

# Violence against Women and Girls in Public Road Transport and Connected Spaces in Nairobi County, Kenya



Preliminary Research and Baseline Study report

# List of Abbreviations

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CCTV:	Closed Circuit TV
CEDAW:	Convention on the Elimination of All Forms of Discrimination against Women
EU:	European Union
GBV:	Gender based Violence
IMT:	Informal Motorized Transport
KDHS:	Kenya Demographic and Health Survey
NTSA:	National Transport and Safety Authority
PSV:	Public Service Vehicles
SACCO:	Savings and Credit Cooperative
TfL:	Transport for London
UN:	United Nations
VAWG:	VAWG: Violence against Women and Girls.

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# About Flone Initiative

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Flone Initiative is a charitable trust registered in Kenya. Since the privatization of public transportation in Kenya, many private players have been encouraged to join the industry with buses, mini-buses, trucks, vans and motorbikes. Since the demands of this industry are immense, it requires energetic young people to deal with these demands. That makes it among the greatest employer of youth aged 19-35 years who work as drivers, conductors, mechanics, touts and motorcyclists.

As the industry provides very little in terms of personal and professional development, Flone Initiative runs a program that engages public transport operators both men and women by offering trainings on gender rights mainstreaming, professionalism, personal and professional development.

In addition, Flone Initiative is focusing on capacity building to empower women to venture into the public transport industry that has for long been seen as a man's job.

The organization has trained 554 public transport workers in Bungoma, Githurai 44, Githurai 45, Kayole, Mombasa, Embakasi, Kisumu, Nyeri and Nakuru.

Flone Initiative partners with like-minded organizations through continuous consultation and sensitization of key stakeholders namely government officials, PSV SACCO representatives, Public Transport Unions Association and other partner organizations.

Currently, Flone Initiative is undertaking a pilot project to improve women's safety in the public transport sector in Kenya. The project aims to identify and address the unidentified needs and problems of women operators and commuters of public transport.

For more information go to: [www.floneinitiative.org](http://www.floneinitiative.org)

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# Executive Summary

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This baseline study was undertaken by Flone Initiative to assess the prevalence, nature and response to violence against women (VAWG) in the public transport sector in Nairobi County. The specific objectives of the study were to establish the prevalence, nature of and responses to VAWG in public transport and related spaces, determine the existing structures and institutions for addressing VAWG in the public transport sector, examine public attitudes and perceptions towards participation of women in public transport and utilize the information gathered to develop/adapt training materials, develop advocacy plans and implement capacity building programs to address gaps based on program specific needs.

The study was conducted in selected routes in Nairobi specifically targeting public transport vehicles plying the Nairobi East and North. The assessment utilized a descriptive survey that sought to collect important information from the respondents. The study was carried out in three phases: in the first phase, the public transport Savings and Credit Cooperative (PSV SACCO) managers took part in a survey. The second phase of the study involved male and female public transport operators (drivers, conductors and route managers). The third phase of the study involved both male and female commuters who commute in commonly used public transport vehicles namely mini-buses and 14 seater vans (Matatus).

Nine PSV SACCOs registered with the National Transport and Safety Authority were identified for the managers and operators surveys. For the commuters' survey, fourteen PSV SACCOs plying the Nairobi East and North were randomly selected for the exercise.

In each of the phases, semi structured questionnaires were prepared and issued, to the respondents. Both male and female respondents were sampled however, in the PSV SACCO managers and public transport operators surveys it was noted that the number of male respondents far exceeded that of female PSV operators since majority of the PSV SACCOs have employed very few women either as managers or PSV operators. To ensure that the views of female PSV operators are captured, a survey specifically targeting female public transport operators was conducted. Additionally, deliberate efforts were made to ensure that female PSV SACCO managers take part in the survey.

Both quantitative and qualitative data were collected. Secondary data was also collected through desk research of literature and publications on the subject being studied.

Altogether, 11 PSV SACCO managers (9 male, 2 female), 25 public transport operators (22 male, 3 female) and 50 commuters (19 male, 31 female) participated in the survey by completing self-administered semi-structured questionnaires. The respondents in all surveys were of different age group and educational level.

In summary, the findings reveal that incidents of violence against women and girls (VAWG) in the public service vehicles are quite common and widespread across all the selected routes. Majority of respondents in this case 73% of the managers, 44% of operators and 88% of commuters had heard of or witnessed cases of VAWG in their respective routes. 82% of PSV SACCO managers, 40% of operators and 62% of commuters identified public transport operators as the major perpetrators of VAWG. 64% of PSV SACCO managers, 60% of operators and 70% of commuters state that VAWG mostly occurs at the bus station.

The study also found that the most common form of harassment in the selected routes are abusive language according to 35% of managers and 30% of operators. However, according to the commuters, inappropriate physical contact is the most common representing a majority of 33%. In all the above categories, undressing/stripping of female commuters was the least common form of harassment accounting for the views of only 4% of operators and 2% of commuters.

In case of harassment, the majority statistics indicate that 37% of managers would sack the operators involved, 32% of operators would report to the police while 36% of commuters would take no action. They walk away by ignoring such actions as they feel helpless. They hardly ask for help, including from the police. An important factor prompting harassment is attributed to the mode of dressing of female commuters according to majority of the PSV SACCO managers and commuters. As such, all respondents suggested training of public transport operators on professionalism and introduction of tough laws to curb VAWG in the sector.

An assessment of the participation of women in the public transport sector was conducted and the findings are discussed in the Women Participation in the Public Transport research report.

The results of this study can also be utilized by policy makers, project staff and PSV SACCO management to develop strategies and programs that promote gender rights mainstreaming in the public transport sector.

In order to address the issue of VAWG in the public transport industry, this study recommends;

- Training and capacity building for PSV SACCO managers and operators on professionalism and gender rights mainstreaming in their work
- Setting up reporting mechanisms for commuters to seek redress in the event of harassment and encourage commuters to embrace the culture of reporting
- Introducing and enforcing strict laws against harassment including strict adherence to traffic laws and regulations governing the conduct of PSVs at all times.
- Encouraging more women to join the public transport industry as investors and as workers. Flone initiative is making significant efforts to this effect by making the voices of women heard in transport SACCOs and Unions.
- Provision of security personnel to work with route managers to ensure that unauthorized persons or criminal gangs do not operate in the bus stations

## Chapter 1

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# INTRODUCTION AND BACKGROUND TO THE STUDY

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## 1.1 Introduction

The place of gender mainstreaming in social and economic development cannot be underestimated. In no other sector is this truer than in public transport. If this sector truly gives due consideration to gender dimensions, significant benefits to women and girls in terms of safety and increased access to employment are most likely to accrue. Nevertheless, in developing countries like Kenya, the sector is yet to fully reap the benefits of gender mainstreaming by addressing women's travel needs, concerns, preferences and contribution. Consequently, women and girls be they commuters or workers in the sector do often experience harassment in the form of verbal or even direct physical assault inside public transport vehicles and associated spaces. This not only makes their daily commuting experience insecure and uncomfortable but also jeopardizes and often limits their willingness to seek employment in the sector. Consequently, women and girls interested in working within the sector are systematically denied the opportunity to do so.

In spite of enactment of the Sexual Offences Act 2006, VAWG cases are still common in the Kenya society. According to the General Recommendation (GR) 19 of CEDAW Committee, violence against women is 'a form of discrimination that seriously inhibits women's ability to enjoy rights and freedoms on a basis of equality with men.' It defines aggressive acts against women as "violence that is directed against a woman because she is a woman or that affects women disproportionately, it includes acts that inflict physical, mental, or sexual harm or suffering, threats of such acts, coercion and other deprivations of liberty whether occurring in public or in private life". This definition though all encompassing, it highlights the types of behaviors experienced by women in public spaces including public transport.

According to the United Nations, violence against women and girls refers to "any act of gender-based violence that results in, or is likely to result in, physical, sexual or mental harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Violence against women can be understood a violation of basic human rights associated with existing gender inequalities. They include physical, sexual and psychological harm that reinforces female subordination and perpetuates male power and control.

Global statistics indicate that more females than males experience sexual violence in public spaces ranging from sexual harassment to sexual assault. These cases are common in public spaces such as streets, malls, parks, public sanitation facilities among others. In the public transport sector, such cases may occur inside public transport vehicles, aboard motorbikes or taxis and in bus stops. Consequently, women's and girls' freedom of movement is hampered and their ability to actively participate in economic and social development is limited.

According to the UN Department of Economic and Social Affairs, report on world's women 2010, trends and statistics, it was estimated that there 57 million more men than women worldwide, however, the number of women recorded in some countries is higher than that of men. According to the Kenya National Census report (2009), women and girls make up 51.8% of the total national population; a slightly higher proportion than men. Therefore, women could be constituting a majority of public transport users. Studies have shown that more women than men experience violence in their lifetime due to their gender. Recent global prevalence figures indicate that 35% of women worldwide have experienced either intimate partner violence or non-partner sexual violence in their lifetime.

The Kenya Demographic and Health Survey (KDHS, 2008-09) indicated that about 45 percent of women aged 15-49 had experienced either physical or sexual violence. 25 per cent of women had experienced physical violence, 7 percent had experienced sexual violence, and 14 percent had experienced both physical and sexual violence. The recent KDHS report of 2014 indicates that 49% of women have experienced physical violence with one in three 28% experiencing sexual violence in 2014.

The availability of data on VAWG in public transport sector in Kenya is critically important in efforts to make this pertinent issue visible on national policy agenda. However, obtaining reliable data and information on the issue has been a major challenge due to scanty literature on the subject. Few studies have focused on the vulnerability of women and girls in public transport and related spaces. Consequently, little effort has been expended to ensure that VAWG is eliminated or enhance women participation in this sector. This study seeks to conduct a baseline rapid assessment with the view of contributing to the body of literature in this area while informing Flone Initiative's programmatic interventions as well as provide a basis for further policy development.

## 1.2 Background to the Study

Flone Initiative is implementing a capacity building and advocacy program targeting public transport operators in selected routes of Nairobi County. This program is intended to promote gender mainstreaming and professionalism among public transport operators and leverage on existing partnerships to strengthen policies aimed at reducing violence against women and girls (VAWG) in public transport.

The main problem the project seeks to address is the fact that female commuters experience various forms of violence as they use public transport. Additionally, female workers in the industry do not economically participate on an equal footing with their male counterparts. Going by the said scenario, measures ought to be in place for a conducive environment that allows women and girls be they workers in the industry or commuters to fully participate and get heard.

As a preliminary, Flone Initiative conducted a baseline study with the aim of establishing the initial situation of the program's beneficiaries and key stakeholders as well as challenges facing women working in the sector. The study was aimed at carrying out a baseline assessment of VAWG in public transport and connected spaces in Nairobi, Kenya. This report is organized as follows: Chapter 2 illustrates the objectives of research; Chapter 3 presents review of literature, highlighting background of the public transport in Kenya, gender issues in public transport, nature, consequences of harassment and women participation in the public transport sector and interventions to mainstream gender rights into the public transport sector; Chapter 4 describes the methodology of survey; Chapter 5 presents key research findings; Chapter 6 expresses summary of findings, recommendations and conclusion.

