



2019 CIVIL SOCIETY ORGANIZATION SUSTAINABILITY INDEX

For Sub-Saharan Africa: Kenya
September 2020



Cover Photo: A group of youth gather at a free WIFI spot to access the internet in Maputo, Mozambique in March 2020. USAID is developing programs in several countries, mainly in Africa, to promote universal internet access. The program enables free access to information for young people who may not have the financial resources to access the internet otherwise, thereby helping them to participate in democratic processes, practice citizenship, and exercise their right to information.

Photo Credit: Gideon Américo Muiambo, representative of the Movement for the Prevention of Crime (MHPC)

This photo was a submission in the 2020 USAID Center of Excellence on Democracy, Human Rights, and Governance photo contest.

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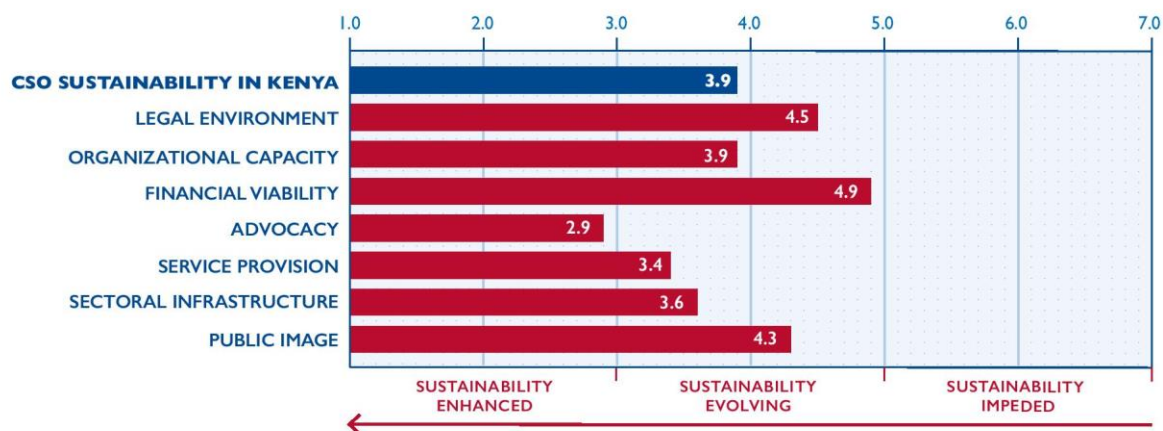
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OVERALL CSO SUSTAINABILITY: 3.9



The year 2019 got off to a poor start in Kenya when al-Shabaab terrorists attacked a hotel and office complex in the capital, Nairobi, on January 15. Twenty-one people were killed, and at least twenty-eight others were injured. Five terrorists were killed during the attack, and the National Police Service prosecuted two other suspects in the High Court. In December, terrorists attacked a bus on the Wajir-Mandera route, killing ten people, including seven police officers.

According to a January 2020 report released by the Independent Policing Oversight Authority (IPOA), a body mandated to provide civilian oversight of the police, 3,200 instances of abuse by police occurred in 2019. The report highlighted that police abuse of civilians is worsening and included extrajudicial killings and enforced disappearances in 2019. The Human Rights Watch World Report 2020 says that security forces killed twenty-one people living in informal settlements, apparently without justification, and used excessive force to disperse protesters on a University of Nairobi campus.

In June 2019, Kenya submitted a report in preparation for its 2020 Universal Periodic Review (UPR), a mechanism of the United Nations Human Rights Council to secure states' commitments to improving their human rights records. The report said that Kenya had implemented several recommendations to secure legal and institutional reforms and civil and political rights, such as establishing more high courts and reducing a backlog of cases. A separate report prepared by the Kenya Stakeholders Coalition on the UPR, whose members include CSOs and the Kenya National Commission on Human Rights, noted that Kenya had yet to implement critical measures to safeguard human rights, such as enacting comprehensive anti-discrimination legislation and bringing legislation such as Media Council Act (2013), Kenya Information and Communications Act (1998), and Computer Misuse and Cybercrimes Act (2018) in line with international norms.

Corruption continued to be a problem in Kenya in 2019. After a major scandal involving questionable payments by government officials to contractors building the Arror and Kimwarer Multi-Purpose Dams in Elgeyo Marakwet County, twenty-six people, including the National Treasury cabinet secretary and principal secretary, were charged with fraud, conspiracy, abuse of office, and lack of proper planning. The suspects were later released on bail, and investigations into the incident were ongoing at the end of the year. The Corruption Perceptions Index published by Transparency International ranked Kenya 137 out of 180 countries in 2019.

