



## Covid-19 Global Pandemic in Nairobi's Low-Income Areas:

### Assistance to the Needy, Perceived Government Performance, and Sources of Information

Round Two Survey Report | 5<sup>th</sup> Release | 19<sup>th</sup> July 2020

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The logo for the Government of Canada, featuring the word 'Canada' in a serif font with a small Canadian flag to the right.

The logo for Hanns Seidel Stiftung, featuring a stylized blue and white geometric design to the left of the text 'Hanns Seidel Stiftung'.



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# Executive Summary





# Summary findings

## Assistance to the needy (aware vs considered most helpful)

	Aware of assistance	Most helpful
Relief food	74%	33%
Disbursement of cash	55%	45%
Free masks	13%	3%
Youth employment opportunities	9%	7%
Free sanitizers and/or soap	7%	-
Free water	4%	2%

## Incidence of accessing assistance given to the needy

	Personally Received	Know someone who has received
Cash disbursements	4%	39%
Relief food	11%	49%
Masks	10%	25%



# Summary findings (con't)

## Expectations in the Locality if No More Assistance is Received

- ❑ 40% increase in crime
- ❑ 32% increase in hunger
- ❑ 4% possibility of violent riots
- ❑ 3% protests and peaceful demonstrations

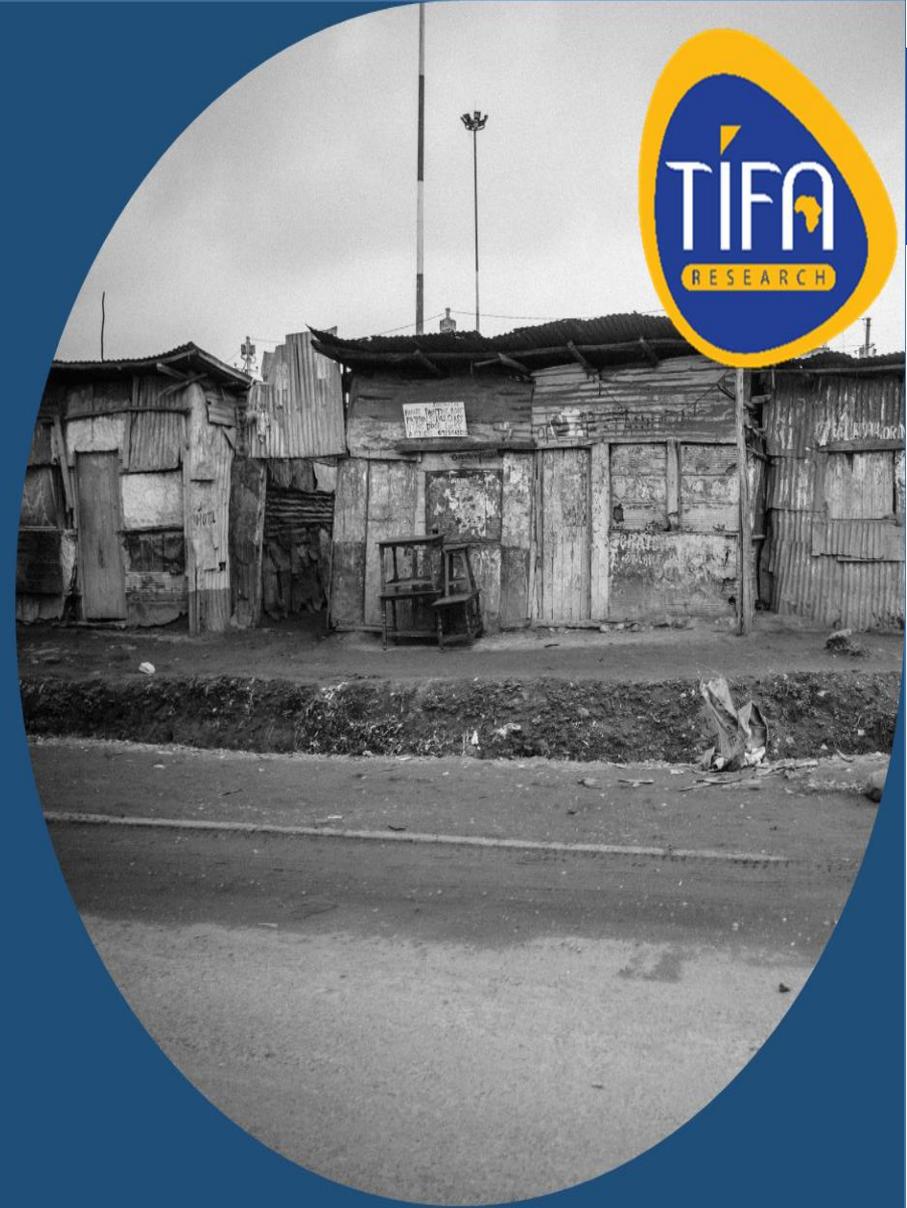
## Source of information on the virus

- ❑ 43% TV
- ❑ 19% radio
- ❑ 15% Ministry of Health
- ❑ 5% social media

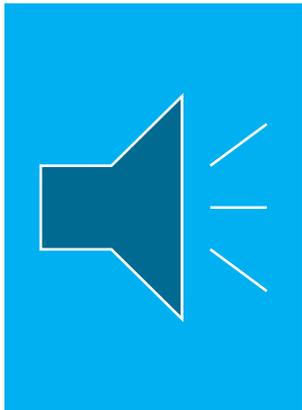
## Government performance ratings

	Containing the virus	Assisting the needy
Very well	33%	17%
Somewhat well	48%	32%
Not very well	9%	21%
Not well at all	9%	27%
Not sure	1%	2%

**Study Objectives  
Background Information,  
and Release Introduction**



# Overall Study Objectives



- ❑ To measure the level of **awareness of the disease** among residents of selected low-income areas in Nairobi, and their level of concern with it
- ❑ To assess the immediate **social-economic impact** of the Covid-19 crisis on them
- ❑ To understand their current **coping mechanisms and future expectations** of their medical and economic well-being
- ❑ To establish their experience with and opinions about relevant **government enforcement efforts**
- ❑ To determine the proportion who say they have **benefited from any remedial measures** instituted by either state or non-state actors, or even know about them



- ❑ The measures taken in Kenya to contain Covid-19 have affected households in many ways, including job loss, loss of remittances, higher commodity prices, heightened insecurity, and disruption to health care services and education. While these impacts have affected most households across the country, they appear to be more profound and longer-lasting amongst low income-earners in more congested urban areas who are inherently more vulnerable.
- ❑ Nairobi has registered the highest number of Covid-19 cases in Kenya – nearly one-third of the national total (yet fewer than one-in-ten Kenyans reside there). Given the restrictions that were placed on movement in and out of this county (including the curfew) as well as the recommended (and in some cases enforced) ‘social isolation’ measures in response to the Corona pandemic and the resultant economic slow-down, it soon became clear that many people found it increasingly difficult to ‘make ends meet’, especially those in the lower-income areas captured in this survey.

# Introduction: Study Background



- ❑ In this context, TIFA Research, in collaboration with research consultant-analyst Dr. Tom Wolf, designed and implemented a survey to explore these issues among this section of Nairobi's population over time.
- ❑ Round One of the survey was conducted at the end of April and captured the experiences, views and expectations of 356 respondents resident in Nairobi's main low-income areas. Subsequently, a webinar was held to explore some of the issues captured. (Both the webinar and the entire Round One Release may be accessed from here <http://www.tifaresearch.com/the-covid-19-global-pandemic-in-nairobis-low-income-areas/>).
- ❑ Round Two was conducted during 2-15 June based on (CATI/mobile phone) interviews with 579 respondents, 286 of whom had participated in Round One.
- ❑ The focus of the 1<sup>st</sup> Release (of 30 June) of Round Two was the virus' economic impact, a consequence of its regional and international consequences as well as of the measures implemented by Government to contain it.



# Introduction: Content and Context of The 5<sup>th</sup> Release of Round Two



- ❑ The 2<sup>nd</sup> Release (of 5 July) focused on personal and public prevention measures, with particular attention to the night curfew and Nairobi area travel restrictions.
- ❑ The 3<sup>rd</sup> Release (of 8 July) included two social issues: having children at home and their ability to access educational content, and domestic violence.
- ❑ The 4<sup>th</sup> Release (of 12 July) remaining Releases will cover its impact on various aspects of personal and community life (crime, domestic violence, social welfare issues (awareness of/experience of assistance to the needy, awareness of such assistance by non-state actors), and knowledge of/levels of trust in particular sources of information about the virus.
- ❑ The results of this 5<sup>th</sup> Release of the Round Two survey include awareness of assistance to the needy from both government and non-state actors as well as knowledge of recipients of such assistance, outcome-expectations in the absence of any additional assistance, and main sources of information about the virus and how such sources are accessed.

# Introduction: 5<sup>th</sup> Release Content and Context (con't)



- ❑ It is hoped that such survey findings (most of which were also explored in Round One and will be again in Round Three) will help both the relevant authorities and citizens appreciate the severity of the virus' threat and the most effective measures in terms of both personal behavior and public health which can at least mitigate its deleterious medical and economic impact.
- ❑ Additional Survey Rounds are planned, with Round Three to be conducted within the next month.

# Methodology: Data Collection



Sub-topic	Detailed information
Field work dates	2 <sup>nd</sup> -15 <sup>th</sup> June 2020
Geographical scope of study	Nairobi County - low income areas (mainly: Huruma, Kibera, Mathare, Korogocho, Mukuru kwa Njenga, Kawangware )
Proportion of Nairobi's adult population covered	29% of the estimated 820,000 i.e., adults living in the low income areas
Target respondents	Adults (18+ years) living
Sample size	579 respondents (Male = 306, Female = 273)
Margin-of-error	+/- 4.1% for the total sample. (Note: Sub-sample results have higher error-margins)
Average duration of interview	35 minutes
Proportion who stated that they enjoyed the interview	99%
Proportion who agreed to participate in a similar future survey	97%
Data collection methodology	Telephonic – calls made to respondents recruited in previous face-to-face/household surveys.

**The safety and well-being of our office and research field staff, as well as of our survey respondents, is paramount during this period of the COVID-19 threat. In aligning with government guidelines to minimize movements and promote safe (i.e., physical) distancing, TIFA has set up a virtual call centre-platform allowing the field staff to make interview-calls from their homes.**



- ❑ In addition to presenting the results based on these Study Objective topics, the presentation of results also explores some of the contrasting experiences and opinions within the sampled population by using particular sub-groupings of the total sample.
- ❑ This is done both to underscore the point that even within Nairobi, there is considerable variation in how the Covid-19 virus and the measures implemented by Government to combat it among residents in the city's low-income areas, and that such data can be used to reveal the logic as to why such variations occur. This is considered especially useful for policy-makers and others involved in combating the virus and addressing the needs of those most affected by it. Further, such analysis raises critical issues that could be further explored in subsequent Rounds of the survey.

