INFORMATION FOR POVERTY ALLEVIATION AMONG THE URBAN POOR: A CASE STUDY OF RHONDA SLUMS IN NAKURU MUNICIPALITY, KENYA

BY

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A THESIS SUBMITTED TO THE SCHOOL OF INFORMATION SCIENCES IN PARTIAL FULFILLMENT OF THE REQUIREMENT OF THE DEGREE OF MASTER OF PHILOSOPHY IN INFORMATION SCIENCES (LIBRARY AND INFORMATION STUDIES)

SCHOOL OF INFORMATION SCIENCES

MOI UNIVERSITY

NOVEMBER, 2012

DECLARATION

Declaration by candidate

This thesis is my original work and has not been presented for a degree or diploma in any other university.

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This thesis is the candidate's work and has been prepared with our guidance and assistance; it has been submitted with our approval as official University Supervisors.

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ABSTRACT

Urban poverty in Kenya has been associated with migration of rural poor to urban areas in search of better living standards. In Nakuru, these immigrants end up in Rhonda slums where they face high poverty levels. Poverty here has been partly linked with lack of access to information. This study sought to investigate how improved access to information could alleviate poverty in Rhonda slums with a view of developing a model that can be adopted. The specific objectives of the study were to; examine the information needs of Rhonda slums dwellers, establish their information sources, examine the hindrances to access of information and suggest possible solutions. The study adopted the case study method. Bradshaw's economic, political and social distortion theory, Sense-making theory by Brenda Dervin, and Ganokendra model for poverty alleviation were used. Data was collected in Rhonda slums, Nakuru from eighty (80) community members, five (5) administrative leaders and thirteen (13) service providers. Interview schedule was used to collect data. Qualitative and quantitative techniques were used to collect data which was consequently analyzed thematically. The finding of the study was that Rhonda slums dwellers can alleviate poverty if access to information that can enable them perfect the economic activities they engage in is provided. In conclusion, Rhonda slums dwellers do not access relevant and timely information that can help them alleviate poverty as the information sources are either inadequate or inaccessible. This study recommends that the policy makers together with information workers should understand Rhonda slums dwellers' information needs and develop a well coordinated and accessible information distribution structure with relevant and timely information for the community.

DEDICATION

To my husband Levi Mugalavai

and daughters

Lyn Kavulavu, Viona Muleke and Cynthia Chamwada

ACKNOWLEDGEMENTS

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LIST OF ACRONYMS

ASAL   Arid and Semi Arid Land

BMA   Business member Associations

CDF   Constituency Development Fund

EBP   Education Bursary Programme

ECD   Early Childhood Development

EDSPMH   Essential Drugs Supply Programme of the Ministry of Health

GoK   Government of Kenya

HIV/AIDS   Human   Immunodeficiency   Virus/Acute   Immune   Deficiency
Syndrome

ICTs   Information Communication Technologies

IFI   International Financial Institutions

IMF   International Monetary Fund

KCB   Kenya Commercial Bank

MDGs   Millennium Development Goals

MSEP   Micro and Small Enterprises Programme

MSMEs   Micro, Small and Medium Enterprices

NGO   Non Governmental Organization

NPEP   National poverty eradication plan

NWDF   National Women Development Fund

NYDF   National Youth Development Fund

OECD   Organization for Economic Cooperation and Development

PAIKS   Poverty Alleviation Information and Knowledge System

PPP   Purchasing Power Parity

PRSP   Poverty Reduction Strategy Paper

SCF	Street Children's Fund
SFP	School Feeding Programme
SIDA	Swedish International Development Agency
SSA	Sub-Sahara Africa
TV	Television
TVET	Technical and Vocational Education and Training
UN	United Nations
UNDP	United Nations Development Programme
USDPNCC	Urban Slums Development Project of the Nairobi City Commission
WSSD	World Summit on Sustainable Development

CHAPTER ONE

INTRODUCTION

1.1 Introduction to the study

The war on poverty is a global priority and challenge. Poor people suffer physical pain that comes with too little food and long hours of work. It brings emotional pain that stems from the daily humiliations of dependency and lack of power and the moral pain of being forced to make choices as to whether to spend the limited funds to save a life of an ill family member or to use the funds to feed starving children. The poor live in undesirable conditions that have made researchers develop interest in establishing why such conditions have persisted among them. The question is why the poor should remain in so much pain yet they are not lazy, stupid or corrupt. Probably, it is because they have information, knowledge and communication needs as all people do, but they are often unable to access this need.

The poor are not just deprived of basic needs. They also lack access to information that is very important to their day to day lives; information about market prices for the goods they produce, about health, about how their governments work and about the institutions of their governments. They lack access to knowledge, education and skills development. They lack access to information about income generating opportunities. Although information and knowledge are the most important needs of economic and social interaction, the poor are unable to meet them due to several constraints.

Many institutions are questioning why poverty is worsening despite all the efforts and energy put into projects to fight against it. Armstrong (2011) asked why even the international commitments have not achieved greater results in the war on poverty. Is it because our preconceptions are off the mark? Do we understand the information needs of the poor well? Poverty has continued to be persistent, stubborn and intolerable. Extreme poverty ravages the lives of one (1) in every four (4) people in the developing world (OECD, 2001).

Information needs of the poor must be understood followed by effective strategies that will facilitate access to the sources of the information they need. This is based on clear concepts and approaches that are practical and have been successful elsewhere. It is understood that urban poor people need information and knowledge to positively impact on their livelihoods. Different ways of understanding poverty leads to different ways of dealing with it. However, a common and clear understanding of poverty links causes of poverty in each setting with inability to do things right. Perfection and effectiveness can only be achieved when one can access the information that will enable him or her gain the knowledge and skill on the tasks he or she executes.

1.2　　Background information

There is a notable difference in distribution of urban facilities whereby the advantages of information on urban social amenities that include schools, health centres and public services such as roads, water, electricity, security are questionable among the urban poor. The 2009 Kenya Economic survey shows that urban non poor have higher literacy level (88%) while urban poor literacy level is low (72%).

In this Economic Survey, the literacy levels among the slum dwellers are lower compared to non poor in Nakuru municipality (90% vs. 97%).

1.2.1 Indicators of information gaps among the poor

Larger households are more visible among the poor numbering 8-12; an indication that there are more dependants relative to those who can work (Kimalu, et al., 2002). This is supported by the high fertility rate among the urban poor (4% vs. 3%) in comparison to the urban non poor as reported by Kenya 2009 Economic Survey. An overwhelming majority of the poor cannot afford private health care (76% rural and 81% urban) and rely on public health facilities. However, 20% of the urban poor and 8% rural poor found even public health charges unaffordable. During delivery of new born babies, only 37% of the poor mothers gave birth in hospitals compared to 58% of the non poor. This reflects the extent of poverty caused by inability to access information on facilities necessary for well being. Men are usually casual labourers; mainly constructors with daily pay of two hundred and five hundred Kenya shillings depending on one's experience. Unemployment and low levels of income are among key distinguishing features of poverty.

Although availability of clean and safe water supply is a basic indicator of human development, Kenya Interim Poverty Reduction Strategy Paper 2000-2003 reports that urban poor live in slums and lack basic infrastructure and information on social amenities including pipe borne water. Further, another report reveals that their access to education is severely hampered and they lack facilities like information centres and libraries where they can access information. They have no regular work leading to illicit income generating activities like hawking without license, brewing

prohibited beer, prostitution, drug abuse and today's bicycle and three passenger capacity taxi and motorcycle transporters. This mode of transport does not make it easy for one to know genuine transport providers from the non genuine ones (Kenya Commercial Bank, 2009).

1.2.2 United Nations' information distribution strategies

Based on the alarming poverty level, the UN passed a decree that focus should be created in national development plans and budgets on investments in human capital with special policies and programmes directed at rural areas, the urban poor, women and children. The UN emphasized on empowering the target groups and developing sustainability by promoting mechanisms that allow sharing of experiences and knowledge, and also establishment of community based learning centres for capacity building and sustainable development (Sachs, 2005). These strategies were directed towards providing information that can be used by the poor in order to alleviate poverty.

1.2.3 Relationship between information and poverty

Rajput (2009) found that poverty persists among a population that does not do right what can make a difference in their lives. Information determines one's worth and the more information one possesses the greater the successes. This means that the amount of information one has determines the quality of activities he or she is engaged in to better his or her life. Accordingly, since information is a resource, then those who are poor do not get access to information that will enable them get what they need to perfect their day to day activities (Nyariki, 2005).

Urban slum growth is outpacing urban growth by a big margin. In 2005, one of the three urban dwellers (approximately 1 billion) was living in slum condition, a situation tagged to lack of access to information. Sub-Sahara Africa (SSA) is one of the poorest regions in the world. By 2005, the poverty incidences reached an alarming rate of 46.4% of the total population. In Asia, South Asia is one of the worst hit areas. About 32 % of the people in South Asia have seen a rapid decline of poverty during the last three decades as a result of improved access to information. Access to education, skill development and training programmes reduced the incidence of poverty in Asian countries (World Bank, 2008).

1.2.4 Poverty caused by lack of information

Urban poverty in Asia and Africa provides evidence of lack of basic infrastructures, lack of literacy and income generating skills and lack of finance for self employment or for starting a small business enterprise. Urban information poverty is a major challenge for policy makers because as the urban population is growing so is the urban poverty.

The most important finding from the earlier studies is that poor people know that they are poor because they are unable to control access to information on basic services such as health, education, water and extension advice (Sachs, 2005; Nyariki, 2005; Rajput, 2009). They cannot satisfy basic needs such as food, shelter and clothing. It is even clear that poor people think that it is desirable and possible to move from their hopeless situation. Inadequate access to information related to credit for investment has been identified as a hindrance to healthy life (Devarajan & Reinikka, 2005).

Armstrong (2011) found poor international governance especially in war torn and post conflict countries to be one of the causes of global poverty. In such areas, it is the poor who are engaged in physical fighting and in the end suffer the consequences more than anybody else. This raises the question as to whether the poor have knowledge of how war has impacted negatively on those who have engaged in it before.

To support Armstrong (2011), majority of the poor feel that their potential to move from poverty to average conditions is hindered by declining infrastructures and government (service) institutions, lack of income earning opportunities and political unrest. The poor feel left out of the decision-making, political economic and even social processes (Devrajan & Reinikka, 2005; Shah, 2010). The poor can avoid such circumstances if they access information about the processes involved in demanding for the infrastructures and the services that their governments are compelled to provide.

Sachs (2005) visited Kenyan villages in Sondu, (Nyanza Province) and found that among the villagers, only one quarter of farmers used new technologies and modern methods in their farming practice. The low productivity of farming was due to many factors including:

- Lack of information, knowledge and skills related to modern farming and
- Lack of knowledge on finance to introduce new technology.

Based on these findings, it shows that the poor did not have access to information on how to gain skills on modern farming technologies and also, they did not know

where such information can be accessed. For example in Kenya, there are a number of farmers training Colleges (FTCs), usually attached to Agricultural Training Institutes. Such colleges are supposed to train farmers on modern and any other emerging farming technologies. It is unfortunate to note that even though such colleges are funded by the taxpayer, they (taxpayers) particularly the poor do not know of their existence and what kind of information they provide. This is against Agenda 21 principle of United Nations Conference that took place in Hangzhou, China in1996. This principal calls for each State to facilitate wide access to information for each individual in addressing poverty alleviation.

Sondu villagers did not know how they could get funding for the modern farming. In Kenya, Agricultural Finance Corporation (AFC) is a government institution that provides credit facilities to the farmers. When farmers in Kenya state that they lack financial support for farming, it is an indication that they are not aware of existence of such organization. There are other structures in place like "One acre plan" that finances farmers and other government support units that provide free seeds to the farmers. However, the poor do not either know how to access these facilities or the said facilities are not found within their reach (Kimalu et al., 2002).

1.2.5 Some desired avenues by the poor to information on modern technologies

Sachs (2005) found the poor ready and eager to be empowered by increased information and technical knowledge. He found that vocational and technical education and training could help them to learn modern methods of farming such as using improved harrows, using improved fertilizers and pesticides while vocational skills like computer literacy and Internet could be used for the collection of

information. They needed basic information on infrastructural maintenance skills in carpentry, plumbing and other locally relevant skills to empower them. In Sondu, the villagers with the visiting UN team identified big five information needs as follows:

- Access to information on education and training

- Access to information on agricultural inputs and how they can be used

- Access to information related to basic health facilities

- Information on investment in power, transport and communication

- Information on safe drinking water and sanitation.

With regard to the findings in Sondu, Sachs met a group of slum dwellers in Mumbai, India in June 2000 (Sachs, 2005). The members in the group talked about the realities of urban poverty and suggested a range of solutions. They needed skills to improve their agricultural production, agricultural inputs, access to affordable credit facilities and well structured affordable ICTs. It also emerged that the poor knew the various mechanisms instituted to assist the most vulnerable members of the society but they were denied access to them. Sachs further makes it clear that while poor people are desperate to improve their conditions, they do not prefer handouts. They wish to be empowered to produce what they need if only they can gain access to information related to the facilities they need.

1.2.6 Information Communication Technologies for information provision

Information and Information Communication Technologies are important tools to wage war against poverty in all developing countries. Sachs (2005) points out that for the first time in history, our generation has the power and opportunity to end

extreme poverty in the world's most desperate regions. To meet this challenge, relevant information that come with Education For All (EFA), Technical and Vocational Education and Training (TVET) and ICTs are important for empowering poor people.

According to Sachs (2005), this action programme for empowerment and capacity building through TVET must start in the millions of villages and city slums spread all over Africa, Asia, and Latin America although the poor people depend on information and knowledge they trust. Until they trust the new sources of information, they may not quickly adapt to new technologies even if these allow them quicker access to information. These changes can to some extent be helped by ICTs, particularly given the power to provide alternatives to traditional lines of information. ICTs can facilitate vocational training via radio and to some extent, Internet accessed on mobile phones where the learners can communicate with their trainers without necessarily having to move from their local residences. This can work more effectively among the poor who are restricted to move away from their families due to financial constraints.

1.2.7   Information for achievement of Millennium development goals

The MDGs of 2000 committed countries to reduce poverty by the year 2015 or earlier. The strategy to end poverty requires a committed programme for empowerment of the people. Since 1990, separate reports by United Nations Development Programme (UNDP) spelt out the key points in human development as the processes of enlarging people's choices (UNDP, 1992; 1997; 2005). The most

critical choices are to live a long and healthy life, to be educated and skilled and to be able to generate income in order to enjoy a decent standard of living.

Poverty means denial of opportunities and choices in the most basic elements of human development. With regard to MDGs, Jeffrey Sachs, special advisor to former UN Secretary General Kofi Annan travelled and worked in more than 100 countries across the globe in the search for a strategy to "end poverty in our life time". Sachs (2005) provides a map to investment in people and in the infrastructure of sustainability in the development of people in the rural and urban slums. Sachs suggested that people must be empowered by gaining access to information. The information should upgrade their skills, enable them gain skills of various activities they engage in, and be involved in the government activities within their communities. Such activities include facilitating access to education, health, water supply, agriculture related, infrastructure like roads, electricity, housing and credit facilities among others. Rhonda slums dwellers should therefore not be shut out from accessing information from within the structures the Kenya government has put in place that can directly benefit them and enable them get out of poverty while at the same time adhering to the UN conventions which Kenya assented to (UNDP, 2005).

1.2.8   Information structures for poverty alleviation in Kenya

The Government of Kenya (GoK) has attempted to address concerns of poverty reduction and unemployment through various development plans, session papers, Presidential Commissions, task forces and several other forums. The National Poverty Eradication Plan (NPEP) was established in 1999 to address the poverty challenge. It also recognized that poverty includes shortage of income and

deprivation in knowledge and in quality of life experienced. The plan also identified "Harambee", Kenya's unique self-help movement as responsible for mobilization of large capital sums for basic needs. A number of projects were cited that addressed urban slums development with an aim of eradicating poverty. It identified the following dimension to be adopted by the government in campaign against poverty as sources where people can gain access to information:

- Health centres and dispensaries that display plans, health targets and how the centres can achieve the said targets,

- Administration centres that display posters on social mobilization creating awareness to the community members' contribution towards poverty eradication,

- Schools that display targets of whom they serve and the kind of education to be delivered to the beneficiaries and;

- Children to create poverty awareness amongst adults. The children have expectations from their parents although they are not provided with a clear indication of an existing gap.

The plan stated that to achieve the above named dimensions, the solution was improved access to information on the services that the community needs. Such services include health, education, agriculture, water and environment among others.

1.2.9 Information for slums dwellers

Even though slum problems in our cities are on the rise, considerable efforts made earlier have addressed this problem in varying degrees of success (Khan, 2001; Kimalu et al, 2002; Kim, 2006; Kimenyi, 2005). This includes India where a scheme of environmental improvement of slums and urban basic services programme was

implemented in most of the cities and towns to alleviate poverty within the slums. An intervention measure put in place to deal with the menace in the slums was to create and update a database on slums to link the slums with other city level information that is helpful in planning physical intervention (Sachs, 2005).

In his road-map to end poverty, Sachs (2005) concluded that the end of poverty must start in the villages of Sondu and the slums of Mumbai and millions of places like them. Sachs gave the key components of empowering the urban poor as:

- Building human capital through access to information on basic education, vocational education and training, healthcare and nutrition;

- Strengthening information and knowledge capital through access and ability to use scientific, technological and market information related to agricultural products, farming techniques and crafts and trades and;

- Building a financial capital for the poor through micro-credit and employment guarantee schemes that provide adequate access to information on credit for investment.

A report by the World Bank (2008) that sets out strategic framework for assistance to Africa set out four (4) pillars that can be used to alleviate poverty in urban areas and the surroundings. Pillar number one requires that the interest of the state should reflect the developmental priorities of its citizens. The urban poor know what they need and to some extent why they are poor, but until the governments set out a functioning rule of law that will address accountability, the gap will remain. The World Bank (2008) proposed access to timely and accurate information and statistics to both the poor and the governing institutions in order to make informed decisions on the provision of these basic humankind needs.

Investing in people is the second pillar where MDGs number 2, 4, 5 and 6 (education, child mortality, maternal health and HIV/AIDS) respectively should be addressed. This pillar calls for empowering the citizens so as to facilitate the achievement of the four (4) MDGs. The government may have to establish institutions that are operational to build the capacity. To date, such institutions have been established in most urban communities but the beneficiaries are not the poor. Information on how to access them is still missing among the poor. Another hindrance is that the knowledge gained in such institutions is not free hence the poor cannot afford it.

The third pillar advocates for growth and competitiveness where concentration should be directed towards improved access to information on investment, trade, access to finance and food security, while the fourth pillar is directed towards improved effectiveness. AMREF (1997) in a report to the Government of Kenya observed that among the urban dwellers in Kenya, access to information on the services provided by the government favour the rich; the government has no regard to the poor persons' views; the poor feel by-passed; and when the rich and the poor compete for services, the rich get priority. These findings call for the Kenya Government to re-examine the earlier recommendations (AMREF, 1997; The World Bank, 2005; Sachs, 2005; Armstrong, 2011).

1.2.10 Examples of information poverty in urban areas in Kenya

According to the report by AMREF (1997), some of the views of the urban poor were as follows; in Kajiado, they stated that the Kenya Government seemed to value the wild animals more than human beings; in Nyeri, the poor said they had been

poor for so long that they had got used to; while in Kisumu, the poor desired to get just a kilo of maize flour but it was not possible. In Mombasa, the poor stated that they did not have proper sewerage system, and they did not also know where and how to access information on credit facilities. The women argued that they had only heard that other women in other urban places had got access to credit, while the youth stated that the beginning of their problems was lack of information on where to get employment. The poor in Mombasa had resorted to living by the mercies of God. All these needs cannot be fulfilled without a joint effort between the poor and the Government of Kenya in sharing the available information. The commitment and approach by the government to fighting poverty shall be achieved through facilitating, availing and providing access to information that is geared towards attainment of the said needs.

1.2.11 Characteristics of Information Poverty in Kenya

Major characteristics of the poor that include lack of regular income, landlessness, lack of access to services such as education, health care, information, credit, water supply, sanitation and political power are traced among the Kenyan poor. The Government of Kenya clustered the poor in certain socio-economic categories that include small farmers, pastoralists in Arid and Semi Arid Land (ASAL) areas, agricultural labourers, casual labourers, unskilled and semi-skilled workers, female-headed households, the physically handicapped, children orphaned due to HIV/AIDS and street children (KBS, 2007; 2008). The poor have larger families; this is in the ratio of 6.4 members compared to 4.6 for non-poor (Kimalu et al. 2002).

The Kenya Government strategy paper 2000-2003 shows that 13% of the urban poor have never attended school at all while the comparative rural figure is 29%. Of the poor, only 12% of those in rural areas have reached secondary education while for the urban poor, the figure rises to 28%. Dropout rates have risen, as have disparities in access, due to geographic location, gender and income. The strategy paper states that the main reason for not attending school is the high cost of education. Children are also required to help at home, while for girls, socio-cultural factors and early marriage are significant factors. All these put together hinder the poor from accessing information that can make a positive change in their lives.

In Kenya, the government has an obligation to ensure that all citizens including those who live in slums live an acceptable life. Information is inseparable and an integral part of a nation hence must be availed to those who need it. Kenya Interim Poverty Reduction Strategy Paper 2000-2003 reported that absolute poverty in Nakuru was 41% compared to 30% in 1994. Today, the number of people below the poverty line increased automatically with the increase in fuel prices that has hit hard every economic activity in Kenya with the toughest impact on the poor who are unable to even afford a litre of kerosene. The 11th September.2011 Mukuru Sinai slums (Nairobi) fire inferno that killed over 100 residents who were scooping oil from storm drains was driven by dehumanizing poverty (Wanyonyi & Barasa, 2011). This is yet another indication that the poor lack information on the dangers of petrol

1.2.12 Efforts made by Rhonda slums dwellers to access information

There has been a general migration by the poor from rural areas to urban in search of better living standards but they have ended up living in slums. Nakuru Municipality, the fourth largest as well as the fastest growing city in Kenya has attracted many migrants from various parts of Kenya who have come to search for better living standards (Mutiso, 2010). This is in addition to those people who were born in the slums like Rhonda and have nowhere else to call home. The most recent influx of migrants was felt after the 2007 post election violence when the displaced citizens from the Rift Valley region sought refuge in Nakuru. Most of them have ended up settling in Rhonda slum which is affordable for them.

Learning and development Report (Kenya Commercial Bank, 2009) revealed that those who ended up in Rhonda slums experience high poverty level with limited access to information on basic services like schools (1 public school), security (one police post in Kaptembwa), roads (no tarmac road), and no government health services among others needs. The people of Rhonda are aware that to send their children to school, live in good houses, get health services and access to what they want, requires one to be economically able.

