



ANALYSIS of ICT-ENABLED YOUTH EMPLOYMENT in GHANA, KENYA, and SOUTH AFRICA

VOLUME 3: Annexes—Kenya

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CONTENTS

- EXECUTIVE SUMMARY** **2**
 - Key Findings.....2

- INTRODUCTION**..... **4**

- METHODOLOGY**..... **5**

- Findings**..... **6**
 - Definition of Quality Employment.....6
 - Growth Sectors with Quality Employment Opportunities.....6
 - Job-Related Skills and Qualifications.....8
 - Employment Opportunities in Targeted Sectors.....9
 - Transportation.....9
 - ICT.....10
 - Agriculture/Horticulture.....10
 - Hospitality.....11
 - Quality of job opportunities.....11
 - Experience of Youth in Seeking Employment.....11

- CHALLENGES**..... **12**
 - Recommendations.....12

- CONCLUSION**..... **13**

EXECUTIVE SUMMARY

The International Youth Foundation (IYF) is pleased to submit this analytical paper on “Identification and Assessment of Economic Sectors for Youth Employment in Kenya” to the Rockefeller Foundation as part of the study to assess promising growth sectors and ICT enabled jobs in these sectors for youth employment in Sub-Saharan Africa (SSA). To support this effort, IYF carried out primary research in Kenya in order to examine country-level growth sectors and present a comparative analysis of targeted sectors with specific employment opportunities for youth that meet the criteria for quality employment, or “decent work”.

For the country-level study, IYF took a dual-client approach to better understand both:

1. the characteristics, aspirations, and challenges of target vulnerable youth, ages 18-29; and
2. local labor market needs, hiring practices, and skills and qualification required for entry-level positions, especially those jobs that are “ICT-enabled”.

For purposes of this study, indicators and elements of quality employment were developed based upon the International Labor Foundation’s (ILO) Decent Work agenda.

From February to April 2013, IYF conducted two phases of data collection in Nairobi, Lake Naivasha and Mombasa: first through the administration of an online survey, followed by in-person interviews. In total, 20 employer surveys, 13 employer interviews, 8 focus group discussions and 77 rapid youth surveys were completed across the agriculture/horticulture, ICT, hospitality, transportation and retail sectors.

Key Findings

Both employers and employees believe that a quality job is one that provides a good salary and prospects for advancement. Employees also emphasized the importance of the work being interesting, which meant that they would find their work enjoyable mainly due as a result of good working conditions.

- Based on indicators and elements of quality employment, the ICT sector, overall, appears to have the greatest level of quality work for young people in comparison to other sectors reviewed in this study.
- Providing a salary that is sufficient for young people to cover on-going expenses is a weak point among all the target sectors.
- The hospitality sector offered the least opportunities for quality employment, with all youth respondents reporting that their earnings are not sufficient to pay on-going expenses; they involuntarily work more hours than they are paid for; and they do not have an employment contract. These findings are irrespective of whether the respondent works for a hotel or locally-owned restaurant and bar.¹
- The ICT sector offers the greatest quality of employment relative to the other targeted sectors, particularly in terms of the paid hours worked and the provision of social benefits and training.
- When identifying prospective employees, employers look more for critical soft skills, such as team work, strong work ethic, and integrity, over technical skills, although many employers also seek candidates with strong computer skills.
- Job opportunities in targeted sectors (with the exception of the ICT sector) cited by young people tend to

¹ IYF research globally suggests that large, multinational hotel chains can offer greater opportunities for quality work for vulnerable youth, including ICT enabled jobs. See IYF’s white paper “Creating Opportunities for Youth in Hospitality”, January 2013, <http://www.iyfnet.org/creating-opportunities-youth-hospitality>, which includes an analysis of opportunities, skills gaps and an action agenda for youth employment in the hospitality sector. This finding in Kenya may be a result of the limited number, location and ownership of the hotels that were selected for this study, and points to the need for continued outreach and partnerships in the industry around effective strategies for youth employment and creating opportunity for youth’s career advancement in the field.

require little technical skills. These jobs include working as a driver, waiter/waitress, cook, cleaner and hawker.

- Those in the hospitality and transport sectors expressed strong interest in being self-employed since they perceive self-employment to offer more independence and better pay.
- Lack of adequate training opportunities is reported by both employers and employees. Young people find this major barrier to finding work.

INTRODUCTION

This report presents an analysis of growth sectors with potential for quality employment opportunities for youth in Kenya. For purposes of this study and drawing on the International Labor Organization (ILO)'s framework for decent work, IYF has adopted the following elements as criteria for quality employment.

- Equal opportunity and treatment in employment
- Adequate earnings and productive work
- Decent hours
- Stability and security of work
- Safe work environment
- Social benefits
- Combining work and family life

The target sectors were selected based on IYF's research on macro trends affecting youth labor markets in Sub-Saharan Africa (SSA). Through this secondary research, retail, horticulture/agriculture, transportation, hospitality and ICT were identified as sectors that have high growth potential for quality employment of young people in SSA. Findings from primary data collection through focus groups discussions, key informant interviews and structured surveys, further supported by data from IYF's impact evaluation of a youth employment program in Kenya², are used to explore growth sectors with quality job opportunities for youth in Kenya and the skills and qualifications required to access these jobs. This report also summarizes the perspective of youth on what constitutes quality employment as well as their experiences in seeking employment.

2 With support from the World Bank, IYF carried out a two-year operational research and impact evaluation on the Ninaweza program. The evaluation was designed to measure the impact of a comprehensive youth employment program model on youth employability in Kenya. The Ninaweza Impact Evaluation report will be released by IYF and the Global Partnership for Youth Employment (GPYE) in summer 2013 and will be available on the GPYE website (www.gpye.org). See Appendix 1.

METHODOLOGY

In order to examine the quantity and quality of jobs available to youth and explore growth sectors, data were collected in three geographic areas, including Nairobi, Lake Naivasha and Mombasa. The following data collection methods were used: an online employer survey, focus group discussions and rapid survey with youth, and key informant interviews with employers and stakeholders across various sectors. Prior to field research, IYF designed and administered an online employer survey that was sent to a list of 175 employers in the growth sectors of retail, horticulture/agriculture, transportation, hospitality and ICT/BPO as well as other sectors with the purpose of gathering quantitative data. This was followed up with 13 in-person interviews to gather more specific data on the quality of jobs, skills in demand and skills gaps as well as challenges and perspectives around working with young people.

In addition to the employer survey and interview, focus group discussions were conducted with a purposeful sample of youth between the ages of 18-29, including youth who were employed in the target sectors. The focus groups gathered the perspectives of both employed and unemployed youth on what constitutes quality employment, their experiences in seeking work and, for those who were employed, prospects for career advancement. A rapid youth survey with each participant followed the focus group. The purpose of this survey was to collect basic descriptive data about the focus group youth sample. The survey gathered demographic information about the respondents, as well as other substantive information including: educational status, employment status, and more specific information about their jobs, such as social benefits and job satisfaction. The survey responses were keyed into an online database and a data report generated. The interviews with employers and focus group discussions were transcribed and prepared for qualitative analysis.

Table 1 shows the number of employer³ interviews and focus group discussions completed in each sector and each geographic area. In addition to the 8 focus group discussions and 15 employer/stakeholder interviews, 20 employers completed an online survey and 77 youth completed the rapid survey (including one group of unemployed youth).