# Survey Sponsors



For this Second Round of a planned multi-round survey of the same respondents, TIFA gratefully acknowledges the support of following organizations:

- The Canadian High Commission in Kenya
- The Hanns Seidel Foundation-Kenya

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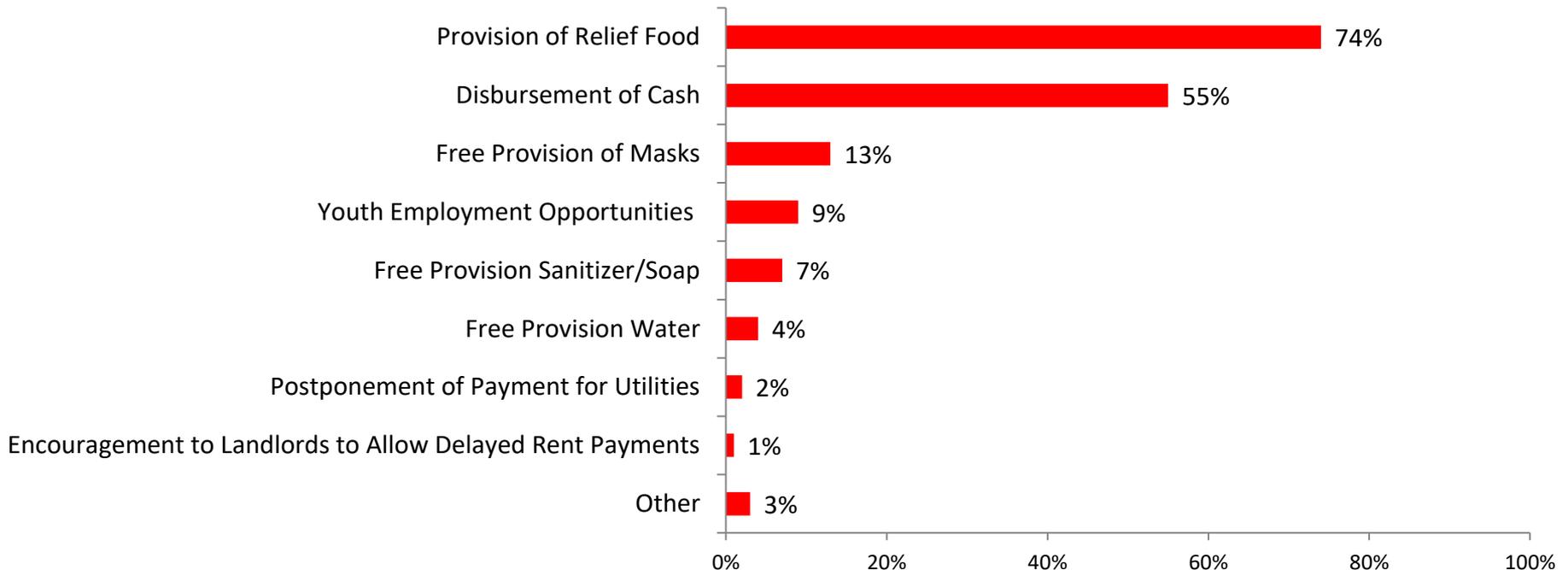
- Government Assistance to the Needy**
- Kenya Ratings on Virus Response**
- Assistance from Non-State Actors**
- Outcome-Expectations if No More Such Assistance is Received**

# Awareness of Measures by National/County Governments to Assist the Needy



□ Nearly two dozen measures implemented by either the national or county governments to assist the most needy in response to the virus crisis were mentioned by respondents, cash hand-outs and the distribution of relief food being by far the most numerous, with the former of these two being seen as the “most helpful” by far (52% vs. 39%). In addition, only 1% could not name any such measures.

**Awareness of Measures to Assist the Needy:  
by Those (76%) Who Could Mention at Least One Such Measure**

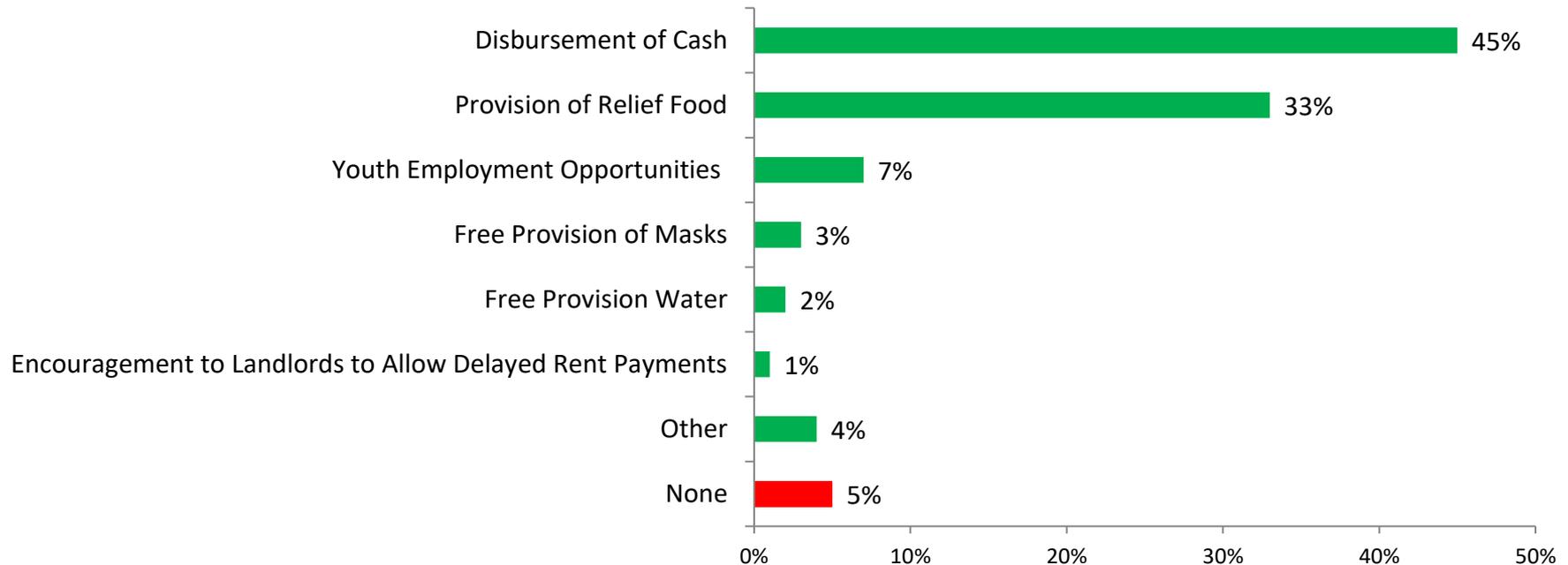


**Q: Both the national and county governments have announced some measures to assist people because of the impact of the virus. Which ones, if any, have you heard about? (multiple response up to three)** Base=440 (Those Aware of Any Such Assistance)

# Measure to Assist the Needy by National/County Governments Considered Most Helpful: by Those Who Know More Than One Such Measure

□ Among the nearly two dozen measures mentioned to assist the needy the two considered “most helpful” by far are cash disbursements (45%) and relief food (33%). Interestingly, a small but substantial proportion of respondents (5%) who could mention at least one such measure feel that none of them are helpful, perhaps because of either the amounts involved or (in)frequency – or that they went to people considered underserving.

**Measure of Assistance to the Needy Considered Most Helpful:  
by Those Who Mentioned More Than One Such Measure**



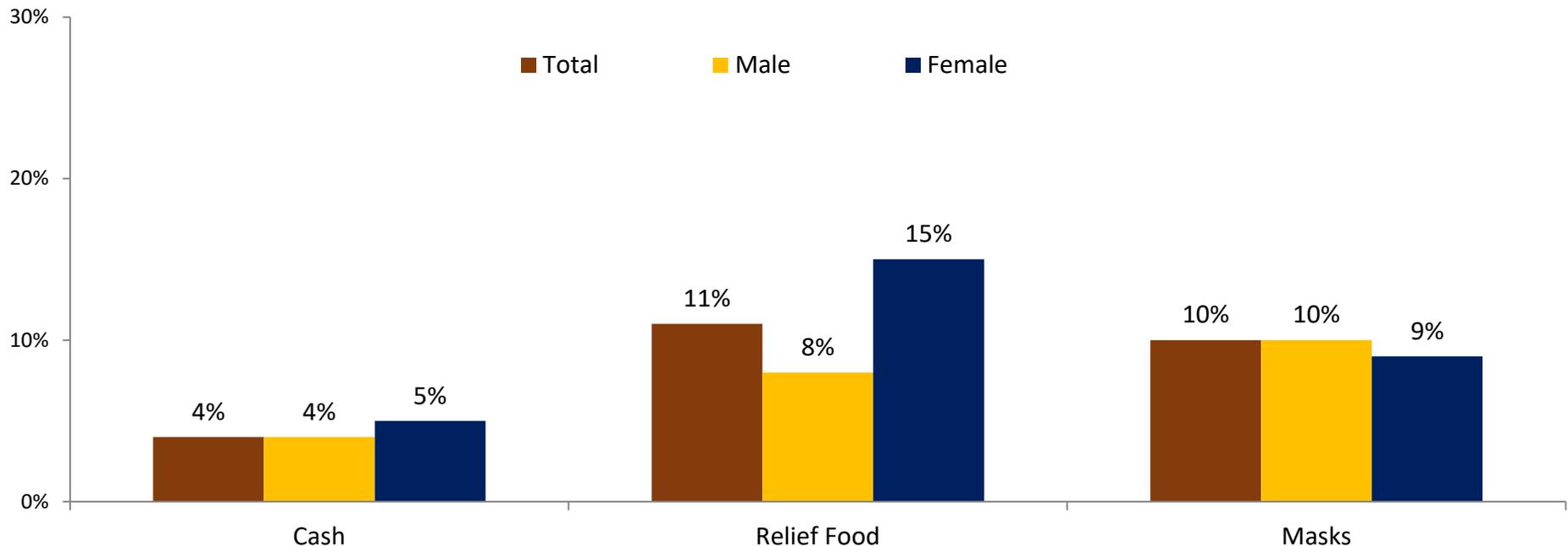
**Q: Both the national and county governments have announced some measures to assist people because of the impact of the virus. Which one do you consider the most useful?**

# Personal Receipt of Cash/Relief Food/Masks: by Total, Gender



□ Far fewer respondents of both genders have received any cash than either relief food or masks. The proportions of each gender who have received any cash and/or masks are the same, whereas three times as many women as men have received relief food. (The survey did not ask how much/many or how food such donations were received, or what, in particular, those who received cash spent it on.)

