

RAPID GENDER ASSESSMENT ON THE IMPACT OF COVID-19 ON VIOLENCE AGAINST WOMEN

TECHNICAL REPORT - KENYA SURVEY FIELDWORK

MAY - JUNE 2021



1 Introduction

Prompted by strong concern that the COVID-19 pandemic has intensified the risk of different forms of violence against women (VAW) and girls, particularly intimate partner/domestic violence, and realizing the need to collect reliable data that are in line with methodological, safety and ethical standards, UN Women commissioned Ipsos to conduct a study on the impact of COVID-19 on women's well-being and safety in 13 countries across several regions all over the world. The participating countries were Albania, Bangladesh, Cameroon, Colombia, Côte d'Ivoire, Jordan, Kenya, Kyrgyzstan, Morocco, Nigeria, Paraguay, Thailand and Ukraine.

The **core objectives** of the study were to:

- collect data on the impacts of COVID-19 on violence against women in low- and middle-income countries.
- strengthen measurement and methodologies for violence against women data collection and use.
- strengthen available knowledge on all forms of violence against women and improve capacities to collect, analyse and use data on violence against women in accordance with globally agreed methodological, safety and ethical standards.
- inform where the policy and programmatic response of UN Women should focus and support UN system-wide efforts to scale up actions to address violence against women in the context of COVID-19.

The following groups contributed to the **project's management and execution**:

1. the UN Women project team, comprising statisticians, researchers and policy specialists;
2. the Technical Advisory Group – an external reference group established by UN Women to provide independent technical advice and expertise to the project;
3. the Ipsos project team involved in the set-up and delivery of the study; and
4. national fieldwork partners.

| Methodology of the study | |
|--------------------------------------|---|
| Target group | Women aged 18 + |
| Timing | <ul style="list-style-type: none"> • Two-phased approach: Phase I (four countries) took place May–June 2021; Phase II (nine countries) took place August–September 2021 |
| Data collection method | Computer-Assisted Telephone Interview (CATI) |
| Sampling approach | <ul style="list-style-type: none"> • Random probability sampling with monitoring of quota on age and region • Random-digit dialling to mobile sample frames |
| Sample Size | <ul style="list-style-type: none"> • 1,200 women aged 18+ per country |
| Questionnaire length and type | <ul style="list-style-type: none"> • Target duration of max. 20 minutes • No open-ended answers • Informed consent asked to each participant at the beginning of the interview • Awareness of safety, privacy and confidentiality of women respondents • Guided by the “do no harm” principle applicable to the women respondents and the interviewers/research team • The questionnaire was adapted in each country by localizing characters’ names and cultural references (i.e., popular food, music, sports). |
| Scripting | Central scripting in software applications - iField and Dimensions |
| Language | At least one main language per country |

The country chapters provide information on the set-up of the data collection process (obtaining of ethical clearance, sampling and translation), description of the fieldwork, main characteristics of the achieved sample by several indicators (age group, region, area type, educational attainment), technical information (interview duration, contact outcomes, screen-outs, temporary interview suspension at safety questions, survey dropouts, use of safety word, and item non-response), key field observations and relevant lessons and recommendations.

2 Country information

2.1 Kenya

2.1.1 Obtaining ethical clearance

UN Women sought general support or tacit approval for the study from the Kenya National Bureau of Statistics (KNBS). The ‘no objection’ from KNBS was granted on 11 March 2021 in support of the project.

2.1.2 Sampling plan

A single-frame cell-phone random-digit dialling (RDD) survey design was used to reach a nationally representative sample of women aged 18+. The sample mirrored the telephone database distribution (frame size) by provider and the gross (unscreened) sample included numbers for each of the providers in the country to the same proportions as in the frame size.¹ In 2017, 80% of Kenya’s population owned a mobile phone.²

Of the 103,000,000 numbers available in the sample frame, 49,501,430 (48%) were expected to be working numbers (based on cell subscriptions in 2018). The sample was pulsed, meaning that a signal was sent to the randomly generated phone number to verify if the number existed (i.e., if a connection could be achieved). The upfront pulsing of the gross sample closely reflected the market shares of the different operators (in terms of subscriptions). The sample was also screened against business registers so as to exclude numbers that were used by companies. Further details on the sampling frame are provided in section 2.4.1 of the main technical report.

