139

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

3.2.3.8. Accessibility

The surveyed Suppliers noted that the Authority is generally accessible on phone, via email and physically.

Table 31: Accessibility 2018/19

Indicator	Mean Rating
Ease of accessing CAs offices	85.6%
Ease of accessibility on the phone	82.9%
Ease of accessibility via email	82.3%
Overall Rating	83.6%

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

Overall, there was a decline in the perception of the Authority's Accessibility physically, via phone and on email as shown in the table below.

Table 32: Accessibility 2017/18

Indicator	Mean Rating
Ease of accessing CAs offices	96.4%
Ease of accessibility via email	92.5%
Ease of accessibility on the phone	87.8%
Overall Rating	92.2%
n=148	

Q. On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA

3.2.4. Suppliers' Suggested Areas of Improvement

The Suppliers noted the need for the Authority to be timely in the process of its payments (30.7%) and the embrace of transparency and equality in the tendering process (28.4%).

Table 33: Areas requiring improvement by according to Suppliers

Suggestions	Percentage
Be timely in their processes e.g. payments	30.7%
Embrace transparency and equality in the tendering process	28.4%
Embrace technology e.g. application of tenders to be online	11.4%
Better their communication processes across all channels	9.1%
Give feedback in their processes and should be timely	9.1%
Customer care to be friendly	5.7%

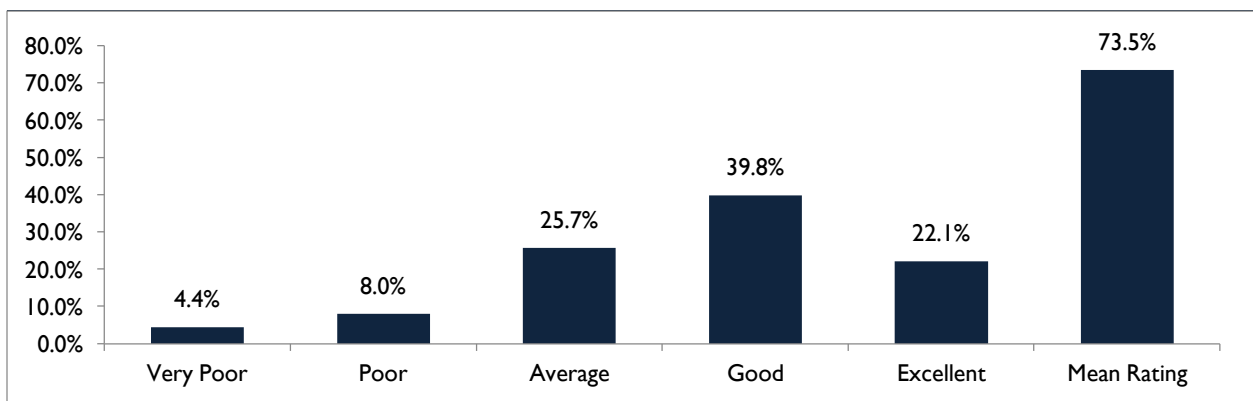
Q. In what areas can the Authority improve its service delivery?

With respect to the highlighted need for the timely processing of payments, the eCitizen platform - which is the Government's official digital payments platform enabling Kenyan citizens, residents and visitors access and pay for government services online - presents an opportunity for the Authority to improve this aspect of service delivery.

3.2.4. Performance of the Authority as Country's ICT Regulator

The Authority's overall performance according to the surveyed Suppliers was given as 73.5% down from 81.8% previously.

Figure 40: Performance as Country's ICT Regulator



Q. How would you rate the overall performance of CA in dealing with you on a scale of 1 – 5 where 1 is very poor and 5 is excellent?

3.2.6. Overall Satisfaction Index

The Satisfaction Index for this category of Customers was recorded at 76.2% down from 84.4% previously. This drop is attributed to the corresponding decline in the Suppliers' rating of the Authority with respect to Corporate Image & Reputation, Awareness of the Service Charter and Overall Performance of the Authority as the country's ICT regulator.

3.3. Partners & Affiliates

Introduction

The study sought to determine the level of satisfaction of Partners & Affiliates with CA services. The survey was designed to measure satisfaction on the following issues: CA corporate image & reputation, awareness of CA service charter, regulation of ICT by CA and overall performance of CA in executing its roles as an ICT regulator. The survey targeted 40 selected Partners and Affiliates.

A total of 30 partners and affiliates were interviewed via face-to-face Computer Assisted Personal Interviews (CAPI) and Computer Assisted Telephone Interviews (CATI).

This cross-sectional descriptive study used a quantitative research method. The survey achieved a response rate of 75% (30 Partners and Affiliates).

The overall satisfaction index stood at 80.0%, which was an improvement by 2.6% from last year. This was attributed to gains made in awareness of CA's service charter (*improved by 0.5%*), and improved perception by the segment on the Authority's regulation of the ICT sector (*improved by 4.4%*) respectively.

Table 34: Partners & Affiliates CSI

INDICATOR	CSI 2017	CSI 2018	CSI 2019	Change from 2017	Change from 2018
CA CORPORATE IMAGE & REPUTATION	88.2%	82.8%	82.2%	-5.4%	-0.6%
AWARENESS OF CA SERVICE CHARTER		78.2%	82.6%		4.4%
REGULATION OF ICT BY CA		77.0%	77.5%		0.5%
AWARENESS OF COMMUNICATIONS AUTHORITY OF KENYA (CA)	84.0%				
PROVISION OF SUPPORT SERVICE TO CA	87.4%				
OVERALL PERFORMANCE OF CA	80.0%	74.6%	81.0%	-5.4%	6.4%
OVERALL CSI	84.9%	78.2%	80.8%	-6.8%	2.7%

Opinions from key informants supported these findings. Some of them on the different indicators are as highlighted below:

".....I think given the fact that Kenya is one of the leading countries in Africa in terms of ICT, access, usage, internet, also development of products I would say they have done well, otherwise if you are the sector regulator and the sector is performing well we cannot say that you are performing poorly and the sector you are regulating is performing well, there has to be something about what you are doing that is making the sector very successful...." **Key CA Partner**

Awareness: *"...In terms of visibility, I think there has been some prominence in the CA coming out even in terms of its interaction with the public who are consumers of their services,.... they have a number of forums where they engage directly with consumers one of them being the kikao kikuu a platform where consumers are able to interact with the regulator as well as the service providers just to highlight emerging issues and find solutions. This happening at the county level, we have a number of meetings in several counties....."* **Key Informant from a Consumer Rights Body**

Regulation: *"....On regulation of tariffs, I think there they are doing a good job, and they have done it very well, and also as a consumer you can compare and choose based on cost, , and you have also seen in the market where there has been some movements as much as.... this other people seem to be clawing back some market share which is a good thing..."* **Key CA Partner**

"....In terms of promoting access and use, people are able to get the technologies wherever they are. Let me talk about the issues of connectivity, the authority has ensured the signals, since we just moved from analogue to digital transmission, one of the factors considered was the signals being able to penetrate many parts of the country.... so signal has been one way of enhancing access..... access

also goes beyond ability to pay...even if you look at the digital and analogue they still have that platform for those unable to pay for the pay TVs....” **Key Informant from a Consumer Rights Body**

3.3.1 General Awareness of CA

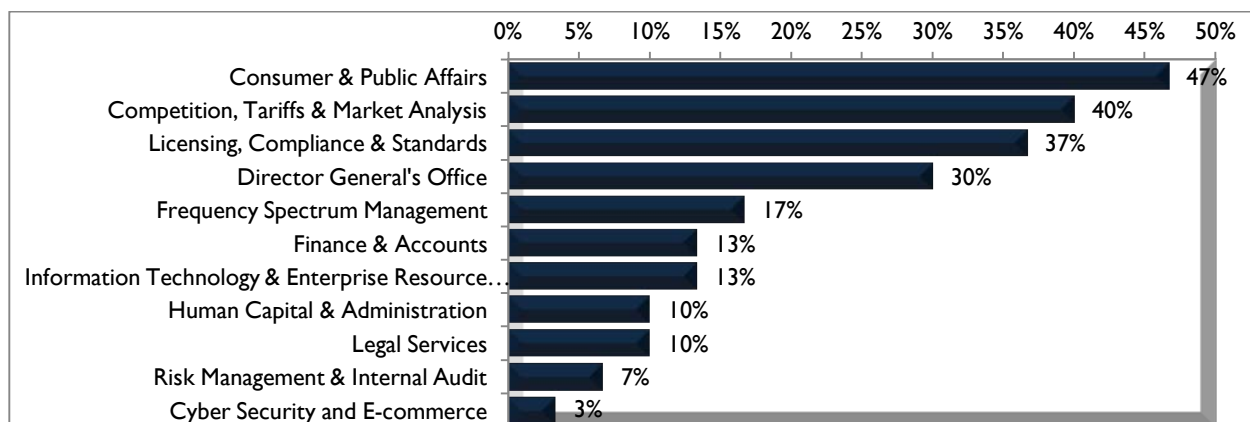
Asked which departments at CA they had interacted with, the Partners & Affiliates indicated that they had interacted most with the Consumer & Public Affairs - 47%, Competition, Tariffs & Market Analysis - 40% and the Director General’s Office – 30%. Some of the reasons for interaction were captured in sentiments from some of the key informants:

“.....I think this is one area where I would say that CA has done very poorly for instance if you have an issue with your mobile phone..... you see they have not set in place a strong consumer protection unit to address many consumer concerns around ICT.... that is an area they have not, I don’t think they have explored... .. they have a consumer protection unit but I think it is not effective, even the people in that unit they are just good at referring people to other things, they have defined their roles in such a minimalist way that they are not useful, they always want somebody else to do their consumer things even when they fall directly under their docket, so that if you have complaints about....., if they are not addressed by..... basically you are done...” **Key CA Partner**

“The authority is trying within its CP department, but they can still do better...” **Key Informant from a Consumer Rights Body**

“.... I’d say from our engagement we deal mainly with legal issues and from our engagement we deal with the **legal department**, so that is the department that I understand more, I think there was a point they did not have a board so things were slightly slow...” **Key CA Partner**

Figure 18: Departments Partners and Affiliated interacted with

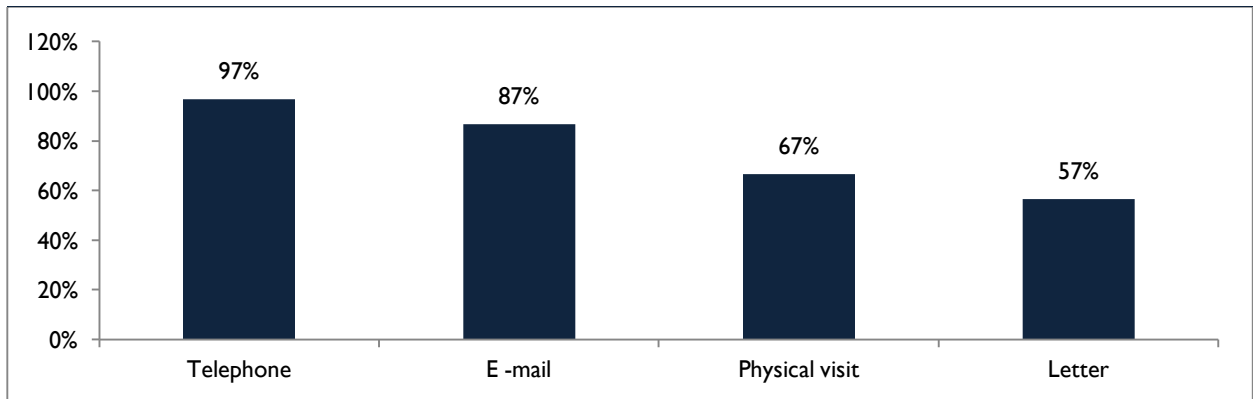


Q: Which department(s) within CA does your organization interact with?

3.3.2. Contacting CA

The survey revealed that of the surveyed Partners & Affiliates, 97% chose to contact CA on phone while 87% did so via e-mail indicating that telephone and email are the most preferred means of getting in touch with the Authority for the Partners & Affiliates. The findings are as highlighted in the figure below:

Figure 19: Modes of communication used by Partners and Affiliates to contact CA

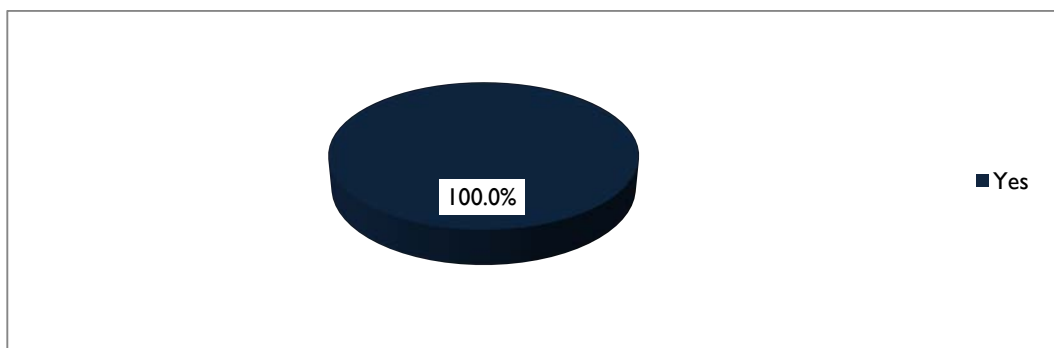


Q: What modes of communication do you use to contact CA?

3.3.3. Awareness of Customer Service Charter

All of surveyed Partners & Affiliates indicated that they are aware of CA's Customer Service Charter as highlighted below:

Figure 20: Awareness of CA customer charter by partners and affiliates.



Q: Are you aware of CA's customer service charter?

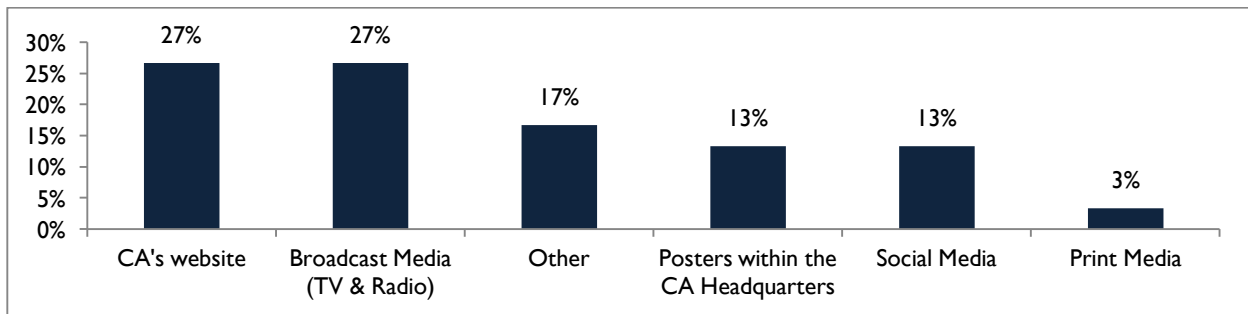
3.3.4. Sources of Awareness of the Customer Service Charter

A majority (54%) of the sampled Partners & Affiliates gained knowledge of the Authority's Charter from broadcast media and CA website. Evidently, the authority's website and broadcast media are the best

channels for disseminating information about the Authority's Charter amongst this category of customers.

Print media and Social Media remain inadequately utilized in creating knowledge about the Charter given their relatively low ratings of 3% and 13% respectively, amongst Partners & Affiliates.

Figure 21: Sources of awareness of CA's customer service charter

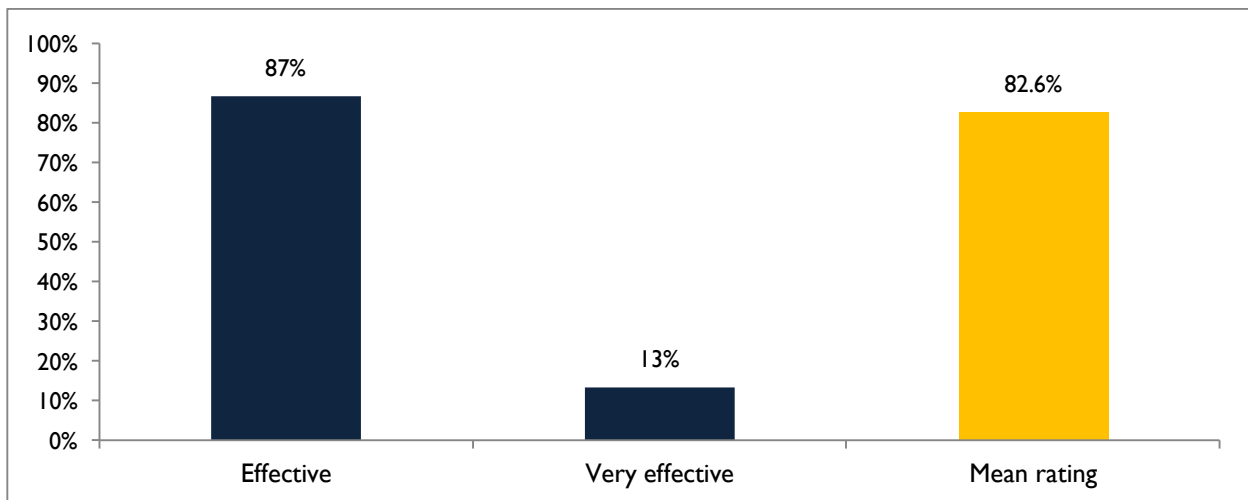


Q: How did you get to know about CA's customer service charter?

3.3.5. Effectiveness in Service Delivery

There was a high mean rating for this indicator suggesting that CA is effective in delivering on promises in its Customer Service Charter.

Figure 22: Effectiveness of CA's Service Charter



Q: On a scale of 1 to 5 where 1 is "not effective at all" and 5 is "Very effective" how would you rate the effectiveness of CA in delivering to the level of promise in their service charter?

This was indicated by positive opinions on its mandate as documented in its service charter:

Consumer Rights Protection: "...I feel the authority has done very well in terms of how it engages with consumer organizations, even in terms of how it publicizes what consumer rights are as ICT is concerned and in terms of how redress is supposed to be achieved where rights are violated..." **Key CA Partner**

Access to Information and communication services: “....I think they are trying, now am looking at it from a legal perspective, I will deal with what am familiar with, they have had challenges here and there in terms of the law and how to implement it, they have the universal service which ideally should be able to provide extensive services but now because of legal hurdles” **Key CA Partner**

Promoting Fair Play: “.....They have done pretty well.... ..However, I am not very sure about the licensing codes and procedures, but I think we have a number of players whether it is the internet, a number of service providers have been licensed but I think we need more competition comes with its advantages in terms of quality of services and cost.... When you are competing for the same segment of consumer you really have to compete on the basis of quality and price **Key Consumer Rights Body**

Access: “....In terms of information access, Let me talk about the whole issue of digital migration, mainly spearheaded by the authority.... many people can now receive variety of programs and information from wherever they are and thanks to the free ISPs have made E Commerce to pick.... In a way they have business, trade.... by that they have done very well. My expectation in terms of reaching out to consumers, it has been overwhelming as far as the program on Kikao Kikuu is concerned and a number of feedback from those forums have actually helped in shaping what we have currently. However, they really need to work with consumer organizations by sharing resources and expertise **Key consumer Rights Organization**

3.3.6. Corporate Image & Reputation

The Partners & Affiliates indicated that they were satisfied with information provided by the Authority giving an overall rating of 85% in this regard. This was a significant improvement in comparison to the previous year where the Authority was given a rating of 79.4%. The Partners & Affiliates are generally satisfied with the Authority’s handling and dissemination of information.

Table 35: CA's Handling of Information

	Mean rating
Reliability of information from CA	86%
Availability/ relevance of information on CA website	83%
Ease of getting information from CA	81%
Promptness/timeliness of information from CA	80%
OVERALL MEAN RATING	82.5%

Q: On a scale of 1 – 5 where 1 is not satisfied at all and 5 is extremely satisfied , please indicate the extent to which you agree on the following statements about CA staff?

3.3.7. Staff Attitude

The Partners & Affiliates indicated that they were generally satisfied with the attitude of CA's staff giving a rating of 85% in this regard.

Table 36: Satisfaction of Partners with CA Staff

Indicators	Mean Rating
CA officials/staff treat you with respect	87%
CA staff members are courteous	85%
CA officials/staff are transparent and accountable	85%
Employees at CA are well trained in their roles /are knowledgeable	84%
CA staff members provide high quality services	83%
OVERALL MEAN RATING	85%

Q: On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff?

3.3.8. Staff Knowledge and Competence

CA Staff were rated to be knowledgeable about their work by the Partners & Affiliates. The Authority was given a mean rating of 81% with regard to its staff being knowledgeable and 83% on their capacity to uphold fairness.

Table 37: Knowledge & Competence of CA Staff

	Mean Rating
CA officials/staff uphold fairness	83%
CA officials/staff are knowledgeable in their line of duty	81%
CA officials/staff are proficient in communication	80%
CA officials/staff deal with problems/queries effectively and promptly	77%
OVERALL MEAN RATING	80%

Q: On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff?

3.3.9. Payment

The Partners & Affiliates are generally satisfied with the Authority's record of accomplishment on payment as evidenced in the table below. This also marks an improvement from last year's performance.

Table 38: Performance in Making Payments

Indicator	Mean Rating
CA payment terms are fair	88%
CA provides clear information on all pending payments	88%
CA pays according to agreements	83%
OVERALL MEAN RATING	86%

Q: On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff?

3.3.9 Record Keeping

The Partners and Affiliates are satisfied with the Authority's record keeping as evidenced in the Table 32 below. Records at CA are updated regularly and are easily accessible.

Table 39: Record Keeping

Indicator	Mean Rating
Records at CA are easily accessible	79%
Records at CA are updated	75%
OVERALL MEAN RATING	77%

Q: On a scale of 1 – 5 where 1 is strongly disagree and 5 is strongly agree , please indicate the extent to which you agree on the following statements about CA staff?

Some of the respondents were of the following opinions:

“...we have also relied on their information which is reliable and timely; when doing analysis, even their website is so informative...” **Key Partner**

“...Yeah it is adequate and accessible when it not and you follow up they provide...” **Key legal partner**

“...I think it does, because they have provide basically what they do, form of licenses, if you want to check something it is on their website, it is sufficient and updated” **Key Partner**

3.3.10 CA's Accessibility

On Accessibility, the Authority was given a mean rating of 87% with respect to ease of accessing its offices. The Authority is also easily accessible via phone and email. The Partners & Affiliates find the Authority to be easily accessible which is encouraging given a significant proportion of them are found outside the country.

Table 40: Accessibility

Indicator	Mean Rating
Ease of accessing CA's offices	87%
Ease of accessibility on the phone	86%
Ease of accessibility via email	83%
OVERALL MEAN RATING	85%

Q: Please rate the performance of the Authority on each of the following using a 5 point scale where 5 means EXCELLENT and 1 means VERY POOR?

3.3.11. Complaints Handling

The study showed CA responds quickly to customers' complaints and delivers services in a timely manner.

The Partners & Affiliates indicated that CA is proficient in handling customers' complaints and in delivering its services according to the Partners & Affiliates as shown in the table below:

Table 41: Handling of Complaints

Indicator	Mean Rating
Timeliness in delivery of services	80%
Quick response in attending to customers complaints	78%
OVERALL MEAN RATING	79%

Q: Please rate the performance of the Authority on each of the following using a 5 point scale where 5 means EXCELLENT and 1 means VERY POOR?

3.3.12. Perception of CA's Regulatory Role

CA is perceived to be an efficient regulator of ICT by this category of customers as evidenced in the table below. CA is rated highly in promoting the access and use of ICT, fair play among ICT providers,

Table 42: Regulator of ICT

Indicator	Mean Rating
Promoting access to and use of ICT	83%
Promoting fair play among ICT providers	77%
Protecting consumer rights within the ICT sector	75%
Regulation of tariffs within the ICT sector	75%
OVERALL MEAN RATING	78%

Q: On a scale of 1 – 5 where 1 is very poor and 5 is excellent, in your opinion, as a partner/affiliate how well has CA performed in each of the following areas with regard to ICT regulation in Kenya?

Some of the main highlights from key informants are:

“...There are a lot of improvements in terms of even usage of mobile phones compared to the telephones that were there, in terms of media accessing; there are a lot of new There is access to information and even regulating the social media compared to our neighboring countries, I think CA is doing a much better job...” **Key informant from a consumer rights body**

3.3.13. Identified Areas for Improvement

Awareness creation and improving quality of service stand out most as the areas requiring intervention by the Authority according to this category of Customers.

Table 43: Suggested Areas of Improvement

Indicator	Percentage
Deliver the promise in the service charter	25%
Creation of awareness and interact more with clients	21%
Decentralization of services	13%
Improve quality of services	13%
Promote independence	8%
Lower charges	8%
Promote transparency and fairness in services	8%
Promote staff capacity on areas on regulation	4%
Total	100%

Q: What should CA do in order to serve its customers better?

The key informants recommended the following:

Inter agencies collaborations and linkages should be encouraged with partners so as to bolster, to share experiences. The authority need to engage a lot with parliamentarians in lobbying them for enactment of laws that can make the industry more regulated than it currently is.

A perception that the authority hasn't performed well with regard to consumer data protection, it is believed that if CA flexed its muscles then there will be a reduction on the fraudulent activities carried out by fraudsters using mobile phones and internet.

CA should work alongside KEBS, Anti Counterfeit agency, KRA and other government agencies in curbing the counterfeit products that are coming in the country. Since this has cost the consumers too much pain and resources.

They need to work with the ISPs and Mobile phone providers in ensuring the improvement of the services and products that they offer. This will cushion the general public from exploitation from these licensees who levy high charges and the services are not commensurate.

CA should adopt new regulations and be more proactive with the changes in the ICT sector. Due to the dynamic nurture of the sector, the authority needs to be open-minded and also to be more strict regarding new developments.

Increased interaction with the public is a welcomed idea and need to trickle down to the village level; this will make consumers have confidence with CA. This will also see the growth of public participation amongst the consumers on some of the policies the authority comes up with.

What they said:

"...Consumer protection angle is the area they need to improve on, as a consumer you have to have a forum to complain ..." **Government Parastatal**

"...Just to reemphasize the authority needs to ensure they work with other agencies such as the CAK in issues that involve more than itself... confidentiality and security is key when exposed to the ICT space. They also need to interact more with the public get to know their issues, and finally engage parliament

through even lobbying for bills and just keep the lawmakers in the loop where ICT is concerned Well I think that will be all...” **Government Parastatal**

“...I think speaking for the general person, it would be crucial for them to block the strange/spam numbers and the cons, since the person in the village is suffering, consumer protection and more of dealing with their licensees and see how they can protect their consumers...” **Legal Firm**

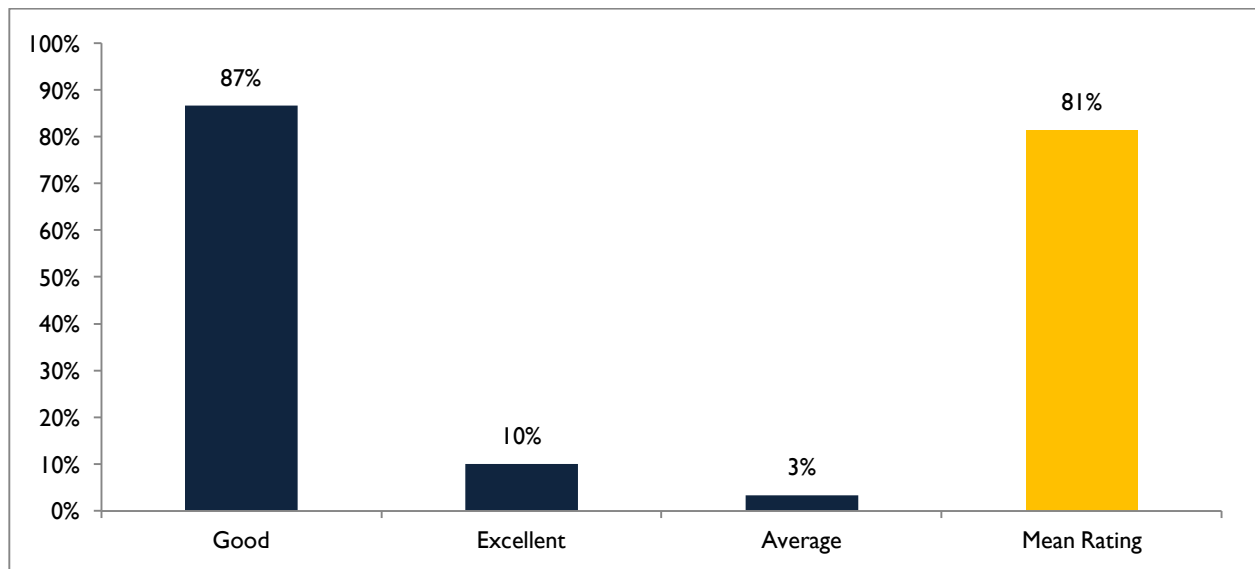
“...Create awareness, what does CAK do, let them be involved in some of this programs, have you seen even FCBoard, we have KECOBO, MCSK, PRISK, CAK should make a point of being visible there. CAK should not feel like they represent the whole industry yet they do nothing. They should come in and support the CMOs and the county governments in terms of what other licenses do these broadcasters acquire from them they should make sure they are fully compliant. **Copyright Organization**

“...And when we talk about stakeholders, you know ICT is a sector that is dynamic. It involves quite a number of sectors; a lot of sectors rely on ICT. Public participation is very key and I think the way they have been doing it is also not bad. Is only that they need to widen the scope in terms of also inclusivity involving more stakeholders **Consumer union**

3.3.14. Overall Performance of the Authority

The survey shows that CA’s overall performance as the Country’s ICT Regulator is adjudged to be good by the Partners & Affiliates as per the rating of 81% shown in figure 46 below.

Figure 23: Overall Performance as ICT Regulator



Q: How would you rate the overall performance of CA in regulating the ICT sector in Kenya on a scale of 1 – 5 where 1 is very poor and 5 is excellent?

Observations from the Partners:

Through creating platforms to engage members of the public it has met the expectations most of the partners. They have made it easy to reach out to the consumers, the voiceless of the consumers at the grassroots and in that way making its mandate known to the public.

Again through creation of the ICT infrastructure, today we what we call the cyber security act which was passed and now one of the laws that has made it easy to criminalize a lot of activities that people thought that were not criminal and today it gives us also ground to hold somebody accountable for doing some acts that will violate consumers.

Ensuring there is access to information, CA has made sure that there are channels available to disseminate information and to ensure that the public have access to this channels. A lot people can access internet, broadcast station.

The authority CP department was lauded as having been doing condemnable job and they are being encouraged to keep up with the good work.

What they said:

*“...In terms of meeting expectations, in terms of regulating the industry it’s doing well save for the challenges that they have where they have an overlap between them and the competition authority in terms of jurisdiction,, and I think they are cooperating in that aspect but those are some of the challenges they are facing but I can say they are trying **Legal Firm***

*“...Basically in terms of regulation, the industry appears more regulated than it has been historically...”
Governance Agency*

*“...As a regulator there have been given particular tasks by government of Kenya and the government of Kenya also do not define that mandate just at the national....they much it with the international standard so as a country, goes in the international standard they are agreed international standards I think this is now what we could expect from any country and I think the key thing is complying with the international standard to meet the satisfaction....”**Consumer Union***

*“...Regulating broadcasting in terms of protecting children, levels of violence exposure has gone down, the content is now better...”**TRADE UNION***

*“...It could actually exceed our expectations if it partnered with us when it came to musicians...”**Government Agency***

3.4. Consumers

The Constitution guarantees the rights of the consumer. Article 46 provides, inter alia, that “consumers have the right to information necessary for them to gain full benefit from goods and services” Kenya’s legal framework thus provides clear mechanisms for consumer participation in policy formulation and implementation.

The Survey targeted ICT Consumers across the 47 counties. The study sought to determine the levels of Consumers’ satisfaction with CA service provision and the provision of services by different ICT service providers. Allocation of the sample across the 47 counties was guided by the percentage distribution of population with access to ICT services. The sample was distributed by counties, using population proportionate to size in each region. The survey was designed to measure satisfaction on a broad range of issues including:

- Complaints handling by ICT Service Providers
- Complaints to CA & Queries
- Corporate image & Reputation of CA
- Handling of information & Communication by CA
- Experience with ICT Service Providers
- Quality of Experience with Mobile Service Providers
- First Point of Interaction with CA
- Overall Performance of CA

Consumers were interviewed via face-to-face Computer Assisted Personal Interviews (CAPI). This cross-sectional descriptive study used both quantitative and qualitative research methods. The survey achieved a response rate of 100% (2400-targeted Consumers).

The overall satisfaction index for this category stood at 74.3%, which was an increase of 1.7% from the previous year’s index of 72.6%. The increase in the Index can be largely attributed to increased satisfaction levels with regard to Awareness & Knowledge of CA Roles, First Point of Interaction with the Authority and Corporate Image & Reputation of the Authority.

Table 44: Consumers’ Customer Satisfaction Index for 2018/2019

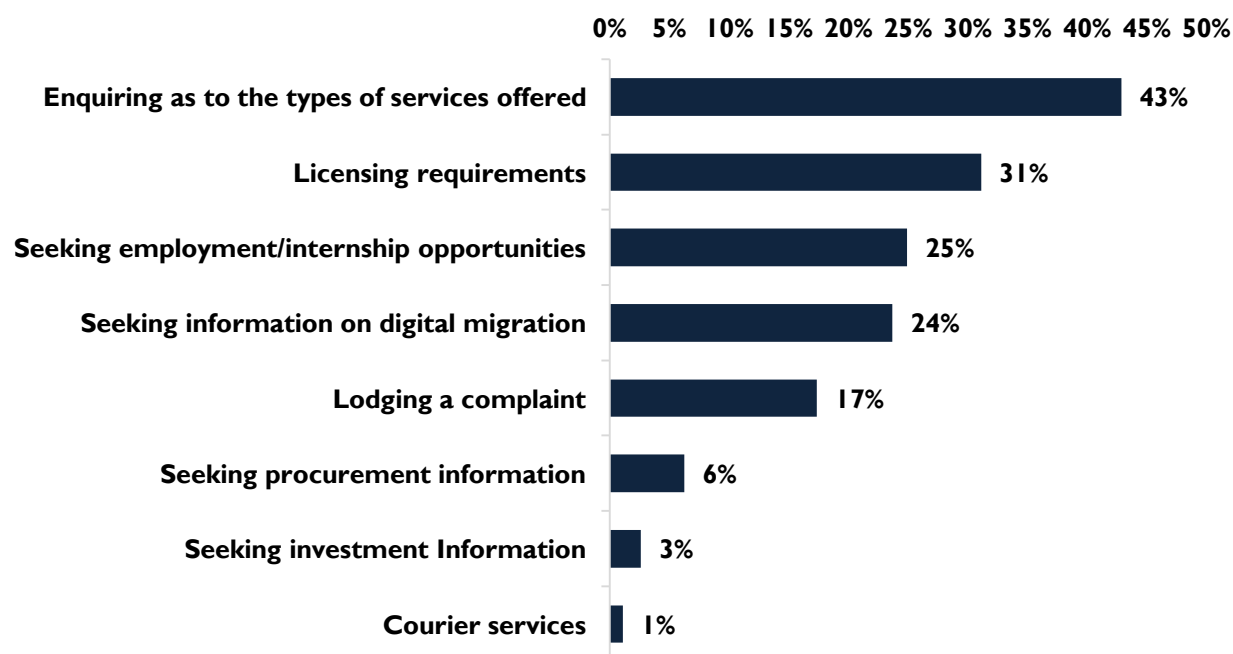
INDICATOR	CSI 2016/17	CSI 2017/18	CSI 2018/19
CORPORATE IMAGE & REPUTATION OF CA	76.8%	75.5%	77.0%
COMPLAINTS HANDLING BY SERVICE PROVIDERS	47.7%	78.4%	76.8%
FIRST POINT OF INTERACTION		67.8%	76.5%
COMPLAINTS & QUERIES TO CA		77.8%	76.2%
HANDLING OF INFORMATION AND COMMUNICATION BY CA	76.0%	74.0%	74.6%
EXPERIENCE WITH SERVICE PROVIDERS		73.5%	73.5%
AWARENESS & KNOWLEDGE OF CA ROLES	69.7%	62.8%	72.8%

INDICATOR	CSI 2016/17	CSI 2017/18	CSI 2018/19
QUALITY OF EXPERIENCE WITH MOBILE SERVICE PROVIDERS		72.4%	70.5%
AWARENESS OF COMMUNICATIONS AUTHORITY OF KENYA (CA)	70.0%		
USAGE OF ICT SERVICES	79.7%		
SATISFACTION WITH ICT SERVICES	74.7%		
OVERALL PERFORMANCE OF CA	70.7%	71.2%	71.1%
OVERALL CSI	70.7%	72.6%	74.3%

3.4.1. First Point of Interaction with the Authority

In their interactions with the Authority, 43% of the surveyed Consumers made inquiries as to the type of services offered, 31% sought information on licensing requirements while 25% sought employment/internship opportunities.

Figure 24: Services Sought



Q. What type of service/information were you seeking from CA? n = 87

The surveyed Consumers generally indicated that they were satisfied with the services they had sought indicating good service delivery by the Authority, The mean score in this regard was 76.5%. In terms of rating the actual services sought, Seeking Investment Information was rated the highest at 84.6% followed by Courier Services at 80%. Seeking Information on Digital Migration was rated the lowest at 70.1%, which suggests there is need by the Authority to improve the quality of information given to members of the public on this process.

Table 45: Satisfaction with Services

	Extremely dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Extremely satisfied	Rating
Seeking investment information	0.0%	0.0%	0.0%	76.9%	23.1%	84.6%
Courier services	0.0%	0.0%	0.0%	100.0%	0.0%	80.0%
Enquiring as to the types of services offered	2.3%	7.0%	10.6%	53.1%	26.9%	79.0%
Licensing requirements	0.0%	5.7%	13.6%	67.1%	13.6%	77.7%
Seeking employment/internship opportunities	4.5%	0.0%	21.0%	65.6%	8.9%	74.9%
Seeking procurement information	0.0%	0.0%	32.9%	67.1%	0.0%	73.4%
Lodging a complaint	0.0%	5.9%	32.7%	55.0%	6.4%	72.4%
Seeking information on digital migration	4.5%	8.5%	30.6%	45.0%	11.5%	70.1%
Mean						76.5%

Q. How would you rate your overall level of satisfaction with how CA served you on a scale of 1 – 5 where 1 is “extremely dissatisfied” and 5 is “extremely satisfied”?

3.4.2. Awareness & Knowledge of the Authority’s Roles

The survey revealed that the Consumers are mostly aware of the Authority’s role in regulating broadcast content (74.9%) and least aware of its role in managing the universal access and fund (70.5%).

The regulation of broadcast content is an area of specific concern to ICT Consumers as it directly affects what they watch on TV or listen to on radio. It is therefore expected that this is the role that the public would associate the Authority most with. There is a sense in which the Universal Access and Fund perhaps does not directly impact Consumers, therefore the relative limited association of this role with the Authority.

Table 46: Awareness of CA Roles

Role	Rating
------	--------

Regulation of broadcasting content	74.90%
Licensing of the following telecommunications services such as a) mobile network operators	74.00%
Monitoring of the activities of licensees/ICT service providers	73.60%
Approval & acceptance of communications equipment meant for use in the country	73.60%
Licensing of broadcast service providers	73.20%
Protection of ICT consumer rights	72.90%
Management of the country's numbering resources	72.60%
Management of the country's frequency spectrum resources/ airwaves	72.60%
Facilitation of online/electronic businesses	72.10%
Promotion of fair competition in the sector to ensure a level playing field for all players	71.80%
Regulation of ICT tariffs/costing	71.80%
Management of Universal Access and Fund	70.50%
Mean	72.80%

$n = 977$

Q. On a scale of 1 – 5 where 1 is very poor and 5 is very good. How would you rate your awareness of CA's roles in the:

3.4.2.1. Assessment of the Authority's Performance

In rating the level of CA performance in executing its roles, a majority (75.5%) of the respondents rated regulation of broadcasting content and licensing of the telecommunications services (73.8%) highly. However, facilitation of online/electronic businesses was rated the lowest at 71.5%. The average performance index stood at 73.4% as shown in Table 41 below.

Table 47: Level of Performance in Executing Roles

Roles	Rating
Regulation of broadcasting content	75.5%
Management of Universal Access and Fund	74.3%
Promotion of fair competition in the sector to ensure a level playing field for all players	74.2%
Regulation of ICT tariffs/costing	73.9%
Licensing of telecommunications services	73.8%

Licensing of broadcast service providers	73.8%
Monitoring of the activities of licensees/ICT service providers	73.4%
Protection of ICT consumer rights	73.2%
Approval & acceptance of communications equipment meant for use in the country	72.9%
Management of the country's numbering resources	72.3%
Management of the country's frequency spectrum resources/ airwaves	71.8%
Facilitation of online/electronic businesses	71.5%
Mean	73.4%

$n = 977$

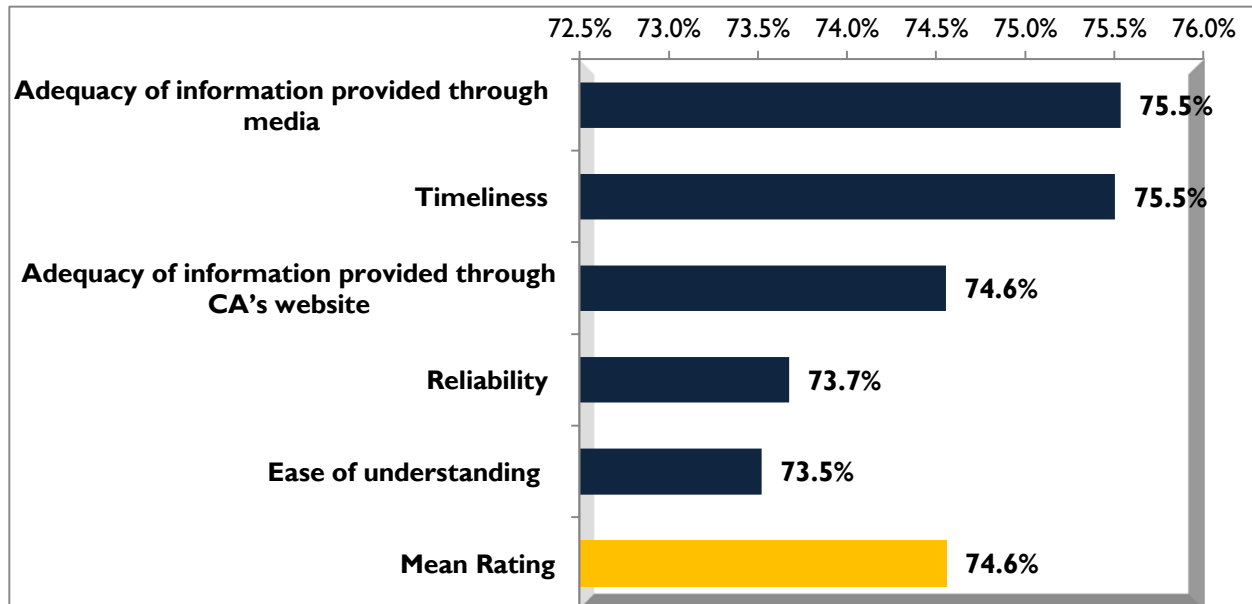
Q. On a scale of 1 – 5 where 1 is very poor and 5 is very good. How would you rate the performance of CA in?

3.4.3. Information Handling and Communication by the Authority

With respect to the handling of information and communication, the following were the critical aspects put to the respondents: Adequacy of information provided through the media; Timeliness; Adequacy of Information posted through CA's website; Reliability; and Ease of Understanding. Of these aspects, adequacy of information provided through the media and timeliness were rated the highest.

The Authority should continue using the same format it does now for its publicity as it appears to resonate with members of the public. Similarly, the turn – around time for sharing information with public should remain as it is.

Figure 25: Rating of Information Handling and Communication



Q. On a scale of 1 – 5 where 1 is very poor and 5 is very good, how would you rate the following aspects with regard to service provision by CA?

3.4.4. Awareness of the Customer Service Charter

The customer service charter is a framework for how the Authority interacts with its customers in terms of excellence, payment, response times and overall standards. The Charter allows the Authority to stand out in its service provision.

Periodic monitoring and evaluation of adherence to the charter is expected to lead to the achievement of CA commitment on the following: answering telephone calls quickly and helping people who use their facilities; responding promptly to all enquiries about their services; handling complaints; taking corrective measures and ensuring that no mistakes are made; promoting equality and fair treatment and aiming to continuously improve the quality of services delivered to customers.

The findings showed that general awareness of the document was low with only 19.7% of the respondents indicating awareness of the document. However, this is an improvement from last year where only 12.0% of the respondents acknowledged awareness. The improved performance can be attributed to increased awareness of the Authority as a result of enhanced publicity.

Figure 26: Awareness of CA Service Charter

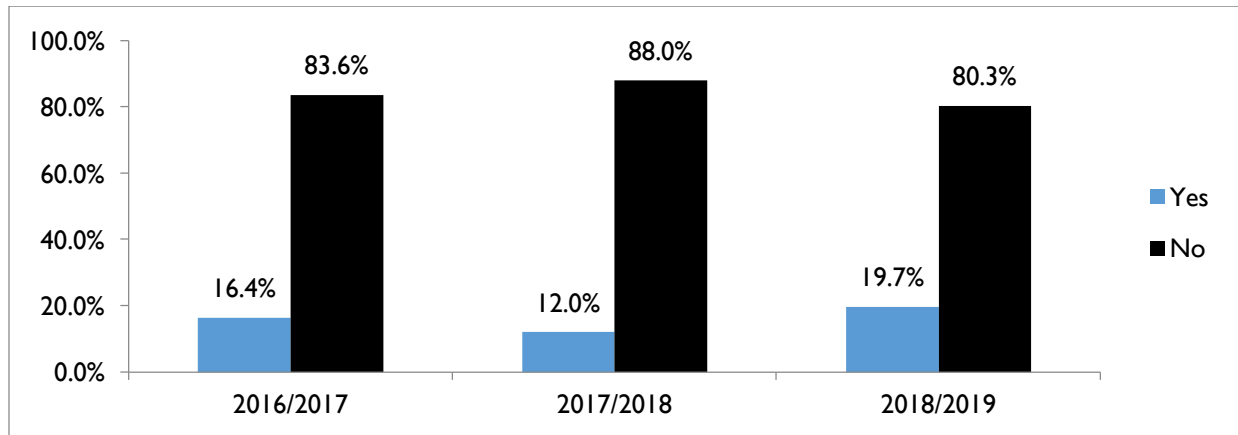


Figure 27: Are you aware of CA's Customer Service Charter

“they just don't do their duty; they wait for the public to complain before they go after them.....It comes after everybody has complained about it.”

“..They are facing challenges because it is not easy to get all of those people that do online business. Like nowadays everyone can access the internet. So, it becomes a challenge to regulate those online businesses unlike the other businesses whereby one can regulate by asking for the KRA documents. ”

“...I am not aware they have a customer service charter. I do not feel their role directly. I am not feeling them...”

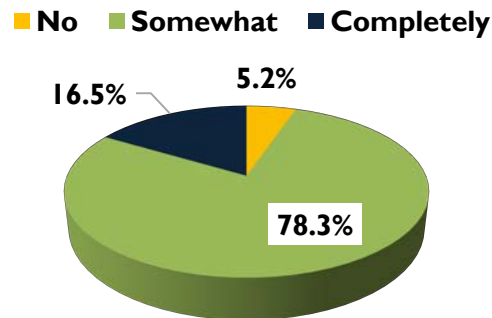
“...CCK &CA are well known by those who seek licensees and not mwananchi; they should sensitize their roles in mashinani level”

“... it is important for CA to come to the ground tell people what they do...”

3.4.4.1. Levels of Service Delivery as per the Customer Service Charter

On the question of levels of service delivery as per the Service Charter, a majority (78.3%) indicated that the Authority had delivered somewhat. On the other hand, 16.5% stated that the Authority had completely delivered. Just 5.2% indicated that the Authority had not delivered in this regard.

Figure 28: Satisfaction with Levels of Service Delivery as per the Service Charter



Q. Do you think CA has delivered on the promises contained in the service charter?

3.4.5. Corporate Image and Reputation

These findings indicate what consumers think about the Authority's staff with respect to their performance in service delivery which directly impacts corporate image.

Consumer opinions influence consumer behaviour, so this type of data is critical in helping the Authority improve in the execution of its mandate. Tracking of various perception indicators should assist the Authority obtain useful feedback periodically.

As indicated earlier, a significant proportion of the surveyed respondents had not had direct interaction with the Authority and thus their perception may be based on information from secondary sources.

Five perception indicators were scrutinized, namely; Responsiveness, Reliability; Assurance; Empathy and Office/Ambience.

3.4.5.1. Consumers' Perception of the Authority's Responsiveness

A lack of responsiveness is a very common underlying problem for a number of institutions. Responsiveness is important for the following reasons:

- It defines a brand
- Lack of responsiveness costs an organization customers and money

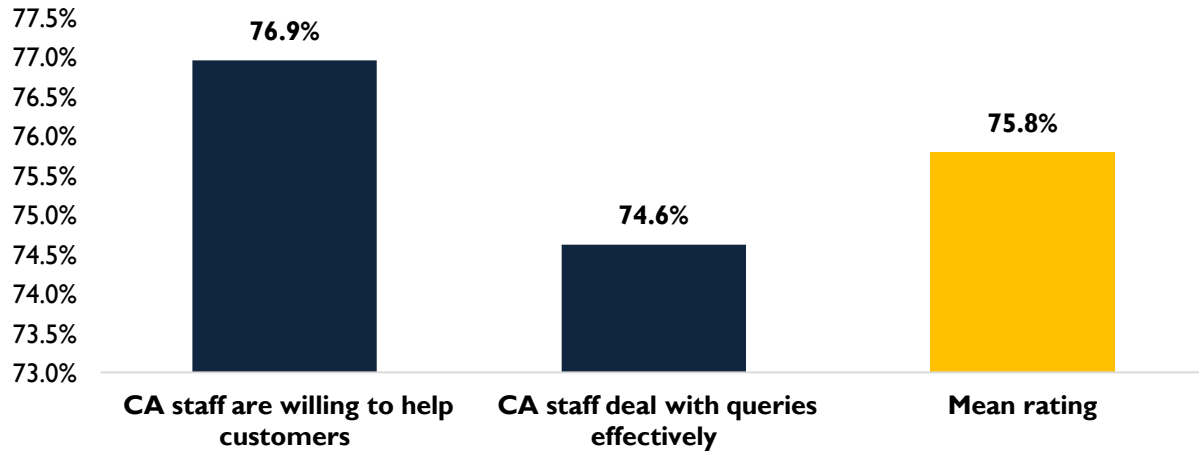
How to improve responsiveness:

- Make it easy
- View it as indicator

The survey indicated that the Consumers are satisfied that the Authority is indeed responsive.

“...They regulate mainstream media like the day Raila was sworn in they shut down TV Station”
 Respondent 20-25yrs, Msa

Figure 29: Perception of Responsiveness



n = 2400

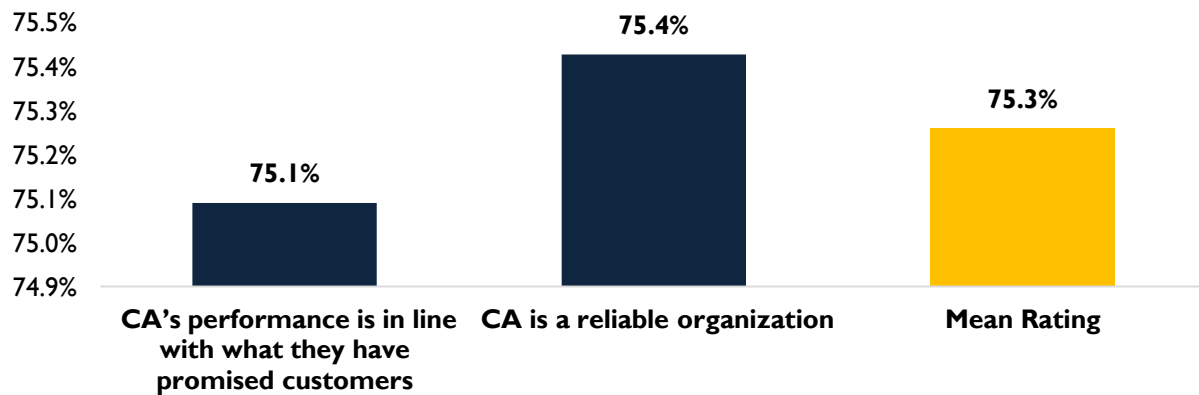
Q. Please rate each statement below using a 5 point scale, where 5 means you “Strongly Agree” and 1 means you “Strongly Disagree” with each statement.

3.4.5.2. Consumers’ Perception of the Authority’s Reliability s

Reliability improves efficiency, customer experience and general workplace satisfaction.

The survey indicated that the Consumers are satisfied that the Authority is indeed reliable.

Figure 30: Perception of Reliability



n = 2400

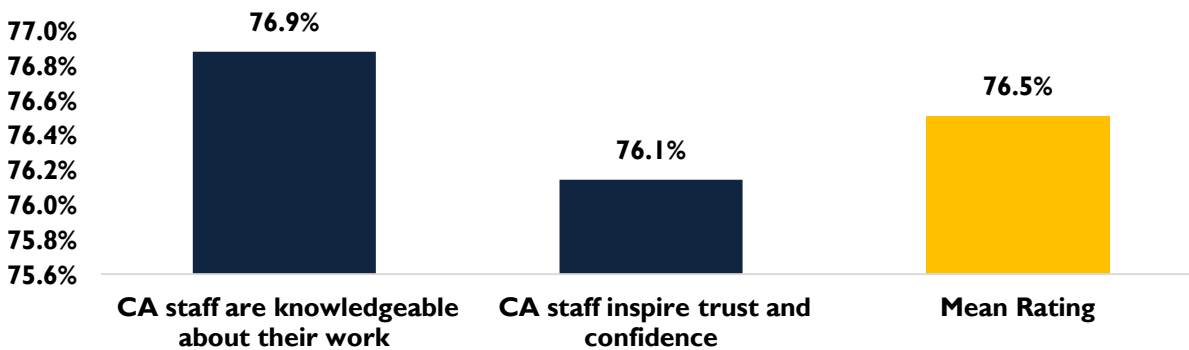
Q. Please rate each statement below using a 5 point scale, where 5 means you “Strongly Agree” and 1 means you “Strongly Disagree” with each statement.

3.5.4.3. Consumers’ Perception of the Authority’s Assurance

Assurance is a critical part of corporate governance in which a management provides accurate and current information to the stakeholders about the efficiency and effectiveness of its policies and operations, and the status of its compliance with the statutory obligations.

The survey revealed that the consumers are indeed satisfied with the Authority in terms of the Assurance it provides.

Figure 31: Perception of Assurance



n = 2400

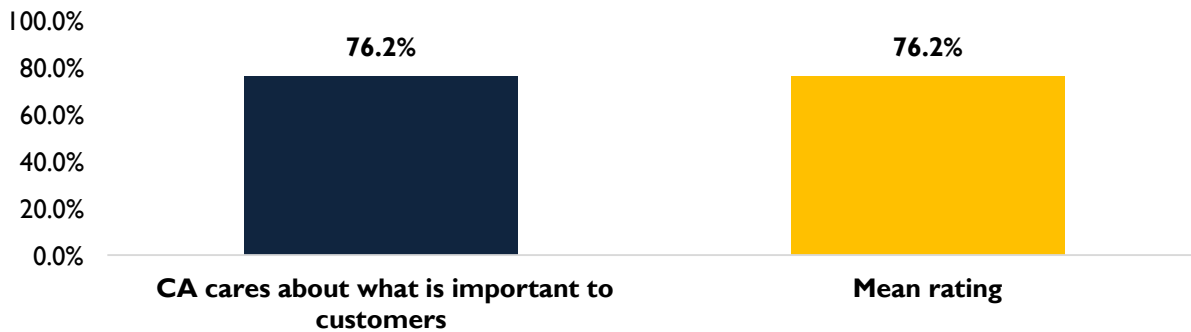
Q. Please rate each statement below using a 5 point scale, where 5 means you “Strongly Agree” and 1 means you “Strongly Disagree” with each statement.

3.5.4.4. Consumers’ Perception of the Authority’s Empathy

There are numerous studies that link empathy to business results. They include studies that correlate empathy with increased productivity, in an increasingly dynamic work environment.

The survey revealed that the surveyed Consumers are indeed satisfied with the Authority in terms of its Empathy.