**Personal Receipt of Cash/Relief Food/Masks:  
by Total, Gender**



**Q: Have you personally received any...?**

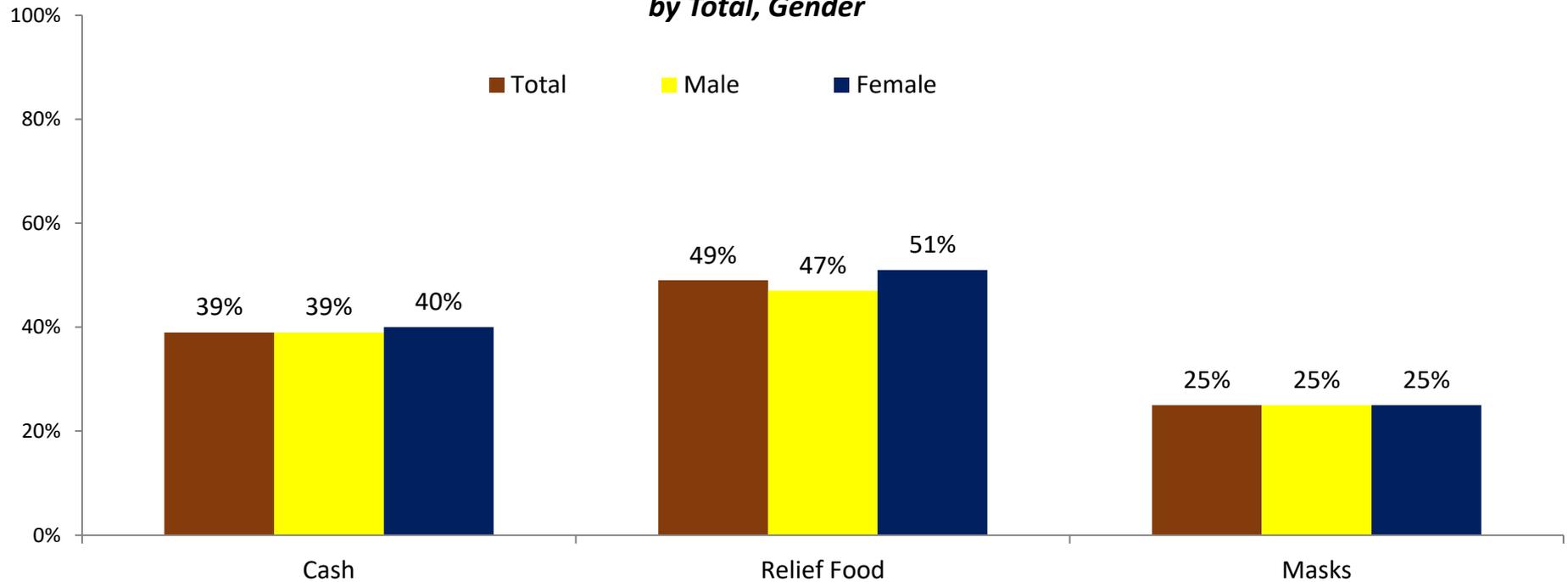
**Base = 574 (all respondents)**

# Knowledge of Receipt of Cash/Relief Food/ Cash to Anyone Else: by Total, Gender



□ About one-third of all respondents personally know someone who has received relief food, while nearly have know someone who has received any relief food. Only one-quarter know anyone who has received a mask. (The survey did not ask how many such people were known, or how much any of them had received in terms of the three types of assistance.)

**Knowledge of Receipt of Cash/Relief Food/Masks by Others:  
by Total, Gender**



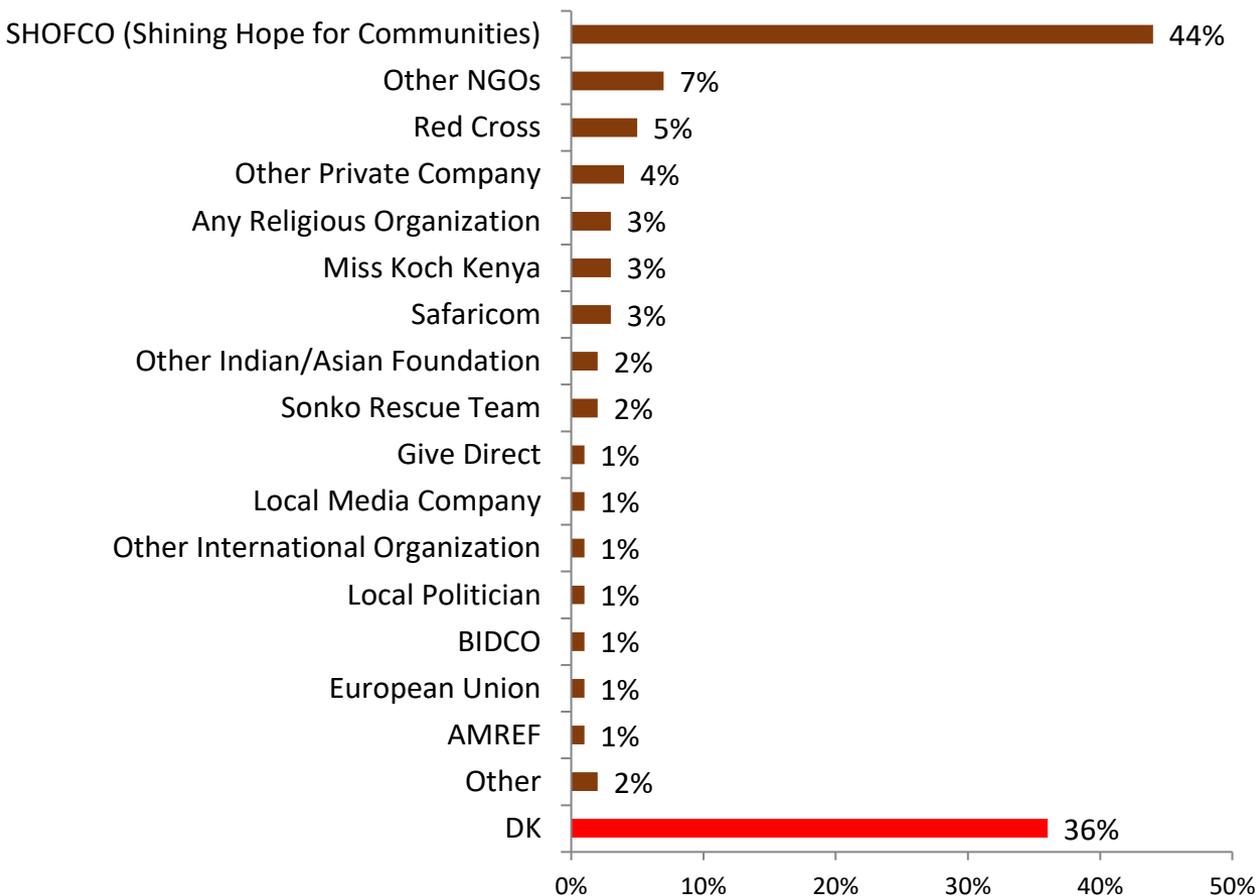
**Q: Have anyone else you know personally received...?**

Base = 574 (all respondents)

# Non-State Assistance to the Needy: by Total



## Awareness of Private Sector/International/Non-Governmental Organizations That Have Made Donations to the Needy: by Total



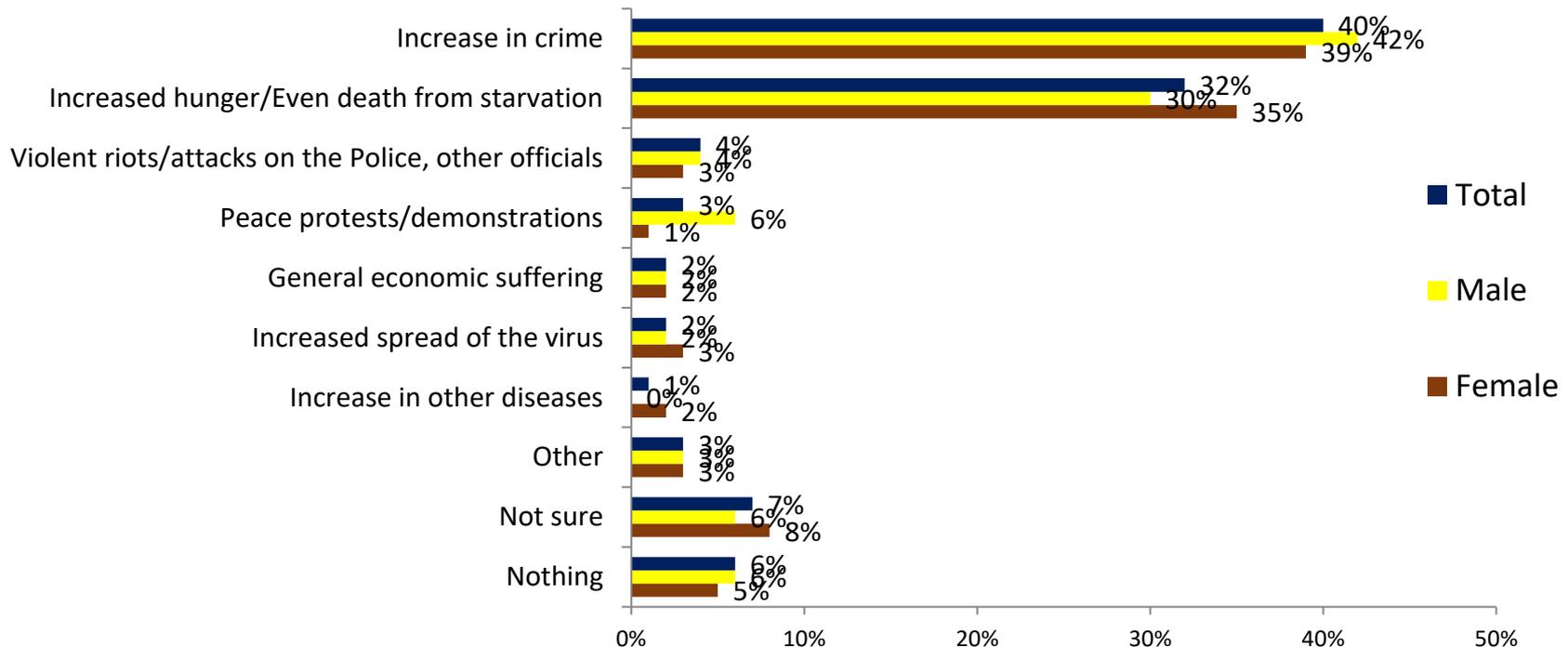
- The proportion of those who are unaware of any (local and international) private or non-governmental bodies that have made donations to the needy has declined from half in Round One (51%) to just over one-third (36%) in Round Two.
- Among those entities mentioned, the NGO, Shining Hope for Communities (SHOFCO) leads by far (44% - and which received only 16% of mentions in Round One) compared to the next most frequently mentioned individual provider of such assistance (Red Cross, at just 5%).

**Q: Which PRIVATE COMPANIES OR AID AGENCIES, if any, have you heard about that have donated funds, food or other supplies to help the most needy during the time of this Covid-19 emergency? (Multiple response – up to 3)**

# Outcome-Expectations in the Locality if No More Assistance is Received: by Total, Gender

- ☐ Nearly all respondents believe that either an increase in crime or hunger/starvation will result if people in their localities receive no assistance beyond what they already have.
- ☐ Men are slightly more concerned with crime and protests, while women are more concerned with hunger.

