

Siaya County Civic Engagement and Public Participation through Interactive Radio *Pilot Study*

Presentation to Siaya County
August 2019

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Presentation Structure

- [Part 1] **Partnership**
- [Part 2] **Pilot Study**
- [Part 3] **Results**
- [Part 4] **Findings & Insights - ADP
2018-19**
- [Part 5] **Learnings & Recommendations**





Part 1: Partnership

Partnering with Siaya on a landmark pilot study in Kenya



A fast growing Kenya-based civic technology organisation, that strives for transformative social change across Africa where citizen voice is a crucial determinant of more relevant, accountable and impactful services.

Africa's Voices curates rich citizen engagement through digital channels and uses innovative technology and research methods to turn this into robust social insights.

The Centre of Governance and Human Rights at the University of Cambridge, is a world-class interdisciplinary research hub. One of its longstanding research themes is on digital media, voice and power. CGHR conducted foundational research that led to the creation of Africa's Voices, in collaboration with the the Institute for Development Studies, University of Nairobi.



Why a pilot with Siaya County Government?

AHADI recommended Siaya as an ideal County for this innovation pilot:

- County demonstrating strong momentum on Public Participation
- Support/blessings from the Governor for this initiative
- Leadership commitment from former CEC Governance and his team
- An engaged and vibrant citizenry
- A strong media landscape with engaged and professional journalists interested in county governance and citizen engagement

The challenge (and opportunity) for stronger Civic Engagement/Public Participation in Kenya

- Improving Public Participation in line with the laws and spirit of Devolution is a national challenge, but also an opportunity.
- It has been noted for Kenya as a whole, "Only 38% [of Kenyans] are aware of County meetings and only 15% attend (Transparency International, 2016). The Policy on Devolved System of Government (Government of Kenya, 2016) acknowledges that the quality of public participation is low and has not been optimized due to low civic awareness by the citizenry ...".*
- AHADI's Objective 3: Improved representation of citizen interest and oversight over targeted county government.

* Mbithi, A., Ndombuki, D. & Owino, J. F. (2018). Determinants of Public Participation in Kenya County Governments. *Journal of Asian and African Studies*, 16(1), pp. 1-18.



Part 2: Pilot Study

Siaya Public Participation Innovation Pilot: Objectives

1. **Evaluate** Africa's Voices interactive radio approach as a Civic Engagement/Public Participation tool for building social accountability in local governance:
 - Citizen engagement
 - Public dialogue between citizens and authorities
 - Information dissemination on performance
 - Citizen feedback and influence on decision-making
 - Accountability of authorities for action and implementation
2. **Recommend** programme/policy options for Kenyan county governments, civil society actors and donors to improve on delivering public participation commitments under devolution.

Africa's Voices interactive radio approach

A methodology designed to enhance social accountability, build dialogue and ensure citizens are able to inform decision-making by:

1. Increasing citizen participation in public dialogue with authorities across all sectors;
2. Increasing trust in, and accountability of authorities;
3. Increasing opportunities for responsive and effective decision-making by authorities based on citizen feedback.



Siaya pilot | Overview

In consultation with the County, Africa's Voices designed a **four week season of interactive radio** shows focusing on citizen feedback on achievements under the 2018-19 Annual Development Plan.

The shows aired on **Ramogi FM** (Nairobi) and **Radio Nam Lolwe** (Kisumu) in Dholuo. Radio presenters were trained on the interactive radio method, and guided by Africa's Voices team to ensure a fair and balanced discussion.

Radio Show Topics & Questions:

Week 1 (Finance & Planning) - How do you think Siaya County has performed in the last one year in terms of public service delivery? In what ways?

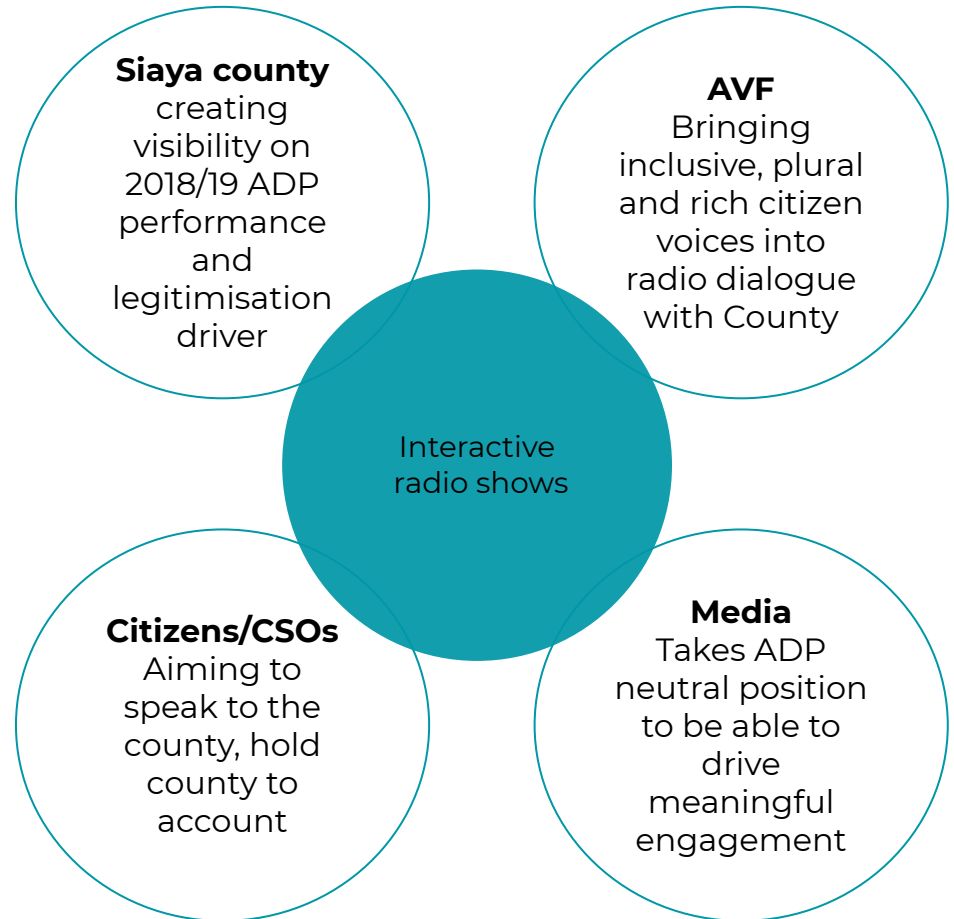
Week 2 (Water) - This year, Siaya county prioritised improving access and quality of water and sanitation services for citizens. How has it performed in your community?

Week 3 (Health) - In the last year Siaya county has prioritised providing free maternal health, access to primary health care and equipping all public health facilities for efficient service delivery. What changes have you seen in your community?

