SURVEY QUESTIONNAIRE

Survey on Promoting Decent Work in the Informal Economy in Kenya

From the study *Bridging Policy and Practice: Improving Working Conditions and Advancing Formalization for Informal Workers in Nairobi and Kiambu*

Kenya · Nairobi, Kiambu · In English

The form used to interview informal workers in Nairobi and Kiambu counties about their working conditions, awareness of labour rights, safety and health at work, and their views on policy.

Informed Consent

> *To be administered to an Adult (18 years and above) Persons below the age 18 years are ineligible to respond.*
>
> *Dear respondent. My name is……, I am hired as Enumerator to collect data on behalf of Global Fairness Initiative (GFI) Project on Promoting Decent Work in the Informal Economy. The aim of this survey is to assess the working conditions of informal workers in Nairobi and Kiambu Counties. You have been selected as one of the project participants to collect information from. This information will be used for the purpose of understanding the economic viability, regulatory landscape, inclusivity, risks, challenges, opportunities, and innovations within the waste management sector. Your personal details will only be shared with the program team within the project. Whether you agree or disagree to take part in this survey has no influence on receiving assistance, neither now for this activity, nor for any future activities. You are free to stop interview at any point; you are also free to not answer questions if you do not want to. If there are other questions you would like to ask, you can do so. The total duration of this survey is approx. 30 minutes. We kindly ask for your voluntary participation. All information provided will be confidential.*

Do you agree to participate?

☐ Yes ☐ No

A. Questionnaire Identifier

A1 County

☐ Kiambu ☐ Nairobi

A2 Date of the Interview

_____

A3 GPS location

latitude (x.y °); longitude (x.y °); altitude (m); accuracy (m)

_____

A5 Respondent's Name

_____

A6 Respondent's Phone number

_____

A7 Nationality of Respondent

☐ Kenyan ☐ Other

If other, Specify

_____

A8 If not Kenyan citizen, do you have a work permit or any legal documents that allow you to work in Kenya

☐ Yes

☐ No

☐ Do not want to answer

A9 Start time

hh:mm

_____

B. Demographic information

B1 Sex of the Respondent

☐ Male ☐ Female

B2 Age of the Respondent

☐ 18-24 years ☐ 25-34 years ☐ 35-44 years ☐ 45-54 years ☐ Over 55 years

B3 What is your Marital Status

☐ Single ☐ Married ☐ Separated ☐ Divorced ☐ Widowed

B4 What is your highest level of education attained?

☐ No Formal Education ☐ Primary Incomplete ☐ Primary Complete ☐ Secondary Incomplete
☐ Secondary Complete ☐ Vocational Training ☐ University

B5 What is your main source of livelihood?

☐ Self-Employed ☐ Employed

B6 If self-employed, in which area?

☐ Street Vendor

☐ Artisan/Mechanic

☐ Waste Picker/hawkers/cleaners

☐ Other

If Other, Specify

_____

B7 If employed in what area?

☐ Casual Labourer ☐ Street Vendor ☐ Artisan/Mechanic ☐ Waste Picker ☐ Domestic Worker ☐ Other

If Other, Specify

_____

B8 How many people are currently living in your household?

_____

B9 How many are?

_____

Children under 2 years

_____

Children 2-5 years

_____

Children 5 – 17 years

_____

Adult 18 – 49 years

_____

Adult above 50 years

_____

B10 Do you have any form of disability?

☐ Yes ☐ No

B11 What type of disability do you have?

☐ Physical ☐ Visual ☐ Hearing ☐ Mental ☐ Other

If Other, Specify

_____

B12 Do these disability challenges limit your participation in work, education, or social activities?

☐ Yes ☐ No

C. Employment Status and Work Condition

C1 How long have you been working in the informal economy?

☐ Less than 1 year ☐ 1-3 years ☐ 4-6 years ☐ More than 6 years

C2 As an informal worker, how is your payment usually calculated – by the hour, day, month, or per task?

☐ Per hour ☐ Per Day ☐ Per Month ☐ Per Task ☐ Other

If Other, Specify

_____

C3 What is your average monthly income (KES)?