**Outcome-Expectations in the Locality if Additional Assistance is Not Received:  
by Total, Gender**



**Q: Q41. If people in your locality receive no more assistance than they have received up to now, what do you think is most likely to happen there? (Single response)**

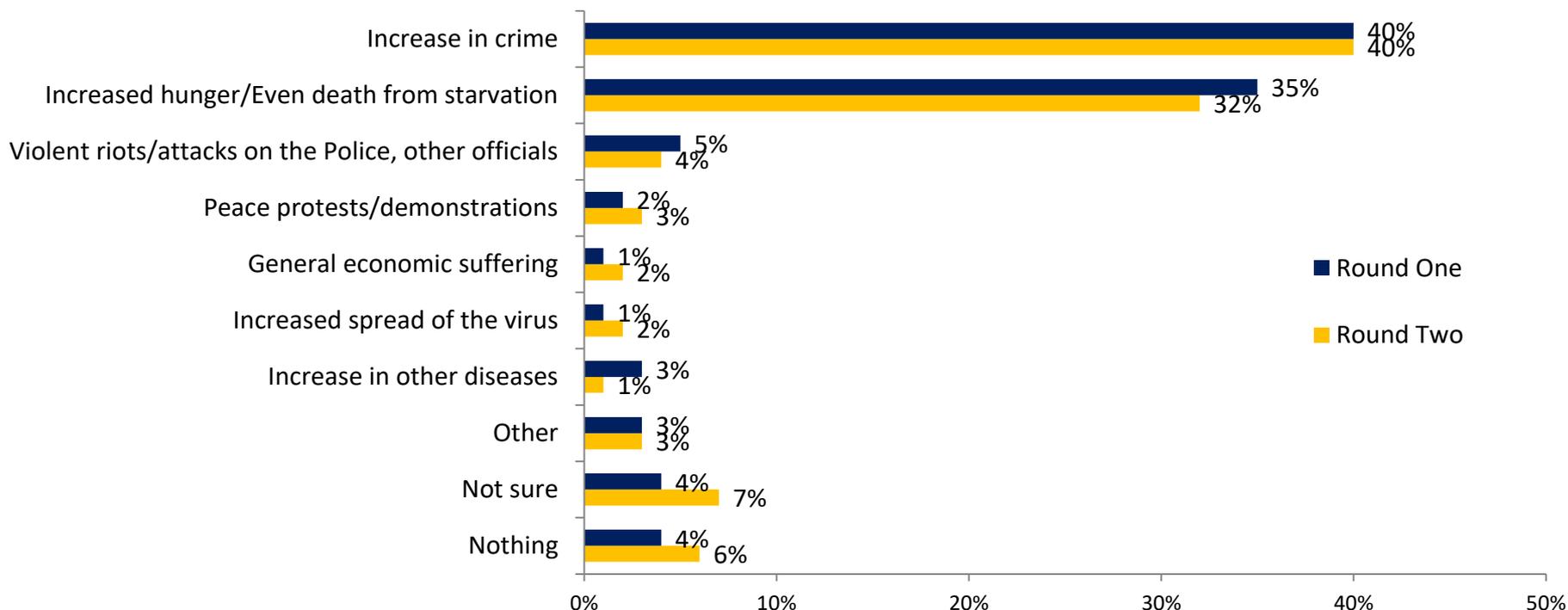
Base=579 (Total)

# Outcome Expectations in the Locality if No More Assistance is Received: by Total – Round One vs. Round Two



- There have been minimal changes between Rounds One and Two in expectations regarding the future if no additional assistance is received in particular localities.

**Outcome-Expectations In the Locality if No More Assistance is Received : Round One vs. Round Two**



Q: Q41. If people in your locality receive no more assistance than they have received up to now, what do you think is most likely to happen there? (Single response)

Base=579/356 (Total)

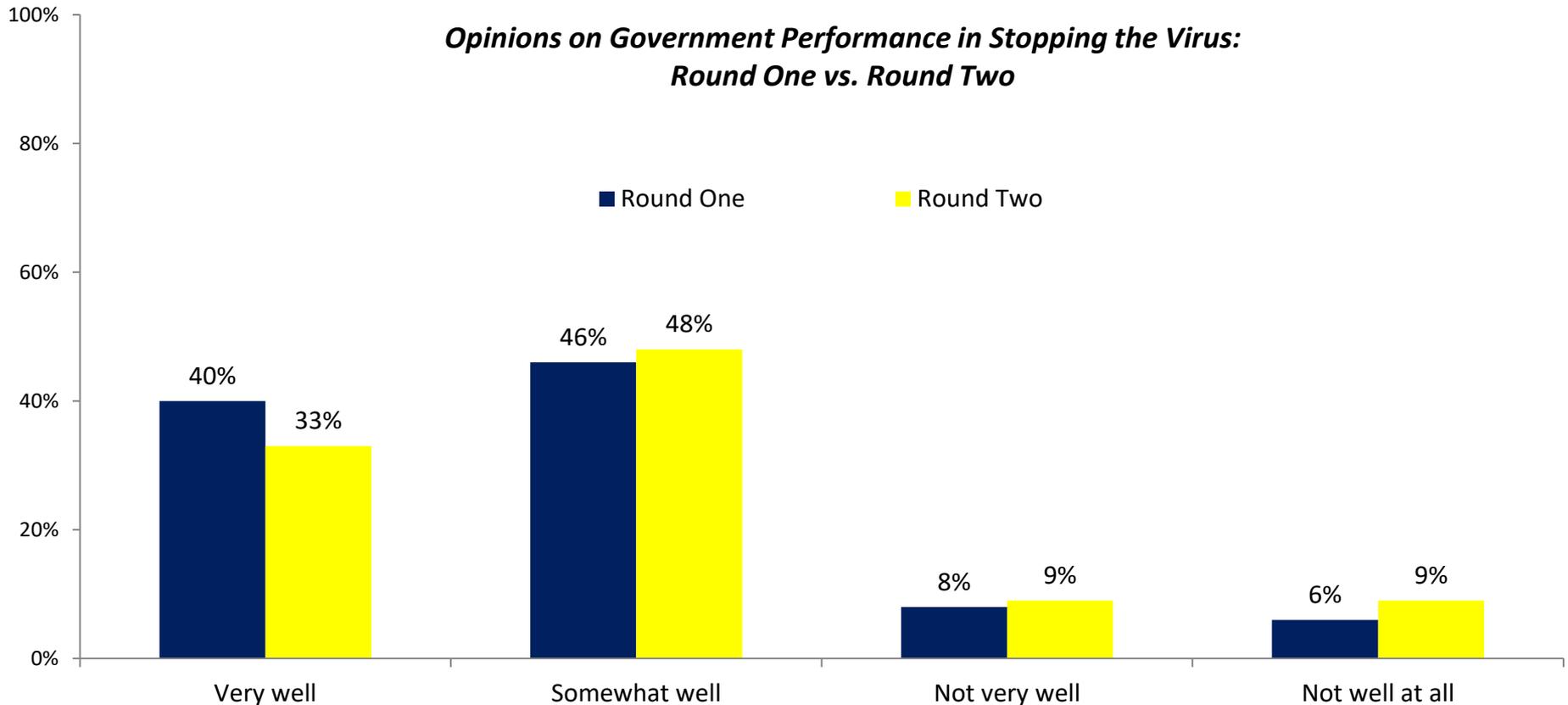


# Ratings on Government Response: Combating the Virus/Assisting the Needy

# Government Performance With Regard to Stopping the Virus: by Total – Round One vs. Round Two



There has been a slight decline in the proportion who consider that the Government “has done very well” in combating the virus since Round One, and a slight increase in the proportion of those of the view that it has done “not well at all.”



**Q: Overall, how good of a job would you say the Government has done up to now in terms of STOPPING OR LIMITING THE SPREAD OF THE VIRUS ACROSS THE COUNTRY/AMONG the people? Would you say it has done...?**

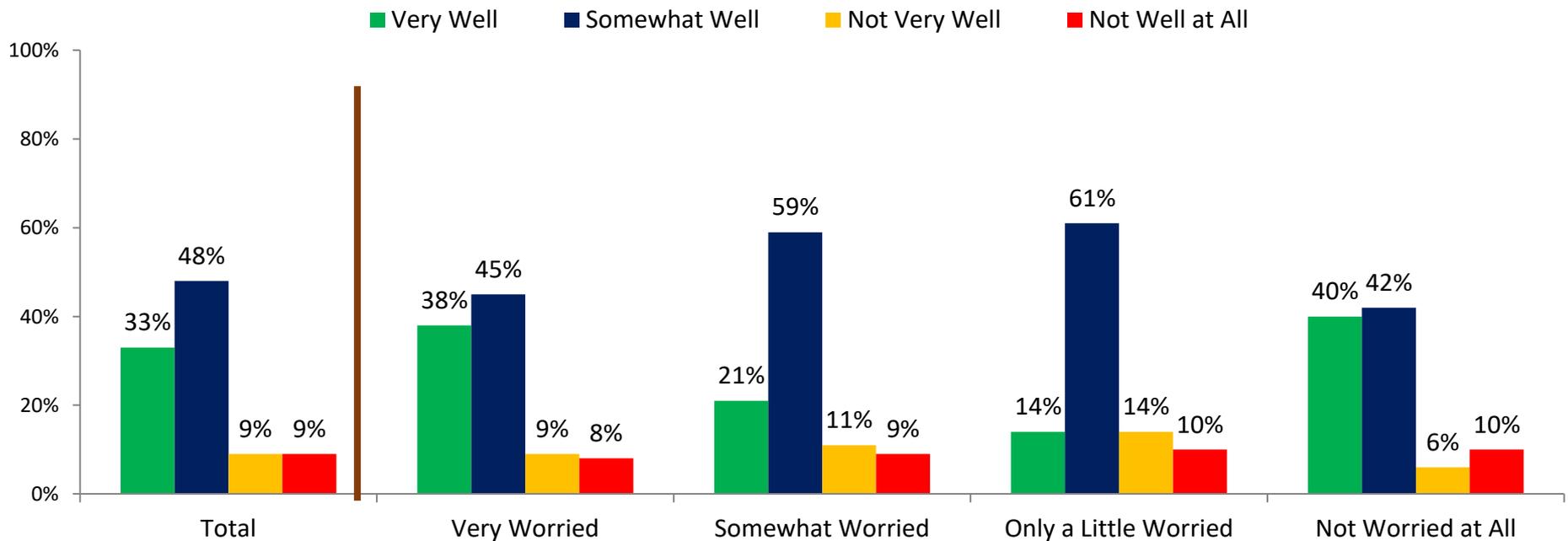
**Base=579 (Total)**

# Government Performance With Regard to Stopping the Virus: by Level of Worry About the Virus



There is no clear correlation between respondents' level of worry about contracting the virus and evaluations of the Government 's performance in stopping/containing it.

**Opinions on Government Performance: Stopping the Virus:  
by Level of Worry About Contracting the Virus**



Q: Overall, how good of a job would you say the Government has done up to now in in terms of STOPPING OR LIMITING THE SPREAD OF THE VIRUS ACROSS THE COUNTRY/AMONG the people? Would you say it has done...?