## Chapter 2

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# OBJECTIVES OF THE STUDY

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## 2.1 Purpose of the Study

The purpose of this baseline study was to assess the extent, nature and response towards violence against women (VAWG) in the public transport sector in selected routes in Nairobi County.

## 2.2 Specific Objectives of the Study

In specific terms, the survey was intended to achieve the following objectives:

- Establish the prevalence, nature of and responses to VAWG in public transport and related spaces in selected routes in Nairobi County.
- Determine the existing structures and institutions for addressing VAWG in the public transport sector in Kenya.
- Utilize information gathered to develop/adapt training materials, develop advocacy plans and capacity building programs to address gaps based on program specific needs

## 2.3 Research Questions

- What is the prevalence, nature of and response to VAWG in the public transport and related spaces in selected routes in Nairobi County?
- What structures and institutions exist to protect and address VAWG in the public transport sector in Kenya?
- How can the information gathered in this study be used to develop and adapt training materials to address gaps based on program specific needs?

## 2.4 Assumptions and Limitations

Though there are many areas where VAWG occurs, this study was limited to the public transport and associated spaces. It is assumed that the study will contribute to the reduction of VAWG and increase participation of women in the public transport sector. This study also assumed that responses from the sampled population will be generalizable to the entire county and the respondents will be available and willing to give information pertaining to VAWG.

## Chapter 3

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# METHODOLOGY

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### **3.1 Introduction**

The study was adopted a descriptive survey that sought to collect detailed information through description of experiences by the respondents. Both qualitative and quantitative research methods were used; whilst quantitative methods allow for the gathering and analysis of quantifiable data, other data does not easily lend itself to quantification hence the need for qualitative method. Data was mainly collected from primary sources. Secondary sources of data were also analyzed. Self-administered questionnaires were used for gathering data from the respondents.

### **3.2 Scope of the Study**

The study took place among respondents drawn from selected routes in Nairobi County mainly Nairobi East, North and Central Business District. This area was purposively chosen as it is the target area for the implementation of the project.

### **3.3 Sampling Method**

The survey sample was selected through a random sampling mechanism with a purposive element. The sample was drawn from public service vehicle PSV SACCO Managers, operators and commuters of SACCOs that are partnering with Flone Initiative in the project and therefore suitable primary sources of the data required. A total of 11 PSV SACCO managers, 25 PSV operators and 50 commuters took part in the survey.

### **3.4 Data Collection Team**

The survey was overseen by the lead consultant with the support of Flone Initiative staff and volunteers who also formed the data collection team. The team was taken through a session to familiarize themselves with the survey tools and plan for the data collection exercise. Issues relating to questionnaire survey, particularly ways of collecting quantitative and qualitative data and rapport building were tackled.

### **3.5 Data Collection Instruments**

In line with the objectives of the study, draft data collection instruments were developed. In developing the data collection instruments care was taken to use simple and local vocabulary as much as possible to subsequently ease communication with the sample respondents. The study utilized four sets of survey protocols which included semi structured questionnaires for PSV SACCO managers, PSV operators (drivers and conductors), female PSV operators and commuters.

A pre-test of the survey protocols was also done and a review the exercise followed to effect any necessary changes on the tool or the process. This ensured understanding of the protocols and thereby quality of the final data collection process.

### **3.6 Data Collection and Management**

The data collection team personally contacted the respondents and obtained the desired information fairly and accurately by explaining the objectives of the study to the respondents and following the methodology of research. During data collection, the lead consultant was available to give clarifications and instructions as well as address any difficulties encountered during the exercise. The completed protocols were also reviewed and validated by the lead consultant ahead of the data analysis.

### **3.7 Data Analysis**

Descriptive statistics was used to analyze the quantitative data obtained. The statistics used included frequency counts and percentages to establish the strength and direction of relationships between variables under investigation. Owing to the design of the survey protocols, the analysis was done through MS Excel 2013. The qualitative data obtained in this study was analyzed by organizing it into similar themes and tallying the number of similar responses.

Throughout the data analysis process, the aims and objectives of the research were used to guide the organization and interpretation of data. The data derived from the multiple methods were triangulated to make the common theme. Triangulation involves the use of multiple and different sources, methods, investigators and theories to shed light on a theme or perspective (Creswell, 1998, p. 202).

## Chapter 4

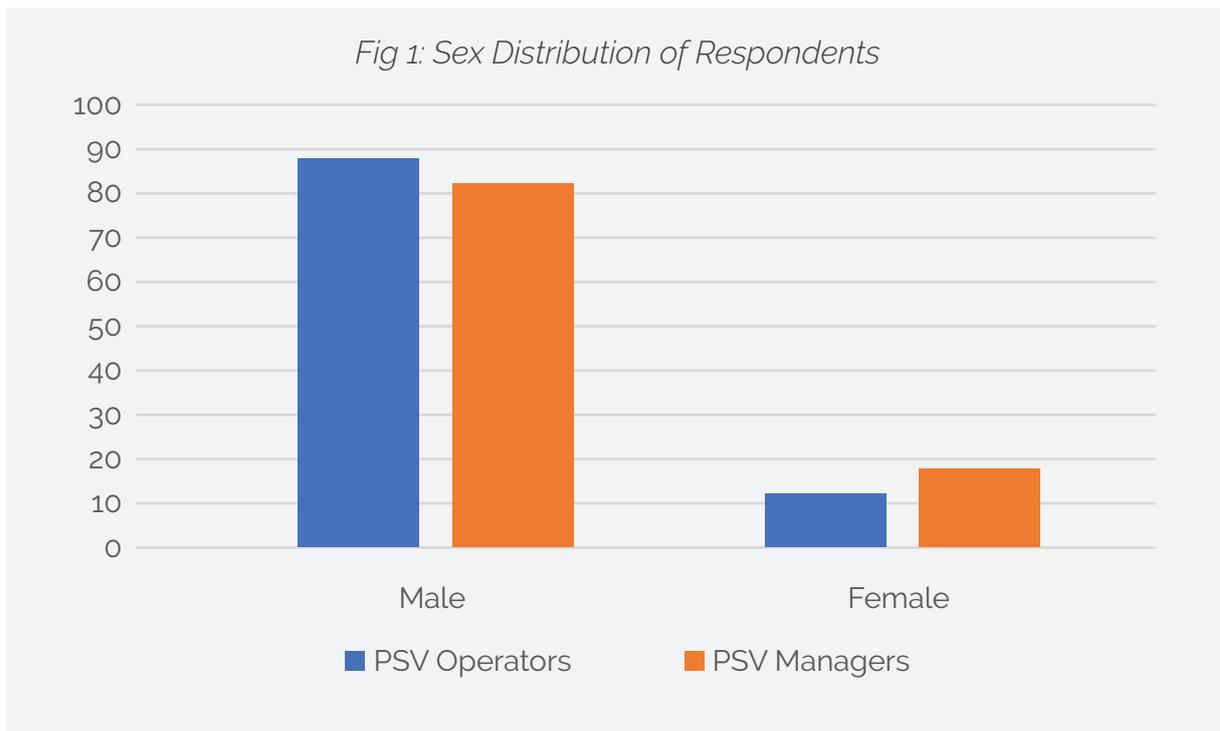
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# STUDY FINDINGS

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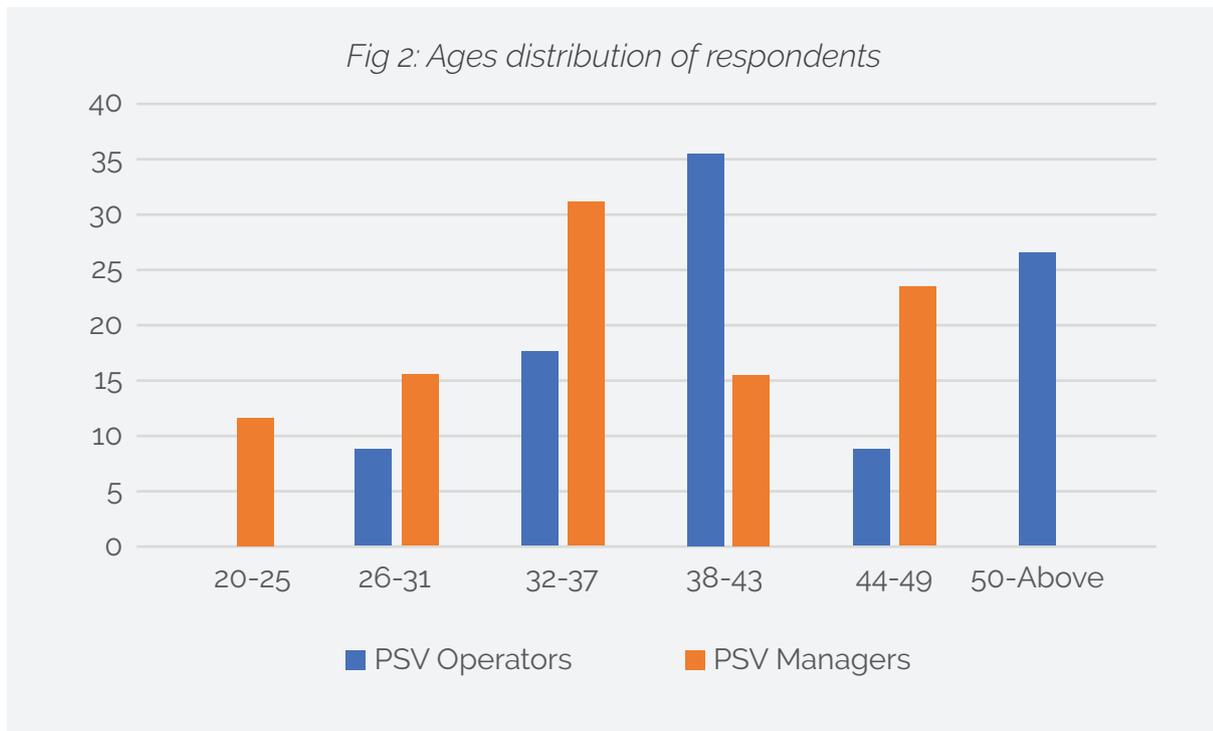
## 4.1 Sex Distribution

Table 1 below presents a summary of the sex distribution of the PSV SACCO managers and operators involved in the study.



It shows that majority of PSV managers were male as they comprised 82% compared to females who made up a mere 18%. In addition the majority of PSV operators who participated in the study were males, as they comprised 88% of the respondents, compared to females who made up a mere 12%. This clearly indicates the unequal power relations between genders in the management and operations of public transport. This further reveals that there may be structural factors that hinder women's participation in decision making in the matatu sector.