TABLE 1: NUMBER OF EMPLOYER INTERVIEWS (EIS) AND FOCUS GROUP DISCUSSIONS (FGDS) BY SECTOR AND REGION

	Retail		Horti/Agri		Transp.		Hospitality		ICT/BPO		Self-employed		TOTAL	
	EIs	FGDs	EIs	FGDs	EIs	FGDs	EIs	FGDs	EIs	FGDs	EIs	FGDs	EIs	FGDs
Nairobi	2				2	2	2		2	1		1	8	4
Lake Naivasha			2	1									2	1
Mombasa					3	1	2	2					5	3
Total	2	0	2	1	5	3	4	2	2	1	0	1	15	8

Of the youth who participated in the focus group discussions and rapid youth survey, a majority (56 percent) were between the ages of 25-29. Twenty-five percent were between the ages of 22-24 and 20 percent were in the 18-21 age range. Thirty-five percent were female and 65 percent male. The participants from the agriculture sector were predominantly female (83 percent) while a majority of unemployed youth was male (70 percent). Other sectors exhibited a more equal representation of both sexes.

³ Due to the low response rate of employers, stakeholders within each target sector were also contacted for an interview. In total, one stakeholder in the retail sector and three stakeholders in the hospitality sector participated in the key informant interviews in lieu of employers.

FINDINGS

This report presents the findings of the data gathered through the surveys, key informant interviews, and focus group discussions. While no major patterns in responses by sex or geographic location were noticeable, the data has been disaggregated and findings presented by sector, where appropriate.

Definition of Quality Employment

The local definition of quality employment from the youth as well as stakeholders and employers focused mainly on adequate earnings and prospects for advancement. All employers agreed that a good job entails a sufficient salary and many indicated the importance of social benefits. Opportunities for advancement and professional development were also considered necessary for quality employment, especially among the ICT firms. Both ICT firms indicated that the opportunity to gain experience should be emphasized over the social benefits, since benefits are not as important for younger employers at this point in their lives. Job security and job satisfaction were also cited by several employers as being relevant to quality employment.

Youth respondents also stated the importance of a good salary as well as passion and interest in the work. Their interpretation of an interesting job is one that they would enjoy doing. For example, some youth noted that irrespective of the earnings that they make, they would prefer to work in a good work environment where they are not exposed to harsh conditions such as heat and dust.

Other factors that comprise quality employment include: a good work environment with good relations with colleagues, job security, and good social benefits. Many felt that self-employment, such as running their own retail shop, restaurant or transport vehicle, was a good option since it allows workers more independence and control over professional decisions, such as hours worked.

Growth Sectors with Quality Employment Opportunities

Target sectors with quality job opportunities for young people were examined based on the provision of adequate earnings and productive work, decent hours, and job security. Data on quality employment, based on the IYF quality employment elements and indicators, was collected from the rapid youth survey and is presented by sector⁴ in Table 2.

TABLE 2: QUALITY EMPLOYMENT INDICATORS BY SECTOR

	Transportation	ICT	Agriculture	Hospitality
Earnings sufficient to pay on-going expenses	13	0	0	0
Never involuntarily work more hours than paid for	29	80	0	0
Maintain healthy work-life balance	33	50	0	15
Job-related employer-sponsored training within last year	13	80	50	10
Employment contract of at least one year	25	50	67	0
Confident of not being asked to quit within a year	29	50	17	25
Social benefits	63	100	100	40

⁴ The retail sector is not represented in this section due to the inability to secure participants for the focus group discussions and the rapid youth survey. Many opportunities are available for people to work as shop attendants and till clerks. Youth also have employment opportunities as sales and marketing executives.

The ICT sector appears to offer the greatest quality of employment aside from the insufficient salary needed for young employees to pay on-going expenses, which is a deficiency across all sectors. While half the respondents reported earning an amount that is almost sufficient to address basic living expenses, none indicated that their take-home pay was sufficient. All employees received social benefits of some form.⁵ The main benefits include paid time off and health benefits, which 70 percent of employees received. Other benefits, received by 40 percent of respondents working in ICT, include retirement pension, year-end bonus and performance bonus.

Responses from the hospitality sector, which covered large hotels as well as smaller locally-owned restaurants and bars, indicated a low level of quality employment. All of the respondents reported that they did not earn a sufficient salary, have involuntarily worked more than the hours they were paid for, and did not have a contract of at least one year. Only 15 percent were able to maintain a healthy work-life balance, 10 percent received job-related training within the last year that was sponsored by the employer and 25 percent were confident of not being asked to quit within a year. This sector also had the lowest proportion (40 percent) of employees receiving social benefits, which was mainly in the form of meals/meal allowance.

Opportunities in large hotels are seasonal and many employees are laid-off during off peak months. Employers in these hotels also noted that salaries are based on hotel revenues so they differ quite vastly between employers. While youth from the busier hotel chains were not available to be interviewed, their colleagues in other hotels noted that those employed by busier hotels are better off because in addition to their base pay, tips boost their income.

Those working in restaurants, bars and hotels described many negative experiences at work. They felt that their job was unstable and that they could be asked to leave at any time. In addition, they experienced stigmatization by their community because of where they work. Some have been victims of sexual harassment by customers and unfair treatment by their employers, while others say that they are rarely paid in a timely manner. Many felt that there were no opportunities to grow in their job because of corruption and nepotism.

The agriculture sector exhibited a slightly higher level of employment quality than the hospitality sector. All respondents reported that they did not earn a sufficient salary, have involuntarily worked more than they were paid for, and were not able to maintain a healthy work-life balance. Sixty-seven percent of employees had a contract of at least one year, but only 17 percent were confident that they would not be asked to quit within a year. During the focus group discussion, one participant cited poor safety conditions at work due to exposure to chemicals. However, all respondents received paid time off, health benefits, and meals/meal allowance. Other social benefits included transportation allowance (83 percent), paid maternity leave (50 percent), performance bonus (17 percent) and retirement pension (17 percent). Large farms that were targeted in this survey offer relatively better social benefits such as transport, meals and some level of medical care.

The transportation sector offers a greater level of quality work relative to the hospitality and agriculture sectors. Thirteen percent of respondents stated that their salary was sufficient to meet on-going expenses, while this was not reported in other sectors. Almost 30 percent were confident that they would not be asked to quit within one year, many of whom had an employment contract. Training does not seem common as only 13 percent received employer-sponsored training that is related to their work. A majority of respondents (63 percent) received social benefits, which included meals/meal allowance (50 percent), paid time off (42 percent), transportation allowance (38 percent), and health benefits (33 percent).

⁵ The government of Kenya sets the minimum wage by location, age, and skill level. However, employers rarely comply with this requirement. Other benefits are not mandatory.

The focus group discussion reveals that the youth in the transport sector feel that their experience at work is not good due to harsh conditions, low pay, long hours and no job security. They are only needed when there is work available, and while meals and transportation are offered at times, these benefits are not always guaranteed.

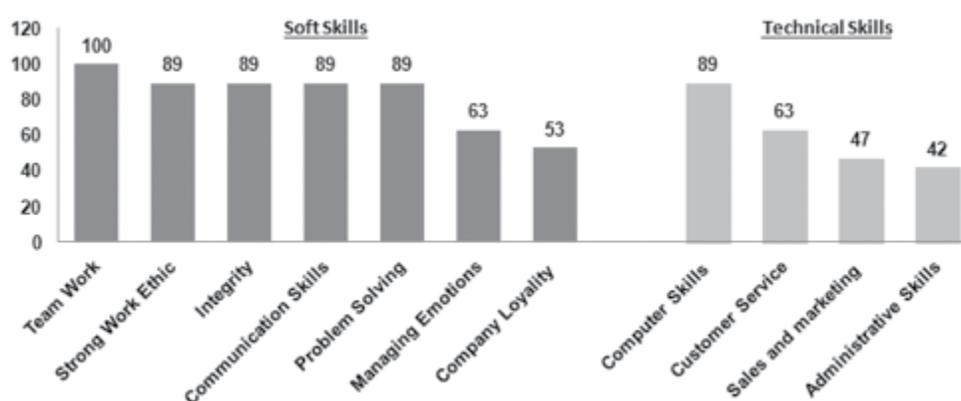
For various reasons, including the need for extra income, 77 percent of youth surveyed indicated that they are seeking additional work or a new job. Disaggregating this data by sector reveals that 95 percent in the hospitality sector, 83 percent in the agriculture sector, 80 percent in the ICT sector, and 58 percent in the transportation sector were looking for work.