In November 2019, the president released a report on the Building Bridges Initiative (BBI), which was launched in 2018 to resolve disputes arising from the contentious 2017 general elections. The BBI task force conducted county- and national-level public consultations on such issues as ending ethnic division, ensuring election safety and security, and dealing with corruption. CSOs submitted recommendations to the task force but were not involved in drafting the report, which had not been made public by the end of the year.

According to the World Bank, Kenya is one of sub-Saharan Africa’s fastest growing economies, with a growth rate of 5.7 percent in 2019. Contributing to the country’s economic expansion are macroeconomic stability, positive investor confidence, and resilient service sector. However, ballooning public-sector labor costs crowded out spending on development projects in key sectors such as education, health, and agriculture in 2019. The World Bank reports that in recent years, Kenya has met some important development targets, including reduced child mortality, nearly universal primary school enrolment, and narrowed gender gaps in education.

CSOs’ overall sustainability was stable in 2019. CSO advocacy was slightly stronger as most advocacy organizations successfully adopted a “working more with less” approach, which enabled them to achieve significant results despite declines in funding and the departure of key employees. CSOs’ financial viability was slightly weaker as several prominent organizations closed because of funding shortfalls. Other dimensions of sustainability were unchanged.

For the first time in 2019, the Non-Governmental Organizations (NGO) Coordination Board undertook a survey to establish the total number of CSOs registered under the NGO Act. The agency announced a cumulative total of 11,262 organizations registered between financial years 2009–10 and 2018–19. The board reported that it registered 77 national and 21 international NGOs in 2018–19. Of the 8,893 CSOs presumed to be active in 2019, only 3,028 organizations, or 34 percent, filed annual reports in 2018–19. More than 300,000 community-based organizations (CBOs) were registered as residential association in 2013, the last year for which data are available. No information is available on the number of CSOs registered as companies limited by guarantee, societies, or trusts.

LEGAL ENVIRONMENT: 4.5



The legal environment for CSOs did not change in 2019. Organizations continued to register under the NGO Act No. 19 (1990), Companies Act (2017), Societies Act (2012), or Chapter 164 of the Laws of Kenya governing trusts. CSOs that register as companies limited by guarantee, including many service-providing institutions, such as schools and health-care organizations, find the process comparatively fast and easy, requiring only a decision of the company board, followed by approval by the registrar of companies. Registration as an NGO, society, or trust is more bureaucratic. CSOs registering as societies, which include clubs and other associations of ten or more persons, must file their applications with the Registrar of Societies within twenty-eight days of their formation. Registration as a trust, which holds and manages assets for the benefit of others, requires the

preparation of a trust deed, which is submitted for stamp duty and then filed with the Registry of Documents. Organizations registering as NGOs, which work in areas such as health, relief, agriculture, and education and are the most visible type of organization, must complete name searches before filing their applications and supporting documents with the NGO Coordination Board, which has one month to process the registration. CBOs register with the Department of Gender and Social Services in the location in which they will operate.

CSOs seeking to register as NGOs continued to experience delays in 2019, in part because officials with the NGO Coordination Board imposed procedures that were not clearly posted on its website. Some organizations that had initiated the registration process in 2018 were still trying to fulfill registration requirements in 2019. Registration can be rejected if an organization is judged to have provided false information or its activities do not serve the national interest. The NGO Coordination Board may deregister organizations that violate the NGO Act or fail to fulfill regulations or the conditions of their registration. No NGO was deregistered in 2018–19. In 2019, the NGO Coordination Board reported that it had deregistered 2,468 NGOs since its inception in 1992.

In 2019, little progress was made in harmonizing the legal framework for NGOs with the Public Benefits Organization (PBO) Act (2013), which has yet to be implemented despite two court orders that the government

do so. The PBO Act would replace the NGO Act and create a more enabling legal environment for NGOs by introducing an independent regulator, mandatory government support, and high standards of governance and management through self-regulation. Consultations between the government and CSOs about the PBO Act were stalled in 2019, and its implementation remained in limbo. Stakeholders attributed the impasse in part to the government's efforts to maintain control of civic space. The NGO Coordination Board has yet to call for the government to implement the PBO Act.

CSOs are free to debate issues of national importance, and they have access to information under the Access to Information Act No. 3 (2016). However, major concerns arose over the government's unwillingness to protect the rule of law in 2019, especially after it defied several court orders related to political activists. In a prominent case, the activist Miguna Miguna was unable to return to Kenya despite a court ruling that his deportation was unconstitutional and the authorities should return his passport and allow him to re-enter the country. Miguna had been forcefully sent into exile in 2018 on charges of violating the Kenya Citizenship and Immigration Act of 2011 when he acquired a Canadian passport in 1988.