## 4.2. Age Distribution

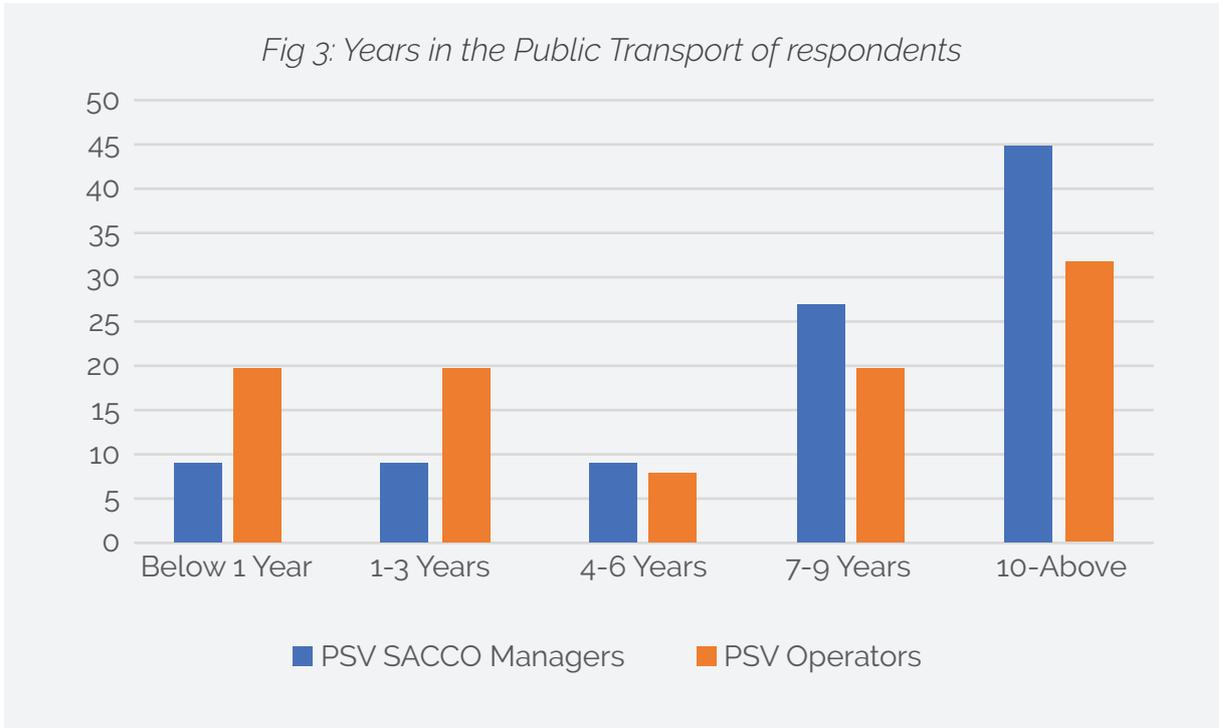


The majority of SACCO managers were between the ages of 38-43 and above 50 years old. This may be attributed to the nature of work in that management of public transport is dedicated to older individuals.

While the majority of PSV operators were between the age of 32-37 years old. It is worth noting that, legal notice no.161 of 2003 stipulates that workers in the matatu sector ought to be above 24 years of age. To be able to work in the sector, the respondent whose age is below 24 years must be assumed to be working in the office, and not as a conductor or driver. This would probably explain why there were no respondents below the age of 20 years and only 13% within the ages 20-25 years.

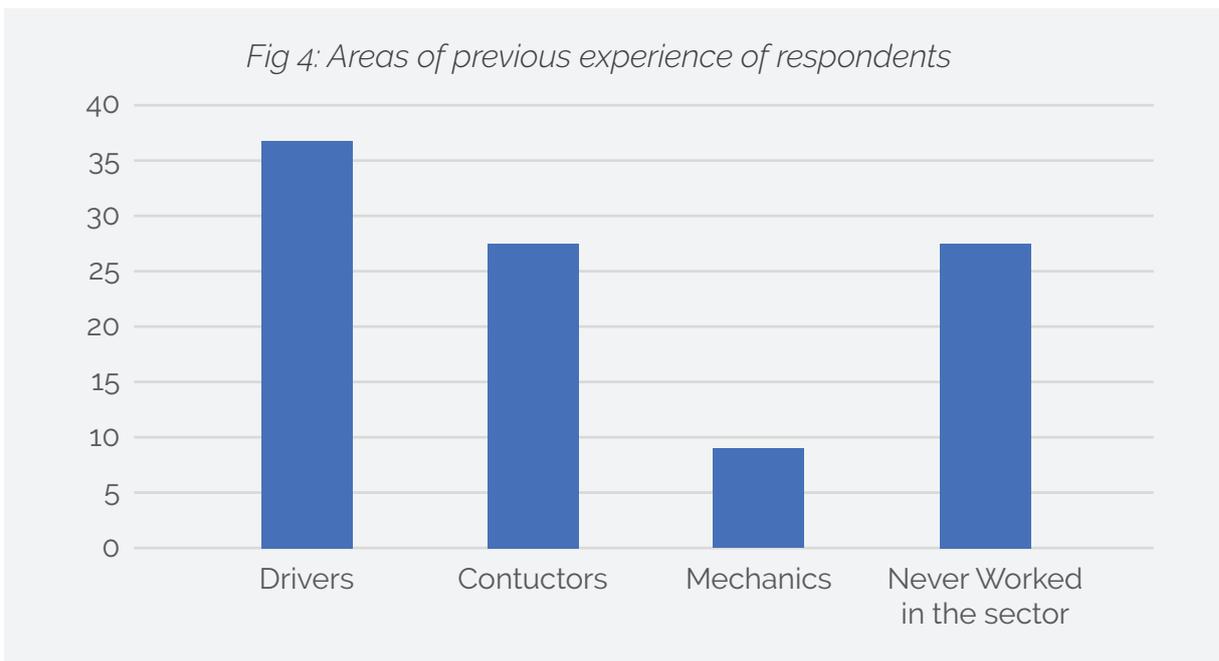
### 4.3 Years in Public Transport

The study sought to establish duration respondents have worked in sector.



Majority have worked for ten years and above at 32%. It is also worth noting that most of the operators have worked for over one year. This implies that the respondents have a wealth of experience in the sector.

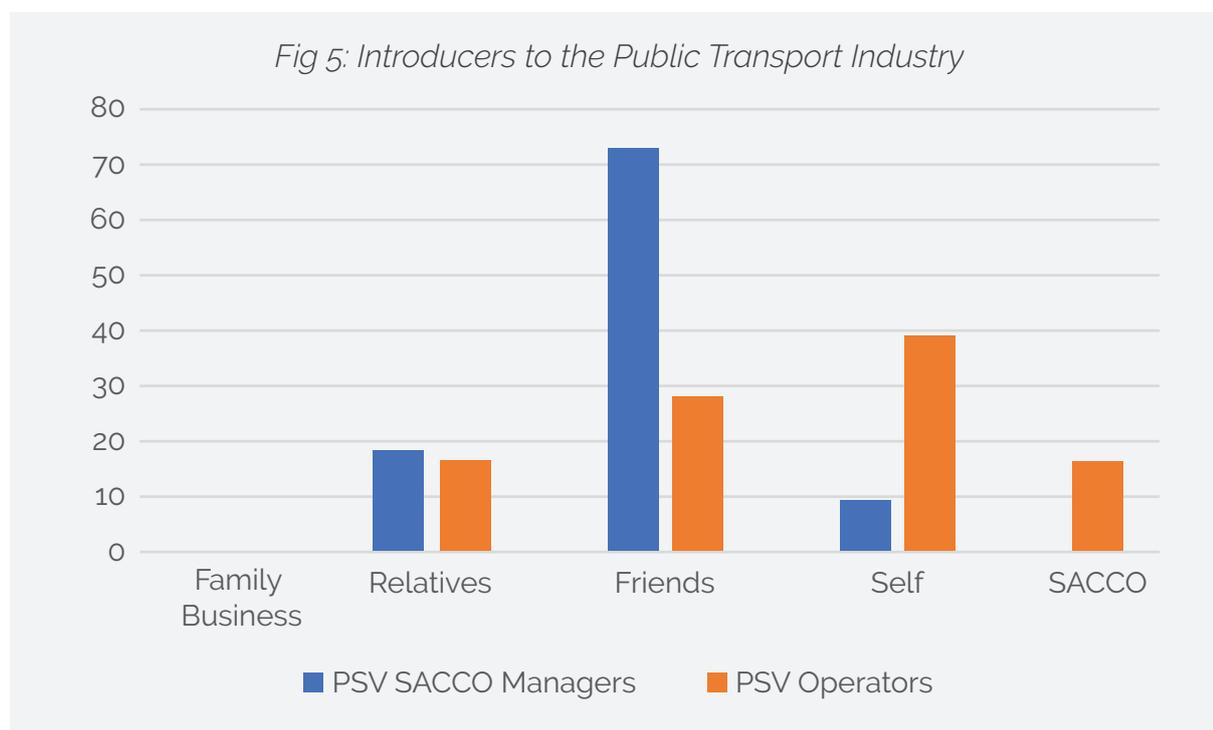
### 4.4 Areas of Previous Experience in the Sector



With regards to areas of prior experience in the sector, 36.4% of managers had worked as drivers, 27.3% had worked as conductors and 9% had worked as mechanics. Only 27.3% had never worked in the sector before. It can also be noted that majority of the respondents (46%) manage 2-4 vehicles while 36% manage 5 or more vehicles.

## 4.5 Introducers to the Public Transport Industry

It was in the interest of the study to identify who had introduced respondents into the transport sector.