Job-Related Skills and Qualifications

Almost all firms that completed the initial online survey indicated that entry level jobs required no more than two years of previous work experience, with 32 percent of employers requiring a minimum of an O-level (high school) education and 37 percent requiring at least a tertiary/university education.

In terms of critical skills that employers look for in job candidates, soft skills tended to be emphasized over technical skills, regardless of the sector or size of the company. In particular, the ability to work well in a team is sought after by all the employers surveyed. Strong work ethic, integrity, communication skills and problem solving abilities were also important. Across all sectors, a large proportion of employers indicated that computer skills are a critical technical skill needed for entry-level positions in their companies. Similarly, IYF's Equip3 Youth ICT Kenya Assessment (2011) asked employers how they valued various ICT skills. Proficiency in Microsoft Office was rated most critical, followed by internet navigation. Programming and networking were rated least important overall, though a significant number of employers found these to be highly critical skills, reflecting their specialized nature.

FIGURE 1: CRITICAL SKILLS REQUIRED FOR ENTRY LEVEL POSITIONS



Employers reported that the main barriers to hiring qualified youth include high turnover (47 percent) and lack of relevant technical skills (58 percent). To a lesser extent, the lack of soft skills (26 percent) and gaps in basic skills, such as low literacy and numeracy (26 percent), also create challenges in hiring appropriate entry level personnel.

Employers in the hospitality, retail and horticulture/agriculture sectors expressed a preference for employing people based on their soft skills since this gives a foundation for the employer to train them in technical areas according to their business standards and goals. Other sectors focused on recruiting those with stronger technical skills. Those in the transport sector, in particular, strongly emphasized practical experience, language skills and proper certificates in potential candidates. The ICT firms required at least basic computer skills that can be further developed through in-house and/or on-the-job training.

All employers referred to a dearth of training opportunities for young people. This includes lack of government support for polytechnic institutes, lack of quality training in soft skills, and very little emphasis on practical skills in the education system. Most employers indicated that the perceived quality of training provided to young people prior to joining their company was fair (70 percent). Twenty percent indicated young people had good quality training while 10 percent indicated the quality of training as poor.

About half the employers offer in-house training while 100 percent rely on on-the-job training. Sixty-percent are willing to pay for training services to better prepare young people to join their company. This finding may be explained by companies having their own style or method of operating, therefore preferring to train their own staff. Companies seek out candidates with certain soft skills under the assumption that they would learn quickly and benefit more from training. For example, in the hospitality sector, employers, particularly restaurants, may seek out inexperienced cooks who do not have their own food preparation style so that the restaurant can train him/her according to specific standards and preferences. Employers in the retail sector mentioned a huge gap in market research skills among youth, so they instead recruit employees with strong soft skills and train them using a company-developed curriculum.

A majority (70 percent) of the youth, including those that were unemployed, felt prepared to find work given their educational background. Those that did not feel prepared to find work mostly felt they lacked technical skills in the areas of mechanics, driving, engineering, and administrative skills. Most say they have not been able to focus on improving upon their technical skills because they are not aware of training opportunities or do not have the money to pay for the training necessary to effectively attain and perform their desired job.

Employment Opportunities in Targeted Sectors

Most of the job opportunities that were cited as being available for young people require little technical skill and provide on-the-job training. These jobs include working as a driver, motor vehicle repair person, waiter/waitress, cook, cleaner, shop attendant, hawker, or as a farmer. Outside of the targeted sectors for this study, other industries or types of jobs available for young people are construction work, manual/casual labor, and security.

Transportation

Most youth in transportation work as drivers, mechanics, loaders, and car washers. Some work in administrative positions in more established transport companies as receptionists, accountants, secretaries, and customer care staff for taxi companies with call centers. These jobs could provide opportunities for youth to apply ICT skills or are jobs to which youth with ICT skills could have greater access.

While skilled employees of formal transportation companies earned relatively higher pay with better social benefits, unskilled youth who generally work on a casual basis are poorly remunerated and are exposed to harsh work conditions. Those working as drivers expressed mixed feelings towards their work since the sector is not well regulated, making the quality of work dependent upon his/her employer. Although drivers worked long hours and under dusty and noisy conditions, they still felt satisfied with their earnings and of the options available to them in securing additional paid work through self-employment.

Overall, opportunities in the transport sector, especially in public transportation, are numerous due to high turnover rates and ease of gaining requisite experience. Many drivers learn on the job and the only major expense is the formal driving test fee. Entry into this type of work is mainly through connections, and workers starts with responsibilities such as collecting fares and progress into moving vehicles for short distances. However, employers in this sector feel that there is a shortage of quality drivers who are reliable and can maintain the vehicle, and the transition to working primarily as a driver takes some years due to the need to acquire driving experience.

ICT

During IYF's Equip3 Youth ICT Kenya Assessment (2011), a number of areas were identified by employers as areas of growth for employment and entrepreneurial opportunities for youth within the ICT sector and related fields.

These included:

- Business Process Outsourcing (BPO);
- Development of mobile telephone applications;
- Telecommunications;
- Internet website design;
- Network administration;
- E-procurement; and
- Mobile based agricultural support and market research

Youth in ICT mostly work in BPOs as customer care agents, data entry clerks, transcribers, and online researchers. Outside the BPOs, youth work as cyber café attendants, and mobile phone and computer technicians. In addition, youth knowledgeable in ICT would be in demand in other sectors to maintain computers and undertake other technical computer-based activities. Jobs in the ICT sector are attractive to youth because they are flexible and the salary, especially for those working in BPOs, is reasonable for their level of effort. Employees in this sector also interact with computers, which most of them tend to enjoy.

In addition to the jobs currently held by respondents, opportunities are available in the provision of computer services such as typing, printing and photocopy, and computer repair. Notably, the ICT sector is cross-cutting and people with ICT skills may be able to fit in most other sectors. This is perhaps why the sector appears to pay better and employ more. Youth working in the sector were quite satisfied with their situation at work, with few expressing interests in other sectors.

Agriculture/Horticulture

Respondents working in the agriculture sector are mainly involved in the production side and work with planting, crop management (e.g., weeding, pruning, spraying), harvesting, packing, mechanics, and driving. There appears to be little opportunity to utilize ICT skills at this level, though at the management level and agriculture extension and marketing services may provide more ICT-enabled employment opportunities. For example, IYF's Equip3 Youth ICT Assessment identified e-commerce marketing and sales, and data entry for cash crop farming as emerging ICT-enabled opportunities for youth employment within the agriculture sector.

The agriculture sector also offers promising employment opportunities for youth in large, well-established farms. Youth joining the sector are largely unskilled and gain on-the-job training. Those joining at managerial levels, however, require formal skills such as agricultural degrees or diplomas, but only a few have gained the requisite training and previous experience to become supervisors and eventually managers. These positions are generally accessible to older candidates that have worked longer. Opportunities for growth for unskilled youth joining the agricultural sector are, therefore, limited. However, many youth are returning to rural areas to practice farming using the skills they learned from the large farms. Some that have taken this route were reported to be doing better than those that were still employed by commercial farms. Respondents, however, noted that not all youth have access to land in the rural areas. In addition, further capital investments needed for the adoption of modern farming techniques and dependence on rain/lack of irrigation systems remains a challenge. Nevertheless, the market for food products is large and growing.

