ASSESSMENT ON THE MAGNITUDE OF VIOLENCE AGAINST WOMEN AND GIRLS IN THE PUBLIC TRANSPORT IN KENYA

2015

Study Conducted By: Women’s Empowerment Link
With Support from: American Jewish World Service
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ABOUT WOMEN EMPOWERMENT LINK (WEL)

Women’s Empowerment Link (WEL) is a non-profit, non-governmental, non-partisan organization that supports and equips women and the girl child to realize their potential, worth and strength politically, socially and economically through advocating for opportunities that explore their imminent inner strength.

WEL’s thematic areas are:
- Economic empowerment for sustainable livelihoods
- Prevention and response to violence against women.
- Transformative leadership & governance
- Institutional development and sustainability

Mission: To influence policy and advocate for the socio-economic and civil rights of women and girls through capacity building, partnerships and networking in East Africa.

Vision: A just society where women and girls realize their economic, social and civic rights.

WEL’s Implementation strategies are:
1. Research for policy
2. Capacity building
3. Male involvement
4. Coordination
5. Community Education
6. Advocacy
7. Information education and communication materials

For more information go to: www.wel.or.ke

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ABOUT AMERICAN JEWISH WORLD SERVICE

American Jewish World Service is the first and only Jewish organization dedicated solely to end poverty and promoting human rights in the developing world. Through philanthropy and advocacy, it has addressed some of the gravest global problems such as genocide, AIDS, violence against women and girls and the horrific consequences of natural and human made disasters.

Mission
Inspired by the Jewish commitment to justice, American Jewish World Service (AJWS) works to realize human rights and end poverty in the developing world. Rooted in the mission, AJWS was founded in 1985 by American Jews who wanted to join together as global citizens to help some of the poorest and most oppressed people around the globe.

AJWS started as a small organization, but now raises more than $50 million a year. Since its founding, it has provided more than $230 million to support thousands of social justice organizations in the developing world that have taken on some of the biggest global challenges of our time. Today, AJWS is one of the top human rights funders in the world. It is the 6th largest funder of organizations working to advance the rights of women and girls.

For more information go to: www.ajws.org

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FOREWORD

Violence against women and girls is a vice that has been happening in the public and private setting globally hence denying survivors their basic rights to enjoy peace. Studies have shown that women are more likely to be affected than men and can occur within the private and public spaces. The current Statistics by the Kenya Demographic Health Survey 2014 paints a grim picture, indicating that 49% (one in two of) Kenyan women experience violence in their lifetime. According to a 2013 UNFPA report, one in five women worldwide will become a victim of rape or attempted rape in her lifetime with the majority of sexual assault survivors being young girls. These experiences impact negatively on their freedom of movement, reduces their ability to actively participate in development initiatives, limits their access to essential services, enjoyment of cultural and recreational opportunities and ultimately negatively impacts their health and well-being.

An unequal power relation between men and women is a major contributing factor in the increase of violence against women. One of the key areas of concern where there has been increased incident of violence against women and girls has been in the Kenyan public transport sector. Recently, there has been an increase in the number of reported cases of women being stripped and sexually assaulted while using public transport and in public spaces. Despite this rise, reporting of such cases has been camouflaged by societal stigmatization that survivors face in their attempt to seek justice.

This study sought to examine the transport sector critically in a bid to understand the incident rate of violence against women and girls in the sector; the forms of violence; causes and existing remedies as well as explore the gaps and recommendations in prevention and response of the same. Therefore, the findings in this study will serve to inform policy interventions and programming on prevalence of violence against women and girls in the transport sector and subsequent implementation of the recommendations for a positive impact. The findings will further inform WEL on how to create new strategies under existing/new programs. Ultimately, the end goal of all these efforts is to stamp out the vice in our society.

Grace Mbugua
Organizational Director
Women’s Empowerment Link(WEL)
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LIST OF ABBREVIATIONS

AJWS American Jewish World Service
CBO Community Based Organizations
GBV Gender based Violence
NACAD National Commission against Drugs Abuse
NTSA National Transport and Safety Authority
PSV Public Service Vehicles
SACCO Savings and Credit Cooperative
SGBV Sexual and Gender Based Violence
VAWG Violence against women
VAWG Sexual Violence against Women
WEL Women Empowerment Link
CHAPTER ONE: Introduction

1.0 Executive Summary

Women and girls have continued to experience violence in public spaces on a daily basis in many communities. The forms of violence against women and girls range from sexual harassment to sexual assault; and these occur in their neighborhoods, on the streets, in and around schools, at the workplace and increasingly in the public transport. These experiences inevitably impact negatively on women’s and girls’ freedom of movement, reduces their ability to actively participate in development initiatives, limits their access to essential services, their enjoyment of cultural and recreational opportunities and ultimately impacts their health and well-being. This study intended to assess the nature and prevalence of violence against women and girls within the transport industry, as well as establish the existing structures and institutions for addressing violence against women and girls; in addition to finding out the extent to which women participate in the public service transport sector in Kenya.

The assessment utilized a descriptive survey that sought to collect detailed information through description of experiences in the public service transport sector by the respondents. Both qualitative and quantitative research methods were used. The study took place among respondents drawn from Nairobi, Mombasa, Kisumu, Nakuru and Kakamega Counties. The target population comprised of commuters, public service vehicle crews, law enforcement agencies and other related service providers. The participants were representative of all the ages, with a majority of those who participated in the study being females, and comprised 61.8% of the respondents.

Matatus and motor-cycle taxis were found to be the most commonly used means of transport. 85% of the participants indicated that they understood what violence against women and girls is, describing it variously as a breach of the fundamental right to life, security, dignity, equality between a man and a woman; discriminating against members of the opposite sex; harassing members of the opposite sex; use of abusive words towards members of opposite sex; violation of rights associated with women; sexual harassment; and as the harsh treatment of a person based on their gender.
The study also found that the three most prevalent forms of violence against women and girls in the public transport sector are the use of insulting language against women by the matatus crews, coercion of passengers to board public service vehicles against their wish and suggestive or unwelcome touching of female passengers. Cases of rape were considered high in Nakuru, while unwelcome touching of female passengers was found to be common in Kisumu. Other common forms that were recorded included contemptuous treatment of women, stripping of women passengers and stealing from women and girls. These findings reveal that incidents of VAWG in the public service vehicles are quite widespread across all the Counties. More than 40% of all the respondents indicated that they had witnessed cases of VAWG and girls in the public service transport. Kisumu reported the highest cases witnessed with 53.7% male and 65.1% female respondents. In Kakamega and Nairobi, the study established that 45.7% and 44% of the respondents respectively had ever witnessed perpetration of different forms of VAWG in the PSVs. Further still, 54% of the respondents stated that they had encountered one form of violation or other, which suggests that VAWG and girls is a widespread menace in the public transport sector. This was corroborated by the finding that 61% of the respondents knew of someone close to them who had been violated while using the PSVs.

However, the assessment revealed that more than half of all the VAWG incidents often go unreported to any authorities; neither do the witnesses knew whether those violated ever reported the cases. For those cases that were reported, the respondents stated that they sought recourse from the police, NACADA or the management of the matatus (SACCO officials). It was established that while most of the incidents went unreported, those that were reported were dismissed by the police for lack of evidence or witnesses, with only 7.7% of those reported ending up in a court. A majority stated that nothing ever comes out of the investigations, leading to the complainants giving up on ever obtaining justice.

An assessment of the participation of women in the public service transport sector noted that women they worked as drivers, conductors, SACCO managers or motorcycle taxi riders. The number of females working in the sector, while increasing, is still considered negligible, compared to that of males. The participants were able to identify some women who owned matatus and motor cycle taxis in their localities. Nevertheless, 72% of the commuters are of the opinion that more women should join the public service sector in various capacities. The interviews with the key informants revealed that there is a general perception in the society that various types of activities in the transport sector have historically been a domain of the males, which makes it difficult for women to easily participate or invest in.