Figure 32: Perception of Empathy



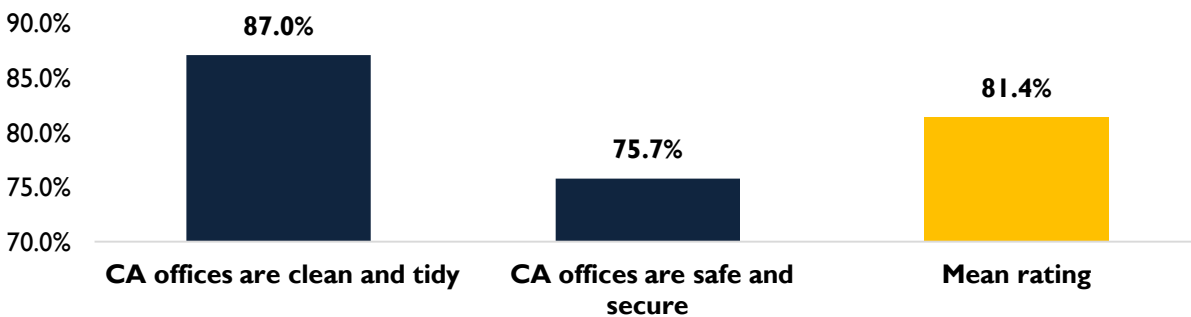
n = 2400

Q. Please rate each statement below using a 5 point scale, where 5 means you “Strongly Agree” and 1 means you “Strongly Disagree” with each statement.

3.4.5.5. Consumers’ Perception of the Authority’s Offices & Ambience

Consumers perceive the Authority’s offices and ambience positively.

Figure 33: Perception of Offices & Ambience



n = 2400

Q. Please rate each statement below using a 5 point scale, where 5 means you “Strongly Agree” and 1 means you “Strongly Disagree” with each statement.

“...I would say they answered my questions to my satisfaction...”

“...CCK &CA are well known by those who seek licensees and not mwananchi; they should sensitize their roles in mashinani level”

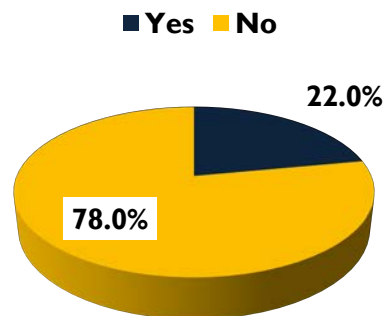
“...CA staff were very ready to assist, once I just walked in when they came to the showground...”

3.4.6. Complaints Handling by the Authority

3.4.6.1. Awareness of Complaints Procedure to the Authority

The findings revealed that more than three quarters of those surveyed are not aware of how to make complaints at the Authority. This requires the Authority to communicate this process more clearly to the Consumers.

Figure 34: Awareness of Complaints Procedure



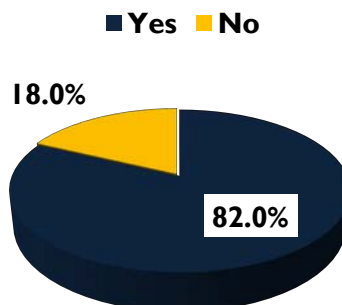
n = 1007

Q. Are you aware of the procedures that can be used to make complaints at CA?

3.4.6.2. Awareness of Where to Make Complaints

The findings revealed that the majority of those surveyed who are aware of the complaints making process are also aware of where to make these complaints.

Figure 35: Awareness of Where to Make Complaints



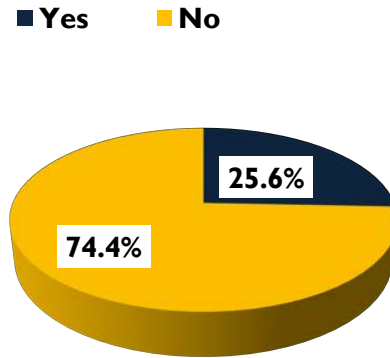
n = 222

Q. Are you aware of the procedures that can be used to make complaints at CA?

3.4.6.3. Complaints and Queries to the Authority

About one in four of the respondents who stated they knew where to make complaints, indicated that they have made complaints in the past.

Figure 36: Complaints and Queries



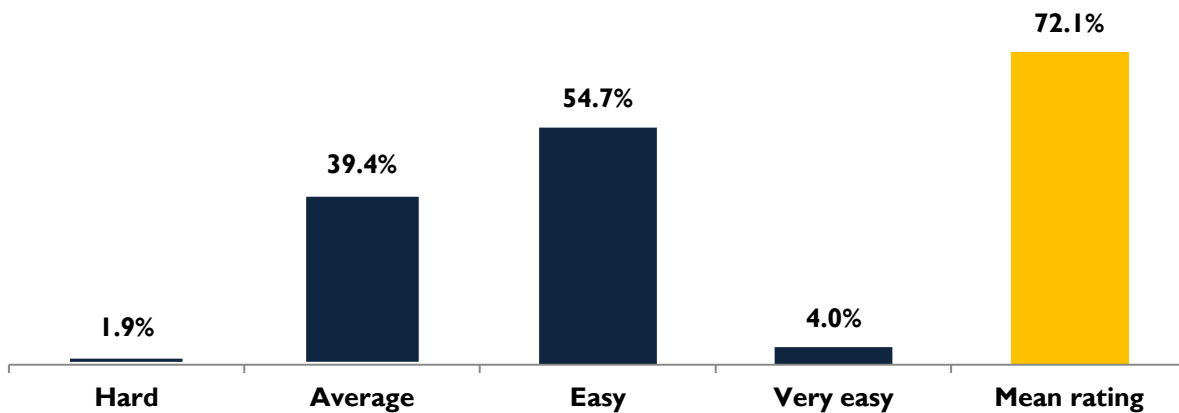
n = 182

Q. If yes. Have you ever lodged a complaint?

3.4.6.4. Ease of Making Complainers

The surveyed respondents, who have made complainants to CA, indicated that it is relatively easy to make complainants to the Authority.

Figure 37: Ease of Making Complainers



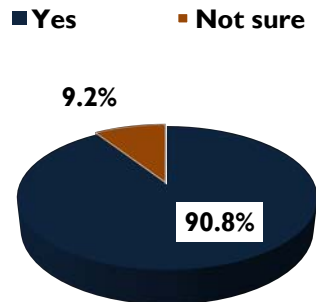
n = 47

Q. If yes. How easy was it to make the complaint on a scale of 1 – 5 where 1 is very hard and 5 very easy?

3.4.6.5. Handling of Complaints

Satisfaction with the complainants handling process was overwhelmingly positive at 90.8%.

Figure 38: Handling of Complainants



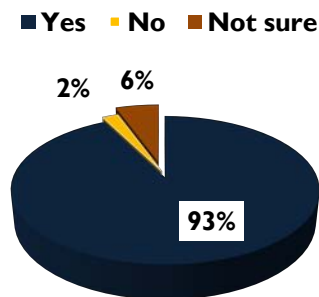
n = 47

Q. If yes. How easy was it to make the complaint on a scale of 1 – 5 where 1 is very hard and 5 very easy?

3.4.6.6. Resolution of Complaints

Majority (93%) of those who made complaints were satisfied with how they were handled.

Figure 39: Resolution of Complaints



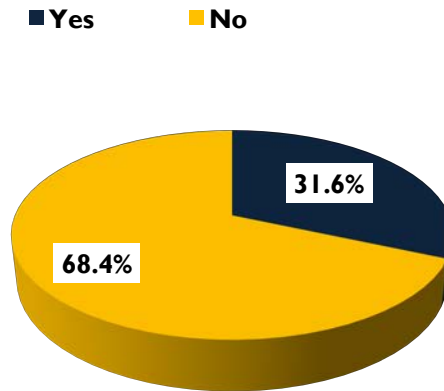
n = 47

Q. Do you feel your complaint(s) was/were resolved?

3.4.6.7. Problems that required the Authority's involvement

Just 3 in 10 of the surveyed consumers indicated that they had had problems that had required the Authority's involvement.

Figure 40: Problems that Required the Authority's Involvement



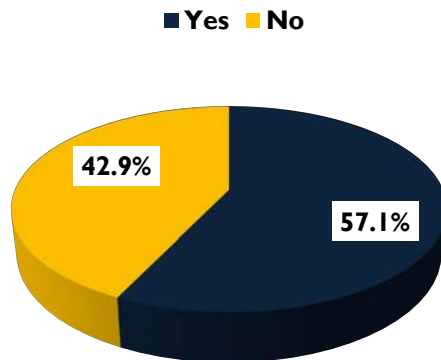
n = 222

Q. In the last one year have you experienced any problem or had a request that needed the involvement of CA?

3.4.6.8. Problems Reported to CA

About 6 in 10 of the surveyed respondents indicated that they had had problems that needed reporting to the Authority.

Figure 41: Problems Reported to CA



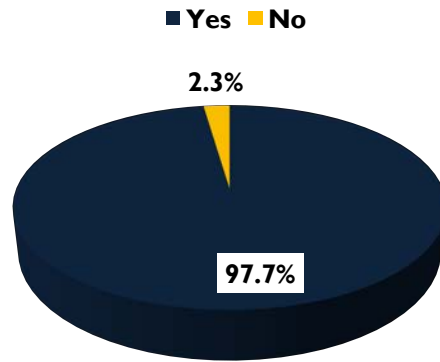
n = 70

Q. Did you report the problem or make the request you have mentioned above to CA?

3.4.6.9. Satisfaction with Complaints Handling

There was overwhelming satisfaction with the handling of complaints as indicated by 97.7% of the respondents who had made complaints.

Figure 42: Satisfaction with Complainants Handling



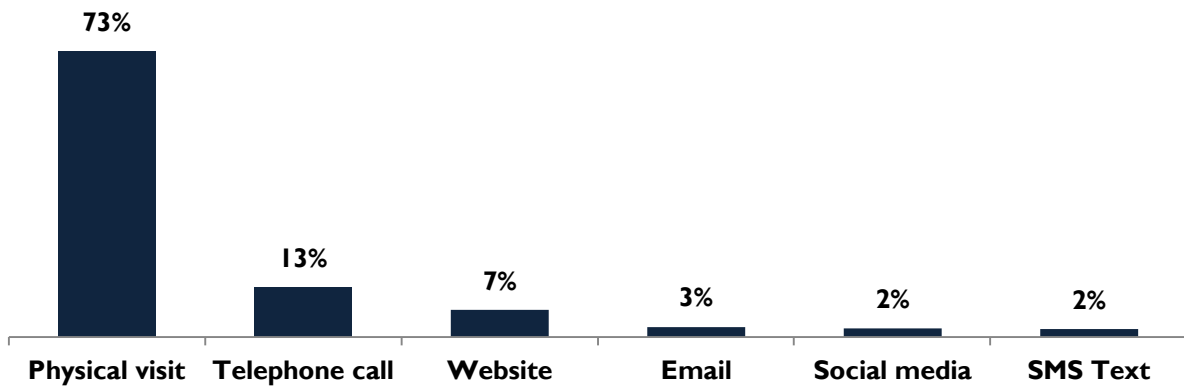
n = 40

Q. If yes. Were you satisfied by the way the complaint or request was handled by CA?

3.4.6.10 Channels used to report Problems to the Authority

Physical visits are most used to report problems to the Authority.

Figure 43: Channels Used to Report Problems to the Authority



n = 40

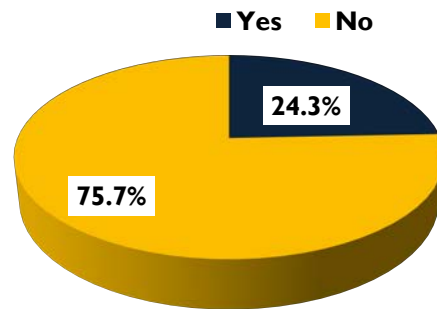
Q. Through which channel did you report the problem or make the request to CA you have mentioned above?

3.4.7. Complaints Handling by ICT Service Providers

3.4.7.1. Awareness of Complaints Procedure

About 1 in 5 of the surveyed respondents indicated that they are aware of the complaints procedure to their respective ICT service providers.

Figure 44: Awareness of Complaints Procedure



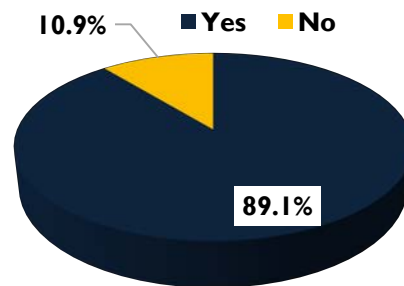
$n = 2400$

Q. Are you aware of the complaints procedures that can be used to make a complaint to your ICT service provider?

3.4.7.2. Awareness of Where to Make Complaints

About 9 in 10 of the surveyed respondents indicated that they were aware of where to make complaints to their respective ICT service providers.

Figure 45: Awareness of Where to Make Complaints



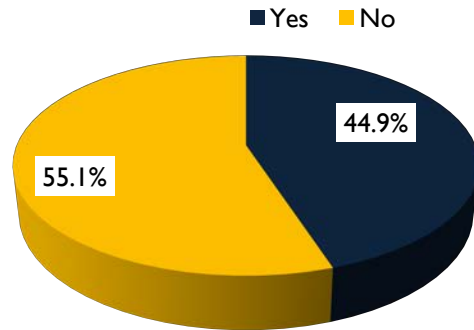
$n = 584$

Q. If yes, do you know where/ how to make complaint?

3.4.7.3. Lodging of Complaints

About 3 in 5 of the surveyed respondents indicated that they had lodged complaints with their respective ICT service providers.

Figure 46: Lodging of Complaints

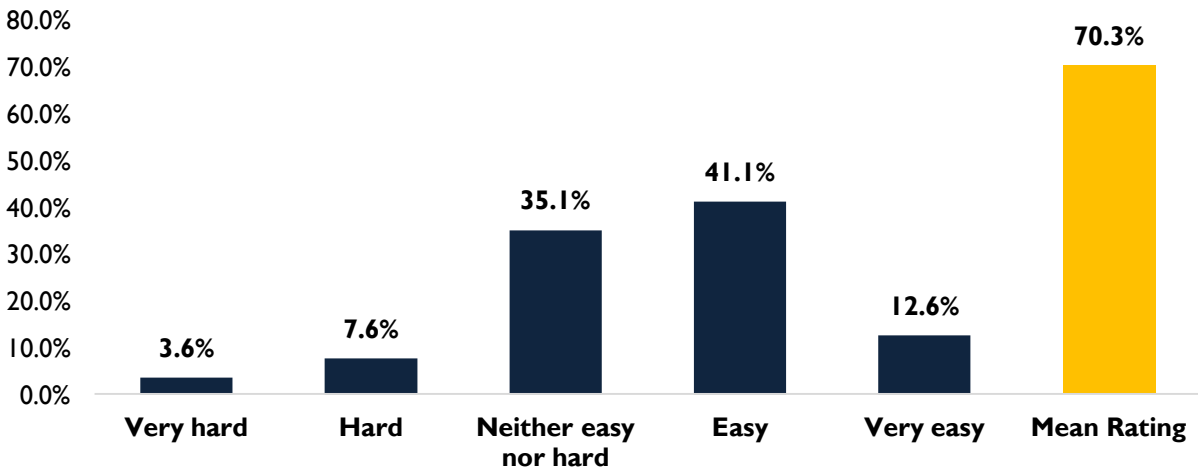


n = 520

Q. If yes, have you ever lodged a complaint?

3.4.7.4. Ease of Making Complaints

The surveyed respondents indicated that it is generally easy to make complaints to their respective ICT service providers.



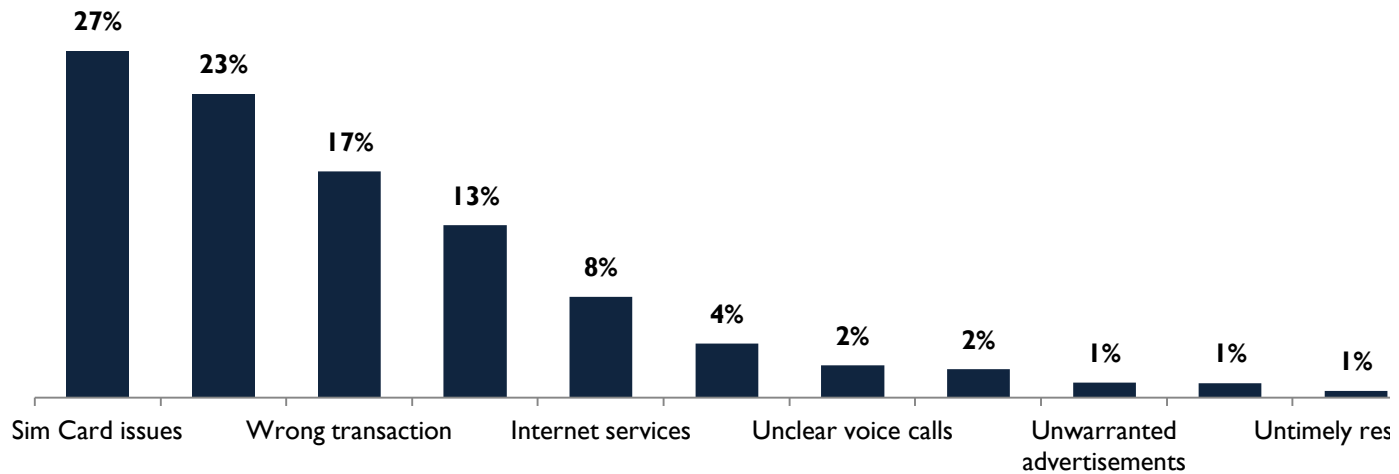
n = 234

Q. How easy was it to make the complaint on a scale of 1 – 5 where 1 is very hard and 5 is very easy?

3.4.7.5. Complaints Made to ICT Service Providers

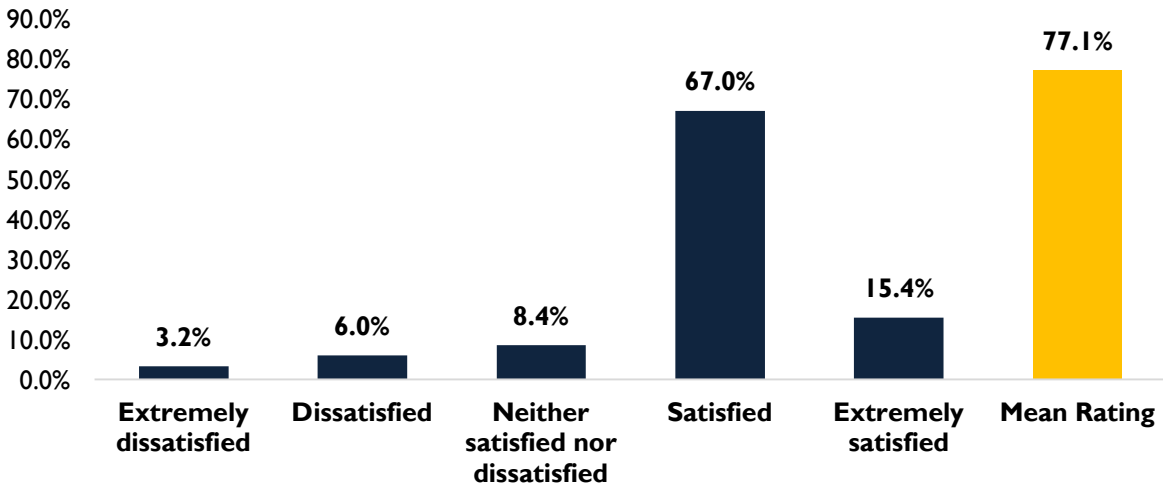
The survey findings showed that majority of the complaints lodged were to do with SIM card issues service issue (27%) and MPESA services (23%).

Figure 47: Complaints lodged by Consumers



n = 171

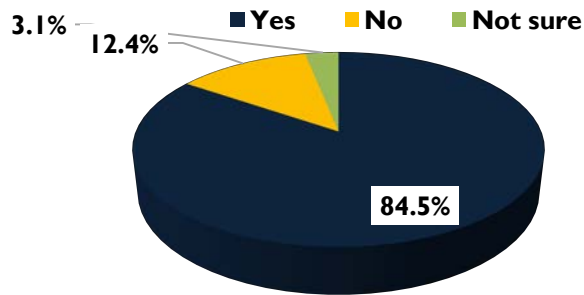
Q. What was/were the complaint(s) about?



3.4.7.6. Whether Complaints Were Resolved

It was noted that of the respondents who made complaints, 84.5% were satisfied that their complaints were resolved.

Figure 48: Whether Complaints Were Resolved



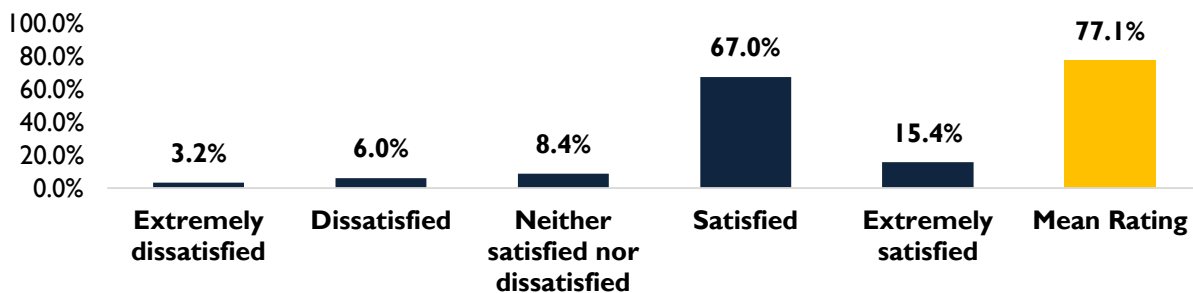
n = 234

Q. Do you feel your complaint(s) was/were resolved?

3.4.7.7 Satisfaction with How Complaints Were Resolved

The surveyed respondents indicated they were generally satisfied with how their ICT service providers handled their complaints.

Figure 49: Satisfaction with How Complaints Were Handled



$n = 275$

Q. On a scale of 1 – 5 where 1 is very dissatisfied and 5 is very satisfied please rate your satisfaction with how your complaint was handled and resolved?

3.4.7.8. Problems experienced from ICT Providers

Most of the problems experienced by the surveyed Consumers were with Mobile Service Providers.

Table 48: Problems Experienced

Areas	Yes	No	Total
Mobile Service Providers	36.7%	63.3%	100.0%
Courier Companies	30.4%	69.6%	100.0%
Internet Service Providers	22.4%	77.6%	100.0%
TV Broadcast Service Providers	15.5%	84.5%	100.0%
Postal Corporation of Kenya	16.1%	83.9%	100.0%
Radio Broadcast Service Provider	12.5%	87.5%	100.0%
Content Service Providers	9.7%	90.3%	100.0%

$n = 2400$

Q. In the last one year have you experienced any problem that needed the involvement of any of the following?

3.4.7.8.1. Whether Respondents Reported Problems Experienced from ICT Providers

A majority of the problems reported were with the PCK, followed by Courier companies. The least number of problems reported were with ISPs.

Table 49: Whether Respondents Reported Problems Experienced from ICT Providers

Areas	Yes	No	Total
Postal Corporation of Kenya	74.9%	25.1%	100.0%
Mobile Service Providers	58.6%	41.4%	100.0%

Courier Companies	59.0%	41.0%	100.0%
TV Broadcast Service Providers	44.1%	55.9%	100.0%
Content Service Providers	33.1%	66.9%	100.0%
Internet Service Providers	29.8%	70.2%	100.0%
Radio Broadcast Service Provider	30.2%	69.8%	100.0%

n = 2400

Q. Did you report the problem you have mentioned to the service provider?

3.4.7.8.2. Satisfaction with How ICT Service Providers Handled Complaints

The greatest satisfaction with how complaints were handled was with Content Service Providers and the lowest level of satisfaction in this regard was with Courier Companies.

Table 50: Satisfaction with ICT Service Providers Handled Complaints

Areas	Yes	No	Total
Content Service Providers	98.8%	1.2%	100.0%
TV Broadcast Service Providers	97.2%	2.8%	100.0%
Mobile Service Providers	93.4%	6.6%	100.0%
Radio Broadcast Service Provider	93.9%	6.1%	100.0%
Postal Corporation of Kenya	91.7%	8.3%	100.0%
Internet Service Providers	85.7%	14.3%	100.0%
Courier Companies	69.0%	31.0%	100.0%

n = 2400

Q. Were you satisfied by the way the complaint was handled by your service provider?

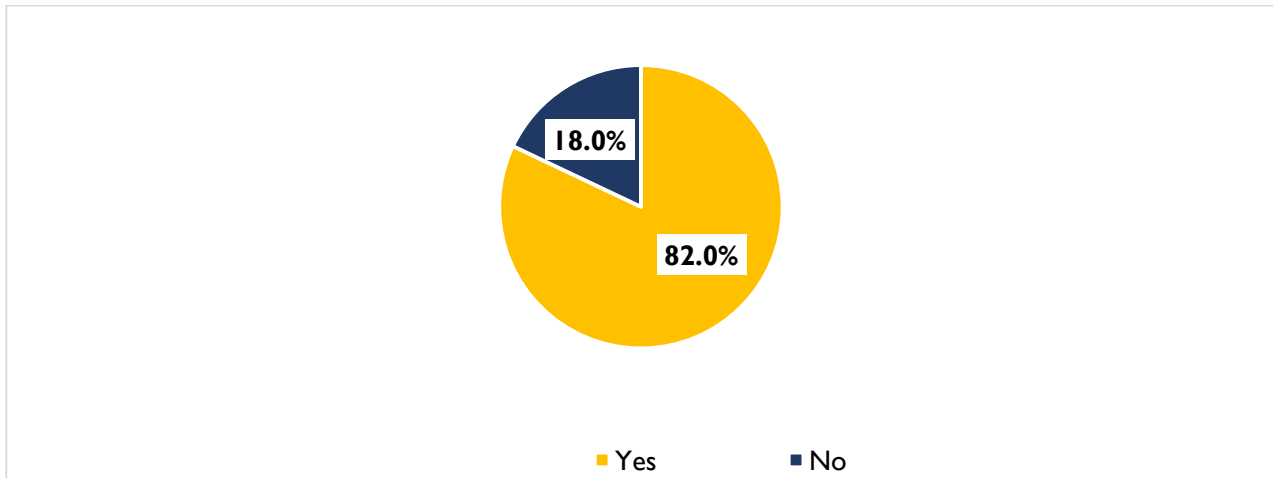
3.4.8. Experience with Service Providers

In this section, the study sought to highlight consumers' experiences with different service providers.

3.4.8.1. Complaints Handling by Mobile Network Service Providers

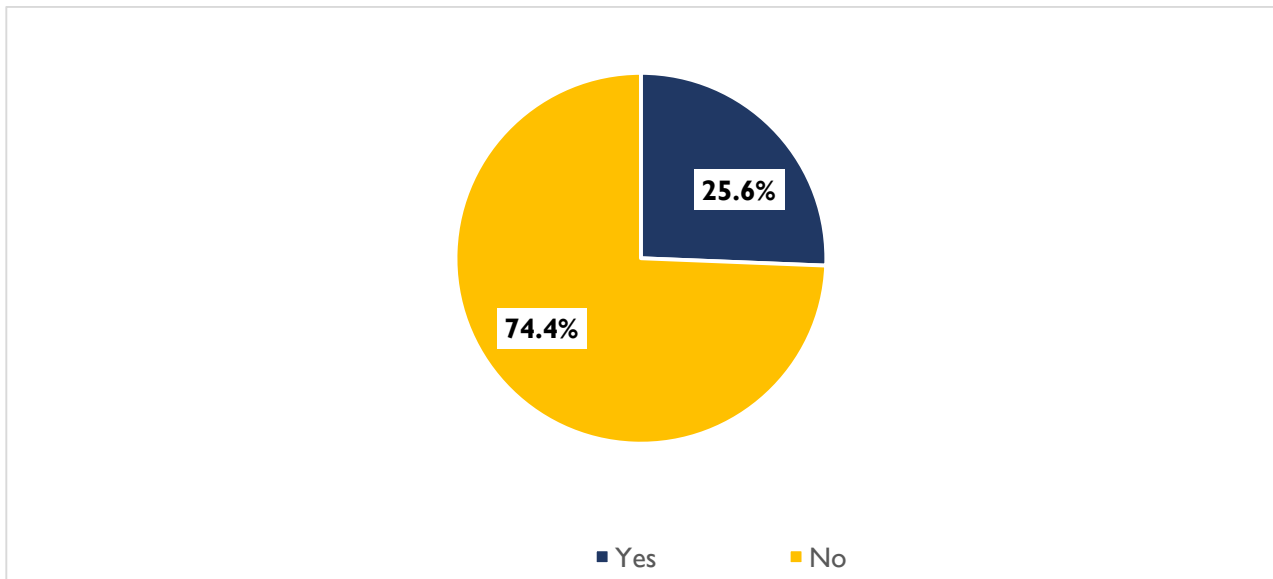
Findings indicate that majority of consumers (82.0%) were aware on where to make complaints with 25.6% reporting to have earlier lodged a complaint as summarized below:

Figure 50: Consumers' awareness on where to make complaint to Mobile Service Providers



Q: Are you aware of the complaints procedures that can be used to make a complaint to your ICT service provider?

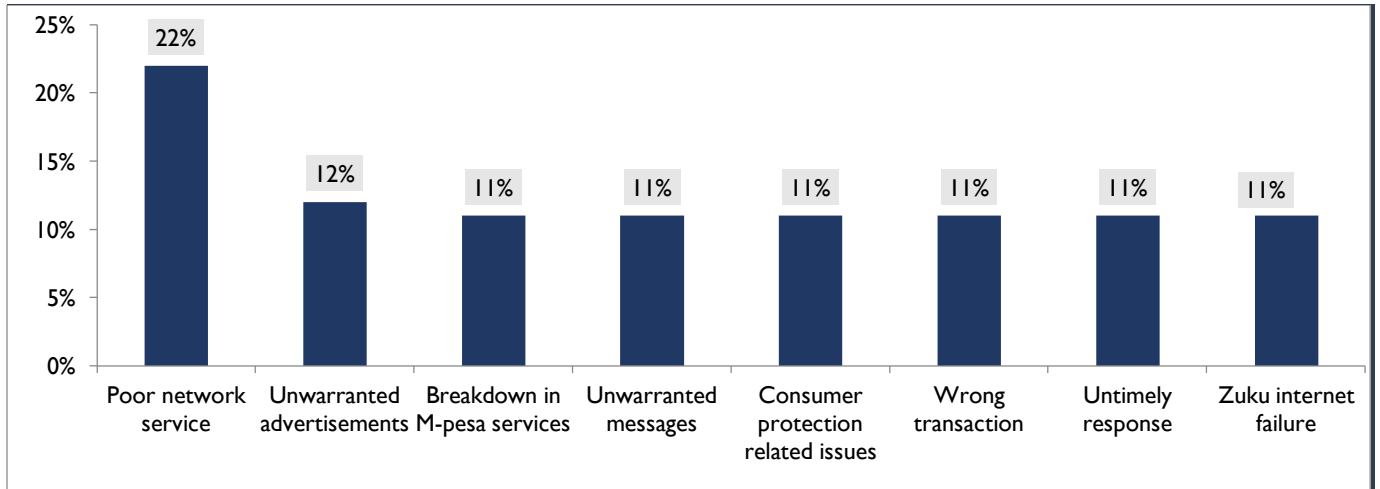
Figure 51: If consumers had lodged complaints with Mobile Service Providers



Q: Have you ever lodged a complaint with your ICT service provider?

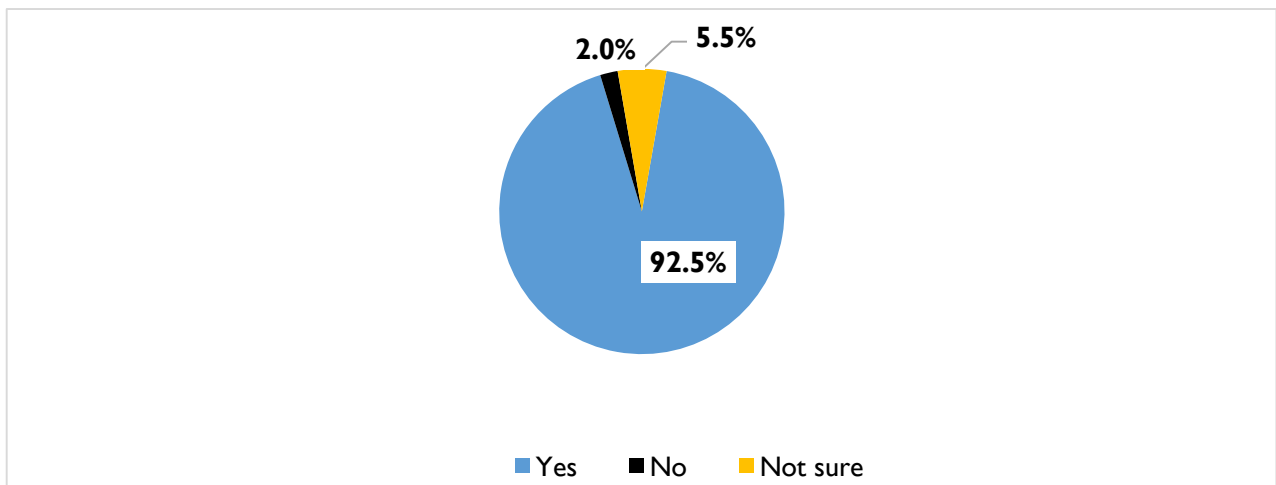
Poor network services and unwarranted advertisements were the main complaints lodged against mobile service providers as shown below.

Figure 52: Complaints lodged with Mobile Service Provider



Q: What was/were the complaint(s) about?

Majority (92.5%) of consumers, who had lodged complaints, reported that the complaints were well handled, with a significant proportion, 54.7% reporting that it was easy to make complaints to their mobile service providers. The respondents were therefore satisfied with the process as



shown in the figures below:

Q: How easy was it to lodge your complaint with your service provider

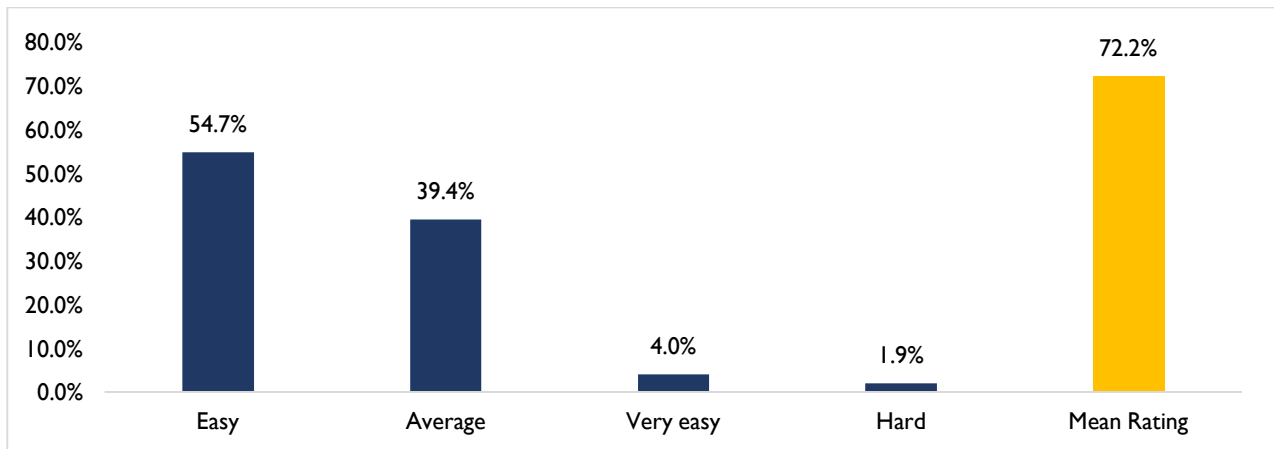
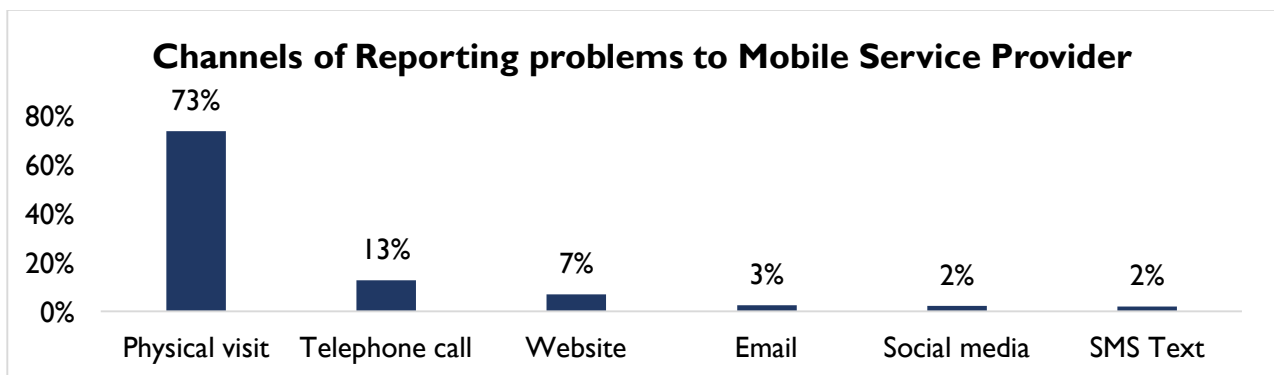


Figure 53: Ease of Making Complaints with Mobile Service Providers

3.4.8.2. Channels Used to Report Problems to Service Providers

Consumers who had encountered problems with their service providers were asked what channels they used to report their problems. Physical visits were used most (73.0%).

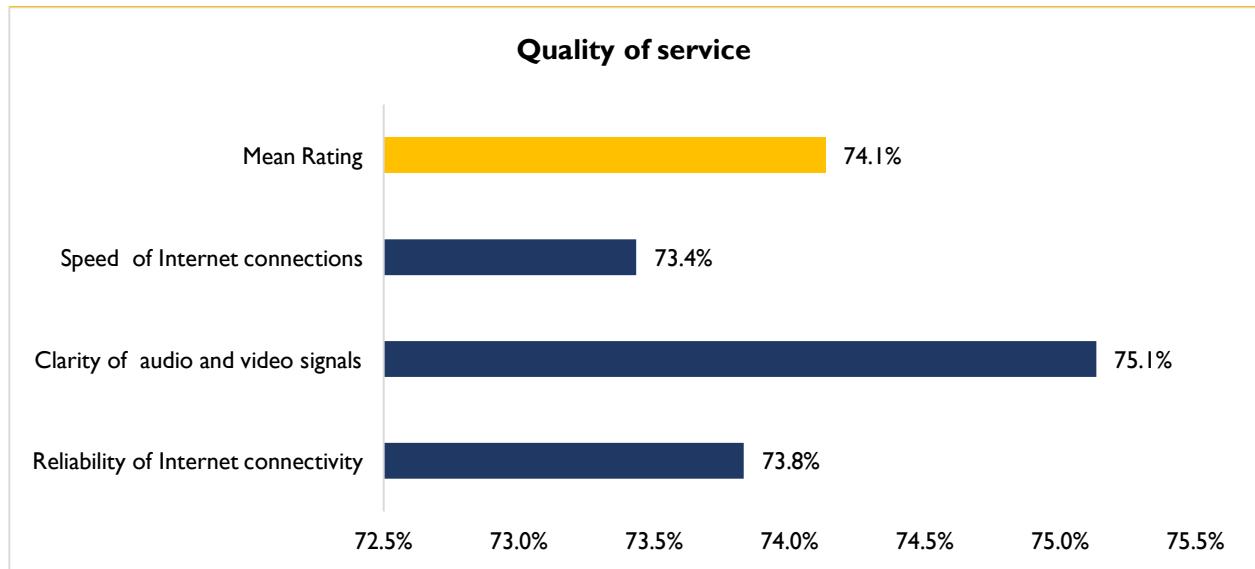
Q: What channels did you use to lodge complaints to your service provider?



3.4.8.3. Performance of Internet Service Providers

The figure below depict Consumers' general satisfaction with their Internet speeds.

Figure 54: Quality and Reliability of Internet Connection



Q: How would you rate the quality of service with your ISP?

Q. Thinking about billing, how you would rate the following aspects of the charges made to your account on a scale of 1 – 5 where 1 is very poor and 5 is very good:

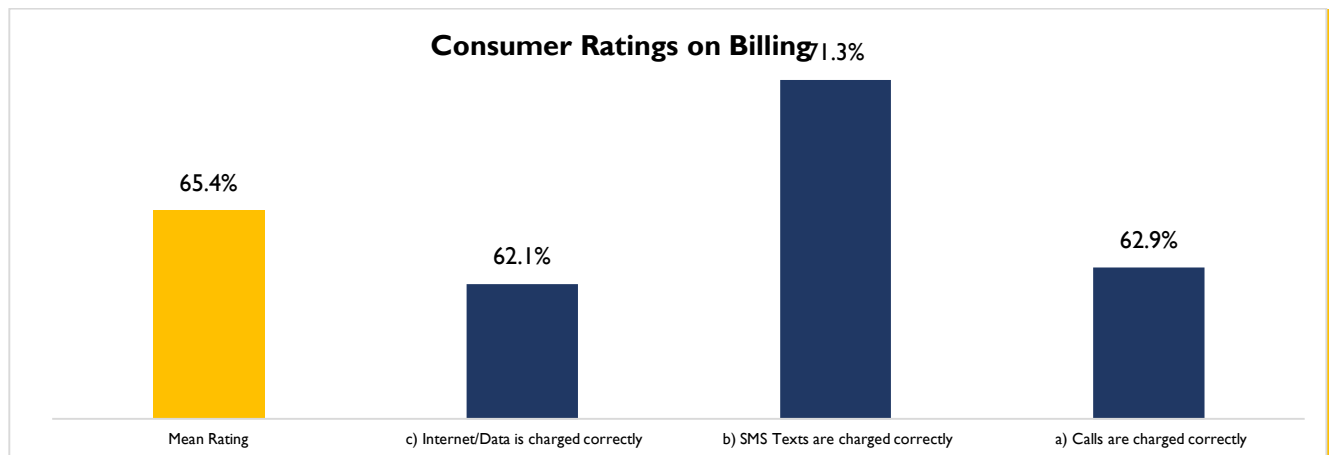


Figure 55: Consumer satisfaction with Service Providers' billing

Some 55% of the surveyed Consumers reported they get billing information every time they make a call/send an SMS text. The information on billing was described as clear (easy to understand) and accurate as shown in the figures below:

Q: Do you get billing information from your service provider?

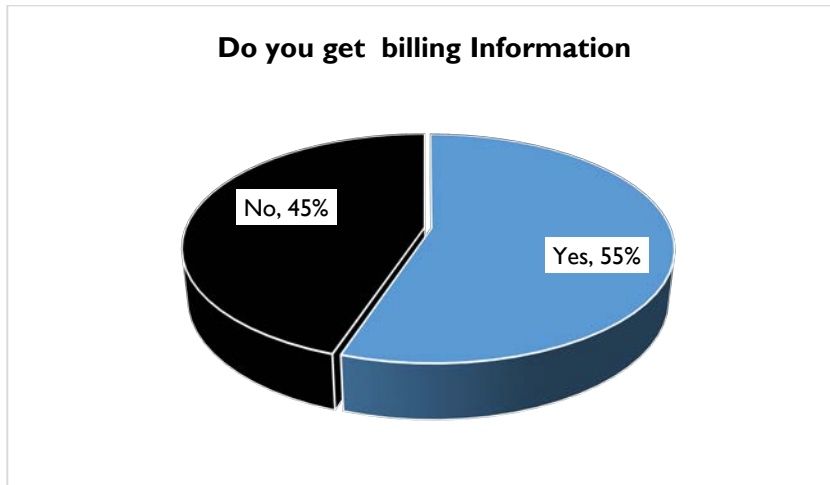


Figure 56: Do you get billing information

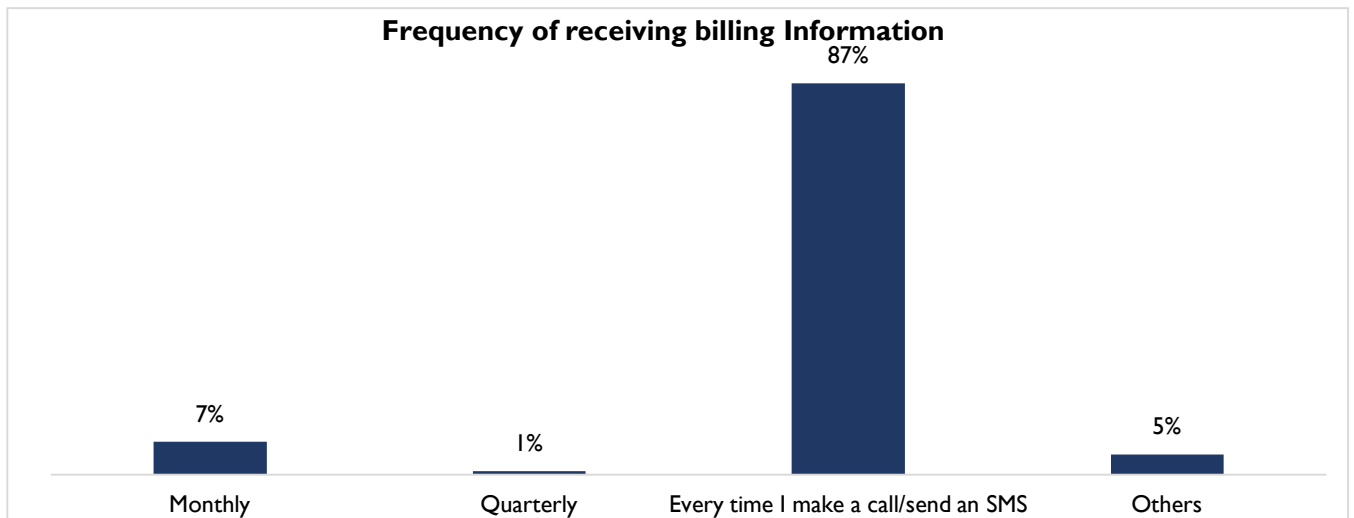


Figure 57: Frequency of receiving billing Information

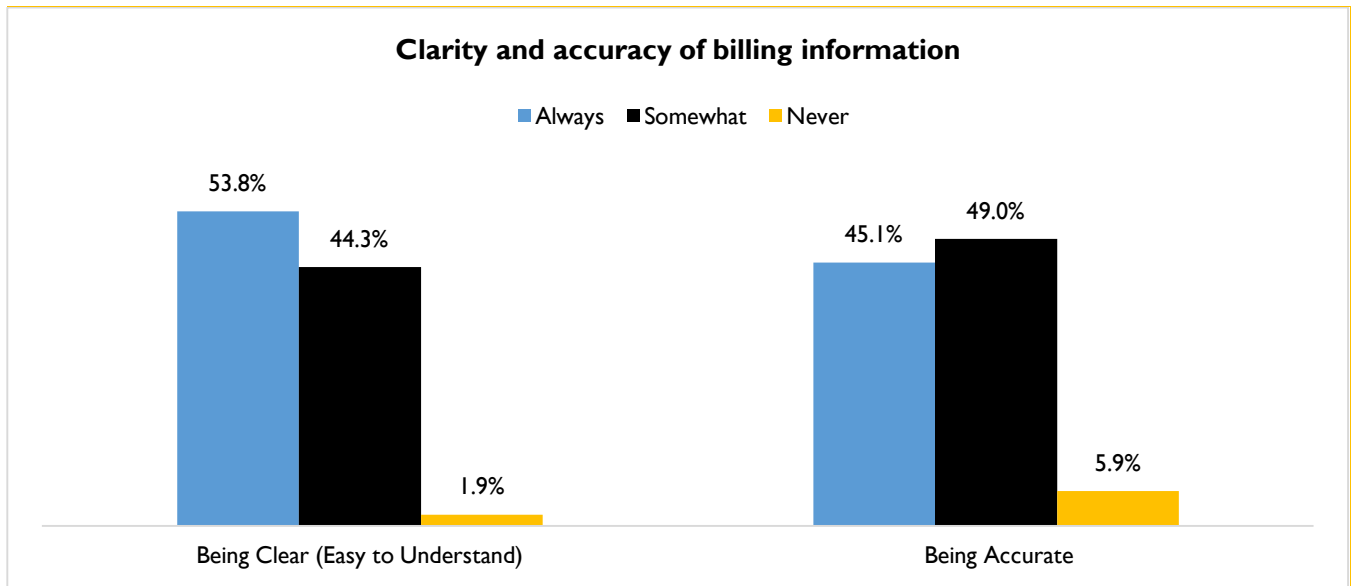


Figure 58: Clarity and Frequency of billing information.

The Consumers gave a mean rating of 71.8% with respect to their satisfaction with service providers’ billing as shown below:

Overall, how satisfied are you with your service provider’s billing on a scale of 1 - 5 where 1 is “very dissatisfied” and 5 is “Very satisfied”?

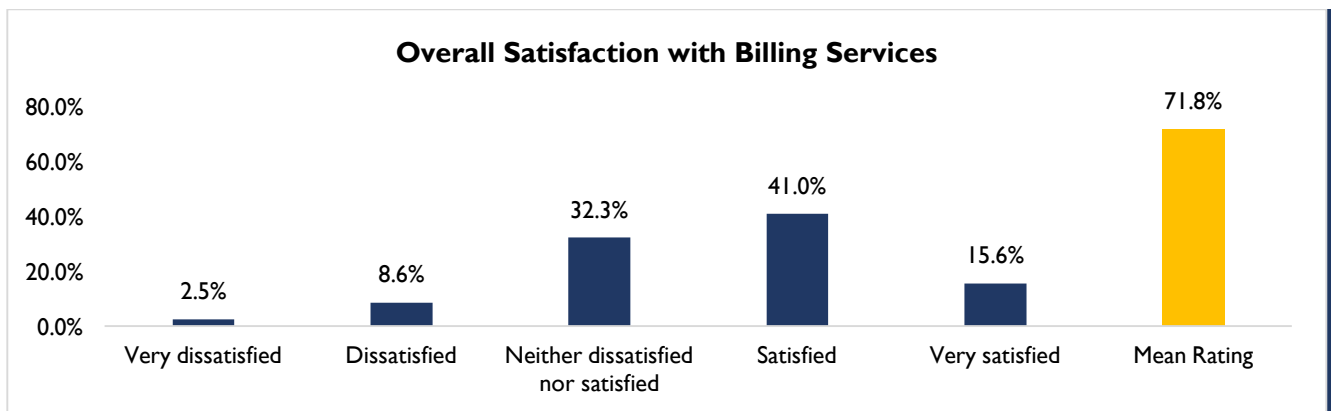


Figure 59: Satisfaction with billing by service providers

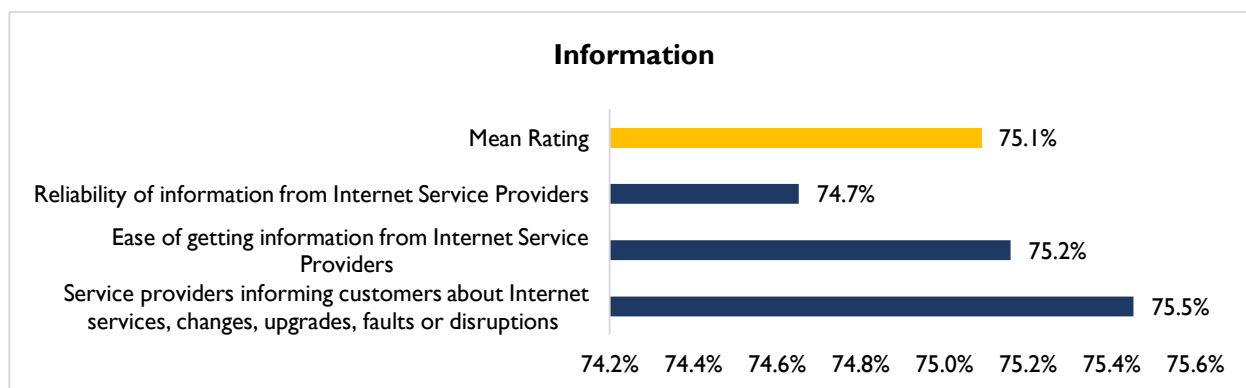
Generally, satisfaction levels with respect to billing were noted to be high in Mandera, Tana River, Turkana and Kisii As shown in the annexed table below:

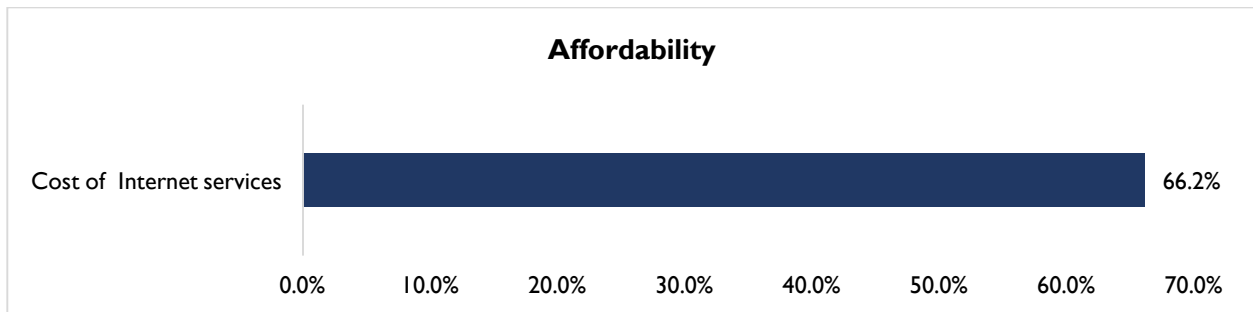
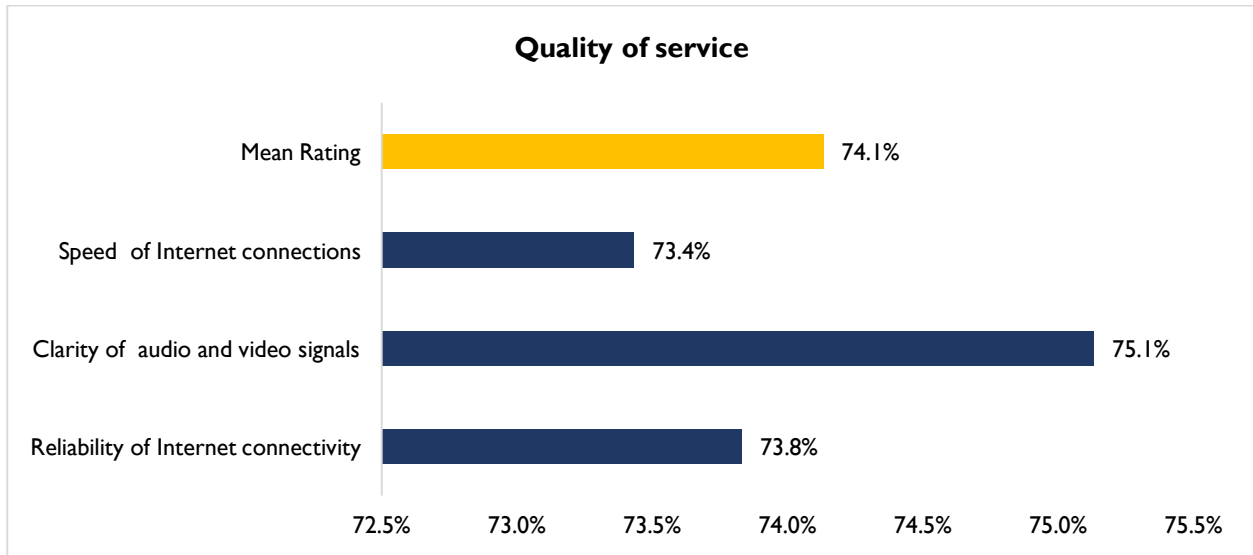
County	Mean rating
Mandera	97.2%
Tana River	90.4%
Turkana	89.4%
Kisii	86.7%
West Pokot	86.7%
Garissa	50.0%
Vihiga	48.6%
Isiolo	45.7%
Narok	41.2%
Total	71.7%

3.4.8.4. Satisfaction with Internet Service Providers

The survey respondents who use Internet Services gave a mean satisfaction rating of 75.1%, which was very positive as shown below:

Table 51: Satisfaction with Internet service providers



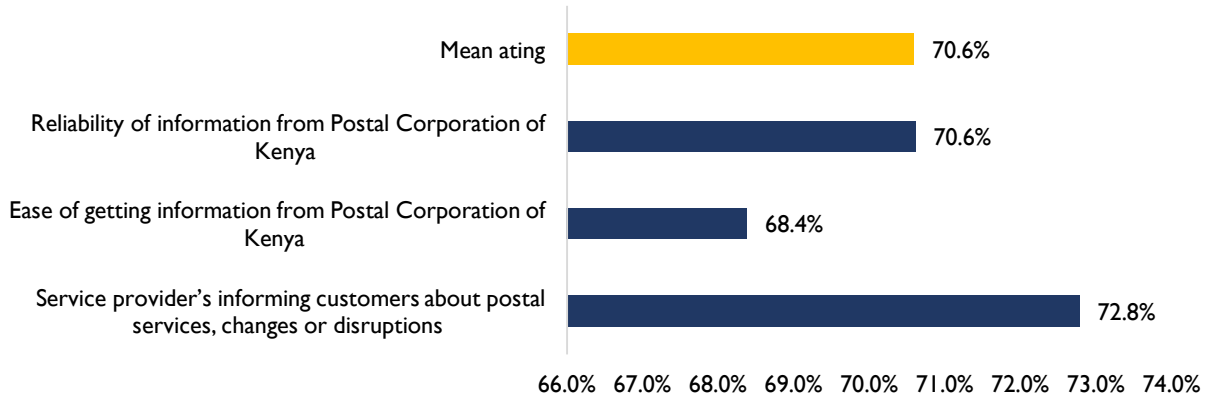


3.4.8.5. Satisfaction with Postal Service Providers

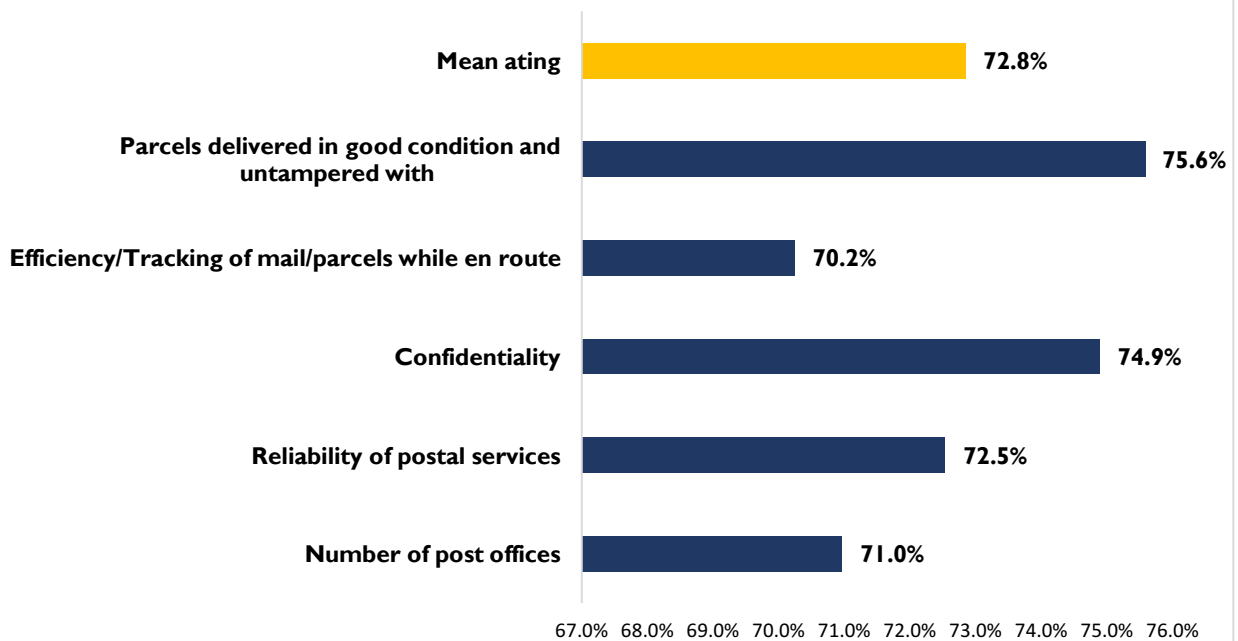
The average percentage score on Postal Service provision was 70.6%, indicating general satisfaction with postal services in Kenya. Efficiency and tracking of mail/parcels while en route, informing customers about postal services, changes or disruptions, reliability of information and postal services were rated favourably.

