

**Enhancing Participation of Consumers in Regulatory Reforms in the Electricity
Sub-sector through Capacity Building: A Case of Kenya and Tanzania
(REKETA Project)**

Training of Project Nodal Staff: Research Assistant's Training Workshop in Kenya

Venue: Consumer Unity and Trust Society (CUTS) Nairobi Offices, May 8th 2013,
0900 to 1300.

Purpose of the Training Workshop

The half-day workshop was held to undertake the training of project nodal staff (research assistants) on the general overview of the REKETA project including project objectives, activities, expected outcome and the project area. It also involved the dissemination of Terms of Reference (ToRs) for research assistants, the detailed discussion and distribution of the different types of questionnaires (research tools) for the field research and the definition of research ethics and research quality expectations from CUTS. Towards the end of the workshop, the research assistants read and signed their engagement contracts including Terms of Reference for the field work with CUTS Nairobi.

Attendants

1. Mr. Daniel Asher (DOA)- Programme Manager , CUTS Nairobi
2. Ms. Susanne Rabisch- REKETA Project Officer CUTS Nairobi
3. Mr. Munu Martin Luther- Assistant Programme Officer CUTS Nairobi
4. Mr. Richard Evans Madiangi- Research Assistant
5. Mrs. Yunivensia Adongo Odiemo- Research Assistant
6. Ms. Rosebella Akinyi Oiro- Research Assistant
7. Mr. Lawrence Maina Muchoki- Research Assistant
8. Mr. Simeon Ochieng- Research Assistant
9. Ms. Faith Akoth Ogutu- Research Assistant

Workshop Contents

The Training was put to order by the Project Officer Mr. Daniel Okendo Asher (DOA) who welcomed the training participants and congratulated them for their success in the competitive selection process and affirmed his trust on them to

deliver the expected quality result based on their qualifications and experiences in related assignments.



DOA then proceeded to present to the participants the details of the project titled “Enhancing Participation of consumers in Regulatory reforms in the Electricity sector through capacity Building: A case of Kenya and Tanzania [An initiative to Empower Consumers for Inclusive Governance]” dubbed REKETA project. These included the presentation on the project objectives, project activities and desired outcomes. Special emphasis was placed on the different project elements of research, capacity building and advocacy, all of which are to be *conducted in a coherent manner*.

DOA indicated that the respondents for the field research study will also be targeted for invitation to capacity building workshops either on the territorial level or on the grassroots level to increase consumer awareness of electricity regulatory reforms and share advocacy strategies for the engagement of energy regulators and policy makers.

DOA then presented to the research assistants the draft background paper for Kenya on the state of electricity reforms and the level of consumer participation in electricity regulatory reforms. This was to provide them with the background

knowledge of the subject area prior to the commencement of fieldwork. The background paper was to equip the research assistants with the necessary knowledge to be able to explain the motivation for the field study to the target respondents.

After outlining the general project framework, the project officer then proceeded to communicate the Terms of Reference (ToRs) for the research fieldwork to the research assistants. These included the definition of the different target groups for the administration of questionnaires among them being the Household Consumers, Micro Small and Medium Enterprises, Civil Society, Energy Regulatory Commission, and the Kenya Power Representatives in the respective towns of Nakuru, Mombasa, Kisumu and Nairobi. He emphasized the need for equal distribution of the household questionnaire among the different levels of persons based on income level, gender and age groups in order to achieve reliable and general population representation sample. The outlined ToRs were also captured in the signed contract for research assistants. In a bid to enhance transparency and reliability of the information from the field, DOA stressed on the need for research assistants to only guide the respondent through the process by providing explanations of the questions to avoid any misunderstanding of the questions but not to participate in the filling of the questionnaires.

Susanne Rabisch then lead participants through the data collection instruments (questionnaires) and further clarified to the respondent on the target groups as well as the method and expectations for the administration of the questionnaires. Each of the target group had a specific questionnaire including Household Consumers, Micro, Small and Medium Enterprises, Civil Society and Distribution Company representatives all of which were read out and discussed question by question with the research assistants to clarify any questions and receive feedback on the questionnaires. Some adaptations were made in regard to the research assistants' feedback during the process.

It then followed with presentation from Munu Martin Luther on research ethics and CUTS expectations in regard to research quality and reliability.



Issues of confidentiality, voluntary data collection methods, and researcher's responsibilities for quality data collection without fraudulent behavior as a service to the research and policy advisory community were stressed during the presentation. He informed the research assistants of the planned quality monitoring mechanisms including surprise field visits by the Project Officer to evaluate collected questionnaires. Munu made it very clear to the training participants that CUTS Nairobi does not accept sub-standard or inappropriately filled questionnaires, which do not reflect the clearly stated target groups of interviewees and equality on gender and appropriate social class representation.

Conclusion:

Following the discussion on Research Ethics and Expectations from research assistants, DOA gave out the individual assignment contracts to the research assistants to be read, clarified and signed. At the end of training, research assistant were paid their dues and lunch and left at will to their respective regions of assignment.

Annex 1

Training Programme

Enhancing Participation of Consumers in Regulatory Reforms in the Electricity Sub-sector through Capacity Building: A Case of Kenya and Tanzania

Training of the Nodal Persons and Project Staff (Research Assistant's Training Workshop)

CUTS Nairobi Office: Wednesday May 8th 2013, 9.00 am- 1.00 pm

0900-1000 Welcome and Introduction

Introduction to the project - Daniel Asher

Definition of Research Assistant's Terms of Reference for the Fieldwork- Daniel Asher

1000-1130 Data Collection Instruments

Distribution and familiarization with the questionnaires – Susanne Rabisch

Definition of the target groups – Susanne Rabisch

Q&A concerning the questionnaires and research target groups – all participants

1130-1145 Coffee Breaks

1145-1200 Research Ethics

Presentation and discussion on Research Ethics and Expectations- Munu Martin Luther

1200-1245 Signing of Contracts

Research Assistants Sign Assignment Contracts including ToRs – Daniel Asher

1245-1300 Closing

Closing remarks- Daniel Asher

1300 Lunch