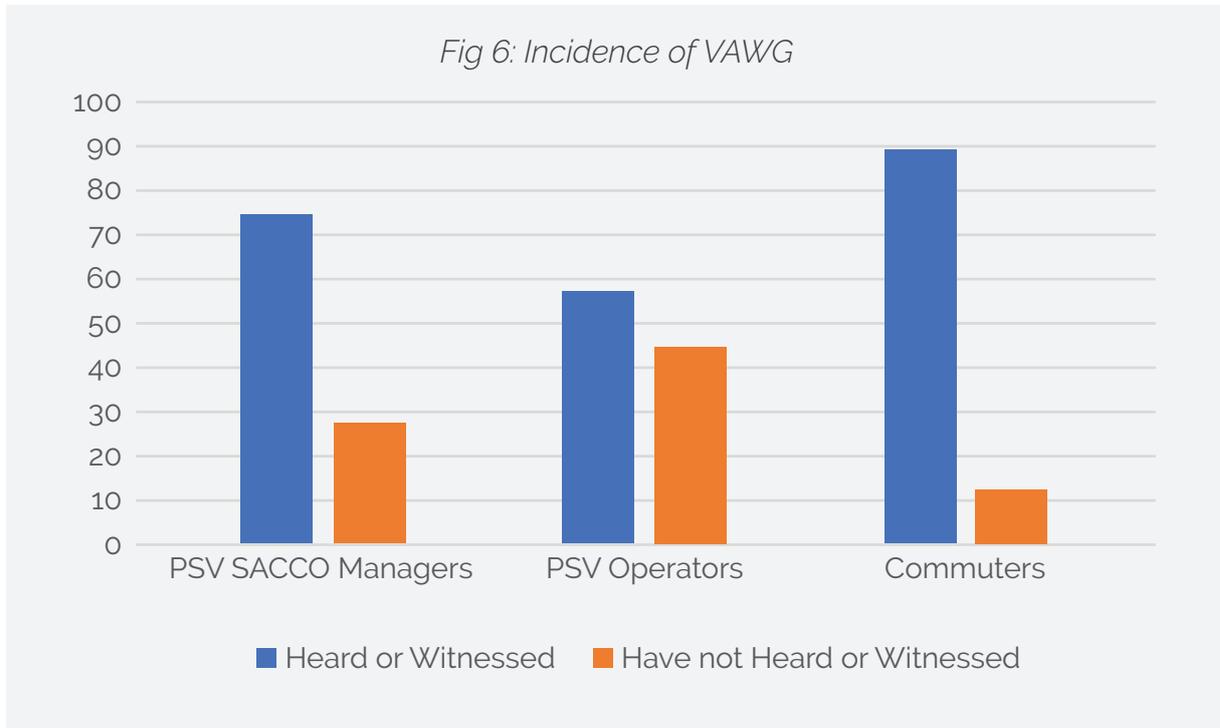
Majority of the PSV SACCOS manager (73%) were introduced to the sector by friends followed by relatives (18%). This indicates that informal platforms such as friendships and family relationships are pivotal in igniting interest or introducing individuals to work in the public transport to the sector. Formalized platforms such as the PSV SACCOS don't play a key role as indicated. It can thus be concluded that with more men than women in the industry, it may be a disadvantage to women interested in getting into the sector. Also women in the informal sector are limited to the household hence minimal time to interact with others. This way they lack information on job opportunities.

Majority of PSV operators respondents, 40% took a personal initiative to join the sector. 28% were introduced to the sector by friends. Only 16% were introduced by the PSV SACCOS.

Unlike in the case of managers who were introduced through informal networks, most of the operators took a personal initiative to work in the public transport to the sector. It worth noting that the PSV SACCOS only introduces a small proportion of workers into the sector as noted in the managers' survey.

## 4.6 Incidence of VAWG

The study sought to establish the incidence rates of VAWG by asking if the respondents had ever heard or witnessed cases of sexual harassment against female passengers in their respective routes.



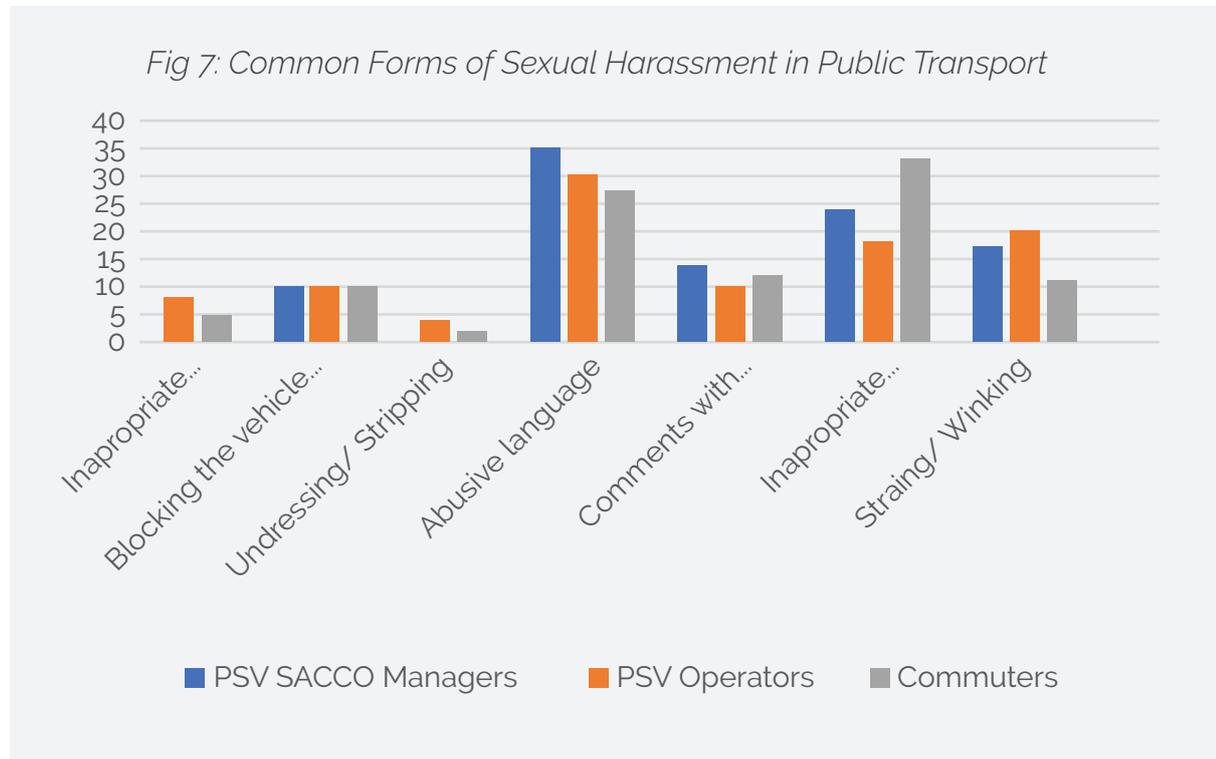
According to PSV managers findings, 73% had heard/witnessed while 27% had not heard/witnessed any case. This means that such cases are common and do indeed occur in the public transport sector in the selected routes in Nairobi County.

Unlike in the managers' survey findings, majority of the operators (56%) have not heard or witnessed while 44% have heard or witnessed VAWG. This may imply that though cases of VAWG may not be common in all routes, they do occur in some of the selected routes.

Unlike in the operators' survey findings, majority of the commuters (88%) said that they had heard or witnessed cases of VAWG while only 12% had not heard of or witnessed such cases. It can thus be concluded that cases of VAWG are commonly witnessed by commuters in all the selected routes and hence they do occur.

## 4.7 Common Forms of Sexual Harassment in Public Transport

The study sought to establish the most common forms of sexual harassment experienced in the public transport sector.

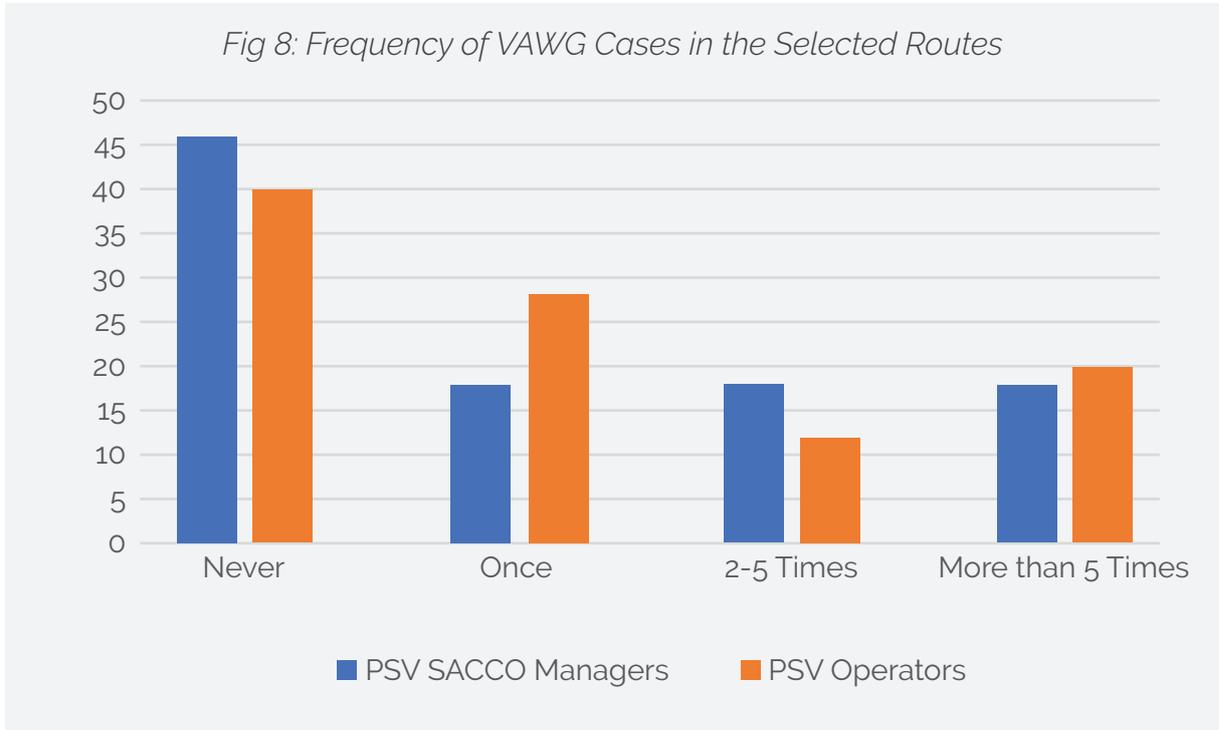


The findings reveal that according to PSV managers the three most common forms are use of abusive language by the matatu crews at 35%, inappropriate physical contact at 24% that includes unnecessary touching of female passengers in an effort to coerce them to board the PSV and staring/winking at 17%. There were no cases of stripping/undressing and inappropriate gestures cited.

It can thus be implied that these forms of abuse may be attributed to poor professional skills and the low entry level requirements for anyone who wants to work in this industry. It has attracted unqualified youth, many of whom have minimal formal education and with no formal training.