The study identified challenges encountered in addressing cases of VAWG in the public transport sector as including the fear of reprisal from the perpetrators; fear of being called upon to provide evidence as witnesses; perpetrators being friends with or known to the witnesses; fear of harassment by perpetrators where the matter is settled out of court; bribing of law enforcement officers as well as bribery of the survivors or witnesses so as to sabotage any proceedings against the perpetrators of VAWG.

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

a) Urgent need to sensitize the entire population on what VAWG and girls entails and the laws in place to deal with it,
b) Empowering people to demand for their rights and justice in the event of violation,
c) Demanding accountability of the police on how sensitive and helpful they are to the survivors of VAWG and girls,
d) Encouraging more women to join the public transport industry as investors and as staff as enforcement of traffic laws and regulations governing the conduct of PSVs at all times.

“... Nevertheless, 72% of the commuters are of the opinion that more women should join the public service sector in various capacities.”
CHAPTER TWO
Background of the Study

2.1 Introduction
Sexual and gender based violence refers to abuse 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. The United Nations defines Violence against women and girls as "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. Globally, more females than males experience sexual violence in public spaces on a daily basis. The forms of sexual violence in public spaces range from sexual harassment to sexual assault, including rape amongst others. This happens on streets, public transport and parks; in and around schools and workplaces; in public sanitation facilities and water and food distribution sites, or in their own neighborhoods. These experiences impact negatively on women’s and girls’ freedom of movement, reduces their ability to actively participate in development initiatives, limits their access to essential services, their enjoyment of cultural and recreational opportunities and ultimately impacts their health and well-being negatively.

Although violence in the private domain is now widely recognized as a human rights violation, violence against women and girls, especially sexual harassment in the public domain, remains a largely neglected issue with few laws or policies in place to prevent or address it.1

Kenya has a population of 40 million (52:48 percent women to men) and cases of Violence against Women and Girls (VAWGG) continue to be reported in both private and public spheres.2 Though the Constitution of Kenya (2010) compliments the Sexual Offences Act (2006) in addressing GBV, incidents of violence continue to be reported nationwide. However, there are no cases...
reported specifically categorized as violence emanating from the transport industry. The Public Service Vehicle Network, which interconnects and links various parts of the country, has recently reported a significant increase in cases of VAWG. Preliminary findings indicate that majority of women and girls use public means of transport, mainly comprised of matatus\(^3\), tuk tuk\(^4\) and boda boda\(^5\). Unfortunately, stickers pasted on these vessels reinforce common gender stereotypes and prejudices against women. These are further reinforced by songs and videos played in the public vehicles bearing content that is demeaning to women. This study is therefore intended to analyse the prevailing situation and establish the prevalence of gender based violence within the transport industry in Kenya.

It is 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\(^6\). In Kenya, women constitute a majority of public transport users\(^7\). According to the Kenya National Census report (2009), women and girls make up 51.8% of the total national population. 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)) indicates that about 45 percent of women aged 15-49 have experienced either physical or sexual violence. 25 percent of women have experienced physical violence, 7 percent have 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.

3. Matatu- Local term for Public service vehicles
4. Tuk tuk- refers to three-wheeled taxis
5. Boda boda – refers to motorcycle taxis
2.2 Consequences of VAWG

VAWG has been found to result in physical, mental, sexual harm and reproductive health problems among others, and may also increase vulnerability to HIV. Risk factors for would be perpetrators include low education levels, exposure to child maltreatment, witnessing violence in the family, harmful use of alcohol, tolerance of violence and gender inequality; while risk factors for would be victims include low levels of education, witnessing violence between parents, exposure to abuse during childhood and attitudes accepting violence and gender inequality.

WEL has been working with victims and survivors of violence at the household level over the years, and while this is the case, more and more incidents of gender based violence have been reported in the public spaces. In particular, media reports, observations and shared experiences by survivors have expressed concern over GBV in the public transport industry.

2.3 VAWG in public transport industry

While most studies have indicated that Violence against women and girls is perpetrated by intimate partners and people known to them, instances of VAWG have been report from total strangers too. More and more studies have depicted the vulnerability of women in public spaces and tried to recommend safety measures to cushion women against violence. Though this is the case, little has been done to empirically document women’s experiences of violence in the public transport industry.

In Kenya, there is little documented data or information on cases of VAWG in the public transport sector. While air and train services are only available in a few counties, the use of buses, ‘matatus’, tuk-tuk, boda-boda and ferry remain the most accessible and commonly used means of public transport.
2.4 Justification of the study

Literature review has indicated that few studies have been done on VAWG and girls in the public transport system in Kenya. While women and girls are violated on a day to day basis, little effort has been expended to ensure that VAWG is eliminated in this sector. This study seeks to conduct a rapid assessment so as to use these for informing programmatic interventions as well as provide a basis for further policy development. Primarily, studies on women and safe spaces have focused on the public places, and women participation in employment in the public transport industry, a field largely dominated by men. Scant literature exists on prevalence of VAWG in the public transport industry, as well as participation of women.

2.5 Objectives of the study

2.5.1 Overall objective

The overall objective of this study is assess the prevalence and nature of sexual and gender violence experienced by women and girls while using public transport in Kenya.

2.5.2 Specific objectives

The specific objectives are:

1. To establish the nature of gender based violence against women and girls experienced in the public transport sector in Kenya.
2. To find out the prevalence of violence against women and girls in the public transport sector in Kenya.
3. To determine the existing structures and institutions for addressing violence against women and girls in the public transport sector in Kenya.
4. To establish the extent to which women participate in the public service transport sector in Kenya.

2.6 Research questions

1. What forms of gender based violence do women and girls experience in the public transport sector in Kenya?
2. How often do cases of gender based violence occur in the public transport sector in Kenya?
3. What structures and institutions exist to protect women and girls from gender based violence in the public transport sector in Kenya?
4. To what extent do women participate in the public transport sector in Kenya?

2.7 Assumptions and Limitations

There are many factors that affect the safe spaces for women in the public transport sector. This study limited itself to the occurrence of VAWG in the public transport and available institutions addressing violence against women and girls in the sector. It is assumed that the study will build on WEL’s work on the ground and the networks that have been established as well as link to the public transport sector where a myriad of cases of VAWG have been handled. This study is based on the assumption that responses from the sampled population will be generalizable to the country, and the participants will be available and willing to divulge information pertaining to VAWG.
CHAPTER THREE
Methodology

3.1 Introduction
The study was a descriptive survey that sought to collect detailed information through description of experiences by the respondents. Both qualitative and quantitative research methods were used for this review; whilst quantitative methods allow for the gathering and analysis of quantifiable data, other data does not easily lend itself to quantification. Data on forms of violence, respondents’ knowledge of the policies and legislation protecting women and girls, perception on factors influencing violence against women and girls as well as challenges women face in participation in the public transport industry, may be more effectively gathered and analysed through qualitative methods, because they allow for reflexive research, the continuous analysis of data and refinement of data gathering tools and techniques.

3.2 Target population and Sample
The study took place among respondents drawn from Nairobi, Mombasa, Kisumu, Nakuru and Kakamega Counties. The sample was drawn from public service vehicle (PSV) commuters, PSV crews, law enforcement officers and CBOs, all of who are considered to be familiar with the public transport services in the respective counties, and therefore suitable primary sources of the data required.

3.3 Sampling Frame and Sample size
The study targeted a sample of 700 respondents drawn from the population of interest, including male and female students; transport industry workers such as drivers, riders, conductors and touts; members of the provincial administration; gender officers; management and operators of matatus. Simple random sampling technique was used to obtain a sample of the commuters, students and market traders, while purposive sampling was used to select key informants for the assessment.