Due to challenges in reaching older women (60+), and with approval from UN Women, the field team supplemented the RDD sample with a contact database that they had built the previous year. The database comprised people who had participated in general population CATI surveys and consented to being recontacted for future studies. It included about 12,000 contacts, spread nationwide (of which about 2% fell in the group of 60+ women), and included mobile and landline numbers, as well as information on the age and gender of the contacts. This database was used only for the purposes of reaching respondents aged 60 and above. Further, only mobile phones were called to adhere to the design of the survey and ensure that ethical and safety considerations were in place.

To ensure a representative sample, quotas were set on age (18–29, 30–39, 40–49, 50–59, 60+) and region (first-level administrative division), using the following statistical sources:

- Age: KNBS. 2019 Kenya Population and Housing Census.³
- Region: KNBS. 2019 Kenya Population and Housing Census.⁴

¹ Airtel Networks 37,000,000; Jamii Telecoms 1,000,000; Safaricom 54,000,000; Telkom Kenya 11,000,000.

² <https://www.pewresearch.org/global/2018/10/09/majorities-in-sub-saharan-africa-own-mobile-phones-but-smartphone-adoption-is-modest/>

³ <https://www.knbs.or.ke/?wpdmprom=2019-kenya-population-and-housing-census-volume-i-population-by-county-and-sub-county>

⁴ Ibid.

2.1.3 Translation

The questionnaire was localized in English and translated into Swahili. No issues related to equivalence (conceptual equivalence, semantic equivalence, etc.) were encountered during translation.

The questionnaire required localization for several items in the text of the questions and answers, including widely known, yet neutral in meaning, male and female names, which were used in the vignettes in the Safety Section of the survey. In Kenya, the male name used was *John* and the female, *Mary*.

2.1.4 Fieldwork period

Fieldwork took place between 30 April and 21 May 2021, with 10 interviewers working on the project. Approaching half (42%) of the target was achieved by the end of the second week (9 May), and 84% by the end of the third week (16 May). The team interviewed throughout Eid al-Fitr on 14 May. The last week of fieldwork was devoted to reaching older age groups, using the database created by Ipsos Kenya, described above. During this time, the regional quotas were relaxed to facilitate reaching the age quota.

2.1.5 Achieved sample

In total, 1,224 valid interviews were completed in Kenya. The targets for the age groups 50–59 and 60+ were not quite reached with a shortfall of 2 percentage points and 1 percentage point, respectively.

Table 1: Achieved sample, by age group (Kenya)

| Age group | Target | Target % | Completed (unweighted) | Completed % (unweighted) | Weighted % ⁵ | Difference unweighted % vs. target % | Difference weighted % vs. target % |
|-----------|--------|----------|------------------------|--------------------------|-------------------------|--------------------------------------|------------------------------------|
| 18–29 | 483 | 40% | 516 | 42% | 40% | 2% | 0% |
| 30–39 | 290 | 24% | 307 | 25% | 24% | 1% | 0% |
| 40–49 | 180 | 15% | 185 | 15% | 15% | 0% | 0% |
| 50–59 | 108 | 9% | 91 | 7% | 9% | -2% | 0% |
| 60+ | 136 | 11% | 125 | 10% | 11% | -1% | 0% |

The field team had difficulties quota towards the end of fieldwork, to give priority to interviewing older women, meant that the shortfalls were not addressed during this time. Nonetheless, they were able to reach the target in all regions, and especially the North Eastern and Western regions, where the number of the achieved interviews in the sample were 2 percentage points below the set targets. With the relaxation of the regional quota, the number of completed interviews per region still allowed for effective weighting.

⁵ Weighting procedures are discussed in more detail in section 4.4.2 of the main technical report.