In 2019, under the Tax Base Expansion program, the Kenya Revenue Authority continued to examine tax returns previously submitted by CSOs to ensure that they complied with relevant laws. NGOs may apply for tax exemptions from the National Treasury, but the process is burdensome, and NGOs are sometimes reluctant to open their financial records to scrutiny. Some CSOs providing medical, education, religious, and social welfare services for free or below normal cost were able to obtain certain tax exemptions in 2019. CSOs in other fields were less likely to attempt to obtain exemptions. Individuals and institutions that support CSOs do not receive tax benefits. CSOs are generally obliged to pay value-added tax and pay-as-you-earn tax for employees.

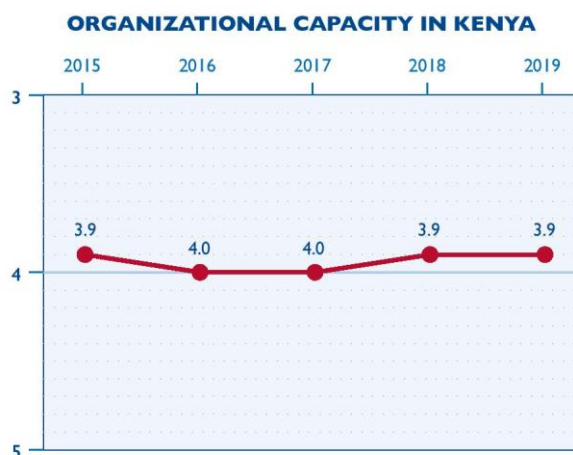
CSOs are legally allowed to bid for government contracts. However, they are usually reluctant to do so because of the prevailing culture of "tenderpreneurship," which requires them to offer bribes. CSOs are also unwilling to bid for government contracts for fear of damaging their reputations. CSOs may accept foreign funding without prior permission from the government, although the government scrutinizes funding sources to ensure that they do not support terrorism or money laundering. CSOs may undertake income-generating activities to sustain themselves.

There are few lawyers in Kenya who specialize in CSO-related laws, mainly because most CSOs cannot afford to pay their fees. CSOs have access to several free legal resources. The private law firm Oraro and Company has posted a simplified interpretation of the PBO Act online, and the TripleOK Law firm offers an interpretation of the Cyber Crimes Law on its website. The CSOs Kituo cha Sheria and International Federation of Women Lawyers provide free legal advice to the public, including CSOs.

ORGANIZATIONAL CAPACITY: 3.9

There was no change in CSOs' organizational capacity in 2019. National-level CSOs tend to have more capacity, particularly in research and advocacy, than organizations operating at the county level. A number of national-level CSOs include capacity building in their projects targeting county CSOs working in areas such as advocacy, policy review, and budget analysis.

Many CSOs incorporated consultations with stakeholders into their strategic objectives and project results in 2019. CSOs often sought to promote "downstream" public participation at the same time that they pursued "upstream" influence with policy makers. For example, the Consumer Unity and Trust Society (CUTS) Nairobi implemented programs in cooperation with national and county multi-stakeholder forums, known as reference groups, which include government officials, donors, businesspeople, community- and faith-based organizations, and special-interest groups. For the last three years, the International Institute for Legislative Affairs has worked with county assembly members and other CSOs to formulate legislation to limit tobacco use.



However, the management of stakeholder expectations remained a challenge for CSOs in 2019, especially as stakeholders often participate in their activities only if they are offered daily stipends.