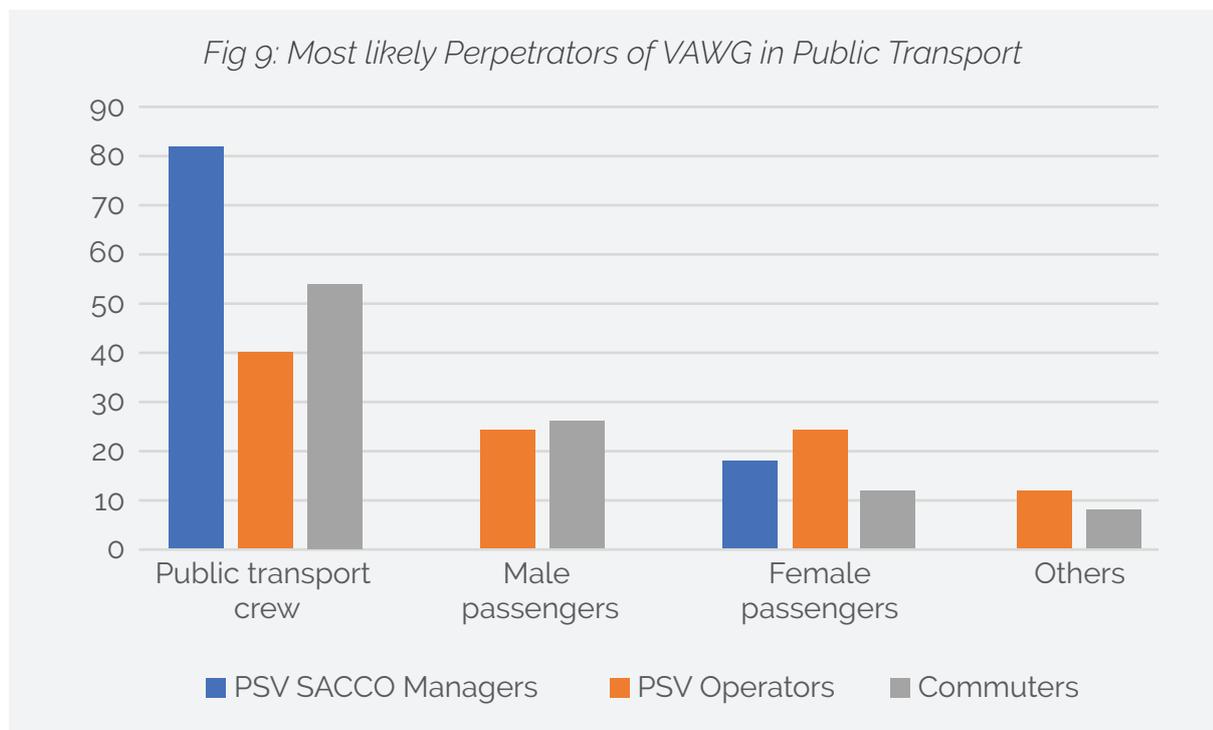
Similar to the findings of the managers' survey, operators cited abusive language is the most common type of harassment accounting for 30% of respondents. Staring/ winking and inappropriate physical contact are also fairly common constituting 20% and 18% of respondents respectively. Blocking the vehicle entrance or exit and comments with sexual connotations accounted for 10% of respondents each while inappropriate gestures constituted 8%. Similar to the managers' survey, undressing /stripping was the least common type of harassment at 4% of respondents.

The study sought to find out the monthly frequency of VAWG cases reported in the selected routes. Respondents were asked to state how often they hear or witness cases of sexual harassment on a monthly basis.



## 4.8 Most likely Perpetrators of VAWG in Public Transport

The respondents were asked to state the most likely perpetrators of VAWG in public transport.



According to PSV managers, the major perpetrators of VAWG are public transport crew (drivers, conductors or touts) at 82%, followed interestingly by female passengers at 18%. According to the respondents, male passengers are not perpetrators of VAWG. This implies that the matatu crew rank highest as perpetrators mostly due to the fact that they frequently interact with passengers than all other categories. Though at an insignificant proportion of 18%, it is interesting to note that female passengers are considered as perpetrators. This may be attributed to the perception that their female counterparts in public transport are not doing a respectable undertaking working in such as sector.

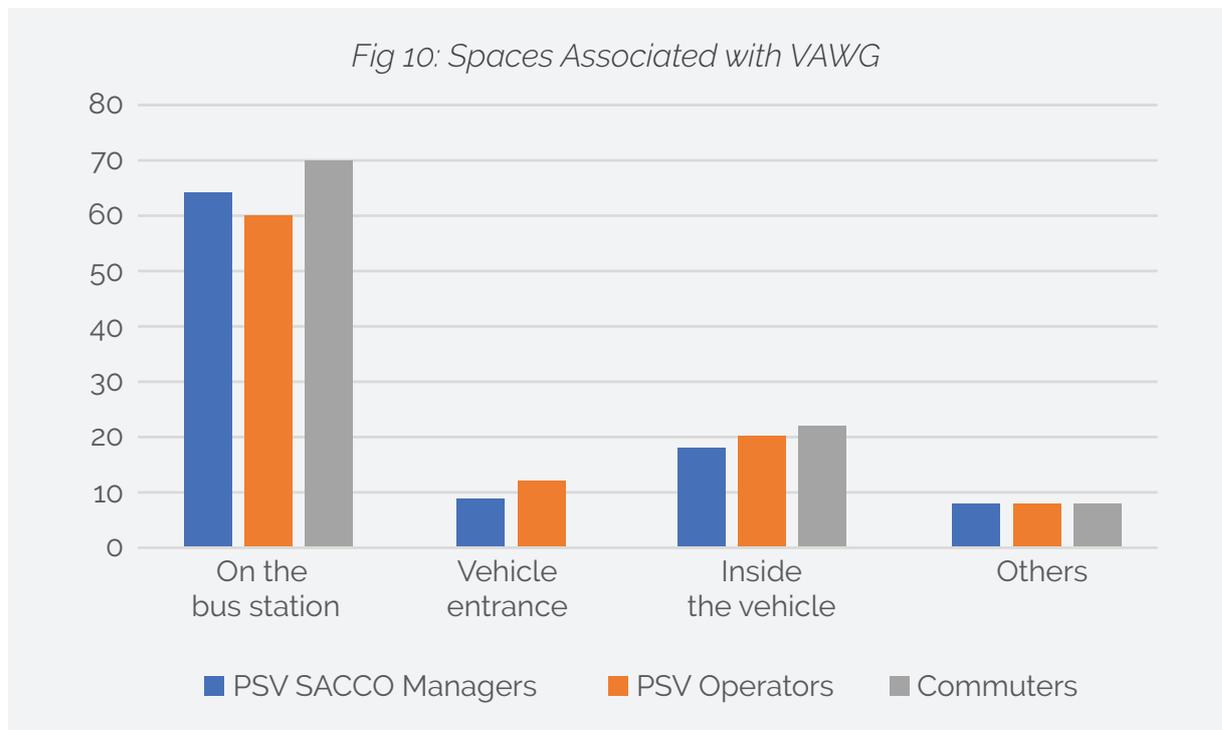
Majority of the public transport operators (40%) cite the public transport crew (drivers and conductors) as the main perpetrators of VAWG in the selected routes followed by male and female passengers at 24% each. Other perpetrators account for 12% and include touts, drunk passengers and unauthorized persons in the bus stations. This implies that similar to the findings of the managers' survey, the matatu crew ranks highest as perpetrators ostensibly due to the fact that they frequently interact with passengers than all other categories

Again, it is interesting to note that female passengers are also considered as perpetrators and this may be due to the negative attitude they may have towards their female counterparts working in public transport. With regards to touts, it is worth noting that they act independently within the sector, most of them lack professionalism and are not regulated or bound by any code of conduct. Therefore it may be difficult to hold them to account with regards to VAWG cases they may be involved in.

Majority of the commuters (54%) consider public transport crew (drivers and conductors) as the most likely perpetrators of VAWG followed by male passengers at 26% while female passengers accounted for 12%. Other perpetrators mentioned also accounted for 8% and included touts, plain cloth police and county council officials. This implies that similar to the findings of the managers' and operators' surveys, the matatu crews rank highest as perpetrators. Unlike in the operators' survey male passengers as perpetrators do account for a bigger proportion than female passengers. With regards to touts, it is worth noting that most of them are not recognized by the PSV SACCOs and hence not bound by any code of conduct requiring them to act professionally. Therefore it may be difficult to hold them to account with regards to VAWG cases they may be involved in.

#### 4.9 Spaces Associated with VAWGs in Public Transport

The study sought to know about spaces where VAWGs occurs: on the bus station, vehicle entrance, inside the vehicle and others.



PSV SACCO managers cite (64%) state that it mostly occurs at the bus stop/station while 18% say inside the vehicle. Only 9% state that it mostly occurs at the vehicle entrance. Others than constituted 9% say it occurs in spaces such as private hire cars/taxis. It can thus be concluded that bus stops/stations are the most likely places for VAWGs due to the fact that various unauthorized persons including touts hang around the place.

Similar to findings in the managers' survey, majority pf PSV operators (60%) say VAWG occurs at the bus stop/station while 20% say inside the vehicle. 12% state that it mostly occurs at the vehicle entrance and 8% claim that it occurs in other spaces such as dark alleys and isolated places. It can thus be concluded that bus stops/stations are the most likely places for harassment due to the fact that there may be different types of people in the place.

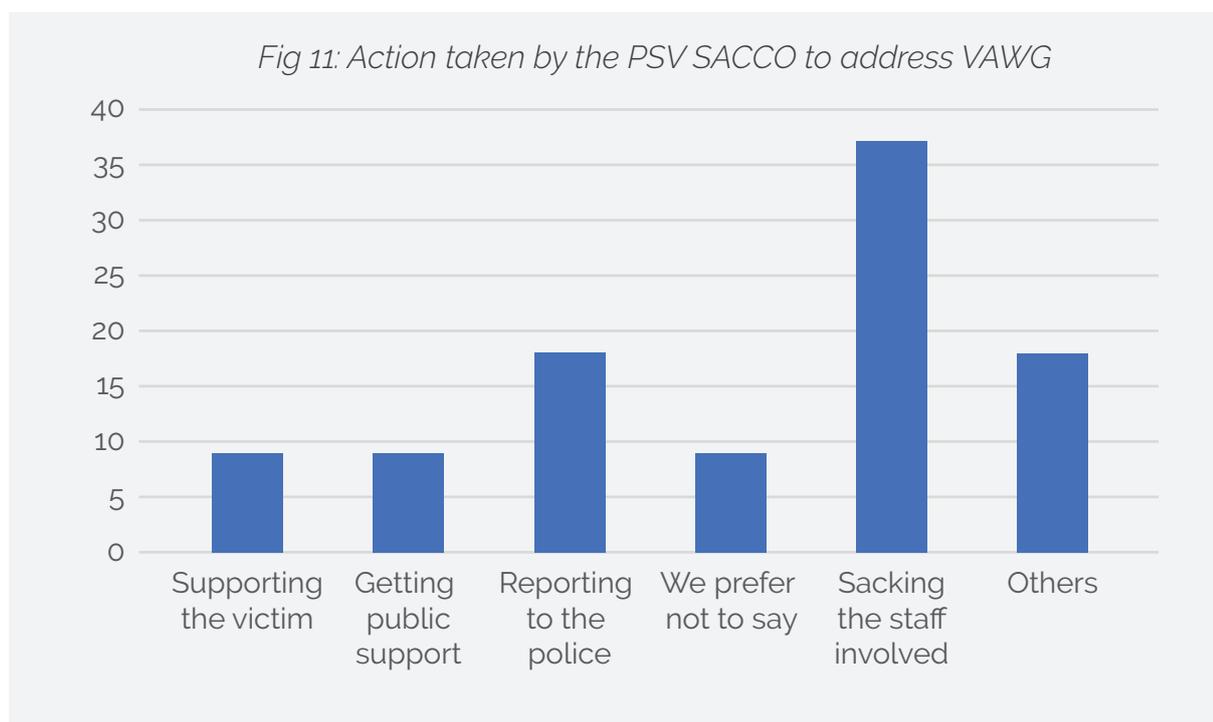
Majority of (70%) of commuters state that it mostly occurs at the bus stop/station while 22% say inside the public transport vehicle. Other places mentioned constituted 8% and included areas beyond the public transport spaces such as malls, parks and in the streets. Figure 11 below summarizes their responses.