Hospitality

Youth in hospitality work mainly as cooks, waiters, bartenders, and reservation agents, with a smaller proportion working in childcare and as cleaners. As with the agriculture sector, the jobs currently held by respondents in hospitality do not require ICT skills, though such skills could open up administrative opportunities, especially in larger hotels that utilize ICT tools to manage operations.

In general, youth have many opportunities to pursue work in hospitality due to the growth in this sector. This is particularly true for restaurants and bars. However, the volume of opportunities at larger hotels is seasonal due to the nature of the business, which is dependent on peak travel seasons for visitors.

Quality of job opportunities

Several groups observed that the quality of the jobs varied from employer to employer and not by sector. Some employers invest in the welfare and training of their employees while others care only about immediate results.

The observation was made by participants from one company in the transport sector that many young people are getting jobs in the private sector, such as hotels, restaurants and shops, but the quality of these jobs is poor. Their peers are subject to low pay, long hours, few additional social benefits and limited opportunities for growth. However, young people were willing to take these jobs since work is scarce and they wanted to take advantage of any available opportunities to earn income.

Those that were self-employed also observed that their peers who work for a company are not paid well nor do they receive adequate benefits. Overall, they felt as though the quality of wage employment is not good and preferred being self-employed since the pay is better. They also have more control over their work and hours, fostering a healthier work-life balance. For the reasons cited by self-employed youth, respondents from the hospitality and transport sectors indicated their preference to be self-employed in areas such as the second-hand clothing market or transport with their own vehicle or tuk-tuk (three-wheeled covered motor bike).

Experience of Youth in Seeking Employment

In sharing their experience seeking employment, youth cited the challenges they face in a competitive job market. According to the focus group discussions, many young people felt at a disadvantage due to the lack of relevant work experience and training required of certain positions. Many felt that the recruiting process was unfair due to the practice by employers of hiring those with the right connections. In general, nepotism and corruption were common challenges faced by young people looking for work. Several participants from the ICT sector also felt that the older generation feared competition from the younger generation, thus limiting employment and growth opportunities for youth. Other challenges that young people have faced in seeking employment include: lack of information regarding available positions, fierce competition as a result of a large pool of qualified candidates, and a rigorous application process (i.e., requisite medical tests). It is interesting that youth face lack of skills as a challenge to attaining their ideal jobs, while employers, on the other hand, report that they still prefer to train their own staff. The skill requirements may be used to reduce the number of potential candidates.

CHALLENGES

Several factors posed challenges during data collection. IYF circulated the online employer survey to over 175 private sectors companies as well as members of the Kenya Private Sector Alliance, however, an initial low response rate for the online employer survey resulted in the need to contact employers directly to introduce the project and seek willing participants. The low interest in participating may have stemmed from the lack of understanding by employers about the project and the nature of their eventual involvement and benefit. Additionally, many employers misunderstood the purpose of the study based on the initial survey and assumed that the project was focused on labor issues, causing hesitation among potential participants to be involved. The expectation that employers would respond to the online survey worked to the disadvantage of securing interviews in a timely manner since many companies had to be sought out directly. Ultimately, the data collection team had to be more innovative and mobilize employers by using a variety of resources, including worker's unions and personal contacts, in order to reach out to potential participants.

Certain sectors were more difficult to seek out and elicit participation due to the nature of the work. For example in the retail sector, most employees work in supermarkets, shopping malls and telecommunication companies, which do not allow for time off to take part in the interviews. Their work hours tend to be long with one day off per week, thus allocating time to participate in the interview process was difficult.

The timing of data collection coincided with the national elections, which caused further delays in securing participants. Many firms were unavailable to participate in the interviews, especially in Mombasa where the situation was more volatile than in other areas. Businesses shut down during and around election time, making it a challenge to establish contact with employers. Many businesses reported to have lost about 10 days of work. Therefore, employers that were approached for this exercise did not feel that their participation, as well as that of their employees, would be a good use of time.

Additionally, the process of securing and scheduling interviews and focus groups once businesses were contacted required more time than initially anticipated. This was due to the need of the point of contact to seek permission from their management prior to making a commitment to participate. In addition, email and phone inquiries were not returned, which reflected the lack of interest by employers. Others that had previously confirmed their participation made last minute cancellations without expressing any willingness to reschedule. During the actual interviews, some participants had allocated very little time for the task, thereby affecting the quality and depth of the information given.

Recommendations

Based on the data collection experience in Kenya, other countries could benefit from the following recommendations:

1. Researchers should begin mobilization early. Some employers are able to sit for an interview immediately upon contact while others may schedule one that they will postpone several times.
2. Less reliance on using the online survey to identify potential respondents. A number of respondents were not interested in participating in further interviews, which narrowed the pool of potential respondents. In addition, some employers may not be enthusiastic about having their employees interviewed. Therefore, other methods should be utilized, such as personal contacts and labor organizations.
3. Respondents should be over-sampled, as much as possible, in order to help mitigate any last minute interview cancellations.

4. The reimbursement for transportation was appreciated by the youth participants, though prior to the interviews, many did not know that they would receive it. Informing potential participants ahead of time could help secure more respondents by easing the burden of transport costs.
5. Researchers should take the time to thoroughly explain the purpose of the project to employers so there will not be any misunderstanding about the objectives, which may cause apprehension to participate.
6. In Kenya, the retail sector workers and formally-employer workers in the transport sector were the most difficult group of workers to bring together for a FGD due to the nature of their work. Perhaps offering an incentive in addition to transportation reimbursements may illicit greater participation from these sectors by off-setting opportunity costs.

CONCLUSION

The assessment of growth sectors revealed that the availability and accessibility of quality employment is still lacking for young people seeking work. Despite both employers and youth indicating that a good job entails decent pay, very few employees find that their salary is sufficient to meet ongoing expenses. Employers generally feel that the quality of training provided to young people prior to joining their company is fair and rely more on on-the-job training rather than in-house training. Employers expressed willingness to pay for external training programs, and also valued ICT skills as critical to many jobs. However, employers report that they look more at soft skills, such as strong work ethic, integrity, and ability to work as a team, over technical skills when appraising candidates, which may allow those without adequate technical training to still access certain jobs. Regardless, the major difficulties that young people face when in the job market are fierce competition for a limited number of jobs and the lack of relevant work experience required of many positions.

Based on the quality employment indicators used for this study, the ICT sector seems to provide the greatest opportunities for quality employment for young people, especially in terms of the paid work hours, the availability of training opportunities, and provision of social benefits.



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Appendices

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TABLE OF CONTENTS

APPENDICES 2

- Appendix 1. Ninaweza Participants and Decent Work..... 2
- Appendix 2. Stakeholder Interview Guide..... 5
- Appendix 3. Online Employer Survey 7
- Appendix 4. Employer Interview Guide..... 9
- Appendix 5. Rapid Youth Survey 11
- Appendix 6. Youth Focus Group Discussion Guide..... 14

APPENDICES

Appendix 1. Ninaweza Participants and Decent Work

Supported jointly by Microsoft and the World Bank, the Ninaweza program aims to provide IT and life skills training access to job opportunities to young women from the informal settlements around Nairobi. The 24-month program launched by the International Youth Foundation (IYF) in January 2011 and implemented by the African Center for Women and ICT (ACWICT) based in Nairobi. The primary objective of the Ninaweza program and impact evaluation was to examine the impact on youth employability and income-generating capacity of:

- 1) a comprehensive employability skills project model aimed at Kenyan youth, comparing the impact on a youth treatment group that participates in the project against a control group that does not participate in the project, and
- 2) participation in life skills training as part of a comprehensive employability model, comparing the impact on youth who receive life skills training against youth who do not receive such training.