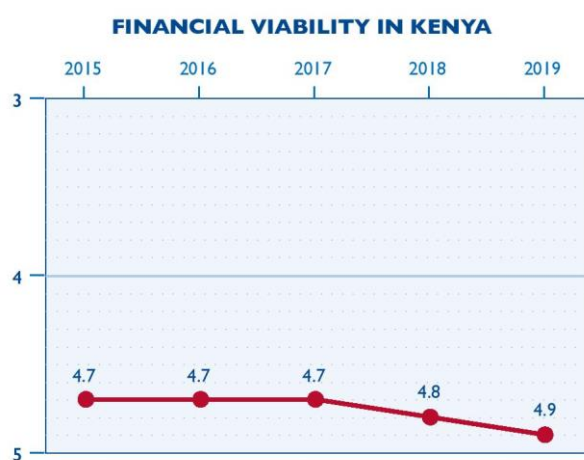
CSOs generally have strategic plans with clearly defined visions. The Tax Justice Network Africa (TJNA), for example, has a strategic plan for 2018–21, which it used in 2019 to inform its efforts to build constituencies on issues related to public finance and double taxation. CSOs' implementation of strategic plans is usually dependent on funding. Some organizations develop strategic plans to fulfill donor requirements, although their implementation is not guaranteed. CSOs can find it difficult to link donor-funded projects to their organizational goals and objectives. The Kenya Correspondents Association (KCA) noted that the poor environment for service contracting in 2019 forced it to take on new projects that rendered implementation of its strategic plan impracticable. CUTS Nairobi and the Institute of Economic Affairs (IEA) coped with a similar challenge by breaking implementation of their strategic plans into phases, in which they work on short-term projects that fit into the overall strategic approach. Measuring the achievement of strategic objectives continued to be difficult for policy and advocacy CSOs in 2019, since their work often lacks concrete results, and few of these organizations have monitoring and evaluation departments.

Most CSOs have defined internal structures such as boards of directors and secretariats. Some CSOs have functioning boards that understand their roles, hold regular meetings, and work alongside staff, which also have clearly defined responsibilities. Other organizations function less formally, especially if the core staff consists solely of an executive director and a consultant. Board members are often inactive and do not stay abreast of organizational issues. Board oversight is compromised in organizations in which board members have been handpicked by the founder, who may serve as the executive director or a board member. Founders are sometimes unwilling to give up control even after leaving their organizations. They may, for example, continue to make hiring decisions, thereby undermining the authority of senior management and potentially damaging the quality of the organizations' work.

Although CSOs usually have good human resource manuals, staff retention is a challenge, since staff often leave for better-paying jobs with other CSOs or county governments. Most organizations employ staff on a contractual basis, with contract renewal subject to available funding. If CSOs are unable to retain staff when a project ends, the remaining employees are often forced to take on additional duties. Some organizations do not provide staff with clear terms of reference and require them to assume multiple functions, such as project management, data entry, and monitoring and evaluation. Some CSOs engage unpaid interns for the duration of a particular project.

CSOs are increasingly dependent on the internet. Some organizations are able to invest in technology, while others are prevented from doing so by inadequate financial resources. Most donors do not provide funding for equipment such as computers, projectors, or even supplies. If provided by donors, equipment must usually be returned when a project ends unless a different arrangement has been negotiated.

FINANCIAL VIABILITY: 4.9



CSOs' financial viability was mixed but overall deteriorated slightly in 2019. On the one hand, funding for NGOs operating under the NGO Act increased by 8 percent in the 2018–19 financial year, according to the 2019 survey of the NGO Coordination Board. NGOs received 88 percent of their funds from sources outside of Kenya, 11 percent from local sources, and less than 2 percent from income-generating activities, such as rentals or consultancy services. On the other hand, prominent CSOs, such as the Institute for Education in Democracy and the international organization Action for Cooperation in Research and Development, had to close their Nairobi offices in 2019, in part because of financial difficulties. The Parliamentary Initiative Network, a network funded by CSOs working on parliamentary issues and hosted by IEA–Kenya, also closed, and some

of its work was taken over by the African Parliamentarians Network Against Corruption (APNAC). Other CSOs, such as Africa Policy Research Institute, International Institute for Legislative Affairs, Eco News Africa, and TJNA, experienced fiercer competition for financial resources, especially as bilateral donors such as the governments of Sweden, Denmark, and Canada increasingly offered service contracts to individuals and organizations rather than funding CSOs directly.

Most CSOs continued to rely on foreign funding from donors such as the European Union, Danish International Development Agency, and USAID in 2019. Donors preferred to fund short-term projects, mainly in the areas of devolution, citizen engagement, and accountability. For example, the International Budget Partnership, a U.S. organization funded by the Bill and Melinda Gates Foundation, William and Flora Hewlett Foundation, and Ford Foundation, supported projects fostering participatory public budgeting in 2019. In other sectors, according to the NGO Board, PATH funded projects in health care, the Center for Health Solutions funded projects related to HIV/AIDS, the African Academy for Sciences supported educational projects, Give Direct and World Vision supported relief and disaster management, and Compassion International and Christian UK Aid supported projects related to children. Some development partners used individual consultants rather than CSOs to offer technical support and capacity building to government officials. Obtaining core financial support remained a challenge.