It is worth noting that as reported by a respondent, women driving private cars are also insulted and harassed by overlapping matatu drivers during peak hours when traffic is tight. It can thus be concluded that harassment goes beyond female commuters and that bus stops/stations are the most likely places for harassment due to the fact that various unregulated persons such as touts, turn boys and street kids hang around the place.

Additionally, it can be noted from the responses that women are also likely to be harassed in other public spaces such as malls, public parks, offices and streets.

#### 4.10 Actions taken by the PSV SACCO to address VAWG

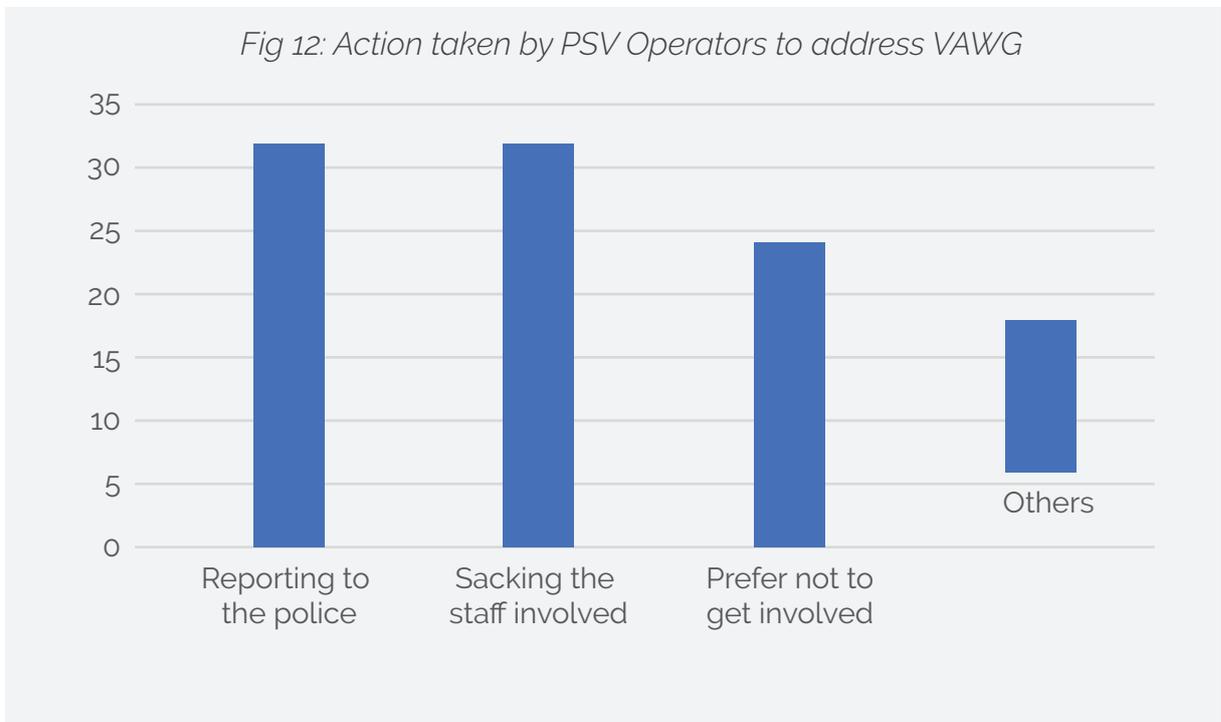
The study sought to know about spaces where VAWGs occurs: on the bus station, vehicle entrance, inside the vehicle and others.



An effort was made to understand the actions taken by the PSV SACCO managers to address VAWG. Majority (37%) would sack the staff involved, 18% would have the case reported to the police and another 18% would take other forms of actions such as disciplinary action against the staff including suspension after investigation of the case.

It is worth noting that only 9% said they would take no action showing that they would be willing to address the issues brought to them. However, sacking the staff involved without investigations would not be an appropriate way of dealing with the issue since there is a probability of the sacked crew securing employment with another SACCO and hence continue perpetrating the vice Figure 4 below summarizes actions taken by managers to address VAWG.

#### 4.11 Actions Taken by PSV Operators to address VAWG

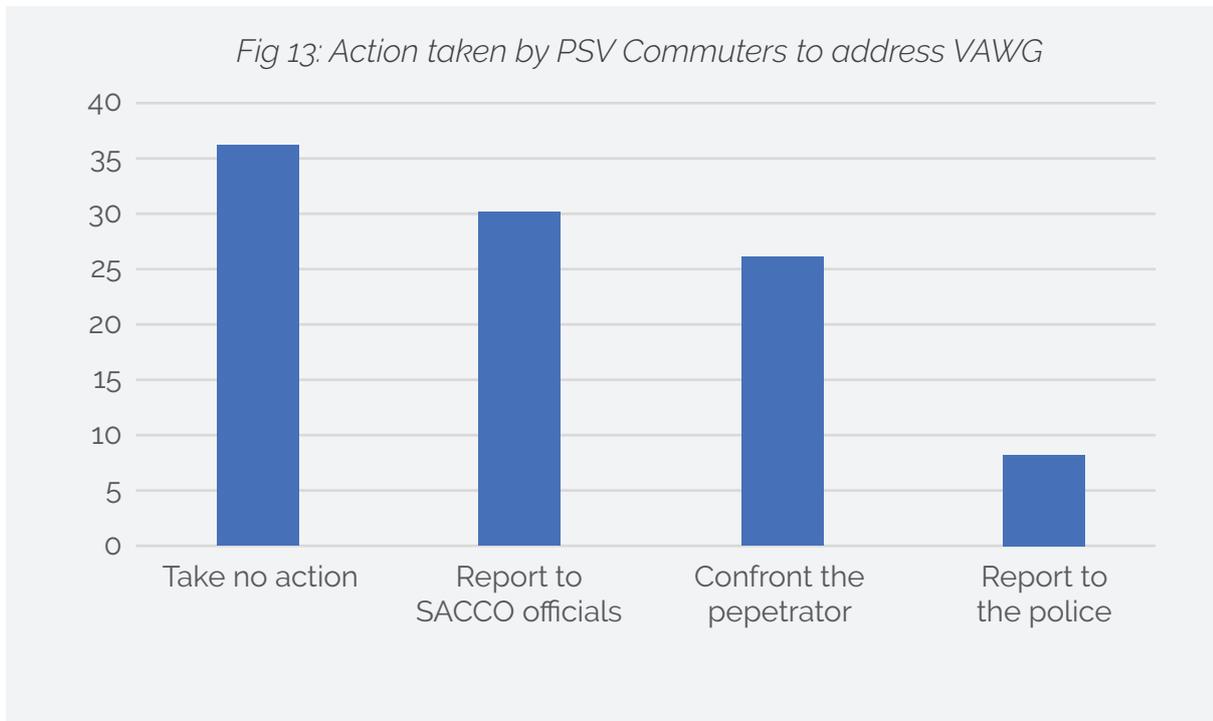


Operators confirmed managers report that the most common action is sacking the staff involved followed by reporting to the police are the most common actions taken against perpetrators each at 32%. A significant proportion (24%) would prefer not to get involved while 12% state that other forms of actions would be taken such as suspending the staff involved after investigations and educating the perpetrator on professionalism.

*"PSV SACCO should suspend one at least for 14 days if found guilty of sexual harassment"*  
**KANI PSV SACCO**

*"The route managers should ensure strict discipline among workers especially conductors"*  
**KANI PSV SACCO**

## 4.12 Actions Taken by Commuters to address VAWG



With the view to understand the actions taken by women when faced with VAWG, the respondents were asked to state the actions they would take in the event of such an occurrence.

As indicated above, a significant proportion of commuters (36%) would take no action. 30% would report the case to the PSV SACCO officials while 26% would confront the perpetrator. Only 8% say they would report the case to the police. It can be concluded that most commuters may have trust deficit in the police and would therefore feel helpless or take matters in their own hands and confront the perpetrator. However, it is comforting to note that a good number have faith in the fact that the PSV SACCO would address the matter and thus they are willing to report to the PSV SACCO officials.

Fig 14: Results of action taken by SACCO management to address VAWG in public transport

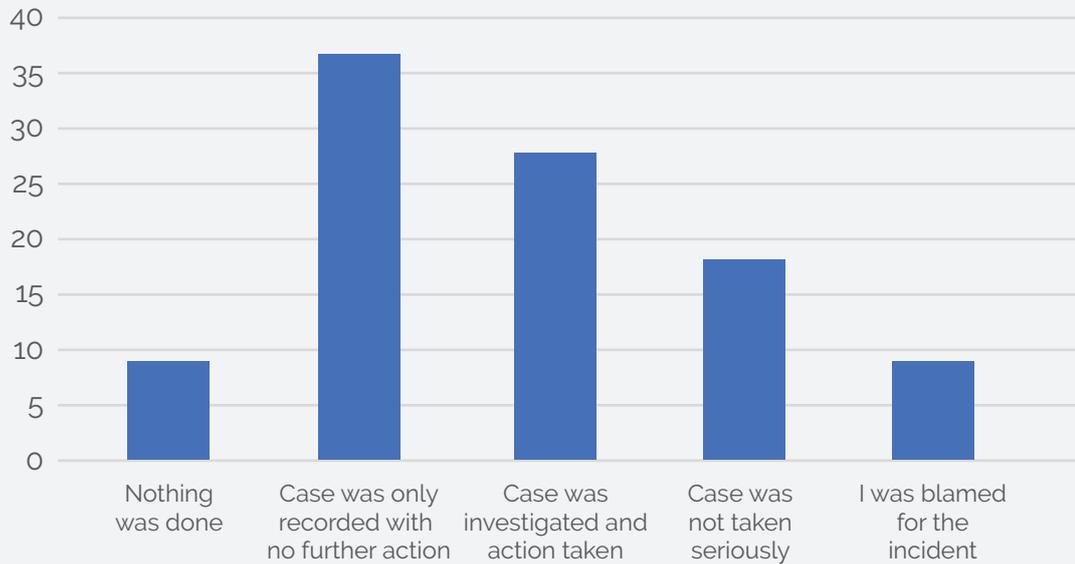
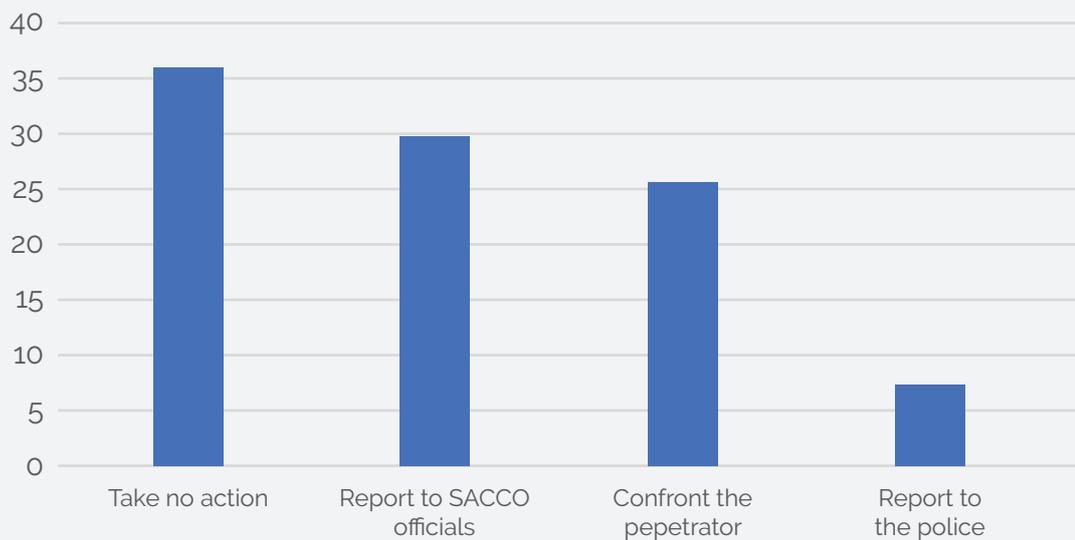