Table 2: Achieved sample, by region (Kenya)

| Region | Target | Target % | Completed (unweighted) | Completed % (unweighted) | Weighted % | Difference unweighted % vs. target % | Difference weighted % vs. target % |
|---------------|--------|----------|------------------------|--------------------------|------------|--------------------------------------|------------------------------------|
| Central | 162 | 14% | 193 | 16% | 14% | 2% | 0% |
| Coast | 107 | 9% | 121 | 10% | 9% | 1% | 0% |
| Eastern | 177 | 15% | 185 | 15% | 15% | 0% | 0% |
| Nairobi | 130 | 11% | 165 | 14% | 11% | 3% | 0% |
| North Eastern | 44 | 4% | 18 | 2% | 4% | -2% | 0% |
| Nyanza | 156 | 13% | 147 | 12% | 13% | -1% | 0% |
| Rift Valley | 301 | 25% | 292 | 24% | 25% | -1% | 0% |
| Western | 122 | 10% | 103 | 8% | 10% | -2% | 0% |

The distribution across rural (51% weighted) and urban (49% weighted) areas (as self-reported by respondents) deviated from World Bank estimates, which put the total rural population at 72%.⁶ Of course, it needs to be borne in mind that a cell-phone sampling frame was used. Latest available data suggest that mobile Internet use in sub-Saharan Africa – which can be used as an indicator for cell phone use in general – stands at 16% in rural areas, compared to 40% in urban areas. In low- and middle-income countries, there is also a gender gap in mobile Internet use: In 2019, women were 20% less likely than men to use mobile Internet.⁷

Table 3: Achieved sample, by area type (Kenya)

| Area | Completed (unweighted) | Completed % (unweighted) | Weighted % |
|-------|------------------------|--------------------------|------------|
| Urban | 636 | 52% | 49% |
| Rural | 588 | 48% | 51% |

A quarter of respondents had completed primary school or had no formal education. One-third had attended a tertiary education programme, which suggests a relatively well-educated sample compared to incidences of women's tertiary education in the population.

Table 4: Achieved sample, by educational attainment (Kenya)

| Education level | Completed (unweighted) | Completed % (unweighted) | Weighted % |
|---------------------------------|------------------------|--------------------------|------------|
| No formal education | 44 | 4% | 5% |
| Completed primary school | 255 | 21% | 22% |
| Completed secondary school | 418 | 34% | 34% |
| Technical & vocational training | 85 | 7% | 7% |

⁶ World Bank staff estimates based on the United Nations Population Division's World Urbanization Prospects: 2018 Revision.

⁷ GSMA. 2020. The state of mobile internet connectivity 2020. <https://www.gsma.com/r/wp-content/uploads/2020/09/GSMA-State-of-Mobile-Internet-Connectivity-Report-2020.pdf>

| | | | |
|------------------------------|-----|-----|-----|
| Completed university/college | 403 | 33% | 32% |
| Completed post graduate | 15 | 1% | 1% |
| Don't know | 3 | 0% | 0% |
| Refused | 1 | 0% | 0% |

2.1.6 Quality control and data processing

No interviews had to be removed from the Kenya sample because they did not meet the quality criteria in terms of length, straight-lining and/or item non-response. (Section 4.4 of the main technical report provides a detailed description of the implemented quality control procedures and how data were processed).

2.1.7 Technical information

The interview duration was above the envisaged 20 minutes, at 23 minutes on average (compared with a mean of 25 minutes across the four countries).

Table 5: Interview duration (Kenya)

| Mean | Median | Standard deviation |
|-------|--------|--------------------|
| 22.87 | 20.7 | 10.35 |

The **response rate in Kenya was 16%**, calculated using the first American Association for Public Opinion Research (AAPOR) definition – that is, the number of complete interviews divided by the number of interviews (complete plus partial) plus the number of non-interviews (refusal and break-off plus non-contacts plus others) plus all cases of unknown eligibility (unknown if housing unit, plus unknown, other).⁸

The table below shows the incidence of each outcome code.