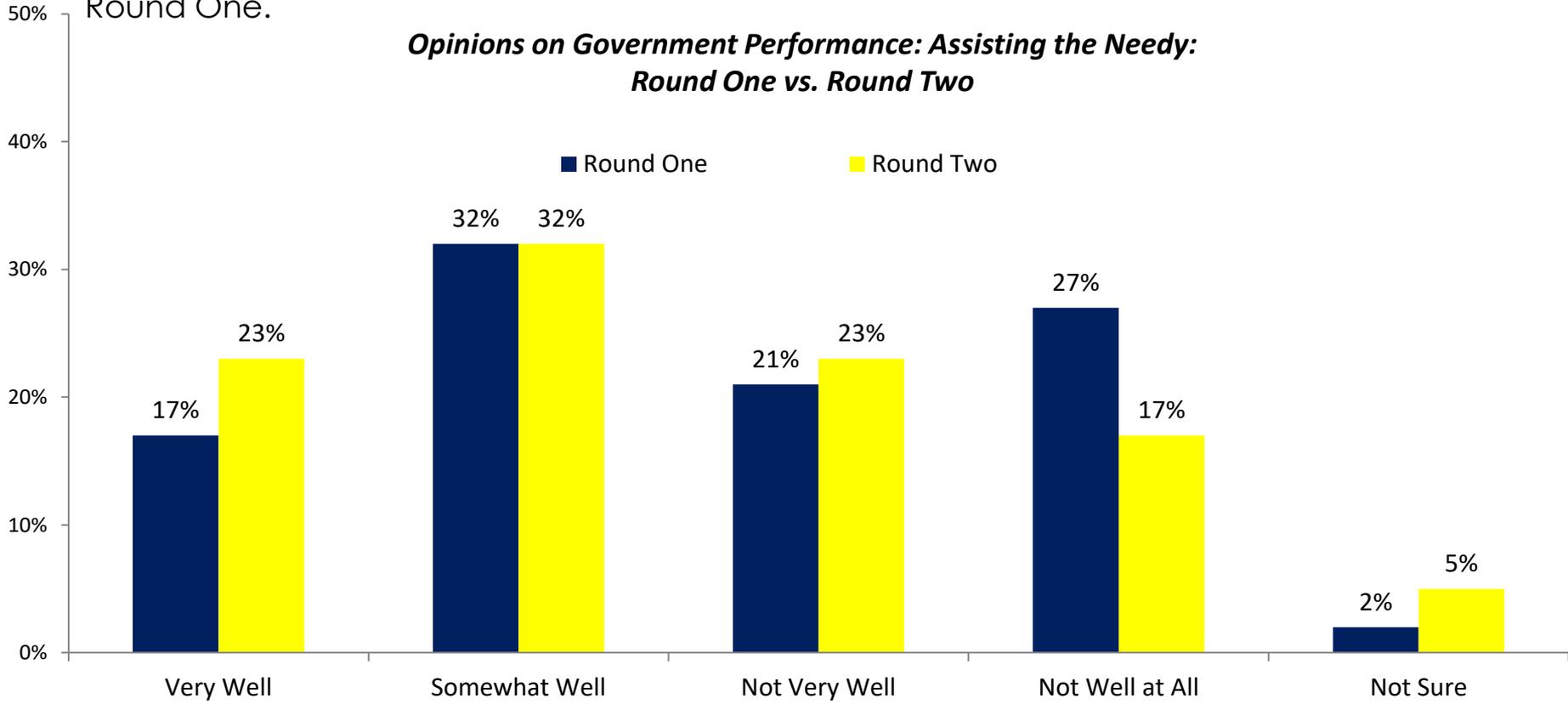
Base=579 (Total)

Q: How worried are you about getting infected with Corona/COVID-19?

# Evaluation of Government Performance With Regard to Assisting the Needy: by Total – Round One vs. Round Two

☐ Respondents in Round Two have a more positive view of Government efforts to provide economic assistance to those “most needy” as compared with views expressed in Round One.

**Opinions on Government Performance: Assisting the Needy:  
Round One vs. Round Two**

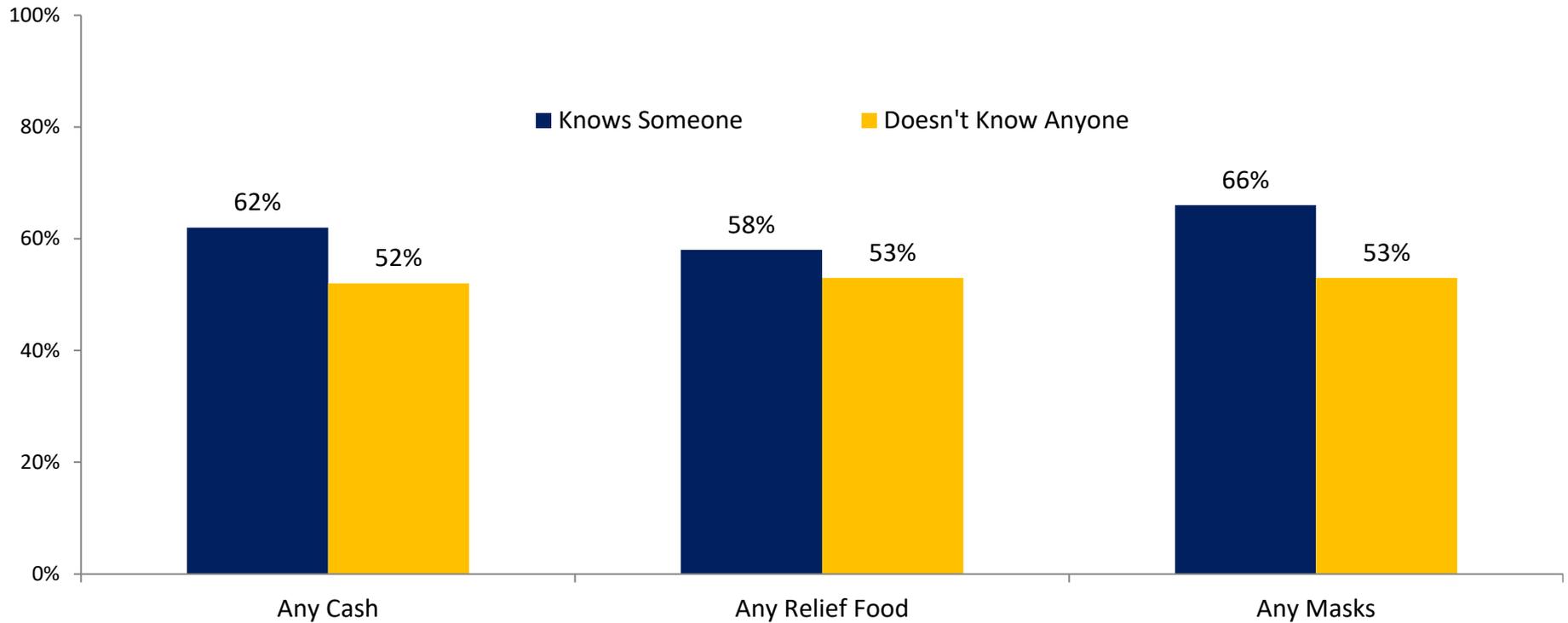


**Q: And how good of a job would you say the Government has done up to now in assisting those most needy TO SURVIVE ECONOMICALLY IN TERMS OF FOOD AND OTHER BASIC NECESSITIES? Would you say it has done...?**

# Proportion of Those Who Feel the Government Has Done "Very Well" + "Somewhat Well": by Those Do/Do Not Know Anyone Who Has Received Any Cash/Relief

Knowing anyone (including one's self) who has received any of three types of assistance has a clear if modest positive effect on the Government's approval rating in terms of providing three types of assistance to the needy.

**Proportions Saying the Government Has Done "Well" or "Somewhat Well" in Assisting the Needy: by Those Who Do/Do Not Know Any Recipient of Cash/Relief Food/Masks**



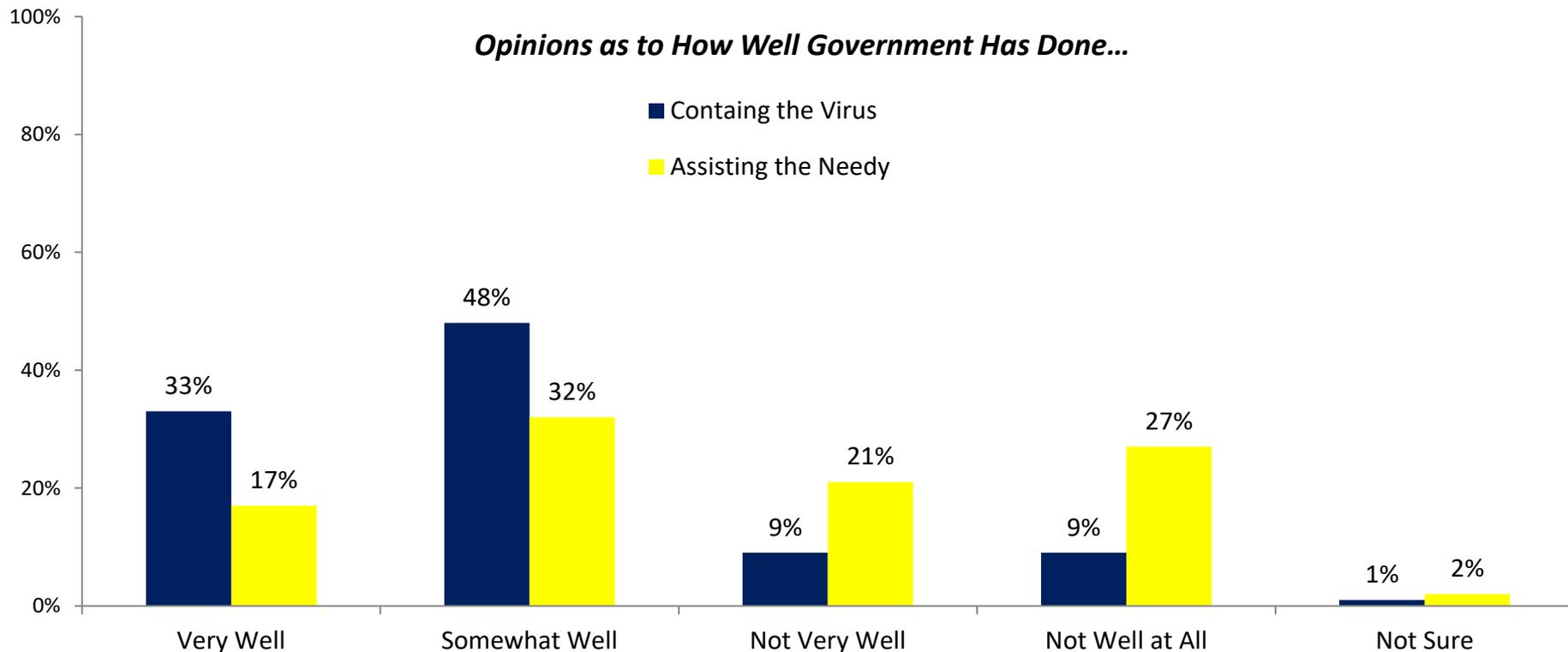
**Q: And how good of a job would you say the Government has done up to now in assisting those most needy TO SURVIVE ECONOMICALLY IN TERMS OF FOOD AND OTHER BASIC NECESSITIES? Would you say it has done...?"**

Bases: 358/221 (Know /Don't Know Someone Including Themselves)

# Government Performance Regarding Containing the Virus/Assisting the Needy: by Total



There is widespread agreement that Government has performed better at “containing the virus” than it has at “providing assistance to the needy.” Specifically, nearly twice as many feel it has done “very well” regarding the former as those holding the same view regarding the latter (33% vs. 17%). At the other end of opinion, three times as many feel that the Government has done “not well at all” regarding assistance to the needy as compared with combating the virus (27% vs. 9%).