The slums dwellers have therefore sought some kind of employment and engaged in some businesses, but they still remain poor. This can partially be attributed to the fact that they are not knowledgeable on how to get out of this desperation Thus the most important way of helping Rhonda slums dwellers to get out of this circle of poverty is to teach them how to do things right and give them information that will enable them to have access to employment, services and political power. Today,

information is the most important and valuable resource and the generator of all other resources and occupies the centre stage of all developments on the globe.

1.3   Statement of the problem

Rhonda slums dwellers engage in informal sector entrepreneurs. Some operate Micro and Small and Medium Enterprises (MSMEs) like kiosks, hotels, grocery shops and tailoring shops where they sell their products and services to earn a living. There is no single banking institution in Rhonda. The community lacks capital to invest in such activities because they do not know where and how to access information on facilities like banking, microfinance and marketing services. Despite the much publicized Mukuru Sinai (Nairobi) oil scooping deaths, part of Rhonda still lives on a pipeline. May be, until the community blows up, Rhonda dwellers may never know the dangers of living on top of a pipeline.

As rightfully put by earlier studies, the poor are poor partly because they are ignorant about the power of information (Nyariki, 2005; Kimalu et al., 2002). One of the biggest deficits that small business people have in Rhonda is knowledge of business and skills. Rhonda slums dwellers lacks skills to run services like sand-mining, construction, factories and industries. There are many important initiatives related to MSMEs the poor have heard about but have no idea where and how they can access them. They need to know where they can be trained to be able to carry out their businesses more effectively. They also need information on government services available to small businesses in Kenya, public agencies (parastatals and other statutory bodies) including local contacts of trade offices, industry and enterprise development services. They need information on business member

associations that support the growth and development of small businesses in Kenya, and donor and development partner initiatives targeted at the sector. They need to be informed of the production support facilities like the extension services that are important in efficient productivity.

Studies reveal that a lot of effort has been made to alleviate poverty (Narayan et al. 2002; World Bank, 2004; Sachs, 2005). However, poor involvement of the poor themselves at different stages of planning has led to failure to yield fruits from most of them. All these initiatives lacked peoples' support as they were top-down in nature. Again, such initiatives have not been documented and made known to the community. Participation of the International community through donor funding initiatives in poverty alleviation among the poor is an opportunity that would raise the urban poor from this destitution. However, accountability and transparency is still wanting as there are no documented records to give information on the same. Even if such information was documented, there are no formal institutions like libraries and information centres in Rhonda where the community can access it.

New and more convenient means of communication through Information Communication Technologies (ICTs) have emerged. Rhonda slums dwellers need to know what services these ICTs provide, where they can be found and generally how they work. Examples of these ICTs include Internet, TVs and mobile phones. Without the knowledge of what they do, the slums dwellers may not understand how timely and relevant the information accessed through them (ICTs) is. Therefore, Rhonda slums dwellers' information needs have not been met due to inadequate information sources and inability to access the available information sources

1.4   Aim

The aim of the study was to investigate the provision of information to Rhonda slums dwellers in Nakuru Municipality for the alleviation of poverty and came up with a conceptual model that can be utilized by the urban poor to access information for poverty alleviation.

1.5   Objectives

To achieve the aim of the study, the researcher was guided by the following specific objectives:

1. To examine the information needs of the Rhonda slums dwellers in Nakuru municipality.

2. To establish the information sources available in Rhonda slums that can assist in providing relevant information for poverty alleviation.

3. To establish the available information that is accessible to Rhonda slums dwellers

4. To determine the challenges that hinder access to information among the Rhonda slums dwellers

5. To suggest possible recommendations and come up with a conceptual model of accessing information in the alleviation of poverty in Rhonda Slums.

1.6   Research questions

To achieve the above objectives, the study sought to answer the following questions:

1. What kinds of information do the Rhonda slums dwellers need in order to carry out their day to day activities?

2. Where can Rhonda slums dwellers access information that can enable them carry out their activities?

3. To what extent are Rhonda slums dwellers successful in accessing information?

4. What factors hinder Rhonda slums dwellers from accessing information that can alleviate poverty?

5. What should be done to improve access to information in Rhonda slums in Nakuru Municipality?

1.7 Significance of the study

The result of the study gives an understanding of the information poverty of people living in Rhonda. These findings can be used by Rhonda slums dwellers in pressing the government to put up institutions like libraries, information centres, resource centres and the like that can provide them with the information they need to run their day to day activities in a more effective and efficient manner. This is because the findings will become an eye opener to the slums dwellers to know that they have a right to access information. The community could also use these findings to know and use the available information sources to improve their production considering that the community is not aware of the existence of some of the information sources like the Kenya National Library Services in Bondeni, Nakuru. Rhonda slums dwellers can also use these findings to search for avenues where they can either get or improve their skills especially from the tax payers' funded institutions.

These findings can be used by the policy makers in making informed decisions in as far as the poor are concerned because they reflect the information poverty status in Rhonda. The findings could provide the basis on how the government can enhance provision of information that may alleviate poverty among Rhonda slums dwellers.

The findings could also stimulate the government to put in place relevant institutions where the community can access information and enact by-laws that may encourage poverty alleviation. Such by-laws could be those that may enhance community participation and promote self reliance. They can also form a basis from which skills development may be enhanced. Lastly, the results could be used by all the poverty alleviation initiatives to enhance access to timely and relevant information so as to achieve their goal.

1.8   Assumptions

The study was based on the following assumptions:

1. People in Rhonda are not provided with the information they need to alleviate poverty because there has not been research carried out to establish their information needs.

2. Information can assist in alleviating poverty among the Rhonda slums dwellers only if it is timely, accurate, relevant and accessible and if it is used for the intended purpose.

3. Information communication technologies is currently the most convenient means of conveying timely and relevant information that can alleviate poverty but Rhonda slums dwellers have not embraced it because they do not know how such information can benefit them.

1.9   Scope of the study

Though many initiatives have addressed poverty alleviation, the study was limited to the topic on information for poverty alleviation in Rhonda slums of Nakuru municipality. The study focused on the developmental activities that the slums

dwellers engage in and how timely and relevant information can influence the perfection of those activities. The study also focused on the information infrastructures and services that meet the slums dwellers' needs. Such infrastructures and services included urban social amenities like information centres, education, water supply, sewage, drainage, solid waste management, roads, lighting, and community facilities that come with the growth of an economy. Findings from this study are specifically generalized to Rhonda slums in Nakuru municipality although they may as well be cautiously generalized to other slum areas in Kenya.

1.10   Limitations of the study

The dependency syndrome is prevalent among the poor. There was also a perceived notion by some opinion leaders particularly those attached to the Provincial Administration that they must get kickback in the form of money from anyone who eats into their time. During the study, the researcher was denied audience by some potential respondents who expected some kind of financial appreciation for their participation.

The booming illegal activities in Rhonda slums come with a lot of hostility. Some potential participants retreated from participating in the study with the fear that their illegal activities could be publicized leading to their arraignment in a court of law. Until the researcher stressed that her research was strictly for academic purposes, some of the participants were unwilling to cooperate because they claimed that earlier researchers had used the information to get money from donors for personal benefits.

1.11   Definition of operational terms

Access: Ability or right to approach, enter, exit, speak with or use

Baraza: Forum where Provincial Administration meets the community to communicate government issues. The Administration also uses the same forum to settle disputes among the community if any

Dependant: A person who relies on another person, organization and so on, for support and or sustenance.

Empowerment: This is a mental state usually accompanied by a physical act which enables a citizen or a group of citizens to put into effect their own choices through demonstrating their needs, wants and demands in their decision-making with other individuals or organizational bodies.

Harambee: This is a Swahili origin word that encourages people to pool efforts together in order to lift a heavy load, it is also defined as reinforcing African voices through collaborative processes (Bandwidth Task Force Secretariat, 2004).

Information Communication Technologies: Refers to technologies that provide access to information through telecommunications. It is similar to Information Technology but focuses primarily on communication technologies that include Internet, wireless networks, cell phones and other communication mediums (Brodning & Mayer-Sconberger, 2000).

Information sources: Source means data that originates from either primary or secondary source. It is a source of information for somebody that is, anything that might inform a person about something or provide knowledge to somebody. Information sources may be observations, people, speeches, documents, pictures, organizations and so on (Harris, 2004).

Non Governmental Organization: Is a legally constituted organization by national or legal persons that operate independently from any government. The term originated from United Nations and is normally used to refer to organizations that do not form part of the government and are not conventional for profit business. In the cases in which NGOs are funded totally by the governments, the NGO maintains its non-governmental status by excluding government representatives from membership in the organization (Willetts, 2006)

Poor: This refers to anyone who cannot afford to get regular income that can sustain her or his daily needs.

Poverty: This refers to the state of not being able to access what one needs for a living.

Poverty alleviation: Any process which seeks to reduce the level of poverty in a community or amongst a group of people or countries (Kimalu et al, 2002).

Poverty line: A level of personal income defining the state of poverty.

Slums: Places that are at a lower socio-economic level mostly found in towns and cities

Technical and Vocational Education and Training: Training designed to advance individual's general proficiency, especially in relation to his present or future occupations (Harvey, 2004).

Urban refers to area within the major towns where most of the country's activities are controlled.

Urbanization: the proportion of the population residing in towns brought about by migration into towns and cities, and or the higher urban levels of natural increase resulting from the greater proportions of people of childbearing age in cities. This may also be the process by which cities grow (Kimalu et al., 2002).

CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

This chapter gives a systematic identification, location and analysis of documents containing information related to the study. First, it provides a conceptual framework which will be useful to stakeholders. It then enters into the debate on definitions of poverty, poverty alleviation and information in relation to poverty. It gives the information needs of the poor and shows how the poor can access information that is timely and relevant in order to meet their needs. The chapter also links information with poverty and shows how information can be used to alleviate poverty both from the global perspective and the Kenyan situation. The chapter also shows various means that can facilitate access to information required to alleviate poverty and challenges encountered. It finally shows other related studies to this research, the conventions that have directed their efforts in trying to understand poverty and the efforts such conventions have put in place in an attempt to facilitate access to information that can alleviate poverty.

2.2 Theoretical framework

In an attempt to understand the role of information in poverty alleviation in Rhonda slums in Nakuru Municipality, three theories were employed. These were:

(i)   Economic, political and social distortion or discrimination theory by Bradshaw(2006),

(ii)   Sense-making theory by Dervin (1996), and

(iii)   Ganokendra: An innovative model of Poverty (Alam, 1992)

2.2.1   Economic, political and social distortion

Bradshaw's Economic, Political and Social theory also known as discrimination theory of 2006 focuses on who loses out on the economic game. It argues that the economic system is structured in such a way that poor people fall behind regardless of how competent they may be. The problem of the working poor is increasingly seen as a wage problem linked to structural barriers preventing poor families from getting better jobs, and this is complicated by the fact that there are limited numbers of jobs near workers and the lack of growth in sectors supporting lower skilled jobs.

This theory argues that even though education is important for extensive manpower training, funding on poor students is lower than that which is spent on students from rich families, teachers are less adequately trained, books are often out of date or in limited supply, amenities are few, and the culture of learning is under siege. Poor people are less involved in political discussions and excluded at many levels. To reduce the gap, Bradshaw (2006) proposes creation and development of institutions which have access, openness, innovation and a willingness to help the poor gain wellbeing. This study supports Bradshaw's observations in the sense that poor people are left out at all levels in the sharing of political, economic and social facilities since there is no link between the distributors of the facilities and the beneficiaries.

The poor have been denied access to the said facilities because their needs are not known. Bradshaw proposes that information institutions that work, which both the policy makers and the poor can access should be put in place. Through such information institutions, the needs of the poor shall be made known to the policy

makers who will be charged with meeting their (poor) needs. Such suggestions can be replicated in Rhonda given that the community has been denied access to information on most of the facilities that play a big role in the fight against poverty.

2.2.2   Sense-making Theory

Brenda Dervin's sense-making theory of 1996, a revision of 1983, is an information science theory which describes humans as moving along through time and space until they reach a cognitive gap where an information need is perceived. Such gaps must be bridged through the acquisition of new information before they can move forward again. The chief purpose of the sense-making theory is to deal with how an individual makes sense of his or her environment in a given situation. Specifically, it shows how seeking information serves in bridging gaps or discontinuities that an individual has perceived in reality (Dervin, 1996). The sense-making theory has three basic elements; namely situation, gap/bridge and use/outcome, which are presented in terms of a triangle as shown in figure 2.1.

Figure 2.1: Dervin's sense-making triangle
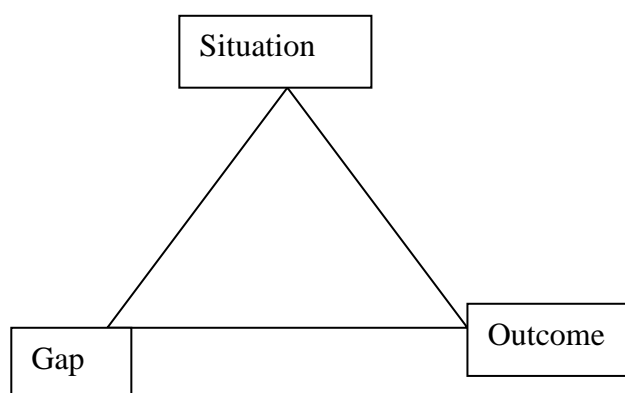
Source: Dervin, 1996

Dervin defines situation as point in space and time in which individuals construct meanings. Gap is the unclear aspect of a situation that persons feel the need to clarify in order to continue moving in a direction that they desire. Information need is an individual's conception of what information he or she needs to satisfy his or her desires. However, sense-making is implemented in terms of four constituent elements; a situation in time and space, which defines the context in which information problems arise; a gap, which identifies the difference between the contextual situation and the desired situation for example, uncertainty; an outcome, that is, the consequences of the sense-making process; and a bridge, that is some means of closing the gap between situation and outcome (Dervin, 1996).

The three elements in Dervin's Sense-making theory as applied to the study involve:

(i)   Situation as the need of Rhonda slums within a given time, for example the need for information on where to get food, education, health care service, money, shelter, and the list is endless,

(ii)   The gap as what hinders the community from satisfying its need, and

(iii)   The outcome which will be the end results after the gap will have been bridged by accessing information.

2.2.3   An innovative model for poverty alleviation

Ganokendra meaning "People's Centre" is a poverty alleviation model which was developed in 1992 by Kazi Rafiqul Alam. It addresses the needs of the people living in Bangladesh, particularly for literacy, continuing and lifelong education. Eventually, this leads to poverty alleviation, which will result in improvement of the quality of life of the people and empowerment of women in rural areas. Specifically,

a Ganokendra is organized to facilitate institutionalized support for the people in the community towards:

   a) Improvement of the quality of life,

   b) Social empowerment, and

   c) Economic self-reliance.

The members of the community are provided with skill-based training and offered micro credit for poverty alleviation by NGOs operating in the locality. It should be noted here that members of the community actively participate in deciding the activities to be undertaken at the local level. For example, members provide voluntary labour for the buildings, pay subscription for payment of costs of training, and the local elite and community members make donations towards setting up the centre. This gives them the honour of owning the project. Again, the community is supported through training on technical services and supply of materials posters, leaflets, books and reading materials by both the government and NGOs.

This model therefore demonstrates the effect of involvement of the community in the programmes that aim to alleviate poverty. Therefore, the involvement of Rhonda slums dwellers in poverty alleviation programmes is likely to have an impact on the poverty levels.

2.2.4   Relevance of the theories to the study

The three theories have identified the information gap between the poor and those who provide for their needs. The theories recommend that there is need to bridge the gap and suggest that access to timely, accurate and relevant information will hasten

success in the war against poverty. The theories recommend joint efforts by all stakeholders where information related to what is needed and what is available must be known to both parties.

Although both Bradshaw's theory and the Gonekendra (1992) model have been criticized for failure to predict the success of the models in the event that the target community is negative in the involvement in the projects, this study still found both of them useful. Philips (2007) had advised that theories must demonstrate predictive power. To ameliorate this situation and fill up the gap, Dervin's theory of sense making was also used.

2.3   Concept of poverty

It was important to know what poverty is before identifying where and when it is occurs or make attempts to measure it, or make suggestions on how to alleviate it. Likewise, the relationship between poverty and information should be understood in order to know the effect of one to another. This does not necessarily imply that understanding the relationship between poverty and information will alleviate the poverty of the poorest. Poverty can be linked to an illness where treatment requires careful diagnosis so as to think through what action must be taken to cure or remove it.

There are several theoretical definitions of poverty. Poverty is the deprivation of basic capabilities that provide a person with the freedom to choose the life he or she has reason to value. These capabilities include good health, education, social networks, command over economic resources and influence on decision making that

affects one's life. Financial income is important because money allows a person to develop his or her capabilities, although it is only a means to live a valuable life. From this perspective, Sen (1999) defined poverty as a condition with many interdependent and closely related dimensions which can be summarized in three broad categories:

- Lack of regular income and employment, productive assets (such as land and housing), access to social safety nets;

- Lack of access to information on services such as education, health care, credit, water supply and sanitation, and

- Lack of political power, participation, dignity and respect.

Poverty is inability to access what one wants to have which is beyond the traditional meaning of people who do not have food (Mamda et al, 2001). Poverty could also refer to difficulties in securing food and livelihood. Powerlessness and voicelessness have been identified as key elements of poverty. Kimalu et al. (2002) found that poverty is a combination of predicaments such as low income, high levels of illiteracy, premature deaths, early marriages, large families, malnutrition and illnesses, as well as injury. These would result into low standards of living.

According to Foeken and Owuor (2000), poverty can be conceptualized in terms of 'ends' and 'means' perspectives. The 'ends' perspective concerns the basic needs and whether these needs are met. The 'means' perspective concentrates on the resources available to the poor and whether these resources can meet these needs.

Definition of poverty varies by gender, age, culture and other social economic contexts. For example, men associate poverty with lack of material assets while women define it as food insecurity. According to Narayan, et al. (2002), poverty is lack of what is necessary for material well-being, particularly food, housing, land and other assets. United Nations (2007) defines poverty as lack of regular income and employment, lack of access to services such as education, healthcare, information, credit, water supply and sanitation, and lack of political power participation.

Two terms 'absolute poor" and "relative poor" have been introduced in the definition of poverty. According to the World Bank (2007), people earning less than US $ 1 a day are regarded to be absolutely poor. Relatively, the report defines poverty as the minimum economic, social, political and cultural goods needed to maintain an acceptable way of life in a particular society. The European Union defines the relatively poor as "persons, families and groups of persons whose resources are so limited as to exclude them from the minimum acceptable way of life in the member state in which they live".

In a speech on Poverty alleviation, poverty is defined as inability to access what one wants beyond the traditional meaning of people who do not have money (H. Lamba, personal communication, sixth Indsearch Public Awareness lecture Series, 2005). Lamba has outlined poverty of time, knowledge, education, nutrition, water, sanitation, respect, honour and political inability. The list is endless and has been supported by several other authors (Khan, 2001; World Bank, 2007).

To understand the multifaceted nature of poverty, it is essential to listen to the poor themselves. When they are given an opportunity to express their experience of poverty, the concept that emerges is clearer and starker than the one espoused by development professionals. Poor people have their own understanding and interpretation of their social reality and this is often different from the outsiders' perspective and the jargon sometimes used by academicians, politicians and consultants whose knowledge of poverty often comes from books, television, documentaries, newspapers and questionnaire interviews with the poor. Admittedly, the poorest of the poor express themselves as:

> *We are nearly always hungry; we have no water; we need land; we are often ill; even when our needs are listened to, we have no way of ensuring that our real priorities will be met; and no power to ensure that our village receives a fair share of development* (Narayan,2002).

2.4 Poverty alleviation

Terms such as poverty eradication and poverty alleviation are often used interchangeably hence it is important to distinguish what these terms imply. During a regional high-level meeting held in Hangzhou, China in 2000, absolute and relative poverty featured. It was reported that whereas absolute poverty can be eradicated, relative poverty can only be alleviated because what is minimally accepted today may vary over time, from villages to urban areas and from country to country. For example, while clean piped water may be a minimum acceptable standard of living in a city, it may not be a minimum requirement in a village. Similarly, while possessing a telephone may be a minimum necessity in a country like the United States, it may not be a minimum requirement in a country like Kenya. Likewise while Internet connections may not be a minimum necessity in Kenya today, although it may become a minimum necessity ten years from now

(World Bank, 2008). Routinely, poverty levels can be lessened (alleviated) but not completely eliminated (eradicated). Manda et al., (2001) clearly states that at every one time, there is something that everyone prioritises and lacks, and that is all what poverty implies.

2.5   Concept of information

Information is a fairly old English word used in everyday life while communicating knowledge. It is a key concept in sociology, political sciences and the economics of information science. The origin of information can be taken back to Latin and Greek terms of the pre-Christian era. It can be taken to mean any difference that makes a difference to a conscious human mind. It is argued that information is what appears important to human beings whether originating from an external environment or internal world. This is supported by several studies (Zwizwai, 1996; Nyariki, 2005; Ameen & Gorman, 2009).

We all use information. At some point, Hornby (2002) defines information as 'the action of informing, the action of telling, or fact of being told intelligence and news.. This definition is not adequate. Many scholars have developed varied definitions of information. However, this study adopted Capurro and Hjorland (2008) definition of information as something that is transformed and configured for use by living system.

2.6   Information needs of urban sums dwellers

Information needs of Rhonda slums dwellers should run across all that one needs to live an acceptable life.

2.6.1 Education

The incidence of poverty is more pronounced among the low educated in Kenya compared to the highly educated (Kimalu, et al, 2002). This has led to the call by the government to ensure that every school going child is accorded an opportunity to go to school. Rhonda people therefore need information on the available schools, their locations and how they can access them. They need to know what it takes to take a child to a government aided school and a private school. Even though the government has put in place free education to specifically serve the needy, there are other costs like uniform, desk, transport and lunch that the parents or guardians must cater for. There are also other schools that cater for children with special needs like the deaf, blind, dumb and those with other physical disabilities. It is possible that there could be children among the community of Rhonda who may be having some disabilities but they are not aware there are schools that cater for such needs.

2.6.2 Health related information

Poor people in Kenya are usually associated with diseases like HIV/AIDS. Malaria has also been reported among the poor (Manda et al., 2001; World Bank, 2005). The poor are headed by less educated members of the family. They therefore need information on how to plan their families, where to access family planning services, antenatal services for expectant mothers, how to manage HIV/AIDS patients and information about general hygiene. They need to know the available hospitals that are accessible to them, and the cost of the services these hospitals provide.