Week 4 (Public Participation) - Does the Siaya county government ensure wide public participation in decision making such as taking part in development of ADP? What more should be done?

Siaya pilot | Radio show design

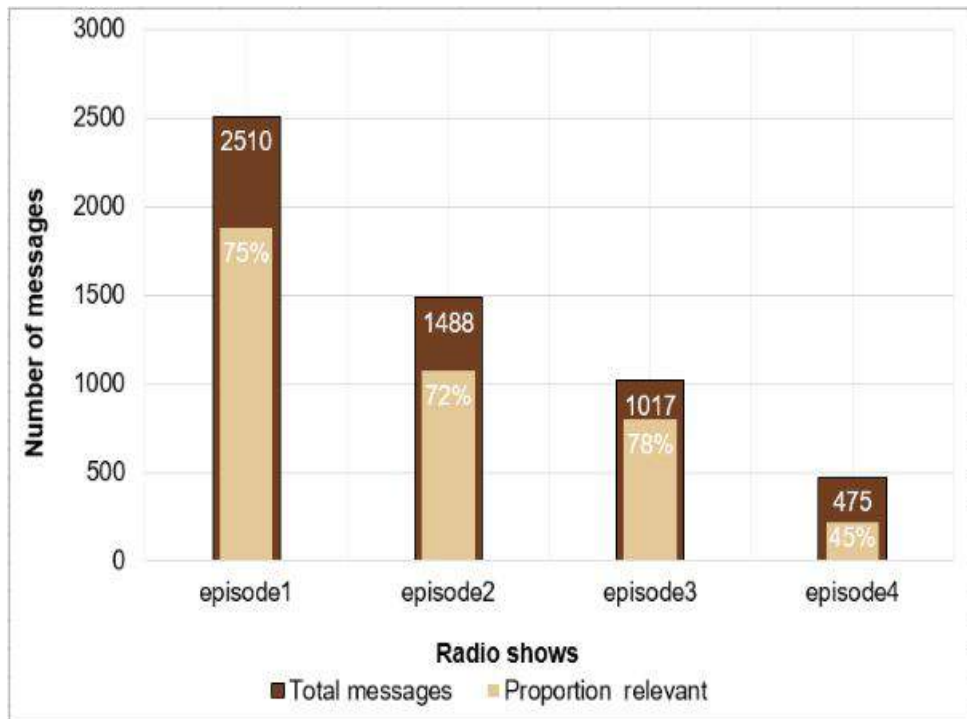
- Interactive radio shows ran weekly on Thursdays (8-9AM) on Radio Ramogi, and on Fridays, (8-9AM) on Radio Nam Lolwe for 50 minutes. Three promos were aired daily for three days prior.
- Nam Lolwe hosted a guest - CEC ministers - on all shows. Radio Ramogi had a guest only on the last show.
- The presenter asked the radio question several times inviting listeners to send their views to a free SMS short-code
- Presenters read several texts on air recognising senders. Guests addresses the issues raised
- Each show had a cue sheet that guided the presenter.





Part 3: Results

Siaya pilot - Did it work? Civic Engagement and Public Participation



A large-scale, rich, inclusive and sustained space for civic engagement and public dialogue

- **5490 messages** from **2296 people**.
- **24.9% women** and **75.1% men**

However, engagement decreased considerably over the four weeks, which was a disappointment. This may have been due to the topic interest, but also perhaps the sense that follow-up and action was unclear.

Siaya pilot - Did it work? Civic Engagement and Public Participation

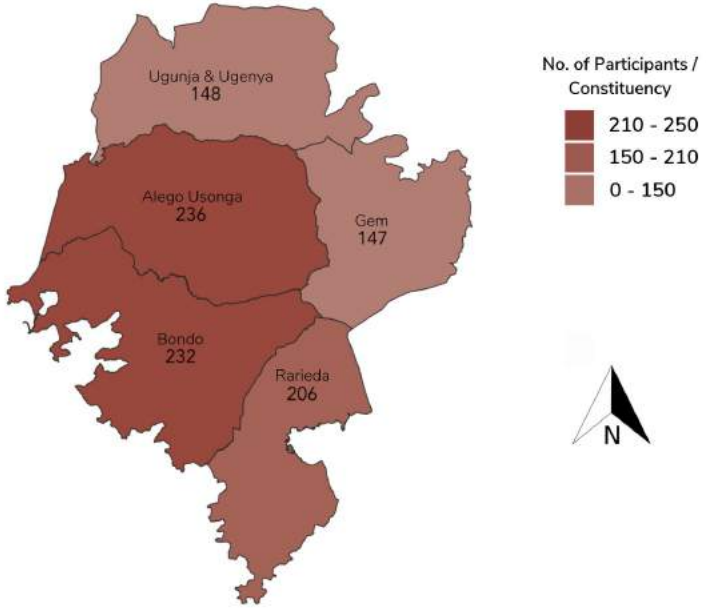
Gender profile of participants by age range



- Female participants tended to be younger
- Women made up 27% of participants aged under 35 years old

Siaya pilot - Did it work? Civic Engagement and Public Participation

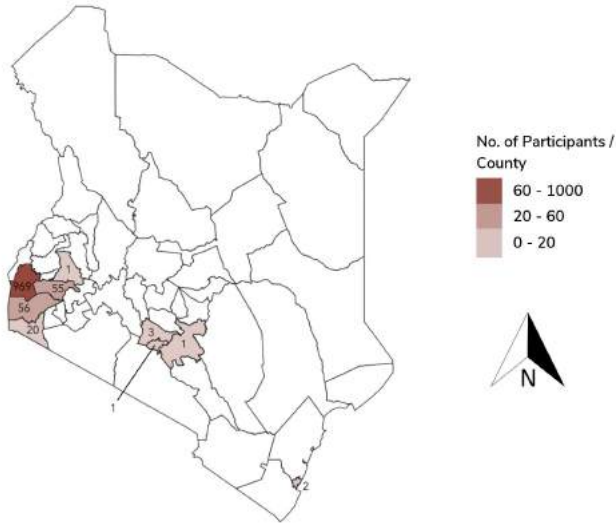
Participation from Siaya constituencies



Total participants = 2296

- Alego Usonga** - 21.4%
- Bondo** - 21%
- Rarieda** - 18.6%
- Gem** - 13.3%
- Ugenya** - 8.1%
- Ugunja** - 5.2%
- Other Kenyan constituencies - 12.3%

Participation Kenya-wide



Siaya pilot - did it work? The public's view

Post-pilot evaluation highlights (SMS survey to all participants, n=400, RR = 17.4%). * The evaluation results are likely to contain a response bias, given a low response rate.