**Q: Overall, how good of a job would you say the Government has done up to now in terms of (1) STOPPING OR LIMITING THE SPREAD OF THE VIRUS/ (2) ASSISTING THE NEEDY? Would you say it has done...?**

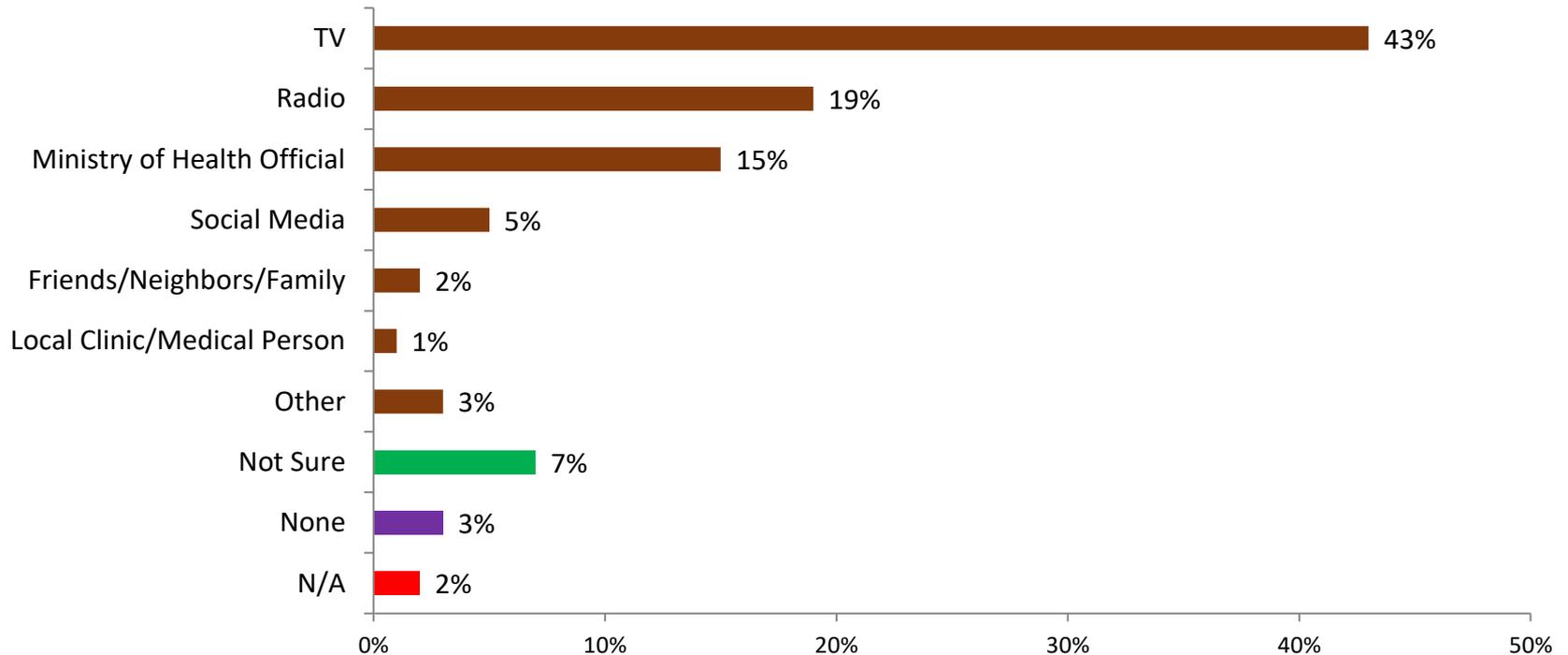


# Main Sources of Information About the Virus

# Main Sources of Information About the Virus: by Total

- TV is by far the “main source” of information about the virus, followed by radio and one or other Ministry of Health official. (who also communicate via the media). Various other technological and social media receive far fewer mentions.

**Main Sources of Information About the Virus:  
by Total**



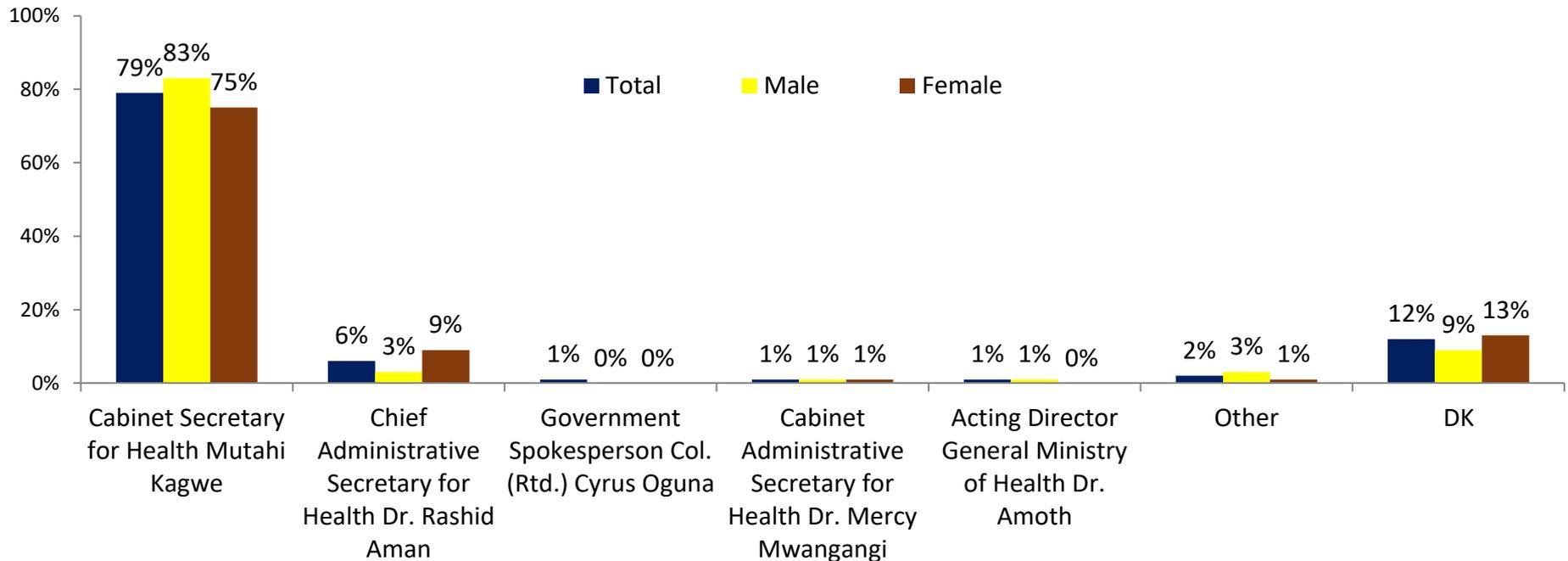
**Q: What have been your main sources of information about the virus and the efforts being made to control or even stop it? (multiple response up to three)**

**Base=579 (Total)**

# Awareness of Government Official Giving Most Reports to the Public on the Virus: by Total, Gender

- Among the several government officials who have been giving nearly daily media briefings on the progress of the virus, CS Mutahi Kagwe is by far the most widely known/mentioned.
- While more women than men could not name any such official (13% vs. 9%), three times as many women (9% vs. 3%) mentioned CAS Dr. Rashid Aman in this regard.

**Government Official Giving Most Reports to the Public on Covid-19:  
by Total, Gender**



**Q: Which national government official has been giving most reports to the public about the virus and the efforts to combat it?**

Base=579 (Total)

# Insights: Assistance from Government, Non-State Actors and Information Sources



- ❑ Only three-quarters of all respondents are aware of at least some measure implemented by either the national or county government to assist the needy in the wake of the virus crisis, with cash hand-outs considered the most useful. However, more respondents know someone (including themselves) who has received relief food (and even fewer who have themselves or know someone who has received a mask).
- ❑ However, the fact that the Government is not alone in providing such assistance (i.e., various non-state benefactors and foreign/international entities as shown here, as well as some individual leaders according, to media reports), knowledge of the receipt of such assistance does not necessary translate into positive opinion about Government performance in this area.



- ❑ At the same time, some non-state benefactors are clearly more adept in attracting (positive) publicity to their efforts than others. Most prominent here is the humanitarian NGO, 'SHOFCO' (Shining Hope for Communities), for whom mentions have increased from 16% in Round One to nearly half of all respondents in this Round Two (44%). As stated on their website, "We are working around the clock to mobilize slum communities around the threat of Covid-19 and promote best practices that will prevent or contain the spread of the virus in the 14 urban slums where we work across Kenya", which they reportedly in collaboration with the UN, UN-Habitat, OCHA and AMREF, as well as with the Government. It is also noted that their 'SHOFCO Urban Network' (SUN) that has over 160,000 members.
- ❑ More generally, in a future survey it would be worth asking those aware of individually-received assistance about its specific source(s).

# Insights: Assistance from Government, Non-State Actors and Information Sources



- ❑ Asked to consider the possibility that no such more assistance is forthcoming, by far most respondents see either an increase in crime or hunger as the consequence (in answering a single response question; note that they two outcomes are by no means mutually exclusive, and indeed, could be closely linked. Recall also that the 1<sup>st</sup> Release reported that more than nine-tenths of all respondents reported that people in their localities had either “already started to steal” or are likely to do so in the near future, given the economic impact of the measure implemented to combat the virus.)
- ❑ As was the case in Round One, respondents give the Government considerably more approval for its handling of the virus than for the provision of assistance to the needy (which can be assumed includes many of them). In terms of gender, while there is no significant contrast with regard to Government’s anti-virus efforts, women give it rather more approval than do men with regard to the latter. Also, having personally benefited from the distribution of assistance to the needy (or knowing anyone else who has) gives a slight ‘boost’ to Government approval ratings in this area, even if many other benefactors have entered this area of public policy, with half of all respondents able to name at least one of them. In other words, concrete experience/information does impact opinion.

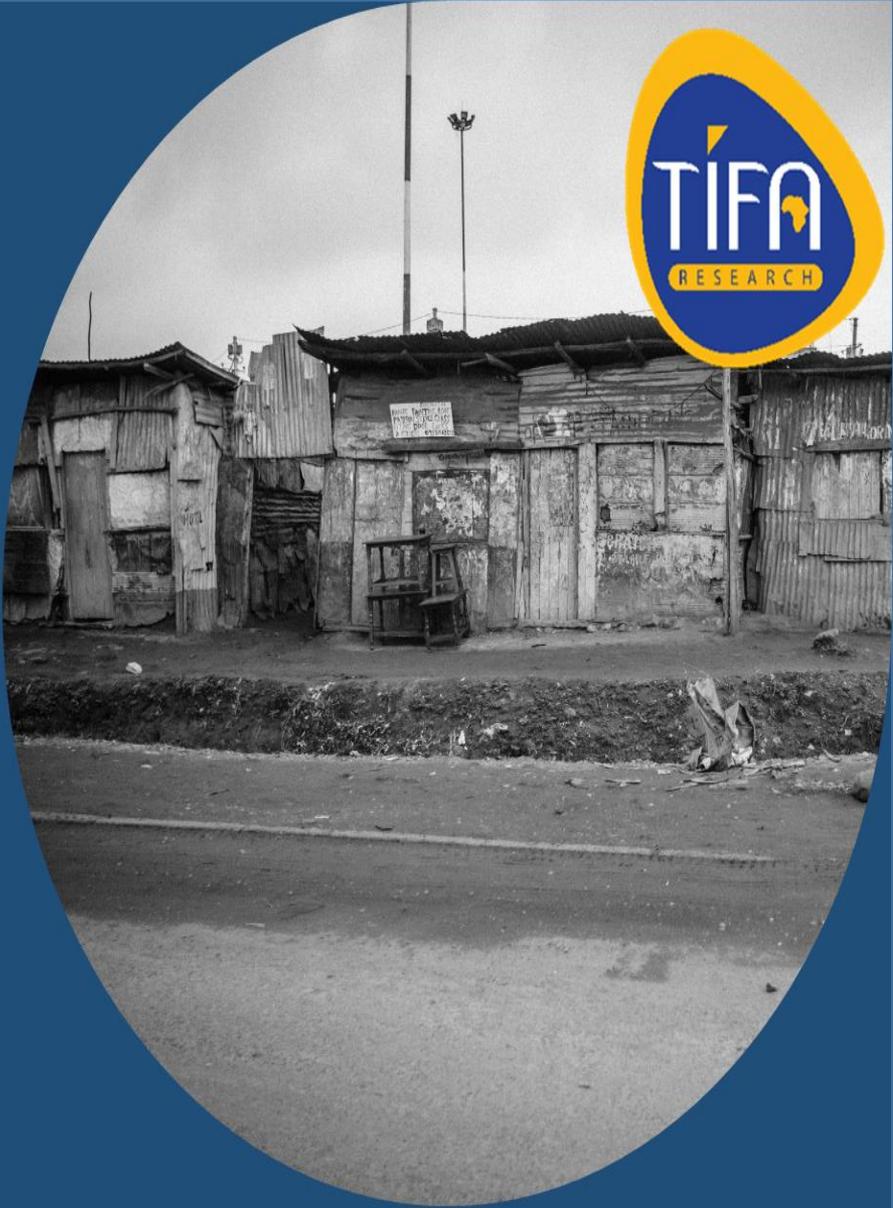
# Insights: Assistance from Government, Non-State Actors and Information Sources con't)



- ❑ The fact that no correlation is found between the expressed level of worry about contracting the virus and evaluations of efforts by the Government in combating it suggests that at the time of the survey, at least, respondents were not particularly impressed with the utility of such efforts. This may be a reflection of the reported reality: the continuing increase in confirmed cases and deaths.
- ❑ Asked to identify their two most important means for obtaining information about the virus, two-thirds mentioned TV and just over half mentioned radio.
- ❑ Among Government officials who have been tasked with conveying information to the public about the virus and the efforts to contain it, the CS for Health, Mutahi Kagwe, receives by far the most recognition.
- ❑ Perhaps future Rounds of the survey could include questions that investigate how effective respondents believe such reports have been in actually achieving the kinds of behavior change that could at least begin to at least slow the spread of the virus.