2.6.3   Skills improvement

Like other poor people in Kenya, Rhonda dwellers mainly engage in occupations such as small-scale farming, unskilled public, and private sector workers with low wages and low earnings (Pollin et al. 2007). Usually they do not have the required skills to enable them be elevated to higher salary scales by their employers. In Kenya today, every organization is striving to build its capacity for good results through staff development. However, some organizations are taking advantage of the ignorance of their uninformed staff to benefit from their (poor) experience without compensating them accordingly.

The poor need information about where they can get technical assistance to improve their skills. Such information include the available training institutions where they can upgrade their skills, courses offered in such institutions, their cost and the relevance of the courses they intend to take to their daily work. The poor need training facilities that are affordable; preferably government aided since their purchasing power may not accommodate high cost private training colleges and other government funded community based projects. They need to know what the projects are doing exactly, and how they can benefit from such projects. They may prefer to be engaged by employers who can give them some time off to attend skill improvement lessons while they remain in employment.

2.6.4   Trade and business

The poor people in Kenya who are involved in trade and business are characterized by low investment due to lack of capital and low cost of entering the market (Bigsten & Sodernborn, 2006). This has led to coming up of unlicensed and illegal

businesses like brewing and selling of illicit drinks, prostitution, drug abuse and child labour. Again in the business industry, there are so many brands of goods coming up leading to very stiff competition. For example, there are some entrepreneurs from the poor community who have engaged in soap industry. Given that this commodity has attracted many business people, it must have high standards that meet the laid down standards by Kenya Bureau of Standards (KBS).

The poor who are in business need to know who their competitors are, where to find market for their goods, the prices of such products, the expectations of their customers, and how to improve the quality of their products so as to remain in business. There are set up requirements by the Kenya government that anybody who is in business must adhere to. Some of these requirements include paying for trade license, approval from the public health department and the environment within which such business should operate. The poor community in business is therefore obliged to know what it is required of them, in order to remain in business.

Business requires capital to run. Rhonda dwellers who are involved in business like everybody else need to access finances to invest in their SMEs. They need to know the available banking facilities that offer loans to low income earners. They need information on the available microfinance institutions that provide loans. They also need to know the mode of distribution of funds, whether or not it is directly to an individual or group. The mode of repayment of the loans and their interest rates should also be made known to them. Information on both national and international organizations that provide access to finances is also important to them. Information

on the projects funded by such organizations and how the poor can benefit from such projects should also be made known to them.

2.6.5   Agriculture related information

One of the recent characteristics of poor people in Kenya is landlessness caused by poor land tenure system and tribal clashes. In addition, the high population growth among the poor has overstretched the initial land that accommodated a smaller number of people (Manda et al., 2001). Productivity in purchased lands in Nakuru has been reduced due to the recent 2007 post election violence, ethnic strife, drought and destruction of crops by animals. Because most of the Rhonda poor have very small pieces of land, they require information on where to buy affordable inputs for their agricultural production. They need to know how they can utilize their limited size of land for quality production. They also need to know new methods of farming and where to get extension services.

2.7   Information strategies for poverty alleviation in Kenya

The GoK has addressed concerns of poverty reduction and unemployment through various development plans, session papers, presidential commissions, task forces and several other studies. Sessional Paper No. 1 of 1986 proposed fiscal deficit reduction from 4.1 percent to 2.5 percent by the year 2000. In 1992, the deficit shot up to 7.5 percent hence development of Sessional Paper No. 1 of 1994, which aimed to complement and build on the earlier one. It addressed various dimensions of development like better access to economic assets, better services in education and health and equal opportunity to participate in social and cultural processes (Ministry

of Planning, 1994). The National poverty eradication plan (NPEP) was established in 1999 to address the poverty challenge. The plan had 3 major components namely:

i) A charter for social integration

ii) Improved access to information on essential services, and

iii) Strategy for broad-based economic growth.

As a signatory to the Declaration of the World Summit for Social Development (WSSD) held in Copenhagen in 1995, the Kenya Government is committed to the goals and targets adopted by the summit. The targets set by NPEP included; reduction of the poor in total population by 20 percent by 2004 and a further 30 percent reduction by 2010, universal primary education, universal access to primary health care.

NPEP was followed by Poverty Reduction Strategy Paper (PRSP) for the period 2000-2004 aimed at achieving the plan. The objectives of the strategy paper were to facilitate access to information on sustained and rapid economic growth, security, how to improve governance and increase the ability of the poor to raise their income, how to improve quality of life of the poor and to improve the equity and participation. Both the plan and the strategy enabled the government of Kenya prioritise on poverty reduction, which has in turn given rise to devolved funds.

2.7.1 Devolved funds

Kenya Interim Strategy Paper(2004) cited a number of other projects that addressed urban slums development with an aim of alleviating poverty. In the campaigns against poverty, NPEP identified Urban Slums Development Project of the Nairobi

City Commission (USDPNCC), the Street Children's Fund (SCF), Free Education Programme (FEP), Secondary School Education Bursary Fund (SEBP) to assist bright children from poor backgrounds, the School Feeding Programme (SFP), the Micro and Small Enterprises Programme (MSEP), the Essential Drugs Supply Programme of the Ministry of Health (EDSPMH), and now the Constituency Development Fund (CDF), the National Youth Development Fund (NYDF), and the National Women Development Fund (NWDF) amongst many others. All these projects can benefit the target groups only if they have information about what they do and how to get involved in what they do.

2.7.2   Access to Education initiative

In the fight against illiteracy, the Kenya government funds free primary education for the purpose of availing access to education to everybody. The school feeding programme has also been put in place to cater for those who come from poor families and cannot afford food. The secondary school education fund takes care of those who cannot afford the high cost of education in private schools. NGOs have now started supplying sanitary towels to the girls who had initially stayed away from school during their menstruation period. All these efforts are directed towards availing access to information related to education at all levels to those who would have otherwise not been able to do so.

The development of the national ICT policy in Kenya is a boost to easy access to education. ICTs can be integrated into education programmes to reach out to the remotely located. For example, in Kenya today it is possible for everybody to access education from any part of the country through Internet and other communication

channels if only the necessary infrastructures are put in place. Research findings can be shared on Internet as a result of improved ICTs.

2.8 General views on access to information for poverty alleviation

Governments have put in place well-intentioned programmes for the poor but the systems have encountered problems in touching the lives of the poor. For example, Narayan et al. (2002) found that India had one of the world's largest programmes of basic services and public assistance for the poor, low castes and tribal groups, but this was not adequate enough since many needy families were still left out. The most visible barrier to these services was identified as inaccessible administrative institutions of the government that are charged with provision of information. Such organs include libraries, information centres, learning institutions, training institutions, extension services providers, trade, commercial agriculture, police stations, financial services, health and other social amenities.

2.8.1 Libraries and other information centres

Libraries and information centres are the centre points around which many information seekers can get information. The success of any development is attributed to availability and access to timely and relevant information. Libraries can provide information resources on health, education, environment, business management, farming, employment, security and other information that is important to the wellbeing of humankind. Such information may be in either electronic or print form.

2.8.2   Information Communication Technologies

Many developing countries are struggling to improve the effectiveness of their development activities by making ICTs available to the poor. ICTs can provide information and knowledge which are critical components of poverty alleviation, and would in turn offer the promise of easy access to huge amounts of information useful to the poor (Harris, 2004; Murillo, 2007). These technologies include radio, television, Internet, telephone, public address and newspapers.

2.8.3   Radio

Radio is a medium used to address the pressing issues of the day while at the same time being an important source of entertainment for a large part of the population. It is particularly useful for people who are excluded from the Internet, and so continues to be a highly effective medium today. Education broadcasting has a long tradition in Kenya particularly during the 1970s when school programmes were broadcast on radio. One advantage of this medium was that it was even accessible in remote and poor urban areas where infrastructure was lacking. It could be heard by almost everybody who was able to afford a transistor radio and at least occasionally be able to buy the required batteries.

Even today, radio remains the main source of information and entertainment for the poor population. People can listen to it on their way to and from their fields, while doing housework, during meal times, and in many circumstances in both time and space. Studies have shown that it is not costly or difficult to arrange for radio programmes to be broadcasted in different languages of the population (Devarajan & Reinikka, 2004; Murillo, 2007). This gives radio prominence as an important asset for gaining access to groups living in multilingualism areas.

2.8.4   Television

Harris (2004) observes that TV has development potential and can also be used in education. Examples from Vietnam and Kenya show that while two universities in Mekong Delta worked with locals to broadcast farmers' workshops that are watched by millions, the Kenyan TV channels have broadcast programmes from all aspects that affect human life. Such programmes have been used as forums to pass information on issues that affect humankind.

2.8.5   Use of telephone

Telephones have been used to exchange varied information that affects people's lives. Some countries like Kenya for example, have licensed mobile telephone service operators to render their telephone service in conveying information that can be used to improve the lives of people.

2.8.6   Information from the Internet

Internet and computers have provided shared access to information, which have been made available to the poor in the form of community-based telecentres. Such centres perform the community outreach service in order to determine the type of information that can be used in alleviating poverty (Harris, 2004). Such centres provide a range of ICT based services such as telephone use, photocopying and printing, e-mail services and word processing that also provide an income. Such services have been witnessed in urban areas in Kenya though not very common in the slums.

2.8.7 Information by public address

Public address is commonly found in China where it is used to deliver public information, announcements and the daily news. Today, Public address can be connected to the Internet to obtain more useful information for broadcasting. It is more localized than radio and television and can be technically simpler and cheaper. However, Harris (2004) stresses that telephone still remains the most popular used ICT for changing the lives of the poor. The situation in India is the same with Kenya where public address has been used especially to make announcements meant for the general public like in markets and along the roads.

2.8.8 Newspaper

First high-circulation newspapers arose in the Eastern United States in the early 1800s and were made possible by invention of high speed rotary steam printing presses, and railroads which allowed large scale distribution of information over wide geographical areas. The increase in circulation, however led to a decline in feedback and interactivity from the readership, making newspapers more of a one way medium (Kim, 2006). Newspapers typically meet four criteria:

- Publicity with their contents reasonably accessible to the public

- Periodicity by being published regularly

- Currency with up-to-date information

- Universality covering a range of topics.

Newspapers can therefore be used as a tool that can relay information to people. However, for one to access such information, he or she must know how to read, but

for those who may be illiterate, this would require that there be someone to read and interpret the information for them.

2.9   Challenges in accessing needed information for poverty alleviation in Kenya

Currently Kenya boasts of 84 percent of its labour force and 88 percent of the 500,000 yearly jobs by government. The sector however lacks quality-driven and value addition to goods, legislation and political support to develop its growth, protect innovation and creativity, and adopt modern technologies and techniques (Armstrong, 2008). The question is whether jobs, modern technologies and other government efforts have affected the lives of the poor.

2.9.1   Use of ICTs by the poor in accessing information

Although the development of the National ICT policy has had a positive impact on Kenyan economy, the costs incurred to use the computer, telephone, radio and even newspaper in education is still unaffordable by the poor. The high cost of telephone especially during the day does not favour the poor. The poor do not have the skills to use computer and also lack awareness of how they can benefit from ICTs.

2.9.2   Devolved funds

The poor are not aware of the existence of devolved funds and how they can directly benefit from them. Kimenyi (2005) reports that 30 percent of both managers and community members do not know their roles and responsibility in the governance of these funds. The poor are denied an opportunity to access information from political arenas where management of structures like Constituency Development Fund (CDF) has been left to political leaders. This has paved way for corruption due to lack of

information on the mode of distribution of such funds. There is also inadequate data and information about the funds and professional supervision. Kimenyi further notes that demand for the devolved funds has become too high to be accommodated as a result of corruption.

2.9.3 Agriculture

Lack of access to information related to agriculture is still a challenge to the government of Kenya. This has led to low agricultural productivity and poor marketing of products. Weak farmer institutions where farmers can gain knowledge on how to improve their agricultural products has been identified as a major challenge in addition to lack of knowledge about the characteristics of the poor (Manda et al. 2001). Overdependence on rain fed agriculture is also an indication that the poor who engage in agriculture do not have knowledge on how else they can access water for their crops. Again, output per acre for the non poor is substantially higher than that of the poor. This can be attributed to differences in quantity and quality of inputs; an indication that the poor are not yet able to access information on quality, requirements and quantity of the necessary inputs (Pollin et al., 2007; Zwizwai, 1999; Central Bureau of Statistics, 2003).

2.9.4 Socio-political unrest

High income inequality tends to stimulate high rates of crime, social unrest and political instability. This discourages investment as it generates uncertainty and disrupts the normal functioning of markets. The 2007 post election violence in Kenya has contributed to the ongoing strain among Rhonda slums because they were

among the most affected in Nakuru. This can be attributed to lack of access to information on the effects of wars in a given country (GoK, 2007).

2.9.5   Land

The ownership of plots or buildings can be a significant source of income and livelihoods. Some poor people may own such plots and structures or have access to them, but for those who do not own any land but may wish to do so and even practice farming, they may lack information on how to go about this process. The key problems that make it difficult for the poor to earn decent livelihoods are food insecurity and lack of income-generating activities. This can be directly linked to the state of landlessness among most of the Nakuru rural and urban dwellers. And those who own plots in town have not developed them to earn substantial income as a result of lack of information on how to develop the plots.

2.10   Internationally identified information needs

During the United Nations (UN) World Summit on Sustainable Development (WSSD) also known as the Earth Summit held in Johannesburg, South Africa in 2002, the UN focused on fulfilling the Agenda 21 of 1992 World Summit held in Rio and millennium development goals (MDGS). The first MDG advocated for reduction of extreme poverty by half which could have been achieved at global level if there were no serious shortfalls in fighting hunger and malnutrition. The reduction of extreme poverty was not achieved because the poor who are directly affected were not fully involved in decision making. This would not have enabled them only articulate their needs but would also have given them information on their needs and enhanced ownership of programmes and projects meant to improve their lives.

Secondly, the recent rise in food prices has brought a lot of attention, making it impossible to meet human development MDGs. This implies that information on why the prices have shot up should be availed in order to find remedy to the problem. Thirdly, the World Bank (2008) prediction of shortfalls on completion of primary school education, empowerment of women and sanitation MDGs suggests that there is an information coordination gap that has led to failure in fulfilling the set targets. Failure in total achievement of MDGs as summarized in figure 2.2 can be attributed to lack of access to timely and relevant information by all the relevant stakeholders engaged in the fight against poverty and other set targets to be achieved.

Figure 2.2: Achievements of MDGs at global level in percentages
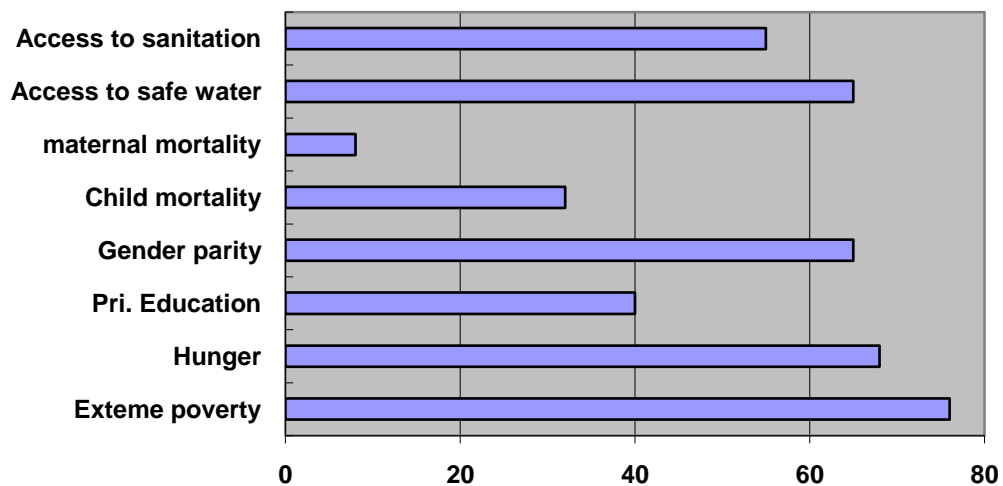
Source: World Bank (2008)

Chapter 3 of Agenda 21 advocated for combating poverty through enhancement of health care and education, rights of women, and role of youth and also of indigenous local communities. The UN passed a resolution that a focus should be created in

national development plans and budgets on investments in human capital with special policies and programmes directed at rural areas, the urban poor, women and children. The UN emphasized on empowering these groups and developing sustainability by promoting mechanisms that allow sharing of experiences and knowledge and establishment of community based learning centres for capacity building and sustainable development.

To achieve the proposed targets, the UN in chapter 40 of Agenda 21 realized the need to bridge the information gap. Because of lack of capacity for the collection and assessment of data, the UN advocated for improved information coordination with the aim of achieving more effective and relevant data collection assessment by better identification of users and of their information needs and making relevant information accessible. Although the UN provides information on how agenda 21 could have been achieved, the question is whether the member governments adhered to the suggested strategies and whether the efforts to avail information, if any, were directed to the deserving communities.

2.10.1 Relationship between poverty and information

By October 5, 2003, UN established that over one billion people worldwide lived in slums with the highest percentage found in Asia, Africa and Latin America as represented in figure 2.3.

Figure 2.3: Global poverty levels in millions
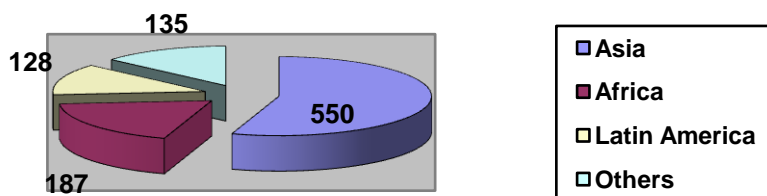
Source: *United Nations (2007).*

The Habitat Agenda adopted by the second UN Conference on Human Settlement in 1996 which took place in Istanbul, Hangzhou addressed eradication of poverty as one of the 10 averaging goals and principles to guide actions, policies and programmes on human settlements. Chapter two (Goals and Principles) paragraph 28 states: "The eradication of poverty is essential for sustainable human settlement". The principle of poverty eradication was based on the framework developed by the WSSD of UN Conference. Commitments to poverty alleviation discussed in Chapter three advocated for access to information on credit, investment in knowledge-based economy where massive information and communication infrastructure and power generation and its distribution networks need to be made. The agenda further advocated for promotion of e-literacy by providing financial incentives and support to private sector institutions that provide e-literacy. Thus poverty of power can be alleviated through provision of information on technical know-how to the poor.

2.11   Other kinds of information needs for the poor

Although poverty is as a result of lack of information to thing right, the levels at which it occurs and causes are not the same.

2.11.1 Information for permanent (Chronic) and temporary (transitory) poverty

These are cases where shocks make people move in and out of poverty. The permanent poor are those trapped in poverty from some mix of poverty causes such as absence of political influence, few assets and lack of market access. Removing poverty among them requires providing access to information that can build their social, physical, human, and political capital. Transitory poverty directs governments to take measures that will reduce the incidences of vulnerability, shocks such as harvest failures, fluctuation in prices, and ill health and offer temporary safety nets. For example, for households permanently on the margins of poverty, a shock may be the last straw, making it desperately hard for them to claw their way back up. Transitory shocks may lead to irreversible poverty situation. Death is the ultimate irreversibility, claiming many children, but there are also premature deaths of the elderly sometimes caused by famine among the population at large (White & Killick, 2001; World Bank, 2008).

Any government whose citizens are subjected to this kind of poverty is obliged to provide permanent safety remedy by providing information that can enable the citizens live an internationally accepted life. The second UN Conference on Human Settlement in 1996 which took place in Istanbul, Hangzhou advocates for access to

timely, accurate and relevant information. This means providing access to information that can build their social, physical, human, and political capital.

2.11.2 Information for health care

This category of poor results from a severe shock such as famine, HIV/AIDS, or conflicts. These shocks are usually born out of poverty as it is to some extent the cause of the rapid spread of HIV/AIDS. The care of the AIDS patients puts a lot of pressure on the already limited health services. AIDS death further triggers households' poverty by reducing access to basic needs such as health care, education and food for the remaining members of the family. This is as a result of the death of the sole breadwinners within the AIDS infected families. Such situations condemn the poor into a whirlpool of needs that are difficult to get out of (World Bank, 2008). This category of poor need information on how to manage HIV/AIDS, where to access health services are limited and even the costs incurred to access these health related services are prohibitive. Because this may require financial expenses, such persons require information on how to access financial support

2.11.3 Information for the poor and the destitute, or the poor and the poorest

Policy makers sometimes find it easier to assist the poor than the destitute. The former have the capacity and the resources to function in sustainable ways thus providing a basis for enhancing their livelihoods. The poor are those who may for example need information on credit facilities to improve the economic activities that they engage in, those who want to get or improve certain skills, the girls whose parents have denied them access to education because of their gender or the farmers

who have no information on available market for their produce so as to reinvest in the farms (Armstrong, 2011).

Governments have constituted various institutions to cater for financial, skills improvement, education, market and farming needs. For example in Kenya, microfinance institutions have been encouraged to cater for those who need information on credit. A number of technical institutions and other capacity building structures have been financed by the government, some laws have been passed to grant equal opportunities to all and prices of certain commodities have been set to ensure that the affected persons are treated fairly. Although all these efforts have been made, the target beneficiaries who are the poor do not benefit from them because they are not aware of the existence of these structures and how they can benefit from them (Narayan et al., 2002).

By contrast, the destitute have no means of support. They are voiceless such that their governments are not even aware of their needs. The destitute have tried to make ends meet but in vain. The destitute may refer to those who have given up in life although the government may be trying to support them. This category of the poor need to be identified in order for the government to address their needs. This is possible only if proper information structures where the destitute can make their needs known are in place.

2.11.4 Information needs of the dependent and economically active poor

The dependent and economically active poor include a wide category of the poor namely the handicapped who should know that being physically handicapped does not mean they cannot venture into activities that can sustain them. This category also

includes the aged with no immediate family to help them. They should also have access to information on available social facilities for their upkeep. This may call for access to community based extension services. Other members of this category include orphans, refugees and other displaced people, female headed households reliant on remittances from men in the towns and child headed households where the eldest of the children take care of their siblings following the deaths of their parents. This category also needs access to information that can help them get out of destitution.

In Africa, children from poor families suffer neglect in health and nutrition and have to give up school in order to work and earn income. Among the economically dependent, child poverty is particularly serious. Studies have revealed that 40-50 percent of African children live below the poverty line. World Bank (2008) estimates that two fifths of all children in Africa are malnourished; a situation that needs to be addressed through provision of access to information related to these varied needs in order to achieve the international expectations.