☐ Less than 10,000 ☐ 10,001 – 20,000 ☐ 20,001 – 30,000 ☐ 30,001 – 40,000 ☐ 40,001 – 50,000 ☐ More than 50,000

C4 Do you receive a regular income for your work, or are you paid in kind (for example, with goods or services instead of money)?

☐ Income ☐ In- Kind payment ☐ Both

C5 What type of goods or benefits do you usually receive? (Please select all that apply)

☐ Food (e.g., meals, groceries)
☐ Shelter or accommodation
☐ Recyclable materials or waste items with resale value
☐ Clothing or household items
☐ Tools or equipment for work
☐ Others

If others, specify..

_____

C6 On average, how many hours do you work in a day? (Please select one)

☐ Less than 4 hours ☐ 4-6 hours ☐ 7 -9 hours ☐ 10-12 hours ☐ More than 12 hours ☐ It varies day to day

C7 Are you given breaks during your working hours?

☐ Yes ☐ No

C8 Do you have any form of contract (written or verbal) with your employer?

☐ Yes (written) ☐ Yes (verbal) ☐ No

C9 If you work for a business, can your employer terminate your job without giving you prior notice?

☐ Yes ☐ No

C10 Are you part of any group/association (e.g., workers association, cooperative, SACCO, trade union)?

☐ Yes ☐ No

C11 Please specify

☐ Cooperative ☐ SACCO ☐ Trade Union ☐ Workers Association ☐ Welfare Associations ☐ Others

If Other, Specify

_____

C12 If you are not a member of a worker's union, association, or any worker's group, what are the reasons for not joining? (Please select all that apply)

- ☐ I am not aware of any worker's groups or unions
- ☐ I don't think they offer enough benefits or support
- ☐ Membership fees are too high
- ☐ I fear losing my job or facing retaliation
- ☐ I don't trust or feel comfortable with unions/groups
- ☐ I don't see the need for a union or association in my work
- ☐ I don't have time to join or participate
- ☐ I'm not interested in being part of a group or union
- ☐ I don't qualify for membership
- ☐ Other

If Other, Specify

_____

C13 What is the nature of the goods or services you provide? (Please select the option that best describes your main activity)

- ☐ Food and beverage (street food vendor, snacks, drinks)
- ☐ Clothing and accessories (tailoring, selling garments, shoes, jewelry)
- ☐ Household goods (utensils, furniture, second-hand items)
- ☐ Personal services (hairdressing, beauty services, massage)
- ☐ Repair and maintenance (, electronics, bicycles, Motor vehicle, appliances)
- ☐ Transportation services (motorcycle taxi, cart pulling)
- ☐ Construction-related work (masonry, plumbing, painting)
- ☐ Agricultural or farm produce (selling fruits, vegetables, eggs)
- ☐ Waste collection or recycling (e.g., scrap collection, sorting materials, cleaning services)
- ☐ Domestic work
- ☐ Other

If Other, Specify

_____

C14 As an informal worker, do you have access to any type of social protection, such as health insurance, a pension, or paid sick leave?

☐ Yes ☐ No

C15 As an informal worker, are you registered for or receiving any type of protection or benefit? (Please select all that apply)

- ☐ Health insurance (SHIF)
- ☐ Social security or pension scheme (NSSF)
- ☐ Work injury insurance (WIBA)
- ☐ Maternity or paternity benefits
- ☐ Disability support

- ☐ Livelihood or cash assistance programs
- ☐ Other

If Other, Specify

_____

C16 As an informal worker, what are the main barriers that prevent you from accessing social protection benefits? (Please select all that apply)

- ☐ Lack of information or awareness about available benefits
- ☐ Ineligibility due to informal work status
- ☐ Complicated registration or application process
- ☐ High cost of contributions or premiums
- ☐ Lack of necessary documents (e.g., identification, proof of income)
- ☐ Benefits are not offered in my area or sector
- ☐ No time to apply or complete paperwork
- ☐ Lack of trust or confidence in the system
- ☐ Benefits are too limited or not useful
- ☐ Discrimination or exclusion from social protection schemes
- ☐ Other