Findings from the overall study revealed that the Ninaweza program succeeded at increasing the knowledge of program participants in the areas of ICT and life skills compared to a control group. In addition, the Ninaweza program increased the likelihood of program participants obtaining a job.

The main sectors in which the 112 program participants found work include: retail (43 percent), ICT (25 percent), and hospitality (16 percent). Among those employed in the ICT sector, 39 percent work in data entry, 11 percent as cyber café attendants and 7 percent as a BPO executive. Program participants in other sectors with ICT-enabled responsibilities include a computer teacher and an administrative assistant working in insurance who handles data entry.

The main indicators relevant to decent work that were covered by the Ninaweza impact study are the existence of an employment contract and the social benefits received by employees. These indicators were examined among the 184 respondents (106 program participants and 78 non-participants)¹ who reported to be employed². The social benefits included in this study are: paid leave, retirement pension (NSSF), health insurance, unemployment insurance, year-end bonus, and performance bonus.

The findings reveal that a greater proportion of program participants had secured quality employment than non-participants based on the two aforementioned indicators. A slightly higher percentage of program participants have a signed contract compared to non-participants (40 percent vs. 36 percent). Similarly, 44 percent of program participants report receiving social benefits vs. 40 percent of non-

¹ These findings cover cohorts 1-5, as data from cohort 6 was not fully available at the time of writing.

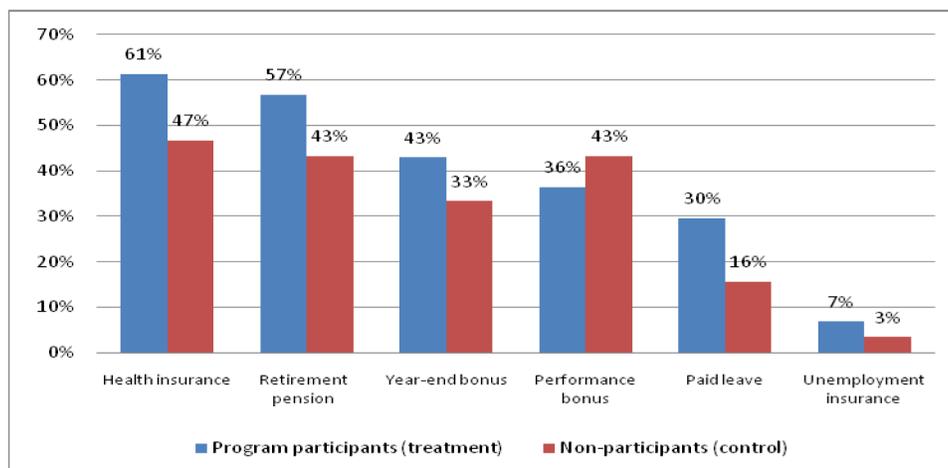
² Current employment status includes: self-employed, employed in a permanent full-time position, employed in a temporary full time position, working on an occasional or casual part-time position, and other.

participants. The greatest proportion of those receiving social benefits had health insurance with 61 percent of program participants covered by insurance vs. 47 percent of non-participants. Very few of those receiving benefits had unemployment insurance – 7 percent of program participants and 3 percent of non-participants. The benefit with the greatest level of disparity between the two groups of employed youth is paid leave – 30 percent of program participants receive paid leave compared to 16 percent of non-participants

Program participants made up a greater proportion of those receiving each type of benefit with the exception of a performance bonus, in which 43 percent of non-participants receiving performance bonuses compared with 36 percent of program participants. The types of job that non-program participants were commonly employed in include: administrative assistants (29 percent), sales and marketing (9 percent), housekeeping (8 percent), teaching (6 percent) and social work (4 percent). In addition, a greater proportion of non-program participants than program participants are self-employed (23.1% vs. 13.6%) or working on an occasional or casual part-time position (26.9% vs. 16.5%). Perhaps the nature of these positions results in greater levels of performance bonuses, possibly in the form of tips, which are performance based.

A majority of the respondents in the finance, ICT and social service sectors received social benefits. All three respondents working in the finance sector report receiving social benefits – retirement pension (1 out of 3), health insurance (1 out of 3), year-end bonus (1 out of 3), and performance bonus (2 out of 3). In addition, 15 out of 25 respondents working in ICT receive social benefits, specifically a retirement pension (7 out of 14) and health insurance (10 out of 25). To lesser degrees, respondents working in ICT also receive performance bonuses (5 out of 15), paid leave (3 out of 15), a year-end bonus (2 out of 15) and unemployment insurance (2 out of 15). Eight of the nine respondents working in the social service sector report receiving social benefits, which include paid leave (1 out of 9), health insurance (3 out of 7), a year-end bonus (1 out of 7), and performance bonuses (3 out of 7).

Figure 2. Social benefits, program participants vs. non participants



The findings were also examined based on the specific sectors in which respondents were working. A majority of the respondents in the finance, ICT and social service sectors received social benefits. All

three respondents working in the finance sector report receiving social benefits – a retirement pension (1 out of 3), health insurance (1 out of 3), a year-end bonus (1 out of 3), and performance bonuses (2 out of 3). In addition, 15 out of 25 respondents working in ICT receive social benefits, specifically a retirement pension (7 out of 14) and health insurance (10 out of 25). To lesser degrees, respondents working in ICT also receive performance bonuses (5 out of 15), paid leave (3 out of 15), a year-end bonus (2 out of 15) and unemployment insurance (2 out of 15). Eight of the nine respondents working in the social service sector report receiving social benefits, which include paid leave (1 out of 9), health insurance (3 out of 7), a year-end bonus (1 out of 7), and performance bonuses (3 out of 7).

The construction sector, transportation sector and the research sector had one respondent each and those individuals reported receiving social benefits. The respondent in the construction sector receives paid leave, a retirement pension, health insurance, a year-end bonus and a performance bonus. The respondent in the transportation sector receives a retirement pension, health insurance, a year-end bonus and a performance bonus.

Table 3. Social benefits by sector

Sector	Social benefits			Paid Leave			Retirement Pension			Health Insurance			Unemployment Insurance			Year-end Bonus			Performance Bonus		
	Freq	Total	%	Freq	Total	%	Freq	Total	%	Freq	Total	%	Freq	Total	%	Freq	Total	%	Freq	Total	%
Construction	1	1	100%	1	1	100%	1	1	100%	1	1	100%	0	1	0%	1	1	100%	1	1	100%
Finance	3	3	100%	0	3	0%	1	3	33%	1	3	33%	0	3	0%	1	3	33%	2	3	67%
ICT	15	25	60%	3	15	20%	7	14	50%	10	15	67%	2	15	13%	2	15	13%	5	15	33%
Research	1	1	100%	0	1	0%	0	1	0%	0	1	0%	0	1	0%	0	1	0%	1	1	100%
Social service	8	9	89%	1	8	13%	0	5	0%	3	7	43%	0	7	0%	1	7	14%	3	7	43%
Transport	1	1	100%	0	1	0%	1	1	100%	1	1	100%	0	1	0%	1	1	100%	1	1	100%

Appendix 2. Stakeholder Interview Guide

Assessment Interview Guide (& Note Taking Template)

Name of Organization:

.....

Type of Organization:

Donor / NGO / Education Institution / Government (circle one)

Name of Interviewee:

.....

Note to interviewer: Introduce yourself, the purpose of the study, and the goal of this interview. Depending on the focus of each organization, ask relevant questions.

- 1) What youth-oriented activities is your organization supporting? *Prompt for project activities, donors, partners, etc.*

- 2) What is considered a good job in this country? *Prompt for local definition of decent work.*

- 3) From your knowledge, what are the promising economic growth sectors/industries for youth employment presently and in the near future?

