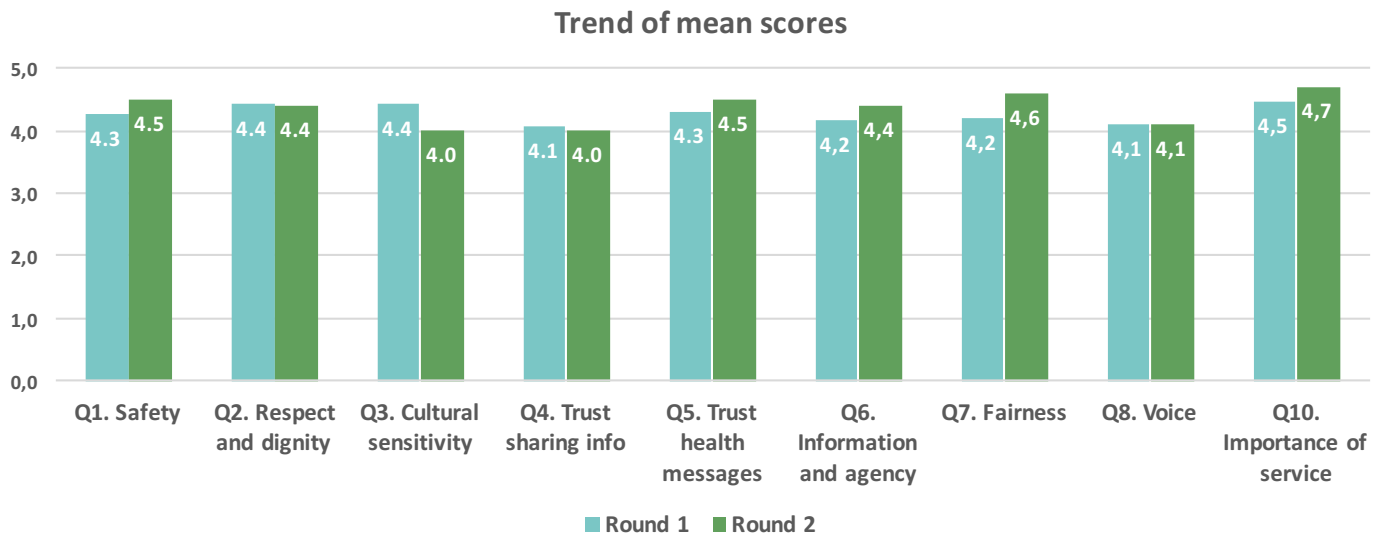


## *Client Voice and Choice Initiative Kakuma / Kenya - Round 2*



### **Summary**

Scores are similar to round 1, and remain generally high, indicating positive perceptions about the CHP and its services. In this round, 92% of respondents were visited by CHP in the last 4 months. More respondents know how to make a complaint about the CHP (Q9) – 73% of respondents compared to 34% in the previous round – which suggests the course correction activities made progress. There are improvements on safety (Q1), trust in the CHP health messages (Q5), information provision (Q6), fairness (Q7) and importance of services (Q10) while the score on cultural sensitivity (Q3) dropped – 79% of respondents are positive compared to 91% in the first round.

### **Headlines**

- On average respondents aged 26-49 are slightly less positive than younger respondents. The one exception is for the question on respect and dignity (Q2) – 94% of those aged 26-49 feel well treated while 86% of younger respondents feel the same.
- People from the DRC are often less positive than other respondents. This is true for CHP cultural sensitivity (Q3), trusting the CHP with confidential information (Q4) and the CHP health messages (Q5). Respondents from the DRC also feel the least involved in determining how the service is offered (Q8) almost third of them gave negative answers. However, all of them report being treated with respect and dignity. In round 1, it was often the Somali respondents who were the least positive.
- South Sudanese and Somalis appear to be highly satisfied with the CHP, feeling more involved in how the services are run (Q8) and getting enough information to make health choices (Q6). Respondents of all nationalities agree that services are provided fairly without discrimination (Q7).

## Question analysis

- Interestingly, answers on the cultural sensitivity of the CHP correlates with most other questions. The strongest correlation is with answers on whether respondents trust sharing confidential information (Q4) and whether they feel they have a say in how the services are offered (Q8). This suggests improving cultural sensitivity could help across the board.
- 96% of respondents agree that services are provided fairly without discrimination (Q7). Those who disagree are mostly women aged 29-49. Most of them consider elderly and PLWDs to be discriminated. Among the ethnic minorities Burundian and Ugandan were mentioned.
- Most of the respondents from this round know how to make a complaint. The majority feel most comfortable making complaints through community leaders (65%) and IRC staff (42%). A further 14% prefer suggestion boxes and 13% prefer help desks. However, still nearly third of respondents doesn't know to make a complaint.