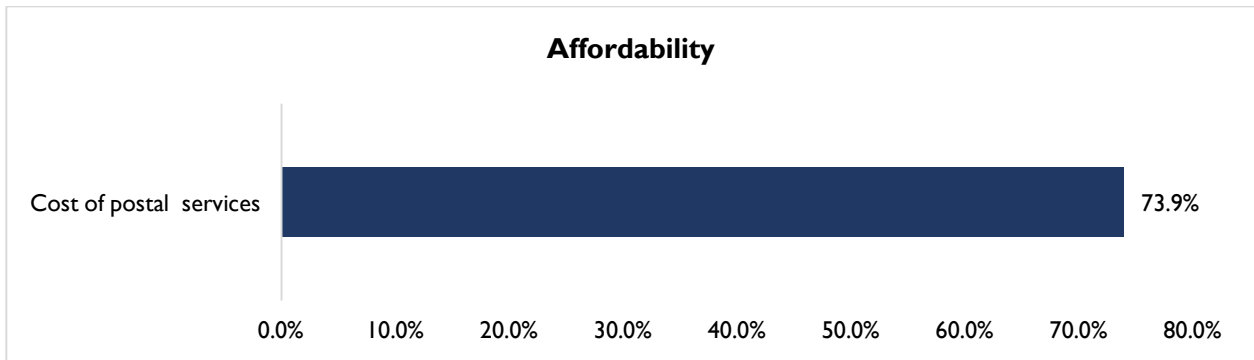
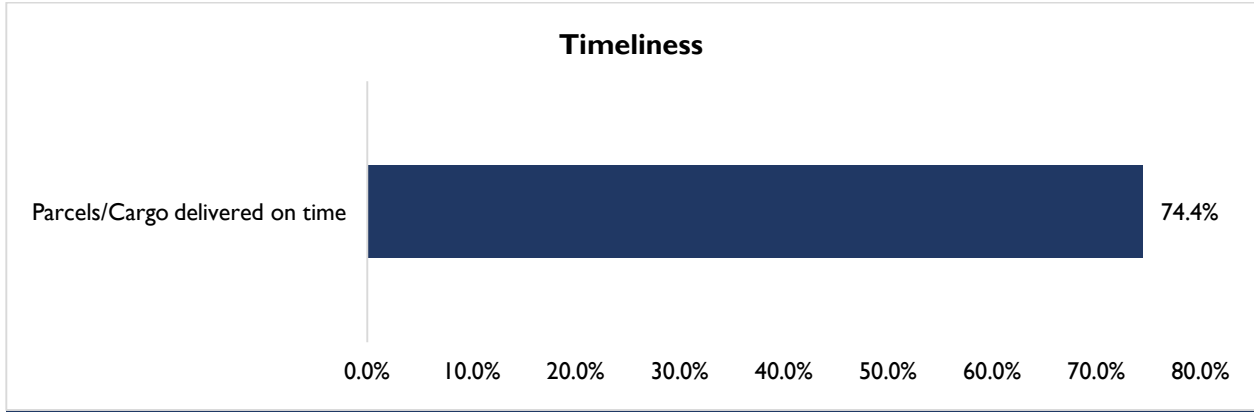
Table 52: Satisfaction with postal services in Kenya

Information



Quality of service



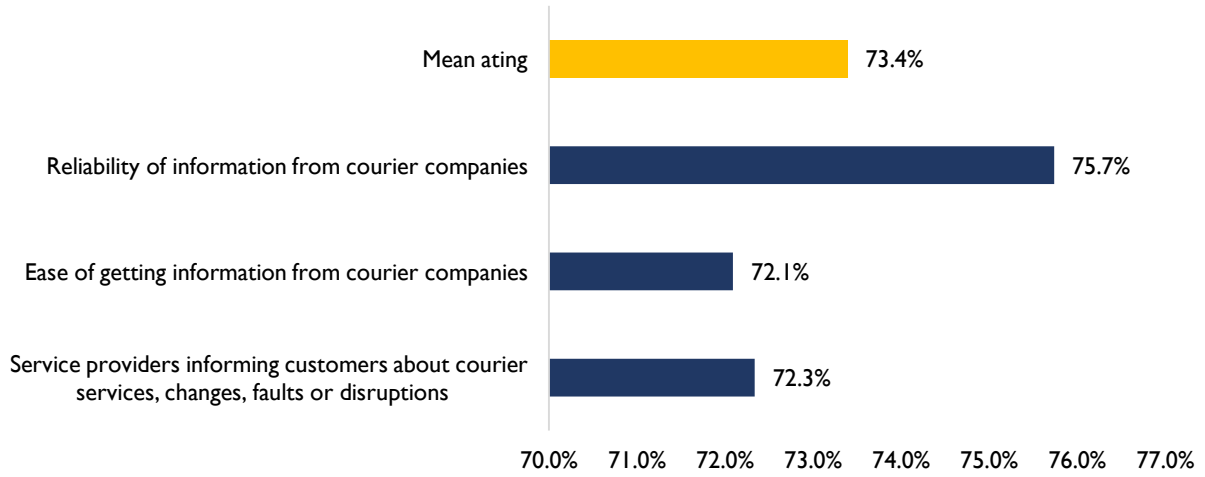


3.4.8.6. Satisfaction with Courier Service Providers

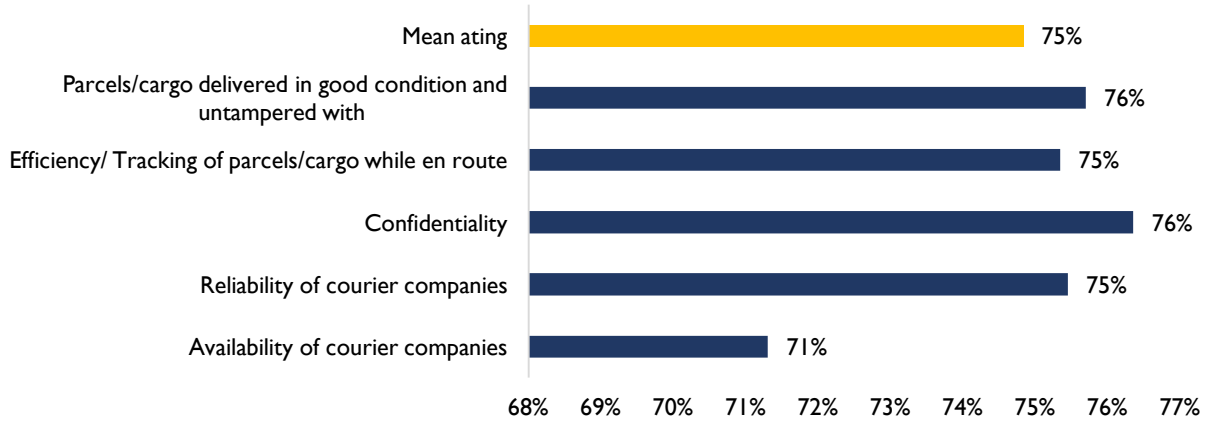
The average percentage score for courier services was 71.4%, depicting a picture of moderately satisfied consumers. The respondents were most satisfied with the reliability of information and delivery of goods in good condition. Courier providers should however, improve on information about courier services, changes or service disruptions as shown in the table below:

Table 53: Satisfaction with courier services

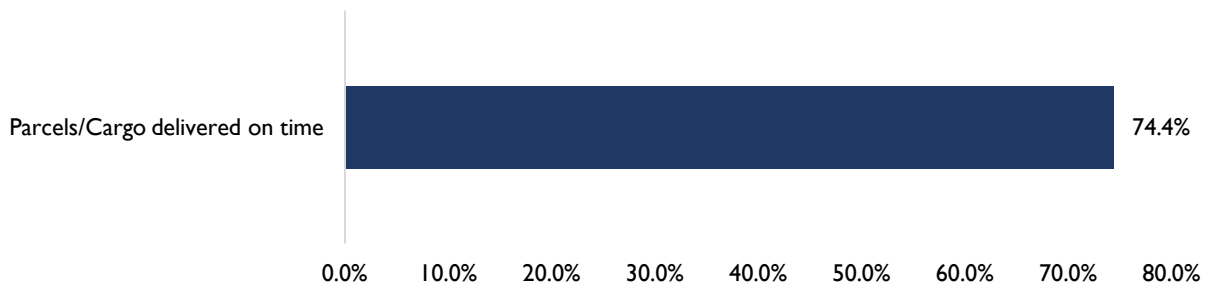
Information

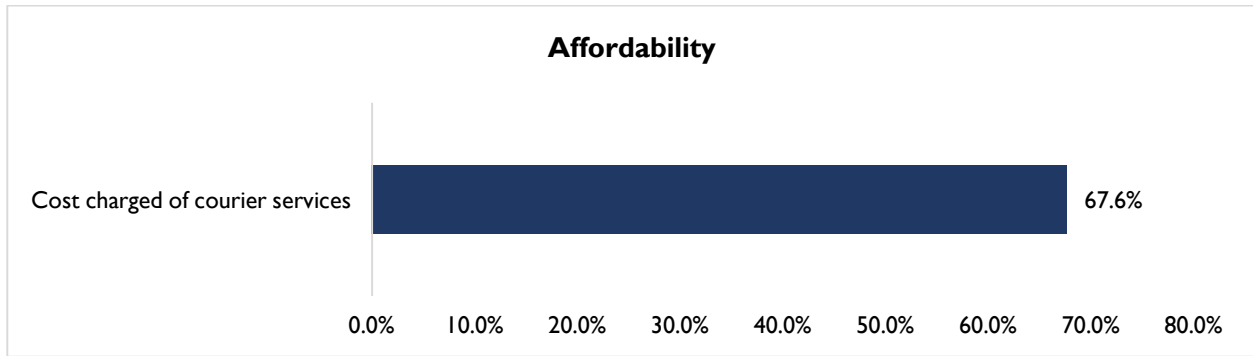


Quality of service



Timeliness





3.4.9. ICT Services Consumed

Mobile phone remained the most consumed ICT service with close to 100% of the surveyed Consumers indicating that they use mobile phone services. This was followed by TV services at 90% and Radio (83%). There has been a significant increase in the population consuming Internet services from 71% to 77%.

3.4.9.1. Radio Broadcasting

The study revealed that 97% of the respondents listen to radio. This was a significant improvement in the population consuming radio services from 76% in the previous survey. Attributed to affordability and wide coverage

Figure 60: Radio listeners in Kenya

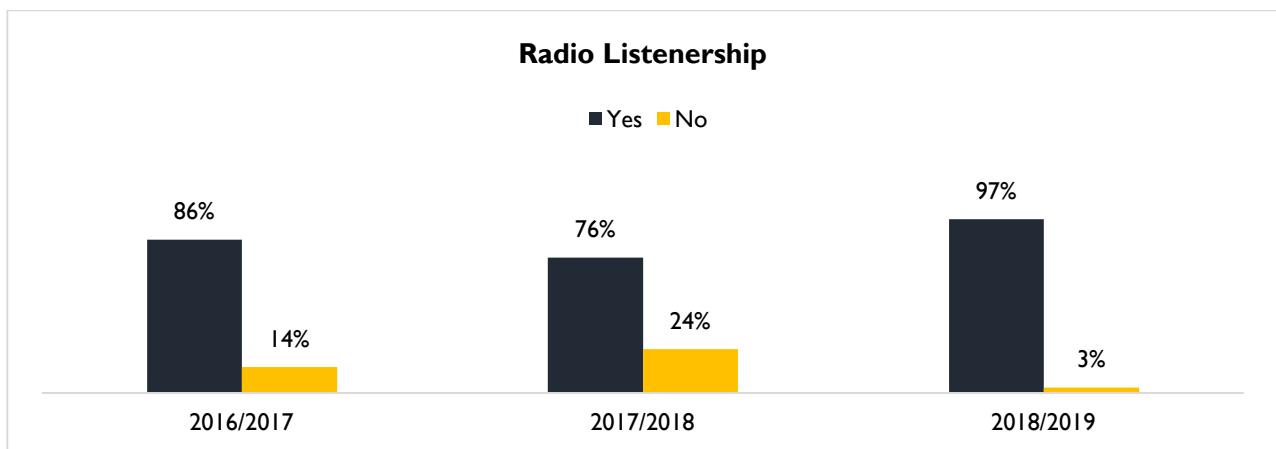


Figure 61: TV Viewership in Kenya

The study revealed that 86% of the surveyed respondents listen to Radio through their radio sets, a marginal decrease from the previous survey. However, there has seen significant increase in consumers using their mobile phones to listen to radio. Computer/laptop remains the device least used in this regard.

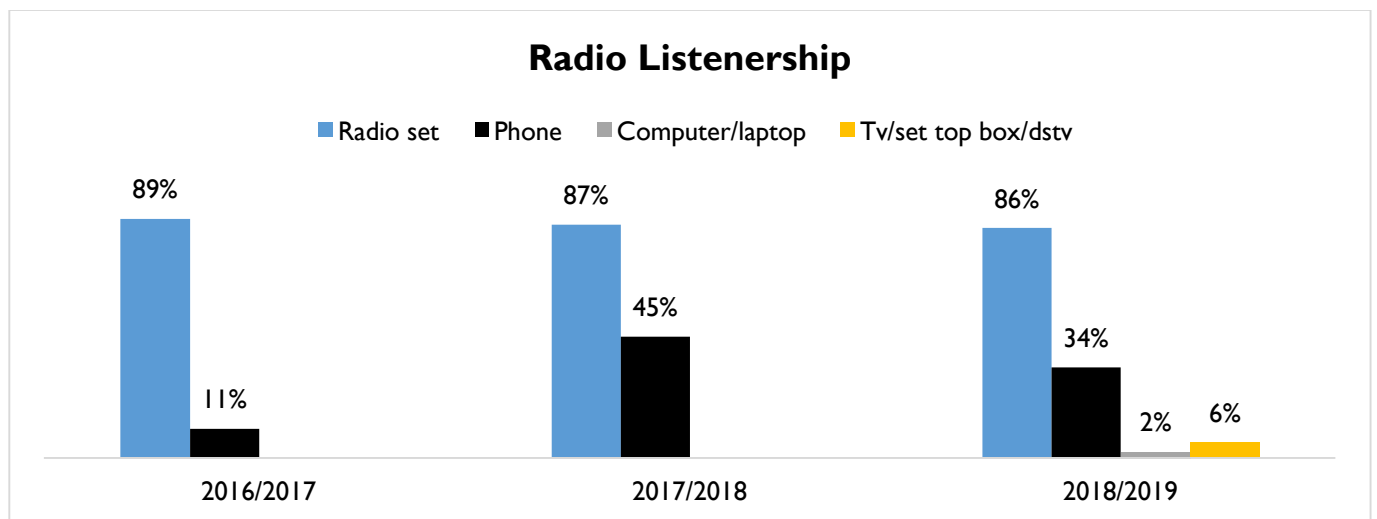


Figure 62: What consumer use to listen to Radio

A majority (98%) of radio listeners listens to local news.

Table 54: Radio Programs Listened to

Program	Local content	Foreign content
News	98%	48%
Music	94%	55%
Comedy	90%	39%
Soaps	71%	65%
Drama	85%	45%
Documentaries/Edutainment	79%	60%

Sports	88%	68%
Kids' programmes	83%	56%
Spiritual/religious	95%	49%

There is significant familiarity with the programming code that sets the guidelines for time and manner of content aired by Radio/TV. Five (5) in every 10 consumers interviewed were aware of the watershed period with 58.7% reporting to have often come across sexual content, vulgar language, hate speech and incitement as shown below:

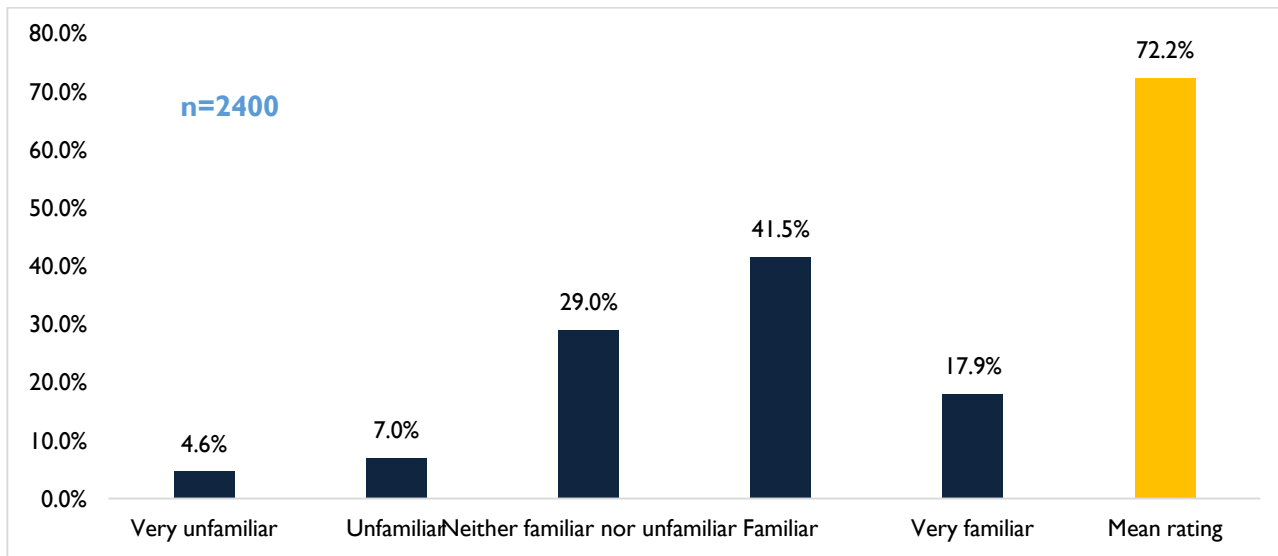
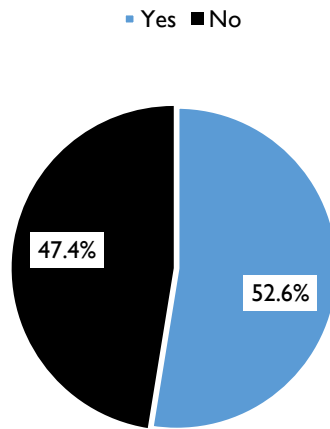


Figure 63: Consumers familiarity with Programming Code

Q. Are you aware that between 5 a.m. and 10 p.m. (WATERSHED PERIOD) broadcasters are not allowed to air content unsuitable for family viewing including sexual content, vulgar language, hate speech and incitement?



n=1585

Figure 64: Awareness of Watershed Period

According to the study, 5-in-10 consumers interviewed were aware of watershed period, with Bomet and Kitui recording the highest awareness levels in this regard.

Q. How often do you come across the following, Sexual content, vulgar language, hate speech and incitement and content you consider indecent or inappropriate on your favourite TV station?

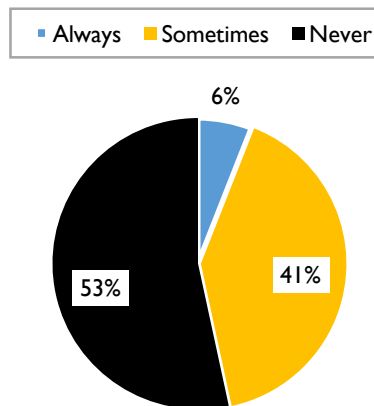


Figure 65: Regulation of sexual content, vulgar language, hate speech and incitement

Isiolo, Nyeri and Nyamira County recorded the highest number of respondents who have never come across sexual content, vulgar language, hate speech and incitement. However,

respondents from most of the counties reported that they do come across these types of content from time to time.

3.4.9.2. TV Broadcasting

The study findings showed that 51% of the respondents who watch television accessed it through their pay TV set top boxes. On average, there is considerable familiarity with the programming code that sets guidelines for the time and manner of content aired including watershed period. The figures below summarize the findings:

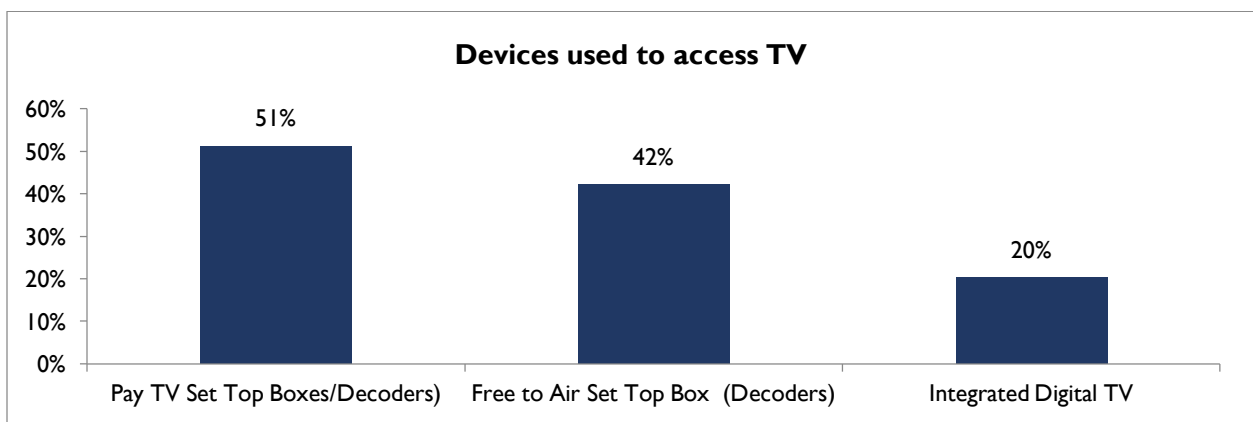


Figure 66: Devices used to access TV

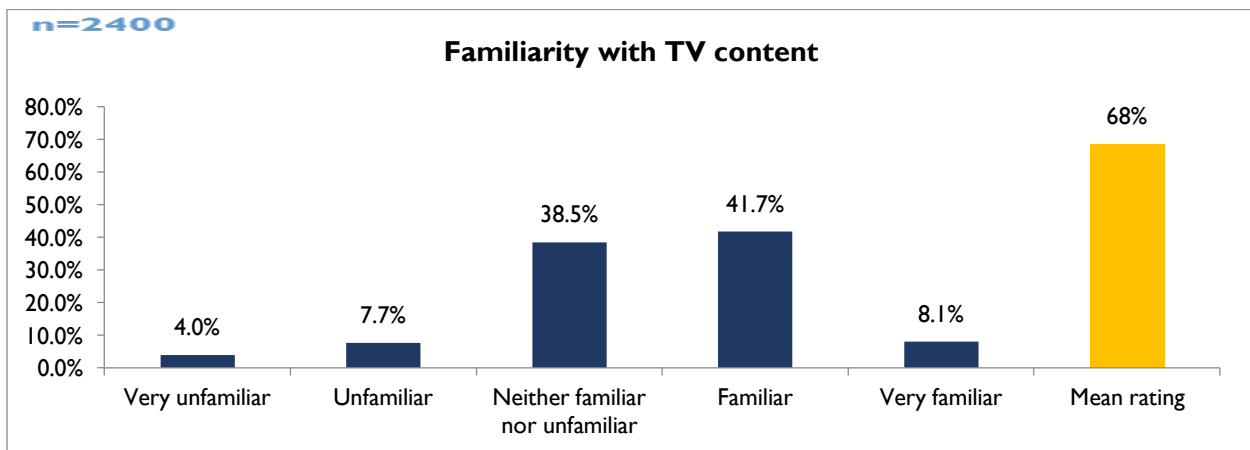


Figure 67: Familiarity with TV broadcast content

n=1255

Awareness of watershed period

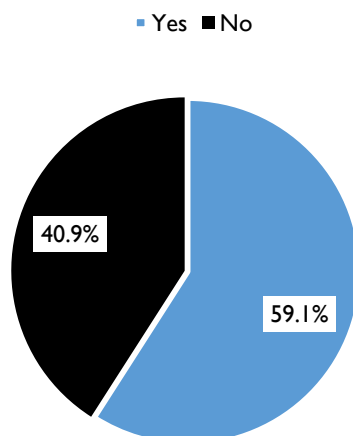


Figure 68: Awareness of Watershed period

According to the survey findings, 6-in-10 consumers recorded awareness about the watershed period. Wajir, West Pokot, Samburu and Nyamira recorded low awareness levels regarding the watershed period. See annexed Tables for more data distribution on counties.

County	Base	Yes	No
Bomet	16	100%	0%
Kitui	41	98%	2%
Tana River	7	92%	8%
Siaya	26	85%	15%
Baringo	6	13%	88%
Nyeri	44	9%	91%
Isiolo	6	4%	96%
Taita Taveta	19	3%	97%
Wajir	8	0%	100%
West Pokot	0	0%	0%
Samburu	0	0%	0%
Nyamira	5	0%	100%

Total	1255	59%	41%
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Q. How often do you come across the following, Sexual content, vulgar language, hate speech and incitement and content you consider indecent or inappropriate on your favourite TV station?

Awareness of watershed period

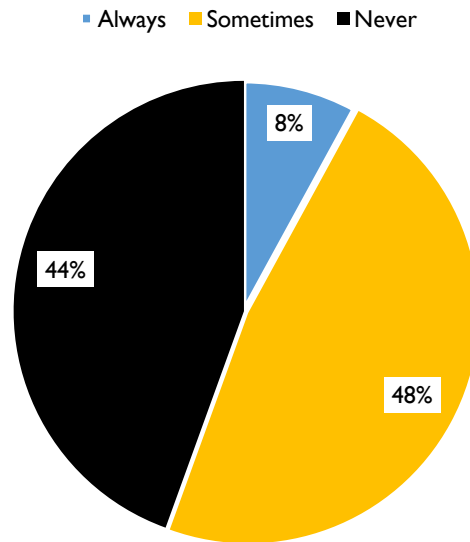


Figure 69: Regulation of Sexual content, vulgar language, Hate speech and Incitement

Sentiments on awareness were captured with one closed ended question, the figure above highlights findings from the survey

3.5 Internal Customers

Introduction

The study sought to determine levels of staff satisfaction with the service provision within CA. The survey was designed to measure satisfaction on a broad range of issues (i.e. Awareness of internal Service Charter, Professionalism, Relations with colleagues, ratings of departments & individual staff, Communication and Teamwork) which were considered important to CA employees. The survey targeted all CA employees.

A total of 136 employees were interviewed via Computer Web Assisted Interviews (CAWI). This translates to a response rate of 68.0% (200 employees)

The satisfaction index stood at 72.3%, recording a marginal improvement of 1.1% from 71.2% last year. The improvement can be attributed to: positive sentiments from internal customers on the nature of relations, teamwork and communication. Staff at the Authority are perceived to be professional and have good working relationships. However, communication and teamwork needs to be improved.

Table 55: Staff Customer Satisfaction Index

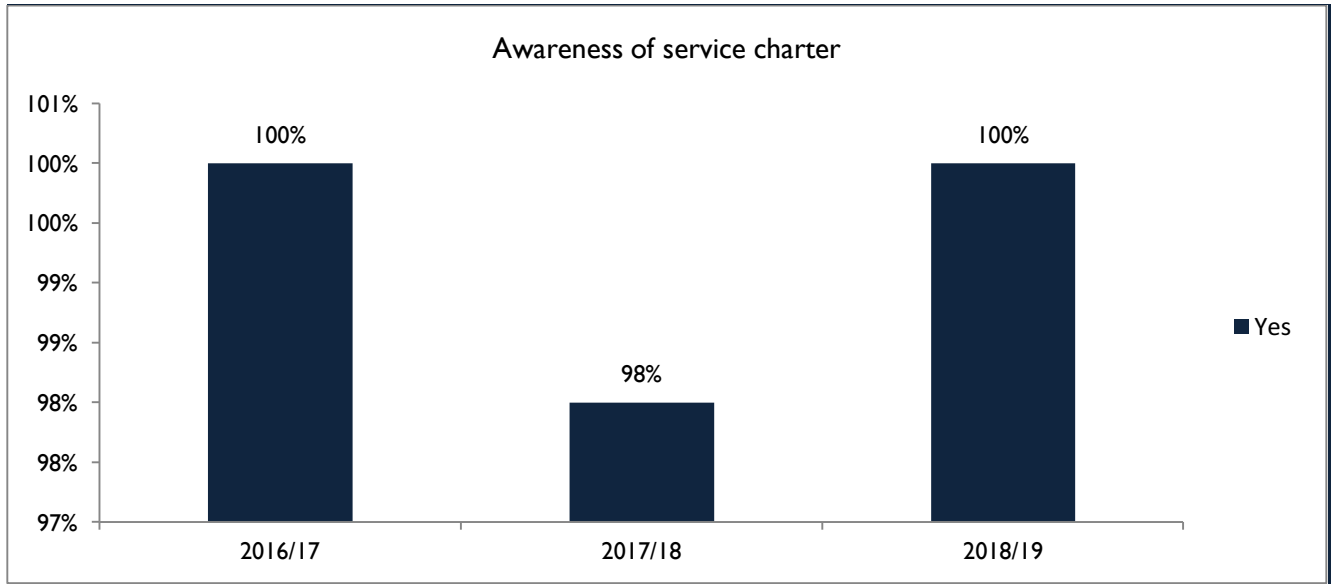
INDICATOR	CSI 2017	CSI 2018	CSI 2019	Change from 2017	Change from 2018
TEAM WORK	65.5%	66.7%	67.8%	2.3%	1.1%
RELATIONS WITH COLLEAGUES	69.3%	72.6%	77.2%	7.9%	4.6%
COMMUNICATION	69.0%	65.3%	68.0%	-1.0%	2.7%
PROFESSIONALISM	72.9%	73.3%	74.7%	1.8%	1.4%
DIRECTOR GENERAL'S OFFICE	81.2%				
DEPARTMENTAL RATING	71.8%	71.7%	73.8%	2.0%	2.1%
CONTRIBUTION BY OTHERS	70.6%				
OVERALL CSI	71.9%	71.2%	72.3%	0.4%	1.1%

3.5.1. Awareness of CA's Internal Service Charter

There is extremely high awareness of the Authority's Internal Service Charter among its staff. All the surveyed staff members indicated that they are aware of CA's Internal Service Charter.

This also marks an improvement from last year where 98% of the staff signified that they were aware of the service charter.

Figure 70: Awareness of CA's Internal Service Charter



Q: Are you aware that CA has an Internal Service Charter?

3.5.1.1 Sources of Information on Internal Customer Service Charter

Of the surveyed staff members, 68.5% indicated that they had learnt about the Charter during Induction/Orientation, 27.4% through a colleague, 37.9% through the Intranet and 21.8% through their supervisors as illustrated below. Comparatively, during the previous survey 65.4% indicated that they had learnt about the document during Induction/Orientation, 33% through the Intranet and 21.8% through their supervisors. Induction/Orientation remains the main way through which staff learn about the Charter, which is to be expected.

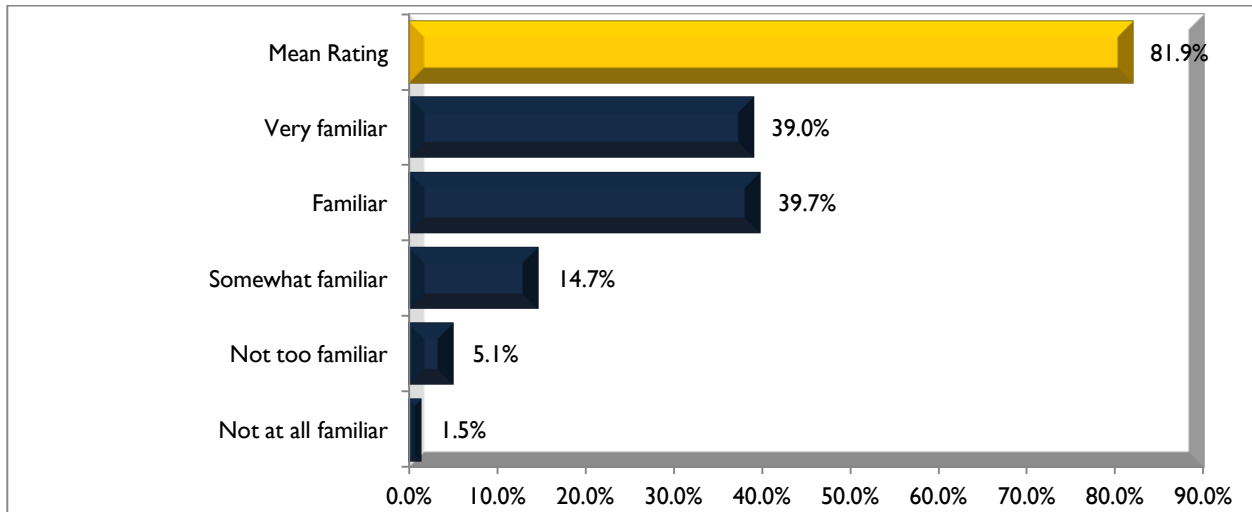
Table 56: Source of awareness for the last 3-years

Statement	2016/2017	2017/2018	2018/2019
Through Induction/Orientation	53.6%	65.4%	68.5%
Through the Intranet	13.1%	33.0%	37.9%
Through a colleague	14.3%	16.8%	27.4%
Through my Supervisor	8.3%	21.8%	21.8%
Training	-	1.7%	-
Circular	-	0.6%	-

3.5.1.2. Familiarity with the Internal Service Charter’s Contents

Overall, familiarity with the Charter stood at 81.9%, which is a significant increase from the previous year’s 77.6%. Majority of the surveyed staff members are familiar with the contents of the Internal Service Charter in varying degrees. CA staff have generally made it a point to familiarize themselves with the document’s contents, which is positive.

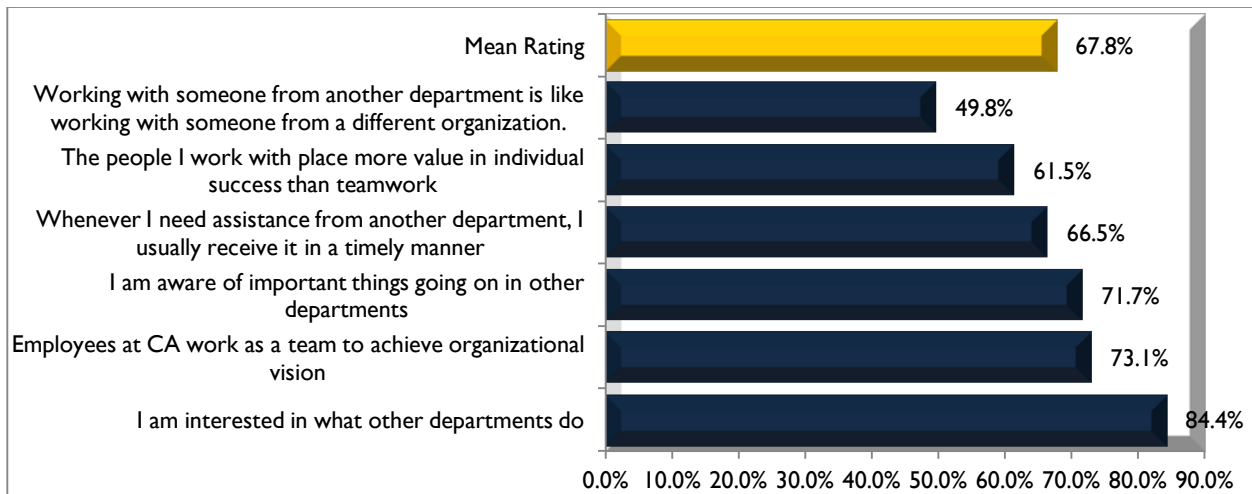
Figure 71: Interdepartmental relationships



Q: On a scale of 1 – 5 where 1 is not at all familiar and 5 is very familiar, how familiar would you say you are with the Internal Service Charter?

3.5.2. Level of Interest in other departments

The study established that staff members are generally interested in what other departments do as evidenced by a mean rating of 67.8% from 66.7%, last year.



Q: Please rate the extent to which you agree or disagree with each of the following statements using a 5 point scale where 1 means you STRONGLY DISAGREE

3.5.3 Teamwork

Overall, the staff rated their level of teamwork at 68.5%, a marginal increase by 1.8% points from 66.7% in the previous survey.

Procurement and IT&ERM departments recorded the highest levels of teamwork with a rating of 77.9% and 73.4%, respectively. Conversely, Competition, Tariffs and Market analysis recorded the lowest at 61.1%.

Table 57: Teamwork

Department	Employees at CA work as a team to achieve organizational vision	Working with someone from another department is like working with someone from a different organization.	The people I work with place more value in individual success than teamwork	I am aware of important things going on in other departments	I am interested in what other departments do	Whenever I need assistance from another department, I usually receive it in a timely manner	Overall Rating
Procurement	75.0%	42.5%	77.5%	90.0%	97.5%	85.0%	77.9%
Information Technology & Enterprise Resource Management	76.7%	56.7%	72.0%	76.0%	96.0%	63.3%	73.4%
Risk Management & Internal Audit	66.7%	50.0%	70.0%	76.0%	95.0%	63.3%	70.2%
Legal Services	85.7%	37.1%	54.3%	77.1%	85.7%	80.0%	70.0%
Finance & Accounts	77.1%	37.1%	68.6%	82.9%	76.7%	77.1%	69.9%
Consumer & Public Affairs	66.0%	62.0%	70.0%	82.0%	82.0%	52.0%	69.0%
Total	73.1%	49.8%	61.5%	71.7%	84.4%	66.5%	67.8%
Human Capital & Administration	81.8%	32.7%	45.5%	81.8%	80.0%	81.8%	67.3%
Director General's Office	80.0%	26.7%	65.0%	66.7%	85.0%	80.0%	67.2%
Frequency Spectrum Management	72.5%	53.8%	65.0%	63.8%	85.3%	62.5%	67.1%

Cyber Security and E – Commerce	82.0%	54.0%	52.0%	68.0%	73.3%	72.0%	66.9%
Licensing, Compliance & Standards	68.4%	56.3%	61.1%	66.3%	83.9%	58.4%	65.7%
Multimedia Services	76.7%	43.3%	60.0%	60.0%	80.0%	73.3%	65.6%
Competition, Tariffs & Market Analysis	60.0%	51.4%	48.6%	62.9%	86.7%	57.1%	61.1%
OVERALL MEAN RATING							68.5%

Q: Please rate the extent to which you agree or disagree with each of the following statements using a 5 point scale where 1 means you STRONGLY DISAGREE

3.5.4. Working Relations with Colleagues

Overall, the staff rated their relations with their colleagues at 72.6%, which indicates cordial individual relationships within the organization amongst staff, which is quite positive. In the previous survey however, the rating given for this indicator was 52.5%, a significant increase.

The DG's Office was rated the best with respect to having employees who are friendly, courteous and treat each other with respect scoring 86.7% while the Risk Management & Internal Audit Department scored the lowest at 52.5%.

Table 58: Working relations with colleagues

Department	Employees at CA treat each other with respect	Employees at CA are friendly and courteous to each other	Overall Rating
Legal Services	88.6%	85.7%	87.1%
Human Capital & Administration	86.0%	88.0%	87.0%
Multimedia Services	90.0%	73.3%	81.7%
Information Technology & Enterprise Resource Management	76.7%	83.3%	80.0%
Finance & Accounts	80.0%	80.0%	80.0%
Procurement	82.5%	77.5%	80.0%
Cyber Security and E –	80.0%	80.0%	80.0%

Commerce			
Director General's Office	80.0%	73.3%	76.7%
Competition, Tariffs & Market Analysis	77.1%	74.3%	75.7%
Risk Management & Internal Audit	70.0%	80.0%	75.0%
Licensing, Compliance & Standards	74.2%	73.2%	73.7%
Frequency Spectrum Management	70.7%	74.7%	72.7%
Consumer & Public Affairs	66.0%	76.0%	71.0%
Total	77.1%	77.2%	77.2%

Q. Please rate the extent to which you agree or disagree with each of the following statements using a 5-point scale where 1 means you STRONGLY DISAGREE

3.5.5. Communication

Overall, the staff rated their relations with their colleagues at 72.6%, which indicates the existence of effective communication channels within the Authority, which worked to 65.3%. Previously however, the rating given with respect to this indicator was 55.9%, signifying a sharp increase. The DG's Office received the best rating in this area with a score of 76.7% while the Risk Management & Internal Audit Department received the lowest at 51.3%.

Table 59: Communication

Department	There is adequate top down communication within CA	There is adequate bottom up communication within CA	There is adequate horizontal communication within CA	It is easy to obtain information from other departments	Overall Rating
Director General's Office	85.0%	80.0%	85.0%	80.0%	82.5%
Human Capital & Administration	76.0%	77.8%	80.0%	80.0%	78.4%
Multimedia Services	80.0%	76.7%	76.7%	66.7%	75.0%
Legal Services	70.0%	74.3%	85.7%	64.0%	73.5%
Procurement	62.5%	72.5%	72.5%	80.0%	71.9%
Finance & Accounts	62.9%	62.9%	80.0%	74.3%	70.0%
Risk Management & Internal Audit	76.0%	66.7%	73.3%	60.0%	69.0%
Cyber Security and E – Commerce	64.4%	62.2%	74.0%	68.0%	67.2%

Information Technology & Enterprise Resource Management	64.0%	68.0%	68.0%	63.3%	65.8%
Licensing, Compliance & Standards	63.2%	68.4%	71.4%	57.9%	65.2%
Frequency Spectrum Management	60.0%	71.3%	67.5%	61.3%	65.0%
Competition, Tariffs & Market Analysis	54.3%	56.7%	60.0%	71.4%	60.6%
Consumer & Public Affairs	60.0%	58.0%	62.0%	62.0%	60.5%
Total	65.4%	68.5%	72.3%	65.7%	68.0%

Q. Please rate the extent to which you agree or disagree with each of the following statements using a 5-point scale where one means you STRONGLY DISAGREE

3.5.6. Professionalism

Overall, the surveyed staff members rated professionalism within the Authority at 78.4% indicating the existence of professional work environment and culture within it. Previously, the rating given with respect to this indicator was 73.5%, a considerable increase. Legal services received the best rating in this area with a score of 84.9% while Competition Tariffs and Market Analysis received the lowest at 68.9%.

Table 60: Professionalism

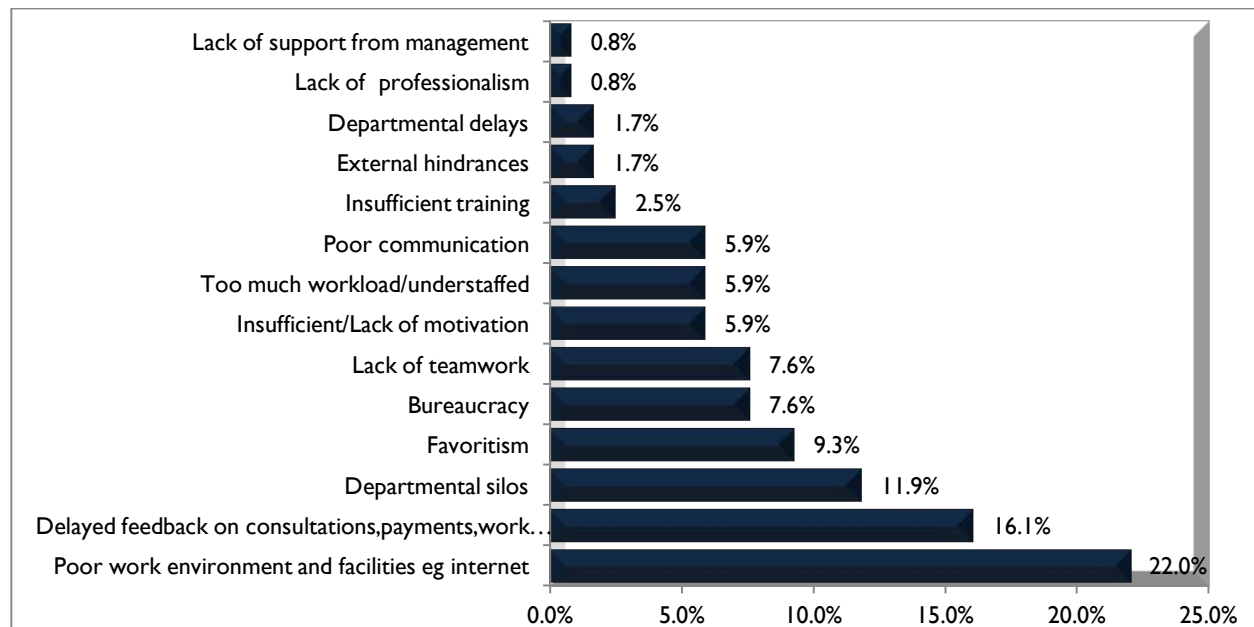
Department	Employees at CA work in a professional manner (competence, ethics, organizational values,	We value the contribution of others	Employees at CA the respect of other's regardless of gender	each opinions of	Overall Rating
Legal Services	86.7%	84.0%	84.0%		84.9%
Finance & Accounts	84.0%	83.3%	83.3%		83.6%
Multimedia Services	83.3%	80.0%	80.0%		81.1%
Information Technology & Enterprise Resource Management	80.0%	80.0%	80.0%		80.0%
Human Capital & Administration	65.7%	85.5%	86.0%		79.1%
Risk Management & Internal Audit	76.0%	80.0%	80.0%		78.7%

Director General's Office	80.0%	73.3%	80.0%	77.8%
Procurement	85.0%	72.5%	72.5%	76.7%
Cyber Security and E – Commerce	73.3%	77.8%	75.6%	75.6%
Licensing, Compliance & Standards	70.8%	73.2%	69.5%	71.1%
Consumer & Public Affairs	70.0%	80.0%	62.2%	70.7%
Frequency Spectrum Management	69.3%	68.0%	72.0%	69.8%
Competition, Tariffs & Market Analysis	65.7%	74.3%	66.7%	68.9%
Total	73.9%	76.3%	73.9%	74.7%

Q: Please rate the extent to which you agree or disagree with each of the following statements using a 5 point scale where 1 means you STRONGLY DISAGREE

3.5.7. Factors affecting Service Delivery

Sentiments from internal customers indicate that poor work environment and lack of facilities are the major bottleneck that staff at the Authority are experiencing. This coupled with delayed feedback on consultations and payment accounted for 38.3% of cumulative responses received. The authority should thus consider availing the requisite tools that would enable a more conducive and enabling work environment and involving staff to decision making by availing the requisite feedback when needed.

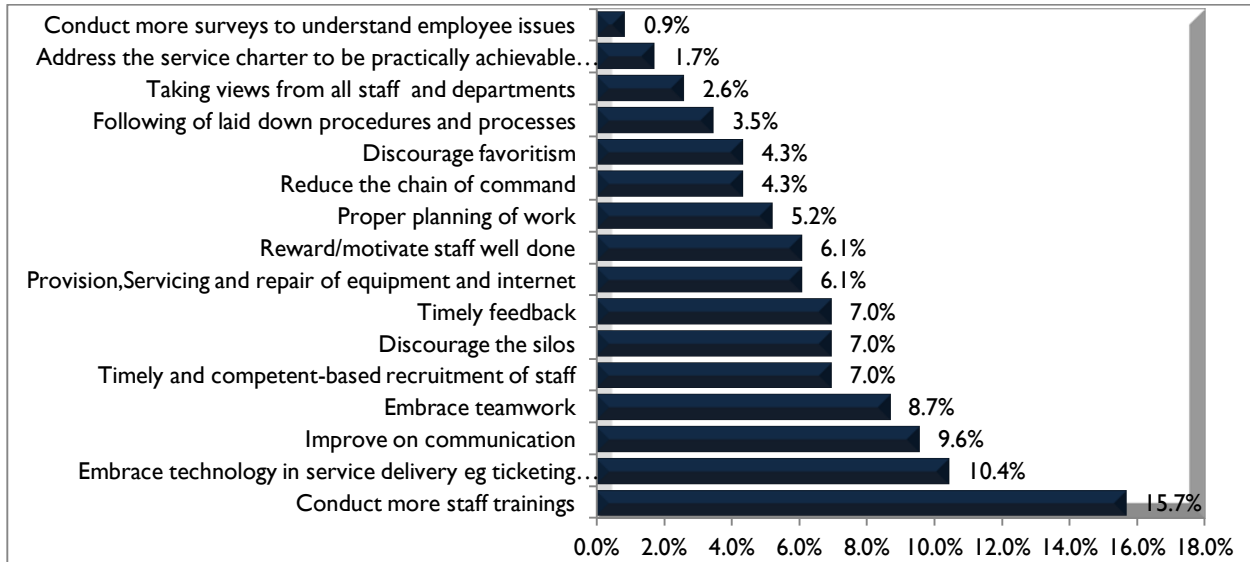


Q: Please name some of the factors that affect your service delivery

3.5.8. Improvements Necessary for Enhanced Service Delivery

Having training sessions and embracing technology in service delivery were noted to be the best ways to improve service delivery at the Authority.

Figure 72: Ways CA can improve its service delivery



Q. In what ways can the Authority improve its service delivery?

3.5.9. Departmental Performance Ratings

Overall, the surveyed staff members rated the contribution by their counterparts within the Authority at 73.8%, an improvement from 71.7% from the previous survey. This was a positive indicator of the appreciation of other individual's efforts in meeting organizational objectives. In the 2017/18 financial year, the rating given with respect to this indicator was 63%, signifying a significant increase in this regard.

The surveyed staff members rated the contribution by the Director General's office at 83.3%, which is a positive indicator of appreciation of efforts by the office in meeting the Authority's intended objectives as shown in table below.

Table 61: Departmental Performance Ratings

Department	Very poor	Poor	Average	Good	Excellent	Mean Rating
Director General's Office	1.6%	2.4%	13.8%	42.3%	39.8%	83.3%
Multimedia Services	0.0%	5.4%	13.2%	51.9%	29.5%	81.1%
Frequency Spectrum Management	0.0%	3.8%	20.8%	46.2%	29.2%	80.2%
Cyber Security and E-Commerce	0.8%	3.3%	22.1%	45.1%	28.7%	79.5%

Licensing, Compliance & Standards	2.3%	3.1%	21.9%	48.4%	24.2%	77.8%
Competition, Tariffs & Market Analysis	0.0%	5.5%	25.0%	47.7%	21.9%	77.2%
Risk Management & Internal Audit	0.8%	5.5%	29.9%	49.6%	14.2%	74.2%
Information Technology & Enterprise Resource Management	5.3%	9.8%	25.0%	43.9%	15.9%	71.1%
Finance & Accounts	3.0%	18.8%	22.6%	33.8%	21.8%	70.5%
Consumer & Public Affairs	3.0%	11.4%	37.1%	31.8%	16.7%	69.5%
Human Capital & Administration	7.6%	14.5%	28.2%	34.4%	15.3%	67.0%
Legal Services	6.3%	21.3%	26.0%	34.6%	11.8%	64.9%
Procurement	5.3%	23.3%	34.6%	27.1%	9.8%	62.6%
OVERALL MEAN RATING						73.8%

Q: Please rate the performance of the following departments in service delivery on a scale of 1 – 5, where 1 is very poor and 5 is excellent

3.6. Overall Customer Satisfaction Index 2019

Table 62: Overall CSI (With 2019 Weights)

SEGMENT	WEIGHTING FACTOR	UNWEIGHTED INDEX 2017/18	UNWEIGHTED INDEX 2018/19	WEIGHTED INDEX 2017/18	WEIGHTED INDEX 2018/19	CHANGE 2019 & 2018
LICENSEES	0.5	75.5%	71.3%	37.8%	35.7%	-2.1%
SUPPLIERS	0.2	84.4%	76.2%	16.9%	15.2%	-1.6%
PARTNERS AND AFFILIATES	0.05	78.2%	80.0%	3.9%	4.0%	0.1%
INTERNAL CUSTOMERS	0.15	71.2%	72.3%	10.7%	10.8%	0.2%
CONSUMERS	0.1	72.9%	74.3%	7.3%	7.4%	0.1%
OVERALL CSI	1			76.5%	73.2%	-3.3%

Table 63: Overall CSI with 2018 Weights

SEGMENT	WEIGHTING FACTOR	UNWEIGHTED INDEX 2017/18	UNWEIGHTED INDEX 2018/19	WEIGHTED INDEX 2017/18	WEIGHTED INDEX 2018/19	CHANGE 2019 & 2018
LICENSEES	0.55	75.5%	71.3%	41.5%	39.2%	-2.3%
SUPPLIERS	0.15	84.4%	76.2%	12.7%	11.4%	-1.2%
PARTNERS AND AFFILIATES	0.1	78.2%	80.0%	7.8%	8.0%	0.2%
INTERNAL CUSTOMERS	0.1	71.2%	72.3%	7.1%	7.2%	0.1%
CONSUMERS	0.1	72.9%	74.3%	7.3%	7.4%	0.1%
OVERALL CSI	1			76.4%	73.3%	-3.1%

4.0 CONCLUSIONS

Based on the findings, this report concludes the following:

4.1. External Customers

4.1.1. Awareness of CA appears to be relatively high. The role most associated with the Authority is that of licensing and regulation.