Table 6: Contact outcomes (Kenya)

| Contact outcomes | Count | % of all outcomes |
|--|--------|-------------------|
| Fixed appointment | 119 | 1% |
| Soft appointment | 303 | 2% |
| Incomplete interview with call-back to resume later | 13 | 0% |
| Telephone answering device / voicemail / message service | 2, 083 | 16% |
| Busy / engaged | 305 | 2% |
| No answer | 2, 403 | 19% |
| Complete | 1, 224 | 10% |

⁸AAPOR. 2015. Standard Definitions. https://www.aapor.org/AAPOR_Main/media/MainSiteFiles/Standard-Definitions2015_8thEd.pdf

| | | |
|--|-------|-----|
| Screen-out | 4,450 | 35% |
| Incomplete interview with no call-back (terminated) | 62 | 0% |
| Immediate refusal (before eligibility of respondent has been confirmed) | 467 | 4% |
| Refusal by eligible respondent (after eligibility of respondent has been confirmed, but before the actual interview started) | 220 | 2% |
| Respondent never available for appointment | 117 | 1% |
| Deceased respondent | 9 | 0% |
| Respondent physically or mentally unable / incompetent | 37 | 0% |
| Respondent or household language problem | 137 | 1% |
| Call blocking / barring / do not call list | 199 | 2% |
| Fax / data line / modem / pager | 13 | 0% |
| Non-working / disconnected / dead / bad number | 400 | 3% |
| Non-residential number (business, government office, other organization) | 25 | 0% |
| Technical issue / CATI system error | 187 | 1% |

Table 7 provides an overview of specific call outcomes (completed interview, partial interview and refusals) by the time of the day (morning, afternoon, evening) and the day of the week. The figures should be interpreted with caution, as they do not reflect the percentage of all contact attempts performed during this time/on that day, but the split of these specific outcomes across the time of day/day of the week. Feedback from the field team on the best time and the best day to obtain an interview is provided in section 2.1.8.

Table 7: Call outcome, by time of the day and day of the week (Kenya)

| | | Completed interviews | | Partial interviews | | Refusals | |
|---------------|-----------|----------------------|----|--------------------|-----|----------|------|
| | | Count | % | Count | % | Count | % |
| Sunday | Morning | 0 | 0% | 0 | 0% | 0 | 0% |
| | Afternoon | 0 | 0% | 0 | 0% | 0 | 0% |
| | Evening | 0 | 0% | 0 | 0% | 0 | 0% |
| Monday | Morning | 50 | 4% | 4 | 4% | 0 | 0% |
| | Afternoon | 67 | 5% | 9 | 10% | 1 | 100% |
| | Evening | 0 | 0% | 0 | 0% | 0 | 0% |

| | | | | | | | |
|------------------|-----------|-----|-----|----|-----|---|----|
| Tuesday | Morning | 55 | 4% | 11 | 12% | 0 | 0% |
| | Afternoon | 167 | 14% | 21 | 24% | 0 | 0% |
| | Evening | 11 | 1% | 1 | 1% | 0 | 0% |
| Wednesday | Morning | 104 | 8% | 8 | 9% | 0 | 0% |
| | Afternoon | 191 | 16% | 13 | 15% | 0 | 0% |
| | Evening | 1 | 0% | 0 | 0% | 0 | 0% |
| Thursday | Morning | 76 | 6% | 1 | 1% | 0 | 0% |
| | Afternoon | 158 | 13% | 5 | 6% | 0 | 0% |
| | Evening | 17 | 1% | 0 | 0% | 0 | 0% |
| Friday | Morning | 88 | 7% | 2 | 2% | 0 | 0% |
| | Afternoon | 96 | 8% | 8 | 9% | 0 | 0% |
| | Evening | 0 | 0% | 0 | 0% | 0 | 0% |
| Saturday | Morning | 68 | 6% | 0 | 0% | 0 | 0% |
| | Afternoon | 75 | 6% | 6 | 7% | 0 | 0% |
| | Evening | 0 | 0% | 0 | 0% | 0 | 0% |

Twenty-six per cent of the sample called were men and thus screened out at the very beginning of the survey. Thereafter, only a small number of people were screened out – seven because they were not yet 18 years old, one because she did not want to participate, and one because she did not fully understand the confidentiality measures.

Table 8: Screen-outs (Kenya)

| Question | Answer | Count | % of total answered |
|----------|--------------------------------|-------|---------------------|
| S3 | Sex: Male | 603 | 26% |
| S4_1 | Age: Below 18 years | 7 | 1% |
| S1 | Willing to participate: No | 1 | 0% |
| S6 | Understand purpose: No | 0 | 0% |
| S7 | Understand confidentiality: No | 1 | 0% |

The interview was temporarily discontinued in seven cases because the respondent answered “no” to one of the five ‘safety’ questions (listed in Table 9 below).