### Do you know how to make a complaint about the CHP?



### Demographic Breakdown of respondents

Gender		Country of origin					
Male	84%	South Sudan	40%	DRC	14%	Burundi	11%
Female	16%	Somalia	25%	Sudan	3%	Other	7%
Age		Last visit by CHP					
15-25	36%	Never			2%		
26-49	62%	Within 12 months			6%		
50+	2%	Within 4 months			92%		

## Methodology

This report presents the feedback from 206 inhabitants of the Kakuma Refugee Camp, Turkana County, Kenya. Data were collected during the week of 27 June 2016 via household surveys conducted by IRC trained incentive staff in English, Kiswahili, Somali and Arabic. The camp was randomly divided into clusters. Within each cluster, blocks were selected using purposive sampling to ensure ethnic diversity among respondents. Within blocks, households were selected randomly.

# Annex

Q1. To what extent do you feel safe when the CHP visits your home?					
Gender	Not at all safe	Not very safe	Uncertain	Quite safe	Very safe
Male	0%	0%	0%	50%	50%
Female	1%	6%	3%	24%	66%
Nationality	Not at all safe	Not very safe	Uncertain	Quite safe	Very safe
DRC	4%	4%	0%	25%	68%
Somalia	0%	0%	2%	35%	63%
South Sudan	0%	11%	5%	22%	62%
Other	3%	0%	0%	35%	63%
Q2. To what extent does the CHP treat you with respect and dignity?					
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	0%	12%	2%	29%	57%
26-49	0%	5%	2%	29%	64%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	0%	0%	39%	61%
Somalia	0%	0%	2%	29%	69%
South Sudan	0%	16%	1%	33%	50%
Other	0%	5%	0%	15%	80%
Q3. To what extent are the CHP sensitive of your culture and tradition?					
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	4%	14%	3%	25%	54%
26-49	14%	7%	1%	28%	50%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	39%	0%	4%	32%	25%
Somalia	8%	4%	0%	28%	60%
South Sudan	0%	15%	1%	26%	58%
Other	13%	10%	3%	26%	49%
Q4. To what extent do you trust the CHP with your confidential information?					
Gender	Not at all	Not very much	Uncertain	Mostly yes	Very much so
Male	0%	7%	13%	52%	29%
Female	4%	11%	7%	35%	43%
Last visit by CHP	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	14%	11%	14%	36%	25%
Somalia	2%	4%	4%	45%	45%
South Sudan	0%	18%	4%	33%	46%
Other	6%	0%	17%	43%	34%
Q5. To what extent do you trust the health messages the CHP shares with you?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	4%	0%	7%	46%	43%
Somalia	0%	2%	2%	41%	55%
South Sudan	0%	0%	3%	35%	63%
Other	3%	0%	5%	28%	64%
Q6. To what extent do you have the information you need to make health choices for yourself and your family?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	11%	7%	46%	36%
Somalia	0%	2%	0%	56%	42%
South Sudan	0%	1%	0%	43%	56%
Other	0%	3%	3%	23%	72%
Q7. To what extent are the CHP services in this camp offered fairly without discrimination?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	0%	0%	44%	56%
Somalia	2%	2%	2%	26%	68%
South Sudan	0%	1%	1%	30%	68%
Other	0%	3%	6%	34%	57%
Q8. To what extent do you feel you have a say in how the CHP services in this camp are offered?					
Age	Not at all	Not very much	Uncertain	Mostly yes	Very much so
15-25	0%	3%	3%	51%	44%
26-49	3%	10%	3%	49%	35%
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	7%	19%	7%	45%	22%
Somalia	2%	2%	2%	60%	34%
South Sudan	0%	6%	1%	48%	45%
Other	3%	9%	3%	43%	43%
Q9. Do you know how to make a complaint about the CHP?					
Age	No			Yes	
15-25	30%			70%	
26-49	28%			72%	
Nationality	No			Yes	
DRC	24%			76%	
Somalia	27%			73%	
South Sudan	23%			77%	
Other	37%			63%	
Q10. How important is the CHP service in meeting your health needs?					
Nationality	Not at all	Not very much	Uncertain	Mostly yes	Very much so
DRC	0%	4%	0%	56%	40%
Somalia	0	0%	0%	29%	71%
South Sudan	1%	0%	1%	12%	85%
Other	0%	0%	0%	34%	66%