3.4 Data collection procedures
Data was mainly collected from primary sources. Secondary sources of data were also analyzed. Questionnaires, interviews and Focus Group Discussions were used for gathering data from the respondents. Both structured and unstructured interviews were carried out. Data was obtained from key informants interviews and focus group discussions. The interviews probed for knowledge of VAWGG among respondents, forms and prevalence of VAWGG in the transport sector. The FGDs requested respondents to state their understanding of VAWGG, laws and policies on VAWGG, services provided to survivors of VAWGG, the challenges encountered in addressing cases of VAWGG as well as the extent to which women participate in the public transport sector and the hindrances they encounter while doing so.
CHAPTER FOUR
Findings of the Assessment

4.1 Introduction
The assessment on the magnitude of violence against women and girls in the public transport sector sought to establish the forms of violence experienced in the sector by women and girls, prevalence of the cases; what structures and institutions exist for the purpose of addressing gender based violence against women and girls in the selected Counties; as well as the extent of women’s participation in the sector. This section presents a summary of the findings of the study.

4.2 Profile of the respondents
4.2.1 Gender of the respondents
The respondents were drawn from both male and females, from across all age categories. Table 1 provides a summary of the age distribution of the participants in the study, as well as their gender.

Table 1. Profile of the respondents by age and gender

<table>
<thead>
<tr>
<th>Age Category (years)</th>
<th>Gender Male</th>
<th></th>
<th>Gender Female</th>
<th></th>
<th>Total</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male f</td>
<td>%</td>
<td>Female f</td>
<td>%</td>
<td></td>
<td>Percent</td>
</tr>
<tr>
<td>Below 18</td>
<td>7</td>
<td>3.0</td>
<td>10</td>
<td>2.6</td>
<td>17</td>
<td>2.8</td>
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<td>67</td>
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<td>39.1</td>
<td>324</td>
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<td>181</td>
<td>47.5</td>
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<tr>
<td>51-60</td>
<td>9</td>
<td>3.8</td>
<td>13</td>
<td>3.4</td>
<td>22</td>
<td>3.6</td>
</tr>
<tr>
<td>61 &amp; above</td>
<td>2</td>
<td>0.9</td>
<td>6</td>
<td>1.6</td>
<td>8</td>
<td>1.3</td>
</tr>
<tr>
<td>Total</td>
<td>235</td>
<td>100</td>
<td>381</td>
<td>100</td>
<td>616</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 1 provides a summary of the distribution of the age categories of the respondents by gender. It shows that the respondents were representative of all the ages, with a majority of those who participated in the study being females, as they comprised 61.8% of the respondents, compared to males who made up 38.2%. Those respondents in the 18-30 years age bracket constituted the majority, at 52.6%, while those within the 31 – 40 age group made up the second highest category at 29.9%. Those below 18 years and above 61 comprised 2.8% and 1.3% respectively. This is also shown in Figure 1.
CHAPTER FOUR
Findings of the Assessment

4.1 Introduction
The assessment on the magnitude of violence against women and girls in the public transport sector sought to establish the forms of violence experienced in the sector by women and girls, prevalence of the cases; what structures and institutions exist for the purpose of addressing gender based violence against women and girls in the selected Counties; as well as the extent of women's participation in the sector. This section presents a summary of the findings of the study.

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<table>
<thead>
<tr>
<th>Age Category (years)</th>
<th>Male f</th>
<th>Male %</th>
<th>Female f</th>
<th>Female %</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 18</td>
<td>7</td>
<td>3.0</td>
<td>3</td>
<td>2.6</td>
<td>10</td>
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<td>61 &amp; above</td>
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4.2.2 Respondents by County
The participants in the study were sampled from across five different counties, which are regional capitals. Table 2. Provides a summary of the respondents by County and gender.

<table>
<thead>
<tr>
<th>Age Category (years)</th>
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<th>Nairobi Male %</th>
<th>Nairobi Female f</th>
<th>Nairobi Female %</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nairobi</td>
<td>25</td>
<td>8.6</td>
<td>30</td>
<td>9.3</td>
<td>55</td>
<td>8.9</td>
</tr>
<tr>
<td>Kisumu</td>
<td>41</td>
<td>14.0</td>
<td>43</td>
<td>13.3</td>
<td>84</td>
<td>13.6</td>
</tr>
<tr>
<td>Nakuru</td>
<td>98</td>
<td>33.6</td>
<td>88</td>
<td>27.2</td>
<td>186</td>
<td>30.1</td>
</tr>
<tr>
<td>Kakamega</td>
<td>74</td>
<td>25.3</td>
<td>74</td>
<td>22.8</td>
<td>148</td>
<td>24</td>
</tr>
<tr>
<td>Mombasa</td>
<td>54</td>
<td>18.5</td>
<td>89</td>
<td>27.5</td>
<td>143</td>
<td>23.2</td>
</tr>
<tr>
<td>Total</td>
<td>292</td>
<td>100.0</td>
<td>324</td>
<td>100.0</td>
<td>616</td>
<td>100</td>
</tr>
</tbody>
</table>

The participants in the study were drawn from across the major cities in Kenya, including Nairobi (8.9%), Kisumu (13.6%), Kakamega (24%), Mombasa (23.2%) and Nakuru (30.1%). The respondents in each County comprised of both male and female participants. The highest proportion of the participants were from Nakuru (30.1%), while Nairobi had the lowest (8.9%).

4.2.3 Profile of respondents by occupation
The participants were asked to state their occupations. A summary of this data is presented in Table 3.

<table>
<thead>
<tr>
<th>Gender Category (Occupation)</th>
<th>Male f</th>
<th>Male %</th>
<th>Female f</th>
<th>Female %</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business persons</td>
<td>51</td>
<td>21.7</td>
<td>98</td>
<td>25.7</td>
<td>149</td>
<td>24.2</td>
</tr>
<tr>
<td>Motorcycle taxi operators</td>
<td>29</td>
<td>12.3</td>
<td>6</td>
<td>1.6</td>
<td>35</td>
<td>5.7</td>
</tr>
<tr>
<td>House help</td>
<td>0</td>
<td>0.0</td>
<td>1</td>
<td>0.3</td>
<td>1</td>
<td>0.2</td>
</tr>
<tr>
<td>Casual labourers</td>
<td>18</td>
<td>7.7</td>
<td>8</td>
<td>2.1</td>
<td>26</td>
<td>4.2</td>
</tr>
<tr>
<td>Teachers</td>
<td>4</td>
<td>1.7</td>
<td>14</td>
<td>3.7</td>
<td>18</td>
<td>2.9</td>
</tr>
<tr>
<td>Religious leaders</td>
<td>2</td>
<td>0.9</td>
<td>0</td>
<td>0.0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Lawyers</td>
<td>2</td>
<td>0.9</td>
<td>0</td>
<td>0.0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Matatu crews</td>
<td>53</td>
<td>22.6</td>
<td>23</td>
<td>6.0</td>
<td>76</td>
<td>12.3</td>
</tr>
<tr>
<td>Students</td>
<td>17</td>
<td>7.2</td>
<td>23</td>
<td>6.0</td>
<td>40</td>
<td>6.5</td>
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<tr>
<td>Unemployed</td>
<td>15</td>
<td>6.4</td>
<td>19</td>
<td>5.0</td>
<td>34</td>
<td>5.5</td>
</tr>
<tr>
<td>Secretary</td>
<td>4</td>
<td>1.7</td>
<td>6</td>
<td>1.6</td>
<td>10</td>
<td>1.6</td>
</tr>
<tr>
<td>Researcher</td>
<td>2</td>
<td>0.9</td>
<td>0</td>
<td>0.0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Farmers</td>
<td>7</td>
<td>3.0</td>
<td>6</td>
<td>1.6</td>
<td>13</td>
<td>2.1</td>
</tr>
<tr>
<td>Market traders</td>
<td>14</td>
<td>6.0</td>
<td>25</td>
<td>6.6</td>
<td>39</td>
<td>6.3</td>
</tr>
<tr>
<td>Others</td>
<td>17</td>
<td>7.2</td>
<td>152</td>
<td>39.9</td>
<td>169</td>
<td>27.4</td>
</tr>
<tr>
<td>Total</td>
<td>235</td>
<td>100.0</td>
<td>381</td>
<td>100.0</td>
<td>616</td>
<td>100.0</td>
</tr>
</tbody>
</table>