2.12 Information needs of urban and rural poor in Kenya

Urban and rural poor information needs take a different form. Access to information on where to get jobs among the urban poor and how to cultivate land for the rural poor are the crucial elements in the two respective cases, urban and rural poverty. This includes many of the working poor. The urban working poor have earnings (usually within the informal sector) below the poverty line. They have no control over poverty caused by natural calamities and natural disasters. For example, lack of rain during the first season of the year in Kenya leads to poverty, and when the rain

comes, floods devastate people in some areas like in Kisumu, Budalangi, Taita Taveta, Makueni and even in Nairobi. The question to this is whether there is any information about how the two conditions, drought and floods can be handled to protect the affected groups of people. And if such information is there, is it accessible?

In both urban and rural Kenya, landlessness from population pressure is a common problem which affects agricultural production, business investment and adequate shelter. Those who are landless have the ambition to own land in the long run. Land has more than economic value; it is a social and spiritual entity. The poor have little or no land as they have sold what they had in order to meet major expenses relating to school fees, illness or death (Foeken & Owour, 2000). Again, this is an indication that they do not have access to information that can link them to financial facilities for their day to day running.

2.13   International poverty alleviation information initiatives

International community has put in place some information structures that can help in alleviating poverty.

2.13.1 Role of state institutions in providing information for poverty alleviation

In addressing poverty, institutions play a very important role by either responding to or repressing poor people's needs, concerns, and voices by availing information that address their needs. These institutions range from government agencies, legal and financial institutions, Non-Governmental Organizations (NGOs) and community based organizations among others. The socio-cultural norms, values and

expectations that the poor identify as obstacles or assets in achieving their desired living are directly linked to lack of relevant information that can empower them.

Governments have put in place well-intentioned programmes for the poor but the systems have encountered problems in touching the poor people's lives. The distributed assets were either substandard, inadequate, damaged, or were sold leaving no impact on the poor people's lives. The most visible barrier to these services was identified as inaccessible administrative institutions of the government like police stations, revenue inspectors' office, and so on (Narayan et al 2002).

2.13.2 Non-Governmental Organizations in poverty alleviation

Further, International Development Community has at different summit meetings and other occasions reconfirmed its efforts to reduce poverty (UNDP, 2006). UN pointed out the concern by governments and the whole world to adapt target 1 of MDGs which calls for alleviation of poverty levels among the slums dwellers by 2020. In the Annual Review for development, the World Bank's central mandate and corporate mission was to alleviate poverty through provision of finance, knowledge and advice to deserving countries to the end. Accordingly, joint efforts towards provision of information that can alleviate poverty were to be put in place by all stakeholders within a given community (World Bank, 2005).

The World Bank noted the knowledge gap between development and poverty related outcomes. The bank further asserted that to eradicate extreme poverty and hunger, access to information must be facilitated. International Monetary Fund (IMF) and member countries including Kenya have to that effect produced Poverty Reduction

Strategy Papers (PRSPs) that outline the strategies to be used to alleviate poverty. Such efforts are directed towards every humankind irrespective of their economic status.

2.13.3 Examples of information strategies used to reduce poverty

United Nation has been on the forefront in the war against poverty. China achieved this through well structured information systems. New methods of disseminating information to the citizens have been strengthened and the government has significantly increased both financial and human resources allocations to facilitate access to information with a focus on providing public access to services (SIDA, 2009). In June 1996, the United Nations Commission on Science and Technology Development (UNCSTD) in collaboration with IDRC proposed five development indicators that focused on improvement of the quality of life; education, health, income, governance and technology (UNDP, 1997). If we consider that these five are key indicators of development, then ICTs can be socially beneficial if they contribute to poverty alleviation, improved health and education, better use and more equitable sharing of resources, and raising participation in the decision making processes. In this regard, access to information is crucial.

To enhance development within any given community, there is need to identify sectors with high employment potential. These sectors include commercial agriculture, agro-industry, agro-business, retail and wholesale trade. Others include tourism, housing, construction, garment industry, education, health, financial services, Small scale and Medium industries.ICTs and information technology enable proper provision of such services (Devarajan & Reinikka, 2005; Tilak, 2002).

Technology and Vocational Education and Training (TVET) can take care of those who dropped out of school at various stages and have spent several years in a frustrating and demoralizing environment a time when they should be contributing happily and productively to the processes of poverty alleviation. Within the urban slums, there are those groups who are already engaged in business but are being left behind by the new advances in equipment, tools and technological variations. They need new skills or renewal of skills.

In India, vocational training outside schools and institutions has been embraced to target unemployed and unskilled workers in order to prepare them for productive work. It also targets school leavers to prepare them for labour markets. This is a major concern not only for educational planners but also for communities and society. The critical importance of this issue becomes clear with the realization that 55 percent of children drop out of school by the time they reach class VIII whereas in Kenya, only 43.2 percent of the girls and 45.1 percent of the boys who were enrolled in Standard 1 in 2001 completed Standard VIII in 2008. Parents, especially the poor increasingly withdraw their children from school when faced with increased demands on household incomes. Grade repletion and failure to complete primary school are serious problems in general, but especially so for the lower income groups and for girls (Armstrong, 2011; Tilak, 2002).

The response of this issue comes in the shape of various schemes launched by different ministries and the initiatives of NGOs. Tilak (2002) found that many of these initiatives in India have largely achieved their targeted objectives and had attracted attention. Up-skilling of skilled or unskilled workers already in jobs was

also an important focus. Many in India reached a productive category that otherwise was not contributing to development before.

2.13.4 Poverty alleviation initiatives in Africa

Many initiatives have been taken at the international level to support Africa's efforts to develop communication infrastructure and services that are connected to the world's information highways. These efforts were designed to enable African countries achieve faster ways to achieve durable and sustainable development. There is no doubt that ICTs have been linked closely to the power and economic boom of the developed countries. Therefore, Brodnig and Mayer-Schonberger (2000) have advised African countries to gain access to information, take advantage of it, and contribute fully to this new world constructed on knowledge in order to access accurate and reliable information, which is key for sustainable development.

Changes observed in the use of ICTs have led to what is now referred to as "the knowledge society". ICTs have made it possible to find fast access to, and distribution of information as well as new ways of doing business in real time at a cheaper cost. For example, in Senegal, ICTs were introduced to allow for both more frequent communication and improved information flow in order to improve learning and facilitation, by employing a sensitizing model used by family life education in promoting population environment and sustainable development issues. ICTs were introduced through the creation of youth cyber spaces in secondary schools (Tilak, 2002).

Initiatives to keep the local needs of the people which include community awareness, creating community assets, education, health, development activities and training have been established. Such initiatives have provided improved skills to community members like agriculture, animal husbandry, tailoring, electrical fittings and utensil repairs, repairing diesel pumps and hand pumps, basic skills in dealing with the health concerns of human and animals. Improved skills are provided to traditional carpenters, fitters, turners and blacksmiths. Such initiatives have achieved great community credibility and acceptance in development.

2.13.5 Role of state institutions in poverty alleviation in Kenya

In Kenya, both government and privately funded institutions like Kenya Industrial Development Institute (KIRDI), Kenya Bureau of Standards (KEBS), Kenya Industrial Property Institute (KIPI), Kenya National Federation of Jua Kali Association (KNFJKA), National Book Development Council of Kenya (NBDCK), Banking industry, and News Media have been encouraged. The efforts by these state institutions to provide information that can alleviate poverty should be shared. However, information about what these institutions are and what they do, has not penetrated to the target persons whom they were intended to benefit.

2.14 Summary

Poverty is associated with inability to access timely and relevant information that can empower the poor. Three theories, economic, information and innovative models that have been used in this study imply that when the barrier that prevents the poor from accessing the information they need for their day to day activities is removed, then poverty will be alleviated. A number of needs including lack of

access to information related to education, health, skill empowerment, agriculture, trade and business are common among the poor.

Studies have proposed means and channels through which information can be made accessible to the poor. Libraries and information centres are among the sources where information can be accessed. Information communication technologies like radio, TV, telephone, Internet and public address have been found to play a major role in conveying relevant and timely information that can help the poor improve their living standards. The Kenya government together with other international concerns have invested in a number of initiatives in an attempt to facilitate access to information that can alleviate poverty amongst both the rural and urban poor. However, these initiatives have encountered a number of challenges in trying to achieve their goals.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1   Introduction

This chapter provides the plan of how the study problem was studied. It discusses the research design, the population under study, the sample and sampling procedures used in the study. It also describes the instruments that were used in data collection, data collection procedures and how the data was analyzed. These components played a pivotal role in meeting both the aim as well as the objectives of the study.

3.2   Research design

The study was conducted within the qualitative and quantitative paradigms. The qualitative research approach was chosen in view of the explorative nature of the study which aimed at describing the role of information in alleviation of poverty among the urban poor. One of the major distinguishing characteristics of qualitative research is the fact that the researcher attempts to understand people in terms of their description of their own world (Kothari, 2004). The study gives a detailed description and analysis of information use among the Rhonda slums dwellers. The researcher used the methods and theories of information science to understand how the urban poor relate with information and tried to interpret the existing conditions.

Data was collected from various categories of Rhonda slums dwellers that included traders, informal employees, farmers and social workers. Small samples of target groups were interviewed to gain in-depth understanding of how efficient and effective access to information can improve the living standards of Rhonda slums dwellers.

3.3 Study area

The study was conducted in Rhonda slums in Nakuru Municipality. Selection of the study area was based on the following; Firstly, Nakuru is one of the major towns in Kenya where many people are migrating to in search of employment to improve their living standards. Secondly, it has many industries that enhance national development. The town has been singled out as the fastest growing town in Kenya today. Lastly, it is a tourism attraction area that should be considered in national development issues. Menengai Crater, which is a tourism attraction to both local and international tourists, is located in Nakuru although bad roads that lead to the crater and the reduction of flamingos in Lake Nakuru have contributed to the reduction of tourists who come to visit the area. Rhonda slums are located within the Municipality, to the south of the town. To the east of the slums is the Lake Nakuru National Park. To the north and west of Rhonda slums, is the industrial area whereas Nakuru rural is on the south. The slums are a highly populated area within the municipality compared to other estates in the town.

3.4 Study population

A population is any group of institutions, people or objectives that have at least one characteristic in common (Kothari, 2004). The population included the general community consisting of traders, informal employees and farmers. The traders consisted of those involved in various businesses like vegetable sellers, maize roasters, grocery shop owners, food sellers, charcoal sellers, masons, cobblers, tailors and transport dealers. The farmers included those who engage in any agricultural related activities like poultry and dairy farming while the informal employees consisted of those employed on casual basis. Informants included

government representatives (chief and ministry staff) while Service providers included extension services providers (public health related service providers), education related and garbage collectors

3.5   Sample and sampling procedures

A sample is a subset of the population which is selected to represent the population during the study, whereas sampling procedure is the process of selecting a sample from a population (Mugenda & Mugenda, 1999; Kothari, 2004; Kasomo, 2006). For the purpose of this study, respondents were stratified according to activities which address different dimensions of their daily needs. The researcher considered only the two sections of Rhonda slum (Section A and B). The researcher adopted cluster sampling in order to get a representation from the various categories of the population (Kasomo, 2006).

For the purpose of this study, a non-probability sampling technique was used, namely; convenience sampling. A convenient sample is described as a group of individuals who are readily available to participate in the study (Kasomo, 2006). Convenience sampling was used within the two sections because it would describe the development activities in which the community engaged in, and that would lead to the insight as to why the community languishes in poverty yet they are actively engaged in poverty alleviating activities. Although this method of sampling is certainly convenient, it is hardly representative, but as Kasomo (2006) put it; in some cases it is the only method available.

First, the study area was clustered into two administrative clusters; namely Rhonda A, and Rhonda B. The population within each cluster consisted of traders, food kiosk operators, farmers, informal employed and the unemployed. The traders were further categorized into those who operate grocery shops, bars, butcheries, vegetable sellers and those who roast maize. Farmers were categorized into those who kept poultry and those who kept cattle. From each administrative division, service providers and key informants were also sampled to establish the kind of information they provided and the difficulties they encountered if any, while serving the Rhonda slums dwellers.

The respondents were selected from the convenient sample by simple random sampling from the various population groups in the two administrative divisions in Rhonda. Simple random sampling ensures that all individuals from the defined population have an equal and independent chance of being selected as a member of the sample and it provides more precise estimates (Mugenda & Mugenda, 1999). The sample size was forty from each administrative division. The representation of the general community included traders (47), informal employees (29), and farmers (4), while the service providers included personnel in environmental related areas (2), education (7), Health (1), food security (2) and skills improvement (1). There were (5) informants. All health, agricultural, education and financial related service providers in Rhonda were sampled.

3.6   Instrumentation

To obtain information and understanding of how the Rhonda slums dwellers interacted with information, the interviews were conducted with the aid of an

interview guide in the form of semi structured and open ended questions. The interview guide served as a map for the path that was followed by the researcher when dealing with specific issues considered relevant to the study. Gillham (2000) recommends use of interview because of its flexibility as questions can be restructured if not understood by respondents.

The researcher used semi-structured interview to specifically seek information on the existing and missing vital information for the Rhonda slums dwellers. The interview guide focused on particular aspects of the subject area to be examined. Although the researcher's aim was to gain participants' perspective, the interview guide was meant to guide the interview in such a way that it ensured that the purpose of the study was achieved and the research topic consequently explored.

3.6.1 The interview process

"The purpose of the interview is to find out what is on someone else's mind. We interview people to find out from them those things that we cannot directly observe" (Gillham, 2000). Usually qualitative research interviews tend to involve relatively little structure and control by the researcher. Digressions by participants are expected and are generally regarded as useful because they lead into topics that are more productive than those that the researcher might have introduced. Getting participants back on track is done only if it becomes apparent that they are avoiding topics that need to be discussed and that these are within their emotional tolerance for discussion.

There were three different interview guides; for the general community (Appendix A), for the service providers (Appendix B) and for the key informants (Appendix C). Interviewing the general community sample was carried out so as to understand the activities the community engaged in to earn their daily bread and how they executed the activities. To establish information needs of Rhonda slums dwellers, it was necessary to establish the economic activities the community engaged in. The community was clustered into two administrative sections from which target groups were identified. Members from the target groups engaged in various economic activities were randomly sampled. This helped the researcher to understand the information needs of the community.

The service providers and key informants were interviewed to clarify the services available to the Rhonda slums dwellers as this enabled the researcher to understand the extent to which the community accessed the information. It also sought to establish how the community accessed information related to their needs. The interview was then narrowed down to a non standardized interview as this allowed for more detailed data that enhanced good interpretation, analysis and conclusion. Kothari (2004) states that interviews also allow the researcher to make an observation on what the respondents say and are able to seek for clarification or explanation if there is need.

3.7   Validity and reliability of the instrument

To ensure that the instrument gave the information required or intended to be as Kasomo (2006) states, the researcher developed prompts by noting the main points needed to get information. If the interviewee did not cover them, the researcher

asked for clarification like "what about…." (Gillham, 2000). Such clarifications helped the researcher capture what the interviewee had overlooked and yet was important to the researcher.

Gillham (2000) proposes the use of probes to test for reliability. Probes have been defined as supplementary questions and responses used to get interviewees to feed the interviewer more or expand on their responses. The researcher sought for clarification politely so that the interviewee did not feel like he or she was being coerced. Further, as Gillham (2000) suggests, the researcher showed appreciation and understanding which encouraged the interviewee to open up. Lastly, the researcher ensured that throughout the interview process, there was a lot of attention given to the interviewees. This consequently ensured that the interviewees did not get out of the topic of the study area.

3.8   Data collection procedure

Before conducting an interview, Gillham (2000) states that the researcher should decide how the interview will be recorded. The following questions should help to determine which form of recording is appropriate for the research:

- How sensitive are the issues you the researcher wish to address. If the roles were reversed, would the researcher feel comfortable being recorded?

- Does the researcher have the ability to record the interview in note form?

- Does the type of interview that the researcher is adopting require him/her to make notes to act as probes about certain topics as they arise?

- Does the researcher have the resources to have the tape recording transcribed? This can prove very costly in terms of the researcher's own time or paying somebody to transcribe the interview.

According to Greenfield (2002), three (3) possible options are (i) note taking, (ii) tape recording or (iii) combination of the two. The common way of recording the interview has been with the use of a tape recorder. The interviewer can then concentrate on the topics and dynamics of the interview (Gillham, 2000). Greenfield found opposition to the use of a tape recorder to be rare. He describes tape recorders as now accepted technology. However, Greenfield further advises that when participants are being opposed to be taped or when taping seems inappropriate; for instance in very sensitive situations, researchers should take notes throughout the interview and they should ensure that these notes reflect the words of the participants as accurately as possible. As interviewers can only write down a fraction of the sentences, they should select the most important words or phrases and summarize the rest.

Before data collection was carried out, a research permit was sought from the National Council of Science and Technology (appendix D) and an introductory letter was issued from the District Commissioner, Nakuru District. The researcher was introduced to the interviewees by the area chief and the village elders. This gave the researcher the privilege of meeting the respondents and clearly explaining the purpose of the study.

The researcher visited the interviewees in person and administered a friendly and simple face to face interview which lasted for an average of forty five (45) minutes. To obtain more data or clarifications, the researcher carefully listened and probed where necessary. Throughout the interviews, the interviewer as much as possible interacted with the respondent as an equal and recorded all the responses while ensuring that most important points were noted. In cases where the interviewees did not understand and communicate in English, the researcher translated the questions into Kiswahili, the national language. This ensured that the interviewee responded to the questions accordingly. All the interview questions were answered. The completed interview schedules were then organized in readiness for analysis and interpretation.

3.9   Data processing and analysis

Qualitative data analysis consists of words and observations which are interpreted to bring order and understanding. According to Kasomo (2006), analyzing and interpreting data calls for patience, tolerance, disciplined study, creative insight and careful attention to the purpose of the study. Analysis requires bringing order to the data in organized units and patterns and breaking it down to understand what it implies. On the other hand, interpretation refers to attaching meaning and significance to the analysis, explaining descriptive patterns and looking for relationship linkages among descriptive dimensions.

Data processing and analysis already started from the field it was being sorted out to ensure that it addressed the problem of the study. It was more of a matter of describing, summarizing and interpreting the data while ensuring that the research

questions were answered and any new questions which came up were also addressed before data collection was over.

Data was collected and later classified according to the objectives they addressed; information needs sources, access and challenges. According to Kothari (2004), raw data should be necessarily condensed into a few manageable groups and tables for further analysis. The researcher therefore classified the raw data into purposeful and usable themes and connections to explain the findings. Text and tables representations were used to explain the data. The information pertaining to each theme or which captured the similarities or differences of respondents within each theme was summarized. The purpose of these descriptions was to let the reader know what happened and what it was like from the participants' activities. The responses were analyzed as per the objectives of the study.

3.10   Ethical considerations

Ethics in research are a set of guidelines that define the researcher's behaviour and conduct before and during the study. The ethical considerations that were adhered to during the study were, attempts to avoid plagiarism, and respect for the respondents' confidentiality, anonymity and privacy. The researcher also obtained informed consent of the respondents to take notes. Research findings would not be concealed but rather disseminated after completion of the course.

3.11   Summary

This chapter has explained the methods that were used in this study of how access to timely and relevant information can alleviate poverty among the slum dwellers. The

study was carried out in Rhonda, an urban slum within Nakuru municipality in Nakuru District. The study sample was obtained from the target population who included traders, farmers, informal employees, unemployed, informants and service providers. The instrument that the study adopted to collect data was semi-structured interview from which the researcher gathered all the relevant data that addressed the objectives of the study. Data collected was presented and analyzed using qualitative and quantitative methods in line with research ethical considerations.

CHAPTER FOUR

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1   Introduction

This chapter deals with the presentation and discussion of the results of the study. The findings are systematically organized based on the objectives of the study and the corresponding research questions. Specifically, data obtained from the various responses are analysed and the results interpreted accordingly. The four main issues covered in this chapter include:

1. Information needs of Rhonda slums dwellers

2. Information sources available to the Rhonda slums dwellers

3. Access to available information by Rhonda slums dwellers

4. Challenges that hindered access to information that can alleviate poverty among the Rhonda slums dwellers

5. Possible recommendations and conceptual model of accessing information for poverty alleviation among the urban poor.

4.2   Composition of respondents

There were 80 Rhonda slums dwellers, 13 information service providers and 4 key informants involved in this study.

4.2.1   General Rhonda slums dwellers

This included 80 respondents who engaged in varied activities to make a living, drawn from 2 administrative sections, A and B of Rhonda slums. Of the 80 respondents, 44 were female and 36 were male. This translated to 55 percent females and 45 percent males. Majority of the respondents who were in their active

stage with responsibilities to fend for their families, were in the age bracket of 30 to 40 years.

4.2.2 Rhonda slums dwellers information service providers

The 13 participants who provided information service to the community were also drawn from the 2 administrative sections. They have provided the service for a period ranging between 2 to 28 years and have involved between 1 to 23 other community members. Like the case of the other community members, they were assigned numbers 1 to 13 to avoid revealing their identity for the purpose of keeping their information confidential in accordance to research ethical values. Early childhood information service providers were more (4), as opposed to primary and secondary education which had one member each. This is an indication that the community has an understanding of the need to have a strong education foundation.

4.2.3 Key informants

There were four key informants involved in this study. They had served the community in their various capacities long enough (more than 2 years) to articulate on the issues affecting Rhonda. They include one councillor representing the community's political interests, one village elder linking provincial administration and the community, one provincial administrator for security purposes, and one public health officer charged with providing information on general hygiene. On the other hand, of the four informants, two were located in section A while the other two were located in Shabab, which is a neighbouring estate to Rhonda and town respectively. This shows that they were not easily reached by the other community members. Like the general Rhonda slums dwellers and the information service

providers, the key informants were assigned numbers to avoid revealing their identity.

4.3 Information needs of Rhonda slums dwellers

In order to establish the information needs of Rhonda slums dwellers, three different types of interview schedules were administered to the general community, service providers and key informants respectively (Appendix A, B and C). The interview schedule for the general community (Appendix A) and for the informants (Appendix C) sought to establish what kind of information that the Rhonda slums dwellers seek that enable them execute their daily chores and activities that the community engage in as well as finding out how they are involved in those activities so as to get an understanding of their information needs. This was because information needs arise from the activities one engages in. Information also links various persons engaged in related economic activities by facilitating knowledge about how to execute the activities, when to do them, permitting them to execute the activities even more effectively. Information helps to improve performance by providing both technical and managerial know how in all sectors.

The interview schedule for the service providers (Appendix B) was administered in order to establish the services provided to the Rhonda slums dwellers as well as information required by the service providers in order to provide their services to the community. This enabled the study to establish some of the information needs of the community.

4.3.1 Information needs that arise from economic activities of Rhonda slums dwellers

Activities Rhonda dwellers engaged in are shown in Table 4.1.