- ❑ During the period since this Round Two survey was conducted, confirmed cases of Covid-19 – and deaths – have continued to increase. Just yesterday (18 July) CS for Health Mutahi Kagwe reported the highest daily total yet – 688 – with 574 of them (78%) being within Nairobi, and most of these within lower-income (i.e., more densely populated) areas.
- ❑ At the same time, he warned that should such trends continue, the Government would have no choice but to re-impose the travel restrictions that had been in place between April and early July as well as additional constraints to be determined.
- ❑ Even under current conditions, the economy continues to suffer, with declining growth projections bound to impact on almost everyone, but especially on those who were poor to begin with.
- ❑ As such, the central issue addressed in this 5<sup>th</sup> Release of “assistance to the needy” is most certainly to become more pressing if both adherence to virus-prevention measures and social peace are to be maintained. The efforts in this regard by Government, the business community, NGOs and international bodies are thus critical, and which future Rounds of the this Survey hope to track.

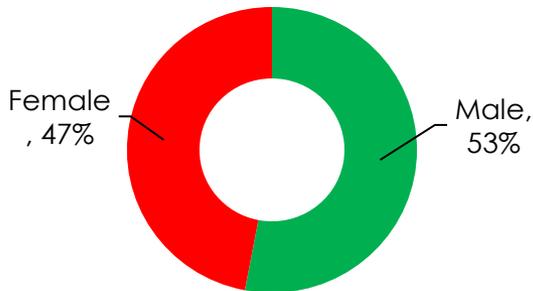


# Sample Demographics



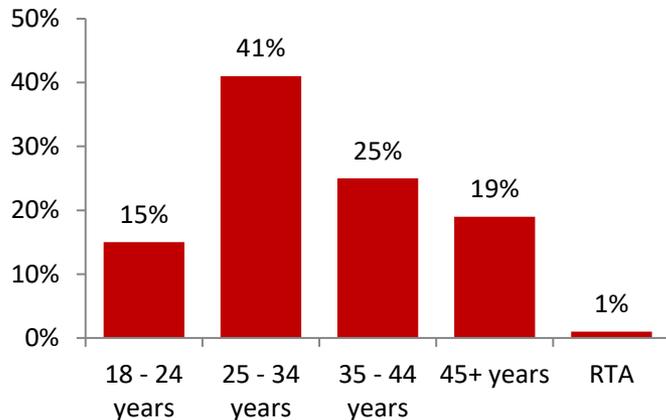
# Demographics: Gender, Age and Education

## Gender

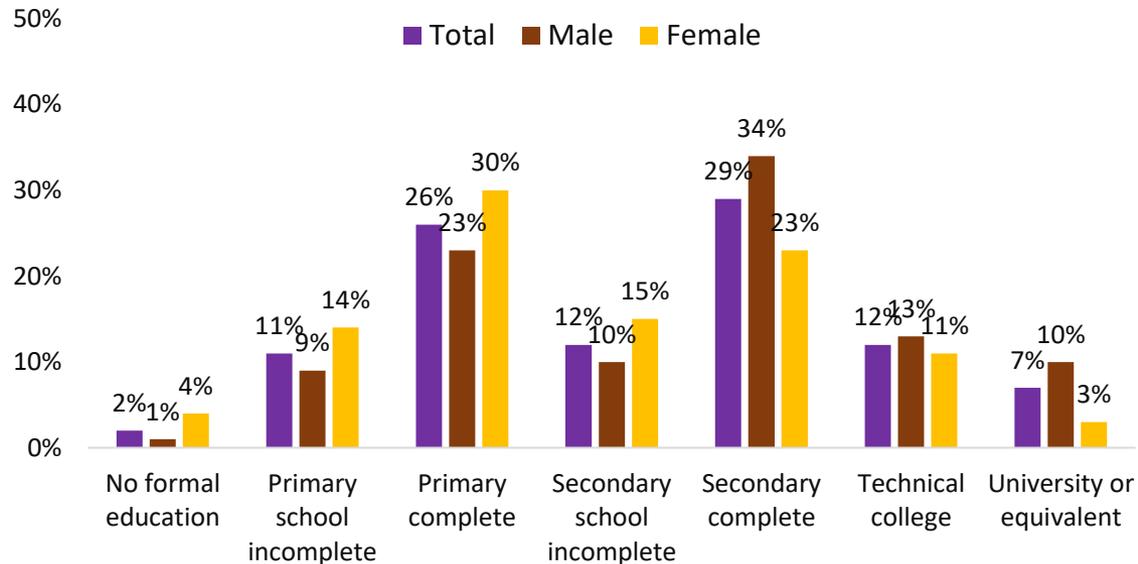


- ❑ The sample has a slightly higher number of men than women.
- ❑ The largest age group category is that of 25-35 years.
- ❑ In terms of education, 44% did not study past primary school and another. 11% did not complete secondary school, and only 19% went beyond this level.

## Age Group



## Level of Education



Base= 579 (Total)

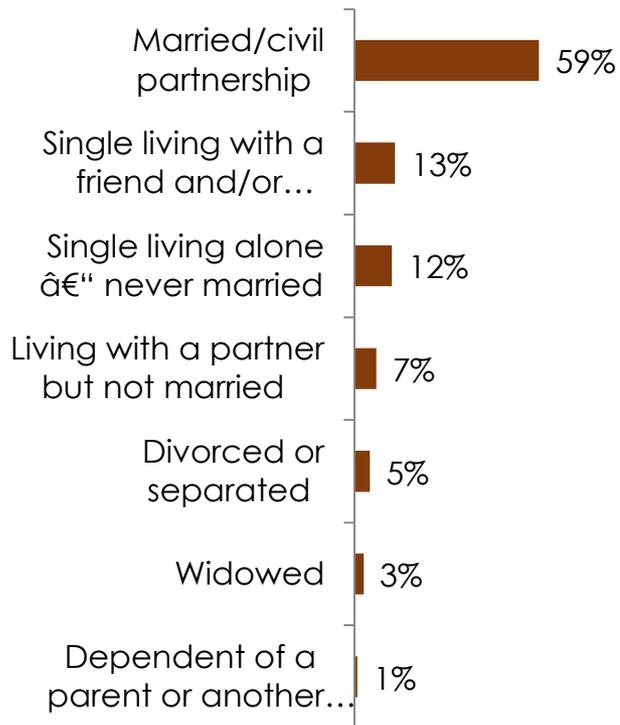
Base=579 (Total = 579 ; Male = 306; Female = 273)



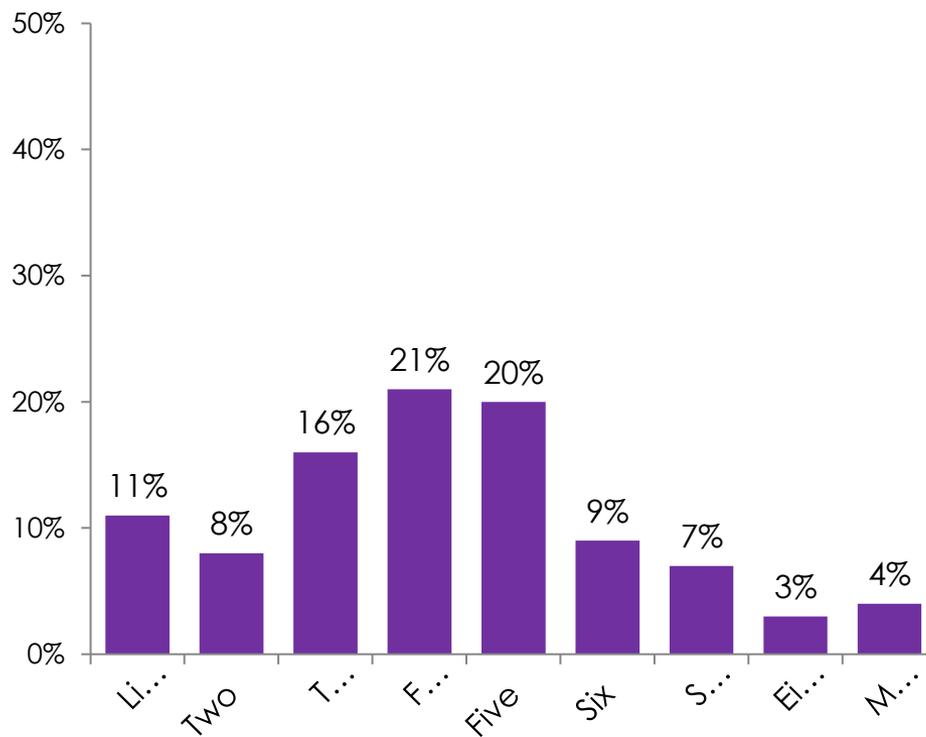
# Demographics: Marital Status and Household Size

59% of the respondents are married/living together. The average household size is 4 members.