The respondents in the study were drawn from a wide cross section of the population. Table 2 gives a summary of the various occupations in which the participants were engaged. 24.2% of those sampled were business persons, while those operating public service vehicles constituted 12.3%. Other respondents stated that they were motorcycle taxi operators, house helps, casual labourers, teachers, lawyers and religious leaders among other occupations. This shows that there was a representative sample of most of those persons who frequently used public service transport.
4.1 Introduction
The assessment on the magnitude of violence against women and girls in the public transport sector sought to establish the forms of violence experienced in the sector by women and girls, prevalence of the cases; what structures and institutions exist for the purpose of addressing gender based violence against women and girls in the selected Counties; as well as the extent of women's participation in the sector. This section presents a summary of the findings of the study.

4.2 Profile of the respondents

4.2.1 Gender of the respondents
The respondents were drawn from both male and females, from across all age categories. Table 1 provides a summary of the age distribution of the participants in the study, as well as their gender.

Table 1. Profile of the respondents by age and gender

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Below 18</td>
<td>7</td>
<td>3.0</td>
<td>10</td>
<td>2.6</td>
</tr>
<tr>
<td>18-30</td>
<td>67</td>
<td>28.5</td>
<td>149</td>
<td>39.1</td>
</tr>
<tr>
<td>31-40</td>
<td>111</td>
<td>47.2</td>
<td>181</td>
<td>47.5</td>
</tr>
<tr>
<td>41-50</td>
<td>39</td>
<td>16.6</td>
<td>22</td>
<td>5.8</td>
</tr>
<tr>
<td>51-60</td>
<td>9</td>
<td>3.8</td>
<td>13</td>
<td>3.4</td>
</tr>
<tr>
<td>61 &amp; above</td>
<td>2</td>
<td>0.9</td>
<td>6</td>
<td>1.6</td>
</tr>
<tr>
<td>Total</td>
<td>235</td>
<td>100.0</td>
<td>381</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 1 provides a summary of the distribution of the age categories of the respondents by gender. It shows that the respondents were representative of all the ages, with a majority of those who participated in the study being females, as they comprised 61.8% of the respondents, compared to males who made up 38.2%. Those respondents in the 18-30 years age bracket constituted the majority, at 52.6%, while those within the 31 – 40 age group made up the second highest category at 29.9%. Those below 18 years and above 61 comprised 2.8% and 1.3% respectively. This is also shown in Figure 1.

4.2.2 Respondents by County
The participants in the study were sampled from across five different counties, which are regional capitals. Table 2 provides a summary of the respondents by County and gender.

Table 2. Profile of respondents by gender and County

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nairobi</td>
<td>25</td>
<td>8.6</td>
<td>30</td>
<td>9.3</td>
</tr>
<tr>
<td>Kisumu</td>
<td>41</td>
<td>14.0</td>
<td>43</td>
<td>13.3</td>
</tr>
<tr>
<td>Nakuru</td>
<td>98</td>
<td>33.6</td>
<td>88</td>
<td>27.2</td>
</tr>
<tr>
<td>Kakamega</td>
<td>74</td>
<td>25.3</td>
<td>74</td>
<td>22.8</td>
</tr>
<tr>
<td>Mombasa</td>
<td>54</td>
<td>18.5</td>
<td>89</td>
<td>27.5</td>
</tr>
<tr>
<td>Total</td>
<td>292</td>
<td>100.0</td>
<td>324</td>
<td>100.0</td>
</tr>
</tbody>
</table>

The participants in the study were drawn from across the major cities in Kenya, including Nairobi (8.9%), Kisumu (13.6%), Kakamega (24%), Mombasa (23.2%) and Nakuru (30.1%). The respondents in each County comprised of both male and female participants. The highest proportion of the participants were from Nakuru (30.1%), while Nairobi had the lowest (8.9%).

4.2.3 Profile of respondents by occupation
The participants were asked to state their occupations. A summary of this data is presented in Table 3.

Table 3. Occupation of the respondents

<table>
<thead>
<tr>
<th>Category (Occupation)</th>
<th>Gender Male</th>
<th>Gender Female</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Total</td>
<td>Percent</td>
</tr>
<tr>
<td>Business persons</td>
<td>51</td>
<td>98</td>
<td>149</td>
<td>24.2</td>
</tr>
<tr>
<td>Motorcycle taxi operators</td>
<td>29</td>
<td>6</td>
<td>35</td>
<td>5.7</td>
</tr>
<tr>
<td>House help</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0.2</td>
</tr>
<tr>
<td>Casual labourers</td>
<td>18</td>
<td>8</td>
<td>26</td>
<td>4.2</td>
</tr>
<tr>
<td>Teachers</td>
<td>4</td>
<td>14</td>
<td>18</td>
<td>2.9</td>
</tr>
<tr>
<td>Religious leaders</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Lawyers</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Matatu crews</td>
<td>53</td>
<td>23</td>
<td>76</td>
<td>12.3</td>
</tr>
<tr>
<td>Students</td>
<td>17</td>
<td>23</td>
<td>40</td>
<td>6.5</td>
</tr>
<tr>
<td>Unemployed</td>
<td>15</td>
<td>19</td>
<td>34</td>
<td>5.5</td>
</tr>
<tr>
<td>Secretary</td>
<td>4</td>
<td>6</td>
<td>10</td>
<td>1.6</td>
</tr>
<tr>
<td>Researcher</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>0.3</td>
</tr>
<tr>
<td>Farmers</td>
<td>7</td>
<td>6</td>
<td>13</td>
<td>2.1</td>
</tr>
<tr>
<td>Market traders</td>
<td>14</td>
<td>25</td>
<td>39</td>
<td>6.3</td>
</tr>
<tr>
<td>Others</td>
<td>17</td>
<td>152</td>
<td>169</td>
<td>27.4</td>
</tr>
<tr>
<td>Total</td>
<td>235</td>
<td>381</td>
<td>616</td>
<td>100.0</td>
</tr>
</tbody>
</table>

The respondents in the study were drawn from a wide cross section of the population. Table 2 gives a summary of the various occupations in which the participants were engaged. 24.2% of those sampled were business persons, while those operating public service vehicles constituted 12.3%. Other respondents stated that they were motorcycle taxi operators, house helps, casual labourers, teachers, lawyers and religious leaders among other occupations. This shows that there was a representative sample of most of those persons who frequently used public service transport.
4.3 Means of public service transport commonly used
The respondents were asked to state the means of public transport that they used most often to facilitate their movements, such as to or from school, work or any other engagements and the findings show that all respondents regularly used matatus as well as motor-cycle taxis. This information is summarized in Figure 2.

![Figure 2. Most commonly used means of public transport](image)

4.4 Understanding of Violence against women and girls
The participants were asked to state whether they understand what VAWG and girls is, and for those who stated that they did, they were further asked to briefly explain what they understood it to be. Figure 2 shows that while 85% of the participants indicated that they understood what VAWG is 15% stated that they did not know what this is.