78.5% of respondents said the show improved their understanding of County decision-making processes.

77.2% said they thought the interactive radio public dialogues made them feel more included. Those who participated more than once were more likely to feel this.

77.2 % said the interactive radio show made them have more trust in the county.

“It has made me to especially appreciate the role of the county government of Siaya in delivering on its mandate to the residents.”

Male, 25, Gem.

“The radio shows have been very well planned and we are informed in good time about the questions for the specific shows. This gives us adequate time to prepare. The county government has not done enough to ensure we are included in the development plans. The budget documents are distributed late and we do not have adequate time to go through them, hence affecting the quality of our participation. Even the MCAs have ulterior motives of denying us the opportunity to understand the contents of the documents. We always see huge sums allocated to projects already completed. We have also seen money being allocated year in year out to projects that are never completed.”

Male, 63, Alego Usonga

“It has made me feel more included.”

Male, 43, Rarieda

“When issues are discussed publicly, it awakens those involved. I therefore think there has been a change.”

Male, 85, Ugenya.

Siaya pilot - did it work? The public's view

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77.2 % said the interactive radio show made them have more trust in the county.

“No, wananchi need civic education to understand how the county runs its operations!!”

Male, 37, Alego Usonga

“No, because my child is disabled and I never had any plans targeting persons with disabilities.”

Female, 30, Siaya.

“[My trust] has reduced, because even the county assembly itself has not yet conclusively discussed whether the projects to which money was allocated have been completed or not.”

Male, 25, Bondo

Siaya pilot - did it work? The CECM ministers' views

“This was my first time on Radio and I liked the experience. Our government relies on feedback from the people to improve on services to the people. These kind of interactive shows should be encouraged.”

Hon. Richard Munгла, CECM, Finance and Planning

“A lot of issues raised during the radio shows are things we also get reports on in the office. This is making us now to begin re-thinking about our strategy as regards public participation.”

Hon. George Rubiik, CECM, Governance

“The county government of Siaya is implementing very many water projects in different sub-counties in Siaya but apparently, many people are not aware of these. The radio show was therefore valuable in sharing what we have done with the citizenry and answering some of their questions and concerns.”

Hon. Adrian Ouma, CECM, Water

“This was a good discussion that should continue in the future with more regularly. The county has improved several health facilities and availed drugs. I am surprised that most citizens are saying that there are no drugs in our hospitals and health centres.”

Hon. Dorothy Owino, CECM Health and Sanitation

Siaya pilot - did it work? The radio presenters' views

“We have had radio shows on the counties within Luo Nyanza for a long period of time, mainly discussing good governance related topics but I think the AVF method is really good as it allows me as a presenter to move away from our normal way of running the show where we do our own research by talking to our contacts on the ground with the counties then use the show to inform the public on what is happening in their respective counties. But the AVF method creates a discussion space that I oversee from the studio, it’s like a debate that you are not seeing the debaters face to face but their voices are heard, and all views are valued. It is a great way of running radio shows where the audience is at the centre, this is what we need to incorporate in our programming.”

Victor Juma, Ramogi FM

“I like the AVF method of running interactive programs, it allows the radio host to guide discussion between the audience and the guest without any of the parties being unheard in the process. The fact that the audience views are collected for free allows for participation from marginalized groups like women, the old, disabled etc. The method is also built around the bottom up approach where views are mobilized from the lowest units where the audience comes from and translated into a huge regional debate.”

Beatrice Wasonga, Presenter Radio Nam Lolwe

Part 4: Findings and Insights

ADP 2018-19

Radio show 1: Siaya's overall 2018-19 ADP performance

How do you think Siaya county has performed in the last one year in terms of public service delivery? In what ways?

"Commendable job in Ugenya, the roads are smooth."

Female, 35, Ugenya

"Corruption incidences have reduced and there is improved service delivery. All North Uyoma roads have also been done and I applaud the county government for the good job."

Male, 25, Rarieda

"All irrigation projects in Siaya never took off. They have been allocated funds in millions every year, but it's unfortunate that nothing is practically happening on the ground. Not even a ball of tomato has been realized from all these millions wasted."

Male, 63, Alego Usonga

"Siaya County has not done anything we can list. For example water is still a problem and we are drinking dirty water yet we are in the town, roads are still bad, health services is still poor because hospitals don't have drugs, they haven't made the roads, honestly speaking, our leaders talk too much but do very little."

Male, 35, Alego Usonga

"There is nothing good in Siaya, roads are bad, hospitals lack medicine, poor state of markets such as Ndigwa, Madiany, Aram, Manyuanda, Kamariga, Misori, Wichlum - yet we pay taxes."

Male, 51, Rarieda

"There is no development at all in Siaya County. We are very disappointed. Our leaders have let us down."

Female, 27, Rarieda

"The county government of Siaya has tried but there is still more to be done especially in roads and infrastructure."

Female, 23, Siaya

Voices of citizens

1418 people sent
2510 messages

74.7% Male
25.3% Female

25.7% Alego Usonga

23.8% Bondo

21.4% Rarieda

Radio show 1: Siaya's overall 2018-19 ADP performance

E higa achiel mokalo, iparoni sirikal mar kaunti ma Siaya osebedo katero dongruok ne oganda e yo machalo nade?Gin angu gini mosetimo ne jopiny kata jodak ma Siaya Kaunti?

“Awuok North Uyoma, apako tich tire mibadhi okane nderni ma North Uyoma dutote tich tire makare axiro.”

Male, 25, Rarieda

“Owada onge dongruok Siaya county kae kata matin. Wawinjo marach malich, awuoro jomane watero.

Female, 27, Rarieda

“Onge gimaber Siaya nderni richo hospital onge yath chirni kaka Ndigwa Madiany aram Manyuanda Kamariga Misoro wichlum .to osuru to. Wagolo. An awuok W.Uyoma.”

Male, Rarieda, 51

“County Ma Government Ma Siaya Osetemo To Pod Nitie Rem Mag Dongruok E Weche Mag Ndara.”

Female, 23, Siaya

“Awuok siaya township ward, anduro achage village, siaya county topok aneno gimotimo maber mawanyalo siemo , kaka pii pod shida kendo pod wamodho pi molil towan I town, yore thieth pod shida hospitals pod kidhiye to onge yien, nderni be pod otamogi loso, adier mantie ni siaya county jotelo wuoyo mang'eny to dongruok to onge.”