Fig 15: Results of action taken by PSV commuters to address VAWG in public transport



With the view to understand the actions taken by women when faced with VAWG, commuters were asked to state the actions they would take in the event of such an occurrence. A significant proportion of commuters (36%) would take no action. 30% would report the case to the PSV SACCO officials while 26% would confront the perpetrator. Only 8% say they would report the case to the police. It can be concluded that most commuters may have trust deficit in the police and would therefore feel helpless or take matters in their own hands and confront the perpetrator. However, it is comforting to note that a good number have faith in the fact that the PSV SACCO would address the matter and thus they are willing to report to the PSV SACCO officials.

### **4.13 Seriousness given to VAWG Cases**

In seeking to understand how serious cases of VAWG are taken, the managers were asked to state the level of seriousness they attach to such cases. From the findings, 46% consider them very serious while 36% say they are somewhat serious. Only 18% consider them not very serious. It can thus be implied that such cases are taken with a high level of seriousness and thus would be expeditiously addressed if reported.

### **4.14 Availability of PSV SACCO Code of Conduct**

As per the legal notice no.161 of 2003, each PSV SACCO should have a code of conduct to which all staff shall abide by. From the findings, 73% of managers report that a code of conduct exists in their PSV SACCOs. Only 27% report that the code of conduct is nonexistent. This means that majority of the PSV SACCOs have guidelines of on professional conduct at work.

However, going by the low levels of professionalism in the industry, it begs the question as to whether the guidelines are fully implemented and enforced. With regards to enforcement, the respondents mentioned the following;

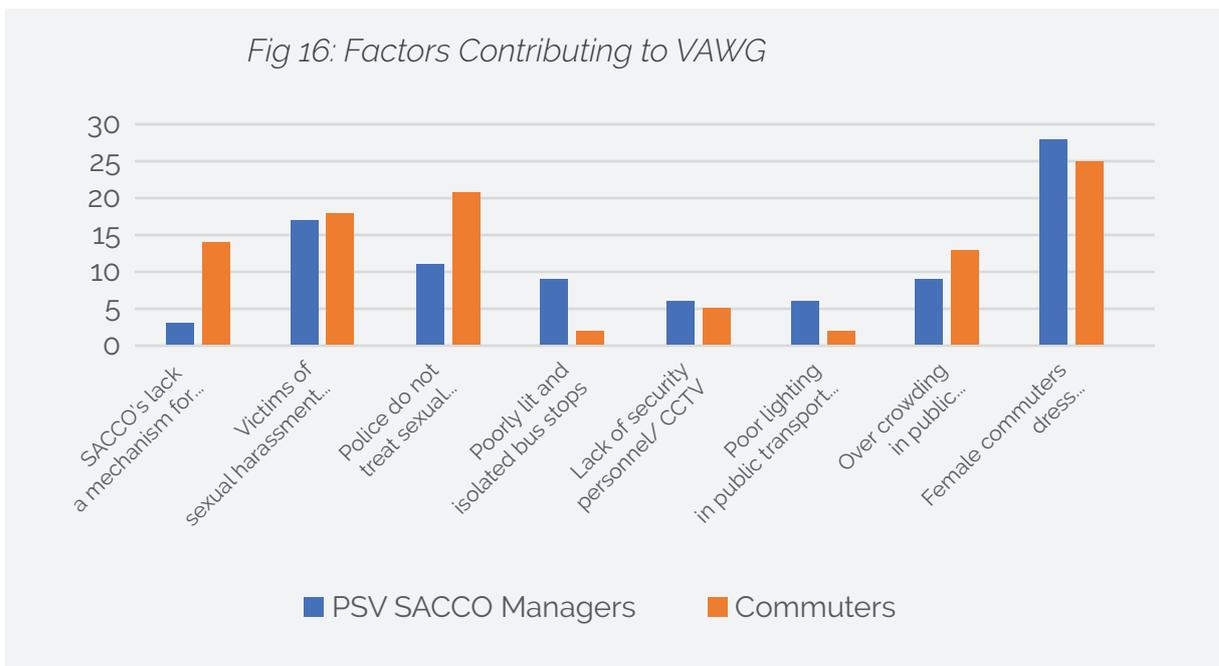
- There is a disciplinary committee to make sure all passengers are handled appropriately
- Follow up is done to ensure the code of conduct is adhered with and those who don't comply are suspended or dismissed.
- There are route inspectors on the roads and bus stops who ensure professionalism
- Commuters are encouraged to report any cases misconduct or harassment on the part of the public transport operators
- Contacts of SACCO officials are placed on vehicles for commuters to air out grievances
- Operation managers supervise staff to ensure professional standards are adhered to

*"We do have operations managers who supervise our workers. If they get to know of such cases (sexual harassment), they do report. Also our vehicles have the office phone number on every vehicle, if a passenger is harassed, they are able to access it and call our office"*  
 – Eastleigh Commuters PSV SACCO.

*"We have employed route inspectors to ensure discipline is maintained and also placed a toll free call line in each of our vehicles where passengers can directly report to our offices any complains they may have"* – Indimanje PSV SACCO

### 4.15 Factors Contributing to VAWG in Public Transport

The factors that contribute to VAWG in public transport were also explored.



As shown above, it is interesting to find that majority of both PSV SACCO Managers and commuters (25%) attribute the mode of dressing of female commuters to be a major contributing factor of VAWG.

17% of PSV SACCO managers attribute VAWG to the fact that victims don't report such cases. It is worth noting that 11% believe that the failure by police to treat such cases seriously is a major contributing factor. 21% of commuters attribute VAWG to the fact that police don't take such cases seriously. It is worth noting that 18% believe that the failure by victims to report such cases is a major contributing factor.

Poorly lit and isolated bus stops as well as overcrowding in public transport vehicles are also key contributing factors to VAWG both at 9% for PSV SACCO managers. Commuters also believe lack of security personnel accounted for 5% while poorly lit and isolated bus stops accounted the least as a contributing factor.

The lack of reporting mechanisms in PSV SACCOs ranked as the lowest contributing factors both at 3%. While commuters felt more strongly about that the lack of reporting mechanisms in the PSV SACCOs and overcrowding in public transport vehicles does contribute to VAWG at 14% and 13% respectively

## 4.16 Support required in addressing VAWG

The study sought to establish the kind of support the PSV SACCO operators and managers would require in order to better respond to cases of VAWG in their routes.

### 4.16.1 According to PSV Managers

PSV managers made the following suggestions;

- Training and capacity building – PSV SACCO managers and public transport operators should regularly be trained on professionalism and gender rights mainstreaming.
- Response to cases raised – support in establishing linkages with traffic police to assist the PSV SACCOs in investigations to assure justice to the victims of VAWG
- Education and awareness creation – support in educating commuters on their rights and awareness creation on mechanisms of reporting harassment cases
- Formation of a joint committee to deal with cases of misconduct cases in the PSV SACCOs

*“Continuous training for our drivers and conductors and also the passengers should be sensitized on their rights and they should be encouraged to speak up if they are harassed”  
– Eastleigh Commuters PSV SACCO*

*“Ensure that those who perpetrate VAWG face justice so that it may be a lesson to others who may do the same” – Indimanje PSV SACCO.*

## 4.16.2 According to PSV Operators

The study sought to establish the kind of support the PSV SACCO operators would require in order to better respond to cases of VAWG in their routes. The respondents made the following suggestions;

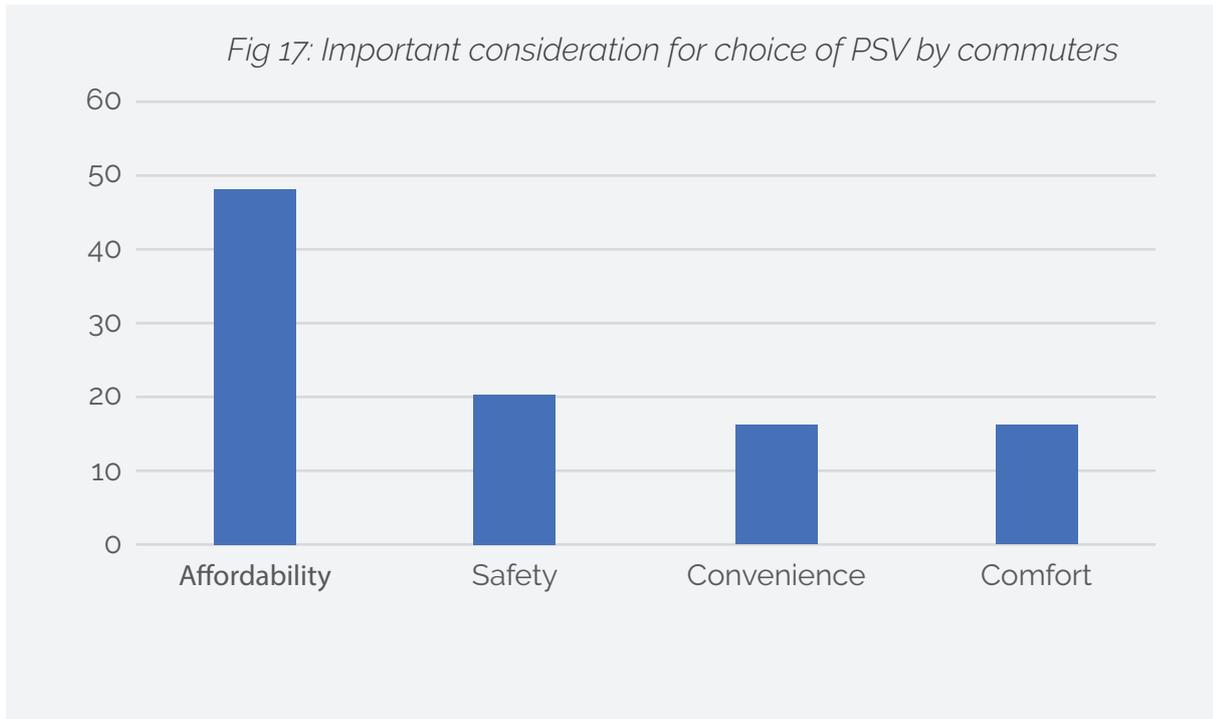
- Training and capacity building - frequent training of PSV SACCO managers and public transport vehicle operators on gender mainstreaming and professionalism
- Response to cases raised – support in prompt response to cases of VAWG through establishing linkages with the police to assist in dealing with perpetrators
- Education and awareness creation – educating commuters on their rights and mechanisms for reporting cases of VAWG. Additionally they should be sensitized about respecting the work public transport operators
- Fairness in handling cases of VAWG - encouraging the PSV SACCO leadership to investigate before suspending or sacking the staff involved
- Proper enforcement of rules - route managers and PSV SACCO leadership should be encouraged to enforce discipline of workers especially conductors
- Regulatory measures – support in approaching the National Transport Safety Authority (NTSA) to regulate touts and other unauthorized people in bus stations
- PSV SACCOs should provide security for all passengers
- Encouraging passengers to respect each other's rights
- Conducive working environment – support in educating the PSV SACCO managements to review working hours especially for female PSV operators who are married to take care of family matters. This can be done through working in shifts