![Figure 3. Do you know what Violence against women and girls is?](image)

Those who stated that they had an idea what it is described it in various ways. These included descriptions such as a breach of the fundamental right to life, security, dignity, equality between a man and a woman; discriminating against members of the opposite sex; harassing members of the opposite sex; use of abusive words towards members of opposite sex; violation of rights associated with women; sexual harassment; and harsh treatment of a person based on their gender.

4.5 Common forms of VAWG in the public transport sector
The study sought to establish from the commuters in each of the Counties what some of the most common forms of VAWG experienced in the public transport sector were. Table 4 summarizes the various forms of VAWG, and shows that the three most prevalent forms are use of insulting language against women by the matatus crews, coercion of passengers to board public service vehicles against their wish and suggestive or unnecessary touching of female passengers.
Table 4. Common forms of VAWG in the PSV sector by County

<table>
<thead>
<tr>
<th>Category</th>
<th>Nairobi</th>
<th>Kisumu</th>
<th>Nakuru</th>
<th>Kkme</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rape</td>
<td>2</td>
<td>2</td>
<td>25</td>
<td>13</td>
<td>42</td>
<td>9.7</td>
</tr>
<tr>
<td>Coercion to board matatus against their wish</td>
<td>6</td>
<td>17</td>
<td>33</td>
<td>42</td>
<td>98</td>
<td>22.6</td>
</tr>
<tr>
<td>Use of insulting language</td>
<td>7</td>
<td>21</td>
<td>51</td>
<td>32</td>
<td>111</td>
<td>26.6</td>
</tr>
<tr>
<td>Withholding fare balances/Overcharging women</td>
<td>1</td>
<td>1</td>
<td>9</td>
<td>13</td>
<td>24</td>
<td>5.5</td>
</tr>
<tr>
<td>Suggestive/Unnecessary touching of females</td>
<td>2</td>
<td>30</td>
<td>27</td>
<td>19</td>
<td>78</td>
<td>18.0</td>
</tr>
<tr>
<td>Contemptuous treatment of women</td>
<td>0</td>
<td>5</td>
<td>1</td>
<td>4</td>
<td>10</td>
<td>2.3</td>
</tr>
<tr>
<td>Stripping of women</td>
<td>4</td>
<td>2</td>
<td>14</td>
<td>2</td>
<td>22</td>
<td>5.1</td>
</tr>
<tr>
<td>Stealing from women</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>0.7</td>
</tr>
<tr>
<td>Don’t know</td>
<td>2</td>
<td>6</td>
<td>25</td>
<td>13</td>
<td>46</td>
<td>10.6</td>
</tr>
<tr>
<td>Total</td>
<td>25</td>
<td>84</td>
<td>185</td>
<td>140</td>
<td>434</td>
<td>100</td>
</tr>
</tbody>
</table>

The respondents were requested to identify forms of VAWG and girls. The commuters surveyed identified use of insulting language as the most common (25.6%), followed by cases where female travelers are forced by PSV crews into vehicles against their wish (22.6%) as well as unwelcome and indecent touching by male crews (18%). Other cases mentioned included rape (9.7%); denial of bus fare balances and overcharging women (5.5%); contemptuous treatment of female passengers (2.3%); and stripping of female commuters (5.1%).

Market traders were also asked to identify some of the most common forms of VAWG encountered while using public modes of transportation. Among them, the most common form was use of insulting language and harassment (43.5%); followed by indecent touching (28.2%). Other cases were denial of their rightful balances after payment of bus-fare (10.3%); stripping of female passengers (7.7%) and assault and cases of rape, which were identified by 5.5% of the respondents drawn from among the market traders in each case. In Mombasa County, the FGDs with the students revealed that touts often mishandle women and girls in an inappropriate manner while boarding matatus. Some touts are fond of touching their backsides as they push them into the vehicles in the pretext of assisting the females to get on board. The conductors were reported to mistreat those females without enough bus-fare, and drop them off before they get to their intended destinations.

Students from the Likoni area in Mombasa County explained that public service drivers and conductors entice female students into sexual relations, while motor-cycle taxi riders were said to often insult girls who seek to pay lower fare. The participants also noted that it is common for female students to be robbed of their personal effects by tout and conductors when they get into matatus, because they are often viewed as vulnerable soft targets. Some respondents noted that female students are often lured into sexual activities by motorcycle taxi riders with the promise of monetary rewards; while other operators often drop the girls further from their intended destinations or in secluded areas so as to try and secure sexual favours from them. Other motorcyclists offered free transport to the girls as a bait, and once the girls fall for these they end up exploiting them sexually.
The study found that women with disability are insulted by the conductors and also touched indecently by crews as they board public service vehicles. This was further complicated by the fact that these vehicles are not customized to allow PLWD to board with ease, giving the conductors a chance to come into close contact with the disabled female passengers. During peak-hours, or when it is raining, people living with disability are ignored at the bus-stops by matatu drivers and touts when they want to board the public service vehicles, which cases them to inordinately long hours before travelling to their destinations, and which may also expose them to more dangers once it gets dark.

### 4.6 Prevalence of VAWG and girls in the public service transport sector

The study sought to establish the prevalence of VAWG by asking if the respondents had ever witnessed cases of VAWG being perpetrated against female passengers. Table 5 presents a summary of the responses from the commuters on whether or not they had ever witnessed an act of VAWG against fellow commuters in the public service transport sector by County.

Table 5. Have you ever witnessed an incident of VAWG in a PSV?

<table>
<thead>
<tr>
<th>County</th>
<th>Category</th>
<th>Gender</th>
<th>Male</th>
<th>%</th>
<th>Female</th>
<th>%</th>
<th>Total</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nairobi</td>
<td>Yes</td>
<td>Male</td>
<td>6</td>
<td>46.2</td>
<td>5</td>
<td>41.7</td>
<td>11</td>
<td>44</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>Male</td>
<td>7</td>
<td>53.8</td>
<td>7</td>
<td>58.3</td>
<td>14</td>
<td>56</td>
</tr>
<tr>
<td>Kisumu</td>
<td>Yes</td>
<td>Male</td>
<td>22</td>
<td>53.7</td>
<td>28</td>
<td>65.1</td>
<td>50</td>
<td>59.5</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>Male</td>
<td>15</td>
<td>36.6</td>
<td>14</td>
<td>32.6</td>
<td>29</td>
<td>30.5</td>
</tr>
<tr>
<td>Nakuru</td>
<td>Yes</td>
<td>Male</td>
<td>36</td>
<td>36.7</td>
<td>39</td>
<td>44.8</td>
<td>75</td>
<td>47.0</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>Male</td>
<td>56</td>
<td>57.1</td>
<td>42</td>
<td>48.3</td>
<td>98</td>
<td>53.0</td>
</tr>
<tr>
<td>Kakamega</td>
<td>Yes</td>
<td>Male</td>
<td>35</td>
<td>48.6</td>
<td>29</td>
<td>42.6</td>
<td>64</td>
<td>45.7</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>Male</td>
<td>20</td>
<td>51.4</td>
<td>19</td>
<td>27.9</td>
<td>39</td>
<td>54.3</td>
</tr>
</tbody>
</table>

Table 5 shows that the incidents of VAWG are significantly high in each county, based on the fact that more than 40% of all the respondents indicated that they had witnessed these in all the locations sampled for the study. The incidents are equally captured by both males and females, as there is no significant difference in the proportions of those males or females who reported to have witnessed these cases. Kisumu reported the highest cases witnessed, as 53.7% male and 65.1% of the female respondents respectively, stated that they had witnessed VAWG being perpetrated. Kakamega and Nairobi also had a high incidence, as the study established that 45.7% and 44% of the respondents respectively indicated that they had ever witnessed perpetration of one form of VAWG or other in the PSV. Summaries of those who have witnessed the occurrence of VAWG and girls in the respective counties are presented in Figure 4.