Table 9: Temporary interview suspension due to responses to safety questions (Kenya)

| Question | Answer | Count | % of total answered |
|----------|--|-------|---------------------|
| S2 | Can you let me know if the speaker phone is off? No | 3 | 0% |
| S5 | Can you confirm if now is a good time? No | 0 | 0% |
| B01 | Can you confirm that there is no one around you over the age of 2 that can overhear our conversation? No | 0 | 0% |
| C18 | Alternatively, if someone over the age of 2 is listening to our call or is nearby that can hear, please say no. No | 4 | 0% |
| C27 | If someone over the age of 2 is listening to our call or is nearby that can hear, please say no. No | 0 | 0% |

Eighty-nine respondents dropped out of the survey. The table below shows the questions at which the dropouts occurred. Eighteen respondents dropped out at S11, which asked respondents whether they lived in an urban or rural area. The initial survey pilot had shown that the terms “rural” and “urban” were not well understood. Therefore, explanations of these terms were added to the script for the mainstage fieldwork. According to the field team, this measure worked well, which suggests that the dropout rate at the question during the mainstage may simply reflect a spontaneous decision at the beginning of the survey not to participate, rather than face ongoing issues of comprehension.

Another question with a relatively high number of dropouts was A01 (marital status). The interviewing team flagged that it was sometimes difficult to get an answer to this question, with respondents appearing reluctant to disclose this personal information.

Table 10: Survey dropouts, by question (Kenya)

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|---|---------------------------------|---------------------|
| S9 | And what district do you live in? | 7 | 7.9% |
| S11 | Would you consider the area you live in to be urban or rural? | 18 | 20.2% |
| A01 | What is your marital status? | 12 | 13.5% |
| A02 | What is the highest level of education that you completed? | 8 | 9.0% |
| A03 | Which of the following best describes what you mainly do each day...? | 6 | 6.7% |
| A06 | How many people including yourself, live in your household? | 6 | 6.7% |
| A07 | How many of the people living in your household are age 0–17? | 2 | 2.2% |
| A08 | How many of the people living in your household are elderly, aged 65 or over? Please include yourself if that is appropriate. | 1 | 1.1% |
| A09 | Who do you consider to be the head of your household? | 2 | 2.2% |

| Question | Question text | No. of participants dropped out | % of total dropouts |
|----------|--|---------------------------------|---------------------|
| A10 | What was the monthly income of your household BEFORE COVID-19? | 3 | 3.4% |
| A11 | Has this changed at all in the past year? | 1 | 1.1% |
| A12 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household... | 6 | 6.7% |
| B02 | For each question, I will ask how often you thought or felt a certain way – please answer with never, almost never, sometimes, fairly often, or very often. In the last month, how often did you feel... | 7 | 7.9% |
| B03 | Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same? | 1 | 1.1% |
| Co2 | To what extent, if at all, do you feel safe when walking alone in the area where you live during the day? | 1 | 1.1% |
| Co5 | Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socioeconomic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19? | 2 | 2.2% |
| Co6 | Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19? | 1 | 1.1% |
| Co7 | To what extent do you think that violence, abuse or harassment are a problem in the area where you live? | 1 | 1.1% |
| Co9 | Have you personally experienced physical harm or threats of physical harm, abuse or harassment specifically by the police or security agents in the context of implementing restrictions to respond to COVID-19 (movement restriction, curfew, closure of certain premises)? | 1 | 1.1% |
| C10 | How common do you think this story is for women in the area where you live? | 2 | 2.2% |
| C18 | Just to make sure, before we continue, can you confirm that there is no one around you over the age of 2 that can overhear our conversation? | 1 | 1.1% |
| | Total | 89 | 100% |

As previously explained, and as part of the safety protocols, respondents were given a safe word, a specific popular local food (PLF), that they could use if they were disturbed by a third party or otherwise felt unsafe at any point during the interview. In Kenya, the food used was “MCHELE NA MAHARAGWE” (rice and beans). This word was used 13 times during the course of fieldwork. The table below shows the questions at which this occurred.