4.1.2. While it was noted that the levels of interaction with the Authority by Customers are generally positive, the overall frequency of interaction is low.

4.1.3. CA's reputation appears to have improved greatly with a number of stakeholders able relate with the current leadership that has embraced open management.

4.1.4. Key sources of awareness on CA were noted to be above the line media channels and regular interactions with the partners.

4.1.5. Political interference was mentioned as one of the key challenges facing the Authority.

4.1.6. Dominance by one MSP was noted to be unhealthy for the telecommunications sector.

4.1.7. High tariffs are still a challenge especially for licensees,

4.1.8. The surveyed suppliers highlighted some decreased satisfaction with the payment processing process

4.2. Internal Customers

4.2.1 It was noted during the survey that the Staff Satisfaction Index increased marginally. This was triggered by positive sentiments from staff as a result of increased cooperation/ teamwork.

4.2.2. That enhanced good working relationships (across departments) and improved communication. Some of the staff noted that there issues were being resolved in time thereby availing a conducive working environment.

5.0. RECOMMENDATIONS

5.1. Internal Customers

- 5.1.1. It is recommended that the Authority's Management continues to positively engage its staff so as to ensure productivity and keep staff morale up.
- 5.1.2. This should be done by continuing to employ the best practices currently being used such as open Communication, team building and effective conflict resolution.

5.2. External Customers

- 5.2.1. The Survey revealed that notwithstanding the limited interface between the Authority and consumers of ICT services, there are consumers who still visit CA's various service delivery points. It is therefore recommended that the Authority introduces a USSD/Quick code for consumers of ICT services to use in accessing its services.
- 5.2.2. Further, the relatively high use of Data/Internet services by ICT consumers buttresses the argument for the Authority to embrace technology and offer enhanced online services. It is therefore recommended that CA develops a mobile phone application akin to the ones already in use by many leading banks and most notably Safaricom to increase access to its services. This should be undertaken via a thorough benchmarking process.
- 5.2.3. The possibility of riding on the existing and elaborate infrastructure of the 52 or so Huduma Centres spread across the country as a sure way of ensuring its services are brought closer to Consumers is a big opportunity. CA may want to go a bit further and devolve its services by setting up information desks at all the 47 County Headquarters to make it more accessible and visible.
- 5.2.4. It is also recommended to CA that it incorporates the e – citizen platform in its process so as to enhance service provision.
- 5.2.5. It also recommended that the Authority explores the development of an automated procurement portal to simplify the tendering process.

6.0 Appendices

County	Base	Yes	No	Total
Laikipia	4	60%	40%	100%
Embu	12	36%	64%	100%
Muranga	17	27%	73%	100%
Kitui	47	25%	75%	100%
Tana River	13	25%	75%	100%
Kisumu	50	20%	80%	100%
Baringo	4	20%	80%	100%
Nairobi	118	17%	83%	100%
Kiambu	115	12%	88%	100%
Uasin Gishu	24	12%	88%	100%
Wajir	11	10%	90%	100%
Nandi	10	9%	91%	100%
Bomet	11	9%	91%	100%
Kakamega	68	7%	93%	100%
Nakuru	12	7%	93%	100%
Samburu	4	7%	93%	100%
Nyandarua	26	6%	94%	100%
Siaya	22	5%	95%	100%
Migori	23	4%	96%	100%
Elgeyo Marakwet	17	3%	97%	100%
Lamu	6	3%	97%	100%
Total	616	9%	91%	100%

Table 64: Means of Contacting CA

COUNTY	Base	Phone call	Physical visit	Website	Social media	Email	CA forums/workshops like Kikao Kikuu	Letter
Wajir	1	100%	0%	0%	0%	0%	0%	0%
Elgeyo Marakwet	1	100%	0%	0%	0%	0%	0%	0%
Nandi	1	100%	0%	0%	0%	0%	0%	0%
Uasin Gishu	3	100%	0%	0%	0%	0%	0%	0%
Nakuru	1	100%	0%	0%	0%	0%	100%	0%
Kakamega	5	80%	20%	0%	0%	0%	20%	0%
Kitui	12	77%	69%	0%	8%	0%	23%	0%

Muranga	5	67%	100%	33%	67%	0%	0%	0%
Kiambu	14	64%	14%	21%	0%	0%	7%	7%
Nairobi	20	41%	14%	41%	9%	0%	9%	0%
Laikipia	2	33%	67%	0%	0%	0%	0%	0%
Kisumu	10	27%	9%	9%	0%	64%	0%	0%
Lamu	1	0%	100%	0%	0%	0%	0%	0%
Tana River	3	0%	100%	0%	0%	0%	0%	0%
Embu	4	0%	100%	0%	0%	0%	0%	0%
Nyandarua	2	0%	0%	100%	0%	0%	0%	0%
Samburu	1	0%	100%	0%	0%	0%	0%	0%
Baringo	1	0%	0%	0%	100%	0%	0%	0%
Bomet	1	0%	0%	100%	100%	0%	0%	0%
Migori	1	0%	0%	100%	0%	0%	0%	0%
Siaya	1	0%	0%	0%	0%	100%	0%	0%
Total	87	49%	33%	20%	9%	9%	8%	1%

Table 65: Departments that respondents visited

County	Base	Licensing, Compliance & Standards	Risk management and internal audit	Legal Services	Consumer & Public Affairs	Information Technology & Enterprise Resource Management	Competition, Tariffs & Market Analysis	Frequency Spectrum Management	Cyber Security and E-commerce	Human Capital & Administration	Procurement	Don't remember	Multimedia Service
Nyandarua	2	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Migori	1	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Embu	4	60%	20%	20%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Kiambu	14	57%	14%	7%	29%	0%	7%	14%	7%	0%	0%	0%	0%
Nairobi	20	36%	14%	9%	55%	5%	5%	0%	0%	5%	0%	0%	0%
Kisumu	10	36%	9%	27%	9%	0%	9%	0%	27%	9%	0%	0%	0%
Kitui	12	15%	54%	77%	15%	77%	54%	31%	23%	23%	23%	0%	8%
Lamu	1	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
Tana River	3	0%	0%	0%	0%	0%	0%	17%	0%	0%	0%	67%	0%
Wajir	1	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Muranga	5	0%	33%	100%	0%	33%	0%	67%	0%	0%	0%	0%	0%

Samburu	1	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%
EI Marakwet	1	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%
Baringo	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Nandi	1	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Laikipia	2	0%	67%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%
U-Gishu	3	0%	33%	0%	0%	0%	67%	0%	0%	33%	0%	0%	0%
Nakuru	1	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%
Bomet	1	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Kakamega	5	0%	80%	0%	0%	0%	0%	0%	0%	0%	20%	0%	0%
Siaya	1	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	87	30%	27%	24%	20%	14%	14%	11%	8%	6%	4%	2%	2%

Table 66: ICT Services that respondents used

	Base	Mobile phone services	Radio Services	Television Services	Data/internet services	Postal Services	Courier Services	Fixed lines (Landline and fixed wireless) services
Kwale	38	100%	2%	54%	56%	0%	0%	0%
Lamu	7	100%	53%	79%	82%	0%	0%	6%
Taita Taveta	20	100%	100%	100%	50%	0%	0%	0%
Tana River	13	100%	68%	56%	52%	0%	0%	0%
Garissa	36	100%	44%	37%	26%	0%	0%	4%
Mandera	50	100%	53%	19%	17%	3%	0%	0%
Isiolo	9	100%	71%	77%	35%	3%	3%	0%
Makueni	53	100%	98%	46%	46%	9%	15%	0%
Tharaka Nithi	25	100%	73%	47%	13%	0%	0%	0%
Nyeri	51	100%	78%	86%	66%	6%	2%	0%
Kiambu	119	100%	84%	75%	75%	15%	15%	3%
Turkana	47	100%	46%	52%	57%	0%	4%	0%
Trans Nzoia	45	100%	64%	50%	21%	14%	2%	2%
Kisumu	59	100%	60%	79%	87%	22%	22%	13%
Siaya	49	100%	96%	52%	20%	0%	0%	0%
Meru	90	99%	63%	42%	29%	5%	0%	0%
Kisii	67	99%	89%	51%	35%	6%	1%	0%
Nyamira	36	98%	22%	17%	24%	0%	0%	5%
Samburu	11	98%	0%	0%	3%	0%	0%	0%
Mombasa	73	96%	80%	75%	46%	0%	0%	7%

Machakos	73	96%	94%	56%	51%	0%	0%	1%
Migori	49	96%	90%	34%	22%	14%	0%	0%
Kitui	57	95%	88%	77%	36%	0%	5%	2%
Kirinyaga	40	95%	60%	43%	38%	0%	0%	0%
Busia	44	95%	62%	36%	19%	0%	5%	0%
Nakuru	100	95%	59%	67%	36%	1%	3%	1%
Elgeyo Marakwet	21	95%	65%	46%	27%	16%	27%	3%
Vihiga	36	94%	94%	47%	18%	12%	3%	0%
Marsabit	16	93%	57%	70%	50%	0%	0%	0%
Nairobi	240	93%	71%	78%	59%	3%	6%	7%
Embu	36	93%	76%	59%	27%	2%	2%	0%
Bungoma	81	91%	61%	40%	9%	1%	3%	1%
Kericho	45	90%	60%	19%	40%	2%	0%	0%
Kajiado	43	90%	96%	86%	76%	2%	2%	0%
Homabay	53	90%	57%	33%	34%	10%	2%	0%
Baringo	29	89%	34%	24%	5%	0%	8%	5%
Kakamega	103	89%	61%	41%	39%	1%	2%	5%
Uasin Gishu	56	88%	63%	65%	18%	5%	7%	0%
Laikipia	25	87%	52%	39%	13%	0%	0%	0%
Bomet	40	79%	33%	41%	3%	5%	5%	0%
Kilifi	65	76%	79%	65%	21%	8%	6%	3%
Muranga	65	76%	76%	43%	31%	0%	2%	2%
Nandi	44	76%	70%	48%	22%	4%	4%	0%
Narok	44	70%	63%	39%	22%	2%	4%	0%
West Pokot	25	65%	32%	3%	3%	0%	0%	13%
Wajir	34	57%	70%	27%	13%	0%	0%	0%
Nyandarua	37	43%	70%	83%	35%	0%	9%	0%
Total	2400	92%	68%	54%	38%	4%	4%	2%

Table 67: Type of information being sought from CA

	Base	Enquiring as to the types of services offered	Licensing requirements	Seeking employment/internship opportunities	Seeking information on digital migration	Lodging a complaint	Seeking procurement information	Seeking investment information	Courier services
Samburu	1	100%	0%	0%	0%	0%	0%	0%	0%
Nakuru	1	100%	0%	0%	0%	0%	0%	0%	0%
Migori	1	100%	0%	0%	0%	0%	0%	0%	0%
Siaya	1	100%	0%	0%	0%	0%	0%	0%	0%
Kitui	12	77%	46%	31%	62%	46%	31%	0%	0%

Kisumu	10	64%	0%	27%	36%	9%	9%	0%	0%
Embu	4	60%	0%	0%	60%	0%	0%	0%	0%
Tana River	3	50%	0%	0%	33%	0%	0%	17%	0%
Nairobi	20	41%	18%	23%	18%	5%	5%	0%	0%
Kiambu	14	36%	21%	50%	0%	29%	0%	0%	0%
Muranga	5	33%	67%	33%	33%	33%	0%	33%	0%
Lamu	1	0%	0%	0%	0%	0%	0%	100%	0%
Wajir	1	0%	0%	100%	0%	0%	0%	0%	0%
Nyandarua	2	0%	0%	0%	0%	100%	0%	0%	0%
Elgeyo Marakwet	1	0%	0%	100%	0%	0%	0%	0%	0%
Baringo	1	0%	0%	100%	0%	0%	0%	0%	0%
Nandi	1	0%	100%	0%	0%	0%	0%	0%	0%
Laikipia	2	0%	100%	0%	0%	0%	0%	0%	0%
Uasin Gishu	3	0%	100%	0%	33%	33%	0%	0%	33%
Bomet	1	0%	100%	0%	0%	0%	0%	0%	0%
Kakamega	5	0%	100%	0%	0%	0%	0%	0%	0%
Total	87	43%	31%	25%	24%	17%	6%	3%	1%

Table 68: How respondents got to hear about CA

	Base	Broadcast Media (TV & Radio)	Social Media	Print Media	CA's website	CA forums and workshops	Others	Posters within the CA offices	Fliers/Brochures about CA
Taita Taveta	19	100%	3%	0%	0%	0%	0%	0%	0%
Isiolo	1	100%	0%	40%	40%	0%	0%	0%	0%
Vihiga	7	100%	29%	43%	0%	0%	0%	0%	0%
Kitui	47	98%	50%	42%	0%	0%	0%	6%	4%
Machakos	32	97%	21%	0%	0%	0%	3%	0%	0%
Tana River	13	96%	0%	4%	0%	0%	0%	0%	0%
Embu	12	93%	29%	0%	0%	0%	0%	0%	0%
Makueni	24	92%	25%	33%	0%	0%	0%	0%	0%
Migori	23	92%	33%	4%	4%	0%	0%	0%	0%
Trans Nzoia	9	91%	27%	9%	0%	0%	9%	0%	0%
Kajiado	27	90%	10%	3%	0%	0%	0%	0%	0%
Wajir	11	90%	20%	0%	0%	0%	0%	0%	0%
Samburu	4	87%	7%	13%	0%	0%	7%	0%	0%
Siaya	22	86%	5%	5%	5%	9%	9%	0%	0%
Nyeri	30	86%	17%	3%	0%	0%	10%	0%	0%

Marsabit	8	86%	50%	14%	0%	0%	0%	0%	0%
Elgeyo Marakwet	17	84%	19%	19%	3%	13%	3%	3%	3%
Narok	11	82%	18%	45%	0%	0%	0%	0%	0%
Baringo	4	80%	20%	0%	0%	0%	0%	0%	0%
Laikipia	4	80%	0%	0%	0%	0%	20%	0%	0%
Kisii	22	75%	13%	17%	0%	13%	4%	4%	0%
Nyandarua	26	75%	19%	6%	0%	0%	0%	0%	0%
Busia	16	73%	27%	33%	0%	7%	13%	0%	0%
Nandi	10	73%	18%	36%	18%	0%	9%	0%	0%
Mombasa	46	71%	22%	16%	0%	0%	0%	0%	0%
Nairobi	118	70%	45%	14%	23%	3%	1%	2%	2%
Nyamira	3	67%	67%	0%	0%	0%	0%	0%	0%
Kisumu	50	65%	30%	13%	22%	20%	0%	0%	13%
Kiambu	115	62%	28%	37%	14%	0%	1%	3%	1%
Kakamega	68	60%	37%	7%	7%	9%	6%	3%	1%
Uasin Gishu	24	58%	46%	15%	4%	4%	4%	4%	0%
Meru	15	56%	38%	50%	0%	0%	13%	0%	0%
Muranga	17	55%	73%	45%	36%	36%	0%	18%	18%
Bomet	11	55%	9%	64%	9%	18%	0%	9%	0%
Lamu	6	55%	73%	0%	0%	0%	0%	0%	0%
Kirinyaga	20	48%	52%	19%	0%	5%	14%	0%	0%
Turkana	15	47%	27%	0%	7%	0%	33%	7%	0%
Kericho	11	40%	50%	30%	0%	0%	0%	0%	0%
Bungoma	13	38%	54%	8%	8%	8%	0%	8%	15%
West Pokot	2	33%	33%	0%	33%	0%	0%	0%	0%
Homabay	12	31%	46%	8%	0%	0%	23%	0%	0%
Nakuru	12	29%	36%	14%	7%	7%	29%	0%	0%
Garissa	14	27%	55%	9%	73%	9%	0%	9%	0%
Kwale	13	21%	79%	0%	0%	0%	0%	0%	0%
Mandera	11	13%	50%	25%	0%	13%	0%	0%	0%
Kilifi	8	11%	11%	89%	0%	11%	0%	0%	0%
Tharaka Nithi	2	0%	100%	0%	0%	0%	0%	0%	0%
Total	1007	69%	32%	19%	9%	4%	3%	2%	2%

Table 69: Importance of different factors with regard to ICT services

	Accessibility	Availability	Confidentiality of customer information	Pricing	Complaint/ inquiry handling	Variety of products & services	Adequacy of information	Reliability	Timeliness in service provision	Efficiency in customer care services	Advertisements on ICT services	Mean Rating
Tana River	98.40%	99.20%	99.20%	96.00%	98.40%	98.40%	98.40%	99.20%	99.20%	97.60%	99.20%	98.50%
Siaya	99.60%	99.60%	98.80%	98.40%	98.40%	92.00%	99.20%	98.80%	98.80%	99.20%	94.40%	97.90%
Mandera	98.30%	97.80%	99.40%	93.90%	97.20%	96.70%	96.70%	98.30%	98.90%	98.30%	97.80%	97.60%
Baringo	87.40%	95.30%	99.50%	76.80%	90.00%	92.10%	97.40%	92.60%	95.80%	95.30%	96.80%	92.60%
Trans Nzoia	94.30%	88.60%	93.90%	88.60%	89.30%	90.70%	90.00%	92.10%	89.60%	91.10%	86.80%	90.50%
Kirinyaga	90.00%	93.50%	95.50%	79.50%	86.00%	81.60%	92.50%	86.50%	89.50%	90.30%	85.60%	88.20%
Busia	90.00%	89.50%	90.50%	74.30%	83.50%	88.00%	91.50%	89.30%	86.70%	87.80%	87.20%	87.10%
Kiambu	87.60%	84.10%	89.80%	84.10%	85.80%	86.20%	84.20%	88.10%	84.60%	87.80%	81.10%	85.80%
Laikipia	85.50%	84.00%	85.30%	72.90%	86.20%	84.00%	82.80%	84.00%	82.00%	80.70%	84.30%	82.90%
El-Marakwet	76.20%	80.50%	91.10%	68.10%	85.00%	82.70%	81.60%	90.30%	80.50%	88.30%	82.80%	82.50%
Homabay	82.80%	81.10%	85.60%	75.30%	85.80%	82.10%	82.80%	81.10%	86.00%	83.50%	80.40%	82.40%
Meru	85.10%	85.50%	86.30%	71.10%	80.90%	79.60%	82.80%	84.60%	80.40%	80.80%	77.80%	81.40%
Kajiado	87.30%	82.40%	85.30%	80.80%	81.60%	80.80%	80.00%	84.90%	80.80%	77.60%	72.90%	81.30%
Turkana	83.10%	80.00%	87.00%	79.60%	82.70%	77.80%	78.20%	83.00%	82.60%	82.60%	76.40%	81.20%
Kakamega	82.10%	78.40%	80.80%	82.20%	80.20%	79.60%	81.40%	81.00%	80.80%	82.00%	80.60%	80.80%
Kisumu	83.90%	83.80%	79.70%	75.90%	78.70%	81.30%	80.60%	80.30%	82.20%	78.10%	74.50%	79.90%
Machakos	80.80%	82.60%	80.30%	73.10%	77.90%	81.30%	79.70%	80.80%	80.00%	77.90%	79.70%	79.50%
Nyeri	81.20%	77.60%	84.40%	80.40%	76.20%	78.80%	80.00%	82.00%	77.10%	79.60%	75.00%	79.30%
West Pokot	54.70%	83.20%	82.70%	75.30%	84.30%	78.00%	80.60%	76.10%	84.50%	80.00%	85.30%	78.60%
Muranga	71.90%	76.70%	79.50%	77.10%	77.60%	80.00%	78.60%	81.40%	80.50%	80.00%	80.00%	78.50%
Bungoma	85.60%	81.80%	84.80%	70.80%	68.30%	80.30%	78.80%	83.50%	78.50%	79.20%	69.60%	78.30%
Mombasa	78.30%	75.10%	80.00%	75.80%	76.30%	76.00%	78.80%	77.00%	78.30%	74.30%	76.30%	76.90%
Bomet	77.40%	79.50%	79.00%	74.40%	80.00%	73.70%	77.40%	78.50%	72.30%	74.90%	74.40%	76.50%
Nairobi	77.30%	77.80%	77.30%	66.00%	73.30%	75.40%	76.10%	77.30%	76.00%	75.70%	77.10%	75.40%
Taita Taveta	76.90%	70.00%	78.10%	76.90%	69.40%	76.30%	75.00%	76.30%	75.60%	77.50%	76.30%	75.30%
Kwale	83.50%	65.00%	74.20%	76.50%	75.60%	77.80%	71.40%	74.60%	75.30%	76.30%	73.20%	74.80%
Lamu	75.30%	78.80%	72.40%	69.40%	80.00%	76.50%	74.70%	77.10%	70.60%	73.50%	70.60%	74.40%
Migori	81.60%	60.80%	82.40%	68.80%	78.80%	73.20%	73.60%	69.20%	77.60%	70.60%	80.80%	74.30%
Nyandarua	78.20%	80.00%	73.60%	58.20%	72.70%	70.00%	72.70%	75.50%	76.40%	73.60%	83.60%	74.00%
Kisii	79.20%	75.80%	75.00%	71.70%	71.40%	71.40%	73.30%	71.00%	74.20%	70.80%	75.60%	73.60%
Kitui	77.50%	72.50%	74.10%	72.80%	72.50%	72.20%	72.50%	71.10%	71.30%	72.20%	72.50%	72.80%

Samburu	75.50%	68.50%	74.50%	66.00%	73.00%	75.00%	74.50%	71.50%	73.50%	70.00%	70.50%	72.00%
Uasin Gishu	81.00%	74.70%	74.00%	66.70%	70.70%	67.70%	73.00%	71.30%	72.70%	70.70%	68.10%	71.90%
Makueni	70.40%	73.30%	78.10%	63.00%	69.60%	75.90%	69.60%	71.10%	74.40%	68.50%	63.70%	70.70%
Narok	82.00%	82.10%	60.90%	45.20%	54.10%	80.00%	71.30%	63.80%	67.00%	63.60%	65.30%	66.90%
Isiolo	72.00%	74.00%	71.30%	38.70%	62.60%	68.50%	69.30%	66.20%	66.70%	68.10%	65.90%	65.80%
Nyamira	56.10%	72.00%	60.50%	71.70%	62.00%	64.90%	63.40%	64.90%	63.90%	65.90%	59.00%	64.00%
Kericho	74.00%	57.50%	69.50%	59.50%	60.50%	58.50%	63.60%	65.60%	71.20%	59.50%	61.00%	63.70%
Vihiga	62.40%	63.50%	70.60%	45.90%	63.00%	60.80%	61.80%	72.90%	68.20%	63.00%	63.70%	63.30%
Kilifi	67.10%	66.00%	66.00%	55.40%	61.10%	62.30%	64.90%	63.10%	61.10%	64.30%	59.70%	62.80%
Nakuru	60.50%	64.30%	77.30%	51.10%	60.00%	60.40%	62.90%	63.40%	62.50%	64.90%	54.80%	62.00%
Nandi	56.70%	61.10%	62.20%	58.30%	58.90%	62.20%	63.30%	61.10%	61.70%	61.10%	67.80%	61.30%
Embu	69.30%	70.20%	70.70%	42.40%	56.10%	48.30%	49.30%	59.50%	61.50%	53.20%	49.80%	57.30%
Marsabit	59.30%	52.00%	59.30%	52.00%	54.70%	54.70%	62.70%	61.30%	57.30%	59.30%	57.30%	57.30%
Tharaka Nithi	60.00%	57.50%	65.00%	47.50%	46.00%	46.70%	51.80%	55.80%	48.70%	51.40%	66.30%	54.20%
Wajir	46.70%	53.30%	59.30%	53.30%	44.40%	56.30%	47.90%	51.10%	49.30%	51.90%	46.70%	50.90%
Garissa	49.60%	45.50%	60.00%	45.50%	41.80%	45.50%	42.90%	46.70%	44.80%	41.00%	44.80%	46.20%
Total	78.20%	77.10%	79.90%	70.60%	74.80%	75.50%	76.30%	77.30%	76.70%	76.00%	74.60%	76.10%

Table 70: Awareness on execution of different CA roles

	Licensing of the following telecommunications services such as a) mobile network operators	Management of the country's frequency spectrum resources/ airwaves	Management of the country's numbering resources	Facilitation of online/electronic businesses	Approval & acceptance of communications equipment meant for use in the country	Protection of ICT consumer rights	Promotion of fair competition in the sector to ensure a level playing field for all players	Regulation of ICT tariffs/costing	Management of Universal Access and Fund	Regulation of broadcasting content	Monitoring of the activities of licensees/ICT service providers	Licensing of broadcast service providers	Mean Rating
Baringo	100.00%	100.00%	96.00%	100.00%	92.00%	84.00%	88.00%	84.00%	100.00%	96.00%	100.00%	92.00%	94.30%
Turkana	90.70%	89.30%	92.00%	92.00%	89.30%	92.00%	88.00%	92.00%	86.70%	92.00%	89.30%	88.00%	90.10%
Mandera	90.00%	90.00%	90.00%	87.50%	85.00%	85.00%	85.00%	87.50%	87.50%	90.00%	90.00%	85.00%	87.70%
Kakamega	85.60%	81.20%	86.80%	80.30%	84.10%	83.50%	82.10%	84.40%	83.50%	84.10%	83.80%	85.30%	83.70%
Bomet	87.30%	81.80%	81.80%	85.50%	85.50%	81.80%	81.80%	85.50%	78.20%	83.60%	76.40%	87.30%	83.00%
El-Marakwet	76.70%	80.00%	83.40%	75.90%	84.70%	86.70%	84.00%	79.30%	76.70%	84.00%	82.70%	85.50%	81.60%
Machakos	76.80%	84.50%	82.60%	81.90%	80.60%	80.60%	80.00%	79.40%	80.00%	82.60%	81.30%	78.70%	80.80%
Trans Nzoia	88.90%	84.40%	80.00%	80.00%	82.50%	82.20%	80.00%	77.80%	77.80%	82.20%	73.30%	77.80%	80.60%
Tana River	79.20%	80.00%	82.50%	75.80%	80.00%	81.70%	80.00%	82.50%	85.00%	81.70%	79.20%	79.20%	80.60%
Muranga	76.40%	78.20%	80.00%	83.60%	78.20%	81.80%	80.00%	80.00%	76.40%	76.40%	83.60%	80.00%	79.50%

Busia	76.90%	81.40%	78.50%	73.30%	72.70%	80.00%	80.00%	81.80%	78.20%	81.70%	78.20%	85.00%	79.00%
Kajiado	79.40%	78.10%	72.70%	76.80%	78.70%	78.70%	76.00%	79.40%	77.00%	81.90%	78.70%	78.70%	78.00%
Kiambu	77.00%	78.00%	79.20%	76.60%	80.20%	76.80%	77.30%	78.50%	75.80%	80.00%	77.60%	77.30%	77.90%
Mombasa	80.80%	72.20%	78.40%	76.50%	77.60%	73.70%	75.30%	75.30%	76.10%	80.40%	73.70%	75.70%	76.30%
Samburu	74.70%	74.70%	70.70%	76.00%	80.00%	74.70%	78.70%	72.00%	76.00%	77.30%	77.30%	77.30%	75.80%
West Pokot	53.30%	73.30%	80.00%	80.00%	80.00%	80.00%	80.00%	73.30%	73.30%	86.70%	66.70%	80.00%	75.60%
Taita Taveta	80.00%	75.30%	77.30%	74.00%	77.30%	71.30%	76.00%	74.70%	71.30%	76.70%	70.00%	75.30%	74.90%
Uasin Gishu	80.00%	76.90%	73.80%	76.80%	73.80%	72.30%	71.50%	72.30%	73.80%	73.80%	76.90%	76.90%	74.90%
Kisumu	80.50%	71.90%	65.70%	64.40%	80.40%	75.50%	70.00%	68.10%	64.60%	81.90%	82.30%	80.40%	73.80%
Laikipia	80.00%	75.00%	65.00%	70.00%	65.00%	50.00%	73.30%	73.30%	86.70%	73.30%	80.00%	85.00%	73.10%
Nairobi	73.00%	74.00%	72.90%	75.30%	73.70%	72.30%	71.90%	72.50%	70.20%	73.20%	74.50%	72.10%	73.00%
Bungoma	73.30%	72.30%	75.40%	81.70%	64.60%	73.80%	67.70%	67.70%	73.80%	69.20%	76.90%	72.30%	72.40%
Kitui	75.00%	71.20%	73.50%	70.40%	73.50%	70.40%	73.80%	72.70%	71.90%	72.20%	70.40%	73.80%	72.40%
Migori	76.00%	62.50%	75.80%	70.00%	74.20%	70.00%	75.80%	70.00%	74.20%	72.50%	75.00%	69.20%	72.10%
Meru	78.80%	76.00%	66.70%	67.50%	67.50%	75.00%	72.50%	73.80%	62.70%	81.30%	72.50%	70.00%	72.00%
Kirinyaga	76.50%	71.60%	82.00%	81.30%	58.00%	83.20%	62.70%	60.00%	73.80%	78.00%	67.80%	68.80%	72.00%
Narok	53.30%	74.30%	77.50%	89.10%	77.80%	80.00%	51.10%	56.00%	48.90%	85.00%	96.70%	72.50%	71.80%
Lamu	69.70%	72.70%	74.40%	73.90%	77.00%	72.10%	70.90%	71.50%	63.10%	71.30%	74.50%	70.30%	71.80%
Kericho	73.30%	80.00%	72.00%	76.00%	78.00%	66.00%	68.00%	76.00%	56.00%	76.00%	64.00%	66.00%	70.90%
Kwale	71.40%	67.10%	72.90%	61.40%	70.80%	74.30%	74.30%	61.40%	68.60%	65.70%	75.70%	64.30%	69.00%
Nyandarua	68.30%	68.00%	58.00%	69.20%	71.70%	60.00%	73.80%	70.90%	64.00%	70.90%	72.70%	63.60%	67.60%
Nandi	74.50%	72.70%	80.00%	62.00%	67.30%	61.80%	65.50%	61.80%	61.80%	61.80%	65.50%	65.50%	66.70%
Kisii	65.00%	64.20%	61.70%	53.30%	70.80%	68.30%	65.80%	67.50%	66.70%	71.70%	68.30%	64.20%	65.60%
Tharaka Nithi	60.00%	60.00%	60.00%	60.00%	70.00%	70.00%	70.00%	60.00%	80.00%	70.00%	60.00%	60.00%	65.00%
Homabay	61.50%	64.00%	57.50%	66.20%	63.10%	78.50%	56.90%	63.10%	56.40%	70.80%	63.10%	71.70%	64.40%
Isiolo	60.00%	64.00%	68.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%
Garissa	61.80%	63.60%	56.40%	66.00%	58.00%	68.00%	58.00%	64.00%	56.00%	56.00%	64.00%	58.20%	60.80%
Nyamira	53.30%	53.30%	66.70%	53.30%	80.00%	53.30%	66.70%	46.70%	66.70%	60.00%	73.30%	46.70%	60.00%
Makueni	61.70%	58.30%	54.20%	59.10%	58.30%	60.00%	58.30%	62.50%	58.30%	62.50%	61.70%	64.30%	59.90%
Vihiga	60.00%	54.30%	54.30%	57.10%	65.70%	71.40%	57.10%	62.90%	60.00%	57.10%	62.90%	54.30%	59.80%
Siaya	63.60%	61.80%	60.90%	62.70%	60.00%	50.90%	54.50%	47.30%	50.90%	66.40%	60.00%	70.90%	59.20%
Marsabit	62.90%	64.30%	57.10%	58.60%	60.00%	57.10%	55.70%	57.10%	55.70%	61.40%	52.90%	64.30%	58.90%
Nakuru	53.80%	52.30%	56.90%	56.90%	63.10%	61.50%	60.00%	55.40%	55.70%	58.60%	69.20%	61.50%	58.80%
Kilifi	57.80%	57.50%	57.50%	60.00%	51.10%	57.80%	55.60%	57.50%	53.30%	53.30%	60.00%	57.80%	56.60%
Wajir	58.00%	50.00%	48.00%	48.60%	44.40%	51.10%	55.60%	53.30%	56.00%	56.00%	60.00%	60.00%	53.40%
Nyeri	51.70%	51.90%	42.20%	44.60%	48.80%	55.60%	46.70%	47.90%	53.10%	54.30%	44.80%	48.30%	49.10%
Embu	40.00%	35.70%	32.90%	38.60%	35.70%	40.00%	48.60%	41.40%	37.10%	38.60%	37.10%	34.30%	38.30%
Total	74.00%	72.60%	72.60%	72.10%	73.60%	72.90%	71.80%	71.80%	70.50%	74.90%	73.60%	73.20%	72.80%

Table 71: Performance of CA in executing its roles

	Licensing of the following telecommunications services such as : a) mobile network operators	Management of the country's frequency spectrum resources/ airwaves	Management of the country's numbering resources	Facilitation of online/electronic businesses e.g. OLX	Approval & acceptance of communications equipment meant for use in the country	Protection of ICT consumer rights	Promotion of fair competition in the sector to ensure a level playing field for all players	Regulation of ICT tariffs/costing	Management of Universal Access and Fund	Regulation of broadcasting content	Monitoring of the activities of licensees/ICT service providers	Licensing of broadcast service providers	Mean Rating
Baringo	96.00%	100.00%	100.00%	92.00%	92.00%	84.00%	88.00%	76.00%	100.00%	92.00%	100.00%	88.00%	92.30%
Turkana	93.30%	93.30%	86.70%	92.00%	92.00%	93.30%	88.00%	90.70%	86.70%	89.30%	89.30%	88.00%	90.20%
Mandera	90.00%	90.00%	90.00%	87.50%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%	89.80%
Bomet	89.10%	85.50%	85.50%	83.60%	85.50%	83.60%	76.40%	87.30%	83.60%	89.10%	90.90%	92.70%	86.10%
EI-Marakwet	80.70%	80.00%	83.40%	80.70%	84.00%	84.70%	83.30%	83.30%	80.00%	82.10%	82.00%	84.10%	82.40%
Kakamega	83.80%	82.60%	82.40%	82.40%	82.40%	81.20%	80.00%	82.60%	80.60%	83.30%	83.50%	83.20%	82.30%
Muranga	78.20%	80.00%	85.50%	70.90%	81.80%	78.20%	85.50%	74.50%	87.30%	83.60%	83.60%	87.30%	81.40%
Machakos	80.60%	81.90%	80.00%	84.50%	80.60%	80.00%	81.30%	78.10%	81.90%	81.30%	81.30%	79.40%	80.90%
Busia	85.00%	81.80%	83.60%	73.30%	82.20%	80.00%	74.00%	81.80%	78.00%	80.00%	80.00%	75.60%	79.60%
Laikipia	92.00%	85.00%	73.30%	80.00%	85.00%	85.00%	73.30%	73.30%	80.00%	80.00%	73.30%	75.00%	79.60%
West Pokot	80.00%	73.30%	73.30%	86.70%	80.00%	66.70%	86.70%	73.30%	93.30%	86.70%	80.00%	73.30%	79.40%
Tana River	77.50%	76.70%	75.80%	80.00%	78.30%	78.30%	80.00%	76.70%	77.50%	80.00%	80.00%	78.30%	78.30%
Trans Nzoia	82.20%	77.80%	75.60%	80.00%	80.00%	82.20%	80.00%	77.80%	80.00%	71.10%	75.60%	75.60%	78.10%
Kiambu	75.40%	79.70%	79.00%	78.50%	78.30%	75.80%	77.10%	77.80%	77.30%	79.80%	78.80%	79.20%	78.10%
Kajiado	79.40%	78.10%	72.40%	80.00%	81.30%	77.10%	78.00%	76.00%	78.80%	76.10%	78.60%	76.80%	77.70%
Meru	85.00%	70.00%	73.30%	72.90%	75.00%	73.80%	73.80%	77.50%	72.30%	82.50%	76.30%	83.80%	76.30%
Samburu	77.30%	73.30%	74.70%	74.70%	78.70%	74.70%	77.30%	74.70%	77.30%	77.30%	76.00%	78.70%	76.20%
Taita Taveta	84.00%	78.00%	76.70%	76.70%	77.30%	73.30%	70.00%	74.70%	74.00%	76.70%	74.70%	74.70%	75.90%
Uasin Gishu	83.80%	74.60%	79.20%	72.00%	79.20%	73.80%	70.80%	68.50%	76.20%	75.40%	76.90%	79.20%	75.80%
Bungoma	75.00%	73.80%	80.00%	75.00%	78.50%	76.90%	76.90%	69.20%	75.40%	76.90%	72.30%	78.50%	75.70%
Kisumu	79.00%	76.40%	72.50%	71.50%	81.20%	77.40%	72.70%	75.70%	68.40%	75.60%	77.30%	79.10%	75.60%
Mombasa	80.00%	71.40%	74.50%	74.50%	74.90%	75.70%	75.30%	74.50%	74.50%	73.70%	72.90%	74.90%	74.70%
Kirinyaga	80.00%	80.00%	89.50%	82.70%	58.90%	89.50%	70.00%	70.00%	65.00%	78.00%	65.90%	65.70%	74.60%

Nairobi	72.70%	74.90%	73.20%	72.60%	72.70%	72.70%	73.80%	72.50%	72.10%	74.00%	76.30%	74.00%	73.50%
Kitui	76.50%	74.20%	73.50%	72.70%	72.70%	71.90%	73.80%	72.30%	71.20%	71.80%	71.90%	73.80%	73.00%
Lamu	72.70%	74.50%	69.40%	71.50%	72.10%	71.50%	73.90%	69.70%	74.40%	73.80%	78.20%	70.30%	72.70%
Migori	76.00%	69.20%	73.30%	68.30%	74.20%	73.30%	70.80%	73.30%	74.20%	70.80%	71.70%	75.80%	72.60%
Nyamira	66.70%	73.30%	66.70%	66.70%	80.00%	66.70%	66.70%	73.30%	60.00%	80.00%	66.70%	66.70%	69.40%
Nyandarua	58.30%	71.10%	72.00%	76.90%	75.00%	78.20%	61.80%	68.00%	60.00%	78.20%	68.00%	63.60%	69.30%
Kericho	84.40%	56.00%	72.00%	64.00%	66.00%	68.00%	60.00%	68.00%	66.00%	82.00%	68.00%	72.00%	68.90%
Narok	76.70%	70.00%	67.50%	71.10%	64.40%	68.00%	71.40%	56.00%	63.30%	60.00%	76.70%	68.60%	67.80%
Tharaka Nithi	60.00%	80.00%	70.00%	80.00%	70.00%	70.00%	60.00%	60.00%	80.00%	60.00%	60.00%	60.00%	67.50%
Kisii	78.30%	68.30%	69.20%	60.80%	65.00%	73.30%	65.80%	64.20%	63.00%	65.00%	65.80%	70.00%	67.40%
Nandi	72.70%	67.30%	63.60%	68.00%	67.30%	69.10%	63.60%	63.60%	65.50%	65.50%	67.30%	61.80%	66.30%
Homabay	63.60%	68.00%	65.00%	58.50%	72.30%	64.60%	60.00%	58.30%	65.70%	63.10%	70.00%	66.70%	64.70%
Isiolo	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%	64.00%
Kwale	67.10%	72.90%	55.40%	61.40%	69.20%	55.70%	70.00%	67.10%	60.00%	61.50%	65.70%	57.10%	63.60%
Nakuru	60.00%	56.70%	55.00%	67.30%	63.60%	60.00%	66.70%	63.10%	61.50%	70.80%	60.00%	58.50%	61.90%
Garissa	58.20%	64.00%	56.00%	64.00%	56.00%	64.00%	64.00%	64.00%	56.00%	58.00%	64.00%	63.60%	61.00%
Marsabit	61.50%	58.50%	56.90%	62.90%	61.40%	57.10%	62.90%	55.70%	54.30%	67.10%	60.00%	68.60%	60.60%
Makueni	64.20%	54.80%	56.70%	58.20%	60.80%	61.70%	62.50%	59.20%	53.90%	60.00%	55.70%	67.80%	59.60%
Kilifi	60.00%	57.50%	62.50%	57.50%	57.50%	64.40%	60.00%	60.00%	57.80%	57.80%	60.00%	60.00%	59.60%
Vihiga	57.10%	54.30%	54.30%	60.00%	62.90%	68.60%	57.10%	57.10%	57.10%	60.00%	57.10%	57.10%	58.60%
Nyeri	71.50%	64.00%	60.00%	53.00%	53.30%	57.60%	53.10%	55.70%	60.00%	58.50%	56.60%	56.90%	58.40%
Siaya	62.70%	60.00%	60.00%	62.90%	61.90%	41.80%	46.40%	40.90%	45.50%	69.10%	62.70%	69.10%	56.90%
Wajir	60.00%	50.00%	46.00%	46.70%	46.70%	51.10%	64.40%	55.60%	42.00%	46.00%	62.00%	56.00%	52.20%
Embu	38.60%	35.70%	37.10%	34.30%	35.70%	38.60%	41.40%	34.30%	34.30%	38.60%	35.70%	34.30%	36.50%
Total	75.50%	73.80%	73.40%	72.90%	73.80%	73.20%	72.30%	71.80%	71.50%	74.20%	73.90%	74.30%	73.40%

Table 72: Overall Satisfaction with CA's Roles and Mandate

County	Mean Rating
Mandera	77.50%
Baringo	76.00%
Kitui	73.80%
Migori	71.70%
Meru	71.30%
Bomet	70.90%
Turkana	70.70%
Nyandarua	70.00%
Tharaka Nithi	70.00%

Kakamega	69.40%
Lamu	69.10%
Elgeyo Marakwet	68.40%
Machakos	68.20%
Laikipia	68.00%
Uasin Gishu	67.70%
Kisumu	67.40%
Kajiado	66.50%
Bungoma	66.20%
Kisii	65.80%
Kwale	64.30%
Marsabit	64.30%
Busia	64.00%
Kirinyaga	63.80%
Narok	63.60%
Tana River	63.3%
Nairobi	63.0%
Wajir	62.0%
Muranga	61.8%
Samburu	61.3%
Kiambu	60.3%
Kilifi	60.0%
Embu	60.0%
Nandi	60.0%
Siaya	60.0%
Nyamira	60.0%
Makueni	59.2%
Kericho	58.0%
Vihiga	57.1%
Garissa	56.4%
Homabay	55.4%
Trans Nzoia	54.5%
Mombasa	54.1%
West Pokot	53.3%
Taita Taveta	53.3%
Isiolo	52.0%
Nakuru	51.4%
Nyeri	44.8%
Total	63.5%

Table 73: Respondents' rating with regard to service provision by CA

County:	Timeliness in provision of information to consumers like you	Ease of understanding information provided to consumers like you	Reliability of information provided to consumers like you	Adequacy of information provided through CA's website	Adequacy of information provided through media (mass media like TV, radio and print; social media like Facebook, Twitter, Instagram)	Mean rating
Tana River	91.7%	96.7%	95.8%	96.7%	95.0%	95.2%
Mandera	92.5%	90.0%	92.5%	92.5%	90.0%	91.5%
Baringo	92.0%	92.0%	88.0%	92.0%	84.0%	89.6%
Turkana	90.7%	85.3%	88.0%	92.0%	90.7%	89.3%
Kirinyaga	89.0%	91.0%	88.0%	86.7%	90.0%	88.9%
Laikipia	100.0%	80.0%	84.0%	72.0%	92.0%	85.6%
Bomet	81.8%	83.6%	87.3%	78.2%	81.8%	82.5%
Kakamega	83.5%	80.3%	81.5%	82.7%	83.5%	82.3%
Trans Nzoia	84.4%	84.4%	80.0%	82.2%	80.0%	82.2%
Elgeyo Marakwet	77.4%	81.3%	83.2%	80.0%	87.7%	81.9%
Machakos	80.0%	83.1%	80.0%	81.3%	81.9%	81.3%
Kiambu	80.5%	79.3%	82.0%	81.8%	80.8%	80.9%
Busia	80.0%	76.7%	83.3%	76.7%	84.6%	80.3%
Muranga	72.7%	78.2%	80.0%	80.0%	76.4%	77.5%
Kajiado	77.3%	74.1%	78.0%	78.9%	76.8%	77.0%
Lamu	77.0%	78.8%	75.8%	77.6%	75.8%	77.0%
Bungoma	73.8%	78.5%	81.5%	75.0%	75.4%	76.8%
Mombasa	79.2%	72.5%	76.5%	78.0%	75.7%	76.4%
Samburu	76.0%	74.7%	76.0%	78.7%	76.0%	76.3%
Taita Taveta	84.0%	71.3%	74.7%	72.7%	74.0%	75.3%
Kericho	82.0%	70.0%	78.0%	68.0%	78.0%	75.2%
Nairobi	73.9%	75.1%	76.5%	72.9%	73.5%	74.4%
Meru	73.8%	71.3%	78.8%	72.0%	75.0%	74.2%
Kisumu	77.8%	75.9%	74.0%	71.8%	69.6%	73.8%
Kitui	77.3%	71.9%	73.5%	68.8%	71.5%	72.6%
Migori	78.3%	64.2%	76.7%	71.7%	70.8%	72.3%
Uasin Gishu	76.9%	69.2%	74.6%	68.5%	71.5%	72.2%
West Pokot	66.7%	66.7%	73.3%	80.0%	73.3%	72.0%
Siaya	70.5%	65.7%	68.2%	73.0%	69.1%	69.3%
Kwale	71.4%	64.3%	74.3%	67.1%	68.6%	69.1%
Nandi	72.0%	76.0%	66.0%	60.0%	68.0%	68.4%
Homabay	64.6%	73.8%	61.5%	71.7%	66.2%	67.6%
Kisii	70.8%	65.0%	67.5%	63.3%	70.0%	67.3%
Nyamira	60.0%	73.3%	60.0%	80.0%	60.0%	66.7%
Nyandarua	61.5%	69.2%	65.7%	70.0%	61.4%	65.6%

Nyeri	68.9%	63.4%	66.2%	56.4%	66.2%	64.2%
Vihiga	62.9%	57.1%	65.7%	62.9%	60.0%	61.7%
Narok	64.4%	50.0%	68.9%	52.7%	72.0%	61.6%
Garissa	63.6%	56.4%	63.6%	56.4%	63.6%	60.7%
Marsabit	61.4%	50.0%	64.3%	60.0%	64.3%	60.0%
Makueni	55.8%	60.8%	59.2%	58.3%	64.2%	59.7%
Kilifi	60.0%	60.0%	57.8%	60.0%	60.0%	59.6%
Nakuru	60.0%	61.4%	60.0%	55.7%	58.6%	59.1%
Isiolo	56.0%	56.0%	56.0%	56.0%	56.0%	56.0%
Embu	41.4%	64.3%	52.9%	48.6%	45.7%	50.6%
Wajir	50.0%	48.0%	50.0%	50.0%	52.0%	50.0%
Tharaka Nithi	50.0%	50.0%	50.0%	50.0%	50.0%	50.0%
Total	75.5%	73.7%	75.5%	73.5%	74.6%	74.6%

Table 74: Respondents' rating with regard to CA service charter

County	Base	Yes	No
Laikipia	4	60%	40%
Bomet	11	55%	45%
Kisumu	50	52%	48%
Mandera	11	50%	50%
Nandi	10	45%	55%
Embu	12	43%	57%
Nairobi	118	36%	64%
Kitui	47	35%	65%
West Pokot	2	33%	67%
Elgeyo Marakwet	17	32%	68%
Kiambu	115	29%	71%
Lamu	6	24%	76%
Uasin Gishu	24	23%	77%
Kilifi	8	22%	78%
Nakuru	12	21%	79%
Wajir	11	20%	80%
Turkana	15	20%	80%
Baringo	4	20%	80%
Migori	23	17%	83%
Kakamega	68	16%	84%
Bungoma	13	15%	85%
Marsabit	8	14%	86%
Tana River	13	13%	88%
Kirinyaga	20	10%	90%
Muranga	17	9%	91%

Mombasa	46	8%	92%
Busia	16	7%	93%
Nyandarua	26	6%	94%
Siaya	22	5%	95%
Kisii	22	4%	96%
Kajiado	27	3%	97%
Kwale	13	0%	100%
Taita Taveta	19	0%	100%
Garissa	14	0%	100%
Isiolo	1	0%	100%
Makueni	24	0%	100%
Tharaka Nithi	2	0%	100%
Meru	15	0%	100%
Machakos	32	0%	100%
Nyeri	30	0%	100%
Trans Nzoia	9	0%	100%
Samburu	4	0%	100%
Narok	11	0%	100%
Kericho	11	0%	100%
Vihiga	7	0%	100%
Homabay	12	0%	100%
Nyamira	3	0%	100%
Total	1007	20%	80%

Table 75: Respondents' rating with regard to CA service charter

	Broadcast Media (TV & Radio)	Social Media	CA's website	Print Media	Word of mouth	CA forums and workshops (meetings, conferences, road shows)	Fliers/Brochures about CA	Posters within the CA offices	Others
Wajir	100%	0%	0%	0%	0%	0%	0%	0%	0%
Marsabit	100%	0%	0%	0%	0%	0%	50%	0%	0%
Embu	100%	50%	0%	0%	0%	0%	0%	0%	0%
Kitui	100%	56%	0%	56%	0%	0%	6%	11%	0%
Baringo	100%	0%	0%	0%	0%	0%	0%	0%	0%
Kajiado	100%	0%	0%	0%	0%	0%	0%	0%	0%
Busia	100%	0%	0%	0%	0%	0%	0%	0%	0%

Kisii	100%	0%	0%	0%	0%	0%	0%	0%	0%
Nandi	80%	40%	40%	40%	0%	0%	20%	0%	0%
Mombasa	75%	50%	0%	0%	0%	0%	0%	0%	0%
Turkana	67%	0%	0%	0%	33%	0%	0%	0%	33%
Tana River	67%	33%	0%	0%	0%	0%	0%	0%	0%
Lamu	63%	88%	0%	0%	0%	0%	0%	0%	0%
Kisumu	50%	14%	50%	29%	0%	39%	11%	0%	0%
Kirinyaga	50%	50%	0%	50%	0%	0%	0%	0%	0%
Elgeyo Marakwet	50%	20%	30%	20%	10%	0%	10%	0%	0%
Nakuru	33%	33%	33%	33%	0%	0%	0%	0%	0%
Laikipia	33%	0%	0%	0%	67%	0%	0%	0%	0%
Bomet	33%	17%	33%	83%	33%	0%	0%	17%	0%
Kakamega	27%	45%	9%	36%	0%	18%	0%	0%	0%
Migori	25%	50%	25%	0%	25%	0%	0%	0%	0%
Nairobi	22%	39%	48%	4%	15%	0%	2%	0%	0%
Kiambu	21%	29%	38%	44%	12%	0%	0%	0%	0%
Uasin Gishu	17%	83%	0%	17%	0%	0%	0%	17%	0%
Kilifi	0%	0%	0%	100%	0%	0%	0%	0%	0%
Mandera	0%	75%	0%	25%	0%	0%	0%	0%	0%
Muranga	0%	0%	100%	0%	0%	100%	0%	0%	0%
Nyandarua	0%	100%	0%	0%	0%	0%	0%	0%	0%
West Pokot	0%	0%	0%	100%	0%	0%	0%	0%	0%
Bungoma	0%	100%	0%	0%	0%	0%	0%	0%	0%
Siaya	0%	0%	0%	0%	0%	100%	0%	0%	0%
Total	41%	36%	28%	26%	8%	7%	3%	2%	1%

Table 76: Whether CA has delivered on promises in the service charter

	Base	No	Somewhat	Completely
Muranga	2	0%	0%	100%
Kajiado	1	0%	0%	100%
Mandera	6	0%	25%	75%

Laikipia	2	0%	33%	67%
Kitui	16	0%	44%	56%
Wajir	2	0%	50%	50%
Kakamega	11	0%	64%	36%
Tana River	2	0%	67%	33%
Lamu	2	0%	75%	25%
Nandi	5	0%	80%	20%
Bomet	6	0%	83%	17%
Kisumu	26	11%	75%	14%
Nairobi	42	4%	89%	7%
Kiambu	33	3%	94%	3%
Mombasa	4	0%	100%	0%
Kilifi	2	0%	100%	0%
Marsabit	1	0%	100%	0%
Embu	5	0%	100%	0%
Nyandarua	2	0%	100%	0%
Kirinyaga	2	0%	100%	0%
West Pokot	1	0%	100%	0%
Turkana	3	0%	100%	0%
Elgeyo Marakwet	6	20%	80%	0%
Baringo	1	0%	100%	0%
Uasin Gishu	6	0%	100%	0%
Nakuru	3	67%	33%	0%
Bungoma	2	0%	100%	0%
Busia	1	0%	100%	0%
Migori	4	25%	75%	0%
Siaya	1	0%	100%	0%
Kisii	1	100%	0%	0%
Total	198	5%	78%	16%

Table 77: Respondents' Perception on CA's Responsiveness

County:	CA staff are willing to help customers	CA staff deal with queries effectively	Mean rating
Tana River	98.3%	98.3%	98.3%
Mandera	97.5%	97.5%	97.5%
Laikipia	100.0%	80.0%	90.0%
Turkana	91.4%	85.7%	88.6%
Busia	90.0%	85.7%	87.9%
Lamu	86.1%	85.5%	85.8%
Elgeyo Marakwet	81.5%	86.2%	83.8%
Bomet	85.5%	81.8%	83.6%
Kirinyaga	85.3%	81.3%	83.3%
Trans Nzoia	80.0%	84.0%	82.0%
Kakamega	80.9%	81.5%	81.2%
Muranga	80.0%	82.2%	81.1%
Kiambu	80.7%	81.0%	80.8%

Baringo	80.0%	80.0%	80.0%
Homabay	85.0%	75.0%	80.0%
Nandi	86.7%	73.3%	80.0%
Machakos	78.3%	80.0%	79.2%
Kisii	78.0%	78.0%	78.0%
Makueni	77.9%	75.8%	76.8%
Nyamira	66.7%	86.7%	76.7%
Samburu	78.7%	73.3%	76.0%
Kisumu	76.4%	75.1%	75.8%
Taita Taveta	81.3%	70.0%	75.7%
Migori	83.0%	66.1%	74.5%
Kajiado	73.1%	75.2%	74.2%
Kitui	75.8%	71.5%	73.7%
Mombasa	79.2%	67.9%	73.5%
Nairobi	74.6%	72.2%	73.4%
West Pokot	46.7%	100.0%	73.3%
Meru	70.7%	68.6%	69.6%
Kwale	78.6%	60.0%	69.3%
Uasin Gishu	74.3%	63.8%	69.0%
Nyeri	68.0%	67.6%	67.8%
Narok	75.0%	60.0%	67.5%
Kilifi	66.7%	66.7%	66.7%
Embu	67.1%	65.7%	66.4%
Kericho	67.5%	60.0%	63.8%
Vihiga	60.0%	64.0%	62.0%
Siaya	66.7%	53.3%	60.0%
Tharaka Nithi	60.0%	60.0%	60.0%
Nyandarua	53.3%	64.4%	58.9%
Marsabit	61.4%	55.7%	58.6%
Garissa	55.6%	55.6%	55.6%
Nakuru	50.0%	55.0%	52.5%
Wajir	46.7%	57.5%	52.1%
Total	76.9%	74.6%	75.8%

Table 78: Respondents' Perception on CA's Reliability

County:	CA's performance is in line with what they have promised customers	CA is a reliable organization	Mean rating
Tana River	98.3%	99.2%	98.8%
Mandera	95.0%	97.5%	96.3%
Busia	87.5%	94.3%	90.9%
Laikipia	95.0%	85.0%	90.0%
Muranga	90.0%	84.0%	87.0%
Turkana	86.2%	85.7%	85.9%
Elgeyo Marakwet	77.9%	85.7%	81.8%
Kakamega	80.3%	82.4%	81.3%
Trans Nzoia	80.0%	80.0%	80.0%
Baringo	80.0%	80.0%	80.0%
Nyamira	80.0%	80.0%	80.0%
Machakos	80.7%	79.3%	80.0%
Kiambu	80.2%	79.0%	79.6%
Lamu	78.2%	80.0%	79.1%
Bomet	78.2%	80.0%	79.1%
Samburu	77.3%	80.0%	78.7%
Kisii	80.0%	76.4%	78.2%
Kirinyaga	73.3%	80.0%	76.7%
Nairobi	74.7%	75.4%	75.0%
Mombasa	67.5%	82.5%	75.0%
Kajiado	73.0%	76.8%	74.9%
Uasin Gishu	79.2%	69.6%	74.4%
Taita Taveta	73.3%	75.3%	74.3%
Trans Nzoia	76.0%	72.0%	74.0%
Nandi	76.0%	72.0%	74.0%
Migori	77.5%	70.4%	74.0%
Kisumu	72.5%	73.8%	73.1%
Bungoma	80.0%	66.2%	73.1%
Kitui	76.5%	69.2%	72.9%
Kwale	74.3%	70.8%	72.5%
Meru	69.2%	75.7%	72.5%
Nyandarua	69.1%	74.5%	71.8%
Kericho	72.5%	68.6%	70.5%
Tharaka Nithi	60.0%	80.0%	70.0%
Narok	66.7%	67.5%	67.1%