### 4.6.1 Witness to incidents of VAWG in the public transport

The assessment sought to establish whether the participants had ever witnessed the incidents of VAWG occurring while using the PSVs. The findings are shown in Table 5.
These findings reveal that incidents of VAWG in the public service vehicles are quite widespread across all the Counties in the country. This was because the matatu crews were mainly unprofessional in their conduct and had very poor grasp of public relations, besides most of them are drug abusers and alcoholics who have minimal levels of education and contempt for the law.

4.6.2 Have you ever been a target of GBV in the public service transport?

Figure 4 shows the proportion of the respondents who had themselves suffered a form of violation while using the public transport.

According to Figure 5, about 54% of the respondents had encountered one form of violation or other, which suggests that VAWG and girls is a widespread menace in the public transport sector. This was corroborated by the finding that 61% of the respondents knew of someone close to them who had been violated while using the PSVs, as shown in Figure 6.
4.7 Reporting of incidents to the authorities

The participants were asked to state whether the incidents of VAWG they witnessed being perpetrated were reported to the police or other authorities by those PSV passengers who had been violated. The findings are presented in Figure 7.

*Figure 7. Was the incident witnessed reported?*

The survey found that more than half of all the VAWG incidents often go unreported, with only 12.8% of the violations being reported. A further 28.2% of the respondents did not know whether the survivors of the cases ever reported these incidents. Some of the authorities to which the cases of VAWG are reported include the police, NACADA and the management of the matatus (SACCO officials).

*Figure 8. Have you ever witnessed perpetrators being arrested?*

The study further sought to find out whether the participants considered the trend in the incidences of VAWG in the transport sector, in terms of whether they are decreasing or increasing. The responses are summarized and presented in Figure 9.

*Figure 9. Trend of incidence of VAWG in the public transport sector*

While 47.2% of the participants were unsure on whether the incidents were increasing or decreasing, 35.9% indicated that cases of VAWG were on the rise, compared to 13.4% who felt that these were decreasing. Another 3.5% of the respondents felt that there was no significant change in the prevalence of VAWG in the transport sector in their respective counties.
4.8 Action taken against the perpetrators
The study further sought to establish from the participants what actions had been taken to redress these violations they had witnessed. The respondents indicated that they knew the police as well as local chiefs could offer assistance; however, many stated that though they had witnessed these violations, they never reported the matter to any authorities. The participants were further asked to explain the steps taken by the authorities to whom the cases of violations against female passengers were reported, and it was found that while most of the incidents went unreported, those that were reported were dismissed by the police for lack of evidence or witnesses, with only 7.7% of those reported ending up in a court. Other actions taken were said to include passengers confronting the perpetrators; arrest of the offenders and subsequent charging in court. However, in most of the cases, those offenders arrested were released for lack of sufficient evidence to try them in court. Some were fined and released, while other perpetrators bribed their way to freedom or escaped police arrest. Other participants however stated that they never followed up to establish the action taken against the perpetrators, while others indicated that the police asked for bribes from the survivors before taking any action.

For those cases that went unreported, the study established that some of the reasons for these included the fear of becoming witnesses in court; the incidents occurring ‘too late in the day to take any action (nowhere to report to); the lack of a police station or police officers in the vicinity; perception of the violations as a normal act and the fear of lengthy proceedings to bring the perpetrators to book. Some of the respondents in Mombasa stated that they had witnessed female passengers being stripped naked in areas such as the Likoni Ferry area, but the female survivors neither received any help nor reported the violation to any authorities. It was also established that most passengers, both male and female, uphold a culture of silence and do not intervene as they witness females being violated in PSVs. Comparatively, it was established that women are insulted and thrown out more frequently than males whenever they disagree with the matatu crews. In one case where a matatu crew had detained a female student in the car for a whole day and the matter ended up with the police, a participant explained that the police instructed the perpetrator to sign a committing that he would not repeat the offence.

Students in the study were asked if they sought for help in the event of these violations, but a majority responded in the negative. They stated that this was mainly because they thought it would be difficult for teachers or anyone else to follow up on the matter since most matatus change their routes and conductors frequently. Those who stated that they had informed their parents explained that the parents had asked them to ignore the incidents since these are common-place. People living with disability are ill-treated by both the matatu crews and those who are supposed to offer them protection, such as the police.

Those respondents who were familiar with cases reported to the police noted that the police take their statements and get the assurance that the matters would be investigated. However, a majority stated that nothing ever comes out of the investigations, leading to the complainants giving up on obtaining justice.

4.9 Factors influencing acts of VAWG and girls in the transport sector
The participants were requested to suggest the possible factors that they considered to influence the prevalence of cases of GBV in the public service transport. The respondents indicated that the following were viewed as causal factors:

a. Demeaning of females based on their physical size or appearance and age
b. Ignorance of the law among the perpetrators (drivers and touts)
c. Perception of social standing
d. Group behavior/culture among PSV crews
e. Overloading
f. Personality of the passengers e.g. apparently shy people are more likely to be violated
g. Drug and alcohol abuse among matatu crews  
h. Lack of clear rules governing/ regulating the transport industry  
i. Travelling late  
j. Profiling of females based on their mode of dressing  
k. Weak law enforcement against perpetrators

Of all the factors suggested, perception of women as weak and their profiling based on their dressing were stated as the most common.

4.10 Knowledge of policies and legislation protecting women against VAWG

The extent to which the participants were knowledgeable about policies and legislation that provide protection against VAWG in the transport sector was varied, and mainly tied to one’s occupation and highest level of education. Those respondents working in CBOs, police or other officers dealing with gender issues had a comparatively better understanding of the existing laws and policies governing gender rights. This was different among students in schools and the PSV crews, who reported that they were not aware of any specific laws related to VAWG. Those respondents who were aware of these laws identified some of these as the Constitution of Kenya’s Chapter four on the Bill of rights; the Persons with Disability act; the Human Rights Declaration, the Sexual Offences act and the Children’s act. A majority of the respondents stated that though they were aware that the constitution protects all people against GBV, they could not pin-point the specific acts or section that addressed these. Nevertheless, the participants observed that though there are laws in place, these are not enforced or keenly observed, and often left the survivors of GBV exposed and the actors helpless.

Among the commuters who took part in the survey, 49% were not sure if they knew in specific laws that protected them against GBV in the transport sector, while 23% said they did not know of any such laws, compared to 86% of the market traders. Only 18% of the commuters could identify at least one law that offered protection to them, as compared to 14% of the market traders. This reveals that most public transport service users are unaware of any laws that protected them against GBV. Some of the laws identified included the Sexual Offences Act and the Transport Act.

Those who indicated that they knew of any laws were further asked to state whether these laws were observed. The findings are summarized in Figure 9.