If Other, Specify

_____

C17 Have you faced any of the following challenges? (Please select all that apply)

- ☐ Low/insecure income
- ☐ Lack of credit/finance
- ☐ Harassment/discrimination
- ☐ Hazardous work environment
- ☐ Lack of legal protection
- ☐ Police harassment/confiscation
- ☐ Other

If Other, Specify

_____

C18 In case of misfortune (e.g., illness, theft, or loss of stock), where do you usually get support from? (Tick more than one)

- ☐ Family
- ☐ Friends
- ☐ Religious group/church/mosque
- ☐ Local support group
- ☐ Colleagues/fellow workers
- ☐ NGO or community-based organization
- ☐ Government

☐ I do not receive any support

☐ Other

If Other, Specify

_____

C19 Are you currently a member of any group(s) that members support each other in times of crisis?

☐ Yes ☐ No

C20 How many such groups are you a member of?

_____

C21 Why do you think people in the informal sector join such groups or organizations

☐ Financial support (e.g., emergencies, loans,savings)

☐ Emotional or social support

☐ Funeral/burial support

☐ Health support (e.g., contributions for treatment)

☐ Information or business advice

☐ Pressure from others (e.g., friends/family)

☐ Other

If Other, Specify

_____

D. Awareness of Labor Rights

D1 Are you aware of your rights as an informal worker (e.g. on fair wages, safe environment, non-discrimination)?

☐ Yes ☐ No

D2 Which violations of your rights have you experienced?

☐ Unpaid wages

☐ Discrimination

☐ Abuse (verbal/physical)

☐ Unfair dismissal

☐ Denial of leave/rest

☐ Other

If Other, Specify

_____

D3 Do you know where to report labor-related grievances?

☐ Yes ☐ No

D4 Have you ever reported a labor issue?

☐ Yes ☐ No

D5 Where was the issue reported

☐ Employer ☐ County Government ☐ Labour Organizations ☐ Police ☐ Supervisor ☐ Chief ☐ Work Association ☐ Trade Union ☐ Other

If other, specify...

_____

D6 If you have ever reported a labor-related issue or complaint, what was the outcome? (Please select one)

☐ The issue was resolved fully
☐ The issue was partially resolved
☐ No action was taken
☐ I was ignored or not taken seriously
☐ I faced retaliation (e.g., lost job, reduced pay, threats)
☐ The process is still ongoing
☐ Other

If Other, Specify

_____

D7 Are you aware of any organizations/groups that you can contact for legal or labor rights?

☐ Yes ☐ No

D8 Which organizations or groups do you know of or can contact for help with legal or labor rights? (Please select all that apply)

☐ Federation of Kenyan Employers (FKE)
☐ Central Organization of Trade Unions (COTU-K)
☐ Kenya National Human Rights Commission (KNHRC)
☐ Legal Aid clinics or pro bono lawyers
☐ Ministry of Labour and Social Protection
☐ Informal sector associations or cooperatives
☐ Civil society organizations or NGOs (e.g., Kituo cha Sheria, Haki Yetu)
☐ County government offices
☐ Religious or community-based organizations
☐ Other

If Other, Specify

_____

E. Occupational Safety and Health

E1 Are you exposed to any of the following work-related risks? (Please select all that apply)

☐ Physical injuries ☐ Chemicals/waste ☐ Fatigue ☐ Poor hygiene ☐ Extreme weather ☐ Noise/air pollution ☐ Others

If Other, Specify

_____

E2 Have you undergone any training in occupational health and safety?