Table 11: Use of popular local food, per question (Kenya)

| Question | Question text | PLF mentioned |
|----------|--|---------------|
| S9 | And what district do you live in? | 1 |
| A02 | What is the highest level of education that you completed? | 1 |
| A10 | What was the monthly income of your household BEFORE COVID-19? | 1 |
| B03 | Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same? | 1 |
| C03 | To what extent, if at all, do you feel safe when walking alone in the area where you live at night? | 1 |
| C05 | Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socioeconomic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19? | 1 |
| C06 | Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19? | 2 |
| C07 | To what extent do you think that violence, abuse or harassment are a problem in the area where you live? | 1 |
| C12 | Do you think [Scripter: insert Female name] would seek help for this situation? | 1 |
| C14 | How common do you think this story is for women in the area where you live? | 1 |
| C24 | How often, if at all, did you go out of your house in the last month? | 1 |
| C25 | Do you still continue to see or speak with your friends and social groups? | 1 |
| | Total | 13 |

In terms of item non-response (INR), this varied across the survey but was highest at A10 (25%). A high INR for questions that ask about the monthly household income is not unusual. This information is often considered as too sensitive to share in a survey, and respondents frequently do not know the exact income range applicable to them. Asking about the time before the COVID-19 pandemic adds another layer of difficulty because respondents might not remember their income from early 2020. Other questions had a very low INR.

Table 12: Item non-response (Kenya)

| Question | Question text | Item non-response |
|----------|--|-------------------|
| A02 | What is the highest level of education that you completed? | 0.33% |
| A09 | Who do you consider to be the head of your household? | 0.08% |
| A10 | What was the monthly income of your household BEFORE COVID-19? | 24.84% |
| A11 | Has this changed at all in the past year? | 3.92% |
| A12_2 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household...were unable to eat healthy and nutritious food? | 0.16% |
| A12_5 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household...ate less than you thought you should? | 0.08% |
| A12_6 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household...ran out of food? | 0.25% |
| A12_7 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household...were hungry but did not eat? | 0.08% |
| A12_8 | During the last month, was there a time when, because of lack of money or other resources, you or others in your household...went without eating for a whole day? | 0.16% |
| B02_1 | In the last month, how often did you feel...that you were unable to control the important things in your life? | 0.65% |
| B02_2 | In the last month, how often did you feel...confident about your ability to handle your personal problems? | 0.57% |
| B02_3 | In the last month, how often did you feel...difficulties were piling up so high that you could not overcome them? | 0.25% |
| B03 | Thinking about these topics I've mentioned, would you say the COVID-19 situation has made these difficulties better, worse or the same? | 0.08% |
| B04 | Overall, would you say your own mental or emotional health (e.g., stress, anxiety, confidence, etc.) has been affected AS A RESULT OF COVID-19? | 0.16% |
| C03 | To what extent, if at all, do you feel safe when walking alone in the area where you live at night? | 4.00% |
| C04 | How, if at all, has your feeling of safety while walking alone at night changed SINCE THE ONSET OF COVID-19? | 2.29% |
| C05 | Discrimination happens when you are treated less favourably compared to others or harassed because of your sex, age, disability, socioeconomic status, place of residence, political opinion, or any other characteristics. Have you personally experienced any form of discrimination against you SINCE COVID-19? | 0.16% |
| C06 | Do you feel that discrimination, prejudice or racism in the area where you live have changed SINCE THE ONSET OF COVID-19? | 3.51% |
| C07 | To what extent do you think that violence, abuse or harassment is a problem in the area where you live? | 2.37% |