Table 4.1: Distribution of economic activities according to gender among Rhonda slum dwellers in Nakuru Municipality

N=80

	Activity	Female		Male		Total	
		Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
1	Vegetable selling	14	18	0	0	14	18
2	Maize roasting	4	5	0	0	4	5
3	Food kiosk	13	17	1	1	14	17
4	Masonry	0	0	1	1	1	1
5	Cobra	0	0	2	2	2	2
6	Transport provision	0	0	3	3	3	3
7	Factory employees	0	0	9	11	9	11
8	Casuals	10	12	10	12	20	25
9	Farmers	1	1	3	4	4	5
10	charcoal selling	1	1	3	4	4	5
11	Tailoring	0	0	1	1	1	1
12	Grocery shops	1	1	2	3	3	4
13	Salon	1	1	0	0	1	1
	Total	**45**	**56**	**35**	**44**	**80**	**100**

The results show that all vegetable sellers 14 (18%), maize roasters 4 (5%), and salonist 1 (1%) are females while all cobblers 2 (3%), transport providers 3 (4%), factory employees 9 (11%), mason 1 (1%) and tailor 1 (1 %) of the respondents are males. The farmers consist of 1 (1%) female and 3 (4%) males while the casual workers consist of 10 (12%) males and females each.

4.3.2   Information needs that emanate from services offered to Rhonda slums dwellers Nakuru

Information needs of any community emanate from the kind of activities it engages in. It was therefore necessary to know the kind of services provided to Rhonda slums in order to determine their information needs. The purpose of the services provided was also sought so as to show whether the service provided information that can alleviate poverty. The responses from the service providers who were also respondents in this study to the question which sought to know services provided and their purpose to the community are shown in table 4.2.

Table 4.2: Types and purpose of services offered to Rhonda slums dwellers, Nakuru, Kenya

Name of service Provider	Type of service	Purpose of service
ROCBO[1]	Garbage collection	Income generation
Greeners	Environmental reservist	Provide water and generate income
Miller	Milling flour	Income generation
Beef supplier	Beef supply	Income generation
Tailor	Make clothes	Income generation
Health care	Curative, maternity, family planning and counselling	Improve living stands and generate education
Education Centre	Education	Provide education for street children
Learning Development	Education and training	Provide education for orphans and street children
Primary school	Primary school education	Provide education
ECD[2]	Education	Give good education foundation and generate income

[1]ROCBO, Ronda Community Based Organization

[2]ECD, Early childhood development

Table 4.2 shows that Rhonda service providers offer environmental education, business and health related services. The table shows that apart from the education funded service providers, all the other service providers generate income. The results show that the service providers in Rhonda slums need information related to

education, environment, health, financial and dressmaking. The table also shows that there are two (2) environmental services provided to Rhonda slums dwellers. Education related services provided range from ECD to training institutions. These findings reveal that there are NGOs in Rhonda who provide education to street children and orphans. The responses to similar question to establish the information needs of Rhonda slums dwellers which was posed to the informants are summarized in table 4.3.

Table 4.3: Responses of key informants on information needs in specific areas of Rhonda slums dwellers Nakuru, Kenya

Need	Information needed
Security	a. How to handle enemies b. How to liaise with other community members when in trouble c. Who to contact when in trouble
Water	a. How to treat water b. Where to get clean water
Training	a. Where to go for training
Business	a. How to access microfinance b. How to form groups
Health	a. HIV & AIDS b. Family planning c. Tuberculosis d. Maternity
Credit	a. Where to get loans b. How to manage the loans c. How to invest the finances
Banking	a. Interest rates for every week
Economic	a. How to improve living standards b. How to be empowered
Recreational	a. Sports
Agriculture	a. Zero grazing b. Where to get animal feeds c. How to treat animals and poultry when sick d. Where to take animals for treatment

Following the 2007 post election violence and its impact on Rhonda slums dwellers, the informants were of the view that the community was insecure. A response by one of the key informants to the question which sought to know information needs of Rhonda dwellers was:

> *We fought one another. We spoilt our property. We killed one another like chicken. We had no one to advise and unite us. We destroyed the wealth that we had made with our own hands in revenge. We knew we were brothers and sisters but who could unite us?*

The table shows that the community needed information on how to liaise with one another when attacked by enemies and generally how to handle insecurity issues.

Water is a key requirement for all human beings. Table 4.3 shows that Rhonda slums dwellers do not get information on where to get clean water and how to treat it. The table also shows that they did not get health related information. One key informant lamented:

> *HIV/AIDS will kill them all even though they are still increasing. Men and youth are running after these small girls. Men give them money while youth want their age mates. Girls say life is short. Why not enjoy it? The youth feel that they rather be killed by HIV/AIDS instead of suffering in this world.*

The key informants further stated that there were a lot of youth who were not engaged in any form of economic activity. The findings revealed that there was a shortage of skilled manpower, financial services and recreation facilities like playgrounds and even libraries.

4.3.3   Sources of income to invest in the economic activities

The respondents were asked whether they required money to start their business.

Such a question would reveal the financial information needs of the Rhonda slums

dwellers so as to establish any gaps. In this study, 64 (80%) confessed that they

needed information on where to get money while 16 (20%) did not. They were

further asked where they got the capital. Again, the responses to this question would

show whether there was an information link between the desires of the community

and their execution. Their responses are presented in table 4.4.

**Table 4.4: Information on sources of capital for economic activities of Rhonda
slum dwellers in Nakuru**

N=64

Source	Number	Percentage
Husband	10	16
Loan	9	14
Donation	19	30
Casual pay	26	40
Total	**64**	**100**

Out of the 64 respondents who required information on how to get money to start

their businesses, a majority who were 26 (40%), had earned the capital from casual

pay. A number of respondents who were19 (30%) got capital to start their businesses

from well wishers. They did not say whether or not the donations were through the

fund raising spirit usually exhibited by Kenyans. The findings revealed that 10

(16%) respondents were given money by their husbands to start their businesses

while 9 (14%) of them got loans. The loans were either from self-help groups or friends.

The information services provided to Rhonda slums dwellers required some information on where to get capital to establish their businesses. The service providers were asked where they got the capital to invest in the services they provided to Rhonda. Responses to this question showed the sources of information related to capital that are available to the community. Their responses are shown in table 4.5.

Table 4. 5: Information on sources of capital for financing information services in Rhonda, Nakuru

N=14

Source	Number	Percentage
Income from the service	4	31
Annual subscriptions	2	15
Donor funded	2	15
Government	1	8
Loans	4	31
Total	**13**	**100**

Table 4.5 shows that 4 (31%) of the service providers got finances to run their service from the service itself. When asked where they got capital to start their business, they said:

You only need a place to start. The rest will come from the business

Two (15%) respondents got their capital t from annual subscription and donor funds, (1) 8% from government and 4 (31) % from loans. The service providers had different perceptions regarding the purpose of their services. Some 5 (36%) of the service providers were interested in making money as opposed to 9(64%) whose interest was to both earn money and provide information service to the community.

4.3.4 Use of income from information service

The responses given by the respondents to the question which sought to know how they spent the money they earned from their daily activities are shown in table 6. Responses to this question showed whether or not they kept accurate financial records that give information that is essential to enable them evaluate where their business is at any given time. The responses would also show whether the businesses provided to the community gave information on how to fulfil their day to day needs.

Table 4.6: The frequency of use of income that emanates from activities

Use	Frequency	Percentage
Food	70	88
Rent	44	55
Fees	13	16
Dressing	10	12
Rural dependant	1	1
Council charges	1	1

70 (88%) respondents said that food is the most immediate need of Rhonda slums dwellers 1 (1%) respondent sent his income to the rural dependants while 1 (1%) paid to the municipal council from their income. These findings reveal that even though Rhonda slums dwellers engage in income generating activities, they evade paying taxes probably because they do not know its importance. Table 4.6 shows that dressing is not an immediate need of Rhonda dwellers. Only 13 respondents (16%) spent their income on fees. The results also reveal that within Rhonda slums, there are land lords who earn rent from their tenants.

4.3.5 Adequacy of information for Rhonda slums dwellers

A question was paused to the respondents to establish whether they were contented with what they earned from their income. Only 8 (10%) respondents were satisfied with what they earned from their respective activities while 72 (90%) were not. Nineteen (24%) respondents found the activities to be difficult, 25 (31%) found the activities unreliable while 36 (45%) found the activities good although not to their expectations.

4.3.6 Desired information on other activities

Rhonda slums dwellers desire to know more about other activities that can enable them earn more money to support them in their day to day needs. This is because what they earned from their initial activities was not adequate. Those who were not satisfied were 72 (90%), and so they desired other activities as shown in table 4.7.

Table 4.7: Information on other activities desired by the Rhonda slums dwellers

   N=80

Desired activities	Number	Percentage
Farming	5	6
Business	36	45
Employment	6	8
Expand	25	31
Nothing	8	10
Total	**80**	**100**

The results revealed that other than the activities the community engaged in, there were other avenues which they needed to explore to improve their living standards. Majority of the respondents who were 36 (45%) desired information that would enable them engage in business as encouraged by earlier studies to participate in SMEs (Khan, 2001). Twenty five respondents (31%) desired information on how to expand their economic activities. Another respondent who sold charcoal said:

If God opens ways for me, I will stop this dirty business and open a shop.

Other typical responses to the same question were:

If I had money, I would hire a farm in Upper Rhonda and do zero grazing. If the government gave us that money they say for women, I would open a food kiosk and move out of this road where I roast maize. I want to be employed but I do not have someone to help me. Maybe I try to save so that I go to buy a job.

A small scale farmer who sold part of his plot to restart a living after 2007 post election violence said:

> *I desire to expand agriculture, keep chicken and cattle. I desire to plant vegetables. Human beings must eat and these things I am mentioning are the food for the people of Rhonda. We have wealth in our hands but it can not change our lifestyle because we have been forgotten and no one seems to be remembering that we exist.*

Those engaged in other activities other than the main activity earn money for rent, food, and fees from these extra activities. The married women who are not engaged in additional activities are supported by their husbands. The barrier to these other desired activities was cited as lack of information on where to access finances.

4.4   Sources of information to Rhonda slums dwellers

An attempt was made to ascertain whether there are any structures in place where Rhonda slums dwellers can get information that can support their day to day chores. This was because better production required one to be knowledgeable in what she does. For example, good record keeping provides information that can be used in evaluating the performance of a given activity. All the respondents in this study required information and skills to run their chores.

4.4.1   Information in Rhonda slums

Responses that addressed the question which sought to know the sources of information that Rhonda slums dwellers accessed to enable them perform their daily chores more effectively are presented in tables 4.8, 4.9, and 4.10.

Table 4.8: Frequency of use of information sources in Rhonda, Nakuru

Source	Frequency	Percentage
Colleagues	23	28
Market	30	37
Church	1	1
Own initiative	6	7
Municipal Council	10	12
Veterinary	1	1
Faulu Microfinance	2	2
School	1	1
Nowhere	10	12

Table 4.8 shows that 23 respondents (29%) got information from colleagues, 30 (37%) from the market while 10 (12%) are neither sure of where they got their information nor had a specific place where they got information from. The table also reveals that 6 respondents (7%) are struggling to get the information they needed to run their day to day chores. The church and the government (veterinary) it was said had not done much to provide the information that Rhonda residents needed to make a living. The Table also shows that financial related information is wanting in Rhonda. Residents rely on information from their colleagues (29%) and the market (37%) to run their chores. Sadly, there are those respondents (12%) who do not access the information they need at all.

Similarly, to establish the available information sources to Rhonda slums dwellers, the informants were asked to give the information sources that the community consulted to enable them get the information they needed for their day to day

activities. The key informants are the link between the government and the Rhonda slums dwellers. The informants are therefore expected to know such sources even if the general community does not refer to the sources. They gave such sources of information as the government, local authority, churches, NGOs and individuals. When further probed to explain how the government was a source of information, informant number 3 and 4 highlighted the posters on the government notice boards and the chief's *barazas* as the structures in place where the community can access information. However, the informants were aware that the sources in place (posters and chief's *barazas*) were not popular among the community given the fact that those who visited the chief's office and attended *barazas* were usually associated with crime.

In addition, the sources of information were derived from the question which sought to establish whether there were libraries, information centres and internet services in Rhonda. 56 respondents (70%) stated that they did not know where the library was, 23 (28%) and 1 (1%) indicated that the library was in Menengai and Christ the King respectively. Menengai and Christ the King, which are adjacent to one another, are about 5 kilometres away from Rhonda. All the respondents who participated in the study did not know if there were any existing information centres or Internet services in Rhonda.

It was also necessary to establish the available schools, training institutions, hospitals and credit facilities in Rhonda because these are the known places where ordinary citizens can access information. The study regarded media as a source of information. Although the telephone is a channel through which information is

transmitted, the study grouped it together with the sources of information. This is because the telephone has played a major role in transmitting information that can alleviate poverty as supported by several studies (Murillo, 2007; Harris, 2004).

4.4.2 Range of information sources available to Rhonda slums dwellers in Nakuru

Responses of 80 Rhonda slums dwellers who participated in the study revealed that there were no libraries, information centres and Internet services in Rhonda. The findings also revealed that 65 (81%) of the 80 respondents who participated in the study used mobile phones. The findings also revealed that there were seven (7) schools in Rhonda of which one (1) was Government funded, four (4) were ECDs while the other two (2) were donor funded.

Similarly, to establish the available sources of information to the services provided to the community, service providers were asked to give the available institutions where they could upgrade their skills. Their responses are presented in table 4.9.

Table 4.9: Responses on the availability and location of information on training institutions for Rhonda dwellers in Nakuru

Service provider	Knowledge of training institution	Loation of training institution
Garbage collector	Cooperative	Nakuru
Environmental reservist	Government	Outside Nakuru
Miller	Industrial area	Nakuru
Beef Supplier	Hands on	Nowhere
ECD	Bahati	Outskirts of Nakuru
Education	Narok	Narok
Miller	RVIST	Njoro
Tailor	KITI	Nakuru
ECD	NYS	Nakuru
ECD	Lanet	Outskirts of Nakuru
Health care	Egerton	Nakuru
Health care	Trancom	Nakuru

Table 4.9 reveals that there are no training institutions located in Rhonda. The beef supply service provider did not find it necessary to train the staff nor improve their skills as the respondent appeared contented that the service did not require any training other than having their hands on experience. Table 4.9 also reveals that education centres which are considered as key avenues where residents can get information on how they can upgrade their skills were not available in Rhonda. The same question which sought to know the available training institutions where Rhonda slums dwellers got information was posed to the key informants and they all admitted that there was none except the government.

Responses shown in table 10 to a question posed to the respondents who had school going children gave a clue on the availability of sources of information to the community of Rhonda. The question sought to know the location of schools where their children went to. This was done so with the intention of examining the information needs of Rhonda slum dwellers and what hindered the community from accessing information that could alleviate poverty. Their responses are shown in table 4.10. The distance of location of schools from the Rhonda residents was measured in terms of where they were located.

Table 4.10: Distribution of location of schools that Rhonda school going children attend

N=59

Location of school	Number of Respondents?	Percentage
Rural	7	12
Boarding	9	15
Rhonda	11	19
Nakuru Municipality	32	54
Total	**59**	**100**

Table 4.10 shows that majority of the respondents who had school going children took their children to schools within Nakuru municipality but outside Rhonda. There were fewer children who went to schools in Rhonda (19%) in comparison to those who went outside Rhonda. Nineteen percent is a small proportion given the fact that access to information is a right to every child. Those who took their children to boarding schools who were 9 (15%) avoided exposing their children to a

lot of hardship and crime. These findings revealed that there were not enough schools in Rhonda to meet the community's education information needs.

4.5   Access to information

Out of the 80 respondents who participated in the study, a very small proportion of the respondents who were 3 (4%) were able to access libraries while the majority who were 77 (96%) were not able to. Those who accessed libraries (4%) borrowed books for their children's assignments. This could be due to the community's unawareness of how access to libraries could positively affect their children's performance in schools. Again, the only public library in Nakuru is located in Bondeni, which is five kilometres away from the slum thus making it inaccessible to the community. Walking for five kilometres to access a library for Rhonda residents is not practical due to the fact that the community would rather use that time looking for the most immediate need, which is food (table 4.6).

When asked whether and where Rhonda slums dwellers accessed the information they needed to run their day to day activities, the informants gave various responses as shown on table 4.11.

Table 4.11: Responses on access to information by Rhonda slums dwellers

N=5

Informant	Access to information	Where accessed
1	Partly	NGOs, Provincial Administration
2	No	None
3	Minimal	Public Health talks
4	No	Not available
5	Little	During public functions

The findings show that Rhonda slums dwellers who attend public functions like the chief's meetings and the church do not access all the information that is related to their day to day chores. Usually, the provincial administration conveys security related information and rarely would they inform people on where to get other information on where and how to get job opportunities, how to market their products or even their prices. The findings also show that during public health talks, very minimal information is passed on to the community since health related talks are usually associated with the sick and more so, with those infected and affected with HIV & AIDS.

Similarly, the service providers who participated in the study were asked the criterion they used to distribute their services to establish whether they provided the service they intended to provide effectively. Their responses are presented in table 4.12.

Table 4.12: Recipients of various information services provided in Rhonda slums, Nakuru

N=13

Service	Recipients of services
Garbage collection	Landlords
ECD	Children aged between 2-6 years
Environmental reservist	Everybody
Beef supply	Transport dealers
Health	Mothers and general community
Tailoring	Women
Miller	General community
Primary Education	Graduates from ECDs
Education Centre	Street children
Learning Development	Orphans from Rhonda

Table 4.12 indicates that the landlords access information related to hygiene issues. The table also shows that mothers and the general community access information related to health and environment. The table also reveals that information on beef supply target transport dealers. This could be because the transporters provide ready market for the beef given that the beef would go bad if it is not sold immediately unlike the tailor who targets the women who may rely on somebody else's pocket. Table 4.12 further reveals that apart from the garbage collection and beef supply, all the other information services target women and children.

4.5.1 Access to information on credit facilities

Responses to the question that sought to know the available credit facilities that Rhonda slums dwellers can access are presented in table 4.13. This question was addressing objective number 3 and research question number 2 on the challenges that hinder Rhonda slums dwellers from accessing information that can alleviate poverty

Table 4.13: Responses on available information on credit facilities to Rhonda slums dwellers

N=80

Credit Facility	Respondents	Percentage
Microfinance	16	20
Banks	9	11
Cooperative society	6	8
None	48	61
Total	**80**	**100**

Table 4.13 shows that 48 respondents (61%) who are a majority and participated in this study do not have access to information on how to access credit facilities. They identified tough conditions as barriers to such credit facilities. The data also shows that cooperative societies are very unpopular although they are known to charge less interest than the banks on loan repayments. This is because Rhonda slums dwellers does not have regular employment to enable them contribute regularly to the cooperative societies. Twenty percent of respondents indicated that they accessed microfinance organizations, whereas eleven percent indicated that they accessed banks.

4.5.2   Access to Information Communication Technologies

Responses to the question which sought to know whether Rhonda slums dwellers access ICTs revealed that apart from mobile phones, TV and Radio, there is no any other ICT related sources of information that Rhonda slums dwellers access although a very small portion (4) is able to access computers in the provision of their information services to Rhonda slums dwellers. They include one (1) healthcare and two (2) education related information providers. One Small Business Entrepreneur used the computer but not for accessing information related to his business.

4.5.3   Use of Internet

Most of the small entrepreneurs running small businesses have always held the belief that using computers in keeping information is done by those who manage big businesses. Findings revealed that 74 (93%) respondents who participated in the study did not know how Internet can provide information that support the running and managing of their businesses. Four (5%) cited high cost to access Internet as a barrier and suggested that the Internet should be availed free of charge to all.

4.5.4   Telephone use

Out of the respondents who participated in this study, 68 (85%) used mobile telephones to communicate information related to their day to day economic activities while 12 (15%) did not use the telephone. Out of those who used the telephone, 65 (96%) owned mobile phones, 2 (3 %) used office telephone while 1 (1%) borrowed from the neighbour. Telephone use was preferred because 10 (15%) found the telephone reachable to their customers. This is reflected in their response that stated:

These days everybody has a mobile. Even when vehicles delay in the farms,

we are able to know.

Seven respondents (10%) found telephones to be cheap while 51 of them (64%) regarded the telephone to be fast and convenient. Again, telephones can be used to deliver information related to prices of commodities, business and even health (Harris, 2004).

4.5.5   Use of Radio

The findings revealed that although a majority of respondents who were 78 of the community (97%) can access radio, information accessed via the same had nothing to do with their day to day activities. They either listened to death announcements or entertainment. Radio can deliver useful information to the poor as they continue to explore their day to day ventures. Although earlier studies (Brodnig& Mayer-Schonberger, 2000; Harris, 2004) found radio to be the most reachable media by the poor to access information, the findings revealed that Rhonda dwellers did not use radio to access information for the day to day running of their chores. They did not even know that the kind of information that can change their lives is transmitted on radio.

4.6   Challenges facing Rhonda slums dwellers in accessing information

The respondents who participated in the study have challenges that prevented them from accessing the information they need. Such barriers included high cost of information, unavailability of the information and lack of adequate time to access

information. There are other respondents who were not sure of the type of information they needed. To address the question which sought to know the obstacles that prevented Rhonda slums dwellers from accessing information they needed for the day to day running of their activities, the service providers and the general community gave responses as presented in tables 4.14 and 4.15.

Table 4.14: Challenges faced by Rhonda slums dwellers in accessing information from the available services

Service provider	Challenge
Garbage collectors	No lorry
ECD	Debts, high taxes, No permanent classroom
Environmentalists	Lack of finances to pay staff
Miller	Defaulters
Butcher	Unsold beef
Tailoring	No credit facility
Healthcare	None
Education	Less funding. Donor withdrawal, Delay in funding

Apart from the health information service provider who did not face any challenges while providing her services to the community, Table 4.14 shows that all the other information service providers encounter challenges. The garbage collector does not have access to information that should enable him get a lorry to transport the garbage; the environmentalist lacks information to finances that would be useful for paying the staff; the tailor lacks information to credit facility while the butcher does not sell all the beef, which may be an indication that he probably does not know the

quantity of beef to take in advance. Some beneficiaries of the services do not honour their debts, which may be an indication that they lack information on where they can access money. For example, a head teacher who represented ECD information service providers had this to say:

> *Here in Rhonda there are many nursery schools. A parent can move around with the child throughout the year avoiding to pay fees. If your school is lucky to be the last, then he will pay because it is a must that he gets a letter for Standard one.*

This shows that ECD information dealers do not have enough information about their clients. Again those who deal in ECD lack the network where they can track information on school fees defaulters.