☐ Yes ☐ No

E3 What type of occupational health and safety training have you received? (Please select all that apply):

☐ Basic Occupational Health and Safety Awareness
☐ First Aid and Emergency Response
☐ Fire Safety and Prevention
☐ Personal Protective Equipment (PPE) Usage
☐ Hazard Identification and Risk Assessment
☐ Workplace Ergonomics
☐ Chemical Safety and Handling
☐ Manual Handling and Lifting Techniques
☐ Other

If Other, Specify

_____

E4 When was the last time you received occupational health and safety training? (Please specify the month and year)

_____

Month

☐ January ☐ February ☐ March ☐ April ☐ May ☐ June ☐ July ☐ August ☐ September ☐ October ☐ November ☐ December

Year

_____

E5 How frequently is the occupational health and safety training conducted? (Please select one):

☐ Monthly
☐ Quarterly
☐ Biannually
☐ Annually
☐ Every two years
☐ Irregularly / As needed

E6 Do you wear or use any protective gear or equipment while performing your work duties?

☐ Yes ☐ No

E7 What types of protective gear or equipment do you use while working? (Please select all that apply):

☐ Gloves
☐ Face mask or respirator

- ☐ Safety goggles or glasses
- ☐ Protective footwear (e.g., boots)
- ☐ Apron or protective clothing
- ☐ Earplugs or earmuffs
- ☐ Hard hat or helmet
- ☐ Reflective vest or high-visibility clothing
- ☐ Coveralls (disposable or reusable)
- ☐ Knee pads or elbow pads
- ☐ Other

If Other, Specify

_____

E8 In case of injury or illness at work, do you receive medical care or compensation?

☐ Yes ☐ No

E9 What support would you need to improve your safety and health at work? (Please select all that apply)

- ☐ Safety training
- ☐ First aid
- ☐ Clean water and sanitation
- ☐ Protective gear
- ☐ Better worksite conditions
- ☐ Health screening
- ☐ Other

If Other, Specify

_____

E10 As an informal worker, what are the biggest challenges you face in your work environment? (Please select all that apply):

- ☐ Lack of access to protective gear or safety equipment
- ☐ Exposure to hazardous materials or unsafe conditions
- ☐ Poor sanitation or hygiene facilities
- ☐ Inconsistent or low income
- ☐ Long working hours without breaks
- ☐ Lack of access to healthcare services
- ☐ Harassment or discrimination
- ☐ Limited access to training or skills development
- ☐ Lack of legal protection or job security
- ☐ No access to clean drinking water
- ☐ Extreme weather conditions
- ☐ Limited access to tools or equipment
- ☐ Other

If Other, Specify

_____

F. Opportunities and Aspirations

F1 What type of support would improve your livelihood? (Please select all that apply)

- ☐ Access to credit/finance
- ☐ Skills training
- ☐ Legal recognition
- ☐ Market access
- ☐ Affordable workspaces
- ☐ Social protection
- ☐ Other

If Other, Specify

_____

F2 Have you received any form of support from the government or a non-governmental organization (NGO) in the past two years?

☐ Yes ☐ No

F3 Please describe the type of support you received:

_____

F4 What are your long-term aspirations? (Please select all that apply):

- ☐ Expand my business
- ☐ Get formal employment
- ☐ Employ others
- ☐ Change occupation
- ☐ Other

If Other, Specify

_____

G. Policy Perspectives

G1 In your view, what should the government prioritize to support informal workers? (Select top three)

- ☐ Recognition and regulation
- ☐ Social protection
- ☐ Financial inclusion
- ☐ Skills development
- ☐ Safe and inclusive workspaces
- ☐ Protection from abuse
- ☐ Participation in policy-making

☐ Other

Specify other

_____

G2 Are you aware of any government policies/programs related to the informal economy?

☐ Yes ☐ No

G3 Please provide details

_____

G4 How would you rate current government support for informal workers?

☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

H. Final Comments

H1 Based on what you know, what actions have informal workers taken to advocate for their rights at work in your area? (Please select all that apply)

☐ Organized or joined worker groups or unions
☐ Engaged in protests or strikes
☐ Negotiated directly with employers
☐ Raised awareness through community outreach or media
☐ Sought legal assistance or representation
☐ Participated in training or capacity-building programs
☐ Advocated for government support or policy change
☐ Other

If Other, Specify

_____

H2 What suggestions do you have for improving working conditions in the informal economy?

_____

General Comments

_____