Male, 35, Alego Usonga

Voices of citizens

**1418 people sent
2510 messages**

**74.7% Male
25.3% Female**

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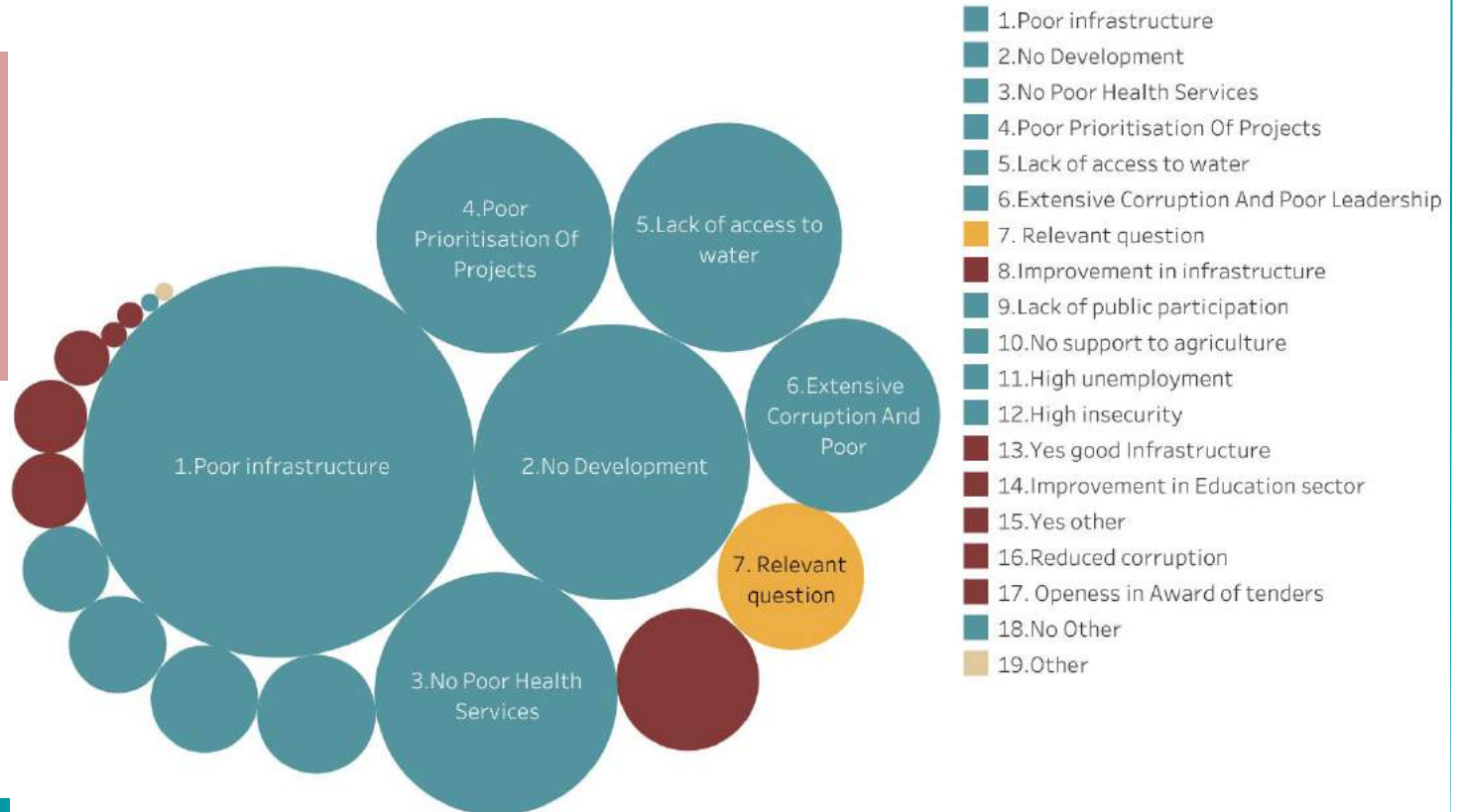
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Radio show 1: Siaya's overall 2018-19 ADP performance

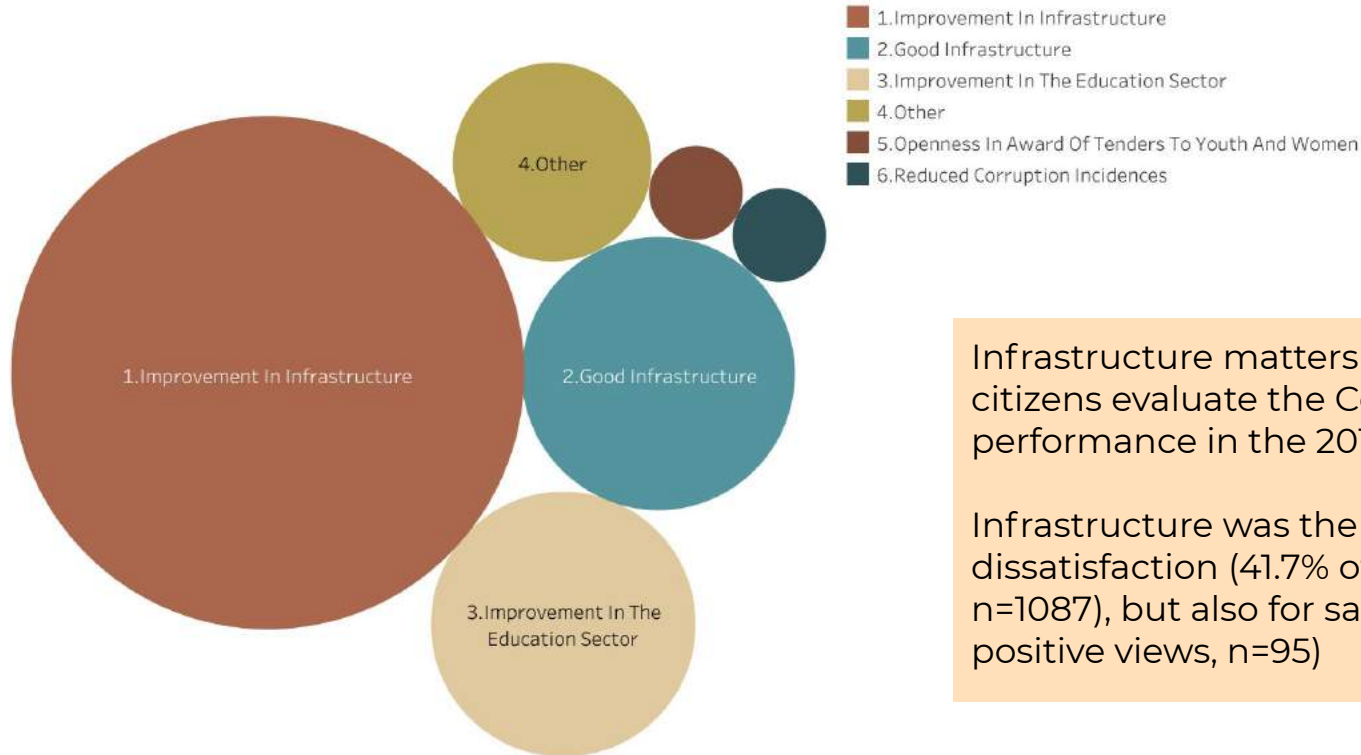
County Performance on the 2018-19 ADP

91.8% of participants (n=1160) not satisfied with Siaya's 2018-19 ADP performance



Radio show 1: Siaya's overall 2018-19 ADP performance

Positive Views on County Performance



Infrastructure matters most for how citizens evaluate the County's overall performance in the 2018-19 ADP cycle.