Table 4.15: Identified obstacles to information on credit facilities

Obstacles	Number of respondents	Percentage
Harsh condition	56	70
No guarantor	3	4
Do not know	21	26
Total	80	100

Table 4.15 reveals that 56 respondents (70%) do not access information related to credit facilities because the conditions attached are hostile. One respondent stated that:

Even the government knows that our income is low. It is supposed to help us or say, we take a loan to start business then we start repaying it after about six (6) months. When you go to request for a loan, they expect you to have saved a certain amount of money in that bank. Where do they want me to get what to save when I do not even have what to eat? Then they go on announcing there is money in banks for women and youth. Where? Try and see how you will be tossed around by these people. That money has the owners. To make it sadder, we then hear that the money has been taken back to the government because people have refused to take it. When will our government consider us?

This remark expresses the bitterness of Rhonda slums dwellers who feel they are neglected by the government. This also shows that information on other lending bodies is missing. Banks may also need to have information of well kept bank statements and other records of the business related expenses. This becomes a challenge to the community because most of the entrepreneurs do not have accounting skills to enable them keep the records accurately so as to provide the information the bank may need in order to make a decision as to whether loans can be provided or not. However, the community still feels that they can be rescued from the harsh experiences they go through and have given some suggestions to what should be done. Other hindrances to access to information on credit facilities were given as shown in Table 4.16.

Table 4.16: Identified obstacles to access to information on accounting skills

N=80

Obstacles	Number of respondents	Percentage
No trainer	17	21
No financer	18	22
Illiteracy	5	6
Old age	1	1
Time	3	4
Do not know	36	45
Total	**80**	**100**

The results presented in Table 4.16 show a number of obstacles that prevented Rhonda dwellers from accessing information that could upgrade their accounting skills. Seventeen respondents (21%) who needed to upgrade their skills lacked training facilities. 18 respondents (23%) lacked finances to cater for their training while 5(6%) confessed that they were illiterate. One respondent (1%) said that age prevented her from moving around to get the information she needed. Given that they were small business entrepreneurs, they needed to access information on how they could improve. Improvement in business comes with good record keeping and access to information that can enable them access credit to invest. However, 36 respondents (45%) could not identify any obvious challenges.

Table 4.17: Other obstacles to access to information

N=80

Obstacle	Number of respondents	Percentage
Cost of information	10	13
Time to access information	5	6
Unavailability of information	10	13
Do not know	55	68
Total	**80**	**100**

Apart from the obstacles to information shown in Table 4.16, the findings shown in table 4.17 revealed that there were other obstacles as well. Ten respondents (13%) said that the cost of information was high. Five respondents (6%) did not find time while 10 (13%) said that the information was unavailable. The majority who were 55 (68%) could not identify the reason why they did not get the information they needed. This was attributed to lack of knowledge on the relevant information they require for their day to day errands.

The challenges that the Ronda slums dwellers have in relation to information access were revealed by the questions that sought to know the costs incurred to take children to school. Their responses are presented in Table 4.18.

Table 4.18: Distribution of costs incurred to take children to school

Item	Number of respondents	Percentage
Food	26	44
Uniform	39	66
Fees	38	64
Books	29	49
Transport	5	9

Table 4.18 reveals that Rhonda slums dwellers incurred a lot of costs to take their children to school. The highest cost was on uniform as was said by 39 respondents (66%). They said that schools wanted the children to have Bata shoes, games kits and uniform bought from some appointed shops. They found those appointed school uniform shops to be more costly than the other ordinary shops. The cost of uniform was highest, and this was followed by school fees, which was cited by 64 percent of the respondents, books by 49 percent of the respondents, and food was quoted by 44 percent of the respondents.

4.6.1 Suggestions on how to improve access to information

The 80 respondents were asked to suggest ways of removing obstacles on sources of information. Their responses are presented in table 4.19.

Table 4.19: Rhonda slums dwellers' views on how to improve access to information

N=80

Suggestion	Number of respondents	Percentage
Remove cost	10	13
Avail sources	30	37
Nothing	4	5
Uncertain	36	45
Total	80	100

Out of the respondents who participated in the study, 30 who formed 37 percent were of the view that they could attain the skills they needed for their day to day activities if they were informed of where to get information on the available training facilities. Some 10 respondents (13%) suggested that all training costs be removed while 4 of them (5%) said that they were contented. A high number of 36 respondents (45%) wanted to be trained but could not suggest any means that would enable them access it; an indication that they did not even know their rights and what was good for them. Thirty three respondents (41%) were of the view that the lending organizations should relax their loaning conditions; 32 respondents (40%) desired that the government come to their rescue while 15 respondents (19%) did not have any suggestions as to what should be done to enable them access credit facilities. Those who wanted the government to help them could not say exactly what should be done.

CHAPTER FIVE

DISCUSSION OF FINDINGS

5.1   Introduction

In regard to the objectives of the study and consequent data presentation and analysis, this chapter discusses the findings. The discussion relates the findings in the earlier studies to the situation in Rhonda based on the objectives of the study.

5.2   Information needs of Rhonda slum dwellers

The study revealed that information needs of Rhonda slums dwellers emanated from the community's day to day chores and the services they needed for their living. The economic activities Rhonda slums dwellers engaged in included small business enterprises, agriculture related and employment while the services they needed to make a living were education, health, clean water, hygienic, skills improvement, and security related. These findings concur with those of Rajput (2009) who found that information needs of a given community stem from the activities the community engages in.

5.2.1   Information needs of small business entrepreneurs

The study showed that Rhonda slums business entrepreneurs needed information on how to manage their businesses. They have been in the businesses for as long as 20 years and one thing they know is that their businesses generate money to meet their day to day needs. So to them, their businesses are viable. The study also found that the small business entrepreneurs do not keep accurate and reliable financial record of their businesses. This is reflected in their desire to know how to keep business records. Accurate and reliable information is essential as it enables them to evaluate

where there businesses are at any given time. More so, one is capable of knowing the financial implications one has undertaken in relation to the operation of the business. These findings confirm the information gap that exists between the small business entrepreneurs and what they intend to achieve; alleviate poverty (Dervin, 1996).

These findings also revealed that Rhonda slums dwellers have the capacity to support the Kenya Government in alleviating poverty within the slums and that the community needs information related to business and trade. Such information will enable them perfect their activities and become more effectively. These findings support earlier studies which held that poverty can be alleviated through small and medium enterprises if only the poor access information that can improve their skills (Khan, 2001; Rajput, 2009).

5.2.2   Information on credit facilities

Throughout the period of the fieldwork, the respondents indicated that they have financial information needs. They were aware that banks give loans but due to harsh terms, they were not able to borrow from banks. However, the study reveals that the business entrepreneurs did not keep records of their business as to know the monthly turnover of their businesses in order to qualify for the loans. Again the business entrepreneurs did not have bank accounts and could not therefore have the information that the banks needed like bank statements. This also shows that these business entrepreneurs did not know the requirements needed in order for one to qualify for a loan.

The Kenya government has opened a lot of avenues where the citizens can access credit facilities like Youth and Women Enterprise Development Funds (Shah, 2010). Such funding organisations are supposed to avail information on loan facilities for those who need them, but if there are those who still cannot access the credit facilities, then it means that there is a missing link between Rhonda slums dwellers and the government, which is contrary to the study's earlier assertion that members of the community are usually informed on how to access micro credit for poverty alleviation (Alam, 1992).

Micro finance institutions in Kenya require that any potential person who needs to borrow from them must belong to a group, preferably a registered one (Wambugu et al., 2010). The findings show that Rhonda business entrepreneurs who are not able to access credit facilities lack the information on how they can form groups and have them registered; an indication that the spirit of pooling together and moving forward has lost track among the Rhonda slums dwellers (GoK, 1999).

5.2.3   Information on employment opportunities

The study has revealed that youth within the age group of 18-35 years are not actively involved in economic activities of Rhonda. Although the Kenya government strives to create 500,000 jobs for the youth, their absence in economic activities show that they engage in illicit practices as was found by earlier studies (Kimalu et al, 2002; KCB, 2009; Shah, 2010). The absence of any manufacturing industry in Rhonda also shows that the youth are not able to access information related to employment opportunities. This is contrary to earlier studies which found that access to information on job opportunities that empower a nation depend on

availability and accessible manufacturing industries (Bradshaw, 2006; Armstrong, 2008; Shah, 2010).

The Economic, political and social distortion theory requires that information on lower skilled jobs be brought closer to the workers (Bradshaw, 2006). Such information can be accessed from institutions that provide employment; a facility which is missing in Rhonda. There is no single manufacturing industry in Rhonda where the community can access information on employment opportunities. The findings concur with other studies which criticized industries for failure to assist the government by establishing institutions where the poor can get employment information (Khan, 2001; Rajput, 2009).

5.2.4   Market related information

In line with Narayan (2002), the study has revealed that Rhonda slums dwellers are hard working. They sell vegetables, roast maize, run grocery shops, and sell charcoal while others practice some dairy and poultry farming. All these require the community to know who their customers are, who their competitors are, where to buy raw materials from, where to sell their products, the expectations of their clients and how to improve on what they do. There are those who are masons, transporters, tailors and casual employees. There are also those who engage in information service provision like education, environment, beef supply and health care. These people also need information on what their customers expect in order to remain relevant so as to stay in business.

5.2.5   Agriculture related information

This study has revealed that Rhonda slums dwellers practice some farming, dairy farming and poultry keeping. They need information on where they can buy inputs, market their products and even access the prices of both inputs and the finished products. The findings in this study concur with those studies which found that farmers are constrained by a number of factors that include high costs of inputs, limited adoption of technology, and weak farmer institutions (Foeken & Owuor, 2000). These findings show that because of the constraints, Rhonda farmers do not earn good yields from their agriculture. The study has also revealed that there is no agriculture related information extension service in Rhonda.

5.2.6   Information on educational facilities

The findings show that the number of ECDs is not proportional to the number of schools. There is one public primary school and one donor funded school for the needy but with no public secondary school. These results show that Rhonda slums dwellers need information on education facilities where the children who graduate from primary schools can be absorbed. In Kenya, there is Free Primary Education which has rolled up to Free Secondary Education; a strategy that is supposed to ensure that every school going child gets access to education. This study supports that of Bradshaw (2006) which found distribution of information related institutions uneven. The distribution does not favour the poor.

5.2.7   Training institutions

This study supports other studies which found that slums dwellers are neither lazy nor stupid (OECD, 2001, Narayan, 2002). The fact that they engage in income

generating activities but still languish in poverty show that they are not practicing their businesses perfectly so as to generate profits. For example, those who practice businesses know that when they need money to meet their personal or family needs, they just dip their hands into their pockets and pick the money they want. However, this leaves them without knowledge of how much they usually make. The implication is that they do not keep records of their transactions, which is an indication that they need information on how to keep simple accounting records, which would inform them on whether their businesses are growing or not.

The presence of ECDs in Rhonda is a potential for poverty alleviation. Sachs (2005) encouraged continuous skill development through relevant information that comes with TVET. Those who engage in ECD information provision need to upgrade their skills but the findings reveal that there is no single training institution within their reach. Today in Kenya, even the children attending ECD education go for tuition during school holidays leaving evenings as the only alternative time for such teachers to upgrade their skills. Again, the teachers in the only one government primary school (Rhonda Primary School) and the two donor funded ones need information on where they can go for evening training to upgrade their skills.

5.2.8   Health related information

Health information is paramount to every human being. The study reveals that Rhonda slums dwellers need health related information where mothers can access information on proper antenatal. Rhonda dwellers therefore need information on how to manage it. One privately owned health information service is not adequate. Private ownership means that in order for Rhonda dwellers to access the facility,

they (community) must meet the cost that comes with it. This is contrary to MDG numbers 4, 5 and 6 that advocates for child mortality, good maternal health and HIV/AIDS care (Shah, 2010).

5.2.9   Hygiene

Garbage collection in Rhonda attempts to ensure that the community live in a safe environment. Although some members of the community (ROCBO) collect the garbage, they need information on better and safe management of the waste. They need information on how the waste can be recycled. The study has revealed that they collect garbage from the landlords. This may imply that other Rhonda slums dwellers do not interact with the garbage collectors who have information on how they can manage their environment. However, garbage collection has adopted the model by Alam (1992) where the community has been involved in providing information that can help them alleviate poverty.

5.2.10   Security related information

The findings of this study concur with those other studies which found crime more rampant among the poor (KCB, 2009; Rajput, 2009). Rhonda slums dwellers need information on how to handle insecurity cases like thefts, illicit brewing and other unruly cases. The unwillingness of some potential participants to participate in the study may be indicative of the fact that there is that fear of interacting with strangers. Being afraid can be taken to mean feeling insecure. This is contrary to Alam (1992) who advocated for sharing of information. The 2007 post election violence has increased the need for such information to higher demand as was reported by one informant from the community.

5.3   Sources of information in Rhonda

Sources of information in this study include libraries, education centres and other areas where information related to environment and devolved funds can be accessed.

5.3.1   Libraries

Although libraries in Kenya have been associated with academic performance, the findings of this study reveal that there is no single library or information centre in Rhonda. Those who know about the existence of such sources were 23 respondents who made up28 percent of the general respondents. These findings contradict those of Davarajan and Rinikka (2005) and Kim (2006) who found that libraries and information centres provide information and knowledge that enables one to explore business avenues that one would have never known without getting access to such information service centres.

5.3.2   Education centres

The study shows that although Rhonda slums dwellers have ECDs where they can access early childhood information services, there is only one public primary school in Rhonda. Given that 58 percent of Nakuru population live in the slums (KCB, 2009), of which Rhonda is one of them, only one primary school for such a big population is not adequate. There is no public secondary school in the slum except the two donor funded schools for orphans and street children.

5.3.3   Sources of environmental information

Environmental concerns have been addressed by garbage collectors. This has been done in an attempt to embrace Narayan (2002) who found that the environmental

needs of the poor are not adequately addressed. Garbage collectors signed contracts with the landlords to provide the service but in the event the two parties do not agree, the service is not provided at all. In addition, the Rhonda residents are threatened with displacement by perennial storm water from the upper part of the town where the garbage is disposed (KCB, 2009). This can result to tragedies like those of Mathare slums (Nairobi) and Mukuru Sinai slums (Nairobi) inferno that swept the lives of many (Wanyonyi & Barasa, 2011). The findings have proved that there is inadequate information that can help the service provider to manage environmental issues effectively.

5.3.4 Devolved funds

Devolved funds in Kenya have become the tool for fighting poverty. The findings of this study are consistent with those of NPEP 2000-2003 and PRSP, 2004 which encourage governments to set aside funds that can be used to develop projects that can be rolled down to reach the poor. Among the devolved funds that are supposed to directly benefit the Rhonda slums dwellers are the CDF, NWDF and NYDF of which majority of Rhonda dwellers are not aware of their existence.

5.4 Access to information

Access to information refers to that information that exposes the community to more opportunities, for instance, making them more creditworthy, giving them more access to facilities and making them more knowledgeable. Rhonda dwellers need access to libraries and information centres where they can access all round information. Such libraries should provide information in all forms; both electronic and print. They need access to information that is relevant to the activities they carry

out for their living. These include access to ICTs, like Internet, television, radio and telephone. The community needs access to information related to environment, education, business, credit facilities, agriculture, health, security, devolved funds and information that can empower them to perform better in the economic activities that they engage in.

5.4.1 Access to libraries

The study reveals that majority of the slum dwellers do not access libraries and information centres. There is no single library or information centre located in Rhonda. Those that are located in other parts of Nakuru are not known by the majority. For example, the Rift Valley Records Centre in Nakuru is not known by any of the slums dwellers. This is because there was no mention of it during the study, which may be an indication that they do not know about the record centre. Such a centre can provide information on land boundaries which can be used when settling land disputes. Land disputes are common in Nakuru during the year of election, 1992, 1997, 2002 and 2007. These findings do not concur with that of the model for poverty alleviation by Alam (1992), which stated that the community should be provided with proper established structures like libraries and information centres.

Libraries and information centres can provide a good reading environment for those children who go to schools that do not have well established libraries. These centres can also reduce the costs incurred to take children to school by providing the text books and class readers for the children. Exposing children to information resources

can also inculcate good reading skills in them at an early stage and build good social morals among the slum dwellers.

Access to libraries can also reduce the involvement of youth in illicit activities because they would then utilize their time more productively by reading information resources available in the library. Access to information centres can lead to better ways of settling disputes especially those that are related to land. Results of this study show that only 3 respondents (4%) access libraries outside Rhonda while 92 percent of the respondents do not. Rajput (2009) argued that information and the community should be brought closer through suitable programmes of mutual service and support so as to bridge information gap. Bradshaw (2006) suggested that creation and development of institutions which have access openness and innovation would help the poor gain well being. Although the Kenya government has established a public library in Nakuru (KNLS), it does not benefit Rhonda slums dwellers adequately. The participants did not acknowledge presence of KNLS in Rhonda.

5.4.2   Information Communication Technologies

Results of the study revealed that the possibility of using ICTs is very remote in as far as usage is concerned in Rhonda slums. The media is not used to access information partly because either the community does not know what is on media or is not aware of the relevant information transmitted at a time that is convenient for them. Findings revealed that ICTs like radio, newspapers have not received much attention by the Rhonda slums dwellers although Murillo (2007) recognized them as the most suitable medium of reaching out to marginalized groups like the poor. The

community does not seem to value them as potential transmitters of information that can help them execute their day to day activities more effectively. In line with the view of Murillo, CCK has facilitated broadcasting in all different language by licensing over 18 FM sound broadcasts in Kenya. This is an indication that the Government of Kenya is committed to transmitting information to all its citizens. The community should not therefore ignore the radio because the fact is that there is no excuse as to why one cannot be informed via the radio. In this era, the medium of radio is available on the mobile phones which almost everybody can afford, and for those who cannot afford to buy one, they can listen to the radio owned by their immediate neighbours.

5.4.3   Internet

Rhonda dwellers engage in some kind of business in one way or another. This study revealed that even though business transactions are carried out on the Internet, and money transfers are done electronically today, there is no single Internet information service in Rhonda. The infrastructure required for Internet has not been established. Seventy four respondents (93%) did not know what Internet was and how it could be used to pass information related to what they did. This has widened the knowledge gap as opposed to the World Bank (2008) goal by United Nations which advocated for e-literacy. Sachs (2005) advocates for use of new technologies, an initiative that has not attracted Rhonda slums dwellers despite the fact that they can access Internet on their mobile phones even if there is no one who provides Internet information service in the area. Although the community dwellers indicated that the costs incurred to access information via the Internet was high, this should not be the case

because use of mobile phone is more expensive compared to accessing information via the Internet.

5.4.4   Telephone

Sixty five respondents (85%) said that although the use of telephone by Rhonda slums dwellers is high, it is not adequate enough because the telephones are used only as a channel of communication from A-B. Majority of those who have mobile phones use them to communicate with their relatives back in their rural homes. The findings in this study do not concur with earlier studies which found that mobile phones delivered significant information and are mostly used in the exchange of prices and other business related information. The telephones in other regions of the world have generated information flows that have resulted to knowledge of prices of various commodities. They have also been used to offer non economic information like more rapid and effective communication (Abate; 1996; Ameen & Gorman, 2009; Harris, 2004; Murillo, 2007; SIDA, 2009). The use of telephone for such purposes is far from being taken up in Rhonda.

5.4.5   Access to environmental information

A densely populated urban estate like Rhonda requires a well maintained clean environment status to avoid any outbreaks of diseases that come with dirt. Such standards can be maintained only if the community is able to access information on environment. Cleanliness goes hand in hand with access to clean water. Such a population needs to access information on how to access clean water. However, contrary to Rajput (2009) observations, there exists a gap as to where to get information on how to treat water since the only one water information service

provider does not satisfy the community. Instead the findings confirmed Bradshaw's (2006) theory which found that supply of amenities among the poor is inadequate.

The greeners, (Table 4.2) are commended for their innovation which aims to increase employment and income generation among Rhonda dwellers. Such effort has exposed a few people from the community to information on how to access water. Ganokendra model requires that the people themselves predict their future needs and put relevant structures that will facilitate the achievement of such needs. This is also in place in line with Philip (2007) who advocated for prediction. The greeners foresaw the water needs of Rhonda slums dwellers and have made efforts to provide information on how to access clean water.

The findings also revealed that there is only one office situated in Nakuru West Health Centre (Shabab) where Rhonda slums dwellers are xpected to seek information related to water cleanliness and general hygiene. The key informant in charge of the service confessed that the service is not accessible to the majority of the slum dwellers and as a result, the Rhonda is exposed to health hazards that come with unclean water as opposed to the findings of Shah (2010) those of which put a lot of emphasis on clean water. The study also revealed that the community is consuming unsafe drinking water as opposed to the NPEP of 1999 whose target amongst others was to enable the poor households to access safe drinking water. These findings show that Rhonda slums dwellers are ignorant of the dangers of consuming unclean water.

5.4.6 Access to business information

The findings show that Rhonda slums dwellers do not pay municipal council dues. Such dues include business permit, land rates amongst others. The findings

concurred with held notions and studies (KCB, 2009; Mutiso, 2010) that the slums dwellers engaged in illicit income generating activities. Empowering small scale entrepreneurs with information widens sources of national revenues thus reducing dependency. In line with Gonokendra (1992) model, the Kenya Economic Survey projected enhanced equity, quality, access and affordable facilities to all citizens (Central Bureau of Statistics, 2010). The findings in the study have revealed that the Kenya government is far from attaining this.

5.4.7 Access to information on credit facilities

The findings revealed that the few slums dwellers that access information on credit facilities get the services outside Rhonda. There is no single banking institution in Rhonda, making it difficult for the community to access information related to banking. Again, the findings show that the community does not keep accurate and reliable financial records that are needed by the banks to ascertain whether they qualify to get loans. Such records provide information that can enable the money lenders know whether the community has the potential to repay the loans. The findings contradict those of Devarajan and Reinikka (2004) who found that building financial capital for the poor through micro-credit made them even more independent.

5.4.8 Government information

The study reveals that Rhonda slums dwellers are not aware that they should participate in policy decisions through the existing government administrative structures. Participation means allowing the community to take part in what the government or even an outsider is planning and might want to accomplish within the

community. The community is not aware of their right and role in the running of the government. With the enactment of the new constitution in Kenya, Rhonda slums dwellers have not been properly sensitized on the role of the citizens. This is partly the reason why they as the poor still remain mere spectators in any efforts to bring change within the community as found in earlier studies (Armstrong, 2008; KCB, 2009). The community is aware of the presence of the provincial administration within their reach, but apart from dealing with criminal cases likes thefts, they do not know how else they can benefit from the administration.