Among local donors, the Uraia Trust provided grants to CSOs working on social accountability and civic education in 2019. The Uraia Trust benefits from a basket fund supported by the United Kingdom's Department for International Development, Diakonia, the governments of Finland and the Netherlands, and other donors.

Although they are free to bid on government tenders, most CSOs prefer not to risk their public reputations by working with the government. In addition, CSOs are often requested to pay bribes to secure government contracts. As a result, few CSOs sought government funding in 2019.

Although not common, CSOs raised funds and generated income in diverse ways in 2019. Some CSOs earned income by offering consulting services in areas such as training and research. The Yetu initiative, co-funded by the Aga Khan Foundation and USAID, helped organizations raise cash and materials through crowd sourcing in 2019. For example, Vijana Amani Pamoja raised approximately KES 875,000 (about \$8,200) to provide education and health care to adolescent girls, and Tumaini Innovation Center raised enough money to provide technical and vocational training to street youth. CSOs report that local philanthropy is generally more forthcoming for educational and health-care projects, which provide tangible results. CSOs have a harder time raising funds for advocacy, policy, and legislative work. Communities also donated land, time, and labor to CSOs. KCA benefited from the free use of venues, particularly in Migori County, thanks to the visibility of its work in local communities.

Many CSOs have good financial management practices and keep adequate records of their financial activities, especially if required by donors. NGOs that receive or spend more than KES 1 million (approximately \$9,300) are required to file audited accounts with the NGO Board. According to the NGO Board, the rate of compliance with this requirement was 83 percent in 2019, up from 80 per cent the previous year.

ADVOCACY: 2.9

CSO advocacy was slightly stronger in 2019. Most advocacy CSOs successfully adopted a “working more with less” approach, which enabled them to achieve significant results despite declines in funding and the departure of key employees.

CSOs' cooperation with the government strengthened in 2019, especially at the county level, as county governments included CSOs in various committees on an ad hoc basis, thus enabling them to influence key decision-making processes. For example, the government of Nakuru County invited CUTS to participate in its committee on the dairy sub-sector. CUTS also worked closely with the Bomet and Homa Bay county assemblies on renewable energy policies. Caritas International continued to be a strong partner on both development and advocacy in Turkana County and acted as an important channel for other CSOs aiming to work effectively with the county government.

Organizations working on social audits and citizen scorecards undertook advocacy in county-level health-care, water, and educational sectors in 2019. For example, the Center for Transformational Leadership engaged with the county health management team to improve health-care services in Nakuru county. The CSO hosted a breakfast meeting with members of the county health management team to obtain buy-in for the development of community

scorecards for health-care service delivery. The team requested training on the scorecard process, and a social accountability implementation committee was established to oversee implementation of the scorecard initiative.

Also on the county level, the Institute of Social Accountability (TISA) worked on open contracting with the government of Elgeyo Marakwet County, which has signed onto the Open Governance Partnership to promote transparency and accountability in governance. The Baringo County CSO Network cooperated with the county government on participatory governance in budgeting, public finance, and public service delivery. The Center for Enhancing Democracy and Good Governance (CEDGG) worked with the Commission on

Administrative Justice, Kenya National Commission on Human Rights, and Ethics and Anti-Corruption Commission as community resource persons in Baringo and Nakuru counties on the mandate of these oversight bodies and ways in which citizens can engage with them to seek redress on issues related to service delivery, human rights, and governance. Following CEDGG's work on social accountability in Nakuru County, the county government improved noticeably its publication of budget information and adherence to public finance regulations.

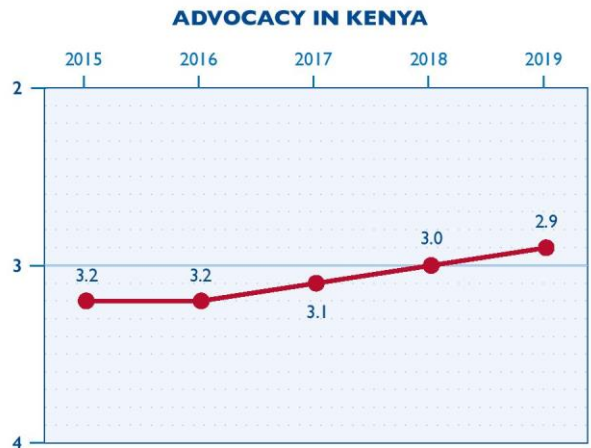
On the national level, some CSOs undertook a more collaborative approach than in previous years to working with government bodies. The Julisha campaign, led by TISA in partnership with Article 19, CEDGG, and other CSOs, influenced the Commission on Administrative Justice to issue a circular on the implementation of the Access to Information Act. After the Health Rights Advocacy Forum championed the need to review Kenya's Mental Health Act (1989), the national government created a task force in 2019 to study the issue. Oxfam International worked with the Kenya National Chamber of Commerce and Industry, Center for International Private Enterprise, and Kenya Private Sector Alliance to ensure public participation in the drafting of new regulations to promote trade. IEA hosted public discussions and shared policy recommendations on the regulation of alcohol, leasing of medical equipment to county hospitals, and public debt.