Infrastructure was the main reason for dissatisfaction (41.7% of all negative views, n=1087), but also for satisfaction (81.1% of positive views, n=95)

Radio show 2: Water and sanitation

This year, Siaya county prioritised improving access and quality of water and sanitation services for citizens. How has it performed in your community?

“We get consistent, reliable door to door water piped from the lake.”

Female, 28, Rarieda

“The county government has improved water supply. We now get piped water and pay through cards, thanks to the county government and the donor.”

Male, 38, Siaya

“The water supply in West Uyoma is run by cartels hell-bent on profit. Untreated water, high cost, irregular working schedule and nepotism. Open theft in the guise of meter readings and exorbitant reconnection fines. Where do the fines go? Why? Ginga Village, Kokwiri, West Uyoma Ward, Siaya.

Male, 34, Rarieda

“The county should be considerate enough and sink boreholes to serve livestock in Bar Olengo Sub Location. The people have to trek long distances in search of water especially when drought strikes.”

Male, 27, Alego Usonga

“Water has become a disaster in Siaya. Since I came to Siaya last year have not seen any improvement, that water we are using comes from pond called 'Uyemba' it is milky even before adding milk this is very affecting people's' life.”

Female, 23, Siaya

“Water projects have not been implemented. We do not have water till now.”

Male, 54, Ugunja

Voices of citizens

890 people sent
1488 messages

77.2% Male
22.8 % Female

24.1% Bondo

22.7 % Alego
Usonga

20.9% from Rarieda

Radio show 2: Water and sanitation

E higani, sirikal mar Kaunti ma Siaya nosingore ni obiro kelo pii machiegni ni jopiny kendo bero weche ler mar aluora. Ere kaka osechopo singoni e gweng miwuoke?

“Pi Wayudo Maber Maa Nam ,door To Door.”

Female, 28, Rarieda

“Awuok west uyoma madiany sani county oyaro luate yore mag pi ahinya pi ituomo kod card.thanks to county and the donor.”

Male, 38, Siaya

“Awuok South East Alego ward, county oyie okunye boreholes ne jopith jamni mawuok Bar Olengo sub location, jopith hawo pii mabor sana molooyo to kinde ma chien'g n'geny.”

Male, 27, Alego Usonga

“Mipango hii haijafikishwa kamwe. Hatuna maji hayo hadi sasa.”

Male, 54, Ugunja

Voices of citizens

890 people sent
1488 messages

77.2% Male
22.8 % Female

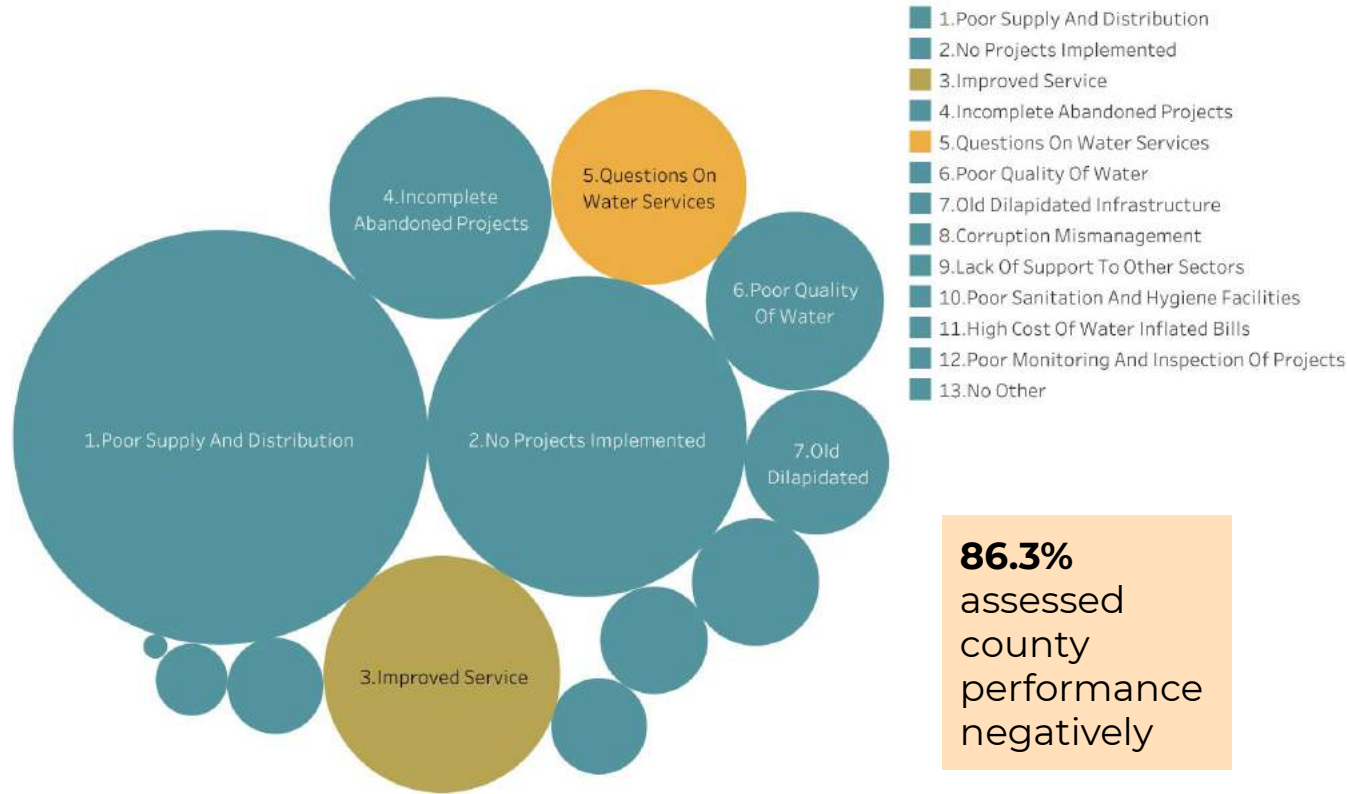
24.1% Bondo

22.7 % Alego
Usonga

20.9% from Rarieda

Radio show 2: Water and sanitation

Access to water



86.3% assessed county performance negatively

Men are significantly more likely than women to have negative views on the County's performance on water and sanitation.