Apart from getting information on the treatment of their animals from the government veterinary officers, the community does not know any other information they can get from such structures. In fact, the community is generally not aware that these structures are there to serve them and that they (government structures) are financed by the exchequer's revenues. The findings also reveal that as much as the government has pumped a lot of taxpayers' resources in the development of structures where the community can interact with information, the distribution of such structures has not catered adequately for Rhonda.

NGOs, cooperative societies and ministry of agriculture can provide the agricultural information Rhonda needs but the community does not visit them. This is partly because of the fear of the law given that no one is supposed to keep animals unless it is zero grazing. The findings in this study also reveal that majority of the Rhonda service providers depend on external support to finance their services; a dependency syndrome identified by earlier studies (Armstrong, 2011). This shows that the Kenya government has not invested much in the provision of required information services

to the Rhonda slums dwellers, a challenge that was sighted by earlier findings (White & Killick, 2001). It is sad to note that Rhonda slums dwellers engaged in varied economic activities but still languished in abject poverty.

5.4.9   Access to educational information

The findings show that Rhonda slums dwellers access information related to early childhood education. This can be tagged to the fast growing population among the poor (KBS, 2009). The government of Kenya is commended for introducing Free Primary Education (FPE) and Secondary School Education Bursary Fund (SSEBF). One public primary school with no trace of a government funded secondary school in Rhonda is an indication that the successful graduates from primary schools go to school outside Rhonda. These findings are contrary to the objectives of the Government of Kenya whose intentions were to ensure that every school going children accessed education. However, these findings concur with earlier findings which found that there were so many funded programmes for the poor that did not touch the lives of the poor (Narayan et al., 2002). This shows that Rhonda slums dwellers have not benefited from this intervention accordingly.

In support of Abate (1996) and Murillo (2007), the findings of this study reveal that the residents of Rhonda are aware that education of their children is important. As a result of this, they explore the opportunity to benefit from the Free Primary Education by taking their children to schools outside Rhonda. The study revealed that Rhonda slum does not have the capacity to cater for all school going children (1 public primary school). Some children go to schools outside Rhonda while others go to boarding schools.

5.4.10 Access to agricultural information

The findings concur with those of other studies which found that the most immediate need of the poor is food and shelter (Narayan et al. 2002; Rajput, 2009; UNDP, 2006; White & Killick, 2001). Although the community practices some form of agriculture like dairy keeping, the findings in this study show that they do not access information that can enable them produce enough food. There are no traces of agricultural extension officers to advise the farmers on the new farming practices as was found in earlier studies (Sachs, 2005; Wambugu, 2010). The use of new technologies in their agriculture practices is missing partly because they lack financial support to introduce the new technologies.

5.4.11 Skills improvement information

The findings revealed that the skills required by Rhonda slums dwellers to undertake their daily chores are wanting in terms of productivity and efficiency. These findings do not concur with the National Poverty eradication plan (1999) which cited a number of projects that are developed in slums in the fight against poverty. Based on the economic activities they engaged in, all they needed was to be equipped with the skills that go with their activities. Such skills range from good farming practices, record keeping, simple accounting skills, and managerial skills as to enable them manage their businesses well and also do other in-service courses that can enhance the skills they already have.

5.4.12 Access to health information

There is no government hospital in Rhonda where the community can access health related information although there is a health facility construction in progress in Rhonda section A. This is commendable because it will help reduce health problems amongst Rhonda slums members. Earlier studies found that that people affected and infected with HIV/AIDs patients are mostly found in poverty stricken regions compared to the richer regions. The rate of growth in population in the poor regions is also higher (Kimalu et al., 2002; World bank, 2008). The study shows that there is no evidence of health related centres in the community where those infected with HIV/AIDs can access information on how they can manage their illness. The expectant mothers need a health centre where they can be sensitized on antenatal issues and good nutritional practices for their new born babies.

The only health related information service to the community that sensitizes the community on health issues does it on field days, although a majority of Rhonda dwellers do not attend this field day functions. This is partly because they do not know when the field days are held, but at the same time, the public health representatives usually allow the provincial administration to use it as a forum to address the community on other issues.

5.4.13 Information on devolved funds

Some of the decentralized funds include CDF, HIV/AIDS, SEBF, and FPE fund among others. The findings of this study show that the overall feeling of Rhonda slums dwellers is that the funds have had little impact on the quality of life they live

despite the large allocations by the Kenya Government. The distribution of such funds does not capture Rhonda.

During the study, none of the participants mentioned having had information and access to any of the decentralized funds.. This is an indication that awareness on the availability of such funds is very low. However, with the devolved government in place, there are a lot of expectations that Rhonda slums dwellers will eventually benefit. The interventions set up by the government (KIRDI, KEBS, KIPI, KNFJKA) to address the needs of the informal sector entrepreneurs are not available in Rhonda. Although the Kenya government through SME advocates for trade among the low income citizens, there is no link between such institutions and the community (Baker, 2000; Kalomba, 2008; Rajput, 2009). Such projects should be made known to potential beneficiaries with clear information on how the groups can access the funds, otherwise the poor may never benefit from the funds. The findings reveal that although the government of Kenya has set aside such funds to support those in need, Rhonda residents do not benefit from the same. The youth are not actively engaged in economic activities partly because they are ignorant of how they can get into it. These findings concur with those of Narayan (2002) who found that what governments set aside to benefit the poor does not usually reach them. The poor however, do not even know of the existence of such funds.

5.4.14 Access to security information

Contrary to the findings of Rajput (2009) whose emphasis was on security related information being availed to the urban poor, this study reveals that Rhonda slums dwellers do not know whom to contact during insecurity trouble. There is need for the Kenya government to provide security related information like how to liaise with other community members when in trouble. This suggestion bears in mind the fact that Rhonda is prone to crime (Kimalu et al., 2002).

Unfortunately, the findings reveal that among the informants in Rhonda, it is only the provincial administration representative who addresses the security issue. However, this representative is usually more concerned with administrative issues. The findings of the study indicate that there is need to enhance community policing, but this is to be done with well organized mechanisms to ensure that they do not get out of control and start harassing the citizens as has been experienced in some parts of Kenya where groups that were formed as community security have turned out to be thugs.

CHAPTER SIX

SUMMARY OF FINDINGS, CONCLUSION AND RECOMMENDATIONS

6.1   Introduction

This chapter presents a summary of the findings regarding the objectives of the study. Based on the findings, the chapter also present conclusions drawn from the study and provides recommendations to the stakeholders in the slums. Suggestions for further research are also presented in this chapter.

6.2   Summary of findings

Rhonda slums dwellers like any other community in Kenya and in the world at large need information in order to execute their activities effectively. The need is as a result of social, political and economical benefits that are influenced by information. Consequently, analysis of factors perceived to influence effective execution of varied activities by Rhonda slums dwellers in an attempt to alleviate poverty was done and the following summarised findings revealed:

6.2.1   Kinds of information Rhonda slums dwellers need

Many reasons have been put in place to explain the information needs of Rhonda slums dwellers. Their information needs arise from their day to day activities except education which is embraced as early as at three years of age. Rhonda slums dwellers engage in business related activities and therefore needs information on business and skills. Such information can perfect their performance positively leading to poverty alleviation.

The slums dwellers need information on Business Member Associations (BMAs) that support the growth and development of small businesses in Kenya, as well as donor and development initiatives that target the urban poor. They need information on government services available to small businesses in Kenya, right from network of offices throughout the country located in various ministries which have services for MSMEs.

There is a sharp contrast between the community and the decision makers. While the slum dwellers point out a wide range of physical, economic and institutional factors that do not benefit them, the leaders feel that information services that are capable of reducing poverty are available. The community is not contented with the information facilities available. They need other facilities like playgrounds where peers can meet and share experiences. They need information on how they can be actively involved in decision making processes which involve poverty alleviation initiatives directed at them.

6.2.2   Sources of information available to Ronda community

Services to Rhonda slums dwellers where the slums dwellers can get information are available, but these are not adequate. Some key information service points like police post, libraries, information centres, and banks among other facilities are missing. The findings revealed that although the libraries and other information centres contain more authoritative information, Rhonda slums dwellers still rely on hearsay information from their peers.

Although Rhonda slums dwellers have a strong education foundation for their children starting at ECDs, there is a shortage of schools to absorb the graduates from the ECDs. The findings support the assertion that the government educational information facilities are more concentrated in high class rich residential areas. Media and telephone have been embraced by Rhonda slums dwellers to some extent. However, the findings revealed that the community did not know what information could be accessed on media that can help them alleviate poverty except telephone services which they use for communication purposes.

Although the Kenya government has established national institutions where informal sector entrepreneurs can access information that can upgrade their skills, such facilities are not accessible to Rhonda slums dwellers. There are very few functional programmes in Rhonda that provide information on poverty alleviation. The role of opinion leaders in linking the community to the information the community requires to alleviate poverty is not clear to all Rhonda stakeholders.

6.2.3   Extent of access to information

Some members of Rhonda are aware of the existence of the Kenya National library located in Bondeni, about 5km away. They have made an effort of using the information resources in the library by borrowing the books for their children's use. The children refer to the books for their school assignments. There are church based ECDs in Rhonda where children aged between 3 − 6 years attend school. The only one public school in Rhonda (Rhonda Primary) is not enough to absorb all the children from the ECDs

Access to ICTs like radio and telephone is reasonable in Rhonda although the information conveyed via the same is not relevant to the economic activities of the community. The community is not aware of any poverty alleviation programmes transmitted via the media. There is very limited access to ICT training in Rhonda. Learning and development education centre provide basic computer skills to orphans and street children who have been admitted to learn there.

The only government funded public health information facility accessible to Rhonda cannot cater for the community's needs adequately. For one, it is not located in Rhonda hence the community is not aware of its existence. Secondly, it is not well equipped in terms of personnel. One public health officer cannot satisfy the public health information needs of Rhonda slums dwellers. Other social workers like the provincial administration informants are evenly distributed in Rhonda, one from each section. They do not however relay information from the provincial administration adequately because they lack a forum where they can interact with the community.

Information from microfinance organizations is accessed by very limited number of people from Rhonda. This is partly because those who can access this kind of information are the ones who are able to borrow money from the organization. Majority of the community does not access information on loans, although the loans also have high interest rates. Rhonda slums dwellers do not access information on devolved funds set aside by the government. Youth do not access YEDF where they can access information on enterprise development and employment. Women as well, do not have access to WEF for information related to finance, especially for MSEs.

There is no industry in Rhonda where information related to employment can be accessed by the community. Although the community practices some forms of agriculture, there are no extension officers to guide them on how they are supposed to carry out their farming. The farmers do not access information on new farming technologies. They also lack market information for their products.

6.2.4 Factors that hinder access to information

Lack of well defined information structures in Rhonda where the community can access information contribute to high poverty levels among the community. Majority of Rhonda slums dwellers do not access the Kenya National Public Library located in Bondeni, which 5 kilometres away. There are those who are not even aware of where of its location in Nakuru. Again, the cost of information to the Rhonda slums dwellers is too high for them to afford. The slums dwellers want food and shelter before anything else. Their income does not allow them to pay money for Internet service or library service as required for them to access information.

There is no centralized information office on the available economic, social and political information services like education, water, credit facilities and agriculture. The teachers who teach in the only public school in Rhonda come from other estates outside Rhonda and therefore the community cannot consult them after work. Those who practise agriculture do not know of the existence of extension officers who can advise them on the new farming practices.

The study revealed that Rhonda slums dwellers do not have adequate access to information that can enable them get credit facilities. The community does not keep records that provide the information required by the lending organization to ascertain whether their businesses are viable enough to qualify for loans. The community would like credit and institutional support from the government. Proper infrastructure for ICTs has not been established in Rhonda, thus cutting off the community from ICTs. The findings reveal that Rhonda slums dwellers are not yet aware of the ICT functions which they can use to access the information that would enable them improve their day to day activities. Newspapers, which are not easily accessible to Rhonda slum dwellers is one of the ICTs that link people to the information that can alleviate poverty; for instance, it would help them know where to get employment, access market related information, where to go to if they want to upgrade skills and even basic details on how the government works.. This is partially because of the high cost of newspapers and low literacy levels amongst Rhonda dwellers.

Rhonda slums dwellers are faced with challenges beyond their ability that prevent them from interacting with the information they need in order to be more efficient in their day to day activities. They have no control over access to information on devolved funds since such information is controlled by people they do not know and are not residents of Rhonda

6.2.5 Improvement of access to information and poverty alleviation

Various proposals have been put forward by Rhonda slums dwellers on how they can access information they need in the day to day running of their activities. One

key proposal is that they want information on credit facilities. Since all they need relates to access to finance, the community needs to be sensitized on exactly what the lending institutions require for the community to access the money. It is all about keeping good records that can provide information which should enable the financers know whether their businesses are viable and decide whether to provide the funds and how much can be given.

Since poverty alleviation is a concern of the government of Kenya, it should use the available facilities to reach out to the poor to teach them what is required for them to access financial support. The government should go further and facilitate the education information needs like providing extension officers who can provide information that is important for economic development. Facilitators of such sensitization measures should come from within the community because they understand the community's needs better. Majority of the community can access ICTs like radio and telephone for social information. They should therefore be encouraged to use ICTs to access the poverty alleviation information they require.

Information on the devolved funds set aside by the government to alleviate poverty is not accessible to Rhonda. Intensive campaigns to sensitize them on the available avenues where they can access information on these funds need to be carried out. Use of public address can be used to reach out to the majority as it is the only means that can get to them without interfering with their chores. The community can then use the same avenues to negotiate for more schools, health facilities and all that go with their rights as citizens. Once such facilities are put up, they will open up forums where the residents of Rhonda can access information related to their needs.

6.3   Conclusion

Information plays a big role in alleviation of poverty. Countries that have managed to alleviate poverty substantially have well organized information structures that provide timely and relevant information to those who engage in economic development activities. In Kenya, there has been a lot of information on poverty alleviation initiatives directed towards the poor who are found in both rural and urban areas of the country. The poor are identified with certain types of occupations such as subsistence farming in rural areas and unskilled work in urban set ups. The research was aimed at establishing whether Rhonda slum dwellers in Nakuru are provided with the relevant information that can alleviate poverty and whether this information, if available, is timely and relevant.

This study which set out to investigate the information needs of Rhonda slums dwellers in Nakuru municipality Kenya observed that majority of Rhonda slums dwellers participate in informal sector activities. These activities are initiated for generating income to meet their daily needs. Therefore, information needs in Rhonda focus on these activities. Information on programmes and projects for poverty alleviation if availed, can have a positive impact in poverty alleviation in Rhonda.

This study has demonstrated that the distribution of information structures like schools, libraries, information centres, and extension services in Rhonda has not taken care of the information needs of Rhonda slum dwellers. While distribution of information structures for poverty alleviation is not by itself sufficient, access to information for poverty alleviation in Rhonda slums will be more successful when

the community is sensitized on the available information sources. To this end, it should be noted that although the government has invested in information programmes and projects that target the poor, Rhonda slums dwellers do not benefit from the same.

Some of the reasons put forward for high poverty rates in Rhonda include lack of access to credit facilities and income earning facilities. In particular, this study has established that although Rhonda slums dwellers participate in multiple economic activities, they do not access relevant, reliable and timely information related to what they do in order to generate enough income that can alleviate poverty. There is need for increased access to information related to their activities in order to enhance their production. Poverty alleviation in slums can be reduced by equal distribution of relevant information structures. Since literature suggests that inequality in distribution of information is not good for poverty alleviation, slum based information programmes should be initiated in Rhonda to enhance access to information.

The study revealed that there is relatively no evidence to show that Rhonda dwellers are aware of their national rights as Kenyan citizens. For example, knowledge on existence of and access to information on devolved funds that target the poor is missing. The major challenge is the fact that the community is not fully accommodated in decision making to be able to articulate their needs while at the same time own those information initiatives meant to improve their welfare.

6.4   Recommendations

In view of the foregoing discussions, the following recommendations were made, which it is hoped, can be used to address the existing information gaps among Rhonda slum dwellers in Nakuru Municipality.

6.4.1   Rhonda slums dwellers should be involved in information provision efforts

Rhonda slums dwellers need information that is related to their day to day activities initiated towards poverty alleviation. Though the community has demonstrated keen interest in the fight against poverty, this will not be achieved unless they perfect those activities. Perfection will not come unless the community aggressively demand and access information on the changing ways of doing things.

Rhonda slums dwellers have a will to pursue education as has been demonstrated by the fact that they take their children to school when still very young. However, the number of primary and secondary schools available cannot accommodate all the children who graduate from the ECDs. There is therefore the need to establish more schools in addition to the only one public (Rhonda primary

The study has revealed that Rhonda slums dwellers have access to media like radio and TV. The community other than accessing news from the media can also get to know other programmes that can deliver other useful information. With regard to economic activities in all the sections of Rhonda, majority of poor people with entrepreneurial skills should be able to cross the poverty line if they have access to information on credit facilities normally aired on radio and TV advertisements. They

can therefore be exposed to the information required by the lending organizations so that they too can benefit from the same. The media can also expose them to information on training institutions like TVETs where they can get information which can equip them with skills on how to keep good records, access credit facilities and manage finances.

The community should make an effort to visit the available public library service although it is 5km away. They can make the visit for borrowing of books so that they can read the resources while in their houses. This study suggests that the government should establish a public library with modern facilities like the case of KNLS in Buru Buru, Nairobi and this should be erected in Rhonda to ease up the strain of looking for information from distant localities. Access to libraries can also boost the community's educational needs where the school goers can use the reading room and at the same time borrow books to read at home when they are not in school. The cost of accessing the facility should be very minimal.

The community should make an effort to attend public functions where information on most of the government's devolved funds is publicized. For example, information related to health campaigns, distribution of agricultural seeds, announcements related to job opportunities and even where to access government funds is normally made public at such forums.

Today, change to focus on ICTs is inevitable. The community should go an extra mile to embrace this technology because information is available in both the traditional printed form and electronic formats. This would expose them to relevant

information like market prices, and also generally have an idea of products available on the market, including information on consumer needs. This is possible since the research has demonstrated that the community are able to access media like radio, TV and mobile telephones.

Rhonda slums dwellers should be represented by one of their own at forums where public utilities like bursaries, CDF, national water corporation among many others are distributed. This will give them a more powerful bargaining ground for the information needs of the community. Important institutions like schools, TVET centres, and village polytechnics where the community can access information related to education can be established using available government funds. These representatives who should include Member of Parliament, Councillor and social workers can also be easily reached by the residents for consultation on issues related to education and the like. They can commit some of the funds like CDF to build offices where extension officers like the education officers can be located.

The Government of Kenya has been on record for announcing the creation of job opportunities that specifically target the youth. The youth cannot benefit from the said jobs without the required skills. Therefore, the youth have no choice but to look for the available training institutions like the Rift Valley Institute of Science and Technology where even craft courses are offered. Today, bursary funds and CDF are sent to the institutions directly to benefit those needy cases. Rhonda slums dwellers have no excuse to miss such opportunities.

6.4.2 The service providers should understand the community's information needs and endeavour to meet them

Findings in this study have revealed that Rhonda dwellers do not adequately access information on credit facilities. This is demonstrated by the fear of the community to access loans putting the blame on the harsh terms by the lending organizations. The terms are not as harsh as the community states, but failure for uptake of the loans are due to the fact that they are not aware of the requirements that qualify one for a loan. This study therefore recommends that the financial organizations should endeavour to provide the community with the information one needs to qualify to access credit facilities. Such information can be relayed to the community through basic training on how to keep simple and good records, how to manage the funds and generally what the community should do in order to qualify for bigger loans.

The service providers in Rhonda have a very crucial role to play since they provide the services the community depends on. They should know the information needs of the community. For example, the financial organizations should know why the community does not borrow money from them. Those who provide ECD education should understand that their graduates need to be absorbed to the next level of education while the garbage collectors should know that Rhonda does not consist of not only landlords but other general community members as well. These service providers should therefore sensitize the community on how to improve on the available services. This can be done through seminars that aim to teach the community on how they can be self reliant and how they can improve and sustain the already available services like the donor funded school.

The media houses should vigorously carry out publicity campaigns on the programmes they air so as to enlighten the Rhonda slums dwellers that other than the news, there are other valuable information that can empower the community. Radio and TV media should include in their programmes more poverty oriented programmes and air them during the time when the majority can listen to them; preferably during the evening and morning hours. They should make sure that the interesting programmes are aired in a language that can be understood by the majority, preferably Kiswahili.

6.4.3 The policy makers should identify the information needs of Rhonda slums dwellers and formulate and implement information policies that address those needs

Young people need general information on training to improve their chances of self employment. The government should provide information on survival skills to both boys and girls for potential contribution to business development. The youth who constitute key stakeholders within the development of a nation are not engaged in the day to day running of Rhonda slums dwellers. Aggressive campaigns by NGOs and the government should be carried out to sensitize the youth on the available development interventions, programmes and innovations that can enable them improve their living standards.

The government should put proper information structures that disburse bursaries for bright children from poor families. Such structures that include education extension offices should endeavour to reach out to the needy population, Rhonda being one of

them. The community can also be completely exempted from paying any dues towards the cost of education.

There should be a coordinating body between Rhonda and the Nakuru Municipal council to provide information to Rhonda slums dwellers on essential activities and the available opportunities that can benefit them. Such a body can be constituted from the available opinion leaders within the community.

Generally, there is need to harness the opportunities brought by ICTs. The government should consider this as a welcome development to initiate multimedia in school programmes. They may be avenues where the community may access information through internet browsing facilities and CDs on different subjects. The government should also reintroduce the open air cinema with educative movies for those who do not own TVs and other entertainment media. This can reduce the idleness witnessed among the community by keeping them entertained while at the same time they learn from the movies aired.

This study suggests that the Kenya Government through the Nakuru Municipal Council goes back to the drawing board and restructure the distribution of information on essential amenities like health, education, housing, and how the government works. This would give Rhonda an opportunity to enjoy these services that the rest of the country enjoy and also access the information they need in their day to day running.

Education has been embraced at the ECD level, yet there is only one public school within Rhonda to absorb the graduates from the ECD institutions. The government should establish more public schools in Rhonda so as to have education service within the reach of a majority of the community. This programme should be executed through the famous Free Primary Education that was established in Kenya to help the Kenya government in reduce the high illiteracy level.

This study has established that social workers are not able to reach out to the majority of Rhonda dwellers. This is because either, their existence is not known to the community or their offices are located very far from the people they are supposed to serve. There is need for the government to put more emphasis on information distribution so that the community can become more enlightened on how they can rise from poverty. This can be done by relocating the offices of extension workers in Rhonda so that the community can easily locate them and access the information these officers provide.