The 2019 Kenya Population and Housing Census conducted by the National Bureau of Statistics recognized intersex individuals for the first time. This milestone was the result of a petition submitted to the National Assembly in 2017 by the Intersex Persons Society of Kenya, an organization created by the county government of Nairobi. The Cradle Children's Foundation, International Development Law Organization, Open Society Initiative of Eastern Africa, and other CSOs contributed to this effort.

CSOs increasingly used public-interest litigation as their preferred advocacy strategy in 2019. For example, TJNA litigated successfully to challenge the constitutionality of a double-taxation agreement between Kenya and Mauritius. This was a win for the tax justice campaigners seeking to ensure transparency in bilateral tax treaties. In other advocacy action, consumer groups came together and pooled resources to issue a joint press statement on mercury in sugar.

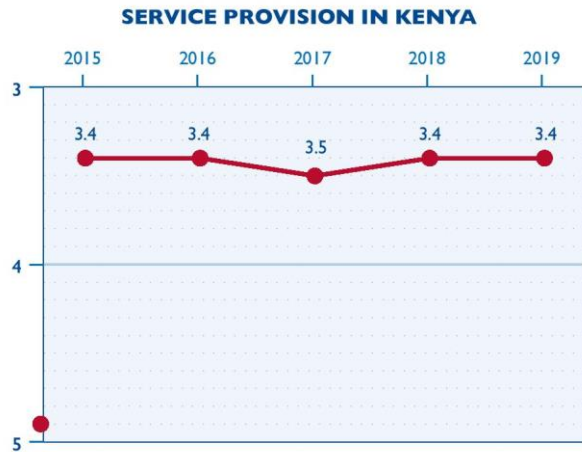
Kenyan CSOs increasingly used online media platforms, such as Twitter, YouTube, and Facebook, to share their work and engage on policy issues in 2019. For example, the Kenya Human Rights Commission (KHRC) used social media to encourage the protection of whistle blowers against lawsuits and vilification. TISA relied on social media to engage stakeholders on the issue of revenue division between the national and county governments. The growth of county-based media enhanced advocacy by CSOs operating at the county level.

CSOs made a few efforts to reform the legal framework affecting their work in 2019. USAID's Safeguarding Democratic Space in Kenya (SADES-K) program supported the Poverty Eradication Network (PEN) as it pushed for commencement of the PBO Act. PEN's efforts included working with CSOs and networks and convening regional and national-level forums to advocate for implementation of the PBO Act. PEN also established and strengthened six PBO networks and worked with the NGO Coordination Board to finalize PBO rules and regulations. In addition, the Kenya Community Development Foundation (KCDF) and other organizations in the philanthropic sector have been pursuing an enabling legal framework that can facilitate efforts to mobilize and



preserve resources and other assets for the public good in a flexible, accountable, sustainable, and secure manner. In 2019, their efforts were directed towards pursuing amendments to the Trust Law.

SERVICE PROVISION: 3.4



There was no change in CSOs' service provision in 2019. Kenyan CSO provide services in sectors ranging from emergency and relief assistance, water, health, education, and agriculture to governance, gender, and human rights.

Kenyan CSOs work closely with local communities to meet their needs. For example, in 2019, Rural Women Peace Link (RWPL) in Uasin Gishu County built the capacity of women to participate in leadership and governance by strengthening their knowledge of the Kenyan Constitution, Bills of Rights, and National Action Plan. These efforts enabled women to engage meaningfully and, in particular, champion women's rights in county peace committees, mediation platforms, and gender technical working groups. RWPL also collaborated with local women to establish a platform to

mentor young women leaders and offered training, legal advice, mentorship, and other services to improve the livelihoods of women and youth in Uasin Gishu County. CSOs funded by the Uraia Trust implemented several social accountability initiatives in 2019, including social audit and community scorecards. Caritas had a strong presence in in Tharaka-Nithi County, particularly the Igamba Ngombe area, where it supported livelihoods in local communities. ActionAid Kenya and Sauti Ya Wanawake launched a rescue center in Magarini Constituency, Kilifi County, to help teenaged mothers develop sustainable livelihoods.