| | | |
|--------|--|-------|
| C08 | How, if at all, do you think physical harm, abuse or harassment in the area where you live have changed SINCE COVID-19? | 4.49% |
| C09 | Have you personally experienced physical harm or threats of physical harm, abuse or harassment specifically by the police or security agents in the context of implementing restrictions to respond to COVID-19 (movement restriction, curfew, closure of certain premises)? | 0.08% |
| C10 | How common do you think this story is for women in the area where you live? | 2.37% |
| C11 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story? | 1.72% |
| C12 | Do you think [Scripter: insert Female name] would seek help for this situation? | 2.37% |
| C13 | Who would [Scripter: insert Female name] most likely seek help from? | 1.47% |
| C14 | How common do you think this story is for women in the area where you live? | 1.47% |
| C15 | Would you say the situation of COVID-19 has made things better, worse or the same for [Scripter: insert Female name] from this story in terms of her feelings of safety? | 3.27% |
| C16 | Do you think [Scripter: insert Female name] would seek help for this situation? | 3.10% |
| C17 | Who would [Scripter: insert Female name] most likely seek help from? | 1.39% |
| C19 | How often in the last six months would you say that adults in your household have argued or have had some sort of conflict among themselves? | 0.65% |
| C20 | Would you say the situation of COVID-19 has made conflict between adults in your household more frequent, less frequent or about the same? | 1.72% |
| C21 | In the last six months, did you ever feel unsafe in your home? | 0.25% |
| C22 | Would you say COVID-19 has made things better, worse or the same in terms of how safe you feel in your home? | 0.41% |
| C23_4 | Why do you feel unsafe in your home? I am living with people I cannot trust | 0.08% |
| C23_8 | Why do you feel unsafe in your home? Other adults in the household have hurt me | 0.08% |
| C23_11 | Why do you feel unsafe in your home? Something else | 0.08% |
| C24 | How often, if at all, did you go out of your house in the last month? | 0.16% |
| C28A | Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19: | 0.08% |
| C28B | Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19: | 0.08% |
| C29A | Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19: | 0.08% |
| C29B | Please tell me how many of the following statements you regard as true SINCE THE ONSET OF COVID-19: | 0.16% |
| C30_1 | Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been slapped, hit, kicked, had things thrown at them, or other physical harm | 0.49% |

| | | |
|-------|---|-------|
| C30_2 | Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been yelled at, called names, humiliated | 0.41% |
| C30_3 | Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Had resources (like healthcare) or basic needs (like money, food, water, shelter) denied | 0.49% |
| C30_4 | Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been forced to stay alone for long period of time or denied communication with other people | 0.41% |
| C30_5 | Which, if any, of the following have you or any other woman you know experienced SINCE THE START OF COVID-19? Been the subject of inappropriate jokes, suggestive comments, leering or unwelcome touch/kisses | 0.57% |
| C31_3 | Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Medical and financial support | 0.08% |
| C31_4 | Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Someone to talk to like professional mental health experts | 0.16% |
| C31_5 | Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Legal support or help in reporting the incident or dealing with police | 0.25% |
| C31_6 | Do you have any suggestions or recommendations of what we could do for women suffering from violence during the pandemic? Other, specify | 0.16% |

2.1.8 Field observations

This section describes the observations made by Field Managers and interviewers in the course of fieldwork. The observations relate to the most productive days for fieldwork; the main reasons for refusals to take part in the survey; challenges of reaching certain age groups; and the clarity of terms, concepts and questions, among other topics. The observations effectively complement the fieldwork statistics included in the previous section, providing a more nuanced picture of the fieldwork experience.

- The best **days of the week** to obtain an interview were working days, between 9 a.m. and 1 p.m.
- Appointments were scheduled in cases where respondents could not take part in an interview straight away. However, only a few **appointments** actually resulted in a completed interview; in most cases, the respondents could not be reached at the agreed appointment time.
- The **main reason for refusal to take part in the survey** was the topic, which was perceived as too sensitive.
- Women aged **50–59 and 60+** were less represented in the RDD sample frame and it was therefore more difficult to achieve the target set for both age groups – hence the use of the contact database, described above.
- **Language barriers** were experienced in the North Eastern region because individuals contacted spoke Somali. Across all regions, 137 cases of language problems were recorded.

- In four cases, a **man took the telephone** from the women respondent and terminated the interview by saying they were not interested in participating. In all four cases, this happened at the beginning of the interview, after the woman expressed interest in participating. In three of the cases, the call was ended right after the man talked to the interviewer. Therefore, the interviewers do not know what was said between the woman and the man afterwards. In the other case, the interviewer briefly overheard the conversation before the phone was hung up but did not understand what was said because the woman and man talked in Somali. Interviewers expressed concern about the safety of the women involved.
- About half of respondents asked for the telephone number of the **local support organization**.