The main reason is poor supply and distribution (**47.15%**), followed by concerns over the lack of implementation (**28.1%**) and completion (**13.5%**) of projects.

Citizens expressed unhappiness with the performance of SIBO

Experience shows local variance, for example with relatively more positive citizen feedback from **Rarieda** and **Ugunja** constituencies

Radio show 3: Health

In the last year Siaya county has prioritised providing free maternal health, access to primary health care and equipping all public health facilities for efficient service delivery. What changes have you seen in your community?

“Kudos to the son of Amoth. You have made CHVs frequent banks. Now do a little more. May you be blessed.”

Female, 45, Alego Usonga

“Siaya county has actually improved greatly on the provision of free health care as this is observed at Rera health facility in Gem Sub-county. The health services are provided free of charge.”

Male, 25, Gem

“Segere and Osoro Health Centers never have drugs apart from panadol. When we went to Siaya for X Ray services we waited for the radiographer to come on the waiting benches but on arrival he said he is alone and has been overworked yet there were more than six nurses telling stories at the reception.”

Male, 40, Alego Usonga

“On health matters county seem to have achieved the 5Km radius for health facilities. Challenges: facilities have very few staff, drugs are inadequate due to Kemsu rogue supply despite orderings we do or county non-payment to Kemsu. MCAs frustrating medics in matters they totally don't understand just to massage public ego. They are a big threat and demoralising to the hospital staffs. MCA Politicians!!!!!!!”

Male, 31, Rarieda

“Rasanga is doing his best. Nurses are the bad ones, they are not interested in serving patients. They lie. There are no drugs but when you insist and create a scene, the drugs are found.”

Female, 30, West Uyoma

“Seeking health services at Siaya Referral is akin to waiting for the coming of Jesus. You can easily die while waiting to be served.”

Female, 50, Alego Usonga

Voices of citizens

**608 people sent
1017 messages**

**72.7% Male
27.3% Female**

**23.5% Alego
Usonga**

22.2% Bondo

20.3% Rarieda

Radio show 3: Health

E higa achiel mokalo, piny owacho mar kaunti ma Siaya nosingore ni biro chiwo thieth manono ne joma mine gi nyithindo kendo tero gige thieth madwarore/mowinjore e kuonde thieth duto mondo omed bero chiwo thieth ne oganda. Gin lokruok mage miseneno e gwengu kaluwore kod singo ni?

“Puoch gi pak wuod Amoth imiyo tinde nyamrerwa ong’eyo dho bengi. Koro mednwa gimoro ewiye, Mad Ruoth riti.”

Female, 45, Alego Usonga

“Siaya osegoyo okang ahinya e chiwo thieth manono kaluwore kod thieth mawayudo Rera health facility ei Gem sub county. Wayudo thieth manono.”

Male, 25, Gem

“Voj oyawre health center ma Segere kod Osoro onge gayath panadol kende emanigatie,ne adhi Siaya e X-ray to ne warito jagopicha ka wan kod jatuo e bench to ka ne obiro kapenje towacho ni en ngata achiel to obedo overworked, to ka reception to nurses nitie karibu 6 ma goyo mana story.”

Male, 40, Alego Usonga

“County osekelo thieth machegni ma onge hawo thieth mokalo kilomita abich.Rem mapod nitie en kaka,nok mar jochiw thieth to kod koso yedhe kuonde thieth nikech yore pogo yedhe ma KEMSA tiyo go okosebedo makare to kod chudo malewo seche moko.”

Male, 31, Rarieda

“RASANGA to temo ndi. Nurses emaricho ok gidwa konyo jotuo giwuondi ni yath onge, tokigoyo kodgi nduru to koro yath yudre.”

Female, 30, West Uyoma

“Siaya Referral kidhi kituo to chal mana ng'amorito duok YESU inyalo tho e line.”

Female, 50, Alego Usonga

Voices of citizens

608 people sent 1017 messages

**72.7% Male
27.3% Female**

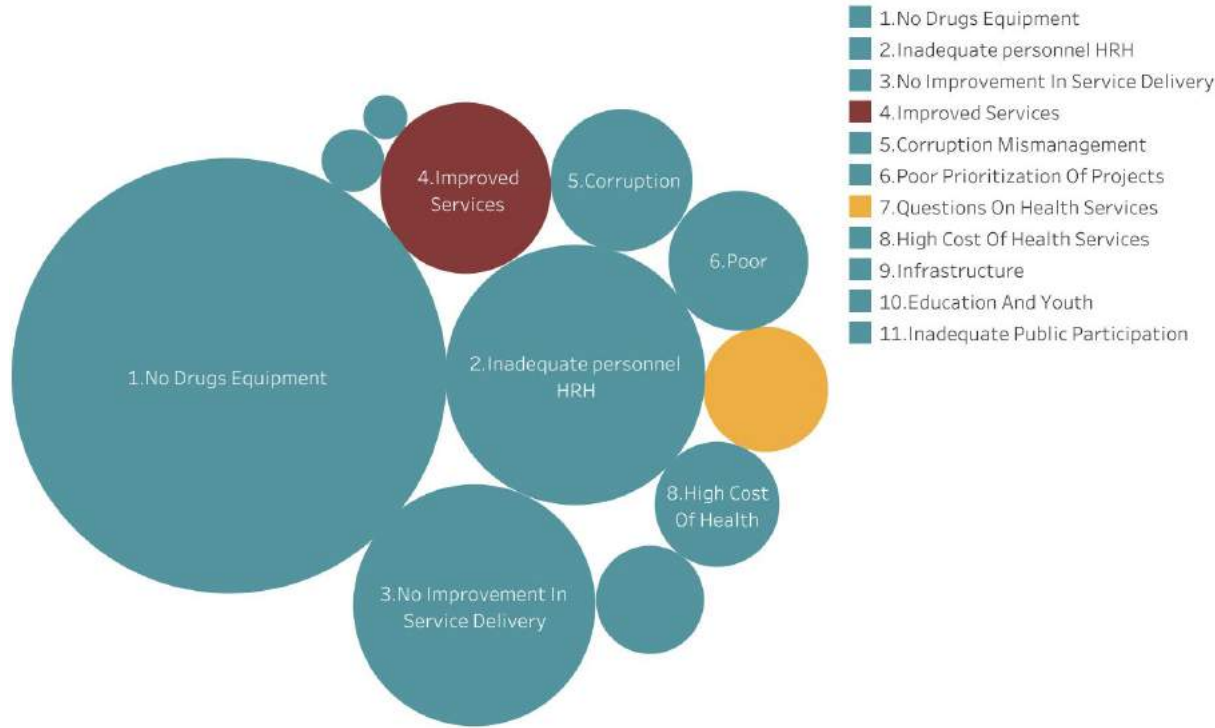
23.5% Alego Usonga

22.2% Bondo

20.3% Rarieda

Radio show 3: Health

Access to healthcare



Availability of drugs (and equipment) is the major concern (**62%**) of citizens in Siaya when it comes to assessing ADP performance on health.