- 4) What are specific employment or enterprise development opportunities that exist within these sectors/industries for youth (18-29)? *Prompt for both formal and informal sector opportunities for vulnerable youth.*

- 5) How would you assess the quality of these employment opportunities? *Give examples such as fair compensation, benefits, career advancement, job security, etc.*

- 6) What are the skills (both technical and soft skills) and qualifications required for these jobs?

- 7) Are there training institutes accessible and available to assist youth to acquire these skills? What is the quality of these training programs? What are the existing gaps?

- 8) How can young people in this country and in the Africa region be better prepared for these positions?

- 9) What policies, infrastructures, programs or networks are in place (or lack thereof) to support youth employment/entrepreneurship in this country?

- 10) Is there anyone else in your organization or outside your organization that you think is well informed about these topics that we should get in touch with?

Appendix 3. Online Employer Survey

ONLINE PRIVATE SECTOR SURVEY (KENYA)

The Key Survey link will be emailed to employers – to be followed up with in-country interviews with employers agreed to be interviewed.

1	Name of the person completing the survey
2	Title (e.g., HR manager)
3	Name of company
4	Sector of focus: ³ 1 = Agriculture, forestry and fishing; 2 = Mining; 3 = Manufacturing; 4 = Electricity, gas, steam & air conditioning supply; 5 = Water supply; sewerage, waste management; 6 = Construction; 7 = Wholesale & retail trade; repair of motor vehicles and motorcycles; 8 = Transportation & storage; 9 = Accommodation and food service activities; 10 = Information & communication; 11 = Financial & insurance activities; 12 = Real estate activities; 13 = Professional, scientific and technical activities; 14 = Administrative and support service activities; 15 = Public administration, defense, compulsory social security; 16 = Education; Human health and social work activities; 17 = Arts, entertainment and recreation; 18 = Other service activities; 19 = Activities of households as employers	_
5	What is the capacity of the labor market, particularly your sector, to absorb skilled graduates (29 years of age and younger) over the next two to three years? 1 = Very low; 2 = Low; 3 = Fair; 4 = High; 5 = Very high	
6	Is your firm involved in Business Process Outsourcing? 1 = Yes, we contract out some or all of our business processes 2 = Yes, we provide business services to foreign firms as the sub-contractor 3 = Yes, partially – we provide services to foreign firms but also have our own direct, final customers 4 = No, we are not involved in any way
7	Year of establishment
8	Between 2011 and 2012, did the number of employees change? 1 = Increased; 2 = Remained stable; 3 = Fell; 4 = Started operating in 2012	
9	Total number of employees	_
10	Do you have employees 29 years of age and younger? (if no, skip to 27) 1 = Yes; 2 = No	_
11	Percentage of employees – 29 or younger 1 = Less than 25% of the total number of employees; 2 = 25-50%; 3 = 51-75%; 4 = 76-100%	_
12	Skilled employees – 29 or younger 1 = Less than 25% of the total number of employees; 2 = 25-50%; 3 = 51-75%; 4 = 76-100%	_
13	Unskilled employees – 29 or younger 1 = Less than 25% of the total number of employees; 2 = 25-50%; 3 = 51-75%; 4 = 76-100%	_
14	If your company is growing, how many more employees are you planning to hire in the next 12-24 months? (or put N/A and skip to #17)	_

³ <http://unstats.un.org/unsd/cr/registry/regcst.asp?Cl=27>

	1 = 1-3; 2 = 4-9; 3 = 10-19; 4 = 20-49; 5 = 50-99; 6 = Above 100; 7 = NA	
15	Of the new employees you are planning to hire, how many would you estimate are likely to be 29 years of age or younger? (or choose 'none' and skip to #17) 1 = 1-3; 2 = 4-9; 3 = 10-19; 4 = 20-49; 5 = 50-99; 6 = Above 100; 7 = None	
16	How do you plan to recruit them? (multiple selection) 1 = Formal application process managed by company; 2 = Referrals from employee or other person; 3 = Through an employment agency; 4 = Through a training program or institute; 5 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/>
17	What are some entry level positions at your company for young employees 29 and under? List them or put none.
18	How would you assess the quality of these jobs (in terms of salary, benefits, professional growth opportunities, etc)? 1 = Very poor; 2 = Poor; 3 = Fair; 4 = Good; 5 = Very good; 6 = Don't know Why?	<input type="checkbox"/>
19	Minimum educational requirement for these jobs: 1 = None; 2 = Primary; 3 = O-level; 4 = A-level; 5 = Tertiary/university; 6 = Technical or vocational 7 = Other:	<input type="checkbox"/>
20	Years of work experience: 1 = None; 2 = 1-2; 3 = 3-4; 4 = 5-6; 5 = 7 & above	<input type="checkbox"/>
21	What is the average monthly take-home pay of your skilled employees (29 and under)? (Kenya Shillings) 1 = 100-4,000; 2 = 4,001-8,000; 3 = 8,001-12,000; 4 = 12,001-16,000; 5 = 16,001-20,000; 6 = 20,001-24,000; 7 = >24,000	
22	What is the average monthly take-home pay of your unskilled employees (29 and under)? (Kenya Shillings) 1 = 100-4,000; 2 = 4,001-8,000; 3 = 8,001-12,000; 4 = 12,001-16,000; 5 = 16,001-20,000; 6 = 20,001-24,000; 7 = >24,000	<input type="checkbox"/>
23	What are some critical technical skills for these positions? (multiple selection) 1 = Computer skills; 2 = Sales & marketing; 3 = Accounting; 4 = Customer service; 6 = Administrative; 7 = Manual skills (e.g., carpentry); 8 = Other:	<input type="checkbox"/>
24	What are some critical soft skills for these positions? (multiple selection) 1 = Team work; 2 = Strong work ethics; 3 = Integrity; 4 = Loyalty to the company; 5 = Communication skills; 6 = Managing emotions; 7 = Problem solving; 8 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/>
25	Do employees receive any of the following employment benefits for these positions? (multiple selection) 1 = Paid time off for vacation; 2 = Health benefits; 3 = Retirement pension; 4 = Year-end bonus; 5 = Performance bonus; 6 = Unemployment insurance; 7 = Tuition reimbursement; 8 = Transport allowance; 9 = Meals (or meal allowance); 10 = No benefits; 11 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
26	What barriers do you face in hiring qualified young employees? (multiple selection) 1 = Hiring qualified youth not a problem; 2 = High turnover; 3 = Lack of relevant technical skills; 4 = Lack of soft skills; 5 = Lack of recruitment agencies; 6 = Gaps in basic skills (low literacy or numeracy); 7 = N/A (not hiring youth) 8 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
27	How are employees trained? (multiple selection) 1 = In-house classroom training; 2 = On-the-job training; 3 = Vendor training (specify): 4 = Through a trusted training institute (specify): 5 = NGO training program (specify): 6 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/>
28	What is the perceived quality of training provided to young people prior to joining your company? 1 = Very poor; 2 = Poor; 3 = Fair; 4 = Good; 5 = Very good Why?	<input type="checkbox"/>
29	Are you paying or willing to pay for training services to better prepare young people to join your company? 1 = Yes; 2 = No Why/not?	<input type="checkbox"/>
30	Are there opportunities for young people to start businesses in your sector? 1 = Yes, many; 2 = Yes but a few; 3 = No	<input type="checkbox"/>
31	If yes to Q#30, list the opportunities.
32	Are you willing to be interviewed by the assessment team in country? 1 = Yes; 2 = No	<input type="checkbox"/>
33	If yes, please provide your address and telephone number.

Appendix 4. Employer Interview Guide

Employer Interview Guide

This employer interview is to be conducted with the employers who have agreed to be interviewed—through the online employer survey (see questions #32 and #33 above). Researcher following up will complete this section prior to the interview. S/he will then make an introduction and explain the goal of this study.