Marsabit	64.3%	67.1%	65.7%
Garissa	64.4%	64.4%	64.4%
Makueni	63.2%	63.3%	63.2%
Siaya	66.0%	60.0%	63.0%
Nyeri	62.6%	63.2%	62.9%
Kilifi	65.0%	60.0%	62.5%
Vihiga	60.0%	63.3%	61.7%
Homabay	62.2%	58.2%	60.2%
West Pokot	53.3%	66.7%	60.0%
Nakuru	57.5%	62.2%	59.9%
Wajir	51.1%	57.8%	54.4%
Embu	51.4%	51.4%	51.4%
Total	75.1%	75.4%	75.3%

Table 79: Respondents' Perception on CA's Assurance

County:	CA staff are knowledgeable about their work	CA staff inspire trust and confidence	Mean rating
Tana River	99.2%	99.2%	99.2%
Busia	97.1%	97.5%	97.3%
Mandera	90.0%	97.5%	93.8%
Turkana	96.7%	88.3%	92.5%
Laikipia	96.0%	86.7%	91.3%
Elgeyo Marakwet	84.8%	87.6%	86.2%
Nandi	80.0%	90.0%	85.0%
Lamu	86.1%	83.6%	84.8%
Kakamega	82.6%	82.4%	82.5%
Trans Nzoia	80.0%	84.0%	82.0%
Machakos	82.2%	81.5%	81.9%
Muranga	80.0%	82.0%	81.0%
Kiambu	79.8%	81.5%	80.7%
Baringo	80.0%	80.0%	80.0%
Tharaka Nithi	80.0%	80.0%	80.0%
Meru	78.6%	80.0%	79.3%
Kajiado	78.0%	80.0%	79.0%
Samburu	77.3%	80.0%	78.7%
Taita Taveta	78.0%	78.0%	78.0%

Kirinyaga	86.7%	67.5%	77.1%
Bungoma	83.3%	70.8%	77.1%
Makueni	76.0%	78.0%	77.0%
Uasin Gishu	78.2%	74.5%	76.4%
Bomet	74.5%	78.2%	76.4%
Mombasa	72.9%	78.8%	75.8%
Nairobi	74.6%	74.9%	74.8%
Kisii	74.5%	74.5%	74.5%
Migori	76.7%	70.8%	73.8%
Narok	84.4%	62.5%	73.5%
Kisumu	73.7%	72.5%	73.1%
Kitui	75.8%	69.6%	72.7%
Siaya	70.0%	70.0%	70.0%
Nyamira	66.7%	73.3%	70.0%
Kwale	67.7%	69.2%	68.5%
Nyandarua	62.0%	70.0%	66.0%
Embu	64.3%	65.7%	65.0%
Nyeri	69.2%	60.8%	65.0%
Kericho	77.1%	52.0%	64.6%
Marsabit	64.3%	61.4%	62.9%
Homabay	65.7%	60.0%	62.9%
Vihiga	63.3%	60.0%	61.7%
Garissa	55.0%	65.0%	60.0%
Kilifi	53.3%	60.0%	56.7%
Wajir	55.0%	50.0%	52.5%
Nakuru	50.0%	55.0%	52.5%
West Pokot	40.0%	60.0%	50.0%
Total	76.9%	76.1%	76.5%

Table 80: Respondents' Perception on CA's Empathy

County	CA cares about what is important to consumers Mean Rating
Tana River	99.2%
Mandera	97.5%
Busia	91.1%
Turkana	88.3%

Laikipia	88.0%
Muranga	86.0%
Elgeyo Marakwet	84.0%
Migori	83.3%
Kakamega	83.2%
Machakos	82.0%
Bomet	81.8%
Kiambu	80.2%
West Pokot	80.0%
Trans Nzoia	80.0%
Nandi	80.0%
Nyamira	80.0%
Tharaka Nithi	80.0%
Lamu	79.4%
Taita Taveta	79.3%
Samburu	78.7%
Kisii	78.2%
Mombasa	77.9%
Kajiado	77.1%
Garissa	76.8%
Kericho	76.7%
Bungoma	76.7%
Kitui	75.0%
Uasin Gishu	74.6%
Nairobi	74.5%
Kwale	73.3%
Meru	72.9%
Kisumu	71.8%
Nyandarua	71.7%
Kirinyaga	71.6%
Baringo	70.0%
Makueni	68.3%
Narok	67.3%
Siaya	67.1%
Nyeri	65.8%
Homabay	63.3%

Marsabit	61.4%
Kilifi	60.0%
Vihiga	56.7%
Garissa	55.0%
Embu	54.3%
Wajir	53.3%
Nakuru	46.7%
Total	76.2%

Table 81: Whether Respondent Is Aware Of Procedures for Making Complaints

County	Base	Yes	No	Total
West Pokot	2	100%	0%	100%
Samburu	4	80%	20%	100%
Kitui	47	71%	29%	100%
Kisumu	50	54%	46%	100%
Bomet	11	45%	55%	100%
Nairobi	118	38%	63%	100%
Mandera	11	38%	63%	100%
Nandi	10	36%	64%	100%
Lamu	6	36%	64%	100%
Makueni	24	29%	71%	100%
Kiambu	115	29%	71%	100%
Elgeyo Marakwet	17	26%	74%	100%
Kakamega	68	24%	76%	100%
Embu	12	21%	79%	100%
Migori	23	21%	79%	100%
Tana River	13	21%	79%	100%
Wajir	11	20%	80%	100%
Baringo	4	20%	80%	100%
Laikipia	4	20%	80%	100%
Vihiga	7	14%	86%	100%
Kilifi	8	11%	89%	100%
Kericho	11	10%	90%	100%
Kajiado	27	10%	90%	100%
Muranga	17	9%	91%	100%

Narok	11	9%	91%	100%
Homabay	12	8%	92%	100%
Uasin Gishu	24	8%	92%	100%
Bungoma	13	8%	92%	100%
Marsabit	8	7%	93%	100%
Kwale	13	7%	93%	100%
Turkana	15	7%	93%	100%
Busia	16	7%	93%	100%
Nyandarua	26	6%	94%	100%
Mombasa	46	6%	94%	100%
Siaya	22	5%	95%	100%
Kisii	22	4%	96%	100%
Taita Taveta	19	0%	100%	100%
Garissa	14	0%	100%	100%
Isiolo	1	0%	100%	100%
Tharaka Nithi	2	0%	100%	100%
Meru	15	0%	100%	100%
Machakos	32	0%	100%	100%
Nyeri	30	0%	100%	100%
Kirinyaga	20	0%	100%	100%
Trans Nzoia	9	0%	100%	100%
Nakuru	12	0%	100%	100%
Nyamira	3	0%	100%	100%
Total	1007	22%	78%	100%

Table 82: Whether Respondent Knows Where to Make Complaints

County	Base	Yes	No	Total
Mombasa	3	100%	0%	100%
Mandera	4	100%	0%	100%
Nandi	4	100%	0%	100%
West Pokot	2	100%	0%	100%
Lamu	2	100%	0%	100%
Uasin Gishu	2	100%	0%	100%
Nyandarua	2	100%	0%	100%
Muranga	2	100%	0%	100%
Kericho	1	100%	0%	100%
Busia	1	100%	0%	100%

Vihiga	1	100%	0%	100%
Bungoma	1	100%	0%	100%
Narok	1	100%	0%	100%
Kisii	1	100%	0%	100%
Homabay	1	100%	0%	100%
Kilifi	1	100%	0%	100%
Baringo	1	100%	0%	100%
Marsabit	1	100%	0%	100%
Samburu	3	92%	8%	100%
Elgeyo Marakwet	4	88%	13%	100%
Kisumu	27	86%	14%	100%
Makueni	7	86%	14%	100%
Kiambu	33	85%	15%	100%
Nairobi	44	83%	17%	100%
Kakamega	16	81%	19%	100%
Bomet	5	80%	20%	100%
Tana River	3	80%	20%	100%
Kitui	33	76%	24%	100%
Kajiado	3	67%	33%	100%
Migori	5	60%	40%	100%
Wajir	2	50%	50%	100%
Embu	3	33%	67%	100%
Turkana	1	0%	100%	100%
Siaya	1	0%	100%	100%
Kwale	1	0%	100%	100%
Laikipia	1	0%	100%	100%
Total	222	82%	18%	100%

Table 83: Complaints And Queries To CA

	Base	Yes	No	Total
Tana River	2	100%	0%	100%
Embu	1	100%	0%	100%
Nyandarua	2	100%	0%	100%
Baringo	1	100%	0%	100%
Uasin Gishu	2	100%	0%	100%
Busia	1	100%	0%	100%
Kitui	25	50%	50%	100%
Kajiado	2	50%	50%	100%

Nandi	4	50%	50%	100%
West Pokot	2	33%	67%	100%
Makueni	6	33%	67%	100%
Kiambu	28	28%	72%	100%
Nairobi	37	25%	75%	100%
Bomet	4	25%	75%	100%
Lamu	2	17%	83%	100%
Kisumu	23	8%	92%	100%
Mombasa	3	0%	100%	100%
Kilifi	1	0%	100%	100%
Mandera	4	0%	100%	100%
Wajir	1	0%	100%	100%
Marsabit	1	0%	100%	100%
Muranga	2	0%	100%	100%
Samburu	3	0%	100%	100%
Elgeyo Marakwet	4	0%	100%	100%
Narok	1	0%	100%	100%
Kericho	1	0%	100%	100%
Kakamega	13	0%	100%	100%
Vihiga	1	0%	100%	100%
Bungoma	1	0%	100%	100%
Homabay	1	0%	100%	100%
Migori	3	0%	100%	100%
Kisii	1	0%	100%	100%
Total				100%
Mandera	4	0%	100%	100%
Wajir	1	0%	100%	100%
Marsabit	1	0%	100%	100%

Table 84: Whether respondents have experienced problems that required CA involvement

Counties	Base	Yes	No	Total
Muranga	2	100%	0%	100%
Uasin Gishu	2	100%	0%	100%
Busia	1	100%	0%	100%
Nandi	4	75%	25%	100%
Tana River	3	60%	40%	100%

Migori	5	60%	40%	100%
Kiambu	33	47%	53%	100%
Kitui	33	43%	57%	100%
West Pokot	2	33%	67%	100%
Mandera	4	33%	67%	100%
Nairobi	44	31%	69%	100%
Kakamega	16	31%	69%	100%
Elgeyo Marakwet	4	25%	75%	100%
Bomet	5	20%	80%	100%
Kisumu	27	17%	83%	100%
Lamu	2	8%	92%	100%
Samburu	3	8%	92%	100%
Mombasa	3	0%	100%	100%
Kwale	1	0%	100%	100%
Kilifi	1	0%	100%	100%
Wajir	2	0%	100%	100%
Marsabit	1	0%	100%	100%
Embu	3	0%	100%	100%
Makueni	7	0%	100%	100%
Nyandarua	2	0%	100%	100%
Turkana	1	0%	100%	100%
Baringo	1	0%	100%	100%
Kajiado	3	0%	100%	100%
Laikipia	1	0%	100%	100%
Narok	1	0%	100%	100%
Kericho	1	0%	100%	100%
Vihiga	1	0%	100%	100%

Bungoma	1	0%	100%	100%
Homabay	1	0%	100%	100%
Siaya	1	0%	100%	100%
Kisii	1	0%	100%	100%
Total	222	32%	68%	100%

Table 85: Whether respondents reported the problem to CA

Counties	Base	Yes	No	Total
Muranga	2	100%	0%	100%
West Pokot	1	100%	0%	100%
Samburu	1	100%	0%	100%
Bomet	1	100%	0%	100%
Busia	1	100%	0%	100%
Kitui	14	88%	13%	100%
Nairobi	14	73%	27%	100%
Tana River	2	67%	33%	100%
Kisumu	5	60%	40%	100%
Uasin Gishu	2	50%	50%	100%
Kakamega	5	40%	60%	100%
Nandi	3	33%	67%	100%
Kiambu	16	31%	69%	100%
Lamu	1	0%	100%	100%
Mandera	1	0%	100%	100%
Elgeyo Marakwet	1	0%	100%	100%
Migori	3	0%	100%	100%
Total	70	57%	43%	100%

Table 86: Whether respondents were satisfied with how the complaint was handled

County	Base	Yes	No	Total
Tana River	1	100%	0%	100%
Kitui	13	100%	0%	100%
Muranga	2	100%	0%	100%
Kiambu	5	100%	0%	100%
West Pokot	1	100%	0%	100%
Samburu	0	100%	0%	100%

Nandi	1	100%	0%	100%
Uasin Gishu	1	100%	0%	100%
Bomet	1	100%	0%	100%
Kakamega	2	100%	0%	100%
Busia	1	100%	0%	100%
Kisumu	3	100%	0%	100%
Nairobi	10	91%	9%	100%
Total	40	98%	2%	100%

Table 87: Media used to report the problem to CA

County	Base	Telephone call	Physical visit	Website	Email	Social media	SMS Text	Total
Tana River	1	0%	100%	0%	0%	0%	0%	100%
Kitui	13	79%	14%	0%	0%	7%	0%	100%
Muranga	2	100%	0%	0%	0%	0%	0%	100%
Kiambu	5	100%	0%	0%	0%	0%	0%	100%
West Pokot	1	0%	0%	0%	0%	0%	100%	100%
Samburu	0	0%	100%	0%	0%	0%	0%	100%
Nandi	1	100%	0%	0%	0%	0%	0%	100%
Uasin Gishu	1	100%	0%	0%	0%	0%	0%	100%
Bomet	1	0%	0%	0%	100%	0%	0%	100%
Kakamega	2	100%	0%	0%	0%	0%	0%	100%
Busia	1	0%	100%	0%	0%	0%	0%	100%
Kisumu	3	33%	33%	33%	0%	0%	0%	100%
Nairobi	10	82%	0%	18%	0%	0%	0%	100%

Table 88: Rating on CA overall performance in regulating ICT Sector

County	Mean Rating
Baringo	92.0%
Mandera	90.0%
Turkana	88.6%
Tana River	87.5%
West Pokot	86.7%
Elgeyo Marakwet	82.6%
Bomet	81.8%

Muranga	80.0%
Narok	77.8%
Kisii	77.5%
Kakamega	75.9%
Trans Nzoia	75.6%
Machakos	75.5%
Uasin Gishu	74.6%
Bungoma	73.8%
Kisumu	73.7%
Kirinyaga	73.7%
Kajiado	73.5%
Nyandarua	73.3%
Migori	73.3%
Kiambu	72.6%
Nyeri	72.4%
Tharaka Nithi	70.0%
Lamu	69.7%
Nairobi	69.6%
Mombasa	69.4%
Kitui	69.2%
Busia	68.3%
Taita Taveta	68.0%
Kericho	68.0%
Homabay	66.2%
Samburu	64.0%
Wajir	64.0%
Kwale	62.9%
Meru	62.5%
Kilifi	62.5%
Nandi	62.2%
Marsabit	61.4%
Siaya	60.9%
Isiolo	60.0%
Laikipia	60.0%

Nyamira	60.0%
Vihiga	57.1%
Garissa	56.4%
Embu	54.3%
Makueni	53.3%
Nakuru	51.4%
Total	71.1%

Table 89: Whether respondents are aware of complaints Procedures

County	Base	Yes	No	Total
Kitui	57	80%	20%	100%
Samburu	11	78%	23%	100%
Bomet	40	69%	31%	100%
Kisumu	59	63%	37%	100%
Kiambu	119	60%	40%	100%
Tana River	13	56%	44%	100%
Nairobi	240	52%	48%	100%
Nyeri	51	50%	50%	100%
Lamu	7	44%	56%	100%
Embu	36	39%	61%	100%
Makueni	53	39%	61%	100%
Homabay	53	36%	64%	100%
Kirinyaga	40	36%	64%	100%
Machakos	73	28%	72%	100%
Vihiga	36	26%	74%	100%
Busia	44	24%	76%	100%
Baringo	29	24%	76%	100%
Kakamega	103	23%	77%	100%
Elgeyo Marakwet	21	22%	78%	100%
Mandera	50	19%	81%	100%
Garissa	36	15%	85%	100%
West Pokot	25	13%	87%	100%
Siaya	49	12%	88%	100%
Kericho	45	12%	88%	100%
Kisii	67	11%	89%	100%
Turkana	47	11%	89%	100%

Nandi	44	11%	89%	100%
Migori	49	10%	90%	100%
Isiolo	9	10%	90%	100%
Narok	44	9%	91%	100%
Mombasa	73	9%	91%	100%
Marsabit	16	7%	93%	100%
Uasin Gishu	56	7%	93%	100%
Meru	90	5%	95%	100%
Bungoma	81	5%	95%	100%
Kajiado	43	4%	96%	100%
Trans Nzoia	45	4%	96%	100%
Nakuru	100	4%	96%	100%
Wajir	34	3%	97%	100%
Kilifi	65	3%	97%	100%
Kwale	38	2%	98%	100%
Muranga	65	2%	98%	100%
Taita Taveta	20	0%	100%	100%
Tharaka Nithi	25	0%	100%	100%
Nyandarua	37	0%	100%	100%
Laikipia	25	0%	100%	100%
Nyamira	36	0%	100%	100%
Total	2400	24%	76%	100%

Table 90: Whether respondents are aware of where/how to make a complaint

Counties	Base	Yes	No	Total
Lamu	3	100%	0%	100%
Kilifi	2	100%	0%	100%
Tana River	7	100%	0%	100%
Garissa	5	100%	0%	100%
Wajir	1	100%	0%	100%
Isiolo	1	100%	0%	100%
Embu	14	100%	0%	100%
Machakos	21	100%	0%	100%
Nyeri	26	100%	0%	100%
Samburu	9	100%	0%	100%

Kajiado	2	100%	0%	100%
Nandi	5	100%	0%	100%
Uasin Gishu	4	100%	0%	100%
Nakuru	4	100%	0%	100%
Vihiga	9	100%	0%	100%
Kisumu	37	100%	0%	100%
Bomet	28	96%	4%	100%
Nairobi	125	95%	5%	100%
Makueni	21	90%	10%	100%
Homabay	19	90%	10%	100%
Baringo	7	89%	11%	100%
Kiambu	72	88%	12%	100%
Counties	Base	Yes	No	Total
Elgeyo Marakwet	4	88%	13%	100%
Kakamega	24	88%	13%	100%
Kitui	46	86%	14%	100%
Mandera	10	86%	14%	100%
Kirinyaga	14	80%	20%	100%
Turkana	5	80%	20%	100%
Busia	11	80%	20%	100%
Bungoma	4	75%	25%	100%
Kisii	7	75%	25%	100%
Narok	4	75%	25%	100%
Mombasa	6	71%	29%	100%
Marsabit	1	50%	50%	100%
West Pokot	3	50%	50%	100%
Trans Nzoia	2	50%	50%	100%
Meru	5	40%	60%	100%
Migori	5	40%	60%	100%
Kericho	5	20%	80%	100%
Siaya	6	17%	83%	100%
Kwale	1	0%	100%	100%
Muranga	2	0%	100%	100%

Total	584	89%	11%	100%
Counties	Base	Yes	No	Total
Kilifi	2	100%	0%	100%
Tana River	7	100%	0%	100%
Garissa	5	100%	0%	100%
Wajir	1	100%	0%	100%
Meru	2	100%	0%	100%
Trans Nzoia	1	100%	0%	100%
Embu	14	94%	6%	100%
Busia	8	88%	13%	100%
Kitui	39	70%	30%	100%
Kisumu	37	63%	38%	100%
Nandi	5	60%	40%	100%
Homabay	17	53%	47%	100%
West Pokot	2	50%	50%	100%
Turkana	4	50%	50%	100%
Baringo	6	50%	50%	100%
Kajiado	2	50%	50%	100%
Uasin Gishu	4	50%	50%	100%
Nakuru	4	50%	50%	100%
Kiambu	63	49%	51%	100%
Makueni	19	47%	53%	100%
Vihiga	9	44%	56%	100%
Nairobi	118	43%	57%	100%
Machakos	21	41%	59%	100%
Mombasa	5	40%	60%	100%
Narok	3	33%	67%	100%
Mandera	8	33%	67%	100%
Kirinyaga	11	33%	67%	100%
Bungoma	3	33%	67%	100%
Lamu	3	27%	73%	100%
Bomet	27	19%	81%	100%
Kisii	6	17%	83%	100%
Kakamega	21	5%	95%	100%
Samburu	9	3%	97%	100%

Marsabit	1	0%	100%	100%
Isiolo	1	0%	100%	100%
Nyeri	26	0%	100%	100%
Elgeyo Marakwet	4	0%	100%	100%
Kericho	1	0%	100%	100%
Migori	2	0%	100%	100%
Siaya	1	0%	100%	100%
Total	520	45%	55%	100%

Table 91: Ease of making complaints

Counties	Very hard	Hard	Neither easy nor hard	Easy	Very easy	Mean rating
Trans Nzoia	0%	0%	0%	0%	100%	100.0%
Kisumu	0%	0%	8%	24%	68%	92.0%
Nandi	0%	0%	33%	0%	67%	86.7%
Lamu	0%	0%	0%	75%	25%	85.0%
Mombasa	0%	0%	0%	100%	0%	80.0%
Garissa	0%	0%	25%	50%	25%	80.0%
Turkana	0%	0%	0%	100%	0%	80.0%
Kajiado	0%	0%	0%	100%	0%	80.0%
Bomet	0%	0%	0%	100%	0%	80.0%
Narok	0%	0%	0%	100%	0%	80.0%
Bungoma	0%	0%	0%	100%	0%	80.0%
Kakamega	0%	0%	0%	100%	0%	80.0%
Kisii	0%	0%	0%	100%	0%	80.0%
Tana River	0%	0%	14%	79%	7%	78.6%
Machakos	0%	11%	0%	78%	11%	77.8%
Busia	14%	0%	0%	57%	29%	77.1%
Embu	0%	7%	20%	73%	0%	73.3%
Kilifi	0%	0%	50%	50%	0%	70.0%
Mandera	0%	50%	0%	0%	50%	70.0%
Uasin Gishu	0%	0%	50%	50%	0%	70.0%

Nakuru	0%	0%	50%	50%	0%	70.0%
Vihiga	0%	25%	25%	25%	25%	70.0%
Kitui	0%	0%	58%	39%	3%	69.0%
Makueni	0%	11%	33%	56%	0%	68.9%
Kirinyaga	0%	0%	75%	25%	0%	65.0%
Baringo	0%	50%	0%	25%	25%	65.0%
Kiambu	3%	3%	69%	25%	0%	63.1%
Nairobi	7%	15%	44%	33%	2%	61.5%
Wajir	0%	0%	100%	0%	0%	60.0%
Meru	0%	0%	100%	0%	0%	60.0%
Samburu	0%	0%	100%	0%	0%	60.0%
Homabay	30%	20%	20%	20%	10%	52.0%
West Pokot	0%	100%	0%	0%	0%	40.0%
Total	4%	8%	35%	41%	13%	70.3%

Table 92: Whether complaint was handled well

County	Base	Yes	No	Not sure
Mombasa	2	100%	0%	0%
Lamu	1	100%	0%	0%
Tana River	7	100%	0%	0%
Garissa	5	100%	0%	0%
Makueni	9	100%	0%	0%
Kitui	28	100%	0%	0%
Kirinyaga	4	100%	0%	0%
Turkana	2	100%	0%	0%
Trans Nzoia	1	100%	0%	0%
Samburu	0	100%	0%	0%
Baringo	3	100%	0%	0%
Kajiado	1	100%	0%	0%
Nandi	3	100%	0%	0%
Uasin Gishu	2	100%	0%	0%
Nakuru	2	100%	0%	0%
Bomet	5	100%	0%	0%
Narok	1	100%	0%	0%
Kakamega	1	100%	0%	0%
Bungoma	1	100%	0%	0%
Kisii	1	100%	0%	0%
Embu	13	93%	7%	0%
Machakos	8	89%	11%	0%
Kisumu	23	88%	8%	4%

Busia	7	86%	14%	0%
Nairobi	51	80%	16%	4%
Vihiga	4	75%	0%	25%
Kiambu	31	69%	31%	0%
Homabay	9	60%	30%	10%
Kilifi	2	50%	50%	0%
Mandera	3	50%	50%	0%
Meru	2	50%	50%	0%
Wajir	1	0%	100%	0%
West Pokot	1	0%	0%	100%
Total	234	85%	13%	2%

Table 93: Whether complaints were resolved

County	Base	Yes	No	Not sure	Total
Mombasa	2	100%	0%	0%	100%
Lamu	1	100%	0%	0%	100%
Tana River	7	100%	0%	0%	100%
Garissa	5	100%	0%	0%	100%
Makueni	9	100%	0%	0%	100%
Kirinyaga	4	100%	0%	0%	100%
Turkana	2	100%	0%	0%	100%
Trans Nzoia	1	100%	0%	0%	100%
Samburu	1	100%	0%	0%	100%
Baringo	3	100%	0%	0%	100%
Kajiado	1	100%	0%	0%	100%
Nandi	3	100%	0%	0%	100%
Uasin Gishu	2	100%	0%	0%	100%
Nakuru	2	100%	0%	0%	100%
Bomet	5	100%	0%	0%	100%
Narok	1	100%	0%	0%	100%
Kakamega	1	100%	0%	0%	100%
Bungoma	1	100%	0%	0%	100%
Kisii	1	100%	0%	0%	100%
Kitui	28	97%	0%	3%	100%
Embu	13	93%	7%	0%	100%
Machakos	8	89%	11%	0%	100%
Busia	7	86%	14%	0%	100%
Nairobi	51	82%	16%	2%	100%
Kisumu	23	80%	12%	8%	100%
Vihiga	4	75%	0%	25%	100%
Homabay	9	70%	20%	10%	100%
Kiambu	31	69%	31%	0%	100%
Kilifi	2	50%	0%	50%	100%
Mandera	3	50%	50%	0%	100%
Meru	2	50%	50%	0%	100%
Wajir	1	0%	100%	0%	100%
West Pokot	1	0%	0%	100%	100%

Total	234	84%	12%	3%	100%
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Table 94: Satisfaction rating on how the complain was handled and resolved

County	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Mean rating
Trans Nzoia	0%	0%	0%	0%	100%	100.00%
Kajiado	0%	0%	0%	0%	100%	100.00%
Bungoma	0%	0%	0%	0%	100%	100.00%
Lamu	0%	0%	0%	25%	75%	95.00%
Turkana	0%	0%	0%	50%	50%	90.00%
Uasin Gishu	0%	0%	0%	50%	50%	90.00%
Nakuru	0%	0%	0%	50%	50%	90.00%
Homabay	20%	10%	0%	20%	50%	74.00%
Kisumu	0%	8%	12%	44%	36%	81.60%
Nandi	0%	0%	0%	67%	33%	86.70%
Garissa	0%	0%	0%	75%	25%	85.00%
Kirinyaga	25%	0%	0%	50%	25%	70.00%
Kiambu	13%	9%	16%	41%	22%	70.00%
Bomet	0%	0%	0%	80%	20%	84.00%
Nairobi	2%	13%	18%	49%	18%	73.80%
Busia	0%	14%	0%	71%	14%	77.10%
Kitui	0%	0%	16%	74%	10%	78.70%
Tana River	0%	0%	0%	93%	7%	81.40%
Trans Nzoia	0%	0%	0%	0%	100%	100.00%
Kajiado	0%	0%	0%	0%	100%	100.00%
Bungoma	0%	0%	0%	0%	100%	100.00%
Lamu	0%	0%	0%	25%	75%	95.00%
Turkana	0%	0%	0%	50%	50%	90.00%
Uasin Gishu	0%	0%	0%	50%	50%	90.00%

Nakuru	0%	0%	0%	50%	50%	90.00%
Homabay	20%	10%	0%	20%	50%	74.00%
Kisumu	0%	8%	12%	44%	36%	81.60%
Nandi	0%	0%	0%	67%	33%	86.70%
Garissa	0%	0%	0%	75%	25%	85.00%
Kirinyaga	25%	0%	0%	50%	25%	70.00%
Kiambu	13%	9%	16%	41%	22%	70.00%
Bomet	0%	0%	0%	80%	20%	84.00%
Nairobi	2%	13%	18%	49%	18%	73.80%
Busia	0%	14%	0%	71%	14%	77.10%
Kitui	0%	0%	16%	74%	10%	78.70%
Tana River	0%	0%	0%	93%	7%	81.40%

Table 95: Satisfaction on mobile services Information

County	Service providers informing customers about mobile phone products, services, changes, upgrades, faults or disruptions	Ease of getting information from Mobile Service Providers	Reliability of information from Mobile Service Providers	Mean rating
Baringo	98.80%	99.40%	99.40%	99.20%
Mandera	99.40%	97.80%	97.80%	98.30%
Tana River	96.00%	96.80%	96.80%	96.50%
Laikipia	91.50%	86.90%	91.50%	90.00%
Busia	84.10%	89.20%	87.20%	86.80%
Elgeyo Marakwet	81.10%	90.30%	88.00%	86.50%
Kirinyaga	86.70%	87.20%	84.60%	86.20%
Trans Nzoia	88.60%	84.30%	83.90%	85.60%
Turkana	84.50%	79.60%	82.20%	82.10%
Kiambu	82.30%	81.00%	82.90%	82.10%
Taita Taveta	85.60%	76.90%	82.50%	81.70%
Meru	81.70%	78.50%	83.30%	81.20%
Bungoma	80.80%	83.30%	78.90%	81.00%
Nyeri	81.20%	80.80%	79.60%	80.50%
Machakos	77.90%	82.40%	80.80%	80.40%
Lamu	81.20%	80.00%	79.40%	80.20%

Kakamega	79.10%	79.80%	81.50%	80.10%
Kajiado	80.90%	77.30%	80.00%	79.40%
Kisii	82.30%	78.00%	76.60%	79.00%
Uasin Gishu	79.20%	74.70%	78.50%	77.50%
Bomet	77.40%	80.00%	74.80%	77.40%
Kwale	80.50%	72.00%	79.50%	77.30%
Migori	83.80%	63.80%	82.50%	76.70%
Mombasa	77.70%	74.90%	76.90%	76.50%
Muranga	74.40%	78.10%	76.90%	76.50%
Samburu	78.50%	73.30%	76.90%	76.20%
Homabay	75.30%	78.80%	73.50%	75.90%
Nairobi	74.90%	75.80%	76.10%	75.60%
Kisumu	75.90%	75.60%	73.90%	75.10%
Narok	65.80%	72.30%	85.20%	74.40%
Kericho	78.90%	68.60%	73.50%	73.70%
Nyandarua	73.30%	74.00%	72.00%	73.10%
Kitui	74.10%	68.90%	70.80%	71.30%
West Pokot	58.00%	78.90%	75.00%	70.60%
Isiolo	68.30%	70.30%	67.60%	68.70%
Nakuru	65.60%	70.60%	68.10%	68.10%
Nyamira	64.00%	66.70%	72.00%	67.60%
Makueni	68.50%	64.80%	67.80%	67.00%
Nandi	68.50%	60.00%	63.60%	64.00%
Vihiga	61.90%	62.50%	65.60%	63.30%
Kilifi	64.70%	63.30%	61.10%	63.00%
Embu	58.40%	64.20%	63.70%	62.10%
Marsabit	61.40%	54.30%	69.30%	61.70%
Siaya	57.60%	57.60%	63.60%	59.60%
Tharaka Nithi	58.60%	57.50%	54.50%	56.90%
Wajir	54.10%	51.80%	57.60%	54.50%
Garissa	50.40%	46.40%	47.50%	48.10%
Total	76.30%	75.40%	76.70%	76.20%

Table 96: Satisfaction on mobile services Quality of service

County	Mobile network coverage (signal)	Reliability and quality of 3G and 4G services	Mobile Financial Services like MPESA	Customer care services provided by mobile phone service providers	Mean rating
Mandera	96.10%	97.10%	97.80%	98.90%	97.50%
Laikipia	85.20%	91.90%	86.70%	92.30%	89.00%
Kirinyaga	82.70%	85.30%	96.40%	89.50%	88.50%
Tana River	84.80%	79.20%	96.80%	88.80%	87.40%
Trans Nzoia	86.10%	84.60%	88.20%	84.60%	85.90%
Turkana	87.00%	84.30%	82.60%	81.70%	83.90%
Kiambu	83.00%	83.30%	84.40%	83.10%	83.40%
Elgeyo Marakwet	82.90%	73.70%	93.70%	83.40%	83.40%
Busia	76.90%	80.00%	87.20%	83.60%	81.90%
Meru	81.40%	79.30%	85.40%	81.30%	81.90%
West Pokot	79.00%	81.00%	79.00%	87.40%	81.60%
Baringo	71.20%	55.90%	99.40%	96.50%	80.70%
Taita Taveta	82.50%	76.30%	81.90%	81.90%	80.60%
Lamu	81.20%	81.80%	77.60%	80.60%	80.30%
Machakos	80.50%	75.80%	83.00%	78.90%	79.60%
Nyandarua	74.00%	82.00%	76.00%	86.00%	79.50%
Muranga	78.10%	78.80%	79.40%	81.30%	79.40%
Nyeri	79.20%	75.70%	82.00%	80.00%	79.20%
Kakamega	78.40%	77.60%	80.00%	79.60%	78.90%
Kwale	77.90%	84.00%	74.20%	76.80%	78.30%
Kajiado	76.40%	69.80%	87.30%	79.10%	78.10%
Bungoma	81.10%	69.30%	83.30%	77.50%	77.80%
Kisumu	76.50%	75.60%	76.80%	78.40%	76.80%
Uasin Gishu	70.60%	75.00%	80.00%	79.60%	76.30%
Isiolo	78.10%	69.00%	82.00%	75.00%	76.00%
Kisii	80.30%	73.80%	76.30%	73.20%	75.90%
Nairobi	73.00%	76.50%	77.20%	76.60%	75.80%
Mombasa	75.60%	74.00%	77.20%	76.40%	75.80%
Total	74.50%	73.70%	78.00%	75.80%	75.50%
Samburu	74.90%	75.40%	72.80%	74.40%	74.40%
Migori	67.10%	81.70%	71.30%	74.60%	73.60%
Homabay	70.60%	75.80%	71.80%	76.10%	73.60%
Bomet	74.80%	74.20%	72.30%	72.30%	73.40%
Kitui	68.90%	71.10%	69.80%	68.90%	69.70%
Kericho	69.20%	69.70%	66.50%	73.00%	69.60%

Siaya	64.00%	64.20%	76.80%	66.50%	67.90%
Nakuru	64.60%	59.40%	82.20%	64.50%	67.70%
Nyamira	62.00%	69.70%	63.00%	73.50%	67.10%
Embu	70.00%	68.30%	62.10%	61.60%	65.50%
Nandi	61.80%	61.90%	67.30%	66.10%	64.30%
Narok	66.90%	58.30%	66.20%	62.90%	63.50%
Makueni	64.80%	55.70%	67.80%	61.10%	62.30%
Tharaka Nithi	69.60%	56.00%	67.90%	53.30%	61.70%
Kilifi	59.30%	55.60%	58.90%	60.40%	58.50%
Marsabit	59.30%	60.00%	56.40%	57.90%	58.40%
Vihiga	49.40%	53.80%	57.50%	60.00%	55.20%
Wajir	57.60%	44.70%	60.00%	57.60%	55.00%
Garissa	60.80%	47.00%	66.10%	44.20%	54.50%

Table 97: Satisfaction on mobile services Affordability

County	Cost of mobile phone services including voice, SMS and data	Cost of Mobile Financial Services transactions	Mean rating
Mandera	96.10%	94.40%	95.30%
Baringo	91.20%	91.80%	91.50%
Tana River	89.60%	92.00%	90.80%
Trans Nzoia	82.90%	82.90%	82.90%
West Pokot	77.00%	84.00%	80.50%
Laikipia	77.60%	83.00%	80.30%
Muranga	78.80%	80.00%	79.40%
Turkana	79.10%	79.60%	79.30%
Kakamega	78.90%	79.60%	79.20%
Kwale	75.50%	79.50%	77.50%
Taita Taveta	75.60%	78.80%	77.20%
Lamu	77.10%	76.50%	76.80%
Nyeri	75.20%	74.00%	74.60%
Kiambu	76.30%	72.60%	74.40%
Machakos	74.10%	74.40%	74.30%
Bomet	74.80%	72.90%	73.90%
Kisii	71.80%	73.50%	72.70%
Samburu	71.80%	72.80%	72.30%
Kajiado	72.30%	72.30%	72.30%
Mombasa	72.60%	71.50%	72.10%
Migori	71.30%	72.10%	71.70%
Busia	72.00%	70.50%	71.30%

Uasin Gishu	68.30%	74.00%	71.10%
Busia	72.00%	70.50%	71.30%
Bungoma	74.00%	68.20%	71.10%
Meru	69.60%	72.30%	70.90%
Elgeyo Marakwet	66.90%	73.70%	70.30%
Kitui	68.20%	71.10%	69.70%
Kisumu	67.50%	67.60%	67.60%
Nyamira	62.50%	72.50%	67.50%
Nairobi	66.20%	65.50%	65.80%
Nyandarua	62.00%	66.00%	64.00%
Kericho	64.90%	60.50%	62.70%
Homabay	61.90%	62.70%	62.30%
Nandi	60.00%	59.40%	59.70%
Makueni	57.80%	57.80%	57.80%
Kirinyaga	58.90%	54.90%	56.90%
Nakuru	55.40%	53.90%	54.60%
Marsabit	56.40%	50.00%	53.20%
Kilifi	50.90%	51.30%	51.10%
Wajir	52.90%	48.20%	50.60%
Garissa	47.00%	43.50%	45.20%
Vihiga	40.60%	47.50%	44.10%
Tharaka Nithi	39.00%	45.90%	42.50%
Narok	32.70%	42.90%	37.80%
Siaya	36.00%	38.40%	37.20%
Embu	37.90%	36.30%	37.10%
Isiolo	31.00%	32.30%	31.60%
Total	67.50%	67.70%	67.60%

Table 98: Satisfaction on mobile services Confidentiality

Mandera	99.40%
Baringo	97.60%
Kirinyaga	92.80%
Tana River	91.20%
Elgeyo Marakwet	89.70%
Trans Nzoia	87.60%
Turkana	86.70%
Busia	85.60%

Laikipia	85.40%
Meru	84.60%
Muranga	82.50%
West Pokot	82.00%
Bungoma	81.90%
Taita Taveta	81.90%
Kiambu	81.60%
Machakos	81.60%
Homabay	81.20%
Kakamega	81.10%
Kajiado	80.90%
Narok	80.00%
Mombasa	77.40%
Nyeri	77.20%
Kisumu	76.70%
Samburu	75.90%
Lamu	75.90%
Makueni	75.60%
Bomet	75.50%
Migori	75.00%
Kwale	74.70%
Nairobi	74.00%
Uasin Gishu	72.80%
Nakuru	72.60%
Kisii	72.10%
Nyandarua	72.00%
Kitui	69.50%
Vihiga	69.40%
Nandi	68.50%
Siaya	67.20%
Kilifi	65.50%

Isiolo	64.60%
Tharaka Nithi	64.00%
Kericho	63.80%
Embu	63.20%
Marsabit	62.90%
Wajir	62.40%
Nyamira	61.00%
Garissa	47.00%
Total	77.00%

Table 99: Satisfaction on Internet services Information

County	Service providers informing customers about Internet services, changes, upgrades, faults or disruptions	Ease of getting information from Internet Service Providers	Reliability of information from Internet Service Providers	Mean rating
Mandera	100.00%	100.00%	100.00%	100.00%
Baringo	100.00%	100.00%	100.00%	100.00%
Tana River	93.80%	92.30%	92.30%	92.80%
Turkana	88.80%	89.20%	83.80%	87.30%
Elgeyo Marakwet	86.70%	82.20%	91.10%	86.70%
Kirinyaga	86.30%	87.50%	76.30%	83.30%
Trans Nzoia	90.00%	81.70%	78.30%	83.30%
Laikipia	85.00%	80.00%	85.00%	83.30%
Kilifi	84.30%	81.30%	82.70%	82.80%
Kiambu	84.10%	82.00%	81.10%	82.40%
Kakamega	82.00%	82.50%	81.50%	82.00%
Busia	80.00%	80.00%	82.50%	80.80%
Machakos	78.00%	82.00%	82.00%	80.70%
Muranga	78.50%	80.00%	83.10%	80.50%
Nyeri	83.10%	77.50%	75.80%	78.80%
Taita Taveta	82.50%	81.30%	71.30%	78.30%
Meru	79.30%	74.30%	80.70%	78.10%
Lamu	79.30%	77.90%	75.00%	77.40%
Kisii	81.70%	76.00%	72.80%	76.80%
Mombasa	78.90%	71.90%	78.90%	76.60%
Kisumu	74.70%	76.70%	74.70%	75.40%
Nairobi	73.50%	76.60%	74.50%	74.90%
Nyandarua	72.50%	75.00%	72.50%	73.30%

West Pokot	80.00%	60.00%	80.00%	73.30%
Samburu	80.00%	80.00%	60.00%	73.30%
Kwale	77.40%	62.70%	79.00%	73.00%
Uasin Gishu	78.20%	67.30%	72.70%	72.70%
Kitui	75.70%	67.80%	73.90%	72.50%
Kajiado	68.10%	76.70%	72.40%	72.40%
Migori	76.40%	58.20%	80.00%	71.50%
Homabay	67.40%	79.00%	68.00%	71.50%
Tharaka Nithi	60.00%	85.00%	55.00%	66.70%
Isiolo	65.50%	65.50%	65.50%	65.50%
Nandi	66.00%	66.00%	64.00%	65.30%
Nakuru	61.50%	71.70%	61.50%	64.90%
Bungoma	60.00%	68.60%	65.70%	64.80%
Nyamira	70.00%	64.00%	58.00%	64.00%
Vihiga	56.70%	63.30%	70.00%	63.30%
Kericho	75.00%	50.60%	63.50%	63.00%
Makueni	60.00%	65.60%	57.60%	61.10%
Marsabit	64.00%	52.00%	66.70%	60.90%
Siaya	56.00%	58.00%	62.00%	58.70%
Wajir	50.00%	60.00%	60.00%	56.70%
Embu	47.30%	56.40%	60.00%	54.50%
Garissa	54.30%	54.30%	54.30%	54.30%
Bomet	60.00%	40.00%	60.00%	53.30%
Narok	44.40%	52.00%	37.10%	44.50%
Total	75.50%	75.20%	74.70%	75.10%

Table 100: Satisfaction on Internet services Quality of service

County	Reliability of Internet connectivity	Clarity of audio and video signals	Speed of Internet connections	Mean rating
Mandera	100.00%	96.70%	96.70%	97.80%
Baringo	80.00%	100.00%	80.00%	86.70%
Tana River	90.80%	89.20%	76.90%	85.60%
Turkana	83.80%	84.60%	85.40%	84.60%
Kirinyaga	85.00%	83.80%	85.00%	84.60%
Kiambu	85.00%	81.80%	82.20%	83.00%
Kakamega	80.50%	82.00%	85.00%	82.50%
Elgeyo Marakwet	73.30%	95.60%	77.80%	82.20%
Laikipia	85.00%	80.00%	80.00%	81.70%
Muranga	83.10%	78.50%	81.50%	81.00%
Bomet	80.00%	80.00%	80.00%	80.00%

Trans Nzoia	75.00%	80.00%	83.30%	79.40%
Nyeri	78.80%	77.00%	80.00%	78.60%
Taita Taveta	78.80%	72.50%	81.30%	77.50%
Machakos	78.00%	76.50%	76.00%	76.80%
Mombasa	75.10%	74.60%	80.50%	76.80%
Kilifi	80.00%	81.30%	68.00%	76.40%
Meru	80.00%	76.40%	72.10%	76.20%
Lamu	80.00%	75.70%	71.40%	75.70%
Nairobi	74.80%	75.40%	75.20%	75.10%
Kisumu	74.10%	77.00%	71.10%	74.10%
Kajiado	74.10%	74.60%	72.40%	73.70%
Kwale	68.60%	73.30%	78.10%	73.30%
Isiolo	69.10%	74.50%	76.40%	73.30%
Samburu	80.00%	60.00%	80.00%	73.30%
Kisii	73.60%	69.60%	75.20%	72.80%
Migori	69.10%	67.30%	81.80%	72.70%
Homabay	67.00%	72.00%	70.00%	69.70%
Kitui	67.00%	73.90%	67.00%	69.30%
Nyandarua	70.00%	70.00%	65.00%	68.30%
Uasin Gishu	69.10%	65.50%	65.50%	66.70%
West Pokot	80.00%	60.00%	60.00%	66.70%
Nyamira	68.00%	66.00%	64.00%	66.00%
Bungoma	65.70%	68.60%	60.00%	64.80%
Nakuru	62.90%	68.80%	62.00%	64.60%
Busia	65.00%	72.50%	55.00%	64.20%
Embu	56.40%	63.60%	70.90%	63.60%
Nandi	58.00%	66.00%	64.00%	62.70%
Kericho	54.10%	65.90%	63.80%	61.30%
Siaya	58.00%	66.00%	58.00%	60.70%
Marsabit	60.00%	60.00%	61.30%	60.40%
Makueni	56.00%	66.40%	54.40%	58.90%
Vihiga	50.00%	76.70%	50.00%	58.90%
Narok	62.00%	75.60%	26.00%	54.50%
Garissa	54.30%	54.30%	54.30%	54.30%
Wajir	50.00%	50.00%	60.00%	53.30%
Tharaka Nithi	50.00%	40.00%	35.00%	41.70%
Total	73.80%	75.10%	73.40%	74.10%

Table 101: Satisfaction on Internet services Affordability

County	Mean rating
Mandera	96.70%
Laikipia	90.00%
Muranga	84.60%
Kakamega	83.50%
Trans Nzoia	81.70%
Turkana	81.50%
West Pokot	80.00%
Nyeri	78.20%
Tana River	75.40%
Mombasa	74.60%
Lamu	74.30%
Taita Taveta	73.80%
Kiambu	71.60%
Machakos	71.50%
Kwale	71.40%
Kitui	71.30%
Kisii	71.20%
Migori	69.10%
Nairobi	68.20%
Nyamira	68.00%
Uasin Gishu	67.30%
Kisumu	63.70%
Kilifi	62.70%
Kajiado	61.60%
Samburu	60.00%
Baringo	60.00%
Bomet	60.00%
Homabay	59.00%
Nandi	58.00%
Nyandarua	57.50%
Busia	57.50%
Kericho	56.50%
Meru	55.70%
Wajir	55.00%
Marsabit	54.70%
Garissa	54.30%
Nakuru	52.70%
Kirinyaga	51.30%

Makueni	50.40%
Elgeyo Marakwet	48.90%
Bungoma	48.60%
Isiolo	45.50%
Siaya	34.00%
Vihiga	33.30%
Narok	30.00%
Embu	25.50%
Tharaka Nithi	25.00%
Total	66.20%

Table 102: Satisfaction on Postal services Information

County:	Service provider's informing customers about postal services, changes or disruptions	Ease of getting information from Postal Corporation of Kenya	Reliability of information from Postal Corporation of Kenya	Mean rating
Baringo	100.00%	100.00%	100.00%	100.00%
Kajiado	100.00%	80.00%	80.00%	86.70%
Narok	100.00%	60.00%	100.00%	86.70%
Trans Nzoia	100.00%	80.00%	80.00%	86.70%
Kisii	100.00%	80.00%	80.00%	86.70%
Busia	90.00%	80.00%	80.00%	83.30%
Kisumu	82.90%	80.00%	78.60%	80.50%
Muranga	80.00%	80.00%	80.00%	80.00%
Turkana	90.00%	70.00%	80.00%	80.00%
Elgeyo Marakwet	68.00%	74.00%	92.00%	78.00%
Kiambu	77.80%	78.90%	74.40%	77.00%
Kakamega	80.00%	70.00%	80.00%	76.70%
Uasin Gishu	85.00%	75.00%	65.00%	75.00%
Embu	60.00%	80.00%	80.00%	73.30%
Bomet	70.00%	70.00%	80.00%	73.30%
Kitui	66.70%	66.70%	66.70%	66.70%
Nyeri	80.00%	40.00%	80.00%	66.70%
Bungoma	70.00%	60.00%	70.00%	66.70%
Nyandarua	70.00%	60.00%	60.00%	63.30%
Nairobi	62.70%	61.30%	60.00%	61.30%
Nandi	70.00%	50.00%	60.00%	60.00%
Vihiga	60.00%	60.00%	60.00%	60.00%
Nakuru	73.30%	46.70%	53.30%	57.80%
Kilifi	60.00%	45.00%	60.00%	55.00%
Homabay	40.00%	60.00%	60.00%	53.30%
Makueni	42.50%	47.50%	45.00%	45.00%

Isiolo	40.00%	40.00%	40.00%	40.00%
Total	72.80%	68.40%	70.60%	70.60%

Table 103: Satisfaction on Postal services Quality of service

County	Number of post offices	Reliability of postal services	Confidentiality	Efficiency/Tracking of mail/parcels while enroute	Parcels delivered in good condition and untampered with	Mean rating
Nyeri	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Trans Nzoia	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Baringo	86.70%	100.00%	100.00%	100.00%	86.70%	94.70%
Busia	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%
Muranga	80.00%	80.00%	100.00%	80.00%	100.00%	88.00%
Kisii	80.00%	100.00%	80.00%	80.00%	100.00%	88.00%
Kajiado	80.00%	80.00%	100.00%	80.00%	80.00%	84.00%
Narok	100.00%	100.00%	60.00%	60.00%	100.00%	84.00%
Kisumu	84.30%	80.00%	78.50%	80.00%	80.00%	80.50%
Homabay	80.00%	60.00%	100.00%	80.00%	80.00%	80.00%
Uasin Gishu	80.00%	85.00%	80.00%	73.30%	75.00%	78.70%
Kiambu	82.20%	78.80%	76.70%	76.70%	77.60%	78.40%
Bomet	80.00%	70.00%	80.00%	90.00%	70.00%	78.00%
Kakamega	80.00%	80.00%	70.00%	80.00%	80.00%	78.00%
Elgeyo Marakwet	74.00%	80.00%	94.00%	52.00%	88.00%	77.60%
Turkana	50.00%	70.00%	90.00%	90.00%	70.00%	74.00%
Nyandarua	60.00%	60.00%	70.00%	70.00%	90.00%	70.00%
Kitui	73.30%	73.30%	60.00%	66.70%	73.30%	69.30%
Bungoma	50.00%	80.00%	90.00%	40.00%	80.00%	68.00%
Nairobi	62.70%	66.70%	65.30%	62.70%	64.00%	64.30%
Isiolo	40.00%	40.00%	80.00%	80.00%	80.00%	64.00%
Nandi	60.00%	50.00%	60.00%	70.00%	60.00%	60.00%
Nakuru	53.30%	60.00%	60.00%	60.00%	66.70%	60.00%
Embu	20.00%	40.00%	80.00%	80.00%	60.00%	56.00%
Kilifi	50.00%	50.00%	65.00%	45.00%	60.00%	54.00%
Makueni	42.50%	47.50%	57.50%	48.60%	60.00%	51.20%
Vihiga	40.00%	40.00%	40.00%	40.00%	60.00%	44.00%
Total	71.00%	72.50%	74.90%	70.20%	75.60%	72.80%

Table 104: Satisfaction on Postal services timeliness

County	Mean Rating
Mandera	100.00%

Kajiado	100.00%
Elgeyo Marakwet	93.30%
Uasin Gishu	86.70%
Vihiga	85.00%
Trans Nzoia	82.50%
Isiolo	80.00%
Meru	80.00%
Bomet	80.00%
Kericho	80.00%
Kakamega	80.00%
Migori	77.10%
Kisumu	77.10%
Homabay	76.70%
Kisii	75.00%
Kiambu	74.40%
Kilifi	73.30%
Nyeri	66.70%
Makueni	65.00%
Bungoma	60.00%
Nairobi	57.10%
Nandi	50.00%
Nakuru	40.00%
Embu	20.00%
Narok	20.00%
Total	74.40%

Table 105: Satisfaction on Postal services Affordability

Nyeri	100.00%
Trans Nzoia	100.00%
Baringo	100.00%
Narok	100.00%
Homabay	100.00%
Turkana	90.00%
Busia	90.00%
Kiambu	81.30%
Isiolo	80.00%

Muranga	80.00%
Kajiado	80.00%
Bomet	80.00%
Vihiga	80.00%
Kakamega	80.00%
Elgeyo Marakwet	78.00%
Kisumu	77.10%
Bungoma	70.00%
Kitui	66.70%
Uasin Gishu	65.00%
Makueni	62.90%
Nairobi	62.70%
Kilifi	60.00%
Embu	60.00%
Nyandarua	60.00%
Nandi	60.00%
Nakuru	60.00%
Kisii	60.00%
Total	73.90%

Table 106: Satisfaction on Courier services Information

County:	Service providers informing customers about courier services, changes, faults or disruptions	Ease of getting information from courier companies	Reliability of information from courier companies	Mean rating
Mandera	100.00%	100.00%	100.00%	100.00%
Kajiado	80.00%	80.00%	100.00%	86.70%
Narok	100.00%	100.00%	100.00%	100.00%
Kericho	80.00%	20.00%	100.00%	66.70%
Kakamega	80.00%	0.00%	100.00%	60.00%
Elgeyo Marakwet	80.00%	83.30%	90.00%	84.40%
Bomet	100.00%	100.00%	90.00%	96.70%
Nyeri	66.70%	73.30%	86.70%	75.60%
Uasin Gishu	86.70%	73.30%	86.70%	82.20%
Trans Nzoia	80.00%	80.00%	85.00%	81.70%
Meru	80.00%	76.00%	84.00%	80.00%

Embu	40.00%	80.00%	80.00%	66.70%
Vihiga	80.00%	80.00%	80.00%	80.00%
Migori	77.10%	74.30%	80.00%	77.10%
Kisumu	77.10%	75.70%	77.10%	76.70%
Kilifi	70.00%	70.00%	76.70%	72.20%
Homabay	64.00%	50.00%	73.30%	62.40%
Kisii	75.00%	75.00%	70.00%	73.30%
Kiambu	67.80%	72.20%	69.40%	69.80%
Nairobi	60.00%	65.70%	62.90%	62.90%
Isiolo	60.00%	60.00%	60.00%	60.00%
Makueni	50.00%	55.00%	55.00%	53.30%
Nandi	50.00%	60.00%	50.00%	53.30%
Bungoma	40.00%	80.00%	40.00%	53.30%
Nakuru	60.00%	20.00%	20.00%	33.30%
Total	72.30%	72.10%	75.70%	73.40%

Table 107: Satisfaction on Courier services Quality of service

County:	Availability of courier companies	Reliability of courier companies	Confidentiality	Efficiency/ Tracking of parcels/cargo while en route	Parcels/cargo delivered in good condition and untampered with	Mean rating
Mandera	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Kajiado	100.00%	80.00%	100.00%	100.00%	100.00%	96.00%
Bomet	90.00%	90.00%	90.00%	90.00%	90.00%	90.00%
Elgeyo Marakwet	90.00%	86.70%	93.30%	86.70%	90.00%	89.30%
Trans Nzoia	87.50%	90.00%	87.50%	87.50%	87.50%	88.00%
Meru	88.00%	84.00%	84.00%	84.00%	92.00%	86.40%
Narok	20.00%	100.00%	100.00%	100.00%	100.00%	84.00%
Vihiga	75.00%	80.00%	90.00%	85.00%	80.00%	82.00%
Nyeri	86.70%	73.30%	80.00%	73.30%	93.30%	81.30%
Uasin Gishu	73.30%	86.70%	80.00%	93.30%	73.30%	81.30%
Isiolo	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%
Homabay	70.00%	83.30%	86.70%	80.00%	80.00%	80.00%
Kisumu	75.70%	77.10%	78.60%	78.60%	78.60%	77.70%
Kilifi	70.00%	66.70%	83.30%	80.00%	80.00%	76.00%
Kakamega	100.00%	80.00%	60.00%	80.00%	40.00%	72.00%
Migori	62.90%	74.30%	80.00%	65.70%	74.30%	71.40%
Kiambu	71.10%	75.60%	64.40%	72.20%	64.40%	69.60%
Nairobi	62.90%	65.70%	68.60%	71.40%	68.60%	67.40%
Kisii	60.00%	70.00%	60.00%	60.00%	75.00%	65.00%
Kericho	60.00%	60.00%	80.00%	40.00%	60.00%	60.00%