![Figure 10](image)

According to Figure 8, only 10% were of the opinion that the relevant laws protecting the commuters from violations were observed and enforced, compared to 69.9% who thought that these were never implemented. These perceptions seem to contribute to the prevalence of cases of GBV, or the failure by those violated to report to the authorities.
4.11 Suggestions on measures to redress VAWG in the public transport sector

The respondents were asked to recommend possible measures that could be taken to address the cases of violations against passengers in the PSV sector. These suggestions included the following:

i. Matatu crews should have some minimum academic qualifications
ii. NTSA need to ban touts/idlers from matatu terminals
iii. NTSA should ensure matatus don't overload
iv. Launch programmes aimed at sensitizing the public on women's rights
v. Drivers and conductors need to be registered by the SACCOs they work for to make it easy to identifying law breakers
vi. Enact severe laws to punish VAWG offenders
vii. Intensify sensitization programmes for all commuters on their rights
viii. Establish organs that fight and champion for women rights
ix. Women to use different means of transport from men
x. Police officers should closely monitor PSV transport
xi. Police officers need to crack down on drug abuse among touts and drivers
xii. Equal treatment of all passengers in public vehicles
xiii. Punitive laws to punish and deter VAWG offenders
xiv. Install CCTV cameras in the PSVs to help in identifying and capturing evidence to be used when a VAWG case is reported
xv. Use of stickers and IEC posters in PSVs discouraging VAWG related cases
xvi. Matatu crews need to be sensitized on VAWG

4.12 Women participation in the PSV sector

The survey sought to establish the engagement of women in the public transport sector. The respondents were asked to state if they knew of any women employees or employers in the PSV industry. The findings reveal that about 56% of the participants knew of some. These were said to work as drivers, conductors, SACCO managers or motorcycle taxi riders. The number of females working in the sector, while increasing, is still considered negligible, compared to that of males. The participants identified some women who own matatus and motor cycle taxis in their localities.

However, the interviews with the key informants revealed that there is a general perception in the society that various types of activities in the transport sector have historically been a domain of the males, which makes it difficult for women to easily participate or invest in.

The category of respondents drawn from among commuters were asked to state their opinion on whether or not more women should join the public service sector. The findings are summarized in Table 6.

Table 6. Should more women join the PSV sector?

<table>
<thead>
<tr>
<th>County</th>
<th>NR f</th>
<th>Yes f</th>
<th>No %</th>
<th>f</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nairobi</td>
<td>0</td>
<td>16</td>
<td>64</td>
<td>9</td>
<td>36</td>
</tr>
<tr>
<td>Kisumu</td>
<td>7</td>
<td>44</td>
<td>57</td>
<td>33</td>
<td>39</td>
</tr>
<tr>
<td>Nakuru</td>
<td>10</td>
<td>146</td>
<td>79</td>
<td>29</td>
<td>17</td>
</tr>
<tr>
<td>Kakamega</td>
<td>7</td>
<td>105</td>
<td>75</td>
<td>28</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td>24</td>
<td>311</td>
<td>72</td>
<td>99</td>
<td>22</td>
</tr>
</tbody>
</table>

The study established that 72% of the commuters are of the opinion that more women should join the public service sector in various capacities. Nakuru had the highest proportion (79%) of commuters who felt that there should be more women in the PSV industry, while Kisumu had the lowest proportion of those of a similar opinion. This finding indicates that while there are fewer women workers and investors in the public service industry, there is a favourable perception towards women from the commuters, who are the primary users of the services.
4.13 Opportunities for women in the public service sector

The participants in the interviews and FGDs explained that the public transport sector is quite vibrant and expanding constantly, suggesting that there are numerous opportunities for women to be engaged as investors, employees and managers. When asked if more women should join the sector, 76% of the commuters who responded answered in the affirmative, compared to 56% of the market traders. Among the commuters, 18% responding in the negative, compared to 5% of the market traders. Some of the opportunities identified as providing a chance for women to participate in the sector included working as drivers or conductors. This was singled out by a majority (53.5%). Other opportunities include management of the PSV SACCOs, opportunity for adventure and travel as well as investment through ownership of PSVs.

4.14 Challenges women face in attempts to join the transport sector

Various challenges were identified as preventing women from participating in the public service transport sector as investors or workers.

Table 7. Challenges women face in attempts to work the transport sector

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long working hours with no leave days</td>
<td>5.1</td>
</tr>
<tr>
<td>Insults from male passengers</td>
<td>10.3</td>
</tr>
<tr>
<td>Competition from men for limited job opportunities available</td>
<td>12.8</td>
</tr>
<tr>
<td>Risk of family break-ups due to long working hours</td>
<td>7.7</td>
</tr>
<tr>
<td>Insecurity in the roads</td>
<td>7.7</td>
</tr>
<tr>
<td>Suffer discrimination from men as they are perceived unable/unfit in the sector</td>
<td>10.3</td>
</tr>
<tr>
<td>Constant harassment by men</td>
<td>7.7</td>
</tr>
</tbody>
</table>

Of all the factors identified, discrimination against women by the menfolk who dominate the sector was singled out as the most prevalent. This was stated as a challenge by 40.6%. Other perceived challenges comprised of long working hours; lack of capital to invest in their own public service vehicles, insecurity, corruption, fear of family break-ups and harassment by men. Other challenges identified included abuse and insults from men especially drunkards; and stiff competition from men for the limited job opportunities in the sector.

In Nairobi, competition from men for the job opportunities and discrimination in access to the available job opportunities ranked as joint highest challenges, which were followed by the common incidents of harassment by male co-workers and passengers. Cases of insecurity on the roads were singled out as the most common barrier to women’s access to opportunities in the public transport sector in Kakamega, followed by insults from men, especially drunkards. In Kisumu, the most prevalent challenge was competition for limited job opportunities which edged out women, whereas in Nakuru, they often suffered discrimination from men as they were perceived as unfit to fit in the sector.
4.15 Proposed measures to encourage women to join the transport sector

The participants were asked to suggest measures that could enhance the participation of more women in the transport sector, and the findings include the following set of proposals:

i. Encouragement of more women to take up PSV jobs

ii. Establishment of support centers for women in the transport sector

iii. Provision of loan facilities and other incentives to enable women own PSV vehicles

iv. Enforcement of anti-discrimination laws by government to protect women

v. Affirmative action such as provision of flexible working hours to accommodate women

vi. Encouragement and motivation of women to invest in the industry

vii. Stepping up security to protect women staff and investors in the matatu industry

4.16 Challenges faced in tackling VAWG in public service transport

The study probed for challenge faced by the respondents in tackling incidents of VAWG that befall them or those that affect fellow passengers. The participants reported some of these as including the fear of vengeance from the perpetrators once they discovered the identity of those who report them; fear of being called upon to provide evidence as witnesses and having to miss lessons at school; sometimes the perpetrators may be relatives, friends or known to the witnesses and this makes it hard for them to testify against the culprits; fear of being intimidated by elders whenever the matter is settled out of court; in some instances, the perpetrators – who may be friends with the law enforcement officers - eventually go scot free even after the matter is reported and they are arrested. In other cases, the survivors are given money by perpetrators as an inducement for them to withdraw the charges, or at other times it is the witnesses who are targeted for bribes which eventually jeopardize the case.
CHAPTER FIVE: Summaries, conclusions and recommendation

5.1 Conclusion
The study found that all the respondents use public service vehicles at one time or other, and that in all cases, the respondents have witnessed cases of VAWG, experienced it or know someone close to them who has ever been affected by VAWG while using the PSVs across all counties in the study. The study also found that cases of VAWG are hardly reported to any authorities, which therefore means that most survivors have adopted a culture of suffering in silence in the face of their rights being violated by the matatu crews. Overall, more women than men suffer the violations in each of the counties.

Various forms of VAWG were identified as common, but the most prevalent forms include cases of indecent and unwelcome touching, stripping of female passengers judged by the matatu crews to be inappropriately dressed; unprovoked insults against female passengers, being forced out of the vehicles either before or after their intended destinations. Motor-cycle taxi riders are also fond of enticing young female passengers with free rides so as to secure sexual favours from them, or sexually molesting female passengers by touching them inappropriately and taking them to unintended destinations. These incidents of violence against female passengers were considered common place due to the unprofessional conduct of matatu crews, their perceived low levels of education, poor grasp of public relations, drug abuse and alcoholism and ignorance of the law on the part of PSV crews.