*“Frequent education for matatu crew as majority do things they do due to ignorance”  
– Kayoline PSV SACCO*

*“Advise the PSV SACCO to mix up both male and female in order to cope with each other and should develop strict rules and regulations. Anybody who engages in any form of VAWG should be punished seriously” – KANI PSV SACCO*

## 4.17 Commuters Most Important Consideration for Means of Public Transport

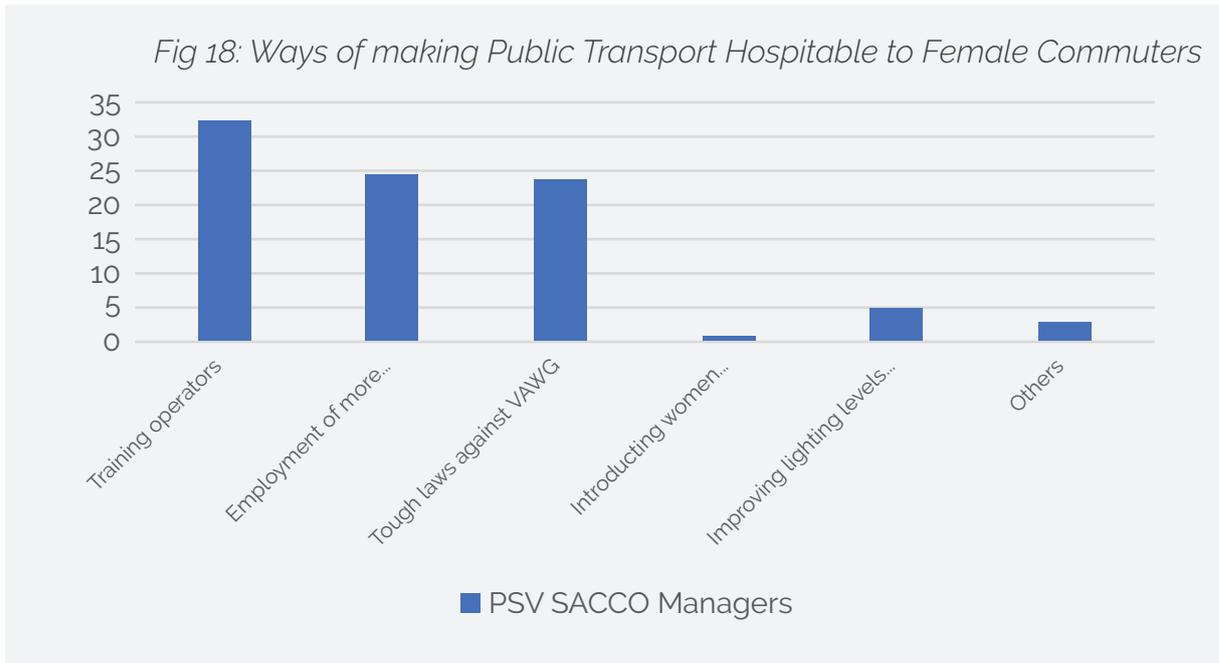
With regards to the most important consideration commuters make while choosing a means of public transportation.



Majority of the respondents (48%) mentioned affordability as the most important followed by safety at 20%. Convenience and comfort accounted for as the least important 16% each. It can thus be deduced that commuters look for affordability and safety while choosing the means of public transport.

## 4.18 Ways of Making Public Transport Hospitable to Female Commuters

The respondents were requested to suggest ways of making public transport more hospitable to female commuters.



As shown in the figure 13 above, majority (33%) of the commuters surveyed suggested training of public transport operators on professionalism. Other suggestions included the employment of more women drivers/conductors and introduction of tough laws against VAWG in the public transport sector at 25% and 24% respectively. Improvement of lighting levels in public transport vehicles and introduction of women only sections accounted for the least proportion at 5% and 1% respectively. Other suggestions included increasing leg room in the vehicles and developing a mechanism for reporting VAWG cases.

It can therefore be concluded that according to commuters, training of public transport operators on professionalism and employing for women conductors are the most effective ways of making public transportation more hospitable to female commuters.

## Chapter 5

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# SUMMARY OF KEY FINDINGS, RECOMMENDATIONS & CONCLUSION

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## 5.1 Summary of Key Findings

In summary, the study findings will inform on the direction to take towards achieving on the desired interventions. They also brought out key cross cutting issues that reflected the thoughts of most of the respondents on the issue of violence against women and girls;

- ✓ It is interesting to note that according to all categories of respondents, women's mode of dressing was identified as strong contributing factor to VAWG.
- ✓ Bus stations are the most likely places for harassment due to the presence of unauthorized persons such as touts who act independently, most of them lack professionalism and are not regulated or bound by any code of conduct. Therefore it may be difficult to hold them to account with regards to sexual harassment cases they may be involved in.
- ✓ Most commuters will not take any action when harassed as they felt that police don't take the cases with the seriousness and urgency they deserve. However, as the findings show they have faith that the PSV SACCO would address the matter and thus they are willing to report to the PSV SACCO officials.
- ✓ Abusive language and inappropriate physical contact are the most common forms of harassment across all categories of respondents.
- ✓ Little action is taken by the PSV SACCO when cases of VAWG are reported. They only record them and don't expeditiously follow up. In cases where an operator is found guilty, the most common action taken is sacking them.

## 5.2 Recommendations

Drawing from the study findings, this research report recommends the measures listed below to be undertaken by various stakeholders;

### PSV SACCOs

PSV managers made the following suggestions;

- Training and capacity building – PSV SACCO managers and public transport operators should regularly be trained on professionalism and gender rights mainstreaming.
- Response to cases raised – support in establishing linkages with traffic police to assist the PSV SACCOs in investigations to assure justice to the victims of VAWG
- Education and awareness creation – support in educating commuters on their rights and awareness creation on mechanisms of reporting harassment cases
- Formation of a joint committee to deal with cases of misconduct cases in the PSV SACCOs

### In addition, this research recommends:

- Provide reporting mechanisms where commuters can express their grievances or report cases of VAWG. This can be achieved by providing toll free lines on the vehicles or spaces managed by your PSV SACCO.
- Route managers to ensure that only authorized persons operate the vehicles and deal with unauthorized persons in the bus stations where most harassment occurs
- Expediently follow up cases of VAWG that are reported and ensure that they fully investigated and addressed
- Advocate for the identification and regulation of touts by NTSA to ensure that they observe professional conduct in their jobs.
- Support PSV operators working with your SACCO when they are apprehended by traffic police by listening to their point of view and bailing them out
- Giving incentives to the most disciplined crew

## PSV Operators

PSV operators made the following suggestions:

- Training and capacity building - frequent training of PSV SACCO managers and public transport vehicle operators on gender mainstreaming and professionalism
- Response to cases raised – support in prompt response to cases of VAWG through establishing linkages with the police to assist in dealing with perpetrators
- Education and awareness creation – educating commuters on their rights and mechanisms for reporting cases of VAWG. Additionally they should be sensitized about respecting the work public transport operators
- Fairness in handling cases of VAWG - encouraging the PSV SACCO leadership to investigate before suspending or sacking the staff involved
- Proper enforcement of rules - route managers and PSV SACCO leadership should be encouraged to enforce discipline of workers especially conductors
- Regulatory measures – support in approaching the National Transport Safety Authority (NTSA) to regulate touts and other unauthorized people in bus stations
- PSV SACCOs should provide security for all passengers
- Encouraging passengers to respect each other's rights
- Conducive working environment – support in educating the PSV SACCO managements to review working hours especially for female PSV operators who are married to take care of family matters. This can be done through working in shifts

### **In addition, this research study recommends:**

- Obey and strictly adhere to all traffic rules to avoid confrontation with the law and other road users
- Observe professionalism as they handle customers and in all situations in the course of your duties. Specifically, avoid using abusive language and inappropriate physical contact.
- Understand that customers may have diverse needs, preferences, personalities and backgrounds that must be respected. Ensure courtesy at all times as you handle especially female clients.
- Understand and work within your contractual obligations and know your workers' rights as stipulated in the Kenya labor laws to ensure that they are not violated.

## **THIS RESEARCH STUDY RECOMMENDS:**

### **Commuters**

- Report to the SACCO officials, security personnel or the police any cases of harassment that you witness or experience while commuting.
- Know your rights as a commuter and ensure that they are not violated as much as possible

### **NTSA**

- Require that all touts, stage managers, call girls and boys be registered and sensitized on women issues and basic customer service training.
- Ensure PSV SACCOs adopt and encourage enforcement of PSV code of conduct.
- Hold a database of offenders to ensure that the perpetrators do not continue working in the transport sector.
- Coordinate efforts between Flone Initiative, National Gender and Equality Commission (NGEC), Police, SACCOs to provide reporting mechanisms and ensure cases are have a conclusive end.

### **The Police Department**

- Expeditiously pursue and address cases of VAWG that are reported to ensure that perpetrators are brought to book and pay for their crimes.
- Provide reporting mechanisms where commuters can express their grievances or report cases of VAWG. This can be achieved by providing toll free lines on the vehicles or spaces managed by your PSV SACCO.
- Take an active role in ensuring security is provided and NTSA regulations are followed to the latter.
- In the course of your duties, treat PSV operators fairly and according to the law so that they may not feel harassed.

### **Flone Initiative**

- It appears from this study that there is little collaboration between PSV SACCOs and the police department. Flone Initiative can initiate efforts aimed at promoting stakeholder collaboration, harmonizing and boosting collaborative activities in addressing violence against women.

### **Matatu Owners Association**

- Employ qualified drivers and operators, preferably those certified with customer care training
- Be monitoring the activities of their self employed staff and ensure they are fit to handle customers

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