Nandi	60.00%	50.00%	70.00%	50.00%	60.00%	58.00%
Bungoma	40.00%	60.00%	40.00%	100.00%	40.00%	56.00%
Nakuru	60.00%	40.00%	60.00%	60.00%	40.00%	52.00%
Makueni	30.00%	55.00%	50.00%	35.00%	70.00%	48.00%
Embu	20.00%	20.00%	80.00%	60.00%	40.00%	44.00%
Total	71.30%	75.40%	76.40%	75.30%	75.70%	74.80%

Table 108: Satisfaction on Courier services Timeliness

County	Mean Rating
Mandera	100.00%
Kajiado	100.00%
Elgeyo Marakwet	93.30%
Uasin Gishu	86.70%
Vihiga	85.00%
Trans Nzoia	82.50%
Isiolo	80.00%
Meru	80.00%
Bomet	80.00%
Kericho	80.00%
Kakamega	80.00%
Migori	77.10%
Kisumu	77.10%
Homabay	76.70%
Kisii	75.00%
Kiambu	74.40%
Kilifi	73.30%
Nyeri	66.70%
Makueni	65.00%
Bungoma	60.00%
Nairobi	57.10%
Nandi	50.00%
Nakuru	40.00%
Embu	20.00%
Narok	20.00%
Total	74.40%

Table 109: Satisfaction on Courier services Affordability

County	Mean Rating
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Trans Nzoia	100.0%
Baringo	100.0%
Narok	100.0%
Homabay	100.0%
Garissa	90.0%
Wajir	90.0%
Turkana	90.0%
Busia	90.0%
Kiambu	81.3%
Isiolo	80.0%
Muranga	80.0%
Bomet	80.0%
Kakamega	80.0%
Vihiga	80.0%
Nakuru	80.0%
Elgeyo Marakwet	78.0%
Kisumu	77.1%
Kajiado	70.0%
Bungoma	70.0%
Kitui	66.7%
Uasin Gishu	65.0%
Makueni	62.9%
Nairobi	62.7%
Kilifi	60.0%
Embu	60.0%
Nandi	60.0%
Kisii	60.0%
Total	75.3%

County	Base	Yes	No	Total
Bomet	2	100%	0%	100%
Makueni	5	80%	20%	100%
Uasin Gishu	3	67%	33%	100%
Kisumu	13	57%	43%	100%
Kiambu	17	44%	56%	100%
Nairobi	6	43%	57%	100%
Elgeyo Marakwet	3	33%	67%	100%
Vihiga	4	25%	75%	100%
Kilifi	5	17%	83%	100%
Migori	7	14%	86%	100%
Mandera	1	0%	100%	100%
Isiolo	1	0%	100%	100%

Embu	1	0%	100%	100%
Meru	5	0%	100%	100%
Nyeri	3	0%	100%	100%
Trans Nzoia	6	0%	100%	100%
Kajiado	1	0%	100%	100%
Nandi	2	0%	100%	100%
Nakuru	1	0%	100%	100%
Narok	1	0%	100%	100%
Kericho	1	0%	100%	100%
Kakamega	1	0%	100%	100%
Bungoma	1	0%	100%	100%
Homabay	5	0%	100%	100%
Kisii	4	0%	100%	100%
Total	100	30%	70%	100%

Table 110: Whether respondents have made a purchase online

County	Base	Yes	No	Total
Isiolo	1	100%	0%	100%
Embu	1	100%	0%	100%
Kajiado	1	100%	0%	100%
Bomet	2	100%	0%	100%
Narok	1	100%	0%	100%
Bungoma	1	100%	0%	100%
Migori	7	100%	0%	100%
Kiambu	17	89%	11%	100%
Kisumu	13	86%	14%	100%
Makueni	5	80%	20%	100%
Kisii	4	75%	25%	100%
Nairobi	6	71%	29%	100%
Uasin Gishu	3	67%	33%	100%
Elgeyo Marakwet	3	67%	33%	100%
Trans Nzoia	6	63%	38%	100%
Kilifi	5	33%	67%	100%
Homabay	5	17%	83%	100%

Mandera	1	0%	100%	100%
Meru	5	0%	100%	100%
Nyeri	3	0%	100%	100%
Nandi	2	0%	100%	100%
Nakuru	1	0%	100%	100%
Kericho	1	0%	100%	100%
Kakamega	1	0%	100%	100%
Vihiga	4	0%	100%	100%
Total	100	62%	38%	100%

Table III: Whether it was delivered by a licensed courier operator

County	Base	Yes	No	Not sure	Total
Isiolo	1	100%	0%	0%	100%
Embu	1	100%	0%	0%	100%
Makueni	4	100%	0%	0%	100%
Elgeyo Marakwet	2	100%	0%	0%	100%
Kajiado	1	100%	0%	0%	100%
Uasin Gishu	2	100%	0%	0%	100%
Bomet	2	100%	0%	0%	100%
Narok	1	100%	0%	0%	100%
Kisii	3	100%	0%	0%	100%
Nairobi	5	100%	0%	0%	100%
Trans Nzoia	4	60%	0%	40%	100%
Kisumu	11	50%	0%	50%	100%
Migori	7	29%	0%	71%	100%
Kiambu	16	13%	6%	81%	100%
Kilifi	2	0%	0%	100%	100%
Bungoma	1	0%	0%	100%	100%
Homabay	1	0%	0%	100%	100%
Total	62	52%	2%	46%	100%

Table II2: Whether respondents listen to radio

County	Base	Yes	No	Total
Kwale	1	100%	0%	100%
Lamu	4	100%	0%	100%
Taita Taveta	20	100%	0%	100%
Kilifi	52	100%	0%	100%

Tana River	9	100%	0%	100%
Mandera	26	100%	0%	100%
Wajir	24	100%	0%	100%
Marsabit	9	100%	0%	100%
Isiolo	6	100%	0%	100%
Makueni	52	100%	0%	100%
Tharaka Nithi	18	100%	0%	100%
Machakos	69	100%	0%	100%
Kitui	50	100%	0%	100%
Nyeri	40	100%	0%	100%
Muranga	49	100%	0%	100%
Elgeyo Marakwet	13	100%	0%	100%
Kajiado	42	100%	0%	100%
Bomet	13	100%	0%	100%
Vihiga	34	100%	0%	100%
Homabay	30	100%	0%	100%
Migori	44	100%	0%	100%
Siaya	47	100%	0%	100%
Nyamira	8	100%	0%	100%
Meru	57	98%	2%	100%
Kwale	1	100%	0%	100%
Lamu	4	100%	0%	100%
Taita Taveta	20	100%	0%	100%
Kilifi	52	100%	0%	100%
Tana River	9	100%	0%	100%
Mandera	26	100%	0%	100%
Wajir	24	100%	0%	100%
Marsabit	9	100%	0%	100%
Isiolo	6	100%	0%	100%
Makueni	52	100%	0%	100%
Tharaka Nithi	18	100%	0%	100%
Machakos	69	100%	0%	100%
Kitui	50	100%	0%	100%
Nyeri	40	100%	0%	100%
Muranga	49	100%	0%	100%
Elgeyo Marakwet	13	100%	0%	100%

Kajiado	42	100%	0%	100%
Bomet	13	100%	0%	100%
Vihiga	34	100%	0%	100%
Homabay	30	100%	0%	100%
Migori	44	100%	0%	100%
Siaya	47	100%	0%	100%
Nyamira	8	100%	0%	100%
Meru	57	98%	2%	100%

Table 113: What respondents use to listen to radio

County	Base	Radio set	Phone	Tv/set top box/dstv	Computer/laptop	Others
Kwale	1	100%	0%	0%	0%	0%
Garissa	13	100%	0%	0%	0%	0%
Muranga	49	100%	34%	0%	3%	0%
Nyandarua	24	100%	20%	0%	0%	0%
Nandi	28	100%	27%	3%	7%	0%
Laikipia	10	100%	0%	25%	8%	0%
Vihiga	34	100%	3%	13%	0%	0%
Nyeri	40	97%	38%	0%	0%	0%
Homabay	30	97%	18%	3%	3%	0%
Taita Taveta	20	97%	6%	0%	3%	0%
Kitui	50	96%	36%	20%	9%	0%
Siaya	47	96%	2%	0%	0%	21%
Tharaka Nithi	18	95%	5%	0%	0%	0%
Wajir	24	95%	5%	0%	0%	0%
Machakos	69	95%	40%	0%	0%	0%
Meru	56	93%	28%	2%	0%	0%
Bomet	13	92%	23%	0%	0%	0%
Busia	26	92%	24%	0%	0%	0%
Elgeyo Marakwet	13	92%	42%	8%	0%	0%
Kakamega	60	92%	28%	8%	2%	0%
Embu	26	90%	10%	3%	3%	0%
Kisii	54	90%	31%	0%	0%	2%
Mandera	26	89%	21%	0%	0%	0%
Nakuru	57	89%	25%	8%	0%	0%
Nairobi	167	89%	30%	3%	3%	0%

Migori	44	89%	49%	2%	0%	0%
Lamu	4	89%	33%	6%	0%	0%
Nyamira	8	89%	22%	0%	0%	0%
Narok	25	88%	12%	4%	0%	0%
Bungoma	49	88%	44%	0%	0%	0%
Kirinyaga	22	87%	35%	13%	0%	4%
Kericho	24	86%	36%	0%	0%	0%
Marsabit	9	82%	71%	0%	0%	0%
Uasin Gishu	34	78%	31%	31%	6%	0%
Isiolo	6	77%	23%	0%	0%	0%
Kisumu	33	77%	89%	51%	14%	0%
Makueni	52	75%	55%	25%	13%	0%
Kiambu	96	72%	42%	3%	1%	0%
Mombasa	57	67%	60%	2%	5%	0%
Tana River	9	65%	59%	0%	0%	0%
Trans Nzoia	28	63%	26%	14%	3%	0%
West Pokot	6	63%	63%	0%	0%	0%
Kilifi	52	61%	60%	0%	4%	0%
Kajiado	42	55%	57%	9%	4%	17%
Turkana	20	50%	65%	5%	0%	0%
Baringo	9	33%	83%	0%	0%	0%
Total	1585	86%	34%	6%	2%	1%

Table 114: Satisfaction on Radio broadcast services Information

County	Radio broadcasters inform their listeners about radio broadcast services, changes, faults or disruptions	Radio stations identifying themselves to their listeners	Radio stations have feedback mechanisms for their listeners	Genuineness of information provided by radio stations	Ease of accessing/reaching radio stations	Reliability of information from radio stations	Mean rating
Mandera	98.9%	100.0%	97.9%	98.9%	100.0%	98.9%	99.1%
Tana River	97.6%	100.0%	98.8%	98.8%	92.9%	95.3%	97.3%
Baringo	100.0%	100.0%	95.0%	88.3%	85.0%	100.0%	94.7%
Narok	84.0%	99.1%	78.3%	94.0%	89.2%	94.5%	89.9%
Kirinyaga	94.3%	96.5%	83.8%	81.7%	92.2%	87.8%	89.4%
Kwale	100.0%	60.0%	0.0%	0.0%	100.0%	0.0%	86.7%

Elgeyo Marakwet	83.3%	88.3%	84.2%	90.8%	82.5%	90.0%	86.5%
Laikipia	76.4%	88.3%	88.3%	90.0%	90.0%	86.0%	86.5%
Trans Nzoia	87.3%	84.6%	85.9%	86.3%	84.6%	85.7%	85.7%
Busia	82.4%	85.6%	85.6%	87.2%	81.6%	83.2%	84.3%
Meru	85.6%	87.5%	84.7%	79.3%	76.7%	87.2%	83.5%
Kakamega	81.7%	83.7%	81.3%	83.7%	82.0%	83.3%	82.6%
Kiambu	80.8%	80.2%	82.0%	86.3%	81.6%	81.6%	82.1%
Kajiado	89.4%	89.8%	84.3%	77.4%	73.2%	78.3%	82.1%
Homabay	73.9%	87.3%	77.0%	80.6%	83.6%	81.8%	80.7%
Bomet	81.5%	81.5%	78.5%	83.1%	81.5%	76.9%	80.5%
Nyeri	81.0%	81.0%	77.4%	79.5%	82.1%	76.9%	79.7%
Machakos	79.2%	82.7%	78.6%	77.8%	80.8%	78.6%	79.6%
Bungoma	78.8%	85.4%	81.3%	75.4%	76.7%	78.8%	79.4%
Kisumu	79.4%	78.9%	77.7%	80.0%	75.4%	81.1%	78.8%
Muranga	79.4%	79.4%	78.8%	80.0%	75.6%	79.4%	78.8%
Taita Taveta	88.8%	76.9%	73.8%	77.5%	78.1%	71.9%	77.8%
Nairobi	78.6%	78.5%	76.1%	76.7%	76.1%	78.0%	77.3%
Siaya	77.5%	80.8%	79.2%	77.5%	68.8%	78.3%	77.0%
Uasin Gishu	80.6%	82.8%	82.2%	75.6%	65.1%	74.4%	76.8%
Kitui	80.0%	74.6%	76.8%	75.0%	74.3%	76.1%	76.1%
Turkana	79.0%	77.0%	73.0%	74.0%	73.0%	78.0%	75.7%
Migori	84.4%	63.1%	83.1%	66.2%	84.9%	72.0%	75.6%
Lamu	77.8%	75.6%	68.9%	72.2%	77.8%	80.0%	75.4%
West Pokot	67.5%	80.0%	72.5%	80.0%	74.3%	77.1%	75.2%
Kisii	83.1%	82.1%	69.0%	72.8%	72.1%	70.0%	74.8%
Mombasa	76.8%	67.3%	75.6%	71.7%	72.4%	73.0%	72.8%
Nandi	69.3%	75.3%	72.7%	70.0%	64.7%	72.0%	70.7%
Kericho	82.9%	64.5%	71.8%	66.4%	73.6%	63.6%	70.5%
Kilifi	72.3%	72.6%	69.5%	69.1%	69.5%	67.0%	70.0%
Nyandarua	73.3%	69.3%	73.3%	69.3%	68.0%	65.3%	69.8%
Embu	65.3%	68.0%	61.3%	70.0%	72.1%	77.3%	69.0%
Isiolo	66.3%	67.4%	67.4%	70.0%	64.0%	69.1%	67.4%
Vihiga	68.8%	70.0%	65.6%	75.6%	46.9%	73.8%	66.8%
Nakuru	61.2%	78.2%	60.9%	67.1%	61.2%	63.7%	65.4%
Nyamira	55.6%	66.7%	73.3%	62.2%	73.3%	60.0%	65.2%
Marsabit	61.2%	65.9%	56.5%	67.1%	61.2%	70.6%	63.7%
Makueni	54.7%	74.7%	55.3%	67.5%	57.3%	70.2%	63.3%
Garissa	58.0%	64.0%	58.0%	68.0%	56.0%	64.0%	61.3%
Tharaka Nithi	55.5%	70.0%	60.0%	65.6%	48.8%	68.0%	61.3%

Wajir	51.4%	57.1%	48.6%	58.1%	50.5%	59.0%	54.1%
Total	77.6%	79.1%	76.0%	76.7%	74.6%	77.0%	76.8%

Table 115: Satisfaction on Radio broadcast services Quality of service

County	Quality of radio stations signal (no interference) Mean Rating
Mandera	97.9%
Tana River	94.1%
Elgeyo Marakwet	86.7%
Kajiado	85.5%
Kakamega	84.3%
Meru	83.6%
Laikipia	83.3%
Kiambu	82.6%
Kirinyaga	81.7%
Narok	81.7%
Nyeri	81.5%
Homabay	81.3%
Trans Nzoia	80.0%
Kwale	80.0%
Muranga	79.4%
Bungoma	78.8%
Bomet	78.5%
Busia	78.4%
Taita Taveta	78.1%
Machakos	77.8%
Migori	77.8%
West Pokot	77.1%
Isiolo	75.5%
Kisumu	75.4%
Kitui	75.0%
Nairobi	74.7%
Turkana	74.0%
Kisii	73.4%
Nyamira	71.1%
Kericho	70.9%
Embu	70.7%
Kilifi	70.5%
Lamu	70.0%

Uasin Gishu	69.4%
Mombasa	68.3%
Nyandarua	66.7%
Vihiga	65.6%
Nandi	64.7%
Makueni	63.4%
Baringo	63.3%
Siaya	62.5%
Nakuru	60.9%
Garissa	60.0%
Tharaka Nithi	60.0%
Marsabit	56.5%
Wajir	51.4%
Total	74.8%

Table 116: Satisfaction on Radio broadcast services Content

County	How satisfied are you with the content aired by radio station	Professionalism/expertise/knowledge of radio broadcasters' staff	Mean rating
Mandera	98.9%	96.8%	97.9%
Tana River	96.5%	96.5%	96.5%
Baringo	91.7%	96.7%	94.2%
Narok	87.6%	99.0%	93.3%
Elgeyo Marakwet	96.7%	89.2%	92.9%
Kirinyaga	89.6%	88.7%	89.1%
Homabay	86.7%	90.3%	88.5%
Busia	88.0%	88.0%	88.0%
Meru	86.6%	87.2%	86.9%
Laikipia	86.0%	86.0%	86.0%
West Pokot	80.0%	90.0%	85.0%
Muranga	85.0%	83.1%	84.1%
Trans Nzoia	82.3%	85.1%	83.7%
Kajiado	80.9%	86.4%	83.6%
Kiambu	82.8%	81.4%	82.1%
Kakamega	79.3%	82.4%	80.9%
Machakos	78.1%	81.9%	80.0%
Nyeri	81.5%	77.4%	79.5%
Siaya	77.5%	79.6%	78.5%
Bungoma	76.3%	79.2%	77.7%

Taita Taveta	77.5%	77.5%	77.5%
Bomet	76.9%	75.4%	76.2%
Lamu	75.6%	76.7%	76.1%
Nairobi	75.1%	77.0%	76.1%
Turkana	78.0%	73.7%	75.8%
Uasin Gishu	73.9%	77.8%	75.8%
Kisumu	75.4%	76.0%	75.7%
Migori	70.2%	80.4%	75.3%
Kitui	74.3%	74.6%	74.5%
Isiolo	74.3%	72.6%	73.5%
Mombasa	74.9%	71.7%	73.3%
Kisii	72.8%	73.8%	73.3%
Vihiga	67.5%	76.8%	72.1%
Makueni	69.1%	74.3%	71.7%
Embu	72.7%	68.0%	70.3%
Nandi	68.7%	69.3%	69.0%
Nyandarua	66.7%	69.3%	68.0%
Kericho	65.5%	70.0%	67.7%
Nakuru	64.3%	70.5%	67.4%
Kilifi	66.0%	65.6%	65.8%
Marsabit	63.5%	58.8%	61.2%
Nyamira	53.3%	68.9%	61.1%
Garissa	58.0%	64.0%	61.0%
Tharaka Nithi	68.6%	44.0%	56.3%
Wajir	57.1%	53.3%	55.2%
Total	76.5%	78.0%	77.2%

Table 117: Awareness of watershed period

County	Base	Yes	No	Total
Bomet	13	92%	8%	100%
Kitui	50	91%	9%	100%
Tana River	9	88%	12%	100%
Nyandarua	24	87%	13%	100%
Kisumu	33	83%	17%	100%
Siaya	47	79%	21%	100%
Vihiga	34	72%	28%	100%
Bungoma	49	71%	29%	100%
Turkana	20	70%	30%	100%

Homabay	30	70%	30%	100%
Machakos	69	68%	32%	100%
Kiambu	96	68%	32%	100%
Meru	56	66%	34%	100%
Kirinyaga	22	65%	35%	100%
Trans Nzoia	28	63%	37%	100%
Nairobi	167	60%	40%	100%
Busia	26	60%	40%	100%
Kilifi	52	60%	40%	100%
Mandera	26	58%	42%	100%
Uasin Gishu	34	56%	44%	100%
Kakamega	60	55%	45%	100%
Nandi	28	53%	47%	100%
Marsabit	9	53%	47%	100%
Kajiado	42	51%	49%	100%
Mombasa	57	51%	49%	100%
Laikipia	10	50%	50%	100%
Garissa	13	40%	60%	100%
Makueni	52	40%	60%	100%
West Pokot	6	38%	63%	100%
Narok	25	35%	65%	100%
Kisii	54	33%	67%	100%
Kericho	24	32%	68%	100%
Elgeyo Marakwet	13	29%	71%	100%
Embu	26	27%	73%	100%
Muranga	49	25%	75%	100%
Nakuru	57	25%	75%	100%
Migori	44	22%	78%	100%
Lamu	4	22%	78%	100%
Tharaka Nithi	18	18%	82%	100%
Baringo	9	17%	83%	100%
Wajir	24	14%	86%	100%
Kwale	1	0%	100%	100%
Taita Taveta	20	0%	100%	100%
Isiolo	6	0%	100%	100%

Nyeri	40	0%	100%	100%
Samburu	0	0%	0%	100%
Nyamira	8	0%	100%	100%
Total	1585	53%	47%	100%

Table 118: Whether respondents watch TV

County	Base	Yes	No	Total
Lamu	5	100%	0%	100%
Mandera	10	100%	0%	100%
Marsabit	12	100%	0%	100%
Embu	21	100%	0%	100%
Machakos	41	100%	0%	100%
Nyeri	44	100%	0%	100%
Nyandarua	30	100%	0%	100%
Elgeyo Marakwet	9	100%	0%	100%
Kajiado	37	100%	0%	100%
Laikipia	10	100%	0%	100%
Uasin Gishu	36	100%	0%	100%
Busia	16	100%	0%	100%
Siaya	26	100%	0%	100%
Nairobi	187	100%	0%	100%
Kisumu	46	98%	2%	100%
Kakamega	42	98%	2%	100%
Nakuru	67	97%	3%	100%
Taita Taveta	20	97%	3%	100%
Bungoma	33	97%	3%	100%
Mombasa	55	97%	3%	100%
Trans Nzoia	23	96%	4%	100%
Makueni	25	96%	4%	100%
Isiolo	7	96%	4%	100%
Kwale	20	95%	5%	100%
Meru	38	95%	5%	100%
Muranga	28	94%	6%	100%
Kirinyaga	17	94%	6%	100%
Narok	17	94%	6%	100%

Migori	17	94%	6%	100%
Kitui	44	94%	6%	100%
Bomet	17	94%	6%	100%
Vihiga	17	94%	6%	100%
Tana River	7	93%	7%	100%
Tharaka Nithi	11	93%	7%	100%
Kiambu	89	92%	8%	100%
Turkana	24	92%	8%	100%
Nandi	21	91%	9%	100%
Garissa	13	90%	10%	100%
Homabay	17	89%	11%	100%
Baringo	7	89%	11%	100%
Wajir	9	88%	13%	100%
Kericho	9	88%	13%	100%
Kilifi	42	87%	13%	100%
Nyamira	6	86%	14%	100%
Kisii	35	84%	16%	100%
West Pokot	1	0%	100%	100%
Samburu	0	0%	0%	0%
Total	1308	96%	4%	100%

Table 119: What respondents use to watch TV

	Base	Pay TV Set Top Boxes/Decoders)	Free to Air Set Top Box (Decoders)	Integrated Digital TV
Taita Taveta	19	100%	0%	0%
Tana River	7	100%	0%	0%
Isiolo	6	100%	0%	0%
Turkana	22	100%	0%	0%
Nyamira	5	100%	0%	0%
Bomet	16	93%	7%	0%
Machakos	41	91%	5%	5%
Mandera	10	86%	29%	0%
Tharaka Nithi	11	85%	15%	0%
Kisumu	46	84%	49%	47%
Siaya	26	77%	8%	8%
Kwale	19	76%	14%	10%
Vihiga	16	73%	33%	0%

Wajir	8	71%	43%	0%
Muranga	26	71%	100%	71%
Busia	16	67%	33%	7%
Nandi	19	65%	50%	0%
Bungoma	32	61%	23%	23%
Mombasa	53	58%	42%	2%
Nairobi	186	57%	23%	24%
Uasin Gishu	36	54%	26%	36%
Migori	16	50%	31%	25%
Homabay	15	47%	41%	12%
Kiambu	82	45%	34%	28%
Kericho	8	43%	71%	14%
Nyandarua	30	42%	58%	5%
Narok	16	41%	35%	24%
Kajiado	37	40%	24%	36%
Kakamega	41	39%	68%	12%
Baringo	6	38%	63%	0%
Nyeri	44	37%	63%	5%
Kitui	41	37%	85%	70%
Kirinyaga	16	35%	24%	41%
Elgeyo Marakwet	9	35%	47%	18%
Embu	21	33%	67%	4%
Trans Nzoia	22	33%	48%	26%
Kisii	29	26%	74%	3%
Makueni	24	25%	83%	0%
Nakuru	65	22%	78%	7%
Kilifi	37	20%	66%	29%
Meru	36	15%	77%	5%
Lamu	5	15%	0%	89%
Marsabit	12	14%	38%	62%
Garissa	12	0%	0%	100%
Laikipia	10	0%	100%	0%
Total	1255	51%	42%	20%

Table 120: Current Mobile Service Provider

County	Base	Safaricom	Airtel	Telkom Kenya (formerly orange)	Total
Marsabit	15	100%	0%	0%	100%
Isiolo	9	100%	0%	0%	100%
Samburu	11	97%	3%	0%	100%
Embu	33	97%	3%	0%	100%
Bungoma	74	97%	3%	0%	100%
Mandera	50	97%	3%	0%	100%
Taita Taveta	20	97%	3%	0%	100%
Vihiga	34	97%	3%	0%	100%
Bomet	32	97%	3%	0%	100%
Turkana	47	96%	2%	2%	100%
Nyamira	35	95%	5%	0%	100%
Kakamega	92	95%	5%	0%	100%
Lamu	7	94%	6%	0%	100%
Wajir	19	94%	0%	6%	100%
Kajiado	39	93%	7%	0%	100%
Kisii	66	93%	7%	0%	100%
Trans Nzoia	45	93%	5%	2%	100%
Kilifi	50	93%	7%	0%	100%
Garissa	36	93%	4%	4%	100%
Mombasa	71	91%	8%	1%	100%
Tharaka Nithi	25	90%	10%	0%	100%
Nakuru	95	90%	8%	2%	100%
Kericho	41	89%	11%	0%	100%
Laikipia	22	89%	11%	0%	100%
Kitui	55	89%	11%	0%	100%
Baringo	26	88%	3%	9%	100%
Siaya	49	88%	12%	0%	100%
Kirinyaga	38	88%	13%	0%	100%
Makueni	53	87%	13%	0%	100%
Uasin Gishu	49	87%	11%	2%	100%
Busia	42	85%	13%	0%	100%
Nairobi	223	84%	13%	2%	100%
Tana River	13	84%	8%	4%	100%
Migori	47	81%	17%	2%	100%
Meru	89	80%	11%	6%	100%
Nyandarua	16	80%	20%	0%	100%

Homabay	47	79%	21%	0%	100%
Nyeri	51	78%	16%	4%	100%
Elgeyo Marakwet	19	77%	17%	6%	100%
Narok	31	75%	9%	16%	100%
Kiambu	119	73%	22%	5%	100%
Muranga	49	69%	22%	3%	100%
Nandi	33	69%	29%	3%	100%
West Pokot	16	65%	30%	0%	100%
Machakos	71	64%	29%	5%	100%
Kwale	38	59%	37%	5%	100%
Kisumu	59	57%	30%	13%	100%
Total	2201	85%	12%	2%	100%

Table 121: Factors Considered When Choosing The Main Mobile Service Provider

County	Base	Coverage	Services provided(eg mpesa, internet)	Quality Service	Pricing/Tariffs	Promotions	Others	Total
Isiolo	9	100%	26%	32%	23%	0%	0%	100%
Marsabit	15	96%	29%	54%	50%	25%	0%	100%
Turkana	47	96%	78%	26%	28%	20%	0%	100%
Taita Taveta	20	94%	100%	31%	16%	16%	0%	100%
Nyamira	35	93%	50%	58%	10%	58%	0%	100%
Tharaka Nithi	25	90%	90%	7%	10%	7%	0%	100%
Makueni	53	85%	83%	57%	52%	41%	2%	100%
Nakuru	95	83%	67%	34%	18%	20%	0%	100%
Migori	47	79%	71%	31%	38%	21%	0%	100%
Kericho	41	76%	45%	76%	39%	42%	0%	100%
Machakos	71	76%	56%	40%	56%	35%	0%	100%
Embu	33	74%	92%	24%	0%	0%	3%	100%
Kisii	66	73%	34%	37%	48%	41%	0%	100%
Kakamega	92	73%	46%	30%	36%	49%	1%	100%
Mombasa	71	71%	59%	68%	26%	42%	0%	100%
Vihiga	34	69%	94%	38%	16%	25%	19%	100%
Muranga	49	69%	16%	63%	56%	16%	0%	100%
Baringo	26	65%	35%	56%	18%	41%	3%	100%
Kiambu	119	64%	50%	55%	44%	30%	0%	100%
Kirinyaga	38	63%	65%	78%	20%	48%	3%	100%
Kajiado	39	61%	75%	39%	7%	9%	0%	100%
Kisumu	59	60%	49%	59%	63%	48%	5%	100%

Kilifi	50	60%	27%	64%	27%	35%	0%	100%
Homabay	47	60%	17%	27%	27%	4%	0%	100%
Nairobi	223	60%	68%	47%	39%	29%	0%	100%
Uasin Gishu	49	58%	89%	30%	38%	30%	17%	100%
Bomet	32	58%	61%	65%	6%	65%	0%	100%
Meru	89	58%	64%	36%	23%	9%	3%	100%
Kitui	55	56%	89%	30%	21%	10%	0%	100%
Narok	31	53%	41%	47%	69%	22%	0%	100%
West Pokot	16	50%	0%	15%	20%	15%	5%	100%
Nyeri	51	48%	50%	38%	46%	6%	0%	100%
Busia	42	48%	38%	15%	33%	5%	8%	100%
Mandera	50	47%	19%	25%	3%	8%	0%	100%
Nandi	33	43%	40%	40%	23%	23%	11%	100%
Bungoma	74	41%	41%	52%	27%	56%	3%	100%
Nyandarua	16	40%	50%	30%	20%	0%	0%	100%
El Marakwet	19	37%	63%	49%	29%	11%	0%	100%
Lamu	7	35%	74%	15%	12%	0%	3%	100%
Siaya	49	34%	52%	4%	12%	0%	26%	100%
Tana River	13	20%	76%	8%	20%	0%	0%	100%
Wajir	19	18%	0%	94%	6%	0%	0%	100%
Trans Nzoia	45	14%	34%	54%	14%	16%	2%	100%
Laikipia	22	11%	74%	67%	22%	19%	0%	100%
Garissa	36	4%	44%	37%	4%	41%	0%	100%
Samburu	11	3%	46%	92%	28%	64%	15%	100%
Kwale	38	2%	15%	93%	2%	2%	0%	100%
Total	2201	60%	54%	44%	30%	26%	2%	100%

Table 122: Areas the Respondent Experience Challenges When Dealing With Mobile Service Provider?

County	Base	Billing	Coverage	Customer Care	Service Provision	Activation	Roaming	Others	Information from service providers	Total
Vihiga	34	94%	72%	56%	47%	9%	0%	3%	3%	100%
Siaya	49	90%	54%	4%	4%	2%	0%	12%	0%	100%
Tharaka Nithi	25	87%	3%	17%	0%	3%	10%	0%	0%	100%
Kilifi	50	85%	11%	2%	0%	2%	15%	0%	0%	100%
Embu	33	84%	3%	13%	8%	0%	0%	3%	8%	100%
Narok	31	81%	31%	28%	16%	6%	3%	3%	6%	100%
Kericho	41	79%	13%	24%	21%	47%	11%	0%	13%	100%
Kitui	55	74%	28%	20%	16%	11%	16%	0%	11%	100%
Kirinyaga	38	73%	28%	3%	3%	0%	0%	8%	3%	100%

Laikipia	22	70%	0%	4%	0%	0%	19%	7%	4%	100%
Homabay	47	69%	38%	12%	2%	12%	12%	0%	6%	100%
Kajiado	39	68%	23%	0%	0%	9%	0%	5%	0%	100%
Nairobi	223	65%	19%	19%	16%	15%	13%	3%	3%	100%
Nyandarua	16	60%	40%	0%	0%	10%	0%	0%	0%	100%
Bungoma	74	59%	12%	22%	26%	21%	19%	3%	15%	100%
Trans Nzoia	45	57%	32%	5%	9%	9%	7%	0%	5%	100%
Baringo	26	56%	35%	9%	9%	35%	12%	0%	0%	100%
Marsabit	15	54%	93%	18%	21%	11%	4%	0%	0%	100%
Machakos	71	53%	60%	32%	21%	7%	0%	0%	12%	100%
Kiambu	119	53%	39%	15%	11%	7%	9%	2%	5%	100%
Nandi	33	51%	40%	11%	9%	20%	3%	17%	0%	100%
Migori	47	50%	10%	38%	25%	2%	0%	0%	8%	100%
Makueni	53	50%	33%	52%	7%	2%	0%	15%	7%	100%
Kisumu	59	48%	35%	6%	19%	10%	5%	8%	11%	100%
Kisii	66	45%	55%	13%	24%	30%	4%	6%	6%	100%
Muranga	49	44%	78%	38%	56%	34%	19%	0%	6%	100%
West Pokot	16	40%	45%	5%	20%	0%	0%	0%	0%	100%
Meru	89	35%	16%	12%	7%	6%	2%	35%	8%	100%
Mombasa	71	35%	23%	22%	8%	6%	6%	10%	1%	100%
El Marakwet	19	34%	31%	17%	29%	6%	6%	3%	17%	100%
Nakuru	95	33%	61%	12%	9%	12%	2%	0%	2%	100%
Lamu	7	32%	9%	0%	0%	0%	0%	59%	0%	100%
Isiolo	9	32%	48%	0%	0%	0%	0%	32%	0%	100%
Busia	42	30%	35%	8%	10%	3%	10%	35%	5%	100%
Garissa	36	26%	0%	33%	48%	0%	4%	0%	0%	100%
Bomet	32	26%	39%	13%	35%	6%	3%	0%	0%	100%
Wajir	19	24%	24%	6%	59%	6%	6%	0%	0%	100%
Kakamega	92	23%	65%	23%	30%	16%	18%	0%	7%	100%
Uasin Gishu	49	21%	30%	32%	9%	6%	4%	26%	6%	100%
Turkana	47	17%	30%	26%	13%	4%	43%	2%	9%	100%
Tana River	13	16%	52%	20%	12%	12%	0%	4%	0%	100%
Nyeri	51	16%	32%	4%	16%	0%	4%	24%	12%	100%
Mandera	50	14%	42%	6%	3%	0%	33%	3%	0%	100%
Samburu	11	13%	74%	3%	3%	3%	3%	0%	3%	100%
Taita Taveta	20	3%	78%	22%	0%	0%	0%	0%	0%	100%
Nyamira	35	3%	98%	40%	60%	53%	3%	0%	5%	100%
Kwale	38	0%	22%	34%	56%	32%	0%	0%	2%	100%
Total	2201	48%	35%	18%	17%	11%	8%	6%	5%	100%

Table 123: Connectivity Challenges Frequently Encountered

County	Base	Network Busy	Weak or no signal	Disconnection	Poor voice quality	Others	Total
Samburu	11	100%	5%	3%	0%	0%	100%
Nyamira	35	85%	8%	0%	0%	10%	100%
Mandera	50	83%	6%	3%	11%	0%	100%
Vihiga	34	81%	94%	47%	3%	3%	100%
Marsabit	15	79%	50%	36%	39%	0%	100%
Machakos	71	77%	65%	19%	19%	0%	100%
Wajir	19	76%	12%	18%	12%	0%	100%
Kitui	55	72%	79%	64%	21%	0%	100%
Kilifi	50	71%	24%	15%	0%	0%	100%
Narok	31	69%	63%	38%	3%	0%	100%
Baringo	26	65%	32%	32%	18%	0%	100%
Muranga	49	63%	53%	25%	3%	6%	100%
Kisumu	59	62%	62%	41%	6%	8%	100%
Bomet	32	61%	3%	35%	0%	0%	100%
Mombasa	71	60%	37%	8%	6%	9%	100%
Homabay	47	58%	46%	25%	25%	0%	100%
Nakuru	95	56%	57%	13%	1%	2%	100%
Garissa	36	56%	41%	26%	0%	0%	100%
Trans Nzoia	45	55%	36%	41%	13%	2%	100%
Kisii	66	55%	41%	31%	6%	10%	100%
Isiolo	9	55%	32%	0%	0%	35%	100%
Kericho	41	53%	47%	45%	24%	0%	100%
Kirinyaga	38	50%	38%	0%	5%	23%	100%
Embu	33	50%	50%	3%	3%	0%	100%
Kakamega	92	48%	57%	25%	4%	0%	100%
Taita Taveta	20	44%	56%	0%	0%	0%	100%
Turkana	47	43%	52%	61%	2%	0%	100%
Nyeri	51	42%	36%	26%	8%	6%	100%
Nairobi	223	42%	49%	20%	8%	8%	100%
Kajiado	39	39%	36%	18%	7%	2%	100%
Bungoma	74	37%	30%	27%	16%	8%	100%
Kiambu	119	37%	43%	25%	8%	5%	100%
West Pokot	16	35%	20%	55%	0%	0%	100%
Nandi	33	34%	43%	37%	11%	20%	100%
Kwale	38	32%	34%	39%	15%	0%	100%

Uasin Gishu	49	30%	49%	28%	19%	9%	100%
Nyandarua	16	30%	40%	10%	10%	10%	100%
Tana River	13	28%	48%	12%	24%	8%	100%
Busia	42	23%	43%	18%	0%	25%	100%
Migori	47	21%	38%	40%	25%	0%	100%
Elgeyo Marakwet	19	17%	63%	20%	11%	0%	100%
Tharaka Nithi	25	17%	93%	13%	0%	0%	100%
Makueni	53	17%	76%	28%	35%	11%	100%
Meru	89	14%	19%	8%	10%	60%	100%
Laikipia	22	11%	11%	4%	4%	81%	100%
Siaya	49	10%	94%	18%	2%	2%	100%
Lamu	7	3%	9%	0%	0%	88%	100%
Total	2201	47%	45%	24%	9%	8%	100%

Table 124: Frequency Of Loss Of Service

County	Base	Some of the time	Rarely	Most of the time	Never	All the time	Total
Siaya	49	98%	2%	0%	0%	0%	100%
Taita Taveta	20	84%	9%	6%	0%	0%	100%
Muranga	49	84%	3%	9%	3%	0%	100%
Tana River	13	84%	0%	4%	4%	8%	100%
Kitui	55	84%	0%	16%	0%	0%	100%
Marsabit	15	79%	7%	14%	0%	0%	100%
Kwale	38	73%	20%	5%	0%	2%	100%
Busia	42	70%	0%	0%	25%	5%	100%
Samburu	11	69%	8%	5%	18%	0%	100%
Nakuru	95	66%	31%	4%	0%	0%	100%
Baringo	26	65%	26%	3%	6%	0%	100%
Tharaka Nithi	25	63%	33%	3%	0%	0%	100%
Narok	31	59%	22%	19%	0%	0%	100%
Trans Nzoia	45	59%	23%	11%	7%	0%	100%
Makueni	53	56%	30%	15%	0%	0%	100%
Machakos	71	55%	40%	4%	0%	1%	100%
Elgeyo Marakwet	19	54%	29%	14%	0%	3%	100%
Nyeri	51	54%	38%	8%	0%	0%	100%
Turkana	47	52%	33%	15%	0%	0%	100%
Homabay	47	52%	25%	17%	4%	2%	100%

West Pokot	16	50%	25%	10%	0%	15%	100%
Mandera	50	50%	11%	19%	3%	17%	100%
Vihiga	34	50%	6%	31%	6%	6%	100%
Wajir	19	47%	41%	6%	0%	6%	100%
Kisii	66	45%	37%	15%	1%	1%	100%
Garissa	36	44%	52%	4%	0%	0%	100%
Kisumu	59	44%	40%	8%	8%	0%	100%
Nairobi	223	44%	44%	5%	6%	1%	100%
Kakamega	92	43%	28%	22%	2%	4%	100%
Nandi	33	43%	3%	34%	11%	9%	100%
Kericho	41	42%	18%	32%	0%	8%	100%
Mombasa	71	41%	40%	8%	10%	1%	100%
Bomet	32	39%	58%	3%	0%	0%	100%
Migori	47	33%	60%	4%	0%	2%	100%
Kilifi	50	33%	58%	2%	7%	0%	100%
Kiambu	119	33%	62%	2%	4%	0%	100%
Kajiado	39	30%	66%	0%	5%	0%	100%
Bungoma	74	29%	60%	4%	7%	0%	100%
Uasin Gishu	49	23%	68%	6%	4%	0%	100%
Isiolo	9	23%	35%	0%	23%	19%	100%
Kirinyaga	38	23%	58%	3%	15%	3%	100%
Meru	89	19%	16%	10%	54%	1%	100%
Nyamira	35	18%	73%	3%	8%	0%	100%
Embu	33	11%	84%	0%	3%	3%	100%
Nyandarua	16	10%	50%	10%	30%	0%	100%
Lamu	7	6%	91%	0%	3%	0%	100%
Laikipia	22	4%	22%	11%	63%	0%	100%
Total	2201	47%	36%	9%	7%	2%	100%

Table 125: Satisfaction With Coverage Level By Main Mobile Service Provider

County:	Mean Rating
Mandera	97.2%
Baringo	86.7%
Narok	84.5%
Turkana	84.3%
Busia	83.2%
Kirinyaga	82.0%

Tana River	81.6%
Bungoma	80.0%
Trans Nzoia	80.0%
Uasin Gishu	80.0%
Kajiado	79.5%
Bomet	78.7%
Meru	78.4%
Migori	77.1%
Isiolo	76.1%
Elgeyo Marakwet	76.0%
Laikipia	75.6%
Lamu	75.3%
Machakos	73.9%
Nyeri	73.6%
Kisumu	72.7%
Kisii	72.4%
Kakamega	72.4%
Muranga	71.9%
Tharaka Nithi	71.3%
Kiambu	70.6%
Mombasa	70.0%
Nyandarua	70.0%
Garissa	69.6%
Homabay	69.2%
Nairobi	68.8%
Siaya	67.6%
Kericho	67.4%
Nakuru	65.4%
Samburu	63.6%
Embu	63.2%
Kilifi	62.9%
Marsabit	62.1%
Nyamira	62.0%
Kitui	62.0%
Makueni	61.9%

Wajir	61.2%
Nandi	60.0%
Vihiga	58.8%
Taita Taveta	58.1%
Kwale	57.6%
West Pokot	53.0%
Total	71.9%

Table 126: How often the responds need to dial a number before it get through

County	Base	Only once	Twice	Three - Five times	More than Five times	Total
Isiolo	9	100%	0%	0%	0%	100%
Embu	33	100%	0%	0%	0%	100%
Nyamira	35	100%	0%	0%	0%	100%
Samburu	11	97%	3%	0%	0%	100%
Lamu	7	97%	3%	0%	0%	100%
Kirinyaga	38	95%	5%	0%	0%	100%
Taita Taveta	20	94%	6%	0%	0%	100%
Bomet	32	94%	6%	0%	0%	100%
Laikipia	22	89%	7%	4%	0%	100%
Mombasa	71	87%	10%	1%	1%	100%
Tharaka Nithi	25	87%	10%	3%	0%	100%
Busia	42	85%	10%	3%	3%	100%
Kisumu	59	84%	16%	0%	0%	100%
Nakuru	95	81%	10%	8%	0%	100%
Migori	47	81%	15%	4%	0%	100%
Kajiado	39	80%	20%	0%	0%	100%
Meru	89	79%	13%	6%	1%	100%
Bungoma	74	78%	16%	5%	0%	100%
Nairobi	223	76%	19%	6%	0%	100%
Machakos	71	72%	28%	0%	0%	100%
Elgeyo Marakwet	19	71%	20%	9%	0%	100%
Nyandarua	16	70%	20%	10%	0%	100%
Uasin Gishu	49	70%	26%	4%	0%	100%
Vihiga	34	69%	19%	6%	6%	100%
Garissa	36	67%	33%	0%	0%	100%
Tana River	13	64%	36%	0%	0%	100%

Kilifi	50	64%	36%	0%	0%	100%
Kiambu	119	62%	33%	6%	0%	100%
Homabay	47	62%	33%	6%	0%	100%
Makueni	53	61%	31%	7%	0%	100%
Turkana	47	61%	7%	13%	20%	100%
Trans Nzoia	45	61%	29%	11%	0%	100%
Baringo	26	59%	35%	6%	0%	100%
Wajir	19	47%	41%	12%	0%	100%
Muranga	49	47%	34%	16%	3%	100%
Nyeri	51	40%	22%	30%	8%	100%
Kitui	55	39%	39%	21%	0%	100%
Kwale	38	39%	37%	24%	0%	100%
Kisii	66	38%	46%	15%	0%	100%
Nandi	33	37%	54%	9%	0%	100%
Narok	31	34%	25%	22%	19%	100%
Kericho	41	34%	42%	24%	0%	100%
Mandera	50	33%	36%	22%	8%	100%
Kakamega	92	33%	54%	11%	2%	100%
West Pokot	16	20%	35%	40%	5%	100%
Marsabit	15	18%	71%	11%	0%	100%
Siaya	49	12%	70%	18%	0%	100%
Total	2201	65%	26%	8%	1%	100%

Table 127: How Often Respondents Gets Cut Off In The Middle Of A Call

County	Base	Never	Rarely	Sometimes	Often	Total
Taita Taveta	20	0%	88%	13%	0%	100%
Turkana	47	2%	83%	15%	0%	100%
Wajir	19	0%	82%	18%	0%	100%
Bomet	32	3%	81%	16%	0%	100%
Lamu	7	26%	71%	3%	0%	100%
Kiambu	119	16%	70%	14%	0%	100%
Kajiado	39	20%	66%	14%	0%	100%
Nairobi	223	14%	65%	21%	0%	100%
Machakos	71	1%	63%	36%	0%	100%
Kisii	66	3%	62%	34%	1%	100%
Kisumu	59	32%	62%	6%	0%	100%

Narok	31	13%	59%	28%	0%	100%
Kakamega	92	7%	59%	34%	1%	100%
Uasin Gishu	49	11%	57%	32%	0%	100%
Vihiga	34	3%	56%	38%	3%	100%
Nyeri	51	8%	56%	34%	2%	100%
Kericho	41	8%	55%	37%	0%	100%
Migori	47	17%	54%	25%	4%	100%
Makueni	53	9%	54%	31%	6%	100%
Kilifi	50	29%	53%	18%	0%	100%
Embu	33	45%	53%	3%	0%	100%
Isiolo	9	42%	52%	6%	0%	100%
Nyamira	35	48%	50%	3%	0%	100%
Bungoma	74	26%	49%	25%	0%	100%
Kwale	38	2%	49%	49%	0%	100%
Homabay	47	27%	48%	21%	4%	100%
Mombasa	71	23%	47%	28%	1%	100%
Tharaka Nithi	25	7%	43%	50%	0%	100%
Marsabit	15	4%	43%	54%	0%	100%
Nakuru	95	46%	42%	12%	0%	100%
Muranga	49	3%	41%	56%	0%	100%
Elgeyo Marakwet	19	6%	37%	54%	3%	100%
Nandi	33	14%	37%	49%	0%	100%
Nyandarua	16	70%	30%	0%	0%	100%
Meru	89	58%	28%	10%	4%	100%
Baringo	26	12%	26%	53%	9%	100%
West Pokot	16	15%	25%	55%	5%	100%
Trans Nzoia	45	18%	20%	57%	5%	100%
Laikipia	22	67%	19%	15%	0%	100%
Tana River	13	40%	16%	44%	0%	100%
Kirinyaga	38	80%	15%	5%	0%	100%
Mandera	50	22%	14%	61%	3%	100%
Samburu	11	36%	10%	54%	0%	100%
Busia	42	43%	8%	50%	0%	100%
Kitui	55	8%	5%	84%	3%	100%
Siaya	49	2%	4%	94%	0%	100%

Total	2201	20%	49%	30%	1%	100%
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Table 128: Rating of voice quality

County	Mean Rating
Mandera	97.8%
Kirinyaga	93.5%
Narok	92.9%
Turkana	87.4%
Tana River	86.4%
Vihiga	85.0%
Kisii	81.1%
Nyeri	80.8%
Bomet	80.6%
Busia	80.5%
Elgeyo Marakwet	80.0%
Uasin Gishu	79.6%
Siaya	79.2%
Kajiado	79.1%
Baringo	78.2%
Nyandarua	78.0%
Trans Nzoia	77.9%
Laikipia	77.8%
Lamu	77.6%
Isiolo	77.4%
Bungoma	77.3%
Migori	77.1%
Homabay	76.9%
Kiambu	76.9%
Kisumu	76.8%
Meru	76.5%
Muranga	76.3%
Kakamega	75.8%
Nakuru	75.4%
Machakos	75.2%
Tharaka Nithi	74.0%
Nyamira	73.5%

Nairobi	73.1%
Kilifi	72.7%
Mombasa	71.3%
Kericho	67.9%
Makueni	67.0%
West Pokot	66.0%
Embu	65.8%
Samburu	63.6%
Kwale	63.4%
Kitui	63.0%
Nandi	62.9%
Wajir	62.4%
Marsabit	61.4%
Garissa	60.0%
Taita Taveta	60.0%
Total	75.8%

Table 129: Satisfaction with complaint handled

County	Base	Yes	No	Dont use SMS	Total
Turkana	47	93%	7%	0%	100%
Siaya	49	82%	18%	0%	100%
Marsabit	15	71%	7%	21%	100%
Kitui	55	67%	23%	10%	100%
Vihiga	34	63%	38%	0%	100%
Garissa	36	59%	4%	37%	100%
Wajir	19	59%	41%	0%	100%
Kiambu	119	59%	40%	2%	100%
Kakamega	92	55%	36%	9%	100%
Elgeyo Marakwet	19	54%	43%	3%	100%
Narok	31	53%	31%	16%	100%
Trans Nzoia	45	46%	36%	18%	100%
Nairobi	223	38%	62%	0%	100%
Mandera	50	36%	61%	3%	100%
Kirinyaga	38	35%	48%	18%	100%
Homabay	47	35%	62%	4%	100%
Tana River	13	32%	68%	0%	100%
Makueni	53	31%	54%	15%	100%

Kisumu	59	30%	67%	3%	100%
Kilifi	50	29%	62%	9%	100%
Nandi	33	26%	69%	6%	100%
West Pokot	16	25%	60%	15%	100%
Muranga	49	25%	72%	3%	100%
Busia	42	25%	73%	3%	100%
Meru	89	22%	64%	14%	100%
Nyeri	51	20%	78%	2%	100%
Machakos	71	17%	71%	12%	100%
Kericho	41	16%	68%	16%	100%
Uasin Gishu	49	11%	87%	2%	100%
Laikipia	22	11%	89%	0%	100%
Samburu	11	10%	74%	15%	100%
Tharaka Nithi	25	10%	47%	43%	100%
Kisii	66	10%	87%	3%	100%
Kajiado	39	9%	91%	0%	100%
Bungoma	74	8%	85%	7%	100%
Mombasa	71	8%	92%	0%	100%
Nakuru	95	7%	90%	3%	100%
Baringo	26	6%	94%	0%	100%
Embu	33	5%	79%	16%	100%
Kwale	38	5%	95%	0%	100%
Isiolo	9	3%	68%	29%	100%
Bomet	32	3%	90%	6%	100%
Lamu	7	0%	100%	0%	100%
Taita Taveta	20	0%	97%	3%	100%
Nyandarua	16	0%	100%	0%	100%
Migori	47	0%	79%	21%	100%
Nyamira	35	0%	100%	0%	100%
Total	2201	30%	63%	7%	100%

Table 130: Frequency of inability to send Texts

County	Base	Rarely	Sometimes	Often	Total
Mombasa	5	100%	0%	0%	100%
Kwale	2	100%	0%	0%	100%
Kilifi	14	25%	38%	38%	100%

Tana River	4	0%	100%	0%	100%
Garissa	21	81%	19%	0%	100%
Mandera	18	23%	77%	0%	100%
Wajir	11	50%	40%	10%	100%
Marsabit	11	5%	95%	0%	100%
Isiolo	0	100%	0%	0%	100%
Embu	2	100%	0%	0%	100%
Makueni	17	35%	47%	18%	100%
Tharaka Nithi	2	33%	67%	0%	100%
Meru	19	19%	62%	19%	100%
Machakos	12	77%	23%	0%	100%
Kitui	37	2%	85%	12%	100%
Nyeri	10	40%	60%	0%	100%
Muranga	12	0%	100%	0%	100%
Kirinyaga	13	86%	14%	0%	100%
Kiambu	70	64%	36%	0%	100%
West Pokot	4	0%	60%	40%	100%
Turkana	44	33%	65%	2%	100%
Trans Nzoia	21	8%	73%	19%	100%
Samburu	1	50%	50%	0%	100%
Elgeyo Marakwet	11	21%	74%	5%	100%
Baringo	2	0%	100%	0%	100%
Kajiado	4	50%	50%	0%	100%
Nandi	9	22%	67%	11%	100%
Laikipia	2	33%	33%	33%	100%
Uasin Gishu	6	50%	17%	33%	100%
Nakuru	7	25%	75%	0%	100%
Bomet	1	0%	100%	0%	100%
Narok	16	29%	65%	6%	100%
Kericho	6	17%	83%	0%	100%
Kakamega	51	29%	63%	8%	100%
Vihiga	21	45%	55%	0%	100%

Bungoma	6	50%	50%	0%	100%
Busia	11	10%	80%	10%	100%
Kisumu	18	95%	5%	0%	100%
Homabay	16	33%	67%	0%	100%
Siaya	40	2%	95%	2%	100%
Kisii	7	29%	71%	0%	100%
Nairobi	86	63%	32%	4%	100%
Total	671	39%	55%	6%	100%

Table 131: Frequency of receiving unsolicited SMS

County	Base	Never	Rarely	Sometimes	Often	Total
Isiolo	0	0%	0%	100%	0%	100%
Bungoma	6	0%	0%	100%	0%	100%
Siaya	40	2%	5%	85%	7%	100%
Kitui	37	0%	12%	85%	2%	100%
Kajiado	4	0%	25%	75%	0%	100%
Nyeri	10	0%	0%	70%	30%	100%
Kirinyaga	13	0%	7%	64%	29%	100%
Machakos	12	0%	31%	62%	8%	100%
Mandera	18	0%	15%	62%	23%	100%
Elgeyo Marakwet	11	0%	0%	58%	42%	100%
Embu	2	0%	50%	50%	0%	100%
Muranga	12	0%	0%	50%	50%	100%
Samburu	1	0%	25%	50%	25%	100%
Baringo	2	0%	50%	50%	0%	100%
Makueni	17	0%	29%	47%	24%	100%
Homabay	16	11%	28%	44%	17%	100%
Nandi	9	0%	44%	44%	11%	100%
Kisii	7	14%	43%	43%	0%	100%
Busia	11	30%	0%	40%	30%	100%
West Pokot	4	0%	60%	40%	0%	100%
Nakuru	7	0%	13%	38%	50%	100%
Mombasa	5	0%	67%	33%	0%	100%
Tharaka Nithi	2	0%	0%	33%	67%	100%
Laikipia	2	0%	33%	33%	33%	100%

Turkana	44	5%	44%	30%	21%	100%
Narok	16	6%	18%	29%	47%	100%
Kakamega	51	6%	61%	29%	4%	100%
Meru	19	0%	10%	29%	62%	100%
Trans Nzoia	21	4%	0%	27%	69%	100%
Marsabit	11	10%	55%	25%	10%	100%
Tana River	4	50%	0%	25%	25%	100%
Kilifi	14	13%	6%	19%	63%	100%
Nairobi	86	11%	56%	18%	15%	100%
Kiambu	70	8%	65%	18%	8%	100%
Kisumu	18	0%	5%	16%	79%	100%
Garissa	21	0%	88%	13%	0%	100%
Wajir	11	20%	60%	10%	10%	100%
Vihiga	21	5%	5%	5%	85%	100%
Kwale	2	50%	50%	0%	0%	100%
Uasin Gishu	6	0%	33%	0%	67%	100%
Bomet	1	0%	0%	0%	100%	100%
Kericho	6	0%	100%	0%	0%	100%
Total	671	6%	35%	36%	23%	100%

Table 132: Respondents' rating with regard to quality of network by mobile service providers

	Mean Rating
Mandera	94.4%
Narok	89.3%
Baringo	87.1%
Turkana	86.1%
Kirinyaga	85.0%
Trans Nzoia	83.2%
Tana River	80.8%
Bomet	80.6%
Kisii	79.4%
Kajiado	79.1%
Elgeyo Marakwet	78.9%
Isiolo	78.1%
Meru	77.9%