In terms of observations relating to the survey questionnaire:

- In some cases, it was difficult to obtain an answer to the **questions** on age and marital status, because this information was considered too personal to share.
- At the beginning of the interview, respondents were generally more **reserved and hesitant** about giving personal information. As the interview progressed, however, they appeared to grow more comfortable sharing such details.
- Respondents sometimes did not understand right away the purpose of the **popular local food** and it often required further explanation on how to use the codeword.
- As noted above, the survey pilot showed that the terms **“urban” and “rural”** were not well understood by respondents. During mainstage fieldwork a short explanation of urban and rural areas was given, and no further issues of comprehension were observed.
- In a very small number of cases respondents asked for clarification on the interpretation of the words “harassment” and “discrimination”, but **terms and concepts** used in the questionnaire were overall well understood and conceptual equivalence was confirmed by the field team.
- Respondents sometimes replied in a **lower tone of voice** to questions that asked about violence against women, or when they wanted to be discrete about their participation in the survey. But questions were answered and not refused.
- There were 15 cases of **strong emotional reactions** (such as despair, anger or sorrow) to questions on discrimination, physical violence, not feeling safe at home and violence at home. Interviewers used techniques and guidance provided in the training and the interviewer manual (e.g., listening, staying neutral but empathetic, and not acting as counsellors). They waited until the respondent was able to continue the survey or rescheduled it to another time if needed.

2.1.9 Lessons learned and recommendations

This section draws upon the fieldwork, statistics and observations outlined in the previous sections to provide recommendations for future surveys on violence against women in Kenya. Specifically, whether remote data collection can be considered as an appropriate approach to develop an evidence base on the perceptions and incidence.

- **CATI and the use of a single-frame cell phone RDD design** worked well in many respects. That said, it might be necessary to complement this frame with another database to specifically target women aged 60 and above. Further consideration will also need to be given to how it can be more representative in terms of both area type (rural and urban) and education. Again, an additional database might help to overcome barriers in this regard, but, as noted in section 5.3 of the main technical report, it must be borne in mind that non-probability sampling methods like the use of databases by definition carry the potential to introduce bias into a survey sample because certain sociodemographic and/or attitudinal profiles might be overrepresented.
- The challenges **reaching older women** and those **living in certain regions** should be reflected in the time dedicated to active data collection in future surveys with age- and region-based quotas. A longer fieldwork period would help to ensure the quotas are uniformly achieved. In the case of a face-to-face approach, a longer fieldwork period would be absolutely necessary owing to the extra time required for physical visits to prospective respondents' homes.
- Given the field team's observations that **working days** were among the most productive days for fieldwork, it is recommended that the data-collection activities via CATI be concentrated on working days, but Saturday or Sunday should still be covered to ensure segments of society that are not reachable on working days have a probability of being invited to participate in the survey.
- To **minimize language barriers** and achieve the target number of interviews in the North Eastern region, consideration should be given to offering the survey in Somali, as well as in English and Swahili. This would also help to ensure that different social or socioeconomic groups in the region are included and the achieved sample is not biased by excluding Somali speakers.
- Given that a quarter of respondents did not answer the question about their **monthly household income** before the outbreak of the COVID-19 pandemic,⁹ the researchers recommend that future surveys contain a question on subjective economic welfare (such as the Deleeck Question or the Income Evaluation Question that are commonly used to construct subjective poverty lines.¹⁰) This may help to increase the amount of data collected and thus enable the analysis of the survey results across different socioeconomic profiles.

⁹ Analysis of the data shows that a high proportion of the non-responses to this question comprised 'don't know' responses (96% of non-responses). Refusals to answer the question were comparatively infrequent (4% of non-responses). Not knowing the monthly household income before the outbreak of the COVID-19 pandemic might have various causes, including simply not remembering, an irregular income, or not managing the household budget. Indeed, 74% of those who did not know the answer to the income question did not consider themselves as head of the household (alone or together with the husband), and the head of the household is most often responsible for managing the household income and assets

¹⁰ See for example, Lačný, M. 2020. "Approaches to subjective poverty in economic and sociological research." *Human Affairs*. 30, 3. pp. 413–427. <https://doi.org/10.1515/humaff-2020-0035><https://doi.org/10.1515/humaff-2020-0035>

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Design: Ouissal Hmazzou



220 East 42nd Street
New York, New York 10017, USA

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