Name of Company:

.....

Sector of Focus:

.....

Name of Interviewee:

.....

Analyze the employer survey data prior to the interview. Based on the information already provided, ask relevant follow-up questions to better understand the issues related to decent work and self/employment opportunities for young people. Questions may include:

- 1) From your knowledge, what are the promising economic sectors (and sub-sectors) for youth employment presently and in the near future? What is the capacity of the labor market to absorb skilled graduates?

- 2) What are specific employment and/or enterprise development opportunities that exist within your sector? In the growth sectors more broadly? What are some entry level positions at your company for youth 29 years of age and under (building on your survey response)?

- 3) What is considered a good job in this country? *Prompt for local definition of decent work considering good wages, benefits, job security, job satisfaction, etc.*

- 4) How would you assess the quality of employment opportunities available at your company (building on your survey response) and elsewhere? *Give examples such as fair compensation, benefits, career advancement, job security, etc.*

- 5) What are the main technical skills required for these jobs (building on your survey response)?

- 6) What are the main soft skills required for these jobs (building on your survey response)?

- 7) Generally speaking, what types of providers are operating in the private sector, e.g., for profit, non-profit, training institutes, NGOs or SMEs? What is the perceived quality of these training programs? What are the existing gaps?

- 8) Are you working with specific training providers who train your young employees? If so, which ones and why?

- 9) What are key barriers to private sector investment? How can private investment be stimulated? What are some potential investment opportunities?

- 10) How can young people in this country (and in Sub-Saharan Africa) be better prepared for these existing or upcoming jobs?

Appendix 5. Rapid Youth Survey

RAPID YOUTH SURVEY

[Note: Researcher to conduct one-on-one interviews with young people and complete this survey after focus groups]

Section I – Identification			
1	Research Location	1 = Nairobi; 2 = Mombasa; 3 = Lake Navasa	_____
2	What is your age?	1 = 18 to 21; 2 = 22 to 24; 3 = 25 to 29	_____
3	Gender	1 = Male; 2 = Female	_____
Section II – Education			
4	What is the highest level of formal education you successfully completed? <i>Select only one.</i> 1 = None; 2 = Primary; 3 = Form 1; 4 = Form 2; 5 = Form 3; 6 = Form 4; 7 = Form 5; 8 = Form 6; 9 = University/tertiary; 10 = Technical/vocational		_____
5	Are you currently enrolled in school or a training program? If no, skip to Q#7. 1 = Yes; 2 = No		_____
6	If yes, what level? (specify to the extent possible) 1 = Primary school; 2 = Secondary school; 3 = University/tertiary; 4 = Technical/vocational school; 5 = Short course (specify): 6 = Other:		_____
7	Do you feel prepared to find work with your educational background? If yes, skip to Q#9. 1 = Yes; 2 = No		_____
8	If not, which skills do you feel are lacking? 1 = Computer skills; 2 = Starting my own business; 3 = Reading, writing & mathematical skills; 4 = Technical skills (specify): 5 = Soft skills (specify: e.g., communication skills, team work, problem solving): 6 = Other (specify):		_____
Section III – Work			
9	What is your sector of work? 1 = Agriculture, forestry & fishing; 2 = Mining; 3 = Manufacturing; 4 = Electricity, gas, steam & air conditioning supply; 5 = Water supply; sewerage, waste management; 6 = Construction; 7 = Wholesale & retail trade; repair of motor vehicles & motorcycles; 8 = Transportation & storage; 9 = Accommodation and food service activities; 10 = Information & communication; 11 = Financial & insurance activities; 12 = Real estate activities; 13 = Professional, scientific and technical activities; 14 = Administrative & support service activities; 15 = Public administration, defense, compulsory social security; 16 = Education; human health & social work activities; 17 = Arts, entertainment and recreation; 18 = Other service activities 19 = Not applicable		_____
10	Currently, you are, 1 = Employed full-time – salaried job (move on to Q11 and complete Section III.A. only; and answer Q40); 2 = Employed part-time – salaried job (move on to Q11 and complete Section III.A. only; and answer Q40); 3 = Self-employed, running a small, unregistered business (e.g., selling phone cards) or providing services for a fee (skip to Q26, complete Section III.B. only; and answer Q40) 4 = Self-employed, owner of a registered business (skip to Q26 and complete Section III.B. only; and answer Q40)		_____

	5 = Helping with a family business (move on to Q11 and complete Section III.A. only; and answer Q40); 6 = Casual laborer (move on to Q11 and complete Section III.A. only; and answer Q40); 7 = Not working (move on to Q40, end of survey)	
<i>Based on the employment status of young people, interviewer to choose either section III.A or section III.B (not both).</i>		
III.A. For Employed youth		
11	Do you receive any pay or compensation for your work? If no, skip to #14. 1 = Yes; 2 = No	<input type="text"/>
12	How much was your take-home pay last month in Kenya Shillings? 1 = 100-4,000; 2 = 4,001-8,000; 3 = 8,001-12,000; 4 = 12,001-16,000; 5 = 16,001-20,000; 6 = 20,001-24,000; 7 = >24,000	<input type="text"/>
13	To what extent are your earnings sufficient to pay your ongoing expenses (including, if relevant, contributing to your household expenditure, feeding your family, etc)? 1 = Insufficient; 2 = Almost sufficient; 3 = Sufficient	<input type="text"/>
14	Do you receive any of the following employment benefits? (multiple selection, unless option 11 is chosen) 1 = Vacation; 2 = Health insurance; 3 = Retirement pension contribution from the employer; 4 = Year-end bonus; 5 = Performance bonus; 6 = Unemployment insurance; 7 = Tuition reimbursement; 8 = Transport allowance; 9 = Meals (allowance); 10 = Paid maternal leave; 11 = No benefits; 12 = Others (specify):	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
15	Which aspects of your job do you particularly like? (multiple selection) 1 = Good income; 2 = Good benefits; 3 = Good bonus; 4 = Job security; 5 = Professional growth opportunities; 6 = Ability to participate in decision making; 7 = Fair treatment; 8 = Location of work; 9 = Other (specify):	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
16	Which aspects of your job do you particularly dislike? (multiple selection) 1 = Poor income; 2 = No/poor benefits; 3 = No bonus; 4 = No job security; 5 = No professional growth opportunities; 6 = Inability to participate in decision making; 7 = Unfair treatment; 8 = Other (specify):	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
17	How many hours do you work in one week? 1 = < 20 hrs; 2 = 20-30 hrs; 3 = 31-40 hrs; 4 = 41-49 hrs; 5 = > 49 hrs	<input type="text"/>
18	Do you involuntarily have to work more hours than what you get paid for (e.g., working > 40 hours)? 1 = Yes; 2 = No	<input type="text"/>
19	How long have you been doing this work? 1 = 1 to 6 months; 2 = 7 to 12 months; 3 = 13 to 18 months; 4 = > 18 months	<input type="text"/>
20	Are you able to maintain a healthy work-life balance? 1 = Yes; 2 = No	<input type="text"/>
21	Did you receive any job-related training sponsored by your employer in the last year? 1 = Yes; 2 = No	<input type="text"/>
22	Do you currently have an employment contract of at least one year? 1 = Yes; 2 = No	<input type="text"/>
23	Are you confident that you will not be asked by your employer to quit your job within a year? 1 = Yes; 2 = No	<input type="text"/>
24	Do you worry about your safety at work or on your way to/from work (e.g., due to late shifts)? 1 = Yes; 2 = No	<input type="text"/>
25	Overall, are you happy with your current work? 1 = Yes; 2 = No; 3 = Neither happy nor unhappy	<input type="text"/>
III.B. For self-employed youth		
26	Why are you self-employed? 1 = I can't find a job – no qualifications; 2 = I can't find a job – no connections; 3 = Can't find adequate opportunities; 4 = Better income; 5 = I prefer to work for myself; 6 = There was already a family business; 7 = Other:	<input type="text"/>
27	Do you prefer self-employment to a wage job? 1 = Yes; 2 = No; Why?	<input type="text"/>
28	Were you able to break even and make profits after paying all business expenses last month? If no, skip to Q30. 1 = Yes; 2 = No;	<input type="text"/>
29	If yes, how much did you make in net profits in Kenya Shillings? 1 = 100-4,000; 2 = 4,001-8,000; 3 = 8,001-12,000; 4 = 12,001-16,000; 5 = 16,001-20,000; 6 = 20,001-24,000; 7 = >24,000	<input type="text"/>
30	To what extent are your earnings sufficient to pay your ongoing expenses (including, if relevant, contributing to your	<input type="text"/>