Bungoma	77.8%
Uasin Gishu	77.7%
Kakamega	77.6%
Machakos	77.1%
Busia	77.0%
Nyeri	76.4%
Migori	76.3%
Kiambu	75.6%
Kisumu	74.0%
Lamu	73.5%
Tharaka Nithi	73.3%
Mombasa	71.9%
Homabay	71.9%
Laikipia	71.9%
Muranga	71.3%
Nyamira	70.5%
Nairobi	70.3%
Nyandarua	70.0%
Siaya	69.6%
Embu	68.4%
Nakuru	68.3%
Wajir	67.1%
Kilifi	66.9%
Garissa	66.4%
Kericho	65.4%
Marsabit	65.0%
Samburu	64.6%
Makueni	64.4%
Kitui	63.3%
Nandi	61.7%
Taita Taveta	61.3%
West Pokot	60.0%
Kwale	60.0%
Vihiga	59.4%
Total	73.7%

Table 133: Overall satisfaction with mobile service provider

	Mean Rating
Meru	86.8%
Lamu	84.7%
Nyeri	84.4%
Isiolo	82.6%
Mombasa	82.3%
Kajiado	80.9%
Turkana	80.4%
Samburu	80.0%
Machakos	79.7%
Kisii	79.7%
Uasin Gishu	79.6%
Tana River	79.2%
Siaya	78.8%
Taita Taveta	78.1%
Nyandarua	78.0%
Nyamira	78.0%
Kirinyaga	77.5%
Kilifi	77.5%
Mandera	77.2%
Trans Nzoia	77.1%
Bomet	76.8%
Tharaka Nithi	76.7%
Homabay	76.5%
Busia	76.5%
Kisumu	76.2%
Embu	75.8%
Marsabit	75.7%
Narok	75.6%
Wajir	75.3%
Vihiga	75.0%
Migori	74.6%
Makueni	74.1%
Kitui	74.0%
Kiambu	73.8%
Kakamega	73.5%
Elgeyo Marakwet	73.1%

Nairobi	72.3%
Laikipia	71.9%
West Pokot	71.0%
Bungoma	69.9%
Baringo	69.7%
Nakuru	69.1%
Muranga	68.8%
Garissa	66.4%
Nandi	65.3%
Kericho	64.9%
Kwale	64.4%
Total	75.4%

Table 134: Description of quality and reliability of internet connection

	Base	Speed varies from time to time, but the connection never drops	Very reliable, the connection never drops	I dont use my mobile service providers broadband to connect to the Internet	Speed varies considerably and the connection regularly drops	Very poor connection, which drops all the time
Taita Taveta	20	94%	3%	0%	3%	0%
Nyamira	35	83%	15%	0%	8%	13%
Muranga	49	69%	88%	0%	3%	0%
Mombasa	71	64%	31%	3%	10%	0%
Nakuru	95	57%	14%	24%	10%	0%
Kiambu	119	57%	36%	2%	8%	2%
Kitui	55	56%	23%	5%	48%	5%
Kirinyaga	38	55%	45%	23%	5%	0%
Kilifi	50	51%	15%	27%	9%	2%
Homabay	47	48%	13%	27%	10%	2%
Nairobi	223	48%	22%	6%	26%	5%
Machakos	71	47%	21%	23%	17%	0%
Kisumu	59	46%	37%	10%	32%	3%
Kericho	41	45%	29%	18%	42%	13%
Kakamega	92	45%	28%	12%	22%	15%
Nyandarua	16	40%	40%	0%	20%	0%
Kisii	66	39%	21%	32%	11%	8%
Baringo	26	38%	29%	9%	41%	12%
Wajir	19	35%	18%	29%	24%	0%
Turkana	47	35%	20%	41%	30%	2%
Uasin Gishu	49	30%	32%	25%	19%	4%

Bungoma	74	30%	33%	25%	33%	15%
Narok	31	28%	34%	13%	25%	3%
Laikipia	22	26%	48%	11%	11%	4%
Kwale	38	24%	15%	12%	29%	27%
Makueni	53	24%	7%	37%	28%	4%
Elgeyo Marakwet	19	23%	34%	20%	23%	6%
Garissa	36	22%	67%	11%	4%	0%
Siaya	49	22%	0%	78%	0%	0%
Migori	47	19%	0%	50%	23%	19%
Vihiga	34	19%	0%	66%	19%	0%
Meru	89	13%	55%	26%	7%	3%
Busia	42	13%	23%	63%	5%	3%
Lamu	7	12%	88%	0%	0%	0%
Marsabit	15	11%	0%	89%	0%	0%
Embu	33	11%	63%	26%	0%	0%
Isiolo	9	10%	42%	48%	0%	0%
Bomet	32	10%	3%	84%	0%	3%
Kajiado	39	9%	84%	5%	2%	0%
Trans Nzoia	45	9%	14%	77%	2%	0%
Mandera	50	8%	36%	50%	6%	6%
Tana River	13	8%	92%	0%	0%	0%
Tharaka Nithi	25	7%	7%	80%	10%	3%
Nandi	33	6%	57%	31%	3%	3%
West Pokot	16	5%	5%	0%	80%	10%
Nyeri	51	4%	0%	86%	10%	0%
Samburu	11	0%	100%	0%	0%	0%
Total	2201	36%	28%	25%	16%	5%

Table 135: Frequency of log in attempts before success

	Base	Only once	Twice	Three - Five times	More than Five times
Isiolo	6	100%	0%	0%	0%
Samburu	11	100%	0%	0%	0%
Nyamira	35	98%	0%	3%	0%
Lamu	7	97%	3%	0%	0%
Embu	26	97%	3%	0%	0%
Kirinyaga	29	94%	3%	3%	0%

Nakuru	76	92%	5%	3%	0%
Nyandarua	16	90%	10%	0%	0%
Meru	79	87%	9%	1%	2%
Kisumu	57	87%	10%	3%	0%
Mombasa	69	82%	14%	0%	4%
Machakos	59	78%	21%	2%	0%
Bungoma	64	78%	17%	5%	0%
Tharaka Nithi	11	77%	15%	0%	8%
Kajiado	37	76%	19%	5%	0%
Laikipia	20	76%	24%	0%	0%
Elgeyo Marakwet	18	75%	9%	16%	0%
Taita Taveta	20	75%	25%	0%	0%
Bomet	10	70%	20%	10%	0%
Busia	24	70%	17%	4%	9%
Trans Nzoia	13	69%	19%	6%	6%
Nairobi	212	67%	20%	12%	1%
Kiambu	118	65%	33%	2%	0%
Homabay	40	64%	32%	5%	0%
Baringo	25	64%	27%	9%	0%
Migori	29	63%	20%	17%	0%
Uasin Gishu	40	63%	28%	9%	0%
Kilifi	42	59%	37%	4%	0%
Wajir	14	58%	42%	0%	0%
Muranga	49	47%	28%	22%	3%
Kitui	52	47%	34%	19%	0%
Garissa	32	46%	29%	0%	25%
Vihiga	19	44%	33%	6%	17%
Tana River	13	44%	44%	12%	0%
Kakamega	90	43%	33%	20%	3%
Makueni	38	41%	36%	23%	0%
Turkana	27	37%	11%	11%	41%
Kisii	51	35%	40%	25%	0%
Marsabit	8	33%	60%	7%	0%
Mandera	25	33%	33%	17%	17%
Kwale	34	32%	43%	24%	0%
Narok	28	28%	41%	21%	10%
Nandi	29	26%	45%	29%	0%
Kericho	39	22%	33%	19%	25%
West Pokot	16	10%	15%	60%	15%

Siaya	21	5%	62%	33%	0%
Nyeri	7	0%	71%	29%	0%
Total	1788	63%	24%	10%	3%

Table 136: Respondents' rating with regard to internet speed

	Mean Rating
Mandera	97.8%
Kirinyaga	90.3%
Kisii	79.2%
Trans Nzoia	78.3%
Kakamega	76.7%
Machakos	76.3%
Laikipia	76.0%
Bomet	76.0%
Baringo	75.8%
Turkana	75.6%
Bungoma	75.4%
Elgeyo Marakwet	75.0%
Migori	74.8%
Meru	74.8%
Lamu	74.7%
Muranga	74.4%
Kiambu	74.3%
Tana River	73.6%
Uasin Gishu	73.5%
Kisumu	73.3%
Nyamira	72.5%
Kajiado	72.4%
Mombasa	71.8%
Narok	70.4%
Nyandarua	70.0%
Homabay	69.2%
Nairobi	68.6%
Busia	67.1%
Siaya	66.7%
Wajir	65.0%
Isiolo	64.6%
West Pokot	64.0%
Taita Taveta	63.8%

Nyeri	62.9%
Kericho	62.7%
Samburu	62.6%
Nakuru	62.3%
Kitui	62.1%
Kilifi	59.1%
Marsabit	58.5%
Vihiga	58.0%
Embu	58.0%
Kwale	56.7%
Garissa	56.5%
Makueni	53.5%
Nandi	53.3%
Tharaka Nithi	48.0%
Total	70.2%

Table 74: Whether respondents have experienced challenges with Internet service providers Poor customer services

	Base	Yes	No
Nairobi	213	29%	71%
Kiambu	118	42%	58%
Kakamega	89	24%	76%
Meru	79	17%	83%
Nakuru	77	4%	96%
Mombasa	68	14%	86%
Bungoma	67	16%	84%
Machakos	60	37%	63%
Kisumu	57	19%	81%
Kitui	52	56%	44%
Kisii	51	11%	89%
Muranga	49	0%	100%
Mandera	44	2%	98%
Kilifi	42	13%	87%
Uasin Gishu	41	14%	86%
Homabay	39	3%	98%
Kericho	39	31%	69%
Makueni	38	13%	87%
Nyandarua	37	25%	75%

Kajiado	37	26%	74%
Nyamira	35	0%	100%
Garissa	35	26%	74%
Kwale	34	21%	79%
Kirinyaga	31	0%	100%
Wajir	30	7%	93%
Nandi	29	20%	80%
Migori	29	62%	38%
Nyeri	29	24%	76%
Narok	28	28%	72%
Turkana	27	11%	89%
Embu	26	11%	89%
Baringo	25	4%	96%
Busia	24	13%	87%
Siaya	21	52%	48%
Taita Taveta	20	6%	94%
Laikipia	20	0%	100%
Vihiga	19	11%	89%
West Pokot	18	0%	100%
Elgeyo Marakwet	18	17%	83%
Tana River	13	28%	72%
Trans Nzoia	12	33%	67%
Samburu	11	0%	100%
Tharaka Nithi	11	8%	92%
Bomet	11	10%	90%
Marsabit	8	47%	53%
Lamu	7	0%	100%
Isiolo	6	5%	95%
Total	1870	20%	80%

Table 75: CA consideration to Marginalized Groups

	Access to CA services	Efficiency of the services you received from CA	Quality of services you received from CA	Mean ratings
Tana River	100.0%	100.0%	100.0%	100.0%
Kiambu	90.0%	81.4%	92.9%	88.1%
Elgeyo Marakwet	80.0%	80.0%	100.0%	86.7%
Nairobi	81.8%	79.1%	80.9%	80.6%

Bomet	80.0%	80.0%	80.0%	80.0%
Kisumu	78.2%	76.4%	78.2%	77.6%
Nakuru	80.0%	60.0%	80.0%	73.3%
Muranga	60.0%	73.3%	73.3%	68.9%
Nyandarua	80.0%	60.0%	60.0%	66.7%
Samburu	60.0%	80.0%	60.0%	66.7%
Laikipia	60.0%	60.0%	80.0%	66.7%
Migori	60.0%	60.0%	80.0%	66.7%
Kitui	73.8%	60.0%	64.6%	66.2%
Kakamega	64.0%	64.0%	64.0%	64.0%
Uasin Gishu	60.0%	60.0%	66.7%	62.2%
Nandi	60.0%	60.0%	60.0%	60.0%
Siaya	40.0%	60.0%	80.0%	60.0%
Lamu	40.0%	40.0%	80.0%	53.3%
Baringo	60.0%	40.0%	60.0%	53.3%
Wajir	40.0%	60.0%	40.0%	46.7%
Embu	40.0%	48.0%	52.0%	46.7%
Total	74.8%	71.7%	76.4%	74.3%

Table 76: CA's Consideration to minorities

	Base	YES		
		Awarding of tenders as per law	Providing employment opportunities	Providing opportunities for internship
Lamu	1	0%	100%	100%
Tana River	3	83%	100%	100%
Wajir	1	0%	0%	0%
Embu	4	20%	20%	20%
Kitui	12	69%	77%	77%
Muranga	5	67%	100%	0%
Nyandarua	2	0%	0%	0%
Kiambu	14	21%	14%	43%
Samburu	1	0%	100%	0%
Elgeyo Marakwet	1	100%	100%	100%
Baringo	1	0%	0%	0%
Nandi	1	100%	100%	100%

Laikipia	2	0%	0%	0%
Uasin Gishu	3	33%	0%	0%
Nakuru	1	0%	0%	0%
Bomet	1	100%	100%	100%
Kakamega	5	60%	80%	60%
Kisumu	10	18%	18%	9%
Migori	1	0%	0%	0%
Siaya	1	0%	0%	0%
Nairobi	20	68%	9%	50%
Total	87	45%	35%	41%

Table 77: Integration of facilities for PLWDs

	Base	Yes	No	Somewhat	Don't know
Lamu	1	0%	100%	0%	0%
Tana River	3	100%	0%	0%	0%
Wajir	1	0%	100%	0%	0%
Embu	4	0%	60%	40%	0%
Kitui	12	85%	0%	15%	0%
Muranga	5	67%	0%	0%	33%
Nyandarua	2	0%	0%	100%	0%
Kiambu	14	0%	0%	93%	7%
Samburu	1	100%	0%	0%	0%
Elgeyo Marakwet	1	100%	0%	0%	0%
Baringo	1	0%	100%	0%	0%
Nandi	1	0%	0%	0%	100%
Laikipia	2	100%	0%	0%	0%
Uasin Gishu	3	33%	33%	33%	0%
Nakuru	1	0%	100%	0%	0%
Bomet	1	100%	0%	0%	0%
Kakamega	5	80%	0%	20%	0%
Kisumu	10	27%	0%	55%	18%
Migori	1	0%	100%	0%	0%
Siaya	1	100%	0%	0%	0%
Nairobi	20	14%	14%	64%	9%

Total	87	36%	12%	44%	8%
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Table 78: Cost of accessing CA services

	Base	Less than Ksh. 100	Ksh. 100 - Ksh. 499	Ksh. 500 - 1000	More than Ksh. 1000	Don-t know
Lamu	1	0%	0%	100%	0%	0%
Tana River	3	100%	0%	0%	0%	0%
Wajir	1	100%	0%	0%	0%	0%
Embu	4	100%	0%	0%	0%	0%
Kitui	12	15%	85%	0%	0%	0%
Muranga	5	0%	67%	0%	0%	33%
Nyandarua	2	0%	100%	0%	0%	0%
Kiambu	14	36%	57%	0%	7%	0%
Samburu	1	0%	0%	100%	0%	0%
Elgeyo Marakwet	1	0%	100%	0%	0%	0%
Baringo	1	100%	0%	0%	0%	0%
Nandi	1	0%	100%	0%	0%	0%
Laikipia	2	0%	100%	0%	0%	0%
Uasin Gishu	3	0%	67%	0%	0%	33%
Nakuru	1	0%	100%	0%	0%	0%
Bomet	1	0%	100%	0%	0%	0%
Kakamega	5	20%	60%	0%	0%	20%
Kisumu	10	0%	18%	36%	9%	36%
Migori	1	0%	100%	0%	0%	0%
Siaya	1	0%	0%	100%	0%	0%
Nairobi	20	14%	82%	5%	0%	0%
Total	87	23%	60%	7%	2%	8%

Table 79: Respondents' overall rating on value for money

County:	Mean rating
Mandera	98.3%
Tana River	91.2%
Baringo	86.3%
Muranga	80.0%

Turkana	78.3%
Nyeri	77.2%
Trans Nzoia	77.1%
Bungoma	76.0%
Kisii	75.8%
Nyamira	75.1%
Bomet	74.9%
Kiambu	74.0%
Elgeyo Marakwet	73.0%
Kakamega	72.8%
Uasin Gishu	71.9%
Kisumu	71.7%
Machakos	71.5%
Kwale	71.5%
Migori	71.4%
Nyandarua	71.3%
Kirinyaga	70.5%
Busia	69.0%
Mombasa	66.9%
Kajiado	66.5%
Meru	65.9%
Lamu	65.9%
West Pokot	65.8%
Tharaka Nithi	65.3%
Homabay	64.6%
Nairobi	63.8%
Taita Taveta	63.8%
Nakuru	62.7%
Siaya	61.6%
Kericho	59.5%
Kitui	59.4%
Marsabit	59.3%
Samburu	59.0%
Makueni	58.9%
Nandi	57.2%
Kilifi	56.6%
Wajir	54.1%

Isiolo	54.1%
Embu	54.0%
Garissa	53.8%
Vihiga	50.6%
Laikipia	45.8%
Narok	40.0%
Total	68.0%

Table 80: Respondents' rating with regard to mobile service operators

County:	Ease of finding the right number to call	Time taken to answer your call	The effectiveness of the Interactive Voice Response (IVR) machine service	Staff you talked to (e.g. polite, knowledgeable)	Satisfactory resolution of your complaint	Mean rating
Baringo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mandera	97.1%	97.1%	94.3%	100.0%	100.0%	97.7%
Lamu	100.0%	100.0%	93.3%	100.0%	86.7%	96.0%
Tana River	98.8%	84.7%	96.5%	100.0%	100.0%	96.0%
Kirinyaga	95.0%	90.0%	100.0%	95.0%	100.0%	96.0%
Busia	92.0%	92.0%	95.6%	96.0%	94.0%	93.9%
Turkana	100.0%	70.0%	90.0%	90.0%	100.0%	90.0%
Kakamega	86.7%	93.3%	86.7%	93.3%	80.0%	88.0%
Kiambu	88.7%	81.7%	89.1%	87.0%	83.9%	86.1%
Samburu	80.0%	90.0%	80.0%	90.0%	90.0%	86.0%
Bungoma	77.8%	84.4%	84.4%	91.1%	82.2%	84.0%
Homabay	92.0%	56.0%	88.0%	100.0%	84.0%	84.0%
Nyamira	80.0%	80.0%	100.0%	80.0%	80.0%	84.0%
Meru	60.0%	60.0%	86.7%	100.0%	100.0%	81.3%
Kisumu	86.9%	76.2%	82.3%	76.2%	78.5%	80.0%
Nairobi	80.7%	71.9%	80.7%	83.9%	82.1%	79.9%
Kajiado	80.0%	80.0%	80.0%	75.0%	80.0%	79.0%
Trans Nzoia	82.5%	75.0%	80.0%	80.0%	77.5%	79.0%
Kitui	78.1%	71.2%	77.7%	74.0%	77.7%	75.7%
Nakuru	88.9%	53.3%	75.6%	86.7%	73.3%	75.6%
Uasin Gishu	85.3%	61.3%	72.0%	84.0%	74.7%	75.5%

Tharaka Nithi	77.1%	42.9%	80.0%	91.4%	85.7%	75.4%
Machakos	60.0%	63.3%	86.7%	80.0%	63.3%	70.7%
Makueni	72.0%	48.0%	65.0%	76.0%	80.0%	68.2%
Mombasa	70.0%	65.0%	65.0%	60.0%	70.0%	66.0%
Nyandarua	65.0%	70.0%	60.0%	65.0%	65.0%	65.0%
Vihiga	60.0%	45.7%	65.7%	77.1%	74.3%	64.6%
Nandi	70.0%	60.0%	65.0%	65.0%	60.0%	64.0%
Kisii	66.7%	56.7%	60.0%	70.0%	66.7%	64.0%
Embu	45.0%	53.3%	55.0%	86.7%	73.3%	62.7%
Kilifi	60.0%	60.0%	57.5%	70.0%	55.0%	60.5%
Elgeyo Marakwet	46.7%	53.3%	46.7%	86.7%	66.7%	60.0%
Bomet	60.0%	60.0%	60.0%	60.0%	60.0%	60.0%
Kericho	55.0%	40.0%	65.0%	65.0%	60.0%	57.0%
Narok	60.0%	60.0%	100.0%	20.0%	20.0%	52.0%
Garissa	60.0%	20.0%	20.0%	20.0%	20.0%	28.0%
Total	79.7%	71.0%	79.3%	82.1%	79.3%	78.3%

Table 81: Respondents' rating with regard aspects of complaints

County	Ease of finding the right number to call	Time taken to answer your call	The effectiveness of the Interactive Voice Response (IVR) machine service	Staff you talked to (e.g. polite, knowledgeable)	Satisfactory resolution of your complaint	Mean rating
Baringo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Mandera	100.0%	100.0%	100.0%	94.3%	94.3%	97.7%
Tana River	100.0%	84.7%	97.6%	100.0%	98.8%	96.2%
Busia	96.0%	88.0%	93.3%	98.0%	94.0%	93.9%
Kirinyaga	100.0%	85.0%	90.0%	95.0%	95.0%	93.0%
Lamu	93.3%	93.3%	86.7%	100.0%	80.0%	90.7%
Turkana	100.0%	70.0%	90.0%	90.0%	100.0%	90.0%
Kakamega	86.7%	86.7%	86.7%	93.3%	80.0%	86.7%
Kiambu	87.0%	85.2%	87.8%	87.8%	83.0%	86.2%
Homabay	90.0%	50.0%	96.0%	92.0%	86.7%	82.9%
Kisumu	90.8%	76.2%	86.2%	80.8%	80.0%	82.8%
Trans Nzoia	90.0%	70.0%	82.5%	80.0%	82.5%	81.0%
Nairobi	82.5%	70.5%	83.2%	85.3%	79.6%	80.2%
Meru	66.7%	66.7%	86.7%	86.7%	86.7%	78.7%

Bungoma	77.8%	68.9%	77.8%	86.7%	82.2%	78.7%
Samburu	70.0%	70.0%	80.0%	80.0%	90.0%	78.0%
Kajiado	75.0%	75.0%	80.0%	80.0%	80.0%	78.0%
Kitui	75.3%	74.9%	75.7%	74.9%	77.7%	75.7%
Nakuru	82.2%	42.2%	66.7%	93.3%	84.4%	73.8%
Tharaka Nithi	77.1%	37.1%	76.7%	91.4%	85.7%	73.6%
Uasin Gishu	86.7%	60.0%	62.7%	80.0%	74.7%	72.8%
Machakos	60.0%	70.0%	76.7%	86.7%	66.7%	72.0%
Nyamira	60.0%	100.0%	60.0%	80.0%	60.0%	72.0%
Makueni	64.0%	52.0%	60.0%	84.0%	84.0%	68.8%
Nandi	75.0%	65.0%	70.0%	70.0%	60.0%	68.0%
Vihiga	62.9%	42.9%	71.4%	77.1%	77.1%	66.3%
Mombasa	70.0%	60.0%	70.0%	65.0%	65.0%	66.0%
Kisii	63.3%	53.3%	63.3%	83.3%	63.3%	65.3%
Embu	43.3%	51.7%	58.3%	93.3%	73.3%	64.0%
Nyandarua	55.0%	75.0%	65.0%	55.0%	70.0%	64.0%
Kericho	80.0%	35.0%	65.0%	60.0%	70.0%	62.0%
Bomet	80.0%	40.0%	40.0%	60.0%	80.0%	60.0%
Elgeyo Marakwet	73.3%	40.0%	40.0%	80.0%	60.0%	58.7%
Kilifi	60.0%	52.5%	60.0%	57.5%	57.5%	57.5%
Garissa	60.0%	100.0%	20.0%	20.0%	20.0%	44.0%
Narok	100.0%	60.0%	20.0%	20.0%	20.0%	44.0%
Total	80.4%	70.8%	78.7%	82.7%	79.1%	78.4%

Demographics Appendix

Figure 1: Awareness of CA by County

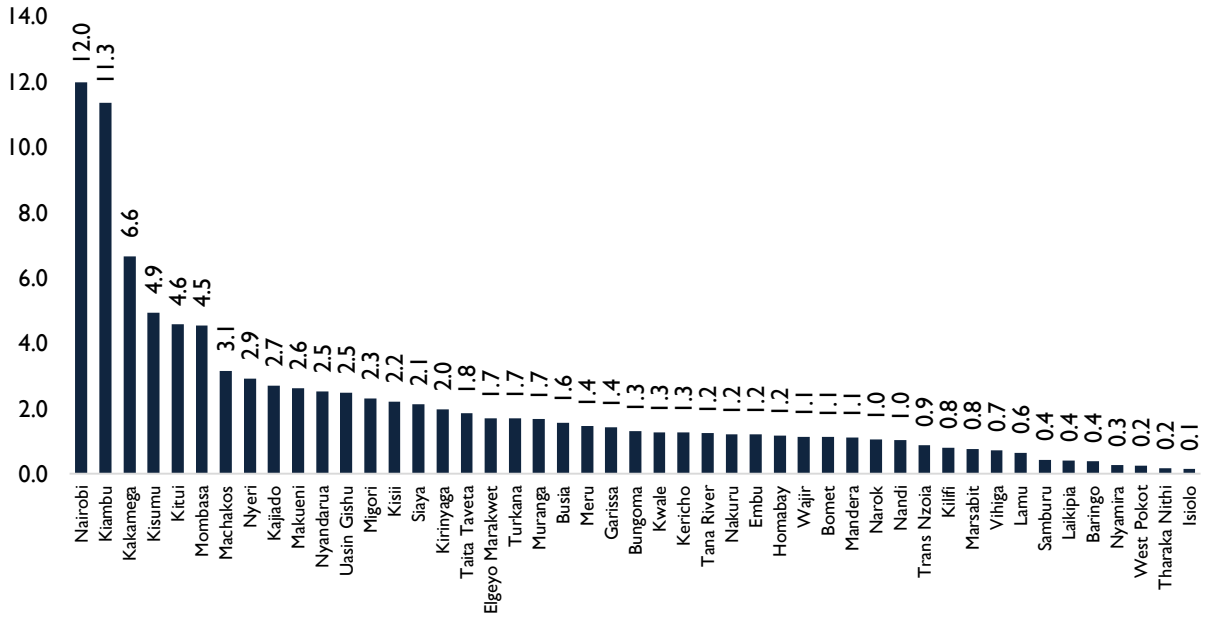


Figure 2: Sample Gender

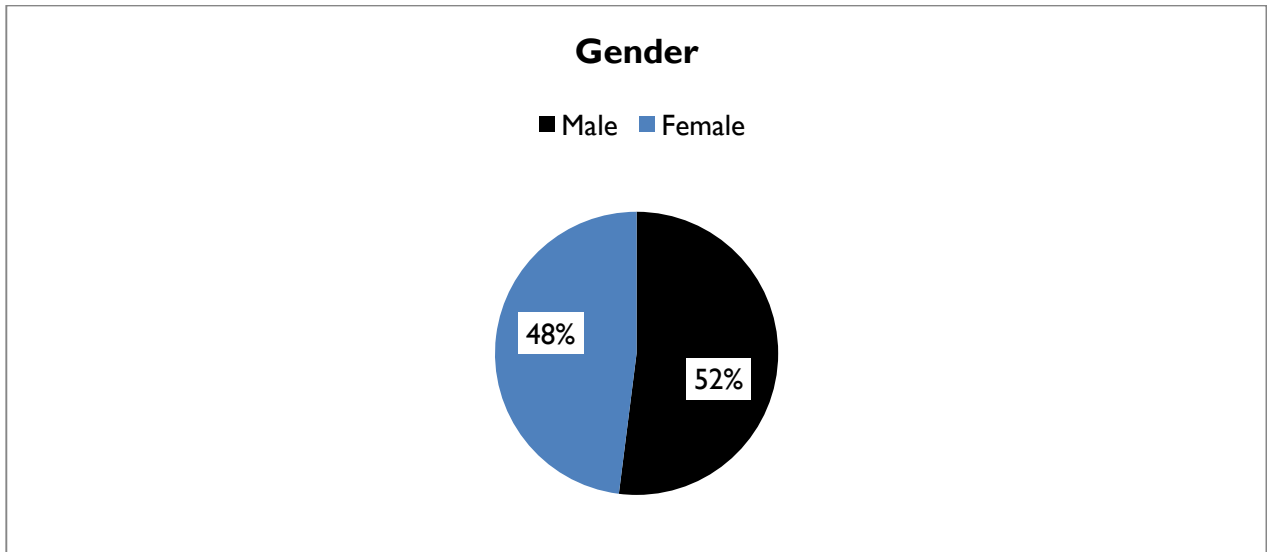


Figure 3: Sample Ages

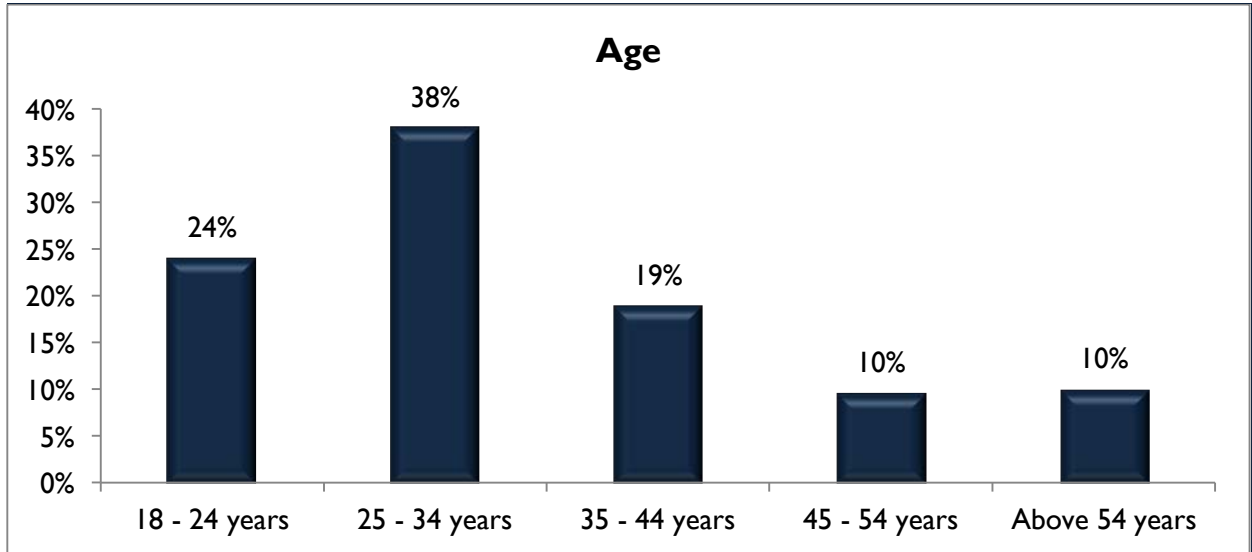


Figure 4: Sample Education level

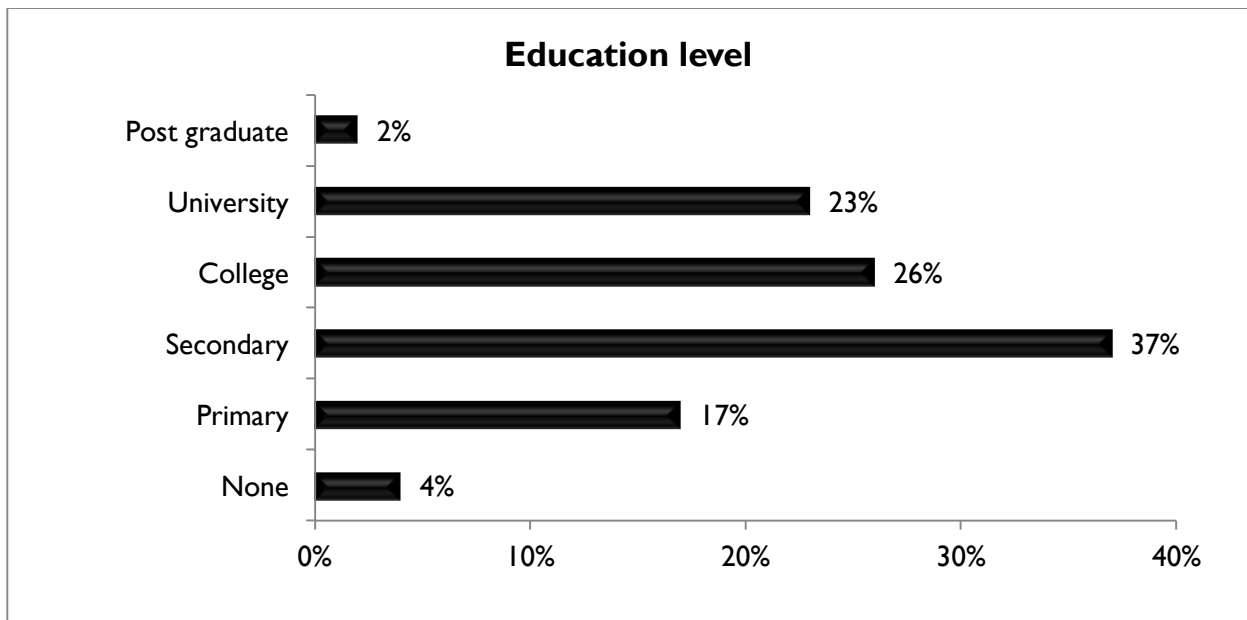


Figure 5: Religion

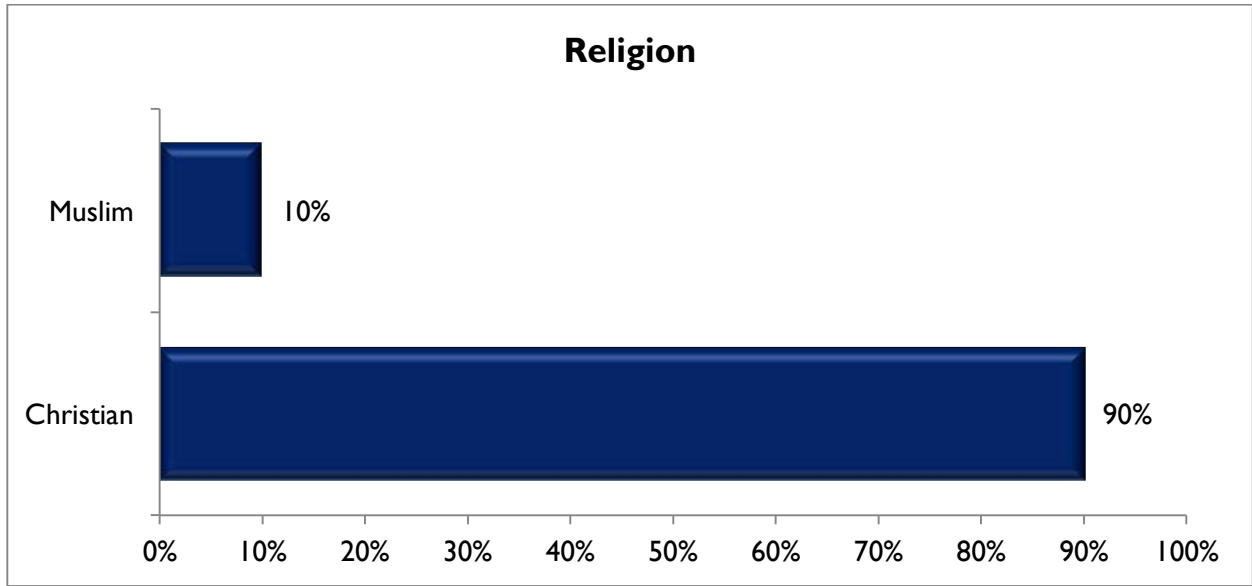


Figure 6: Marital status

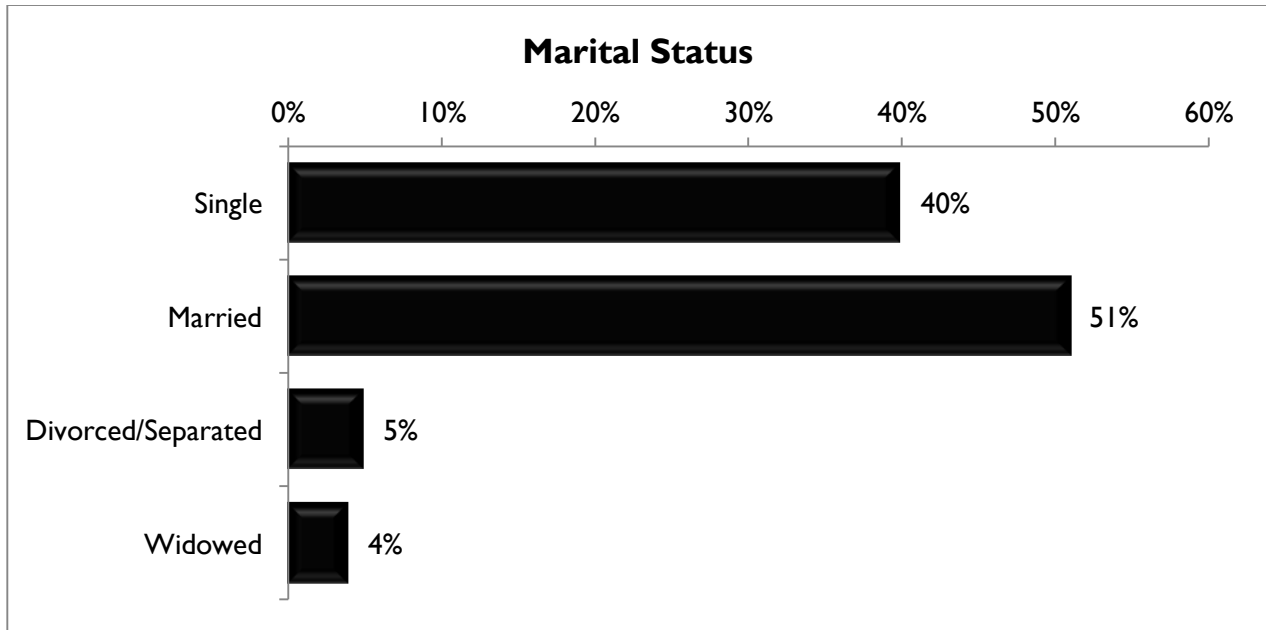


Figure 7: Occupation

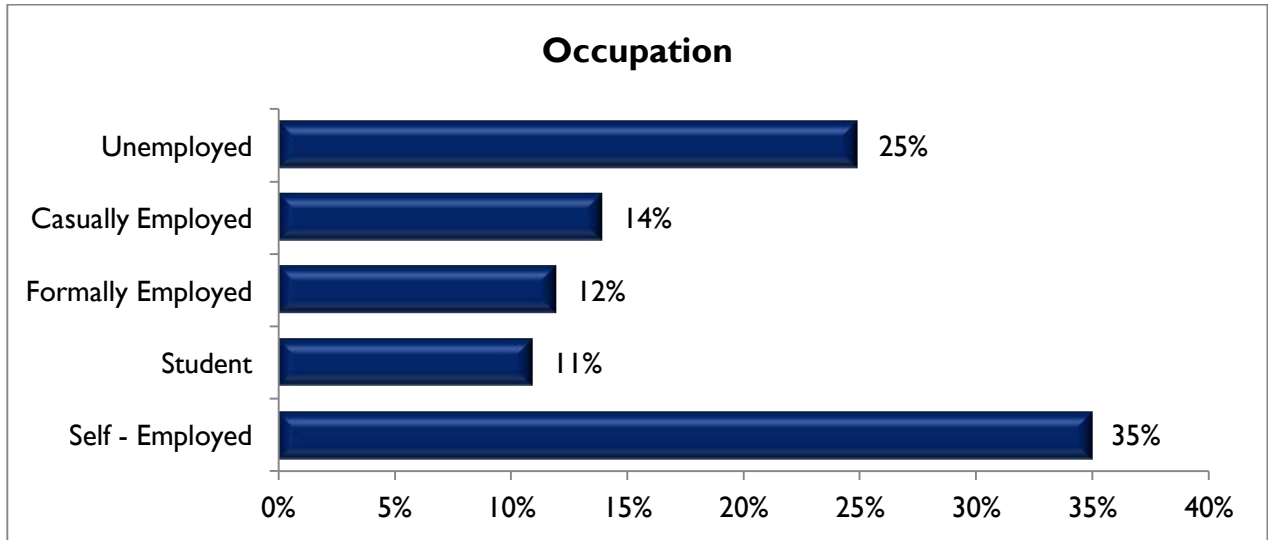
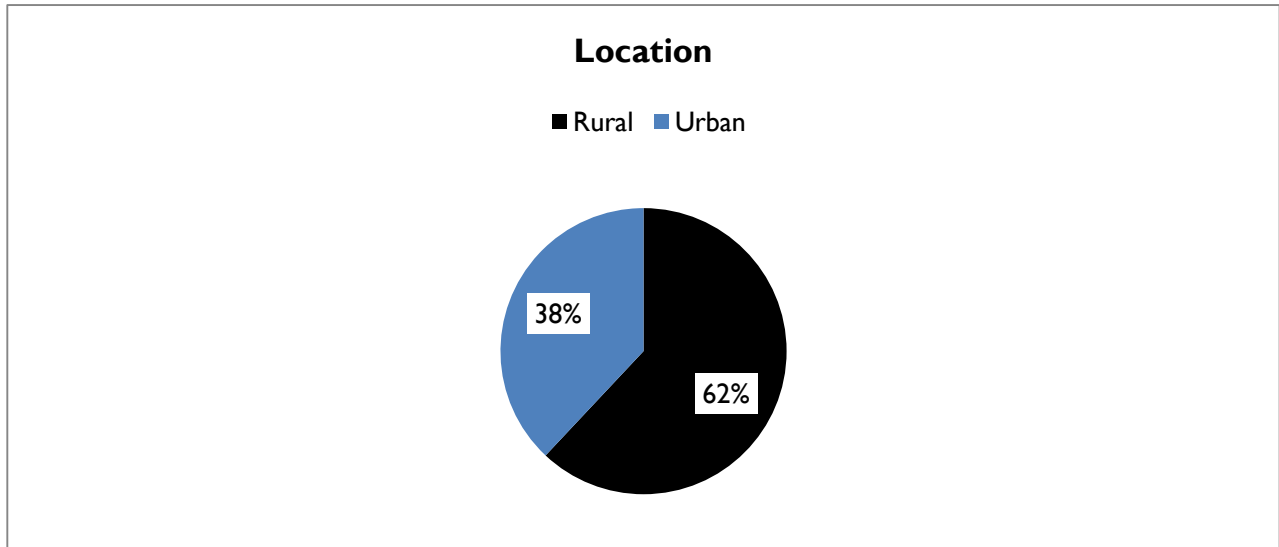


Figure 8: Location



Annex 2

QUALITY OF EXPERIENCE WITH MOBILE SERVICE PROVIDERS

Access to Information from CA via Mobile Service Providers

The survey sought to track the consumers experience with mobile service providers in accessing information in terms of quality of service, affordability and confidentiality of the information.

Factors important to Consumers in their choice of a Mobile Service Provider

Respondents were asked to state the factors they consider when choosing a mobile service providers. A majority (60%) consider coverage as the most important factor. Other highly considered factors include: services provided and the quality of service at 54% and 44%, respectively.

Q: What factors did you consider while choosing your Main mobile service provider?

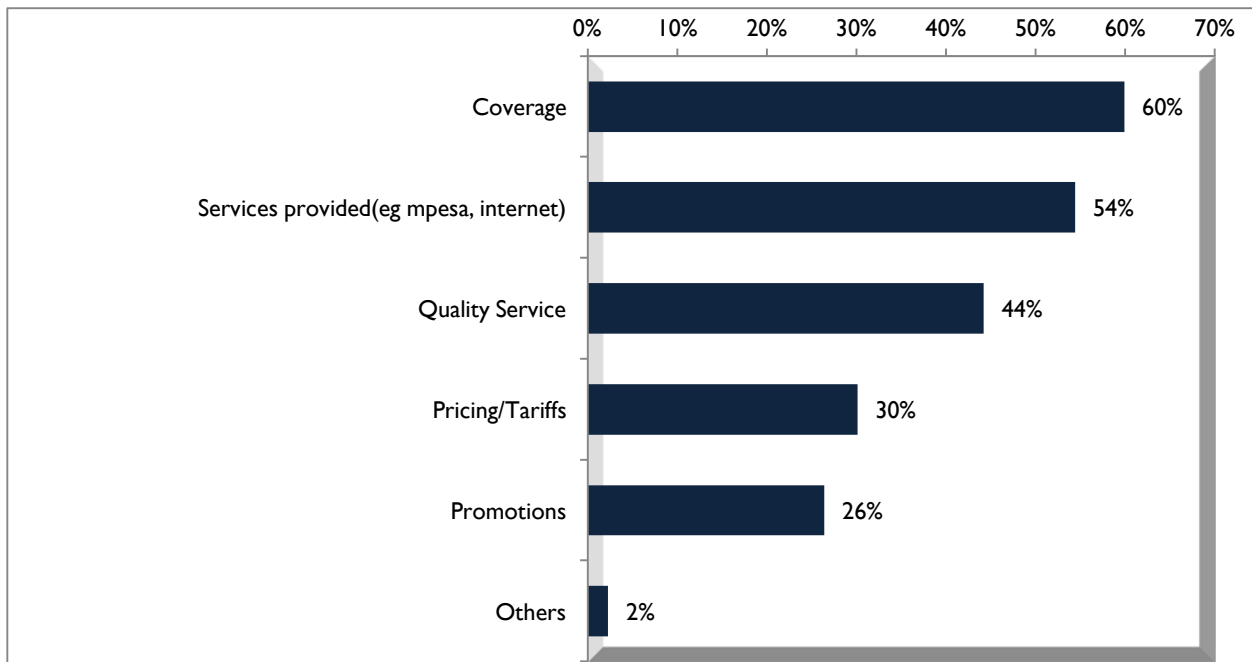


Figure 73: Factors considered when choosing Mobile Service Provider

In terms of factors considered by network service provider, the table below highlights findings based on the study:

Q: What factors did you consider while choosing your Main mobile service provider?

	Airtel	Safaricom	Telkom Kenya (formerly Orange)	Equitel	Total
Coverage	34%	64%	39%	20%	60%
Services provided (eg mpesa, internet)	19%	60%	18%	49%	54%
Quality Service	37%	46%	35%	49%	44%
Pricing/Tariffs	76%	22%	82%	43%	30%
Promotions	33%	25%	45%	19%	26%
Others	2%	2%	2%	8%	2%

Table 2: Factors considered when choosing Mobile Service Provider

Findings from the study indicate that at 76% and 82% respectively, Airtel and Telkom clients considered it due to pricing/tariffs while Safaricom clients selected it due to coverage (64%) and services provided such as internet and Mpesa (60%). On the other hand, Equitel customers considered it due to the quality of service (49%) and services provided (49%).

The detailed data on counties is annexed in Table 3

Q: What factors did you consider while choosing your Main mobile service provider?

County	Base	Coverage	Services provided(eg mpesa, internet)	Quality Service	Pricing/Tariffs	Promotions	Others	Total
Isiolo	9	100%	26%	32%	23%	0%	0%	100%
Marsabit	15	96%	29%	54%	50%	25%	0%	100%
Turkana	47	96%	78%	26%	28%	20%	0%	100%
Taita Taveta	20	94%	100%	31%	16%	16%	0%	100%
Nyamira	35	93%	50%	58%	10%	58%	0%	100%
Nairobi	223	60%	68%	47%	39%	29%	0%	100%
Laikipia	22	11%	74%	67%	22%	19%	0%	100%
Garissa	36	4%	44%	37%	4%	41%	0%	100%
Samburu	11	3%	46%	92%	28%	64%	15%	100%
Kwale	38	2%	15%	93%	2%	2%	0%	100%
Total	2201	60%	54%	44%	30%	26%	2%	100%

Table 3: Factors considered when choosing Mobile Service Provider – by Region

Customer Satisfaction with Coverage, Voice and Network Quality Levels

The study sought to determine how satisfied consumers are with the level of coverage, voice and network quality offered by Mobile Service Providers.

On challenges experienced when dealing with mobile service providers, consumers identified billing (48%) and network coverage challenges (35%) i.e. busy, weak or no challenges that result to call disconnection) as shown in Figure 79 below.

Q: In which of the following areas do you experience challenges when dealing with your mobile service provider?

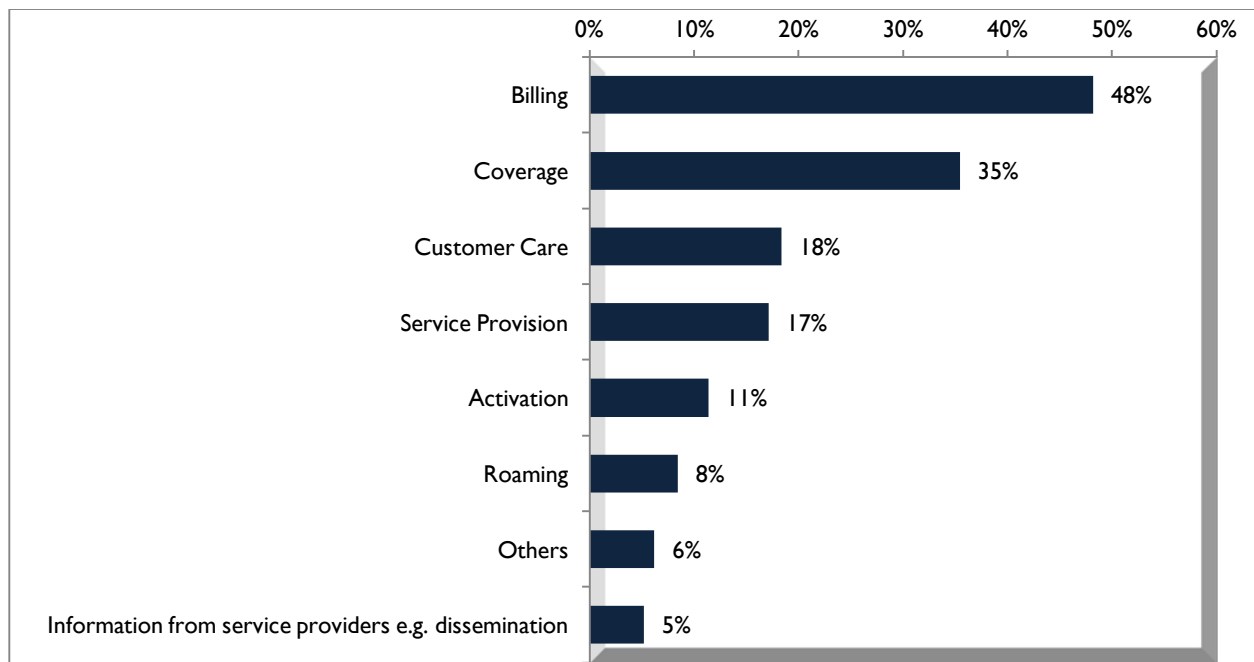


Figure 2: Challenges experienced when dealing with Mobile Service Providers

Consumers recorded to have experienced a number of challenges ranging from billing, coverage, customer care, mobile money services, activation, roaming and information from service providers.

In terms of main challenges per service provider Safaricom customers cited billing (53%) while Airtel and Telkom customers felt that coverage was the main constraint at 59% and 63%, respectively. The figure below highlights findings based on the study:

Q: In which of the following areas do you experience challenges when dealing with your mobile service provider?

	Airtel	Safaricom	Telkom Kenya	Equitel	Total

			(formerly Orange)		
Billing	22%	53%	25%	33%	48%
Coverage	59%	31%	63%	24%	35%
Customer Care	16%	19%	9%	24%	18%
Service Provision	17%	17%	24%	27%	17%
Activation	12%	11%	9%	0%	11%
Roaming	7%	9%	2%	24%	8%
Others	9%	6%	11%	0%	6%
Information from service providers e.g. dissemination	4%	5%	5%	15%	5%

Table 4: Challenges experienced when dealing with Mobile Service Providers –Specific Service Provider

Billing was identified as the main challenge by a significant proportion of respondents mainly from Vihiga, Siaya, Tharaka Nithi, Kilifi and Embu as seen in the annexed Table 5

Q: In which of the following areas do you experience challenges when dealing with your mobile service provider?

County	Base	Billing	Coverage	Customer Care	Service Provision	Activation	Roaming	Others	Information from service providers	Total
Vihiga	34	94%	72%	56%	47%	9%	0%	3%	3%	100%
Siaya	49	90%	54%	4%	4%	2%	0%	12%	0%	100%
Tharaka Nithi	25	87%	3%	17%	0%	3%	10%	0%	0%	100%
Kilifi	50	85%	11%	2%	0%	2%	15%	0%	0%	100%
Embu	33	84%	3%	13%	8%	0%	0%	3%	8%	100%
Nyeri	51	16%	32%	4%	16%	0%	4%	24%	12%	100%
Mandera	50	14%	42%	6%	3%	0%	33%	3%	0%	100%
Samburu	11	13%	74%	3%	3%	3%	3%	0%	3%	100%

County	Sample Size	Network Busy	Weak or no signal	Disconnection	Poor voice quality	Others	Total
Taita Taveta	20	3%	78%	22%	0%	0%	100%
Nyamira	35	3%	98%	40%	60%	53%	100%
Kwale	38	0%	22%	34%	56%	32%	100%
Total	220	48%	35%	18%	17%	11%	100%

Table 5: Challenges experienced when dealing with Mobile Service Providers –by County

In terms of network connectivity, the main challenges experienced by respondents are busy networks (47%) and weak signals (45%) as shown below:

Q. Thinking of network connectivity, what connectivity challenge(s) do you frequently encounter?

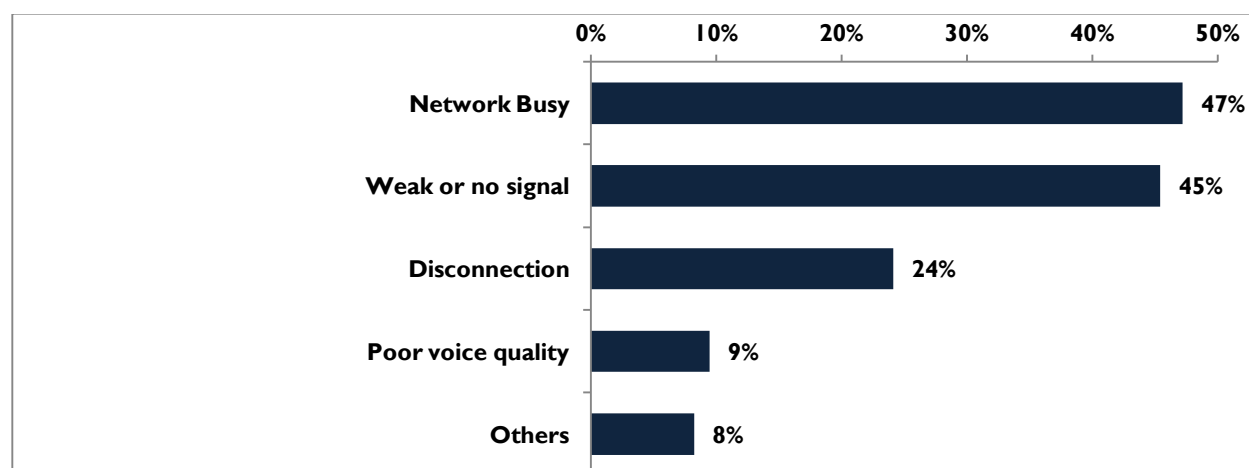


Figure 3: Network connectivity challenges

On assessment of network connectivity challenges experienced by consumers when dealing with mobile service providers, Equitel (83%), Airtel (65%) and Telkom (60%). consumers reported that weak was the main challenge. Safaricom customers, on the other hand reported that the most dominant bottle neck was busy network (49%).

Challenge	Airtel	Safaricom	Telkom Kenya (formerly Orange)	Equitel	Total
Network Busy	40%	49%	28%	25%	47%
Weak or no signal	65%	42%	60%	83%	45%
Disconnection	28%	23%	33%	8%	24%
Poor voice quality	10%	10%	4%	9%	9%
Others	6%	8%	11%	14%	8%

Table 6: Network connectivity challenges – Specific Service Provider

See the annexed Table 99 for more data on network challenges encountered by the mobile service users across the country.

County	Base	Network Busy	Weak or no signal	Disconnection	Poor voice quality	Others	Total
Samburu	11	100%	5%	3%	0%	0%	100%
Nyamira	35	85%	8%	0%	0%	10%	100%
Mandera	50	83%	6%	3%	11%	0%	100%
Vihiga	34	81%	94%	47%	3%	3%	100%
Marsabit	15	79%	50%	36%	39%	0%	100%
Makueni	53	17%	76%	28%	35%	11%	100%
Meru	89	14%	19%	8%	10%	60%	100%
Laikipia	22	11%	11%	4%	4%	81%	100%
Siaya	49	10%	94%	18%	2%	2%	100%
Lamu	7	3%	9%	0%	0%	88%	100%
Total	2201	47%	45%	24%	9%	8%	100%

Table 7: Network connectivity challenges – by County

Sentiments on network strengths and consistency were captured using one closed ended question as highlighted below. Key to note is that at 47%, majority of the respondents experience loss of service sometime, 36% rarely experience loss of service. Only 7% experienced consistent services and noted that they never experience loss of service.