Among those cases that ended up being reported to the police, investigations were never conducted to establish the facts and charge the offenders, while in many instances, the cases are not prosecuted due to lack of witnesses or evidence to uphold the prosecution. Other perpetrators who ended up at the police station, were asked to sign a commitment to the effect that they would never repeat the offence, while others were suspected to bribe the police officers so as to impede the charges. Further, fellow passengers, both male and female, uphold a culture of silence and do not intervene whenever they witness females being violated in PSVs. Comparatively, women are violated more frequently than males in the public transport. Students who suffered violations or witnessed these never reported due to the perception that nothing would happen even if they reported these to their teachers or parents.

The extent to which the participants were knowledgeable about policies and legislation that provide protection against VAWG in the transport sector was varied, and mainly tied to one’s occupation and level of education. Students and the PSV crews were not aware of any specific laws related to VAWG. CBO officials and officers working in gender related institutions were aware of existing laws protecting all persons against VAWG, but many could not cite the specific articles or laws that offer these safeguards.

Some of the challenges identified in addressing cases of VAWG in the public transport sector included fear of reprisal from the perpetrators once they discovered the identity of those who reported them; fear of being called upon to provide evidence as witnesses; perpetrators being friends or known to the witnesses, thus making it hard for them to testify against the culprits; fear of harassment whenever the matter is settled out of court; in some instances, where the perpetrators may be friends with the law enforcement officers, they eventually go scot free even after the matter is reported, and bribery of the survivors or witnesses so as to sabotage any proceedings against the perpetrators of VAWG in the public transport sector.
5.2 Recommendations

From the findings of the study, the following recommendations are proposed to address the rampant incidents of VAWG in the transport sector:

i. There is urgent need to sensitize the entire population on what VAWG is, and the laws in place to deal with issues of VAWG in the community as well as in the public transport sector as a majority of the people in the area are unaware of these laws, or their provisions and therefore rarely seek redress even when they are violated by the PSV crews.

ii. Law enforcement agencies such as the police should be sensitive and helpful to the survivors of VAWG and provide prompt assistance to those who report violations. When these are not investigated and the culprits arrested and charged, survivors often lose faith and many do not bother pursuing the matter to a logical conclusion.

iii. PSVs such as matatus and should have a provision for specially designed ramps for PLWD, as they are often violated by the crews in the pretext that they are assisting them get aboard the vehicles.

iv. The NTSA should enforce keeping of proper records of the details of drivers and conductors by the matatu operators so as to ease the task of tracing the perpetrators of VAWG; this is because the crews often change and make it difficult to trace, identify and arrest those who violate the passengers.

v. People should be empowered to demand for their rights and for justice. In the event of incidents, most survivors suffer in silence, and do not cooperate with investigators even after they have been assaulted or violated in the PSVs by the crews.

vi. Topics related to VAWG and girls should be integrated within the school curriculum so as to ensure that learners are made aware of different forms of violations that they could encounter, the laws that protect them against these violations and the available services to redress the incidents that may be targeted at them during their movement to or from schools.

vii. The County governments should consider having specially designated buses for school children with specially trained crews that are sensitive to the rights and protection of children. These could help in reducing the chances of children falling prey to the ill-intentioned matatu or motor-cycle crews.

viii. It is recommended that parents should routinely accompany their children to school when they use public transport so as to gain insight on what they encounter and offer relevant guidance on what to do to remain safe from predators in the public transport.

ix. There is need to start programmes, debates or clubs in primary and secondary schools that provide an avenue for the students to discuss what is going on in their lives, life-skills and how to stay safe from any potential dangers of VAWG and girls while on their way to or from school.

x. More females should be encouraged to join the public transport industry since the respondents felt that female crews are more respectful and considerate, and less likely than their male counterparts to perpetrate sexual violence against school children or other passengers.

xi. Those laws regulating the conduct of PSVs should be enforced at all times, not only during occasions when there are planned crackdowns on those violating traffic rules such as overloading. Such measures could help in reducing the number of incidents related to VAWG and girls.

xii. Stiff penalties and punishments should be meted out on those matatu crews and motor-cycle taxis that have been found to engage in GBV so as to act as a deterrent to other crews.

xiii. Education and sensitization forums on VAWG and girls should be conducted for the commuters, matatu crews, motor-cycle taxi operators and touts in major bus-stops in each County, where many drivers, touts and conductors often gather.
APPENDICES
Assessment on the challenges and opportunities of women within the Transport Sector in Nairobi, Kisumu, Mombasa, Kakamega and Nakuru Counties

Interview Guide for Commuters
My name is -------------------------------from Women’s Empowerment Link (WEL). WEL is non-governmental organization that works to promote women social, political and economic well-being. As part of our intervention programs, WEL is carrying out an assessment of magnitude of violence against women and girls using the public transport in Kisumu, Kakamega, Nakuru, Mombasa and Nairobi counties. This is aimed at understanding their situation and mechanism that are there to address their situation.

This study will inform WEL’s prevention and response to gender based violence program. The information gathered will be used to formulate needs based interventions. The information obtained during this process will be treated with utmost confidentiality.

Respondent accepts to be interviewed ( ) Respondent declines ( )

Start time:

Interviewer:

Location of the interview (note even the stage name):

1. Demographic information
Gender of the respondent: Male () Female ()

1. What is your age group
a. Below 18 years b. 18-30 years c. 30 - 40 years d. 40-50 years e. 50-60 years f. over 60 years

2. What is your level of education
a. Primary () b. Secondary() c. Tertiary education() d. Graduate() e. Post graduate education () f. Other (specify)

2. Prevalence of violence (probe for more details and descriptions)

4. What is your understanding of Gender Based Violence (get examples)

5. Which are the common forms of GBV experience by women and girls in this area?

6. Which are the known common forms of violence experienced by women and girls while using public means common in this area?

(Kindly state)

7. What perceived factors influence acts of VAWG and girls public transport?

8. Have you ever been involved in a situation that was demeaning to women and girls?

9. Was the matter reported to the police or other people?
Yes () No ()
If yes kindly elaborate (look for the reasons and how the matter was handled)

If no kindly elaborate why so
10. Do you know anyone who has ever been in a situation demeaning to women and girls?

11. Have you ever witnessed a woman/ girl passenger experience violence while in transit?

12. Have you ever experienced any form of violence while in transit in the common means? (depending on the gender of the respondent)

13. Has someone close to you ever experienced violence in public transport

14. What is your opinion on the prevalence of VAWG in public transport? (probe on levels and why it is prevalent)

3. Service delivery
15. Have you ever reported cases for actions of VAWG and girls while using public transport?

15. What actions were taken?

16. Have you witnessed any perpetrators of GBV in public transport get arrested for violating women? (probe for frequency and actions taken)

17. Have you ever been sensitized on GBV while working as member of the response team?

4. Knowledge on policies and legislation protecting women against violence in public transport
18. Which laws are there to protect women and girls against VAWG in the transport sector?

19. Are the laws followed?

20. Which policies and laws would you want to recommend to be developed?

21. What programs would you propose to be implemented to protect women and girls from experiencing GBV in the public transport?

5. Women participation within the transport sector
19. Do you know of any women who are employees or are employed in the transport sector? If yes in what capacity?

20. Do you think that there should be more women working within the transport industry?

22. What are some of the challenges that women who want to work and invest in the transport industry face?

23. What are some of the opportunities for women in the transport sector?

24. In your opinion, what are some of the measures that can be taken to encourage more women to be more involved within the transport sector?

25. Any other comments.

End Time
Thank you for participating
ASSESSMENT ON THE MAGNITUDE OF VIOLENCE AGAINST WOMEN AND GIRLS IN THE PUBLIC TRANSPORT IN KENYA

2015

Study Conducted By: Women’s Empowerment Link
With Support from: American Jewish World Service

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