	household expenditure, feeding your family, etc)? 1 = Insufficient; 2 = Almost sufficient; 3 = Sufficient	
31	Which aspects of your work do you particularly like? (multiple selection) 1 = Good income; 2 = Good and/or stable future earnings prospects; 3 = Growth opportunities; 4 = Ability to make my own decisions; 5 = Flexible hours; 6 = Ability to work from home (or where I like); 7 = Ability to employ other people; 8 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
32	Which aspects of your work do you particularly dislike? (multiple selection) 1 = Poor/irregular income; 2 = No/poor benefits; 3 = No profits/inability to break even; 4 = No growth opportunities; 5 = Very long hours; 6 = High risks involved for my business; ; 7 = Other (specify):	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
33	How many hours do you work in one week? 1 = < 20 hrs; 2 = 20-30 hrs; 3 = 31-40 hrs; 4 = 41-49 hrs; 5 = > 49 hrs	<input type="checkbox"/>
34	How long have you been doing this work? 1 = 1 to 6 months; 2 = 7 to 12 months; 3 = 13 to 18 months; 4 = > 18 months	<input type="checkbox"/>
35	Are you able to maintain a healthy work-life balance? 1 = Yes; 2 = No	<input type="checkbox"/>
36	Are you confident that you will continue to operate this business in a year's time? 1 = Yes; 2 = No	<input type="checkbox"/>
37	Are you confident that you will be able to grow your business in the next 1-2 years? 1 = Yes; 2 = No	<input type="checkbox"/>
38	Do you worry about your safety while running your business (e.g., selling things on the streets)? 1 = Yes; 2 = No	
39	Overall, are you happy with your current work? 1 = Yes; 2 = No; 3 = Neither happy nor unhappy	<input type="checkbox"/>
40	Are you currently looking for a job? (because you are not employed, not making enough money and need extra income, or looking for a new job) For all young people to answer. 1 = Yes; 2 = No	<input type="checkbox"/>

Appendix 6. Youth Focus Group Discussion Guide

Assessment Youth Focus Group Discussion (FGD) Guide

Methodology and Protocols

We will spend one to two weeks in each country to conduct FGDs with purposeful samples of target youth, reaching up to 60-75 youth (ages 18-29). Each FGD should have 8-10 youth (50 percent women) organized by specific youth cohorts, e.g., employed vs. unemployed. We will conduct at least one FGD with employed youth for each of the identified growth sectors/industries. A facilitator with support from a note taker/youth research assistant can conduct up to two FGDs per day. Mobilization should be done in advance to ensure proper attendance and participation. Note taker will take notes using a laptop and assist the facilitator with survey administration at the end of FGs. E-copies of the notes will be reviewed by facilitator and sent to IYF.

Facilitator welcomes group and thanks youth for their participation. Facilitator explains the process and purpose:

- We are here to conduct some research on decent work for youth. We want to have a discussion, which will be about an hour, to learn about:
 - What decent/good work means to you;
 - What are the sectors where you can find good jobs;
 - What you think about these jobs; and
 - Your experience in seeking work or working in certain industries or jobs.
- Your voices and thoughts will lead us to better support youth. Your information will be kept confidential. Your responses will not be shared with your employer or others in your workplace.

- Based on your knowledge, which industries or types of companies and enterprises are creating the most jobs for young people (30 years of age or younger)? Which industries or types of companies and enterprises are you most interested in?
- What kinds of jobs can young people (29 or younger) find within these industries, companies or enterprises?
Probe for both formal and informal, public and private sectors, and for both young men and women.
- What do you think about the quality of these jobs based on your knowledge? What do you consider as a good job?
If needed, give examples such as wages, benefits, contract type—based on our definition of “decent work”.
- What skills do young people need for these jobs? How can they get the skills necessary?
Probe for access to and quality of skills training programs, and gaps.

- How do young people go about finding a job? What difficulties have you encountered in looking for a decent job? *Probe for specific barriers, challenges, recommendations.*
- What kinds of jobs would you ideally want? Are you interested in public sector or private sector jobs or both—why?
- What are your goals in life? What skills or training would be most useful to you in reaching these goals?
- More broadly, what other types of support or networks do young people need to better access decent/good work?

Additional Questions For Employed Youth:

- What is your experience working in these industries, companies or enterprises, and in both public and private sectors?
- Are you happy with your current work (thinking about wage, benefits, job satisfaction, security, etc) – why/not?
Probing questions:
 - Do you think you have a stable job? Do you find your work fulfilling and rewarding?
 - Does your job pay well? Do you get any benefits? If so, what kinds?
 - Do you feel you have the skills necessary to do your job? How did you get trained? If you don't feel prepared, what are some challenges you are facing at work?
 - Did you receive job-related training sponsored by your employer in the last year? What kind?
 - Do you feel underutilized at work—why/not?
 - Do you involuntarily have to work more hours than what you get paid for (e.g., working for more than 40 hours involuntarily while receiving a regular monthly salary)? Do you feel like your employer (and colleagues) treats you fairly at work—why/not?
 - Are you able to maintain a healthy work-life balance? Why/not?
 - Do you currently have an employment contract for at least one year?
 - Are you confident that your employer will not require you to quit your job within a year? Why/not?
 - Do you worry about your safety at work or on your way to and from work (e.g., coming home after late shifts)? Why/not?
- How do you feel about your opportunities for advancement (e.g., getting a promotion) in your current work?
 - Do you see yourself staying in your present employer 2-3 years from now—why/not?

- Overall, do you have a positive outlook about your current work and your future economic opportunities?
- What opportunities do you see for career growth? Do you think you have the necessary skills and experience to take these opportunities? If not, what types of support do you need?

Additional Questions For Self-Employed Youth:

- What is your experience running a small business? What are/were some key challenges faced? Solutions?
Probe for specific types of business and different experiences among youth.
- Why are you self-employed? Do you prefer to be self-employed – why/not?
- Is your business registered – why/not? If no, are you interested in formalizing/registering your business – why/not?
- Do you consider what you are doing good business/work in terms of income, growth prospects, etc?
 - Are you breaking even and making net profits – why/not?
 - Do you consider your work stable? Fulfilling? How so?
 - Are you able to maintain a healthy work-life balance? Why/not?
 - Do you worry about your safety while conducting business (e.g., selling phone cards or others on the streets)? Why/not? What are some key challenges?
- How do you feel about business opportunities for growth?
 - Are you confident that you will continue to operate this business in a year's time? Why/not? If not, what are some key challenges you are facing?
 - Are you confident that you will be able to grow your business in the next 1-2 years? Why/not? What are some barriers?
 - Overall, do you have a positive outlook about your current work and your future economic opportunities?
 - What opportunities do you see for your business growth in the current area or other? Do you think you have the necessary skills and experience to take these opportunities? If not, what types of support do you need?



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