6.4.4 The social workers should re-examine their information distribution structure to ensure that they provide information required by Rhonda dwellers

The community should establish community welfare organizations where they can share their experiences. Such avenues will offer opportunities and act as avenues where development project can be directed like the case of Women Development Fund which is granted to women groups registered by the Ministry of Culture and Social Services. The social workers can be used as middle persons to inform the community on what is required of them in order to benefit from such funds. They can also play the part of sensitizing the community whenever there is any fund that

has been set aside to benefit the poor. They should know what the community needs are at present and even in the future and endeavour to provide the information services. Although the key informants have definite responsibilities to execute within Rhonda, their roles should be clearly to coordinate what is taking place on the ground. By virtue of having wide knowledge, social workers can make very strong partners in the planning and implementation of the information services.

Throughout Kenya, the church has been on the fore front in relaying urgent information to the community. For example, health information during vaccination campaigns against some diseases has been communicated to the target groups via the church. Throughout the study, it was found that very few people got access to information that they needed for their day to day activities from the church. Many church initiated projects that have built schools and clinics for their local community have seen their lifestyle improve because such initiatives have provided information on job opportunities, family planning, education centres and generally how to live in harmony. The churches in Rhonda should explore such avenues and bring the information the community requires closer to them. Churches and other social organization can also plan and facilitate forums where peers can share information and experiences related to their wellbeing.

Information on skill improvement training programmes, workshops and seminars should be organized by NGOs working with the poor, community based workers, neighbouring institutions of higher learning and the elite from the community to improve the skills of the Rhonda slums dwellers. Such forums should target the
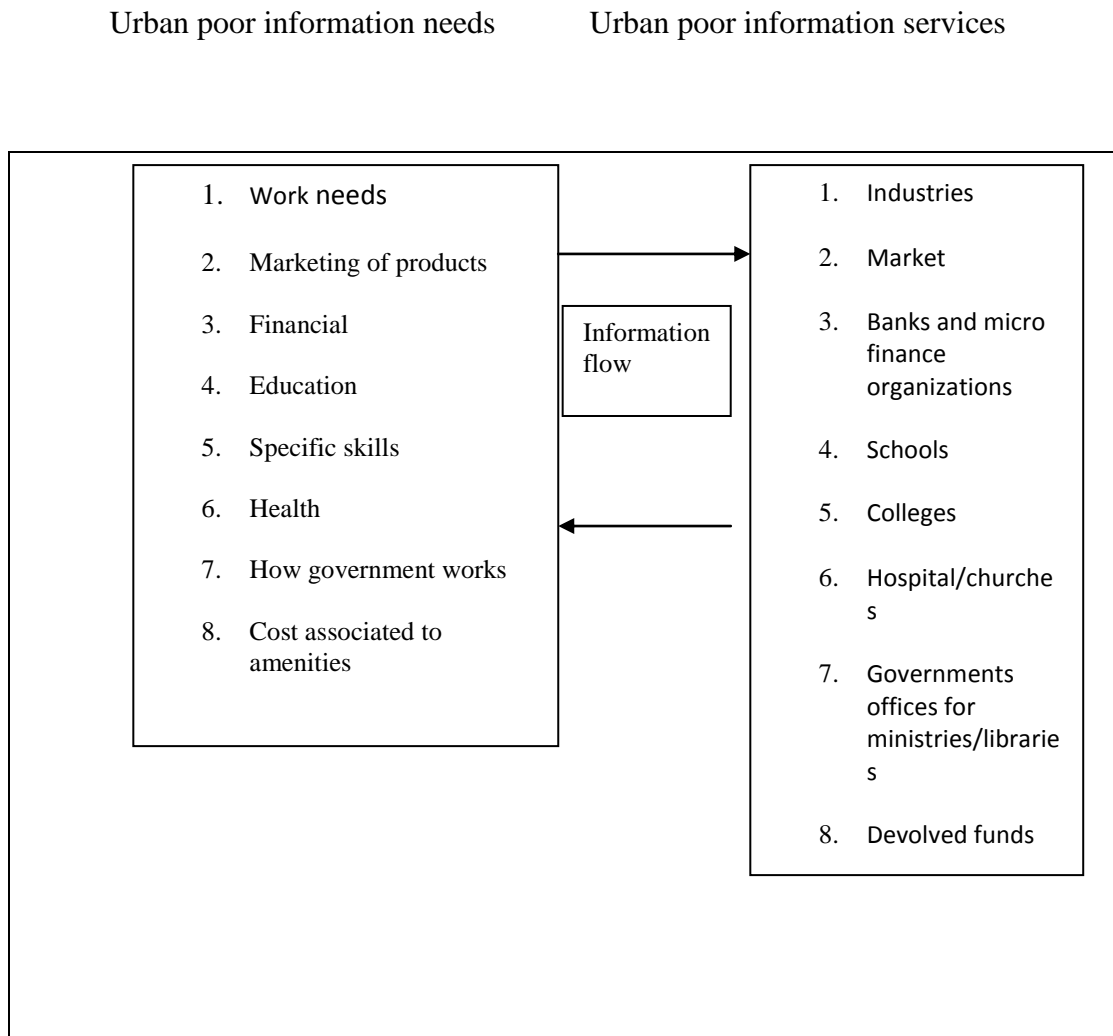
activities that the community engages in and charge very minimal fee if they must charge.

6.4.5 The service providers and the government should work hand in hand to restructure information provision in Rhonda

Rhonda slums dwellers, government community workers and NGOs working within Rhonda should be holding frequent consultative meetings where they can share information on matters affecting Rhonda, regarding the operations of the ongoing activities initiated by the government and assess their effectiveness. Such activities include health facilities and education structures. The social workers in Rhonda should help the community to develop pleasant and positive attitudes toward the role of opinion leaders. Such information can be relayed through publicity programmes that suit the community like the use of public address.

6.4.6 Proposed information service model

In the most general sense, a model is anything used to represent something else. Models are used to help us understand and know the subject matter they represent. The term conceptual model may be used to refer to models which are represented by concepts or related concepts which are formed after a conceptualization process has been formed in the mind. Conceptual models represent human intentions. Rhonda slums dwellers have information needs that can be summarized in a model.Therefore, on the basis of theoretical framework discussed in chapter 2 and findings revealed in the preceding sections, an information service model was proposed. It is shown in figure 6. 4.

Figure 6.4: **Urban poor information service model**

Urban poor information needs   Urban poor information services

1. Work needs	1. Industries
2. Marketing of products	2. Market
3. Financial	3. Banks and micro finance organizations
4. Education	4. Schools
5. Specific skills	5. Colleges
6. Health	6. Hospital/churches
7. How government works	7. Governments offices for ministries/libraries
8. Cost associated to amenities	8. Devolved funds

Information flow

It has been simply put that poverty is the inability to access what one wants to have. Again, it is not a matter of having some people poorer than others, but there is uneven distribution of resources whereby the most needed resources have not reached a certain group of people. This uneven distribution has granted some people excesses. The study proposed avenues where information on how to access these key resources can be evenly distributed in order to empower those who do not have while insuring that all citizens are treated equally. The model proposed by the study to bring about balance in the distribution of the information resources requires that services are decentralized.

Everybody should know what he or she wants to have and feel the responsibility of asking for it. Key informants in Rhonda slums should therefore be charged with the responsibility of organizing for meetings with the community where the community can present their needs. This will lead to finding out how information that can help the poor solve their problem can be availed to them at very minimal costs. Such meetings can be done in the same way that campaigns are conducted during election periods using ICTs like public address system, radio, TV, posters and even newspapers as proposed by earlier studies on poverty alleviation (Alam, 1992).

The key informants can also use the churches which do not seem to be used to get to know the needs of the community. Churches have followers who are also specialists in different fields. The leaders of the church can organize seminars where specialists can sensitize the community on the information they need for their day to day operations. For example, Presbyterian Church of East Africa (PCEA) has been on the forefront for using their professionals to improve the living standards of the church and the nation at large.

Markets and social centres can also be used to reach out to the community. Together with the community, key informants should identify the most strategic position where the facilities can be erected. This has worked well before in Kenya especially in areas where new administrative centres like District headquarters have been created. The community has had a say in deciding where they should be located although this is usually done under political influence.

The relationship between poverty and information has been discussed in this study and confirmed by previous scholars. However, according to the knowledge of the researcher of this study, these findings have never been included in a single model before. It is therefore hoped that the model proposed in this study will stimulate renewed discussion and greater interests regarding the mechanisms by which information affects the way in which people perform their competences.

6.5   Suggestions for further research

Based on the findings revealed in this study, it has come out clearly that although a lot of efforts have been invested in poverty alleviation strategies, they have not borne much fruit. This is mainly because there is no clear knowledge of what these initiatives are, how they are supposed to benefit the poor and how the poor are supposed to be involved in order to achieve their aim. Therefore, there is need to carry out more studies to evaluate the available information on all anti-poverty alleviation projects and programmes that target the poor, including their design and implementation. This will provide a basis on how information can be structured so as to reach the target beneficiaries.

Efforts to alleviate poverty is a meaningful venture which requires joint efforts with strong and well structured information system that has good distribution channels. Different groups of people require different information or approaches. For example, information for business people will likely not work with school going children. Effective information relates to people on their own terms and in their own language. Therefore, further research should be done to evaluate the available kinds of information in urban slums and their impact on different groups of people within those slums.

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APPENDICES

APPENDIX A

INTERVIEW SCHEDULE FOR RHONDA SLUMS

Serial No._____

Interview Date_____

Location:_____

BIO-DATA

1. a. Gender_____

    b. Age_____

    c. Marital status:_____

    d. How long have you lived in Rhonda?_____

SECTION A: GENERAL INFORMATION

2. What do you do for a living?_____

3. How are you involved in the day to day running of your daily activities?

_____

_____

4. How do you find the activity you do as a source of income?

_____

_____

5. What kind of income do you get from the activity?_____

_____

6. How does the income meet your daily needs?_____

_____

7. Did you require any money to start running it?_____

   If yes, where did you get it?_____

8. Does this activity enable you to adequately get what you need for a

   living?_____

   If no, what other activities do you do that provide you with income

   _____

   _____

9. What income do you get from these other activities?

   _____

   _____

10. How does the income you get from these other activities meet your daily

needs?_ _____

11. What other activities would you like to do that can earn you income but you are

not able to?_____

_____

12. What hinders you from doing them?_____

_____

13. What should be done to enable you do them?

_____

_____

SECTION B: ACCESS TO INFORMATION

14. Do you need any information to run your day to day

activities?_____

_____

If yes, what kind of information?

_____

_____

15. Who provides the information?_____

_____

16. How far away is the information service provider from you?

_____

_____

17. Is this information adequate to enable you perform your activities?

_____

_____

If   no,   what   other   information   do   you

need?_____

_____

18. Who can provide this other information that you need but are not able to

get?_____

_____

19. What hinders him/her from providing the information?_____

_____

20. What should be done to ensure that he/she provides you with the information

you need?_____

_____

21.Are you able to get the information you need to enable you perform your day to

day activities?_____

If yes, where do you get it?_____

22. How do you get the information?_____

_____

23.Do you usually get the information when you need it?_____

_____

    If no what hinders you from getting it?_____

    _____

24. What should be done to remove the obstacle?_____

25. Do you get the information at any cost?_____

    If yes what is the price?_____

26.Who pays for it?_____

27. Are you able to access a library?_____

      If yes what information do you seek from the library?_____

28. How do you use the information you get from the library in your day to day

activities?_____

_____

29. What are the costs involved in using the library?_____

30. How do you pay for the costs?_____

_____

31.How far is the library?_____

32. Other than the library, where else do you get the information you need for your

day to day activities?_____

_____

33. Are you able to access other information centres like records centres and

resource centres?_____

If yes, how does the information you get there help you in your day to day activities?_____

_____

34. Do you have school going children?_____

    If yes where do they go to school?_____

35. How far is the school from you?_____

36. What are the costs incurred to send your children to school?_____

37. How do you meet these costs?_

_____

_____

38. What are the available credit facilities that you can access?_____

_____

39. How do you use the credit facilities to run your daily activities?_____

_____

40. What other facilities that support your day to day activities are you able to get?_____

41. What other facilities do you need but are not able to get?_____

_____

42. What hinders you from getting such services?_____

_____

43. What should be done to enable you access the services you need but do not get?_____

_____

44. Do you require any skills to run your activity?_____

If yes, what skills do you require? _____

_____

45. Where do you go for training to upgrade your skills?_____

_____

47. How do you meet the training costs?_____

_____

48. How do the skills you acquire affect your daily activity?_____

_____

49. What other skills do you require to run your daily activities that you are not able

to access?_____

_____

50. What hinders you from accessing these skills?

_____

_____

51. What should be done to enable you access these other skills that you re not able
to get?

_____

_____

_____

SECTION C: MEDIA

52. What programmes do you watch on television that give you information that help you run your daily activities?_____

53. Where do you watch the television?_____

Are there any other programmes you do not watch that can make you perform better?_____

If yes, what programmes?_____

54. What hinders you from watching them?_____

55**.** How can such programmes improve your business?_____

56.What programes do you listen to on radio?_____

_____

57. Where do you listen to the radio?_____

_____

58.What information do you get from such programmes that help you run your day to day activities?_____

_____

58.How does such information help you in your day to day life?_____

_____

59. What is the most convenient time for you to:

   Listen to radio?_____

   Watch television?_____ _____

60. Why do you choose to listen to radio and watch television during the stated time but not any other time?_____

_____

61. Are you able to access internet?_ _____

    If yes, what information do you get from the internet? _____

62. Where do you access the Internet?_____

_____

_____

63. How do you use the information in your daily living?_____

_____

64.What challenges do you face when using the internet?_____

      How do you overcome these challenges?_____

      _____

      What should be done to ensure you get the information you need from the

      internet?_____

65. How do you use the telephone in the running of your daily

activities?_____

_____

66. What information do you get through the telephone that helps you run your daily

business?_____

67.Where do you access the telephone?_____

_____

68. What is the cost of using telephone to run your daily business?_____

_____

69. Why do you choose to use telephone and not any other way of communication?_

_____

70. Please feel free to give any other information you feel can help Rhonda slums

dwellers improve their living standards_____

APPENDIX B

INTERVIEW SCHEDULE FOR SERVICE PROVIDERS

Serial No. _____

Interview Date_____

1. General Information

Name of service provider_____

Designation _____

Location_____

2. Background information

How long have you been operating in Rhonda_____

For what purpose was your institution established?_____

_____

What made you locate your service in Rhonda?_____

_____

_____

3. What services do you provide to Rhonda slums dwellers?_____

_____

4. How do these services support the lives of Rhonda C?_____

5. Have the services you provide changed the lives of Rhonda people?_____

_____

Please explain_____

6.Explain the criteria you use to distribute the services_____

7. What are your measures to ensure that the services get to the intended

persons?_____

_____

_____

8. Are you able to adequately provide the services you intended?

_____

Please explain_____

9. How many people are involved in the provision of the services and what is their

role?_____

10. What skills are required for them to give good services?_____

_____

11. What are the available institutions where they can upgrade their

skills_____

12. What measures have you put in place to ensure the staff upgrade their

skills?_____

3. Do you encounter any hindrances to provision of your services?_____

Please explain_____

_____

14. What should be done to ensure smooth provision of

services?_____

15. Do you use ICTs to provide your services?_____

If yes, what ICTs do you use and for what purpose?_____

16. How do the services you offer through the ICTs help Rhonda slums dwellers?_

_____

_____

17. How do these services enable Rhonda slums dwellers perform better in their day

to day activities? _____

_____

Do you intend to expand your services in Rhonda?_____

If yes, what new services do you intend to introduce?_____

19. How will such services benefit Rhonda ?_____

_____

20. How do you meet financials needs to enable you provide your

services?_____

_____

21. What financial constraints do you encounter in the provision of your

services?_____

_____

22. How do you overcome such constraints?

_____

_____

23. Other than finances, what else do you need in order to provide your

services?_____

_____

24. Give suggestions of any other services you feel should be embraced to improve

the living standards of Rhonda slums dwellers_____

_____

APPENDIX C

INTERVIEW SCHEDULE FOR INFORMANTS

Serial No._____

Interview Date_____

Location_____

1. General Information_____

      Position _____

      Main duties and responsibilities_____

      How long have you served in the position?_____

2. What activities do Rhonda people engage in for a living?_____

3. What economic income do they get from these activities?_____

_____

4. How does the income they get from the activities meet their daily needs?_____

_____

5. What information do they need in order to perform their day to day activities?_____

_____

6. Are they able to get the information they need for their activities?_____

      If yes, where do they get the information?_____

7. What other services do they need for their day to day activities?_____

_____

8. How is the distribution of these other facilities in Rhonda?_____

9. Do Rhonda people require any skills for their activities?_____

    If yes, what skills do they need?_____

    _____

10. What are the training facilities available to the Rhonda slums dwellers where they can improve their skills for the running of their activities?_____

    _____

11. What other facilities do they need for their day to day activities but are not able to get?_____

    _____

12. What hinders them from accessing them?_____

    _____

13. What should be done to ensure they get the services?_____

    _____

14. Of the services they get, who is the provider?_____

    _____

15. What measures has been put in place to ensure that they get the services?

    _____

    _____

16. What is the role of Rhonda slums dwellers in deciding what services they should get for their day to day running of their activities?

    _____

    _____

17. How is the community involved in making the decisions on what services they should get?_____

_____

18. How does the community know about the availability of the services?_____

_____

19. What other services do the Rhonda people need in order to improve their economic income?_____

_____

20. What ICTs can Rhonda slums dwellers access?_____

_____

Please explain_____

21. Do these ICTs services meet improve immediate economic income problems for Rhonda people?_____

_____

Explain_____

_____

22. What is the cost of living in Rhonda?_____

_____

23. What is the measure in place to enable Rhonda people meet this cost?_____

_____

24. Suggest any other institutions which can enable Rhonda slums dwellers become more effective in running of their day to day activities

_____

APPENDIX D

RESERCH PERMIT

PAGE 2

THIS IS TO CERTIFY THAT:

Prof./Dr./Mr./Mrs./Miss. ANNE KOSTER MUGALAVAI

of (Address) MOI UNIVERSITY PO BOX 3900 ELDORET

has been permitted to conduct research in .... Location,

NAKURU .... District,

RIFT VALLEY .... Province,

on the topic. INFORMATION FOR POVERTY ALLEVIATION AMONG THE URBAN POOR: A CASE STUDY OF RONDA SLUMS IN NAKURU MUNICIPALITY KENYA

for a period ending. 31ST DECEMBER 20 10

PAGE 3

Research Permit No. NCST/RRI/12/1/INF/03

Date of issue. 05.04.2010

Fee received. SHS 1000

Applicant's Signature

Secretary
National Council for
Science and Technology

CONDITIONS

1. You must report to the District Commissioner and the District Education Officer of the area before embarking on your research. Failure to do that may lead to the cancellation of your permit
2. Government Officers will not be interviewed with-out prior appointment.
3. No questionnaire will be used unless it has been approved.
4. Excavation, filming and collection of biological specimens are subject to further permission from the relevant Government Ministries.
5. You are required to submit at least two(2)/four(4) bound copies of your final report for Kenyans and non-Kenyans respectively.
6. The Government of Kenya reserves the right to modify the conditions of this permit including its cancellation without notice

GPK6055ţ3mţ10/2009

REPUBLIC OF KENYA

RESEARCH CLEARANCE PERMIT

(CONDITIONS— see back page)

APPENDIX E

RESEARCH AUTHORIZATION (NATION COUNCIL FOR SCIENCE AND TECHNOLOGY)

APPendix F

REPUBLIC OF KENYA

NATIONAL COUNCIL FOR SCIENCE AND TECHNOLOGY

Telegrams:"SCIENCETECH", Nairobi
Telephone: 254-020-241349, 2213102
254-020-310571, 2213123.
Fax: 254-020-2213215, 318245, 318249
When replying please quote

P.O. Box 30623-00100
NAIROBI-KENYA
Website: www.ncst.go.ke
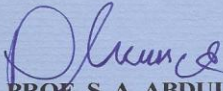
Our Ref: NCST/RR1/12/1/INF/03

Date: 5th January 2010

Anne Koster Mugalavai
Moi University
P. O. Box 3900
ELDORET

RE: RESEARCH AUTHORIZATION

Following your application for authority to carry out research on *"Information for poverty alleviation among the urban poor: A case study of Ronda slums in Nakuru Municipality Kenya"* I am pleased to inform you that you have been authorized to undertake your research in *Nakuru District* for a period ending *31st December 2010.*

You are advised to report to **the District Commissioner Nakuru District and the District Education Officer Nakuru District** before embarking on your research project.

Upon completion of your research project, you are expected to submit two copies of your research report/thesis to our office.

PROF. S. A. ABDULRAZAK Ph.D, MBS
FOR SECRETARY

Copy to:

The District Commissioner
Nakuru District

APPENDIX F

RESEARCH AUTHORIZATION (OFFICE OF THE PRESIDENT)

OFFICE OF THE PRESIDENT
PROVINCIAL ADMINISTRATION

Telegram: "DISTRICTER" Nakuru
Telephone: Nakuru 051-2212515
When replying please quote

THE DISTRICT COMMISSIONER
NAKURU DISTRICT
P.O. BOX 81
NAKURU.

Ref. No ED12/10 VOL.V/126

Date 19th FEBRUARY, 2010

TO WHO IT MAY CONCERN

RE: RESEARCH AUTHORIZATION

Anne Koster Mugalavai of National Council For Science and Technology has been authorized to carry out Research on **"Information for Poverty Alleviation among the Urban Poor: A case study of Ronda Slums in Nakuru Municipality Kenya"** for a period ending 31st December, 2010.

Accord her the necessary assistance.

J.L. FEDHA
FOR: DISTRICT COMMISSIONER
<u>NAKURU DISTRICT.</u>

APPENDIX G
RESEARCH AUTHORIZATION (MINISTRY OF EDUCATION)

MINISTRY OF EDUCATION

Telegrams: "LEARNING"
Telephone: 2216529/2216563
When replying please quote

DISTRICT EDUCATION OFFICE
NAKURU DISTRICT
P.O. BOX 1028
NAKURU

REF: NO. NKU/ED/156/VOL II/42

18TH February, 2010

TO WHOM IT MAY CONCERN

RE: RESEARCH AUTHORIZATION –REF NO. NCST/RR1/12/1/INF/03 OF 5/1/2010
    ANNE KOSTER MUGALAVAI

This is to inform you that the above named who is a student at Moi University Eldoret has permission to carry out a research on *" information for poverty alleviation among the urban poor. A case study of Ronda Slums in Nakuru Muncipality Kenya".*

Any assistance accorded to her will be highly appreciated.

TERESA N OCHIENGI
For: DISTRICT EDUCATION OFFICER
NAKURU

Copy to:

The Provincial Director of Education
Rift Valley Province
P O Box 259
NAKURU