Q. How often do you usually experience loss of service (weak or no signal)?

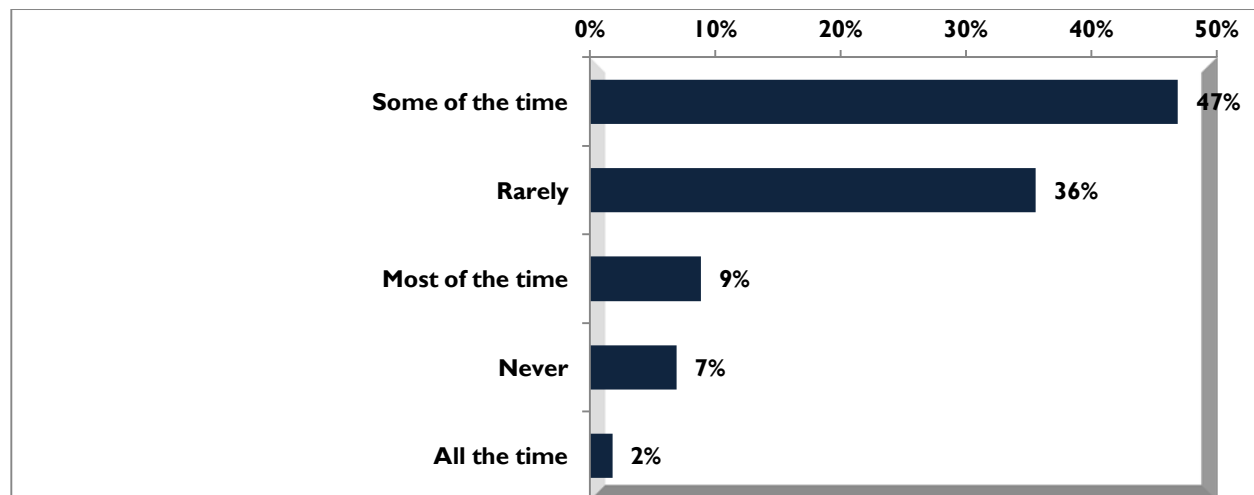


Figure 4: Frequency in loss of service

In terms of service providers the table below highlights our findings. In a nutshell, it is noted across all networks that, most of the respondents sometime experience loss of service or weak signals

Q: How often do you usually experience loss of service (weak or no signal)?

	Airtel	Safaricom	Telkom Kenya (formerly Orange)	Equitel	Total
Some of the time	58%	45%	55%	91%	47%
Rarely	23%	38%	24%	0%	36%
Most of the time	13%	8%	14%	0%	9%
Never	4%	7%	7%	9%	7%
All the time	3%	2%	0%	0%	2%

Table 8: Experiencing loss of service – Specific Service Provider

The study revealed that network connection challenges are experienced across the country. See annexed Table for more data on network connectivity challenges.

Q: How often do you usually experience loss of service?

County	Base	Some of the time	Rarely	Most of the time	Never	All the time	Total
Siaya	49	98%	2%	0%	0%	0%	100%
Taita Taveta	20	84%	9%	6%	0%	0%	100%
Muranga	49	84%	3%	9%	3%	0%	100%
Tana River	13	84%	0%	4%	4%	8%	100%
Kitui	55	84%	0%	16%	0%	0%	100%
Nyamira	35	18%	73%	3%	8%	0%	100%
Embu	33	11%	84%	0%	3%	3%	100%
Nyandarua	16	10%	50%	10%	30%	0%	100%
Lamu	7	6%	91%	0%	3%	0%	100%
Laikipia	22	4%	22%	11%	63%	0%	100%
Total	2201	47%	36%	9%	7%	2%	100%

Table 9: Experiencing loss of service – by county

Satisfaction on coverage levels were captured with one closed ended question, ‘How satisfied are you with the coverage level provided by your Main mobile service provider?’ Findings per service provider are as highlighted below:

Q: How satisfied are you with the coverage level provided by your Main mobile service provider?

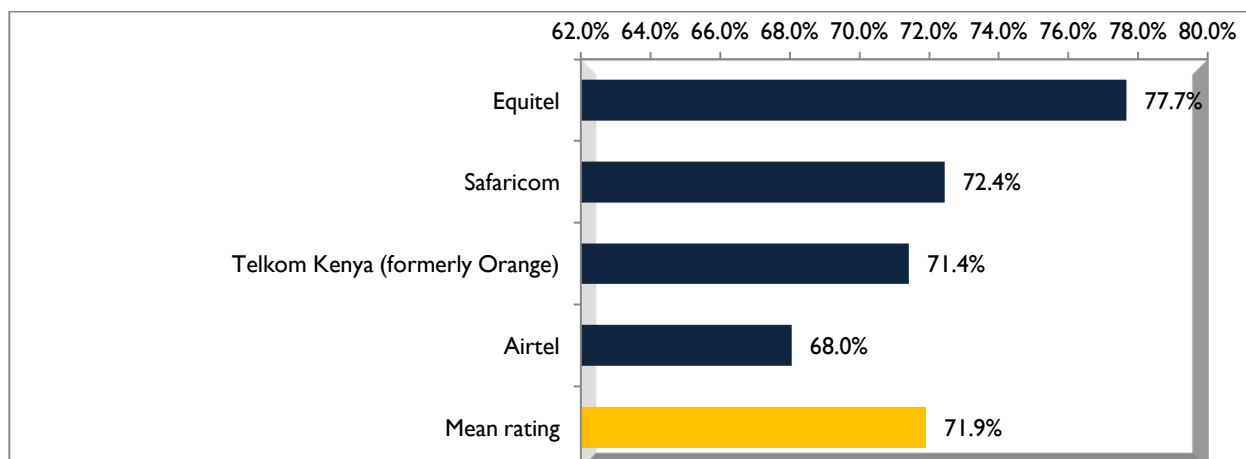


Figure 5: Satisfaction with coverage levels

When analyzed in terms of county, it is noted that respondents from Mandera (97.2%), Baringo (86.7%) and Narok (84.5%) were the most satisfied. Respondents from West Pokot were the least satisfied at 53.0%. For more details see annexed [table](#):

Q: How satisfied are you with the coverage level provided by your Main mobile service provider?

County:	Mean Rating
Mandera	97.2%
Baringo	86.7%
Narok	84.5%
Turkana	84.3%
Busia	83.2%
Kirinyaga	82.0%
Tana River	81.6%
Vihiga	58.8%
Taita Taveta	58.1%
Kwale	57.6%
West Pokot	53.0%
Total	71.9%

Table 10: Satisfaction with coverage levels by county

The table below highlights findings based on respondent sentiments on how often they would need to dial before they get through. It is noted that a majority (64.7%) only dial once.

Q: How often do you need to dial a number before you get through?

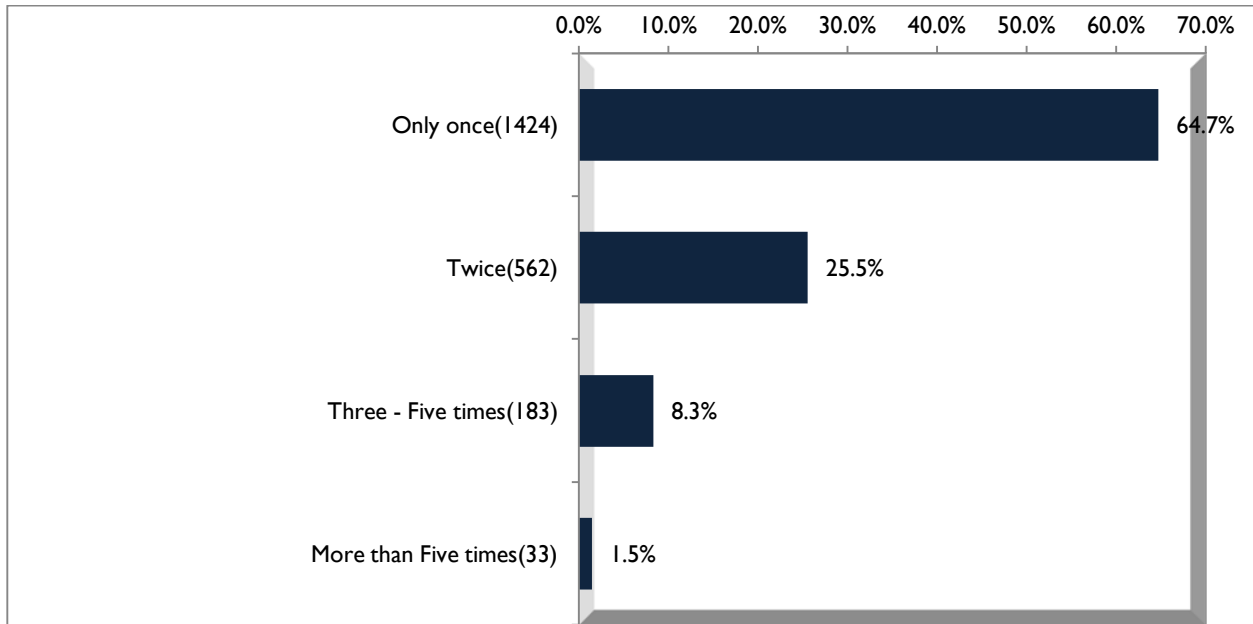


Figure 6: Frequency of dialing a number before connection

When analyzed feedback received in terms of service provider, the table below highlights findings based on the study.

Mobile Service Provider	Only once	Twice	Three - Five times	More than Five times	Total
Airtel	55%	34%	10%	1%	100%
Safaricom	66%	25%	8%	1%	100%
Telkom Kenya (formerly Orange)	71%	14%	11%	4%	100%
Equitel	53%	39%	8%	0%	100%
Total	65%	26%	8%	1%	100%

Table 11: Frequency of dialing a number before connection – Specific Service Provider

To track the number of times respondents get cut off while placing a call, we asked one closed ended question as highlighted below. Only 1.1% often get cut off. However, a majority (69.2%) either rarely or never gets cut off.

Q: How often do you get cut off in the middle of a call?

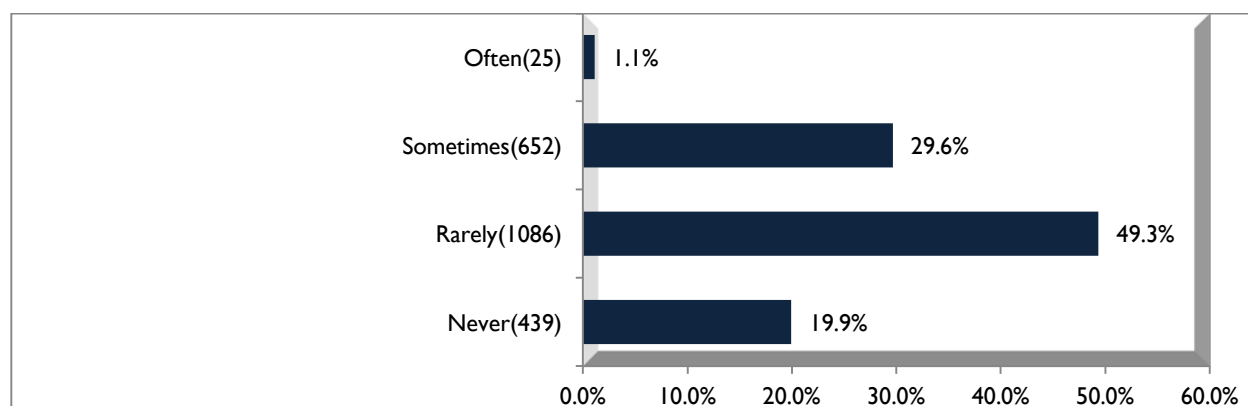


Figure 7: Frequency of call disconnection in the middle of a call

The table below traces the trend per mobile service provider. Key to note is that findings per service provider mirror the generalized outlook as highlighted below:

Mobile Service Provider	Never	Rarely	Sometimes	Often	Total
Airtel	14%	46%	39%	1%	100%
Safaricom	21%	50%	28%	1%	100%
Telkom Kenya (formerly Orange)	23%	44%	32%	0%	100%
Equitel	19%	24%	56%	0%	100%
Total	20%	49%	30%	1%	100%

Table 12: Frequency of call disconnection in the middle of a call – Specific Service provider

The annexed table highlights findings per county:

County	Base	Never	Rarely	Sometimes	Often	Total
Taita Taveta	20	0%	88%	13%	0%	100%
Turkana	47	2%	83%	15%	0%	100%
Wajir	19	0%	82%	18%	0%	100%
Bomet	32	3%	81%	16%	0%	100%
Lamu	7	26%	71%	3%	0%	100%
Kiambu	119	16%	70%	14%	0%	100%
Mandera	50	22%	14%	61%	3%	100%
Samburu	11	36%	10%	54%	0%	100%
Busia	42	43%	8%	50%	0%	100%

Kitui	55	8%	5%	84%	3%	100%
Siaya	49	2%	4%	94%	0%	100%
Total	2201	20%	49%	30%	1%	100%

Table 13: Frequency of call disconnection in the middle of a call – by county

To determine sentiments on the voice quality of calls we asked one question as highlighted below. Telkom Kenya ranked the highest followed by Equitel and Safaricom with ratings of 79.9%, 78.7% and 76.0%, respectively:

Q: How would you rate the voice quality of calls?

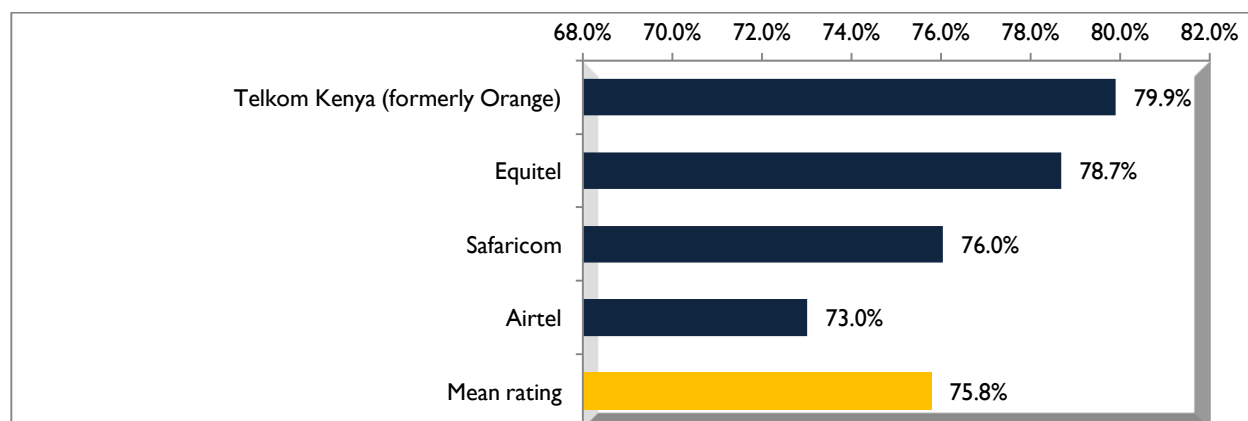


Figure 8: Quality of voice calls

When analyzed in terms of county. The table below ranks the five best and the 5 lowest ranking counties based on feedback from respondents. In summary, the three best ranked counties were Mandera (97.8%), Kirinyaga (93.5%) and Narok (92.9%).

County	Mean Rating
Mandera	97.8%
Kirinyaga	93.5%
Narok	92.9%
Turkana	87.4%
Tana River	86.4%
Nandi	62.9%
Wajir	62.4%
Marsabit	61.4%
Garissa	60.0%
Taita Taveta	60.0%

Total	75.8%
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Table 14: Rating of Quality of voice calls – by county

Feedback from respondents on their ability to send short messages were captured using one closed ended question. It is noted that 30.5% of the sampled respondents have ever been unable to send text messages whilst 62.8% have always been able to send SMS texts as shown below:

Q: Have you ever been unable to send SMS texts?

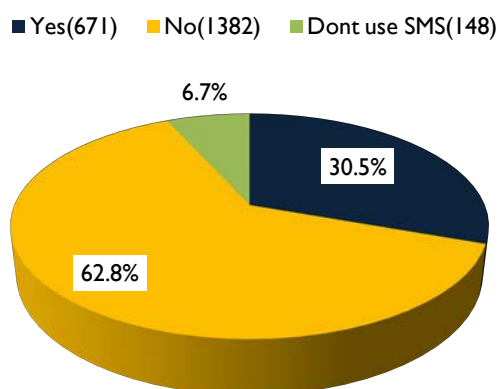


Figure 9: Efficiency in sending SMS texts

When analyzed in terms of service provider and respective counties, the tables below highlights feedback from the study:

Mobile Service Provider	Service	Yes	No	Don't use SMS	Total
Airtel		32%	58%	9%	100%
Safaricom		30%	63%	6%	100%
Telkom Kenya (formerly Orange)		35%	62%	3%	100%
Equitel		29%	63%	8%	100%
Total		30%	63%	7%	100%

Table 15: Efficiency in sending SMS texts – Specific Service Provider

County	Base	Yes	No	Don't use SMS	Total
Turkana	47	93%	7%	0%	100%

Siaya	49	82%	18%	0%	100%
Marsabit	15	71%	7%	21%	100%
Kitui	55	67%	23%	10%	100%
Vihiga	34	63%	38%	0%	100%
Garissa	36	59%	4%	37%	100%
Taita Taveta	20	0%	97%	3%	100%
Nyandarua	16	0%	100%	0%	100%
Migori	47	0%	79%	21%	100%
Nyamira	35	0%	100%	0%	100%
Total	2201	30%	63%	7%	100%

Table 16: Efficiency in sending SMS texts – by county

Respondent were asked how often they received unsolicited short messages. 23.3% indicated they receive them often, 36.4% receive them sometimes while 34.7% receive them occasionally as shown below:

Q: How often do you receive unsolicited SMS?

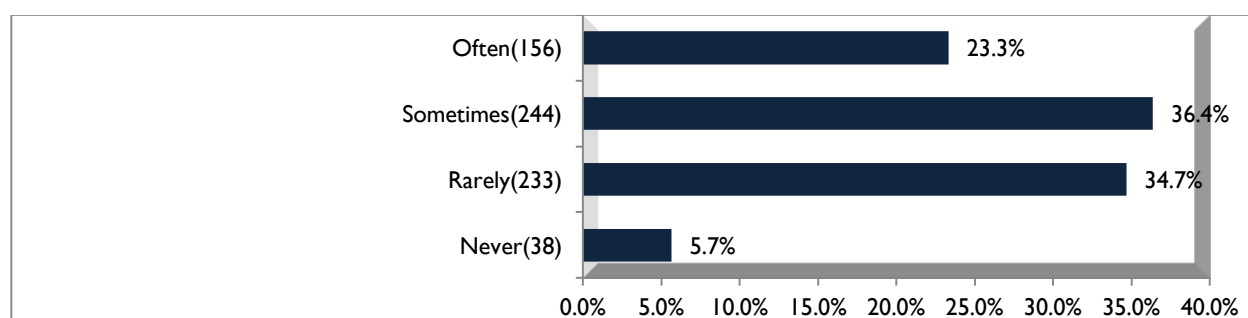


Figure 10: Receipt of unsolicited SMS

In terms of service providers, findings from analysis indicate that Equitel recorded the highest number of respondents who received unsolicited short messages at 69% followed by Safaricom and Airtel at 23% each as highlighted below:

Mobile Service Provider	Never	Rarely	Sometimes	Often	Total
Airtel	11%	39%	27%	23%	100%
Safaricom	5%	34%	38%	23%	100%
Telkom Kenya (formerly Orange)	6%	49%	24%	21%	100%
Equitel	0%	0%	31%	69%	100%

Total	6%	35%	36%	23%	100%
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Table 17: Receipt of unsolicited SMS – Specific Service Provider

The table below highlights the picture per region:

County	Base	Never	Rarely	Sometimes	Often	Total
Isiolo	0	0%	0%	100%	0%	100%
Bungoma	6	0%	0%	100%	0%	100%
Siaya	40	2%	5%	85%	7%	100%
Kitui	37	0%	12%	85%	2%	100%
Kajiado	4	0%	25%	75%	0%	100%
Nyeri	10	0%	0%	70%	30%	100%
Kirinyaga	13	0%	7%	64%	29%	100%
Vihiga	21	5%	5%	5%	85%	100%
Kwale	2	50%	50%	0%	0%	100%
Uasin Gishu	6	0%	33%	0%	67%	100%
Bomet	1	0%	0%	0%	100%	100%
Kericho	6	0%	100%	0%	0%	100%
Total	671	6%	35%	36%	23%	100%

Table 18: Receipt of unsolicited SMS – by County

In terms of network quality, Equitel and Safaricom recorded the highest ratings from respondents at 78.5% and 74.2%, respectively. Telkom had a rating of 73.2% while Airtel recorded a rating of 70.5% from sampled respondents as shown below:

Q: On a scale of 1 - 5 where 1 is very poor and 5 is superior, how would you rate the overall network quality provided by your main mobile service provider?

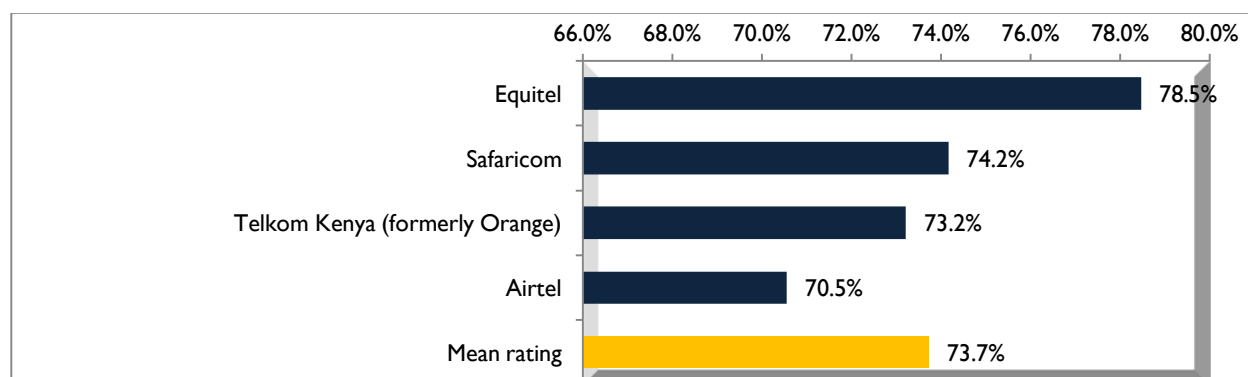


Figure 11: Network quality rating

In terms of county outlook the table below highlights study findings where it is noted that Mandera and Narok had the highest ratings at 94.4% and 89.3% respectively. Vihiga had the lowest with a rating of 59.4%

County	Mean Rating
Mandera	94.4%
Narok	89.3%
Baringo	87.1%
Turkana	86.1%
Kirinyaga	85.0%
Nandi	61.7%
Taita Taveta	61.3%
West Pokot	60.0%
Kwale	60.0%
Vihiga	59.4%
Total	73.7%

Table 19: Network quality rating – by county

Respondents were asked to rate their levels of satisfaction with mobile service providers. The four mobile service providers recorded a mean rating of 75.4% with Safaricom ranking the highest with a rating of 75.7% followed by Telkom Kenya that had a rating of 74.7%. Results from the findings are as highlighted in the figure below:

Q: How would you rate your overall satisfaction level with your main mobile service provider?

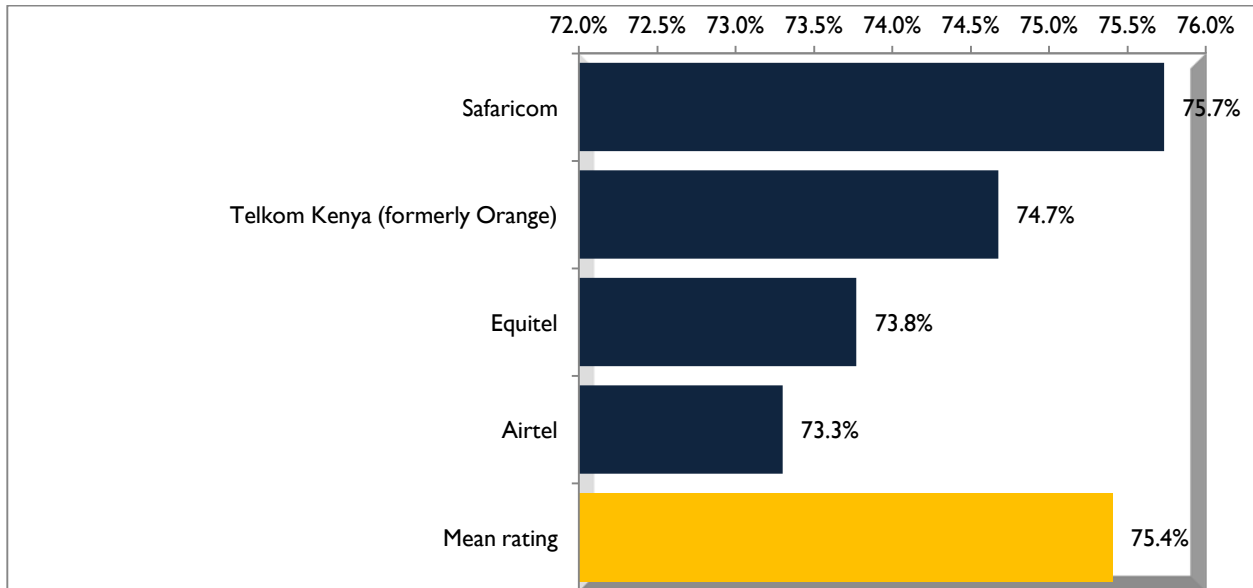


Figure 12: Satisfaction with Mobile Service Provider

In terms of counties, Meru, Lamu and Nyeri recorded the highest ratings of 86.8% 84.7% and 84.4% respectively, as shown below:

County	Mean Rating
Meru	86.8%
Lamu	84.7%
Nyeri	84.4%
Isiolo	82.6%
Mombasa	82.3%
Kajiado	80.0%
Muranga	68.8%
Garissa	66.4%
Nandi	65.30%
Kericho	64.9%
Kwale	64.4%
Total	75.4%

Table 20: Satisfaction with Mobile Service Provider – by County

Respondents were asked to describe the quality and reliability of their internet connection. The results are as shown below

:

Q: Thinking of broadband, which of the following statements best describe the quality and reliability of your Internet connection?

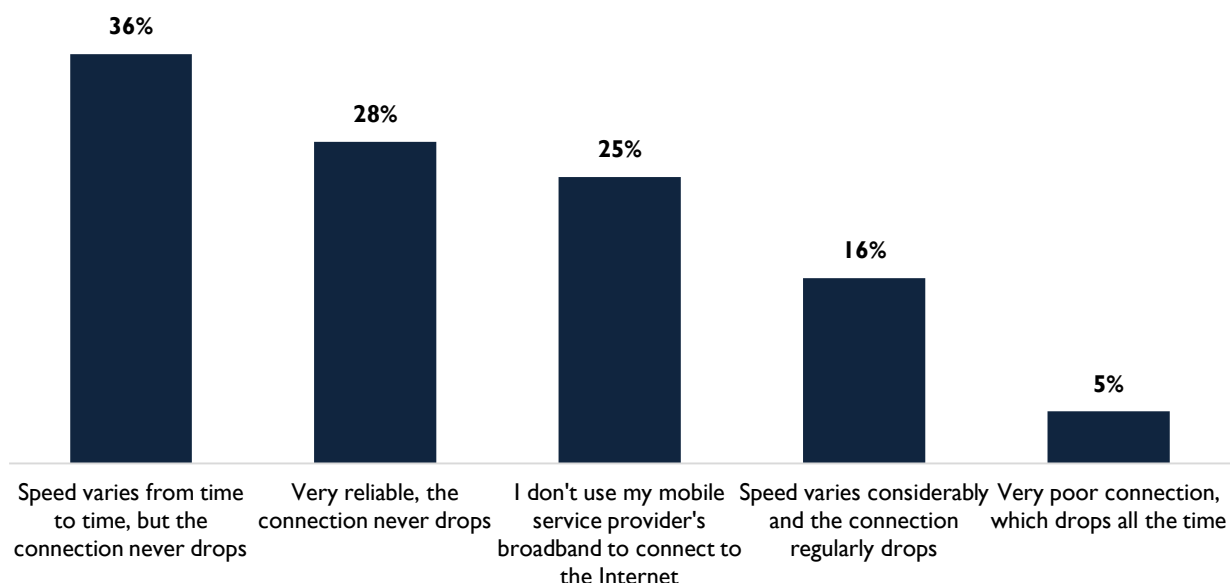


Figure 13: Reliability of Internet connection

In terms of service provider and county the tables below summarize study findings

	Airtel	Safaricom	Telkom Kenya (formerly Orange)	Equitel	Total
Speed varies from time to time, but the connection never drops	38%	36%	38%	45%	36%
Very reliable, the connection never drops	23%	29%	25%	15%	28%
I don't use my mobile service providers broadband to connect to the Internet	24%	26%	18%	38%	25%
Speed varies considerably and the connection regularly drops	21%	16%	25%	8%	16%
Very poor connection, which drops all the time	5%	4%	5%	9%	5%

Table 21: Reliability of Internet connection- Specific Service Provider

County	Base	Speed varies from time to time, but the connection never drops	Very reliable, the connection never drops	I don't use my mobile service providers broadband to connect to the Internet	Speed varies considerably and the connection regularly drops	Very poor connection, which drops all the time
Taita Taveta	20	94%	3%	0%	3%	0%
Nyamira	35	83%	15%	0%	8%	13%
Muranga	49	69%	88%	0%	3%	0%
Mombasa	71	64%	31%	3%	10%	0%
Nakuru	95	57%	14%	24%	10%	0%
Tharaka Nithi	25	7%	7%	80%	10%	3%
Nandi	33	6%	57%	31%	3%	3%
West Pokot	16	5%	5%	0%	80%	10%
Nyeri	51	4%	0%	86%	10%	0%
Samburu	11	0%	100%	0%	0%	0%
Total	2201	36%	28%	25%	16%	5%

Table 22: Reliability of Internet connection - County

In terms of login attempts findings from the study show that a majority, 62.8% of the respondents only login once in order to be online. 24.0% of the respondents have to login twice as indicated below:

Q: How many log-in attempts do you need to make before successfully getting online?

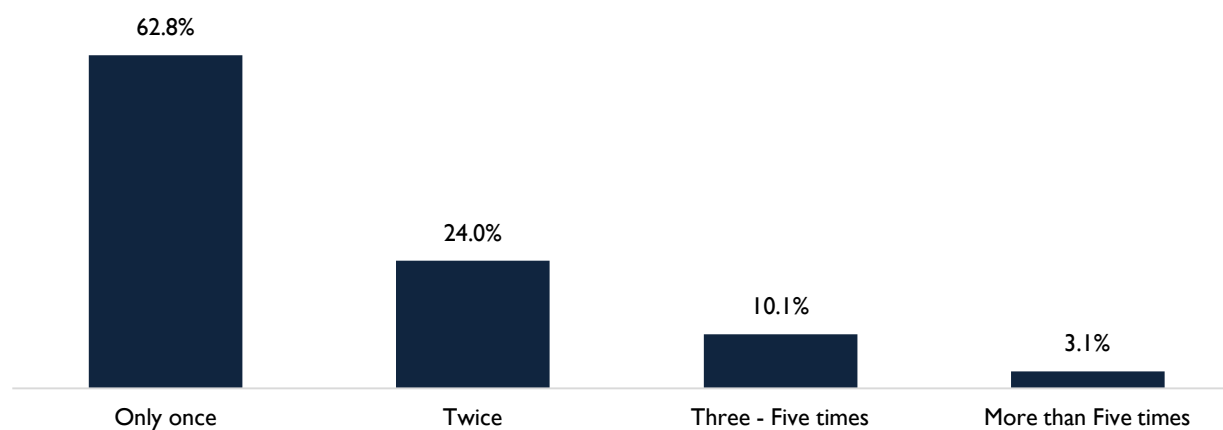


Figure 14: Login Attempt made to get Online

Telkom and Safaricom had the highest incidence rates of individuals having to login once only with incidence rates of 70% and 64%, respectively. Equitel had the lowest with 34% of their subscribers acknowledging that they have to login once in order to be online:

Mobile Service Provider	Only once	Twice	Three - Five times	More than Five times	Total
Airtel	55%	29%	13%	3%	100%
Safaricom	64%	23%	10%	3%	100%
Telkom Kenya (formerly Orange)	70%	14%	14%	2%	100%
Equitel	34%	44%	21%	0%	100%
Total	63%	24%	10%	3%	100%

Table 23: Login Attempt made to get Online – Specific Service Provider

Findings per county for login attempts made are as highlighted below:

County	Base	Only once	Twice	Three - Five times	More than Five times
Isiolo	6	100%	0%	0%	0%
Samburu	11	100%	0%	0%	0%
Nyamira	35	98%	0%	3%	0%
Lamu	7	97%	3%	0%	0%
Embu	26	97%	3%	0%	0%
Nandi	29	26%	45%	29%	0%
Kericho	39	22%	33%	19%	25%
West Pokot	16	10%	15%	60%	15%
Siaya	21	5%	62%	33%	0%
Nyeri	7	0%	71%	29%	0%
Total	1788	63%	24%	10%	3%

Table 24: Login Attempt made - by county analysis

Sentiments on whether current internet service providers restrict the manner in which internet is used is as captured below:

Q: Does your current Internet Service Provider restrict the way in which you use the Internet?

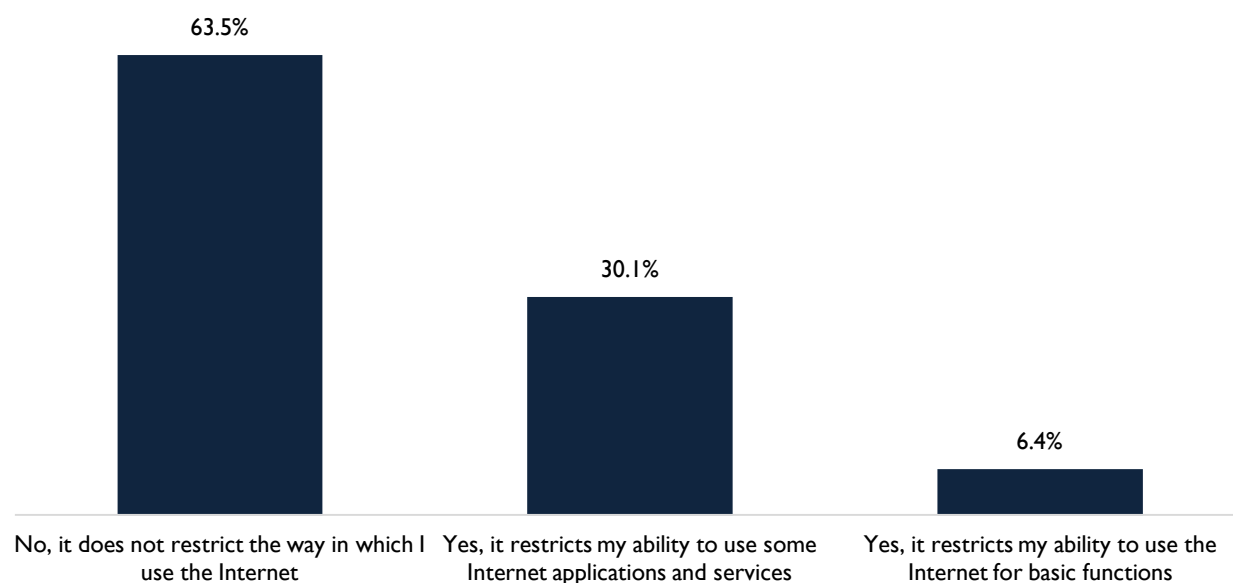


Figure 15: Restriction on internet use

When analyzed in terms of county and service provider the tables below highlights sentiments from the respondents:

	Base	No, it does not restrict the way in which I use the Internet	Yes, it restricts my ability to use some Internet applications and services	Yes, it restricts my ability to use the Internet for basic functions
Taita Taveta	20	100%	0%	0%
Isiolo	6	100%	0%	0%
Kirinyaga	29	100%	0%	0%
Samburu	11	100%	0%	0%
Vihiga	19	100%	0%	0%
Lamu	7	97%	3%	0%
Embu	26	97%	3%	0%
Laikipia	20	96%	4%	0%
Kajiado	37	95%	2%	2%
Marsabit	8	93%	7%	0%

Table 25: Restriction on internet use – Analyzed by county

Mobile Service Provider	No, it does not restrict the way in which I use the Internet	Yes, it restricts my ability to use some Internet applications and services	Yes, it restricts my ability to use the Internet for basic functions	Total
Airtel	66%	27%	7%	100%
Safaricom	63%	31%	6%	100%
Telkom Kenya (formerly Orange)	71%	26%	2%	100%
Equitel	84%	6%	10%	100%
Total	63%	30%	6%	100%

Table 26: Restriction on internet use – Specific Service Provider

Respondent feedback on internet speeds were captured using one open ended question as highlighted below. In a nutshell, Equitel and Safaricom were rated as having the fastest internet speeds. Airtel recorded the lowest rating at 67.9%:

Q: On a scale of 1 – 5, where 1 is very slow and 5 is very fast, how would you rate the speed of your Internet connection?

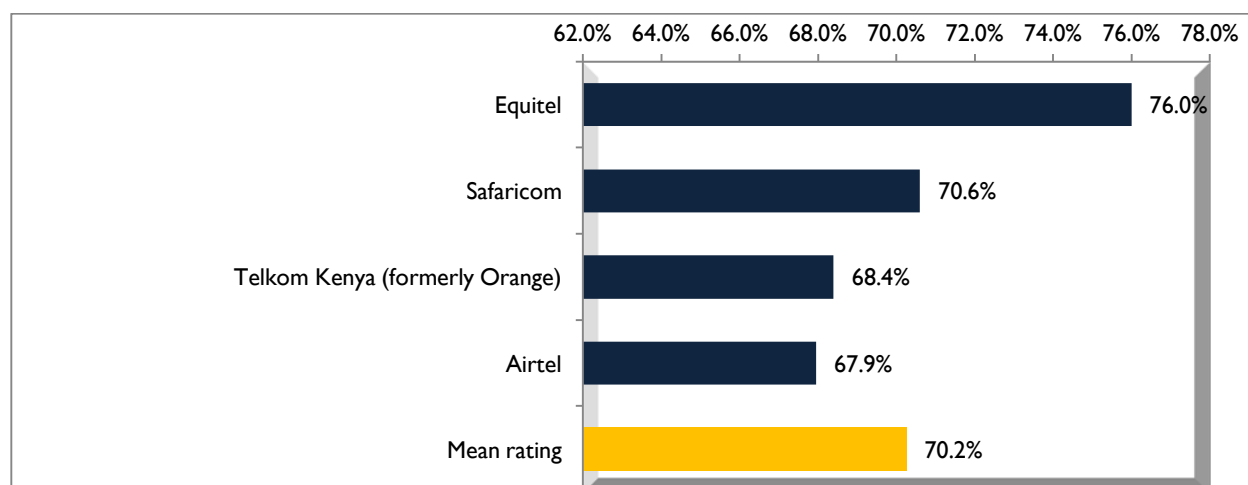


Figure 16: Rating of internet speeds

When analyzed in terms of county, Mandera and Kirinyaga recorded the highest rating at 97.8% and 90.3% respectively. On the other hand Tharaka Nithi recorded the lowest rating of 48.0% as shown below:

County	Mean Rating
Mandera	97.8%
Kirinyaga	90.3%
Kisii	79.2%
Trans Nzoia	78.3%
Kakamega	76.7%
Machakos	76.3%
Laikipia	76.0%
Kwale	56.7%
Garissa	56.5%
Makueni	53.5%
Nandi	53.3%
Tharaka Nithi	48.0%
Total	70.20%

Table 27: Rating of internet speeds – Analysis by county

When asked whether they experience any challenge when accessing sites 69.4% of respondents recorded that they have never experienced any challenges. 30.6% stated that they experience challenges. Findings are as highlighted in the figure below:

Q: Have you experienced any of the following challenges when dealing with your Internet Service Provider? i. Access to site

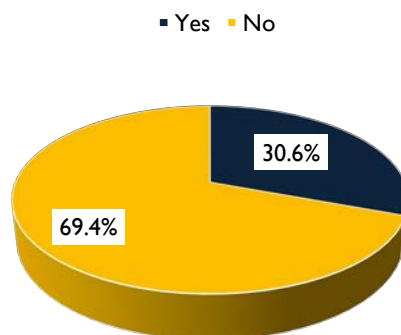


Figure 17: Challenges when dealing with Internet Service Provider

When analyzed in terms of respondents' service providers and county, the figures below highlight findings:

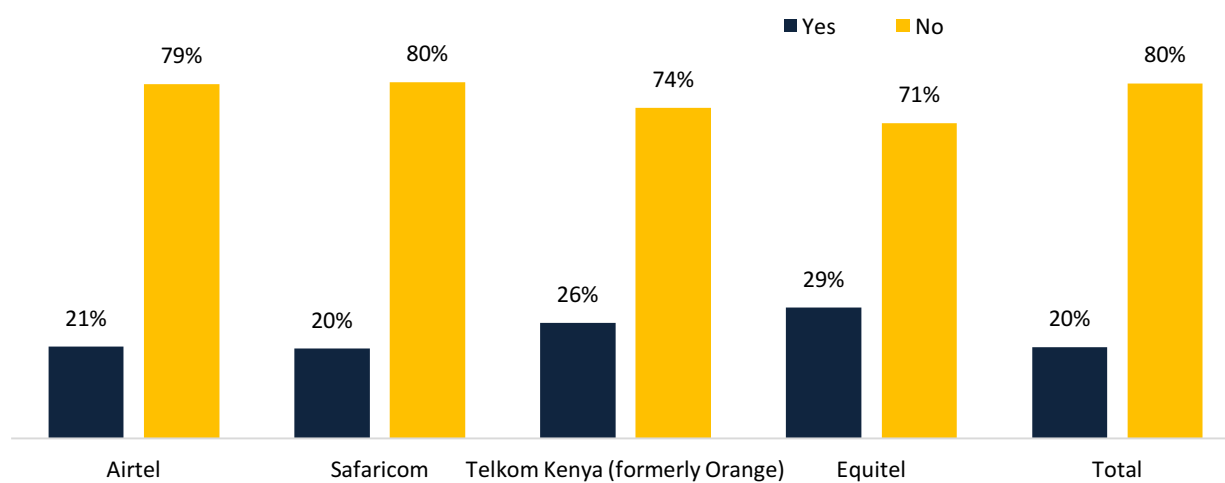


Figure 18: Challenges when dealing with Internet Service Provider – Analyzed by service provider

County	Base	Yes	No
Nairobi	213	29%	71%
Kiambu	118	42%	58%
Kakamega	89	24%	76%
Meru	79	17%	83%
Nakuru	77	4%	96%
Tharaka Nithi	11	8%	92%
Bomet	11	10%	90%
Marsabit	8	47%	53%
Lamu	7	0%	100%
Isiolo	6	5%	95%
Total	1870	20%	80%

Table 28: Challenges when dealing with Internet Service Provider – Analyzed by County

Billing

To track efficiency and accuracy in billing, respondents were asked to rate selected aspects of charges made to their account. A majority, 71.3% of the respondents recorded that SMS texts are correctly charged. 62.9% and 62.1% felt that they were being billed correctly for calls and data, respectively. The figure below summarizes findings for the analyzed aspect:

Q: On a scale of 1 – 5 where 1 is very poor and 5 is very good, how would you rate the following aspects of the charges made to your account?

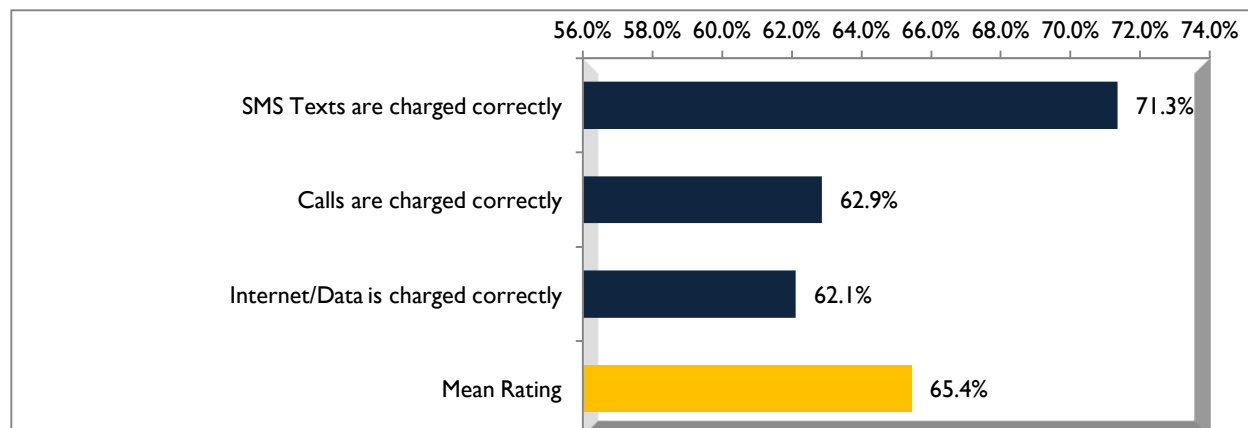


Figure 19: Charges made to account

Findings from analysis done per service provider portray similar results across all networks as shown below:

	Calls are charged correctly	SMS Texts are charged correctly	Internet/Data is charged correctly
Airtel	77.6%	77.7%	76.3%
Safaricom	60.3%	70.4%	59.9%
Telkom Kenya	77.7%	75.2%	73.4%
Equitel	61.9%	64.7%	61.2%
Total	62.9%	71.3%	62.1%

Table 29: Charges made to account – Analyzed by service provider

In order to find out whether mobile service providers channel billing information to their customers, respondents were asked to state whether they receive billing information; Notably, 55.3% of sampled verified that they in fact receive billing information, only 44.7% indicated that they do not as highlighted below:

Q: Do you get billing information from your mobile service provider?

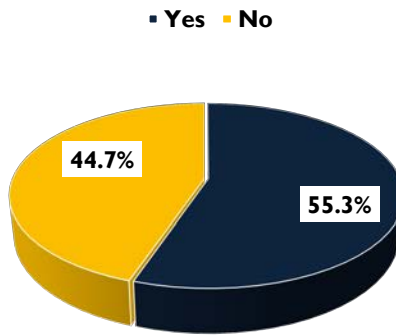


Figure 20: Receipt of billing information

In terms of mobile service providers, findings indicate that while a majority acknowledge receipt of billing information, a significant proportion does not, accounting for 80%, 46%, 44% and 35% for Equitel, Safaricom, Telkom Kenya and Airtel, respectively.

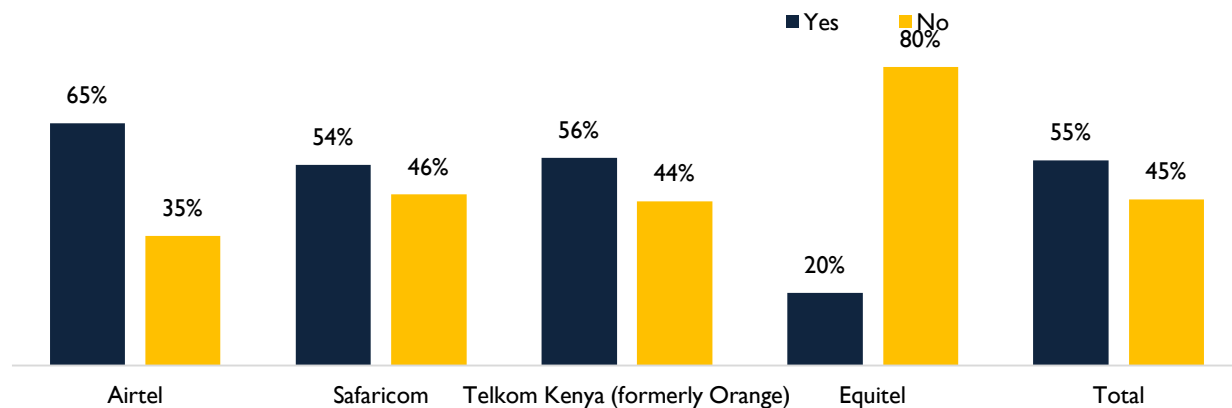


Figure 21: Receipt of billing information – Analyzed by Service Provider

Results per county are as highlighted below:

County	Base	Yes	No
Nyandarua	16	100%	0%
Kirinyaga	38	100%	0%
Kajiado	39	98%	2%
Samburu	11	97%	3%
Lamu	7	94%	6%
Muranga	49	3%	97%
Migori	47	2%	98%

Tharaka Nithi	25	0%	100%
Nyamira	35	0%	100%
Total	2201	55%	45%

Table 30: Receipt of billing information – Analyzed by county

A majority (86.6) of the respondent who acknowledged that they receive billing information also that they have to trigger the process through a call or by sending an SMS. Only 7.3% receive billing information on a monthly basis as highlighted below:

Q: If yes, how often?

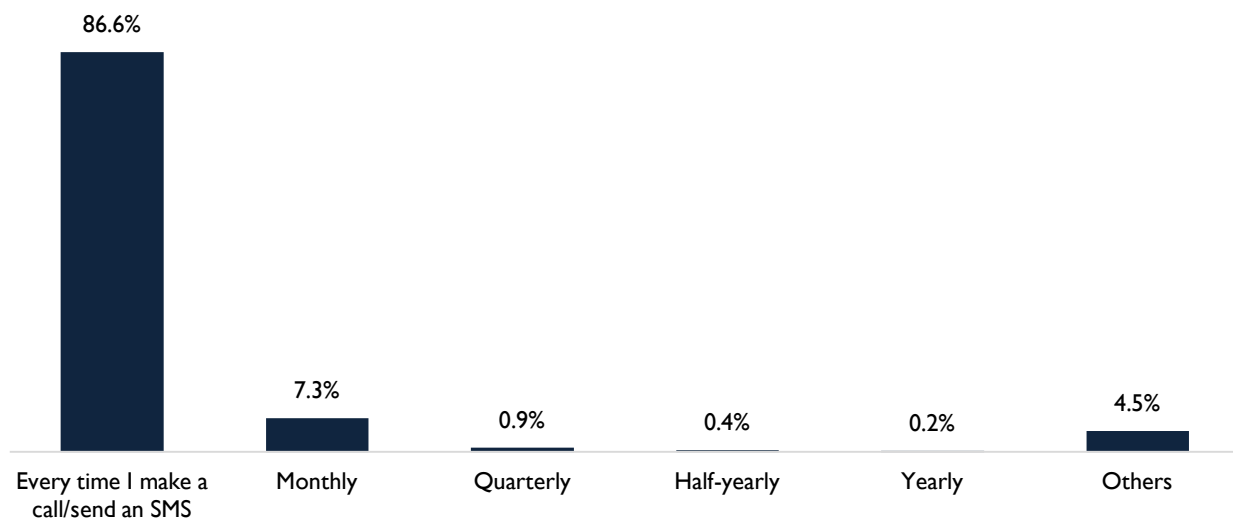


Figure 22: Frequency in receipt of billing information

To track billing by their respective mobile service providers, respondents were asked one asked to rate information received in terms of clarity and accuracy. Key to note is a majority had a positive perspective and portrayed confidence in the information channeled by their service providers. Findings are as highlighted below:

Q: How would you describe the billing information you receive from your service provider with respect to the following?

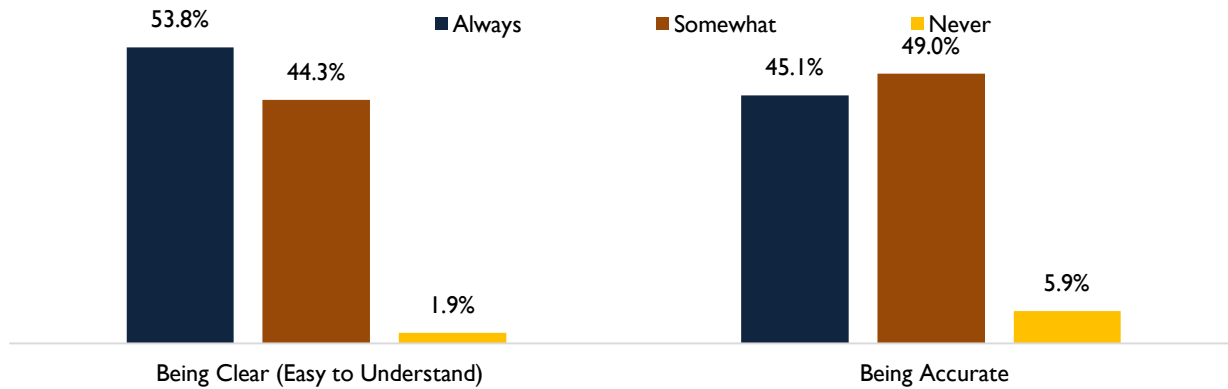


Figure 23: Nature of billing information

Respondents were asked to rate the levels of satisfaction with their service provider in terms of billing. Findings from the study indicate that Equitel respondents are the most satisfied with a rating of 80.0% followed by Airtel and Telkom at 77.6% and 76.3% respectively. Safaricom was the least ranked at 70.6%.

Q: Overall, how satisfied are you with your service provider’s billing on a scale of 1 - 5 where 1 is “very dissatisfied” and 5 is “Very satisfied”?

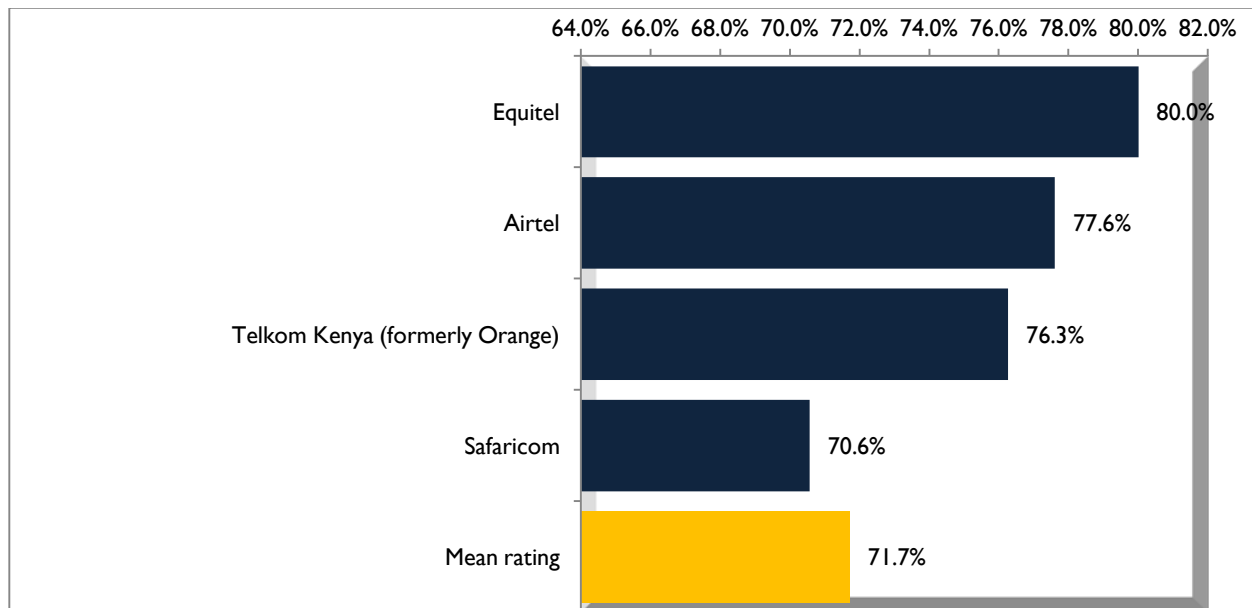


Figure 24: Satisfaction with billing

We analyzed the same question in terms of counties. Mandera, Tana River and Turkana were the highest ranked with ratings of 97.2%, 90.4% and 89.4%, respectively. Isiolo and Narok were the least ranked with ratings of 45.7% and 41.2%, respectively

Q: Overall, how satisfied are you with your service provider's billing on a scale of 1 - 5 where 1 is "very dissatisfied" and 5 is "Very satisfied"?

County	Mean Rating
Mandera	97.2%
Tana River	90.4%
Turkana	89.4%
Kisii	86.7%
West Pokot	86.7%
Trans Nzoia	83.5%
Makueni	58.6%
Garissa	50.0%
Vihiga	48.6%
Isiolo	45.7%
Narok	41.2%
Total	71.7%

Table 3 I: Satisfaction with billing – County Analysis