### Marital Status



### Household Size

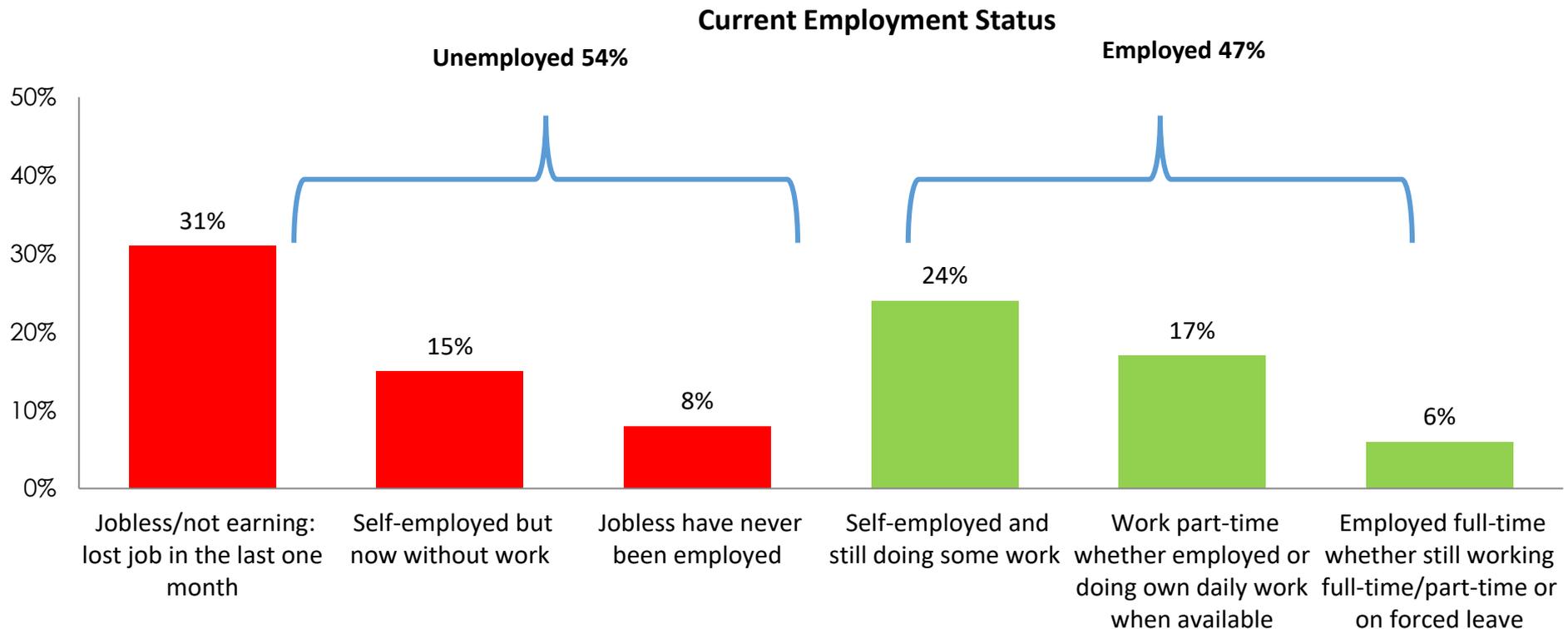


Base= 579 (Total)



# Demographics: Employment Status

- ❑ A majority of the sample are unemployed with half of them having recently lost their source of livelihood.

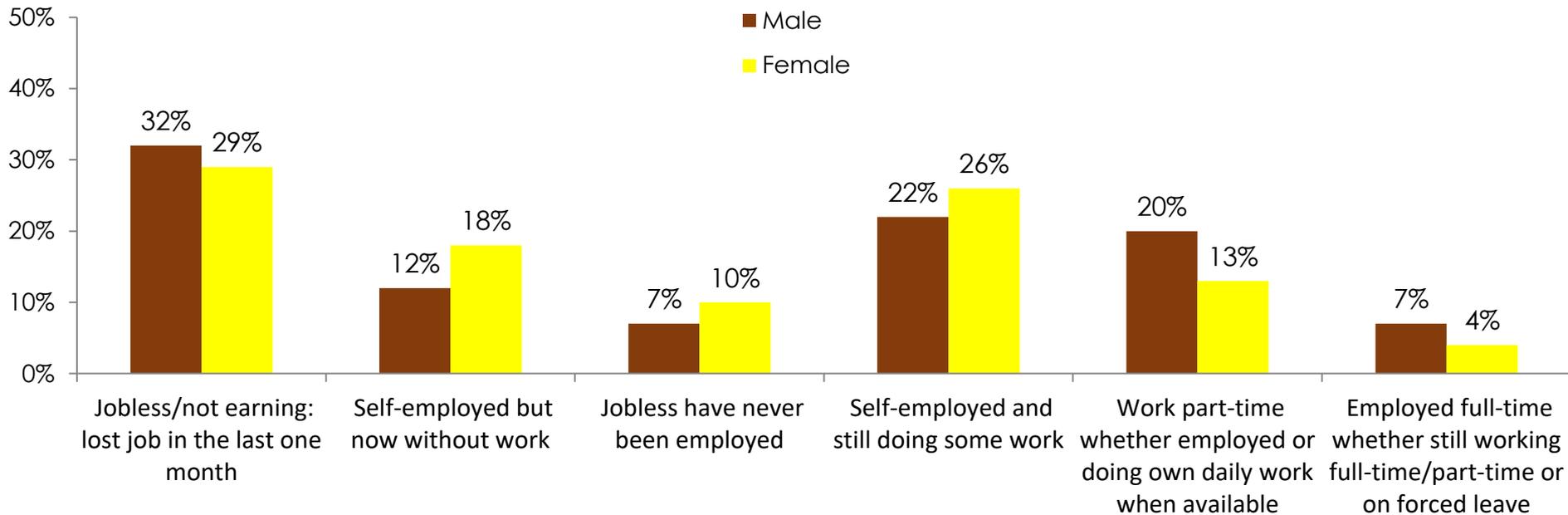




# Demographics: Employment Status: by Gender

- There are moderate but significant disparities in employment status by gender, especially the fact that a higher proportion of women have never been employed. This includes part-time as well as full-time work.

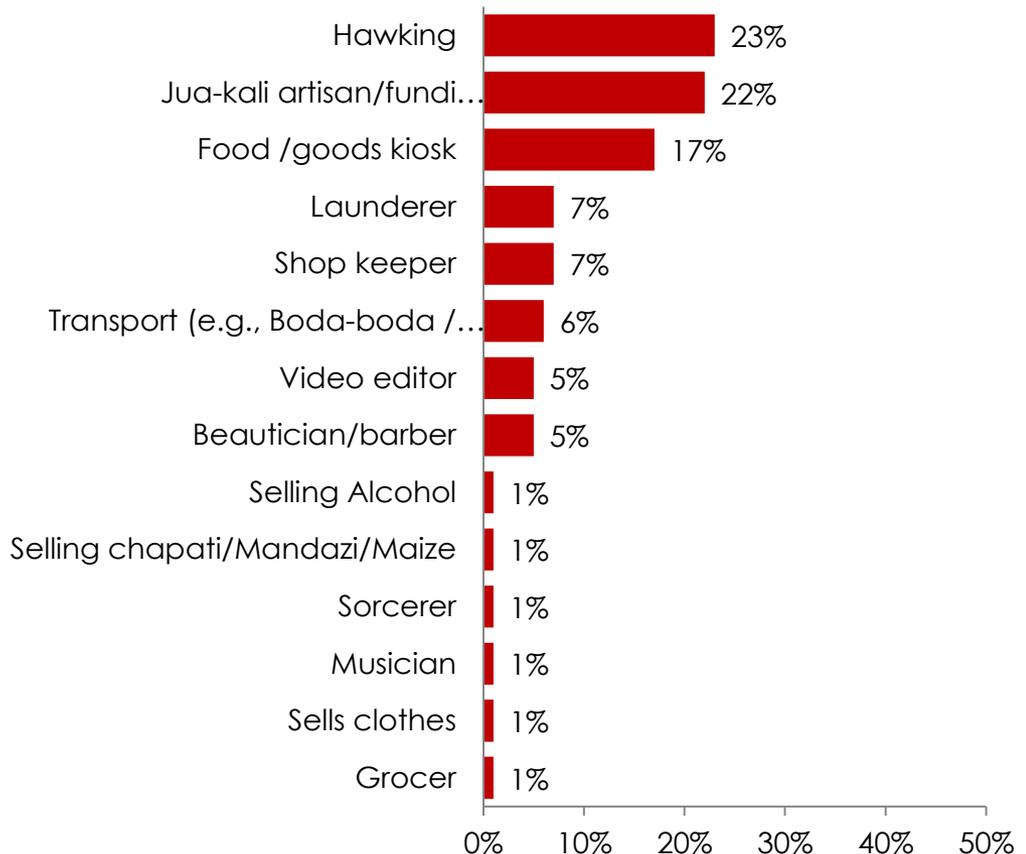
**Current Employment Status : by Gender**



# Demographics: Type of Self-Employment

- Amongst those who are self-employed, more are in the informal sector working as hawkers, jua-kali artisans and kiosk vendors.

**Work or Business Activity (Among the Self-Employed)**

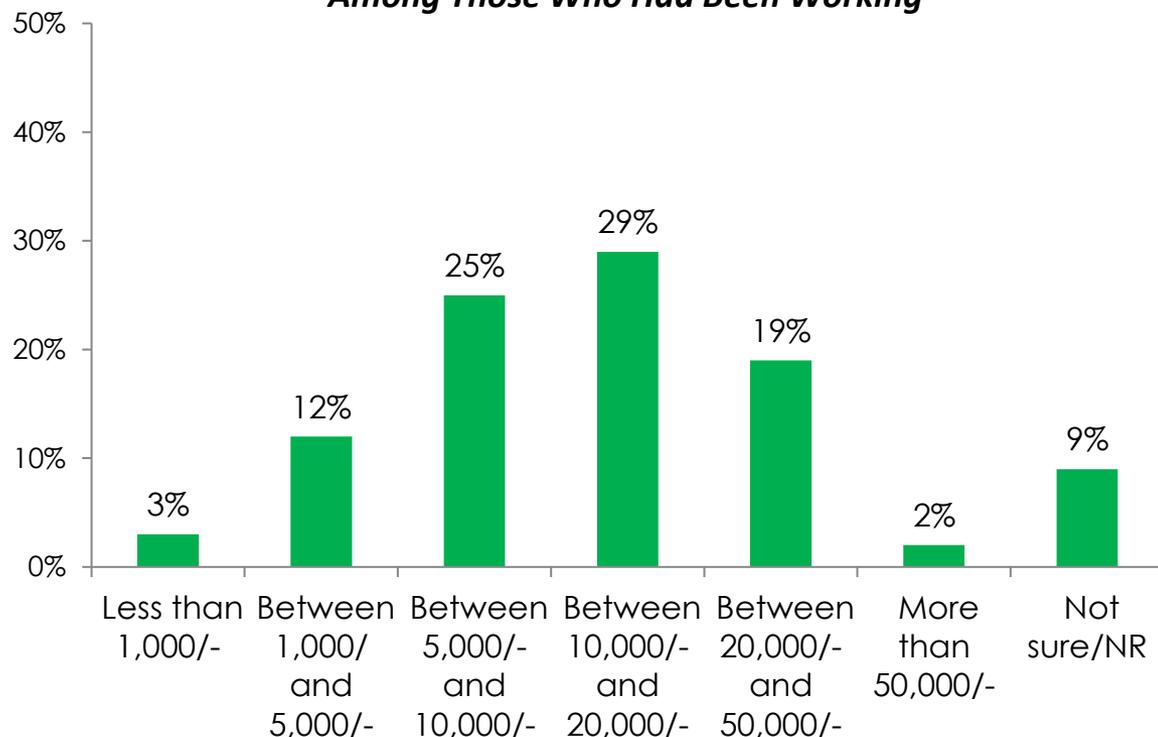




# Sample Demographics: Pre-Virus Monthly Income Levels (among those who had been

- ❑ Only about one-fifth of all respondents who had been working earned more than KES 20,000 per month before the restrictions to counter the virus were implemented.
- ❑ 40% of the sample earned less than the minimum wage as set by the Government of Kenya's Regulation of Wages Order (2019).

**Estimated Monthly Income Before the Virus Crisis:  
Among Those Who Had Been Working**



**Q: About how much money, if any, were you earning per month before this virus crisis began?**

**Base=507 (Those who are/were employed and self-employed)** <sup>43</sup>



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