Older participants, aged **36-54**, were significantly more likely to have negative assessments on changes in health services in 2018-19.

Radio show 4: Public Participation in the 2018/18 ADP

Does the Siaya county government ensure wide public participation in decision making such as taking part in development of ADP? What more should be done?

"It has not been involving the residents in county affairs but this year they have made improvements in involving the mwananchi."

Female, 32, Bondo

"They involve the mwananchi. However many do not understand what the ADP is. They need to do more civic education so that the common mwananchi understands the plans for their county."

Male, 42, Siaya

"They come late so as to hoodwink mwananchi to pass issues hurriedly. Someone cannot read a 600 page document in thirty minutes. They come late deliberately. It means mwananchi is not given adequate time to contribute on anything but only arm twisted to pass the executive's preferred views."

Male, 46, Bondo

"Public Participation is well done in Siaya. We are proud of that."

Male, 20, Bondo

"Whereas the citizens are involved in the ADP development process, it is clearly evident that their views are not taken into consideration during the budgeting process. The projects implemented are different from the ones they participated in identifying. The collection of views from citizens in Siaya County is nothing but a formality."

Male, 22, Gem

"Siaya County involves its people in the preparation of the ADP. However, this exercise should be done from the village to ward levels. This is because many people are not able to attend the ward forums due to transport constraints or other commitments."

Male, 50, Rarieda

"Many residents neither know the venues for the public participation forums nor the issues to be discussed. A large percentage do not participate and the county leadership doesn't care to give feedback on their plans."

Female, 28, SE Alego

Voices of citizens

278 people sent 475 messages

**74.3% Male
25.7% Female**

24.8% Rarieda

22.8 % Gem

**21.5% Alego
Usonga**

Radio show 4: Public Participation in the 2018/18 ADP

Bende piny owacho ma Kauti ma Siaya keto okang kod mahino mar neno ni oganda duto ochiwo pachgi kendo pachgino otigo e chenro mag dongruok ma higa ka higa? En ango kendo ma sirikal ma Siaya Kaunti onego med timo mondo ojiw kawo pach jopiny e chenro mag dongruok?

“Okosebedo ka ikawo pach jopiny e chenro mag dongruok mag kaunti.Kata kamano higani gisetemo kawo pachwa e weche mag dongruok.”

Female, 32, Bondo

“Pach jopiny ikao,mak mana ni ng’eny ji ok olony kata ng’eyo ADP ni en ang’o.Onego puonj jopiny mondo giyud tiegruok kod lony makare kaka kaunti timo chenro mag dongruok.”

Male, 42, Siaya

“Gibiro modeko mondo gikal weche mapio pio.Onge kaka jopiny nyalo somo it oboke mia auchiel e nus saa.Mano nyiso ni jopiny okmi thuolo makare mar golo pachgi e weche dongruok mitimo e kaunti.Pach jotelo ema itiyogo.”

Male, 46, Bondo

“Public Participation is well done in Siaya. We are proud of that.”

Male, 20, Bondo

“Pach jopiny ikawo e chenro mag dongruok. Mak mana ni ok lu paro go seche ma ipogo omenda. Chenro mag dongruok mitimo opogore kod mane jopiny okalo.E kaunti ma siaya,chenro mag kawo pach jopiny en ka nono nikech ok lu weche ma japiny okalo.”

Male, 22, Gem

“Pach jopiny ikawo ,to kata kamano onego chak kawo paro kowuok e gweng kadhi e ward.Mae nikech ngeny ji ok yud thuolo mar chopo e kuonde romo nikech chan mar pesa kata koso thuolo.”

Male, 50, Rarieda

“Ng’eny jopiny ok ong’eyo kuonde mibage romo kata weche monego twagie.Mae miyo ji mang’eny ok chiw pachgi.Jotelo bende ok mi gi duoko e weche dongruok.”

Female, 28, Alego

Voices of citizens

278 people sent 475 messages

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25.7% Female**

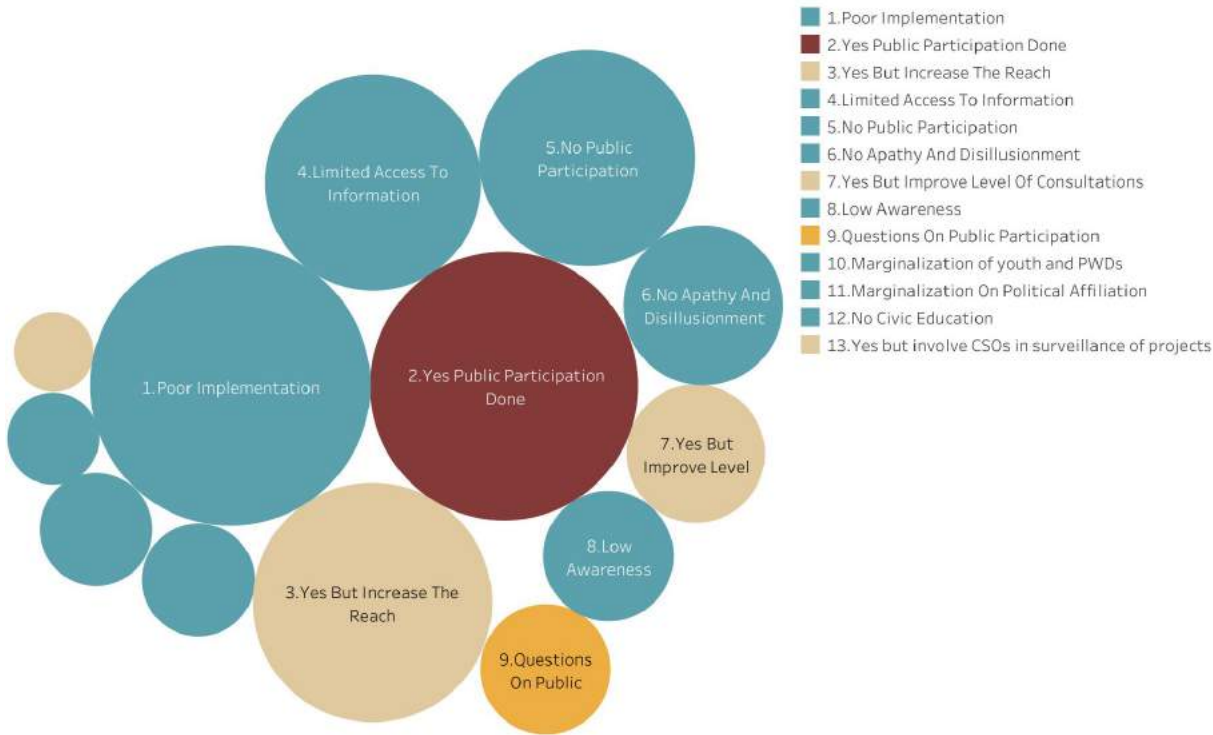
24.8% Rarieda

22.8% Gem

**21.5% Alego
Usonga**

Radio show 4: Public Participation in the 2018/19 ADP

Governance and public participation



24% of citizens who participated felt public participation in 2018-19 showed progress. A further **30%** were ambivalent, calling for increased reach and improving the level of consultation/listening. Those unsatisfied (**46%**) cited poor implementation and lack of access to information.