CSOs often share their research and publications with wide audiences. For example, in partnership with IEA, CEDGG tracks expenditures by the Baringo County educational bursary fund and shares its findings with the county assembly. The International Budget Partnership and Uraia Trust conduct research on budget expenditure tracking and social accountability in public spending and distribute their results to a range of stakeholders. In collaboration with the Dutch CSO SNV, Consumer Downtown Association, Kenya Consumer Protection Advisory Committee, and other organizations, CUTS disseminated a research report on food safety awareness for consumers.

CSOs usually offer their services free of charge, since they are funded by donors. Most CSOs are not involved in income-generating activities or, if they are, raise only small amounts that are insufficient to meet their financial needs.

Governments at the national and county levels often commend CSOs on their implementation of programs that contribute to government objectives, such as public education and service provision. For example, the Supreme Audit Institution in the Office of the Auditor General demonstrated appreciation of CSOs' work on accountability by partnering with them during the development and launch of the Citizen Accountability Audit Engagement Framework in 2019. On several occasions in 2019, the president rallied CSOs and other stakeholders to help address the challenge of corruption and raise awareness of the BBI report.

SECTORAL INFRASTRUCTURE: 3.6

CSOs' sectoral infrastructure was stable in 2019. Because of limited financial resources and competing needs, there were no new infrastructural improvements.

CSOs with established resource centers maintained them throughout the year. Functioning centers included the KHRC Ndula Center in Kiambu County, which focuses on human rights; Mapaka Center in Makueni County, which offers legal services and internet access; and the KCA center for journalists in Kisumu County.

The main local grantmakers in Kenya are the Uraia Trust, which sub-grants international funding for projects on social accountability and civic education, and the Yetu initiative of the Aga Khan Foundation and USAID, which strengthens CSOs by supporting local fundraising and citizen empowerment.

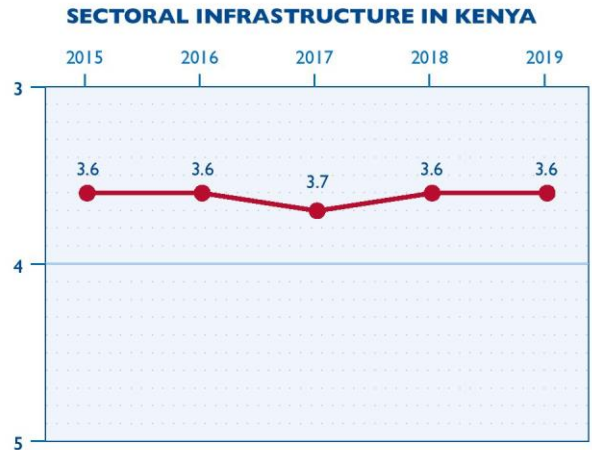
Existing CSO networks and coalitions continued to function in 2019. They usually unite members sharing common objectives, so they can achieve greater impact through joint programming. For example, the Police Reform Coalition in Western Kenya coordinated joint projects, and the Social Justice Center working group brought together CSOs working on social justice at the local level. However, coalition effectiveness and sustainability was sometimes a challenge in 2019, as members often competed with each other for the same resources and power imbalances disrupted joint decision making.

For example, during the implementation of joint projects, smaller, less-established organizations in the Kenya Water Sector Network sometimes felt left out because larger partners tended to dominate. In 2019, USAID announced a program to involve CSOs in the formation of local development organizations, or umbrella organizations representing CSOs and businesses at the county level that can serve as a collective voice for local citizens.

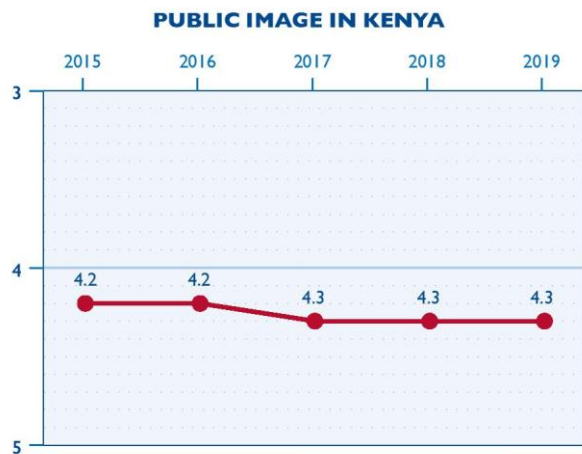
CSOs had access to training in citizen engagement, budgeting, social accountability tools, and other areas in 2019. County-based CSOs grantees of the Uraia Trust received training on social accountability from previous grantees. The Uraia Trust and International Budget Partnerships trained staff from local CSOs across the county so that they could train other members of their networks on budget analysis. Training from the private sector remained expensive for CSOs. Strathmore University offers courses on management and entrepreneurship to clients from all sectors, but the courses are beyond the financial reach of most CSOs, especially since donors do not usually allow their resources to be used on seminars.