Younger participants (18-35) have higher expectations, and less satisfied compared to older participants.

Part 5: Learnings & Recommendations



Building a dialogue - Citizens' questions... and the need to respond

“What's the county govt of Siaya doing to ensure that it is able to produce enough food for its population and surplus to sell for income? Access to subsidised fertilizer every planting season thereby leaving vulnerable farmers to suffer exploitation from greedy traders.”

Male, 55, Bondo

“What happens in the dispensaries in Alego Usonga which never have drugs and when asked the nurses respond rudely.”

Female, 38, Alego Usonga

“The water supply in West Uyoma is run by cartels hell-bent on profit. Untreated water, high cost, irregular working schedule and nepotism. Open theft in the guise of meter readings and exorbitant reconnection fines. Where do the fines go? Why?”

Male, 34, Rarieda

“When will the Ugunja-Ukwala road be made?”

Female, 35, Ugunja

“In my area we do not have water, the nearest we can get the resource is 3km away. How is the county planning to help us?”

Male, 35, Ugenya

“Is Siaya able to construct a blood bank with 8M as was reflected in FY 2019-2020?”

Male, 41, Gem

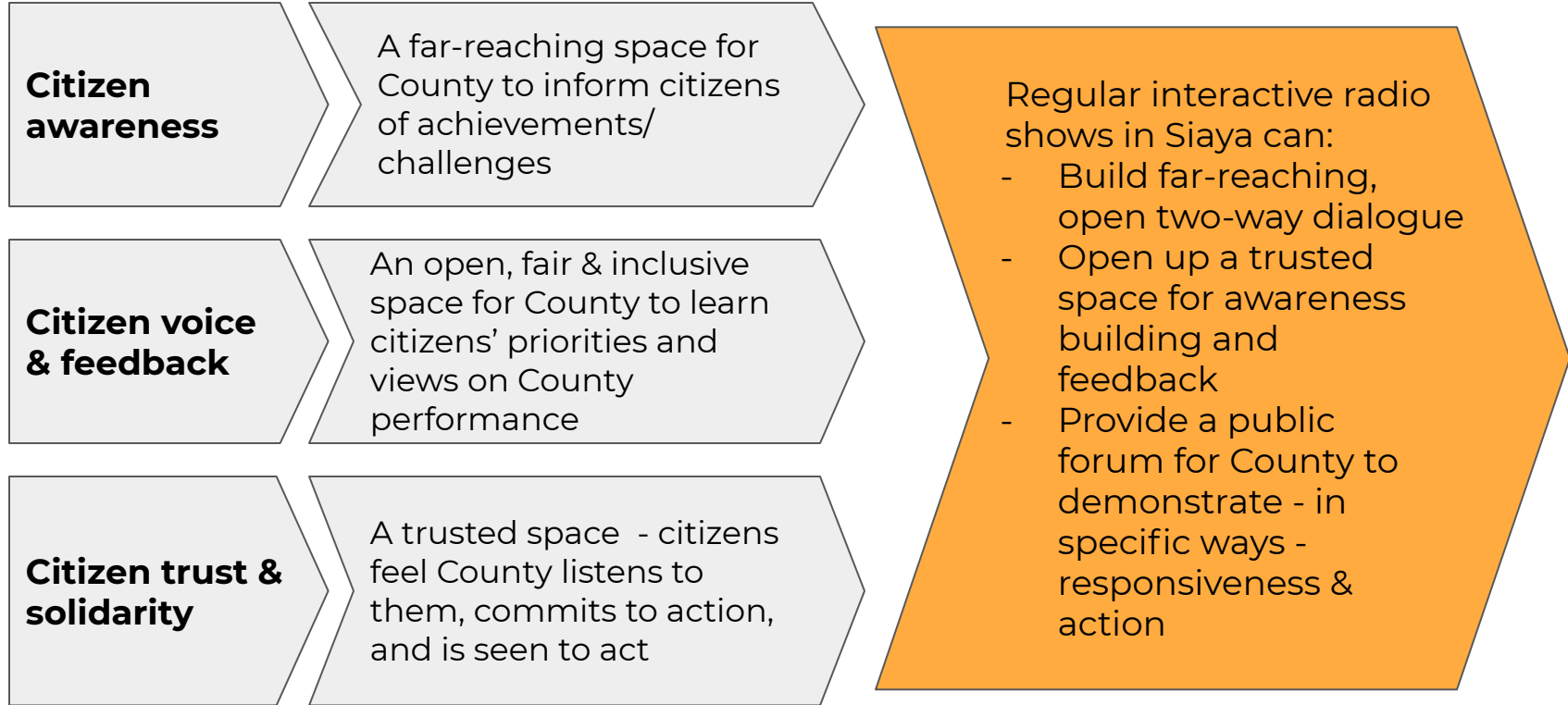
Pilot learnings and recommendations for public participation in the 2019-2020 ADP

1. Use interactive radio to inform citizens of **commitments in the ADP**, but also to update them on **achievements and challenges**. Listen to, and respond to their feedback. This will build citizens' trust, confidence and satisfaction with government.
2. Focus on making clear promises on **infrastructure** and then being held to account on delivery - a major opportunity for improving citizens' satisfaction with the new ADP.

Pilot learnings and recommendations for public participation in the 2019-2020 ADP (contd)

3. Seize the opportunity to strengthen social accountability through public participation over interactive radio in **water and sanitation**. **Project implementation** in this priority sector is closely monitored by citizens, and appears to have considerable room for improvement.
4. Establish facts concerning the availability/lack of **availability of drugs** in the county, and share them for discussion with citizens. If the County believes there are substantial improvements in this priority Health concern, or that there are good reasons for why improvements are slower than citizens' expect, communicate these regularly, obtain feedback from citizens, and be seen to be acting upon feedback.

Pilot learnings and recommendations for public participation in the 2019-2020 ADP



Ramogi fm

Kar chuny Jaluo

Thank You