Intersectoral partnerships continued to be active in 2019. National and county government entities engaged with CSOs on policy issues and in governance processes such as development planning and budgeting. For example, CEDGG collaborated with the governments of Laikipia, Baringo, Nakuru, Kericho, and Elgeyo Marakwet counties on a study on county support to social accountability and organized a peer learning forum with county officials on issues emerging from the study. The Nakuru County CSO Forum and the county government signed an agreement to work together to improve service delivery through civic education and engagement, policy formulation and implementation, joint performance management, and resource mobilization. Several CSOs provided capacity building to government officials. The Africa Policy Research Institute Limited offered technical support on public financial management systems to Wajir County officials, and APNAC continued to provide support to the parliament on anti-corruption issues.

The media provided services to the government and CSOs in areas such as polio campaigns and media engagement. Among CSOs' partnerships with the business sector, Asante Africa Foundation, an international CSO, worked in collaboration with the Safaricom Foundation to support girls' empowerment. The Coca Cola Foundation provided a grant to a grassroots movement, Shining Hope for Communities, to develop entrepreneurship opportunities for women in urban slums.



PUBLIC IMAGE: 4.3



CSOs' public image was unchanged in 2019. Media coverage of CSOs in Kenya varies. While the social issues raised by CSOs are important, the media do not generally view them as suitable content for their short news clips, which usually deal with sensational or political topics. For example, CUTS was unable to secure widespread coverage of its launch of research on trade issues. CSOs usually find it easier to secure coverage of demonstrations or events in which senior government officials and politicians take part, such as the opening of a rescue center for teenaged mothers supported by ActionAid Kenya and Sauti Ya Wanawake, which was attended by local members of parliament, the county executive committee member for culture and social services, and two members of the county assembly. Live television shows sometimes invite CSO representatives

to offer expert opinions on issues such as health care, agriculture, economics, and public accountability. This is particularly true of local media, which have grown in recent years and regard CSOs as key partners in content development.

Local community members recognize that CSOs are valuable partners. In Tharaka-Nithi and Samburu counties, for example, Caritas is viewed favorably because of its livelihood activities, and Fair Trade is highly regarded by marginalized groups and people with disabilities thanks to its advocacy for ethical trade practices and the eradication of child labor in coffee and tea production. The public is occasionally hostile towards CSOs, especially if there is lack of adequate information about their activities. For example, field interviews revealed that when Give Directly operated a cash transfer program to improve the livelihoods of poor citizens, local populations in sections of Kisumu and Siaya counties, where the program did not operate, viewed Give Directly with suspicion and associated the receipt of its money with bad luck.

County governments across the country appreciate CSOs and their efforts to improve governance and services in local communities. The member of parliament of Marafa in Kilifi County commended ActionAid Kenya and Sauti Ya Wanawake Magarini for developing a resource and protection center for young mothers in the settlement. However, public officials sometimes view organizations that undertake work on transparency, accountability, and human rights as antagonistic.

According to media practitioners such as KCA, CSOs have yet to understand the dynamics of working with journalists or creating partnerships with the media. CSOs' packaging of information contributes to their lack of coverage, since they do not produce the concise summaries that journalists need to help them understand their work. Some CSOs have captured media attention through press briefings, press releases, and invitations to government officials and politicians to attend their events. Muslims for Human Rights has created its own media channel and uploads videos of its events to YouTube, Instagram, Twitter, and Facebook. The Institute of Social Accountability, Institute of Public Finance, and Integrated Development Facility in Homabay County also use social media platforms to disseminate information and engage stakeholders.

While some CSOs produce annual reports of their activities and finances and post them on their websites, the online reports are often outdated. International CSOs such as Asante Africa Foundation tend to produce more accurate reports in line with donor requirements. Many larger CSOs in Kenya develop their own codes of conduct. Local CSOs rarely have codes of ethics per se and instead spell out their core values to guide their professional conduct.

Disclaimer: The opinions expressed herein are those of the panelists and other project researchers and do not necessarily reflect the views of USAID or FHI 360.

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